



City of Solon 2012 Community Survey

Summary of Findings

May 2012

Prepared for the City of Solon
by the Cuyahoga County Planning Commission



**CUYAHOGA COUNTY
PLANNING
COMMISSION**

323 Lakeside Ave Suite 400, Cleveland, Ohio 44113
planning.co.cuyahoga.oh.us • 216-443-3700



City of Solon 2012 Community Survey

TABLE OF CONTENTS

| | |
|---|----|
| INTRODUCTION | 3 |
| Methodology | 3 |
| Understanding the Results | 5 |
| MAJOR FINDINGS | 6 |
| SUMMARY | 39 |
| APPENDICES | 41 |
| Appendix A: Complete Survey Frequencies | 41 |
| Appendix B: Survey Materials | 65 |

**City of Solon
2012 Community Survey**

INTRODUCTION

In 2011, the City of Solon established a Master Plan Citizens Commission to assist the city planning and economic development directors in the preparation of a new master plan. As part of that process, the City retained the Cuyahoga County Planning Commission to conduct a survey of a random sample of Solon residents to gather public opinion relating to planning and land use issues in the City.

Conducting a survey of a statistically valid sample of community households enables residents to share their opinions, views and concerns with the City administration. The results help identify citizens' satisfaction with city services and programs and inform policy directions to be pursued during the Master Plan update process. Furthermore, because the City had previously conducted a community survey in 2001, the 2012 survey results also provide the opportunity to gauge how public opinion had changed since 2001.

This report contains:

- A summary of the methodology for administering the survey.
- Highlights of the major findings.
- Charts showing the overall results for most questions on the survey.
- In some cases, comparison with the 2001 survey findings.
- Tables showing the complete frequencies for each question on the survey in Appendix A.
- A copy of the survey instrument and associated mailings in Appendix B.

Methodology

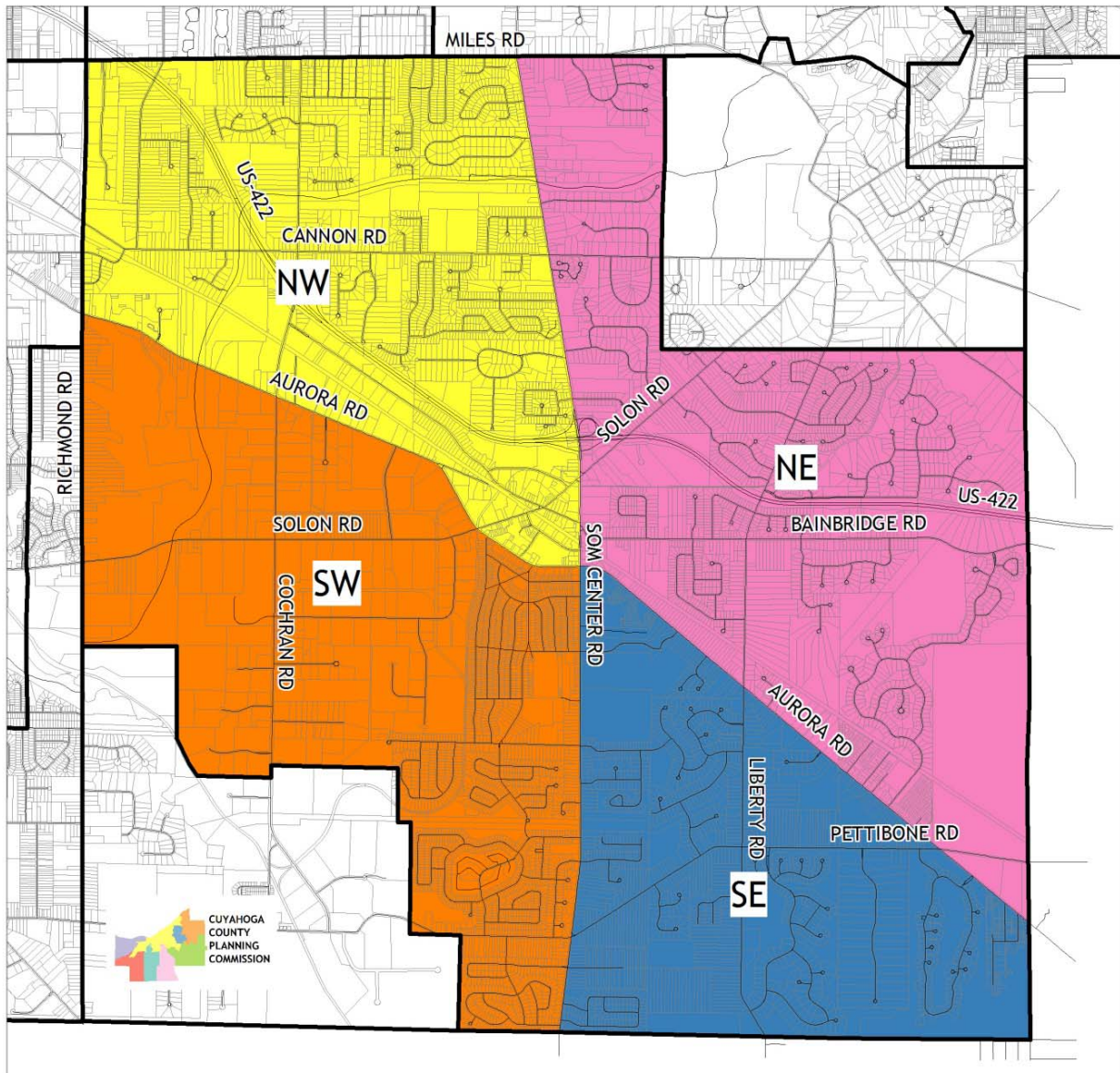
The process for conducting the 2012 Community Survey began with meetings with the Master Plan Citizens Commission to review the list of questions from the 2001 questionnaire, reach consensus on the questions to be retained and identify new questions to add. Once the Master Plan Citizens Commission agreed upon the final form, the survey was reviewed and approved by the Mayor and City Council. Finally, the questionnaire was pre-tested on volunteers to ensure that the questions and response options were clear and easy to understand.

The survey contained 33 questions on eight pages, arranged by topic and ranging from city-wide services and facilities to residential and commercial development. Most of the questions were closed-ended where residents were asked to rate or rank a list of topics. However, there were also numerous opportunities for participants to provide additional comments and recommendations. Demographic questions were included at the end of the survey in order to determine how closely the respondents matched the overall profile of city residents.

The goal of the survey was to obtain statistically valid responses that represented the opinions of the entire city. In order to do so, a random sample of 813 addresses was selected from a list of occupied

**City of Solon
2012 Community Survey**

residential addresses supplied by the City’s geographic information services coordinator. The City was divided into four quadrants in the same manner as in 2001 - Northeast, Southeast, Southwest and Northwest – and addresses were chosen from each quadrant in proportion to the percentage of the city’s households within the quadrant.



In January 2012, the 813 surveys were mailed via first class presort mail, accompanied by a letter from Solon Mayor Susan A. Drucker and an envelope in which to return the completed survey. A total of 28 unopened surveys marked “undeliverable – vacant” were returned by the post office.

Of the households that received a survey, 332 completed and returned it for a 42.3% response rate. The highest rate of returns was received from the Southeast quadrant, while the lowest rate was received from the Southwest quadrant. The breakdown of survey respondents by quadrants is shown below.

**City of Solon
2012 Community Survey**

| Surveys | Quadrant | | | | Total |
|-----------------------|----------|-------|-------|-------|-------|
| | NE | SE | SW | NW | |
| Residential Addresses | 2,196 | 1,597 | 2,819 | 2,054 | 8,666 |
| Total Mailed | 206 | 150 | 265 | 192 | 813 |
| Returned/vacant | 6 | 5 | 10 | 7 | 28 |
| Mailed - Valid | 200 | 145 | 255 | 185 | 785 |
| Completed Returns | 88 | 67 | 99 | 78 | 332 |
| Return Rate | | | | | |
| % of Valid Mailed | 44.0% | 46.2% | 38.8% | 42.2% | 42.3% |
| % of Addresses | 4.0% | 4.2% | 3.5% | 3.8% | 3.8% |

With survey reporting, it is customary to describe the reliability with which the opinions of a portion of residents represent the views of the whole population by reporting the “level of confidence” and accompanying “confidence interval” or “margin of error”. Using the traditional 95% level of confidence, the margin of error around results for the 332 completed surveys out of the City’s 8,666 households is plus or minus 5.27 percentage points. This means that, based on a 5% margin of error, one may conclude that when 60% of survey respondents report that a particular service is “excellent” or “good,” somewhere between 55-65% of all residents are likely to feel that way.

Understanding The Results

Following are tabular and graphic representations of the results of the survey. Unless otherwise stated, the results reported are City-wide. For all evaluative questions, a graph indicating the number of residents rating the service or community feature as “excellent”, “good”, “fair” or “poor” is provided. A second graph is provided for questions that are repeated from the 2001 survey, which compares the percentage of residents rating the service or community feature as “excellent” or “good” in 2012 and in 2001.

For some of the questions in the survey one of the response options was “not applicable”. In addition, while respondents were encouraged to complete the entire survey, some participants did not answer all the questions, so there are a varying number of responses for each question. In order to compare 2012 results with the 2001 results, the graphs display only the responses from respondents who had an opinion. However, because the number of “not applicable” responses and “no response” may be due to a lack of awareness or use of city services, the number and percentage of “not applicable” and “no response” have been provided in the full set of survey frequencies included in Appendix A.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not

**City of Solon
2012 Community Survey**

total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

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. 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.

MAJOR FINDINGS

Overall, Solon residents confirmed that the city continues to be a desirable place to live, and that the local government has continued to provide high quality services despite the lingering effects of the economic crisis that began in 2007. Solon continues to receive high marks for city services, recreation facilities and other public services. In fact, a number of items were rated **excellent or good** by at least nine out of 10 respondents, including:

- 96% or more for the police, fire and emergency medical services;
- 94% or more for the Solon City School District and the public library;
- 93% or more for city parks and playgrounds, school playgrounds and recreational activities for children;
- 91% or more for garbage removal, recyclables removal, yard waste removal; and
- 90% or more for the Solon Art Center, the Solon Community Center and senior services.

Not only did respondents rate the services and facilities highly, but when asked about the overall **value of city services** and **quality of the public schools** compared to the amount of taxes paid, over 90% rated these as excellent or good. These two features were also listed as the City’s top two strengths and the public school system was listed as the number one reason participants moved to Solon.

Respondents also continue to be highly satisfied with their own home and generally with their neighborhood. Six of the 14 house and neighborhood characteristics were rated excellent or good by at least nine out of 10 respondents, including condition and size of home; size of yard; access to school; safety of neighborhood and access to interstate. However, ratings for eight of these characteristics declined when compared to the 2001 responses. While four of the eight experienced small declines of five or fewer percentage points, three experienced significant declines:

- 54% rated housing values as excellent or good, down from 91% in 2001;
- 66% rated shopping convenience as excellent or good, down from 84%; and
- 26% rated access to public transportation as excellent or good, down from 40%.

City of Solon
2012 Community Survey

It appears from the responses that there have been noticeable impacts to the City from the economic recession. Across the nation, the recession brought persistent high unemployment, low consumer confidence, declines in home values and increases in foreclosures and personal bankruptcies. In Solon, while the actual effects of housing foreclosures and retail vacancies were lower than in Cuyahoga County, still, many Solon residents were concerned about declining house values and retail store closings. Issues related to vacant storefronts, storefront renovation and upgrades, and traffic congestion/road repairs were reported as the City's top weaknesses and areas most in need of improvement. In a similar vein, business attraction/retention, revitalization of the shopping areas and traffic management were three of the top four issues participants believed the City should concentrate on over the next five to ten years.

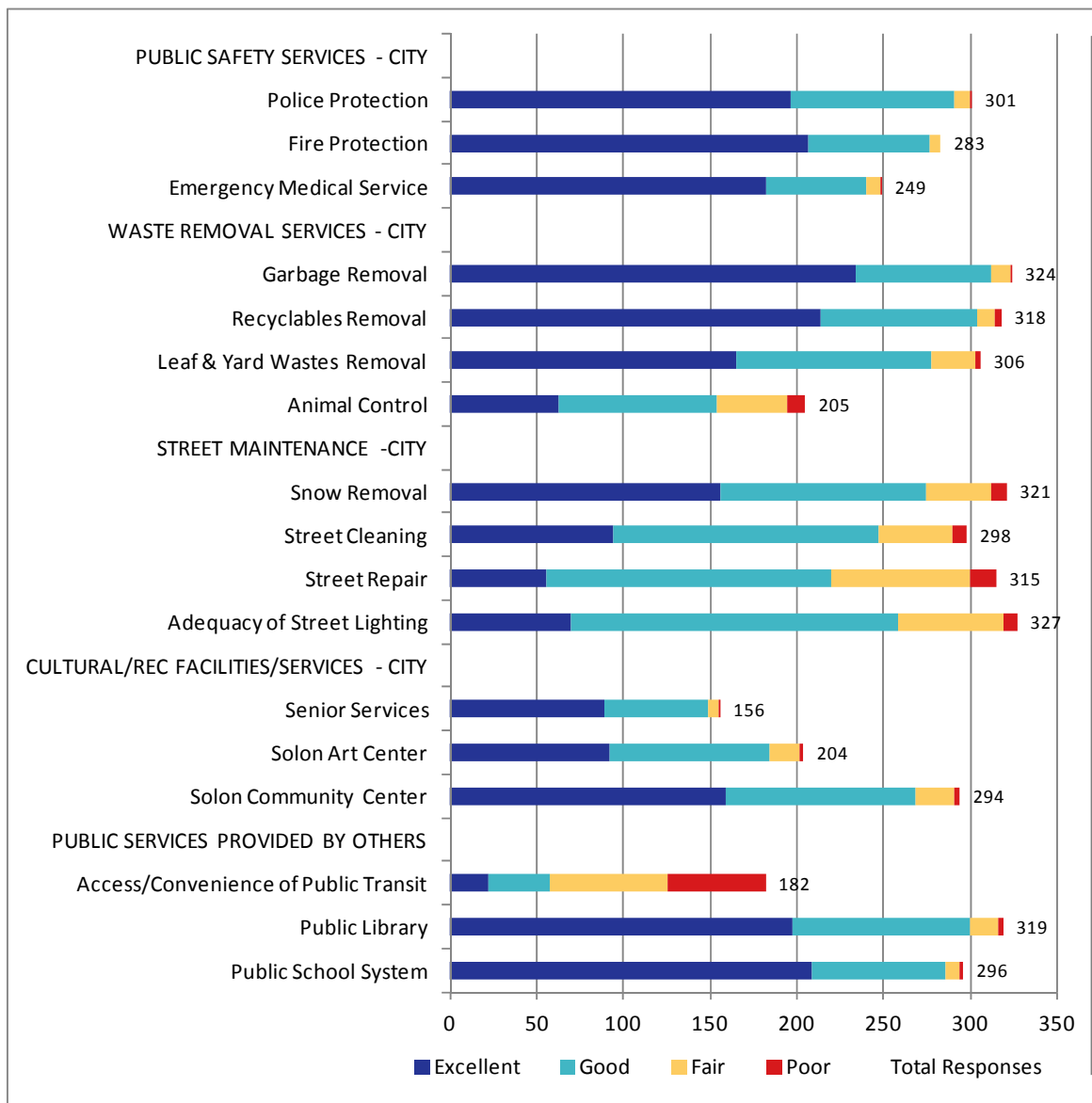
Despite these issues, two out of three respondents reported that they are NOT considering moving out of Solon in the next five years, which is only a small decrease from the 70% in 2001 who stated they were not considering moving out of the city. For those who are considering such a move, the top four reasons for moving were related to finding a different house than what is available in Solon (downsizing, different type of house, a more affordable house) or a place where taxes were lower.

City of Solon
2012 Community Survey

Public Services rated on a City-Wide basis

Question 1. How do you rate the following public services city-wide?

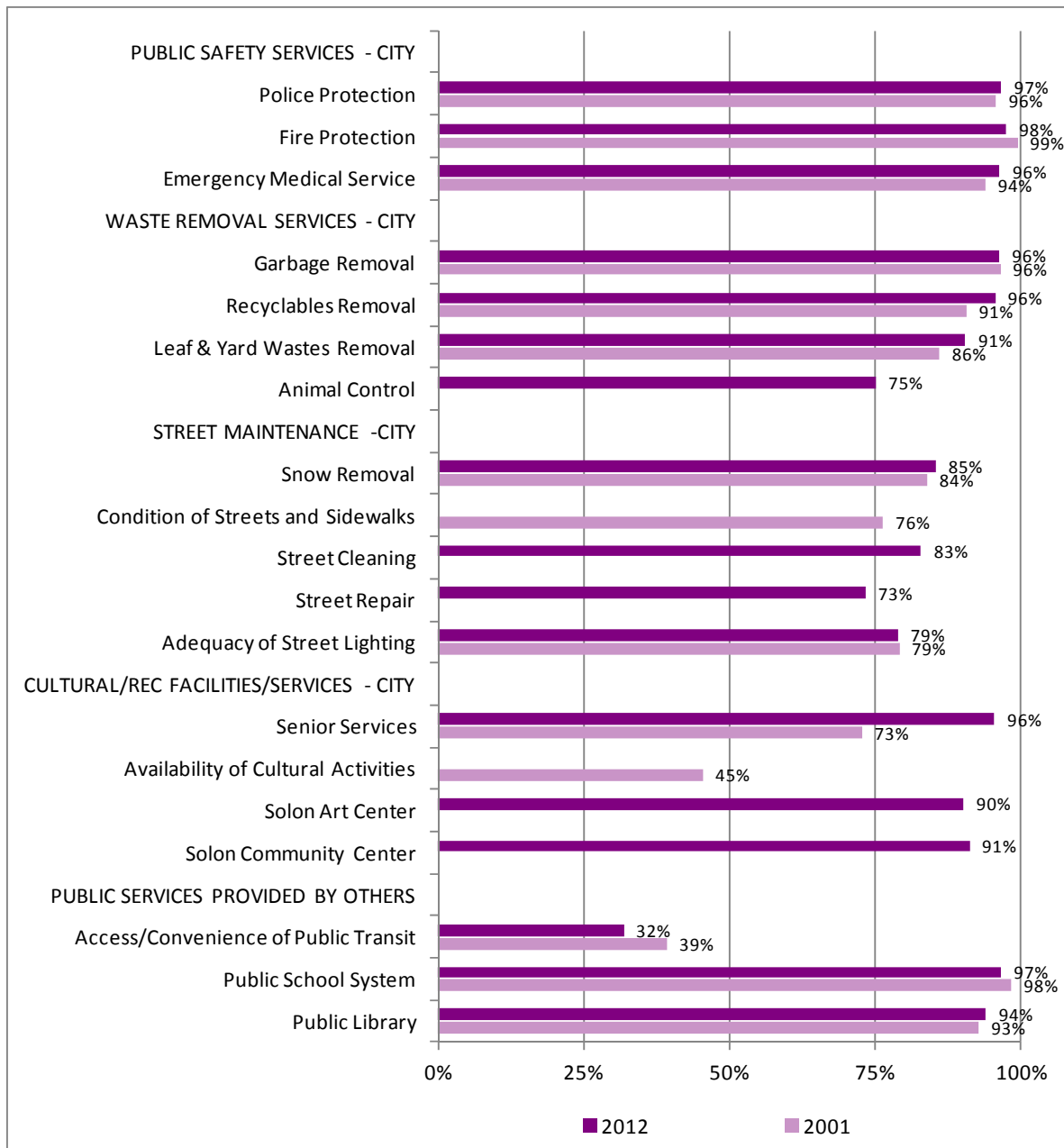
Respondents were asked to provide their opinion of a variety of public services and facilities in Solon. Residents responding to the survey were asked to rate on a scale of “excellent”, “good”, “fair” and “poor” a list of 14 services provided by the city related to public safety, waste removal, street maintenance, and cultural and recreational facilities; and three services provided by other public entities. Respondents who were not familiar with a service or facility were able to choose “not applicable” as a response or simply skipped the question. For 12 of the 17 services, over 280 residents (85% of respondents) were familiar with and rated specific services. Only two services, “senior services” and “access to public transit” were rated by fewer than 55%.



City of Solon 2012 Community Survey

Residents are generally satisfied with the quality of public services in Solon. Seven of the services, including all three public safety services (police protection, fire protection, and emergency medical service), garbage removal, recyclables removal, senior services and the public schools were rated “excellent” or “good” by 96% or more of respondents with an opinion. All services but one were rated “excellent” or “good” by at least 73% of respondents. “Access to public transit” received the lowest “excellent” or “good” rating with only 32% of those familiar with the service rating it as such.

When comparing 2012 results with 2001 results, the high ratings remained stable – generally within one or two percentage points of the 2001 rating. There was a significant improvement in rating of senior services (23 point improvement) likely due to the establishment of the Solon Senior Center.

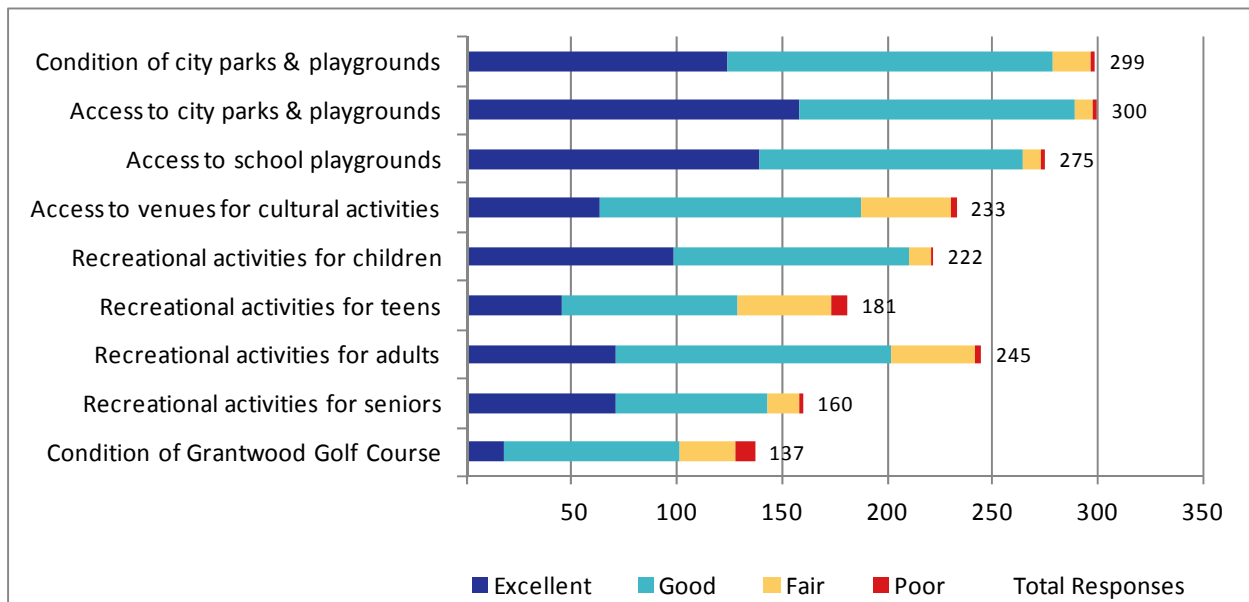


Parks on a City-Wide basis

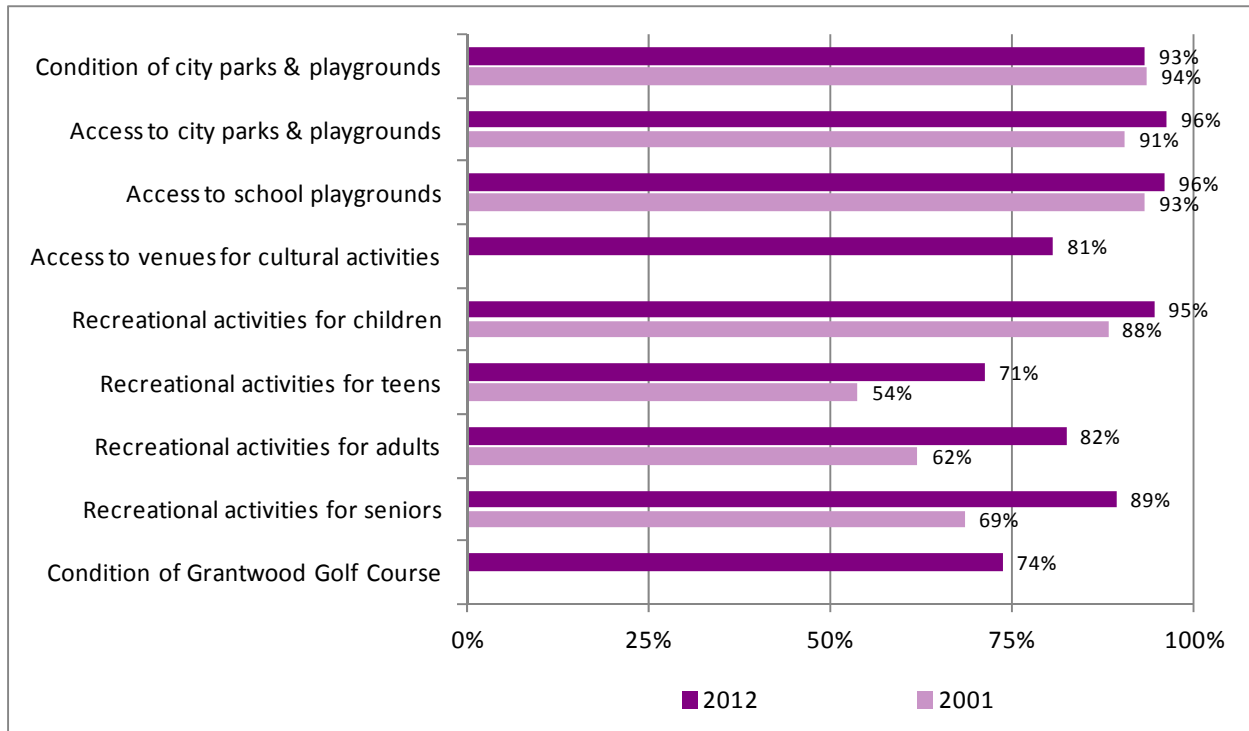
Question 2. How do you rate the following public recreation facilities & services city-wide?

Quality parks and recreation opportunities help to define and contribute to a community's attractiveness. Leisure activities can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the City's parks and recreation services.

While there was a wide variation in the number of responses for the nine items listed, overall, recreation opportunities in the City of Solon were rated positively. The top three (condition of and access to city and school parks and playgrounds) had over 275 or more respondents and for all three, they were rated as "excellent" or "good" by 93% or more respondents with an opinion. Recreational activities for children also scored "excellent" or "good" by 95%. Recreational activities for other age groups have improved significantly since 2001, with the construction of the Solon Community Center and the Solon Arts Center. Activities for teens remained the lowest, at 71%.



**City of Solon
2012 Community Survey**



Neighborhood Rating

Question 3. How do you rate the following as it relates to your home and neighborhood?

There is generally high overall satisfaction with the quality and condition of the residential neighborhoods. Six of the 14 features were rated “excellent” or “good” by 90% or more of respondents, including: condition and size of your home, size of your yard, safety of your neighborhood, access to school and access to the interstate highway system. In contrast, the features most frequently rated “poor” were access to public transit (42%) followed by housing values (12%).

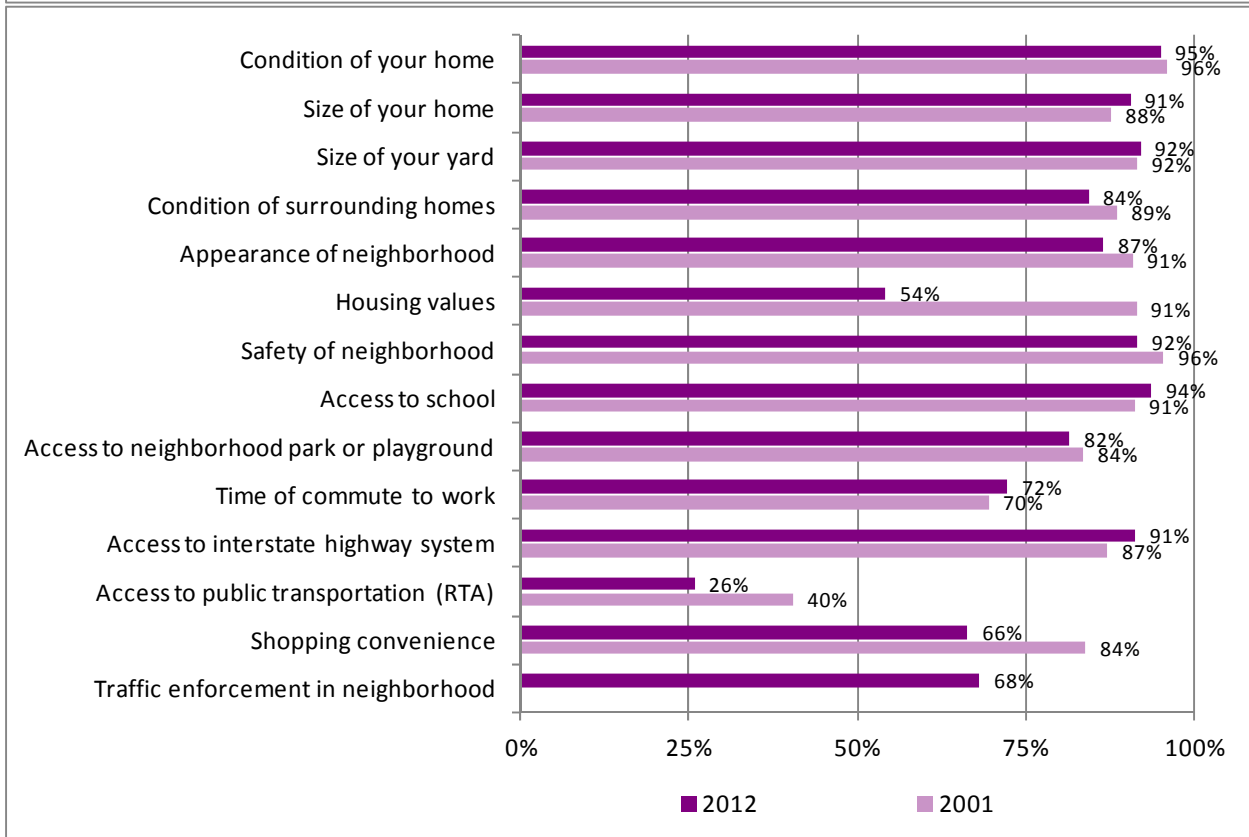
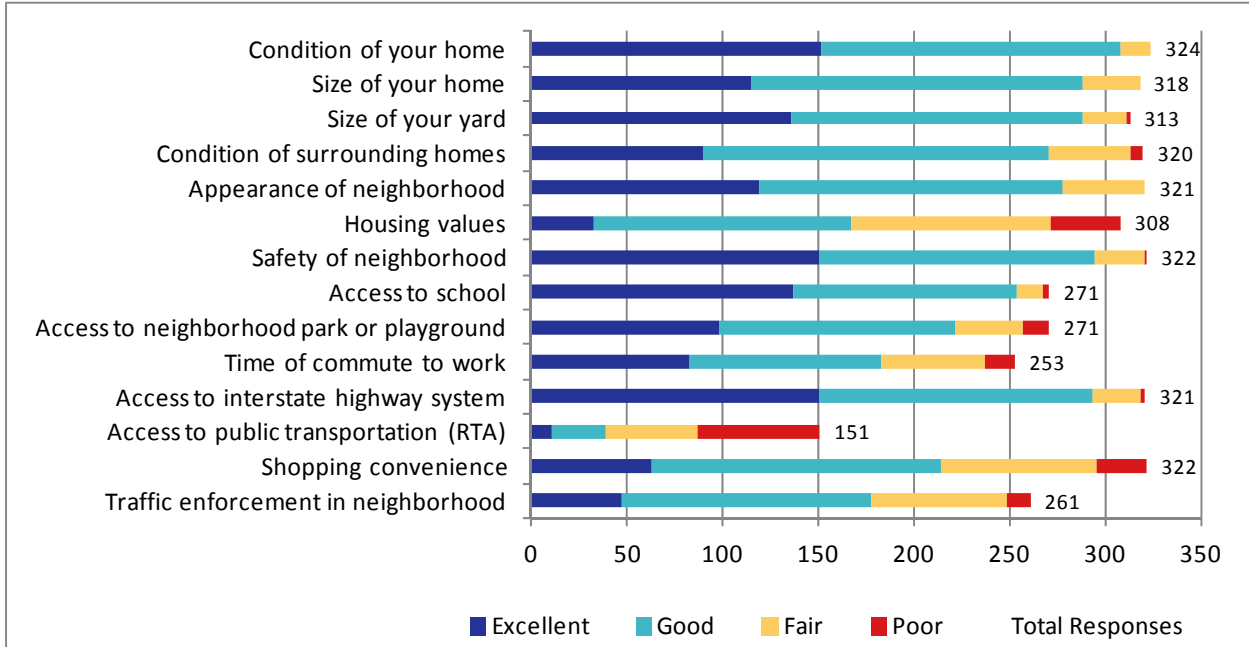
In comparison to results from the 2001 survey, the largest change in opinion occurred in housing values – declining from an “excellent” or “good” rating from 91% of respondents in 2001 to 54% in 2012. This is not surprising in light of the housing crisis that began in 2008 and the impact that it has had on the single-family home market. According to Cleveland Housing News, during the housing boom years of 2003 to 2006, homes in Solon were statistically appreciating at 5% to 10% a year, well above the typical appreciation rate of 2% to 3% for Northeast Ohio. By 2007, the average sales price of a single-family home was \$386,344. At the end of 2011, the average sales price had dropped to \$287,205.

The next largest change was the percentage of respondents rating shopping convenience as “excellent” or “good”, which dropped from 84% in 2001 to 66% in 2012. Again, this is not a surprise based on the economic conditions over the last six years. In 2006, the Tops Friendly Markets grocery store at Solon Square Shopping Center closed when its parent company left the Northeast Ohio market. The economic recession that began in 2007 impacted consumer shopping habits - causing fewer shopping trips and less

**City of Solon
2012 Community Survey**

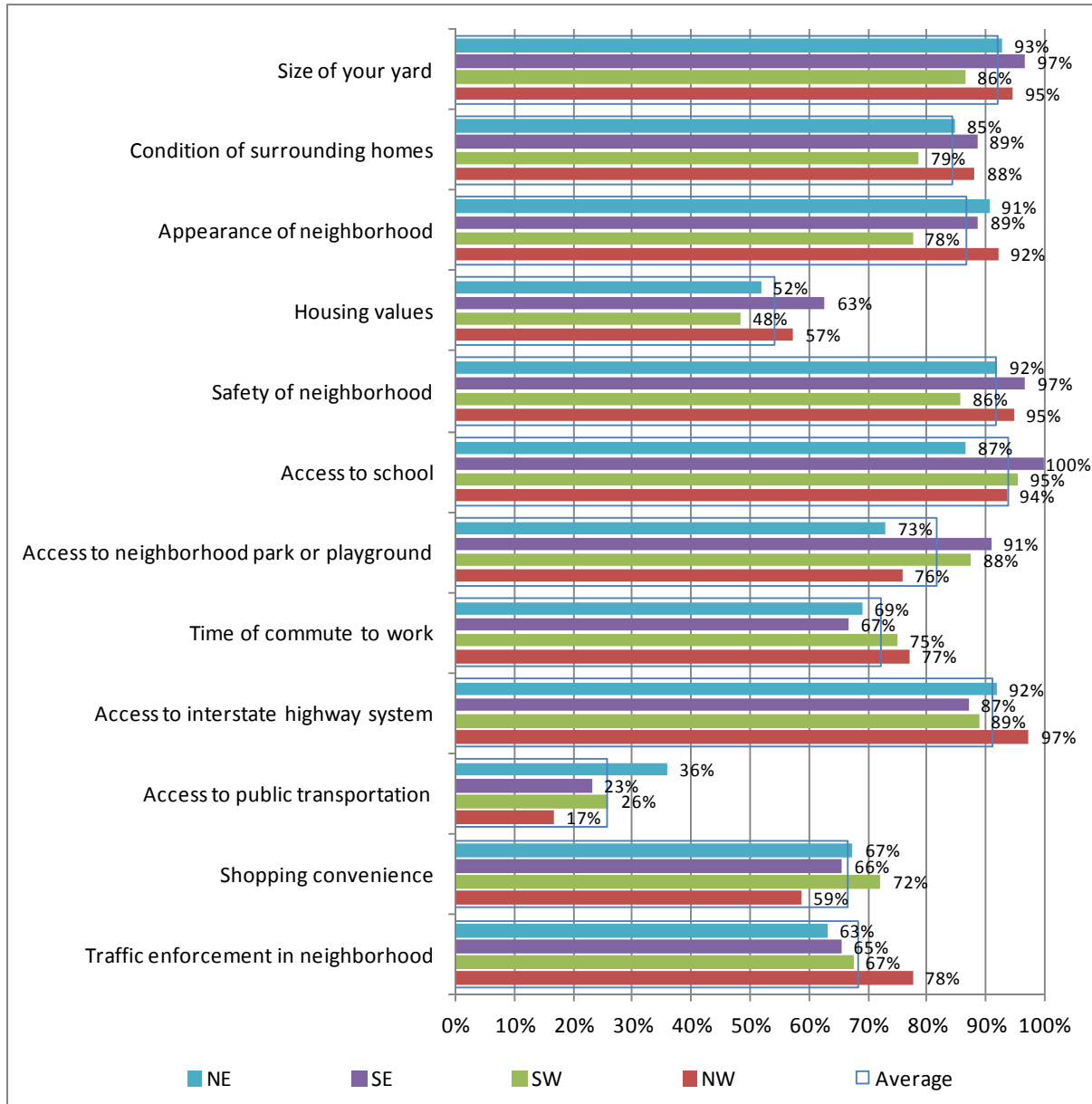
spending per trip - and a number of national retailers filed for bankruptcy or reduced the number of stores, including closing the Borders book store at Uptown Solon shopping center.

Also in response to the recession, RTA made a number of service cuts and fare increases, actions which likely contributed to the third largest decline in “excellent” or “good” rating; from 40% in 2001 to 26% in 2012.



City of Solon 2012 Community Survey

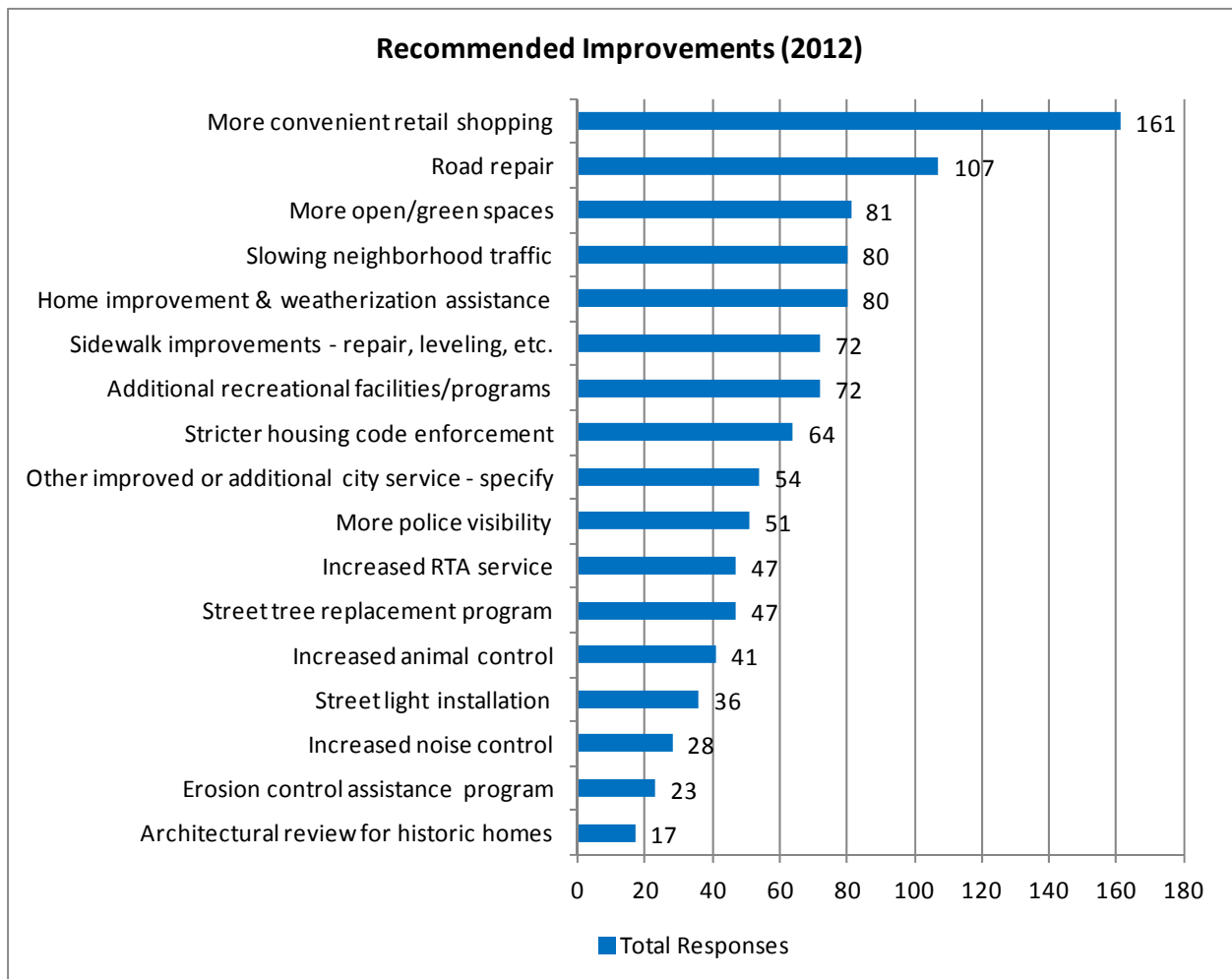
When responses were cross tabulated by quadrant, there was little differentiation among the quadrants for “excellent” or “good” ratings for condition of your home and size of your home. The largest disparity was for access to public transit, where 36% of respondents in the Northeast quadrant rated it “excellent” or “good” while only 17% of respondents in the Northwest quadrant. The second largest disparity was for access to a neighborhood park or playground, where 91% of respondents in the Southeast quadrant rated it “excellent” or “good” while only 73% of respondents in the Northeast quadrant did so.



Recommended Improvements

Question 4. What types of changes or programs would you like to see instituted?

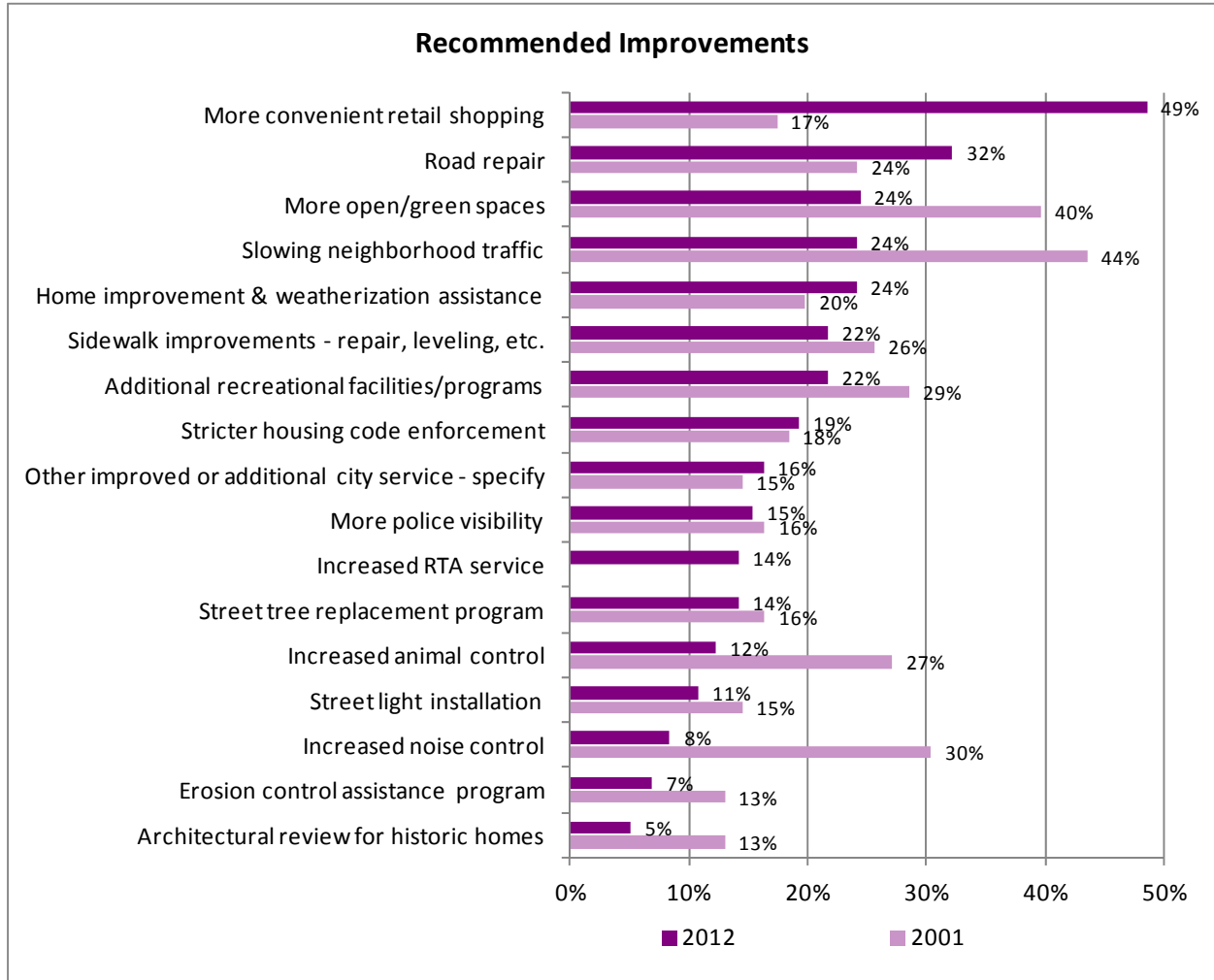
There were 17 choices from which participants were asked to select up to five actions that the city could take to improve the neighborhood/city. The overwhelming choice was “more convenient retail shopping” selected by 161 respondents (49% of the 332 surveys), followed by “road repair” selected by 107 (32%) of respondents.



When compared to responses from 2001, it is clear that residents’ concerns have shifted. In 2001, “more convenient shopping” was selected by only 17% of respondents compared to 49% in 2012. In comparison, the number one recommended action in 2001, “slowing neighborhood traffic”, was selected by 44% of respondents and the number two response, “more open/green spaces”, was selected by 40% of respondents. By 2012, these two topics were selected by only 24% of respondents. The third highest recommendation, “increased noise control” selected by 30% of respondents in 2001,

**City of Solon
2012 Community Survey**

dropped to 15th place with only 8%. One explanation may be that the 2012 survey asked respondents to choose no more than 5 actions, which resulted in people choosing an average of 3.2 responses. In 2001, participants chose an average of 3.62 responses.



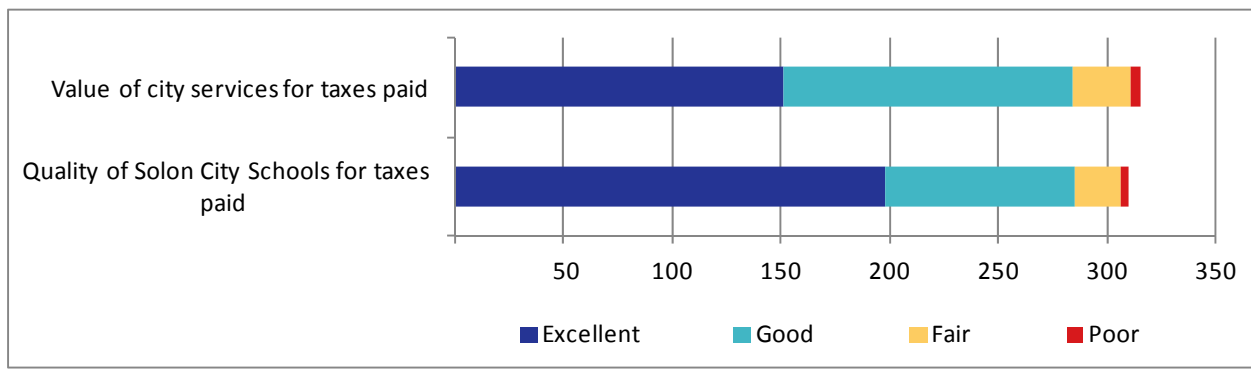
**City of Solon
2012 Community Survey**

Public Trust

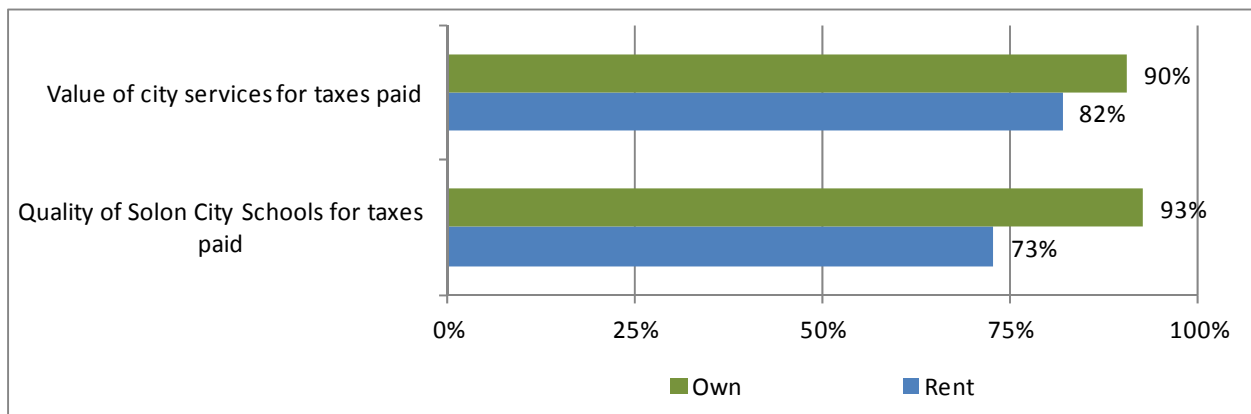
Question 5. Please rate the following categories of Solon city/school performance?

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Trust can be measured in residents’ opinions about the service value their taxes purchase. In addition, resident opinion about services provided by the City can be compared to their opinion about the quality of the Solon City Schools compared to the school taxes paid.

City services are funded primarily through local income taxes and a small portion of the real estate taxes paid by property owners, while the majority of real estate taxes are collected by the Solon School District. Overall both received an “excellent” or “good” rating from 90% or more of respondents. This question was not included on the 2001 survey



Interestingly, when responses from home owners are compared to responses from renters, the homeowners rate both the value of city services and quality of schools for the taxes paid as “excellent” or “good” at a higher rate than renters. Perhaps homeowners are more aware of the variations in school property taxes among different local school districts and this is likely a key factor in deciding where to purchase a house.



Question 6. Do you have any additional comments related to public services or neighborhood conditions, including location(s) where improvements are needed?

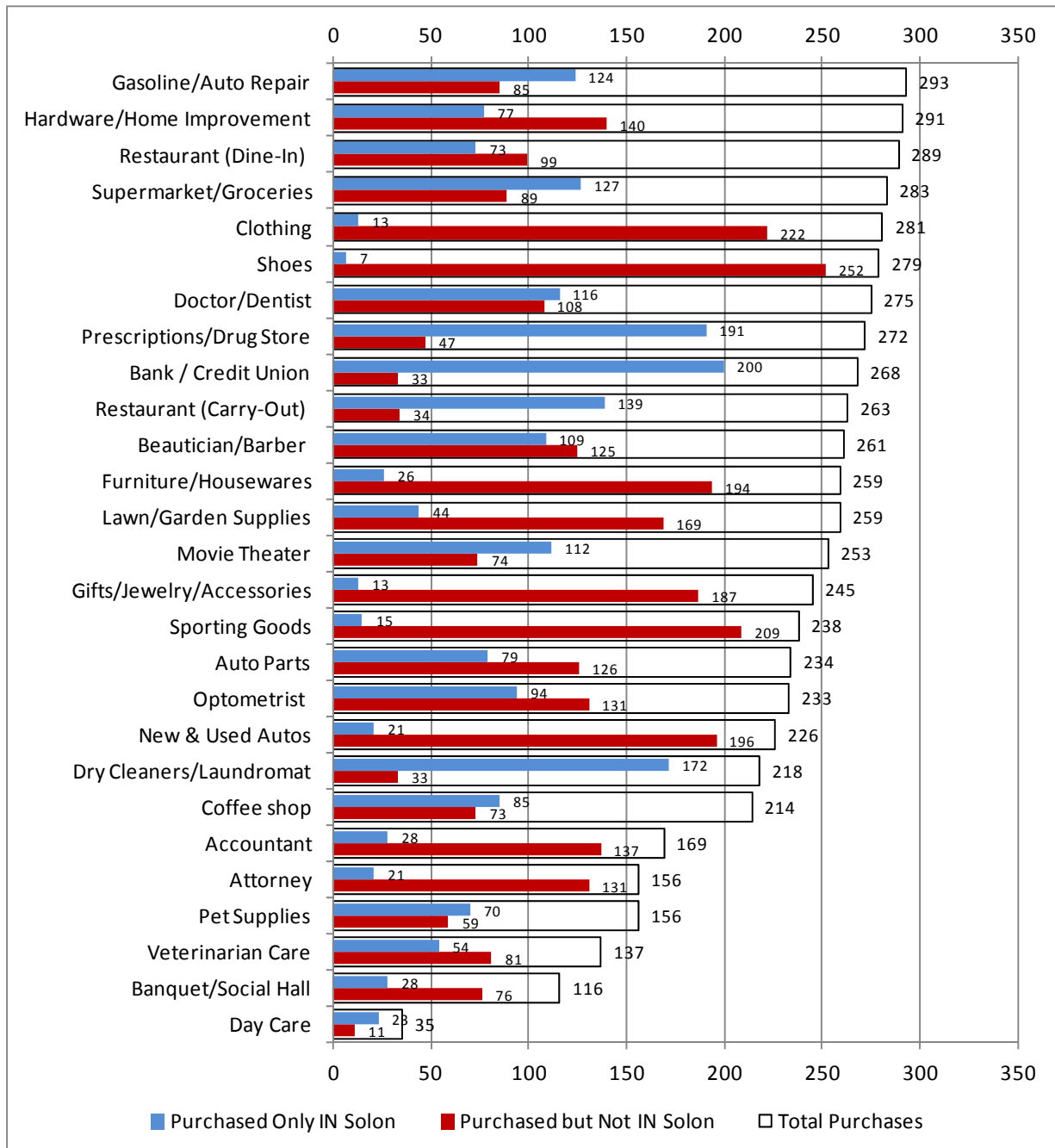
Ninety nine respondents included comments in Question 6, but most were amplification of the issues already covered.

**City of Solon
2012 Community Survey**

Residents' Shopping Patterns

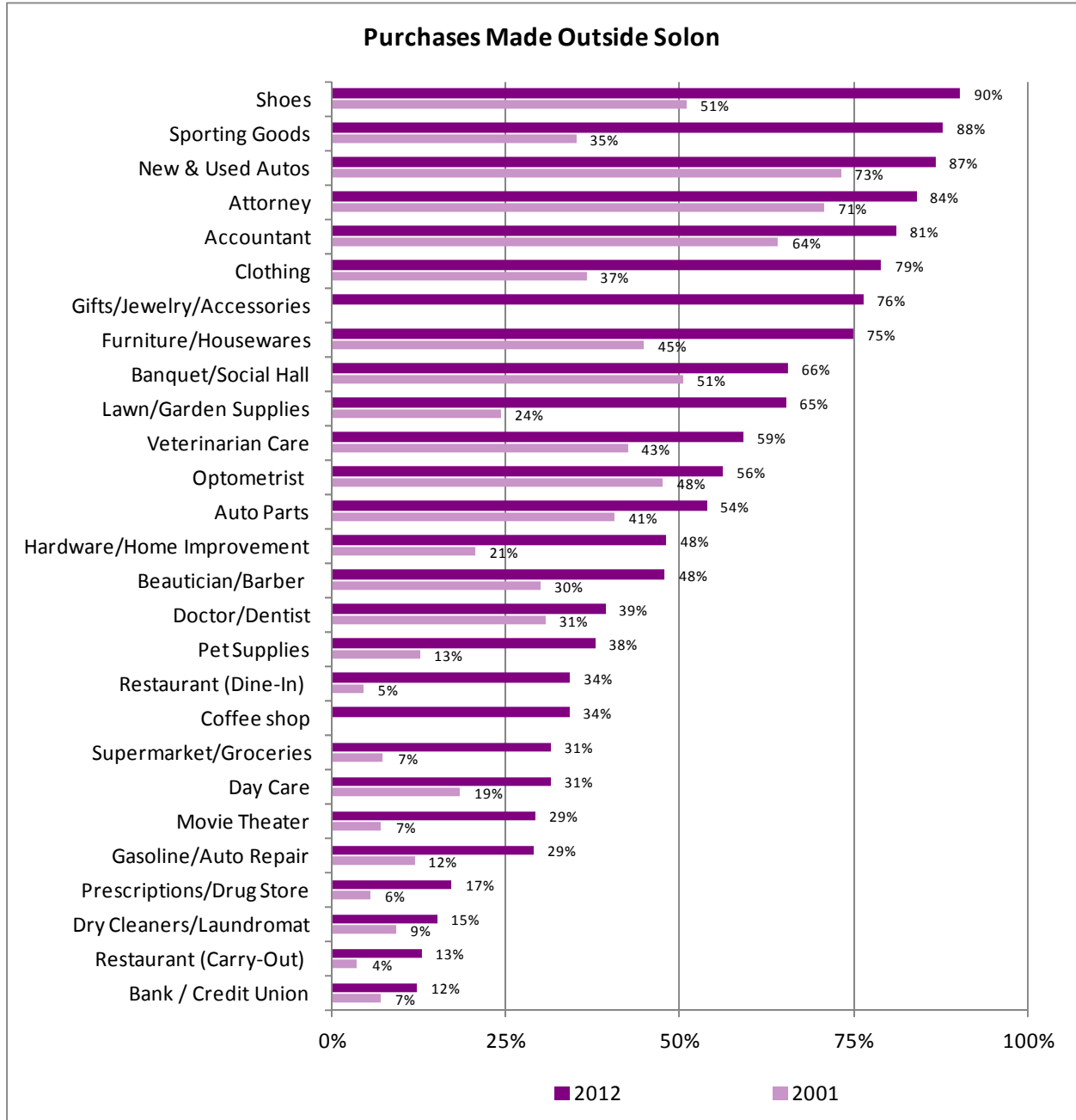
Question 7. Where do you USUALLY purchase the following goods and services?

Residents were asked to identify where they typically purchased a variety of consumer goods and services - at stores or businesses located in Solon, and/or in other communities and/or online. As noted in the chart, the total number of responses fluctuated considerably based on the needs of each household. While nearly every one purchased gasoline and groceries, very few (35 respondents) use day care services.



**City of Solon
2012 Community Survey**

For nine of the categories, more than 100 households reported purchasing the items only at locations in Solon. These items were primarily convenience goods and services such as banking, prescriptions, dry cleaners and groceries. In contrast, for 14 of the categories, more than 100 households reported making their purchases only at locations outside of Solon and/or online.



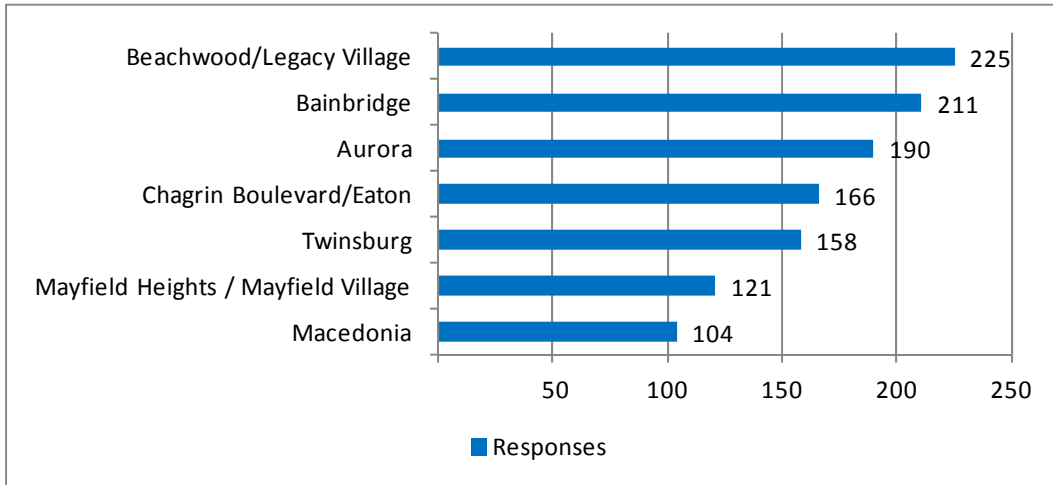
When compared to responses from 2001, there has been an increase in all categories in the number of households who purchase goods and services from stores/businesses not located in Solon. One reason could be due to the number of additional shopping centers that have been constructed in the vicinity of Solon since the 2001 survey, such as Legacy Village in Lyndhurst, Eaton on Chagrin Boulevard in

**City of Solon
2012 Community Survey**

Woodmere, Harvard Park at Harvard Avenue and Richmond in Warrensville Heights and Marketplace at Four Corners in Aurora.

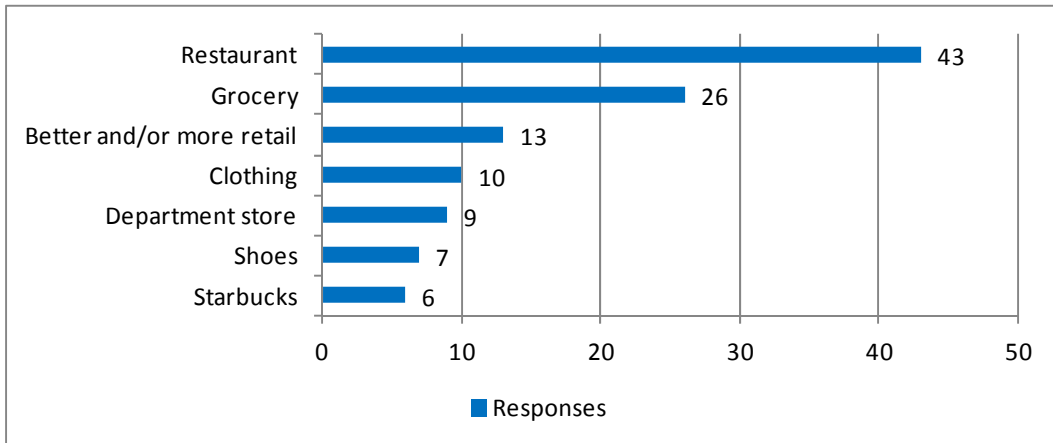
Question 8. For items purchased OUTSIDE of SOLON (Q. #7), where do you purchase them?

As shown below, most respondents travel to Beachwood, Bainbridge and/or Aurora for their purchases. A few respondents noted that they make purchases at stores close to their work place.



Question 9. What additional goods and services would you like to see be made available in SOLON and/or specific stores open up in SOLON?

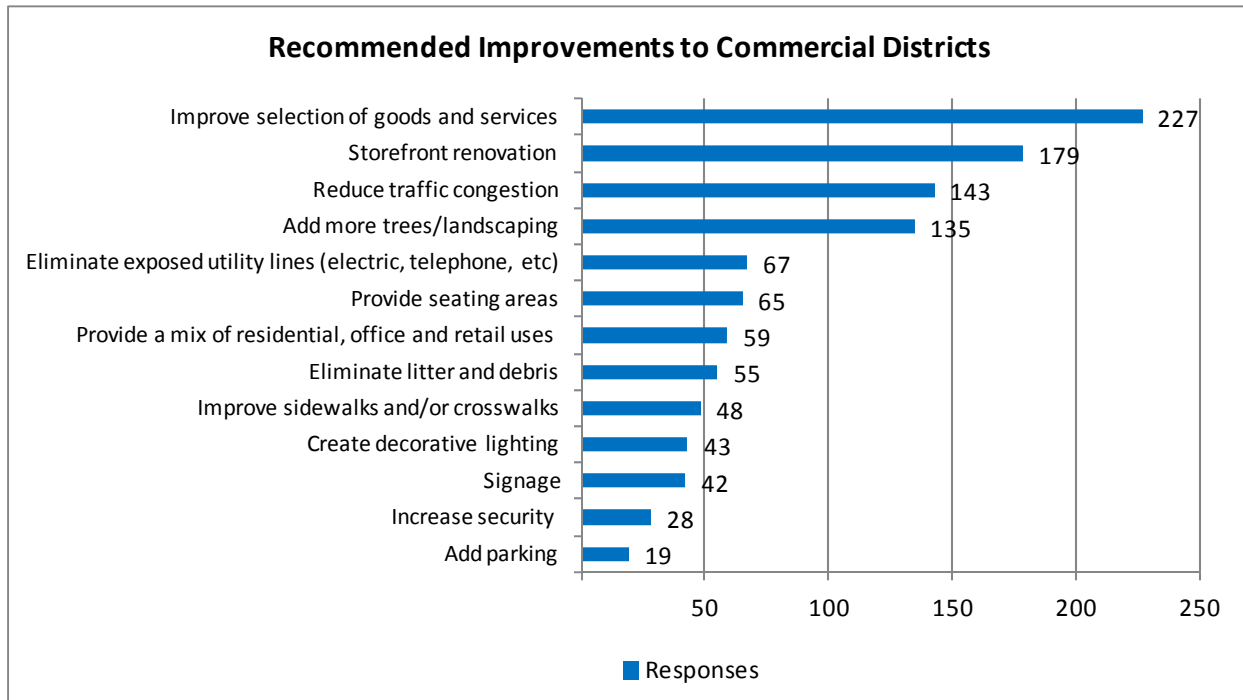
When given the opportunity, only 77 respondents commented on additional goods and/or services they would like to have move to Solon. More than half of them listed more/better restaurants, while 26 (34%) noted additional grocery stores.



City of Solon
2012 Community Survey

Question 10. What improvements to the Solon Commercial Districts could be made to make them more attractive for shopping?

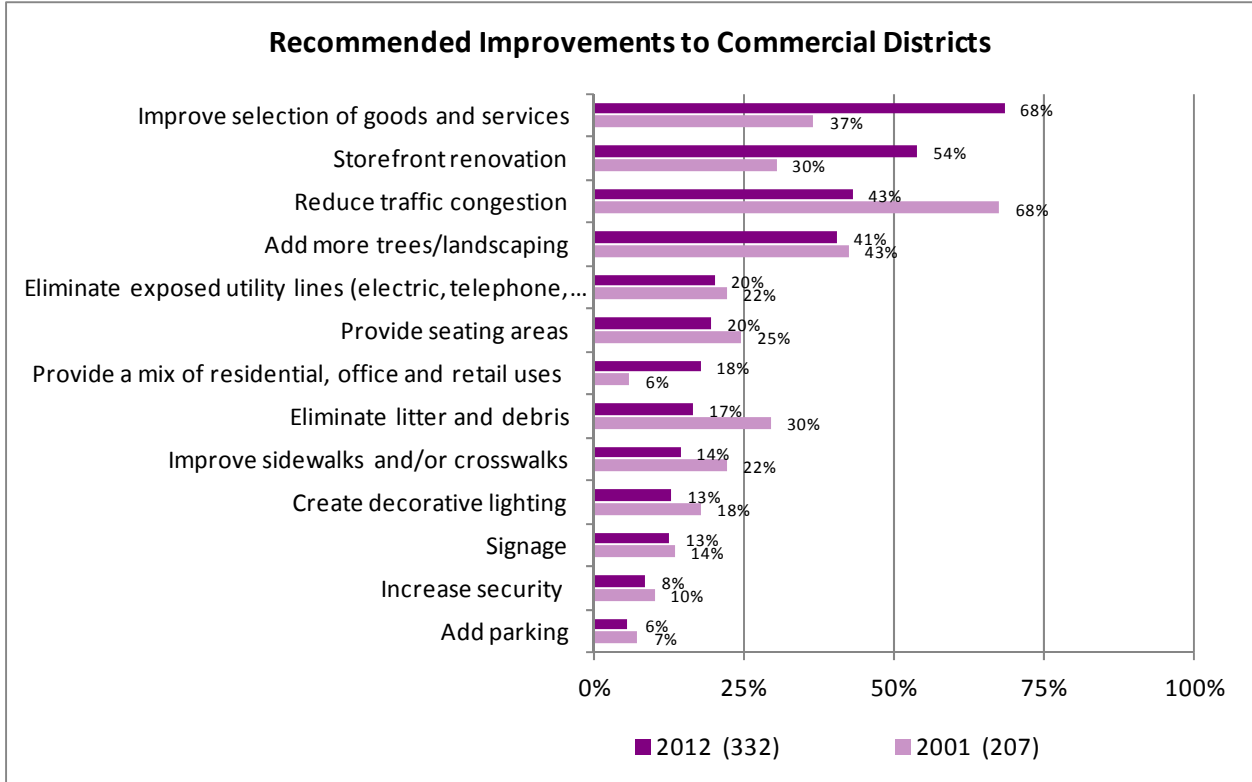
Participants were asked to identify the five most important improvements that could be taken to improve the commercial districts in the City. The most often cited recommendation was “improve the selection of goods”, selected by 227 respondents. This recommendation also had the most significant change from 2001, increasing by 32 percentage points from 37% in 2001 to 68% of respondents in 2012. The highest ranked recommendation from 2001, “reduce traffic congestion”, which was selected by 68% of respondents had the second largest change with a reduction in 25 percentage points to 43% of respondents in 2012. Storefront renovation increased by 24 percentage points moving from fourth place in 2001 to second place in 2012.



As noted earlier, concerns related to the quality of shopping areas and store closings are not surprising as the retail industry was hit hard by the financial crisis. In general, since 2008, consumers have reduced their shopping trips and the amount of money spent per trip as strategies to cope with mortgage issues, loss of employment and/or wage stagnation. In fact, while Solon has fared better than the region, with an overall retail vacancy rate of 12% in March 2011 compared to the region’s 12.6% vacancy rate, there were some wide variations throughout the City, ranging from extremes of 6% to more than 21%¹.

¹ Solon's Vacancy Rate. Chagrin Solon Times. Published: Saturday, March 26, 2011, By Thomas Jewell, Sun News.

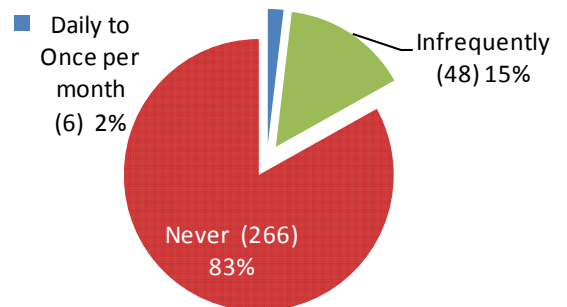
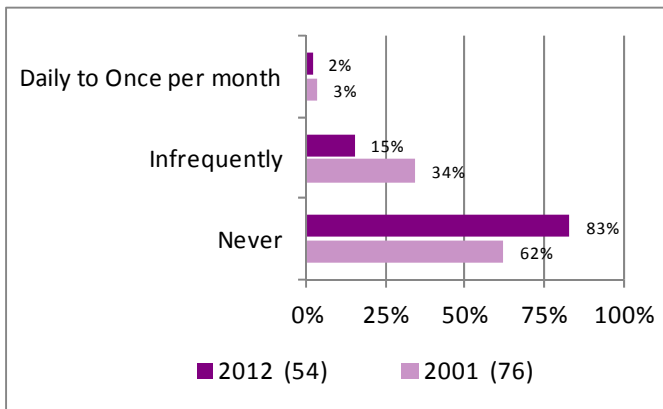
**City of Solon
2012 Community Survey**



Public Transit Ridership

Question 11. How often do you use RTA buses or rapid transit?

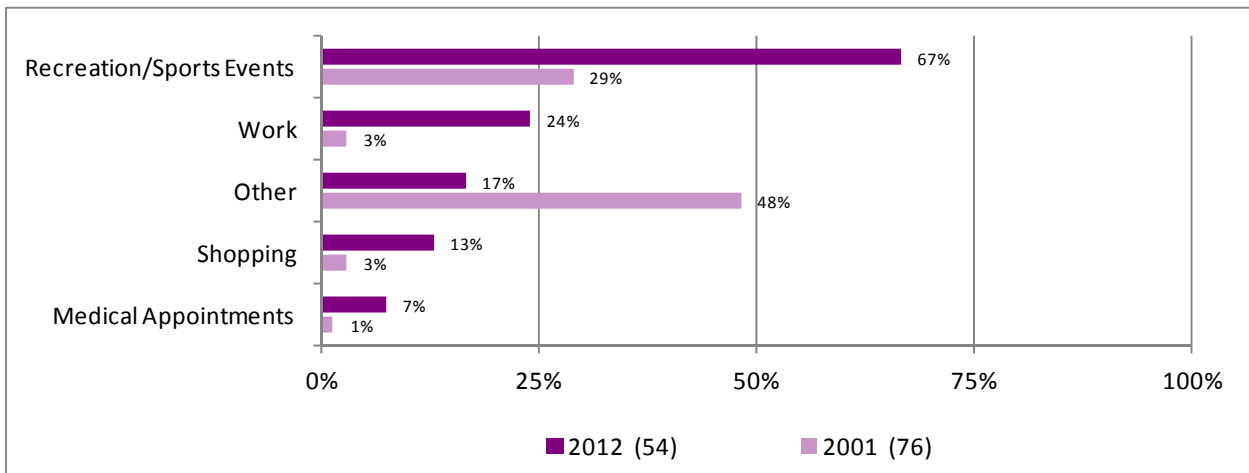
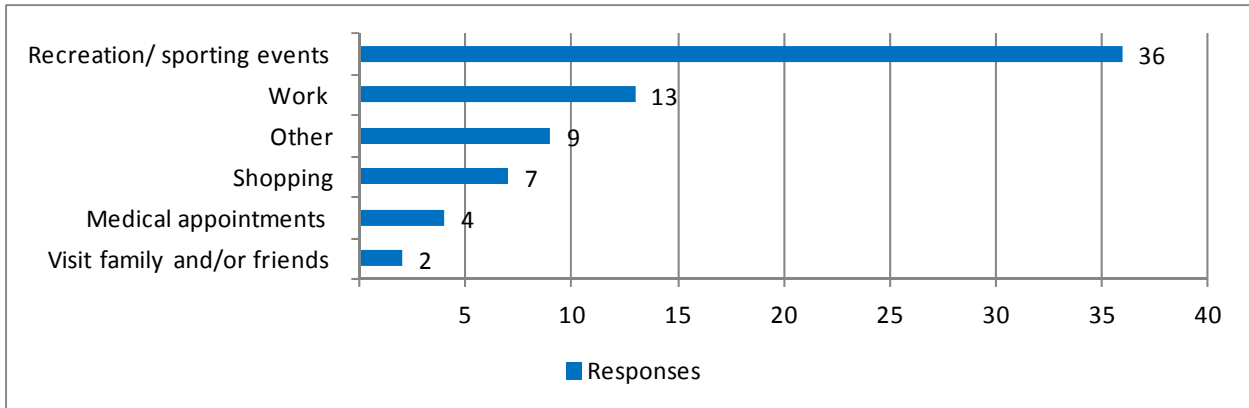
Only 54 respondents (17%) reported using the RTA transit system. This is a significant reduction from 2001, when 37% of respondents used the bus/train system. As noted earlier, there have been reductions in RTA service, which could account for the reduction in riders.



**City of Solon
2012 Community Survey**

Question 12. If you use RTA service, what types of trips do you use it for? Select all that apply.

As shown below, the most frequently cited reason for using public transportation is to attend sporting or recreation events, most likely those held downtown. This was also the primary reason selected in 2001, though nearly half of the respondents also selected “other” as an option. Unfortunately, the 2001 report does not provide any further detail.



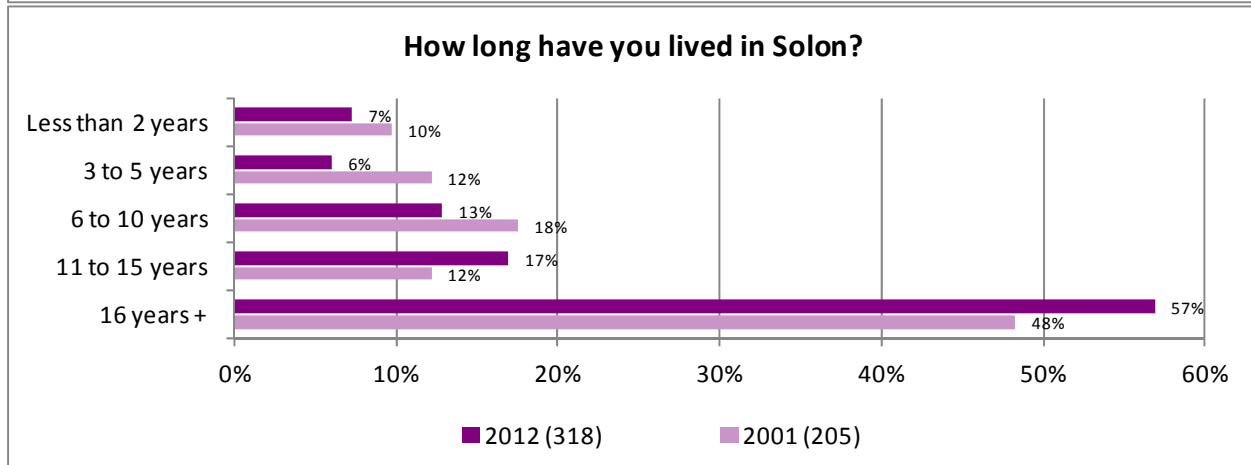
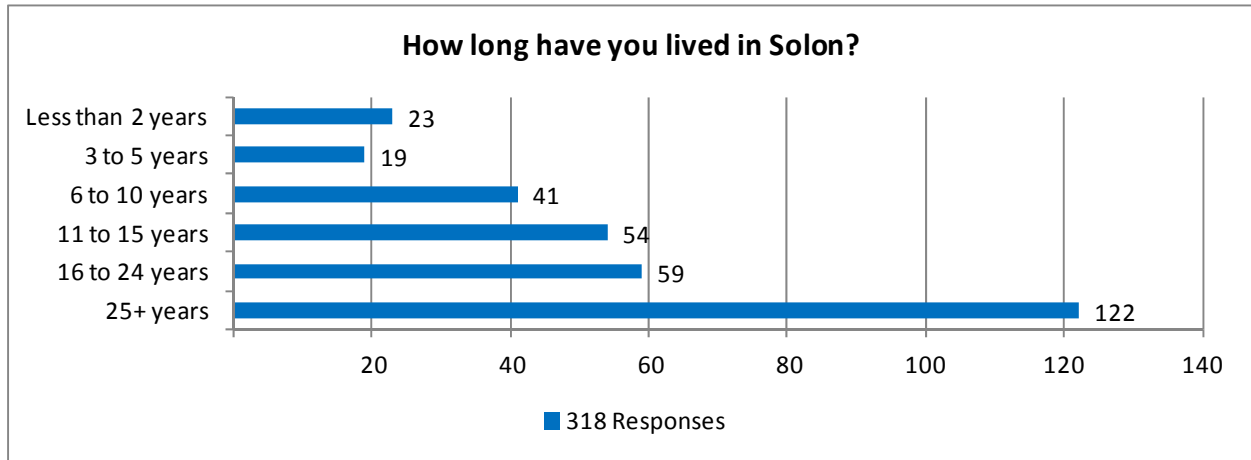
It is important to point out that while residents might not be frequent users of the bus system, there are a number of businesses in Solon whose employees are known to rely on GCRTA for transportation from their residents outside of Solon to their jobs in Solon.

**City of Solon
2012 Community Survey**

Solon as a Place to Live

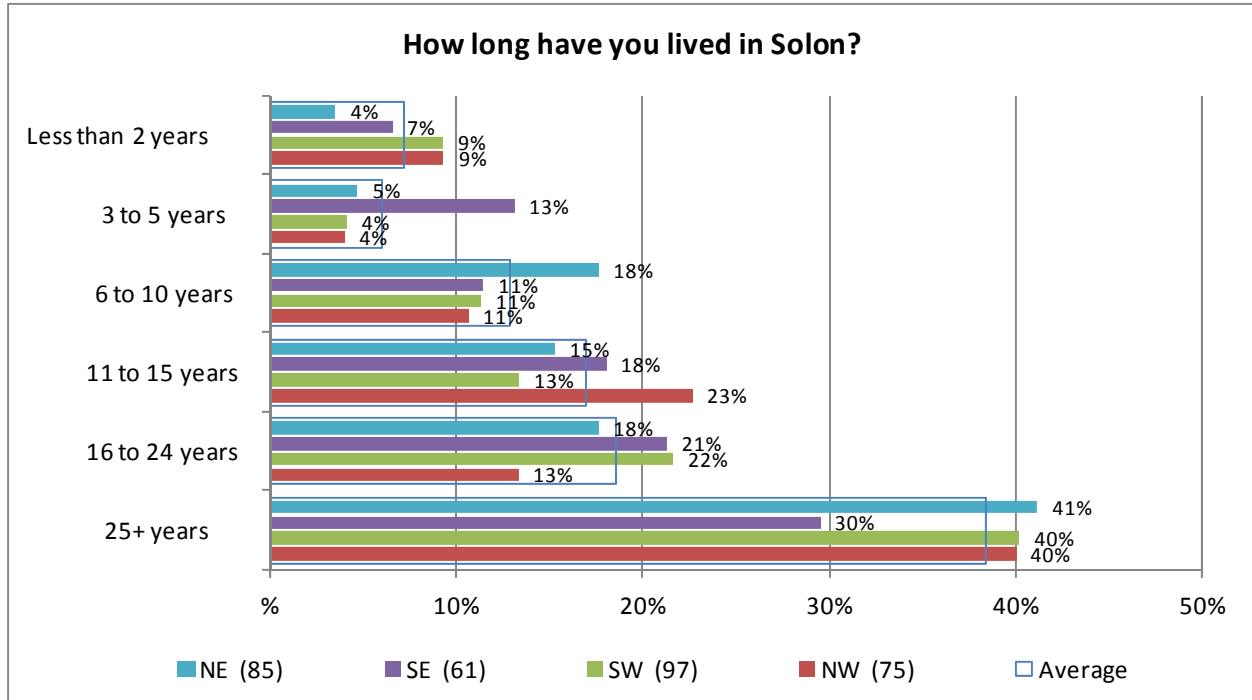
Question 13. How many years have you lived in SOLON?

More than half of the respondents have lived in Solon for 16 or more years, while only 13% have lived in the city five or fewer years. When comparing respondents from 2012 to 2001, the rate of newer residents to older residents has shifted. This too is likely a result of the 2008 housing crisis because with declining housing values, homeowners are less inclined to move unless forced to for reasons beyond their control.



When comparing the quadrants, the southeast has the highest percentage of newer residents (20% have lived in Solon for 5 years or less) and lowest percentage of respondents who have lived in the city for more than 25 years, only 30% compared to 40% or more in the other three quadrants.

**City of Solon
2012 Community Survey**

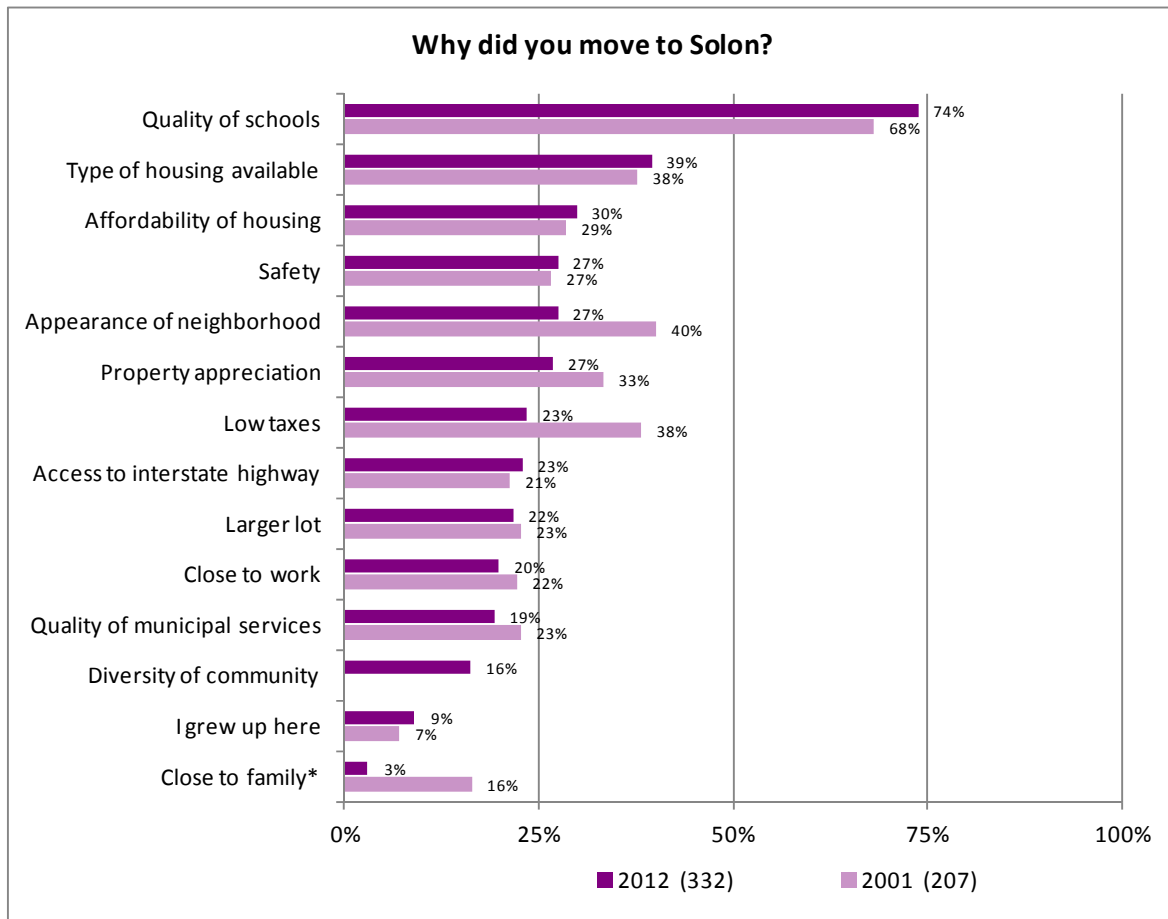
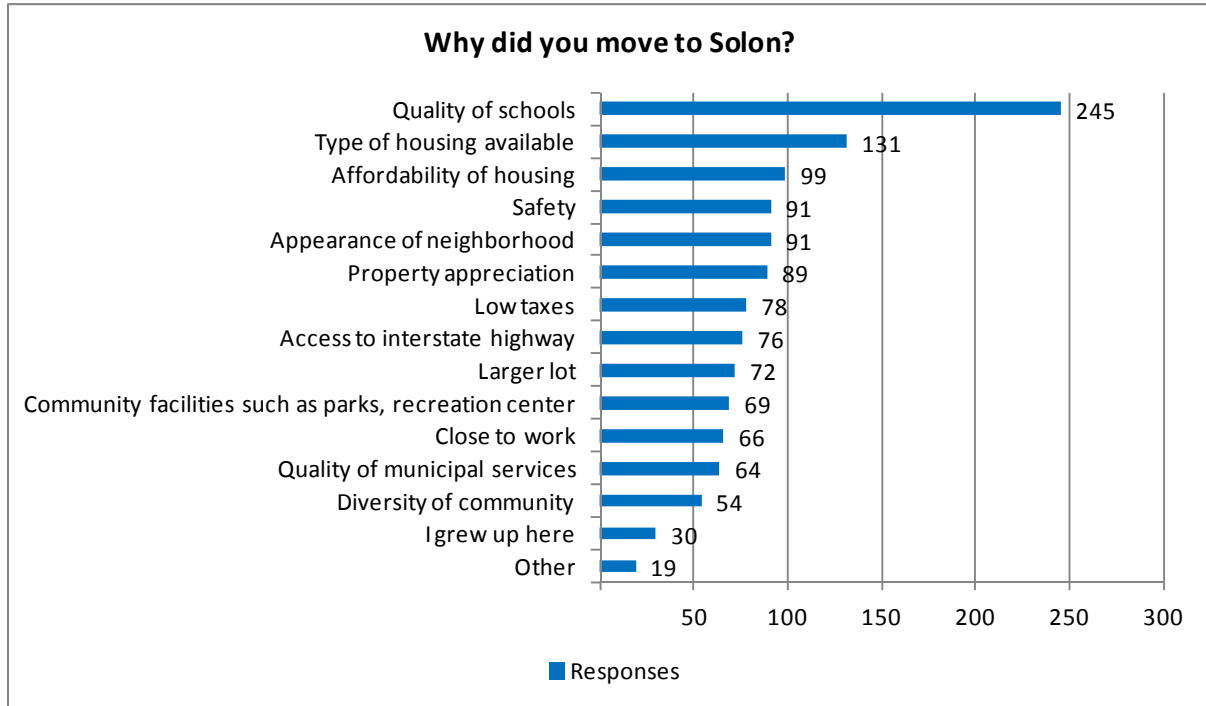


Question 14. Why did you move into SOLON?

When asked to indicate the five most important reasons for moving to Solon, 245 (74%) selected “quality of schools”. The next two most frequent responses each related to the City’s housing stock: 131 (39%) selected “type of housing available” while 99 (30%) selected “affordability of housing”. A few respondents noted in the comment section that the City has changed since moving to the Solon.

When compared to the responses from 2001, the most notable changes were to the second and third most frequent responses - “appearance of neighborhood” and “low taxes” – which were selected by 40% and 38% respectively. In 2012, both were selected by approximately 25%.

**City of Solon
2012 Community Survey**

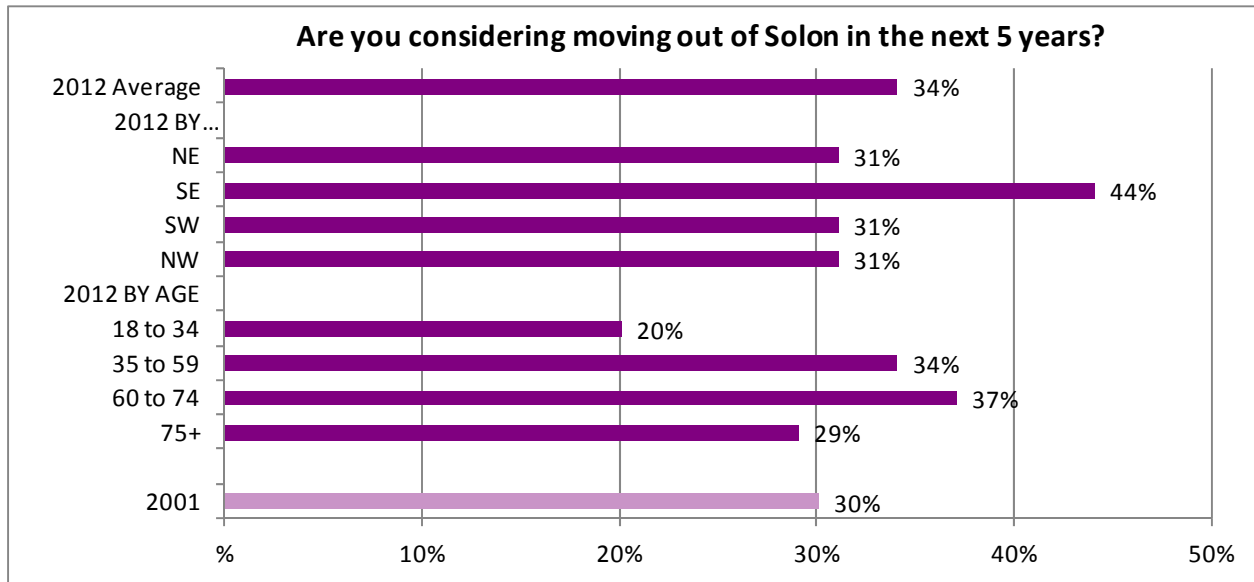


**City of Solon
2012 Community Survey**

Question 15. Are you considering moving OUT of SOLON within the next five (5) years?

Of the 321 people who responded to the question, 108 or 34% indicated they are considering moving out of Solon in the next 5 years. This is a slight increase from the 30% from 2001. However, a review of the responses by quadrant indicates that 44% of residents in the Southeast quadrant indicated they are likely to move in the next five years, while the other three quadrants are statistically the same as 2001. It is interesting to note that the Southeast quadrant had some of the highest neighborhood ratings from Question 3, and is also the area in which the Community Center is located.

When cross tabulated by age of survey respondent, the age group most likely to move was householders between the ages of 60 and 74.

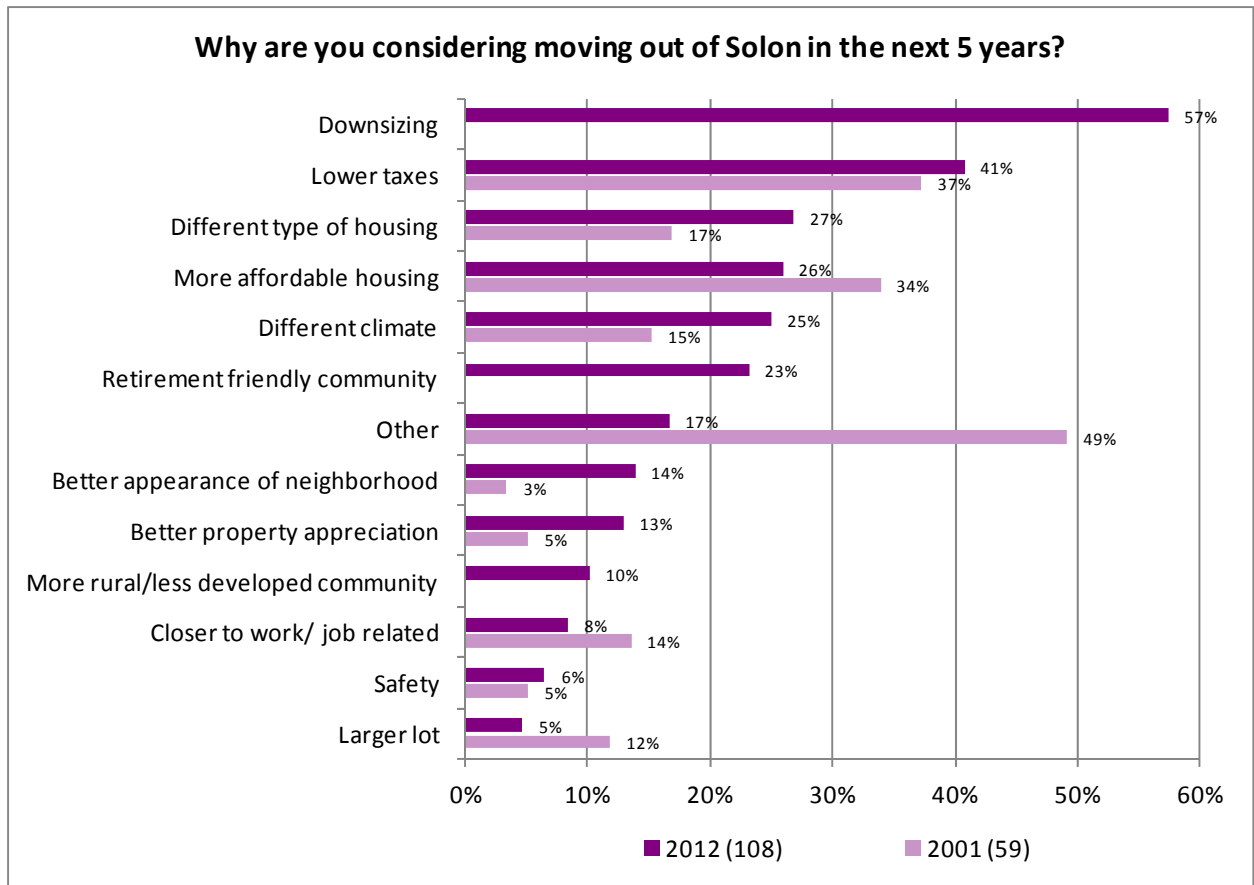
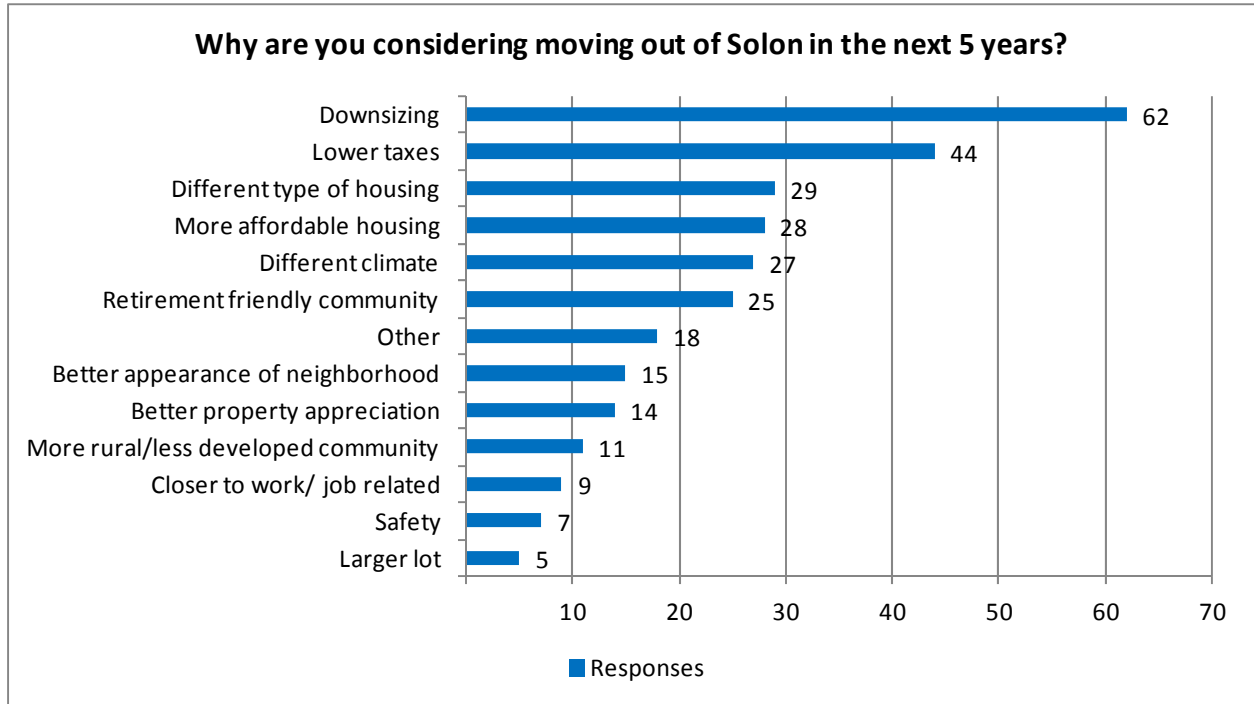


Question 16. If yes, why? Select all that apply.

Three of the top four reasons provided by those who are considering a move out of Solon are related to housing choices available in the City. More than half are interested in downsizing, while more than 25% are interested in a different type of house or a more affordable house. According to Question 14, most respondents moved to Solon because of the school district. Yet, once the children grow up and move away, the empty nester parents are interested in downsizing, perhaps to a smaller less expensive house.

The second most frequently cited reason, selected by 41%, was for “lower taxes”. In 2001, “lower taxes” was the primary specific reason selected by 37%.

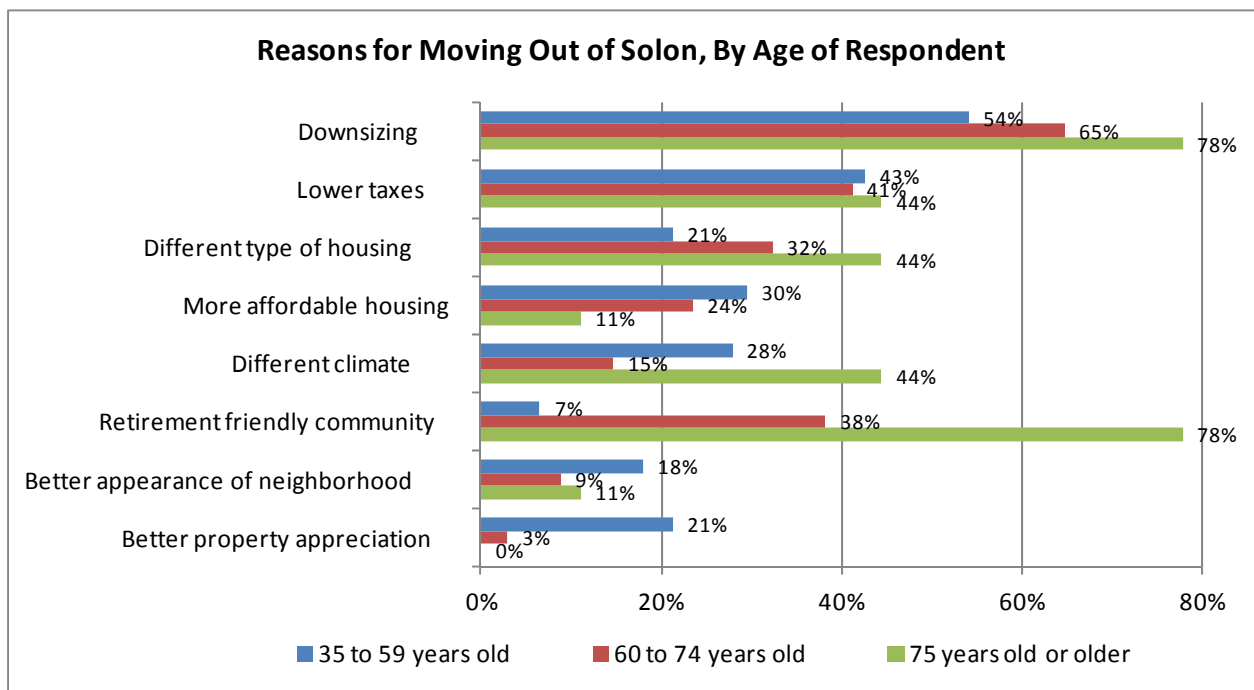
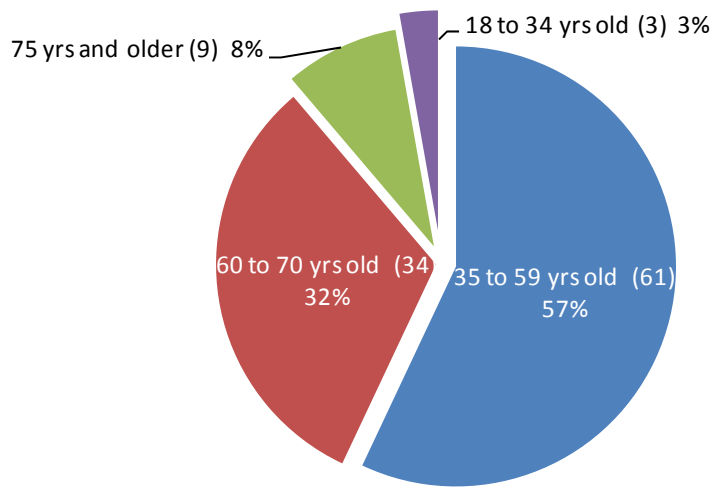
**City of Solon
2012 Community Survey**



**City of Solon
2012 Community Survey**

As noted above, the age group most likely to move was respondents between the ages of 60 and 74 with 34 (37%) of the 92 participants noting their interest in moving to a new residence in a different community. Yet, as illustrated below, the largest number of respondents who are considering moving out were between 35 and 59 years old. When looking at the reasons provided for moving elsewhere, downsizing and finding a retirement friendly community were tied as the number one reasons for respondents who were 75 years and older. But downsizing was also the number one reason cited by respondents between the ages of 35 and 59 as well as those between 60 and 74 years old. Lower taxes was the second most common response for these same three age groups.

Number & Percent of Respondents Considering Moving Out of Solon in 5 Years

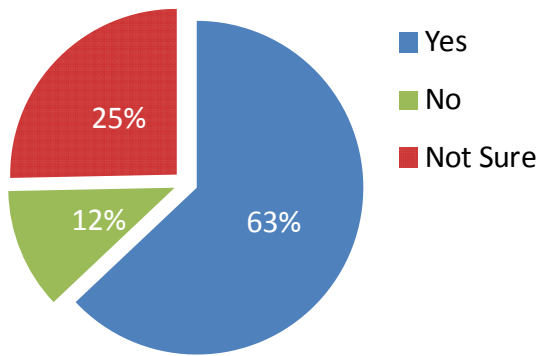


**City of Solon
2012 Community Survey**

Housing Choices

The type of housing needed by families and other householders changes during different life stages. When there are too few options for housing style, size and price range, the characteristics of a community tilt toward a single group. While this may seem attractive to a community, the absence of affordable housing options such as townhomes, condominiums and apartments can make it difficult for older residents who are looking for smaller, lower maintenance housing as well as young professionals moving out on their own to find suitable options. Indeed, in Question 16 above, the primary reason for moving out of Solon is downsizing and the inability to find a different type of housing style.

Question 17. In your opinion, are there sufficient housing options currently available in SOLON?



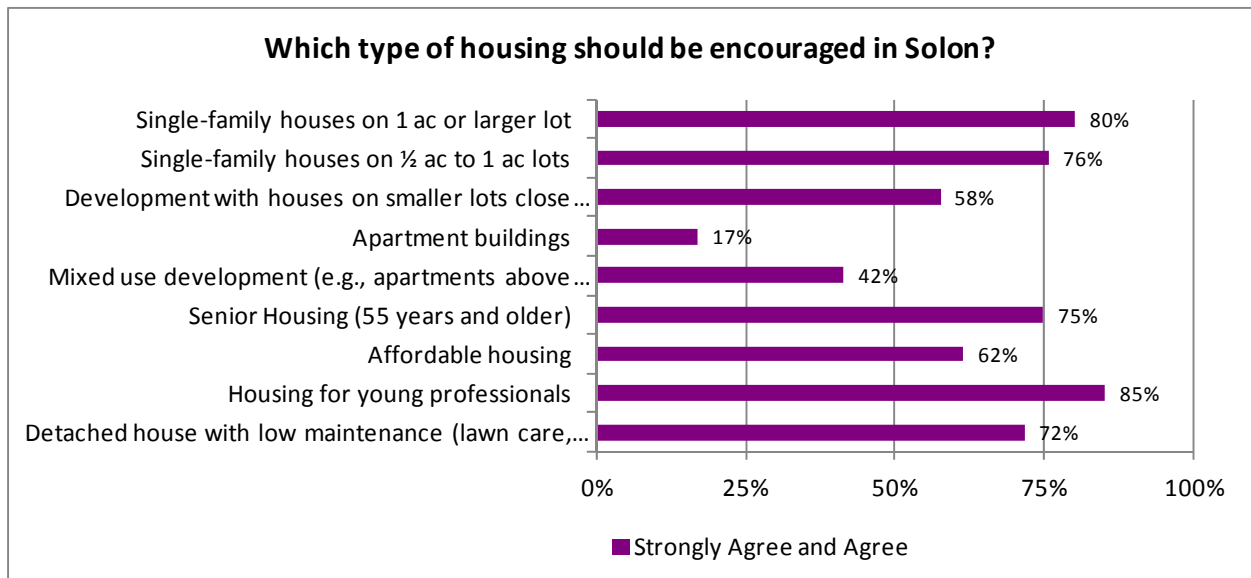
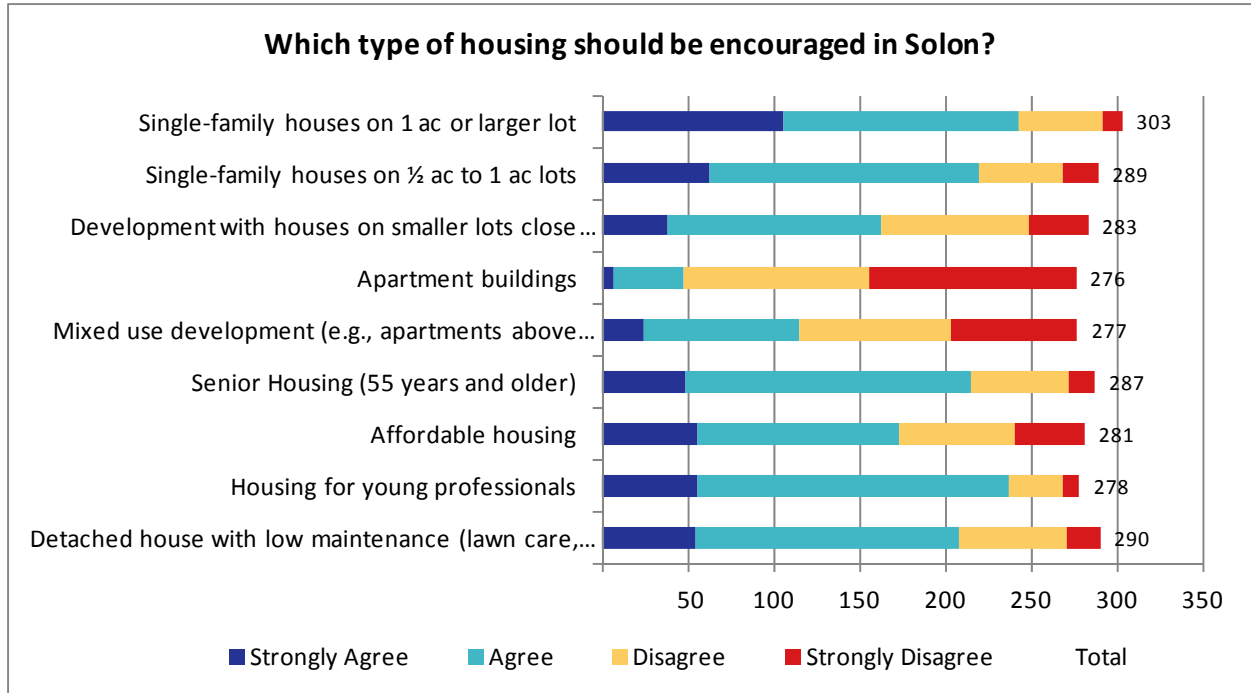
The survey asked respondents to reflect on the variety of housing options available in Solon. Similar to the 34% of residents who are considering moving out of Solon, 37% responded that they either were not sure or did not agree that there is a sufficient variety of housing

Question 18. Do you agree or disagree that the following types of housing should be encouraged in SOLON?

This question solicited the most disagreement among respondents, and in all cases, over 80% of respondents had an opinion. Eighty-five percent of respondents strongly agreed or agreed that “housing for young professionals” should be encouraged in the City. This is an indication that perhaps it is not the housing style that is of concern rather it is the type of person attracted to the housing style. However, “mixed use development” which typically has residential units above retail and office - similar to Crocker Park - and likely to be a popular choice for young professionals, was not seen by a majority of respondents as a housing style that should be encouraged.

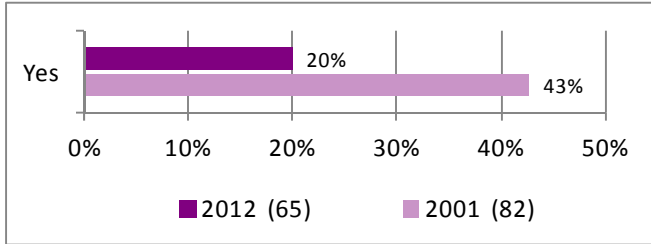
Clearly, single-family homes similar to the majority of the existing residential neighborhoods as well as low-maintenance single-family homes are some of the most acceptable forms of future development - acceptable to over ¾ of respondents. Apartments were seen as the least favorable form of housing with only one out of six respondents agreeing that they should be encouraged in the City.

City of Solon
2012 Community Survey



**City of Solon
2012 Community Survey**

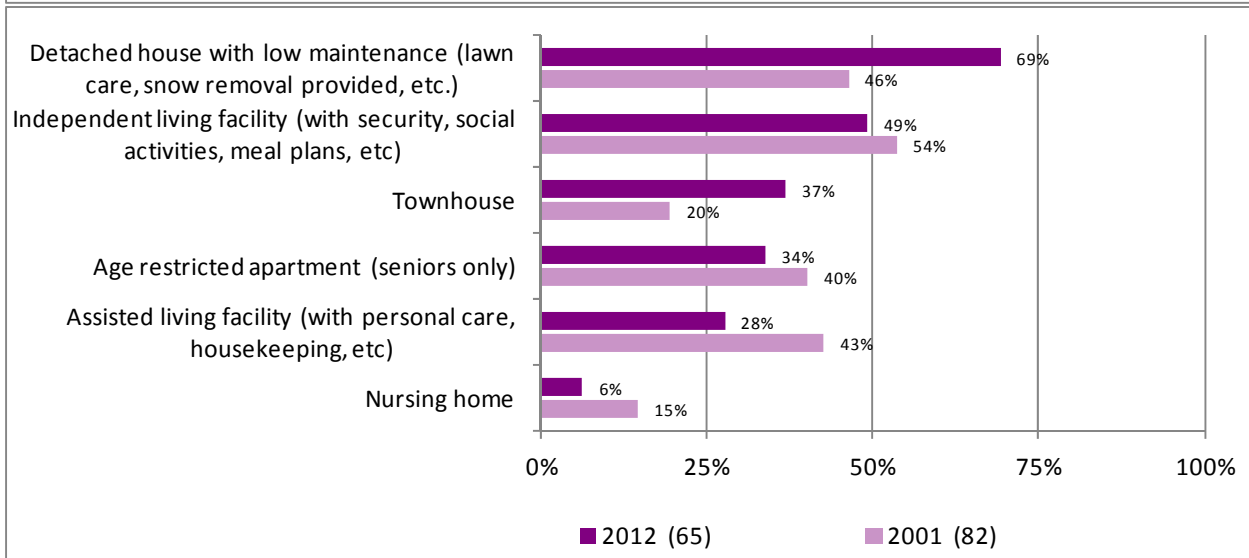
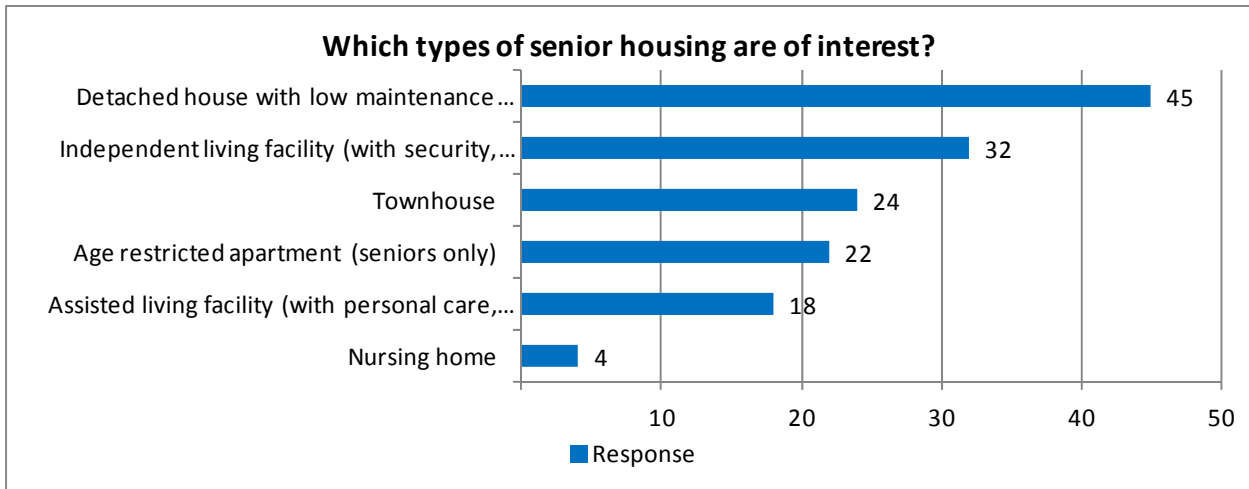
Question 19. Are you or someone you know interested in living in senior housing within SOLON?



Only 65 or 20% of the respondents indicated that they were aware of someone who was interested in living in senior housing in Solon. This was considerably smaller than the number and the percentage of respondents in 2001.

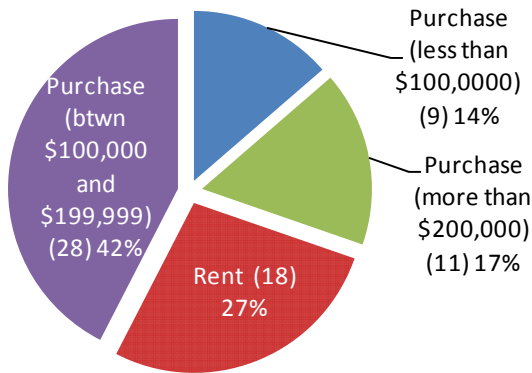
Question 20. If yes, which types of housing are of interest? Select all that apply.

Among the 65 participants who indicated having an interest in or knowing someone interested in housing for senior citizens, 45 or 69% were interested in “detached (single-family) houses with low maintenance” where the housing development provides services such as lawn care and snow removal. As in 2001, the least attractive option was “nursing home”.



**City of Solon
2012 Community Survey**

Question 21. If yes, would you prefer to rent or purchase? Select only one response.

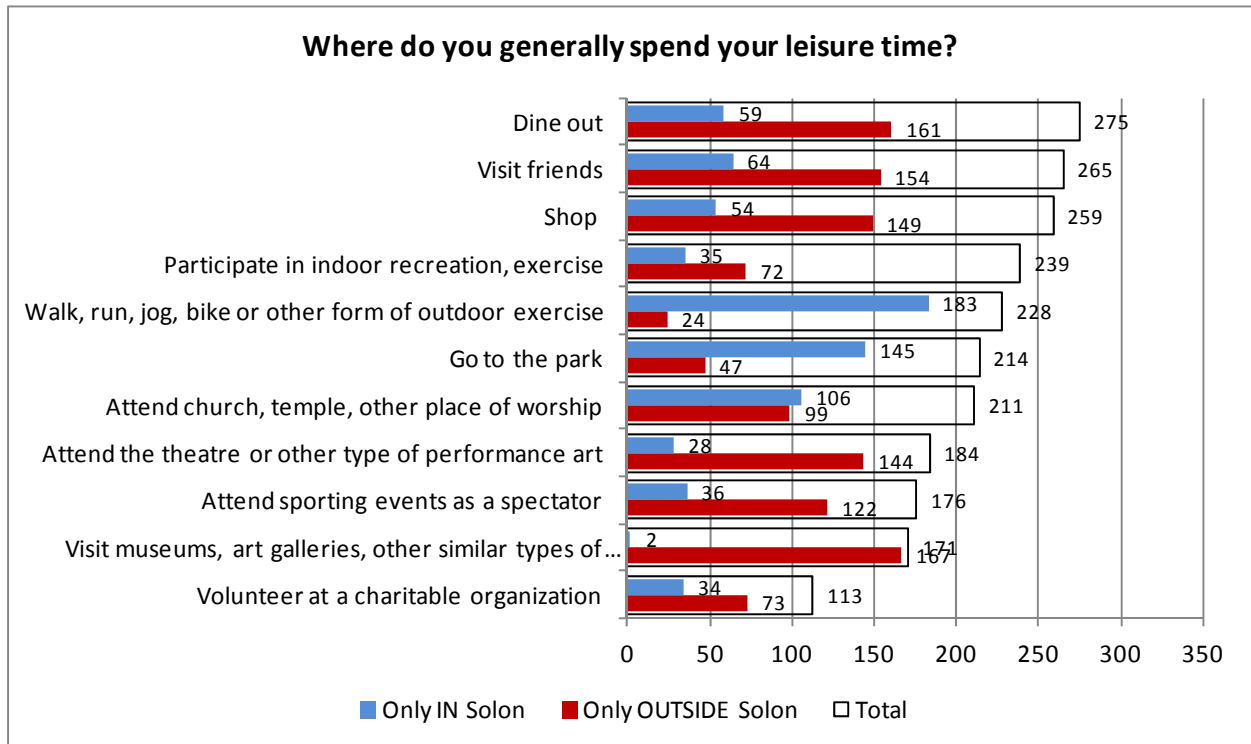


When asked about preference to rent or purchase a senior housing unit, three out of four respondents were interested in purchasing rather than renting. The most popular price range was between \$100,000 and \$200,000.

Leisure Time Activities

Question 22. How and where do you generally spend your leisure time away from home? Leave row blank if you do not participate in an activity at least FOUR (4) TIMES PER YEAR.

Respondents were most likely to participate locally in outdoor recreational activities such as going to the park and walking, jogging and biking than any other activities. Participants typically were traveling to other communities to take part in most other types of leisure activities.



**City of Solon
2012 Community Survey**

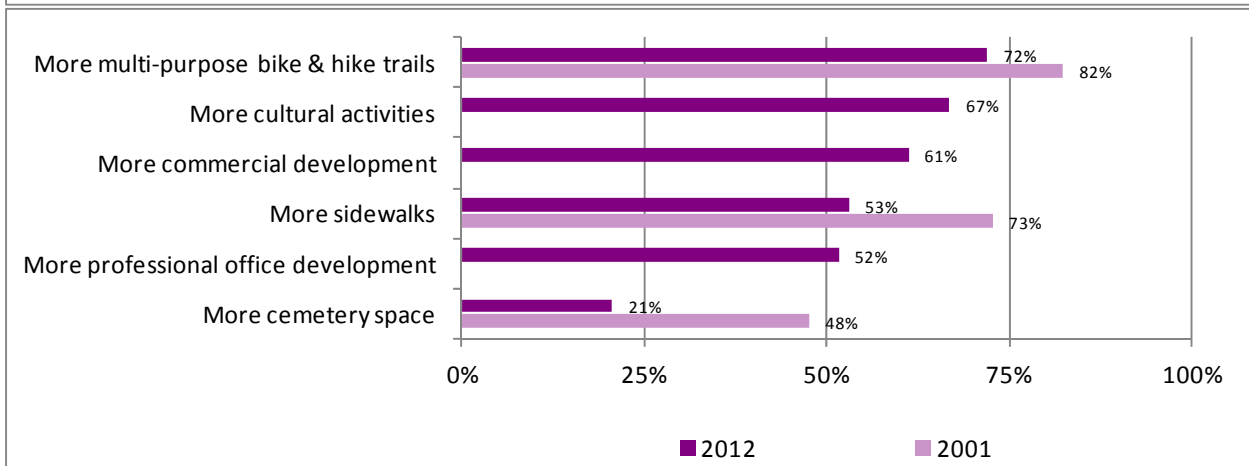
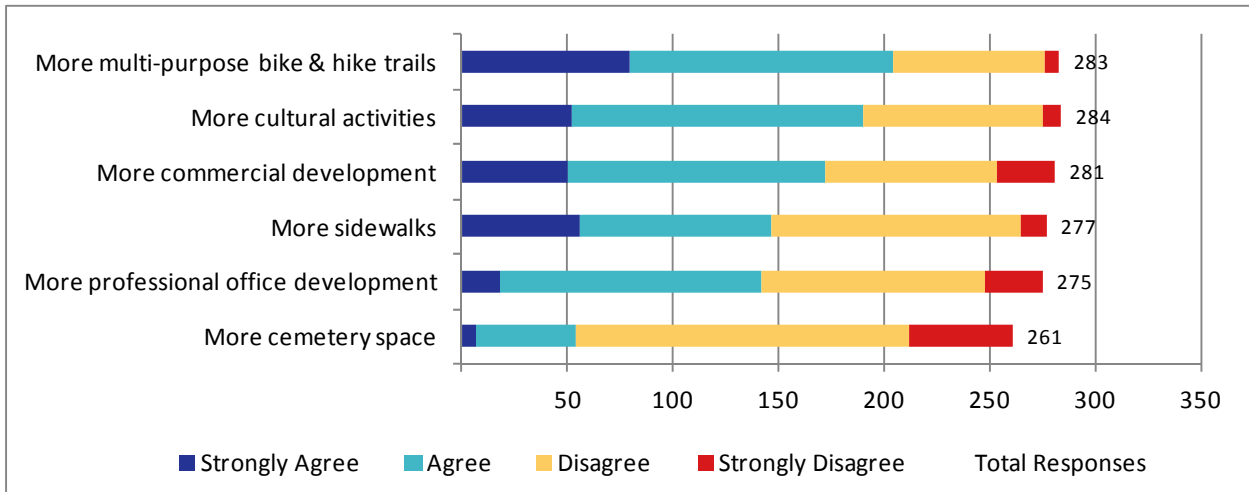
Question 23. What type of leisure activities would you like to have available in SOLON?

There were a wide range of suggestions provided by 59 respondents; most of which recommended improvements in the recreational facilities/infrastructure ore requested an increased number of special events. The most frequently mentioned item was for improved/expanded paths/trails including better bike/hike/walking trails and sidewalks that connect to downtown and other developments, listed by 12 respondents. Eight respondents recommended hosting summer concerts and other events. A complete list of suggested activities is included in Appendix A.

Question 24. Do you agree or disagree that SOLON needs the following?

Considering the responses to Question 23, it is not surprising that 72% strongly agreed or agreed that more bike and hike trails were needed in Solon, while 67% felt that more cultural activities were needed. The lowest level of support was for additional cemetery space.

Compared to 2001 responses, support has decreased for the selections offered, most markedly for more cemetery space.



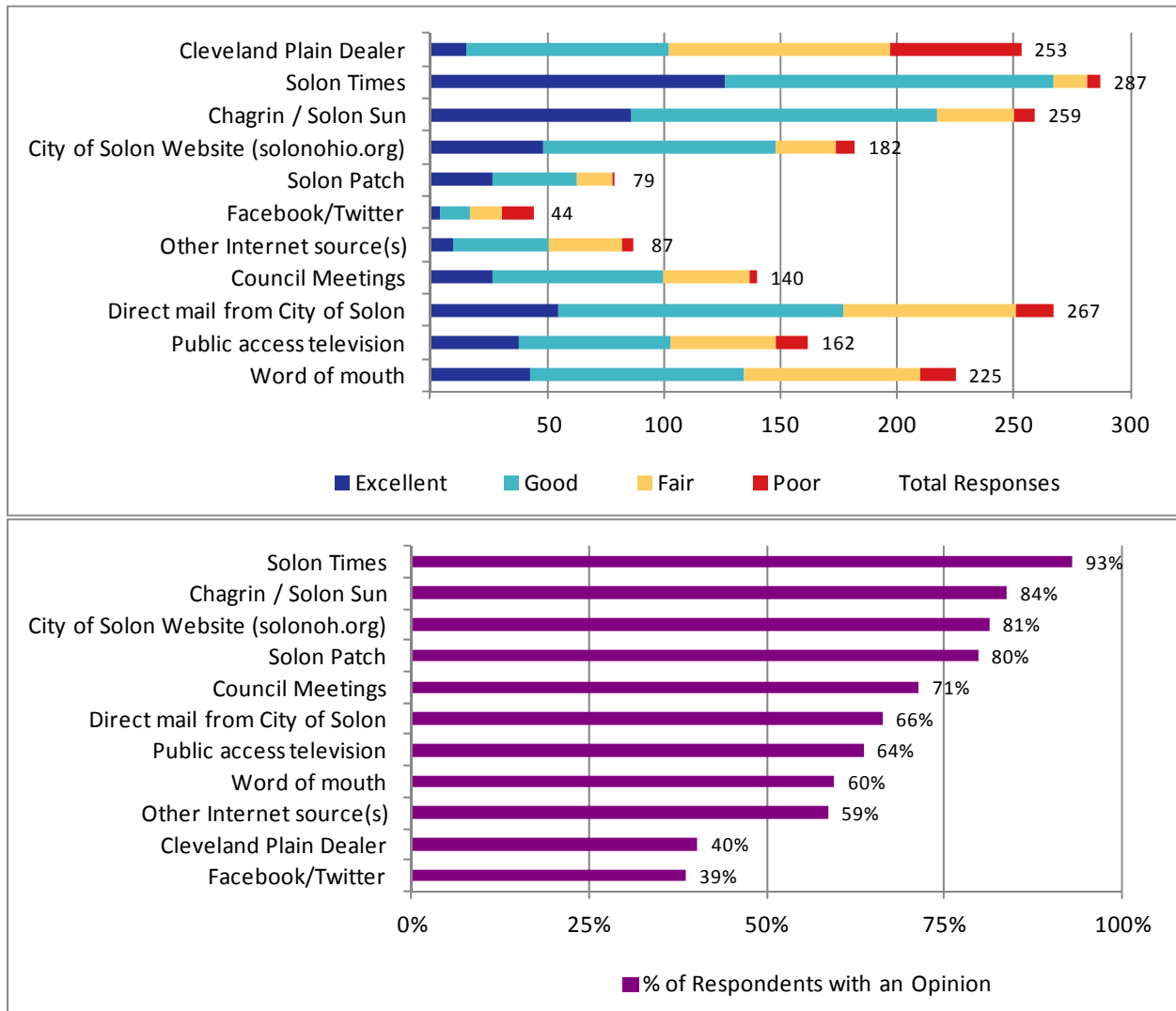
**City of Solon
2012 Community Survey**

Information Sources

Those completing the survey were asked about their use and perceptions of various information sources and local government media services.

Question 25. Please indicate how useful each of the following sources is in obtaining information about SOLON.

The graph below illustrates the huge variation in the number of respondents who obtain information from traditional sources such as the local newspaper compared to those who are using the Internet. Most participants are likely to obtain local information from the Solon Times. While 182 respondents are aware of and like the City of Solon website as a source for information, Facebook and other online sources were rated by the fewest number of respondents.



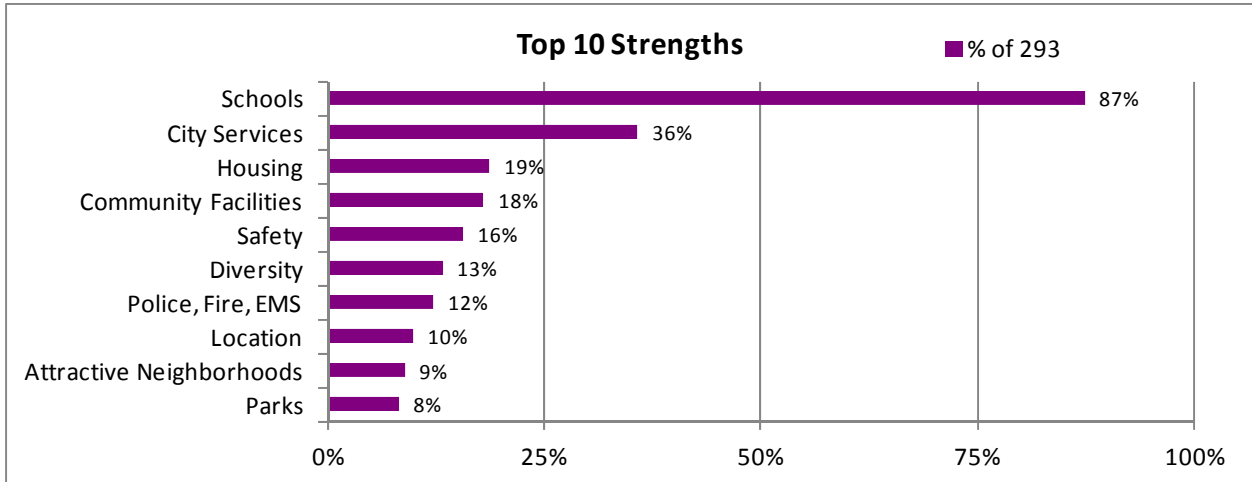
**City of Solon
2012 Community Survey**

Solon’s Strengths and Weaknesses

The next two questions asked participants to write down what they thought were Solon’s top three strengths and top three weaknesses. The graphs below illustrate the top 10 strengths listed, while more complete lists of the responses for each question are included in Appendix A.

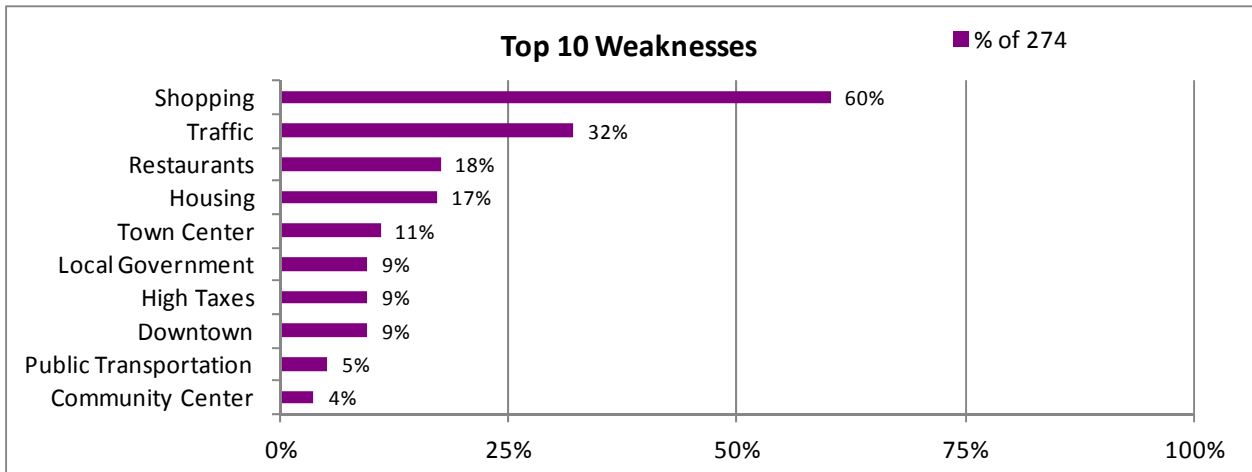
Question 26. What do you consider to be Solon’s TOP 3 Strengths?

Community strengths were identified on 293 (90%) of the 322 returned surveys. Once again, the public school system was the number one feature, cited by 87% of respondents with an opinion, followed by city services (36%). Other strengths mentioned include housing, community facilities including the community center and safety.



Question 27. What do you consider to be Solon’s TOP 3 Weaknesses?

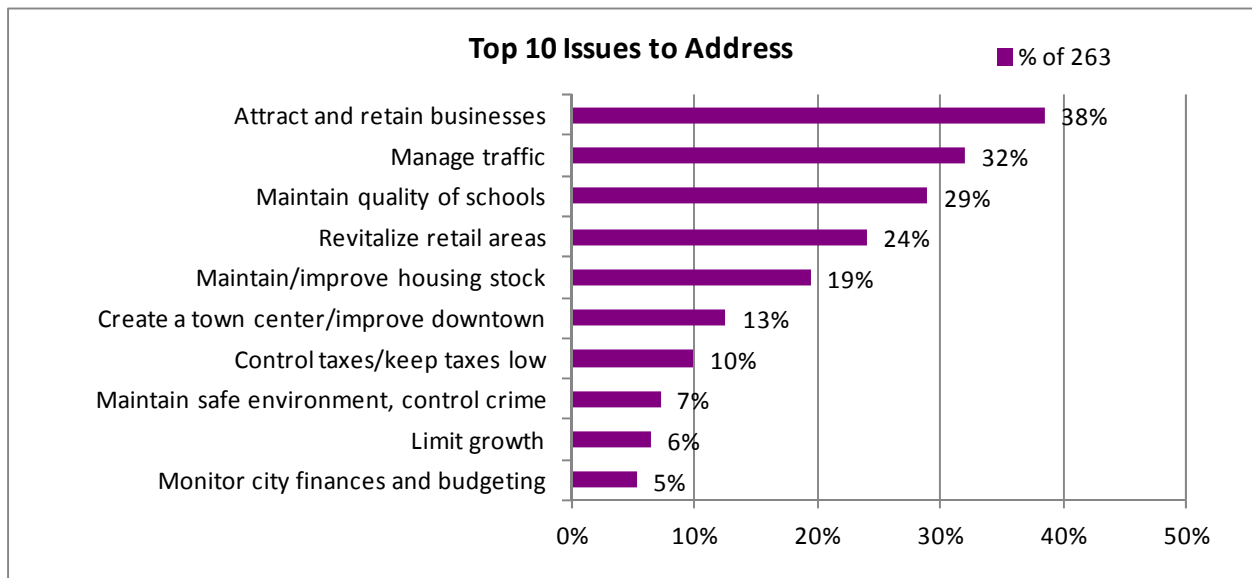
Based on responses to previous questions related to shopping and the local retail environment, it is not surprising that the overwhelming complaint from the 274 respondents was related to shopping. Respondents cited the number of empty stores; the rundown, outdated appearance of the shopping centers; and the lack of grocery store options. The next most common complaint was traffic, with a number of responses related to the amount of rush hour traffic on 91 and I-422.



City of Solon
2012 Community Survey

Question 28. In your opinion, what are the 3 Most Important Issues the City of Solon should address in the next 5 to 10 years?

Of the 322 completed surveys, 263 respondents (82%) provided a total of 606 written suggestions on the most important issues that the City should address. The suggestions were categorized by topic and the graph below illustrates the 10 issues that were most frequently mentioned. In many cases, the comments were reflective of those provided under Question 27 for the City's top 3 weaknesses, including issues related to the loss of retail (and the need to attract more retail to provide more choices and to fill empty stores) and traffic congestion. A number of respondents who mentioned the need to attract and retain business linked this to the need to maintain the City's tax base. The third most frequently mentioned topic was related to maintaining the quality of the school district. This perhaps indicates participants' concerns that while the school district is the number one reason many people move to Solon, maintaining the quality of the school district is linked to the City's efforts to maintain the tax base. The complete list of comments is included in Appendix A.



Question 29. Please list any additional comments or concerns you may have about the City of Solon. If you need additional space, please attach a separate piece of paper.

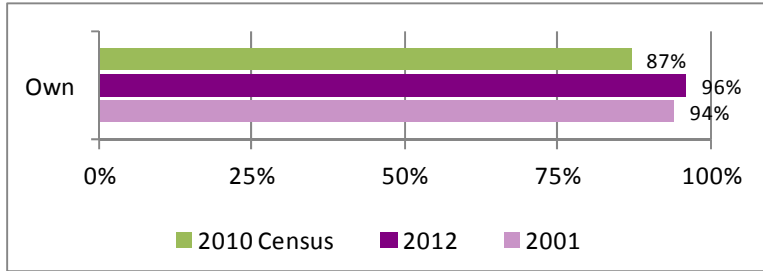
With the numerous opportunities to write in specific comments throughout the survey, few new ideas were presented in this question. Most of the 85 respondents who had comments provided additional details that amplified their previous comments. A few respondents took the opportunity to provide a detailed account of some experience they had encountered and wished to share. The complete list of comments is included in Appendix A.

**City of Solon
2012 Community Survey**

Characteristics of Survey Participants

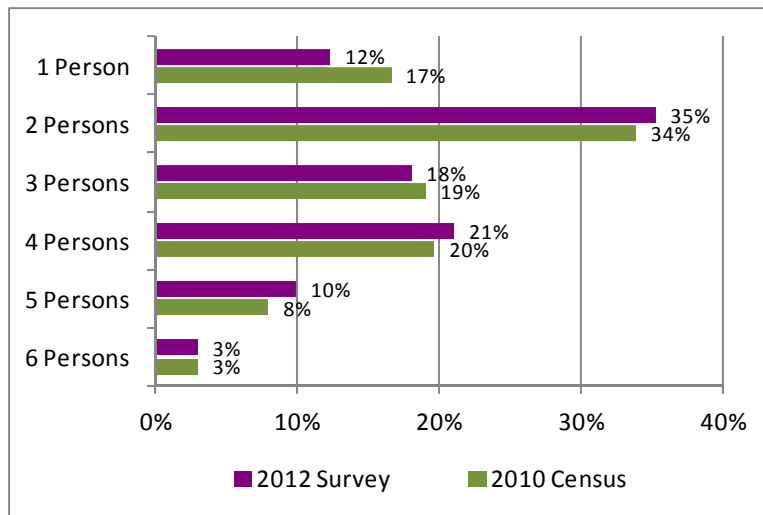
Question 30. Do you own or rent your Solon residence?

| | 2012 Survey | | 2010 Census | 2001 Survey |
|--------------|-------------|----------|-------------|-------------|
| | Response | % of 332 | | |
| Own | 319 | 96% | 87% | 94% |
| Rent | 13 | 4% | 13% | 6% |
| Total | 332 | 100% | 100% | 100% |



Similar to respondents in the 2001 survey, 96% of participants in 2012 owned their house, while only 4% were renters. The 2010 US Census reported that 87% of occupied housing units were owner-occupied. While not a large difference, it is commonly found that renters are less likely to participate in mail-in surveys and therefore be somewhat underrepresented.

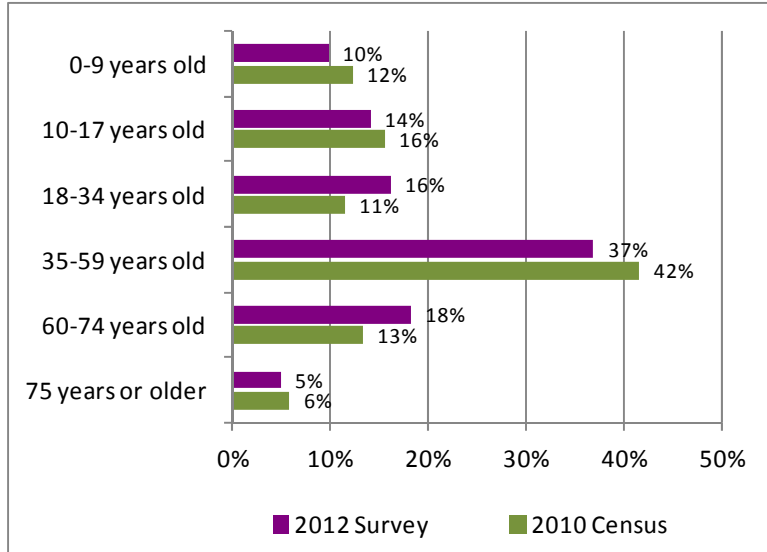
Question 31. What is the total number of people living in your household?



This question was asked to determine if there were any significant differences between the types of households responding to the survey compared to the range of household sizes reported in the 2010 US Census. As illustrated, there was considerable similarity between respondents and the US Census, with only single-person households being slightly underrepresented.

**City of Solon
2012 Community Survey**

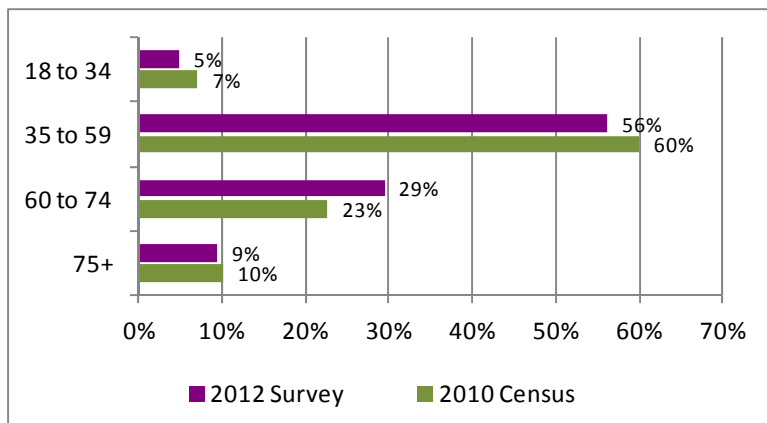
Question 32. Indicate the number of people in your household in each of the following age groups.



This question was asked to determine if there were any significant differences between the population characteristics of the households responding to the survey compared to the age characteristics of the City's population reported in the 2010 US Census. Survey respondents and their family/household members closely approximated the age groups of heads of households in Solon reported in the 2010 Census.

Question 33. What is your age?

The majority of survey respondents were between 35 and 59 years old, which is similar to the 2010 US Census which reported that 60% of householders were within that age range. The next largest age category of respondents was 60 to 74 years old, with 29% - a slight over representation of householders compared to the US Census data.



**City of Solon
2012 Community Survey**

SUMMARY

The results of this survey provide helpful information that the City can use in the update of its master plan. The high rate of return gives credibility to the results, while the inclusion of a number of questions from the 2001 survey provides the opportunity to compare changes in opinions over the last decade.

As noted throughout this report, there are a number of city services and facilities available in Solon that contribute to a high quality of life for residents. This is valuable information that the City can use to market itself to potential new businesses and future residents. However, it is equally important to understand where residents are dissatisfied so that the City knows where to focus limited resources to improve residents' opinions.

While the body of the report highlights the most significant findings, further analysis and cross tabulation of the survey results is possible, but beyond the scope of this report. The complete frequencies of responses for each of the questions are provided in Appendix A and can be reviewed by the reader in greater detail for additional insights.

**City of Solon
2012 Community Survey**

This page intentionally left blank



City of Solon

2012 Community Survey

APPENDIX A

Complete Survey Frequencies

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

| Question 1. How do you rate the following public services city-wide? | | | | | | | | | | | | | | |
|--|-----------------------------|-----|------|-----|------|-----|------|-----|-------|------|-----|------------|-------------|----|
| | Respondents with an Opinion | | | | | | | | | | N/A | | No Response | |
| | Excellent | | Good | | Fair | | Poor | | Total | | # | %* | # | %* |
| | # | % | # | % | # | % | # | % | # | % | | | | |
| <u>Public Safety Services provided by the City</u> | | | | | | | | | | | | | | |
| Police Protection | 196 | 65% | 95 | 32% | 9 | 3% | 1 | 0% | 301 | 100% | 28 | 8% | 3 | 1% |
| Fire Protection | 207 | 73% | 69 | 24% | 7 | 2% | 0 | 0% | 283 | 100% | 44 | 13% | 5 | 2% |
| Emergency Medical Service | 182 | 73% | 58 | 23% | 8 | 3% | 1 | 0% | 249 | 100% | 68 | 20% | 15 | 5% |
| <u>Waste Removal Services provided by the City</u> | | | | | | | | | | | | | | |
| Garbage Removal | 234 | 72% | 78 | 24% | 11 | 3% | 1 | 0% | 324 | 100% | 6 | 2% | 2 | 1% |
| Recyclables Removal | 214 | 67% | 90 | 28% | 10 | 3% | 4 | 1% | 318 | 100% | 11 | 3% | 3 | 1% |
| Leaf & Yard Wastes Removal | 165 | 54% | 112 | 37% | 26 | 8% | 3 | 1% | 306 | 100% | 22 | 7% | 4 | 1% |
| Animal Control | 63 | 31% | 91 | 44% | 40 | 20% | 11 | 5% | 205 | 100% | 108 | 33% | 19 | 6% |
| <u>Street Maintenance provided by the City</u> | | | | | | | | | | | | | | |
| Snow Removal | 156 | 49% | 118 | 37% | 38 | 12% | 9 | 3% | 321 | 100% | 8 | 2% | 3 | 1% |
| Street Cleaning | 94 | 32% | 153 | 51% | 43 | 14% | 8 | 3% | 298 | 100% | 25 | 8% | 9 | 3% |
| Street Repair | 56 | 18% | 164 | 52% | 80 | 25% | 15 | 5% | 315 | 100% | 7 | 2% | 10 | 3% |
| Adequacy of Street Lighting | 70 | 21% | 188 | 57% | 61 | 19% | 8 | 2% | 327 | 100% | 2 | 1% | 3 | 1% |
| <u>Cultural/Recreation Facilities/ Services provided by the City</u> | | | | | | | | | | | | | | |
| Senior Services | 89 | 57% | 60 | 38% | 6 | 4% | 1 | 1% | 156 | 100% | 156 | 47% | 20 | 6% |
| Solon Art Center | 92 | 45% | 92 | 45% | 17 | 8% | 3 | 1% | 204 | 100% | 107 | 32% | 21 | 6% |
| Solon Community Center | 159 | 54% | 109 | 37% | 23 | 8% | 3 | 1% | 294 | 100% | 28 | 8% | 10 | 3% |
| <u>Public Services provided by Others</u> | | | | | | | | | | | | | | |
| Access/Convenience of Public Transit | 22 | 12% | 36 | 20% | 67 | 37% | 57 | 31% | 182 | 100% | 128 | 39% | 22 | 7% |
| Public Library | 197 | 62% | 103 | 32% | 16 | 5% | 3 | 1% | 319 | 100% | 6 | 2% | 7 | 2% |
| Public School System | 209 | 71% | 77 | 26% | 8 | 3% | 2 | 1% | 296 | 100% | 26 | 8% | 10 | 3% |
| | | | | | | | | | | | | * % of 332 | | |

**City of Solon
2012 Community Survey**

| Question 2. How do you rate the following public recreation facilities and services city-wide? | | | | | | | | | | | | | | |
|---|-----------------------------|-----|------|-----|------|-----|------|----|-------|------|------------|-----|-------------|----|
| | Respondents with an Opinion | | | | | | | | | | N/A | | No Response | |
| | Excellent | | Good | | Fair | | Poor | | Total | | # | %* | # | %* |
| | # | % | # | % | # | % | # | % | # | % | | | | |
| Condition of city parks & playgrounds | 124 | 41% | 155 | 52% | 18 | 6% | 2 | 1% | 299 | 100% | 21 | 6% | 12 | 4% |
| Access to city parks & playgrounds | 158 | 53% | 131 | 44% | 9 | 3% | 2 | 1% | 300 | 100% | 19 | 6% | 13 | 4% |
| Access to school parks & playgrounds | 139 | 51% | 125 | 45% | 9 | 3% | 2 | 1% | 275 | 100% | 43 | 13% | 14 | 4% |
| Access to venues for cultural activities | 63 | 27% | 125 | 54% | 42 | 18% | 3 | 1% | 233 | 100% | 79 | 24% | 20 | 6% |
| Recreational activities for children | 98 | 44% | 112 | 50% | 11 | 5% | 1 | 0% | 222 | 100% | 87 | 26% | 23 | 7% |
| Recreational activities for teens | 45 | 25% | 84 | 46% | 44 | 24% | 8 | 4% | 181 | 100% | 129 | 39% | 22 | 7% |
| Recreational activities for adults | 71 | 29% | 131 | 53% | 40 | 16% | 3 | 1% | 245 | 100% | 66 | 20% | 21 | 6% |
| Recreational activities for seniors | 71 | 44% | 72 | 45% | 15 | 9% | 2 | 1% | 160 | 100% | 152 | 46% | 20 | 6% |
| Condition of Grantwood Golf Course | 18 | 13% | 83 | 61% | 27 | 20% | 9 | 7% | 137 | 100% | 177 | 53% | 18 | 5% |
| | | | | | | | | | | | * % of 332 | | | |

| Question 3. How do you rate the following as it relates to your home and neighborhood? | | | | | | | | | | | | | | |
|---|-----------------------------|-----|------|-----|------|-----|------|-----|-------|------|------------|-----|-------------|-----|
| | Respondents with an Opinion | | | | | | | | | | N/A | | No Response | |
| | Excellent | | Good | | Fair | | Poor | | Total | | # | %* | # | %* |
| | # | % | # | % | # | % | # | % | # | % | | | | |
| Condition of your home | 152 | 47% | 156 | 48% | 16 | 5% | 0 | 0% | 324 | 100% | 2 | 1% | 6 | 2% |
| Size of your home | 115 | 36% | 173 | 54% | 30 | 9% | 0 | 0% | 318 | 100% | 6 | 2% | 8 | 2% |
| Size of your yard | 136 | 43% | 152 | 49% | 23 | 7% | 2 | 1% | 313 | 100% | 6 | 2% | 13 | 4% |
| Condition of surrounding homes | 90 | 28% | 180 | 56% | 43 | 13% | 7 | 2% | 320 | 100% | 2 | 1% | 10 | 3% |
| Appearance of neighborhood | 119 | 37% | 159 | 50% | 43 | 13% | 0 | 0% | 321 | 100% | 2 | 1% | 9 | 3% |
| Housing values | 33 | 11% | 134 | 44% | 105 | 34% | 36 | 12% | 308 | 100% | 7 | 2% | 17 | 5% |
| Safety of neighborhood | 151 | 47% | 144 | 45% | 26 | 8% | 1 | 0% | 322 | 100% | 2 | 1% | 8 | 2% |
| Access to school | 137 | 51% | 117 | 43% | 13 | 5% | 4 | 1% | 271 | 100% | 44 | 13% | 17 | 5% |
| Access to neighborhood park or playground | 98 | 36% | 123 | 45% | 36 | 13% | 14 | 5% | 271 | 100% | 48 | 14% | 13 | 4% |
| Time of commute to work | 83 | 33% | 100 | 40% | 54 | 21% | 16 | 6% | 253 | 100% | 61 | 18% | 18 | 5% |
| Access to interstate highway system | 151 | 47% | 142 | 44% | 25 | 8% | 3 | 1% | 321 | 100% | 3 | 1% | 8 | 2% |
| Access to public transportation (RTA) | 11 | 7% | 28 | 19% | 48 | 32% | 64 | 42% | 151 | 100% | 160 | 48% | 21 | 6% |
| Shopping convenience | 63 | 20% | 151 | 47% | 82 | 25% | 26 | 8% | 322 | 100% | 3 | 1% | 7 | 2% |
| Traffic enforcement in neighborhood | 47 | 18% | 131 | 50% | 71 | 27% | 12 | 5% | 261 | 100% | 34 | 10% | 37 | 11% |
| | | | | | | | | | | | * % of 332 | | | |

**City of Solon
2012 Community Survey**

| Question 3. How do you rate the following as it relates to your home/neighborhood? RESPONSES BY QUADRANT | | | | | |
|---|--|-----------|-----------|-----------|----------------|
| | % Who Rated Topic Excellent Or Good | | | | |
| | NE | SE | SW | NW | Average |
| Condition of your home | 94% | 95% | 96% | 95% | 95% |
| Size of your home | 88% | 95% | 87% | 95% | 91% |
| Size of your yard | 93% | 97% | 86% | 95% | 92% |
| Condition of surrounding homes | 85% | 89% | 79% | 88% | 84% |
| Appearance of neighborhood | 91% | 89% | 78% | 92% | 87% |
| Housing values | 52% | 63% | 48% | 57% | 54% |
| Safety of neighborhood | 92% | 97% | 86% | 95% | 92% |
| Access to school | 87% | 100% | 95% | 94% | 94% |
| Access to neighborhood park or playground | 73% | 91% | 88% | 76% | 82% |
| Time of commute to work | 69% | 67% | 75% | 77% | 72% |
| Access to interstate highway system | 92% | 87% | 89% | 97% | 91% |
| Access to public transportation (RTA) | 36% | 23% | 26% | 17% | 26% |
| Shopping convenience | 67% | 66% | 72% | 59% | 66% |
| Traffic enforcement in neighborhood | 63% | 65% | 67% | 78% | 68% |

| Question 4. What types of changes or programs would you like to see instituted? | | |
|--|------------------|-----------------|
| Select not more than 5. | Responses | % of 332 |
| More convenient retail shopping | 161 | 49% |
| Road repair | 107 | 32% |
| More open/green spaces | 81 | 24% |
| Home improvement & weatherization assistance program | 80 | 24% |
| Slowing neighborhood traffic | 80 | 24% |
| Additional recreational facilities and programs | 72 | 22% |
| Sidewalk improvements (repair, leveling, ramps, extension) | 72 | 22% |
| Stricter housing code enforcement | 64 | 19% |
| Other improved or additional city services; specify types | 54 | 16% |
| More police visibility | 51 | 15% |
| Street tree replacement program | 47 | 14% |
| Increased RTA service | 47 | 14% |
| Increased animal control | 41 | 12% |
| Street light installation | 36 | 11% |
| Increased noise control | 28 | 8% |
| Erosion control assistance program | 23 | 7% |
| Architectural review for alterations/additions and demolitions of historic homes | 17 | 5% |
| Total responses | 1,061 | |
| Average number of selections per survey | 3.20 | |

| Question 5. Please rate the following categories of Solon city/school performance? | | | | | | | | | | | | | |
|---|------------------|----------|-------------|----------|-------------|----------|-------------|----------|--------------|----------|--------------------|-----------|--|
| | Responses | | | | | | | | | | No Response | | |
| | Excellent | | Good | | Fair | | Poor | | Total | | # | %* | |
| | # | % | # | % | # | % | # | % | # | % | | | |
| Value of city services for the taxes paid | 151 | 48% | 133 | 42% | 27 | 9% | 4 | 1% | 315 | 100% | 17 | 5% | |
| Quality of Solon City Schools for taxes paid | 198 | 64% | 87 | 28% | 21 | 7% | 4 | 1% | 310 | 100% | 22 | 7% | |
| | | | | | | | | | | | | % of 332 | |

**City of Solon
2012 Community Survey**

| Question 7. Where do you USUALLY purchase the following goods and services? | | | | | | | | | | | | | | | | |
|--|----------------------------|-----|--|-----|----------------------|------|----------------------------|-----|-------------|------|----------------------|------|--------------------------------------|-----|-------|------|
| Select all that apply | Purchased only IN Solon | | Purchased IN Solon as well as Other Locations | | | | Purchased but Not IN Solon | | | | | | Total of All Who Purchase Item | | | |
| | | | IN & OUT | | IN & OUT & ONLINE | | OUT only | | ONLINE only | | Both OUT & ONLINE | | | | Total | |
| | # | % | # | % | # | % | # | % | # | % | # | % | # | % | # | % |
| Supermarket/Groceries | 127 | 45% | 66 | 23% | 1 | 0.4% | 89 | 31% | 0 | 0.0% | 0 | 0.0% | 89 | 31% | 283 | 100% |
| Doctor/Dentist | 116 | 42% | 51 | 19% | 0 | 0.0% | 108 | 39% | 0 | 0.0% | 0 | 0.0% | 108 | 39% | 275 | 100% |
| Optometrist | 94 | 40% | 8 | 3% | 0 | 0.0% | 131 | 56% | 0 | 0.0% | 0 | 0.0% | 131 | 56% | 233 | 100% |
| Attorney | 21 | 13% | 3 | 2% | 1 | 0.6% | 131 | 84% | 0 | 0.0% | 0 | 0.0% | 131 | 84% | 156 | 100% |
| Accountant | 28 | 17% | 4 | 2% | 0 | 0.0% | 136 | 80% | 1 | 0.6% | 0 | 0.0% | 137 | 81% | 169 | 100% |
| Bank / Credit Union | 200 | 75% | 34 | 13% | 1 | 0.4% | 29 | 11% | 3 | 1.1% | 1 | 0.4% | 33 | 12% | 268 | 100% |
| Day Care | 23 | 66% | 1 | 3% | 0 | 0.0% | 11 | 31% | 0 | 0.0% | 0 | 0.0% | 11 | 31% | 35 | 100% |
| Veterinarian Care | 54 | 39% | 2 | 1% | 0 | 0.0% | 81 | 59% | 0 | 0.0% | 0 | 0.0% | 81 | 59% | 137 | 100% |
| Pet Supplies | 70 | 45% | 25 | 16% | 2 | 1.3% | 58 | 37% | 0 | 0.0% | 1 | 0.6% | 59 | 38% | 156 | 100% |
| Beautician/Barber | 109 | 42% | 27 | 10% | 0 | 0.0% | 125 | 48% | 0 | 0.0% | 0 | 0.0% | 125 | 48% | 261 | 100% |
| Gasoline/Auto Repair | 124 | 42% | 84 | 29% | 0 | 0.0% | 85 | 29% | 0 | 0.0% | 0 | 0.0% | 85 | 29% | 293 | 100% |
| New & Used Autos | 21 | 9% | 9 | 4% | 0 | 0.0% | 194 | 86% | 0 | 0.0% | 2 | 0.9% | 196 | 87% | 226 | 100% |
| Auto Parts | 79 | 34% | 27 | 12% | 2 | 0.9% | 121 | 52% | 2 | 0.9% | 3 | 1.3% | 126 | 54% | 234 | 100% |
| Dry Cleaners/Laundromat | 172 | 79% | 13 | 6% | 0 | 0.0% | 33 | 15% | 0 | 0.0% | 0 | 0.0% | 33 | 15% | 218 | 100% |
| Hardware/Home Improvement | 77 | 26% | 73 | 25% | 1 | 0.3% | 136 | 47% | 0 | 0.0% | 4 | 1.4% | 140 | 48% | 291 | 100% |
| Lawn/Garden Supplies | 44 | 17% | 44 | 17% | 2 | 0.8% | 168 | 65% | 0 | 0.0% | 1 | 0.4% | 169 | 65% | 259 | 100% |
| Prescriptions/Drug Store | 191 | 70% | 31 | 11% | 3 | 1.1% | 38 | 14% | 7 | 2.6% | 2 | 0.7% | 47 | 17% | 272 | 100% |
| Furniture/Housewares | 26 | 10% | 33 | 13% | 6 | 2.3% | 182 | 70% | 1 | 0.4% | 11 | 4.2% | 194 | 75% | 259 | 100% |
| Sporting Goods | 15 | 6% | 10 | 4% | 4 | 1.7% | 191 | 80% | 3 | 1.3% | 15 | 6.3% | 209 | 88% | 238 | 100% |
| Clothing | 13 | 5% | 30 | 11% | 16 | 5.7% | 200 | 71% | 3 | 1.1% | 19 | 6.8% | 222 | 79% | 281 | 100% |
| Shoes | 7 | 3% | 14 | 5% | 6 | 2.2% | 222 | 80% | 5 | 1.8% | 25 | 9.0% | 252 | 90% | 279 | 100% |
| Gifts/Jewelry/Accessories | 13 | 5% | 31 | 13% | 14 | 5.7% | 169 | 69% | 6 | 2.4% | 12 | 4.9% | 187 | 76% | 245 | 100% |
| Movie Theater | 112 | 44% | 65 | 26% | 2 | 0.8% | 74 | 29% | 0 | 0.0% | 0 | 0.0% | 74 | 29% | 253 | 100% |
| Banquet/Social Hall | 28 | 24% | 12 | 10% | 0 | 0.0% | 76 | 66% | 0 | 0.0% | 0 | 0.0% | 76 | 66% | 116 | 100% |
| Coffee shop | 85 | 40% | 56 | 26% | 0 | 0.0% | 73 | 34% | 0 | 0.0% | 0 | 0.0% | 73 | 34% | 214 | 100% |
| Restaurant (Dine-In) | 73 | 25% | 117 | 40% | 0 | 0.0% | 99 | 34% | 0 | 0.0% | 0 | 0.0% | 99 | 34% | 289 | 100% |
| Restaurant (Carry-Out) | 139 | 53% | 90 | 34% | 0 | 0.0% | 34 | 13% | 0 | 0.0% | 0 | 0.0% | 34 | 13% | 263 | 100% |

**City of Solon
2012 Community Survey**

| Question 8. For items purchased OUTSIDE of SOLON (Q. #7), where do you purchase them? | | |
|--|-----------|----------|
| Select all that apply. | Responses | % of 332 |
| Beachwood/Legacy Village | 225 | 68% |
| Bainbridge | 211 | 64% |
| Aurora | 190 | 57% |
| Chagrin Boulevard/Eaton | 166 | 50% |
| Twinsburg | 158 | 48% |
| Mayfield Heights / Mayfield Village | 121 | 36% |
| Macedonia | 104 | 31% |
| Hudson | 60 | 18% |
| Cleveland | 57 | 17% |
| Bedford/Bedford Heights | 55 | 17% |
| Other, please specify | 58 | 17% |
| Chagrin Falls | 15 | 5% |
| West Side | 12 | 4% |
| Mentor | 10 | 3% |

| Question 9. What additional items should be made available in Solon? | | |
|---|-----------|---------|
| Write-In Responses | Responses | % of 77 |
| Restaurant | 43 | 56% |
| Grocery | 26 | 34% |
| Better and/or more retail | 13 | 17% |
| Clothing | 10 | 13% |
| Department store | 9 | 12% |
| Shoes | 7 | 9% |
| Starbucks | 6 | 8% |

| Question 10. What improvements to the Solon Commercial Districts could be made to make them more attractive for shopping? | | |
|--|-----------|----------|
| Select not more than 5. | Responses | % of 332 |
| Improve selection of goods and services | 227 | 68% |
| Storefront renovation | 179 | 54% |
| Reduce traffic congestion | 143 | 43% |
| Add more trees/landscaping | 135 | 41% |
| Eliminate exposed utility lines (electric, telephone, etc) | 67 | 20% |
| Provide seating areas | 65 | 20% |
| Provide a mix of residential, office and retail uses | 59 | 18% |
| Eliminate litter and debris | 55 | 17% |
| Improve sidewalks and/or crosswalks | 48 | 14% |
| Create decorative lighting | 43 | 13% |
| Signage | 42 | 13% |
| Increase security | 28 | 8% |
| Other, please specify | 24 | 7% |
| Add parking | 19 | 6% |
| Total responses | 1,134 | |
| Average number of selections per survey | 3.42 | |

**City of Solon
2012 Community Survey**

| Question 11. How often do you use RTA buses or rapid transit? | | |
|--|------------------|-------------|
| | Responses | % |
| Daily | 2 | 0.6% |
| Once per Week | 1 | 0.3% |
| Once per Month | 3 | 0.9% |
| Infrequently | 48 | 15% |
| Total of Respondents who use RTA | 54 | 17% |
| Never | 266 | 83% |
| Total Responses | 320 | 100% |
| No Response | 12 | 3.6% of 332 |

| Question 12. If you use RTA service, what types of trips do you use it for? | | |
|--|------------------|----------------|
| Select all that apply. | Responses | % of 54 |
| Recreation/Sports events | 36 | 67% |
| Work | 13 | 24% |
| Other | 9 | 17% |
| Shopping | 7 | 13% |
| Medical appointments | 4 | 7% |
| Visit family and/or friends | 2 | 4% |

| Question 13. How many years have you lived in SOLON? | | |
|---|------------------|-------------|
| | Responses | % |
| Less than 2 years | 23 | 7% |
| 3 to 5 years | 19 | 6% |
| 6 to 10 years | 41 | 13% |
| 11 to 15 years | 54 | 17% |
| 16 to 24 years | 59 | 19% |
| 25+ years | 122 | 38% |
| Total Responses | 318 | 100% |
| No Response | 14 | 4% of 332 |

| Question 13. How many years have you lived in SOLON? BY QUADRANT | | | | | | | | |
|---|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
| | NE | | SE | | SW | | NW | |
| | # | % | # | % | # | % | # | % |
| Less than 2 years | 3 | 4% | 4 | 7% | 9 | 9% | 7 | 9% |
| 3 to 5 years | 4 | 5% | 8 | 13% | 4 | 4% | 3 | 4% |
| 6 to 10 years | 15 | 18% | 7 | 11% | 11 | 11% | 8 | 11% |
| 11 to 15 years | 13 | 15% | 11 | 18% | 13 | 13% | 17 | 23% |
| 16 to 24 years | 15 | 18% | 13 | 21% | 21 | 22% | 10 | 13% |
| 25+ years | 35 | 41% | 18 | 30% | 39 | 40% | 30 | 40% |
| Total | 85 | 100% | 61 | 100% | 97 | 100% | 75 | 100% |

**City of Solon
2012 Community Survey**

| Question 14. Why did you move into SOLON? | | |
|---|-----------|----------|
| Select not more than 5. | Responses | % of 332 |
| Quality of schools | 245 | 74% |
| Type of housing available | 131 | 39% |
| Affordability of housing | 99 | 30% |
| Appearance of neighborhood | 91 | 27% |
| Safety | 91 | 27% |
| Property appreciation | 89 | 27% |
| Low taxes | 78 | 23% |
| Access to interstate highway | 76 | 23% |
| Larger lot | 72 | 22% |
| Community facilities such as parks, recreation center | 69 | 21% |
| Close to work | 66 | 20% |
| Quality of municipal services | 64 | 19% |
| Diversity of community | 54 | 16% |
| I grew up here | 30 | 9% |
| Other | 19 | 6% |
| Close to family* | 10 | 3% |
| Cultural opportunities | 9 | 3% |
| Availability of senior services/programs | 6 | 2% |
| * written in response | | |

**City of Solon
2012 Community Survey**

| Question 15. Are you considering moving OUT of SOLON within the next five (5) years? | | | | | | | | |
|---|--------------|------------|------------|------------|--------------|-------------|--------------------|----------|
| | Total | | | | | | No Response | |
| | No | | Yes | | Total | | | |
| | # | % | # | % | # | % | # | % |
| Total | 213 | 66% | 108 | 34% | 321 | 100% | 11 | 3% |
| By Quadrant | | | | | | | | |
| NE | 59 | 69% | 27 | 31% | 86 | 100% | 2 | 2% |
| SE | 36 | 56% | 28 | 44% | 64 | 100% | 3 | 4% |
| SW | 66 | 69% | 30 | 31% | 96 | 100% | 3 | 3% |
| NW | 52 | 69% | 23 | 31% | 75 | 100% | 3 | 4% |
| By Age | | | | | | | | |
| 18 to 34 | 12 | 80% | 3 | 20% | 15 | 100% | 1 | 6% |
| 35 to 59 | 119 | 66% | 61 | 34% | 180 | 100% | 5 | 3% |
| 60 to 74 | 58 | 63% | 34 | 37% | 92 | 100% | 5 | 5% |
| 75+ | 22 | 71% | 9 | 29% | 31 | 100% | 0 | 0% |

| Question 16. If yes, why? | | |
|---|------------------|-----------------|
| Select all that apply. | Responses | % of 108 |
| Downsizing | 62 | 57% |
| Lower taxes | 44 | 41% |
| Different type of housing | 29 | 27% |
| More affordable housing | 28 | 26% |
| Different climate | 27 | 25% |
| Retirement friendly community | 25 | 23% |
| Other | 18 | 17% |
| Better appearance of neighborhood | 15 | 14% |
| Better property appreciation | 14 | 13% |
| More rural/less developed community | 11 | 10% |
| Closer to work/ job related | 9 | 8% |
| Safety | 7 | 6% |
| Larger lot | 5 | 5% |
| School related | 4 | 4% |
| Better access interstate highway | 2 | 2% |
| More community facilities (e.g. parks, recreation center) | 2 | 2% |
| Higher quality of municipal services | 1 | 1% |
| Total Selections | 303 | |
| Average number of selections per survey | 2.81 | |

**City of Solon
2012 Community Survey**

| Question 16. If yes, why? Top 10 Reasons, Cross Tabulated by QUADRANT of the City | | | | | | | | | | |
|--|-------------|-----|-------------|-----|-------------|-----|-------------|-----|-------------|-----|
| Select all that apply. | Northeast | | Southeast | | Southwest | | Northwest | | Total | |
| | # | % | # | % | # | % | # | % | # | % |
| Downsizing | 19 | 70% | 16 | 57% | 13 | 43% | 14 | 61% | 62 | 57% |
| Lower taxes | 13 | 48% | 14 | 50% | 12 | 40% | 5 | 22% | 44 | 41% |
| Different type of housing | 6 | 22% | 5 | 18% | 5 | 17% | 13 | 57% | 29 | 27% |
| More affordable housing | 3 | 11% | 11 | 39% | 8 | 27% | 6 | 26% | 28 | 26% |
| Different climate | 9 | 33% | 5 | 18% | 8 | 27% | 5 | 22% | 27 | 25% |
| Retirement friendly community | 8 | 30% | 3 | 11% | 9 | 30% | 5 | 22% | 25 | 23% |
| Better appearance of neighborhood | 5 | 19% | 4 | 14% | 3 | 10% | 3 | 13% | 15 | 14% |
| Better property appreciation | 3 | 11% | 4 | 14% | 5 | 17% | 2 | 9% | 14 | 13% |
| More rural/less developed community | - | 0% | 3 | 11% | 2 | 7% | 6 | 26% | 11 | 10% |
| Closer to work/ job related (including job transfer) | 2 | 7% | 3 | 11% | 3 | 10% | 1 | 4% | 9 | 8% |
| Total Selections | 72 | | 77 | | 86 | | 68 | | 303 | |
| Total Number of Respondents | 27 | | 28 | | 30 | | 23 | | 108 | |
| Average number of selections per Respondent | 2.67 | | 2.75 | | 2.87 | | 2.96 | | 2.81 | |

| Question 16. If yes, why? Top 10 Responses Cross Tabulated by AGE of Respondent | | | | | | | | | | |
|--|-------------|-----|-------------|-----|-------------|-----|-------------|-----|-------------|-----|
| Select all that apply. | 18 to 34 | | 35 to 59 | | 60 to 74 | | 75+ | | Total | |
| | # | % | # | % | # | % | # | % | # | % |
| Downsizing | - | 0% | 33 | 54% | 22 | 65% | 7 | 78% | 62 | 58% |
| Lower taxes | - | 0% | 26 | 43% | 14 | 41% | 4 | 44% | 44 | 41% |
| Different type of housing | 1 | 33% | 13 | 21% | 11 | 32% | 4 | 44% | 29 | 27% |
| More affordable housing | 1 | 33% | 18 | 30% | 8 | 24% | 1 | 11% | 28 | 26% |
| Different climate | 1 | 33% | 17 | 28% | 5 | 15% | 4 | 44% | 27 | 25% |
| Retirement friendly community | - | 0% | 4 | 7% | 13 | 38% | 7 | 78% | 24 | 22% |
| Better appearance of neighborhood | - | 0% | 11 | 18% | 3 | 9% | 1 | 11% | 15 | 14% |
| Better property appreciation | - | 0% | 13 | 21% | 1 | 3% | - | 0% | 14 | 13% |
| More rural/less developed community | - | 0% | 6 | 10% | 2 | 6% | 3 | 33% | 11 | 10% |
| Closer to work/ job related (including job transfer) | 1 | 33% | 8 | 13% | - | 0% | - | 0% | 9 | 8% |
| Total Selections | 4 | | 166 | | 82 | | 32 | | 284 | |
| Total Number of Respondents | 3 | | 61 | | 34 | | 9 | | 107 | |
| Average number of selections per Respondent | 1.33 | | 2.72 | | 2.41 | | 3.56 | | 2.65 | |

**City of Solon
2012 Community Survey**

| Question 17. In your opinion, are there sufficient housing options currently available in SOLON? | | |
|---|------------------|--------------|
| | Responses | % |
| Yes | 199 | 63% |
| No | 37 | 12% |
| Not Sure | 80 | 25% |
| Total Responses | 316 | 100% |
| No Response | 16 | 4.82% of 332 |

| Question 18. Do you agree or disagree that the following types of housing should be encouraged in SOLON? | | | | | | | | | | | | |
|--|------------------|----------|-------------|----------|-------------|----------|-------------|----------|--------------|----------|--------------------|-----------|
| | Responses | | | | | | | | | | No Response | |
| | Excellent | | Good | | Fair | | Poor | | Total | | # | %* |
| | # | % | # | % | # | % | # | % | # | % | | |
| Single-family houses on lots that are 1 acre or larger | 106 | 35% | 137 | 45% | 49 | 16% | 11 | 4% | 303 | 100% | 29 | 9% |
| Single-family houses on lots that are less than 1 acre but at least ½ acre | 62 | 21% | 157 | 54% | 49 | 17% | 21 | 7% | 289 | 100% | 43 | 13% |
| A development where single-family houses are on smaller lots spaced closer together with the additional area preserved as common space | 38 | 13% | 125 | 44% | 86 | 30% | 34 | 12% | 283 | 100% | 49 | 15% |
| Apartment buildings | 7 | 3% | 40 | 14% | 108 | 39% | 121 | 44% | 276 | 100% | 56 | 17% |
| Mixed use development (i.e., apartments above commercial/retail uses) | 24 | 9% | 91 | 33% | 88 | 32% | 74 | 27% | 277 | 100% | 55 | 17% |
| Senior Housing development (restricted to persons 55 years and older) | 48 | 17% | 167 | 58% | 57 | 20% | 15 | 5% | 287 | 100% | 45 | 14% |
| Affordable housing | 56 | 20% | 117 | 42% | 68 | 24% | 40 | 14% | 281 | 100% | 51 | 15% |
| Housing for young professionals | 55 | 20% | 182 | 65% | 31 | 11% | 10 | 4% | 278 | 100% | 54 | 16% |
| Detached house with low maintenance (where the development provides lawn care, snow removal, etc.) | 54 | 19% | 154 | 53% | 63 | 22% | 19 | 7% | 290 | 100% | 42 | 13% |
| | | | | | | | | | | | % of 332 | |

| Question 19. Are you or someone you know interested in living in senior housing within SOLON? | | |
|--|------------------|-------------|
| | Responses | % |
| Yes | 65 | 20% |
| No | 259 | 80% |
| Total Responses | 324 | 100% |
| No Response | 8 | 2.4% |

**City of Solon
2012 Community Survey**

| Question 20. If yes, which types of housing are of interest? | | |
|---|----------|---------|
| Select all that apply. | Response | % of 65 |
| Nursing home | 4 | 6% |
| Assisted living facility (services typically include security, emergency response system, meals, personal care, limited health care, social activities, housekeeping, transportation) | 18 | 28% |
| Independent living facility (services typically include security, social activities, meal plans, some affiliated with health care providers) | 32 | 34% |
| Age restricted apartment (seniors only) | 22 | 37% |
| Townhouse | 24 | 49% |
| Detached house with low maintenance (lawn care, snow removal provided, etc.) | 45 | 69% |

| Question 21. If yes, would you prefer to rent or purchase? | | |
|---|-----------|---------------|
| | Response | % of 65 |
| Purchase a unit priced at less than \$100,000 | 9 | 14% |
| Purchase a unit priced between \$100,000 and \$199,999 | 28 | 42% |
| Purchase a unit priced at more than \$200,000 | 11 | 17% |
| Total Purchase | 48 | 73.00% |
| Rent | 18 | 27% |

| Question 22. How and where do you generally spend your leisure time away from home? | | | | | | | | | | |
|--|-----------|-----|-----------------|-----|---------------|-----|-------|------|-------------|-----|
| Leave row blank if you do not participate in an activity at least four times per year. | Responses | | | | | | | | No response | |
| | IN Solon | | Both In and Out | | OUTSIDE Solon | | Total | | # | %* |
| | # | % | # | % | # | % | # | % | | |
| Dine out | 59 | 21% | 55 | 20% | 161 | 59% | 275 | 100% | 57 | 17% |
| Attend sporting events as a spectator | 36 | 20% | 18 | 10% | 122 | 69% | 176 | 100% | 156 | 47% |
| Visit friends | 64 | 24% | 47 | 18% | 154 | 58% | 265 | 100% | 67 | 20% |
| Attend the theatre or other type of performance art | 28 | 15% | 12 | 7% | 144 | 78% | 184 | 100% | 148 | 45% |
| Visit museums, art galleries, other similar types of cultural events | 2 | 1% | 2 | 1% | 167 | 98% | 171 | 100% | 161 | 48% |
| Shop | 54 | 21% | 56 | 22% | 149 | 58% | 259 | 100% | 73 | 22% |
| Attend church, temple, other place of worship | 106 | 50% | 6 | 3% | 99 | 47% | 211 | 100% | 121 | 36% |
| Volunteer at a charitable organization | 34 | 30% | 6 | 5% | 73 | 65% | 113 | 100% | 219 | 66% |
| Participate in indoor recreation, exercise | 35 | 15% | 132 | 55% | 72 | 30% | 239 | 100% | 93 | 28% |
| Walk, run, jog, bike or other form of outdoor exercise | 183 | 80% | 21 | 9% | 24 | 11% | 228 | 100% | 104 | 31% |
| Go to the park | 145 | 68% | 22 | 10% | 47 | 22% | 214 | 100% | 118 | 36% |
| Other | 2 | 29% | 2 | 29% | 3 | 43% | 7 | 100% | 325 | 98% |
| | | | | | | | | | *% of 332 | |

**City of Solon
2012 Community Survey**

| Question 23. What type of leisure activities would you like to have available in Solon? | | | | | |
|--|-----------------|-----------------|-----------------|----------------|--------------|
| Activity | 18 to 34 | 35 to 59 | 60 to 74 | 75 plus | Total |
| Paths: better bike/hike/walking trails, sidewalks, etc | 1 | 7 | 4 | | 12 |
| Summer concerts/events: outdoor concerts, craft fair | | 4 | 4 | | 8 |
| Shopping | 1 | 2 | 3 | | 6 |
| Indoor sports facility: soccer, tennis, volleyball | | 4 | 1 | | 5 |
| Pool (indoor or outdoor) | | 3 | 2 | | 5 |
| Better movie theatre: show more art films like Cedar Lee | | 2 | 2 | | 4 |
| Ice skating | | 4 | | | 4 |
| Restaurants: live music with dining, outdoor dining | | 3 | 1 | | 4 |
| Roller skating | | 4 | | | 4 |
| Walkable downtown city center | | 3 | 1 | | 4 |
| Better teen programming | | 3 | | | 3 |
| Live performances | | 2 | 1 | | 3 |
| Racquet ball/squash courts | | 3 | | | 3 |
| Dog park | | | 2 | | 2 |
| More playgrounds/improve playground by rec center - it needs trees | | 2 | | | 2 |
| Neighborhood park | 1 | 1 | | | 2 |
| Adult game room like Dave and Busters | | 1 | | | 1 |
| Adult/teen adventure center - rock climbing, zip lines | | 1 | | | 1 |
| Better musical venues | | 1 | | | 1 |
| Cross country skiing | | 1 | | | 1 |
| Drive-in movie theater | | 1 | | | 1 |
| Events/activities for children | 1 | | | | 1 |
| Exercise class | | | 1 | | 1 |
| Farmers market | | 1 | | | 1 |
| Golf | | | 1 | | 1 |
| More 40/50 activities - preretirement | | 1 | | | 1 |
| More discounted services for seniors | | 1 | | | 1 |
| More family friendly activities | | 1 | | | 1 |
| Outdoor winter activities | | 1 | | | 1 |
| Performances at the Art Center | | | | 1 | 1 |
| Senior leagues - 55 and older | | | 1 | | 1 |
| Spa | | 1 | | | 1 |
| Splash park | 1 | | | | 1 |
| Tennis courts | | 1 | | | 1 |
| Grand Total | 5 | 59 | 24 | 1 | 89 |
| # of participants who recommended one or more activity | 4 | 36 | 18 | 1 | 59 |
| Total survey participants by age group | 16 | 185 | 97 | 31 | 332 |
| Response rate by age group | 25% | 19% | 19% | 3% | 18% |

**City of Solon
2012 Community Survey**

| Question 24. Do you agree or disagree that SOLON needs the following? | | | | | | | | | | | | | |
|--|----------------|-----|-------|-----|----------|-----|-------------------|-----|-------|------|-------------|-----|--|
| | Responses | | | | | | | | | | No Response | | |
| | Strongly Agree | | Agree | | Disagree | | Strongly Disagree | | Total | | | | |
| | # | % | # | % | # | % | # | % | # | % | # | %* | |
| More cultural activities | 52 | 18% | 138 | 49% | 85 | 30% | 9 | 3% | 284 | 100% | 48 | 14% | |
| More multi-purpose bike & hike trails | 80 | 28% | 124 | 44% | 72 | 25% | 7 | 2% | 283 | 100% | 49 | 15% | |
| More sidewalks | 56 | 20% | 91 | 33% | 118 | 43% | 12 | 4% | 277 | 100% | 55 | 17% | |
| More cemetery space | 7 | 3% | 47 | 18% | 158 | 61% | 49 | 19% | 261 | 100% | 71 | 21% | |
| More professional office development | 18 | 7% | 124 | 45% | 106 | 39% | 27 | 10% | 275 | 100% | 57 | 17% | |
| More commercial development | 50 | 18% | 122 | 43% | 81 | 29% | 28 | 10% | 281 | 100% | 51 | 15% | |
| | | | | | | | | | | | *% of 332 | | |

| Question 25. Please indicate how useful each of the following sources is in obtaining information about SOLON. | | | | | | | | | | | | | | | |
|---|-----------------------------|-----|------|-----|------|-----|------|-----|-------|------|------------|-----|-------------|-----|--|
| | Respondents with an Opinion | | | | | | | | | | N/A | | No Response | | |
| | Excellent | | Good | | Fair | | Poor | | Total | | | | | | |
| | # | % | # | % | # | % | # | % | # | % | # | %* | # | %* | |
| Cleveland Plain Dealer | 15 | 6% | 87 | 34% | 95 | 38% | 56 | 22% | 253 | 100% | 40 | 12% | 39 | 12% | |
| Solon Times | 126 | 44% | 141 | 49% | 14 | 5% | 6 | 2% | 287 | 100% | 29 | 9% | 16 | 5% | |
| Chagrin / Solon Sun | 86 | 33% | 131 | 51% | 33 | 13% | 9 | 3% | 259 | 100% | 41 | 12% | 32 | 10% | |
| City of Solon Website (Solonoh.org) | 48 | 26% | 100 | 55% | 26 | 14% | 8 | 4% | 182 | 100% | 97 | 29% | 53 | 16% | |
| Solon Patch | 27 | 34% | 36 | 46% | 15 | 19% | 1 | 1% | 79 | 100% | 180 | 54% | 73 | 22% | |
| Facebook/Twitter | 4 | 9% | 13 | 30% | 14 | 32% | 13 | 30% | 44 | 100% | 202 | 61% | 86 | 26% | |
| Other Internet source(s) | 10 | 11% | 41 | 47% | 31 | 36% | 5 | 6% | 87 | 100% | 157 | 47% | 88 | 27% | |
| Council Meetings | 27 | 19% | 73 | 52% | 37 | 26% | 3 | 2% | 140 | 100% | 123 | 37% | 69 | 21% | |
| Direct mail from City of Solon | 55 | 21% | 122 | 46% | 74 | 28% | 16 | 6% | 267 | 100% | 23 | 7% | 42 | 13% | |
| Public access television | 38 | 23% | 65 | 40% | 45 | 28% | 14 | 9% | 162 | 100% | 110 | 33% | 60 | 18% | |
| Word of mouth | 43 | 19% | 91 | 40% | 76 | 34% | 15 | 7% | 225 | 100% | 47 | 14% | 60 | 18% | |
| | | | | | | | | | | | * % of 332 | | | | |

**City of Solon
2012 Community Survey**

| Question 26. What are Solon's top 3 Strengths? | | |
|---|------------------|-----------------|
| Most Common Written Replies | Responses | % of 293 |
| Schools | 256 | 87% |
| City Services | 105 | 36% |
| Housing | 55 | 19% |
| Quality of housing | 11 | 4% |
| Housing choices | 8 | 3% |
| Price/value | 7 | 2% |
| Community Facilities | 53 | 18% |
| Community center | 34 | 12% |
| Recreation | 8 | 3% |
| Safety | 46 | 16% |
| Diversity | 39 | 13% |
| Police, Fire, EMS | 36 | 12% |
| Location | 29 | 10% |
| Attractive Neighborhoods | 26 | 9% |
| Parks | 24 | 8% |
| Commercial And Industrial Areas | 19 | 6% |
| Low Taxes | 19 | 6% |
| Access To Highway | 14 | 5% |
| Activities /Programming | 8 | 3% |
| Property Values | 8 | 3% |
| Local Retail Options | 7 | 2% |
| People | 7 | 2% |
| Stable City Finances | 6 | 2% |
| Local Government | 5 | 2% |
| Sense Of Community | 5 | 2% |
| Larger Lot | 4 | 1% |
| Reputation | 4 | 1% |
| Clean | 3 | 1% |
| Library | 3 | 1% |
| Overall City Appearance | 3 | 1% |

| Question 27. What are Solon's top 3 weaknesses? | | |
|--|------------------|-----------------|
| Most Common Written Replies | Responses | % of 274 |
| Shopping | 165 | 60% |
| Empty stores | 22 | 8% |
| Poor appearance | 20 | 7% |
| Grocery store options | 18 | 7% |
| Traffic | 88 | 32% |
| Restaurants | 48 | 18% |
| Housing | 47 | 17% |
| Declining value | 8 | 3% |
| Too many apartments | 8 | 3% |
| Not enough choices | 7 | 3% |
| No Town Center | 30 | 11% |
| Downtown Appearance | 26 | 9% |
| High Taxes | 26 | 9% |
| Local Government | 26 | 9% |
| Public Transportation | 14 | 5% |
| Recreation Center – needs improvement | 10 | 4% |
| Lack Of Sidewalks - Connectivity | 9 | 3% |
| Street Maintenance | 8 | 3% |
| Lack of Recreational/Other Activities/Programming | 7 | 3% |
| Overall Appearance | 7 | 3% |
| Business Retention/Attraction | 7 | 3% |
| Animal Control | 6 | 2% |
| Continued Growth | 6 | 2% |
| Crime | 6 | 2% |
| Lack of Events | 6 | 2% |
| Government Spending | 6 | 2% |
| Access | 5 | 2% |
| Location | 5 | 2% |
| Parks | 5 | 2% |
| Recreation Opportunities | 5 | 2% |

**City of Solon
2012 Community Survey**

| Question 28. In your opinion, what are the 3 most important issues the City of Solon should address in the next 5 to 10 years? | | |
|---|------------------------|-----------------|
| Categories and Subcategories of Written Replies, with representative comments | # of Responses* | % of 263 |
| Attract and Retain Business | 101 | 38% |
| <u>Provide more and/or better shopping/ restaurants:</u> <ul style="list-style-type: none"> • Attract upscale retail • Provide better retail options • More convenient shopping • Middle class shopping area | 24 | 9% |
| <u>Fill vacant retail space: Attract retail development to attract larger volume of activity</u> | 15 | 6% |
| <u>Increase the nonresidential tax base:</u> <ul style="list-style-type: none"> • Increase businesses to keep tax base strong • Keep industrial area full/robust to keep taxes low/moderate • Recruit new local business to keep local tax dollars invest in schools • Regain industry base to support lower taxes • Attract businesses for taxes to maintain good schools | 13 | 5% |
| <u>Build more retail space</u> <ul style="list-style-type: none"> • Build a mall • Build more shopping places • Major retail development; bring in additional commercial development; bring in businesses to the 2 shopping centers. • New shopping mall so residents don't have to go out of Solon. This will attract outsiders and will also create a lot of jobs as well as income for city. | 6 | 2% |
| <u>Attract industry</u> <ul style="list-style-type: none"> • Keep industrial balance • Retain big industry | 5 | 2% |
| <u>Increase jobs:</u> Keep jobs in city - bring new jobs | 4 | 2% |
| <u>Attract more grocery stores</u> <ul style="list-style-type: none"> • Bring other grocery stores -Aldi's Save a lot • Grocery store with prepared food • New giant Eagle/Get go | 4 | 2% |
| Manage Traffic | 84 | 32% |
| <u>Reduce congestion/improve flow:</u> <ul style="list-style-type: none"> • Control traffic - please address the lanes leading to 422 on-ramp and other lanes that have to merge to one lane with no markings or signs • Getting off highway too congested • Improve rush hour traffic • Manage traffic in central Solon • Reduce congestion on Aurora Road (east end) • Timing of major traffic lights • Traffic flow from 422 through the city, exit off 422 to Harper and Route 91 • Traffic flow to 422 - SOM/43 congestion | 41 | 16% |
| <u>Access to interstate:</u> <ul style="list-style-type: none"> • Create an exit from 422 between 91 and 306 to alleviate all our traffic congestion • Have another exit from 422 between 91 and 306 • Improve traffic at 43 and 91, access to 422 | 6 | 2% |
| <u>Road improvements:</u> <ul style="list-style-type: none"> • Add more lanes to Aurora Rd • Big improvements to Aurora Rd • I think the connector road from Aurora to 422 was a good idea • Upgrade Bainbridge Road | 5 | 2% |
| <u>Address traffic on SOM:</u> <ul style="list-style-type: none"> • Traffic on neighborhood streets • Monitor speed of drivers on side residential streets | 4 4 | 2% 2% |

**City of Solon
2012 Community Survey**

| Question 28. In your opinion, what are the 3 most important issues the City of Solon should address in the next 5 to 10 years? | | |
|--|------------------------|-----------------|
| Categories and Subcategories of Written Replies, with representative comments | # of Responses* | % of 263 |
| Maintain Schools | 76 | 29% |
| <u>Maintain quality of schools</u> | 37 | 14% |
| <u>Funding:</u> <ul style="list-style-type: none"> • School funding - declining student base and aging population • Changes to school funding at the state level | 9 | 3% |
| <u>School spending/budget:</u> <ul style="list-style-type: none"> • Reduce school spending as enrollment drops • Stop waste of taxpayers' money in school system • Teach/public employee entitlements - taxes • Automatic pay raises for teachers at tax payer expense - especially seniors on fixed incomes | 5 | 2% |
| <u>Address declining school enrollment</u> | 4 | 2% |
| Revitalize Retail Areas | 63 | 24% |
| <u>Improve & update the design and/or appearance of shopping areas</u> <ul style="list-style-type: none"> • Better signal control • Making Sears/Marcs more attractive and inviting • Remodel/refurbish Sears/Marcs, Giant Eagle • Store fronts, dirty and old • Appearance of retail commercial areas • Clean up existing retail space • Revitalize/redesign shopping plazas • Ugly vacant retail • Update aurora rd store fronts • Upgrade appearance of Giant Eagle, Sears, Stein Mart plazas • Upgrade existing retail instead of expanding • Zoning of commercial areas and facelifiting them • Improve aesthetics of shopping centers • Outdated retail and closed retail buildings • Establish laws for minimum standards for exterior retail buildings • Hide parking rather than in front of stores • Improve Solar, Solon Square | 24 | 9% |
| Maintain/Improve Housing Stock | 51 | 19% |
| <u>Control rental of single-family houses:</u> <ul style="list-style-type: none"> • Control rental units, houses being rented • Eliminate section 8 • Increase of rental homes in Solon, poorer appearance of rental properties • Increasing number of rental homes, need to ensure they are taken care of • Keep Solon high class and no section 8 • Less rental properties in neighborhoods • Rental standards and housing code enforcement • Rental properties - who is living in them, illegal immigrants • Rental property expansion and condition • Rental property inspections | 18 | 7% |
| <u>Expand housing choices:</u> <ul style="list-style-type: none"> • Alternative housing for baby boomers not just age restricted • Increase affordable senior living • Lack of higher end 55 & older housing options • More affordable housing • More small housing • More spacious living | 9 | 3% |
| <u>Improve conditions, code enforcement:</u> <ul style="list-style-type: none"> • Aging residential properties • Create and enforce strict housing codes • Improve older neighborhood homes • Stricter rules for residential areas - lawn maintenance, landscaping, outdoor junk, weeds | 7 | 3% |

**City of Solon
2012 Community Survey**

| Question 28. In your opinion, what are the 3 most important issues the City of Solon should address in the next 5 to 10 years? | | |
|--|------------------------|-----------------|
| Categories and Subcategories of Written Replies, with representative comments | # of Responses* | % of 263 |
| <u>Restrict apartments:</u> <ul style="list-style-type: none"> • Clean up Solon apartments, upgrade all rental complexes to higher standards • Keeping areas where multiple housing exists from becoming eyesores and the cause of school system to fail • Monitor apartments • Remove apartment buildings | 4 | 2% |
| <u>Vacant houses:</u> Foreclosure, maintenance of empty homes | 3 | 1% |
| <u>Control housing costs:</u> Help struggling home owners keep up housing | 3 | 1% |
| Create a Town Center/Improve Downtown <ul style="list-style-type: none"> • Aesthetics of downtown • Create a downtown environment like Chagrin Falls, Willoughby • Improve appearance of downtown and shopping centers • Not looking like a ghost town. Downtown looks worn, old and there's nothing charming about it. • All some serious aesthetics to the central city area • Cohesive plan for downtown shopping • Create a centralized retail commercial district • Create an "Eaton" like central gathering place for city • Defined city center • Develop a real downtown • Establish an attractive town center • Look at downtown Chagrin and Hudson, compared to Solon • Lose strip center mentality & create a better downtown with upscale restaurants and shops • Modernize downtown - vacant major corner is not appealing • Redesign/upgrade SOM retail between 422 & Aurora • Support redevelopment - raze and consolidate Kmart, Carter | 33 | 13% |
| Control Taxes/Keep Taxes Low | 26 | 10% |
| Maintain Safe Environment, Control Crime <ul style="list-style-type: none"> • Increase in crime, even small crime • Increase public safety - increase in violence - be proactive, increase in hard drugs at schools • Increasing crime in Liberty Hill apt • Keep schools and neighborhoods safe • Maintain safe environment • Maintain strong safety forces • More police visibility | 19 | 7% |
| Limit Growth | 17 | 6% |
| <u>General:</u> <ul style="list-style-type: none"> • Too much development - results have been empty buildings • Keep Solon a residential suburb • Control zoning - keep as is | 8 | 3% |
| <u>Retail:</u> <ul style="list-style-type: none"> • No more car washes • No more stores • Prevent businesses from buying residential properties and expanding into residential area • Protect all residential areas regardless of their value • Reduce commercial/retail footprint as online shopping increases | 5 | 2% |
| <u>Housing:</u> No more housing - schools are at max - they were 10 years ago and there wasn't supposed to be any more development, what happened? | 4 | 2% |

**City of Solon
2012 Community Survey**

| Question 28. In your opinion, what are the 3 most important issues the City of Solon should address in the next 5 to 10 years? | | |
|---|------------------------|-----------------|
| Categories and Subcategories of Written Replies, with representative comments | # of Responses* | % of 263 |
| City Finances And Budgeting <ul style="list-style-type: none"> • At times not fiscally responsible - deer culling • Budget control - working with schools, county and state • Control cost of services while maintaining quality • Control cost of sewer treatment • Keep city financially strong • Maintain costs of city budgets and staff • Stop using money for stupid stuff • Wasting money on deer | 14 | 5% |
| Maintain Property Values/ Enforce Property Maintenance | 12 | 5% |
| Maintain/Improve Infrastructure <ul style="list-style-type: none"> • Street maintenance • Street lighting • Sewers | 12 | 5% |
| Maintain/Improve Recreation | 11 | 4% |
| <u>Improve pool/recreation center</u> <ul style="list-style-type: none"> • Improve pool at recreation center • Larger lap pool at community center • Expand rec center - more equipment, weights • Maintain community center • Update rec center locker rooms | 6 | 2% |
| <u>Develop outdoor recreation areas</u> <ul style="list-style-type: none"> • Create a dog park • Provide an outdoor pool | 3 | 1% |
| Animal Control | 10 | 4% |
| <u>Control the deer population</u> | 8 | 3% |
| Connectivity - Sidewalks and Trails <ul style="list-style-type: none"> • Add bike/hike trails - all subdivision should have connectivity to city center • Connect north and south Solon via safe sidewalks • Create paths for bikes, running, walking • Put sidewalks in on miles north of SOM • Remove or reuse train line left over areas • Sidewalks and streets in older neighborhoods • Sidewalks, traffic lights and road work | 9 | 3% |
| Improve Gateways <ul style="list-style-type: none"> • Beautification of major street landscaping • Entrances to city (SOM & 422) beautified • Give identity to 91/43 intersection • Improve gateways into city especially 422 interchanges - look at Dublin and Polaris • Make the freeway exists to city attractive • More green space and upgrade appearance of city - ie Harvard/Brainard in orange • Solon does not look attractive coming off 422 at 91. | 8 | 3% |
| Address Population Changes <ul style="list-style-type: none"> • Attract younger residents • Keep residents in Solon • Maturing of community, senior services • Plan for increase in senior population • Population growth • Possible overcrowding in school classrooms • White flight | 8 | 3% |

**City of Solon
2012 Community Survey**

| Question 28. In your opinion, what are the 3 most important issues the City of Solon should address in the next 5 to 10 years? | | |
|---|------------------------|-----------------|
| Categories and Subcategories of Written Replies, with representative comments | # of Responses* | % of 263 |
| Preserve and Protect Open Space <ul style="list-style-type: none"> • Create green space • Preserve nature • Preserve wetlands and other natural areas | 7 | 3% |
| Improve Identity and Image <ul style="list-style-type: none"> • Improve appearance, 1st impression • Maintain reputation and appearance • Make Solon more inviting | 6 | 2% |
| Local Government <ul style="list-style-type: none"> • Approachable council • More diverse staff • Avoid regional government • Racism in the police dept • Solve internal personnel problem which create a negative work environment and bad press | 6 | 2% |
| Planning <ul style="list-style-type: none"> • Entire city does not blend together • Get organized, get a plan that works long term quality, not quantity • Good sense in planning for the future • Thoughtful growth | 4 | 2% |
| Public Transit <ul style="list-style-type: none"> • Public transportation to downtown or various health centers | 4 | 2% |
| Cultural Diversity | 3 | 1% |
| Maintain Neighborhoods | 3 | 1% |
| Recycling <ul style="list-style-type: none"> • Compost bins and recycling bins, Recycling program • Start a recycling program for apartments | 3 | 1% |
| Services | 3 | 1% |
| Maintain Balanced Land Uses: Maintain balance of housing and retail | 2 | 1% |
| Promote Mixed Use Development <ul style="list-style-type: none"> • Create mixed use development - residential, commercial, retail • Support mixed use redevelopment for baby boomers | 2 | 1% |
| Other Miscellaneous | 9 | 3% |
| <u>Community attitude: Less elitist atmosphere</u> | 1 | 0% |
| <u>Community awareness</u> | 1 | 0% |
| <u>More community events</u> | 1 | 0% |
| <u>Eliminate use of chemicals: Go organic - eliminate chemicals in schools and parks</u> | 1 | 0% |
| <u>Another internet provider</u> | 1 | 0% |
| <u>Bigger library</u> | 1 | 0% |
| <u>Regionalism: Prepare for regionalism of Fire, Police, EMS</u> | 1 | 0% |
| <u>Sustainable dining</u> | 1 | 0% |
| <u>Teens: Create a healthy and safe environment for teens</u> | 1 | 0% |
| Total Comments | 606 | |
| Average number of comments per respondent | 2.30 | |
| * Subcategory responses do not reflect all responses, some comments did not provide any further clarification. | | |

**City of Solon
2012 Community Survey**

Question 29. Please list any additional comments or concerns you may have about the City of Solon. If you need additional space, please attach a separate piece of paper.

| Category | Q 29. Actual Written Comment. | # |
|--|---|-----------|
| Business Attraction and Retention | <ol style="list-style-type: none"> 1. Solon is a wonderful place to live but we need better stores and high end dining. 2. Need better stores, better restaurants. 3. Need to have more night life besides Panini's everything closes up early. No place to grab a late bite to eat or drink with friends. 4. Act more quickly and create an atmosphere of cooperation with businesses. Don't allow corner of 91 and 43 to sit vacant for years. 5. We need a better grocery store. Giant eagle is dirty and always short of help. 6. It would be nice to have more than one grocery store in the city and also some decent retail shopping 7. Shopping and the type of upscale shopping and shopping centers a city like solon should have. 8. Keep Nestle Foods happy. 9. Although we have quite a bit of industry within the City, our taxes are extremely high. 10. Work harder to keep McDonalds. Find a suitable location w/ drive thru. She has been a wonderful business owner in Solon. And remember, she was here before "Solon" was the place to live. Business owners like that deserve our fullest support. It took way too long for the decision was made on the Aurora/SOM location. | 10 |
| Revitalize Retail Areas | <ol style="list-style-type: none"> 1. Storefront renovation with landscaping views. 2. Shopping areas are dull, unexciting and vacant. 3. The city has fallen behind in modernizing the retail district. The piecemeal approach is disgusting. 4. This city does not look good with empty shops because no one wants to shop here because there is no ambience or "look" to solon. It's just some ugly malls. Get someone to redesign and put trees and uniblock to make it look better. 5. Sad visual aspect of all three shopping areas. 6. Maintain value of preserving the "old Solon" ex the new wine shop/restaurant. 7. Current parking requirements seem excessive. Too many spaces. Would be better to have green space. 8. Vacant retail, robberies, theft. | 8 |
| Traffic Management | <ol style="list-style-type: none"> 1. Funds management. Ill thought infrastructure plans at taxpayers' expense. The 4-way stop at Liberty and Bainbridge was fine with no wait. Now 2-4 cars have to wait for a light without any traffic. I feel sorry the residents who live there. 2. I am absolutely appalled at the unsightly overpass on Liberty (Rt 422) it has rust and huge spots where paint is long overdue. When mentioned to the current councilwoman for that area, she claimed not to have ever seen it. It's easy to claim ignorance then you don't/wont' have to address it. 3. Need more sound barriers for freeway noise. 4. Traffic light at liberty and Bainbridge is totally unnecessary. It creates traffic where there was none and wastes gas. 5. Avoid the installation of red cameras. This is more an issue of greed and not safety. Big brother is watching. 6. We are new to Solon and we live on the north side. So we avoid much of the rush hour in town so can't comment on traffic. We are still getting use to all our community's offerings in the way of the arts and activities. 7. Speed and lack of police visibility -I call throughout the year to report speeding on the residential streets. I call with license plate numbers and I am told that unless the police see it themselves nothing can be done. Although I see two police officers side by side during the night parked in the Mr. Chicken parking lot, I have yet to see any visibility in my area. I have also made several calls of speeding on SOM Center while the school zone lights are flashing. 8. You need to add a green arrow traffic light on Aurora & SOM, so when people have the green arrow to turn right on SOM, people don't have to stop on Aurora to turn right. | 8 |
| Recreation and Community Facilities | <ol style="list-style-type: none"> 1. Clean up the problems at the community center. 2. One year ago I went to the senior center to sign up for silver sneakers. I was quickly rushed through the process but was not encouraged or told another thing about the senior services. Needless to say, I have never gone back. There was nothing warm or welcoming from them. 3. I love Solon, do not plan to leave even when kids are all gone. I love to swim outside and it's my only real gripe. 4. Why do we need the arts center. It only benefits a small amount of people, yet we all pay for it. 5. Library improvements look great. 6. Money for a horse crossing?? How many Solon residents does this serve? As the condition has existed for years with nothing bad. | 6 |
| General Comment - Positive | <ol style="list-style-type: none"> 1. A great place to live and raise a family. 2. Overall I am happy to live here. I am in Orange Schools so tend to travel that way. Never was sure what community to be a part of being on the edge. 3. City does an outstanding job representing its citizen interests. Very professional and well done. 4. Keep up the good work. | 6 |

**City of Solon
2012 Community Survey**

Question 29. Please list any additional comments or concerns you may have about the City of Solon. If you need additional space, please attach a separate piece of paper.

| Category | Q 29. Actual Written Comment. | # |
|---|--|----------|
| | <p>5. Living in Solon has been a wonderful experience for me and my family. The programs offered in the community are enjoyable and educational. Solon is a superb family community.</p> <p>6. I have been in Solon since 1972 and I love it. My husband and I came because of his job. It was in Twinsburg. We found our first home on Brookland Ave, were there for 21 years. Then Acorn Ct for 18 yrs. Now I am in Brookmeade and like it very much. I feel Solon is truly my home and always will be. It is a great place to live and raise your children. I am very happy I found Solon over 40 years ago.</p> | |
| Property Values/Code Enforcement | <p>1. The older subdivisions built in the 70s are low-quality construction and many are falling into disrepair - this could become a problem.</p> <p>2. Make sure we keep our housing always in good condition.</p> <p>3. Don't let the city decay. Stay on top of enforcement of all city codes and regulations for residential and commercial property.</p> <p>4. Condition of the homes in Solon. Some residents are allowing their homes to deteriorate. When people are travelling through the City, they see these homes on Aurora Road, SOM Center Road etc. It is not appealing and certainly would not encourage me to purchase a home in Solon. The City of Solon needs to create housing codes or revise and/or enforce the current codes. On a regular basis, I advise the City of grass that is over 1 ft. tall, homes that are painted on 2 sides vs. 4, broken windows in the homes (some are boarded, some are not), weeds growing from the gutters, trash cans and personal belongs being stored on the front porch of homes. Fortunately, the City has followed up on every one of the issues and it was corrected.</p> <p>5. Solon Road to Brushwood has become a used car lot. Three residents continually have used cars for sale in their drive or lawn. You control yard sales why not "car lot" sales. Obviously, the people who named Solon third best place to live never saw the cars! When I reported it to City Hall I was told it is hard to control because the zoning person doesn't work on week-ends! Also, the cars are there week days too. We are responsible for keeping Solon a good place to live but sometimes we need City Hall to be proactive instead of reactive.</p> | 5 |
| Town Center/Improve Downtown | <p>1. Solon needs a well-designed city center where people can walk, shop, dine, participate in cultural activities and generally hang out. Our teenage daughters will go to Beachwood place, Chagrin Falls or Legacy Village because there are no similar places for them here.</p> <p>2. Solon needs a Crocker Park type development. This needs to be strongly encouraged - housing together with retail/commercial.</p> <p>3. Solon could never recreate the look and feel of downtown Chagrin but they should attempt something similar. To create a destination point for dining or entertainments there has never been a feel of a city center.</p> <p>4. Had several friends in from surrounding communities over the weekend who were eager to see the downtown Solon. They were surprised at how "urban", rundown it looked. They were expecting so much more from a top rated suburb.</p> <p>5. Having been born and raised here I LOVE Solon. It desperately needs a nice place to walk around, meet friends and sit outside and listen/watch something other than traffic. Greenspace and a more "quaint" downtown would be perfect. Solon's layout doesn't promote walking or bike riding. Too much traffic.</p> | 5 |
| Local Government | <p>1. Better cooperation between city council members.</p> <p>2. I volunteered for a board months ago and never heard back. Sends a bad taste. Solon is a closed community to most. I served many time in a much larger community. It is a shame not to use its resources.</p> <p>3. The mayor did not respond to emails regarding neighborhood concerns or even have a representative address concerns.</p> <p>4. I sometimes think Council is afraid to take action. Once the voters voted in favor of deer culling, the program should have begun.</p> | 4 |
| Animal Control | <p>1. Not happy about deer killing for safety reasons and tax dollars when other communities are not helping out.</p> <p>2. Enforce deer culling already.</p> <p>3. Deer taken during culling should be made available to residents 1st - some of us consider this a valuable food source. After all - we feed them our landscape.</p> | 3 |
| Recycling | <p>1. I would like to see a can like our trash cans for recyclables. It is done in other communities and encourages compliance.</p> <p>2. We would strongly request permanent recycling bins.</p> <p>3. Need to get more people recycling at home and more recycling programs in schools and area businesses.</p> | 3 |
| Local Services | <p>1. Leaf and yard waste removal is slow. Our neighborhood has poor snow removal.</p> <p>2. Sidewalk snow plowing.</p> <p>3. Schedule leaf and limb mulching on a regular basis to allow residents to plan pick-ups.</p> | 3 |

**City of Solon
2012 Community Survey**

| Question 29. Please list any additional comments or concerns you may have about the City of Solon. If you need additional space, please attach a separate piece of paper. | | |
|--|---|----------|
| Category | Q 29. Actual Written Comment. | # |
| Safety | <ol style="list-style-type: none"> 1. Keep out crime. 2. The police and fire departments are excellent. The officers are polite and thorough and prompt. Thank you. 3. It is a shame that we cannot leave our cars and doors unlocked during the daylight hours. When the City of Solon is on the local news, it should be for positive reasons not due to Game Stop robberies, knives on the school bus, a women violently attacked (Liberty Hill), deer culling, (just to name a few). | 2 |
| Schools | <ol style="list-style-type: none"> 1. We put 3 children through the solon schools and still consider this a major asset to Solon. 2. Schools should partner with CCC community college through the PSEOP program. A fantastic benefit for high school students. 3. Disciplinary problems on the school bus and inside of the schools | 3 |
| Sidewalks | <ol style="list-style-type: none"> 1. Would like sidewalks in our neighborhood. 2. All main roads have lots of traffic. Need better roads that are wider with bike lanes. Remove rail road tracks and put in multi-use trail through Solon to connect Metropark with developments and surrounding cities. 3. Sidewalks on SOM between North Hill and the Metropark needs to be kept its full width. | 3 |
| General Comment - Negative | <ol style="list-style-type: none"> 1. Solon is on a downward glide. Our local officials will not have the strengths to stop it. Enjoy solon while you can, we are planning to leave. 2. Our children have no desire to return and raise their family in solon. Other surrounding cities have been successful and eclipsed Solon in many ways. Appearance, shopping, outdoor activities, restaurants. | 2 |
| Green Space | <ol style="list-style-type: none"> 1. Really need to create local green space to walk and cultural events. 2. Solon does not preserve natural spaces. The focus seems to be on building new houses and building new shopping areas. Sometimes preserving what we do have is important. Natural areas allow people to commune with nature. | 2 |
| Housing Types | <ol style="list-style-type: none"> 1. Multi-family housing. 2. Rental units lead to crime too often. | 2 |
| Limit Growth | <ol style="list-style-type: none"> 1. Do not attempt to attract and promote mega sized shopping centers as was proposed 3 years ago for the K-Mart/Sears property. 2. Do not overbuild retail commercial or multi-family or rental buildings. | 2 |
| Race Relations | <ol style="list-style-type: none"> 1. Less racism on the part of Solon police would be appreciated. 2. There is definite talk and concern that racial prejudice exists in sports activities. Racial and playing favorites. Have frequently heard that this is a problem. | 2 |
| Other - Attached letter #1 | <p>To Whom It May Concern</p> <p>I have been a Solon resident for over 25 years. I am sorry to say that I along w/my family are very disappointed in the City of Solon. At one time I was proud to say that I live in Solon, however, over the last few years I am almost embarrassed to say I am a Solon resident due to the following reasons: (these were included in Q 29 response list.)</p> <p>A couple of stories I would like to share with you:</p> <p>A couple of weeks ago, I was talking to a co-worker whose family transferred to this area. When I told her I reside in Solon, she shared a story with me. Through her husband's relocation program, she and her family were supposed to be in Aurora Barrington apartments. For some reason, they ended up at Liberty Hill. She advised that it looked as though a dead body had been dragged from the front entrance door to her apartment door (the carpeting was dark in color and it looked like dried blood). She contacted her husband's Company and advised them that a Fortune 500 company should not be placing families in Solon Liberty Hill apartments.</p> <p>They asked why, she gave them a couple of examples. She was then asked if she felt safe to let her children out to play. Her answer was "No".</p> <p>Another woman I work with was looking for an apartment in Solon. She advised me that the apartments on Aurora Road are Section 8 housing. She went on to say that these types of renters loiter in the hallways, create disturbances etc. She herself is a minority and did not want to be in this type of environment. After hearing this I contacted the City of Solon and they denied we have Section 8 housing in Solon. I called again a couple of months ago, the City looked into it and they confirmed that yes, Solon does have Section 8 housing.</p> <p>The other morning while on my way to work, a person was crossing in the middle of the street in front of the Aurora Road apartments. It appeared as though she was walking to the bus stop. For some unknown reason the pedestrian looked at me and gave me the middle finger.</p> <p>A long time Solon resident (over 40 yrs) had their home for sale. They were waiting for a couple to arrive. While waiting a group of kids were walking in front of her home. While walking past her home, one of the kids spat on the ground. Her comment was, "I hope this group of kids are gone before the potential buyer arrives". Who would have ever thought this would happen in Solon?</p> <p>I have a couple of suggestions:</p> <ul style="list-style-type: none"> • Implement a Neighborhood Block Watch Program -these individuals can also report the homes in the area | 1 |

**City of Solon
2012 Community Survey**

Question 29. Please list any additional comments or concerns you may have about the City of Solon. If you need additional space, please attach a separate piece of paper.

| Category | Q 29. Actual Written Comment. | # |
|-----------------------------------|---|----------|
| | <p>that are not up to standard / code.</p> <ul style="list-style-type: none"> • Renters Program -Hopefully with the new renters program we have VERY STRICT guidelines for renters and ensure the guidelines are enforced. • Implement a program that would ensure the students in the Solon Schools are Solon residents. Not students that are living with grandparents, aunts, uncles etc. <p>My children no longer live in the area. When they come to visit, they are shocked at what has happened to Solon in a few short years.</p> <p>We need to gain control of "Our City" quickly. We need to get back to where we were before it is too late.</p> | |
| Other - Attached letter #2 | <p>The Senior Center is another concern! The whole set-up needs to be more thoroughly reexamined/ investigated!! It seems to operate as an unfriendly very unwelcoming private club, The atmosphere is hostile to anyone other than the "regulars" and is just plain intimidating to any newcomers wishing to possibly join the center. With the exception of the wonderful (fairly new) social worker (who has probably been driven away by now for being too nice and helpful), the other staff members are condescending, unapproachable and just plain arrogant and rude, as are most of the volunteers!! The director, while likeable enough, appears overpowered by her staff who all seem to be direct descendants of the barracuda!</p> <p>The "lottery system" used to determine who will qualify to register for the senior trips is absolutely horrible! If a senior is easily confused this system would thoroughly send them "over the brink"! It is confusing, tedious and very exclusionary! It seems as though out-of-residence "seniors" have a greater opportunity to "win" the lottery than do Solon residents. Their friends living in Solon somehow manage to maneuver in getting them seats on the buses. Be that the case or not, bottom line ---this "system" is terribly flawed and needs serious overhauling so that more senior residents have the opportunity to also enjoy what appear to be very appealing trips.</p> | 1 |

**City of Solon
2012 Community Survey**

| Question 30. Do you own or rent your Solon residence? | | | |
|--|--------------------|-------------|-----------------------|
| | 2012 Survey | | 2010 US Census |
| | Response | % | |
| Own | 319 | 96% | 87% |
| Rent | 13 | 4% | 13% |
| Total | 332 | 100% | 100% |

| Question 31. What is the total number of people living in your household? | | | |
|--|--------------------|-------------|-----------------------|
| | 2012 Survey | | 2010 US Census |
| | Response | % | |
| 1 Person | 41 | 12% | 17% |
| 2 Persons | 117 | 35% | 34% |
| 3 Persons | 60 | 18% | 19% |
| 4 Persons | 70 | 21% | 20% |
| 5 Persons | 33 | 10% | 8% |
| 6 Persons | 7 | 2% | 2% |
| 7+ Persons | 4 | 2% | 1% |
| Total | 332 | 100% | 100% |

| Question 32. Indicate the number of people in your household in each of the following age groups. | | | |
|--|--------------------|-------------|-----------------------|
| | 2012 Survey | | 2010 US Census |
| | Response | % | |
| 0-9 years old | 94 | 10% | 12% |
| 10-17 years old | 135 | 14% | 16% |
| 18-34 years old | 155 | 16% | 11% |
| 35-59 years old | 354 | 37% | 42% |
| 60-74 years old | 175 | 18% | 13% |
| 75 years or older | 47 | 5% | 6% |
| Total Population | 960 | 100% | 100% |
| No Response | 6 | | |

| Question 33. What is your age? | | | |
|---------------------------------------|--------------------|-------------|-----------------------|
| | 2012 Survey | | 2010 US Census |
| | Response | % | |
| 18-34 years old | 16 | 5% | 7% |
| 35-59 years old | 185 | 56% | 60% |
| 60-74 years old | 97 | 29% | 23% |
| 75 years or older | 31 | 9% | 10% |
| Total Responses | 329 | 100% | 100% |
| No Response | 3 | 1% | |



City of Solon 2012 Community Survey

APPENDIX B

Survey Materials

The following pages contain copies of the survey materials sent to randomly selected households within the City of Solon.



The City of Solon
CITY HALL

34200 Bainbridge Road
Solon, OH 44139-2955
Phone: (440) 248-1155
Fax: (440) 349-6322

January 13, 2012

Dear Resident:

*I would like to congratulate you on being selected to participate in the attached **2012 Solon Community Attitudes Survey**. This survey has been sent to a random sample of 1 in 15 Solon households, and your participation is entirely anonymous.*

The responses that you give in the survey will help to establish the goals for the new Solon Master Plan. The Master Plan is the most fundamental and important planning document in the City. This plan helps to guide City leaders when making decisions relating to a wide range of important community issues such as traffic mitigation, aesthetics, expanding shopping opportunities, creating recreational opportunities, preserving open space, etc.

Your opinions are valuable and it would be greatly appreciated if you would take a few moments to complete the attached survey. Once completed, the survey can be mailed to the Cuyahoga County Planning Commission in the envelope that is provided herein. Please return the survey no later than February 6, 2012.

I want to thank you once again for agreeing to assist in this very important and exciting project. The ultimate success and effectiveness of our planning process rests on the thoughtful input of Solon residents, like you, and your input is greatly appreciated.

Sincerely,

Susan A. Drucker, Mayor



City of Solon

2012 Community Survey

INSTRUCTIONS -- PLEASE READ FIRST:

Your opinions are very important - Please answer each question as completely as possible. If you choose to not answer a question, leave it blank -- but **please return your survey.**

The survey is to be completed by an adult in the household. Please read all answer choices before marking your selection. For most questions, mark the one best answer ONLY. Other questions ask you to mark “your top 5 choices” or “all that apply”. Leave answers blank if the question or choices do not apply to you.

To respond, darken the open circles [O] to indicate answer selection. **Use only a pencil or ballpoint pen.**

Mark answers like this: ● Do NOT mark like this: ☒ ☑

For write-in answers, be sure to stay within the boxed areas.

If you have any questions, please contact Rob Frankland, Director of Planning, City of Solon at 440-349-6327 or rfrankland@solonohio.org.

Once completed, please place the survey form in the provided postage-paid return envelope and mail it no later than February 6, 2012. Thank you for your help.

1. How do you rate the following public services city-wide? Select one response per row.

| | Excellent | Good | Fair | Poor | N/A* |
|--------------------------------------|-----------|------|------|------|------|
| Police Protection | O | O | O | O | O |
| Fire Protection | O | O | O | O | O |
| Emergency Medical Service | O | O | O | O | O |
| Access/Convenience of Public Transit | O | O | O | O | O |
| Public School System | O | O | O | O | O |
| Public Library | O | O | O | O | O |
| Solon Art Center | O | O | O | O | O |
| Senior Services | O | O | O | O | O |
| Solon Community Center | O | O | O | O | O |
| Garbage Removal | O | O | O | O | O |
| Recyclables Removal | O | O | O | O | O |
| Leaf & Yard Wastes Removal | O | O | O | O | O |
| Snow Removal | O | O | O | O | O |
| Animal Control | O | O | O | O | O |
| Street Cleaning | O | O | O | O | O |
| Street Repair | O | O | O | O | O |
| Adequacy of Street Lighting | O | O | O | O | O |

*N/A = Not applicable; have not used service.

2. How do you rate the following public recreation facilities & services city-wide? Select one response per row.

| | Excellent | Good | Fair | Poor | N/A* |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Condition of city parks and playgrounds | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to city parks and playgrounds | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to school parks and playgrounds | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to venues for cultural activities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Recreational activities for children | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Recreational activities for teens | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Recreational activities for adults | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Recreational activities for seniors | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Condition of Grantwood Golf Course | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

*N/A = Not applicable; have not used service.

3. How do you rate the following as it relates to your home and neighborhood? Select one response per row.

| | Excellent | Good | Fair | Poor | N/A* |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Condition of your home | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Size of your home | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Size of your yard | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Condition of surrounding homes | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Appearance of neighborhood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Housing values | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Safety of neighborhood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to school | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to neighborhood park or playground | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Time of commute to work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to interstate highway system | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access to public transportation (RTA) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Shopping convenience | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Traffic enforcement in neighborhood | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

* N/A = Not applicable; does not apply.

4. What types of changes or programs would you like to see instituted? Select not more than five (5).

- | | |
|---|--|
| <input type="radio"/> Stricter housing code enforcement | <input type="radio"/> More open/green spaces |
| <input type="radio"/> Home improvement & weatherization assistance program | <input type="radio"/> Additional recreational facilities and programs |
| <input type="radio"/> Architectural review for alterations/additions and demolitions of historic homes | <input type="radio"/> Sidewalk improvements (repair, leveling, ramps, extension) |
| <input type="radio"/> Road repair | <input type="radio"/> More convenient retail shopping |
| <input type="radio"/> Slowing neighborhood traffic | <input type="radio"/> More police visibility |
| <input type="radio"/> Street light installation | <input type="radio"/> Increased animal control |
| <input type="radio"/> Street tree replacement program | <input type="radio"/> Increased noise control |
| <input type="radio"/> Erosion control assistance program | <input type="radio"/> Increased RTA service |
| <input type="radio"/> Improved or additional city services; please specify type(s) of new or improved service(s) desired: | |

5. Please rate the following categories of Solon city/school performance? Select one response per row.

| | Excellent | Good | Fair | Poor |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| Value of city services for the taxes paid | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of Solon City Schools for taxes paid | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

6. Do you have any additional comments related to public services or neighborhood conditions, including location(s) where improvements are needed?

| |
|--|
| |
| |
| |

7. Where do you USUALLY purchase the following goods and services? Select all that apply for each row.

| | Purchase IN Solon | Purchase OUTSIDE Solon | Purchase Online | Do not Purchase |
|----------------------------------|-----------------------|------------------------|-----------------------|-----------------------|
| Supermarket/Groceries | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Doctor/Dentist | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Optometrist | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Attorney | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Accountant | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Bank/Credit Union | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Day Care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Veterinarian Care | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pet Supplies | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Beautician/Barber | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Gasoline/Auto Repair | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| New & Used Autos | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Auto Parts | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Dry Cleaners/Laundromat | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Hardware/Home Improvement | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Lawn/Garden Supplies | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Prescriptions/Drug Store | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Furniture/Housewares | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sporting Goods | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Clothing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Shoes | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Gifts/Jewelry/Accessories | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Movie Theater | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Banquet/Social Hall | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Coffee Shop | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Restaurant (Dine-In) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Restaurant (Carry-out/Fast Food) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

8. For items purchased OUTSIDE of SOLON (Q. #7), where do you purchase them? Select all that apply.

- | | |
|---|---|
| <input type="radio"/> Aurora | <input type="radio"/> Cleveland |
| <input type="radio"/> Bainbridge | <input type="radio"/> Hudson |
| <input type="radio"/> Beachwood | <input type="radio"/> Macedonia |
| <input type="radio"/> Bedford/Bedford Heights | <input type="radio"/> Mayfield Heights/Mayfield Village |
| <input type="radio"/> Chagrin Boulevard | <input type="radio"/> Twinsburg |
| <input type="radio"/> Other, please specify | |

9. What additional goods and services would you like to see be made available in SOLON and/or specific stores open up in SOLON? (List / Be specific)

| |
|--|
| |
| |
| |

10. What improvements to the Solon Commercial Districts could be made to make them more attractive for shopping? Select not more than five (5).

- Storefront renovation
- Add more trees/landscaping
- Improve sidewalks and/or crosswalks
- Signage
- Add parking
- Improve selection of goods and services
- Provide a mix of residential, office and retail uses
- Create decorative lighting
- Provide seating areas
- Increase security
- Eliminate exposed utility lines (electric, telephone, etc)
- Eliminate litter and debris
- Reduce traffic congestion
- Other, please specify

11. How often do you use RTA buses or rapid transit?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Daily | Once per week | Once per month | Infrequently | Never, Skip to Q. 13. |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

12. If you use RTA service, what types of trips do you use it for? Select all that apply.

- | | |
|--|---|
| <input type="radio"/> Work | <input type="radio"/> Recreation/sports events |
| <input type="radio"/> Shopping | <input type="radio"/> Visit family and/or friends |
| <input type="radio"/> Medical appointments | <input type="radio"/> Other |

13. How many years have you lived in SOLON?

- | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Less than 2 | 3 to 5 | 6 to 10 | 11 to 15 | 16 to 24 | 25 + |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

14. Why did you move into SOLON? Select not more than five (5).

- I grew up here
- Access to interstate highway
- Type of housing available
- Affordability of housing
- Larger lot
- Property appreciation
- Low taxes
- Quality of municipal services
- Close to work
- Appearance of neighborhood
- Community facilities such as parks, recreation center
- Safety
- Cultural opportunities
- Diversity of community
- Availability of senior services/programs
- Quality of schools
- Other, please specify:

15. Are you considering moving OUT of SOLON within the next five (5) years?

- | | |
|-----------------------|-----------------------|
| Yes | No, skip to Q 17. |
| <input type="radio"/> | <input type="radio"/> |

16. If yes, why? Select all that apply.

- Better access to interstate highway
- Different type of housing
- More affordable housing
- Larger lot
- Downsizing
- Better property appreciation
- Lower taxes
- Higher quality of municipal services
- Different climate
- Closer to work/ job related (including job transfer)
- Better appearance of neighborhood
- More community facilities such as parks, recreation center
- Safety
- More rural/less developed community
- School related
- Retirement friendly community
- Other, please specify:

17. In your opinion, are there sufficient housing options currently available in SOLON?

Yes No Not Sure

18. Do you agree or disagree that the following types of housing should be encouraged in SOLON?

| | Strongly Agree | Agree | Disagree | Strongly Disagree |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| Single-family houses on lots that are 1 acre or larger | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Single-family houses on lots that are less than 1 acre but at least ½ acre | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A development where single-family houses are on smaller lots spaced closer together with the additional area preserved as common open space. For example, instead of 10 one-acre lots in a 10-acre development, there are 10 ¾-acre lots surrounded by approximately 2 ½ acres of common open space. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Apartment buildings | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mixed use development (i.e., apartments above commercial/retail uses) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Senior Housing development (restricted to persons 55 years and older) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Affordable housing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Housing for young professionals | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Detached house with low maintenance (where the development provides lawn care, snow removal, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

19. Are you or someone you know interested in living in senior housing within SOLON?

Yes No, skip to Q 22.

20. If yes, which types of housing are of interest? Select all that apply.

- Nursing home
- Assisted living facility (services typically include security, emergency response system, meals, personal care, limited health care, social activities, housekeeping, transportation)
- Independent living facility (services typically include security, social activities, meal plans, some affiliated with health care providers)
- Age restricted apartment (seniors only)
- Townhouse
- Detached house with low maintenance (where the development provides lawn care, snow removal, etc.)

21. If yes, would you prefer to rent or purchase? Select only one response

- Rent
- Purchase a unit priced at less than \$100,000
- Purchase a unit priced between \$100,000 and \$200,000
- Purchase a unit priced at more than \$200,000

22. How and where do you generally spend your leisure time away from home? Leave row blank if you do not participate in an activity at least FOUR (4) TIMES PER YEAR.

| | IN Solon | OUTSIDE Solon |
|---|----------|---------------|
| Dine out | 0 | 0 |
| Attend sporting events as a spectator | 0 | 0 |
| Visit friends | 0 | 0 |
| Attend the theatre or other type of performance art | 0 | 0 |
| Visit museums, art galleries, other similar types of cultural events | 0 | 0 |
| Shop | 0 | 0 |
| Attend church, temple, other place of worship | 0 | 0 |
| Volunteer at a charitable organization | 0 | 0 |
| Participate in indoor recreation, exercise | 0 | 0 |
| Walk, run, jog, bike or other form of outdoor exercise | 0 | 0 |
| Go to the park | 0 | 0 |
| Other, please specify: <input style="width: 300px; height: 20px;" type="text"/> | 0 | 0 |

23. What type of leisure activities would you like to have available in SOLON? (List / Be specific)

| |
|--|
| |
|--|

24. Do you agree or disagree that SOLON needs the following? Select one response per row.

| | Strongly Agree | Agree | Disagree | Strongly Disagree |
|---------------------------------------|----------------|-------|----------|-------------------|
| More cultural activities | 0 | 0 | 0 | 0 |
| More multi-purpose bike & hike trails | 0 | 0 | 0 | 0 |
| More sidewalks | 0 | 0 | 0 | 0 |
| More cemetery space | 0 | 0 | 0 | 0 |
| More professional office development | 0 | 0 | 0 | 0 |
| More commercial development | 0 | 0 | 0 | 0 |

25. Please indicate how useful each of the following sources is in obtaining information about SOLON.

| | Excellent | Good | Fair | Poor | N/A* |
|-------------------------------------|-----------|------|------|------|------|
| Cleveland Plain Dealer | 0 | 0 | 0 | 0 | 0 |
| Solon Times | 0 | 0 | 0 | 0 | 0 |
| Chagrin Solon Sun | 0 | 0 | 0 | 0 | 0 |
| City of Solon Website (solonoh.org) | 0 | 0 | 0 | 0 | 0 |
| Solon Patch | 0 | 0 | 0 | 0 | 0 |
| Facebook/Twitter | 0 | 0 | 0 | 0 | 0 |
| Other Internet source(s) | 0 | 0 | 0 | 0 | 0 |
| Council Meetings | 0 | 0 | 0 | 0 | 0 |
| Direct mail from City of Solon | 0 | 0 | 0 | 0 | 0 |
| Public access television | 0 | 0 | 0 | 0 | 0 |
| Word of mouth | 0 | 0 | 0 | 0 | 0 |

If other sources of information not listed would be useful to you, please specify:

| |
|--|
| |
|--|

26. What do you consider to be Solon's TOP 3 Strengths?

| |
|--|
| |
| |
| |

27. What do you consider to be Solon's TOP 3 Weaknesses?

| |
|--|
| |
| |
| |

28. In your opinion, what are the 3 Most Important Issues the City of Solon should address in the next 5 to 10 years?

| |
|--|
| |
| |
| |

29. Please list any additional comments or concerns you may have about the City of Solon. If you need additional space, please attach a separate piece of paper.

| |
|--|
| |
| |
| |

30. Do you own or rent your Solon residence?

Own Rent
O O

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

1 2 3 4 5 6 7 8+
O O O O O O O O

32. Indicate the number of people in your household in each of the following age groups.

0 - 9 years old 10 - 17 years old 18 - 34 years old 35 - 59 years old 60 - 74 years old 75 + years old

33. What is your age?

18 to 34 years old 35 to 59 years old 60 to 74 years old 75 years or older
O O O O

You have completed the Survey.

Thank you for taking the time to respond. Your input is very helpful!

*Please fold the survey in half, insert in the enclosed postage-paid envelope and mail by **FEBRUARY 6, 2012.***