

# Orland Park, IL

## The National Community Survey

Report of Results  
2021

Report by:



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## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Orland Park. A livable community is 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. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The report provides the opinions of a representative sample of 562 residents of the Village of Orland Park collected from June 2nd, 2021 to July 21st, 2021. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2021 survey was 19%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Orland Park.

### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Orland Park’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Orland Park residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Orland Park’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Orland Park’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how the Village’s 2021 ratings compare to other communities’ ratings from the past five years.



## Trends over time

Trend data for Orland Park represent important comparison data and should be examined for improvements or declines\*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than six percentage points between the 2016 and 2021 surveys, the change is statistically significant.

\* In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

## Methods

### Selecting survey recipients

All households within the Village of Orland Park were eligible to participate in the survey. A list of all households within the zip codes serving Orland Park was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the Village of Orland Park households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the Village of Orland Park boundaries were removed from the list of potential households to survey. Each address identified as being within village boundaries was further identified as being within one of the four quadrants. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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 introduction of the survey.

### Conducting the survey

The 3,000 randomly selected households received mailings beginning on June 2nd, 2021 and the survey remained open for seven weeks. For 1,500 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 1,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 2% of the 3,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,954 households that received the invitations to participate, 562 completed the survey, providing an overall response rate of 19%. The response rate was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

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 margin of error for the Village of Orland Park survey is no greater than plus or minus 4 percentage points around any given percent reported for all respondents (562 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the Village of Orland Park. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all village residents and became available on July 13th, 2021. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

## Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the Village of Orland Park. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target*
Age	18-34	4%	20%	21%
	35-54	20%	32%	32%
	55+	76%	48%	47%
Area	NE	28%	25%	26%
	NW	24%	16%	16%
	SE	21%	28%	28%
	SW	27%	31%	31%
Hispanic origin	No, not Spanish, Hispanic, or Latino	94%	93%	93%
	Spanish, Hispanic, or Latino	6%	7%	7%
Housing tenure	Own	96%	89%	89%
	Rent	4%	11%	11%
Housing type	Attached	36%	41%	41%
	Detached	64%	59%	59%
Race & Hispanic origin	Not white alone	17%	14%	16%
	White alone, not Hispanic or Latino	83%	86%	84%
Sex	Female	56%	53%	53%
	Male	44%	47%	47%
Sex/age	Female 18-34	2%	9%	11%
	Female 35-54	11%	17%	17%
	Female 55+	43%	27%	26%
	Male 18-34	2%	11%	11%
	Male 35-54	9%	15%	15%
	Male 55+	33%	21%	21%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

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 the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## Contact

The Village of Orland Park funded this research. Please contact Terica Ketchum of the Village of Orland Park at [tketchum@orlandpark.org](mailto:tketchum@orlandpark.org) if you have any questions about the survey.

## Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

\* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2017 American Community Survey

## Highlights

### **Orland Park residents praise their overall quality of life in the village, with strong ratings for the sense of community.**

About 9 in 10 residents gave excellent or good ratings to Orland Park as a place to live, the overall quality of life in the village, and Orland Park as a place to raise children, while a similar proportion planned to remain in the community for the next five years and would recommend living in Orland Park to someone who asked. Eight in 10 were pleased with the overall image or reputation of the village, while three-quarters positively rated the sense of community. These ratings were similar to those given in other communities across the nation. Further, about 8 in 10 respondents gave favorable marks to the community attracting people from diverse backgrounds and taking care of vulnerable residents, as well as to opportunities to attend social events and activities; these scores were higher than the national averages.

### **Economy ratings in Orland Park are strong, with some changes noted since 2016.**

About 8 in 10 residents positively rated the overall quality and variety of business and service establishments and shopping opportunities in Orland Park, while about 7 in 10 were pleased with economic development and employment opportunities; these marks were higher than the national benchmark comparisons. Further, roughly 8 in 10 residents gave favorable scores to the overall economic health of Orland Park and the village as a place to work and to visit, which were on par with ratings given elsewhere across the country. Compared to 2016, ratings in 2021 increased for Orland Park as a place to work, the overall economic health of the village, employment opportunities, and the respondent's future economic outlook, while ratings decreased for shopping opportunities and economic development.

### **Safety is an important facet of the community to residents and ratings for safety-related services are exceptional.**

When asked about aspects of the community Orland Park should focus on in the next two years, almost all respondents (96%) rated the importance of the overall feeling of safety in the city as essential or very important, while about three-quarters rated the quality of this item as excellent or good; this relatively higher-importance, lower-quality rating compared to other facets of the community indicates that safety could be considered an important area of focus for the Village. The quality rating for overall feeling of safety declined from 2016 to 2021, as did the score for feeling safe in Orland Park's downtown/commercial area during the day (83% in 2021).

However, residents also noted extremely high levels of satisfaction with Safety-related services in Orland Park: virtually all residents gave excellent or good ratings to fire services (99%) and to ambulance/EMT services (98%), and at least 8 in 10 were pleased with police services, fire prevention and education, animal control, and emergency preparedness. These ratings were all higher than the national benchmarks and, in some cases, were ranked within the top ten communities nationwide in Polco/NRC's benchmark database.

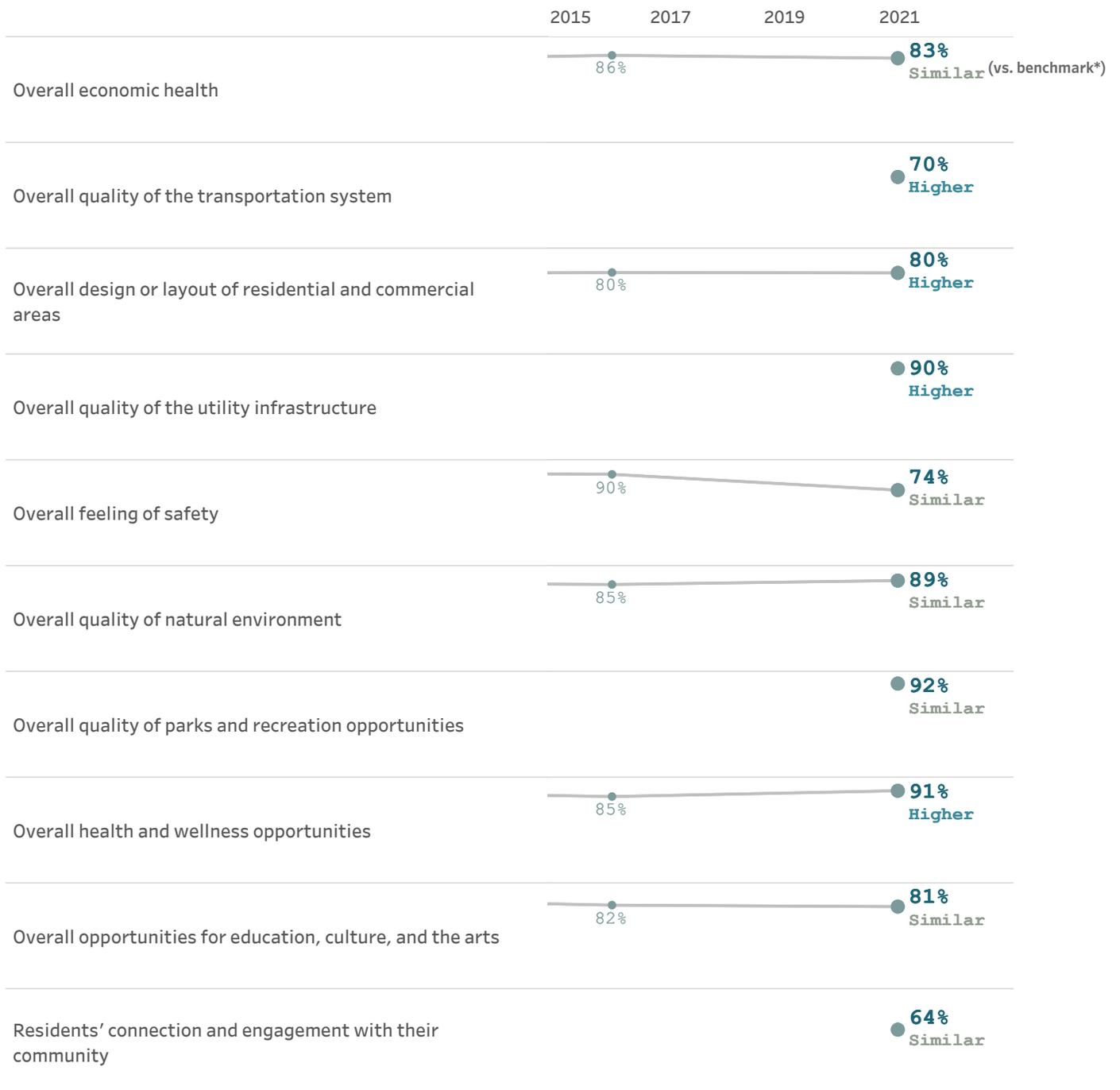
Finally, in a customized survey question unique to Orland Park, residents were asked to assign a level of importance to various actions the Village could take in the next five years. Nearly 9 in 10 residents felt that enhancing and investing in community policing and public safety programs was essential or very important, while 84% felt that making annual investments in facilities and equipment for police and public works was important. Out of a total of 12 action items in the list, these were #2 and #4, respectively.

## Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

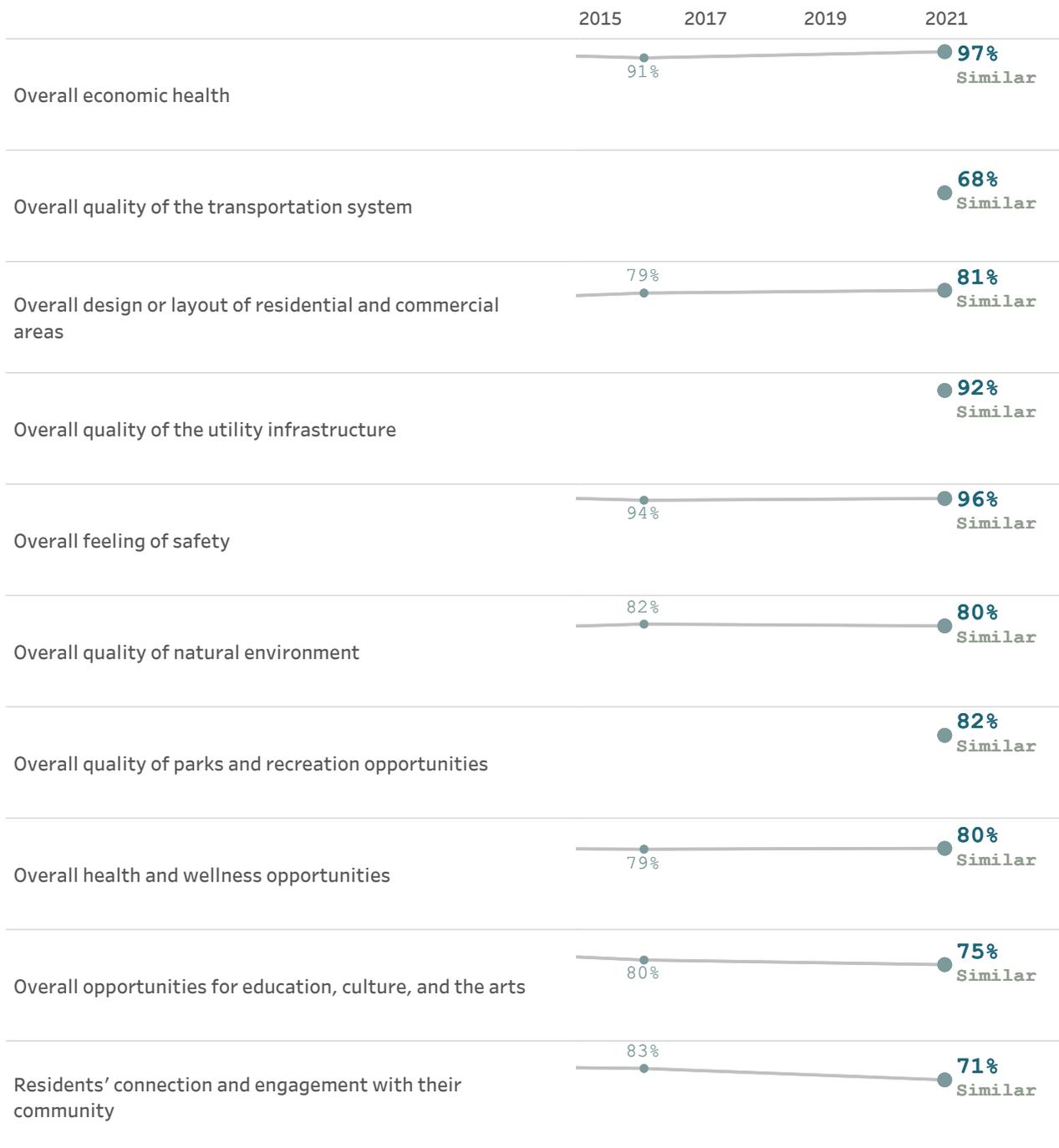
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the national benchmark).

Please rate each of the following characteristics as they relate to Orland Park as a whole.  
(% excellent or good)



Please rate how important, if at all, you think it is for the Orland Park community to focus on each of the following in the coming two years.

(% essential or very important)



Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 81.9% or more of respondents were considered of "higher quality" and those with ratings lower than 81.9% were considered to be of "lower quality." Services were classified as "more important" if they were rated as essential or very important by 80.8% or more of respondents. Services were rated as "less important" if they received a rating of less than 80.8%. This classification uses the median ratings for quality and importance to divide the services in half.

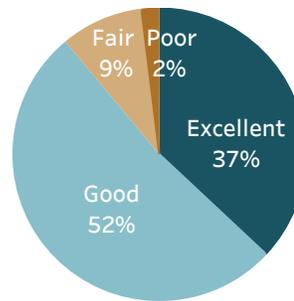
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



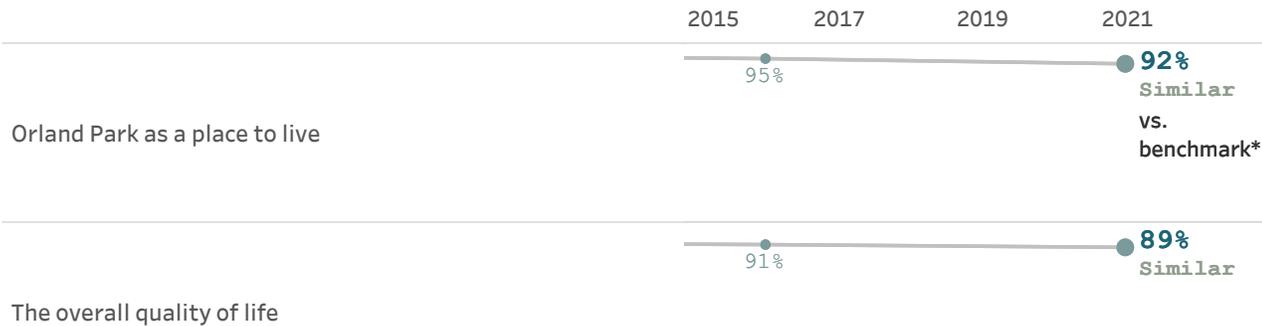
## Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

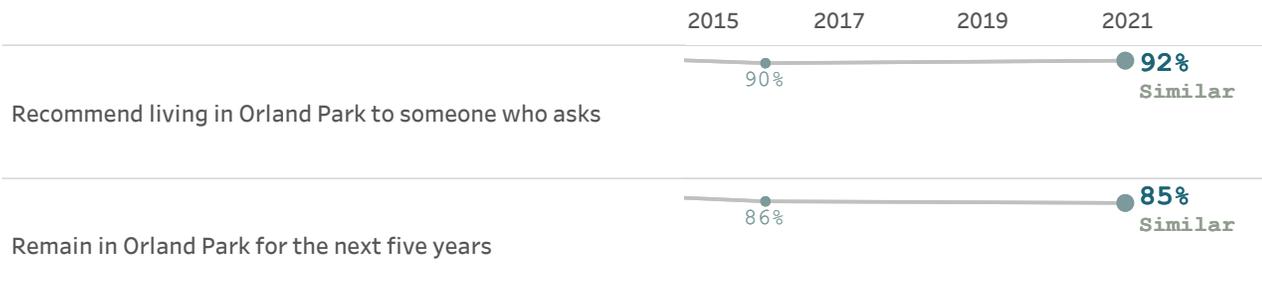
The overall quality of life in Orland Park, 2021



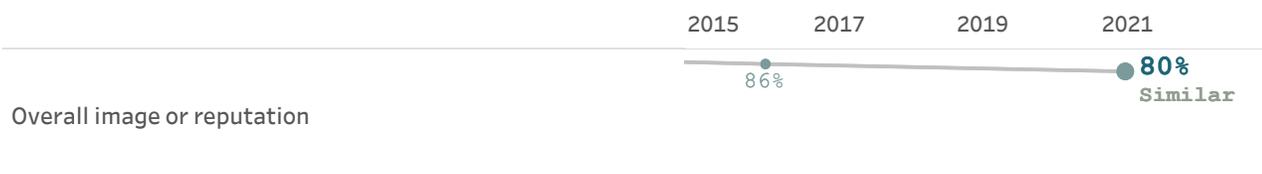
Please rate each of the following aspects of quality of life in Orland Park.  
(% excellent or good)



Please indicate how likely or unlikely you are to do each of the following.  
(% very or somewhat likely)



Please rate each of the following in the Orland Park community.  
(% excellent or good)

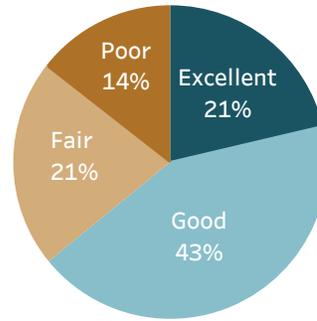


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

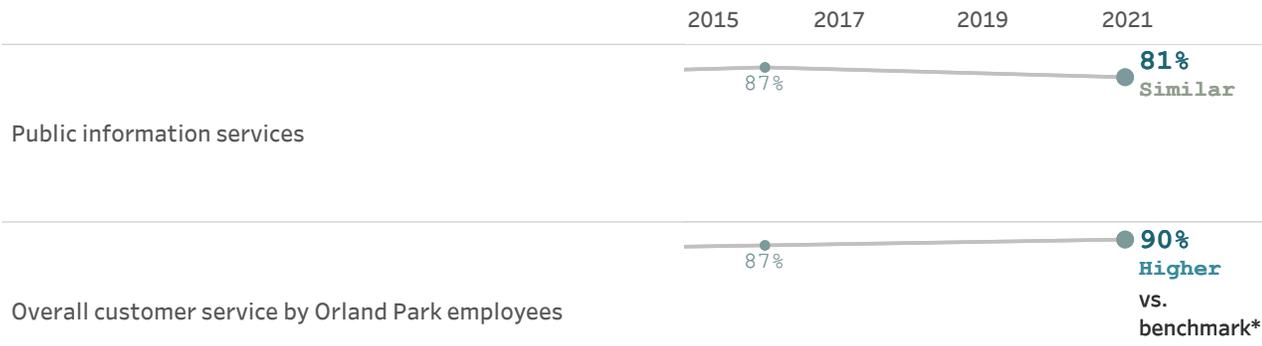
## Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

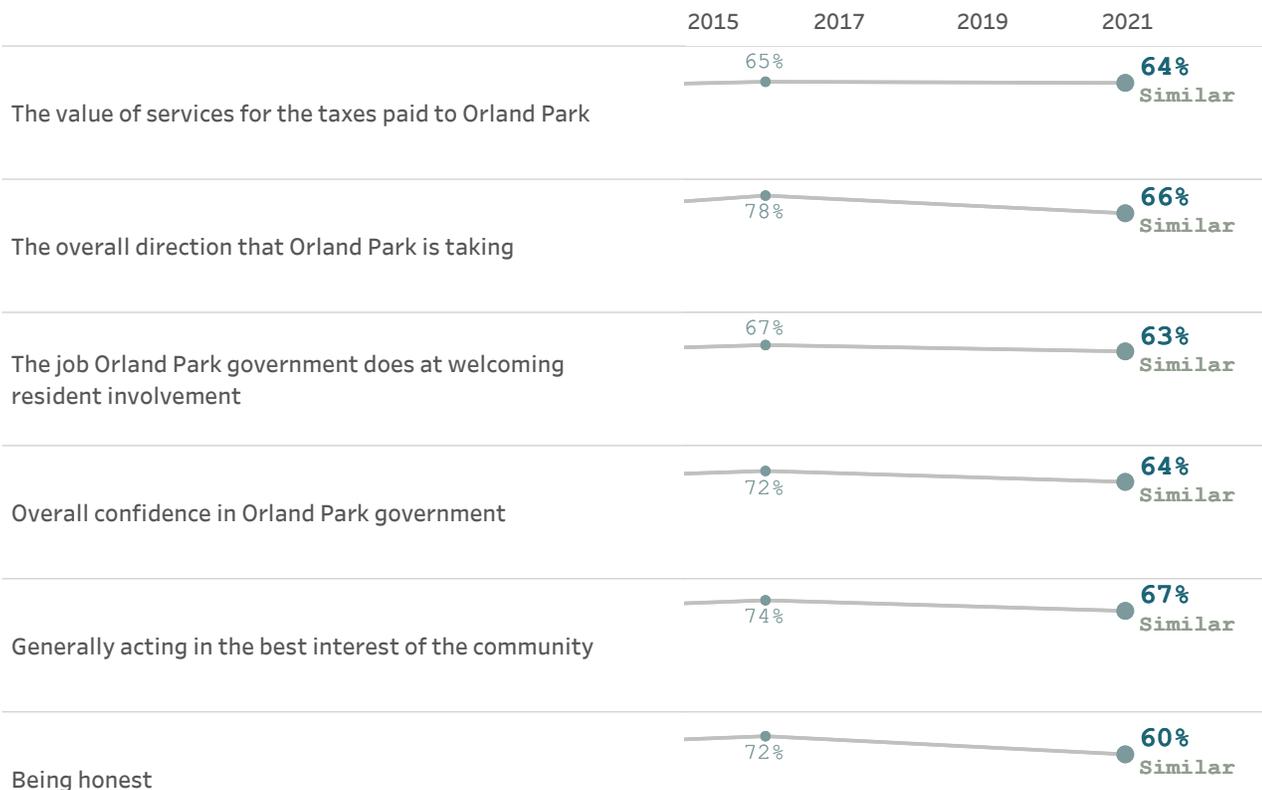
Overall confidence in Orland Park government, 2021



Please rate the quality of each of the following services in Orland Park.  
(% excellent or good)

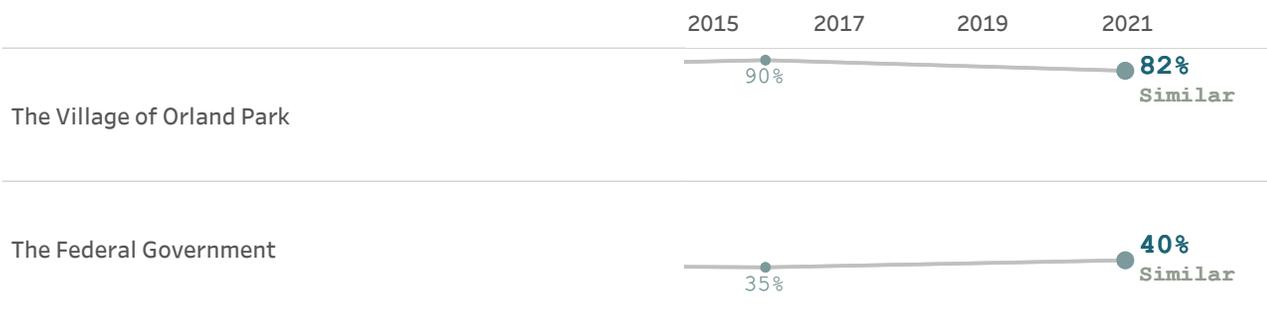


Please rate the following categories of Orland Park government performance.  
(% excellent or good)





**Overall, how would you rate the quality of the services provided by each of the following?  
(% excellent or good)**

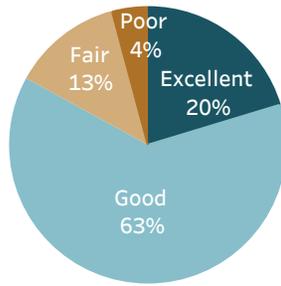


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

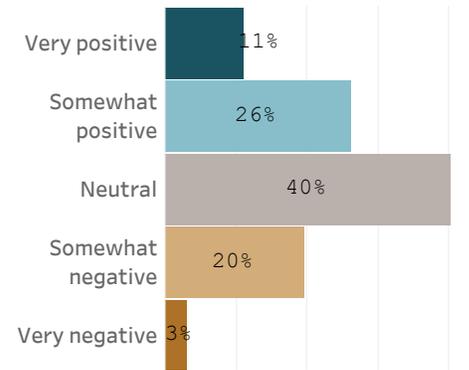
## Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

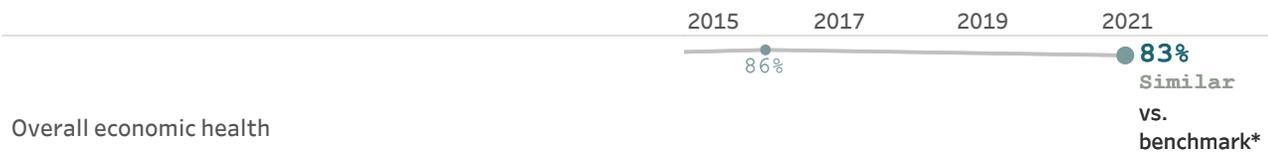
Overall economic health of  
Orland Park, 2021



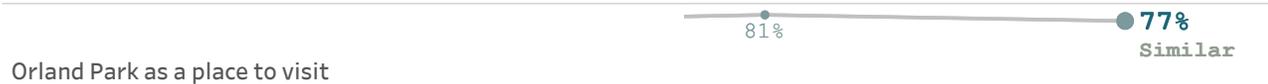
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



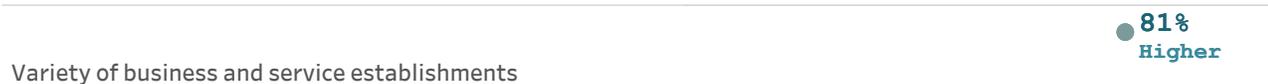
Please rate each of the following characteristics as they relate to Orland Park as a whole.  
(% excellent or good)

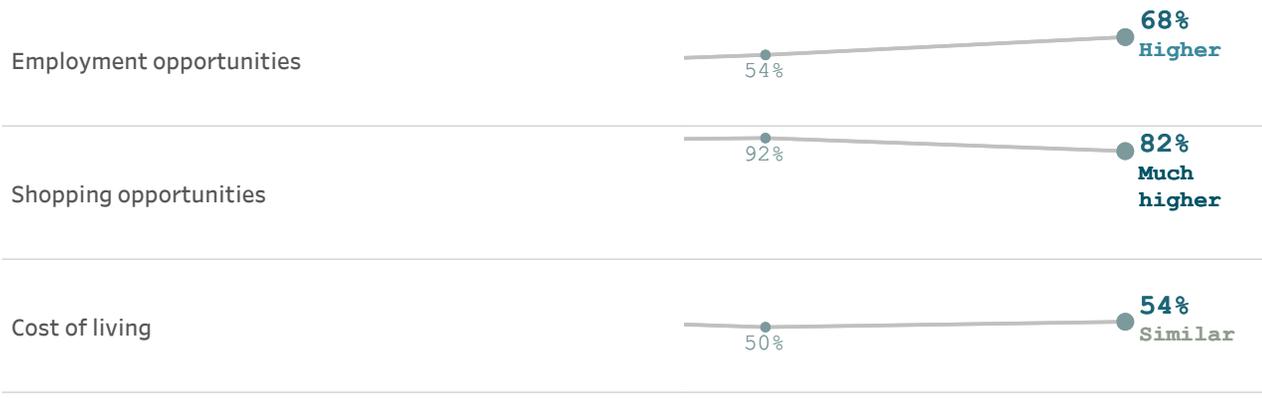


Please rate each of the following aspects of quality of life in Orland Park.  
(% excellent or good)

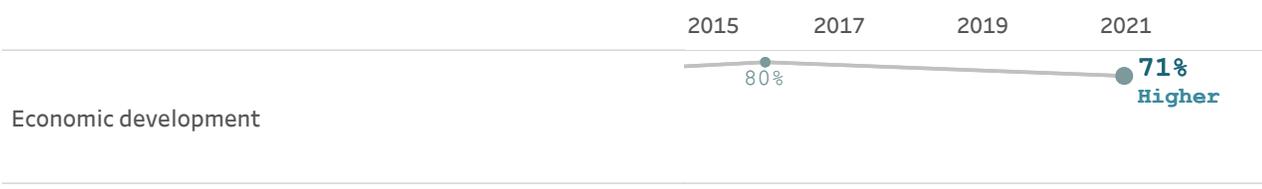


Please rate each of the following in the Orland Park community.  
(% excellent or good)

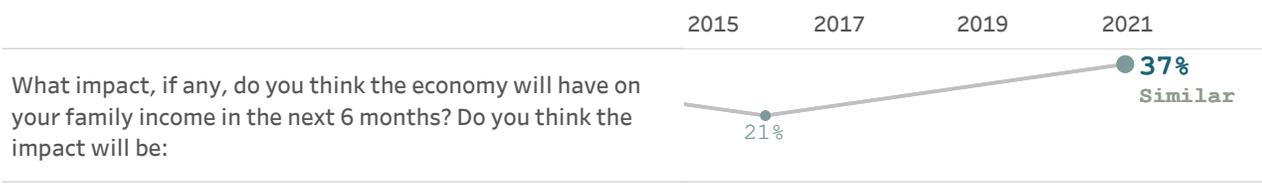




Please rate the quality of each of the following services in Orland Park.  
 (% excellent or good)



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 or somewhat positive)

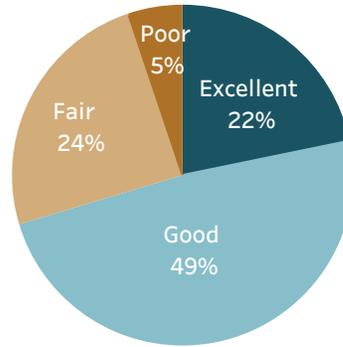


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

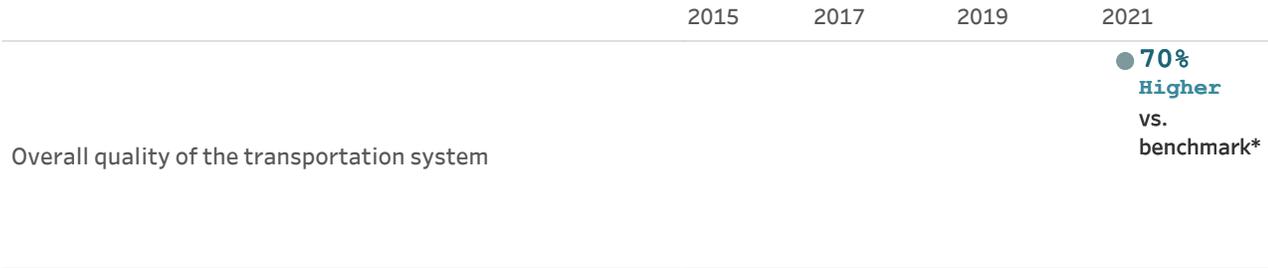
## Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

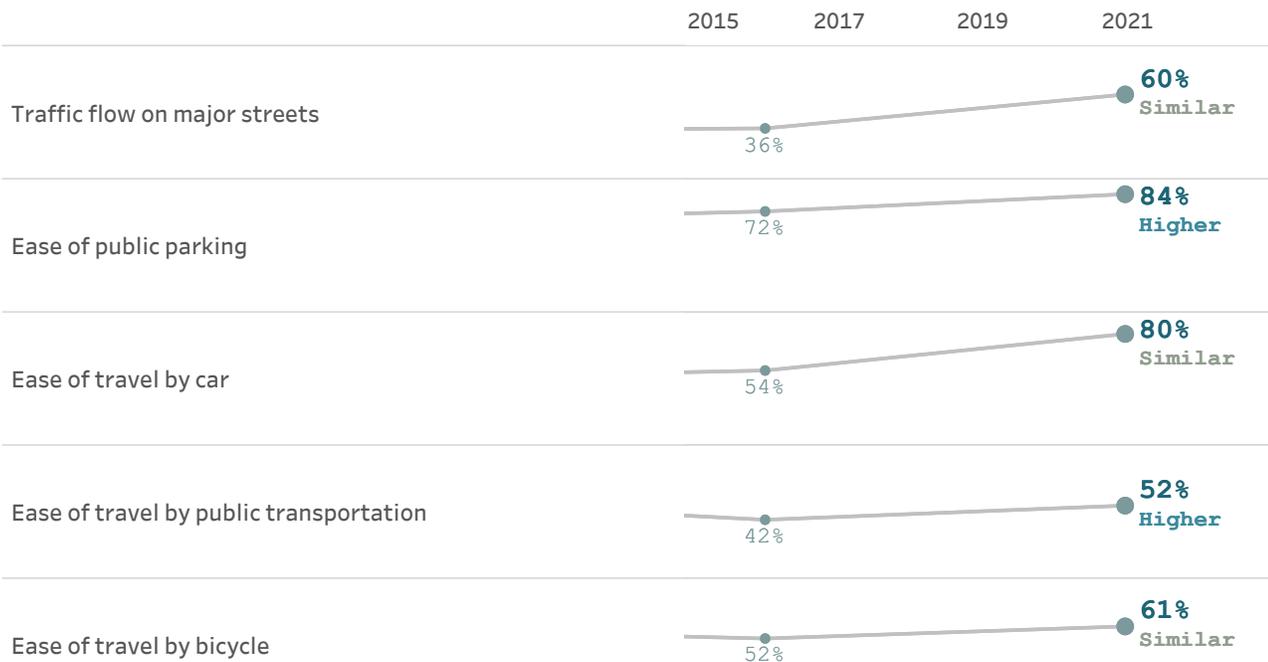
Overall quality of the transportation system in Orland Park, 2021



Please rate each of the following characteristics as they relate to Orland Park as a whole.  
(% excellent or good)

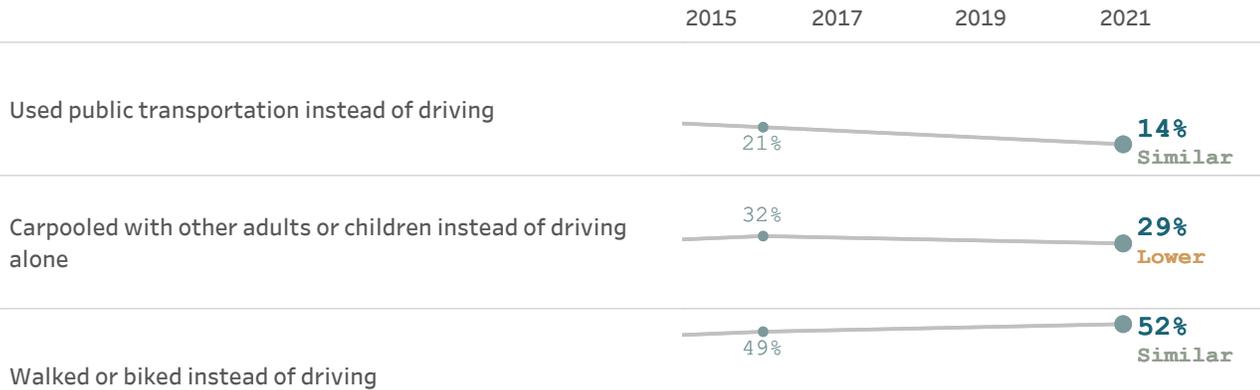


Please also rate each of the following in the Orland Park community.  
(% excellent or good)

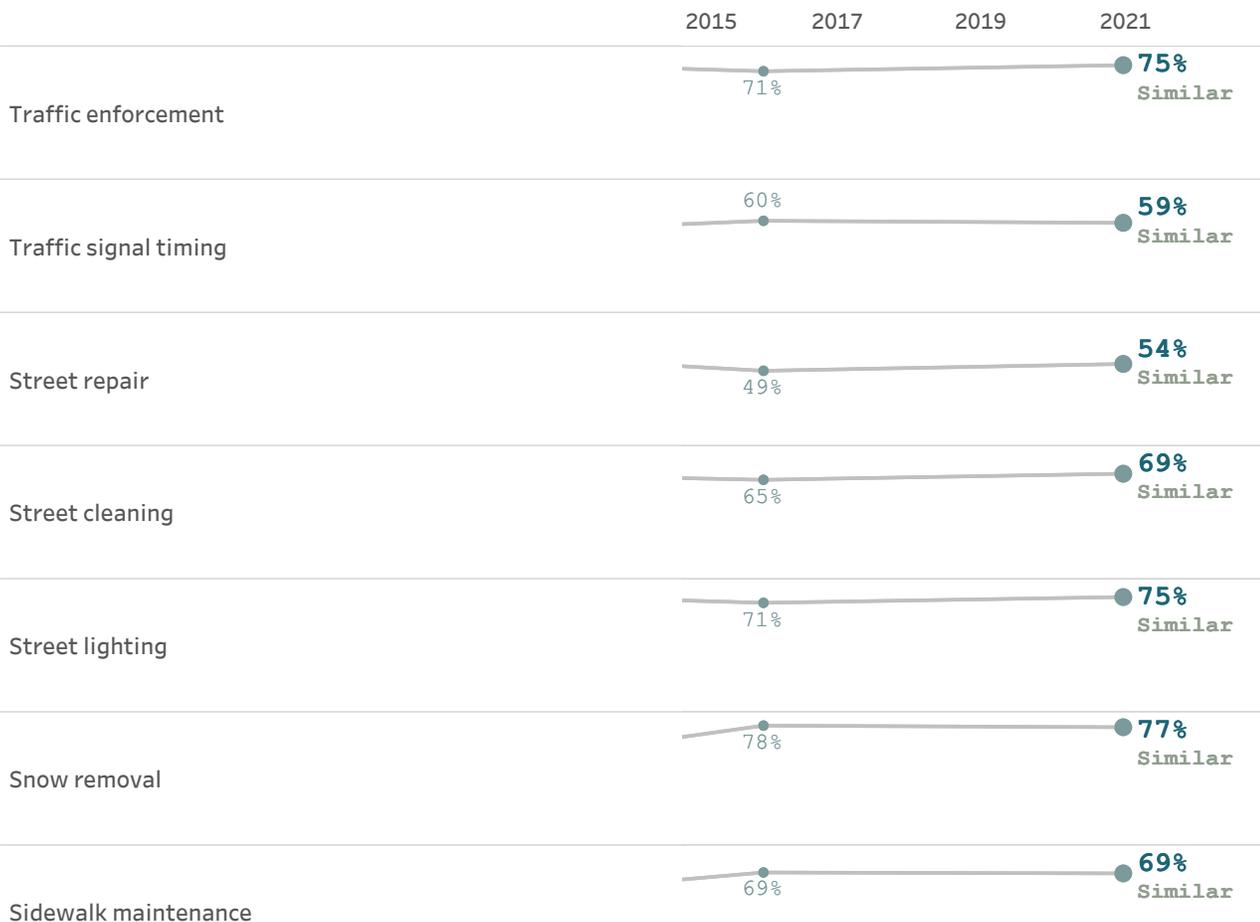




Please indicate whether or not you have done each of the following in the last 12 months.  
(% yes)



Please rate the quality of each of the following services in Orland Park.  
(% excellent or good)



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Bus or transit services



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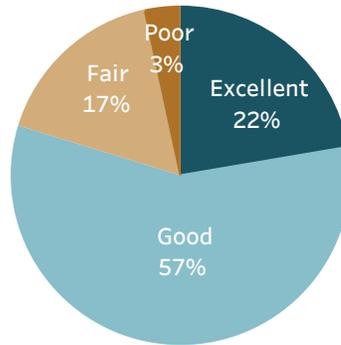
Note: Prior to 2020, "Overall quality of the transportation system" was "Overall ease of getting to the places you usually have to visit". Differences in ratings may be at least partially attributable to changes in question wording and should be interpreted cautiously.

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

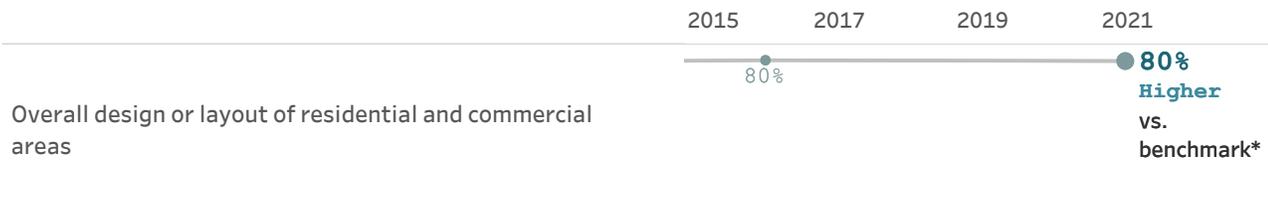
Overall design or layout of  
Orland Park's residential and  
commercial areas, 2021

## Community design

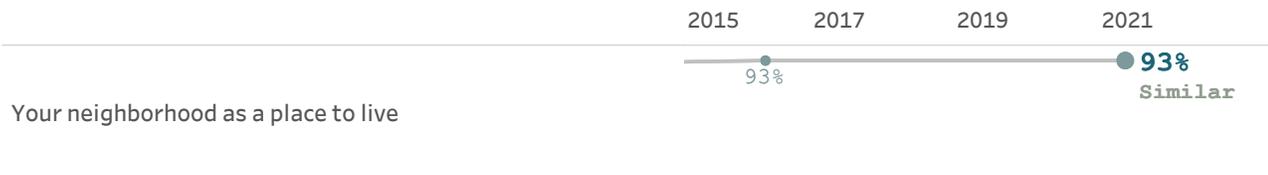
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



Please rate each of the following characteristics as they relate to Orland Park as a whole.  
(% excellent or good)



Please rate each of the following aspects of quality of life in Orland Park.  
(% excellent or good)

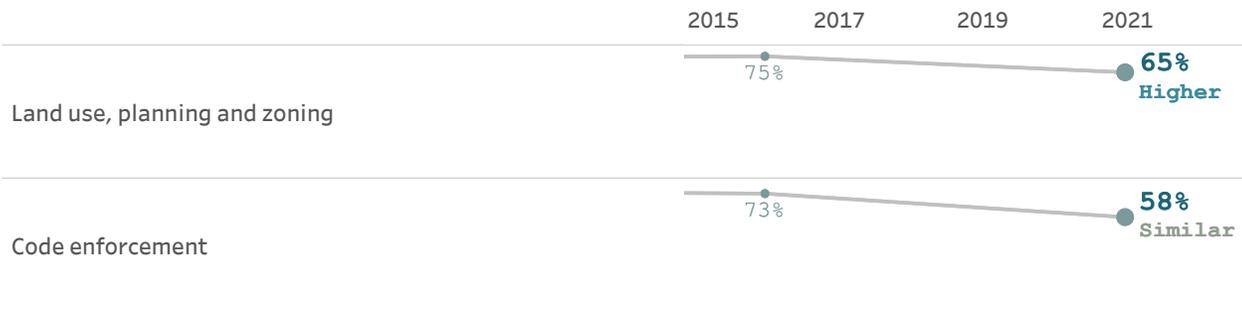


Please also rate each of the following in the Orland Park community.  
(% excellent or good)



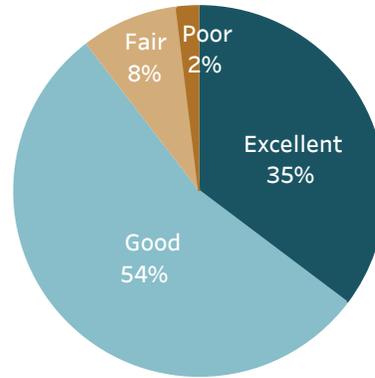


**Please rate the quality of each of the following services in Orland Park.  
(% excellent or good)**



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

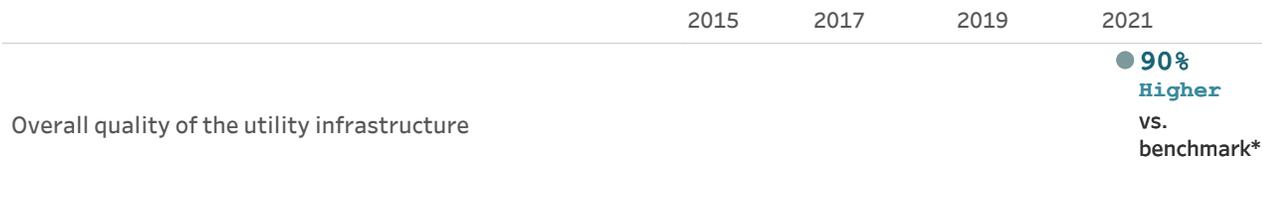
Overall quality of the utility infrastructure in Orland Park, 2021



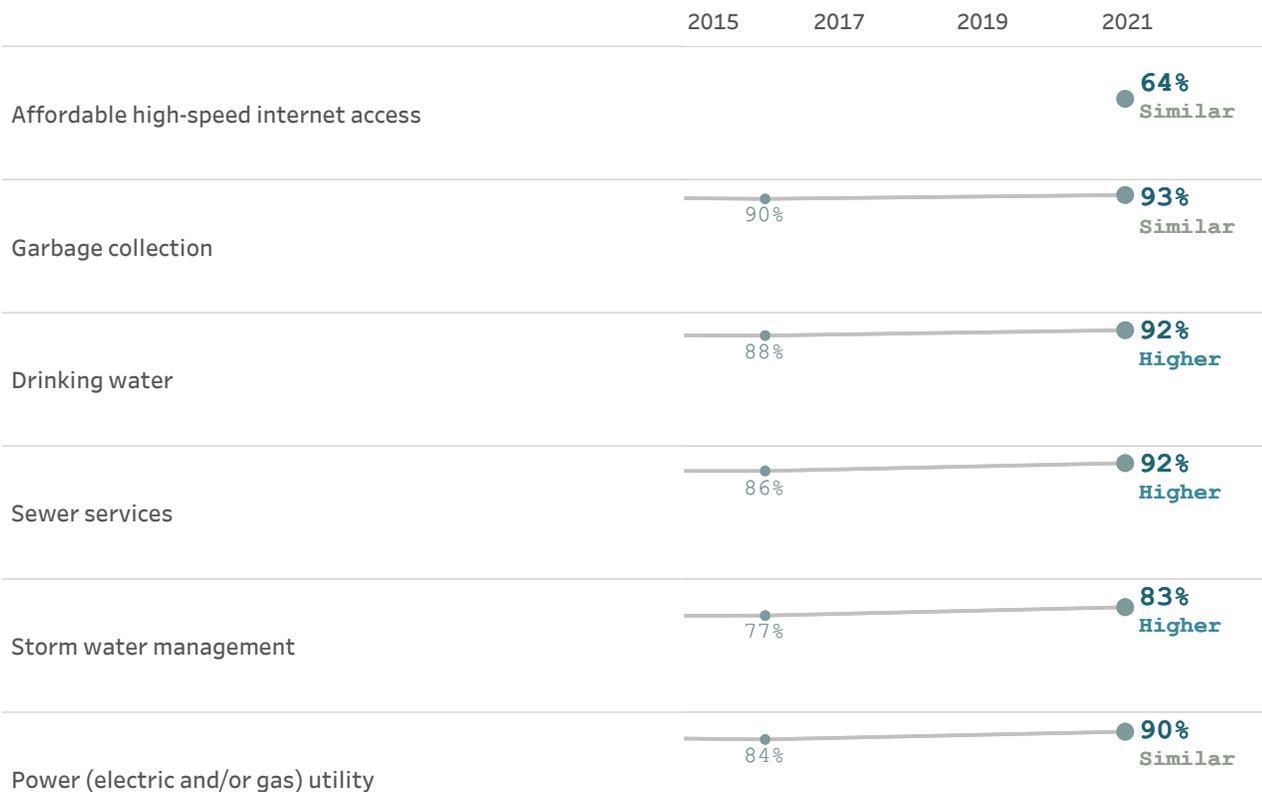
## Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Please rate each of the following characteristics as they relate to Orland Park as a whole. (% excellent or good)



Please rate the quality of each of the following services in Orland Park. (% excellent or good)



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● 82%  
Similar

Utility billing

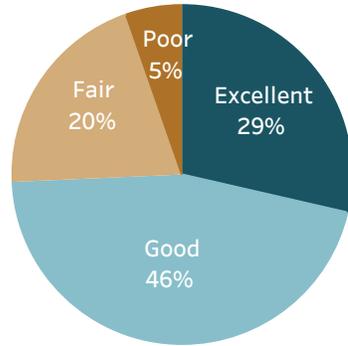
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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

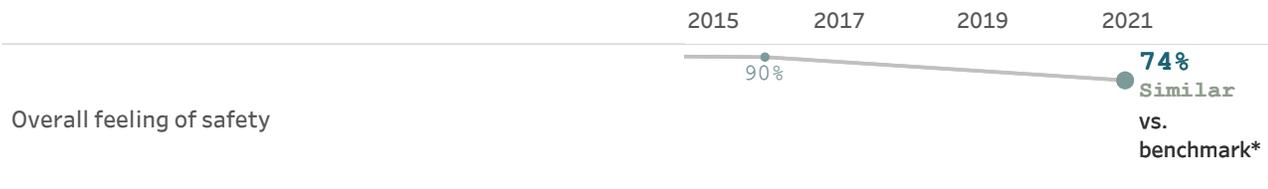
## Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

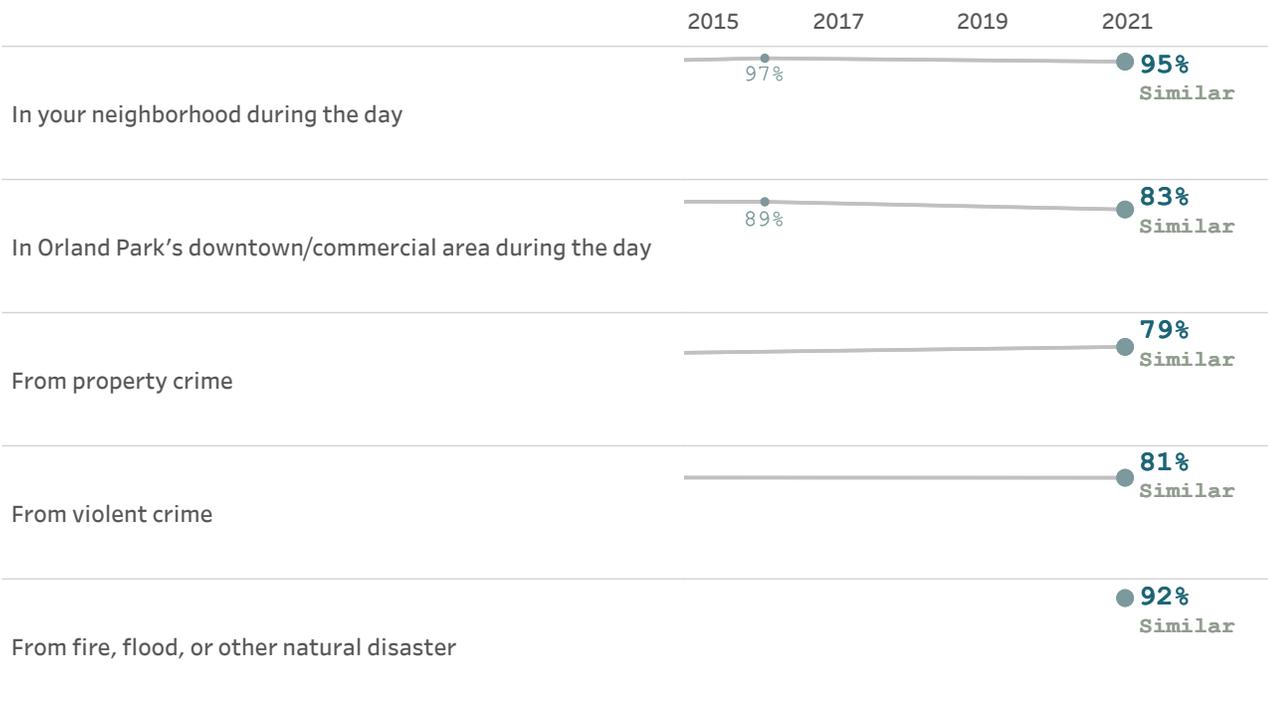
Overall feeling of safety in Orland Park, 2021



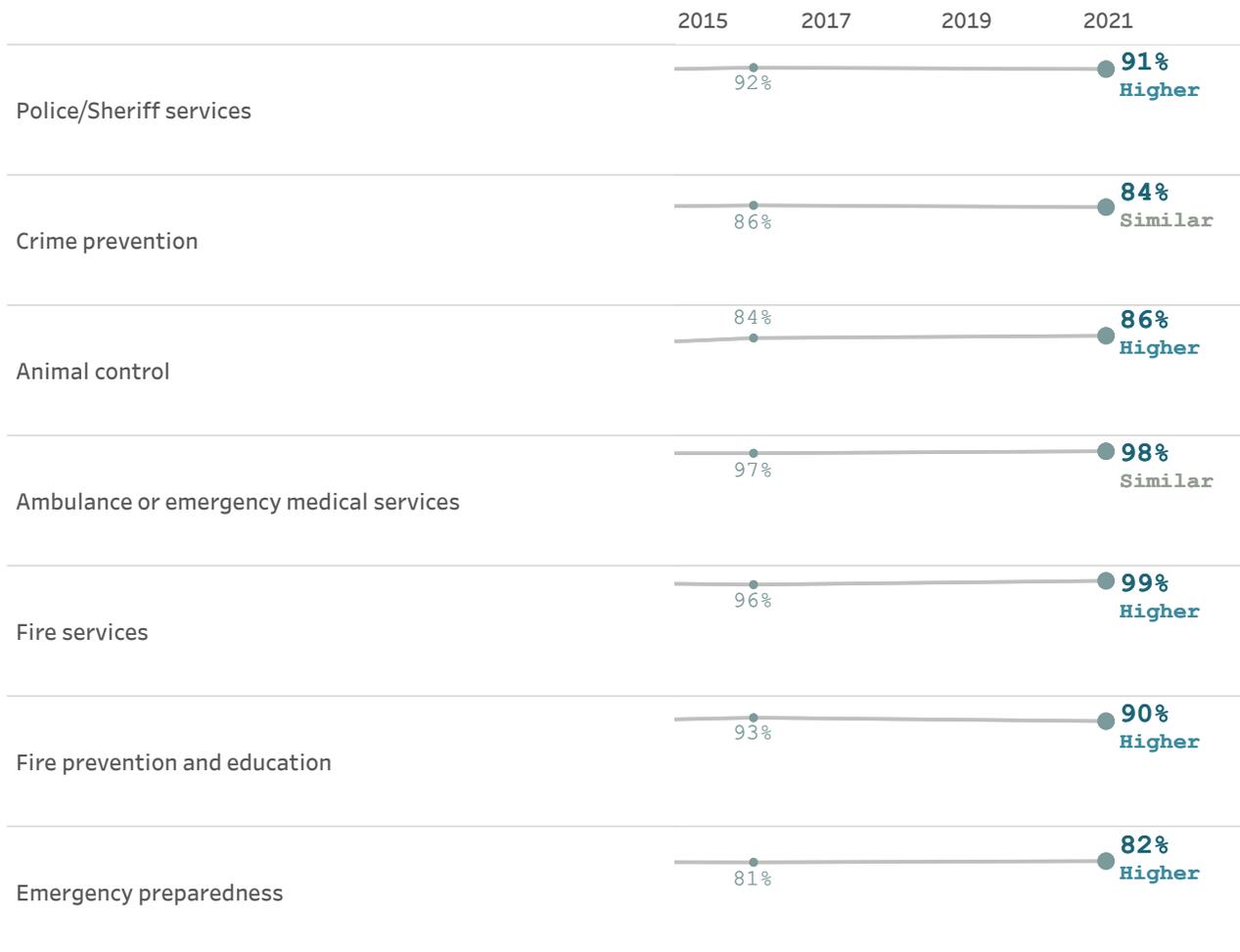
Please rate each of the following characteristics as they relate to Orland Park as a whole.  
(% excellent or good)



Please rate how safe or unsafe you feel:  
(% very or somewhat safe)



**Please rate the quality of each of the following services in Orland Park.**  
 (% excellent or good)



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

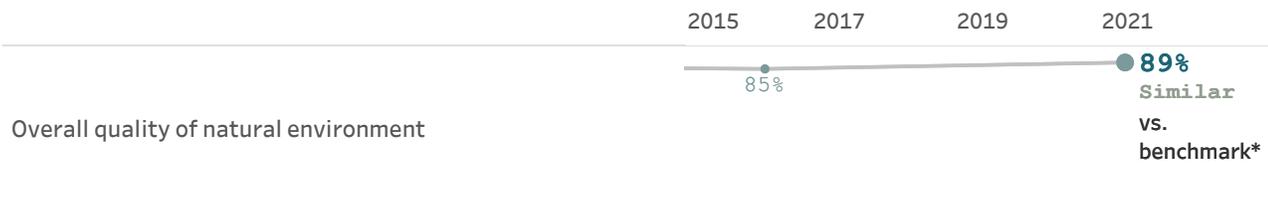
Overall quality of natural environment in Orland Park, 2021



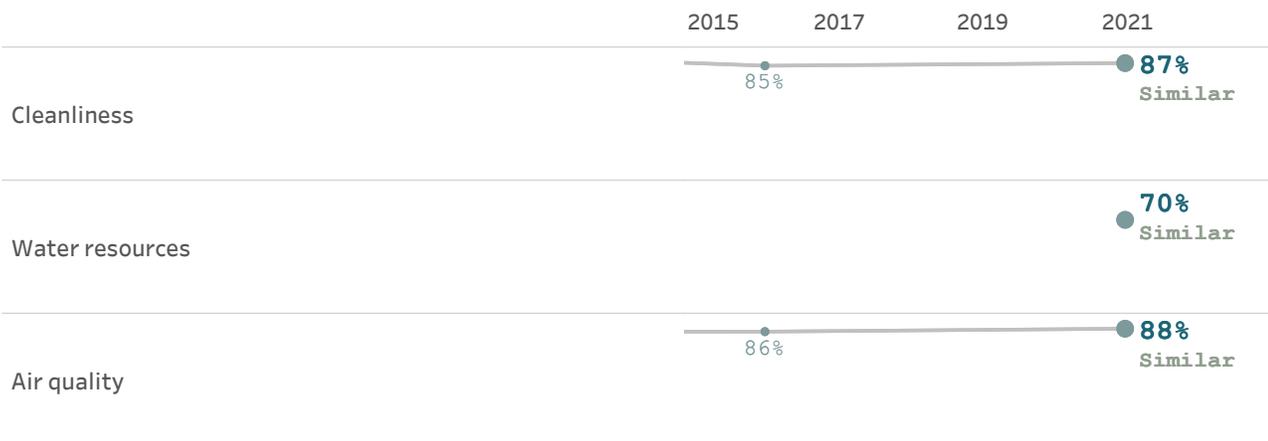
## Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

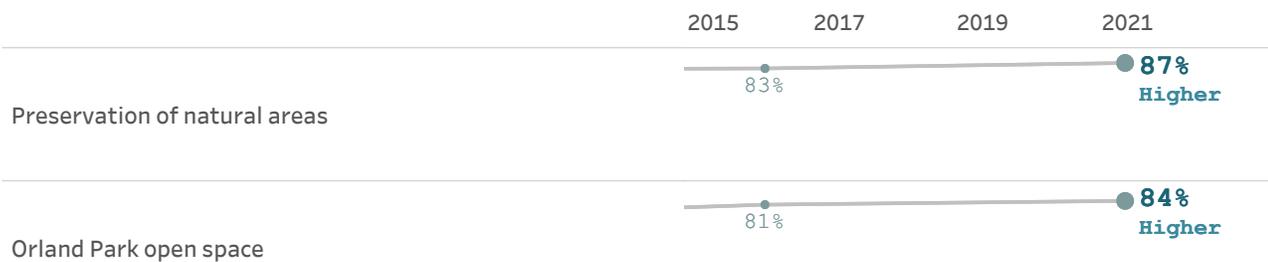
Please rate each of the following characteristics as they relate to Orland Park as a whole. (% excellent or good)

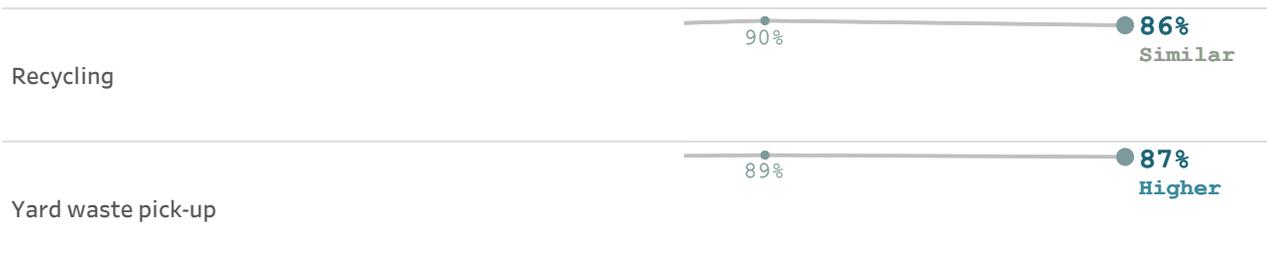


Please also rate each of the following in the Orland Park community. (% excellent or good)



Please rate the quality of each of the following services in Orland Park. (% excellent or good)





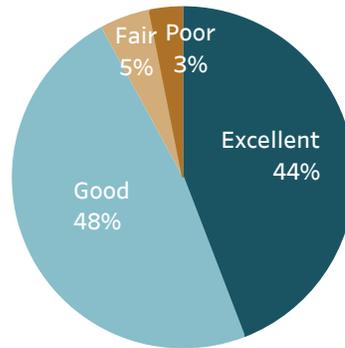
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2021

## Parks and recreation

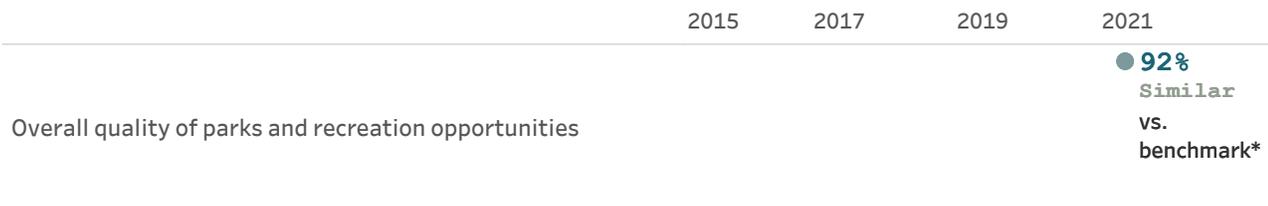
“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment.”

- National Recreation and Park Association



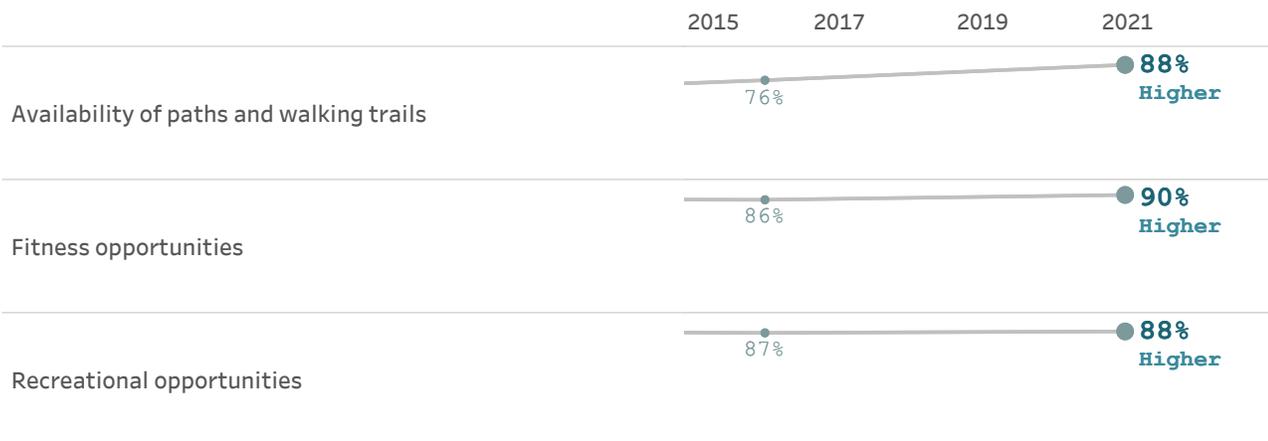
Please rate each of the following characteristics as they relate to Orland Park as a whole.

(% excellent or good)



Please also rate each of the following in the Orland Park community.

(% excellent or good)



Please rate the quality of each of the following services in Orland Park.

(% excellent or good)



---

Recreation centers or facilities

---

90%

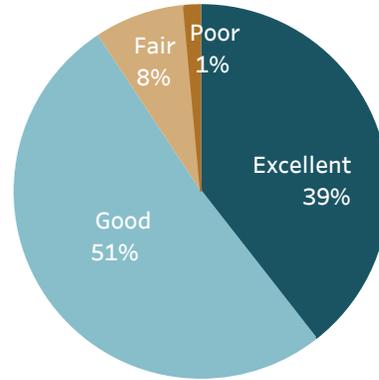
● 92%  
Higher

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

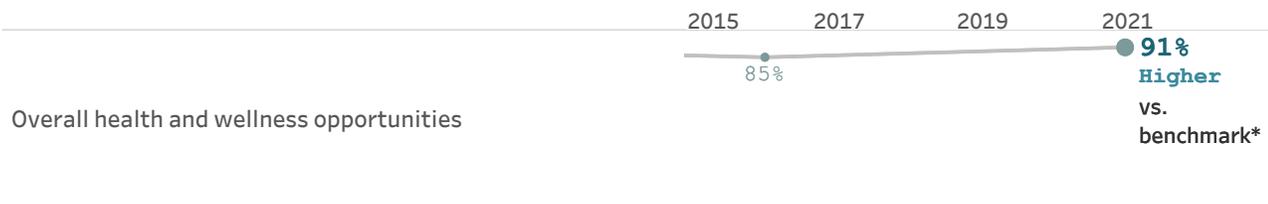
Overall health and wellness opportunities in Orland Park, 2021

## Health and wellness

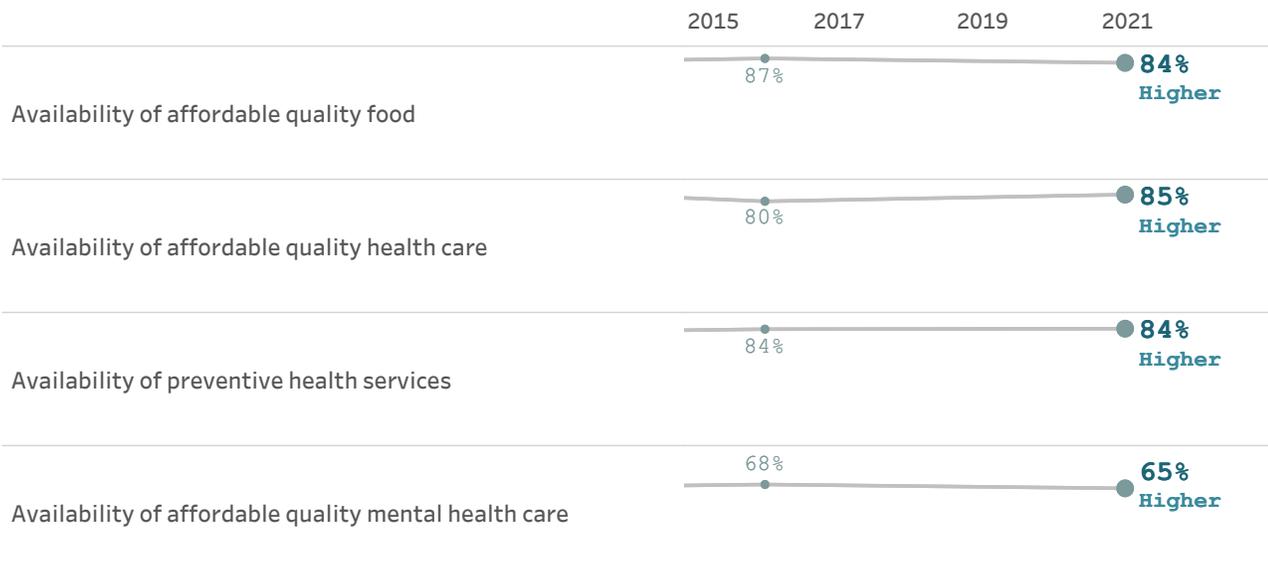
The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.



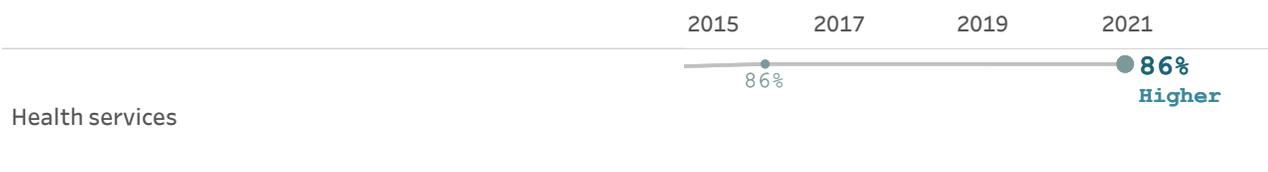
Please rate each of the following characteristics as they relate to Orland Park as a whole.  
(% excellent or good)



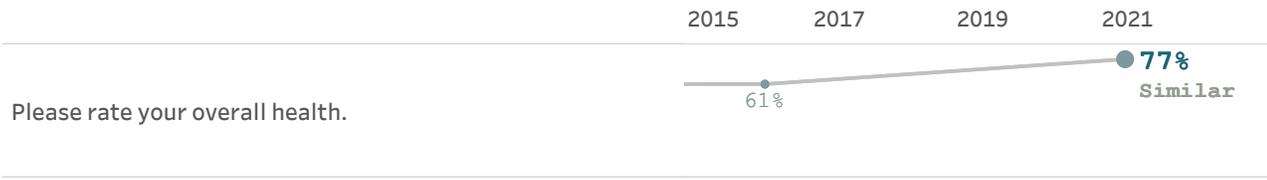
Please also rate each of the following in the Orland Park community.  
(% excellent or good)



Please rate the quality of each of the following services in Orland Park.  
(% excellent or good)

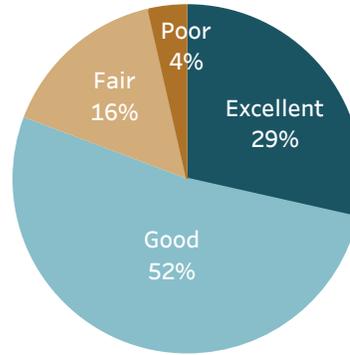


Please rate your overall health.  
(% excellent or very good)



\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

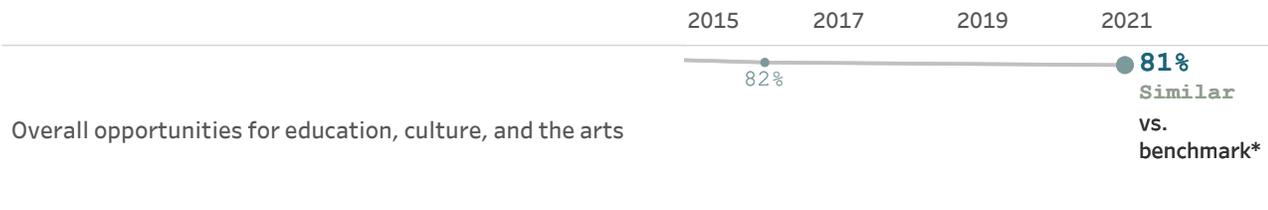
Overall opportunities for education, culture and the arts, 2021



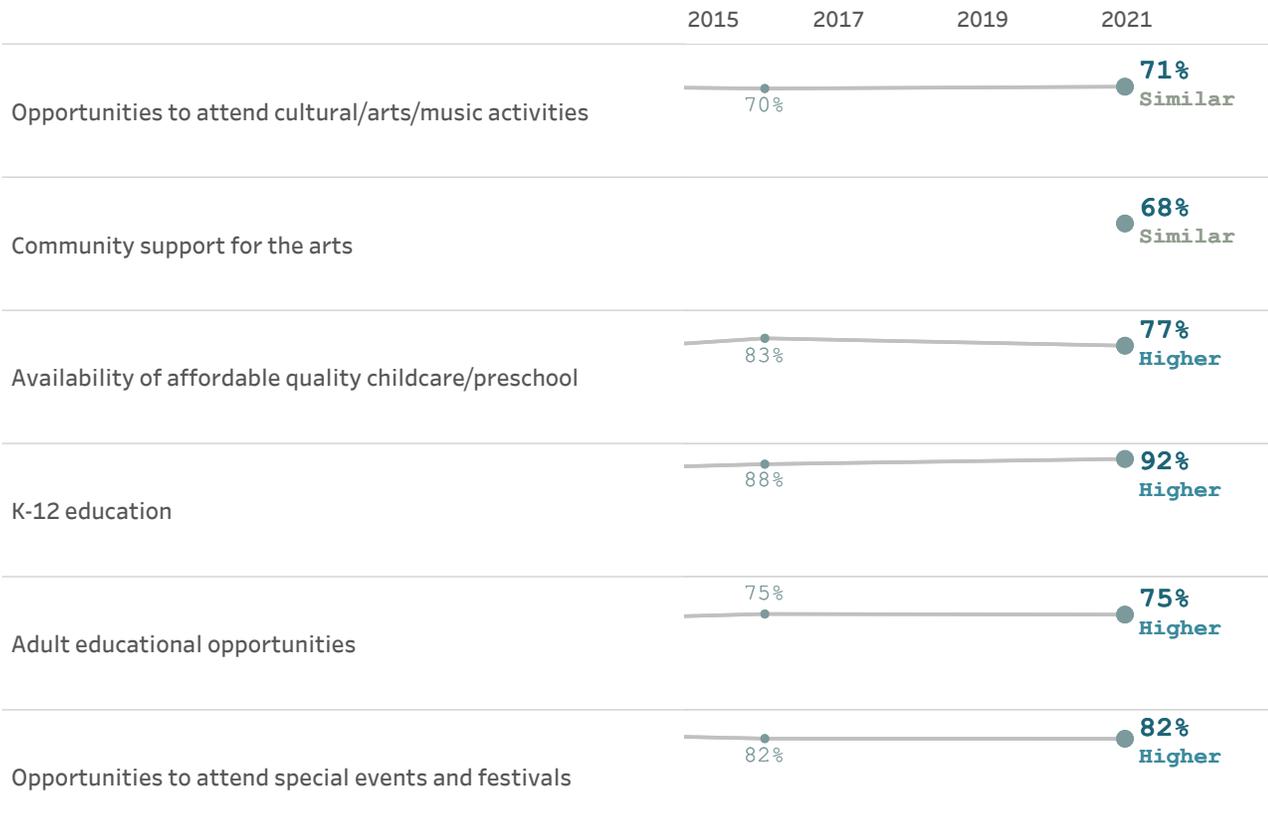
## Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Please rate each of the following characteristics as they relate to Orland Park as a whole. (% excellent or good)



Please also rate each of the following in the Orland Park community. (% excellent or good)



Please rate the quality of each of the following services in Orland Park.  
(% excellent or good)

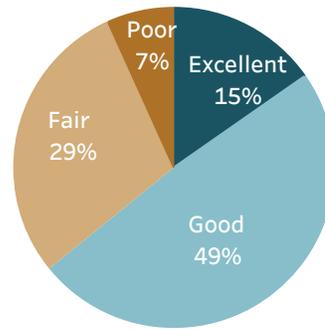


\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

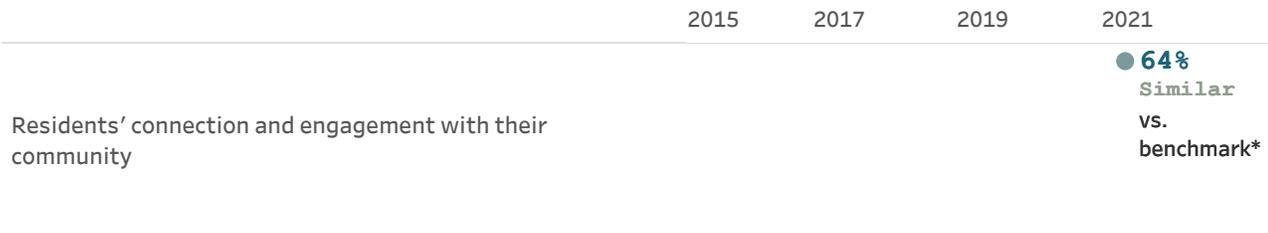
Residents' connection and engagement with their community, 2021

## Inclusivity and engagement

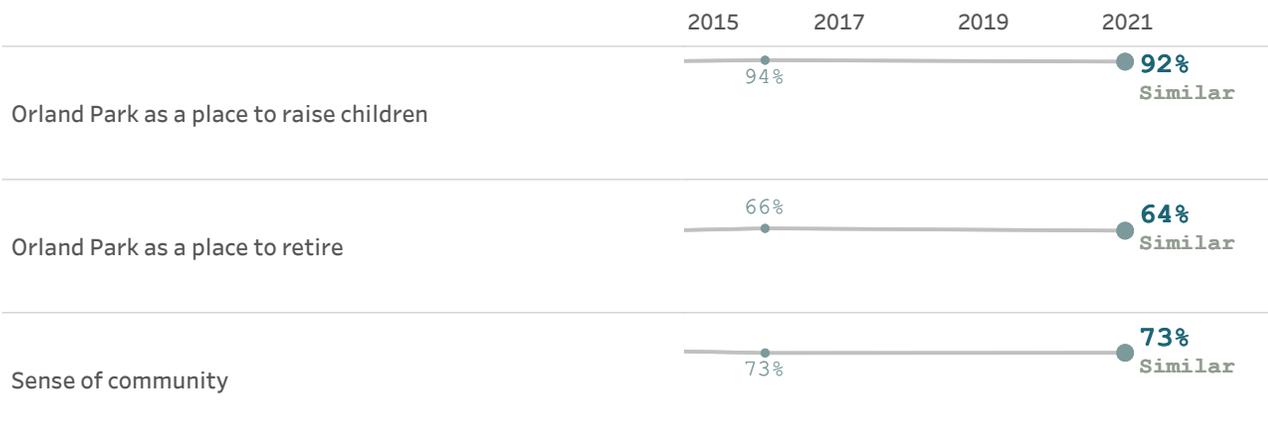
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



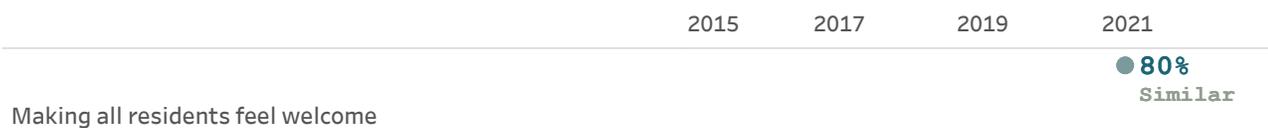
Please rate each of the following characteristics as they relate to Orland Park as a whole. (% excellent or good)

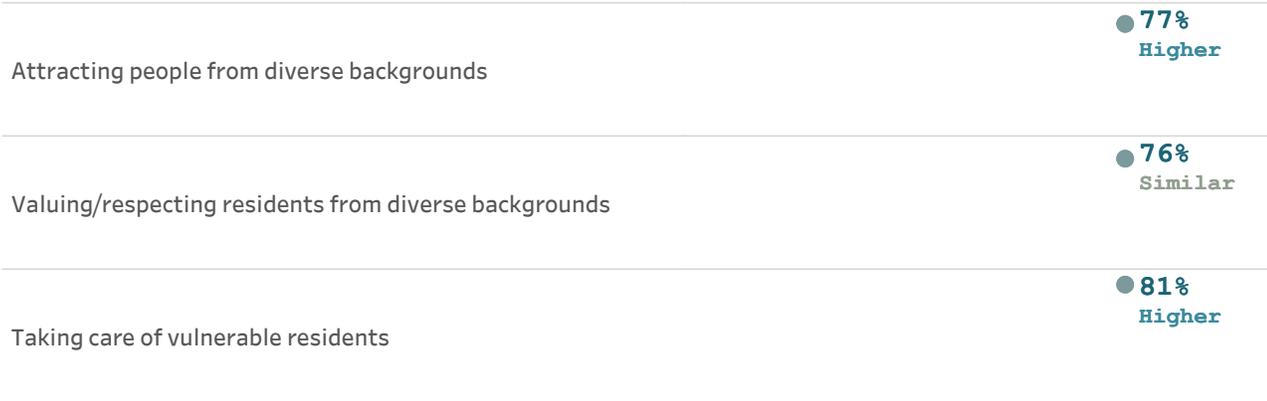


Please rate each of the following aspects of quality of life in Orland Park. (% excellent or good)



Please rate the job you feel the Orland Park community does at each of the following. (% excellent or good)





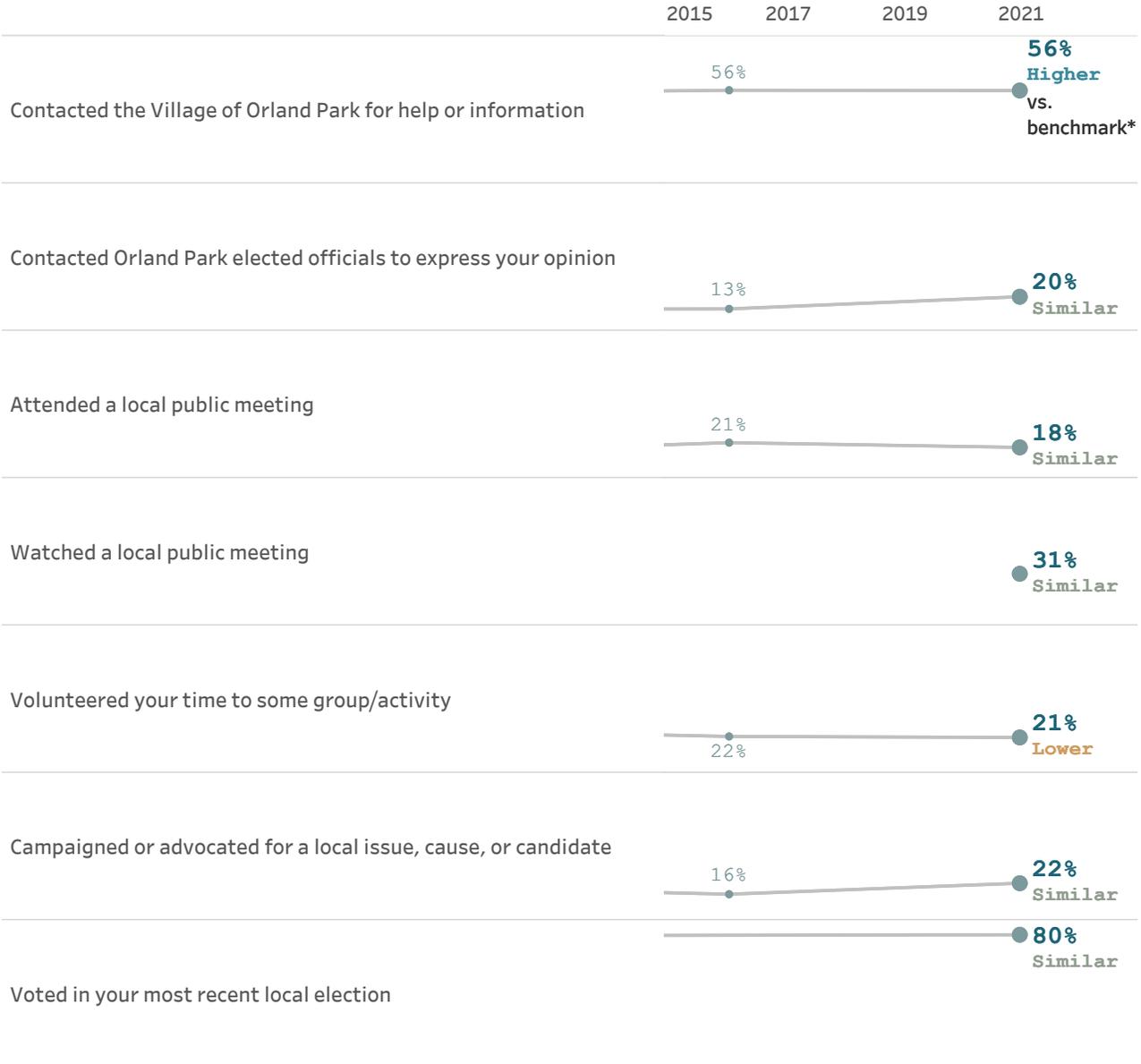
Please also rate each of the following in the Orland Park community.  
(% excellent or good)



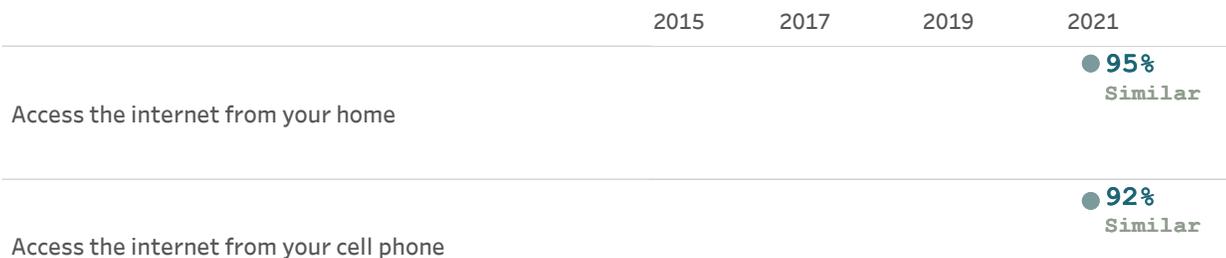
\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Residents' participation levels

Please indicate whether or not you have done each of the following in the last 12 months.  
(% yes)



In general, how many times do you:  
(% a few times a week or more)



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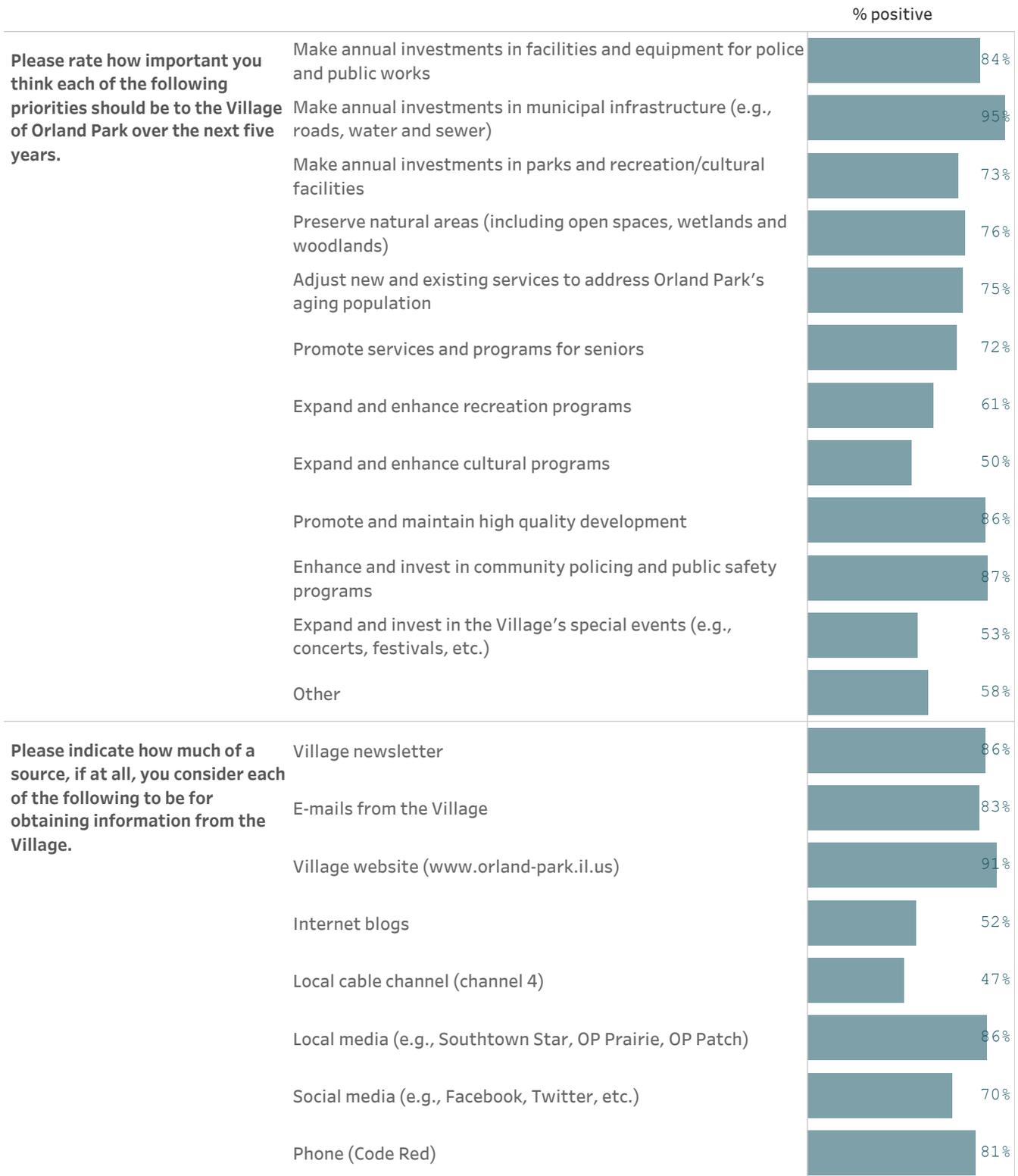
Visit social media sites	● <b>76%</b> Similar
Use or check email	● <b>97%</b> Similar
Share your opinions online	● <b>25%</b> Similar
Shop online	● <b>60%</b> Similar

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\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (Essential/Very important or Major/Minor source) is shown.



## National benchmark tables

This table contains the comparisons of Orland Park's results to those from other communities. The first column shows the comparison of Orland Park's rating to the benchmark. Orland Park's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Orland Park residents is statistically similar to or different than the benchmark. The second column is Orland Park's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Orland Park's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Orland Park's result -- that is what percent of surveyed communities had a lower rating than Orland Park.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Orland Park.</b>	Orland Park as a place to live	Similar	92%	131	365	64
	Your neighborhood as a place to live	Similar	93%	58	306	81
	Orland Park as a place to raise children	Similar	92%	97	365	73
	Orland Park as a place to work	Similar	78%	78	350	78
	Orland Park as a place to visit	Similar	77%	82	294	72
	Orland Park as a place to retire	Similar	64%	195	352	44
	The overall quality of life	Similar	89%	123	402	69
	Sense of community	Similar	73%	89	305	71
<b>Please rate each of the following characteristics as they relate to Orland Park as a whole.</b>	Overall economic health	Similar	83%	75	279	73
	Overall quality of the transportation system	Higher	70%	13	86	86
	Overall design or layout of residential and commercial areas	Higher	80%	37	274	86
	Overall quality of the utility infrastructure	Higher	90%	5	86	95
	Overall feeling of safety	Similar	74%	229	348	34
	Overall quality of natural environment	Similar	89%	73	284	74
	Overall quality of parks and recreation opportunities	Similar	92%	18	87	80
	Overall health and wellness opportunities	Higher	91%	23	275	92
	Overall opportunities for education, culture, and the arts	Similar	81%	68	275	75
	Residents' connection and engagement with their community	Similar	64%	29	87	67
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Orland Park to someone who asks	Similar	92%	93	290	68
	Remain in Orland Park for the next five years	Similar	85%	137	284	52
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	95%	207	333	37
	In Orland Park's downtown/commercial area during the day	Similar	83%	254	313	19

<b>Please rate how safe or unsafe you feel:</b>	From property crime	Similar	79%	50	96	48
	From violent crime	Similar	81%	65	96	31
	From fire, flood, or other natural disaster	Similar	92%	15	85	83
<b>Please rate the job you feel the Orland Park community does at each of the following.</b>	Making all residents feel welcome	Similar	80%	14	89	85
	Attracting people from diverse backgrounds	Higher	77%	6	88	94
	Valuing/respecting residents from diverse backgrounds	Similar	76%	13	87	86
	Taking care of vulnerable residents	Higher	81%	1	87	100
<b>Please rate each of the following in the Orland Park community.</b>	Overall quality of business and service establishments	Higher	83%	25	281	91
	Variety of business and service establishments	Higher	81%	8	86	91
	Vibrancy of downtown/commercial area	Similar	60%	95	262	64
	Employment opportunities	Higher	68%	32	307	89
	Shopping opportunities	Much higher	82%	17	295	94
	Cost of living	Similar	54%	66	276	76
	Overall image or reputation	Similar	80%	154	342	55
<b>Please also rate each of the following in the Orland Park community.</b>	Traffic flow on major streets	Similar	60%	79	320	75
	Ease of public parking	Higher	84%	7	249	97
	Ease of travel by car	Similar	80%	64	307	79
	Ease of travel by public transportation	Higher	52%	56	254	78
	Ease of travel by bicycle	Similar	61%	100	308	67
	Ease of walking	Similar	72%	122	308	60
	Well-planned residential growth	Higher	70%	8	88	92
	Well-planned commercial growth	Similar	60%	19	88	79
	Well-designed neighborhoods	Higher	79%	11	88	88
	Preservation of the historical or cultural character of the communi..	Similar	76%	13	83	85
	Public places where people want to spend time	Similar	70%	116	270	57
	Variety of housing options	Higher	76%	24	285	91
	Availability of affordable quality housing	Higher	55%	40	303	87
	Overall quality of new development	Higher	73%	39	294	87
	Overall appearance	Similar	85%	90	336	73
	Cleanliness	Similar	87%	80	308	74
	Water resources	Similar	70%	32	80	61

<b>Please also rate each of the following in the Orland Park community.</b>	Air quality	Similar	88%	116	263	56
	Availability of paths and walking trails	Higher	88%	48	305	84
	Fitness opportunities	Higher	90%	18	266	93
	Recreational opportunities	Higher	88%	31	294	89
	Availability of affordable quality food	Higher	84%	11	261	96
	Availability of affordable quality health care	Higher	85%	14	275	95
	Availability of preventive health services	Higher	84%	23	257	91
	Availability of affordable quality mental health care	Higher	65%	21	253	92
	Opportunities to attend cultural/arts/music activities	Similar	71%	93	293	68
	Community support for the arts	Similar	68%	25	86	72
	Availability of affordable quality childcare/preschool	Higher	77%	11	271	96
	K-12 education	Higher	92%	36	271	87
	Adult educational opportunities	Higher	75%	46	261	82
	Sense of civic/community pride	Similar	69%	34	86	61
	Neighborliness of residents	Similar	70%	81	270	70
	Opportunities to participate in social events and activities	Higher	78%	27	276	90
	Opportunities to attend special events and festivals	Higher	82%	35	282	87
	Opportunities to volunteer	Similar	77%	81	274	70
	Opportunities to participate in community matters	Similar	72%	78	279	72
	Openness and acceptance of the community toward people of dive..	Similar	70%	59	301	80
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the Village of Orland Park for help or information	Higher	56%	36	330	89
	Contacted Orland Park elected officials to express your opinion	Similar	20%	72	270	73
	Attended a local public meeting	Similar	18%	159	271	41
	Watched a local public meeting	Similar	31%	47	247	81
	Volunteered your time to some group/activity	Lower	21%	247	276	10
	Campaigned or advocated for a local issue, cause, or candidate	Similar	22%	112	259	57
	Voted in your most recent local election	Similar	80%	47	89	48
	Used public transportation instead of driving	Similar	14%	128	235	45
	Carpooled with other adults or children instead of driving alone	Lower	29%	256	263	3
	Walked or biked instead of driving	Similar	52%	172	268	36
	<b>Please rate the quality of each of the following</b>	Public information services	Similar	81%	30	285

**Please rate the quality of each of the following services in Orland Park.**

Economic development	Higher	71%	47	285	83
Traffic enforcement	Similar	75%	50	346	85
Traffic signal timing	Similar	59%	64	273	76
Street repair	Similar	54%	131	334	61
Street cleaning	Similar	69%	135	297	54
Street lighting	Similar	75%	52	326	84
Snow removal	Similar	77%	66	257	74
Sidewalk maintenance	Similar	69%	62	298	79
Bus or transit services	Similar	58%	82	247	67
Land use, planning and zoning	Higher	65%	17	296	94
Code enforcement	Similar	58%	92	349	73
Affordable high-speed internet access	Similar	64%	6	84	94
Garbage collection	Similar	93%	18	326	94
Drinking water	Higher	92%	14	293	95
Sewer services	Higher	92%	18	296	94
Storm water management	Higher	83%	28	321	91
Power (electric and/or gas) utility	Similar	90%	13	211	94
Utility billing	Similar	82%	20	251	92
Police/Sheriff services	Higher	91%	44	392	89
Crime prevention	Similar	84%	76	346	78
Animal control	Higher	86%	9	310	97
Ambulance or emergency medical services	Similar	98%	19	313	94
Fire services	Higher	99%	12	340	96
Fire prevention and education	Higher	90%	16	284	94
Emergency preparedness	Higher	82%	8	285	97
Preservation of natural areas	Higher	87%	9	267	97
Orland Park open space	Higher	84%	13	257	95
Recycling	Similar	86%	59	331	82
Yard waste pick-up	Higher	87%	39	272	86
Village parks	Similar	91%	77	306	75
Recreation programs or classes	Higher	90%	14	304	95

<b>Please rate the quality of each of the following services in Orland Park.</b>	Recreation centers or facilities	Higher	92%	20	277	93
	Health services	Higher	86%	25	244	90
	Public library services	Higher	97%	19	307	94
	Overall customer service by Orland Park employees	Higher	90%	27	360	92
<b>Please rate the following categories of Orland Park government performance.</b>	The value of services for the taxes paid to Orland Park	Similar	64%	64	366	82
	The overall direction that Orland Park is taking	Similar	66%	103	316	67
	The job Orland Park government does at welcoming resident invol..	Similar	63%	54	318	83
	Overall confidence in Orland Park government	Similar	64%	68	278	75
	Generally acting in the best interest of the community	Similar	67%	67	282	76
	Being honest	Similar	60%	114	273	58
	Being open and transparent to the public	Similar	64%	30	89	67
	Informing residents about issues facing the community	Similar	63%	22	94	77
	Treating all residents fairly	Higher	73%	32	279	88
	Treating residents with respect	Similar	78%	25	86	72
<b>Overall, how would you rate the quality of the services provided by each ..</b>	The Village of Orland Park	Similar	82%	82	370	78
	The Federal Government	Similar	40%	145	262	45
<b>Please rate how important, if at all, you think it is for the Orland Park community to focus on each of the following in the coming two years.</b>	Overall economic health	Higher	97%	4	256	98
	Overall quality of the transportation system	Similar	68%	66	86	24
	Overall design or layout of residential and commercial areas	Similar	81%	78	256	69
	Overall quality of the utility infrastructure	Similar	92%	17	85	81
	Overall feeling of safety	Higher	96%	2	256	99
	Overall quality of natural environment	Similar	80%	168	256	34
	Overall quality of parks and recreation opportunities	Similar	82%	34	86	61
	Overall health and wellness opportunities	Similar	80%	90	256	65
	Overall opportunities for education, culture, and the arts	Similar	75%	172	256	32
	Residents' connection and engagement with their community	Similar	71%	196	257	23
<b>In general, how many times do you:</b>	Access the internet from your home	Similar	95%	46	85	47
	Access the internet from your cell phone	Similar	92%	59	85	31
	Visit social media sites	Similar	76%	72	84	15
	Use or check email	Similar	97%	51	85	41
	Share your opinions online	Similar	25%	77	85	10

In general, how many times do you:	Shop online	Similar	60%	29	85	67
	Please rate your overall health.	Similar	77%	10	263	96
	What impact, if any, do you think the economy will have on your fa..	Similar	37%	54	266	80

## Custom benchmark tables

This table contains the comparisons of Orland Park's results to those from other communities with populations ranging from 35,000 to 80,000 and median annual household incomes of \$60,000 to \$100,000. The first column shows the comparison of Orland Park's rating to the benchmark. Orland Park's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Orland Park residents is statistically similar to or different than the benchmark. The second column is Orland Park's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Orland Park's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Orland Park's result -- that is what percent of surveyed communities had a lower rating than Orland Park.

			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Orland Park.</b>	Orland Park as a place to live	Similar	92%	24	47	51
	Your neighborhood as a place to live	Similar	93%	10	38	76
	Orland Park as a place to raise children	Similar	92%	20	48	60
	Orland Park as a place to work	Similar	78%	17	47	65
	Orland Park as a place to visit	Similar	77%	11	37	72
	Orland Park as a place to retire	Similar	64%	31	45	33
	The overall quality of life	Similar	89%	23	51	56
	Sense of community	Similar	73%	17	39	58
<b>Please rate each of the following characteristics as they relate to Orland Park as a whole.</b>	Overall economic health	Similar	83%	16	36	58
	Overall quality of the transportation system	Similar	70%	4	14	78
	Overall design or layout of residential and commercial areas	Similar	80%	11	36	72
	Overall quality of the utility infrastructure	Similar	90%	2	14	92
	Overall feeling of safety	Similar	74%	33	45	28
	Overall quality of natural environment	Similar	89%	10	37	75
	Overall quality of parks and recreation opportunities	Similar	92%	3	14	85
	Overall health and wellness opportunities	Similar	91%	8	36	80
	Overall opportunities for education, culture, and the arts	Similar	81%	15	36	61
	Residents' connection and engagement with their community	Similar	64%	4	14	78
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Orland Park to someone who asks	Similar	92%	24	40	42
	Remain in Orland Park for the next five years	Similar	85%	21	37	45
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Similar	95%	34	48	29
	In Orland Park's downtown/commercial area during the day	Similar	83%	34	41	19
	From property crime	Similar	79%	9	13	38

<b>Please rate how safe or unsafe you feel:</b>	From violent crime	Similar	81%	10	13	25
	From fire, flood, or other natural disaster	Similar	92%	4	14	78
<b>Please rate the job you feel the Orland Park community does at each of the following.</b>	Making all residents feel welcome	Similar	80%	5	14	71
	Attracting people from diverse backgrounds	Similar	77%	2	14	92
	Valuing/respecting residents from diverse backgrounds	Similar	76%	6	14	64
	Taking care of vulnerable residents	Higher	81%	1	14	100
<b>Please rate each of the following in the Orland Park community.</b>	Overall quality of business and service establishments	Similar	83%	8	37	81
	Variety of business and service establishments	Similar	81%	4	14	78
	Vibrancy of downtown/commercial area	Similar	60%	16	36	58
	Employment opportunities	Similar	68%	10	40	77
	Shopping opportunities	Higher	82%	9	40	80
	Cost of living	Similar	54%	12	36	69
	Overall image or reputation	Similar	80%	27	45	42
<b>Please also rate each of the following in the Orland Park community.</b>	Traffic flow on major streets	Similar	60%	12	48	77
	Ease of public parking	Higher	84%	2	33	96
	Ease of travel by car	Similar	80%	11	40	75
	Ease of travel by public transportation	Similar	52%	8	33	78
	Ease of travel by bicycle	Similar	61%	20	41	53
	Ease of walking	Similar	72%	19	41	56
	Well-planned residential growth	Similar	70%	4	14	78
	Well-planned commercial growth	Similar	60%	7	14	57
	Well-designed neighborhoods	Similar	79%	4	14	78
	Preservation of the historical or cultural character of the communi..	Similar	76%	3	13	84
	Public places where people want to spend time	Similar	70%	21	36	44
	Variety of housing options	Similar	76%	6	38	86
	Availability of affordable quality housing	Similar	55%	12	38	71
	Overall quality of new development	Similar	73%	13	38	68
	Overall appearance	Similar	85%	13	45	73
	Cleanliness	Similar	87%	15	41	65
	Water resources	Similar	70%	7	13	53
	Air quality	Similar	88%	15	33	57

<b>Please also rate each of the following in the Orland Park community.</b>	Availability of paths and walking trails	Higher	88%	7	41	85
	Fitness opportunities	Higher	90%	3	34	94
	Recreational opportunities	Similar	88%	3	37	94
	Availability of affordable quality food	Similar	84%	5	33	87
	Availability of affordable quality health care	Similar	85%	3	34	94
	Availability of preventive health services	Similar	84%	8	33	78
	Availability of affordable quality mental health care	Similar	65%	6	28	82
	Opportunities to attend cultural/arts/music activities	Similar	71%	13	36	66
	Community support for the arts	Similar	68%	3	14	85
	Availability of affordable quality childcare/preschool	Similar	77%	2	34	97
	K-12 education	Higher	92%	10	33	72
	Adult educational opportunities	Similar	75%	13	34	64
	Sense of civic/community pride	Similar	69%	8	14	50
	Neighborliness of residents	Similar	70%	16	36	58
	Opportunities to participate in social events and activities	Similar	78%	4	37	91
	Opportunities to attend special events and festivals	Similar	82%	7	40	85
	Opportunities to volunteer	Similar	77%	12	37	70
Opportunities to participate in community matters	Similar	72%	14	37	64	
Openness and acceptance of the community toward people of diverse...	Similar	70%	14	41	68	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the Village of Orland Park for help or information	Higher	56%	5	45	90
	Contacted Orland Park elected officials to express your opinion	Similar	20%	2	35	97
	Attended a local public meeting	Similar	18%	14	36	63
	Watched a local public meeting	Higher	31%	1	32	100
	Volunteered your time to some group/activity	Similar	21%	30	35	17
	Campaigned or advocated for a local issue, cause, or candidate	Similar	22%	8	33	78
	Voted in your most recent local election	Similar	80%	6	14	64
	Used public transportation instead of driving	Similar	14%	19	34	47
	Carpooled with other adults or children instead of driving alone	Lower	29%	32	33	6
	Walked or biked instead of driving	Similar	52%	25	34	29
<b>Please rate the quality of each of the following services in Orland Park.</b>	Public information services	Similar	81%	10	38	76
	Economic development	Similar	71%	16	38	60

Please rate the quality of each of the following services in Orland Park.

Traffic enforcement	Similar	75%	12	49	77
Traffic signal timing	Similar	59%	12	38	71
Street repair	Similar	54%	22	41	48
Street cleaning	Similar	69%	29	39	28
Street lighting	Similar	75%	12	49	77
Snow removal	Similar	77%	7	33	81
Sidewalk maintenance	Similar	69%	17	40	60
Bus or transit services	Similar	58%	13	30	60
Land use, planning and zoning	Similar	65%	6	38	86
Code enforcement	Similar	58%	24	48	52
Affordable high-speed internet access	Similar	64%	2	14	92
Garbage collection	Similar	93%	4	40	92
Drinking water	Higher	92%	1	34	100
Sewer services	Similar	92%	4	36	91
Storm water management	Similar	83%	4	45	93
Power (electric and/or gas) utility	Similar	90%	4	27	88
Utility billing	Similar	82%	6	35	85
Police/Sheriff services	Similar	91%	7	51	88
Crime prevention	Similar	84%	14	47	72
Animal control	Higher	86%	1	43	100
Ambulance or emergency medical services	Similar	98%	5	40	90
Fire services	Similar	99%	2	44	97
Fire prevention and education	Similar	90%	5	36	88
Emergency preparedness	Similar	82%	2	37	97
Preservation of natural areas	Higher	87%	3	32	93
Orland Park open space	Higher	84%	4	34	91
Recycling	Similar	86%	11	44	77
Yard waste pick-up	Similar	87%	8	41	82
Village parks	Similar	91%	18	37	54
Recreation programs or classes	Similar	90%	4	35	91
Recreation centers or facilities	Similar	92%	3	34	94

<b>Please rate the quality of each of the following services in Orland Park.</b>	Health services	Similar	86%	9	32	75
	Public library services	Similar	97%	5	38	89
	Overall customer service by Orland Park employees	Similar	90%	7	50	88
<b>Please rate the following categories of Orland Park government performance.</b>	The value of services for the taxes paid to Orland Park	Similar	64%	17	49	67
	The overall direction that Orland Park is taking	Similar	66%	23	40	45
	The job Orland Park government does at welcoming resident invol..	Similar	63%	14	41	68
	Overall confidence in Orland Park government	Similar	64%	19	35	48
	Generally acting in the best interest of the community	Similar	67%	17	36	55
	Being honest	Similar	60%	26	35	28
	Being open and transparent to the public	Similar	64%	9	14	42
	Informing residents about issues facing the community	Similar	63%	5	14	71
	Treating all residents fairly	Similar	73%	7	36	83
	Treating residents with respect	Similar	78%	5	13	69
<b>Overall, how would you rate the quality of the services provided by each ..</b>	The Village of Orland Park	Similar	82%	17	48	66
	The Federal Government	Similar	40%	23	35	37
<b>Please rate how important, if at all, you think it is for the Orland Park community to focus on each of the following in the coming two years.</b>	Overall economic health	Similar	97%	1	33	100
	Overall quality of the transportation system	Similar	68%	12	14	21
	Overall design or layout of residential and commercial areas	Similar	81%	13	33	63
	Overall quality of the utility infrastructure	Similar	92%	6	14	64
	Overall feeling of safety	Similar	96%	1	33	100
	Overall quality of natural environment	Similar	80%	26	33	24
	Overall quality of parks and recreation opportunities	Similar	82%	7	14	57
	Overall health and wellness opportunities	Similar	80%	9	33	75
	Overall opportunities for education, culture, and the arts	Similar	75%	23	33	33
	Residents' connection and engagement with their community	Similar	71%	23	33	33
<b>In general, how many times do you:</b>	Access the internet from your home	Similar	95%	8	13	46
	Access the internet from your cell phone	Similar	92%	9	13	38
	Visit social media sites	Similar	76%	12	13	15
	Use or check email	Similar	97%	8	13	46
	Share your opinions online	Similar	25%	13	13	7
	Shop online	Similar	60%	5	13	69

	Please rate your overall health.	Similar	77%	2	34	97
	What impact, if any, do you think the economy will have on your fa..	Similar	37%	11	36	72

## Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Orland Park.	Question	Response	
		Rating	Percentage
Orland Park as a place to live		Excellent	45%
		Good	46%
		Fair	7%
		Poor	1%
Your neighborhood as a place to live		Excellent	52%
		Good	41%
		Fair	5%
		Poor	2%
Orland Park as a place to raise children		Excellent	49%
		Good	44%
		Fair	6%
		Poor	1%
Orland Park as a place to work		Excellent	34%
		Good	44%
		Fair	13%
		Poor	10%
Orland Park as a place to visit		Excellent	32%
		Good	45%
		Fair	18%
		Poor	5%
Orland Park as a place to retire		Excellent	30%
		Good	34%
		Fair	22%
		Poor	14%
The overall quality of life		Excellent	37%
		Good	52%
		Fair	9%
		Poor	2%

<b>Please rate each of the following aspects of quality of life in Orland Park.</b>	Sense of community	Excellent		24%
		Good		49%
		Fair		19%
		Poor		8%
<b>Please rate each of the following characteristics as they relate to Orland Park as a whole.</b>	Overall economic health	Excellent		20%
		Good		63%
		Fair		13%
		Poor		4%
	Overall quality of the transportation system	Excellent		22%
		Good		49%
		Fair		24%
		Poor		5%
	Overall design or layout of residential and commercial areas	Excellent		22%
		Good		57%
Fair			17%	
Poor			3%	
Overall quality of the utility infrastructure	Excellent		35%	
	Good		54%	
	Fair		8%	
	Poor		2%	
Overall feeling of safety	Excellent		29%	
	Good		46%	
	Fair		20%	
	Poor		5%	
Overall quality of natural environment	Excellent		37%	
	Good		52%	
	Fair		9%	
	Poor		1%	
Overall quality of parks and recreation opportunities	Excellent		44%	
	Good		48%	
	Fair		5%	

<b>Please rate each of the following characteristics as they relate to Orland Park as a whole.</b>	Overall quality of parks and recreation opportunities	Poor		3%
	Overall health and wellness opportunities	Excellent		39%
		Good		51%
		Fair		8%
		Poor		1%
	Overall opportunities for education, culture, and the arts	Excellent		29%
		Good		52%
		Fair		16%
		Poor		4%
	Residents' connection and engagement with their community	Excellent		15%
		Good		49%
		Fair		29%
		Poor		7%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Orland Park to someone who asks	Very likely		51%
		Somewhat likely		41%
		Somewhat unlikely		4%
		Very unlikely		4%
	Remain in Orland Park for the next five years	Very likely		55%
		Somewhat likely		30%
		Somewhat unlikely		5%
		Very unlikely		10%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		64%
		Somewhat safe		30%
		Neither safe nor unsafe		3%
		Somewhat unsafe		2%
		Very unsafe		1%
	In Orland Park's downtown/commercial area during the day	Very safe		37%
		Somewhat safe		46%
		Neither safe nor unsafe		9%
		Somewhat unsafe		7%
		Very unsafe		2%

<b>Please rate how safe or unsafe you feel:</b>	From property crime	Very safe		30%
		Somewhat safe		50%
		Neither safe nor unsafe		12%
		Somewhat unsafe		7%
		Very unsafe		1%
	From violent crime	Very safe		41%
		Somewhat safe		41%
		Neither safe nor unsafe		8%
		Somewhat unsafe		9%
		Very unsafe		2%
	From fire, flood, or other natural disaster	Very safe		58%
		Somewhat safe		33%
		Neither safe nor unsafe		7%
		Somewhat unsafe		1%
		Very unsafe		1%
<b>Please rate the job you feel the Orland Park community does at each of the following.</b>	Making all residents feel welcome	Excellent		32%
		Good		48%
		Fair		16%
		Poor		4%
	Attracting people from diverse backgrounds	Excellent		33%
		Good		44%
		Fair		17%
		Poor		6%
	Valuing/respecting residents from diverse backgrounds	Excellent		32%
		Good		44%
		Fair		15%
		Poor		9%
	Taking care of vulnerable residents	Excellent		35%
		Good		46%
		Fair		13%
		Poor		6%

<b>Please rate each of the following in the Orland Park community.</b>	Overall quality of business and service establishments	Excellent		34%
		Good		49%
		Fair		14%
		Poor		3%
	Variety of business and service establishments	Excellent		37%
		Good		44%
		Fair		15%
		Poor		4%
	Vibrancy of downtown/commercial area	Excellent		20%
		Good		40%
		Fair		26%
		Poor		15%
	Employment opportunities	Excellent		20%
		Good		47%
		Fair		22%
		Poor		10%
	Shopping opportunities	Excellent		45%
		Good		37%
		Fair		14%
		Poor		4%
	Cost of living	Excellent		11%
		Good		43%
		Fair		36%
		Poor		11%
	Overall image or reputation	Excellent		27%
		Good		54%
		Fair		13%
		Poor		7%
<b>Please also rate each of the following in the Orland Park community.</b>	Traffic flow on major streets	Excellent		13%
		Good		47%
		Fair		29%

Please also rate each of the following in the Orland Park community.

Traffic flow on major streets	Poor		10%
Ease of public parking	Excellent		32%
	Good		53%
	Fair		13%
	Poor		2%
	Ease of travel by car	Excellent	
Ease of travel by car	Good		51%
	Fair		17%
	Poor		3%
	Ease of travel by public transportation	Excellent	
Ease of travel by public transportation	Good		34%
	Fair		27%
	Poor		20%
	Ease of travel by bicycle	Excellent	
Ease of travel by bicycle	Good		39%
	Fair		28%
	Poor		11%
	Ease of walking	Excellent	
Ease of walking	Good		47%
	Fair		19%
	Poor		9%
	Well-planned residential growth	Excellent	
Well-planned residential growth	Good		48%
	Fair		23%
	Poor		7%
	Well-planned commercial growth	Excellent	
Well-planned commercial growth	Good		43%
	Fair		25%
	Poor		14%
	Well-designed neighborhoods	Excellent	
Well-designed neighborhoods	Good		56%

Please also rate each of the following in the Orland Park community.

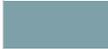
Well-designed neighborhoods	Fair		19%
	Poor		2%
Preservation of the historical or cultural character of the community	Excellent		25%
	Good		52%
	Fair		17%
	Poor		7%
Public places where people want to spend time	Excellent		24%
	Good		47%
	Fair		21%
	Poor		9%
Variety of housing options	Excellent		21%
	Good		54%
	Fair		18%
	Poor		6%
Availability of affordable quality housing	Excellent		17%
	Good		38%
	Fair		29%
	Poor		16%
Overall quality of new development	Excellent		20%
	Good		53%
	Fair		21%
	Poor		7%
Overall appearance	Excellent		33%
	Good		52%
	Fair		12%
	Poor		3%
Cleanliness	Excellent		35%
	Good		52%
	Fair		11%
	Poor		2%
Water resources	Excellent		17%

Please also rate each of the following in the Orland Park community.

Water resources	Good		52%
	Fair		21%
	Poor		9%
Air quality	Excellent		24%
	Good		64%
	Fair		12%
	Poor		0%
Availability of paths and walking trails	Excellent		43%
	Good		45%
	Fair		8%
	Poor		4%
Fitness opportunities	Excellent		44%
	Good		47%
	Fair		7%
	Poor		2%
Recreational opportunities	Excellent		38%
	Good		50%
	Fair		10%
	Poor		2%
Availability of affordable quality food	Excellent		35%
	Good		49%
	Fair		13%
	Poor		3%
Availability of affordable quality health care	Excellent		33%
	Good		52%
	Fair		12%
	Poor		4%
Availability of preventive health services	Excellent		32%
	Good		52%
	Fair		11%
	Poor		5%

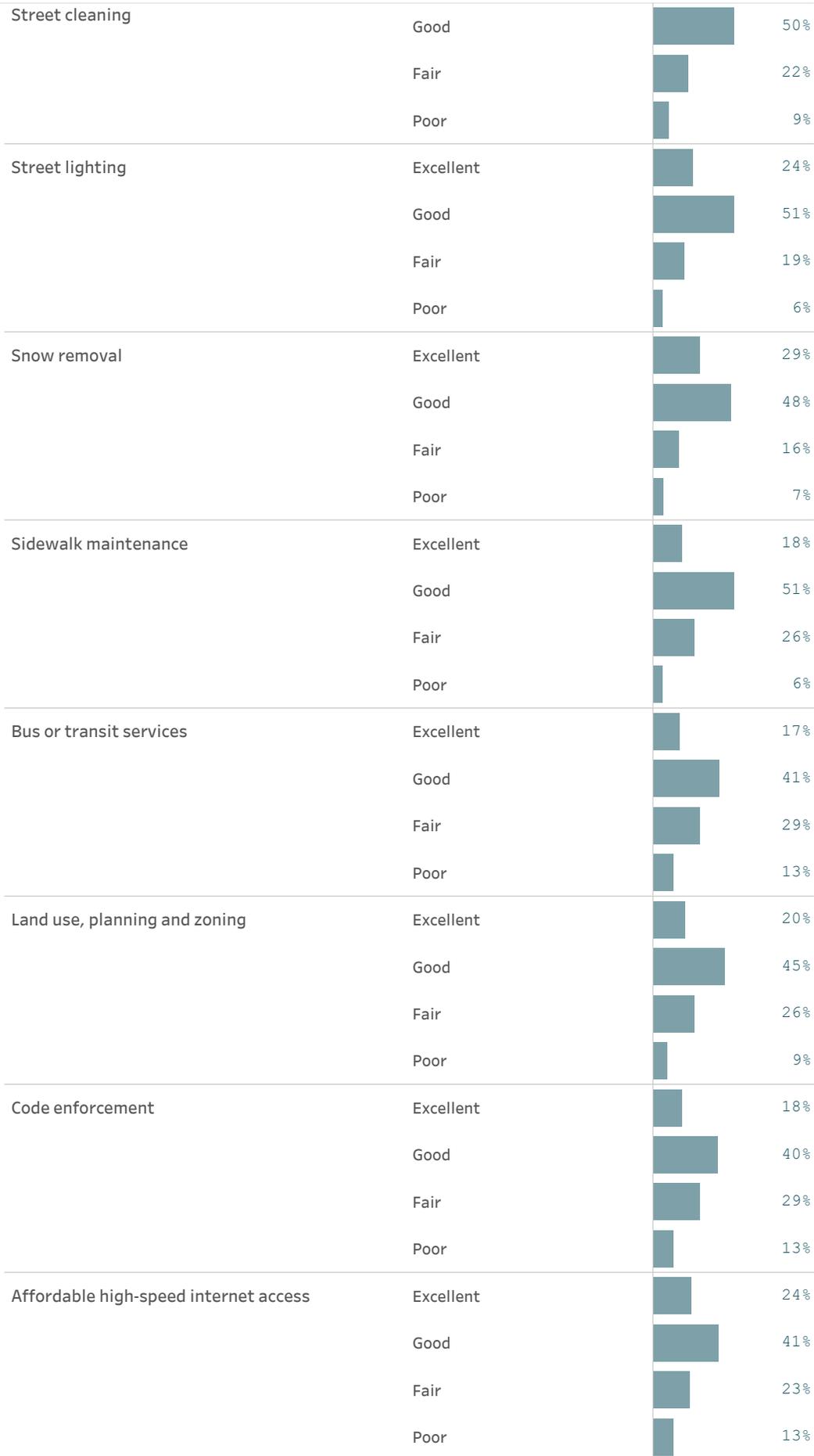
Please also rate each of the following in the Orland Park community.

Availability of affordable quality mental health care	Excellent		23%
	Good		42%
	Fair		22%
	Poor		13%
Opportunities to attend cultural/arts/music activities	Excellent		21%
	Good		51%
	Fair		22%
	Poor		6%
Community support for the arts	Excellent		24%
	Good		45%
	Fair		24%
	Poor		8%
Availability of affordable quality childcare/preschool	Excellent		25%
	Good		52%
	Fair		16%
	Poor		7%
K-12 education	Excellent		48%
	Good		44%
	Fair		6%
	Poor		1%
Adult educational opportunities	Excellent		23%
	Good		52%
	Fair		17%
	Poor		8%
Sense of civic/community pride	Excellent		21%
	Good		48%
	Fair		21%
	Poor		9%
Neighborliness of residents	Excellent		21%
	Good		49%
	Fair		25%

<b>Please also rate each of the following in the Orland Park community.</b>	Neighborliness of residents	Poor		5%
	Opportunities to participate in social events and activities	Excellent		28%
		Good		51%
		Fair		18%
		Poor		4%
	Opportunities to attend special events and festivals	Excellent		29%
		Good		53%
		Fair		16%
		Poor		2%
	Opportunities to volunteer	Excellent		28%
		Good		48%
		Fair		16%
		Poor		7%
	Opportunities to participate in community matters	Excellent		23%
		Good		49%
		Fair		19%
		Poor		9%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		24%
		Good		45%
		Fair		20%
Poor			11%	
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the Village of Orland Park for help or information	No		44%
		Yes		56%
	Contacted Orland Park elected officials to express your opinion	No		80%
		Yes		20%
	Attended a local public meeting	No		81%
		Yes		19%
	Watched a local public meeting	No		69%
		Yes		31%
	Volunteered your time to some group/activity	No		79%
		Yes		21%

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Campaigned or advocated for a local issue, cause, or candidate	No		78%
		Yes		22%
	Voted in your most recent local election	No		20%
		Yes		80%
	Used public transportation instead of driving	No		86%
		Yes		14%
Carpooled with other adults or children instead of driving alone	No		71%	
	Yes		29%	
Walked or biked instead of driving	No		48%	
	Yes		52%	
<b>Please rate the quality of each of the following services in Orland Park.</b>	Public information services	Excellent		30%
		Good		51%
		Fair		15%
		Poor		4%
	Economic development	Excellent		21%
		Good		50%
		Fair		22%
		Poor		7%
	Traffic enforcement	Excellent		25%
		Good		49%
		Fair		20%
		Poor		6%
Traffic signal timing	Excellent		14%	
	Good		44%	
	Fair		31%	
	Poor		10%	
Street repair	Excellent		11%	
	Good		42%	
	Fair		31%	
	Poor		15%	
Street cleaning	Excellent		18%	

**Please rate the quality of each of the following services in Orland Park.**



Please rate the quality of each of the following services in Orland Park.

Garbage collection	Excellent		49%
	Good		44%
	Fair		6%
	Poor		1%
Drinking water	Excellent		45%
	Good		46%
	Fair		7%
	Poor		1%
Sewer services	Excellent		40%
	Good		52%
	Fair		6%
	Poor		2%
Storm water management	Excellent		34%
	Good		49%
	Fair		11%
	Poor		6%
Power (electric and/or gas) utility	Excellent		38%
	Good		52%
	Fair		9%
	Poor		1%
Utility billing	Excellent		32%
	Good		50%
	Fair		15%
	Poor		3%
Police/Sheriff services	Excellent		52%
	Good		39%
	Fair		5%
	Poor		4%
Crime prevention	Excellent		35%
	Good		49%
	Fair		10%

Please rate the quality of each of the following services in Orland Park.

Crime prevention	Poor		6%
	Excellent		36%
Animal control	Good		49%
	Fair		11%
	Poor		3%
	Excellent		60%
Ambulance or emergency medical services	Good		39%
	Fair		1%
	Poor		0%
	Excellent		66%
Fire services	Good		33%
	Fair		1%
	Poor		0%
	Excellent		47%
Fire prevention and education	Good		44%
	Fair		8%
	Poor		1%
	Excellent		37%
Emergency preparedness	Good		45%
	Fair		13%
	Poor		5%
	Excellent		36%
Preservation of natural areas	Good		51%
	Fair		10%
	Poor		3%
	Excellent		36%
Orland Park open space	Good		48%
	Fair		13%
	Poor		3%
	Excellent		38%
Recycling	Good		49%

Please rate the quality of each of the following services in Orland Park.			
Recycling	Fair		11%
	Poor		3%
Yard waste pick-up	Excellent		40%
	Good		47%
	Fair		11%
	Poor		2%
Village parks	Excellent		41%
	Good		50%
	Fair		7%
	Poor		2%
Recreation programs or classes	Excellent		39%
	Good		50%
	Fair		9%
	Poor		1%
Recreation centers or facilities	Excellent		37%
	Good		54%
	Fair		7%
	Poor		1%
Health services	Excellent		31%
	Good		55%
	Fair		12%
	Poor		2%
Public library services	Excellent		57%
	Good		40%
	Fair		3%
	Poor		0%
Overall customer service by Orland Park employees	Excellent		42%
	Good		47%
	Fair		6%
	Poor		4%
Please rate the following categories of Orland Park government performance.	The value of services for the taxes paid to Orland Park		19%

Please rate the following categories of Orland Park government performance.			
The value of services for the taxes paid to Orland Park	Good		45%
	Fair		28%
	Poor		8%
The overall direction that Orland Park is taking	Excellent		18%
	Good		48%
	Fair		23%
	Poor		11%
The job Orland Park government does at welcoming resident involvement	Excellent		22%
	Good		40%
	Fair		26%
	Poor		12%
Overall confidence in Orland Park government	Excellent		21%
	Good		43%
	Fair		21%
	Poor		14%
Generally acting in the best interest of the community	Excellent		22%
	Good		45%
	Fair		20%
	Poor		13%
Being honest	Excellent		24%
	Good		36%
	Fair		23%
	Poor		17%
Being open and transparent to the public	Excellent		24%
	Good		39%
	Fair		20%
	Poor		16%
Informing residents about issues facing the community	Excellent		25%
	Good		38%
	Fair		22%
	Poor		14%

<b>Please rate the following categories of Orland Park government performance.</b>	Treating all residents fairly	Excellent		30%
		Good		43%
		Fair		15%
		Poor		13%
	Treating residents with respect	Excellent		30%
		Good		48%
		Fair		10%
		Poor		12%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The Village of Orland Park	Excellent		31%
		Good		51%
		Fair		14%
		Poor		4%
	The Federal Government	Excellent		7%
		Good		33%
		Fair		34%
		Poor		26%
<b>Please rate how important, if at all, you think it is for the Orland Park community to focus on each of the following in the coming two years.</b>	Overall economic health	Essential		61%
		Very important		36%
		Somewhat important		3%
		Not at all important		0%
	Overall quality of the transportation system	Essential		25%
		Very important		43%
		Somewhat important		30%
		Not at all important		2%
	Overall design or layout of residential and commercial areas	Essential		33%
		Very important		48%
		Somewhat important		17%
		Not at all important		2%
	Overall quality of the utility infrastructure	Essential		54%
		Very important		39%
		Somewhat important		6%

<b>Please rate how important, if at all, you think it is for the Orland Park community to focus on each of the following in the coming two years.</b>	Overall quality of the utility infrastructure	Not at all important		1%
	Overall feeling of safety	Essential		75%
		Very important		20%
		Somewhat important		2%
		Not at all important		2%
	Overall quality of natural environment	Essential		35%
		Very important		45%
		Somewhat important		17%
Not at all important			3%	
Overall quality of parks and recreation opportunities	Essential		34%	
	Very important		48%	
	Somewhat important		15%	
	Not at all important		3%	
Overall health and wellness opportunities	Essential		32%	
	Very important		49%	
	Somewhat important		16%	
	Not at all important		4%	
Overall opportunities for education, culture, and the arts	Essential		30%	
	Very important		45%	
	Somewhat important		21%	
	Not at all important		4%	
Residents' connection and engagement with their community	Essential		23%	
	Very important		48%	
	Somewhat important		26%	
	Not at all important		2%	
<b>Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years.</b>	Make annual investments in facilities and equipment for police and public works	Essential		50%
		Very important		34%
		Somewhat important		14%
		Not at all important		2%
	Make annual investments in municipal infrastructure (e.g., roads, water and sewer)	Essential		60%
Very important			35%	

Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years.	Priority	Response	
		Percentage	Count
Make annual investments in municipal infrastructure (e.g., roads, water and sewer)	Somewhat important	5%	1
	Not at all important	0%	0
Make annual investments in parks and recreation/cultural facilities	Essential	27%	4
	Very important	46%	7
	Somewhat important	25%	4
	Not at all important	2%	0
Preserve natural areas (including open spaces, wetlands and woodlands)	Essential	32%	5
	Very important	44%	7
	Somewhat important	22%	4
	Not at all important	2%	0
Adjust new and existing services to address Orland Park's aging population	Essential	30%	5
	Very important	46%	7
	Somewhat important	24%	4
	Not at all important	1%	0
Promote services and programs for seniors	Essential	29%	5
	Very important	43%	7
	Somewhat important	25%	4
	Not at all important	3%	0
Expand and enhance recreation programs	Essential	16%	3
	Very important	45%	7
	Somewhat important	34%	6
	Not at all important	5%	1
Expand and enhance cultural programs	Essential	16%	3
	Very important	34%	6
	Somewhat important	40%	7
	Not at all important	10%	2
Promote and maintain high quality development	Essential	38%	6
	Very important	48%	8
	Somewhat important	12%	2
	Not at all important	2%	0
Enhance and invest in community policing and public safety programs	Essential	56%	9

<b>Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years.</b>	Enhance and invest in community policing and public safety programs	Very important		31%
		Somewhat important		11%
		Not at all important		1%
	Expand and invest in the Village's special events (e.g., concerts, festivals, etc.)	Essential		18%
		Very important		35%
		Somewhat important		38%
		Not at all important		9%
	Other	Essential		47%
		Very important		12%
Somewhat important			10%	
Not at all important			32%	
<b>Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information from the Village.</b>	Village newsletter	Major source		45%
		Minor source		40%
		Not at all a source		14%
	E-mails from the Village	Major source		50%
		Minor source		33%
		Not at all a source		17%
	Village website (www.orland-park.il.us)	Major source		56%
		Minor source		35%
		Not at all a source		9%
	Internet blogs	Major source		15%
		Minor source		37%
		Not at all a source		48%
	Local cable channel (channel 4)	Major source		11%
		Minor source		35%
		Not at all a source		53%
	Local media (e.g., Southtown Star, OP Prairie, OP Patch)	Major source		45%
		Minor source		42%
		Not at all a source		14%
	Social media (e.g., Facebook, Twitter, etc.)	Major source		38%
		Minor source		32%

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information from the Village.			
Social media (e.g., Facebook, Twitter, etc.)	Not at all a source		30%
	Phone (Code Red)	Major source	53%
		Minor source	28%
		Not at all a source	19%
In general, how many times do you:	Access the internet from your home	Several times a day	84%
		Once a day	6%
		A few times a week	5%
		Every few weeks	0%
		Less often or never	5%
	Access the internet from your cell phone	Several times a day	83%
		Once a day	3%
		A few times a week	5%
		Every few weeks	1%
		Less often or never	8%
Visit social media sites	Several times a day	53%	
	Once a day	12%	
	A few times a week	11%	
	Every few weeks	2%	
	Less often or never	22%	
Use or check email	Several times a day	80%	
	Once a day	13%	
	A few times a week	4%	
	Every few weeks	1%	
	Less often or never	3%	
Share your opinions online	Several times a day	9%	
	Once a day	4%	
	A few times a week	12%	
	Every few weeks	15%	
	Less often or never	60%	
Shop online	Several times a day	15%	
	Once a day	7%	

In general, how many times do you:	Shop online	A few times a week		37%
		Every few weeks		28%
		Less often or never		12%
Please rate your overall health.		Excellent		40%
		Very good		37%
		Good		18%
		Fair		4%
		Poor		1%
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		11%
		Somewhat positive		26%
		Neutral		40%
		Somewhat negative		20%
		Very negative		3%
How many years have you lived in Orland Park?		Less than 2 years		7%
		2-5 years		21%
		6-10 years		14%
		11-20 years		16%
		More than 20 years		43%
Which best describes the building you live in?		One family house detached from any other houses		59%
		Building with two or more homes (duplex, townhome, apa..		40%
		Other		1%
Do you rent or own your home?		Rent		11%
		Own		89%
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 \$500		3%
		\$500 to \$999		13%
		\$1,000 to \$1,499		25%
		\$1,500 to \$1,999		22%
		\$2,000 to \$2,499		17%
		\$2,500 to \$2,999		6%
		\$3,000 to \$3,499		6%
		\$3,500 or more		7%

Do any children 17 or under live in your household?	No		70%
	Yes		30%
Are you or any other members of your household aged 65 or older?	No		60%
	Yes		40%
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 \$25,000		4%
	\$25,000 to \$49,999		10%
	\$50,000 to \$74,999		18%
	\$75,000 to \$99,999		19%
	\$100,000 to \$149,999		18%
	\$150,000 or more		30%
	Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino	
Yes, I consider myself to be Spanish, Hispanic, or Latino			7%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		1%
	Asian, Asian Indian, or Pacific Islander		2%
	Black or African American		1%
	White		92%
	Other		6%
In which category is your age?	18-24 years		1%
	25-34 years		19%
	35-44 years		14%
	45-54 years		18%
	55-64 years		13%
	65-74 years		21%
	75 years or older		14%
What is your gender?	Female		53%
	Male		47%
	Identify in another way		0%

## Full trends

This table contains the trends over time for the Village of Orland Park. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2016 and 2021 surveys is greater than six percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

		2012	2014	2016	2021
<b>Please rate each of the following aspects of quality of life in Orland Park.</b>	Orland Park as a place to live	93%	95%	95%	92%
	Your neighborhood as a place to live	92%	91%	93%	93%
	Orland Park as a place to raise children	94%	92%	94%	92%
	Orland Park as a place to work	71%	71%	72%	78%
	Orland Park as a place to visit		80%	81%	77%
	Orland Park as a place to retire	67%	64%	66%	64%
	The overall quality of life	88%	91%	91%	89%
	Sense of community	76%	75%	73%	73%
<b>Please rate each of the following characteristics as they relate to Orland Park as a whole.</b>	Overall economic health		84%	86%	83%
	Overall quality of the transportation system				70%
	Overall design or layout of residential and commercial areas		80%	80%	80%
	Overall quality of the utility infrastructure				90%
	Overall feeling of safety		90%	90%	74%
	Overall quality of natural environment	81%	86%	85%	89%
	Overall quality of parks and recreation opportunities				92%
	Overall health and wellness opportunities		87%	85%	91%
	Overall opportunities for education, culture, and the arts		85%	82%	81%
	Residents' connection and engagement with their community				64%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Orland Park to someone who asks	91%	94%	90%	92%
	Remain in Orland Park for the next five years	89%	91%	86%	85%

<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	95%	95%	97%	95%
	In Orland Park's downtown/commercial area during the day	85%	89%	89%	83%
	From property crime	73%			79%
	From violent crime	81%			81%
	From fire, flood, or other natural disaster				92%
<b>Please rate the job you feel the Orland Park community does at each of the following.</b>	Making all residents feel welcome				80%
	Attracting people from diverse backgrounds				77%
	Valuing/respecting residents from diverse backgrounds				76%
	Taking care of vulnerable residents				81%
<b>Please rate each of the following in the Orland Park community.</b>	Overall quality of business and service establishments	85%	85%	84%	83%
	Variety of business and service establishments				81%
	Vibrancy of downtown/commercial area		62%	59%	60%
	Employment opportunities	50%	50%	54%	68%
	Shopping opportunities	92%	91%	92%	82%
	Cost of living		53%	50%	54%
	Overall image or reputation	84%	88%	86%	80%
<b>Please also rate each of the following in the Orland Park community.</b>	Traffic flow on major streets	31%	36%	36%	60%
	Ease of public parking		69%	72%	84%
	Ease of travel by car	41%	51%	54%	80%
	Ease of travel by public transportation	68%	47%	42%	52%
	Ease of travel by bicycle	57%	55%	52%	61%
	Ease of walking	59%	63%	61%	72%
	Well-planned residential growth				70%
	Well-planned commercial growth				60%
	Well-designed neighborhoods				79%
	Preservation of the historical or cultural character of the community				76%
	Public places where people want to spend time	82%	75%		70%

<b>Please also rate each of the following in the Orland Park community.</b>	Variety of housing options	78%	79%	80%	76%
	Availability of affordable quality housing	63%	61%	61%	55%
	Overall quality of new development	71%	74%	78%	73%
	Overall appearance	82%	89%	86%	85%
	Cleanliness	89%	85%	87%	
	Water resources				70%
	Air quality	86%	86%	88%	
	Availability of paths and walking trails	69%	72%	76%	88%
	Fitness opportunities	87%	86%	90%	
	Recreational opportunities	84%	87%	87%	88%
	Availability of affordable quality food	75%	85%	87%	84%
	Availability of affordable quality health care	74%	84%	80%	85%
	Availability of preventive health services	80%	82%	84%	84%
	Availability of affordable quality mental health care	67%	68%	65%	
	Opportunities to attend cultural/arts/music activities	63%	71%	70%	71%
	Community support for the arts				68%
	Availability of affordable quality childcare/preschool	62%	75%	83%	77%
	K-12 education	79%	85%	88%	92%
	Adult educational opportunities	72%	75%	75%	
	Sense of civic/community pride				69%
Neighborliness of residents	70%	70%	70%		
Opportunities to participate in social events and activities	76%	75%	76%	78%	
Opportunities to attend special events and festivals	84%	82%	82%		
Opportunities to volunteer	77%	76%	78%	77%	
Opportunities to participate in community matters	68%	71%	71%	72%	
Openness and acceptance of the community toward people of diverse backgrounds	74%	71%	71%	70%	
<b>Please indicate whether or not you have done each of the following in</b>	Contacted the Village of Orland Park for help or information	54%	55%	56%	56%

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted Orland Park elected officials to express your opinion	13%	13%	20%	
	Attended a local public meeting	25%	19%	21%	18%
	Watched a local public meeting				31%
	Volunteered your time to some group/activity	29%	23%	22%	21%
	Campaigned or advocated for a local issue, cause, or candidate	17%	16%	22%	
	Voted in your most recent local election	79%			80%
	Used public transportation instead of driving	24%	21%	14%	
	Carpooled with other adults or children instead of driving alone	30%	32%	29%	
	Walked or biked instead of driving	46%	49%	52%	
	<b>Please rate the quality of each of the following services in Orland Park.</b>	Public information services	82%	85%	87%
Economic development		63%	75%	80%	71%
Traffic enforcement		74%	74%	71%	75%
Traffic signal timing		58%	56%	60%	59%
Street repair		59%	54%	49%	54%
Street cleaning		68%	67%	65%	69%
Street lighting		68%	74%	71%	75%
Snow removal		71%	65%	78%	77%
Sidewalk maintenance		64%	61%	69%	69%
Bus or transit services		58%	59%	62%	58%
Land use, planning and zoning		63%	75%	75%	65%
Code enforcement		67%	73%	73%	58%
Affordable high-speed internet access					64%
Garbage collection		89%	91%	90%	93%
Drinking water		87%	88%	88%	92%
Sewer services		84%	86%	86%	92%
Storm water management		73%	77%	77%	83%
Power (electric and/or gas) utility	84%	85%	84%	90%	

<b>Please rate the quality of each of the following services in Orland Park.</b>	Utility billing	82%
	Police/Sheriff services	90% 90% 92% 91%
	Crime prevention	84% 85% 86% 84%
	Animal control	79% 79% 84% 86%
	Ambulance or emergency medical services	97% 97% 98%
	Fire services	96% 97% 96% 99%
	Fire prevention and education	91% 91% 93% 90%
	Emergency preparedness	80% 81% 81% 82%
	Preservation of natural areas	79% 83% 83% 87%
	Orland Park open space	78% 81% 84%
	Recycling	85% 87% 90% 86%
	Yard waste pick-up	87% 88% 89% 87%
	Village parks	93% 91% 93% 91%
	Recreation programs or classes	88% 88% 93% 90%
	Recreation centers or facilities	87% 87% 90% 92%
	Health services	83% 83% 86% 86%
	Public library services	89% 90% 91% 97%
	Overall customer service by Orland Park employees	86% 85% 87% 90%
<b>Please rate the following categories of Orland Park government performance.</b>	The value of services for the taxes paid to Orland Park	60% 63% 65% 64%
	The overall direction that Orland Park is taking	59% 71% 78% 66%
	The job Orland Park government does at welcoming resident involvement	56% 64% 67% 63%
	Overall confidence in Orland Park government	68% 72% 64%
	Generally acting in the best interest of the community	71% 74% 67%
	Being honest	69% 72% 60%
	Being open and transparent to the public	64%
	Informing residents about issues facing the community	63%
	Treating all residents fairly	70% 72% 73%

<b>categories of Orland Park government performance.</b>	Treating residents with respect	78%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The Village of Orland Park	84% 87% 90% 82%
	The Federal Government	39% 36% 35% 40%
<b>Please rate how important, if at all, you think it is for the Orland Park community to focus on each of the following in the coming two years.</b>	Overall economic health	94% 91% 97%
	Overall quality of the transportation system	68%
	Overall design or layout of residential and commercial areas	74% 79% 81%
	Overall quality of the utility infrastructure	92%
	Overall feeling of safety	97% 94% 96%
	Overall quality of natural environment	78% 82% 80%
	Overall quality of parks and recreation opportunities	82%
	Overall health and wellness opportunities	80% 79% 80%
	Overall opportunities for education, culture, and the arts	85% 80% 75%
	Residents' connection and engagement with their community	84% 83% 71%
<b>In general, how many times do you:</b>	Access the internet from your home	95%
	Access the internet from your cell phone	92%
	Visit social media sites	76%
	Use or check email	97%
	Share your opinions online	25%
	Shop online	60%
	Please rate your overall health.	61% 61% 77%
	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:	18% 27% 21% 37%

## Methods (open participation)

As part of its participation in The National Community Survey™ (The NCS™), the Village of Orland Park conducted a survey of 562 residents. Survey invitations were mailed to randomly selected households and data were collected from June 2nd, 2021 to July 21st, 2021. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the Village of Orland Park. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all village residents and became available on July 13th, 2021. The survey remained open for two weeks and there were 101 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the Village of Orland Park. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme for the open participation survey are presented in the following table.]

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	12%	21%	21%
	35-54	44%	32%	32%
	55+	45%	47%	47%
Area	NE	30%	26%	26%
	NW	27%	16%	16%
	SE	19%	28%	28%
	SW	24%	31%	31%
Hispanic origin	No, not Spanish, Hispanic, or Latino	93%	94%	93%
	Yes, I consider myself to be Spanish, Hispa..	7%	6%	7%
Housing tenure	Own	96%	89%	89%
	Rent	4%	11%	11%
Housing type	Attached	18%	41%	41%
	Detached	82%	59%	59%
Race & Hispanic origin	Not white alone	14%	16%	16%
	White alone, not Hispanic or Latino	86%	84%	84%
Sex	Female	62%	53%	53%
	Male	38%	47%	47%
Sex/age	Female 18-34	6%	11%	11%
	Female 35-54	31%	17%	17%
	Female 55+	26%	26%	26%
	Male 18-34	6%	11%	11%
	Male 35-54	13%	15%	15%
	Male 55+	18%	21%	21%

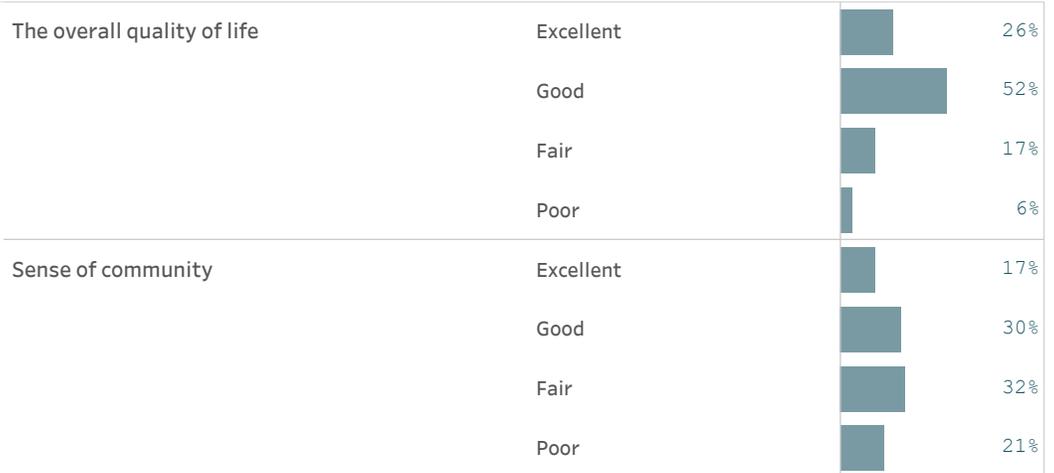


## Open participation survey results

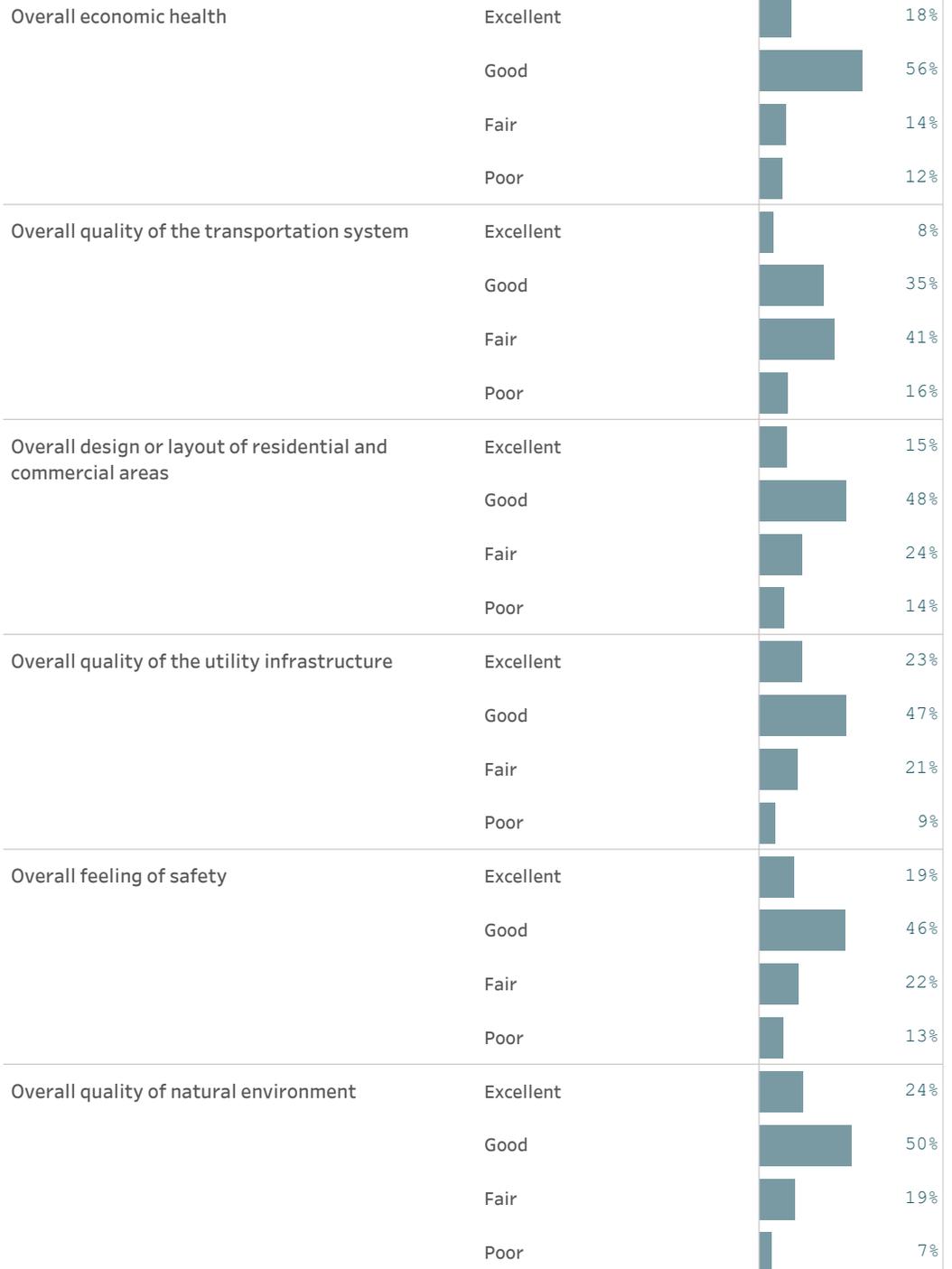
This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

	In which region of Orland Park do you live? (Please refer to map above)	Northwest (green)		16%
		Northeast (purple)		26%
		Southeast (orange)		28%
		Southwest (blue)		31%
<b>Please rate each of the following aspects of quality of life in Orland Park.</b>	Orland Park as a place to live	Excellent		37%
		Good		45%
		Fair		14%
		Poor		4%
	Your neighborhood as a place to live	Excellent		44%
		Good		34%
		Fair		20%
		Poor		1%
	Orland Park as a place to raise children	Excellent		41%
		Good		41%
		Fair		10%
		Poor		8%
	Orland Park as a place to work	Excellent		20%
		Good		36%
		Fair		21%
		Poor		23%
Orland Park as a place to visit	Excellent		16%	
	Good		35%	
	Fair		36%	
	Poor		13%	
Orland Park as a place to retire	Excellent		28%	
	Good		20%	
	Fair		22%	
	Poor		29%	

**Please rate each of the following aspects of quality of life in Orland Park.**



**Please rate each of the following characteristics as they relate to Orland Park as a whole.**

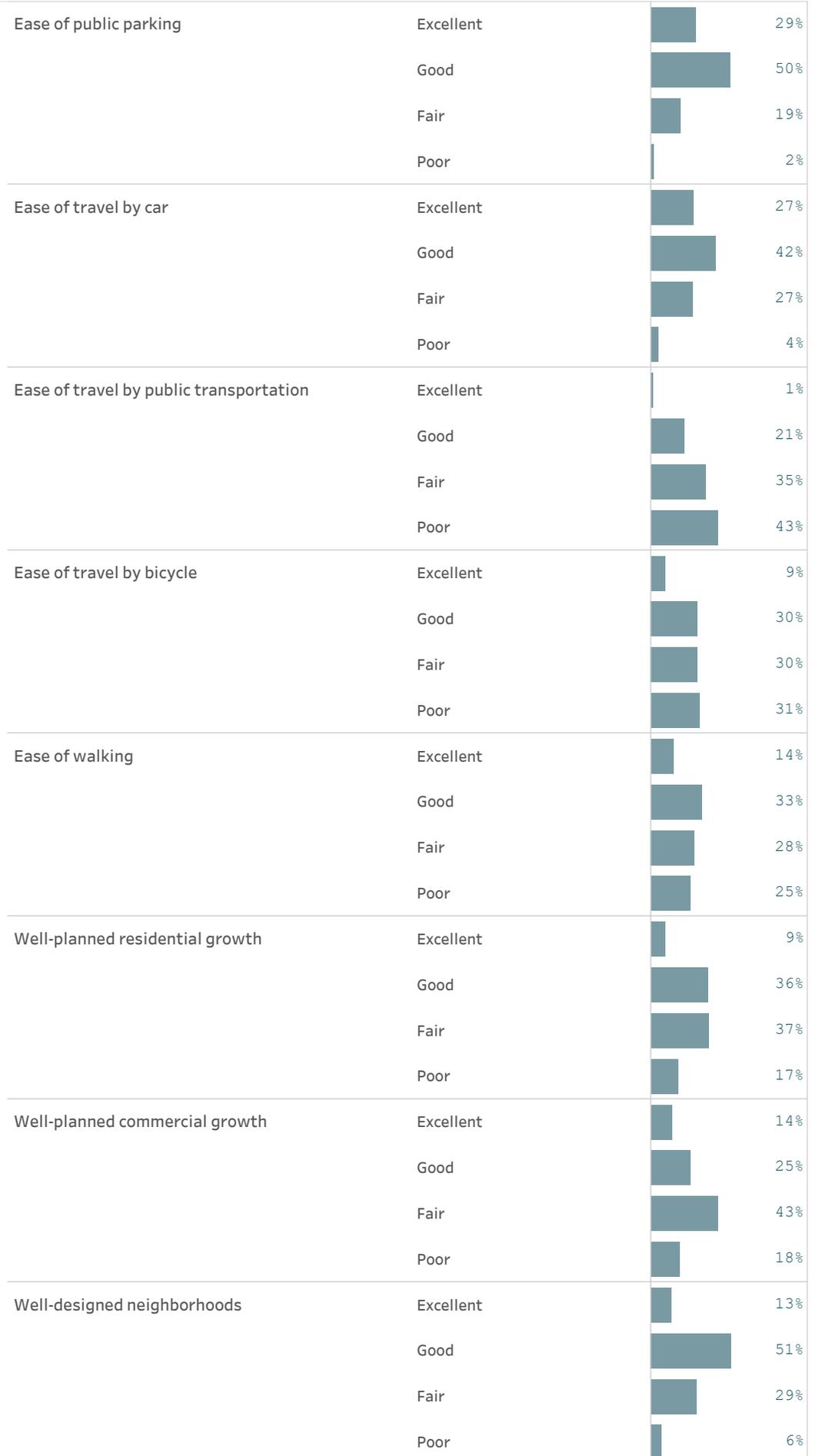


<b>Please rate each of the following characteristics as they relate to Orland Park as a whole.</b>	Overall quality of parks and recreation opportunities	Excellent		38%
		Good		42%
		Fair		16%
		Poor		5%
	Overall health and wellness opportunities	Excellent		29%
		Good		52%
		Fair		15%
		Poor		5%
	Overall opportunities for education, culture, and the arts	Excellent		21%
		Good		32%
		Fair		31%
		Poor		15%
	Residents' connection and engagement with their community	Excellent		15%
		Good		30%
		Fair		34%
		Poor		21%
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Orland Park to someone who asks	Very likely		33%
		Somewhat likely		41%
		Somewhat unlikely		11%
		Very unlikely		15%
	Remain in Orland Park for the next five years	Very likely		46%
		Somewhat likely		27%
		Somewhat unlikely		6%
		Very unlikely		21%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		59%
		Somewhat safe		28%
		Neither safe nor unsafe		6%
		Somewhat unsafe		4%
		Very unsafe		3%
	In Orland Park's downtown/commercial area during the day	Very safe		36%
		Somewhat safe		35%
		Neither safe nor unsafe		12%

<b>Please rate how safe or unsafe you feel:</b>	In Orland Park's downtown/commercial area during the day	Somewhat unsafe		12%
		Very unsafe		5%
	From property crime	Very safe		24%
		Somewhat safe		39%
		Neither safe nor unsafe		9%
		Somewhat unsafe		22%
		Very unsafe		6%
	From violent crime	Very safe		37%
		Somewhat safe		31%
		Neither safe nor unsafe		14%
		Somewhat unsafe		12%
		Very unsafe		5%
	From fire, flood, or other natural disaster	Very safe		50%
		Somewhat safe		31%
		Neither safe nor unsafe		16%
Somewhat unsafe			2%	
<b>Please rate the job you feel the Orland Park community does at each of the following.</b>	Making all residents feel welcome	Excellent		21%
		Good		23%
		Fair		42%
		Poor		13%
	Attracting people from diverse backgrounds	Excellent		16%
		Good		29%
		Fair		21%
		Poor		34%
	Valuing/respecting residents from diverse backgrounds	Excellent		16%
		Good		38%
		Fair		11%
		Poor		34%
	Taking care of vulnerable residents	Excellent		21%
		Good		28%
		Fair		38%
		Poor		13%

<b>Please rate each of the following in the Orland Park community.</b>	Overall quality of business and service establishments	Excellent		27%
		Good		47%
		Fair		21%
		Poor		5%
	Variety of business and service establishments	Excellent		24%
		Good		41%
		Fair		26%
		Poor		9%
	Vibrancy of downtown/commercial area	Excellent		6%
		Good		24%
		Fair		37%
		Poor		32%
	Employment opportunities	Excellent		10%
		Good		22%
		Fair		43%
		Poor		25%
	Shopping opportunities	Excellent		32%
		Good		46%
		Fair		16%
		Poor		6%
	Cost of living	Excellent		12%
		Good		44%
		Fair		20%
		Poor		24%
	Overall image or reputation	Excellent		25%
		Good		38%
		Fair		20%
		Poor		17%
<b>Please also rate each of the following in the Orland Park community.</b>	Traffic flow on major streets	Excellent		11%
		Good		34%
		Fair		37%
		Poor		18%

Please also rate each of the following in the Orland Park community.



Please also rate each of the following in the Orland Park community.

Preservation of the historical or cultural character of the community	Excellent		17%
	Good		40%
	Fair		25%
	Poor		18%
Public places where people want to spend time	Excellent		18%
	Good		37%
	Fair		30%
	Poor		15%
Variety of housing options	Excellent		21%
	Good		39%
	Fair		22%
	Poor		17%
Availability of affordable quality housing	Excellent		6%
	Good		43%
	Fair		22%
	Poor		30%
Overall quality of new development	Excellent		9%
	Good		39%
	Fair		39%
	Poor		13%
Overall appearance	Excellent		27%
	Good		32%
	Fair		36%
	Poor		5%
Cleanliness	Excellent		36%
	Good		42%
	Fair		18%
	Poor		5%
Water resources	Excellent		16%
	Good		38%
	Fair		28%
	Poor		18%

Please also rate each of the following in the Orland Park community.

Air quality	Excellent		33%
	Good		45%
	Fair		19%
	Poor		3%
Availability of paths and walking trails	Excellent		24%
	Good		47%
	Fair		21%
	Poor		8%
Fitness opportunities	Excellent		39%
	Good		39%
	Fair		18%
	Poor		4%
Recreational opportunities	Excellent		25%
	Good		54%
	Fair		19%
	Poor		3%
Availability of affordable quality food	Excellent		32%
	Good		43%
	Fair		19%
	Poor		6%
Availability of affordable quality health care	Excellent		27%
	Good		40%
	Fair		28%
	Poor		5%
Availability of preventive health services	Excellent		28%
	Good		41%
	Fair		27%
	Poor		4%
Availability of affordable quality mental health care	Excellent		11%
	Good		26%
	Fair		41%
	Poor		21%

Please also rate each of the following in the Orland Park community.

Opportunities to attend cultural/arts/music activities	Excellent		17%
	Good		35%
	Fair		33%
	Poor		15%
Community support for the arts	Excellent		11%
	Good		34%
	Fair		27%
	Poor		28%
Availability of affordable quality childcare/preschool	Excellent		16%
	Good		29%
	Fair		35%
	Poor		20%
K-12 education	Excellent		38%
	Good		44%
	Fair		14%
	Poor		3%
Adult educational opportunities	Excellent		14%
	Good		41%
	Fair		21%
	Poor		23%
Sense of civic/community pride	Excellent		17%
	Good		33%
	Fair		23%
	Poor		27%
Neighborliness of residents	Excellent		13%
	Good		40%
	Fair		26%
	Poor		21%
Opportunities to participate in social events and activities	Excellent		20%
	Good		39%
	Fair		31%
	Poor		10%

**Please also rate each of the following in the Orland Park community.**

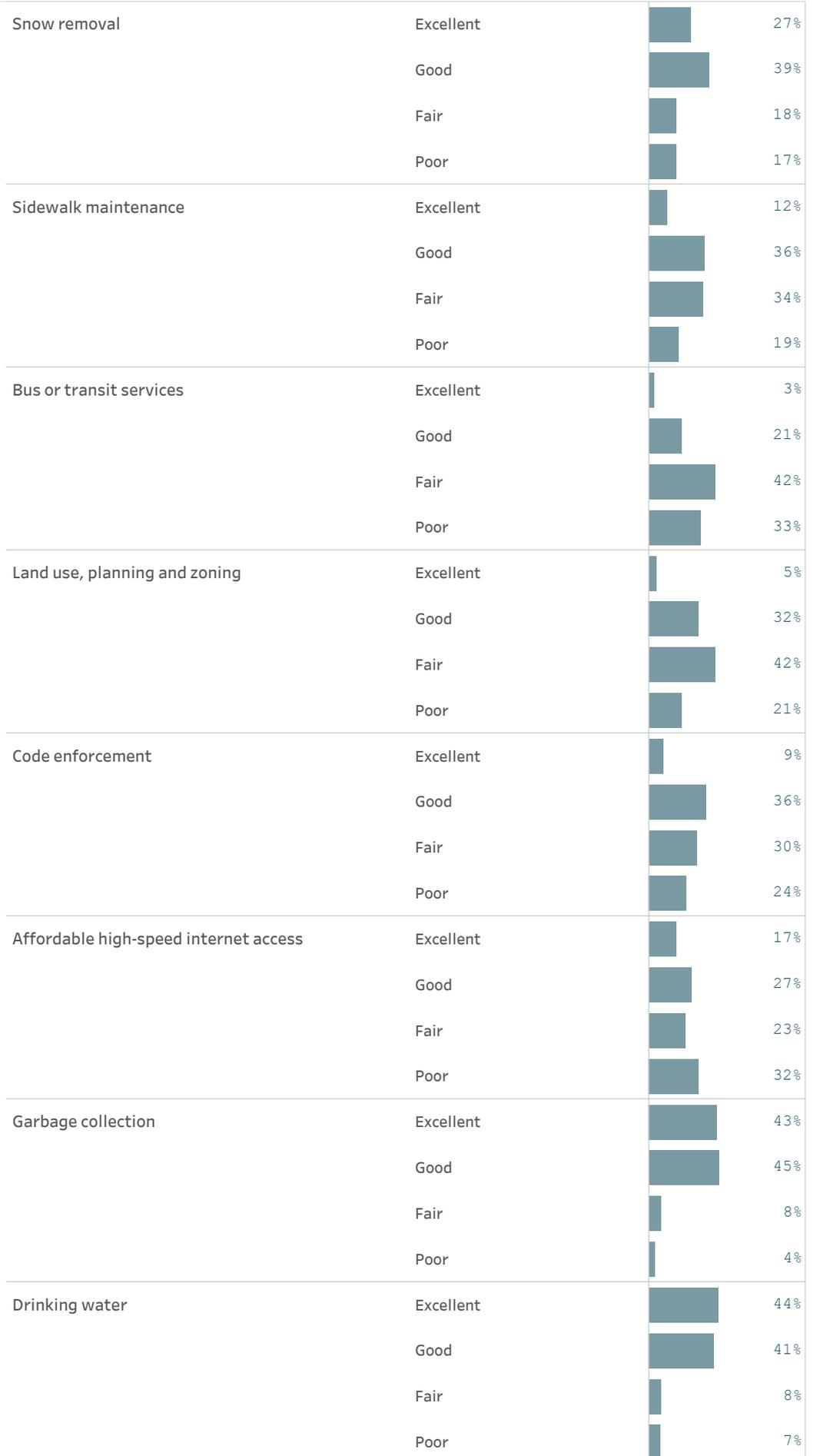
Opportunities to attend special events and festivals	Excellent		22%
	Good		46%
	Fair		23%
	Poor		9%
Opportunities to volunteer	Excellent		18%
	Good		46%
	Fair		28%
	Poor		8%
Opportunities to participate in community matters	Excellent		13%
	Good		36%
	Fair		40%
	Poor		11%
Openness and acceptance of the community toward people of diverse backgrounds	Excellent		16%
	Good		32%
	Fair		22%
	Poor		30%

**Please indicate whether or not you have done each of the following in the last 12 months.**

Contacted the Village of Orland Park for help or information	No		29%
	Yes		71%
Contacted Orland Park elected officials to express your opinion	No		69%
	Yes		31%
Attended a local public meeting	No		64%
	Yes		36%
Watched a local public meeting	No		31%
	Yes		69%
Volunteered your time to some group/activity	No		76%
	Yes		24%
Campaigned or advocated for a local issue, cause, or candidate	No		65%
	Yes		35%
Voted in your most recent local election	No		9%
	Yes		91%
Used public transportation instead of driving	No		86%
	Yes		14%

<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Carpooled with other adults or children instead of driving alone	No		68%
		Yes		32%
	Walked or biked instead of driving	No		47%
		Yes		53%
<b>Please rate the quality of each of the following services in Orland Park.</b>	Public information services	Excellent		17%
		Good		51%
		Fair		27%
		Poor		5%
	Economic development	Excellent		16%
		Good		35%
		Fair		37%
		Poor		12%
	Traffic enforcement	Excellent		26%
		Good		38%
		Fair		17%
		Poor		19%
	Traffic signal timing	Excellent		9%
		Good		49%
		Fair		29%
		Poor		13%
Street repair	Excellent		11%	
	Good		35%	
	Fair		29%	
	Poor		24%	
Street cleaning	Excellent		16%	
	Good		40%	
	Fair		27%	
	Poor		16%	
Street lighting	Excellent		16%	
	Good		61%	
	Fair		19%	
	Poor		4%	

Please rate the quality of each of the following services in Orland Park.



Please rate the quality of each of the following services in Orland Park.

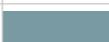
Sewer services	Excellent		34%
	Good		53%
	Fair		12%
	Poor		1%
Storm water management	Excellent		28%
	Good		51%
	Fair		18%
	Poor		3%
Power (electric and/or gas) utility	Excellent		33%
	Good		52%
	Fair		14%
	Poor		1%
Utility billing	Excellent		23%
	Good		58%
	Fair		17%
	Poor		2%
Police/Sheriff services	Excellent		60%
	Good		25%
	Fair		11%
	Poor		4%
Crime prevention	Excellent		34%
	Good		36%
	Fair		23%
	Poor		7%
Animal control	Excellent		22%
	Good		52%
	Fair		16%
	Poor		10%
Ambulance or emergency medical services	Excellent		54%
	Good		37%
	Fair		9%
Fire services	Excellent		59%

Please rate the quality of each of the following services in Orland Park.

Fire services	Good		34%
	Fair		7%
Fire prevention and education	Excellent		43%
	Good		37%
	Fair		15%
	Poor		5%
Emergency preparedness	Excellent		33%
	Good		33%
	Fair		22%
	Poor		12%
Preservation of natural areas	Excellent		22%
	Good		48%
	Fair		20%
	Poor		10%
Orland Park open space	Excellent		21%
	Good		53%
	Fair		20%
	Poor		6%
Recycling	Excellent		34%
	Good		47%
	Fair		11%
	Poor		8%
Yard waste pick-up	Excellent		38%
	Good		49%
	Fair		11%
	Poor		2%
Village parks	Excellent		35%
	Good		42%
	Fair		16%
	Poor		6%
Recreation programs or classes	Excellent		26%
	Good		57%

<b>Please rate the quality of each of the following services in Orland Park.</b>	Recreation programs or classes	Fair		12%
		Poor		4%
	Recreation centers or facilities	Excellent		30%
		Good		55%
		Fair		13%
		Poor		3%
	Health services	Excellent		23%
		Good		50%
		Fair		25%
		Poor		2%
	Public library services	Excellent		52%
		Good		43%
		Fair		5%
	Overall customer service by Orland Park employees	Excellent		37%
		Good		44%
		Fair		16%
		Poor		4%
<b>Please rate the following categories of Orland Park government performance.</b>	The value of services for the taxes paid to Orland Park	Excellent		17%
		Good		37%
		Fair		30%
		Poor		16%
	The overall direction that Orland Park is taking	Excellent		18%
		Good		27%
		Fair		23%
		Poor		33%
	The job Orland Park government does at welcoming resident involvement	Excellent		15%
		Good		28%
		Fair		24%
		Poor		32%
	Overall confidence in Orland Park government	Excellent		22%
		Good		15%
		Fair		32%

Please rate the following categories of Orland Park government performance.				
Overall confidence in Orland Park government	Poor		30%	
	Generally acting in the best interest of the community	Excellent		21%
		Good		13%
		Fair		31%
Poor		35%		
Being honest	Excellent		21%	
	Good		15%	
	Fair		29%	
	Poor		35%	
Being open and transparent to the public	Excellent		20%	
	Good		16%	
	Fair		36%	
	Poor		27%	
Informing residents about issues facing the community	Excellent		18%	
	Good		21%	
	Fair		32%	
	Poor		29%	
Treating all residents fairly	Excellent		23%	
	Good		22%	
	Fair		26%	
	Poor		29%	
Treating residents with respect	Excellent		20%	
	Good		28%	
	Fair		22%	
	Poor		29%	
Overall, how would you rate the quality of the services provided by each of the following?	The Village of Orland Park	Excellent		21%
		Good		50%
		Fair		20%
		Poor		10%
The Federal Government	Excellent		9%	
	Good		35%	
	Fair		17%	

quality of the services provided by each of the following?	The Federal Government	Poor		39%
	Please rate how important, if at all, you think it is for the Orland Park community to focus on each of the following in the coming two years.	Overall economic health	Essential	
Very important				32%
Somewhat important				4%
Not at all important				3%
Overall quality of the transportation system	Essential		21%	
	Very important		51%	
	Somewhat important		25%	
	Not at all important		3%	
Overall design or layout of residential and commercial areas	Essential		26%	
	Very important		42%	
	Somewhat important		29%	
	Not at all important		3%	
Overall quality of the utility infrastructure	Essential		56%	
	Very important		37%	
	Somewhat important		6%	
	Not at all important		1%	
Overall feeling of safety	Essential		85%	
	Very important		12%	
	Somewhat important		3%	
	Not at all important		1%	
Overall quality of natural environment	Essential		35%	
	Very important		46%	
	Somewhat important		19%	
Overall quality of parks and recreation opportunities	Essential		31%	
	Very important		47%	
	Somewhat important		21%	
Overall health and wellness opportunities	Essential		30%	
	Very important		48%	
	Somewhat important		21%	
	Not at all important		2%	
Overall opportunities for education, culture, and the arts	Essential		36%	

<b>Please rate how important, if at all, you think it is for the Orland Park community to focus on each of the following in the coming two years.</b>	Overall opportunities for education, culture, and the arts	Very important		35%
		Somewhat important		30%
	Residents' connection and engagement with their community	Essential		48%
		Very important		36%
		Somewhat important		13%
Not at all important		3%		
<b>Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years.</b>	Make annual investments in facilities and equipment for police and public works	Essential		51%
		Very important		25%
		Somewhat important		16%
		Not at all important		7%
	Make annual investments in municipal infrastructure (e.g., roads, water and sewer)	Essential		72%
		Very important		22%
		Somewhat important		6%
	Make annual investments in parks and recreation/cultural facilities	Essential		31%
		Very important		44%
		Somewhat important		25%
	Preserve natural areas (including open spaces, wetlands and woodlands)	Essential		33%
		Very important		51%
		Somewhat important		17%
Adjust new and existing services to address Orland Park's aging population	Essential		41%	
	Very important		31%	
	Somewhat important		22%	
	Not at all important		6%	
Promote services and programs for seniors	Essential		33%	
	Very important		34%	
	Somewhat important		28%	
	Not at all important		5%	
Expand and enhance recreation programs	Essential		23%	
	Very important		39%	
	Somewhat important		32%	
	Not at all important		5%	
Expand and enhance cultural programs	Essential		23%	

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

Expand and enhance cultural programs	Very important		29%
	Somewhat important		40%
	Not at all important		8%
Promote and maintain high quality development	Essential		44%
	Very important		40%
	Somewhat important		15%
	Not at all important		0%
Enhance and invest in community policing and public safety programs	Essential		56%
	Very important		19%
	Somewhat important		22%
	Not at all important		3%
Expand and invest in the Village's special events (e.g., concerts, festivals, etc.)	Essential		23%
	Very important		31%
	Somewhat important		34%
	Not at all important		13%
Other	Essential		37%
	Very important		11%
	Somewhat important		15%
	Not at all important		36%

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

Village newsletter	Major source		46%
	Minor source		34%
	Not at all a source		21%
E-mails from the Village	Major source		46%
	Minor source		25%
	Not at all a source		29%
Village website (www.orland-park.il.us)	Major source		44%
	Minor source		37%
	Not at all a source		19%
Internet blogs	Major source		26%
	Minor source		29%
	Not at all a source		44%
Local cable channel (channel 4)	Major source		14%

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information from the Village.			
	Local cable channel (channel 4)	Minor source	23%
		Not at all a source	63%
	Local media (e.g., Southtown Star, OP Prairie, OP Patch)	Major source	56%
		Minor source	37%
		Not at all a source	7%
	Social media (e.g., Facebook, Twitter, etc.)	Major source	62%
		Minor source	34%
		Not at all a source	5%
	Phone (Code Red)	Major source	67%
Minor source		16%	
Not at all a source		17%	
In general, how many times do you:	Access the internet from your home	Several times a day	94%
		Once a day	2%
		A few times a week	4%
		Every few weeks	1%
		Less often or never	0%
	Access the internet from your cell phone	Several times a day	97%
		Once a day	0%
		A few times a week	1%
		Less often or never	2%
	Visit social media sites	Several times a day	84%
		Once a day	11%
		A few times a week	5%
		Less often or never	0%
	Use or check email	Several times a day	91%
		Once a day	4%
		A few times a week	4%
	Share your opinions online	Several times a day	24%
		Once a day	3%
		A few times a week	17%
		Every few weeks	12%
		Less often or never	45%

<b>In general, how many times do you:</b>	Shop online	Several times a day		13%
		Once a day		13%
		A few times a week		36%
		Every few weeks		33%
		Less often or never		4%
		Please rate your overall health.	Excellent	
Very good			50%	
Good			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		15%	
	Somewhat positive		20%	
	Neutral		43%	
	Somewhat negative		18%	
	Very negative		4%	
How many years have you lived in Orland Park?	Less than 2 years		9%	
	2-5 years		10%	
	6-10 years		16%	
	11-20 years		10%	
	More than 20 years		56%	
Which best describes the building you live in?	One family house detached from any other houses		59%	
	Building with two or more homes (duplex, townhome, apa..		41%	
Do you rent or own your home?	Rent		11%	
	Own		89%	
<b>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)?</b>	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 \$500		1%
		\$500 to \$999		17%
		\$1,000 to \$1,499		19%
		\$1,500 to \$1,999		31%
		\$2,000 to \$2,499		18%
		\$2,500 to \$2,999		8%
		\$3,000 to \$3,499		1%
		\$3,500 or more		5%
Do any children 17 or under live in your household?	No		63%	
	Yes		37%	

Are you or any other members of your household aged 65 or older?	No		64%
	Yes		36%
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 \$25,000		2%
	\$25,000 to \$49,999		7%
	\$50,000 to \$74,999		21%
	\$75,000 to \$99,999		24%
	\$100,000 to \$149,999		18%
	\$150,000 or more		27%
<b>Are you Spanish, Hispanic, or Latino?</b> Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		94%
	Yes, I consider myself to be Spanish, Hispanic, or Latino		6%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian, or Pacific Islander		2%
	Black or African American		8%
	White		92%
	Other		1%
In which category is your age?	18-24 years		9%
	25-34 years		12%
	35-44 years		19%
	45-54 years		12%
	55-64 years		17%
	65-74 years		26%
	75 years or older		3%
What is your gender?	Female		53%
	Male		47%
How did you hear about this survey? (Select all that apply.)	The Village's website		2%
	The Village's social media (Facebook, Twitter, Instagram,...		58%
	Received an email from the Village		6%
	In a Village newsletter or utility bill		1%
	Nextdoor		1%
	In my Facebook feed		29%
	Heard about it from a family member, friend or neighborhood		6%
	Other		7%

# The Village of Orland Park 2021 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

## 1. Please rate each of the following aspects of quality of life in Orland Park.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 visit .....	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
Sense of community.....	1	2	3	4	5

## 2. Please rate each of the following characteristics as they relate to Orland Park as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Orland Park .....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Orland Park.....	1	2	3	4	5
Overall design or layout of Orland Park's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Orland Park (water, sewer, storm water, electric, gas) .....	1	2	3	4	5
Overall feeling of safety in Orland Park.....	1	2	3	4	5
Overall quality of natural environment in Orland Park .....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Orland Park.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community .....	1	2	3	4	5

## 3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
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

## 4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Orland Park's downtown/commercial area during the day .....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster .....	1	2	3	4	5	6

## 5. Please rate the job you feel the Orland Park community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome .....	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

## 6. Please rate each of the following in the Orland Park community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Orland Park.....	1	2	3	4	5
Variety of business and service establishments in Orland Park.....	1	2	3	4	5
Vibrancy of downtown/commercial area .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Cost of living in Orland Park .....	1	2	3	4	5
Overall image or reputation of Orland Park.....	1	2	3	4	5

**7. Please also rate each of the following in the Orland Park community.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Orland Park.....	1	2	3	4	5
Ease of travel by public transportation in Orland Park.....	1	2	3	4	5
Ease of travel by bicycle in Orland Park.....	1	2	3	4	5
Ease of walking in Orland Park.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Orland Park.....	1	2	3	4	5
Overall appearance of Orland Park.....	1	2	3	4	5
Cleanliness of Orland Park.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Orland Park.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

**8. Please indicate whether or not you have done each of the following in the last 12 months.**

	<u>No</u>	<u>Yes</u>
Contacted the Village of Orland Park (in-person, phone, email, or web) for help or information.....	1	2
Contacted Orland Park elected officials (in-person, phone, email, or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Orland Park.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

# The Village of Orland Park 2021 Community Survey

## 9. Please rate the quality of each of the following services in Orland Park.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	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
Bus or transit services.....	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
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	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 (open space, farmlands, and greenbelts).....	1	2	3	4	5
Orland Park open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Orland Park employees (police, receptionists, planners, etc.).....	1	2	3	4	5

## 10. Please rate the following categories of Orland Park government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 resident involvement.....	1	2	3	4	5
Overall confidence in Orland Park government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

**11. Overall, how would you rate the quality of the services provided by each of the following?**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The Village of Orland Park.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

**12. Please rate how important, if at all, you think it is for the Orland Park community to focus on each of the following in the coming two years.**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Orland Park.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Orland Park.....	1	2	3	4
Overall design or layout of Orland Park's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Orland Park (water, sewer, storm water, electric, gas).....	1	2	3	4
Overall feeling of safety in Orland Park.....	1	2	3	4
Overall quality of natural environment in Orland Park.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Orland Park.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents' connection and engagement with their community.....	1	2	3	4

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

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Make annual investments in facilities and equipment for police and public works.....	1	2	3	4
Make annual investments in municipal infrastructure (e.g., 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 special events (e.g., concerts, festivals, etc.).....	1	2	3	4
Other (please specify).....	1	2	3	4

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

	<u>Major source</u>	<u>Minor source</u>	<u>Not at all a source</u>
Village newsletter.....	1	2	3
E-mails from the Village.....	1	2	3
Village website (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

# The Village of Orland Park 2021 Community Survey

Our last questions are about you and your household.  
Again, all of your responses to this survey are confidential and no identifying information will be shared.

**D1. In general, how many times do you:**

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer .....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc. ....	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

**D2. Please rate your overall health.**

- Excellent       Very good       Good       Fair       Poor

**D3. 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

**D4. 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

**D5. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes  
 (duplex, townhome, apartment, or condominium)  
 Mobile home  
 Other

**D6. Do you rent or own your home?**

- Rent  
 Own

**D7. 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 \$500       \$2,000 to \$2,499  
 \$500 to \$999       \$2,500 to \$2,999  
 \$1,000 to \$1,499       \$3,000 to \$3,499  
 \$1,500 to \$1,999       \$3,500 or more

**D8. Do any children 17 or under live in your household?**

- No       Yes

**D9. Are you or any other members of your household aged 65 or older?**

- No       Yes

**D10. 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 \$25,000       \$75,000 to \$99,999  
 \$25,000 to \$49,999       \$100,000 to \$149,999  
 \$50,000 to \$74,999       \$150,000 or more

**D11. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic, or Latino  
 Yes, I consider myself to be Spanish, Hispanic, or Latino

**D12. 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

**D13. In which category is your age?**

- 18-24 years       55-64 years  
 25-34 years       65-74 years  
 35-44 years       75 years or older  
 45-54 years

**D14. What is your gender?**

- Female  
 Male  
 Identify in another way

**Thank you!** Please return the completed survey in the postage-paid envelope to:  
**National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**