

The National Citizen Survey™

Orland Park, IL

Technical Appendices

2014

Contents

Appendix A: Complete Survey Responses	1
Appendix B: Benchmark Comparisons	21
Appendix C: Detailed Survey Methods	30
Appendix D: Survey Materials	35

The National Citizen Survey™
© 2001-2014 National Research Center, Inc.

National Research Center, Inc.
2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863

International City/County Management Association
777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

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=”).

Figure 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=446	45%	N=405	4%	N=37	0%	N=4	100%	N=893
Your neighborhood as a place to live	46%	N=407	45%	N=404	8%	N=69	1%	N=11	100%	N=891
Orland Park as a place to raise children	51%	N=407	41%	N=324	7%	N=54	1%	N=6	100%	N=791
Orland Park as a place to work	28%	N=166	43%	N=256	25%	N=148	4%	N=25	100%	N=595
Orland Park as a place to visit	31%	N=263	48%	N=407	18%	N=149	3%	N=22	100%	N=841
Orland Park as a place to retire	30%	N=230	34%	N=257	26%	N=201	10%	N=75	100%	N=763
The overall quality of life in Orland Park	40%	N=354	51%	N=457	8%	N=75	0%	N=4	100%	N=890

Figure 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=342	52%	N=467	8%	N=71	2%	N=14	100%	N=894
Overall ease of getting to the places you usually have to visit	24%	N=210	44%	N=393	27%	N=238	5%	N=48	100%	N=890
Quality of overall natural environment in Orland Park	34%	N=296	53%	N=465	12%	N=104	2%	N=18	100%	N=883
Overall “built environment” of Orland Park (including overall design, buildings, parks and transportation systems)	27%	N=236	53%	N=469	18%	N=160	2%	N=21	100%	N=886
Health and wellness opportunities in Orland Park	36%	N=302	51%	N=427	11%	N=94	2%	N=16	100%	N=839
Overall opportunities for education and enrichment	39%	N=321	45%	N=373	14%	N=118	1%	N=9	100%	N=821
Overall economic health of Orland Park	32%	N=269	52%	N=440	14%	N=121	2%	N=16	100%	N=846
Sense of community	24%	N=201	52%	N=440	21%	N=180	4%	N=33	100%	N=854
Overall image or reputation of Orland Park	37%	N=330	51%	N=448	10%	N=92	1%	N=12	100%	N=882

Figure 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=537	33%	N=294	4%	N=37	2%	N=18	100%	N=886
Remain in Orland Park for the next five years	68%	N=591	23%	N=198	5%	N=41	4%	N=38	100%	N=868

Figure 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	70%	N=625	24%	N=215	3%	N=28	2%	N=13	1%	N=5	100%	N=886
In Orland Park’s downtown/commercial area during the day	54%	N=464	35%	N=304	7%	N=59	3%	N=27	1%	N=6	100%	N=860

The National Citizen Survey™

Figure 5: Question 5

Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	5%	N=48	30%	N=270	40%	N=359	24%	N=212	100%	N=889
Ease of public parking	21%	N=180	48%	N=414	25%	N=212	6%	N=50	100%	N=856
Ease of travel by car in Orland Park	12%	N=109	39%	N=344	36%	N=316	13%	N=112	100%	N=881
Ease of travel by public transportation in Orland Park	12%	N=52	35%	N=154	30%	N=130	22%	N=97	100%	N=433
Ease of travel by bicycle in Orland Park	15%	N=88	39%	N=227	28%	N=161	17%	N=99	100%	N=576
Ease of walking in Orland Park	23%	N=188	40%	N=331	27%	N=222	11%	N=88	100%	N=828
Availability of paths and walking trails	32%	N=262	40%	N=332	20%	N=169	8%	N=63	100%	N=825
Air quality	29%	N=243	57%	N=486	13%	N=112	1%	N=10	100%	N=851
Cleanliness of Orland Park	35%	N=315	54%	N=481	9%	N=76	2%	N=19	100%	N=891
Overall appearance of Orland Park	34%	N=305	54%	N=482	10%	N=88	2%	N=14	100%	N=888
Public places where people want to spend time	27%	N=226	56%	N=474	15%	N=126	3%	N=27	100%	N=853
Variety of housing options	26%	N=221	52%	N=437	18%	N=147	4%	N=32	100%	N=838
Availability of affordable quality housing	16%	N=122	45%	N=347	31%	N=235	9%	N=66	100%	N=770
Fitness opportunities (including exercise classes and paths or trails, etc.)	38%	N=324	48%	N=408	12%	N=100	1%	N=13	100%	N=844
Recreational opportunities	39%	N=330	48%	N=413	11%	N=93	2%	N=18	100%	N=854
Availability of affordable quality food	38%	N=336	47%	N=415	13%	N=116	2%	N=15	100%	N=883
Availability of affordable quality health care	33%	N=266	51%	N=410	14%	N=111	2%	N=16	100%	N=803
Availability of preventive health services	31%	N=238	51%	N=391	16%	N=122	2%	N=14	100%	N=764
Availability of affordable quality mental health care	26%	N=112	40%	N=173	25%	N=108	8%	N=35	100%	N=429

Figure 6: Question 6

Please rate each of the following characteristics as they relate to Orland Park as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	26%	N=122	49%	N=228	20%	N=95	4%	N=19	100%	N=465
K-12 education	34%	N=194	51%	N=292	13%	N=76	1%	N=7	100%	N=570
Adult educational opportunities	22%	N=128	50%	N=294	22%	N=130	5%	N=31	100%	N=583
Opportunities to attend cultural/arts/music activities	23%	N=171	48%	N=359	25%	N=184	4%	N=34	100%	N=746
Opportunities to participate in religious or spiritual events and activities	37%	N=276	51%	N=386	10%	N=77	2%	N=11	100%	N=751
Employment opportunities	14%	N=78	37%	N=206	35%	N=199	14%	N=81	100%	N=565
Shopping opportunities	57%	N=500	34%	N=299	7%	N=63	2%	N=15	100%	N=877
Cost of living in Orland Park	10%	N=86	43%	N=376	38%	N=327	9%	N=75	100%	N=865
Overall quality of business and service establishments in Orland Park	27%	N=235	58%	N=500	14%	N=123	1%	N=11	100%	N=869
Vibrant downtown/commercial area	19%	N=158	43%	N=364	30%	N=252	9%	N=73	100%	N=847
Overall quality of new development in Orland Park	22%	N=185	52%	N=434	22%	N=182	5%	N=40	100%	N=841
Opportunities to participate in social events and activities	25%	N=193	50%	N=394	22%	N=174	3%	N=23	100%	N=783
Opportunities to volunteer	28%	N=172	48%	N=300	21%	N=128	3%	N=21	100%	N=620
Opportunities to participate in community matters	24%	N=160	48%	N=325	23%	N=160	5%	N=36	100%	N=681
Openness and acceptance of the community toward people of diverse backgrounds	24%	N=176	46%	N=336	23%	N=167	6%	N=46	100%	N=725
Neighborliness of residents in Orland Park	24%	N=208	46%	N=392	24%	N=206	6%	N=47	100%	N=852

The National Citizen Survey™

Figure 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	13%	N=114	87%	N=771	100%	N=885
Made efforts to make your home more energy efficient	15%	N=138	85%	N=752	100%	N=890
Observed a code violation or other hazard in Orland Park	62%	N=545	38%	N=330	100%	N=875
Household member was a victim of a crime in Orland Park	93%	N=821	7%	N=61	100%	N=882
Reported a crime to the police in Orland Park	85%	N=757	15%	N=128	100%	N=885
Stocked supplies in preparation for an emergency	66%	N=580	34%	N=300	100%	N=881
Campaigned or advocated for an issue, cause or candidate	83%	N=732	17%	N=153	100%	N=885
Contacted the Village of Orland Park (in-person, phone, email or web) for help or information	45%	N=395	55%	N=486	100%	N=881
Contacted Orland Park elected officials (in-person, phone, email or web) to express your opinion	87%	N=767	13%	N=115	100%	N=882

Figure 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	14%	N=124	18%	N=154	31%	N=275	37%	N=325	100%	N=878
Visited a neighborhood park or Village park	14%	N=121	26%	N=232	37%	N=324	23%	N=204	100%	N=881
Used Orland Park public libraries or their services	12%	N=106	27%	N=238	32%	N=283	29%	N=258	100%	N=885
Participated in religious or spiritual activities in Orland Park	13%	N=118	28%	N=242	17%	N=146	42%	N=373	100%	N=880
Attended a Village-sponsored event	2%	N=20	5%	N=40	46%	N=400	48%	N=419	100%	N=879
Used bus, rail, subway or other public transportation instead of driving	8%	N=70	3%	N=23	14%	N=122	76%	N=665	100%	N=880
Carpooled with other adults or children instead of driving alone	7%	N=60	9%	N=79	14%	N=120	70%	N=618	100%	N=876
Walked or biked instead of driving	8%	N=74	16%	N=142	21%	N=189	54%	N=474	100%	N=879
Volunteered your time to some group/activity in Orland Park	3%	N=26	7%	N=58	14%	N=120	77%	N=673	100%	N=878
Participated in a club	3%	N=22	5%	N=45	11%	N=98	81%	N=708	100%	N=873
Talked to or visited with your immediate neighbors	37%	N=326	35%	N=312	19%	N=170	8%	N=72	100%	N=879
Done a favor for a neighbor	22%	N=191	31%	N=275	37%	N=331	10%	N=89	100%	N=887

Figure 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	0%	N=3	1%	N=10	17%	N=152	81%	N=710	100%	N=876

Figure 10: 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	48%	N=390	42%	N=344	7%	N=56	3%	N=24	0%	N=0	100%	N=814
Fire services (Fire Protection District)	57%	N=432	40%	N=303	3%	N=19	0%	N=4	0%	N=0	100%	N=757
Ambulance or emergency medical services (Fire Protection District)	62%	N=417	35%	N=233	3%	N=19	1%	N=4	0%	N=0	100%	N=673
Crime prevention	37%	N=278	47%	N=349	12%	N=91	3%	N=23	0%	N=0	100%	N=741
Fire prevention and education (Fire Protection District)	43%	N=285	47%	N=312	8%	N=51	1%	N=8	0%	N=0	100%	N=657
Traffic enforcement	27%	N=225	46%	N=379	20%	N=163	6%	N=53	0%	N=0	100%	N=821
Street repair	14%	N=122	40%	N=343	31%	N=268	14%	N=121	0%	N=0	100%	N=853

The National Citizen Survey™

Please rate the quality of each of the following services in Orland Park:	Excellent		Good		Fair		Poor		Don't know		Total	
Street cleaning	19%	N=157	48%	N=405	25%	N=213	8%	N=67	0%	N=0	100%	N=842
Street lighting	23%	N=196	51%	N=437	18%	N=154	8%	N=66	0%	N=0	100%	N=853
Snow removal	25%	N=214	40%	N=350	22%	N=192	13%	N=111	0%	N=0	100%	N=866
Sidewalk maintenance	18%	N=145	43%	N=337	26%	N=205	13%	N=101	0%	N=0	100%	N=788
Traffic signal timing	13%	N=112	43%	N=357	31%	N=255	13%	N=109	0%	N=0	100%	N=832
Bus or transit services	18%	N=61	41%	N=144	24%	N=85	17%	N=57	0%	N=0	100%	N=348
Garbage collection	44%	N=376	47%	N=398	7%	N=56	2%	N=17	0%	N=0	100%	N=847
Recycling	43%	N=356	43%	N=355	9%	N=76	4%	N=34	0%	N=0	100%	N=822
Yard waste pick-up	43%	N=295	45%	N=307	9%	N=62	3%	N=23	0%	N=0	100%	N=686
Storm drainage	26%	N=200	50%	N=384	17%	N=128	6%	N=49	0%	N=0	100%	N=761
Drinking water	40%	N=344	48%	N=407	9%	N=78	3%	N=25	0%	N=0	100%	N=854
Sewer services	32%	N=244	54%	N=419	11%	N=89	3%	N=20	0%	N=0	100%	N=772
Power (electric and/or gas) utility (utility companies)	32%	N=270	53%	N=453	12%	N=102	3%	N=22	0%	N=0	100%	N=846
Village parks	42%	N=335	49%	N=396	8%	N=60	1%	N=10	0%	N=0	100%	N=801
Recreation programs or classes	39%	N=266	48%	N=328	10%	N=70	2%	N=14	0%	N=0	100%	N=679
Recreation centers or facilities	41%	N=290	46%	N=328	11%	N=78	2%	N=14	0%	N=0	100%	N=710
Land use, planning and zoning	20%	N=133	54%	N=357	19%	N=122	7%	N=43	0%	N=0	100%	N=655
Code enforcement (weeds, abandoned buildings, etc.)	24%	N=147	50%	N=308	19%	N=118	8%	N=48	0%	N=0	100%	N=621
Animal control	27%	N=163	52%	N=312	17%	N=102	4%	N=27	0%	N=0	100%	N=603
Economic development	23%	N=166	52%	N=369	22%	N=156	3%	N=18	0%	N=0	100%	N=710
Health services	26%	N=183	57%	N=392	16%	N=110	1%	N=8	0%	N=0	100%	N=692
Public library services (Library Board)	48%	N=350	42%	N=302	7%	N=51	3%	N=23	0%	N=0	100%	N=725
Public information services	33%	N=236	52%	N=377	13%	N=96	2%	N=15	0%	N=0	100%	N=725
Cable television	20%	N=149	48%	N=364	24%	N=183	8%	N=58	0%	N=0	100%	N=754
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	33%	N=210	49%	N=311	16%	N=106	2%	N=14	0%	N=0	100%	N=640
Preservation of natural areas such as open space, farmlands and greenbelts	32%	N=243	51%	N=394	14%	N=109	3%	N=20	0%	N=0	100%	N=766
Orland Park open space	29%	N=225	49%	N=379	18%	N=143	4%	N=32	0%	N=0	100%	N=779
Village-sponsored special events	32%	N=220	53%	N=366	13%	N=90	3%	N=18	0%	N=0	100%	N=694
Overall customer service by Orland Park employees (police, receptionists, planners, etc.)	32%	N=255	53%	N=422	12%	N=97	2%	N=19	0%	N=0	100%	N=793
Municipal Courts	10%	N=84	22%	N=189	5%	N=46	2%	N=15	61%	N=524	100%	N=859
Services to seniors	19%	N=169	25%	N=218	7%	N=60	2%	N=14	47%	N=406	100%	N=867

Figure 11: 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	35%	N=295	52%	N=442	10%	N=88	2%	N=18	0%	N=0	100%	N=843
The Federal Government	8%	N=61	28%	N=204	38%	N=282	26%	N=191	0%	N=0	100%	N=739
The State Government	7%	N=58	18%	N=156	28%	N=243	34%	N=292	13%	N=110	100%	N=860
Cook County Government	7%	N=59	19%	N=161	29%	N=253	30%	N=261	15%	N=127	100%	N=861

The National Citizen Survey™

Figure 12: 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	19%	N=159	43%	N=352	25%	N=204	12%	N=100	0%	N=0	100%	N=814
The overall direction that Orland Park is taking	23%	N=187	48%	N=401	22%	N=184	7%	N=58	0%	N=0	100%	N=830
The job Orland Park government does at welcoming citizen involvement	18%	N=119	46%	N=314	27%	N=182	9%	N=61	0%	N=0	100%	N=676
Overall confidence in Orland Park government	19%	N=148	50%	N=398	24%	N=195	7%	N=56	0%	N=0	100%	N=798
Generally acting in the best interest of the community	20%	N=158	51%	N=413	21%	N=171	8%	N=68	0%	N=0	100%	N=810
Being honest	19%	N=143	49%	N=361	23%	N=167	9%	N=65	0%	N=0	100%	N=736
Treating all residents fairly	22%	N=158	49%	N=357	23%	N=171	6%	N=46	0%	N=0	100%	N=732
Being transparent with information	16%	N=134	39%	N=337	19%	N=162	8%	N=66	19%	N=163	100%	N=863

Figure 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	69%	N=615	28%	N=246	3%	N=26	0%	N=0	100%	N=888
Overall ease of getting to the places you usually have to visit	43%	N=376	46%	N=406	11%	N=97	1%	N=5	100%	N=884
Quality of overall natural environment in Orland Park	33%	N=291	45%	N=396	20%	N=176	2%	N=15	100%	N=878
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	29%	N=254	45%	N=398	24%	N=208	2%	N=17	100%	N=877
Health and wellness opportunities in Orland Park	35%	N=304	45%	N=395	18%	N=157	2%	N=20	100%	N=876
Overall opportunities for education and enrichment	45%	N=393	40%	N=354	13%	N=112	2%	N=17	100%	N=876
Overall economic health of Orland Park	53%	N=471	41%	N=360	5%	N=44	1%	N=7	100%	N=882
Sense of community	38%	N=331	46%	N=406	14%	N=122	2%	N=19	100%	N=879

Figure 14: Question 14

Please indicate what proportion of your property bill you think each of the following receives:	Most		Some		Least		Total	
Cook County Government	34%	N=245	55%	N=392	11%	N=79	100%	N=715
School District	62%	N=459	35%	N=260	3%	N=26	100%	N=744
Fire Protection District	16%	N=118	70%	N=501	13%	N=96	100%	N=715
Village of Orland Park	12%	N=90	64%	N=470	23%	N=169	100%	N=730
Township Government	6%	N=43	55%	N=370	39%	N=261	100%	N=673

Figure 15: Question 15

Please rate the job the Village of Orland Park does at being pro-active and responsible for the continued growth and development of the community that results in improving quality of life for residents and businesses.	Percent	Number
Excellent	26%	N=227
Good	57%	N=490
Fair	14%	N=120
Poor	3%	N=22
Total	100%	N=859

The National Citizen Survey™

Figure 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	
	%	N	%	N	%	N	%	N	%	N
Make annual investments in facilities and equipment for police and public works	34%	N=297	46%	N=404	18%	N=161	1%	N=12	100%	N=874
Make annual investments in municipal infrastructure (e.g., roads, water and sewer)	47%	N=415	46%	N=402	6%	N=54	1%	N=7	100%	N=878
Make annual investments in parks and recreation/cultural facilities	19%	N=165	49%	N=426	30%	N=262	2%	N=20	100%	N=874
Preserve natural areas (including open spaces, wetlands and woodlands)	26%	N=226	39%	N=344	30%	N=260	5%	N=41	100%	N=871
Adjust new and existing services to address Orland Park's aging population	25%	N=215	43%	N=378	28%	N=242	5%	N=41	100%	N=875
Promote services and programs for seniors	23%	N=204	41%	N=358	31%	N=269	5%	N=42	100%	N=873
Expand and enhance recreation programs	15%	N=135	40%	N=348	40%	N=350	5%	N=41	100%	N=875
Expand and enhance cultural programs	12%	N=108	30%	N=265	45%	N=391	12%	N=108	100%	N=872
Promote and maintain high quality development	27%	N=236	49%	N=426	22%	N=188	3%	N=24	100%	N=874
Enhance and invest in community policing and public safety programs	37%	N=320	45%	N=387	16%	N=141	2%	N=20	100%	N=868
Expand and invest in the Village's special events (e.g. concerts, festivals, etc.)	15%	N=130	37%	N=317	40%	N=339	8%	N=68	100%	N=854
Other	30%	N=86	34%	N=95	19%	N=54	17%	N=48	100%	N=283

Figure 17: Question 17

From your total property tax paid to the County, between 6-8% goes to the Village of Orland Park's municipal government. Prior to this survey, did you think the percentage of property tax that went to the Village was higher than that, lower than that or about that percentage?	Percent	Number
Higher	37%	N=297
Lower	7%	N=56
About that percentage	56%	N=446
Total	100%	N=799

Figure 18: Question 18

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	
	%	N	%	N	%	N	%	N
Village newsletter	59%	N=513	30%	N=263	11%	N=97	100%	N=873
E-mails from the Village	30%	N=254	37%	N=315	33%	N=277	100%	N=846
Village website (www.orland-park.il.us)	48%	N=409	34%	N=291	18%	N=152	100%	N=851
Internet blogs	7%	N=59	34%	N=282	59%	N=494	100%	N=836
Local cable channel (channel 4)	18%	N=155	42%	N=362	40%	N=340	100%	N=857
Local media (e.g., Southtown Star, OP Prairie, OP Patch)	60%	N=520	30%	N=262	10%	N=84	100%	N=866
Social media (e.g., Facebook, Twitter, etc.)	14%	N=123	31%	N=261	55%	N=465	100%	N=849
Phone (CodeRed)	50%	N=428	28%	N=239	22%	N=193	100%	N=860

Figure 19: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	7%	N=64	3%	N=30	10%	N=85	21%	N=182	59%	N=522	100%	N=882
Purchase goods or services from a business located in Orland Park	1%	N=9	1%	N=8	11%	N=98	57%	N=505	30%	N=264	100%	N=885
Eat at least 5 portions of fruits and vegetables a day	4%	N=32	13%	N=114	41%	N=364	30%	N=261	12%	N=108	100%	N=880
Participate in moderate or vigorous physical activity	3%	N=29	14%	N=119	37%	N=328	29%	N=258	17%	N=147	100%	N=882
Read or watch local news (via television, paper, computer, etc.)	1%	N=9	5%	N=43	16%	N=142	30%	N=261	48%	N=428	100%	N=883

The National Citizen Survey™

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	
Vote in local elections	9%	N=80	8%	N=67	10%	N=87	23%	N=203	51%	N=445	100%	N=882

Figure 20: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=157
Very good	43%	N=386
Good	31%	N=279
Fair	6%	N=56
Poor	1%	N=9
Total	100%	N=887

Figure 21: 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	4%	N=31
Somewhat positive	24%	N=211
Neutral	44%	N=392
Somewhat negative	22%	N=194
Very negative	6%	N=55
Total	100%	N=883

Figure 22: Question D4

What is your employment status?	Percent	Number
Working full time for pay	54%	N=480
Working part time for pay	11%	N=95
Unemployed, looking for paid work	5%	N=41
Unemployed, not looking for paid work	3%	N=29
Fully retired	27%	N=237
Total	100%	N=882

Figure 23: Question D5

Do you work inside the boundaries of Orland Park?	Percent	Number
Yes, outside the home	18%	N=153
Yes, from home	6%	N=48
No	76%	N=637
Total	100%	N=838

The National Citizen Survey™

Figure 24: Question D6

How many years have you lived in Orland Park?	Percent	Number
Less than 2 years	10%	N=91
2 to 5 years	12%	N=110
6 to 10 years	16%	N=140
11 to 20 years	26%	N=233
More than 20 years	35%	N=310
Total	100%	N=885

Figure 25: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	55%	N=487
Building with two or more homes (duplex, townhome, apartment or condominium)	43%	N=382
Mobile home	2%	N=15
Other	0%	N=0
Total	100%	N=884

Figure 26: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	10%	N=90
Owned	90%	N=791
Total	100%	N=881

Figure 27: 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=14
\$300 to \$599 per month	9%	N=72
\$600 to \$999 per month	21%	N=179
\$1,000 to \$1,499 per month	26%	N=221
\$1,500 to \$2,499 per month	28%	N=231
\$2,500 or more per month	14%	N=121
Total	100%	N=839

Figure 28: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	67%	N=591
Yes	33%	N=296
Total	100%	N=887

The National Citizen Survey™

Figure 29: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=586
Yes	34%	N=299
Total	100%	N=885

Figure 30: 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	9%	N=73
\$25,000 to \$49,999	22%	N=179
\$50,000 to \$99,999	33%	N=271
\$100,000 to \$149,999	21%	N=174
\$150,000 or more	15%	N=120
Total	100%	N=816

Figure 31: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=828
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=31
Total	100%	N=859

Figure 32: 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	1%	N=9
Asian, Asian Indian or Pacific Islander	5%	N=41
Black or African American	1%	N=5
White	91%	N=795
Other	4%	N=31

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

Figure 33: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=11
25 to 34 years	18%	N=156
35 to 44 years	13%	N=112
45 to 54 years	23%	N=205
55 to 64 years	16%	N=143
65 to 74 years	16%	N=141
75 years or older	13%	N=112
Total	100%	N=879

The National Citizen Survey™

Figure 34: Question D16

What is your sex?	Percent	Number
Female	54%	N=479
Male	46%	N=402
Total	100%	N=881

Figure 35: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	43%	N=380
Land line	32%	N=287
Both	25%	N=220
Total	100%	N=887

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=”).

Figure 36: 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=446	45%	N=405	4%	N=37	0%	N=4	0%	N=0	100%	N=893
Your neighborhood as a place to live	46%	N=407	45%	N=404	8%	N=69	1%	N=11	0%	N=0	100%	N=891
Orland Park as a place to raise children	46%	N=407	37%	N=324	6%	N=54	1%	N=6	10%	N=90	100%	N=882
Orland Park as a place to work	19%	N=166	29%	N=256	17%	N=148	3%	N=25	32%	N=286	100%	N=881
Orland Park as a place to visit	30%	N=263	46%	N=407	17%	N=149	3%	N=22	5%	N=40	100%	N=881
Orland Park as a place to retire	26%	N=230	29%	N=257	23%	N=201	8%	N=75	13%	N=115	100%	N=878
The overall quality of life in Orland Park	40%	N=354	51%	N=457	8%	N=75	0%	N=4	0%	N=0	100%	N=890

Figure 37: 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=342	52%	N=467	8%	N=71	2%	N=14	0%	N=0	100%	N=894
Overall ease of getting to the places you usually have to visit	24%	N=210	44%	N=393	27%	N=238	5%	N=48	0%	N=1	100%	N=891
Quality of overall natural environment in Orland Park	33%	N=296	52%	N=465	12%	N=104	2%	N=18	0%	N=4	100%	N=888
Overall ""built environment"" of Orland Park (including overall design, buildings, parks and transportation systems)	26%	N=236	53%	N=469	18%	N=160	2%	N=21	1%	N=6	100%	N=892
Health and wellness opportunities in Orland Park	34%	N=302	48%	N=427	11%	N=94	2%	N=16	6%	N=53	100%	N=892
Overall opportunities for education and enrichment	36%	N=321	42%	N=373	13%	N=118	1%	N=9	7%	N=64	100%	N=885
Overall economic health of Orland Park	30%	N=269	49%	N=440	14%	N=121	2%	N=16	5%	N=43	100%	N=889
Sense of community	23%	N=201	50%	N=440	21%	N=180	4%	N=33	2%	N=22	100%	N=876
Overall image or reputation of Orland Park	37%	N=330	50%	N=448	10%	N=92	1%	N=12	1%	N=7	100%	N=889

Figure 38: 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	60%	N=537	33%	N=294	4%	N=37	2%	N=18	1%	N=5	100%	N=890
Remain in Orland Park for the next five years	66%	N=591	22%	N=198	5%	N=41	4%	N=38	2%	N=21	100%	N=889

Figure 39: 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	70%	N=625	24%	N=215	3%	N=28	2%	N=13	1%	N=5	0%	N=3	100%	N=889
In Orland Park's downtown/commercial area during the day	52%	N=464	34%	N=304	7%	N=59	3%	N=27	1%	N=6	3%	N=26	100%	N=886

The National Citizen Survey™

Figure 40: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	5%	N=48	30%	N=270	40%	N=359	24%	N=212	0%	N=2	100%	N=892
Ease of public parking	20%	N=180	46%	N=414	24%	N=212	6%	N=50	4%	N=35	100%	N=891
Ease of travel by car in Orland Park	12%	N=109	39%	N=344	36%	N=316	13%	N=112	1%	N=9	100%	N=890
Ease of travel by public transportation in Orland Park	6%	N=52	17%	N=154	15%	N=130	11%	N=97	51%	N=446	100%	N=879
Ease of travel by bicycle in Orland Park	10%	N=88	26%	N=227	18%	N=161	11%	N=99	34%	N=299	100%	N=875
Ease of walking in Orland Park	21%	N=188	37%	N=331	25%	N=222	10%	N=88	7%	N=58	100%	N=886
Availability of paths and walking trails	30%	N=262	37%	N=332	19%	N=169	7%	N=63	7%	N=61	100%	N=886
Air quality	27%	N=243	55%	N=486	13%	N=112	1%	N=10	4%	N=36	100%	N=887
Cleanliness of Orland Park	35%	N=315	54%	N=481	9%	N=76	2%	N=19	0%	N=0	100%	N=891
Overall appearance of Orland Park	34%	N=305	54%	N=482	10%	N=88	2%	N=14	0%	N=2	100%	N=890
Public places where people want to spend time	26%	N=226	54%	N=474	14%	N=126	3%	N=27	4%	N=31	100%	N=885
Variety of housing options	25%	N=221	49%	N=437	17%	N=147	4%	N=32	6%	N=50	100%	N=888
Availability of affordable quality housing	14%	N=122	39%	N=347	26%	N=235	7%	N=66	13%	N=118	100%	N=888
Fitness opportunities (including exercise classes and paths or trails, etc.)	37%	N=324	46%	N=408	11%	N=100	1%	N=13	5%	N=43	100%	N=887
Recreational opportunities	37%	N=330	47%	N=413	10%	N=93	2%	N=18	4%	N=33	100%	N=887
Availability of affordable quality food	38%	N=336	47%	N=415	13%	N=116	2%	N=15	1%	N=10	100%	N=893
Availability of affordable quality health care	30%	N=266	46%	N=410	12%	N=111	2%	N=16	10%	N=87	100%	N=890
Availability of preventive health services	27%	N=238	44%	N=391	14%	N=122	2%	N=14	14%	N=120	100%	N=884
Availability of affordable quality mental health care	13%	N=112	20%	N=173	12%	N=108	4%	N=35	51%	N=455	100%	N=884

Figure 41: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	14%	N=122	26%	N=228	11%	N=95	2%	N=19	47%	N=412	100%	N=877
K-12 education	22%	N=194	33%	N=292	9%	N=76	1%	N=7	35%	N=307	100%	N=876
Adult educational opportunities	15%	N=128	33%	N=294	15%	N=130	4%	N=31	34%	N=296	100%	N=879
Opportunities to attend cultural/arts/music activities	20%	N=171	41%	N=359	21%	N=184	4%	N=34	14%	N=126	100%	N=873
Opportunities to participate in religious or spiritual events and activities	31%	N=276	44%	N=386	9%	N=77	1%	N=11	15%	N=131	100%	N=883
Employment opportunities	9%	N=78	24%	N=206	23%	N=199	9%	N=81	35%	N=311	100%	N=876
Shopping opportunities	57%	N=500	34%	N=299	7%	N=63	2%	N=15	1%	N=7	100%	N=884
Cost of living in Orland Park	10%	N=86	43%	N=376	37%	N=327	9%	N=75	1%	N=11	100%	N=876
Overall quality of business and service establishments in Orland Park	27%	N=235	57%	N=500	14%	N=123	1%	N=11	2%	N=14	100%	N=883
Vibrant downtown/commercial area	18%	N=158	42%	N=364	29%	N=252	8%	N=73	3%	N=28	100%	N=875
Overall quality of new development in Orland Park	21%	N=185	49%	N=434	21%	N=182	5%	N=40	5%	N=42	100%	N=883
Opportunities to participate in social events and activities	22%	N=193	44%	N=394	20%	N=174	3%	N=23	12%	N=102	100%	N=885
Opportunities to volunteer	19%	N=172	34%	N=300	14%	N=128	2%	N=21	30%	N=268	100%	N=888
Opportunities to participate in community matters	18%	N=160	37%	N=325	18%	N=160	4%	N=36	22%	N=194	100%	N=876
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=176	38%	N=336	19%	N=167	5%	N=46	17%	N=152	100%	N=878
Neighborliness of residents in Orland Park	24%	N=208	45%	N=392	23%	N=206	5%	N=47	3%	N=27	100%	N=880

The National Citizen Survey™

Figure 42: 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	13%	N=114	87%	N=771	100%	N=885
Made efforts to make your home more energy efficient	15%	N=138	85%	N=752	100%	N=890
Observed a code violation or other hazard in Orland Park	62%	N=545	38%	N=330	100%	N=875
Household member was a victim of a crime in Orland Park	93%	N=821	7%	N=61	100%	N=882
Reported a crime to the police in Orland Park	85%	N=757	15%	N=128	100%	N=885
Stocked supplies in preparation for an emergency	66%	N=580	34%	N=300	100%	N=881
Campaigned or advocated for an issue, cause or candidate	83%	N=732	17%	N=153	100%	N=885
Contacted the Village of Orland Park (in-person, phone, email or web) for help or information	45%	N=395	55%	N=486	100%	N=881
Contacted Orland Park elected officials (in-person, phone, email or web) to express your opinion	87%	N=767	13%	N=115	100%	N=882

Figure 43: 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	14%	N=124	18%	N=154	31%	N=275	37%	N=325	100%	N=878
Visited a neighborhood park or Village park	14%	N=121	26%	N=232	37%	N=324	23%	N=204	100%	N=881
Used Orland Park public libraries or their services	12%	N=106	27%	N=238	32%	N=283	29%	N=258	100%	N=885
Participated in religious or spiritual activities in Orland Park	13%	N=118	28%	N=242	17%	N=146	42%	N=373	100%	N=880
Attended a Village-sponsored event	2%	N=20	5%	N=40	46%	N=400	48%	N=419	100%	N=879
Used bus, rail, subway or other public transportation instead of driving	8%	N=70	3%	N=23	14%	N=122	76%	N=665	100%	N=880
Carpooled with other adults or children instead of driving alone	7%	N=60	9%	N=79	14%	N=120	70%	N=618	100%	N=876
Walked or biked instead of driving	8%	N=74	16%	N=142	21%	N=189	54%	N=474	100%	N=879
Volunteered your time to some group/activity in Orland Park	3%	N=26	7%	N=58	14%	N=120	77%	N=673	100%	N=878
Participated in a club	3%	N=22	5%	N=45	11%	N=98	81%	N=708	100%	N=873
Talked to or visited with your immediate neighbors	37%	N=326	35%	N=312	19%	N=170	8%	N=72	100%	N=879
Done a favor for a neighbor	22%	N=191	31%	N=275	37%	N=331	10%	N=89	100%	N=887

Figure 44: 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	0%	N=3	1%	N=10	17%	N=152	81%	N=710	100%	N=876

Figure 45: 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=390	40%	N=344	7%	N=56	3%	N=24	6%	N=50	100%	N=864
Fire services (Fire Protection District)	50%	N=432	35%	N=303	2%	N=19	0%	N=4	13%	N=113	100%	N=870
Ambulance or emergency medical services (Fire Protection District)	48%	N=417	27%	N=233	2%	N=19	0%	N=4	22%	N=193	100%	N=866
Crime prevention	32%	N=278	40%	N=349	11%	N=91	3%	N=23	14%	N=121	100%	N=862
Fire prevention and education (Fire Protection District)	33%	N=285	36%	N=312	6%	N=51	1%	N=8	23%	N=200	100%	N=856
Traffic enforcement	26%	N=225	44%	N=379	19%	N=163	6%	N=53	5%	N=40	100%	N=861
Street repair	14%	N=122	39%	N=343	31%	N=268	14%	N=121	2%	N=17	100%	N=870

The National Citizen Survey™

Please rate the quality of each of the following services in Orland Park:	Excellent		Good		Fair		Poor		Don't know		Total	
Street cleaning	18%	N=157	47%	N=405	25%	N=213	8%	N=67	3%	N=25	100%	N=868
Street lighting	23%	N=196	51%	N=437	18%	N=154	8%	N=66	1%	N=9	100%	N=862
Snow removal	25%	N=214	40%	N=350	22%	N=192	13%	N=111	0%	N=4	100%	N=870
Sidewalk maintenance	17%	N=145	39%	N=337	24%	N=205	12%	N=101	9%	N=75	100%	N=863
Traffic signal timing	13%	N=112	41%	N=357	29%	N=255	13%	N=109	4%	N=31	100%	N=864
Bus or transit services	7%	N=61	17%	N=144	10%	N=85	7%	N=57	59%	N=506	100%	N=854
Garbage collection	43%	N=376	46%	N=398	7%	N=56	2%	N=17	2%	N=21	100%	N=868
Recycling	41%	N=356	41%	N=355	9%	N=76	4%	N=34	6%	N=48	100%	N=870
Yard waste pick-up	34%	N=295	36%	N=307	7%	N=62	3%	N=23	21%	N=177	100%	N=863
Storm drainage	23%	N=200	44%	N=384	15%	N=128	6%	N=49	12%	N=104	100%	N=865
Drinking water	39%	N=344	47%	N=407	9%	N=78	3%	N=25	2%	N=16	100%	N=870
Sewer services	28%	N=244	49%	N=419	10%	N=89	2%	N=20	10%	N=90	100%	N=863
Power (electric and/or gas) utility (utility companies)	31%	N=270	52%	N=453	12%	N=102	2%	N=22	2%	N=18	100%	N=864
Village parks	39%	N=335	46%	N=396	7%	N=60	1%	N=10	8%	N=66	100%	N=866
Recreation programs or classes	31%	N=266	38%	N=328	8%	N=70	2%	N=14	21%	N=183	100%	N=862
Recreation centers or facilities	34%	N=290	38%	N=328	9%	N=78	2%	N=14	18%	N=154	100%	N=864
Land use, planning and zoning	15%	N=133	41%	N=357	14%	N=122	5%	N=43	24%	N=208	100%	N=863
Code enforcement (weeds, abandoned buildings, etc.)	17%	N=147	36%	N=308	14%	N=118	6%	N=48	28%	N=245	100%	N=867
Animal control	19%	N=163	36%	N=312	12%	N=102	3%	N=27	30%	N=262	100%	N=865
Economic development	19%	N=166	43%	N=369	18%	N=156	2%	N=18	17%	N=146	100%	N=856
Health services	21%	N=183	46%	N=392	13%	N=110	1%	N=8	19%	N=164	100%	N=855
Public library services (Library Board)	40%	N=350	35%	N=302	6%	N=51	3%	N=23	16%	N=143	100%	N=868
Public information services	27%	N=236	44%	N=377	11%	N=96	2%	N=15	16%	N=139	100%	N=864
Cable television	17%	N=149	42%	N=364	21%	N=183	7%	N=58	12%	N=106	100%	N=859
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	24%	N=210	36%	N=311	12%	N=106	2%	N=14	26%	N=224	100%	N=864
Preservation of natural areas such as open space, farmlands and greenbelts	28%	N=243	46%	N=394	13%	N=109	2%	N=20	11%	N=93	100%	N=860
Orland Park open space	26%	N=225	44%	N=379	17%	N=143	4%	N=32	10%	N=83	100%	N=861
Village-sponsored special events	26%	N=220	43%	N=366	11%	N=90	2%	N=18	19%	N=159	100%	N=853
Overall customer service by Orland Park employees (police, receptionists, planners, etc.)	30%	N=255	49%	N=422	11%	N=97	2%	N=19	8%	N=70	100%	N=864
Municipal Courts	10%	N=84	22%	N=189	5%	N=46	2%	N=15	61%	N=524	100%	N=859
Services to seniors	19%	N=169	25%	N=218	7%	N=60	2%	N=14	47%	N=406	100%	N=867

Figure 46: 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	34%	N=295	51%	N=442	10%	N=88	2%	N=18	2%	N=21	100%	N=864
The Federal Government	7%	N=61	24%	N=204	33%	N=282	22%	N=191	14%	N=120	100%	N=859
The State Government	7%	N=58	18%	N=156	28%	N=243	34%	N=292	13%	N=110	100%	N=860
Cook County Government	7%	N=59	19%	N=161	29%	N=253	30%	N=261	15%	N=127	100%	N=861

The National Citizen Survey™

Figure 47: 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	18%	N=159	41%	N=352	24%	N=204	12%	N=100	6%	N=49	100%	N=863
The overall direction that Orland Park is taking	22%	N=187	46%	N=401	21%	N=184	7%	N=58	4%	N=38	100%	N=868
The job Orland Park government does at welcoming citizen involvement	14%	N=119	36%	N=314	21%	N=182	7%	N=61	22%	N=189	100%	N=865
Overall confidence in Orland Park government	17%	N=148	46%	N=398	23%	N=195	7%	N=56	8%	N=65	100%	N=864
Generally acting in the best interest of the community	18%	N=158	48%	N=413	20%	N=171	8%	N=68	6%	N=53	100%	N=863
Being honest	17%	N=143	42%	N=361	19%	N=167	7%	N=65	15%	N=128	100%	N=863
Treating all residents fairly	18%	N=158	41%	N=357	20%	N=171	5%	N=46	15%	N=134	100%	N=865
Being transparent with information	16%	N=134	39%	N=337	19%	N=162	8%	N=66	19%	N=163	100%	N=863

Figure 48: 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	69%	N=615	28%	N=246	3%	N=26	0%	N=0	100%	N=888
Overall ease of getting to the places you usually have to visit	43%	N=376	46%	N=406	11%	N=97	1%	N=5	100%	N=884
Quality of overall natural environment in Orland Park	33%	N=291	45%	N=396	20%	N=176	2%	N=15	100%	N=878
Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	29%	N=254	45%	N=398	24%	N=208	2%	N=17	100%	N=877
Health and wellness opportunities in Orland Park	35%	N=304	45%	N=395	18%	N=157	2%	N=20	100%	N=876
Overall opportunities for education and enrichment	45%	N=393	40%	N=354	13%	N=112	2%	N=17	100%	N=876
Overall economic health of Orland Park	53%	N=471	41%	N=360	5%	N=44	1%	N=7	100%	N=882
Sense of community	38%	N=331	46%	N=406	14%	N=122	2%	N=19	100%	N=879

Figure 49: Question 14

Please indicate what proportion of your property tax bill you think each of the following receives:	Most		Some		Least		Don't know		Total	
Cook County Government	29%	N=245	46%	N=392	9%	N=79	16%	N=139	100%	N=854
School District	53%	N=459	30%	N=260	3%	N=26	13%	N=115	100%	N=859
Fire Protection District	14%	N=118	59%	N=501	11%	N=96	16%	N=136	100%	N=851
Village of Orland Park	11%	N=90	55%	N=470	20%	N=169	15%	N=126	100%	N=856
Township Government	5%	N=43	43%	N=370	30%	N=261	21%	N=183	100%	N=857

Figure 50: Question 15

Please rate the job the Village of Orland Park does at being pro-active and responsible for the continued growth and development of the community that results in improving quality of life for residents and businesses.	Percent	Number
Excellent	26%	N=227
Good	57%	N=490
Fair	14%	N=120
Poor	3%	N=22
Total	100%	N=859

The National Citizen Survey™

Figure 51: 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	34%	N=297	46%	N=404	18%	N=161	1%	N=12	100%	N=874
Make annual investments in municipal infrastructure (e.g., roads, water and sewer)	47%	N=415	46%	N=402	6%	N=54	1%	N=7	100%	N=878
Make annual investments in parks and recreation/cultural facilities	19%	N=165	49%	N=426	30%	N=262	2%	N=20	100%	N=874
Preserve natural areas (including open spaces, wetlands and woodlands)	26%	N=226	39%	N=344	30%	N=260	5%	N=41	100%	N=871
Adjust new and existing services to address Orland Park's aging population	25%	N=215	43%	N=378	28%	N=242	5%	N=41	100%	N=875
Promote services and programs for seniors	23%	N=204	41%	N=358	31%	N=269	5%	N=42	100%	N=873
Expand and enhance recreation programs	15%	N=135	40%	N=348	40%	N=350	5%	N=41	100%	N=875
Expand and enhance cultural programs	12%	N=108	30%	N=265	45%	N=391	12%	N=108	100%	N=872
Promote and maintain high quality development	27%	N=236	49%	N=426	22%	N=188	3%	N=24	100%	N=874
Enhance and invest in community policing and public safety programs	37%	N=320	45%	N=387	16%	N=141	2%	N=20	100%	N=868
Expand and invest in the Village's special events (e.g. concerts, festivals, etc.)	15%	N=130	37%	N=317	40%	N=339	8%	N=68	100%	N=854
Other	30%	N=86	34%	N=95	19%	N=54	17%	N=48	100%	N=283

Figure 52: Question 17

From your total property tax paid to the County, between 6-8% goes to the Village of Orland Park's municipal government. Prior to this survey, did you think the percentage of property tax that went to the Village was higher than that, lower than that or about that percentage?	Percent	Number
Higher	37%	N=297
Lower	7%	N=56
About that percentage	56%	N=446
Total	100%	N=799

Figure 53: Question 18

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	59%	N=513	30%	N=263	11%	N=97	100%	N=873
E-mails from the Village	30%	N=254	37%	N=315	33%	N=277	100%	N=846
Village website (www.orland-park.il.us)	48%	N=409	34%	N=291	18%	N=152	100%	N=851
Internet blogs	7%	N=59	34%	N=282	59%	N=494	100%	N=836
Local cable channel (channel 4)	18%	N=155	42%	N=362	40%	N=340	100%	N=857
Local media (e.g., Southtown Star, OP Prairie, OP Patch)	60%	N=520	30%	N=262	10%	N=84	100%	N=866
Social media (e.g., Facebook, Twitter, etc.)	14%	N=123	31%	N=261	55%	N=465	100%	N=849
Phone (CodeRed)	50%	N=428	28%	N=239	22%	N=193	100%	N=860

Figure 54: 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	7%	N=64	3%	N=30	10%	N=85	21%	N=182	59%	N=522	100%	N=882
Purchase goods or services from a business located in Orland Park	1%	N=9	1%	N=8	11%	N=98	57%	N=505	30%	N=264	100%	N=885
Eat at least 5 portions of fruits and vegetables a day	4%	N=32	13%	N=114	41%	N=364	30%	N=261	12%	N=108	100%	N=880
Participate in moderate or vigorous physical activity	3%	N=29	14%	N=119	37%	N=328	29%	N=258	17%	N=147	100%	N=882
Read or watch local news (via television, paper, computer, etc.)	1%	N=9	5%	N=43	16%	N=142	30%	N=261	48%	N=428	100%	N=883

The National Citizen Survey™

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	
Vote in local elections	9%	N=80	8%	N=67	10%	N=87	23%	N=203	51%	N=445	100%	N=882

Figure 55: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=157
Very good	43%	N=386
Good	31%	N=279
Fair	6%	N=56
Poor	1%	N=9
Total	100%	N=887

Figure 56: 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	4%	N=31
Somewhat positive	24%	N=211
Neutral	44%	N=392
Somewhat negative	22%	N=194
Very negative	6%	N=55
Total	100%	N=883

Figure 57: Question D4

What is your employment status?	Percent	Number
Working full time for pay	54%	N=480
Working part time for pay	11%	N=95
Unemployed, looking for paid work	5%	N=41
Unemployed, not looking for paid work	3%	N=29
Fully retired	27%	N=237
Total	100%	N=882

Figure 58: Question D5

Do you work inside the boundaries of Orland Park?	Percent	Number
Yes, outside the home	18%	N=153
Yes, from home	6%	N=48
No	76%	N=637
Total	100%	N=838

Figure 59: Question D6

How many years have you lived in Orland Park?	Percent	Number
Less than 2 years	10%	N=91
2 to 5 years	12%	N=110
6 to 10 years	16%	N=140
11 to 20 years	26%	N=233
More than 20 years	35%	N=310
Total	100%	N=885

Figure 60: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	55%	N=487
Building with two or more homes (duplex, townhome, apartment or condominium)	43%	N=382
Mobile home	2%	N=15
Other	0%	N=0
Total	100%	N=884

Figure 61: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	10%	N=90
Owned	90%	N=791
Total	100%	N=881

Figure 62: 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=14
\$300 to \$599 per month	9%	N=72
\$600 to \$999 per month	21%	N=179
\$1,000 to \$1,499 per month	26%	N=221
\$1,500 to \$2,499 per month	28%	N=231
\$2,500 or more per month	14%	N=121
Total	100%	N=839

Figure 63: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	67%	N=591
Yes	33%	N=296
Total	100%	N=887

Figure 64: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	66%	N=586
Yes	34%	N=299
Total	100%	N=885

Figure 65: 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	9%	N=73
\$25,000 to \$49,999	22%	N=179
\$50,000 to \$99,999	33%	N=271
\$100,000 to \$149,999	21%	N=174
\$150,000 or more	15%	N=120
Total	100%	N=816

Figure 66: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=828
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=31
Total	100%	N=859

Figure 67: 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	1%	N=9
Asian, Asian Indian or Pacific Islander	5%	N=41
Black or African American	1%	N=5
White	91%	N=795
Other	4%	N=31

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

Figure 68: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=11
25 to 34 years	18%	N=156
35 to 44 years	13%	N=112
45 to 54 years	23%	N=205
55 to 64 years	16%	N=143
65 to 74 years	16%	N=141
75 years or older	13%	N=112
Total	100%	N=879

The National Citizen Survey™

Figure 69: Question D16

What is your sex?	Percent	Number
Female	54%	N=479
Male	46%	N=402
Total	100%	N=881

Figure 70: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	43%	N=380
Land line	32%	N=287
Both	25%	N=220
Total	100%	N=887

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.

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

Figure 71: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Orland Park	91%	87	360	Similar
Overall image or reputation of Orland Park	88%	50	273	Higher
Orland Park as a place to live	95%	73	301	Similar
Your neighborhood as a place to live	91%	51	239	Similar
Orland Park as a place to raise children	92%	59	299	Higher
Orland Park as a place to retire	64%	127	286	Similar
Overall appearance of Orland Park	89%	47	277	Higher

Figure 72: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Orland Park	90%	39	113	Similar
	In your neighborhood during the day	95%	113	274	Similar
	In Orland Park's downtown/commercial area during the day	89%	143	235	Similar
Mobility	Overall ease of getting to the places you usually have to visit	68%	19	31	Similar
	Availability of paths and walking trails	72%	65	215	Similar
	Ease of walking in Orland Park	63%	117	229	Similar
	Ease of travel by bicycle in Orland Park	55%	117	236	Similar
	Ease of travel by public transportation in Orland Park	47%	35	62	Similar
	Ease of travel by car in Orland Park	51%	177	233	Similar
	Ease of public parking	69%	6	23	Similar
	Traffic flow on major streets	36%	209	269	Similar
Natural Environment	Quality of overall natural environment in Orland Park	86%	48	218	Similar
	Cleanliness of Orland Park	89%	47	214	Higher
	Air quality	86%	43	198	Similar
Built Environment	Overall "built environment" of Orland Park (including overall design, buildings, parks and transportation systems)	80%	6	29	Higher
	Overall quality of new development in Orland Park	74%	37	223	Similar
	Availability of affordable quality housing	61%	40	241	Similar
	Variety of housing options	79%	15	207	Higher
	Public places where people want to spend time	82%	8	27	Higher
	Overall economic health of Orland Park	84%	6	32	Higher
Economy	Vibrant downtown/commercial area	62%	8	27	Higher
	Overall quality of business and service establishments in Orland Park	85%	19	206	Higher
	Cost of living in Orland Park	53%	8	29	Similar
	Shopping opportunities	91%	5	229	Much higher
	Employment opportunities	50%	31	246	Higher
	Orland Park as a place to visit	80%	11	41	Similar
	Orland Park as a place to work	71%	79	275	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Health and wellness opportunities in Orland Park	87%	7	29	Higher
	Availability of affordable quality mental health care	67%	6	27	Higher
	Availability of preventive health services	82%	8	167	Higher
	Availability of affordable quality health care	84%	6	202	Higher
	Availability of affordable quality food	85%	3	167	Higher
	Recreational opportunities	87%	20	239	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	87%	6	29	Higher
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	88%	19	165	Similar
	Opportunities to attend cultural/arts/music activities	71%	47	236	Higher
	Adult educational opportunities	72%	5	26	Similar
	K-12 education	85%	54	195	Similar
	Availability of affordable quality child care/preschool	75%	4	202	Higher
Community Engagement	Opportunities to participate in social events and activities	75%	42	196	Similar
	Neighborliness of Orland Park	70%	7	28	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	71%	51	226	Similar
	Opportunities to participate in community matters	71%	50	204	Similar
	Opportunities to volunteer	76%	83	208	Similar

Figure 73: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the Village of Orland Park	87%	28	336	Higher
Overall customer service by Orland Park employees (police, receptionists, planners, etc.)	85%	99	286	Similar
Value of services for the taxes paid to Orland Park	63%	85	318	Similar
Overall direction that Orland Park is taking	71%	36	260	Similar
Job Orland Park government does at welcoming citizen involvement	64%	48	241	Similar
Overall confidence in Orland Park government	68%	5	31	Higher
Generally acting in the best interest of the community	71%	7	29	Higher
Being honest	69%	6	29	Similar
Treating all residents fairly	70%	5	29	Higher
Services provided by the Federal Government	36%	138	198	Similar

Figure 74: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police/Sheriff services	90%	36	336	Higher
	Fire services	97%	41	282	Similar
	Ambulance or emergency medical services	97%	16	266	Similar
	Crime prevention	85%	30	271	Higher
	Fire prevention and education	91%	15	229	Higher
	Animal control	79%	16	256	Higher

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	81%	7	227	Higher
Mobility	Traffic enforcement	74%	51	298	Similar
	Street repair	54%	139	343	Similar
	Street cleaning	67%	103	230	Similar
	Street lighting	74%	34	255	Similar
	Snow removal	65%	109	233	Similar
	Sidewalk maintenance	61%	86	233	Similar
	Traffic signal timing	56%	66	200	Similar
	Bus or transit services	59%	80	174	Similar
Natural Environment	Garbage collection	91%	41	274	Similar
	Recycling	87%	74	284	Similar
	Yard waste pick-up	88%	26	203	Higher
	Drinking water	88%	22	257	Higher
	Preservation of natural areas such as open space, farmlands and greenbelts	83%	11	208	Higher
Built Environment	Orland Park open space	78%	13	42	Similar
	Storm drainage	77%	44	283	Similar
	Sewer services	86%	47	241	Similar
	Power (electric and/or gas) utility	85%	14	117	Similar
	Land use, planning and zoning	75%	8	232	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	73%	18	284	Higher
	Cable television	68%	18	155	Similar
Economy	Economic development	75%	7	222	Higher
Recreation and Wellness	Village parks	91%	54	254	Similar
	Recreation programs or classes	88%	23	260	Higher
	Recreation centers or facilities	87%	23	219	Higher
	Health services	83%	21	154	Higher
Education and Enrichment	Village-sponsored special events	84%	4	32	Higher
	Public library services	90%	62	271	Similar
Community Engagement	Public information services	85%	10	214	Higher

Figure 75: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	75%	63	241	Similar
Recommend living in Orland Park to someone who asks	94%	57	210	Similar
Remain in Orland Park for the next five years	91%	29	210	Similar
Contacted Orland Park (in-person, phone, email or web) for help or information	55%	54	238	Similar

Figure 76: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	34%	16	26	Similar
	Did NOT report a crime to the police	85%	6	28	Similar

The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Household member was NOT a victim of a crime	93%	36	213	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	24%	14	28	Similar
	Carpooled with other adults or children instead of driving alone	30%	28	28	Lower
	Walked or biked instead of driving	46%	20	28	Similar
Natural Environment	Made efforts to conserve water	87%	9	27	Similar
	Made efforts to make your home more energy efficient	85%	2	27	Similar
Built Environment	Recycle at home	89%	92	203	Similar
	Did NOT observe a code violation or other hazard in Orland Park	62%	8	28	Similar
Economy	NOT experiencing housing costs stress	65%	114	198	Similar
	Purchase goods or services from a business located in Orland Park	98%	7	27	Similar
	Economy will have positive impact on income	27%	35	198	Similar
Recreation and Wellness	Work inside boundaries of Orland Park	24%	25	27	Lower
	Used Orland Park recreation centers or their services	63%	43	177	Similar
	Visited a neighborhood park or Village park	77%	194	208	Similar
	Eat at least 5 portions of fruits and vegetables a day	83%	15	27	Similar
	Participate in moderate or vigorous physical activity	83%	14	27	Similar
	In very good to excellent health	61%	16	27	Similar
Education and Enrichment	Used Orland Park public libraries or their services	71%	86	186	Similar
	Participated in religious or spiritual activities in Orland Park	58%	48	158	Similar
	Attended Village-sponsored event	52%	12	27	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	17%	24	28	Similar
	Contacted Orland Park elected officials (in-person, phone, email or web) to express your opinion	13%	20	27	Similar
	Volunteered your time to some group/activity in Orland Park	23%	195	206	Much lower
	Participated in a club	19%	159	181	Lower
	Talked to or visited with your immediate neighbors	92%	11	27	Similar
	Done a favor for a neighbor	90%	2	25	Similar
	Attended a local public meeting	19%	160	209	Similar
	Read or watch local news (via television, paper, computer, etc.)	94%	2	27	Similar
	Vote in local elections	83%	52	198	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.

Abilene city, KS 6,844
 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

The National Citizen Survey™

Altoona city, IA.....	14,541	Charlotte County, FL.....	159,978
Ames city, IA.....	58,965	Charlottesville city, VA.....	43,475
Andover CDP, MA.....	8,762	Chesterfield County, VA.....	316,236
Ankeny city, IA.....	45,582	Chippewa Falls city, WI.....	13,661
Ann Arbor city, MI.....	113,934	Citrus Heights city, CA.....	83,301
Annapolis city, MD.....	38,394	Clayton city, MO.....	15,939
Apple Valley town, CA.....	69,135	Clive city, IA.....	15,447
Arlington city, TX.....	365,438	Clovis city, CA.....	95,631
Arlington County, VA.....	207,627	College Park city, MD.....	30,413
Arvada city, CO.....	106,433	College Station city, TX.....	93,857
Ashland city, OR.....	20,078	Colleyville city, TX.....	22,807
Ashland town, VA.....	7,225	Collinsville city, IL.....	25,579
Aspen city, CO.....	6,658	Columbia city, MO.....	108,500
Auburn city, AL.....	53,380	Columbus city, WI.....	4,991
Auburn city, WA.....	70,180	Commerce City city, CO.....	45,913
Aurora city, CO.....	325,078	Concord city, CA.....	122,067
Austin city, TX.....	790,390	Concord town, MA.....	17,668
Bainbridge Island city, WA.....	23,025	Conyers city, GA.....	15,195
Baltimore city, MD.....	620,961	Cookeville city, TN.....	30,435
Baltimore County, MD.....	805,029	Coon Rapids city, MN.....	61,476
Battle Creek city, MI.....	52,347	Cooper City city, FL.....	28,547
Bay City city, MI.....	34,932	Coronado city, CA.....	18,912
Baytown city, TX.....	71,802	Corvallis city, OR.....	54,462
Bedford town, MA.....	13,320	Cross Roads town, TX.....	1,563
Bellevue city, WA.....	122,363	Crystal Lake city, IL.....	40,743
Beltrami County, MN.....	44,442	Dade City city, FL.....	6,437
Benbrook city, TX.....	21,234	Dakota County, MN.....	398,552
Benicia city, CA.....	26,997	Dallas city, OR.....	14,583
Bettendorf city, IA.....	33,217	Dallas city, TX.....	1,197,816
Billings city, MT.....	104,170	Davenport city, IA.....	99,685
Blaine city, MN.....	57,186	Davidson town, NC.....	10,944
Bloomfield Hills city, MI.....	3,869	Decatur city, GA.....	19,335
Bloomington city, IL.....	76,610	Delray Beach city, FL.....	60,522
Bloomington city, MN.....	82,893	Denver city, CO.....	600,158
Blue Springs city, MO.....	52,575	Derby city, KS.....	22,158
Boise City city, ID.....	205,671	Des Moines city, IA.....	203,433
Boonville city, MO.....	8,319	Destin city, FL.....	12,305
Boulder city, CO.....	97,385	Dewey-Humboldt town, AZ.....	3,894
Boulder County, CO.....	294,567	Dorchester County, MD.....	32,618
Bowling Green city, KY.....	58,067	Dothan city, AL.....	65,496
Bristol city, TN.....	26,702	Douglas County, CO.....	285,465
Broken Arrow city, OK.....	98,850	Dover city, NH.....	29,987
Brookfield city, WI.....	37,920	Dublin city, OH.....	41,751
Brookline CDP, MA.....	58,732	Duluth city, MN.....	86,265
Brookline town, NH.....	4,991	Duncanville city, TX.....	38,524
Broomfield city, CO.....	55,889	Durham city, NC.....	228,330
Brownsville town, IN.....	21,285	East Grand Forks city, MN.....	8,601
Bryan city, TX.....	76,201	East Lansing city, MI.....	48,579
Burleson city, TX.....	36,690	Eau Claire city, WI.....	65,883
Cabarrus County, NC.....	178,011	Eden Prairie city, MN.....	60,797
Cambridge city, MA.....	105,162	Edgerton city, KS.....	1,671
Cape Coral city, FL.....	154,305	Edina city, MN.....	47,941
Cape Girardeau city, MO.....	37,941	Edmonds city, WA.....	39,709
Carlisle borough, PA.....	18,682	El Cerrito city, CA.....	23,549
Carlsbad city, CA.....	105,328	El Paso city, TX.....	649,121
Cartersville city, GA.....	19,731	Elk Grove city, CA.....	153,015
Cary town, NC.....	135,234	Elk River city, MN.....	22,974
Casa Grande city, AZ.....	48,571	Elko New Market city, MN.....	4,110
Casper city, WY.....	55,316	Elmhurst city, IL.....	44,121
Castle Pines North city, CO.....	10,360	Encinitas city, CA.....	59,518
Castle Rock town, CO.....	48,231	Englewood city, CO.....	30,255
Cedar Falls city, IA.....	39,260	Erie town, CO.....	18,135
Cedar Rapids city, IA.....	126,326	Escambia County, FL.....	297,619
Centennial city, CO.....	100,377	Estes Park town, CO.....	5,858
Centralia city, IL.....	13,032	Farmington Hills city, MI.....	79,740
Chambersburg borough, PA.....	20,268	Fayetteville city, NC.....	200,564
Chandler city, AZ.....	236,123	Fishers town, IN.....	76,794
Chanhassen city, MN.....	22,952	Flagstaff city, AZ.....	65,870
Chapel Hill town, NC.....	57,233	Flower Mound town, TX.....	64,669
Charlotte city, NC.....	731,424	Flushing city, MI.....	8,389

The National Citizen Survey™

Forest Grove city, OR	21,083	Kalamazoo city, MI.....	74,262
Fort Collins city, CO.....	143,986	Kansas City city, MO.....	459,787
Fort Smith city, AR.....	86,209	Kenmore city, WA	20,460
Fort Worth city, TX.....	741,206	Kennett Square borough, PA.....	6,072
Fountain Hills town, AZ	22,489	Kirkland city, WA.....	48,787
Franklin city, TN.....	62,487	La Mesa city, CA	57,065
Fredericksburg city, VA.....	24,286	La Plata town, MD.....	8,753
Freeport CDP, ME	1,485	La Porte city, TX	33,800
Freeport city, IL	25,638	La Vista city, NE.....	15,758
Fremont city, CA	214,089	Lafayette city, CO	24,453
Friendswood city, TX.....	35,805	Laguna Beach city, CA.....	22,723
Fruita city, CO.....	12,646	Laguna Hills city, CA.....	30,344
Gainesville city, FL	124,354	Lake Oswego city, OR	36,619
Gaithersburg city, MD.....	59,933	Lake Zurich village, IL	19,631
Galveston city, TX	47,743	Lakeville city, MN	55,954
Garden City city, KS	26,658	Lakewood city, CO	142,980
Gardner city, KS.....	19,123	Lane County, OR.....	351,715
Geneva city, NY	13,261	Larimer County, CO.....	299,630
Georgetown city, TX.....	47,400	Las Cruces city, NM.....	97,618
Gilbert town, AZ.....	208,453	Las Vegas city, NV	583,756
Gillette city, WY	29,087	Lawrence city, KS.....	87,643
Globe city, AZ	7,532	League City city, TX	83,560
Goodyear city, AZ	65,275	Lee County, FL.....	618,754
Grafton village, WI.....	11,459	Lewiston city, ME	36,592
Grand Island city, NE	48,520	Lincoln city, NE	258,379
Greeley city, CO.....	92,889	Littleton city, CO	41,737
Green Valley CDP, AZ.....	21,391	Livermore city, CA.....	80,968
Greenwood Village city, CO.....	13,925	Lone Tree city, CO	10,218
Greer city, SC	25,515	Longmont city, CO	86,270
Gunnison County, CO	15,324	Los Alamos County, NM.....	17,950
Hailey city, ID	7,960	Louisville city, CO.....	18,376
Haines Borough, AK	2,508	Lynchburg city, VA.....	75,568
Hallandale Beach city, FL.....	37,113	Lynnwood city, WA	35,836
Hamilton city, OH.....	62,477	Madison city, WI	233,209
Hampton city, VA.....	137,436	Mankato city, MN	39,309
Hanover County, VA	99,863	Maple Grove city, MN	61,567
Harrisonville city, MO	10,019	Maple Valley city, WA.....	22,684
Hayward city, CA	144,186	Maricopa County, AZ	3,817,117
Henderson city, NV	257,729	Marin County, CA	252,409
Hermiston city, OR.....	16,745	Maryland Heights city, MO.....	27,472
High Point city, NC.....	104,371	McAllen city, TX	129,877
Highland Park city, IL	29,763	McDonough city, GA.....	22,084
Highlands Ranch CDP, CO	96,713	McKinney city, TX.....	131,117
Hillsborough town, NC.....	6,087	McMinnville city, OR	32,187
Holden town, MA	17,346	Mecklenburg County, NC	919,628
Holland city, MI.....	33,051	Medford city, OR.....	74,907
Honolulu County, HI.....	953,207	Menlo Park city, CA	32,026
Hooksett town, NH.....	13,451	Meridian charter township, MI	39,688
Hopkins city, MN.....	17,591	Meridian city, ID	75,092
Hopkinton town, MA.....	14,925	Merriam city, KS.....	11,003
Hoquiam city, WA	8,726	Merrill city, WI	9,661
Houston city, TX	2,099,451	Mesa city, AZ.....	439,041
Hudson city, OH.....	22,262	Mesa County, CO	146,723
Hudson town, CO.....	2,356	Miami Beach city, FL	87,779
Hudsonville city, MI.....	7,116	Midland city, MI	41,863
Huntersville town, NC.....	46,773	Milford city, DE	9,559
Hurst city, TX.....	37,337	Minneapolis city, MN	382,578
Hutchinson city, MN	14,178	Mission Viejo city, CA	93,305
Hutto city, TX	14,698	Modesto city, CA	201,165
Hyattsville city, MD	17,557	Monterey city, CA.....	27,810
Indian Trail town, NC	33,518	Montgomery County, MD.....	971,777
Indianola city, IA	14,782	Montgomery County, VA.....	94,392
Iowa City city, IA	67,862	Montpelier city, VT	7,855
Jackson County, MI.....	160,248	Mooreville town, NC.....	32,711
Jefferson City city, MO	43,079	Morristown city, TN.....	29,137
Jefferson County, CO	534,543	Moscow city, ID	23,800
Jerome city, ID	10,890	Mountlake Terrace city, WA	19,909
Johnson City city, TN.....	63,152	Munster town, IN.....	23,603
Johnson County, KS	544,179	Muscataine city, IA	22,886
Jupiter town, FL.....	55,156	Naperville city, IL	141,853

The National Citizen Survey™

Needham CDP, MA.....	28,886	Richmond Heights city, MO.....	8,603
New Braunfels city, TX.....	57,740	Rifle city, CO.....	9,172
New Brighton city, MN.....	21,456	River Falls city, WI.....	15,000
New Orleans city, LA.....	343,829	Riverdale city, UT.....	8,426
Newport Beach city, CA.....	85,186	Riverside city, CA.....	303,871
Newport city, RI.....	24,672	Riverside city, MO.....	2,937
Newport News city, VA.....	180,719	Rochester city, MI.....	12,711
Noblesville city, IN.....	51,969	Rochester Hills city, MI.....	70,995
Nogales city, AZ.....	20,837	Rock Hill city, SC.....	66,154
Norfolk city, VA.....	242,803	Rockford city, IL.....	152,871
Norman city, OK.....	110,925	Rockville city, MD.....	61,209
North Las Vegas city, NV.....	216,961	Rolla city, MO.....	19,559
Northglenn city, CO.....	35,789	Roswell city, GA.....	88,346
Novato city, CA.....	51,904	Round Rock city, TX.....	99,887
Novi city, MI.....	55,224	Royal Oak city, MI.....	57,236
O'Fallon city, IL.....	28,281	Saco city, ME.....	18,482
Oak Park village, IL.....	51,878	Sahuarita town, AZ.....	25,259
Oakland Park city, FL.....	41,363	Salida city, CO.....	5,236
Ogdensburg city, NY.....	11,128	Salt Lake City city, UT.....	186,440
Oklahoma City city, OK.....	579,999	Sammamish city, WA.....	45,780
Olathe city, KS.....	125,872	San Antonio city, TX.....	1,327,407
Olmsted County, MN.....	144,248	San Carlos city, CA.....	28,406
Orland Park village, IL.....	56,767	San Diego city, CA.....	1,307,402
Oshkosh city, WI.....	66,083	San Francisco city, CA.....	805,235
Otsego County, MI.....	24,164	San Jose city, CA.....	945,942
Oviedo city, FL.....	33,342	San Juan County, NM.....	130,044
Paducah city, KY.....	25,024	San Marcos city, TX.....	44,894
Palm Coast city, FL.....	75,180	San Rafael city, CA.....	57,713
Palm Springs city, CA.....	44,552	Sandy Springs city, GA.....	93,853
Palo Alto city, CA.....	64,403	Sanford city, FL.....	53,570
Panama City city, FL.....	36,484	Sangamon County, IL.....	197,465
Papillion city, NE.....	18,894	Santa Clarita city, CA.....	176,320
Park City city, UT.....	7,558	Santa Fe County, NM.....	144,170
Parker town, CO.....	45,297	Santa Monica city, CA.....	89,736
Pasadena city, CA.....	137,122	Sarasota County, FL.....	379,448
Pasco city, WA.....	59,781	Savage city, MN.....	26,911
Pasco County, FL.....	464,697	Savannah city, GA.....	136,286
Peachtree City city, GA.....	34,364	Scarborough CDP, ME.....	4,403
Pearland city, TX.....	91,252	Scott County, MN.....	129,928
Peoria city, AZ.....	154,065	Scottsdale city, AZ.....	217,385
Peoria County, IL.....	186,494	Seaside city, CA.....	33,025
Peters township, PA.....	21,213	SeaTac city, WA.....	26,909
Petoskey city, MI.....	5,670	Sevierville city, TN.....	14,807
Pflugerville city, TX.....	46,936	Shawnee city, KS.....	62,209
Phoenix city, AZ.....	1,445,632	Sheboygan city, WI.....	49,288
Pinal County, AZ.....	375,770	Shorewood city, MN.....	7,307
Pinehurst village, NC.....	13,124	Sioux Falls city, SD.....	153,888
Piqua city, OH.....	20,522	Skokie village, IL.....	64,784
Platte City city, MO.....	4,691	Snellville city, GA.....	18,242
Plymouth city, MN.....	70,576	South Lake Tahoe city, CA.....	21,403
Pocatello city, ID.....	54,255	South Portland city, ME.....	25,002
Port Huron city, MI.....	30,184	Southborough town, MA.....	9,767
Port Orange city, FL.....	56,048	Southlake city, TX.....	26,575
Port St. Lucie city, FL.....	164,603	Sparks city, NV.....	90,264
Portland city, OR.....	583,776	Spokane Valley city, WA.....	89,755
Post Falls city, ID.....	27,574	Springboro city, OH.....	17,409
Prince William County, VA.....	402,002	Springfield city, OR.....	59,403
Provo city, UT.....	112,488	Springville city, UT.....	29,466
Pueblo city, CO.....	106,595	St. Charles city, IL.....	32,974
Purcellville town, VA.....	7,727	St. Cloud city, MN.....	65,842
Queen Creek town, AZ.....	26,361	St. Joseph city, MO.....	76,780
Radford city, VA.....	16,408	St. Louis County, MN.....	200,226
Radnor township, PA.....	31,531	St. Louis Park city, MN.....	45,250
Rapid City city, SD.....	67,956	Stallings town, NC.....	13,831
Raymore city, MO.....	19,206	State College borough, PA.....	42,034
Redmond city, WA.....	54,144	Sterling Heights city, MI.....	129,699
Rehoboth Beach city, DE.....	1,327	Sugar Grove village, IL.....	8,997
Reno city, NV.....	225,221	Sugar Land city, TX.....	78,817
Reston CDP, VA.....	58,404	Summit city, NJ.....	21,457
Richmond city, CA.....	103,701	Sunnyvale city, CA.....	140,081

The National Citizen Survey™

Surprise city, AZ.....	117,517	Weddington town, NC	9,459
Suwanee city, GA.....	15,355	Wentzville city, MO.....	29,070
Tacoma city, WA.....	198,397	West Carrollton city, OH	13,143
Takoma Park city, MD	16,715	West Chester borough, PA.....	18,461
Temecula city, CA	100,097	West Des Moines city, IA.....	56,609
Tempe city, AZ	161,719	West Richland city, WA.....	11,811
Temple city, TX.....	66,102	Westerville city, OH.....	36,120
The Woodlands CDP, TX.....	93,847	Westlake town, TX	992
Thornton city, CO.....	118,772	Westminster city, CO.....	106,114
Thousand Oaks city, CA.....	126,683	Weston town, MA.....	11,261
Tualatin city, OR	26,054	Wheat Ridge city, CO	30,166
Tulsa city, OK	391,906	White House city, TN	10,255
Twin Falls city, ID	44,125	Whitewater township, MI.....	2,597
Tyler city, TX	96,900	Wichita city, KS.....	382,368
Umatilla city, OR	6,906	Williamsburg city, VA.....	14,068
Upper Arlington city, OH.....	33,771	Wilmington city, NC.....	106,476
Urbandale city, IA	39,463	Wilsonville city, OR.....	19,509
Vail town, CO.....	5,305	Winchester city, VA	26,203
Vancouver city, WA.....	161,791	Windsor town, CO	18,644
Ventura CCD, CA.....	111,889	Windsor town, CT	29,044
Vestavia Hills city, AL	34,033	Winston-Salem city, NC	229,617
Virginia Beach city, VA.....	437,994	Winter Garden city, FL.....	34,568
Wake Forest town, NC.....	30,117	Woodland city, CA.....	55,468
Walnut Creek city, CA.....	64,173	Woodland city, WA.....	5,509
Washington County, MN	238,136	Wrentham town, MA	10,955
Washoe County, NV	421,407	Yakima city, WA.....	91,067
Watauga city, TX	23,497	York County, VA.....	65,464
Wauwatosa city, WI	46,396	Yuma city, AZ	93,064
Waverly city, IA	9,874		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™) 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.

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 the 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 importance 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."

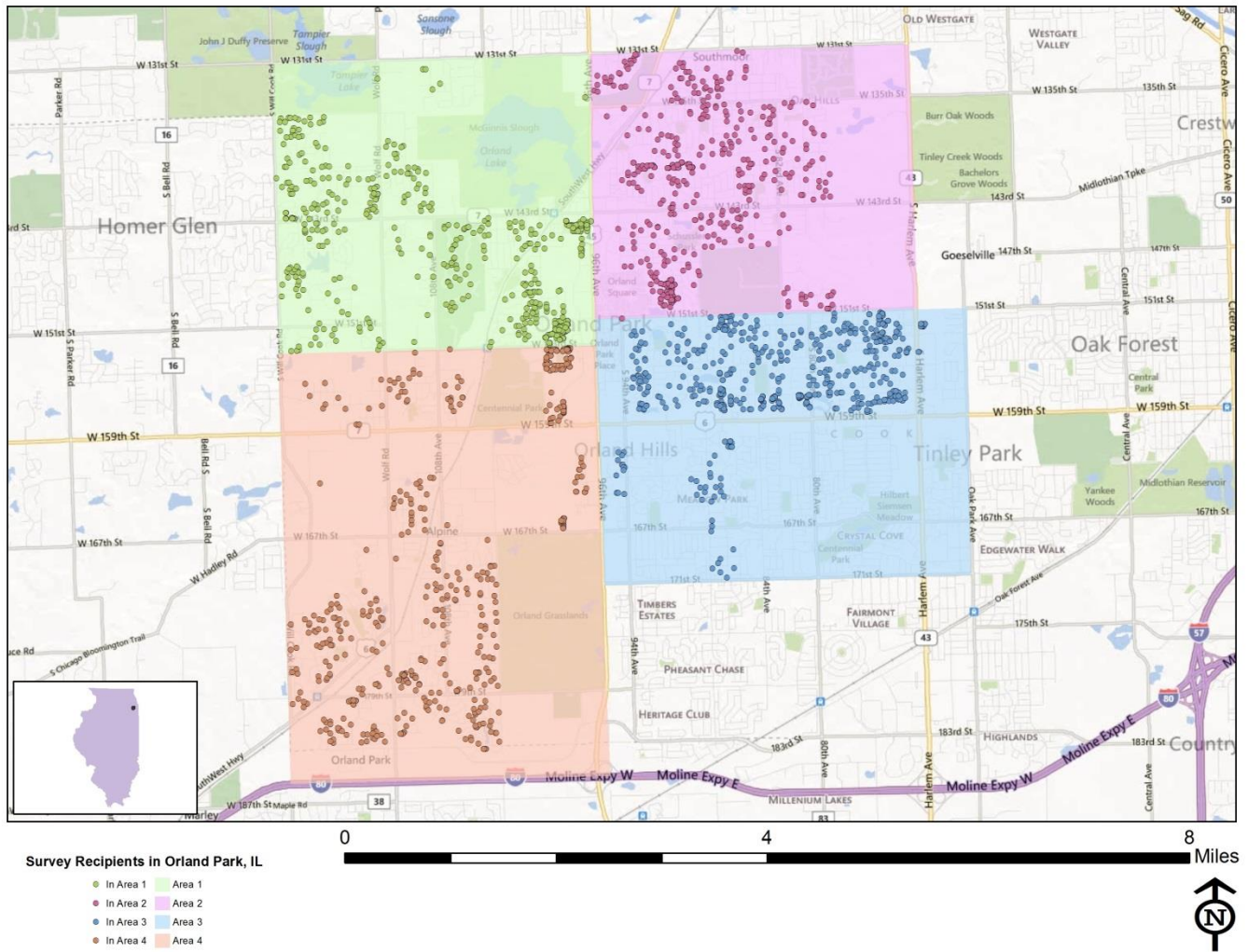
Survey Sampling

"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 was represented by a United States Postal Service listing of housing units within the zip codes serving Orland Park. 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 Quadrants (Northwest, Northeast, Southeast and Southwest).

To choose the 3,000 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 items is culled, selecting every *Nth* one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 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 77: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning in January 2014. 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 3% of the 3,000 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 2,903 households that received the survey, 898 completed the survey, providing an overall response rate of 31%; average response rates for a mailed resident survey range from 25% to 40%. Of the 898 completed surveys, 32 were completed online. Additionally, responses were tracked by Quadrant; response rates by Quadrant ranged from 28% to 34%.

Table 1: Survey Response Rates by Quadrant

Quadrant	Number mailed	Undeliverable	Eligible	Returned	Response rate
Northwest	750	25	725	204	28%
Northeast	750	18	732	231	32%
Southeast	750	22	728	245	34%
Southwest	750	32	718	218	30%
Overall	3,000	97	2,903	898	31%

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 three percentage points around any given percent reported for the entire sample (898 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 and sex and age. 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 2: Orland Park, IL 2014 Weighting Table

Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	10%	11%	10%
Own home	90%	89%	90%
Detached unit	58%	49%	57%
Attached unit	42%	51%	43%
Race and Ethnicity			
White	91%	94%	90%
Not white	9%	6%	10%
Not Hispanic	95%	98%	96%
Hispanic	5%	2%	4%
Sex and Age			
Female	53%	62%	54%
Male	47%	38%	46%
18-34 years of age	21%	6%	19%
35-54 years of age	35%	23%	36%
55+ years of age	43%	71%	45%
Females 18-34	10%	4%	10%
Females 35-54	19%	13%	19%
Females 55+	24%	46%	26%
Males 18-34	11%	2%	9%
Males 35-54	17%	10%	17%
Males 55+	19%	26%	19%

¹ Source: 2010 Census/2011 ACS

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


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

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

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 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 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 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

MAYOR
Daniel J. McLaughlin

VILLAGE CLERK
John C. Mehalek

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

www.orland-park.il.us



Village Hall

TRUSTEES
Kathleen M. Fenton
James V. Dodge
Edward G. Schussler III
Patricia A. Gira
Carole Griffin Ruzich
Daniel T. Calandriello

January 2014

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 2014 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/orlandpark2014.htm

If you have any questions about the survey please call 708-403-6150.

Thank you for your time and participation!

Sincerely,

Daniel J. McLaughlin
Mayor

MAYOR
Daniel J. McLaughlin

VILLAGE CLERK
John C. Mehalek

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

www.orland-park.il.us



Village Hall

TRUSTEES

Kathleen M. Fenton
James V. Dodge
Edward G. Schussler III
Patricia A. Gira
Carole Griffin Ruzich
Daniel T. Calandriello

January 2014

Dear Village of Orland Park Resident:

Here's a second chance if you haven't already responded to the 2014 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 2014 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/orlandpark2014.htm

If you have any questions about the survey please call 708-403-6150.

Thank you for your time and participation!

Sincerely,

Daniel J. McLaughlin
Mayor

The Village of Orland Park 2014 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:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
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:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
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:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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.

	<i>No</i>	<i>Yes</i>
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?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
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?

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

The Village of Orland Park 2014 Citizen Survey

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
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:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
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. Please indicate what proportion of your property tax bill you think each of the following receives:

	<i>Most</i>	<i>Some</i>	<i>Least</i>	<i>Don't know</i>
Cook County Government	1	2	3	4
School District	1	2	3	4
Fire Protection District	1	2	3	4
Village of Orland Park.....	1	2	3	4
Township Government.....	1	2	3	4

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

- Excellent
 Good
 Fair
 Poor

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:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
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. From your total property tax paid to the County, between 6-8% goes to the Village of Orland Park’s municipal government. Prior to this survey, did you think the percentage of property tax that went to the Village was higher than that, lower than that or about that percentage?

- Higher
 Lower
 About that percentage

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

	<i>Major source</i>	<i>Minor source</i>	<i>Not at all a source</i>
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 2014 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?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
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
VILLAGE HALL
14700 Ravinia Avenue
Orland Park , IL 60462-3167

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