

2018 City of Cleveland Heights Community Survey *Appendix A – GIS Maps*

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Submitted to the City of Cleveland Heights, Ohio

by:

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725 W. Frontier Lane,
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66061

September 2018



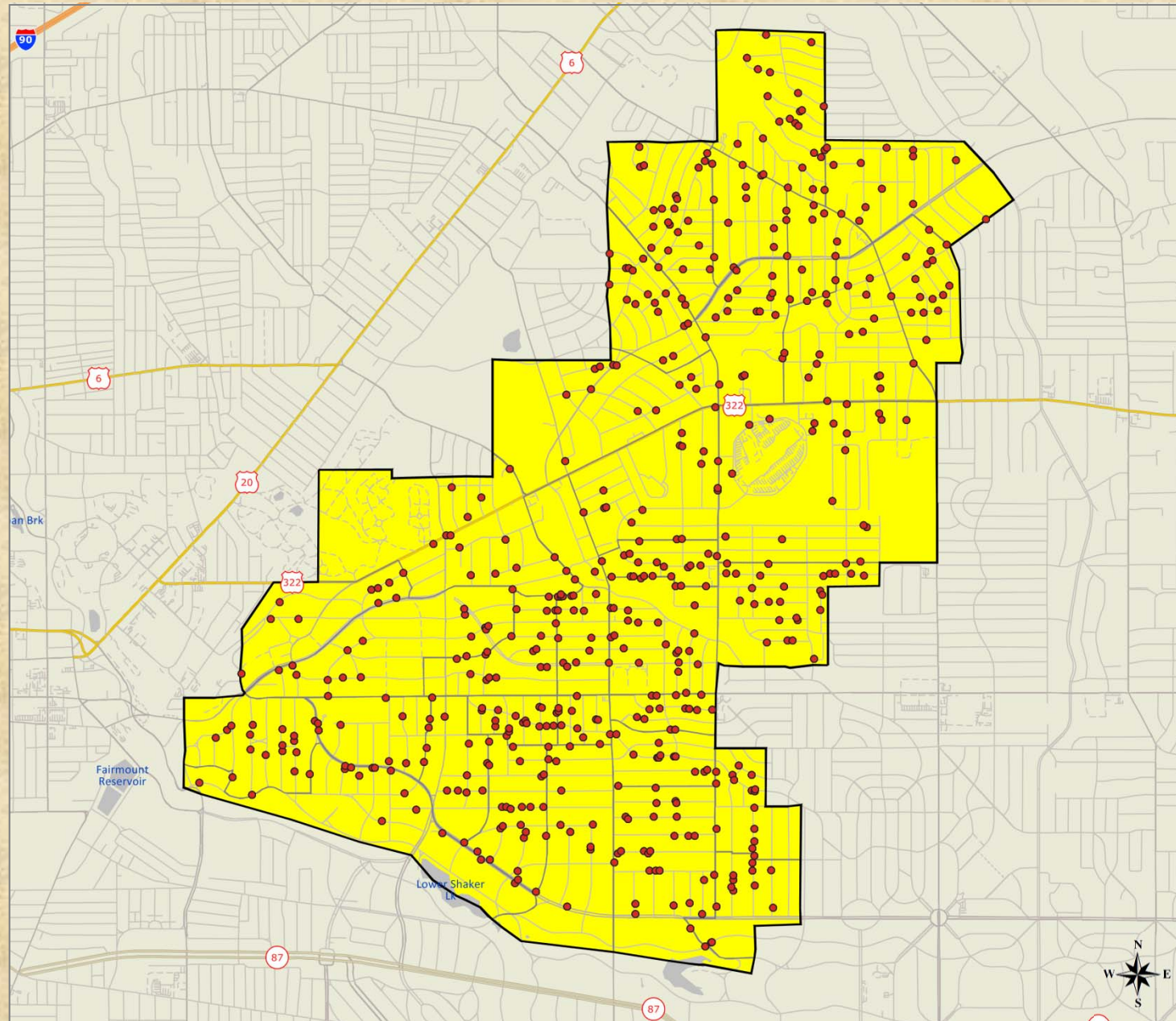
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

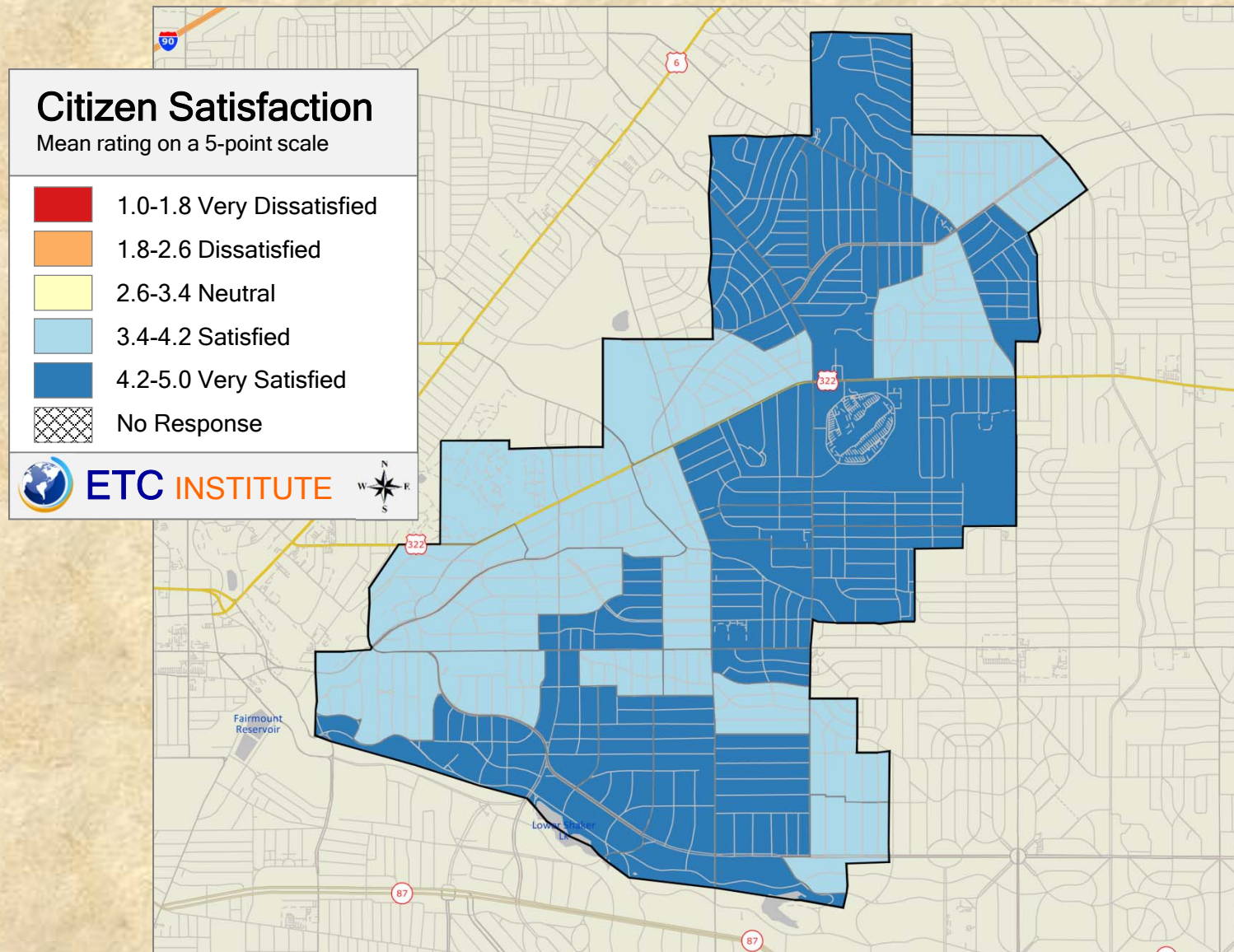
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Survey Respondents



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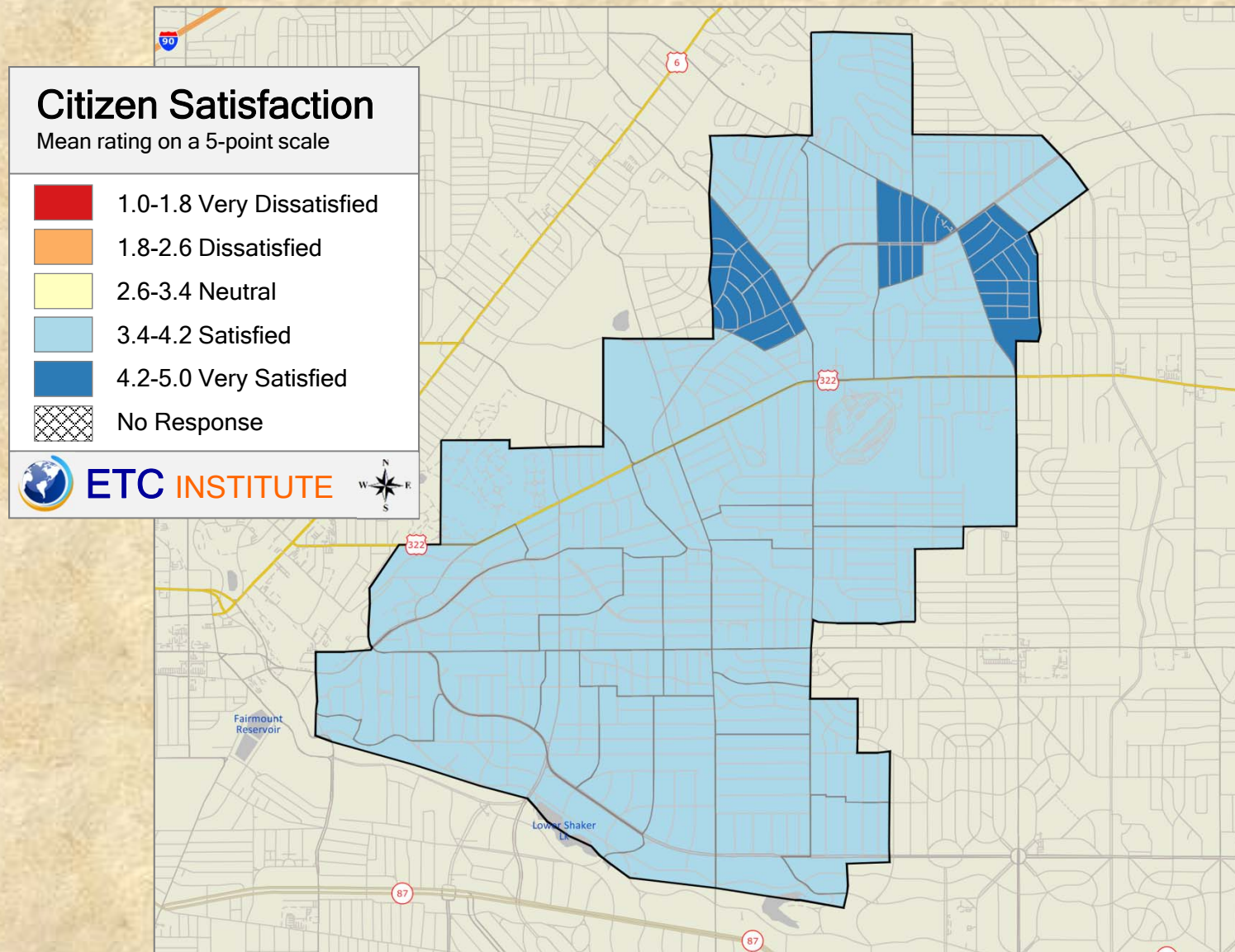
Q1-1 Level of Satisfaction with: Overall quality of police services



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

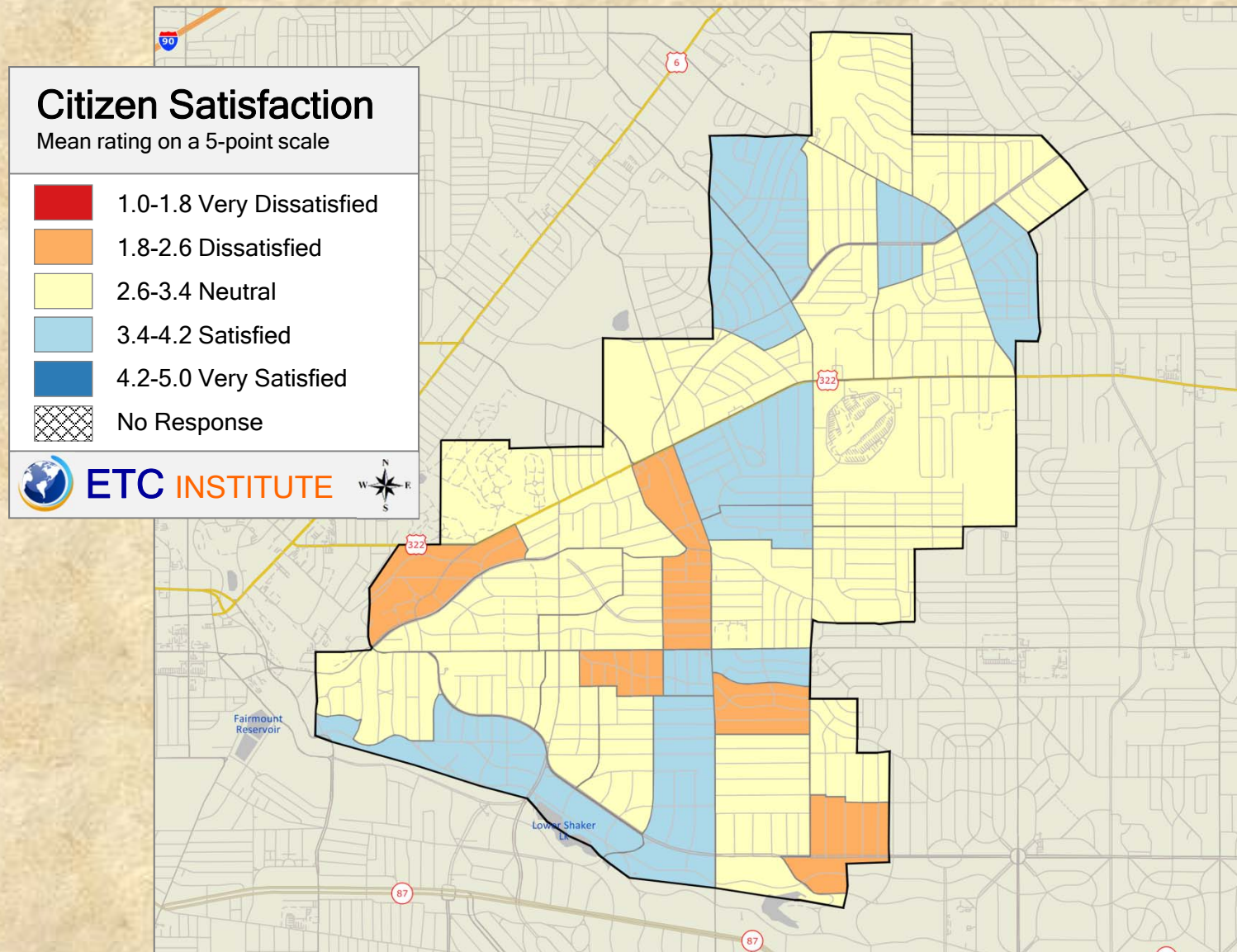
Q1-3 Level of Satisfaction with: Overall quality of City parks and recreation programs and facilities



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

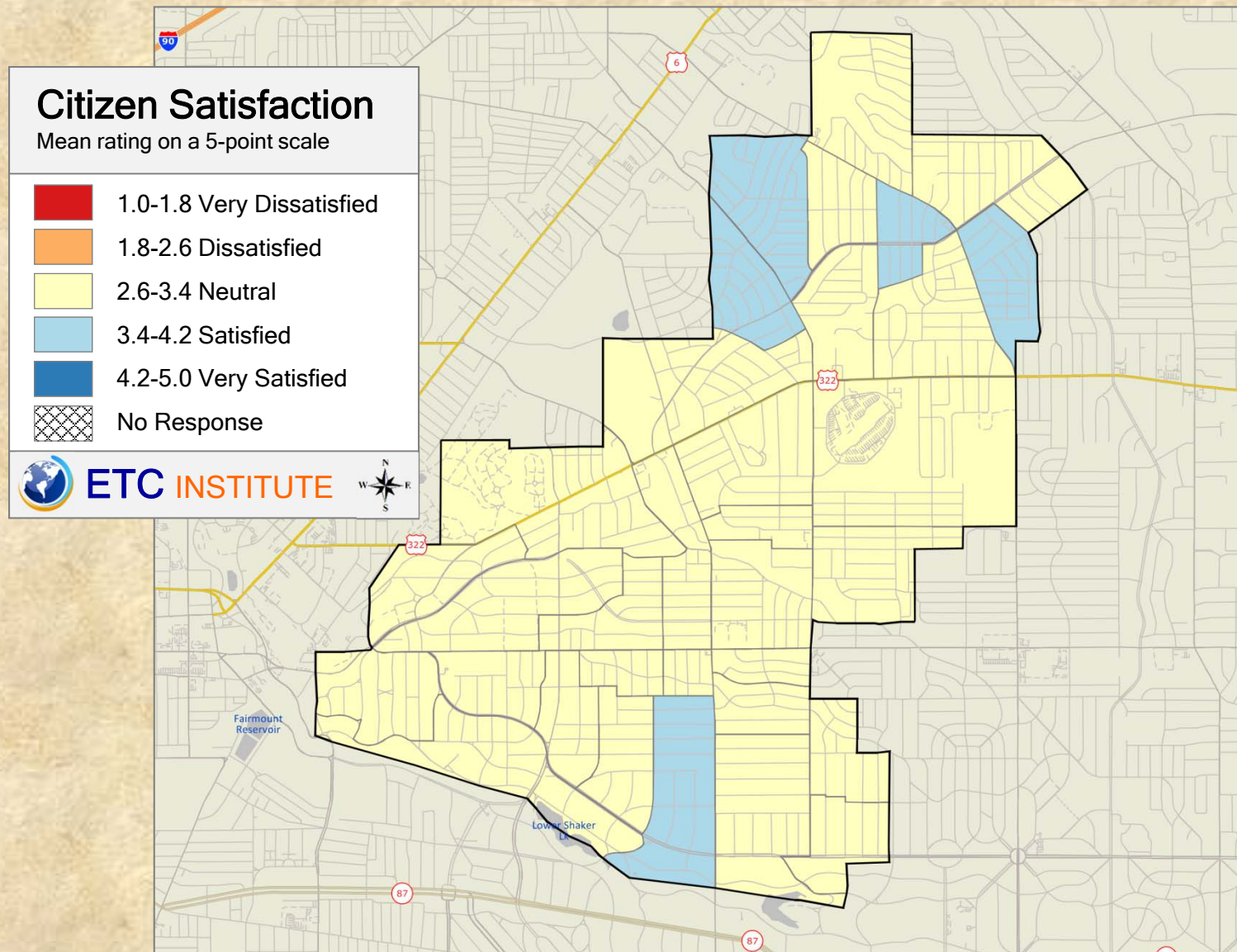
Q1-4 Level of Satisfaction with: Overall maintenance of City streets, buildings & facilities



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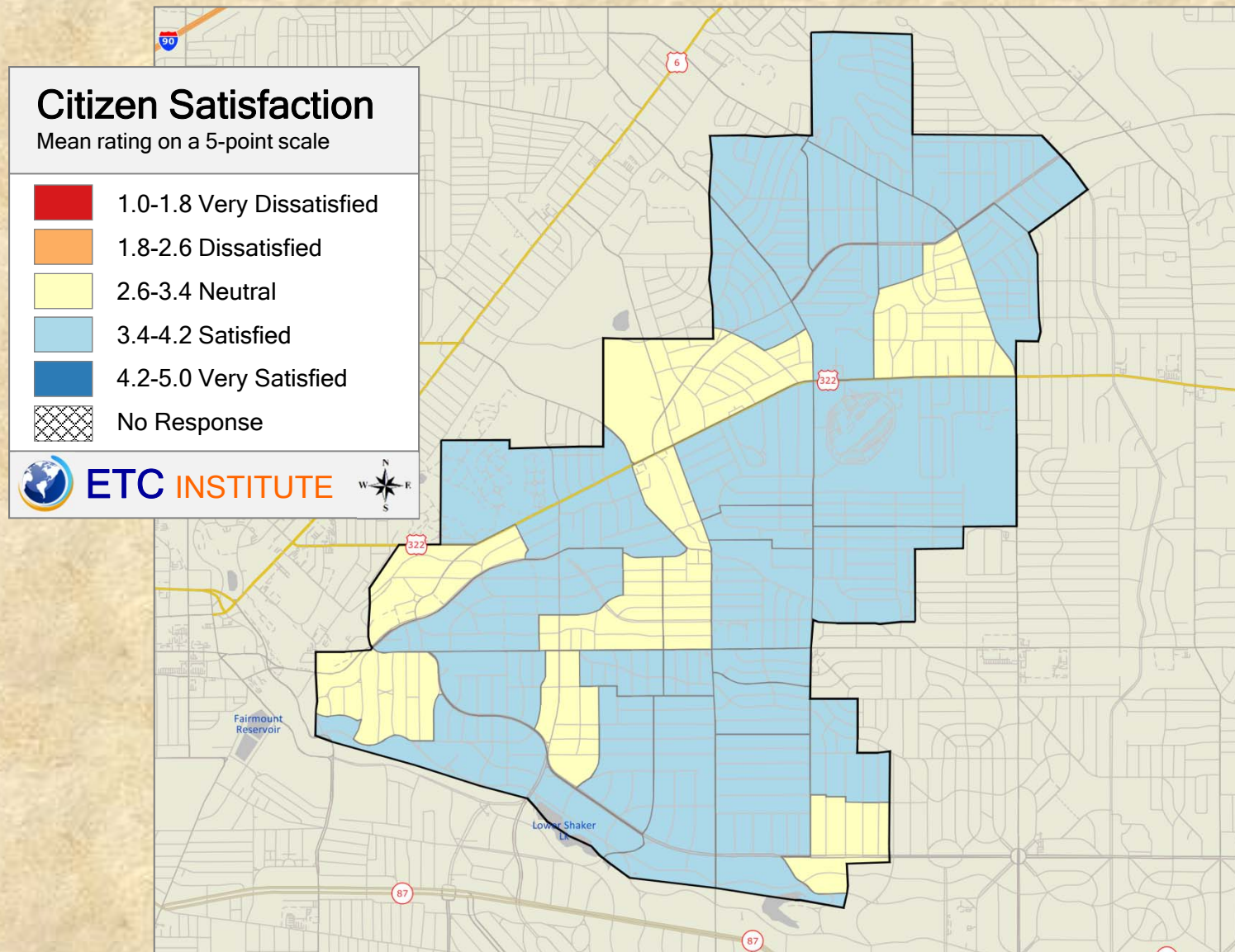
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-5 Level of Satisfaction with: Overall enforcement of City codes and ordinances



Shading reflects the mean rating for all respondents by CBG (merged as needed)

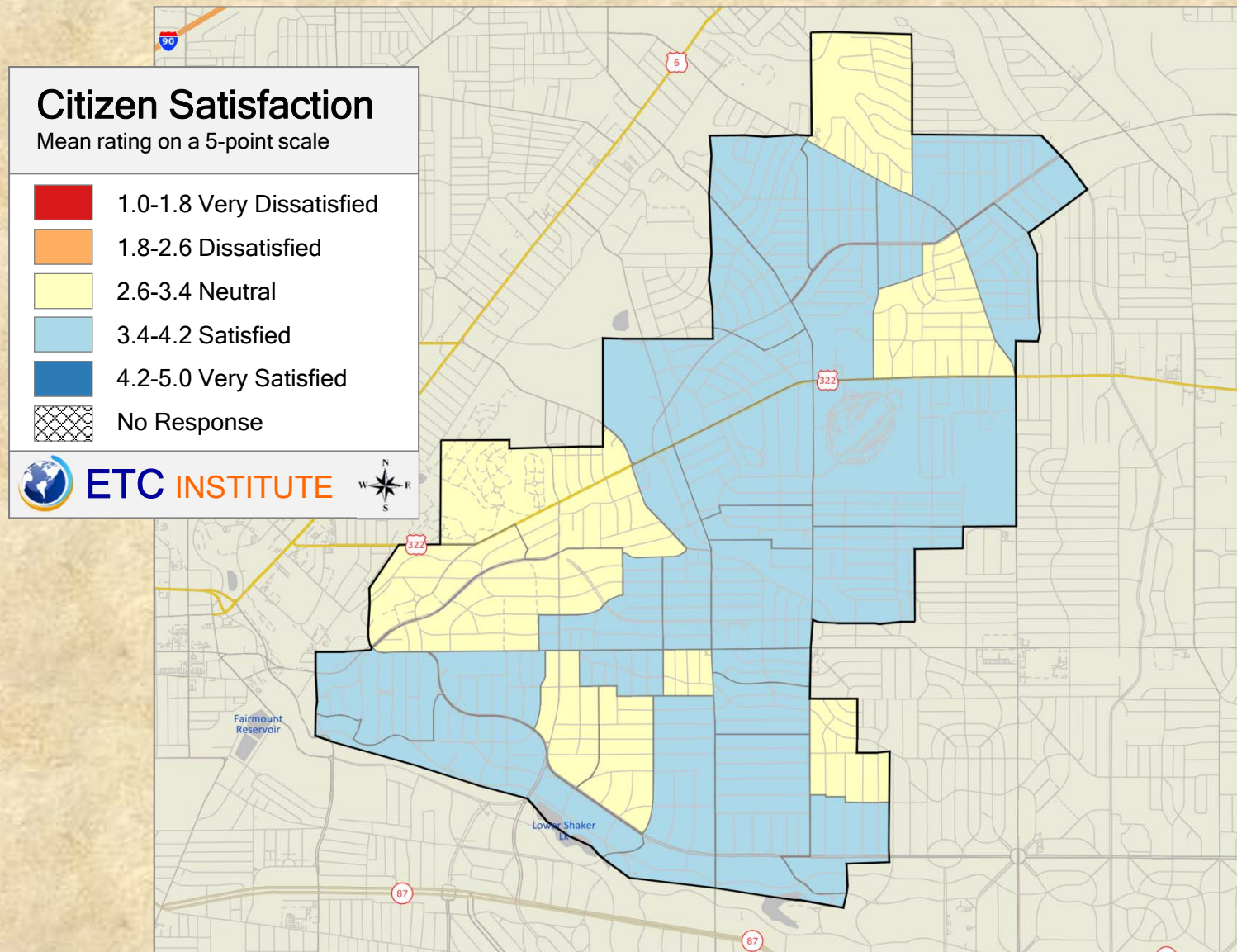
Q1-6 Level of Satisfaction with: Overall quality of customer service you receive from City employees



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

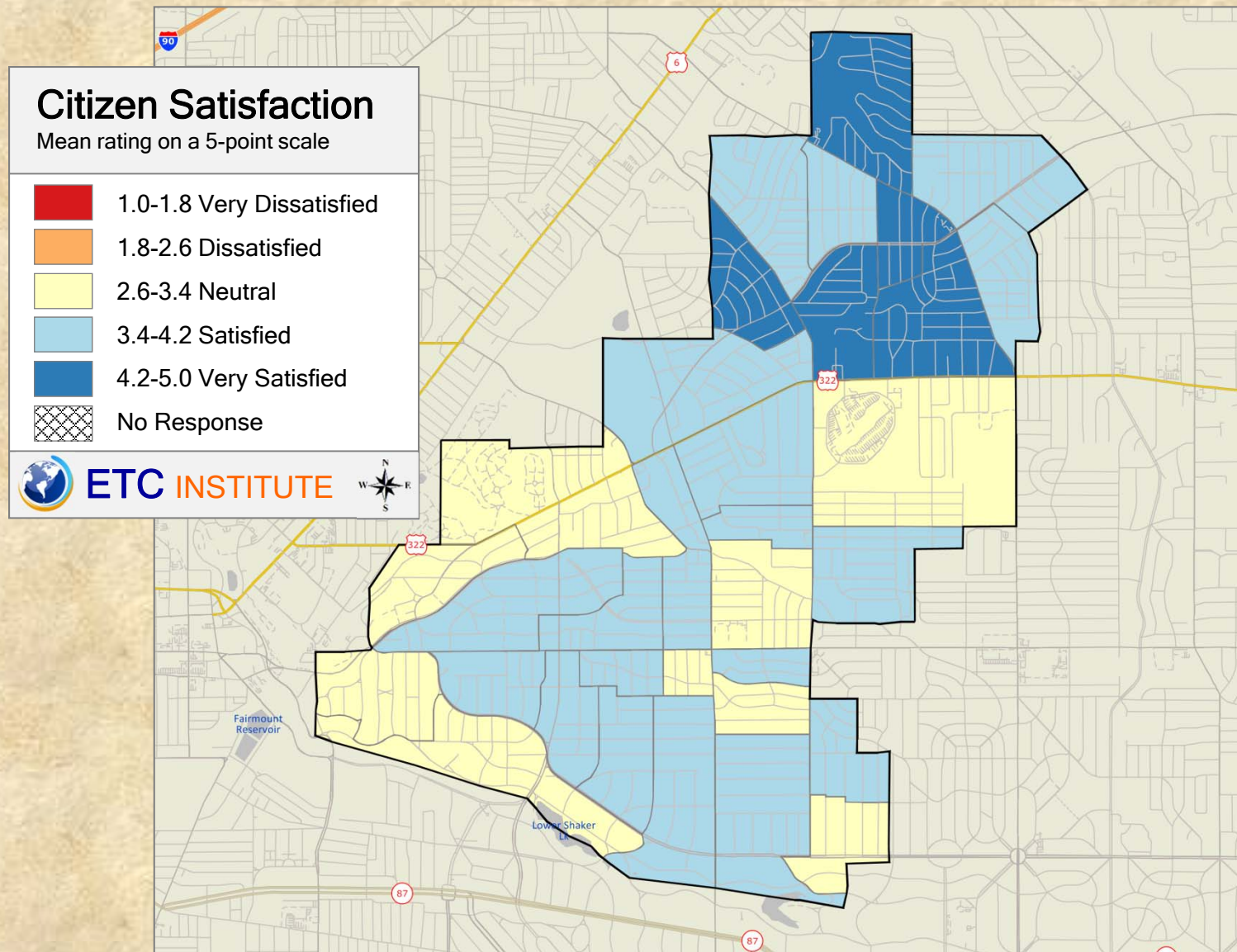
Q1-7 Level of Satisfaction with: Overall effectiveness of City communication with the public



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

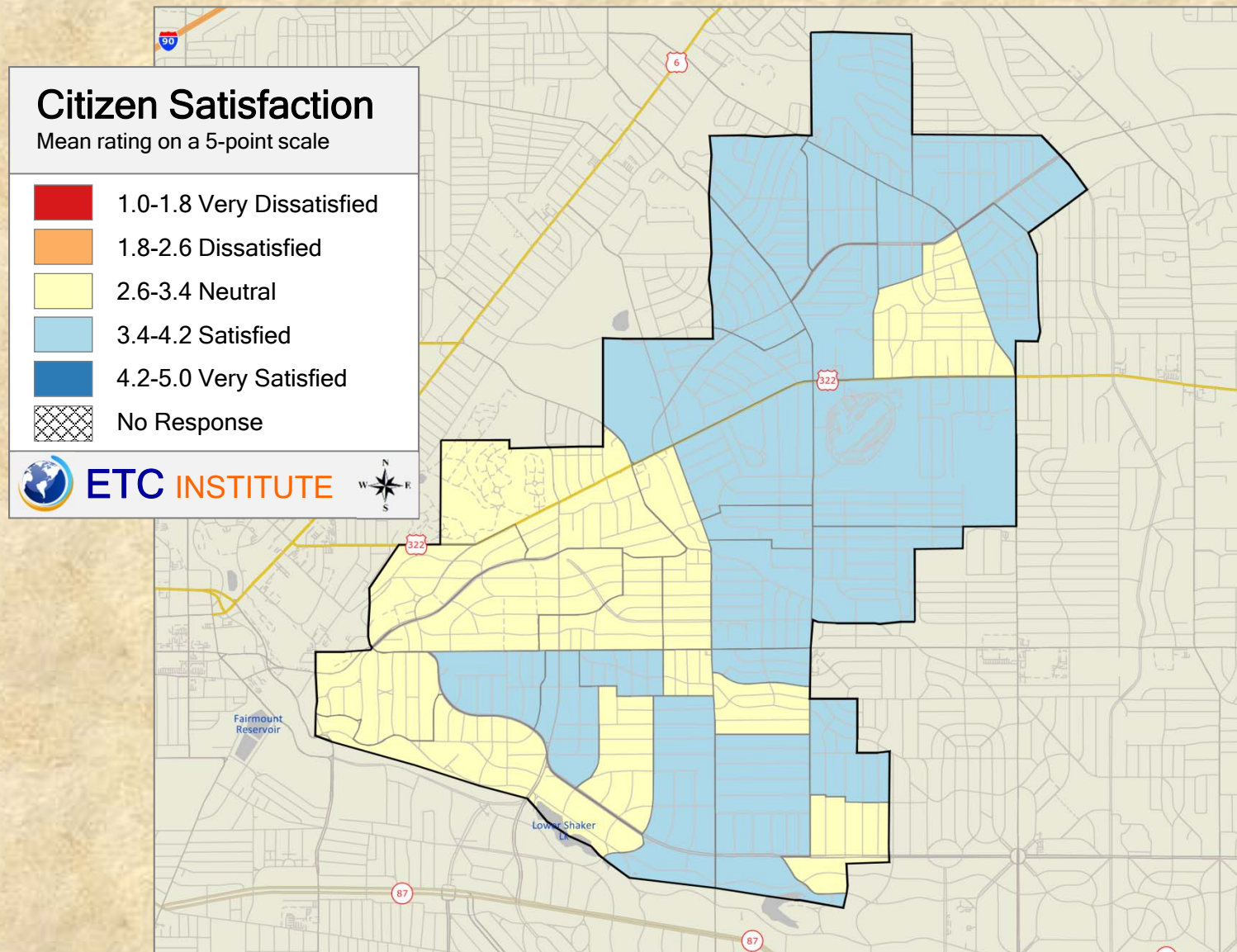
Q1-8 Level of Satisfaction with: Overall quality of solid waste services (trash, recycling, yard waste)



2018 City of Cleveland Heights Community Survey

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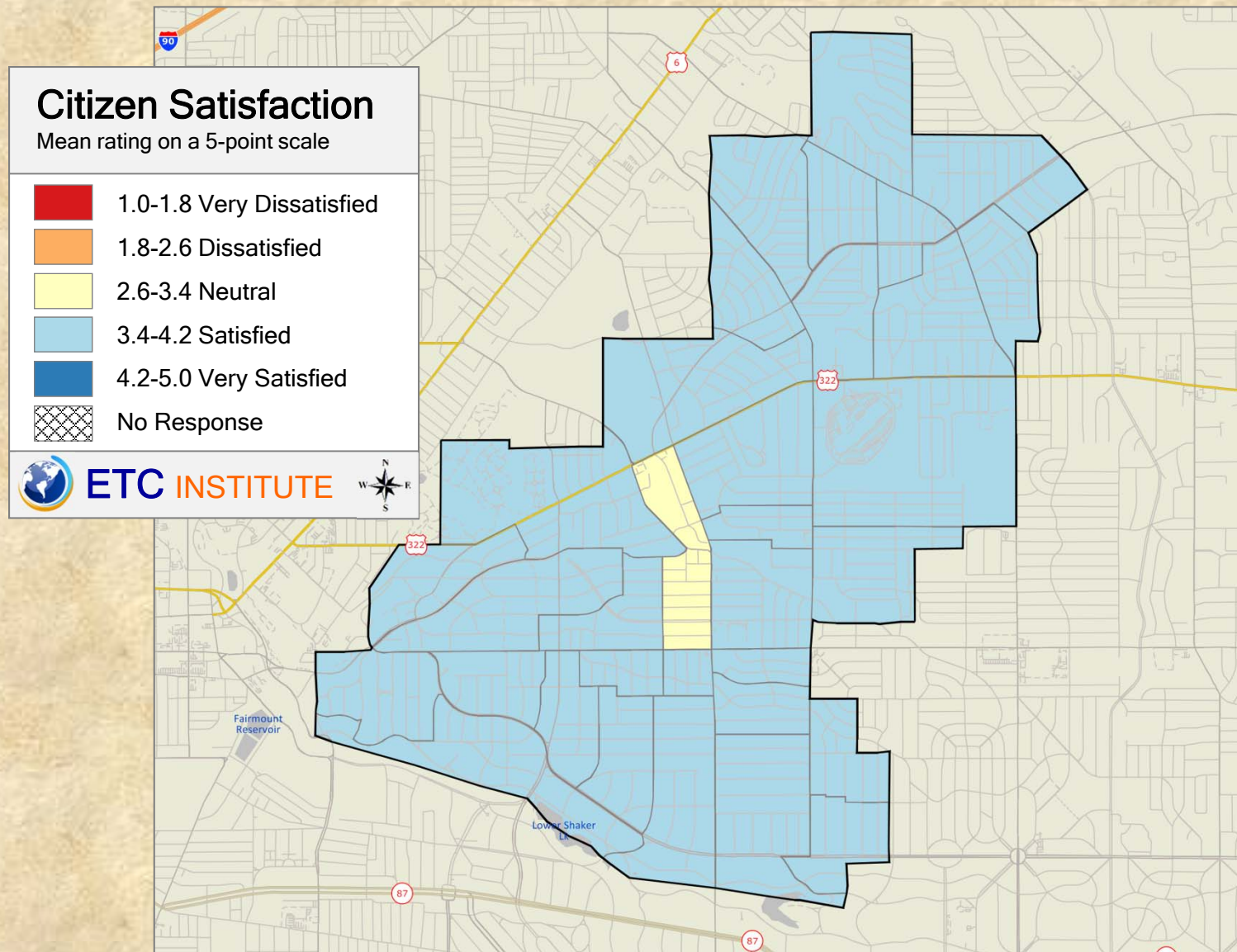
Q1-9 Level of Satisfaction with: City's efforts to conserve energy and protect the environment



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

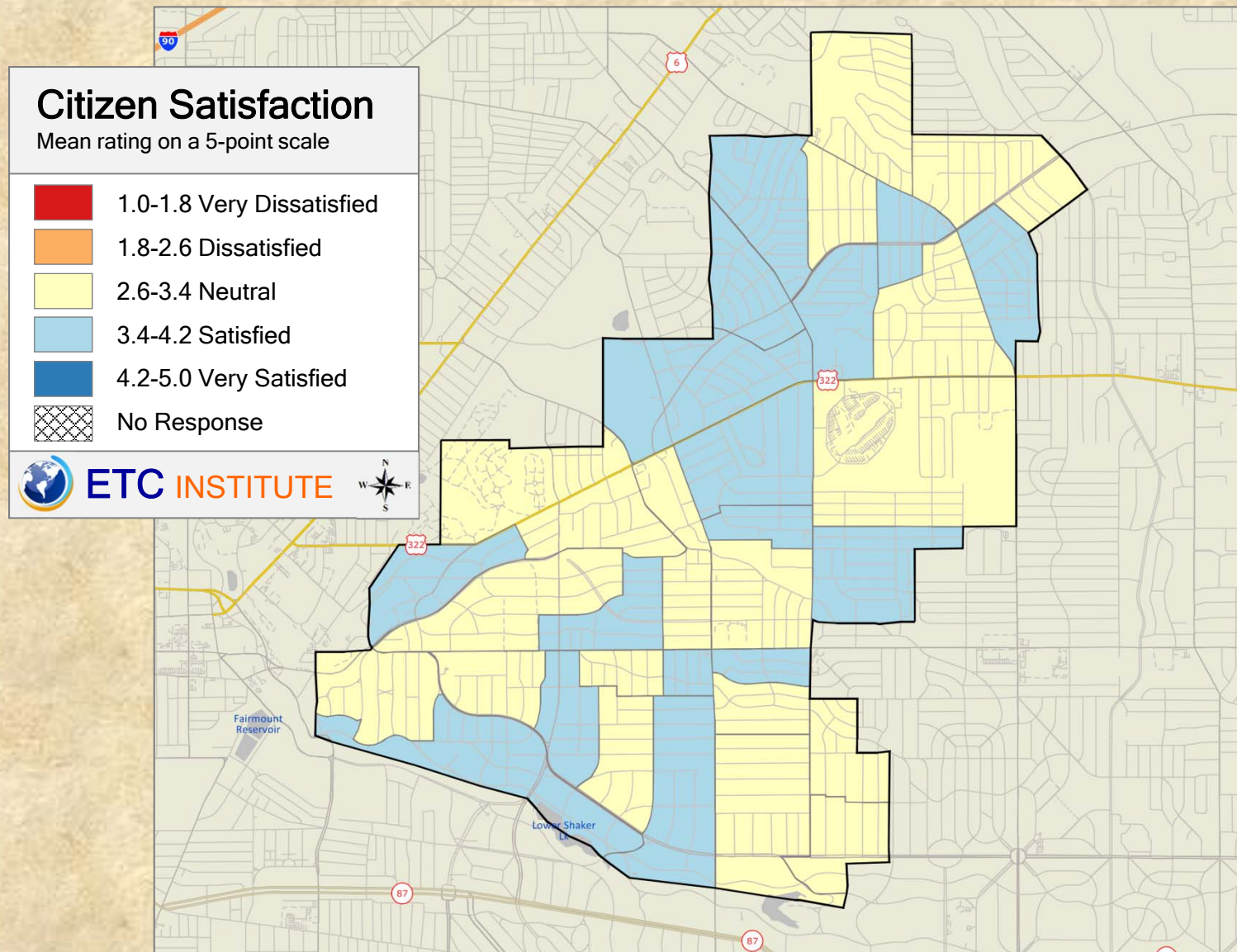
Q3-1 Level of Satisfaction with: Overall quality of services provided by the City



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

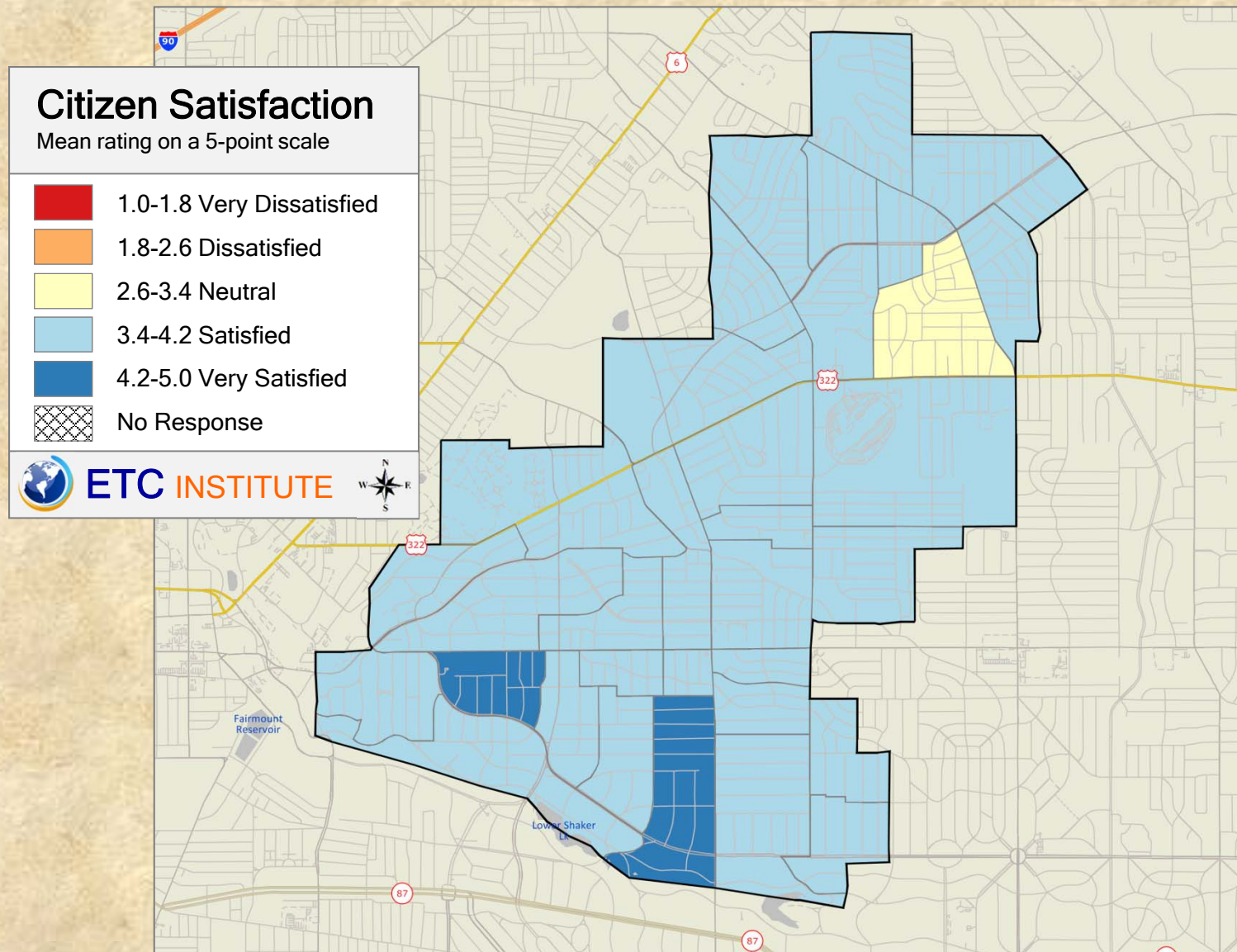
Q3-2 Level of Satisfaction with: Overall image of the City



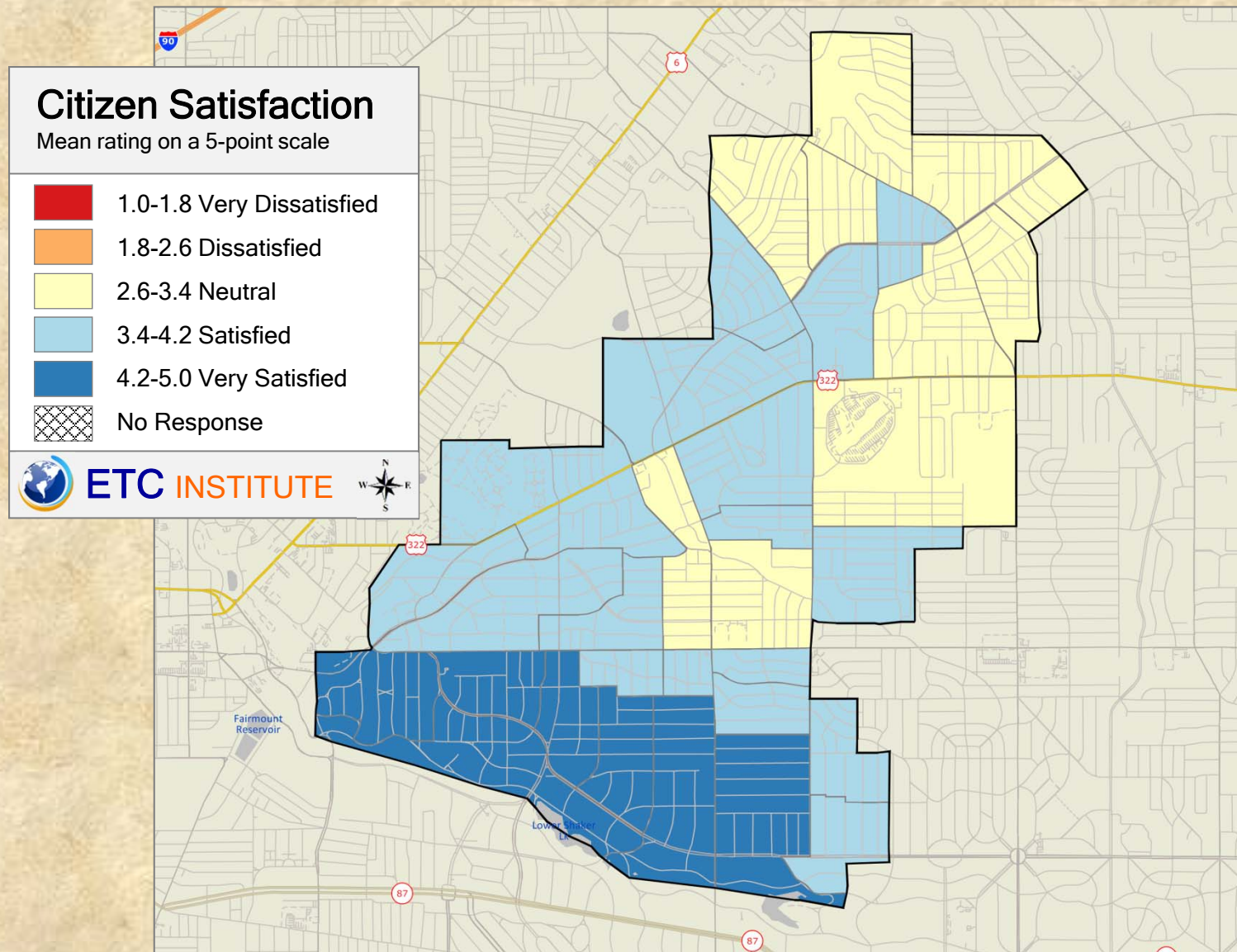
2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q3-3 Level of Satisfaction with: Overall quality of life in the City



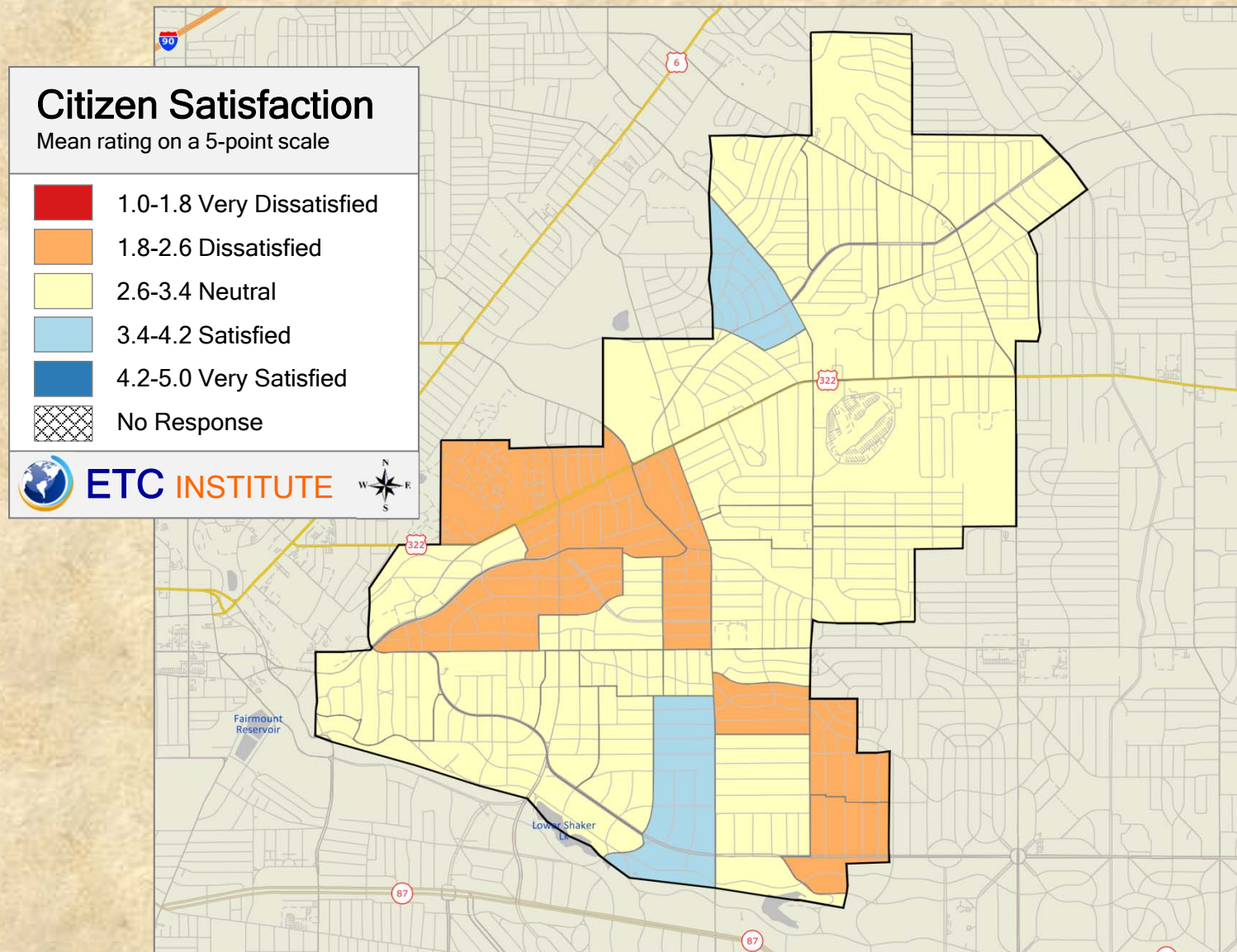
Q3-4 Level of Satisfaction with: Overall quality of your neighborhood



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

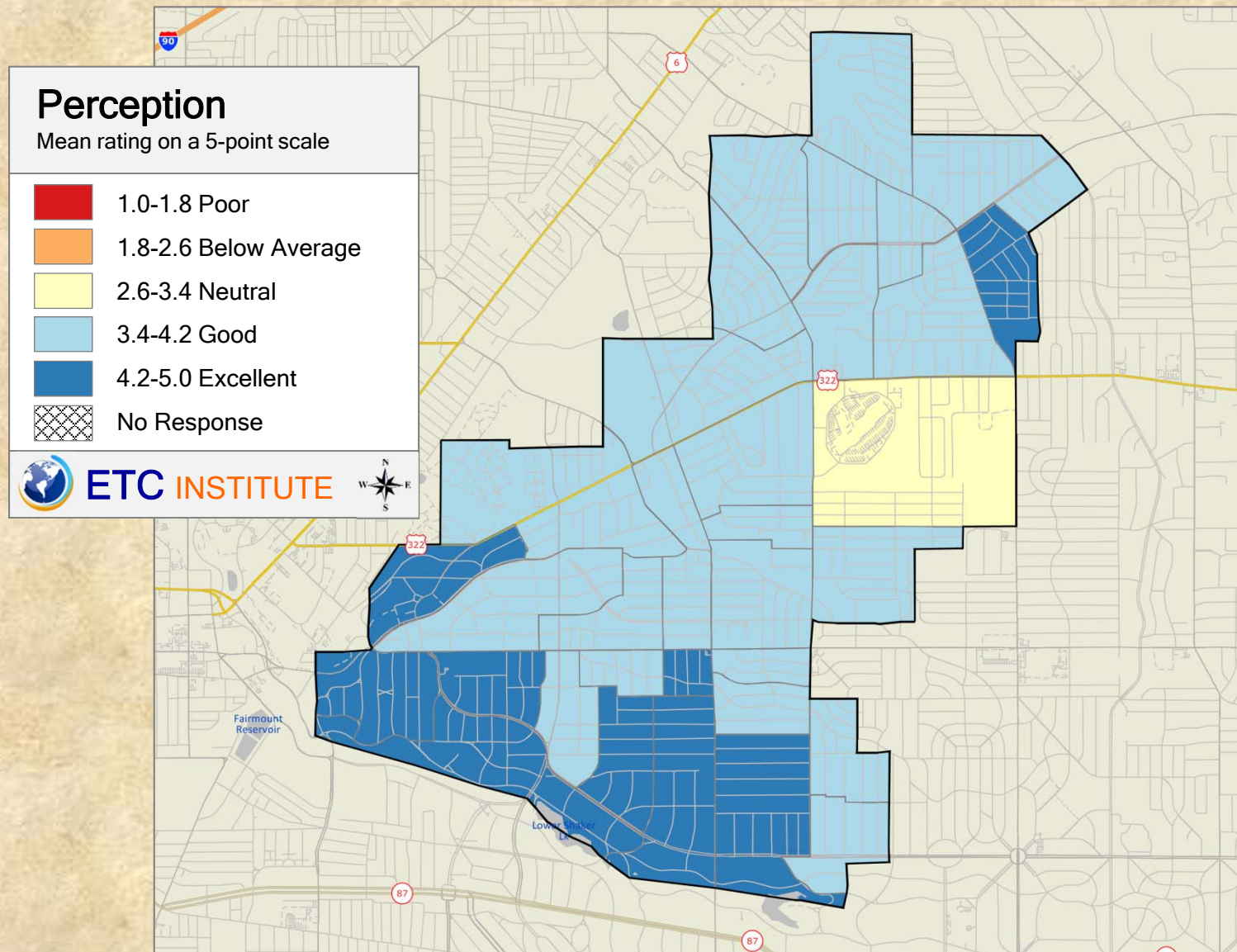
Q3-5 Level of Satisfaction with: The overall value that you receive for your city tax dollars and fees



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

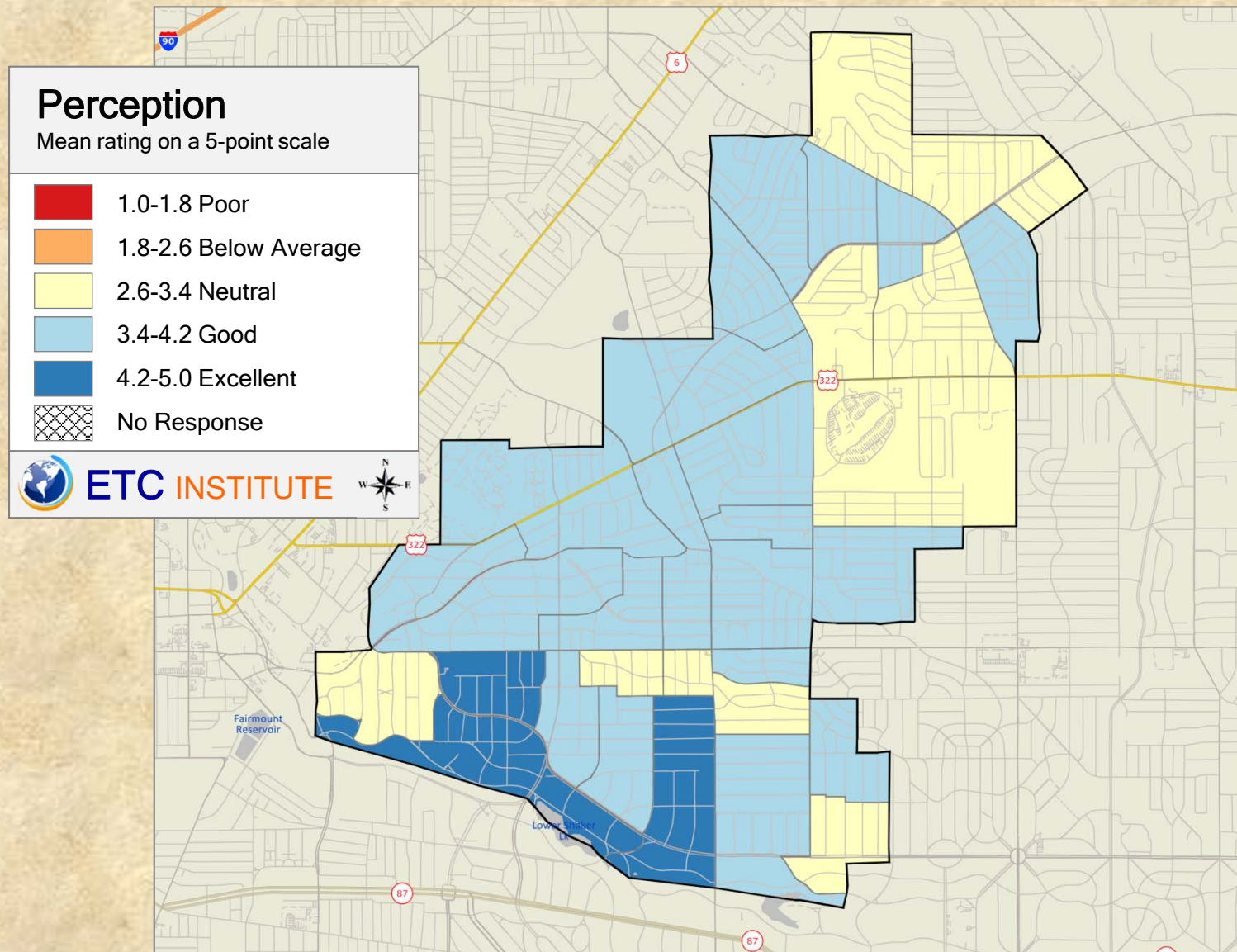
Q4-1 Ratings of the Cleveland Heights: As a place to live



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

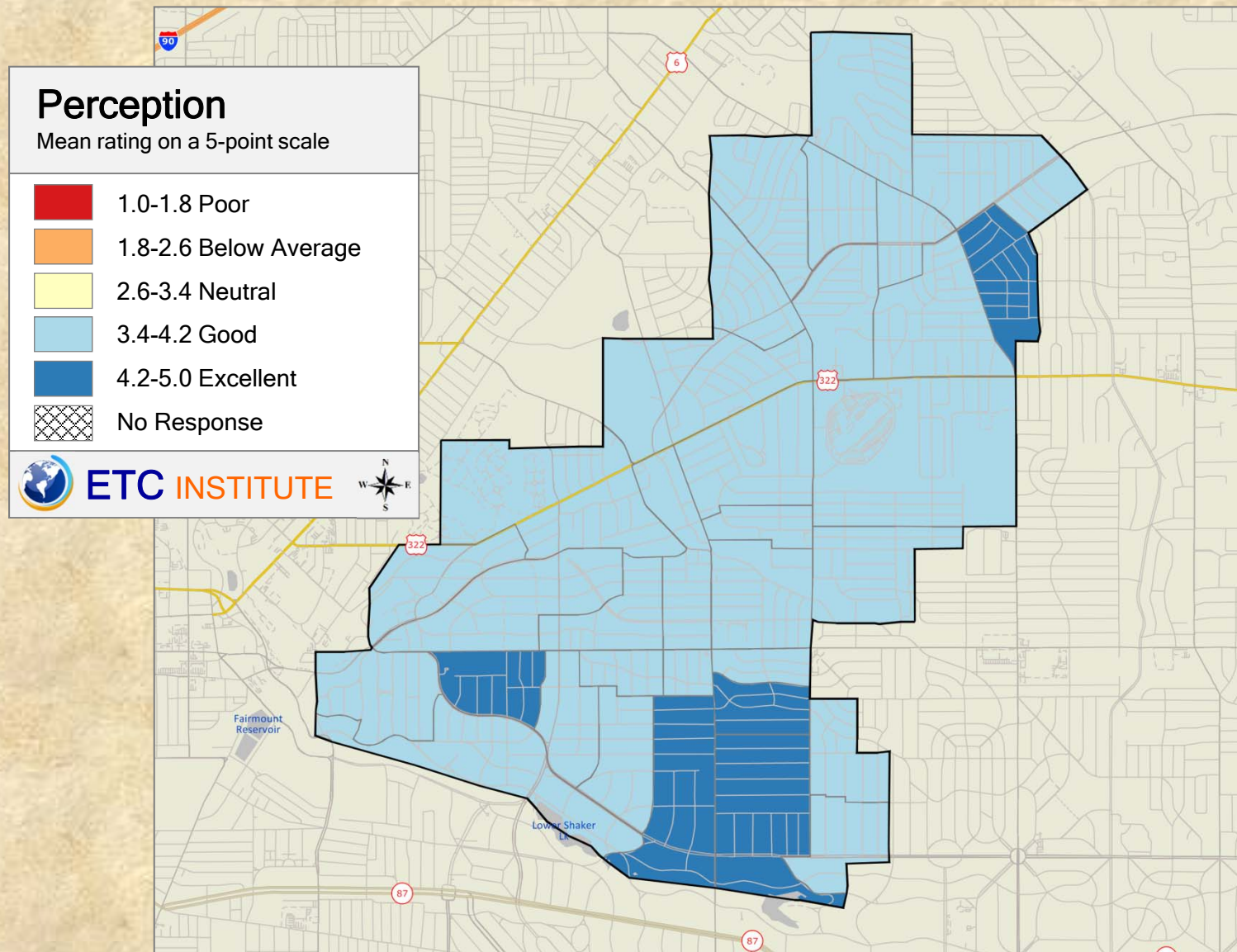
Q4-2 Ratings of the Cleveland Heights: As a place to raise children



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

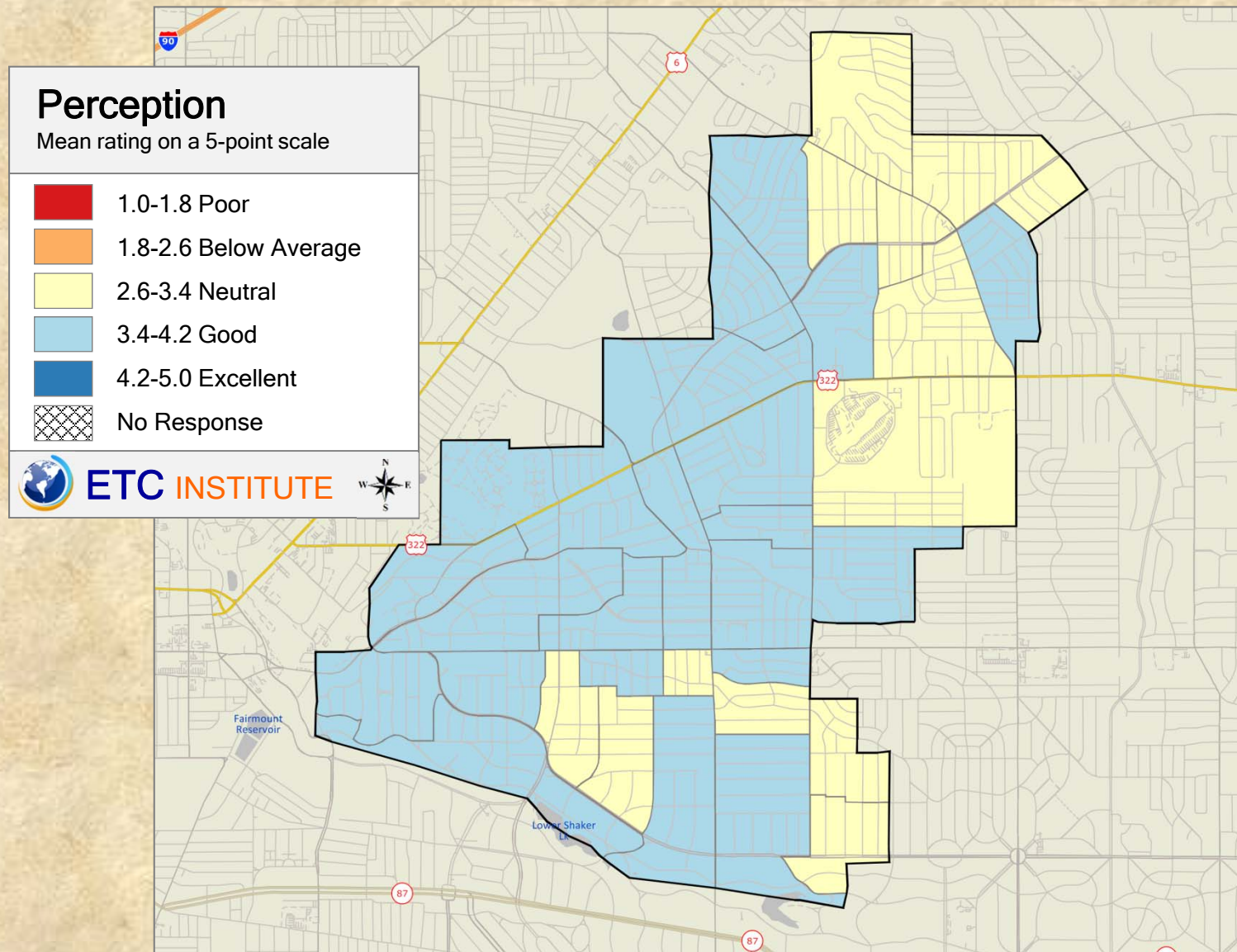
Q4-3 Ratings of the Cleveland Heights: As a place to visit



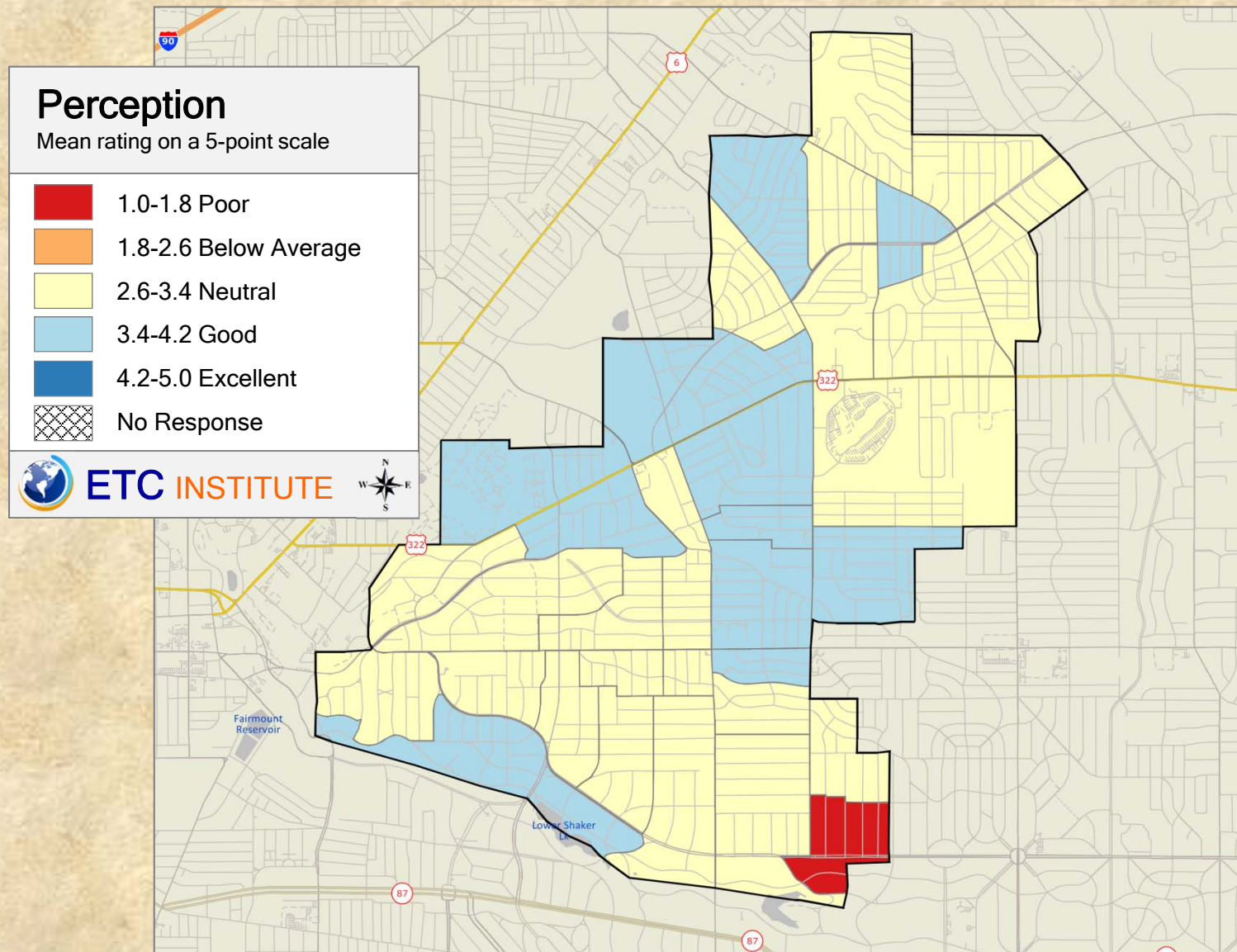
2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-4 Ratings of the Cleveland Heights: As a place to work



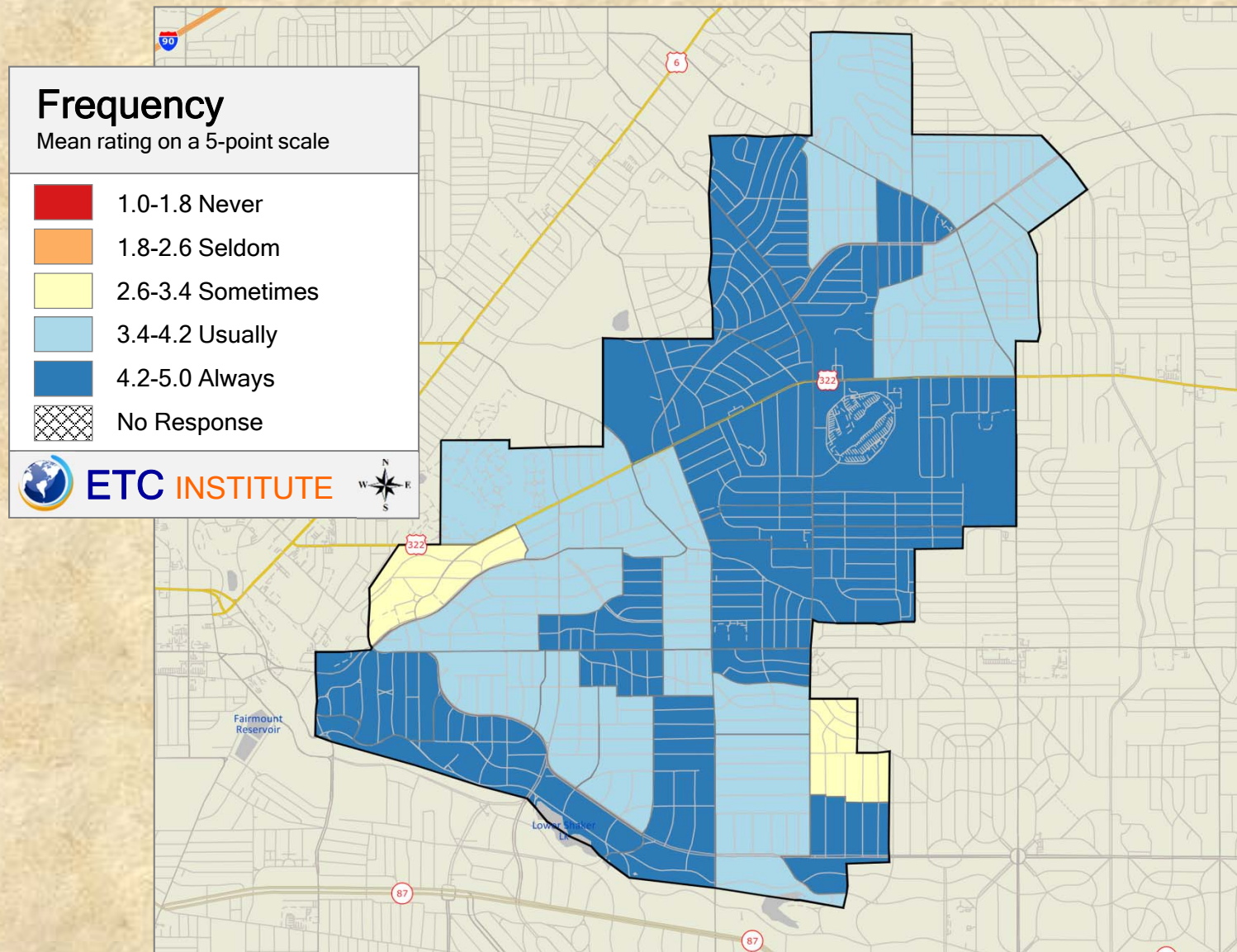
Q4-5 Ratings of the Cleveland Heights: As a place to retire



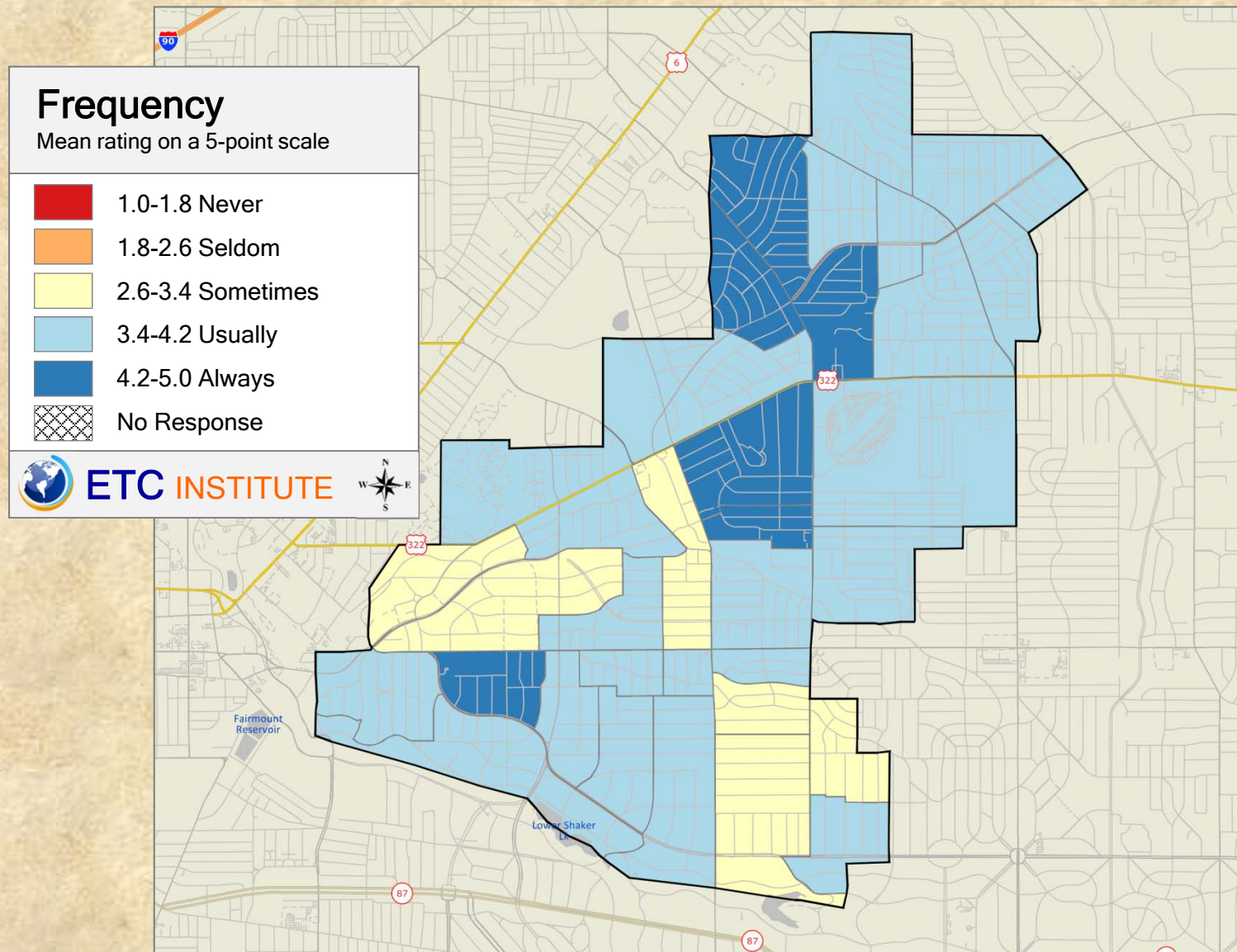
2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

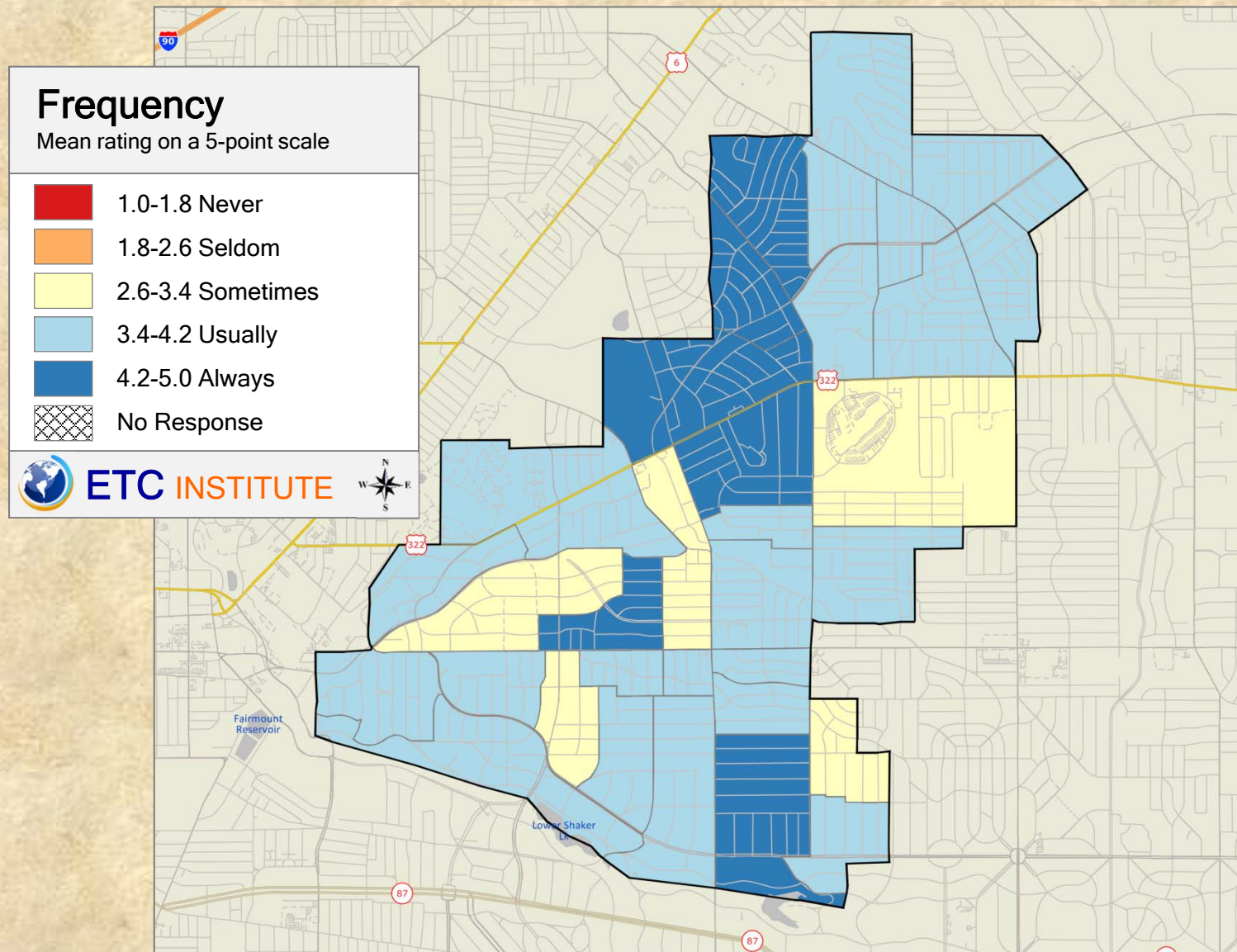
Q5c-1 Frequency that City staff: Were courteous and polite



Q5c-2 Frequency that City staff: Gave prompt, accurate, and complete answers to questions



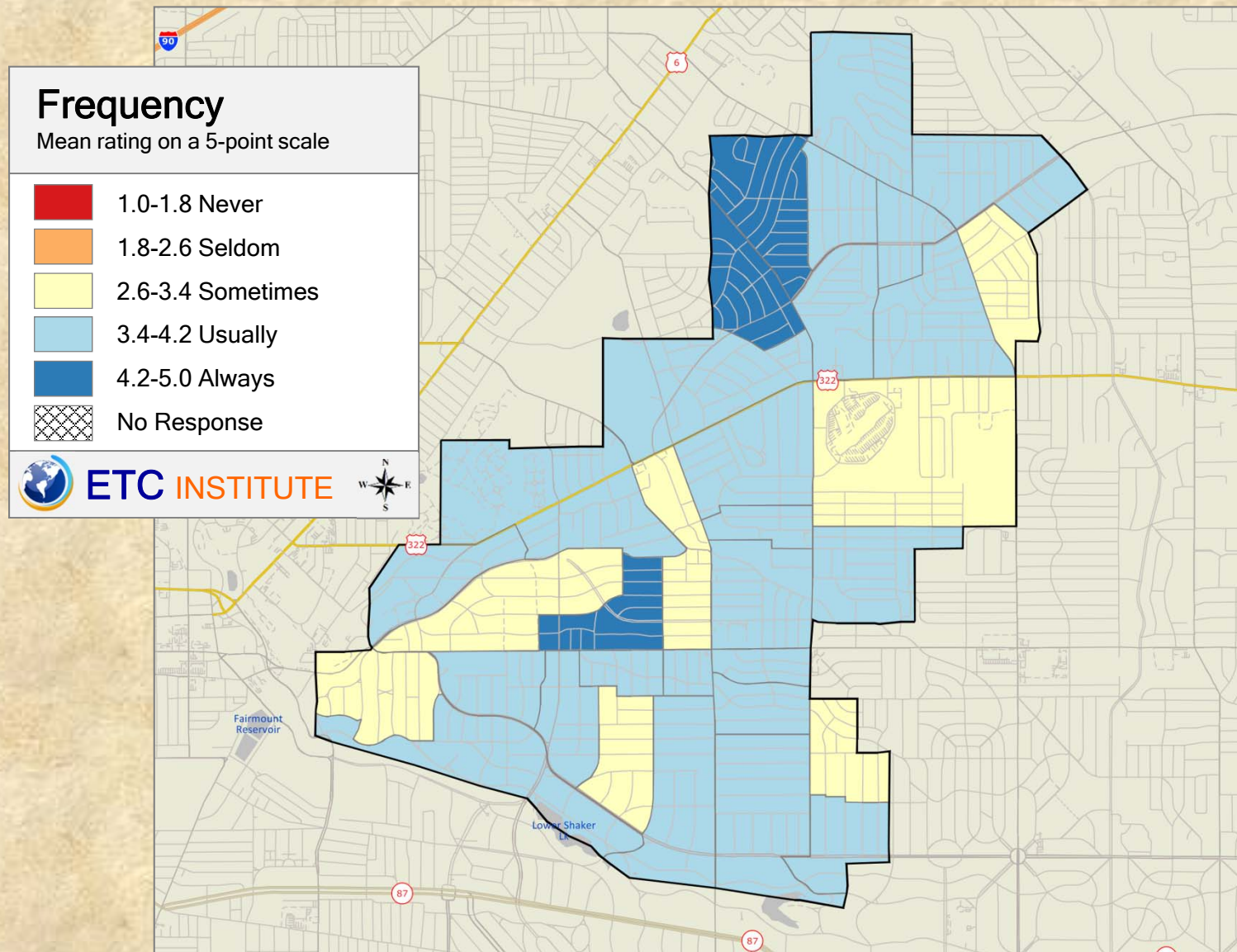
Q5c-3 Frequency that City staff: Did what they said they would do in a timely manner



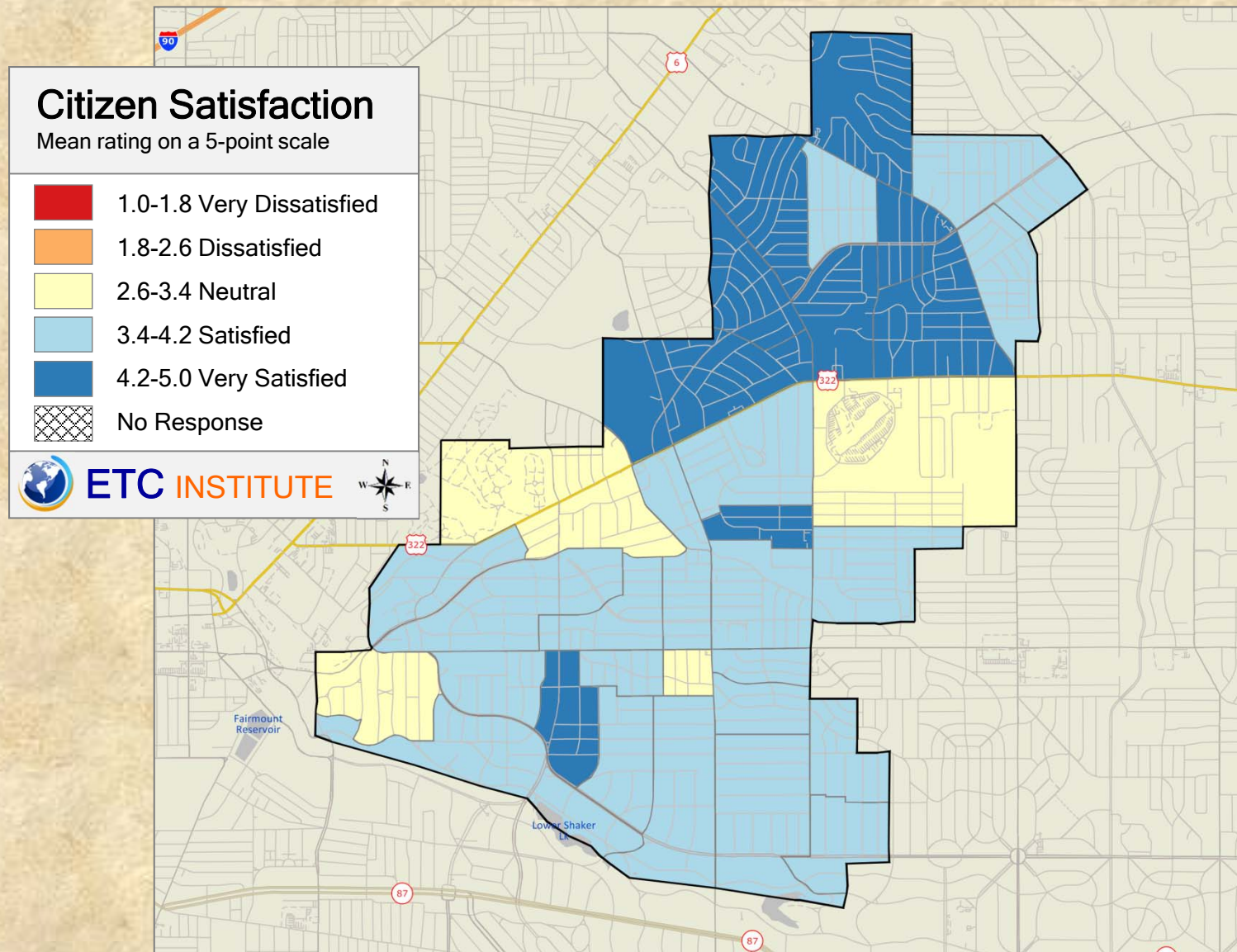
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Q5c-4 Frequency that City staff: Helped you resolve an issue to your satisfaction



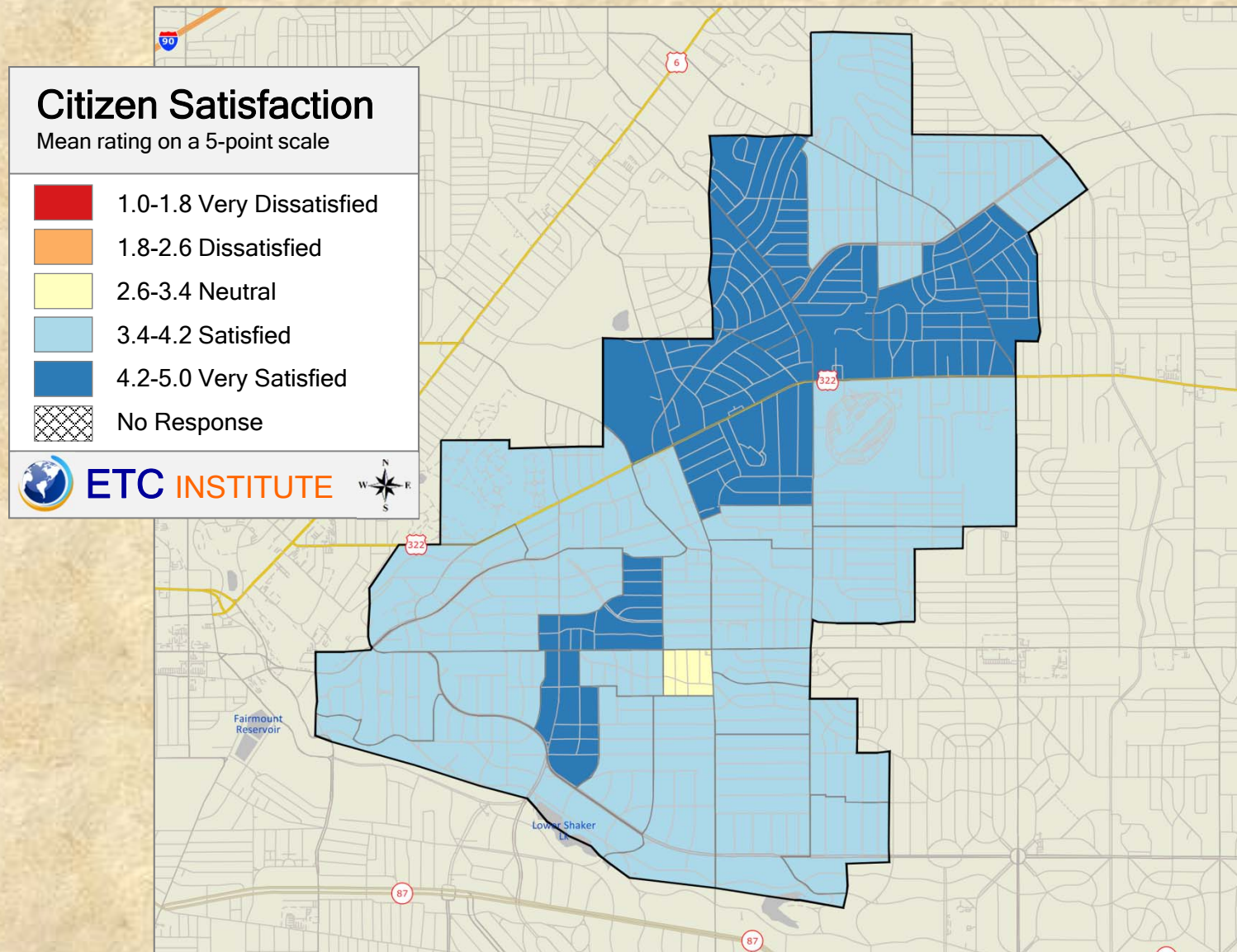
Q6-1 Level of Satisfaction with: Residential trash collection services



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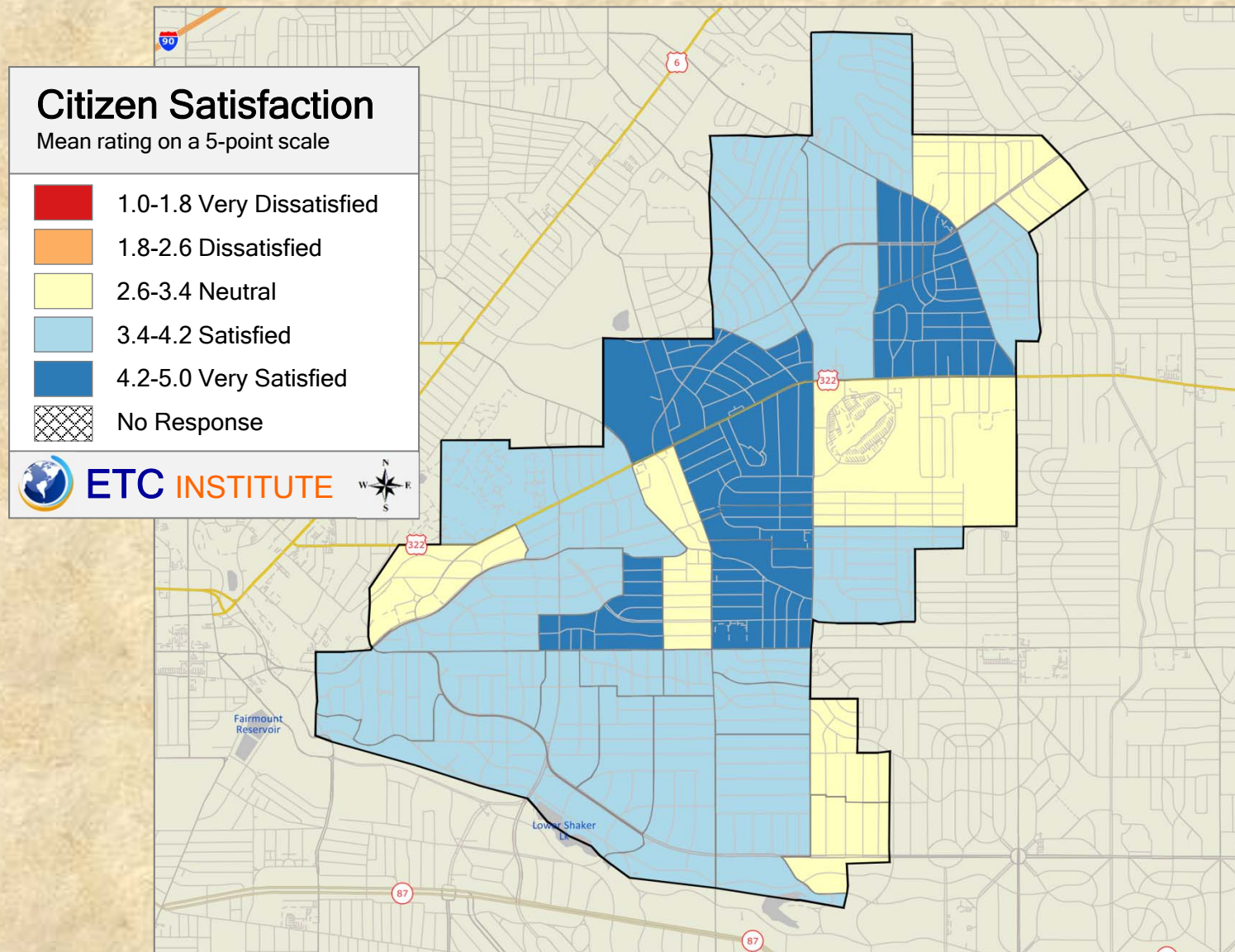
Q6-2 Level of Satisfaction with: Curbside recycling services



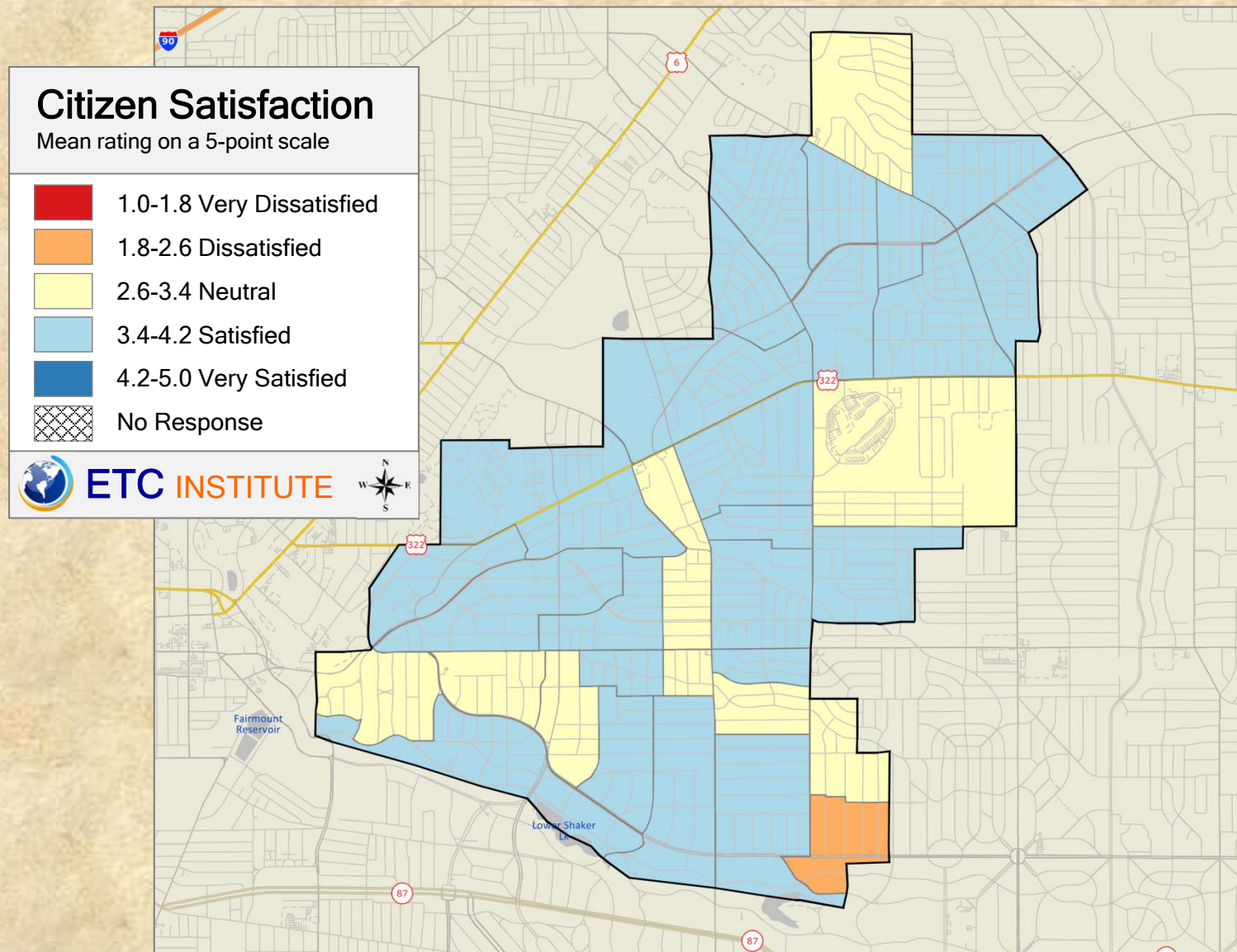
2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q6-3 Level of Satisfaction with: Yard waste (leaves, brush, etc.) removal services



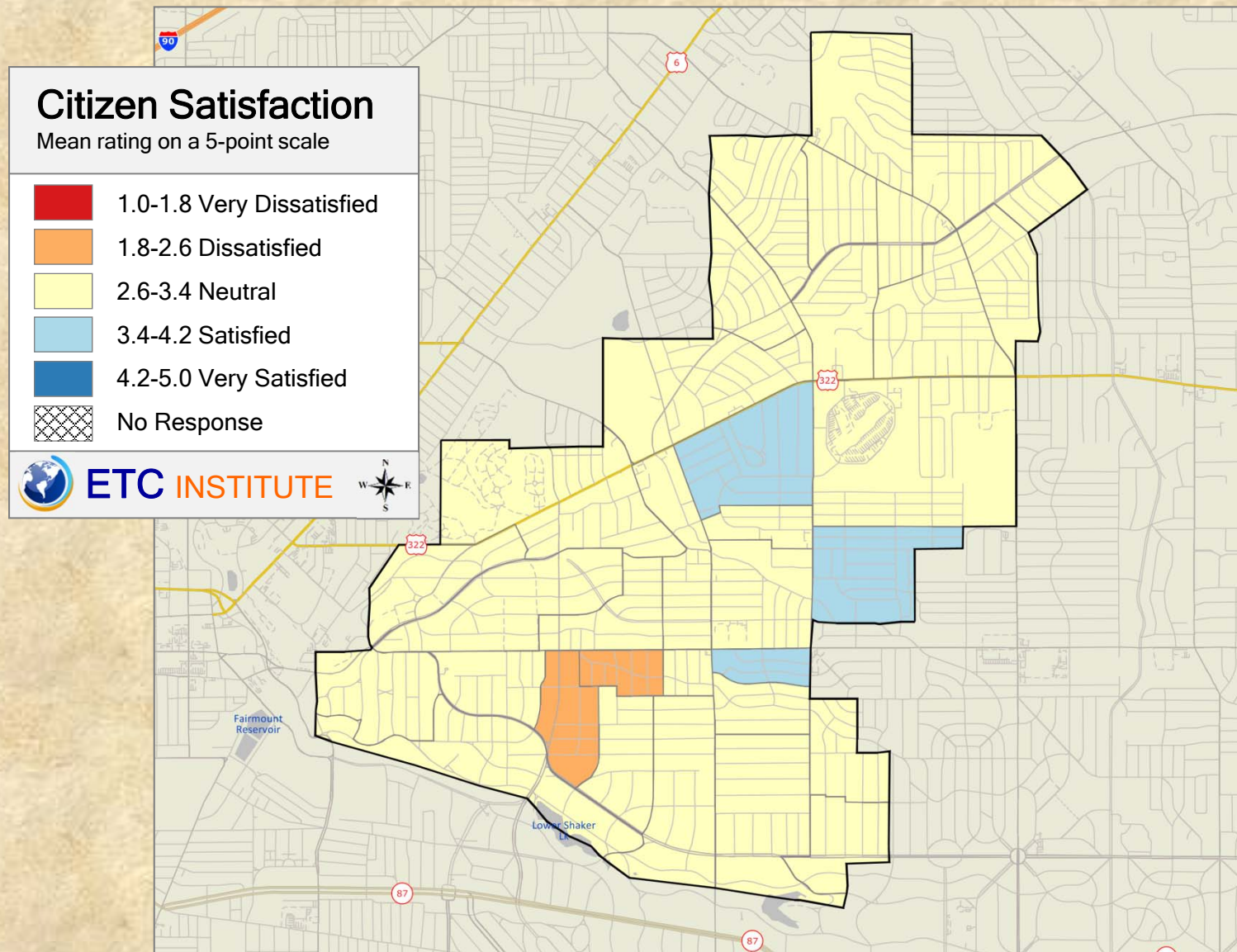
Q6-4 Level of Satisfaction with: Sewer service



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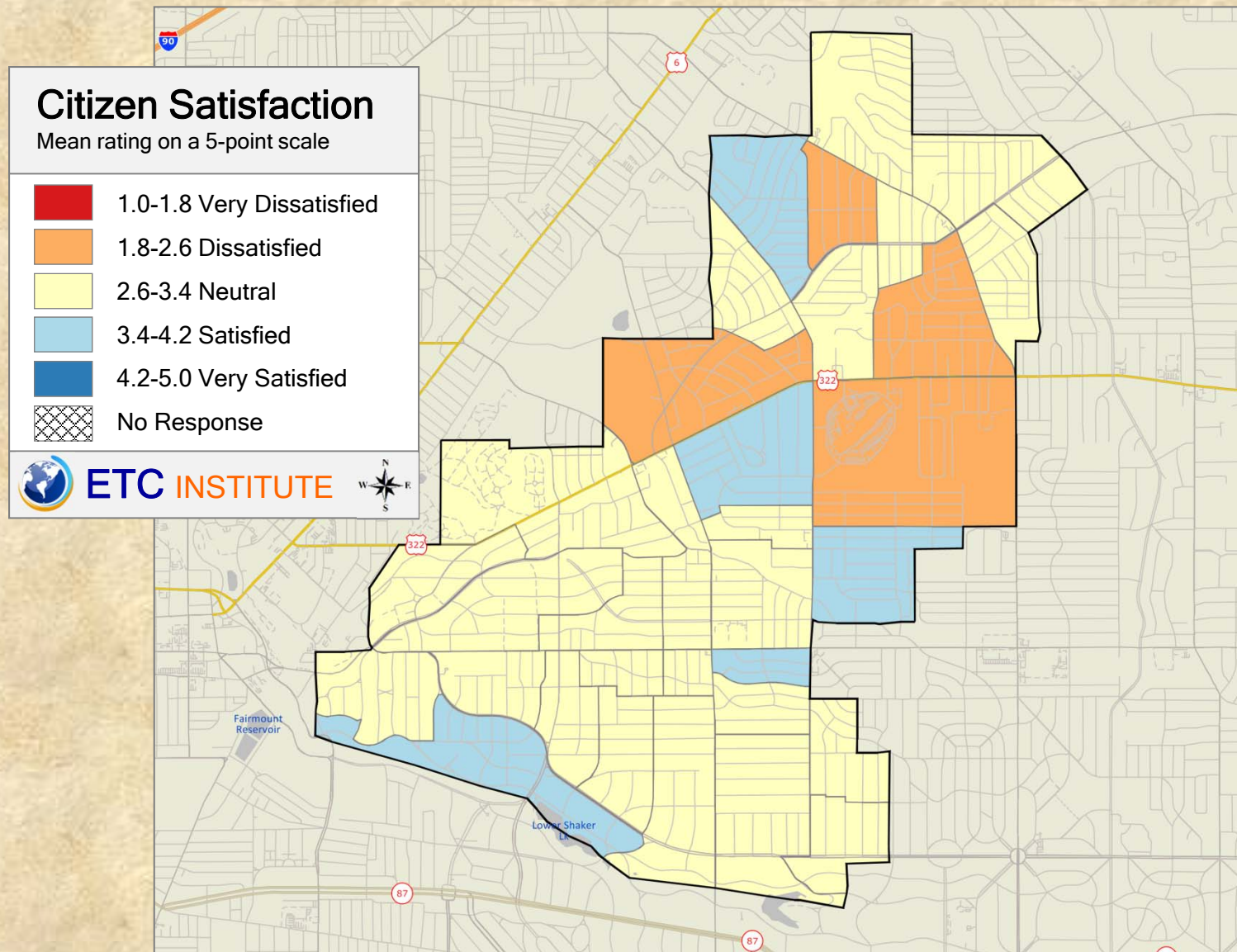
Q8-1 Level of Satisfaction with: Overall quality of new residential development



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

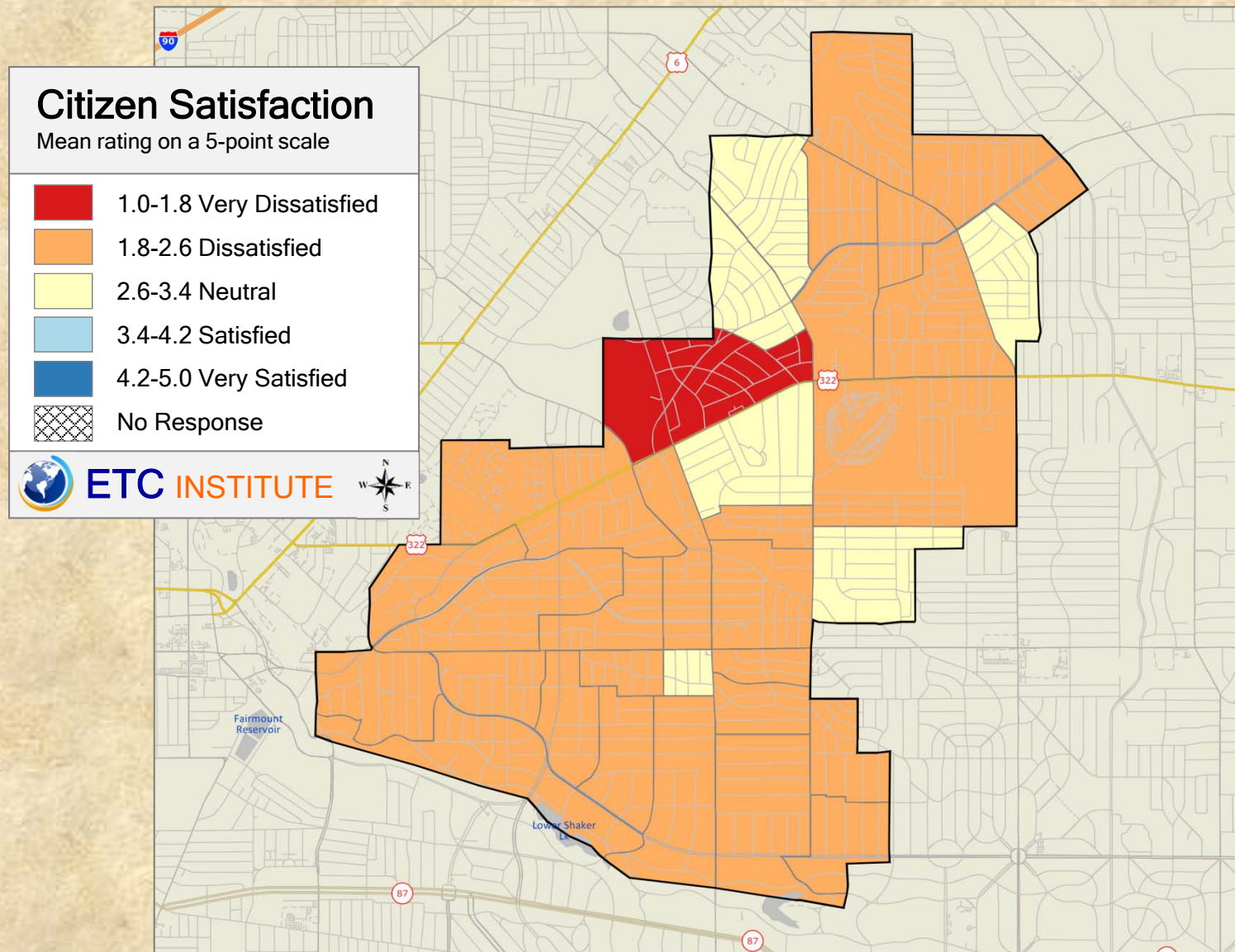
Q8-2 Level of Satisfaction with: Overall quality of new retail development (stores, restaurants, etc.)



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

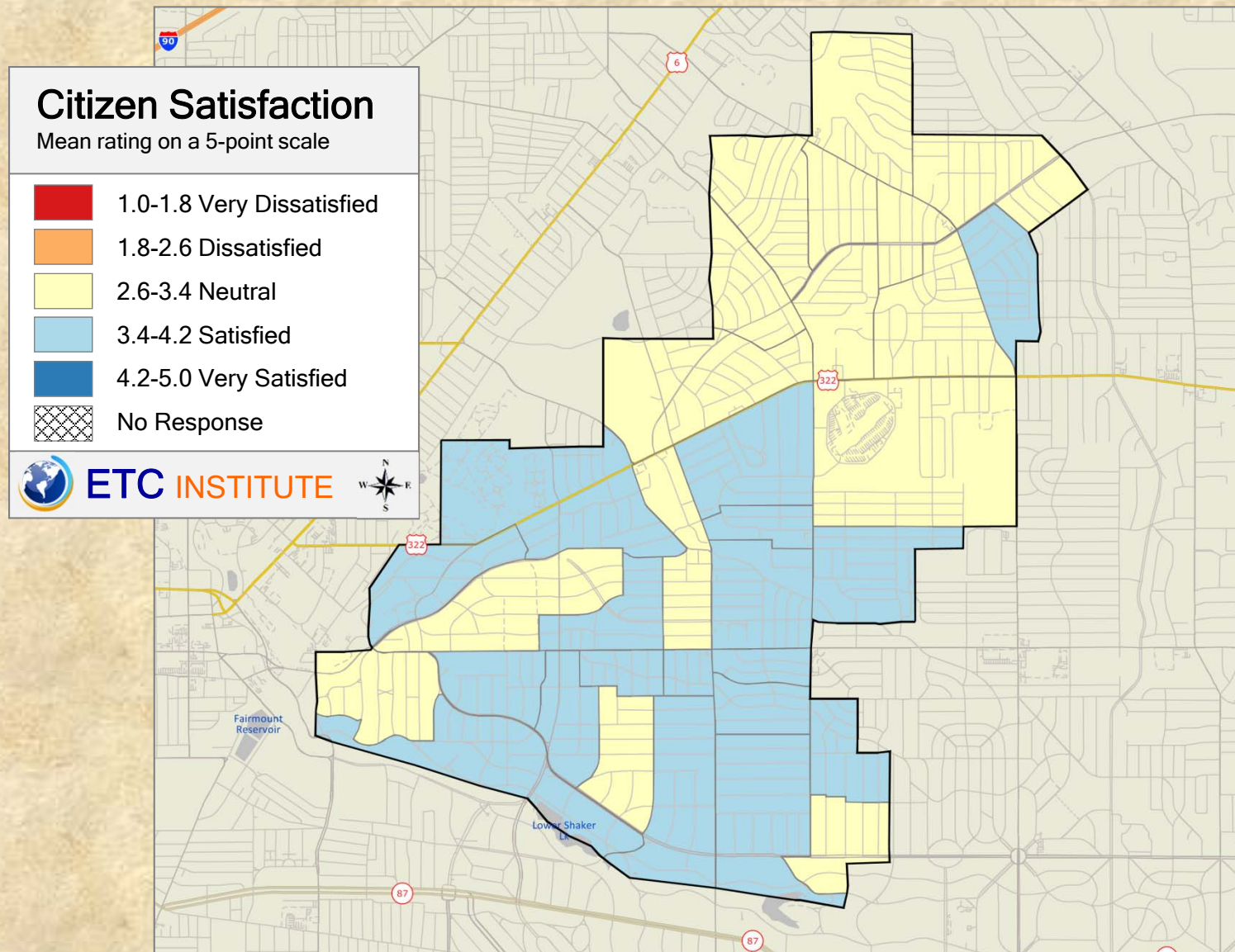
Q8-3 Level of Satisfaction with: Redevelopment of abandoned or under-utilized properties



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

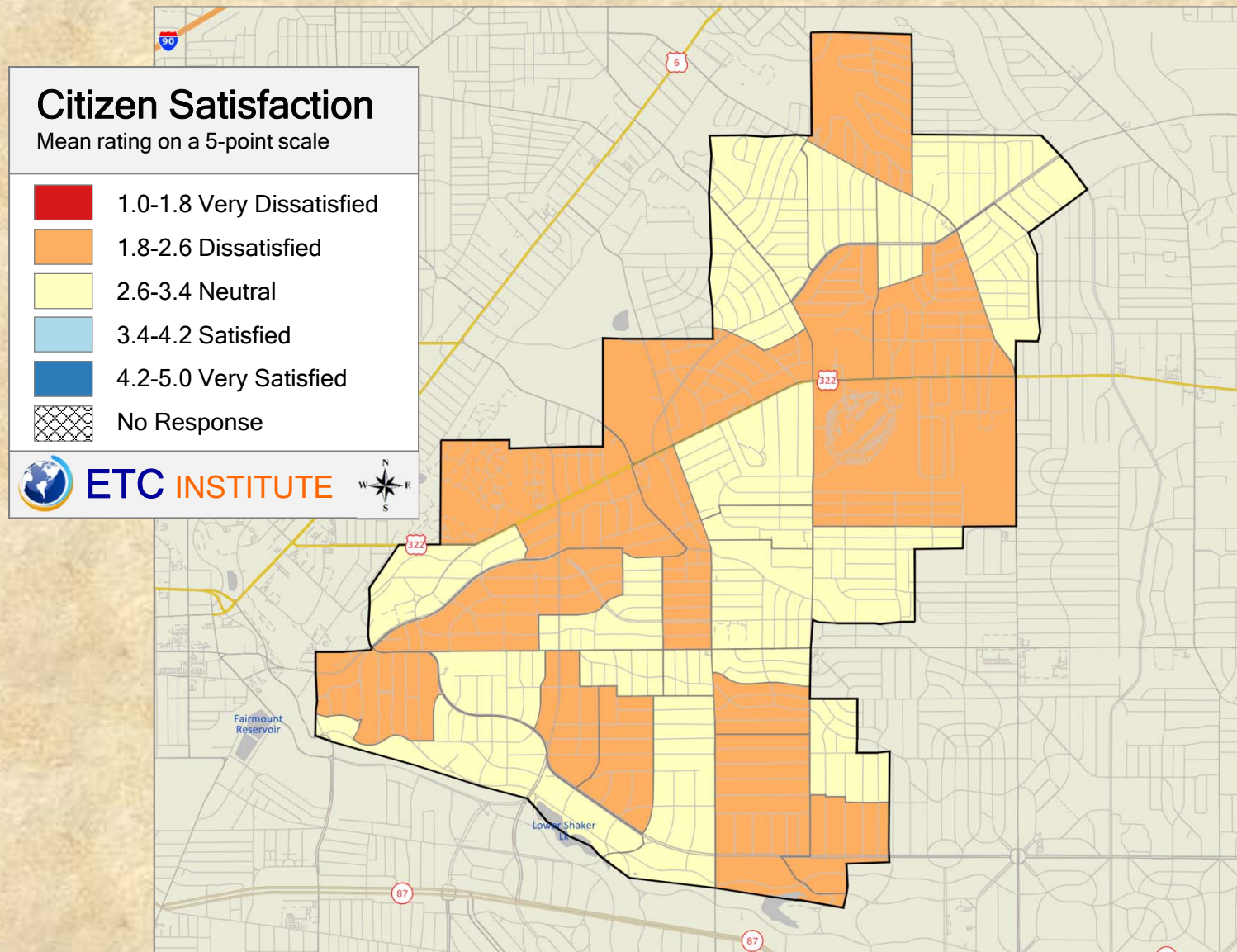
Q8-4 Level of Satisfaction with: Diversity of existing retail, restaurant and other commercial businesses



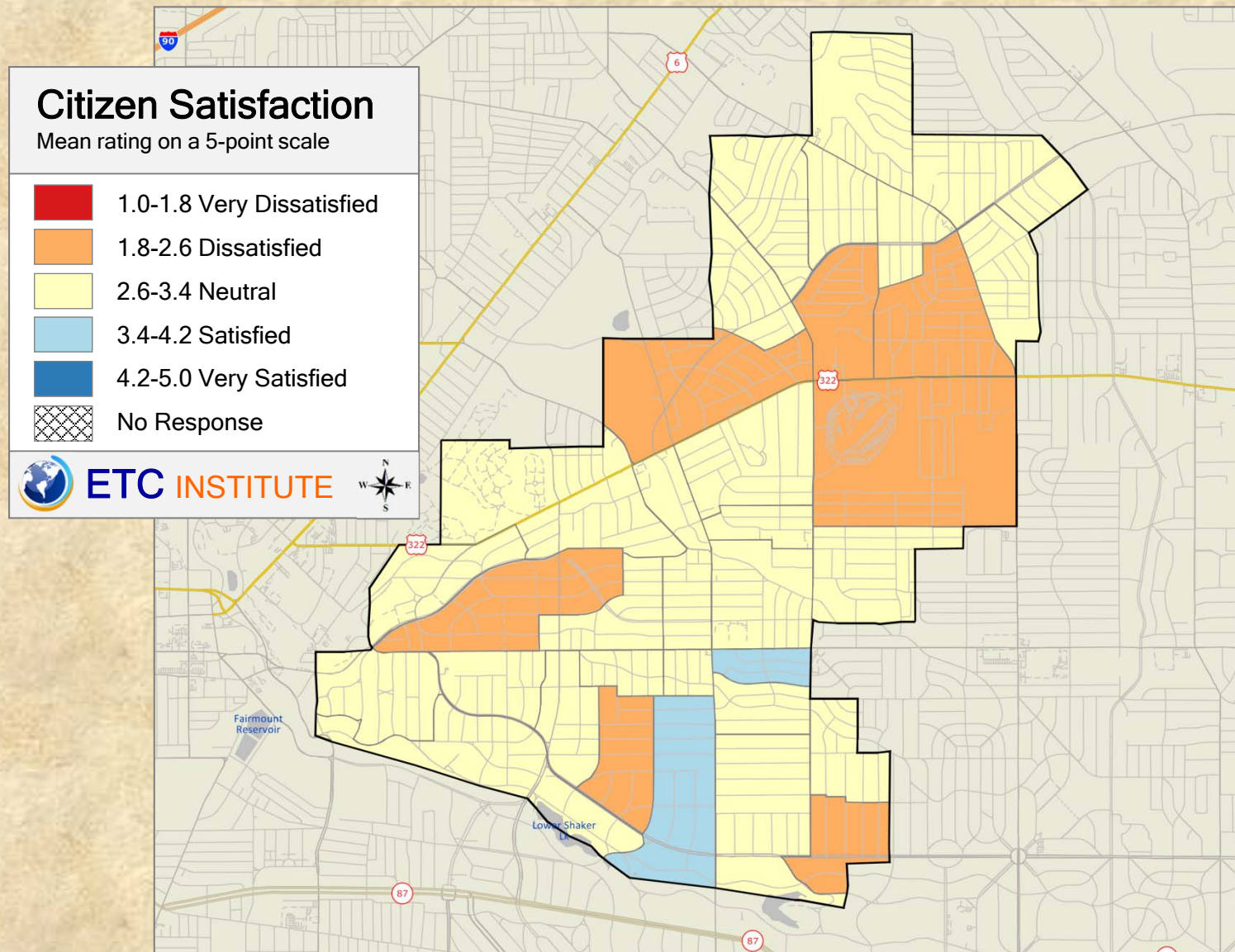
2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q8-5 Level of Satisfaction with: Efforts to attract new businesses to the community



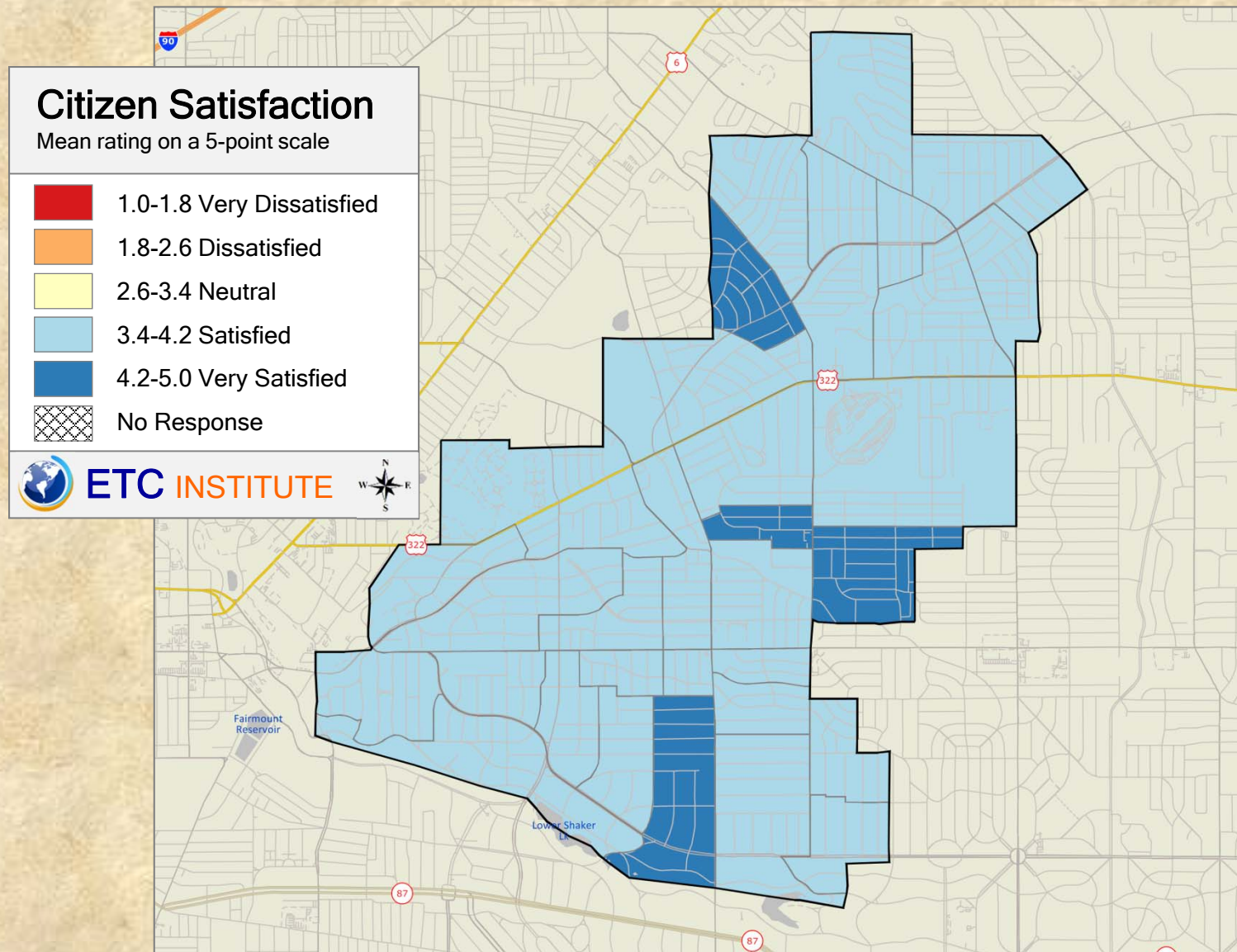
Q8-6 Level of Satisfaction with: Current level of economic vitality throughout the City's commercial districts



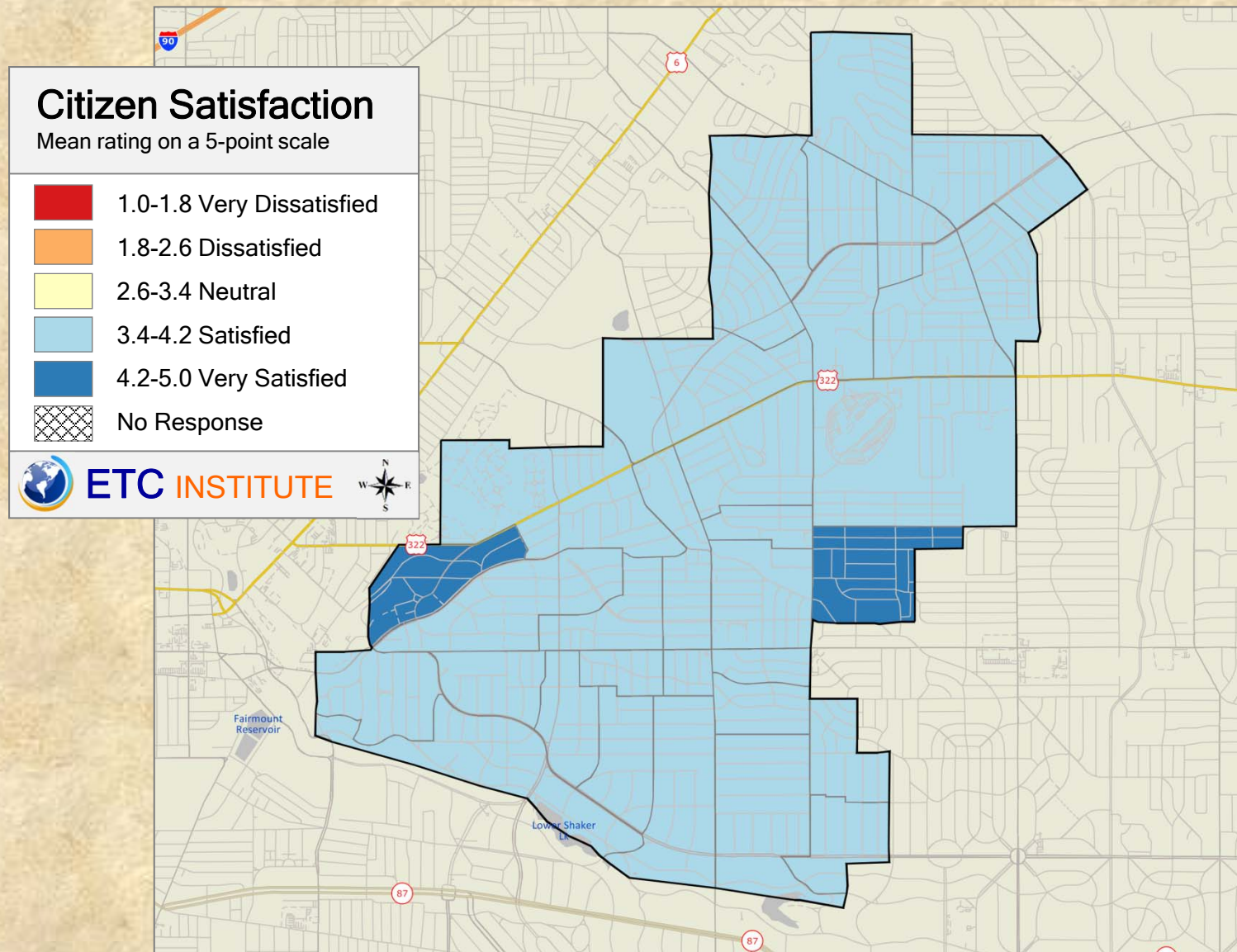
2018 City of Cleveland Heights Community Survey

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Q10-01 Level of Satisfaction with: The visibility of police in neighborhoods



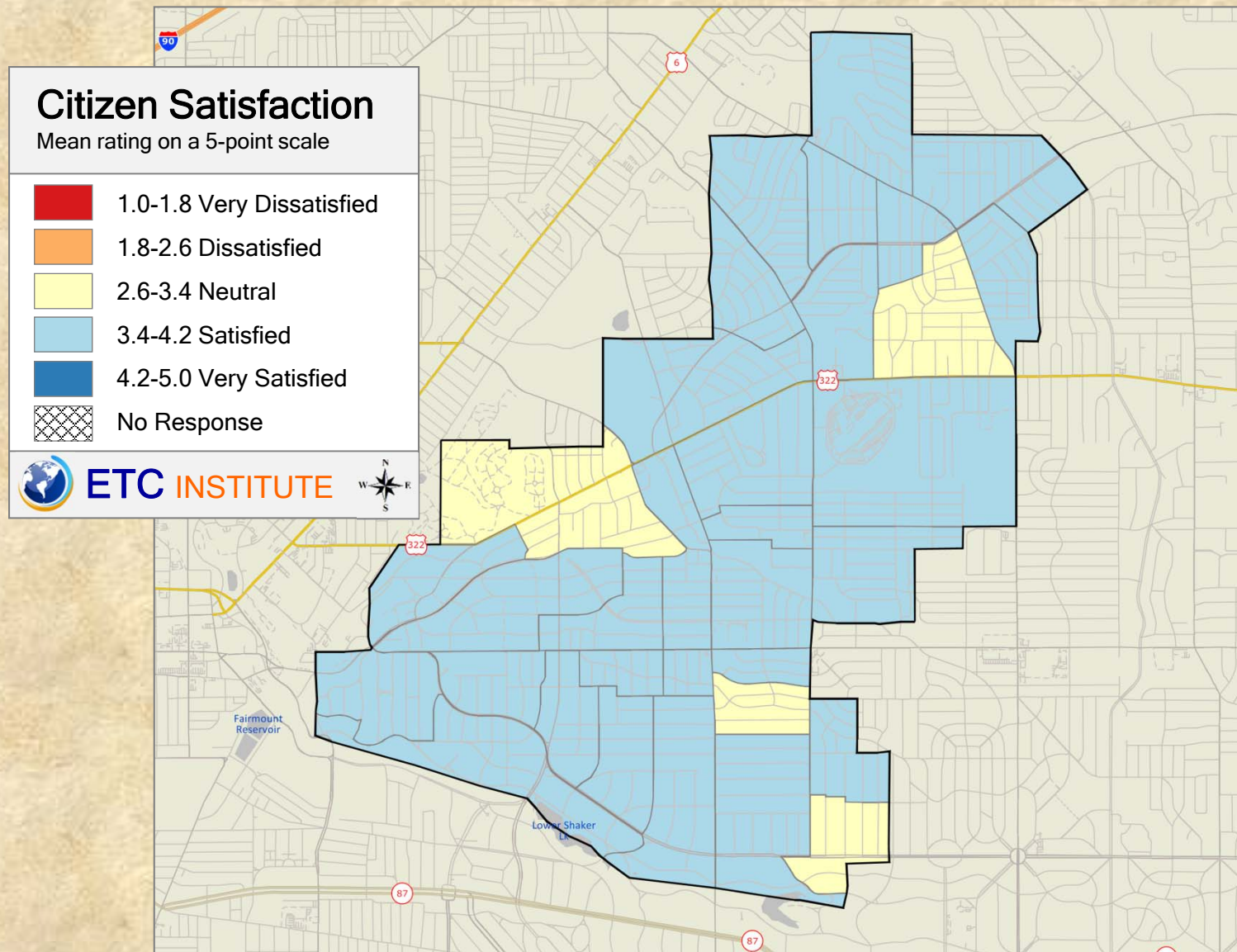
Q10-02 Level of Satisfaction with: The visibility of police in commercial/retail areas



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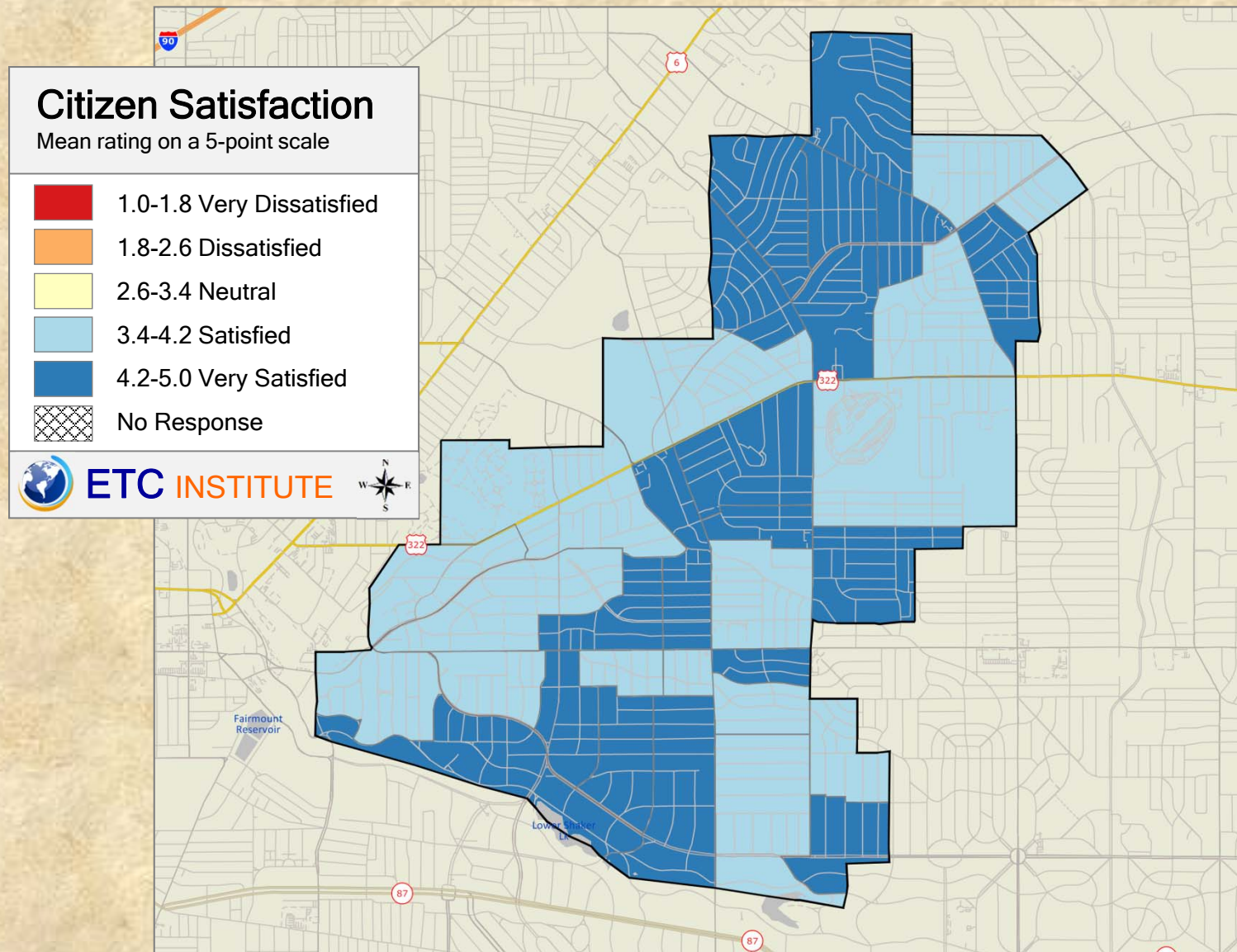
Q10-03 Level of Satisfaction with: The City's efforts to prevent crime



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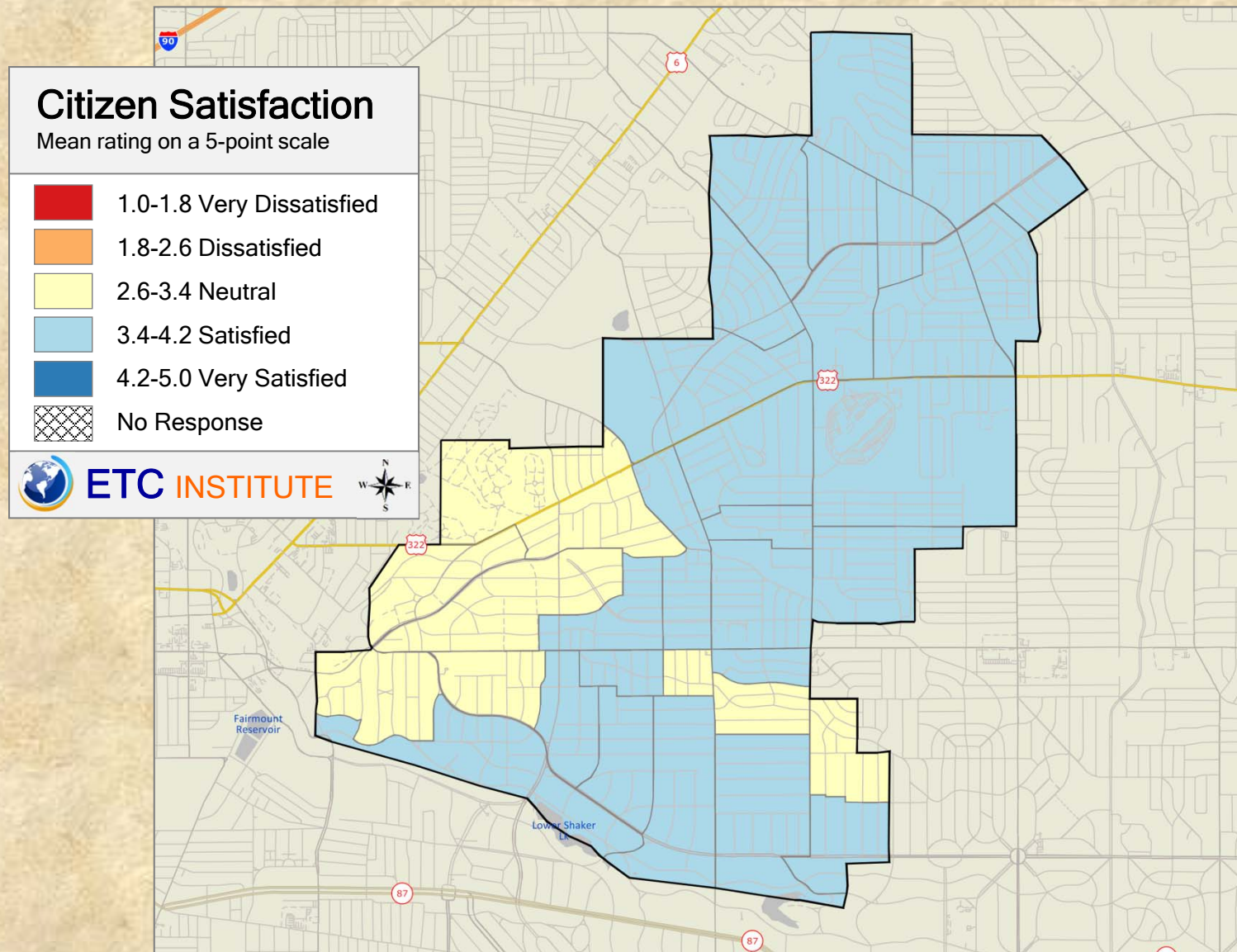
Q10-04 Level of Satisfaction with: How quickly police respond to emergencies



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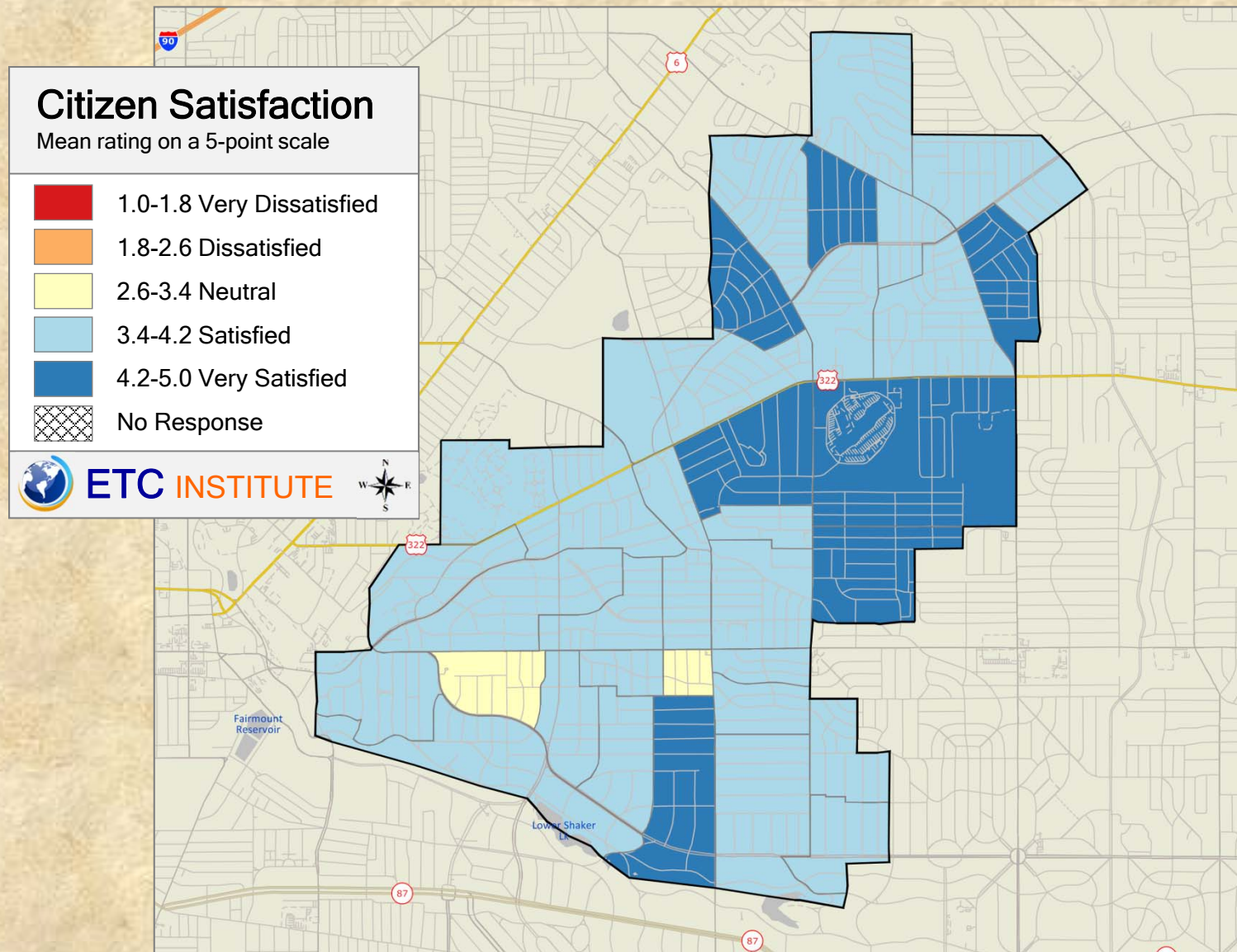
Q10-05 Level of Satisfaction with: Enforcement of local traffic laws



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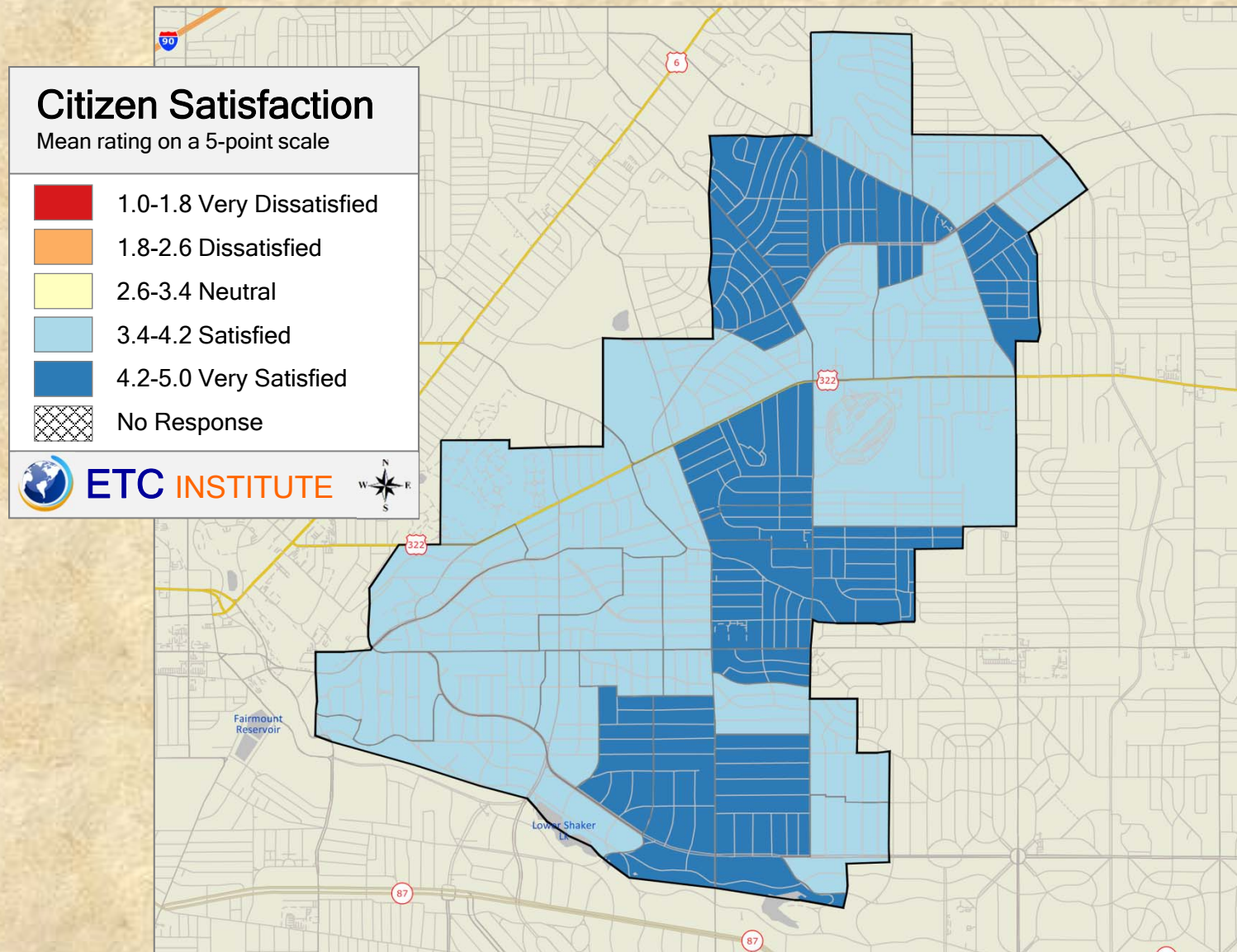
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-06 Level of Satisfaction with: Professionalism and courtesy of police officers



Shading reflects the mean rating for all respondents by CBG (merged as needed)

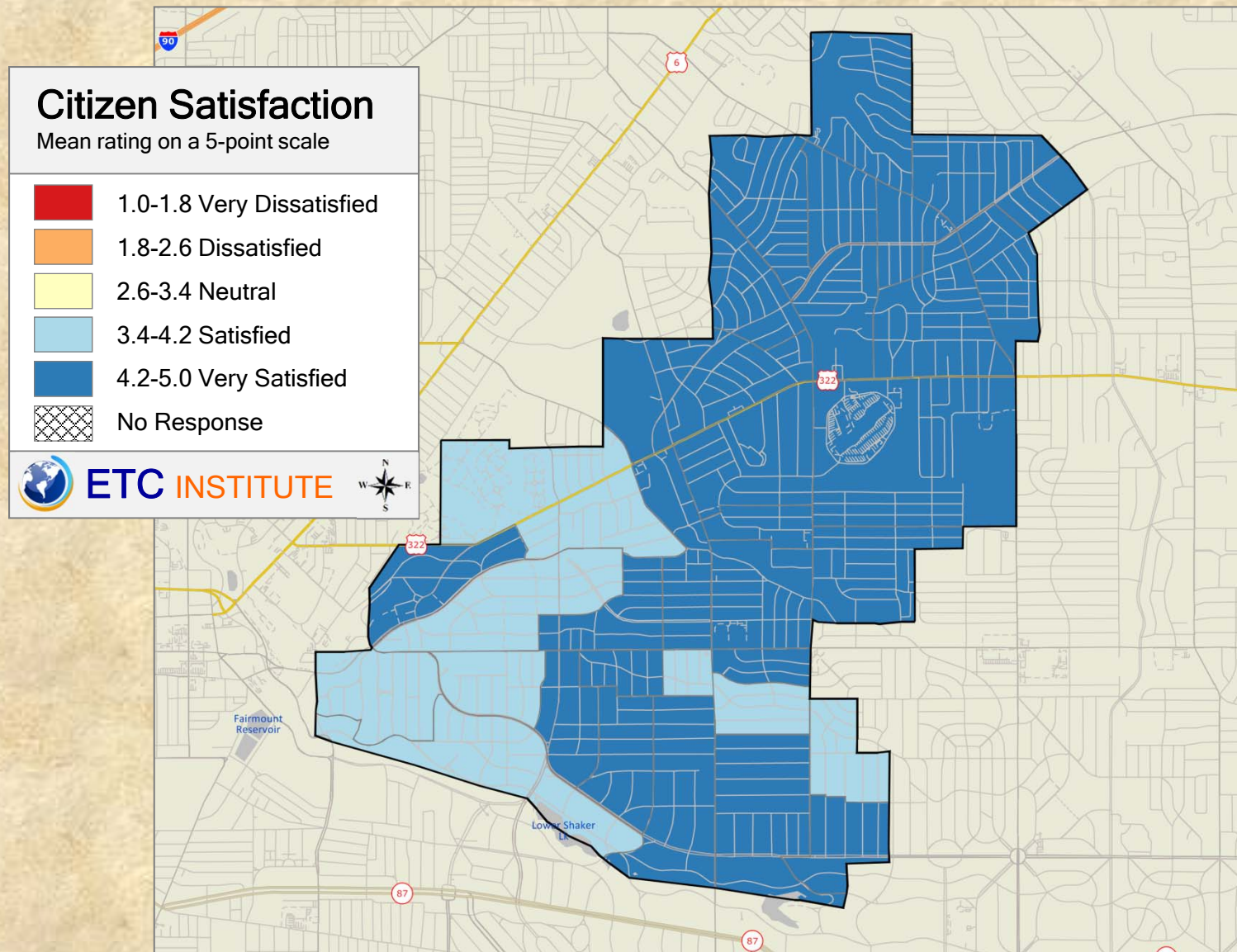
Q10-07 Level of Satisfaction with: Overall quality of police services



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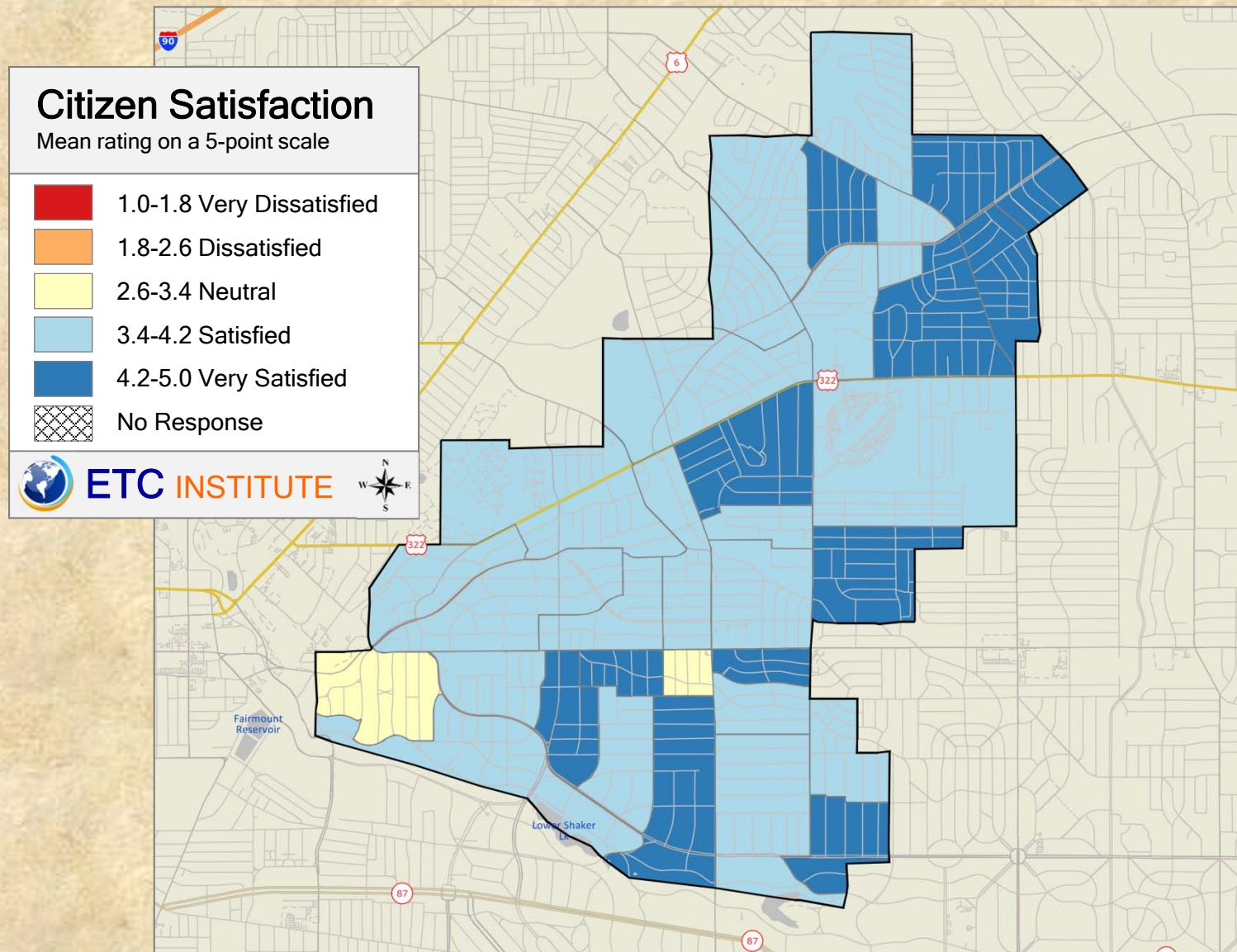
Q10-08 Level of Satisfaction with: How quickly fire personnel respond to emergencies



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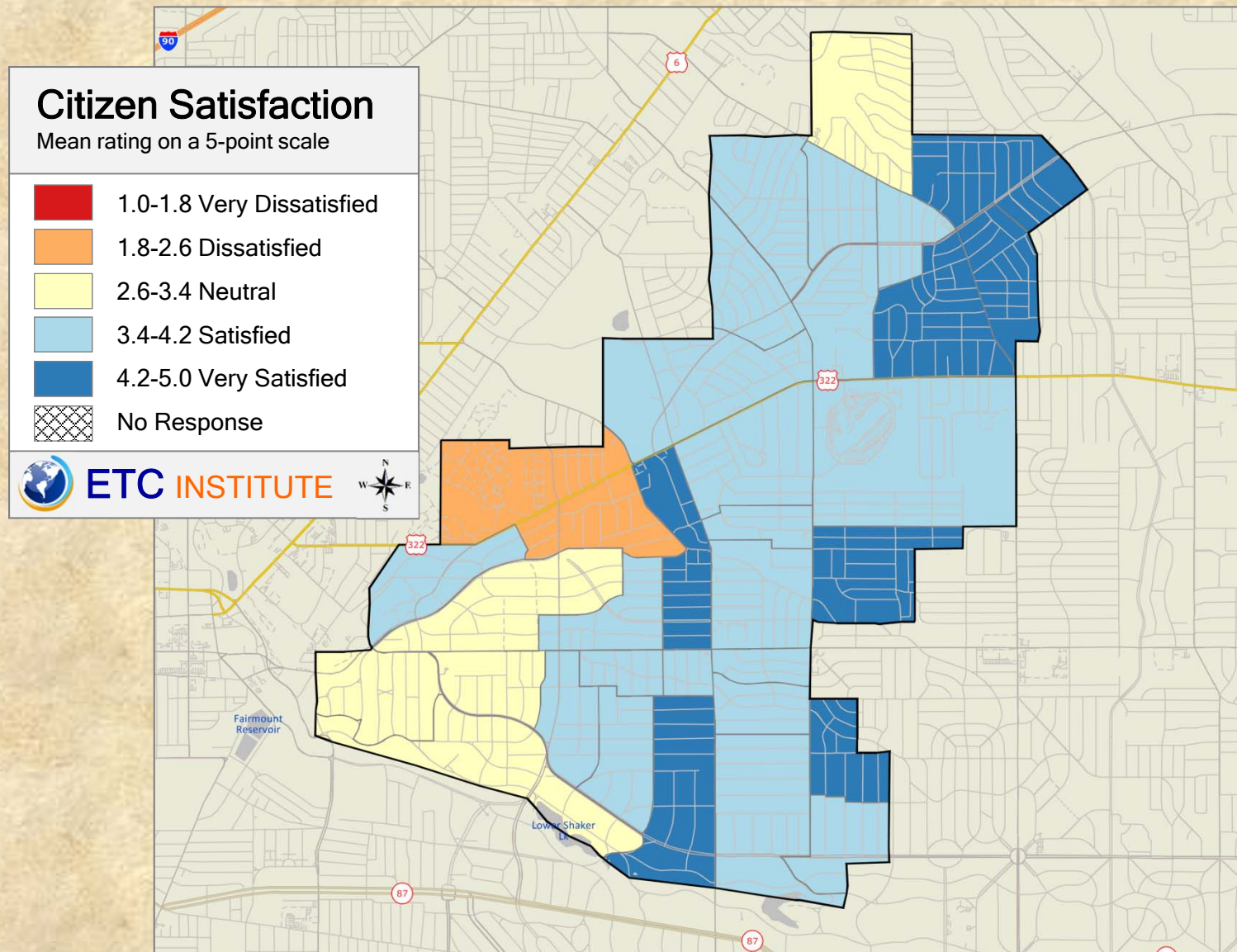
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-09 Level of Satisfaction with: Quality of the City's fire prevention programs

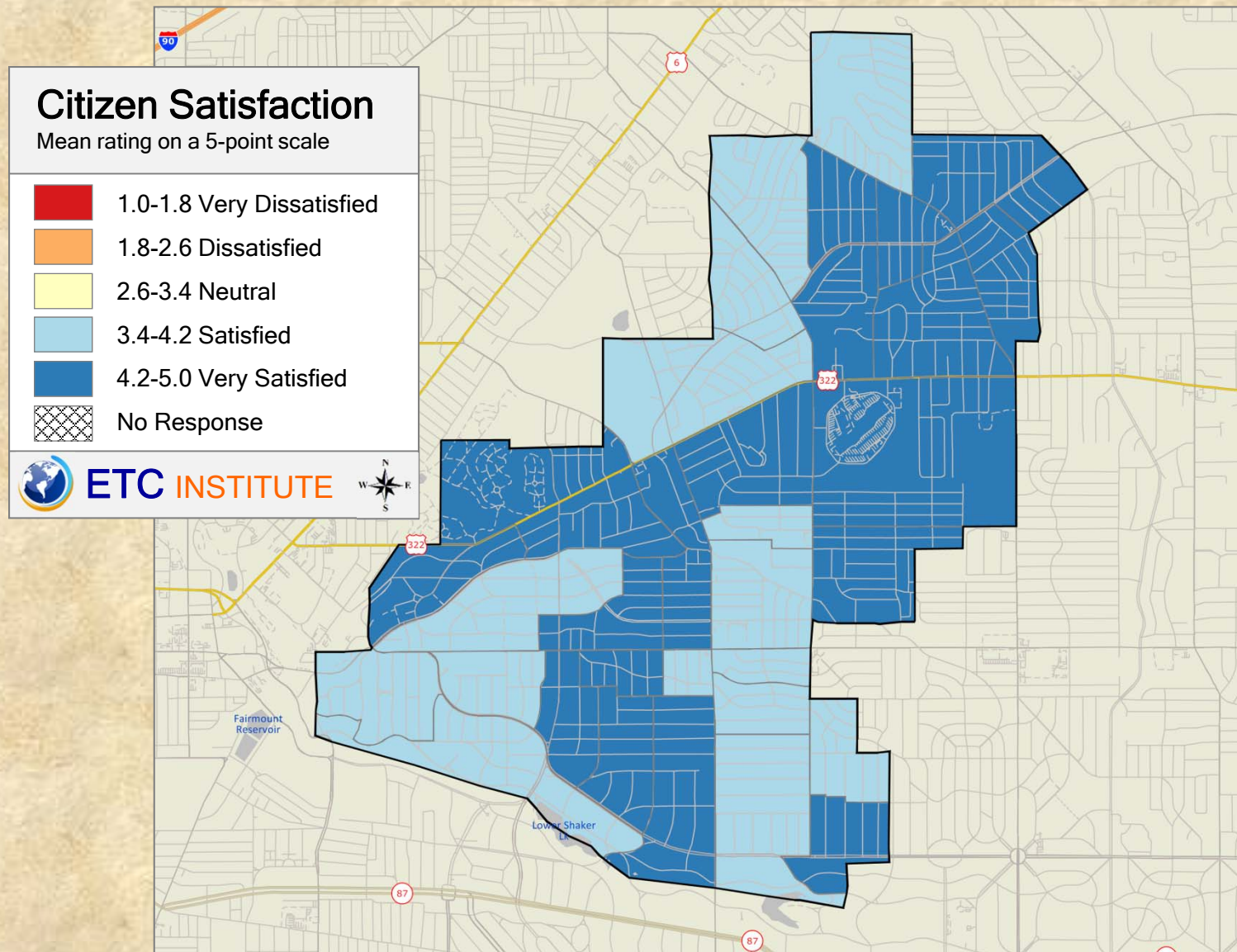


Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-10 Level of Satisfaction with: Fire-related education programs



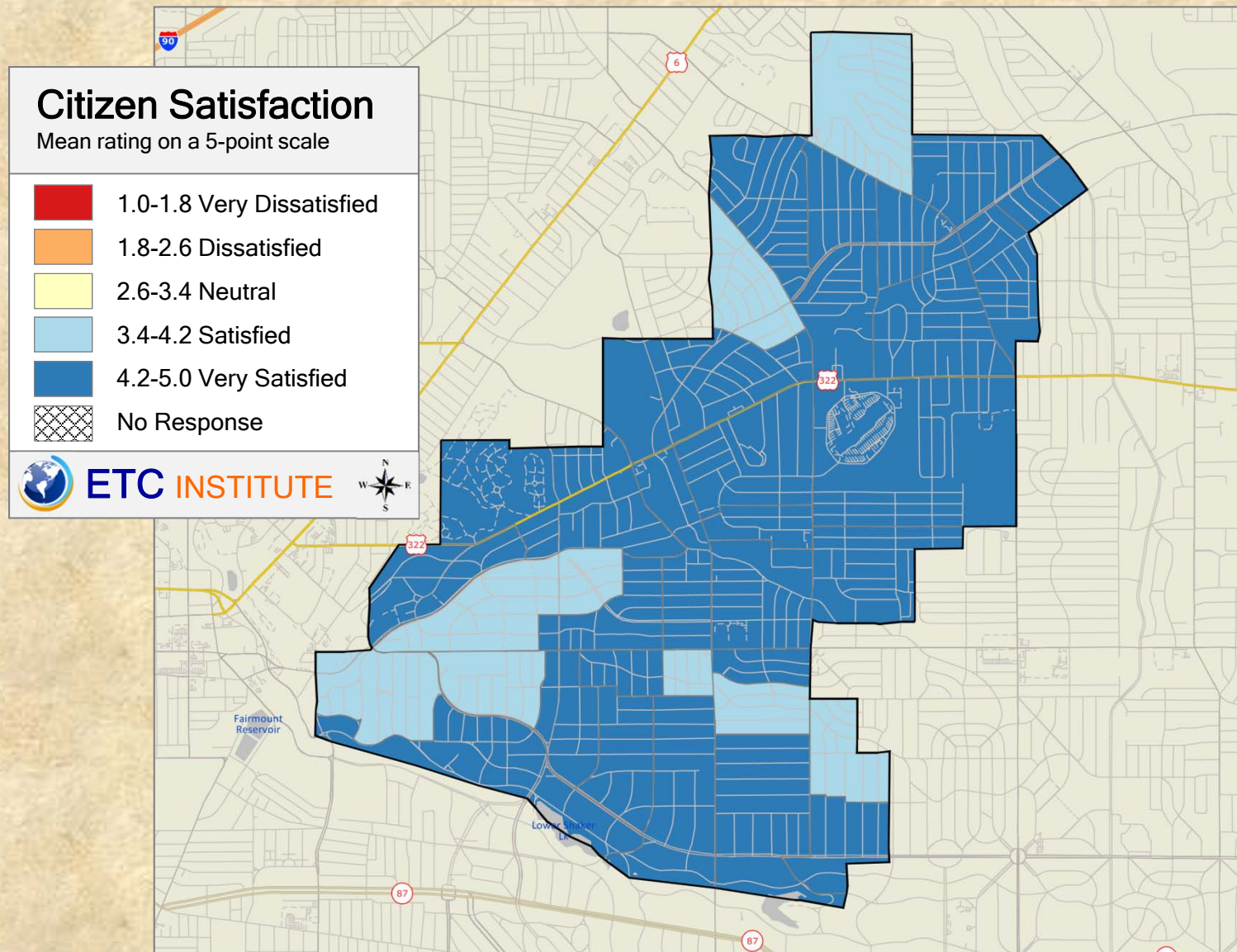
Q10-11 Level of Satisfaction with: Overall quality of local fire protection



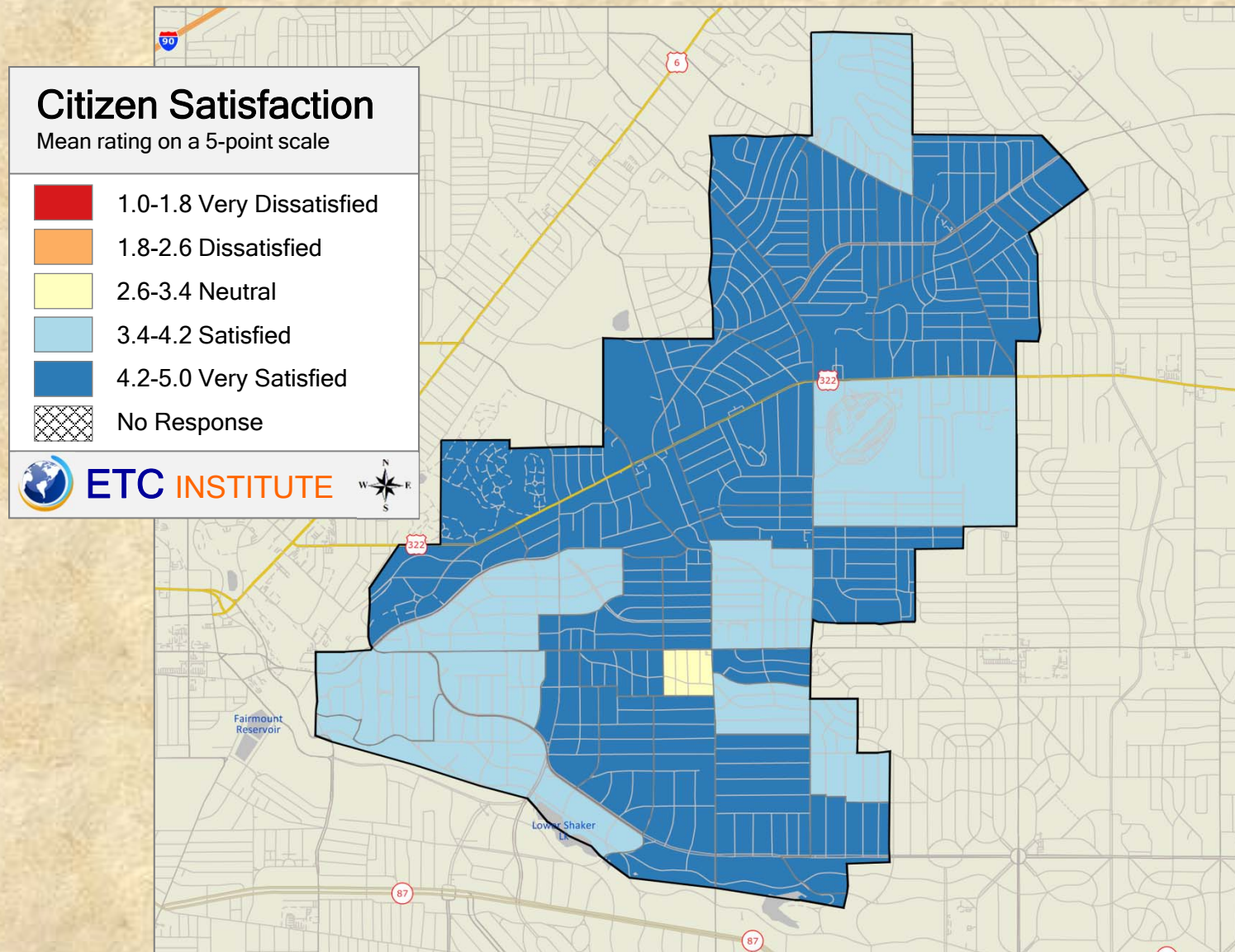
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Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q10-12 Level of Satisfaction with: How quickly ambulance personnel respond to emergencies



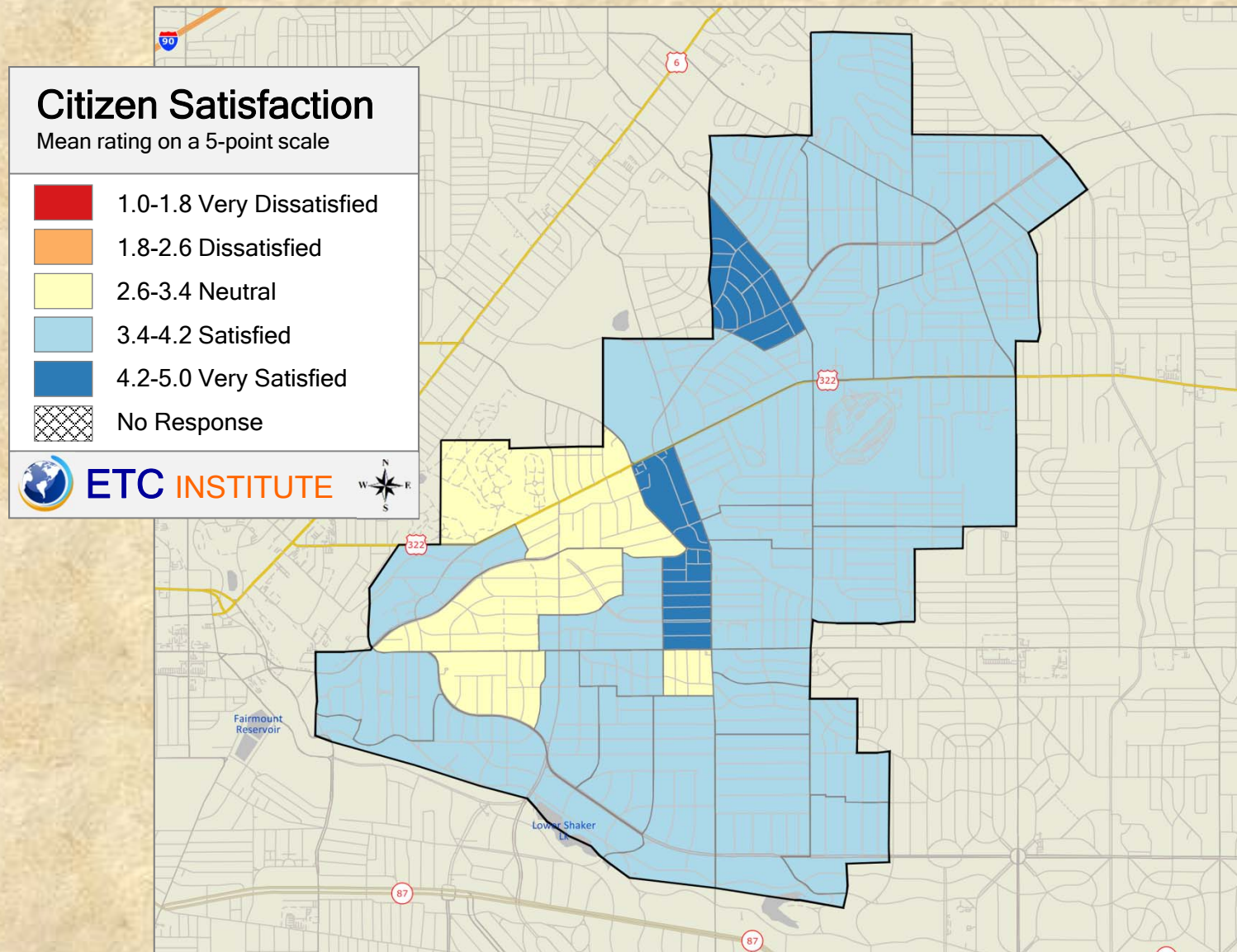
Q10-13 Level of Satisfaction with: Overall quality of ambulance service



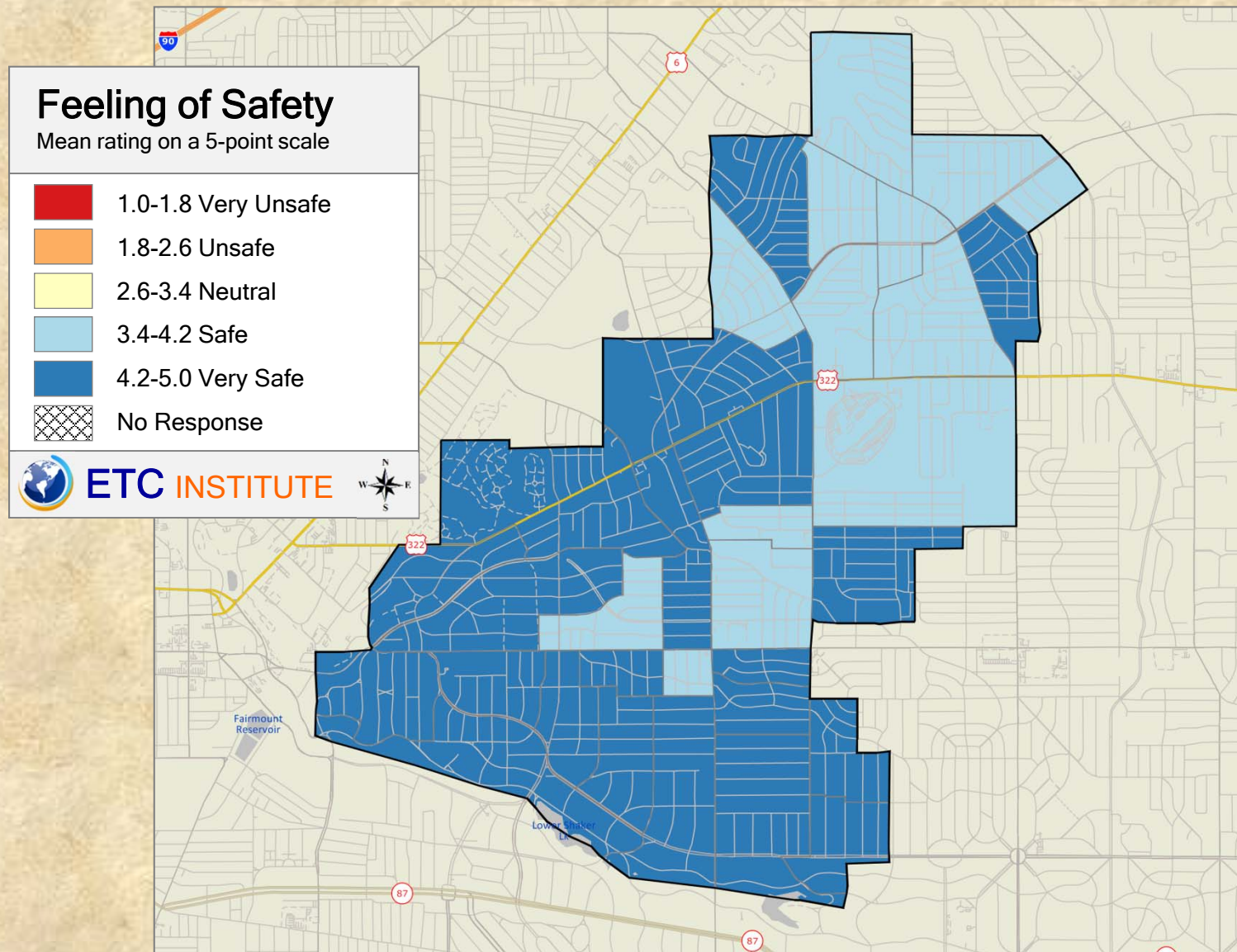
2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

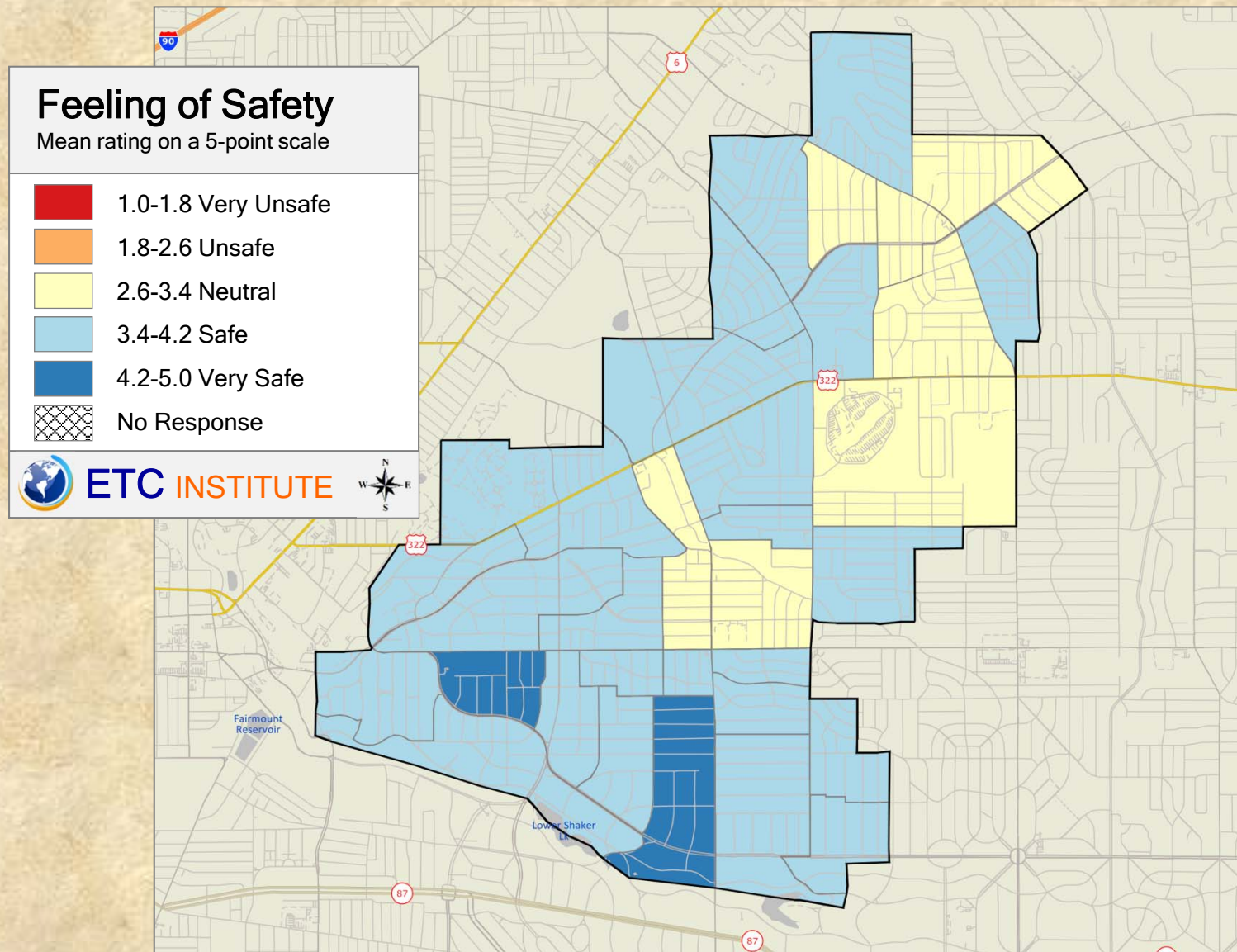
Q10-14 Level of Satisfaction with: Police public outreach programs



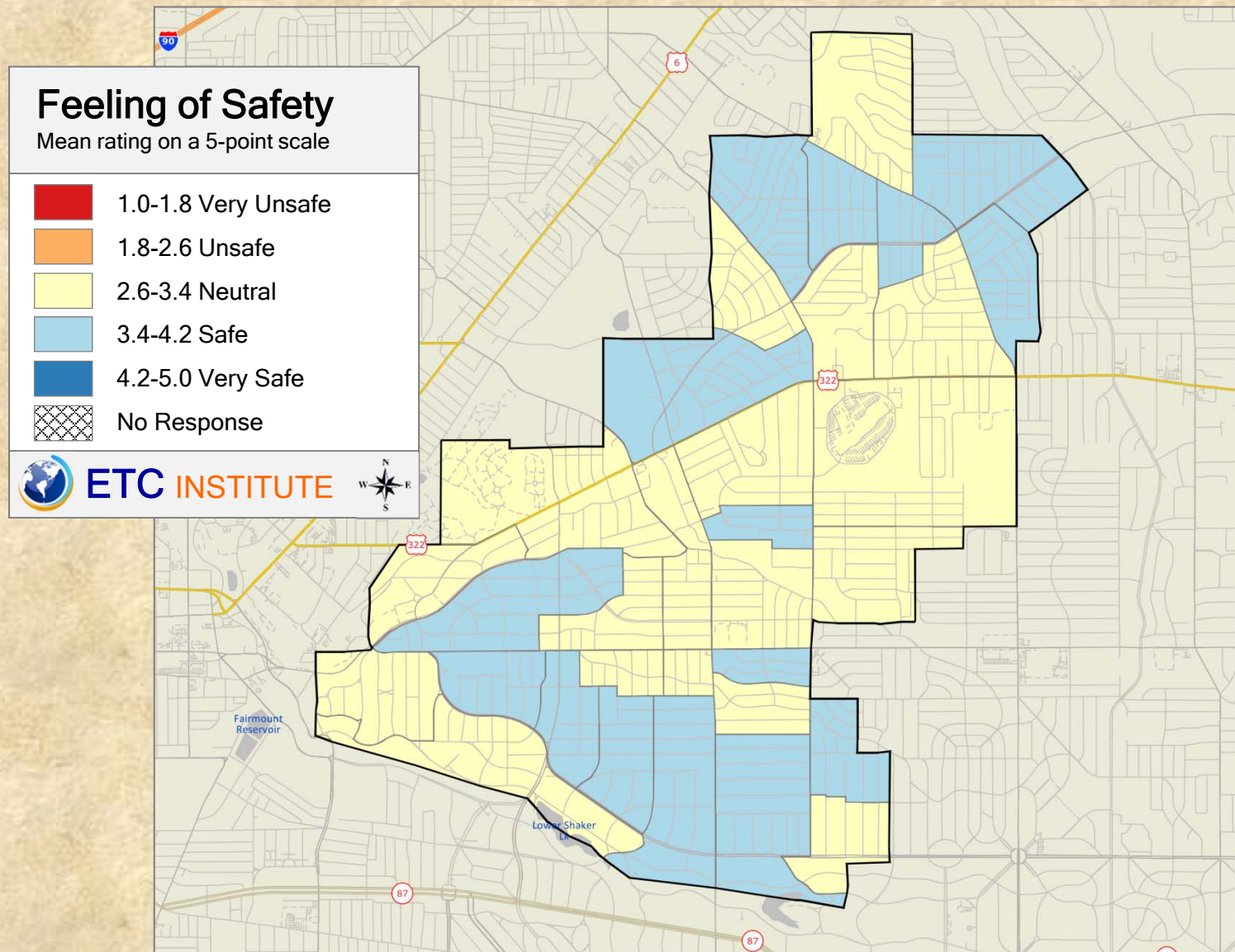
Q12-1 Feeling of safety: In your neighborhood during the day



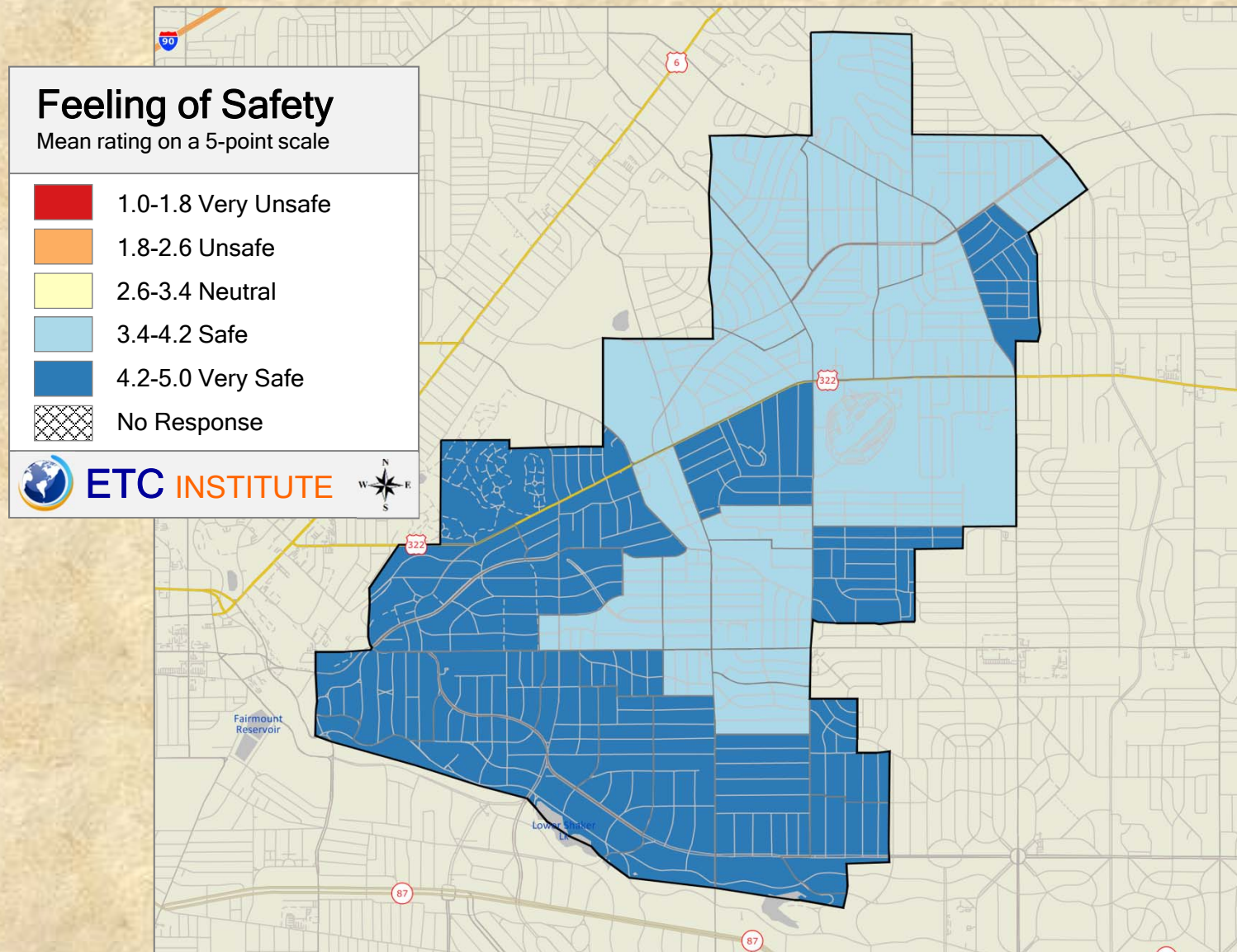
Q12-2 Feeling of safety: In your neighborhood at night



Q12-3 Feeling of safety: In City parks



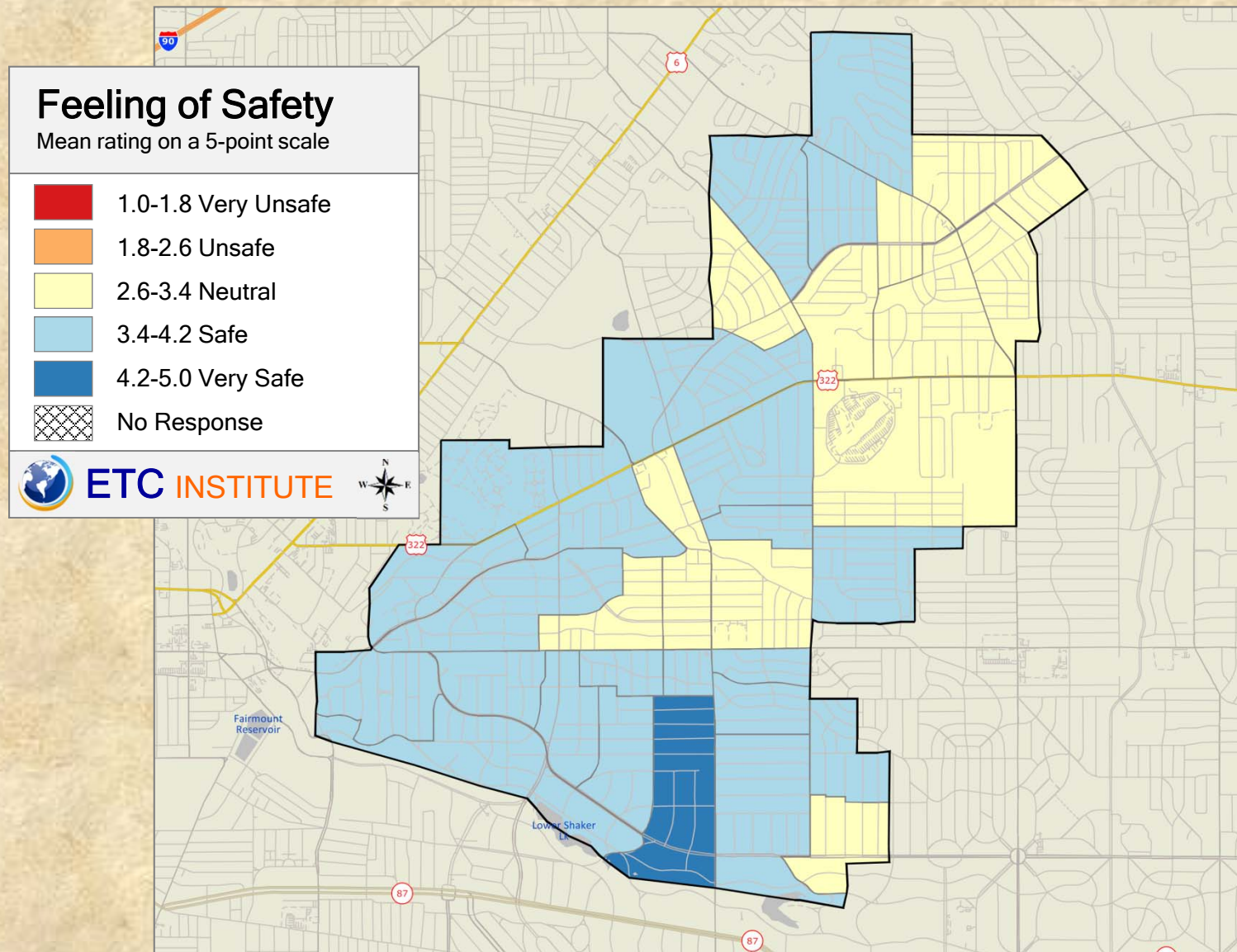
Q12-4 Feeling of safety: In commercial and retail areas during the day



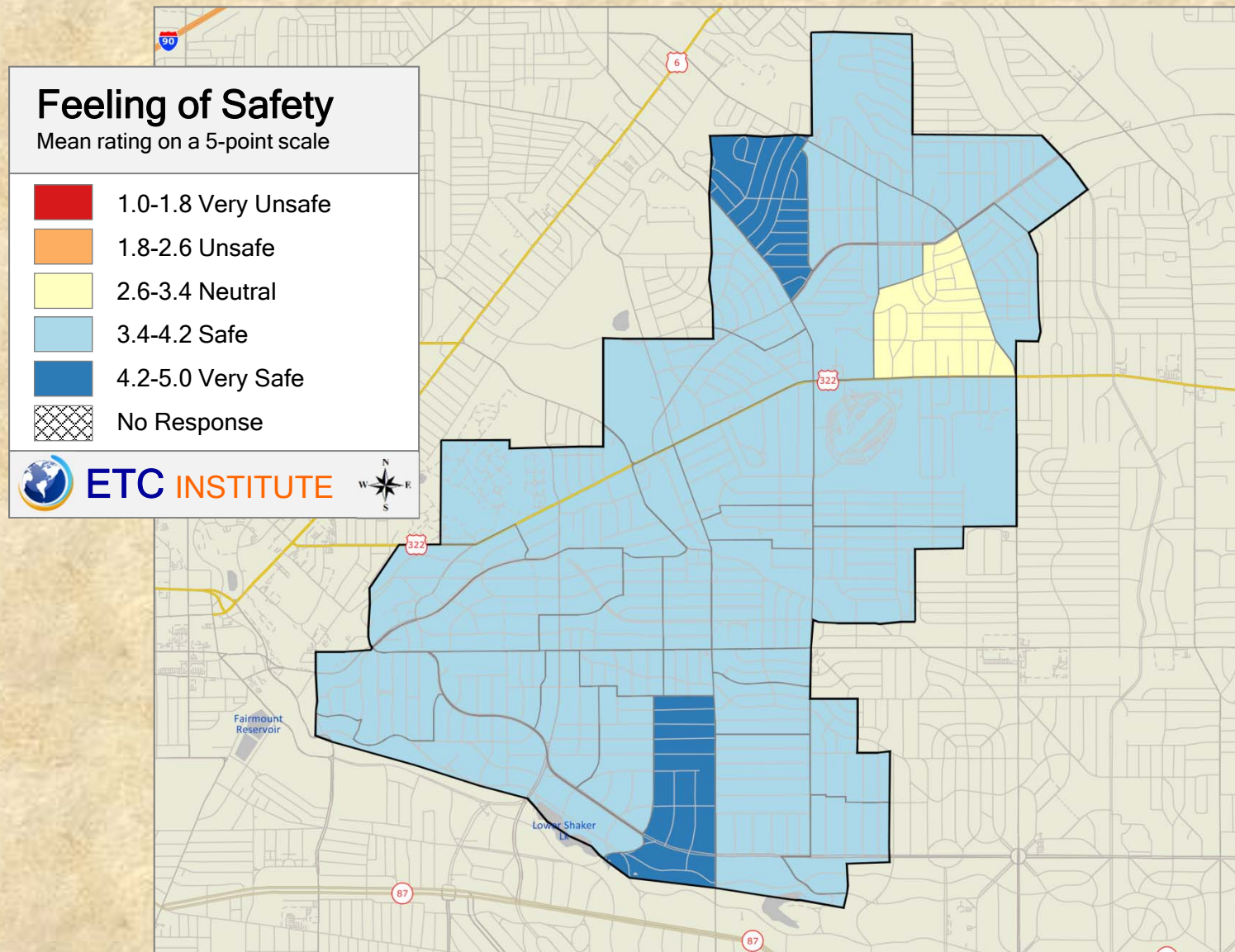
2018 City of Cleveland Heights Community Survey

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Q12-5 Feeling of safety: In commercial and retail areas at night



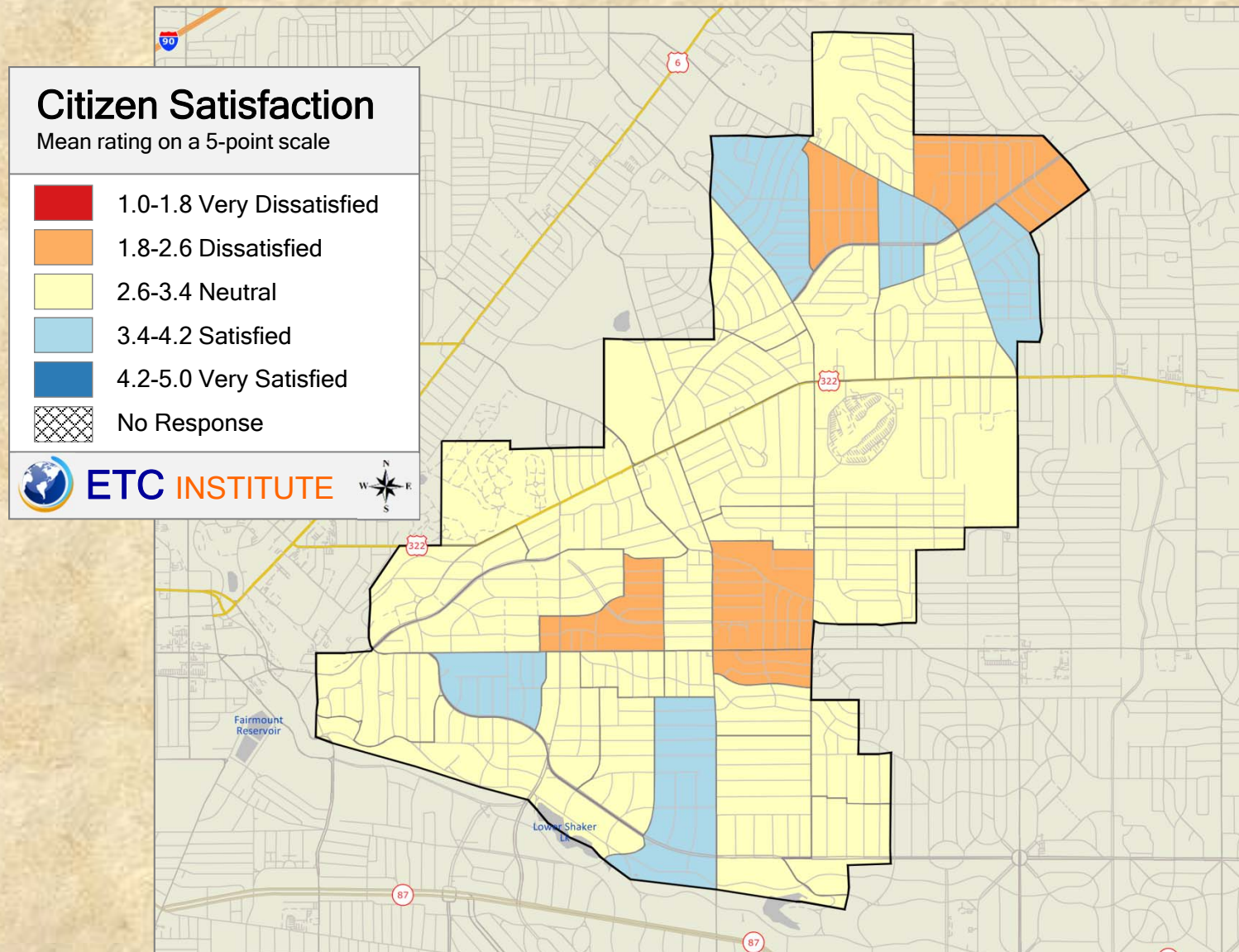
Q12-6 Feeling of safety: Overall feeling of safety in Cleveland Heights



2018 City of Cleveland Heights Community Survey

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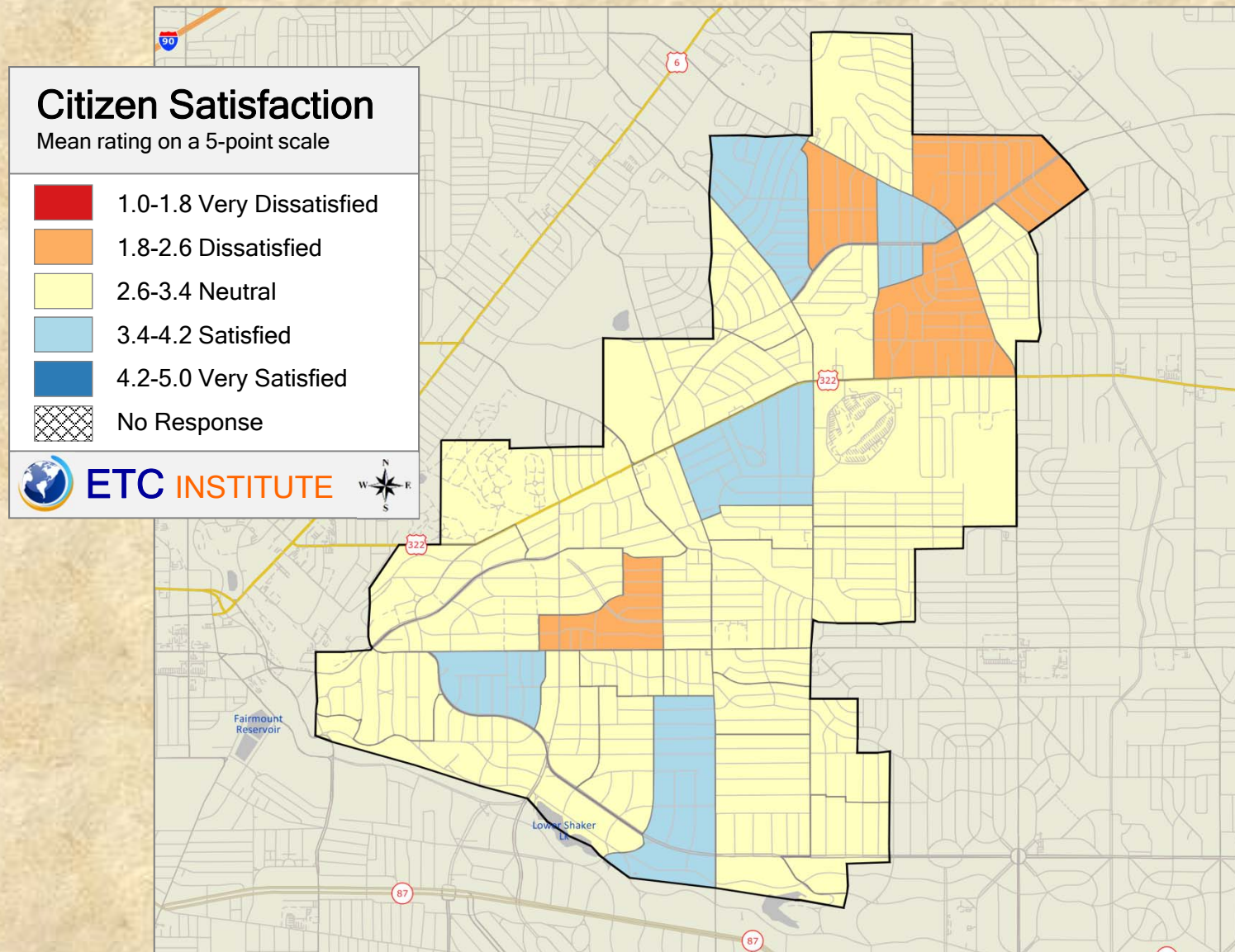
Q13-1 Level of Satisfaction with: Enforcing the clean-up of debris on private property



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

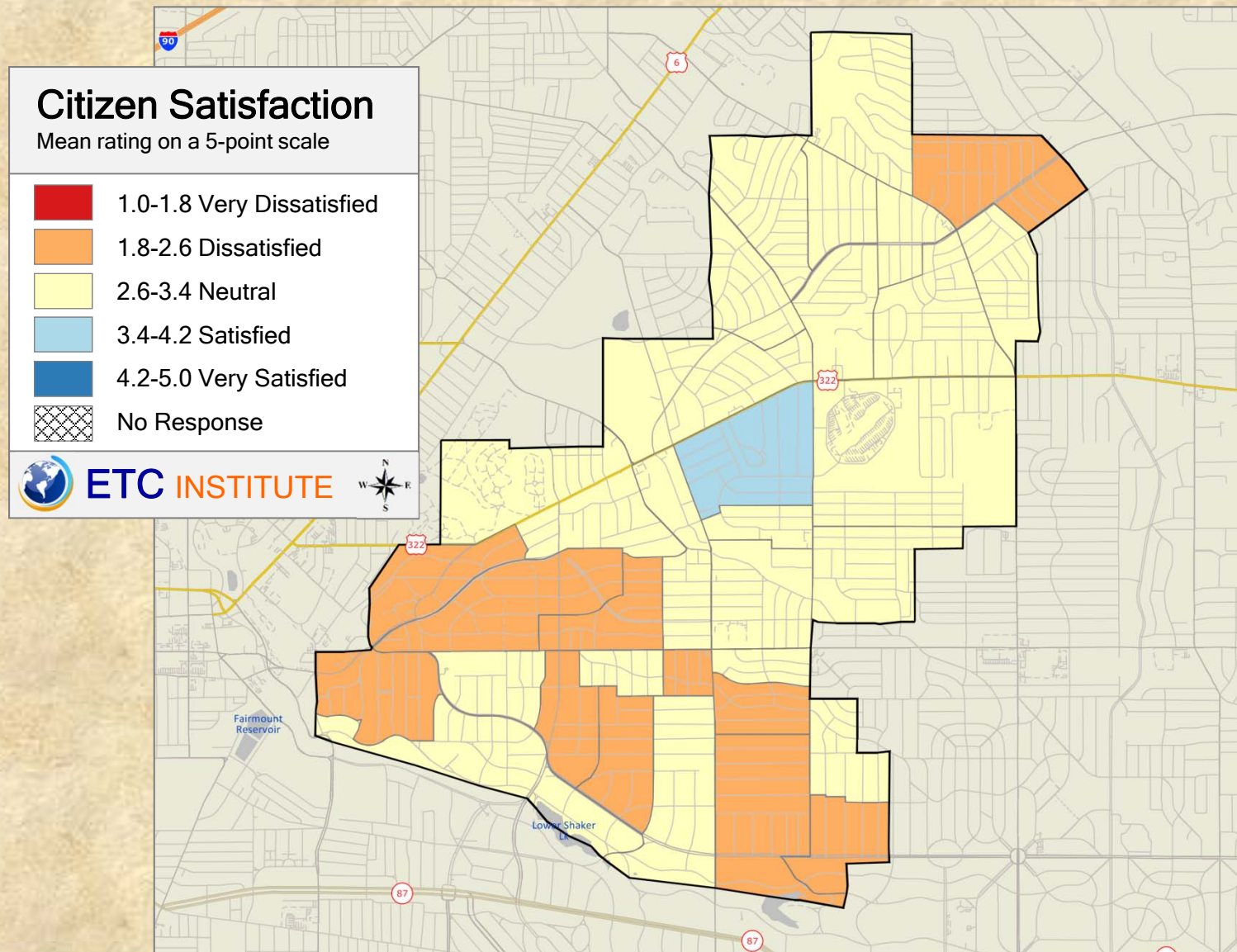
Q13-2 Level of Satisfaction with: Enforcing the mowing and cutting of weeds and tall grass on private property



2018 City of Cleveland Heights Community Survey

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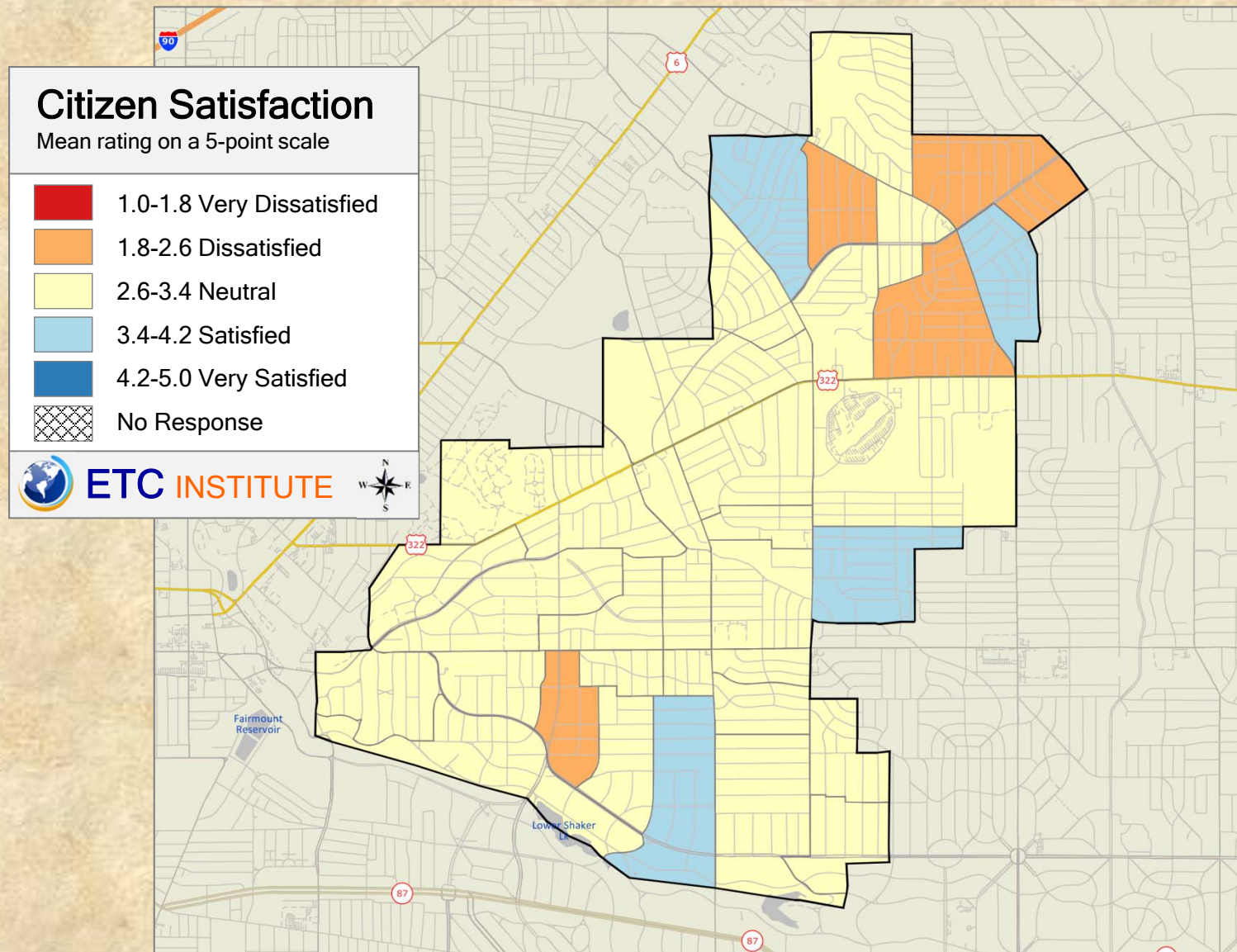
Q13-3 Level of Satisfaction with: Enforcing snow removal on sidewalks



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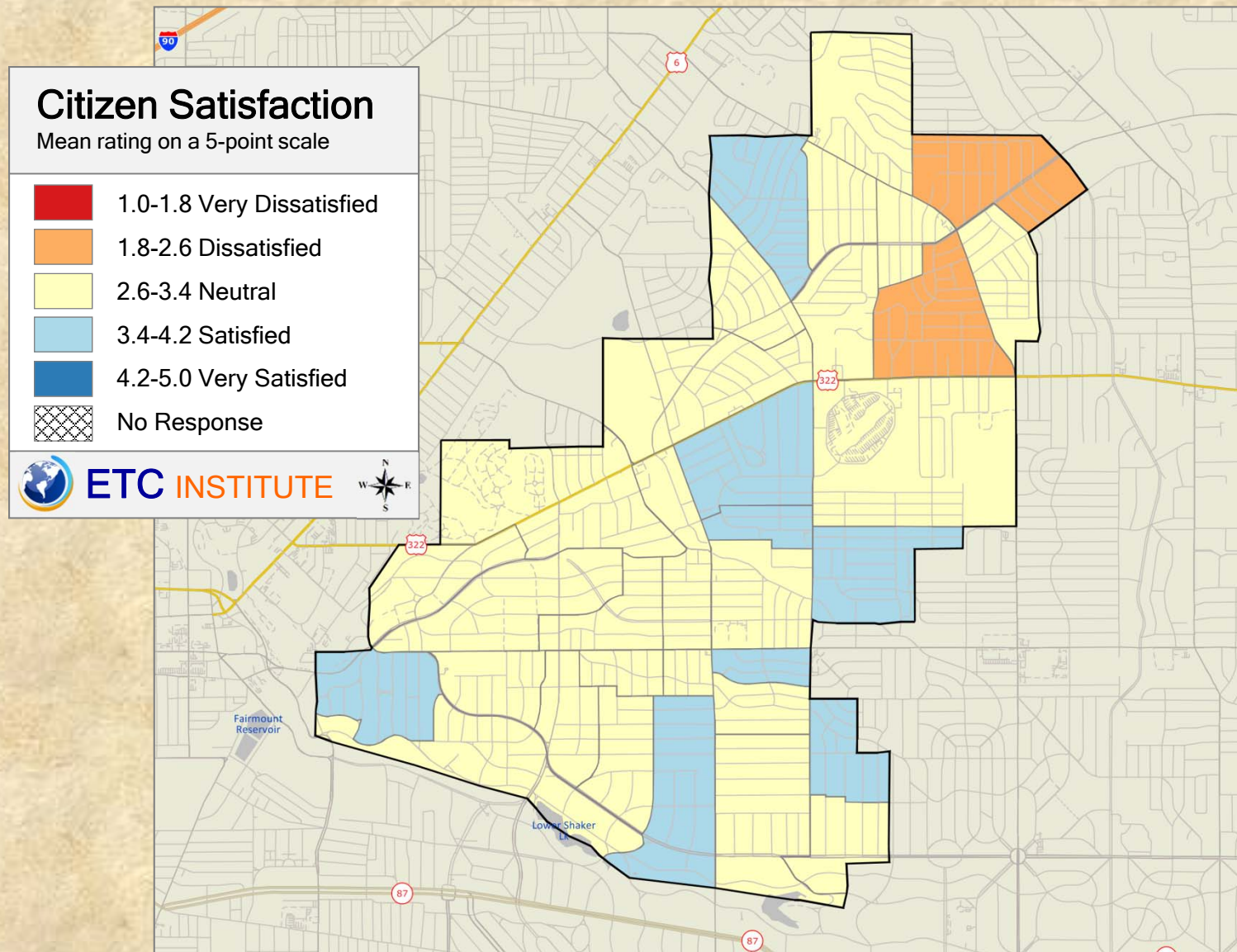
Q13-4 Level of Satisfaction with: Enforcing the exterior maintenance of residential property



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Shading reflects the mean rating for all respondents by CBG (merged as needed)

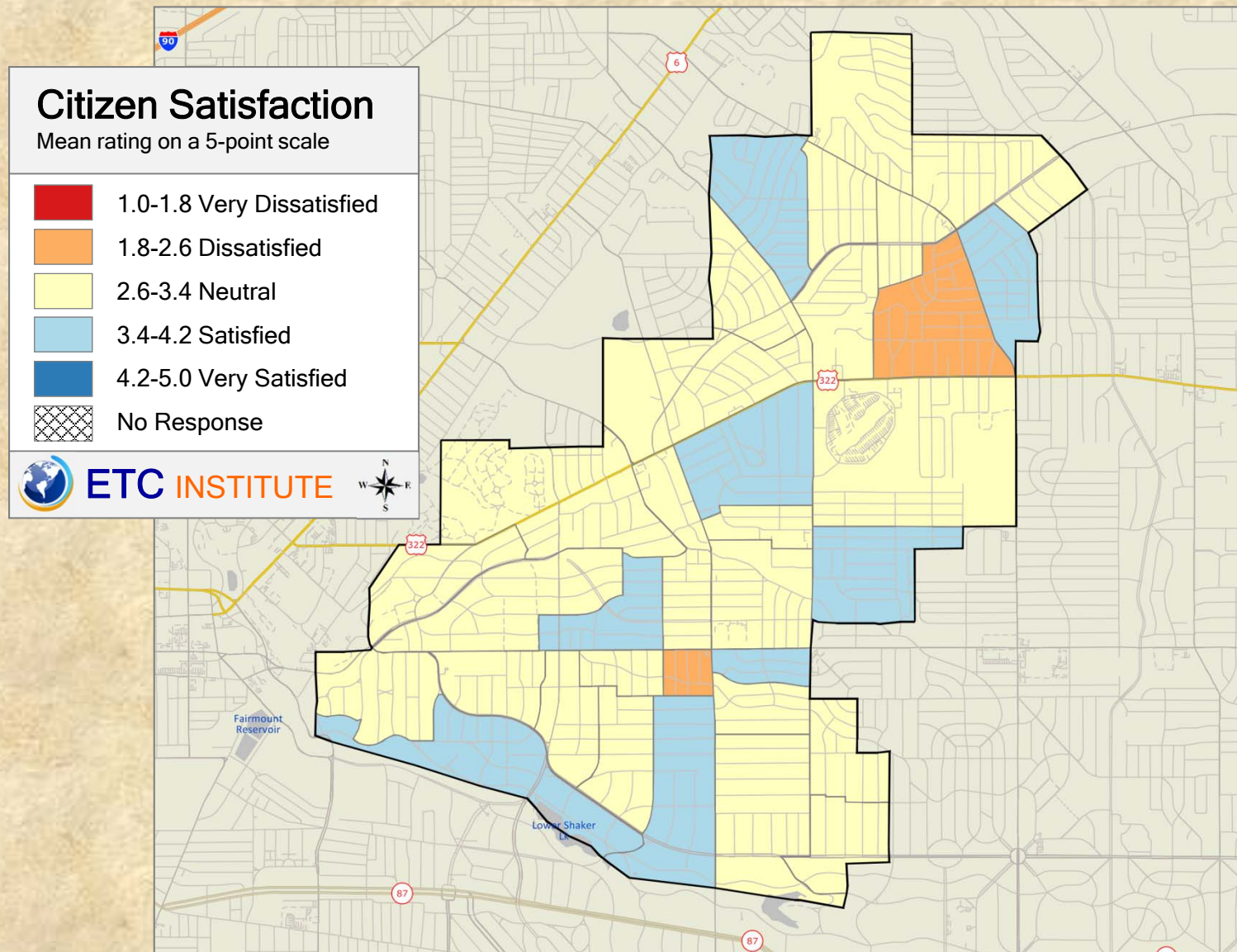
Q13-5 Level of Satisfaction with: Enforcing the exterior maintenance of business property



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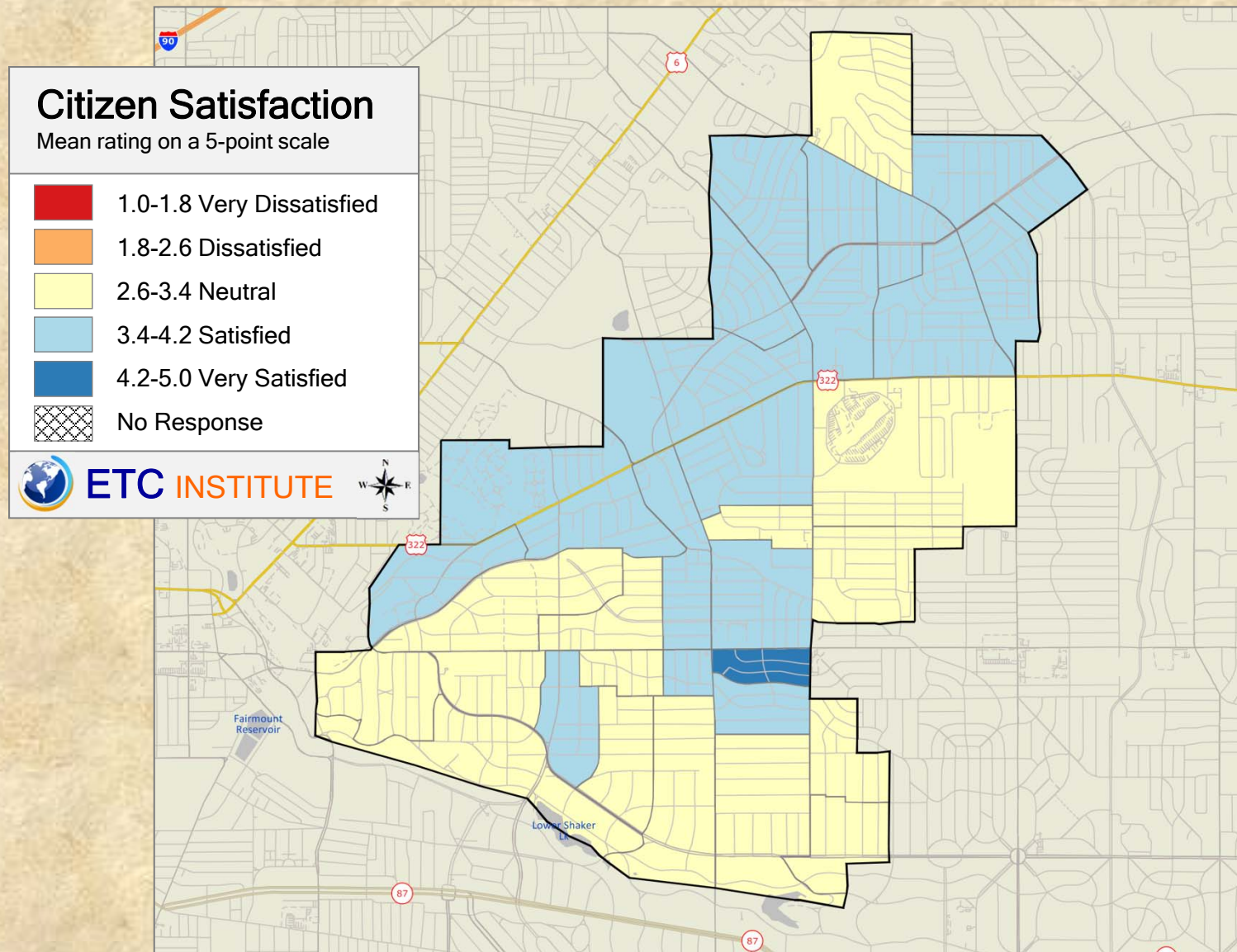
Q13-6 Level of Satisfaction with: Overall quality of the building and permit process



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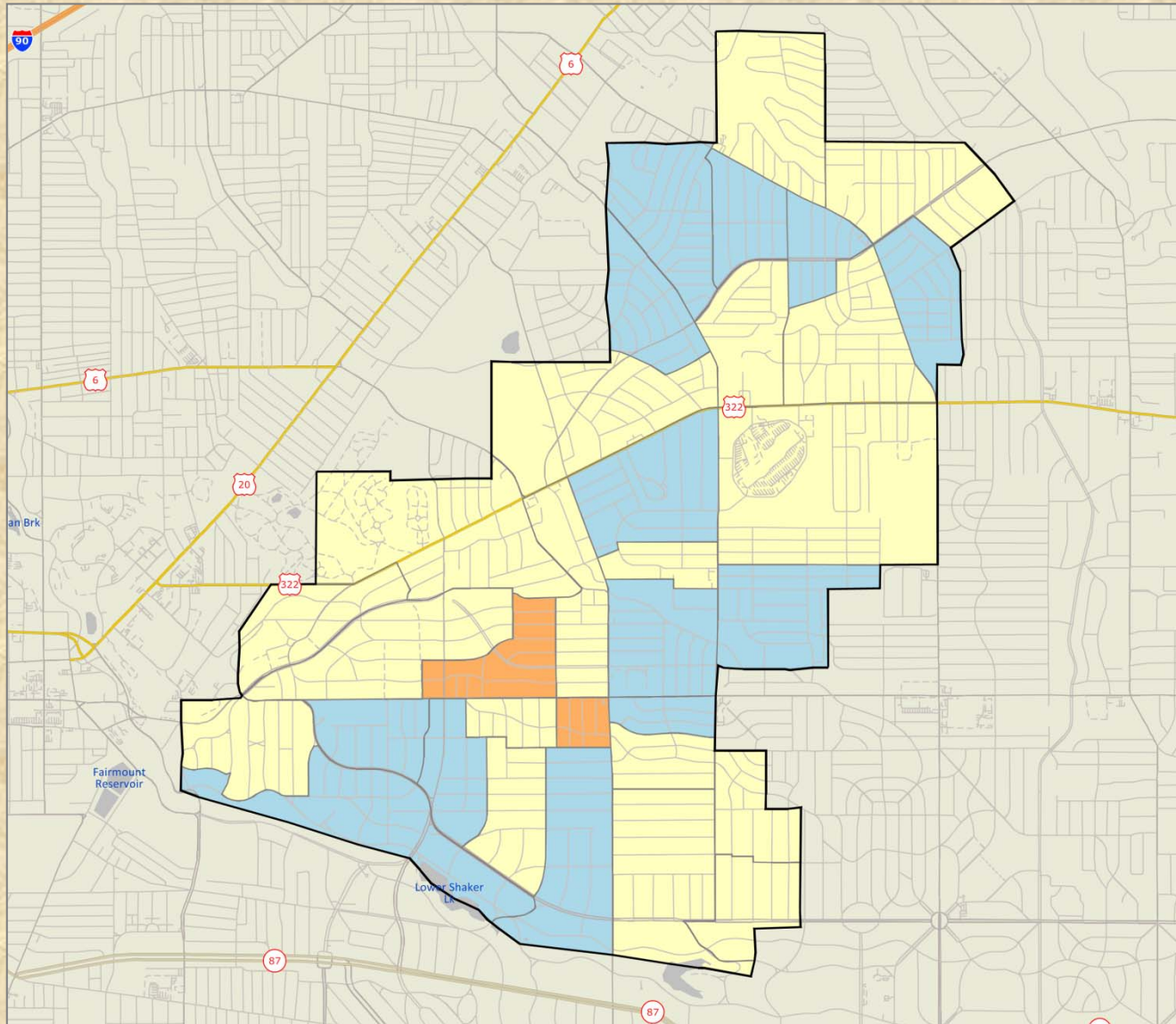
Q15-1 Level of Satisfaction with: Availability of public transportation



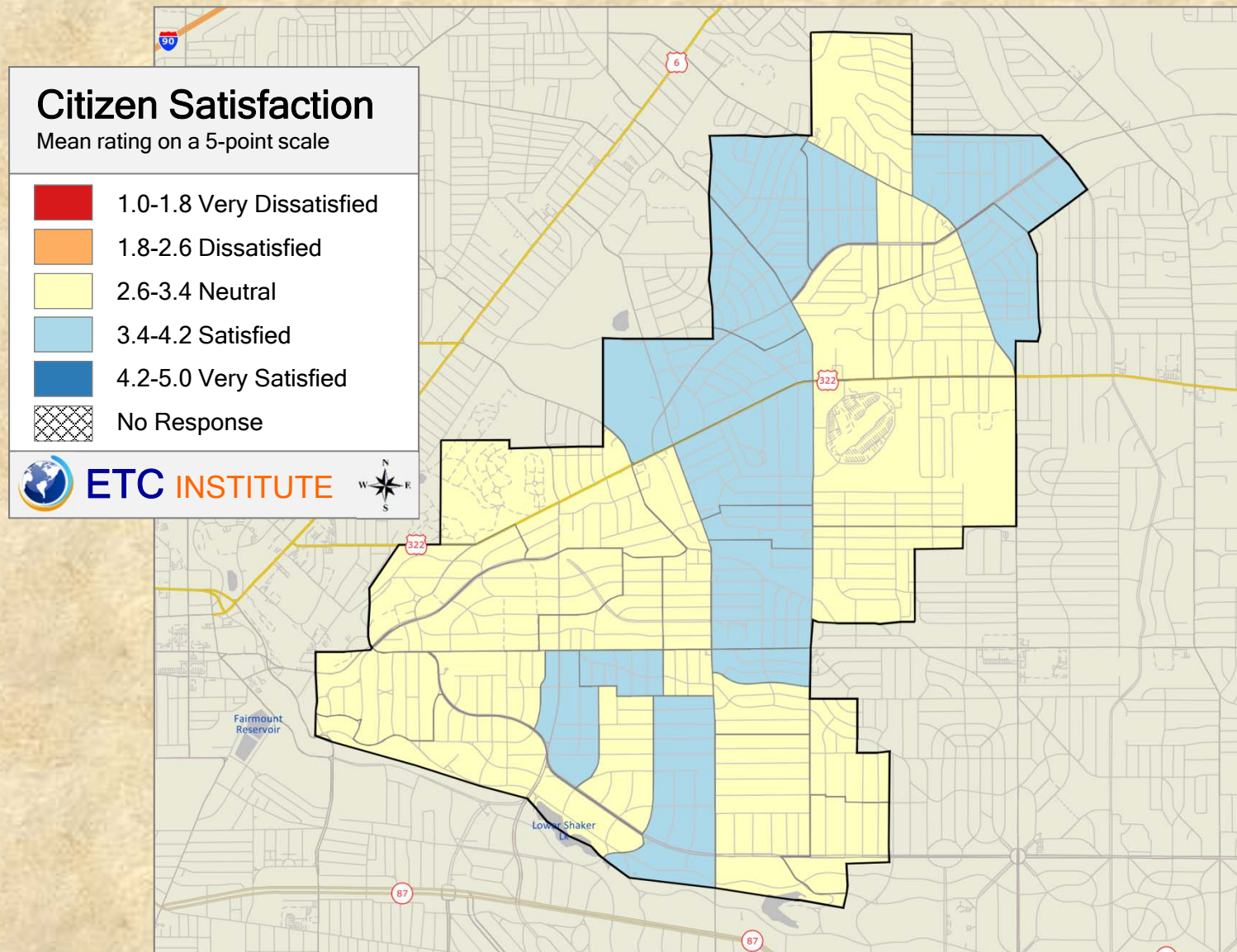
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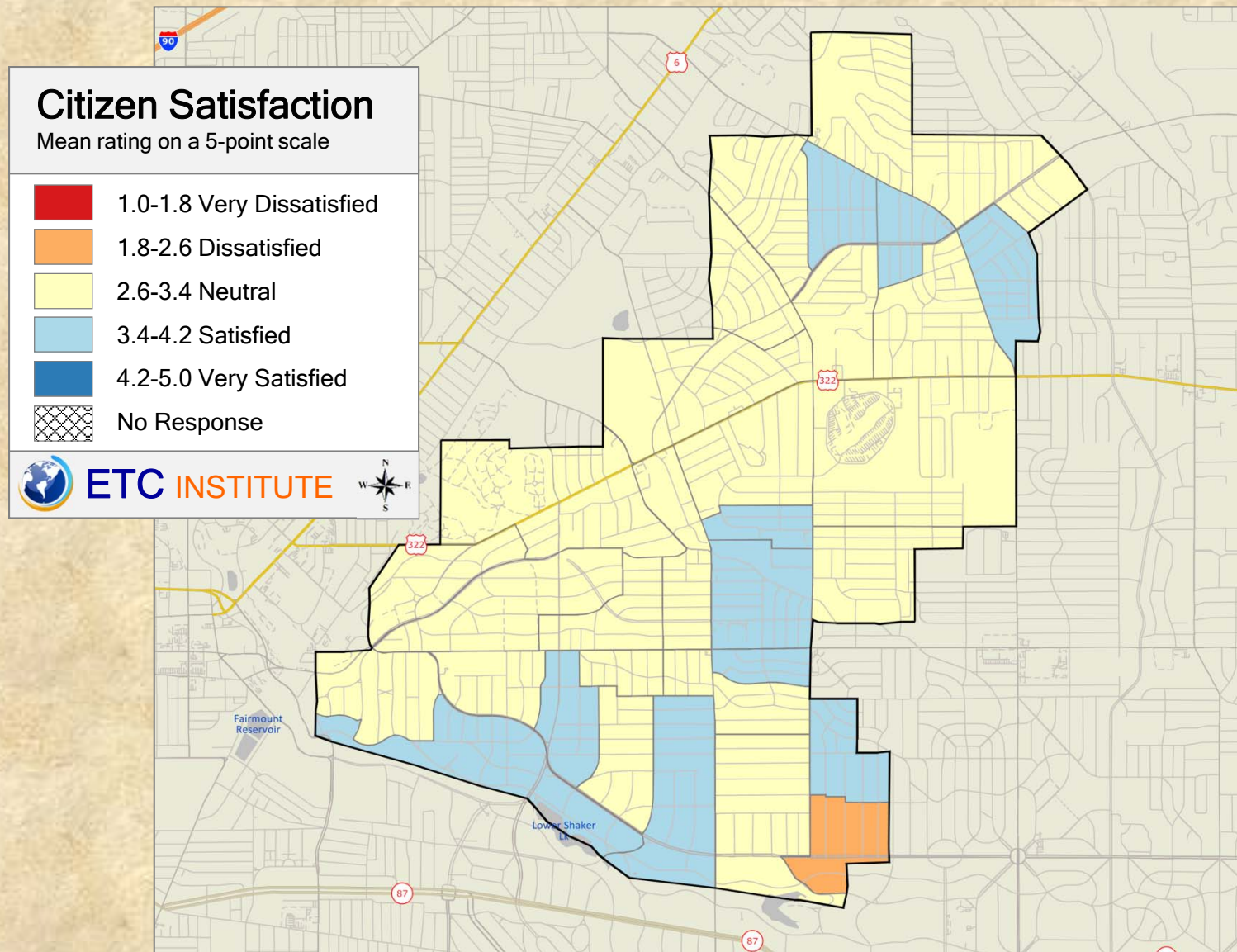
Q15-2 Level of Satisfaction with: Availability of bicycle lanes



Q15-3 Level of Satisfaction with: Condition of sidewalks in the City



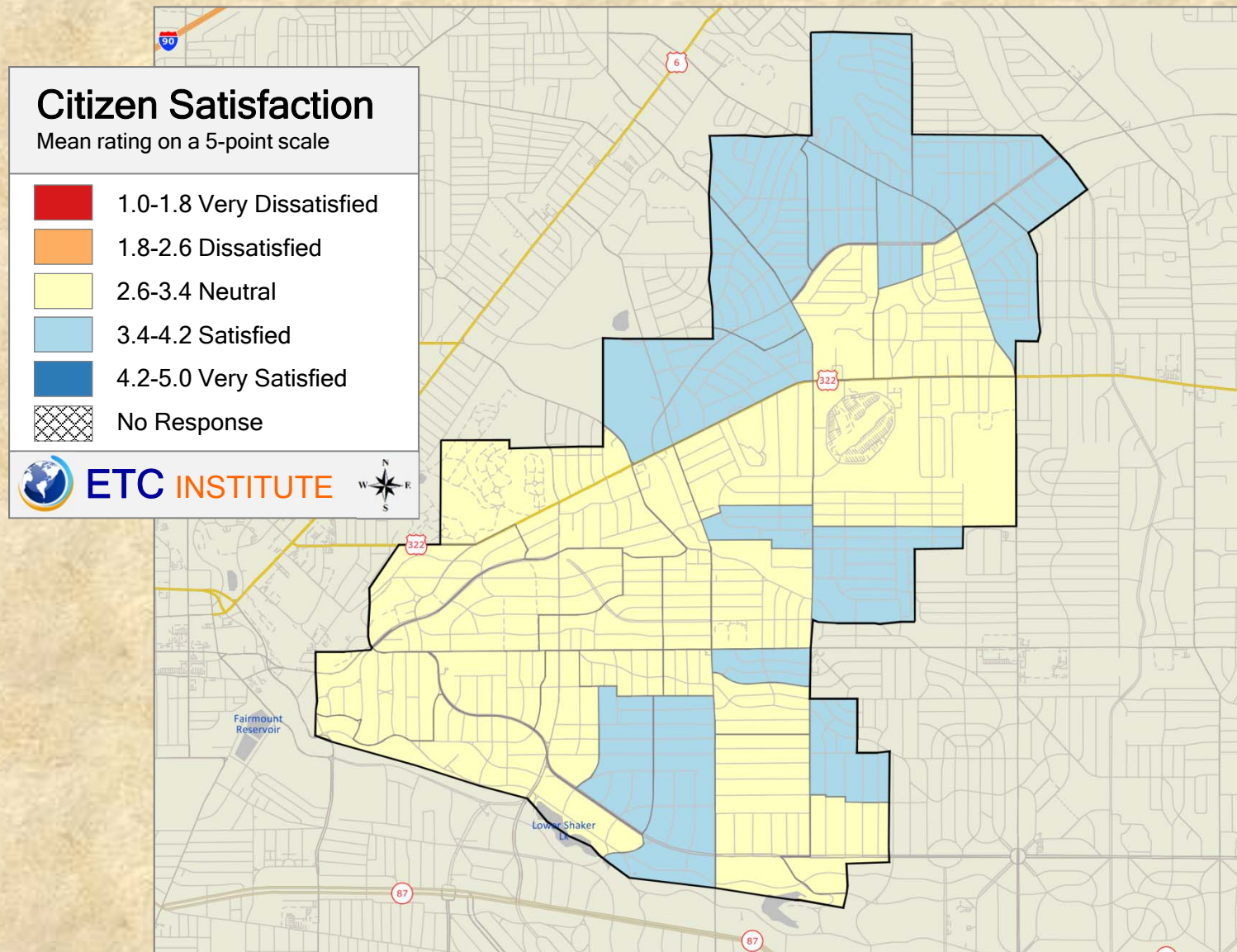
Q15-4 Level of Satisfaction with: Convenience of parking in the City



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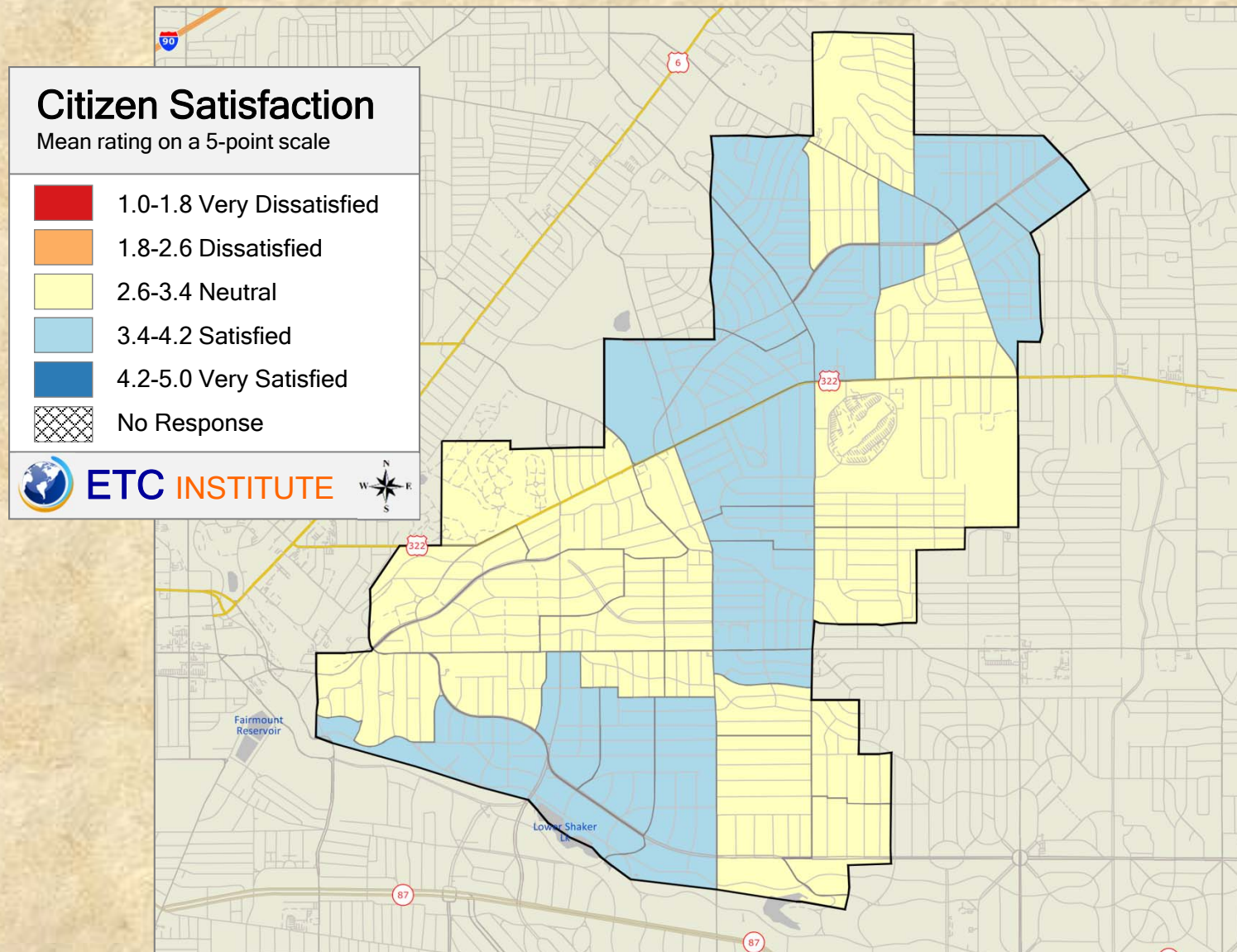
Q16-1 Level of Satisfaction with: Maintenance of major city streets



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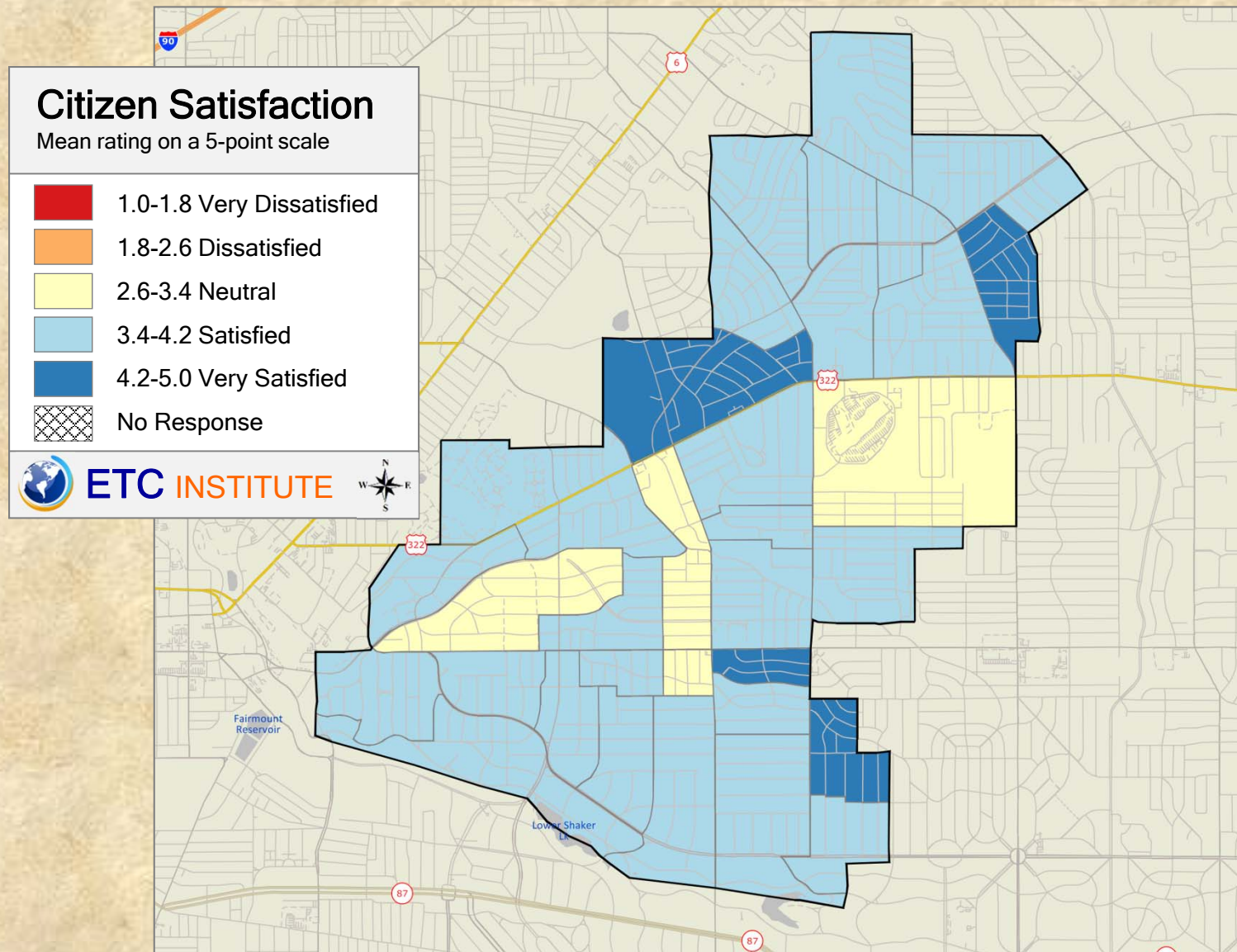
Q16-2 Level of Satisfaction with: Maintenance of streets in your neighborhood



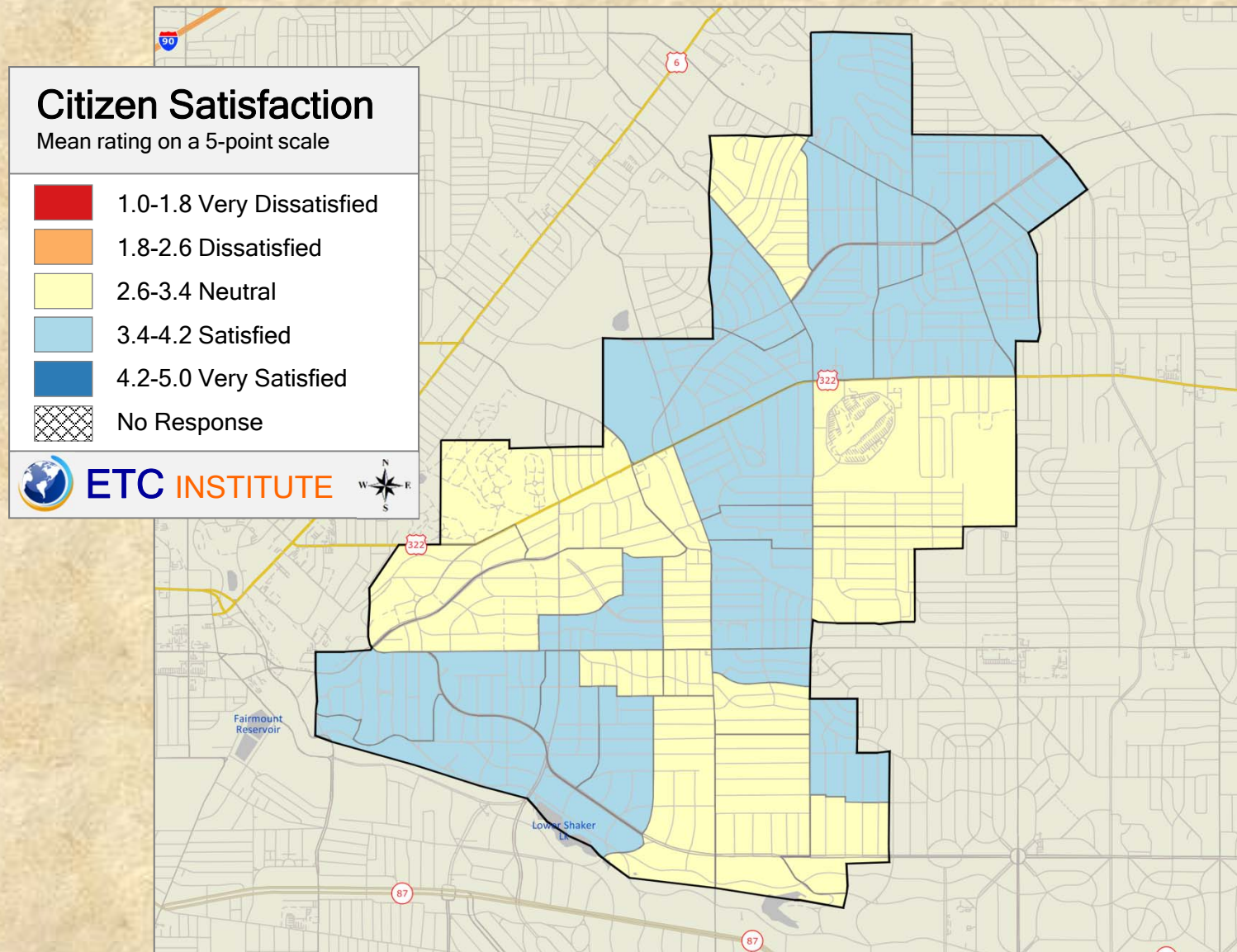
2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q16-3 Level of Satisfaction with: Snow removal on major City streets



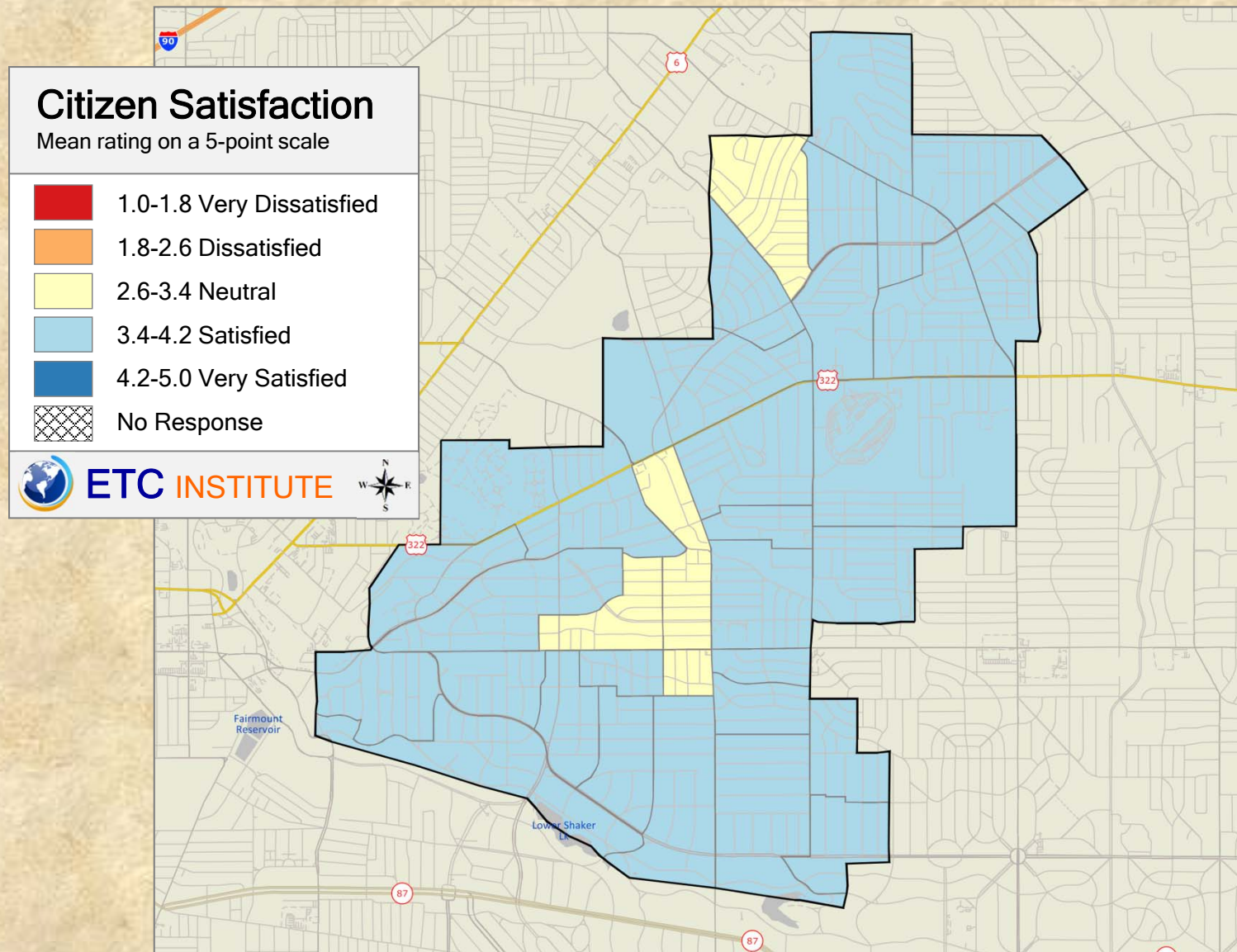
Q16-4 Level of Satisfaction with: Snow removal on streets in your neighborhood



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

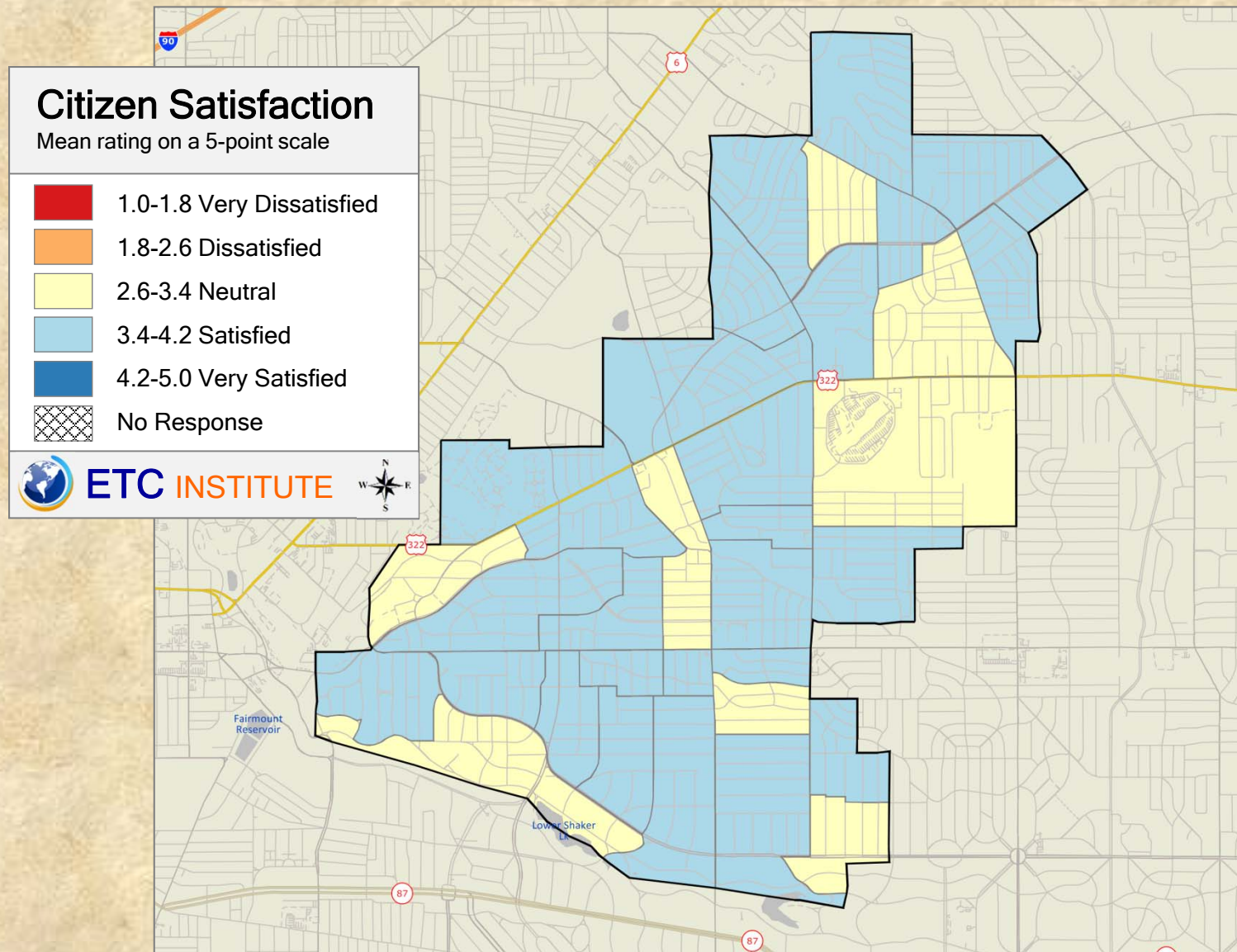
Q16-5 Level of Satisfaction with: Mowing and trimming along City streets and other public areas



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

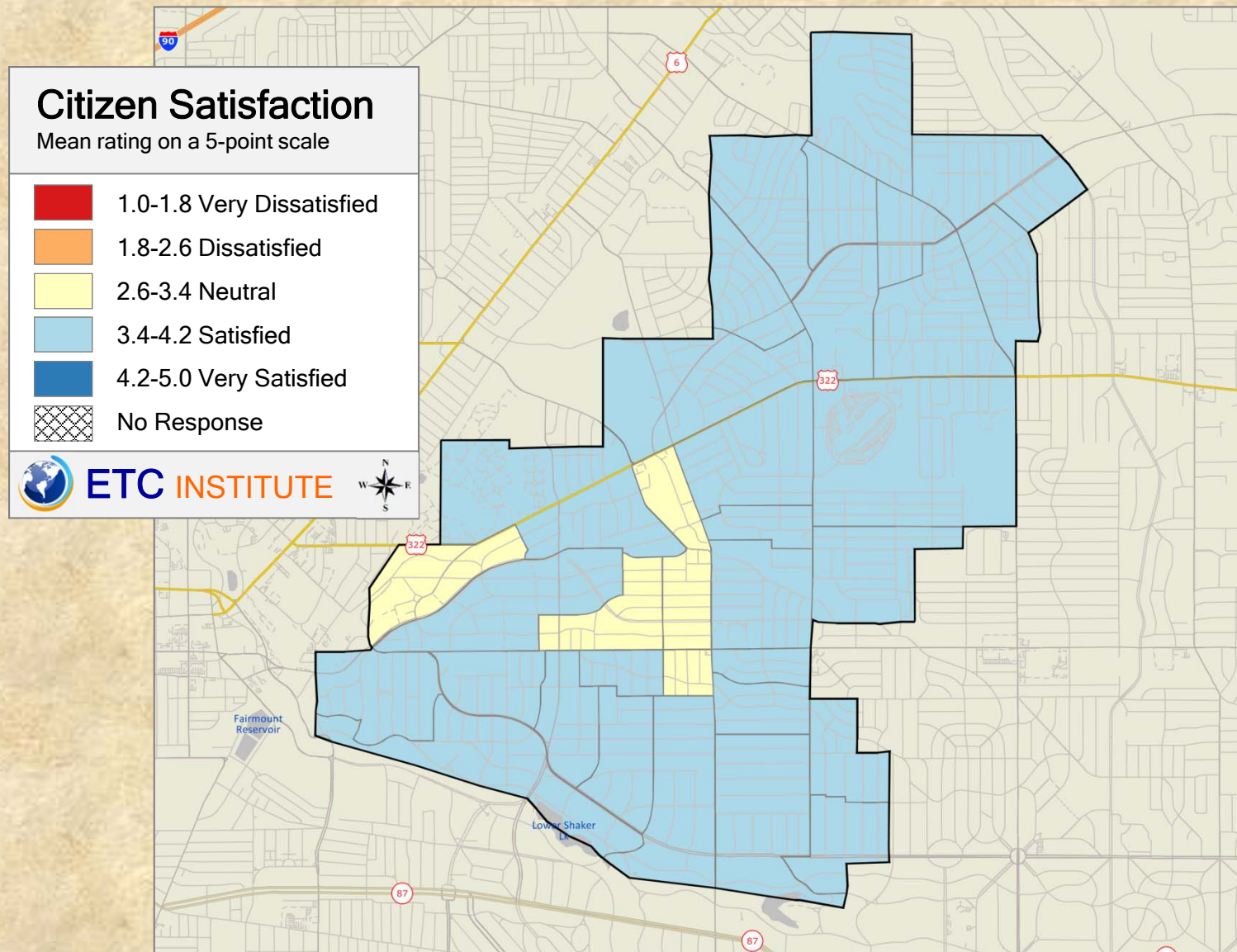
Q16-6 Level of Satisfaction with: Overall cleanliness of City streets and other public areas



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

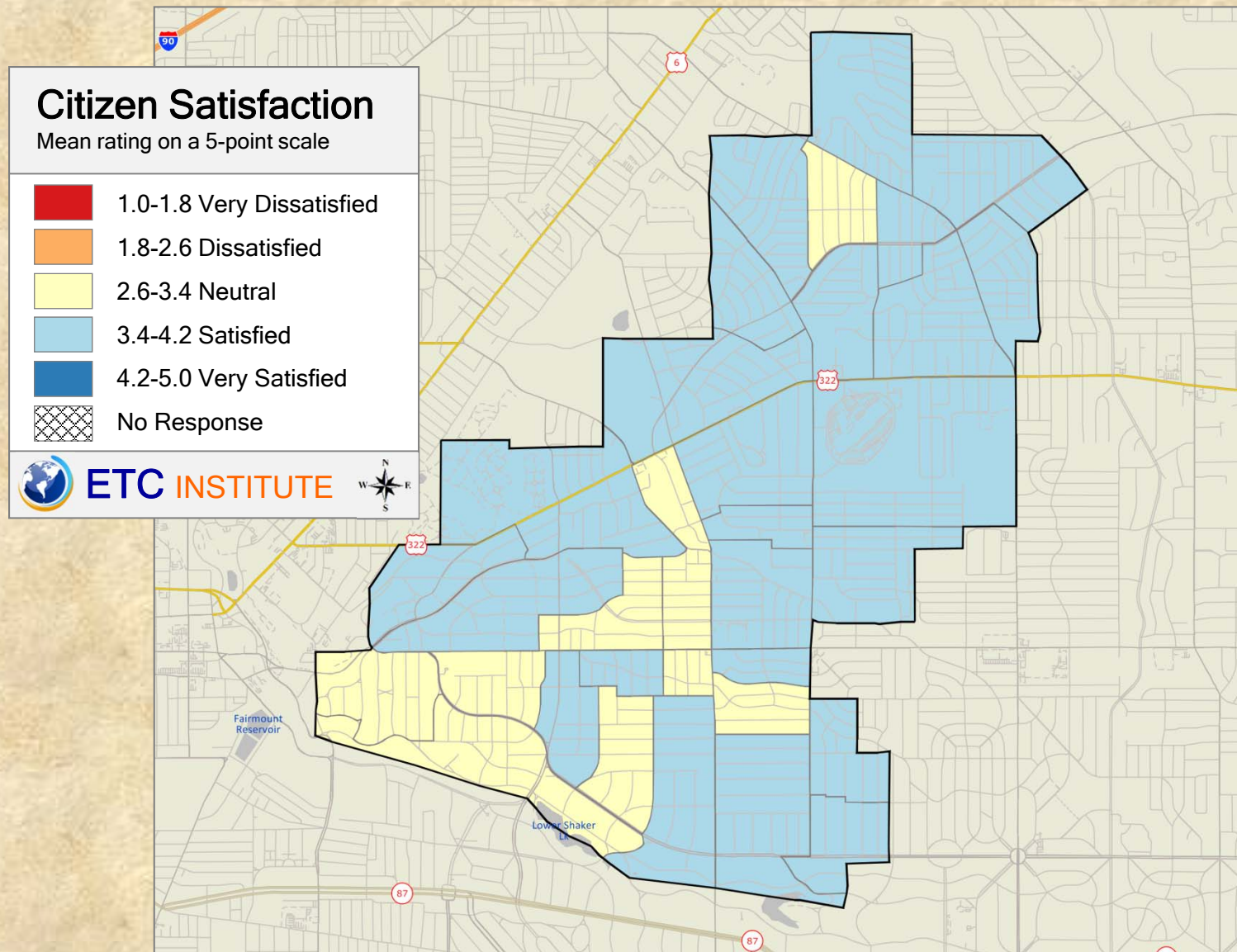
Q16-7 Level of Satisfaction with: Adequacy of city street lighting



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

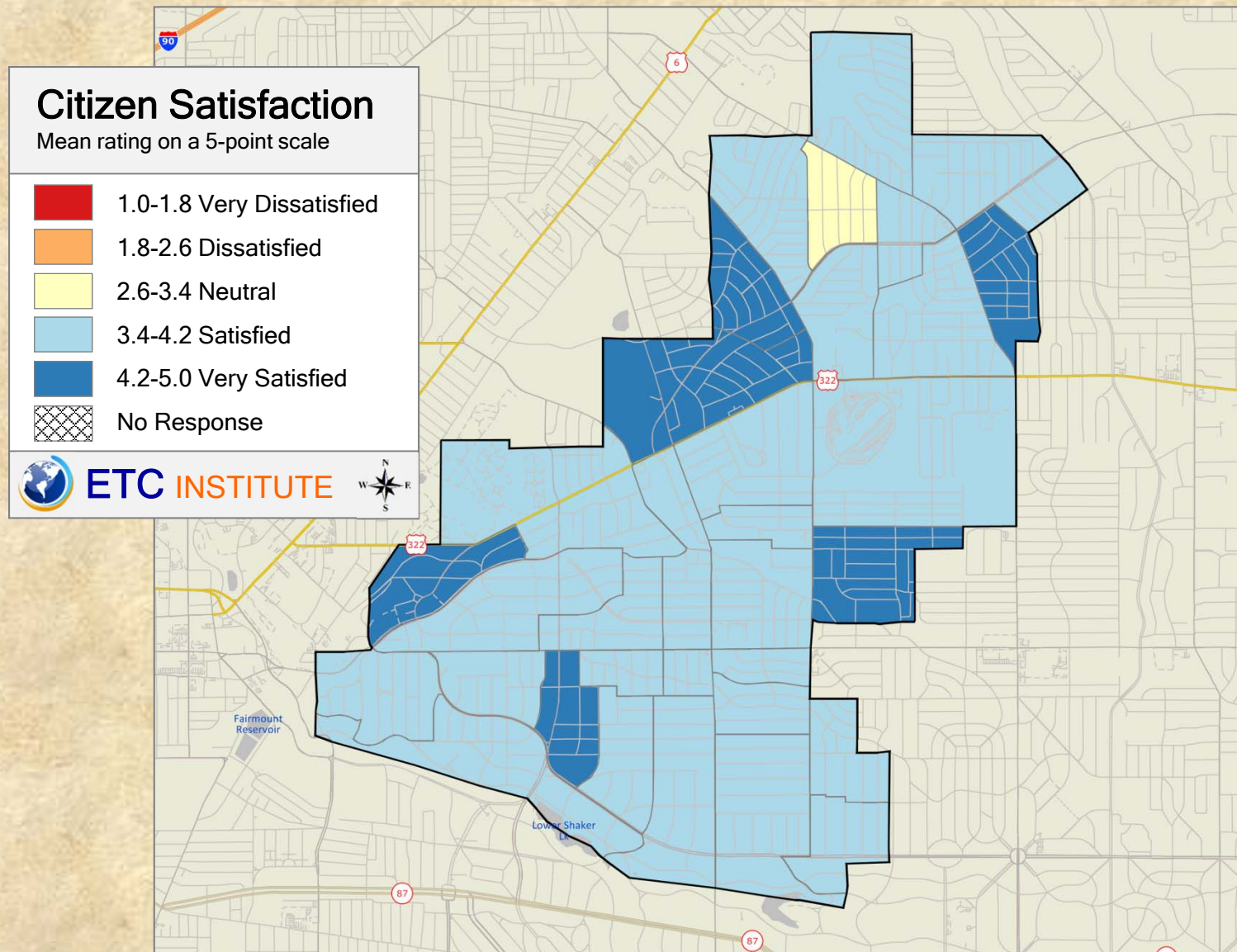
Q16-8 Level of Satisfaction with: Tree trimming and urban forestry along City streets and other public areas



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

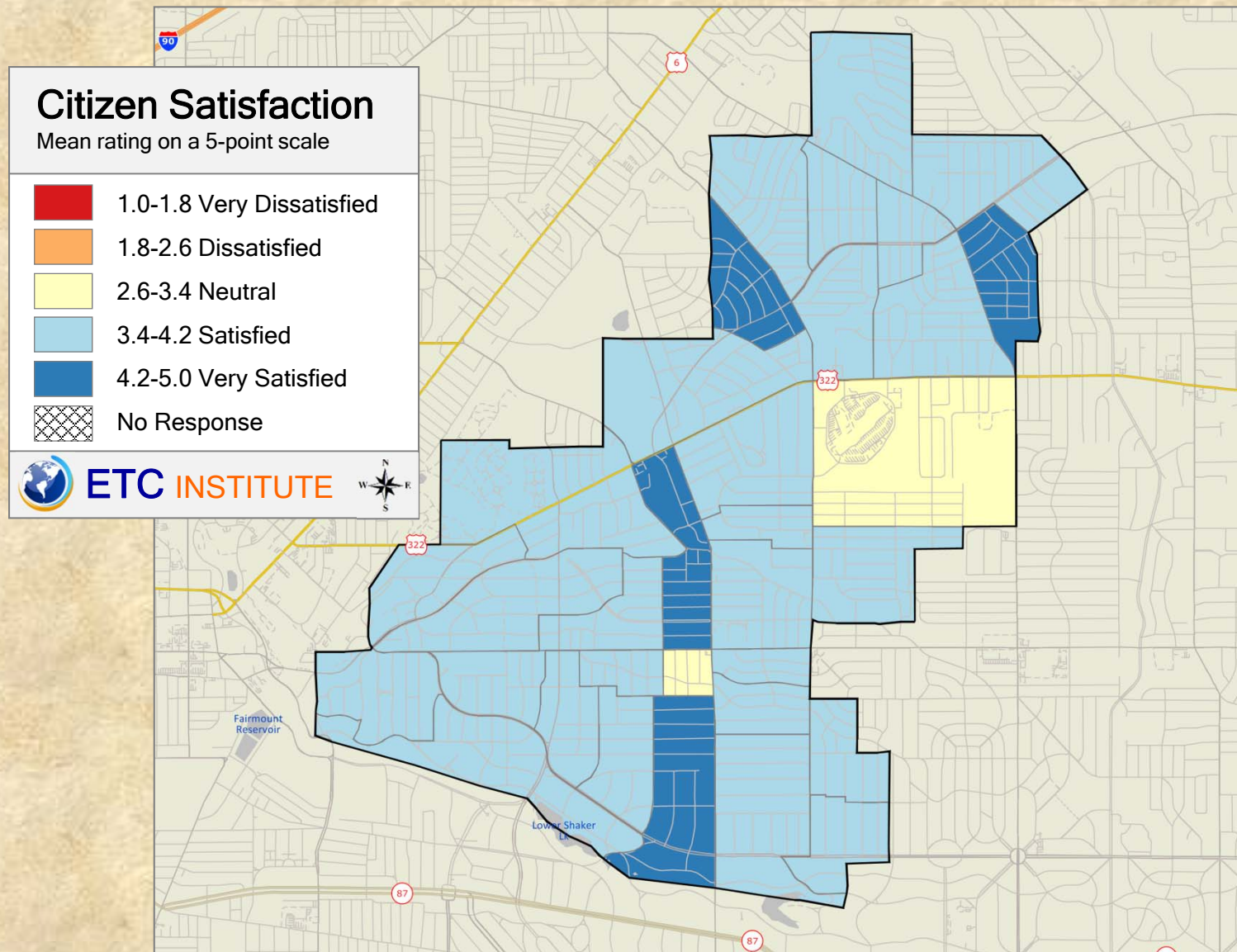
Q21-01 Level of Satisfaction with: Maintenance of city parks



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

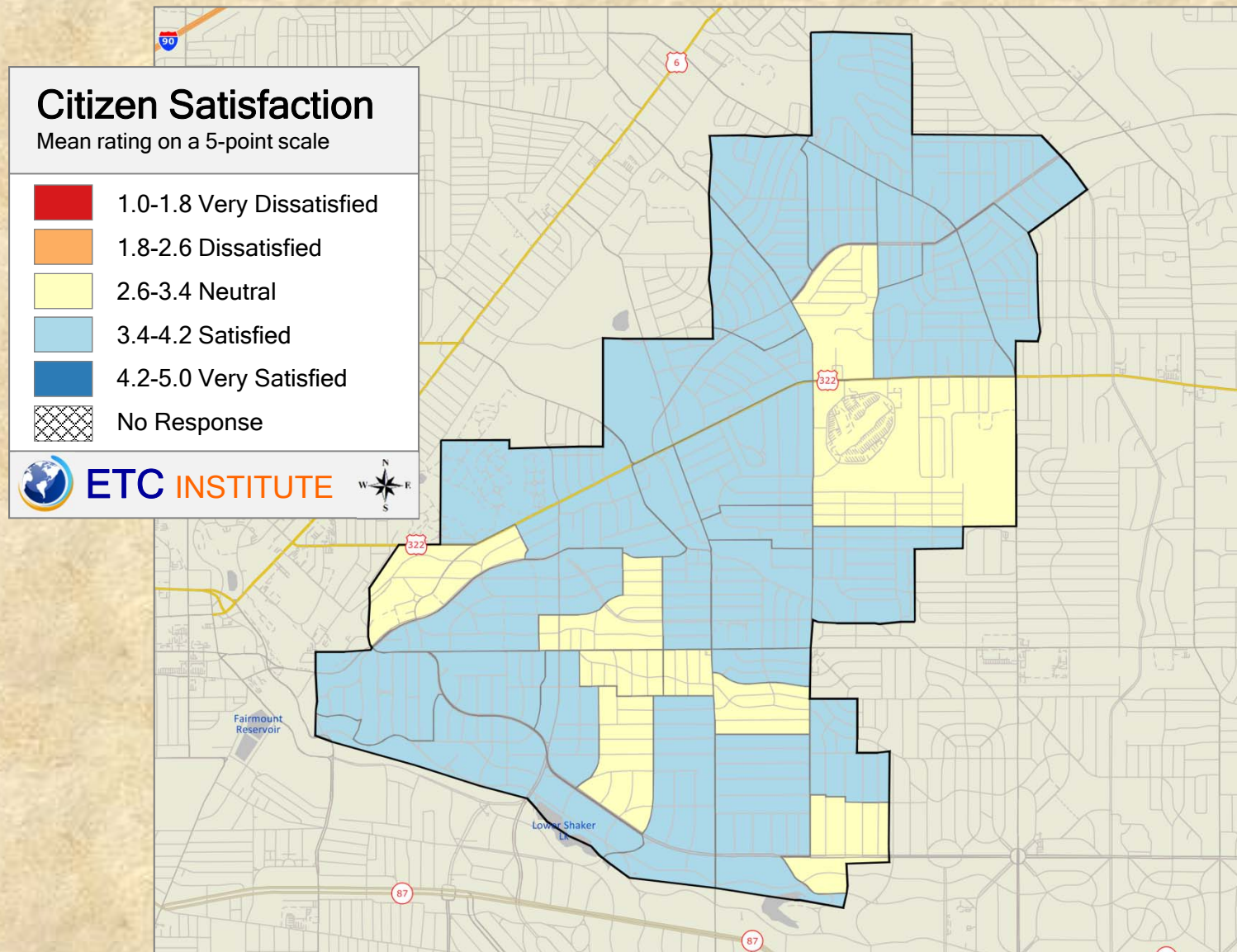
Q21-02 Level of Satisfaction with: Number of city parks



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

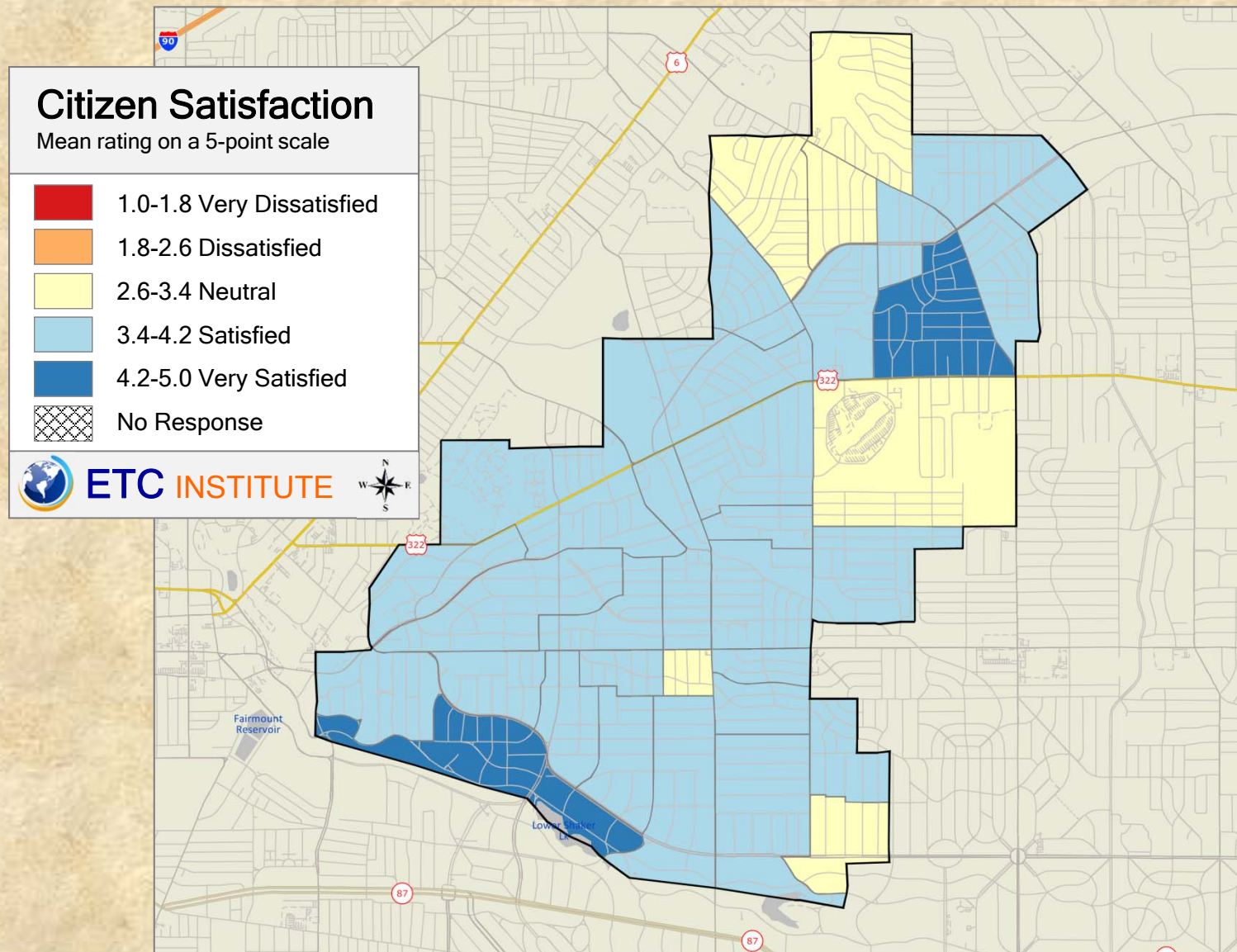
Q21-03 Level of Satisfaction with: Number of walking and biking trails



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

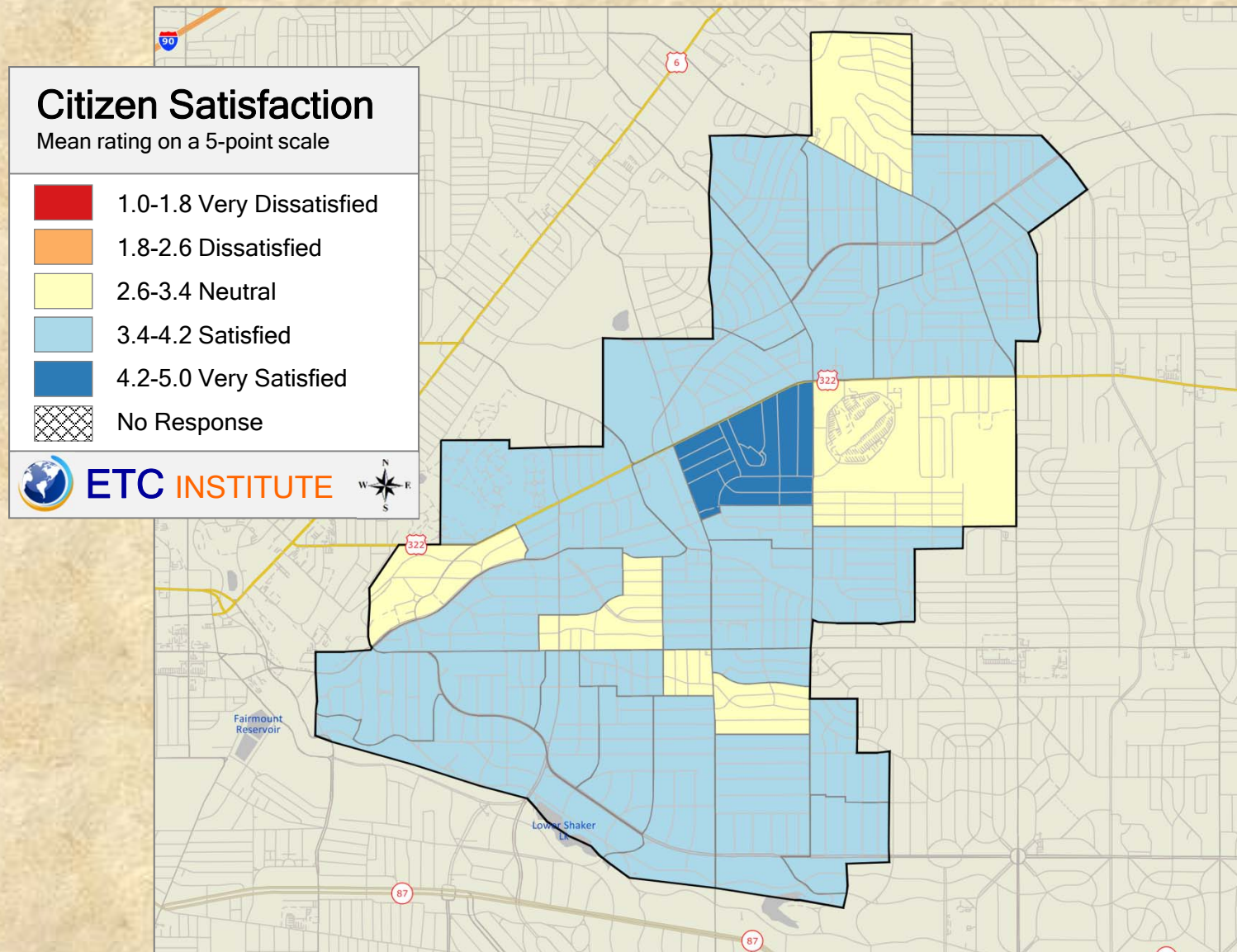
Q21-04 Level of Satisfaction with: Cumberland Pool and programs



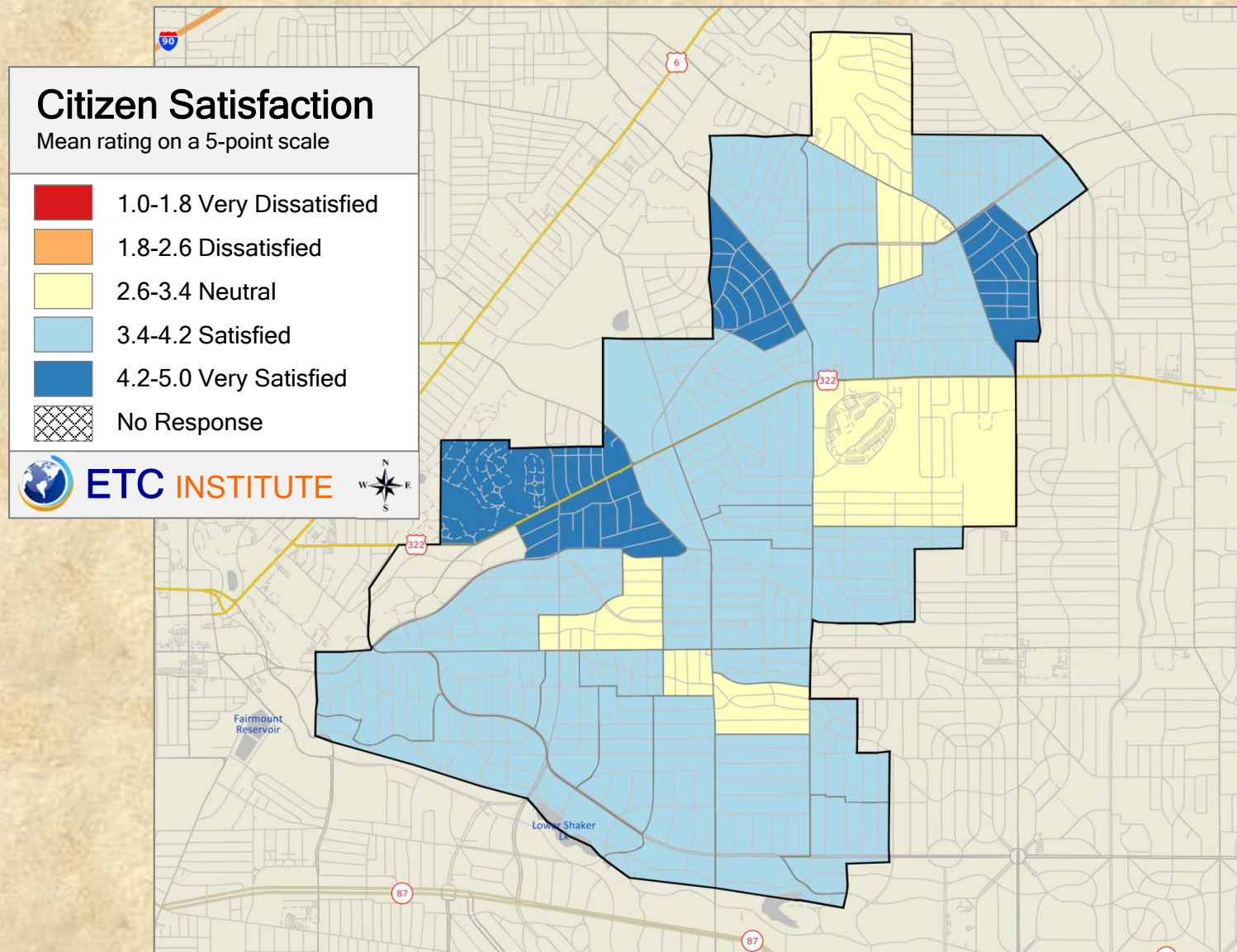
2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-05 Level of Satisfaction with: Quality of outdoor athletic fields



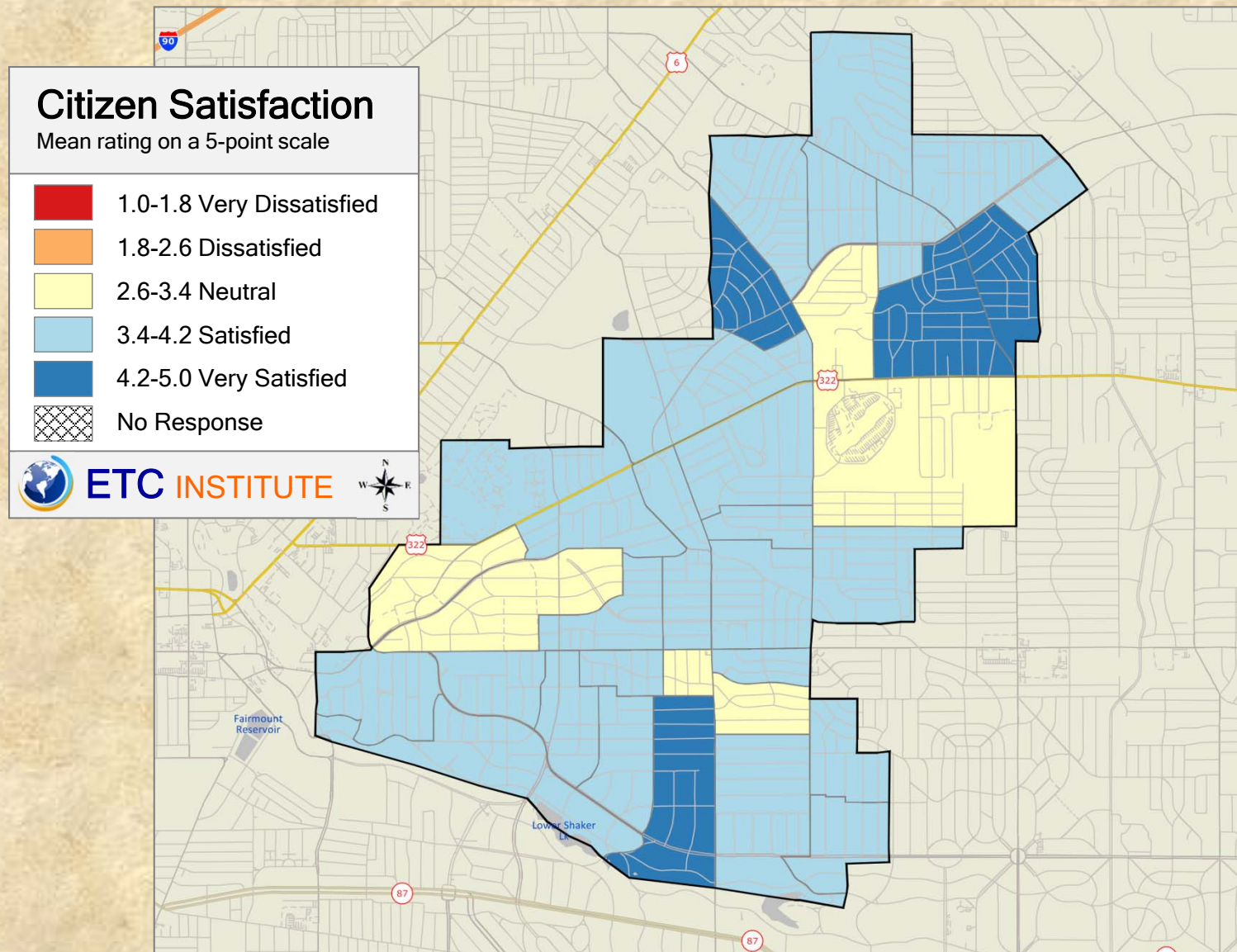
Q21-06 Level of Satisfaction with: Youth recreation opportunities



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

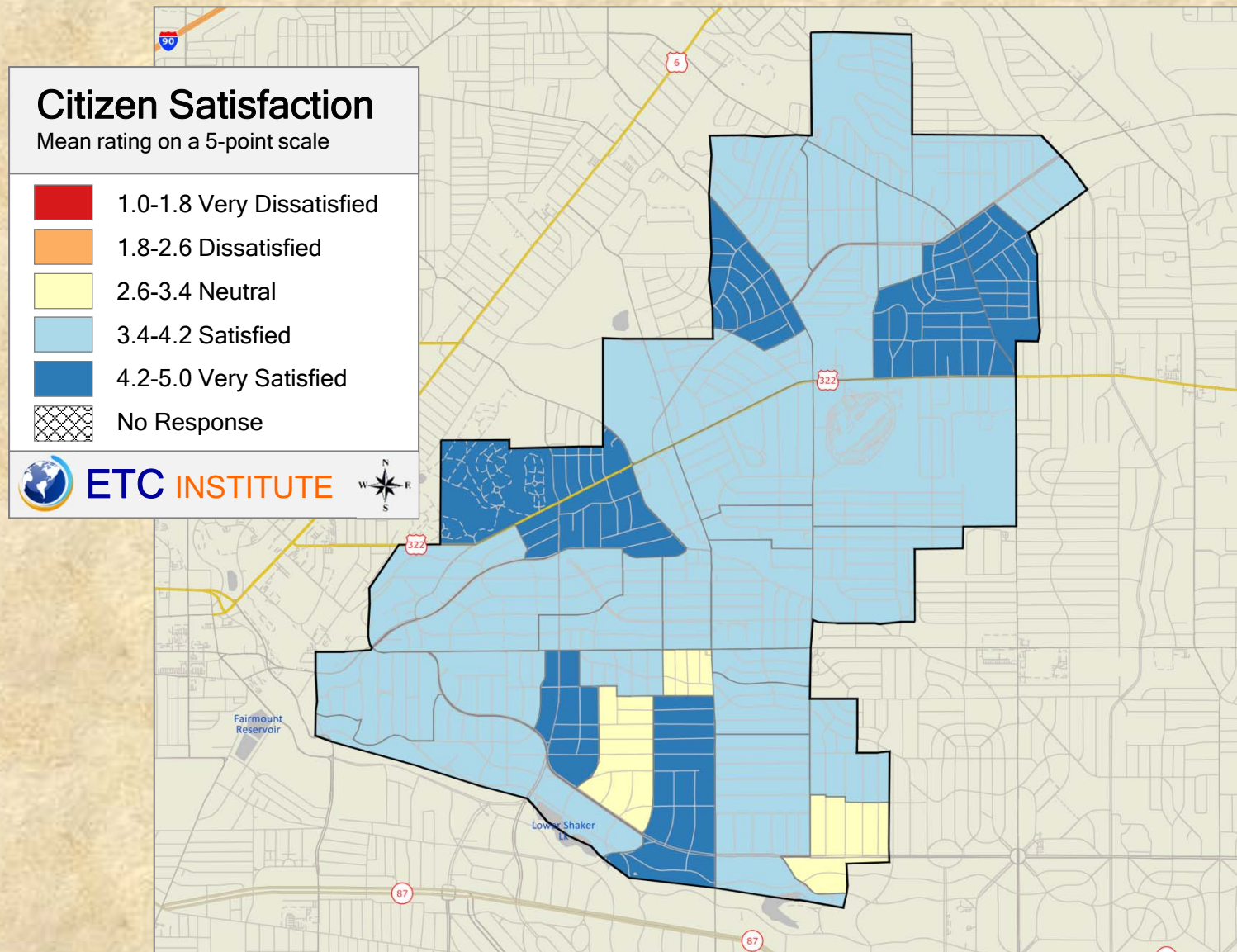
Q21-07 Level of Satisfaction with: Adult recreation opportunities



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

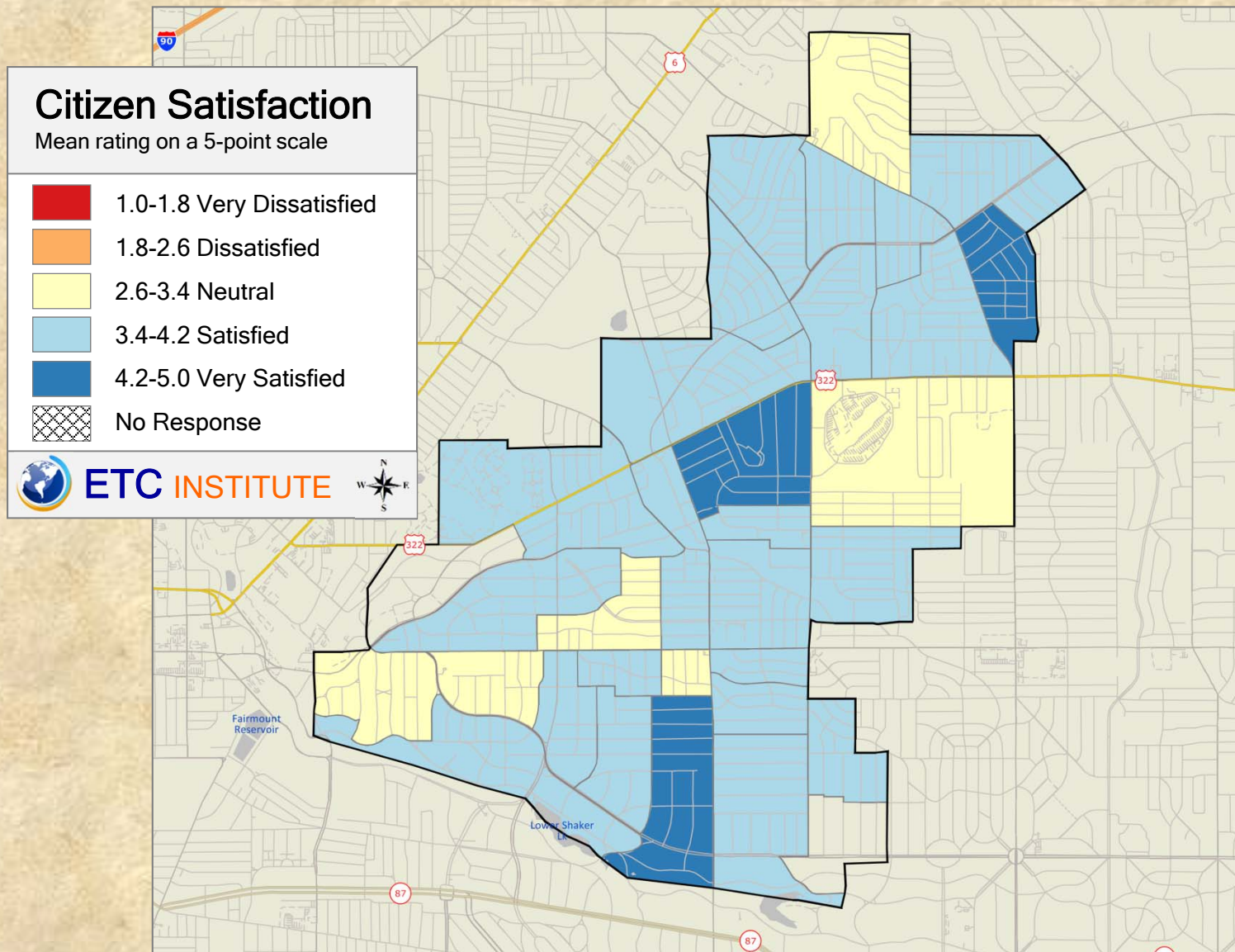
Q21-08 Level of Satisfaction with: Senior recreation opportunities



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

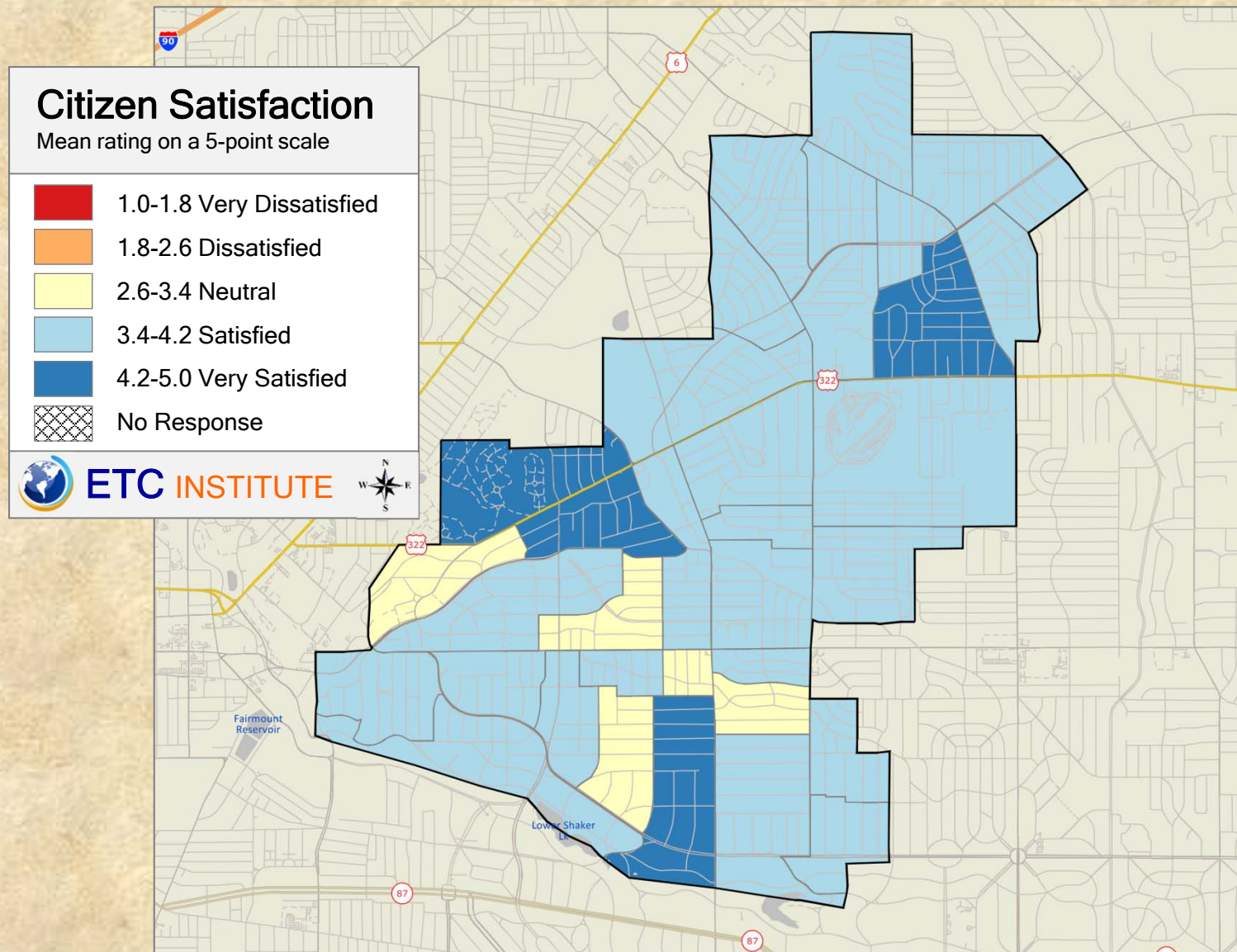
Q21-09 Level of Satisfaction with: The city's youth athletic programs



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

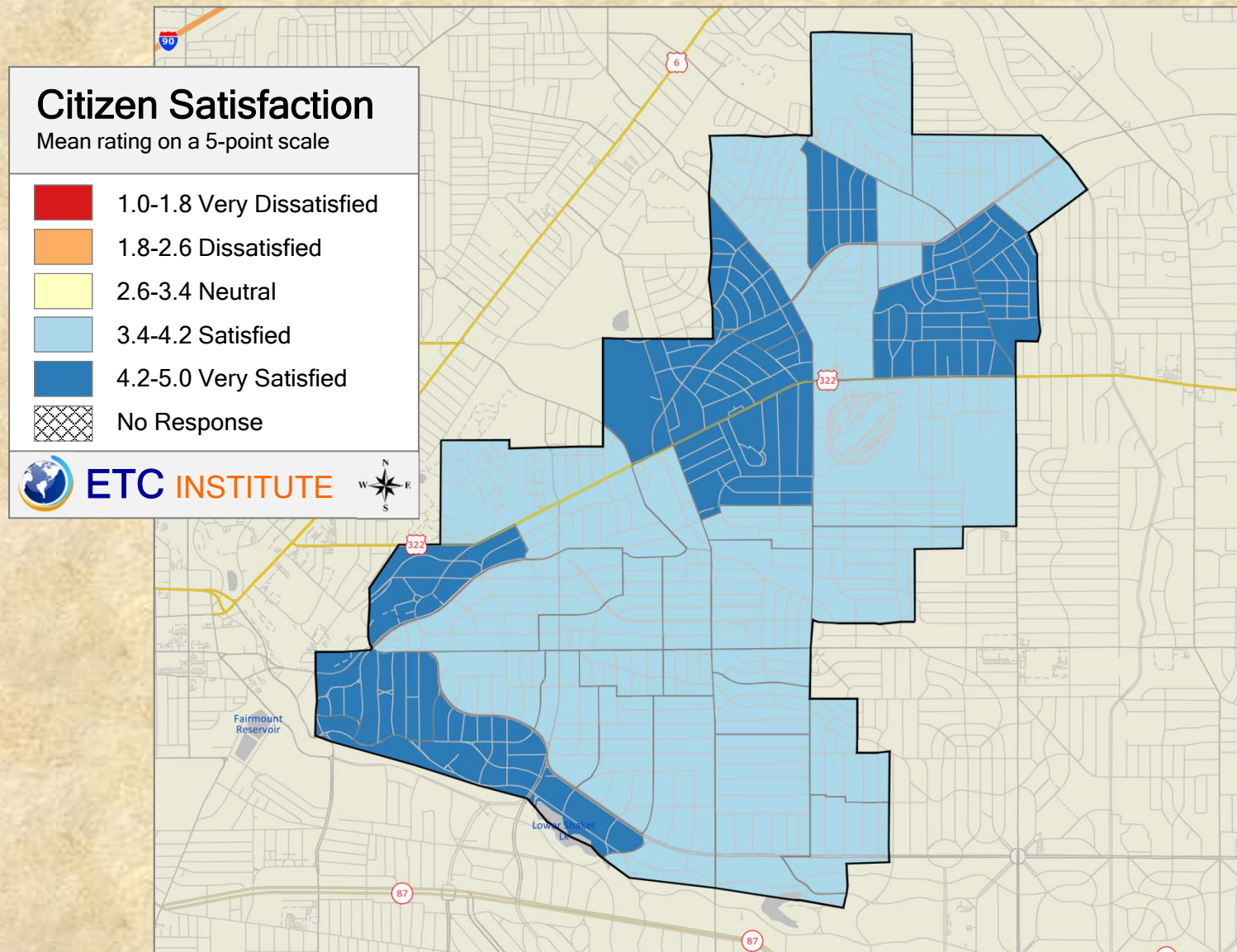
Q21-10 Level of Satisfaction with: The city's adult athletic programs



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

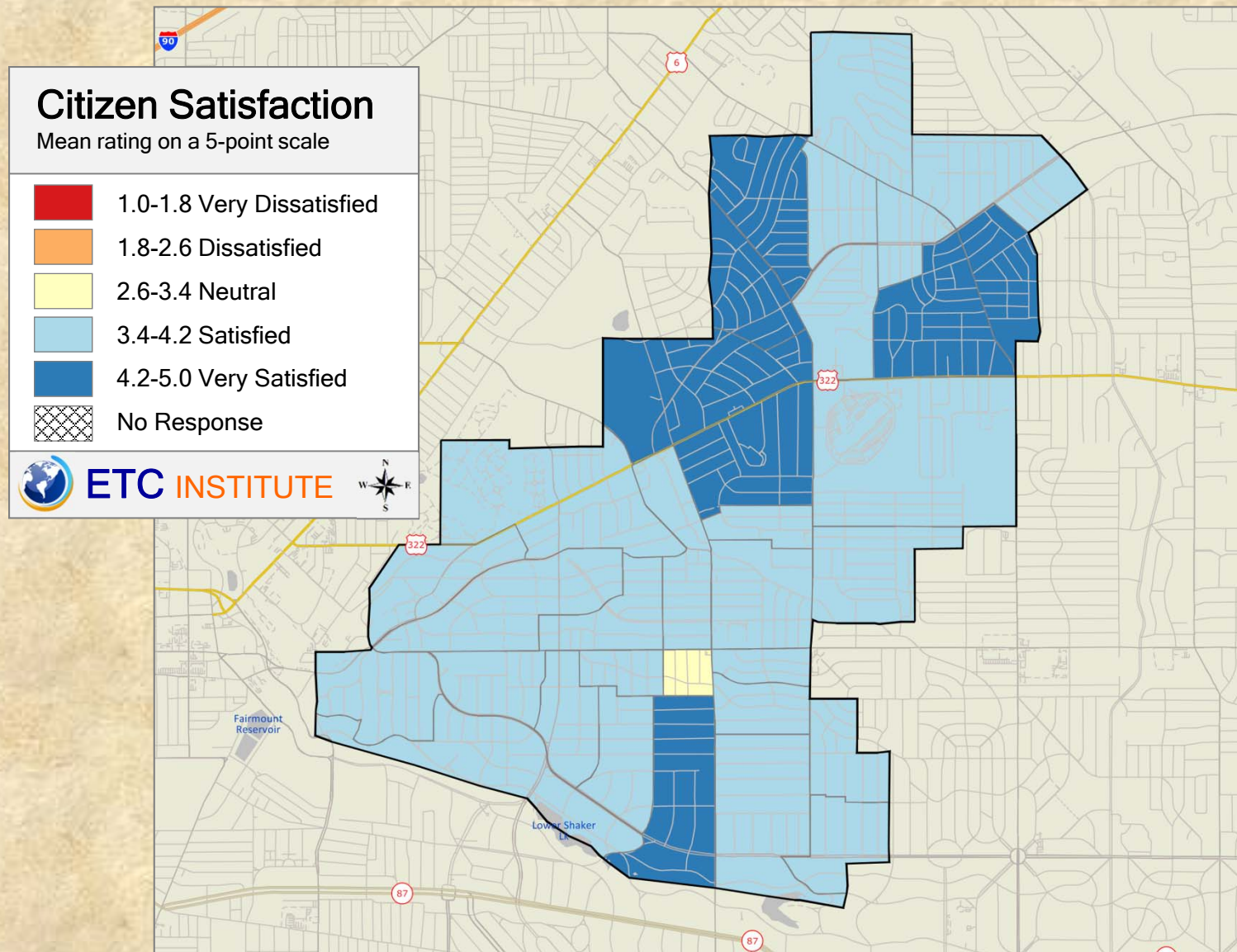
Q21-11 Level of Satisfaction with: Maintenance and appearance of the Community Center



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

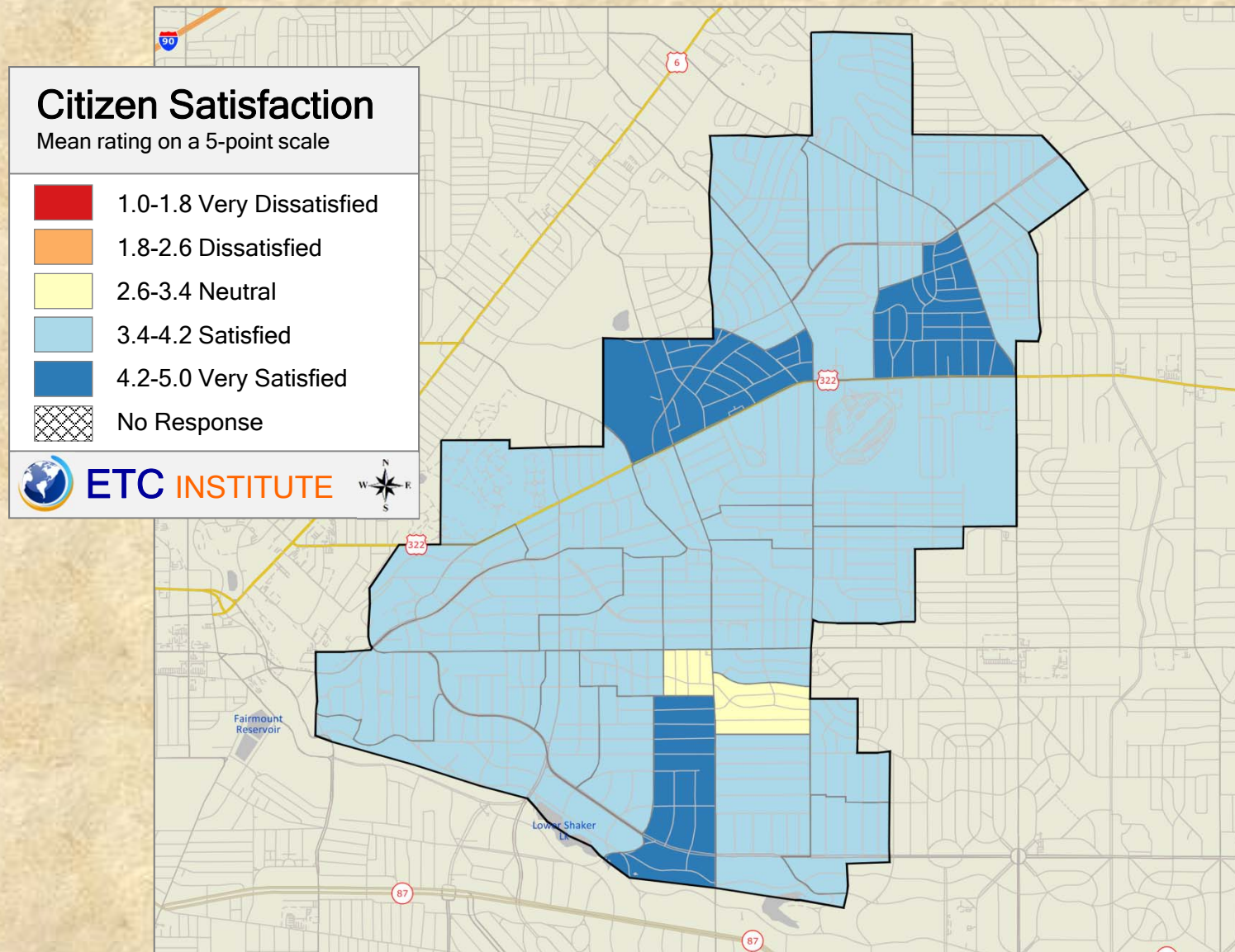
Q21-12 Level of Satisfaction with: Programs and activities offered at the Community Center



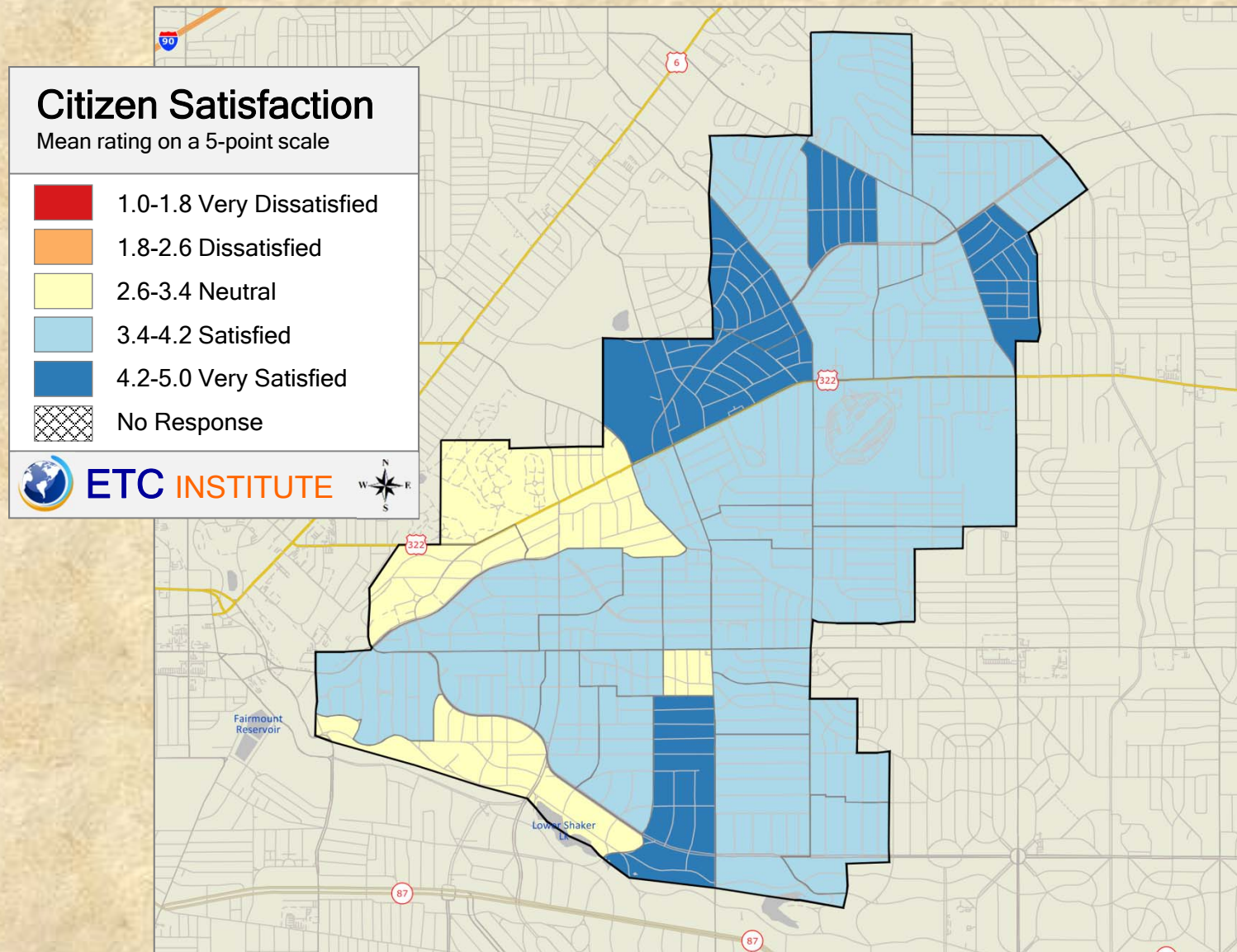
2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q21-13 Level of Satisfaction with: Quality of instructors and coaches



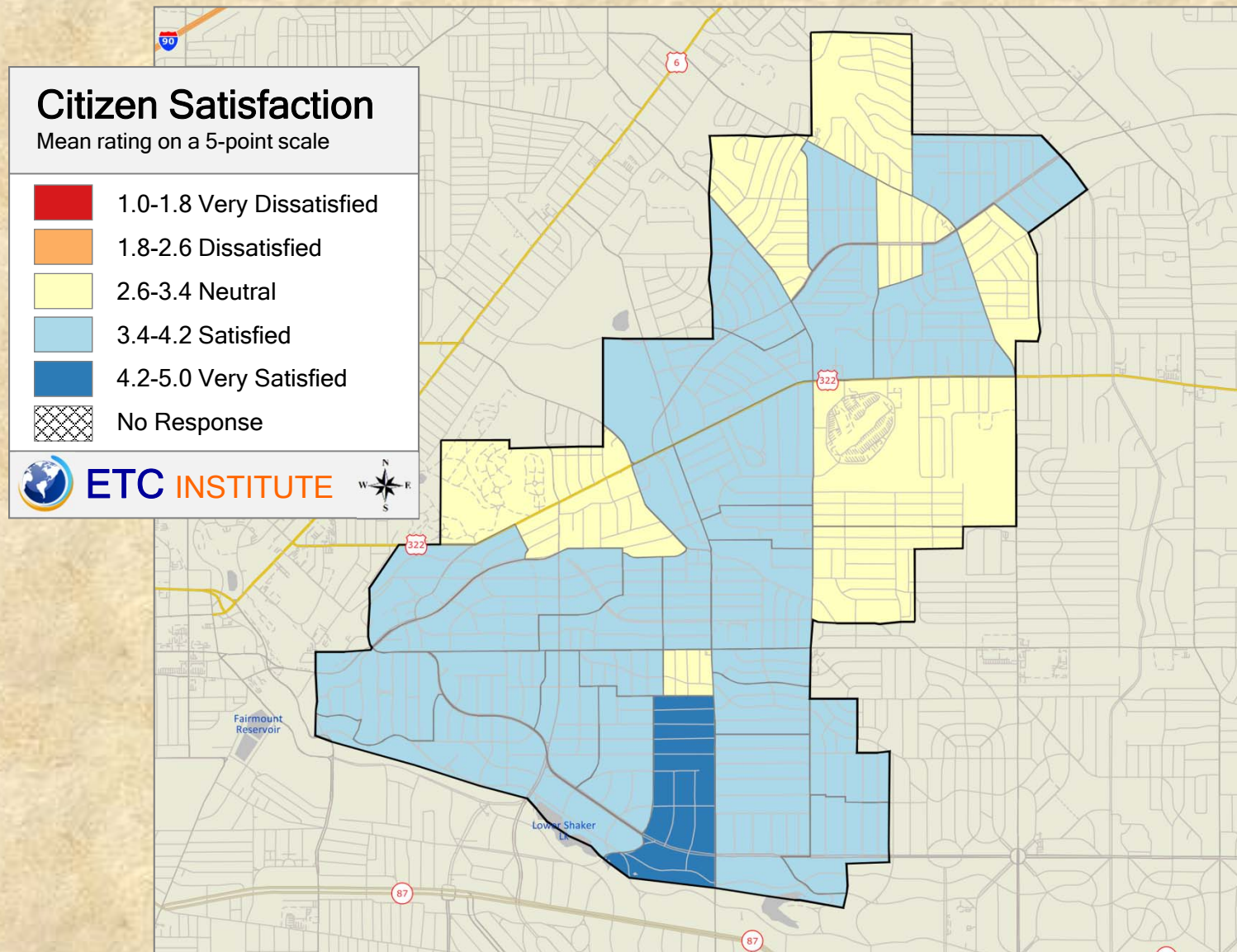
Q21-14 Level of Satisfaction with: Ease of registering for programs



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

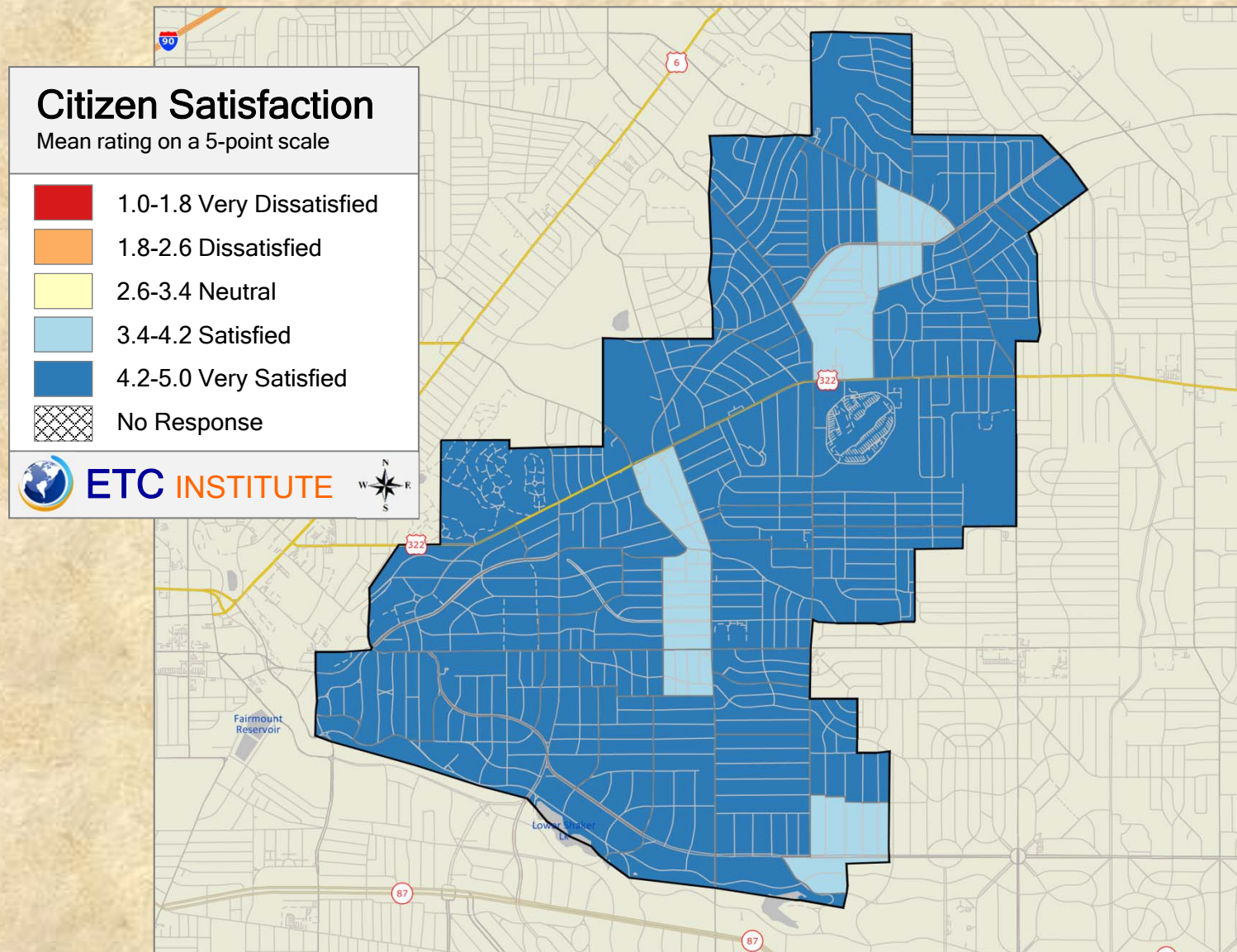
Q21-15 Level of Satisfaction with: Fees charged for recreation programs



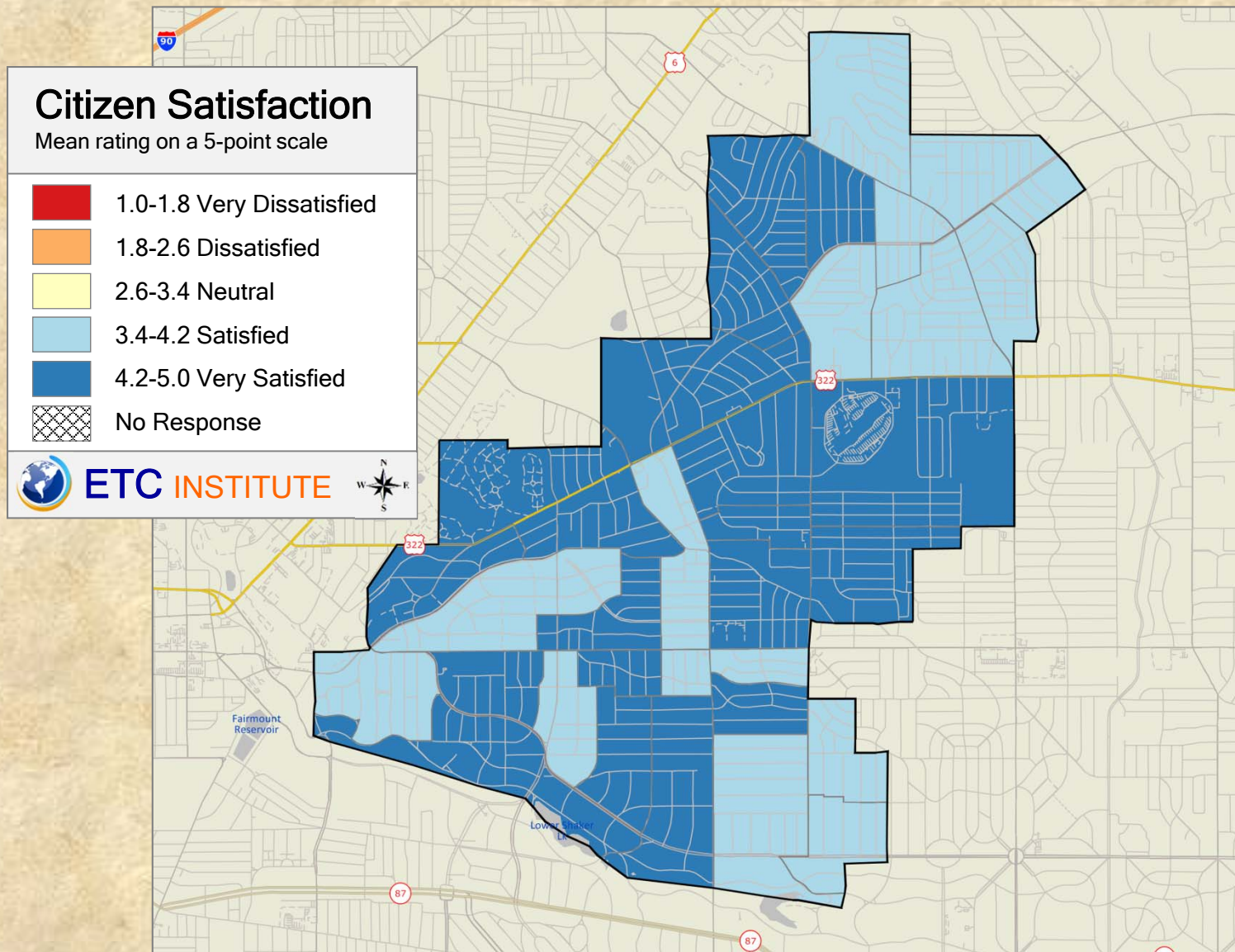
2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q24a-1 Level of Satisfaction with: Overall quality of the facility



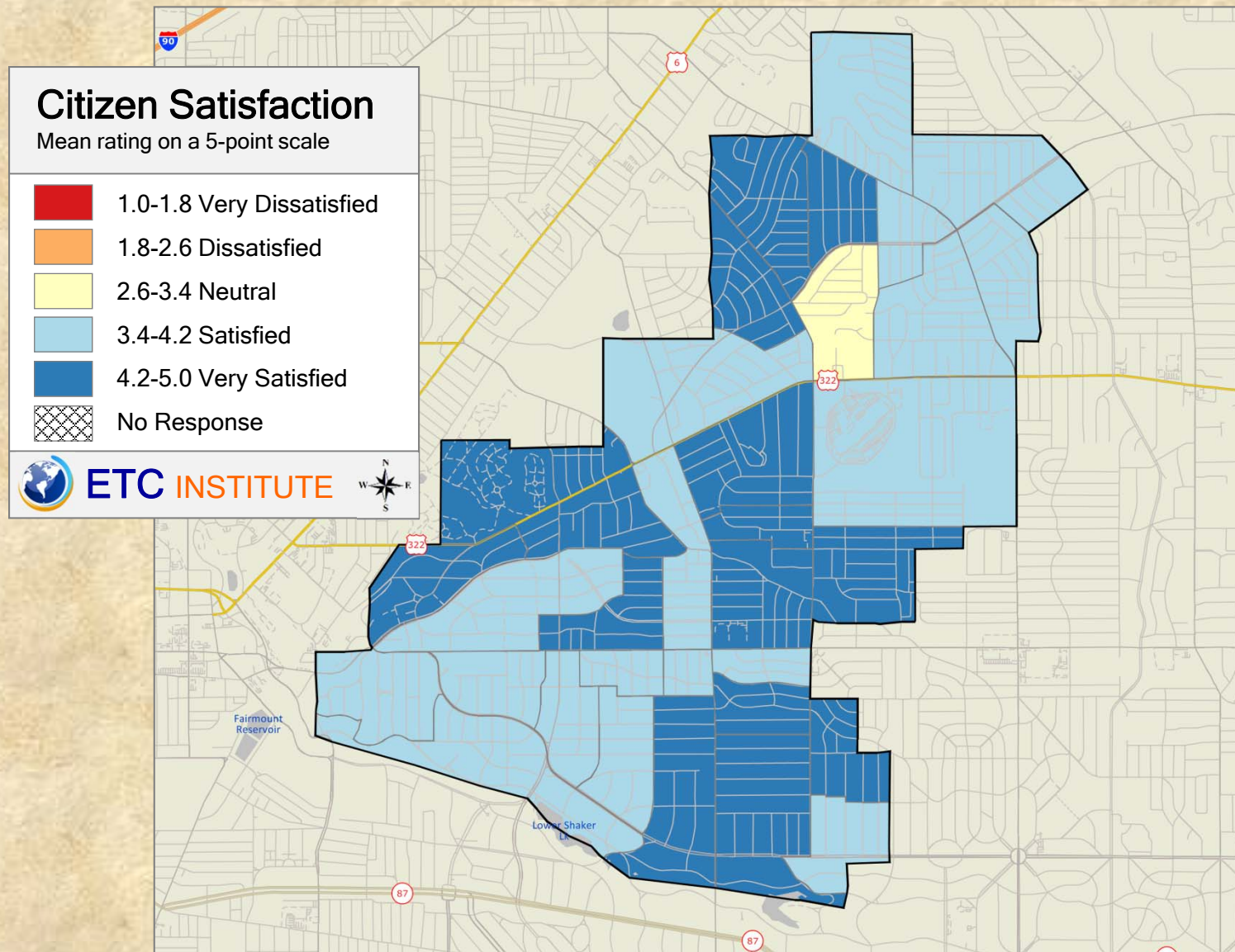
Q24a-2 Level of Satisfaction with: Overall quality of shows and events



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

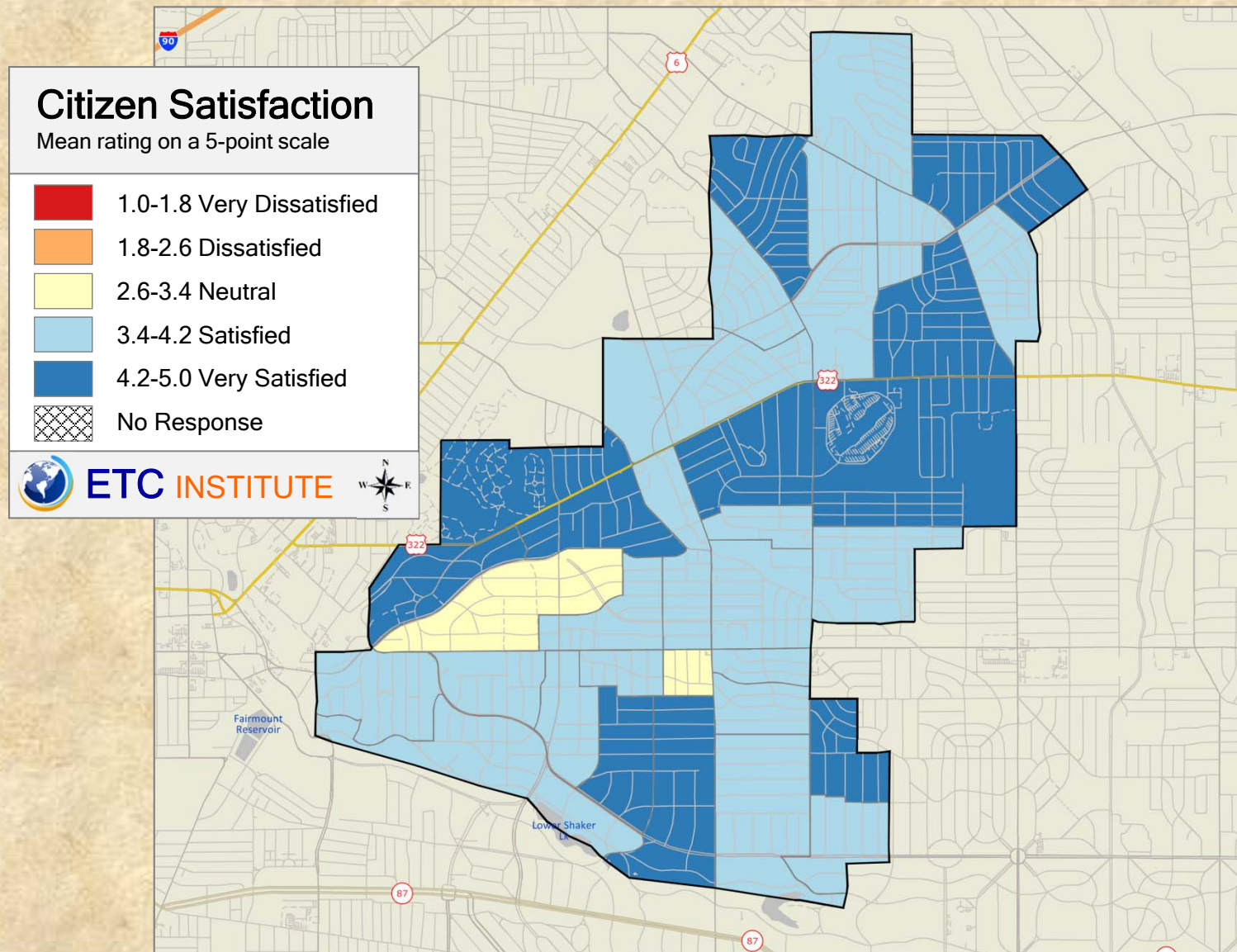
Q24a-3 Level of Satisfaction with: Variety of shows and events



2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

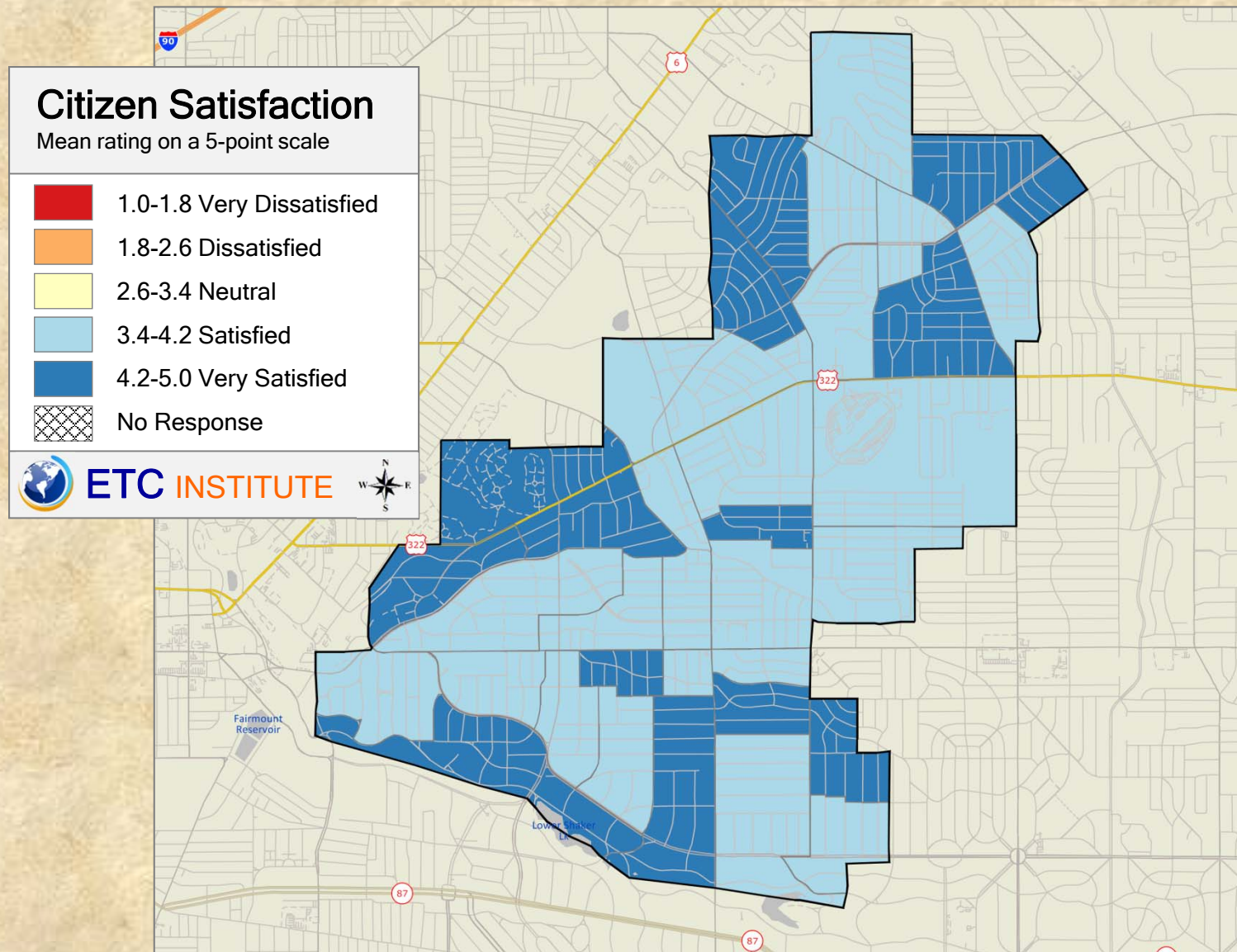
Q24a-4 Level of Satisfaction with: Affordability of shows and events



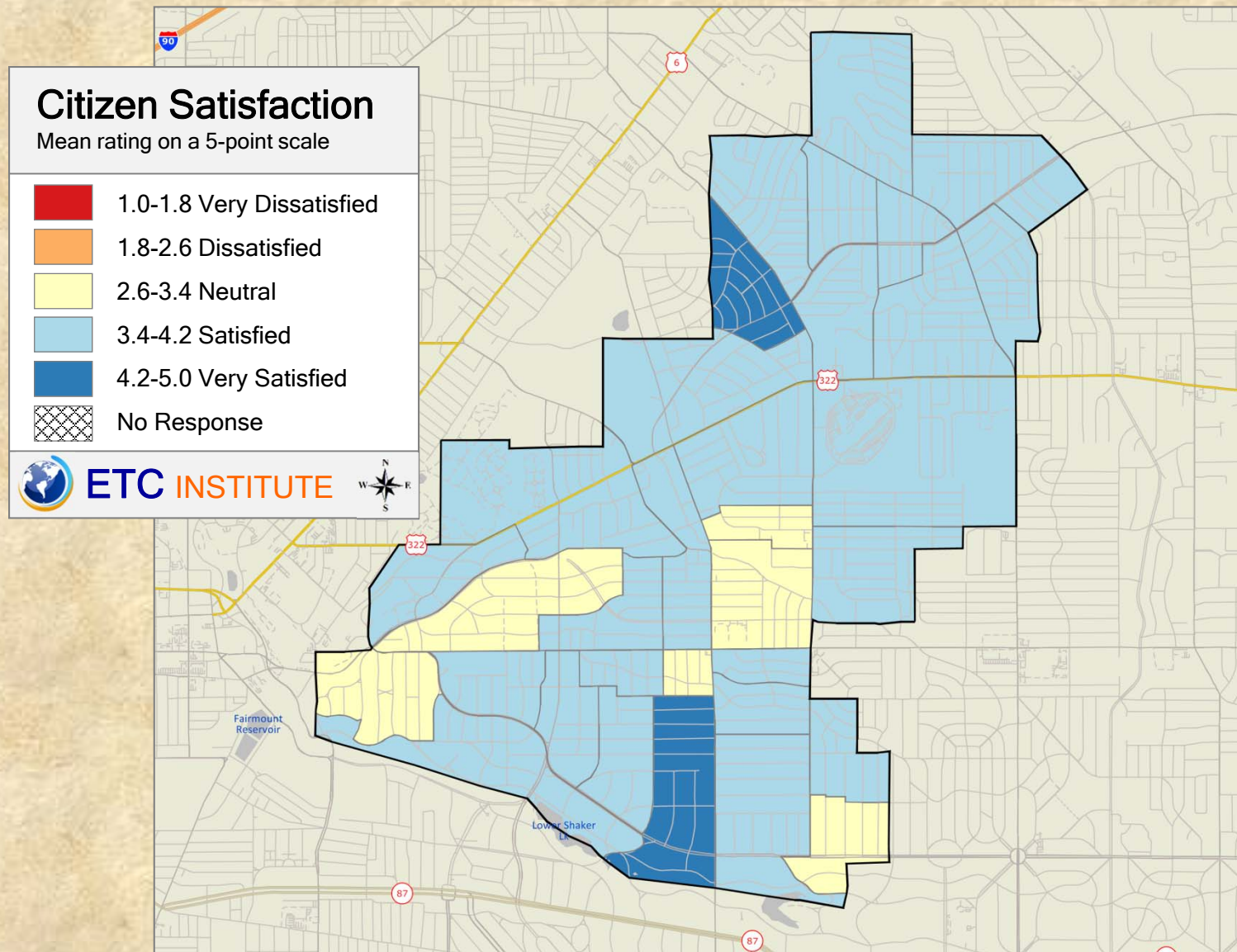
2018 City of Cleveland Heights Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q24a-5 Level of Satisfaction with: Ease of purchasing tickets for shows and events



Q24a-6 Level of Satisfaction with: Overall quality of concessions



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