THE NCS™
The National Citizen Survey™

Orland Park, IL

Technical Appendices

2016

NRC
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Leaders at the Core of Better Communities

Contents

Appendix A: Complete Survey Responses

Responses excluding "don't know"

The following pages contain a complete set of responses to each question on the survey, excluding the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

Table 1: Question 1

Please rate each of the following aspects of quality of life in Orland Park:	Excellent		Good		Fair		Poor		Total	
Orland Park as a place to live	50%	N=257	44%	N=225	5%	N=25	0%	N=2	100%	N=509
Your neighborhood as a place to live	51%	N=257	42%	N=211	7%	N=33	1%	N=3	100%	N=504
Orland Park as a place to raise children	53%	N=240	41%	N=187	6%	N=27	1%	N=3	100%	N=456
Orland Park as a place to work	31%	N=107	42%	N=145	23%	N=82	4%	N=16	100%	N=349
Orland Park as a place to visit	34%	N=161	47%	N=224	15%	N=71	4%	N=17	100%	N=473
Orland Park as a place to retire	34%	N=148	32%	N=140	23%	N=98	11%	N=49	100%	N=435
The overall quality of life in Orland Park	41%	N=205	50%	N=250	9%	N=44	1%	N=3	100%	N=502

Table 2: Question 2

Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Orland Park	38%	N=193	52%	N=265	9%	N=44	2%	N=9	100%	N=510
Overall ease of getting to the places you usually have to visit	20%	N=104	48%	N=243	24%	N=124	8%	N=39	100%	N=509
Quality of overall natural environment in Orland Park	34%	N=170	51%	N=255	14%	N=67	1%	N=5	100%	N=497
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	25%	N=125	55%	N=278	17%	N=87	2%	N=13	100%	N=503
Health and wellness opportunities in Orland Park	31%	N=152	54%	N=261	13%	N=65	2%	N=8	100%	N=485
Overall opportunities for education and enrichment	34%	N=163	48%	N=229	15%	N=73	2%	N=11	100%	N=476
Overall economic health of Orland Park	34%	N=163	52%	N=248	13%	N=62	1%	N=6	100%	N=479
Sense of community	25%	N=121	48%	N=237	22%	N=107	5%	N=26	100%	N=491
Overall image or reputation of Orland Park	34%	N=167	52%	N=260	12%	N=62	2%	N=9	100%	N=498

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Orland Park to someone who asks	61%	N=310	29%	N=146	8%	N=38	2%	N=13	100%	N=507
Remain in Orland Park for the next five years	67%	N=335	19%	N=93	8%	N=38	6%	N=31	100%	N=498

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	75%	N=377	22%	N=113	2%	N=9	1%	N=3	0%	N=1	100%	N=503
In Orland Park's downtown/commercial area during the day	56%	N=276	33%	N=160	4%	N=21	6%	N=28	1%	N=5	100%	N=490

Table 5: Question 5

Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	5%	N=23	32%	N=160	39%	N=197	25%	N=123	100%	N=503
Ease of public parking	20%	N=97	52%	N=258	23%	N=115	5%	N=23	100%	N=493
Ease of travel by car in Orland Park	14%	N=69	40%	N=197	32%	N=160	14%	N=71	100%	N=497
Ease of travel by public transportation in Orland Park	10%	N=23	32%	N=74	34%	N=78	24%	N=56	100%	N=230
Ease of travel by bicycle in Orland Park	15%	N=51	37%	N=126	36%	N=120	12%	N=41	100%	N=338
Ease of walking in Orland Park	18%	N=84	43%	N=196	29%	N=134	9%	N=43	100%	N=457
Availability of paths and walking trails	28%	N=134	48%	N=234	20%	N=98	4%	N=17	100%	N=483
Air quality	26%	N=126	60%	N=291	13%	N=65	1%	N=5	100%	N=487
Cleanliness of Orland Park	36%	N=180	50%	N=252	13%	N=64	2%	N=10	100%	N=507
Overall appearance of Orland Park	32%	N=163	54%	N=275	12%	N=63	2%	N=8	100%	N=509
Public places where people want to spend time	26%	N=130	49%	N=238	22%	N=107	3%	N=15	100%	N=491
Variety of housing options	28%	N=127	53%	N=242	18%	N=83	2%	N=8	100%	N=461
Availability of affordable quality housing	16%	N=70	44%	N=189	32%	N=136	8%	N=33	100%	N=429
Fitness opportunities (including exercise classes and paths or trails, etc.)	33%	N=160	54%	N=262	10%	N=51	3%	N=15	100%	N=488
Recreational opportunities	35%	N=168	52%	N=249	13%	N=61	1%	N=4	100%	N=482
Availability of affordable quality food	35%	N=176	52%	N=262	11%	N=55	2%	N=12	100%	N=505
Availability of affordable quality health care	32%	N=146	48%	N=221	19%	N=85	2%	N=8	100%	N=459
Availability of preventive health services	32%	N=139	52%	N=229	13%	N=57	3%	N=15	100%	N=440
Availability of affordable quality mental health care	28%	N=68	40%	N=97	23%	N=57	9%	N=21	100%	N=244

Table 6: Question 6

Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	33%	N=84	50%	N=126	15%	N=37	3%	N=7	100%	N=254
K-12 education (School Board)	40%	N=126	49%	N=155	10%	N=31	2%	N=6	100%	N=319
Adult educational opportunities	20%	N=67	55%	N=180	21%	N=70	3%	N=11	100%	N=327
Opportunities to attend cultural/arts/music activities	21%	N=90	49%	N=212	27%	N=115	4%	N=16	100%	N=433
Opportunities to participate in religious or spiritual events and activities	33%	N=142	50%	N=215	15%	N=64	2%	N=7	100%	N=428
Employment opportunities	14%	N=42	40%	N=117	35%	N=103	10%	N=31	100%	N=294
Shopping opportunities	55%	N=273	37%	N=186	6%	N=29	2%	N=10	100%	N=497
Cost of living in Orland Park	10%	N=50	40%	N=199	41%	N=205	9%	N=45	100%	N=499
Overall quality of business and service establishments in Orland Park	26%	N=130	58%	N=289	16%	N=79	1%	N=4	100%	N=501
Vibrant downtown/commercial area	18%	N=87	42%	N=202	30%	N=145	11%	N=52	100%	N=485
Overall quality of new development in Orland Park	23%	N=111	54%	N=259	19%	N=93	3%	N=14	100%	N=477
Opportunities to participate in social events and activities	23%	N=101	53%	N=236	20%	N=91	4%	N=18	100%	N=446
Opportunities to volunteer	23%	N=84	55%	N=199	18%	N=66	4%	N=14	100%	N=363
Opportunities to participate in community matters	20%	N=76	51%	N=197	24%	N=93	4%	N=17	100%	N=384
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=81	51%	N=212	22%	N=90	7%	N=30	100%	N=413
Neighborliness of residents in Orland Park	19%	N=95	51%	N=252	24%	N=119	6%	N=28	100%	N=494

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	14%	N=69	86%	N=440	100%	N=509
Made efforts to make your home more energy efficient	15%	N=78	85%	N=431	100%	N=509
Observed a code violation or other hazard in Orland Park	67%	N=338	33%	N=164	100%	N=501
Household member was a victim of a crime in Orland Park	93%	N=470	7%	N=38	100%	N=508
Reported a crime to the police in Orland Park	83%	N=423	17%	N=85	100%	N=508
Stocked supplies in preparation for an emergency	74%	N=373	26%	N=131	100%	N=504
Campaigned or advocated for an issue, cause or candidate	84%	N=428	16%	N=79	100%	N=507
Contacted the Village of Orland Park (in-person, phone, email or web) for help or information	44%	N=223	56%	N=283	100%	N=506
Contacted Orland Park elected officials (in-person, phone, email or web) to express your opinion	87%	N=440	13%	N=66	100%	N=506

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Orland Park?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Orland Park recreation centers or their services	13%	N=68	14%	N=71	34%	N=172	38%	N=194	100%	N=505
Visited a neighborhood park or Village park	14%	N=72	28%	N=144	36%	N=184	21%	N=108	100%	N=507
Used Orland Park public libraries or their services	13%	N=64	24%	N=121	34%	N=171	29%	N=146	100%	N=502
Participated in religious or spiritual activities in Orland Park	12%	N=59	26%	N=133	15%	N=78	47%	N=236	100%	N=505
Attended a Village-sponsored event	1%	N=6	5%	N=27	46%	N=234	47%	N=238	100%	N=505
Used bus, rail or other public transportation instead of driving	5%	N=28	3%	N=17	13%	N=64	79%	N=398	100%	N=507
Carpooled with other adults or children instead of driving alone	5%	N=28	10%	N=50	17%	N=85	68%	N=343	100%	N=506
Walked or biked instead of driving	9%	N=48	14%	N=71	25%	N=127	51%	N=261	100%	N=507
Volunteered your time to some group/activity in Orland Park	3%	N=15	6%	N=28	13%	N=67	78%	N=394	100%	N=504
Participated in a club or civic group	3%	N=15	6%	N=31	10%	N=48	81%	N=404	100%	N=498
Talked to or visited with your immediate neighbors	36%	N=181	38%	N=191	21%	N=107	5%	N=25	100%	N=504
Done a favor for a neighbor	18%	N=94	33%	N=168	40%	N=204	9%	N=45	100%	N=511

Table 9: Question 9

Thinking about local public meetings (of local elected officials like Village Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=4	1%	N=5	20%	N=99	79%	N=399	100%	N=507

Table 10: Question 10

Please rate the quality of each of the following services in Orland Park:	Excellent		Good		Fair		Poor		Total	
Police services	49%	N=225	44%	N=203	7%	N=32	1%	N=4	100%	N=464
Fire services (Fire Protection District)	56%	N=240	40%	N=171	4%	N=15	1%	N=3	100%	N=429
Ambulance or emergency medical services (Fire Protection District)	60%	N=232	37%	N=141	2%	N=7	1%	N=5	100%	N=386
Crime prevention	34%	N=144	52%	N=215	12%	N=52	2%	N=7	100%	N=418
Fire prevention and education (Fire Protection District)	43%	N=165	50%	N=191	5%	N=18	2%	N=7	100%	N=382
Traffic enforcement	22%	N=103	49%	N=224	21%	N=99	8%	N=36	100%	N=461
Street repair	13%	N=62	36%	N=179	35%	N=172	16%	N=78	100%	N=491

Please rate the quality of each of the following services in Orland Park:	Excellent		Good		Fair		Poor		Total	
Street cleaning	22%	N=103	43%	N=205	25%	N=117	10%	N=50	100%	N=475
Street lighting	24%	N=119	47%	N=234	21%	N=105	7%	N=36	100%	N=494
Snow removal	29%	N=144	49%	N=243	14%	N=68	8%	N=39	100%	N=494
Sidewalk maintenance	17%	N=76	53%	N=239	22%	N=102	8%	N=38	100%	N=455
Traffic signal timing	15%	N=73	45%	N=219	25%	N=122	15%	N=71	100%	N=484
Bus or transit services	17%	N=36	45%	N=94	23%	N=49	15%	N=32	100%	N=211
Garbage collection	43%	N=213	47%	N=231	7%	N=33	3%	N=14	100%	N=491
Recycling	43%	N=205	46%	N=221	7%	N=34	3%	N=16	100%	N=476
Yard waste pick-up	39%	N=157	50%	N=199	8%	N=30	4%	N=15	100%	N=402
Storm drainage	23%	N=104	54%	N=238	15%	N=68	8%	N=35	100%	N=444
Drinking water	38%	N=184	50%	N=241	9%	N=46	3%	N=14	100%	N=485
Sewer services	30%	N=133	56%	N=250	11%	N=50	3%	N=13	100%	N=445
Power (electric and/or gas) utility (utility companies)	30%	N=146	54%	N=266	14%	N=70	1%	N=7	100%	N=489
Village parks	43%	N=203	51%	N=240	6%	N=29	0%	N=2	100%	N=474
Recreation programs or classes	34%	N=132	58%	N=225	6%	N=23	1%	N=5	100%	N=385
Recreation centers or facilities	33%	N=138	57%	N=235	9%	N=39	1%	N=2	100%	N=415
Land use, planning and zoning	21%	N=80	54%	N=200	19%	N=71	6%	N=21	100%	N=372
Code enforcement (weeds, abandoned buildings, etc.)	21%	N=80	51%	N=192	19%	N=72	8%	N=30	100%	N=375
Animal control	27%	N=99	57%	N=209	14%	N=50	3%	N=9	100%	N=366
Economic development	23%	N=97	57%	N=240	14%	N=61	5%	N=22	100%	N=420
Health services	24%	N=100	62%	N=258	13%	N=53	1%	N=5	100%	N=417
Public library services (Library Board)	43%	N=182	48%	N=201	7%	N=31	1%	N=6	100%	N=419
Public information services	32%	N=134	55%	N=234	10%	N=44	3%	N=12	100%	N=423
Cable television	18%	N=79	46%	N=199	25%	N=108	10%	N=44	100%	N=430
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	28%	N=102	53%	N=195	15%	N=57	3%	N=12	100%	N=367
Preservation of natural areas such as open space, farmlands and greenbelts	32%	N=140	51%	N=222	14%	N=59	3%	N=13	100%	N=434
Orland Park open space	29%	N=126	52%	N=226	15%	N=66	4%	N=16	100%	N=434
Village-sponsored special events	24%	N=100	58%	N=242	16%	N=68	2%	N=7	100%	N=417
Overall customer service by Orland Park employees (police, receptionists, planners, etc.)	37%	N=165	50%	N=225	12%	N=55	1%	N=5	100%	N=451
Municipal courts	23%	N=45	55%	N=106	18%	N=35	3%	N=6	100%	N=191
Services to seniors	31%	N=93	52%	N=154	14%	N=43	2%	N=7	100%	N=296

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The Village of Orland Park	37%	N=178	53%	N=253	9%	N=44	1%	N=5	100%	N=481
The Federal Government	6%	N=25	29%	N=125	40%	N=171	25%	N=106	100%	N=427
The State Government	5%	N=20	22%	N=97	31%	N=134	42%	N=183	100%	N=434
Cook County Government	6%	N=27	24%	N=101	29%	N=123	42%	N=178	100%	N=429

Table 12: Question 12

Please rate the following categories of Orland Park government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Orland Park	22%	N=108	42%	N=203	28%	N=133	8%	N=36	100%	N=480
The overall direction that Orland Park is taking	25%	N=117	53%	N=252	16%	N=78	6%	N=29	100%	N=476
The job Orland Park government does at welcoming citizen involvement	20%	N=77	47%	N=181	26%	N=100	7%	N=28	100%	N=386
Overall confidence in Orland Park government	22%	N=101	49%	N=225	22%	N=100	6%	N=30	100%	N=456
Generally acting in the best interest of the community	24%	N=112	50%	N=231	18%	N=85	8%	N=35	100%	N=463
Being honest	21%	N=90	51%	N=220	22%	N=95	5%	N=24	100%	N=428
Treating all residents fairly	25%	N=105	47%	N=200	22%	N=91	6%	N=27	100%	N=422
Being transparent with information	20%	N=81	47%	N=192	24%	N=99	9%	N=35	100%	N=407

Table 13: Question 13

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		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Orland Park	65%	N=330	29%	N=149	5%	N=25	1%	N=5	100%	N=509
Overall ease of getting to the places you usually have to visit	39%	N=198	50%	N=255	10%	N=49	1%	N=6	100%	N=508
Quality of overall natural environment in Orland Park	32%	N=163	49%	N=249	16%	N=82	2%	N=11	100%	N=504
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	30%	N=152	49%	N=245	20%	N=100	1%	N=7	100%	N=505
Health and wellness opportunities in Orland Park	36%	N=182	43%	N=218	18%	N=93	2%	N=11	100%	N=504
Overall opportunities for education and enrichment	42%	N=214	37%	N=189	17%	N=88	3%	N=14	100%	N=505
Overall economic health of Orland Park	51%	N=254	40%	N=204	7%	N=36	2%	N=10	100%	N=503
Sense of community	36%	N=182	46%	N=233	15%	N=77	2%	N=10	100%	N=502

Table 14: Question 14

The Village of Orland Park should continue to invest in Open Lands in addition to parks to ensure that acquired land is preserved for future generations:	Percent	Number
Strongly agree	55%	N=265
Agree	39%	N=185
Disagree	5%	N=26
Strongly disagree	1%	N=3
Total	100%	N=479

Table 15: Question 15

Please rate the job the Village of Orland Park does at being proactive and responsible for the continued growth and development of the community that results in improving quality of life for residents and businesses.	Percent	Number
Excellent	25%	N=125
Good	63%	N=319
Fair	9%	N=47
Poor	3%	N=14
Total	100%	N=504

Table 16: Question 16

Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
Make annual investments in facilities and equipment for police and public works	38%	N=188	43%	N=215	18%	N=91	1%	N=6	100%	N=501
Make annual investments in municipal infrastructure (e.g., roads, water and sewer)	50%	N=253	45%	N=226	4%	N=22	0%	N=2	100%	N=503
Make annual investments in parks and recreation/cultural facilities	25%	N=123	50%	N=251	24%	N=122	1%	N=7	100%	N=503
Preserve natural areas (including open spaces, wetlands and woodlands)	30%	N=153	45%	N=225	22%	N=111	3%	N=15	100%	N=503
Adjust new and existing services to address Orland Park's aging population	30%	N=151	49%	N=243	20%	N=99	1%	N=6	100%	N=500
Promote services and programs for seniors	29%	N=145	45%	N=226	25%	N=126	1%	N=6	100%	N=503
Expand and enhance recreation programs	17%	N=86	47%	N=235	33%	N=166	3%	N=14	100%	N=501
Expand and enhance cultural programs	14%	N=71	39%	N=193	39%	N=195	8%	N=42	100%	N=500
Promote and maintain high quality development	28%	N=141	51%	N=256	18%	N=91	2%	N=10	100%	N=498
Enhance and invest in community policing and public safety programs	38%	N=188	48%	N=241	14%	N=68	1%	N=4	100%	N=501
Expand and invest in the Village's special events (e.g., concerts, festivals, etc.)	19%	N=96	37%	N=181	38%	N=187	6%	N=30	100%	N=494
Other	26%	N=61	27%	N=64	20%	N=47	27%	N=64	100%	N=237

Table 17: Question 17

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information from the Village:	Major source		Minor source		Not at all a source		Total	
Village newsletter	58%	N=293	33%	N=167	9%	N=43	100%	N=502
E-mails from the Village	36%	N=180	39%	N=197	25%	N=125	100%	N=502
Village website (www.orland-park.il.us)	48%	N=238	38%	N=191	14%	N=71	100%	N=501
Internet blogs	11%	N=54	37%	N=185	52%	N=258	100%	N=496
Local cable channel (channel 4)	20%	N=97	33%	N=164	47%	N=236	100%	N=497
Local media (e.g., Southtown Star, OP Prairie, OP Patch)	65%	N=327	28%	N=143	7%	N=36	100%	N=506
Social media (e.g., Facebook, Twitter, etc.)	22%	N=110	35%	N=175	43%	N=211	100%	N=496
Phone (Code Red)	59%	N=297	23%	N=116	18%	N=89	100%	N=502

Table 18: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	5%	N=26	6%	N=31	7%	N=37	16%	N=82	65%	N=327	100%	N=504
Purchase goods or services from a business located in Orland Park	1%	N=3	3%	N=13	9%	N=47	50%	N=255	37%	N=189	100%	N=507
Eat at least 5 portions of fruits and vegetables a day	2%	N=9	13%	N=67	35%	N=175	34%	N=172	16%	N=82	100%	N=504
Participate in moderate or vigorous physical activity	2%	N=9	14%	N=70	32%	N=160	30%	N=150	23%	N=114	100%	N=504
Read or watch local news (via television, paper, computer, etc.)	0%	N=2	8%	N=40	13%	N=64	31%	N=157	48%	N=244	100%	N=508
Vote in local elections	10%	N=50	8%	N=41	8%	N=41	28%	N=141	46%	N=231	100%	N=504

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	20%	N=102
Very good	41%	N=208
Good	31%	N=160
Fair	6%	N=32
Poor	1%	N=5
Total	100%	N=507

Table 20: Question 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:	Percent	Number
Very positive	3%	N=13
Somewhat positive	18%	N=92
Neutral	54%	N=270
Somewhat negative	22%	N=112
Very negative	2%	N=11
Total	100%	N=498

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	56%	N=285
Working part time for pay	7%	N=37
Unemployed, looking for paid work	2%	N=12
Unemployed, not looking for paid work	4%	N=18
Fully retired	31%	N=155
Total	100%	N=507

Table 22: Question D5

Do you work inside the boundaries of Orland Park?	Percent	Number
Yes, outside the home	14%	N=65
Yes, from home	7%	N=33
No	80%	N=382
Total	100%	N=480

Table 23: Question D6

How many years have you lived in Orland Park?	Percent	Number
Less than 2 years	4%	N=21
2 to 5 years	13%	N=64
6 to 10 years	11%	N=55
11 to 20 years	33%	N=170
More than 20 years	39%	N=199
Total	100%	N=508

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	58%	N=296
Building with two or more homes (duplex, townhome, apartment or condominium)	42%	N=212
Mobile home	0%	N=2
Other	0%	N=0
Total	100%	N=510

Table 25: Question D8

Is this house, apartment or condo…	Percent	Number
Rented	9%	N=46
Owned	91%	N=460
Total	100%	N=506

Table 26: Question D9

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)?	Percent	Number
Less than $300 per month	2%	N=9
$300 to $599 per month	7%	N=32
$600 to $999 per month	18%	N=84
$1,000 to $1,499 per month	24%	N=113
$1,500 to $2,499 per month	34%	N=164
$2,500 or more per month	16%	N=76
Total	100%	N=479

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	67%	N=338
Yes	33%	N=164
Total	100%	N=502

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	63%	N=321
Yes	37%	N=184
Total	100%	N=505

Table 29: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than $25,000	6%	N=29
$25,000 to $49,999	19%	N=87
$50,000 to $99,999	32%	N=146
$100,000 to $149,999	26%	N=116
$150,000 or more	16%	N=74
Total	100%	N=452

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=464
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=24
Total	100%	N=489

Table 31: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=1
Asian, Asian Indian or Pacific Islander	4%	N=22
Black or African American	1%	N=7
White	92%	N=455
Other	3%	N=13

Total may exceed 100% as respondents could select more than one option.

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=15
25 to 34 years	16%	N=79
35 to 44 years	13%	N=64
45 to 54 years	22%	N=111
55 to 64 years	16%	N=79
65 to 74 years	17%	N=87
75 years or older	13%	N=67
Total	100%	N=503

Table 33: Question D16

What is your sex?	Percent	Number
Female	54%	N=267
Male	46%	N=228
Total	100%	N=496

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	53%	N=268
Land line	26%	N=133
Both	21%	N=108
Total	100%	N=510

Responses including "don't know"

The following pages contain a complete set of responses to each question on the survey, including the "don't know" responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with "N=").

Table 35: Question 1

Please rate each of the following aspects of quality of life in Orland Park:	Excellent		Good		Fair		Poor		Don't know		Total	
Orland Park as a place to live	50%	N=257	44%	N=225	5%	N=25	0%	N=2	0%	N=1	100%	N=510
Your neighborhood as a place to live	51%	N=257	42%	N=211	7%	N=33	1%	N=3	0%	N=2	100%	N=506
Orland Park as a place to raise children	48%	N=240	37%	N=187	5%	N=27	1%	N=3	9%	N=46	100%	N=503
Orland Park as a place to work	22%	N=107	29%	N=145	16%	N=82	3%	N=16	30%	N=147	100%	N=497
Orland Park as a place to visit	32%	N=161	45%	N=224	14%	N=71	3%	N=17	6%	N=28	100%	N=501
Orland Park as a place to retire	29%	N=148	28%	N=140	20%	N=98	10%	N=49	14%	N=68	100%	N=503
The overall quality of life in Orland Park	41%	N=205	49%	N=250	9%	N=44	1%	N=3	1%	N=5	100%	N=507

Table 36: Question 2

Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Orland Park	38%	N=193	52%	N=265	9%	N=44	2%	N=9	0%	N=0	100%	N=510
Overall ease of getting to the places you usually have to visit	20%	N=104	48%	N=243	24%	N=124	8%	N=39	0%	N=1	100%	N=511
Quality of overall natural environment in Orland Park	33%	N=170	50%	N=255	13%	N=67	1%	N=5	2%	N=10	100%	N=507
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	25%	N=125	55%	N=278	17%	N=87	2%	N=13	1%	N=3	100%	N=506
Health and wellness opportunities in Orland Park	30%	N=152	52%	N=261	13%	N=65	2%	N=8	4%	N=21	100%	N=506
Overall opportunities for education and enrichment	32%	N=163	45%	N=229	14%	N=73	2%	N=11	6%	N=31	100%	N=507
Overall economic health of Orland Park	32%	N=163	49%	N=248	12%	N=62	1%	N=6	5%	N=27	100%	N=506
Sense of community	24%	N=121	47%	N=237	21%	N=107	5%	N=26	2%	N=12	100%	N=503
Overall image or reputation of Orland Park	33%	N=167	52%	N=260	12%	N=62	2%	N=9	1%	N=6	100%	N=504

Table 37: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Orland Park to someone who asks	61%	N=310	29%	N=146	7%	N=38	2%	N=13	1%	N=5	100%	N=511
Remain in Orland Park for the next five years	66%	N=335	18%	N=93	8%	N=38	6%	N=31	2%	N=11	100%	N=509

Table 38: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	75%	N=377	22%	N=113	2%	N=9	1%	N=3	0%	N=1	0%	N=2	100%	N=505
In Orland Park's downtown/commercial area during the day	55%	N=276	32%	N=160	4%	N=21	6%	N=28	1%	N=5	3%	N=13	100%	N=503

Table 39: Question 5

Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	5%	N=23	32%	N=160	39%	N=197	25%	N=123	0%	N=1	100%	N=504
Ease of public parking	19%	N=97	51%	N=258	23%	N=115	4%	N=23	3%	N=13	100%	N=506
Ease of travel by car in Orland Park	14%	N=69	39%	N=197	32%	N=160	14%	N=71	1%	N=6	100%	N=504
Ease of travel by public transportation in Orland Park	5%	N=23	15%	N=74	16%	N=78	11%	N=56	54%	N=268	100%	N=499
Ease of travel by bicycle in Orland Park	10%	N=51	25%	N=126	24%	N=120	8%	N=41	32%	N=156	100%	N=495
Ease of walking in Orland Park	17%	N=84	39%	N=196	27%	N=134	9%	N=43	9%	N=45	100%	N=501
Availability of paths and walking trails	26%	N=134	46%	N=234	19%	N=98	3%	N=17	5%	N=24	100%	N=506
Air quality	25%	N=126	57%	N=291	13%	N=65	1%	N=5	4%	N=20	100%	N=507
Cleanliness of Orland Park	35%	N=180	50%	N=252	13%	N=64	2%	N=10	0%	N=2	100%	N=509
Overall appearance of Orland Park	32%	N=163	54%	N=275	12%	N=63	2%	N=8	0%	N=1	100%	N=510
Public places where people want to spend time	26%	N=130	47%	N=238	21%	N=107	3%	N=15	3%	N=13	100%	N=504
Variety of housing options	25%	N=127	48%	N=242	16%	N=83	2%	N=8	9%	N=45	100%	N=505
Availability of affordable quality housing	14%	N=70	38%	N=189	27%	N=136	6%	N=33	15%	N=73	100%	N=502
Fitness opportunities (including exercise classes and paths or trails, etc.)	32%	N=160	52%	N=262	10%	N=51	3%	N=15	4%	N=18	100%	N=506
Recreational opportunities	33%	N=168	49%	N=249	12%	N=61	1%	N=4	5%	N=24	100%	N=506
Availability of affordable quality food	35%	N=176	51%	N=262	11%	N=55	2%	N=12	1%	N=3	100%	N=508
Availability of affordable quality health care	29%	N=146	44%	N=221	17%	N=85	2%	N=8	9%	N=46	100%	N=506
Availability of preventive health services	28%	N=139	46%	N=229	11%	N=57	3%	N=15	12%	N=62	100%	N=503
Availability of affordable quality mental health care	14%	N=68	19%	N=97	11%	N=57	4%	N=21	52%	N=260	100%	N=503

Table 40: Question 6

Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	17%	N=84	25%	N=126	7%	N=37	1%	N=7	50%	N=249	100%	N=503
K-12 education (School Board)	25%	N=126	31%	N=155	6%	N=31	1%	N=6	37%	N=184	100%	N=503
Adult educational opportunities	13%	N=67	36%	N=180	14%	N=70	2%	N=11	35%	N=176	100%	N=503
Opportunities to attend cultural/arts/music activities	18%	N=90	42%	N=212	23%	N=115	3%	N=16	14%	N=71	100%	N=504
Opportunities to participate in religious or spiritual events and activities	28%	N=142	43%	N=215	13%	N=64	1%	N=7	15%	N=75	100%	N=503
Employment opportunities	8%	N=42	23%	N=117	21%	N=103	6%	N=31	41%	N=206	100%	N=499
Shopping opportunities	54%	N=273	37%	N=186	6%	N=29	2%	N=10	1%	N=5	100%	N=503
Cost of living in Orland Park	10%	N=50	40%	N=199	41%	N=205	9%	N=45	1%	N=4	100%	N=502
Overall quality of business and service establishments in Orland Park	26%	N=130	57%	N=289	15%	N=79	1%	N=4	2%	N=8	100%	N=509
Vibrant downtown/commercial area	17%	N=87	40%	N=202	29%	N=145	10%	N=52	3%	N=16	100%	N=501
Overall quality of new development in Orland Park	22%	N=111	52%	N=259	18%	N=93	3%	N=14	5%	N=26	100%	N=503
Opportunities to participate in social events and activities	20%	N=101	47%	N=236	18%	N=91	4%	N=18	12%	N=59	100%	N=505
Opportunities to volunteer	17%	N=84	39%	N=199	13%	N=66	3%	N=14	28%	N=143	100%	N=506
Opportunities to participate in community matters	15%	N=76	40%	N=197	19%	N=93	3%	N=17	23%	N=114	100%	N=498
Openness and acceptance of the community toward people of diverse backgrounds	16%	N=81	42%	N=212	18%	N=90	6%	N=30	17%	N=87	100%	N=500
Neighborliness of residents in Orland Park	19%	N=95	50%	N=252	24%	N=119	6%	N=28	2%	N=11	100%	N=505

Table 41: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	14%	N=69	86%	N=440	100%	N=509
Made efforts to make your home more energy efficient	15%	N=78	85%	N=431	100%	N=509
Observed a code violation or other hazard in Orland Park	67%	N=338	33%	N=164	100%	N=501
Household member was a victim of a crime in Orland Park	93%	N=470	7%	N=38	100%	N=508
Reported a crime to the police in Orland Park	83%	N=423	17%	N=85	100%	N=508
Stocked supplies in preparation for an emergency	74%	N=373	26%	N=131	100%	N=504
Campaigned or advocated for an issue, cause or candidate	84%	N=428	16%	N=79	100%	N=507
Contacted the Village of Orland Park (in-person, phone, email or web) for help or information	44%	N=223	56%	N=283	100%	N=506
Contacted Orland Park elected officials (in-person, phone, email or web) to express your opinion	87%	N=440	13%	N=66	100%	N=506

Table 42: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Orland Park?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Orland Park recreation centers or their services	13%	N=68	14%	N=71	34%	N=172	38%	N=194	100%	N=505
Visited a neighborhood park or Village park	14%	N=72	28%	N=144	36%	N=184	21%	N=108	100%	N=507
Used Orland Park public libraries or their services	13%	N=64	24%	N=121	34%	N=171	29%	N=146	100%	N=502
Participated in religious or spiritual activities in Orland Park	12%	N=59	26%	N=133	15%	N=78	47%	N=236	100%	N=505
Attended a Village-sponsored event	1%	N=6	5%	N=27	46%	N=234	47%	N=238	100%	N=505
Used bus, rail or other public transportation instead of driving	5%	N=28	3%	N=17	13%	N=64	79%	N=398	100%	N=507
Carpooled with other adults or children instead of driving alone	5%	N=28	10%	N=50	17%	N=85	68%	N=343	100%	N=506
Walked or biked instead of driving	9%	N=48	14%	N=71	25%	N=127	51%	N=261	100%	N=507
Volunteered your time to some group/activity in Orland Park	3%	N=15	6%	N=28	13%	N=67	78%	N=394	100%	N=504
Participated in a club or civic group	3%	N=15	6%	N=31	10%	N=48	81%	N=404	100%	N=498
Talked to or visited with your immediate neighbors	36%	N=181	38%	N=191	21%	N=107	5%	N=25	100%	N=504
Done a favor for a neighbor	18%	N=94	33%	N=168	40%	N=204	9%	N=45	100%	N=511

Table 43: Question 9

Thinking about local public meetings (of local elected officials like Village Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=4	1%	N=5	20%	N=99	79%	N=399	100%	N=507

Table 44: Question 10

Please rate the quality of each of the following services in Orland Park:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	45%	N=225	41%	N=203	6%	N=32	1%	N=4	6%	N=32	100%	N=496
Fire services (Fire Protection District)	48%	N=240	34%	N=171	3%	N=15	1%	N=3	14%	N=69	100%	N=498
Ambulance or emergency medical services (Fire Protection District)	47%	N=232	28%	N=141	1%	N=7	1%	N=5	22%	N=111	100%	N=497
Crime prevention	29%	N=144	44%	N=215	11%	N=52	1%	N=7	15%	N=74	100%	N=492
Fire prevention and education (Fire Protection District)	33%	N=165	39%	N=191	4%	N=18	1%	N=7	23%	N=115	100%	N=496
Traffic enforcement	21%	N=103	46%	N=224	20%	N=99	7%	N=36	6%	N=29	100%	N=491
Street repair	13%	N=62	36%	N=179	35%	N=172	16%	N=78	1%	N=5	100%	N=496

Please rate the quality of each of the following services in Orland Park:	Excellent		Good		Fair		Poor		Don't know		Total	
Street cleaning	21%	N=103	42%	N=205	24%	N=117	10%	N=50	4%	N=19	100%	N=494
Street lighting	24%	N=119	47%	N=234	21%	N=105	7%	N=36	1%	N=4	100%	N=498
Snow removal	29%	N=144	49%	N=243	14%	N=68	8%	N=39	1%	N=3	100%	N=497
Sidewalk maintenance	15%	N=76	48%	N=239	21%	N=102	8%	N=38	8%	N=41	100%	N=496
Traffic signal timing	15%	N=73	44%	N=219	25%	N=122	14%	N=71	3%	N=15	100%	N=499
Bus or transit services	7%	N=36	19%	N=94	10%	N=49	7%	N=32	57%	N=279	100%	N=490
Garbage collection	43%	N=213	46%	N=231	7%	N=33	3%	N=14	1%	N=7	100%	N=498
Recycling	41%	N=205	44%	N=221	7%	N=34	3%	N=16	4%	N=22	100%	N=497
Yard waste pick-up	32%	N=157	40%	N=199	6%	N=30	3%	N=15	19%	N=92	100%	N=494
Storm drainage	21%	N=104	48%	N=238	14%	N=68	7%	N=35	10%	N=52	100%	N=496
Drinking water	37%	N=184	48%	N=241	9%	N=46	3%	N=14	3%	N=13	100%	N=498
Sewer services	27%	N=133	51%	N=250	10%	N=50	3%	N=13	10%	N=47	100%	N=492
Power (electric and/or gas) utility (utility companies)	30%	N=146	54%	N=266	14%	N=70	1%	N=7	1%	N=4	100%	N=493
Village parks	41%	N=203	48%	N=240	6%	N=29	0%	N=2	5%	N=23	100%	N=497
Recreation programs or classes	27%	N=132	46%	N=225	5%	N=23	1%	N=5	22%	N=107	100%	N=493
Recreation centers or facilities	28%	N=138	48%	N=235	8%	N=39	0%	N=2	16%	N=80	100%	N=495
Land use, planning and zoning	16%	N=80	41%	N=200	15%	N=71	4%	N=21	23%	N=111	100%	N=483
Code enforcement (weeds, abandoned buildings, etc.)	16%	N=80	39%	N=192	15%	N=72	6%	N=30	24%	N=119	100%	N=494
Animal control	20%	N=99	42%	N=209	10%	N=50	2%	N=9	26%	N=129	100%	N=495
Economic development	20%	N=97	49%	N=240	12%	N=61	4%	N=22	14%	N=70	100%	N=489
Health services	20%	N=100	52%	N=258	11%	N=53	1%	N=5	16%	N=78	100%	N=494
Public library services (Library Board)	37%	N=182	41%	N=201	6%	N=31	1%	N=6	14%	N=70	100%	N=490
Public information services	27%	N=134	47%	N=234	9%	N=44	2%	N=12	14%	N=69	100%	N=493
Cable television	16%	N=79	41%	N=199	22%	N=108	9%	N=44	12%	N=61	100%	N=490
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	21%	N=102	39%	N=195	11%	N=57	2%	N=12	26%	N=131	100%	N=498
Preservation of natural areas such as open space, farmlands and greenbelts	29%	N=140	45%	N=222	12%	N=59	3%	N=13	11%	N=56	100%	N=490
Orland Park open space	26%	N=126	46%	N=226	14%	N=66	3%	N=16	11%	N=54	100%	N=488
Village-sponsored special events	20%	N=100	49%	N=242	14%	N=68	1%	N=7	15%	N=76	100%	N=493
Overall customer service by Orland Park employees (police, receptionists, planners, etc.)	34%	N=165	46%	N=225	11%	N=55	1%	N=5	8%	N=42	100%	N=492
Municipal courts	9%	N=45	21%	N=106	7%	N=35	1%	N=6	61%	N=301	100%	N=492
Services to seniors	19%	N=93	31%	N=154	9%	N=43	1%	N=7	41%	N=202	100%	N=498

Table 45: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The Village of Orland Park	36%	N=178	51%	N=253	9%	N=44	1%	N=5	4%	N=19	100%	N=500
The Federal Government	5%	N=25	25%	N=125	34%	N=171	21%	N=106	14%	N=70	100%	N=497
The State Government	4%	N=20	19%	N=97	27%	N=134	37%	N=183	13%	N=63	100%	N=497
Cook County Government	5%	N=27	20%	N=101	25%	N=123	36%	N=178	14%	N=69	100%	N=497

Table 46: Question 12

Please rate the following categories of Orland Park government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Orland Park	22%	N=108	41%	N=203	27%	N=133	7%	N=36	4%	N=19	100%	N=499
The overall direction that Orland Park is taking	23%	N=117	50%	N=252	16%	N=78	6%	N=29	5%	N=23	100%	N=499
The job Orland Park government does at welcoming citizen involvement	16%	N=77	37%	N=181	20%	N=100	6%	N=28	22%	N=109	100%	N=495
Overall confidence in Orland Park government	20%	N=101	45%	N=225	20%	N=100	6%	N=30	9%	N=43	100%	N=499
Generally acting in the best interest of the community	23%	N=112	47%	N=231	17%	N=85	7%	N=35	6%	N=30	100%	N=493
Being honest	18%	N=90	44%	N=220	19%	N=95	5%	N=24	14%	N=67	100%	N=496
Treating all residents fairly	21%	N=105	40%	N=200	18%	N=91	5%	N=27	15%	N=77	100%	N=499
Being transparent with information	16%	N=81	39%	N=192	20%	N=99	7%	N=35	18%	N=89	100%	N=496

Table 47: Question 13

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		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Orland Park	65%	N=330	29%	N=149	5%	N=25	1%	N=5	100%	N=509
Overall ease of getting to the places you usually have to visit	39%	N=198	50%	N=255	10%	N=49	1%	N=6	100%	N=508
Quality of overall natural environment in Orland Park	32%	N=163	49%	N=249	16%	N=82	2%	N=11	100%	N=504
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	30%	N=152	49%	N=245	20%	N=100	1%	N=7	100%	N=505
Health and wellness opportunities in Orland Park	36%	N=182	43%	N=218	18%	N=93	2%	N=11	100%	N=504
Overall opportunities for education and enrichment	42%	N=214	37%	N=189	17%	N=88	3%	N=14	100%	N=505
Overall economic health of Orland Park	51%	N=254	40%	N=204	7%	N=36	2%	N=10	100%	N=503
Sense of community	36%	N=182	46%	N=233	15%	N=77	2%	N=10	100%	N=502

Table 48: Question 14

The Village of Orland Park should continue to invest in Open Lands in addition to parks to ensure that acquired land is preserved for future generations:	Percent	Number
Strongly agree	52%	N=265
Agree	37%	N=185
Disagree	5%	N=26
Strongly disagree	1%	N=3
No opinion	5%	N=26
Total	100%	N=505

Table 49: Question 15

Please rate the job the Village of Orland Park does at being proactive and responsible for the continued growth and development of the community that results in improving quality of life for residents and businesses.	Percent	Number
Excellent	25%	N=125
Good	63%	N=319
Fair	9%	N=47
Poor	3%	N=14
Total	100%	N=504

Table 50: Question 16

Please rate how important you think each of the following priorities should be to the Village of Orland Park over the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
Make annual investments in facilities and equipment for police and public works	38%	N=188	43%	N=215	18%	N=91	1%	N=6	100%	N=501
Make annual investments in municipal infrastructure (e.g., roads, water and sewer)	50%	N=253	45%	N=226	4%	N=22	0%	N=2	100%	N=503
Make annual investments in parks and recreation/cultural facilities	25%	N=123	50%	N=251	24%	N=122	1%	N=7	100%	N=503
Preserve natural areas (including open spaces, wetlands and woodlands)	30%	N=153	45%	N=225	22%	N=111	3%	N=15	100%	N=503
Adjust new and existing services to address Orland Park's aging population	30%	N=151	49%	N=243	20%	N=99	1%	N=6	100%	N=500
Promote services and programs for seniors	29%	N=145	45%	N=226	25%	N=126	1%	N=6	100%	N=503
Expand and enhance recreation programs	17%	N=86	47%	N=235	33%	N=166	3%	N=14	100%	N=501
Expand and enhance cultural programs	14%	N=71	39%	N=193	39%	N=195	8%	N=42	100%	N=500
Promote and maintain high quality development	28%	N=141	51%	N=256	18%	N=91	2%	N=10	100%	N=498
Enhance and invest in community policing and public safety programs	38%	N=188	48%	N=241	14%	N=68	1%	N=4	100%	N=501
Expand and invest in the Village's special events (e.g., concerts, festivals, etc.)	19%	N=96	37%	N=181	38%	N=187	6%	N=30	100%	N=494
Other	26%	N=61	27%	N=64	20%	N=47	27%	N=64	100%	N=237

Table 51: Question 17

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information from the Village:	Major source		Minor source		Not at all a source		Total	
Village newsletter	58%	N=293	33%	N=167	9%	N=43	100%	N=502
E-mails from the Village	36%	N=180	39%	N=197	25%	N=125	100%	N=502
Village website (www.orland-park.il.us)	48%	N=238	38%	N=191	14%	N=71	100%	N=501
Internet blogs	11%	N=54	37%	N=185	52%	N=258	100%	N=496
Local cable channel (channel 4)	20%	N=97	33%	N=164	47%	N=236	100%	N=497
Local media (e.g., Southtown Star, OP Prairie, OP Patch)	65%	N=327	28%	N=143	7%	N=36	100%	N=506
Social media (e.g., Facebook, Twitter, etc.)	22%	N=110	35%	N=175	43%	N=211	100%	N=496
Phone (Code Red)	59%	N=297	23%	N=116	18%	N=89	100%	N=502

Table 52: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	5%	N=26	6%	N=31	7%	N=37	16%	N=82	65%	N=327	100%	N=504
Purchase goods or services from a business located in Orland Park	1%	N=3	3%	N=13	9%	N=47	50%	N=255	37%	N=189	100%	N=507
Eat at least 5 portions of fruits and vegetables a day	2%	N=9	13%	N=67	35%	N=175	34%	N=172	16%	N=82	100%	N=504
Participate in moderate or vigorous physical activity	2%	N=9	14%	N=70	32%	N=160	30%	N=150	23%	N=114	100%	N=504
Read or watch local news (via television, paper, computer, etc.)	0%	N=2	8%	N=40	13%	N=64	31%	N=157	48%	N=244	100%	N=508
Vote in local elections	10%	N=50	8%	N=41	8%	N=41	28%	N=141	46%	N=231	100%	N=504

Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	20%	N=102
Very good	41%	N=208
Good	31%	N=160
Fair	6%	N=32
Poor	1%	N=5
Total	100%	N=507

Table 54: Question 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:	Percent	Number
Very positive	3%	N=13
Somewhat positive	18%	N=92
Neutral	54%	N=270
Somewhat negative	22%	N=112
Very negative	2%	N=11
Total	100%	N=498

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	56%	N=285
Working part time for pay	7%	N=37
Unemployed, looking for paid work	2%	N=12
Unemployed, not looking for paid work	4%	N=18
Fully retired	31%	N=155
Total	100%	N=507

Table 56: Question D5

Do you work inside the boundaries of Orland Park?	Percent	Number
Yes, outside the home	14%	N=65
Yes, from home	7%	N=33
No	80%	N=382
Total	100%	N=480

Table 57: Question D6

How many years have you lived in Orland Park?	Percent	Number
Less than 2 years	4%	N=21
2 to 5 years	13%	N=64
6 to 10 years	11%	N=55
11 to 20 years	33%	N=170
More than 20 years	39%	N=199
Total	100%	N=508

Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	58%	N=296
Building with two or more homes (duplex, townhome, apartment or condominium)	42%	N=212
Mobile home	0%	N=2
Other	0%	N=0
Total	100%	N=510

Table 59: Question D8

Is this house, apartment or condo…	Percent	Number
Rented	9%	N=46
Owned	91%	N=460
Total	100%	N=506

Table 60: Question D9

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)?	Percent	Number
Less than $300 per month	2%	N=9
$300 to $599 per month	7%	N=32
$600 to $999 per month	18%	N=84
$1,000 to $1,499 per month	24%	N=113
$1,500 to $2,499 per month	34%	N=164
$2,500 or more per month	16%	N=76
Total	100%	N=479

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	67%	N=338
Yes	33%	N=164
Total	100%	N=502

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	63%	N=321
Yes	37%	N=184
Total	100%	N=505

Table 63: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than $25,000	6%	N=29
$25,000 to $49,999	19%	N=87
$50,000 to $99,999	32%	N=146
$100,000 to $149,999	26%	N=116
$150,000 or more	16%	N=74
Total	100%	N=452

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	95%	N=464
Yes, I consider myself to be Spanish, Hispanic or Latino	5%	N=24
Total	100%	N=489

Table 65: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=1
Asian, Asian Indian or Pacific Islander	4%	N=22
Black or African American	1%	N=7
White	92%	N=455
Other	3%	N=13

Total may exceed 100% as respondents could select more than one option.

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=15
25 to 34 years	16%	N=79
35 to 44 years	13%	N=64
45 to 54 years	22%	N=111
55 to 64 years	16%	N=79
65 to 74 years	17%	N=87
75 years or older	13%	N=67
Total	100%	N=503

Table 67: Question D16

What is your sex?	Percent	Number
Female	54%	N=267
Male	46%	N=228
Total	100%	N=496

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	53%	N=268
Land line	26%	N=133
Both	21%	N=108
Total	100%	N=510

Appendix B: Benchmark Comparisons

Comparison Data

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 Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The Village of Orland Park chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (jurisdictions with populations ranging from 35,000 to 80,000 and median annual household incomes of $60,000 t0 $100,000).

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Orland Park's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "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. The second column is the rank assigned to Orland Park's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Orland Park's rating to the benchmark.

In that final column, 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. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Orland Park	91%	100	408	Similar
Overall image or reputation of Orland Park	86%	84	307	Higher
Orland Park as a place to live	95%	95	351	Similar
Your neighborhood as a place to live	93%	34	273	Similar
Orland Park as a place to raise children	94%	72	342	Higher
Orland Park as a place to retire	66%	124	325	Similar
Overall appearance of Orland Park	86%	69	320	Similar

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Orland Park	90%	91	240	Similar
	In your neighborhood during the day	97%	86	313	Similar
	In Orland Park's downtown/commercial area during the day	89%	153	267	Similar
Mobility	Overall ease of getting to the places you usually have to visit	68%	109	156	Similar
	Availability of paths and walking trails	76%	74	275	Similar
	Ease of walking in Orland Park	61%	141	257	Similar
	Ease of travel by bicycle in Orland Park	52%	119	261	Similar
	Ease of travel by public transportation in Orland Park	42%	69	138	Similar
	Ease of travel by car in Orland Park	54%	200	264	Similar
	Ease of public parking	72%	22	129	Higher
	Traffic flow on major streets	36%	249	309	Similar
Natural Environment	Quality of overall natural environment in Orland Park	85%	71	244	Similar
	Cleanliness of Orland Park	85%	68	238	Similar
	Air quality	86%	72	221	Similar
Built Environment	Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	80%	22	149	Higher
	Overall quality of new development in Orland Park	78%	19	252	Higher
	Availability of affordable quality housing	61%	44	265	Higher
	Variety of housing options	80%	11	244	Higher
	Public places where people want to spend time	75%	41	143	Similar
Economy	Overall economic health of Orland Park	86%	21	154	Higher
	Vibrant downtown/commercial area	59%	48	139	Similar
	Overall quality of business and service establishments in Orland Park	84%	20	237	Higher
	Cost of living in Orland Park	50%	53	149	Similar
	Shopping opportunities	92%	7	262	Much higher
	Employment opportunities	54%	31	276	Higher
	Orland Park as a place to visit	81%	40	162	Higher
	Orland Park as a place to work	72%	85	316	Similar
Recreation and Wellness	Health and wellness opportunities in Orland Park	85%	36	151	Similar
	Availability of affordable quality mental health care	68%	8	129	Higher
	Availability of preventive health services	84%	11	201	Higher
	Availability of affordable quality health care	80%	17	226	Higher
	Availability of affordable quality food	87%	6	201	Higher
	Recreational opportunities	87%	27	268	Higher

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Fitness opportunities (including exercise classes and paths or trails, etc.)	86%	27	145	Higher
Overall opportunities for education and enrichment	82%	39	149	Similar
Opportunities to participate in religious or spiritual events and activities	83%	54	178	Similar
Opportunities to attend cultural/arts/music activities	70%	68	261	Similar
Adult educational opportunities	75%	31	135	Similar
K-12 education	88%	50	233	Higher
Education and Enrichment — Availability of affordable quality child care/preschool	83%	3	223	Much higher
Opportunities to participate in social events and activities	76%	43	225	Similar
Neighborliness of Orland Park	70%	43	144	Similar
Openness and acceptance of the community toward people of diverse backgrounds	71%	66	255	Similar
Opportunities to participate in community matters	71%	61	237	Similar
Community Engagement — Opportunities to volunteer	78%	80	231	Similar

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Village of Orland Park	90%	21	395	Higher
Overall customer service by Orland Park employees (police, receptionists, planners, etc.)	87%	48	330	Similar
Value of services for the taxes paid to Orland Park	65%	51	357	Similar
Overall direction that Orland Park is taking	78%	24	288	Higher
Job Orland Park government does at welcoming citizen involvement	67%	29	275	Higher
Overall confidence in Orland Park government	72%	12	150	Higher
Generally acting in the best interest of the community	74%	15	149	Higher
Being honest	72%	21	145	Higher
Treating all residents fairly	72%	14	149	Higher
Services provided by the Federal Government	35%	151	215	Similar

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police services	92%	30	393	Higher
	Fire services	96%	59	320	Similar
	Ambulance or emergency medical services	97%	22	308	Similar
	Crime prevention	86%	41	317	Higher
	Fire prevention and education	93%	14	253	Higher
	Animal control	84%	13	304	Higher
Safety	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	81%	15	249	Higher
	Traffic enforcement	71%	109	337	Similar
	Street repair	49%	182	381	Similar
	Street cleaning	65%	127	285	Similar
	Street lighting	71%	44	280	Similar
	Snow removal	78%	43	264	Similar
	Sidewalk maintenance	69%	61	284	Similar
	Traffic signal timing	60%	47	225	Similar
Mobility	Bus or transit services	62%	67	193	Similar
Natural	Garbage collection	90%	64	318	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Environment	Recycling	90%	53	324	Similar
	Yard waste pick-up	89%	36	237	Similar
	Drinking water	88%	36	302	Higher
	Preservation of natural areas such as open space, farmlands and greenbelts	83%	12	228	Higher
	Orland Park open space	81%	17	139	Higher
Built Environment	Storm drainage	77%	63	324	Similar
	Sewer services	86%	65	286	Similar
	Power (electric and/or gas) utility	84%	26	146	Similar
	Land use, planning and zoning	75%	6	265	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	73%	31	325	Higher
	Cable television	65%	29	171	Similar
Economy	Economic development	80%	13	252	Higher
Recreation and Wellness	Village parks	93%	47	295	Similar
	Recreation programs or classes	93%	20	308	Higher
	Recreation centers or facilities	90%	36	252	Higher
	Health services	86%	28	177	Higher
Education and Enrichment	Village-sponsored special events	82%	27	158	Similar
	Public library services	91%	86	311	Similar
Community Engagement	Public information services	87%	8	257	Higher

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	73%	72	272	Similar
Recommend living in Orland Park to someone who asks	90%	110	246	Similar
Remain in Orland Park for the next five years	86%	100	241	Similar
Contacted Orland Park (in-person, phone, email or web) for help or information	56%	39	277	Similar

Table 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	26%	109	134	Similar
	Did NOT report a crime to the police	83%	45	146	Similar
	Household member was NOT a victim of a crime	93%	51	238	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	21%	60	122	Similar
	Carpooled with other adults or children instead of driving alone	32%	131	139	Lower
	Walked or biked instead of driving	49%	98	144	Similar
Natural Environment	Made efforts to conserve water	86%	42	135	Similar
	Made efforts to make your home more energy efficient	85%	3	135	Similar
	Recycle at home	89%	107	224	Similar
Built Environment	Did NOT observe a code violation or other hazard in Orland Park	67%	20	138	Higher
	NOT experiencing housing costs stress	64%	155	220	Similar
Economy	Purchase goods or services from a business located in Orland Park	97%	77	141	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Economy will have positive impact on income	21%	165	222	Similar
	Work inside boundaries of Orland Park	20%	136	141	Much lower
Recreation and Wellness	Used Orland Park recreation centers or their services	62%	62	210	Similar
	Visited a neighborhood park or Village park	79%	188	241	Similar
	Eat at least 5 portions of fruits and vegetables a day	85%	57	138	Similar
	Participate in moderate or vigorous physical activity	84%	77	140	Similar
	In very good to excellent health	61%	73	140	Similar
Education and Enrichment	Used Orland Park public libraries or their services	71%	73	211	Similar
	Participated in religious or spiritual activities in Orland Park	53%	63	175	Similar
	Attended Village-sponsored event	53%	70	142	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	16%	111	131	Similar
	Contacted Orland Park elected officials (in-person, phone, email or web) to express your opinion	13%	106	140	Similar
	Volunteered your time to some group/activity in Orland Park	22%	218	230	Lower
	Participated in a club	19%	177	207	Similar
	Talked to or visited with your immediate neighbors	95%	20	141	Similar
	Done a favor for a neighbor	91%	7	136	Similar
	Attended a local public meeting	21%	109	229	Similar
	Read or watch local news (via television, paper, computer, etc.)	92%	11	141	Similar
	Vote in local elections	82%	90	222	Similar

Communities included in national comparisons

The communities included in Orland Park's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO...441,603
Airway Heights city, WA 6,114
Albany city, OR 50,158
Albemarle County, VA... 98,970
Albert Lea city, MN.. 18,016
Alexandria city, VA 139,966
Algonquin village, IL.. 30,046
Aliso Viejo city, CA 47,823
Altoona city, IA 14,541
American Canyon city, CA... 19,454
Ames city, IA 58,965
Andover CDP, MA... 8,762
Ankeny city, IA 45,582
Ann Arbor city, MI..113,934
Annapolis city, MD 38,394
Apache Junction city, AZ.. 35,840
Apple Valley town, CA 69,135
Arapahoe County, CO...572,003
Arkansas City city, AR... 366
Arlington city, TX 365,438
Arlington County, VA...207,627
Arvada city, CO 106,433
Asheville city, NC 83,393
Ashland city, OR 20,078

Ashland town, VA.. 7,225
Aspen city, CO 6,658
Athens-Clarke County unified government (balance), 115,452
Auburn city, AL 53,380
Auburn city, WA.. 70,180
Augusta CCD, GA 134,777
Aurora city, CO 325,078
Austin city, TX 790,390
Bainbridge Island city, WA.. 23,025
Baltimore city, MD...620,961
Bartonville town, TX 1,469
Battle Creek city, MI.. 52,347
Bay City city, MI.. 34,932
Baytown city, TX.. 71,802
Bedford city, TX.. 46,979
Bedford town, MA 13,320
Bellevue city, WA..122,363
Bellingham city, WA 80,885
Beltrami County, MN 44,442
Benbrook city, TX.. 21,234
Bend city, OR.. 76,639
Benicia city, CA 26,997
Bettendorf city, IA... 33,217
Billings city, MT..104,170

Blaine city, MN	57,186
Bloomfield Hills city, MI	3,869
Bloomington city, MN	82,893
Blue Springs city, MO	52,575
Boise City city, ID	205,671
Boone County, KY	118,811
Boulder city, CO	97,385
Bowling Green city, KY	58,067
Bozeman city, MT	37,280
Brentwood city, MO	8,055
Brentwood city, TN	37,060
Brighton city, CO	33,352
Bristol city, TN	26,702
Broken Arrow city, OK	98,850
Brookfield city, WI	37,920
Brookline CDP, MA	58,732
Broomfield city, CO	55,889
Brownsburg town, IN	21,285
Bryan city, TX	76,201
Burien city, WA	33,313
Burleson city, TX	36,690
Cabarrus County, NC	178,011
Cambridge city, MA	105,162
Canton city, SD	3,057
Cape Coral city, FL	154,305
Cape Girardeau city, MO	37,941
Carlisle borough, PA	18,682
Carlsbad city, CA	105,328
Carroll city, IA	10,103
Cartersville city, GA	19,731
Cary town, NC	135,234
Casa Grande city, AZ	48,571
Casper city, WY	55,316
Castine town, ME	1,366
Castle Pines North city, CO	10,360
Castle Rock town, CO	48,231
Cedar Rapids city, IA	126,326
Centennial city, CO	100,377
Centralia city, IL	13,032
Chambersburg borough, PA	20,268
Chandler city, AZ	236,123
Chanhassen city, MN	22,952
Chapel Hill town, NC	57,233
Charlotte city, NC	731,424
Charlotte County, FL	159,978
Charlottesville city, VA	43,475
Chattanooga city, TN	167,674
Chesterfield County, VA	316,236
Chippewa Falls city, WI	13,661
Citrus Heights city, CA	83,301
Clackamas County, OR	375,992
Clarendon Hills village, IL	8,427
Clayton city, MO	15,939
Clearwater city, FL	107,685
Cleveland Heights city, OH	46,121
Clinton city, SC	8,490
Clive city, IA	15,447
Clovis city, CA	95,631
College Park city, MD	30,413
College Station city, TX	93,857
Colleyville city, TX	22,807
Collinsville city, IL	25,579
Columbia city, MO	108,500
Columbia city, SC	129,272
Columbia Falls city, MT	4,688
Columbus city, WI	4,991
Commerce City city, CO	45,913
Concord city, CA	122,067
Concord town, MA	17,668
Cookeville city, TN	30,435
Coon Rapids city, MN	61,476
Copperas Cove city, TX	32,032
Coronado city, CA	18,912
Corvallis city, OR	54,462
Creve Coeur city, MO	17,833
Cross Roads town, TX	1,563
Crystal Lake city, IL	40,743
Dacono city, CO	4,152
Dade City city, FL	6,437
Dakota County, MN	398,552
Dallas city, OR	14,583
Dallas city, TX	1,197,816
Danville city, KY	16,218
Dardenne Prairie city, MO	11,494
Davenport city, IA	99,685
Davidson town, NC	10,944
Dayton city, OH	141,527
Decatur city, GA	19,335
Del Mar city, CA	4,161
Delray Beach city, FL	60,522
Denison city, TX	22,682
Denton city, TX	113,383
Denver city, CO	600,158
Derby city, KS	22,158
Des Peres city, MO	8,373
Destin city, FL	12,305
Dorchester County, MD	32,618
Dothan city, AL	65,496
Douglas County, CO	285,465
Dover city, NH	29,987
Dublin city, CA	46,036
Duluth city, MN	86,265
Duncanville city, TX	38,524
Durham city, NC	228,330
Eagle town, CO	6,508
East Baton Rouge Parish, LA	440,171
East Grand Forks city, MN	8,601
East Lansing city, MI	48,579
Eau Claire city, WI	65,883
Eden Prairie city, MN	60,797
Edgerton city, KS	1,671
Edgewater city, CO	5,170
Edina city, MN	47,941
Edmond city, OK	81,405
Edmonds city, WA	39,709
El Cerrito city, CA	23,549
El Dorado County, CA	181,058
El Paso city, TX	649,121
Elk Grove city, CA	153,015
Elk River city, MN	22,974
Elko New Market city, MN	4,110
Elmhurst city, IL	44,121
Encinitas city, CA	59,518
Englewood city, CO	30,255
Erie town, CO	18,135
Escambia County, FL	297,619
Estes Park town, CO	5,858
Fairview town, TX	7,248
Farmington Hills city, MI	79,740
Fayetteville city, NC	200,564
Fishers town, IN	76,794
Flower Mound town, TX	64,669
Forest Grove city, OR	21,083
Fort Collins city, CO	143,986
Fort Smith city, AR	86,209
Fort Worth city, TX	741,206
Fountain Hills town, AZ	22,489
Franklin city, TN	62,487
Fredericksburg city, VA	24,286
Fremont city, CA	214,089

Friendswood city, TX	35,805	Johnston city, IA	17,278
Fruita city, CO	12,646	Jupiter town, FL	55,156
Gahanna city, OH	33,248	Kalamazoo city, MI	74,262
Gaithersburg city, MD	59,933	Kansas City city, KS	145,786
Galveston city, TX	47,743	Kansas City city, MO	459,787
Gardner city, KS	19,123	Keizer city, OR	36,478
Geneva city, NY	13,261	Kenmore city, WA	20,460
Georgetown city, TX	47,400	Kennedale city, TX	6,763
Gilbert town, AZ	208,453	Kennett Square borough, PA	6,072
Gillette city, WY	29,087	Kettering city, OH	56,163
Glendora city, CA	50,073	Key West city, FL	24,649
Glenview village, IL	44,692	King County, WA	1,931,249
Globe city, AZ	7,532	Kirkland city, WA	48,787
Golden city, CO	18,867	Kirkwood city, MO	27,540
Golden Valley city, MN	20,371	Knoxville city, IA	7,313
Goodyear city, AZ	65,275	La Mesa city, CA	57,065
Grafton village, WI	11,459	La Plata town, MD	8,753
Grand Blanc city, MI	8,276	La Porte city, TX	33,800
Grand Island city, NE	48,520	La Vista city, NE	15,758
Grass Valley city, CA	12,860	Lafayette city, CO	24,453
Greeley city, CO	92,889	Laguna Beach city, CA	22,723
Green Valley CDP, AZ	21,391	Laguna Hills city, CA	30,344
Greenville city, NC	84,554	Laguna Niguel city, CA	62,979
Greenwich town, CT	61,171	Lake Oswego city, OR	36,619
Greenwood Village city, CO	13,925	Lake Stevens city, WA	28,069
Greer city, SC	25,515	Lake Worth city, FL	34,910
Guilford County, NC	488,406	Lake Zurich village, IL	19,631
Gunnison County, CO	15,324	Lakeville city, MN	55,954
Gurnee village, IL	31,295	Lakewood city, CO	142,980
Hailey city, ID	7,960	Lakewood city, WA	58,163
Haines Borough, AK	2,508	Lane County, OR	351,715
Hallandale Beach city, FL	37,113	Larimer County, CO	299,630
Hamilton city, OH	62,477	Las Cruces city, NM	97,618
Hanover County, VA	99,863	Las Vegas city, NV	583,756
Harrisonburg city, VA	48,914	Lawrence city, KS	87,643
Harrisonville city, MO	10,019	League City city, TX	83,560
Hayward city, CA	144,186	Lee's Summit city, MO	91,364
Henderson city, NV	257,729	Lehi city, UT	47,407
Herndon town, VA	23,292	Lenexa city, KS	48,190
High Point city, NC	104,371	Lewis County, NY	27,087
Highland Park city, IL	29,763	Lewisville city, TX	95,290
Highlands Ranch CDP, CO	96,713	Libertyville village, IL	20,315
Hillsborough town, NC	6,087	Lincoln city, NE	258,379
Holland city, MI	33,051	Lindsborg city, KS	3,458
Honolulu County, HI	953,207	Littleton city, CO	41,737
Hooksett town, NH	13,451	Livermore city, CA	80,968
Hopkins city, MN	17,591	Lombard village, IL	43,165
Hopkinton town, MA	14,925	Lone Tree city, CO	10,218
Hoquiam city, WA	8,726	Long Grove village, IL	8,043
Horry County, SC	269,291	Longmont city, CO	86,270
Hudson city, OH	22,262	Longview city, TX	80,455
Hudson town, CO	2,356	Los Alamos County, NM	17,950
Hudsonville city, MI	7,116	Louisville city, CO	18,376
Huntersville town, NC	46,773	Lynchburg city, VA	75,568
Hurst city, TX	37,337	Lynnwood city, WA	35,836
Hutchinson city, MN	14,178	Macomb County, MI	840,978
Hutto city, TX	14,698	Madison city, WI	233,209
Hyattsville city, MD	17,557	Manhattan Beach city, CA	35,135
Independence city, MO	116,830	Mankato city, MN	39,309
Indian Trail town, NC	33,518	Maple Grove city, MN	61,567
Indianola city, IA	14,782	Maple Valley city, WA	22,684
Iowa City city, IA	67,862	Maricopa County, AZ	3,817,117
Issaquah city, WA	30,434	Martinez city, CA	35,824
Jackson County, MI	160,248	Maryland Heights city, MO	27,472
James City County, VA	67,009	Matthews town, NC	27,198
Jefferson City city, MO	43,079	McAllen city, TX	129,877
Jefferson County, CO	534,543	McDonough city, GA	22,084
Jefferson County, NY	116,229	McKinney city, TX	131,117
Jerome city, ID	10,890	McMinnville city, OR	32,187
Johnson City city, TN	63,152	Medford city, OR	74,907

Menlo Park city, CA	32,026	Pasco city, WA	59,781
Mercer Island city, WA	22,699	Pasco County, FL	464,697
Meridian charter township, MI	39,688	Pearland city, TX	91,252
Meridian city, ID	75,092	Peoria city, AZ	154,065
Merriam city, KS	11,003	Peoria city, IL	115,007
Mesa County, CO	146,723	Peoria County, IL	186,494
Miami Beach city, FL	87,779	Petoskey city, MI	5,670
Miami city, FL	399,457	Pflugerville city, TX	46,936
Middleton city, WI	17,442	Phoenix city, AZ	1,445,632
Midland city, MI	41,863	Pinal County, AZ	375,770
Milford city, DE	9,559	Pinehurst village, NC	13,124
Milton city, GA	32,661	Piqua city, OH	20,522
Minneapolis city, MN	382,578	Pitkin County, CO	17,148
Mission Viejo city, CA	93,305	Plano city, TX	259,841
Modesto city, CA	201,165	Platte City city, MO	4,691
Monterey city, CA	27,810	Plymouth city, MN	70,576
Montgomery County, VA	94,392	Pocatello city, ID	54,255
Monticello city, UT	1,972	Polk County, IA	430,640
Monument town, CO	5,530	Pompano Beach city, FL	99,845
Mooresville town, NC	32,711	Port Huron city, MI	30,184
Morristown city, TN	29,137	Port Orange city, FL	56,048
Morrisville town, NC	18,576	Portland city, OR	583,776
Moscow city, ID	23,800	Post Falls city, ID	27,574
Mountain Village town, CO	1,320	Prince William County, VA	402,002
Mountlake Terrace city, WA	19,909	Prior Lake city, MN	22,796
Muscatine city, IA	22,886	Provo city, UT	112,488
Naperville city, IL	141,853	Pueblo city, CO	106,595
Needham CDP, MA	28,886	Purcellville town, VA	7,727
New Braunfels city, TX	57,740	Queen Creek town, AZ	26,361
New Brighton city, MN	21,456	Radnor township, PA	31,531
New Hanover County, NC	202,667	Ramsey city, MN	23,668
New Orleans city, LA	343,829	Rapid City city, SD	67,956
New Smyrna Beach city, FL	22,464	Raymore city, MO	19,206
Newberg city, OR	22,068	Redmond city, WA	54,144
Newport Beach city, CA	85,186	Rehoboth Beach city, DE	1,327
Newport News city, VA	180,719	Reno city, NV	225,221
Newton city, IA	15,254	Reston CDP, VA	58,404
Noblesville city, IN	51,969	Richmond city, CA	103,701
Nogales city, AZ	20,837	Richmond Heights city, MO	8,603
Norfolk city, VA	242,803	Rifle city, CO	9,172
North Richland Hills city, TX	63,343	Rio Rancho city, NM	87,521
Northglenn city, CO	35,789	River Falls city, WI	15,000
Novato city, CA	51,904	Riverdale city, UT	8,426
Novi city, MI	55,224	Riverside city, CA	303,871
O'Fallon city, IL	28,281	Riverside city, MO	2,937
O'Fallon city, MO	79,329	Rochester Hills city, MI	70,995
Oak Park village, IL	51,878	Rock Hill city, SC	66,154
Oakland city, CA	390,724	Rockford city, IL	152,871
Oakland Park city, FL	41,363	Rockville city, MD	61,209
Oakley city, CA	35,432	Rogers city, MN	8,597
Ogdensburg city, NY	11,128	Rolla city, MO	19,559
Oklahoma City city, OK	579,999	Roselle village, IL	22,763
Olathe city, KS	125,872	Rosemount city, MN	21,874
Old Town city, ME	7,840	Roseville city, MN	33,660
Olmsted County, MN	144,248	Roswell city, GA	88,346
Olympia city, WA	46,478	Round Rock city, TX	99,887
Orland Park village, IL	56,767	Royal Oak city, MI	57,236
Oshkosh city, WI	66,083	Saco city, ME	18,482
Oshtemo charter township, MI	21,705	Sahuarita town, AZ	25,259
Otsego County, MI	24,164	Sammamish city, WA	45,780
Overland Park city, KS	173,372	San Anselmo town, CA	12,336
Oviedo city, FL	33,342	San Antonio city, TX	1,327,407
Paducah city, KY	25,024	San Carlos city, CA	28,406
Palm Coast city, FL	75,180	San Diego city, CA	1,307,402
Palo Alto city, CA	64,403	San Francisco city, CA	805,235
Papillion city, NE	18,894	San Jose city, CA	945,942
Park City city, UT	7,558	San Juan County, NM	130,044
Parker town, CO	45,297	San Marcos city, CA	83,781
Parkland city, FL	23,962	San Marcos city, TX	44,894
Pasadena city, CA	137,122	San Rafael city, CA	57,713

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Sandy Springs city, GA	93,853
Sanford city, FL	53,570
Sangamon County, IL	197,465
Santa Clarita city, CA	176,320
Santa Fe County, NM	144,170
Santa Monica city, CA	89,736
Sarasota County, FL	379,448
Savage city, MN	26,911
Scarborough CDP, ME	4,403
Schaumburg village, IL	74,227
Scott County, MN	129,928
Scottsdale city, AZ	217,385
Seaside city, CA	33,025
SeaTac city, WA	26,909
Sevierville city, TN	14,807
Shawnee city, KS	62,209
Sheboygan city, WI	49,288
Shoreview city, MN	25,043
Shorewood city, MN	7,307
Shorewood village, IL	15,615
Shorewood village, WI	13,162
Sierra Vista city, AZ	43,888
Sioux Center city, IA	7,048
Sioux Falls city, SD	153,888
Skokie village, IL	64,784
Snellville city, GA	18,242
Snowmass Village town, CO	2,826
South Kingstown town, RI	30,639
South Lake Tahoe city, CA	21,403
South Portland city, ME	25,002
Southborough town, MA	9,767
Southlake city, TX	26,575
Sparks city, NV	90,264
Spokane Valley city, WA	89,755
Spring Hill city, KS	5,437
Springboro city, OH	17,409
Springfield city, MO	159,498
Springfield city, OR	59,403
Springville city, UT	29,466
St. Augustine city, FL	12,975
St. Charles city, IL	32,974
St. Cloud city, FL	35,183
St. Cloud city, MN	65,842
St. Joseph city, MO	76,780
St. Louis County, MN	200,226
St. Louis Park city, MN	45,250
Stallings town, NC	13,831
State College borough, PA	42,034
Steamboat Springs city, CO	12,088
Sterling Heights city, MI	129,699
Sugar Grove village, IL	8,997
Sugar Land city, TX	78,817
Summit city, NJ	21,457
Summit County, UT	36,324
Sunnyvale city, CA	140,081
Surprise city, AZ	117,517
Suwanee city, GA	15,355
Tacoma city, WA	198,397
Takoma Park city, MD	16,715
Tamarac city, FL	60,427
Temecula city, CA	100,097
Tempe city, AZ	161,719
Temple city, TX	66,102
The Woodlands CDP, TX	93,847
Thornton city, CO	118,772
Thousand Oaks city, CA	126,683
Tigard city, OR	48,035
Tracy city, CA	82,922
Tualatin city, OR	26,054
Tulsa city, OK	391,906
Twin Falls city, ID	44,125
Tyler city, TX	96,900
Umatilla city, OR	6,906
Upper Arlington city, OH	33,771
Urbandale city, IA	39,463
Vail town, CO	5,305
Vancouver city, WA	161,791
Vestavia Hills city, AL	34,033
Victoria city, MN	7,345
Virginia Beach city, VA	437,994
Wake Forest town, NC	30,117
Walnut Creek city, CA	64,173
Washington County, MN	238,136
Washington town, NH	1,123
Washoe County, NV	421,407
Watauga city, TX	23,497
Wauwatosa city, WI	46,396
Waverly city, IA	9,874
Weddington town, NC	9,459
Wentzville city, MO	29,070
West Carrollton city, OH	13,143
West Chester borough, PA	18,461
West Des Moines city, IA	56,609
West Richland city, WA	11,811
Western Springs village, IL	12,975
Westerville city, OH	36,120
Westlake town, TX	992
Westminster city, CO	106,114
Weston town, MA	11,261
Wheat Ridge city, CO	30,166
White House city, TN	10,255
Wichita city, KS	382,368
Williamsburg city, VA	14,068
Wilmington city, NC	106,476
Wilsonville city, OR	19,509
Winchester city, VA	26,203
Windsor town, CO	18,644
Windsor town, CT	29,044
Winnetka village, IL	12,187
Winston-Salem city, NC	229,617
Winter Garden city, FL	34,568
Woodbury city, MN	61,961
Woodland city, CA	55,468
Woodland city, WA	5,509
Wrentham town, MA	10,955
Yakima city, WA	91,067
York County, VA	65,464
Yorktown town, IN	9,405

Population and Median Household Income Benchmark Comparisons

Table 75: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Orland Park	91%	20	49	Similar
Overall image or reputation of Orland Park	86%	18	33	Similar
Orland Park as a place to live	95%	18	39	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Your neighborhood as a place to live	93%	6	27	Similar
Orland Park as a place to raise children	94%	14	38	Similar
Orland Park as a place to retire	66%	18	36	Similar
Overall appearance of Orland Park	86%	14	34	Similar

Table 76: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Orland Park	90%	17	27	Similar
	In your neighborhood during the day	97%	13	27	Similar
	In Orland Park's downtown/commercial area during the day	89%	21	25	Similar
Mobility	Overall ease of getting to the places you usually have to visit	68%	17	17	Lower
	Availability of paths and walking trails	76%	11	30	Similar
	Ease of walking in Orland Park	61%	27	29	Similar
	Ease of travel by bicycle in Orland Park	52%	20	29	Similar
	Ease of travel by public transportation in Orland Park	42%	10	15	Similar
	Ease of travel by car in Orland Park	54%	25	32	Similar
	Ease of public parking	72%	5	12	Similar
	Traffic flow on major streets	36%	33	36	Lower
Natural Environment	Quality of overall natural environment in Orland Park	85%	9	27	Similar
	Cleanliness of Orland Park	85%	14	27	Similar
	Air quality	86%	10	23	Similar
Built Environment	Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	80%	7	16	Similar
	Overall quality of new development in Orland Park	78%	5	26	Similar
	Availability of affordable quality housing	61%	8	29	Similar
	Variety of housing options	80%	5	30	Similar
	Public places where people want to spend time	75%	12	16	Similar
Economy	Overall economic health of Orland Park	86%	7	17	Similar
	Vibrant downtown/commercial area	59%	5	14	Similar
	Overall quality of business and service establishments in Orland Park	84%	8	28	Similar
	Cost of living in Orland Park	50%	7	15	Similar
	Shopping opportunities	92%	5	28	Higher
	Employment opportunities	54%	10	31	Similar
	Orland Park as a place to visit	81%	3	16	Similar
	Orland Park as a place to work	72%	20	37	Similar
Recreation and Wellness	Health and wellness opportunities in Orland Park	85%	10	19	Similar
	Availability of affordable quality mental health care	68%	3	12	Similar
	Availability of preventive health services	84%	4	23	Similar
	Availability of affordable quality health care	80%	7	24	Similar
	Availability of affordable quality food	87%	3	21	Similar
	Recreational opportunities	87%	3	28	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	86%	5	16	Similar
Education and Enrichment	Overall opportunities for education and enrichment	82%	9	17	Similar
	Opportunities to participate in religious or spiritual events and activities	83%	9	19	Similar
	Opportunities to attend cultural/arts/music activities	70%	10	28	Similar
	Adult educational opportunities	75%	7	14	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	K-12 education	88%	7	24	Similar
	Availability of affordable quality child care/preschool	83%	1	22	Higher
	Opportunities to participate in social events and activities	76%	8	24	Similar
	Neighborliness of Orland Park	70%	8	15	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	71%	15	27	Similar
Community Engagement	Opportunities to participate in community matters	71%	11	25	Similar
	Opportunities to volunteer	78%	10	25	Similar

Table 77: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Village of Orland Park	90%	4	46	Similar
Overall customer service by Orland Park employees (police, receptionists, planners, etc.)	87%	14	37	Similar
Value of services for the taxes paid to Orland Park	65%	11	42	Similar
Overall direction that Orland Park is taking	78%	7	32	Similar
Job Orland Park government does at welcoming citizen involvement	67%	4	31	Similar
Overall confidence in Orland Park government	72%	4	16	Similar
Generally acting in the best interest of the community	74%	4	16	Similar
Being honest	72%	6	15	Similar
Treating all residents fairly	72%	3	16	Similar
Services provided by the Federal Government	35%	19	22	Similar

Table 78: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Police services	92%	7	40	Similar
	Fire services	96%	13	32	Similar
	Ambulance or emergency medical services	97%	4	37	Similar
	Crime prevention	86%	12	33	Similar
	Fire prevention and education	93%	3	27	Similar
	Animal control	84%	5	37	Similar
Safety	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	81%	3	29	Similar
	Traffic enforcement	71%	26	38	Similar
	Street repair	49%	32	44	Similar
	Street cleaning	65%	26	34	Similar
	Street lighting	71%	12	38	Similar
	Snow removal	78%	7	31	Similar
	Sidewalk maintenance	69%	17	33	Similar
	Traffic signal timing	60%	8	27	Similar
Mobility	Bus or transit services	62%	6	19	Similar
	Garbage collection	90%	8	33	Similar
	Recycling	90%	7	40	Similar
	Yard waste pick-up	89%	6	27	Similar
	Drinking water	88%	9	35	Similar
Natural Environment	Preservation of natural areas such as open space, farmlands and greenbelts	83%	4	26	Higher
	Orland Park open space	81%	2	15	Similar
Built	Storm drainage	77%	15	35	Similar

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Environment	Sewer services	86%	15	34	Similar
	Power (electric and/or gas) utility	84%	6	17	Similar
	Land use, planning and zoning	75%	3	29	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	73%	5	32	Similar
	Cable television	65%	6	20	Similar
Economy	Economic development	80%	5	25	Similar
Recreation and Wellness	Village parks	93%	9	32	Similar
	Recreation programs or classes	93%	3	38	Similar
	Recreation centers or facilities	90%	7	29	Similar
	Health services	86%	9	21	Similar
Education and Enrichment	Village-sponsored special events	82%	4	17	Similar
	Public library services	91%	20	36	Similar
Community Engagement	Public information services	87%	1	27	Similar

Table 79: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	73%	15	31	Similar
Recommend living in Orland Park to someone who asks	90%	22	26	Similar
Remain in Orland Park for the next five years	86%	18	25	Similar
Contacted Orland Park (in-person, phone, email or web) for help or information	56%	5	28	Higher

Table 80: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	26%	9	14	Similar
	Did NOT report a crime to the police	83%	9	14	Similar
	Household member was NOT a victim of a crime	93%	10	23	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	21%	7	13	Lower
	Carpooled with other adults or children instead of driving alone	32%	10	12	Similar
	Walked or biked instead of driving	49%	11	13	Lower
Natural Environment	Made efforts to conserve water	86%	3	13	Similar
	Made efforts to make your home more energy efficient	85%	1	13	Similar
	Recycle at home	89%	14	24	Similar
Built Environment	Did NOT observe a code violation or other hazard in Orland Park	67%	6	14	Similar
	NOT experiencing housing costs stress	64%	16	23	Similar
Economy	Purchase goods or services from a business located in Orland Park	97%	10	14	Similar
	Economy will have positive impact on income	21%	16	22	Similar
	Work inside boundaries of Orland Park	20%	14	14	Similar
Recreation and Wellness	Used Orland Park recreation centers or their services	62%	7	22	Similar
	Visited a neighborhood park or Village park	79%	21	26	Similar
	Eat at least 5 portions of fruits and vegetables a day	85%	5	14	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Participate in moderate or vigorous physical activity	84%	7	14	Similar
In very good to excellent health	61%	12	14	Similar
Education and Enrichment Used Orland Park public libraries or their services	71%	12	24	Similar
Participated in religious or spiritual activities in Orland Park	53%	7	20	Similar
Attended Village-sponsored event	53%	8	15	Similar
Campaigned or advocated for an issue, cause or candidate	16%	8	13	Similar
Contacted Orland Park elected officials (in-person, phone, email or web) to express your opinion	13%	7	14	Similar
Volunteered your time to some group/activity in Orland Park	22%	25	25	Lower
Participated in a club	19%	19	22	Similar
Talked to or visited with your immediate neighbors	95%	2	13	Similar
Done a favor for a neighbor	91%	1	13	Higher
Attended a local public meeting	21%	9	25	Similar
Read or watch local news (via television, paper, computer, etc.)	92%	1	14	Similar
Community Engagement Vote in local elections	82%	10	23	Similar

Communities included in population and median household income comparisons

The communities included in Orland Park's population and median household income comparisons are listed below along with their population according to the 2010 Census.

Aliso Viejo city, CA 47,823
Ankeny city, IA 45,582
Annapolis city, MD 38,394
Bedford city, TX 46,979
Blaine city, MN... 57,186
Blue Springs city, MO 52,575
Brookfield city, WI 37,920
Brookline CDP, MA 58,732
Broomfield city, CO 55,889
Burleson city, TX... 36,690
Castle Rock town, CO... 48,231
Commerce City city, CO.. 45,913
Coon Rapids city, MN 61,476
Crystal Lake city, IL... 40,743
Eden Prairie city, MN... 60,797
Edina city, MN 47,941
Edmonds city, WA 39,709
Elmhurst city, IL.. 44,121
Encinitas city, CA 59,518
Farmington Hills city, MI... 79,740
Fishers town, IN 76,794
Franklin city, TN.. 62,487
Gaithersburg city, MD.. 59,933
Georgetown city, TX... 47,400
Glendora city, CA 50,073
Goodyear city, AZ 65,275
Huntersville town, NC... 46,773
James City County, VA 67,009
Jupiter town, FL.. 55,156
Kirkland city, WA... 48,787
Lake Oswego city, OR 36,619
Lakeville city, MN.. 55,954

Lehi city, UT 47,407
Lenexa city, KS 48,190
Lombard village, IL 43,165
Maple Grove city, MN 61,567
Martinez city, CA 35,824
Meridian charter township, MI 39,688
Meridian city, ID 75,092
Noblesville city, IN 51,969
North Richland Hills city, TX.................................... 63,343
Novato city, CA... 51,904
Novi city, MI 55,224
O'Fallon city, MO... 79,329
Oak Park village, IL.. 51,878
Oakley city, CA 35,432
Orland Park village, IL.. 56,767
Parker town, CO 45,297
Pflugerville city, TX 46,936
Plymouth city, MN... 70,576
Redmond city, WA 54,144
Rochester Hills city, MI 70,995
Rockville city, MD.. 61,209
Royal Oak city, MI... 57,236
San Rafael city, CA.. 57,713
Schaumburg village, IL... 74,227
Shawnee city, KS 62,209
Skokie village, IL... 64,784
St. Louis Park city, MN 45,250
Summit County, UT.. 36,324
Urbandale city, IA 39,463
Walnut Creek city, CA.. 64,173
Wauwatosa city, WI... 46,396
West Des Moines city, IA... 56,609

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The Village of Orland Park funded this research. Please contact Anna Gilman of the Orland Park office at AGilman@orland-park.il.us if you have any questions about the survey.

Survey Validity

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

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

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

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

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. 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 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 (updated on a quarterly basis) and addresses located outside of the Village of Orland Park boundaries were removed from consideration. Each address identified as being within Village boundaries was further identified as being within one of the four Village quadrants.

To choose the 1,600 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

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

Figure 1: Location of Survey Recipients

Survey Recipients in Orland Park, IL
- In Area 1   • In Area 3   Area 1   Area 3
- In Area 2   • In Area 4   Area 2   Area 4
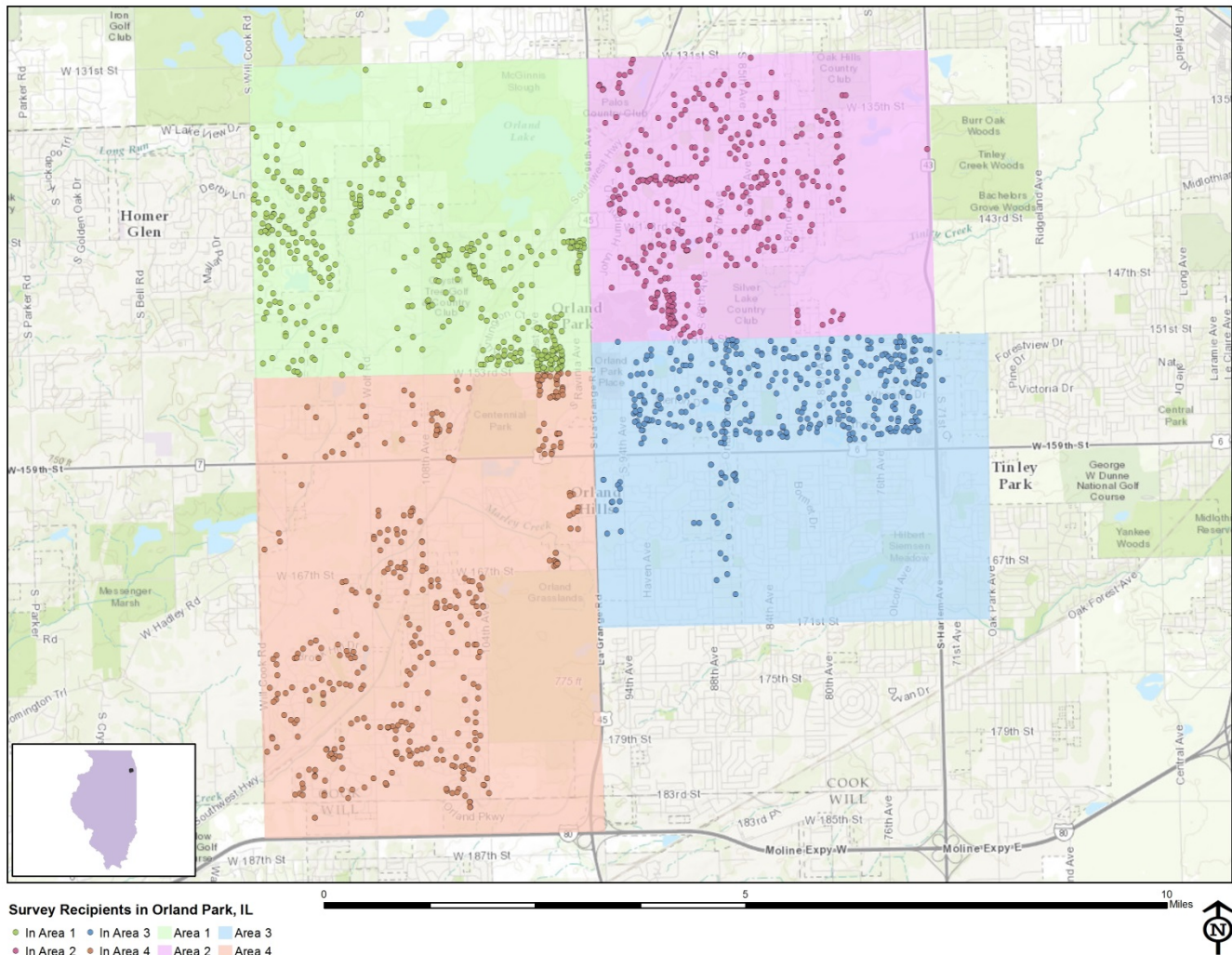
Survey Administration and Response

Selected households received three mailings, one week apart, beginning on January 26, 2016. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Completed surveys were collected over the following six weeks.

About 2% of the 1,600 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,562 households that received the survey, 514 completed the survey, providing an overall response rate of 33%. Of the 514 completed surveys, 29 were completed online. Additionally, responses were tracked by quadrant; response rates by quadrant ranged from 31% to 36%.

Table 81: Survey Response Rates by Quadrant

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Area 1 NW Quadrant	400	9	391	122	31%
Area 2 NE Quadrant	400	7	393	122	31%
Area 3 SE Quadrant	400	6	394	130	33%
Area 4 SW Quadrant	400	16	384	140	36%
Overall	1,600	38	1,562	514	33%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions.[1]

The margin of error for the Village of Orland Park survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (514 completed surveys).

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

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the Village of Orland Park. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, race and ethnicity, sex and age and quadrant. The results of the weighting scheme are presented in the following table.

[1] A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 82: Orland Park, IL 2016 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	10%	4%	9%
Own home	90%	96%	91%
Detached unit	58%	63%	58%
Attached unit	42%	37%	42%
Race and Ethnicity			
White	91%	93%	91%
Not white	9%	7%	9%
Not Hispanic	95%	97%	95%
Hispanic	5%	3%	5%
Sex and Age			
Female	53%	54%	54%
Male	47%	46%	46%
18-34 years of age	22%	6%	19%
35-54 years of age	35%	24%	35%
55+ years of age	43%	70%	46%
Females 18-34	11%	3%	10%
Females 35-54	19%	14%	19%
Females 55+	24%	37%	26%
Males 18-34	11%	2%	10%
Males 35-54	17%	11%	17%
Males 55+	19%	32%	20%
QUADRANT			
NW Quadrant	17%	24%	18%
NE Quadrant	24%	24%	25%
SE Quadrant	26%	25%	27%
SW Quadrant	29%	27%	29%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). 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" and "good," "very safe" and "somewhat safe," "essential" and "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 Appendix A. 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.

Appendix D: Survey Materials

Dear Orland Park Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better village!

Sincerely,

Daniel J. McLaughlin
Mayor

VILLAGE OF ORLAND PARK
VILLAGE HALL
14700 Ravinia Avenue
Orland Park , IL 60462-3167

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94

VILLAGE HALL

February 2016

Dear Village of Orland Park Resident:

Please help us shape the future of Orland Park! You have been selected at random to participate in the 2016 Orland Park Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Orland Park make decisions that affect our Village.

A few things to remember:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  www.n-r-c.com/survey/orlandpark2016.htm

If you have any questions about the survey please call 708-403-6188 or 708-403-6277.

Thank you for your time and participation!

Sincerely,

Daniel J. McLaughlin
Mayor

VILLAGE HALL

February 2016

Dear Village of Orland Park Resident:

Here's a second chance if you haven't already responded to the 2016 Orland Park Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Orland Park! You have been selected at random to participate in the 2016 Orland Park Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Orland Park make decisions that affect our Village.

A few things to remember:
- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

  www.n-r-c.com/survey/orlandpark2016.htm

If you have any questions about the survey please call 708-403-6188 or 708-403-6277.

Thank you for your time and participation!

Sincerely,

Daniel J. McLaughlin
Mayor

The Village of Orland Park 2016 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

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

	Excellent	Good	Fair	Poor	Don't know
Orland Park as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Orland Park as a place to raise children	1	2	3	4	5
Orland Park as a place to work	1	2	3	4	5
Orland Park as a place to 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

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

	Excellent	Good	Fair	Poor	Don't know
Overall feeling of safety in Orland Park	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Orland Park	1	2	3	4	5
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Orland Park	1	2	3	4	5
Overall opportunities for education and enrichment	1	2	3	4	5
Overall economic health of Orland Park	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Orland Park	1	2	3	4	5

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

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in Orland Park to someone who asks	1	2	3	4	5
Remain in Orland Park for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In Orland Park's downtown/commercial area during the day	1	2	3	4	5	6

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

	Excellent	Good	Fair	Poor	Don't know
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
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Orland Park	1	2	3	4	5
Overall appearance of Orland Park	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
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

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

	Excellent	Good	Fair	Poor	Don't know
Availability of affordable quality child care/preschool	1	2	3	4	5
K-12 education (School Board)	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	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 quality of business and service establishments in Orland Park	1	2	3	4	5
Vibrant downtown/commercial area	1	2	3	4	5
Overall quality of new development in Orland Park	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Neighborliness of residents in Orland Park	1	2	3	4	5

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

	No	Yes
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in Orland Park (weeds, abandoned buildings, etc.)	1	2
Household member was a victim of a crime in Orland Park	1	2
Reported a crime to the police in Orland Park	1	2
Stocked supplies in preparation for an emergency	1	2
Campaigned or advocated for an issue, cause or candidate	1	2
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

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Orland Park?

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Used Orland Park recreation centers or their services	1	2	3	4
Visited a neighborhood park or Village park	1	2	3	4
Used Orland Park public libraries or their services	1	2	3	4
Participated in religious or spiritual activities in Orland Park	1	2	3	4
Attended a Village-sponsored event	1	2	3	4
Used bus, rail or other public transportation instead of driving	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Orland Park	1	2	3	4
Participated in a club or civic group	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended a local public meeting?

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Attended a local public meeting	1	2	3	4

The Village of Orland Park 2016 Citizen Survey

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

	Excellent	Good	Fair	Poor	Don't know
Police services	1	2	3	4	5
Fire services (Fire Protection District)	1	2	3	4	5
Ambulance or emergency medical services (Fire Protection District)	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education (Fire Protection District)	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bus or transit services	1	2	3	4	5
Garbage collection	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility (utility companies)	1	2	3	4	5
Village parks	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services (Library Board)	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts	1	2	3	4	5
Orland Park open space	1	2	3	4	5
Village-sponsored special events	1	2	3	4	5
Overall customer service by Orland Park employees (police, receptionists, planners, etc.)	1	2	3	4	5
Municipal courts	1	2	3	4	5
Services to seniors	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
The Village of Orland Park	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Cook County Government	1	2	3	4	5

12. Please rate the following categories of Orland Park government performance:

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to Orland Park	1	2	3	4	5
The overall direction that Orland Park is taking	1	2	3	4	5
The job Orland Park government does at welcoming citizen involvement	1	2	3	4	5
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
Treating all residents fairly	1	2	3	4	5
Being transparent with information	1	2	3	4	5

13. 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	Very important	Somewhat important	Not at all important
Overall feeling of safety in Orland Park	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Orland Park	1	2	3	4
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Orland Park	1	2	3	4
Overall opportunities for education and enrichment	1	2	3	4
Overall economic health of Orland Park	1	2	3	4
Sense of community	1	2	3	4

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

○ Strongly agree   ○ Agree   ○ Disagree   ○ Strongly disagree   ○ No opinion

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

○ Excellent   ○ Good   ○ Fair   ○ Poor

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

	Essential	Very important	Somewhat important	Not at all important
Make annual investments in facilities and equipment for police and public works	1	2	3	4
Make annual investments in municipal infrastructure (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	1	2	3	4

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

	Major source	Minor source	Not at all a source
Village newsletter	1	2	3
E-mails from the Village	1	2	3
Village 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 2016 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. **How often, if at all, do you do each of the following, considering all of the times you could?**

	Never	Rarely	Sometimes	Usually	Always
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Orland Park	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections	1	2	3	4	5

D2. **Would you say that in general your health is:**
❍ 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. **What is your employment status?**
❍ Working full time for pay
❍ Working part time for pay
❍ Unemployed, looking for paid work
❍ Unemployed, not looking for paid work
❍ Fully retired

D5. **Do you work inside the boundaries of Orland Park?**
❍ Yes, outside the home
❍ Yes, from home
❍ No

D6. **How many years have you lived in Orland Park?**
❍ Less than 2 years ❍ 11-20 years
❍ 2-5 years ❍ More than 20 years
❍ 6-10 years

D7. **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)
❍ Other

D8. **Is this house, apartment or condo…**
❍ Rented
❍ Owned

D9. **About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**
❍ Less than $300 per month
❍ $300 to $599 per month
❍ $600 to $999 per month
❍ $1,000 to $1,499 per month
❍ $1,500 to $2,499 per month
❍ $2,500 or more per month

D10. **Do any children 17 or under live in your household?**
❍ No ❍ Yes

D11. **Are you or any other members of your household aged 65 or older?**
❍ No ❍ Yes

D12. **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
❍ $25,000 to $49,999
❍ $50,000 to $99,999
❍ $100,000 to $149,999
❍ $150,000 or more

Please respond to both questions D13 and D14:

D13. **Are you Spanish, Hispanic or Latino?**
❍ No, not Spanish, Hispanic or Latino
❍ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. **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

D15. **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

D16. **What is your sex?**
❍ Female ❍ Male

D17. **Do you consider a cell phone or land line your primary telephone number?**
❍ Cell ❍ Land line ❍ Both

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

VILLAGE OF ORLAND PARK
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