

# City of Cleveland Heights

## Community Survey

### GIS Maps

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2020

Submitted to the City of Cleveland Heights, OH

by:

ETC Institute

725 W. Frontier Lane,

Olathe, Kansas

66061

September 2020



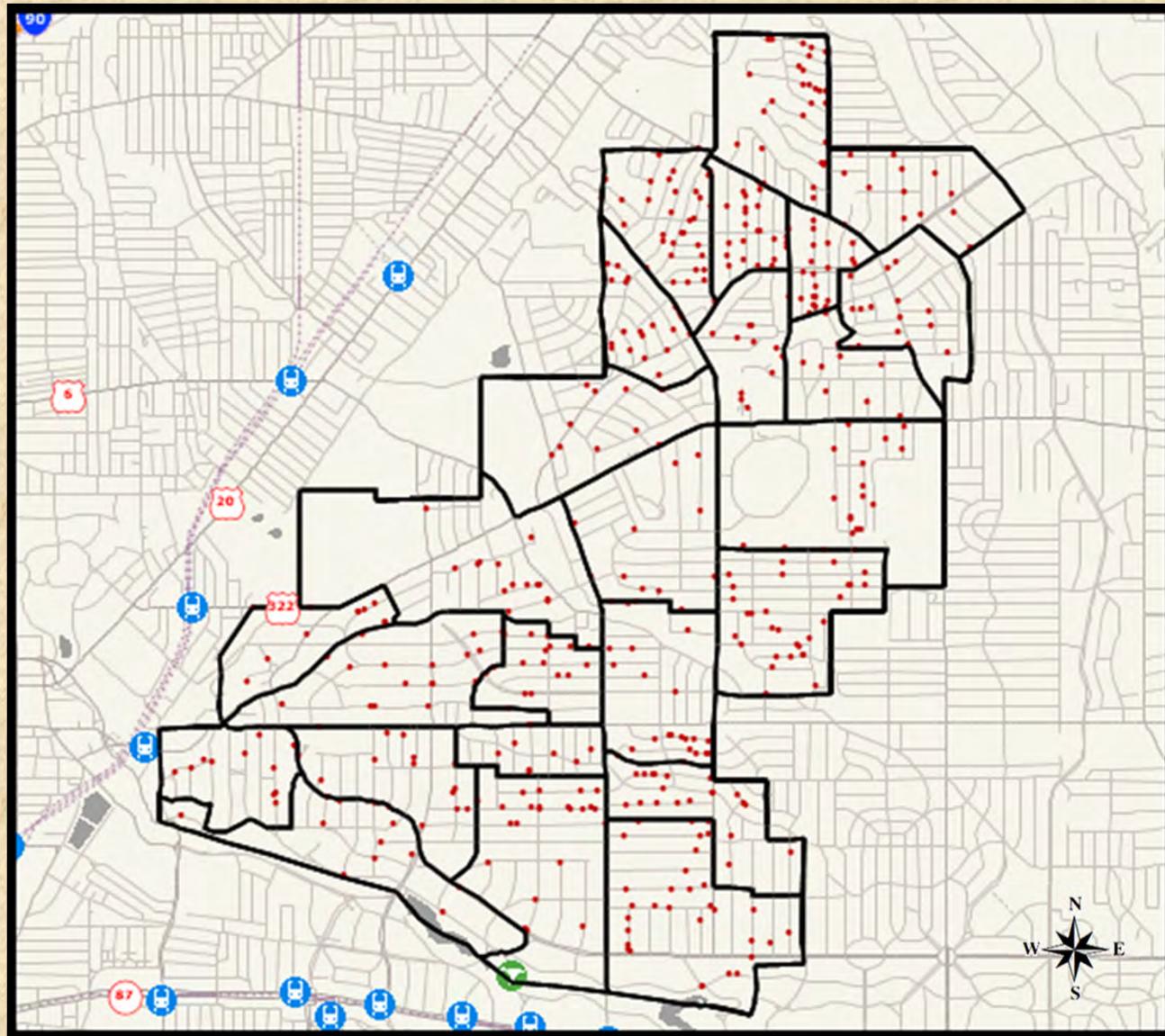
## Interpreting the Maps

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:

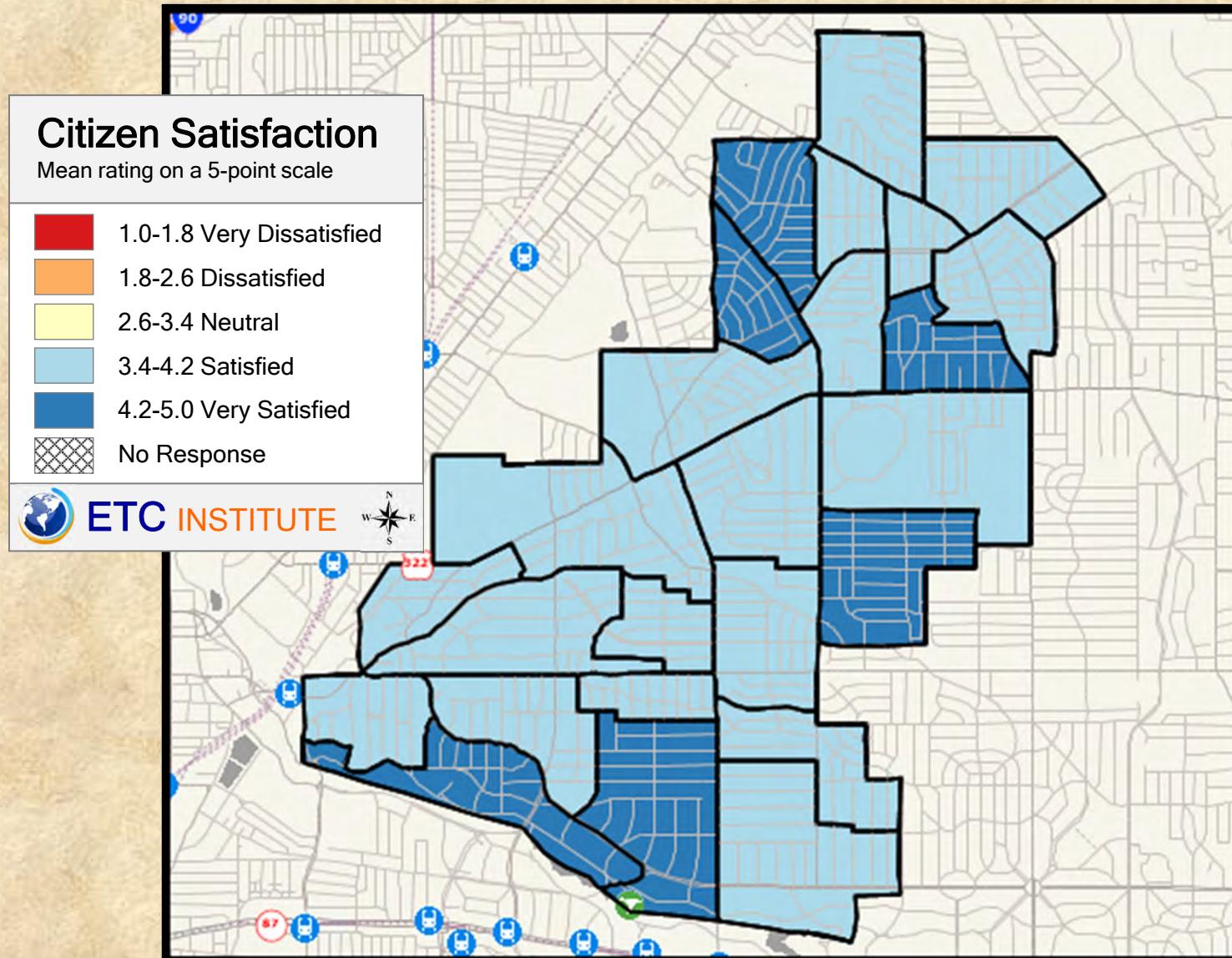
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality 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



**2020 City of Cleveland Heights Community Survey**

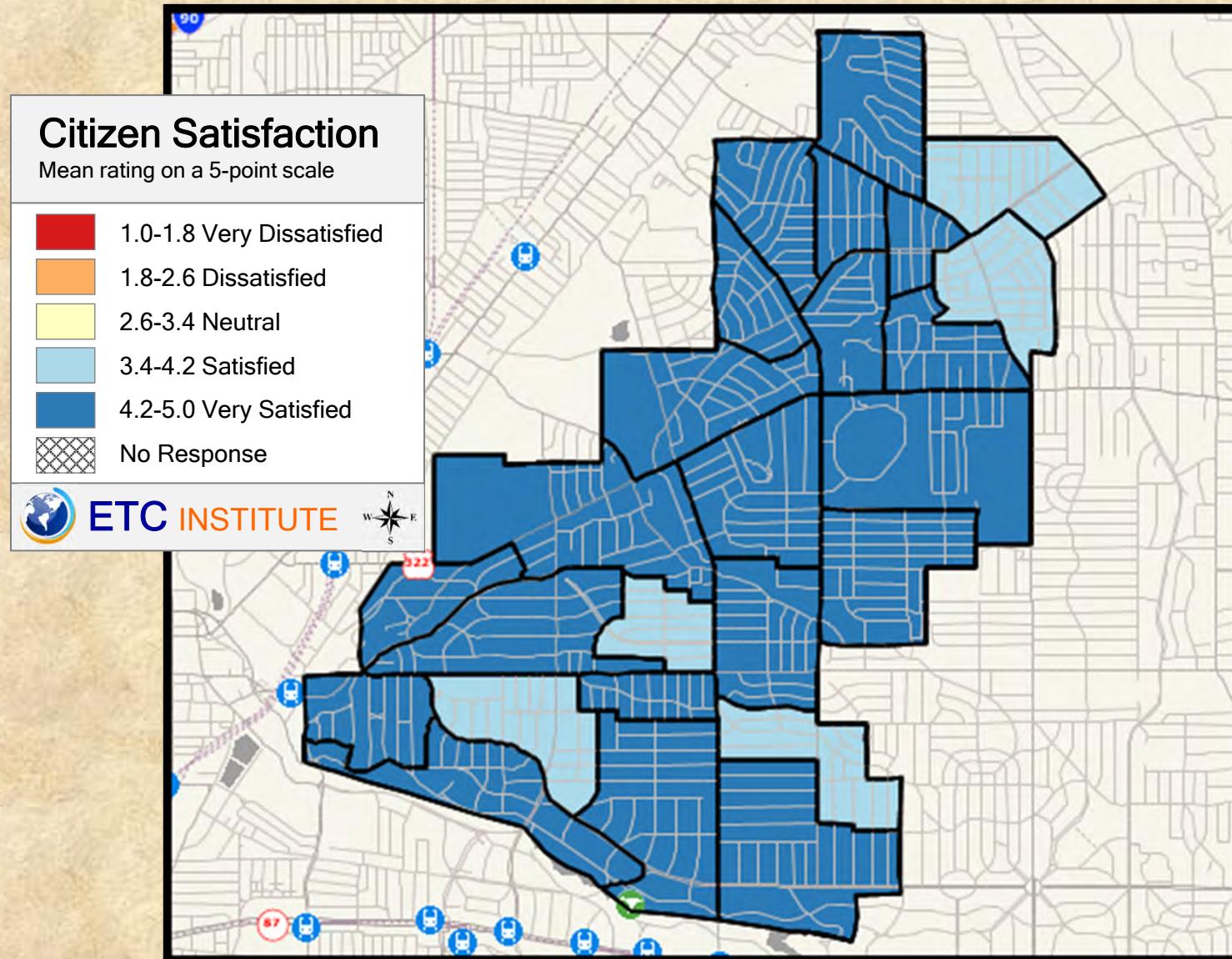
## Q6-1 Level of Satisfaction with: Overall quality of police services



## 2020 City of Cleveland Heights Community Survey

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

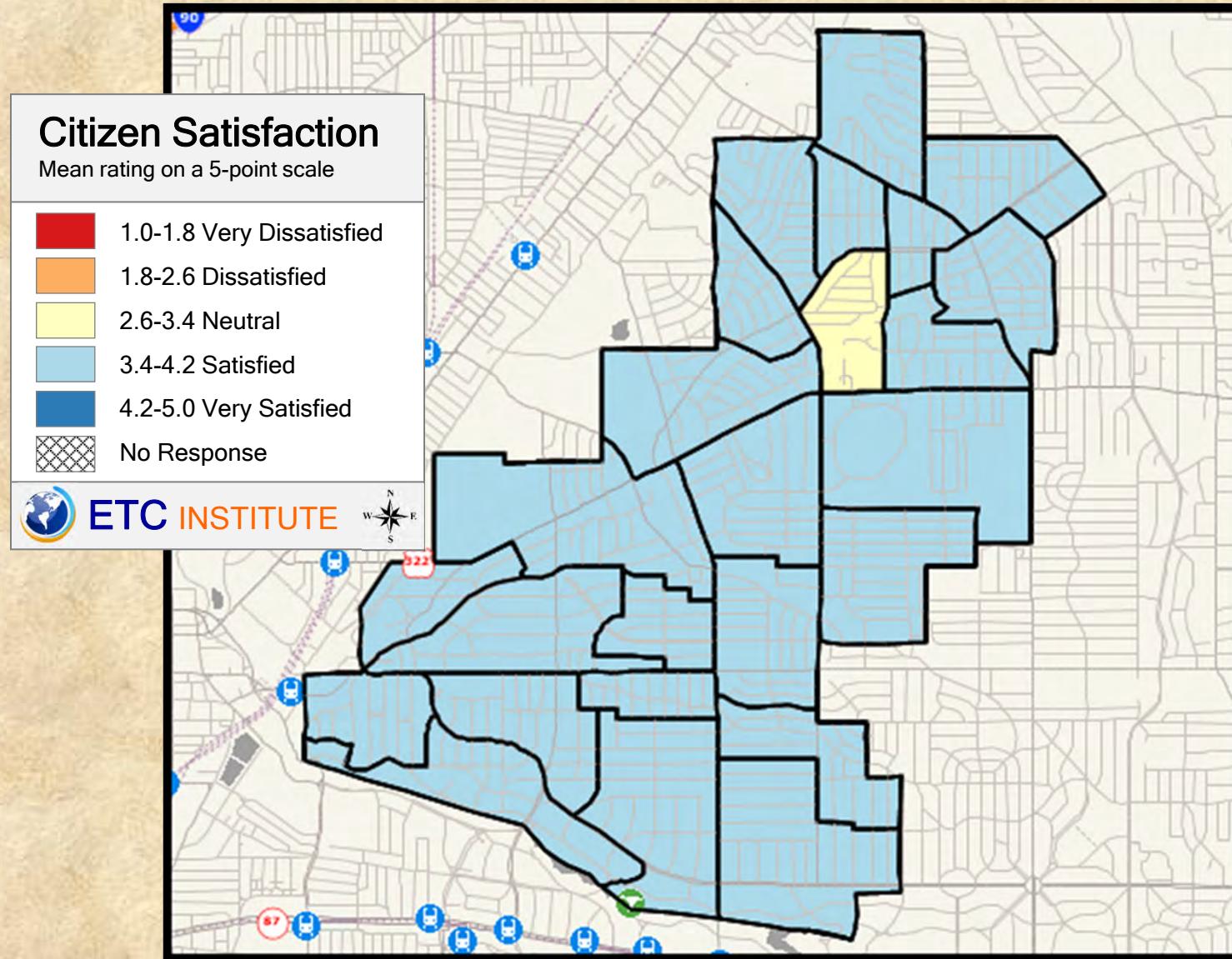
## Q6-2 Level of Satisfaction with: Overall quality of fire and ambulance services



## 2020 City of Cleveland Heights Community Survey

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

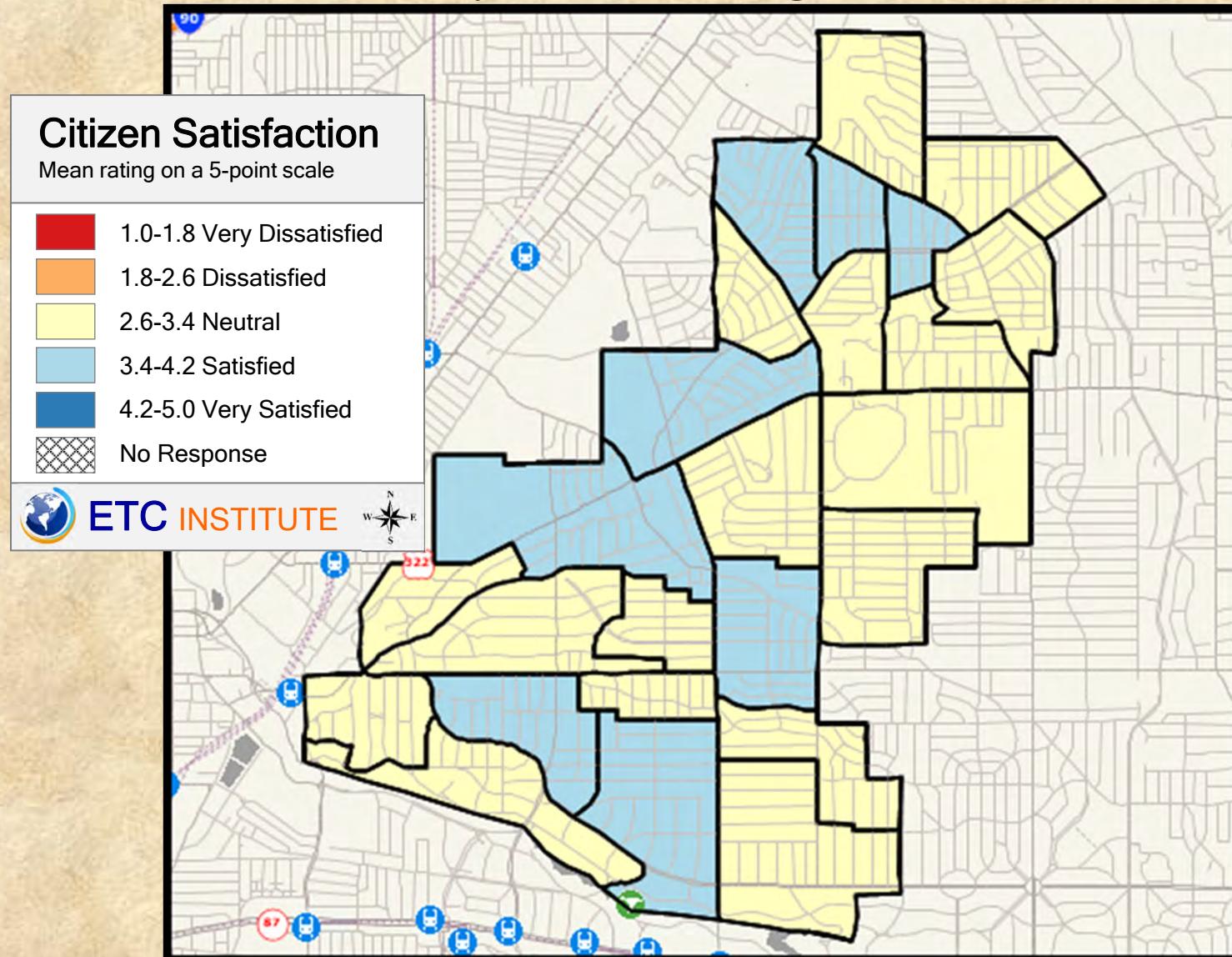
## Q6-3 Level of Satisfaction with: Overall quality of City parks and recreation programs and facilities



## 2020 City of Cleveland Heights Community Survey

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

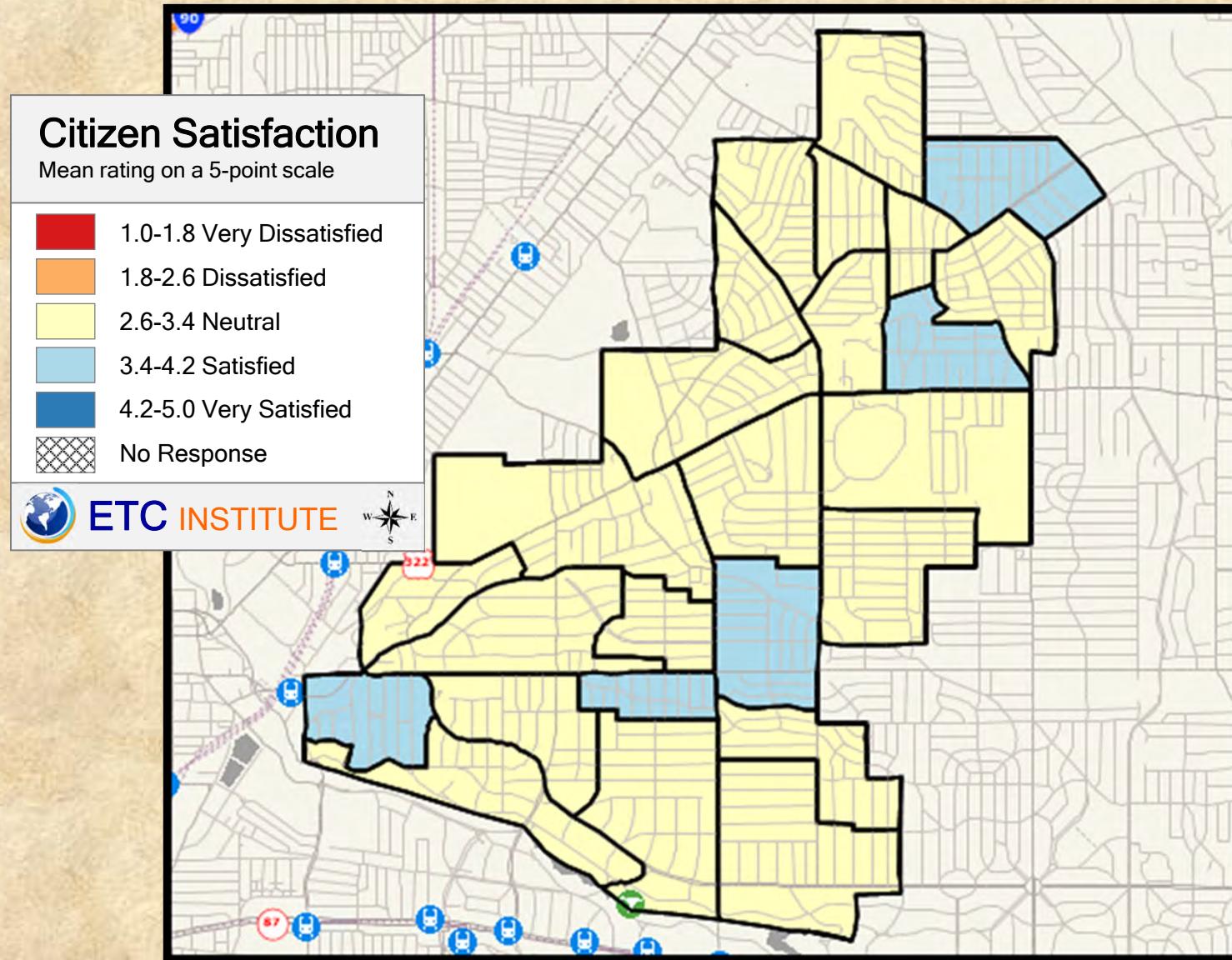
## Q6-4 Level of Satisfaction with: Overall maintenance of City streets, buildings & facilities



## 2020 City of Cleveland Heights Community Survey

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

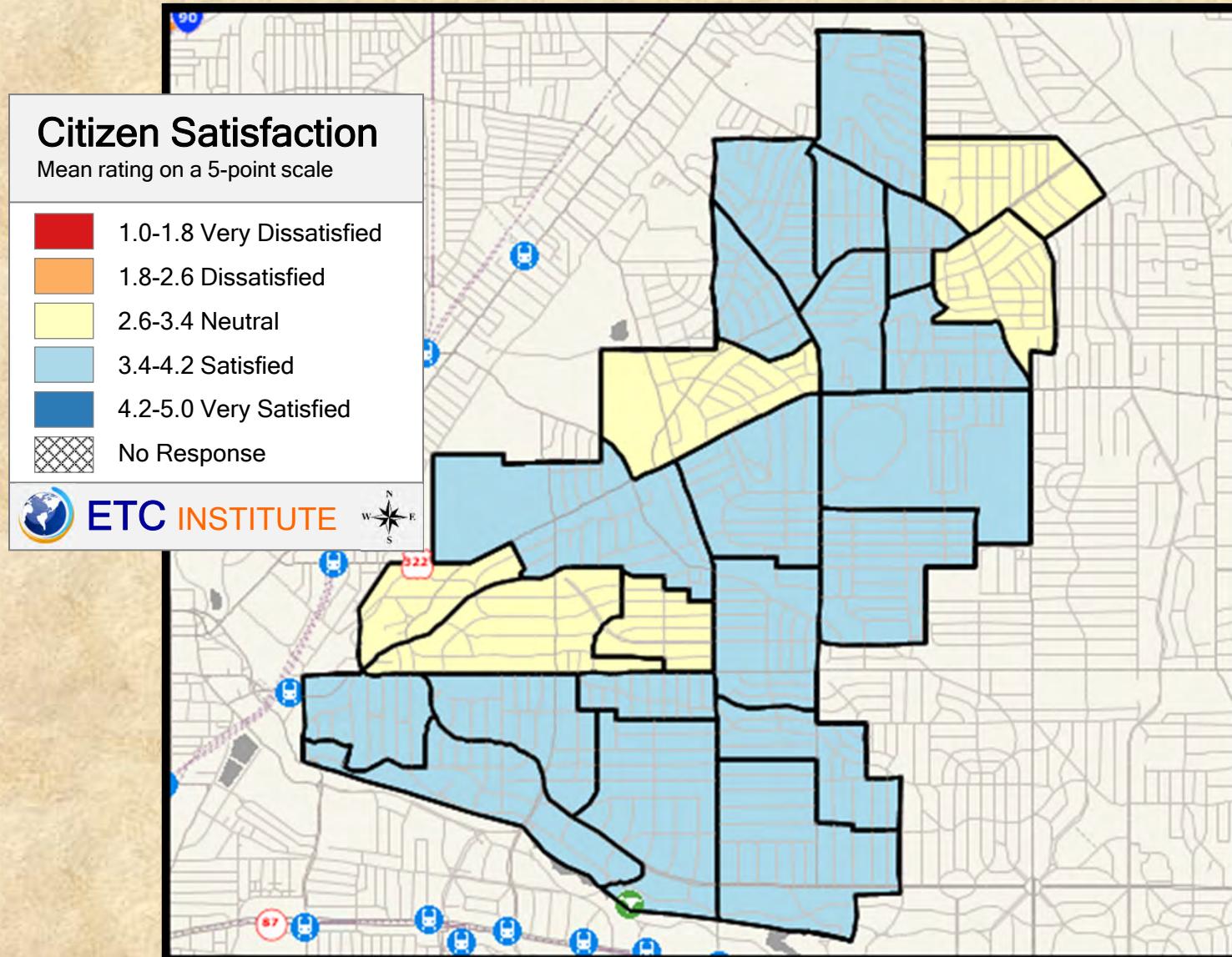
## Q6-5 Level of Satisfaction with: Overall enforcement of City codes and ordinances



## 2020 City of Cleveland Heights Community Survey

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

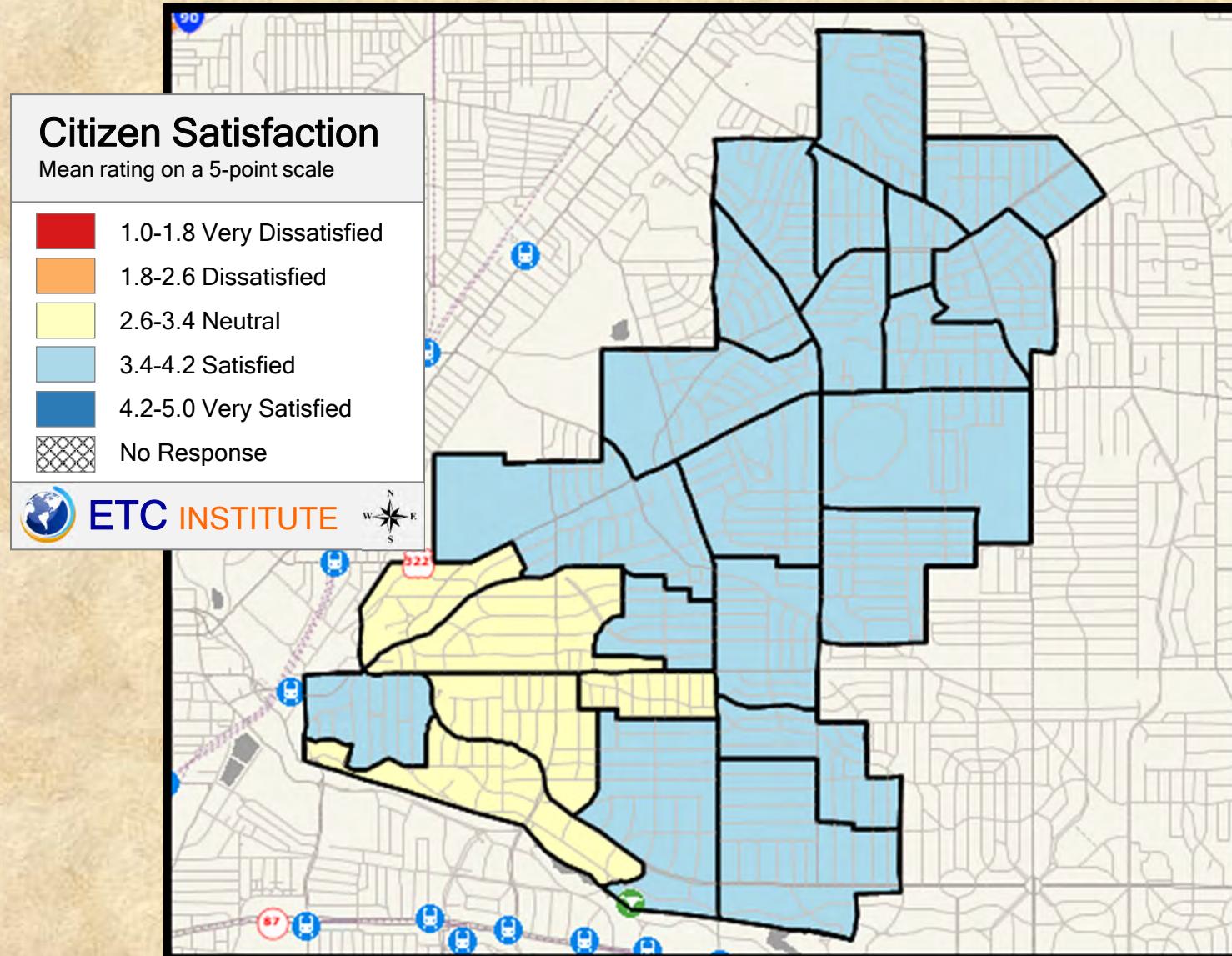
## Q6-6 Level of Satisfaction with: Overall quality of customer service you receive from City employees



## 2020 City of Cleveland Heights Community Survey

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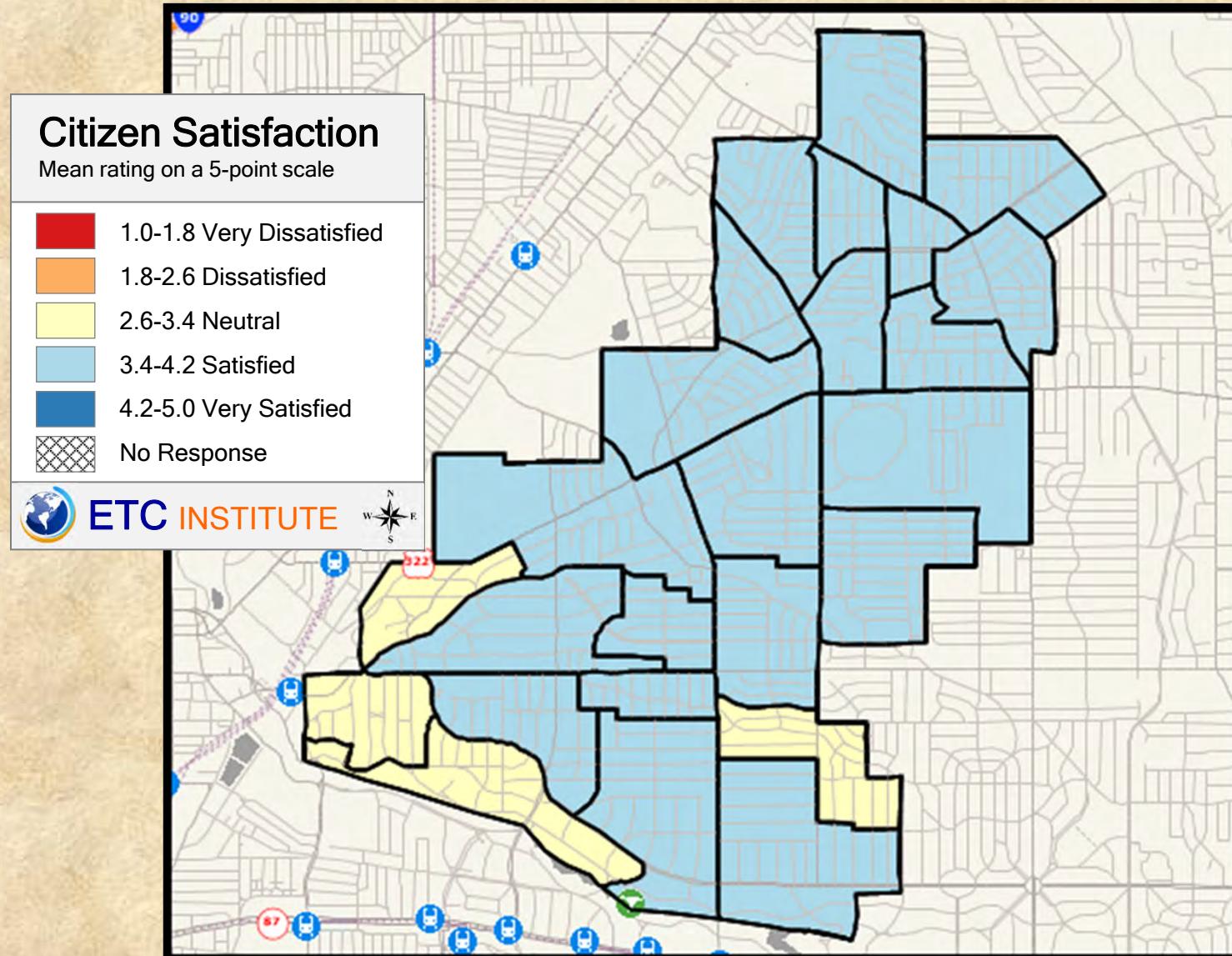
## Q6-7 Level of Satisfaction with: Overall effectiveness of City communication with the public



## 2020 City of Cleveland Heights Community Survey

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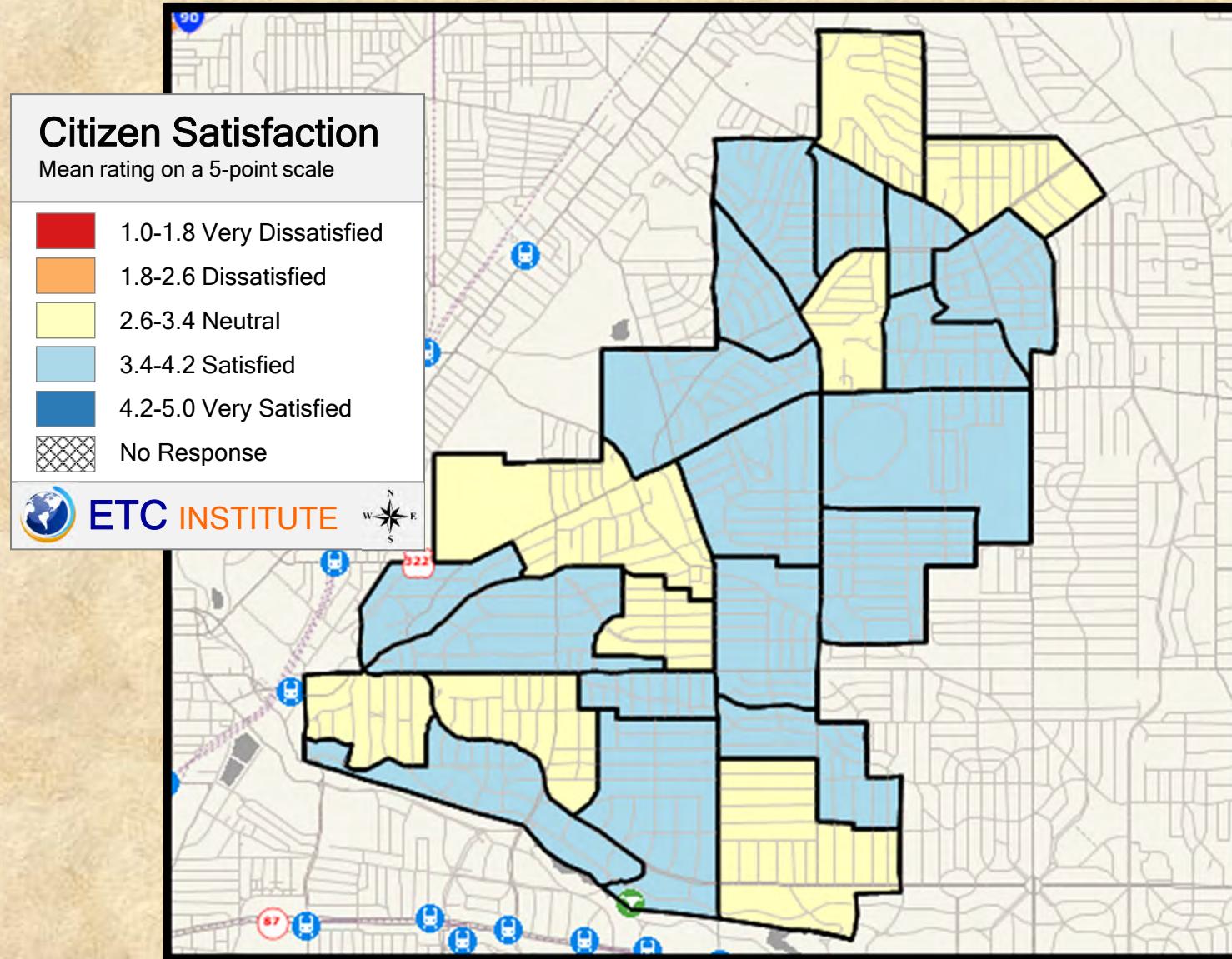
## Q6-8 Level of Satisfaction with: Overall quality of solid waste services (trash, recycling, yard waste)



## 2020 City of Cleveland Heights Community Survey

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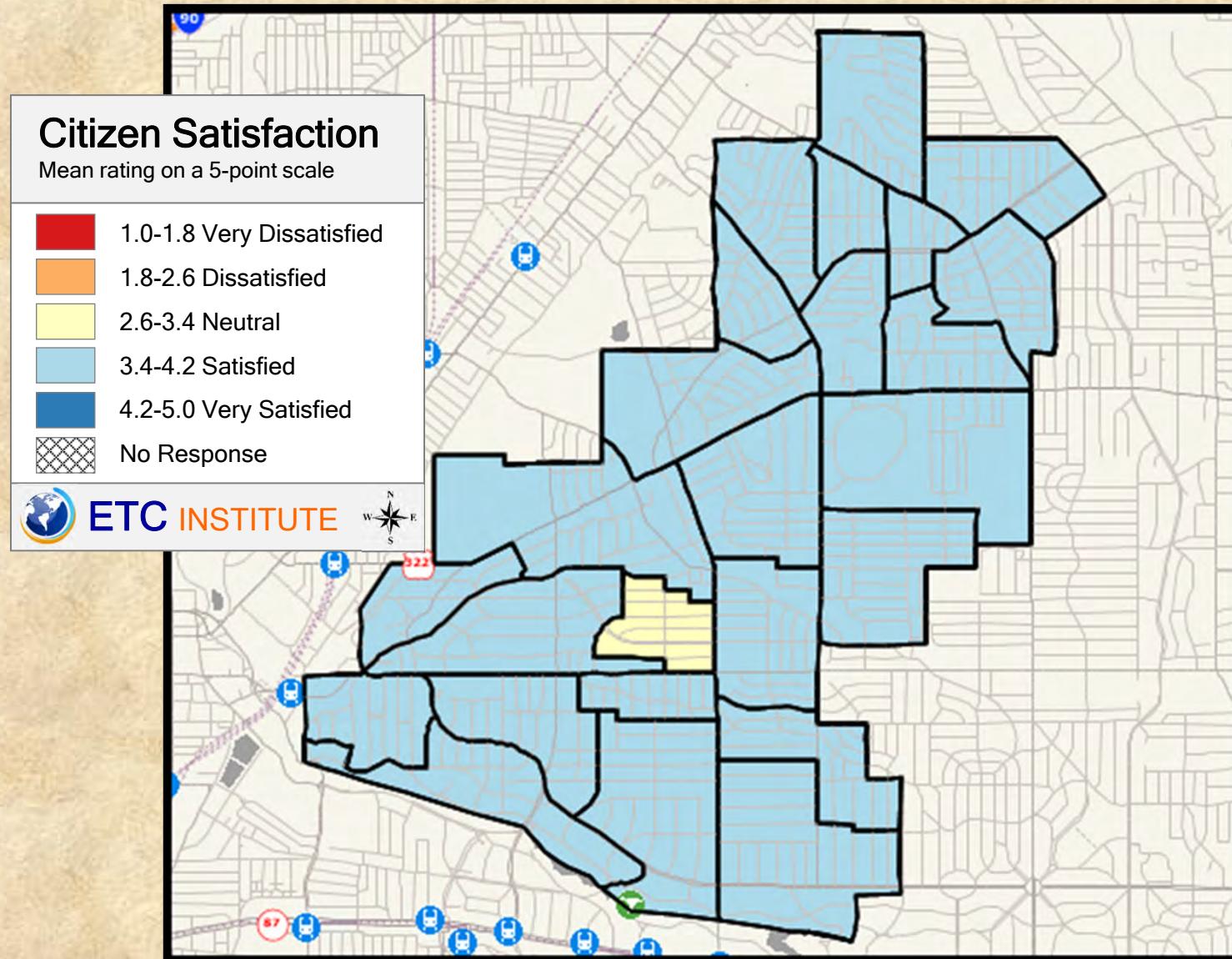
## Q6-9 Level of Satisfaction with: City's efforts to conserve energy and protect the environment



## 2020 City of Cleveland Heights Community Survey

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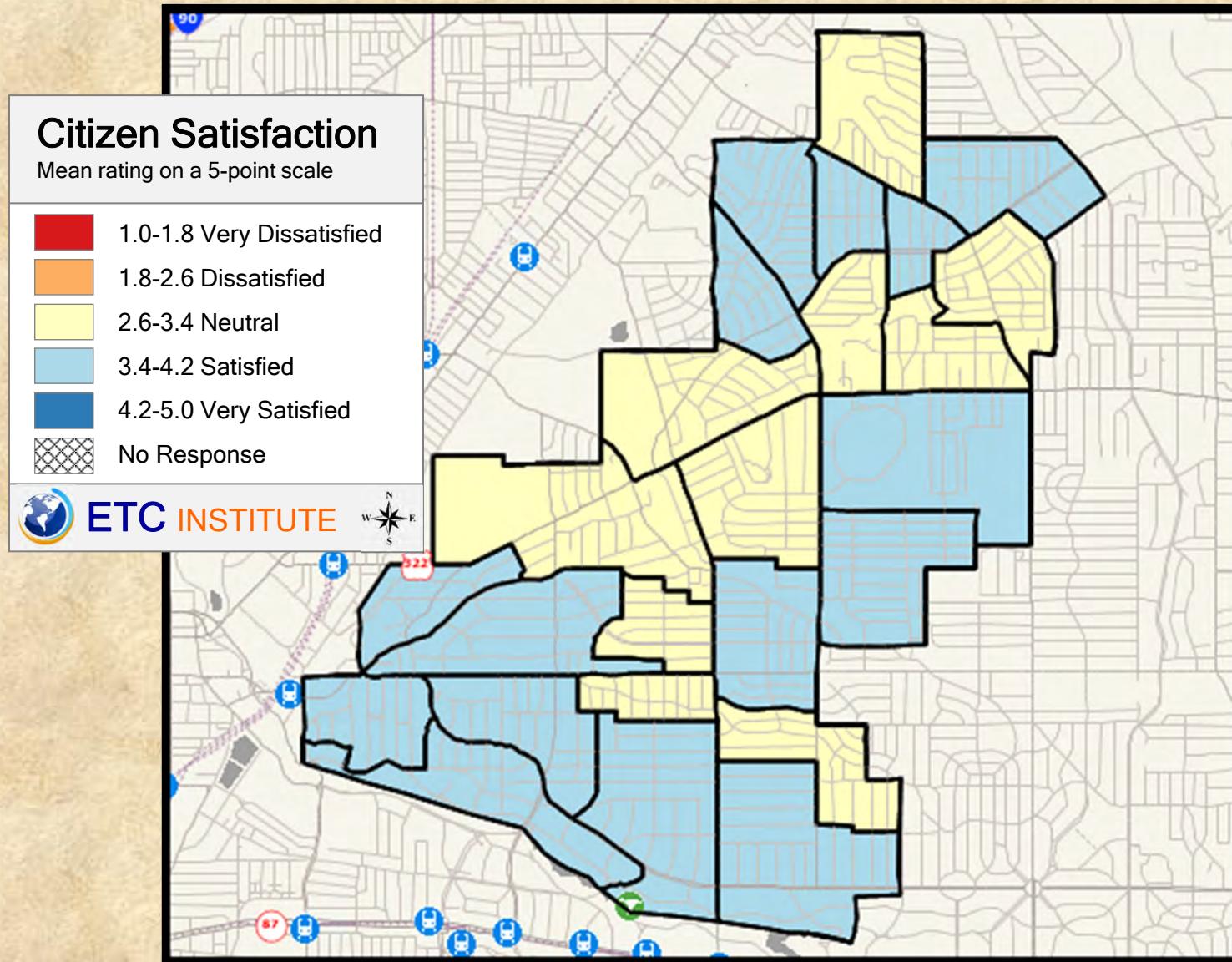
## Q8-1 Level of Satisfaction with: Overall quality of services provided by the City



## 2020 City of Cleveland Heights Community Survey

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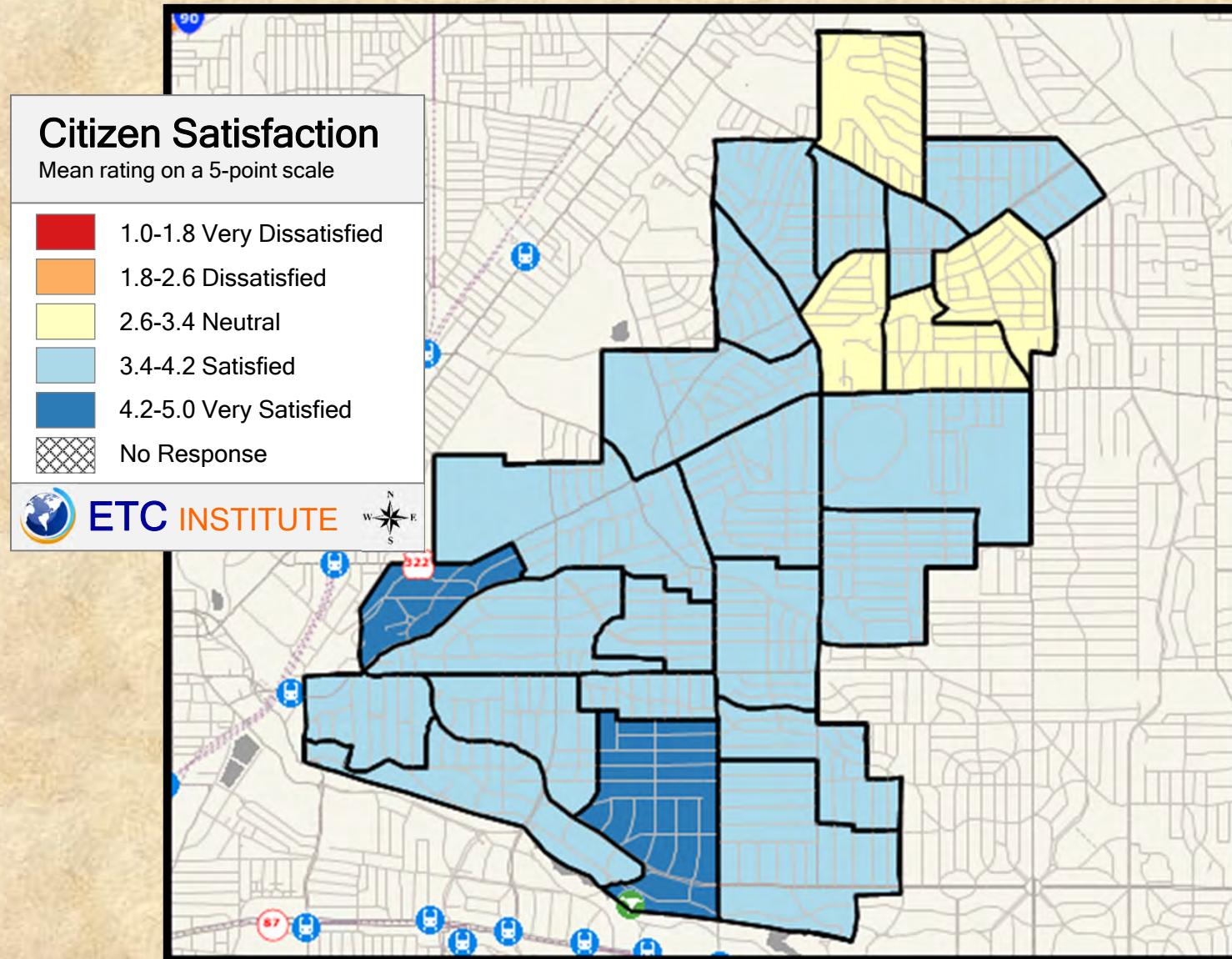
## Q8-2 Level of Satisfaction with: Overall image of the City



## 2020 City of Cleveland Heights Community Survey

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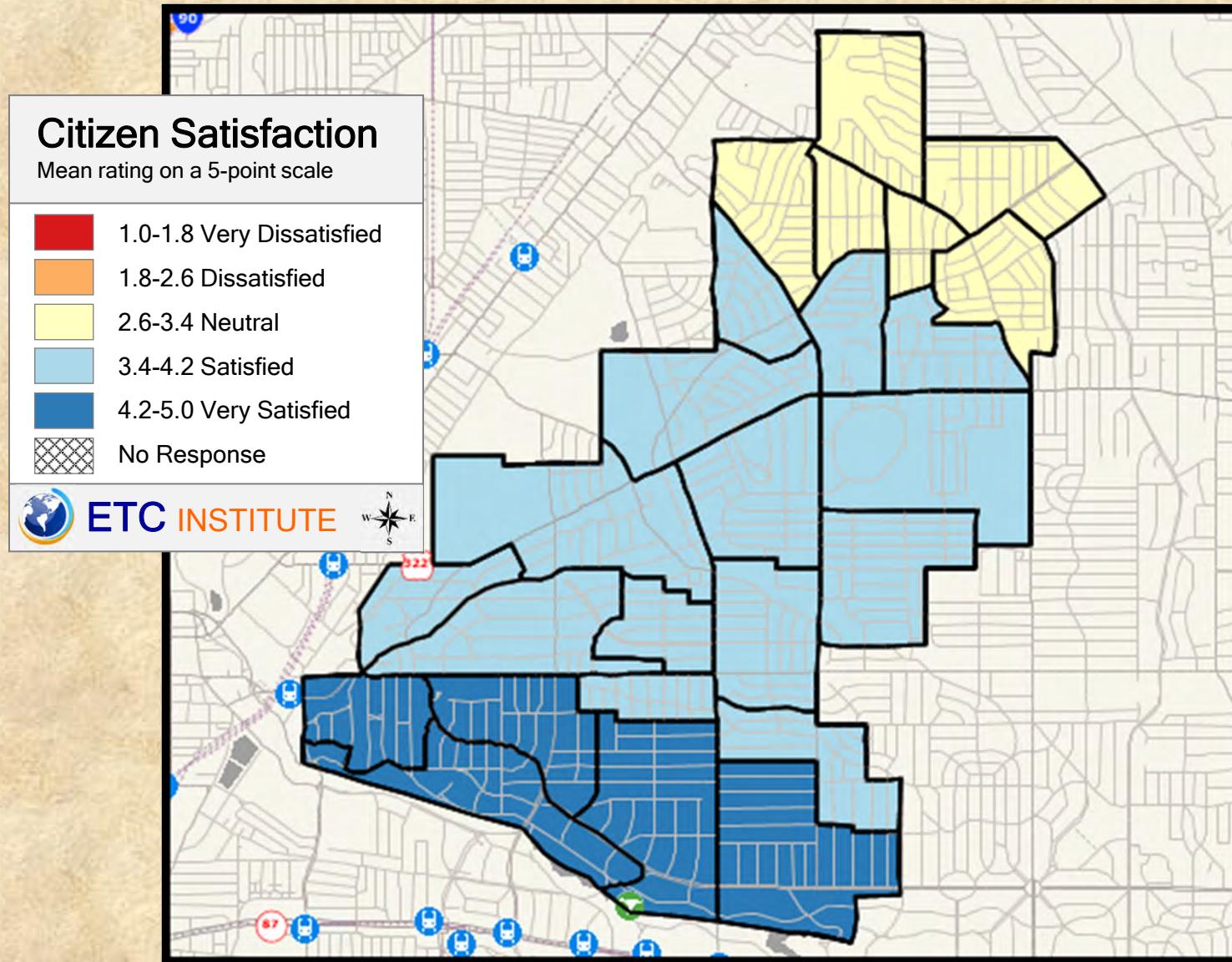
## Q8-3 Level of Satisfaction with: Overall quality of life in the City



## 2020 City of Cleveland Heights Community Survey

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

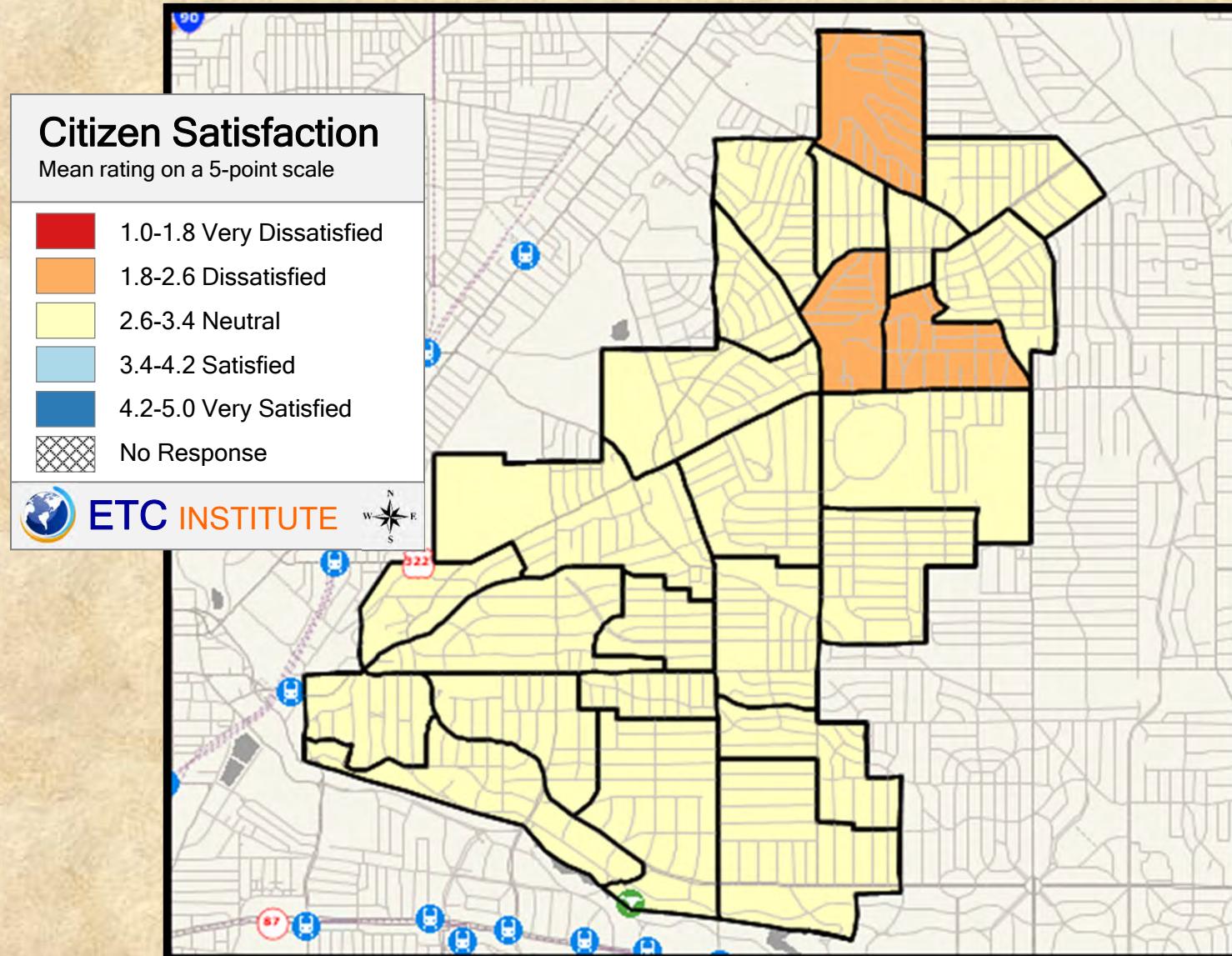
## Q8-4 Level of Satisfaction with: Overall quality of your neighborhood



## 2020 City of Cleveland Heights Community Survey

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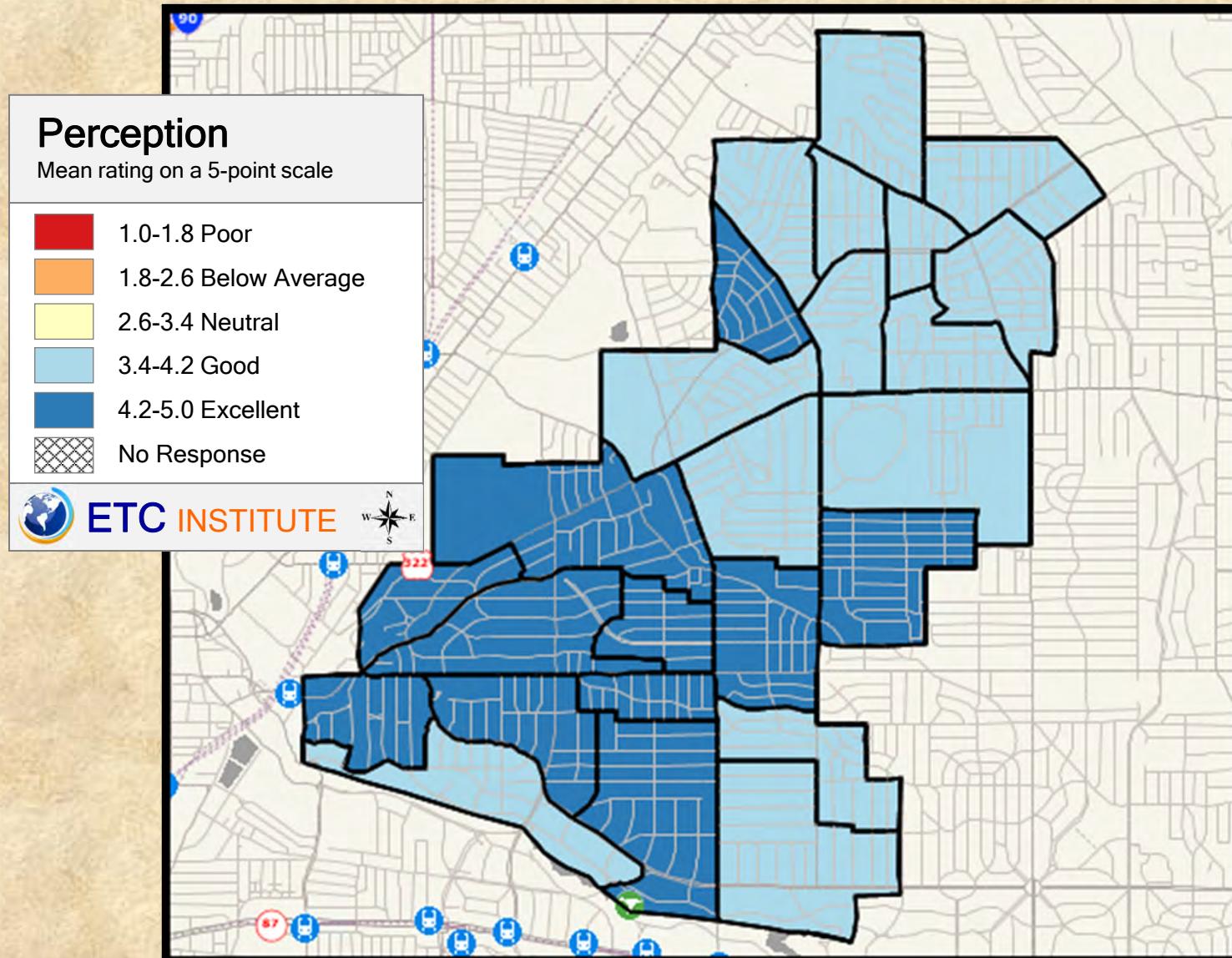
## Q8-5 Level of Satisfaction with: The overall value that you receive for your city tax dollars and fees



## 2020 City of Cleveland Heights Community Survey

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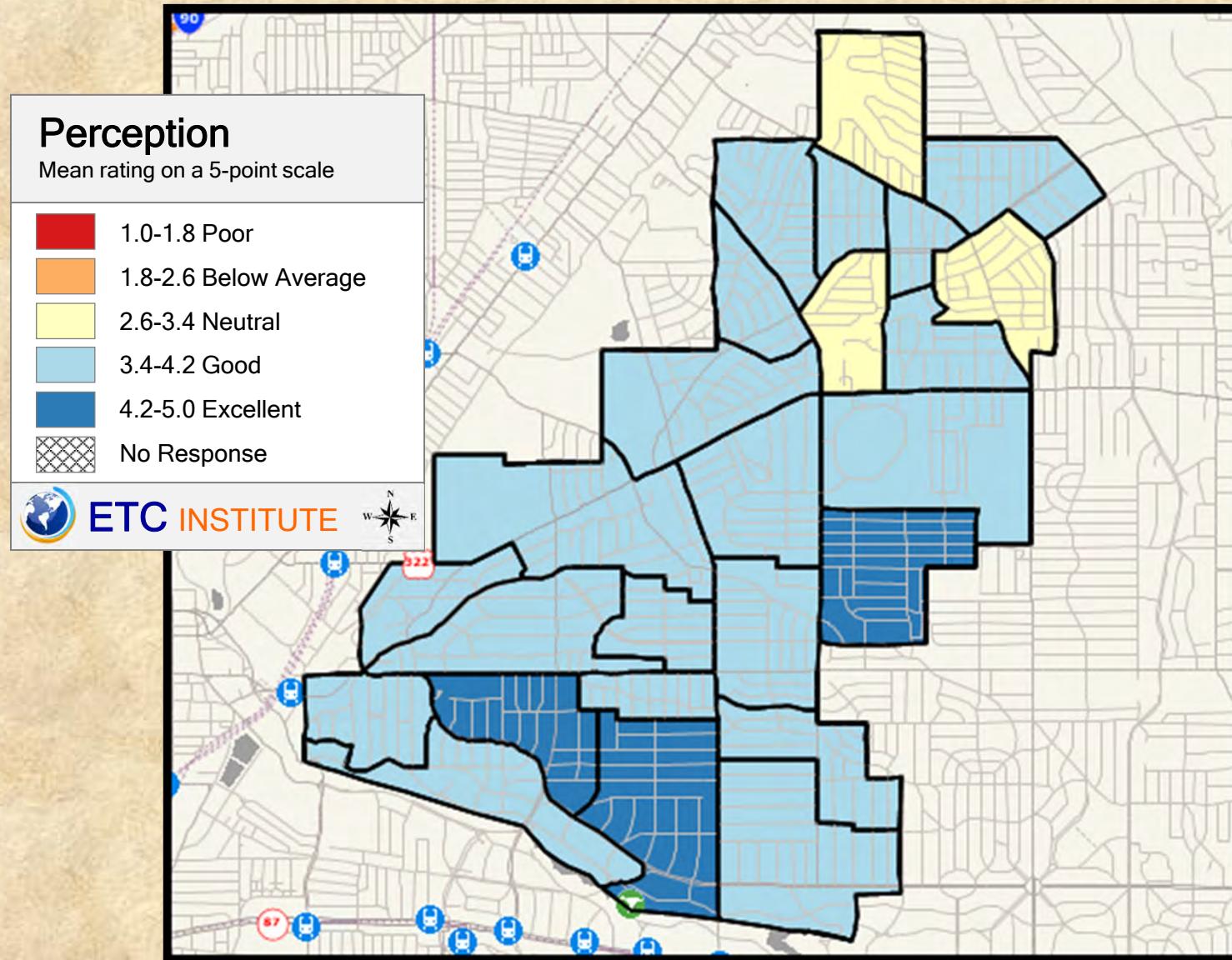
## Q9-1 Ratings of Cleveland Heights: As a place to live



## 2020 City of Cleveland Heights Community Survey

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

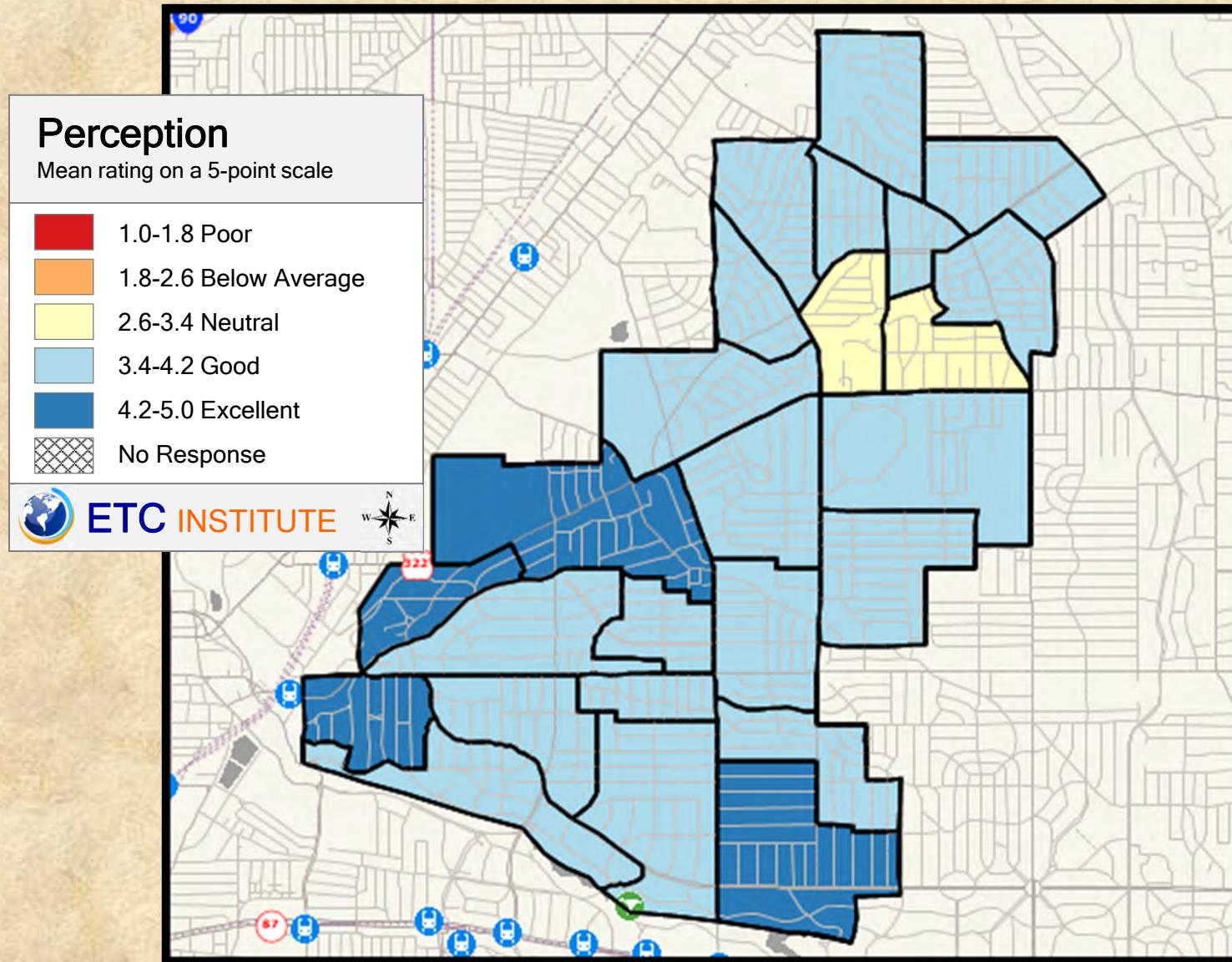
## Q9-2 Ratings of Cleveland Heights: As a place to raise children



## 2020 City of Cleveland Heights Community Survey

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

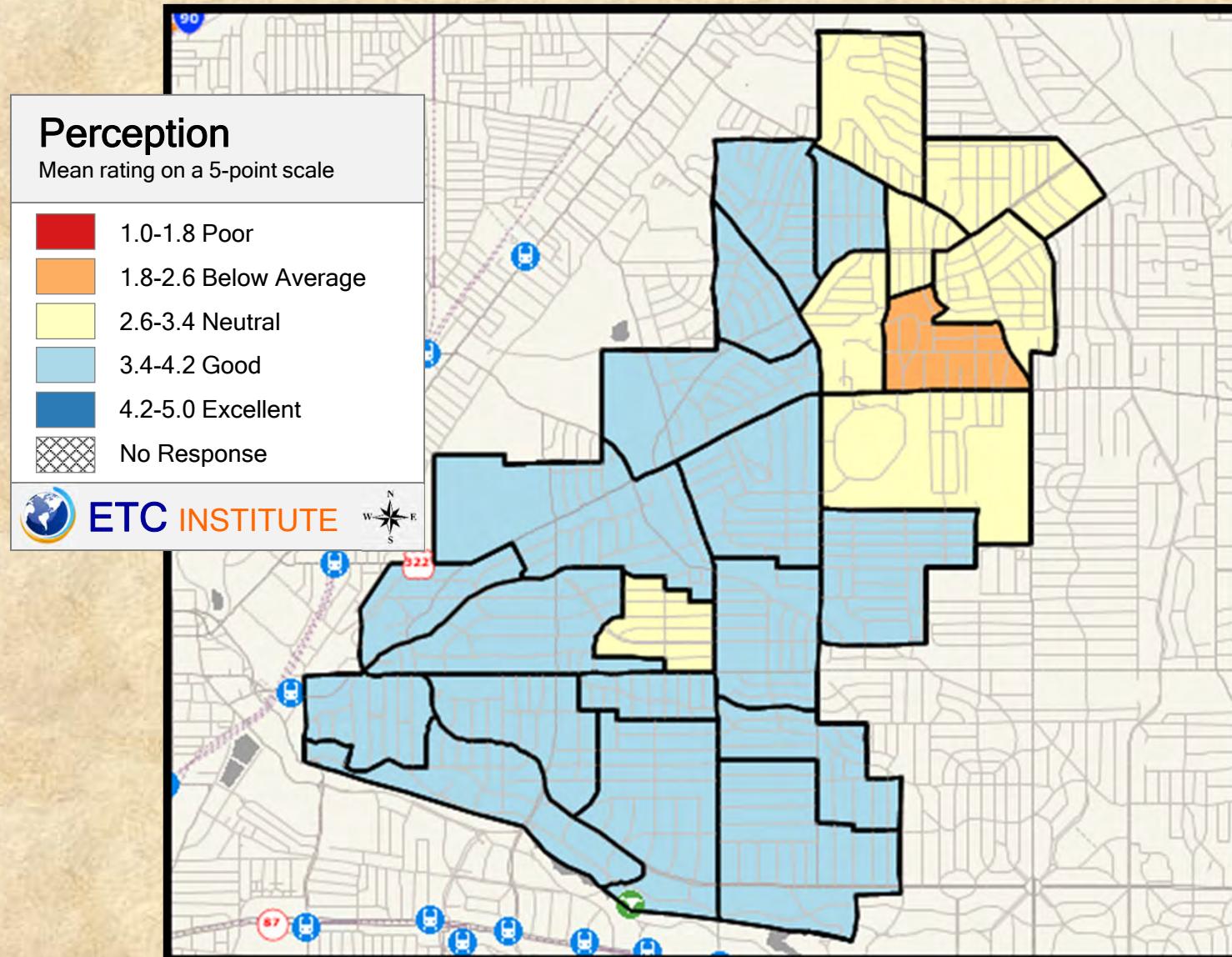
## Q9-3 Ratings of Cleveland Heights: As a place to visit



## 2020 City of Cleveland Heights Community Survey

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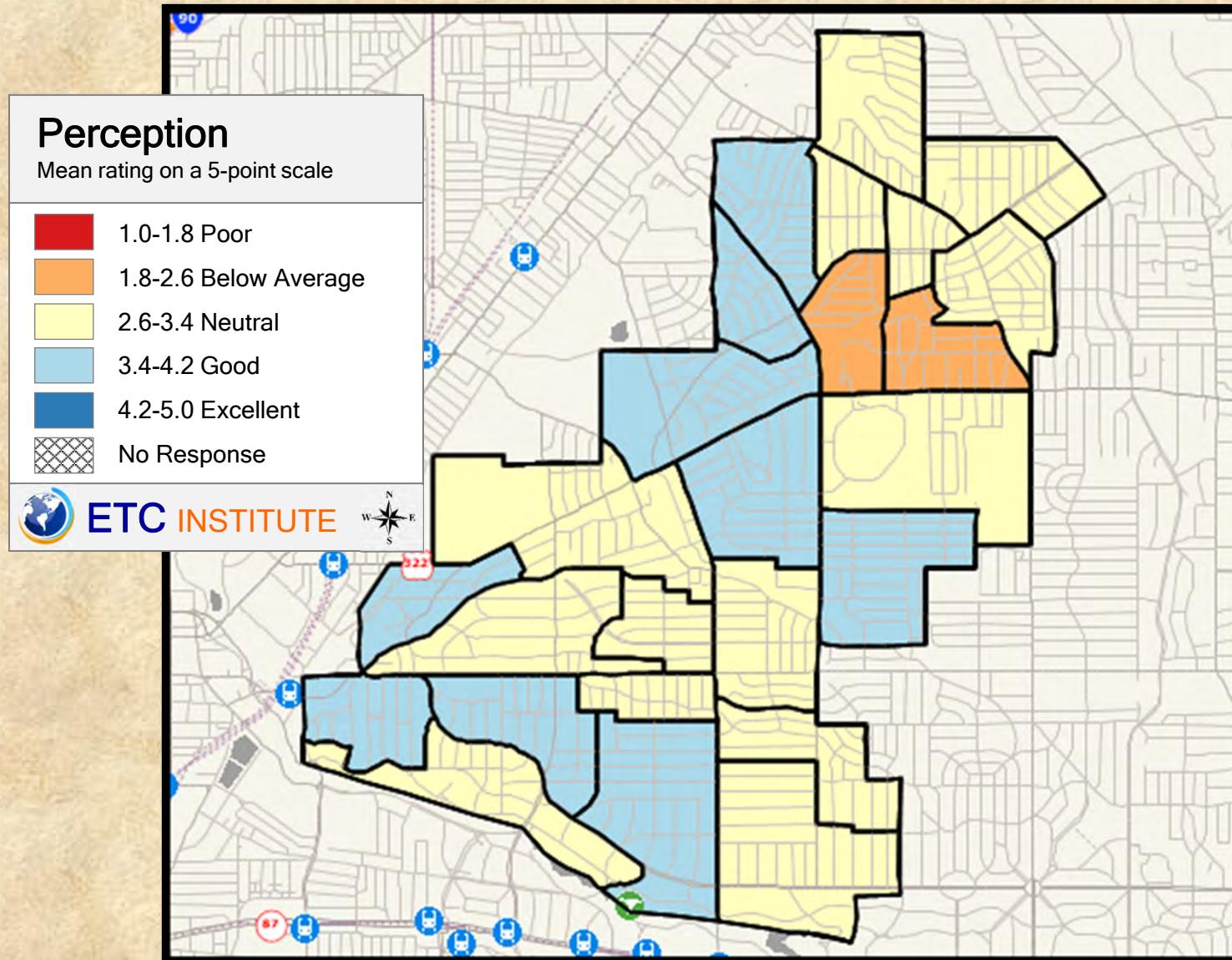
## Q9-4 Ratings of Cleveland Heights: As a place to work



## 2020 City of Cleveland Heights Community Survey

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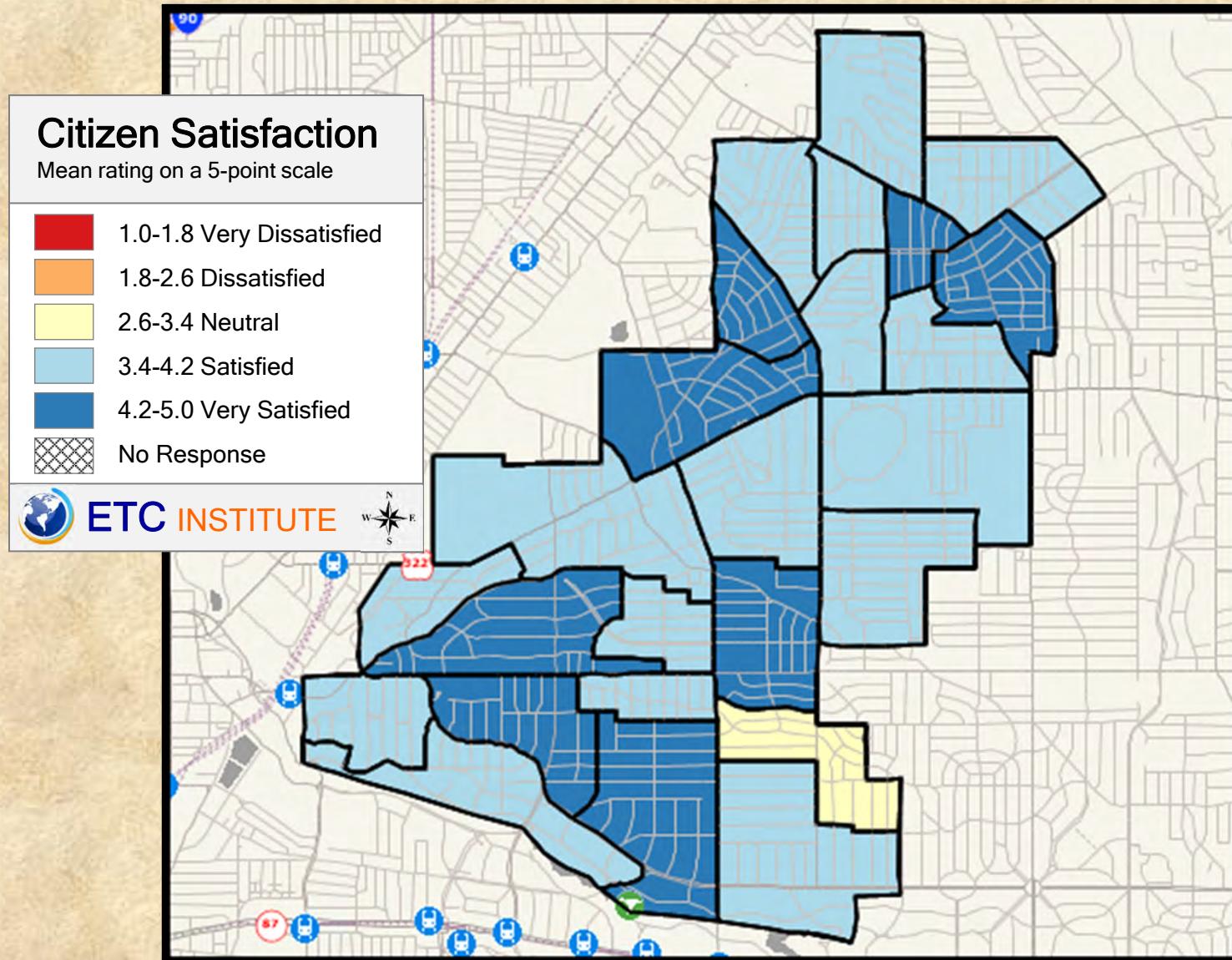
## Q9-5 Ratings of Cleveland Heights: As a place to retire



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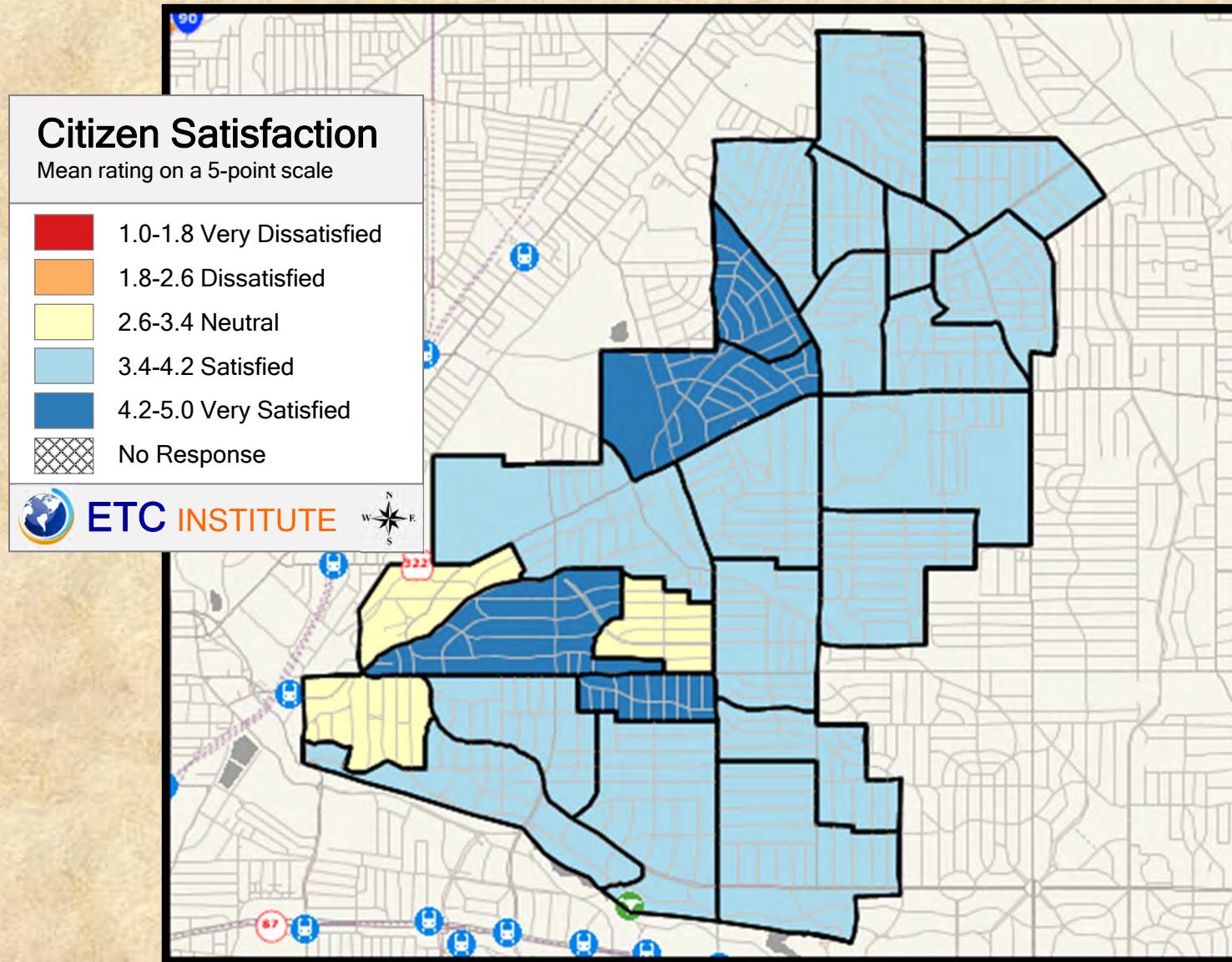
## Q11-1 Level of Satisfaction with: Residential trash collection services



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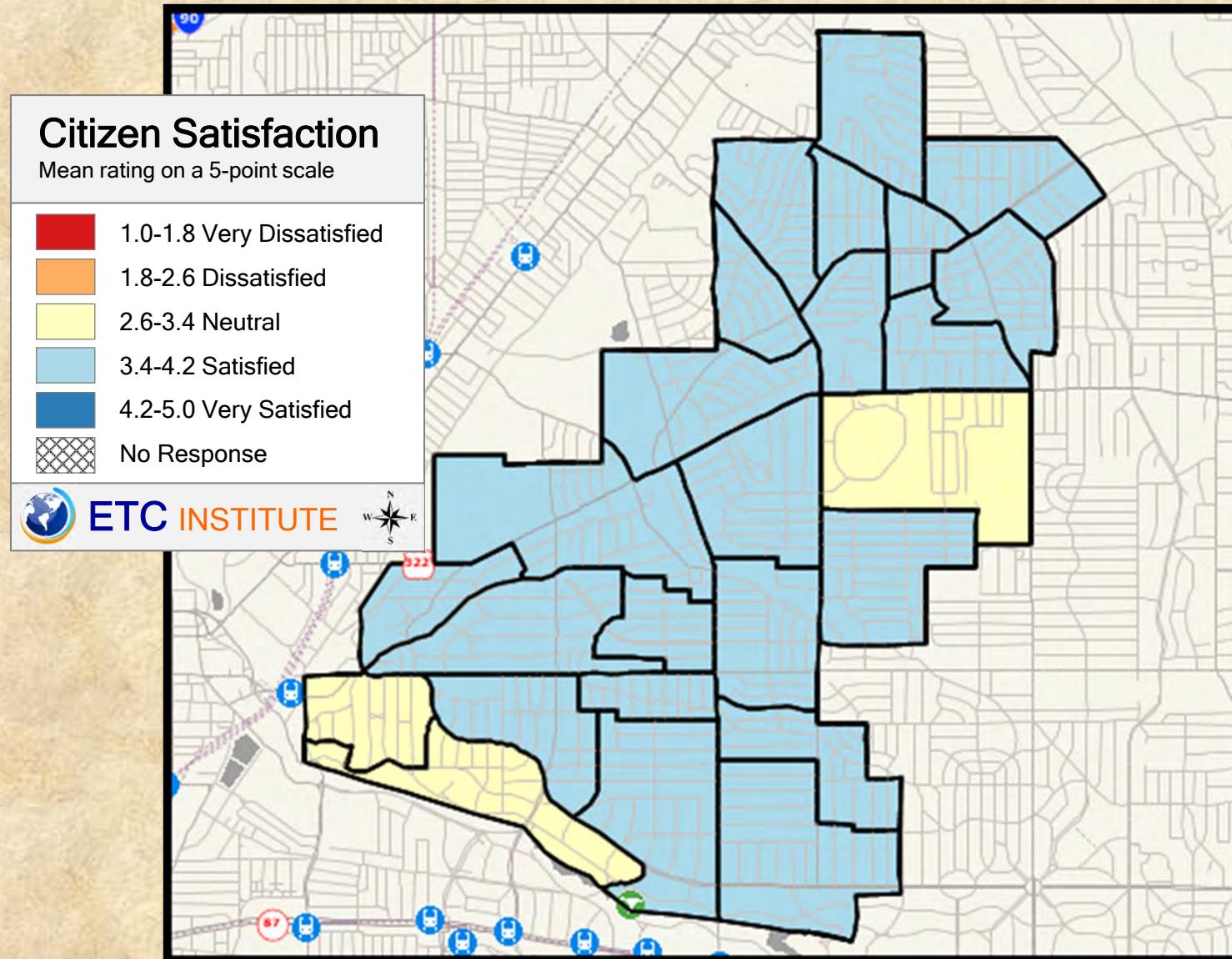
## Q11-2 Level of Satisfaction with: Curbside recycling services



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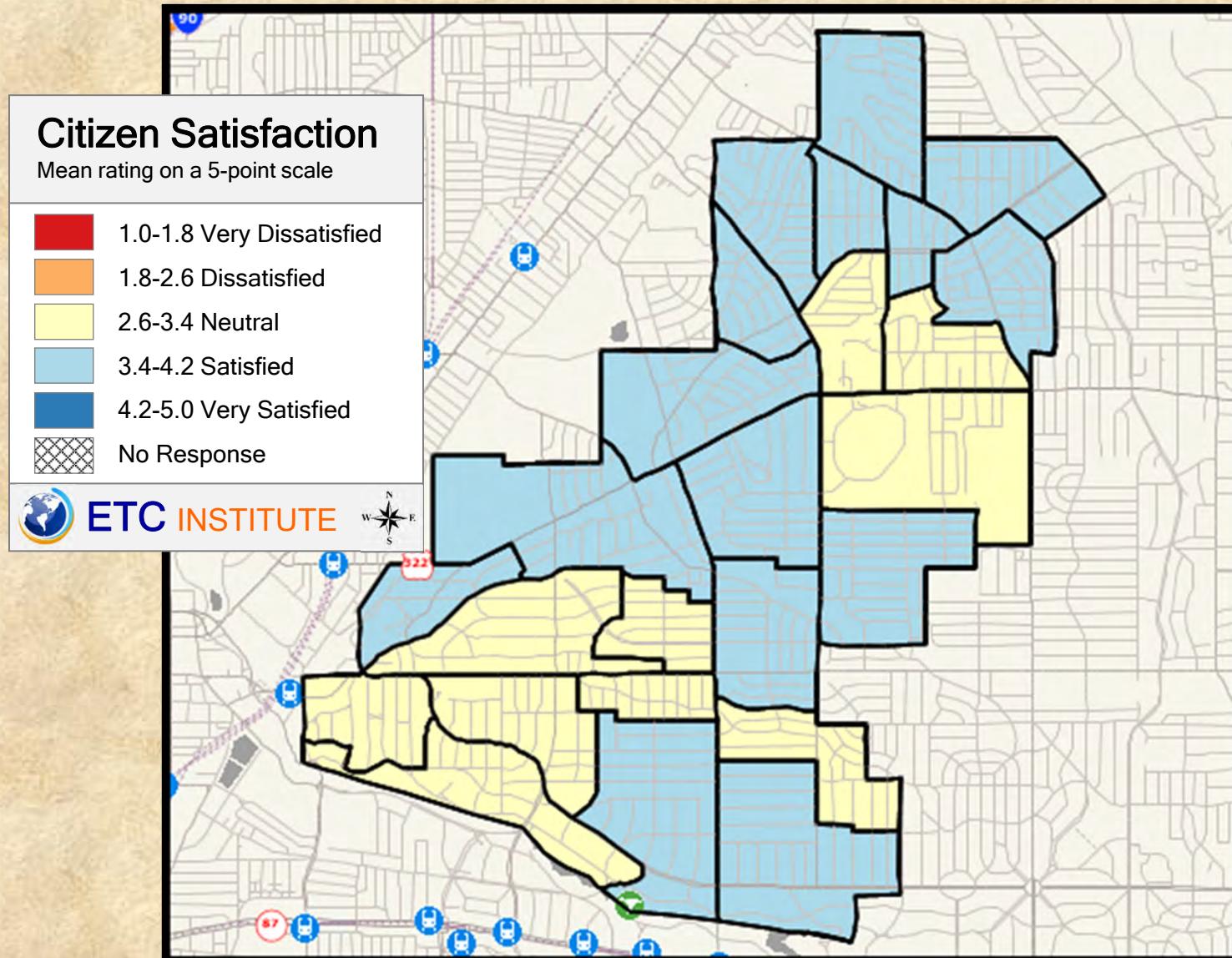
## Q11-3 Level of Satisfaction with: Yard waste (leaves, brush, etc.) removal services



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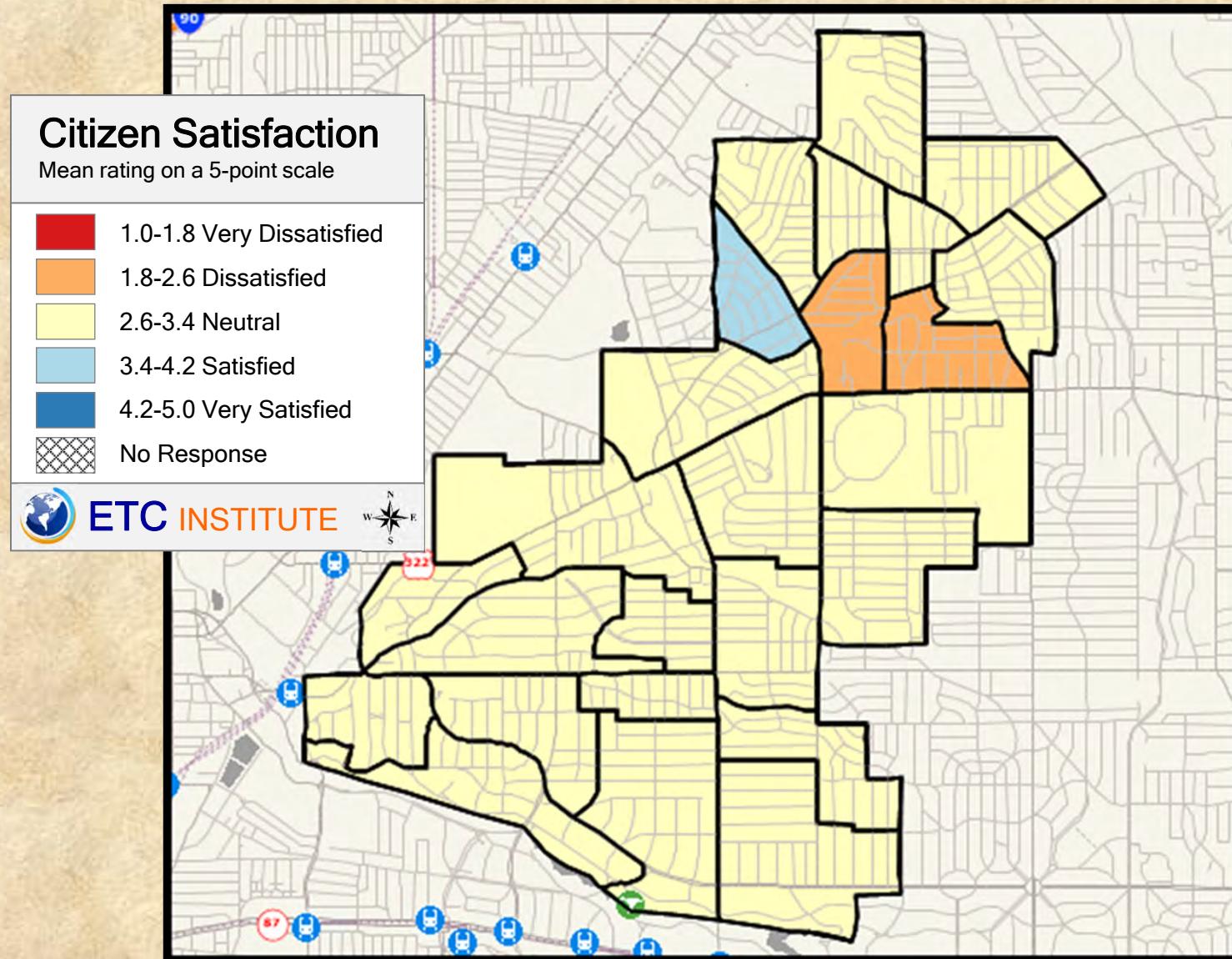
## Q11-4 Level of Satisfaction with: Sewer service



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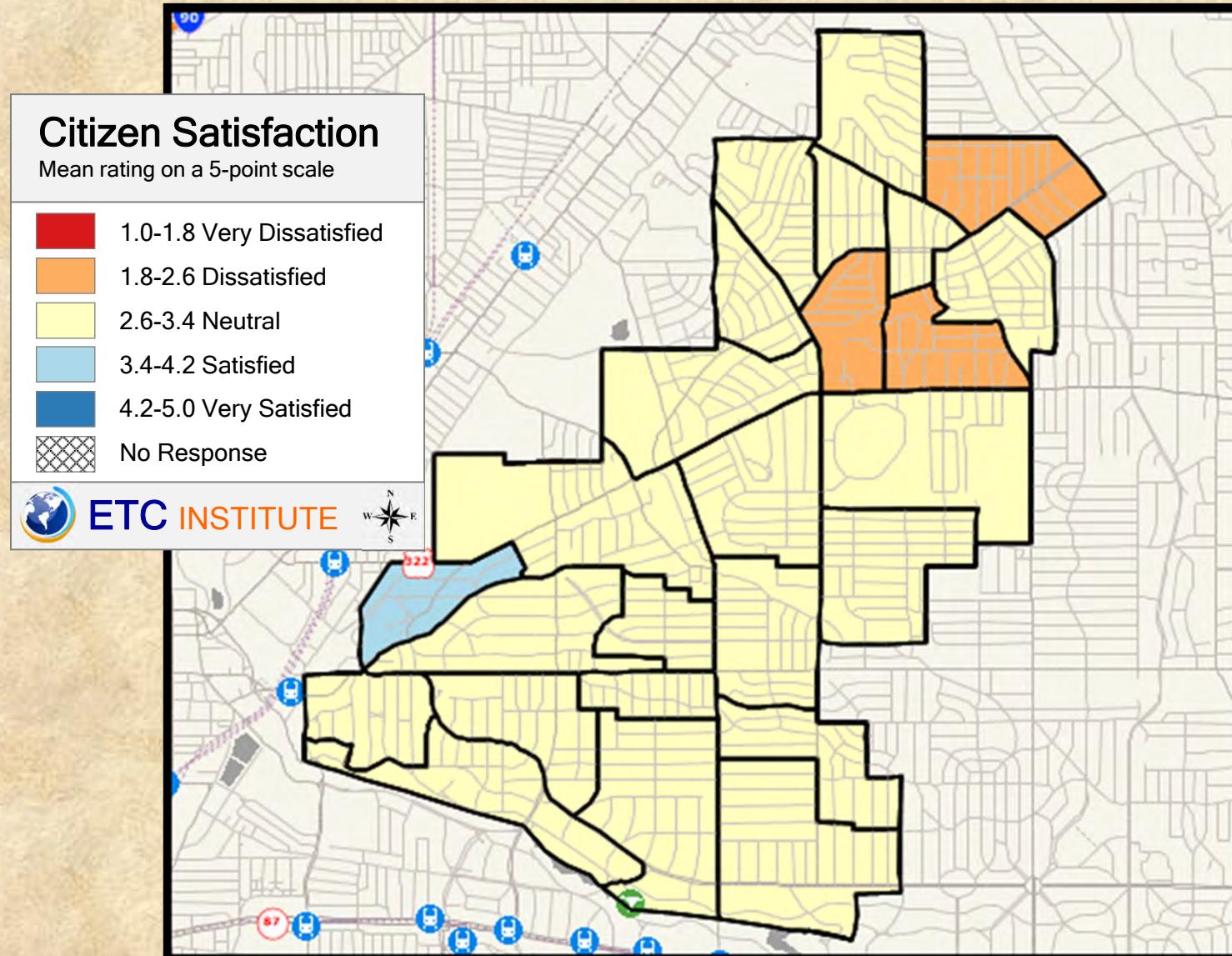
## Q13-1 Level of Satisfaction with: Overall quality of new residential development



## 2020 City of Cleveland Heights Community Survey

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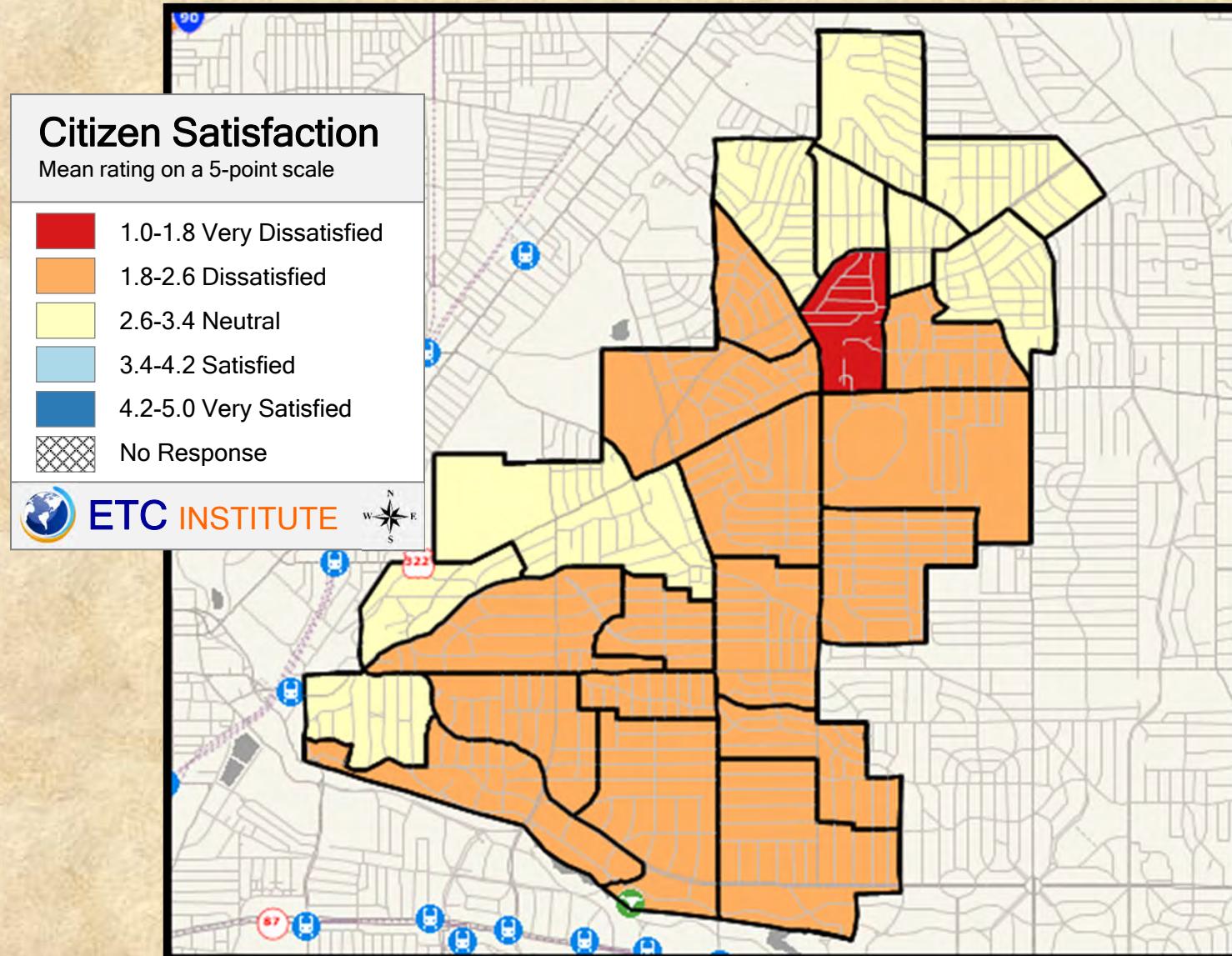
## Q13-2 Level of Satisfaction with: Overall quality of new retail development (stores, restaurants, etc.)



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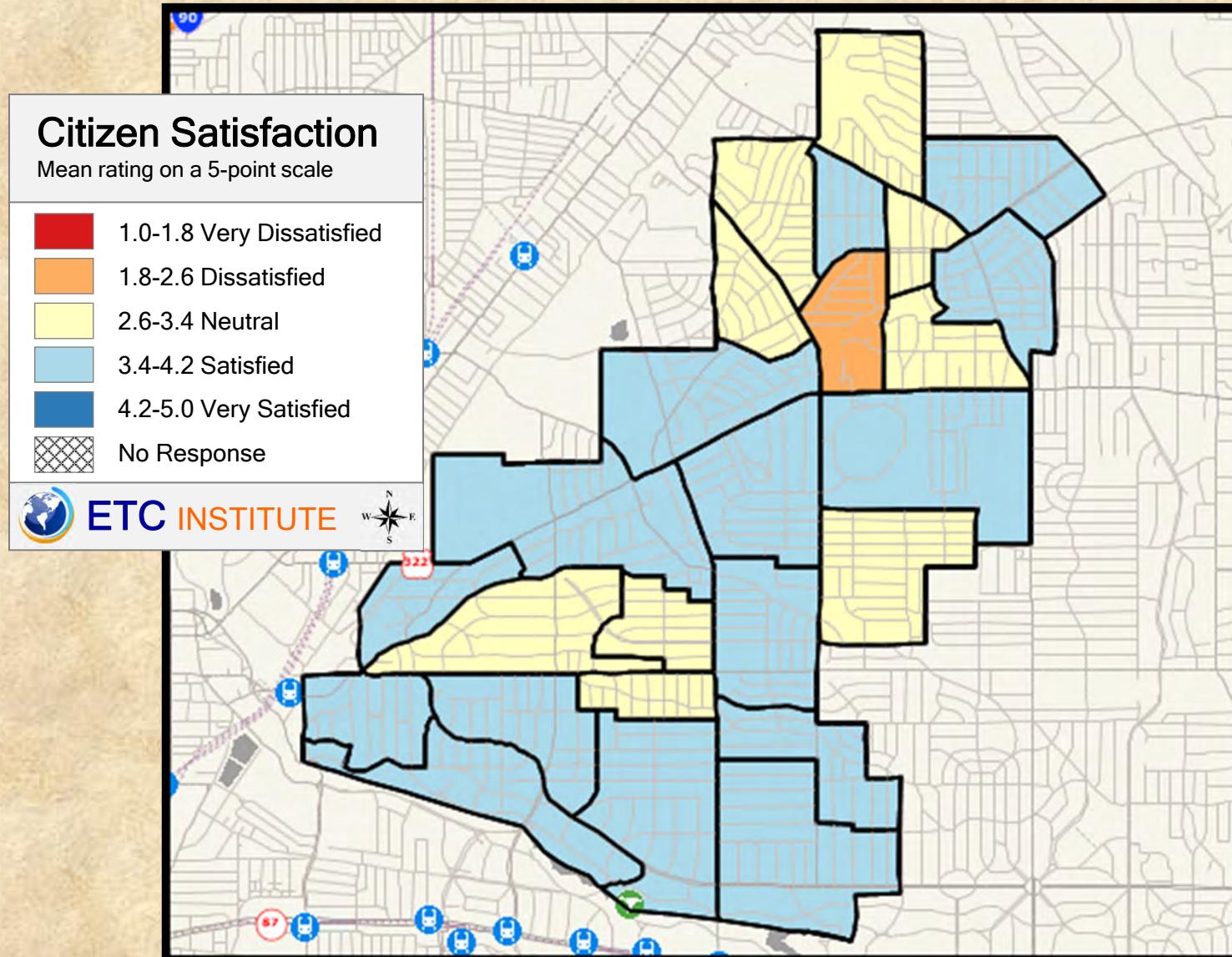
## Q13-3 Level of Satisfaction with: Redevelopment of abandoned or under-utilized properties



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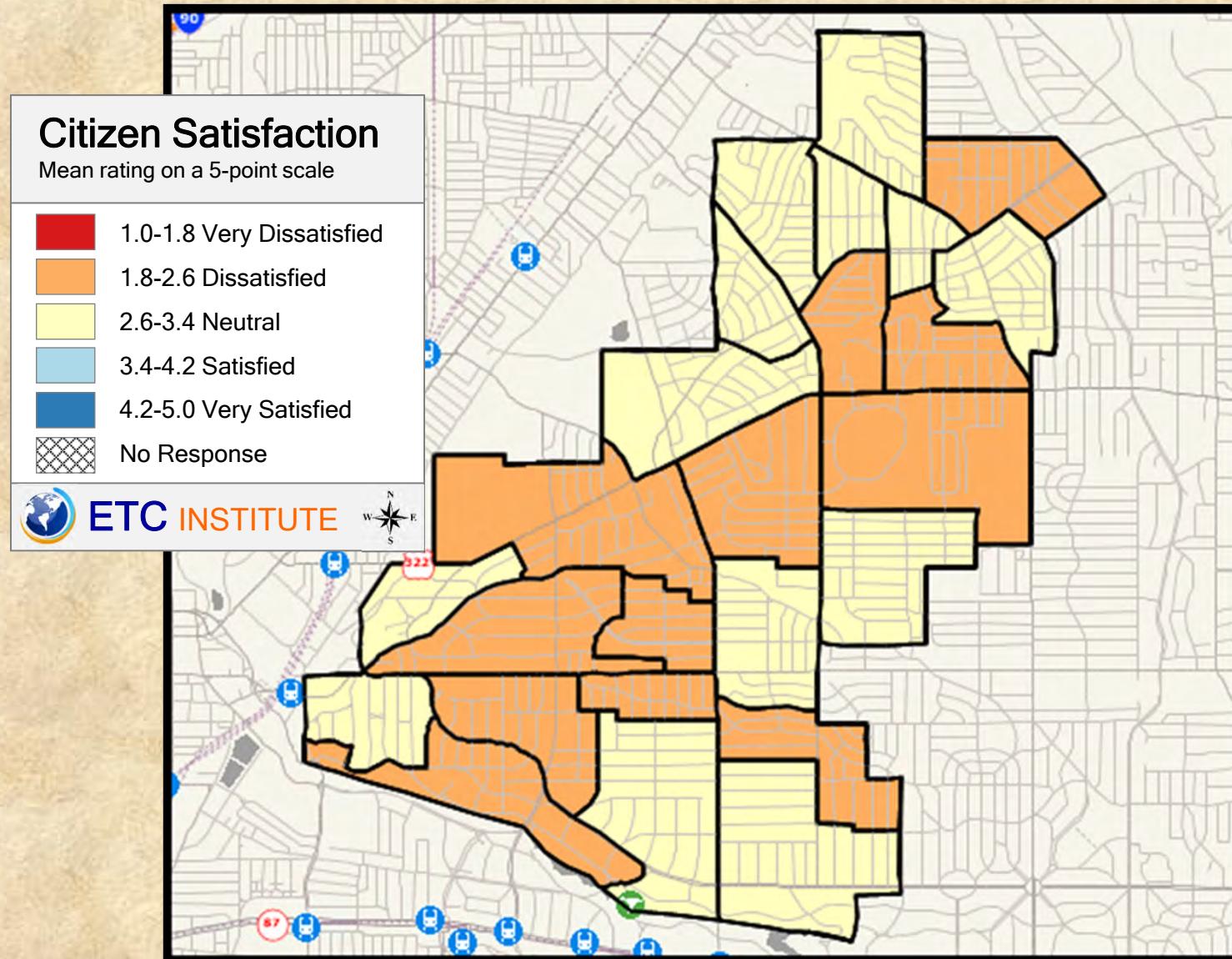
## Q13-4 Level of Satisfaction with: Diversity of existing retail, restaurant and other commercial businesses



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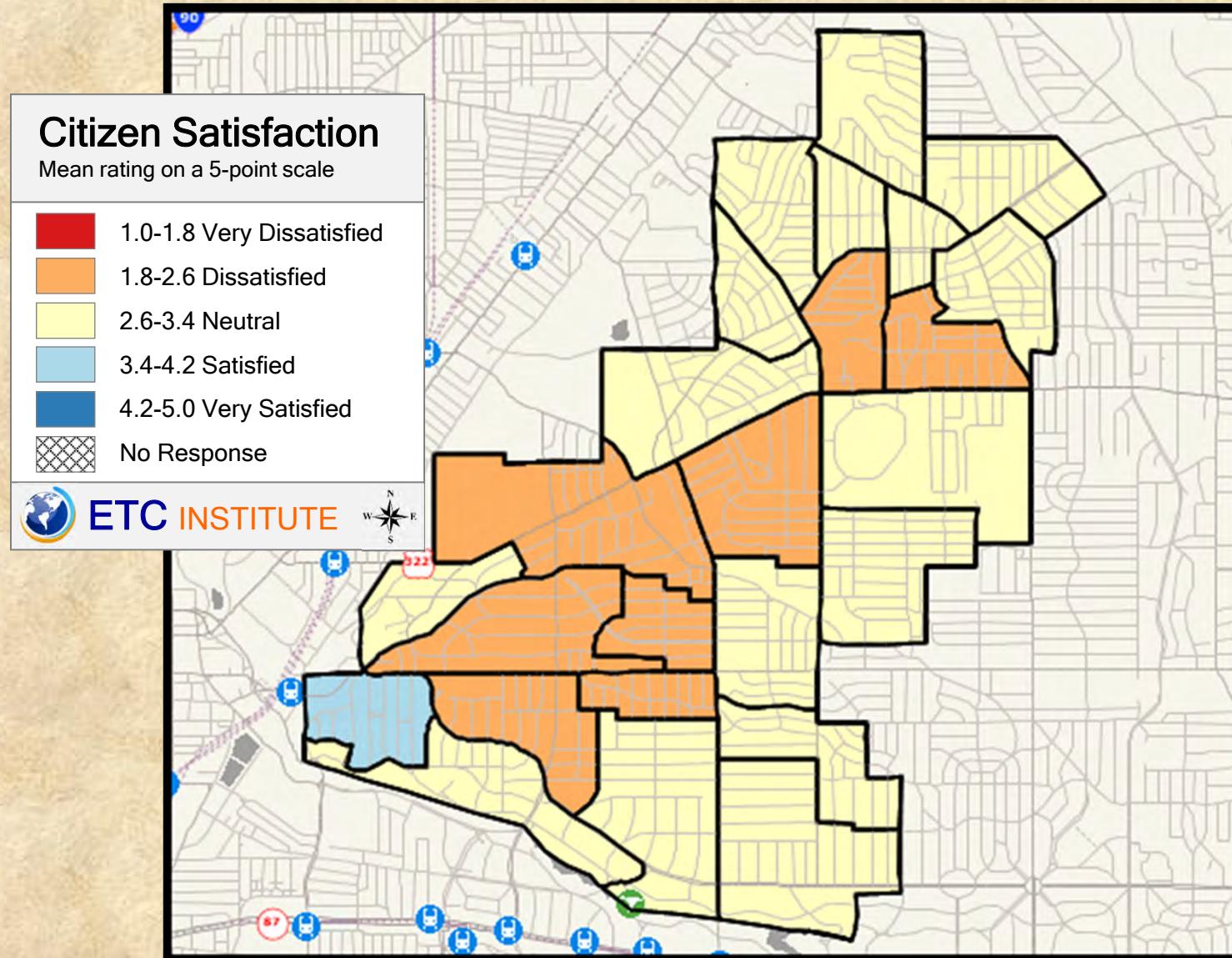
## Q13-5 Level of Satisfaction with: Efforts to attract new businesses to the community



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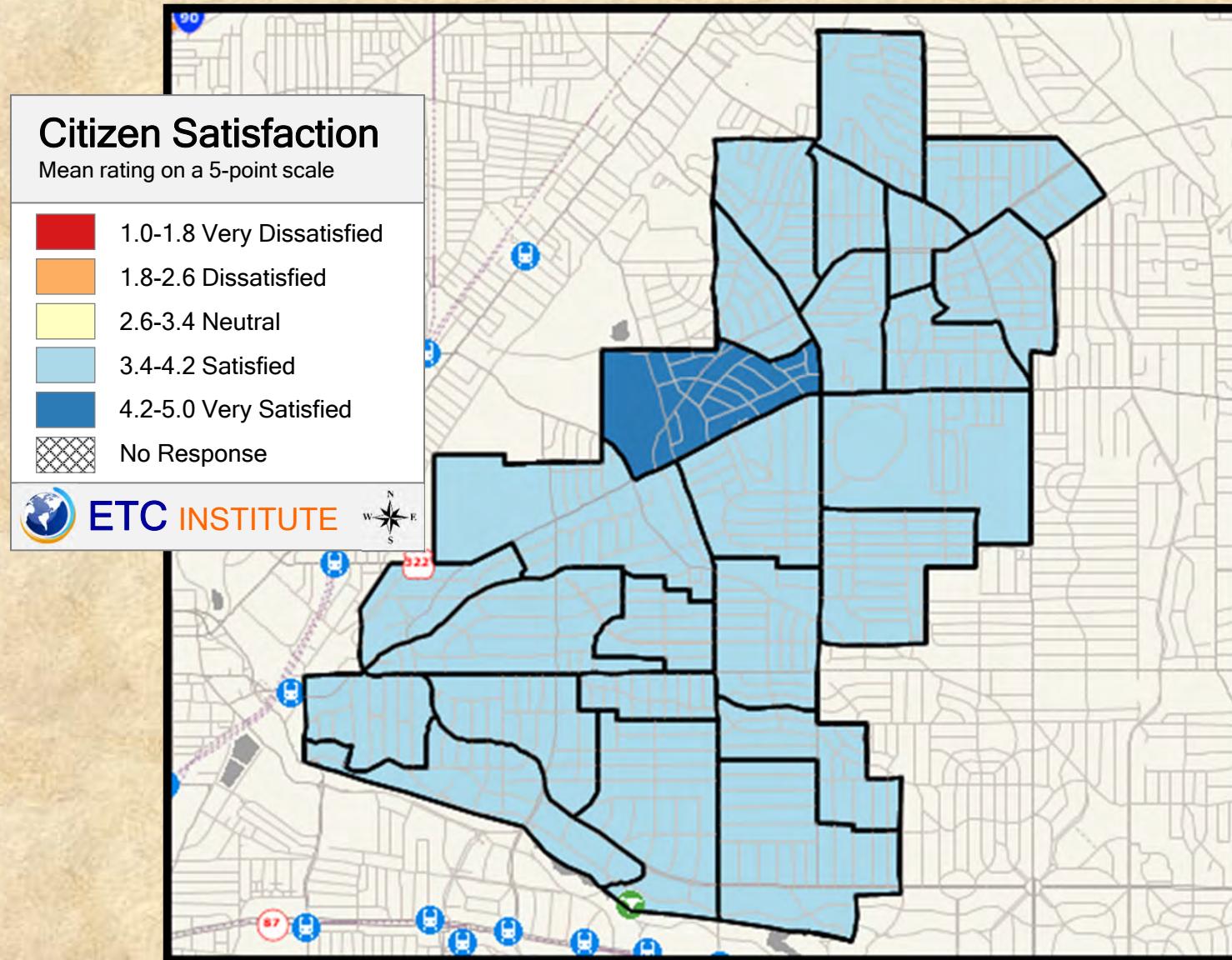
## Q13-6 Level of Satisfaction with: Current level of economic vitality throughout the City's commercial districts



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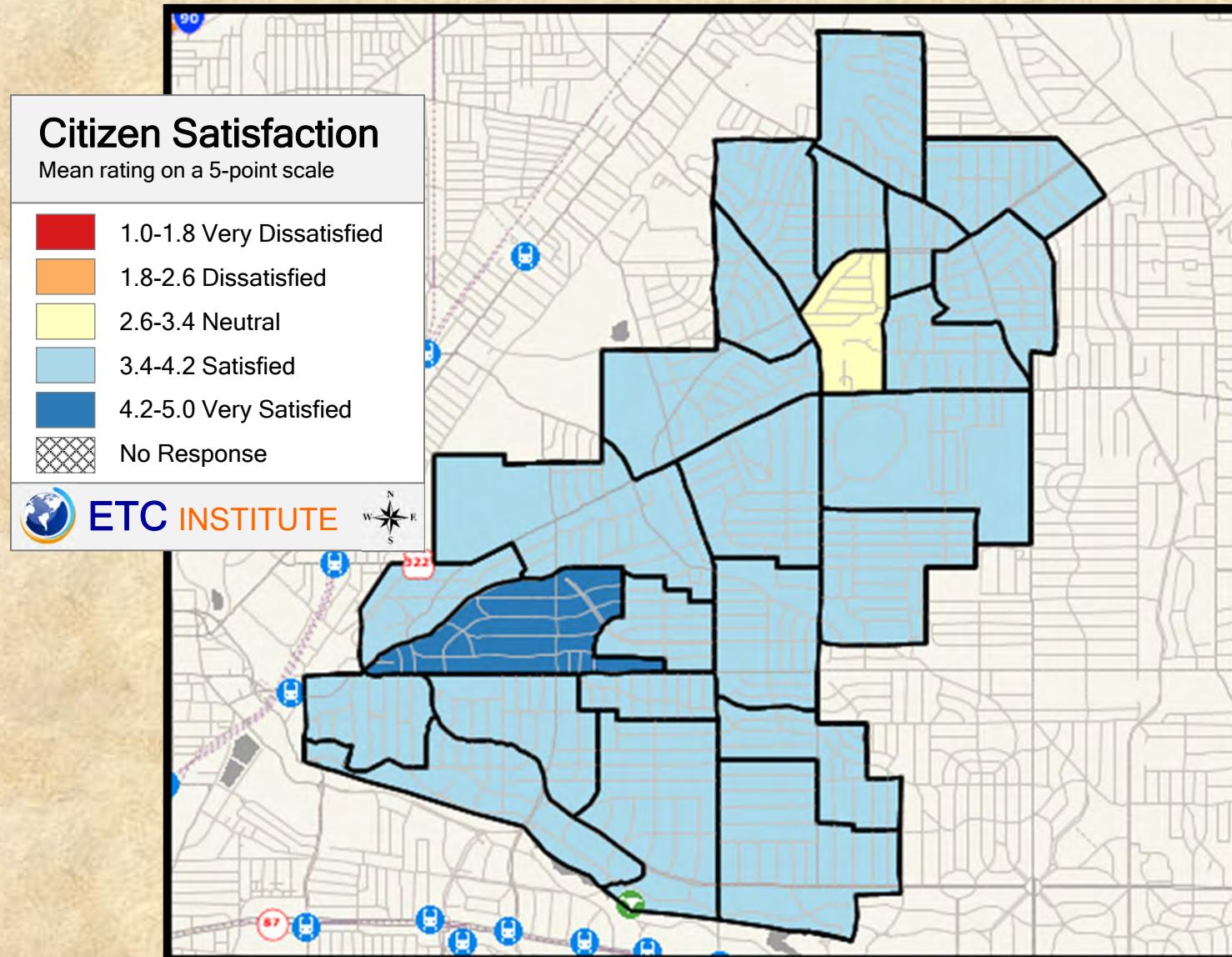
## Q15-01 Level of Satisfaction with: The visibility of police in neighborhoods



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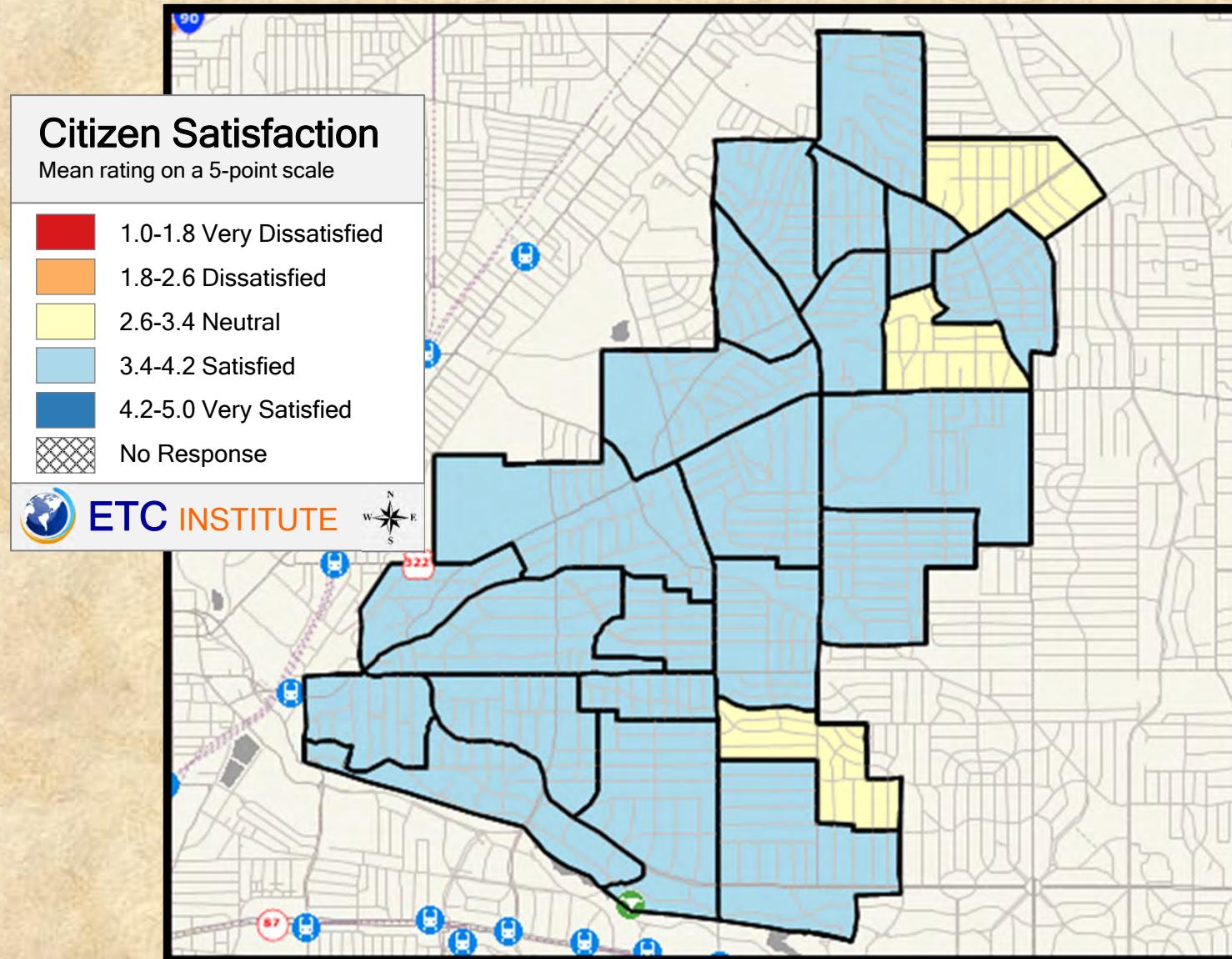
## Q15-02 Level of Satisfaction with: The visibility of police in commercial/retail areas



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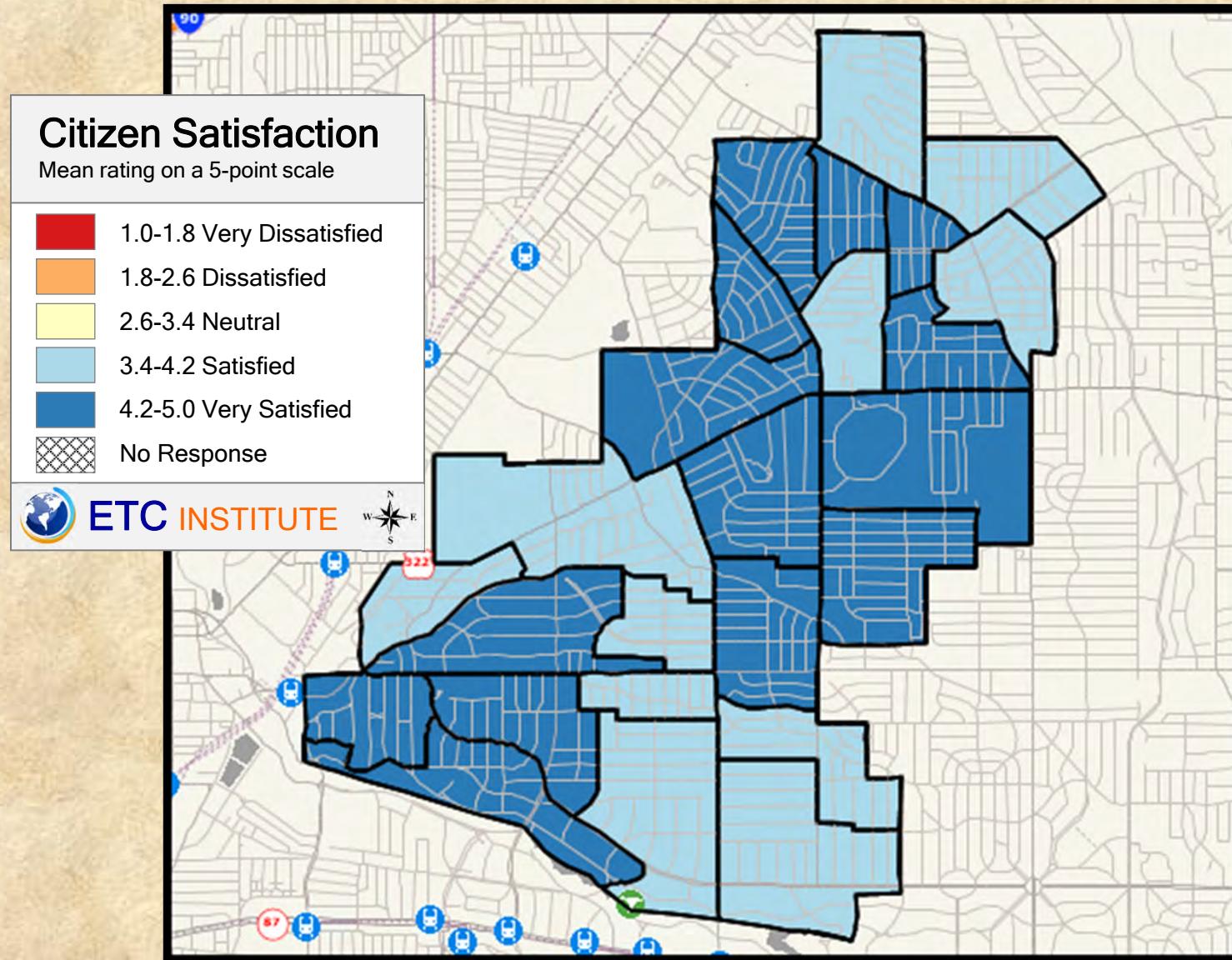
## Q15-03 Level of Satisfaction with: The City's efforts to prevent crime



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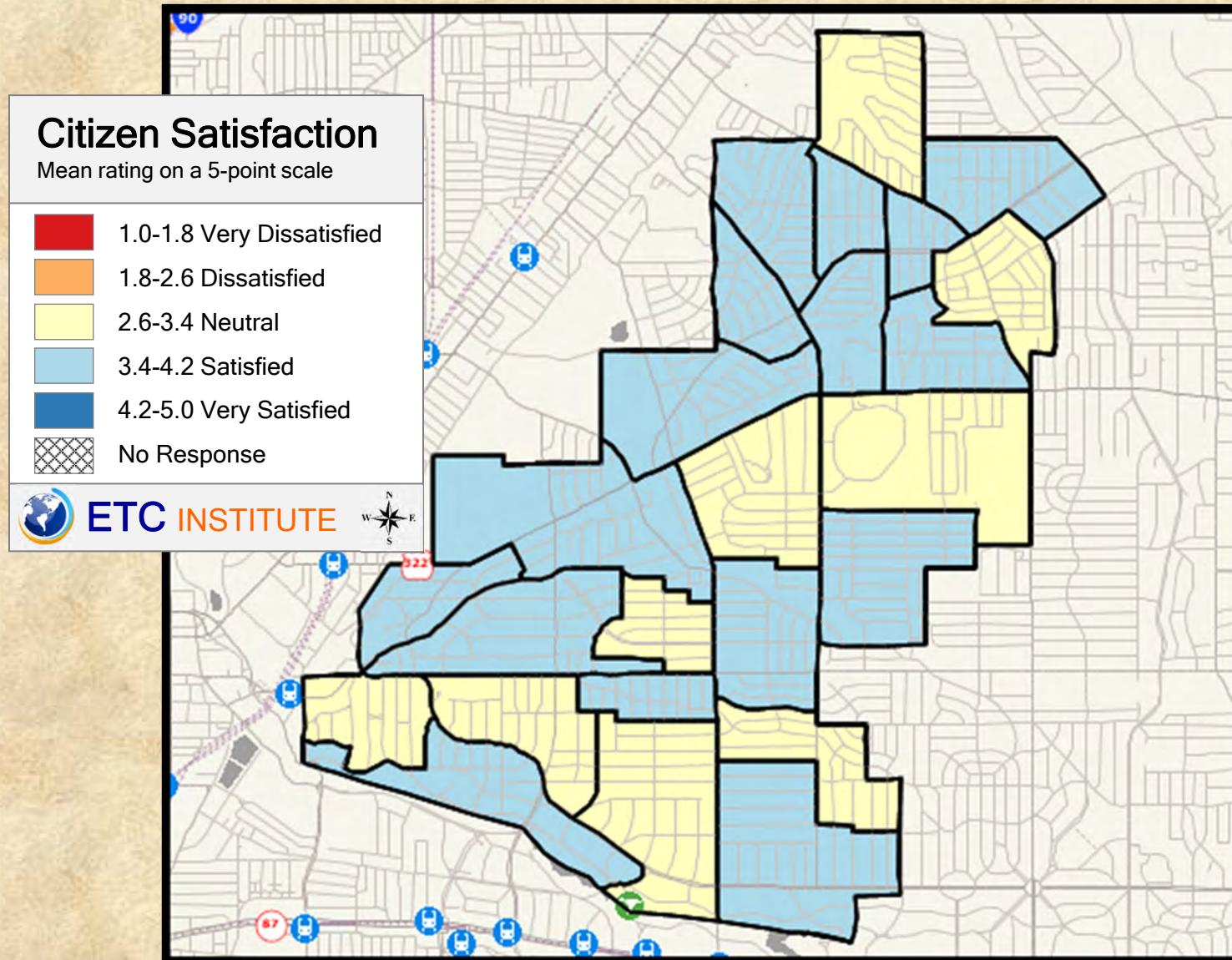
## Q15-04 Level of Satisfaction with: How quickly police respond to emergencies



## 2020 City of Cleveland Heights Community Survey

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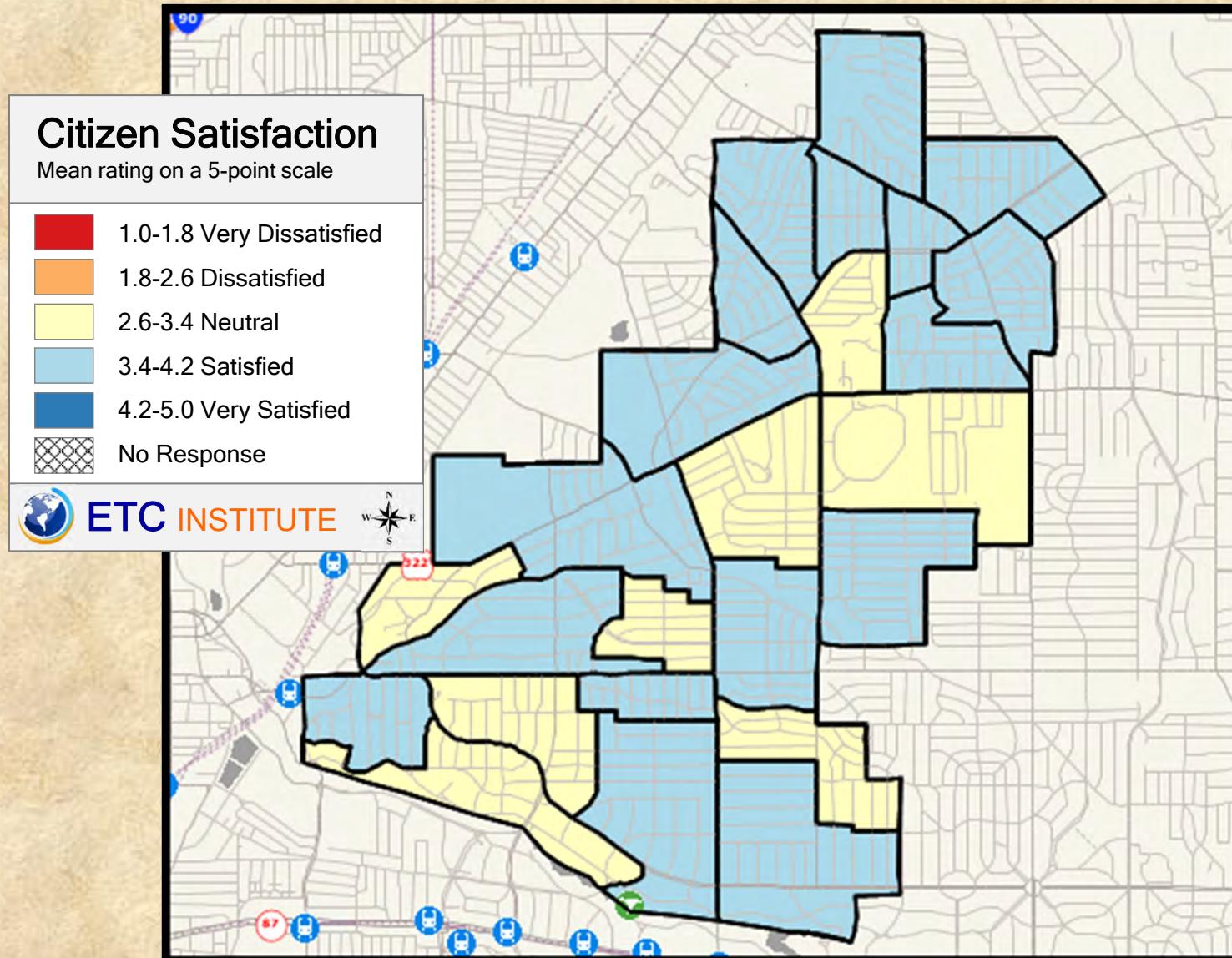
## Q15-05 Level of Satisfaction with: Enforcement of local traffic laws



## 2020 City of Cleveland Heights Community Survey

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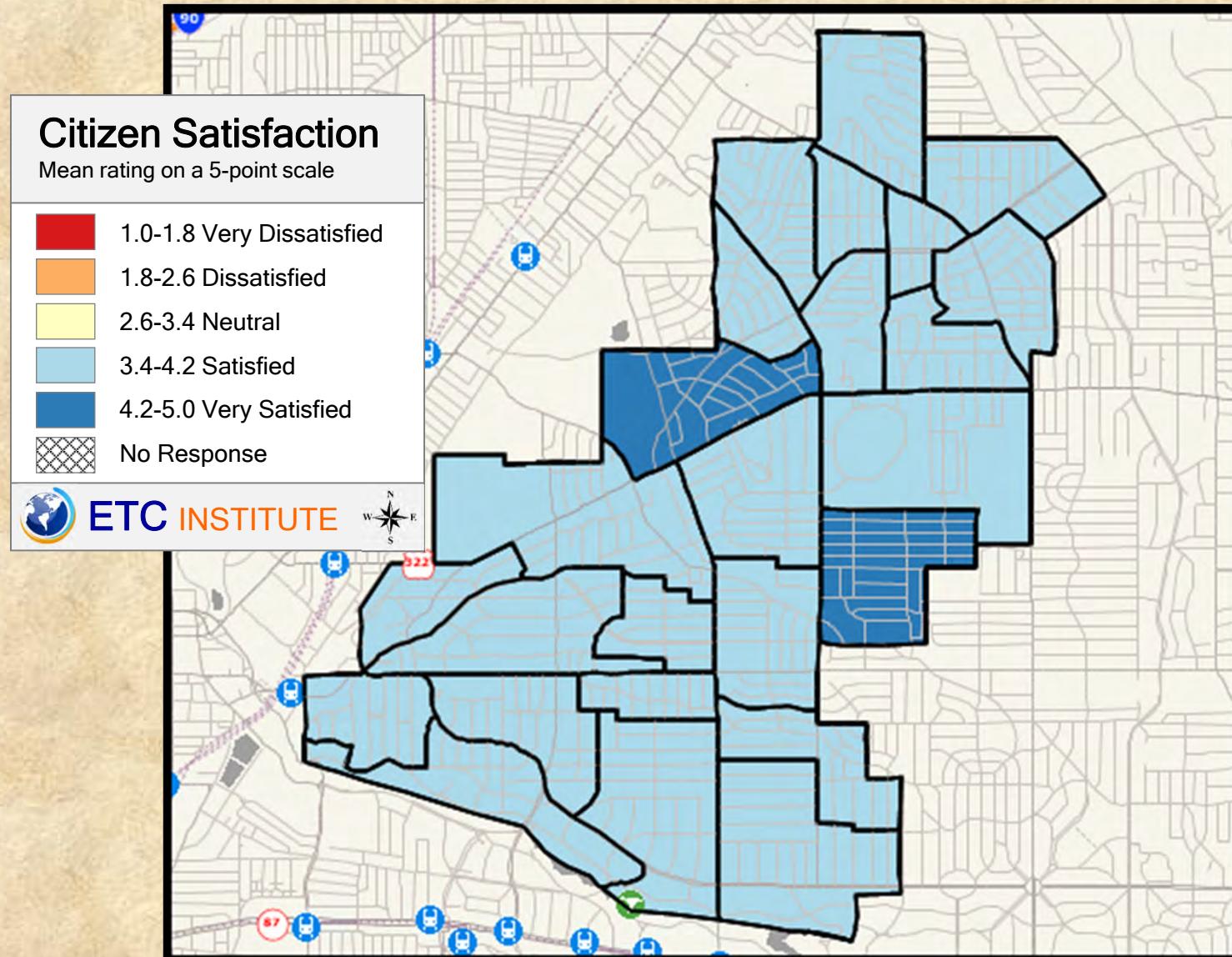
## Q15-06 Level of Satisfaction with: Police-related education programs



## 2020 City of Cleveland Heights Community Survey

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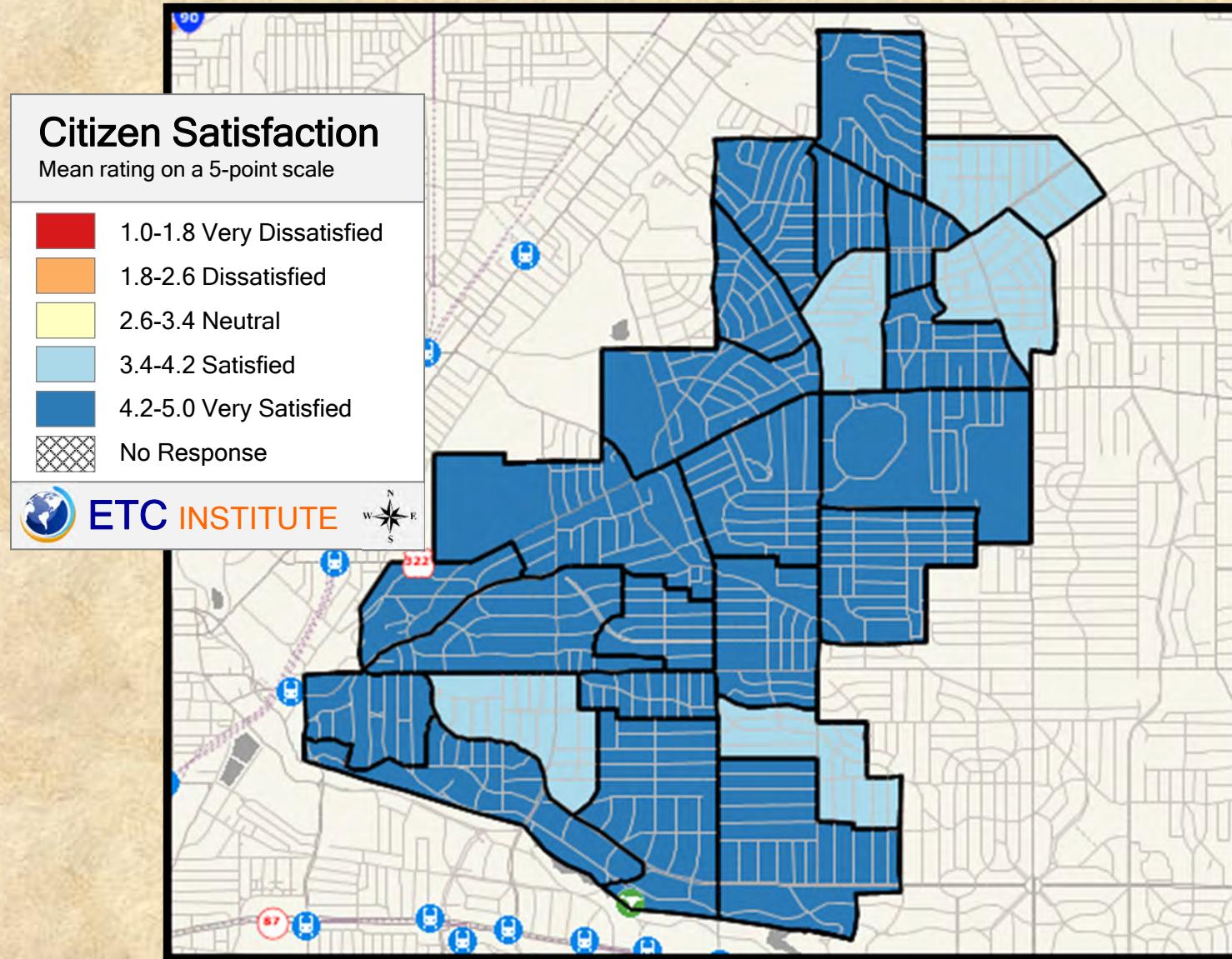
## Q15-07 Level of Satisfaction with: Overall quality of police services



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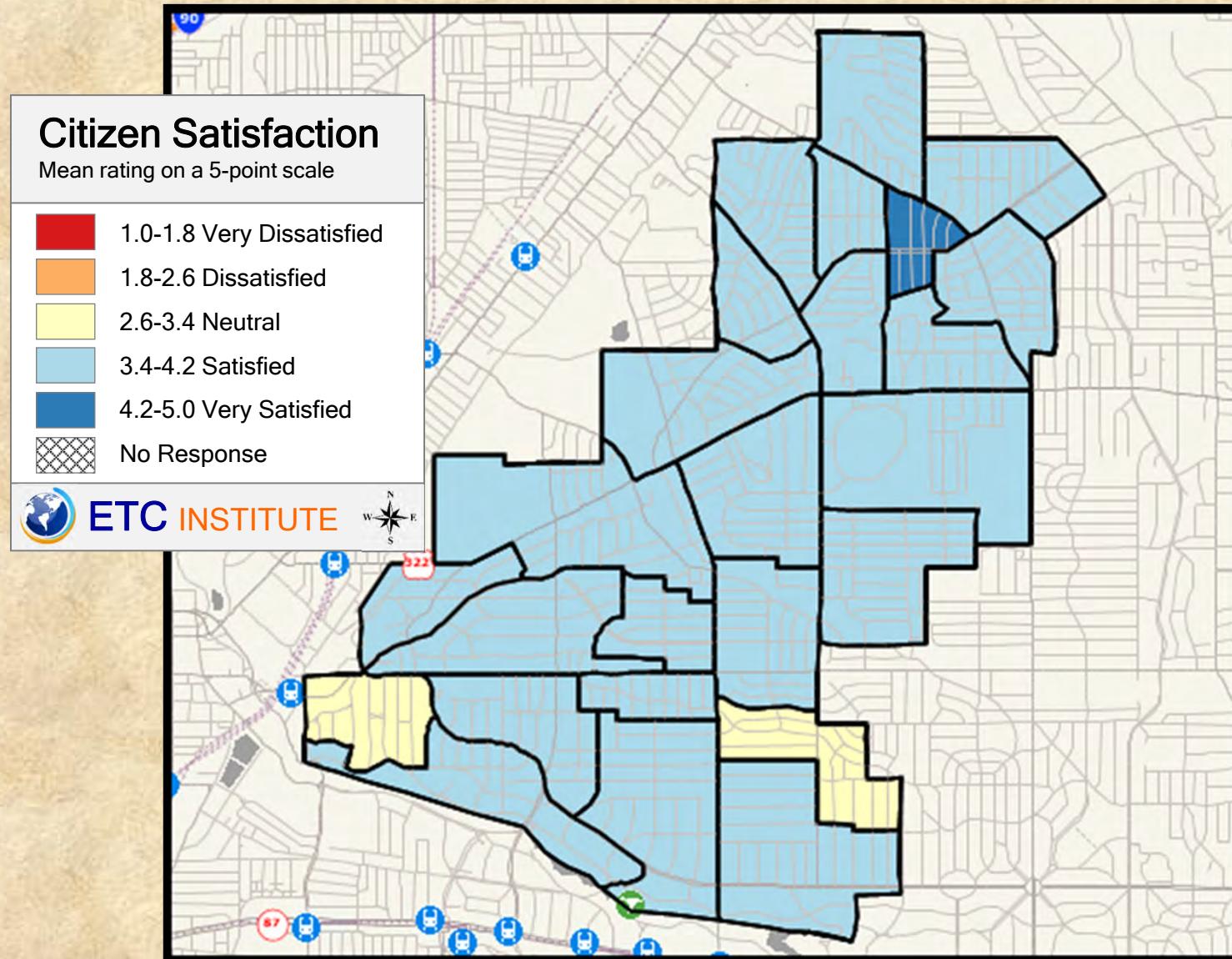
## Q15-08 Level of Satisfaction with: How quickly fire personnel respond to emergencies



## 2020 City of Cleveland Heights Community Survey

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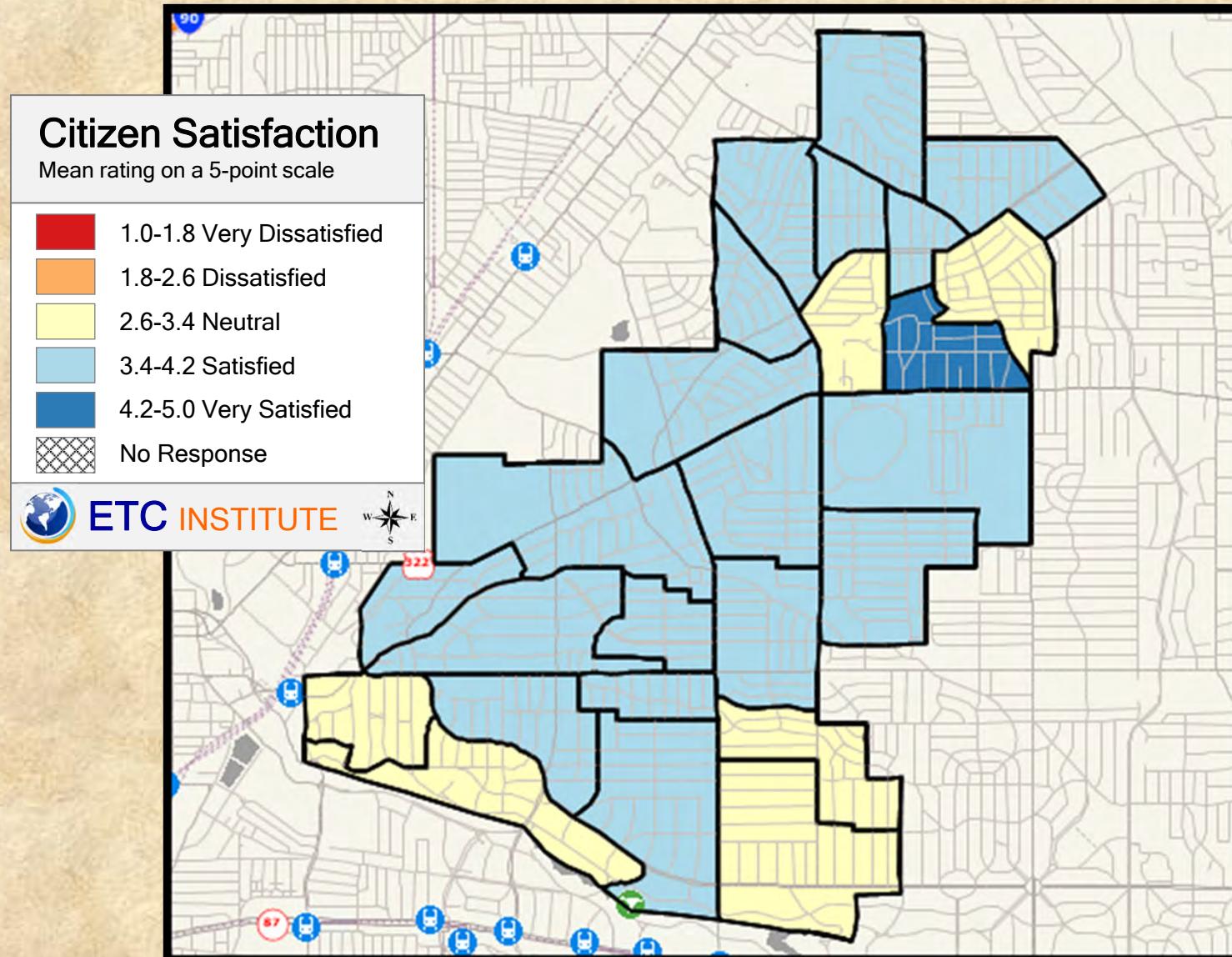
## Q15-09 Level of Satisfaction with: Quality of the City's fire prevention programs



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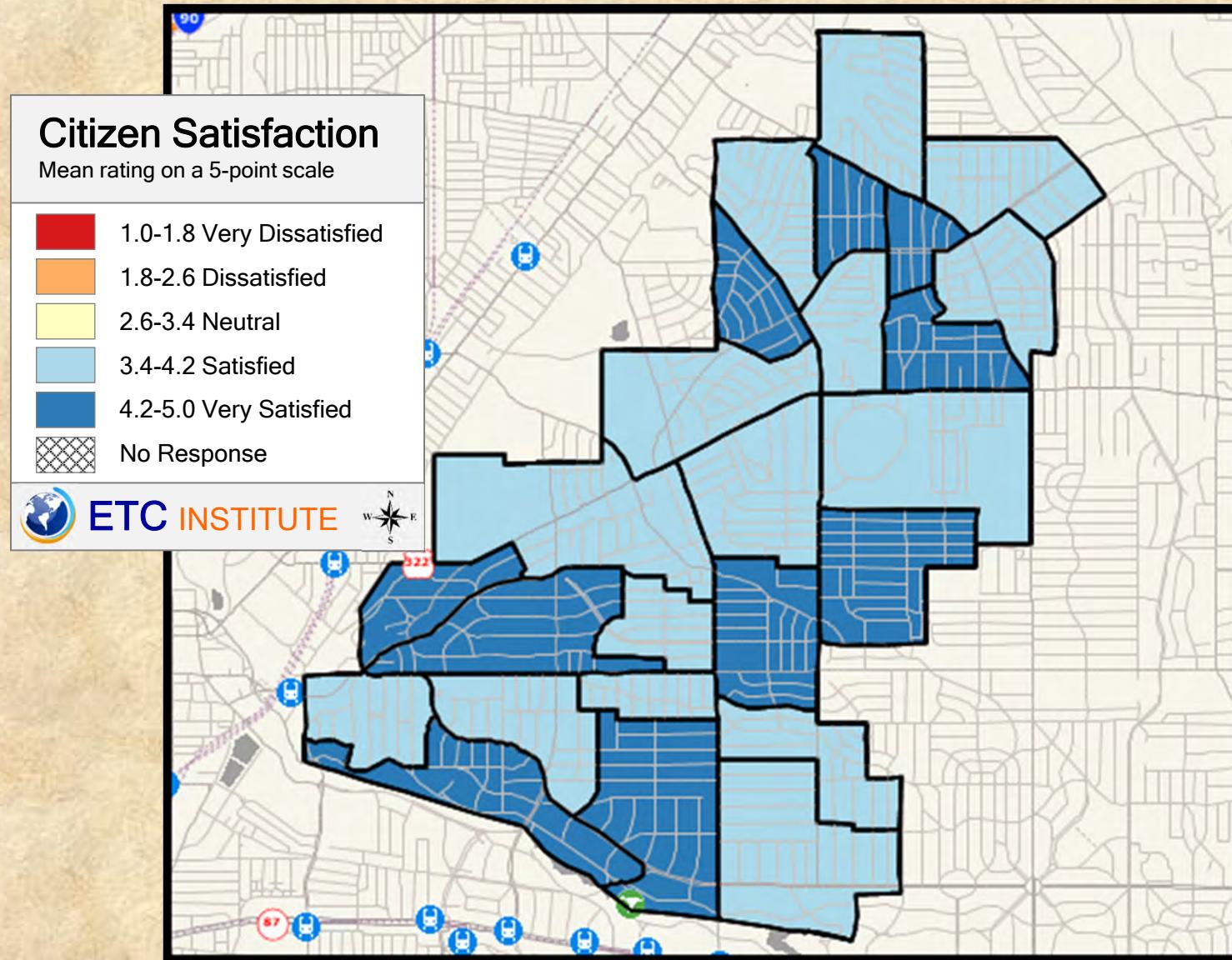
## Q15-10 Level of Satisfaction with: Fire-related education programs



## 2020 City of Cleveland Heights Community Survey

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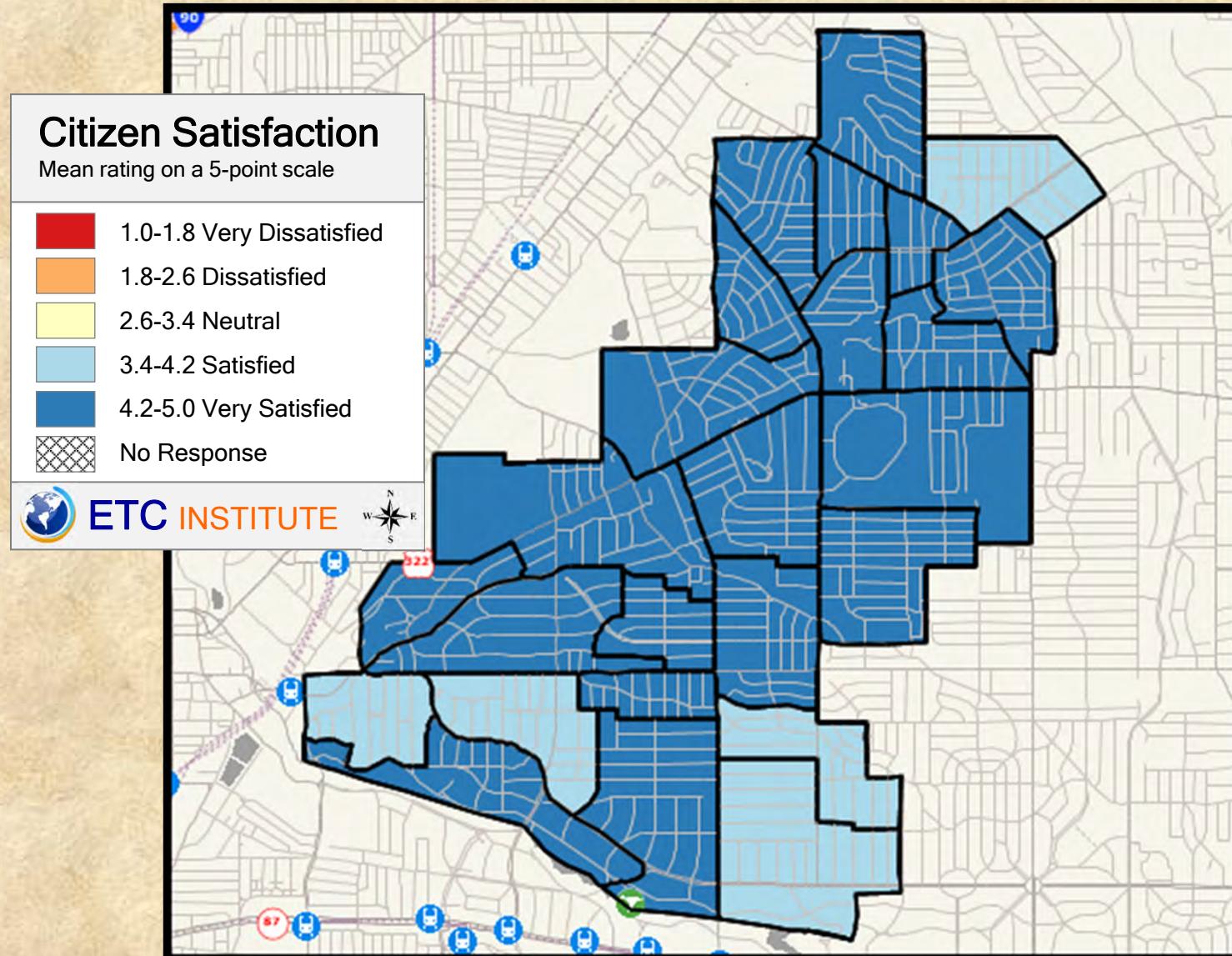
## Q15-11 Level of Satisfaction with: Overall quality of local fire protection



## 2020 City of Cleveland Heights Community Survey

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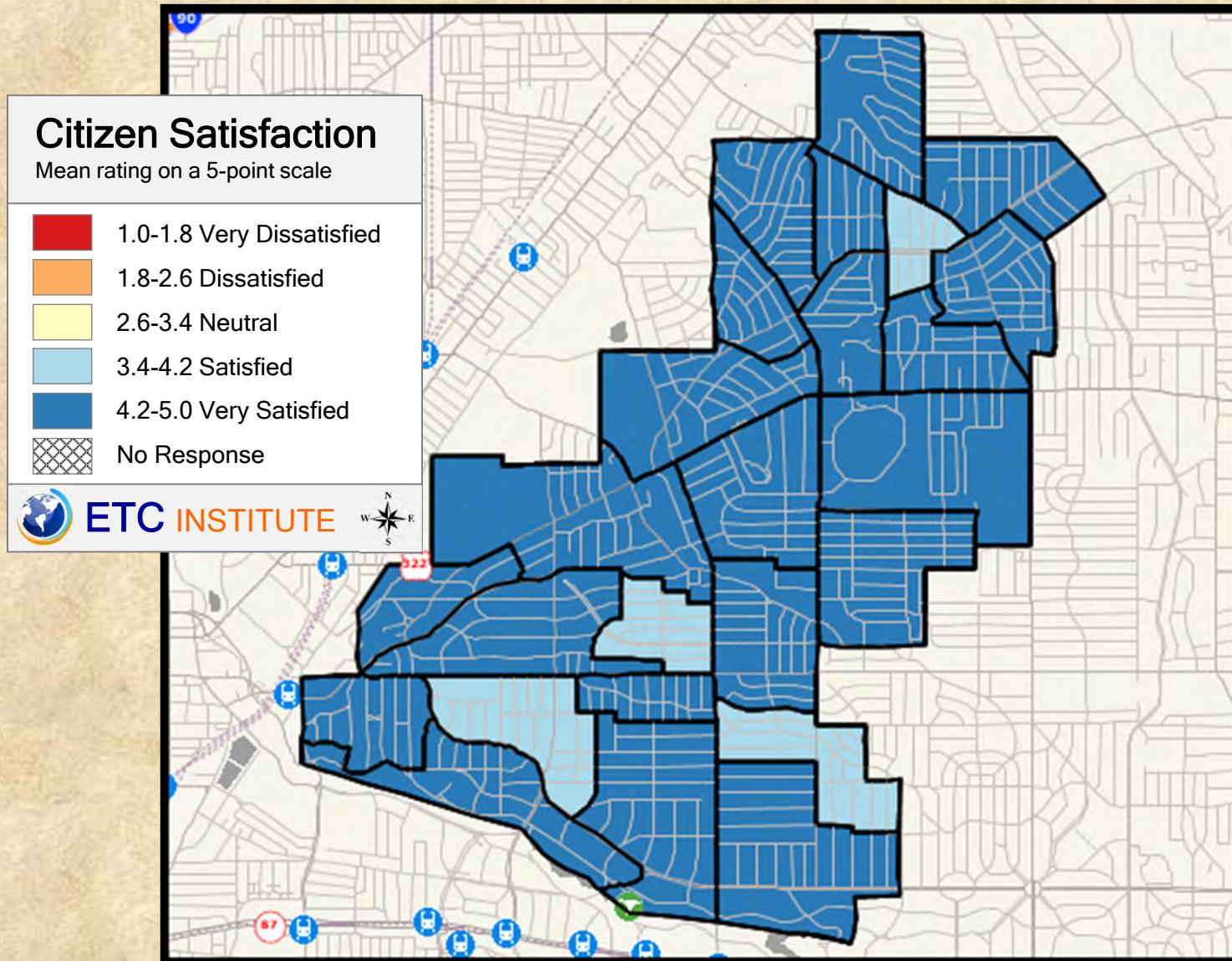
## Q15-12 Level of Satisfaction with: How quickly ambulance personnel respond to emergencies



## 2020 City of Cleveland Heights Community Survey

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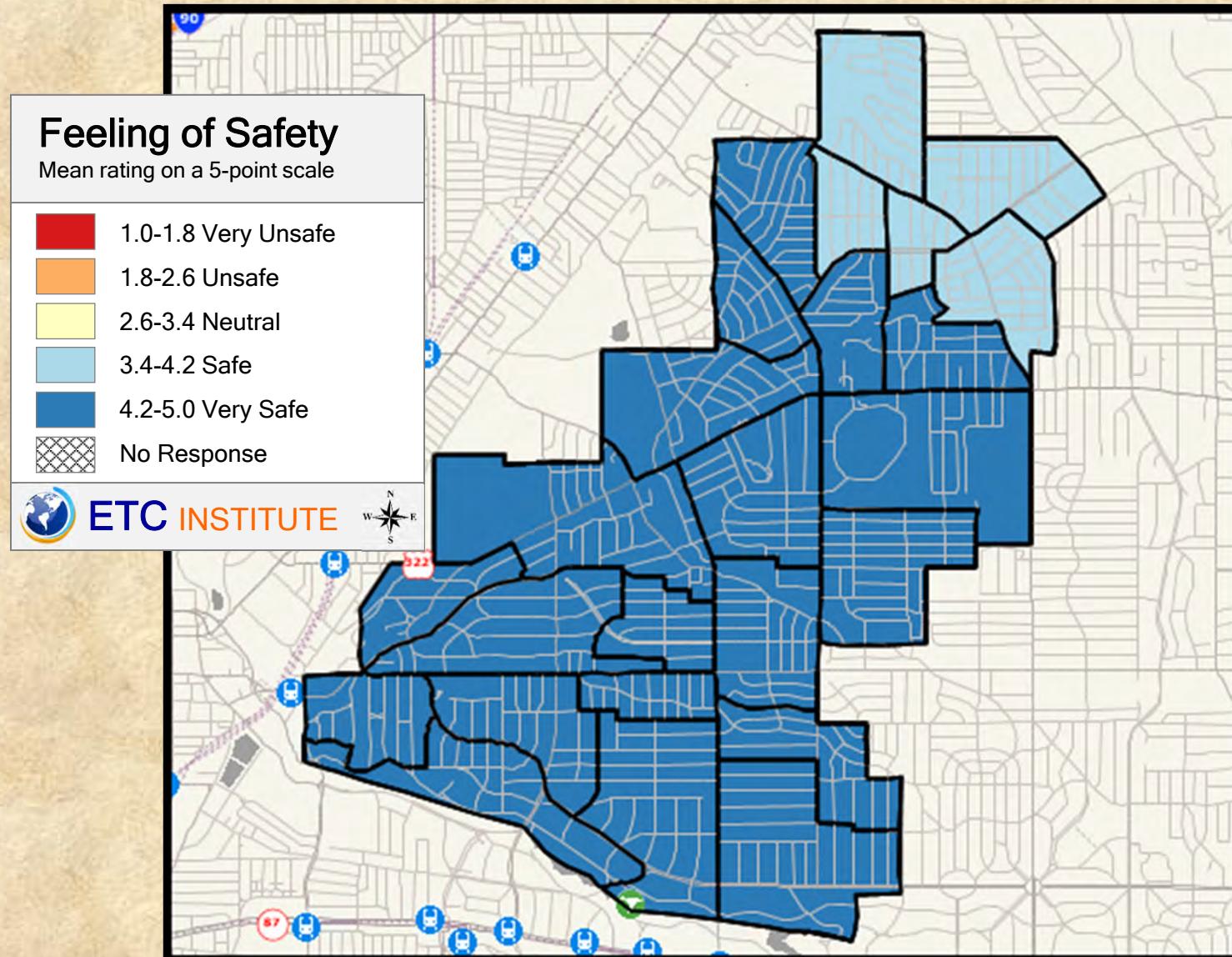
## Q15-13 Level of Satisfaction with: Overall quality of ambulance service



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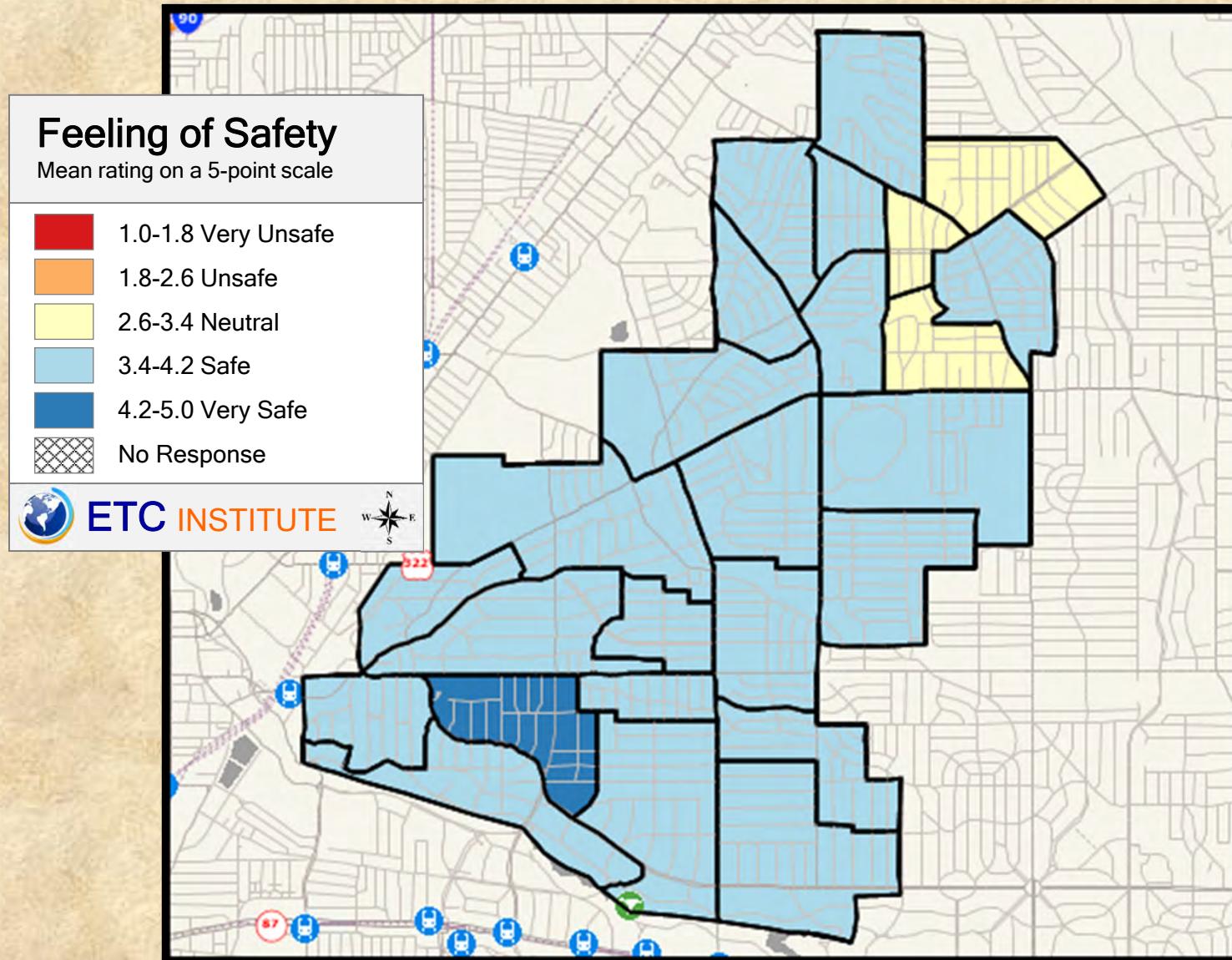
## Q17-1 Feeling of safety: In your neighborhood during the day



## 2020 City of Cleveland Heights Community Survey

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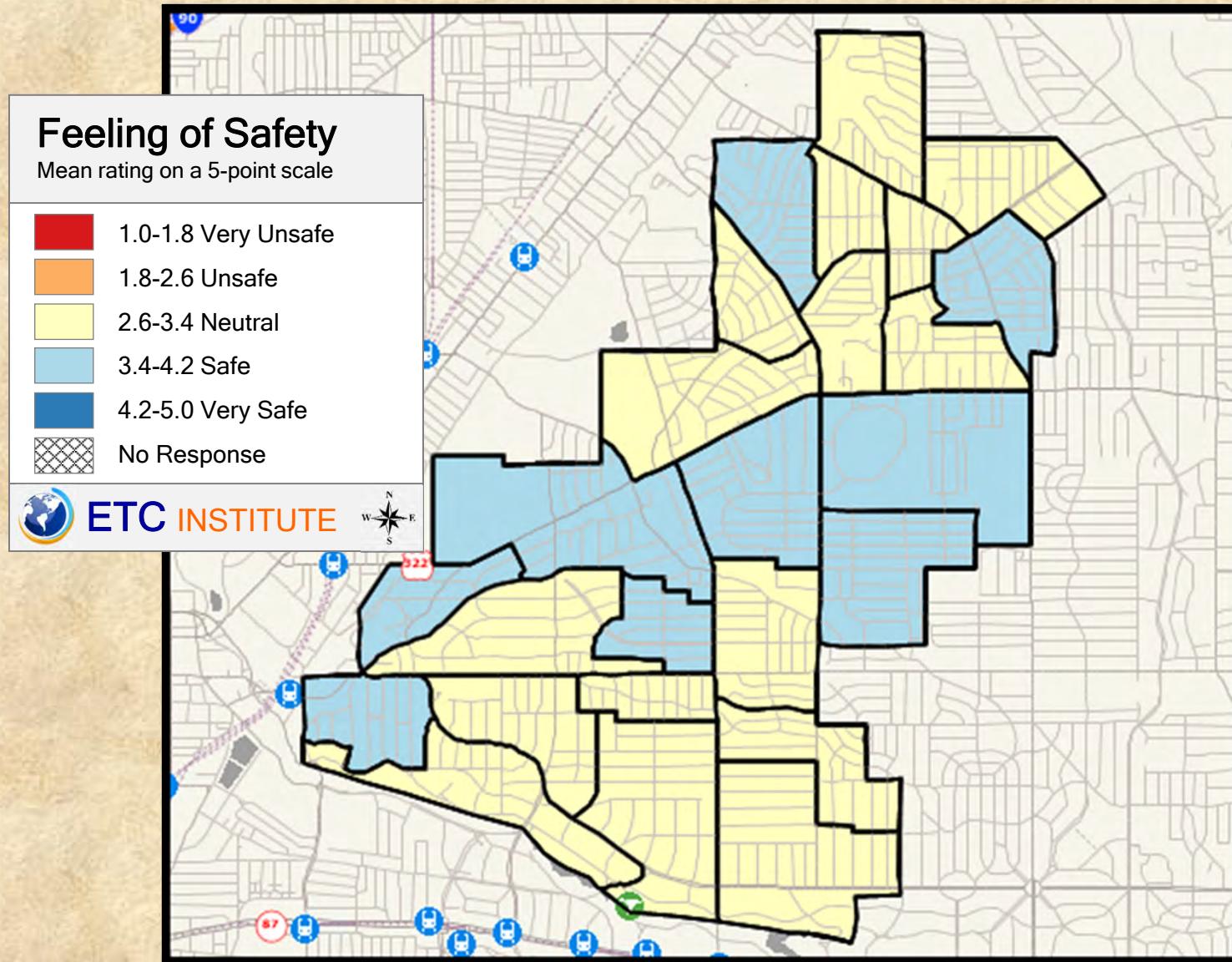
## Q17-2 Feeling of safety: In your neighborhood at night



## 2020 City of Cleveland Heights Community Survey

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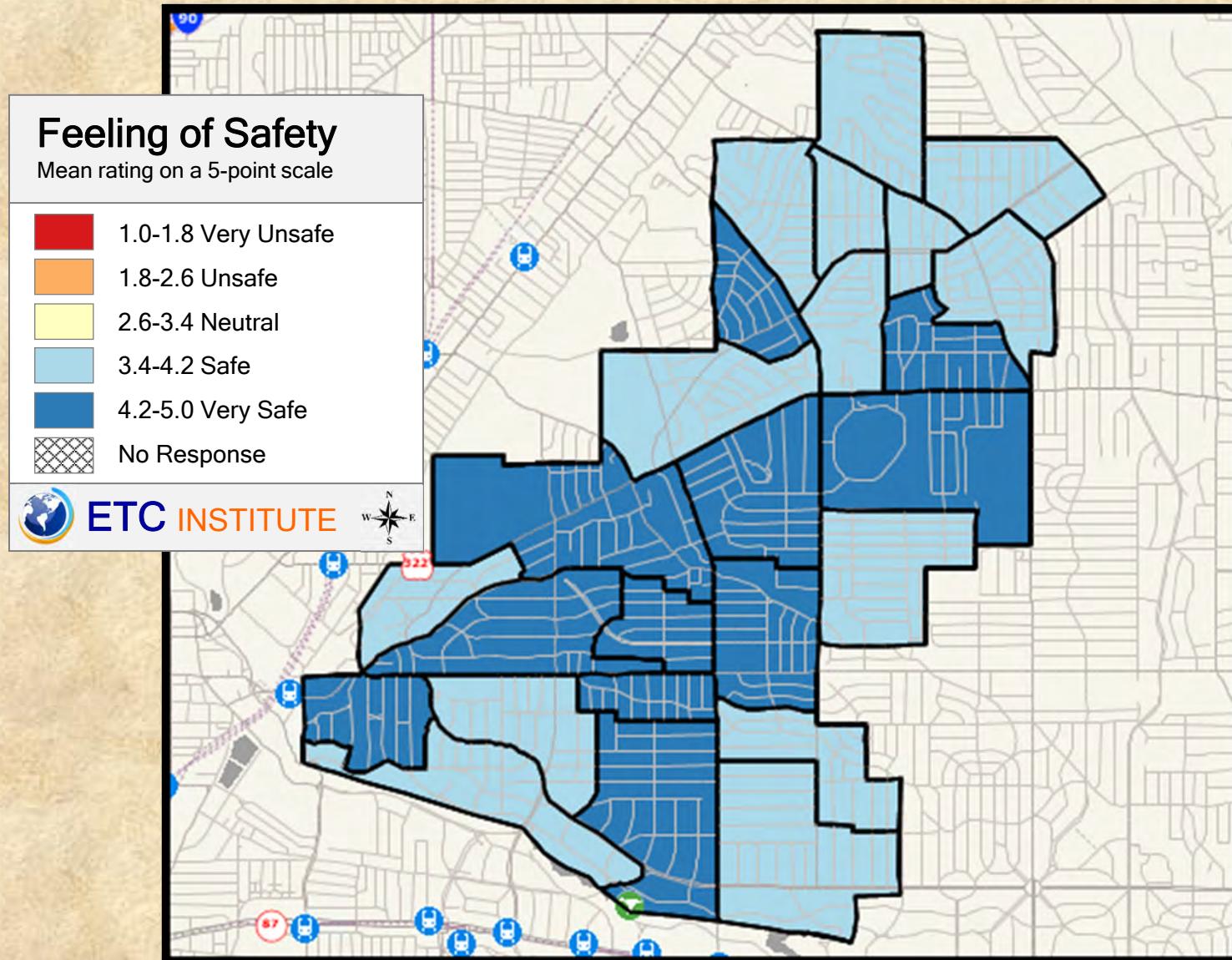
## Q17-3 Feeling of safety: In City parks



## 2020 City of Cleveland Heights Community Survey

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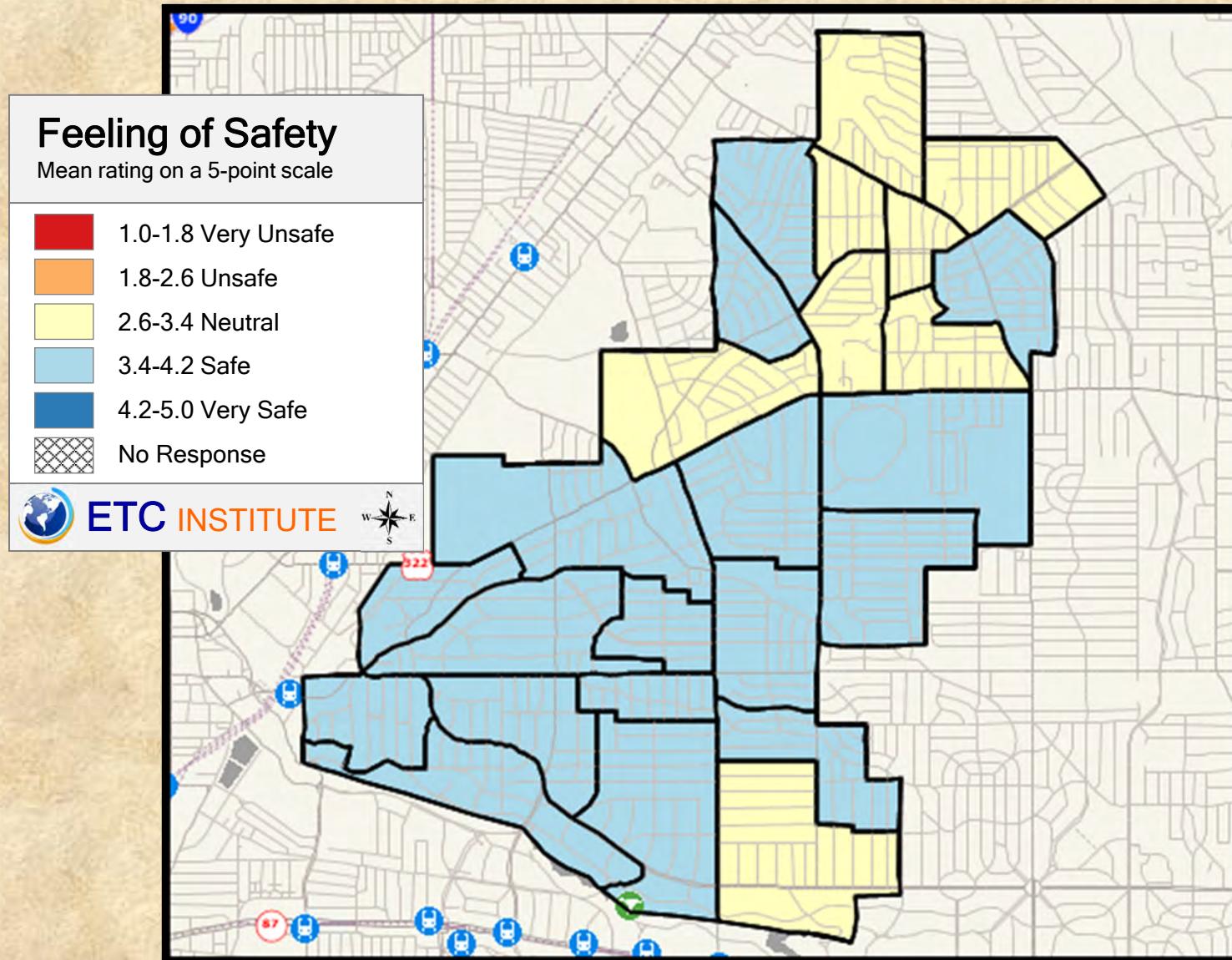
## Q17-4 Feeling of safety: In commercial and retail areas during the day



## 2020 City of Cleveland Heights Community Survey

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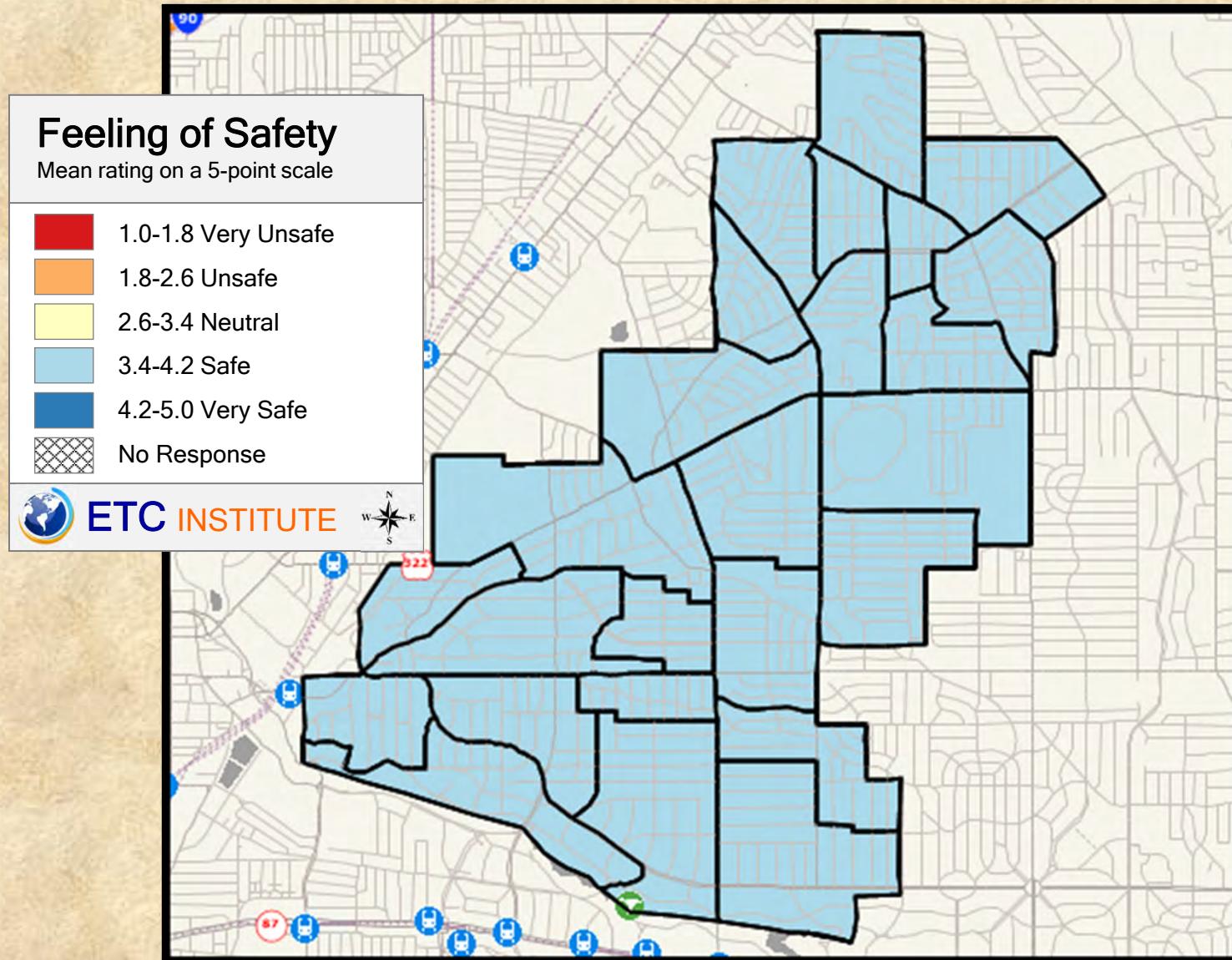
## Q17-5 Feeling of safety: In commercial and retail areas at night



## 2020 City of Cleveland Heights Community Survey

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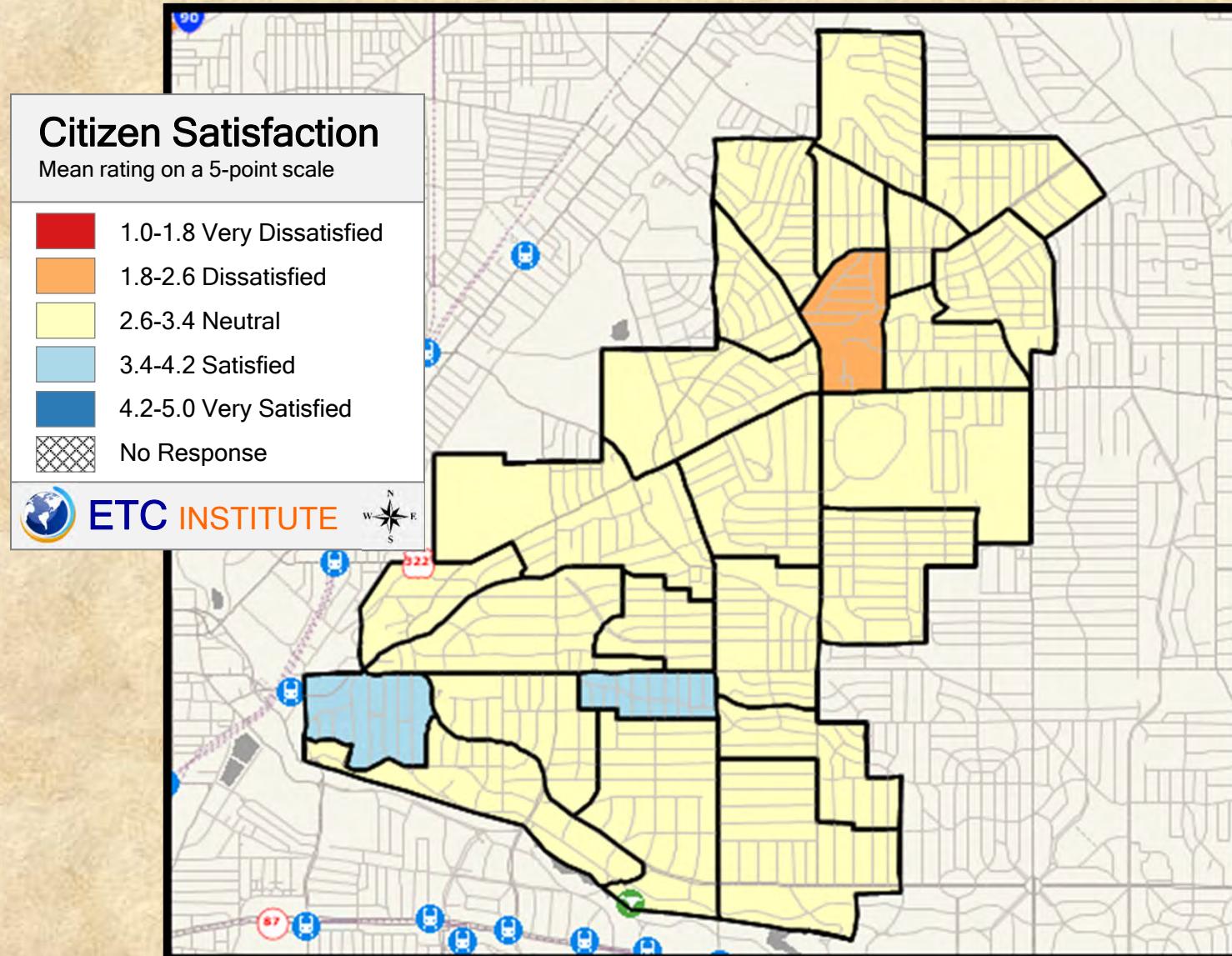
## Q17-6 Feeling of safety: Overall feeling of safety in Cleveland Heights



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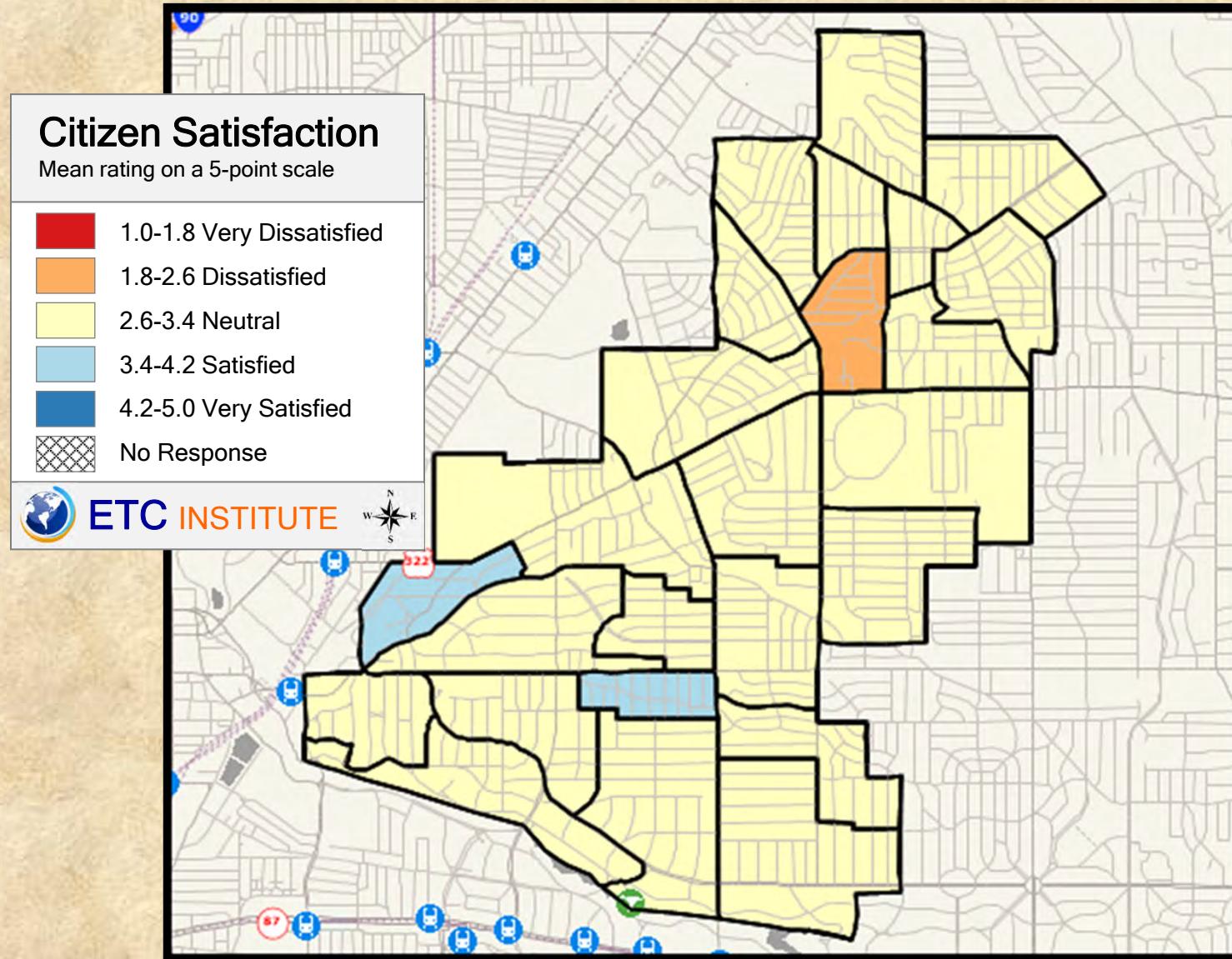
## Q18-1 Level of Satisfaction with: Enforcing the clean-up of debris on private property



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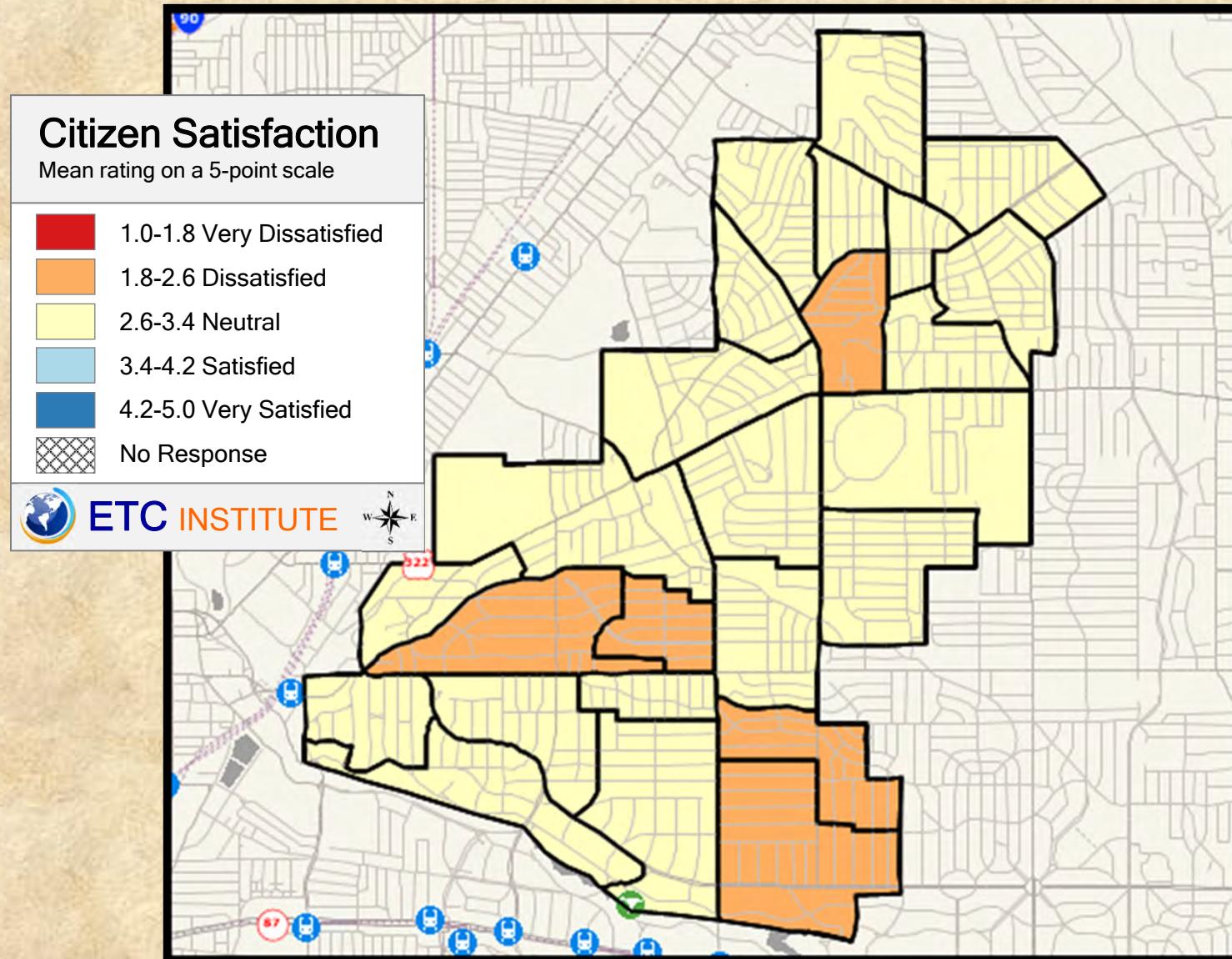
## Q18-2 Level of Satisfaction with: Enforcing the mowing and cutting of weeds and tall grass on private property



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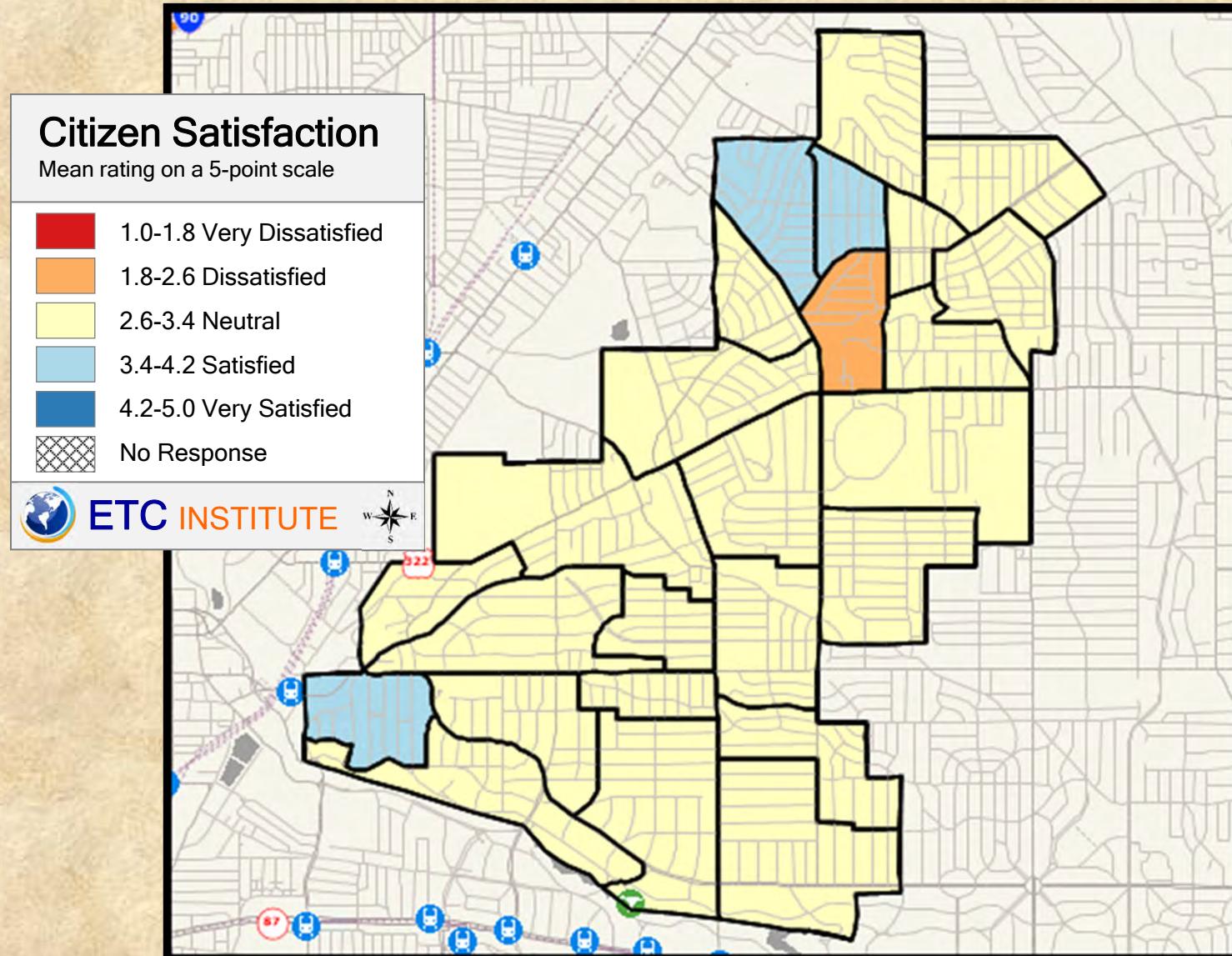
## Q18-3 Level of Satisfaction with: Enforcing snow removal on sidewalks



## 2020 City of Cleveland Heights Community Survey

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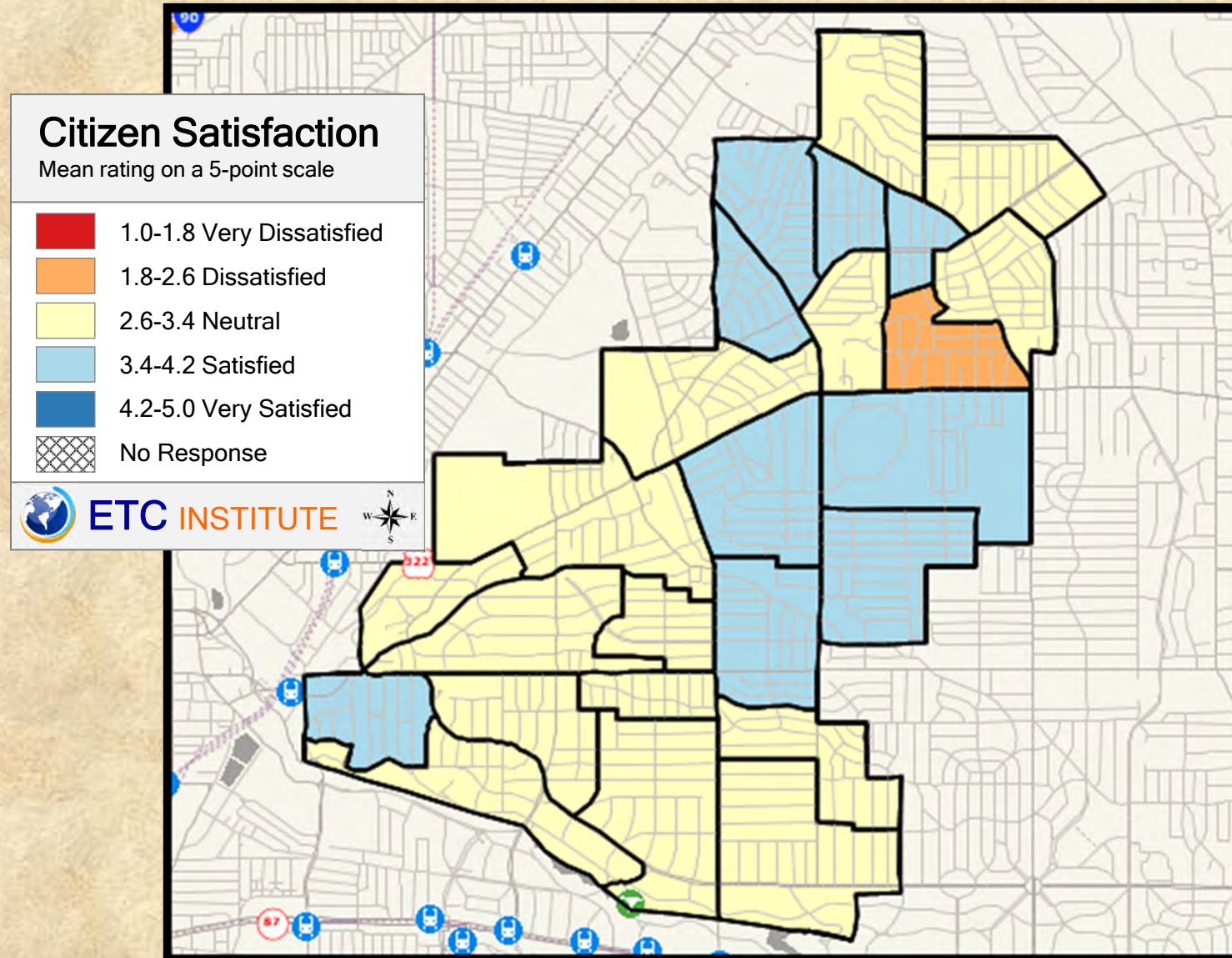
## Q18-4 Level of Satisfaction with: Enforcing the exterior maintenance of residential property



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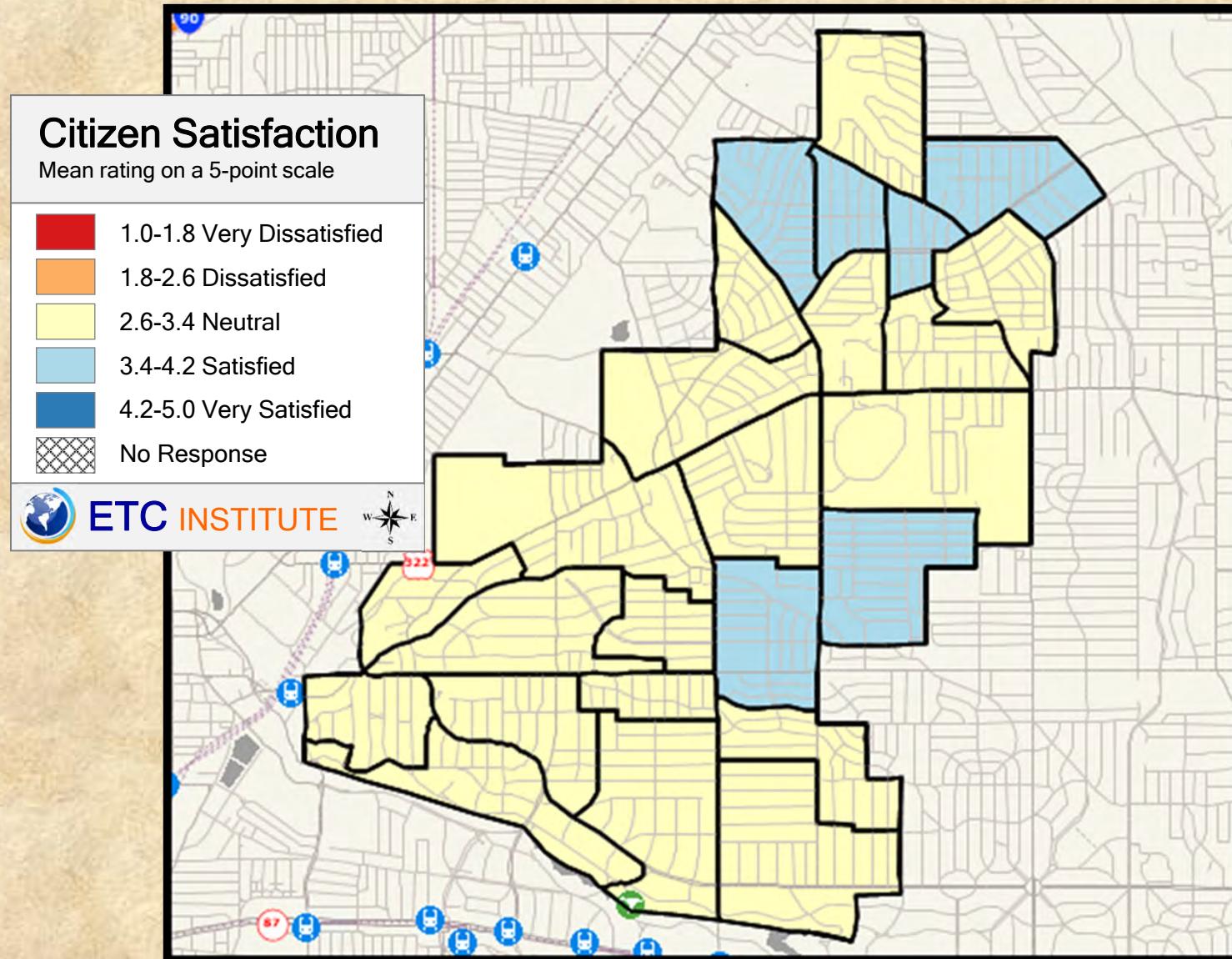
## Q18-5 Level of Satisfaction with: Enforcing the exterior maintenance of business property



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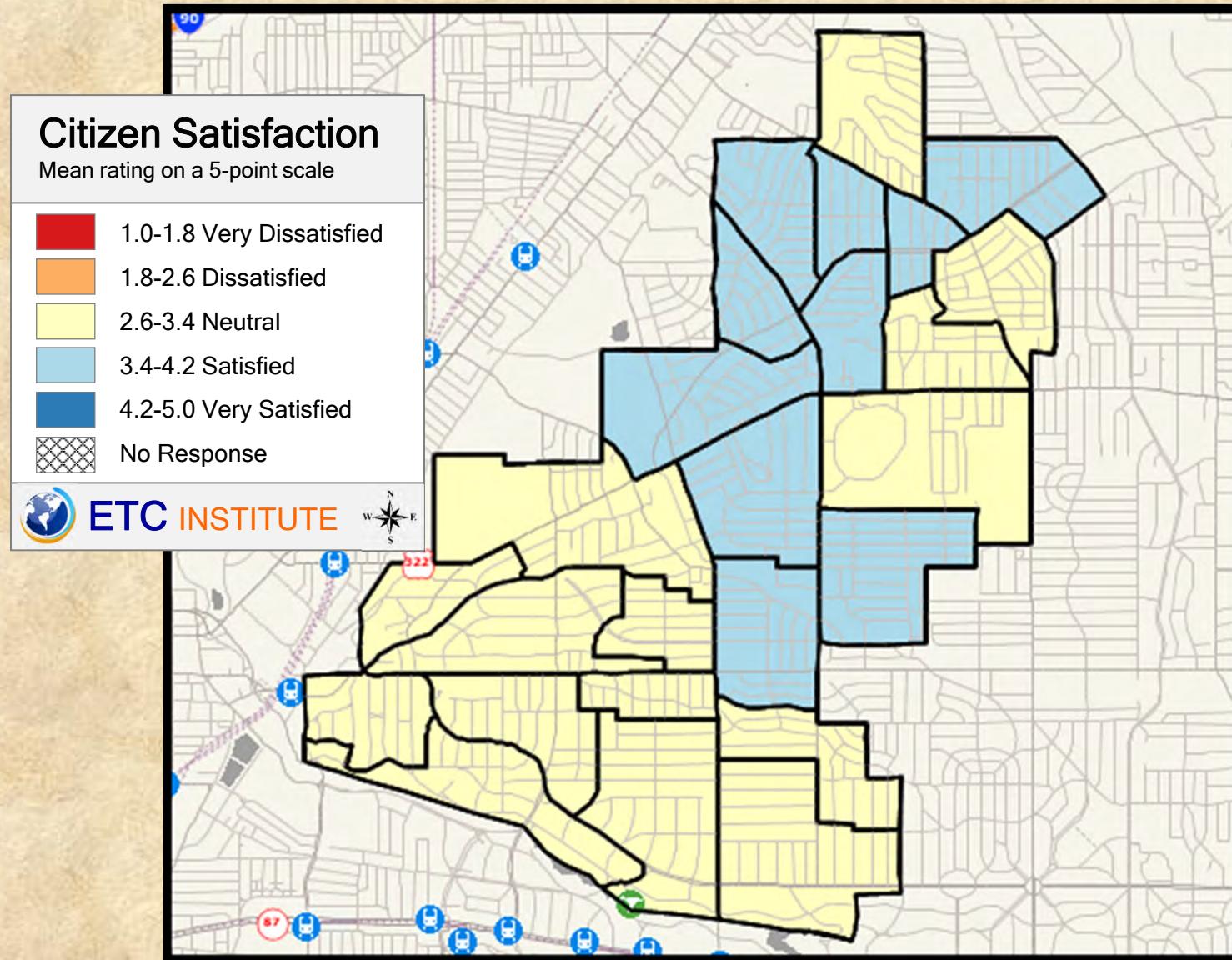
## Q18-6 Level of Satisfaction with: Overall quality of the building and permit process



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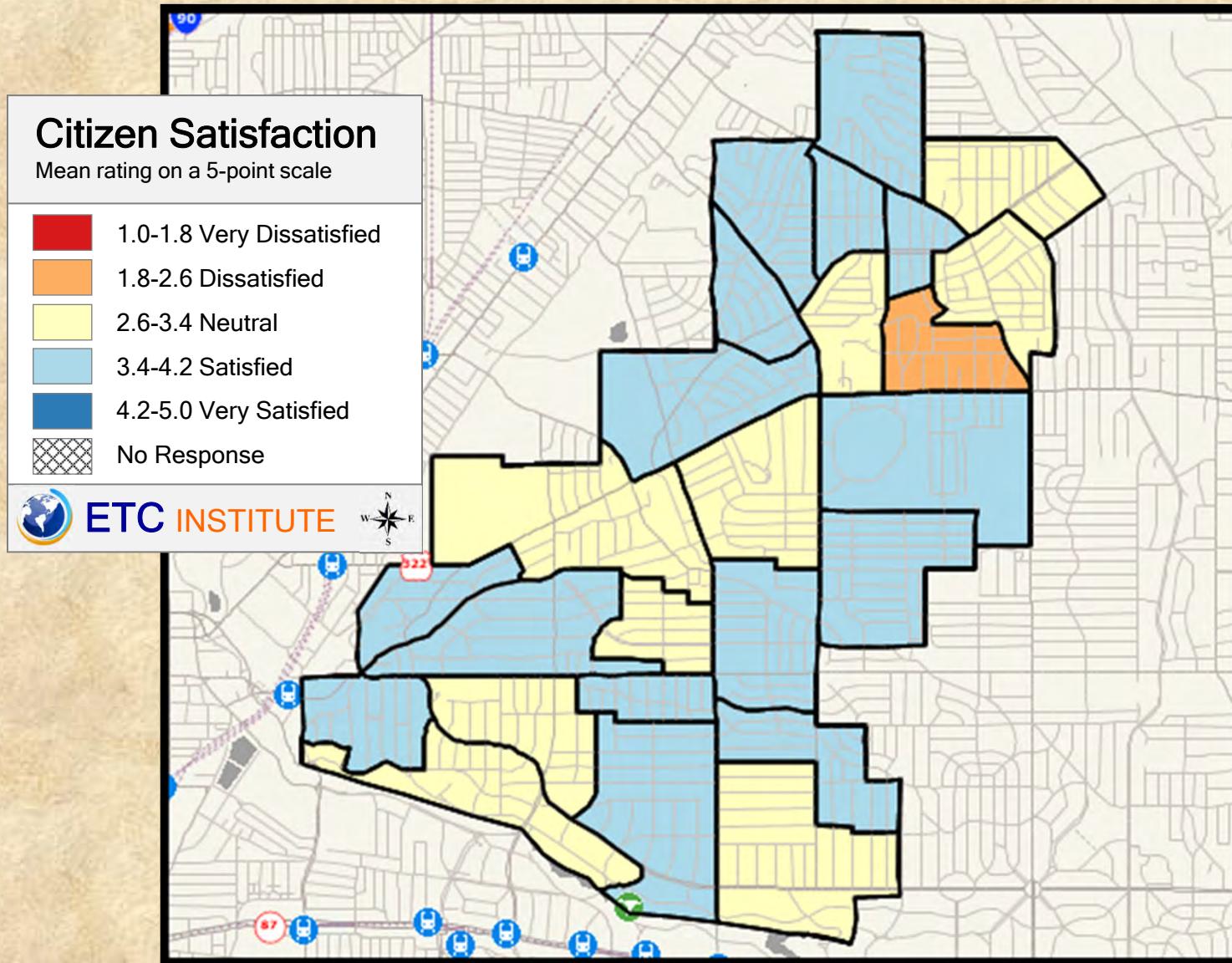
## Q20-1 Level of Satisfaction with: Availability of public transportation



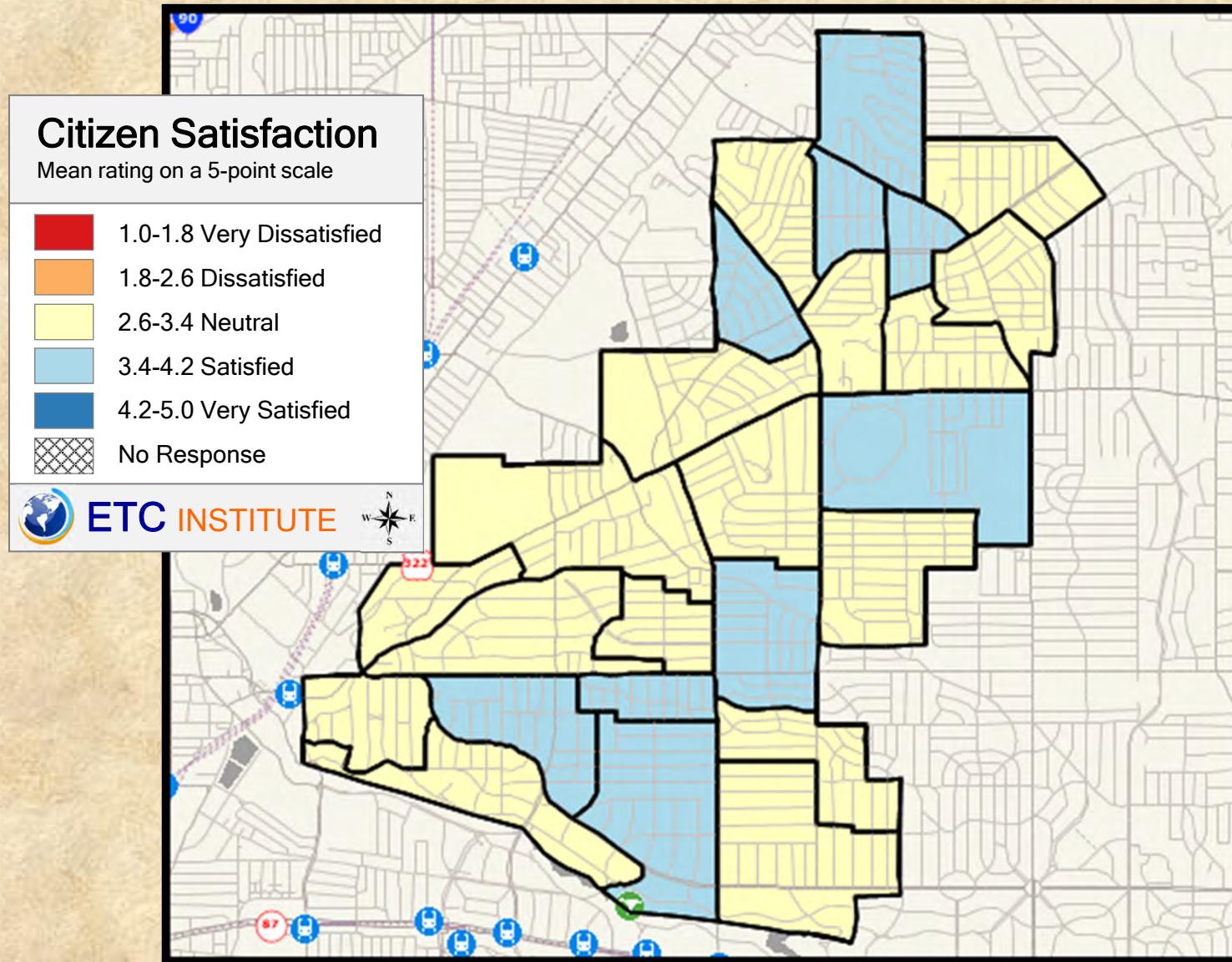
## 2020 City of Cleveland Heights Community Survey

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

## Q20-2 Level of Satisfaction with: Availability of bicycle lanes



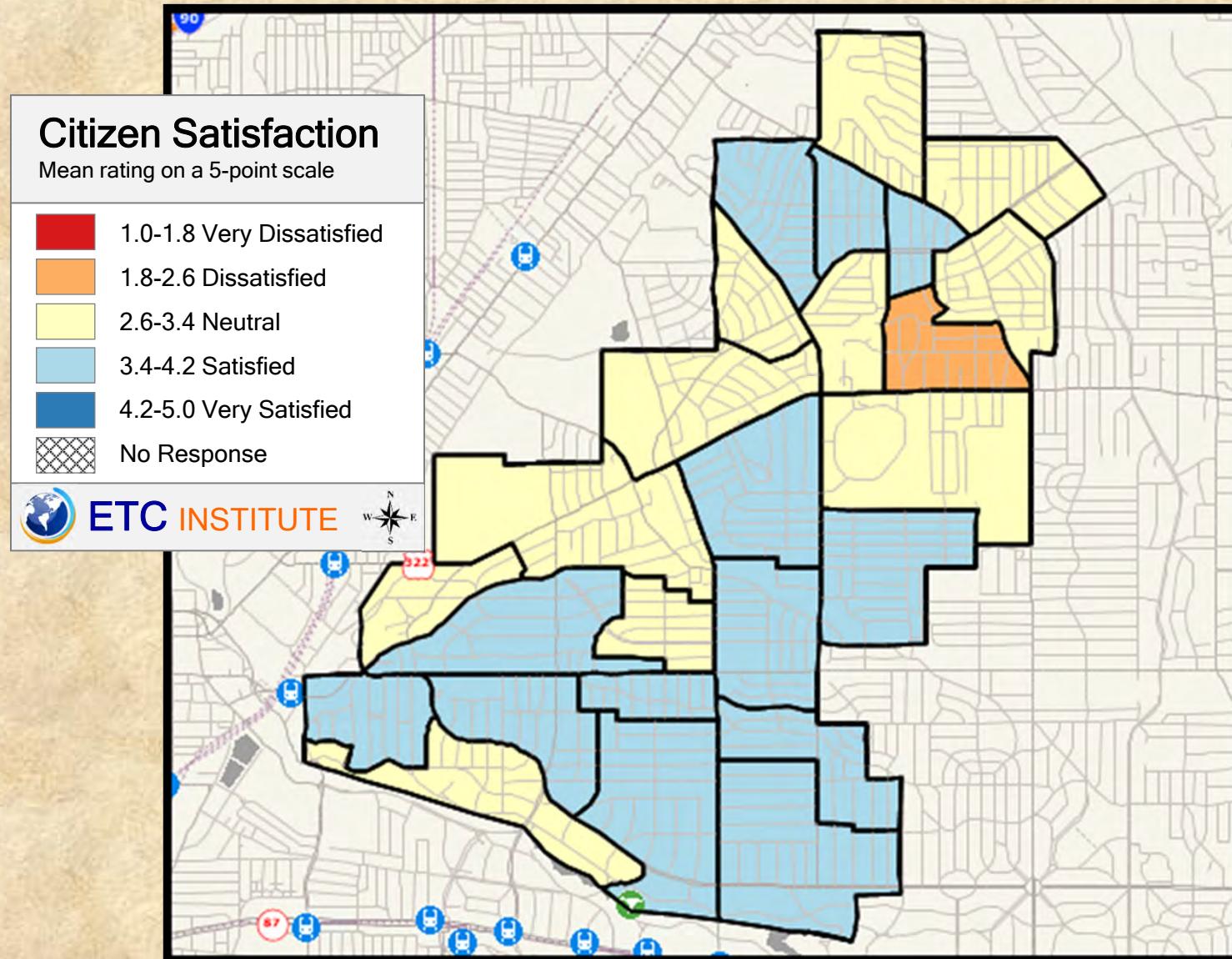
## Q20-3 Level of Satisfaction with: Condition of sidewalks in the City



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

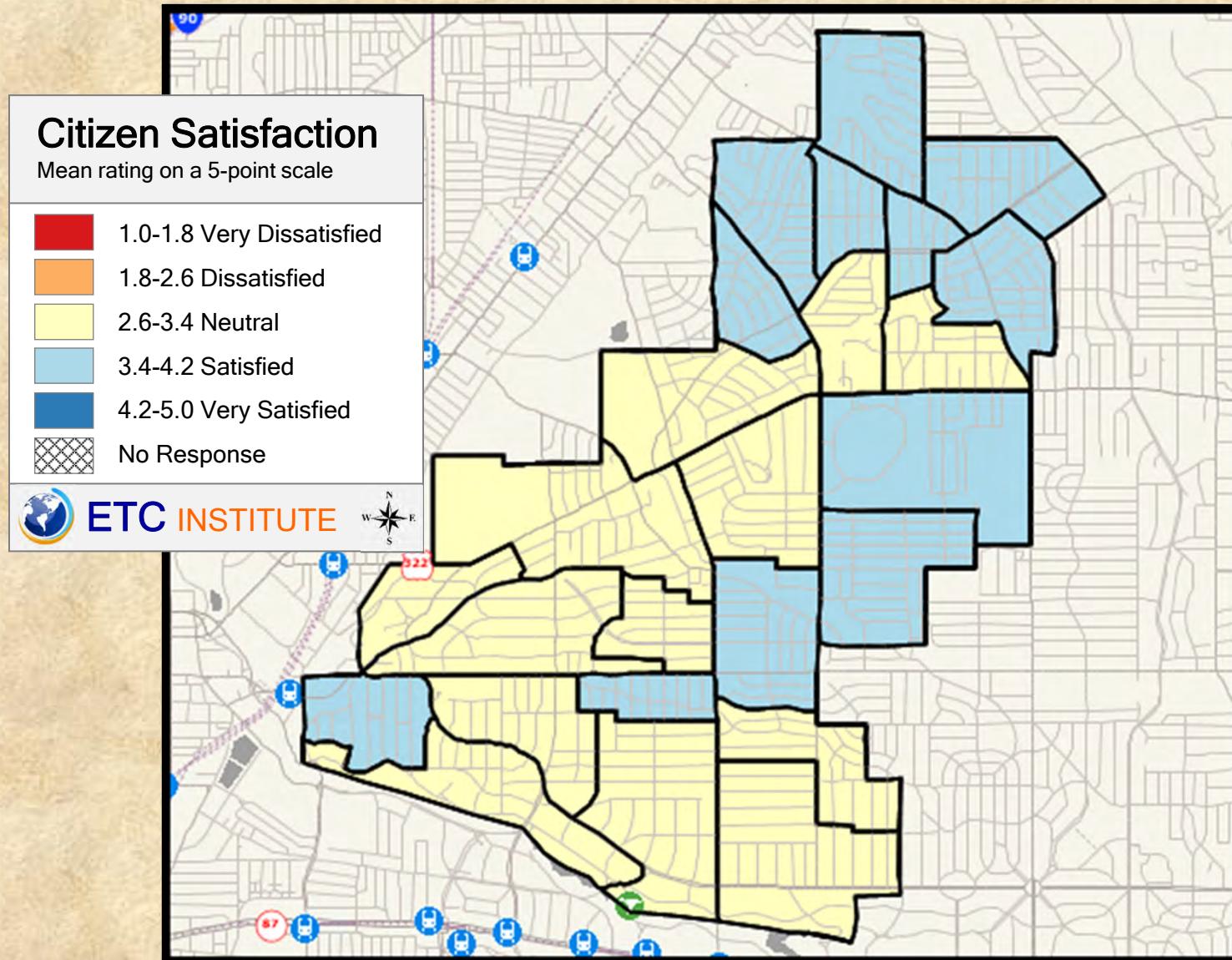
## Q20-4 Level of Satisfaction with: Convenience of parking in the City



## 2020 City of Cleveland Heights Community Survey

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

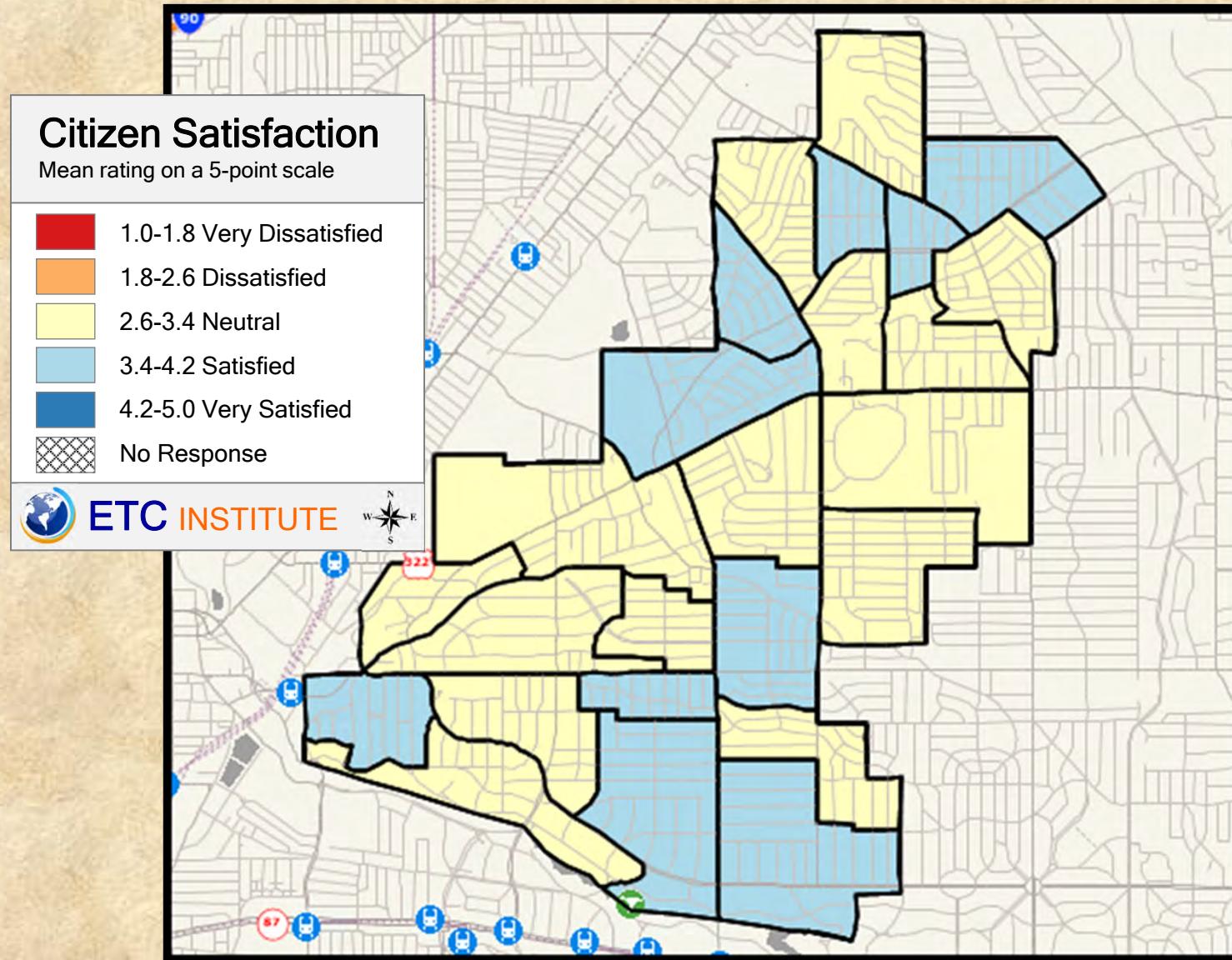
## Q21-1 Level of Satisfaction with: Maintenance of major city streets



## 2020 City of Cleveland Heights Community Survey

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

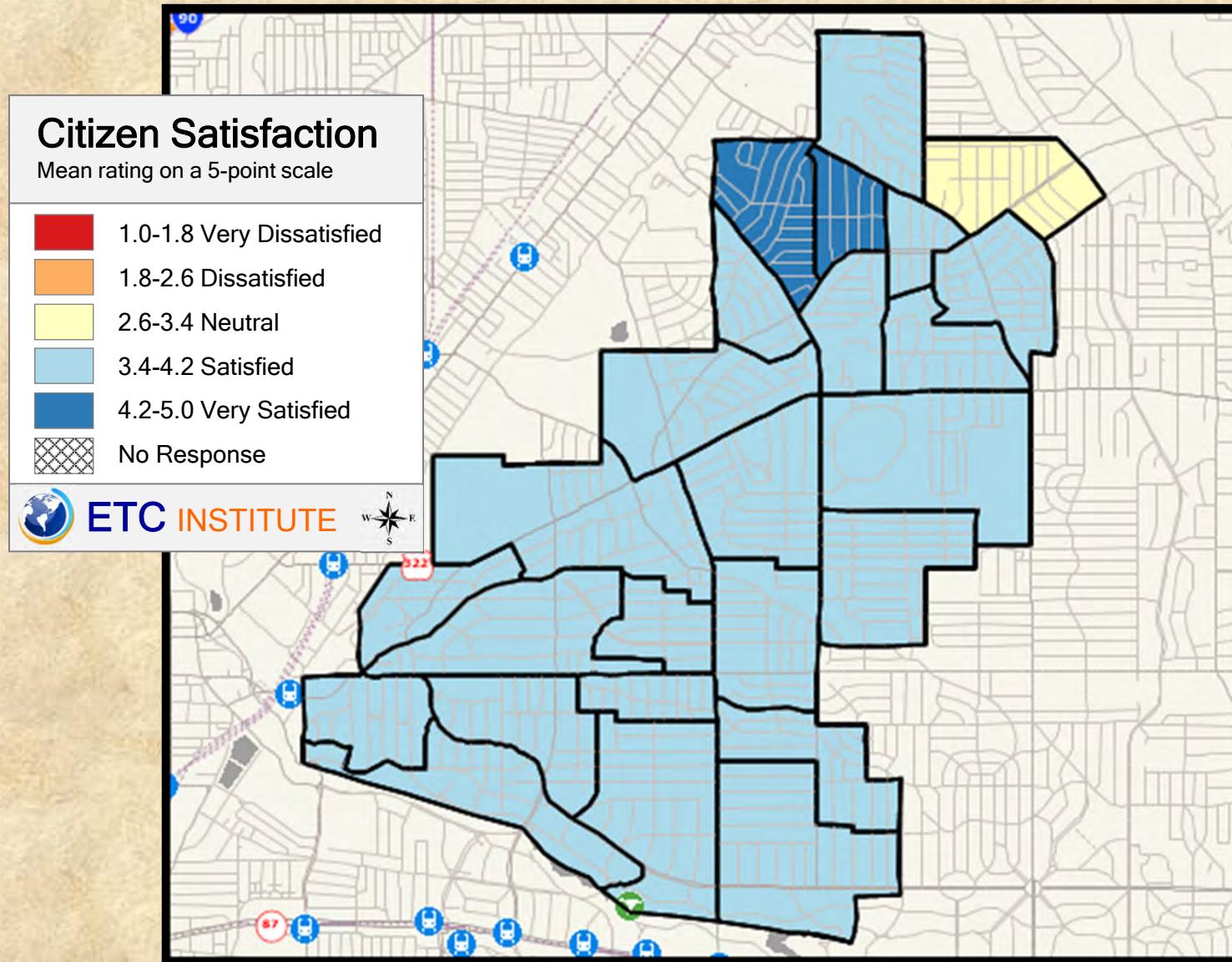
## Q21-2 Level of Satisfaction with: Maintenance of streets in your neighborhood



## 2020 City of Cleveland Heights Community Survey

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

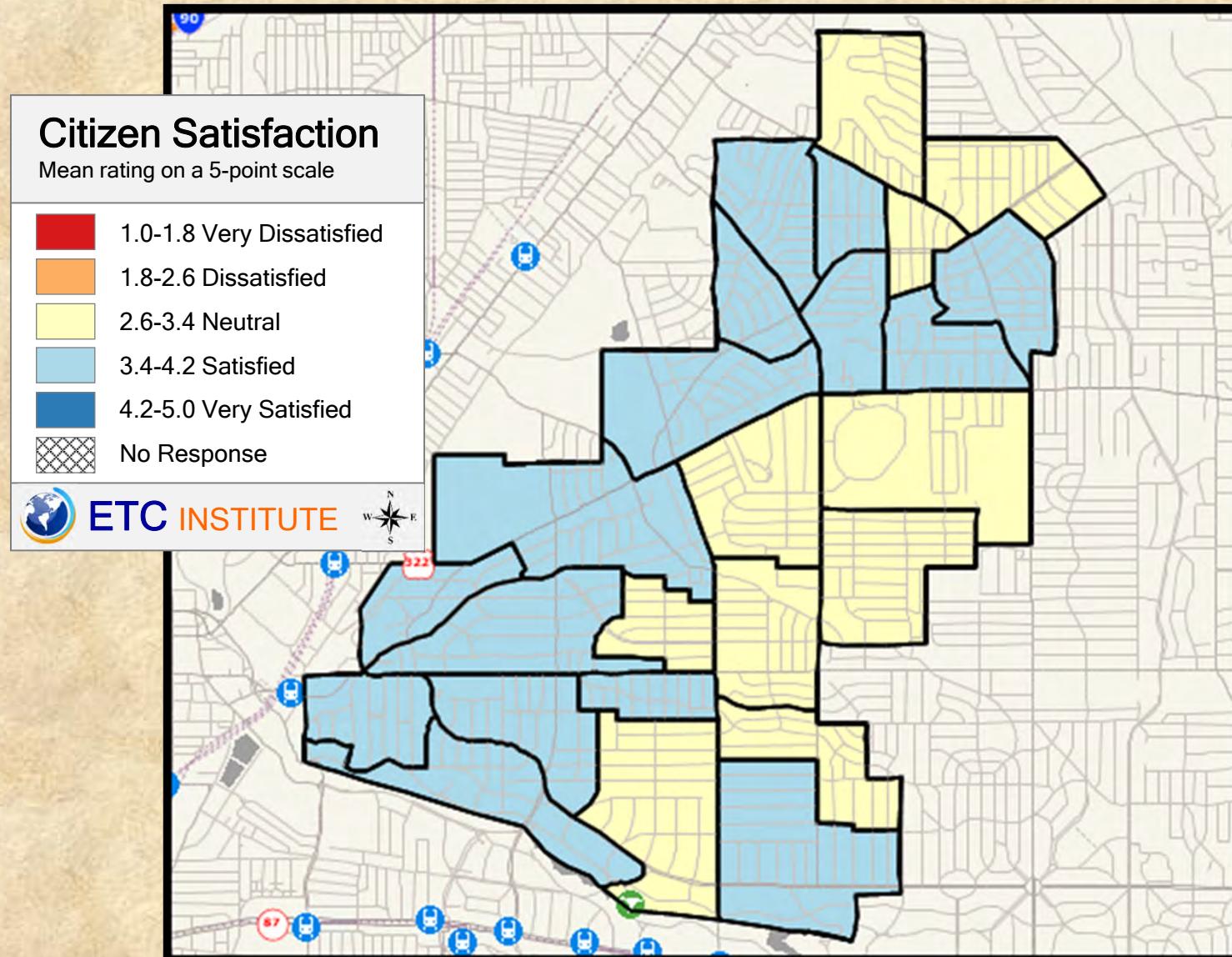
## Q21-3 Level of Satisfaction with: Snow removal on major City streets



## 2020 City of Cleveland Heights Community Survey

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

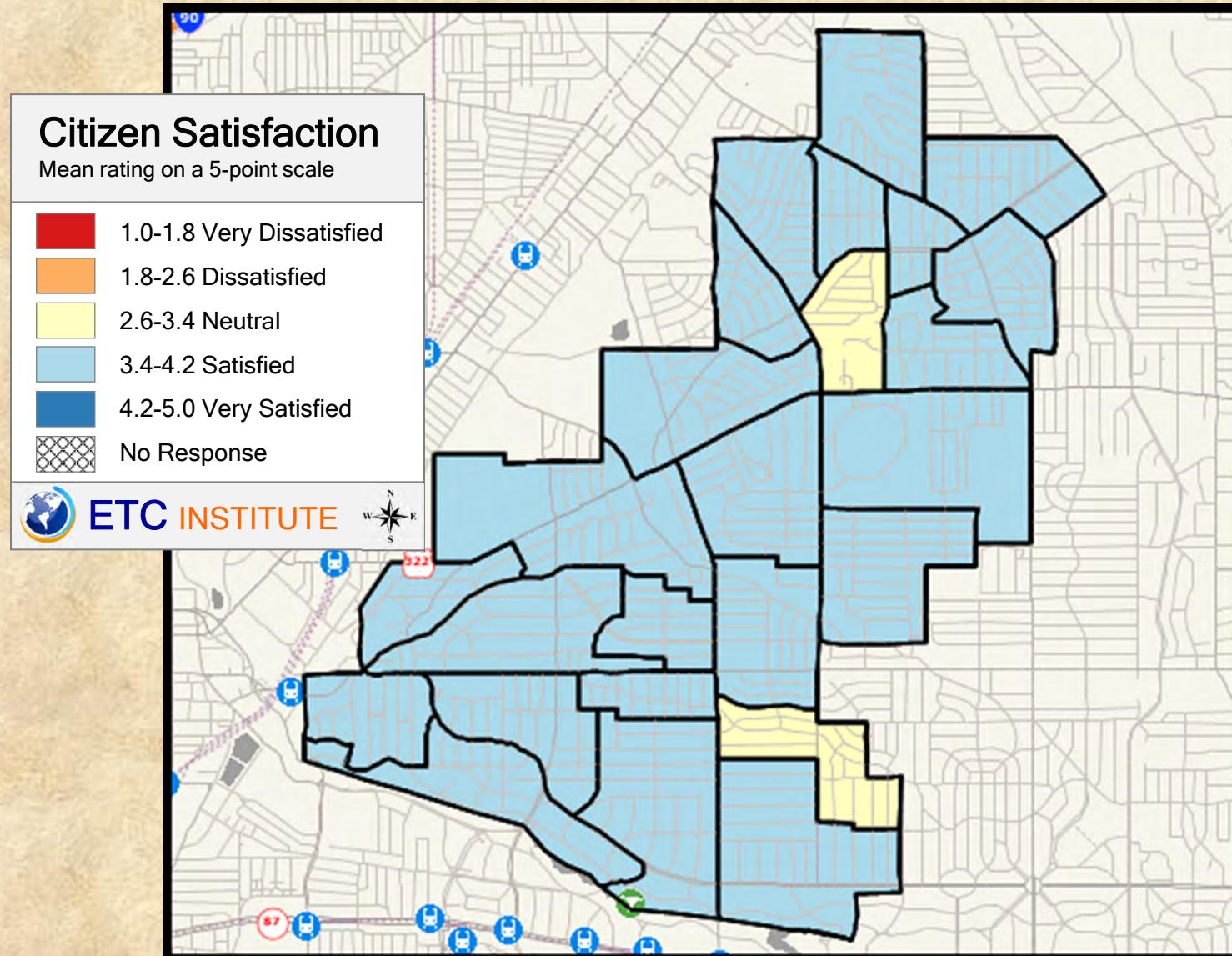
## Q21-4 Level of Satisfaction with: Snow removal on streets in your neighborhood



## 2020 City of Cleveland Heights Community Survey

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

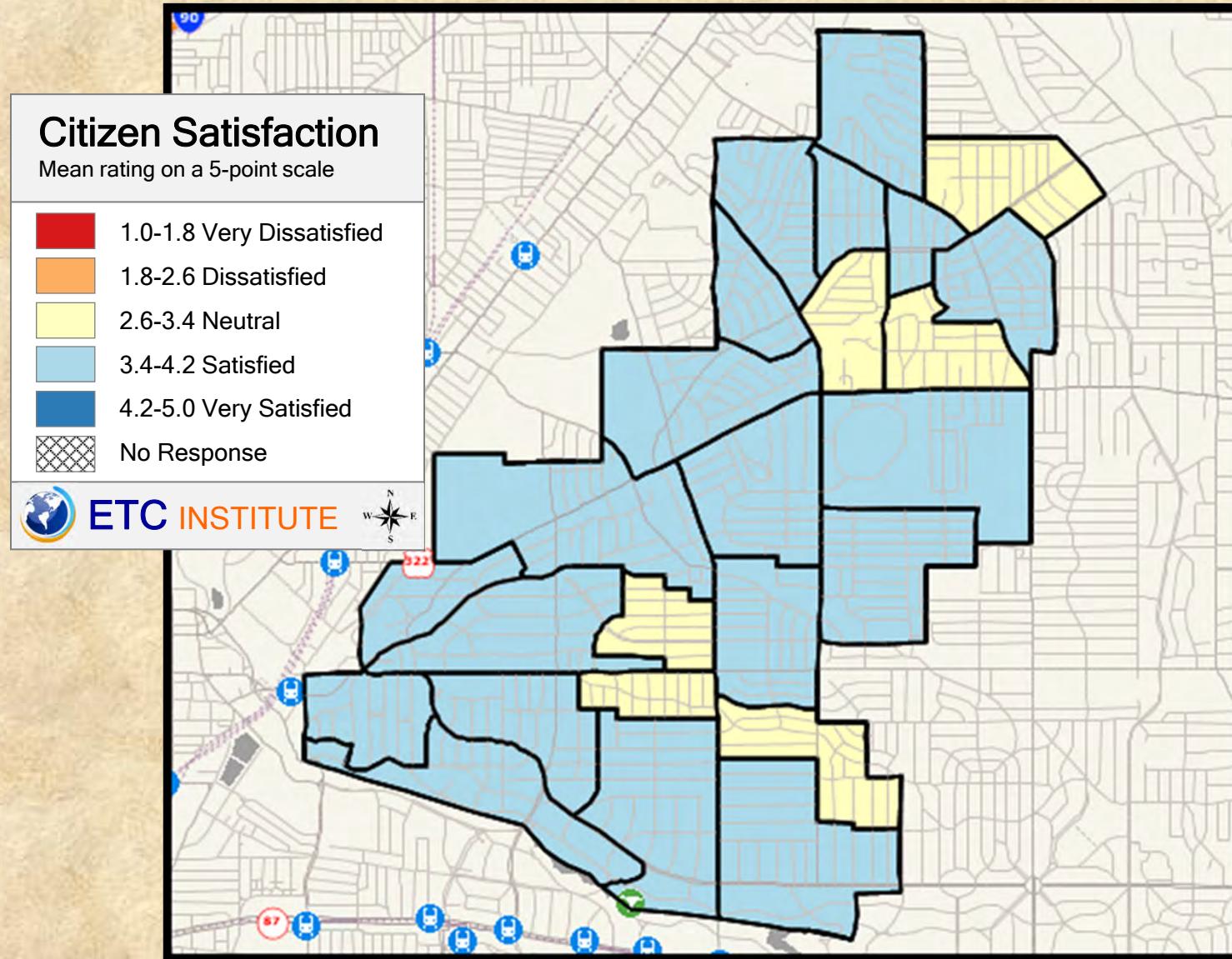
## Q21-5 Level of Satisfaction with: Mowing and trimming along City streets and other public areas



## 2020 City of Cleveland Heights Community Survey

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

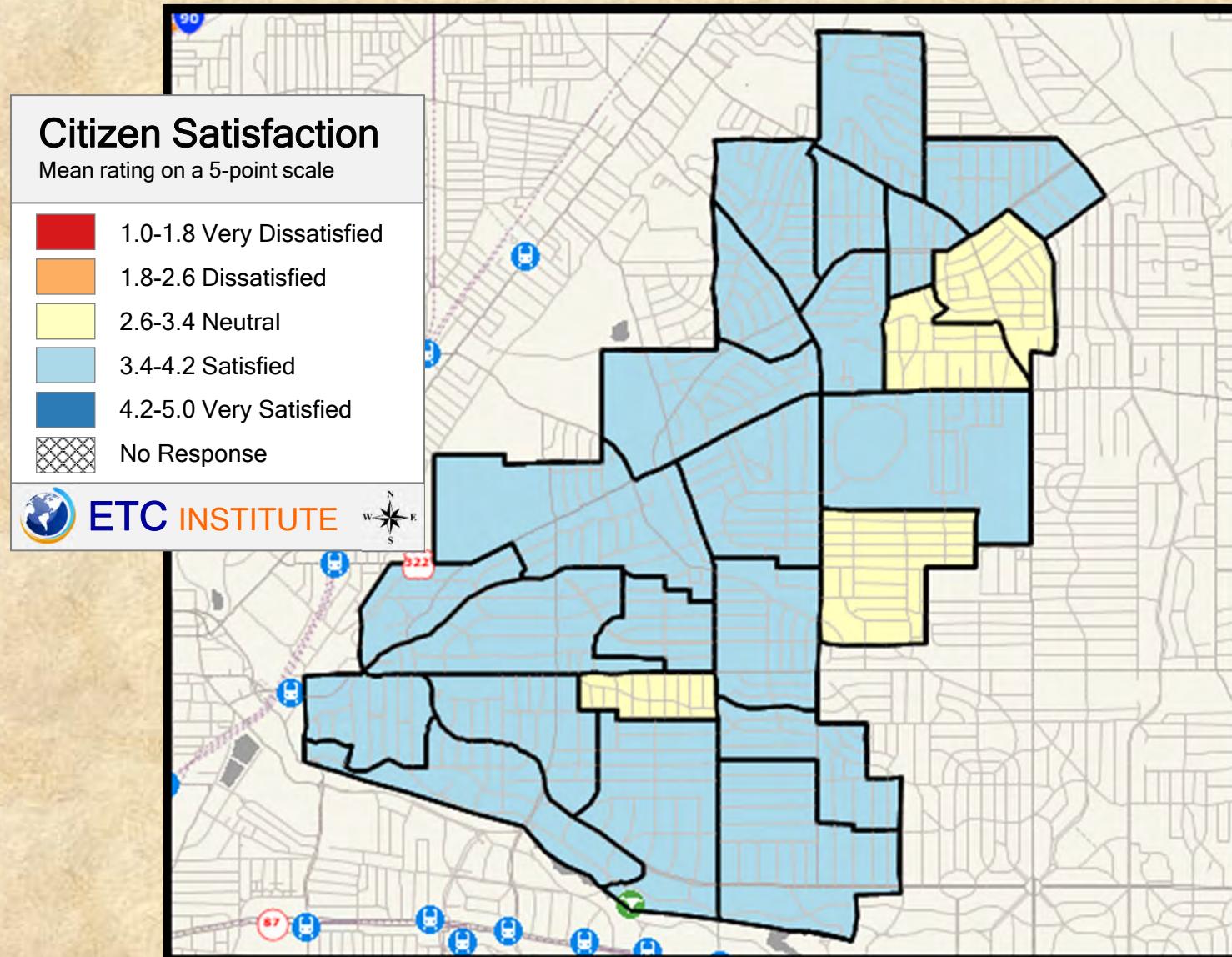
## Q21-6 Level of Satisfaction with: Overall cleanliness of City streets and other public areas



## 2020 City of Cleveland Heights Community Survey

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

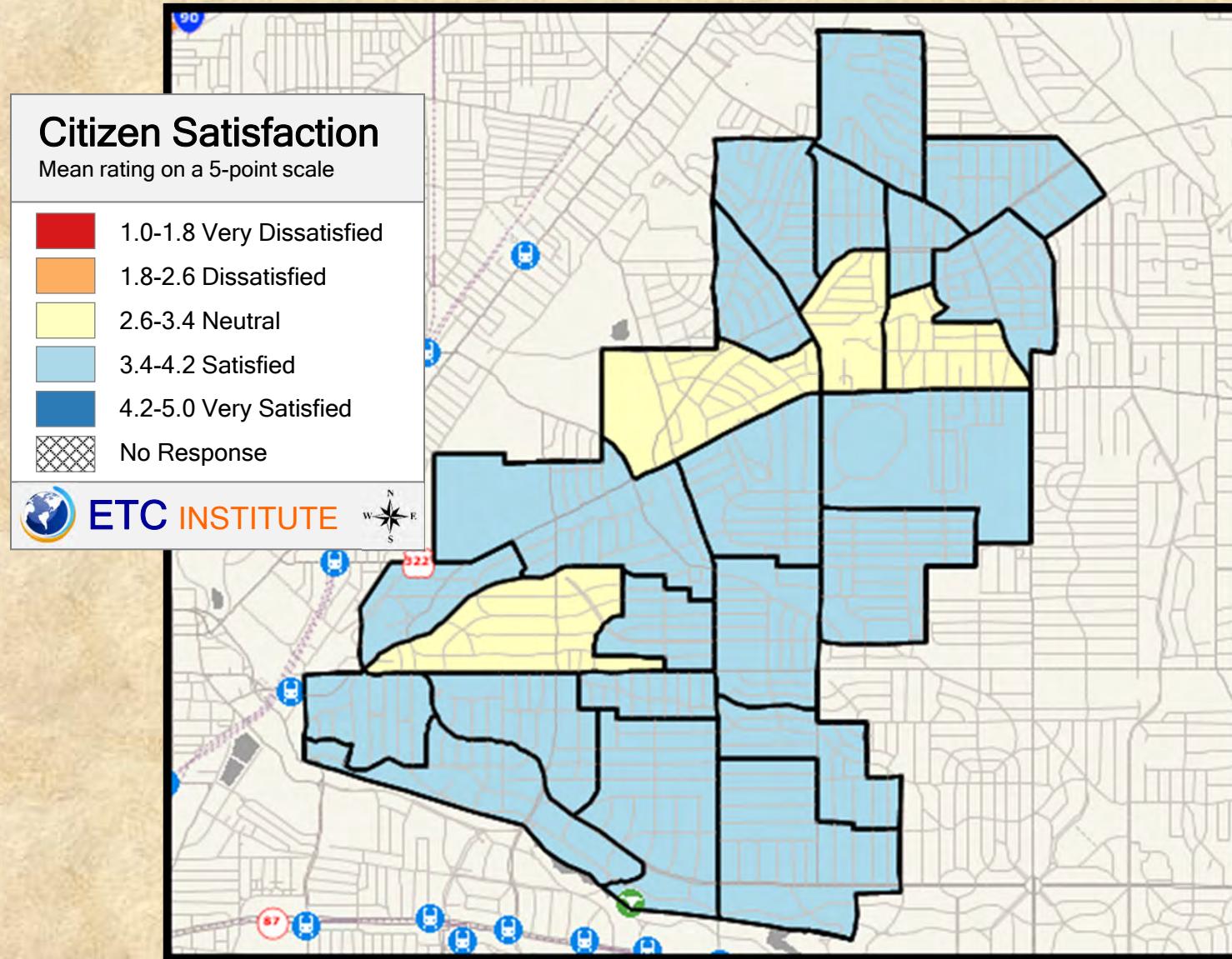
## Q21-7 Level of Satisfaction with: Adequacy of city street lighting



## 2020 City of Cleveland Heights Community Survey

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

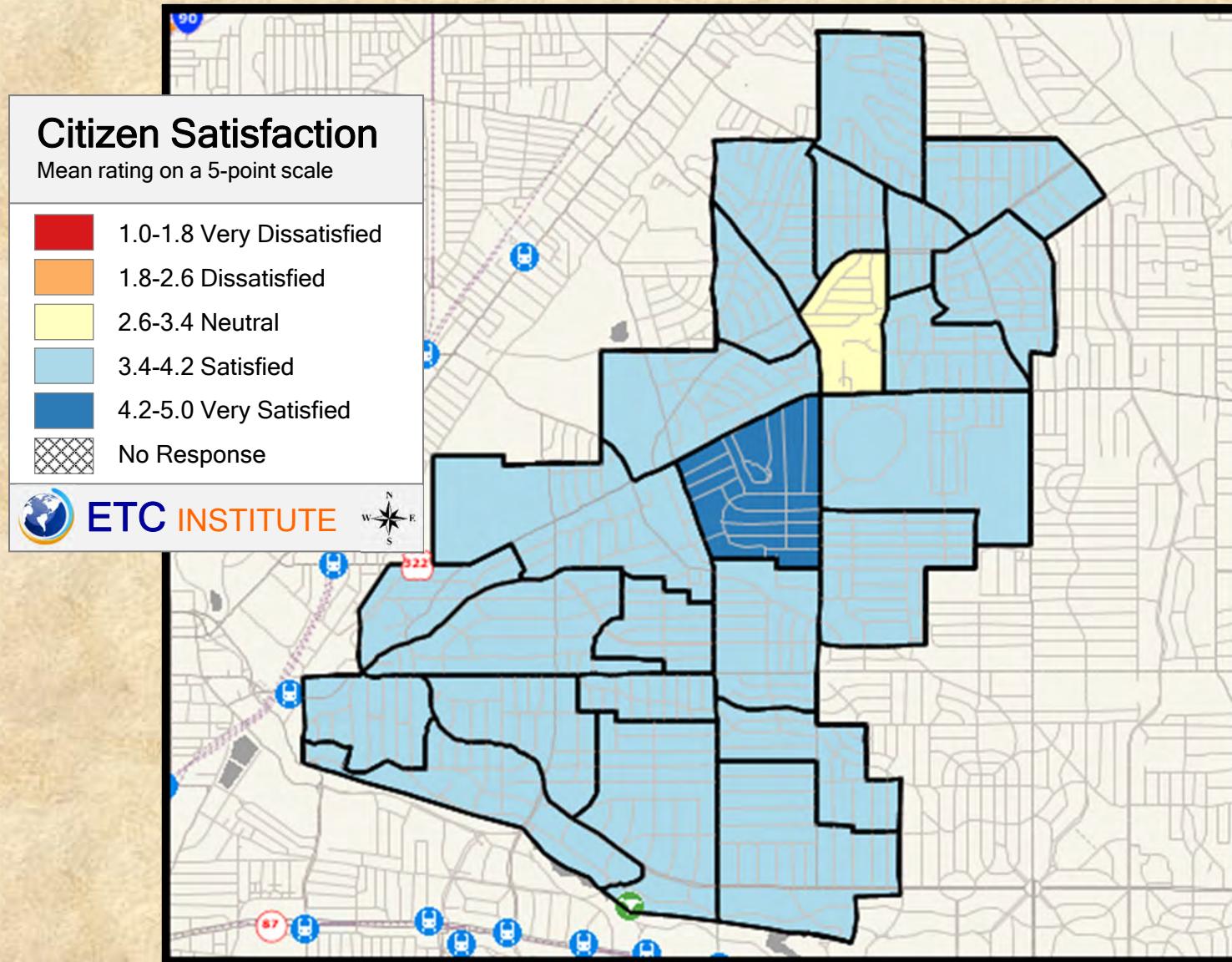
## Q21-8 Level of Satisfaction with: Tree trimming and urban forestry along City streets and other public areas



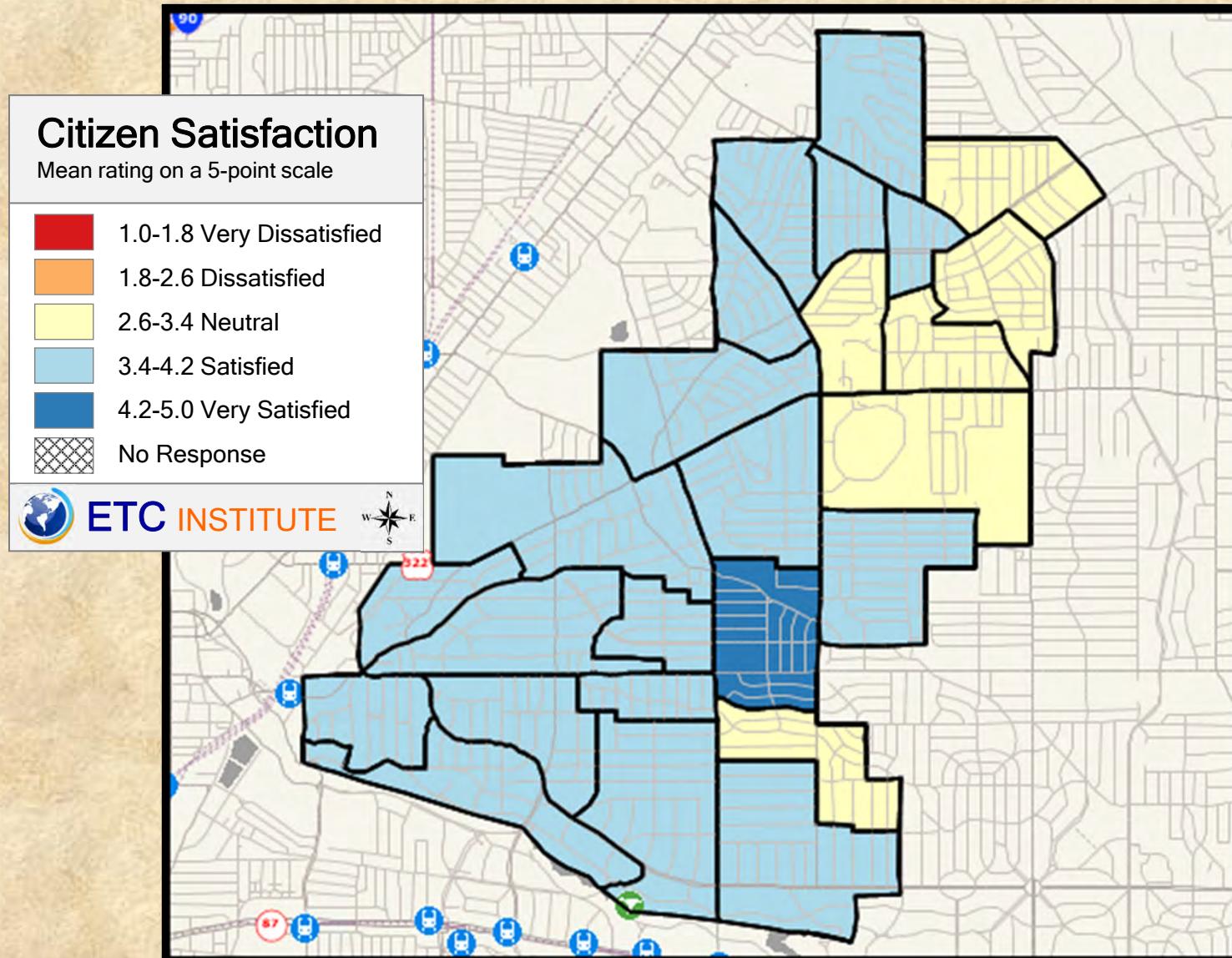
## 2020 City of Cleveland Heights Community Survey

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

## Q24-01 Level of Satisfaction with: Maintenance of city parks



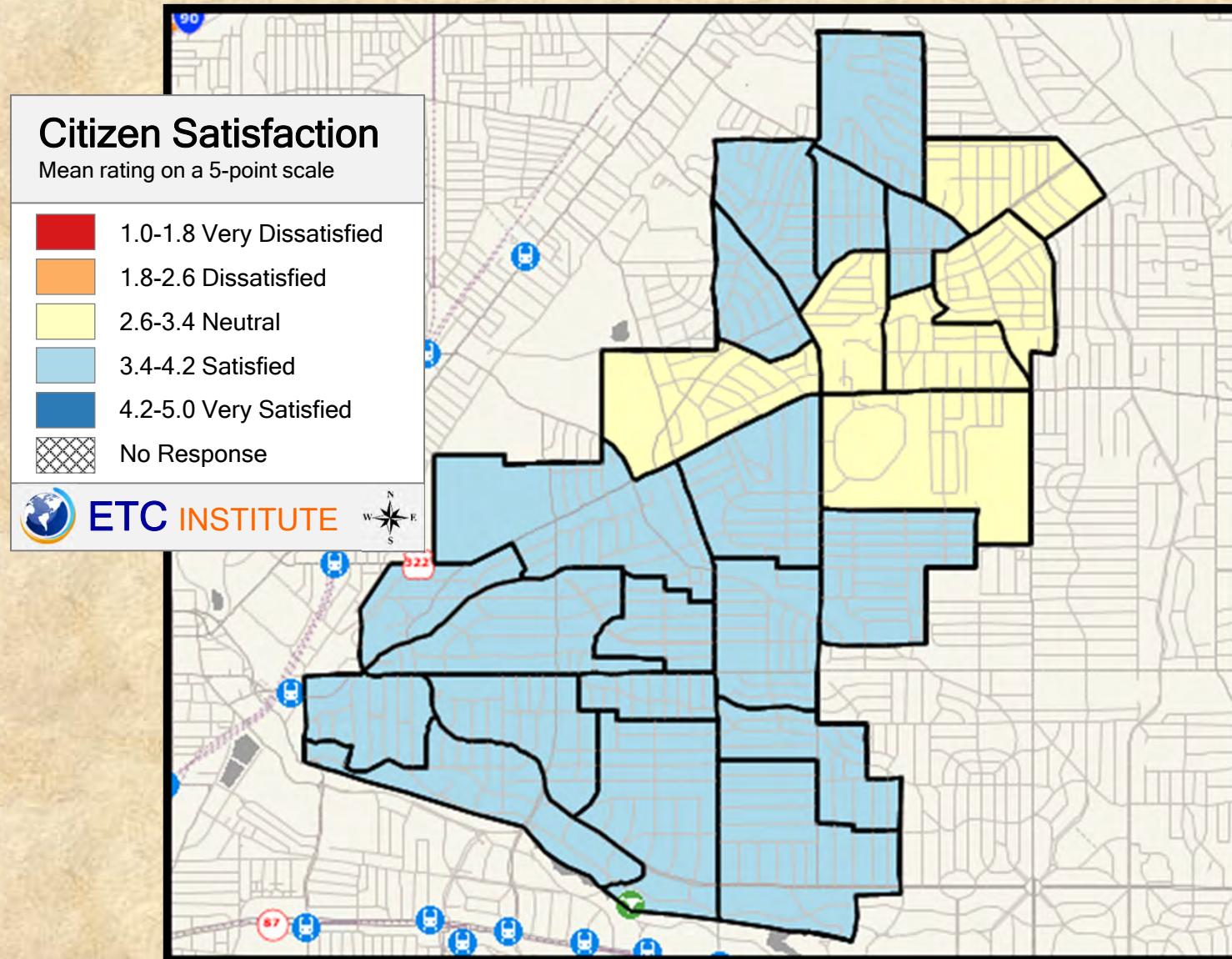
## Q24-02 Level of Satisfaction with: Number of city parks



## 2020 City of Cleveland Heights Community Survey

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

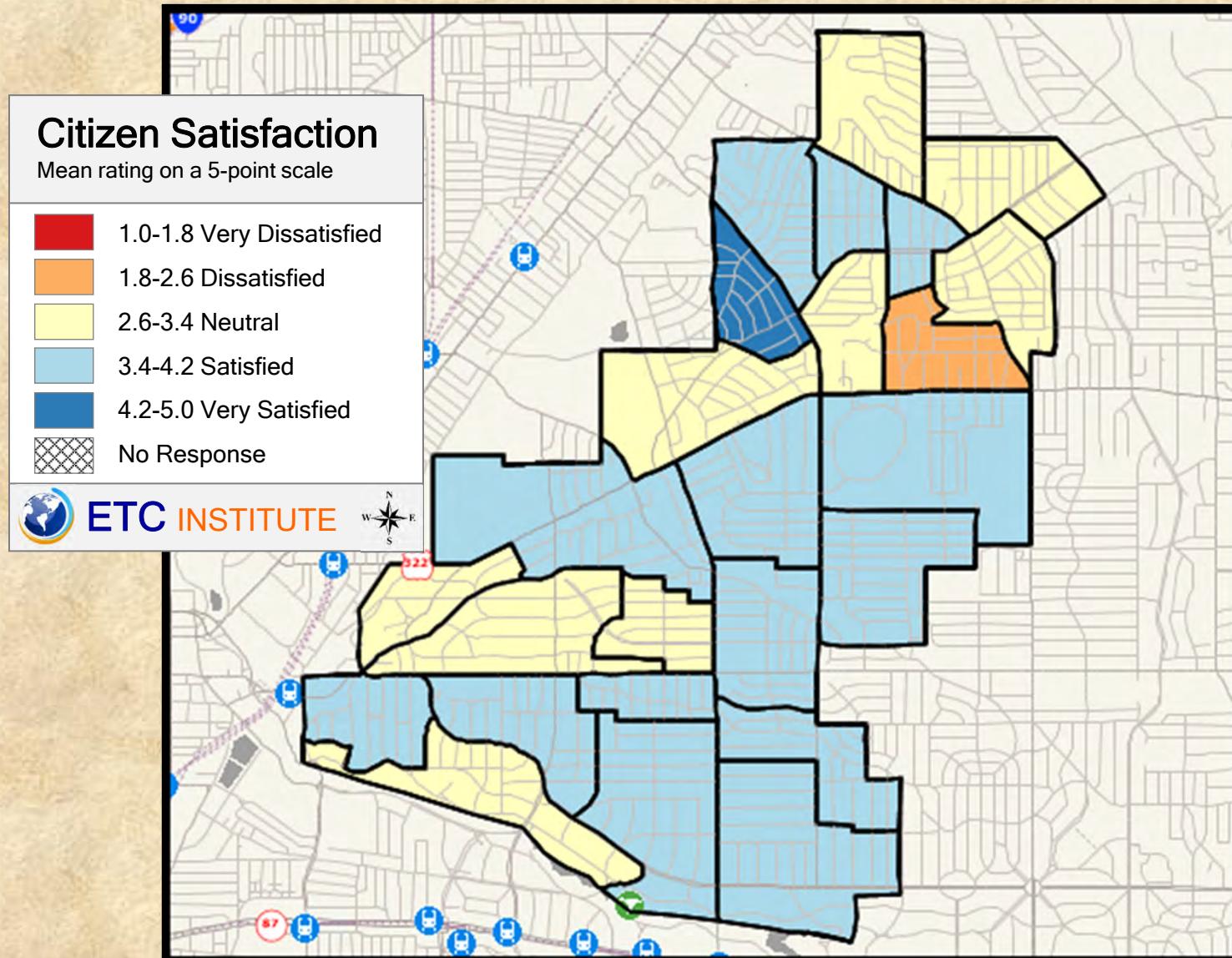
## Q24-03 Level of Satisfaction with: Number of walking and biking trails



## 2020 City of Cleveland Heights Community Survey

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

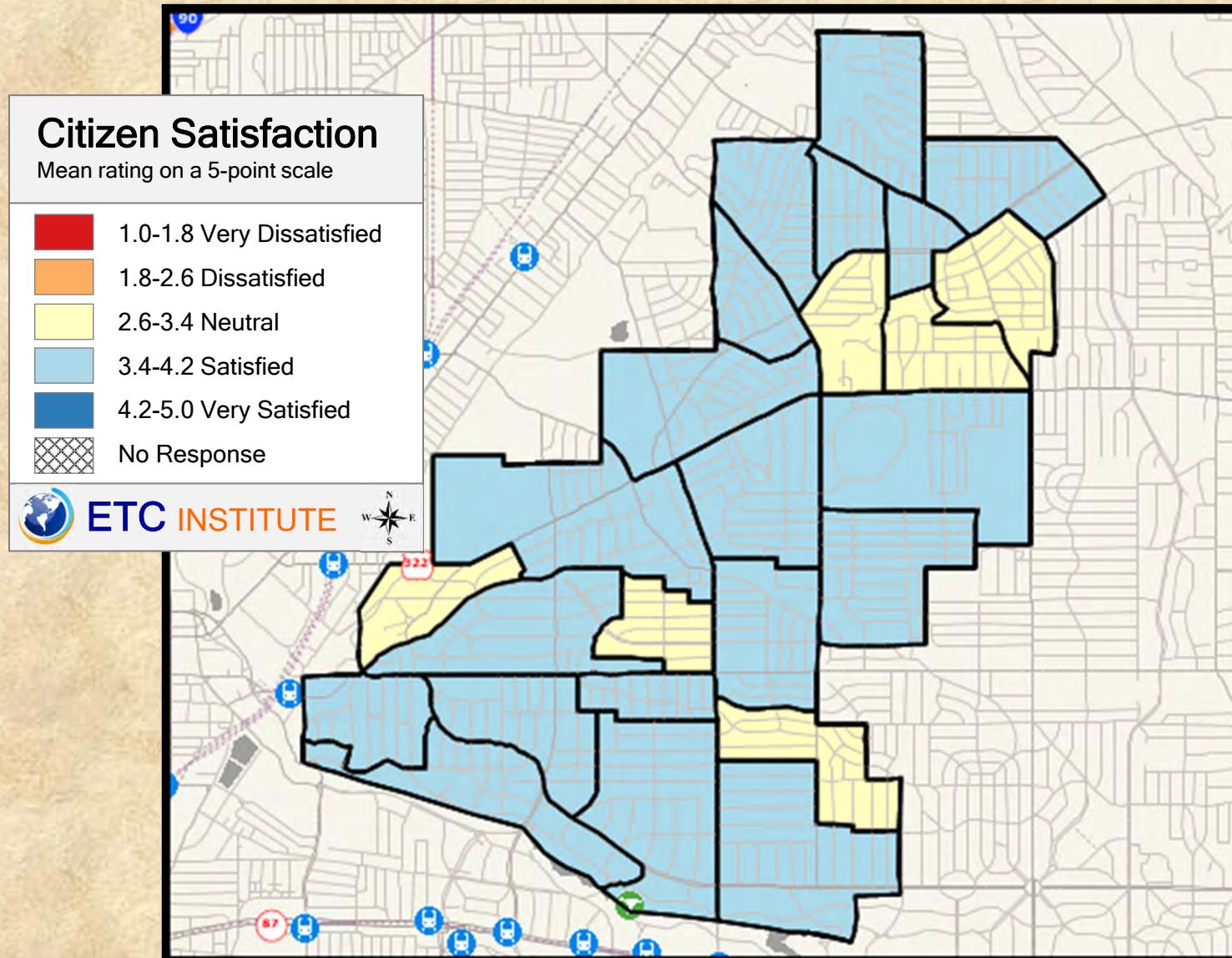
## Q24-04 Level of Satisfaction with: Cumberland Pool and programs



## 2020 City of Cleveland Heights Community Survey

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

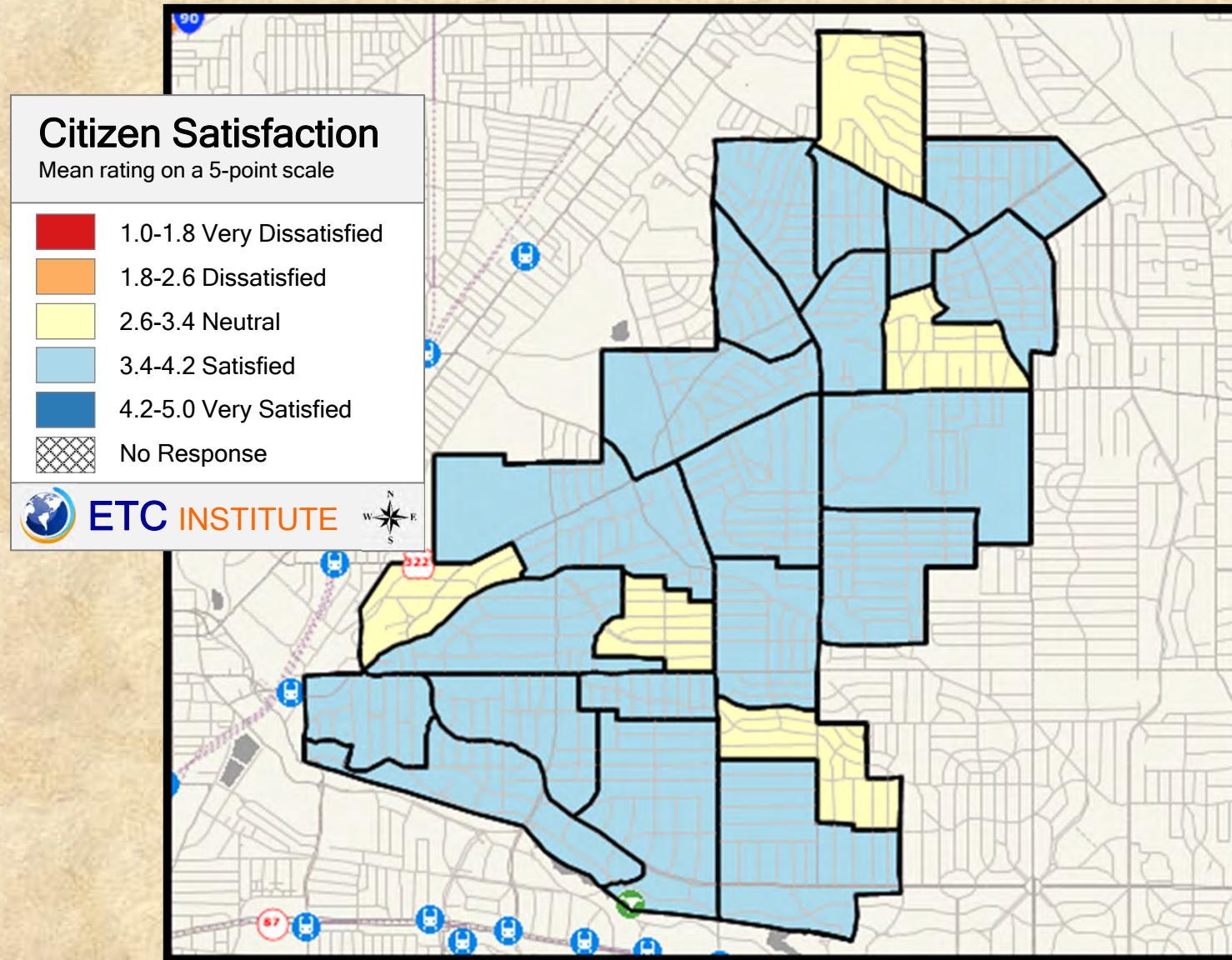
## Q24-05 Level of Satisfaction with: Quality of outdoor athletic fields



## 2020 City of Cleveland Heights Community Survey

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

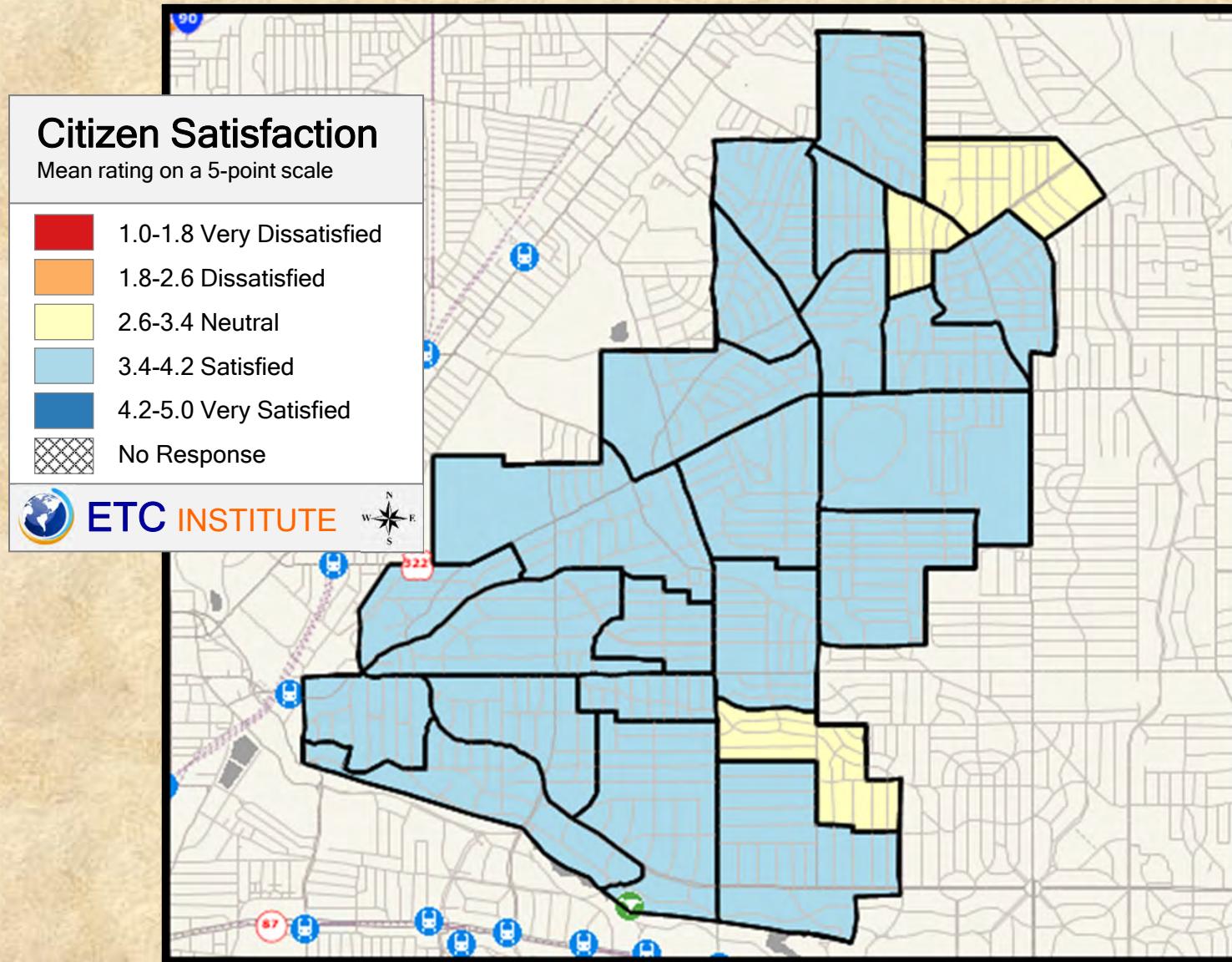
## Q24-06 Level of Satisfaction with: Youth recreation opportunities



## 2020 City of Cleveland Heights Community Survey

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

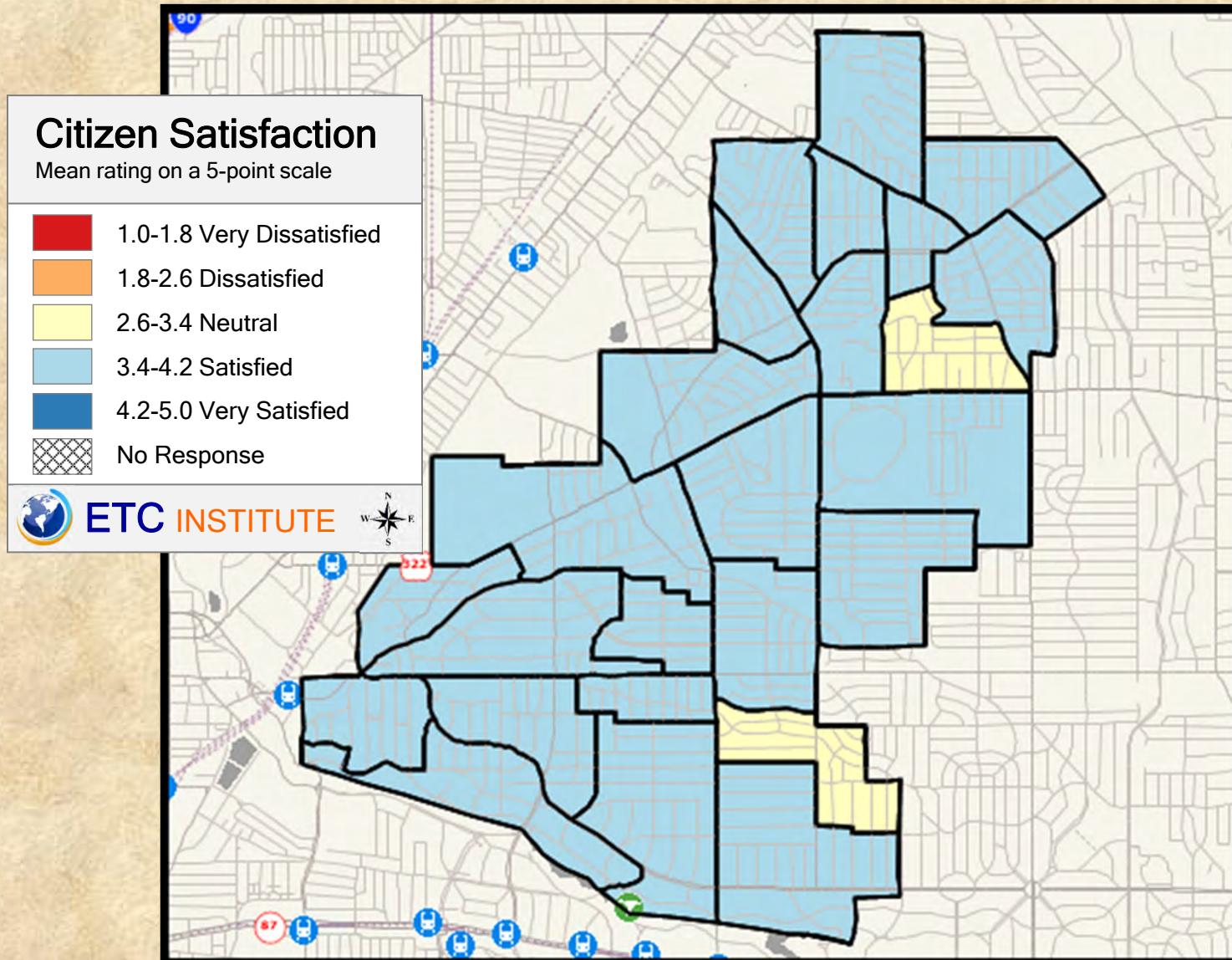
## Q24-07 Level of Satisfaction with: Adult recreation opportunities



## 2020 City of Cleveland Heights Community Survey

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

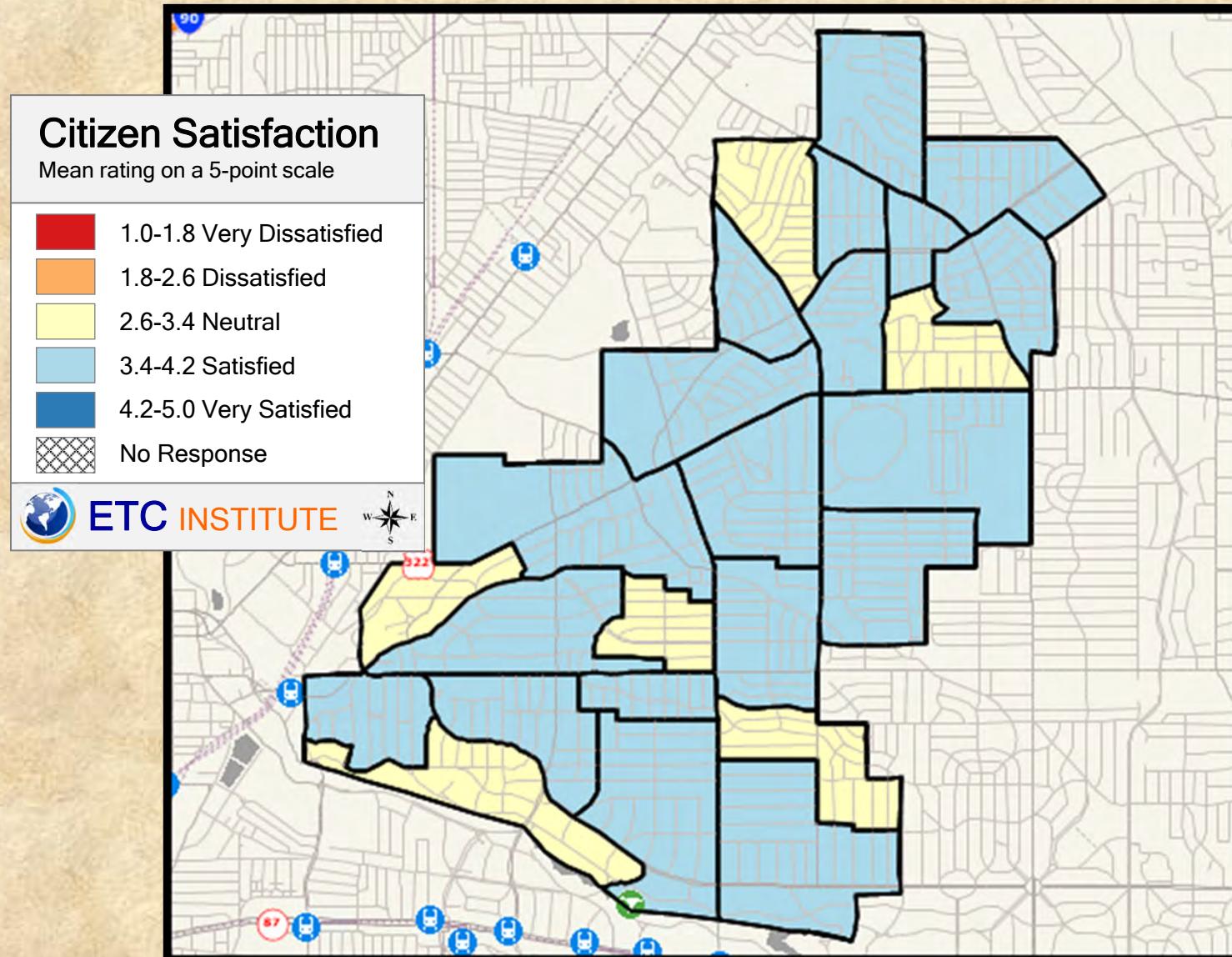
## Q24-08 Level of Satisfaction with: Senior recreation opportunities



## 2020 City of Cleveland Heights Community Survey

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

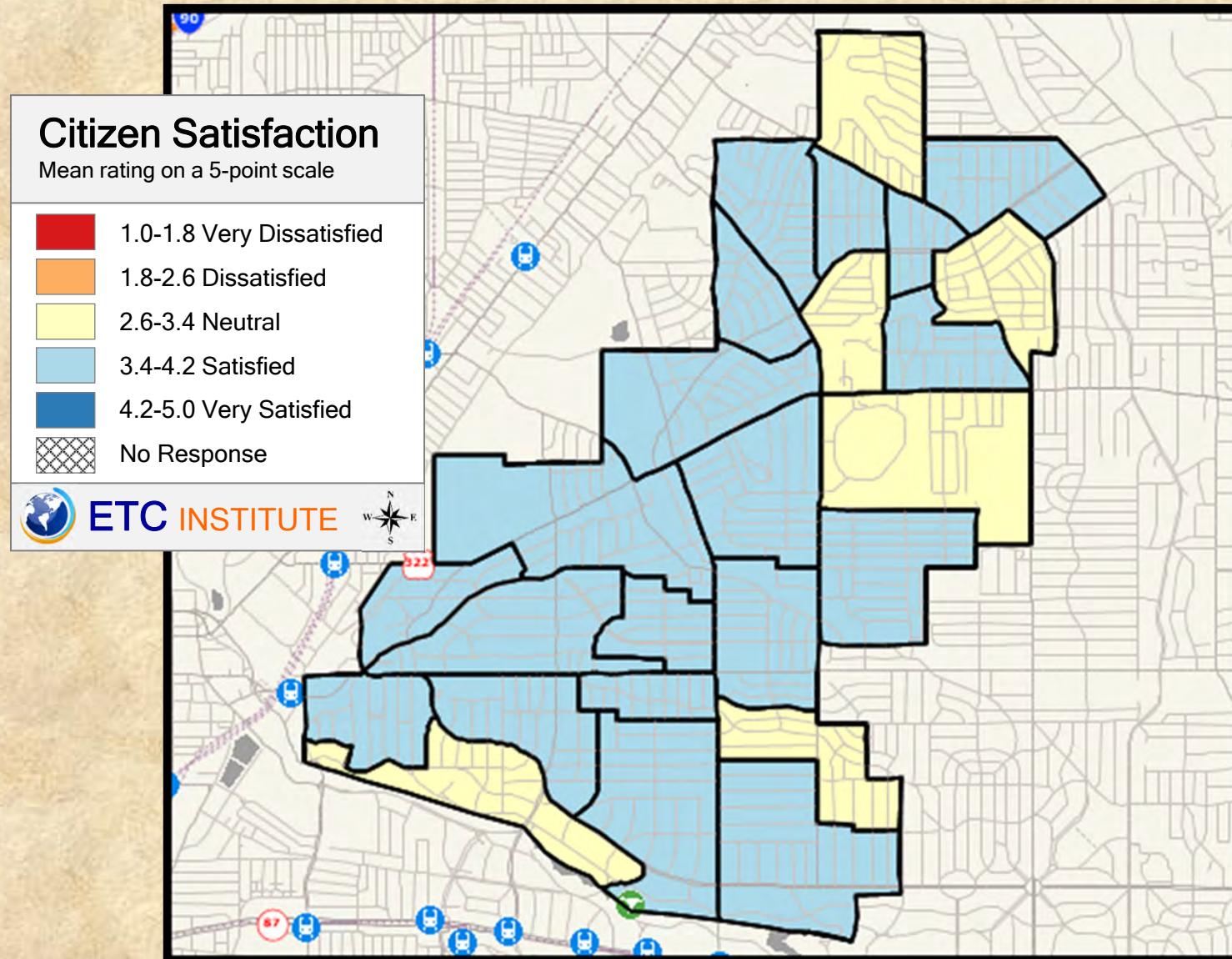
## Q24-09 Level of Satisfaction with: The city's youth athletic programs



## 2020 City of Cleveland Heights Community Survey

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

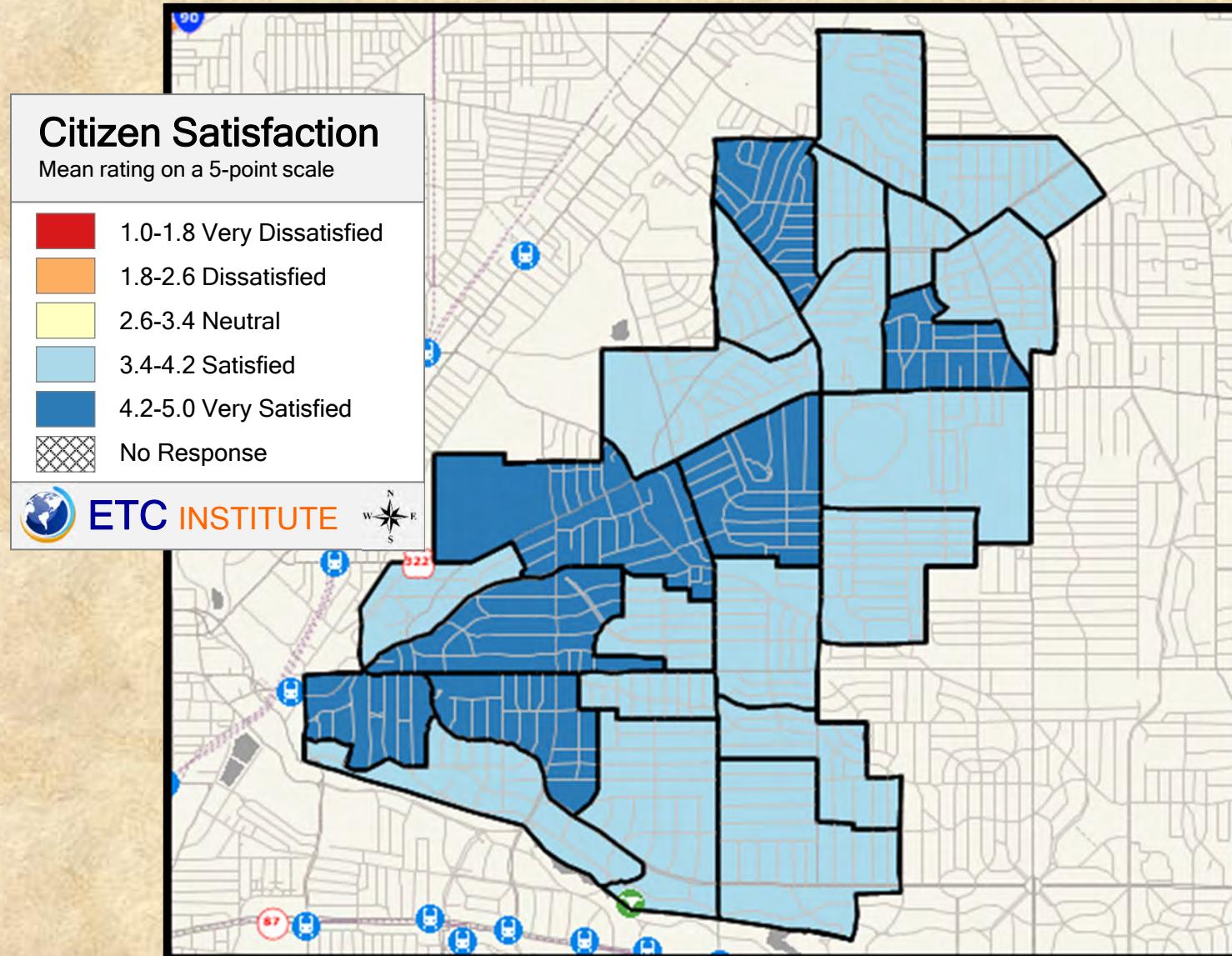
## Q24-10 Level of Satisfaction with: The city's adult athletic programs



## 2020 City of Cleveland Heights Community Survey

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

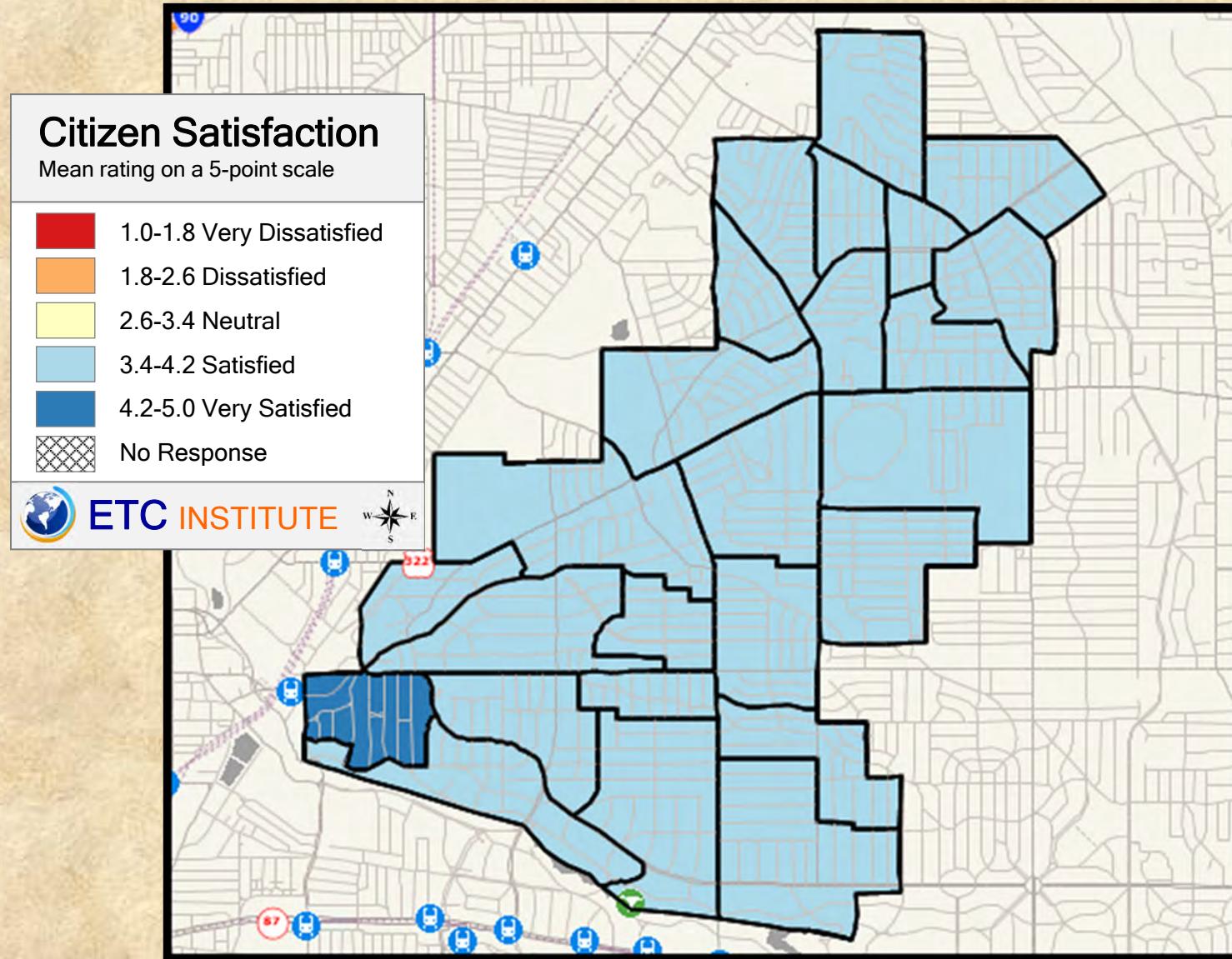
## Q24-11 Level of Satisfaction with: Maintenance and appearance of the Community Center



## 2020 City of Cleveland Heights Community Survey

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

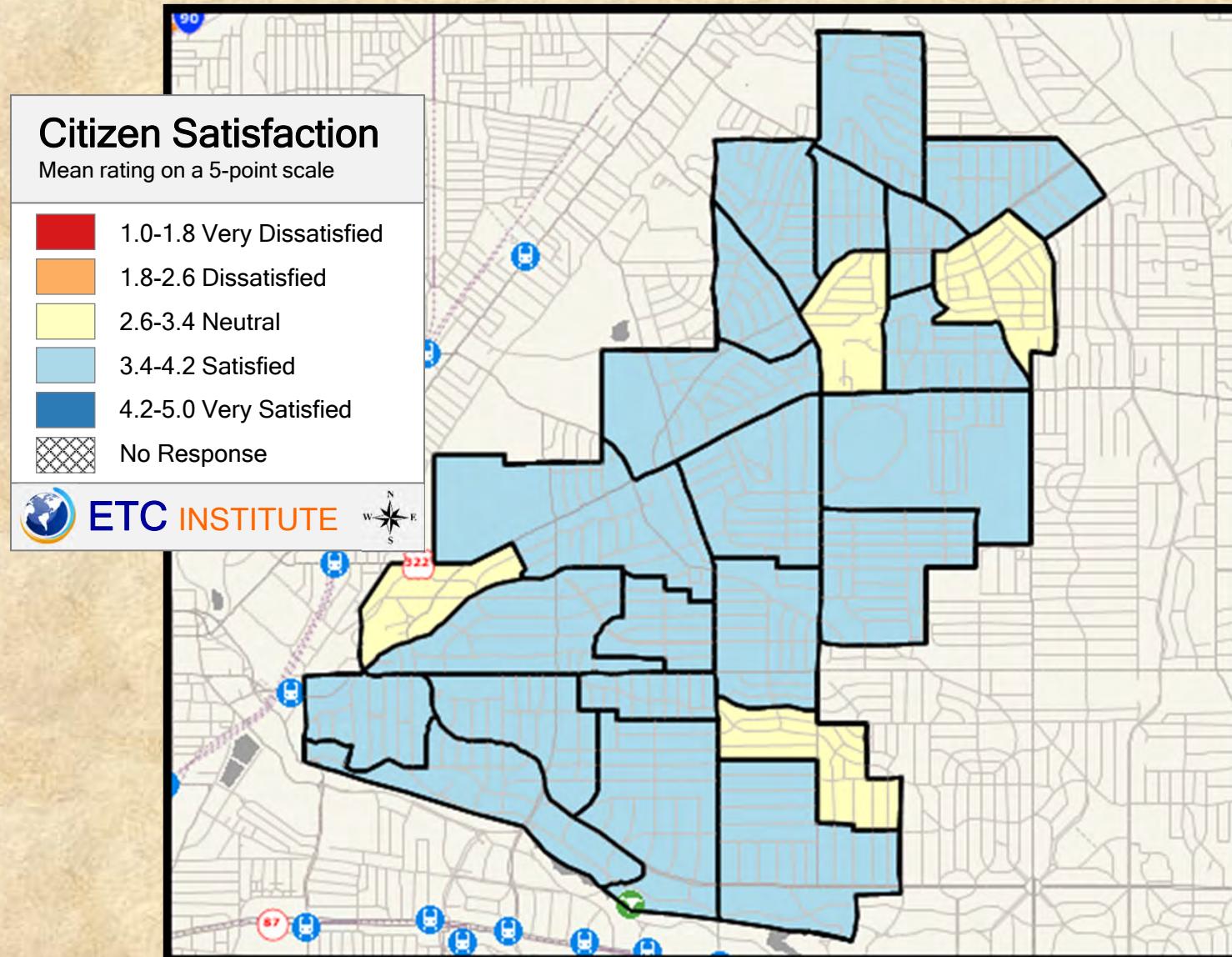
## Q24-12 Level of Satisfaction with: Programs and activities offered at the Community Center



## 2020 City of Cleveland Heights Community Survey

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

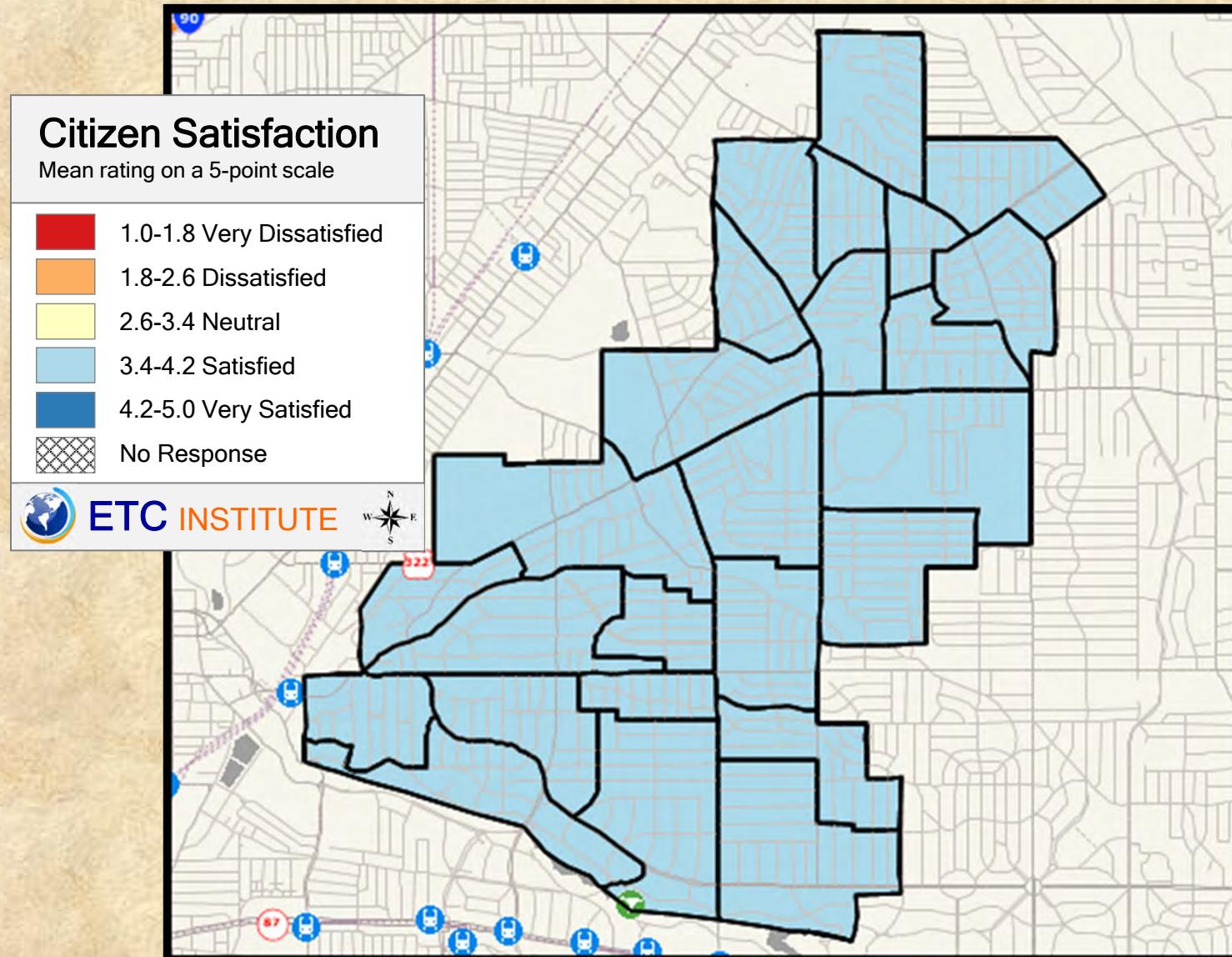
## Q24-13 Level of Satisfaction with: Quality of instructors and coaches



## 2020 City of Cleveland Heights Community Survey

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

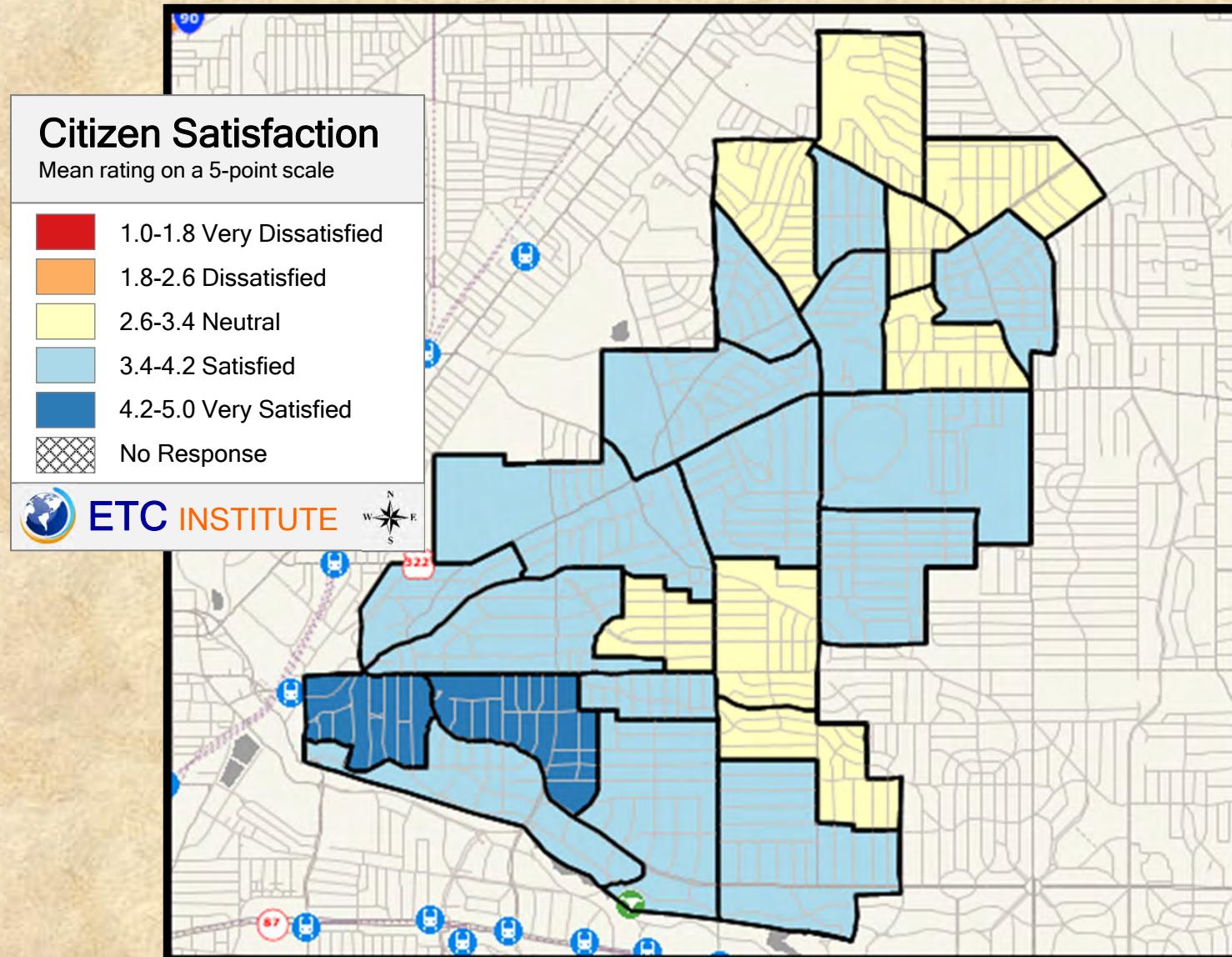
## Q24-14 Level of Satisfaction with: Ease of registering for programs



## 2020 City of Cleveland Heights Community Survey

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

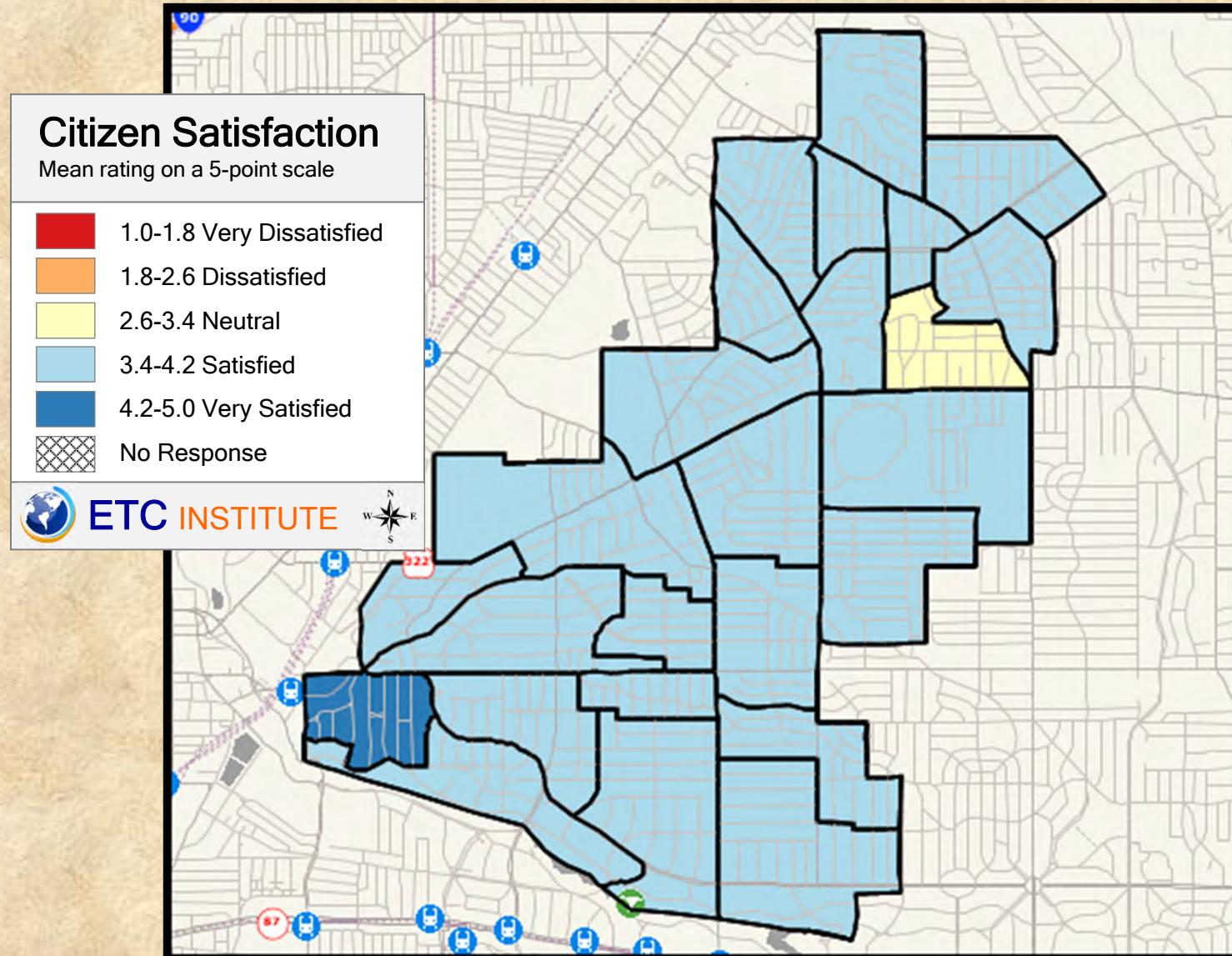
## Q24-15 Level of Satisfaction with: Fees charged for recreation programs



## 2020 City of Cleveland Heights Community Survey

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

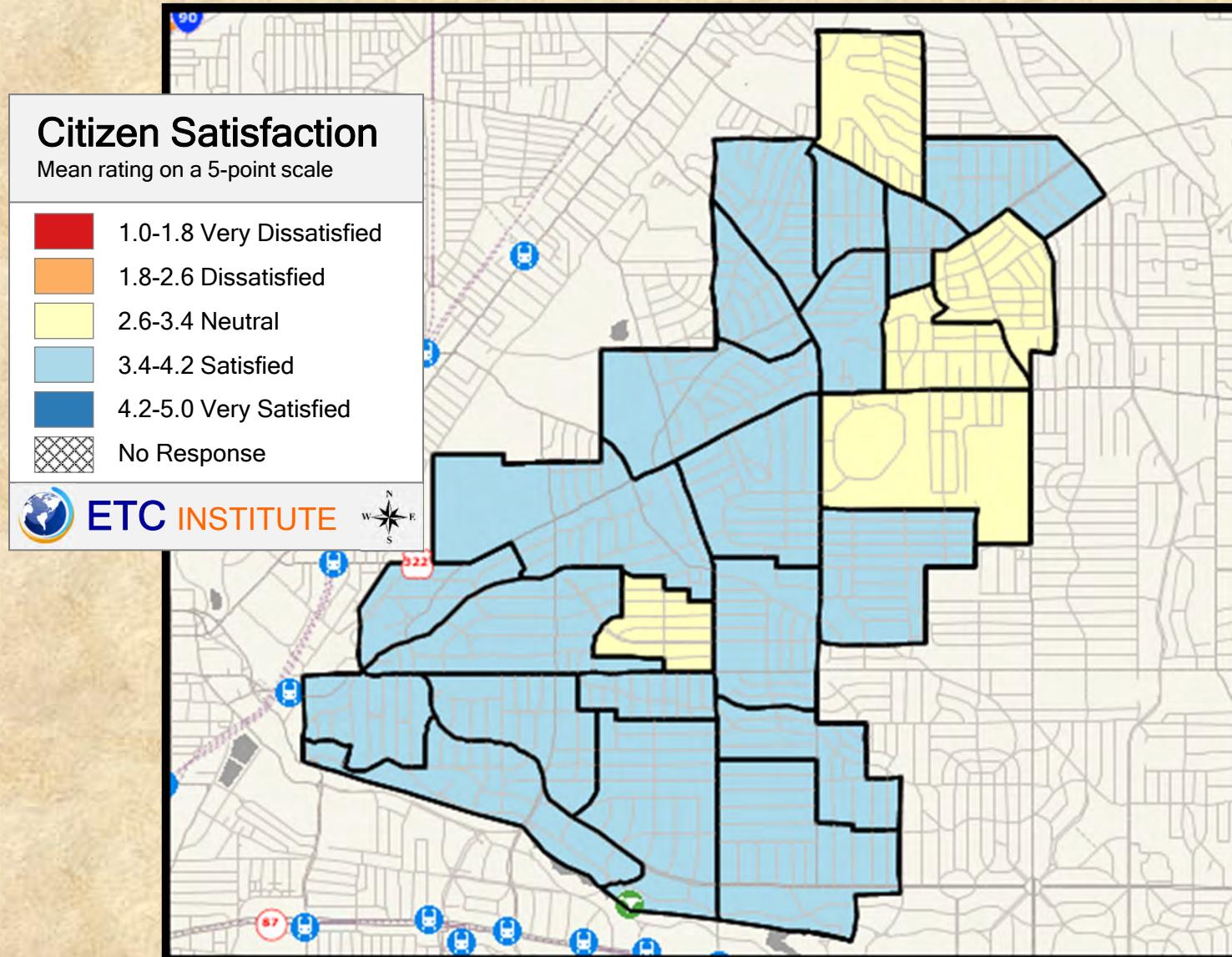
## Q30-1 Level of Satisfaction with: The availability of information about City programs and services



## 2020 City of Cleveland Heights Community Survey

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

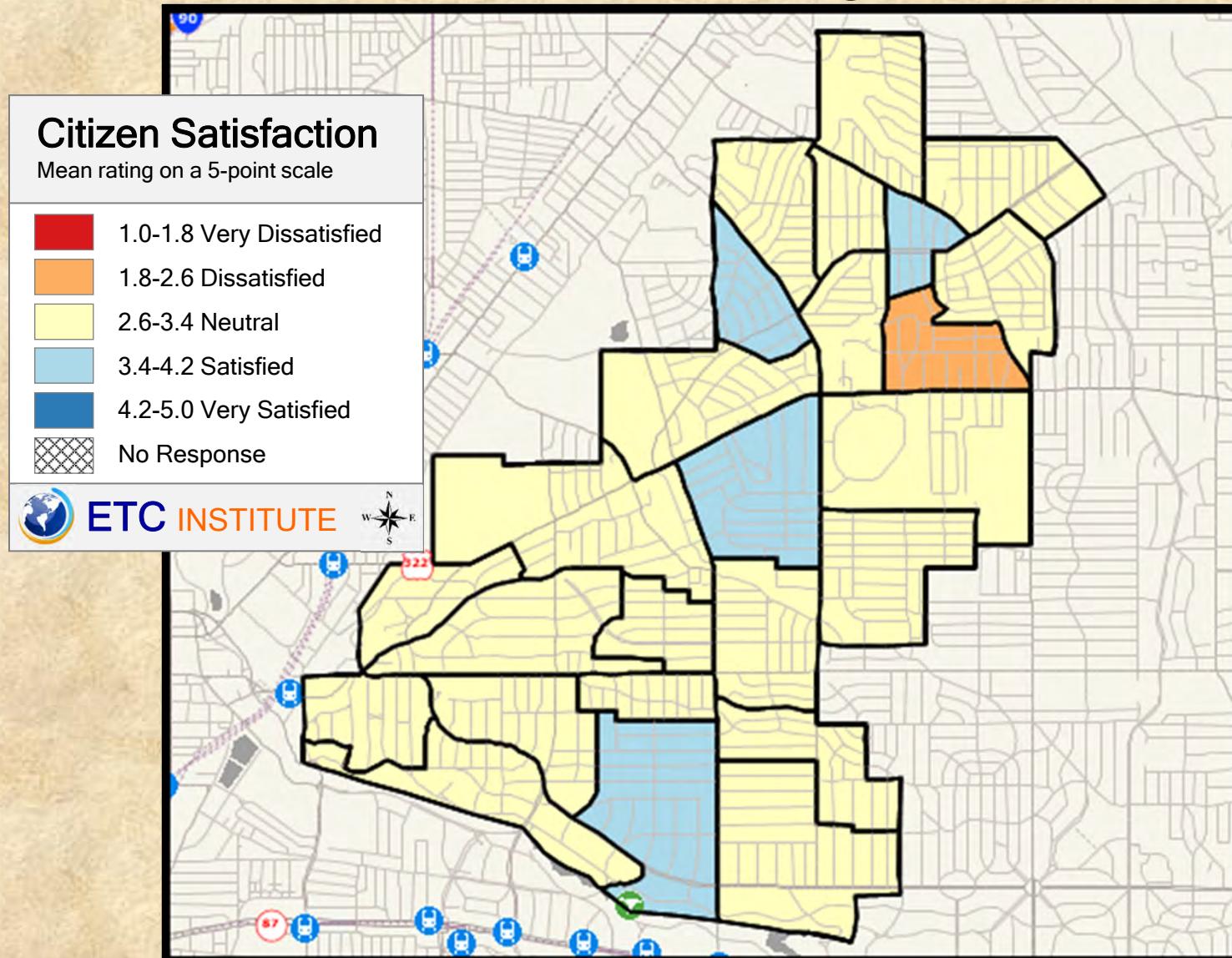
## Q30-2 Level of Satisfaction with: City efforts to keep you informed about local issues



## 2020 City of Cleveland Heights Community Survey

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

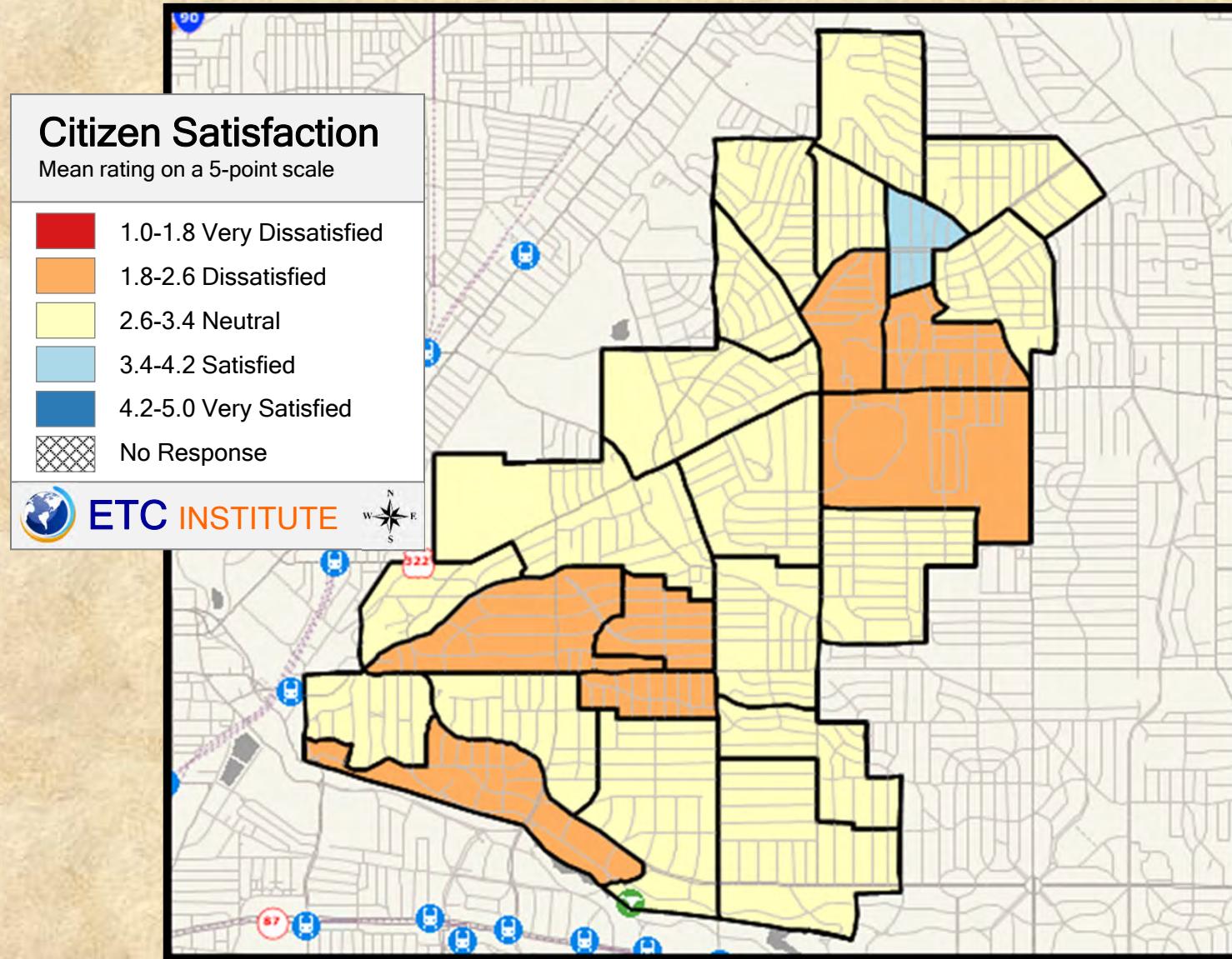
## Q30-3 Level of Satisfaction with: The level of public involvement in local decision making



## 2020 City of Cleveland Heights Community Survey

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

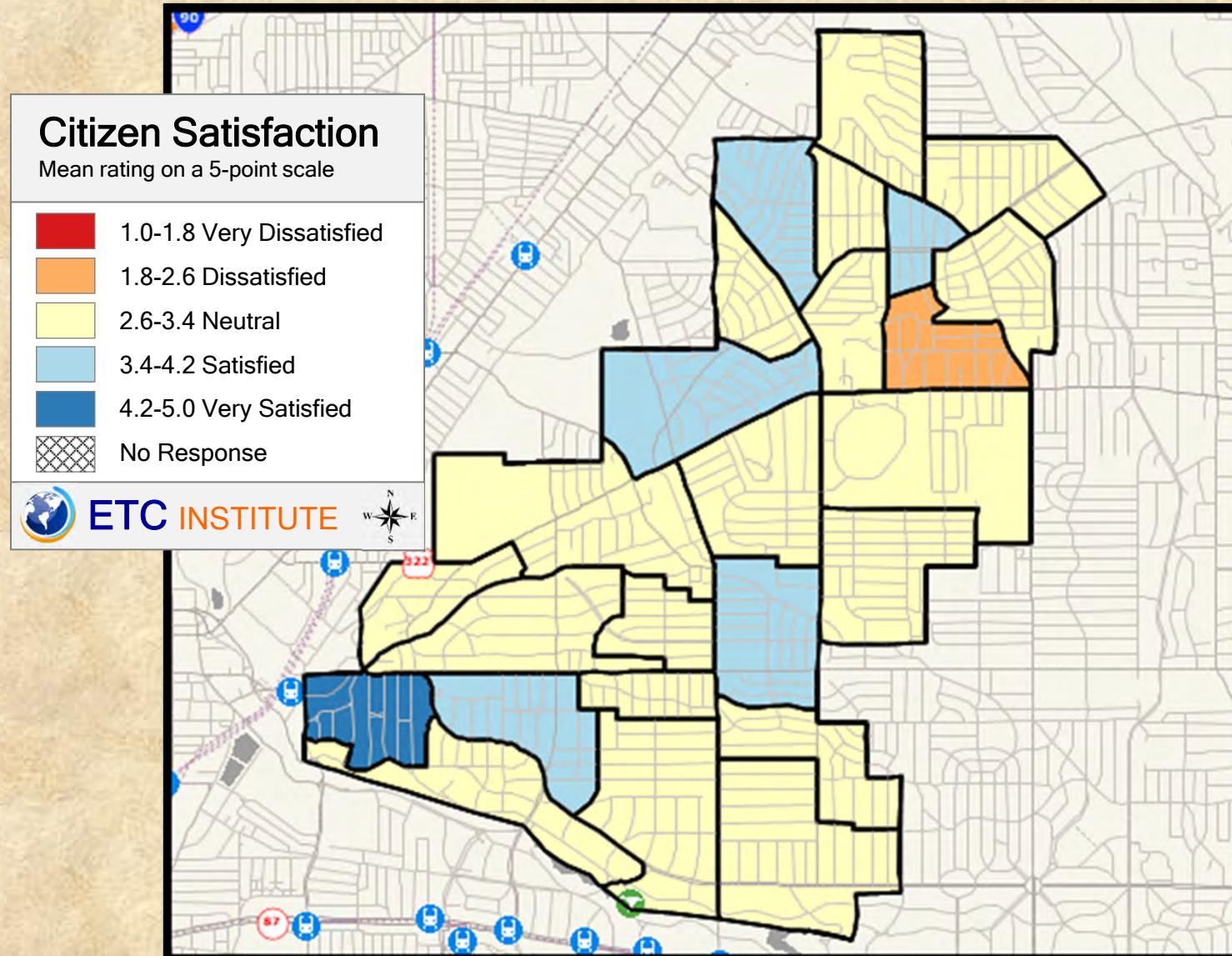
## Q30-4 Level of Satisfaction with: The level of public involvement in the City's budget process



## 2020 City of Cleveland Heights Community Survey

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

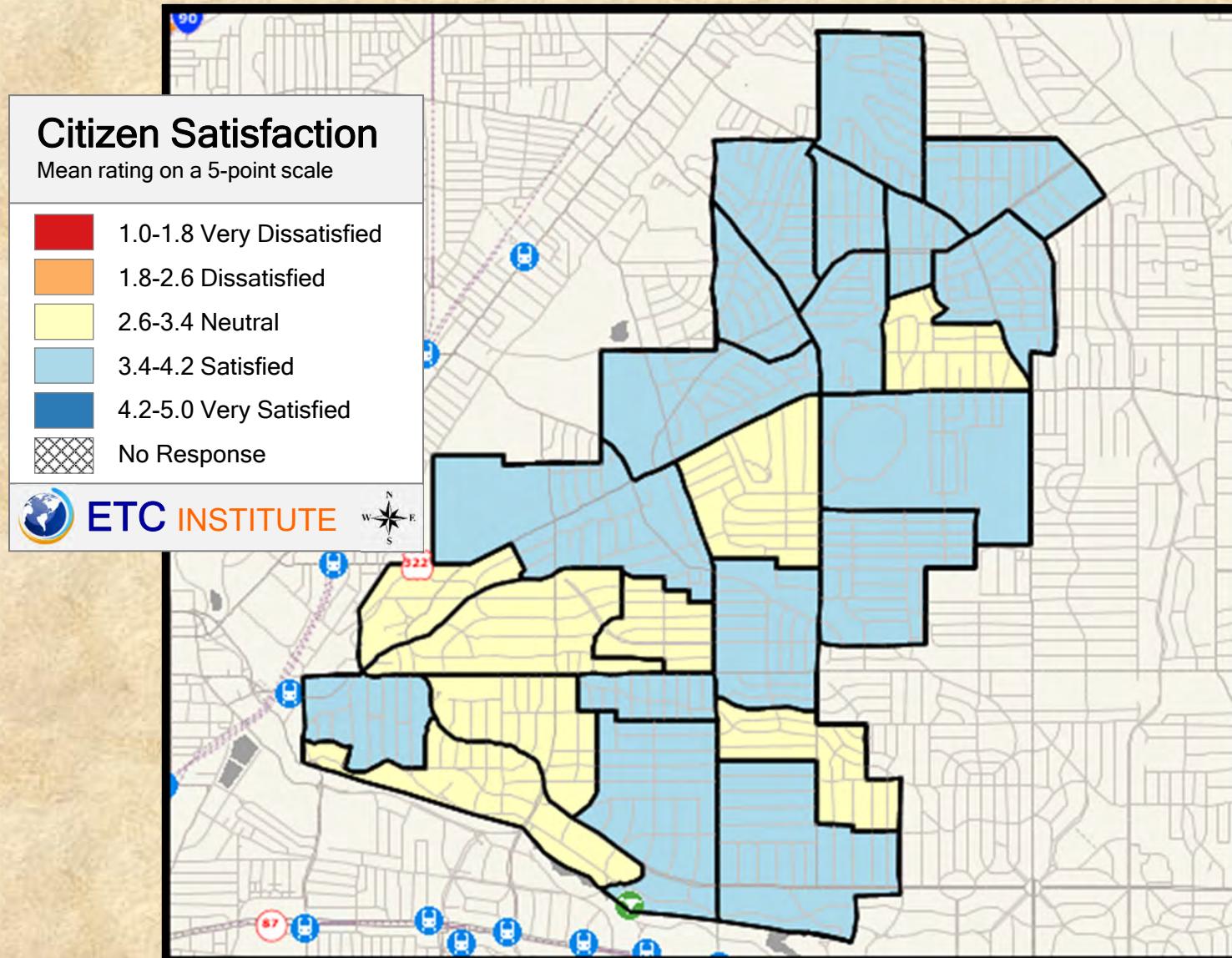
## Q30-5 Level of Satisfaction with: The quality of programming on the City's cable television channel



## 2020 City of Cleveland Heights Community Survey

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

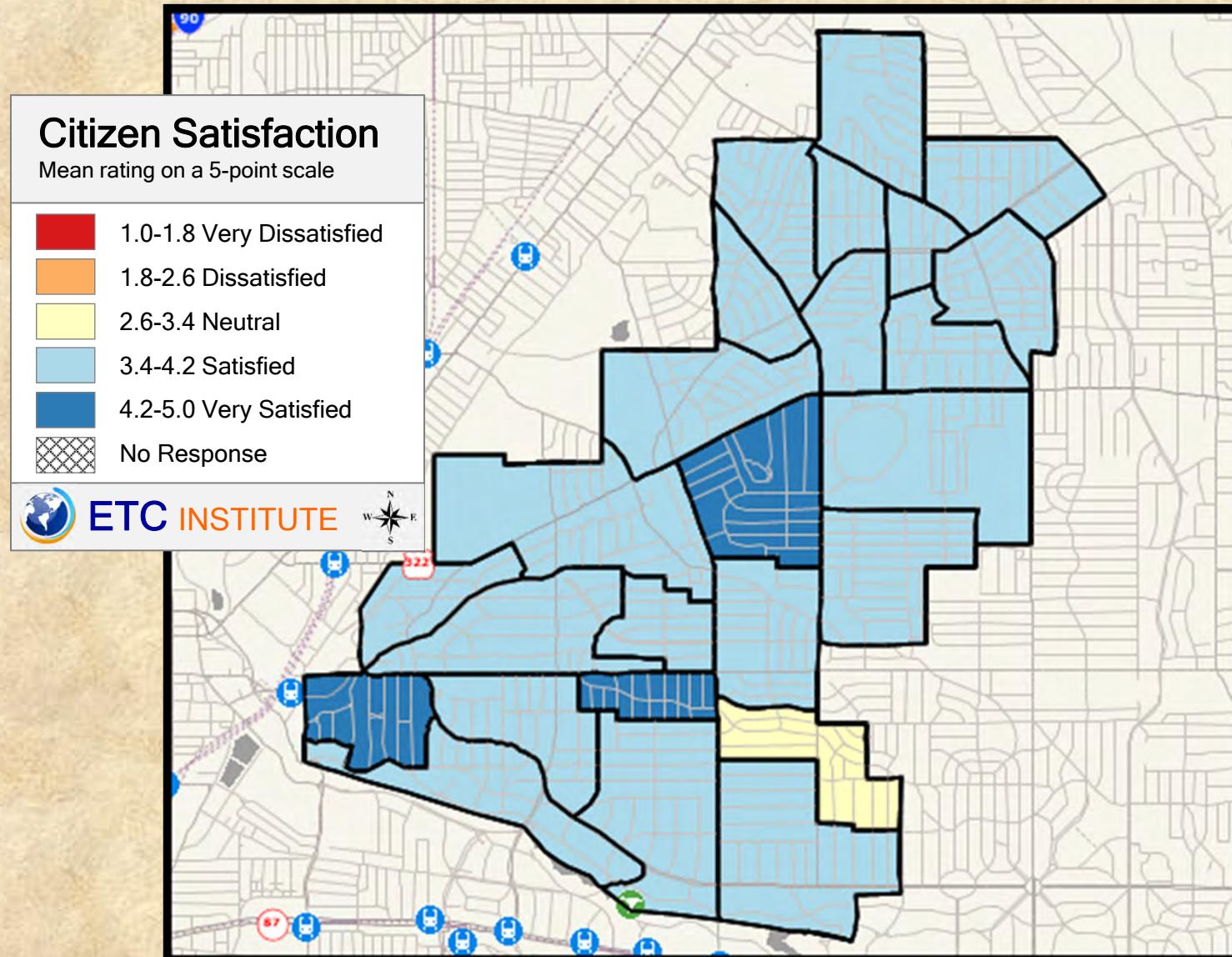
## Q30-6 Level of Satisfaction with: The usefulness of the City's web page



## 2020 City of Cleveland Heights Community Survey

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

## Q30-7 Level of Satisfaction with: The usefulness of Focus Magazine



## 2020 City of Cleveland Heights Community Survey

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