

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



ETC
I N S T I T U T E

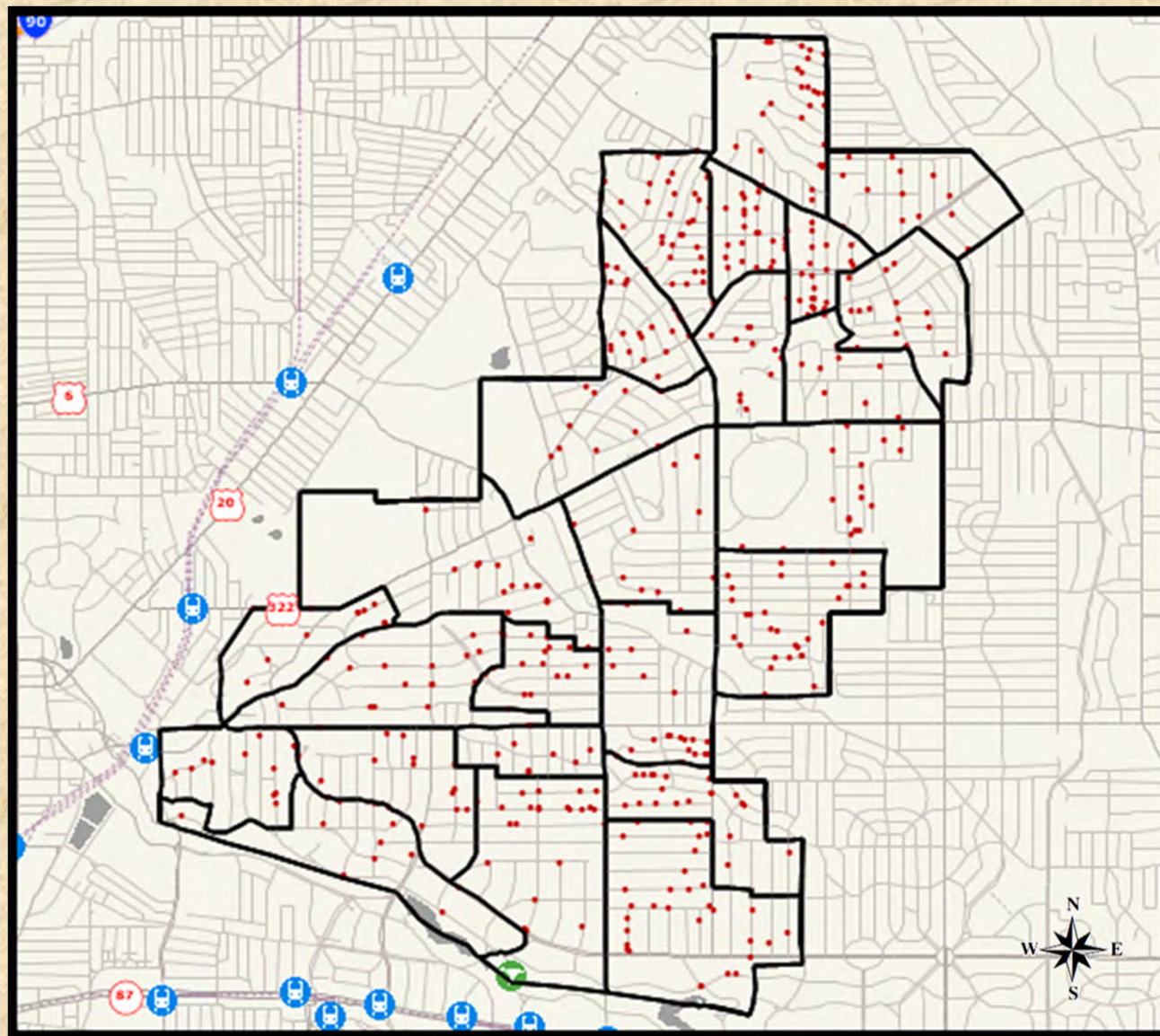
Interpreting the Maps

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:

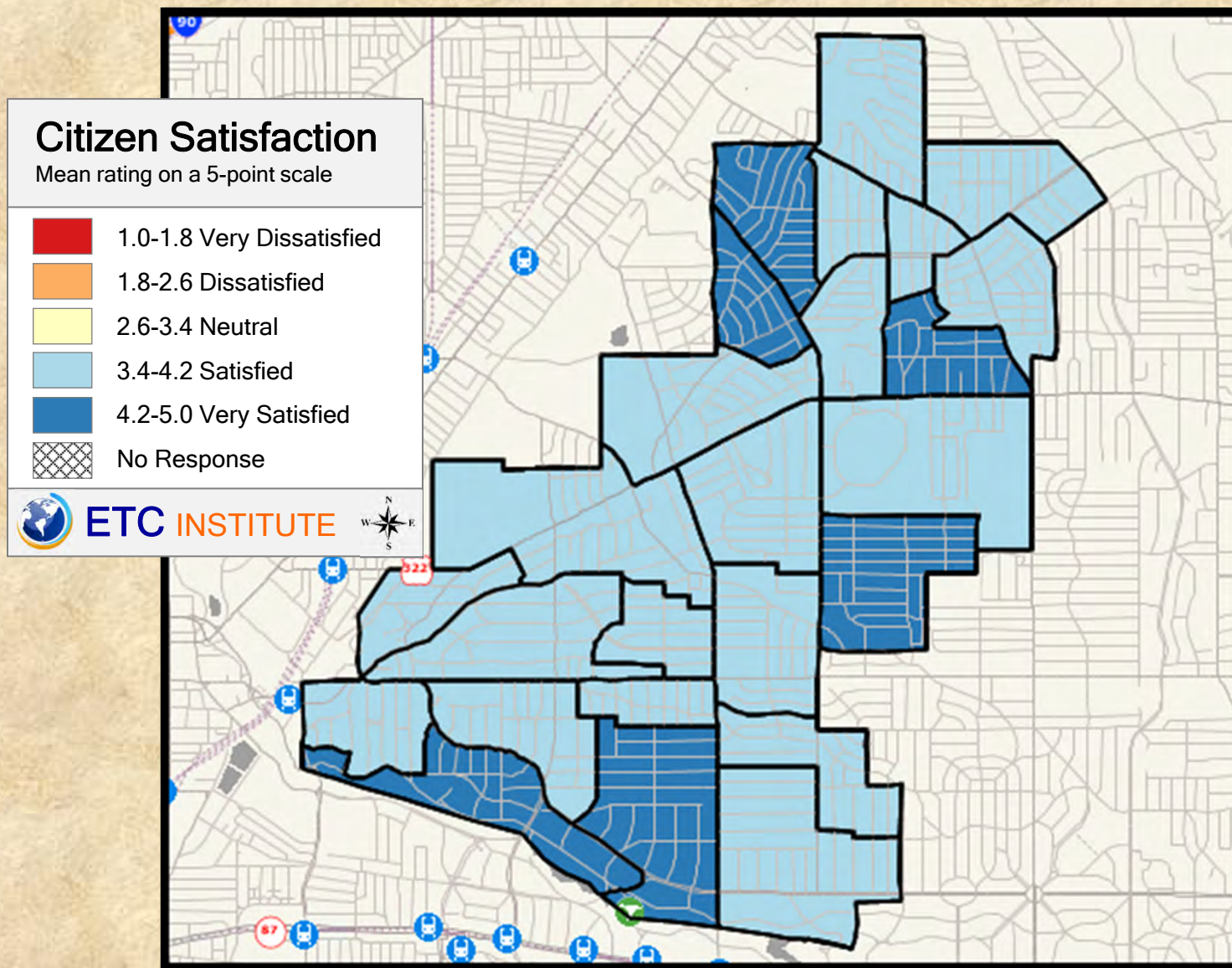
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the 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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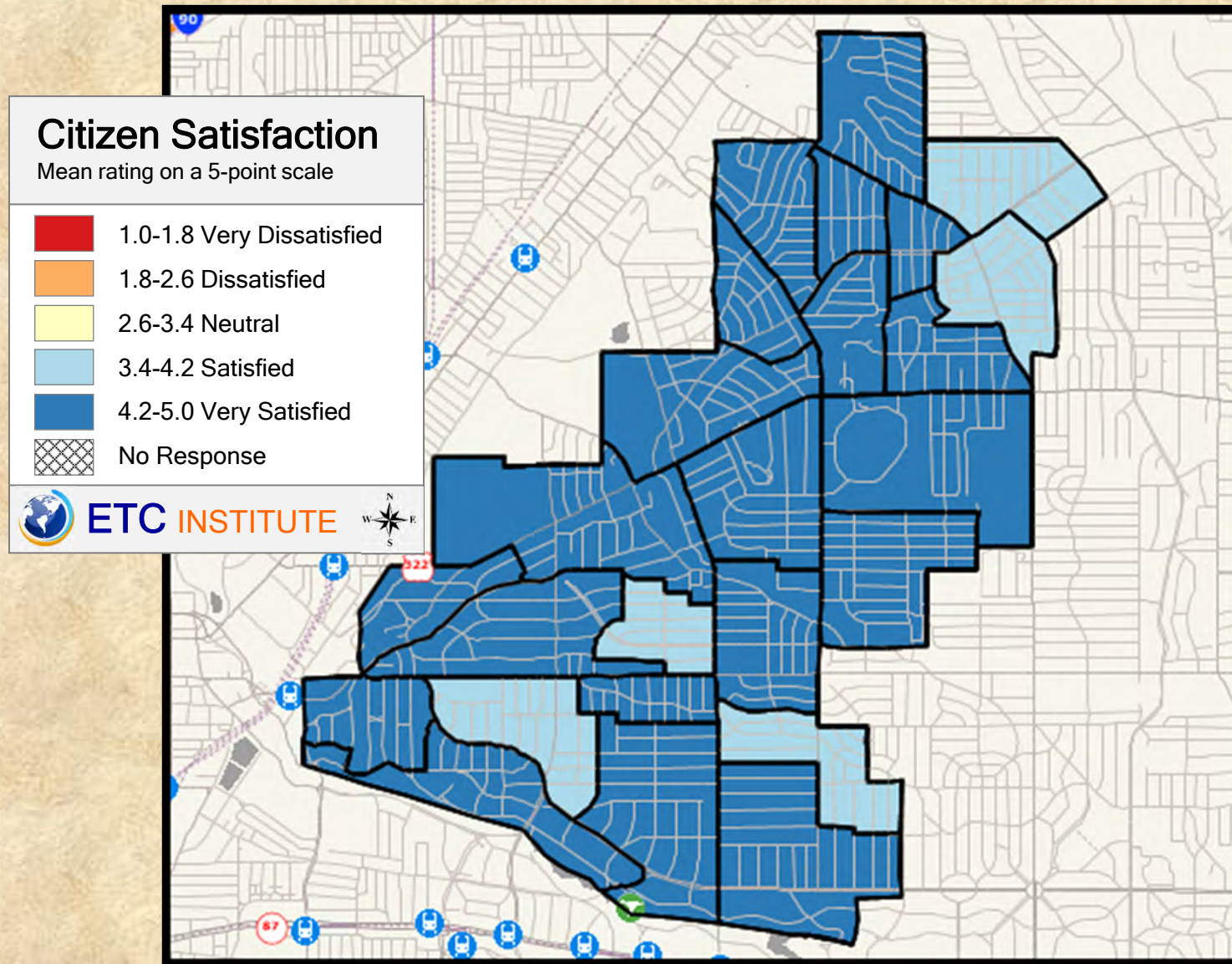
Q6-1 Level of Satisfaction with: Overall quality of police services



2020 City of Cleveland Heights Community Survey

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

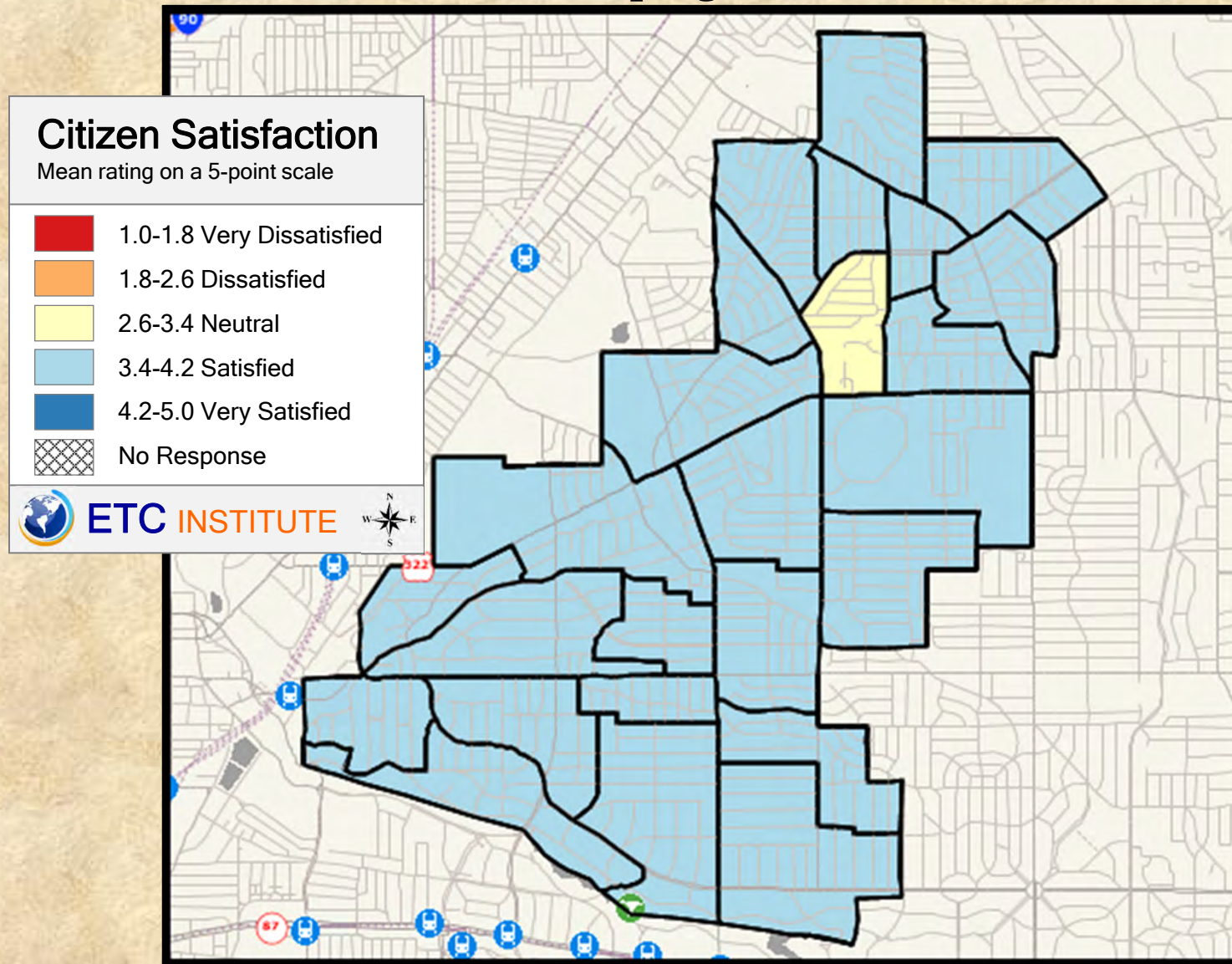
Q6-2 Level of Satisfaction with: Overall quality of fire and ambulance services



2020 City of Cleveland Heights Community Survey

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

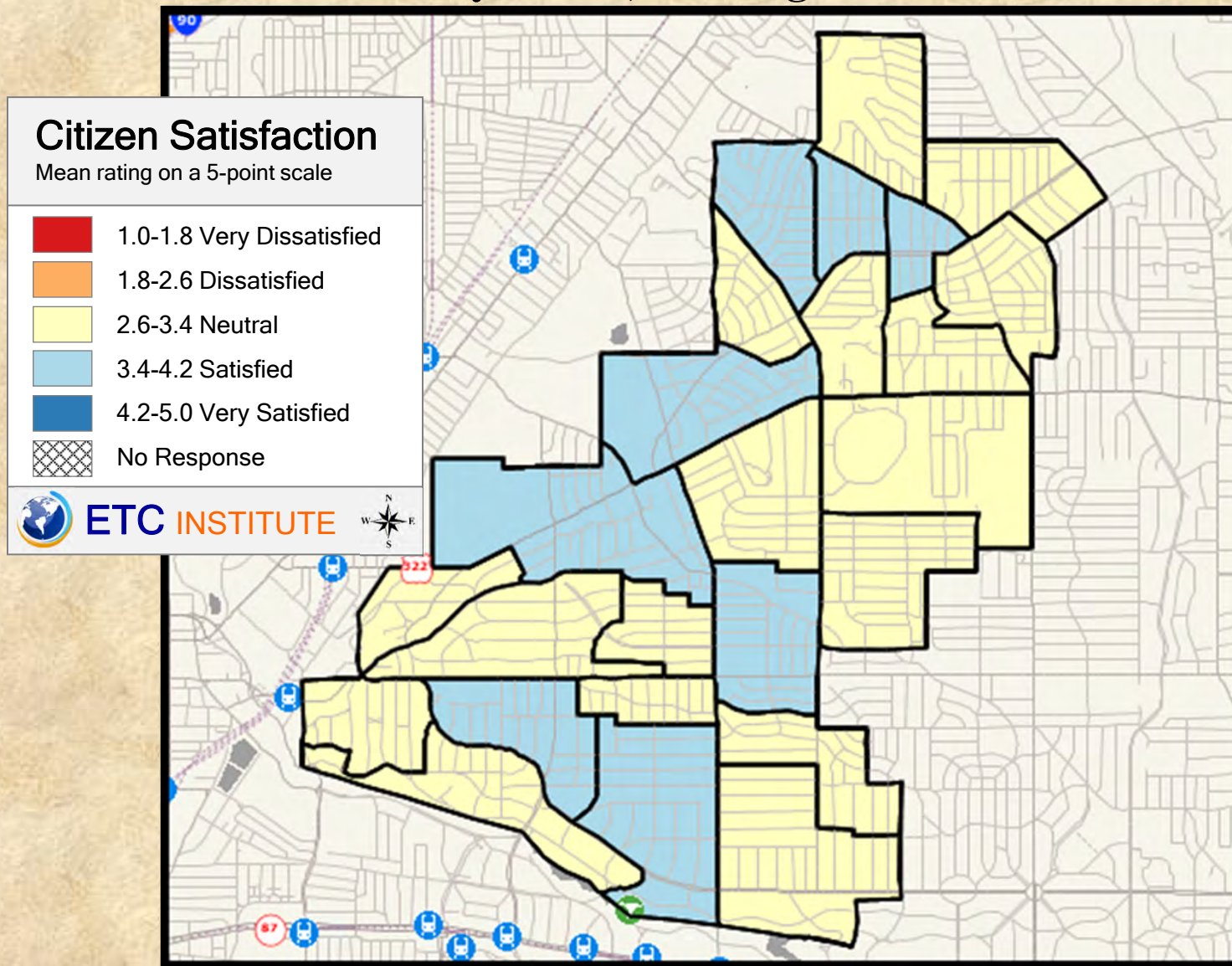
Q6-3 Level of Satisfaction with: Overall quality of City parks and recreation programs and facilities



2020 City of Cleveland Heights Community Survey

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

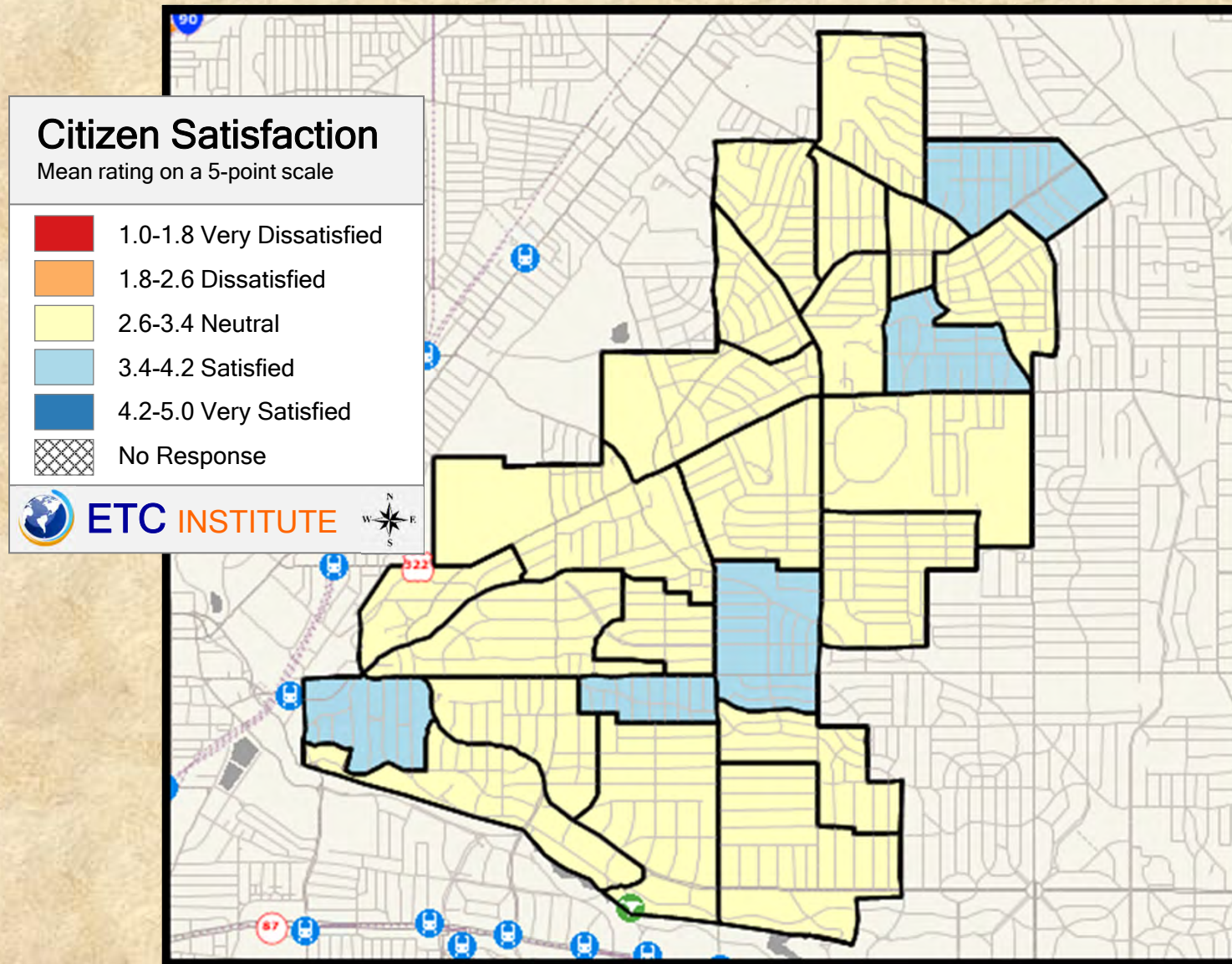
Q6-4 Level of Satisfaction with: Overall maintenance of City streets, buildings & facilities



2020 City of Cleveland Heights Community Survey

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

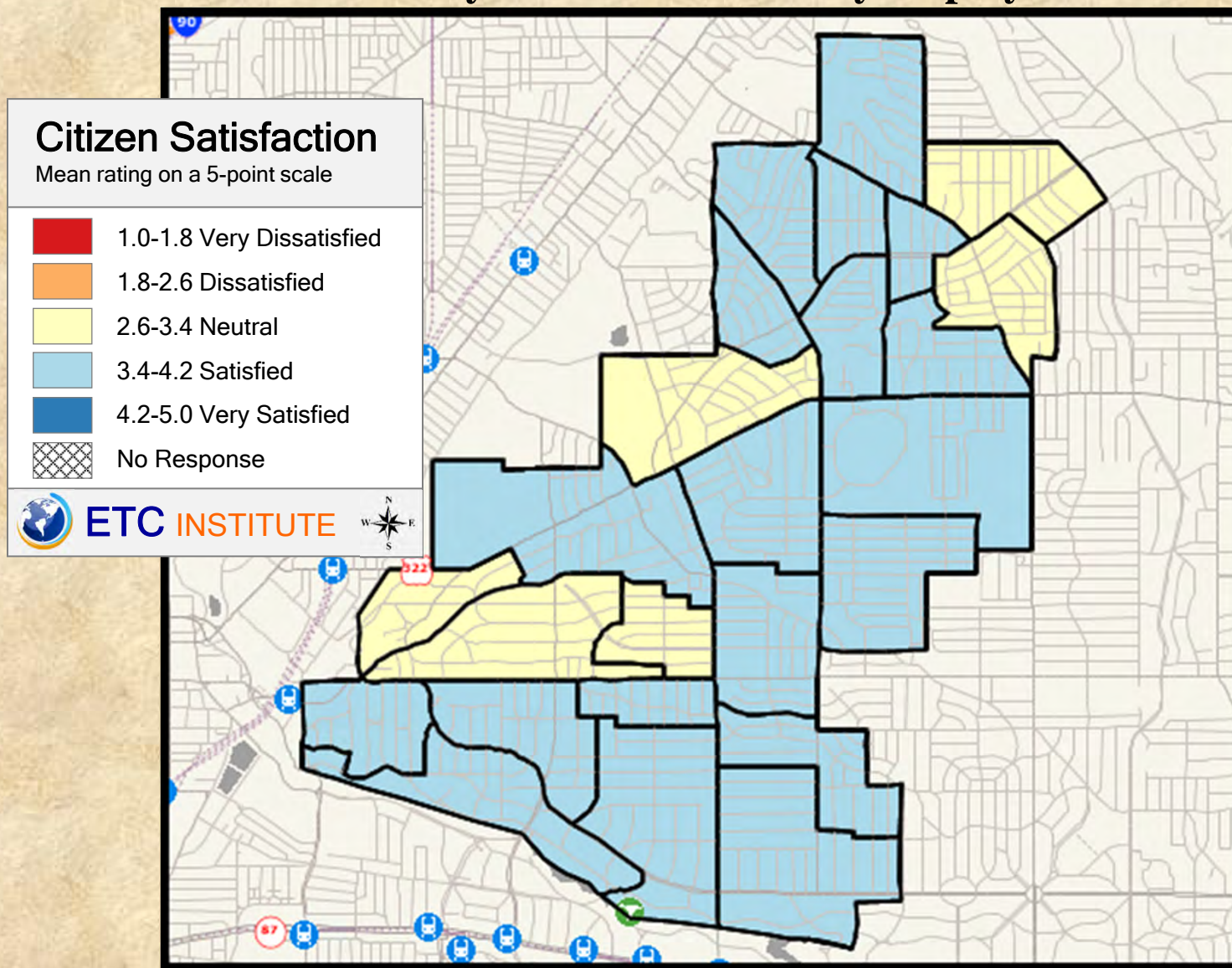
Q6-5 Level of Satisfaction with: Overall enforcement of City codes and ordinances



2020 City of Cleveland Heights Community Survey

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

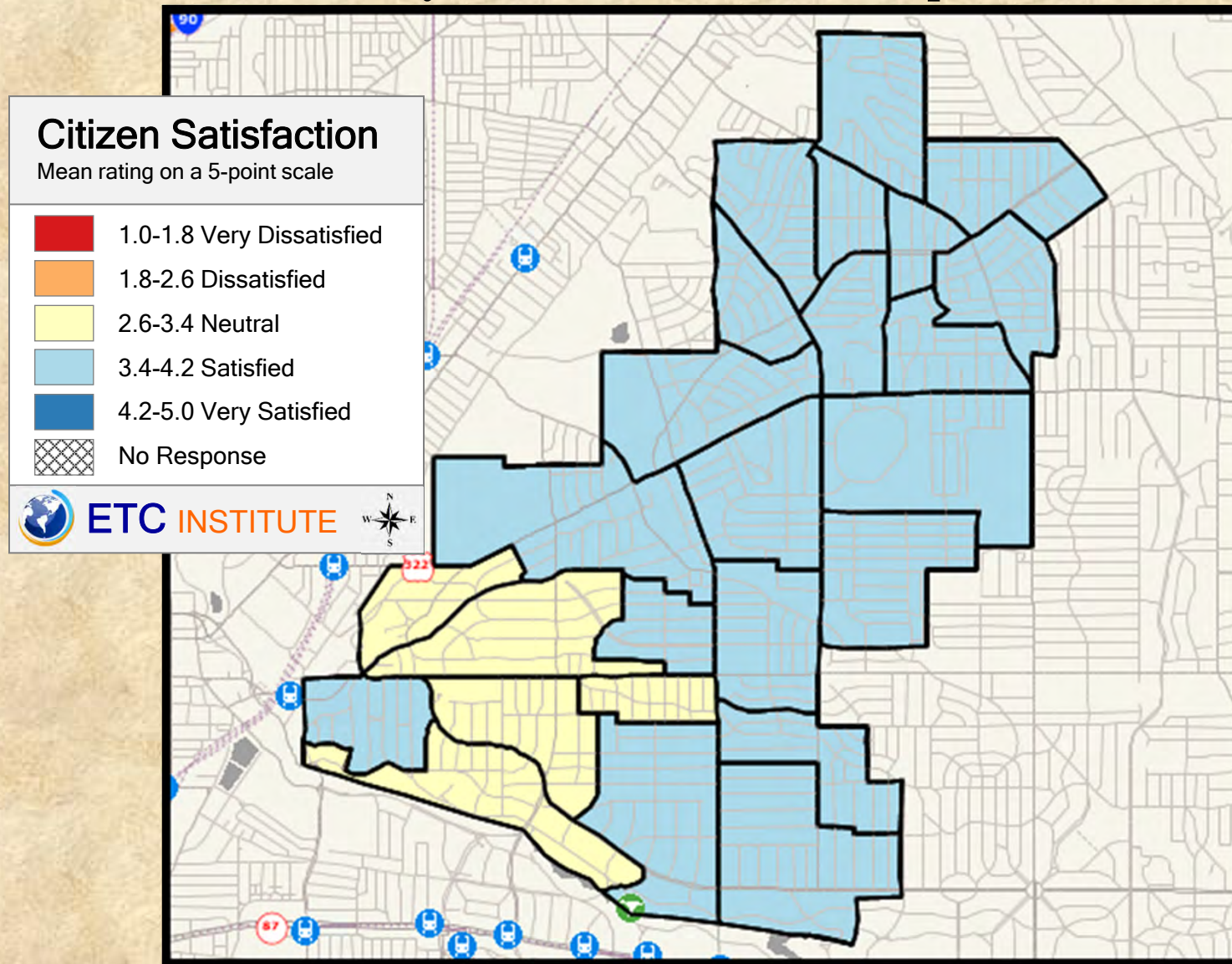
Q6-6 Level of Satisfaction with: Overall quality of customer service you receive from City employees



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

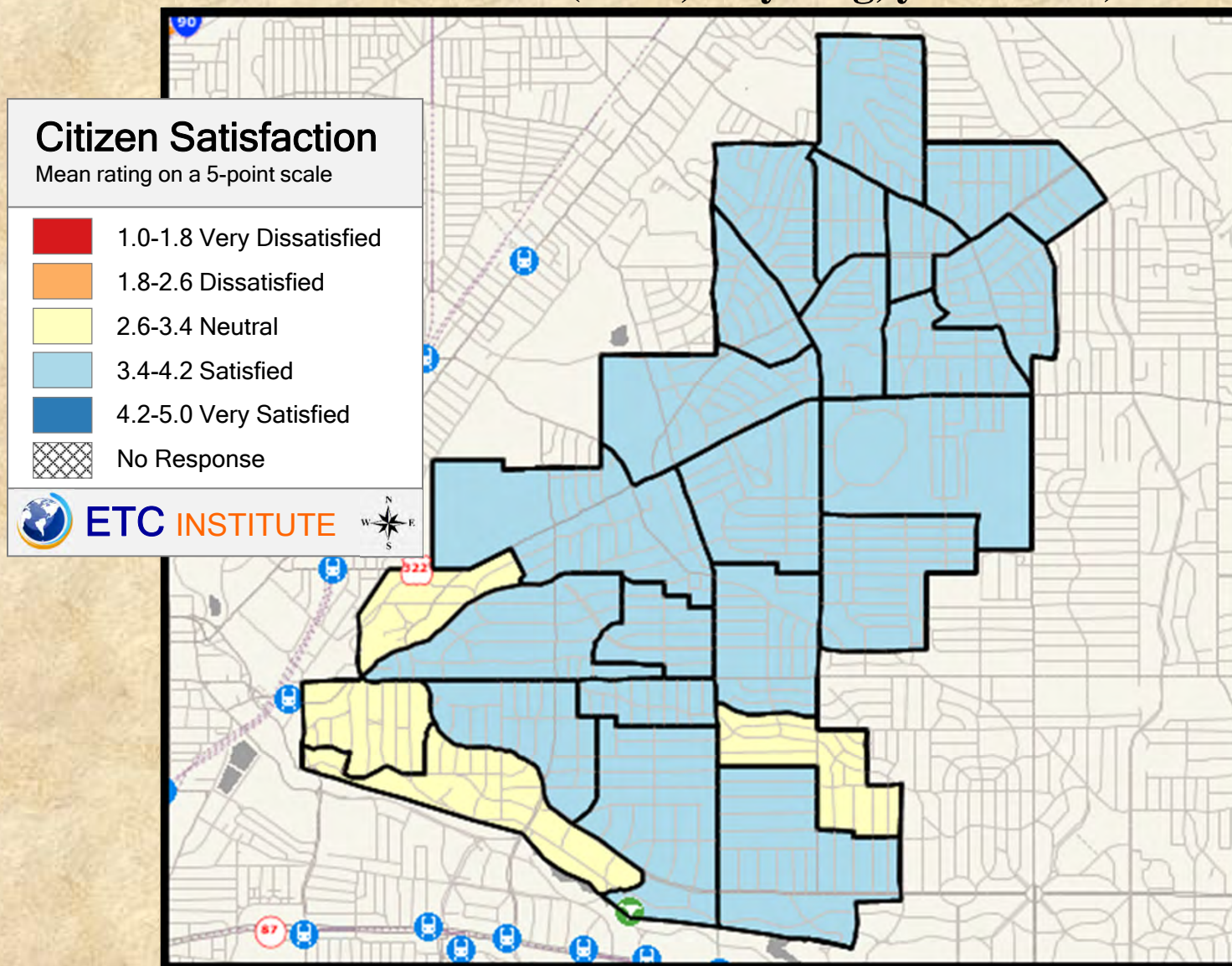
Q6-7 Level of Satisfaction with: Overall effectiveness of City communication with the public



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

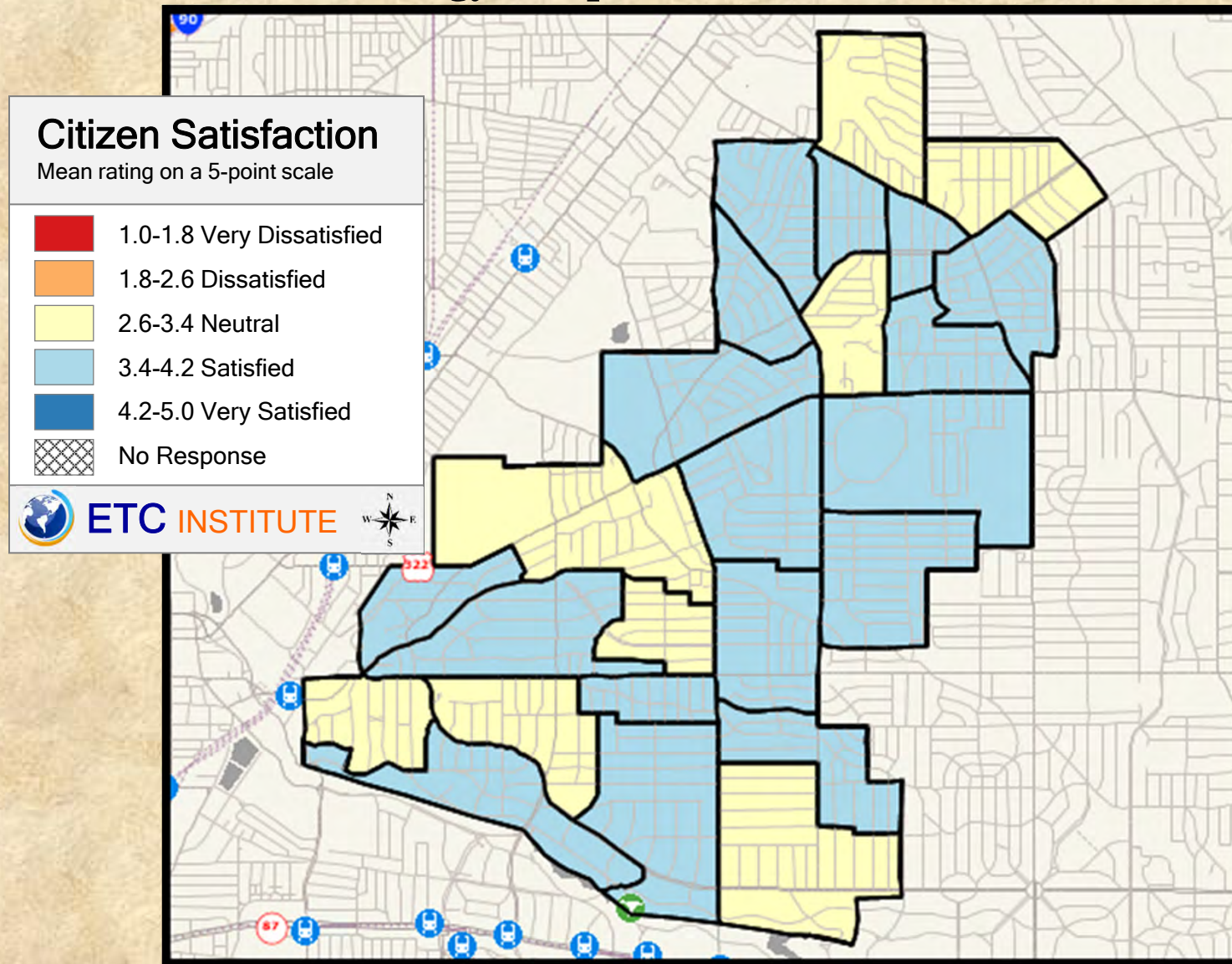
Q6-8 Level of Satisfaction with: Overall quality of solid waste services (trash, recycling, yard waste)



2020 City of Cleveland Heights Community Survey

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

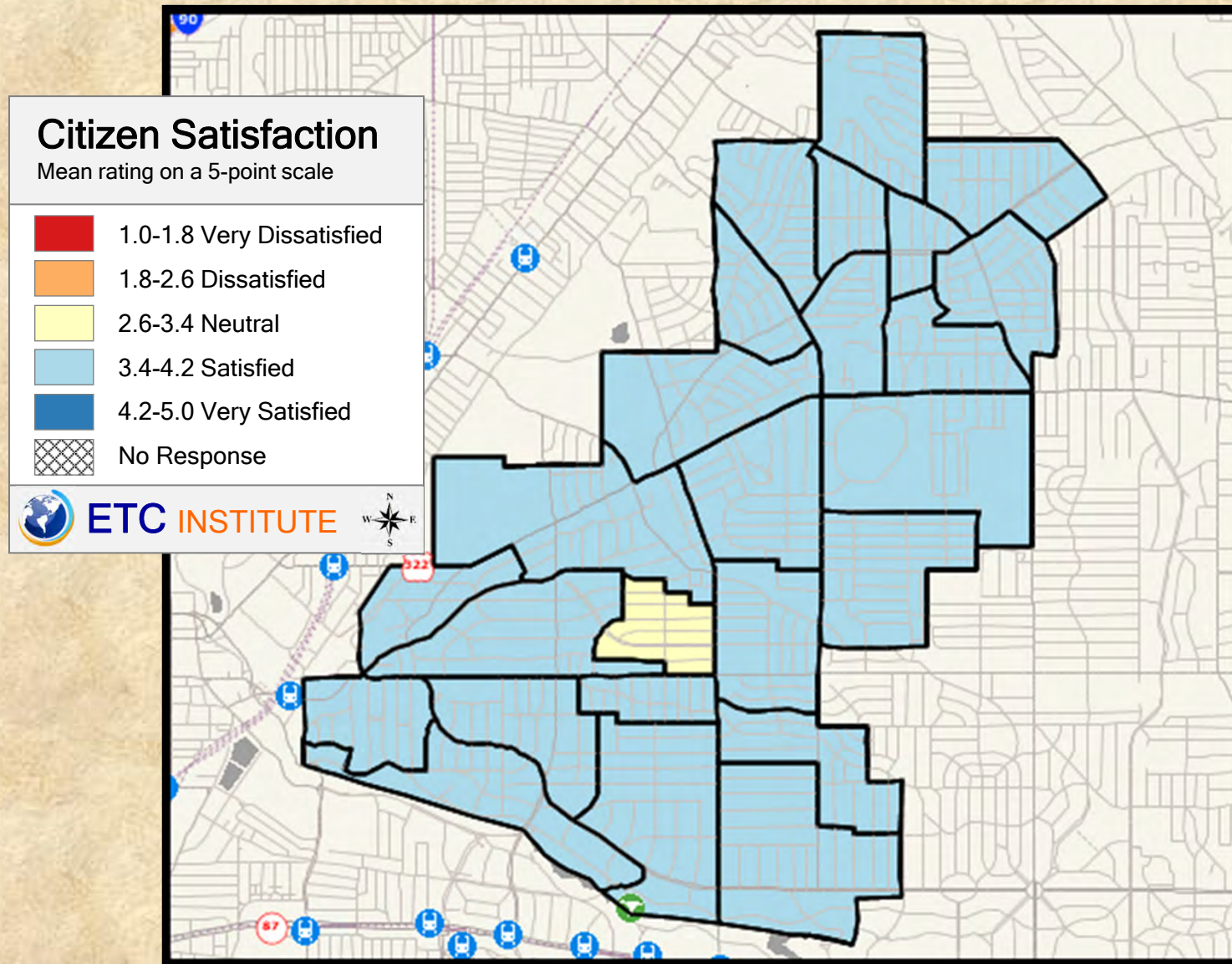
Q6-9 Level of Satisfaction with: City's efforts to conserve energy and protect the environment



2020 City of Cleveland Heights Community Survey

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

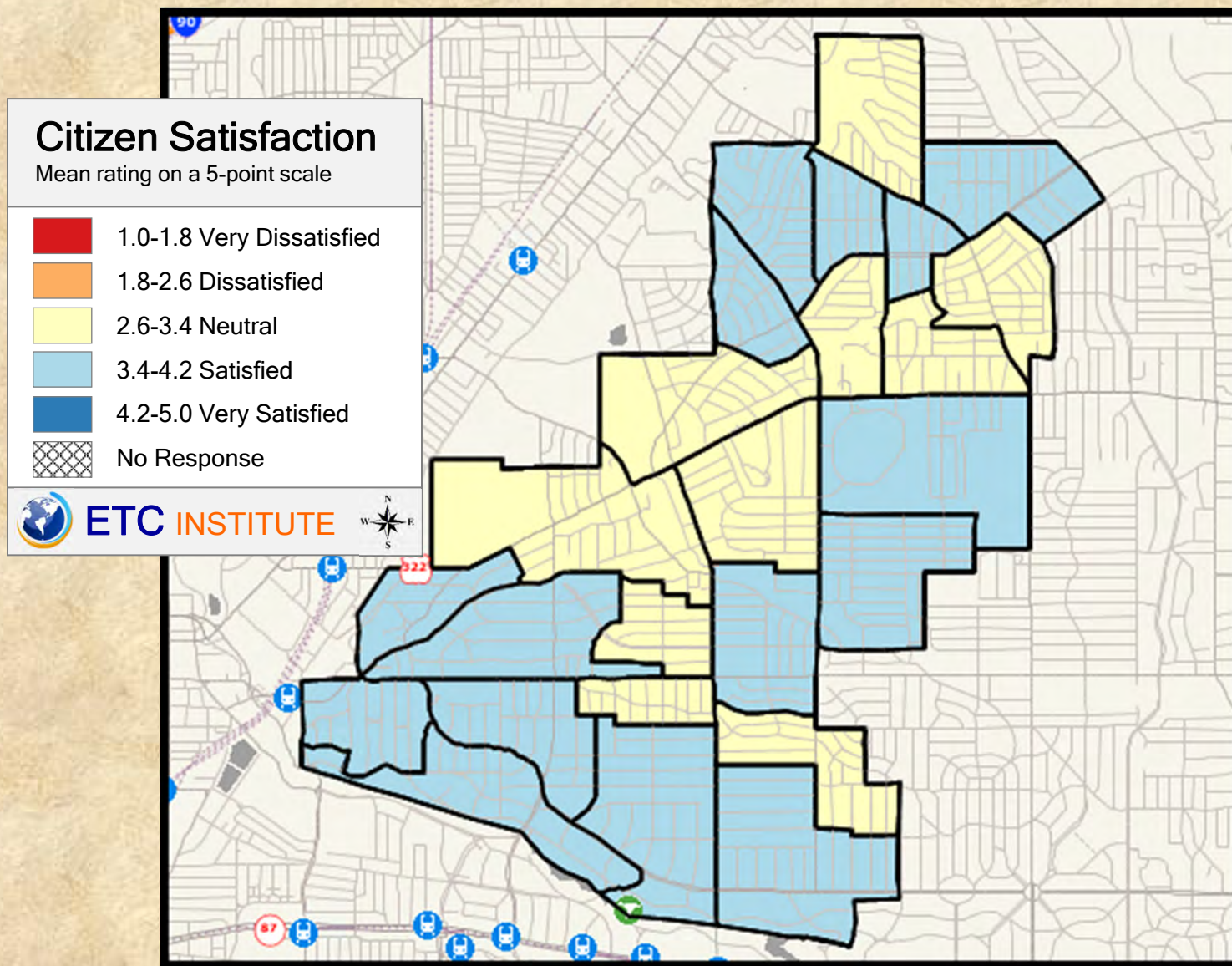
Q8-1 Level of Satisfaction with: Overall quality of services provided by the City



2020 City of Cleveland Heights Community Survey

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

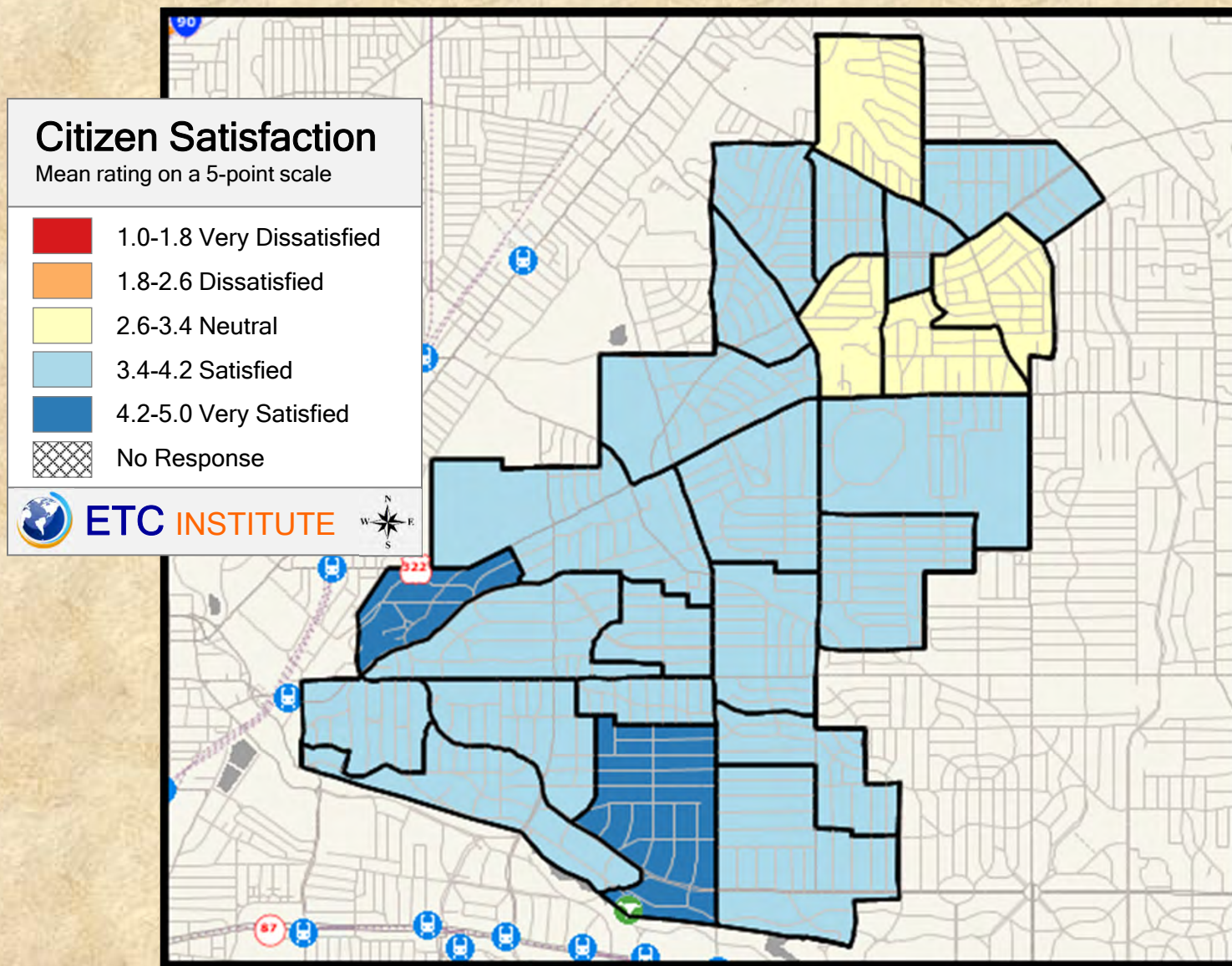
Q8-2 Level of Satisfaction with: Overall image of the City



2020 City of Cleveland Heights Community Survey

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

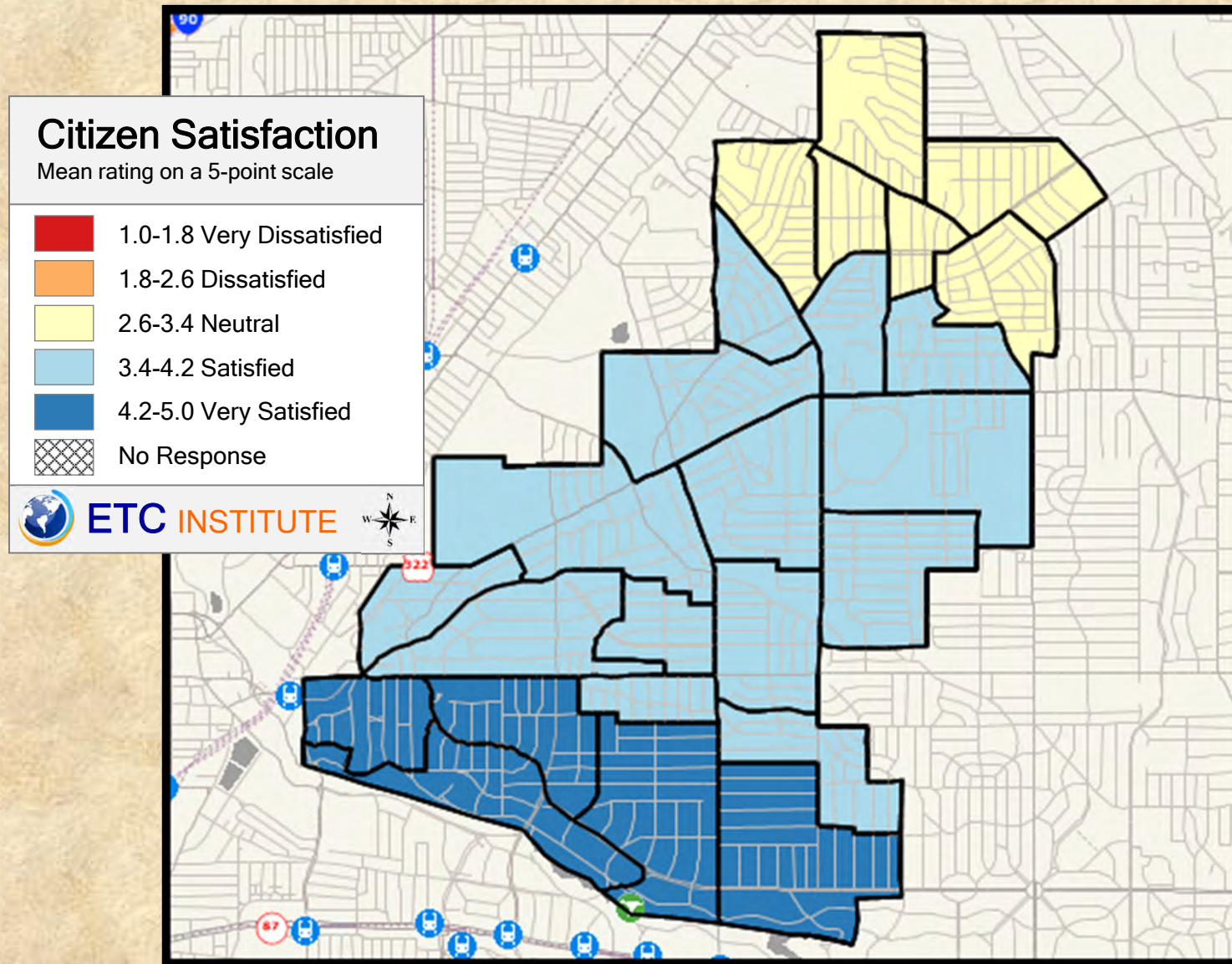
Q8-3 Level of Satisfaction with: Overall quality of life in the City



2020 City of Cleveland Heights Community Survey

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

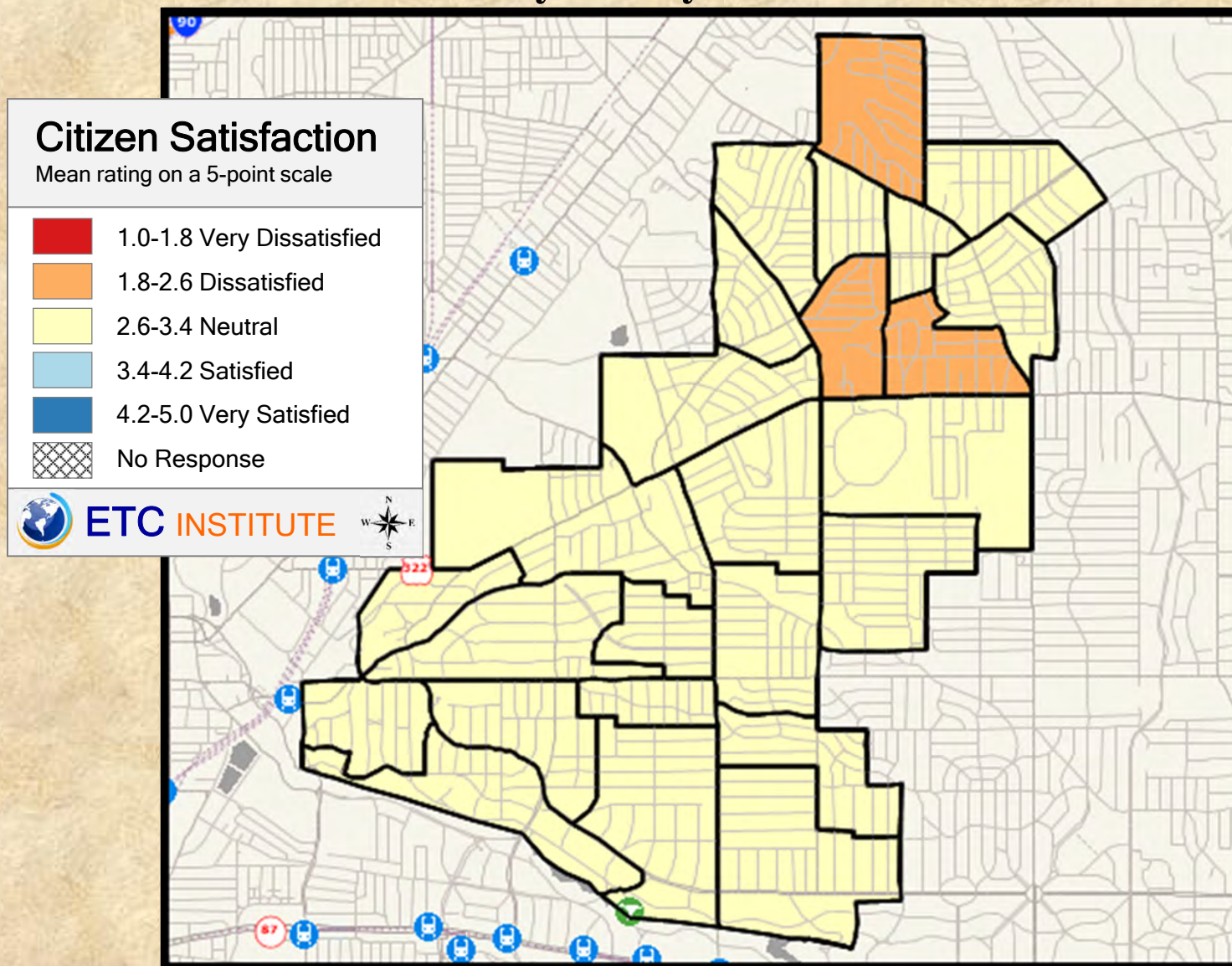
Q8-4 Level of Satisfaction with: Overall quality of your neighborhood



2020 City of Cleveland Heights Community Survey

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

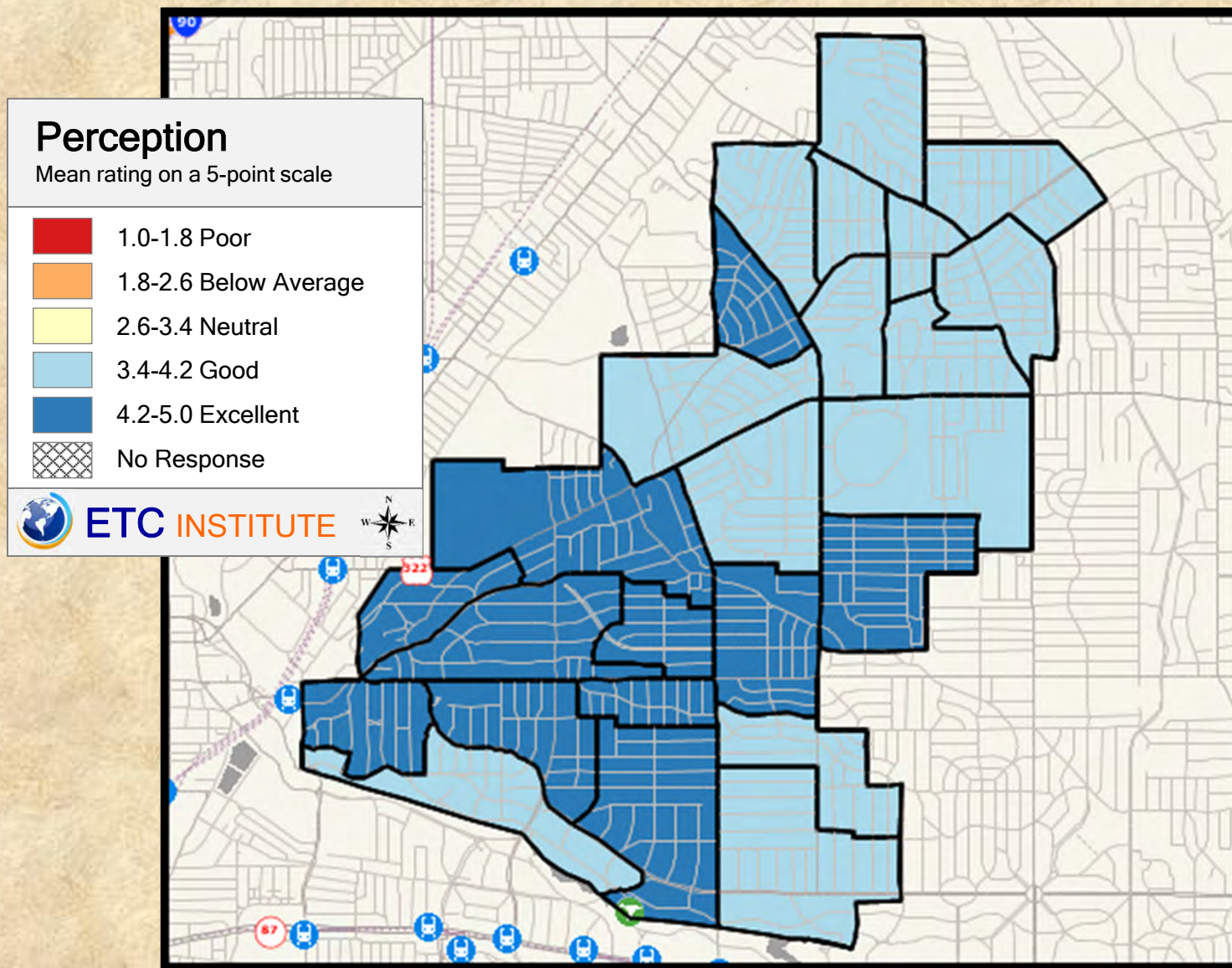
Q8-5 Level of Satisfaction with: The overall value that you receive for your city tax dollars and fees



2020 City of Cleveland Heights Community Survey

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

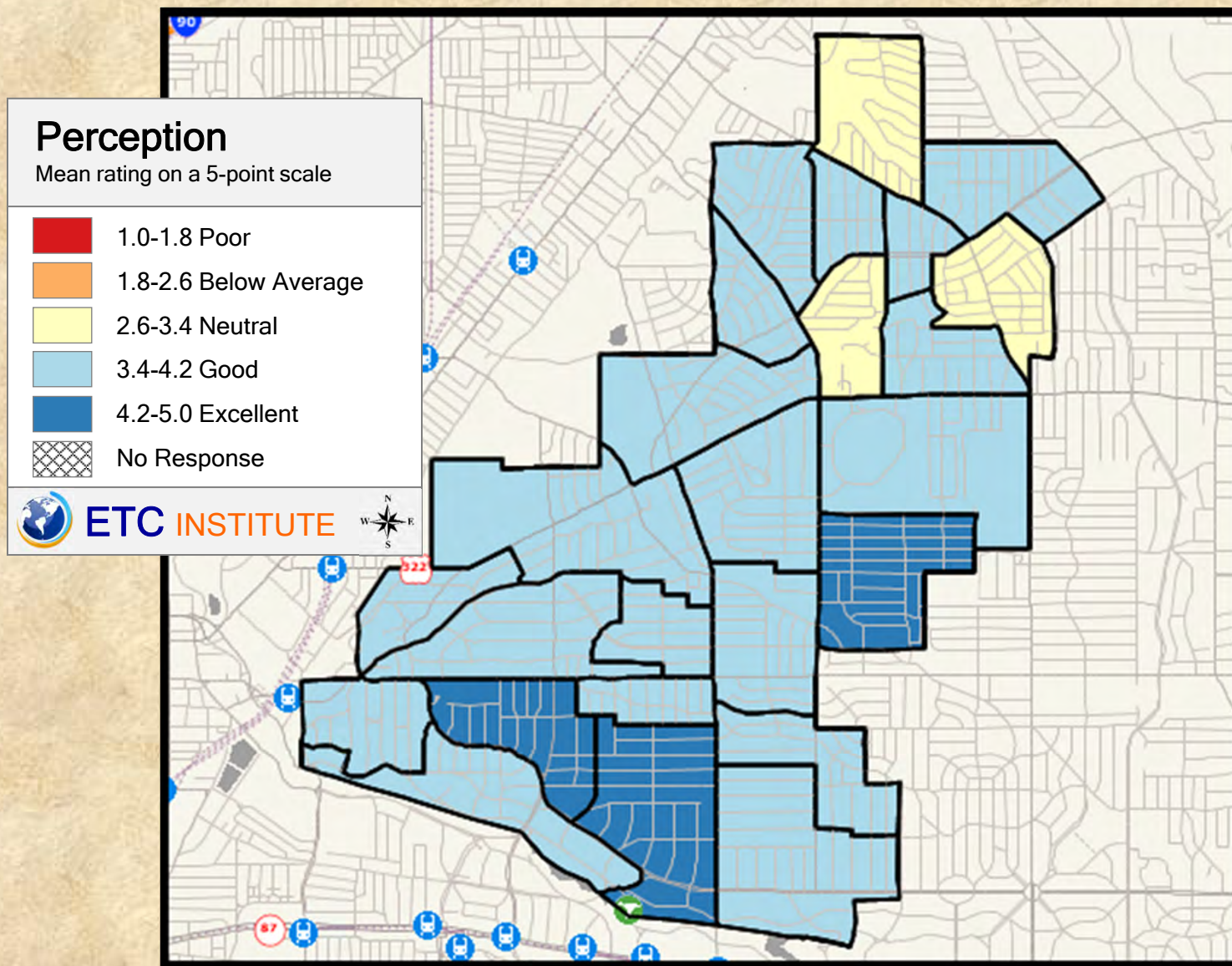
Q9-1 Ratings of Cleveland Heights: As a place to live



2020 City of Cleveland Heights Community Survey

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

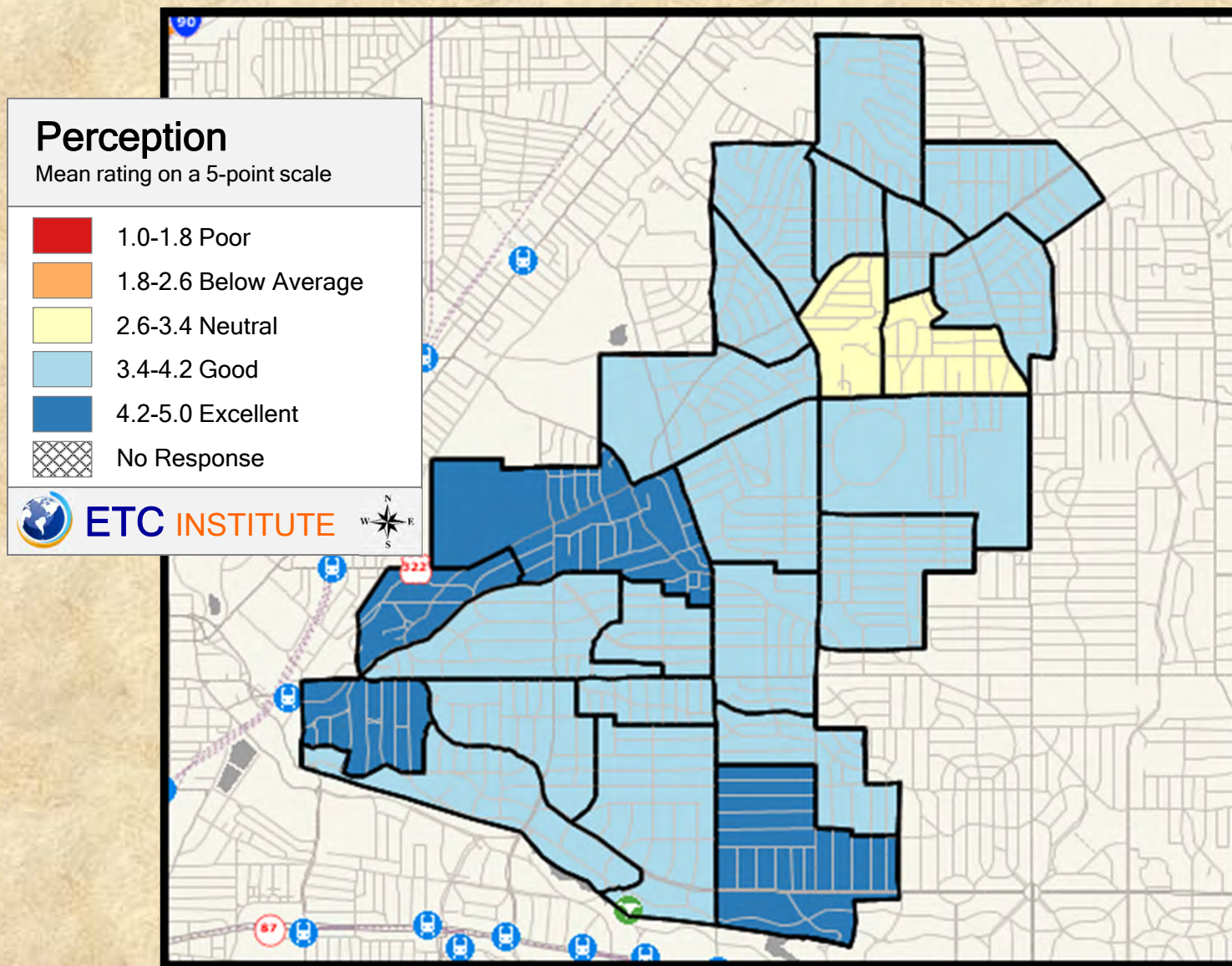
Q9-2 Ratings of Cleveland Heights: As a place to raise children



2020 City of Cleveland Heights Community Survey

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

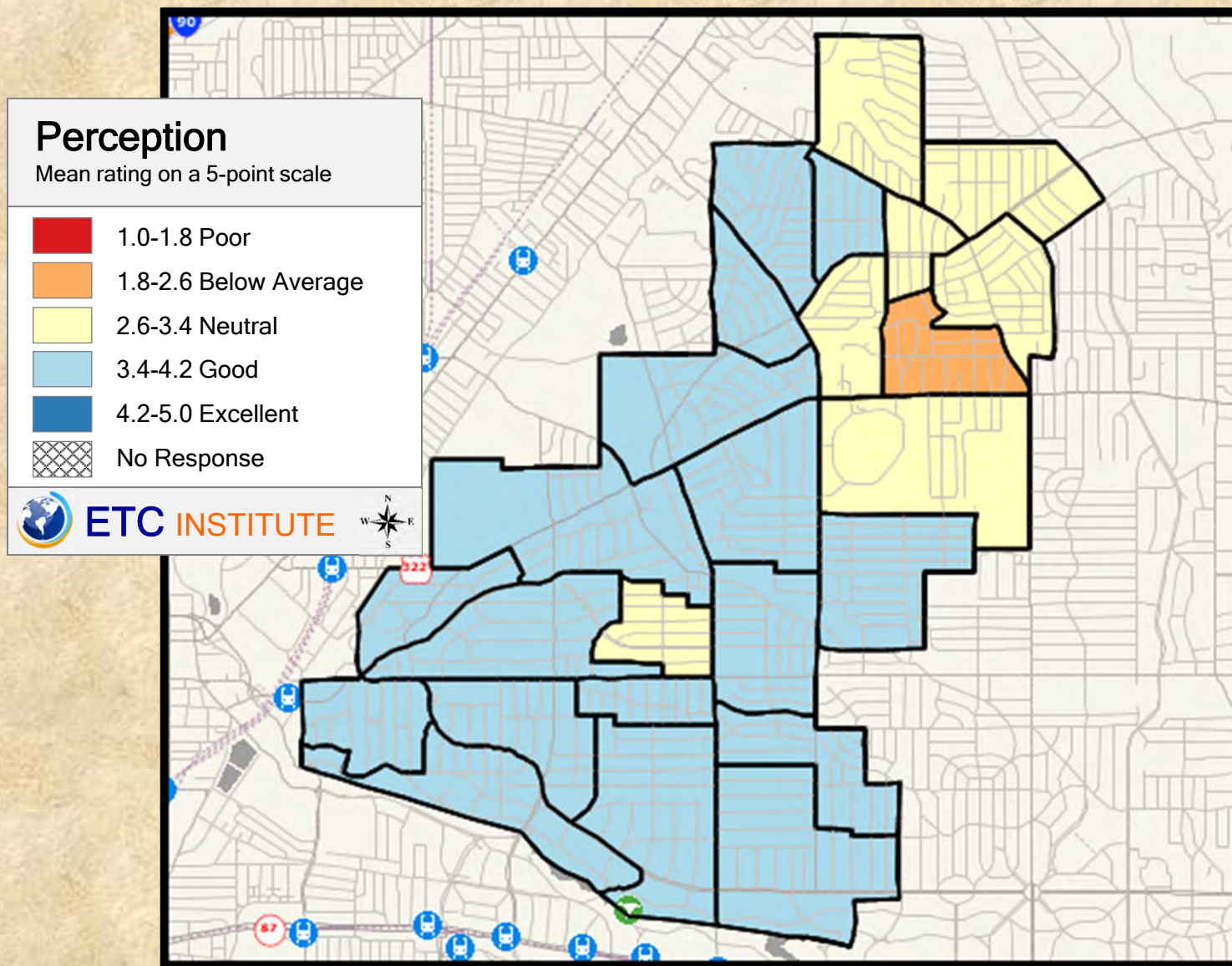
Q9-3 Ratings of Cleveland Heights: As a place to visit



2020 City of Cleveland Heights Community Survey

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

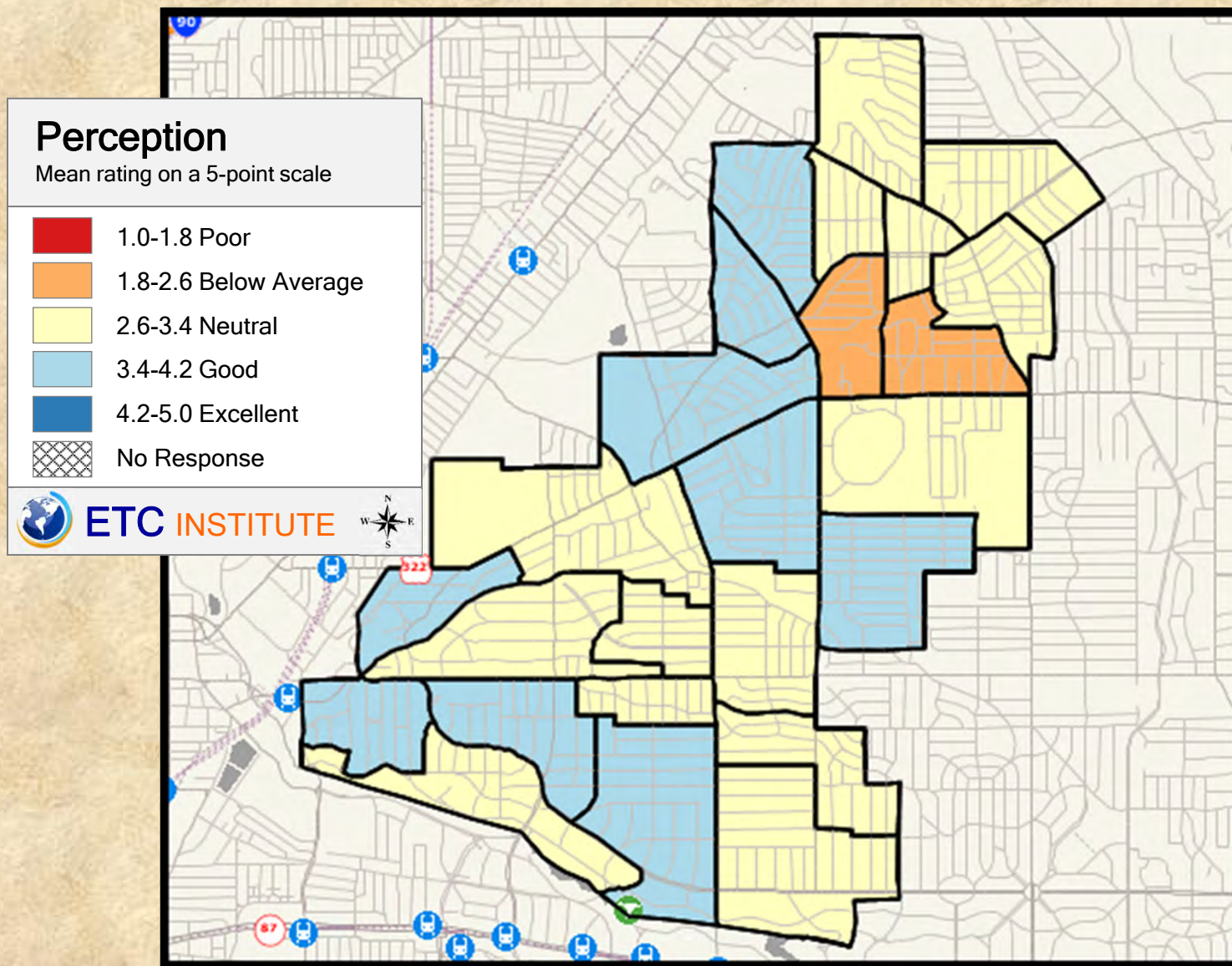
Q9-4 Ratings of Cleveland Heights: As a place to work



2020 City of Cleveland Heights Community Survey

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

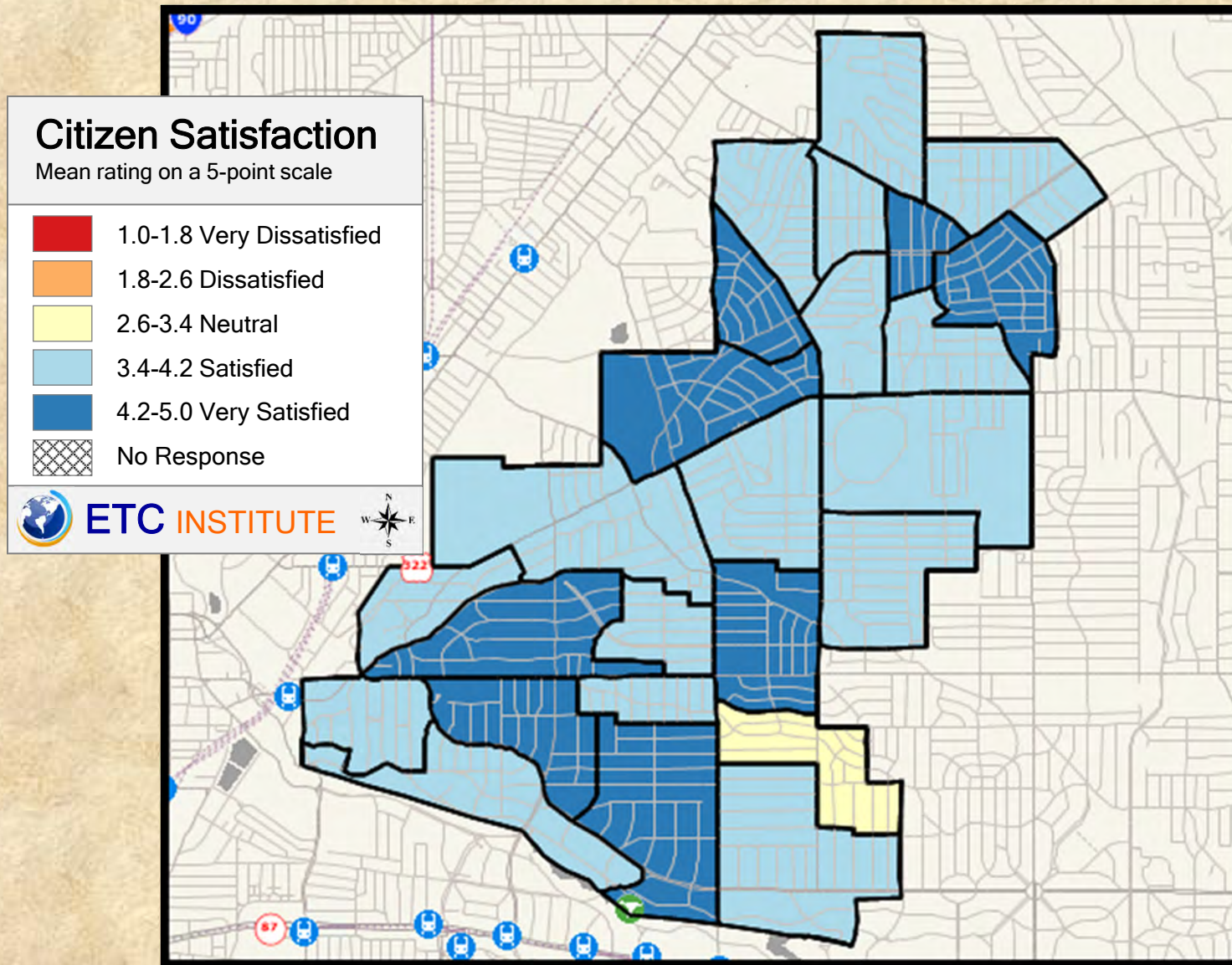
Q9-5 Ratings of Cleveland Heights: As a place to retire



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

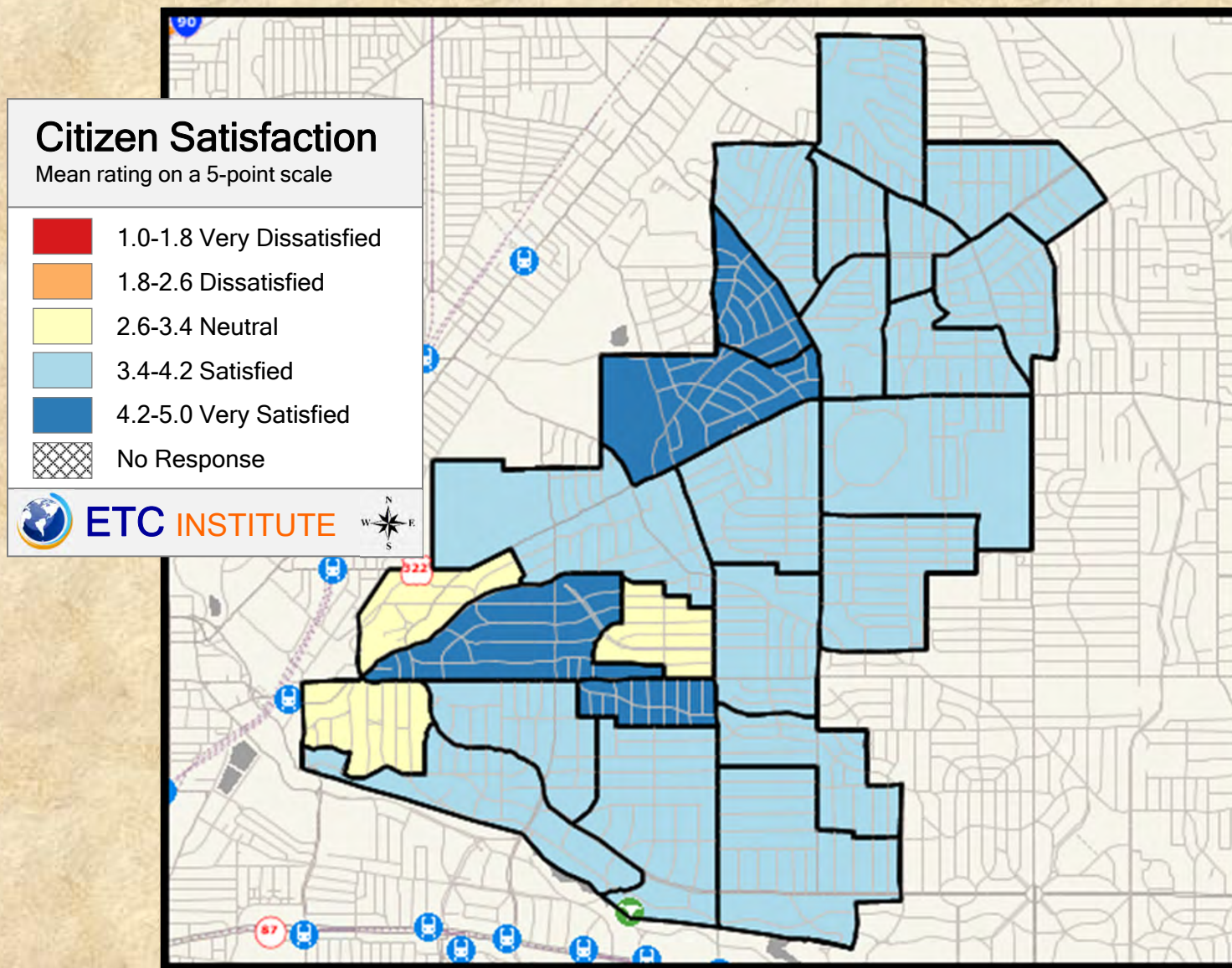
Q11-1 Level of Satisfaction with: Residential trash collection services



2020 City of Cleveland Heights Community Survey

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

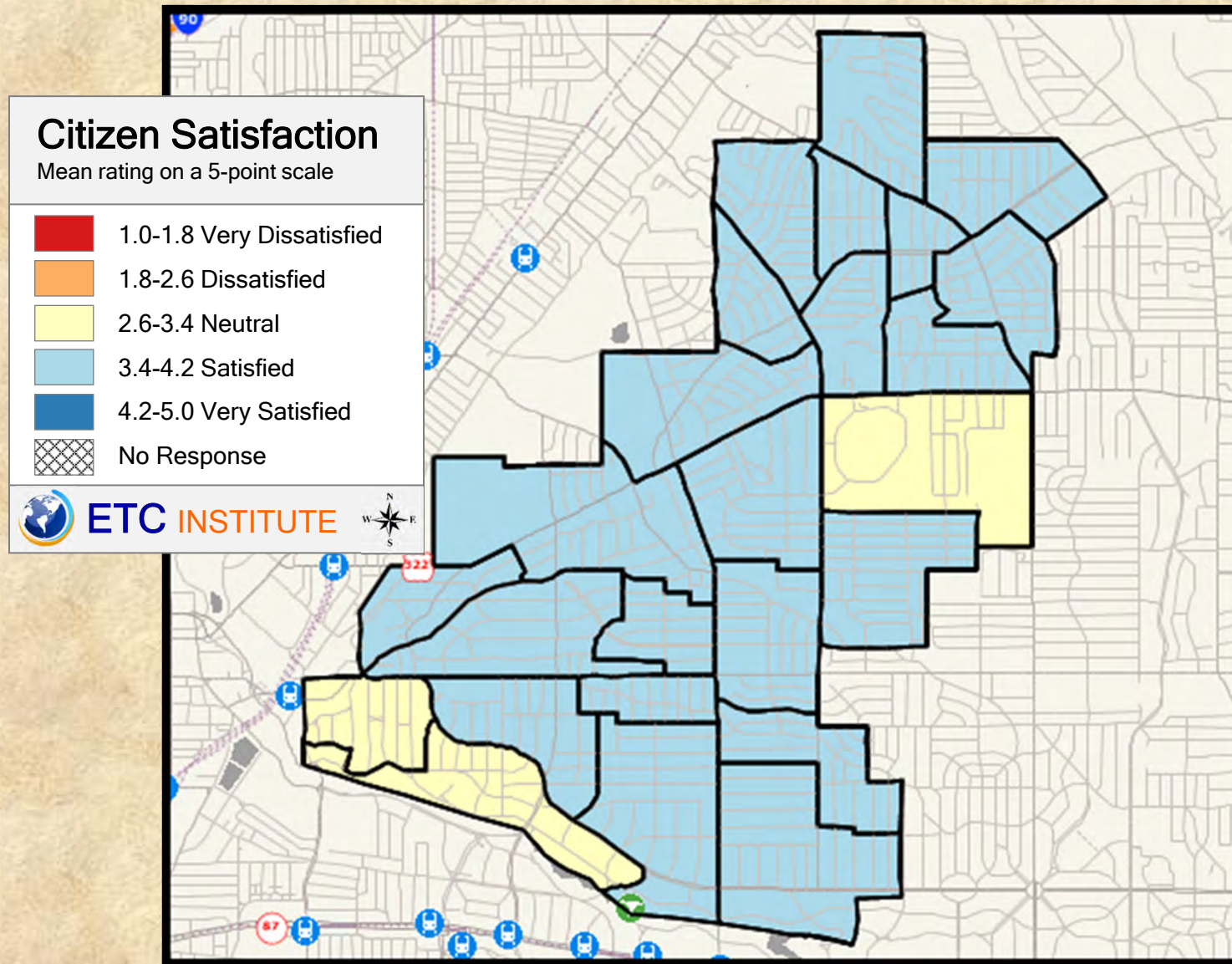
Q11-2 Level of Satisfaction with: Curbside recycling services



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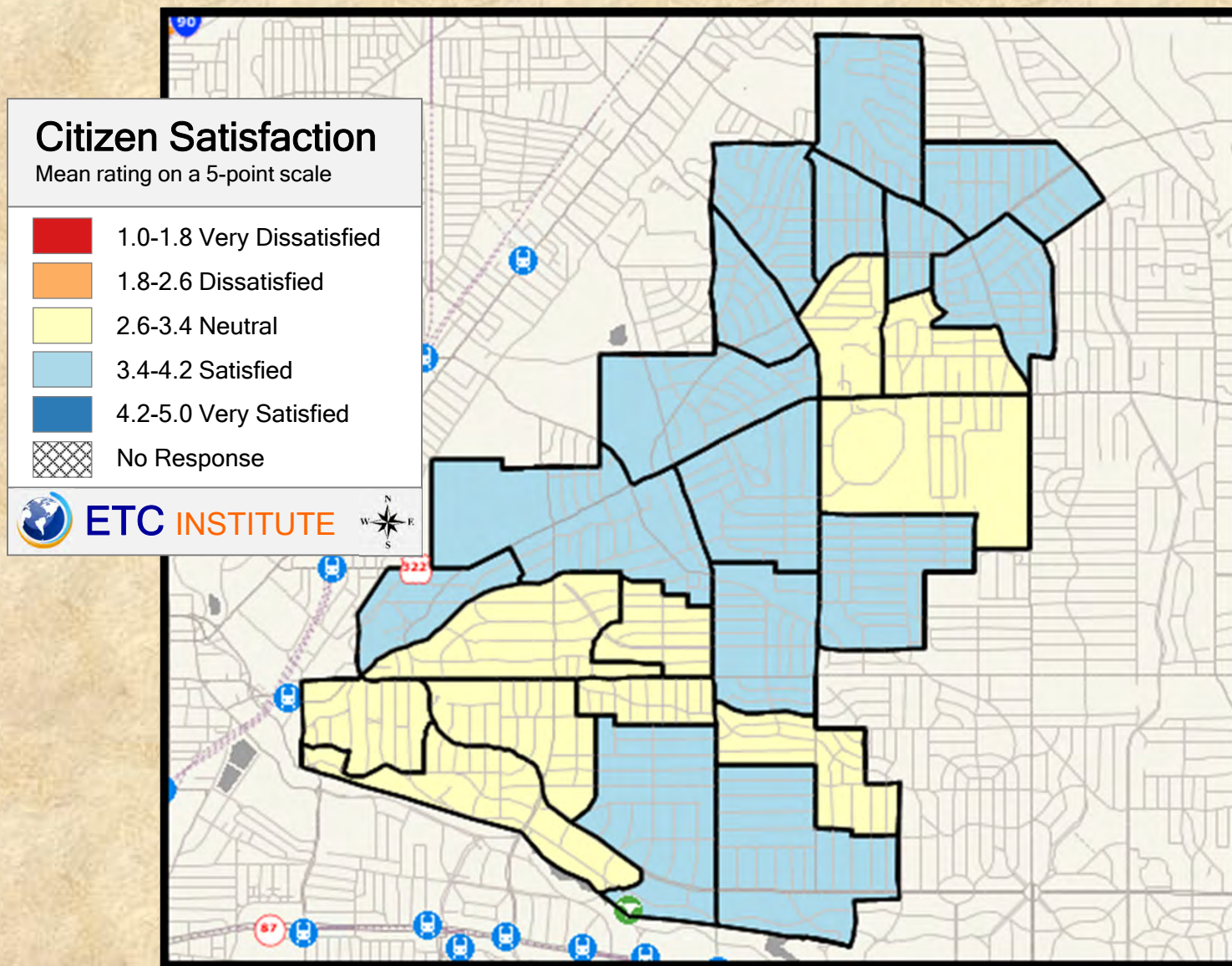
Q11-3 Level of Satisfaction with: Yard waste (leaves, brush, etc.) removal services



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

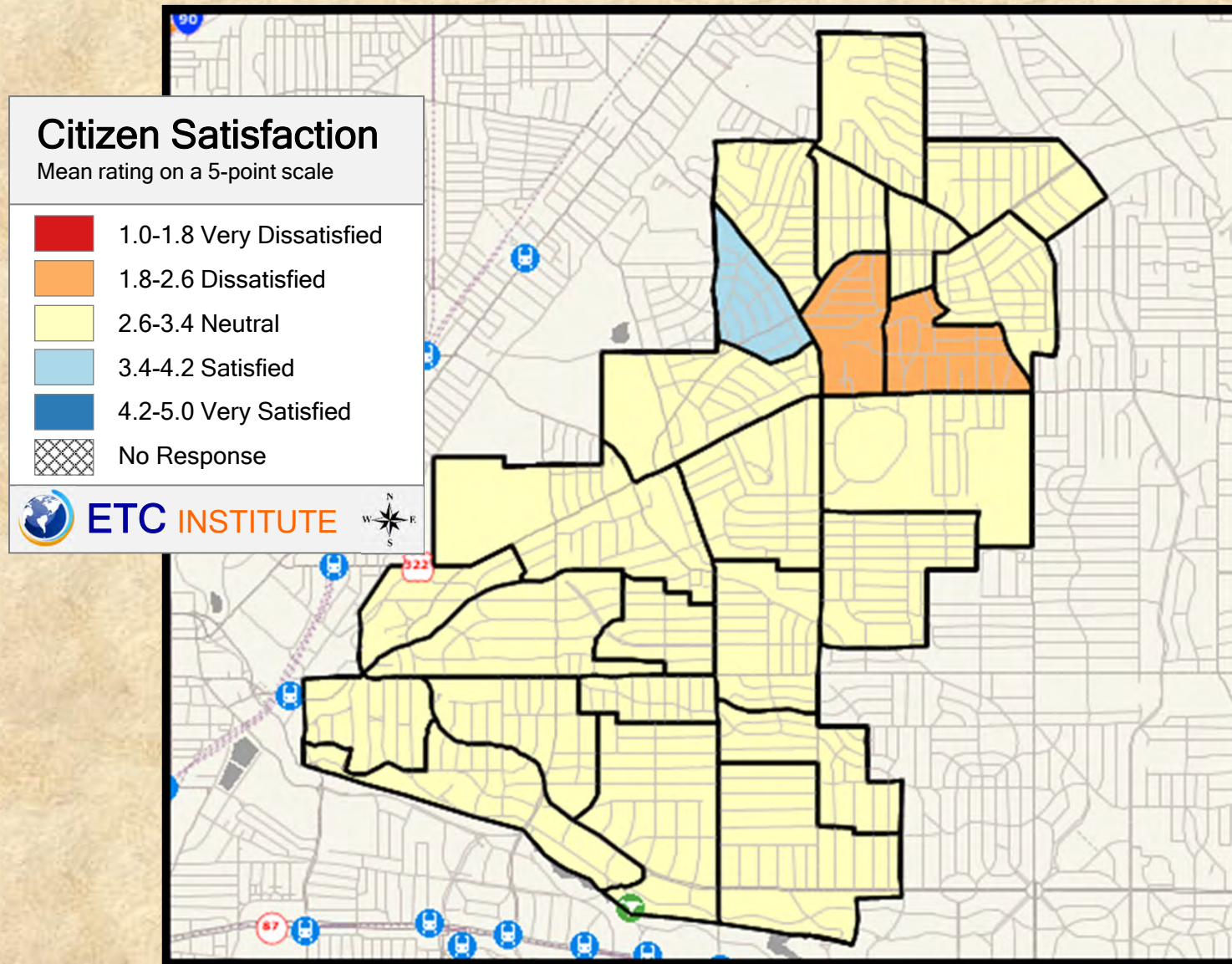
Q11-4 Level of Satisfaction with: Sewer service



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

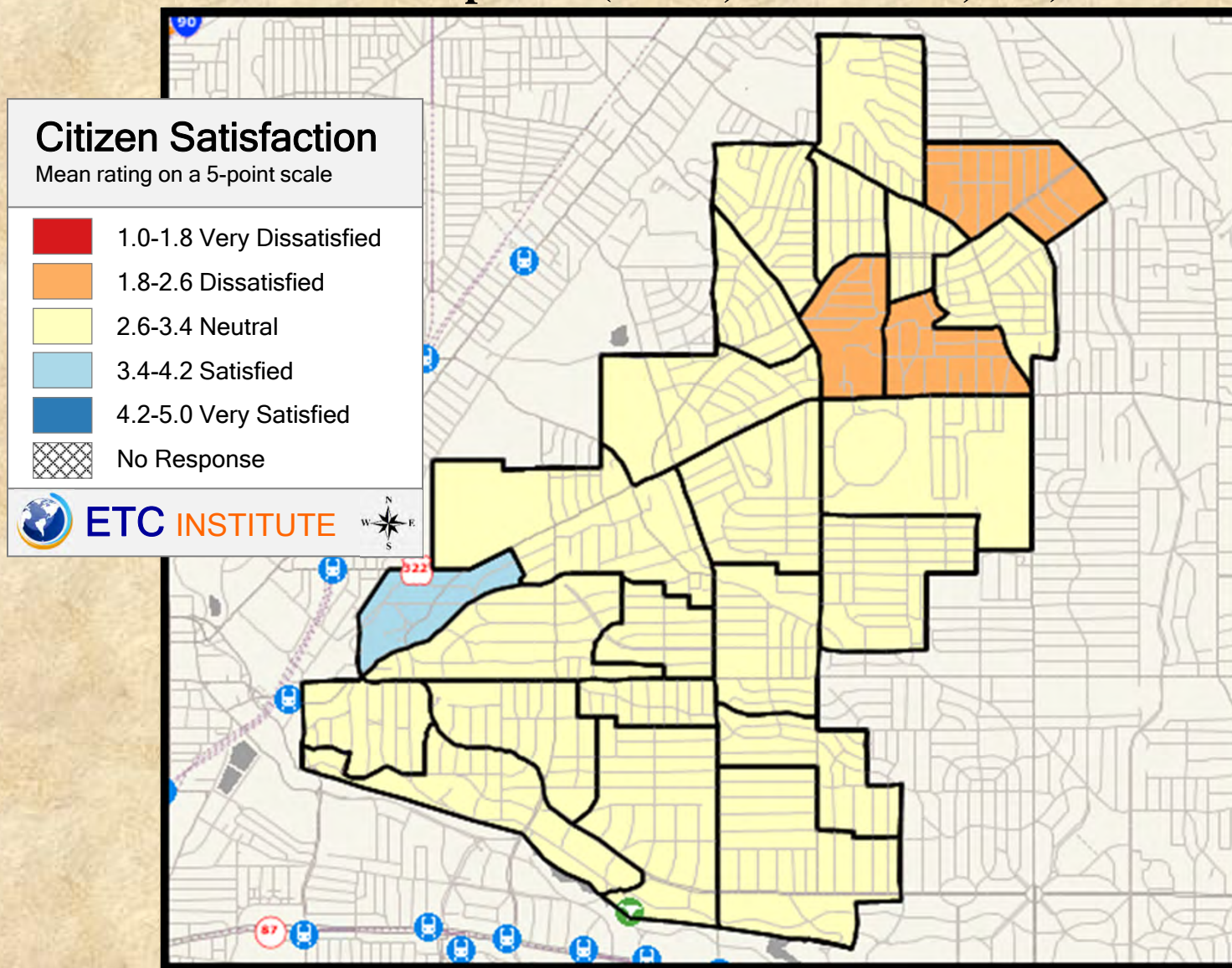
Q13-1 Level of Satisfaction with: Overall quality of new residential development



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

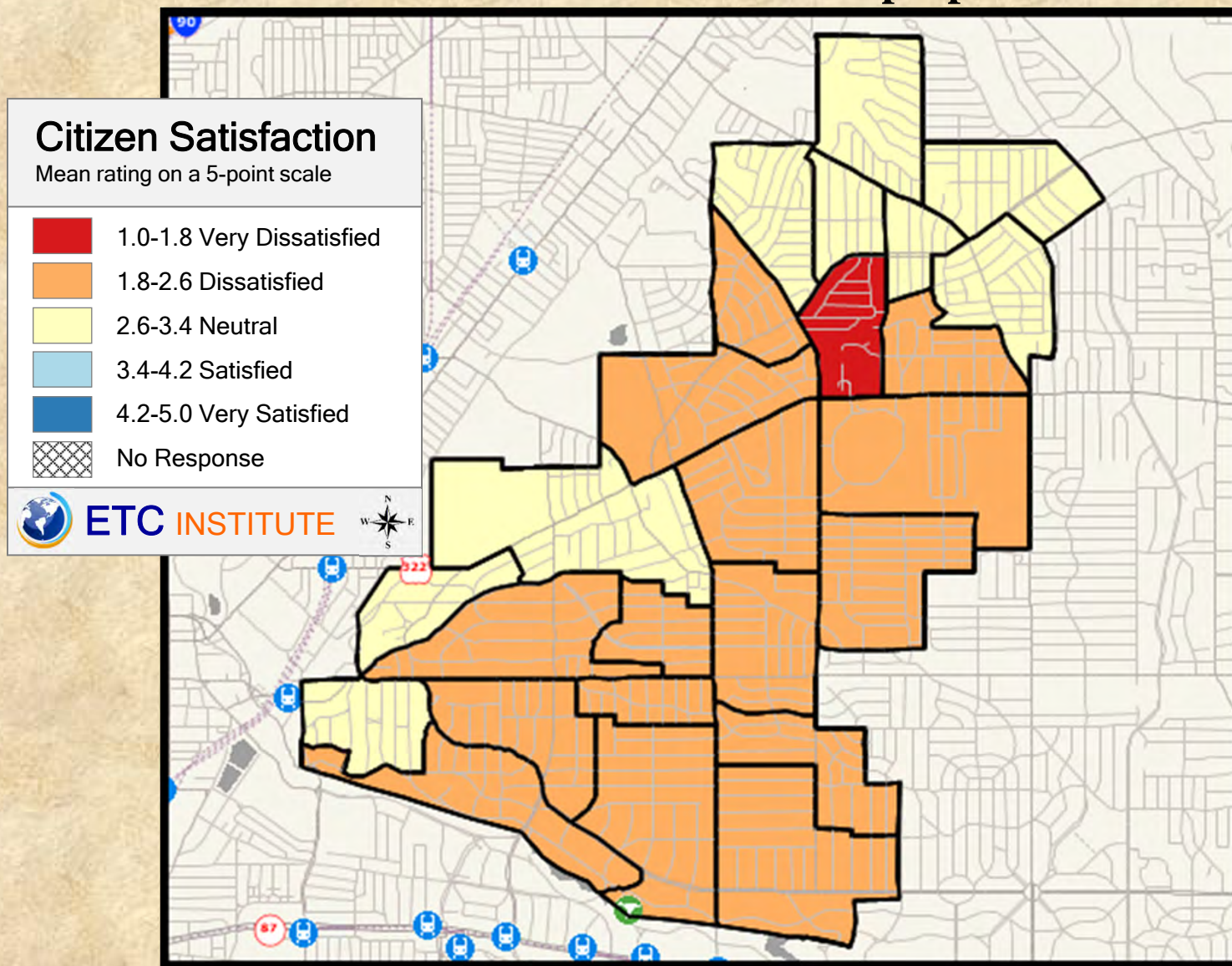
Q13-2 Level of Satisfaction with: Overall quality of new retail development (stores, restaurants, etc.)



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

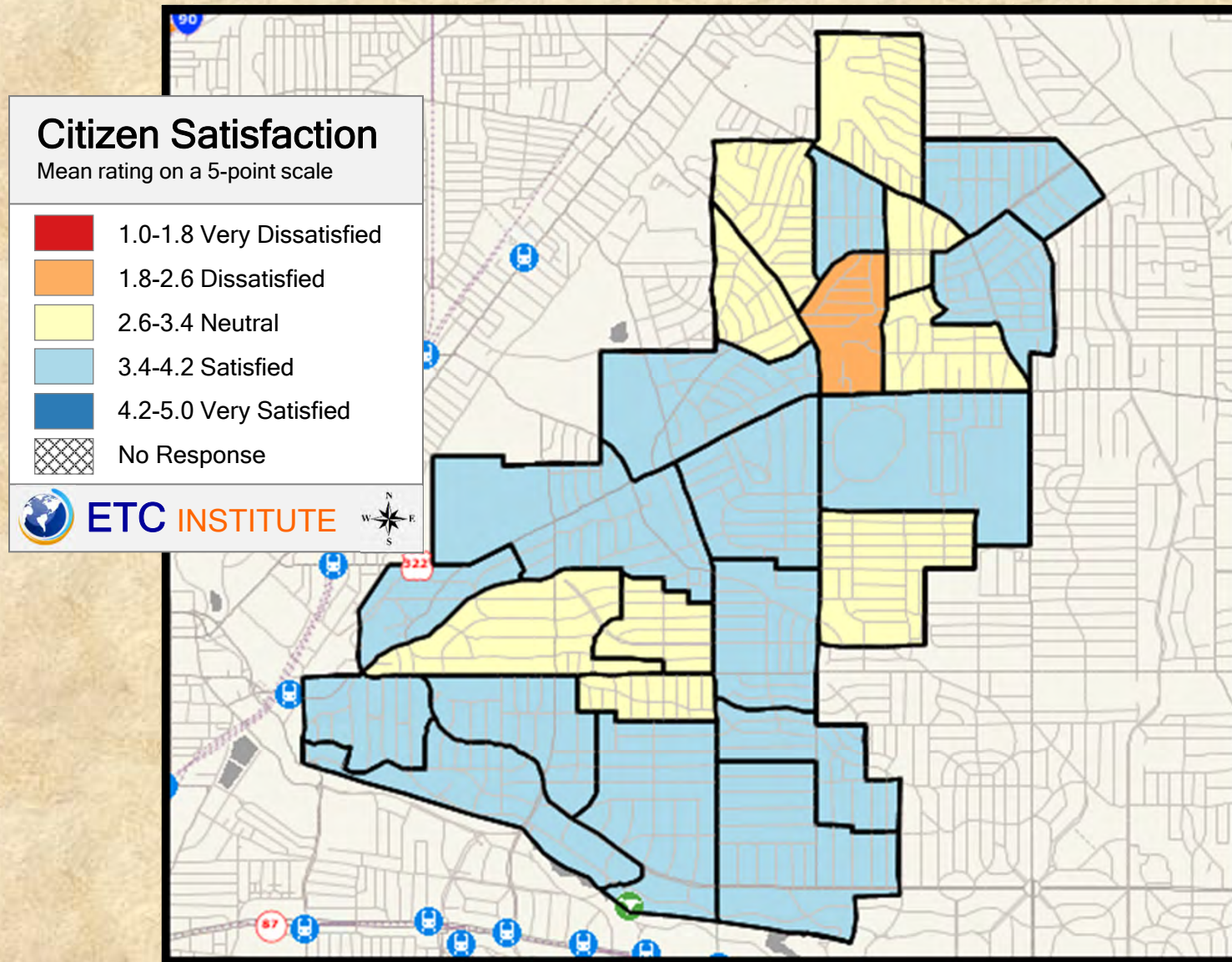
Q13-3 Level of Satisfaction with: Redevelopment of abandoned or under-utilized properties



2020 City of Cleveland Heights Community Survey

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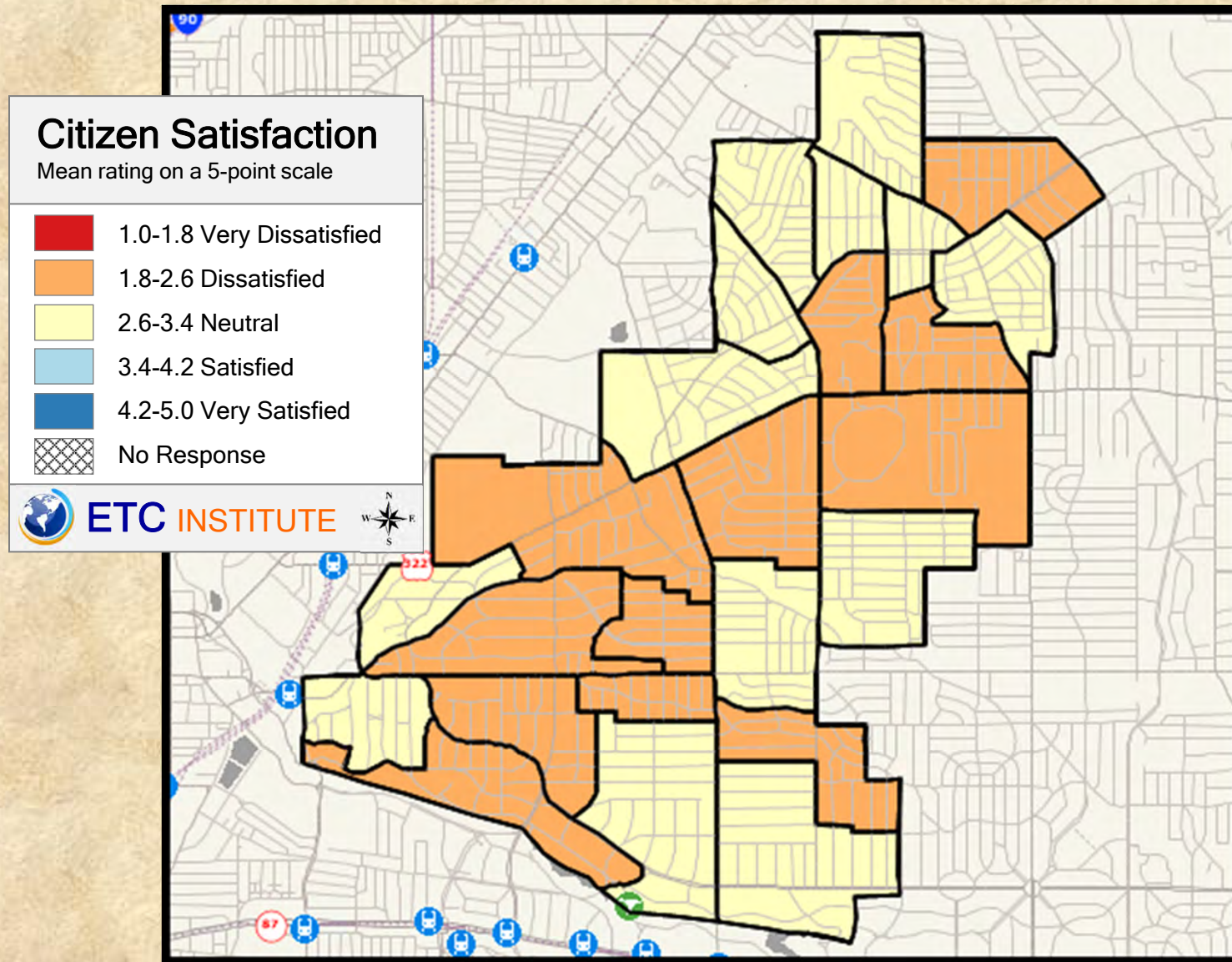
Q13-4 Level of Satisfaction with: Diversity of existing retail, restaurant and other commercial businesses



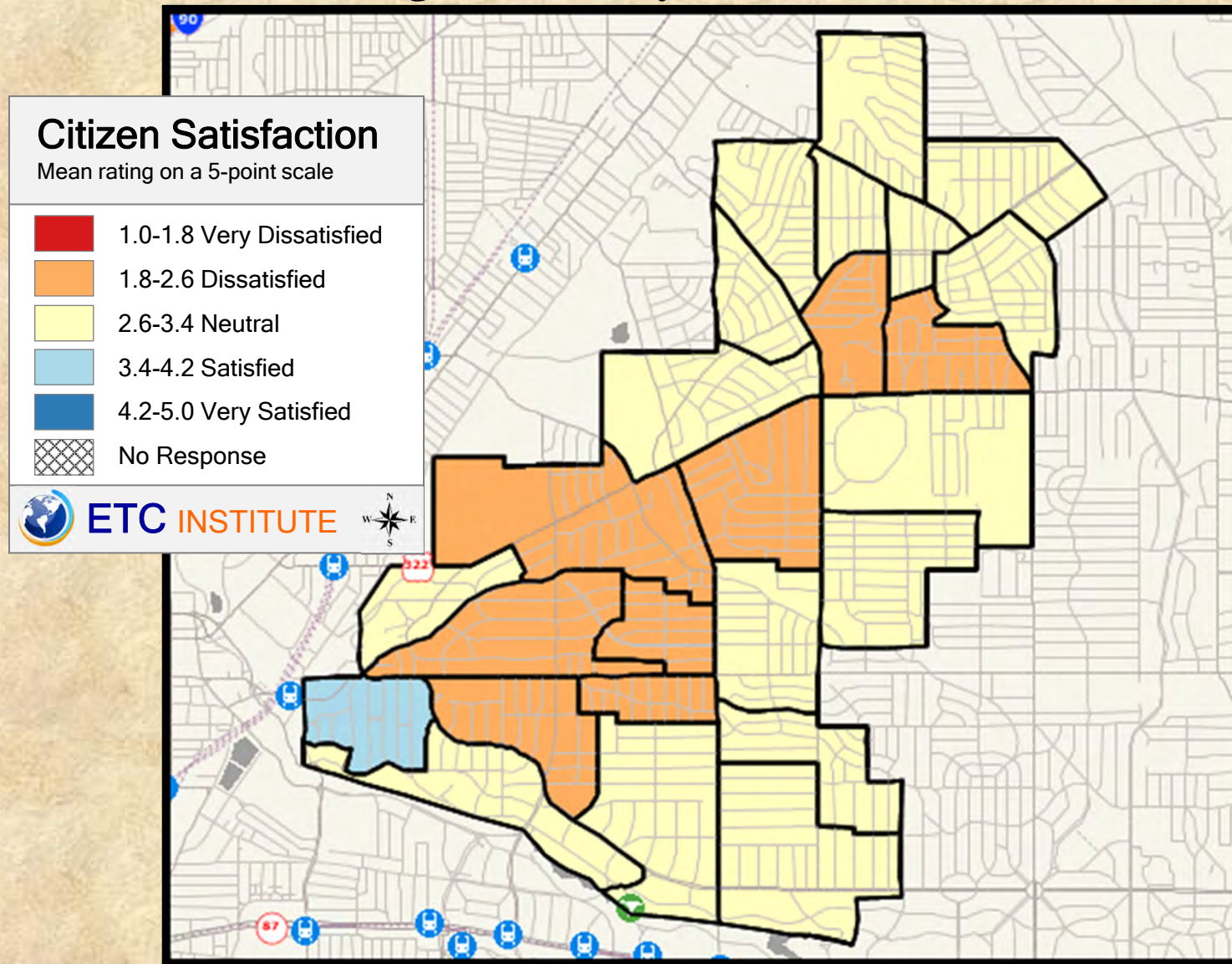
2020 City of Cleveland Heights Community Survey

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

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



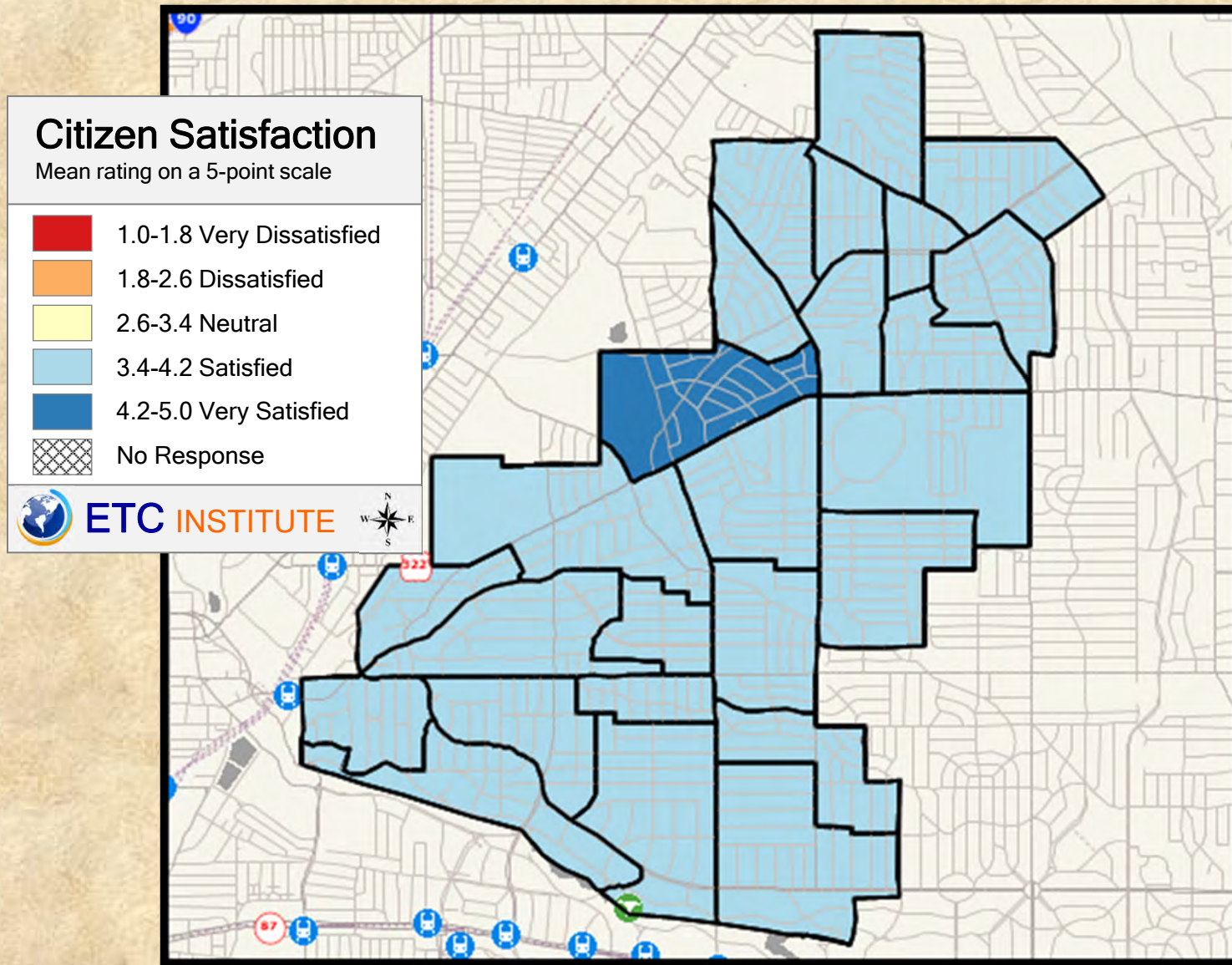
Q13-6 Level of Satisfaction with: Current level of economic vitality throughout the City's commercial districts



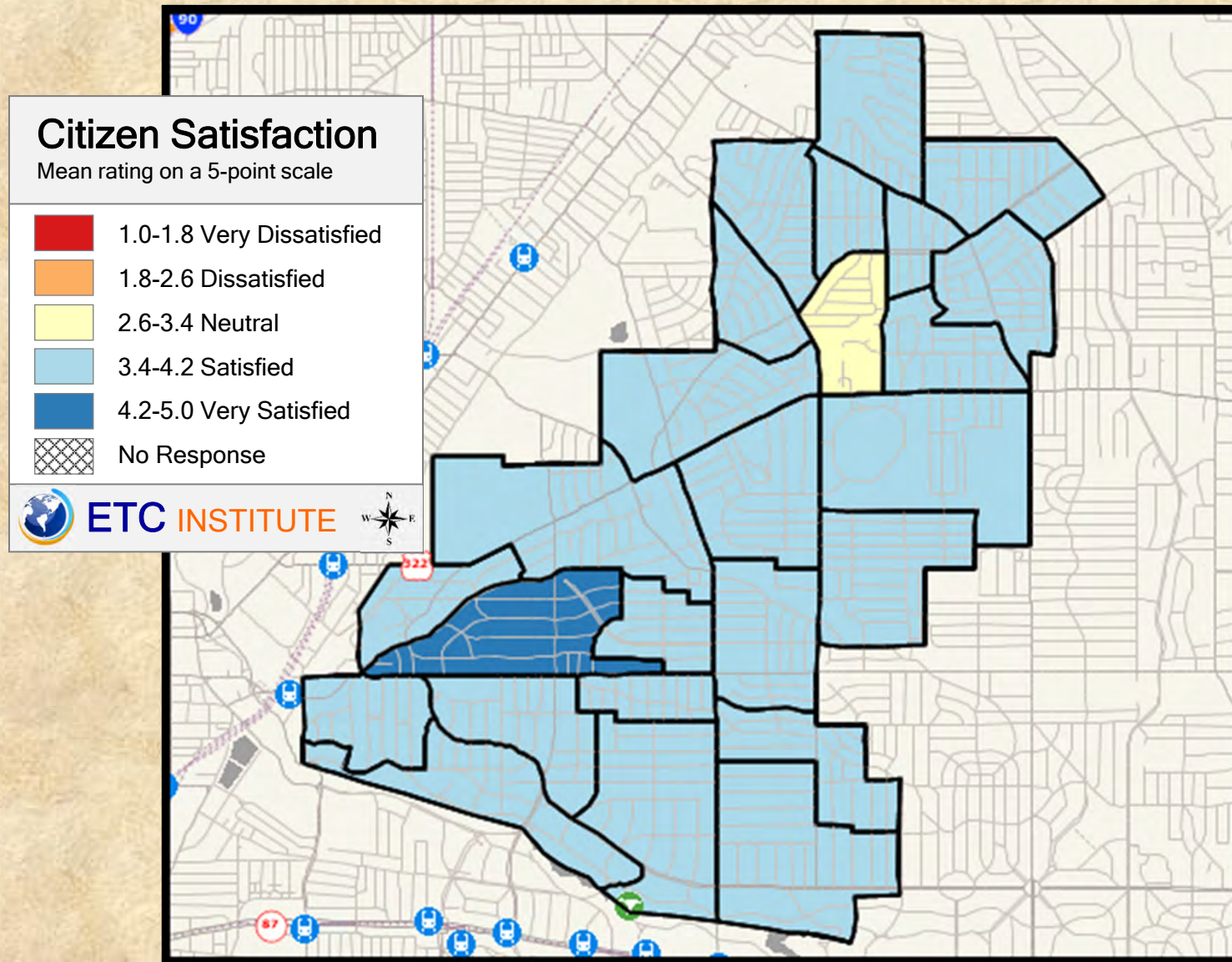
2020 City of Cleveland Heights Community Survey

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

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



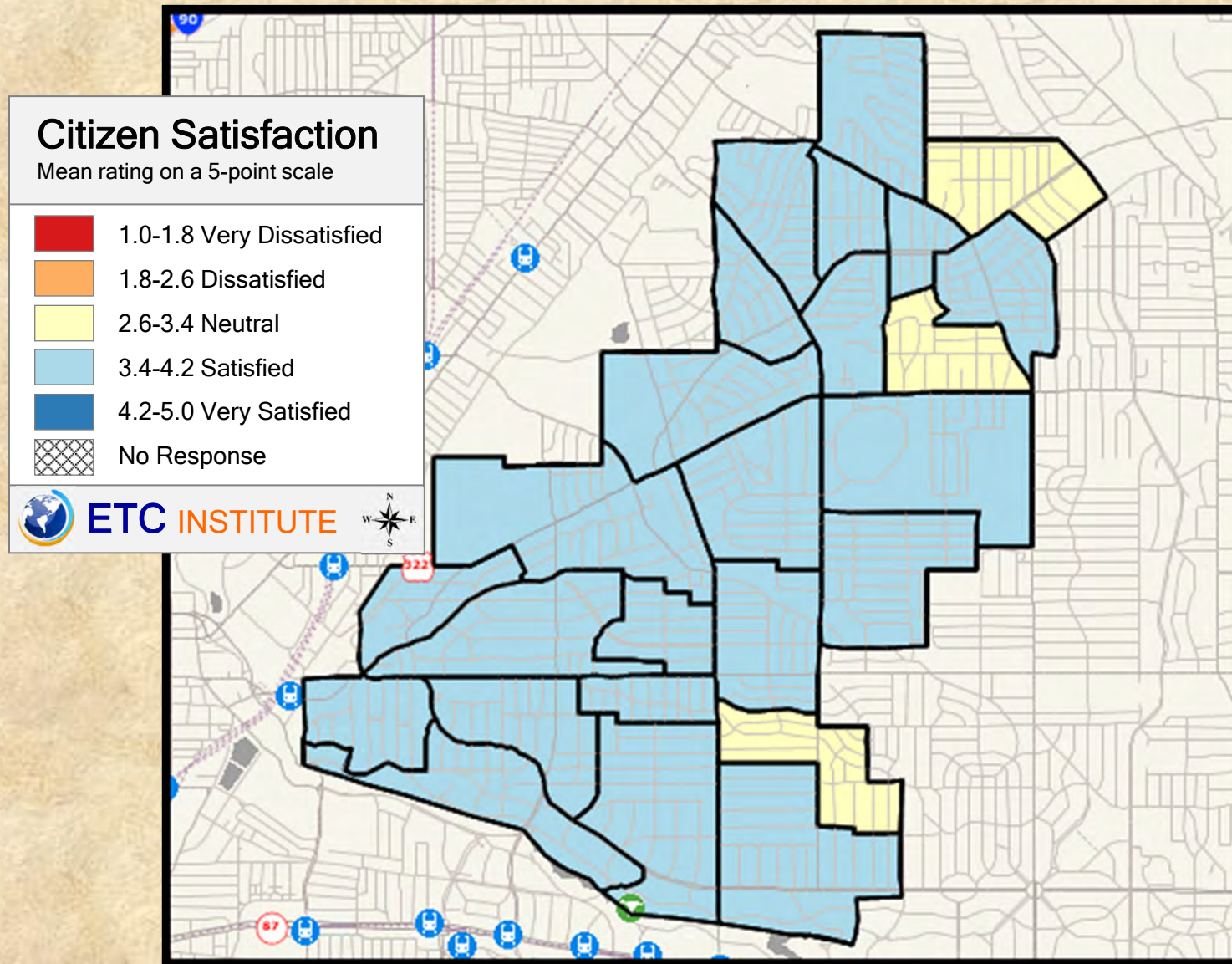
Q15-02 Level of Satisfaction with: The visibility of police in commercial/retail areas



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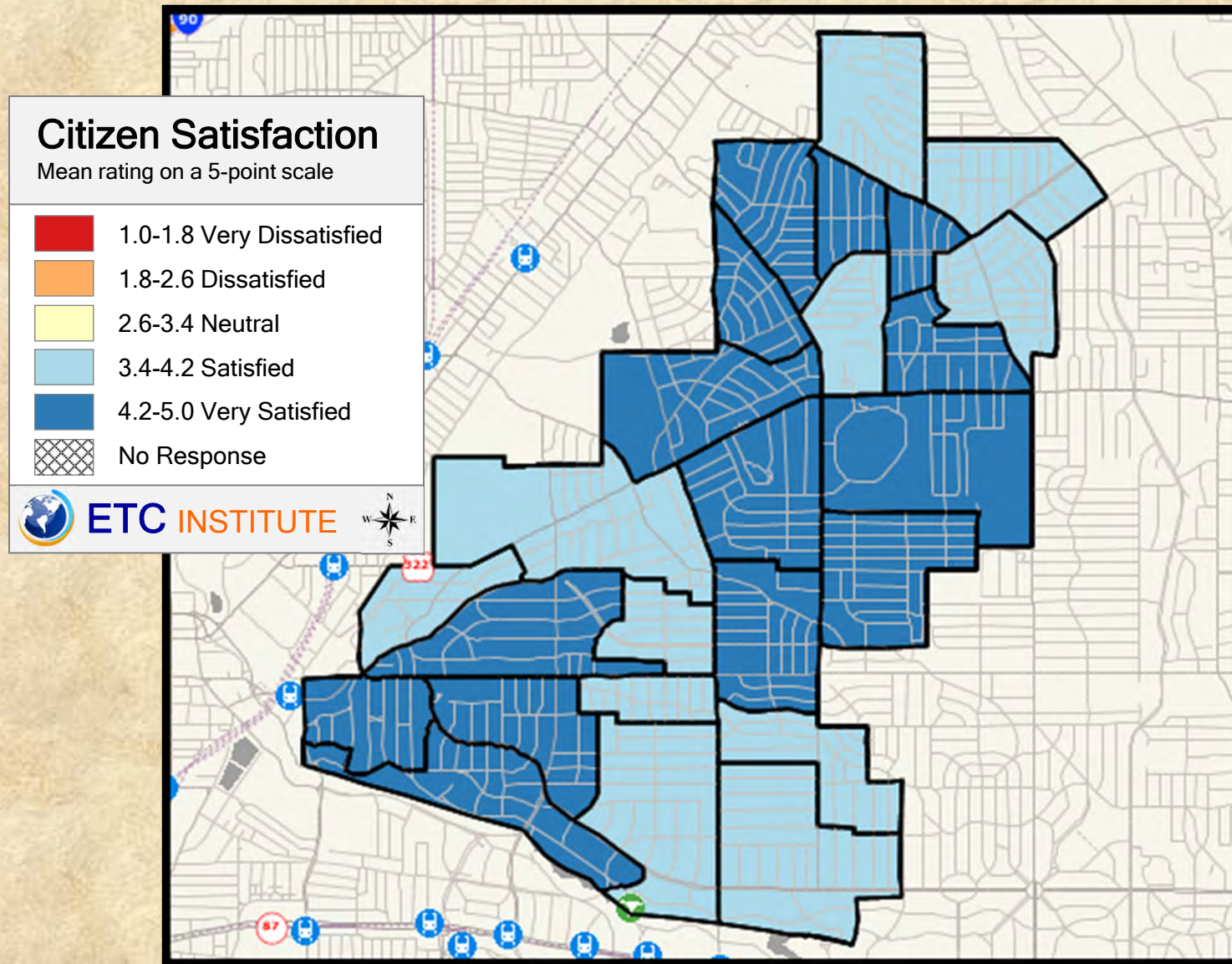
Q15-03 Level of Satisfaction with: The City's efforts to prevent crime



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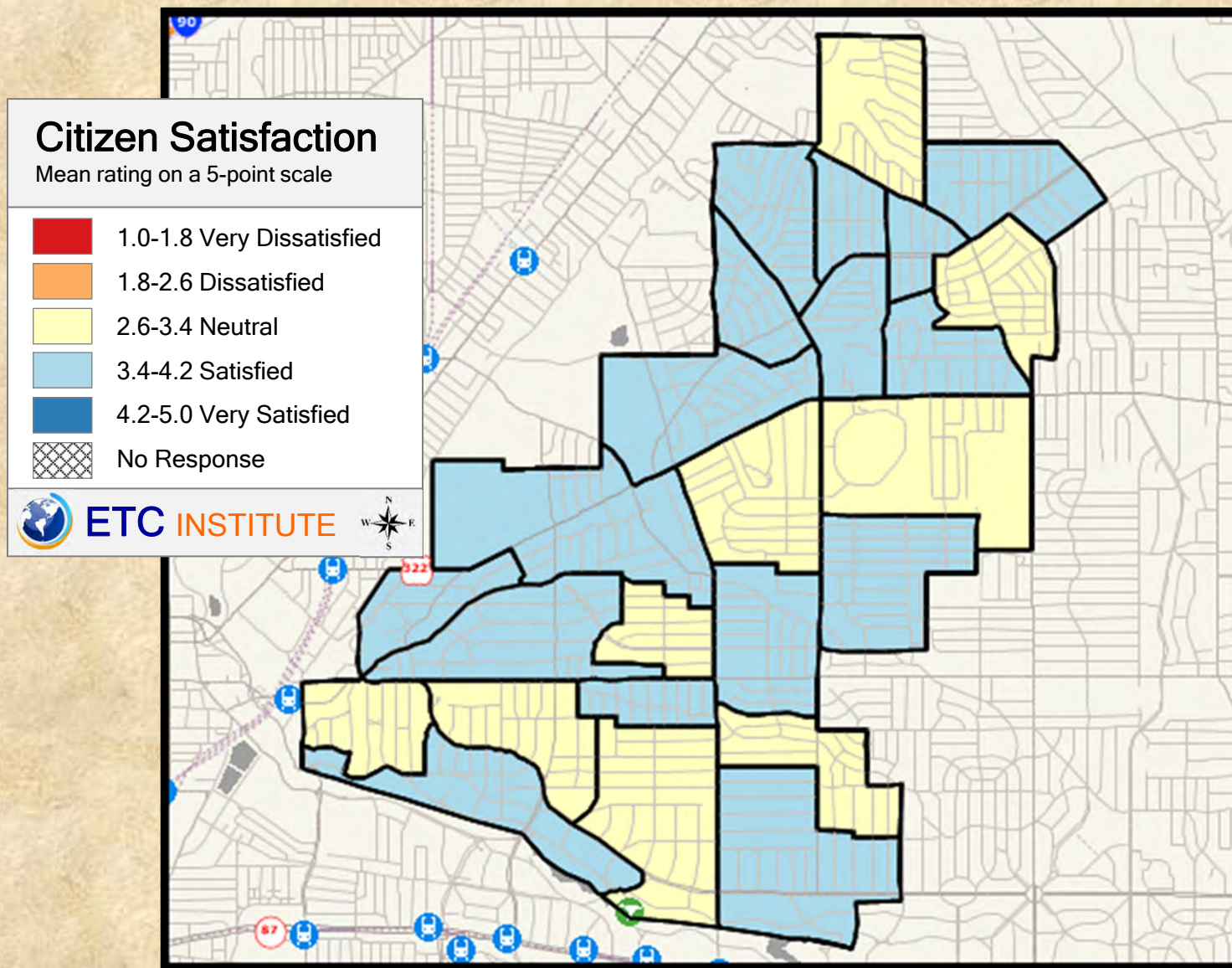
Q15-04 Level of Satisfaction with: How quickly police respond to emergencies



2020 City of Cleveland Heights Community Survey

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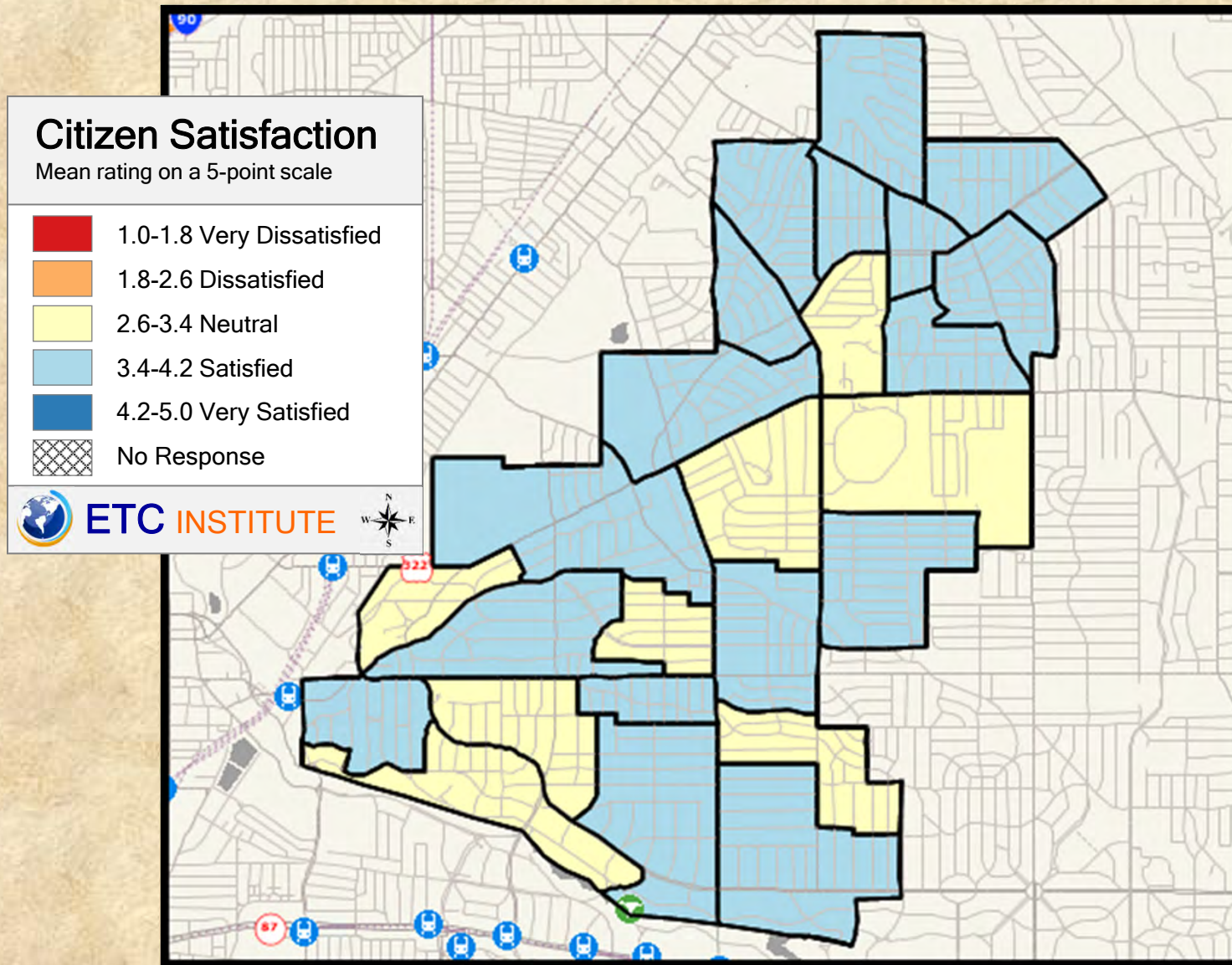
Q15-05 Level of Satisfaction with: Enforcement of local traffic laws



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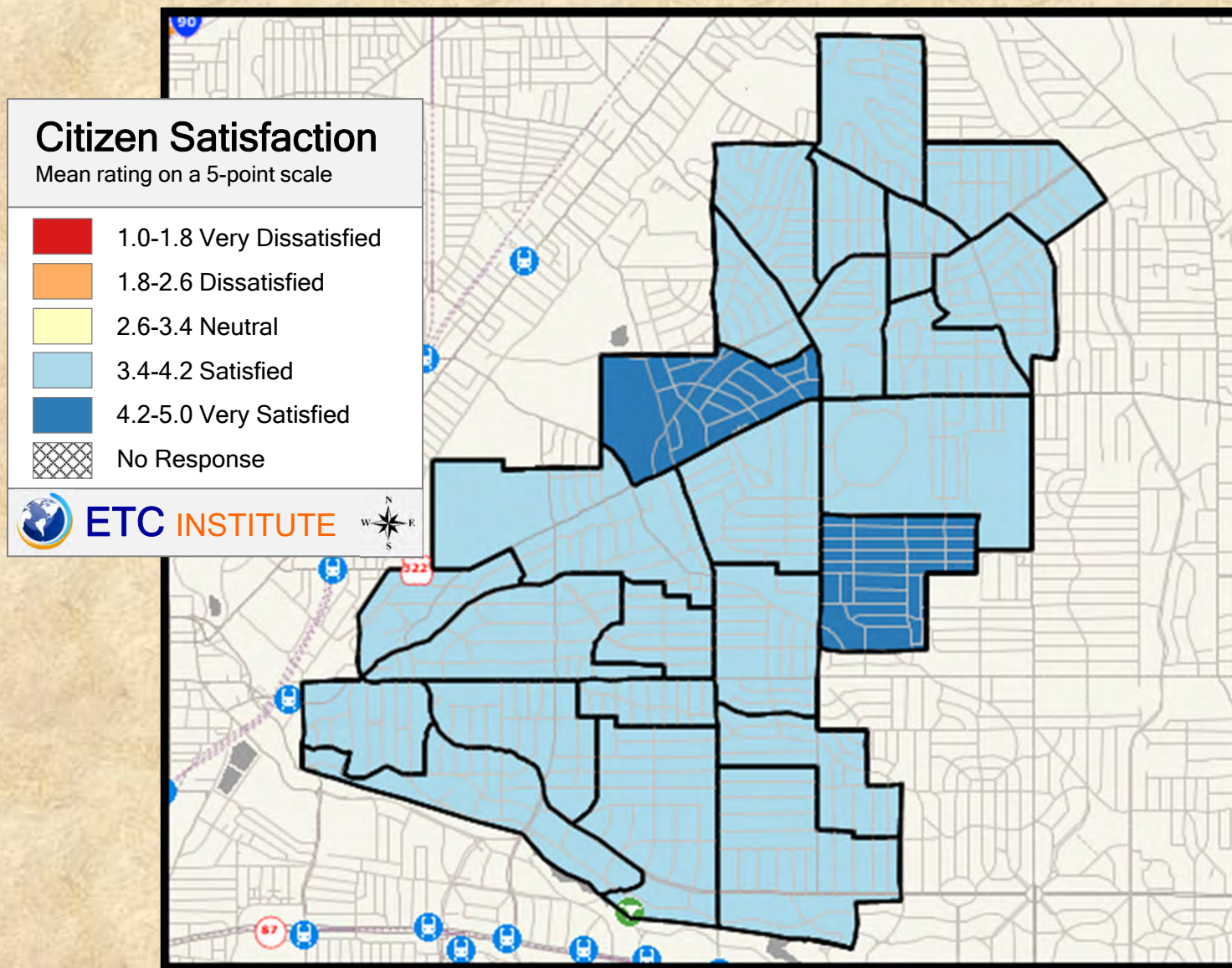
Q15-06 Level of Satisfaction with: Police-related education programs



2020 City of Cleveland Heights Community Survey

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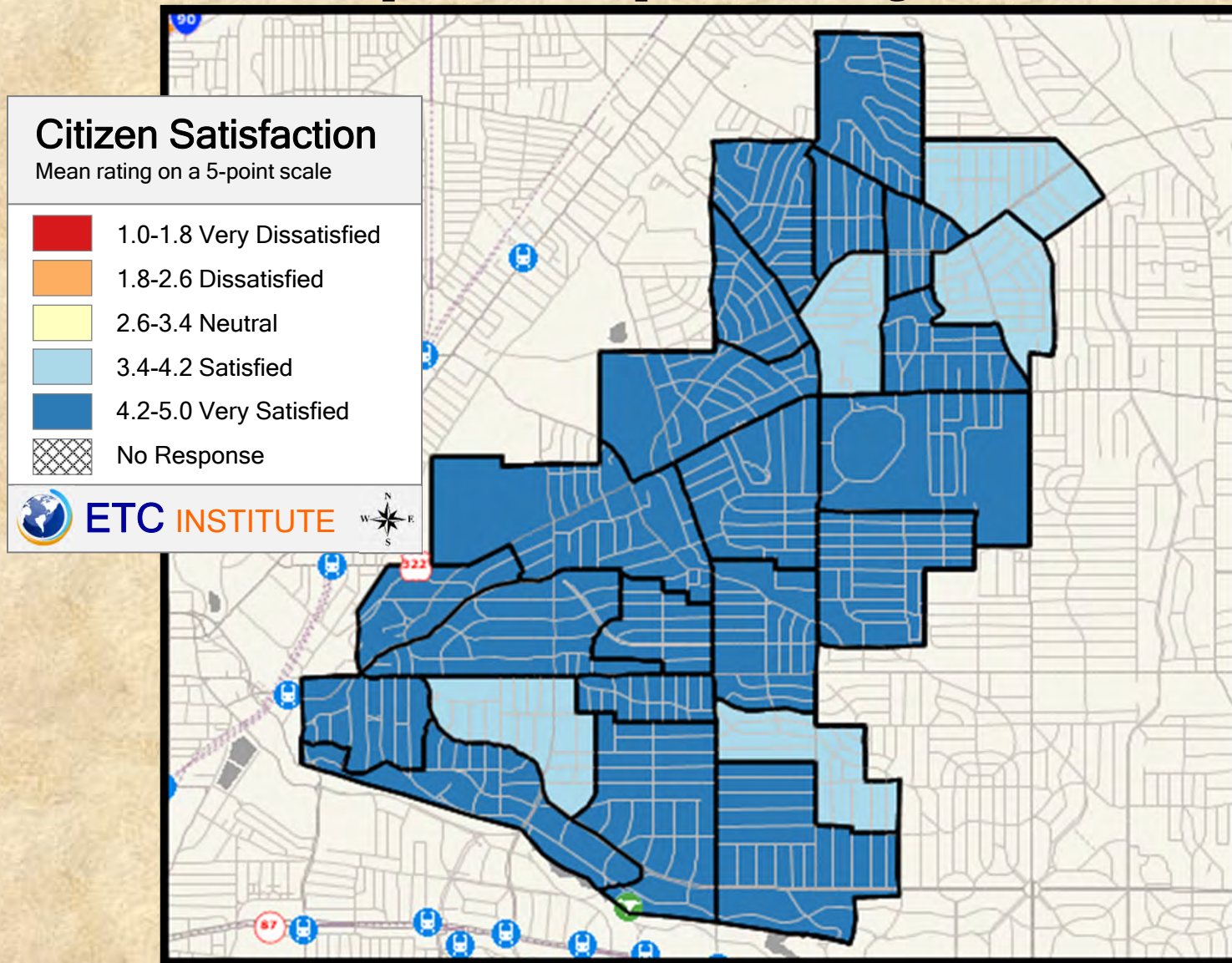
Q15-07 Level of Satisfaction with: Overall quality of police services



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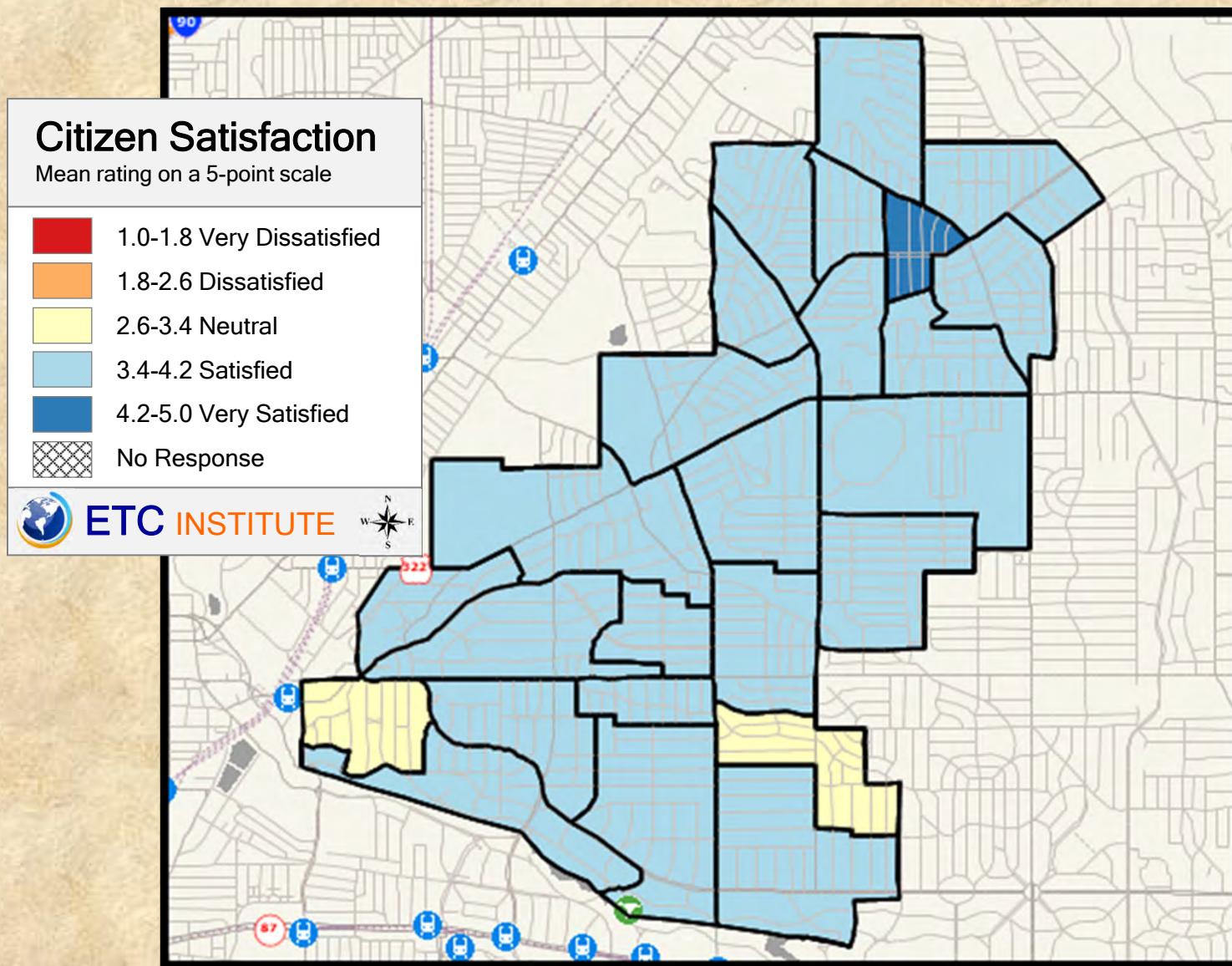
Q15-08 Level of Satisfaction with: How quickly fire personnel respond to emergencies



2020 City of Cleveland Heights Community Survey

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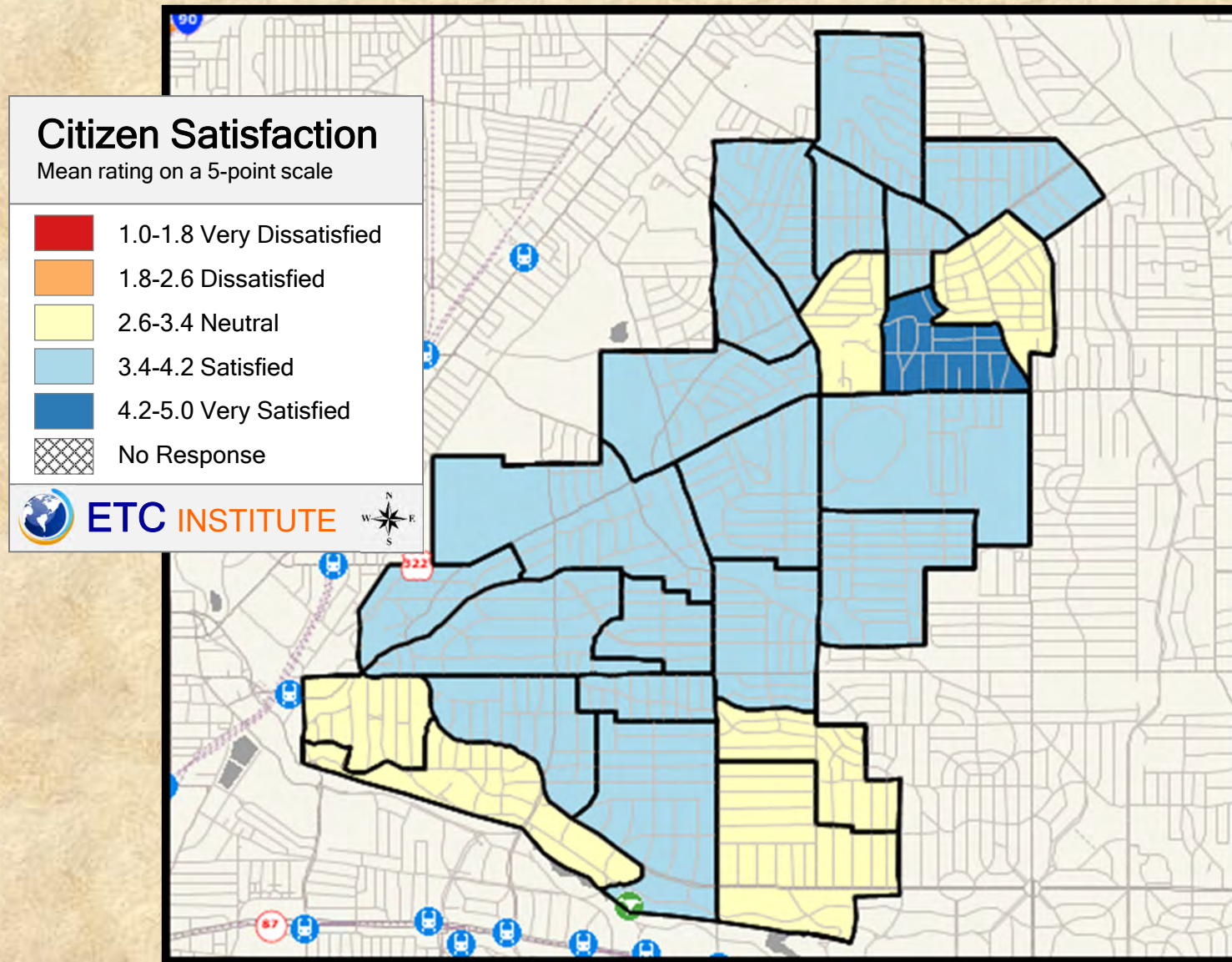
Q15-09 Level of Satisfaction with: Quality of the City's fire prevention programs



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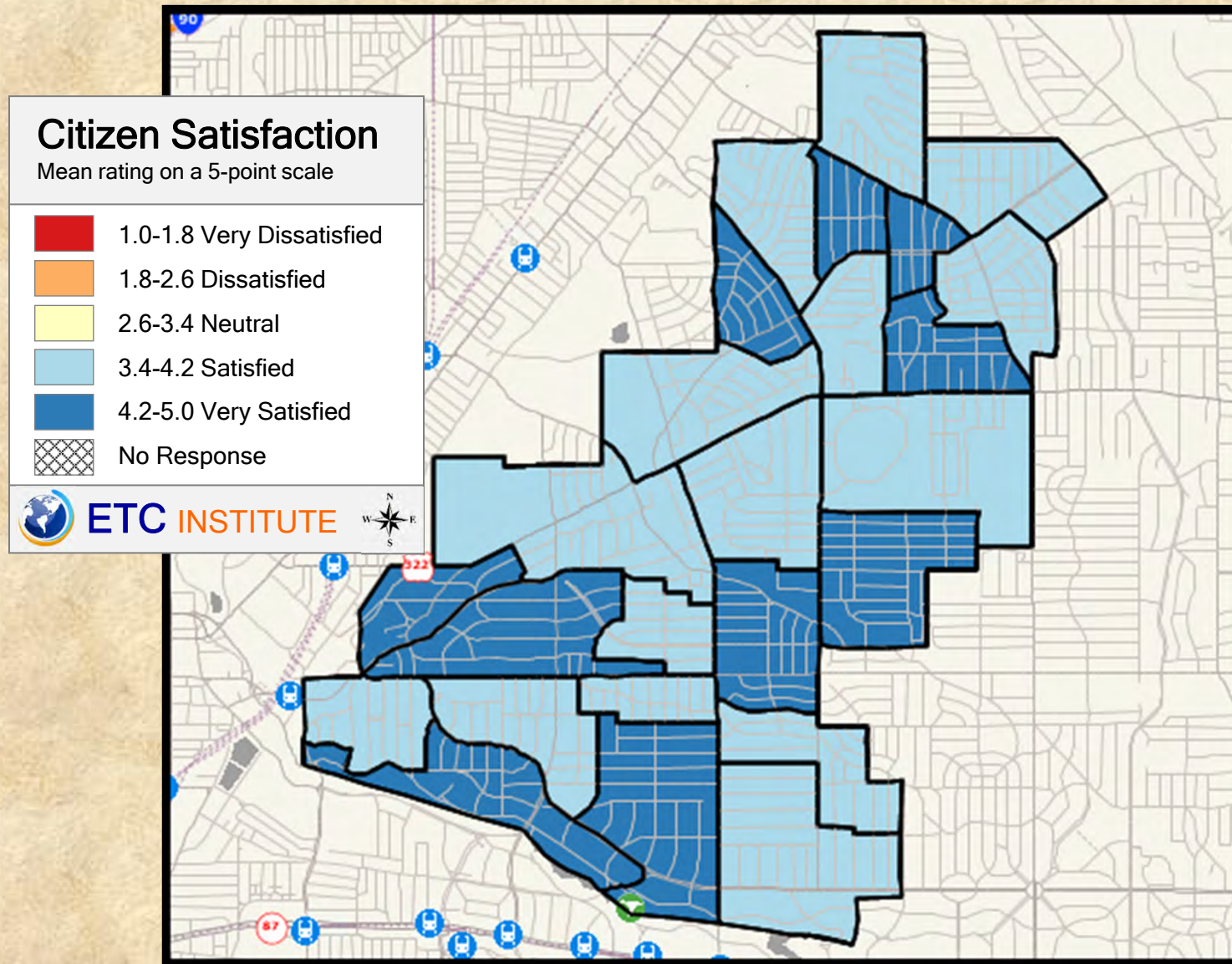
Q15-10 Level of Satisfaction with: Fire-related education programs



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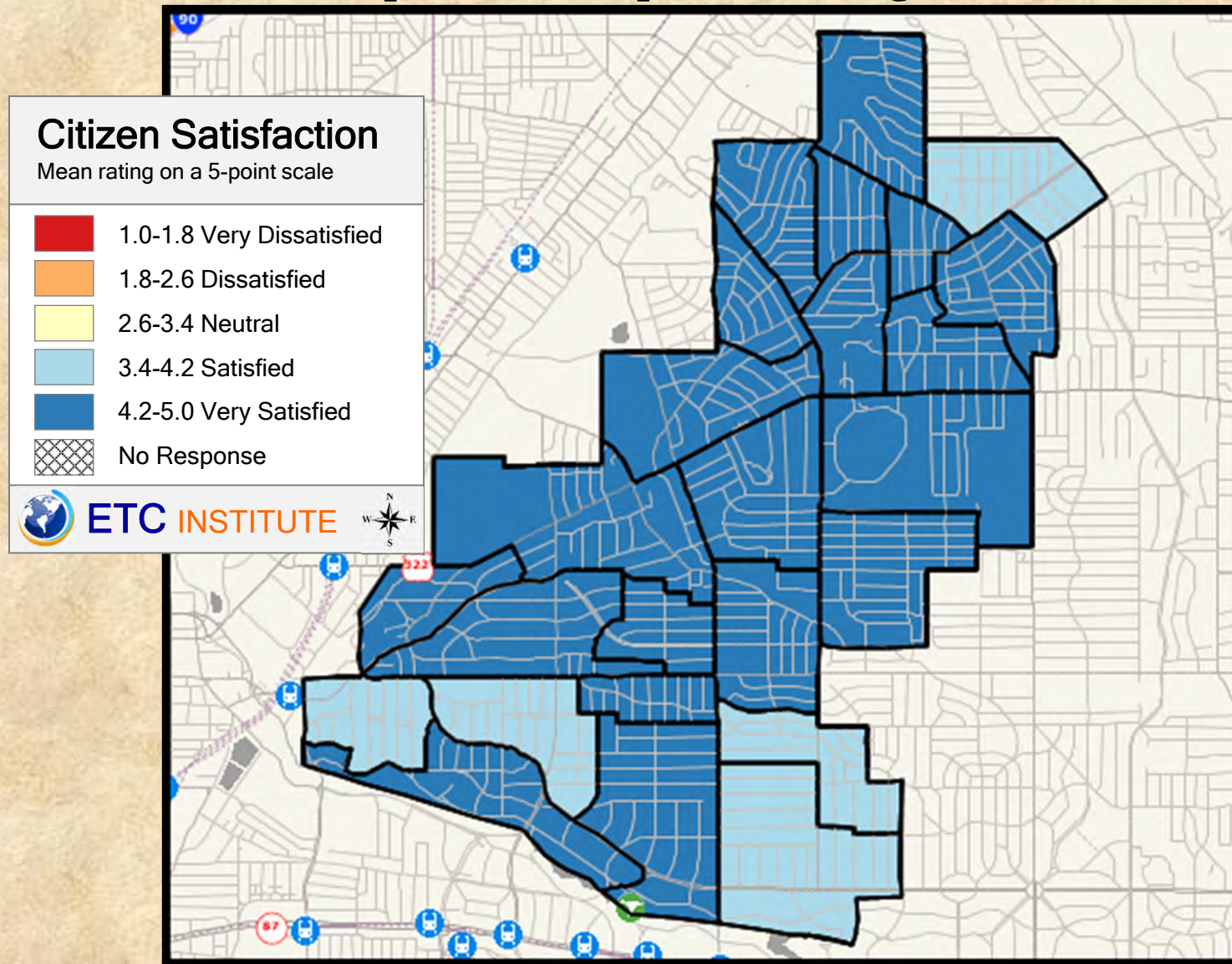
Q15-11 Level of Satisfaction with: Overall quality of local fire protection



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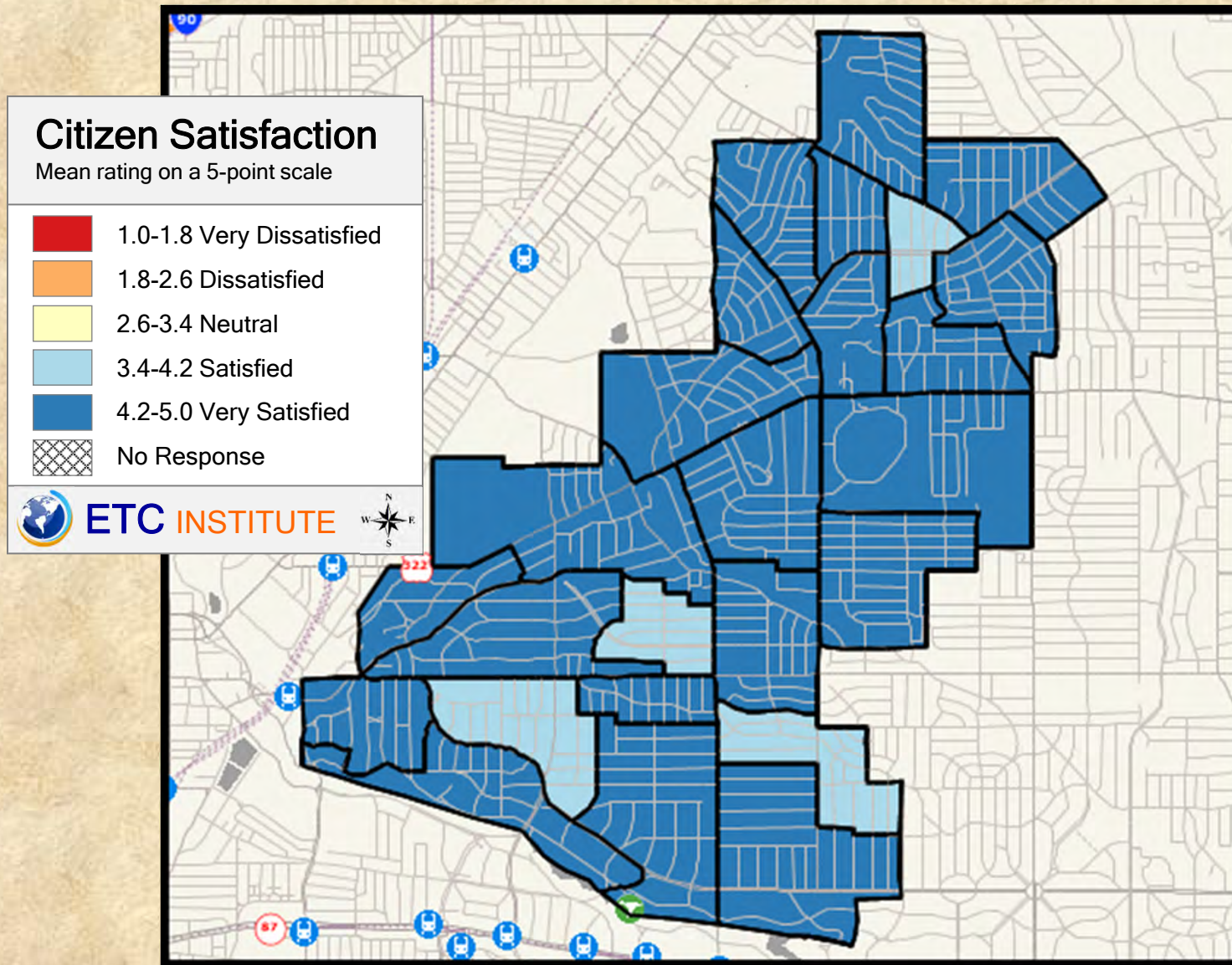
Q15-12 Level of Satisfaction with: How quickly ambulance personnel respond to emergencies



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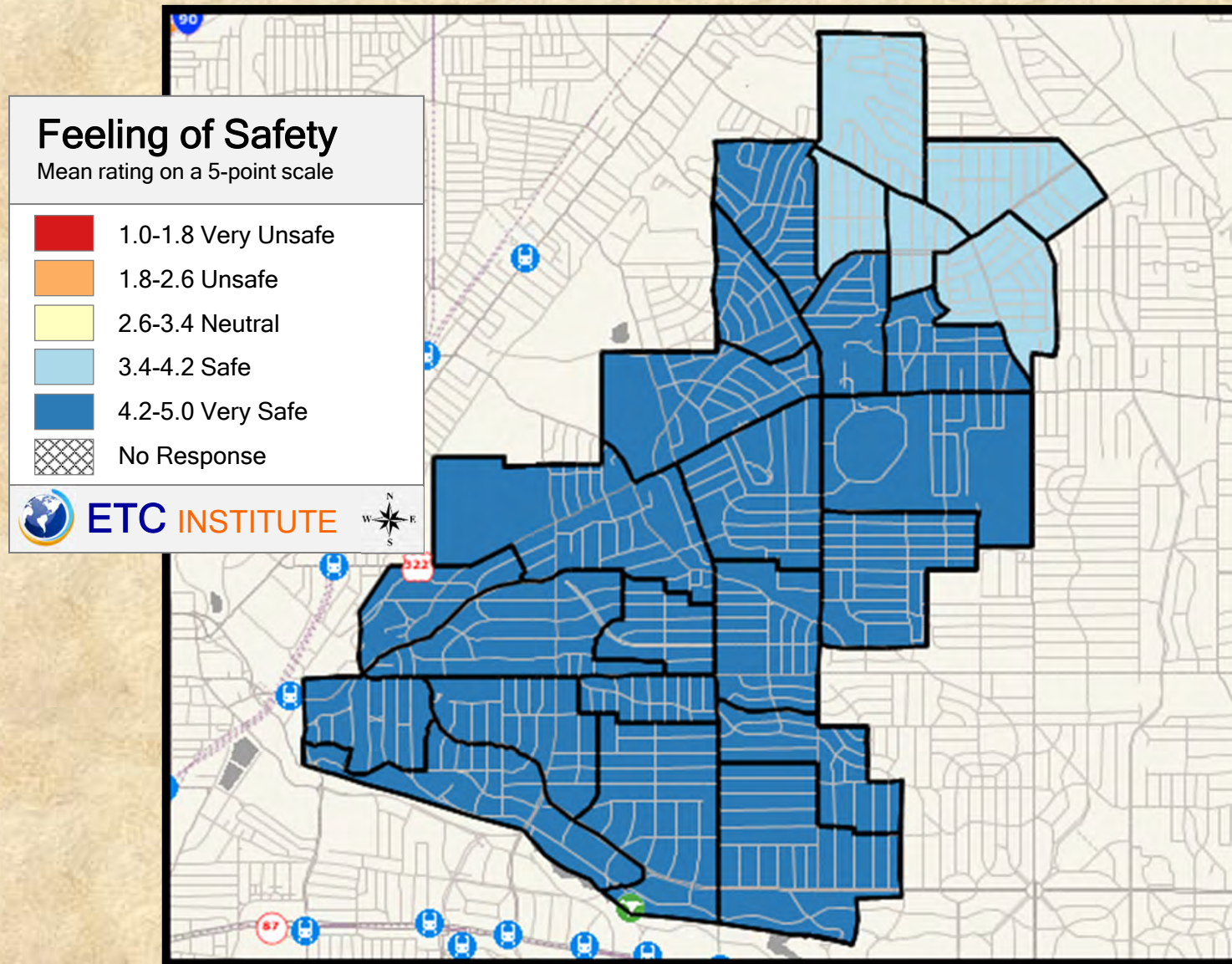
Q15-13 Level of Satisfaction with: Overall quality of ambulance service



2020 City of Cleveland Heights Community Survey

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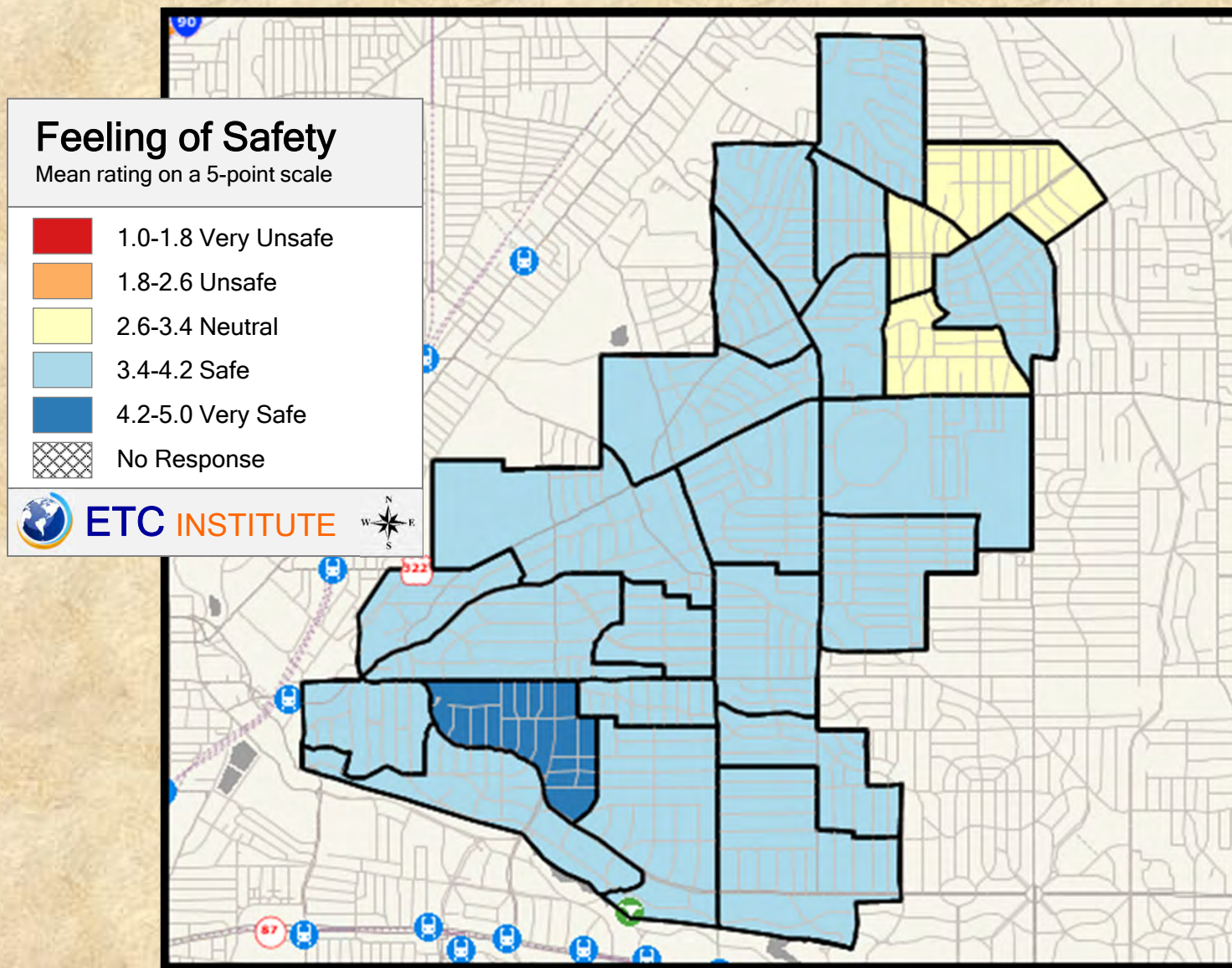
Q17-1 Feeling of safety: In your neighborhood during the day



2020 City of Cleveland Heights Community Survey

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

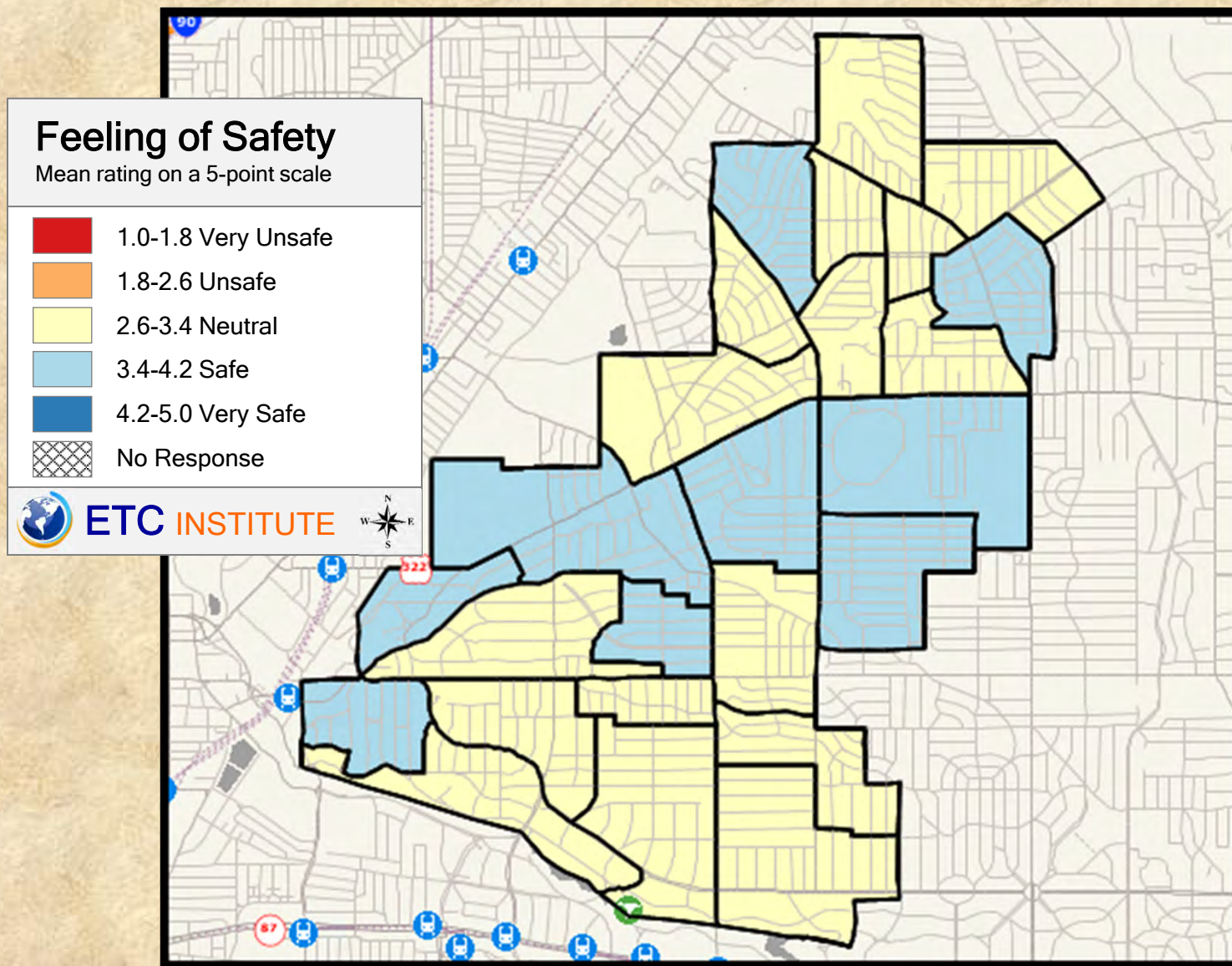
Q17-2 Feeling of safety: In your neighborhood at night



2020 City of Cleveland Heights Community Survey

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

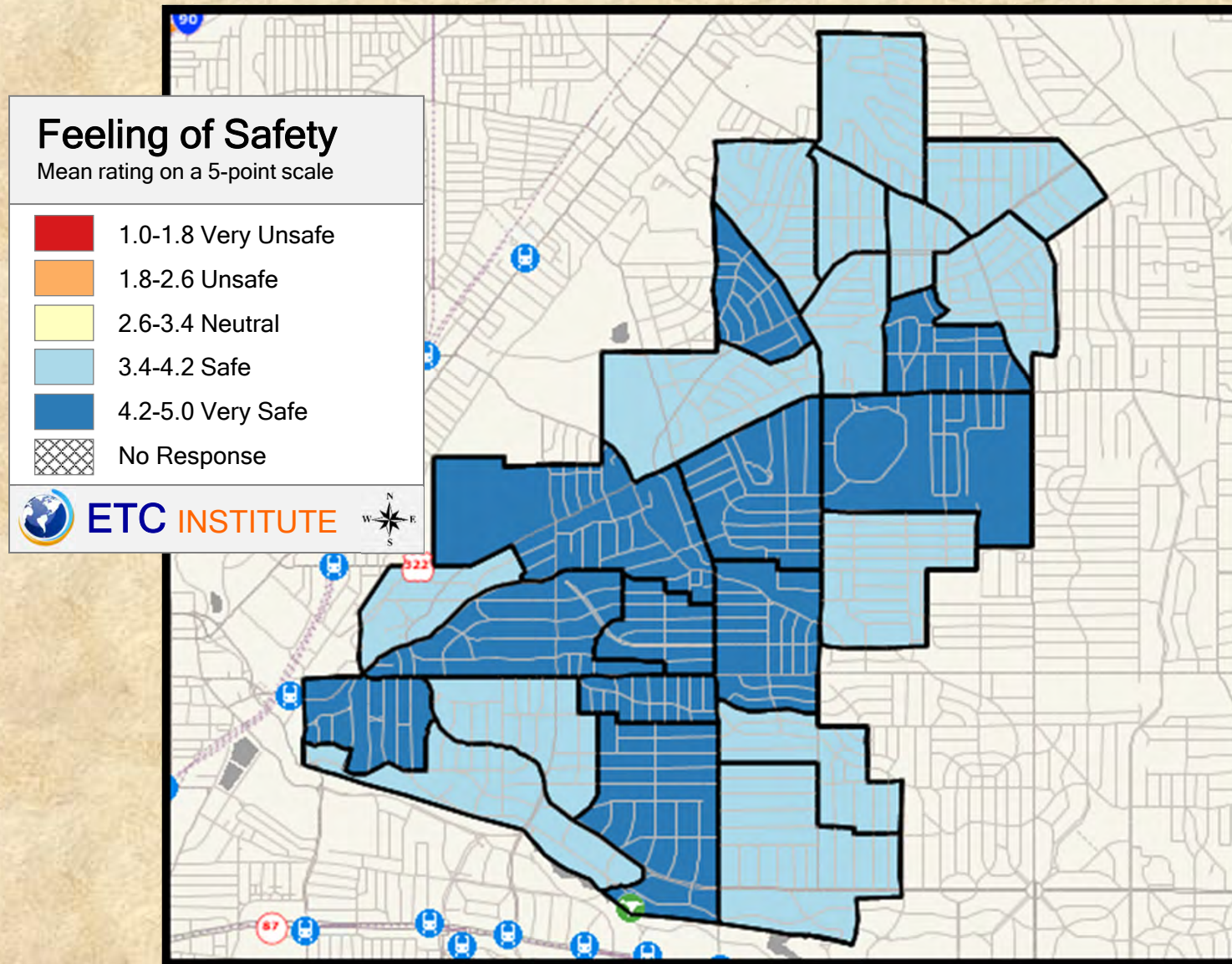
Q17-3 Feeling of safety: In City parks



2020 City of Cleveland Heights Community Survey

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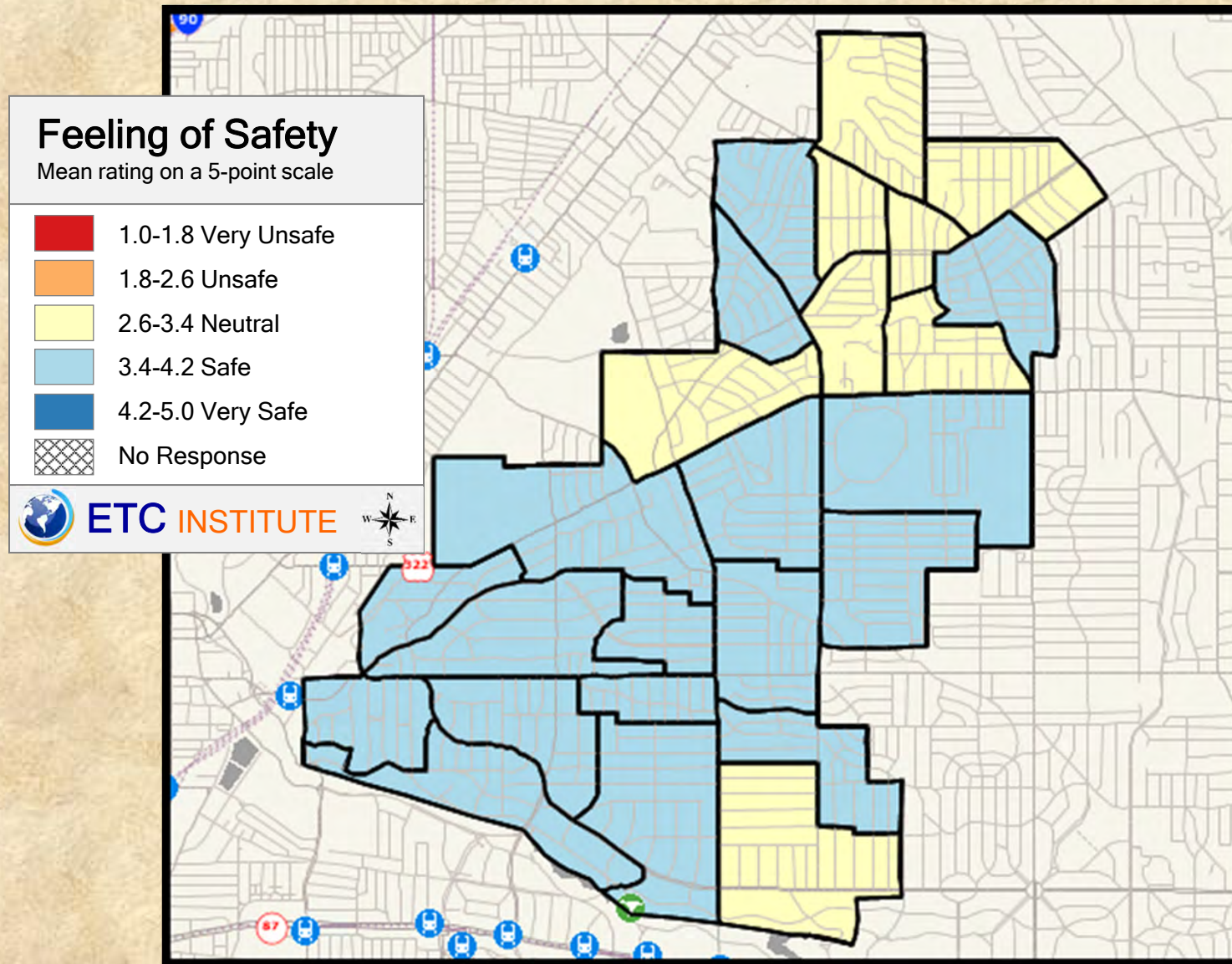
Q17-4 Feeling of safety: In commercial and retail areas during the day



2020 City of Cleveland Heights Community Survey

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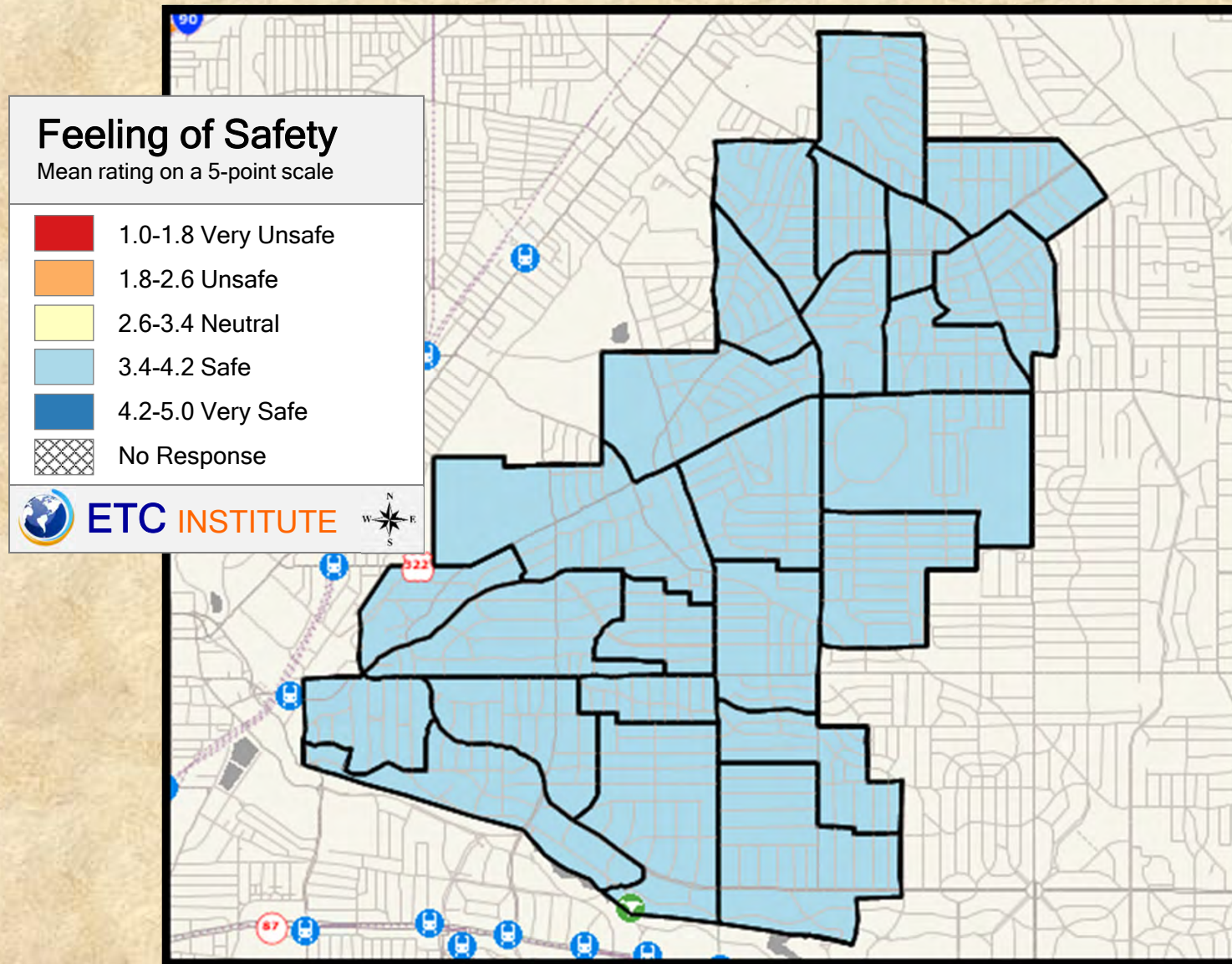
Q17-5 Feeling of safety: In commercial and retail areas at night



2020 City of Cleveland Heights Community Survey

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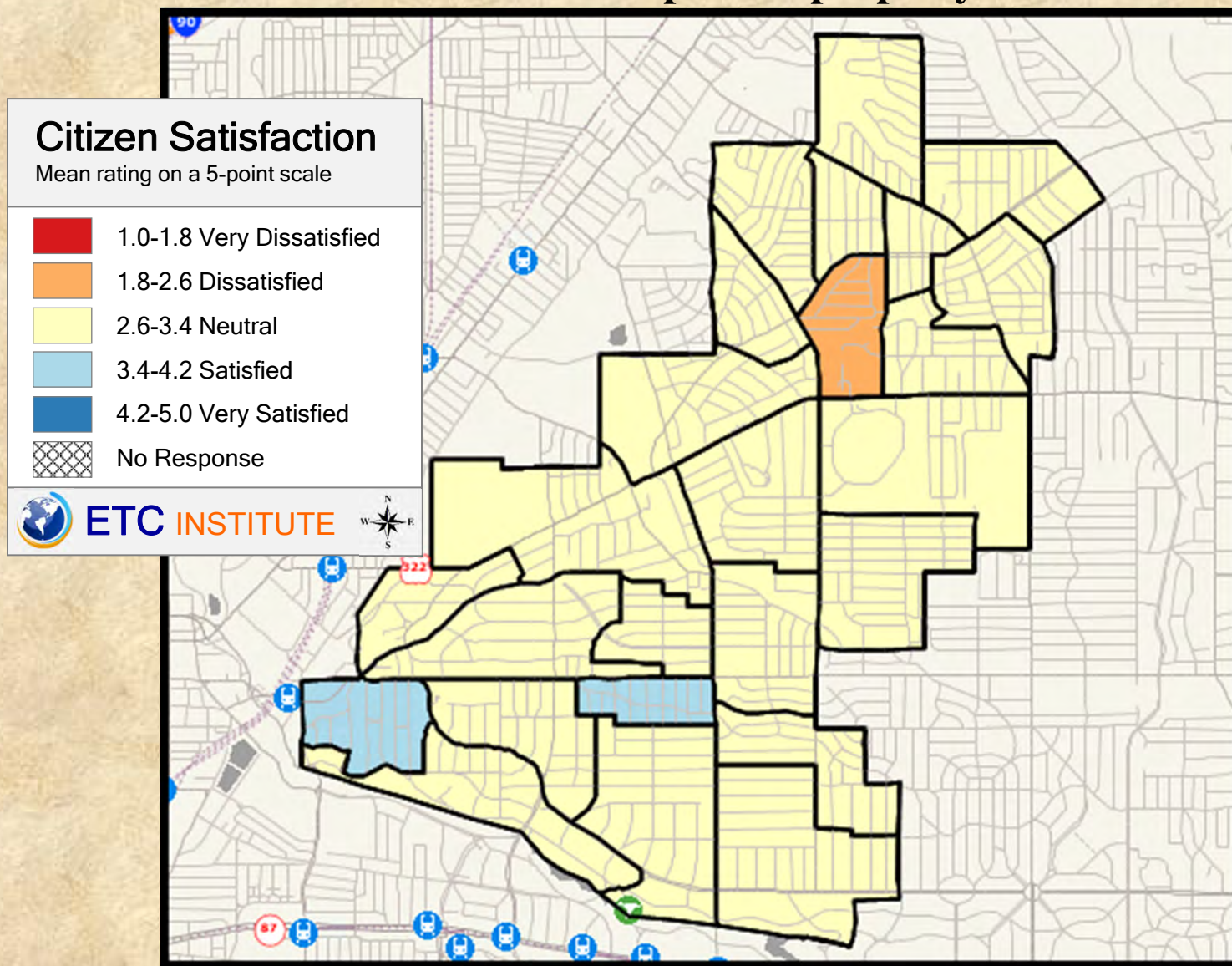
Q17-6 Feeling of safety: Overall feeling of safety in Cleveland Heights



2020 City of Cleveland Heights Community Survey

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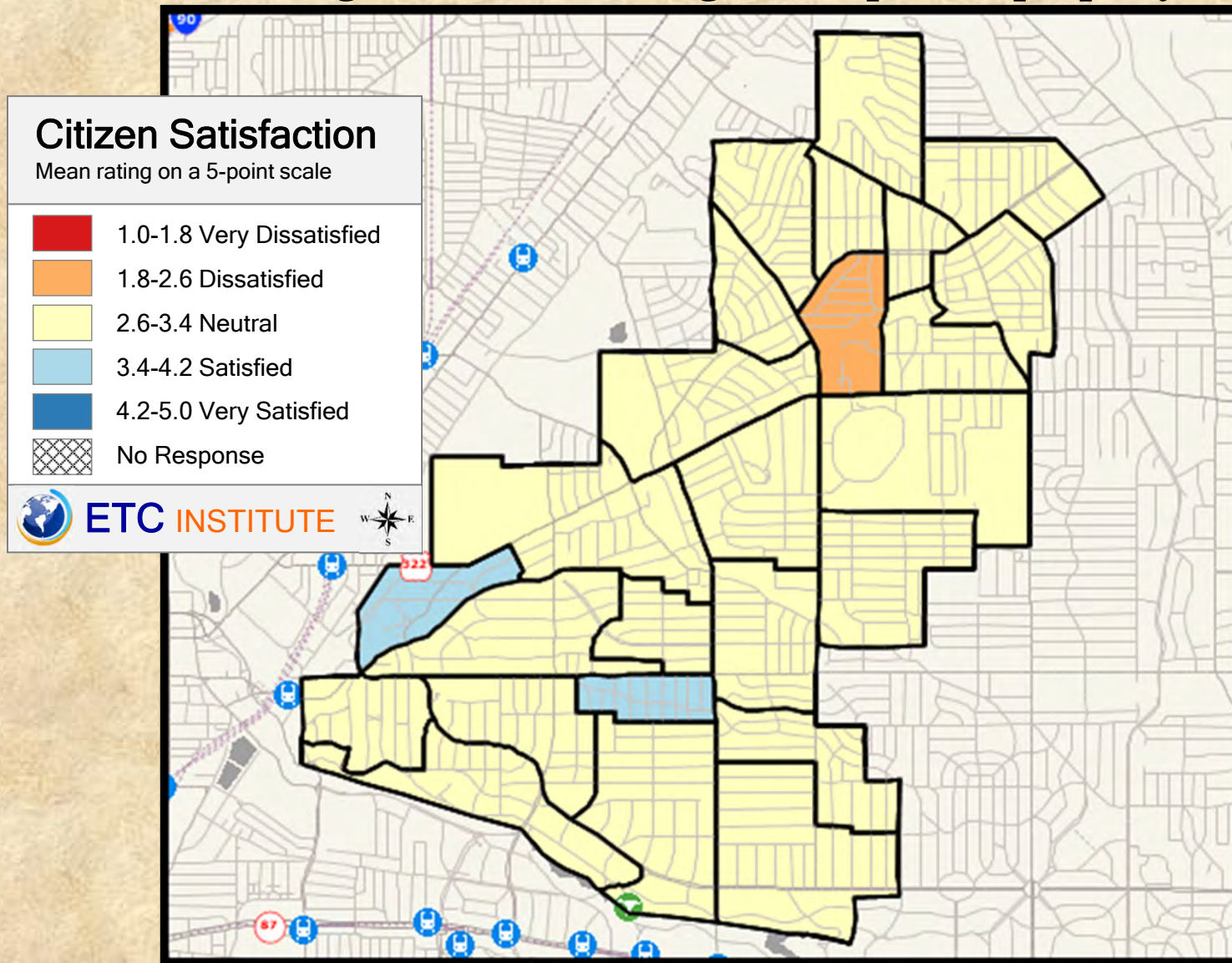
Q18-1 Level of Satisfaction with: Enforcing the clean-up of debris on private property



2020 City of Cleveland Heights Community Survey

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

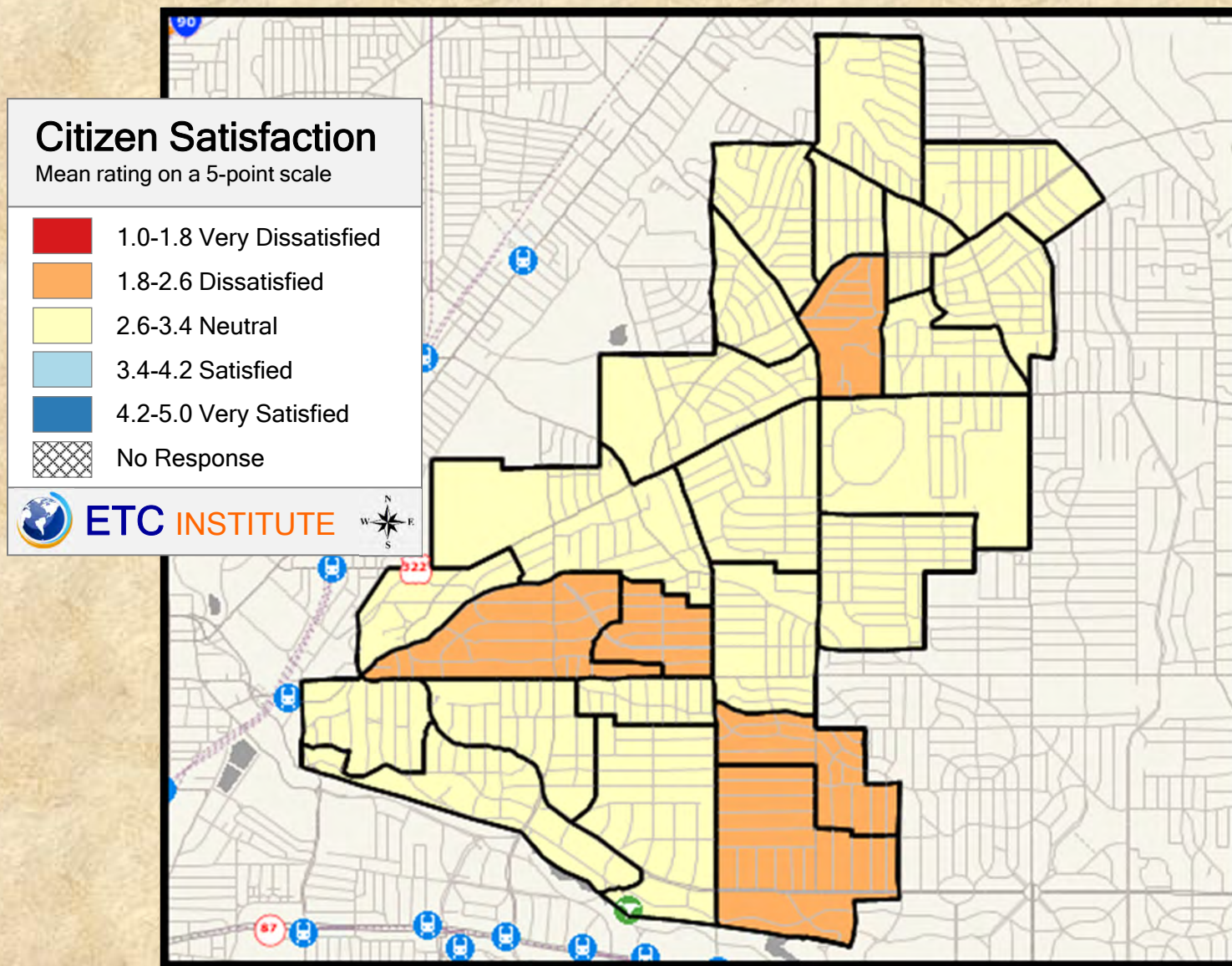
Q18-2 Level of Satisfaction with: Enforcing the mowing and cutting of weeds and tall grass on private property



2020 City of Cleveland Heights Community Survey

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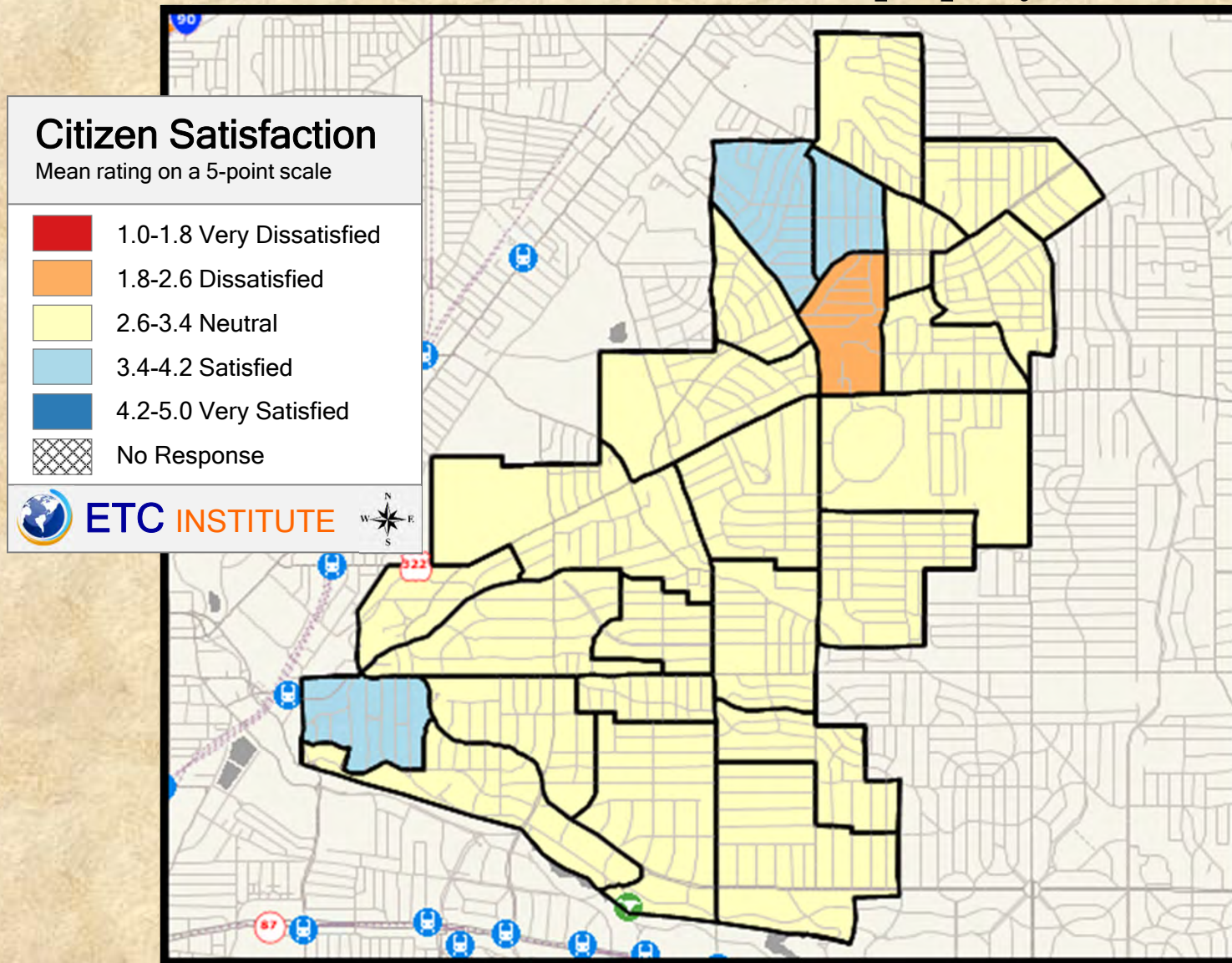
Q18-3 Level of Satisfaction with: Enforcing snow removal on sidewalks



2020 City of Cleveland Heights Community Survey

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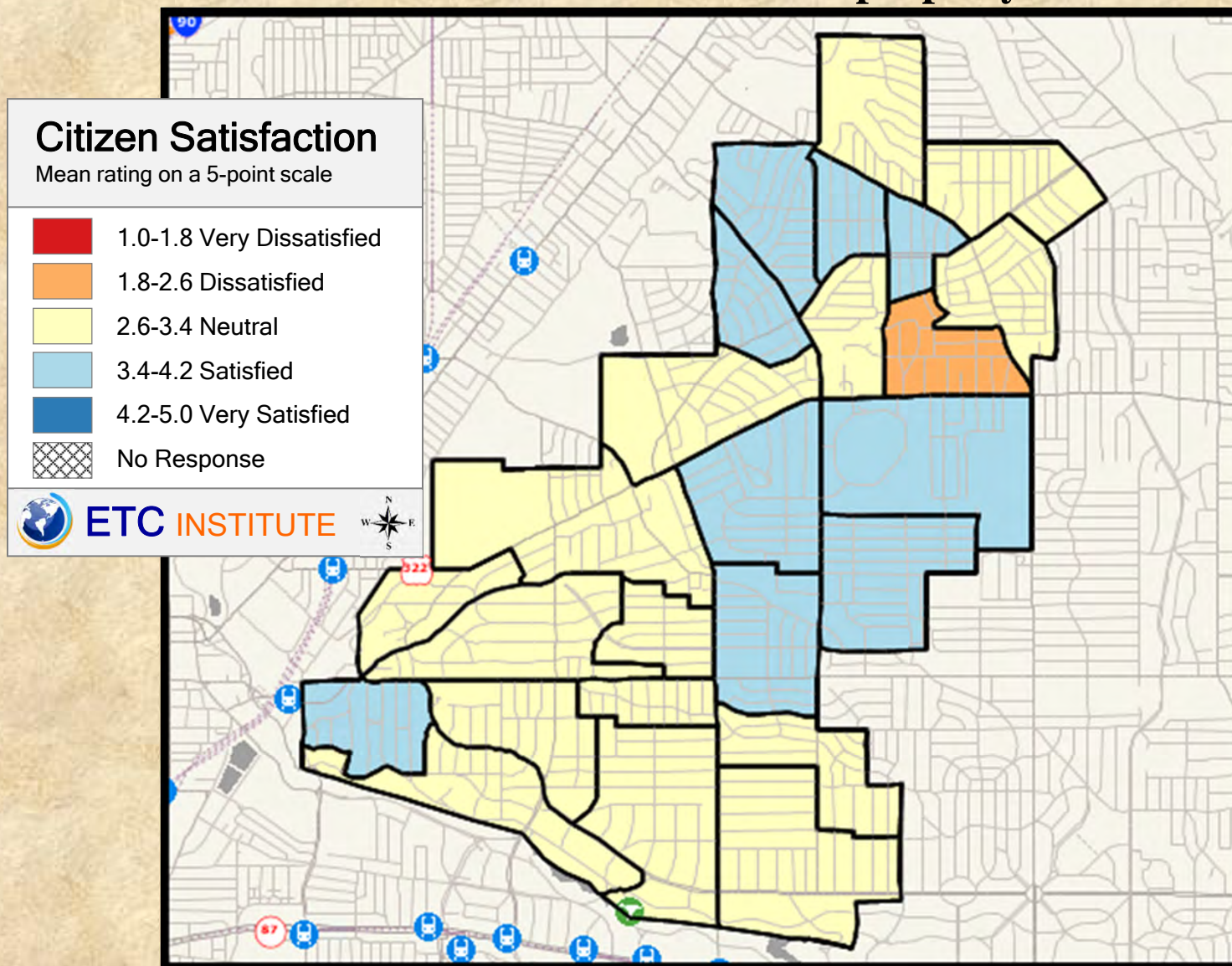
Q18-4 Level of Satisfaction with: Enforcing the exterior maintenance of residential property



2020 City of Cleveland Heights Community Survey

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

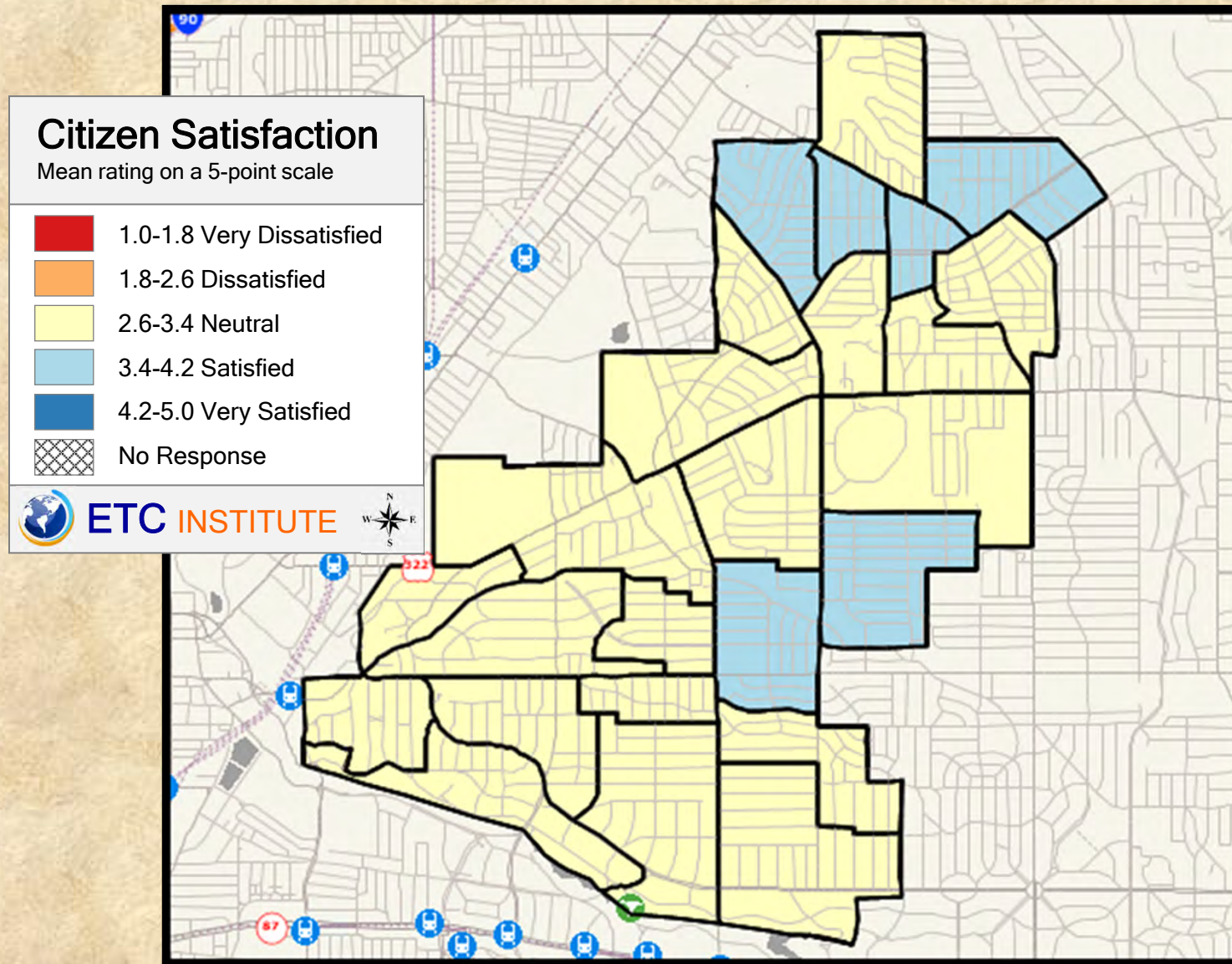
Q18-5 Level of Satisfaction with: Enforcing the exterior maintenance of business property



2020 City of Cleveland Heights Community Survey

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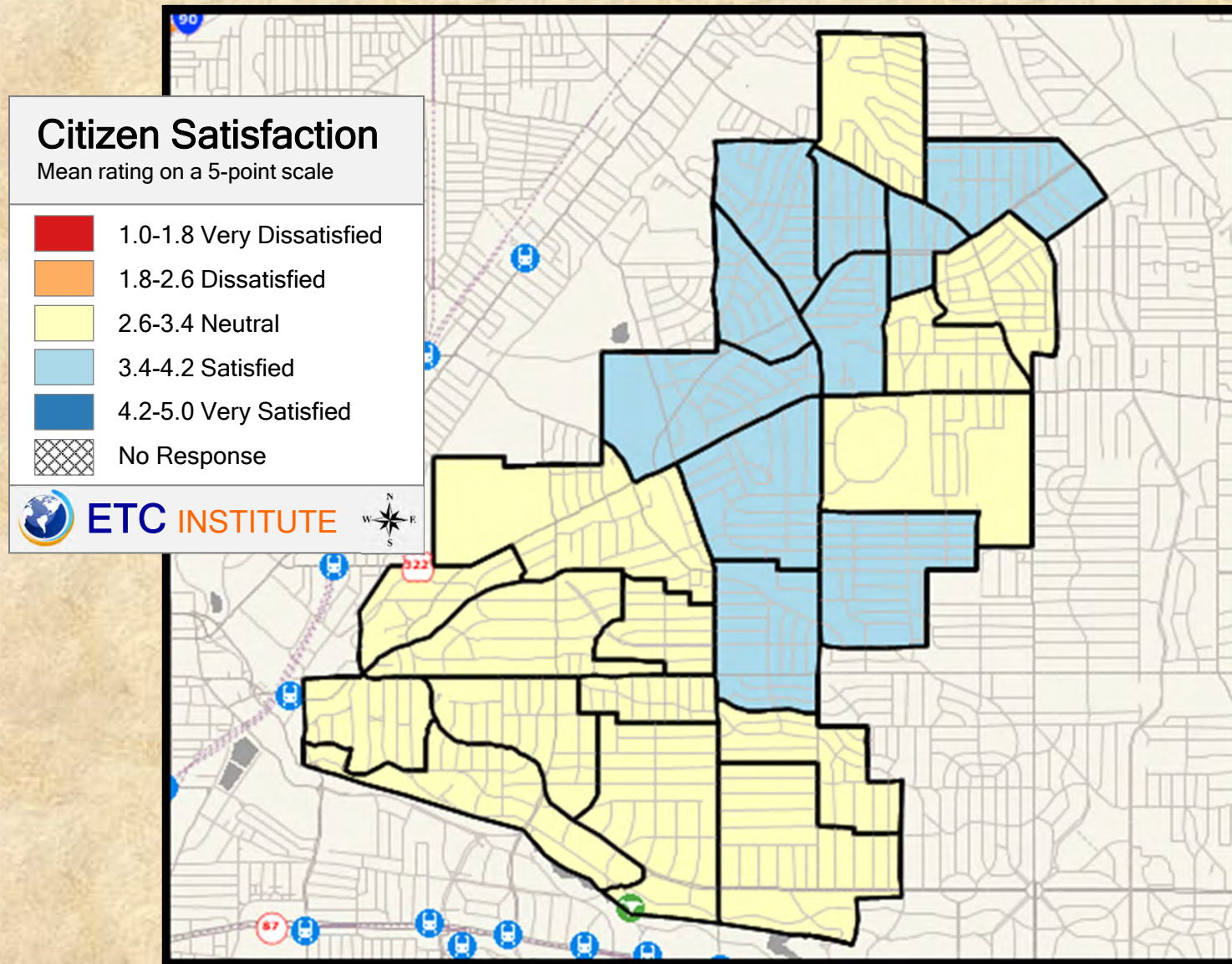
Q18-6 Level of Satisfaction with: Overall quality of the building and permit process



2020 City of Cleveland Heights Community Survey

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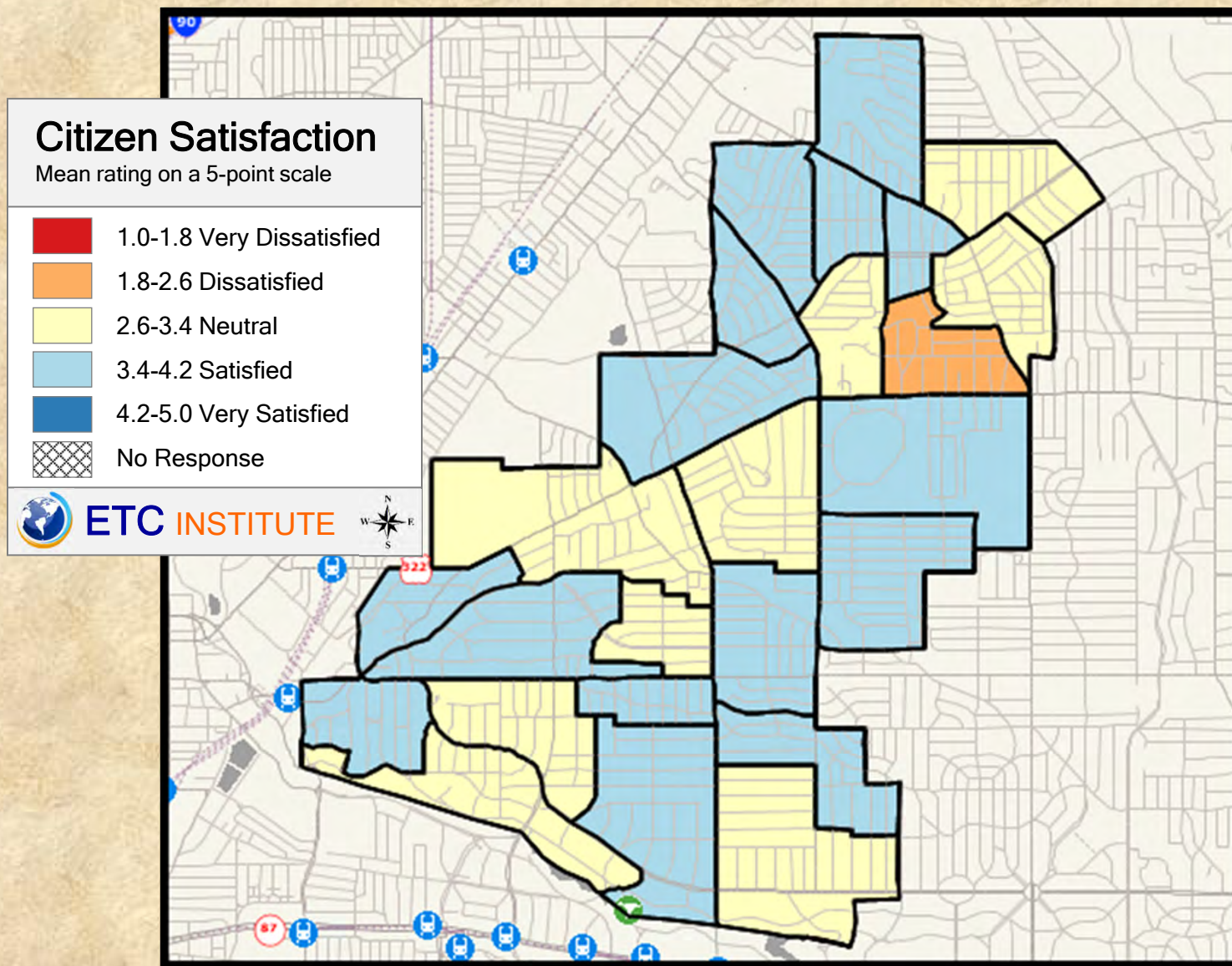
Q20-1 Level of Satisfaction with: Availability of public transportation



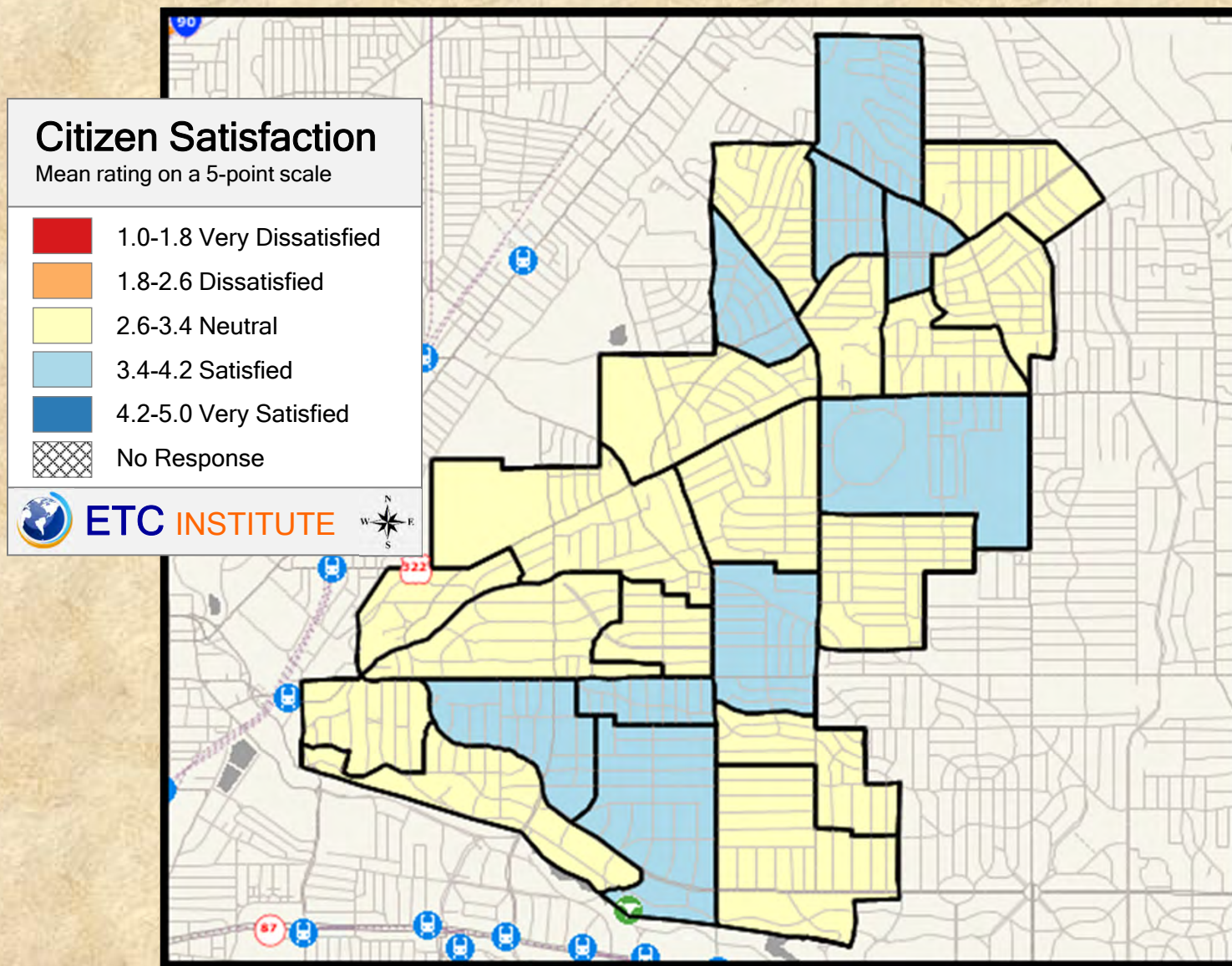
2020 City of Cleveland Heights Community Survey

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

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



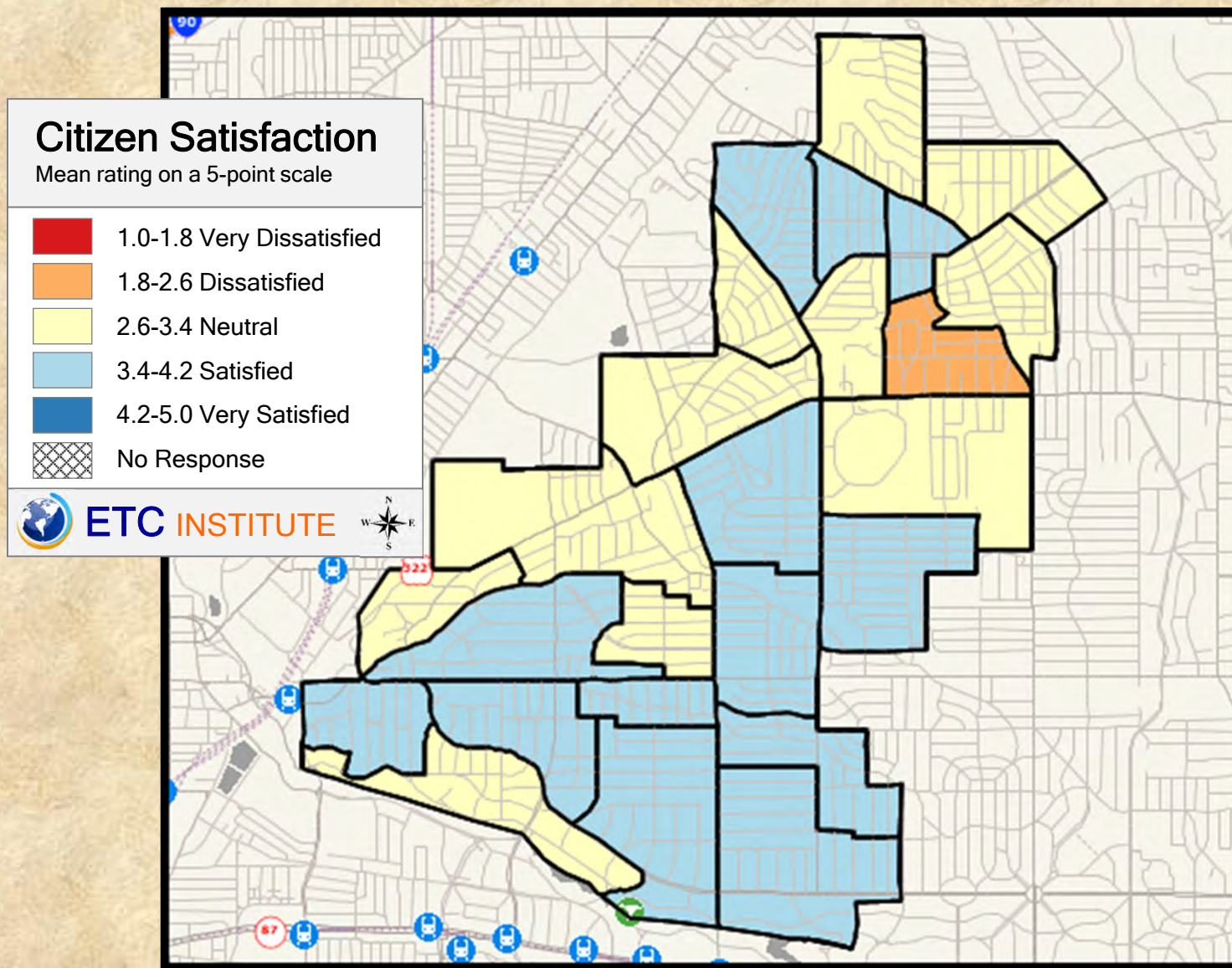
Q20-3 Level of Satisfaction with: Condition of sidewalks in the City



2020 City of Cleveland Heights Community Survey

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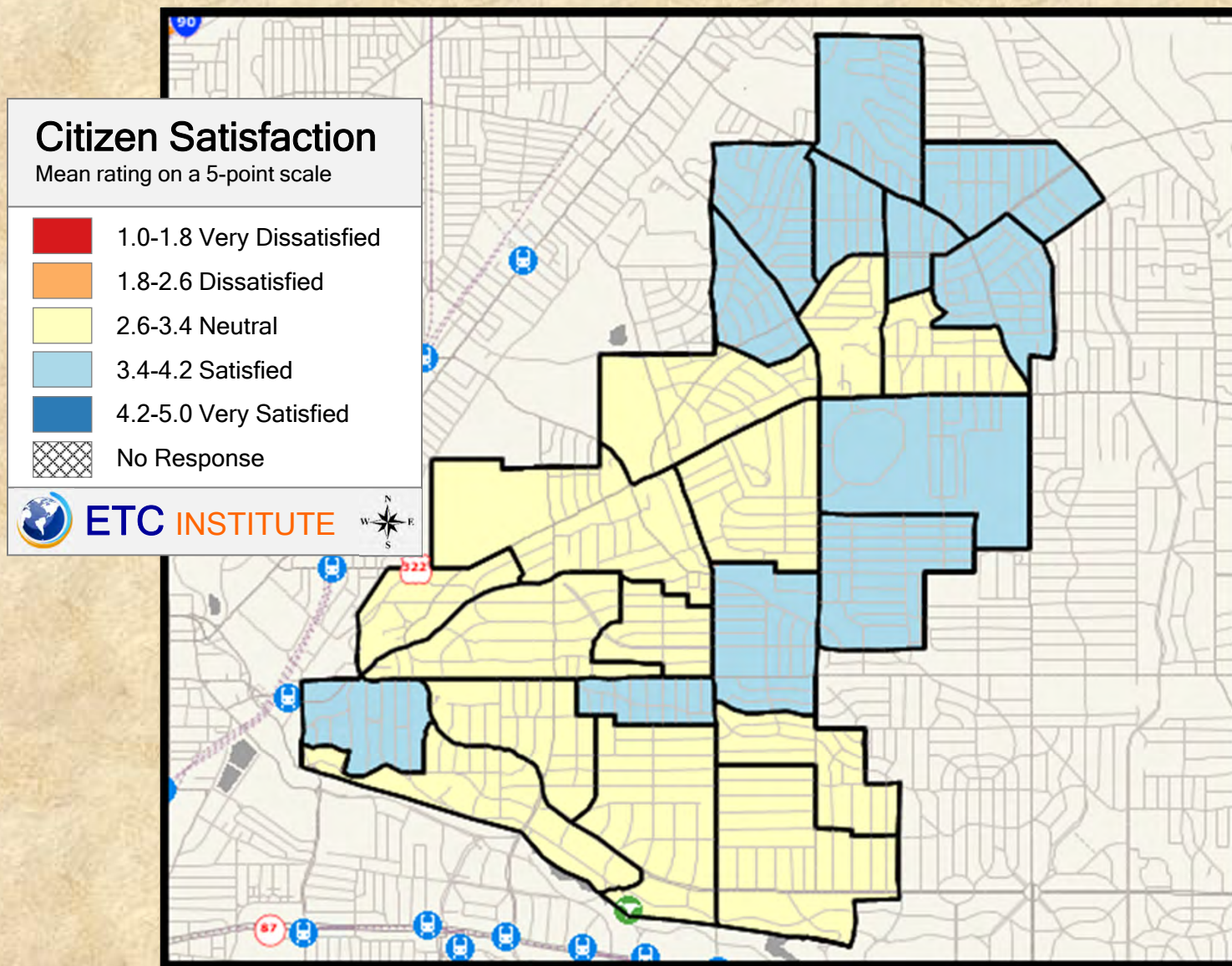
Q20-4 Level of Satisfaction with: Convenience of parking in the City



2020 City of Cleveland Heights Community Survey

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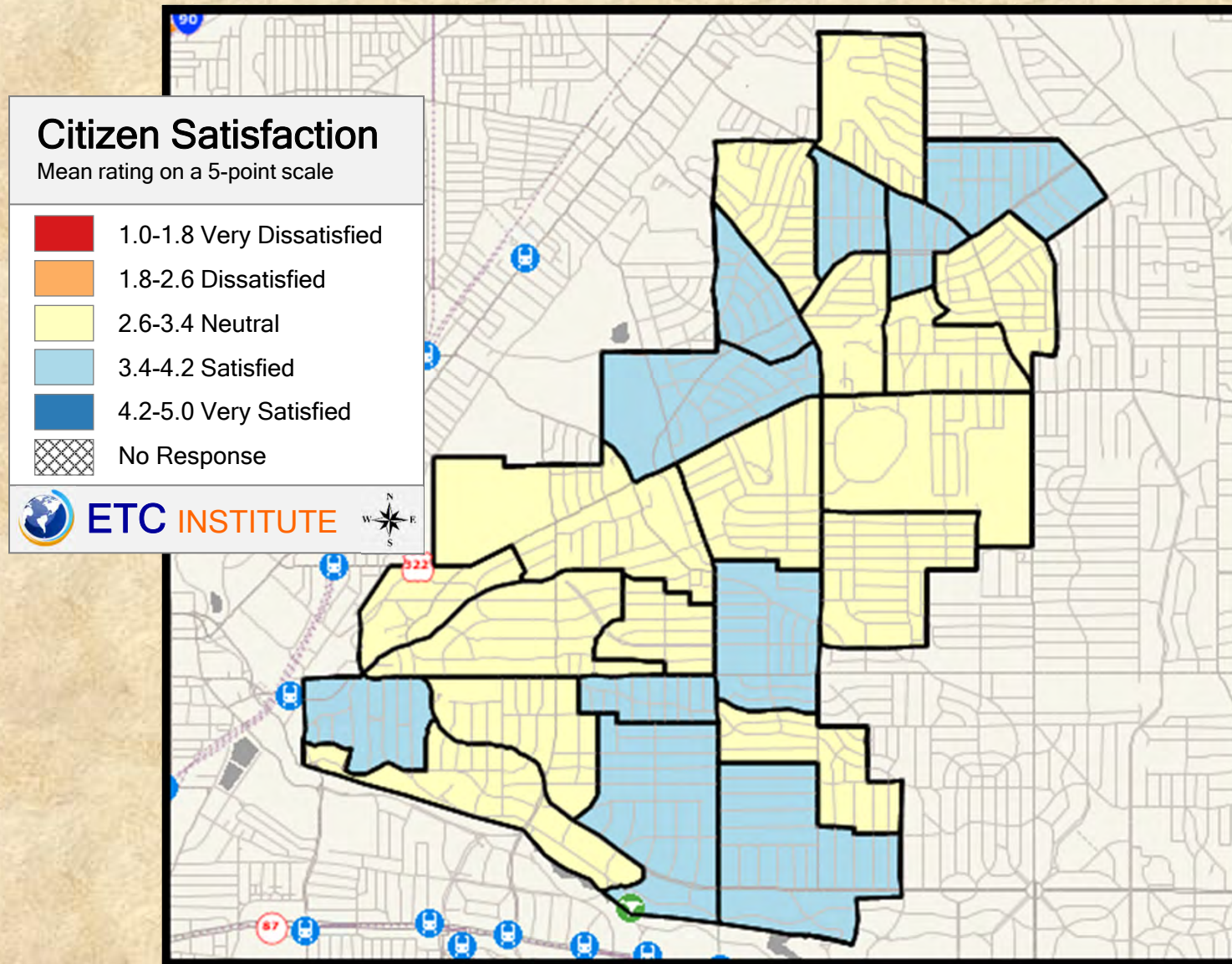
Q21-1 Level of Satisfaction with: Maintenance of major city streets



2020 City of Cleveland Heights Community Survey

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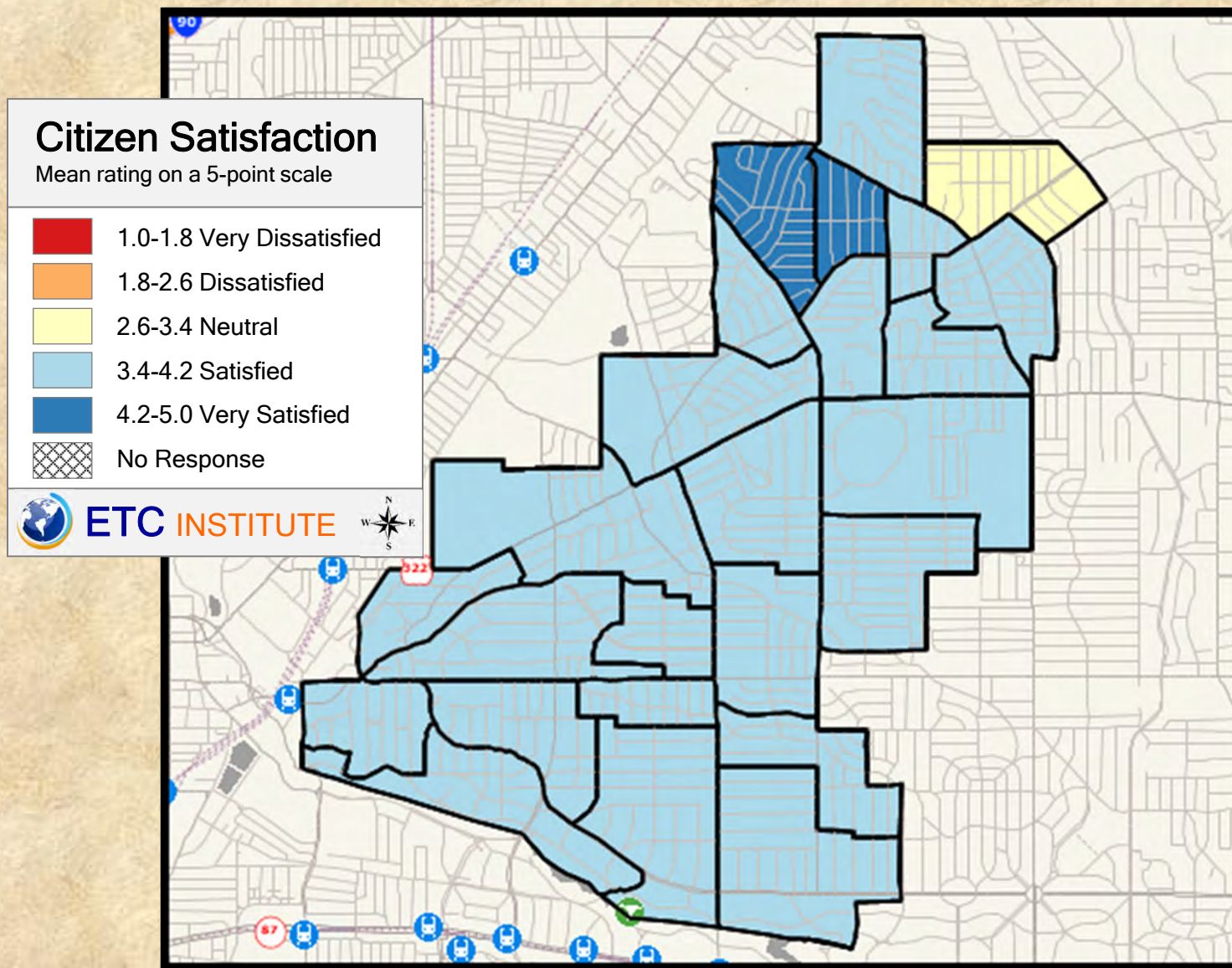
Q21-2 Level of Satisfaction with: Maintenance of streets in your neighborhood



2020 City of Cleveland Heights Community Survey

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

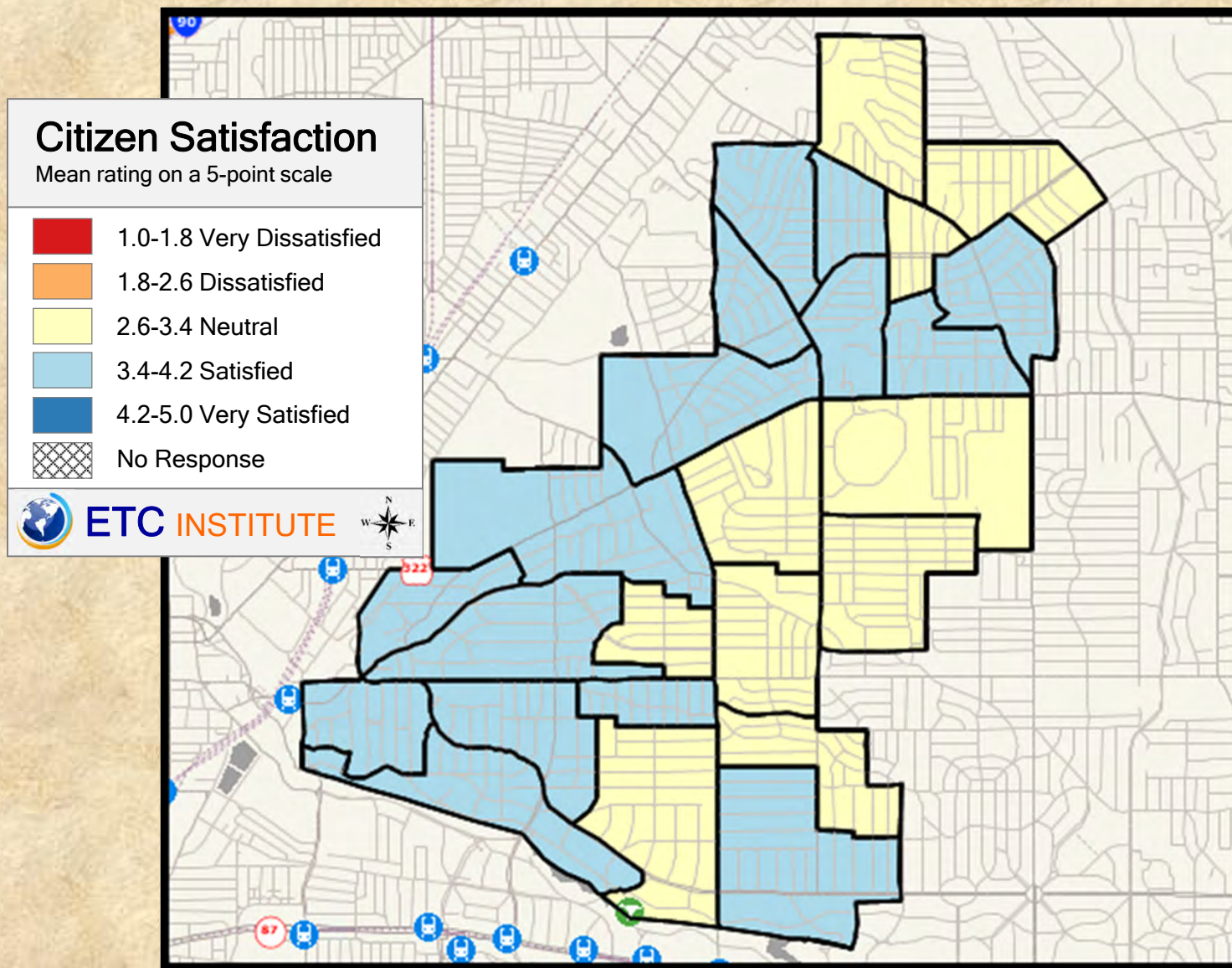
Q21-3 Level of Satisfaction with: Snow removal on major City streets



2020 City of Cleveland Heights Community Survey

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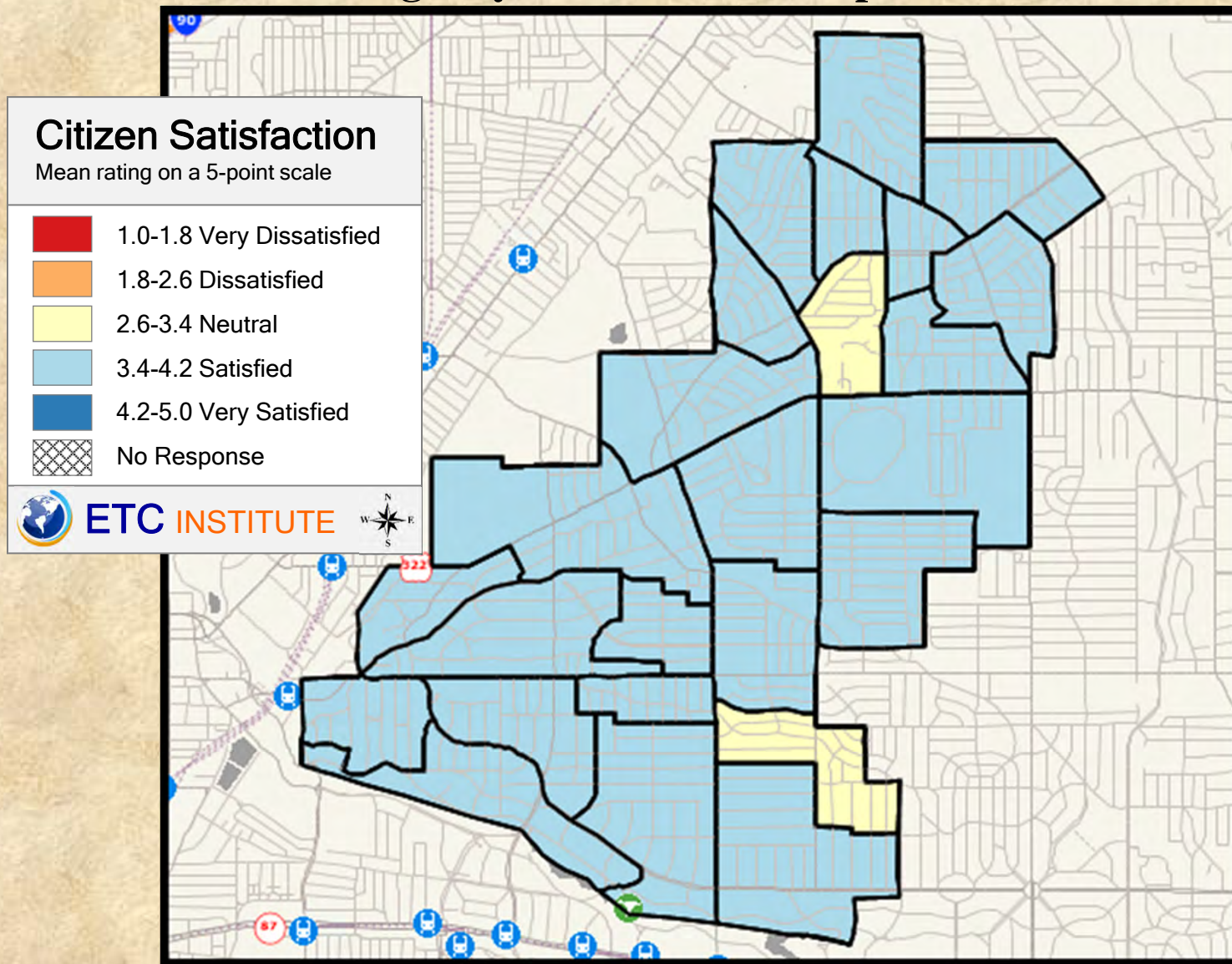
Q21-4 Level of Satisfaction with: Snow removal on streets in your neighborhood



2020 City of Cleveland Heights Community Survey

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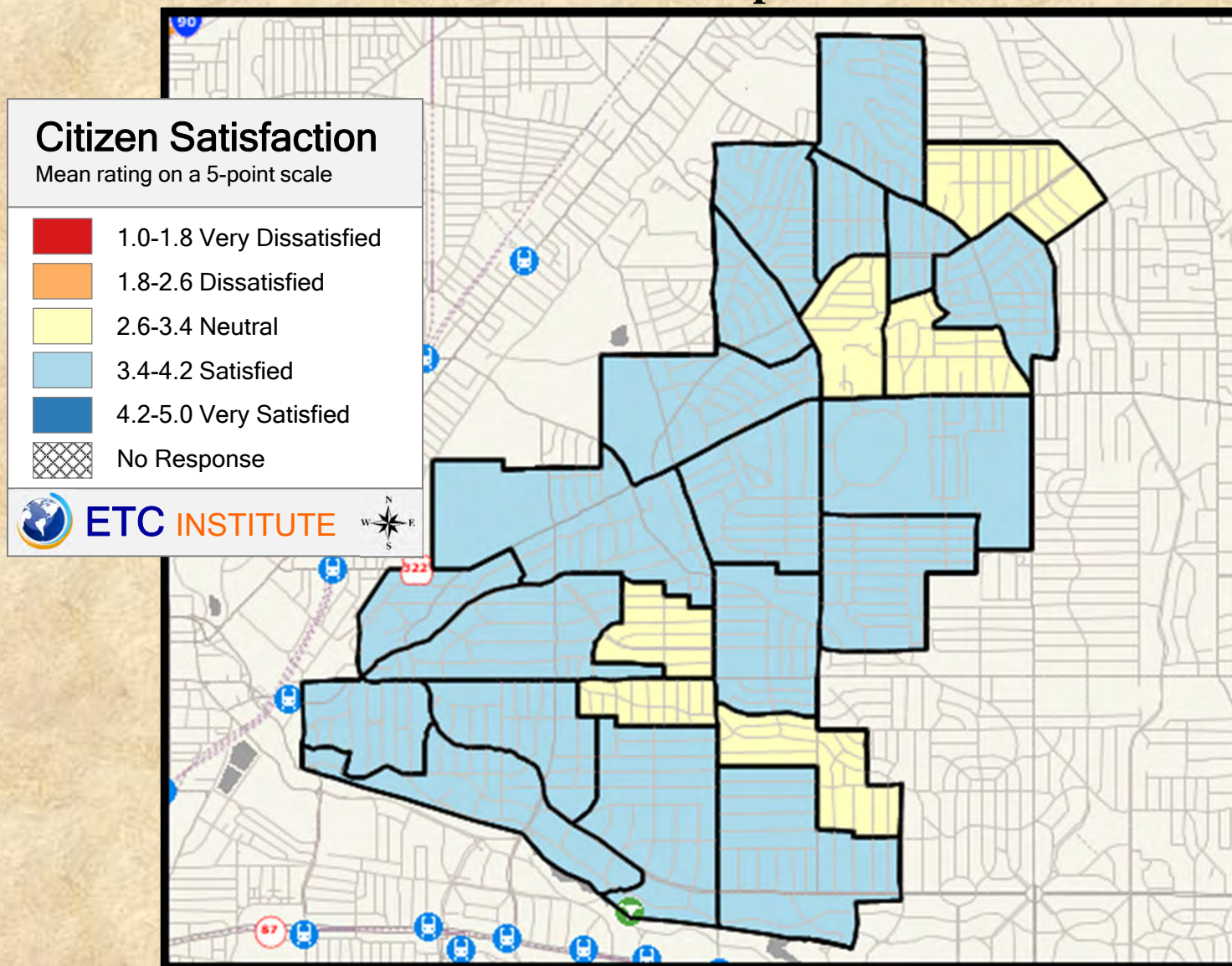
Q21-5 Level of Satisfaction with: Mowing and trimming along City streets and other public areas



2020 City of Cleveland Heights Community Survey

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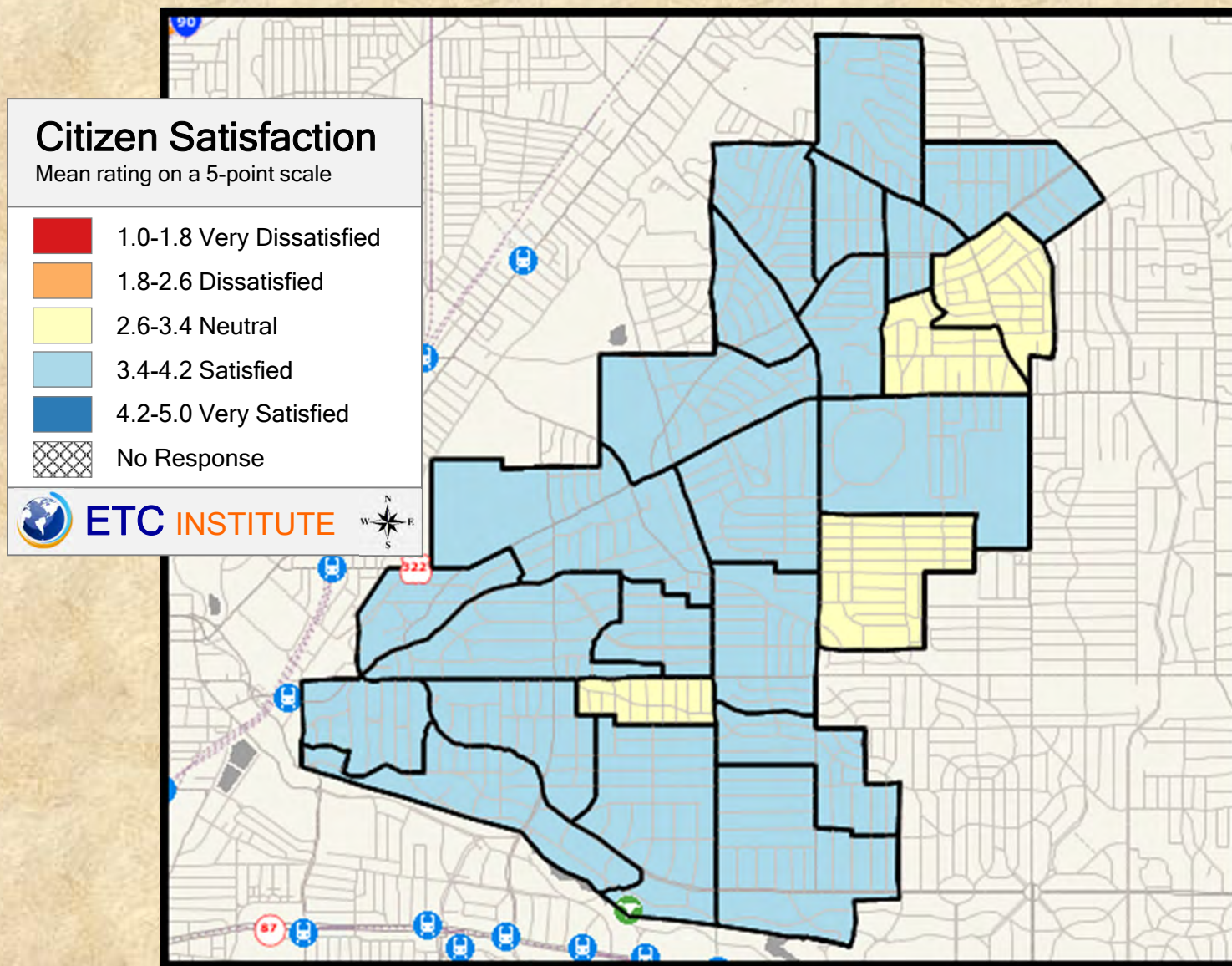
Q21-6 Level of Satisfaction with: Overall cleanliness of City streets and other public areas



2020 City of Cleveland Heights Community Survey

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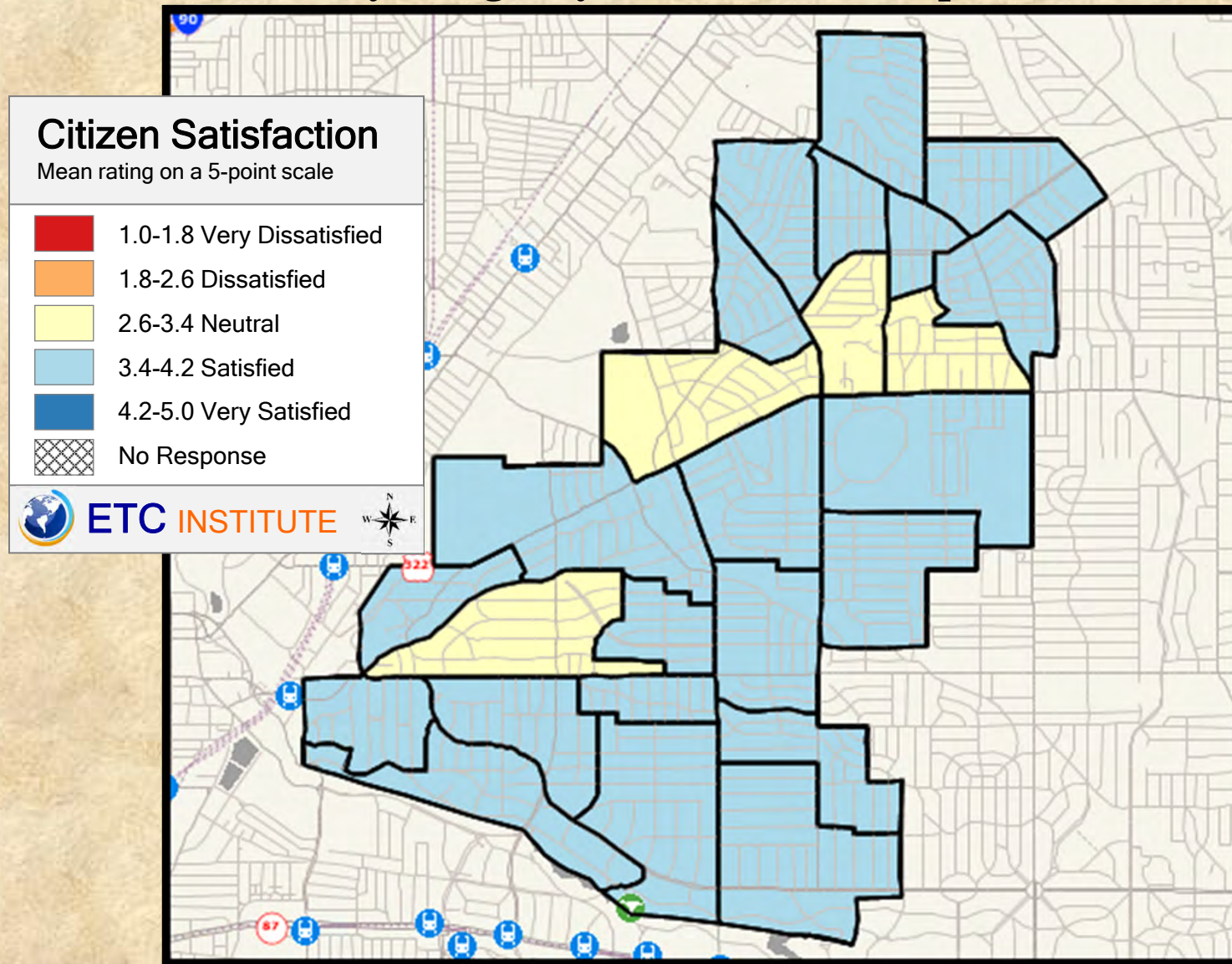
Q21-7 Level of Satisfaction with: Adequacy of city street lighting



2020 City of Cleveland Heights Community Survey

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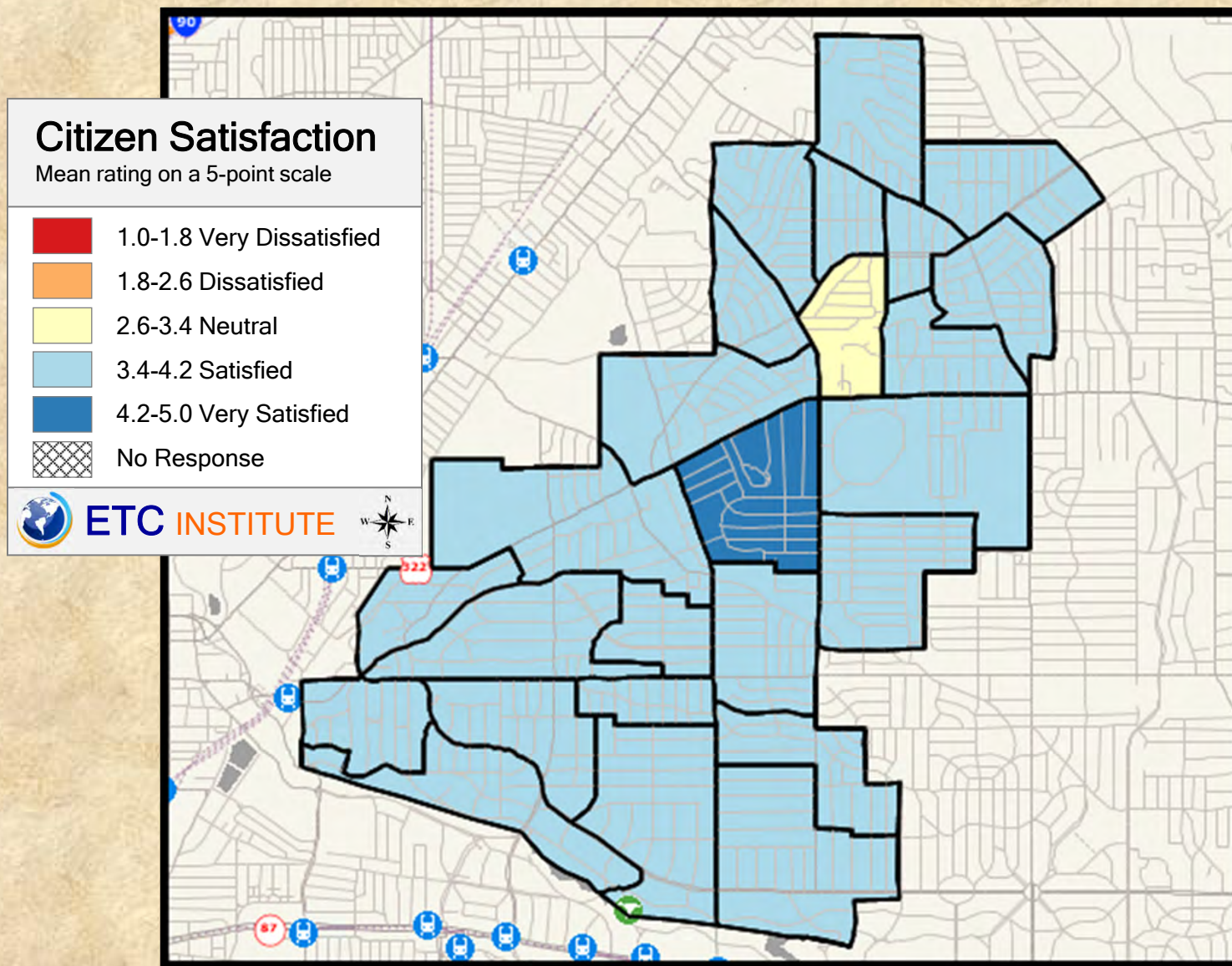
Q21-8 Level of Satisfaction with: Tree trimming and urban forestry along City streets and other public areas



2020 City of Cleveland Heights Community Survey

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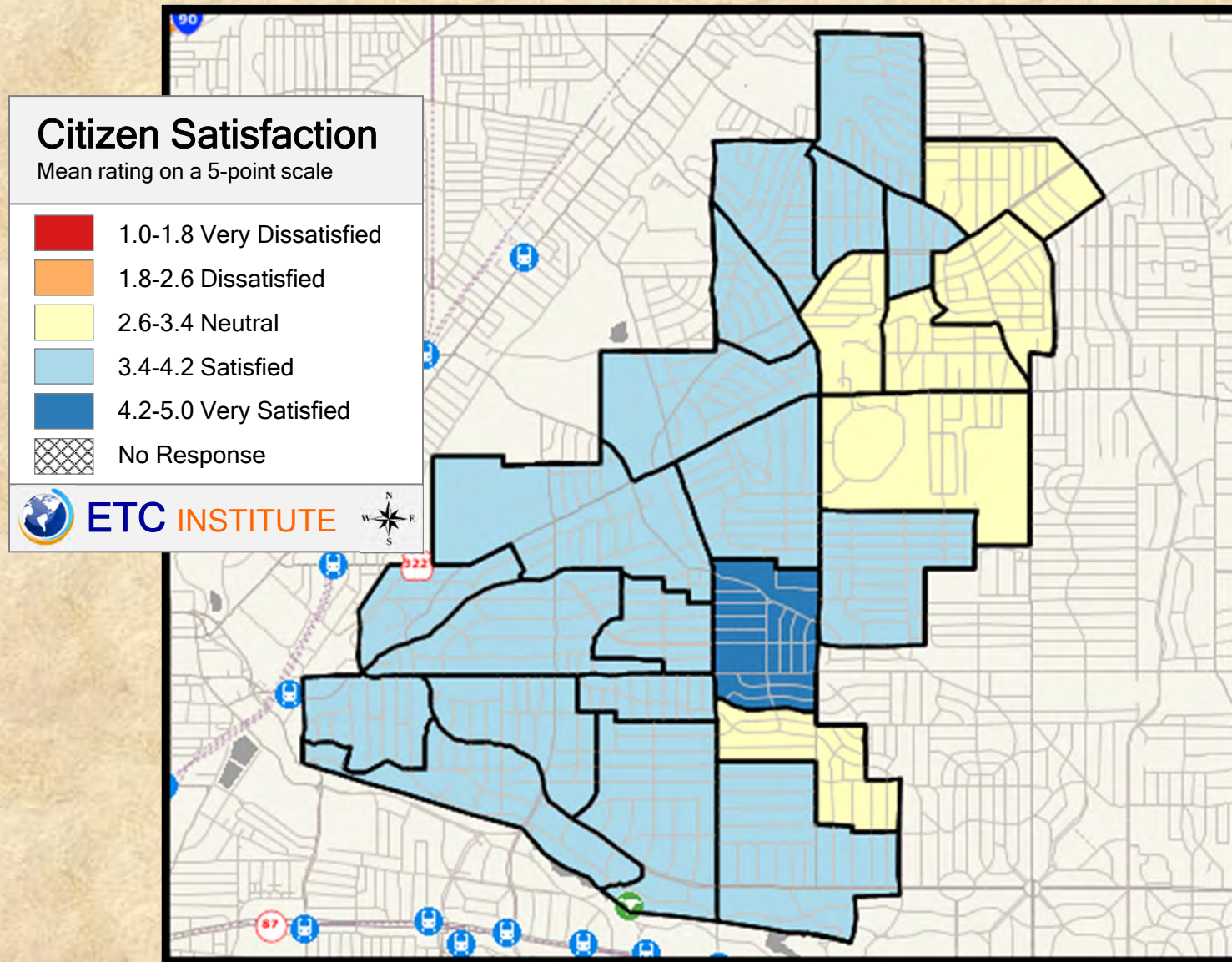
Q24-01 Level of Satisfaction with: Maintenance of city parks



2020 City of Cleveland Heights Community Survey

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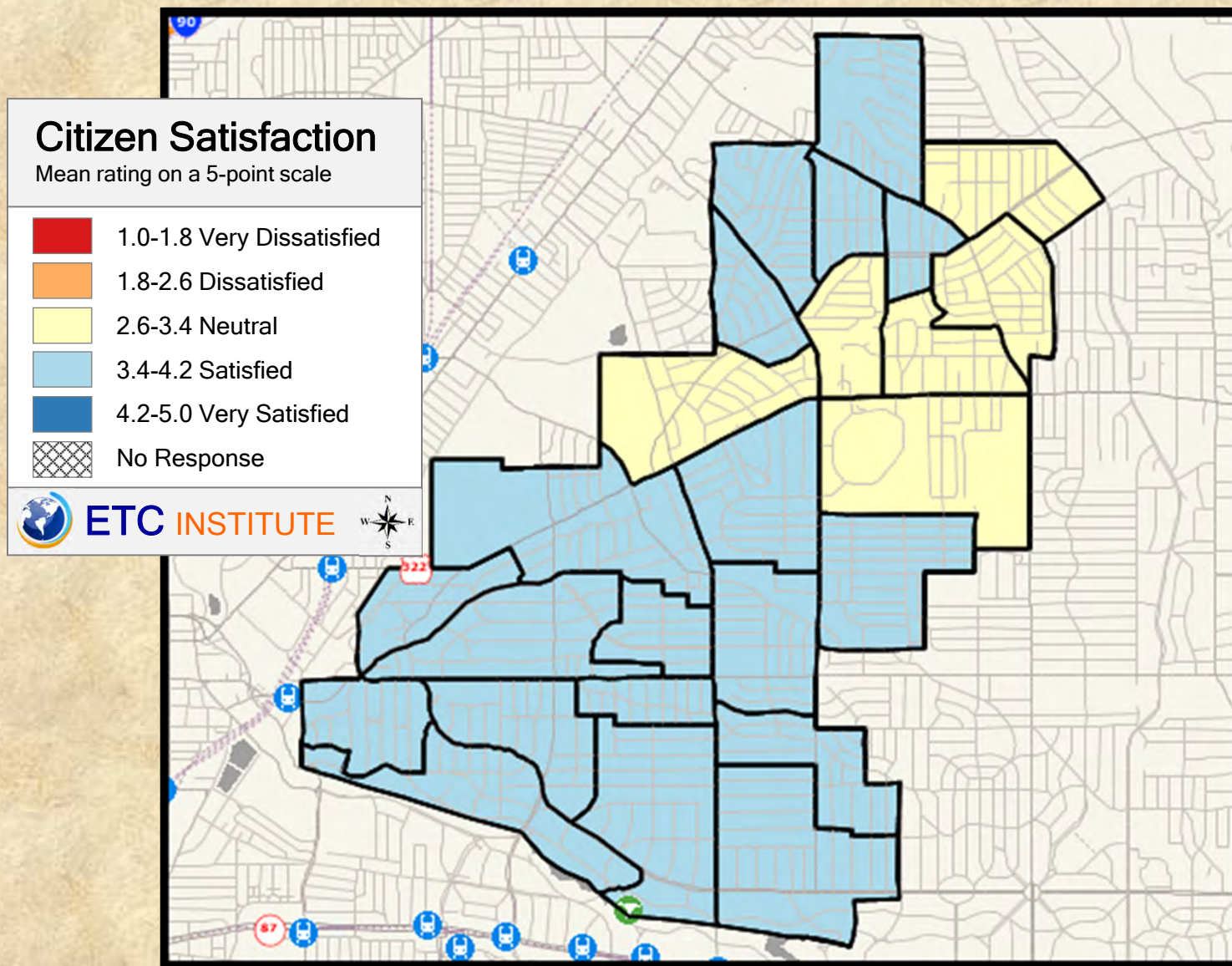
Q24-02 Level of Satisfaction with: Number of city parks



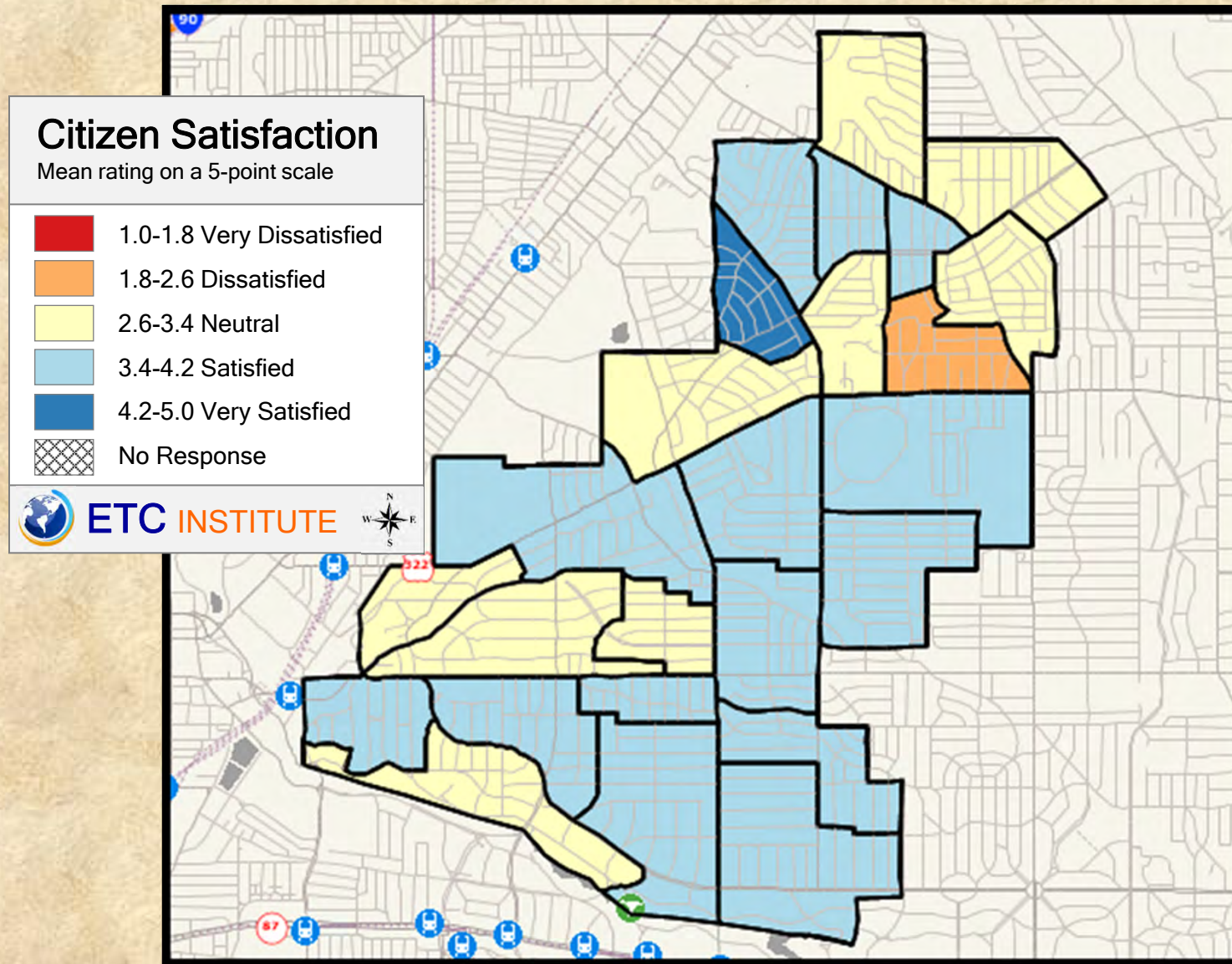
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Q24-03 Level of Satisfaction with: Number of walking and biking trails



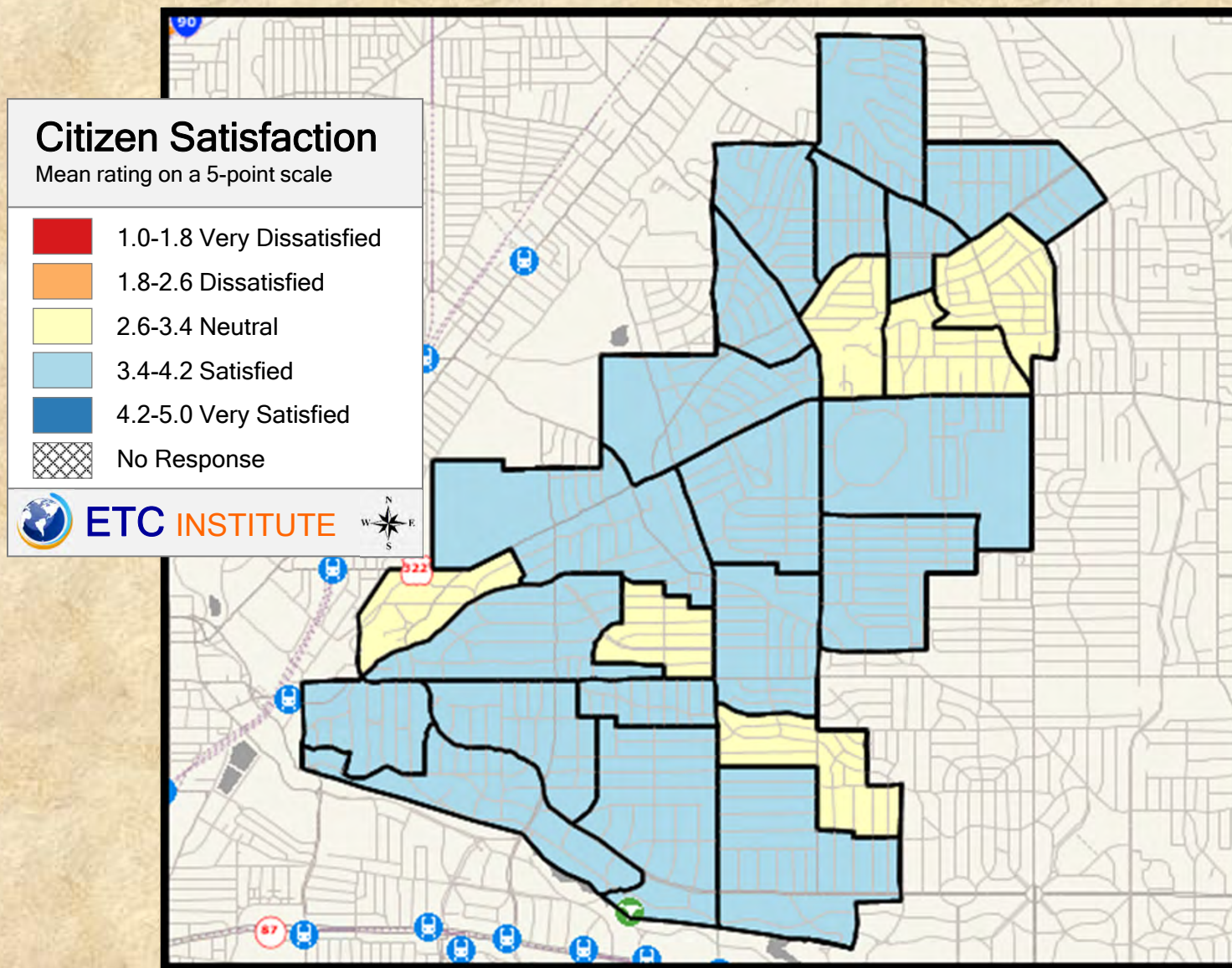
Q24-04 Level of Satisfaction with: Cumberland Pool and programs



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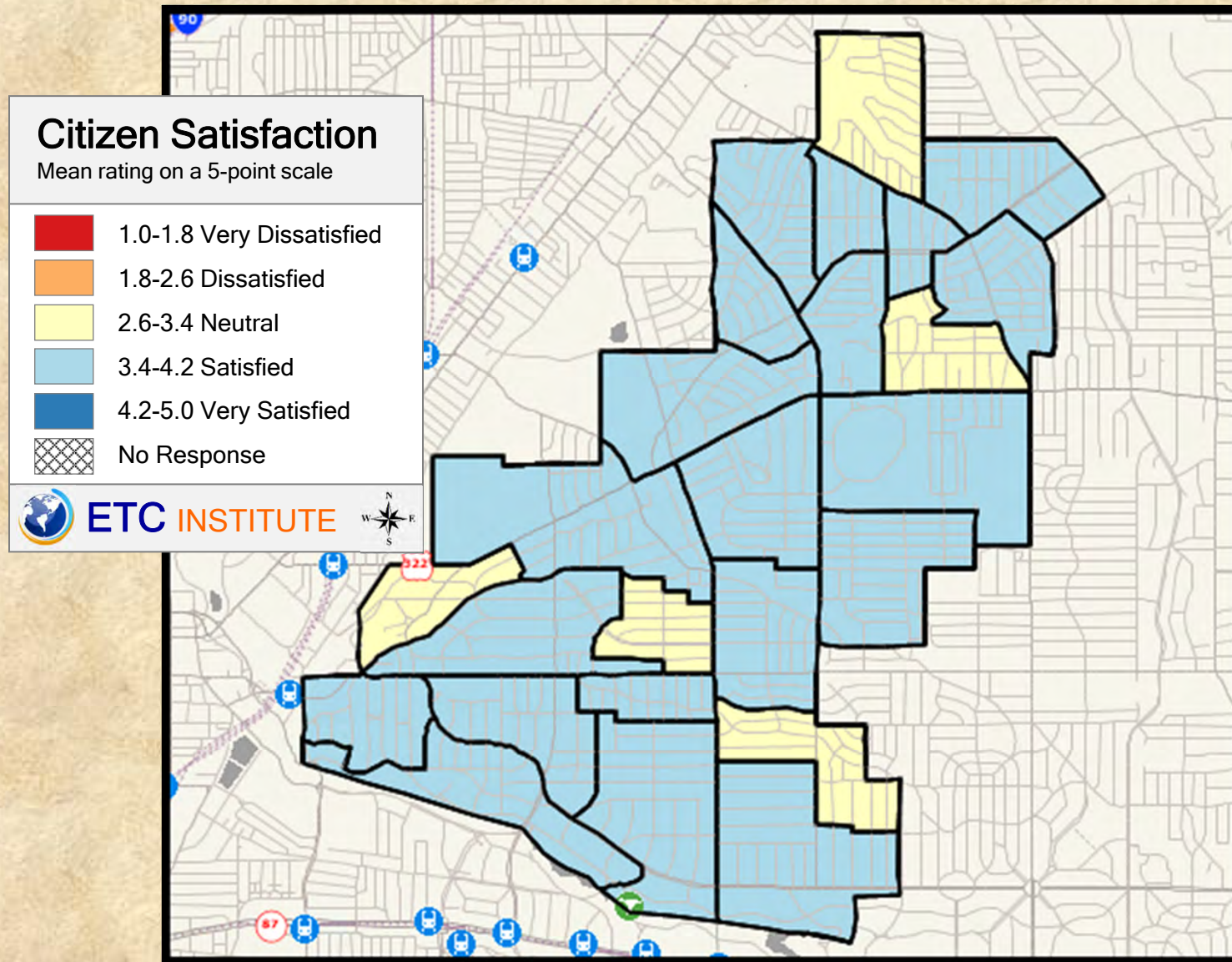
Q24-05 Level of Satisfaction with: Quality of outdoor athletic fields



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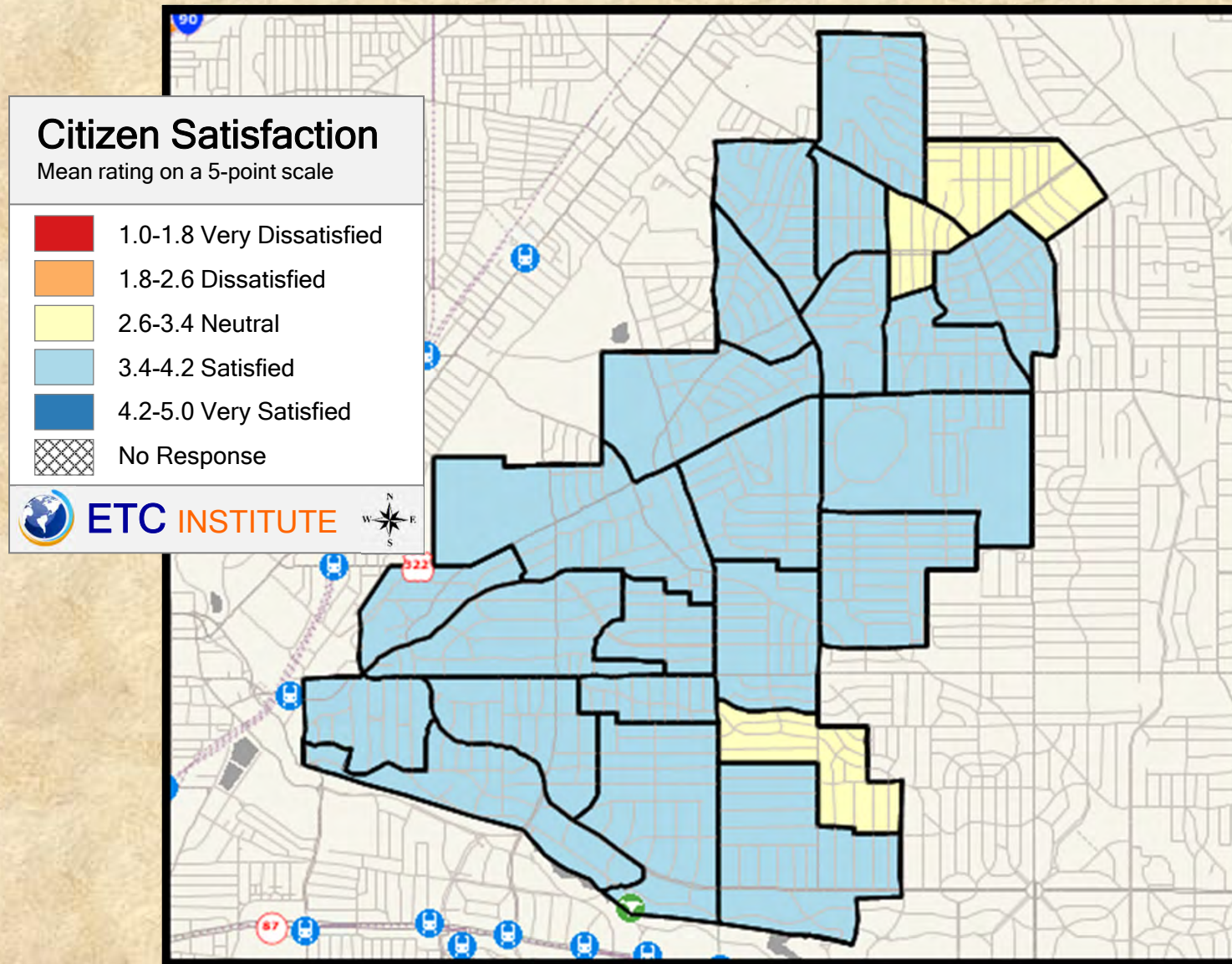
Q24-06 Level of Satisfaction with: Youth recreation opportunities



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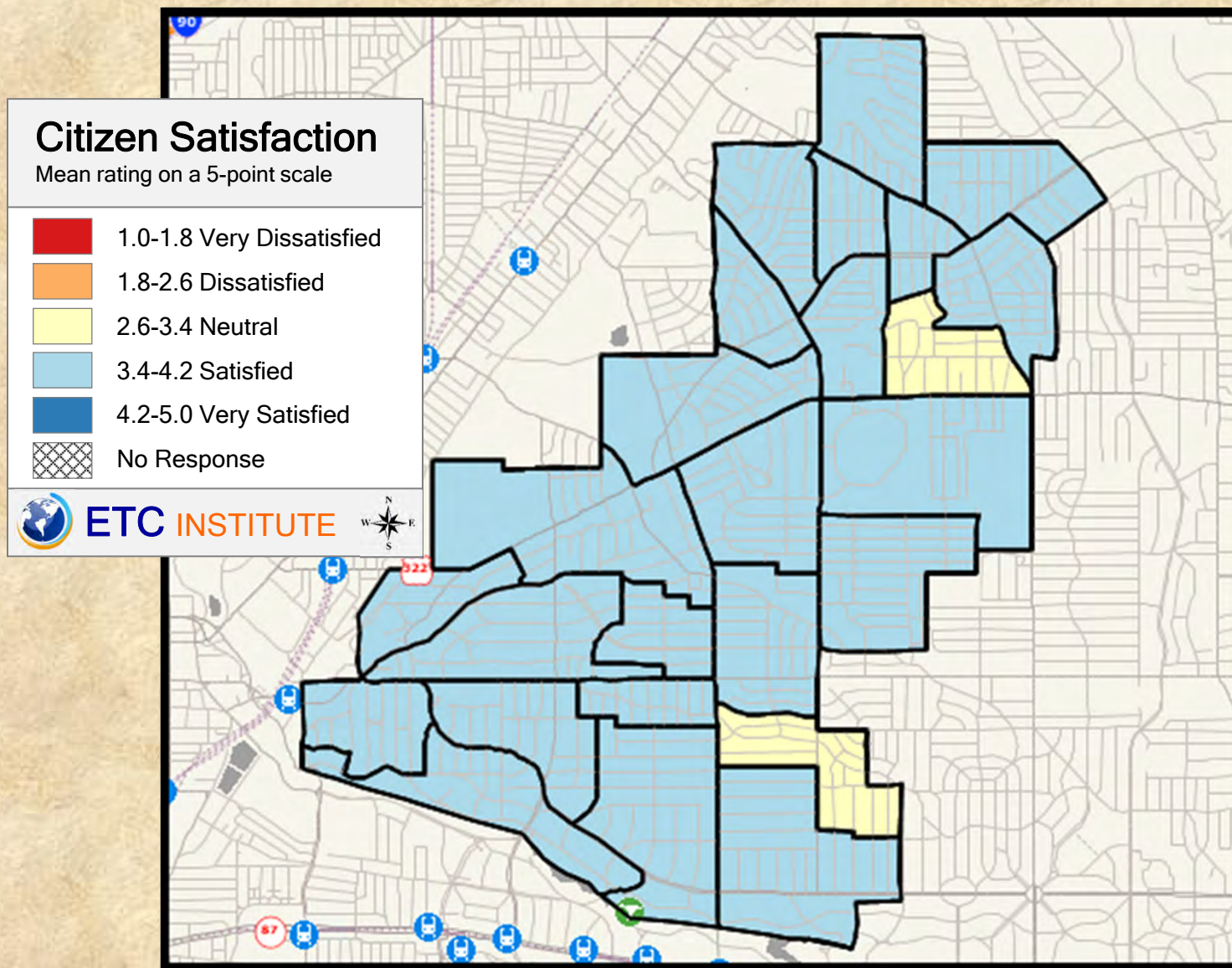
Q24-07 Level of Satisfaction with: Adult recreation opportunities



2020 City of Cleveland Heights Community Survey

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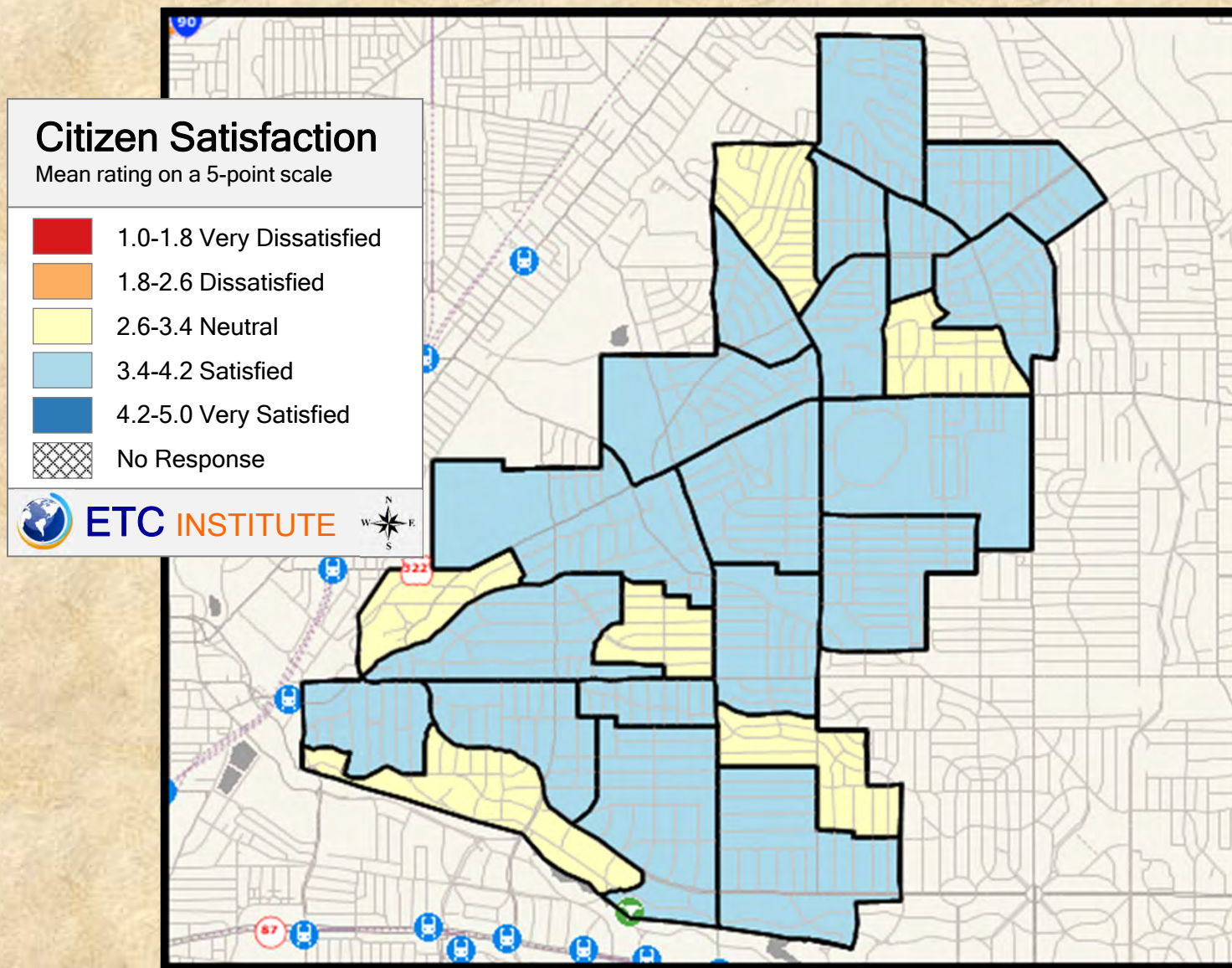
Q24-08 Level of Satisfaction with: Senior recreation opportunities



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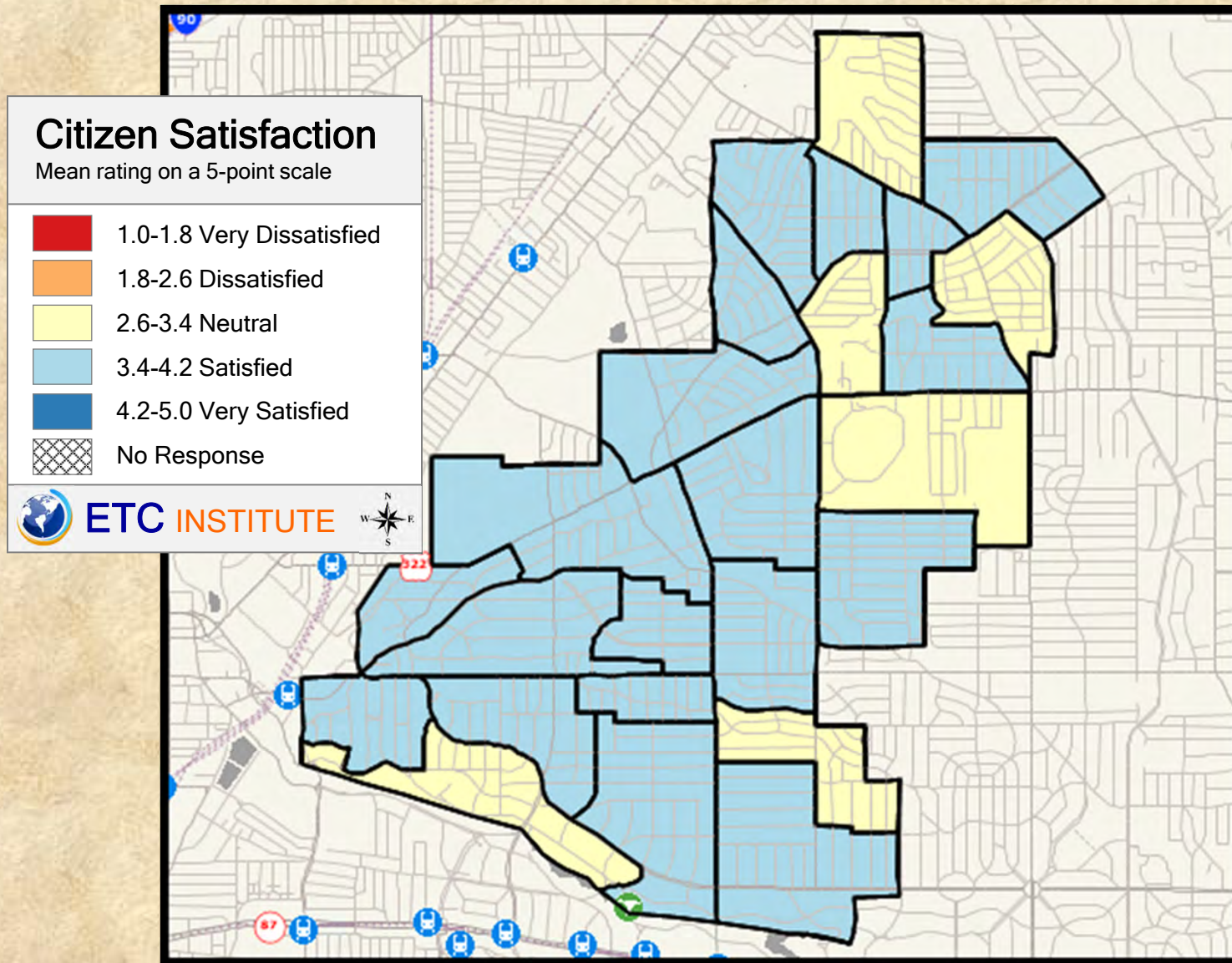
Q24-09 Level of Satisfaction with: The city's youth athletic programs



2020 City of Cleveland Heights Community Survey

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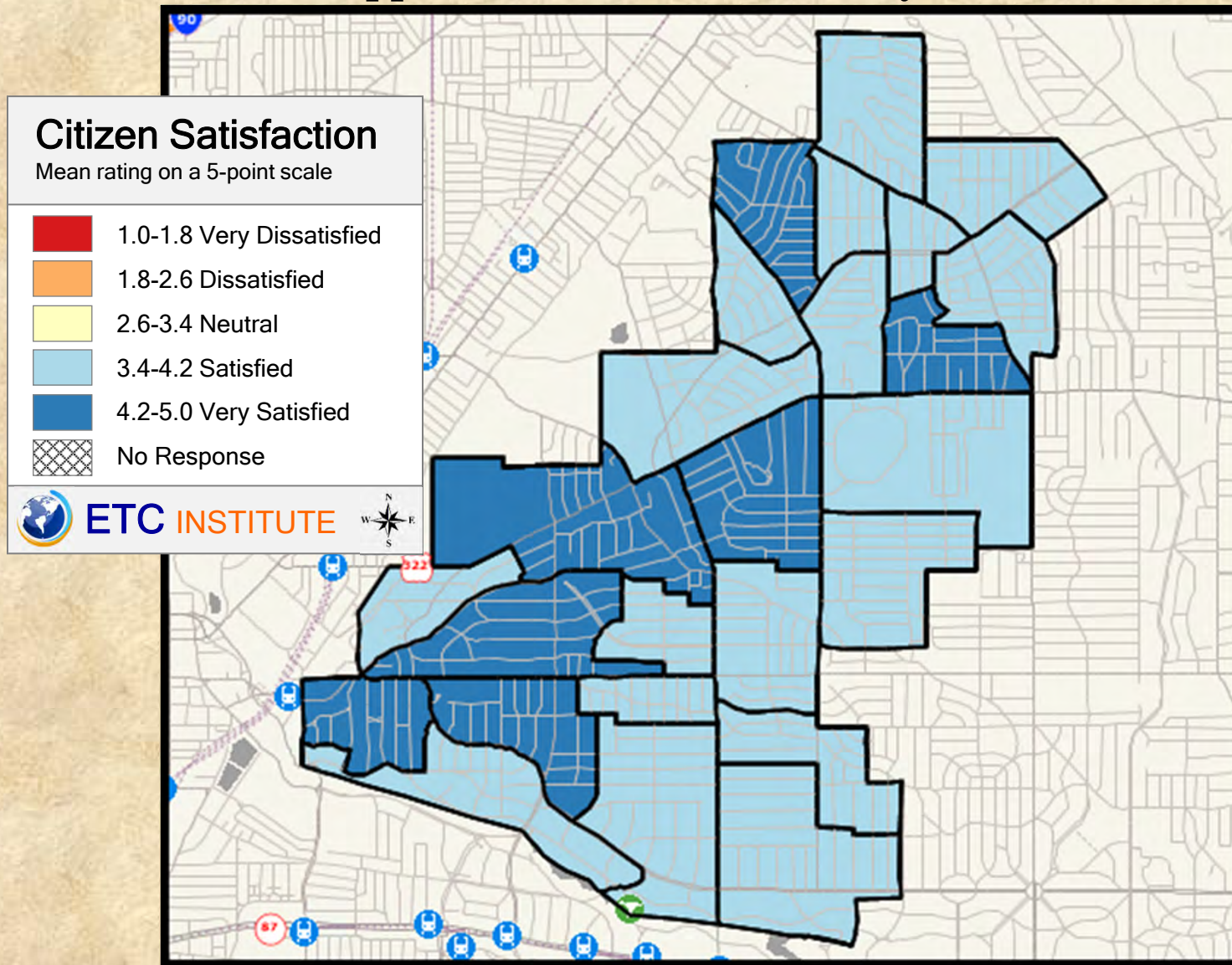
Q24-10 Level of Satisfaction with: The city's adult athletic programs



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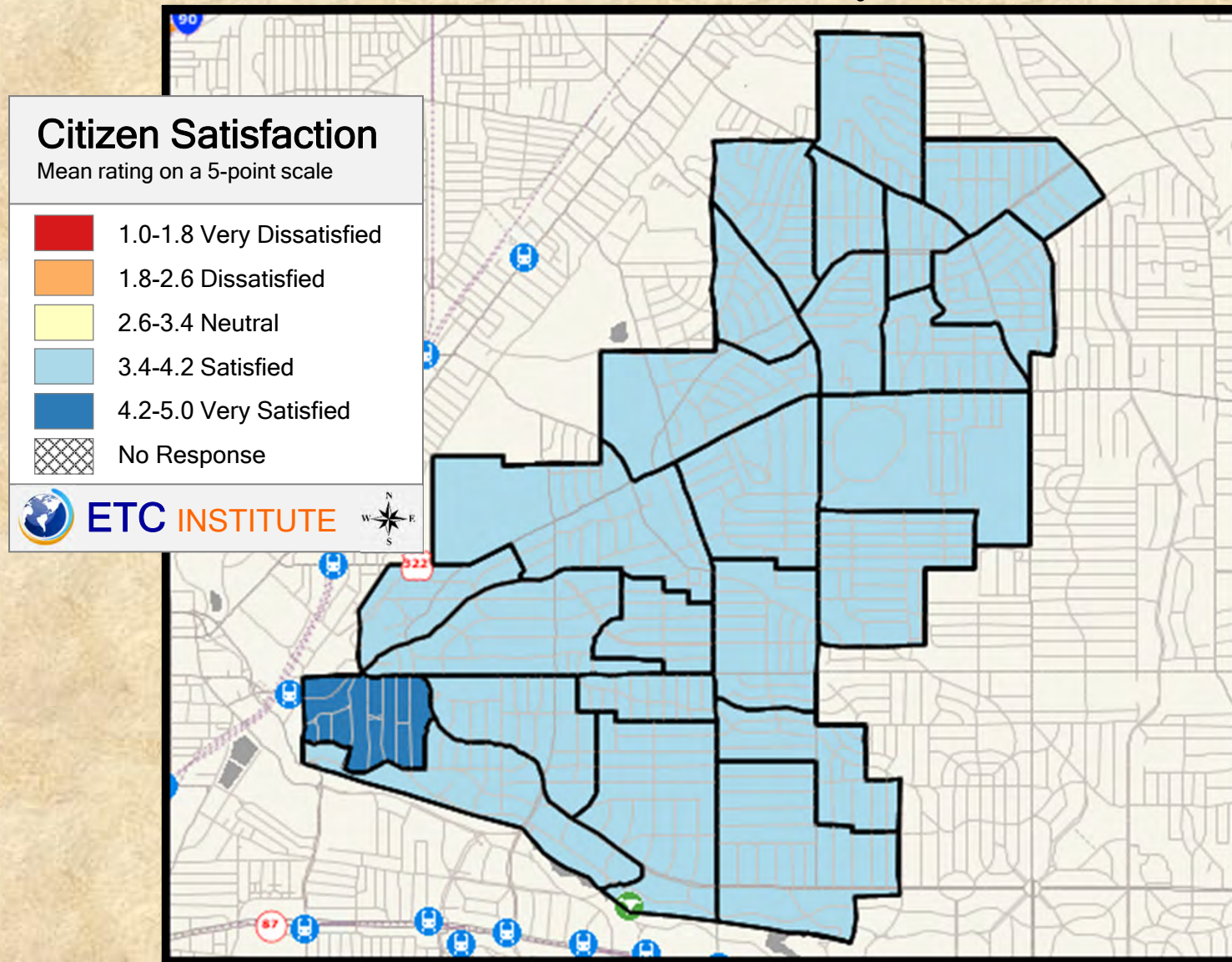
Q24-11 Level of Satisfaction with: Maintenance and appearance of the Community Center



2020 City of Cleveland Heights Community Survey

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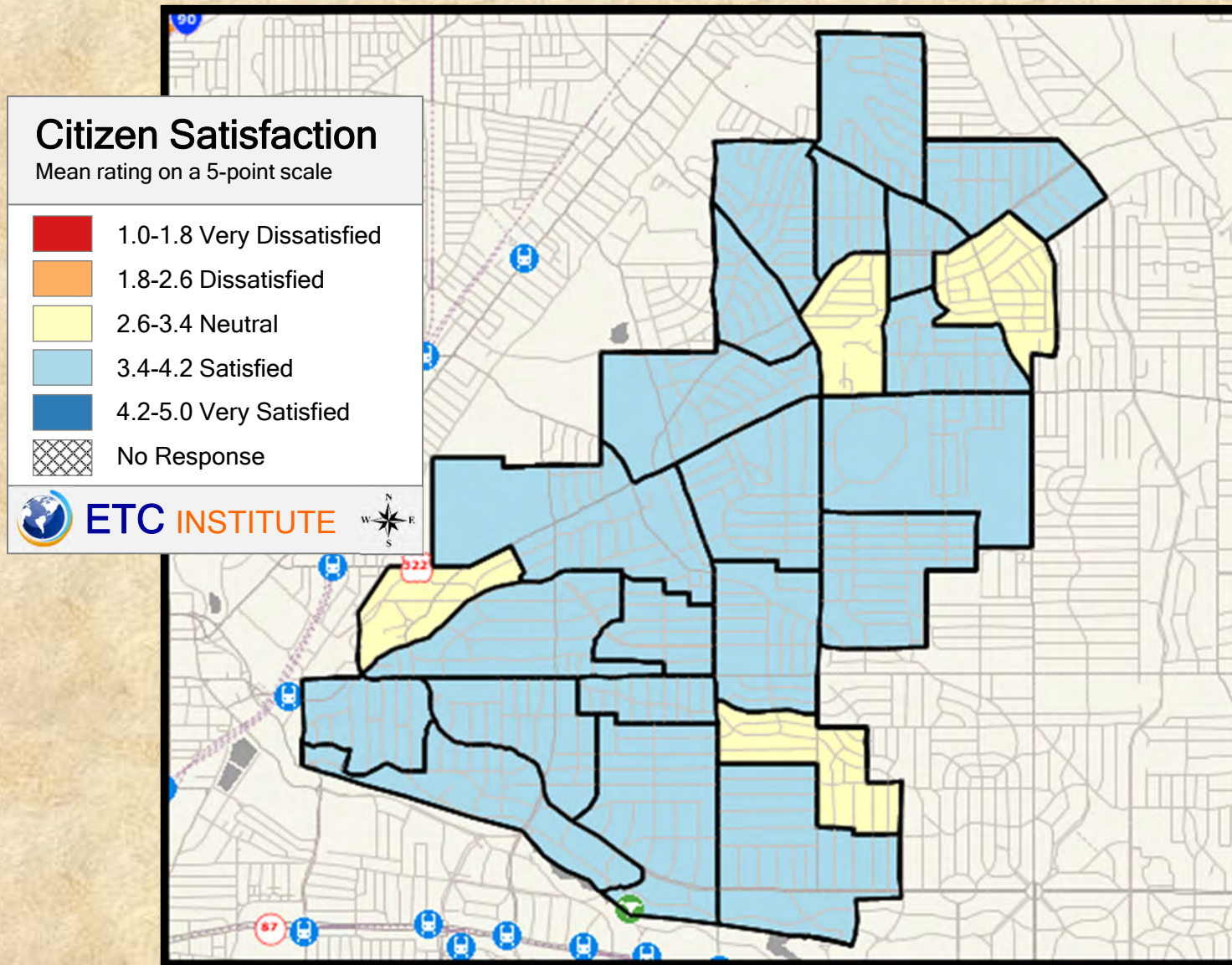
Q24-12 Level of Satisfaction with: Programs and activities offered at the Community Center



2020 City of Cleveland Heights Community Survey

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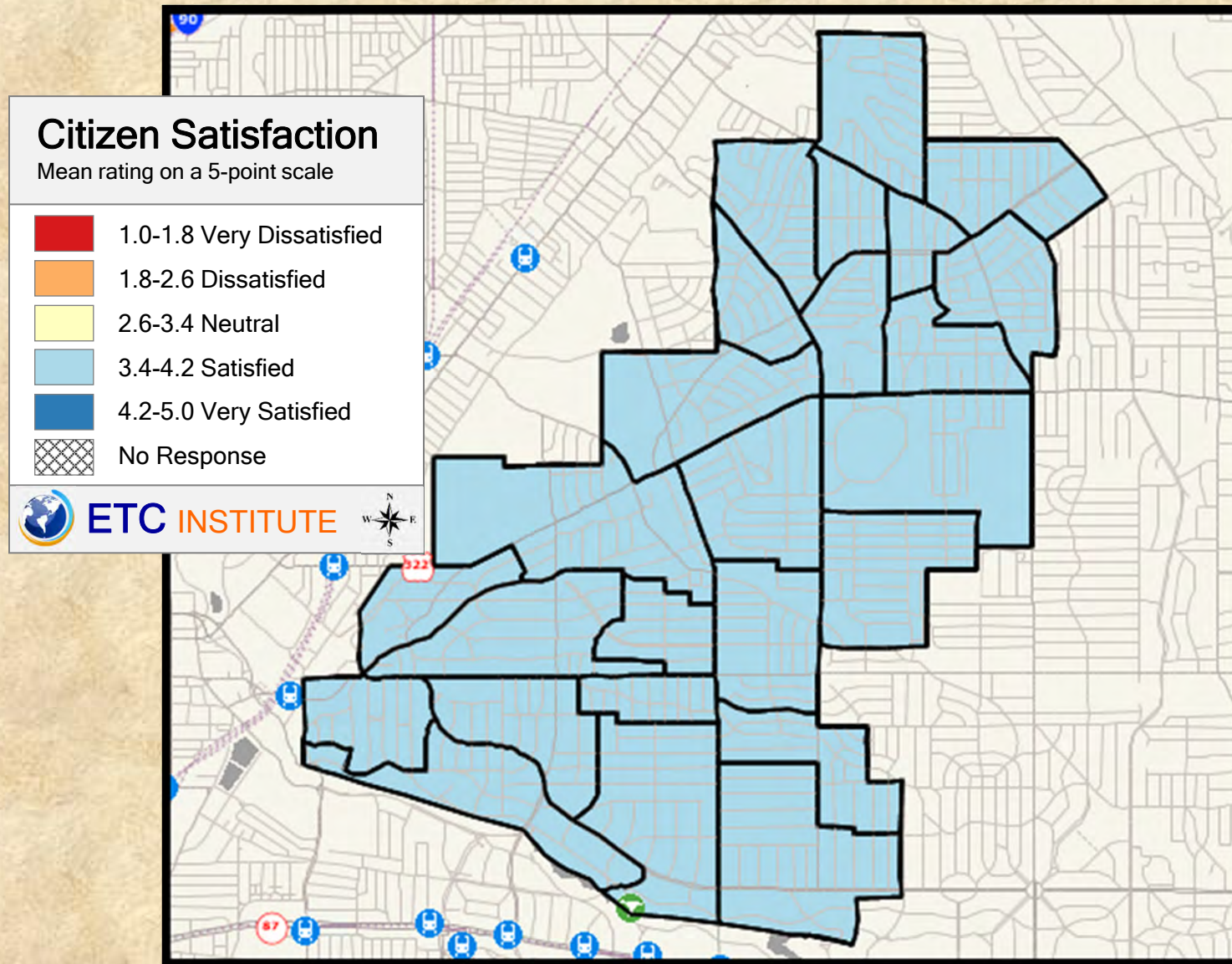
Q24-13 Level of Satisfaction with: Quality of instructors and coaches



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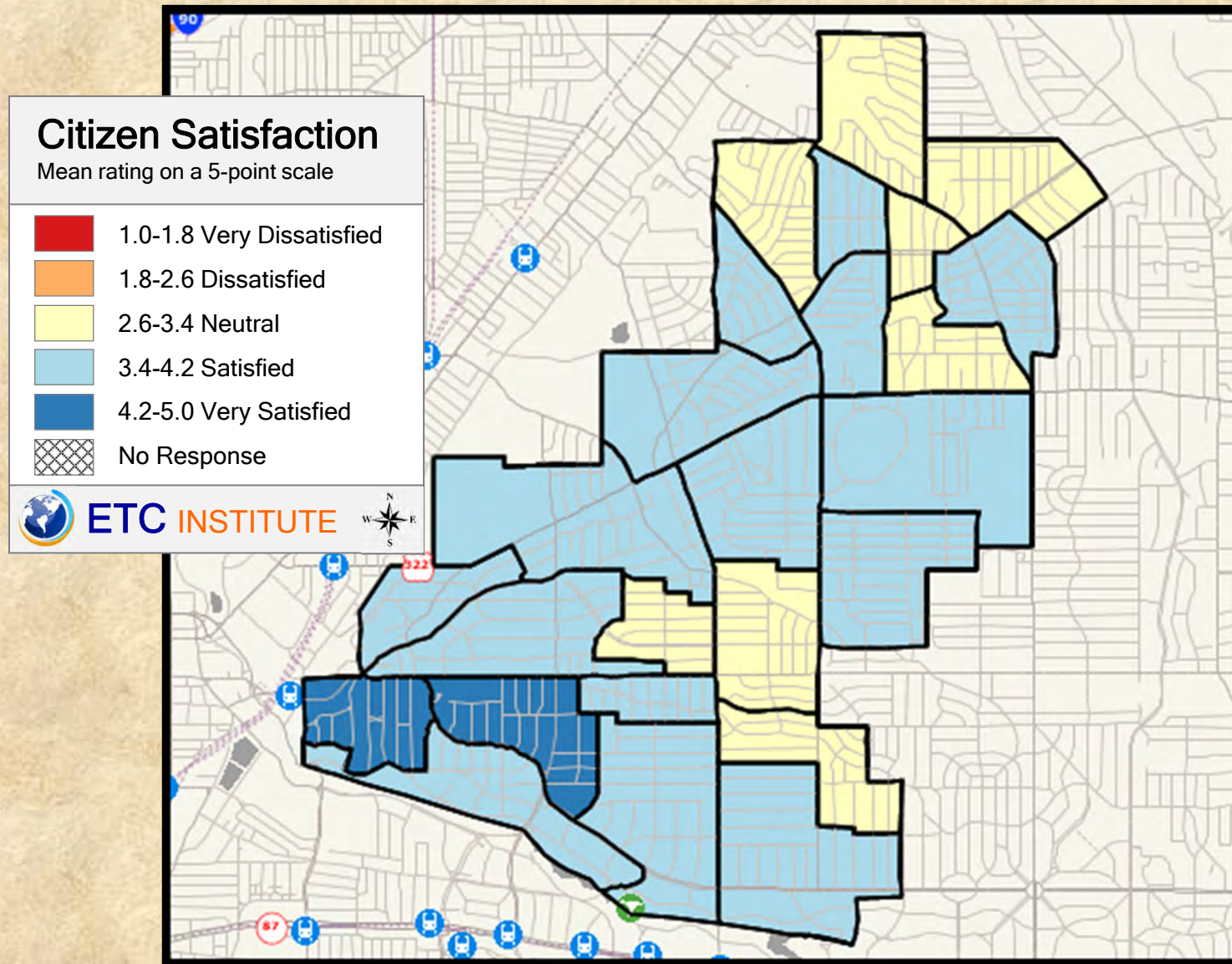
Q24-14 Level of Satisfaction with: Ease of registering for programs



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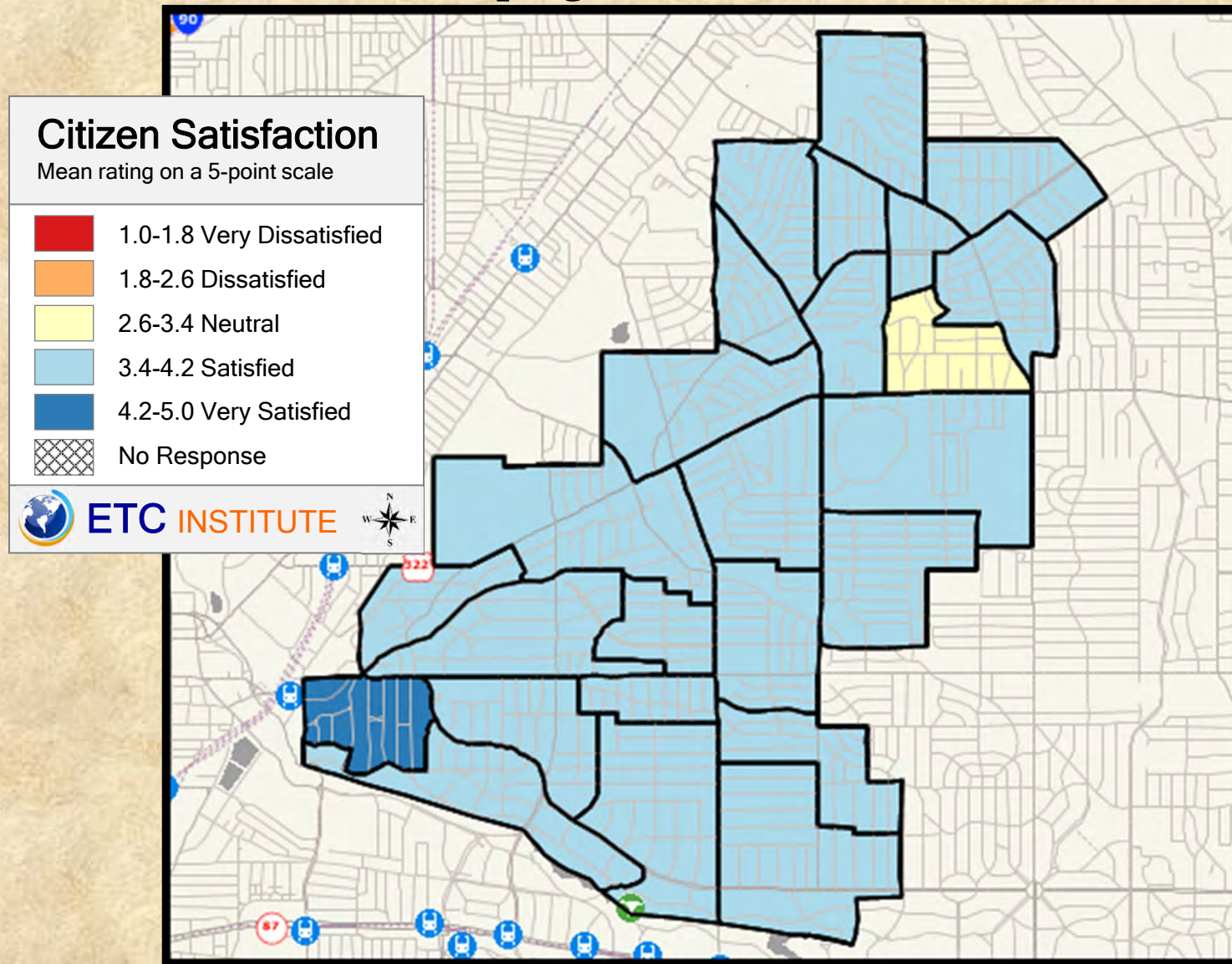
Q24-15 Level of Satisfaction with: Fees charged for recreation programs



2020 City of Cleveland Heights Community Survey

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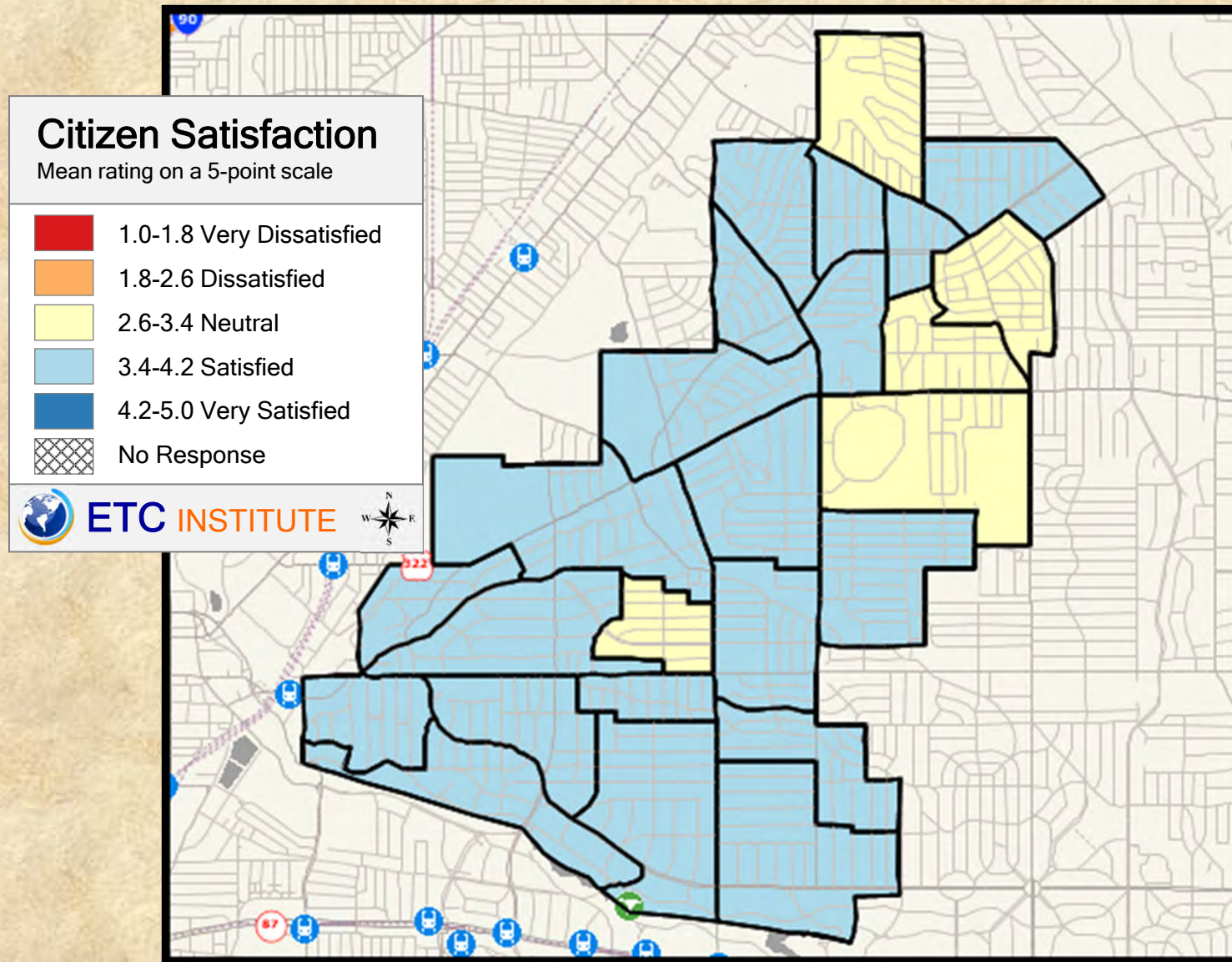
Q30-1 Level of Satisfaction with: The availability of information about City programs and services



2020 City of Cleveland Heights Community Survey

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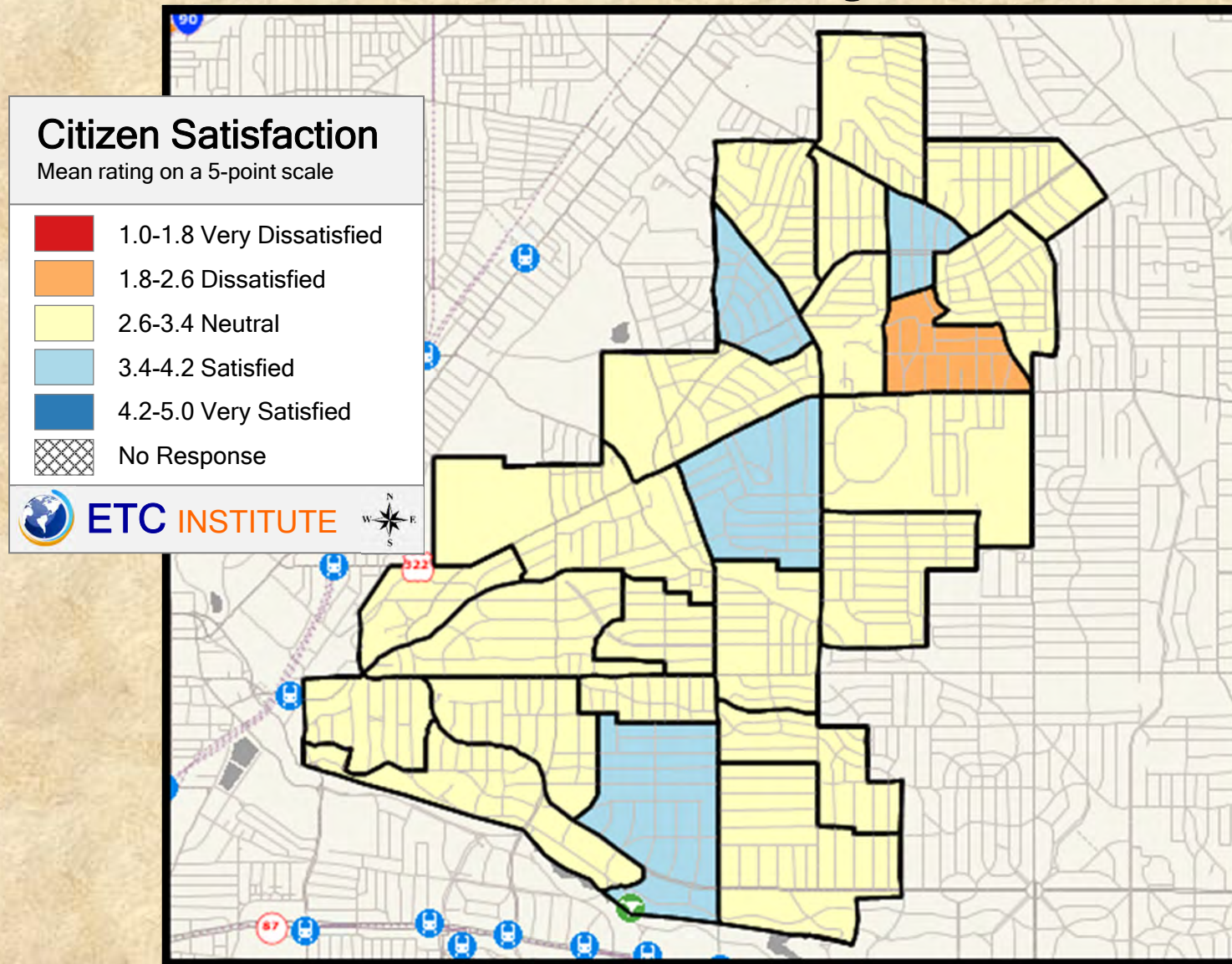
Q30-2 Level of Satisfaction with: City efforts to keep you informed about local issues



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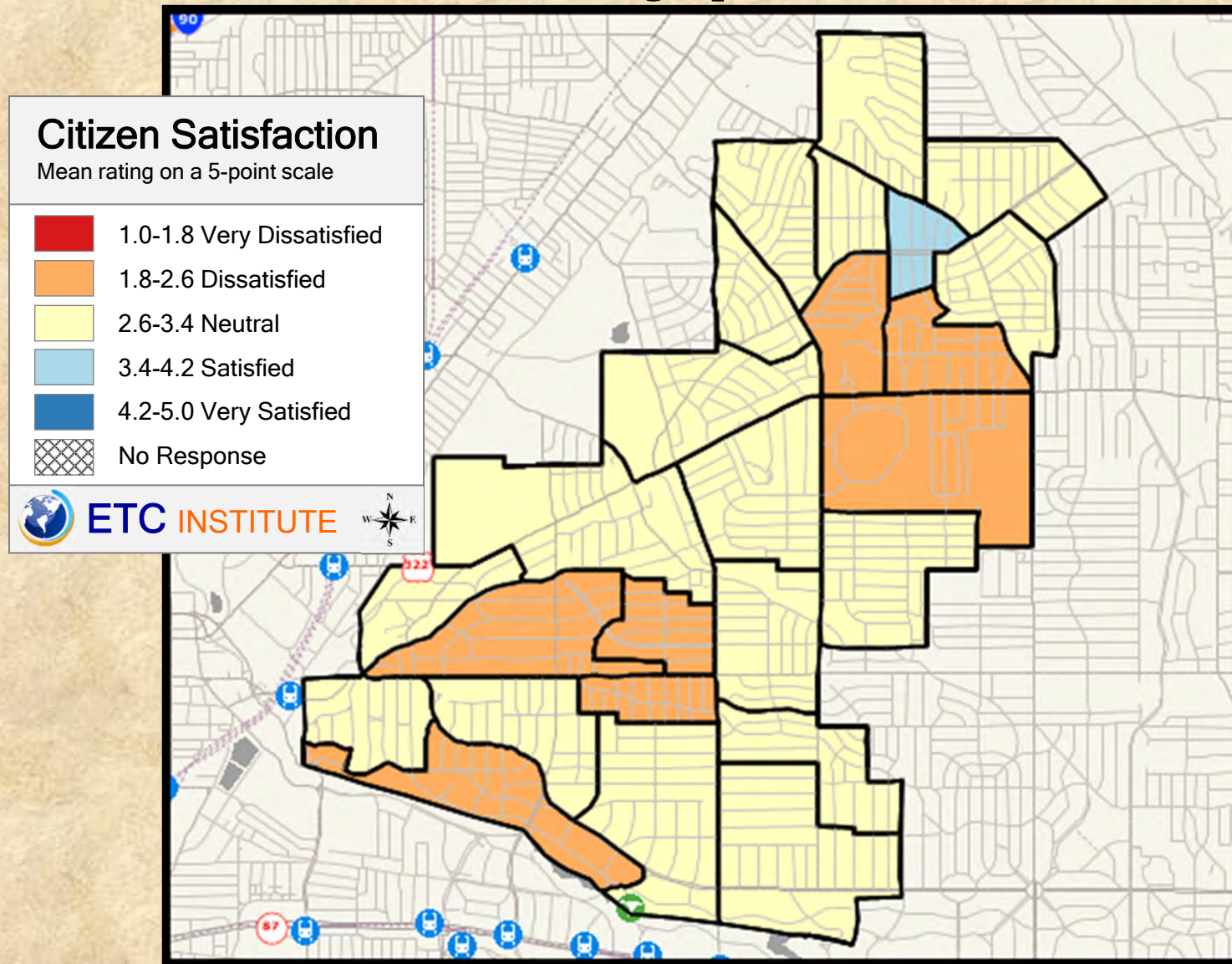
Q30-3 Level of Satisfaction with: The level of public involvement in local decision making



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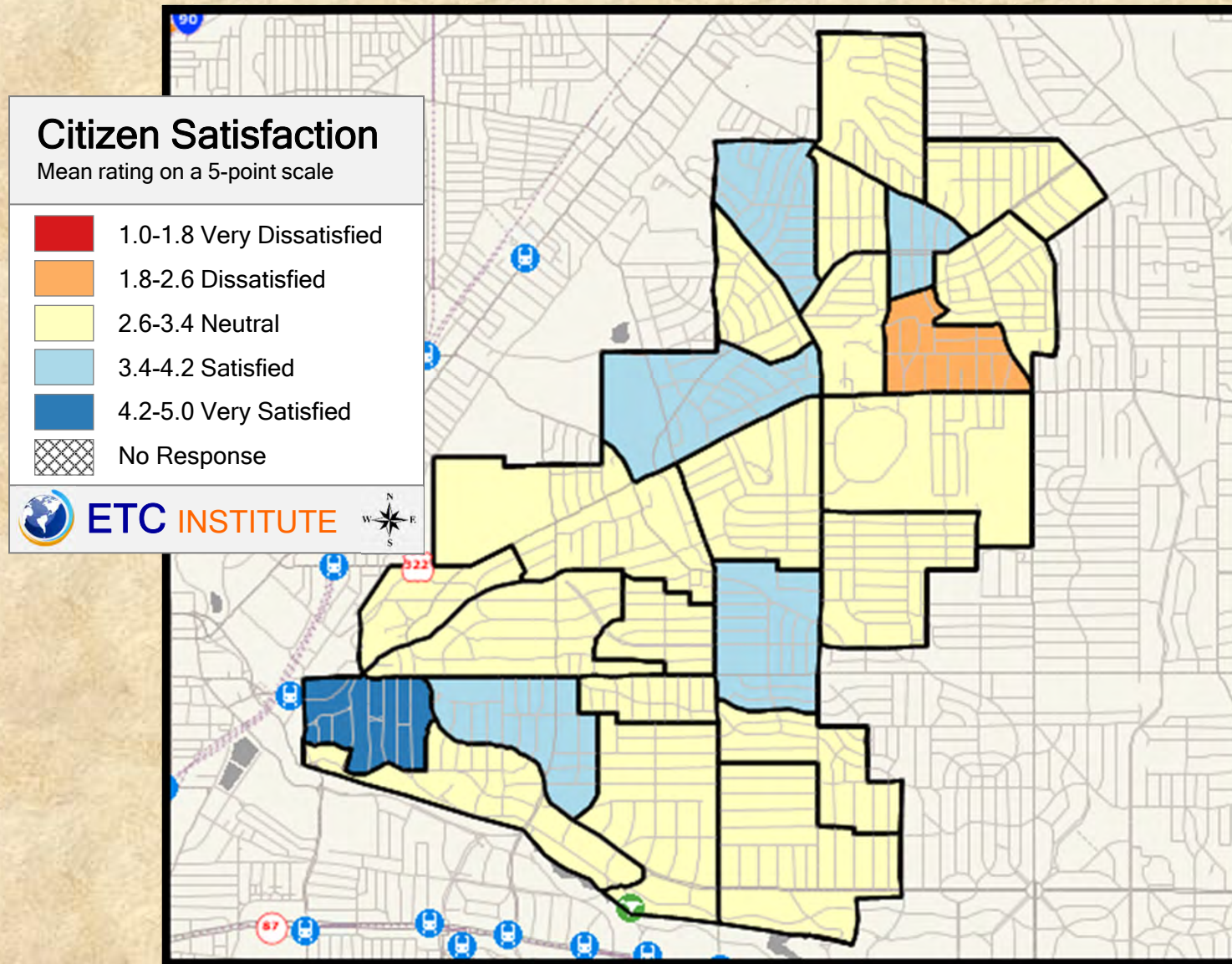
Q30-4 Level of Satisfaction with: The level of public involvement in the City's budget process



2020 City of Cleveland Heights Community Survey

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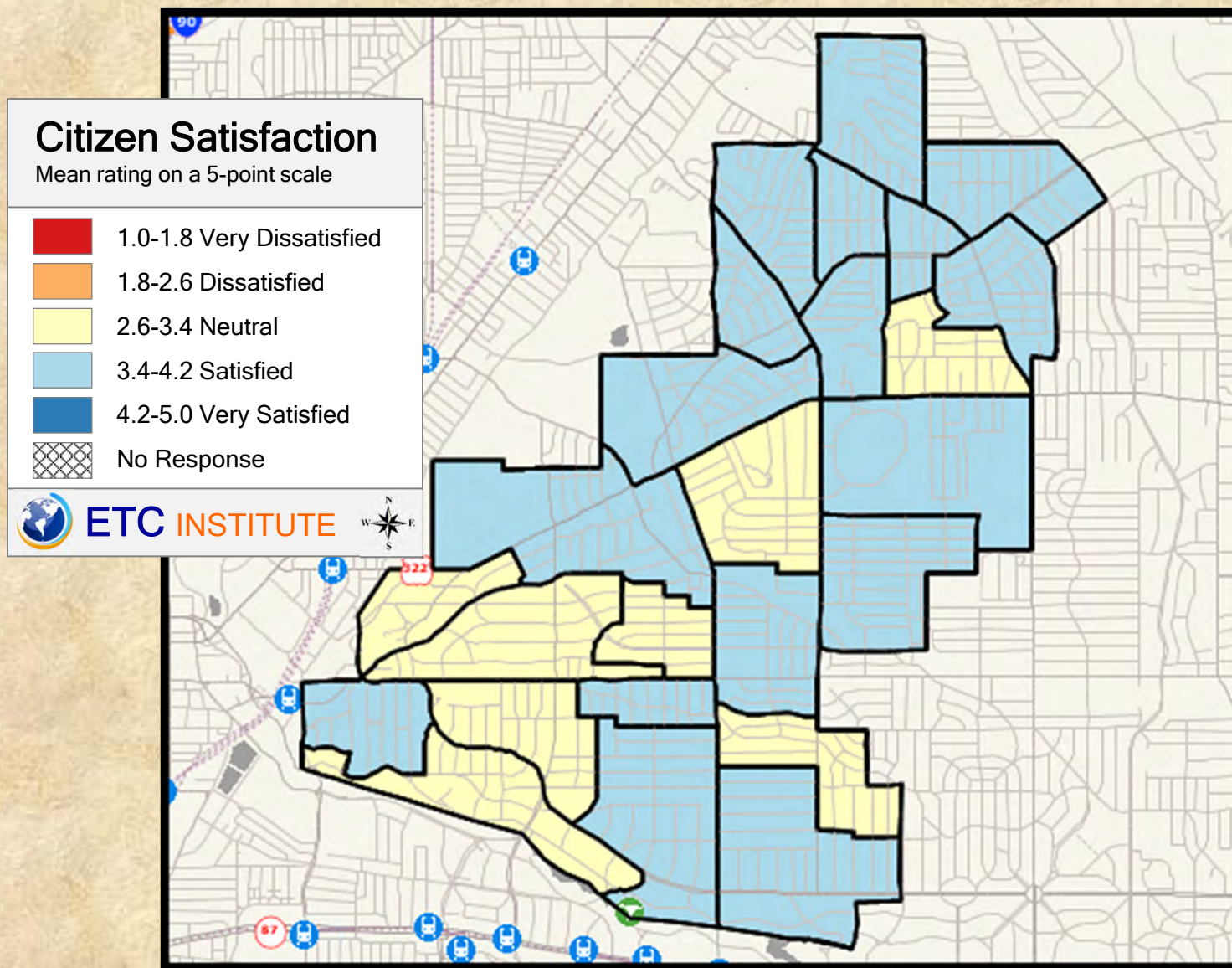
Q30-5 Level of Satisfaction with: The quality of programming on the City's cable television channel



2020 City of Cleveland Heights Community Survey

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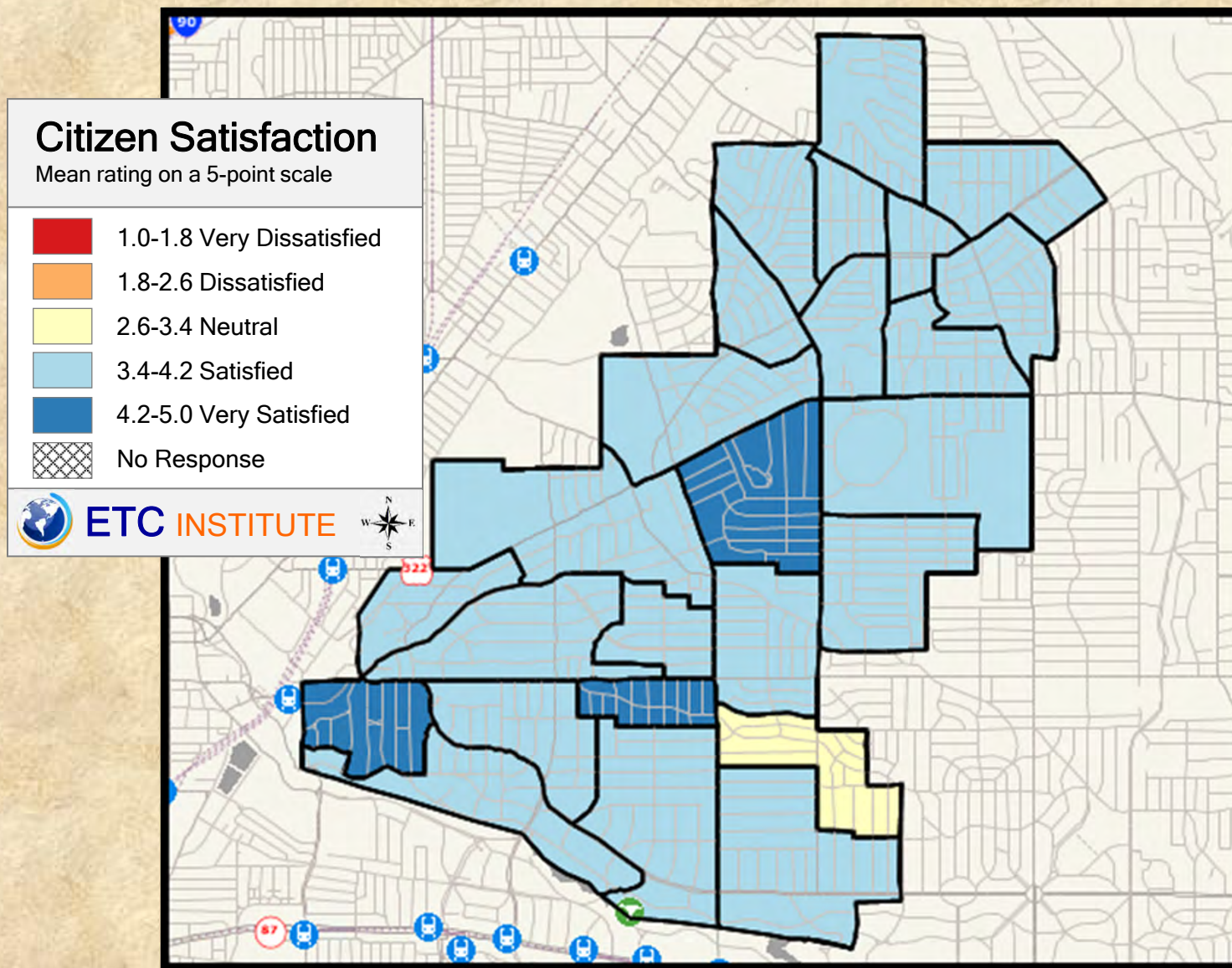
Q30-6 Level of Satisfaction with: The usefulness of the City's web page



2020 City of Cleveland Heights Community Survey

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



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