

The Village of Orange Community Survey Results Report

County Planning



COUNTY PLANNING

COUNTY PLANNING

Cuyahoga County Planning Commission

2079 East 9th Street

Suite 5-300

Cleveland, Ohio 44115

Phone: 216-443-3700

Fax: 216-443-3737

Project Team

Kristin Hopkins, AICP, Principal Planner, Project Manager

Daniel Meaney, GIS/IS Manager

Patrick Hewitt, Planner

Kevin Leeson, Information Network Specialist

Andrew Boughan, Planning Intern

Timothy Holcomb, Planning Intern

September 23, 2014

September 23, 2014

The Village of Orange Community Survey Results Report

County Planning



Village of Orange

4600 Lander Road
Orange Village, Ohio 44022
Phone: 440-498-4400

Elected Officials

Mayor Kathy Mulcahy
Council President Lisa Perry
Council President Pro Tem Brandon Duber
Councilman Ken Alfred

Councilman Ronald Barron
Councilman Herbert Braverman
Councilman Judson A. Kline
Councilwoman Frances Kluter

Survey Committee

Mayor Kathy Mulcahy
Councilman Ronald Barron
Anna Girardi, Administrative Assistant
Christopher Kostura, Police Chief

Bob Wilson, Fire Chief
Bob Zupan, Service Director

September 23, 2014

This page intentionally left blank.

September 23, 2014

Contents

- Executive Summary** **vii**
- Introduction** **I**
 - Introduction 2
 - Using the Findings 3
 - Methodology 4
- Detailed Findings** **7**
 - Village Qualities 9
 - Communication 15
 - Meetings and Events 33
 - Facilities 39
 - Infrastructure 51
 - Services 61
 - Overview 65
- Demographics** **71**
- Appendix A** **77**
- Appendix B** **105**

Executive Summary

Executive Summary

Orange Village conducted Community Surveys in 1999 and 2007, and the results assisted the Mayor and Council in prioritizing community actions. Stressing the continued belief that public input is essential to formulating plans and policies, Orange Village elected to conduct another survey in 2014 and retained County Planning to provide assistance.

In coordination with the Village's Survey Committee, County Planning designed, distributed, collected, and analyzed the survey. The final report is available in PDF format on the Village's website at www.orangevillage.com.

This Executive Summary provides a snapshot of the most important and compelling survey results. The summary is organized by topic area and mirrors the organization of the Results Report as a whole.

Response Rate

Of the 1,323 residences to which surveys were mailed, 1,282 were determined to be occupied. Of these, 474 households returned verified, unduplicated survey responses that were entered into a database. The overall survey response rate was 37.0% with a 95% confidence level and a +/- 3.6% statistical error rate.

Village Qualities

When asked about their favorite and least favorite qualities of Orange Village, respondents showed overwhelmingly positive feelings about living in the Village. Respondents most valued the Village's school system, its sense of safety and security, and its convenience to highways, with almost half of all respondents selecting these items as their favorite Village qualities.

Conversely, the most commonly selected least favorite qualities were the value for municipal income tax dollars paid, the value for real estate taxes paid, and home value retention. In general, fewer respondents selected a least favorite quality of living in Orange Village, indicating a high degree of satisfaction with the Village.

Overall, respondents selected 1,791 items they liked about living in Orange Village compared to only 606 items they did not enjoy. That corresponds to almost three times as many reasons that respondents like living in Orange Village.

Communication

As a whole, respondents feel the Village is doing a good job communicating with residents. When asked about their view of Village communication efforts, nearly 90%

Respondents showed overwhelmingly positive feelings about living in Orange Village.

Response Rate

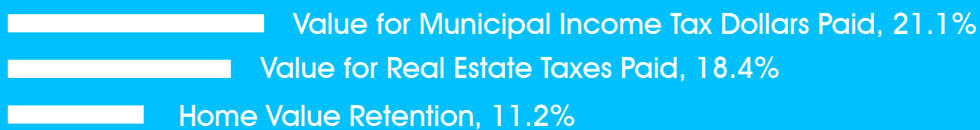
37.0%
of Village households

Village Qualities

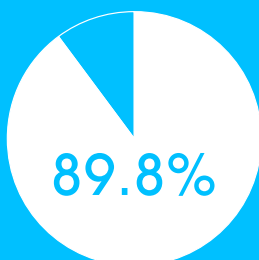
Favorite Qualities



Least Favorite Qualities



Communication



of respondents say the Village's overall communication efforts are
Good or Excellent

of respondents said communication with residents was “Good” or “Excellent.”

When prompted, 75.5% of respondents listed the Orange Village quarterly Community Newsletter as the most popular way to receive information on Village news, meetings and events. This was followed by “Direct Mail from Orange Village” and the “CodeRed Notification System,” with 73.3% and 43.4% of respondents, respectively.

In general, respondents like the layout, design, and information of all the Village’s communications. Electronic communication has become more popular since 2007, with the CodeRed Notification system, Village Website, and E-News all showing notable gains in how many respondents get Village information from these sources. Despite these increases, physical forms of communication sent via regular mail—most notably the Community Newsletter—remain the most common way of receiving information.

Meetings and Events

The Village’s public meetings and community events were popular with those that participated. More than 80% of respondents who participated in Music at the Muni, Salute to Orange, the Fire Department Holiday Gift Delivery, and the Fire Department Open House rated those events as “Good” or “Excellent.”

While the events were rated very highly, participation rates show that some meetings and events are more heavily attended than others. Community events were generally the most popular, with 41.9% of respondents attending Salute to Orange, and 25.6% attending the Fire Department Open House and Music at the Muni. More formal meetings were generally less attended, with Finance Committee meetings attracting only 4.1% of respondents, “Other Committee Meetings” attracting 5.2%, and “Meet with the Mayor” events attracting 7.1%. Only the Fire Department Holiday Gift Delivery, a relatively new community event, attracted a similar low participation rate of 5.0%.

Facilities

The survey section on facilities asked respondents their use and rating of the Wooddell Room at Village Hall and the various Orange Community Park facilities. Respondents’ views of Orange Village’s public facilities was generally very good, with extremely few respondents ranking any of the facilities “Poor” or “Very Poor.”

In terms of facility use, hiking trails in the park are by far the most commonly used facility, followed by the tot lot playground, Emery Road sledding hill, and picnic pavilions. In general, however, most facilities are only used by a small subset of Village residents. For 12 of the 14 facilities listed, the majority of respondents said they “Never” had used the facility.

For future facilities, the most commonly requested addition to Orange Community Park was “permanent restroom facilities” with 49.7% of respondents selecting this option, followed by “improved tot lot surface” at 35.3% and “dog park” at 30.7%.

When asked about the Village’s proposals for two new facilities, respondents were in favor of both. More than half (56.5%) of respondents said they would pay to rent a new meeting room, and 68.7% said they would attend an event at a renovated amphitheater.

Infrastructure

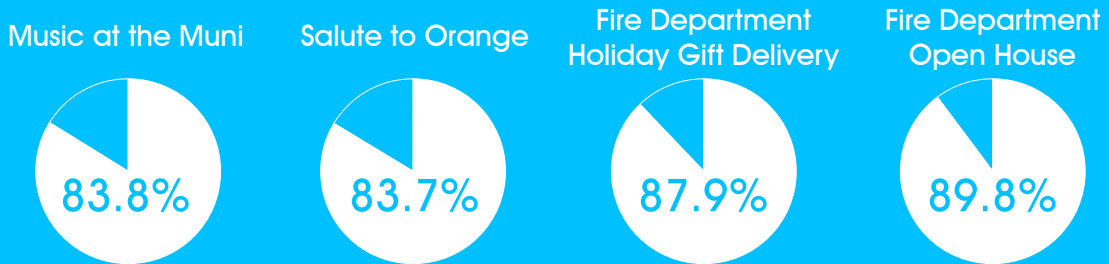
The survey asked residents their opinions on three infrastructure topics: all-purpose trails, street lighting, and well water. Respondents were overwhelmingly in favor of a plan to install all-purpose trails along the Village’s main streets, with 81.9% of respondents saying they were in favor. Among those respondents whose properties would be crossed by the proposed all-purpose trails, 67.8% were in favor of their construction.

The Village has no plans to install street lighting, but in response to an increase in lighting requests, asked residents whether they would be in favor of lighting

Respondents
are increasingly
receiving their
information via
electronic sources.

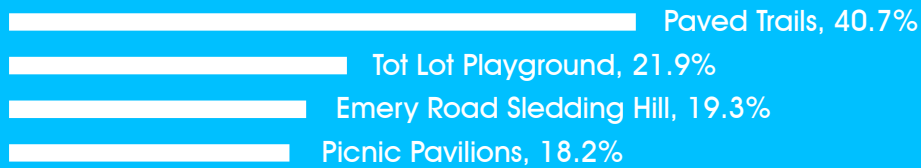
Meetings and Events

Rating the event as "Good" or "Excellent"



Facilities

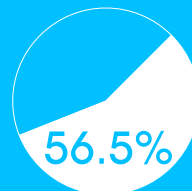
Using the facility "Often" or "Sometimes"



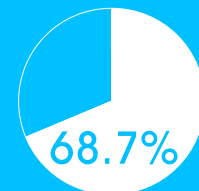
Most Desired Facilities:



Would Use a New Meeting Space



Would Attend Amphitheater Events



installation. The results were mixed. While 39.9% of respondents said they would not want lighting on their own street, 56.4% said they would be in favor of lighting on other Village streets.

With regards to well water, survey responses showed that the percent of homes supplied by well water has declined, with only 34.9% of homes using this source in 2014 compared to 42.0% in 2007. Those households remaining were generally satisfied with well water; however, 22.0% were unsatisfied with well water and willing to pay some amount to extend city water to their homes.

Services

Survey results showed a notable up-tick in the community's views of Village services, including police and fire protection, trash removal, and street cleaning. In 2007, 86.2% of respondents rated the Village's quality of services as "Good" or "Excellent," but that percent increased to an overwhelming 94.6% in 2014.

Overview

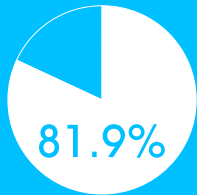
The survey concluded with a series of questions asking respondents to rate the quality of life in the Village. The results were positive, with 96.7% of respondents rating quality of life as "Good" or "Excellent," an increase from 92.9% in 2007.

Orange Village residents rated quality of life high across the board.

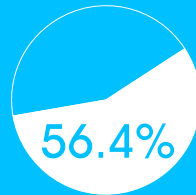
When cross-referenced with age of respondent; length of residency in Orange Village; planned length of residency in Orange; and by the presence of children, young adults, or senior citizens; the theme is consistent: residents of Orange Village rated quality of life high across the board.

Infrastructure

In Favor of New Trails



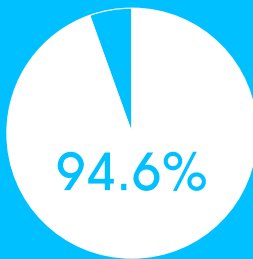
In Favor of New Street Lighting on Some Village Streets



Homes Using Well Water



Services



of respondents say the Village's overall service system is

Good or Excellent

Quality of Life

More than 9.6 out of 10 respondents say the



overall quality of life is

Good or Excellent

in Orange Village

Introduction

Introduction

The 2014 Orange Village Community Survey was an opportunity for public officials to gather the thoughts and opinions of residents, and help to translate them into plans and policies that truly reflect the goals and vision of the community.

Having completed surveys in 1999 and 2007, the 2014 Community Survey is part of Orange Village's ongoing commitment to public engagement.

Survey Timeline

On June 13, 2014, the Cuyahoga County Planning Commission mailed, via bulk mail, the 16-page Community Survey and a letter from Orange Village Mayor Kathy Mulcahy and Council Members to all residential mailing addresses in the Village. The survey also included a link to an online version that could be completed instead of the printed version.

A follow-up letter was sent on June 17, 2014 to remind residents of the survey and provide return postage. A

further follow-up postcard was sent on July 7, 2014 to encourage residents to complete the survey by the July 11, 2014 deadline.

Survey Design

The printed survey was comprised of 59 questions arranged by topic. The online survey version asked the same questions.

Many questions allowed respondents to write in a unique response, provide commentary, or make suggestions about specific topics. Short summaries of the write-in responses are included in the report, while a complete compilation is appended to this document.



Using the Findings

Number of Responses

The number of responses to each survey question varied, as not all respondents completed the entire form. For some questions, respondents were asked to provide an opinion based on their knowledge of a particular service or facility. Respondents who were not familiar with the item in question had the option to check “No Opinion” or “Not Applicable,” yet in many cases respondents simply left the question blank. The number of respondents for each question is provided for comparison. In all cases, charts only depict responses that provided opinions.

Topic Areas

As in the survey form, the Results Report is organized by topic area. The topics are as follows:

- *Village Qualities*: overall likes and dislikes about living in Orange Village, beginning on page 9.
- *Communication*: favorite and preferred methods of communication such as the Community Newsletter, Recycling Calendar, and the Village E-News, beginning on page 15.
- *Meetings and Events*: ratings and participation at community meetings and public hearings, as well as events such as Music at the Muni and Salute to Orange, beginning on page 33.
- *Facilities*: review of existing and proposed community facilities such as Orange Community

Park and a proposed amphitheater, beginning on page 39.

- *Infrastructure*: review of existing and proposed infrastructure such as all-purpose trails, street lights, and well water, beginning on page 51.
- *Services*: evaluation of village services such as police and fire protection, trash removal, and curbside recycling pickup, beginning on page 61.
- *Overview*: review questions about overall quality of life and future community priorities, beginning on page 65.

The report includes a summary of the topic area, a description of the individual questions, and in some cases a comparison with similar questions from the 2007 and 1999 survey. Some questions have also been cross-tabulated with demographic data to provide a fuller picture of community attitudes. Data is presented in graphic form with additional tabular representations included in the appendix.

The question numbers are provided for reference throughout the report. Because of technical limitations posed by the online survey instrument, the question numbering differed slightly between the online and print versions. The question numbers listed in this report match those included in the print version.

Methodology

Question Review Process

The 2014 Community Survey began with meetings of the Orange Village Survey Committee to review the 2007 question list, reach consensus on the questions to be retained, and identify new questions to add. The 2014 questionnaire was pre-tested on volunteers to ensure the questions and response options were clear. Upon revisions, the Survey Committee reviewed and approved the final survey form to be mailed to all Village households.

The survey's goal was to obtain statistically valid responses that represented the opinions of the entire Village. In order to do so, the decision was made to mail the survey to every household in the Village as had been done in previous surveys.

Duplicate Surveys

Each paper survey included a unique nine-digit ID code that was printed on the survey and was required to access the online portal. There was no record linking household to ID code to ensure confidential answers; however, the code enabled County Planning to identify duplicates in which someone completed both the paper and online survey.

The online survey required respondents to use the unique ID code to open the questions. An example code was included on the online introduction page, and five surveys used the example code to enter the online portal. Two of the five had no responses for any

questions and were discarded. Three of the surveys did include responses that were not tabulated because there was no assurance the respondents were Orange Village residents.

There were two ID codes used to complete both an online and a paper survey, perhaps because two householders wanted to submit their unique responses. For this situation, we randomly selected one online and one paper survey response to tabulate; however, all written comments have been included in the appendix.

One survey respondent blacked out their unique code with a marker. This survey was included in the tabulation.

Survey Universe

The survey, postage, and reminder postcard were each sent to 1,323 households. Of these addresses, 27 were returned and marked as vacant, 14 were returned with various other markings including "temporarily away" and "no mail receptacle." Subtracting the 41 returned addresses left a survey universe of 1,282 households, from which the response rate was determined.

Total Surveys Returned

Of the surveys mailed to the 1,282 occupied residential addresses, 474 were returned and included in the analysis for a response rate of 37.0%, with a 95% confidence level and a +/- 3.6% statistical error rate.

The majority of surveys were returned via the paper form (363 or 76.6%) as compared to the online survey (111 or 23.4%). The response rate is illustrated in Figure 1.

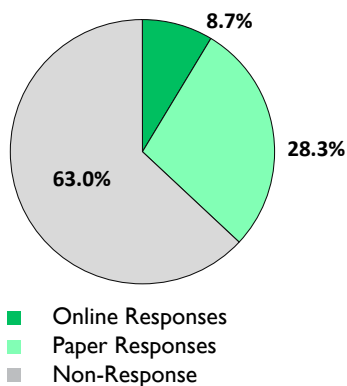
The 2014 response rate was similar to that of the 2007 Orange Village survey. In 2007, 494 surveys were returned out of 1,257 occupied residential addresses for a response rate of 39.3%.

Data Cleaning

Because the survey was returned from two slightly different sources, standardization was required. The online software automatically tabulated responses, while the paper surveys were scanned and read by a survey review software program. The results of this scanning program highlighted questionable responses, which were reviewed by County Planning staff and corrected. Random spot checks were completed to ensure the software program appropriately counted marked answers.

These two databases were standardized and combined. A search was performed to identify and eliminate duplicate surveys before a final, clean database was formed. This database was then entered into advanced statistical software to output the numbers and cross-references used in this report.

Figure 1
Response Rate by Type of Survey



Detailed Findings

Village Qualities

The Village of Orange aims to be a community for all generations to enjoy. To accomplish this, the Village government builds upon its inherent qualities to develop a community that caters to children, young families, and senior citizens.

The first questions of the survey asked residents of Orange Village to select their favorite and least favorite qualities of the community. The questions provided a list of possible answers such as home value retention, proximity to work or shopping, and semi-rural character, based on similar questions in past surveys.

By understanding those qualities residents enjoy most, public officials can work to enhance them. Similarly, by understanding those qualities enjoyed least, officials can seek to reduce their impact where possible.

The results of the survey showed overwhelmingly positive feelings about the Village, with significantly more respondents listing positive aspects of the Village than negative aspects.

Favorite Qualities

List of Favorite Qualities

Question 1 asked respondents what qualities about living in Orange Village they enjoy most. The survey provided a list of 13 possible responses as well as write-in space for unique answers. Out of the 474 surveys returned, 472 people checked at least one response. Respondents selected a total of 1,791 reasons or approximately four reasons per respondent.

When comparing responses in Question 1 and Question 2, one person answered Question 2 without completing Question 1. To calculate the percent displayed in Figure 2, the number of responses for each selected item was divided by the total number of people who responded to either question.

The most common response to Question 1 was the “School System.” Both this and “Sense of Safety and Security” were selected by more than half of all respondents, clearly showing these are compelling reasons for choosing to live within the Village. These selections were followed by “Convenience to Highways,” “Semi-Rural Character,” and “Proximity to Shopping,” all with more than 35% of respondents selecting these options.

Respondents also had the opportunity to list additional characteristics that they enjoy most about living in Orange. Of the 23 respondents who wrote in unique responses, nine were categorized as relating to location or access to amenities like family, the Metroparks, or health care facilities; six related to the character of the community; and two related to Village services.

The remaining responses were general likes or dislikes about the Village.

Changes in Favorite Qualities

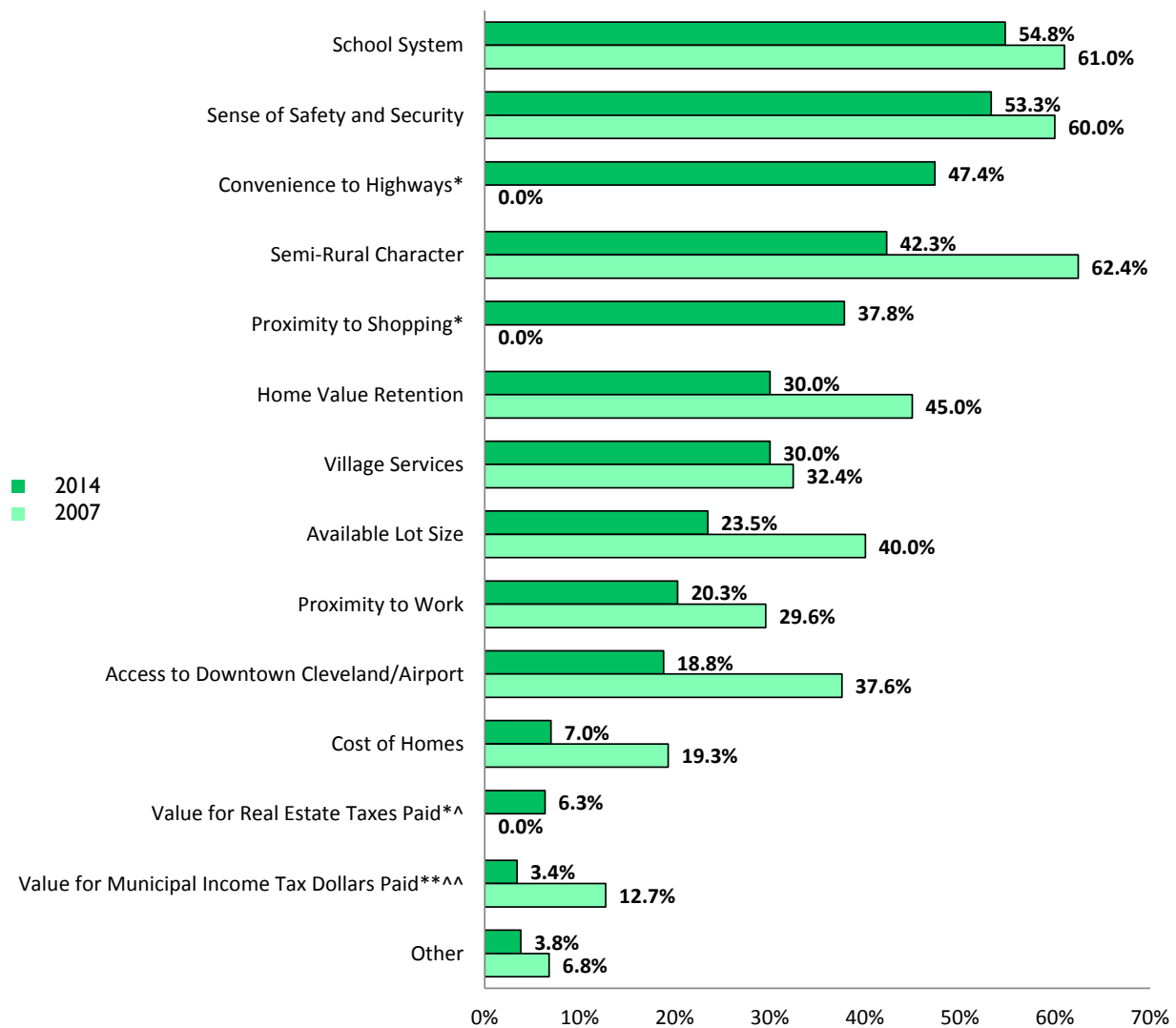
When compared to 2007, changes in the survey questions should be noted. The options “Proximity to Shopping” and “Convenience to Highways” were not available in the previous survey. Additionally, the 2007 survey provided “Value for Municipal Tax Dollars Paid,” but this option was clarified in 2014 with “Value for Real Estate Taxes Paid” and “Value for Municipal Income Tax Dollars Paid” to determine whether residents’ likes or dislikes related to real estate taxes or income taxes.

Despite these differences, some trends are obvious. Many of the most common responses in 2014 were the most common in 2007, including “School System” and “Sense of Safety and Security.” Other options have declined greatly, including “Semi-Rural Character,” which fell from 62.4% of responses in 2007 to 42.3% in 2014. “Home Value Retention” also fell from 45.0% in 2007 to 30.0% in 2014, possibly as a result of the ongoing housing market changes in the aftermath of the 2008 recession. Additional changes include decreases in “Available Lot Size” and “Access to Downtown Cleveland/Airport.”

No response became more popular between 2007 and 2014. This may be a result of the survey asking respondents to limit answers to four. It may also be a result of the additional options added to this version of the survey.

Figure 2

What Residents Enjoy Most about Living in Orange, 2007 and 2014



* Option not provided in 2007

** 2007 option was "Value for Municipal Tax Dollars Paid

^ (63% to Schools, 10% to Village, 27% to Other)

^^ (2% R.I.T.A. with 60% credit)

Least Favorite Qualities

List of Least Favorite Qualities

Question 2 asked respondents what qualities about living in Orange Village they enjoy least. The same list of qualities from Question 1 was provided, as was the write-in space. Out of the 474 surveys returned, only 350 (73.8%) respondents identified one or more quality of Orange Village that they enjoyed least, 26% fewer than the number of responses to Question 1.

The results of Question 2, illustrated in Figure 3, are displayed at the same scale as that used for Figure 1 to showcase the considerably smaller number and greater variety of responses.

The most commonly selected options were “Value for Municipal Income Tax Dollars Paid” and “Value for Real Estate Taxes Paid,” with 21.2% and 18.4% of respondents selecting these options, respectively. Just over 10% of respondents selected each of the housing-related metrics, including “Home Value Retention” and “Cost of Homes.” No further response garnered more than 10%, except for the “Other” category, which included all write-in responses.

In addition to selected options, 89 respondents checked “Other” and provided 99 individual written responses. The most common response totaling 21 individual comments was a lack of sidewalks and/or bike paths in the Village. These respondents wanted to see additional trails and sidewalks to make getting around the Village on foot or bike easier and safer.

The second most common quality was the increased traffic in the Village, with 16 responses on this topic.

Related to increased traffic was a feeling that the Village is becoming over-developed, as cited by 13 respondents. Commenters said the development of smaller lot homes and new shopping centers were affecting the rural character of the Village. The comments revealed a disagreement among respondents regarding concerns for overdevelopment and an increasing desire for more suburban amenities such as sidewalks and bike paths.

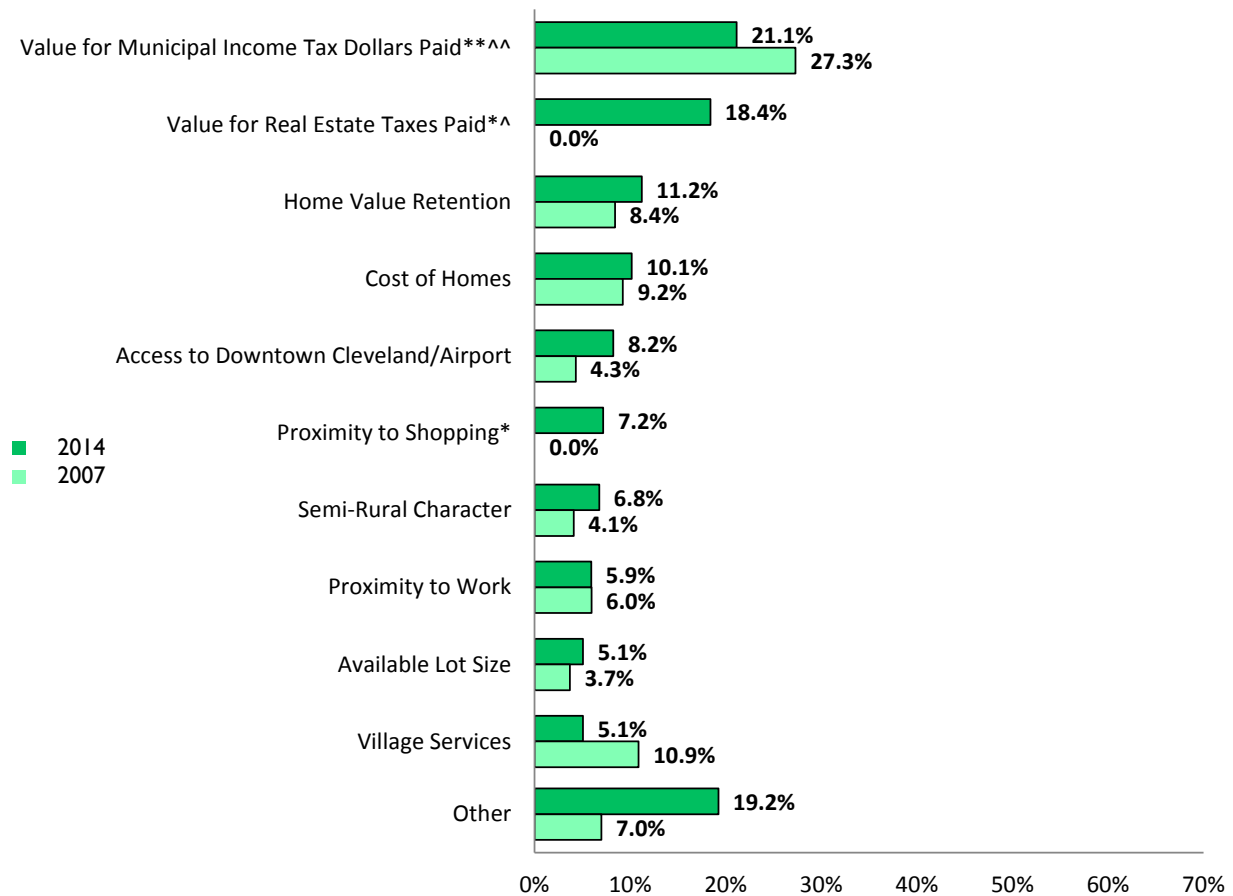
Changes in Least Favorite Qualities

When compared to the results from the 2007 survey, the most common answer was “Value for Municipal Tax Dollars Paid,” which is comparable to the 2014 “Value for Municipal Income Tax Dollars Paid.” In 2007 27.3% of question respondents selected this option, while in 2014, 21.2% did. “Value for Real Estate Taxes Paid” was added in 2014 to allow respondents to differentiate between taxes. In 2014, 18.4% selected this option, a tax that is largely out of the Village’s control.

The second most commonly selected option in 2007 was “Village Services,” which garnered 10.9% of responses. This selection dropped dramatically in 2014, with only 5.1% of respondents selecting this as their least favorite Village quality. As is further discussed in the Village Services section on page 62, respondents’ views of the Village’s services improved greatly since the 2007 survey.

The options relating to housing each have increased as least favorite qualities from 2007 to 2014 with “Home Value Retention” rising from 8.4% to 11.2% and “Cost of Homes” increasing from 9.2% to 10.1%. This may have been a result of the housing market collapse and 2008 recession.

Figure 3
What Residents Enjoy Least about Living in Orange, 2007 and 2014



* Option not provided in 2007

** 2007 option was “Value for Municipal Tax Dollars Paid” (63% to Schools, 10% to Village, 27% to Other)

^^ (2% R.I.T.A. with 60% credit)

Communication

The Village of Orange has prioritized speedy, meaningful communication efforts to ensure residents are aware of community events, policy actions, and important news. To accomplish this, the Village reaches out to residents through a range of media including the Village website, the Village E-News, and the quarterly Community Newsletter.

The communication section asked residents about the ways the Village communicates with residents. The section is subdivided by individual communication methods such as the Village website and the Community Newsletter. The first and final questions asked residents for their overall view of Village communication efforts.

The Village sought to know what methods work best, what are unnecessary, and what can be improved. The survey results showed that the Village's communication system is exemplary with 89.8% of residents rating the Village's efforts to inform residents as "Good" or "Excellent."

Methods of Communication

The Village of Orange communicates with residents through a variety of channels and media. The survey asked residents how they receive information from the Village and how they would like to receive information in the future.

Current Method of Communication

Question 3 asked respondents where they currently get information about Village meetings, activities, and issues. The survey provided a list of information sources and directed respondents to check the ways they learn about Village events (with a limit of four selections). The number of responses was divided by the 465 question respondents to calculate the percentages illustrated in Figure 4.

The most common ways respondents received information were via the Orange Village quarterly Community Newsletter and direct mail from Orange Village, with 75.5% and 73.3% of respondents saying they received their information from these sources, respectively. These choices were followed by the CodeRed notification system (previously called Reverse911) and local newspapers, which each garnered approximately 40% of respondents.

Of the fifteen write-in responses to this question, no category of responses garnered more than three comments.

Changes in Method of Communication

While the two most popular methods of communication remain unchanged from 2007, the data shows a clear and increasing reliance on electronic communication. The CodeRed notification system climbed from the 6th most common way of getting information in 2007 to the 3rd most common in 2014. Across the board, electronic communication became more popular, with CodeRed, the Orange Village website, and the bi-monthly E-News (not an option in 2007) all posting substantial increases in readership. The increasing reliance on electronic communication is an important consideration for future communication decisions.

The total number of responses was 1,742 from 465 respondents, for an average of 3.7 selections per respondent. In 2007, the total responses numbered 1,349 from 479 respondents, for an average of 2.8 selections per respondent. The increase in total number of responses explains how most forms of communication have increased readership from 2007. The only methods of communication that have decreased substantially from 2007 are the Marquee Sign at Village Hall and Word-of-Mouth.

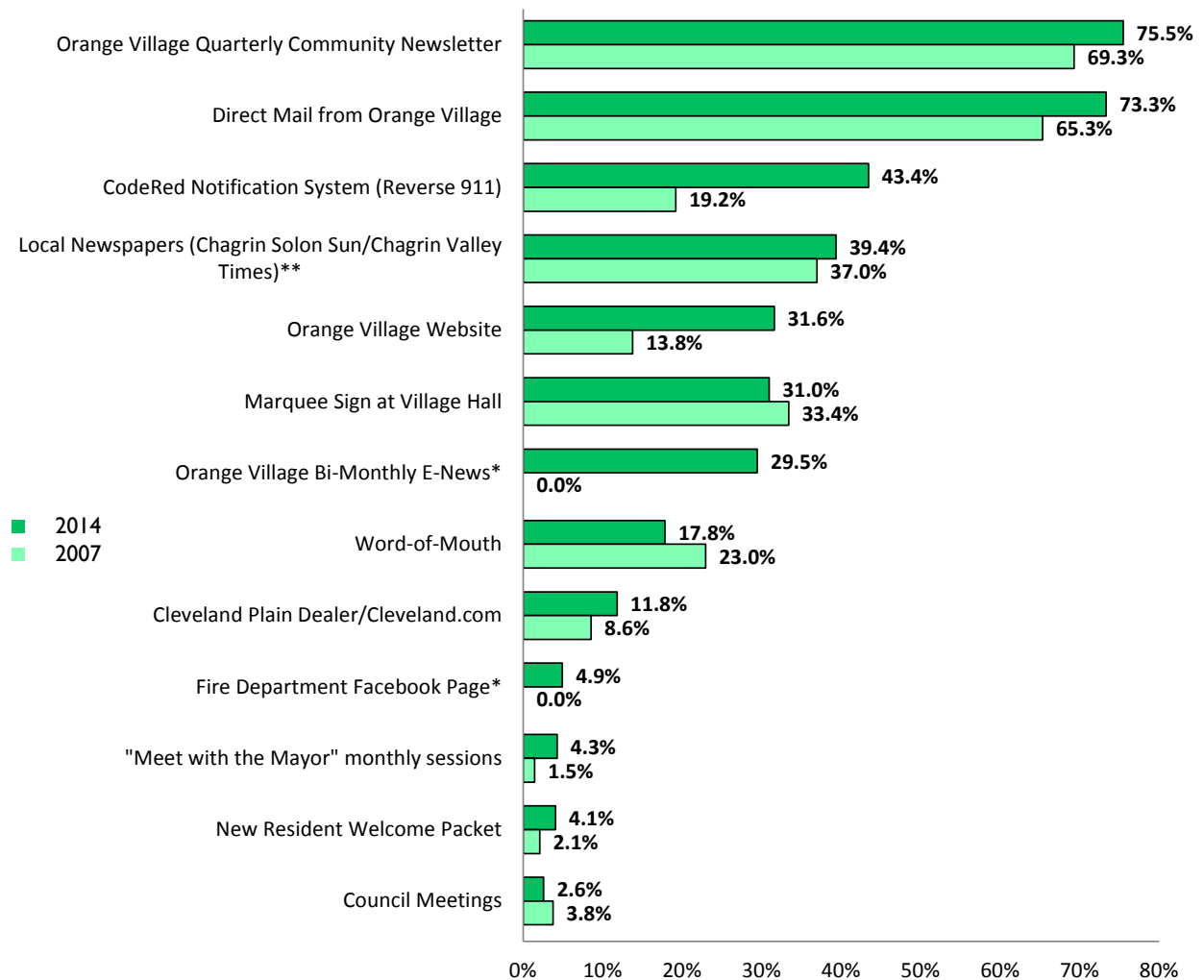
Preferred Method of Communication

Question 4 asked respondents to list their top three preferred methods of obtaining information

about Village news, meetings, and events in order of preference. When summed, the most preferred method of communication was direct mail from Orange Village with 171 respondents listing this option out of 789 total comments. The quarterly Community Newsletter with 149 comments was second, followed by Email with

135, CodeRed with 90, and the Orange Village website with 70. This was consistent with other communication questions that showed the Community Newsletter as the primary source of Village news and an increasing reliance on electronic means of communication.

Figure 4
How Residents Receive Village Information, 2007 and 2014



* Option not provided in 2007

** 2007 options included both Chagrin Valley Times and Chagrin Herald Sun. The number presented in this report is for the Chagrin Valley Times as it had a higher number of responses in 2007 (177) than the Chagrin Herald Sun (87). The larger of the two was chosen rather than summing the total responses to avoid duplicates.

Internet and Website

The Village has increasingly used its website to distribute information and conduct municipal business. The survey asked how effective the website was, how people were using it, and what improvements could be made.

Internet Access

Question 5a asked whether respondents had access to the internet, a prerequisite for use of the Village website. Of the 450 question respondents, the overwhelming majority (95.3%) had access to the internet, while only 4.7% of respondents (21 households) did not. Internet access increased from 2007, when 89.9% of respondents reported internet connection, as illustrated in Figure 5.

Increasing use of the internet did not eliminate disparities among age groups. While internet access for respondents under the age of 70 was nearly universal, only 76.2% of respondents age 85 or older had internet access. Despite lower internet access among the 85 or older group, their access improved greatly from 2007, when less than half of respondents age 85 or older had internet access. This information is illustrated in Figure 6.

Awareness of Website

Question 5b asked whether respondents were aware that Orange Village had a website. Of the 447 question respondents, 395 or 88.4% were aware of the website. This was an increase from 61.8% in 1999 and 75.8% in 2007, as illustrated in Figure 7.

Use of Website

Question 6 asked how often any members of the household had visited the Village's website in the last year. The survey showed mixed results of the use of the website compared to the increased access to the internet and awareness of the website. Less than half of the 458 question respondents said they had visited the website "Sometimes" or "Often." More than a quarter of respondents (28.2%) had "Never" visited the website, and an additional 159 or 34.7% of question respondents

Figure 5
Percent of Respondents with Access to the Internet, 2007 and 2014

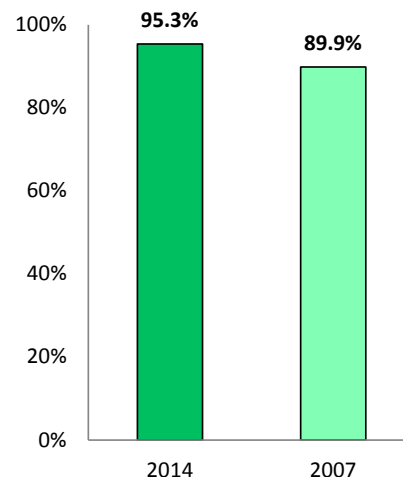
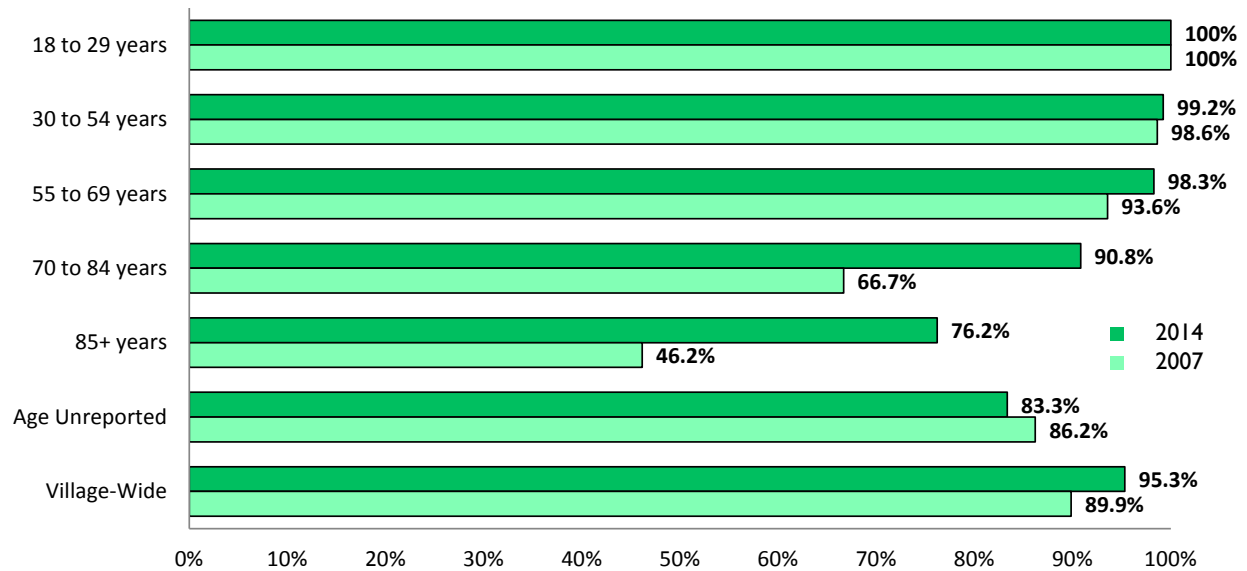


Figure 6

Percent of Respondents with Access to the Internet by Age of Respondent



said they “Rarely” visited the website. This information is illustrated in Figure 8.

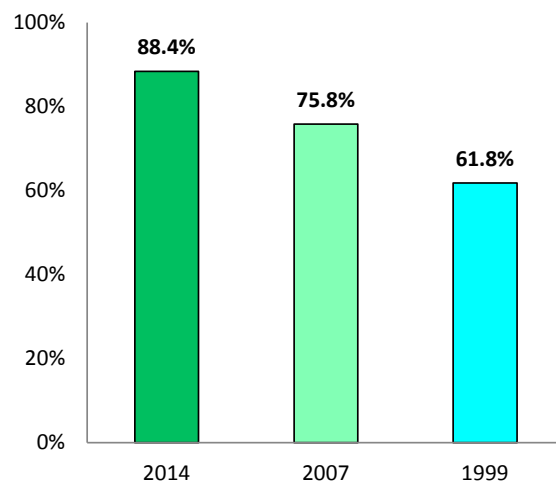
Use of the website was cross-referenced with internet access and awareness of the Village website. In each case, the percent of respondents that visited the website “Often” or “Sometimes” increased. While 37.1% of all question respondents visited the website frequently, 39.5% of question respondents with internet access visited the website frequently, and 42.9% of question respondents who were aware of the village website accessed it frequently. Should the website become a more prominent method of information distribution, this indicates that increased publicity should drive further use of its various functions.

Opinions on the Website

Question 7 asked respondents whether they agreed or disagreed with a series of statements about the Village website. In most cases, a majority of respondents responded favorably to the website, saying they liked the layout and design, could easily find needed information, and thought the information was useful. This information is illustrated in Figure 9 through Figure 13.

Figure 7

Respondents Aware of Village Website



The only statement that a majority of respondents did not agree with said “I can conduct my Village business using the website.” Only 27.4% agreed that they could conduct their Village business online while 58.1% neither agreed nor disagreed, and 14.5% disagreed with the statement. Should the Village wish to increase the use of the website for conducting business, this indicates either a need for additional education regarding the availability of conducting Village business online or an increase in services offered on the website. Notably, the percent of respondents who agreed they can conduct their Village business online increased 4.6 percentage points from 2007.

Other comments suggested improving website features (4) and increasing the Village’s online presence through use of social media or a website version specifically for viewing on a phone or tablet (4).

When compared to results from 2007, agreement with a statement only decreased in one metric: the Village’s website is easy to use. In 2007, 73.8% of respondents agreed with this statement, but in 2014, that percent had fallen to 69.2%.

Question 8 allowed residents to input information about what else they would like to see on the Village website. Of the 58 comments, 22 suggested adding specific features to the website such as emergency alerts, more contact information, a business directory, code requirements, or community event information. Another seven comments asked for interactive capabilities such as a way to report potholes, request trash bins, or pose a question to the Mayor or Council.

Figure 8
Frequency of Visit to Website by Access and Awareness

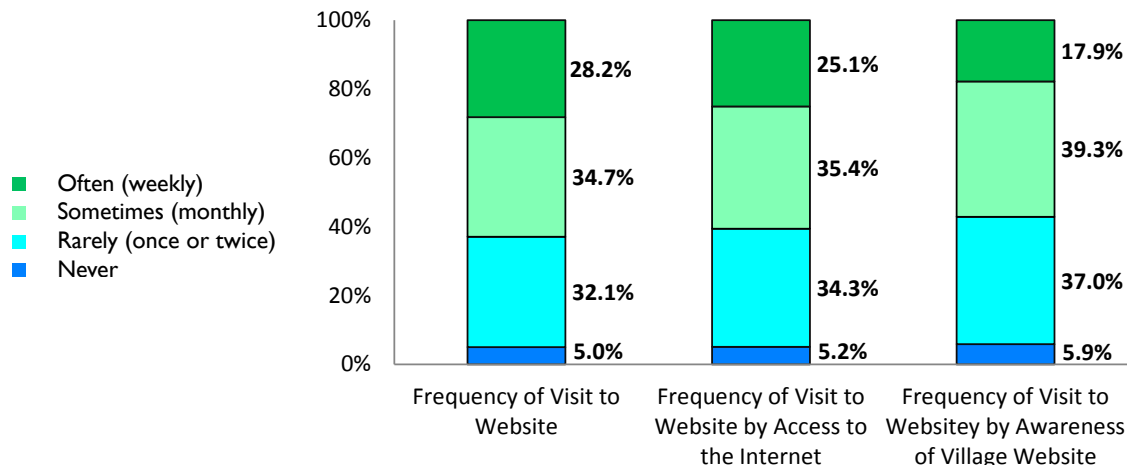


Figure 9
Opinion: Village Website is Easy to Use

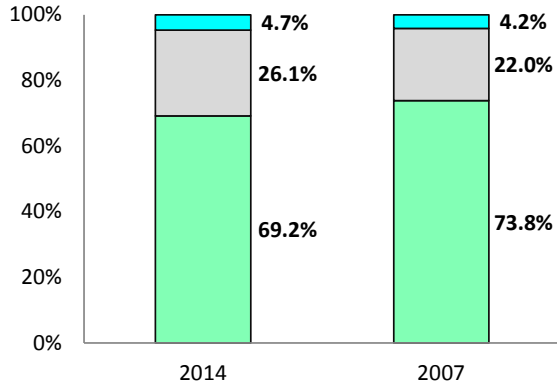


Figure 10
Opinion: Like the Website Layout and Design

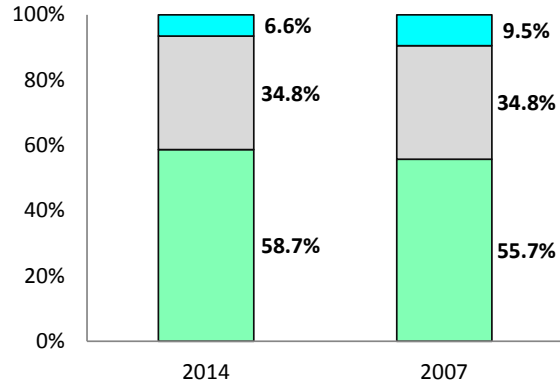


Figure 11
Opinion: Can Easily Find Needed Information

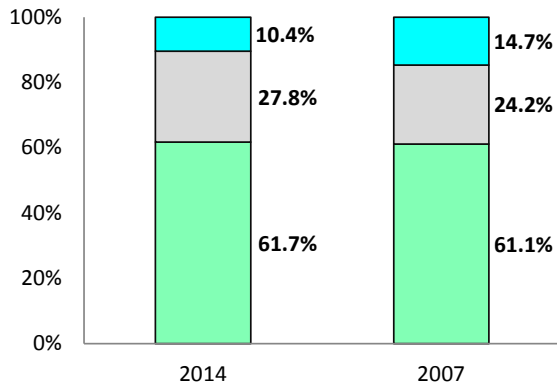
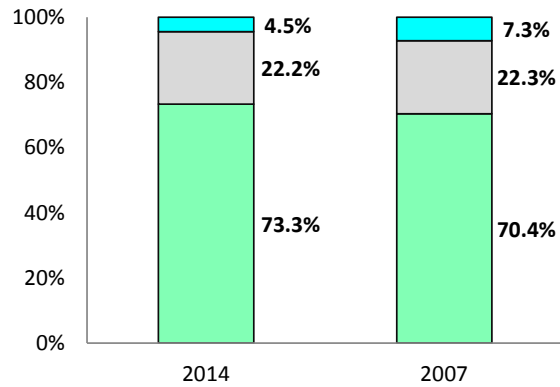
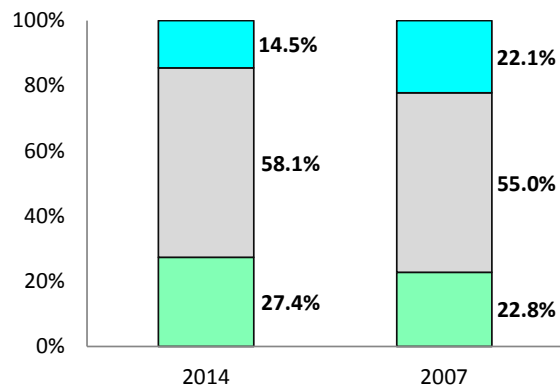


Figure 12
Opinion: Information Provided is Useful



- Agree
- Neither Agree nor Disagree
- Disagree

Figure 13
Opinion: Can Conduct Business Online



E-News

The Village has a free, bi-weekly e-mail news service (E-News) available through subscription on the Village's website. Residents who subscribe receive e-mail notices about Village meetings, events, and other valuable information.

Subscription to E-News

Question 9 asked respondents whether they currently subscribe to the E-News. Of the 453 question respondents, 34.2% or 155 respondents subscribed to the Village E-News, as is shown in Figure 14.

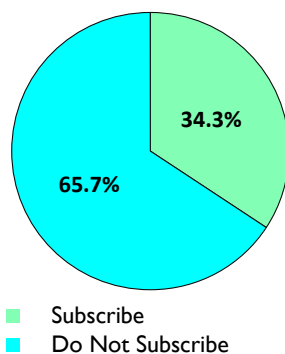
When cross-referencing E-News subscription with internet access, the percent of respondents with internet access who subscribed to the E-News

increased to 35.8%. This was a significant increase over the 8.5% of respondents who had internet access and subscribed to the E-News service in 2007.

For those not subscribing to the E-News, **Question 10** asked why not and provided four reasons as well as write-in space. Of the 298 respondents that did not subscribe to the E-News, the most common reason for not subscribing was a lack of awareness of the service, with approximately 59% of respondents. This was the most commonly cited reason for non-subscription in the 2007 survey as well. Those concerned about giving out their email address and those not interested in receiving the information represented 15.1% and 14.4% of responses, respectively. This information is illustrated in Figure 15.

Of the 38 respondents who selected "Other" as a reason for not subscribing to the E-News, 14 said they already received too many emails and did not want to register for additional email services. Limited internet use (4), no internet service (4), no time for additional news (4), and a preference for direct mail/paper information (4) were other major reasons for not subscribing to E-News.

Figure 14
Subscription to E-News



Opinions on E-News

Question 11 asked respondents whether they agreed or disagreed with a series of statements about the E-News. In most cases, the majority of respondents reacted favorably to the E-News, saying they found the service informative, could easily find needed

information, and thought the information was useful. This information is illustrated in Figure 16.

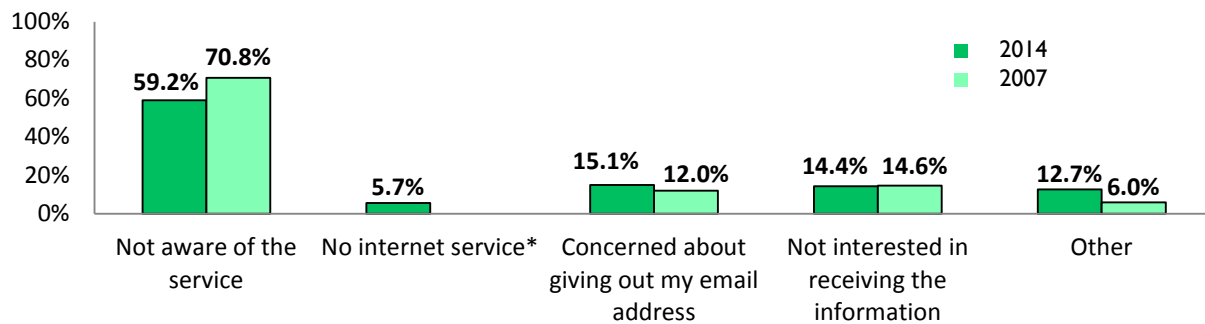
The statement “I like the layout and design of the E-News.” had the lowest percent of respondents who agreed at 48.7%, and it was the only statement with which a majority of respondents did not agree. This statement also had the highest percent of respondents who disagreed (7.7%), indicating room for improvement in the E-News’ design.

The survey provided space in **Question 12** for respondents to describe what else they would like to see included on the E-News. Of the 18 responses to this question, six said they would like to see changes to the formatting and/or better editing. Suggestions included

headers for topics, more bullet points for faster reading, and developing a text-only format.

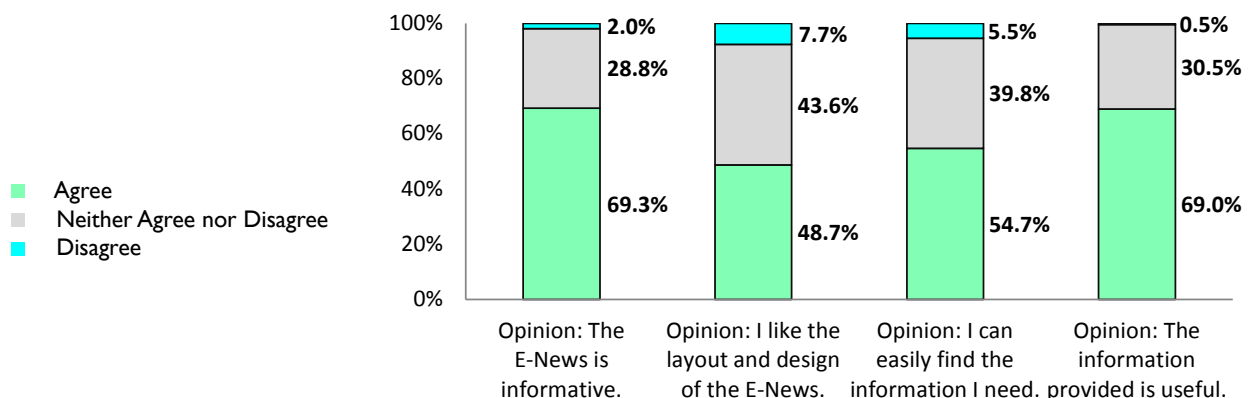
Other comments suggested specific additions to the E-News including adding neighborly information (4) such as neighborhood concerns or resident profiles, information on Council actions (4), and contact information (1) or a community calendar (1).

Figure 15
Reasons for Not Subscribing to E-News, 2007 and 2014



* Option not provided in 2007

Figure 16
Subscription to E-News



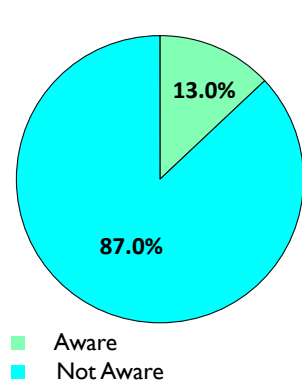
Podcasts

Podcasts are digital audio or video files that can be streamed online or downloaded, and consist of multiple episodes. Orange Village has provided audio podcasts of Village Council meetings on its website so that residents can listen to Village Council proceedings.

Awareness of Village Podcasts

Question 13a asked respondents if they were aware that audio podcasts were available on the Village website. Of the 385 question respondents, only 50 or 13% were aware that podcasts were available on the website, as illustrated in Figure 17.

Figure 17
Awareness of Podcasts



Listened to Village Podcasts

Question 13b asked respondents if they had listened to any of the podcasts available on the Village website. Figure 18 shows that of the 383 question respondents, only 21 or 5.5% said they had listened to one of the audio podcasts.

Interest in Video Podcasts

Question 13c asked respondents if they would watch a video podcast of the Village Council meetings if they were posted on the Village website. While few respondents had listened to any of the audio podcasts, 39.4% of the 376 question respondents said they would watch a video podcast of council proceedings.

Figure 18
Listened to Podcasts

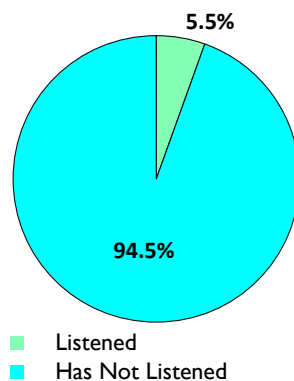


Figure 19
Would Watch Video Podcasts

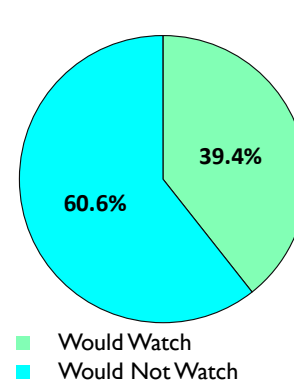
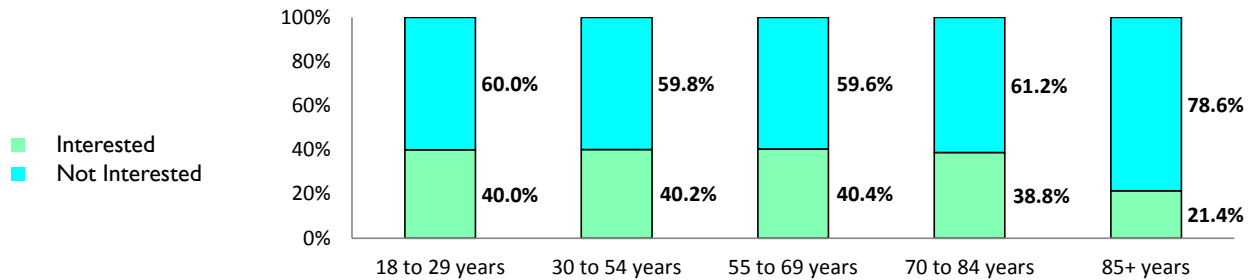


Figure 20
Would Watch Video Podcasts by Age of Respondent



While still a minority of respondents, this is significantly higher than the number of respondents that reported listening to audio podcasts. This information is illustrated in Figure 19.

The percent of respondents who would watch video podcasts was cross-referenced with the age of respondent to demonstrate who may be interested in such a video service. The results, illustrated in Figure 20, showed that interest in video podcasts was fairly consistent with the exception of the survey's oldest respondents. Approximately 40% of all age groups under 85 years old said they would watch a video podcast; however, only 21.4% of respondents age 85 or older would watch a video podcast.

Community Newsletter

Orange Village distributes a quarterly Community Newsletter that is mailed directly to Village residences. The newsletter includes event details, governmental updates, and other important information.

Frequency of Reading

Question 14 asked respondents how often they read the Community Newsletter. A large majority of question respondents (72.4%) reported that they read every issue of the newsletter, while only 1.9% reported never reading it. This is nearly identical to frequencies reported in 2007, and is illustrated in Figure 21.

The frequency of reading the Community Newsletter was cross-referenced with the age of respondent to better understand who reads the Village publication. The overwhelming majority of respondents in all age groups read most or every issue of the newsletter. While respondents age 18 to 29 years had the highest percent of respondents who answered “Few Issues” or “Never,” this information may be skewed by the low number of respondents in that category. Otherwise, the percent of respondents that read every issue of the Community Newsletter generally increases with age, as illustrated in Figure 22.

The responses to Question 3 demonstrated that the Community Newsletter remains the dominant way residents of Orange Village receive their information. The high frequency of reading the newsletter and its popularity as a form of communication make the newsletter an essential component of the Village communication strategy.

For respondents that answered “few issues” or “never,” **Question 15** asked why they were unlikely to read the Community Newsletter. Of the 27 responses, six said they were not interested in the information because they did not consider it important or did not believe it was relevant. Other commenters noted they did not have the time to read the newsletter (4), were a new resident (3), or they received too much mail already (3).

Figure 21
Frequency of Reading, 2007 and 2014

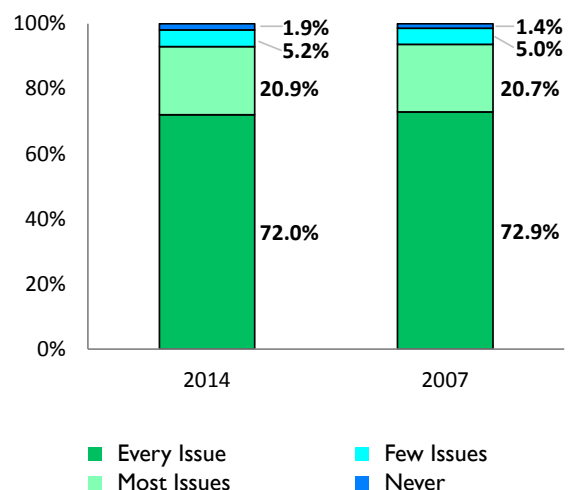
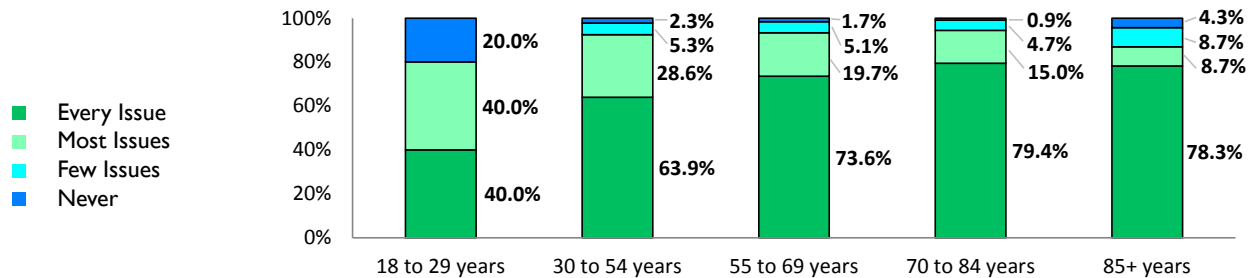


Figure 22
Frequency of Reading by Age of Respondent



Opinions on Newsletter

Question 16 asked respondents whether they agreed or disagreed with a series of statements about the newsletter. In all cases, over two-thirds of respondents responded favorably to the newsletter, saying they liked the layout and design, thought the articles were well-written, could easily find needed information, thought the information was useful, and believed the length of the newsletter was appropriate. This information is illustrated in Figure 23 through Figure 27.

Also in all cases, the percent of respondents reacting favorably to the Community Newsletter increased from the 2007 survey. Opinions on the ease of finding information had the greatest change, with the percent of respondents agreeing increasing from 66.3% to 80.7%.

Question 17 allowed respondents to input information about what else they would like to see in the Community Newsletter. Of the 34 responses, 25 discussed specific pieces of information they would like to see added to the newsletter. Six respondents suggested neighborly information such as a citizen spotlight, housing sale prices, or programs for seniors; five suggested information on Council actions; three suggested zoning or redevelopment news and updates such as upcoming projects or requested variances; three suggested a business directory; and two suggested a police blotter. Other comments were very positive and complimentary of the newsletter, with three respondents saying the Village should not change anything about it.

Figure 23
Opinion: Like Newsletter Layout and Design

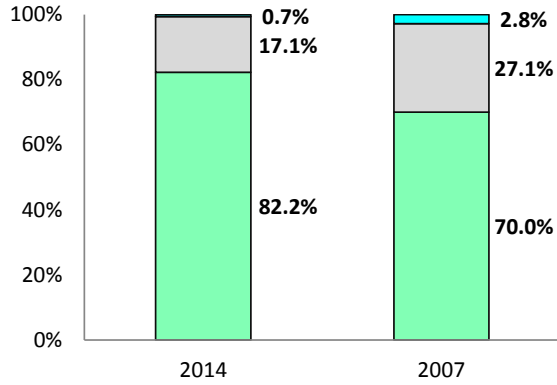


Figure 24
Opinion: Think Articles are Well-Written

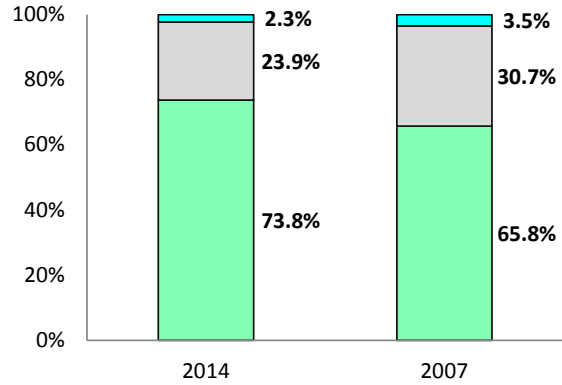


Figure 25
Opinion: Can Easily Find Needed Information

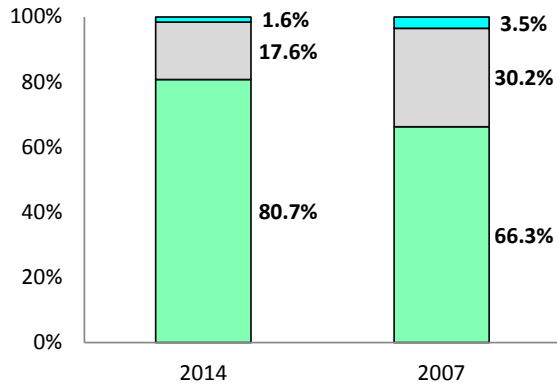


Figure 26
Opinion: Information Provided is Useful

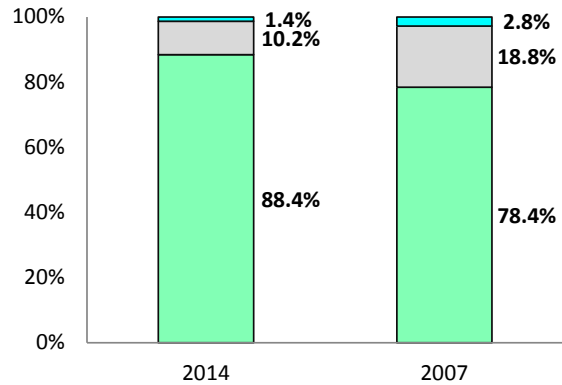
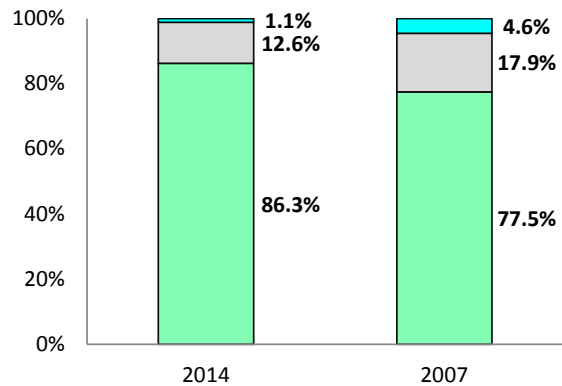


Figure 27
Opinion: Newsletter Length is Appropriate*



■ Agree
■ Neither Agree nor Disagree
■ Disagree

*In 2007, residents responded to "The length of the survey is sufficient."

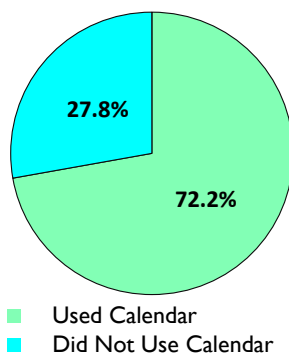
Recycling Calendar

Funded by a grant from the Cuyahoga County Solid Waste District, the Village distributes an annual Recycling Calendar to residents describing important dates, recycling tips, and trash/recycling pickup days. By combining useful daily information with tips about recycling, the calendar is meant to increase awareness and use of recycling opportunities.

Use of Recycling Calendar

Question 18 asked respondents whether they used the Recycling Calendar. Of the 464 question respondents, 72.2% said they used the Recycling Calendar, as shown in Figure 28.

Figure 28
Recycling Calendar Use



When compared to other forms of communication, respondents reported using the Recycling Calendar more than they subscribed to the E-News and significantly more than they listened to podcasts of Village Council meetings.

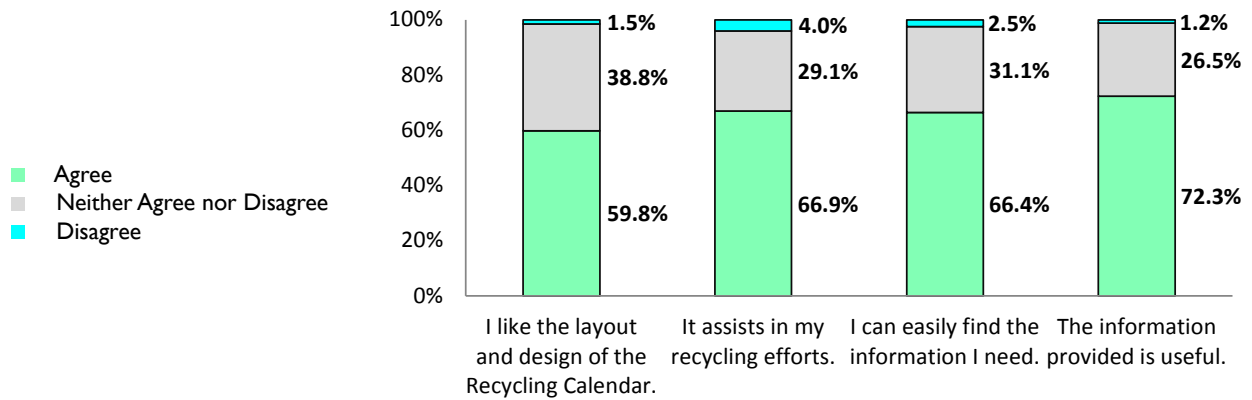
Opinions on Recycling Calendar

Question 19 asked respondents whether they agreed or disagreed with a series of statements about the Recycling Calendar. In all cases, a majority of respondents reacted favorably to the Recycling Calendar, saying they liked the layout and design, claimed it assisted in recycling efforts, could easily find needed information, and thought the information was useful. This information is illustrated in Figure 29.

The statement “I like the layout and design of the Recycling Calendar” had the lowest percent of respondents who agreed at 59.8%; however, this still represented a majority of respondents who reported liking the design and layout. More than 65% of respondents agreed with all other statements.

The survey provided space in **Question 20** for respondents to describe what else they would like to see included in the Recycling Calendar. Of the 44 responses, 15 wrote about adding specific information to the Recycling Calendar including a full list of collection dates, information on what happens to recycled items, common recycling errors, tips on where to recycle items not collected by the Village, and more information on what can and cannot be recycled. Most

Figure 29
Opinions on Recycling Calendar



of the remaining comments discussed how helpful the calendar was (9), the need for improved editing (5), or lack of awareness of the service (4).

In an open-ended format, **Question 21** asked respondents to suggest any additional ways the Village can increase residential recycling rates. Respondents recorded 80 individual responses with 38 comments suggesting expanded recycling services. To expand recycling services, respondents asked for more items to be accepted (19), more recycling events (8) such as more shredding and electronics recycling days, more or increased size of recycling bins (7), and increased drop-off hours (4).

Beyond expanded service, 20 respondents asked for increased education or awareness measures such as reminder emails, seminars, mailers, or magnets with important information. An additional five respondents suggested developing an awards or recognition program for streets with high recycling rates, and five respondents suggested mandating recycling through tickets or fees.

Overview of Communication

Following questions about the Village's individual communication methods, the survey asked respondents to rate the Village's overall communication efforts. This allowed respondents to say whether they thought the Village's efforts as a whole have worked in informing residents of important information.

Overview

Question 22 asked respondents to rate the Village's overall efforts to communicate with residents. Of the 462 question respondents, 41.3% rated the Village's efforts as "Excellent" and 48.5% rated efforts as "Good," totaling 89.8% of ratings above average. Only 1.9% of respondents rated efforts below average ("Poor" or "Very Poor"). This information is illustrated in Figure 30.

In 2007, 74.0% of respondents rated Village communication as "Good" or "Excellent." Responses from 2014 have shown improvement in Village communication efforts above already exemplary ratings. Likewise, those rating Village efforts as "Poor" or "Very Poor" dropped from 7.2% of responses in 2007 to only 1.9% in 2014.

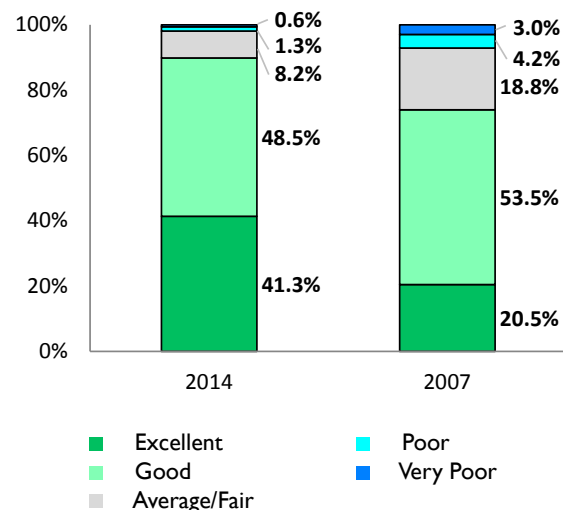
The overall communication rating was cross-referenced with demographic data on the length of residency and age of respondent to present a clearer picture on how various types of residents rate Village communication efforts.

When cross-referenced by the length of time one resided in the Village, respondents' ranking of the Village's communication efforts showed that the

overwhelming majority of respondents ranked the Village's communication efforts "Excellent" or "Good" regardless of how long they have been a resident in the Village. There are slightly more respondents ranking the Village's communication efforts "Average," "Poor," or "Very Poor" in groups that have lived in the Village for longer periods of time; however, these numbers remain extremely low. This information is illustrated in Figure 31.

Similarly, the Village's communication efforts were cross-referenced by the age of respondent. This also indicated that communication efforts were generally

Figure 30
Communication Rating, 2007 and 2014



positive across the board. All rankings of “Poor” or “Very Poor” were confined to the ages between 30 and 69 years old; however, this age group still had an overwhelmingly positive assessment of communication efforts. This information is illustrated in Figure 32.

improved such as more effective emails and increased use of social media. An additional 11 comments said CodeRed should be used only for emergency alerts, not everyday messages. Eight comments called for more in-person communication through meet-and-greets, town halls, or other events; and seven comments suggested various ways to improve the content of existing communication such as improved financial reports or more balanced views in the newsletter.

Question 23 provided respondents space to make suggestions on ways the Village could improve communication with residents. Of the 59 comments, 18 were general ways electronic communication could be

Figure 31
Communication Rating by Length of Residency

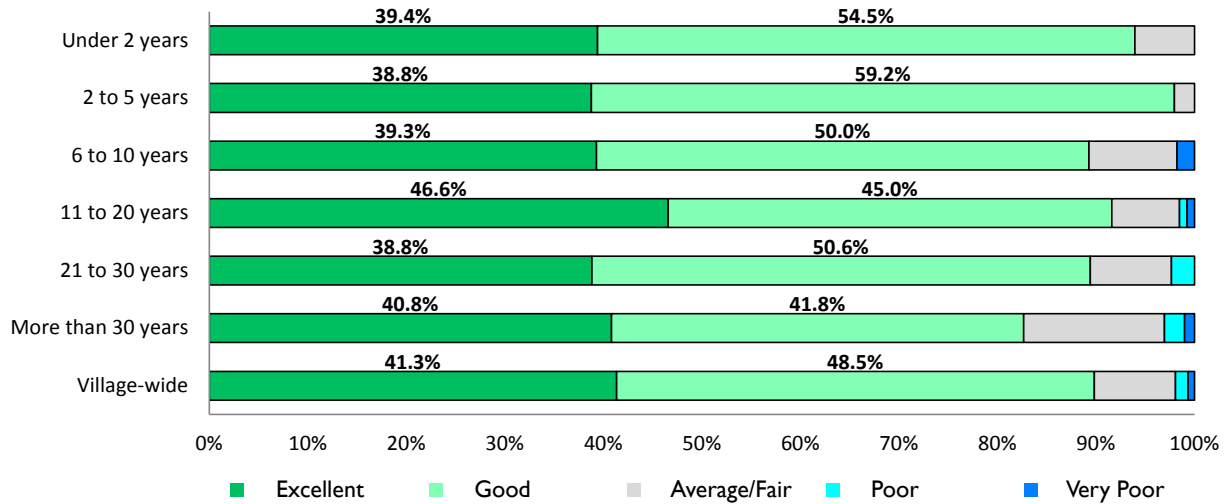
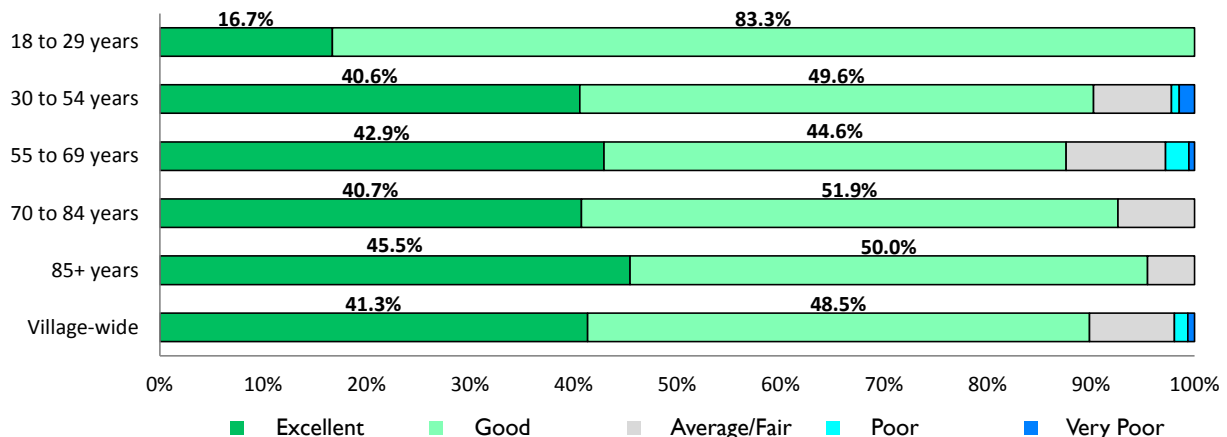


Figure 32
Communication Rating by Age of Respondent



Meetings and Events

Openness and transparency are important to the Village. Equally important is fostering a sense of community among residents. To these ends, the Village holds various meetings and events that are open to the public, ranging from detailed Planning & Zoning Meetings to the more community-centric Salute to Orange.

The meetings and events section of the survey asked residents about the various community events Orange holds. Residents were asked if they have participated in any meetings or events, why they have not participated, and what they liked best about them. This information is important to understanding what the Village can do to improve the meetings and events it hosts.

The survey results showed that while event participation is generally low, those people who have attended one rated them very positively. Of the four events that were rated, more than 80% of participants said the events were “Good” or “Excellent.”

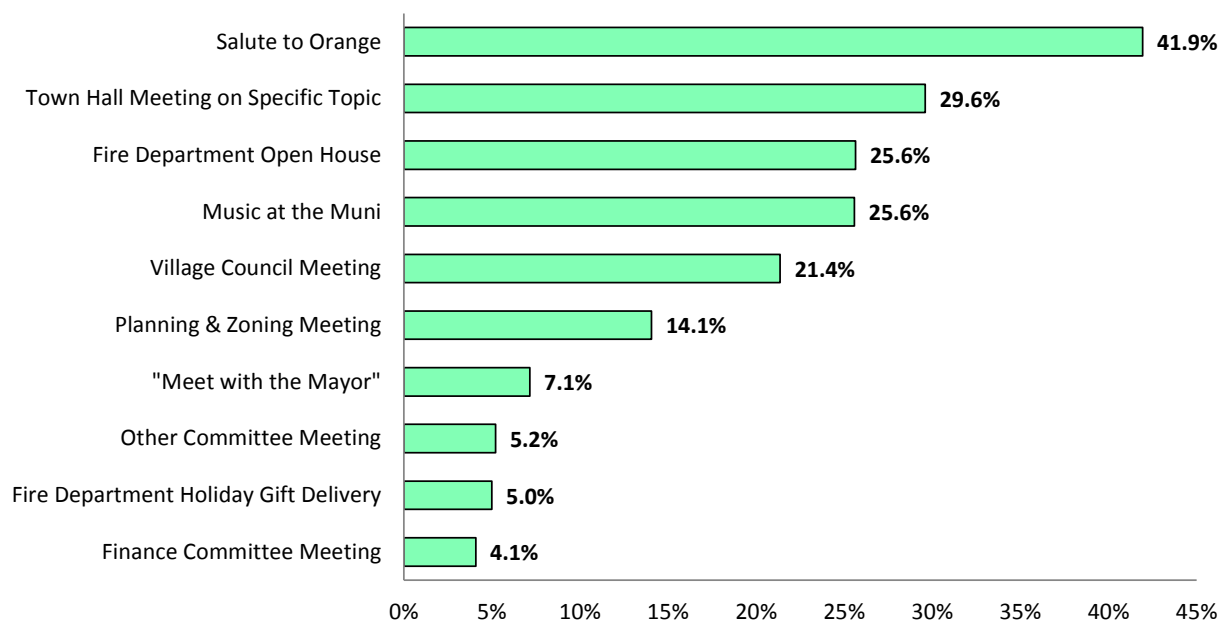
Participation

Participation rates are an important gauge of an event's success. For that reason, the Community Survey asked residents about their level of participation in various community events, why they have not attended, and what the community can do to increase participation.

Current Participation

Question 24a asked respondents if they have participated in a series of community events in the last year. The results, as illustrated in Figure 33, show that Salute to Orange is the most commonly attended Village event, with more than 40% of question respondents having participated out of 398 question responses.

Figure 33
Event and Meeting Participation



No more than 30% of respondents had attended any other event. While “Town Hall Meeting on Specific Topic” garnered 29.6% of respondent selections, the ambiguous nature of the selection means that respondents may not have all attended the same event. This was followed by “Fire Department Open House” and “Music at the Muni,” each with a quarter of respondents attending.

The lowest attended events were “Other Committee Meeting,” “Fire Department Holiday Gift Delivery,” and “Finance Committee Meeting.”

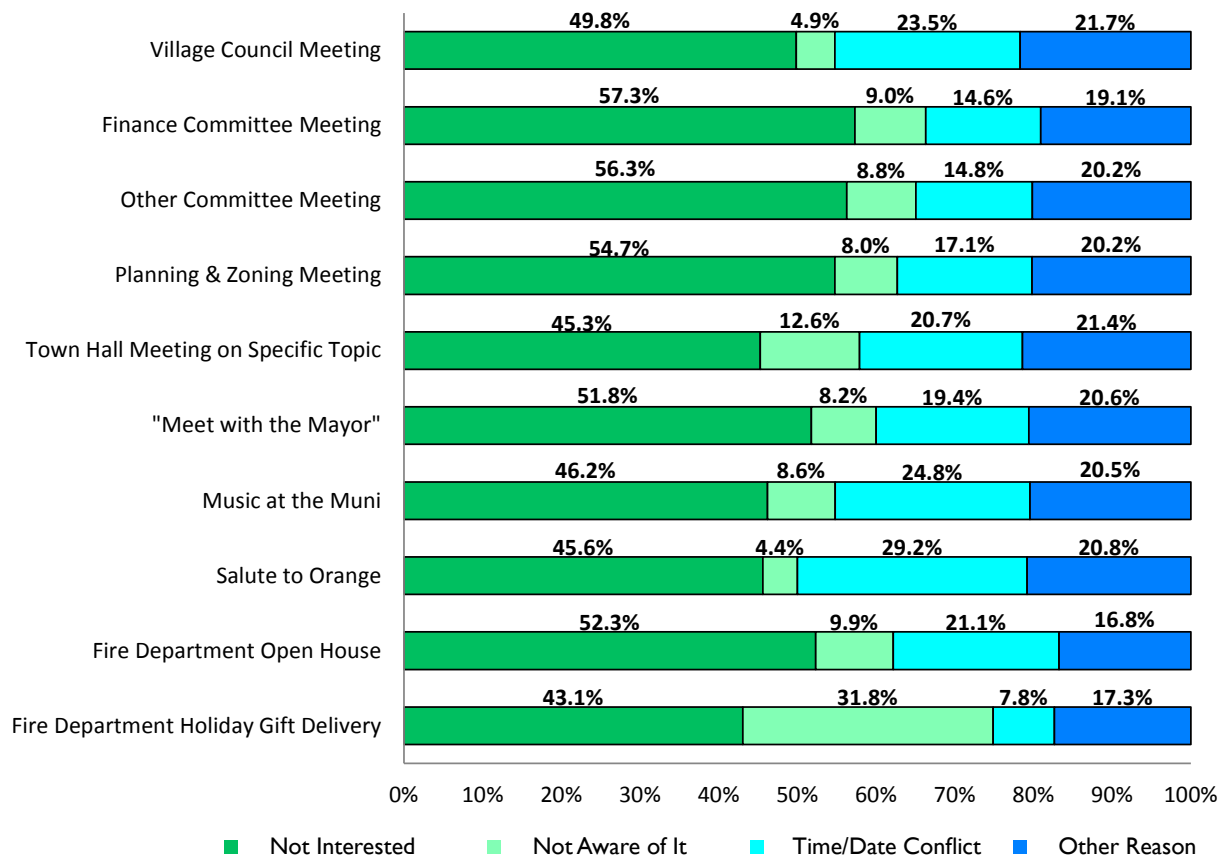
For those respondents who had not attended an event, **Question 24b** asked why they did not attend. As illustrated in Figure 34, the most common reason for not attending any event was “Not Interested,” which

accounted for more than 40% of responses to every event.

While lack of interest was the most common answer across the board, a number of other selections are noteworthy. The Salute to Orange event had a particularly high percent of respondents that reported a time or date conflict with the event. This indicates a desire to attend and future events should carefully consider timing to maximize participation.

Also of note was the extremely high percent of respondents who were not aware of the Fire Department Holiday Gift Delivery service at 31.8% of question respondents. This indicates the need for additional event publicity and explains why the event had such low attendance.

Figure 34
Reasons for Not Attending Village Events or Meetings



Question 25 asked respondents who marked “Other Reason” for not attending an event to specify that reason. Of the 99 responses, 35 suggested a time/date conflict as the primary reason for not attending a community meeting or event. The second most commonly cited reason was a physical limitation such as poor health or age that stopped respondents from attending events, accounting for 15 comments. An additional 12 respondents said they were uninterested in the events, eight were new residents who had not yet had the opportunity to attend an event, and seven respondents said they did not believe their input was welcomed or considered at official Village meetings.

Future Participation

Question 26 asked respondents what the Village could do to increase participation in community events. Of the 80 responses, 28 noted they could not or would not attend community events because they were too busy, had physical limitations, or were satisfied without attending any events.

Other respondents noted specific ways the Village could increase their attendance. The largest number of respondents noted greater publicity as the best way to increase attendance. Of the 21 respondents who asked for increased publicity, nine said they would like greater notice in the form of agendas and reminder emails. Six respondents said the Village should continue the current notices and they will eventually attend, and two respondents said the Village should educate residents about the issues that will be brought up at meetings and events to increase interest and attendance.

Other responses included a call to increase the number of events (6) especially block parties, improve meeting procedures (6) by allowing greater or more meaningful community input, and change the dates or times of meetings to make them more convenient (4).

Ratings

For those that attended one of four community events, the survey asked respondents to rate it. The survey also asked residents their favorite parts of community events and suggestions for future improvements.

Current Ratings

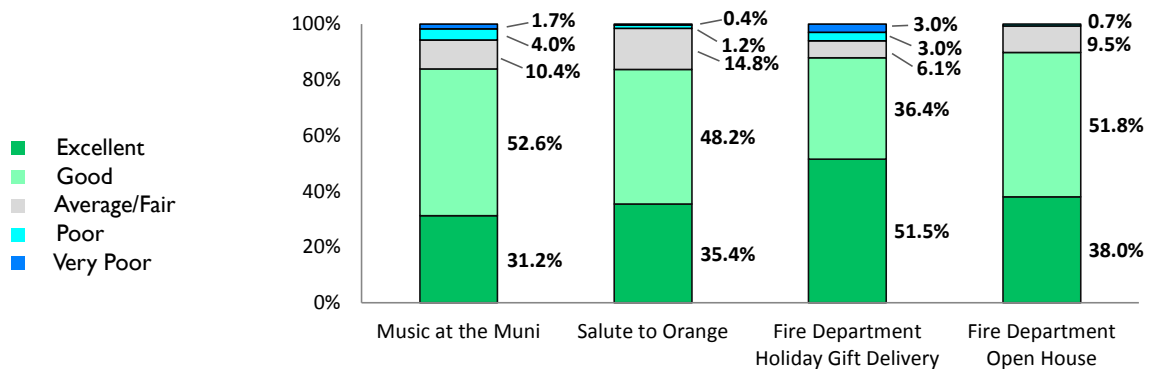
Question 27 asked respondents to rate the following four community events: Music at the Muni, Salute to Orange, the Fire Department Holiday Gift Delivery, and the Fire Department Open House. Respondents rated all community events positively, with more than 80% of respondents rating each event with an “Excellent” or “Good” rating. The Fire Department Holiday Gift

Delivery had the highest “Excellent” rating, with more than half of all respondents selecting that rating.

While respondents who attended these events rated them very positively, a large percentage of respondents reported never attending the four events. Of the question respondents, 58.9% never attended Music at the Muni, 39.3% never attended Salute to Orange, 83.9% never attended the Fire Department Holiday Gift Delivery, and 73.9% never attended the Fire Department Open House. This indicates an ongoing need to advertise community events.

Question 28 asked respondents what they like best about any of the community events. By understanding the community’s favorite parts of events, the Village

Figure 35
Music at the Muni Rating



can work to maintain or enhance these qualities. Of the 98 responses provided, 27 said the best part of any event was the opportunity to meet and interact with neighbors. Following neighborhood interaction, 16 respondents said the family orientation of events was their favorite part, 12 said fireworks, 11 said the sense of community, and 8 said the price of admission was their favorite part.

Event Improvements

Question 29 asked residents for any suggestions on ways to improve community events. Of the 38 responses, seven called for increased variety of offerings including calls for comedy shows, more informative shows, a crafts or garden festival, and a food and wine event. An additional seven respondents called for more activities targeted to various age groups, including more adult-oriented events like wine tastings or more senior events.

Other respondents said improved food options (4) beyond what is presently provided and more advertising for increased awareness of events (4). Four respondents said the number of events should be reduced to lower Village costs.

Facilities

The Village of Orange owns, operates, and maintains a variety of recreational facilities ranging from sledding hills to baseball fields. The majority of these facilities are located in Orange Community Park, but the Village also operates the Wooddell Room in Village Hall and has proposals to add new facilities.

The facilities section of the Community Survey asked residents about their use of various facilities including questions on how often residents use them, how they rate their quality, and what types of future improvements residents would like to see.

The survey also asked specific questions about two proposed facilities: a new meeting room that residents could rent for small gatherings and a renovated amphitheater that could be used for shows, movies, or concerts.

The survey results showed that across the board, respondents rate Orange Village's facilities very highly. Additionally, they are supportive of the Village's proposals for new facilities.

Existing Facilities

The first facilities questions asked respondents about their use and ratings of the Village's existing facilities. With the exception of the Wooddell Room at Village Hall, all existing Orange Village facilities are located within Orange Community Park.

Use of Facilities

Question 30 asked respondents how often they or other household members have visited or used each community facility within the last year. In general, respondents reported that they “Never” or “Rarely” use the various Orange Village facilities. Orange Community Park (as a whole) was the most used facility while individual park components were used more rarely, showing that while many people came to Orange Village Park frequently, not all people used the same facilities. This information is illustrated in Figure 36.

The most popular facility within Orange Community Park was the paved hiking trails. Of the 435 question respondents, 177 or 40.7% said they used the hiking trails in the park “Sometimes” or “Often.” Facilities geared to families or young children were the next most used facilities including the tot lot playground, sledding hill, and picnic pavilions.

While most individual facilities reported low use generally, the least used facilities were those geared to group sports—the basketball court, football/soccer field, and volleyball court.

For those respondents who primarily answered they “Rarely” or “Never” used any facilities, **Question 31** asked an open-ended question on what would help increase use of these facilities. Of the 196 comments, 35 said they would use the facilities more if they had children or grandchildren, as many of the facilities targeted the youngest generation. Following this response, 27 commenters noted they were unaware of these facilities and would use them if provided with more information.

Additionally, 22 respondents said they would use facilities more if certain improvements were made. Of these 22 responses, 15 said improvements to the playground, especially changing from the existing stone base to a different material, would increase their use of that particular facility.

Other respondents said there was no need for the facilities (14), they were new residents and were unaware of the facilities (12), were unsure their use could be increased (8), were uninterested (5), or had physical limitations that stopped them from using the facilities (5).

Orange Community Park

Question 32 asked how respondents would rate each individual facility at Orange Community Park. Respondents were also given the option to select “Do Not Use/No Opinion.” The results, illustrated in Figure 37, show responses excluding “Do Not Use/No Opinion.” In general, respondents rated every facility very highly, with no facility receiving more than 9%

“Poor” or “Very Poor” ratings. This indicates that even those facilities used infrequently were rated highly by those who have used it.

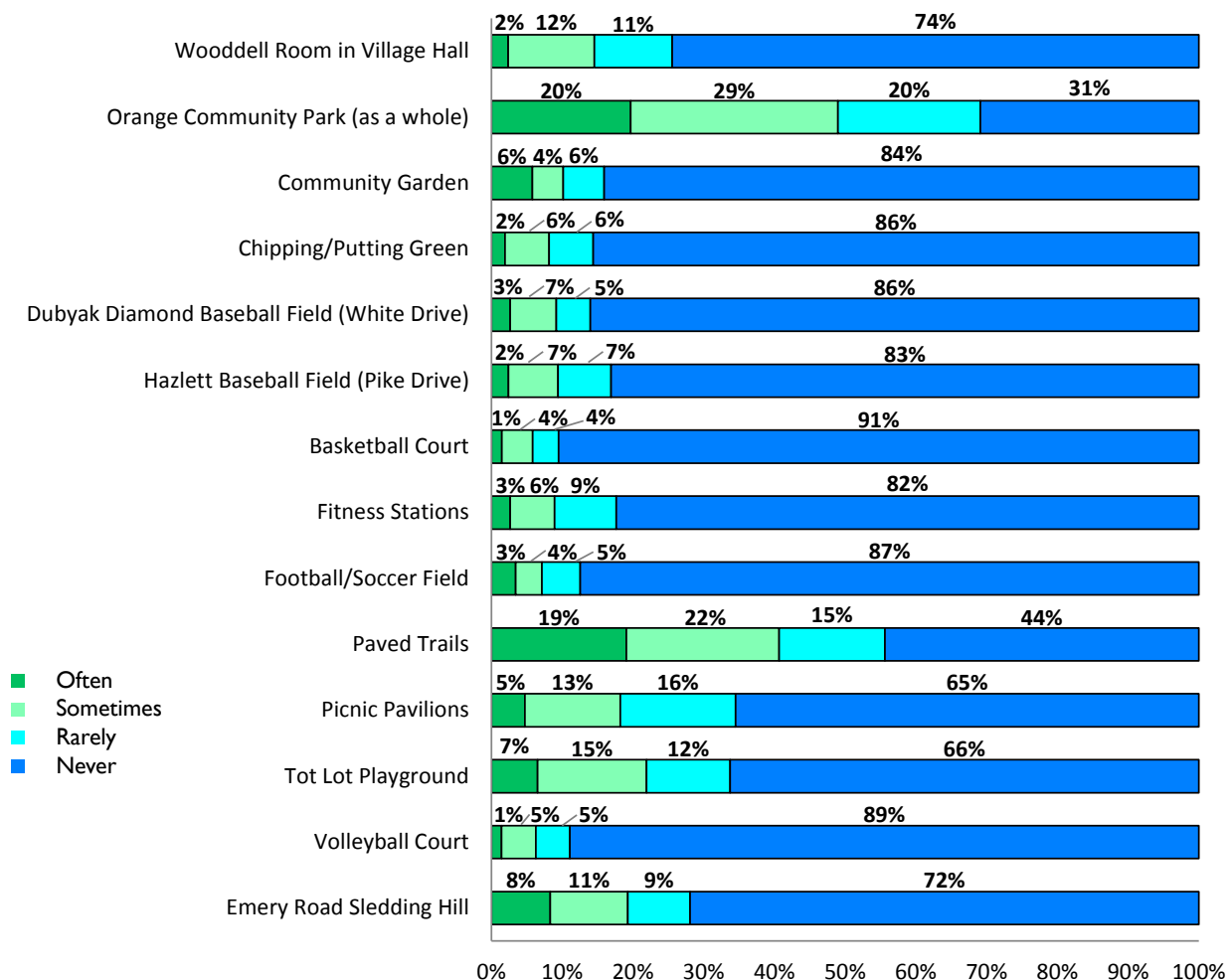
Community gardens and paved hiking trails had the highest ratings, with 92% and 87% of respondents, respectively, rating those facilities as “good” or “excellent.” The park’s fitness stations had the lowest ratings with just over 50% of respondents ranking the stations as “good” or “excellent.”

Question 33 asked respondents to identify improvements they would like to see within Orange

Community Park. The question provided a list of previously suggested improvements from which residents could choose, while also providing a space to write in other ideas for park improvements.

The most commonly selected option was “Permanent Restroom Facilities,” which was favored by 48.7% of all question respondents. No other response garnered more than 40% of total respondents. Following restrooms was “Improved Tot Lot Surface” with 35.3%, “Dog Park” with 30.7%, and “Additional Trails” with 28.7%. This information is displayed in Figure 38.

Figure 36
Community Facility Use



For those 57 respondents who selected “Other,” I1 reiterated that trails and/or bike paths were the improvement they would like to see the most. Other suggestions were also reiterations of provided options including seven suggestions for a new playground surface and six for a dog park. Only one suggestion—ten comments for a new community pool—was unique. An additional eight respondents said no improvements were needed or wanted.

Figure 37
Community Facility Rating

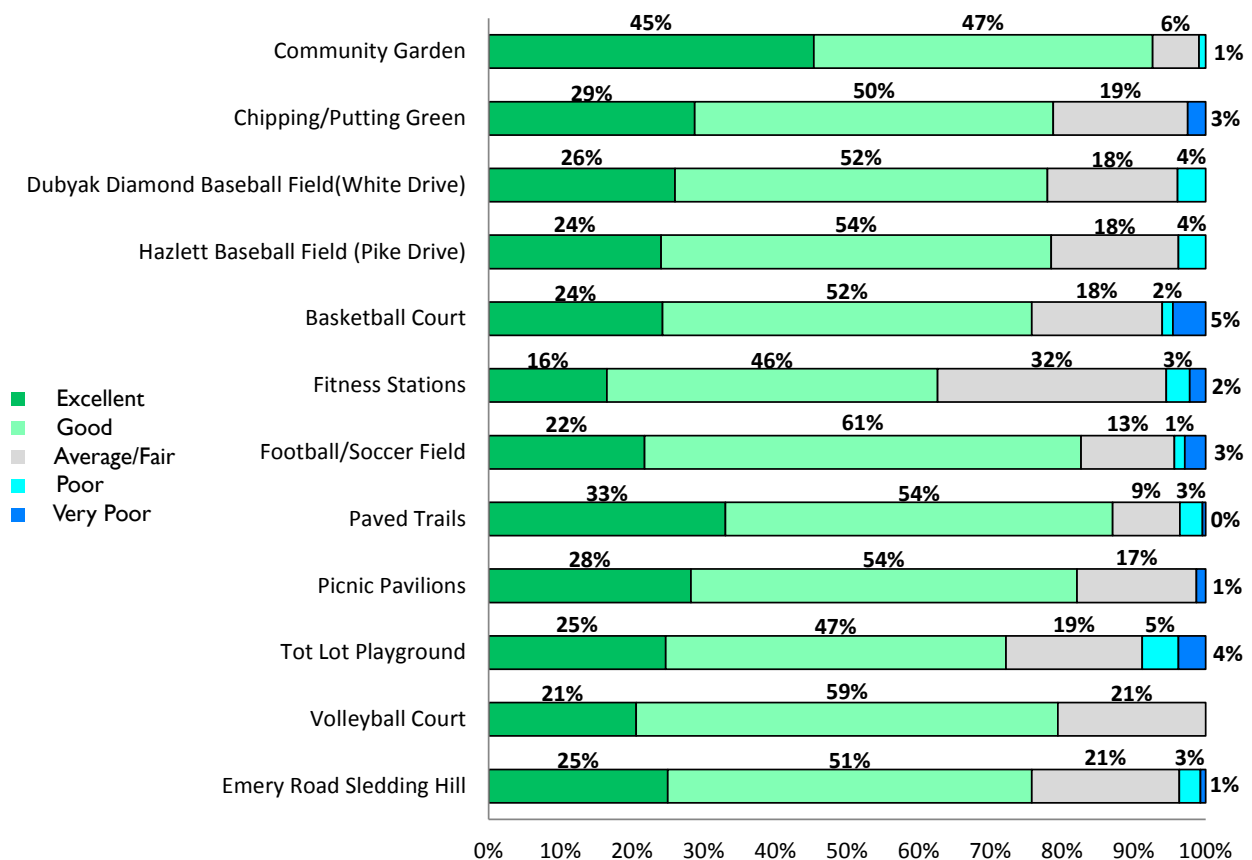
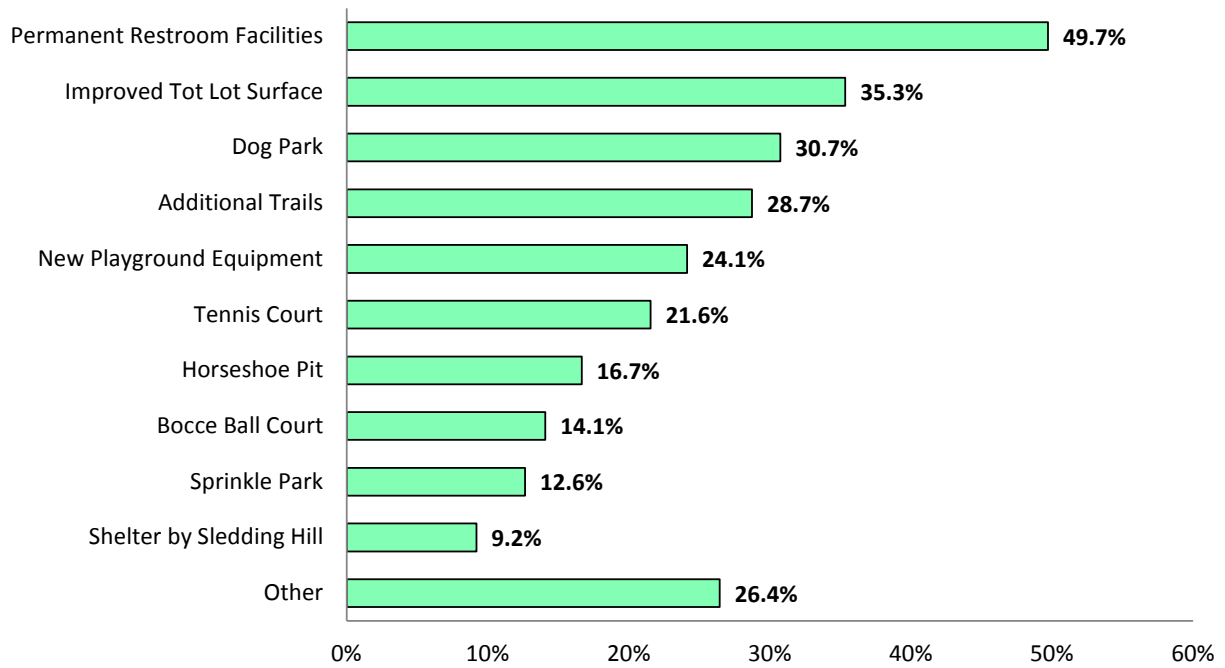


Figure 38
Desired Facility Improvements



Proposed Meeting Room

The Village acquired a 2,500 square foot space with a commercial kitchen as part of the redevelopment of the former church property adjacent to the Village Hall into the new Service Center. The space, connected to the Service Center, could be used for a variety of functions and could accommodate approximately 100 people.

The survey asked respondents whether they would consider reserving the space for parties or events, or for what other uses they would like to see the space used.

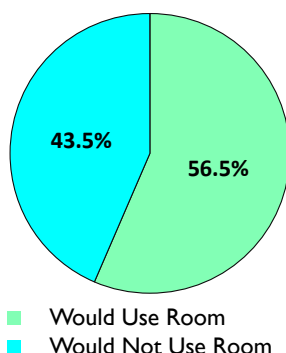
Reserving the Space

Respondents were told that similar spaces in other communities typically rent for \$200, and **Question 34**

asked if they would consider paying that amount to reserve the proposed meeting room for parties or other functions. Of the 432 question respondents, 244 or 56.5% said they would consider paying that amount to rent the space.

Cross-referencing the use of the meeting room with the age of respondent presents a clearer picture of who the meeting room users would likely be. As illustrated in Figure 40, the percent of respondents who would use the meeting room decreases dramatically with age. Those respondents age 18 to 29 years universally agreed that they would be likely to use the meeting room; however, the low number of respondents in this age group could skew the results. Each successive age cohort decreased in likelihood of using the space, with only 18.8% of those age 85 or older likely to reserve the meeting room.

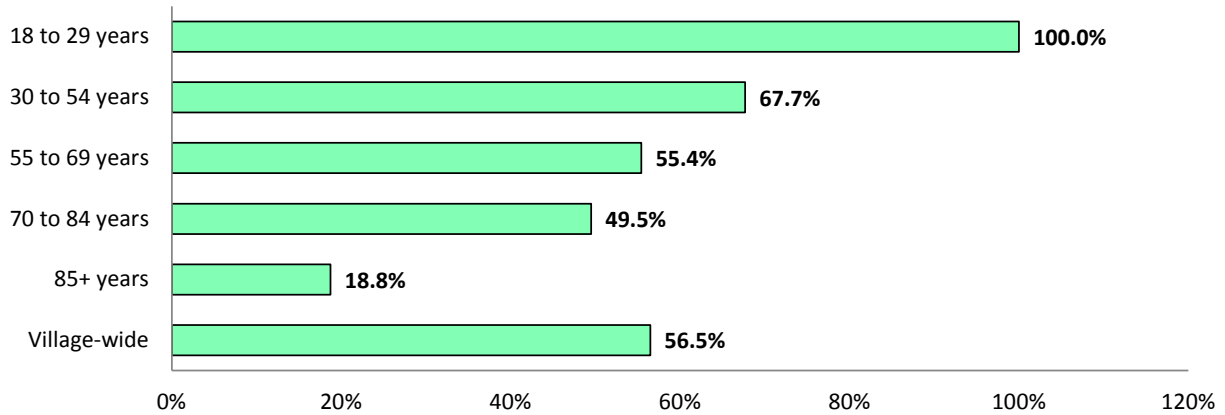
Figure 39
Meeting Room Use



Other Uses

Question 35 asked respondents what other uses they would be interested in seeing if they thought a banquet hall or meeting room was inappropriate. While 77 respondents wrote comments in this space, the most common response did not suggest a new use, but rather commented on the proposed \$200 fee to use the space. Of these 20 comments on fees, 12 said the fee was too great, four said the space should be free for residents, two said the fee should be higher or lower to produce income for the Village, and two said the fee was reasonable.

Figure 40
Meeting Room Use by Age of Respondent



Other responses did suggest actual uses for the space. The most common suggestion (11) was to use the space for classes, lectures or concerts. Respondents suggested art, dance, cooking, or exercise classes. An additional seven respondents said a recreation center with exercise equipment or a bounce house would be an appropriate use.

Other general responses said the facility was appropriate as a banquet hall (11), was not needed (5), or could be used for community events (4). Specific suggestions included using the space as a day care (2), a homeless shelter (2), a youth gathering space (2), or a fundraising space (2).

Proposed Amphitheater

As part of the Service Center construction, the Village acquired an outdoor space suitable for use as an amphitheater, if renovated to accommodate such a use. The survey asked respondents if they were in favor of renovating the amphitheater, whether they would attend events, and if they were willing to donate funds to construction.

The response pattern changed dramatically when cross-referenced with the age of respondent. While 100% of respondents age 18 to 29 years old were in favor of renovation, the percent generally decreased with age. Only 58.3% of respondents age 85 or older were in favor of renovation, as illustrated in Figure 44.

Opinions on Renovation

Question 36a asked residents if they would be in favor of the amphitheater renovation. Of the 418 question respondents, 288 or 68.9% were in favor of renovating the amphitheater for community use. This information is illustrated in Figure 41.

Event Attendance

Question 36b asked respondents if they would attend concerts or other events at a renovated amphitheater. Opinions on event attendance were similar to opinions on renovation, with 68.5% of respondents anticipating attending an event at a renovated amphitheater. This information is illustrated in Figure 42.

Figure 41
Opinions on Renovation

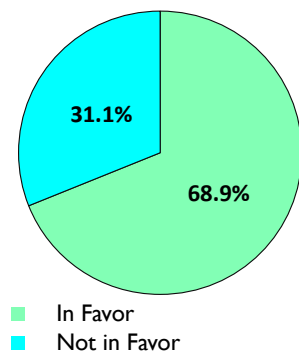


Figure 42
Event Attendance

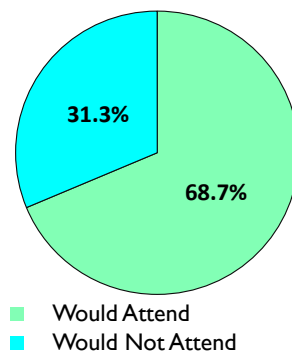
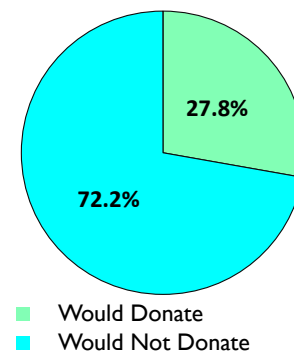


Figure 43
Willingness to Donate



This information was also cross-referenced with age of respondent and showed a similar decline in attendance with age. The percent of respondents who would attend an event at the amphitheater decreased, from 100% of those 18 to 29 years old reporting they would attend an event to only 50% of those age 85 or older. This information is illustrated in Figure 45.

Willingness to Donate

Question 36c asked respondents if they would be willing to donate to the amphitheater renovation. While a majority of persons are in favor of renovating the amphitheater and attending events, only 27.6% were willing to donate funds toward construction

Figure 44
Opinions on Renovation by Age of Respondent

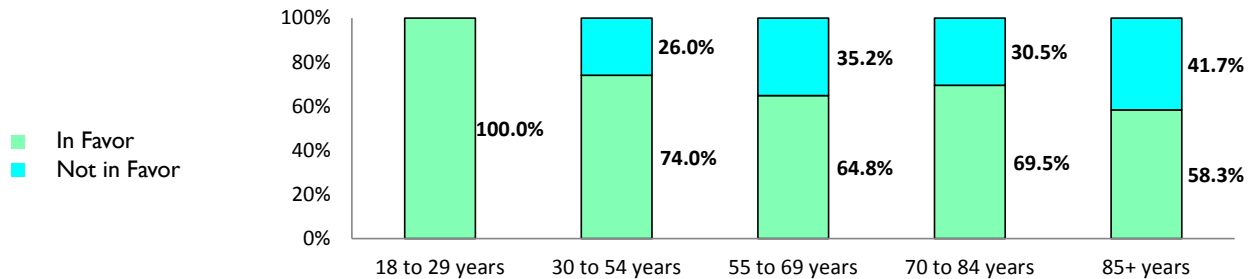


Figure 45
Event Attendance by Age of Respondent

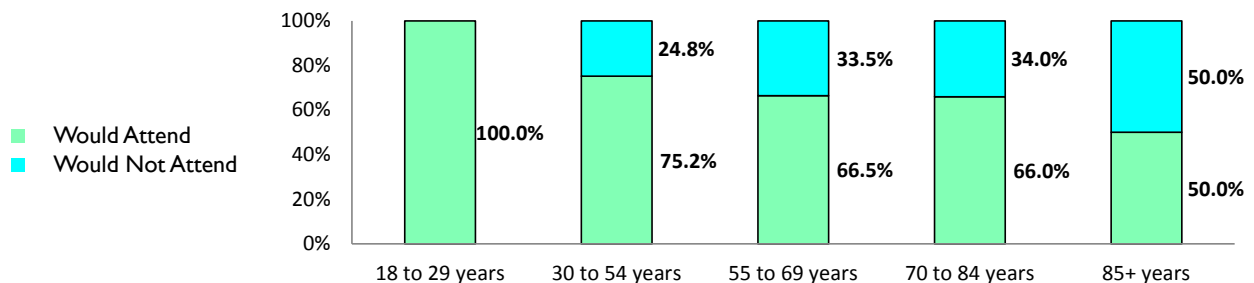
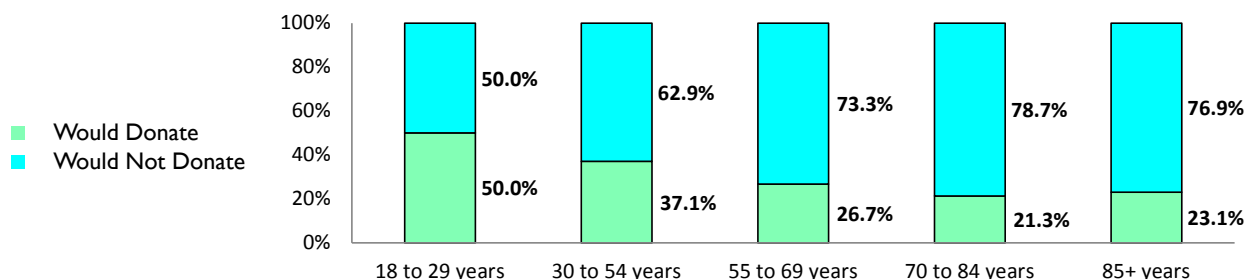


Figure 46
Willingness to Donate by Age of Respondent



costs, as illustrated in Figure 42. This may necessitate seeking grant funding, working within existing budgets, or carefully targeting donation requests to acquire the funds needed for renovation.

This information was also cross-referenced with age of respondent and is shown in Figure 46. The pattern for willingness to donate also generally decreases with age, with under a quarter of respondents over 70 years old willing to donate. Yet, while large majorities of those under 55 years old said they were in favor of the renovation and would attend events there, no age group had more than half of respondents saying they would be willing to donate to it. Despite the lack of majority, any solicitation campaign may seek to target younger community members as they are more likely to donate.

Desired Facilities

In addition to proposals to develop the meeting room and renovate the amphitheater, the survey asked respondents what other types of recreational opportunities they would be interested in seeing.

Other Recreational Opportunities

In an open-ended format, **Question 37** asked respondents what other recreational opportunities and/or cultural activities they or their household would like to see in Orange Village.

The largest number of respondents (28) suggested a variety of ways to construct or expand facilities, including nine suggestions for a community/recreation center, nine suggestions for a community pool, four suggestions for a winter ice skating rink, and two suggestions for a dog park.

An additional subset of respondents called for expanding activities within the Village. Of the 26 respondents seeking more activities, six called for additional music-based events, five called for outdoor movies, and two called for more kid-friendly events. The remaining activity suggestions included specific events such as Easter egg hunts, a flea market, or an art show.

Finally, 20 respondents requested additional bike paths, all-purpose trails, or sidewalks. This represented the most commonly requested facility and is consistent with the high use of existing hiking trails in the park and the general support for new all-purpose trails highlighted elsewhere in this report.

Infrastructure

Infrastructure is a critical component of Village governance. The construction and maintenance of roads, bridges, street lights, all-purpose trails, and water systems are essential parts of economic development initiatives and quality of life for residents.

The Village sought to gather resident input on future infrastructure projects through the Community Survey. By understanding residents' preferences on future investments, the Village administration can prioritize funding toward those initiatives.

The survey results showed that respondents were heavily in favor of trail development, even a majority

of those whose homes would be crossed by the paths. Results on street lighting, however, were mixed, with respondents saying they were not in favor of street lighting on their home streets, but were in favor of lights on other Village streets. Finally, the results on well water showed that the number of homes supplied by well water was decreasing, but that the remaining residences serviced by well water are largely content with it.

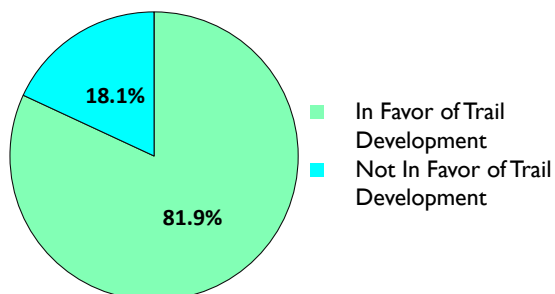
Trails

Orange Village is considering the installation of all-purpose trails, which would be constructed in the street right-of-way and maintained by the Village. The all-purpose trails would be installed on one side of the Village's main streets, including the following:

- the north side of Harvard Road
- the west side of Lander Road
- the south side of Emery Road
- the west side of Brainard Road
- the north side of Miles Road

The Community Survey asked questions regarding opinions on trail development and how residents would use the proposed all-purpose trails.

Figure 47
Opinions on Trail Development



Opinions on Trail Development

Question 38a asked respondents if they would be in favor of all-purpose trails if they were installed at no cost to residents. Consistent with trends showing all-purpose trails as the most popular current facility within Orange Community Park, the overwhelming majority of respondents are in favor of the proposed all-purpose trails. Of the 448 question respondents, 367 or 81.9% said they were in favor of such trail development, as illustrated in Figure 47.

Question 38b asked respondents if one of the proposed all-purpose trails crosses in front of their property. Of the 440 question respondents, 27.7% said the proposed all-purpose trails would cross their property. The location of the all-purpose trails did affect their opinion on trail development, as illustrated in Figure 48. The percent of respondents in favor of trail development was 67.8% for those respondents whose property would be crossed, while it was 87.5% for those respondents whose property would not be crossed. While the percent of respondents in favor of trail development is lower among those whose property would be crossed, it is still a clear majority of respondents.

The opinion on trail development was also cross-referenced with various demographic traits to understand who is in favor of the development. Figure 49 shows the percent of respondents in favor of trail development by age group. More than 80% of respondents under 70 years old were in favor of trail

Figure 48
Opinions on Trail Development by Path Crossing Respondent Property

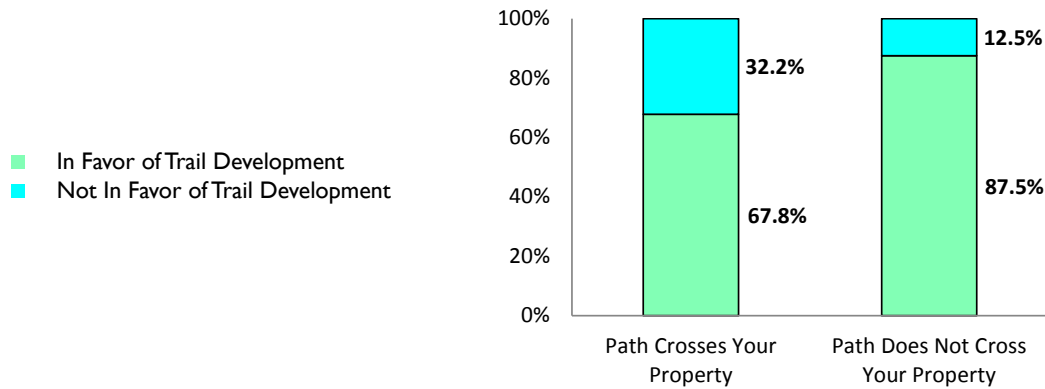


Figure 49
In Favor of Trail Development by Age of Respondent

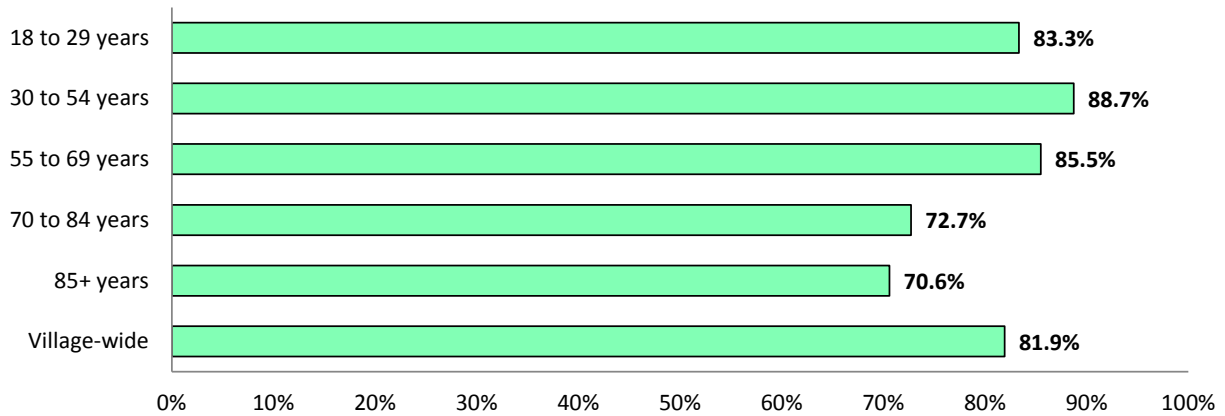
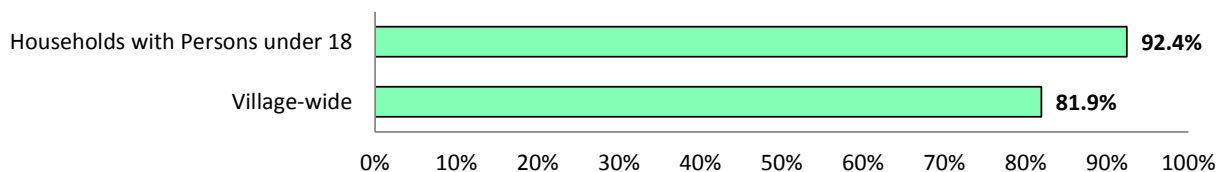


Figure 50
In Favor of Trail Development by Presence of Children



development, while approximately 70% of respondents age 85 or older were in favor.

Similarly, the opinion on trail development was cross-referenced with those households reporting the presence of a person under 18 years old. While 81.9% of respondents reported favoring trail development, 92.4% of households with children were in favor, as illustrated in Figure 50.

Use of Trails

Question 39 asked how respondents would use the proposed paths, and provided a list of five possible uses as well as a write-in area. The survey asked respondents to check all that apply, and of the 408 question respondents, 87.7% selected walking, making it the most popular way respondents intend to use the proposed all-purpose trails. With 47.5% of respondents, biking was the second most popular way to use the all-purpose trails.

Among the 51 respondents who wrote a comment, the most common was that they would not use the proposed all-purpose trails (18). The reasons for not using the all-purpose trails varied. Some more seasoned cyclists preferred to use roads when riding, while other respondents did not believe the all-purpose trails were needed. The second-most popular comment was that respondents would use the all-purpose trails for

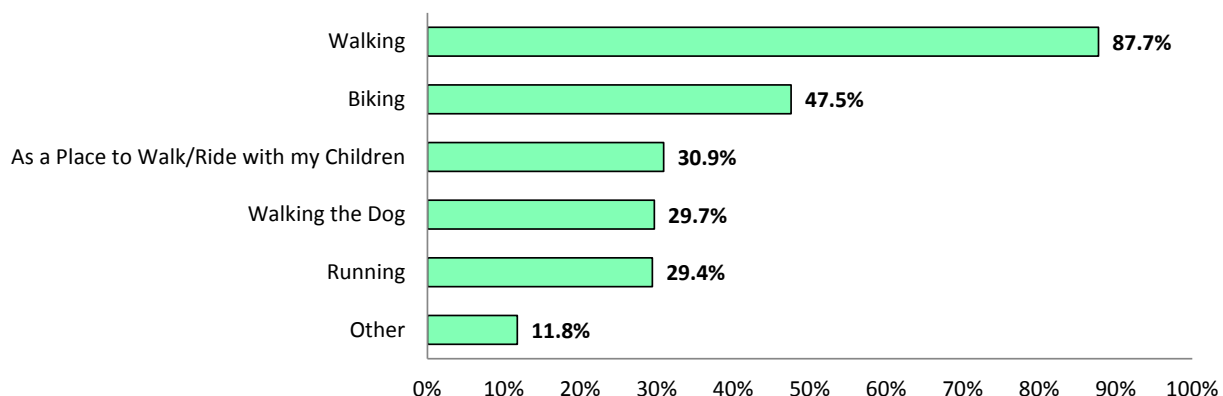
walking. This was a reiteration of the option provided in the question, but respondents expanded the answer to describe things such as their destination.

Few respondents suggested ways of using the all-purpose trails different than what was provided as an option in the question text. Nine respondents commented with concerns about the paths including whether they will be wide enough or too wide, how bicycles and cars will interact, and who will be using the paths. Eight respondents made comments of general support regarding the all-purpose trails, saying they would be good additions to the Village and would be safer to use than walking or biking in the street.

Question 40 asked how often members of the respondent household would use the proposed paths. Of the 450 question respondents, 197 or 43.8% said they would use the all-purpose trails three times per week or more. Only 22.7% of respondents said they would “Never/Rarely” use the all-purpose trails, as illustrated in Figure 52.

To better understand the proposed all-purpose trails’ user base, the frequency of trail use was compared to various demographic details. Those who will use the all-purpose trails often—defined as three times per week or more—represented 43.8% of all respondent answers. In comparison, 60.3% of those respondents under 55 years old said they would use the all-purpose trails often. This information is illustrated in Figure 53.

Figure 51
Use of Trails



Similarly, 62.1% of respondents in households with children said they would use the all-purpose trails often as compared to the 43.8% Village average, as shown in Figure 54. This indicates that trail users will tend to be the younger Village residents and should be a design consideration.

Question 41 asked how many members of the respondent household would be likely to use the proposed paths. Summing the responses of the question respondents shows a total of 385 persons that would use the all-purpose trails.

Figure 52
Expected Trail Use

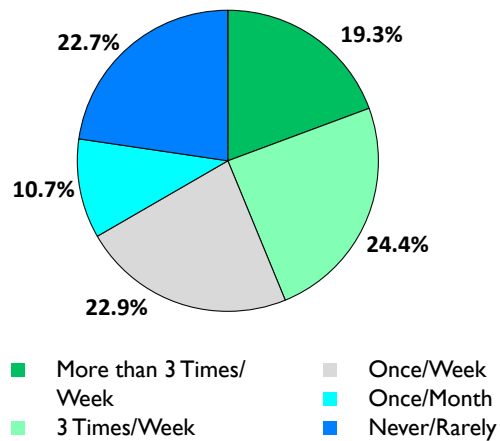


Figure 53
Expected Frequent Trail Use—3 Times/Week or More—by Age of Respondent

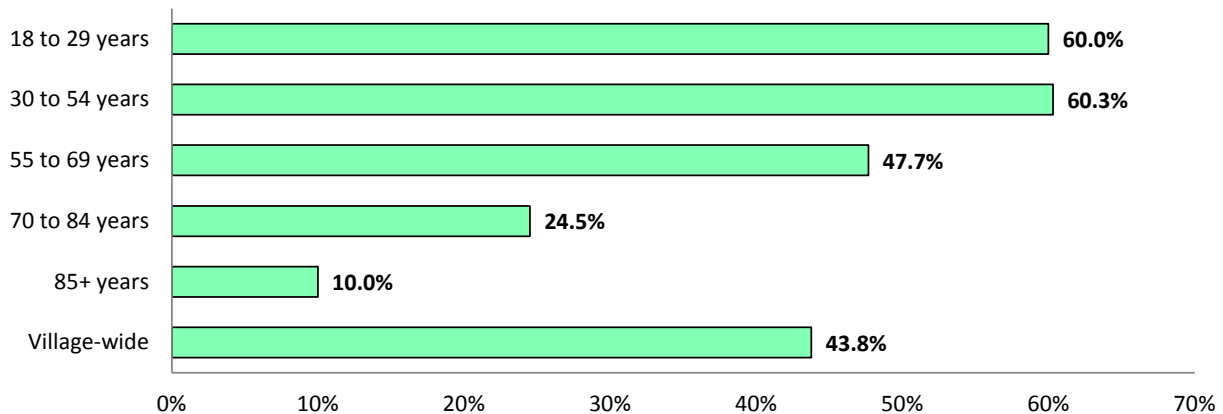
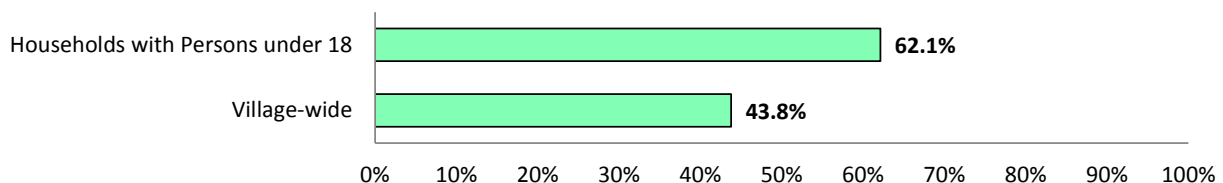


Figure 54
Expected Frequent Trail Use—3 Times/Week or More—by Presence of Children



Street Lighting

Street lighting can enhance the safety of pedestrians, bicyclists, and runners who use Village roads and sidewalks, as well as improve the aesthetic appeal of an area through the use of attractive, durable, and well-designed structures. Street lighting can also impact the semi-rural character of an area.

While Orange Village has no present plans to construct additional street lights along area roads, many residents have expressed concerns about inadequate street lighting. In response to these concerns, the

Figure 55
Lighting on Own Street

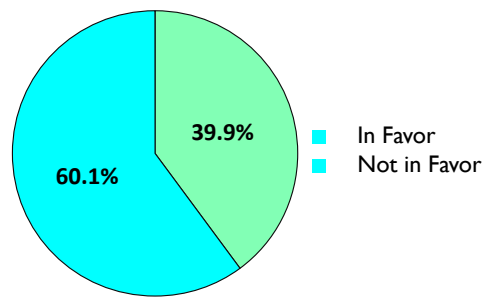
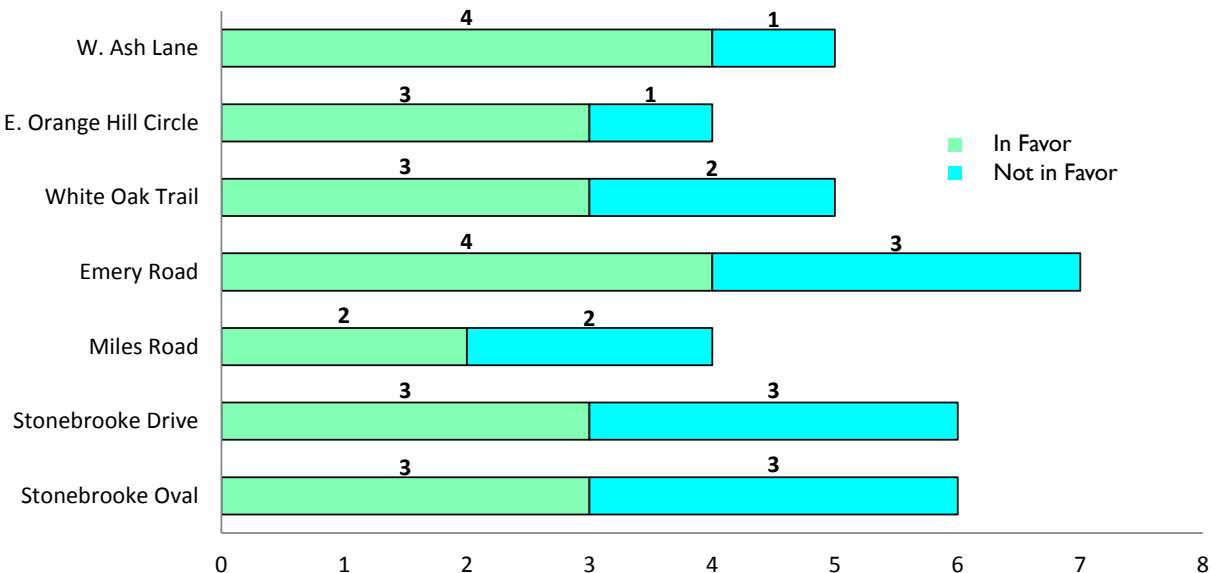


Figure 56
Number of Households In Favor of Street Lighting by Home Street



Community Survey asked residents a series of questions about their opinions on street lighting, willingness to pay for street lights, and the location of desired street lights.

Opinions on Street Lighting

Question 42a asked respondents if they would be in favor of street lights on their street. Of the 414 question respondents, 255 or 60.1% were not supportive of lighting on their home street while only 169 or 39.9% were in favor.

When opinions on street lighting were cross-referenced with the street on which the respondent household was located, 18 streets had at least 50% of

households in favor of street lighting. Of those 18, however, only seven had four or more respondent households on that street. W.Ash Lane, with four out of five of respondent households in favor of street lighting, was the most popular street for lighting, followed by E. Orange Hill Circle, White Oak Trail, and Emery Road, each with more than half of respondents in favor of street lighting. This information is illustrated in Figure 56.

Willingness to Pay

Question 42b asked residents if they would support a property assessment to pay for street lights on their home street. Of the 414 question respondents, only 86 or 20.8% were supportive of an assessment to pay for street lighting in front of their home.

Figure 57
Willingness to Pay

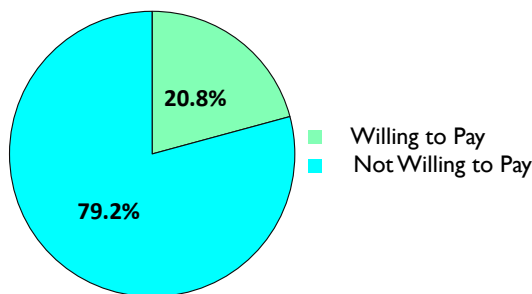
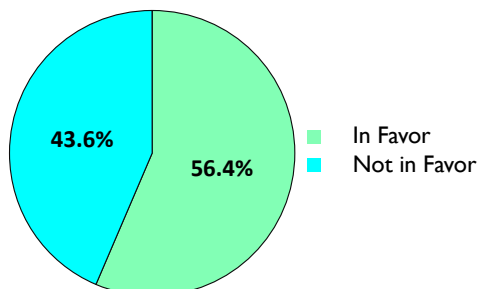


Figure 58
Lighting on *Other* Streets



Location of Street Lighting

Question 42c asked respondents if they would be in favor of street lights on any Village streets. While a majority of respondents in Question 42a said they do not want lights on their *home* street, 237 or 56.4% are supportive of street lighting on *any* Village street, as illustrated in Figure 58.

If respondents were in favor of street lights, **Question 43** asked which streets they would like to see lights on. Of the 211 responses, 165 comments mentioned lights for specific streets, 39 comments described general types of streets, and seven comments were unsure or not in favor of street lights.

Of those who wrote specific streets, the most commonly selected streets were Brainard Road (46), Lander Road (40), and Harvard Road (27). Of those comments suggesting more general street types, main roads were the most commonly mentioned, with 17 comments advocating for lighting on main roads.

Respondent Reasoning

For those not in favor of street lighting, **Question 44** asked respondents to explain their reasoning. Of the 154 comments, almost half (70) were opposed to street

lighting out of concern for the Village's rural character. Respondents said they wanted to maintain the rural feeling and country atmosphere of the Village's streets, and believed the addition of street lights would diminish this character.

The second most common response category was that street lights were not needed, with 24 respondents saying this. These respondents said the streets do not need lighting for traffic safety or crime deterrence. Other respondents within this category said the lights were unneeded due to the cost and power necessary to construct them.

Other comments included 22 respondents who said adequate street lighting already existed, 16 who said the cost outweighed the need for lighting, and seven respondents who said light pollution was a more serious concern.

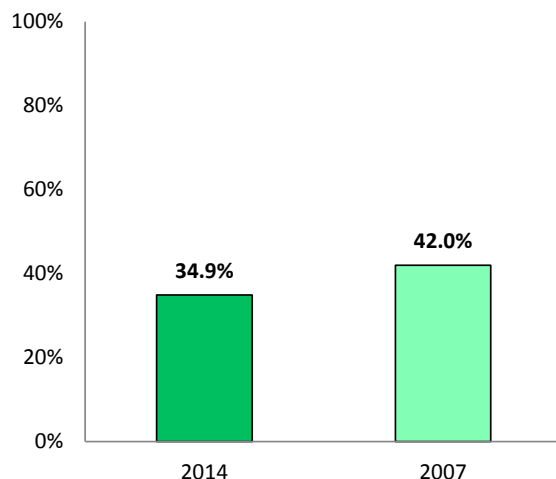
Question 45 asked respondents what street they live on. The question was marked as optional to ensure that residents felt comfortable that their anonymity would be maintained. This information was used to cross-reference with other data points for more locationally accurate analysis.

Well Water

With the extension of water lines to additional homes in Orange Village, the percent of households using well water has decreased. Those homes still using well water are some of the more challenging areas to service with city water and would require significant investment to extend water lines.

This section of the survey sought to quantify the number of homes supplied by well water and determine the extent to which residents desire and would be willing to pay to extend service to their homes.

Figure 59
Percent of Homes Supplied by Well Water



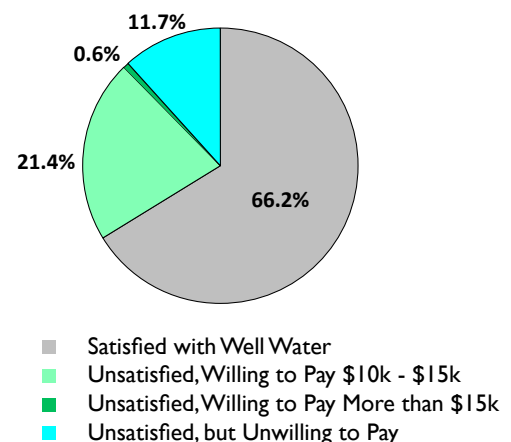
Water Supply

Question 46 asked respondents whether their house is supplied by well water. Of the 461 question responses, 161 or 34.9% said their home was supplied by well water. This is a decrease from 42.0% of respondents whose home were supplied by well water in 2007, as illustrated in Figure 59.

Willingness to Pay

For those households served by well water, **Question 47** asked to what extent respondents are satisfied with well water or would be willing to pay an

Figure 60
Willingness to Pay for City Water



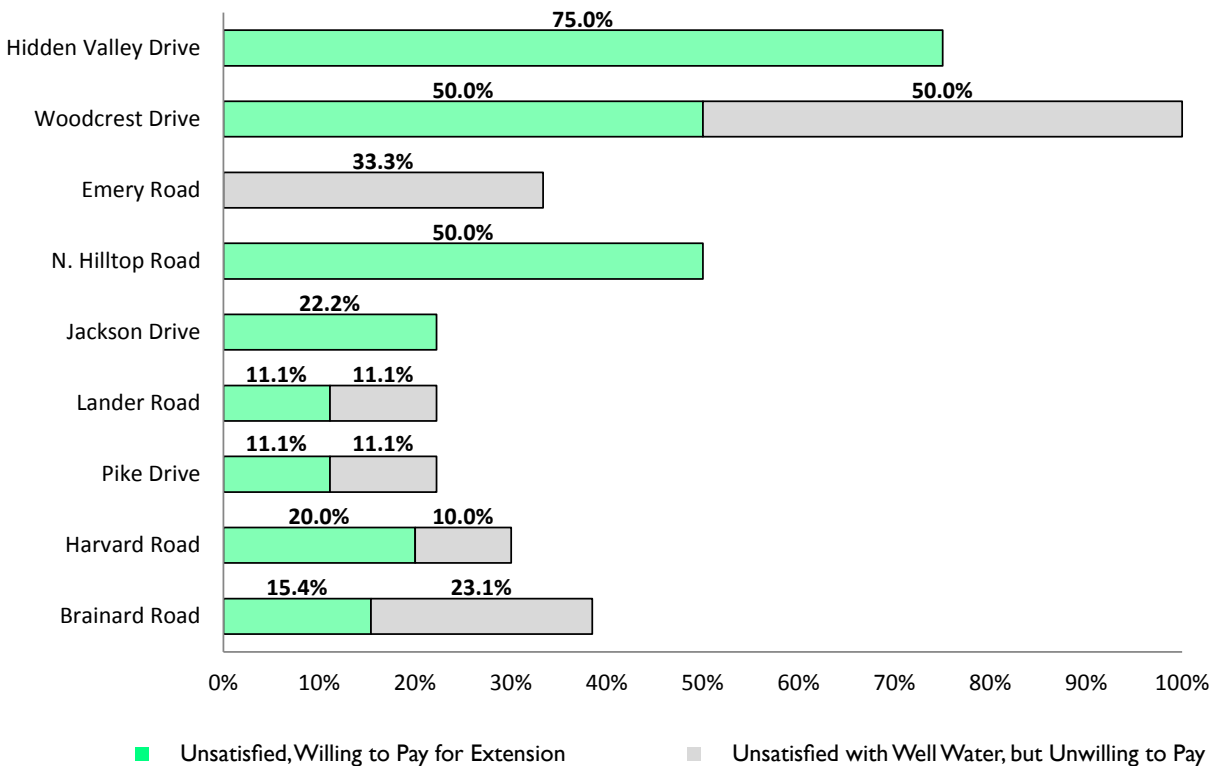
assessment to obtain city water. The majority (66.2%) of those respondents whose homes are supplied by well water reported being satisfied with it. As illustrated in Figure 60, 21.4% of homes supplied with well water were willing to pay between \$10,000 and \$15,000 to obtain city water. Only one respondent was willing to pay more than \$15,000 to obtain city water.

and N. Hilltop Road. The remaining households were either unsatisfied but unwilling to pay for an extension or were satisfied with well water. This information is illustrated in Figure 61.

Most of those households unsatisfied with well water were willing to pay for a water line extension; however, 34.6% reported being unsatisfied but unwilling to pay for city water.

When cross-referenced with the street respondent households live on, eight streets had at least four households using well water. Of these, only three streets reported at least half of respondents willing to pay for city water: Hidden Valley Drive, Woodcrest Drive,

Figure 61
Willingness to Pay for City Water



Services

The Village of Orange provides vital services to residents such as Police and Fire protection. Additionally, the Village provides leaf pickup, trash removal, and snow removal that are necessary to the functioning of the community.

This section of the survey asks residents about these and other services. Respondents were asked to rate a list of specific services provided by the Village, to provide any comments on these services, and to rate Village services overall. Responses will assist the Village as it seeks to improve and streamline services, and results were also compared to previous surveys to

gauge the extent to which residents believe the Village has already improved service delivery.

The survey results showed that the overall view of Village services has improved greatly since the 2007 survey, with “Good” or “Excellent” ratings increasing from 86.2% in 2007 to 94.6% in 2014.

Quality of Services

The provision of basic services to residents is an essential component of Village governance, and the *quality* provision of these services is important to economic development and quality of life. To understand how well the Village is providing services, the Community Survey asked residents to rate individual services as well as overall quality.

Individual Services

Question 48 asked respondents to rate the quality of various Village services ranging from police protection to street maintenance. Respondents rated every service positively, with more than 60% of respondents rating each service as “Good” or “Excellent,” and rating all but two services above 75%.

The services with the lowest ratings were property maintenance enforcement with 64.4% of respondents rating it “Good” or “Excellent,” and street maintenance with 65%. This information is illustrated in Figure 62.

The number of responses also helped to illustrate how often services were used. While seven out of 455 respondents rated police protection with “No Opinion,” 259 respondents rated snow removal for seniors with “No Opinion.” Low response rates for snow removal for seniors, Orange C.A.R.E.S., and delivery of wood chips and leaf humus may indicate lower use by survey respondents.

Question 49 allowed respondents to comment on any of the listed services. Of the 139 comments, 36 were compliments to the Village services, with 18

compliments for Village services as a whole, five for the service department, four for leaf pickup, four for mulch delivery, two for snow removal, and a variety of compliments for other services.

Beyond compliments, the most common request or complaint related to snow plowing with 32 comments describing problem areas, blocked driveways, or damage to property or roads. The next most common complaints were 13 regarding street maintenance and repair, 11 regarding property maintenance concerns, ten regarding leaf pickup and branch clipping, and nine on trash removal.

Overall Services

Question 50 asked respondents to rate the overall quality of services provided by Orange Village. Much like the positive response rates to individual services, respondents rated the overall quality of services in Orange Village very high. More than half of respondents (51.8%) rated services as “Excellent,” and 94.6% of respondents rated services as “Good” or “Excellent.” Only three respondents rated overall quality of services “Poor,” and no respondent marked “Very Poor.” This information is illustrated in Figure 63.

The overall quality of services measure is an improvement over 2007 when 86.2% of respondents rated the overall quality of services as “Good” or “Excellent,” compared to 94.6% in 2014.

Figure 62
Quality of Individual Services

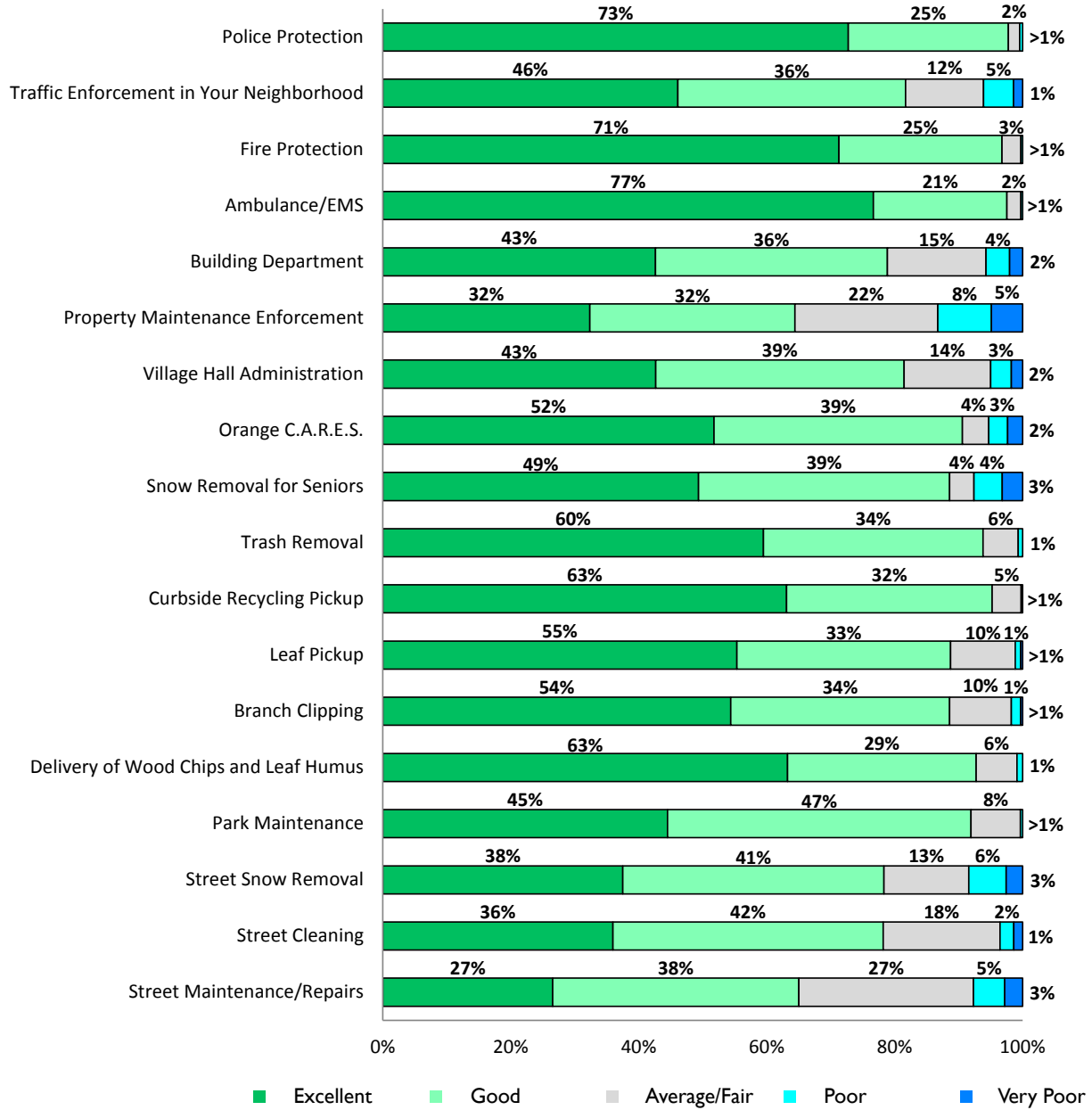
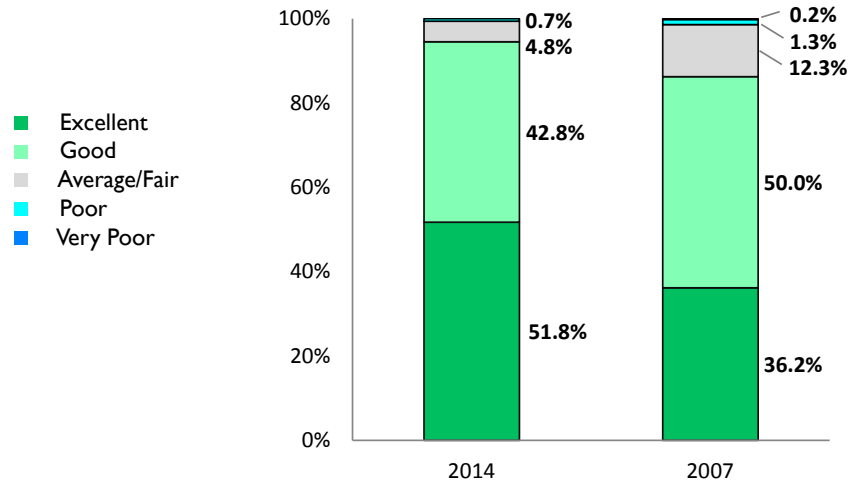


Figure 63
Overall Quality of Services



Overview

The final series of questions in the survey addressed the current quality of life in Orange Village as well as concerns about the Village into the future. The final questions provided respondents an opportunity to comment on their overall thoughts concerning the Village and its governance.

The survey asked respondents how they would rate quality of life, what issues are most important to the Village in the coming years, and any other concerns or comments that respondents believed were important for elected officials to hear.

These questions helped the Village understand resident's overall opinions of life in the community. They also provided space for residents to comment on issues not otherwise addressed.

The survey results showed very high quality of life ratings, improving upon already exemplary standards from 2007. When cross-referenced with demographic data, it is clear that the high quality of life extends across all age groups and regardless of how long respondents have lived in or plan to live in the Village.

Quality of Life

Quality of life can be described as the general well-being of an individual or community. Many of the previously surveyed topics contribute to the community's quality of life, but the survey also asked respondents to rate their overall opinions on quality of life in the Village.

Quality of Life Rating

Question 51 asked respondents to rate the overall quality of life in Orange Village. Of the 456 question respondents, nearly 60% rated overall quality of life in Orange Village as "Excellent." An additional 38.4% of respondents rated quality of life as "Good," totaling 96.7% of respondents rating overall quality of life as above average. This was an improvement over 2007 when 92.9% of respondents rated quality of life as "Good" or "Excellent," as illustrated in Figure 64.

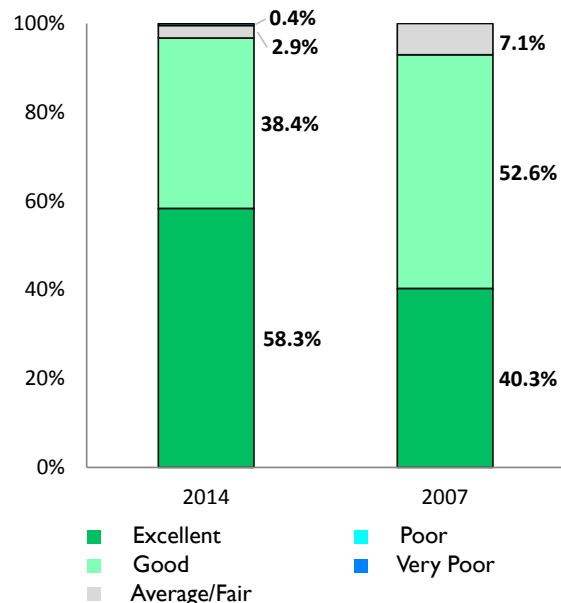
The quality of life rating was cross-referenced with demographic data to better understand how various groups felt. When comparing quality of life ratings to the length of time respondents had lived in Orange and how long they plan to live in Orange, clear patterns emerged, as illustrated in Figure 65 and Figure 66.

Most importantly, there is almost universal agreement that quality of life is above average no matter how long one had lived or planned to live in the Village. Those ranking quality of life as "Excellent" however, are generally newer residents, with the percent of respondents with this ranking decreasing as respondents have lived in the Village longer. Likewise, the percent of respondents ranking quality of life as "Excellent" intend to remain in the Village longer. While 65.6% of respondents intending

to remain in the Village for "More than 30 years" ranked the Village's quality of life as "Excellent," only 36.4% of those intending to live in the Village for fewer than two years selected "Excellent."

While quality of life was ranked "Excellent" by 58.3% of all respondents, this number changed when cross-referenced with the age of respondent. The youngest respondents were mostly likely to rank quality of life as "Excellent," while those aged 85 or older had

Figure 64
Overall Quality of Life



the lowest percent of “Excellent” ratings at 45.5%, as illustrated in Figure 67.

that the Village provides a high quality of life for all household types.

Quality of life was finally compared to the presence of various age cohorts within the household. The results, as illustrated in Figure 68, show that the presence of children, young adults, or senior citizens has almost no bearing on the quality of life rankings. This indicates

Figure 65
Quality of Life by Length of Residency

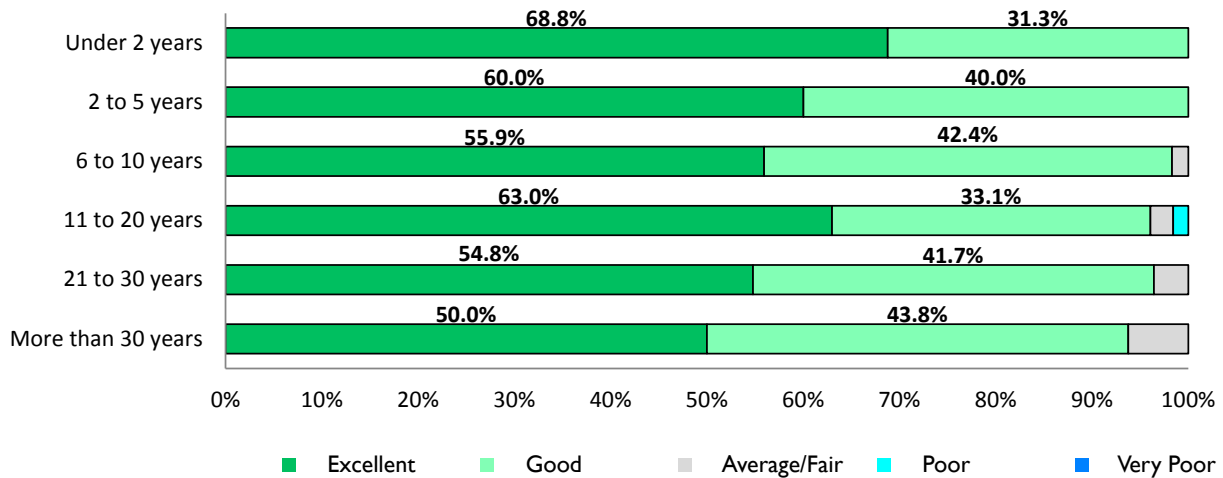


Figure 66
Quality of Life by Planned Length of Residency

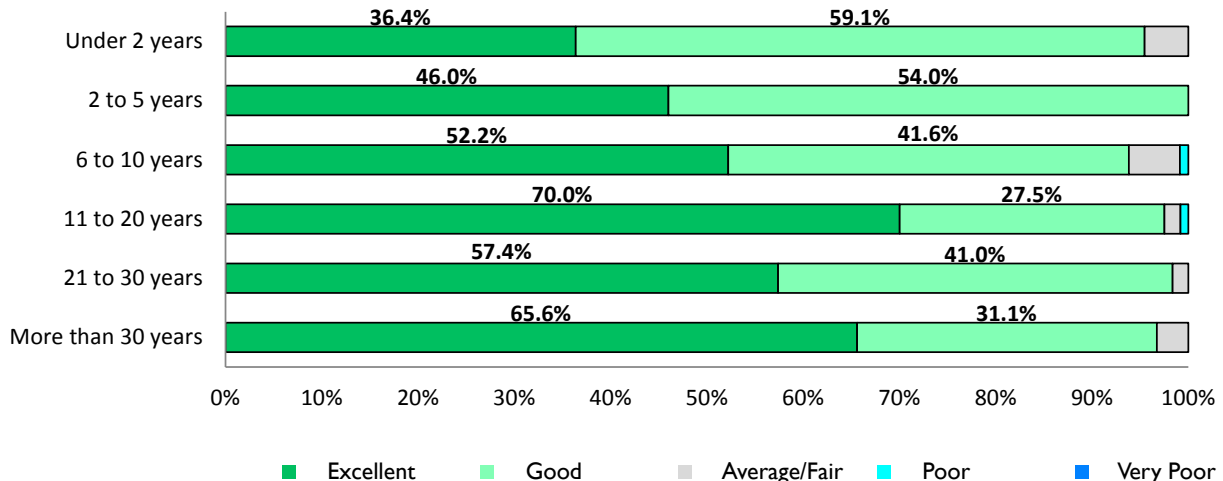


Figure 67
Quality of Life by Age of Respondent

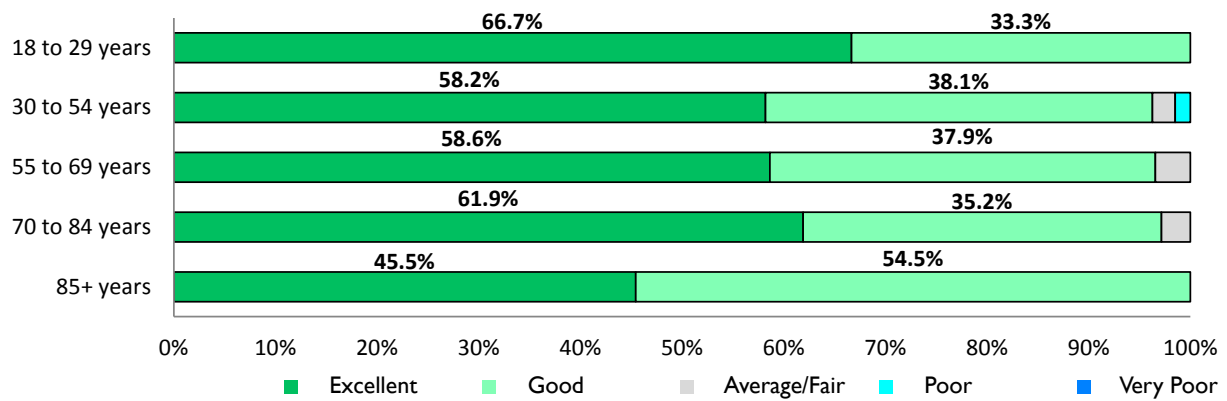
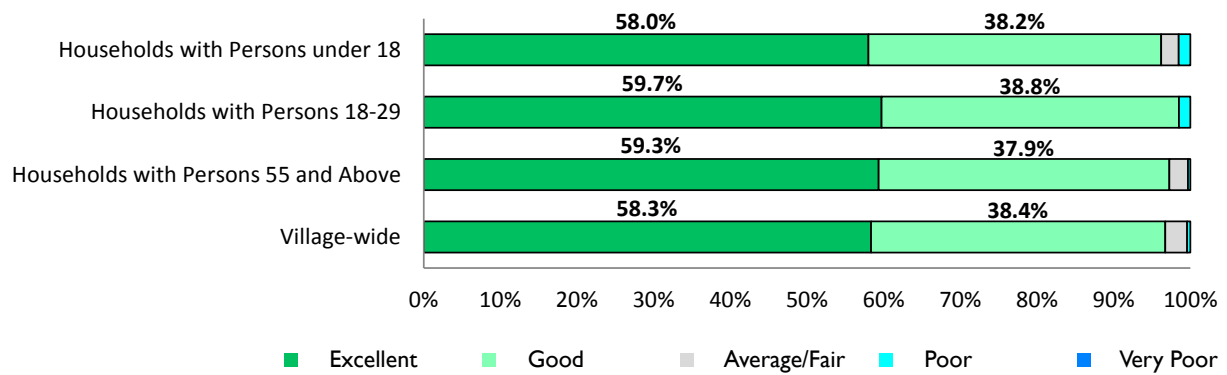


Figure 68
Quality of Life by Presence of Age Groups



Future Concerns

The survey closed with two open-ended questions that asked respondents about their top issues and any other final concerns, comments, or questions they wished to express to public officials. This space allowed respondents to describe any topics that were not otherwise addressed as well as reinforce topics important to them.

Top Future Issues

In an open-ended format, **Question 52** asked respondents to list the three most important issues facing Orange Village over the next 5 years. Of the 675 responses, the most common issue was growth management with 92 comments. Among those with concerns about managing the growth of the Village, 43 were generally concerned with ongoing housing developments and the possibility of overcrowding, 19 were specifically concerned with the Pinecrest development, 18 were more generally concerned with the new retail under construction or planned in the Village, and eight were concerned with land use issues either related to specific properties or in general.

Following growth management concerns, traffic problems were the second most commonly cited issue, with 84 comments on the topic. General traffic issues garnered 32 comments, and traffic related to Pinecrest garnered 18 comments. This was followed by nine comments on congestion, nine on increasing traffic, eight on the need to manage traffic, six on speed concerns, and two on traffic as it relates to the Village's semi-rural character.

The third most common set of issues related to local government, with 70 comments on the state of the Village's administration and services. Of these 70 comments, 25 were concerned with the need to maintain fiscal responsibility and control spending, 12 were concerned with the Village administration, 12 described an ongoing need to share services with neighboring Villages, and eight mentioned the discussions regarding the Village merger. Other comments on local government included concerns over meaningful citizen engagement and transparency.

Following local government, taxes accounted for 51 of the 675 comments, infrastructure concerns accounted for 45, the success of Pinecrest accounted for 41 comments, and sidewalks/trails accounted for 40.

Final Thoughts

Question 53 provided respondents space to describe any other issues or concerns related to Orange Village that were not addressed elsewhere in the survey. When prompted, 90 respondents took the opportunity to describe other issues or concerns. The comments were varied and in many cases were repeats of comments made in other sections of the survey. A full list of write-in responses, categorized and sorted, is included in Appendix B.

Demographics

Respondent Information

Length of Residency

Question 54 asked respondents how many years they had lived in Orange Village. In general, survey respondents were more likely to have lived in the Village for longer periods of time. Only 18.2% of respondents had lived in Orange for five years or fewer, while 40.3% had lived there for more than 20 years, as shown in Figure 69.

Planned Length of Residency

Question 55 asked respondents how much longer they planned to live in Orange Village. The largest group of respondents planned to live in the Village for 11 to 20 more years. Only 5.3% intended to move out of the Village in the next two years. This information is illustrated in Figure 70.

Type of Residence

Question 56 asked respondents whether they lived in a single-family house or a condominium/townhouse. Of the question respondents, 78.1% lived in single-family houses while the remaining 21.9% lived in condominiums or townhouses, as shown in Figure 71.

Size of Household

Question 57 asked respondents how many people lived in their household. To determine the extent to which the survey respondent households were comparable to the Village as a whole, this information was compared to the 2012 American Community Survey as conducted by the U.S. Census Bureau.

According to the Census, the most typical household in Orange Village in 2012 was comprised of two householders. A majority of households (63.4%) were comprised of one- or two-member households. Each larger household was a smaller percentage of the total Village households.

Survey respondents were comparable to the Census Bureau's breakdown of household size. One- and two-bedroom households—the majority of respondent household sizes—were slightly over-represented in comparison to Census data, and the largest households were slightly under-represented. In general, however, household sizes closely approximated household sizes reported in the 2012 American Community Survey.

Age of Household Members

Question 58 asked respondents to indicate the number of people in their household within specific age groups. To determine to what extent the population characteristics of respondent households compared to the Village as a whole, this information was also compared to the 2012 American Community Survey.

Figure 69
Length of Residency

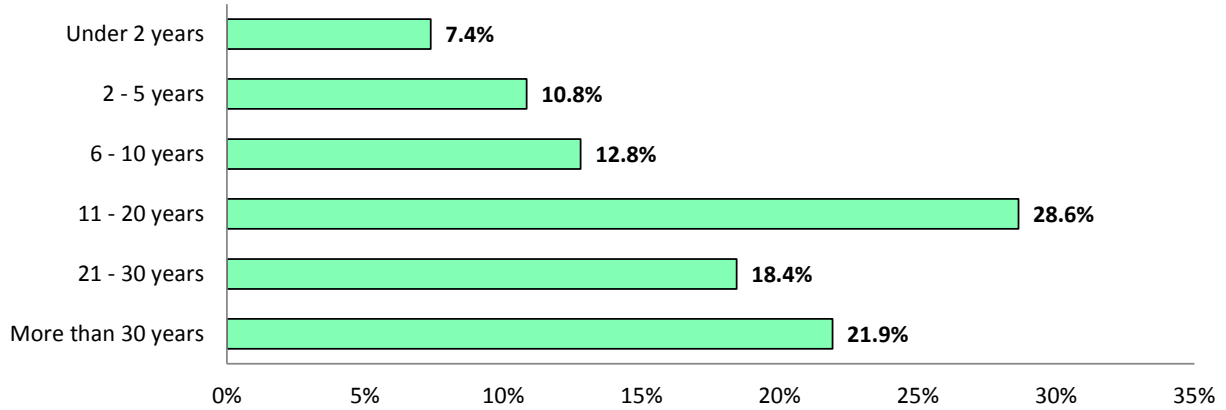


Figure 70
Planned Length of Residence

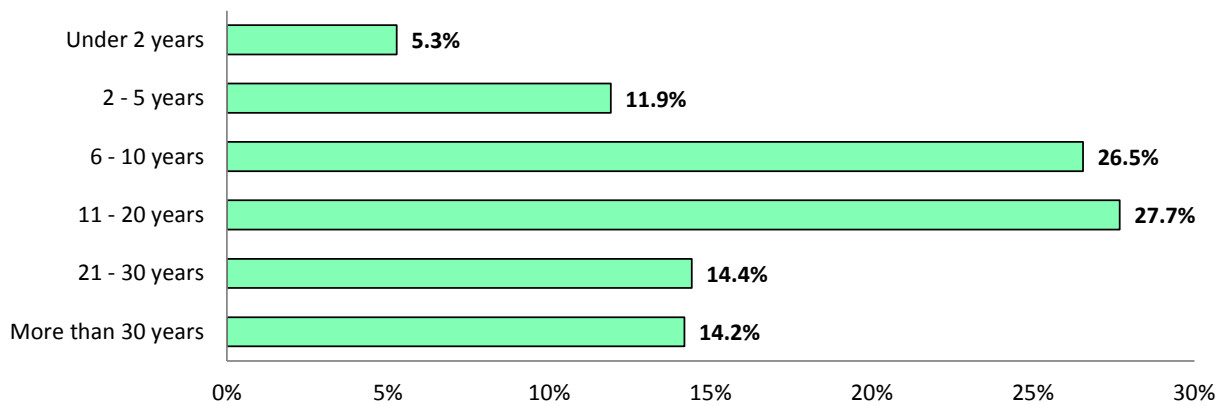
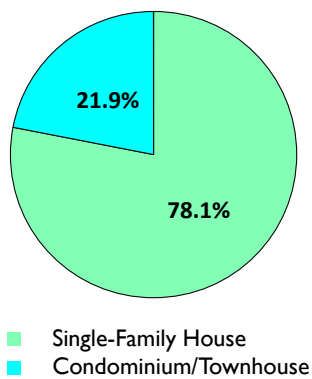


Figure 71
Type of Residence



Orange Village is skewed toward a middle-aged population, with 29.5% of residents between the ages of 30 and 54. This population group was underrepresented in the survey respondents, with only 23.9% of survey respondent household members included in that age group. Conversely, the 55 to 69 year old population cohort was overrepresented among the survey respondent household members, with 29.8% within that age group, as compared to 20.8% reported by the Census. The remaining age cohorts were significantly better represented in the survey respondent population as compared to the Village as a whole. This information is illustrated in Figure 73.

respondent who most recently had a birthday should list his or her age. In this question, 18 to 29 year old respondents were underrepresented as compared to their population of the Village as a whole. Only 1.3% of surveys were completed by an 18 to 29 year old householder, while that population made up 3.1% of the Village householders.

Similar to the disparities in the age of household members, respondents aged 55 to 69 were overrepresented in the respondent age while respondents aged 30 to 54 were underrepresented.

This information is illustrated in Figure 74 and should be taken into account when reviewing the results of the survey.

Age of Respondent

Question 59 asked respondents their age. This question used age of respondent as a proxy for age of householder. For those households that completed the survey collaboratively, the question stated that the

Figure 72
Size of Household, 2014 Survey and 2012 ACS Data

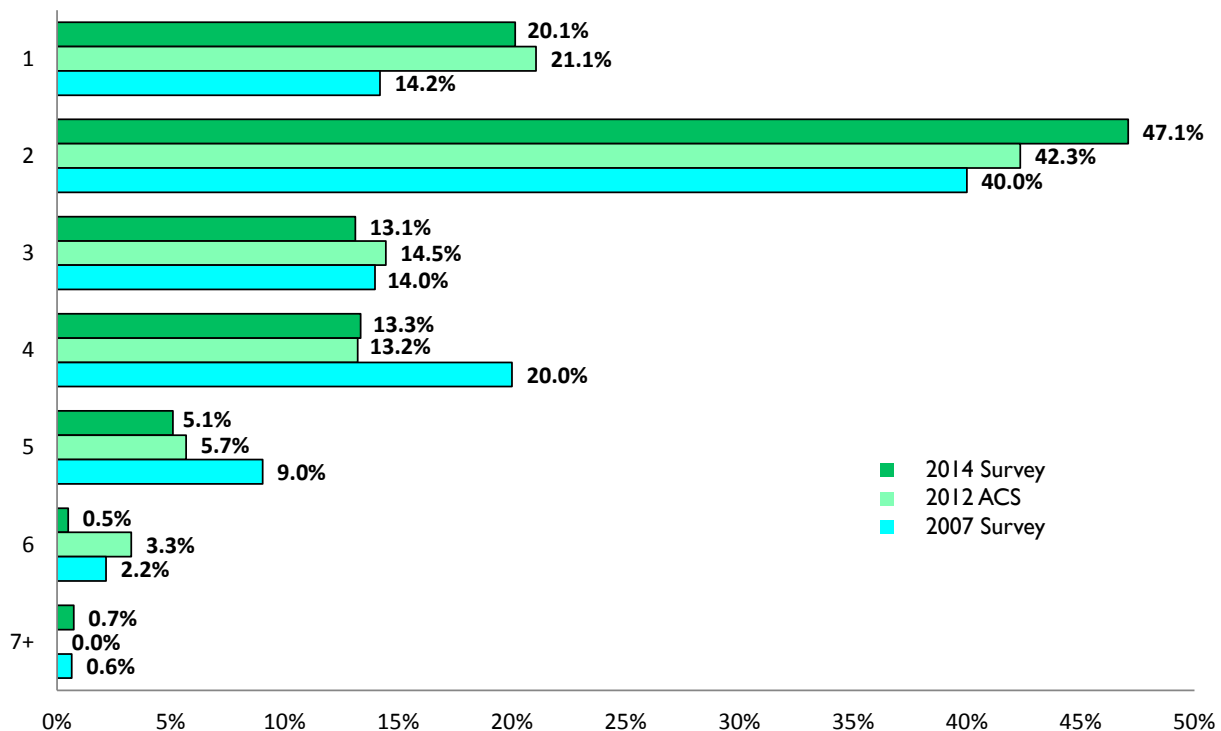


Figure 73

Age of Household Members, 2014 Survey and 2012 ACS Data

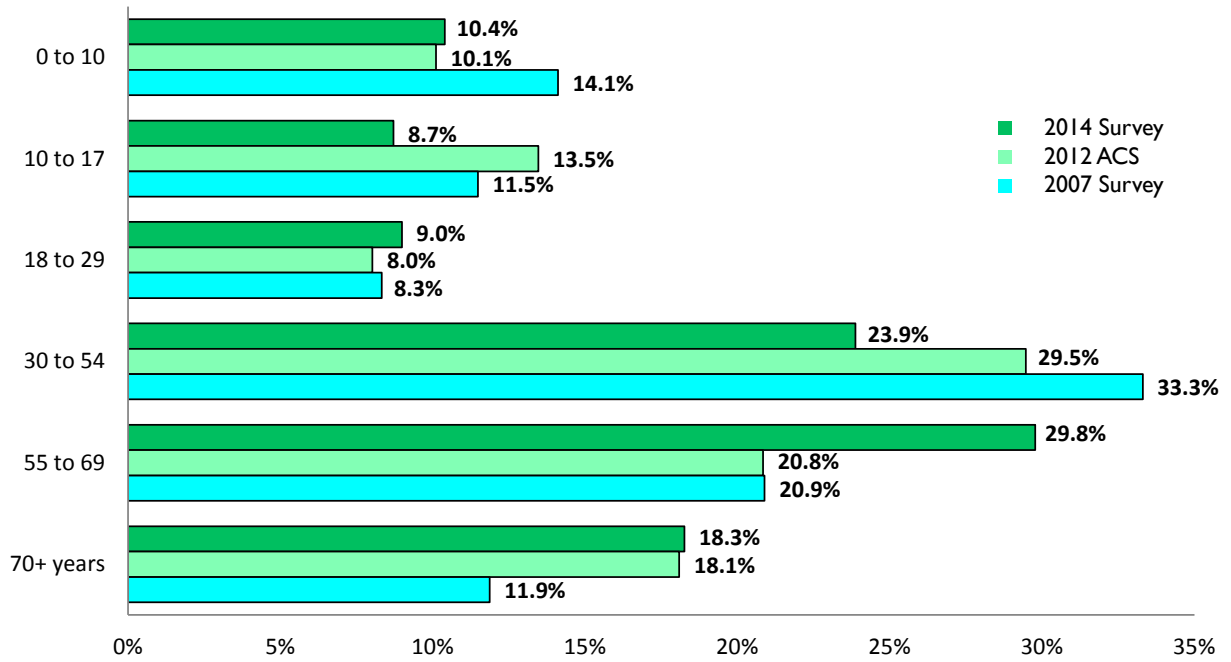
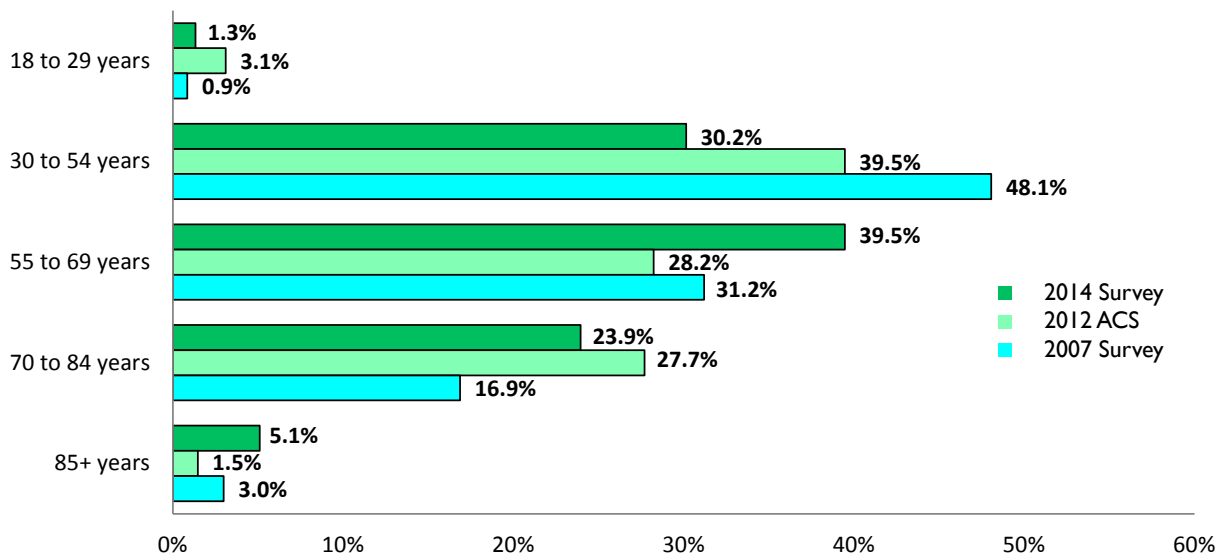


Figure 74

Age of Respondent, 2014 Survey and 2012 ACS Data



Appendix A

Data Tables

The tables on the following pages contain the raw numbers as well as calculated percentages for each question in the survey.

Question 1: What qualities about living in Orange Village do you enjoy most?

Select no more than 4	Responses	% of 473*
Access to Downtown Cleveland/Airport	89	18.8%
Available Lot Size	111	23.5%
Home Value Retention	142	30.0%
Proximity to Work	96	20.3%
Proximity to Shopping	179	37.8%
Value for Real Estate Taxes Paid	30	6.3%
Convenience to Highways	224	47.4%
School System	259	54.8%
Sense of Safety and Security	252	53.3%
Cost of Homes	33	7.0%
Village Services	142	30.0%
Semi-Rural Character	200	42.3%
Value for Municipal Income Tax Dollars Paid	16	3.4%
Other	18	3.8%
Total Answers	1,791	-
Total Question Responses	472	100%
No Response	2	0.4%**

*Percent calculated out of total number of people who responded to either Question 1 or Question 2.

**Percent calculated out of 474 total surveys returned.

Question 2: What qualities about living in Orange Village do you enjoy least?

Select no more than 4	Responses	% of 473*
Access to Downtown Cleveland/Airport	39	8.2%
Available Lot Size	24	5.1%
Home Value Retention	53	11.2%
Proximity to Work	28	5.9%
Proximity to Shopping*	34	7.2%
Value for Real Estate Taxes Paid	87	18.4%
Convenience to Highways	22	4.7%
School System	17	3.6%
Sense of Safety and Security	7	1.5%
Cost of Homes	48	10.1%
Village Services	24	5.1%
Semi-Rural Character	32	6.8%
Value for Municipal Income Tax Dollars Paid	100	21.1%
Other	91	19.2%
Total Answers	606	-
Total Question Responses	350	100%
No Response	124	26.2%**

*Percent calculated out of total number of people who responded to either Question 1 or Question 2.

**Percent calculated out of 474 total surveys returned.

Question 3: Where do you get information about Village meetings, activities, and issues?

Check all that apply	Responses	% of 465
Cleveland Plain Dealer/Cleveland.com	55	11.8%
Local Newspapers (Chagrin Solon Sun/ Chagrin Valley Times)	183	39.4%
Fire Department Facebook Page	23	4.9%
Orange Village Website	147	31.6%
"Meet with the Mayor" monthly sessions	20	4.3%
Council Meetings	12	2.6%
Marquee Sign at Village Hall	144	31.0%
Direct Mail from Orange Village	341	73.3%
Orange Village Quarterly Community Newsletter	351	75.5%
CodeRed Notification System (Reverse 911)	202	43.4%
New Resident Welcome Packet	19	4.1%
Word-of-Mouth	83	17.8%
Planning and Zoning Meetings	8	1.7%
Orange Village Bi-Monthly E-News	137	29.5%
Other	17	3.7%
Total Answers	1,742	-
Total Question Responses	465	100%
No Response	9	1.9%

*Percent calculated out of 474 total surveys returned.

Question 5: Please answer yes or no to the following questions (Internet and Website)

Question	Yes		No		Total		No Response*	
	#	%	#	%	#	%	#	%
Do you have access to the internet?	429	95.3%	21	4.7%	450	100%	24	5.1%
Did you know that Orange Village has a website? (www.orangevillage.com)	395	88.4%	52	11.6%	447	100%	27	5.7%

*Percent calculated out of 474 total surveys returned.

Question 6: How often have you or other members of your household visited the Village's website in the last year?

	Responses	% of 458
Often (weekly)	23	5.0%
Sometimes (monthly)	147	32.1%
Rarely (once or twice)	159	34.7%
Never	129	28.2%
Total Responses	458	100%
No Response	16	3.4%*

*Percent calculated out of 474 total surveys returned.

Question 7: If you have visited the Village's website, do you agree or disagree with the following statements?

Question	Agree		Disagree		Neither Agree nor Disagree		Total		No Response*	
	#	%	#	%	#	%	#	%	#	%
The Village's website is easy to use.	220	69.2%	15	4.7%	83	17.5%	318	100%	156	32.9%
I like the layout and design of the website.	179	58.7%	20	6.6%	106	34.8%	305	100%	169	35.7%
I can easily find the information I need.	195	61.7%	33	10.4%	88	27.8%	316	100%	158	33.3%
The information provided is useful.	228	73.3%	14	4.5%	69	22.2%	311	100%	163	34.4%
I can conduct my Village business using the website.	83	27.4%	44	14.5%	176	58.1%	303	100%	171	36.1%

*Percent calculated out of 474 total surveys returned.

Question 9: Do you currently subscribe to the E-News service?

Yes		No		Total		No Response*	
#	%	#	%	#	%	#	%
156	34.3%	299	65.7%	455	100%	19	4.0%

*Percent calculated out of 474 total surveys returned.

Question 10: If no, why not?

Check all that apply	Responses	% of 299
Not aware of the service	177	59.2%
No internet service	17	5.7%
Concerned about giving out my email address	45	15.1%
Not interested in receiving the information	43	14.4%
Other	38	12.7%
Total Answers	320	-
Total Question Responses	299	100%
No Response	175	36.9%*

*Percent calculated out of 474 total surveys returned.

Question 11: If yes, do you agree or disagree with the following statements about the Village's E-News?

Question	Agree		Disagree		Neither Agree nor Disagree		Total		No Response*	
	#	%	#	%	#	%	#	%	#	%
The E-News is informative	142	69.3%	4	2.0%	59	28.8%	205	100%	269	56.8%
I like the layout and design of the E-News.	95	48.7%	15	7.7%	85	43.6%	195	100%	279	58.9%
I can easily find the information I need.	110	54.7%	11	5.5%	80	39.8%	201	100%	273	57.6%
The information provided is useful.	138	69.0%	1	0.5%	61	30.5%	200	100%	274	57.8%

*Percent calculated out of 474 total surveys returned.

Question 13: Please answer yes or no to the following questions (Podcasts)

Question	Yes		No		Total		No Response*	
	#	%	#	%	#	%	#	%
Were you aware that you can get audio podcasts of Village Council meetings on the Village website?	50	13.0%	335	87.0%	385	100%	89	18.8%
Have you listened to any of the audio podcasts?	21	5.5%	362	94.5%	383	100%	91	19.2%
Would you watch a VIDEO podcast of the Village Council meetings if it was posted to the Village website?	148	39.4%	228	60.6%	376	100%	98	20.7%

*Percent calculated out of 474 total surveys returned.

Question 14: How often do you read the quarterly Orange Village Community Newsletter?

	Responses	% of 465
Every Issue	335	72.0%
Most Issues	97	20.9%
Few Issues	24	5.2%
Never	9	1.9%
Total Responses	465	100%
No Response	9	1.9%*

*Percent calculated out of 474 total surveys returned.

Question 16: Do you agree or disagree with the following statements about the Village's newsletter?

Question	Agree		Disagree		Neither Agree nor Disagree		Total		No Response*	
	#	%	#	%	#	%	#	%	#	%
I like the layout and design of the newsletter.	361	82.2%	3	0.7%	75	17.1%	439	100%	35	7.4%
The articles are well written.	318	73.8%	10	2.3%	103	23.9%	431	100%	43	9.1%
I can easily find the information I need.	348	80.7%	7	1.6%	76	17.6%	431	100%	43	9.1%
The information provided is useful.	389	88.4%	6	1.4%	45	10.2%	440	100%	34	7.2%
The length of the newsletter is appropriate.	377	86.3%	5	1.1%	55	12.6%	437	100%	37	7.8%

*Percent calculated out of 474 total surveys returned.

Question 18: Do you use the Recycling Calendar?

Yes		No		Total		No Response*	
#	%	#	%	#	%	#	%
335	72.2%	129	27.8%	464	100%	10	2.1%

*Percent calculated out of 474 total surveys returned.

Question 22: Overall, how do you rate the Village's efforts to communicate with residents?

	Responses	% of 462
Excellent	191	41.3%
Good	224	48.5%
Average/Fair	38	8.2%
Poor	6	1.3%
Very Poor	3	0.6%
Total Responses	462	100%
No Opinion	4	0.8%*
No Response	8	1.7%*

*Percent calculated out of 474 total surveys returned.

Question 24a: Have you participated in any of the following community meetings or events in the last year?

Meeting/Event	Yes		No		Total		No Response*	
	#	%	#	%	#	%	#	%
Village Council Meeting	85	21.4%	313	78.6%	398	100%	76	16.0%
Finance Committee Meeting	15	4.1%	353	95.9%	368	100%	106	22.4%
Other Committee Meeting	19	5.2%	346	94.8%	365	100%	109	23.0%
Planning & Zoning Meeting	52	14.1%	318	85.9%	370	100%	104	21.9%
Town Hall Meeting on Specific Topic	116	29.6%	276	70.4%	392	100%	82	17.3%
"Meet with the Mayor"	26	7.1%	338	92.9%	364	100%	110	23.2%
Music at the Muni	101	25.6%	294	74.4%	395	100%	79	16.7%
Salute to Orange	169	41.9%	234	58.1%	403	100%	71	15.0%
Fire Department Open House	101	25.6%	293	74.4%	394	100%	80	16.9%
Fire Department Holiday Gift Delivery	18	5.0%	343	95.0%	361	100%	113	23.8%

*Percent calculated out of 474 total surveys returned.

Question 24b: If no, why not?

Meeting/Event	Not Interested		Not Aware of It		Time/Date Conflict		Other Reason		Total	
	#	%	#	%	#	%	#	%	#	%
Village Council Meeting	163	49.8%	16	4.9%	77	23.5%	71	21.7%	327	100%
Finance Committee Meeting	204	57.3%	32	9.0%	52	14.6%	68	19.1%	356	100%
Other Committee Meeting	198	56.3%	31	8.8%	52	14.8%	71	20.2%	352	100%
Planning & Zoning Meeting	179	54.7%	26	8.0%	56	17.1%	66	20.2%	327	100%
Town Hall Meeting on Specific Topic	129	45.3%	36	12.6%	59	20.7%	61	21.4%	285	100%
"Meet with the Mayor"	176	51.8%	28	8.2%	66	19.4%	70	20.6%	340	100%
Music at the Muni	140	46.2%	26	8.6%	75	24.8%	62	20.5%	303	100%
Salute to Orange	114	45.6%	11	4.4%	73	29.2%	52	20.8%	250	100%
Fire Department Open House	159	52.3%	30	9.9%	64	21.1%	51	16.8%	304	100%
Fire Department Holiday Gift Delivery	149	43.1%	110	31.8%	27	7.8%	60	17.3%	346	100%

*The number and percent of "No Responses" for Question 24b are the same as 24a.

Question 27: How do you rate the following community events?

	Music at the Muni		Salute to Orange		Fire Department Holiday Gift Delivery		Fire Department Open House	
	#	%	#	%	#	%	#	%
Excellent	54	31.2%	91	35.5%	34	51.5%	52	38.0%
Good	91	52.6%	124	48.4%	24	36.4%	71	51.8%
Average/Fair	18	10.4%	37	14.5%	4	6.1%	13	9.5%
Poor	7	4.0%	3	1.2%	2	3.0%	1	0.7%
Very Poor	3	1.7%	1	0.4%	2	3.0%	0	0.0%
Total Responses	173	100%	257	100%	66	100%	137	100%
Never Attended	248	58.9%*	166	39.2%*	343	83.9%*	269	66.3%*
No Response	53	11.2%*	51	11.0%*	65	13.7%*	68	14.3%*

*Percent calculated out of 474 total surveys returned.

Question 30: On average, how often have you or other members of your household visited or used the following community facilities within the last year?

Meeting/Event	Often		Sometimes		Rarely		Never	
	#	%	#	%	#	%	#	%
Wooddell Room in Village Hall	10	2.4%	51	12.1%	46	11.6%	312	73.9%
Orange Community Park (as a whole)	86	19.7%	128	29.3%	88	20.1%	135	30.9%
Community Garden	24	5.8%	18	4.3%	24	5.8%	348	84.1%
Chipping/Putting Green	8	1.9%	26	6.2%	26	6.2%	357	85.6%
Dubyak Diamond Baseball Field (White Drive)	11	2.7%	27	6.5%	20	4.8%	357	86.0%
Hazlett Baseball Field (Pike Drive)	10	2.4%	29	7.0%	31	7.5%	344	83.1%
Basketball Court	6	1.5%	18	4.4%	15	3.6%	372	90.5%
Fitness Stations	11	2.7%	26	6.3%	36	8.7%	341	82.4%
Football/Soccer Field	14	3.4%	15	3.7%	22	5.4%	355	87.4%
Paved Trails	83	19.1%	94	21.6%	65	14.9%	193	44.4%
Picnic Pavilions	20	4.7%	57	13.5%	69	16.3%	277	65.5%
Tot Lot Playground	27	6.5%	64	15.4%	49	11.8%	275	66.3%
Volleyball Court	6	1.4%	20	4.8%	20	4.8%	369	88.9%
Emery Road Sledding Hill	35	8.3%	46	11.0%	37	8.8%	302	71.9%

Meeting/Event	Total		No Response*	
	#	%	#	%
Wooddell Room in Village Hall	422	100%	52	11.0%
Orange Community Park (as a whole)	437	100%	37	7.8%
Community Garden	414	100%	60	12.7%
Chipping/Putting Green	417	100%	57	12.0%
Dubyak Diamond Baseball Field (White Drive)	415	100%	59	12.4%
Hazlett Baseball Field (Pike Drive)	414	100%	60	12.7%
Basketball Court	411	100%	63	13.3%
Fitness Stations	414	100%	60	12.7%
Football/Soccer Field	406	100%	68	14.3%
Paved Trails	435	100%	39	8.2%
Picnic Pavilions	423	100%	51	10.8%
Tot Lot Playground	415	100%	59	12.4%
Volleyball Court	415	100%	59	12.4%
Emery Road Sledding Hill	420	100%	54	11.4%

*Percent calculated out of 474 total surveys returned.

Question 32: How do you rate the following facilities at Orange Community Park?

Meeting/Event	Excellent		Good		Average/ Fair		Poor		Very Poor	
	#	%	#	%	#	%	#	%	#	%
Community Garden	49	45.4%	51	47.2%	7	6.5%	1	0.9%	0	0.0%
Chipping/Putting Green	23	28.8%	40	50.0%	15	18.8%	0	0.0%	2	2.5%
Dubyak Diamond Baseball Field (White Drive)	20	26.0%	40	51.9%	14	18.2%	3	3.9%	0	0.0%
Hazlett Baseball Field (Pike Drive)	19	24.1%	43	54.4%	14	17.7%	3	3.8%	0	0.0%
Basketball Court	16	24.2%	34	51.5%	12	18.2%	1	1.5%	3	4.5%
Fitness Stations	15	16.5%	42	46.2%	29	31.9%	3	3.3%	2	2.2%
Football/Soccer Field	15	21.7%	42	60.9%	9	13.0%	1	1.4%	2	2.9%
Paved Trails	74	33.0%	121	54.0%	21	9.4%	7	3.1%	1	0.4%
Picnic Pavilions	44	28.2%	84	53.8%	26	16.7%	0	0.0%	2	1.3%
Tot Lot Playground	39	24.7%	75	47.5%	30	19.0%	8	5.1%	6	3.8%
Volleyball Court	14	20.6%	40	58.8%	14	20.6%	0	0.0%	0	0.0%
Emery Road Sledding Hill	34	25.0%	69	50.7%	28	20.6%	4	2.9%	1	0.7%

Meeting/Event	Total		Do Not Use/No Opinion		No Response*	
	#	%	#	%	#	%
Community Garden	108	100%	127	54.0%	239	50.4%
Chipping/Putting Green	80	100%	134	62.6%	260	54.9%
Dubyak Diamond Baseball Field (White Drive)	77	100%	139	64.4%	258	54.4%
Hazlett Baseball Field (Pike Drive)	79	100%	141	64.1%	254	53.6%
Basketball Court	66	100%	139	67.8%	269	56.8%
Fitness Stations	91	100%	134	59.6%	249	52.5%
Football/Soccer Field	69	100%	137	66.5%	268	56.5%
Paved Trails	224	100%	70	23.8%	180	38.0%
Picnic Pavilions	156	100%	108	40.9%	210	44.3%
Tot Lot Playground	158	100%	104	39.7%	212	44.7%
Volleyball Court	68	100%	136	66.7%	270	57.0%
Emery Road Sledding Hill	136	100%	254	65.1%	84	17.7%

*Percent calculated out of 474 total surveys returned.

Question 33: Which of the following possible types of improvements to Orange Community Park would you support the most?

Check no more than four	Responses	% of 348
Bocce Ball Court	49	14.1%
Dog Park	107	30.7%
Tennis Court	75	21.6%
Permanent Restroom Facilities	173	49.7%
New Playground Equipment	84	24.1%
Sprinkle Park	44	12.6%
Horseshoe Pit	58	16.7%
Improved Tot Lot Surface	123	35.3%
Additional Trails	100	28.7%
Shelter by Sledding Hill	32	9.2%
Other	92	26.4%
Total Answers	937	-
Total Question Responses	348	100%
No Response	126	26.6%*

*Percent calculated out of 474 total surveys returned.

Question 34: If the space were converted to a banquet hall of meeting room, would you consider reserving the space for parties or other functions for approximately \$200?

Yes		No		Total		No Response*	
#	%	#	%	#	%	#	%
244	56.5%	188	43.5%	432	100%	42	8.9%

*Percent calculated out of 474 total surveys returned.

Question 36: Please answer yes or no to the following questions regarding the outdoor space:

Question	Yes		No		Total		No Response*	
	#	%	#	%	#	%	#	%
Would you be in favor of the renovation of the amphitheater on the Village property?	288	68.9%	130	31.1%	418	100%	56	11.8%
Would you attend concerts or other events at the amphitheater if it were renovated?	296	68.7%	135	31.3%	431	100%	43	9.1%
Would you be willing to donate to the renovation of the amphitheater?	115	27.8%	299	72.2%	414	100%	60	12.7%

*Percent calculated out of 474 total surveys returned.

Question 37: Please answer yes or no to the following questions regarding trails:

Question	Yes		No		Total		No Response*	
	#	%	#	%	#	%	#	%
If the Village could install these trails at no cost to residents, would you be in favor of these paths?	367	81.9%	81	18.1%	448	100%	26	5.5%
Does one of the proposed paths cross in front of your property?	122	27.7%	318	72.3%	440	100%	34	7.2%

*Percent calculated out of 474 total surveys returned.

Question 39: If the proposed paths were built, how would you use them?

Check all that apply	Responses	% of 408
Walking	358	87.7%
Bicycling	194	47.5%
Walking the Dog	121	29.7%
Running	120	29.4%
As a Place to Walk/Ride with My Children	126	30.9%
Other	48	11.8%
Total Answers	967	-
Total Question Responses	408	100%
No Response	66	13.9%*

*Percent calculated out of 474 total surveys returned.

Question 40: If the proposed paths were built, how often would you or anyone in your household use them?

	Responses	% of 450
Once/Month	48	10.7%
Once/Week	103	22.9%
3 Times/Week	110	24.4%
More than 3 Times/Week	87	19.3%
Never/Rarely	102	22.7%
Total Responses	450	100%
No Response	24	5.1%*

*Percent calculated out of 474 total surveys returned.

Question 41: If the proposed paths were built, how many people in your household would be likely to use the proposed paths?

	Responses	% of 385
1 Person	115	29.9%
2 People	168	43.6%
3 People	43	11.2%
4 People	47	12.2%
More than 4	12	3.1%
Total Responses	385	100%
No Response	89	18.8%*

*Percent calculated out of 474 total surveys returned.

Question 42: Please answer yes or no to the following questions (street lights)

Question	Yes		No		Total		No Response*	
	#	%	#	%	#	%	#	%
Would you be in favor of the installation of street lights on your street?	169	60.1%	255	39.9%	424	100%	50	10.5%
Would you support an assessment on your property to pay for street lights on your street?	86	20.8%	328	79.2%	414	100%	60	12.7%
Would you be in favor of the installation of street lights on any Village streets?	237	56.4%	183	43.6%	420	100%	54	11.4%

*Percent calculated out of 474 total surveys returned.

Question 46: Is your home supplied by well water?

Yes		No		Total		No Response*	
#	%	#	%	#	%	#	%
161	34.9%	300	65.1%	461	100%	13	2.7%

*Percent calculated out of 474 total surveys returned.

Question 47: If you currently have well water, would you be interested in obtaining city water? Please check the ONE response that most closely describes how you feel:

	Responses	% of 154
I am satisfied with well water.	102	66.2%
I am not satisfied with well water and would like city water. I am willing to be assessed between \$10,000 to \$15,000, payable over 20 years, if that is what it takes to get it.	33	21.4%
I am not satisfied with well water and would like city water. I am willing to be assessed more than \$15,000, payable over 20 years, if that is what it takes to get it.	1	0.6%
I am not satisfied with well water, but I am not willing to pay an assessment to obtain city water.	18	11.7%
Total Responses	154	100%
No Response	320	67.5%*

*Percent calculated out of 474 total surveys returned.

Question 48: Please rate the quality of the following services provided by Orange Village.

Service	Excellent		Good		Average/Fair		Poor	
	#	%	#	%	#	%	#	%
Police Protection	326	72.8%	112	25.0%	8	1.8%	2	0.4%
Traffic Enforcement in Your Neighborhood	197	46.1%	152	35.6%	52	12.2%	20	4.7%
Fire Protection	288	71.3%	103	25.5%	12	3.0%	1	0.2%
Ambulance/EMS	283	76.7%	77	20.9%	8	2.2%	1	0.3%
Building Department	127	42.6%	108	36.2%	46	15.4%	11	3.7%
Property Maintenance Enforcement	100	32.4%	99	32.0%	69	22.3%	26	8.4%
Village Hall Administration	145	42.6%	132	38.8%	46	13.5%	11	3.2%
Orange C.A.R.E.S.	88	51.8%	66	38.8%	7	4.1%	5	2.9%
Snow Removal for Seniors	78	49.4%	62	39.2%	6	3.8%	7	4.4%
Trash Removal	269	59.5%	155	34.3%	25	5.5%	3	0.7%
Curbside Recycling Pickup	279	63.1%	142	32.1%	20	4.5%	1	0.2%
Leaf Pickup	197	55.3%	119	33.4%	36	10.1%	3	0.8%
Branch Clipping	186	54.4%	117	34.2%	33	9.6%	5	1.5%
Delivery of Wood Chips and Leaf Humus	148	63.2%	69	29.5%	15	6.4%	2	0.9%
Park Maintenance	138	44.5%	147	47.4%	24	7.7%	1	0.3%
Street Snow Removal	161	37.5%	175	40.8%	57	13.3%	25	5.8%
Street Cleaning	132	36.0%	155	42.2%	67	18.3%	8	2.2%
Street Maintenance/Repairs	114	26.6%	165	38.5%	117	27.3%	21	4.9%

*Percent calculated out of 474 total surveys returned.

Very Poor		Total		Do Not Use/No Opinion		No Response*	
#	%	#	%	#	%	#	%
0	0.0%	448	100%	7	1.5%	19	4.0%
6	1.4%	427	100%	25	5.3%	22	4.6%
0	0.0%	404	100%	49	10.3%	21	4.4%
0	0.0%	369	100%	80	16.9%	25	5.3%
6	2.0%	298	100%	131	27.6%	45	9.5%
15	4.9%	309	100%	127	26.8%	38	8.0%
6	1.8%	340	100%	99	20.9%	35	7.4%
4	2.4%	170	100%	249	52.5%	55	11.6%
5	3.2%	158	100%	259	54.6%	57	12.0%
0	0.0%	452	100%	2	0.4%	20	4.2%
0	0.0%	442	100%	15	3.2%	17	3.6%
1	0.3%	356	100%	87	18.4%	31	6.5%
1	0.3%	342	100%	89	18.8%	43	9.1%
0	0.0%	234	100%	182	38.4%	58	12.2%
0	0.0%	310	100%	113	23.8%	51	10.8%
11	2.6%	429	100%	18	3.8%	27	5.7%
5	1.4%	367	100%	67	14.1%	40	8.4%
12	2.8%	429	100%	22	4.6%	23	4.9%

Question 50: How do you rate the overall quality of services provided by Orange Village?

	Responses	% of 456
Excellent	236	51.8%
Good	195	42.8%
Average/Fair	22	4.8%
Poor	3	0.7%
Very Poor	0	0.0%
Total Responses	456	100%
No Response	18	3.8%*

*Percent calculated out of 474 total surveys returned.

Question 51: How do you rate the overall quality of life in Orange Village?

	Responses	% of 456
Excellent	266	58.3%
Good	175	38.4%
Average/Fair	13	2.9%
Poor	2	0.4%
Very Poor	0	0.0%
Total Responses	456	100%
No Response	18	3.8%*

*Percent calculated out of 474 total surveys returned.

Question 54: How many years have you lived in Orange Village?

	Responses	% of 461
Under 2 years	34	7.4%
2 - 5 years	50	10.8%
6 - 10 years	59	12.8%
11 - 20 years	132	28.6%
21 - 30 years	85	18.4%
More than 30 years	101	21.9%
Total Responses	461	100%
No Response	13	2.7%*

*Percent calculated out of 474 total surveys returned.

Question 55: How much longer do you plan to live in Orange Village?

	Responses	% of 437
Under 2 years	23	5.3%
2 - 5 years	52	11.9%
6 - 10 years	116	26.5%
11 - 20 years	121	27.7%
21 - 30 years	63	14.4%
More than 30 years	62	14.2%
Total Responses	437	100%
No Response	37	7.8%*

*Percent calculated out of 474 total surveys returned.

Question 56: Which of the following best describes your current residence?

	Responses	% of 465
Single-Family House	363	78.1%
Condominium/Townhouse	102	21.9%
Total Responses	465	100%
No Response	9	1.9%*

*Percent calculated out of 474 total surveys returned.

Question 57: Including yourself, what is the total number of people living in your household?

	Responses	% of 412
1 Person	83	20.1%
2 People	194	47.1%
3 People	54	13.1%
4 People	55	13.3%
5 People	21	5.1%
6 People	2	0.5%
7 People	3	0.7%
8 + People	0	0.0%
Total Responses	412	100%
No Response	62	13.1%*

*Percent calculated out of 474 total surveys returned.

Question 58: Please indicate the number of people in your household that are in each of the following age groups:

	Responses	% of 689
0 to 10	68	9.9%
11 to 17	63	9.1%
18 to 29	65	9.4%
30 to 54	157	22.8%
55 to 69	202	29.3%
70+ years	134	19.4%
Total Responses	689	100%

Question 59: What is your age?

	Responses	% of 451
18 to 29 years	6	1.3%
30 to 54 years	136	30.2%
55 to 69 years	178	39.5%
70 to 84 years	108	23.9%
85+ years	23	5.1%
Total Responses	451	100%
No Response	23	4.9%*

*Percent calculated out of 474 total surveys returned.

Appendix B

Written Responses

The tables on the following pages contain the full comments written in to the open-ended questions provided in the survey. Comments have been grouped by topic area and identical comments have been combined. The number in parentheses next to the comment indicates the number of identical occurrences.

**Question 1: What qualities about living in Orange Village do you enjoy most?
Other (please specify)**

#	Category	Written Comments
17	Specific Comments	
9	Location/Access	<ul style="list-style-type: none"> • Access to Metroparks. South Chagrin reservation. (2) • Close to synagogue. Close to family. • Close to two daughters & their families. • Location and overall convenience to schools, library, highway etc. • Proximity to health care. • Access to freeway. • Proximity to Eastern suburbs. • Location. Beautiful Home.
6	Character of community	<ul style="list-style-type: none"> • A very nice house. • I love the privacy that my home location affords us. The greenery is just lovely, • Living in a neighborhood. • Neighbors make the community • The type of condo I wanted was available. • Wooded Areas.
2	Village Services	<ul style="list-style-type: none"> • The services provided to residents are excellent - leaf mulching, branch clipping, recycling, etc... • When I have needed help, the Fire Dept. has been outstanding.
6	Other Comments	
1	Comment - Like	<ul style="list-style-type: none"> • We love living in this community...
5	Comment - Dislike	<ul style="list-style-type: none"> • Taxes are way too high. Many families do not move here due to high taxes. • Soon to lose this quality with the new mall complex off Harvard. • I wish it still had a semi-rural character. • Building needs to stop - such as Brainard Road & Orange Place - (too much - Power outages. • No sidewalks or walking paths down Lander Rd and Brainard Rd

**Question 2: What qualities about living in Orange Village do you enjoy least?
Other (please specify)**

#	Category	Written Comments
21	Lack of sidewalk/ bike paths	<ul style="list-style-type: none"> • Actually prefer street lights & sidewalks. • Lack of bike trails and/or sidewalks. (15) • Lack of bike and walking trails next to main streets. • Lack of sidewalks and bike lanes. School bus does not enter my street (South Hilltop). • Lack of sidewalks and ability to walk or ride bike around village. • Lack of sidewalk & safety in bike path. • No sidewalks. Lack of Cross walks.
16	Increased traffic	<ul style="list-style-type: none"> • Increasing traffic. (5) • Enforcement speed limits posted on the road I live on. • Excessive traffic on Lander Rd due to the I-271 ramps nearby! We have troubling exiting from Landerwood Glen. • Excessive traffic on main arteries. • Extremely frequent ear-piercing fire truck and ambulance sirens, heavy cut-through traffic - often speeding. • Highway noise (I-271). • Increasing traffic due to retail expansion. • Road noise. • Speeding traffic on Harvard Rd. between Brainard and Lander - speed limit 35 - most are going 40 - 50 MP. • Traffic and sirens on Harvard • Traffic going through the neighborhood & speeding cars. Increase in loitering from additional traffic. • Traffic on Lander Rd.
13	Becoming over-developed	<ul style="list-style-type: none"> • All the new developments (houses on smaller lots) and the retail/commercial development • Development such as shopping centers • Encroaching development (3) • I know you can't stop developers, but Orange is just too built up - no country anymore • Increase in over building of oversized homes. • Increasing development & small lot sizes, and increased demand for city - living amenities. • Increasing developments (particularly Pinecrest) • Orange is becoming to "citified" - heavily populated • Pinecrest development. Proposed all-purpose trails. • The changes to smaller lot size, too many cluster homes & new Pinecrest development • We are losing our rural character. Way too many businesses and stores too close to home!

10	No Issues	<ul style="list-style-type: none"> • I love living here. (5) • Just moving into area from Shaker Heights - downsizing into a condo at Landerwood Glen! • No issues/concerns/dislikes • Nothing, I enjoy it all. • We have no complaints...love the city... Never been involved in city actions before moving here. • We like Orange!
8	Village Government	<ul style="list-style-type: none"> • Elected officials (3) • Lack of responsiveness of the Mayor to direct complaints. • Lack of zoning enforcement. • Petty politics. • Very strict policies on what we can/cannot do on our own property. Strict building policies. • Village government
6	Housing maintenance issues	<ul style="list-style-type: none"> • Difficulty maintaining older home. • Eyesore house next door to me; no village enforcement of upkeep, garbage can removal, loose dog, etc.. • Many houses on Brainard are in terrible condition. Some areas look like slums. There are no rules to keep homes from looking like they do. • Poor condition of some homes on major streets in village. • The fact that some homes are/appear distressed and bring the look of an entire neighborhood down. • Unregulated exterior homes, standards to maintain values.
5	Service Issues	<ul style="list-style-type: none"> • Biggest concern is (after 31 years) getting First Energy to get their power lines underground - pathetic. • Police Department is unfriendly. We got 2 tickets for our child was playing in front yard for child endangering because he acted lost and they were not familiar with a child with Autism. Shame on them. • The treatment of garbage containers - after emptying - thrown on lawn or driveway (not always) - lids off - absolutely hate it. • Water main breaks. • Cost to connect to municipal water system!
5	Lack of city water/ sewer	<ul style="list-style-type: none"> • Lack of city water/sewage on my street (5)
5	High taxes	<ul style="list-style-type: none"> • Absurd that we don't get 100% credit. • High taxes. (3) • Just because we are not dedicated streets - we still pay taxes like everyone else and should get Village Snow Plowing - we pay taxes like all homeowners and as much!!
3	Change in character of village	<ul style="list-style-type: none"> • Gradual loss of semi-rural character. (2) • We are losing our rural character. Way too many businesses and stores too close to home!
2	Lack of community center/pool	<ul style="list-style-type: none"> • Lack of community pool/rec center • Lack of full recreation center like Solon

- 5 **Other**
 - Stagnant real estate values,
 - Distance to University Circle.
 - Lack of access to “big box” store like Target.
 - People who are too concerned with appearances over quality of life.
 - Selected CodeRed emergency only but still get non-emergency messages about Orange Village events.

Question 3: Where do you get information about Village meetings, activities, and issues? (Check all that apply)

#	Category	Written Comments
13 Specific Comments		
3	Calendar	<ul style="list-style-type: none"> • Community calendar
3	Online	<ul style="list-style-type: none"> • Auto-email, voice mail, text • Facebook • Twitter, Facebook, email
3	Word of mouth	<ul style="list-style-type: none"> • Direct from council member • Hearsay • I feel that I communicate well with our mayor and am kept informed on important city matters and events
2	CodeRed	<ul style="list-style-type: none"> • Code red notification and general notifications • Reverse 911 calls from the mayor
2	Direct mail	<ul style="list-style-type: none"> • All mailings, no computer • Community newsletter
2 Other Comments		
2	Comment	<ul style="list-style-type: none"> • The mayor and her staff perform in an excellent manner. • We don't

Question 8: What else would you like to see included on the website?

#	Category	Written Comments
40	Specific Comments	
22	Add specific information	
4	Easy to find alerts	<ul style="list-style-type: none"> All things like chipping and garbage delays right at top. Emergency alerts storms & closed streets Power outages and construction done in the area; example there were no updates on the water main break on Miles!! The website content and design has improved over the years, but it could use some more. The information provided isn't particularly useful or up to date. For example, the Code Red alerts should also be posted on the web site.
3	More contact information	<ul style="list-style-type: none"> Ability to contact departments Email contacts for everyone, and then make them CHECK their email! It is difficult to find specific people to contact or to call with specific issues. One main one I recall when we moved into our home was how to get trash pick up started because the home was vacant prior to us and there was no can or pick up. It took me at least 5 phone calls between the village offices and the trash company to get it resolved.
2	Business directory	<ul style="list-style-type: none"> Business to business marketplace - help Orange business people succeed Outside vendors that are good - landscaper, snowplow etc..
2	Code requirements	<ul style="list-style-type: none"> Better information on building codes. Specific codes related to Orange Village (noise ordinances info, bonfires, and policies pertinent to this town.
2	Community events	<ul style="list-style-type: none"> More community events Updated information, upcoming events
	Other	<ul style="list-style-type: none"> A metrics or statistics page that provides current information on the village. All basic govt svcs should be on the website Budget/spending information How about a "meet your neighbors" social section More transparent disclosure of planned development on our remaining vacant land, and in the Pinecrest area. Orange schools info Page one current events Pictures of past events and historical pictures of Orange Village Voting information
7	Add interactive features	<ul style="list-style-type: none"> Ability to complete annual alarm registration renewal with no paperwork Ability to pose a question to mayor/council with SLA of 48 hours response time Able to request trash bin/recycle. Called & requested & never got one or a call back. Ask the mayor section (maybe 1 question a month) I cannot "conduct my Village business" using the website, because nothing can be filled out there, only printed and mailed. I would like to be able to do non-emergency police business like letting them know if we are having a party, reserve the pavilion, etc. I'm not sure if you can do that now so I have been calling. Link to report potholes

4	Improve website features	<ul style="list-style-type: none"> • Drop down Menus have too long a list. • Easier searches • Inconsistent access to log on when on vacation. I like this feature but it is not always there. • Some of the features don't work properly on different browsers.
4	Increase online presence	<ul style="list-style-type: none"> • A mobile site. The online website does not properly work on mobile devices. Also, the content can be hard to find. Please add a community calendar with all community events that is easily accessible from the main page. • Facebook. • Should have a mobile phone app for easier access (2)
3	Format/layout	<ul style="list-style-type: none"> • A better layout • The layout of the website is very confusing. There should be a change made. • Too much on the page
3	Meeting minutes	<ul style="list-style-type: none"> • Any and all council and committee action, individual vote of each committee/ council member on each. • Audio recordings of all committee meetings. • Podcast that work. Video of meetings.
14	Other Comments	
14	Comments	<ul style="list-style-type: none"> • Website has continuously improved over the years. We hope it continues to do so. • I cannot access computer • Fine as is (5) • Rarely use it • Don't know-never knew there was one • Now I know! • We do not read it & not aware of how • Already get too much email • I have carpal tunnel syndrome. I do not seek out sites that do not provide me with business value because of the excessive keyboard and mouse use. • I hope to use the website more in the future.

Question 10: If no (subscribe to E-News), why not? (Check all that apply)

#	Category	Written Comments
13	Specific Comments	
14	Too much Email already	<ul style="list-style-type: none"> • Already get too much Email (8) • Do not want any additional Email • I already have more Email than I can handle. • I get enough stuff, I would not read it. • I get too much e-mail already & would probably ignore Orange E-News • Receive too many Emails would rather seek on my own. • Tired of being on the internet

4	Limited internet use	<ul style="list-style-type: none"> • Carpal tunnel syndrome forces excessive use of a computer with pain. • Do not use Email often • Don't like to go on-line more than I have to • I don't spend a lot of time on the internet other than business checking Emails
4	No internet service	<ul style="list-style-type: none"> • I am currently not computer literate.Taking lessons. • I'm 92 & do not use a computer • No computer (2)
4	No time	<ul style="list-style-type: none"> • I) can only spend a limited amount of time on PC 2) need to upgrade my PC. • Don't have enough time. • Too busy with work and personal life to have time or interest • Have not gotten around to signing up!
4	Prefer direct mail/paper	<ul style="list-style-type: none"> • I don't read it online. • I like to read on paper! • More attuned to print media • Would rather receive it by mail
3	No interest	<ul style="list-style-type: none"> • Enough to read already • Get sufficient Village information from other sources and don't want to clutter e-mail • Getting Email regularly
3	Not Aware	<ul style="list-style-type: none"> • Need more info about e-news. • Did not know that • Never thought about it
2	Not sure	<ul style="list-style-type: none"> • I think I have signed up in the past but have not received • Lazy

Question 12:What else would you like to see included on the E-news?

#	Category	Written Comments
6	Formatting/editing	<ul style="list-style-type: none"> • ???? Better editing • Change the format so there is no background color, or at least make the text stand out better from the background color. I can hardly make out the text now. • Headers for Topics • I get the E-news in a text only format. • It doesn't have to be lengthy. I use to do a quick scan, looking for branch dates etc. I would make bullet points, then a link if you want to read it all. • The clip art doesn't display very well, so consider a text-only format.
4	Neighborly information	<ul style="list-style-type: none"> • Gardening and plant information - deer resistant plants • Guest writers once in a while on regional interest story • Neighborhood concerns • Resident profiles
3	Council actions/information	<ul style="list-style-type: none"> • Any and all council and committee action, individual vote of each committee/ council member on each. • Recent proposed, discussed & enacted legislation or city rules • Village financial performance in greater details

3	Do nothing	<ul style="list-style-type: none"> • It's fine. • Nothing at the moment • Seems complete
1	Calendar/schedule	<ul style="list-style-type: none"> • Schedules of meetings & program info
1	Contact information	<ul style="list-style-type: none"> • More contact info for people who are responsible for the things mentioned in case we have a direct question.

Question 15: If you answered “Few Issues” or “Never,” (regarding reading the quarterly Orange Village Community Newsletter) why??

#	Category	Written Comments
6	Not interested	<ul style="list-style-type: none"> • Did not consider its importance • Have other problems and interests to deal with • It's politically driven. Superficial. Campaigning platform. • No “burning” issues I need to keep up with. • Not much relevant material - most on recycling and woodchips • Not that interested
4	Too busy	<ul style="list-style-type: none"> • Don't have time (4)
3	New resident	<ul style="list-style-type: none"> • I will read every issue when we move to Landerwood Glen! Have read one issue right now • We are new in Orange Village • We have just purchased; been in home 45 days.
3	Only glance at it	<ul style="list-style-type: none"> • I glance at it to see if there is anything interesting. • I leaf through it and discard it. • I typically scan it to see if there is anything relevant to me
3	Too much mail	<ul style="list-style-type: none"> • Busy trying to make a living. Things that are mailed pile up. • Too much mail • Usually just bombarded with mail & set it aside....
2	Redundant	<ul style="list-style-type: none"> • Duplication. • If I need to find something out, I can go on the website.
6	Other	<ul style="list-style-type: none"> • I want to read the newsletter. • I was not aware of it • Lazy • My computer is broken • Not in Cleveland all the time. • Not well organized or summarized

Question 17: What else would you like to see included in the newsletter?

#	Category	Written Comments
30	Specific Comments	
25	Add specific information	
6	Neighorly information	<ul style="list-style-type: none"> • Citizens spotlight. Get to know neighbors. • Housing sale prices. • Look at pockets or streets and highlight well-kept homes, neighbors working together, street projects, annual street weed clean up. • News about the neighborhood • Programs for seniors! Trips - see Beachwood newsletter. • Resident spotlight
5	Council actions/ information	<ul style="list-style-type: none"> • Bike path progress, Village finance reports. • council minutes & zoning and planning minutes • More council meeting information as to goings on - more information on when elected positions are coming open • New or pending legislation that may affect residents. • Recent proposed, discussed & enacted legislation or city rules.
3	Zoning/ development	<ul style="list-style-type: none"> • Ongoing development regarding new construction and local issues.. • Requests for zoning variances? • Upcoming projects around the village.
3	Business directory/ advertisements	<ul style="list-style-type: none"> • Business to business • Perhaps a small classified section - ads, items for sale, items worked; lost & found etc.. • Classified.
2	Police blotter	<ul style="list-style-type: none"> • Police Blotter (2)
6	Other	<ul style="list-style-type: none"> • Cartoon! • How about profiles of OV employees, staff, council, etc.? Only one per newsletter, not too long, and ONLY if they want to appear. • I love getting notifications of town services (branch clipping, hazardous waste drop offs, leaf mulching, etc.. • Information about schools - enrollment deadlines, activities, accomplishments etc. • Someone else's viewpoints on important topics - not just the mayor's. • Village trivia.
3	Do nothing	<ul style="list-style-type: none"> • I'm happy with it. • Nothing else needed. • The newsletter is great. I am in my 30's and very used to finding information on the internet, however the newsletter forces me to sit down and read through the material. It is not too lengthy and it keeps me up to date as to what is happening.
2	Editing	<ul style="list-style-type: none"> • Simplify - too long • Real issues - less repeated fluff - same recycled department inserts.

4	Other Comments	
4	Comments	<ul style="list-style-type: none"> • Best thing for information the village does. • Cannot rate the newsletter, as it does not contain a full range of views on village issues - only supports the mayor. The newsletter is supposed to reflect all news of village residents. • Was not aware that quarterly newsletter could be received electronically. • Would not want to expand, but that costs \$ too.

Question 20: What else would you like to see included on the recycling calendar?

#	Category	Written Comments
41	Specific Comments	
15	Add specific information	<ul style="list-style-type: none"> • A full list of dates for each collection & times. • Check questionable items • Does a box that frozen food was in (printed cardboard) get put in recycling, and if not, why not - things like that (why can't pizza containers be recycled), what happens to recycling (various steps they go through) • Donation pickups from charity. • Emphasis on most common recycling errors made by residents. • How to recycle electronics. • Leaf collection. • List of non-recyclables. • More information about composting. • More information of a "how to..." nature. • Offer brief classes on composting, recyclable items &/or sustainability include in newsletter those things that are seasonal. • Orange school closings due to the holidays or the school being closed due to teacher administration days. This would be very helpful. • Tips and places where to recycle material not recycled by the city • Tips for composting, rain barrels, etc. • Would love to see an additional and more comprehensive description of what is recyclable, what is not, and why. This description should be updated annually. (I once visited the Waste Management plant to learn more. Orange Village used to use WM.)
9	Calendar not needed	<ul style="list-style-type: none"> • Don't use it. • I don't use it; I look it up on website when I have something. • I no longer need the recycling calendar because I use the email blast for that information now. • I think it is a waste of paper • I think that could be all done online and that a calendar is not a necessary expense - or maybe just if you request one. • I use it as a calendar only - use website for recycling info • Is it available on the website? Do not use it that often so usually it is hard to find. • It's a waste for a few coupons • Save the paper and printing costs and postage and don't send out the calendar.

5	Editing/production	<ul style="list-style-type: none"> • Correct dates. Needs to be proofread. (2) • Don't need all the coupons - looks cheap. • Highlights specific information. I.e. all trash days in green & all paint collection days in yellow. • It would be nice to combine the recycling calendar with the village calendar. I have both hanging on the same hook and have to flip between the two depending on what I'm looking for.
5	Expand recycling services	<ul style="list-style-type: none"> • Find a recycler of Styrofoam • More frequent & collection for hazardous equipment & paint. • More shredding days. • Old tv's. • This isn't recycling per se, but it would be nice to have old medication disposal available.
4	Unaware/did not receive	<ul style="list-style-type: none"> • Did not get the 2014 calendar. Did not know it was still issued. • I did not realize there was one. • I don't believe i receive it by i would like to receive it. I'd like to recycle everything i can but i need the information. • I don't have one.
3	Other	<ul style="list-style-type: none"> • All drop-offs should not be limited to 3:00 pm. If pepper pike can make it possible to drop off hazard mat, computers, electronic equipment any hour, so should we. • I need another calendar. • Use the phone reverse dialing system to share important recycle dates/events.
3	Other Comments	
3	Comments	<ul style="list-style-type: none"> • I like the recycling calendar! I use all the time. • Just make sure you don't stop sending it. • This is a very useful tool.

Question 21: Do you have any suggestions on additional ways the Village can increase residential recycling?

#	Category	Written Comments
76	Specific Comments	
38	Expand Service	
19	Increase items accepted	<ul style="list-style-type: none"> • Add recycling for Styrofoam and plastic bags. • Allow hazardous materials to be placed in a special bin for village collection or have collection more often at service dept./hall. • Curbside pickup at homes for specific items. • Does the village recycle Styrofoam?? Heinen's no longer has a recycling bin.What about plastic bags? • Find a way to recycle Styrofoam. • Have tire collection more than once per year. Have a city truck drop off that is prescheduled like the City of Solon does for its residents. Have the RX drop off box available 24/7 outside. • I am unaware of your current program, but would suggest battery big they are not included.We recycle everything! • I would like it if the city did city-wide composting. For example San Francisco has a container for garbage, one for recycling and one for garbage. • Include phone books in weekly pickups. Offer collection of old computers & electronics at homes. • Is there any ways we can also recycle Styrofoam? • Latex paints collection events. I would imagine latex paints are one of the most common items that get discarded, but discarding them (properly in a dried state) Is work intensive. Perhaps the Village could organize these and, en masse, dry them / discard them for residents. • Look into recycling more things: batteries, Styrofoam, phone books, etc.. • More materials need to be included in recycling • Recycle plastic bags • Include large items of metal or plastic (for example an old garbage can) • Special pickups for materials that could be recycled... Saw a chest outside that the trash picked up rather than recycle • Styrofoam & plastic bags • Take more than just 1,2, and 3 plastics • Why can't we recycle plastic grocery bags that have a recycle label on them?
8	More events	<ul style="list-style-type: none"> • I have no explanation for people who don't recycle, so I don't know how to make them do it. • I would like to see more recycling collections. Such as what you listed plus paper shredding - But I need the information. • More frequent shredding. • More shredding days. • More shredding opportunity and when they are held they need to be better organized than the last one. • Offer shred days once a month year round. • Offer Spring-midsummer - fall drop off of unwanted house hold goods - kids toys to go to a needed organization (volunteers of America etc) Many people are lazy to take them to a center - so they put in the trash (SAD) • Recycle electronics more frequently. Recycle plastic bags.

<p>7 Bins</p>	<ul style="list-style-type: none"> • 2 bins. 1 for glass & paper/cardboard. 1 for cans. • Containers are heavy and hazardous for the elderly in winter. A smaller container would be useful. • I do notice when I put my recycle can out on Mondays. And it's full, then I have other recycle stuff next to it...they don't take it. Should it be in a specific colored bag? If you have more than fits in container? • Increase the size of our recycling cans for pick up. We overflow every week. • Provide a smaller bin like other cities do for those of us who have small garages and long driveways. The current can is too large and requires multiple trips to the street. • Some households need extra recycle bin. • We often fill our recycling can to the very top. What are our options when we have overflow of recycling, besides holding the stuff for the next week or putting it in the trash?
<p>4 Increase drop-off hours</p>	<ul style="list-style-type: none"> • Allow drop off of hazardous materials at any time, or one specific time each week. I will have something to throw out but get impatient to wait until it is that day's collection. For example, you can drop off computers on all Mondays, Tuesdays is Paint. Etc. • Extended hours of drop-off service, as 7-3 is not convenient. • Provide a paper - truck - container drop- off round the clock, as an alternate way to recycle paper. Like Pepper Pike has. That recycle container makes a mess of paper and is very unhandy for appliance cardboard boxes. • Sometimes the hours of drop off are limited for people who work.
<p>20 Education/ awareness</p>	<ul style="list-style-type: none"> • Twitter • Each counsel person goes house to house to get questions & why aren't people doing it. • Send out reminders to the residents of all the items that can be recycled. Ask non-recycling residents directly why they aren't recycling and tell them the benefits. • Clarification on how trash should be sorted for recycling • Educational programs including information about composting, recycling, water barrels • Explain how to break up boxes for recycling instead of trash. Leave notes in mailboxes on trash day on what could have been recycled and how to do so. • Give me more info on how it helps village save money. • I liked the magnets we got when we moved to Orange Village - Very useful in helping us remember what/what not to recycle. • Mailers with short phrases describing what can be recycled and examples. • More information on what qualifies • Offer seminars (more) on composting, rain barrels etc.. • Provide #'s, comparisons, to other villages by pound, material, etc.. • Pruned removal of twigs and wood. • Remind us what is and is not recyclable. • Reminders of what can be recycled - pizza boxes, phone books...(perhaps in newsletter, which you do on occasion). • Send E-mail. • Send out reminders of what to recycle. Does the school recycle? • Send reminders a few days before the recycling event. • We have 2 containers and actually had to purchase one of them - maybe if the village asked people if they would like a second one, many people don't know that is available. • We lost our documentation about what we can recycle, so we could be doing more if we had more information.

5	Create awards program	<ul style="list-style-type: none"> • Acknowledge streets with 100% recycling. • Block or development monthly awards for 100% participation on recycling. • Have a contest to see which block(s) recycle the most. Let us know how we rank in recycling efforts in NE Ohio suburbs. • Have street contest collections, which recycle the most. Simply state street you live on. • I can't understand why more people don't recycle. Maybe street against street competitions would help people use these recycle cans!?
5	Mandate	<ul style="list-style-type: none"> • Issue tickets to homes that mix recycled materials or non-participation in the program. • Make it mandatory. • Make people pay, per bag, for trash that is not recyclable. (2) • Put a fee on excessive number of non-recycling containers.
3	Current system inconvenient	<ul style="list-style-type: none"> • Convert to system that sorts all garbage & pulls recyclable materials out automatically. • Recycled items need to be sorted • Separate out newspapers
2	Not aware of calendar	<ul style="list-style-type: none"> • I don't think we got the calendar. If it was mailed in the winter, we didn't get it. • I wasn't aware of its existence. I'll look out for it as it seems very useful.
3	Other	<ul style="list-style-type: none"> • A 13% recycling increase in a 6 year period is not that impressive. Maybe you should allow people to recycle on their own and not force them to. • Arrange with charity organization for pick up donations. • Lower taxes for this.
4	Other Comments	
4	Comments	<ul style="list-style-type: none"> • I like how clean and readable the calendar is • I use it regularly and think it is excellent! • You do a wonderful job. (2)

Question 23: Do you have any suggestions on ways the Village can improve communication with or disseminate information to residents?

#	Category	Written Comments
59	Specific Comments	
18	Electronic Communication	
7	Email	<ul style="list-style-type: none"> • Better emails. • Communicate by E-mail. • Continue findings new and effective ways of communication. Email (not too frequent) is probably best. • Direct email to residents on a voluntary basis. • Reminders to check website. • Targeted e-mails for important issues. • You can send emails, snail mail, have something in the newspaper and residents will still say they didn't see it. I would encourage email and tout it as a way to save tax dollars.
3	Facebook/ Twitter	<ul style="list-style-type: none"> • Facebook • Have a greater Facebook and twitter presence. • Twitter feed.
2	Improve website	<ul style="list-style-type: none"> • Maybe put some additional info on your website with specific info. I find that I have to call the city often to get silly questions answered. • Post the CodeRed alerts on the web site as well...
1	Mobile Applications	<ul style="list-style-type: none"> • Mobile phone app would be helpful
5	Other	<ul style="list-style-type: none"> • Continue to encourage seniors to become computer literate and use the computer and other digital technology. To stay abreast, "seniors and others" must be reminded that this learning is an ongoing process. Let seniors know where they can receive computer education and feel "comfortable". • Continue using electronic media - the way of the future. • Figure out how to get internet connectivity across the entire community and use the internet much more to have regular community communication. • I live in Orange Tree Estates and we have an intranet that is great. • Video podcast - transparency
11	CodeRed	<ul style="list-style-type: none"> • Allow opt out of general info on Reverse 911 and allow only opt in on emergency. • CodeRed should not be over-used. The messages should be brief and to the point. (4) • Communication is fine as it is. You could stop using the CodeRed - alert systems for non-emergency information. • Do not use reverse 911 for social announcements, but rather for safety and logistics updates only • Eliminate the Mayor's non-emergency robo-calls. They are annoying and diminish the impact of real emergency robo-calls. • I would use the CodeRed messaging system only for urgent/important messages--not for events. • Please quit using the reverse 911 system for community news that is not what the service is for! • Robot calls!!

8	Community Engagement	
5	Events	<ul style="list-style-type: none"> • Block parties • Have a great big town meeting during a Saturday when more people can be present. • Have an open council meeting specifically designated for resident questions, complains and suggestions. Conduct no business but just let the residents speak. • Perhaps hold a “welcome to Orange” meet and greet with the mayor and have people sign up for email and reverse 911 that way. • Town hall meetings every six months
3	Outreach	<ul style="list-style-type: none"> • Have a suggestion postcard attached to quarterly newsletter. • I emailed a council person with a specific question and never received a response. If residents reach out to council, they should always respond, even if they don’t have an answer. • Know your neighbors & council better & when was last time the mayor came house to house to help us??
7	Improve content	<ul style="list-style-type: none"> • Always report your financial report in \$\$, not percentage only. • Communicate better content - not just concerts - trash pickup and free mulch. • Residents whose properties border the park should be told when changes are going in. We were never told how long the gas drilling would last, nor that mature trees would be torn down to accommodate a rarely used putting green. • Simply to make sure the info is complete, actually, factual and truthful. • Stop sending out obvious campaign drive info. • The quarterly newsletter should include a range of opinions on Village Development. • When there are controversial issues, a timely, balanced communication would help. One that covers both sides of the issue. I sometimes feel like I only hear/ read one side.
3	Fine as is	<ul style="list-style-type: none"> • I believe the village does an excellent job with communicating with its residents. Keep up the great work. • People are so busy with work/school/life that it is a challenge to keep up with a barrage of information. I like that the village has more than one method of communication - electronic for those who appreciate that, paper arriving in the mail for those who prefer that, and website for those who only want to get info when they want it. Except for showing up for dinner - I think you have bases covered. • Very good now.
2	Flyers	<ul style="list-style-type: none"> • Occasional flyers • Post flyers in public places or have a few more wooden signs announcing events.
2	Text message	<ul style="list-style-type: none"> • Text messages.(2)
1	Increase frequency	<ul style="list-style-type: none"> • Maybe issue the newsletter semi-monthly.

7	Other	<ul style="list-style-type: none"> • I don't know if I have ever seen the recycling calendar. • Letters & color paper. • Never heard about E-news. Don't rely on everyone having "smart phones" and having (or wanting) to read QR codes. • Send residents magnetic refrigerator stick-on with all essential Village phone numbers. • Serve the residents fairly, be honest. • Too much reliance on electronic communication. • Tornado siren.
----------	--------------	---

Question 25: If "Other Reason" for not attending community meetings was marked, please specify the reason for not attending that event:

#	Category	Written Comments
35	Time/Date Conflict	<ul style="list-style-type: none"> • Business travel schedule • Busy with other duties.....We need to free ourselves and participate in these important events. • Combination of factors including time, other activities, travel. • Conflict with my work schedule. I was not able to attend meeting where our elected officials delivered Pinecrest to private development. • Conflicts with household routine and personal agenda. • Date conflict.(3) • Don't have much time after work to attend community meetings. • Family issues to tend to. • Family Schedule. (2) • I am the primary caregivers for my 95-yr-old mother and my husband who has several disabilities. I would love to attend the various meetings/events in the future. • I travel a lot for personal reasons. • In town only 5 months & travel when here. • Inconvenient timing. • Mostly out of town. (5) • My time is very limited • Never had time for it sad to say! • No real reason - just very busy and many conflicts • Not available to attend. • Not enough time. • Not in town for last "muni music" May attend in future. • This has been a very busy period in my life for personal reasons. I as a resident must take responsibility to become more engaged & will in the future now that things are beginning to settle down. • Time conflict and/or not enough time in my schedule. • Too busy with work and child under 2. • Too many other activities. • Usually have other plans. • We are not able to attend evening meetings due to our work schedule. • We have two small kids so it's difficult to coordinate a sitter & time away. • Work assignment.

15	Physical limitations	<ul style="list-style-type: none"> • Age (2) • Elderly - hard to attend. • I am 82 and have walking issues. • I'm 92 & mostly stay at home. ` • Family health matters. (4) • Health and Home issues - I will attend Mayor's request or key issues meeting. • Health transportation • I do not drive in the village at night, as my vision is impaired. • I'm bedridden & cannot get out any more. • Poor health • Too difficult. Crowded due to disabilities
12	Not interested	<ul style="list-style-type: none"> • Forgot about the music at the muni. I do not celebrate/Jewish holidays. • Just don't have a compelling reason to attend at this time. • Lack of interest in particular music type • No children at home • Not interested • Not necessarily pertinent to me (2) • Prefer charitable activities • Really have not had a reason to meet with the mayor • The Fireworks are too loud. • Topics do not pertain to my personal interest however I am interested in village news and information. • What contribution could I make?
8	New resident	<ul style="list-style-type: none"> • New Orange residents - excited for all the village activities • New resident (1 yr). • New to the Village - but will certainly take advantage of all you offer! • Not fully moved into Orange Home. • Recently moved to Orange Village. Cannot rate something as of yet. • We are new in Orange Village. We just moved in. (2) • We just moved here and have not had the opportunity yet
7	Residents' input not welcome	<ul style="list-style-type: none"> • [One councilman] needs to be replaced! The mayor needs to be replaced. Its "same old", "same old" on all topics. It's the mayor's way for the highway!! Mayor is not ever in agreement with new or other ideas but her own. • I used to attend every council meeting. But it began to feel as though village residents' input & concerns were/are not welcome by council. I stopped attending. • Meetings are a "FARCE" decisions have already been made - no amount of dissention from residents EVER changes what council wants!!! Have been watching for 30 years! • Meetings rarely are welcoming to community comments • Residents have no input • The meetings are controlled to the point that input is ignored. The functions are not frequent by village residents. Are a waste of time. • Tried to "meet with the mayor" but she never came and when contacted acted like I was wrong to expect her because she had other, more important things to do.
5	Already know/meet with mayor	<ul style="list-style-type: none"> • Already know the mayor. (2) • Been to firehouse for kid parties. Know mayor as friend & can discuss things when I see her socially • Mayor meets with us @ yearly condo meeting (2)

4	Improve meeting conduct/procedure	<ul style="list-style-type: none"> • I don't like witnessing elected officials fail to act in the best interest of the community and who prefer to advance their personal agendas and squabble of petty things. I don't think elected officials should receive any monetary compensation or any other perks. • I feel it would be a waste of time and would only upset me to hear some councilperson talk. No Good would come of my attending. • I personally find out mayor to be a bit abrasive, in your face, and defensive. If you are not on her page - you are made to feel like a non-resident. I prefer to surround myself with positive people. BTW - I voted for her. • Past Z&P meetings have proven to be a bad joke
3	Not enough notice/information	<ul style="list-style-type: none"> • Lack of communication about the subjects or issues of these meetings - maybe a separate meeting or email would help. • Many times find out too late - our fault - we need to make yourself more aware! • Sufficiently times announcement not received
3	Will attend when topic is of interest	<ul style="list-style-type: none"> • I attend meetings when it is something that pertains to my home - ex. Storm drainage, as my street gets flooded. I may attend music at muni. I just haven't this past year. I think it's nice that it is offered. • I would only attend meetings where I need to understand something better. • We attend when meeting topics are of sufficient concern to become a priority for us.
3	Would need childcare	<ul style="list-style-type: none"> • Childcare needed for those evening meetings. • Could not find babysitter. • Need a babysitter.
2	Prefer written communication	<ul style="list-style-type: none"> • For some of these, it would be good to have a quick snippet on the e-newsletter and more details about meeting results and upcoming meeting details • Read information on-line
2	Satisfied with Village administration	<ul style="list-style-type: none"> • I am comfortable with the way the city is managed. In previous years I have felt compelled to attend more meetings because I was concerned about Council conflicts. That is no longer the case. • You haven't done anything serious enough to arouse my interest. You shouldn't.

Question 26: What can the Village do to increase your participation in community events?

#	Category	Written Comments
77	Specific Comments	
28	Cannot/Will not attend	
10	Too busy	<ul style="list-style-type: none"> • (New resident) I work a lot of hours, and do not regularly attend events in the evening. • I must arrange work assignment • I'd love to go but it is hard finding the time to participate more (kids, work, etc.). • In our own development we only get 30% of participation. People's lives are busy & multiple options on how to use time. • It will be difficult - busy lives • It's just a matter of free time as medical residents with a young daughter. • My work schedule does not allow this (Spare time) • Nothing - I have no extra time. • Nothing, I work over 10hrs/day and my work day's starts at 2:00 am. • Unfortunately nothing. Too busy with work & family commitments right now. Maybe when we retire...
9	Nothing	<ul style="list-style-type: none"> • Nothing.(8) • Nothing....We need to do.
2	Physical limitations	<ul style="list-style-type: none"> • Nothing - I am a senior with medical disabilities • Thank you, but nothing. I can't go other places either.
2	Satisfied	<ul style="list-style-type: none"> • As long as village provides effective basic services I see no reason to participate in anything • Don't really feel the need.
5	Other	<ul style="list-style-type: none"> • Not interested in attending meetings but Salute to Orange is well done. • We're usually not here in the summer • You can't - we are just not going-to-stuff people. • You can't. Who wants to attend another meeting just to have a meeting! A waste of time and money. • You don't want me to participate because I don't play nice in the sandbox with other kids. I operate better as a dictator and the last thing any of you want is me to steamroll over you.
21	Publicity/information	
9	Increase notice	<ul style="list-style-type: none"> • Advance notice greater than 30 days. • Awareness - as with this community survey. • Better notices & list of topics. • Direct Email in Advance. • Disclose agenda prior to the meetings to see if issue that pertains or interests us is being discussed. • More advanced notice including Emails. • More awareness, they are really nice the one we have attended. • Post at Heinen's & Robo Calls!! • Send out email blasts to remind community.

6	Continue what's being done	<ul style="list-style-type: none"> • Continue sending information as you have been. • Continue to post meeting dates. • Just keep us informed. • Keep informing us and we'll get there eventually. We are new to the Village. • Keep promoting with reverse 911, CVT's, Newspaper, Mailers, Email. • Keep us aware of your various events!
2	Educate	<ul style="list-style-type: none"> • Educate residents about what happens in these meetings. • See #25. Let me know what issue is on the line.
4	Other	<ul style="list-style-type: none"> • More advertising and better features at the events-- more to appeal to all ages. • Once I am a full time resident, all I will need is to know of an event. • See above, a hard copy info/announcements. • Post audio/video podcasts of the committee meetings online. Play video recordings of council meetings on the Orange TV channel.
6	Increase events	<ul style="list-style-type: none"> • Do something to encourage block parties • Encourage and assist with block parties for residents? Maybe help organize community parties within the developments. • Encourage streets to attend, price to street with greatest attendance. • Have a community event for people age 50 plus. At music at the muni have a section set aside for people with dogs so they don't bother people who don't like them around. • Have more community events and get in on the front page of the newspaper. Try to encourage residents to have block parties. • More senior programs.
6	Improve meeting procedures/conduct	<ul style="list-style-type: none"> • Allow residents input - Open Q & A. • Decrease the amount of politics between members. • Elect a new mayor. • Have active committees that have impact to future events. • More cooperation from village officials with "open minds". This is America. • Offer meaningful discussion of development plans before Mayor decides to support or oppose specific plans.
4	Meeting time inconvenient	<ul style="list-style-type: none"> • Have the meeting at a time most convenient for working people. • Music at the Muni should be on Friday or preferably Sunday evenings. • Not much. Change dates/times • Stagger days and times.
2	Tailor events to audience	<ul style="list-style-type: none"> • Events tailored to adults instead of children. • Have more kid-friendly events.
2	Will attend in the future	<ul style="list-style-type: none"> • We plan to attend events in the future. • Council is doing a good job of running things in Orange. When there is a specific issue that concerns us we go to the mtgs. I really appreciated the "meet the candidates" nights.
8	Other	<ul style="list-style-type: none"> • Don't know. • Don't let it rain on. • Have sidewalks. • I feel it's my responsibility to get online and stay informed and involved. You do a good job keeping residents informed • I might attend the recreational and fire dept. Events if I still had kids living at home. • Kill all the deer. • Save some of the event cost & decrease tax. • Try to involve residents in planning & helping at events.

3	Other Comments	
3	Comments	<ul style="list-style-type: none"> • I think our village has a good roster of events. • I think you already do a great job maybe a family volunteer event. • Village is doing a good job. I have signed up for email. I would like to be involved in the holiday gift giving and will follow up with a call.

Question 28: What do you like best about any of the community events?

#	Category	Written Comments
27	Meeting neighbors	<ul style="list-style-type: none"> • A great way to gather with our neighbors. • Be with neighbors, learn something about the Village & meet different people. • Been to a few and not enough. It's always good to get to know your community and employees. • Get to meet neighbors, visit with the Mayor and Council members and kids enjoy the rides, • Getting to know other people in the community. • Good atmosphere, friendly community residents. • Good opportunity to meet neighbors. • Having a chance to see Orange Village residents. (5) • Meeting the neighbors and socializing. (6) • Opportunities to meet friends & get acquainted w/ others. Enjoyable program. Getting acquainted with village staff members. • Opportunity to meet neighbors. • Seeing neighbors and getting the chance to visit with residents. • The opportunity to get together with neighbors you may not see regularly. The chance to see what is going on in Orange. • The opportunity to meet people and eat things. • Very friendly. • We have not yet attended but look forward to meeting neighbors. • Wide range of residents at Salute to Orange. • Wonderful to see neighbors & meet new people. Great for the kids to see classmates.
16	Family oriented	<ul style="list-style-type: none"> • Appeal to families & all ages. (6) • Events for children. (3) • Diversity of activities for age's youth-teen-adult. • Fun for all age groups. • Taking our grandchildren with us. (2) • The holiday gift delivery was very unique and very special for my kids. • The kids having fun riding the rocket ride at the Salute to Orange. • We enjoy the Salute to Orange - rocket ride. There is something for all ages.
12	Fireworks	<ul style="list-style-type: none"> • Fireworks. (11) • Salute to Orange - fireworks

11	Sense of community	<ul style="list-style-type: none"> • Community coming together. (3) • Enjoy the community events. Makes me feel connected to the community. Enjoy the small, hometown feeling. Think the changes to Salute to Orange have been great. Enjoy taking my daughter. Really enjoy the concert and the fireworks. • Everyone seems to get involved in the events. • Feeling of community that is lacking otherwise. • Friendliness and a sense of community. • Friendly community participants. Watching the children have fun. • I think having them is great to promote the sense of community for those who need to have outside validation. • It brings the community together & the music. Survey the community directly - on the website or by mail. • Seeing people, sense of community.
8	Free	<ul style="list-style-type: none"> • Free food is nice. (2) • Free. (2) • Local & free. • The fact that they are free but are still quality events and have a lot to offer, especially fireworks. • UH support of events, availability of having food & drinks. • Value of the entertainment offered whether the time spent is time well spent.
6	Well organized	<ul style="list-style-type: none"> • Arrangement and schedule of events. • Communication is good. • Our events are well organized! Thank you. • The effort put into them. I really appreciate it! • Well organized. (2)
5	Music	<ul style="list-style-type: none"> • I enjoy the particular groups you've had at music @ the muni. • Most of the musical acts. • Music at the muni - good music, fun, relaxing. (3)
3	Variety of events	<ul style="list-style-type: none"> • Good variety of activities. • The "Salute to Orange" has a variety of events to create interest in participation from all age groups. • Variety of Activities (esp. Salute to Orange).
2	Meeting the mayor	<ul style="list-style-type: none"> • Seeing the mayor at the events. • The mayor.
2	Suggestion	<ul style="list-style-type: none"> • Have more for older residents. • Salute to Orange needs a few more things for the kids all the kids I was with and around us were hard pressed to keep busy!!
6	Other	<ul style="list-style-type: none"> • Fire dept. Open house. • Handicap assistance. • Health screenings. • Salute to Orange is the best!! • Their frequency. • They are available if we want them.

Question 29: What can the Village do to increase your participation in community events?

#	Category	Written Comments
37	Specific Comments	
7	More activities for various age groups	
5	Adults/Seniors	<ul style="list-style-type: none"> • Adult only events - BB2, wire-testing's, • Have more volunteers directing people as to where to park or where certain activities are. Add a few more activities for Senior (65+) adults. • More adult/senior events w/o kids. • More events not geared to children • More on Adult interest.
1	Children	<ul style="list-style-type: none"> • Residents who have elementary aged children will come if the event involves their children performing or doing something.
1	Teens	<ul style="list-style-type: none"> • Salute to Orange could have more pre-teen and teen level activities.
7	Increase variety	<ul style="list-style-type: none"> • Comedy at the amphitheater. • A bit of variety or annual theme for Salute to Orange. Additional activities to extend duration of time people spend at the event during the day. Otherwise, Salute to Orange is a nice community event. • Flea market. Bus trips. • Have a crafts and/or garden festival. • Have an event similar to The Taste of Pepper Pike and invite various restaurants, wine & cheese places to participate. • Have the mayor sing a song. • Make them more informative and less entertainment oriented.
4	Improve food	<ul style="list-style-type: none"> • Better food for Salute to Orange. • Better food options - other than burgers, hot dogs and pop. • Have food & drinks available. • More food options.
4	More advertising	<ul style="list-style-type: none"> • Better advertising - NOT REVERSE 911 - Events are not emergencies. • Make announcements for senior get-togethers. • I would be interested in knowing more about the holiday gift delivery. • Written knowledge about what is available in newsletter once a year.
4	Reduce costs	<ul style="list-style-type: none"> • Don't have them. • Cut the programs that have low attendance. • Have fewer events AND charge less tax. • Please stop having fireworks!! 1) it is expensive 2) it is loud and scares the animals. Once yearly at July 4th is ok, but not on every holiday or special event.

3	Logistics	<ul style="list-style-type: none"> • Senior citizens, disabled adults are not able to easily leave their homes - especially if finances are tight. I wonder if they would attend more events if they could physically get there. • Have more volunteers directing people as to where to park or where certain activities are. • We can't wait for the movie at the amphitheater; however the time is not convenient for us. If there is music at 7 pm and a movie following that, most of us will have to leave early because of bedtimes. Most children go to bed before 9 pm so maybe only have a movie or only music if you are going to start it at 7 pm. Or possibly start an hour or half hour earlier. Those of us with small children, who love Despicable Me, thank you!!
3	More frequent	<ul style="list-style-type: none"> • Have them more frequently. • More events! • Something around the 4th of July would be nice.
5	Other	<ul style="list-style-type: none"> • Business to business - help create a community of business owners • Orange Jubilee needs help! • Salute to Orange seems a little cheap; move it to the park. • Do more to link the schools with the village. • I use the paths behind the city hall to walk my dogs – daily.
3	Other Comments	
3	Comments	<ul style="list-style-type: none"> • No. I am glad to hear that Flemings will be at the salute.

Question 3 I: If you primarily answered “Rarely” or “Never” in the previous question, what would help increase your use of these facilities?

#	Category	Written Comments
195	Specific Comments	
35	Having children to use facilities	<ul style="list-style-type: none"> • A lot of the facilities were used frequently when our children were younger and will be used again as grandchildren grow older. • Children. (3) • Currently, my children are not of the age to participate in the garden or sledding hill but plan to in the future. • Do not have young kids and for my wife and me these facilities are not “top of mind”. • Don’t have kids at home to use the different playing fields. • Glad they are there but no children at home, so no need to use on regular basis. • Grandchildren...one day. • Having little kids which we no longer have.(6) • Having older kids. • Having grandchildren visit. (7) • I used these amenities when my children/grandchildren (and I) were younger. (3) • Just at a stage now where our kids are older (college and OHS) ...Will go back in some years with grandchildren, I hope. • Mostly focused on kids. When mine were younger we did some of these things. • My children are all grown & live out-of-state. When they visit with the grandchildren, then we use those other facilities. • Only my grandchildren using it sometimes. Chipping: my landscaper taking care of it?? • Our children are grown now, and our community needs have changed, but it was disappointing to hear that the basketball hoops were removed. • Perhaps if I had a family. • We used the spaces when our children were younger not so much as they grew older. I would be interested in data of how many households both parents work. • When I have grandchildren to bring to these places. It is wonderful they are available. • When our children are older we will use them.

30 Nothing

21 Age-related

- Age reduction **(7)**: we are seniors 75+; For me to be younger **(2)**; If I was 50 years younger; Being 30 years younger; Reduce my age by 20 years; To be much younger - "again"
- Am too old for the sports.
- As seniors we don't do these things.
- At the age of 86 nothing.
- Due to my age demographic I rarely use these facilities. Was not aware of community garden will inquire.
- If I were younger or had a family to raise.
- If we were 30 years younger. We did use what was available when our children were young.
- Nothing - I am 90 years old and have limited walking ability.
- Nothing - senior citizen. **(2)**
- Nothing. We are empty nesters and our interests are elsewhere.
- To be younger, with children - Have a different lifestyle.
- We are old - would not use **(2)**
- We're older, no kids...but what you offer is great!

9 Other

- Nothing. **(9)**

27 More information

- Awareness/ didn't know. **(3)**
- Better knowledge of paved trail location.
- Can the Woodell Room be rented? What are the requirements?
- Finding information on where they are located and when they can be used.
- Half of them I had no idea existed.
- I am not aware of the options, maybe a summary of options for each season would be good to include in the newsletter.
- I don't know about many of these; the sledding hill looks dangerous.
- I had NO idea these places existed! Cool!
- I need to find out about trails, garden, tot lot playground. Don't know where they are.
- I wasn't aware there were so many public access opportunities - need more information.
- If I had known of these I'd use.
- Information about the availability of these facilities. I am not aware of most of these.
- Information in the newsletters about when/how these facilities can be used and where they are located. Would be good info to include in the "Welcome to Orange" packet you get when you move here.
- Knowing where they are and that they exist. **(2)**
- More info & earlier notice plus general announcements.
- Need more information about the fitness stations, and Woodell room.
- Some of the facilities I wasn't aware they existed even though I have lived in the Village for 31 years.
- Some things I did not even know we had...
- Tour event of all the facilities
- Where are these facilities?
- Where is the park?
- Where is chipping & putting green? **(2)**
- Where is Orange Community Park? It's not on the website!

22 Improve facilities

15 Playground

- Bees were a big problem at the playground last year.
- I have small children, but we don't use the playground because the tiny stones are a pain to deal with. Rubber mulch is much better.
- If the ground cover at the playground was not gravel we would go more often as a family.
- Improve playground.
- Kids don't like the small stones as a base. Too many wasps & bees. Wood doesn't work. Check out Beachwood's Park.
- Pebbles as the base of the kid's playground are no good. Good clean wood chips are much better.
- Playground change from pebbles to another surface.
- Playground needs a different surface. Too difficult to walk on stones!!
- The playground needs an overhaul. Not nearly as nice as other communities.
- The stones around the playground equipment at the park are not kid friendly. At a minimum wood chips would be better. A rubber surface would be excellent.
- The stones on the playground make it difficult - should be replaced with a softer safer material.
- There are a lot of people who would use the playground more if the surface wasn't those annoying little stones. Try tires? Wood chips? Also need wasp control in playground esp. Late summer.
- Tot park's floor is uncomfortable, difficult for kids to walk on, dangerous to fall on...switched to JCC
- Tot playground equipment gets too hot to use it should be replaced with more weather friendly materials.
- Whoever designed the playground must not have kids. Metal Slides? Our children got burned in scorching heat. Stones as a substrate. Are you kidding me? Very uncomfortable. Go to Preston's Park in Beachwood.

2 Access

- Sidewalk or all-purpose trail to Community Park.
- We would definitely use the park and facilities if there were a paved sidewalk/trail to walk on to get there (i.e. All-purpose trails).

5 Other

- B-Ball Court attracts NON residents & trouble. Not safe. Avoid park during summer. Need to enforce for residence or get rid of!
- Eliminate bugs/mosquitoes.
- The chipping & putting green is in bad condition.
- The facility so poor it is a joke to even list them.
- They are not use-friendly.

20	Too busy	<ul style="list-style-type: none"> • Have used several facilities in the past, but am unable to do so presently because of time constraint and family priorities. • I just don't have time, & most are not toddler/baby friendly. • I need more time!! :-) They are good facilities; I just don't have time to use them. I hope they continue to be maintained. • If they pay for a gardener at our house. • Just not on our lifestyle/schedules now. • Little - time prohibits use of some of these facilities as well as no kids in household. • More free time (7) • No time, no information • Nothing' really, just do not have time or need to use these facilities • Probably nothing - too busy - not interested • Time and grandchildren • Time/date conflict or no interest. • We just have no time, but we love that they are there for others to use. • Who has the time to use facilities when you work 8 hours/day, come home and have to work again maintenance on house and yard?
14	No need for facilities	<ul style="list-style-type: none"> • 1. Don't play gold. 2. Exercise elsewhere. 3. Not on any committees or activities at this time. • I don't participate in these sports, my kids are grown, I have my own garden...so there is nothing that I would use. • I use the Metroparks • My interests are fishing, boating & motorcycle • No need for them. • No one in my family plays baseball, golf. We have not needed a meeting room this year - but have used the Woodell room in the past. • No use - find it a waste of funds. When kids were young used only sometimes - bees were a problem. • Not a need for it. • Not much, don't play those sports. (3) • Nothing - most of these facilities duplicate health-club offerings open 12 months a year indoor and/or outdoor. • Nothing-I don't need any of them • The facilities I don't use don't apply to me -
12	New resident	<ul style="list-style-type: none"> • Did not know they existed - new to the community. Would love a nicer bigger community pool for the amount of taxes we pay. • Didn't really know most of them existed (only lived here 1 yr.). • I am a new resident. Not familiar with these events • I'm a newer residents and not familiar where these facilities are located. • New to neighborhood, look forward to often using all of the community facilities. • New to Orange Village - Moved in May 2014. • New to the neighborhood! • Please understand we are empty nesters who have just lived here for 2 years. We need to reach out more... • Was not aware of them! New Residents! • We are fairly new residents and will probably be more involved in the future. • We just moved here so we probably will use more facilities soon. • We recently moved to the area and have not had the opportunity to use the facilities yet. We look forward to using the paved trails, parks and playground this summer.

8	Not sure	
2	Age-related	<ul style="list-style-type: none"> • Not sure - no children, too old for sports, we have our own garden & our street is excellent for walking. • Not sure. More for younger people.
6	Other	<ul style="list-style-type: none"> • Not sure anything would help increase my use. (4) • Not sure what would increase our use, other than more time in our lives. • Not sure. Community pool would be nice.
5	Not interested	<ul style="list-style-type: none"> • Not a winter person. • Not interested.(4)
5	Physical limitation	<ul style="list-style-type: none"> • Being athletic • Better health • Better physical shape • Less health constraints? • Need to gain my strength back and recover from some surgeries.
4	Expand facilities	
2	More trails	<ul style="list-style-type: none"> • Expand the trail system in the park. • More extensive trail system.
2	Other	<ul style="list-style-type: none"> • A dog park. • Senior center.
2	Do not support use of taxes	<ul style="list-style-type: none"> • I don't believe the village should spend tax dollars to provide entertainment for residents of developments who chose to purchase small size lots with no room to play. • Please do not spend tax payer money on these.
2	Park improvements	<ul style="list-style-type: none"> • Chipping/putting green too small. Football/soccer field too small. RE: Playground Replace the stones. Horrible design • The picnic pavilion needs a complete remodel (or please rebuild the pavilion - it's really bad). Orange Village is a very nice community but the pavilion is totally in disrepair. On Harvard, the entrance to Orange is inviting, but to see that pavilion, it is a huge disappointment. The grill is rusted and has trash in it. The benches and tables are dirty, and splintery. It is dark and covered with uncut grass. Sand the outer area of the tables (and please cut the grass. Please!!). PLEASE REMODEL.
2	Restrict use by dogs	<ul style="list-style-type: none"> • Have some dog-free area. • Making sure dogs are kept on leashes as required by law
7	Other	<ul style="list-style-type: none"> • Do use chipping - needs to be more often • I simply need to get out to these facilities • If we had a more open-minded mayor. • My kid's interest • Programming • Remembering they are there • Transportation
1	Other Comments	
1	Comments	<ul style="list-style-type: none"> • These facilities are fantastic

Question 33: Which of the following possible types of improvements to Orange Community Park would you support the most?

#	Category	Written Comments
59	Specific Comments	
11	Trails/Bike paths	<ul style="list-style-type: none"> • Bicycle lanes on highway & more in park. • Bike trail. (2) • Cycling lanes (2) • I love the trails and would like to see more. • Sidewalks • Track or marked running trails (with distance) - The High School track is now locked and cannot be used by the community • Trails need to be repaved • Big dog walker! Have taken my dogs to The Orange Schools for pet therapy and worked w/the autistic children in the elementary school! Very supportive of our program! • Plow paved trails in the winter!!!! Small dogs can't make it through high snow & often nowhere else to walk them other than streets.
10	Community pool	<ul style="list-style-type: none"> • City pool (community pool). Pay to join. • Community pool :-) (5) • Community pool for Orange Village residents only. • I am not wowed by community pool behind High School. I would love a community pool like Landerwood!! Would pay & help maintain. • Swimming pools? • We need a better community swimming pool.
8	No improvements needed/wanted	
4	Cost	<ul style="list-style-type: none"> • None - we are a village of less than 5000 folks - save the expense - lower the on-going maintenance. • None. Do not spend tax payer money. • Please do not spend money on facilities which requires maintenance cost and not used much! • Stop finding ways to spread money and lower taxes.
4	Other	<ul style="list-style-type: none"> • Don't need any of these - use orange rec department. • No knowledge; we aren't here for any of these reasons. • NONE - No improvements to park are needed. • None of the above.
7	New playground surface	<ul style="list-style-type: none"> • A better tot lot (playground) surface would be much better. • Dislike the pebbles. • New ground cover for playground. • New ground covering in playground, Not stones. • Playground surface replacement is most important for us. • Please replace equipment - cover surface - please no more rocks. Get rid of the rock * sand, our Children and Grandchildren deserve MUCH BETTER. • The stones around the playground get in kids shoes and because more harm than good - it prevents a lot of people from playing there.

6	Dog Park	<ul style="list-style-type: none"> • A dog park would be great!!!! (2) • Dog park is a GREAT idea! • Dog park, dog park, dog park. • Let off lease dogs. • When we lived in Columbus, Ohio the parks had specific hours when the dogs could run free. I believe in the winter people could let dogs off leash between 5pm - 6pm and in the summer it was between 7pm - 8pm. This worked well because it was easy for people to avoid the dogs if they wished, and at the same time it assured dog owners that their dog could socialize and would not be the only one at the dog park.
2	Ballfields	<ul style="list-style-type: none"> • Improve sports field conditions. • New grooming and dirt at baseball fields; poor drainage.
2	Don't Use-No Opinion	<ul style="list-style-type: none"> • I don't use them. I have no opinion. • It has been some time since we used the facilities.
2	Drinking water	<ul style="list-style-type: none"> • More water fountain stations along the trails. Option for drinking water bowls for dogs (Beachwood park has it near water fountain). • Permanent drinking water availability & drinking water at Hazlett Field.
2	Picnic facilities	<ul style="list-style-type: none"> • For pick-nick Pavilion, locked with key available when Pavilion is in use. After use key to be dropped in slot a Village Hall. • We need a larger picnic pavilion.
9	Other	<ul style="list-style-type: none"> • I wouldn't support the idea of a dog park. • Pickleball court. • Reinforcement that dogs stay on leashes. • Sounds like a good option for younger residents who are members of various groups. • New benches. • Butterfly garden. • We need a fitness center, community party room. • More fitness station with instructions at each station. • Fishing pond/Lake.

Question 35: If you do not think a banquet hall or meeting room is an appropriate reuse for this space, what other uses would you be interested in seeing?

#	Category	Written Comments
77	Specific Comments	
20	Fee comments	
12	Too much	<ul style="list-style-type: none"> • \$200.00 too much - Winking Lizard party room is less. • Banquet Hall or meeting room is a good idea, but \$200?? Do you want to make money from your residents or do you want to provide services to your residents • Banquet hall or meeting room is fine - but not for \$ 200. I'd like to see it offered at a discount. • Charge less. • I think \$100 - 150 is reasonable. • I think \$200 is too high for the limited number of people the room can accommodate. • It's a great use of the space. The rate should be less if you are a village resident. • Maybe \$100 to pay for cleaning but \$200 might be too pricey. • Price is too high especially for smaller groups, probably ok for larger groups. • Sounds good but cost is too high. • That is too high a fee to be interested. Not a use as a banquet hall where fish fries and spaghetti meals are prepaid in entirety, but as a well-equipped meeting room with carried in or catered food, coffee maker, food warm up facility. Self-clean up and good audio-visual, mic-amplifier, lectern, screen for power- point. Yes. But lower fee for residents. \$50.00? No political meeting use. • Would prefer a lower rental price. \$100.
4	Should be free	<ul style="list-style-type: none"> • If the room is converted (presumably at our expense) why should we pay yet again when we want to use it? • If you converted space for rental each street could use facility one time rent free - could be used for bi-weekly toddler mother play groups?? • It should be available for free for a small cleaning fee. • It should be free to residents provided they do their own set up and clean up after the event.
2	Should be income-producing	<ul style="list-style-type: none"> • \$200 for use of this space is too expensive for public gatherings and social activities for our community - but okay for private (non-Orange) personal activities. • We are fine with it being used as a banquet hall. It would bring in income for the village. We recommend a higher rent for non-residence.
2	\$200 is reasonable	<ul style="list-style-type: none"> • \$200.00 is very reasonable for a rental. • I would absolutely support having a banquet hall available to rent. \$200 is not much to charge
11	Classes - Lectures - Concerts	
2	Arts center	<ul style="list-style-type: none"> • An art center for kids • Art studios: writing/filmmaking/music space

9	Other	<ul style="list-style-type: none"> • Classes - lectures - concerts • Community classes • Community dinners, cooking classes, every Sunday community cooking for weekly meals. • Community meeting rooms. • Exercise classes, book clubs, maja, bridge, senior facilities. • Lecture hall - inside chamber music hall - hobby exhibit hall - travelogue movie. • Music indoors for winter. • My husband teaches Israeli Dance, would love the opportunity to have a hall or room available for classes or dance parties. • Rent it out, to service clubs, special interest groups, etc..
11	Ok as banquet hall	
7	But would not use	<ul style="list-style-type: none"> • At my age I would not be reserving the space but see no reason why the space could not be used a banquet hall or meeting room. • Don't oppose that use just would not personally need to rent it. • It is a good idea. I just wouldn't have a need to use it. • It's a good idea but we'd have no reason to use it ourselves. • It's fine. I just wouldn't use it. • This is a good idea, but we wouldn't use it. This is a poor survey question. • We have no need for a service like this.
4	Other	<ul style="list-style-type: none"> • Banquet facility would be excellent, currently have to use Solon/Bedford...would be nice in our community. • The use is fine, I say charge per events. • Yes, if there is sufficient demand. • If financially feasible to maintain I think it's a good community idea - if also outdoor cooking space available. I just would be unlikely to use it.
7	Recreation Center	<ul style="list-style-type: none"> • Fitness class space! • Community rec activities; tot music classes, yoga classes etc.. • How about an exercise facility...machines and weights. We could have our own private place for residents to go and you can charge accordingly. You'd be surprised how many people would join. Especially for the privacy. • In the winter do some kind of bounce house event for kids to play at. • It could become an indoor recreation facility with programs geared to adult community members. Treadmills, elliptical, stationary bikes etc.. Could provide a social environment for younger seniors to socialize and exercise. • Rec. Center. • Small indoor rec area for children in winter.
5	Facility not needed	<ul style="list-style-type: none"> • I think we built too large a town hall for the size of Orange. • We're a village not a city. Are you willing to erect a full service recreation facility for its citizens like Solon? • Where would you park? You took it all away! • Why did we spend the money to buy it if we don't even know how to use it? • Sell it.
4	Community Events	<ul style="list-style-type: none"> • Community events • Quarterly, village sponsored, pot luck get together.. • Seminars, community get together • Special speaking events; Father's Day, Mother's Day breakfast. Arts & crafts
3	Indoor pool	<ul style="list-style-type: none"> • Community pool. (2) • Community pool year round indoor use.

2	Day Care	<ul style="list-style-type: none"> • It could be rented to a preschool/daycare group. - Only 1st class well recommended & run. • Rent it out for church services or daycare (could be adult or child)
2	Demolish building	<ul style="list-style-type: none"> • Raze it and repurpose the land or new building • Remove the building.
2	Fund raising activities	<ul style="list-style-type: none"> • Fund raising bakes/activities. • Wine tastings/fundraisers
2	Management suggestions	<ul style="list-style-type: none"> • Banquet Hall & Meeting Room would be a great use of the space. FCFS reservation system for the space is perfect. Payment up front when the reservation is made is important. \$200 per event for a 4 hours event? • Great idea!!! RO!!!! I would take the best practices from other community centers and apply it to Orange (i.e. Do's/don'ts)
2	Shelter/Hunger Center	<ul style="list-style-type: none"> • Depends on what it looks like. Maybe we should use it to shelter children & families coming across the border who have no homes!! • Hunger center?
2	Youth gathering place	<ul style="list-style-type: none"> • Meeting space; youth gathering place - music/arcade machines; bocce ball; practice rooms for youth bands - charge \$10/hr. To let bands practice there. • You could also use the space for Teen "dances"/gatherings or a community center with activities (although we have this through OCER).
4	Other	<ul style="list-style-type: none"> • Would need to see it first. • A dog park for the community. • Senior center. • Local bird/animal zoo.

Question 37: Are there any additional recreational opportunities and/or cultural activities that you or other members of your household would like to see offered in Orange Village?

#	Category	Written Comments
77	Specific Comments	
28	Expand facilities	
9	Community/ rec center	<ul style="list-style-type: none"> Indoor competitive swimming pool. Community could use for swimming, water aerobics - seniors need this. High School/Junior High could use it for competitive swim meets only while still training at the high school. A small indoor recreation center. I would like to see an active Senior center like the one in Solon It would be nice if we had a true rec center like Solon offers. I know that's a big investment, but it would be a boon to the area and Orange Rec (which is already excellent) in particular Most cities have an excellent rec center e.g. Brecksville and Cleveland Heights; something along those lines would be great Orange, Moreland Hills & Pepper Pike etc. should consider a rec center with an indoor pool, High School pool hours are limited. Rec center like Solon. We need a fitness center! Indoor walking track
9	Pool	<ul style="list-style-type: none"> Community pool or waterpark Need a bigger better pool and a different location Nicer & bigger pool Outside community pool like Landerwood!! Pool (3) Swimming pool - (private/residents only) We need a spray park or pool and health club/rec center
4	Ice skating	<ul style="list-style-type: none"> Ice skating, rollerblading/skating, farmer's market, Skating rink in winter. (3)
2	Dog park	<ul style="list-style-type: none"> Dog park A sprinkle park, tennis courts & a dog park would be perfect.
4	Other	<ul style="list-style-type: none"> Excavate in a large fishing & boating lake. Better e-library access 1) Build a sugar-house on that amphitheater property. Inventor sugar-maples existing in orange, Moreland Hills, Pepper Pike. Encourage planting of a few sugar-maples to residents. Operate the sugar-house operation with volunteers to demonstrate maple sugar making - a real American thing. It would be a unique thing for the village to have and set it apart from other suburban communities. 2) Organize an annual log-chopping, log lifting contest. This would enhance the village atmosphere, character of residence. Outdoor play

26 Expand activities

6	Music	<ul style="list-style-type: none">• General entertainments: music, dance & community activities.• I don't go to music at the muni because the style of music does not appeal to me. I would go to a rock music concert at an amphitheater.• Old fashioned band concert, not rock or current stuff called "music"• School orchestra or band concerts• Jazz Artists - (some high schools have jazz groups) high school or college similar to Tri-C jazz fest or established groups.• Concerts, firework shows, meet and greet new community members to meet their neighbors
5	Movies	<ul style="list-style-type: none">• Outdoor movies, snack bar (light snacks/nonperishable)• Movies in the amphitheater• Outdoor movies (3)
2	Kid-oriented	<ul style="list-style-type: none">• More kid-friendly events/places to play• More kids based activities. Bike safety day? Police day for kids.
13	Other	<ul style="list-style-type: none">• Block parties• More activities at the Muni!• Diversity day• Easter egg hunt/ Beautiful homes awards. Heritage Home tours• Art fair, guided nature tour, nature crafts• Ice cream social. Wine tasting or cook out for community. Gospel concert• Boot camp/fitness classes! Intermural sport teams (soccer, softball, volleyball), community cookout.• Art show• Flea market• Bicycle recycling facility (used bicycle & with bike mechanics on premises)• Adult education opportunities• Nutrition information sessions• I would like to learn about options for replacing landscaping with native plants/ trees more suited to NE Ohio environment. I have a backyard full of ash trees that will eventually be removed.

20	Bike paths/trails/sidewalks	<ul style="list-style-type: none"> • Additional paved trails for walking. Paved Cut-through trail between Emery & Jackson Roads, west of Lander, in between 1/3 mi 1 c Paved walking path from S. Hilltop to North Hilltop • All-purpose trails • All-purpose trails for walking & biking. I would like to see the proposed all-purpose trail to extent NORTH on Brainard to village border. The all-purpose trail ends at Harvard Rd. & the residents living north of Harvard will not have safe access to the all-purpose trail. • Bike lanes - or paths - sidewalks in neighborhoods without sidewalks (Orangewood). • Bikes trails & paths (4) • Bike Paths done better than the work on Lander Road. • Bike trails, bike lanes on main road. • Large trail park • Street-side paths • All-purpose trails next to main streets • I would like if there were paved bicycle trails • Bicycle lanes • Off road walking trails - along road not in road - (like a sidewalk) similar to Shaker Heights. Walking in road concerns me as people are preoccupied w/ cell phones/texting/other distractions! • Sidewalks. It's extremely dangerous for kids, ride their bikes and for parents to walk with strollers. • Paths/trails will be a wonderful way to move forward for our community. • Sidewalks everywhere • Sidewalks in Orangewood
3	Park improvements	<ul style="list-style-type: none"> • I think permanent restrooms would be perfect. • Improvements to both baseball diamonds - new dirt regrading of fields for better drainage = extent path to right side at Dubyak entrance - better dugouts at both parks. • Larger picnic pavilion. Bocce, shuffle board. Golf Cart for rent for family functions (especially too and from pavilions).
5 Other Comments		
5	Comments	<ul style="list-style-type: none"> • Amphitheater and Dog Park are great ideas! • How much would it cost to develop & maintain. • Sorry - we just don't have time for that stuff. • You've got to be kidding on this one!! • We have Blossom & Severance Hall etc. Already in town. City should not create any more expenditure

Question 39: If the proposed paths were built how would you or anyone in your household use them? Other (please specify)

#	Category	Written Comments
51	Specific Comments	
18	Would not use	<ul style="list-style-type: none"> • As a “serious” cyclist, I would never ride on an all-purpose trail! We go to fast! • I wouldn't use. These paths are proposed in our property and we DO NOT want them! • I/we would not use. I won't allow the children. Too dangerous next to street. • I'm too old. • No I would not. There are already too many people walking dogs - they do not live on my street. It is like trespassing - we do not want this. Why not walk on their own street? We do not want dogs not being cleaned up after. It's unsanitary. • None of the above, waste of space & trees. • Not at all - sidewalks are still sidewalks. • Probably would not. • Probably would not use. • Use park. • Waste of money - would not use. • We would not use them - they are not needed. They would degrade property values and attractiveness. • Would not use them. (6)
9	Concerns	<ul style="list-style-type: none"> • Hazard to cars. • Is this dangerous? Are roads wide enough? • Our concern is the paths would encourage residence in County Lane to walk past our house to the path on emery & Brainard. We have had issues in the past & are concerned as we age. • How many times is this issue re-surfaced - I thought mayor swore she was not going to re-address tis as long as she was mayor. Fence-walking or pushy? Really, has it been 3 or 4 previous surveys we've wasted tax \$ on. • There are studies showing that bike paths increased accidents - would advise more investigation • These “on- the-street paths” are very dangerous, as driver do not look. • This will invite the criminals to invade the village. • This would increase the traffic of people & cars. Currently there is an over flow & increase of noise, litter, car build-up. This Village will soon become a small city. Not what we were looking for when we moved here. • You are misleading residents here by disguising the width of these trails. They are ridiculously wide. They will be an eye-sore to our village. They will not be used by bicyclists but only by occasionally walkers. These trails are a mistake!
9	Walking	
6	Walking to destination	<ul style="list-style-type: none"> • I could walk to Miles Rd. Market for shopping. • To visit friends without having to get in a car!! • To work to nearby shopping, restaurants, parks & schools & library. • Walk to lander Circle. • Walking to friends home - about 1 mile in the village rather than using street. • Would Woodmere connect - Pick up the link - I would use it to get to shopping - Metroparks very key - as they develop shopping area - green links path.

3	Other	<ul style="list-style-type: none"> • Avid walker and dog walker. Would love paths!!! • Strollers. • Trick or treat.
8	General support	<ul style="list-style-type: none"> • Fabulous ideas have to do this. • Great idea! Should have happened 25 years ago. • It gets people off the roads. • Love the idea!! • Strongly in favor. • This would be amazing. • This would be wonderful! • Would be safer driving to have paths.
2	Bicycling	<ul style="list-style-type: none"> • Cycle to local businesses. • Walking and Bicycling would be a FANTASTIC addition.
5	Other	<ul style="list-style-type: none"> • Improve/Protect property value. • Nice paths to Shaker. Streets too narrow as is. • The paths need to extend to all of Brainard (i.e. North of Harvard). • This question is too vague for an accurate answer. • In line skating.

Question 43: If you are in favor of street lights, what streets would you like to see them on?

#	Category	Written Comments
42	Specific Comments	
31	Location	
14	Additional streets	<ul style="list-style-type: none"> • East Ash • North Hilltop Rd. • Orange Meadow Lane • Orange Place • Orange Tree Dr. • Orangedale Rd. • South Hilltop. These streets are very dark at night. (2) • The side streets in Orangewood. (2) • W. Orange Hill Circle • We live on West Ash, so we particularly favor additional street lights throughout Orangewood. • Wild Cherry Trail • Woodcrest

<p>11 Priority</p>	<ul style="list-style-type: none"> • Busiest ones that need it • Commercial areas or the park • A few on Brainard Rd and definitely Harvard Rd. Harvard Rd is so dark at night. • Heavily trafficked streets. • Near my house • Not main streets • Any areas that are dim or dark - I would think it would improve security • Anywhere it is decided especially along the paths. • Intersections of busy streets should have them (where there are stop signs) • On those streets on which the residents want them • Start with main streets immediately then focus on heavily populated streets.
<p>6 General</p>	<ul style="list-style-type: none"> • All - but spread out like every 1/2 mile so not shining in peoples but some light for safety • All - neighborhood too dark! • Brainard, Lander, Jackson. As many as possible; many deer at night and it would help • Brainard, Lander. A few more, not too many • Community to larger street intersections; and selected longer stretches of narrow connecting roads where people walk their animals or just walk at night • Parts of Brainard and Lander. Would help to see deer before they run on the street.
<p>4 Against</p>	<ul style="list-style-type: none"> • I am not for street lights. Don't think we should encourage people walking up & down our streets at night. • I like things the way they are • I think what we have is sufficient enough. • Yuck!
<p>3 Already have</p>	<ul style="list-style-type: none"> • Orange Hill Estates currently has lights & they are good. • We already have street lights (2)
<p>2 Assessment</p>	<ul style="list-style-type: none"> • All of them; we pay we should not be assessed at all • We pay enough in taxes as it is. I would only be okay with it if city paid for it.
<p>2 Comment</p>	<ul style="list-style-type: none"> • Re-install all the poles removed from Orange place because the village would not pay to maintain the lighting to the original design levels installed by Chagrin Highlands - lots of green caps where there used to be light poles. • We were promised street lights (along with sewer and water) years ago in return for tying Pinecrest into Orange Place to allow sufficient egress for the northbound Harvard Road/271 interchange. It never happened.

Question 44: If you are NOT in favor of street lights, please explain your reasoning.

#	Category	Written Comments
154	Specific Comments	
70	Village character	<ul style="list-style-type: none"> • Not needed, they eliminate semi-rural environment • I still want a small village atmosphere and appeal • Like it as it is, like you live in the country but you don't • No streetlights - keeps rural atmosphere • The nature of the community is already changed more than we like • Want Orange to stay as "country" as possible NOT another Pepper Pike • The village seems fine without the street lights and preserves the more semi-rural feel to the area. • It would destroy the rural character of the village - let those who want lights move to a community that has them - like Parma • We have already lost much of our "country" or semi-rural character. • I do not want to live in Beachwood. That's why I moved here! • Too city like less rural • To maintain the semi-rural aesthetics (6) • Too bright, like rural quality of our street. • Would adversely affect rural character of village • Country living • It is quaint the way it is • Retain village character - we have already become too much semi-city • Spoil our village image - affect nature - not needed - too light already - encourage outsiders to enter the Village - will increase Village expenses & liabilities • They would detract from the semi-rural character of the Village • They would make it too city-like, and even harder to see the stars. Also, there are already lights on our street / corner. • We enjoy the semi-rural atmosphere that Orange Village provides and we feel street lights would hinder that atmosphere as well as increase traffic. NO STREET LIGHTS! • We like the rural atmosphere (4) • We live on Lander Rd and do not want strangers in the vicinity and street. Lights would not be an enhancement. It would destroy the rural character. • We like the semi-rural feeling of the village. If residents want street lights they need to be in the development so as not to change the character of our community. • It could ruin the quiet/peaceful nature of the community. Light is disturbing. Not necessary for Orange Village • This is Orange Village/ a country suburb • We moved here for the rural setting. We have an obnoxious light that glares into the bedroom window - would look into replacing lights with newer state of art lighting that is effective but not so harsh. Less street lights, higher quality. • Would change semi-rural character - not need the lights on the side streets. We are ok. • Loss of rural feel of village • I do not want to live in Solon or Twinsburg with all the lights, I like the quite Country living - no glitter • Not needed - more country life without • Orange Village gives off a more rural atmosphere while still offering most urban conveniences. Street lighting would just take away from that "country aspect of living" while still located amongst more urban development. • Would change the rural character

**Village character
(continued)**

- Not necessary except at intersections, in the interest of preserving rural character
- Like the rural feel of our street.
- Street lights aren't conducive to a rural or semi-rural atmosphere
- Street lights impact the semi-rural character of the area. For example it would impact star gazing & watching meteor showers
- Come on. We live here for the semi-rural landscape and geography. That would include having no street lights and having no all-purpose trails. Both of which would ruin the character to the village.
- Distracts from semi-rural character of Village **(3)**
- I do not want to live in a city
- I like the rural feel without them.
- I love the semi-rural aspect of the neighborhood. There are too many lights already. Even the temple installed low-light lighting to preserve the dark. Why would we install lights and ruin the neighborhood.
- If you want street lights move to a city. This is a semi-rural area that is why I moved here.
- Keep the appearance of a village, not a big city.
- Keep the rural feel. Not needed for this small of population.
- Like the atmosphere as is
- Losing enough of our rural community already.
- Prefer the semi-rural community **(2)**
- Rural community
- Semi-rural appeal of the village - don't "citify"
- The rural feel would be lost. Buy a flashlight
- There is not a need for additional street lights. This changes the character of Orange Village from a semi-rural community.
- They're not necessary, and would continue the decline of the village's semi-rural character. If people want lights and sidewalks, move to The Heights!
- Urbanization
- We moved here to be in the semi-rural area. If you want the city, go back to it.
- We moved out here to get away from the noisy city, why are you trying to make this a city with light & sidewalks.
- Will reduce the charm of the community
- Would adversely affect the semi-rural character of the Village. They are not necessary; lights at intersections are sufficient.
- Would like to keep the rural feeling in the village. Already assessed for water lines unlike people on Brainard and do not need added expensive for no reason

- 24 Not needed**
- Haven't really thought about it, I do like walking around my neighborhood at night. I just carry a flashlight. I could see a need for street light on the major roads through the village.
 - They aren't necessary any place I've noticed
 - I don't think we have crime problems. Don't think street lights are needed for traffic safety. I carry a light when walking at night.
 - I don't see how it enhances anything if you are a resident.
 - Stop signs work fine
 - We have gotten along without street lamps - they just are not needed. In addition, they are extra maintenance and use fuels to generate the extra electric to power them.
 - Not necessary **(7)**
 - I don't find our village to be underlit - it is nice not to have lights on all the time
 - No real need on most streets
 - We like it the way it is. **(4)**
 - Doesn't seem like a necessary expense
 - I like my street the way it is; but a wider street would be better.
 - Lived without them for a long time
 - Stop signs are good enough
 - Why do you need it? Now?

22 Adequate lighting exists

- 15 Already have street lighting on own street**
- My street already has adequate lighting **(8)**
 - We have them on our streets we feel safe as the streets currently are lighted
 - I live on Lander, we have plenty! Light pollution. The village should be working to reduce the use of electricity not increase it.
 - We have private streets which are already lit.
 - I live in Orangewood and we have adequate street lighting throughout the development already. Current village streetlights at intersections seem more than adequate. We get enough light pollution from proximity to I-271, more is neither necessary or appreciated.
 - I live in planned development - we have our own streetlights.
 - Our subdivision has plenty of lighting already.
 - Villas of Orange has sufficient lighting

- 5 General**
- Adequate lighting exists
 - Development provides lights on all housing
 - Lights from garages stay on all night and light up street sufficiently
 - The streets are lit properly for the type of traffic.
 - We have enough private driveway lighting to light our side street

- 2 Existing intersection lighting is sufficient**
- Street lights already exist at intersections. Orange's streets are already very safe. I seriously doubt that additional lighting will meaningfully reduce traffic accidents. It will however add light pollution, and be costly. Residents on a street should not be asked to bear the burden of the cost, considering that they would be already bearing the aesthetic burden.
 - Intersections already have lights. Elsewhere lights are not needed. Reflective street paint (yellow lines) are sufficient.

16 Cost

14 General

- First no more charges - taxes too high as it is. Do not wish to lose semi-rural feel.
- We are already in the midst of a large assessment for 20 years when water lines were put in. No more taxes! We pay an additional \$ 884.00 a year for 20 years! Not happy about this price. Originally told it would be \$500 a year.
- It may impact our taxes. There seems to be very few accidents that would warrant a need at this time.
- Nobody walks at night and will probably be costly. We would consider it if we would know the approx. Cost per household involved.
- Not necessary throughout, energy and cost drain and I don't see a general need
- The cost of installation - could it be done in an economical fashion.
- Senior - Can't afford any assessment
- Cost **(2)**
- I don't want to pay for them. They would be nice to have not "need" to have.
- Lower taxes, stop adding "facilities" that require maintenance (such as the walking paths)
- Only support if funded by assessment on property that's improved
- Our taxes are already high. Living on a fixed income as retirees we may not be able to afford to stay in our home.
- Seems unnecessary and costly. Whole new maintenance headache. Am unaware of any related safety concerns. If these are safety concern, that might change my opinion.

2 Provide city water first

- Do not want to have an assessment before doing this city water & sewer should be rolled out to every resident.
- Before the city spends the money running streetlights, it needs to finish providing access to city water for all residents.

8 Limited lights only

- Lights would be nice only to light all-purpose trails, concerned about lighting up my property.
- Just an aside, I don't think we need them every 100 feet, but a 2-3 between Jackson and Harvard would be more of the how much
- Street lights at intersections are appropriate. Other than that, they are unnecessary. Contribute to night - light pollution and are counter to our quiet, rural - style life.
- I would be in favor of streetlights if they were shielded to cast the light downward to the street. Issue of glare - cobra head streetlights shine light in all directions, including driver's eye.
- I'm actually very torn on this issue. I don't like that it's so dark on the street at night, yet I don't want too much light pollution. There is something nice about the dark, rural character. It makes the stars really stand out. I think some limited streetlights would be OK, and might be good, especially on corners where streets meet, and on the main street, but I don't know really.
- I support street lights for safe driving purposes only. Street lights just add to the light pollution already caused by commercial entities. Plus they can be a magnet for youth to congregate.
- Just needed at intersections! **(2)**

7	Light pollution	<ul style="list-style-type: none"> • It's a waste of energy. It contributes to light pollution obscuring the night sky. We currently have sodium lamps on Miles Road. These most offensive of common light sources make green leaves look brown at night. • Light pollution (4) • Light pollution. Waste of electricity • Please educate yourselves regarding light pollution. It has become a serious problem (along with noise pollution) we do not need street lights - use your car lights!! I do not want light streaming into my windows at night. It is unhealthy and expensive. We are supposed to be more sensitive to conserving energy - how does installing more street lights conserve energy?
4	Prefer dark sky	<ul style="list-style-type: none"> • I like the dark at night. I do not want my street lit up. It would negatively impact semi-rural character of Village. • I like dark skies • I love the country feel. When it's night time I like it dark. I do not feel we are unsafe because of no lights. We just don't need them. • I like that my street is quiet, no light pollution, I can see the stars and enjoy my property. I don't want street lights shining in my windows at night while I'm trying to sleep.
3	Other	<ul style="list-style-type: none"> • We are split in our house about this issue • Does not apply to my street. • I think lights would actually increase crime

Question 49: Do you have any comments on these services?

#	Category	Written Comments
139	Specific Comments	
36	Compliment	
18	All	<ul style="list-style-type: none"> • Excellent service so far. Coming from Shaker Hts. Extreme improvement. • I love living in Orange. I think the local government does a great job in the care of the village. • I love that we have recycling, responsive & open police & fire departments, and a clean village. • Summer landscaping is beautiful!! Holiday decorations are pleasing! • Thank you for all that is offered. We are fortunate • Thank you for good service (2) • Thank you to all who make Orange Village such a lovely place to live! • All "well done!" • Generally good overall • Great Job! • I believe the city services are excellent. (2) • Performed well • Services are good. • Very good overall • I have no complaints • No complaints - that's pretty good.

5	Service Department	<ul style="list-style-type: none"> • Bob Zugan and his crew do a great job. • Our leaf & branch pick up is the best in NE OH! Quick, clean & courteous. Trash pickup so reliable. We have the best service dept. anywhere!!! • Service crew workers are excellent • The service dept. is very receptive whenever I have called with a question. • The trash and street maintenance teams are excellent
4	Leaf pickup	<ul style="list-style-type: none"> • Branch removal service & leaf pick up are great! Both services are very helpful in maintaining our property. • Leaf & branch pick-up & delivery is GREAT. • Love the leaf pickup and branch chipping. Concerned that the proposed path would cause elimination of these wonderful services. • Love the leaf pickup in the fall
4	Mulch delivery	<ul style="list-style-type: none"> • I love leaf/mulch delivery service. This is great. • Love getting leaf mulch & smaller piles of branches because of chipping • Love humus and wood chip delivery! • What a great community... Love the delivery of Leaf Humus only wish that would put them on the beds too.
2	Snow removal	<ul style="list-style-type: none"> • Good snow removal • Street snow removal - excellent
1	General	<ul style="list-style-type: none"> • I find the city workers hard working & very excellent customer services.
1	Trash pickup	<ul style="list-style-type: none"> • Trash/recycling services are outstanding, and appreciated
1	Walking trails	<ul style="list-style-type: none"> • The park is great walking trails elsewhere would be good & keep some undeveloped land.

32 Snow Plowing

24 General

- At least 7 cars slid off the hill (eastbound on Harvard, approaching the stop sign at Lander) and into my yard, this winter. One took out the telephone pole & fire hydrant. I emailed a council representative and did not get a reply. Snow removal (& salting) needs to be concentrated on this area, HEAVILY, please.
- Buy more salt and use it during the winter months
- Compared to comparable areas, such as Moreland Hills and Beachwood, snow removal in Orange this year has been very subpar. It has been dangerous for us to get to work, especially with the conditions of the roads in the Orangewood neighborhood which is heavily populated. Main streets, including Brainard and Harvard, are often poorly prepared/paved as well. This is often not just in the early mornings, but also in the late mornings and afternoons. It is to the point that we need to buy a 4 wheel drive vehicle for this upcoming winter. We even considered a petition this winter, but did not have time to do so.
- I do not support the fact that some areas (where I live) are not well salted. I have to go to the street to get my mail. I am so scared in winter.
- I have had to call to have ice & snow cleared. The ditches in front of our house are deep - the sensible salting does not help us - ice in front of my house could cause me to go into the ditch if not salted which could be serious. Salt my street please.
- I think our street is the last to be cleared of snow
- I wish snow removal was more often
- Incline from 29550 - 29750 Jackson Rd is dangerous in winter. Needs Salting.
- Instruct snow plow drivers to stay away from mailboxes by simply not trying to get too close to them (seems like a game to them - let's see who can get closer!); which serves no significant purpose (so what if they plowed an extra 6 inches closer to the curb?).
- My street is barely salted/plowed well in the winter. I've gotten stuck on the hill on my own street in the winter due to snow/ice.
- Should have better snow removal. The village is not that large.
- Snow plowing should be improved on the side streets - we get too much snow to have only limited plowing, especially as we pay the same rate as on the main streets.
- Snow removal - wow - so slippery - why did we get so shorted on salt? Also, half the salt was rocks (and they are still on the tree lawns).
- Snow removal could be improved
- Snow removal in orange could be a lot better.
- Snow removal in Orangewood has deteriorated since we first moved to Orange in the early 90s and it became a salt sensitive community at the expense of homeowner safety in ice conditions.
- Snow removal is poor, many have to drive work, my street is not cleaned.
- Snow removal must be compared to Beachwood. Good Luck!
- Snow removal needs salt
- Snow removal not often enough
- The Village cut down on snow plowing except at the corners of some streets, specifically Orangewood. I had difficulty last winter navigating some side streets due to decreased snow plow and ice melt services. Very dangerous at times.
- When certain streets are not cleared and salted in the winter it makes driving more hazardous than it needs to be, as you never know whether it will be salted or not.
- Woodmere and Beachwood do a much better job of snow removal
- Would like to see better snow removal on side streets

<p>6 Damage</p>	<ul style="list-style-type: none"> • It seems in the last year or so, the snow is not being removed quickly enough. Lander has been downright treacherous at times and my mailbox lost a fight with a car that spun out of control in these conditions. I think it's partly due to the service building's move and the attempt at saving money by using less salt. Very Dangerous • Plow driver goes too fast & break mail mailbox • Snow plowing and salting is what damages most of our roads. We need a better system. • Snow removal has damaged mailbox & post • The snowplows go too fast and create a lot of damage to the residents' mailboxes. • There has been a decay in snow/salting over the past 13 years we have lived here. Last season - multiple broken mailboxes (road conditions so poor -vehicle runs off road) road conditions are much better once we reach Beachwood or Solon.
<p>2 Driveway blocked</p>	<ul style="list-style-type: none"> • Snow plowing is a problem, when you have all that snow on streets and push it in front of our driveways it's a problem. You need a new plan for that!! • Snow removal in Oranewood off of Oranewood is very poor. Driveways are also blocked by snow plows.
<p>13 Street Maintenance/ Repair</p>	<ul style="list-style-type: none"> • Chip sealing is retrograde. • Lander Rd. Needs major repairs • Lander Road from Miles to Beachbrook needs a new road. The grading of Harvard Road eastbound (1000-1500) before Lander is not graded property to have the water/rain run off the roadway • Lander Road is beginning to have maintenance issues • Road repairs are needed on more than Lander and Oranewood EVERY year. • Street maintenance needs to improve • Street maintenance - use other projects tar gets on shoes & animal paws. • Lander is just falling apart. Can we still sue the people who made that cement? Because it sure seems like other cities got better stuff - even Emery is holding up better! • The holes on Lander Rd. Need work. • The streets in this little community are awful - fix them so they last. • Too many potholes last winter. • We have appreciated that the village is frequently filling the cracks and potholes on Lander Rd. Even though it is a losing battle. I assume a long term solution for repaving is under consideration. • Civil engineering projects/quality are lacking. Bad engineering or bad suppliers. The north side of Harvard Rd between Lander and SOM continues to develop dangerous sink holes

11 Property Maintenance

10 General

- Home on our street either abandoned or in horrible disrepair bringing down property values
- Houses on our street are in disrepair, many complaints have been lodged, nothing seems to be done
- I think Orange does a very poor job enforcing property maintenance. This decreases the value of our Village. Residents shouldn't be allowed to let their homes deteriorate.
- Inspect properties and find ways to encourage residents to maintain their properties.
- My neighbors grass is 3 feet tall. It looks I live in the ghetto. Another neighbor has boarded up windows. I live on South Hilltop
- Property maintenance enforcement should be improved. This reflects poorly on Orange Village.
- Some neighbors keep their yard like a junk yard
- The village desperately needs to address the issues of foreclosed and poorly maintained occupied homes through aggressive ordinance and independent enforcement, not through continuous neighbor complaints.
- There are way too many properties in the village that are in disrepair (eg. House not painted, no front steps, things fallings apart on outside of house) and the village does nothing to enforce owners to repair them. There should be penalties. Criminal and/or civil.
- We have several vacant lots and houses on our street that do not seem to be receiving any contact from the Property Maintenance Enforcement.

1 Too stringent

- Property Maintenance Enforcement is too stringent, i.e. some citizen with nothing else to do complains and no attempt is made to casually contact the resident to find out what is going on before legal action is threatened. This is not what was stated in the recent newsletter, but it is probably due to severe understaffing of the inspection department (only staffed two days per week), so no time to be kind beforehand. At least they are understanding after the fact.

10 Leaf pickup and branch chipping

6 Leaf pickup

- I would love a Spring leaf pickup
- Leaf collection - need one later in fall and one in Spring
- Leaf pickup - start later & end later in the year.
- More frequent leaf & branch chipping
- More frequent pick up of leaves & branches. Too many properties messy & lawns uncut, trailers in driveways. Trees & branches not cleaned up.
- More leaf pickup in fall. Every week from Oct. 1 - Nov. 30.

4 Branch clipping

- Branch chipping should be more often. Use reverse 911 when you will provide storm clean -up chipping out of normal schedule.
- Branch removal is times too few times. Pruning is done most of the spring, summer, fall.
- Find a better way to announce branch clipping services.
- Need more wood chipping dates

9 Trash Removal

4 Inconsistent service	<ul style="list-style-type: none">• Trash Removal comes...sometimes early and sometimes very late. When the workers finish emptying the trash can, could they kindly place it upright the way they found it instead of thrown on the ground!• Trash removal is always late in the day.• Current trash hauling company sometimes misses my trash - even though its out the night before.• Missed our house a couple times for garbage pick up
3 Sloppy	<ul style="list-style-type: none">• Trash pickup service is sloppy. They fling empty cans. They should be placed upright when emptied. Also, service is so late; sometimes not picked up until 4 pm or forgotten till next day.• Trash service - they always throw the can down and the top far away - in the winter the top can be lost or buried under snow and you can't find it. Many times it has been in the road and could be dangerous to drivers and home owners.• Our trash can is shaken so violently they tear off the lid. We are also on a main street and if the can is left in the middle of the drive we cannot pull
2 General	<ul style="list-style-type: none">• Would like to have trash pickup in the back of driveway with the carts like what Pepper Pike does. I'm willing to pay more for that service (a reasonable amount).• I wish we had a different way to dispose of furniture or large items. It looks terrible sitting on the street
5 Traffic control	<ul style="list-style-type: none">• Better police monitoring on Harvard of speeders. I live on Harvard and I never see police patrol this area.• Stop patrolling I-271 (police), get people to walk against traffic (police)• Traffic enforcement - people are always blowing through the 4-way stops. Need more cracking down on that.• Traffic speed if light is green on Harvard at Brainard. It puts resident at risk getting mail and pulling in and out of driveways. Speed limit is 35 - but cars are moving 40-50 mph. Change speed limit to 25mph.• We live on Pike and we have many speeders. A neighbor complained and they pulled over 5 people in less than 2 hours for speeding. We would like to see this continue. Also, if we could request a sign that says No cut through. Way too many speeders and I have almost been run over and scared while walking or biking with my son. Thanks
4 Park maintenance	<ul style="list-style-type: none">• I hate when there is a pile of mulch on the Pike Drive Park. It smells; it is dirty; can't park there. Can't it be moved?• Please plow trails in Orange Park in winter.• Plow trails in winter, better cleanup on trails, clean up items left on various city fields restock dog bags, Add garbage can on trail near sledding hill (by bench behind soccer field)• I would like to see the leash law enforced at the Orange Park.
4 Street Cleaning	<ul style="list-style-type: none">• I don't think our street sees a curb cleaner more than once a year.• Left side of Jackson Dr. Never gets cleaned.• Street-cleaning - There is a street cleaning program? I thought all the rocks and debris just eventually washed into the storm drains, or so it seems.• Trash (litter) left on streets.

4	Administration	<ul style="list-style-type: none"> • People should do a better job considering how much we pay into these services • Very concerned about ambulance without paramedic on second out ambulance. Very sub-standard for this community! • Enforcement seems to be a low priority as evident by unkempt yards, traffic violations (speeding, rolling stops), unleashed dogs, etc.. • The Mayor negotiates with developers in secret and fails to inform residents of proposed development plans before she decides to support them. The Mayor improperly removed dissenting opinions from newsletter.
3	Permitting Process	<ul style="list-style-type: none"> • A contractor I hired went and registered and paid permit. When asked when inspection would be done, he was told “we don’t have an inspector at this time. Just do the work, I’m sure it will be fine.” What are the fees for?? Great service, not! • I found the building department difficult to work with. They expected us to know what was expected before any projects started, and once we contacted them it seems like a lot of red tape, phone calls back and forth, and waiting, just to get a permit. This was however just over a year ago. • The process to install a fence in our yard was very frustrating and cumbersome.
2	Mulch delivery	<ul style="list-style-type: none"> • Leaf humus was not available when we tried to order it this year yet we see a lot of humus sitting in people’s driveways unused. • Never got our mulch this year, though had email confirmation that we requested it.
2	Need More Information	<ul style="list-style-type: none"> • Did not know about snow removal for seniors, property maintenance enforcement, and know little about Orange Cares. • I need information about snow removal and trash pickup for senior citizens.
2	Water main Issues	<ul style="list-style-type: none"> • Concern about water main issues on miles road • Water Main breaks often at Brainard & Miles. Took long to repair 2 times in one year.
2	Other	<ul style="list-style-type: none"> • I would like to see the village get pricing for residents by offering bulk purchasing services - for example snow plow or mulch delivery. • Please consider WOW Cable as an option, like Shaker. Competition is good! Great customer service.

Question 52: In your opinion, what are the THREE MOST IMPORTANT issues facing Orange Village over the next 5 years?

#	Category	Written Comments
Specific Comments		
92	Growth management	
43	General	<ul style="list-style-type: none"> • Avoiding urbanization (e.g. commercial zoning, construction) • Commercialization of village (2) • Development (5) • Development issues • Growth • New development on Pinecrest needed? • New developments (2) • New developments being built or future • New shopping center • Not becoming Beachwood or Euclid • Not over expanding • Overdevelopment of Village (11) • Over expansion/building - increased traffic • Overcrowding (4) • Overcrowding with the large number of developments allowed to invade • Overdevelopment with the new subdivisions • Overdevelopment; greedy developers & village lax attitude • Population increase (2) • Prevent over development • Property development • Reducing urban sprawl • Urbanization
19	Pinecrest	<ul style="list-style-type: none"> • Developing new shopping area off Harvard Rd. (2) • Development/impact of Pinecrest (7) • Don't want Pinecrest project (2) • Expansion of Pinecrest • Further developments - including Pinecrest • Increasing development which we oppose (Pinecrest) • Integration of Pinecrest • Overburdening of services between Pinecrest and the other planned developments (Brainard, etc.) • Overdevelopment - commercial - Pinecrest • Rethink size of development at Pinecrest • The building of the new shopping area

18	Retail	<ul style="list-style-type: none"> • Commercial retail space on Orange Place - bad • Developers w/ shopping centers • Increased commercial on Harvard West of 271 • Limiting big box stores from moving into Orange • Limiting small lot development & commercial opportunities. • Managing retail growth (3) • Managing the new retail development to keep our neighborhoods safe • Overgrowth especially in the retail area – CUTBACK (2) • Pinecrest development for retail • Prevent them from turning it into a cheap mall for residents west of Orangewood and not Orange residents. • Retail space is unnecessary and makes more congestion and traffic issues in area. • The possible addition of more shopping centers - bad idea • Too much commercialization. (2) • Vacant stores in commercial complexes, Miles and new development
8	Land use/ zoning	<ul style="list-style-type: none"> • Kertesz • Lakes of Orange • Development of remaining vacant land (SW of Harvard/Brainard) • Development/zoning (2) • Weintraub Property build out • Land use • Use of the new former church property
4	Balanced	<ul style="list-style-type: none"> • Balance development w/ long term vision • Balancing good environmental policy w/ development • Growth without losing rural feel • Managing growth vis-à-vis services and traffic.
84	Traffic	
32	General	<ul style="list-style-type: none"> • Traffic - Chagrin Blvd. & Harvard • Traffic because of more development and stores • Traffic issues (28) • Traffic on Harvard and Brainard • Traffic to sites west of Village
18	Pinecrest	<ul style="list-style-type: none"> • Adapting to the increase in traffic and commuting time due to Pinecrest. • Construction of new shopping center; traffic and crimes • Controlling influx of people associated with new shopping • Integration of new shopping / understanding impact to traffic • Managing traffic and growth from development off of Harvard and Pinecrest. • New shopping mall on Pinecrest will cause more traffic on Chagrin & Harvard!! • Pinecrest/TRAFFIC JAMS ...The truth! • Possible congestion due to the Pinecrest development (5) • The destruction of our quiet community due to traffic from Pinecrest development. • Traffic flow management due to Pinecrest. (3) • Traffic patterns with the new plaza being built • Traffic on Brainard when new development is finished.

9	Congestion	<ul style="list-style-type: none"> • Traffic congestion (3) • Becoming more congested - traffic. • Crowded roadways • Increased traffic flow & congestion • Keeping the community from increased traffic congestion. • Not to get too congested • Traffic, speed (unsafe), congestion
9	Increasing Traffic	<ul style="list-style-type: none"> • Traffic increase • Traffic increase on Brainard Rd • Increased traffic from overflow from Chagrin. • Increasing traffic (5) • Keep traffic volume from growing
8	Management	<ul style="list-style-type: none"> • Being used as a path to highways and retail • Drivers talking on cellphones while drinking & sometimes texting/ Drivers passing pedestrians & bicyclists too closely. • Brainard Rd will need a traffic light at Emery • Developers, traffic signals • Excessive traffic. We need a traffic light at the south entrance of Landerwood Glen - this would also serve Orangewood!! • Traffic management (2) • Traffic management due to increased development
6	Speed	<ul style="list-style-type: none"> • Speeding on Lander Rd. • Controlling speeders (3) • Cut down on traffic (speeding) • Traffic reduction and speed control
2	Village character	<ul style="list-style-type: none"> • Increased traffic & loss of semi-rural character!!! • Wish all the new developments I feel we will have a big traffic problem and we will no longer be a semi-rural community.

70 Local government

25 Fiscal responsibility

- Not expanding government structure/costs/services
- Subring spending
- Avoiding unnecessary projects & services
- Being more fiscally responsible
- Budget cuts for the township, which will impact services provided.
- Continuing to manage village finances well
- Controlling spending **(2)**
- Cutting not increasing spending
- Enhancing Orange in a financially responsible manner
- Finances
- Financial Balancing of budgeting revenues
- Financial stability without raising taxes
- Fiscal responsibility maintained
- Having money to keep up with road repairs.
- Having revenue exceed expense
- Keeping cost low...
- Lessen spending
- Maintaining existing services with minimal tax increases
- Maintaining financial solvency in difficult economic times
- Maintaining good services with declining revenues especially from the state
- Managing expenses -- should we combine more services with neighboring cities?
- Maintaining services/budget stability
- Staying on budget
- Wasting of money for unneeded studies and projects

12 Administration

- Changing to a term limit for mayor and council
- Maintaining strong leadership of the village
- City hall
- Continued leadership
- Electing a competent mayor who has the resident's best interests in mind
- Finding dedicated leaders to replace those we have had for 20 + years.
- General in fighting of the administration and the belief that we are semi-rural when we border Warrensville Heights Beachwood and Pepper Pike
- Quality of future leaders
- Replace all elected officials who drove Pinecrest development.
- The lack of change of leadership
- The question of collusion being present in the government.
- Vote in new mayor

12 Shared services

- Combined Services/ would like to see a better rec center/pool
- Combining community services.
- Combining services with neighbors where appropriate
- Cooperation with the neighboring villages; glad the annexation idea was dropped
- Efficiency in government
- Finding a way to share services
- Impact of surrounding communities
- Money; consider more outsourcing
- Regionalism - shared services **(4)**

8 Merger

- Continuing discussions to merge city services with neighbors
- Incorporation with other areas.
- Merge w/ PPW and MH. No need for four separate gov't entities **(2)**
- Merging with neighbors **(3)**
- Merging with Pepper Pike and Moreland Hills

8	General	<ul style="list-style-type: none"> • To resist over-regulation - like the seat belt law • Using & maintaining facilities • Maintaining independence • Staying a village • Being proactive and progressive not reacting to the other communities programs • Making sure our tea party/"rural"/libertarian fringe politicians have their opportunity to talk but no opportunity to get any power to actually obstruct progress with their wacky ideas. • More government interference • Not putting the load of servicing other villages with our facilities.
8	Citizen engagement	<ul style="list-style-type: none"> • Getting more residents involved in Village Operations • Keeping the younger generation engaged in Orange Village • Money; ask residents more for opinions
2	Transparency	<ul style="list-style-type: none"> • Transparency of use of the dollars • Transparent and open discussion of proposed development plans.
51	Taxes	
45	General	<ul style="list-style-type: none"> • High taxes • Higher taxes (5) • Keeping taxes low (5) • Local income tax collection take over by state • Lower real estate taxes • Lower taxes (2) • Lowering income tax • No tax increase (3) • Money (2) • Overspending of public funds • Pressure to increase taxes • Replacing revenue lost with Ohio Inheritance Tax repeal. • RITA cost • Tax rate • Taxes (14) • Taxes too high...property & RITA...lower! • The estate tax should be instated - Orange Village could use the money! • Trying not to raise taxes
4	Balancing services	<ul style="list-style-type: none"> • Maintaining or lowering tax rate while maintaining service levels (3) • Raising taxes in order to provide services that will cause our main streets to be less safe. • Offsetting expenses - Real Estate Taxes - need some source of income • Taxes and school quality
4	Fiscal responsibility	<ul style="list-style-type: none"> • Funding resources for community and families - especially community waterpark • Funding w/o estate tax

45 Infrastructure

16	Street maintenance/ repair	<ul style="list-style-type: none"> • Brainard Road is dangerous in its current condition with no curbs and narrow shoulder • Brainard road needs to be redone • Condition of roads (2) • Making sure roads don't have pot holes in them • Remove repave Lander Road & regrade Harvard eastbound • Roads will deteriorate • Roadway maintenance / upgrades • Street maintenance (3) • Street repairs (5)
11	Water & Sewer	<ul style="list-style-type: none"> • Sewers • Access to contemporary public services (specifically water) • City water (2) • Providing city water for all residents. • The well water vs. City water issue • Getting city water & sewer • Let those who are happy with septic systems and/or well water keep them • Roll out access to city sanitary sewer and city water for all residents. • Sewer and Water Issues (2)
6	General	<ul style="list-style-type: none"> • Infrastructure (2) • Updating infrastructure (2) • Saving money to fund future infrastructure repairs. • Storm water runoff.
5	Maintenance	<ul style="list-style-type: none"> • Maintaining infrastructure (4) • Maintaining the infrastructure (roads, buildings etc.)
3	Street lights	<ul style="list-style-type: none"> • Improving lighting in the village. • Street lights • Street lights & sidewalks will add to community feel.
2	Septic	<ul style="list-style-type: none"> • Impact of EPA regulations on septic system • Septic System renovations
2	Water main breaks	<ul style="list-style-type: none"> • Too many water-main breaks • Water main fixed permanently
41	Success of Pinecrest	<ul style="list-style-type: none"> • Ensuring quality of Pinecrest development • Getting Pinecrest shopping/housing development done. (4) • Insuring that Pinecrest is successful & developer abides by laws • Insuring that the new development executes as promised. • Making Pinecrest work. • Making smart decisions concerning the Pinecrest development • Making sure "Pinecrest" is an asset not a liability • Making sure Pinecrest development follows what voters enacted • Not letting Pinecrest development get out of control • Pinecrest development (22) • Quality Pinecrest development • Seeing that the Pinecrest development is done right • Success of Pinecrest (2) • That new mall (Pinecrest)(2)

40	Sidewalks/trails	
20	All-purpose trails	<ul style="list-style-type: none"> • Adding the multi-purpose trails - This will be great. • All-purpose trails - get it built!! • All-purpose trails need to be built to keep up with other communities • Bike and walking paths needed • Installation of all-purpose trails (10) • Installing all-purpose trails next to main streets • Making the AP Trails actually happen • Move forward w/ all-purpose trails • Recreation trails - Yes, Please! • The new paths approval • Walking paths
7	General	<ul style="list-style-type: none"> • Accidents on the roads - too many people walking / running in the streets • Need for safe trails for human travel other than auto • No bike riding on Brainard - no room • No sidewalks • Opening up the community via sidewalks and/or walking/biking paths • Safe trails or sidewalks to walk on -we would like these. • Walkability
8	Sidewalks	<ul style="list-style-type: none"> • Sidewalk construction (6) • Sidewalks are a necessity to keep up • Sidewalks/paths for young families
5	Bike lanes/ paths	<ul style="list-style-type: none"> • Bike, walking paths. • Build bike paths (4)
39	Village character	
24	Rural/ semi-rural	<ul style="list-style-type: none"> • Maintaining village's semi-rural character (11) • Keeping Orange Village with that country feel (2) • Becoming less & less rural • Construction ruining Village atmosphere • Losing the Village Character • Encroachment on rural character • Keeping a rural feel close to everything. • Maintaining semi-rural ambiance despite encroaching city • Keeping the integrity of a semi-rural community • Keeping the semi-rural character - no sidewalks no trails on road. • Maintain rural character (2) • Noise/cutting down of trees for development. Looks less rural & more like any other suburb.
8	General	<ul style="list-style-type: none"> • Jeopardizing the luxury of large lot sizes • Maintain character - allowing more high density homes and business • Maintaining lot sizes and preventing developer encroachment. • Maintaining quality of life • Maintaining what we have. • Overall change of community feel from private/country to more pedestrian friendly • Preserving the character of the village. • Redefining Orange

7	Pinecrest	<ul style="list-style-type: none"> • Changes due to Pinecrest • Dealing with the stress/ Pinecrest development • Development of Pinecrest and how it will affect the current semi-rural living condition in the Village. • Impact of Pinecrest (off Harvard) development should be closely scrutinized! Do we need the character of the Village to be changed that much? Impact of increased traffic, police and fire protection. • Pinecrest - will change rural small town quality that is the best part about Orange • Pinecrest project impact on Village life • Turning Orange into a development w/ things like Pinecrest, all-purpose trails, street lighting etc...
38 School district		
32	Quality	<ul style="list-style-type: none"> • School quality (2) • School system (9) • Continuous quality of schools • Declining school system. • Deterioration in school system - people will wake up soon • Education standards • Keep top rated schools • Keeping the schools in the excellent state they are in now (3) • Keeping the schools strong with no outsiders who don't live here! • Maintaining an outstanding school system (6) • Maintaining the reputation of the schools • Quality schools/security • Regaining a higher rating/ranking for our schools. • Schools - continual improvement • Upgrading the school system - it has been going downhill for decades!!! • Size of existing schools
2	Cost	<ul style="list-style-type: none"> • School cost • Money for schools (making sure that it remains adequate)
2	Facility updates	<ul style="list-style-type: none"> • Schools and Building updates • Schools- maintaining and/or improving facilities and learning opportunities
2	Overcrowding	<ul style="list-style-type: none"> • Overcrowding of schools as students move into new condos/apartments • Secondary overcrowding in our schools because of too much development
36 Property values		
33	General	<ul style="list-style-type: none"> • Changing housing market & effect on property values • Foreclosures • Home values (8) • Homes sale • Increasing home values (3) • Keeping property values high (4) • Keeping up the excellent standard of living here. • Poor appreciation of housing values • Property values - keeping out foreclosures • Property values as aging homes sit vacant • Property values that are stagnant • Recovering from housing, decreasing inventory • Retaining property values (8) • To maintain village standard of excellence & property values

3	Pinecrest	<ul style="list-style-type: none"> • Erosion of property values due to the Pinecrest development. • Impact of Pinecrest development on the community & property value (2)
34	Safety/crime	
30	General	<ul style="list-style-type: none"> • Kids walking up and down street destroying things • Continued strong safety forces • Continuing to keep Orange safe • Crime (3) • Increased crime. • Keeping the city nice and safe. • Maintaining safety and security (10) • Populations of Bedford and Warrenton Heights encroaching the area (crime) • Preventing house break-ins • Providing great security for all citizens. • Reducing crime since hotels & restaurants are part of our village • Safety (6) • Safety for our kids • Safety from house theft
4	Pinecrest	<ul style="list-style-type: none"> • Continued safety of the area given the Pinecrest development and presumed increased activity • Crime brought into our neighborhood due to the Pinecrest development. • Crime on Orange Place Drive • Pinecrest development increasing crime as Orange Place
32	Property maintenance	
22	Houses	<ul style="list-style-type: none"> • Condition of houses on Brainard Rd. • Deteriorating homes (2) • Ensuring that people maintain their property as homes continue to age • Home maintenance and lack of inspections • Home renovations - older stock - value • Homes that are not maintained • Keeping our community looking great; everyone taking care of property • Maintaining and improving quality of housing stock along with maintaining core infrastructure. • Maintenance of foreclosed houses - upkeep • Maintenance of older houses / impact on value • Making sure run down properties are fixed up. • Making sure unoccupied homes are kept up • Poor condition of housing stock • Renovating old/unkept housing • Upkeep of existing homes (2) • Upkeep of older homes (3) • Old housing stock, renters who don't care for homes • Too many homes not being maintained
10	General	<ul style="list-style-type: none"> • Maintaining appearance of yards • Code enforcement of properties • Making sure residents maintain property (2) • Need to connect people with resources to repair homes. • Old properties will depreciate • Property maintenance (3) • Residential property maintenance standards

13	Services	
9	General	<ul style="list-style-type: none"> • Continuation of services • Continued good community services • Continued village maintenance • Increased services • Maintaining services at the present level. (2) • Maintaining the services, facilities & qualities that make Orange special (2) • Village services
2	Snow removal	<ul style="list-style-type: none"> • Snow removal • Snow removal & ice
2	Police and fire	<ul style="list-style-type: none"> • Policing the proposed shopping center • Police and fire protection continuing
12	Economic development	<ul style="list-style-type: none"> • Commercial development (4) • Reasonable development to help tax base. • Using commercial land for its highest and best use and maximizing tax income • Attract consumer business • Cleveland economy • Economic development • Lack of jobs. • More building • Ohio economy
8	Preserving green space	<ul style="list-style-type: none"> • Cutting down trees and decreasing green spaces • Keeping “some” green spaces & not overbuilding • Keeping & expanding green space • Losing green space/land • Loss of trees & green space for clean air • Maintain green space when developing • Too much construction - destroying large trees & woods • Tree maintenance and planting.
7	Apartments	<ul style="list-style-type: none"> • Apartments/crime • Developers with apartments. • Kids from apartments up & down street. • Minimize multi-residential enclaves • No more condo’s - how about some industry to offset tax dollars • Overcrowdings (apartments) • Proposed apartments.
6	Senior issues	<ul style="list-style-type: none"> • Connecting the aging community with opportunities for wellness activities. The paths/trails are key - also swimming - water aerobics • Services to aging population • Aging population (2) • Catering to seniors • Lack of good, affordable housing for senior citizens
5	Attracting new residents	<ul style="list-style-type: none"> • Ability-interest of younger people to buy Orange style property. • Attract residents • Getting young people to move in (2) • High cost of real estate - difficult to buy affordable homes
3	Environmental	<ul style="list-style-type: none"> • Flooding / severe winters / Climate change • Physical, environmental • Staying & improving earth friendly practices

3	Park development	<ul style="list-style-type: none"> • Continual development of ball fields/amphitheater/GZ hall area • Getting a new all-in-one rec center for Orange Rec! • Pool
3	Pollution	<ul style="list-style-type: none"> • Noise abatement (271) • Noise pollution • Pollution
2	Programs	<ul style="list-style-type: none"> • Maintaining & improving community activities • More activities at the muni
2	Zoning	<ul style="list-style-type: none"> • Changed Zoning Laws = new development discussions for Pinecrest • Planned urban development
9	Other	<ul style="list-style-type: none"> • Keeping people informed at reasonable cost. • Cost of living • Deer control • Lack of inclusiveness • A lot of unruly dogs in the park • 911 responsiveness due to fewer land lines (telephones) • Conserving energy (and costs!!) • Supporting citizens experiencing hardships • Woodmere police department

Question 53: If you have any other issues or concerns related to Orange Village that are not addressed in this survey and which you would like to comment on, please use the space below.

#	Category	Written Comments
107	Specific Comments	
13	Sidewalks/trails	
6	Support	<ul style="list-style-type: none"> I am concerned about the number of bikers/walker and the lack of shoulder space/trail along Brainard. I am in favor of making the village more “bike able” and walkable, and I worry that the proposed apt does not cover enough space. We would love to be able to bike to the library too, so it would be nice to coordinate with neighboring towns to get a path there. I like a great deal the idea of the walking paths. I really want the all-purpose trails extended to the Orange/Woodmere border. It is very dangerous to walk my dog from my house or go for a walk w/ my elderly mother. As a resident on Brainard north of Harvard, I sometimes feel that we are the forgotten residents in Orange. Extending the all-purpose trail would make us part of the village. The all-purpose trails along various village streets are a great idea. Considering a porous paving material, such as chopped up, recycled tires, for them so water will drain through the trails not run off from them. This is better for the environment and a softer paving material is easier on the feet and knees. Also, the trails, including the ones in the park should be maintained in the winter to reduce the chance of slipping on ice. The days of being “rural” have long moved on. If residents or prospective residents want “rural”. There are simply much better options close by. It is time for elected officials to do what is right for the future and move forward with the all-purpose trails project. Residents will get great enjoyment from the day to day use and even more pleasure financially when their home prices reflect the big improvement.
3	General	<ul style="list-style-type: none"> If the multi-purpose trails are built, people should not be allowed to jog in the streets that have the trails. You might have trouble enforcing this, as people who jog in the street in the first place obviously have a death wish for themselves as well as passing drivers. I did not answer question #38 because the proposed walkway will apparently run right through my yard. I love the idea of the walkways, but I do not have enough information on how it will affect my yard. This is what I emailed a council person about & never received a response. I could not attend the meetings & no one has sent any info to affected residents. Do we have any say in this at all, if a portion of our yard will be taken away & we’ll have foot traffic going past our houses all day? I have young children & I am not comfortable or happy about this. Need more information!!! Please don’t tear down mature trees to put in bike paths or other amenities. If you must put paths in, put them as close to the street as possible and make them as narrow as possible.

<p>2 Against</p>	<ul style="list-style-type: none"> Concerning walking trails - are they really necessary? We have so many side streets where people can walk where there is no traffic. Why do people want to walk on the busiest streets? Would you like the use a walking trail on Harvard adjacent to the street with cars zooming by you at 50 mph or better because the police rarely enforce the 35 mph limit? I wouldn't, and for that reason would not use the trail. Why do you need all-purpose trails? Cut grass with a walk behind grass cutter, plan your own garden. You will get plenty of exercise. We already walk to parks close by. Your community facilities are for young people.
<p>2 Location concerns</p>	<ul style="list-style-type: none"> As an avid runner who has experienced a number of close calls due to aggressive or distracted drivers, I fully support the need for paths on the major roads. However, given the existing sidewalk that runs the length of Miles on the south side of the village's border, I can't help but think that particular portion is unnecessary and the money would be better invested in other areas. Bike paths are pointless unless they're a connection to Orange High School campus - Hiram Trail to the road to BMS is obvious route.
<p>II Other</p>	<ul style="list-style-type: none"> Orange Village will continue to be "a community for all generations". How about a mailbox in the village I have waited over 35 years for one we use to one on Lander & Harvard. I am concerned because the school bus does not enter my street. I do not understand why. There is room at the end of south hilltop for the bus to turn around, but I've been told there isn't. I am worried about my small child waiting for the bus alone/walking alone, and therefore I have to wait for him daily at the corner. It would be nice to at least have a property bus stop. Protection from elements there. Can anything be done to reduce the crime at the hotels on Orange place? I feel that 90% of the police blotter listing in the Sun paper is related to the hotels. Orange, or Orange plus surrounding communities should have a tornado siren. Fireworks - discussed earlier but feel very strongly that they should be reserved for 4th of July only - very disruptive/loud and costly - how much am I paying for this?! Every resident should be provided trash can free of charge. Would be good to have more choices for internet providers. Need to better monitor paper shredding. Last time I used the service I was extremely delayed by people bringing multiple boxes of documents from their place of business. If someone's business documents they should either pay for the service or be refused access. Looking forward to Pinecrest. I'd love a coffee shop on Lander circle by Huntington bank (on that property that's just been bought?)
<p>II Traffic</p>	
<p>4 General</p>	<ul style="list-style-type: none"> Concern about traffic from the proposed pine-crest shopping development. Orange village should be working on widening Chagrin Blvd with state authorities. If they can move Brainard road for sterling lakes something needs to be done about Chagrin which has way more traffic. Increased traffic on Brainard to get out of our driveways, especially between emery & Chagrin. Traffic for new shopping center. Traffic heading north on Lander to Lander circle between 5:00 - 6:15-6:30 is unacceptable - they are frequently backed up to Landerwood Glen - north entrance! Thank you.

<p>3 Signals</p>	<ul style="list-style-type: none"> The traffic light at Harvard and Brainard needs to be adjusted it stays green for Harvard traffic for way too long!!!!!!!!!!!! Add a left turn signal on Brainard south at Harvard and maybe west on Harvard. Have some reinforcement of “no littering sign” and slower speed signs at Orangewood (Harvard side) entrance. Motorists race to Harvard throwing litter under the “do not litter” sign. Try to widen Chagrin Blvd. (Lander to I-271). The traffic signal at Brainard & Harvard should be made to work with the existing road sensors
<p>2 Enforcement</p>	<ul style="list-style-type: none"> It would be great if the police would “strictly enforce” (like the speed limit sign says) the 25 mph speed limit on Jackson road. Police should patrol village, not I-271, pedestrians should walk facing traffic (not with the traffic). Bicyclist should travel on the right side of the road riding with the traffic.
<p>2 Speed</p>	<ul style="list-style-type: none"> Speed limit on Harvard between Brainard and Lander should be reduced to 25 mph and strictly enforced to protect the residents from accidents. Traffic does not like to slow down when pulling in driveways. Every day brakes are screeching and people almost get hit. The public seems to think Harvard is a freeway. Please consider lowering the speed limit to 25 mph in this area. Police should set up back in driveways. Maybe people go through a red light or turn right without even stopping first. Speeding & traffic on Howard, Brainard in the morning & evening. I never see police patrolling the area.
<p>8 Infrastructure</p>	
<p>3 Street repairs</p>	<ul style="list-style-type: none"> Fix sink holes on Harvard Road, north side between Lander and SOM. Someone walking in the rain ditches is going to break a leg if not worse. Hasn't been properly addressed since installation- at least 2 or 3 patch jobs have been done, none have worked properly. Needs a re-do. Harvard road. Told by police that it is the only main street to 271 and that it is the most traveled but the road is in poor condition. We have cement at Harvard & Lander for a quarter mile then asphalt until 1/8 mile to Brainard and then cement again. Please cement all of Harvard road. So no chuckholes damage yards and cars. Maintaining the roads.
<p>2 Stormwater management</p>	<ul style="list-style-type: none"> I would like to see the ditches covered on w. Woodcrest dr., the drainage is very poor. Since the fire hydrants were installed and the ditch was redone, the drainage is much worse. Much of the time there is standing water in there. I really wish something could be done to improve the situation. Thank you. There is a tendency for the village engineering firm to over-engineer drainage solutions. I have personally experienced at least three verifiable examples in my 34 years in Orange Village.
<p>2 Electricity failures</p>	<ul style="list-style-type: none"> Electrical transformers need to be upgraded. Residents lose power as these boxes are being sucked up as they are linked to too many houses with not enough wattage. Technology, appliances - need great supply - how many homes have 200 amp boxes?? Why does the electricity (power) go out so often?
<p>1 Lighting</p>	<ul style="list-style-type: none"> More outside lighting.

8 Local government

- 3 Communication**
- We feel that many plans are well into the process before community residents are included. We are very disappointed to see our property value plummet when we have put so much money into our home.
 - Please keep us better informed about open lots and spaces in the area - what are they going to be used for? We are residents - we should be informed.
 - The Orange tree residents have used next-door neighbor social media platform to communicate with each other and share services and vendors names. This has been very helpful - maybe Orange village could consider a platform like this.

- 3 General**
- We need to get on with the merger of cities.
 - Diversity of city employees in all areas and departments.
 - The purpose of government, according to the USA constitution, is to provide for collective protection from outside encroachment. Our government not only enforced, but actually sponsored, encroachment by an outside business developer. No, my property does not border Pinecrest.

- 2 Administration**
- A two term mayoral office. How about limiting council members to two terms. Let's see some new faces.
 - Glad that council is functioning more efficiently with less acrimony. I am concerned about who will have the intelligence, organizational skills, leadership skills and personality to succeed the mayor when she retires.

- 7 Compliment**
- I am very happy with the services of Orange village. It is a great place to live.
 - We are happy living here.
 - We have thoroughly enjoyed life in Orange village for over 41 years! Our thanks to the mayor and all involved who make this a special place to live!!
 - We just moved to Orange village a bit over a year ago and are very happy living here. We are really excited about the all-purpose trails because it would allow us to use the park without having to walk on main roads - we feel unsafe, with over 20 month old and baby on the way!
 - We moved here for the school district and are staying because of excellent village services. We are in a strong fiscal situation, especially compared to some of our neighboring communities.
 - I wish there was a way to recognize the police & fire department & EMTs.
 - Thanks to the administration staff all.

7 Growth management

- 6 Pinecrest**
- The Pinecrest development will detract from our sylvan ambiance, and the traffic increase will be abominable. Allowing the developer to give \$ 5 million for bike trails make the village complicit in his avoidance of the real cost of the infrastructure improvements needed to offset the traffic complication this project will generate. Those costs are more in the range of \$50 - 150 million.
 - I think that the information that was provided to the community regarding the Pinecrest project was biased. Only supporting documents that the developer paid for were distributed. An independent entity should have evaluated such effects as traffic and economic impacts, and that information should have been distributed.
 - Estimates of impact of Pinecrest on Chagrin Blvd traffic sound poorly estimated, implausible, and severely underestimated!!!!!!! We want our village to advance and for us to gain tax base and special retail, but if it will be a place that depletes our other centers or adds mid and low level retail, is this really worth-while.
 - I hope increased traffic from the new Pinecrest development will be dealt with. The corner of Orange place and Harvard has the potential to be backlogged and a mess.
 - Pinecrest can be great or a big problem this needs care/watching & control.
 - Pinecrest did not buy our soul - don't let them have it.

- 1 General**
- So far it has been a very pleasant experience living in Orange. I am concerned about future developments, Pinecrest and Orange lakes. Infrastructure could be overwhelmed in a hurry. Nice job dealing with Harvard development but I wonder if Brainard can handle increased traffic.

6 Property maintenance

- 4 General**
- Concern over maintenance of vacant homes. Keeping up the maintenance of all homes.
 - It is disgusting to see 3 foot grass and weeds covering the entire corner lot of our street. We are embarrassed to live on such unkempt street. Of course we still pay Orange taxes to live in what looks like inner city trash.
 - Purchased condo at Landerwood glen. Discovered after our private inspection, our 1984 condo had several issues neglected by home owner. Old federal pacific fuse box - a fire hazard, improperly vented dryer with unit in basement. Rafters and floor, mold in basement and improper electrical wiring. Previous owner would not have accepted or passed on these violations and potential hazards (safety) please consider home inspections for buyer & sellers like Shaker Heights. A 30 year old home is old and has issues.
 - Cars for sale on front lawns - this is prohibited in the zoning code.
- 2 Dog cleanup**
- A law should be passed to not allow dogs to defecate on each other people's property. Dogs could be trained to defecate at home and then taken for a walk. I am passionate about this subject.
 - I would like to see signs telling the people (who do not live in my area and come to walk dogs because they don't want to walk on Miles Rd) to be sure to clean up after their dogs, or keep out.

6	Village character	<ul style="list-style-type: none"> Whenever issues like street lighting, sidewalks, etc. Are raised, I've been told we live in a rural community. If that is the case, why is thousands of square feet going up not a mile from my home that is anything but rural and will completely alter the face of our community? Also, the city allows anyone to put up any sort of fence, landscaping, etc. Regardless of keeping any semblance of uniformity and beauty to Orangewood. Where is planning and zoning? There seem to be no codes. It is important for Orange village to respect and maintain its large lot size, open space, old trees & homes & wildlife. We are lucky to have this here. Village council & mayor are too anxious to give it away. We are not a city. If people want city living, they shouldn't move to Orange. Maintain a semi-rural character in the coming years. Over development. Keep us rural. We love the semi-rural character of our community and would like to see it preserved. It is such a rarity to find space and "country", yet be so close to the amenities of a large city. It would be a shame to lose this uniqueness. We moved here because of the small village feel and the good school. So the property values need to stay good to fund the school. But we feel that the small village feel should not be lost as a result. It would help if water could be achieved for those on a water line but not at a "have to get a mortgage to get it/ no more walls for gas!!! Share more of services with neighboring communities.
5	School district	<ul style="list-style-type: none"> Orange schools must continue to be excellent. Reputation and performance of public schools is #1 reason homebuyers choose Orange village. School system. I do support merger with other Orange school district communities. Seek mergers with other Orange schools communities. I understand there are many students at Orange High school that do not live in Orange. That is something that should be addressed.
4	CodeRed	<ul style="list-style-type: none"> As stated in communication section, please stop using the reverse 911 system for non-emergency purposes. Let residents sign up for another serve if they want to receive this community news. I signed up for this service so I could get emergency news not to get advertisements for community things like music at muni. I don't want to get rid of service since it was very helpful with the recent water main break, but need to separate these communications. CodeRed calls are too long. For reverse 911 calls, get a caller id that is recognizable - not some spam-like name/number. Please stop using the CodeRed system to announce events or to say that "gee yes, we're still having the open house". That's just one anxious moment I didn't need. Telling about water main breaks, or power outages is great! That so-and-so is bringing their melodies to the muni, not so much.
3	Citizen recognition	<ul style="list-style-type: none"> How about recognition of veterans, maybe a cemetery service. Anything. We have salute to Orange?? I was instrumental in getting the Woodell room named after Joe Woodell. Over the years I have seen the paintings I procured from Joe's wife, Mildred, be relocated in the village hall. That was not the intent of the donation of the painting, the purpose of that donation was to adorn the Woodell room with the wife's paintings. It does bother me that we have 2 village baseball diamonds - "Dubyak" named after a convicted felon - should we not have a higher expectation of positive role models for our youth.

3	Community facilities	<ul style="list-style-type: none"> • Really want a community pool like the one in Landerwood. I was invited as a guest on their opening day of pool on Memorial Day & it was awesome!! • The community pool at the high school. No share. All affluent communities should fix it up • Bridge or card rooms - bigger senior center.
3	Preserving green space	<ul style="list-style-type: none"> • Let's set aside more green space; don't fill the park with "stuff". Even driving a tree-lined street is more peaceful & soothing than pavement & buildings everywhere! The world needs this! • Preserve wooded areas. • We having a growing disappointment & distress concerning the continuous destruction of large tracts of wooded and wild land in the village which seemingly cannot be stopped. The major reason we moved here 18 years ago was because of the beautiful & unspoiled nature of the village. How much development is enough?
3	Village services	<ul style="list-style-type: none"> • Private contractors should remove their own trash i.e. Tree trimming, landscapers (grass in street). • Think carefully before adding more services. Any new service should apply to the vast majority of residents. • Trash removal trucks are coming when traffic of people coming to work is the most intense. If it is possible to change their schedule so people can drive without threat if damaging the cars when passing by.
3	Water	<ul style="list-style-type: none"> • As I noted, I am willing to pay for city water if that's what it takes, but I have a huge issue with water having been run down part of my street where the residents are not dependent on whether their neighbors are willing to be assessed. This seems to be creating an unfair and ultimately biased situation with regard to future property values. I'm also struggling with the options being "no I don't want to pay", "yes, I'll pay between 10-15k", and "I'll pay > 15k". Where's the middle ground between "no" and 10k? • Update water pipes!!! • The cost of \$10 - 15,000 is prohibitive regardless of my satisfaction/ dissatisfaction with well water.
2	Aesthetics	<ul style="list-style-type: none"> • Street signs - wearing - design. Flowers at end of streets like the square - I would be willing as a street to collect \$ to have a uniform look for our street to community with flowers. • When we first considered Orange for a residence we were very impressed by the flowers (large hanging baskets) fence & brick work at Harvard and Brainard. It was an inviting "gateway" to Orange village, a real plus.
2	Issues with survey	<ul style="list-style-type: none"> • People with hand disabilities should not have to type or draw stupid circles. Where is the ada in these surveys? • Please make this the last "expensive survey" put out - if you don't get your way (answers) this time - hang it up! The history of petty politics has caused many to distrust the administration.
2	Taxes	<ul style="list-style-type: none"> • Lower taxes...RITA & property. • Why is it necessary to tax gambling winners! We are taxed enough on working income especially if we work outside Orange village & are double taxes. Also feel that our council doesn't represent the people & just an extension of the mayor's wishes.

COUNTY PLANNING