











2023 COMMUNITY SURVEY SUMMARY REPORT

ACKNOWLEDGMENTS

CITY OF PEPPER PIKE

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OUR VISION

Inspiring all of our communities to thrive.

OUR MISSION

To advance Cuyahoga County's social, economic, and environmental health through equitable community planning.



FOR OUR COMMUNITY
FOR OUR REGION
FOR OUR FUTURE

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SECTION 1 BACKGROUND

PROJECT OVERVIEW

In partnership with the City of Pepper Pike and the Survey Review Committee, County Planning conducted an online survey to capture the various perspectives and ideas from residents regarding strategic community initiatives, amenities, and services. Community surveys are recognized as a successful method of collecting residents' opinions for consideration during the decision-making process. A well-designed survey provides valuable feedback from a wide range of individuals, many of whom may not normally involve themselves in local government.

The Survey Review Committee, comprised of elected officials, city staff, and residents, in collaboration with County Planning began the survey process by drafting possible questions, refining them, and adding follow up questions. These were tested on volunteers to ensure question and response options were clear. Upon revision, County Planning with guidance from the Survey Review Committee finalized the questions and received approval to open the online survey.

On Friday, December 30, 2022 the online survey was officially opened to all adult residents (18+ years old). The survey was closed on Monday, January 30, 2023—following a one week extension from the original close date of January 23, 2023. The online survey was advertised in many ways: a postcard was mailed to all residential households within the City; yard signs were placed at strategic locations throughout the community; the survey link was displayed on the front page of the City's website and shared via the City's and Police Department's Facebook and Instagram pages; survey information was published several times in the City's bi-weekly newsletter; and four email blasts were also sent to residents.

The online survey consisted of 29 questions arranged by topic: Introduction, 2 Questions; Quality of Life, 4 Questions; Community Amenities & Services, 7 Questions; Transportation & Infrastructure, 3 Questions; Parks & Recreation, 2 Questions; Community Vision, 4 Questions; and Demographics, 7 Questions.

All surveys received before the closing date were filtered based on residential addresses provided by respondents. Non-resident responses were removed from the analysis based on Geographic Information Systems (GIS) mapping results and additional staff review. Additionally, any household submitting more than three (3) responses was reviewed by staff and duplicate or incomplete responses were removed. In total, the final survey results include responses from 1,413 adult residents of Pepper Pike, which corresponds to 27.2% of the community's total adult population.

KEY SURVEY STATISTICS

TOTAL RESPONSES	1,413
TOTAL NUMBER OF ADULTS IN CITY (18 YEARS+)	5,197
PERCENT OF ADULT POPULATION SURVEYED	27.2%
CONFIDENCE LEVEL	95%
MARGIN OF ERROR (MOE)	+/- 1%

Source: American Community Survey (ACS) 5-Year Estimates, Demographics & Housing Estimates, Population 18 Years and Over, 2021,

When reading and interpreting the results of this report, the statistical error rate should be taken into account. Additionally, because not every respondent answered every question, error rates for individual questions may vary. Similarly, error rates for cross-tabulations can be significantly higher due to fewer responses within cross-tabulated groups. All surveys received by the closing date were filtered based on residency, and non-resident responses were removed from the following analysis.

SURVEY PROCESS

The Pepper Pike Community Survey consisted of three overall project phases. Phases included meetings with the Survey Review Committee to ensure accuracy and consistency with the project objectives. To conduct the community survey, County Planning followed the work steps below:

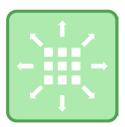
Draft Survey Questions

This phase included creating survey questions with the Survey Review Committee and City administration to prepare an online form to collect public input.



Design Distribution Materials

This phase included designing advertising materials with the Survey Review Committee and City administration (postcard, yard signs, emails, etc.) to help spread the word about the Community Survey.



Summarize & Present Findings

This phase included collecting and tabulating the results into a summary report with graphic representations of the findings and a presentation to the City.





SECTION 2 KEY FINDINGS

SUMMARY OF FINDINGS

The following is a summary of common themes and key findings identified through an analysis of the survey results. The majority of survey respondents were at least 45 years old, have lived in Pepper Pike over 10 years, and currently live in a single-family home. Nearly 100% of respondents say they own their place of residence, and almost 40% say that they have children under the age of 18 living in their household. In general, respondent demographics encompassed a wide spectrum of existing residential characteristics and preferences.

Aside from demographic questions, the online survey focused on critical community topics and issues. Over 98% of all respondents would rate the quality of life in Pepper Pike as excellent or good, and over half of all respondents say they do not have any plans to move in the next five years. The number one reason respondents say they choose to live in Pepper Pike is because they feel safe in the City and their neighborhood. However, if respondents were to move, the top three reasons include: 1) to be able to use sidewalks to walk more places; 2) for lower taxes; and 3) for a different climate.

Additionally, there was an emphasis from respondents for improved non-motorized connectivity and recreation—including walking paths, bikeways, and sidewalks. Nearly 75% of all respondents said that improving the ease and safety of walking throughout Pepper Pike was a very high or high priority, and 70% also said they would walk or bike more if new sidewalks were installed within the community. Over 74% of respondents support adding sidewalks on more major streets, and more than half (56.4%) support adding sidewalks on more residential side streets.

More than 90% of respondents said overall community amenities and services were excellent or good quality. In general, respondents are overwhelmingly satisfied with the quality of life, amenities, and community services available to residents.

KEY FINDINGS: DEMOGRAPHICS

1,413

adult (over 18+) Pepper Pike residents completed the online survey—27.2% of all adults within the community as estimated by the US Census Bureau.

Source: American Community Survey (ACS) 5-Year Estimates, Demographics & Housing Estimates, Population 18 Years and Over, 2021, DP05

78%

of all respondents identified as being 45 years or older—which is a higher representation than the City as a whole (68%) as estimated by the US Census Bureau.

Source: American Community Survey (ACS) 5-Year Estimates, Demographics & Housing Estimates, Population 18 Years and Over, 2021, DP05

98%

of all respondents say that they currently live in a single-family, detached home—99% own their place of residence. **58%**

of all respondents say that they have lived within Pepper Pike at least 10 years, 20% of all respondents report having lived in the City over 30 years.

39%

of all respondents say that they have children under 18 years of age living within their household—which account for 23% of all households in Pepper Pike as estimated by the US Census Bureau.

Source: American Community Survey (ACS) 5-Year Estimates, Demographics & Housing Estimates, Population 18 Years and Over, 2021, DP05

9%

of all respondents say that they work and/or own a business in Pepper Pike.

KEY FINDINGS: SURVEY RESPONSES

74%

of all respondents say the number one reason they choose to live in Pepper Pike is because they feel safe in the City and their neighborhood.

98%

of all respondents rate the overall quality of life in Pepper Pike as excellent or good.

88%

of all respondents say they prefer to receive communication from the City of Pepper Pike through email messaging.

TOP 3

reasons respondents might move include:

- To be able to use sidewalks to walk more places (44%)
- For lower taxes (37%)
- For a different climate (29%)

25%

of all respondents say they use the Cleveland Metroparks at least once a week—making it the most used recreation amenity among respondents.

72%

of all respondents said that preserving more open space was a very high or high priority.

72%

of all respondents say that improving the ease and safety of walking throughout Pepper Pike was a very high or high priority—compared to 66% for biking and 51% for driving.

70%

of all respondents say they would walk or bike more if Pepper Pike installed more sidewalks—74% say they would support adding new sidewalks on major streets and 57% would support adding new sidewalks in front of their own home or business. 91%

of all respondents say they would rate the overall quality of available community amenities as excellent or good—only 1% would rate them as poor or very poor. 96%

of all respondents say they would rate the overall quality of available community services as excellent or good—less than 1% would rate them as poor or very poor.

AMENITIES

identified by all respondents as being of the highest importance and quality include:

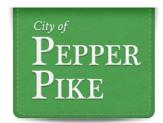
- Cleveland Metroparks
- Orange Branch of the Cuyahoga County Public Library
- Orange City Schools
- Pepper Pike Park
- Beachwood City Park East
- Community Programming

SERVICES

identified by all respondents as being of the highest importance and quality include:

- Trash Pickup
- Fire Protection/EMS
- Police Protection
- Park Maintenance
- Traffic & Street Sign Maintenance

MOST COMMON TYPES OF MISSING COMMUNITY AMENITIES & SERVICES AS DESCRIBED BY ALL RESPONDENTS					
1) Sidewalks and walking paths	7) More robust recycling/trash programs				
2) Usable park/outdoor recreation space	8) Better snow removal schedule				
3) Street lighting	9) Community dog park				
4) Community/recreation center	10) Improved/connected sewer systems				
5) Leaf pickup in the fall	11) Community garden/composting				
6) Community pool/aquatics center	12) Dining/entertainment options				



SECTION 3 SURVEY RESULTS

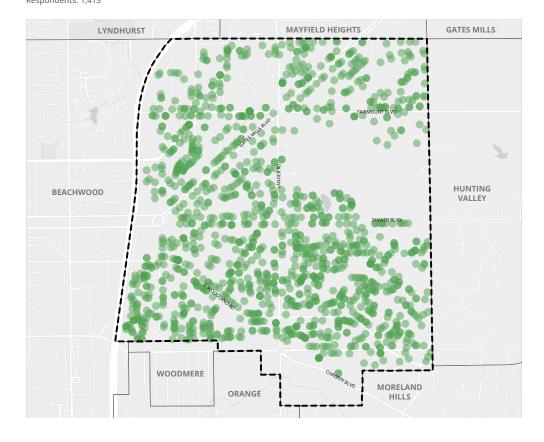
RESPONDENT DEMOGRAPHICS

The following is a summary of respondent characteristics, demographics, and residency in the City of Pepper Pike.

TOTAL NUMBER OF RESPONSES

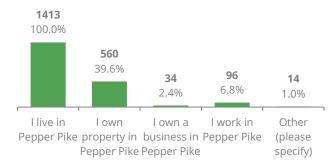
1,413

RESPONDENT HOME LOCATIONS Respondents: 1,413



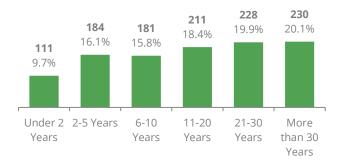
AFFILIATION WITH PEPPER PIKE

Respondents: 1,413



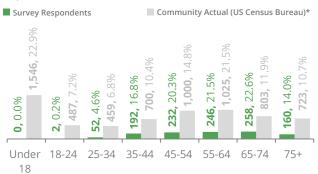
LENGTH OF RESIDENCY IN PEPPER PIKE

Respondents: 1,145

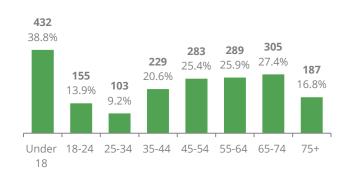


AGE OF RESPONDENTS

Respondents: 1,142

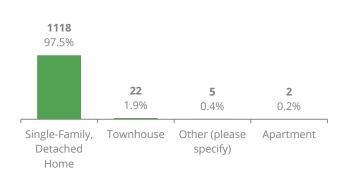


HOUSEHOLDS BY PRESENCE OF AGE GROUPS Respondents: 1,114

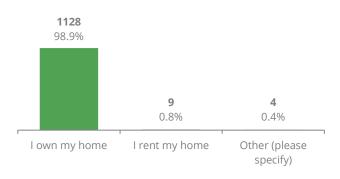


CURRENT HOME TYPE OF RESPONDENTS

Respondents: 1,147

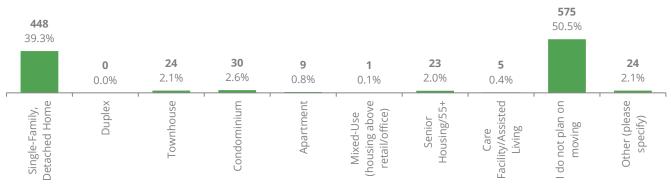


CURRENT HOME OWNERSHIP OF RESPONDENTS



FUTURE HOME TYPE DESIRED BY RESPONDENTS

Respondents: 1,139

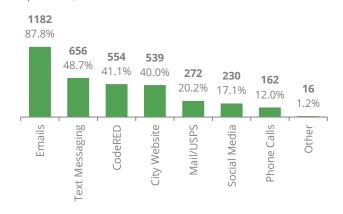


^{*}Source: American Community Survey (ACS) 5-Year Estimates, Demographics & Housing Estimates, Population 18 Years and Over, 2021, DP05

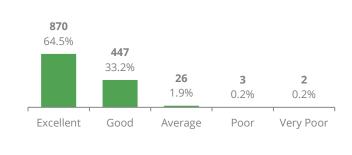
QUALITY OF LIFE

The following is a summary of why respondents choose to live in the City of Pepper Pike, why they might consider leaving, how they prefer to receive communication from the City, and how they would rate the overall quality of life within the community.

PREFERRED FORMS OF CITY COMMUNICATION Respondents: 1,347

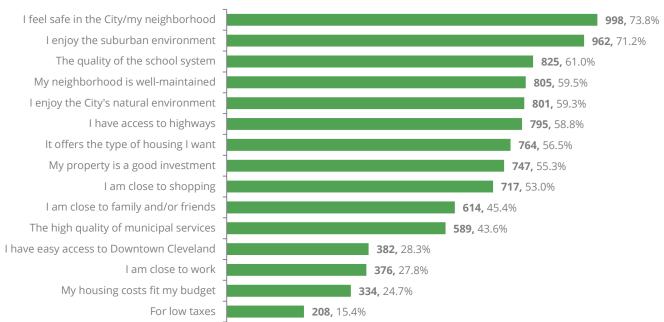


OVERALL QUALITY OF LIFE SATISFACTION Respondents: 1,348



WHY RESPONDENTS CHOOSE TO LIVE IN PEPPER PIKE

Respondents: 1,352



18 - 44 YEARS TOP 5 REASONS FOR LIVING IN PEPPER PIKE (246)

1) The quality of the school system (202, 82.1%)

2) I feel safe in the City/my neighborhood (181, 73.6%)

3) I enjoy the suburban environment (158, 64.2%)

4) My property is a good investment (154, 62.6%)

5) I have access to highways (144, 58.5%)

45 - 64 YEARS TOP 5 REASONS FOR LIVING IN PEPPER PIKE (477)

1) I feel safe in the City/my neighborhood (358, 75.1%)

2) I enjoy the suburban environment (345, 72.3%)

3) The quality of the school system (302, 63.3%)

4) I have access to highways (294, 61.6%)

5) I enjoy the City's natural environment (284, 59.5%)

65+ YEARS TOP 5 REASONS FOR LIVING IN PEPPER PIKE (417)

1) I enjoy the suburban environment (318, 76.3%)

2) I feel safe in the City/my neighborhood (305, 73.1%)

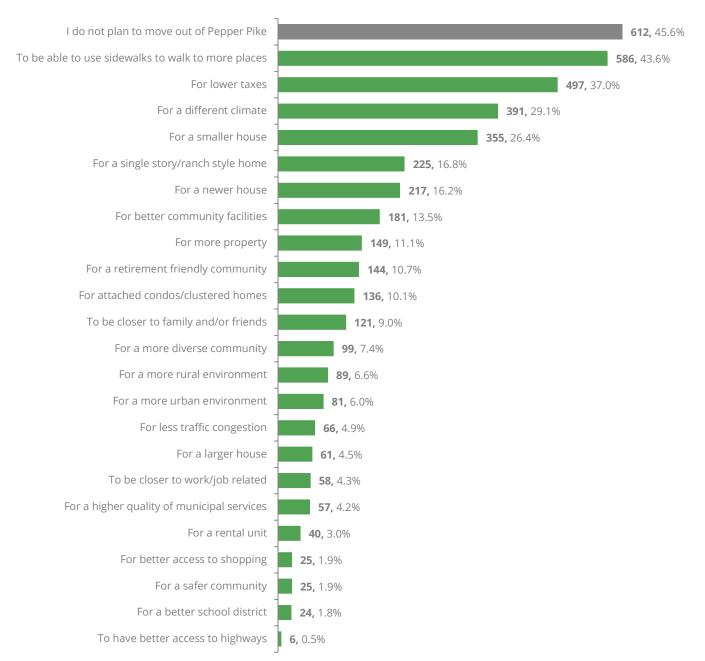
3) My neighborhood is well-maintained (282, 67.6%)

4) I enjoy the City's natural environment (276, 66.2%)

5) I am close to shopping (264, 63.3%)

CHARACTERISTICS RESPONDENTS MIGHT LOOK FOR IN ANOTHER COMMUNITY, IF THEY WERE TO MOVE OUT OF PEPPER PIKE

Respondents: 1,343



18 - 44 YEARS TOP 5 REASONS FOR POTENTIALLY MOVING (246)

1) To be able to use sidewalks/walk (149, 60.6%)

2) For lower taxes (89, 36.2%)

3) For a different climate (69, 28.1%)

4) For a newer house (64, 26.0%)

5) For better community facilities (62, 25.2%)

I do not plan to move (90, 36.6%)

45 - 64 YEARS TOP 5 REASONS FOR POTENTIALLY MOVING (475)

1) To be able to use sidewalks/walk (220, 46.3%)

2) For lower taxes (186, 39.2%)

3) For a different climate (162, 34.1%)

4) For a smaller house (116, 24.4%)

5) For a single story/ranch style home (72, 15.2%)

I do not plan to move (186, 39.2%)

65+ YEARS TOP 5 REASONS FOR POTENTIALLY MOVING (413)

1) For a smaller house (161, 39.0%)

2) For lower taxes (148, 35.8%)

3) To be able to use sidewalks/walk (144, 34.9%)

4) For a different climate (107, 25.9%)

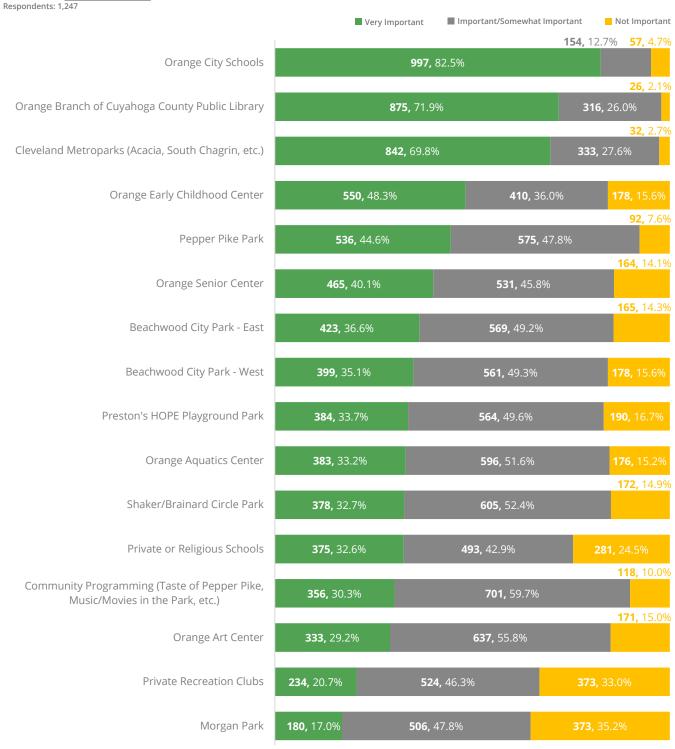
5) For a single story/ranch style home (99, 24.0%)

I do not plan to move (239, 57.9%)

COMMUNITY AMENITIES & SERVICES

The following is a summary of how respondents would rate the overall importance and quality of various community amenities and services in and around the City of Pepper Pike.

OVERALL IMPORTANCE OF AVAILABLE COMMUNITY AMENITIES



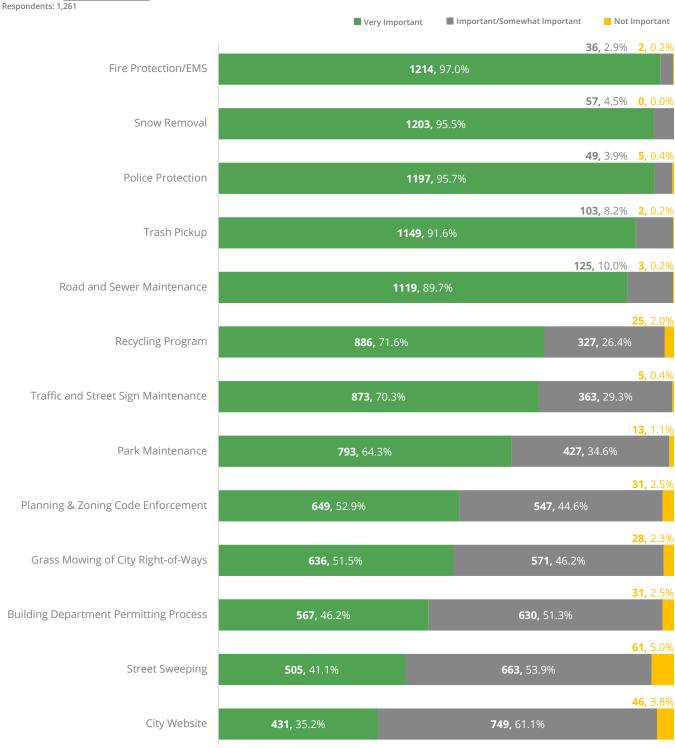
OVERALL QUALITY OF AVAILABLE COMMUNITY AMENITIES Respondents: 1,269

Don't Know/Have Not Used Excellent/Good Average ■ Very Poor/Poor **26**, 2.1% **1**, 0.1% **88**, 7.1% Cleveland Metroparks (Acacia, South Chagrin, etc.) **1133,** 90.8% **44,** 3.5% **4,** 0.3% **134,** 10.7% Orange Branch of the Cuyahoga County Public **1074,** 85.5% Library **40**, 3.2% **8**, 0.6% Orange City Schools **852,** 68.2% **26,** 2.1% Pepper Pike Park **777,** 61.7% **41,** 3.3% **6,** 0.5% Beachwood City Park - East **716,** 58.1% **102**, 8.2% **19**, 1.5% Community Programming (Taste of Pepper Pike, **694,** 56.0% Music/Movies in the Park, etc.) **31,** 2.5% **9,** 0.7% Preston's HOPE Playground Park **642,** 52.6% **40**, 3.3% **5**, 0.4% Beachwood City Park - West **641,** 52.5% **47,** 3.8% Shaker/Brainard Circle Park **641**, 51.4% **17,** 1.4% **2,** 0.2% Private or Religious Schools **433,** 35.4% **33,** 2.7% **7,** 0.6% Private Recreation Clubs **392,** 32.1% **30**, 2.5% 7, 0.6% Orange Early Childhood Center **298,** 24.6% 9, 0.7% **40**, 3.3% Orange Art Center **282,** 23.2% **27,** 2.2% **10,** 0.8% Orange Senior Center **193**, 15.7% **110,** 9.0% **62,** 5.1% Orange Aquatics Center **172,** 14.1% **107**, 8.8% **45**, 3.7% Morgan Park **156,** 12.8%

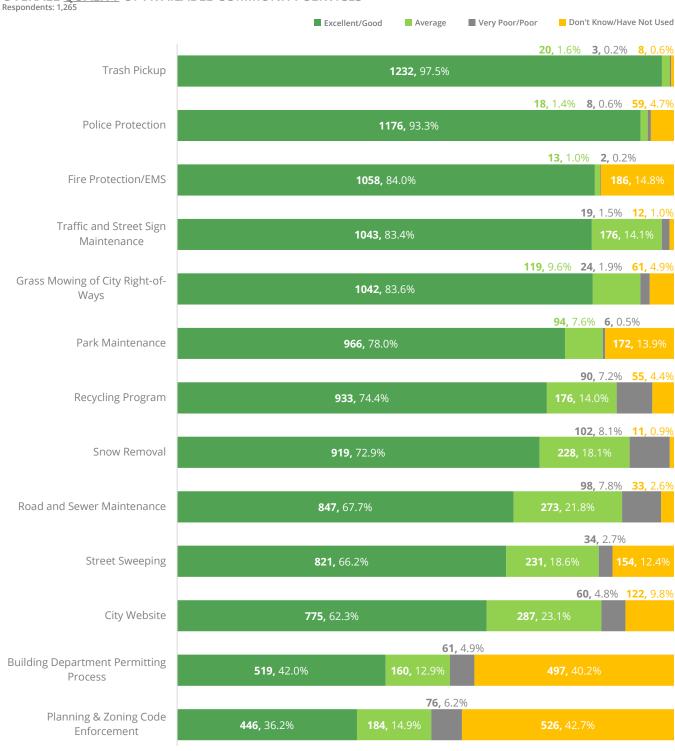
COMMUNITY AMENITIES & SERVICES (CONTINUED)

The following is a summary of how respondents would rate the overall importance and quality of various community amenities and services in and around the City of Pepper Pike.

OVERALL <u>IMPORTANCE</u> OF AVAILABLE COMMUNITY SERVICES



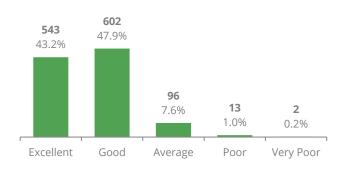
OVERALL QUALITY OF AVAILABLE COMMUNITY SERVICES



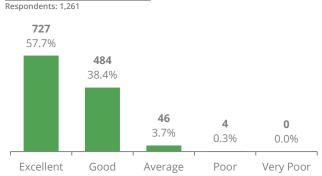
COMMUNITY AMENITIES & SERVICES (CONTINUED)

The following is a summary of how respondents would rate the overall importance and quality of various community amenities and services in and around the City of Pepper Pike.

OVERALL QUALITY OF AVAILABLE COMMUNITY AMENITIES Respondents: 1,256



OVERALL QUALITY OF AVAILABLE COMMUNITY SERVICES



TYPES OF MISSING COMMUNITY AMENITIES OR SERVICES AS DESCRIBED BY RESPONDENTS Respondents: 784



The following is a summary of the most common types of missing community amenities and services as described by respondents. Respondents' comments were filtered and analyzed based on the volume of words used to describe their ideas. The more frequently a word was used, the higher that particular idea ranked among other concepts. The word cloud to the left reflects all words, whether positive or negative, used by respondents, while the text below represents actual desired amenities.

MOST COMMON MISSING COMMUNITY AMENITIES & SERVICES AS DESCRIBED BY ALL RESPONDENTS (784)

Sidewalks and walking paths (333, 42.5%)	Community pool/aquatics center (54, 6.9%)
Usable park/outdoor recreation space (84, 10.7%)	More robust recycling/trash programs (51, 6.5%)
Street lighting (73, 9.3%)	Better snow removal schedule (46, 5.9%)
Community/recreation center (69, 8.8%)	Community dog park (39, 5.0%)
Leaf pickup in the fall (65, 8.3%)	Improved/connected sewer systems (34, 4.3%)

18 - 44 YEARS TOP 5 MISSING COMMUNITY AMENITIES/SERVICES (190)

1) Sidewalks and walking paths (98, 51.6%)

2) Community pool/aquatic center (24, 12.6%)

3) Community/recreation center (18, 9.5%)

4) Usable park/outdoor recreation space (16, 8.4%)

5) Leaf pickup in the fall (14, 7.4%)

45 - 64 YEARS TOP 5 MISSING COMMUNITY AMENITIES/SERVICES (309)

1) Sidewalks and walking paths (130, 42.1%)

2) Usable park/outdoor recreation space (47, 15.2%)

3) Community pool/aquatic center (32, 10.4%)

4) Community/recreation center (28, 9.1%)

5) Community dog park (21, 6.8%)

65+ YEARS TOP 5 MISSING COMMUNITY AMENITIES/SERVICES (216)

1) Sidewalks and walking paths (83, 38.4%)

2) Usable park/outdoor recreation space (27, 12.5%)

3) More robust recycling/trash programs (13, 6.0%)

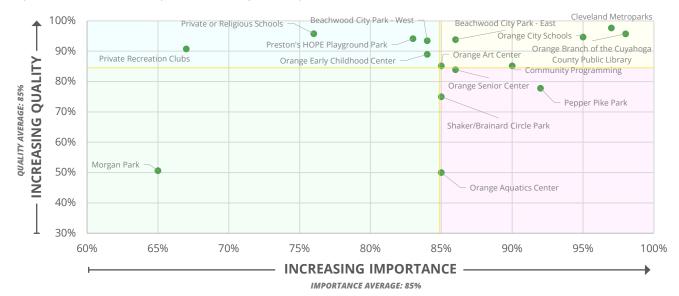
4) Leaf pickup in the fall (12, 5.6%)5) Street lighting (10, 4.6%)

In order to better understand the relationship between the importance and quality of community amenities and services, over 29 available community amenities and services were plotted on a matrix with one axis displaying the range of quality and the other displaying the range of importance to respondents. As seen in the matrices below, results were categorized into four quadrants displaying the average rating of importance and quality for each community amenity and service. The quadrants are described below:

- The top right quadrants (yellow) display community amenities and services that are considered the highest importance and quality as selected by respondents
- The **bottom right** quadrants (pink) display community amenities and services that are among the
 highest in terms of importance, but slightly lower quality as selected by respondents
- The bottom left quadrants (green) display community amenities and services that are slightly lower quality and slightly lower importance as selected by respondents
- The top left quadrants (blue) display community amenities and services that are among the highest in terms of quality, but slightly lower in importance as selected by respondents

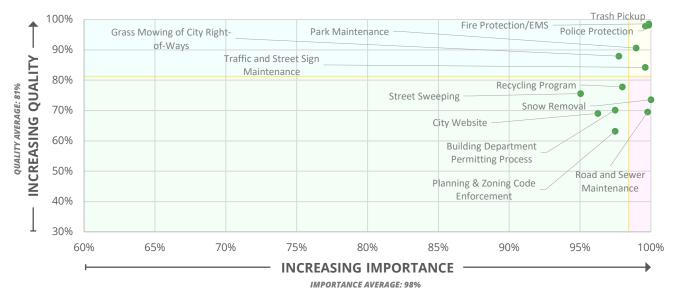
IMPORTANCE & QUALITY OF AVAILABLE COMMUNITY AMENITIES

Respondents: This data combines two questions, 1,269 (Quality) + 1,247 (Importance)



IMPORTANCE & QUALITY OF AVAILABLE COMMUNITY SERVICES

Respondents: This data combines two questions, 1,265 (Quality) + 1,261 (Importance)



Quality measurements were determined by summing Excellent and Good ratings, then dividing by the total number of respondents for each community amenity and service—Don't Know/Have Not Used responses were omitted from this analysis. Importance measurements were determined by summing Very Important, and Somewhat Important ratings, then dividing by the total number of respondents for each community amenity and service. These individual quality and importance ratings were then summed and divided by the total number of community amenities or services to determine an average rating.

TRANSPORTATION & INFRASTRUCTURE

The following is a summary of respondent priorities for improving safety, connectivity, and accessibility throughout the City of Pepper Pike, and the types of improvements that might make sense on major roads.

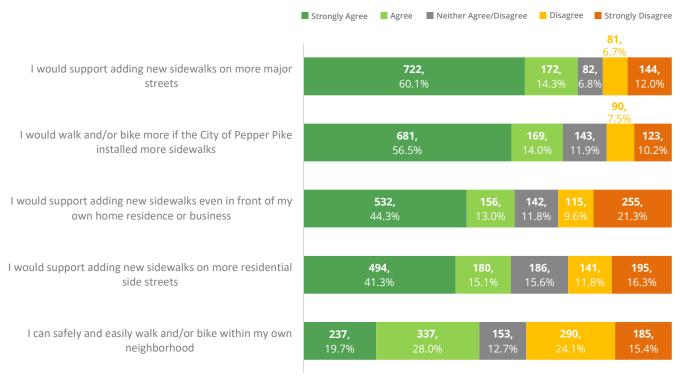
PRIORITIES FOR IMPROVING THE EASE & SAFETY OF MOVING AROUND PEPPER PIKE

Respondents: 1,203



AGREEMENT ON CONNECTIVITY & ACCESSIBILITY IN PEPPER PIKE

Respondents: 1,207



DESIRED TYPES OF IMPROVEMENTS ON MAJOR ROADS IN PEPPER PIKE

Respondents: 1,168

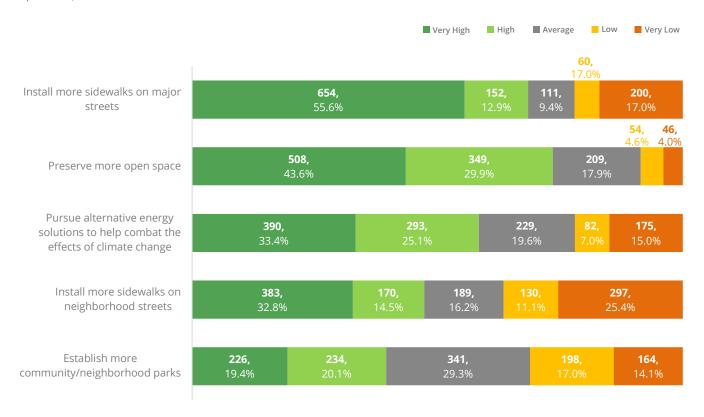


PARKS, RECREATION, & THE ENVIRONMENT

The following is a summary of how often respondents use available park and recreation facilities, and their priority levels for potentially new recreation and environmental community initiatives.

PRIORITIES FOR RECREATION & ENVIRONMENTAL COMMUNITY INITIATIVES

Respondents: 1,185



18 - 44 YEARS VERY HIGH PRIORITY COMMUNITY INITIATIVES

1) Install sidewalks/major streets (176, 73.0%)

2) Install sidewalks/neighborhood streets (113, 46.7%)

3) Pursue alternative energy solutions (82, 34.0%)

4) Preserve more open space (77, 32.1%)

5) Establish community/neighborhood parks (58, 24.1%)

45 - 64 YEARS VERY HIGH PRIORITY COMMUNITY INITIATIVES

1) Install sidewalks/major streets (279, 59.1%)

2) Preserve more open space (225, 47.7%)

3) Pursue alternative energy solutions (145, 30.9%)

4) Install sidewalks/neighborhood streets (138, 29.3%)

5) Establish community/neighborhood parks (85, 18.1%)

65+ YEARS VERY HIGH PRIORITY COMMUNITY INITIATIVES

1) Preserve more open space (185, 46.5%)

2) Install sidewalks/major streets (175, 42.9%)

3) Pursue alternative energy solutions (148, 36.8%)

4) Install sidewalks/neighborhood streets (119, 29.8%)

5) Establish community/neighborhood parks (74, 18.7%)

FREQUENCY OF USE OF PARK & RECREATION AMENITIES/FACILITIES

Respondents: 1,180



18 - 44 YEARS RECREATION FACILITIES USED WEEKLY

1) Pepper Pike Park (57, 23.8%)
2) Cleveland Metroparks (48, 20.0%)
3) Private Recreation Clubs (35, 14.9%)
4) Shaker/Brainard Circle Park (30, 12.6%)

5) Beachwood City Park - East (18, 7.6%)

45 - 64 YEARS RECREATION FACILITIES USED WEEKLY

1) Cleveland Metroparks (158, 33.6%)
2) Private Recreation Clubs (92, 19.8%)
3) Beachwood City Park - East (67, 14.5%)
4) Beachwood City Park - West (63, 13.7%)
5) Shaker/Brainard Circle Park (63, 13.6%)

65+ YEARS RECREATION FACILITIES USED WEEKLY

1) Cleveland Metroparks (72, 17.7%)
2) Private Recreation Clubs (70, 17.7%)
3) Shaker/Brainard Circle Park (41, 10.4%)
4) Beachwood City Park - East (40, 10.0%)
5) Beachwood City Park - West (34, 8.5%)

COMMUNITY VISION

The following is a summary of respondents' most common written responses for the City's greatest strengths, desired changes, and common visions for the future of Pepper Pike.

CITY OF PEPPER PIKE'S GREATEST STRENGTHS AS DESCRIBED BY RESPONDENTS

Respondents: 899



The nineteenth question asked respondents to list what they feel are the City's greatest strengths. 16% of respondents felt that the services available to residents were Pepper Pike's greatest strength including police, fire, EMS, trash pickup, recycling, and City Hall. Over 14% of respondents felt that the location of the City was Pepper Pike's greatest strength. This included its proximity to Cleveland, Akron, and their greater metro areas. Additionally, the City's proximity to major highways, restaurants, Cleveland Metroparks, and other amenities was also considered a strength. Lastly, 9% of respondents felt that safety was the City's greatest strength, while another 8% of respondents felt that greenspace and a more spacious lifestyle (larger plots of land, spacious homes, and open space) were the City's greatest strengths.

MOST DESIRED CHANGES IN PEPPER PIKE AS DESCRIBED BY RESPONDENTS



The twentieth question asked respondents what they would like to see changed within the City. Over 36% of the respondents indicated that they would like to see sidewalks added to the community. Responses mentioned adding sidewalks to residential streets, as well as major streets, such as Lander Road and Chagrin Boulevard, to encourage walking to school, businesses, parks, and the library. Some respondents also mentioned that adding sidewalks would make the community and streets safer for walking and biking. An additional 13% of respondents would like to see street improvements via signage, street lights, bike paths or shared lanes, and overall making streets safer for all users—including easing traffic and congestion on major streets. Lastly, 9% of respondents wanted to improve the overall sense of community pride in Pepper Pike through activities and amenities like a public community and recreation center.

MOST COMMON VISIONS FOR THE FUTURE AS DESCRIBED BY RESPONDENTS

Respondents: 727



The twenty-first question asked respondents what their vision is for the City of Pepper Pike. Over 23% of respondents wanted to maintain or keep the qualities that Pepper Pike currently offers its residents. Some responses included maintaining parks and green spaces, its unique character, and the high quality of city services. An additional 8% of respondents wanted to preserve more open space within the community—including having more green and open spaces for future families and generations to enjoy. Lastly, 6% of respondents mentioned putting residents first. Providing opportunities for residents to live a high quality and healthy lifestyle, as well as attracting new residents to move to Pepper Pike, while still helping meet the needs of its current residents was a vision shared by many respondents.

18 - 44 YEARS MOST COMMON STRENGTHS, CHANGES, & VISIONS

The greatest strengths listed among this age group were the public school system, safety, and the location of Pepper Pike. Responses mentioned that the City has qualities and amenities fit for families including high quality schools, access to other cities via the highway, and parks and greenspace.

Desired changes mentioned among this age group were making Pepper Pike a more walkable and bikeable community by adding sidewalks and walking/biking paths along major and residential streets. Other changes included a community/recreation center with amenities and programming for children like a public pool. Lastly, some respondents mentioned an increase in the quality of city services, such as snow removal, trash pickup, and leaf pickup.

Respondents of this age group felt that the vision for the City's future is one where Pepper Pike maintains its small town rural feel, but with updated, modern amenities and services to enhance the quality of life for its residents, as well as maintaining its high standards and reputation.

45 - 64 YEARS MOST COMMON STRENGTHS, CHANGES, & VISIONS

The greatest strengths mentioned by this age group were Pepper Pike's location, proximity to shopping and highways, and the quality of its city services and amenities. Respondents also felt that city departments and elected officials offered high quality customer service.

Some desired changes mentioned by this age group were sidewalks, walking trails, bike paths, and bike lanes along some streets throughout Pepper Pike to make the City safer and less auto dependent. Other changes included preserving the natural environment while adding more trees, parks, and greenspace. Lastly, making changes to increase the safety of the community by adding police presence in some areas and making streets safer by adding speed bumps, street lights, and crosswalks.

Respondents of this age group feel that the vision for the future of Pepper Pike is a strong, safe, and clean community that focuses on sustainable practices and is family oriented.

65+ YEARS MOST COMMON STRENGTHS, CHANGES, & VISIONS

The greatest strengths listed among this age group were its strong sense of community, the residents, and the natural environment. The semi rural environment and small town characteristics were also listed as strengths.

Desired changes listed among this age group were an increase and modernization of city services—including fall leaf pickup, snow removal, implementation of a city wide sewer system, and an increase in communication from the mayor's office and city hall. Residents also expressed a need for protected walkways and bike paths throughout the community. Lastly, respondents desired a public recreation or community center with amenities for active older adults.

Respondents of this age group feel that the vision for the future of Pepper Pike is a safe, green, and environmentally responsible community that is diverse and welcoming to its residents and visitors.



APPENDIX: SAMPLE SURVEY FORM



Pepper Pike Community Survey

Survey Introduction

Welcome to the Community Survey for the City of Pepper Pike! This is your community, and the vision for Pepper Pike is driven by you!

What are we asking for in this survey?

We need your input to understand what you want to see in Pepper Pike. The survey should take around 10 minutes to complete, and your feedback will be incorporated into a results report that will help city officials understand your vision for the future of Pepper Pike. Thank you for taking the time to share your thoughts by taking this survey!

At the end, feel free to tell us any additional thoughts such as ways to accomplish these goals or discuss ideas that we might have missed.

We are asking that only adults within your household take this community survey.

To learn more about the project, please go to: www.CountyPlanning.us/PepperPikeSurvey

* 1. What is your home address ?		
2. What is your affiliation with t	he City of Pepper Pike? Please sele	ect all that apply.
☐ I live in Pepper Pike		
☐ I own property in Pepper Pike		
☐ I own a business in Pepper Pik	e	
☐ I work in Pepper Pike		
Other (please specify)		
Quality of Life		
3. Why do you choose to live in P	epper Pike? Please select all that a	pply.
☐ I enjoy the suburban environment	I enjoy the City's natural environment	The quality of the school system
I am close to shopping	☐ I am close to family and/or friends	I feel safe in the City/my
I am close to work	_	neighborhood
☐ I have access to highways	My neighborhood is well- maintained	My housing costs fit my budget
I have easy access to	My property is a good	The high quality of municipal services
Downtown Cleveland	investment	For low taxes
	It offers the type of housing I want	

community? Please select all that a	_	. you look for in another
For lower taxes	For a different climate	For a safer community
For a smaller house	To have better access to highways	For a retirement friendly community
For a larger house For a rental unit For a newer house For more property For a single story/ranch style home For attached condos/clustered homes	For less traffic congestion For a more diverse community For a more rural environment For a more urban environment To be able to use sidewalks to walk to more places For better community facilities	For better access to shopping To be closer to family and/or friends For a better school district To be closer to work/job related For a higher quality of municipal services I do not plan to move out of Pepper Pike
5. Which form of communication wo Please select all that apply. City Website Social Media Emails CodeRED Other (please specify)	ould you prefer to receive informat Text Messaging Phone Calls Mail/USPS	
6. How would you rate the everal a	uualitu of life in Donnar Diko?	
6. How would you rate the overall q Excellent Good Average	uauty of life in Pepper Pike?	
O Poor		

Community Amenities & Services

7. Please rate the **quality** of the following community amenities in or around Pepper Pike:

	Excellent	Good	Average	Poor	Very Poor	Don't Know/Have Not Used
Pepper Pike Park	\circ	\circ	0	\circ	\circ	\circ
Morgan Park	\circ	\bigcirc	\circ	\circ	\circ	\circ
Shaker/Brainard Circle Park	\circ	\circ	0	\circ	\circ	0
Private Recreation Clubs	\circ	\circ	\circ	\circ	\circ	\circ
Orange City Schools	\bigcirc	\bigcirc	\bigcirc	\circ	\circ	\bigcirc
Private or Religious Schools	\circ	\circ	\circ	\circ	\circ	\circ
Orange Branch of the Cuyahoga County Public Library	0	0	0	0	0	\circ
Orange Senior Center	\circ	\circ	0	\circ	\circ	0
Orange Aquatics Center	\circ	\circ	\circ	\circ	0	\circ
Orange Art Center	\circ	\circ	\circ	\circ	\circ	\circ
Orange Early Childhood Center	0	0	0	\circ	0	0
Cleveland Metroparks (Acacia, South Chagrin, etc.)	0	0	0	0	0	\circ
Beachwood City Park - East	\circ	\circ	0	\circ	\circ	0
Beachwood City Park - West	\circ	\circ	0	\circ	\circ	0
Preston's HOPE Playground Park	\circ	\circ	0	\circ	\circ	0
Community Programming (Taste of Pepper Pike, Music/Movies in the Park, etc.)	0	0	0	0	0	0

8. Please rate the importance of the following community am	nenities in or around Pepper Pike
---	-----------------------------------

	Very Important	Important	Somewhat Important	Not Important
Pepper Pike Park	\bigcirc	\circ	\bigcirc	\bigcirc
Morgan Park	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Shaker/Brainard Circle Park	\circ	\circ	0	0
Private Recreation Clubs	\circ	\bigcirc	\circ	\circ
Orange City Schools	\circ	\circ	\circ	\bigcirc
Private or Religious Schools	\circ	\bigcirc	\circ	\circ
Orange Branch of Cuyahoga County Public Library	0	0	0	0
Orange Senior Center	\circ	\bigcirc	\circ	\circ
Orange Aquatics Center	\circ	0	0	0
Orange Art Center	\circ	0	0	\circ
Orange Early Childhood Center	0	0	0	0
Cleveland Metroparks (Acacia, South Chagrin, etc.)	0	\circ	\circ	0
Beachwood City Park - East	0	0	0	0
Beachwood City Park - West	\circ	\circ	\circ	0
Preston's HOPE Playground Park	0	0	0	0
Community Programming (Taste of Pepper Pike, Music/Movies in the Park, etc.)	0	0	0	0

9. How would you rate the overall quality of amenities available in and around Pepper Pike?
○ Excellent
○ Good
○ Average
○ Poor

O Very Poor

10. Please rate the **quality** of the following community services:

	Excellent	Good	Average	Poor	Very Poor	Don't Know/Have Not Used
Snow Removal	\bigcirc	\bigcirc	\circ	\circ	\circ	\bigcirc
Street Sweeping	\circ	\circ	\circ	\circ	\circ	\circ
Park Maintenance	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Grass Mowing of City Right-of-Ways	\circ	\circ	0	\circ	\circ	\circ
Road and Sewer Maintenance	\circ	\circ	0	\circ	0	\circ
Traffic and Street Sign Maintenance	\circ	\circ	0	\circ	0	\circ
Police Protection	\bigcirc	\bigcirc	\circ	\circ	\circ	\bigcirc
Fire Protection/EMS	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\circ	\bigcirc
Building Department Permitting Process	\circ	\circ	0	\circ	0	\circ
Planning & Zoning Code Enforcement	\circ	\circ	0	\circ	\circ	\circ
City Website	\bigcirc	\bigcirc	\circ	\circ	\circ	\bigcirc
Trash Pickup	\circ	\bigcirc	\circ	\circ	\circ	\circ
Recycling Program	\circ	\circ	\circ	\circ	\circ	

11. Please rate the **importance** of the following community services:

	Very Important	Somewhat Important	Important	Not Important
Snow Removal	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Street Sweeping	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Park Maintenance	\circ	\bigcirc	\bigcirc	\bigcirc
Grass Mowing of City Right-of-Ways	\circ	\circ	\circ	\circ
Road and Sewer Maintenance	\circ	0	\circ	\circ
Traffic and Street Sign Maintenance	\circ	\circ	\circ	\circ
Police Protection	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Fire Protection/EMS	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Building Department Permitting Process	\circ	\circ	\circ	\circ
Planning & Zoning Code Enforcement	\circ	\circ	\circ	\circ
City Website	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Trash Pickup	\circ	\circ	\circ	\circ
Recycling Program	\circ	\circ	\circ	\bigcirc

13. How would you rate	e the overall qu	ality of service:	s available in Pepp	er Pike?	
Excellent					
Good					
○ Average					
O Poor					
O Very Poor					
Transportation & I 14. Indicate your priorit by the following transp	ty for improvin g	g the ease and	safety of moving a	around the City	of Pepper Pike
Improving the ease and safety of moving around the City of Pepper Pike by walking (sidewalks, crosswalks, etc)	0	0	0	0	0
Improving the ease and safety of moving around the City of Pepper Pike by biking (all-purpose trails, bike lanes, etc.)	0	0	0	0	0
Improving the ease and safety of moving around the City of Pepper Pike by					

12. What types of **amenities or services** do you feel are missing in Pepper Pike?

car/driving (e.g., additional travel lanes, traffic signals,

etc.)

15. Indicate whether you agree or disagree with the following statements about **connectivity and accessibility** within the City of Pepper Pike:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I can safely and easily walk and/or bike within my own neighborhood	0	0	0	0	0
I would walk and/or bike more if the City of Pepper Pike installed more sidewalks	0	0	0	0	0
I would support adding new sidewalks on more major streets	0	0	0	0	0
I would support adding new sidewalks on more residential side streets	0	0	0	0	0
I would support adding new sidewalks even in front of my own home residence or business	0	0	0	0	0

16. Indicate which **types of improvements** you would like to see on the following major streets. (Please select all that apply for each area)



	Safer for Walking (Sidewalks, walking paths, etc.)	Safer for Biking (all-purpose trails, bike lanes, etc.)	Better Transit Access	More Attractive Street	Keep Traffic Moving	Does Not Need Improvement
Brainard Road (North of Shaker Blvd.)						
Brainard Road (South of Shaker Blvd.)						
Cedar Road						
Chagrin Boulevard						
Fairmount Boulevard						
Gates Mills Boulevard						
Lander Road						
Shaker Boulevard						
SOM Center						
S. Woodland Road						

Parks and Recreation

17. How often do you use the following **park and recreation amenities/facilities?**

	Once a Week	Once a Month	Several Times a Year	Rarely	Never
Pepper Pike Park	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\circ
Morgan Park	\circ	\circ	\circ	\bigcirc	\circ
Shaker/Brainard Circle Park	0	\circ	0	\circ	\circ
Private Recreation Clubs	\circ	\bigcirc	\bigcirc	\circ	\bigcirc
Cleveland Metroparks (Acacia, South Chagrin, etc.)	0	\circ	0	0	0
Beachwood City Park - East	\bigcirc	\bigcirc	\bigcirc	\circ	\circ
Beachwood City Park - West	\circ	\circ	\circ	\circ	\circ
Preston's HOPE Playground Park	\circ	\bigcirc	\circ	\circ	\bigcirc
Orange Aquatics Center	\circ	\circ	\circ	0	\circ

18. Indicate your priority for the following potential **recreation and environmental community** initiatives

	Very High	High	Average	Low	Very Low
Install more sidewalks on major streets	\circ	\circ	\circ	0	\circ
Install more sidewalks on neighborhood streets	\circ	\bigcirc	\circ	\circ	\bigcirc
Preserve more open space	\circ	\circ	\circ	0	\circ
Establish more community/neighborhood parks	\circ	0	0	0	0
Pursue alternative energy solutions to help combat the effects of climate change	0	0	0	0	0

Community Vision

19. What is the City of Pepper Pike's greatest strength ?
20. What would you like to see changed in the City of Pepper Pike?
21. What is your vision for the future of Pepper Pike?
22. Do you have any additional thoughts you would like to share?

About You!

23. What is your age ?	
O Under 18 years	○ 45-54 years
○ 18-24 years	○ 55-64 years
O 25-34 years	○ 65-74 years
35-44 years	75+ years
24. How many years have you lived in Pepper Pike?	
O Under 2 Years	21-30 Years
2-5 Years	More than 30 Years
○ 6-10 Years	○ I do not live in Pepper Pike
○ 11-20 Years	
25. Please indicate the number of people in your hogroups: (if no persons within a specific age group liv	
Under 18 Years	\$
18-24 Years	\$
25-34 Years	\$
35-44 Years	\$
45-54 Years	\$
55-64 Years	\$
65 to 74 Years	\$
75+ Years	\$
26. What type of home do you presently live in as a Pep	pper Pike resident?
Single-Family, Detached Home	
○ Townhouse	
○ Apartment	
Other (please specify)	

27. Do you currently rent or own your home?
O I own my home
○ I rent my home
Other (please specify)
28. What type of home would you seek to live in within the next 5 years?
○ Single-Family, Detached Home
○ Duplex
○ Townhouse
○ Condominium
○ Apartment
Mixed-Use (housing above retail/office)
O Senior Housing/55+
Care Facility/Assisted Living
O I do not plan on moving
Other (please specify)
* 29.1 certify that all of the information provided by me in this survey is correct, accurate, and complete to the best of my knowledge.
Yes
Thank you!
Thank you for taking the time to complete this survey. Your feedback is crucial to shaping the future of Pepper Pike. If you have any questions, or would like to learn more about the project, Please go to: www.countyplanning.us/PepperPikeSurvey
If you have any additional comments, questions, or ideas that you would like to share please contact us at the information provided below:

Rachel Novak, AICP rnovak@cuyahogacounty.us

216-443-3722

2023 COMMUNITY SURVEY SUMMARY REPORT **37**



FOR OUR COMMUNITY FOR OUR REGION FOR OUR FUTURE