



Orange Village

*A Community
For All Generations*



***Orange Village
2007
Community Survey***

Summary of Findings

May 2, 2007

Prepared For
Orange Village

By The
Cuyahoga County Planning Commission

Orange Village 2007 Community Survey **Summary of Findings**

May 2, 2007

Prepared For
Orange Village
4600 Lander Road
Orange Village, Ohio 44022
Tel: (440) 498-4400

Elected Officials:

Mayor Kathy Mulcahy	Carmen Centanni
Council President Mark Bram	Frances Kluter
Herbert Braverman	Lisa Perry
Dan Brown	Phil Soroky

Members of the Survey Committee:

Mayor Kathy Mulcahy, Kristin Dubyak, Frank Kutina Jr., Lisa Perry,
and Valerie Sickles

By The
Cuyahoga County Planning Commission
323 Lakeside Ave West, Suite 400
Cleveland, Ohio 44113
Tel: (216) 443-3700 • Fax: (216) 443-3737
cpc@planning.co.cuyahoga.oh.us

Paul A. Alsenas, Director
John DeMuth, AICP, Deputy Director

Project Team

Planning Staff

Kristin Hopkins, AICP, Principal Planner, Project Manager
Jennifer Karaffa, Senior Planner
Meghan Thomas, Planner

Information Management Staff

Daniel Meaney, GIS/IS Manager
Robin Dunn, GIS Specialist
Kevin Leeson, Special Projects Coordinator
Alex Obianwu, Special Projects Coordinator

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Orange Village 2007 Community Survey

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EXECUTIVE SUMMARY

Orange Village conducted a survey of residents in 1999. Over the years, the survey findings have been helpful to the Mayor and Council in making decisions pertaining to the Village. As these elected officials continue to believe that public input is important to ensure that plans and policies formulated for the Village truly reflect the goals and vision of Village residents, Orange Village decided to convene an ad hoc Survey Committee to conduct another village-wide survey of residents and retained the Cuyahoga County Planning Commission to provide assistance.

The survey was sent to every residential address in the Village. The Cuyahoga County Planning Commission collected the surveys, analyzed the results and prepared this Summary of Findings. This report is available in PDF format on the Orange Village website at www.orangevillage.com.

Overall Response Rate:

Of the 1,319 surveys mailed to Village residents in February, 2007, 1,257 residential addresses were determined to be valid (occupied). By mid March, when tabulation of the returned surveys began, 494 surveys had been received and entered in a data base. The overall survey response rate was 39.3% with a 95% confidence level and a +/- 3.5% statistical error rate.

Response Rate by Neighborhood:

Orange Village was divided into seven neighborhoods based on the age and type of housing, lot size and street orientation to enable cross tabulation of results by location within the Village. The response rate for neighborhoods ranged from a low of 29% in the southeastern corner of the Village (Neighborhood #7) to a high of 50% in the south-central area of the Village (Neighborhood #5).

General Perceptions of Living in Orange Village:

Respondents most valued the semi-rural character of Orange Village, the Orange Village School District and the sense of safety and security in the community. Over 60% of respondents cited these as the three characteristics they enjoy most about living in Orange Village.

The overall level of satisfaction with Orange Village has increased since the 1999 Orange Village survey; the average number of responses selected per respondent increased from 2.8 in 1999 to 4.1 in 2007 and the level of consensus for the three top selected characteristics increased from an average of 46% to 61%.

Overall, respondents have a more positive than negative view of Orange Village, reporting four times as many characteristics they like the most about the Village compared to what they like the least. The single item most often reported as what they least enjoyed was the value for municipal tax dollars paid. Similar to 1999, taxes were cited as the top characteristic that they liked least about living in the Village, but at 27%, the 2007 rate is a smaller percentage overall compared to 1999 when over 40% of respondents viewed taxes unfavorably. Throughout the survey, the feedback is predominately positive when it comes to services and facilities provided by the Village.

Communication and Outreach:

Overall, residents feel the Village is doing a good job communicating with residents: three out of four respondents rated Orange Village's efforts to communicate with residents as "Good" or "Excellent".

Nearly all respondents reported reading at least a few issues of the Orange Village Community Newsletter, and not surprising, was the preferred form of communication (36%). This was followed closely by Direct Mail (34%), and closely reflects the way respondents currently receive information about Village news, meetings, and events.

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While nine out of ten survey respondents have access to the Internet and know that Orange Village has a website, most have not accessed the Village's website in recent months. Yet, those who have viewed the website recently agreed that it provides useful information and that it is easy to use. Nearly 50% would like the ability to use the website to conduct Village business. Over 60% of respondents were interested in signing up for the email subscription service provided by the Village.

Community Participation:

The highest reported attendance among Village sponsored community meetings or events within the past two years was the Salute to Orange at 38% and Town Hall meetings on specific topics at close to 27%. A majority of respondents have attended the Salute to Orange event held on Labor Day weekend and over 40% have attended Music at the Muni, which has only been conducted for a few years. For both events, more than four out of five attendees rated them as "Good" or "Excellent".

Orange Village Services:

Nearly 90% of respondents believe the Village is doing a good job providing services, and nearly three out of four respondents felt that the safety forces are doing an exceptional job! While services also rated high in the 1999 survey, there have been improvement since then and services rated even higher in this survey. In nearly all categories, fewer than 5% of respondents felt that services were poor or very poor. Property Maintenance Enforcement is the one service where one out of six rated the less than average.

While the vast majority of survey respondents (68.6%) reported that they recycle weekly, household size influenced the frequency of recycling within the household; and 60% were interested in obtaining a recycling cart from the Village and felt it would help them increase their recycling efforts.

Approximately 60% of respondents reported that they supported partnering with neighboring communities for the delivery of municipal services based on the premise that the level of services would remain the same.

The majority of respondents were supportive of partnering with neighboring communities for more efficient and effectively delivery of various municipal services such as fire protection (62.8%), service department activities (59.9%) and police protection (57.1%). Respondents were less supportive of combining Municipal Government services (38.9%).

Disaster Preparedness and Community Emergency Response:

Ninety percent of respondents believe the Village should be prepared for disasters, primarily blizzards and tornados. On the other hand, when it comes to being personally prepared, the majority (69%) of respondents reported that they do not currently have a plan or disaster preparedness kit in their home.

Many respondents, especially younger ones, were unaware of the various emergency response/awareness and disaster preparedness programs Orange Village provides for its residents. Only a very small percentage, less than 10%, reported that they have participated or are currently participating in these programs. Between 15% and 20% of those who responded may be willing to participate, mostly due to lack of time, and/or not interested.

Growth and Development:

The Maintenance of Property Values was cited by respondents as the most important consideration to keep in mind when making decisions about development and balancing development with quality of life in Orange Village.

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Respondents were supportive of additional residential development options, especially the traditional single-family on lots of 1.5 acres and less supportive of nonresidential developments such as retail, offices, and mixed-use options. However, one's location within the Village influenced their opinions on development options.

Recreation:

In general, respondents most often reported that over the past year, they never visited or used the various Orange Village facilities, with the exception of Orange Community Park. For those who have used the facilities, more than 2/3rds rated them as "Excellent" or "Good". While many respondents stressed the importance of providing trails, and the trails at the park are the amenity most used by respondents, there is mixed support of an annual tax increase to finance multi-purpose paths on main streets in the Village.

Water and Sewer Services:

More than half of respondents' homes are connected to city water service, while 40.5% are supplied by well water. Yet of the 200 households in Question 39 that have well water, the majority of them (59%) were satisfied with well water and not interested in obtaining city water.

Demographics Profile:

Many respondents have been longtime residents of Orange Village, and more than half reported that they plan to reside in Orange Village for at least 11 or more years.

The overwhelming majority of respondents (85%) reported that their current residence was a single-family house, which is consistent with the Census data. Overall, two-person households were the most commonly reported household size among respondents at 40%.

Over half of all the respondents had a member of his or her household who was between 30 and 54 years old. The next largest age group among respondents was between 55 and 69 years old (37%), while more than one-fifth of respondents have a household member over the age of 70.

The largest percentage of respondents reported being between 30 and 54 years old. Approximately 48% reported to be between 30 and 54 years old, while the next largest group, 55 to 69 years old, was reported by over 31% of all respondents.

Of the 405 respondents who answered Question 49, over 40% reported that their annual household income was \$150,000 or more. Of the 450 people who answered, many reported that their homes had relatively high market values, and based on the survey, Orange Village home values have increased significantly since 1999. Over 20% reported the value of their home to be over \$500,000 compared to 8% reported in the 2000 Census.. The most common value that respondents reported was between \$300,000 and \$399,999 at 26.9%, while another 26.7% of respondents reported a value between \$200,000 and \$299,999.

Further Analysis:

Certainly, more in-depth analysis and further cross tabulating of the survey data are possible. However while further analysis could contribute to more detailed identification of opportunities for the Village to pursue, it is beyond the scope of this project.

Orange Village 2007 Community Survey

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Orange Village 2007 Community Survey **Summary of Findings**

May 2, 2007

I. INTRODUCTION

On February 8, 2007, the Cuyahoga County Planning Commission mailed, via bulk mail, the 11-page Community Survey and letter from Orange Village Mayor Mulcahy and Council Members to all the residential mailing addresses in the Village.

The survey was mailed to a total of 1,257 occupied residential addresses. Approximately 494 surveys were returned and are included in the analysis, for an overall response rate of 39.3%, with a 95% confidence level and a +/- 3.5% statistical error rate.

The address list obtained from the Village is the same one used by the Village to mail the Community Newsletter. In addition, the County Planning Commission identified 23 additional addresses on Blossom Lane from the county auditor's database.

The Village was divided into seven neighborhoods, and the surveys were color coded by neighborhood. When the surveys were returned, the color code was entered so responses could be tabulated by neighborhood. The seven neighborhoods are depicted on a Village-wide map on page 3.

The survey was comprised of 50 questions arranged by topic.

Some questions allowed respondents to add their own response via "Other" with space to write in the response and others gave respondents space to provide commentary, suggestions and/or complaints about specific topics. Short summaries of the write-in responses are included in the body of the report, while a more complete compilation of the actual comments is appended to this document.

Following are tabular and graphic representations of the results of the survey. Unless otherwise stated, the results reported are Village-wide.

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OVERALL RESPONSE RATE

Of the 1,319 surveys mailed to Village residents, 62 addresses were determined to be vacant, leaving 1,257 valid (occupied) residential addresses. By mid March, when tabulation of the returned surveys began, 494 surveys had been received and entered in a data base. The overall survey response rate was 39.3% with a 95% confidence level and a +/- 3.5% statistical error rate.

Because the homes in Orange Village are spread across three different zip codes and subject to three different post offices and multiple postal carriers, there was a minor delay in one of the zip codes resulting in approximately 370 households receiving their survey about 10 days after the rest of the Village residents. However, the deadline to complete the survey was extended and the delay did not invalidate the survey results in any way. On March 1, reminder postcards were sent first class mail to each household.

The 2007 Orange Village overall response is very close to the 41% response rate for the 1999 Orange Village survey and is good response rate compared to the average response rate of about 20% for mail surveys¹. In recent years, the Cuyahoga County Planning Commission has conducted similar community surveys to residents of other Cuyahoga County municipalities, and Orange's return rate is within the range of response rates (between 34% for the city of Brooklyn and 58% for the village of Walton Hills).

OVERALL RESPONSE RATES BY SURVEY NEIGHBORHOOD

In order to facilitate analysis of responses by location within the Village, Orange Village was divided into seven neighborhoods grouping similar age and type of housing, lot size and street orientation. The response rate for neighborhoods ranged from a low of 28.9% in the southeastern corner of the Village (Neighborhood #7) to a high of 50.3% in the south-central area of the Village (Neighborhood #5), as noted below. The neighborhoods are depicted on Figure 1, Map of Survey Neighborhoods.

Table 1

Survey Neighborhoods	Surveys Mailed	Undeliverable Addresses	Valid Addresses	Returned Surveys	Response Rate*
1. Walnut Hills Drive/Pine Crest Dr	52	1	51	15	29.4%
2. East Harvard Road, North	397	19	378	147	38.9%
3. Brainard/Lander, south of Harvard to Jackson	231	10	221	99	44.8%
4. West Emery/ Orange Tree development	133	2	131	46	35.1%
5. East Emery – Hidden Valley Dr - Lander Road	156	7	149	75	50.3%
6. West Miles, Brainard Area	261	17	244	88	36.1%
7. Lander and East Miles	89	6	83	24	28.9%
Village Total	1,319	62	1,257	494	39.3%

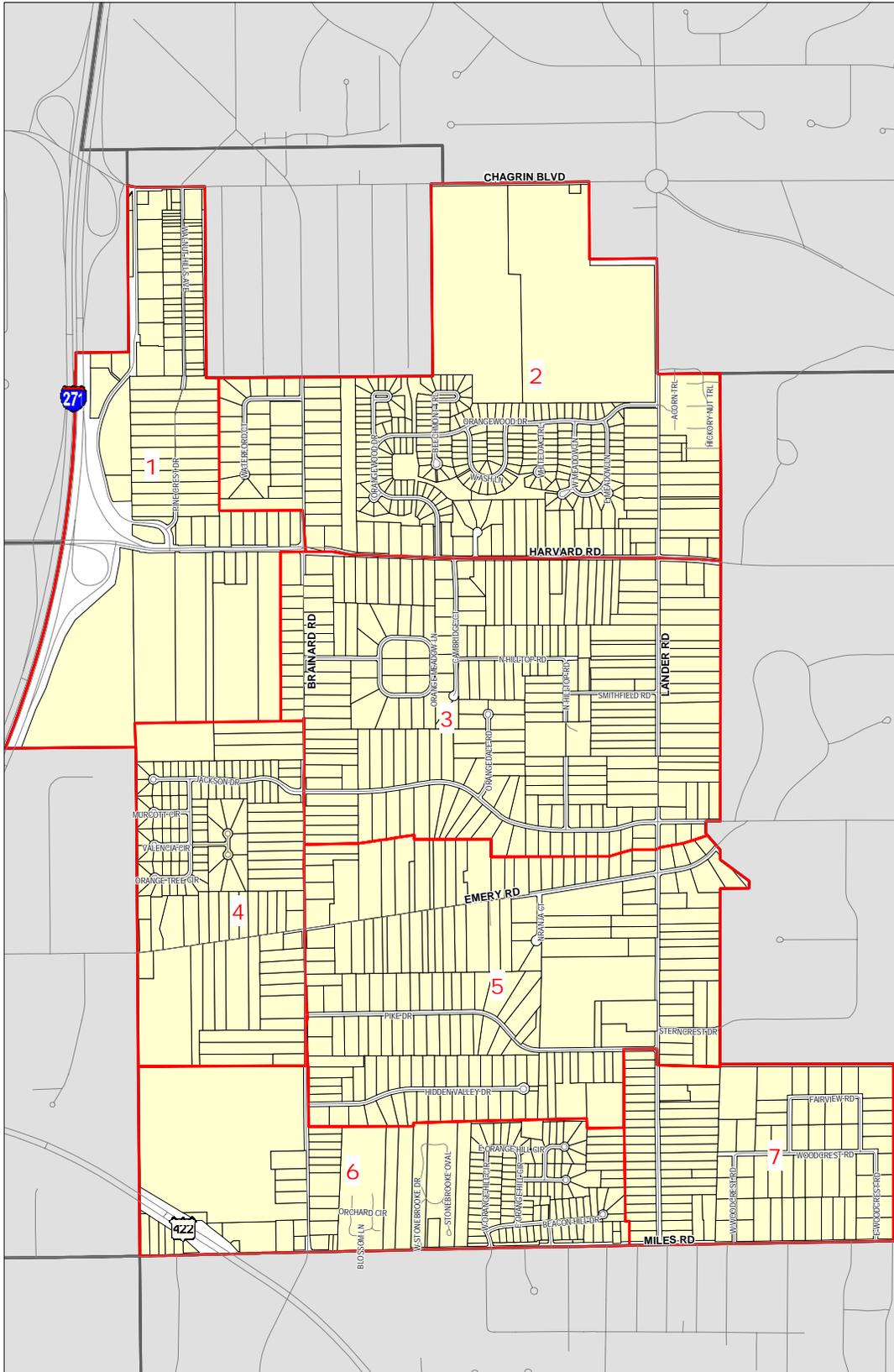
* Based on number of surveys mailed to valid addresses

¹ Mail Surveys Vs Web Surveys: A Comparison. <http://knowledge-base.supersurvey.com/mail-vs-web-surveys.htm>, accessed on April 27, 2007.

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Figure 1 Map of Survey Neighborhoods



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Figure 1 indicates the number of surveys that were mailed and those that were returned for each neighborhood. In total, the neighborhood north of Harvard Road (Neighborhood #2) had the largest number of residential addresses, followed by Neighborhoods #6 and #3.

Figure 1

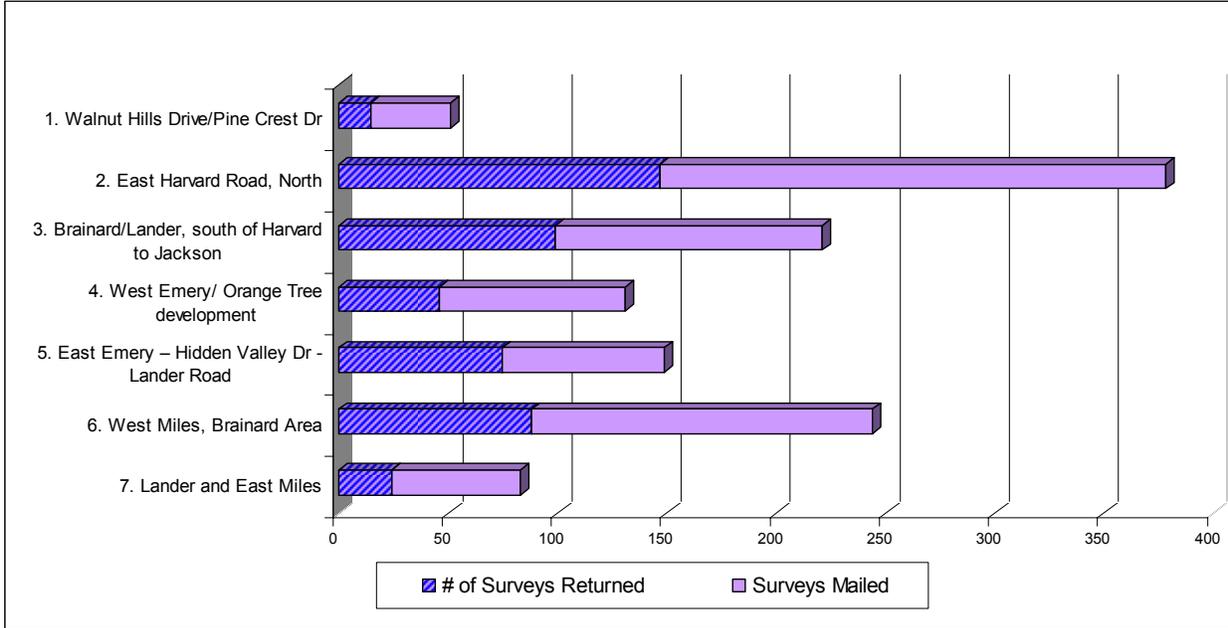
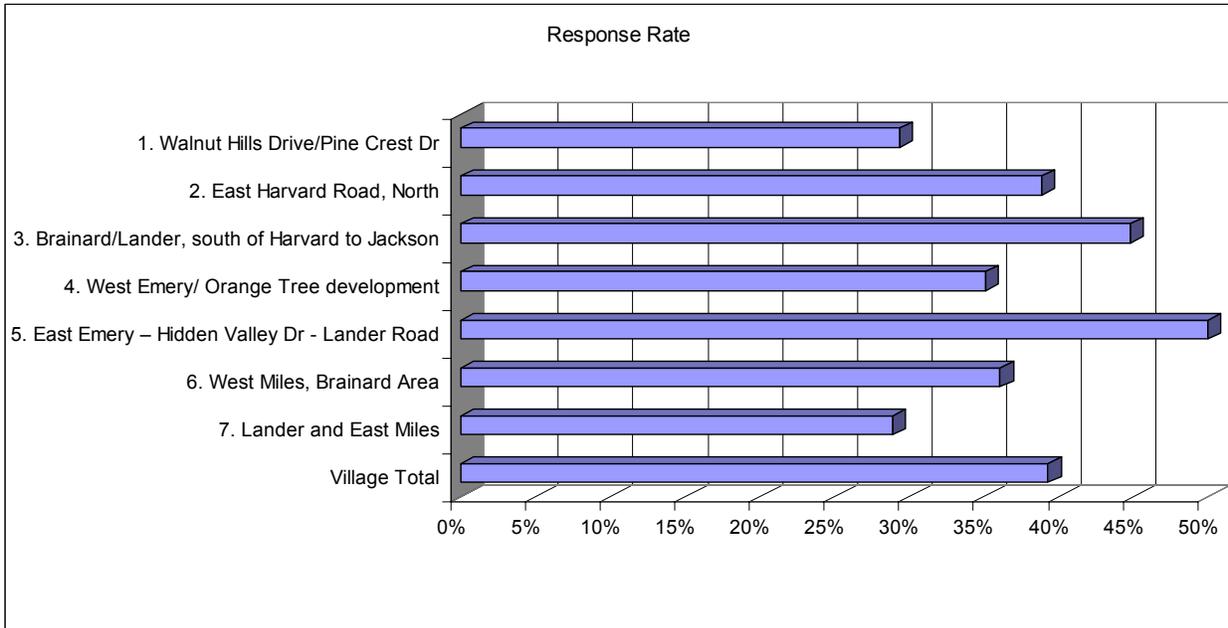


Figure 2 shows the response rate based on the number of valid addresses. The south-central area of the Village (Neighborhood #5) had the highest response rate of all neighborhoods – just over half of all households returned the survey. In general, every neighborhood had a response rate of at least one quarter of all households.

Figure 2



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REPORT FORMAT

Throughout the report, the number of respondents to each question varies, since not all respondents completed the survey form in its entirety. For some questions, respondents were asked to provide an opinion based on their knowledge of the item in the question. Respondents who were not familiar with the item in question had the option to check “No Opinion” or “Not Applicable”, yet in many cases some respondents simply left the question blank. The number of respondents for each question is provided for comparison. In most cases, charts provide a visual depiction of the results of the responses, though for some questions, the chart only depicts responses that provided opinions.

Some questions allowed respondents to add their own response via “Other” with space to write in the response and others gave respondents space to provide commentary, suggestions and/or complaints about specific topics. Short summaries of the write-in responses are included in the body of the report, while a more complete compilations of the actual comments for the various questions are included in the Appendix.

The format of the report includes the question, as it was posed on the survey form, followed by the general summary, a comparison with the 1999 survey if the same or similar question was included in 1999 and, in some cases, a comparison with other communities, if a comparison is possible. Data is presented in tabular form followed by graphic representations of the data. Unless otherwise stated, the results reported are Village-wide.

The questions are listed as provided in the Questionnaire and are shown in italics at the start of each question summary.

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II. DETAILED SUMMARY OF SURVEY FINDINGS BY QUESTION

Q1. What do you enjoy most about living in Orange Village?

Respondents were provided with a list of ten characteristics to describe Orange Village and were asked to check all that apply. Out of the 494 surveys returned, 486 people (98.4%) checked at least one response for a total of 1,981 reasons or approximately four reasons per respondent. When comparing responses to Question 1 with responses to Question 2, only one respondent answered Question 2 without also answering Question 1. Therefore, for both Questions 1 and 2, the analysis is based on a universe of 487 respondents who had an opinion about what they like and/or don't like about the Village.

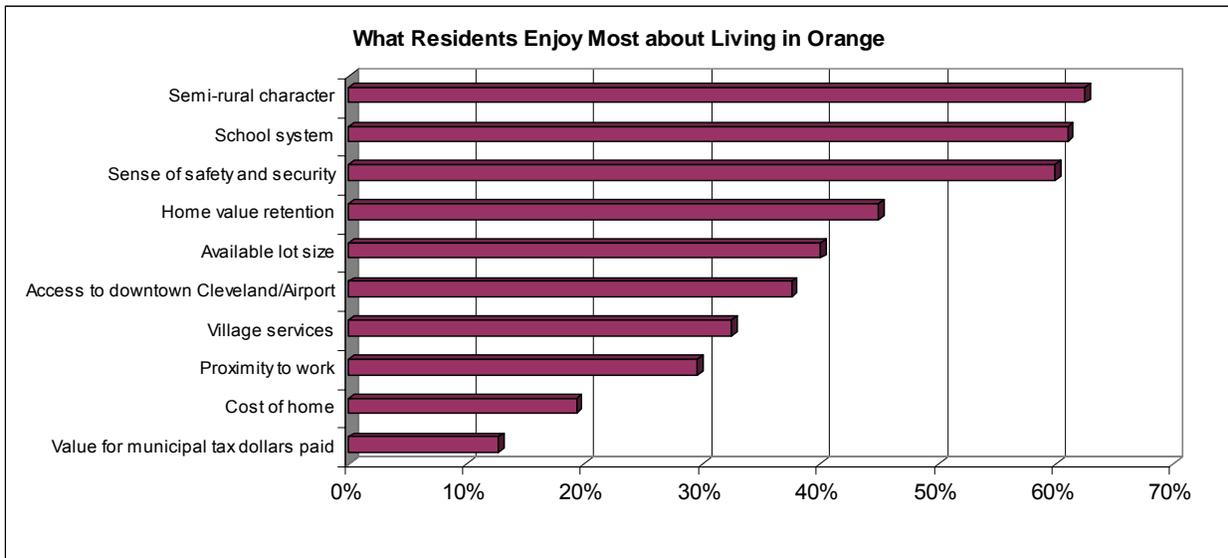
The most common response to Question 1 was the Semi-Rural Character of the Village. However, the top three responses, illustrated in Figure Q1, were all chosen by over 60% of respondents and included the School System and Sense of Safety and Security as characteristics they enjoy most about living in Orange Village. Compared to results from the 1999 Orange Village Survey, Sense of Safety and Schools also appeared in the top three list of what respondents liked the most about living in Orange Village, but the rural/semi-rural character was written in by only 37 respondents. In 1999, Home Value Retention was listed as the top characteristic, being selected by 48% of respondents; in 2007 this characteristic was selected by a similar percentage (45%), but dropped to the 4th highest ranking.

Table Q1 – Sorted by highest to lowest in 2007

	2007		1999	
	#	% of 487	#	% of 492
Semi-rural character	304	62.4%	37*	7.5%
School system	297	61.0%	222	45.1%
Sense of safety and security	292	60.0%	223	45.3%
Home value retention	219	45.0%	236	48.0%
Available lot size	195	40.0%	195	39.6%
Access to downtown Cleveland/Airport	183	37.6%	--	--
Village services	158	32.4%	145	29.5%
Proximity to work	144	29.6%	138	28.0%
Cost of home	94	19.3%	54	11.0%
Value for municipal tax dollars paid (In 1999 – Low Taxes)	62	12.7%	66	13.4%
Other, not already listed	33	6.8%	28	13.4%
Total	1,981		1,377	
Average Number of Selections per Respondents to Q1and/or Q2	4.07		2.80	

* indicates response written-in as "Other" category

Figure Q1



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Respondents also had the opportunity to list additional characteristics that they value most in Orange. There were 33 respondents who provided 34 written responses; the most common responses are generally categorized as follows: location (12), character of community (6); and good neighbors (6). The actual comments are contained in the Appendix for this question as well as for all questions where write-in comments were possible.

It appears that the overall level of satisfaction with Orange Village has increased since 1999; the average number of responses selected per respondent increased from 2.8 in 1999 to 4.1 in 2007 and the level of consensus for the three top selected characteristics increased from an average of 46.1% to 61.3%.

Results from comparable surveys conducted by the County Planning Commission in Walton Hills (2002) and Solon (2001) showed some similarities and yet differences too between those communities and Orange Village. Respondents in Walton Hills similarly valued the rural/country atmosphere, safety, and larger lot size in their community. However, both Walton Hills and Solon respondents valued Municipal Services higher than respondents in Orange Village.

Q2. What do you enjoy least about living in Orange Village?

Respondents were provided with a list of ten characteristics to describe Orange Village and were asked to check all that apply. Out of the 494 surveys returned, only 332 (67.2%) respondents identified one or more characteristics of Orange Village that they enjoyed least, 30% fewer than the number of responses to Question 1.

The most common response (27.3%) was the Value for Municipal Tax Dollars Paid. Taxes were also reported by respondents in the 1999 Orange Village Survey as the top characteristic that they liked least about living in the Village. However, the 2007 rate is a smaller percentage overall compared to 1999 when over 40% of respondents viewed taxes unfavorably.

After that, the consensus of opinion falls off considerably, with the next highest category, Village Services, being cited by only 10.9% of respondents, followed closely by the Cost of Housing in Orange Village at 9.2%. In 1999, respondents reported the lack of public water/sewer services as the second highest in terms of dissatisfaction.

Table Q2

	2007		1999	
	#	% of 487	#	% of 492
Value for municipal tax dollars paid	133	27.3%	-	-
Village services	53	10.9%	32	6.5%
Cost of home	45	9.2%	24	4.9%
Home value retention	41	8.4%	21	4.3%
Proximity to work	29	6.0%	24	4.9%
Access to downtown Cleveland/Airport	21	4.3%	-	-
Semi-rural character	20	4.1%	-	-
Change in character of village, becoming overdeveloped	20*	4.1%	50*	10.2%
Available lot size	18	3.7%	13	2.6%
Lack of sidewalks and/or street lights	18*	3.7%	11*	2.2%-
Sense of safety and security	11	2.3%	11	2.2%
High taxes	11*	2.3%	199	40.4%
School system	9	1.8%	15	3.0%
Lack of public water/sewer	7*	1.4%	74	15.0%
Traffic issues	5*	1.0%	22*	4.5%
Other, not already listed	34	7.0%	19	3.9%
Total	475		515	
Average Number of Selections per Respondents to Q1 and/or Q2	0.98		1.05	

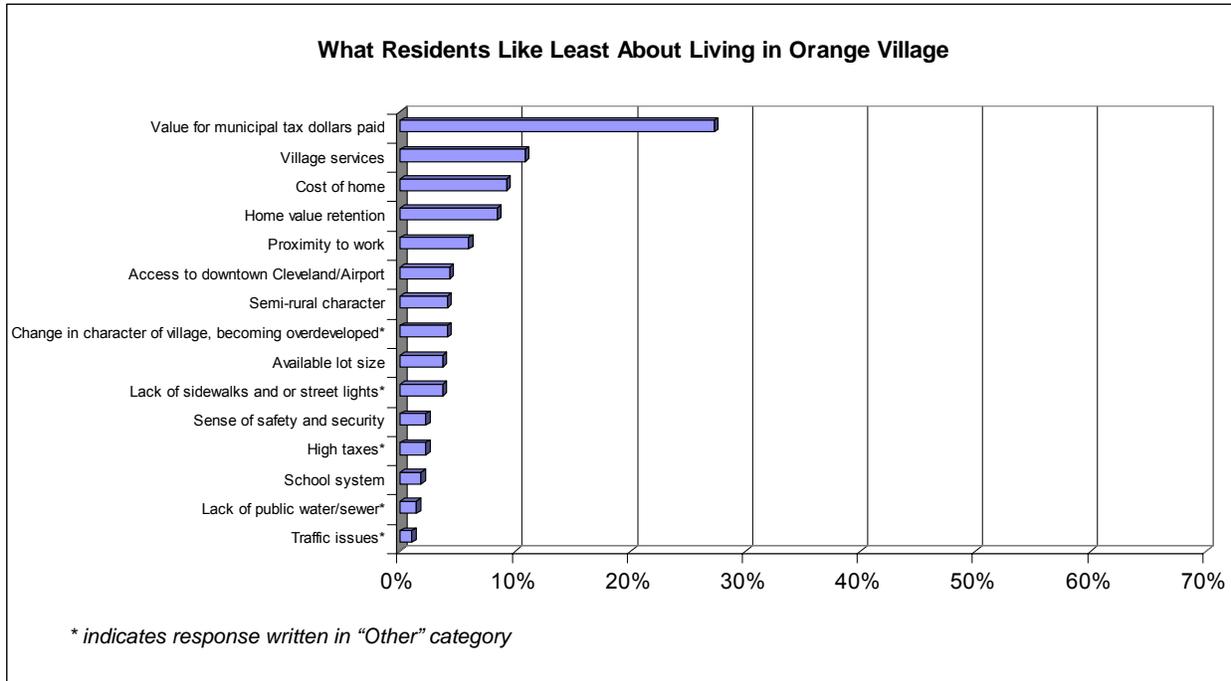
** indicates response written in "Other" category; see the Appendix for detailed listing of 2007 "Other" responses*

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Figure Q2 illustrates the same scale as that used for Figure Q1 to illustrate the considerably smaller number and the greater variety of responses to what residents like least about Orange Village.

Figure Q2



Respondents were permitted to check as many reasons as apply and were also given the opportunity to write in "Other" responses. Ninety-five (95) respondents checked "Other" and provided 97 written responses. Many of these responses were concerns over lack of sidewalks or street lights (18) and a change in the Village character (12). As compared to the results from the 1999 Orange Village Survey, significantly fewer respondents (7) cited water/sewer services in 2007 than they did in 1999, which ranked second then with 74 responses and 15% of the total. However, in 1999, water and sewer service was a supplied response, but was not listed in 2007; respondents had to write it in under "Other".

In total, there were 475 responses to Question 2, which is an average of 0.98 one negative selection for each respondent. This indicates an overall low level of negative perceptions about the Village and is a slight decline from the 1999 survey when there were 1.05 average negative selections per respondent. There were another 14 respondents who took the opportunity to write that they loved everything about the Village.

Compared to Orange Village, community surveys conducted in Walton Hills (2002) and Solon (2001) asked respondents to list what they felt to be the six top weaknesses of their communities. In both communities, there was a larger consensus of the primary weaknesses: in Walton Hills 63% felt that the school district was its largest weakness, followed by political bickering at 42%. In Solon, 48% felt that traffic congestion was the primary problems. Respondents in both of these communities also cited other concerns not expressed by Orange Village respondents such as wildlife concerns, insufficient retail goods and services, and lack of recreation facilities/services.

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Q3. *Where do you get information about Village meetings, activities, and issues?*

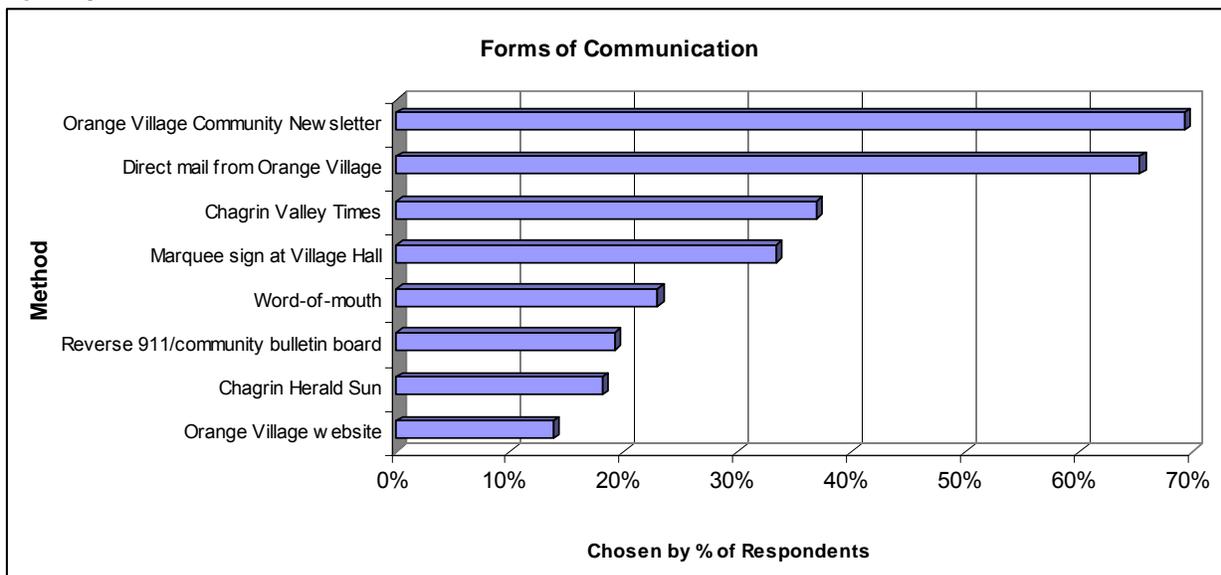
Respondents were asked to check all that apply and 479 respondents checked at least one of the thirteen listed options. Two forms of communication were identified by two out of three respondents: The Orange Village Community Newsletter (69.3%) and Direct Mail (65.3%). More respondents received information from the Chagrin Valley Times newspaper (37.0%) than the Chagrin Herald Sun which ranked lower at 18.2%. The marquee sign at Village Hall was also cited by about one-third of all respondents. The top eight responses are illustrated on Figure Q3.

There were a total of 17 “Other” responses written in, and email from Orange Village was the most commonly reported “Other” form of communication, noted by 10 respondents.

Table Q3

	#	% of 479		#	% of 479
Orange Village Community Newsletter	332	69.3%	Orange Village website	66	13.8%
Direct mail from Orange Village	313	65.3%	Cleveland Plain Dealer	41	8.6%
Chagrin Valley Times	177	37.0%	Council meetings	18	3.8%
Marquee sign at Village Hall	160	33.4%	New resident welcome packet	10	2.1%
Word-of-mouth	110	23.0%	"Meet with the Mayor"	7	1.5%
Reverse 911/community bulletin board	92	19.2%	Planning and Zoning meetings	6	1.3%
Chagrin Herald Sun	87	18.2%	Other	17	3.5%

Figure Q3



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Q4. How would you prefer to get information about Village news, meetings, and events?

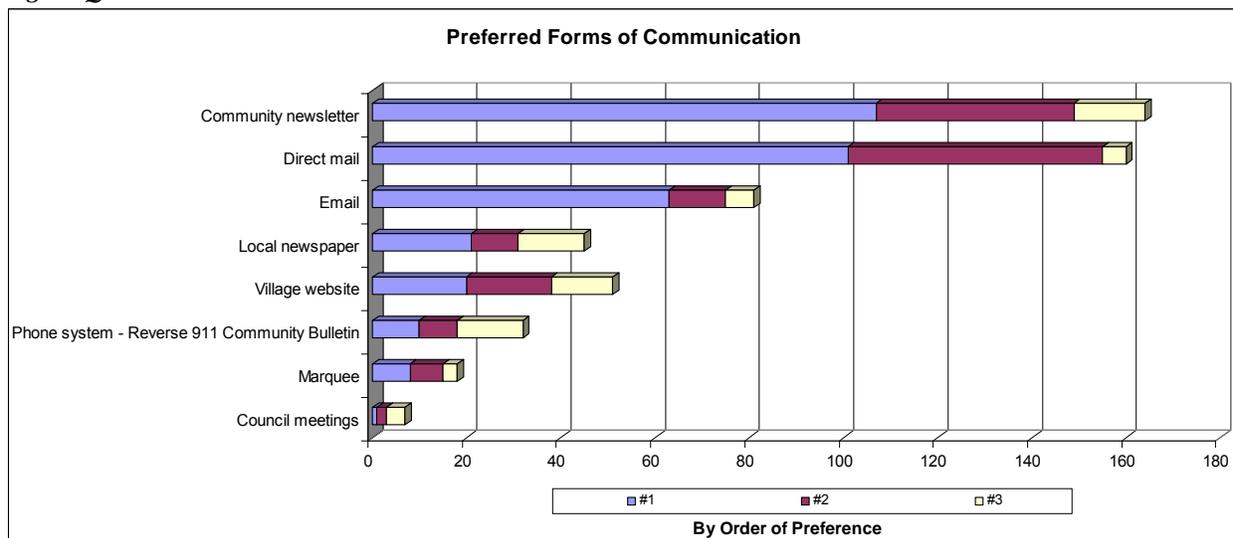
Respondents were asked to list their top three preferred forms of communication. There were 296 surveys where one or more preferences were listed: The top eight forms identified are listed below in Table Q4 and illustrated in Figure Q4. The Orange Village Community Newsletter is the most preferred form of communication (36.1%), followed closely by Direct Mail (34.1%), and closely reflects where respondents are currently getting their information about Village news, meetings, and events. Email was cited by over one in four respondents, and was viewed more favorably than the Village’s website, local newspapers and other methods such as the Reverse 911, the Village Marquee, and Village Council meetings. Other responses totaled fewer than five in any one category.

There were 17 respondents who noted that they liked how they were currently receiving information. The forms each of these respondents checked in Q3 were tallied as if the person had chosen that form as “most preferred”. Since some of these 17 respondents checked more than one communication category in Q3, the number of “most preferred” is greater than 296, yet the percentages are based on the 296 respondents.

Table Q4

	Most preferred form		2 nd Most Preferred		3 rd Most Preferred		Total number of times listed as one of the top three	
	#	% of 296	#	% of 296	#	% of 296	#	% of 296
Community newsletter	107	36.1%	42	14.2%	15	5.1%	164	55.4%
Direct mail	101	34.1%	54	18.2%	5	1.7%	160	54.1%
Email	63	21.3%	12	4.1%	6	2.0%	81	27.4%
Local newspaper	21	7.1%	10	3.4%	14	4.7%	45	15.2%
Village website	20	6.8%	18	6.1%	13	4.4%	51	17.2%
Phone system - Reverse 911 Community Bulletin	10	3.4%	8	2.7%	14	4.7%	32	10.8%
Marquee	8	2.7%	7	2.4%	3	1.0%	18	6.1%
Council meetings	1	0.3%	2	0.7%	4	1.4%	7	2.4%

Figure Q4



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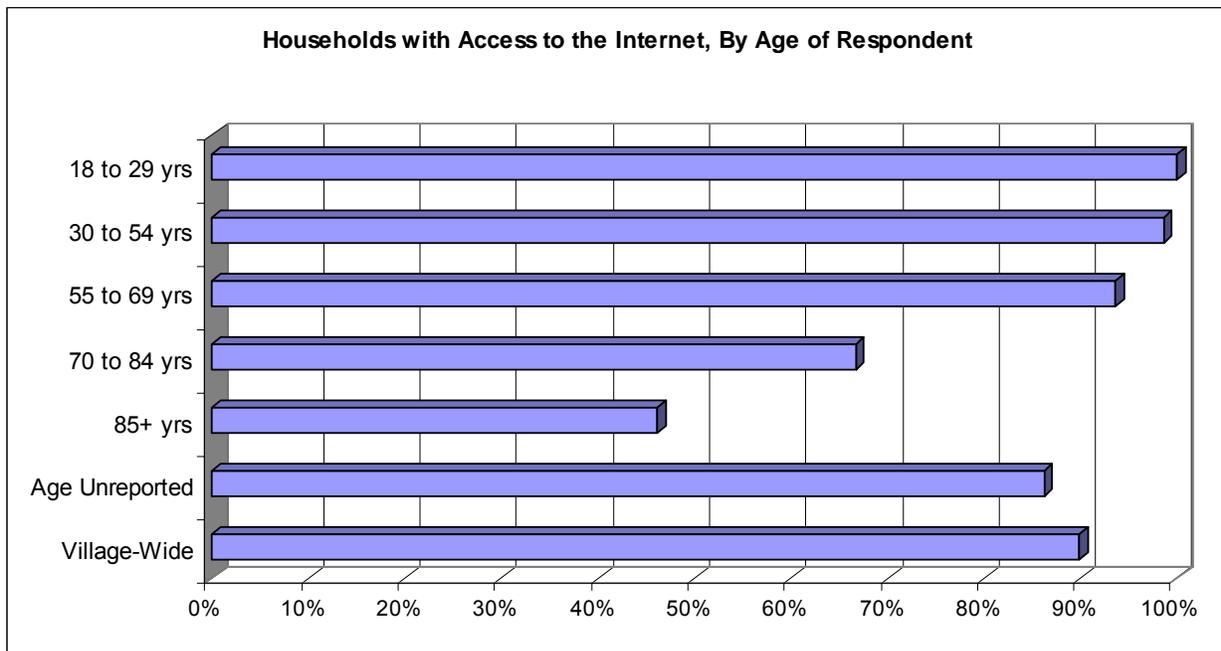
Q5. Do you have access to the Internet?

Table Q5 first distinguishes between those who answered Question 5 and those who did not, and also compares the age of the respondent. Of those that answered Question 5, the vast majority of survey respondents have access to the Internet (89.9%) while about 10% do not. However, the likelihood of having internet access decreases significantly with the age of the respondent: Nearly all households where the respondent was between age 18 to 54 years old (220 out of 223) have Internet access, while for households where the respondent was 85 years or and older more than half did not have internet access.

Table Q5

	Yes		No		Total Responses	No Response		Total for Age Group
	#	% of responses	#	% of responses		#	% of Total	
18 to 29 yrs	4	100.0%	0	0.0%	4	0	0.0%	4
30 to 54 yrs	216	98.6%	3	1.4%	219	2	0.9%	221
55 to 69 yrs	131	93.6%	9	6.4%	140	3	2.1%	143
70 to 84 yrs	52	66.7%	26	33.3%	78	1	1.3%	79
85+ yrs	6	46.2%	7	53.8%	13	1	7.1%	14
Age Unreported	25	86.2%	4	13.8%	29	4	12.1%	33
Village-Wide	434	89.9%	49	10.1%	483	11	2.2%	494

Figure Q5



Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Q6. Did you know that Orange Village has a website?

In general, the vast majority of respondents know that Orange Village has a website. Three-fourths of the respondents were aware that the Village operates a website on the worldwide web. Still, nearly one quarter of respondents were not aware of it and therefore not accessing the Village’s website. This is some improvement from the 1999 survey when 38.2% of respondents were not aware that Orange Village had a website.

Table Q6

	2007		1999
	#	#	
Yes	364	75.8%	61.8%
No	116	24.2%	38.2%
Total Responses:	480	100%	100%
No Response	14	2.8%	
Total	494	100.0%	

Q7. How often have you or other members of your household accessed the Village’s website in the last six months?

In general, most respondents did not access Orange Village’s website over the last six months. More than three-quarters of all respondents reported that they “Rarely” or “Never” accessed the website, while roughly 18% of respondents accessed it at least monthly.

Responses to Question 7 were then compared to those respondents who said they have access to the Internet. A significant percentage of those respondents who have internet access reported that they “Never” or “Rarely” access Orange Village’s website, 43.1% and 35.0% respectively. Only one fifth of respondents with internet access have visited the Village’s website within the last six months.

Table Q7 also differentiates between those respondents who reported that they accessed Orange Village’s internet page with those who were aware or knowledgeable of the Village’s website. Out of those who were aware or knowledgeable of the Village’s website, only one out of four view the website on a periodic (weekly or monthly) basis.

Table Q7

	Of all Surveys		Of those who have internet access		Of those aware of Orange’s website	
	#	%	#	%	#	%
Often (weekly)	11	2.2%	11	2.5%	11	3.0%
Sometimes (monthly)	80	16.2%	80	18.4%	80	22.0%
Rarely (once or twice)	156	31.6%	152	35.0%	153	42.0%
Never	225	45.5%	187	43.1%	114	31.4%
No Response	22	4.5%	4	0.9%	6	1.6%
Total	494	100.0%	434	100.0%	364	100.0%

Q8. Do you agree or disagree with the following statements about the Village’s website?

When asked about qualities of Orange Village’s website, in most cases, most of the respondents who have accessed the Orange Village website (247) agreed with the statements provided. Nearly two-thirds of respondents agreed that the Village’s website is easy to use, and almost 59% agreed that the information provided is useful; over half agreed that they can easily find the information they need, and 47% indicated they liked the layout and design of the Village website.

The majority of respondents do not conduct Village business using the website, yet 40% said they would be interested in being able to do more Village business using the website.

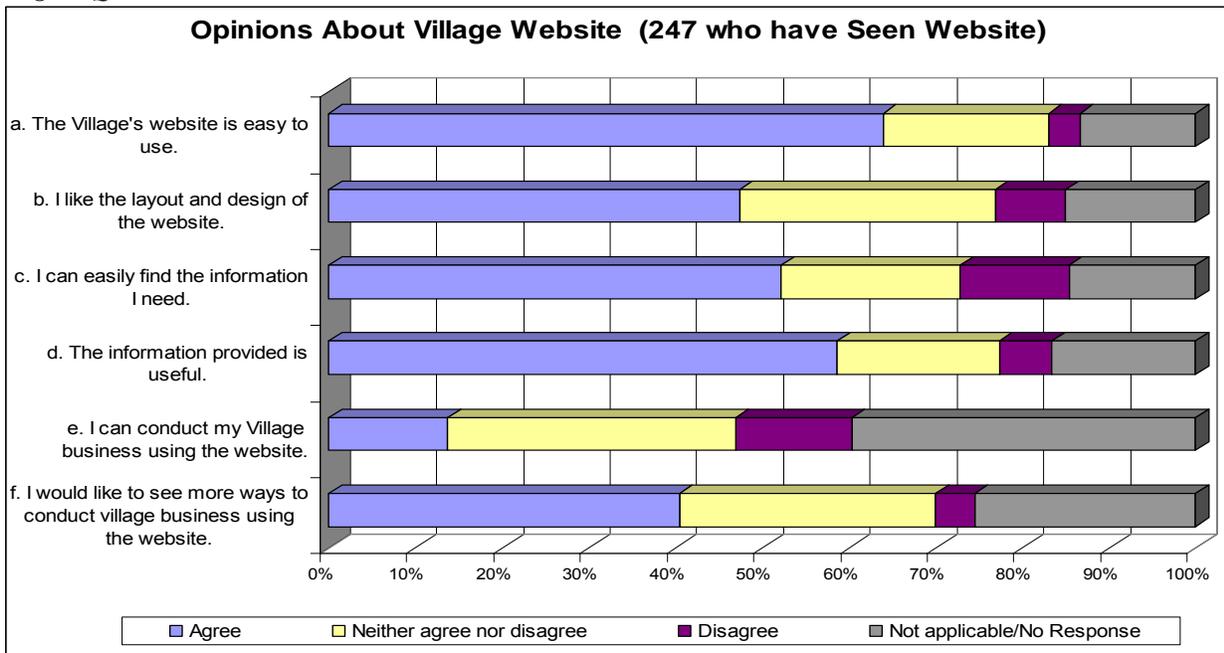
Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Table Q8 Of the 247 Respondents who in Q7 stated they have accessed the Village Website at least once

	Agree		Neither agree nor disagree		Disagree		Not Applicable/ No Response	
	#	%	#	%	#	%	#	%
a. The Village's website is easy to use.	158	64.0%	47	19.0%	9	3.6%	33	13.4%
b. I like the layout and design of the website.	117	47.4%	73	29.6%	20	8.1%	37	15.0%
c. I can easily find the information I need.	129	52.2%	51	20.6%	31	12.6%	36	14.6%
d. The information provided is useful.	145	58.7%	46	18.6%	15	6.1%	41	16.6%
e. I can conduct my Village business using the website.	34	13.8%	82	33.2%	33	13.4%	98	39.7%
f. I would like to see more ways to conduct village business using the website.	100	40.5%	73	29.6%	11	4.5%	63	25.5%

Figure Q8



Q8g. *What else would you like to see included on the website?*

Of the 79 write-in responses, there were 35 suggestions of specific features to add to the website, such as links to other websites, listings and schedules of community events, school information, ordinance details and commentary on issues. There were 11 requests for more interactive capabilities such as paying bills, taxes, or ordering things such as mulch, and another 11 respondents requested meeting minutes for all types of committees and less “sanitized” versions of the minutes currently posted online.

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Q9. The Village has an e-mail news subscription on the Village’s website. Residents who subscribe receive e-mail notices about Village meetings and agendas.

Q9a. Of those with internet service (434) - Do you currently subscribe to this service?

The overwhelming majority (88%) of those with internet service reported that they do **not** currently subscribe to Orange Village’s e-mail news subscription.

Table Q9a

	#	%
Yes	37	8.5%
No	383	88.2%
No Response	14	3.2%
Total	434	100.0%

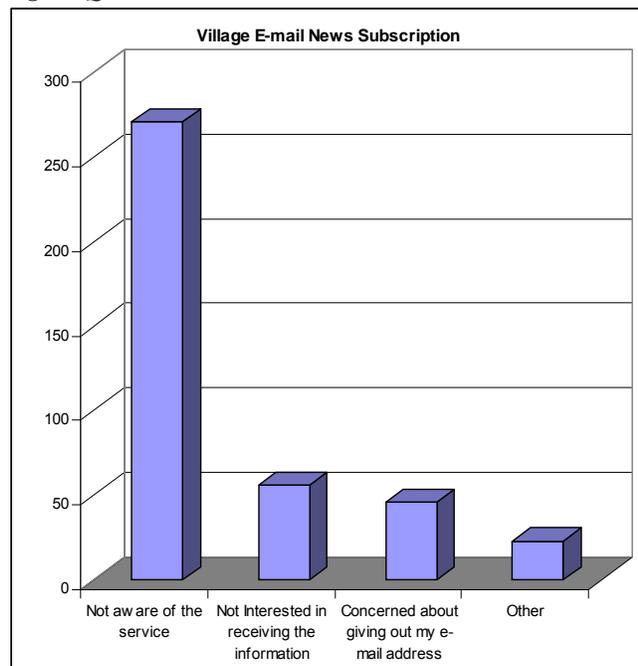
Q9b. Of those with internet service, If not, why? (Check all that apply)

Of the 383 respondents who do not currently subscribe to Orange Village’s e-mail news subscription, the most commonly reported reason why they were not subscribed is due to a lack of awareness about the service. Approximately 71% of respondents reported that they were not aware of the e-mail news subscription. Nearly 15% reported that they are not interested in receiving the information while 12% were concerned about giving out their e-mail addresses.

Table Q9b

	#	% of 383
Not aware of the service	271	70.8%
Not interested in receiving the information	56	14.6%
Concerned about giving out my e-mail address	46	12.0%
Other	23	6.3%

Figure Q9b



Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Q10. We envision this e-mail service could be a valuable tool for communicating with residents in a more timely and comprehensive manner, including keeping residents informed by providing meeting minutes, issuing memos from the mayor, and reminders of permit renewals.

Q10a. Of those with internet service - Would you be interested in signing up for this service if it were expanded to include the types of information noted above?

The majority of respondents who reported that they have internet access expressed an interest in signing up for the Village e-mail service, almost 61%. On the other hand, just over one quarter of respondents expressly said “No” to this service. While 8.5% of respondents did not answer Question 12a, fewer than 5% of all respondents noted that they are currently signed up for the Village’s e-mail service.

Table Q10a

	#	%
Already signed up	20	4.6%
Yes	264	60.8%
No	113	26.0%
No Response	37	8.5%
Total	434	100.0%

Q10b. Of those with internet service - Would you be interested in receiving the Orange Village Community Newsletter electronically?

Over half of respondents with internet service expressed an interest in signing up for the electronic Orange Village Community Newsletter. Close to 43% however, are not interested in receiving the Village’s electronic newsletter, while 5.3% did not respond to this question.

Table Q10b

	#	%
Yes	225	51.8%
No	186	42.9%
No Response	23	5.3%
Total	434	100.0%

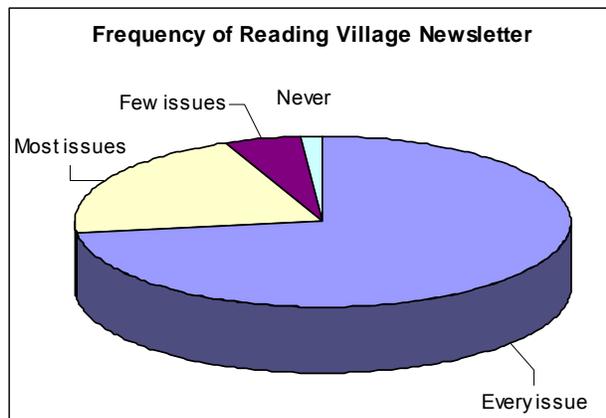
Q11. How often do you read the quarterly published Orange Village Community Newsletter?

The overwhelming majority of respondents (73%) reported that they read every issue of Orange Village’s quarterly published community newsletter. The Village Community Newsletter is the main source and preferred source of Village information, news, and meetings, so most respondents reported that they read “Every” issue. One in five reported that they read “Most” issues, while 5% reported that they read “Few” issues of the newsletter and fewer than 2% have “Never” read any of them.

Table Q11

	#	%
Every Issue	352	72.9%
Most Issues	100	20.7%
Few Issues	24	5.0%
Never	7	1.4%
Total Responses	483	100.0%
No Response	11	2.2% of 494

Figure Q11



Q11a. If you answered “Few Issues” or “Never”, why?

Only 23 respondents answered Question 11a but of those who did, 11 reported that it was due to lack of time and/or being too busy that kept them from reading it more frequently.

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

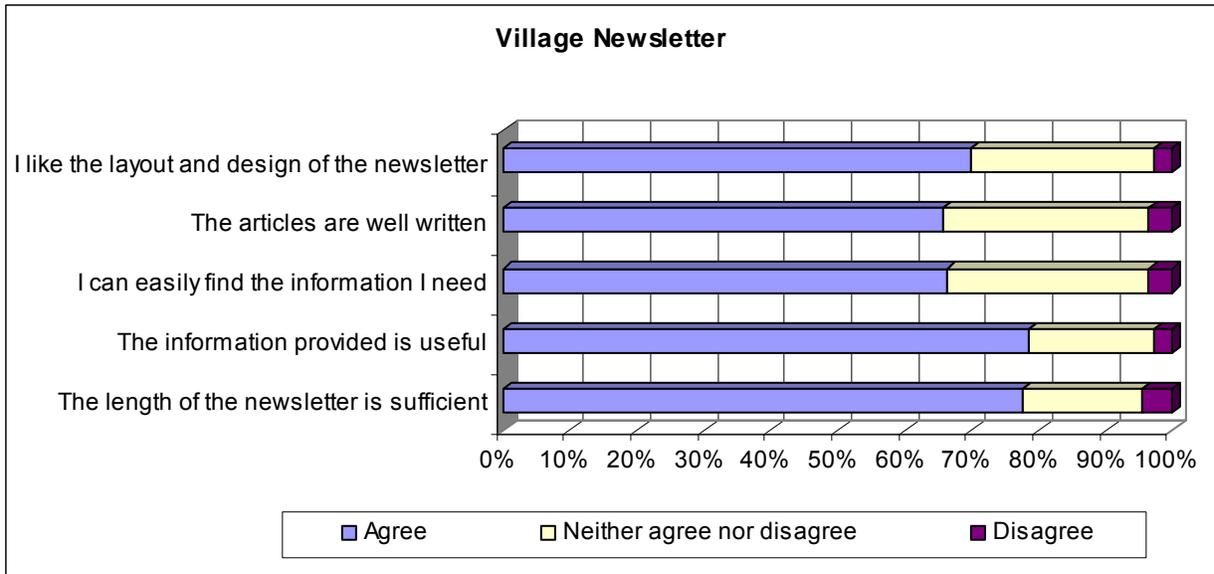
Q12. Do you agree or disagree with the following statements about the Village's newsletter?

In general, respondents agreed with the statements about the Village's published newsletter. Of those that responded to Question 12, the largest percentage of respondents agreed that the information provided is useful (78.4%) and 77.5% agreed that the length of the newsletter is sufficient. Over two-thirds of all respondents liked the layout and design of the newsletter. Over 65% of all respondents agreed that the articles are well written and the information can be easily found. Less than 5% disagreed with any of these statements about the Village's newsletter.

Table Q12

	Of those that Responded								No Response	
	Agree		Neither agree nor disagree		Disagree		Total			
	#	%	#	%	#	%	#	%	#	%
a. I like the layout and design of the newsletter	320	70.0%	124	27.1%	13	2.8%	457	100%	37	7.5%
b. The articles are well written	298	65.8%	139	30.7%	16	3.5%	453	100%	41	8.3%
c. I can easily find the information I need	301	66.3%	137	30.2%	16	3.5%	454	100%	40	8.1%
d. The information provided is useful	364	78.4%	87	18.8%	13	2.8%	464	100%	30	6.1%
e. The length of the newsletter is sufficient	355	77.5%	82	17.9%	21	4.6%	458	100%	36	7.3%

Figure Q12



Q12f. What else would you like to see included or changed in the newsletter?

A number of residents (57) provided a total of 60 suggestions for additional features, information, or items they would like to see included or changed in the Village newsletter. Most of the comments (32) were requests for additional information such as adding information about residents, local news and activities, meeting information, zoning and development details, and information on proposed ordinances. Eleven had a general request for more information and information that is more detailed in the newsletter.

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

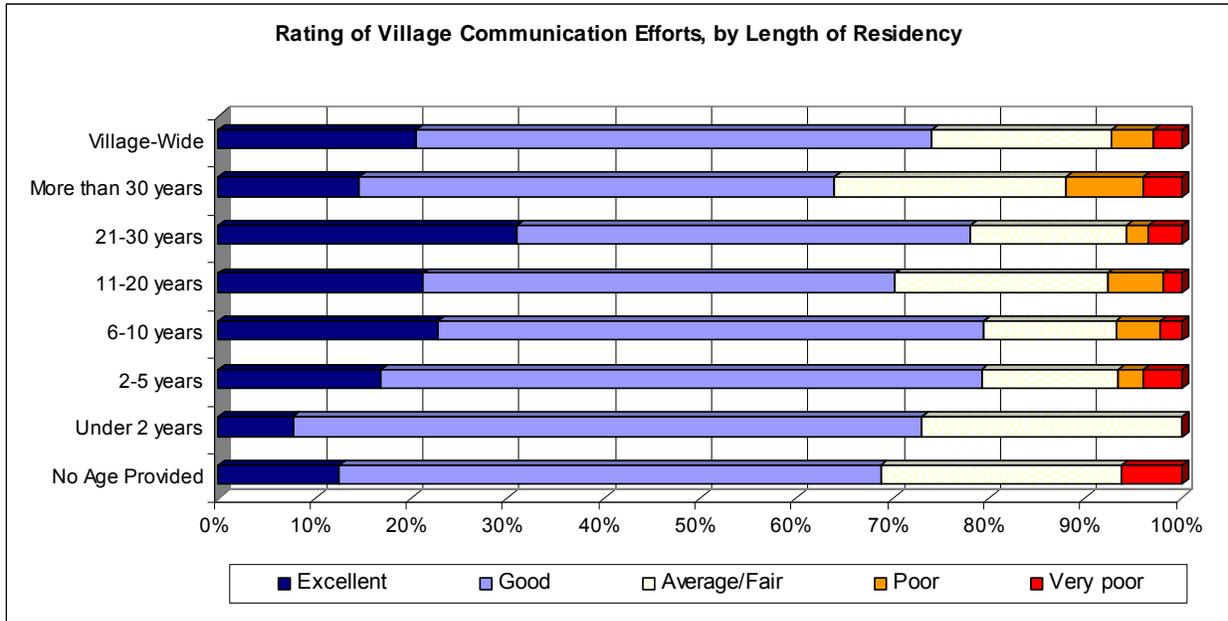
Q13. Overall, how do you rate the Village’s efforts to communicate with residents?

Overall, the majority of respondents rated Orange Village’s efforts to communicate with residents as above average, collectively 73.2%. The most common rating was “Good” at close to 53%, while 20.3% rated the Village’s efforts as “Excellent”. Approximately 18.6% of respondents reported an “Average/Fair” rating while very few rated the Village’s effort as either “Poor” or “Very Poor”, 4.2% and 2.9% respectively.

	#	%
Excellent	97	20.3%
Good	253	52.9%
Average/Fair	89	18.6%
Poor	20	4.2%
Very Poor	14	2.9%
Total w opinion	473	
No opinion	5	1.0%
Total	478	100.0%

Figure Q13 considers the respondents’ rating by analyzing the reported length of the residency of the respondent. Overall, at least 60% in all age categories view the Village’s efforts at above average. Those that reported being Orange Village residents for 21 to 30 years also had the highest percentage who viewed the Village’s efforts as excellent, while those who reported being residents more than 30 years had the highest percentage of those who rated the Village’s efforts as “Poor” or “Very Poor”.

Figure Q13



Q14. Do you have any suggestions on ways the Village can improve communication with or disseminate information to residents?

Eighty-five (85) respondents provided 91 suggestions on ways Orange Village can improve its communication with residents. Eighteen (18) respondents provided comments on e-mail and internet use, and (17) respondents requested more detailed information whether through email, direct mailings, newsletters and cable television, while 7 respondents wanted shorter, more frequent publications or airings. Eleven (11) respondents suggested that Orange Village officials involve residents more often.

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Q15. Have you attended any of the following community meetings or events in the last 2 years?

The highest reported attendance among Village sponsored community meetings or events within the past two years was the Salute to Orange at 37.7%. The second most reported attendance was for Town Hall meetings on specific topics at close to 27%. Approximately one in five respondents attended the Music at the Muni event and Village Council meetings over the last two years, but reported less attendance for other events such as Planning and Zoning or Committee meetings or opportunities such as “Meet with the Mayor”.

Table Q15

	#	% of 494
a. Committee meeting	59	11.9%
b. Meet with the Mayor	44	8.9%
c. Music at the Muni	102	20.6%
d. Planning & Zoning meeting	81	16.4%
e. Salute to Orange	186	37.7%
f. Town Hall meeting	132	26.7%
g. Village Council meeting	99	20.0%
h. Other	11	2.2%

Q15. Continued - If No, why not? (Check all that apply)

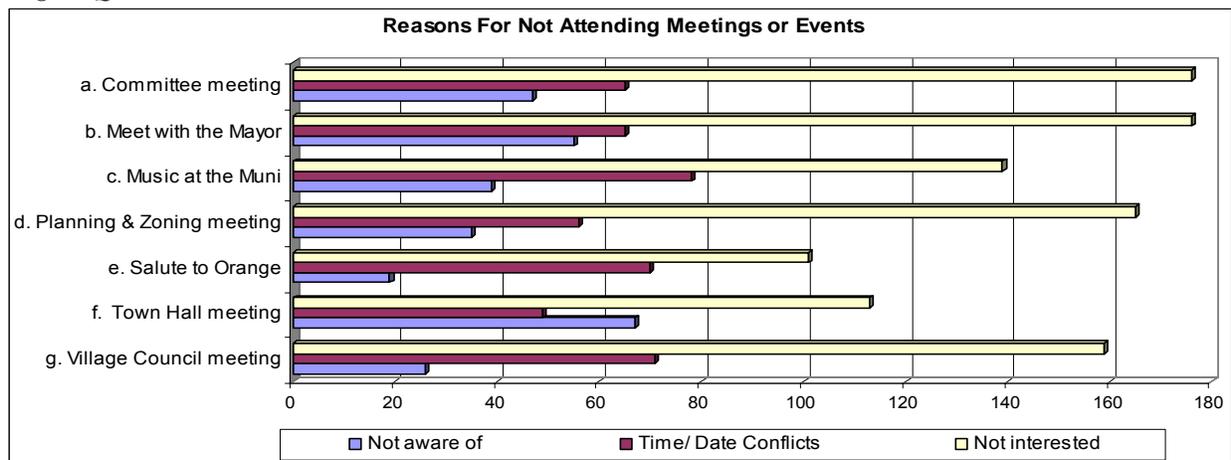
Of those that have not attended one or more of the Village-sponsored events, more than 30% stated that the reason they didn’t was because they were not interested. Yet, almost just as frequently, people did not provide a response. There were lower numbers of respondents not interested in attending the Village’s Salute to Orange and Town Hall meetings than Committee meetings or the Meet with the Mayor opportunities. Time and Date conflicts were the next most common reason for not attending the various Village-sponsored community meetings or events in recent years, except for Town Hall meetings on specific topics, where 18.5% reported being unaware of these events.

Table Q15

	Not interested		Not aware of		Time/ Date Conflicts		No Response Provided		Total - Not Attended*	
	#	%	#	%	#	%	#	%	#	%
a. Committee meeting	176	40.5%	47	10.8%	65	14.9%	143	32.9%	435	100%
b. Meet with the Mayor	176	39.1%	55	12.2%	65	14.4%	153	34.0%	450	100%
c. Music at the Muni	139	35.5%	39	9.9%	78	19.9%	134	34.2%	392	100%
d. Planning & Zoning mtg	165	40.0%	35	8.5%	56	13.6%	157	38.0%	413	100%
e. Salute to Orange	101	32.8%	19	6.2%	70	22.7%	115	37.3%	308	100%
f. Town Hall meeting	113	31.2%	67	18.5%	49	13.5%	133	36.7%	362	100%
g. Village Council mtg	159	40.3%	26	6.6%	71	18.0%	139	35.2%	395	100%

*Total – Not Attended is the reverse of those who noted in the first part of Question 15 that they had attended.

Figure Q15



Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Q16. What can the Village do to increase your participation in community affairs?

There were 126 respondents who provided a written response to Q16 and of that, the largest number (26 respondents) indicated that there is nothing the Village can do to increase their participation either because they are too busy or just not interested in attending these types of events. The remaining 100 respondents provided 102 suggestions on ways the Village can help increase participation in community affairs. Twenty-two (22) suggestions centered on Village officials being more receptive to residents' comments, while 19 other responses suggested providing better publicity of meetings and information in advance of the meeting or events. Other suggestions included providing more activities (8), more specifically soliciting residents to participate (8), and improving meeting conduct (8).

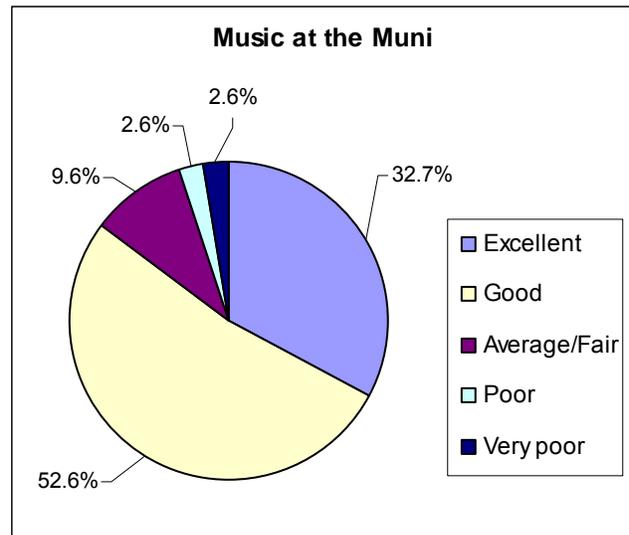
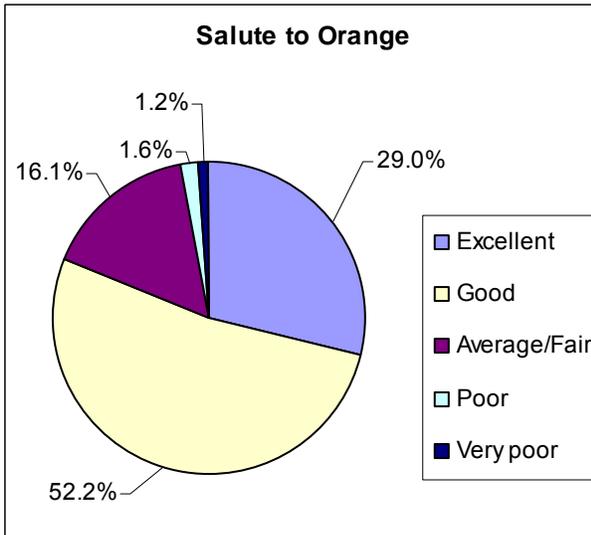
Q17. How do you rate the following community events?

Respondents were asked to rate the quality of two Village-sponsored community events: Salute to Orange and Music at the Muni. In general, respondents viewed these events favorably. Yet a number of respondents reported never attending one or both of the events: 44% for the Salute to Orange and 65% for the Music at the Muni event. For both events, over 80% of those respondents who have attended the event rated either it as "Good" or "Excellent". Very few respondents rated them unfavorably.

Table Q17

	Salute to Orange		Music at the Muni	
Excellent	74	29.0%	51	32.7%
Good	133	52.2%	82	52.6%
Average/ Fair	41	16.1%	15	9.6%
Poor	4	1.6%	4	2.6%
Very Poor	3	1.2%	4	2.6%
Total w Opinion	255	100%	156	100%
Reported Never Attended	197	43.6%	288	64.9%
Total Responses	452	100%	444	100%

Figures Q17a And Q17b



Q17c. Do you have any suggestions on ways to improve community events?

There were 40 respondents who provided 41 suggestions on ways Orange Village can improve community events, including several suggesting that the Village provide a greater variety of community events (11) and increase the number of activities/events for specific age groups (9), particularly for children.

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

*Q18. How do you rate the **quality** of the following municipal departments and services in Orange Village? If you have not used a particular service yet, how do you perceive it?*

Question 18 had two components for respondents to answer. First, it asked residents about their use of a particular municipal service provided by Orange Village. The majority of respondents reported using a number of the municipal departments and services in the Village. The services with the highest usage rates were Trash Removal (87%), Recycling (68%), Leaf Pickup (57%), and Branch Chipping (51%). The departments and services reported to be used least by respondents included Snow Removal for Seniors (3%), Fire Protection (19%), and Ambulance (29%). One third to one half of all respondents reported using Orange Village’s Building Department, Administration and Police Protection and ordering the Delivery of Wood Chips and Leaf Humus.

Table Q18.1 Have You Used

	Yes		No		No Response	
	#	% of 494	#	% of 494	#	% of 494
a. Ambulance/EMS	143	28.9%	301	60.9%	50	10.1%
b. Building Department	177	35.8%	222	44.9%	95	19.2%
c. Fire Protection	93	18.8%	326	66.0%	75	15.2%
d. Police Protection	243	49.2%	182	36.8%	69	14.0%
e. Village Hall Administration	206	41.7%	188	38.1%	100	20.2%
f. Branch Chipping	251	50.8%	179	36.2%	64	13.0%
g. Delivery of Wood Chips and Leaf Humus	164	33.2%	258	52.2%	72	14.6%
h. Trash Removal	430	87.0%	14	2.8%	50	10.1%
i. Snow Removal for Seniors	16	3.2%	375	75.9%	103	20.9%
j. Leaf Pickup	281	56.9%	136	27.5%	77	15.6%
k. Recycling	336	68.0%	88	17.8%	70	14.2%

Q18. Continued: How do you rate the quality of the service?

The second component of Question 18 asked respondents to rate the quality of the municipal departments and services, or the perceived quality of the service if they have not personally used a specific service. Respondents were given the chance to mark “No Opinion/Not Applicable” if they chose not to state an opinion. In addition, some of the topics had a no response rate of over 40% or more, leading to large range in the number of responses for the different types of services.

Considering only those respondents who had an opinion, overall, a majority of respondents rated all departments and services as “Excellent” or “Good”. The safety forces - Ambulance/EMS Services, Fire Protection and Police Protection - all received ratings of “Good” or “Excellent” from over 95% of the respondents. Park Maintenance, Trash Removal, Delivery of Wood Chips and Leaf Humus, Snow Removal for Seniors, Recycling, and Branch Chipping all earned an “Excellent” or “Good” rating from over 89% of respondents. The three lowest rated services – Street Maintenance, Traffic Enforcement and Property Maintenance Enforcement received an “Excellent” or “Good” rating from between 69% to 53% of respondents, respectively. Respondents rated very few of the departments or services less than “Average”, except for Property Maintenance Enforcement where approximately 25% of respondents rated it as “Poor” or “Very Poor”, Traffic Enforcement with 11.6% and Building Department with 10%.

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Table Q18.2 How do Services Rate?

	Respondents with Opinion (% based on total with opinion)						No Opinion (% Of 494)	No Response (% Of 494)
	Excellent	Good	Average/ Fair	Poor	Very Poor	Total		
a. Ambulance/EMS	162	52	7	0	0	221	88	185
	73.3%	23.5%	3.2%	0.0%	0.0%	100%	17.8%	37.4%
b. Building Department	73	86	40	13	9	221	77	196
	33.0%	38.9%	18.1%	5.9%	4.1%	100%	15.6%	39.7%
c. Fire protection	145	48	6	1	0	200	60	234
	72.5%	24.0%	3.0%	0.5%	0.0%	100%	12.1%	47.4%
d. Police protection	233	80	9	3	2	327	33	134
	71.3%	24.5%	2.8%	0.9%	0.6%	100%	6.7%	27.1%
e. Village Hall administration	95	106	41	8	6	256	59	179
	37.1%	41.4%	16.0%	3.1%	2.3%	100%	11.9%	36.2%
f. Branch chipping	146	113	24	6	1	290	52	152
	50.3%	39.0%	8.3%	2.1%	0.3%	100%	10.5%	30.8%
g. Delivery of wood chips and leaf humus	112	72	14	2	2	202	85	207
	55.4%	35.6%	6.9%	1.0%	1.0%	100%	17.2%	41.9%
h. Trash removal	257	148	37	2	0	444	6	44
	57.9%	33.3%	8.3%	0.5%	0.0%	100%	1.2%	8.9%
i. Snow removal for seniors	26	23	4	1	0	54	137	303
	48.1%	42.6%	7.4%	1.9%	0.0%	100%	27.7%	61.3%
j. Leaf pickup	153	116	35	6	1	311	40	143
	49.2%	37.3%	11.3%	1.9%	0.3%	100%	8.1%	28.9%
k. Recycling	167	146	26	4	3	346	24	124
	48.3%	42.2%	7.5%	1.2%	0.9%	100%	4.9%	25.1%
l. Park maintenance	105	133	17	4	0	259	54	181
	40.5%	51.4%	6.6%	1.5%	0.0%	100%	10.9%	36.6%
m. Property maintenance enforcement	39	78	49	34	20	220	97	177
	17.7%	35.5%	22.3%	15.5%	9.1%	100%	19.6%	35.8%
n. Street snow removal	131	144	63	12	7	357	5	132
	36.7%	40.3%	17.6%	3.4%	2.0%	100%	1.0%	26.7%
o. Street cleaning	101	116	62	10	6	295	57	142
	34.2%	39.3%	21.0%	3.4%	2.0%	100%	11.5%	28.7%
p. Street maintenance/ repairs	92	139	75	24	3	333	20	141
	27.6%	41.7%	22.5%	7.2%	0.9%	100%	4.0%	28.5%
q. Traffic enforcement in your neighborhood	94	105	67	22	13	301	46	147
	31.2%	34.9%	22.3%	7.3%	4.3%	100%	9.3%	29.8%

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Figure Q18.1 Total number of responses for each category and rating

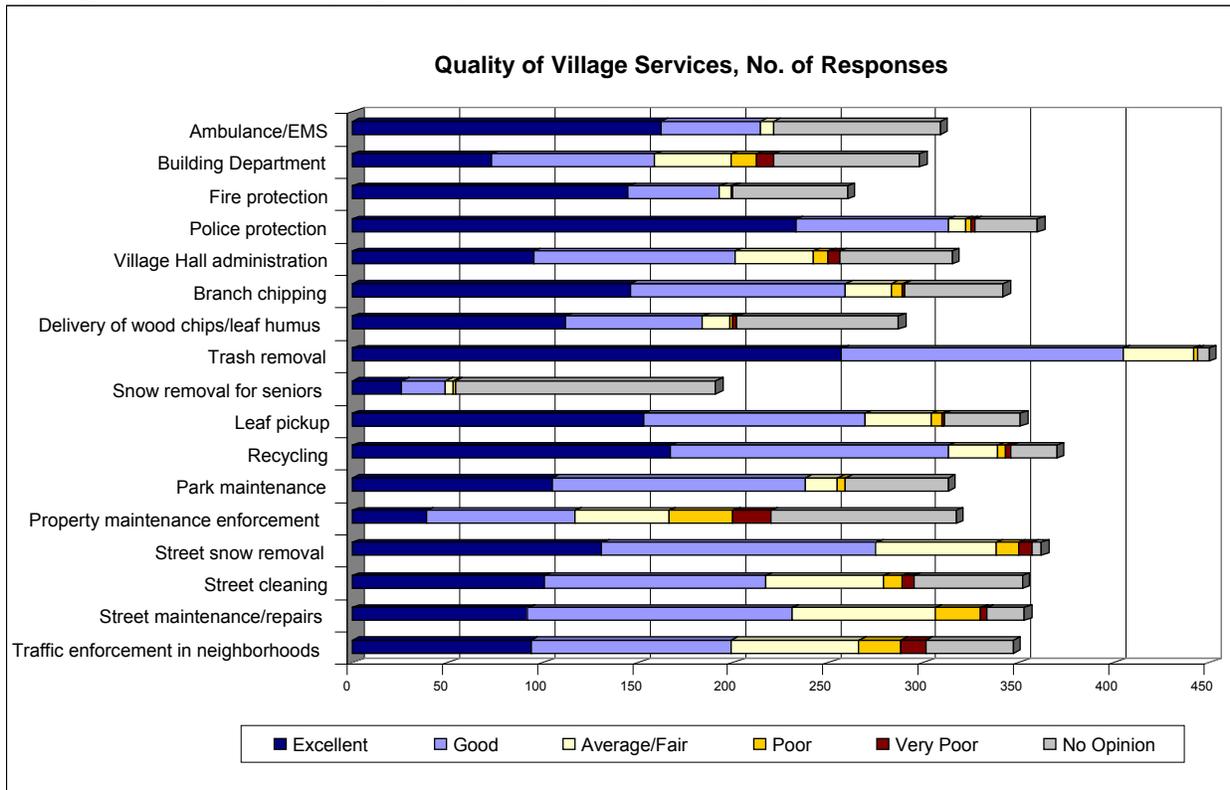
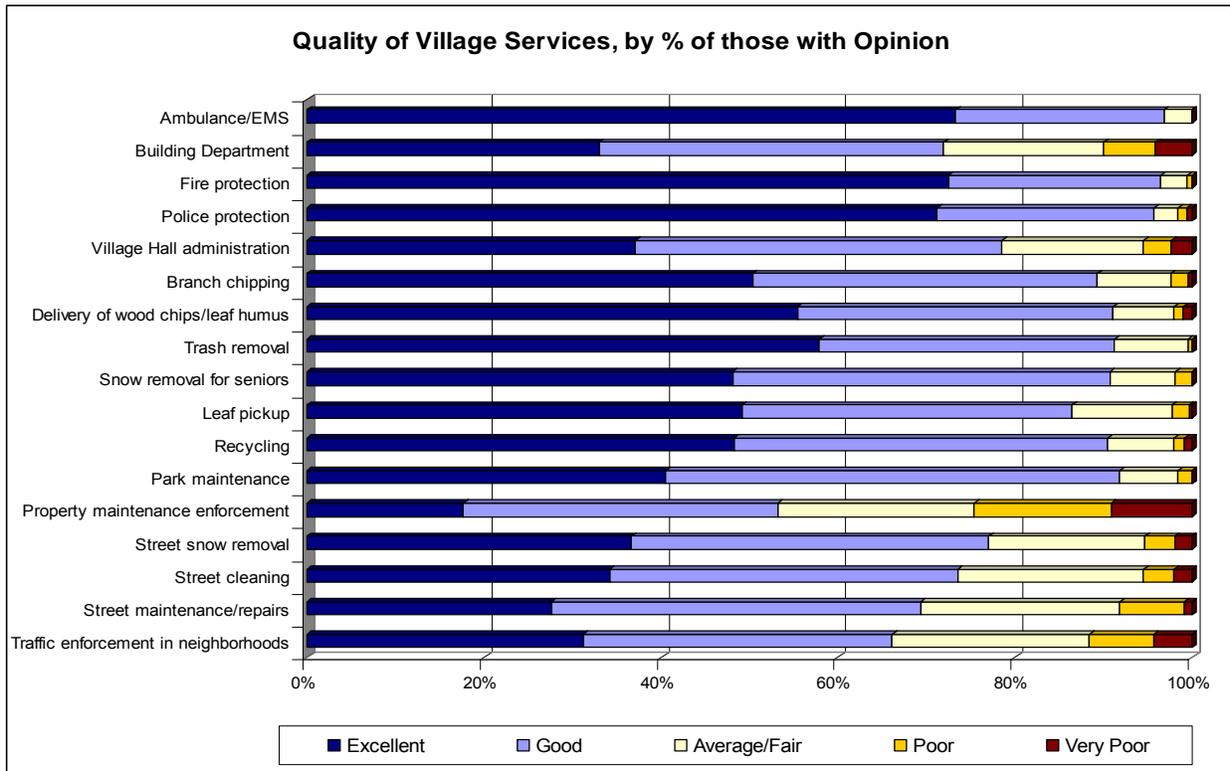


Figure Q18.2 Based on Percentage of those with an opinion



Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

The ratings of municipal services by Orange Village respondents are similar to the survey results in the other comparison communities of Walton Hills and Solon. In each case, certain municipal services were rated higher than other services provided by the community. Similar to Orange Village, respondents in both Walton Hills and Solon rated Police Protection highest: between 54% and 68% of all respondents in each rated these two services “Excellent”. Approximately 63% respondents in Walton Hills rated Leaf [and Yard Waste] and Snow Removal as “Excellent”, while more than 57% of Solon respondents also rated Recycling as “Excellent”. Other services that were rated above average by each community were Fire Protection (between 71.5% and 79.5%) and Ambulance/EMS (between 67.7% and 68.1%).

In general, respondents who have lived in Orange Village longer tended to rate the quality of municipal services better than newer residents. Respondents who have lived in Orange Village for 11 or more years typically rated the level of services as “Excellent” or “Good”. Overall, those municipal services that received the highest ratings from respondents were Police Protection, Trash Removal, and Ambulance/EMS. Respondents who have lived in the Village longer also rated Recycling and Fire Protection higher than those who have lived in the Village for less than six years. Property Maintenance Enforcement received the lowest ratings of the services, regardless of age.

The results from Question 18 were also compared with the results from the 1999 Survey by comparing the 2007 results for “Excellent”, “Good” and “Average/Fair” to the 1999 results for “Adequate” and the 2007 results for “Poor” and “Very Poor” to the 1999 results for “Inadequate”. Compared to the earlier survey results, which included “No Opinion” responses in the percentages, the ratings of Administrative and Emergency Services were slightly improved, with the exception of Fire Protection, which was rated slightly less favorably by respondents, down from 80.3% to 76.5%, due to the higher number of respondents in 2007 who did not have an opinion. In general, respondents with No Opinion decreased in number, ranging from 9.2% to 28.5% among the Administrative and Emergency Services, as compared to the 1999 Survey which ranged from 10.4% to 38.7%.

Table Q18.3 Comparison with 1999 Survey Results

	Adequate*		Inadequate		No Opinion	
	2007	1999	2007	1999	2007	1999
a. Ambulance/EMS	71.5%	69.9%	0.0%	0.6%	28.5%	29.5%
b. Building Department	66.8%	52.8%	7.4%	8.5%	25.8%	38.7%
c. Fire Protection	76.5%	80.3%	0.4%	1.4%	23.1%	18.3%
d. Police Protection	89.4%	88.2%	1.4%	1.4%	9.2%	10.4%
e. Village Hall Administration	76.8%	67.1%	4.4%	7.9%	18.7%	25.0%
f. Branch Chipping	82.7%	64.0%	2.0%	9.8%	15.2%	26.2%
g. Delivery of Wood Chips/Leaf Humus	69.0%	-	1.4%	-	29.6%	-
h. Trash Removal	98.2%	91.9%	0.4%	4.1%	1.3%	4.0%
i. Snow Removal For Seniors	27.7%	-	0.5%	-	71.7%	-
j. Leaf Pickup	86.6%	69.5%	2.0%	8.7%	11.4%	21.8%
k. Recycling	91.6%	80.1%	1.9%	9.6%	6.5%	10.3%
l. Park Maintenance	81.5%	58.5%	1.3%	3.5%	17.3%	38.0%
m. Property Maintenance Enforcement	52.4%	-	17.0%	-	30.6%	-
n. Street Snow Removal	93.4%	85.4%	5.2%	7.7%	1.4%	6.9%
o. Street Cleaning	79.3%	64.6%	4.5%	12.6%	16.2%	22.8%
p. Street Maintenance/Repairs	86.7%	70.1%	7.6%	20.1%	5.7%	9.8%
q. Traffic Enforcement In Neighborhood	76.7%	-	10.1%	-	13.3%	-
Animal Control	-	41.9%	-	13.2%	-	44.9%

*Numbers in **Bold Italics** indicate improved responses in 2007 compared to 1999

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

When responses were cross tabulated by the seven neighborhoods, municipal services were rated relatively consistently among neighborhoods. In general, responses tended to concentrate around “Excellent” and “Good” ratings. Street snow removal was rated the highest by Neighborhoods #1- Walnut, #3- Brainard/Lander, and # 7- Lander/East Miles, while Neighborhood #6 – West Miles/Brainard rated it the least favorable. Overall, Street Maintenance/Repairs were rated “Good” by more respondents in Neighborhoods #3- Brainard/Lander, #5- East Emery, and #7- Lander/East Miles. Traffic Enforcement was rated less favorably by respondents in Neighborhood #1- Walnut and Neighborhood #3- Brainard/Lander.

Q18r. Do you have any comments on these services?

There were 145 respondents who provided 183 comments on one or more of the various services and departments listed. The most frequent concern with 25 comments is lack of enforcement of the speed limit and other traffic controls, followed closely by 24 comments regarding snow plowing. Another 21 and 20 respondents commented on property maintenance and leaf pick-up/branch chipping services respectively.

Q19. Overall, how do you rate the quality of services provided by Orange Village?

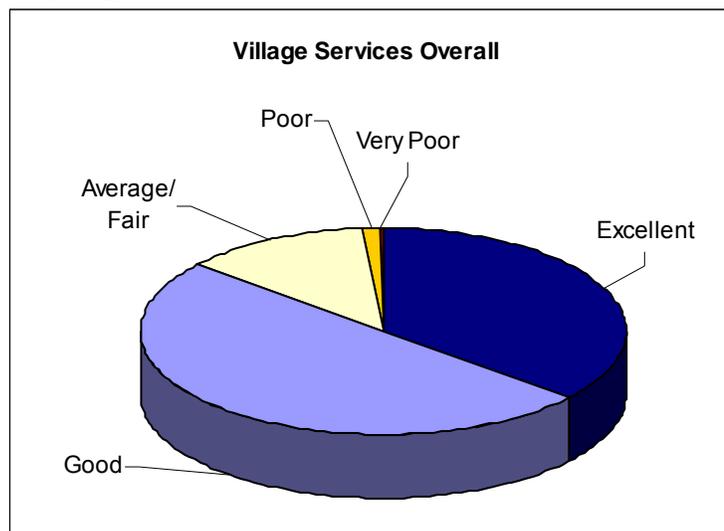
The large majority of respondents rated the overall quality of services provided by Orange Village very favorably. Combined, over 86% of respondents rated the quality of municipal services as above average. This high overall rating of municipal services seems favorable, with over five out of six respondents rating Orange services favorably. Approximately 12% of respondents rated the quality as “Average/Fair”, and only seven (1.5%) rated the quality of services as “Poor” or “Very Poor”.

While other community surveys did not specifically ask how respondents to rate the quality of municipal services overall, over 28% of Walton Hills respondents and 22% of Solon respondents cited municipal services as a reason they moved into their communities. In both cases, the quality of municipal services provided was within the top ten reasons that the respondent reported moving into their community. There is no comparability to the 1999 Orange survey because the question was not asked on the 1999 survey.

Table Q19

	#	%
Excellent	173	36.2%
Good	239	50.0%
Average/Fair	59	12.3%
Poor	6	1.3%
Very Poor	1	0.2%
Total with Opinion	478	100%
No Response	16	3.2% of 494

Figure Q19



Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

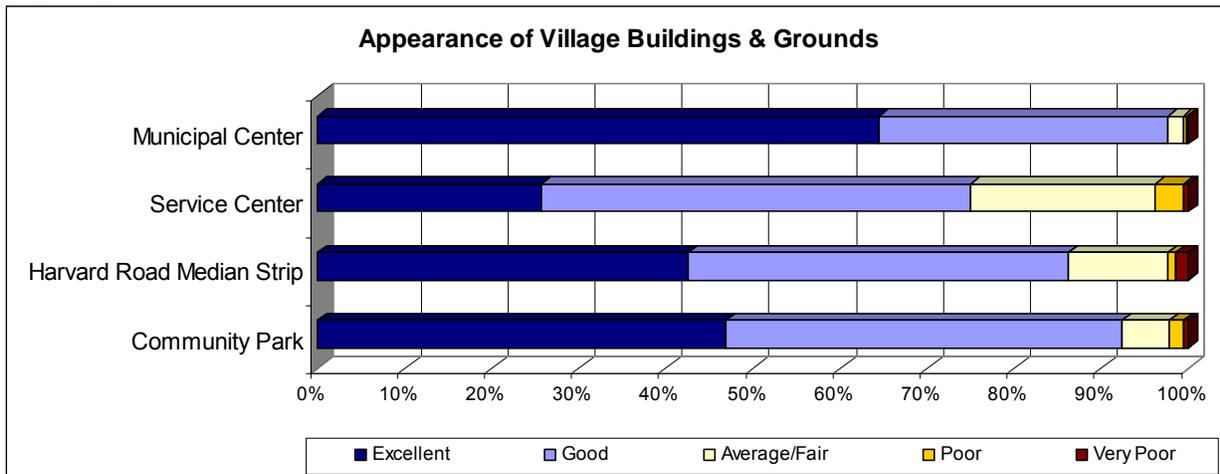
Q20. How do you rate the appearance of the following Village buildings and grounds?

Ratings by respondents varied according to the facility, but responses were generally favorable. The Municipal Center received the highest ratings with close to 61% of respondents rating its appearance as “Excellent” and a total of 92% rating it as “Good” or “Excellent”. The current Village Service Center (old Village Hall) had the lowest ratings by respondents, with only 63% rating its appearance above average. Several respondents had no opinion on the appearance of each of these buildings and grounds.

Table Q20

	Of Respondents with an Opinion											No Opinion		
	Excellent		Good		Average/ Fair		Poor		Very Poor		Total		#	%
	#	%	#	%	#	%	#	%	#	%	#	%		
a. Municipal Center	300	60.7	154	31.2	8	1.6	2	0.4	1	0.2	465	100	18	3.6
b. Service Center (old village hall)	107	21.7	204	41.3	88	17.8	14	2.8	2	0.4	415	100	58	11.7
c. Harvard Road Median Strip	194	39.3	198	40.1	52	10.5	4	0.8	7	1.4	455	100	24	4.9
d. Community Park	196	39.7	189	38.3	23	4.7	7	1.4	2	0.4	417	100	56	11.3

Figure Q20



Q20e. Do you have any suggestions for improvements of Village buildings and grounds?

There were 74 respondents who provided suggestions for improvements to Village buildings and grounds: 29 people provided suggestions for the Community Park, playground and trails, and another 20 people commented on the Harvard Road median, though there was disagreement as to which is better the way it is now or the way it used to be.

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Q21. Orange Village currently conducts curbside recycling: collecting bags of recyclable material and bundled paper, cardboard and old newspaper with the weekly trash collection. In 2005, Orange Village collectively recycled 347 tons of recyclable materials, for a savings of about \$11,000.

Q21a. On average, how often does your household currently participate in curbside recycling?

The vast majority of survey respondents (68.6%) reported they recycle weekly. Participation in household recycling is not for everyone however, with 15% reporting that they never recycle. Approximately 6% of respondents recycle twice a month and roughly 8% of respondents recycle less than bimonthly. In general, Question 21a had a relatively low overall “No Response” rate of only 2.0%.

Figure Q21a

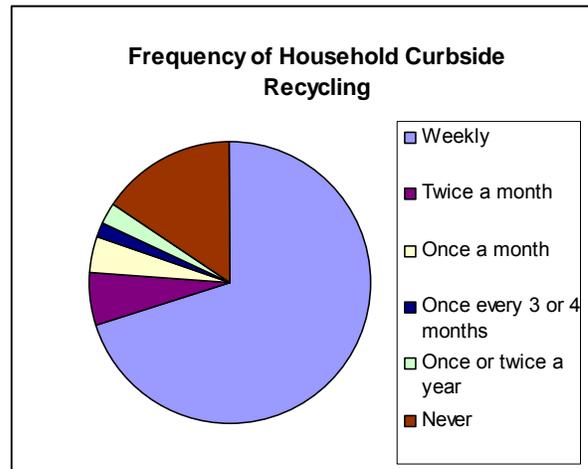


Table Q21a

	#	%
Weekly	339	70.0%
Twice a month	30	6.2%
Once a month	20	4.1%
Once every 3 or 4 months	7	1.4%
Once or twice a year	13	2.7%
Never	75	15.5%
Total Responses	484	100.0%
No Response	10	2.0%
Total	494	100.0%

Q21b. Knowing that the more we recycle, the more money we save, if the Village provided your household with a 64 gallon recycling cart that allowed you to co-mingle all recyclables in one container, would that increase recycling in your home?

When cross-tabulated with the reported frequency of household recycling, the people who would benefit most from a recycling cart are the 193 respondents who reported that they currently recycle weekly. However, the next largest number of respondents who would benefit from a recycling container are those who reported that they never recycle: Nearly 85% of respondents who never recycle said that if a cart was provided to them by the Village they would likely or definitely increase their household recycling.

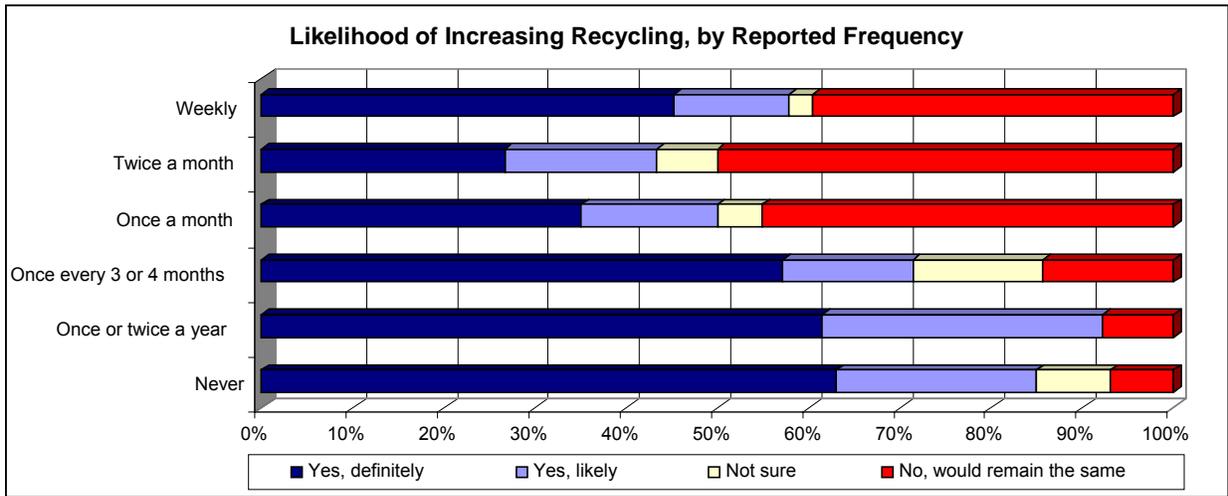
Table Q21b.1

Recycling Frequency	Respondents									
	Yes Definitely		Yes Likely		Not Sure		Remain the Same		Total	
	#	%	#	%	#	%	#	%	#	%
Weekly	151	45.2	42	12.6	9	2.7	132	39.5	334	100
Twice/month	8	26.7	5	16.7	2	6.7	15	50.0	30	100
Once/month	7	35.0	3	15.0	1	5.0	9	45.0	20	100
Once every 3-4 months	4	57.1	1	14.3	1	14.3	1	14.3	7	100
Once or twice/year	8	61.5	4	30.8		0.0	1	7.7	13	100
Never	46	63.0	16	21.9	6	8.2	5	6.8	73	100

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Figure Q21b.1

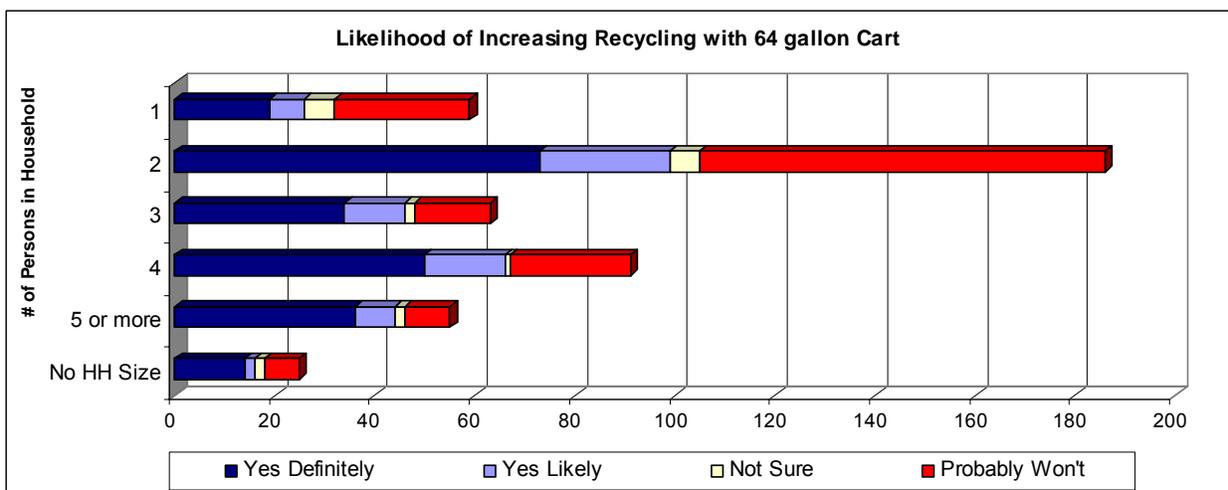


In general, the reported household size was highly correlated to the practice of recycling. Respondents in larger households reported that a recycling cart provided to them would help increase recycling, while smaller households reported that a container would probably not help to increase recycling.

Table Q21b.2

Household Size	Respondents										No Response	
	Yes Definitely		Yes Likely		Not Sure		Remain the Same		Total			
	#	%	#	%	#	%	#	%	#	%	#	%
1	19	28.8	7	10.6	6	9.1	27	40.9	59	100	7	1.4
2	73	39.2	26	14.0	6	3.2	81	43.5	186	100	0	0.0
3	34	52.3	12	18.5	2	3.1	15	23.1	63	100	2	0.4
4	50	53.8	16	17.2	1	1.1	24	25.8	91	100	2	0.4
5 or more	36	65.5	8	14.5	2	3.6	9	16.4	55	100	0	0.0
No HH Size Reported	14	48.3	2	6.9	2	6.9	7	24.1	25	100	4	0.8
Village-Wide	226	47.2	71	14.8	19	4.0	163	34.0	479	100	15	3.0

Figure Q21b.2



Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Q22. Do you have any suggestions on ways the Village can increase residential recycling?

There were 141 respondents who wrote in 143 suggestions on ways that the Village can increase residential recycling. The most commonly reported suggestion was support for providing a container to each household – 54 responses. There were 36 suggestions for more information and broader support of residential recycling. Many respondents noted that households need to be educated on the economic benefits and cost savings of recycling. Other suggestions were that the Village should expand the list of acceptable items (9) and provide financial incentives or promotions (8).

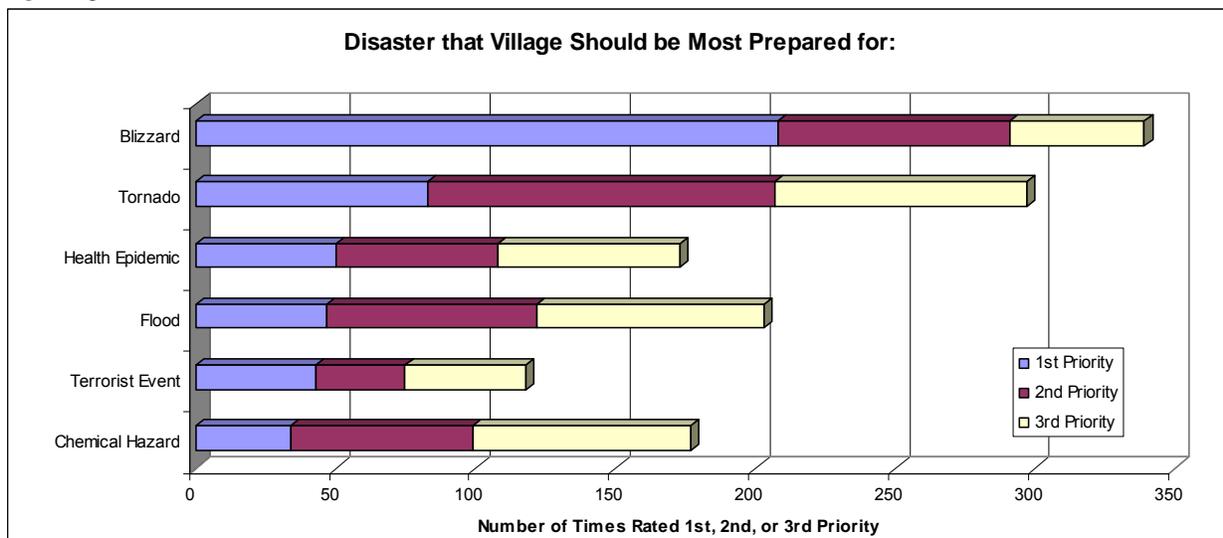
Q23. Which of the following types of disasters do you believe the Village should be **MOST** prepared for? Use 1 for most important, 2 for second most important and so on, with 7 being the least important.

Out of the 494 returned surveys, 448 people (91%) responded to Question 23 and 75% of those that responded felt that Orange Village should be most prepared for a Blizzard event, being cited 339 times by respondents as a first, second or third priority, and over 200 times as a first priority. It should be noted, however, that the survey was conducted during a particularly cold and snowy February. The second most reported disaster that respondents cited was a Tornado, cited 297 times, most frequently as a second priority. A Flood event received the third highest rating overall and was the third highest for 2nd priority and second highest for 3rd priority. Chemical Hazards and Health Epidemics ranked 4th and 5th in importance. Some respondents commented on the form that all were important to be prepared to address.

Table Q23

	1st Priority	2nd Priority	3rd Priority	Total times listed as one of the top three
Blizzard	208	83	48	339
Tornado	83	124	90	297
Health Epidemic	50	58	65	173
Flood	47	75	81	203
Terrorist Event	43	32	43	118
Chemical Hazard	34	65	78	177
Other	6	2	0	8

Figure Q23



Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Q24. *Does your household have an established plan and a disaster preparedness kit in place in case of a natural or man-made disaster?*

Of the 478 people who responded to Q24, the majority (69%) reported that they do not currently have a plan or disaster preparedness kit in place, while one in five respondents reported that they do have a plan or a kit in place. Approximately, 8% of respondents are unsure if they have either currently in place in case of a natural or man-made disaster. Respondents noted that they needed information on what is appropriate in a disaster preparedness kit and that Orange Village should provide one.

Figure Q24

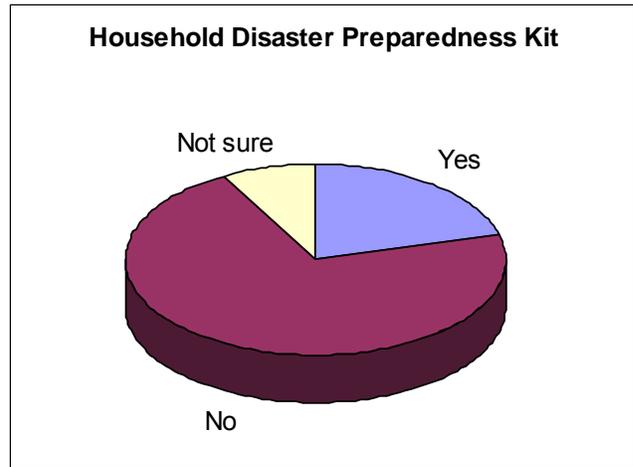


Table Q24

	#	%
Yes	99	20.7%
No	340	71.1%
Not sure	39	8.2%
Responses	478	100.0%
No Response	16	3.2% of 494

Q25. *Did you know that Orange Village has the following types of emergency response/awareness and disaster preparedness programs for residents? (out of 494 surveys)*

Answers to Question 25 varied considerably by program. Almost three quarters of all respondents were aware of the Village’s Reverse 911/Community Bulletin Board program, but the majority of respondents were unaware of Orange Village’s other programs such as the Point-of-Dispensing Team (81.4%), Senior Citizen Police Academy (76.5%), Community Emergency Response Team (60.9%), and CPR Training (55.9%) programs.

Older respondents were unfamiliar with many of these programs offered by the Village. More than 41% of all respondents who were unaware of these programs were 55 years old and older. Approximately half of all older respondents were aware of the Point-of-Dispensing Team program, a total of 190 respondents age 55 years and older. Orange Village’s Reverse 911 service and CPR Training program were most familiar to older respondents, with larger numbers of respondents reporting that they were aware of these two programs.

Table Q25

	Yes	No	No Response
a. Community Emergency Response Team (CERT)	165 33.4%	301 60.9%	28 5.7%
b. Reverse 911/Community Bulletin Board	362 73.3%	109 22.1%	23 4.7%
c. Point-of-Dispensing (POD) Team	62 12.6%	402 81.4%	30 6.1%
d. Senior Citizen Police Academy	86 17.4%	378 76.5%	30 6.1%
e. CPR Training	188 38.1%	276 55.9%	30 6.1%

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Q26. Would you be interested in participating in any of the following emergency response/awareness and disaster preparedness programs? (Check only one response for each row)

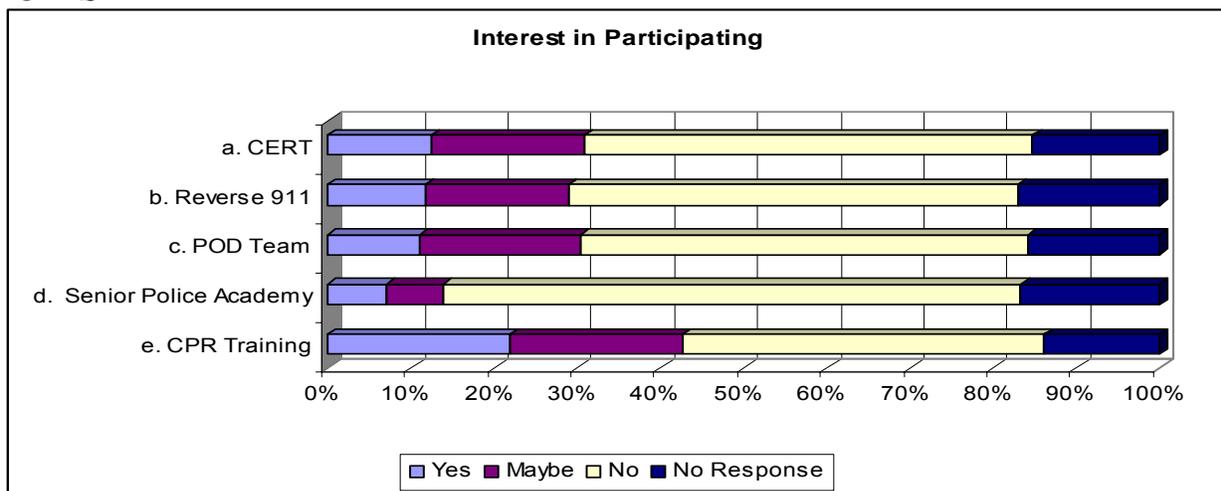
Respondents were asked if they currently participate in any of these emergency response/awareness and disaster preparedness programs or if they would be interested in participating. Overall, only a very small percentage of respondents reported that they have participated or are currently participating. The Reverse 911/Community Bulletin Board had the highest participation rate, but was still less than 10% among all respondents. In terms of future interest, the largest percentage of respondents said that they were not interested in participating in one or more of the following emergency response/awareness and disaster preparedness programs. Between 15% and 20% of those who responded may be willing to participate. CPR Training was reported to have the most interest by respondents, yet over 42% of respondents were still not interested in participating in CPR training.

Interestingly, when the age of the respondents was considered, those persons to whom the programs are geared to most are the least interested in participating. A high number of older respondents (persons 70 years and older) reported being not interested in participating in any of these programs, but especially the Community Emergency Response Team and the Point-of-Dispensing Team programs.

Table Q26

	Have/am participating	Yes	Maybe	No	No Response	Total
a. CERT	6 1.2%	61 12.3%	90 18.2%	263 53.2%	74 15.0%	494 100.0%
b. Reverse 911	41 8.3%	53 10.7%	78 15.8%	245 49.6%	77 15.6%	494 100.0%
c. POD Team	3 0.6%	54 10.9%	96 19.4%	264 53.4%	77 15.6%	494 100.0%
d. Senior Police Academy	3 0.6%	31 6.3%	76 15.4%	310 62.8%	74 15.0%	494 100.0%
e. CPR Training	12 2.4%	105 21.3%	102 20.6%	209 42.3%	66 13.4%	494 100.0%

Figure Q26



Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Q27. If you answered “No”, please specify why. (Check all that apply)

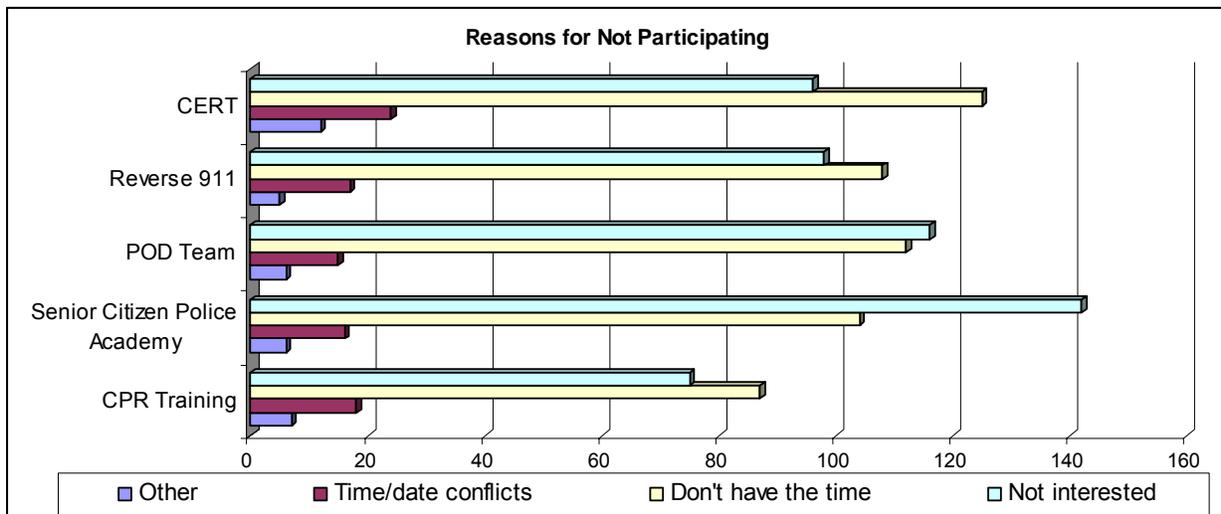
In general, respondents cited lack of time and lack of interest as the primary reasons why they are not interested in participating in these emergency response and disaster preparedness programs. More than 28% of respondents were “Not Interested” in participating in the Senior Citizen Police Academy, and more than 25% of respondents “Did not have the Time” to participate in the Community Emergency Response Team (CERT) program, the most cited reasons reported by respondents. One respondent noted that they needed more information on each of the programs such as time, date and level of effort in order to determine if they would be interested in participating.

There were 42 “Other” reasons provided about why respondents are not interested in participating. Seventeen (17) respondents cited being too old while 11 respondents specifically cited health reasons.

Table Q27 Reasons for Not Participating for Those who Responded No in Q26

	Not interested		Don't have the time		Time/date conflicts		Other		No Response		Total No
CERT	96	36.5%	125	47.5%	24	9.1%	12	4.6%	6	2.3%	263
Reverse 911	98	40.0%	108	44.1%	17	6.9%	5	2.0%	17	6.9%	245
POD Team	116	43.9%	112	42.4%	15	5.7%	6	2.3%	15	5.7%	264
Senior Citizen Police Academy	142	45.8%	104	33.5%	16	5.2%	6	1.9%	42	13.5%	310
CPR Training	75	35.9%	87	41.6%	18	8.6%	7	3.3%	22	10.5%	209

Figure Q27



Q28. Do you have any suggestions on ways the Village can improve its emergency response/awareness and disaster preparedness programs?

There were 60 suggestions provided on ways Orange Village can improve its emergency response/awareness and disaster preparedness programs. The most common suggestion, from 28 of the respondents, was that the Village provide information that is more detailed to residents on the programs that the Village currently offers. Some respondents suggested more educational outreach to Village residents while others suggested additional coverage via Orange Village’s newsletter, website and other outlets. Six respondents suggested a siren warning system and a few thought that the Village should provide a disaster preparation kit or at a minimum, a list of necessary items.

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

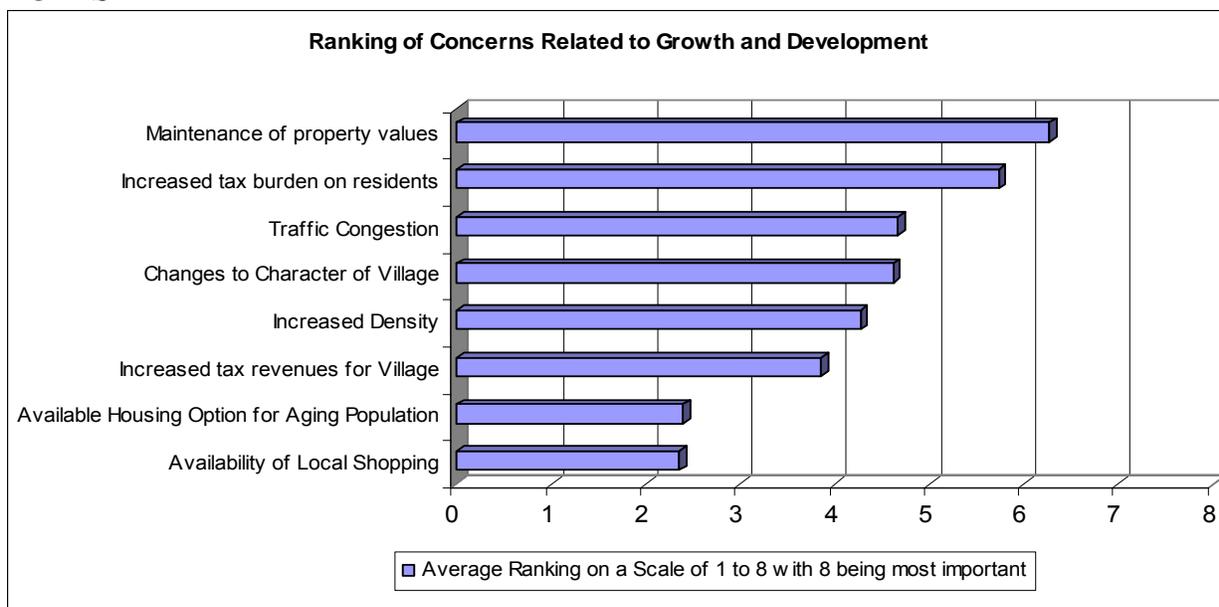
Q29. Orange Village continually strives to balance growth and development with quality of life considerations. Thinking about the various aspects of development, please rank the following according to how much each is of concern to you? Use 1 for most important, 2 for second most important and so on, with 8 being the least important. Do not use any number more than once.

There were 450 respondents who prioritized the various factors to consider when the development proposals are made. The Maintenance of Property Values was cited by respondents as the most important consideration to keep in mind when making decisions about development and balancing development with quality of life in Orange Village, while Increased Tax Burden On Residents was the second highest concern. Both Traffic Congestion and Changes to the Character of the Village were viewed almost equally by respondents as a third top concern. Less important to respondents was Available Housing Options for an Aging Population and the Availability of Local Shopping Options.

Table Q29

	1st Priority	2nd Priority	3rd Priority	4th Priority	Total checked 1 st – 4 th priority	Average Ranking (Scale 1 to 8)
Maintenance of property values	178	100	48	47	373	6.27
Increased tax burden on residents	130	88	76	42	336	5.74
Traffic Congestion	55	51	71	79	256	4.67
Changes to Character of Village	58	57	70	57	242	4.62
Increased Density	38	69	55	59	221	4.28
Increased tax revenues for Village	13	54	55	63	185	3.85
Available Housing Option for Aging Population	9	14	16	30	69	2.40
Availability of Local Shopping	7	12	32	25	76	2.36

Figure Q29



Responses were also analyzed by the reported age of the respondent. In general, younger respondents ranked Changes to the Character of the Village, Increased Density and Traffic Congestion higher than older respondents did. Older respondents ranked concerns related to taxes higher; citing both Increased

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Tax Burden on Residential Properties and Increased Tax Revenues higher than younger respondents. Overall, Maintenance of Property Values ranked relatively high across all age groups, while Availability of Local Shopping Options tended to rank relatively low across all age groups. Although Available Housing Options for Aging Populations was cited by larger percentages of respondents between 30 to 69 years old, it ranked towards the bottom in terms of importance.

Q30. Thinking about the remaining few, large undeveloped properties in the Village (e.g. 85 acres west of Brainard/ south of Harvard Rd), what is your level of support for the following development options?

In general, most respondents were supportive of additional residential development options and less supportive of nonresidential developments such as retail, offices, and mixed-use options. Single-family lots and clustered single-family residences that maintain the same density on 1.5 acres was supported by close to 70% of all respondents while roughly 47% support Continuing Care Retirement Development and 46% support Condominiums and Townhomes.

Collectively, more than 62% of respondents do not support additional retail development. Respondents were also not in favor of additional office development and a mixed used and pedestrian-oriented development such as Eton or Legacy Village, 59.6% and 56.1% respectively.

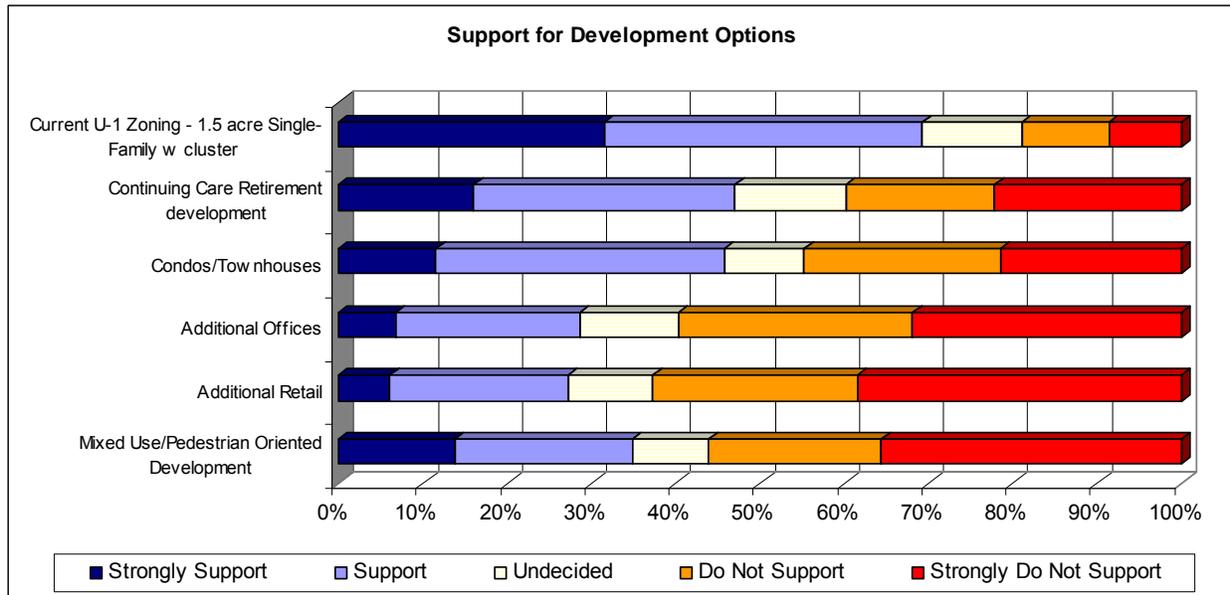
Table Q30

	Respondents						No Response
	Strongly Support	Support	Do not support	Strongly do not support	Undecided/ No Opinion	Total	
a. Single-family residences on 1.5 acre lots with the option for maintaining the same density but allowing for the houses to be clustered (U-1 zoning)	145 31.6%	173 37.7%	48 10.5%	39 8.5%	54 11.8%	459 100%	35 7.1%
b. Continuing care retirement development, which includes a range of housing types and care facilities including independent living to full-scale nursing care	74 16.1%	143 31.0%	81 17.6%	102 22.1%	61 13.2%	461 100%	33 6.7%
c. Condominiums and townhomes	53 11.6%	157 34.3%	107 23.4%	98 21.4%	43 9.4%	458 100%	36 7.3%
d. Additional office development	31 6.8%	100 21.8%	127 27.7%	146 31.9%	54 11.8%	458 100%	36 7.3%
e. Additional retail development	28 6.1%	97 21.2%	111 24.2%	176 38.4%	46 10.0%	458 100%	36 7.3%
f. Mixed-use and pedestrian-oriented development (such as Eton, Legacy Village, Crocker Park)	64 13.8%	98 21.1%	95 20.5%	165 35.6%	42 9.1%	464 100%	30 6.1%

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Figure Q30



When responses were compared to the respondents’ age, there were some apparent divisions in terms of support for various development options. In general, all age groups were supportive of additional single-family residences on 1.5 acre lots, while older respondents (persons age 55 years and older) were more supportive of alternative housing options such as Continuing Care Retirement Facilities and Condominiums and Townhouses than younger respondents were. Relatively equal numbers of older and younger respondents did not support additional retail or office development in Orange Village, but respondents 55 years and older were more strongly unsupportive of these two development options. A larger number of younger respondents favored the mixed-use and pedestrian-oriented development as compared to older respondents who did not support it.

When the responses to Question 30 were tabulated by Neighborhood, it was apparent that one’s location within the Village influenced opinions on development options. Respondents in Neighborhood #1 along Walnut Hills Avenue and Pine Crest Drive were either for or against the development options, very few were undecided, indicative of the fact that one of the last and largest parcels for development is located in this neighborhood. Two-thirds or more of respondents do not support additional office, retail or condominium/townhouse development, while half and more than half support Mixed-Use Pedestrian Oriented Development and Continuing Care Retirement Development, respectively.

More than half of respondents in Neighborhoods #1, #6 and #7 support Continuing Care Retirement Development, while approximately half of respondents in Neighborhoods #2, #4 and #6 support Condominiums and Townhouses. Roughly half of respondents in Neighborhoods #1 and #6 support Mixed-Use Pedestrian Oriented Development. Figures Q30.1 through Q30.7 on the next two pages illustrate the responses by neighborhood.

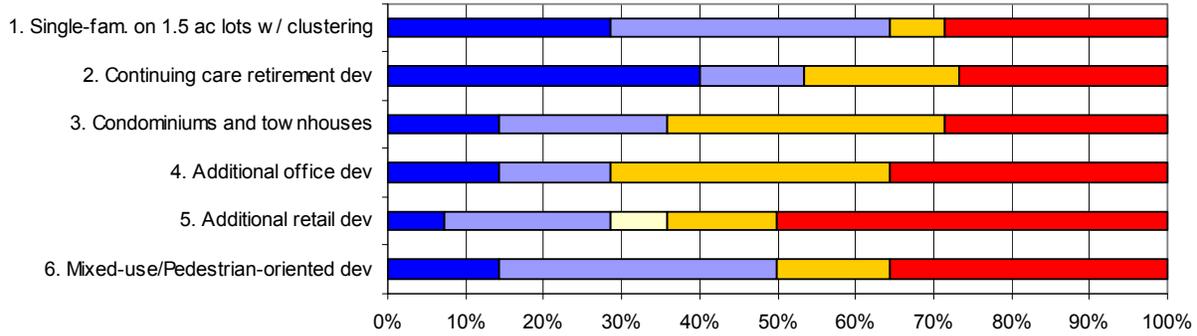
While less comparable to other communities, when respondents in Solon were queried about alternative housing types in their communities, close to 60% of those that responded did not support the continued development of cluster homes, condominiums and townhouses.

Orange Village 2007 Community Survey

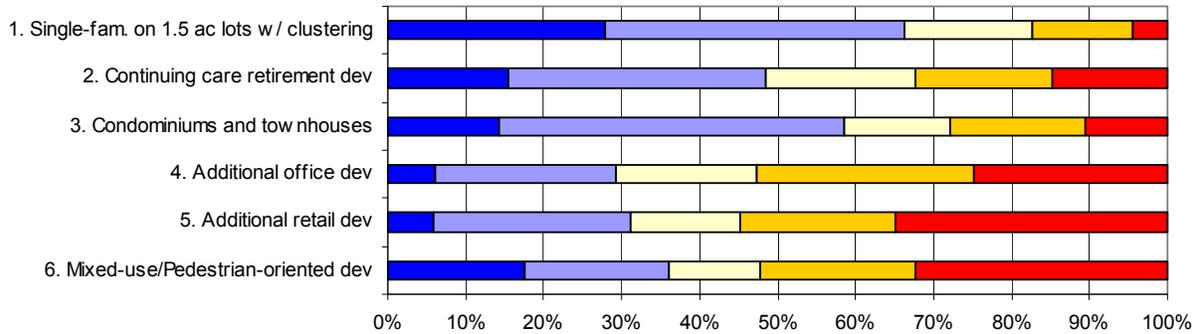
SUMMARY OF FINDINGS

Figures Q31.1 through Q31.4

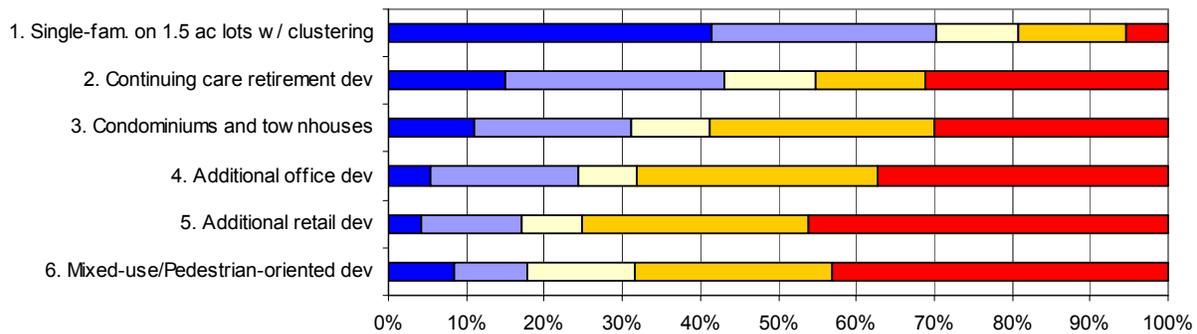
Neighborhood #1 Walnut Hills Drive



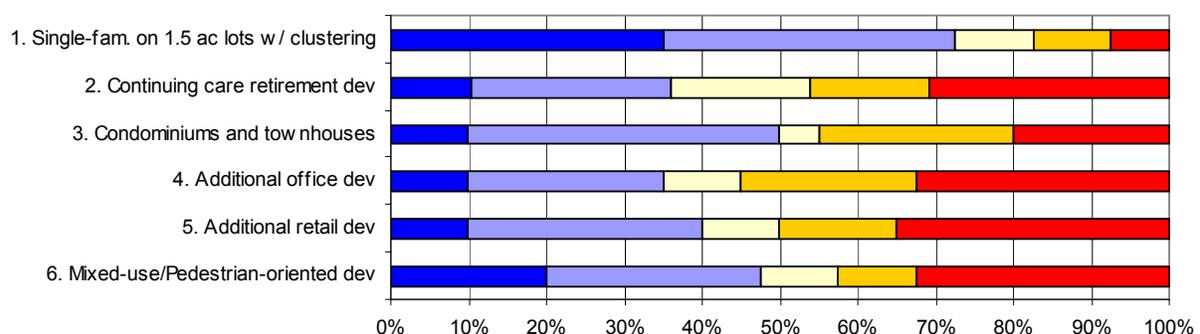
Neighborhood #2 E. Harvard Road



Neighborhood #3 Brainard /Lander Central



Neighborhood #4 West End of Emery Road

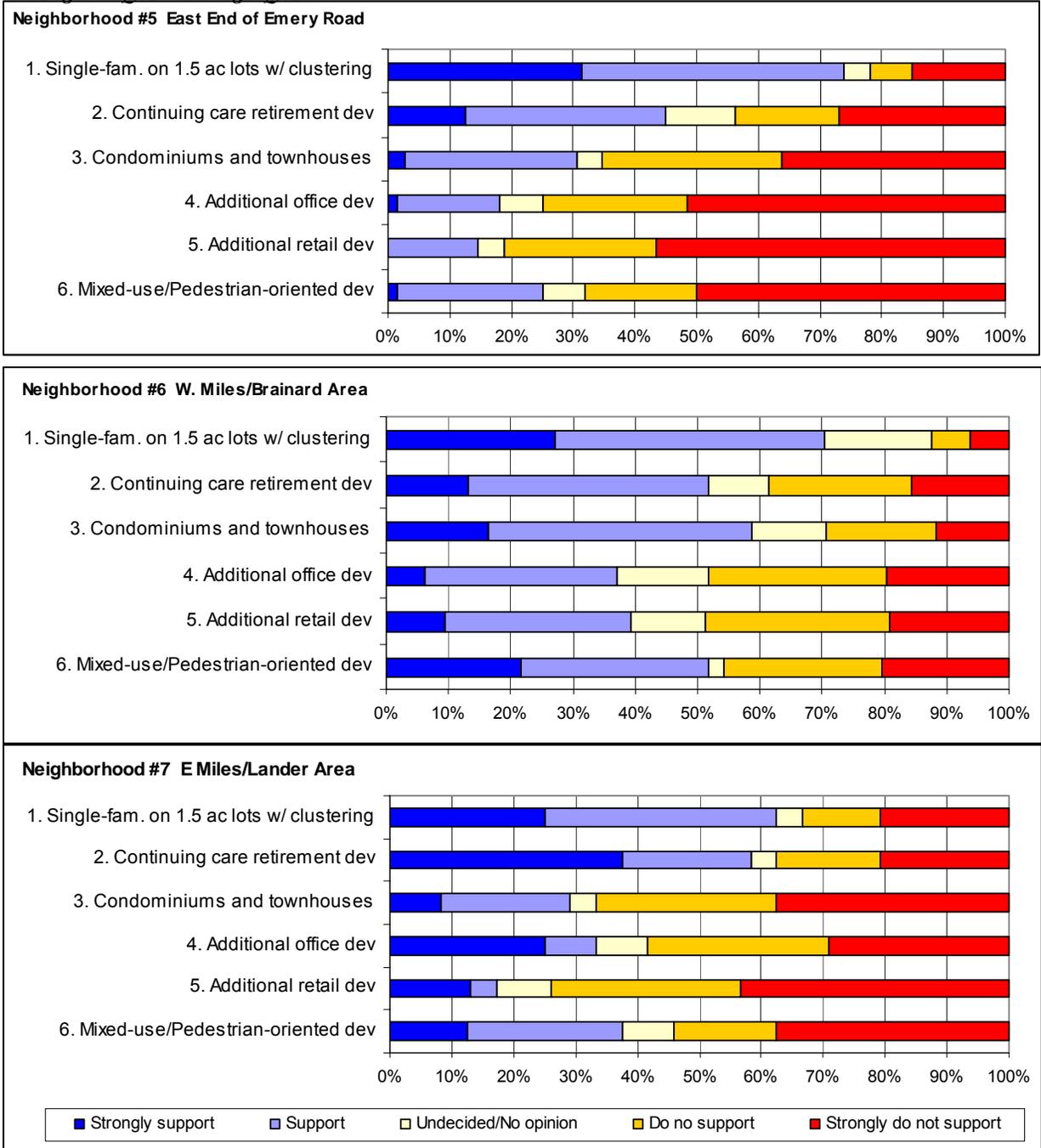


■ Strongly support
 ■ Support
 ■ Undecided/No opinion
 ■ Do no support
 ■ Strongly do not support

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

Figures Q31.5 through Q31.7



Q31. What do you feel are the THREE MOST IMPORTANT issues in Orange Village that should be addressed over the next 10 years?

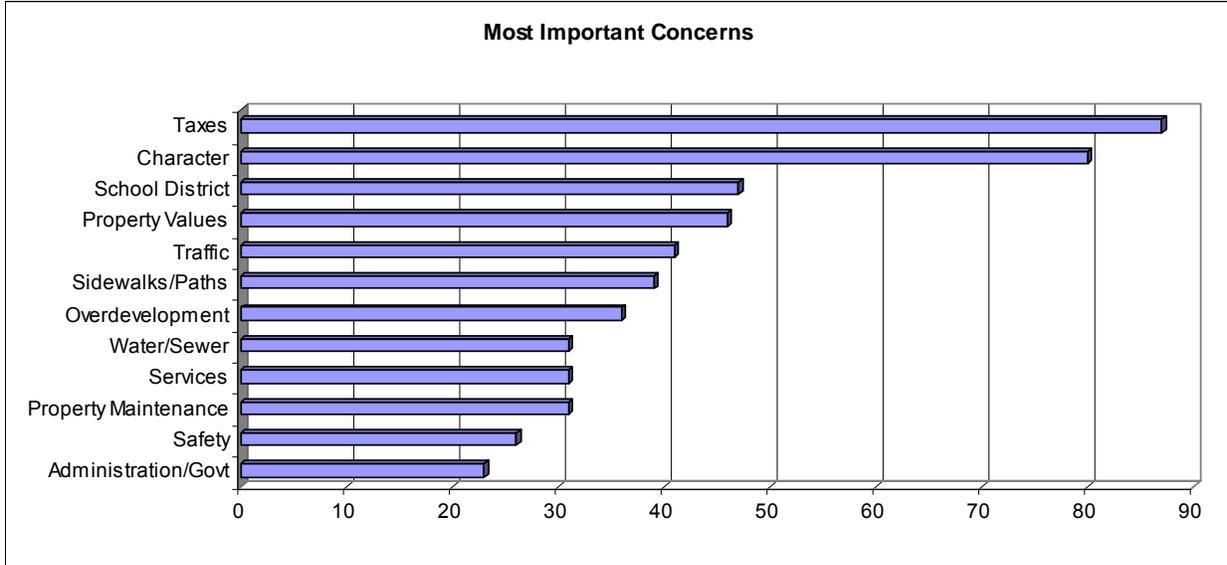
There were 314 people (64% of all respondents) who wrote in at least one response to this question, providing 760 comments on what are felt to be the most important issues to be addressed in Orange Village over the next 10 years. The top two responses most cited are related to municipal taxes (87, or 28%) and the character of the Village (80, or 26%). When combined with related categories, overdevelopment (36) and business/economy (21), the number of responses related to taxes and character further increase.

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In a second tier, respondents also cited maintaining and improving both the Orange School District (47) and residential Property Values (47) as important concerns over the next decade. Traffic concerns, especially congestion and higher traffic volumes, were cited as another important future concern (41). Other concerns that were cited most often included lack of sidewalks and need for bike paths/trails (39), undesirable overdevelopment of the Village (36), property maintenance issues (31), level of municipal services provided (31), water/sewer issues (31), safety (26), and issues related to the Village administration and local government (23).

Figure Q31 Number of Responses



Many of the same concerns that were expressed in 1999 also surfaced in this Community Survey. Similar to the 1999 Survey, when respondents were asked to write-in the most important issues that Orange Village should address, many answers centered on the changing atmosphere/character of the Village. While more respondents currently expressed concerns over increasing taxes, issues similar to the 1999 findings were also reported most often by respondents including overdevelopment issues, traffic volumes and congestion, and loss of green space.

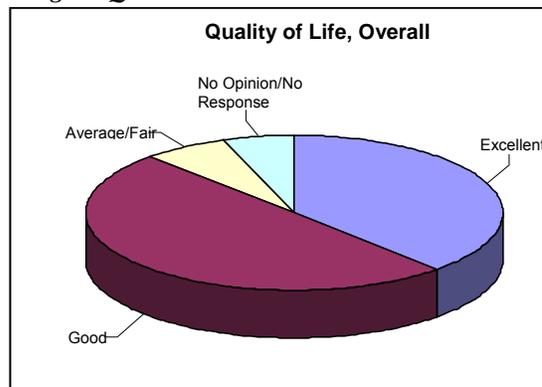
Q32. In general, how would you rate the overall quality of life in Orange Village?

Respondents overwhelmingly rated the overall quality of life in Orange Village as favorable. When combined, close to 93% of all respondents rated it above average, while no respondents rated the quality of life as “Poor” or “Very Poor”. Neither Walton Hills nor Solon queried respondents on overall quality of life in their communities.

Table Q32

	#	%
Excellent	188	40.3%
Good	245	52.6%
Average/Fair	33	7.1%
Poor	0	0.0%
Very Poor	0	0.0%
Total Responses	466	100%
No Response	28	5.7% of 494

Figure Q32



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SUMMARY OF FINDINGS

Q33. On average, how often have you or other members of your household visited or used the following facilities within the past 12 months?

In general, respondents most often reported that over the past year, they never visited or used the various Orange Village facilities, with the exception of Orange Community Park. Facilities within Orange Community Park such as the ice skating area (87.8%), Emery Road sledding hill (87.2%), volleyball court (84.7%), and basketball courts (80.0%) were reported to be the least used facilities on average, while the paved trails were used the most often within the past 12 months.

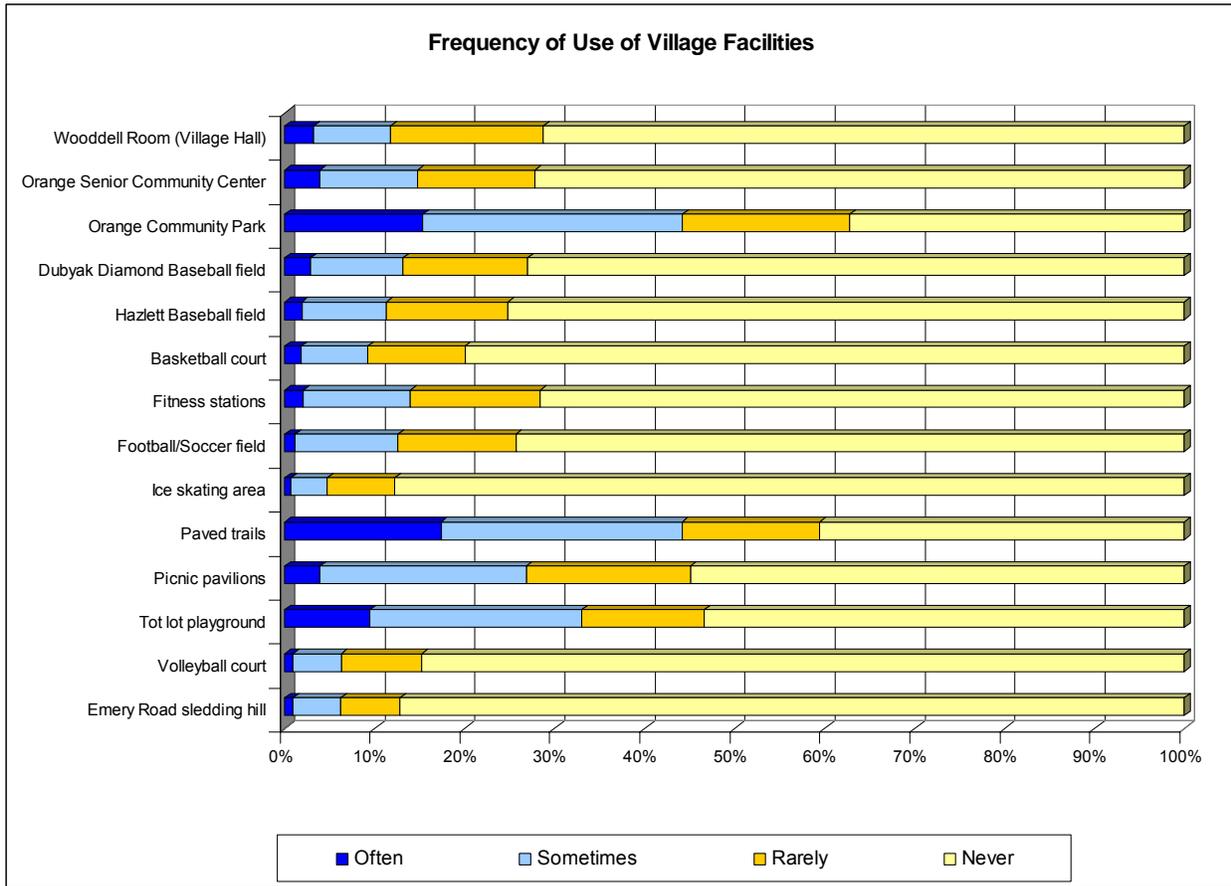
Table Q33.1

	Respondents									No Response	
	Often		Sometimes		Rarely		Never		Total (100%)	#	% of 494
	#	%	#	%	#	%	#	%			
a. Wooddell Room in Village Hall	15	3.3	39	8.6	77	16.9	325	71.3	456	38	7.7
b. Orange Senior Community Center	18	3.9	50	10.9	60	13.0	332	72.2	460	34	6.9
c. Orange Community Park: (in general)	63	15.4	118	28.9	76	18.6	152	37.2	409	85	17.2
▪ Dubyak Diamond Baseball field	12	2.9	43	10.3	58	13.9	305	73.0	418	76	15.4
▪ Hazlett Baseball field	8	1.9	39	9.4	56	13.5	311	75.1	414	80	16.2
▪ Basketball court	8	1.9	31	7.4	45	10.7	335	80.0	419	75	15.2
▪ Fitness stations	9	2.1	50	11.8	61	14.5	302	71.6	422	72	14.6
▪ Football/Soccer field	5	1.2	48	11.4	55	13.1	312	74.3	420	74	15.0
▪ Ice skating area	3	0.7	17	4.1	31	7.4	366	87.8	417	77	15.6
▪ Paved trails	76	17.4	117	26.8	67	15.3	177	40.5	437	57	11.5
▪ Picnic pavilions	17	4.0	98	22.9	78	18.2	235	54.9	428	66	13.4
▪ Tot lot playground	41	9.5	102	23.6	59	13.6	231	53.3	433	61	12.3
▪ Volleyball court	4	1.0	22	5.3	37	9.0	349	84.7	412	82	16.6
▪ Emery Road sledding hill	4	1.0	22	5.3	27	6.5	361	87.2	414	80	16.2

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Figure Q33



When compared to the 1999 Survey, respondents' use of selected Village facilities is mixed. While respondents reported an increased use of trails since 1999, fewer respondents had increased their use of other facilities on a more frequent basis. More respondents reported an occasional use of Village trails, playground equipment and the Senior Center, while a lower percentage reported using Village Hall occasionally. Overall, the largest majority of respondents never use any of these facilities, with the exception of trails which respondents reported an increase in use in recent years.

Table Q33.2

	Often (Frequently)		Sometimes/Rarely (Occasionally)		Never (Not at All)	
	2007	1999	2007	1999	2007	1999
Wooddell Room (Village Hall)	3.3%	11.4%	25.4%	70.9%	71.3%	15.9%
Orange Senior Community Center	3.9%	6.9%	23.9%	14.2%	72.2%	74.4%
Ball fields	4.8%	8.3%	23.4%	24.4%	73.6%	61.8%
Playground	9.5%	14.1%	37.2%	28.3%	53.4%	47.6%
Trails	17.4%	15.4%	42.1%	28.5%	40.5%	50.0%

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Q34. If you primarily answered “Rarely” or “Never” in Question 33, what would help increase your use of these facilities?

There were 257 respondents who provided 268 comments to Question 34. The largest number of respondents (63) recommended that more information on the facilities would help increase their use of Village facilities. Fifty six (56) respondents suggested expanded activities and improved or expanded facilities such as a playground, pool, dog park, or trails. Thirty-eight (38) respondents noted that they don’t use these facilities at this time because they do not have children or grandchildren or some living nearby. Twenty-six (26) respondents noted that they were too busy, while 23 said they were too old to participate and nine indicated that physical limitations prevented them from using the facilities.

When responses were compared to the age of the respondent, younger respondents suggested a need for more information more often than older respondents did. Younger respondents also suggested expanding activities and improving facilities more often than older respondents did, but several younger respondents reported no need for more facilities. Relatively equal numbers of younger and older respondents suggested that more trails throughout the Village would help increase their use of facilities.

Q35. Overall, how would you rate the facilities at Orange Community Park?

When tabulating responses of those with an opinion, the various facilities were all rated as “Excellent” or “Good” by more than 70% of respondents. Many of the less active facilities such as fields, courts, skating area and sledding hill had the highest percentage of “No Opinion” responses, while the paved trails, playground and picnic pavilions had higher reported usage. The tot lot playground and the paved trails received the highest “Excellent” ratings. On the other hand, the Emery Road sledding hill and ice skating area had some of the lowest ratings among respondents.

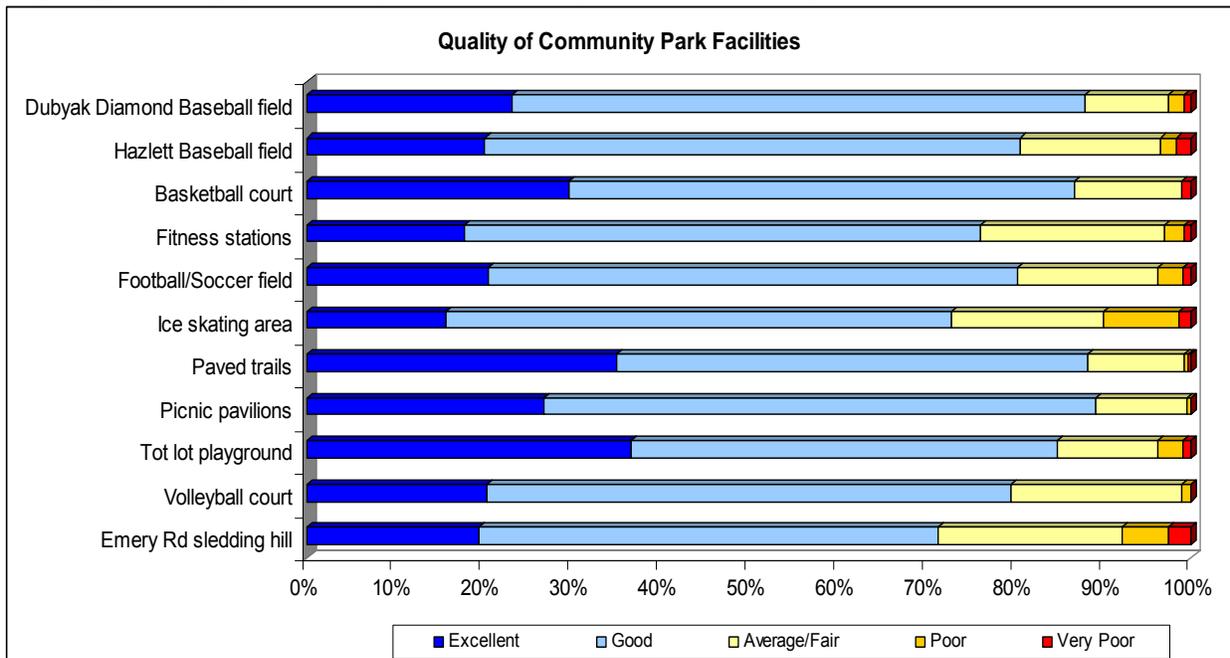
Table Q35

	Respondents who use the facilities						% of 494	
	Excellent	Good	Average/ Fair	Poor	Very Poor	Total	Do Not Use/ No Opinion	No Response
a. Dubyak Diamond Baseball field	27 23.3%	75 64.7%	11 9.5%	2 1.7%	1 0.9%	116 100%	297 60.1%	81 16.4%
b. Hazlett Baseball field	23 20.2%	69 60.5%	18 15.8%	2 1.8%	2 1.8%	114 100%	298 60.3%	82 16.6%
c. Basketball court	27 29.7%	52 57.1%	11 12.1%	0 0.0%	1 1.1%	91 100%	318 64.4%	85 17.2%
d. Fitness stations	24 17.9%	78 58.2%	28 20.9%	3 2.2%	1 0.7%	134 100%	275 55.7%	85 17.2%
e. Football/Soccer field	22 20.6%	64 59.8%	17 15.9%	3 2.8%	1 0.9%	107 100%	306 61.9%	81 16.4%
f. Ice skating area	11 15.7%	40 57.1%	12 17.1%	6 8.6%	1 1.4%	70 100%	338 68.4%	86 17.4%
g. Paved trails	81 35.1%	123 53.2%	25 10.8%	1 0.4%	1 0.4%	231 100%	195 39.5%	68 13.8%
h. Picnic pavilions	52 26.8%	121 62.4%	20 10.3%	1 0.5%	0 0.0%	194 100%	222 44.9%	78 15.8%
i. Tot lot playground	77 36.7%	101 48.1%	24 11.4%	6 2.9%	2 1.0%	210 100%	212 42.9%	72 14.6%
j. Volleyball court	18 20.5%	52 59.1%	17 19.3%	1 1.1%	0 0.0%	88 100%	316 64.0%	90 18.2%
k. Emery Rd sledding hill	15 19.5%	40 51.9%	16 20.8%	4 5.2%	2 2.6%	77 100%	322 65.2%	95 19.2%

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Figure Q35, Rating of Community Park Facilities by those who had an opinion



Q36. 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?

There were 105 suggestions for additional recreational opportunities and/or cultural activities that respondents would like to see offered by Orange Village. The most commonly cited amenity was for more trails, paths and/or sidewalks (25). Eighteen (18) respondents indicated a desire for an indoor facility, perhaps similar to Solon’s recreation center. Other responses included a swimming pool (14), expanded activities (8), tennis courts (8), plus a mixture of other miscellaneous amenities.

Q37. If the cost could be spread across the community and amortized, would you be willing to support an annual tax increase of approximately \$230 for 10 years to install multi-purpose paths on main streets in the Village?

There is mixed support of an annual tax increase to finance multi-purpose paths on main streets in the Village, 35% reported that they strongly do not support a tax increase for bike/walking paths, as compared to 24% which strongly support them. Though the results are close when combined by overall support, a slightly higher percentage (49.5%) of respondents do not support this tax increase than those who support it (45%), while 5.5% are undecided.

The 1999 Orange Village survey asked about respondents about their level support for putting bike paths on main road and side streets, but did not ask if they were willing to be assessed a dollar value in provide them. In 1999, approximately 46% of respondents supported bike paths on main streets, and 32% of respondents supported bike paths on side streets.

When the 2007 data is cross tabulated by expected housing tenure, respondents who expect to live in the Village between 11 to 20 more years were the most outspoken on the issue. While larger numbers of respondents who expect to live in Orange Village for 11 to 20 years were more supportive of the tax increase, support was mixed across all age groups.

Orange Village 2007 Community Survey

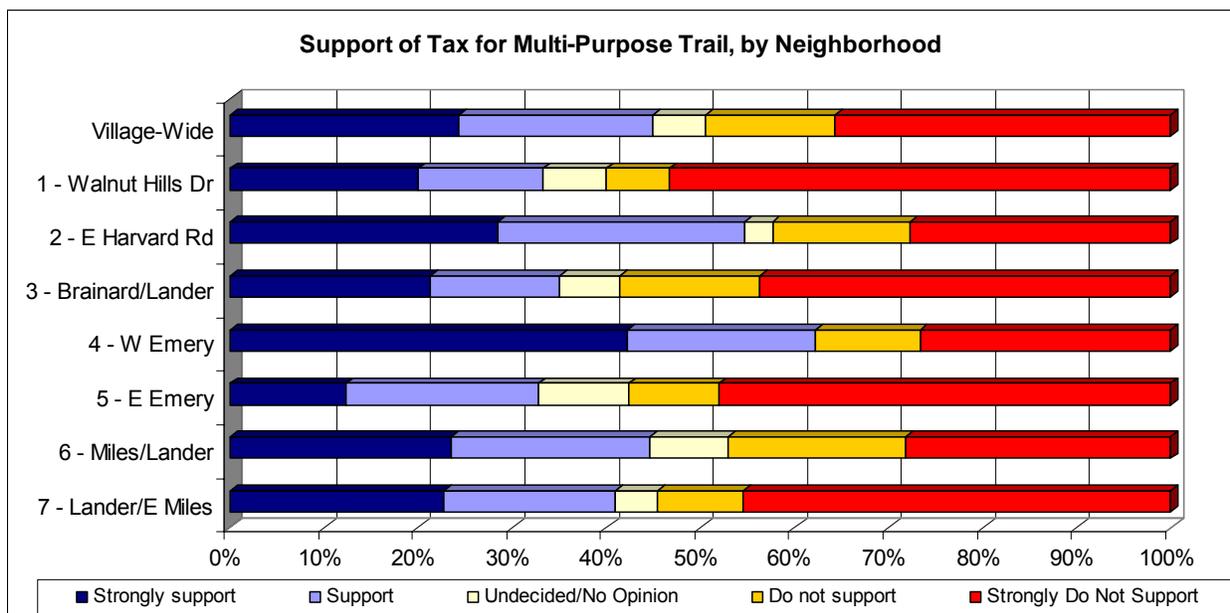
SUMMARY OF FINDINGS

The results to Question 37 were also analyzed by neighborhood for additional insight. In general, Neighborhood #4 was most supportive of helping to finance multi-purpose trails along main streets with over 60% in support of the annual tax increase. Neighborhood #2 was also more supportive of the tax increase with more than half of all respondents in favor of the bike/walking paths. Those neighborhoods least supportive of an annual tax increase to finance multi-purpose paths are Neighborhoods #1, #5, and #7.

Table Q37

	Noted Responses						No Response
	Strongly support	Support	Undecided/No Opinion	Do not support	Strongly Do Not Support	Total	
Village Wide	115 24.4%	97 20.6%	26 5.5%	65 13.8%	168 35.7%	471 100%	23 4.7%
Responses by Survey Neighborhoods							
1. Walnut Hills Dr	3 20.0%	2 13.3%	1 6.7%	1 6.7%	8 53.3%	15 100%	1 6.3%
2. E Harvard Rd	39 28.5%	36 26.3%	4 2.9%	20 14.6%	38 27.7%	137 100%	10 6.8%
3. Brainard/Lander	20 21.3%	13 13.8%	6 6.4%	14 14.9%	41 43.6%	94 100%	3 3.1%
4. W Emery	19 42.2%	9 20.0%	0 0.0%	5 11.1%	12 26.7%	45 100%	2 4.3%
5. E Emery	9 12.3%	15 20.6%	7 9.6%	7 9.6%	35 48.0%	73 100%	2 2.7%
6. W Miles/ Brainard	20 23.5%	18 21.2%	7 8.2%	16 18.8%	24 28.2%	85 100%	3 3.4%
7. Lander/E Miles	5 22.7%	4 18.2%	1 4.6%	2 9.1%	10 45.5%	22 100%	2 8.3%

Figure Q37



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Q38. *Is your home supplied by well water?*

More than half of respondents' homes are connected to city water service, while 40.5% are supplied by well water. In recent years, the number of homes supplied by well water has declined. In 1999, roughly 260 respondents reported that their homes were supplied by well water.

Figure Q38

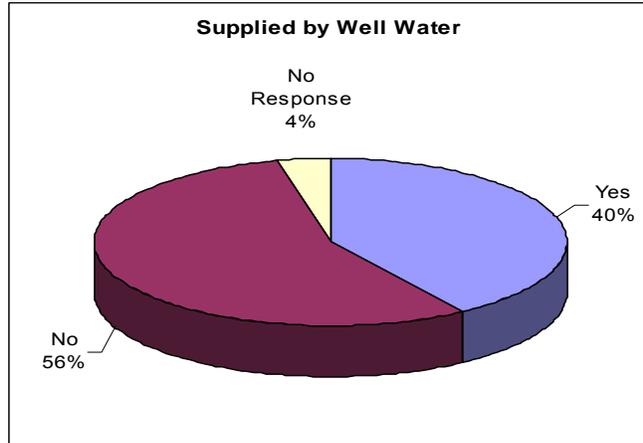


Table Q38

	#	%
Yes	200	40.5%
No	276	55.9%
No Response	18	3.6%
Total	494	100.0%

Q39. *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.*

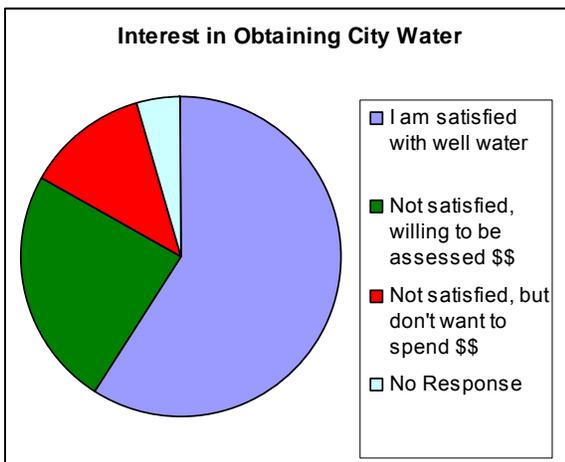
Of the 200 households in Question 39 that have well water, the majority of them (59%) were satisfied with well water and not interested in obtaining city water. Of the 36.5% who were not satisfied with well water, over 65% were willing to be assessed over a 20 year period to convert over to city water, while 34% were not willing to pay any assessment for city water.

When compared to the 1999 Survey, there are a smaller number of total respondents with well water in 2007, yet the satisfaction with well water decreased from 70.5% in 1999 to 59.0% in 2007. Although 59.0% is the largest majority of respondents, a slightly higher percentage (24%) of respondents are willing to be assessed some amount of money in order to obtain city water than they were in 1999 at 19%. Twelve percent of respondents are not satisfied with well water but are **not willing** to pay an assessment to obtain city water.

Table Q39.1 of those with Well Water (from Q38)

	#	%	% of Not Satisfied
I am satisfied with well water	118	59.0%	
I am not satisfied with well water and I'm willing to pay over a 20 year period:	48	24.0%	
I am willing to be assessed UP TO \$10,000	30	15.0%	41.1%
I am willing to be assessed BETWEEN \$10,000 to \$15,000	11	5.5%	15.1%
I am willing to be assessed MORE THAN \$15,000	7	3.5%	9.6%
I am not satisfied with well water , but I am NOT Willing to pay an assessment to obtain city water.	25	12.5%	34.2%
No Response to Q 39	9	4.5%	
Total	200	100.0%	

Figure Q39.1



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Figures Q39.2 and Q39.3 highlight responses to Question 39 by neighborhood. Neighborhood #3 has the largest number of reported homes with well water, approximately 74 respondents. As Figure Q39.3 illustrates, Neighborhood #3 was also predominantly satisfied with well water and not interested in obtaining city water. Neighborhood #5 also had a high number of households who reported that they have well water, with 59 respondents.

Figure 39.2 Households with Well Water

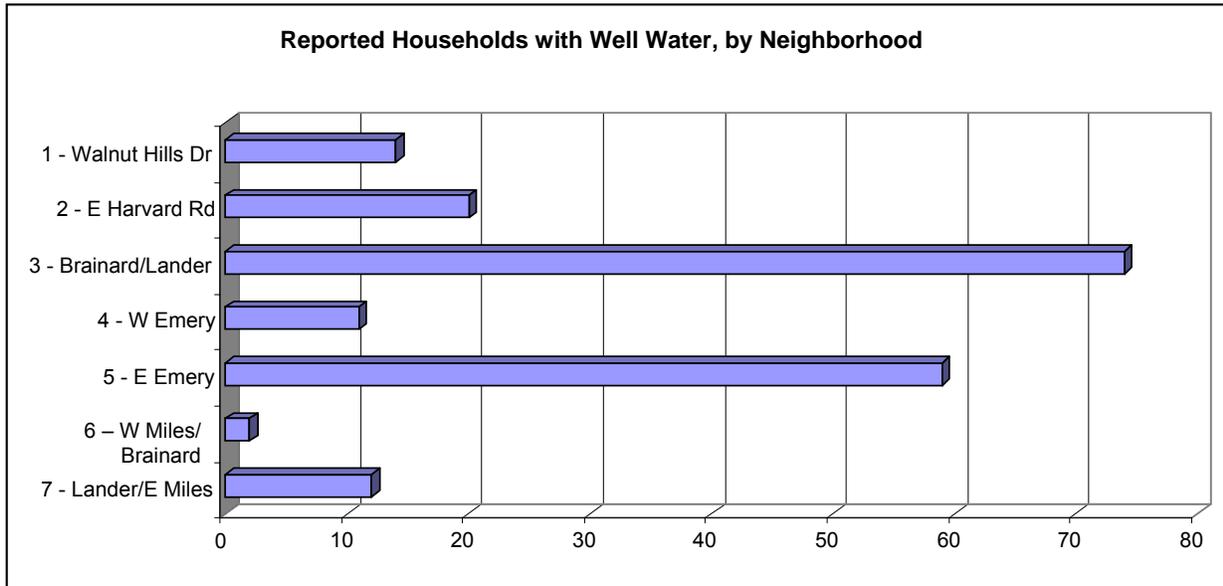
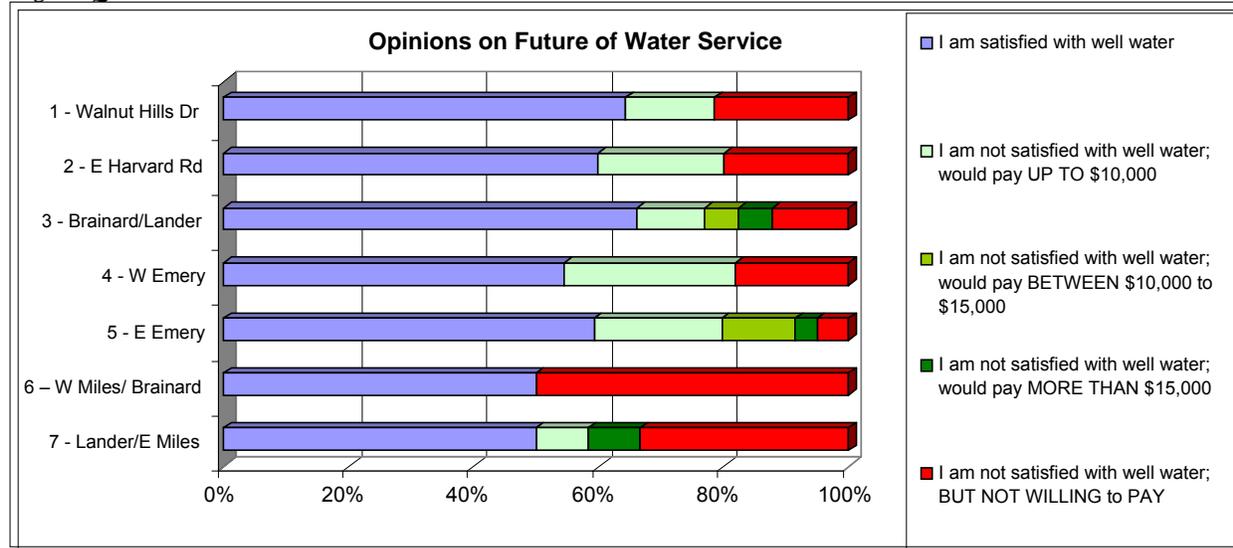


Figure Q39.3



Q40. *If the level of existing community services delivered remained the same, would you support partnering with neighboring communities for the delivery of such services on a regional basis?*

The survey provided a small background paragraph on inter-municipal cooperation and regionalism. Of all those who responded to the question, 60% reported that they supported partnering with neighboring communities for the delivery of municipal services based on the premise that the level of services would remain the same. Approximately one in four respondents was unsure if they were willing to support such

Orange Village 2007 Community Survey

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a partnership, which suggests that they need more information before they can make a decision. Less than 10% of all respondents reported that they do not support an arrangement

Figure Q40

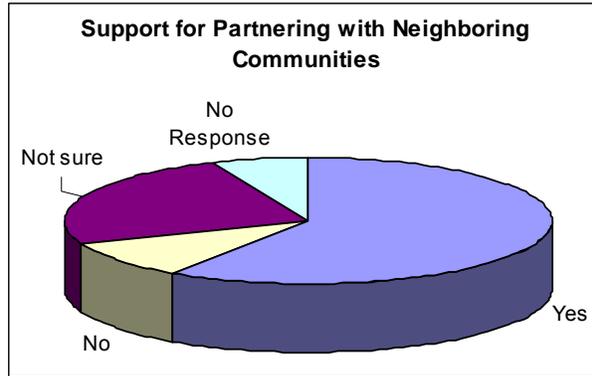


Table Q40

	#	%
Yes	294	63.5%
No	48	10.4%
Not sure	121	26.1%
Total Responses	463	100.0%
No response	31	6.7% of 494

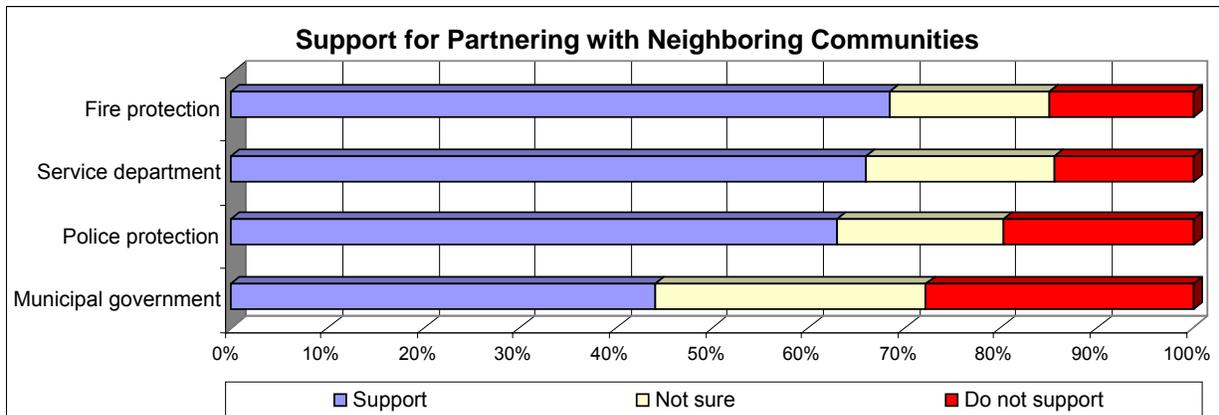
41. Which community services would you support partnering with neighboring communities if those services would be provided more efficiently and/or more effectively?

The vast majority of respondents were supportive of partnering with neighboring communities for more efficient and effectively delivery of various municipal services. Respondents were most supportive of partnering for Fire Protection (62.8%), followed closely by Service Department (59.9%) activities and Police Protection (57.1%). Respondents were less supportive of combining Municipal Government services (38.9%), and more were unsure, 25% compared to 15% to 185 for the other three, again suggesting that they may need more information before making a decision.

Table Q41

	Police Protection		Fire Protection		Service Department		Municipal Government	
	#	%	#	%	#	%	#	%
Yes	282	62.9%	310	68.4%	296	65.9%	192	44.0%
No	88	19.6%	68	15.0%	65	14.5%	121	27.8%
Not Sure	78	17.4%	75	16.6%	88	19.6%	123	28.2%
Total Responses	448	100.0%	453	100.0%	449	100.0%	436	100.0%
No Response (% of 494)	46	9.3%	41	8.3%	45	9.1%	58	11.7%

Figure Q41



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Q42. 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.

When given the chance to provide any other comments, 96 respondents took advantage of the opportunity. The comments were varied and in many cases were repeats of comments that respondents had made in other sections of the survey. The complete list of the write-in responses is included in the Appendix.

III. DEMOGRAPHIC QUESTIONS

Q43. How long have you been a resident of Orange Village?

Of the 474 people who answered Question 43, the majority have been longtime residents of Orange Village. The most commonly reported length of residency was between 11 and 20 years at 23.4%. A high percentage of respondents have also resided in Orange Village between 21 and 30 years (18.6%). Collectively, nearly 59% of all respondents have lived in the Village for 11 or more years. Fewer than 6% of respondents have resided in their community for less than two years.

When cross-tabulated by neighborhood, Neighborhoods #3- Brainard/Lander and #5-East Emery had some of the longest tenured households, having lived in Orange Village for more than 30 years. Neighborhood #2-East Harvard also had a high percentage of respondents' report that they have lived in the Village between 21 and 30 years. Among the seven neighborhoods, Neighborhood #2-East Harvard has the highest number of respondents who have been residents of Orange Village for less than two years.

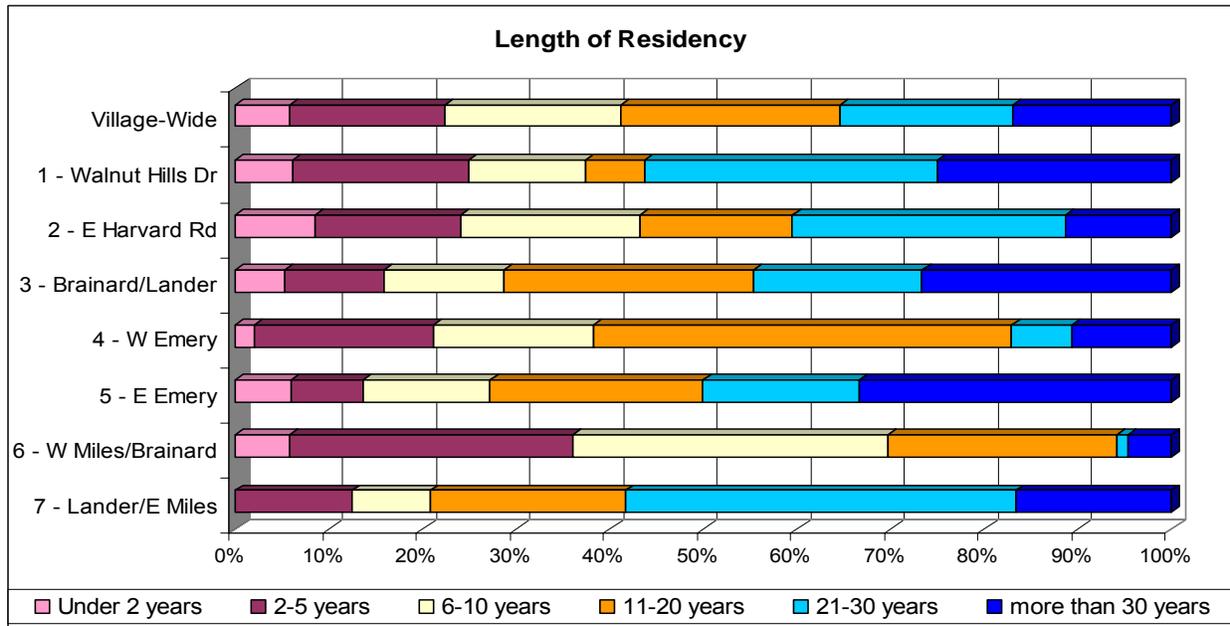
Table Q43

	Under 2 year	2-5 years	6-10 years	11-20 years	21-30 year	more than 30 years	Total
Village-Wide	28 5.9%	78 16.5%	89 18.8%	111 23.4%	88 18.6%	80 16.9%	474 100.0%
Responses by Neighborhoods							
1. Walnut Hills Dr	1 6.3%	3 18.8%	2 12.5%	1 6.3%	5 31.3%	4 25.0%	16 100.0%
2. E Harvard Rd	12 8.5%	22 15.6%	27 19.1%	23 16.3%	41 29.1%	16 11.3%	141 100.0%
3. Brainard/Lander	5 5.3%	10 10.6%	12 12.8%	25 26.6%	17 18.1%	25 26.6%	94 100.0%
4. W Emery	1 2.1%	9 19.1%	8 17.0%	21 44.7%	3 6.4%	5 10.6%	47 100.0%
5. E Emery	4 6.1%	5 7.6%	9 13.6%	15 22.7%	11 16.7%	22 33.3%	66 100.0%
6. W Miles/ Brainard	5 5.8%	26 30.2%	29 33.7%	21 24.4%	1 1.2%	4 4.7%	86 100.0%
7. Lander/E Miles	0 0.0%	3 12.5%	2 8.3%	5 20.8%	10 41.7%	4 16.7%	24 100.0%

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Figure Q43



Q44. How much longer do you plan to live in Orange Village?

More than half of all respondents reported that they plan to reside in Orange Village for at least 11 or more years. The most common response was 11 to 20 years, with close to 33.4% reporting that they plan to live in the Village for that long. The next largest percentage of respondents (26.1%) reported that they plan to stay in Orange Village for six to 10 years. Numerous respondents noted that they plan to live in Orange Village until they pass away. In contrast, 50% of respondents 85 years and older plan to move in the next five years, compared to about 23% of both 55 to 69 year olds and 70 to 84 year olds, reflecting perhaps the lack of retirement housing options for older residents.

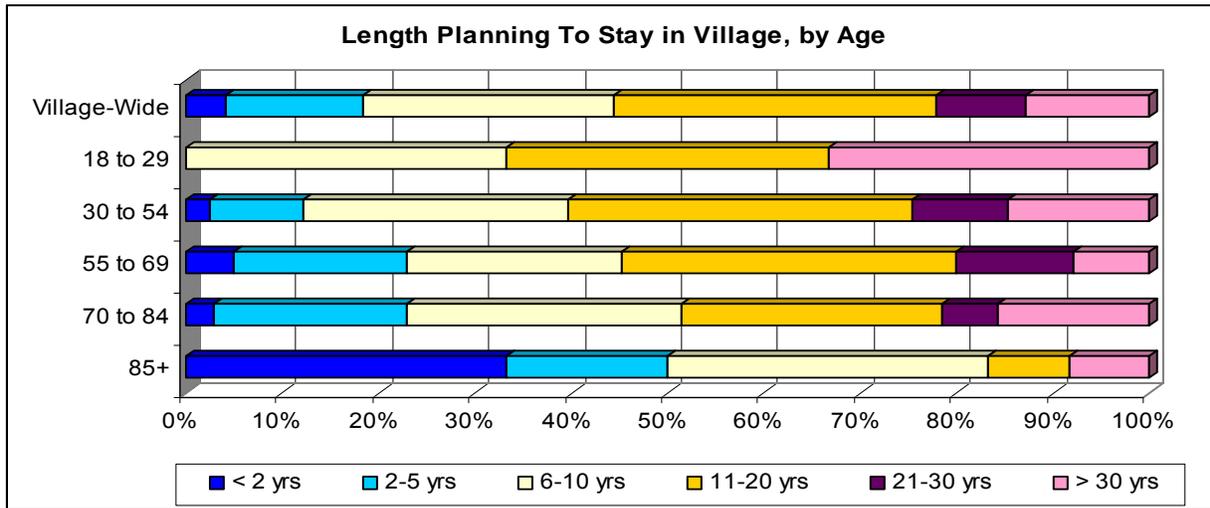
Table Q44 How much longer do you plan to live in Orange Village

	Total Respondents							No Response
	Under 2 years	2-5 years	6-10 years	11-20 years	21-30 years	more than 30 years	Total	
Village-Wide	18 4.1%	62 14.2%	114 26.1%	146 33.4%	41 9.4%	56 12.8%	437 100%	57 11.5%
By Age Group								
18 to 29	0 0.0%	0 0.0%	1 33.3%	1 33.3%	0 0.0%	1 33.3%	3 100%	1 25.0%
30 to 54	5 2.5%	20 9.8%	56 27.5%	73 35.8%	20 9.8%	30 14.7%	204 100%	17 7.7%
55 to 69	7 5.0%	25 18.0%	31 22.3%	48 34.5%	17 12.2%	11 7.9%	139 100%	4 2.8%
70 to 84	2 2.9%	14 20.0%	20 28.6%	19 27.1%	4 5.7%	11 15.7%	70 100%	9 11.4%
85+	4 33.3%	2 16.7%	4 33.3%	1 8.3%	0 0.0%	1 8.3%	12 100%	2 14.3%

Orange Village 2007 Community Survey

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Figure Q44



Q45. Which of the following best describes your current residence?

The overwhelming majority of respondents reported that their current residence was a single-family house. Approximately 86% of all respondents live in a single-family house as compared to 14.3% who reported that they currently reside in a condominium or townhouse. This closely reflects the 2000 U.S. Census where 84% of all housing units were reported to be single-family houses.

Figure Q45

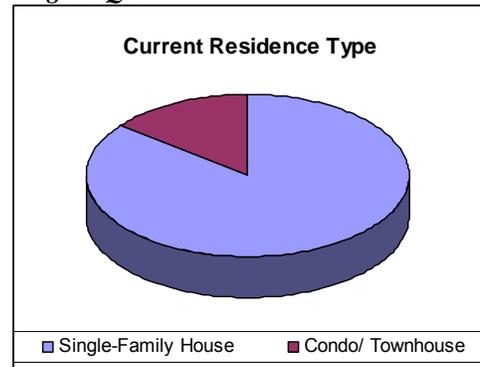


Table Q45

	#	%
Single-family house	407	86%
Condominium/townhouse	68	14%
Total	475	100%
No Response	19	3.8% of 494

Q46. What is the total number of people living in your household?

Overall, two-person households were the most commonly reported household size among respondents. Approximately 40% of all respondents live in a two-person household. The next most common household size reported was four-person households, at 20%. Both one-person households and three-person households were relatively equally reported by respondents at roughly 14%. Few families have five or more person households, which mirrors national statistics of declining household size.

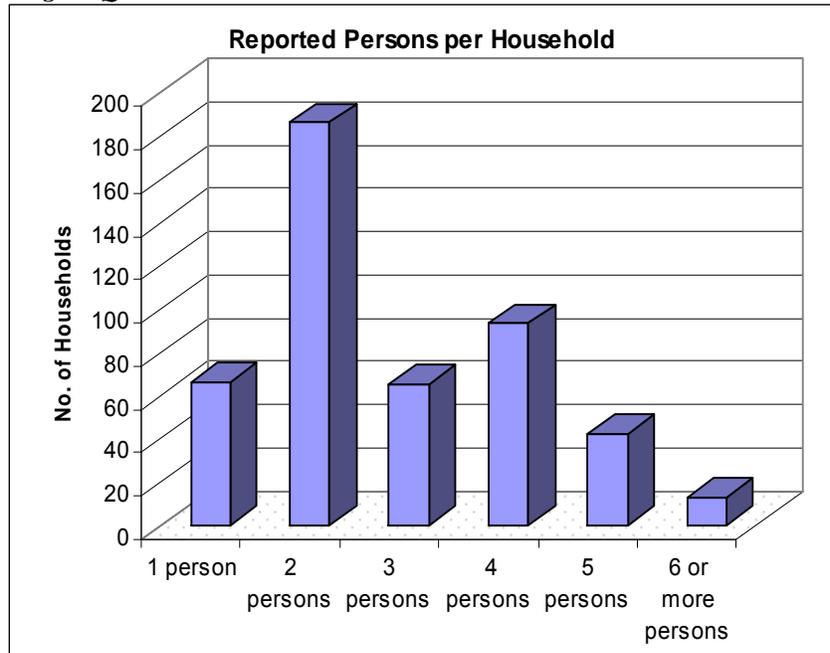
Orange Village 2007 Community Survey

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Table Q46

	#	%
1 person	66	14.2%
2 persons	186	40.0%
3 persons	65	14.0%
4 persons	93	20.0%
5 persons	42	9.0%
6 persons	10	2.2%
7 persons	3	0.6%
Total Respondents	465	100%
No response	29	5.9% of 494

Figure Q46



Q47. Please indicate the number of people in your household that are in each of the following age groups.

There were 467 people who responded to Q47, which was asked to determine the age distribution among household size. Over half of all the respondents had a member of his or her household who was between 30 and 54 years old. The next largest age group among respondents was between 55 and 69 years old (37%), while more than one-fifth of respondents have a household member over the age of 70. In the 2000 U.S. Census, Orange Village was reported to have 31% of its households having an individual that was 65 years or older.

The average persons per household for households responding to this question is 2.78, which is nearly the same as that reported in the 2000 US Census – 2.75.

Table Q47

Age Groups	Respondent Households that have Occupants in Age Range		Number of residents in age range	% of residents in Respondents' Households
	#	%		
0-10	104	22.3%	183	14.1%
11-17	104	22.3%	149	11.5%
18-29	79	16.9%	108	8.3%
30-54	247	52.9%	432	33.3%
55-69	173	37.0%	271	20.9%
70+	109	23.3%	154	11.9%
Total Respondents	467		1,297	100%
Average Persons per Respondent Household	2.78			

* Percent of total number of respondents (467). Since households can have occupants of various ages, the percentages do not add up to 100 %.

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Q48. What is your age?

The largest percentage of respondents reported being between 30 and 54 years old. Approximately 48% reported to be between 30 and 54 years old, while the next largest group, 55 to 69 years old, was reported by over 31% of all respondents. Nearly 20% of all respondents are at least 70 years old, with 3% of them over the age of 85 years old, an age that typically has more needs than other age groups.

Figure Q48

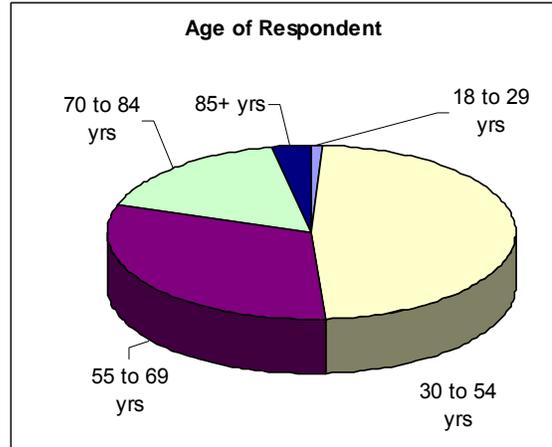


Table Q48

	#	%
18-29 years	4	1%
30-54 years	225	48%
55-69 years	146	31%
70 – 84 years	79	17%
85+ years	14	3%
Total Responses	468	100%
No Response	26	6.7% of 494

Q49. Please indicate the category that best describes your household's annual income before taxes?

Of the 405 respondents who answered Question 49, over 40% reported that their annual household income was \$150,000 or more. About one in four reported earning between \$100,000 and \$149,000 (25.2%) and another 23.2% reported earning between \$50,000 and \$99,000 before taxes annually. The smallest percentage of households reported earning under \$50,000 annually (11.4%). In the 2000 U.S. Census, the 1999 median household income was \$89,660.

Figure Q49

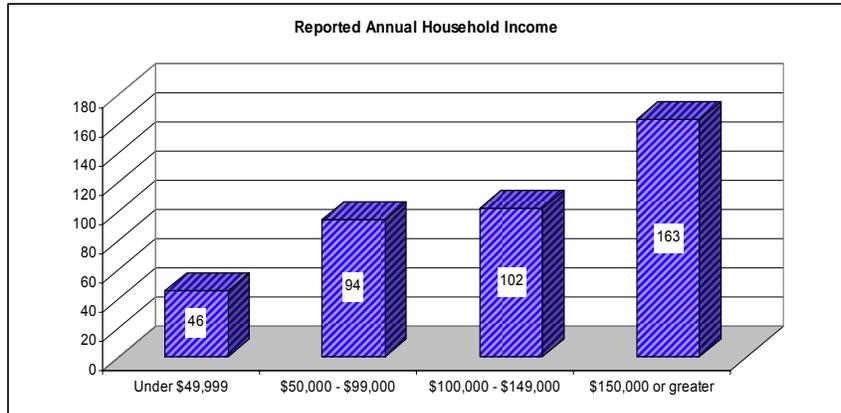


Table Q49

	#	%
Under \$49,999	46	11.4%
\$50,000 - \$99,999	94	23.2%
\$100,000 - \$149,999	102	25.2%
\$150,000 or greater	163	40.2%
Total Responses	405	100%
No Response	89	18.0% of 494

Orange Village 2007 Community Survey

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Q50. Please indicate what you believe to be the fair market value of your home?

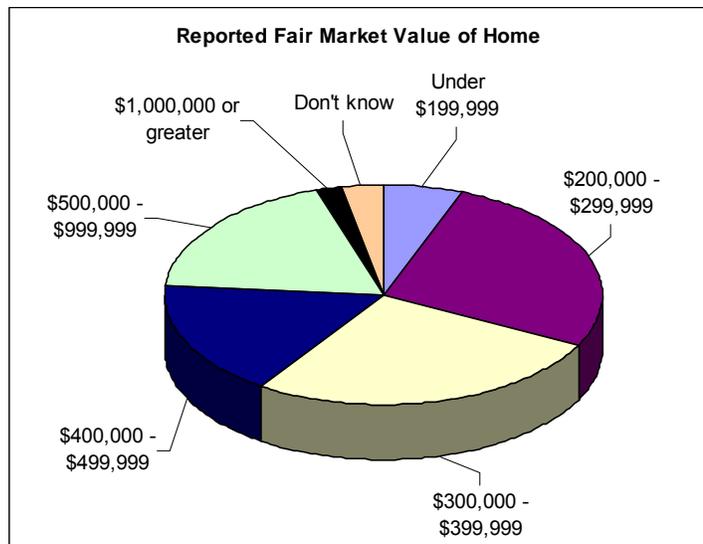
Of the 450 people who answered Question 50, many reported that their homes had relatively high market values. The most common value that respondents reported was between \$300,000 and \$399,999 at 26.9%, while another 26.7% of respondents reported a value between \$200,000 and \$299,999. A large percentage of respondents reported that their home's market value was between \$400,000 and just under \$1 million, a combined 35.8%. While 3% of all respondents did not know the fair value market of their home, nearly 2% reported that their houses were worth a million dollars or more.

In the 2000 U.S. Census, the median value of owner-occupied dwelling units was \$263,200; 30% of owner-occupied units were valued less than \$199,999, while only 8% were valued between \$500,000 and \$999,999, and no units were valued at one million dollars or more.

Table Q50

	#	%
Under \$199,999	26	5.8
\$200,000 - \$299,999	120	26.7
\$300,000 - \$399,999	121	26.9
\$400,000 - \$499,999	77	17.1
\$500,000 - \$999,999	84	18.7
\$1,000,000 or greater	8	1.8
Don't know	14	3.1
Total Responses	450	100%
No Response	44	8.9% of 494

Figure Q50



IV. FURTHER ANALYSIS

The Cuyahoga County Planning Commission prepared this report in fulfillment of its contractual responsibilities to the Village of Orange. While more in-depth analysis and further cross tabulating of the survey data is always possible, it is beyond the scope of this project. Such further analysis could contribute to more detailed identification of opportunities for the Village to pursue, yet, considering the high quality and quantity of data provided by the Orange Village resident survey, the findings reported in this document provide a wealth of information for the elected officials of Orange Village including ideas for ways in which the Village can improve its delivery of public services, and enhancing the overall quality of life for its residents.

Orange Village 2007 Community Survey

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Summary of Findings

Appendix of Written Responses

This appendix includes the actual comments and suggestions written by respondents to the questions on the survey form where space for comments was provided.

- Comments are presented as written; When one or two word comments were repeated, the number of times the comment was made is shown in parentheses after the comment – for example, on page A•2 seven people wrote in “No sidewalks” as an “Other” response to Question 2 and that comment is listed as “No sidewalks (7)”.
- Some responses included multiple topics and when this occurred, the topics were separated to enable grouping the comments by topic.
- The survey offered respondents numerous opportunities to expand on the choices provided and to make additional comments or offer suggestions or criticisms. Some respondents repeated their comments in more than one place, so repetition of a particular comment in two or more questions may or may not represent the opinions of more than one respondent.
- All responses are anonymous. The Cuyahoga County Planning Commission urges all readers to recognize that comments may or may not be substantiated by facts.

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APPENDIX OF WRITTEN RESPONSES

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APPENDIX OF WRITTEN RESPONSES

Write in responses to Questions that included “Other” response and Questions that asked for Comments and Suggestions.

Q1. What do you enjoy most about living in Orange Village?

#	Category	Actual Comments to Q1. “Other”
12	Location	
	Proximity to community facilities (3)	<ol style="list-style-type: none"> 1. So convenient to senior center, high school pool, library, Heinen’s 2. Very pleased, especially the park, summer concerts 3. Proximity to Garfield Museum and United Methodist Church
	Proximity to highway (3)	<ol style="list-style-type: none"> 4. Proximity to restaurants, shops, freeway, etc 5. Near interstate 6. Proximity to highway
	Proximity to shopping (3)	<ol style="list-style-type: none"> 7. Proximity to restaurants, shops, freeway, etc 8. Access to great shopping - Legacy, Eton, Miles Farmers Market 9. Proximity to Solon
	General location (3)	<ol style="list-style-type: none"> 10. Large home close to family and activities 11. Close to my children 12. General location
6	Character of community	<ol style="list-style-type: none"> 1. Character and quality of the community 2. Isolation from humanity 3. Not connected to public water and sewer systems 4. Peace and quiet-no street lights 5. Rural yet close to everything 6. Semi-rural character without being too far from civilization
6	Good neighbors	<ol style="list-style-type: none"> 1. Good neighbors 2. The wonderful people who reside here 3. Great community...warm, friendly neighbors...blended social backgrounds 4. The neighbors 5. The nice mix of people 6. Living in a neighborhood with friends
3	Village amenities	<ol style="list-style-type: none"> 1. Orange Village Park 2. Library services 3. Neighborhoods with sidewalks
2	Quality of village government	<ol style="list-style-type: none"> 1. Council is easy to talk to 2. Fireman, police, mayor, etc are fantastic, always available, friendly, makes it wonderful to live here.
5	Other	<ol style="list-style-type: none"> 1. Culture of eastern suburbs 2. Nothing used to happened here (problems on council and w/Mayor), liked it 3. All of the above 4. It’s great 5. My house just got broken into! Otherwise I would have said 'good' to safety

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

APPENDIX OF WRITTEN RESPONSES

Q2. What do you enjoy **least** about living in Orange Village?

#	Category	Actual Comments to Q2. "Other"
18	Lack of sidewalks and or street lights	<ol style="list-style-type: none"> 1. Cut the pretense that Orange is semi-rural, hold a referendum on sidewalks 2. Lack of sidewalks to ride bikes, walk, jog, etc 3. Lack of sidewalks/bike trails 4. Need sidewalks for walking 5. No sidewalks, no community center 6. Not enough sidewalks 7. Need sidewalks 8. No sidewalks/streetlights 9. Would like sidewalks and street lights 10. Need street lights 11. Need street lights on Emery Road 12. No sidewalks (7)
12	Change in character of village	<ol style="list-style-type: none"> 1. Change in character of village 2. Deer culling program has turned me off. Will vote only for those against 3. Encroaching "city-ness", excessive legislative regulation 4. It is not semi-rural anymore, wish it was 5. Losing the semi-rural character 6. Mayor's changes making it less semi-rural 7. The semi-rural character enjoyed is changing fast to less rural, which is too bad 8. Too many big, new condos, destroying semi-rural character 9. Too many businesses! Loved rural character for years. No longer like that 10. Too much new restrictive legislation that reduces Orange's rural character 11. Loss of semi-rural character (2)
11	High taxes	<ol style="list-style-type: none"> 1. High property evaluation 2. Frequent school levies 3. High property taxes 4. Lower property tax 5. My Prop taxes higher than a house on 1.5 acres in Pepper Pike 6. Property taxes 7. Tax rate 8. Taxes 9. Taxes are way too high-they increase every 6 months to a year 10. Taxes too high 11. Taxes-property
8	Becoming overdeveloped	<ol style="list-style-type: none"> 1. Becoming overdeveloped 2. Building of homes or condos. Where's the greenspace? Pepper Pike is # 1 3. Developments 4. Increasing development, decreasing lot size, increasing traffic 5. Loss of green space 6. Most recent new construction seems focused on high density neighborhoods 7. Overdevelopment of small lot size building 8. The increase in housing (new) development
7	Service issues	<ol style="list-style-type: none"> 1. Publish pick up of recycled items 2. Poor snow removal 3. Snow plowing! 4. Snow removal 5. Water issues due to high water table 6. Need more wood chipping 7. Snow removal is poor

Orange Village 2007 Community Survey

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments to Q2. "Other"
7	Lack of public water/sewer	<ol style="list-style-type: none"> 1. No public water or sewers 2. Septic system 3. Septic tank, well - prefer to have public sanitary sewer and public water 4. Well water/ fuel oil/ septic system 5. Would like sewers 6. Well water (2)
6	Complaints about local government	<ol style="list-style-type: none"> 1. Village officials lack of consideration of individual property owners 2. Council politics 3. Mayor 4. The police & political system are corrupt 5. Unresponsive local government that does what it pleases 6. We're turning into another Bentleyville-council and Mayor
6	Deterioration of homes and landscape	<ol style="list-style-type: none"> 1. Can't get garbage represented as art-work off neighbor's property 2. Cars for sale in front yards 3. Deterioration of homes and landscape 4. Homes and yards not maintained in neighborhood 5. Maintenance on some homes is not kept up 6. Unwillingness or inability to require property upkeep and maintenance
5	Lack of community center/pool	<ol style="list-style-type: none"> 1. Better community center 2. Lack of a rec center 3. Lack of a recreation center for Orange residents, too small swimming facility 4. No community center 5. Would like a real community pool not just one for young kids
5	Traffic issues	<ol style="list-style-type: none"> 1. Too much traffic including emergency vehicles, autos sold in front yards 2. Traffic enforcement on my road 3. Traffic, speeders 4. Speeding on Jackson Rd-little enforcement of speed limit 5. Rush hour traffic at Lander Circle
3	No sense of community	<ol style="list-style-type: none"> 1. Lack of sense of community - school quality appears to have declined 2. More discipline needed with higher income children and Warrensville apt children 3. There is not a sense of community as much as other communities (Solon)
2	Deer population problem	<ol style="list-style-type: none"> 1. Deer eat our shrubs 2. Too many deer ruining flowers, shrubs, etc
2	RITA	<ol style="list-style-type: none"> 1. RITA - why, how does it work, can it be made simpler? 2. RITA tax
2	Housing Issues	<ol style="list-style-type: none"> 1. Limited availability of new housing 2. Our homes have not increased in value in comparison to Moreland Hills and Pepper Pike.
4	Other	<ol style="list-style-type: none"> 1. Ordinance enforcement 2. Lack of district sports program for K-6 3. Beechmont CC has fans on its property that are too noisy. They abut my backyard on Orangewood drive and they refused to stop using them. I met with the law officer and the mayor regarding this. 4. Use of reverse 911 for non-emergency information
14	No Issues	<ol style="list-style-type: none"> 1. Nothing - it's great 2. Nothing I don't like 3. Nothing, all good 4. There is nothing I don't like about Orange 5. There is nothing we don't like 6. We love it here, no complaints 7. Nothing (8)

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

APPENDIX OF WRITTEN RESPONSES

Q3. Where do you get information about Village meetings, activities and issues?

#	Category	Comments to Q3. "Other"
10	Email	
2	Local retail	<ul style="list-style-type: none"> ▪ Heinens, Mom's Diner ▪ Mom's Diner
1	Council meetings	<ul style="list-style-type: none"> ▪ Residents not allowed to speak until after executive session, and then too late
1	Reverse 911	<ul style="list-style-type: none"> ▪ Love the Reverse 911 bulletin board - it's the best idea ever.
1	Don't know yet	
1	School newsletter	
1	Television	

Q4. How would you prefer to get information about Village meetings, activities and issues? Some people included comments, listed below by category.

#	Category	Actual Comments/Suggestions to Q4.
10	Newsletter	<ol style="list-style-type: none"> 1. More informative newsletter that comes out quarterly 2. A monthly newsletter 3. Community newsletter - more frequent editions 4. Like paper copy of the newsletter 5. Monthly newsletter mailing listing issues, legislation and meetings 6. More news in the newsletter 7. Hard copy of newsletter 8. More newsletters 9. No other way, I have no computer, no access to email 10. Village should send out dates in newsletter
5	Website	<ol style="list-style-type: none"> 1. A current, well-maintained, interactive website 2. Better website information 3. Website is not always updated 4. Website updates monthly 5. Web site is not informative about what's going on in village
4	Email	<ol style="list-style-type: none"> 1. Email reminders with link to website 2. Email, several weeks in advance of event or meetings 3. Email newsletter that is way more informative than the email of the council minutes we now receive. There is a lot of lawyer speak and very little information. 4. Meeting minutes that are emailed would be helpful if they actually said something
2	Direct mail	<ol style="list-style-type: none"> 1. Monthly letter of issues in the village, not a newsletter 2. Send mail every time there is a meeting and what it is about
2	New residents	<ol style="list-style-type: none"> 1. Did not receive new resident packet 2. Would be interested in getting the newsletter
3	Other	<ol style="list-style-type: none"> 1. Allow residents to speak at beginning of council meetings 2. Another marquee sign 3. Initiate public postings in Community - school, grocery store, gas stations

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APPENDIX OF WRITTEN RESPONSES

Q8g. What else would you like to see included on the Orange Village Website? Listed by category:

#	Category	Actual Comments/Suggestions to Q8g.
35	Add Specific Information	
	General items to add (11)	<ol style="list-style-type: none"> 1. "Did you know" articles about the people who live in the Village 2. Ability to download the newsletter as a pdf from the website after getting an email note that it's there 3. Add a complaint section, also shed light on tax increases 4. Add master land use plan 5. Audio streaming 6. Dates that the information is posted 7. Information about this survey 8. More links. Issues to be addressed 9. Weather 10. Schedule of committee meetings 11. Police arrests
	Community events and issues (9)	<ol style="list-style-type: none"> 1. All village information 2. All village meetings schedule, activities, park. Should have everything to help people know the village better 3. I am interested in news about Orange and what is going on, NOT when meetings are 4. Local activities and events 5. More community information on council discussions 6. More complete community calendar; things to do in the area; accurate temperature 7. More detail of issues being discussed by the village 8. Overall information about issues that are going on in the village 9. Village town hall meetings
	School information (5)	<ol style="list-style-type: none"> 1. School closings 2. School closings, complete text and status of all proposed/pending ordinances 3. School events open to the public 4. School sports schedules and scores, exact information on utility contracts, opt-in and opt-out practices and guidance 5. School, Community Recreation phone numbers/contacts
	Information on regulations (3)	<ol style="list-style-type: none"> 1. Copies of village forms (i.e. housing) 2. More information about persons wishing to do business in the Village - ex Well digging for gas and oil. 3. More information on personal property, zoning laws and codes - i.e. procedures for home improvements, additions, and outbuildings for example
	Recycling (3)	<ol style="list-style-type: none"> 1. Better information/understanding on what can be recycled specifically 2. Information on recycling of special items, (paint, tires) 3. Specific recycling instruction, services offered in the Village
	Ordinance details (2)	<ol style="list-style-type: none"> 1. Definition of terms specifically applicable to ordinance terminology. 2. Pending legislation; a dialogue page for questions and answers on issues; detailed minutes or digital recordings of public meetings to allow an understanding of the decision making process for meetings. I could not attend the monthly financial report.
	Contact information (2)	<ol style="list-style-type: none"> 1. Email addresses for other village officials besides the Mayor 2. More contact numbers, pools, etc
11	Interactive capabilities	<ol style="list-style-type: none"> 1. Ability to provide police department with my annual security code number 2. Alarm registration 3. Alarm system payment 4. Bring back a resident only (subscription free) interactive site 5. Comprehensive website to cover services of community-real time-filling out form

Orange Village 2007 Community Survey

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments/Suggestions to Q8g.
		that just turns into paper on your end is just a waste of resources.
		6. Confirmation of humus/wood chip orders (via email?)
		7. Ecommerce - pay bills, RITA Taxes, etc
		8. Notes from meetings - film meetings and play on website as they occur-allow input during viewing
		9. Orange rec/community education catalog and sign-up. Ability to pay/register monitored security system
		10. The online form for getting mulch didn't work. I never got my mulch. Also, updates on problems like why the power was out would be good. Site has no recent info, minutes, etc.
		11. I've emailed from the website and have received replies, which I appreciate
11	Meeting minutes	<ol style="list-style-type: none"> 1. All meeting minutes. Stop screening what public records can be placed on site 2. Committee meeting minutes, the proceeding of all committees established by Council should be transparent 3. Council minutes more up-to-date 4. Council voting record 5. Detailed minutes of all public meetings 6. Detailed minutes of committee and council meetings/P&Z meetings 7. I would like to see minutes to council meetings, committee agendas and committee meetings 8. Meeting minutes, pros and cons of issues 9. More up to date minutes of council, board and commissions 10. Posting of minutes quickly on day after the meeting 11. Unsanitized council meeting minutes, committee uncensored minutes, full text of pending legislation, use disclaimers as warranted
5	Updates	<ol style="list-style-type: none"> 1. Faster updates like if rubbish is collected on Saturday to confirm it on the website. Electric outages 2. Keep it updated with information that is too timely for the newsletter 3. More frequent updates (2) 4. More frequent updates regarding trash pickup 5. More up to date information, more knowledge about what is going on (as to expenses and proposals) so we can have a part in decisions and expenses
1	Clarity	<ol style="list-style-type: none"> 1. Make information clearer
16	Comments about General Internet Use	<ol style="list-style-type: none"> 1. Haven't been there enough to judge 2. Used only once 3. Have not used, will try it out 4. I never thought to look at it! 5. It's a waste of time 6. Less dependence on website for Village Business 7. Nothing else to spend money on. Need to spend less so taxes can go down! 8. Do NOT neglect those without internet service in the mistaken belief that everyone does or should have it. We have made the choice. 9. Have no computer, have no access to internet 10. Do not regularly check the internet websites (2) 12. We don't use the website (2) 14. I have never seen it (3)

Orange Village 2007 Community Survey

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APPENDIX OF WRITTEN RESPONSES

Q9b. Why don't you subscribe to the email news service from Orange Village? Other responses from those who have internet access.

#	Category	Actual Comments/Suggestions to Q9b.
7	No time	<ol style="list-style-type: none"> 1. No time 2. No time to read email already get 3. Too busy to check 4. Too busy to get more involved right now 5. Inundated with too much email already (3)
5	No interest	<ol style="list-style-type: none"> 1. No need 2. Not a priority 3. Do not want internet information 4. Don't want to spend all day in front of computer 5. Not interested in receiving info via internet
2	Internet connection issues	<ol style="list-style-type: none"> 1. Access to dial-up modem is limited 2. Can not rely on email or internet
2	Limited internet use	<ol style="list-style-type: none"> 1. Do not use the computer very often 2. Don't use internet enough to depend on it
2	Not sure why	<ol style="list-style-type: none"> 1. I think we applied but are no longer receiving it. 2. I was dropped off distribution for unknown reasons
5	Other	<ol style="list-style-type: none"> 1. Unfair that we can only speak at end of council 2. We have confidence in Council 3. Just haven't yet 4. Just moved here 5. Not aware there was important information for residents

Q11a. If you "Never" read or read only a "Few Issues" of the Community Newsletter, please tell us Why.

#	Category	Actual Comments/Suggestions to Q11a.
6	No time	
5	Too busy	<ol style="list-style-type: none"> 1. Other things to do 2. So much to read, so little time 3. Too busy (3)
3	Don't see it	<ol style="list-style-type: none"> 1. Gets lost with the rest of the junk mail 2. Not aware of 3. Probably gets tossed
3	Issue with Newsletter	<ol style="list-style-type: none"> 1. Many articles seem to be repeated. 2. Newsletter sometimes delivered after events have occurred. 3. Too long
2	Never received it	
2	New resident	
3	Other	<ol style="list-style-type: none"> 1. Don't know 2. No access 3. Very informative and well written

Orange Village 2007 Community Survey

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APPENDIX OF WRITTEN RESPONSES

Q12.f. What else would you like to see included or changed in the newsletter?

#	Category	Actual Comments/Suggestions to Q12.f.
32	Add Specific information	
	Add neighborly information (7)	<ol style="list-style-type: none"> 1. All resident views/ editorials, solicit/request community activity, committee sign-ups 2. Candid photos from around the Village, police blotter 3. Information about recent Orange graduates who stay in the village 4. Residents perspective corner 5. Orange Village people in the news-profiles 6. Personal info at Community -PPL/places things (Neighborly info.) 7. Spotlights on residents, council members, committee members, etc
	Add news on activities (5)	<ol style="list-style-type: none"> 1. A mention of the displays put in the display case at different times 2. Activities at the senior center 3. Community services (like parks and rec sports, etc) 4. Have a calendar regarding events and important phones numbers 5. More info on village activities, plans
	Add local news/ issues (4)	<ol style="list-style-type: none"> 1. Local news 2. Pros and cons discussion of issues 3. Real issues, usually it is overall view of Orange and then information on woodchips, fire safety, garbage pickup etc 4. More news, less politics
	Add meeting information (4)	<ol style="list-style-type: none"> 1. Issues and topics that are going to be covered in meetings 2. Meeting minutes 3. Notes, minutes, proposals 4. Review council issues
	Zoning/ development/ property maintenance (4)	<ol style="list-style-type: none"> 1. Future events and issues of planning and development 2. General alert to citizens to maintain property 3. More zoning issues 4. Real estate transactions and sale prices/property values
	Add service Information (3)	<ol style="list-style-type: none"> 1. Garbage pick-up dates and recycling info. 2. Up-to-date information about gas price contracts (dominion gas) 3. When garbage dates change, make this front page news for all to see
	Proposed ordinances (3)	<ol style="list-style-type: none"> 1. More discussion of proposed ordinances 2. No one asked the public about the deer culling program. We should have voted on it 3. Pending legislation pros and cons
	School district information (2)	<ol style="list-style-type: none"> 1. More info on the school system's accomplishments and concerns 2. More school notes academic achievements special kids etc
11	More informative	<ol style="list-style-type: none"> 1. If mayor is going to write a column it should say more 2. Just be 100% informative 3. More comprehensive 4. More details on articles 5. More information and strategic timelines and methodical information (2) 7. More informative – strategic 8. The truth about village hall 9. Would like to hear about what is really happening versus the sanitized information we receive 10. Add more detail of village business 11. Information on how our village can begin building environmental plans to save money on utilities and to help the environment

Orange Village 2007 Community Survey

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments/Suggestions to Q12.f.
4	Do nothing	<ol style="list-style-type: none"> 1. Any additional communication would be overkill 2. I think it is very good as it is 3. Looks good 4. Do not spend more money on it-reduce taxes
4	Editing/production	<ol style="list-style-type: none"> 1. Difficult to read on dark Orange paper! Font is too small 2. I find some of the articles poorly written. They should be edited for grammar 3. It should be printed on recycled paper 4. It is too long, nothing important in it
3	Eliminate redundancy	<ol style="list-style-type: none"> 1. Eliminate the letter from the mayor. She keeps saying the same thing issue after issue, year after year 2. Remove mayor's column-its repetitive 3. Some "fresh" information would be nice. Same old stuff.
3	Increase frequency	<ol style="list-style-type: none"> 1. Publish bi-weekly 2. Send out more frequently - every 2 weeks or each week depending on costs 3. Some good things, some fluff. Send more often
3	Other	<ol style="list-style-type: none"> 1. No where for residents to give opinions about service garage size of \$. Should be a tear-off slip for residents' comments 2. Regional information and events 3. We don't read it

Q14. Do you have any suggestions on ways the Village can improve communication with or disseminate information to residents?

#	Category	Actual Comments/Suggestions to Q14
18	Email/internet	<ol style="list-style-type: none"> 1. A summary document should be prepared listing all potential services/benefits available to residents. Probably a PDF file so it can be constantly updated. Until receiving this survey, for example, I didn't know about winter shoveling service for seniors 2. Email or post card reminders the weeks when garbage pickup will be delayed 3. Email the newsletter to house email addresses 4. Email to all residents in home 5. Email would be great 6. Email/internet 7. Emails sent out weeks in advance indicating events and meetings 8. Internet emailings 9. More email 10. More mailing on emails regarding what goes on in Council and Planning and Zoning 11. RSS/Podcasts of council meetings 12. Save village money by sending everything by email 13. Set up wireless in Village at nominal fee. Pepper Pike is moving in wireless effort city-wide 14. The website should publish the entire ordinance, not just the title 15. Through email, TV station (1 hour per week) or via internet or via CD prepared by OV center and we can buy them 16. Email(3)
17	More detailed information	<ol style="list-style-type: none"> 1. Detailed meeting minutes 2. Direct--Concise--All-inclusive--Brief mailings or when appropriate, reverse 911 type calls 3. Expand newsletter. If website is so useful, why not print it and send it to those of use without internet?

Orange Village 2007 Community Survey

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments/Suggestions to Q14
		<ol style="list-style-type: none"> 4. In newsletter list dates for Village meetings 5. It would be good to receive information that affects our particular neighborhood, street repairs, zoning changes, etc 6. Just be honest and to the point 7. Mailings before issues considered, times for input before votes. 8. More information about the new constructions and how it's going to change traffic patterns 9. Post on website minutes of all council and committee meetings. These may be summaries that include notations that comments by named residents were made. Audio tapes of complete sessions should be copied to CDs or DVDs and maintained indefinitely. Removal of all notations that any comments were made is a form of editorializing itself, if not censorship. 10. Post uncensored/full text information on website 11. Provide information prior to making decisions 12. Provide more information about meetings and council: zoning and safety forces. I get more information from the Chagrin Valley times than I do from Orange 13. Rather than making every delivery a hidden campaign piece, lets just get the truth 14. Stop council or mayor from trying to protect the residents. Residents are entitled to all information. Now what council or mayor thinks the residents may want to know. 15. Tell it precisely 16. The council meeting minutes should give the details, not just what was voted. 17. Would like to know a lot more about how council and mayor make decisions, conduct Village business, etc
7	More frequent mailing	<ol style="list-style-type: none"> 1. A bit more frequent publication, shorter notes, an email newsletter could accomplish this 2. A shorter newsletter, but distributed more frequently throughout the year 3. Monthly newsletter 4. Monthly newsletter mailing, see q4, does not need to include propaganda - just facts, in bullet form 5. More frequent letter regarding general issues, i.e. Emery Rd project when it was happening. 6. Neighboring cities like Pepper Pike often send letters to their residents from the mayor with important information that has always been a nice way of communicating important information. 7. Those of us who have no internet need more than quarterly information
6	Involve residents more	<ol style="list-style-type: none"> 1. Council needs to be more communicative and friendly. Usually a majority of council members are cold, condescending, and don't seem to really want the residents input. 2. Have us vote on things that affect us 3. I would like for the service department to solicit residents' opinions/ wishes (when feasible) when an infrastructure project that affects the residents' property is undertaken. 4. Involve residents in meetings that allow 2-way communication. Have focus groups to engage in dialog about community issues. Respect the input on issues by residents. There has been harsh verbal treatment to residents who come to council meetings with the best intentions, but are scolded by council members for never attending before to become educated on the issues. This kind of offensive welcoming has limited the attendance and participation of residents. 5. Permit dialogue at council meetings and have residents serve on all committees. Mayor should return residents' calls; mayor needs to be more truthful when she responds. 6. Tear slip for residents to fill out and return for opportunity to speak up about controversial issues, not just with mayor. Tear slip should be compiled and addressed by council

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#	Category	Actual Comments/Suggestions to Q14
5	More open dialogue	<ol style="list-style-type: none"> 1. Change council format to interactive dialogue, 2. Elected officials need to be more open and truthful. Elected officials need to represent residents not themselves 3. Fewer closed sessions 4. More open discussion format council meetings 5. Stop having secret meetings
5	Other suggestions	<ol style="list-style-type: none"> 1. Keep phone hotlines updated 2. Newsletter availability at drop-off locations 3. Use school for flyers home 4. Through the home owners associations 5. We need our own warning siren to alert all in the Village to a coming disaster and not relying on Pepper Pike or Solon sirens. I've called two to Orange City Hall, and nothing has been done so far.
5	Printed newsletter	<ol style="list-style-type: none"> 1. I like hard copies of the newsletter 2. I prefer receiving the newsletter in printed form 3. I read all the newsletters, if you send them by mail 4. More hard copy, less reliance on electronics -- missing a large percentage of seniors 5. Prefer to receive the newsletter in the mail
4	Direct mailing	<ol style="list-style-type: none"> 1. Additional mailers for special events 2. Direct mail 3. Direct mailings to residents 4. Placing info in mail boxes
4	Fine as is	<ol style="list-style-type: none"> 1. Already being done very well 2. Doing great 3. Satisfied 4. They do a great job
4	Respond promptly	<ol style="list-style-type: none"> 1. How about a telephone call back to the resident when a concern arises (such as the building department)? 2. Mayor needs to respond promptly and honestly permit citizens to speak to council and mayor at meetings 3. Phone calls returned 4. When I call village hall with questions, I usually get voice mail and call are not returned
3	Cable	<ol style="list-style-type: none"> 1. Cable access (other than Orange Vision, which is school-specific) 2. Council meetings and info on cable TV 3. Use cable 22 at H.S. to better effect-news program produced by H.S. kids
3	Email subscription campaign	<ol style="list-style-type: none"> 1. Email list serve sign-up campaign for subscribers 2. Make more residents aware of email service but don't clog email notices with non-pertinent nonessential information 3. Mention the email information in the next newsletter
3	Reverse 911 comments	<ol style="list-style-type: none"> 1. Automated service good 2. Do not use reverse 911 for non-emergency communications - Like reminding us about the community picnic 3. Don't use reverse 911 as a bulletin board; it should only be used for emergencies. Also, many of the calls are blocked by the "telezapper" device.
2	More meetings	<ol style="list-style-type: none"> 1. More Town Hall meetings (without Council's looming presence, which stifles discussion). 2. More Village Meetings
5	Other	<ol style="list-style-type: none"> 1. Don't spend more money 2. I will not disclose, I elected people to be able to do problem solving. Do your jobs.

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#	Category	Actual Comments/Suggestions to Q14
		3. If not for sign boards, I would rate #13 very poor
		4. The Service Dept is excellent
		5. You are not too communicative

Q15h. "Other" community meetings and events that you attended in the past two years?

#	Category
3	Condo/Homeowners Association meetings
1	Committee meetings
1	Hearings
1	Meet council candidate
1	Picnics
1	Special meeting on Sewer issue
1	Village holiday decorations

Q16. What can the Village do to increase your participation in community meetings and events?

#	Category	Actual Comments/Suggestions to Q16
26	Can not/ will not attend	1. Add hours to the day 2. Don't have the time right now; I would like to just stay informed. I may participate more in the future but not right now 3. Hire me an assistant! 4. Husband and I work full time and often late, perhaps would attend during the summer 5. Nothing - working all the time 6. Nothing, I already volunteer a lot 7. Nothing, I am overextended in other areas of life. I am counting on good, honest people to run our community 8. Nothing...working full time, plus kids. 9. Nothing-too busy 10. No time for more meetings; Send info so I know what is going on. 11. We work, don't have time 12. We don't have any time to go to meetings, but more detailed agendas and minutes via email would be nice. It would also be nice if we could submit comment via email. 13. I participate all I can 14. It's up to me and my wife 15. Nothing; very good efforts to get community involved 16. They already do enough 17. Too busy (4) 21. Nothing (6)
22	Be receptive to residents' comments	1. Allow citizens the ability to disagree with council and mayor. Agendas are designed to stifle people. Councilman Braverman, Brown, Perry and Bram are rude and condescending. 2. Allow residents to ask questions and give truthful answers whether at meetings, in person conversations or phone conversations. 3. Be more inviting 4. Be more open with residents 5. Be nicer-very mean. Village hall not friendly.

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#	Category	Actual Comments/Suggestions to Q16
		<ul style="list-style-type: none"> 6. Be polite; listen to what I/we think about issues. Stop telling me/us what I/we should think! 7. Be receptive to citizens and listen to them 8. Be respectful and attentive to residents' questions and comments 9. Care more about what the people directly involved want and not the general public 10. Council and mayor need to be polite to citizens. Council and mayor need to give answers to residents at council meetings. 11. Have a more welcoming open attitude about the involvement of residents. The work and efforts of volunteers should be praised, not minimized. The committees that meet on a regular basis do not engage active participation by residents. They are comprised mainly of elected officials and individuals employed by the Village. Many of the same individuals control/participate multiple committees. 12. Have interest in what the community has to say rather than ignoring comments and shutting down discussion 13. Have the officials really been interested in the citizens not just the vote to keep their jobs. 14. I tried to attend one and was made to feel very unwelcome. I probably should have persevered, this is my government, but I was pretty put off by the glad handing. 15. Let residents hear pros and cons about its large proposed expenditures! Stop all new "dense" population buildings (such as condos) to retain "rural" character. 16. Listen to the needs and wishes of the village residents 17. Make village government more transparent. My perception is that council makes plans without considering citizen concerns. This survey is a step in the right direction if it is not dismissed as irrelevant. 18. Open dialogue meetings 19. Residents don't come to council meetings because we can't speak and get our questions answered 20. Respect and recognition for participation 21. Went to meetings earlier - 20 yrs ago, felt it was useless - our opinions were not important, I can't waste my time 22. When I have attended certain meetings, I feel that only those residents who are "regulars have input to which the mayor/council pay any attention.
19	Better publicity and meeting information	<ul style="list-style-type: none"> 1. Aside from meeting titles i.e. "planning and zoning" the topics to be discussed should be listed so if we were interested we would consider attending. 2. Be more specific as to meeting topics 3. Have more information about agenda items 4. I don't have time to drive past city hall to see when meetings are 5. Increase our awareness of how the issues affect our lives 6. Information 7. Making the public more aware of what is going on in the village 8. More communication from mayor and council may be once a quarter or once every 1/2 year state of the village report 9. Publicize meetings on specific topics 10. Notify residents regularly of meeting dates and topics 11. Publicize meetings and agendas 12. Share info before hand 13. The village is awful at letting residents know when there are meetings. They also schedule meetings with not a lot of lead time 14. Timely announcements 15. We had an issue with communication regarding a planning meeting; little was done on city's behalf to rectify their mistake. 16. Communicate directly to resident, either by us mail or email 17. Effectively communicate information prior to decisions

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#	Category	Actual Comments/Suggestions to Q16
		18. Flyer to the home 19. Direct mailing
8	Provide more activities	1. Activities for children 2. Charitable functions 3. More family events 4. More family oriented-build recreation center 5. More food variety and activities at Salute to Orange, bake sale, coffee, etc. 6. More social events 7. Offer more summertime activities at the park 8. The village needs to assist the neighborhoods within the Orange community in assembling neighborhood "events" so that you feel tied to your neighborhood or street-then next you feel tied to your community. Like helping plan block parties, etc.
8	Solicit residents to participate	1. Actively solicit residents pool of knowledge/expertise on specific projects, topics 2. Are you really interested in Village participation? From what I've read in Chagrin Valley times, the council is not interested in hearing from residents who disagree with them 3. Ask 4. Be invited to participate in substantive discussions 5. How can residents influence an issue that has already been decided by Orange Village government and you already know your fighting a lost cause? 6. Recognize the committees-appoint residents to the committees 7. Send list of groups to join and what they address 8. The council and mayor can be more transparent in their activities. The long range planning committee was full of individuals who wanted to become active in the community. Without good reason, the Orange City Council shut the committee down.
8	Improve meeting conduct/ procedures	1. Eliminate excess BS at meetings. Don't be so autocratic about some things. 2. Govern by consensus rather than autocracy 3. I once went to "meet the mayor" and she had another meeting scheduled, and seemed annoyed that I had come. 4. Keep petty squabbles out of the newspapers. We're a village, for heaven's sake. 5. Stop the power plays, infighting, and general political stupidity and work together like adults. Do what's best for Orange and community instead of for egos and factions 6. The few meetings we attend were boring. Too many egos, each council person wants to be heard and everything is redundant. Too much nitpicking 7. The last council meeting I went to was started 40 minutes late and the mayor sparred with someone for 1/2 an hour over a small detail. Unbearable! 8. Modernize and update and shorten meetings
5	No need to attend	1. I rent so most of the above activities do not apply to me 2. I think they are doing a good job. If I felt I needed to go to a meeting I would. 3. I vote for officials to do their job and leave it to them. I am very hands-off so long as things are running okay. 4. Start doing a BAD job and I'll get interested! 5. Not interested
5	Physical limitations	1. Getting older-not able to do much anymore 2. I am an elderly person with medical problems and not much energy. I am with you in spirit 3. I am unable to attend meetings physically any more, so I rely on written or TV to get information - which I like to know! 4. I'd like to go but limited mobility doesn't help 5. I'm 89, make me much younger....
5	Will attend when topic is of	1. I attend when the topic is something of interest. For example, put up a sound barrier along I-271 so that the noise to Orange Tree Estates is reduced

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#	Category	Actual Comments/Suggestions to Q16
	interest	<ol style="list-style-type: none"> 2. I don't like meetings in general so unless there is an issue that requires my direct involvement I probably would not attend routinely. 3. I just don't take the time for the others unless there is something specific I want to hear 4. I will attend meetings only when the subject is of particular interest. If you had a meeting to discuss review NOPEC, I would attend. Or RITA - why, how, nuts and bolts of the local tax system 5. Will attend when I feel strongly about issue presented
3	Meeting time inconvenient	<ol style="list-style-type: none"> 1. Don't have activities - all start late in the evening 2. Have meetings on Wednesdays 3. If Music at the Muni were earlier-like around 5 pm we'd be there! We have kids who go to bed at 7:30.
2	Conduct small group meetings	<ol style="list-style-type: none"> 1. Invite small neighborhood groups to discuss very local issues and concerns 2. Not sure, but would like to be more involved. Maybe special meetings - labeled as resident - to attend
2	Don't know	
2	Improve services	<ol style="list-style-type: none"> 1. Leaf and branch pickup needs to occur more often 2. Legislate fines on property owners with abandoned vehicles on their property
2	Improve technology	<ol style="list-style-type: none"> 1. Broadcast via web (web cast) w/email question capability 2. Wireless
2	Lower taxes	<ol style="list-style-type: none"> 1. Cut taxes 2. Lower my real estate taxes
2	Provide childcare	<ol style="list-style-type: none"> 1. Provide childcare 2. Provide me with baby-sitter service (HA!)
7	Other	<ol style="list-style-type: none"> 1. Have prize drawings for those in attendance 2. I can rarely attend council meetings and will try to make an honest effort in the future to attend. 3. Not spend more money on stupid political stuff. 4. The street that I live on has heavy traffic during business hours - the street should be renamed Harvard to Chagrin Speedway - the fastest shortcut in Cuyahoga County 5. Have transportation 6. More contemporary music for "Music at the Muni" 7. We don't attend because we always assume there will not be parking for music at the Muni and Salute to Orange

Q17c. Do you have any suggestions on ways to improve community events?

#	Category	Actual Comments/Suggestions to Q17c
11	Increase variety	<ol style="list-style-type: none"> 1. A band concert-music at the Muni? Also, some fiddles and banjo, folk music, bluegrass, jazz? 2. A Memorial Day event or salute to our veterans. I'm tired of going to other communities (Solon, Chagrin Falls, Auburn) for this event. 3. Consider joining other communities in events to exercise reality of regional success/survival. How about a joint event with Tremont neighborhood of Cleveland for example 4. Get professional athletes and musicians here 5. Have games such as horse shoes and/or bocci ball, shuffle board, etc 6. Have more health and fitness related events 7. Have more nature related events 8. I am interested in a knitting group and also a walking group

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#	Category	Actual Comments/Suggestions to Q17c
		<ul style="list-style-type: none"> 9. Summer concert series. Neighborhood pot-lucks and block parties 10. Would like to see new groups perform not necessarily younger but a variety of older groups not the same ones so often 11. More events
9	More activities for various age groups	<ul style="list-style-type: none"> 1. Better and more sponsors. More functions for various age groups, like tours or cards [games].
	Children (6)	<ul style="list-style-type: none"> 2. Have kids specific events... walks, exercises, team sports, great park, but improvement on equipment is needed 3. Increase children participation and get schools involved 4. I've found there isn't enough activity-it might be fun to have balls to toss around, some kind of fun interaction with our police officers (so our kids can get to know them) and even firefighters, 5. More kid friendly events for 2-7 year olds 6. Move child-centered activities 7. Salute to Orange could have more activities for kids
	Teens (1)	<ul style="list-style-type: none"> 8. Have more events relevant to young teens and teens; after prom, Halloween, etc
	Elderly (1)	<ul style="list-style-type: none"> 9. More events of interest to elderly
3	Involve residents	<ul style="list-style-type: none"> 1. Get feedback from residents on what they really want and at what cost 2. Involve more residents 3. Notify community at different events early and ask for participation
3	Shouldn't be tax supported	<ul style="list-style-type: none"> 1. I don't believe the taxpayers should be forced to support Village-sponsored events, such as Music at the Muni. These activities only benefit a few individuals. 2. Waste of community money 3. Stop wasting money on such events
2	Compliment	<ul style="list-style-type: none"> 1. Keep it going! 2. We heard that Salute to Orange is excellent
2	Don't attend	<ul style="list-style-type: none"> 1. Always a conflict with four kids 2. Out of town during events
2	Improve food	<ul style="list-style-type: none"> 1. Better food options and more activity overall 2. Pass out an ice cream treat with sugar-free available for us pre-diabetics".
2	Logistics	<ul style="list-style-type: none"> 1. Central area for name tags/greetings from someone 2. Music at Muni earlier in evening
2	More publicity	<ul style="list-style-type: none"> 1. "Music" provide better publicity 2. More publicity
2	Too loud	<ul style="list-style-type: none"> 1. Music at the Muni is blasting to the ears. Should be more subtle so sensitive ears can tolerate. 2. Stop having those horrid "flash-bang" things at the fireworks show (big silver flash, huge bang-they hurt!)
3	Other	<ul style="list-style-type: none"> 1. Longer fireworks 2. "Salute" - make less political 3. improve the quality of the rider at the Orange Jubilee

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Q18r. Do you have any comments on these services provided by the Village of Orange?

#	Category	Actual Comments/Suggestions to Q18r
25	Speeding, other traffic enforcement	<ol style="list-style-type: none"> 1. Crack down on speeders on Brainard 2. Jackson Rd has tons of speeders yet have never seen anyone pulled over by police 3. Lots of speeders/ running stop signs in our neighborhood (Orangewood) 4. Major improvement in traffic law enforcement is required - Speeders passing in no-passing zones, not stopping at stop signs, etc. 5. More police presence in Orangewood to deter speeders and stop sign crashes 6. More radar on Jackson 7. More visible police presence in neighborhoods-need frequent patrols/enforce speed limits 8. Need speed and stop sign enforcement in Orangewood 9. No enforcement of speeding in Orangewood creates a very dangerous situation for pedestrians 10. People go through stop signs often-needs more enforcement. 11. People routinely speed in excess of 10 mph over the speed limit; people often drive past school buses when red lights flash, many accidents at nearby intersection 12. Something needs to be done at the intersection of Jackson and Lander--too many accidents 13. Speed limit enforcement on Jackson Rd between Lander and Brainard could be much better. My family fears for their lives when walking/jogging/biking on this road. 14. Speeding down Lander is a new Olympic sport 15. Speeding is a real problem 16. Speeding on Jackson Rd--little if any visible enforcement 17. Stop sign at Jackson and Orangedale is continually ignored, although police have observed, it's not happening often. 18. Too many speeders on Pike Drive. 19. Traffic - Jackson between Brainard and Lander needs to be watched more frequently 20. Traffic goes too fast down Emery Road 21. Would like to see the stop signs on Orangewood enforced a bit more 22. Enforcement needed on Orangewood 23. Speeding on main streets 24. Rarely in many, many years have I seen police patrol my street and this is a small Village. 25. Excessive speeding on Brainard Road
24	Snow plowing	<ol style="list-style-type: none"> 1. Do better snow removal on side streets and not just focus on main streets. 2. Better plowing of side streets if possible 3. During winter, Lander Road at time has not been cleared. Pepper Pike does a much better job of cleaning road, when you hit city line, you can see this. 4. I live in Orange Hill and am routinely disappointed by how poorly we are plowed/salted. 5. I was surprised to find no snow removal at Brainard at 9:00 am on even though it had been snowing all day. C'mon..there are only about 6 main roads in the whole city: they should be plowed promptly and frequently. 6. Mailbox gets smashed once a year by snow plow 7. Snow removal is horrible 8. Non-main streets (e.g. Orange Hill Estates) are not plowed well. 9. Orangewood drive and especially the side streets in the development (East Meadow) do not receive plowing priority 10. Snow plowing during storms is very poor compared to adjoining communities. Snow is plowed too late by village with no anticipatory salting. Result of late snow plowing is that village plows after private snow plow services so residents get stuck in snow piles at ends of driveways..

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#	Category	Actual Comments/Suggestions to Q18r
		<ol style="list-style-type: none"> 11. Snow removal in my development is extremely poor. Once we get out of the development, we can manage, but it has been taking about 3 days for our streets to be cleared to the same extent as Miles and Lander. 12. Snow removal in Orange Hill is embarrassing- every other road is clean except our neighborhood. 13. Snow removal in Orangewood is not very good at all. The snow is piled up to our driveways and mailboxes and we have to shovel it out every time. The roads are not cleaned either. 14. Snow removal is bad! They do not salt the streets at all in some areas. Orange Tree development is totally neglected. My husband had an accident with his car due to poor street removal. Honeybelle Oval is hardly plowed at all. 15. Snow removal is very poor. Often on Brainard our part is snow covered and the minute you hit the Woodmere line, then it is clear 16. Snowplowing has been excellent 17. Stop skimping on salt when it snows. 18. The condos should have snow removal since they pay as much in taxes or in most cases more than other residents do. 19. The side streets seem to have poor snow removal 20. The snowplows need to slow down so mail boxes are not damaged. We are told to "beautify" the Village- Nice mailboxes help, but the snow plows are damaging them, then people replace them with cheap ones. 21. There has been a considerable drop in quality of snow removal in Orangewood, the most densely populated area of Orange. Condo development snow removal should be done by city as we pay taxes which are too high 22. Snow removal is not satisfactory. 23. More salt and snow plow use and better anticipation of storms-Woodmere, Solon and Pepper Pike always have their arteries cleaned before ours! 24. Snow removal in our development is ok but the road from Orange Hill Circle down Miles is a steep downhill and must be salted to avoid problems stopping.
21	Maintenance	<ol style="list-style-type: none"> 1. As in the past, communities in the spring should promote paint-up, clean-up, fix-up programs 2. Brainard-Harvard area is the slum of the Village. Throughout the Village houses and yards are in disrepair. 3. More enforcement of property maintenance 4. Much debris wrecked cars, piles of trash and junk piled up visibly on side and fronts of many homes. 5. Properties are in much too much disrepair around the community 6. Property maintenance enforcement is very lax! 7. Property maintenance, enforcement was good when moved in (1973). Lack of enforcement now allows flagrant disregard for appearance and jeopardizes the value of other properties on our street! 8. Rundown houses on Harvard (W of Brainard), Rental properties- trash barrels out too long after collection. Car for sale 6 weeks, grass not cut. 9. Some houses look poorly maintained. 10. Some properties becoming an eyesore--enforce maintenance of them 11. Some properties have been let go and it seems that nothing is done to enforce upkeep 12. Some residents do not cut their grass regularly; some residents' keep "junk" in their yards 13. The inconsistency in the exterior maintenance of homes in Orange affects the value of all our homes. We need exterior inspections and mandatory repairs. 14. There are far too many run-down, trash heap properties allowed to remain such forever! Also, too little enforcement of: lawn cutting; miscellaneous vehicles parked all over; barking dogs; houses in endless partial-completion and condition.

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#	Category	Actual Comments/Suggestions to Q18r
		<ul style="list-style-type: none"> 15. There are properties in the village that are poorly kept - cars, trash, trailers, peeling paint, overgrown lawns/ shrubbery etc. are in excess. Enforcement of good property maintenance is NON EXISTENT 16. There is a house on our street that has been vacant for over 3 years. Lawn is rarely maintained and house is becoming dilapidated. 17. Vacant properties are an eyesore. More should be done to ensure landscaping is maintained until property is sold 18. Would like to see property maintenance enforced more often 19. Certain properties in the village are a mess! 20. Maintenance not needed except in extreme cases 21. Poor upkeep in our neighborhood
20	Leaf pickup and branch chipping	<ul style="list-style-type: none"> 1. Extended leaf pickup - sometimes snow comes early 2. Leaf and branch pickup should be more frequent and go longer into the fall season. 3. Faster leaf pick-up 4. For leaf pickup and branch chipping, start at one end of the village and at the end of the week, drive through one more time for anyone who might have missed the Monday morning pick-up. 5. General services are prompt, could utilize more leaf pickup 6. Leaf pick-up and branch chipping, I greatly appreciate, but so much of the little stuff is left after they leave, that I choose to just put the leaves and branches back in my woods. Then I don't have to clean up after they pick up 7. Leaf pick-up improved in 2006 8. Leaf pickup is unacceptable. They wait too long to start pickup and end too soon! Every sloppy in pickup, generally leave behind a mess 9. Leaf pickup should use a rake to do a better job 10. Leaf removal ends 1 to 2 weeks too early 11. Leaf service should be more often and go later into the season. 12. More leaf and branch pickup. Need more time to put branches out-can't do it in a few days 13. Once had branches out full day before last day of pick-up and I was skipped over. Once I had leaves out full day before final day and I was skipped - irritating!! 14. Adhering better to the published schedule would help -- perhaps phasing/staggering by neighborhood 15. Branch chipping - more often and longer season 16. Branch chipping should be more frequent and ends too soon. 17. Chipping and leaf pick up should be extended a few more weeks. I do know that this is costly, but it is important. 18. More scheduled wood chipping services. 19. More dates for leaf pick-up (2)
14	Administration	<ul style="list-style-type: none"> 1. Someone at Village Hall has an attitude and no customer service skills. 2. All of the administration worker-bees are the best! Smiles, great service, always trying to help. Top administration micro-manages and has control issues that hampers staff. 3. I don't like that when I call the Village with a question about trash pick-up the Village tells me to call the trash company myself. 4. It is impossible to find the fire chief or police chief. They are never in their offices. The mayor is seldom in the office from my observations. Only on Tuesday. People should be at work. 5. Overall, very good service department and police are helpful and courteous. Contacts by phone to administration also helpful and courteous 6. Someone at Village Hall was rude 7. When I called regarding youngsters in my yard late at night the phone, the receptionist was a little rude

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#	Category	Actual Comments/Suggestions to Q18r
		8. The Building department, fire department and police department are the most helpful and well-informed.
	Bldg dept general (3)	9. Building department needs improvement. 10. The building department needs to do better 11. Lou is great!
	Service dept general (3)	12. Very dissatisfied with the response from the service department regarding some issues with damaged sprinkler system. 13. The service department staff is excellent in providing prompt professional services during all seasons. Better than having your own private contractor. 14. Service director needs to work a full day 5 days a week.
14	Recycling	1. Additional recycling would be appreciated (e.g. materials). 2. Keep recycling separate from regular trash-big cans hard to manage 3. Need recycle bins preferably on wheels, keep multi-street neighborhoods plowed better 4. Recycle bins would be good 5. Recycling could be efficient and effective 6. Recycling program needs to be promoted in much greater way. Bins for recyclables should be provided. 7. Recycling should have its own can 8. The village should offer receptacles (large -like garbage cans) for residents to collect recycling. I believe many residents would pay for these as blue bags are expensive. 9. They only recycle plastic bottles numbered 'one and two', they should take three, four, five and all other plastics. 10. We should be issued our own plastic baskets for items to be recycled 11. Wish we didn't have to separate recycling so much-it takes a lot of time. 12. Would like reassurance about recycling and how it is kept separated, where it goes, etc. 13. Need a recycle bin! 14. More items should be recyclable
11	Trash removal	1. Later start for trash removal 2. The trash removal employees ALWAYS leave trash on the lawn! They are unresponsive to repeated pleas to please pick up what they drop out of trash pods 3. Trash all over street, especially in bad weather. Don't know what the schedule is during holidays etc., 4. Trash cans should not be thrown haphazardly back on tree lawns, they should be placed back neatly 5. Trash collection preferred twice a week-better recycling program reused on 2nd collection day. 6. Trash pickup sometimes misses us. 7. Trash removal days are often confusing due to holidays. 8. Trash removal is excellent and makes updating and maintenance of property easy/convenient 9. Woodmere had biweekly trash removal 10. Would like more consistent trash removal times 11. Chris, who is one trash man, is fantastic. These guys work their butts off.
9	Safety	1. I live in Landerwood Glen and don't use many Orange Village services. Very high on Police & Fire services. 2. Police department is exceptionally helpful, friendly, and timely in their response 3. Police officer stopped by when a bolt of lightning struck a tree outside our home just to make sure we were ok. It was pouring down rain! Now that's caring. Sorry I didn't get his name. 4. The police chief should put in 40 hours instead of playing during working hours. 5. The police officers are excellent, but the dispatchers can be curt and rude.

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments/Suggestions to Q18r
		<ol style="list-style-type: none"> 6. The police were very slow to respond to a disturbance I reported - took days , nearly a week I recall. People were disposing soiled towels along the road, very strange 7. More communication by fire and police re: hazards, radar 8. Police chief should be in his office during the week not golfing when he should be working. 9. Police chief needs to work a full day 5 days a week.
8	Overall quality – Compliment (6) Fair to poor (2)	<ol style="list-style-type: none"> 1. As a whole, we think it is fine 2. Average to above average quality 3. We are very pleased and enjoy living in Orange 4. All services are good or better 5. Everything we have used is great 6. I am very appreciative of these services; leaf pick-up, branch and chipping removal, senior snow plowing, street snow removal. 7. Services are poor considering how much we pay. 8. Services are average-to fair quality for amount of property taxes paid. Village should study Beachwood services to improve quality. Beachwood services are significantly better in all areas with a lower property tax rate.
7	Street repair/cleaning	<ol style="list-style-type: none"> 1. We have large holes in the areas where the new sewer lines were installed, Called several times for correction, problem still there. Dangerous should one happen to step in hole. 2. Check status of curbs and catch basins. 3. Street repair should be better with all the taxes we pay. Streets are in need of repair specifically in Orangewood. Takes months to replace street lights, need bulb and blown out past (6 months) - never been repaired. 4. Tree removal and pruning should be enforced in Orangewood 5. I have never seen a street cleaner here in 25 years 6. Street cleaning perhaps a bit more often 7. Potholes don't get fixed without phone calls
5	Ambulance	<ol style="list-style-type: none"> 1. The ambulance did not have a working air cast-no excuse for this 2. So glad you go to additional hospitals/ one time EMS men seemed to discourage us going to hospital but it was important 3. The ambulance EMS was very prompt, very courteous, very willing to accommodate 4. The ambulance/EMS, fire and police department are excellent. I have called all three and gotten immediate response. Very helpful and courteous 5. The last time they picked up mom on 11/24/06 pretty rough on her!
5	Delivery of wood chips/humus	<ol style="list-style-type: none"> 1. Did not get wood chips last year because online form didn't work. 2. Did not know we have delivery of wood chips and humus, I would like to hear more about that. 3. Wood chips are not great quality 4. It would be nice if smaller loads of leaf humus were available. 5. Delivery of chips & humus- makes Orange Village the envy of many gardeners
5	Park/playground	<ol style="list-style-type: none"> 1. The playground at the park needs better maintenance. My kids and I regularly pick up trash along the trails -service dept job 2. Make sure doggy poop bags are refilled. 3. A better surface at Orange Park playground 4. For park maintenance - Change surface of playground from pebbles to rubber 5. Playground has tons of bees in the summer.
4	Snow plowing - seniors	<ol style="list-style-type: none"> 1. All seniors 70 and older should have snow removal regardless of income... limited to income - not fair; 2. Did not know about snow removal 3. Never heard of snow removal service 4. We are seniors and are not aware of snow removal for seniors.

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments/Suggestions to Q18r
2	Flooding	<ol style="list-style-type: none"> 1. Flood control is one service that needs more attention. The ditches should be maintained by the Village 2. Flooding in pond water system is a problem.
9	Other	<ol style="list-style-type: none"> 1. Reverse 911 service is great! 2. Hard to reach, I work 8-4 and would like a simple printed schedule of the services offered for delivery of wood chips and leaf humus, trash removal, snow removal for seniors, leaf pick-up and recycling - how to use and what they take, etc 3. Enforcement of dog ordinances 4. It took too long for response on odor of gas on Pike Drive, otherwise no complaints 5. Sometimes hard to meet all the conditions requested by Village to do service requested 6. We are new this year so some of these we have yet to experience 7. Would be nice if when new developments border Orange Village (ie Warrentville Heights behind Orange Tree) that village tries to protect privacy along border with shrubbery or fence. 8. Don't spend more community dollars on these things 9. Animal pest: deer, skunks, raccoons, ground hogs should have a program for removal upon home owners request.

Q20e. Do you have any suggestions for improvements of Village buildings and grounds?

#	Category	Actual Comments/Suggestions to Q20e
20	Harvard Rd comments	
	Liked the way it was	<ol style="list-style-type: none"> 1. Harvard median strip looked better before it was re-done this summer 2. What happened to the flowers at Harvard and Brainard? 3. What happened to the Harvard Road median strip? Why were all those beautiful plantings and annuals removed and replaced with grass? I am very disappointed with the transformation and would like to know what committee recommended the removal of the original 4. Harvard Rd strip needs improvement
	Like it the way it is now	<ol style="list-style-type: none"> 5. Harvard strip is better now - was WAY over planted. Should be simple and tidy 6. Harvard road looks very welcoming. I feel like I'm home when I've been out of town and drive through the gages on Harvard road. 7. I like the grass they put in last summer at Harvard Road 8. The improved median strip is fine. It looked terrible for quite a while
	Street design	<ol style="list-style-type: none"> 9. The lanes on Harvard east of Brainard are a hazard. The through traffic on Harvard has to yield to cars turning right onto Harvard east. The lane off Brainard turn should have to merge into the continuous flow lane on Harvard. You are directed to that lane by the only arrows on Harvard. This is terrible traffic control. The wrong lanes are required to merge.
	Suggestions	<ol style="list-style-type: none"> 10. Better sprinkler timing on Harvard Rd 11. The Harvard median strip is not illuminated at night and in inclement weather is hard to distinguish between the road and the median. Especially for seniors or anyone else.
	Too much	<ol style="list-style-type: none"> 12. Water in this area would have been more appropriate than adding the median strip 13. Harvard Rd changed too many times (landscaping)-isn't that expensive? 14. Harvard Rd median strip--focus on low maintenance plantings and not keep wasting money on changes due to lack of foresight on appropriate plantings. 15. Harvard Rd is overdone. Keep it simple. It's wasteful. 16. I feel that my tax dollars should not be used for Harvard Rd median strip

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments/Suggestions to Q20e
		17. It seems wasteful to replant and re-landscape the Harvard Rd median strip every year. This is not the proper use of tax dollars. 18. Spend a lot of money on Harvard strip and it is still being continually redone. 19. The Harvard Rd median strip seemed to be redone several times - at what cost? Resident input? 20. This is a big matter to me! I am wondering what kind of landscaping project they are going to do this year. It has been ripped up and re-done 3-4 times. I can't understand this!
13	Playground	1. Better playground surface at park 2. Expand playground for young children at the park 3. Get rid of pebbles at children's park 4. Get rid of rocks in playground area. Alternative ground cover - rubberized type ground 5. Get rid of stones on playground-why not wood chips or padding? 6. Need to replace gravel at playground, use woodchips or the recycled rubber flooring 7. New ground for playground-recycled rubber or similar. 8. No one in our neighborhood full of young children will go to the playground. Surface is very hard and hurts kids' feet, so we all go to solon's or pepper pike's where all are comfortable walking. Many residents share this gripe. 9. Pebbles at park are terrible 10. Playground is horrible, need a new one. Get rid of metal slides and rocks 11. Provide baby bucket swings for park 12. Rocks at playground are difficult 13. Stones at park playground are uncomfortable. Surface-wood/rubber works better
9	Park	1. Expand recreation in park. Service center does not belong in our park. 2. I really love the park. It's great! 3. Install permanent toilet facility at playground. Spend money to keep this maintained (as opposed to putting up gazebos). It could be closed in winter if necessary. 4. Keep adding to park. Do not destroy natural settings with buildings and oil wells. 5. Love the community park 6. Make improvements for kids, especially in summer. Great if we could build a private "Orange Village" pool on some of the village property - would get lots of use 7. Make sure the water always works at the park. Add a water faucet at the end of the driveway circle for trail users and soccer players and baseball players 8. Park is excellent 9. I would like to see a recreation center and public pool like Solon has.
7	Streetscape	1. Need to follow through on streetscape improvements and village entryway enhancements 2. Use low maintenance plantings - ornamental grasses 3. When financially possible, improve or landscape the following street corners: Brainard and Miles, Lander and Miles, plant trees in tree lawns whenever possible 4. Yes, install a median strip at Brainard and Miles. 5. Color/color/color 6. Maybe more flowers in the summer, like in Woodmere, the Trader Joes area--its gorgeous. 7. More flowers. Hire Frank Gehry for the new service center...just kidding.
7	Trails	1. Need sidewalks 2. A place for joggers to get them off the busy streets 3. Increase size of trails in park 4. More developed trails on village grounds 5. More park paths 6. Running trails with mileage markers

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#	Category	Actual Comments/Suggestions to Q20e
		7. Try to keep park paths plowed in winter; pave a path between the two southern paths in park and one to baseball field and one to Pike--connect these two paths near and parallel to Pike.
5	Village hall	1. Kudos to the people who worked on designing the 'new' Village Hall--it is the nicest by far of any in a wide range of communities. 2. Municipal center is out of place and overdone for the look of Orange Village 3. This is only a small village; Village Hall is a palace, no need for that!! 4. Town hall exterior lighting is an eyesore, too bright, too many lights, etc. Garage doors are too prominent, too many driveways, service vehicles should be relocated to Chagrin Highlands area 5. Village Hall is too grandiose for a small village. Would love to see the gas and electric bills for the "Taj Mahal"
4	Service center site	1. Do not build service center in the middle of park. 2. Don't replace service center 3. New service department 4. The logical site for a service center is within the town hall grounds
3	Village gateways	1. Need exit sign at Brainard. Need signs on other streets to tell where Orange begins and ends. 2. Welcoming signs to the Village are hard to decipher because of bland color. One must almost be on top of them to be able to read. 3. Something should be done on Miles like was done on Emery entering the City.
2	Trees	1. More trees 2. Save the trees
4	Other	1. Entire village should have public sanitary sewer and public water systems to attract more people to come to the village and the house value in the village will increase 2. I know where a lot of my tax dollars are used. 3. Make them open-offer computer and office services 4. More lighting

Q22. Do you have any suggestions on ways the Village can increase residential recycling?

#	Category	Actual Comments/Suggestions to Q22
54	Provide the container	1. 64 gal container should help, or maybe a smaller container 2. Allow a certain number of "free" trash containers based on family size, above that number pay a surcharge 3. Container gives residents no reason not to recycle 4. Container is a great idea. Where everything can be co-mingled. Maybe some small containers people can have in their house to make it easy to throw glass and cans into. Educate people so they don't put recyclables in garbage 5. Container is great. Do things still need to be rinsed out? 6. Container would make it more convenient 7. For those that can't be bothered (unlike myself-who regularly recycles) maybe the 64 gallon cart that they could haul down once a month would help. 8. Give everyone a container to put recyclables in. Would be good to have uniform trash pails too with addresses on them for each house, less messy - blowing bags of recyclables 9. Great idea! I have a recycling bin from another community and use it all the time. 10. Have own cart. The paper bags for paper are a real pain in the winter. Gets soggy and paper flies around 11. Having one kind of recycling container for the village would ensure the disposal

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments/Suggestions to Q22
		<p>people were not confused. I understood recyclable paper should not get wet. I don't know where we'd put a 64 gallon cart</p> <p>12. I am always surprised at how few people recycle. I recommend providing the cart/box</p> <p>13. I am very much in favor of the bin-the blue bags don't hold much and its very hard to carry all those blue bags to the curb! We had the 64 gallon cart in Philadelphia and loved it!</p> <p>14. I am willing to do anything to increase recycling</p> <p>15. I like the idea of a recycling cart. So I don't have to load the recyclables into blue bags and hand-carry so many bags to the curb</p> <p>16. I this the container specifically for recycling is an excellent idea, if that doesn't come to fruition, then maybe specific recycling ideas for homeowners on how to separate and bag and where to by bags and containers, etc.</p> <p>17. I would be in favor of an improvement that saved tax dollars</p> <p>18. Like to village to use recycling carts to improve the appearance of neighborhoods on collection day - waste management provides carts in some cities</p> <p>19. Make it easier to get all recycling material to the curb as recycling material, not garbage.</p> <p>20. Make it easier with the single bin! Please! Wonderful idea! Please do this</p> <p>21. Make it simpler--the carts are a great idea. Advertise to surrounding residents.</p> <p>22. Provide recycle bins. Sticker listing recyclables was very useful.</p> <p>23. Provide the container - recycling cart and co-mingling might work.</p> <p>24. Provide the container, and send out a notice with what can be recycled and how</p> <p>25. Put recycling cart on wheels</p> <p>26. Quite honestly, I can't believe not everyone recycles in the village. Maybe to those who don't the recycling cart would definitely help. If that does not work-have a councilperson call them to see why they don't.</p> <p>27. Recycling cart is a great idea. I'm a strong believer in recycling. Make it easy for others and maybe they would do it more (always)</p> <p>28. Recycling cart would be great! Especially if village provided it at no cost to residents</p> <p>29. Send us the bin and we will recycle</p> <p>30. Supply the proper container and pick-up regularly on a specific time and day schedule</p> <p>31. The 64 gallon recycling cart is a wonderful idea!</p> <p>32. This will really work! Also, supply something to collect newspapers unless this will go in we put out our recycling and sometimes it gets picked up and sometimes it's left behind, and sometimes it gets thrown away with the trash. Please get us the containers for recycling, it's a wonderful idea</p> <p>33. Would like a "recycle" trash can to identify the recycling trash better</p> <p>34. Would much appreciate the 64 gal container</p> <p>35. Would use 64 gallon container if provided at no cost!</p> <p>36. Container is a good idea (3)</p> <p>39. Provide bins/containers (6)</p> <p>45. Provide recycling cart (13)</p>
36	Education	<p>1. Awareness</p> <p>2. Better information and education</p> <p>3. Campaign in newsletter to recycle more--put ads on website encouraging recycling.</p> <p>4. Educate people</p> <p>5. Education</p> <p>6. For #21-does that mean putting papers and cans together?</p> <p>7. Harp on it for 6 months or more. Let places like Stonebrooke know how many recycling. Talk to top dog at each place.</p> <p>8. Keep educating people about recycling</p> <p>9. Make sure everyone knows about the recycling cart</p> <p>10. More advertising.</p>

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments/Suggestions to Q22
		<ol style="list-style-type: none"> 11. More education about the benefits of recycling 12. Must continue to sell the program-set a goal make % increase in resident participation, too few are cooperating. Push ... obligation residents have for future generations, and fact that industry is geared to process changes to use recyclables. 13. Need a better explanation of policy/procedures. This should be a priority! 14. Notify residents of the importance of recycling 15. Publicize the benefits, especially for aluminum 16. Q21 says we "saved" \$11,000. Are we saving or making money? Either way, continue to remind us. 17. Reminders in newsletter 18. Reminders to people who do not recycle 19. Send out newsletter more often and hopefully the residents who don't recycle will get the message 20. Frequent information about what can be recycled, how it can be recycled, how much it saves the city, people understand money-it must become a habit. 21. Personal phone call urging people to participate, explaining its value to the environment and savings to the Village 22. Educating the community about the importance at the city level and why it is important globally 23. Explain the benefits to Orange and what it means to me! 24. Just keep reminding everyone how much we save!! 25. Provide an annual statement to all residents on exactly what was recycled, where, at what cost and what the returns are. Coupled with an estimate of what additional recycling could have been accomplished. How do we compare with other towns? 26. Publicize \$\$ amount savings 27. Publicize the savings for the Village 28. There needs to be a better explanation to residents as to what the benefits are to them and the village. Does the village get the \$11,000 savings? 29. We always recycle but encouraging others by letting them know the savings amounts and/or providing containers might help. Also, the school district should help as students should be taught about recycling. 30. More info on how to do it 31. Educate residents on what is recyclable 32. List what can be recycled and provide containers 33. More information to homeowners as to all items which can be recycled-also additions of containers or pickups which would include office paper, mail, bagged shredded paper such as Abitibi does-I like containers behind Orange High School. 34. More publicity on how and what to recycle 35. Perhaps advertise more. I've been recycling for years. I think it's great the level of plastic we recycle. Most communities only go up to #3 36. Provide more information on the types of recyclables accepted
9	Expand items accepted	<ol style="list-style-type: none"> 1. Add a category of office papers - white and colored- in addition to newspapers and magazines 2. Add additional materials to be recycled (types of plastics, etc) 3. Collect cardboard boxes 4. Find a way to recycle glass too. 5. Have a drop off spot for magazines and newspapers 6. If they would have a certain day to pick up things that shouldn't go in the garbage like paint cans and phone books 7. Take all paper; clarify sorting needs 8. We have always separated and recycled as much trash as is recyclable. I just wish more of the plastics could be recycled but i realize that is a technology/market issue. 9. Large cardboard boxes are hard to recycle. Would the 64 gallon recycling cart facilitate this?

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#	Category	Actual Comments/Suggestions to Q22
5	64 gal too big	<ol style="list-style-type: none"> 1. Don't use big cans please 2. I do not want to drag a 64 gallon cart to and from the street. If we go to this system I will quit recycling all together 3. It would take me 6 months to fill a 64 gallon recycling bin. I like using small blue bags. 4. We don't want to haul another can down our long driveway or store it in our small garage. 5. When left to accumulate full, becomes heavy and awkward to place at curb. It is easier to put out each week's collection.
5	Provide incentive	<ol style="list-style-type: none"> 1. Give badges and publish lists of top Village recyclers. Give rebates to top recyclers. We live on a planet that can not afford not to recycle 2. Make a goal that if the community saves a certain amount through recycling that the village will use the money for a specific project. 3. Pass the savings (or part of it) to the home owners 4. Provide incentives for individual households, ie. Tax rebate 5. We recycle everything, a 64 gallon cart and/or incentive rebate are additional possibilities
4	Fee based	<ol style="list-style-type: none"> 1. Bill households that don't recycle five dollars a week, the surcharge to cover, or recover, the Village costs of noncompliance, 2. Tax households who don't participate 3. Trash collection should be fee-based and recycling should be free. Currently those that choose not to recycle are freeloading on the backs of those residents that take the extra effort to recycle.
4	Mandate	<ol style="list-style-type: none"> 1. Make it mandatory 2. Make it mandatory to separate recyclables 3. Make it mandatory. We can buy bags w/ Orange seal on it and we could sort out the items separately ready to recycle. Many European countries do this 4. Stricter rules. Make recycling mandatory.
3	Already regular	<ol style="list-style-type: none"> 1. I always recycle everything I use, I always did 2. We already recycle everything we can 3. We could participate in above, but already regularly recycle
3	Problem	<ol style="list-style-type: none"> 1. Pickup guys throw bundled cardboard in garbage truck 2. When recyclable items were separated, they were not picked up 3. Yes-when bags of newspapers are left at the curb they could just pick it up and not leave it there. This has happened several times and it is left the same way always
3	Promotion	<ol style="list-style-type: none"> 1. Contest to name the recycling and promote it in the newsletter and periodically 2. Earth day celebration for educational purposes. 3. Get local families involved. Possibly scouts as well.
3	Require separation	<ol style="list-style-type: none"> 1. In Moreland Hills we separated everything--paper, bottles, cans (tin and metal, etc). 2. More cost. How lazy are people that they can't even separate?! 3. Provide separate carts for different types of recycling versus commingling
2	Expand drop off	<ol style="list-style-type: none"> 1. Add a recycling drop off point for things like old computers, phone books, magazines, paint cans, etc. 2. Have recycle bins at the fire department where there's better control and visibility
2	Expand roundups	<ol style="list-style-type: none"> 1. More pickup dates for old computers, tires and batteries 2. Provide containers; run roundups full time, not just once a year
7	Other	<ol style="list-style-type: none"> 1. What's wrong with the free Heinen's blue bags? 2. Yes, I hate trash day on Friday. It is the worst day ever, EVER< EVER to pick up the trash!! 3. Garbage cans for regular trash also would motivate me to recycle everything 4. Later pickup, starting at 8 am 5. Post maps on your walls so you don't need to Map Quest 6. Offer shredding legal, medical, bank, etc., papers free or at minimal cost. 7. Allow co-mingling of recyclables

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Q27. Other reasons why you checked "No" to Q26 "Would you be interested in participating in a Village-sponsored emergency preparedness program?"

#	Category	Actual Comments/Suggestions to Q27
17	Age	1. Too old (11) 12. Age(3) 15. Most are difficult for elderly to participate 16. Mostly age-related 17. Too old to be effective
11	Health reasons	1. Health problems(4) 5. Illness (2) 7. not physically able (2) 9. I'm always on oxygen 10. Poor health 11. Limited mobility interferes
3	No time	1. Don't have time for most activities 2. Generally I have no available time 3. Time
11	Other	1. Cuyahoga County job 2. Liability 3. Moving 4. No skills 5. Not available 6. Not enough information 7. Not sure 8. Personal 9. Unable 10. Unaware of program 11. I am on emergency response team for Beachwood CCF - where I work

Q28. Do you have any suggestions on ways the Village can improve its emergency response/awareness disaster preparedness programs?

#	Category	Actual Comments/Suggestions to Q28
28	Information	1. Tell people what these safety committees do to let the people know about the different emergencies 2. A disaster plan summary booklet - what to do in specific situations. Should be provided to every household and business 3. Awareness 4. Better information to residents 5. Booths at Orange Jubilee and Salute to Orange. 6. Communicate services to residents, via email, newsletter 7. Continuous updates of new procedures and maybe a pamphlet available to all residents re; disaster, community response, etc 8. Detailed information on availability response, contacts 9. distribute information on these more widely and maybe more frequently 10. Educating the community regarding how to prepare for most disasters is the way to start. 11. Explain services (programs) in the newsletter. 12. Inform residents of the general plan for each area 13. Is it possible to have a TV station for all important community information?

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#	Category	Actual Comments/Suggestions to Q28
		<ol style="list-style-type: none"> 14. Just like the magnet you send with waste management info. I would like that with emergency and community evacuation info. Magazine or flier on tips to help residents prepare 15. Keep citizens' informed and publish readiness plan. 16. Letting citizens know about them in detail. 17. Make residents aware of the plans for each type of disaster 18. More communication to the residents 19. More follow-up on CERT Training 20. More publicity to residents of the programs, all they do, how they will act in emergency and how to get involved. 21. More publicity via newsletter and website. Give info about website in the newsletter 22. Need to know how to sign up for the Reverse 911 and for the CPR Training 23. Needs to be communicated better. Have been here 19 years and not aware of these programs 24. Not familiar with current programs 25. Notices in bulletins. 26. Premade CDs newsletter articles, etc 27. Provide more information to residents. 28. Put them fully on the web and speak of them in the newsletter.
9	Comments/ Questions	<ol style="list-style-type: none"> 1. We really like the reverse 911 system. 2. It would be nice if we knew why the power goes out so often, for so long. 3. Seem to be making huge efforts 4. Speak up if bonds are needed for best equipment and man power. 5. We tried to volunteer to be members of the CERT and no one ever got back to us 6. Be realistic 7. Would like to take the CPR course 8. Police and fire chiefs could spend time on a revolving basis while in their offices and do research on these topics. 9. High school drivers--drunk driving weekend and throwing bottles out cars--police visibility on Fri and Saturday nights
6	Sirens	<ol style="list-style-type: none"> 1. Are warning sirens in place? If not, they should be 2. Get tornado warning siren. 3. Siren 4. Sirens for approaching tornadoes 5. Tornado sirens 6. Tornado, other disaster sirens
5	Provide kit/ supplies	<ol style="list-style-type: none"> 1. Provide emergency kit to use for evacuation; include food, money, essential papers (suggest what to include) 2. Provide low cost disaster management containers with a suggested list of applicable items - anti diarrhea medication, water, blankets, etc 3. Send kit/checklists to homes or have a safety awareness/community fair at City Hall (could be on voter day) 4. Please keep up-to-date health epidemic vaccines and medications! 5. Services should be focused on residents only. Health care institutions in the Village and area should provide their own
4	Emergency Only	<ol style="list-style-type: none"> 1. Be sure not to abuse Reverse 911 system. Don't use for non-emergency issues 2. Reverse 911 should only be used for emergencies, not community events. 3. The Reverse 911 should not be used for community events! 4. Use reverse 911 for emergencies only. Not marketing.
3	Involve Residents	<ol style="list-style-type: none"> 1. Emergency Response and Preparedness meetings should not be run in a top-down format. There are lots of smart people in this Village, and participants' input into our own plan would be much more useful. 2. Designated person on each street to coordinate service

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#	Category	Actual Comments/Suggestions to Q28
		3. Although I'm unable to attend meetings, I could help with medical issues in emergency situations because of personal experience and prior dispatch training.
3	Nonsupport	1. Do not spend (waste) more money. 2. Not needed. 3. Why is any of this needed?
2	Regionalize	1. Pool resources with neighboring communities 2. Regionalize efforts!

Q31. What do you fee are the **THREE MOST IMPORTANT** issues in Orange Village that should be addressed over the next 10 Years?

#	Category	Actual Comments to Q31.
87	Taxes	1. Do not raise taxes - burden on older population 2. Funding the schools - our tax dollars should not go to fund city of Cleveland 3. Increasing revenues to help maintain city services 4. Keep income tax level 5. Keeping taxes down and property values high 6. Losing income taxes 7. Maintaining an affordable tax burden 8. No more tax increase 9. Reduce income taxes 10. Reduce local taxes 11. Unfair tax burden on working residents 12. Stop increasing taxes for unnecessary items 13. School taxes 14. Support changes in school funding so it is not so heavily tax income 15. Tax free property (not bringing in support to operations) 16. Decrease tax burden on homeowners (2) 18. High tax (2) 20. "Holding the line" on taxes (2) 22. Increased tax burden on residents (5) 27. Increased taxes (2) 29. Keep taxes down (5) 34. Keeping property taxes low (2) 36. Lower property taxes (6) 42. Minimizing tax increases on residents (4) 46. Property taxes (4) 50. Reduce property tax burden (6) 56. Reduce taxes (7) 63. Taxes (13) 86. Taxes for services 87. Ways to avoid increasing property tax
80	Character	1. Keeping a rural/semi-rural atmosphere (21) 22. Preservation of natural open land/greenspace (19) 41. Maintaining character of village (11) 52. Keeping the residential density low / population density (4) 56. Residential character (2) 58. Appearance of village (2) 60. Maintenance of family character of community Village (2) 62. Keeping Orange beautiful, more tree planting, flower gardens (2)

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#	Category	Actual Comments to Q31.
		64. Appreciating home values and maintaining residential character 65. Changing the character of the Village by having continuing care retirement development that increases the # 66. Character changes 67. Growth while maintaining character 68. How to retain the rural character of Orange, but yet offer the conveniences that new residents want, 69. Keep the village rural - no sewers, sidewalks, street lights, etc 70. Keeping it rural-Miles Rd very commercial now 71. Keeping rural residential character while trying to figure out how to develop large parcels 72. Lot size reduction - unacceptable 73. Maintain green space by creating a land conservancy 74. Maintaining as much green space as possible: parks, woodland, etc 75. Maintaining same density and semi-rural character 76. Maintaining sense of community. 77. Maintaining the rural character of Orange by maintaining home lot densities 78. No changes to character of Village 79. Orange Village to remain residential 80. Rural became semi-rural, lets not become "city"
47	Property Value	1. Development to keep up property value 2. Home values (3) 5. Improve resale values while minimizing taxes 6. Keep property values up by bringing in more young families 7. Maintain property values as population ages 8. Maintaining home values (2) 10. Maintaining our housing stock - moving toward increased value 11. Maintaining property values (27) 38. Maintaining property values (schools) (2) 40. Making sure home values keep increasing 41. Property value enhancement 42. Property value growth 43. Property values (4) 47. Stagnant property values
47	School district	1. Efficient Schools 2. Maintain student population - do not increase 3. Maintaining current reputation of Orange schools 4. Maintaining highest educational standards 5. Excellent school system (keeps up property value) 6. Holding the line on our educational system 7. Increase education 8. Maintain school system (17) 25. Continued improvement of school system (3) 28. Continued support of schools (4) 32. Maintaining school quality and performance (addressing teacher/student ratios) (2) 34. Property tax to keep quality of schools high 35. Quality of school systems-stopping use of Orange schools to illegally-used families 36. Quality of schools (2) 38. School system excellent (2) 40. School systems to focus on excellence 41. Schools (7)

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SUMMARY OF FINDINGS

APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments to Q31.
41	Traffic	<ol style="list-style-type: none">1. Enforce the speed limits2. Improvement of Miles Rd, especially from I-422 to Harper Road.3. Increasing traffic needs to be checked4. Miles needs to be widened from Lander west to a little past Brainard.5. More speed enforcement on Orangewood Dr at night - people drive too fast6. More traffic monitoring7. Some area of traffic congestion--as on Lander Rd at Lander Circle8. Traffic at Lander Circle and Harvard/Brainard9. Traffic congestion and road maintenance10. Traffic congestion on Brainard, Lander and Emery11. Traffic control - there is too much speeding on streets12. Traffic flow on main arteries13. Traffic on Brainard Rd.14. Traffic on Harvard15. Better traffic control (3)18. Traffic (7)25. Traffic congestion at Lander Circle during AM and PM (2)27. Traffic congestion/speed (10)37. Traffic patterns (2)39. Traffic volumes (2)41. Widen Miles road
39	Sidewalks/ paths	<ol style="list-style-type: none">1. All purpose trails to encourage community health2. Bicycle lane on main roads3. Bike and walking paths on Harvard Road4. Bike lanes--we need to get more exercise and burn less fossile fuel5. Bike paths6. Bike paths for streets7. Establishing community walkways8. Healthy lifestyle - bike paths9. Improve safety and access for pedestrians and cyclists10. Increased pedestrian walkways11. Joggers on streets - should use park only (give them tickets when they are on the street)12. Paved running/walking trails on Lander and Brainard13. Put in sidewalks on Orangewood Drive so it's safe to walk14. Safety paths for walkers15. Sidewalks - to make village safer for residents and residents' children16. Sidewalks (11)27. Need for Sidewalks/bike paths (12)39. Sidewalks reassessment
36	Overdevelopment	<ol style="list-style-type: none">1. Attacks on zoning by developers2. Caving in to developers - ignoring existing zoning3. Continued development4. Control development and developers5. Controlling development, far too many high density developments have been built6. Development7. Development of any kind needs to be limited8. Keep population low9. Keeping building down10. Less home building11. Please keep us rural-not overbuild12. Stop over development and condo clusters

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments to Q31.
		<ul style="list-style-type: none"> 13. Unnecessary retail development 14. Control population and growth (4) 18. Avoid overbuilding and congestion (3) 21. New developments (2) 23. Over development (6) 29. Stop the development of land (6) 35. Urban sprawl/too much retail/not enough greenspace (2)
31	Property Maintenance	<ul style="list-style-type: none"> 1. City ordinances for front yard cleanliness and not allow front yards to turn into junkyards 2. Condemn properties that are eyesores on Lander and Brainard Roads 3. Deserted houses 4. Deterioration of homes and property 5. Encourage home owners to maintain their property, even rented homes 6. Exterior home and land maintenance 7. Improving tree lawns--trees are dead or dying-no ashes! 8. Maintenance of neighborhoods and property values 9. Property maintenance for home values 10. Property Maintenance- housing inspection 11. Set and enforce a standard for property maintenance 12. Stop re-landscaping Harvard Rd middle 13. Too many homes in disrepair; follow Cleveland Hts method of enforcing property maintenance 14. Upgrade control of rental properties (maintenance) 15. Upgrading old housing 16. Maintaining property (6) 22. Maintenance of housing (2) 24. Enforcement/increased efforts to ensure property maintenance (8)
31	Services	<ul style="list-style-type: none"> 1. A new service dept building not to exceed size of Village Hall 2. All taxpayers should receive the same services regardless of where they live 3. Become less discriminatory in its services. 4. Cleaning trash along streets 5. Cost and resources to maintain services 6. Finances-Service Dept. 7. Fire department size and equipment 8. Improved snow removal 9. Keep the mulch and chips going 10. Maintain community services like leaf and branch pick up 11. Maintain fire and police readiness 12. Maintaining the outstanding services presently being provided 13. More knowledgeable building department 14. Need a change of police personnel, including Chief 15. Police and fire protection 16. Police department size and equipment 17. Provide services on par with surrounding cities for parks, facilities and services 18. Providing strong services 19. Reducing local taxes by more efficient delivery of services 20. Service department improvements 21. Maintain Village Services (2) 23. Good services (2) 25. Improve community services (2) 27. Services (4) 31. Support any increase in salaries for fire and police personnel

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#	Category	Actual Comments to Q31.
31	Water/sewer	<ol style="list-style-type: none"> 1. Access to city water and sewers 2. Actively oppose the state legislations re: expensive septic systems 3. Being forced to tie into city water - a terrible idea 4. City water and possibly sewer 5. City water service for all homes 6. City water, not well water 7. Continued safety of well water 8. Convert all streets to city water 9. Converting to sanitary sewers 10. Development of sewer and sidewalks 11. Do not force well and septic users to switch 12. How to handle the glow of water in ditches, etc 13. Septic tank 14. Sewage 15. Spending \$8000 recently on a new septic system and being forced into a city sewer system 16. City water and sewer (2) 18. City water connection (5) 23. Sanitary sewer (8) 31. Well water
26	Safety	<ol style="list-style-type: none"> 1. Community security 2. Competent Police Force 3. Containing crime in high crime areas--near hotels/restaurants in Orange Place 4. Continued focus on safety issues 5. Decreasing crime in the hotels/motels & I-271 6. Increase safety and security 7. Increase safety in Village, especially pedestrian traffic on Brainard from people who live outside Village 8. Keep safety strong 9. Maintaining good safe side streets 10. Maintaining Orange as a safe place to live 11. Our own dispatch system 12. Police and safety security and enforcement 13. Safety and theft 14. Safety for kids 15. Safety force keep the pace with population and technologies 16. Increasing crime prevention (2) 18. Police protection (2) 20. Safety (4) 24. Safety and security in homes and schools (2) 26. Sense of a "safe and friendly" community
23	Administration	<ol style="list-style-type: none"> 1. Administration should be responsive to wishes of residents 2. Be fair and consistent 3. Better qualified council members and law director 4. Change of Mayor (6) 10. City seems to forget that there are residents outside of Orangewood St and Orange St 11. Communication 12. Council is run like a dictatorship, so say the residents 13. Developing strong leadership, keeping residents involved in government 14. Have a councilman from each precinct 15. More openness from Council to listen positively to residents & let them speak at start of meetings

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments to Q31.
		<ul style="list-style-type: none"> 16. Need to have honest and open government (4) 20. Present issues to citizens in honest straightforward manner, not in way to garner votes for them 21. Reinstate term limits 22. Representative government 23. Run the Village more like a business than an empire. Have no purchase orders. Have RFPs for service.
22	Housing	<ul style="list-style-type: none"> 1. Assessing housing options: cluster/townhomes/condo/single unit 2. Availability of new single-family homes on 1/2 - 1 acre lots 3. Build single family, stand-alone homes only 4. Condos for single people 5. Discourage rental property in Orange 6. High end homes or condos 7. Housing sales not decreasing 8. Keep the Village residential! 9. Keeping a high number of single family homes on large lots 10. Make the property on Harvard & Brainard 1.5 acre housing development 11. Monitor building 12. More single family residences 13. Over the past few years, home sales have increased dramatically-why? Turnover seems excessive. 14. Quality of housing (inspections?) 15. Residential development 16. Residential development with density levels 17. Single residences 18. Stop high density housing 19. The decision to not increase housing stock (maintain) 20. Too many cluster homes 21. Maintain the housing density to 1.5 acre per residence (2)
21	Business/economy	<ul style="list-style-type: none"> 1. Bring in corporate tax \$ to keep residential rates low 2. Cleveland economy 3. Develop a more business environment 4. Hiring/retaining employees to work at the restaurants/retail in Orange 5. Increase tax base-commercial development 6. Increased revenue to city through retail 7. Maintaining costs and increasing taxes significantly 8. Proactive with both residential and commercial development 9. Increase business and tax revenues (3) 12. Increasing tax revenues (9) 21. Way for village to increase revenue without increasing residential taxes
20	Park and recreation	<ul style="list-style-type: none"> 1. Community activities 2. community activities and services 3. Community center like Beachwood-pool, playground, etc-only Orange residents to share costs w/other 4. Expand community park 5. Improve community facility (swimming pool, fitness center) 6. Keep it's a place for children: i.e. parks, sled hill, etc 7. Parks and rec activities for children 8. Shaded play area at community park 9. Keep service building/Service Dept. out of park (2) 11. Large public pool (2) 13. Park system (3)

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments to Q31.
		16. Community recreation center (4) 20. Work with Pepper Pike, Moreland Hills, and Hunting Valley for a fitness center similar to Solon
20	Regionalism	1. Being involved in greater Cleveland metro area 2. Creating regionalism by partnering with neighboring communities to provide less expensive service 3. Multi-community gas/electricity negotiations 4. Multi-community trash negotiations 5. Police and fire regionalization 6. Regionalization sharing Fire/EMS with neighboring communities 7. The need for regional cooperation collaboration sharing including with Cleveland 8. Participating in regionalism of local government (5) 13. Combining Village services with neighboring communities to reduce the tax burden (2) 15. Intermunicipal cooperation (4) 19. Think regionally 20. Using the village population to gain leverage for savings on utilities, services, recycling
16	Fiscal responsibility	1. Financially sound while maintaining services at current levels. 2. Maintaining sound financial position 3. Maximizing Village financial strength savings and investing our overhead and ongoing maintenance 4. Municipal budget and construction 5. Paying off bonds 6. Become "lean" government-do not try to be everything to everybody. Do what is needed and you do best (2) 8. Proper management of finances/ responsible fiscal spending (9)
16	Flooding	1. Dealing with drainage issues 2. Drainage-this is a serious issues that threatens housing values in our community 3. Improving storm sewer drainage so we don't flood and runoff is environmentally ok. 4. storm protection 5. Storm sewers 6. Storm sewers on Pike Drive 7. Storm water management and drainage (2) 9. Flooding issues on residential properties in Orange (5) 14. Water and storm water management - heavy rains are a problem in a number of village locations 15. Water drainage on properties due to clay soil 16. Water in yards due to improper drainage when developers first built development
15	Getting the "right" development	1. Build up of use of public land rather than using as undeveloped park land 2. Control undeveloped land 3. Develop mixed use sites; multi-family, housing, offices and retail linked to Village by sidewalks 4. Development of the 85 acres (#30) 5. Do not start strip type shopping 6. Finding the proper use(s) for the Weintraub property to increase the tax base 7. No more retail, religious, etc 8. No more temples and synagogues 9. Proper use of land that is left 10. Smart development 11. Some office space, no big box stores 12. Stop any office establishments 13. Utilizing undeveloped properties to best advantages of residents 14. Controlling development to meet community needs/provide quality Village services (2)

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#	Category	Actual Comments to Q31.
13	Environment	<ol style="list-style-type: none"> 1. Adaptation to low carbon economy 2. Energy conservation 3. Environmental impact 4. Environmental protection - water 5. Green living resources 6. Minimizing of green space 7. Take lead on environmental issues 8. Water quality 9. Have projects to save and prevent further loss of environment and wildlife (2) 11. Being an environmentally responsible community (2) 13. Wild life support/park preservation
13	Senior issues	<ol style="list-style-type: none"> 1. Continuing care retirement development 2. Elder friendly issues 3. Increased amenities for seniors 4. Lower annual income for seniors to qualify for help for snow plow, leaf removal, etc 5. No more senior tax raises 6. Nursing home should not be built in Orange 7. Retirement housing/ continuing care for seniors 8. Senior programs 9. Senior recreational facility 10. Services to help Seniors remain at home 11. Senior Housing (2) 13. Transport elderly/handicapped for shopping nearby
12	Deer	<ol style="list-style-type: none"> 1. Controlling deer population 2. Culling the deer population - I strongly support 3. Deer population and damage 4. Killing off as many deer as possible 5. Reduction of Deer population 6. Stop the deer culling 7. Deer population (3) 10. Deer - destruction of vegetation (2)
12	Retail	<ol style="list-style-type: none"> 1. Keep retail use to a minimum 2. No additional retail development 3. No retail 4. Stop the in-coming retail establishments 5. No more malls (2) 7. Additional retail development (3) 10. Retail development (2) 12. We need a drug store and grocery
11	Dealing with remaining vacant land	<ol style="list-style-type: none"> 1. Development of remaining vacant land (5) 6. Use for undeveloped land (2) 8. Development of those large parcels - keep some green space 9. Proper development of existing land 10. Vigilant watch dogs over large land tracts 11. Zoning of undeveloped properties
10	Quality of life	<ol style="list-style-type: none"> 1. Maintain noise abatement 2. Maintain noise abatement 3. Maintaining and perfecting what we have. 4. Maintaining the high standards of living/housing 5. Maintaining the quality of the Village 6. Maintenance of community

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#	Category	Actual Comments to Q31.
		7. Noise control in neighborhoods close to I-271 and commercial area 8. Noise of freeway 9. People letting dogs run loose 10. Reduce highway noise that affects residents - put up sound barriers or plant more trees
9	Infrastructure	1. Infrastructure 2. Maintain curbs 3. Maintain streets and sidewalks 4. Maintaining streets, infrastructure and community grounds 5. Maintenance of infrastructure 6. Road maintenance-good repairs and free of trash always 7. Roads (2) 9. Street repair
8	Zoning	1. Avoid changing residential to commercial/retirement zoning 2. Better planning and zoning 3. Enforcement of codes 4. Planning and land use 5. Planning zoning 6. Walnut Hills / Pine Crest zoning issues 7. Zoning 8. Zoning maintenance
4	Internet service	1. Free DSL/Dish service to homeowners through www.orangevillage.com 2. High speed internet access 3. Providing broad band access to every house 4. Wireless internet access
2	Emergency preparedness	1. Disaster preparedness 2. Emergency preparedness
17	Other	1. A better way to vote 2. Ask community members for approval 3. Attraction of low income transient workers/inhabitants 4. Continuing to update Orange grounds 5. Cost of living here 6. Do away with foster homes 7. Erosion of local autonomy by state 8. Get rid of OCAA--have community take it over like everywhere else 9. Make the Beechmont CC stop using the fans at night - stop the noise 10. Meeting needs of current residents 11. Need cell tower in park: the city has some areas with poor reception 12. Parking especially handicap 13. Paying City workers enough to live in Orange 14. Planning 15. Reliability of electricity (reduce # of power outages) 16. Strategic plan: we will become more developed. It is inevitable. We need to guide and direct it. 17. The Village was great 10 years ago

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Q34. If you primarily answered "Rarely" or "Never" in Q3, what would help increase your use of these facilities?

#	Category	Age range	Actual Comments/Suggestions to Q34
63	More information	30 to 54 (39)	<ol style="list-style-type: none"> 1. Announcement of events 2. Awareness of these facilities and time to explore them fully 3. Did not know about Wooddell Room 4. Didn't even know there were basketball courts! Increase use-send a detailed map in the mail-'Look what Orange Park has to Offer'. 5. Didn't know 6. Didn't know we had a sledding hill or ice skating area! Maintain paved trails better during the fall. Send out a Village map to residents showing where these things are including fitness station directions on use. 7. Do not know where they are 8. Don't know where ice skating area or sledding hill are. 9. Don't know where the Ice skating rink area is 10. I am new to Orange and was unaware of some of these facilities 11. I didn't know of their existence. Where is Emery Rd sledding hill? 12. I didn't know that there was an Emery Road sledding hill! Don't need to use the others: baseball, basketball, etc. 13. I didn't know the sledding hill existed until this winter! 14. I do not know how to reserve these facilities for use. Especially the soccer field in the summer. Some who did in the past were very strident in the way they ran the children's soccer camps and play 15. I do not know where the ice skating area and the Emery Rd sledding hill area are. Did not know the village had them 16. If I knew of the location, condition and availability of these areas - my child is old enough to use these fields/ courts 17. Love having these facilities-just forget that they are there 18. More information about some of these facilities. We never knew there was an ice skating area or a sledding hill 19. More information in newsletter or Internet 20. More information. Some reminders of what is available posted in the community newsletter 21. Never knew some of these facilities existed 22. Never knew there was a sledding hill 23. Not around a lot on summer weekends 24. Publicize the activities at these facilities 25. Put information about the programs and facilities in the newsletter - am not aware of the basket ball courts, the ice skating area nor Emery Road sledding hill! 26. Tell the residents what they area and how to use them (including a fee or reservations requirements, etc) 27. The sign at Village Hall was a great way to remind that Emery Road sledding hill was open. I didn't know there was a skating rink 28. To know where they are 29. Unaware of sledding hill until this survey 30. We have only been here 1 year and we're not aware of all these facilities 31. When people move in--information outlining it. A flyer listing all of these. 32. Where is the park? 33. Awareness of when/how may be used. (4) 37. More information about the facilities (3)

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APPENDIX OF WRITTEN RESPONSES

#	Category	Age range	Actual Comments/Suggestions to Q34
		55 to 69 (18)	40. Awareness and knowledge. (4) 44. Didn't know we had a park! 45. Don't know where sledding hill is 46. Fitness stations need explanation and instructions posted near them 47. Greater familiarity with facilities. No kids or grandkids at home so rarely use 48. Have no idea where these places are 49. I had no idea there was an ice skating area or a sledding hill!! 50. Information on location of facilities 51. Knowing that they exist and where they are (3) 54. More awareness of availability and having more personal time 55. Not aware of some of the above facilities. Provide neighborhood organized events. Add tennis courts 56. Not sure where trails are 57. We are unaware of some of these facilities
		70 to 84 (3)	58. Activities that are announced and are planned for in advanced scheduled activities. 59. Information 60. Knowledge they were there: I never heard of Emery Rd sledding hill. I thought Emery Rd to be flat!
		no age (3)	61. I don't know where the ice skating area is nor where the Emery Road sledding hill is 62. Publicity about availability; limit use to Orange Village residents 63. Where is Orange senior center? Didn't know about ice skating area
38	Having children to use facilities	18 to 29 (1) 30 to 54 (19)	1. Will use more when we have children 2. Don't make me laugh, would have to have more kids. 3. Having children, probably, maybe organized events 4. Having more (and younger) children or entertaining my nieces and nephews! It's a wonderful municipal park, but teenagers don't need us anymore! 5. Would need younger children in household to use. 6. I have no kids, maybe my grand kids 7. May use recreational facilities as kids grow older. 8. My children are grown and away at college, so I and my family have less and less occasion to use these facilities 9. My kids are too old, will visit when I have grandkids 10. Our children are college age 11. We don't have little children at home anymore. I didn't know we had a sledding hill. How fun! My kids would have loved it! 12. Having younger children (2) 14. Don't have kids, so facilities of no use to me (5) 19. Grandchildren (2)
		55 to 69 (14)	21. Children or grandchildren who still lived in or near Orange Village. 22. Don't have young children, would have used the community park maybe when the grandchildren are old enough 23. Getting Old! Having grand children I can take to the soccer fields and sledding hill. You can't help me with this unless you can talk my children into getting married and having kids. 24. Grandchildren 25. Having children and grandchildren living in the area.

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#	Category	Age range	Actual Comments/Suggestions to Q34
			26. Having grand kids closer
			27. If I had younger children, I'd use them more. I used them frequently in past years though.
			28. Maybe as my grandchildren get older I'll use them more.
			29. Most are good for children
			30. We did use many of these facilities when our children were young, but not now since they are grown
			31. We do not have a need to use the facilities but believe they are valuable assets for the young families of our community
			32. We don't have children anymore. When grandkids are older, we may use these facilities
			33. We used to use these facilities, but our children are grown.
			34. Younger grandchildren
		70 to 84 (2)	35. Age of children and grand children
			36. Grandchildren loved the park. Particularly on visits to their former home.
		no age (2)	37. Children too old
			38. Have young children and being more involved in the community
26	Too busy	18 to 29 (1)	1. Lack the time to visit these facilities
		30 to 54 (11)	2. I work full time and very long hours
			3. Less work time
			4. More time (8)
			12. Time that kids can use area
		55 to 69 (11)	13. Complete retirement; less family responsibility (elderly parent)
			14. Help find some free time!! I am so glad that these facilities are available for others
			15. Hopefully when I retire and have more time
			16. Just the opportunity to need to - love having them available
			17. Maybe when we're seniors
			18. More personal time, which would also allow me to attend council meetings, be on committees, etc
			19. More time (3)
			22. More time. Most facilities are for children, grandchildren use some
			23. Nothing, we are gone a great deal in the summer and busy in the spring & fall
		70 to 84 (3)	24. More time
			25. Sports courts and fields, My family does not live in Orange, the sledding hill will be used by my visiting grandchildren. My work and volunteer schedule keep me from being involved at this time in the Senior Center
			26. The problem is busy life and no time for participating in above activities
23	Too old	55 to 69 (9)	1. Being 20 years younger!
			2. Being younger and more able
			3. Better health, 30 less years
			4. New body parts
			5. Nothing, I am a senior citizen using the facilities that I am able to use
			6. Nothing-age over 65 and health
			7. Too old (2)
			9. Turn back the clock
		70 to 84 (10)	10. Being younger and more athletically able.
			11. Little attraction for seniors at community park

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#	Category	Age range	Actual Comments/Suggestions to Q34
			12. Make us 10 to 20 years younger! (3)
			15. Too old (5)
		85+ (1)	20. Too old (4)
16	No need for facilities	30 to 54 (11)	<ol style="list-style-type: none"> 1. Does not apply to our needs. Would use them if we could. 2. Kids use the Orange school fields 3. Most are not applicable for us. We have 2 little girls what is the Wooddell Room, what does it offer? 4. My kids are girls and young 6-11. They don't engage in baseball or soccer and if they did it would probably be at their public school fields. 5. No use for it at this time 6. Not Interested, use Metro Parks 7. Nothing, have no need for them 8. Nothing, I have no need for them right now 9. We do not have a need for those facilities 10. We do not have kids at home any more so don't use sports fields, etc. Not a senior yet, but would like their exercise classes 11. We love our yard, so we don't need the facilities, and we don't like sports. We need more time, not more to do.
		55 to 69 (5)	<ol style="list-style-type: none"> 12. Already belong to a health club 13. Have no need for the facilities 14. We can do all that in our own back yard. 15. We have no small children, so do not use the playground or fields. We live on a dead end street so don't need to go to the park to walk. There is nothing for you to do to increase our use of the facilities. 16. With the large lot sizes of most homes and the school so close, there is no need for more facilities
15	More trails	30 to 54 (9)	<ol style="list-style-type: none"> 1. The capability to walk to a trail from home without having to walk on major streets (i.e. Lander Rd, Harvard Rd) 2. Bike paths or sidewalks from my home to park. 3. Easier access to village areas with better sidewalks and trails. Outdoor areas should be able to be accessed via walking and biking on safe trails, not dangerous streets 4. Longer running trails with mileage markers to connect parks to entire Village. Due to lack of sidewalks along major thoroughfares. 5. My kids are really little-as they get older, we'll visit. More paved trails-connect with entire Village via sidewalks 6. Paved trails are too short 7. Sidewalks in community that would lead to the park. Better access to the facilities - do not always want to drive there. 8. Being able to bike to facilities (2)
		55 to 69 (6)	<ol style="list-style-type: none"> 10. If there was an all-purpose trail to walk on main street to get there instead of driving. 11. More expansive paved trails 12. My young adult son uses paved trail to walk often 13. Paved trails leading to the above facilities 14. Provide walkways to the park 15. We used them fairly frequently when the kids were younger, but they're all in college now and I spend most of my time in my own yard. We bike ride on the park trails at times; I would still like to see a network of narrow asphalt paths correlating w/roads
14	Nothing	30 to 54 (4)	<ol style="list-style-type: none"> 1. Nothing (4)

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#	Category	Age range	Actual Comments/Suggestions to Q34
		55 to 69 (4)	5. Nothing (4)
		70 to 84 (4)	9. Nothing (3) 12. While we do not use the facilities, we are very happy they are there for others to enjoy, especially the children
		85+ (1)	13. Nothing
		no age (1)	14. Nothing
13	Expand activities	30 to 54 (9)	1. A neighborhood day at the Park - a specific set of streets/families have use of certain facilities on a certain day. 2. Community wide events in park; encourage neighborhoods to have functions in park-picnics, baseball, etc. 3. Events to take place there--if school or recreation activities also took place there 4. Leagues for older folks 5. Leverage these fields in support of OCAA activities 6. More events 7. My kids are grown but perhaps if there were some adult activities for the community, I might participate. 8. Special event to introduce me to the area 9. Special events to familiarize neighbors
		55 to 69 (3)	10. Email publicity; bird watching programs, garden center (classes on growing flowers, caring for gardens, etc) 11. Hold events at these facilities 12. Would like to see Orange Rec Department sponsor softball league, volleyball league.
		no age (1)	13. Add events in the city hall facility
13	Expand facilities	30 to 54 (4)	1. More park, less development 2. Tennis courts and a pool 3. More leisure time. Would love to have a dog park somewhere 4. Skate rental
		55 to 69 (6)	5. Add a golf practice area 6. Indoor fitness and rec center 7. I feel we should have a dog park 8. No children so little for this now. How about a dog park? 9. Community pool 10. My children are grown-A decent pool when they were growing up would have been nice.
		70 to 84 (1)	11. Need a community swimming pool
		no age (2)	12. More nature trails, increase playground equipment for 8 - 12 year olds acquire more acreage and keep it natural 13. Add a fire pit for open fires.
9	Physical Limitations	55 to 69 (4)	1. Getting more physical exercise 2. It is my age and health that keeps me back 3. Quit being lazy 4. Will use more when able
		70 to 84 (4)	5. Better mobility by me! 6. Improved physical ability and skills (aging) 7. Not able to take advantage of because of health situation 8. Nothing, I don't use due to health reasons
		no age (1)	9. I no longer drive and my health is poor

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#	Category	Age range	Actual Comments/Suggestions to Q34
8	Improve facilities	30 to 54 (7)	<ol style="list-style-type: none"> 1. Beautification - creative landscaping. Make it like a paradise. Create water falls, streams, pond, flower gardens, enhance the appeal so people are drawn to the award winning landscapes of Ohio 2. Better quality 3. Improve condition of the facilities 4. Improve skating area maintenance. Otherwise, we don't play these sports 5. Picnic pavilion bathrooms are bad 6. Restrooms that are NOT port-a-potties! (at tot lot). 7. Used to use some of the facilities when the kids were younger
		55 to 69 (1)	<ol style="list-style-type: none"> 8. These are lifestyle issues - parts I rarely or never use due to lack of interest... We could use walkway lighting at the park and illumination of the playground
7	Improve playground	30 to 54 (3)	<ol style="list-style-type: none"> 1. Tot lot - don't like stones 2. Improve playground and picnic area 3. One complaint I often hear about the park is the small stones. They get in our shoes and sandals (and the kids') and are painful, so people tend to go to other nearby parks.
		55 to 69 (4)	<ol style="list-style-type: none"> 4. Baby bucket swings needed 5. Change ground cover on playground--stones are awful. 6. Tot lot - too many bees on the equipment 7. Tot lot playground- bad walking surface.
6	New resident	30 to 54 (6)	<ol style="list-style-type: none"> 1. Haven't lived here a year yet 2. Just moved here - haven't had a chance yet 3. Living here longer 4. More years 5. We are new so we will continue to use them more and more. Also, we have young children so some of these aren't for us yet. 6. New to the community
6	Not interested	30 to 54 (1)	<ol style="list-style-type: none"> 1. Not really interested
		55 to 69 (3)	<ol style="list-style-type: none"> 2. Nothing-not interested (2) 4. This issue really does not apply to our area of interest: hope it does to others.
		70 to 84 (2)	<ol style="list-style-type: none"> 5. Not interested (2)
5	Safety concerns	30 to 54 (2)	<ol style="list-style-type: none"> 1. I'll check out the two I didn't know about (ice skating and sledding hill). As for other park areas, I never feel comfortable going with my kids alone during the week because no one is around--even with the police station across the street, I don't feel safe. If it was more populated I'd go 2. Please enforce the laws against dogs unleashed on the trails. Too many people ignore this and it agitates my leashed dog and frightens me!
		55 to 69 (3)	<ol style="list-style-type: none"> 3. Dumping of Asphalt for fill on Jenson Rd property affecting water 4. In this day and age, one is not safe to leave their own property. 5. Sledding hill should not have been planned on Emery residential lot.
2	Need transportation	85+ (2)	<ol style="list-style-type: none"> 1. Physical problems and transportation 2. Transportation due to age: I am over 85.
4	Other	30 to 54 (3)	<ol style="list-style-type: none"> 1. Cleanliness 2. Courts should be opened to residents first. There should be courts available for younger less aggressive children who want to play. 3. We use them all the time and would love to see more neighborhood areas not shopping malls!
		70 to 84 (1)	<ol style="list-style-type: none"> 4. I am a senior citizen; use trails for walking, the senior center for yoga

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Q36. 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	Actual Comments/Suggestions to Q36
25	Trails, paths, sidewalks	<ol style="list-style-type: none"> 1. More bike trails (4) 5. All-purpose walking trails on roads 6. ATV trails 7. Bike and walking paths 8. Bike lanes 9. Bike lanes along major roadways via lines near shoulders on roads 10. Bike lanes and sidewalks 11. Bike lanes on busy streets (i.e. Brainard, Lander, Emery, Jackson, Harvard). 12. Bike path 13. Bike paths so residents can safely ride on and along main roads, connect to the Metroparks, and attract young families 14. Bike trails 15. Green space with paths-unpaved 16. Jogging area so people are not in the street in the way 17. More nature trails, marked mileage on walking/jogging paths 18. Path/sidewalk on Brainard and Lander 19. Paved trails or sidewalks 20. Safety for walkers/runners on Lander and Brainard. 21. The paved trails we do have are beautiful- need more! Add a rail for safety 22. The village needs better trail system to compete with surrounding cities like Beachwood, Mayfield Village, Solon, etc. Young families demand this. Sidewalks is the #1 issue facing the village 23. Walking and biking trails that lead to useful destinations. 24. Walking paths 25. Walking/ jogging/ cycling paths
18	Indoor facility	<ol style="list-style-type: none"> 1. Fitness center 2. I would like a fitness center like Solon' 3. Indoor fitness center and indoor/outdoor swimming facility 4. May be a club only for the community to hang out with low membership fee 5. An indoor exercise/ water facility would be wonderful, but I'm sure the cost is prohibitive 6. Indoor pool 7. A new recreation center like in Westlake or Solon will be great! 8. As said before a nice rec center and new pool 9. Indoor recreation building 10. Indoor track 11. Much better swimming and community center akin to solon. 12. Rec center with indoor pool. The high school pool water is ice cold! My children can't swim in it. 13. An enclosed hockey rink would attract a lot of business, Brooklyn and Shaker Heights rinks are examples 14. Need to pool areas to provide a place for high school kids to hang out 15. Indoor walking track (2) 17. Rec center like solon's (2)
14	Pool	<ol style="list-style-type: none"> 1. Swimming pool (11) 12. Better availability of the pool or an additional one for residents so that we have access during camp hours 13. Improve water park/town pool-similar to Beachwood 14. The outdoor pool is poor at best - check out Solon's.

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8	Expand activities	<ol style="list-style-type: none"> 1. Bonfires in the summer. 2. Garden party, creative art show, outdoor musical concerts every weekend 3. Jazzercise and other exercise classes for people who are not yet a senior 4. Lectures, discussion groups 5. Occasional indoor concerts during the winter - modest admission charge would be ok 6. Outdoor movies in summer 7. Possible collaboration with orange art center for art and cultural events 8. Work with parks and rec dept to establish more recreational opportunities for disabled children and adults at a cost that would be affordable to entire families
8	Tennis courts	
5	Dog park	<ol style="list-style-type: none"> 1. A dog park (3) 4. Dog park is definitely needed 5. Fenced in dog play/park.
3	Ice skate/sledding hill	<ol style="list-style-type: none"> 1. Ice skating area not maintained. 2. The skating rink is never open 3. Fire barrel and benches for parents and porta potty by sled hill and move ice rink over - would be a great winter park
3	Publicize	<ol style="list-style-type: none"> 1. Awareness 2. Don't know where some of these facilities are: the basketball court, fitness station, ice skating area, volleyball court and sledding hill 3. Please send information about these facilities and locations in the community newsletter or vial email
2	Basketball	<ol style="list-style-type: none"> 1. Full court basketball court 2. We would like to see the basketball court set up until November
2	Lighting	More lighting (2)
2	No more taxes	<ol style="list-style-type: none"> 1. No more activities that would increase my tax burden except that would increase my home value. 2. Don't add anything that would increase the tax burden
2	Playground equipment	<ol style="list-style-type: none"> 1. Outdoor climbing wall for kids 2. Playground equipment appropriate for 8 - 12 year olds
2	Putting green	<ol style="list-style-type: none"> 1. Chipping/putting greens with hills 2. How about a chipping and putting green golf area?
2	Skate park	<ol style="list-style-type: none"> 1. Skate park 2. Possibly a rollerblade/skateboard park
9	Other	<ol style="list-style-type: none"> 1. How about a Frisbee golf area like in Hudson? 2. Softball league 3. More picnic areas with grills 4. More fitness related 5. Benches to sit on along Harvard when walking 6. Whenever it rains the trail floods. Please do something, it is dangerous 7. Don't use or see rec facilities often but have always been well maintained 8. I really love the trails and the pavilions 9. Provide explanations on use of the fitness stations at each station

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Q37. *Would you be willing to support an annual tax increase to install multi-purpose paths on main streets in the Village? Additional comments*

Actual Comments/Suggestions to Q37

1. Cut back on the excessive Harvard Ave landscaping for revenue
2. Don't support increase in taxes, too many on fixed incomes
3. Pay too much now, but like the idea.
4. Would support if no new taxes needed.
5. Taxes are already too high, even though this is a good idea.
6. Normally we would support it, but the recent increase in property taxes and the cost of gas leaves us with no choice but to say 'no'
7. I support the bike paths, but I am really concerned about our rate of taxes. We need to be competitive.
8. Especially on Miles Road
9. I support the sidewalk tax, but with an equitable distribution of costs.
10. I think it is extremely important for both the health and safety of our residents that we provide sidewalks. I would be willing to help out in any way with this issue.
11. If the sidewalk gets installed, I will remove it from my property
12. It wouldn't help-I see people in Shaker Hts and other places jogging or walking in the street right next to the multi-purpose paths.
13. Sidewalks are not needed on Orangewood.
14. Strongly support only if minimally invasive to residents properties, trees, etc.
15. This has been discussed and voted down several times. Some sort of alternative energy program would be welcome (solar/wind, etc).
16. Very strongly support the sidewalks.

Q39. *If you currently have well water, would be interested in obtaining city water? Additional comments*

Actual Comments/Suggestions to Q39

1. I **am satisfied** with well water and I am **not willing to pay** an assessment to obtain city water
2. Though I **am satisfied** with well water, I am also **not willing to pay** an assessment for city water.
3. While I **support city water**, no one else on my street (N Hilltop) will support water line extensions.
4. I **am satisfied** with well water quality now, but **would prefer city water** because of concern for future water quality and for fire protection.
5. I **am satisfied** with well water, but **would like City water** - however, I will not pay an assessment fee;
6. I would **prefer city water** (I now have well water) but I cannot afford \$500 a year plus the water bills. How about \$200 a year for 20 years?
7. We just spent up to \$6000 to move well 50 feet from house. Seniors need City Water but **can not afford** the cost. If seniors over 70 can be given discount, YES for city water
8. **Already forced assessment** on Emery Rd water/street project.
9. I am satisfied with well water, but was **forced to pay** for city water.
10. Answered twice - Not satisfied, but willing to pay up to \$10,000, and not satisfied, but not willing to pay.
11. Are there **any other options** than to assess residents for sewers?
12. We live on Emery Road, still waiting to hook up. No information has come our way. This whole issue has been poorly handled.
13. **Do not want** city water!
14. How can we have city water without city sewer?

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Q 40 and Q41. If the level of existing community services delivered remained the same, would you support partnering with neighboring communities for the delivery of such services on a regional basis? Additional comments

Actual Comments/Suggestions to Q40 and Q41

1. "Not sure" because it's not that simple. What would be the "cost" for services to "remain the same"? These questions are too broad - no one can actually get a sense of what it might take to remain the same or be more efficient and or effective. Since this would translate across two or more local governments, with our higher standard of living and all the pluses we have in Orange Village, we would end up paying on way or another for the other local governments to offer the same levels we now enjoy.
2. I support coordination, but not with WOODMERE
3. The key phrases "If the level of existing community services delivered remained the same" and "more efficiently". Of course, you will get support... but how could this be assured? It can't be. Don't over interpret the answers to this poorly devised question.
4. I support regionalization as long as it is not more expensive
5. I would say yes if it means minimizing future tax hikes, and does not create a bureaucratic monster or political corruption.
6. If it is of the same level, but of course???
7. It would depend on the services to be partnered and which communities are to be involved.
8. Need to ensure the level of existing community services delivered would stay the same
9. Not sure-Need more detailed info to answer.
10. Support only if service levels are maintained.
11. Very strongly support regional cooperation
12. All should take advantage of economy of scale
13. Should add trash collection

Q42. Do you have any additional comments, issues or concerns?

#	Category	Actual Comments/Suggestions to Q42
12	Development	<ol style="list-style-type: none"> 1. I am strongly against building a retirement home/nursing home/assisted living home in small Orange Village. 2. Developers must stop running Orange. 3. Don't want more local shopping options, no changes to character of Village, no increased density: Less growth of development will result in quality of life considerations--money would be better spent on sidewalks and we could have built our community by getting to know our neighbors. Stop developing! It's ruining our greenspace! 4. Excited about development of Temple Emanu El. Appreciate that kind of development 5. I have lived in the Village for 23 years. I strongly believe that the Village and its characteristics have deteriorated drastically. The property value in Orange is decreasing. It has become a crowded community. Front yards between Emery and Miles Roads are cluttered with rubbish and junk cars. The Village administration and council have sold out the Village to Big Developers. Village tax money is being spent on development communities. Give the same service to the south part of the Village as residents of Oakwood and other Northern part enjoy. The Village is creating a ghetto section between Emery and Miles. 6. Mom (Ann) lived here for 40 years, and I have lived here 25 years. It's a great place to live. A lot of new houses. I think we have enough of those. Keep it homey and not too commercial and crowded. Thank you. 7. Plenty of shopping option already!

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#	Category	Actual Comments/Suggestions to Q42
		<ul style="list-style-type: none"> 8. Quit trying to make this a large urban city. We moved away from that. You made Lander Road a freeway and did not plant tree lawn trees to replace our large trees that were torn down as promised when the road was widened. 9. The concern I have is the Village allowing the building of Synagogue (or other religious institutions) within our neighborhood and people not being allowed to vote on if they want this in their neighborhood or not. 10. The uncoordinated nature of Miles Rd development seems a waste. Why didn't we consolidate and create a master plan? 11. Your yuppie greed has changed the quality of air and weather in Orange. Overdevelopment, destruction of trees, open areas, meadows and fields has raised summer temperatures. The air is no longer as fresh. Leave Harvard/Brainard alone. Build nothing there. Ban Kurtzes and any other developer from Orange. Leave West Brainard (opposite hidden valley) alone, no more building. 12. I do not want to see commercial development at Brainard and Harvard Rds.
12	Sidewalks/trails	<ul style="list-style-type: none"> 1. I find it ridiculous that bike paths are being brought up again - as the last time Mayor Mulcahy said they would not be brought up again while she is in office. It is also totally unfair that the entire Village has a say in this when the residents of those streets involved should have the only vote! I'd love a Wal-Mart in Orangewood, would they? 2. No bike trails, especially because cross walkers and stop signs must be at each cross street to keep kids safe. 3. The issue of bike/walking paths has been voted down several times. Please pay attention to voters' wishes 4. Will the Bike Path nonsense ever end? We voted 'no' before on this. 5. Need for sidewalks and inter-modal jogging/bike trails. 6. I would like sidewalks on minor streets also. 7. Please put sidewalks in our Village, for the safety of your Villagers. 8. sidewalks for Orangewood 9. The village needs to address the issue of sidewalks. Young families require this and are moving to other cities that offer these facilities. The lack of a trail system is and will continue to hurt village property values 10. Walking paths need to be built! 11. Was hoping to address sidewalks in existing neighborhoods>>> Not bike path on main roads only. 12. We moved to Orange Village 12 years ago for the schools and sidewalked neighborhoods (Orange Hill), I was VERY disappointed when the bike trail initiation failed, My kids have grown up without them and its too bad.
11	Traffic Management	<ul style="list-style-type: none"> 1. Get Woodmere to remove the "no turn on red" signs on Brainard at Chagrin. They are unnecessary and ignored quite a lot. 2. Get Woodmere to widen Chagrin to 5 lanes. 3. Move the "stop line" on Orangewood at Harvard forward 6 feet so you can see down the street. 4. Patrol the speed limit 5. Police hesitate to ticket speeders in Orange, particularly in Orangewood. This creates an extremely dangerous situation for children and others walking. It is particularly bad before 9 am and between 2:30 and 6:30 pm 6. Pressure Moreland Hills to allow a left turn from Hiram Trail onto SOM. Traffic backs up going north on Lander from Harvard because people heading to Moreland Hill and Chagrin Falls can't turn left onto SOM. So Orange Village takes the brunt of the traffic. It's awful during evening rush hour. Let those people access Chagrin Blvd further east of the circle. 7. Speeding cars on Pike, Lander, and Brainard. Traffic congestion - please limit trucks on above roads.

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#	Category	Actual Comments/Suggestions to Q42
		<ul style="list-style-type: none"> 8. Too many accidents at Jackson and Lander. Install a 4-way stop sign, too many are confused by the 2-way. 9. Traffic congestion at Lander and Chagrin 10. Traffic congestion: Miles Rd 11. We live in Stonebrooke on Miles Rd with the new shopping center going in across the street next to Miles Market. We feel we will need a traffic light to get out of our development.
10	Administration	<ul style="list-style-type: none"> 1. How can a long range planning committee fulfill its function if it can only meet at the Council's (i.e. Mayor's) pleasure? There's definitely some disenfranchisement here. And doesn't this call into question the status of any committee that displeases council or the mayor? 2. Poor attendance at Council meetings. Citizens feel rebuffed and there is apathy because of this. 3. Developers should not own the Mayor. 4. When I read the local Chagrin Valley newspaper, why does it seem that some council members and the Mayor are trying to cover things up? Why can't we have open notes on what happens in council meetings? WHAT ARE YOU TRYING TO HIDE? 5. Developers should stop running the Village. Stop high density development now! No senior housing with high density EVER! When we moved to Orange from an inner ring suburb, we selected this village because of the quality of the school system, lovely homes in a price bracket we could afford, retention and appreciation of home values, reasonable taxes and good services. Since moving here, our taxes have increased dramatically. A second levy for roads was passed and the quality and maintenance of the streets is no better than better there was a levy to fund the repairs. The current mayor is not interested in what the constituency wants, but rather in her own personal agenda. We have heard her confront residents about her candidates' signs they have chosen to place in their yard at elect time when the sign is not hers or someone she is supporting. We have witnessed her challenging peoples' opinions when they are not the same as hers. This is America, a country where we have the freedom to make our own decisions, speak our minds and vote for whomever we wish, in private. 6. If someone is messing with whatever you consider your prerogatives, they're more likely to have less impact if you ignore them than if you create tempests in the teapots by paying them too much attention. 7. We believe many decisions continue to be made behind closed door such as the recent "retirement facility" issue, and some zoning and land use issues. Mr. Kurtzes has far too much influence on what happens in our village. 8. We have noticed the high number of reality "for sale" signs throughout the Village. Perhaps this is an indication of current residents' satisfaction with their local government. 9. Village government needs to be changed - open your eyes and look at these run down properties, we need a Mayor who cares and will enforce the codes. 10. Development for economic gains to the Village as the main consideration. Having one person in the administration who must be in control of everything is not healthy for the Village. The only way to develop new ideas and solutions to the changing needs of the Village is to engage the expertise of as many professionals and residents as possible. Leadership must have training on how to engage volunteers and provide them with goals and rewards for achievement. Orange Village presently does not have a leader interested in teaming with talented individuals to work together to a common better end. A single pre-selected solution is most often the path taken with staff and residents either following along or being swallowed in the adjoining wake.
6	Fiscal responsibility	<ul style="list-style-type: none"> 1. I attended several meetings when Council was debating the new Orange Village Hall. At the time, Orange Village had several million dollars in the bank. The new village hall put us well into debt. At the time, I thought it was ridiculous that the

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#	Category	Actual Comments/Suggestions to Q42
		<p>Village officials could not commission a town hall within the Village budget and then chose a Village Hall not in keeping with the character of the Village. I felt then, as I feel now, that former Mayor Joseph Dubyak wanted this as his legacy. I view it as his (and our) folly. Now, movement is afoot to build a new service department facility. The Village service department provides limb chipping, leaf collection and snow plowing services. Will Council once again ask the citizens to go into debt for a facility whose ceilings are too high, square footage too large, and design not in keeping with the rural Village landscape?</p> <ol style="list-style-type: none"> 2. Quit raising taxes and stay within budget. 3. Stop wasting money. Stop landscaping Harvard Rd. Stop getting more and more political, this is a simple Village, lets keep it that way. 4. There needs to be a commitment by village leaders to stop seeking ways to spend money. Tax rebates should be given when there are excess revenues. 5. Village council should focus on reducing the house taxes 6. We should NOT spend millions on a new Village garage. I don't see the need.
6	Flooding/ Drainage	<ol style="list-style-type: none"> 1. Brainard and Emery Temple property retention basin at corner instead of rear of property. Contractor should have run pipe thru vacant owned lot on Brainard. Building Dept. should not have permitted location. Unsightly at main intersection. Cost factor of piping for Temple. 2. Do something about back yard drainage situations... very wet and swampy yards 3. Do something about Drainage-too many spontaneous lakes in back yards after hard rains 4. need more storm sewers - drainage problems in the Village 5. Our ditches need to be clear and cleaned by everyone!! Keep that ditch flowing. 6. We would like to see the ditches culverted west and east of Woodcrest Dr. The water is absolutely stagnant in the summer and spring. They are difficult to cut and maintain, also, since in some areas the water doesn't drain at all! Also, the drainage creek running from W. Woodcrest to the East is in some areas dammed up with fallen trees and brush-no one really maintains.
6	Parks/ Recreation	<ol style="list-style-type: none"> 1. Having lived in the area 40 years, I've always wanted to see a place for the teens to go. My previous high school had a center for its students to go Friday and Saturday night with a band, dancing, games, snacks, etc. Each student paid an annual membership fee. This area has nothing for kids to hang out. Maybe the old Village Hall/service department or Sayle farm on Lander Rd could be used for area HS students or something. 2. I would enjoy a rec center similar to the one in Solon and a larger, better swimming pool for the summer 3. Please build a fitness center. Solon and Beachwood have wonderful facilities. Orange would greatly benefit by having one as well. Not only would it offer Village member an opportunity to stay healthy and fit, but also act as a social conduit. 4. Social activities for older village residents 5. The sledding hill on Emery seems out-of-place and dangerous for young children off of a main street. 6. Over the years, we have used many facilities in the beautiful park, but have noticed that little has been added in the last 8-10 years. Now there is talk of using precious park land to build a service garage and massive storage area; what a shame. Why then did the Village spend hundreds of thousands of dollars just a few years ago to purchase land next to the existing facility for its expansion? That, simple put, is very poor planning, as is the excessive spending that has become this mayor's practice.
6	Survey comments	<ol style="list-style-type: none"> 1. Good job on survey! Thank you! This survey was fantastic! 2. Thank you for caring about our interests and needs. I commend you for this detailed survey (some areas I could not answer). 3. This survey was a good idea but a bit long. I will be interested in the % you had filled out and returned.

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#	Category	Actual Comments/Suggestions to Q42
		<ol style="list-style-type: none"> 4. Village government needs to be more receptive to current citizens' needs and more willing to openly discuss plans with residents. I.e. projects like the Emery Rd debacle. And results of surveys in the community should be openly discussed with the actual figures of the survey published 5. Why isn't the issue of the service building addressed on this survey? 6. Why no questions about the service department palace the mayor wants? Afraid of the answers?
5	Communications	<ol style="list-style-type: none"> 1. Actively solicit email subscriptions, events to update residents on Village information and projects. 2. Village administration and council business communications with the citizens must be improved with novel ideas, outreach and multi-media. 3. Is reverse 911 operational?--Have received only one call since alleged inception! 4. We were very upset about the way in which the deal with Erickson was handled. It was initiated behind our back without having any regard for interests of those who would be directly affected 5. We live close to the park and received zero information about the drilling last year. The operation went on for weeks, often noisily throughout the night. We heard more about the silly concepts than the drilling, which impacted our quality of life negatively. Why wasn't more info provided to the residents?
5	Regionalism	<ol style="list-style-type: none"> 1. I'm very much in favor of regionalism and walking trails. 2. Intermunicipal cooperation is the only way to keep Cleveland and its suburbs growing strong as a community. 3. NE Ohio is on a downward trend as to job growth and population. All local governments must work together to try to keep our area from sliding further 4. Strongly advocate for regional cooperation!! 5. We oppose partnering with neighboring communities for services because we believe Orange would be the base for ambulance, fire, etc equipment and supplies thereby increasing traffic, noise, and unsightly storage in the Village
5	Resident involvement	<ol style="list-style-type: none"> 1. More residents' involvement in village planning and legislation should be encouraged. Controlling attitudes of village administrators often precludes resident involvement. 2. Our city council is not open to hearing residents. I, and others I know, have come to several meetings in the past five years and have had to leave, as we were not able to have a chance to voice our concerns even by 9:30 pm! Try allowing residents to speak their peace prior to your actual "business at hand". Try starting your meetings at 7:30 3. The elected officials, specifically the mayor, make a public plea for resident participation and input. The problem is that there is no forum for a resident to speak or be heard without being harassed and demoralized. 4. There should be term-limits for both the Mayor and the council-8 years is long enough for any individual to serve their community. Why isn't the largest/costliest venture in the Village (service dept) being discussed with the taxpayers? I didn't hire you to make decision without my input. 5. Why haven't residents been involved in the various plans that are already developed?
5	Water/sewer	<ol style="list-style-type: none"> 1. Need for sewer and water. 2. Get rid of septic tanks!! The village will be more clean and the houses in the village will be more valuable 3. I am very satisfied with well water and do not want to be forced to switch to city water 4. Orange Village should be leading residents in opposing the state's plan to force expensive septic systems on residential properties. 5. .We are more concerned about our septic system that about our well - how about a question about sewers?

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APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments/Suggestions to Q42
4	Compliments	<ol style="list-style-type: none"> 1. Overall, I think the city government is doing a really excellent job, thank you. 2. I fell in love with Orange Village when my brother was building a house on Brainard in 1949 3. Love living in Orange - proximity to University Circle, downtown, airport, and super highways. Great school system! Great sense of community and diversity. 4. We feel so safe and protected living here. Our fire department and police are always available. Bruce White and all people at Hall always supportive and available. Love it here!
4	Property Maintenance	<ol style="list-style-type: none"> 1. For sale autos with signs in front yards should be prohibited without exception. 2. Orange does a very poor job on enforcing existing ordinances dealing with quality of life and property values 3. Rental property should be registered at City Hall when placed on market to better permit inspection and enforcement of City Ordinances. Sale of cars on lawns must be controlled better (limit the period and charge a fee to discourage extended lawn sales). Enforce rubbish can removal after collections. Develop a free advisory for people, so they can improve their homes without incurring major expenses (removal of tree stumps, driveways, beautification in general) 4. You guys are doing a fine job. Our police, fire, EMS and SERVICES are top notch!! I am concerned about our deteriorating housing stock. I am a realtor and Orange (other than O Hill and O Tree) values are so low compared to Pepper Pike and Moreland Hills
4	Safety	<ol style="list-style-type: none"> 1. Cop cars need to reduce the brightness of the emergency lights, and they wonder why cops are hit in traffic stops - because the lights are blinding and people can't see! 2. I am concerned about the amount of crime associated with the hotels/restaurants along I-271 3. I'm sure our police and fire personnel are hard working and dedicated and I am proud of them! But, FRIENDLY they are NOT. I know this is not a priority as far as safety goes, however, back in the old days, they waved if they saw you getting the mail, if they needed to tell you something they were kind and courteous, didn't treat you as convicted criminals who were trying to give them a hard time "you can catch more flies with honey". 4. My wife has MS and relies on the police and fire for help. They are terrific!
3	Senior issues	<ol style="list-style-type: none"> 1. Orange needs affordable housing options for seniors. It must be affordable. There are enough luxury options in the area. 2. What are details of senior shoveling service? Why limitations, how does Orange compare with other towns? 3. Would like available and inexpensive help with handyman chores; shopping and light house-keeping to enable me to stay at my house. Can you provide a list of people who would be willing to do these chores and send it out to residents when requested?
3	Services	<ol style="list-style-type: none"> 1. I believe that if I pay taxes, the City should plow the streets in developments just as the federal government recognizes these streets for mail delivery. 2. After major snow falls, Brainard Rd is not thoroughly clean, plowed in Orange. Once I drive north into Woodmere, the road is totally clean. Can Orange's part of Brainard be better? 3. Private property or not!!! Service department pick up litter 1 or 2 times a month along all through roads and park is totally disgusting (and counter to all other positive works not to do this at least 20 paces from the roadsides).
2	Recycling	<ol style="list-style-type: none"> 1. Do not make the large wheeled recycling cart mandatory. I could not use car trunk to transport to end of my drive. Difficult to use in winter conditions. Consider problems with elderly using these containers. 2. Recycling encouragement incentives to consider environmental, service department and residential rebate on what's good for all

Orange Village 2007 Community Survey

SUMMARY OF FINDINGS

APPENDIX OF WRITTEN RESPONSES

#	Category	Actual Comments/Suggestions to Q42
2	School System	<ol style="list-style-type: none">1. Residents with children not in the public school system are treated poorly at best by City Hall administration as well as school administration. We requested the opportunity to have our child look at the High School to see if he wanted to go there and were told he could have a 20 minute tour-shame on school administration!2. The entire Orange School District where the whole city is within the district, should be merged to eliminate bureaucratic duplications, e.g. mayors, council, etc.
9	Other	<ol style="list-style-type: none">1. Barking dog restrictions need to be more strictly enforced. Restrictions against fireworks should be strictly enforced. People are always shooting them off at their house around the 4th of July and it is so dangerous.2. Disagree with bow hunting or deer and law that prohibits feeding animals.3. I have trouble using the Internet4. I just moved here, I have no opinions yet, ask me in a year5. The fact that the zip 44122 is the same for Beachwood generates a lot of problems in a number of different aspects. Why can't Orange have a different zip code - I mean not share a zip code with Beachwood?6. We do not do much within the Orange community. My son will use the high school next year so I will have more contact7. Why is Orange connected to NOPEC?8. I don't understand how NOPEC operates or why it's a good deal9. Cable TV rates have gone up too much.



Orange Village 2007 Community Survey

February, 2007

Dear Fellow Resident:

As your elected officials, we believe that public input is very important to ensure that plans and policies formulated for the Village truly reflect the goals and vision of Village residents. In order to gather your thoughts, we have asked the Cuyahoga County Planning Commission to assist us by conducting a community-wide survey.

We would like to thank you in advance for taking the time to share your opinions and suggestions about the future of Orange Village.

This survey is being sent to every household in the Village and is to be completed collaboratively by the adult head(s) of household. **Be assured that your individual responses will remain anonymous.**

As you complete the survey, please remember – there are no correct or incorrect responses; we ask only for your opinion. *If you decide not to answer a particular question, please note, it will NOT invalidate the rest of your survey, but we encourage you to complete the survey as much as possible.*

The Cuyahoga County Planning Commission will collect, analyze and provide a final presentation and written report to Village Council. The results of this survey will be available for review on the Orange Village website www.orangevillage.com in May, 2007.

For your convenience, we have provided a self-addressed, postage paid envelope to return your completed survey. **Please mail by February 28, 2007.**

We sincerely value your opinion and appreciate your assistance. Your responses will help guide your elected officials as we continue to make decisions in the best interest of Orange Village residents. If you have any questions regarding the survey, please contact Kristin Hopkins at the Cuyahoga County Planning Commission directly at 216-443-3700 or khopkins@cuyahogacounty.us. Thank you for helping with this important community initiative.

Yours Truly,

Your Elected Officials:

Mayor Kathy Mulcahy and Council Members Mark Bram, Herbert Braverman, Dan Brown, Carmen Centanni, Frances Kluter, Lisa Perry, and Phil Soroky

Orange Village 2007 Community Survey

1. What do you enjoy **most** about living in Orange Village? (Check all that apply)

- | | |
|---------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Access to downtown Cleveland/Airport | <input type="checkbox"/> School System |
| <input type="checkbox"/> Available Lot Size | <input type="checkbox"/> Sense of Safety and Security |
| <input type="checkbox"/> Cost of Home | <input type="checkbox"/> Value for Municipal Tax Dollars paid |
| <input type="checkbox"/> Home Value Retention | <input type="checkbox"/> Village Services |
| <input type="checkbox"/> Proximity to Work | <input type="checkbox"/> Semi-rural Character |
| <input type="checkbox"/> Other: _____ | |

2. What do you enjoy **least** about living in Orange Village? (Check all that apply)

- | | |
|---------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Access to downtown Cleveland/Airport | <input type="checkbox"/> School System |
| <input type="checkbox"/> Available Lot Size | <input type="checkbox"/> Sense of Safety and Security |
| <input type="checkbox"/> Cost of Home | <input type="checkbox"/> Value for Municipal Tax Dollars paid |
| <input type="checkbox"/> Home Value Retention | <input type="checkbox"/> Village Services |
| <input type="checkbox"/> Proximity to Work | <input type="checkbox"/> Semi-rural Character |
| <input type="checkbox"/> Other: _____ | |

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

- | | |
|-----------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Cleveland Plain Dealer | <input type="checkbox"/> Direct mail from Orange Village |
| <input type="checkbox"/> Chagrin Herald Sun Press | <input type="checkbox"/> Marquee sign at Village Hall |
| <input type="checkbox"/> Chagrin Valley Times | <input type="checkbox"/> Reverse 911/Community Bulletin Board |
| <input type="checkbox"/> Orange Village Website | <input type="checkbox"/> New Resident Welcome packet |
| <input type="checkbox"/> "Meet with the Mayor" monthly sessions | <input type="checkbox"/> Word-of-mouth |
| <input type="checkbox"/> Council Meetings | <input type="checkbox"/> Planning and Zoning Meetings |
| <input type="checkbox"/> Orange Village Community Newsletter | |
| <input type="checkbox"/> Other: _____ | |

4. How would you **prefer** to get information about Village news, meetings, and events? Please list, in order of preference.

- a. _____
- b. _____
- c. _____

5. Do you have access to the Internet? Yes No

6. Did you know that Orange Village has a website (<http://www.orangevillage.com>)? Yes No

7. How often have you or other members of your household accessed the Village's website in the last six months?

- Often (weekly) Sometimes (monthly) Rarely (once or twice) Never

Orange Village 2007 Community Survey

8. Do you agree or disagree with the following statements about the Village's website?

	<u>Agree</u>	<u>Disagree</u>	<u>Neither agree nor disagree</u>	<u>Not Applicable</u>
a. The Village's website is easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I like the layout and design of the website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I can easily find the information I need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The information provided is useful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I can conduct my Village business using the website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. I would like to see more ways to conduct Village business using the website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

g. What else would you like to see included on the website? _____

9. The Village has an e-mail news subscription on the Village's website. Residents who subscribe receive e-mail notices about Village meetings and agendas. *(If you are interested in enrolling, please see the last page of the survey, or enroll online at <http://www.orangevillage.com>)*

a. Do you currently subscribe to this service? **Yes** **No**

b. If not, why? (Check all that apply)

- | | |
|----------------------------------------------------------|------------------------------------------------------------------------------|
| <input type="checkbox"/> Not aware of the service | <input type="checkbox"/> Concerned about giving out my e-mail address |
| <input type="checkbox"/> No internet service | <input type="checkbox"/> Not interested in receiving the information |
| <input type="checkbox"/> Other: _____ | |

10. We envision this e-mail service could be a valuable tool for communicating with residents in a more timely and comprehensive manner, including keeping residents informed by providing meeting minutes, issuing memos from the mayor, and reminders of permit renewals, etc.

a. Would you be interested in signing up for this service if it were expanded to include the types of information noted above? **Yes** **No** **Already signed up**

b. Would you be interested in receiving the Orange Village Community Newsletter electronically? **Yes** **No**

11. How often do you read the quarterly published Orange Village Community Newsletter?

- | | |
|---------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Every Issue | <input type="checkbox"/> Few Issues |
| <input type="checkbox"/> Most Issues | <input type="checkbox"/> Never |

a. If you answered "Few Issues" or "Never", why? _____

Orange Village 2007 Community Survey

12. Do you agree or disagree with the following statements about the Village's newsletter?

	<u>Agree</u>	<u>Disagree</u>	<u>Neither agree nor disagree</u>
a. I like the layout and design of the newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The articles are well written	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I can easily find the information I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. The information provided is useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. The length of the newsletter is sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

f. What else would you like to see included or changed in the newsletter? _____

13. Overall, how do you rate the Village's efforts to communicate with residents?

- Excellent**
 Good
 Average/Fair
 Poor
 Very Poor
 No Opinion

14. Do you have any suggestions on ways the Village can improve communication with or disseminate information to residents?

15. Have you attended any of the following community meetings or events in the last 2 years?

	<u>Yes</u>	<u>If No, why not? (Check all that apply)</u>			
		<u>Not interested</u>	<u>Not aware of</u>	<u>Time/Date Conflicts</u>	<u>Other (please specify)</u>
a. Committee meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
b. Meet with the Mayor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
c. Music at the Muni	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
d. Planning & Zoning meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
e. Salute to Orange	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
f. Town Hall meeting on specific topic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
g. Village Council meeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____
h. Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

16. What can the Village do to increase your participation in community affairs?

Orange Village 2007 Community Survey

17. How do you rate the following community events?

	<u>Excellent</u>	<u>Good</u>	<u>Average/ Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Never Attended</u>
a. Salute to Orange	<input type="checkbox"/>					
b. Music at the Muni	<input type="checkbox"/>					
c. Do you have any suggestions on ways to improve community events?	_____					

18. How do you rate the **quality** of the following municipal departments and services in Orange Village?
If you have not used a particular service yet, how do you perceive it?

	<u>Have You Used?</u>		<u>How do you rate the quality of the service?</u>					
	<u>Yes</u>	<u>No</u>	<u>Excellent</u>	<u>Good</u>	<u>Average/ Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>No Opinion</u>
a. Ambulance/EMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Building Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Fire Protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Police Protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Village Hall Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Branch Chipping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Delivery of wood chips and leaf humus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Trash Removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Snow Removal for Seniors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Leaf Pickup	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Park Maintenance		n/a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Property Maintenance Enforcement		n/a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Street Snow Removal		n/a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Street Cleaning		n/a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Street Maintenance/Repairs		n/a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Traffic Enforcement in your neighborhood		n/a	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

r. Do you have any comments on these services? _____

19. Overall, how do you rate the **quality** of services provided by Orange Village?

Excellent
 Good
 Average/Fair
 Poor
 Very Poor
 No Opinion

Orange Village 2007 Community Survey

20. How do you rate the appearance of the following Village buildings and grounds?

	<u>Excellent</u>	<u>Good</u>	<u>Average/ Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>No Opinion</u>
a. Municipal Center	<input type="checkbox"/>					
b. Service Center (old village hall)	<input type="checkbox"/>					
c. Harvard Road Median Strip	<input type="checkbox"/>					
d. Community Park	<input type="checkbox"/>					

e. Do you have any suggestions for improvements of Village buildings and grounds?

21. Orange Village currently conducts curbside recycling: collecting bags of recyclable material and bundled paper, cardboard and old newspaper with the weekly trash collection. In 2005, Orange Village collectively recycled 347 tons of recyclable materials, for a savings of about \$11,000.

a. On average, how often does your household currently participate in curbside recycling?

- | | |
|-----------------------------------------------|----------------------------------------------------------|
| <input type="checkbox"/> Weekly | <input type="checkbox"/> Once every 3 or 4 months |
| <input type="checkbox"/> Twice a month | <input type="checkbox"/> Once or twice a year |
| <input type="checkbox"/> Once a month | <input type="checkbox"/> Never |

b. Knowing that the more we recycle, the more money we save, if the Village provided your household with a 64 gallon recycling cart that allowed you to co-mingle all recyclables in one container, would that increase recycling in your home?

- | | |
|----------------------------------------------------------|--------------------------------------------------------------------|
| <input type="checkbox"/> Yes, definitely increase | <input type="checkbox"/> No, probably would remain the same |
| <input type="checkbox"/> Yes, likely increase | <input type="checkbox"/> Not sure, don't know |

22. Do you have any suggestions on ways the Village can increase residential recycling?

23. Which of the following types of disasters do you believe the Village should be MOST prepared for? Use 1 for **most important**, 2 for **second most important** and so on, with 7 being the **least important**. Do not use any number more than once.

___ Blizzard	___ Health Epidemic, i.e. Avian (Bird) Flu, Small Pox
___ Flood	___ Terrorist Event/Bioterrorism
___ Tornado	___ Chemical/Hazardous Waste Incident
___ Other: _____	

Orange Village 2007 Community Survey

24. Does your household have an established plan and a disaster preparedness kit in place in case of a natural or man-made disaster? **Yes** **No** **Not sure**

25. Did you know that Orange Village has the following types of emergency response/awareness and disaster preparedness programs for residents?

	<u>Yes</u>	<u>No</u>
a. A Community Emergency Response Team (CERT) - a team of residents certified by the Federal Emergency Management Team and trained in Fire Safety, Hazardous Material and Terrorist Incidents, Disaster Medical Operations, and Search and Rescue.	<input type="checkbox"/>	<input type="checkbox"/>
b. Reverse 911/Community Bulletin Board - a community notification system that allows those Village residents that have signed up to receive telephone messages automatically.	<input type="checkbox"/>	<input type="checkbox"/>
c. Point-of-Dispensing (POD) Team - a community-wide mass medication dispensing, vaccination and planning team.	<input type="checkbox"/>	<input type="checkbox"/>
d. Senior Citizen Police Academy - a crime prevention/ informational program specifically designed for senior citizens.	<input type="checkbox"/>	<input type="checkbox"/>
e. CPR Training	<input type="checkbox"/>	<input type="checkbox"/>

26. Would you be interested in participating in any of the following emergency response/awareness and disaster preparedness programs? (Check only one response)

	<u>Have or Am Participating</u>	<u>Yes</u>	<u>Maybe</u>	<u>No</u>
a. Community Response CERT Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Reverse 911/Community Bulletin Board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Point-of-Dispensing (POD) Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Senior Citizen Police Academy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. CPR Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27. If you answer "No", please specify why. (Check all that apply)

	<u>Not Interested</u>	<u>Don't have the Time</u>	<u>Time and/or Date Conflicts</u>	<u>Other (please specify)</u>
a. Community Response CERT Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b. Reverse 911/Community Bulletin Board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c. Point-of-Dispensing (POD) Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d. Senior Citizen Police Academy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e. CPR Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

28. Do you have any suggestions on ways the Village can improve its emergency response/awareness and disaster preparedness programs? _____

Orange Village 2007 Community Survey

As Orange Village continues its efforts to keep its plans updated, your input is valued and welcomed. In recent years, Orange Village has prepared or participated in a number of planning documents to guide future development in the Village, including the following:

- Village Master Land Use Plan Update (draft 2007)
- Orange Elderly Friendly Communities Initiative Three Year Strategic Action Plan (draft April 2006)
- Village Service Department Plan (2001, 2006)
- Chagrin Boulevard Corridor Study (2003)
- Community Park Plan (2003)
- Phase II Stormwater Management Plan (2003)
- Chagrin Highlands Plan, (1999)
- Village Open Space Preservation Guide (1998)
- Orange Village Master Sanitary Sewer Plan (1998)
- Miles Road/Brainard Road Area Plan (1997)

29. Orange Village continually strives to balance growth and development with quality of life considerations. Thinking about the various aspects of development, please rank the following according to how much each is of concern to you? **Use 1 for most important, 2 for second most important and so on, with 8 being the least important. Do not use any number more than once.**

_____ Traffic congestion	_____ Availability of local shopping options
_____ Maintenance of property values	_____ Available housing options for aging populations
_____ Increased tax revenues for the Village	_____ Changes to the character of the Village
_____ Increased tax burden on residential properties	_____ Increased density (average number of people, or housing units on one unit of land)
_____ Other _____	

30. Thinking about the remaining few, large undeveloped properties in the Village (e.g. 85 acres west of Brainard/ south of Harvard Rd), what is your level of support for the following development options?

	<u>Strongly Support</u>	<u>Support</u>	<u>Do not support</u>	<u>Strongly do not support</u>	<u>Undecided/ No Opinion</u>
a. Single-family residences on 1.5 acre lots with the option for maintaining the same density but allowing for the houses to be clustered (U-1 zoning)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Continuing care retirement development, which includes a range of housing types and care facilities including independent living to full-scale nursing care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Condominiums and townhomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Additional office development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Additional retail development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Mixed-use and pedestrian-oriented development (such as Eton, Legacy Village, Crocker Park)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Orange Village 2007 Community Survey

31. What do you feel are the **THREE MOST IMPORTANT** issues in Orange Village that should be addressed over the next 10 years?

- a. _____
- b. _____
- c. _____

32. In general, how would you rate the overall quality of life in Orange Village?

- Excellent**
 Good
 Average/Fair
 Poor
 Very Poor
 No Opinion

33. On average, how often have you or other members of your household visited or used the following facilities within the past 12 months?

	Often	Sometimes	Rarely	Never
a. Wooddell Room in Village Hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Orange Senior Community Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Orange Community Park: (in general)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dubyak Diamond Baseball field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hazlett Baseball field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Basketball court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fitness stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Football/Soccer field	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ice skating area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paved trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Picnic pavilions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tot lot playground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volleyball court	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emery Road sledding hill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

34. If you primarily answered “Rarely” or “Never” in Question 33, what would help increase your use of these facilities?

Orange Village 2007 Community Survey

35. Overall, how would you rate the facilities at Orange Community Park?

	<u>Excellent</u>	<u>Good</u>	<u>Average/ Fair</u>	<u>Poor</u>	<u>Very Poor</u>	<u>Do Not Use/ No Opinion</u>
a. Dubyak Diamond Baseball field	<input type="checkbox"/>					
b. Hazlett Baseball field	<input type="checkbox"/>					
c. Basketball court	<input type="checkbox"/>					
d. Fitness stations	<input type="checkbox"/>					
e. Football/Soccer field	<input type="checkbox"/>					
f. Ice skating area	<input type="checkbox"/>					
g. Paved trails	<input type="checkbox"/>					
h. Picnic pavilions	<input type="checkbox"/>					
i. Tot lot playground	<input type="checkbox"/>					
j. Volleyball court	<input type="checkbox"/>					
k. Emery Rd sledding hill	<input type="checkbox"/>					

36. 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?

37. In recent years, some Village residents have requested the construction of bike/walking paths on main streets such as Brainard, Harvard, Emery and Lander Roads. Construction of multi-purpose paths on the main streets is estimated to cost approximately \$3 million, which could be further reduced by other potential funding opportunities. If the cost could be spread across the community and amortized over 10 years, would you be willing to support an annual tax increase of approximately \$230 to install multi-purpose paths on main streets in the Village?

<input type="checkbox"/> Strongly Support	<input type="checkbox"/> Support	<input type="checkbox"/> Do Not Support	<input type="checkbox"/> Strongly Do Not Support	<input type="checkbox"/> Undecided/No Opinion
--------------------------------------------------	-----------------------------------------	------------------------------------------------	---------------------------------------------------------	------------------------------------------------------

38. Is your home supplied by well water? **Yes** **No** *(If NO, skip to Question 40.)*

39. 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:

<input type="checkbox"/> I am satisfied with well water
<input type="checkbox"/> I am not satisfied with well water and would like city water. I am willing to be assessed UP TO \$10,000 , payable over 20 years, if that is what it takes to get it.
<input type="checkbox"/> 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.
<input type="checkbox"/> 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.
<input type="checkbox"/> I am not satisfied with well water, but I am NOT Willing to pay an assessment to obtain city water.

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There has been a lot of discussion about regionalism or collaboration among municipalities to provide coordinated services at a more financially-efficient level. **Intermunicipal cooperation** may be defined as an arrangement between two or more local governments for accomplishing common goals, providing a service, or solving a mutual problem: working together, across political borders to achieve efficient and effective service delivery. Such cooperation typically involves a regionally coordinated approach in order to avoid widespread duplication of services among municipalities.

40. If the level of existing community services delivered remained the same, would you support partnering with neighboring communities for the delivery of such services on a regional basis?

- Yes**
 No
 Not sure

41. Which community services would you support partnering with neighboring communities if those services would be provided more efficiently and/or more effectively?

	<u>Support</u>	<u>Do Not Support</u>	<u>Not Sure</u>
a. Police protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Fire protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Service Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Municipal Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

42. 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. Feel free to enclose additional sheets of paper with your survey form if needed.

Please leave this area blank.

Orange Village 2007 Community Survey

DEMOGRAPHIC QUESTIONS:

43. How long have you been a resident of Orange Village?

- | | |
|----------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Under 2 years | <input type="checkbox"/> 11 – 20 years |
| <input type="checkbox"/> 2 – 5 years | <input type="checkbox"/> 21 – 30 years |
| <input type="checkbox"/> 6 – 10 years | <input type="checkbox"/> more than 30 years |

44. How much longer do you plan to live in Orange Village?

- | | |
|----------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Under 2 years | <input type="checkbox"/> 11 – 20 years |
| <input type="checkbox"/> 2 – 5 years | <input type="checkbox"/> 21 – 30 years |
| <input type="checkbox"/> 6 – 10 years | <input type="checkbox"/> more than 30 years |

45. Which of the following best describes your current residence?

- | | |
|----------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Single-family house | <input type="checkbox"/> Condominium/Townhouse |
|----------------------------------------------|------------------------------------------------|

46. What is the total number of people living in your household? _____

47. Please indicate the number of people in your household that are in each of the following age groups.

____ 0 to 10 ____ 11 to 17 ____ 18 to 29 ____ 30 to 54 ____ 55 to 69 ____ 70+ years

48. What is your age?

- | | | | | |
|-----------------------------------------|-----------------------------------------|-----------------------------------------|-----------------------------------------|------------------------------------|
| <input type="checkbox"/> 18 to 29 years | <input type="checkbox"/> 30 to 54 years | <input type="checkbox"/> 55 to 69 years | <input type="checkbox"/> 70 to 84 years | <input type="checkbox"/> 85+ years |
|-----------------------------------------|-----------------------------------------|-----------------------------------------|-----------------------------------------|------------------------------------|

49. Please indicate the category that best describes your household's annual income before taxes?

- | | |
|----------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Under \$49,999 | <input type="checkbox"/> \$100,000 - \$149,999 |
| <input type="checkbox"/> \$50,000 - \$99,999 | <input type="checkbox"/> \$150,000 or greater |

50. Please indicate what you believe to be the fair market value of your home?

- | | | |
|------------------------------------------------|------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Under \$199,999 | <input type="checkbox"/> \$400,000 - \$499,999 | <input type="checkbox"/> \$1,000,000 or greater |
| <input type="checkbox"/> \$200,000 - \$299,999 | <input type="checkbox"/> \$500,000 - \$999,999 | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> \$300,000 - \$399,999 | | |

***Thank you for taking the time to respond. Your input is very helpful!
Please fold the survey in half and mail in the enclosed envelope.***

If you would like to be contacted to participate in any program(s), please provide your name and contact information below –your survey answers will remain confidential.****

Or if you choose, you may cut here to mail your contact information separately to:
Village Hall, 4600 Lander Road, Orange, Ohio 44022

Please contact me about _____

Name: _____ Phone: _____

E-mail: _____

You can also get more information and enroll in Village programs via our website:

<http://www.orangevillage.com>

Or call 440-498-4400 to talk to a Village representative about specific programs offered by the Village.