

City of Cleveland Heights

2014 Community Survey

Appendix A – GIS Maps

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Submitted to the City of Cleveland Heights, Ohio

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

August 2014



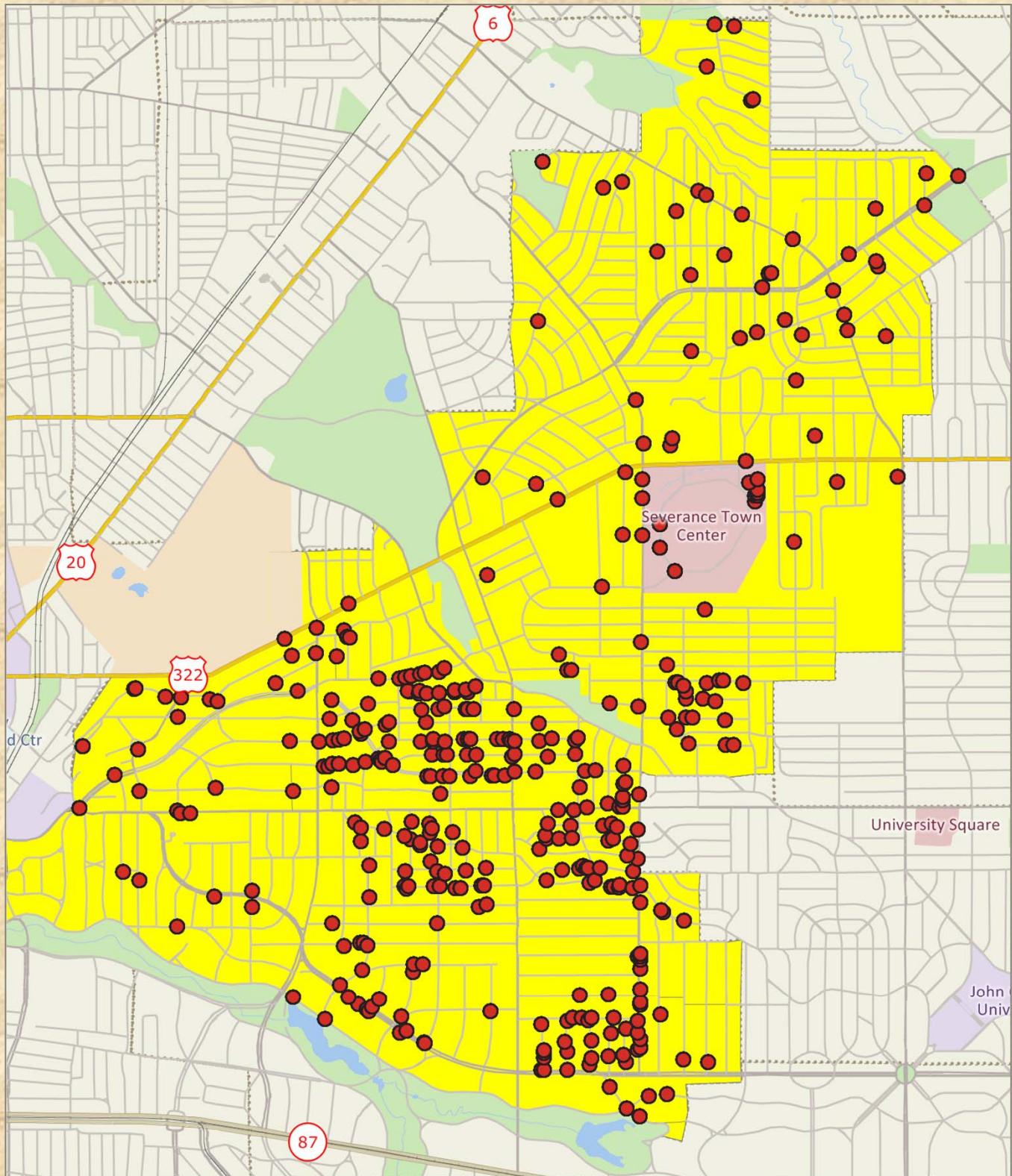
Interpreting the Maps

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:

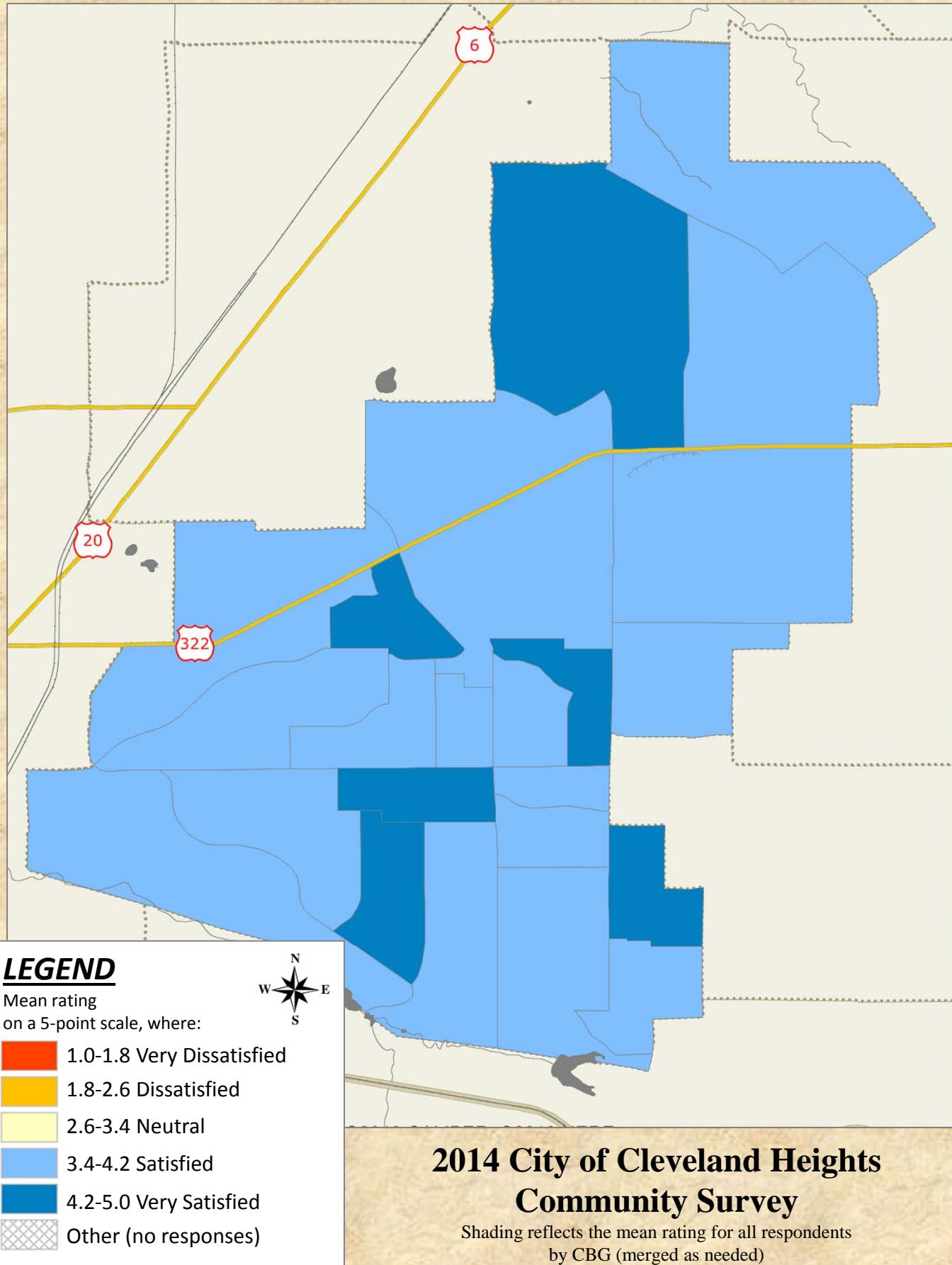
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- OFF-WHITE shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality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

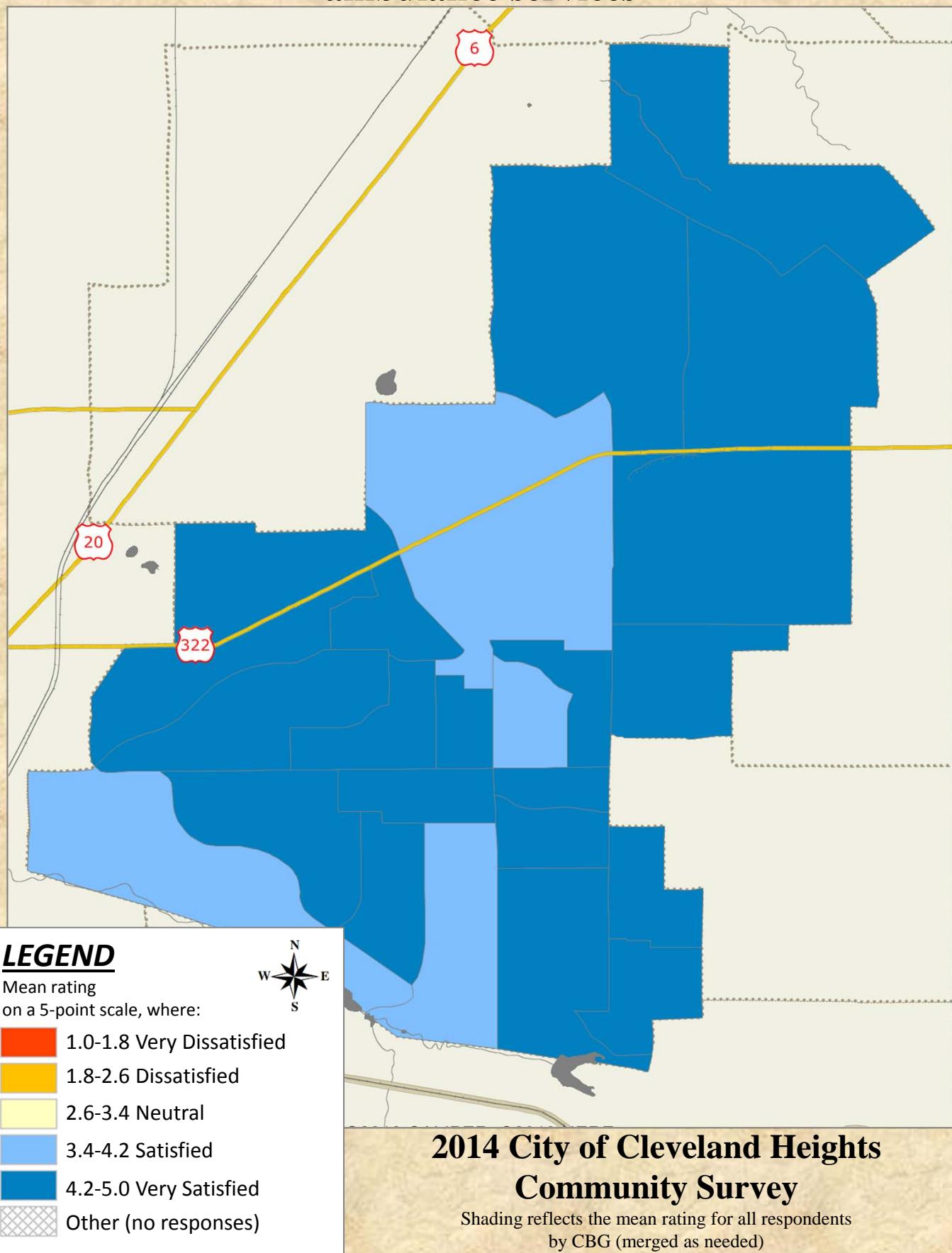


2014 City of Cleveland Heights Community Survey

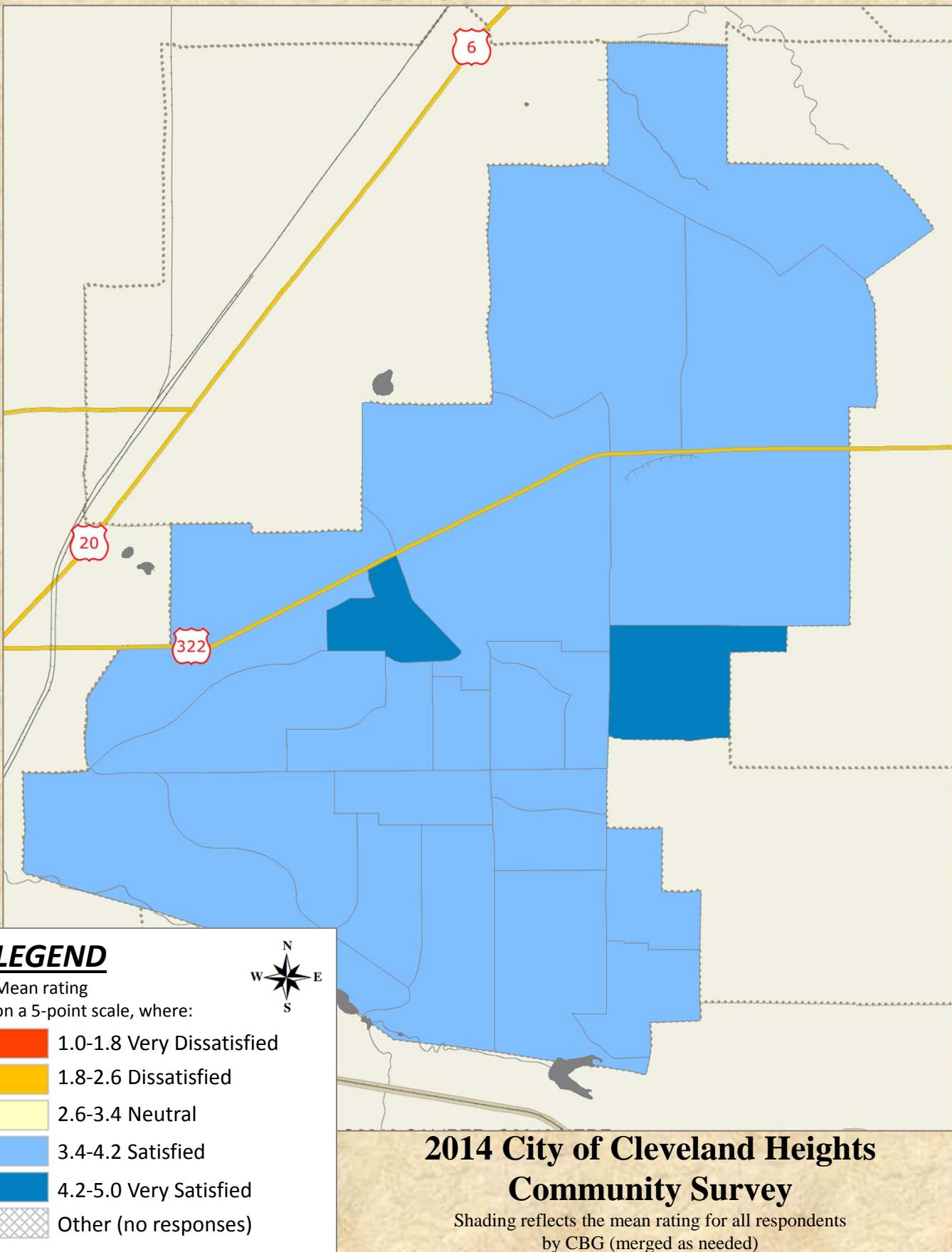
Q1a Satisfaction with overall quality of police services



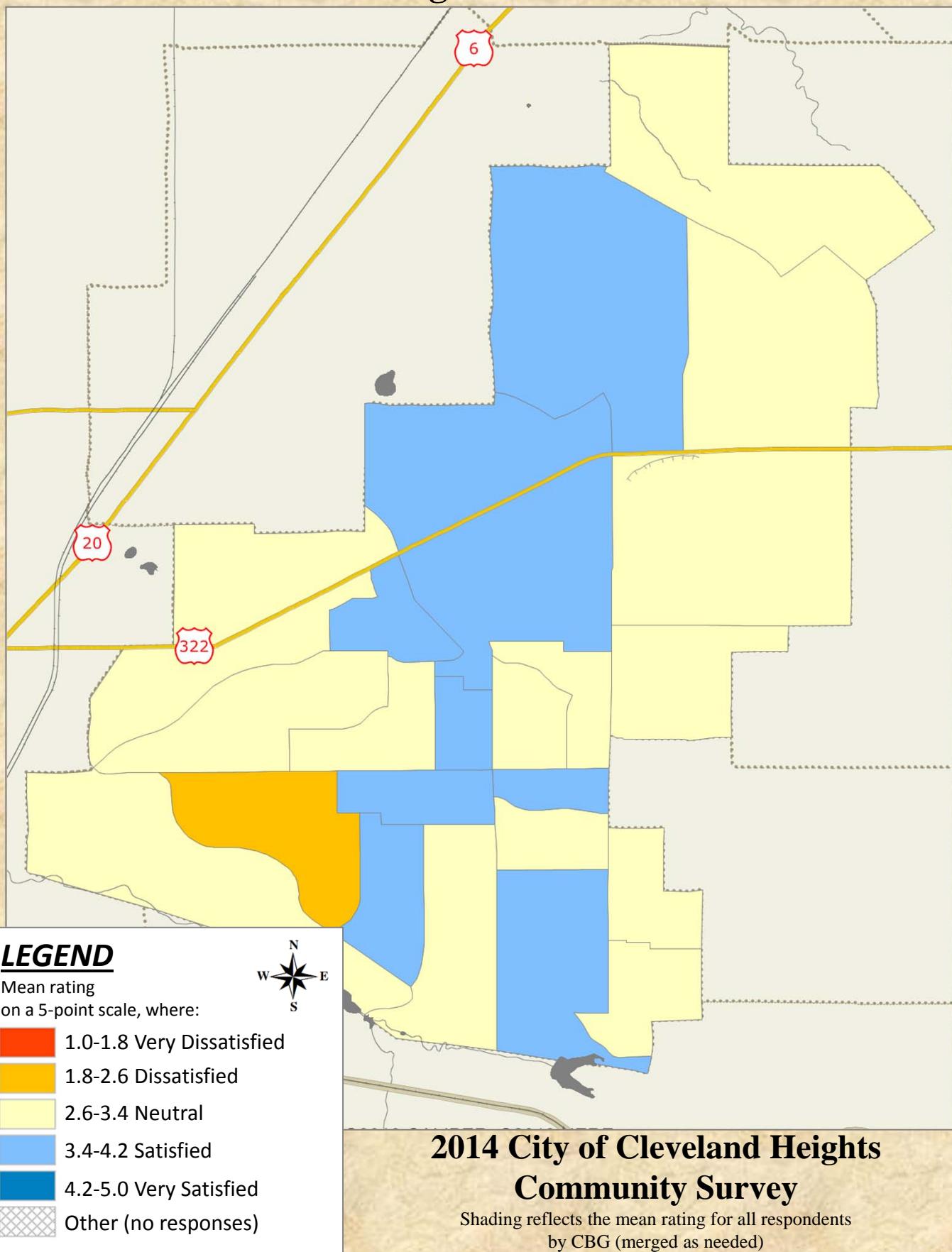
Q1b Satisfaction with overall quality of fire and ambulance services



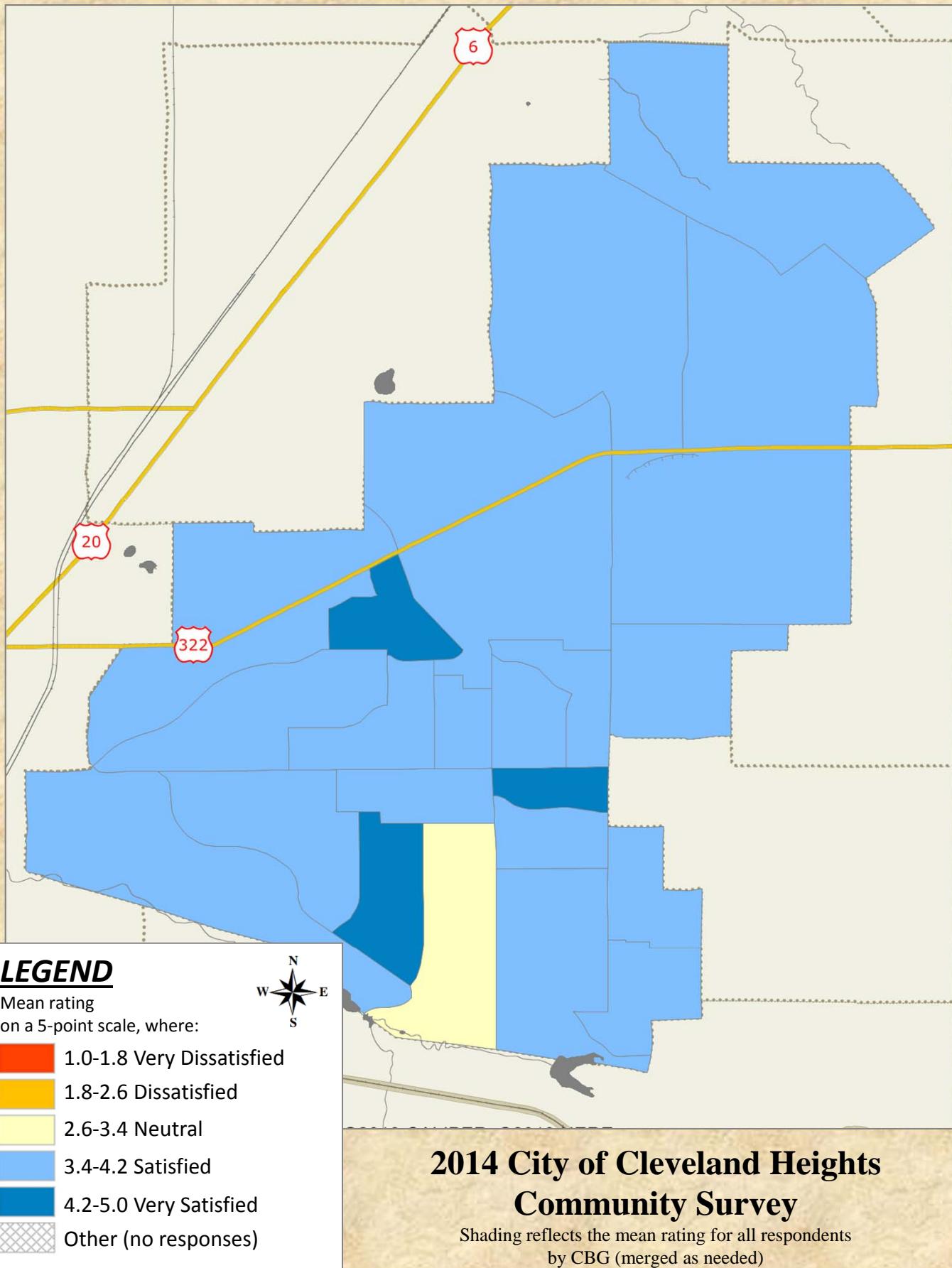
Q1c Satisfaction with overall quality of City parks and recreation programs and facilities



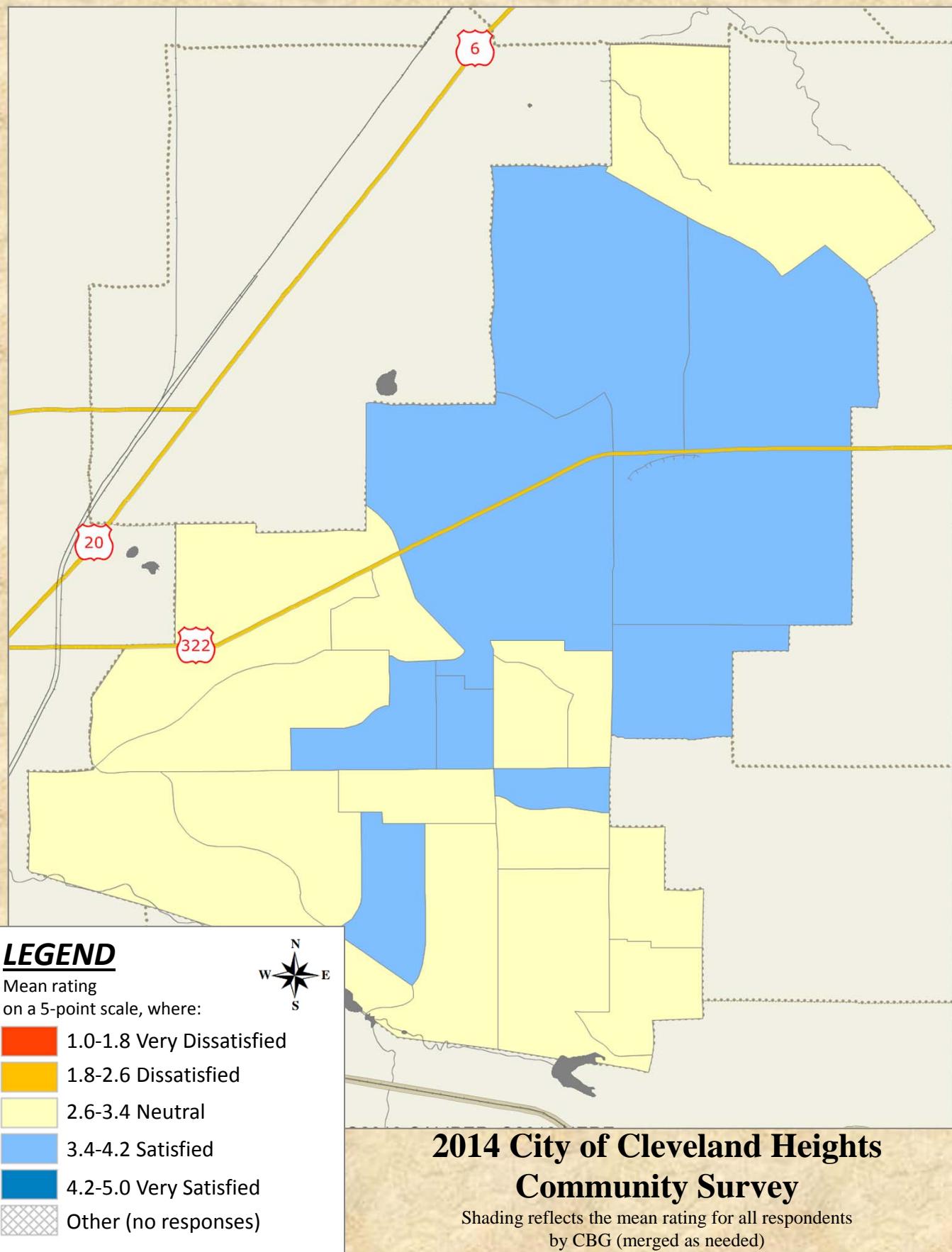
Q1d Satisfaction with overall maintenance of City streets, buildings & facilities



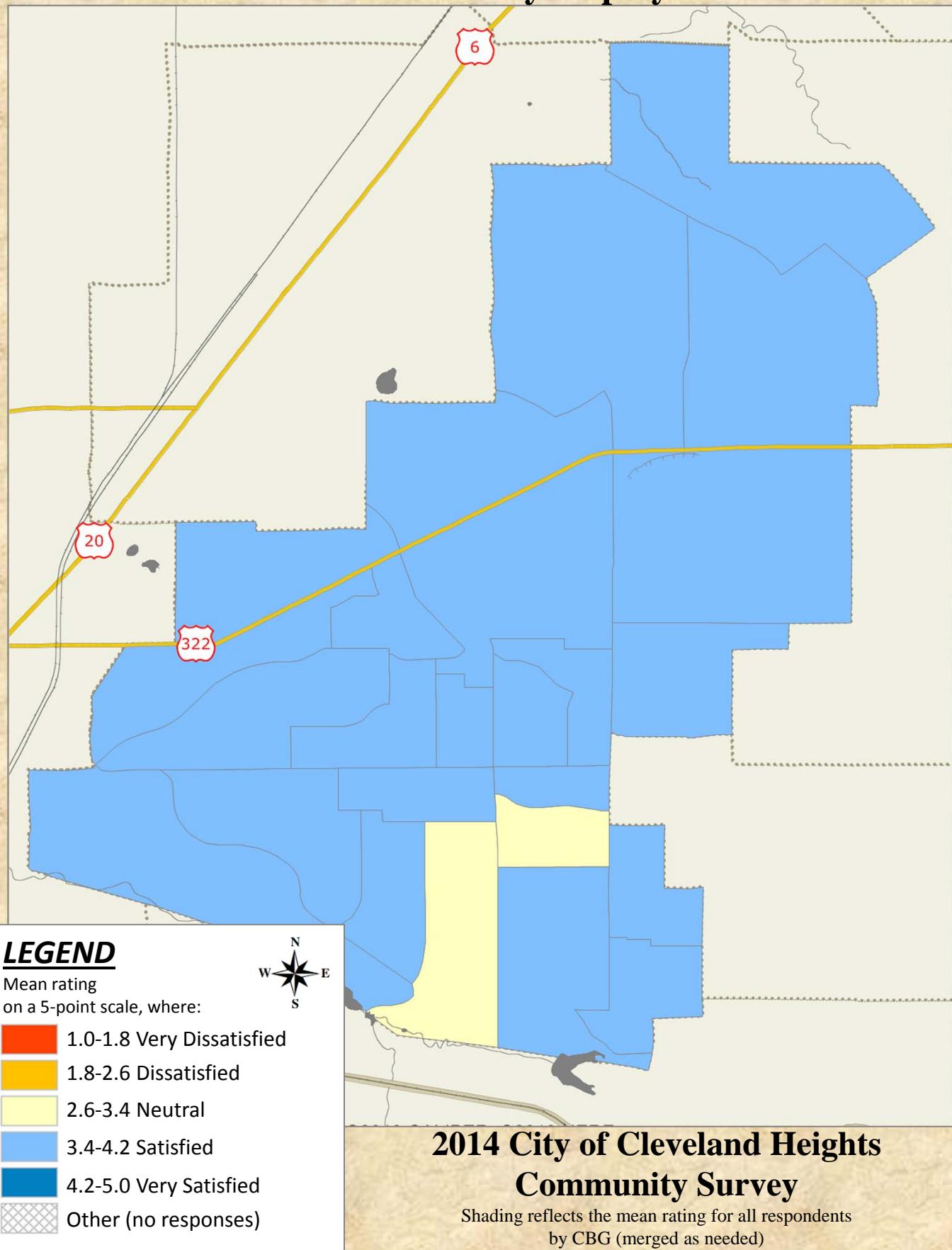
Q1e Satisfaction with overall quality of City water services



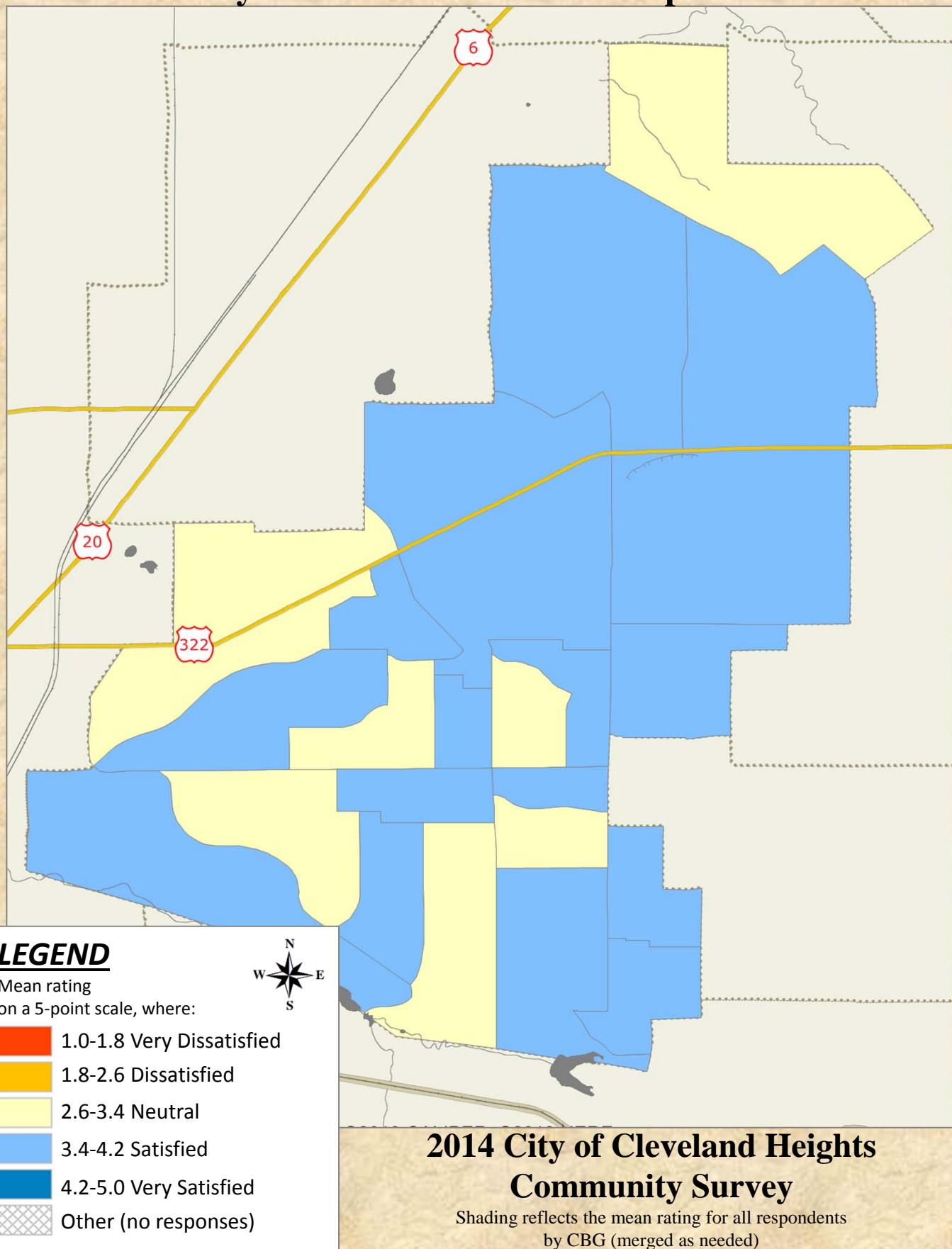
Q1f Satisfaction with overall enforcement of City codes and ordinances



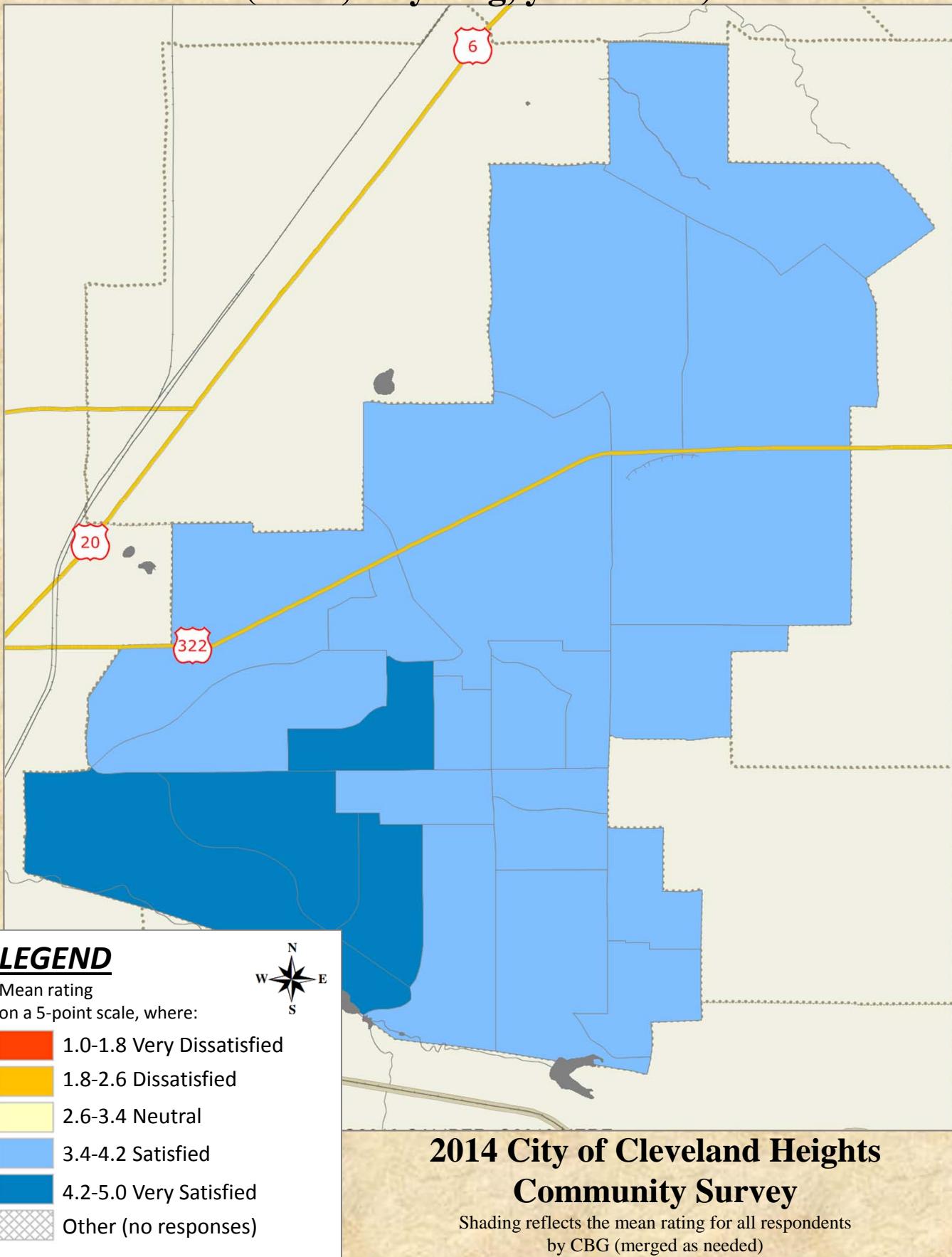
Q1g Satisfaction with overall quality of customer service received from City employees



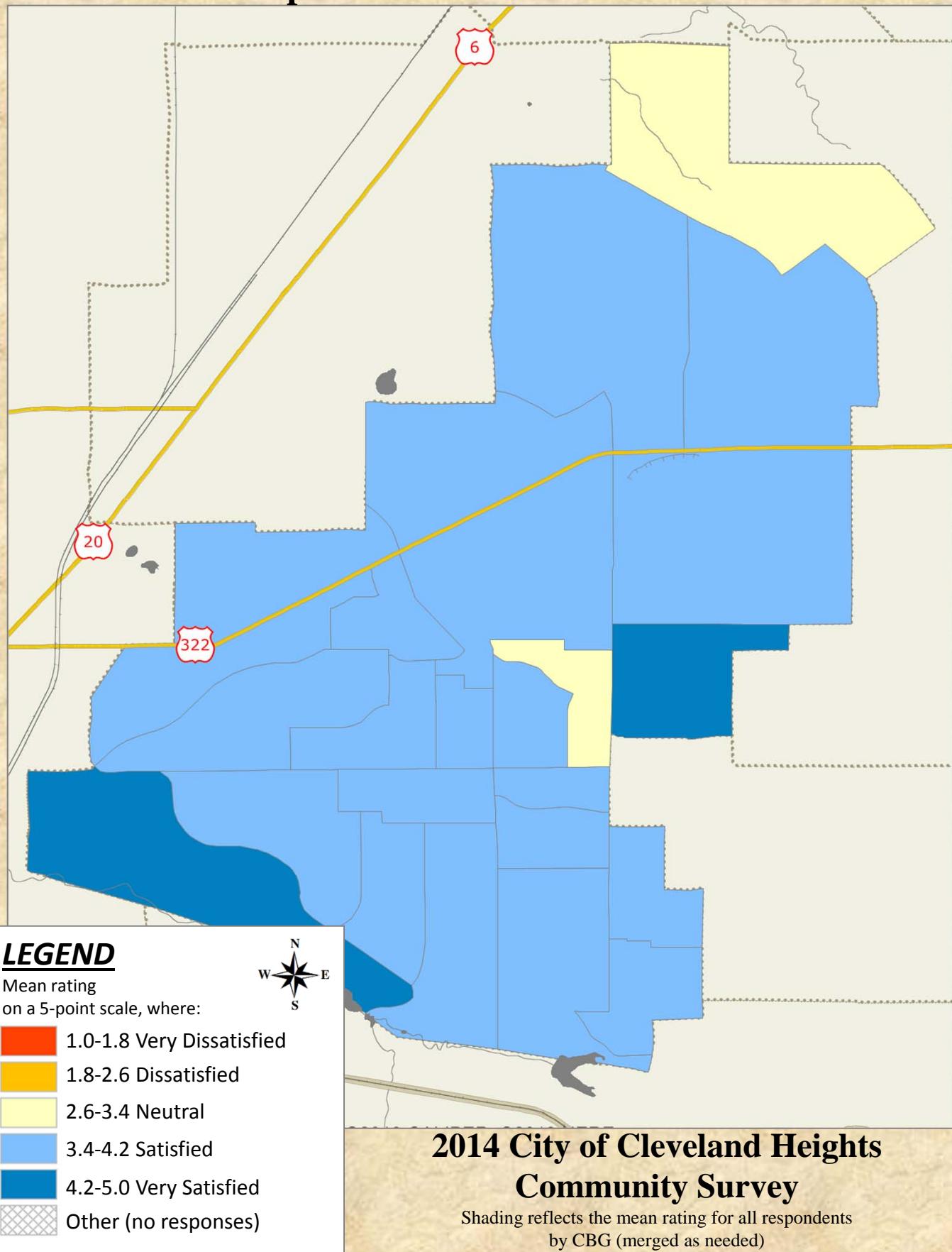
Q1h Satisfaction with overall effectiveness of City communication with the public



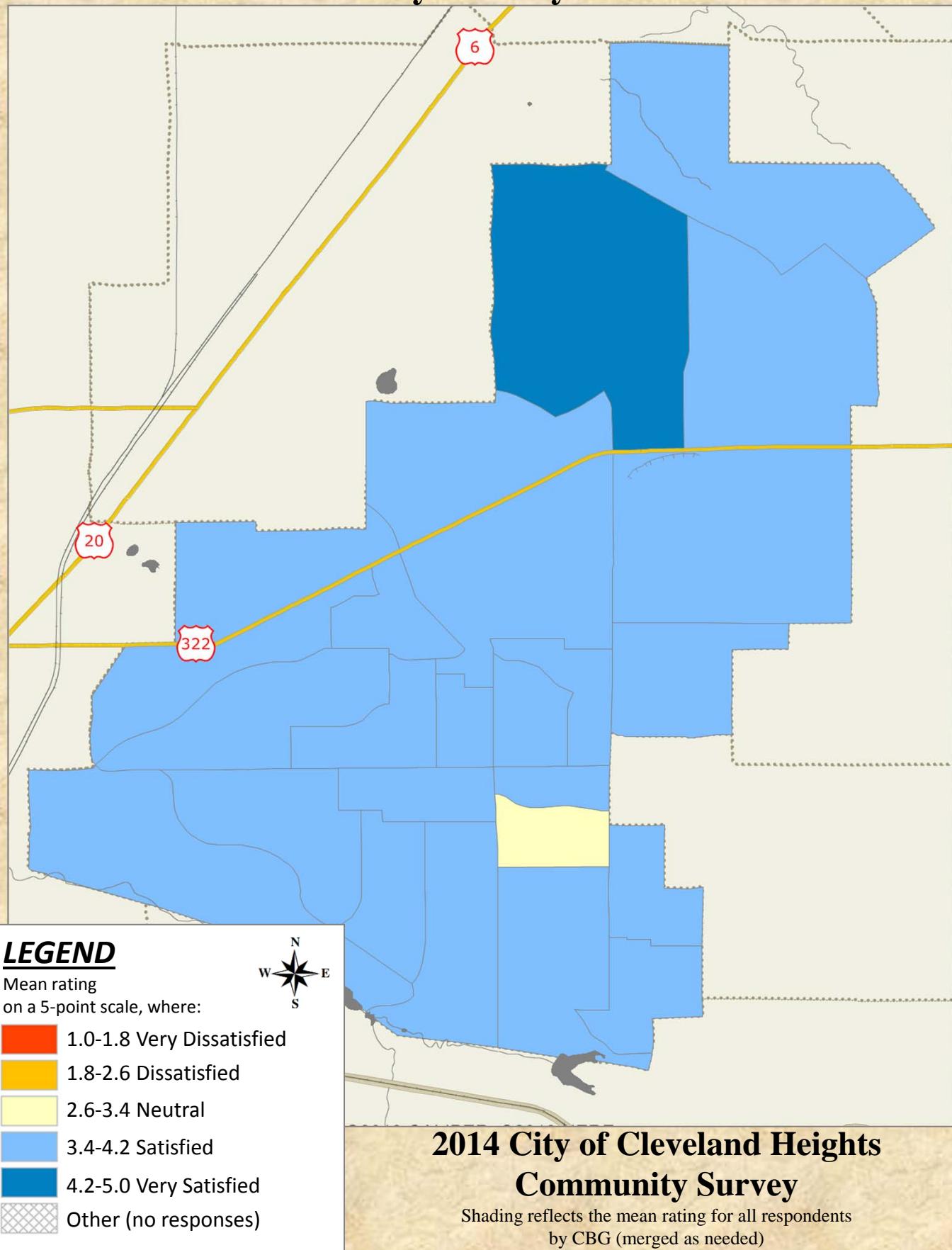
Q1i Satisfaction with overall quality of solid waste services (trash, recycling, yard waste)



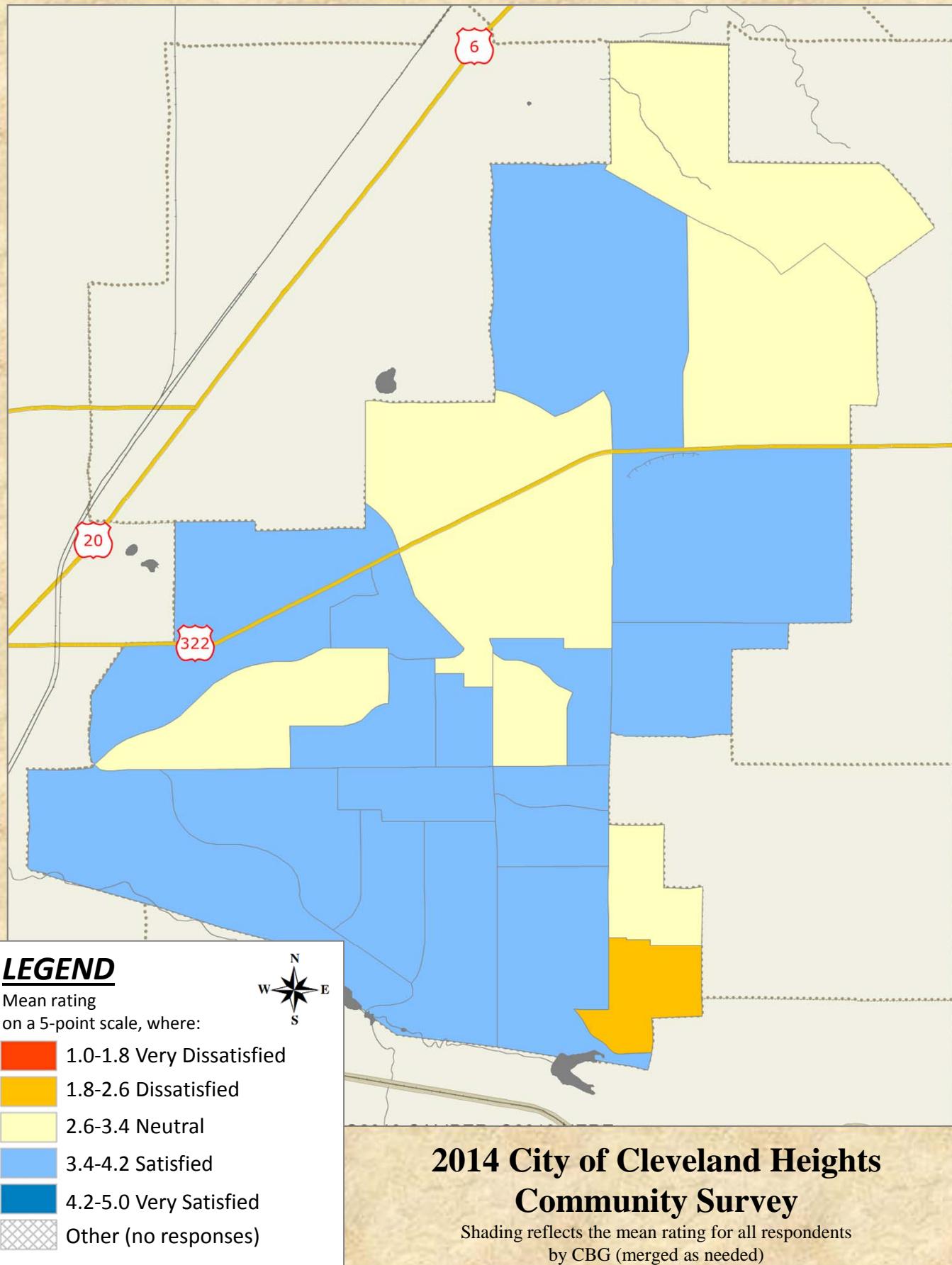
Q1j Satisfaction with City's efforts to conserve energy and protect the environment



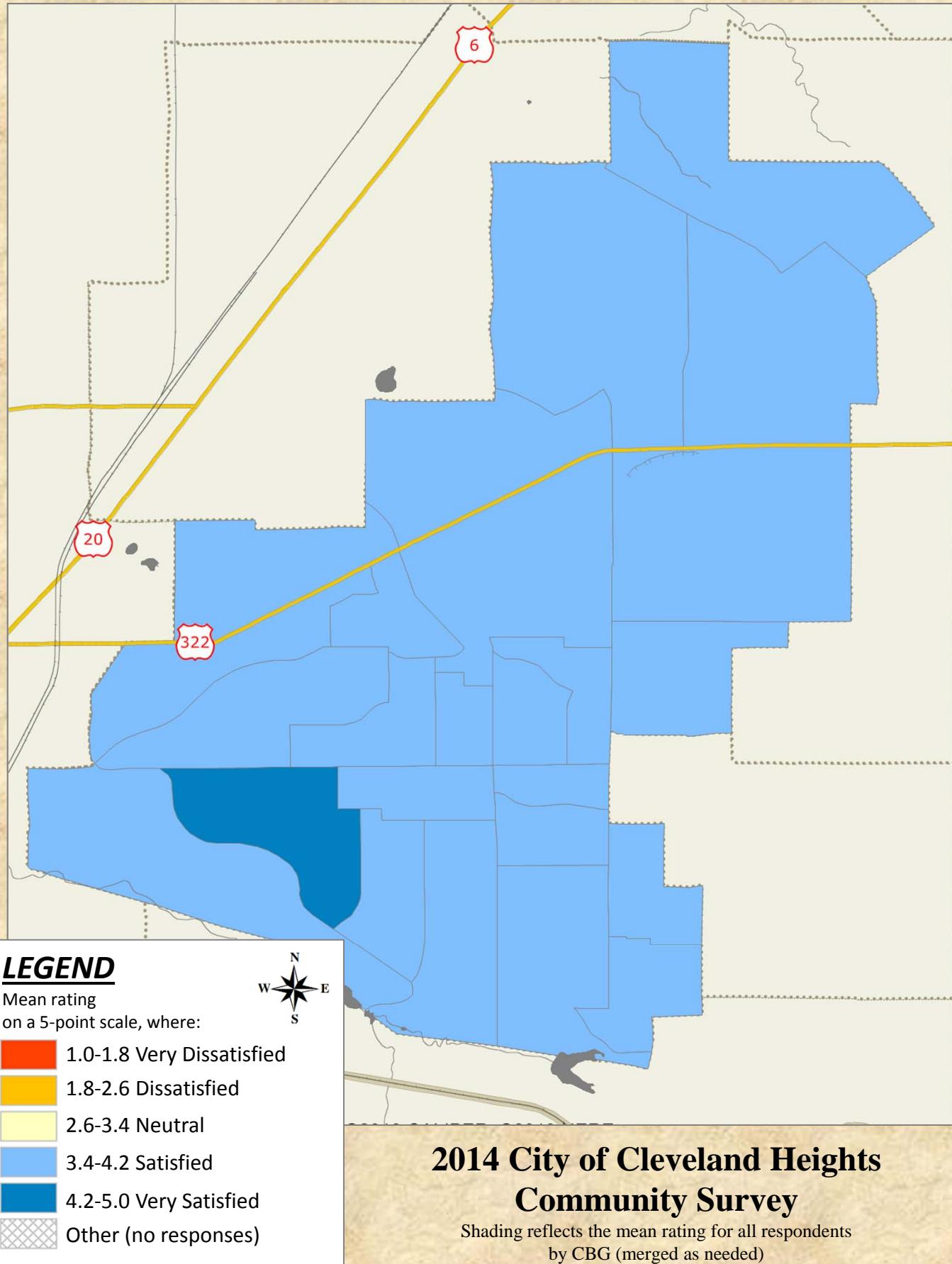
Q3a Satisfaction with overall quality of services provided by the City



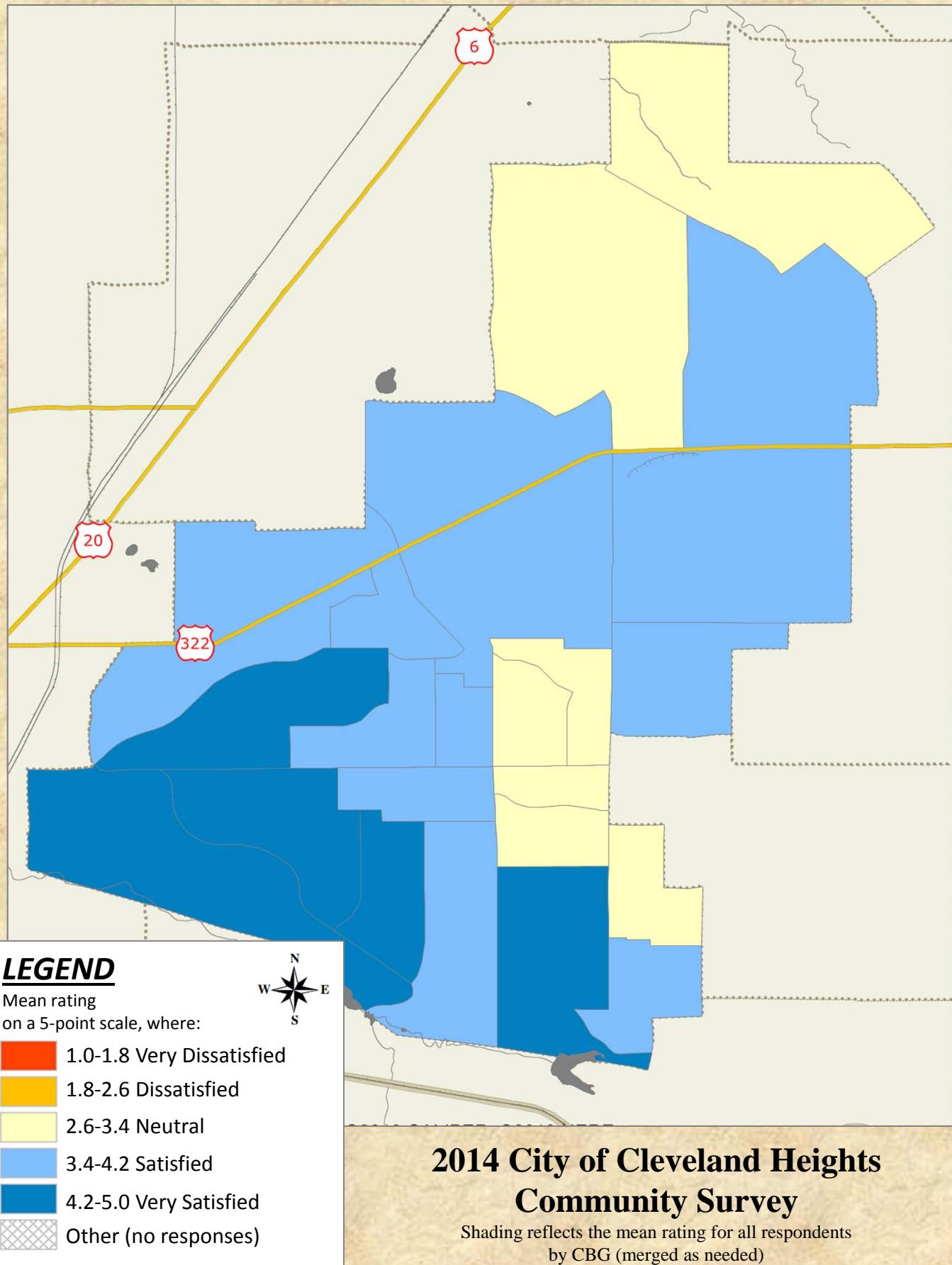
Q3b Satisfaction with overall image of the City



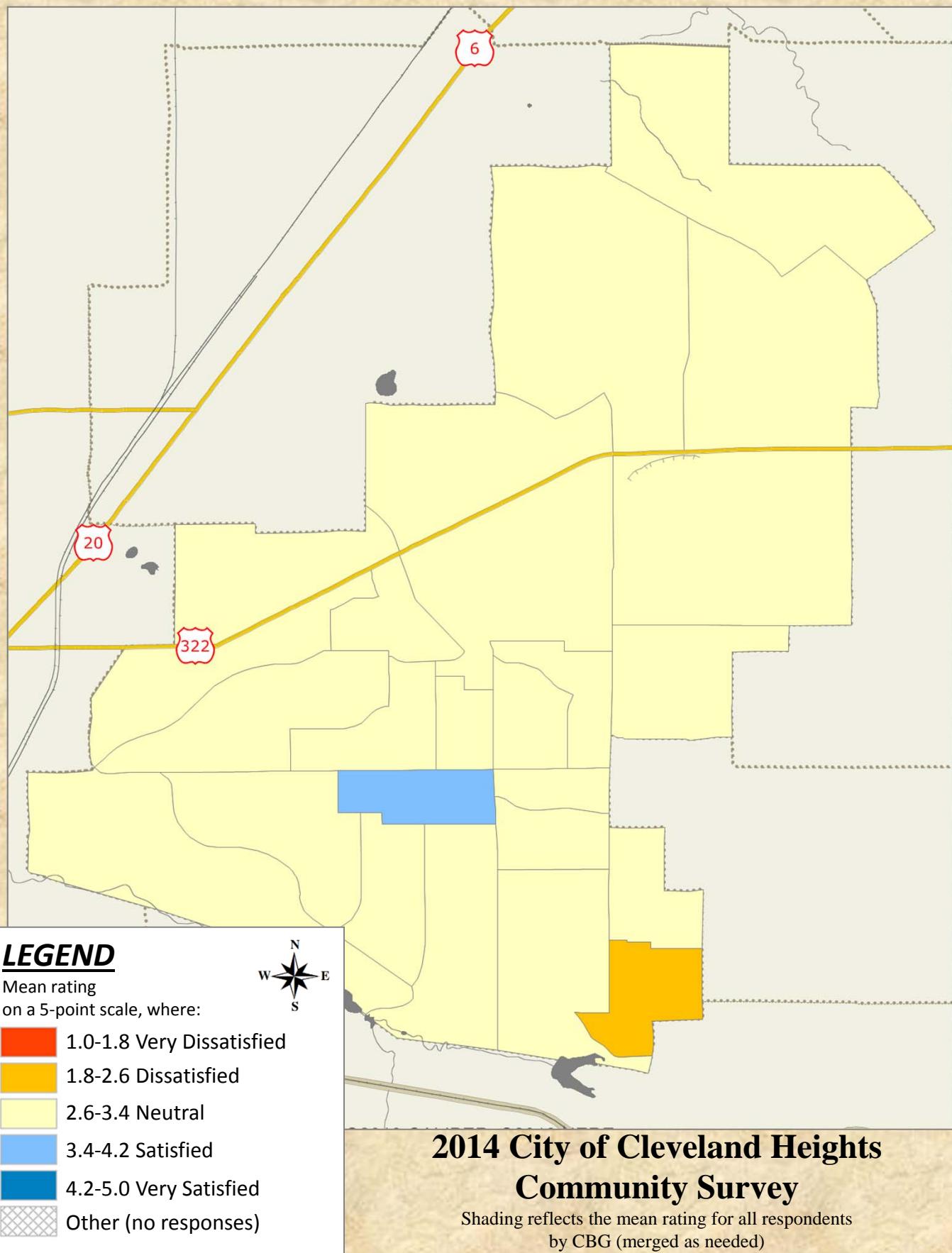
Q3c Satisfaction with overall quality of life in the City



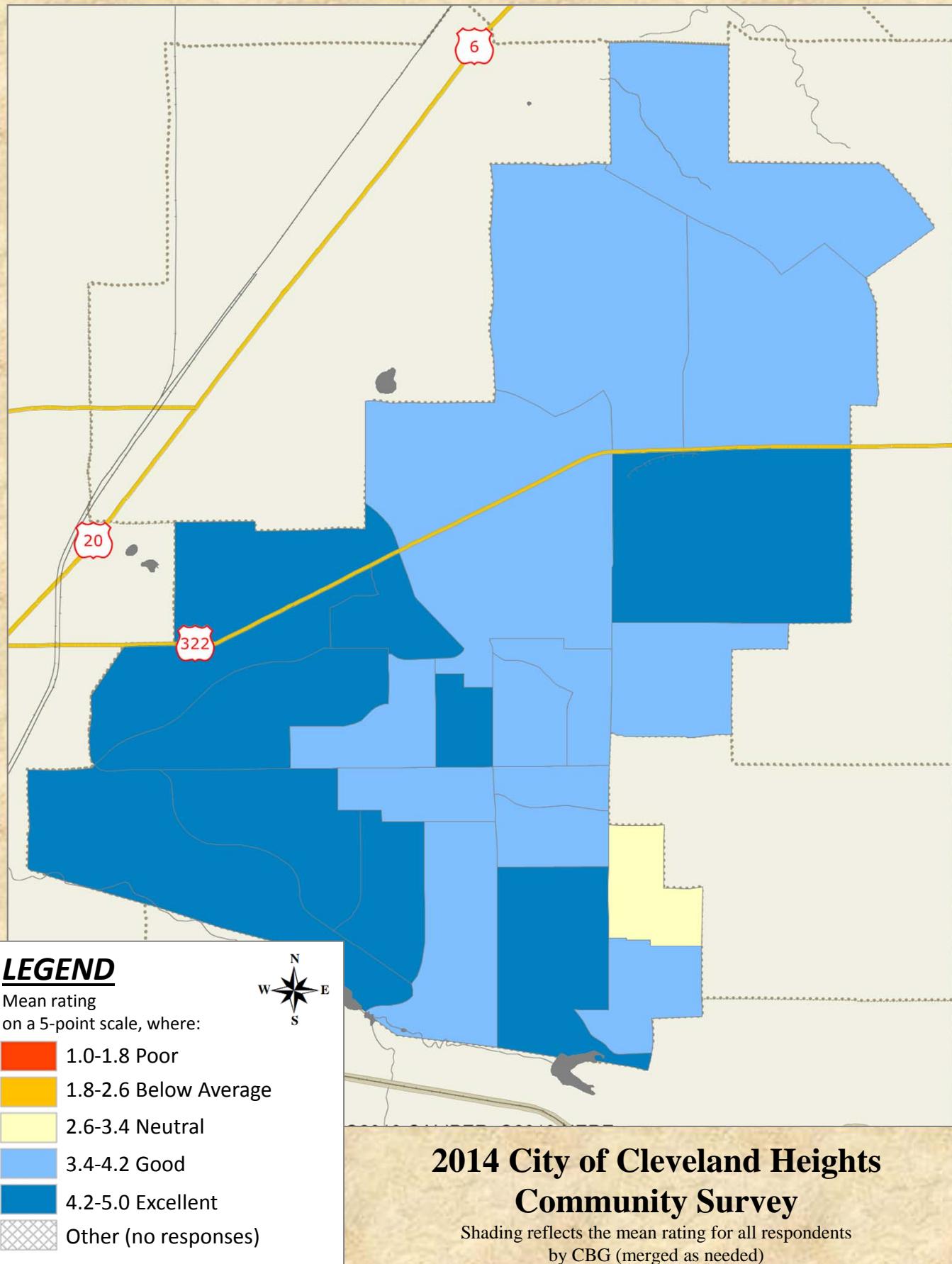
Q3d Satisfaction with overall quality of neighborhoods



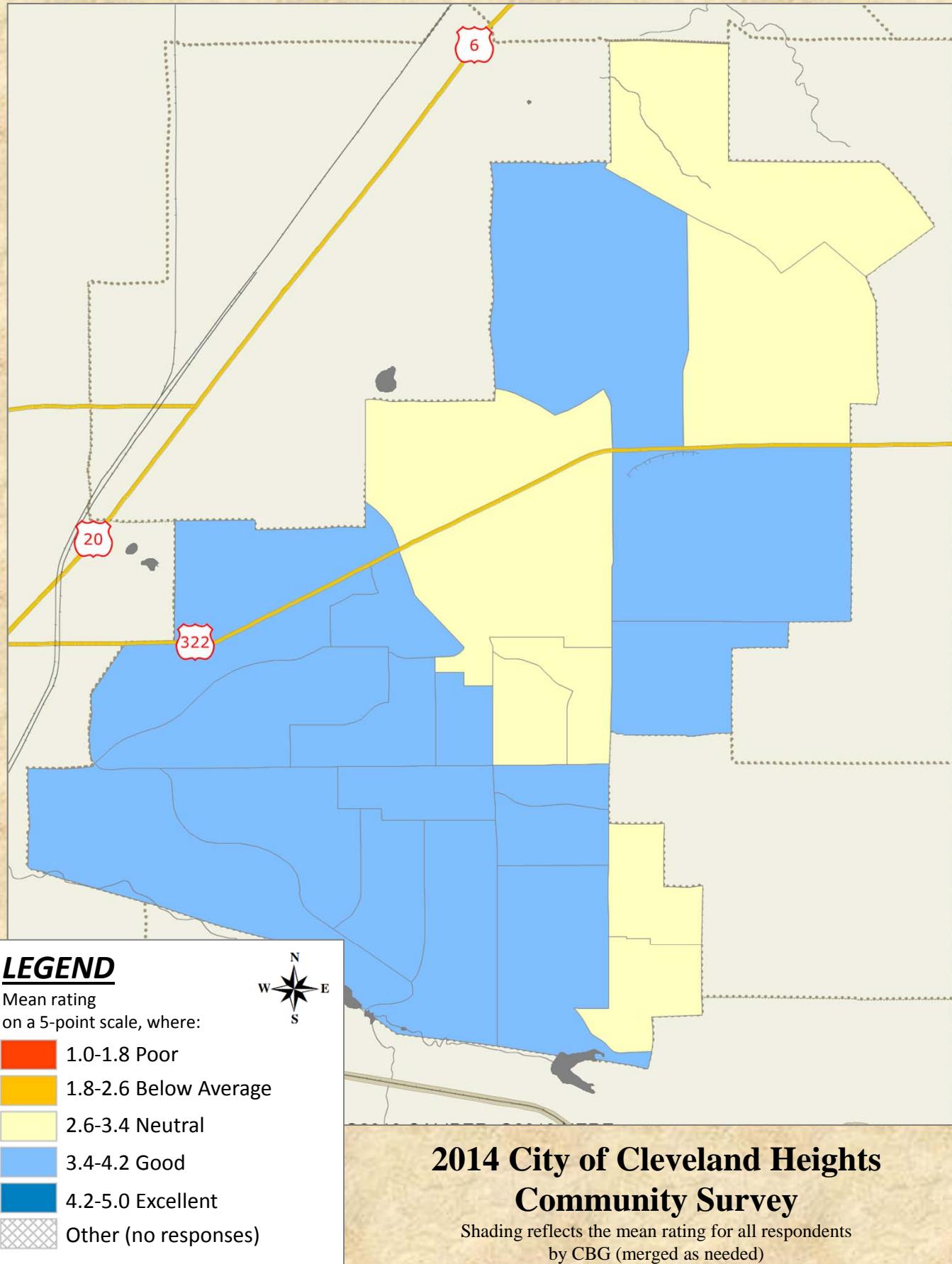
Q3e Satisfaction with the overall value received for City tax dollars and fees



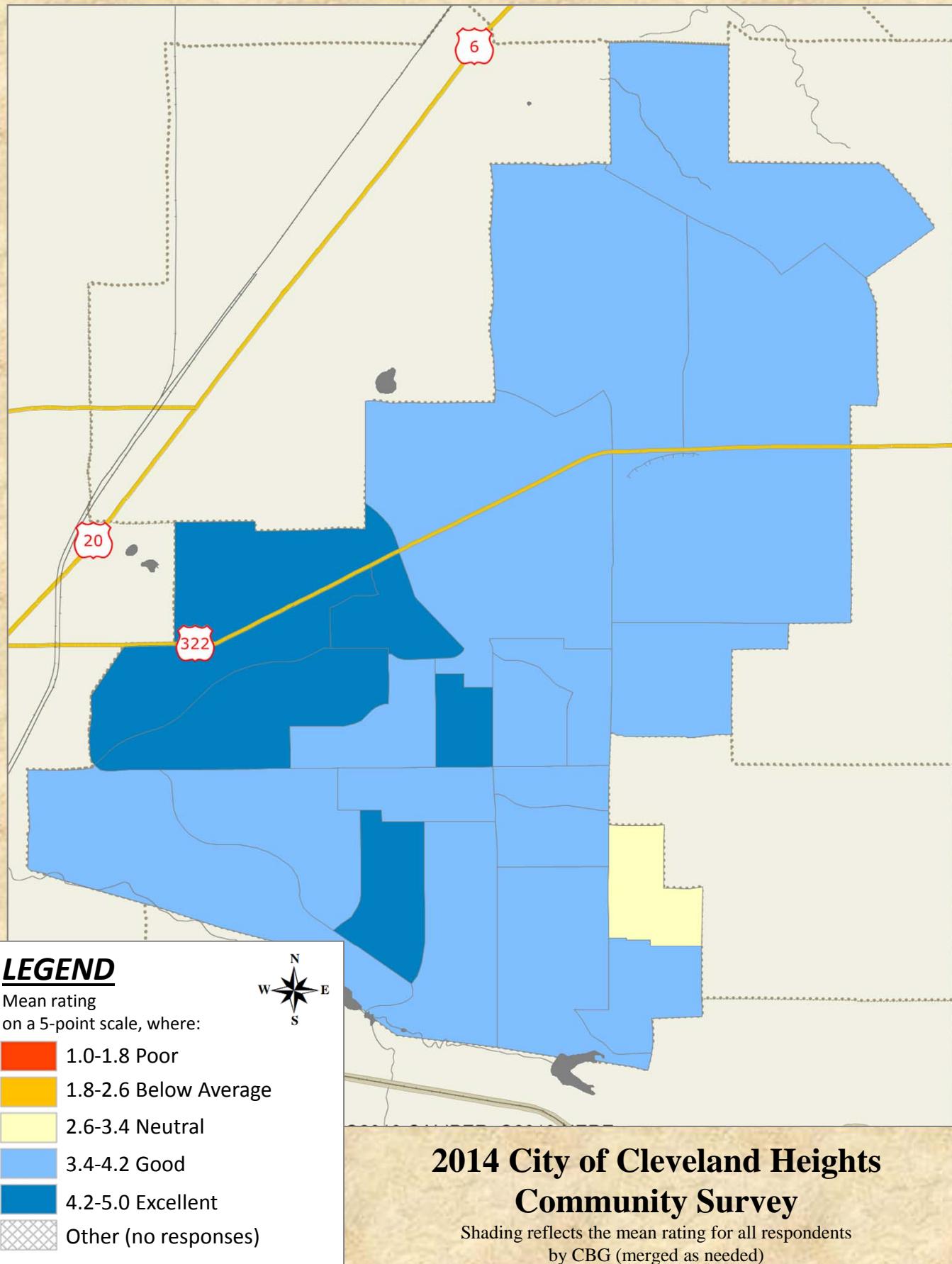
Q4a Ratings of the City as a place to live



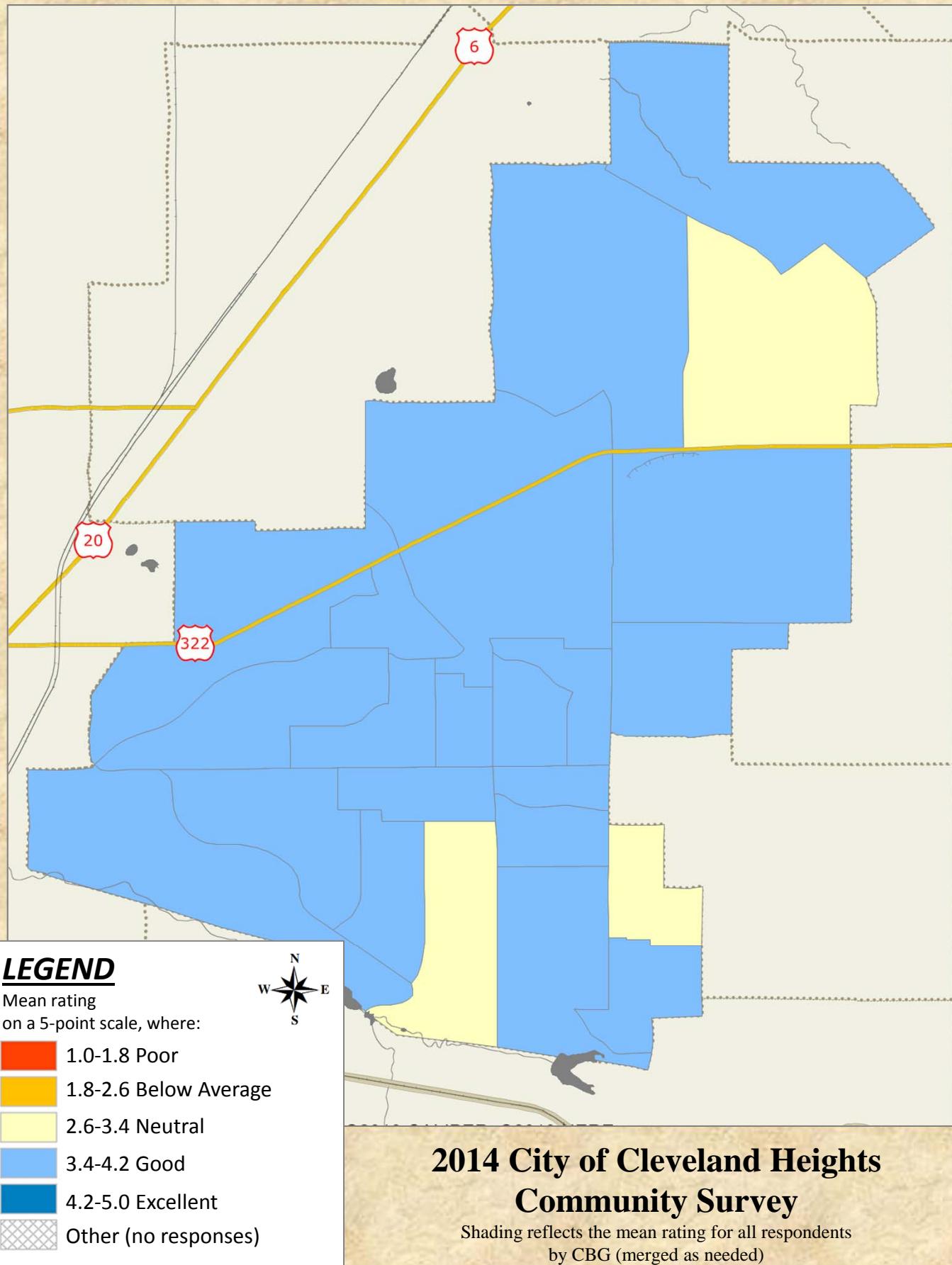
Q4b Ratings of the City as a place to raise children



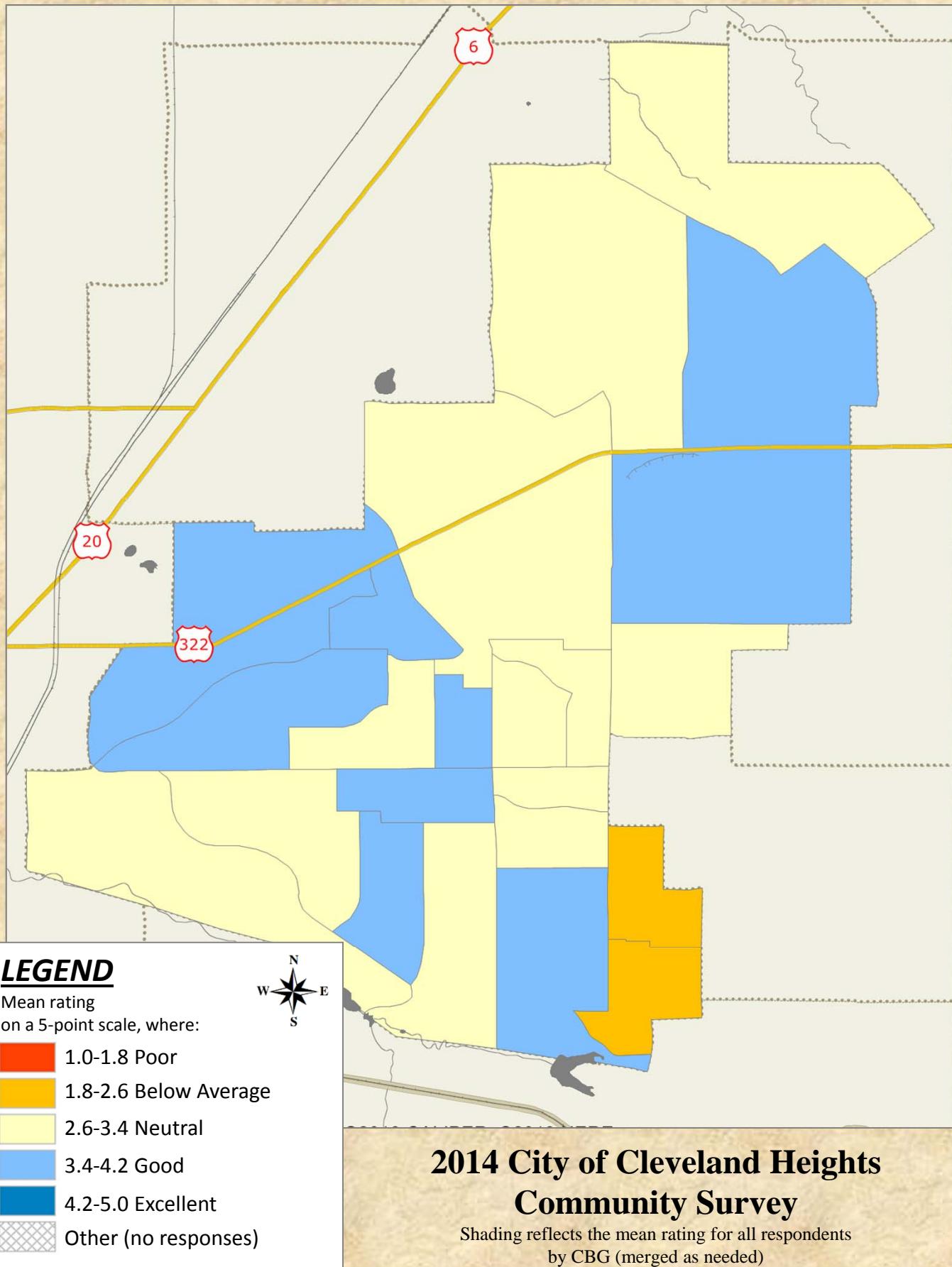
Q4c Ratings of the City as a place to visit



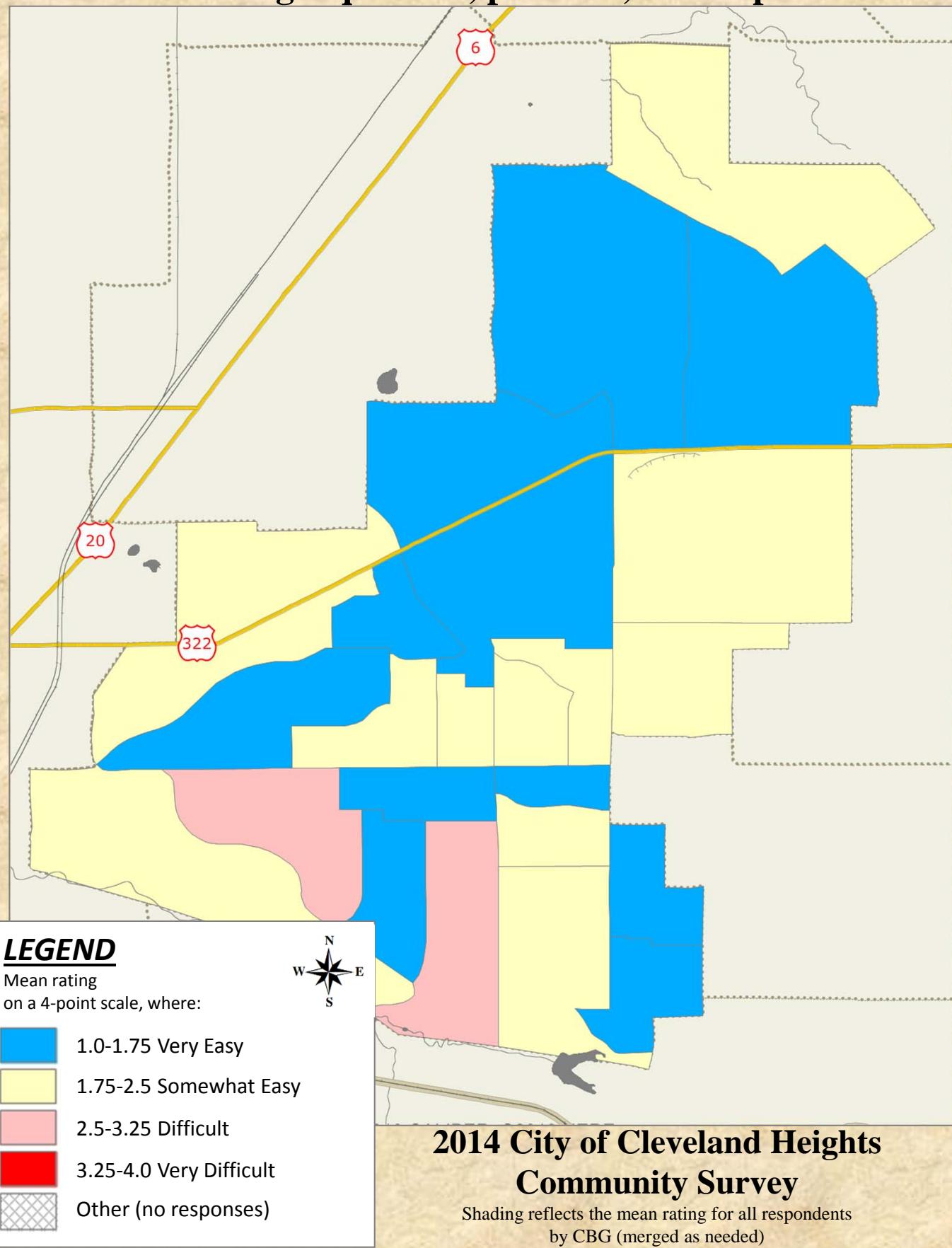
Q4d Ratings of the City as a place to work



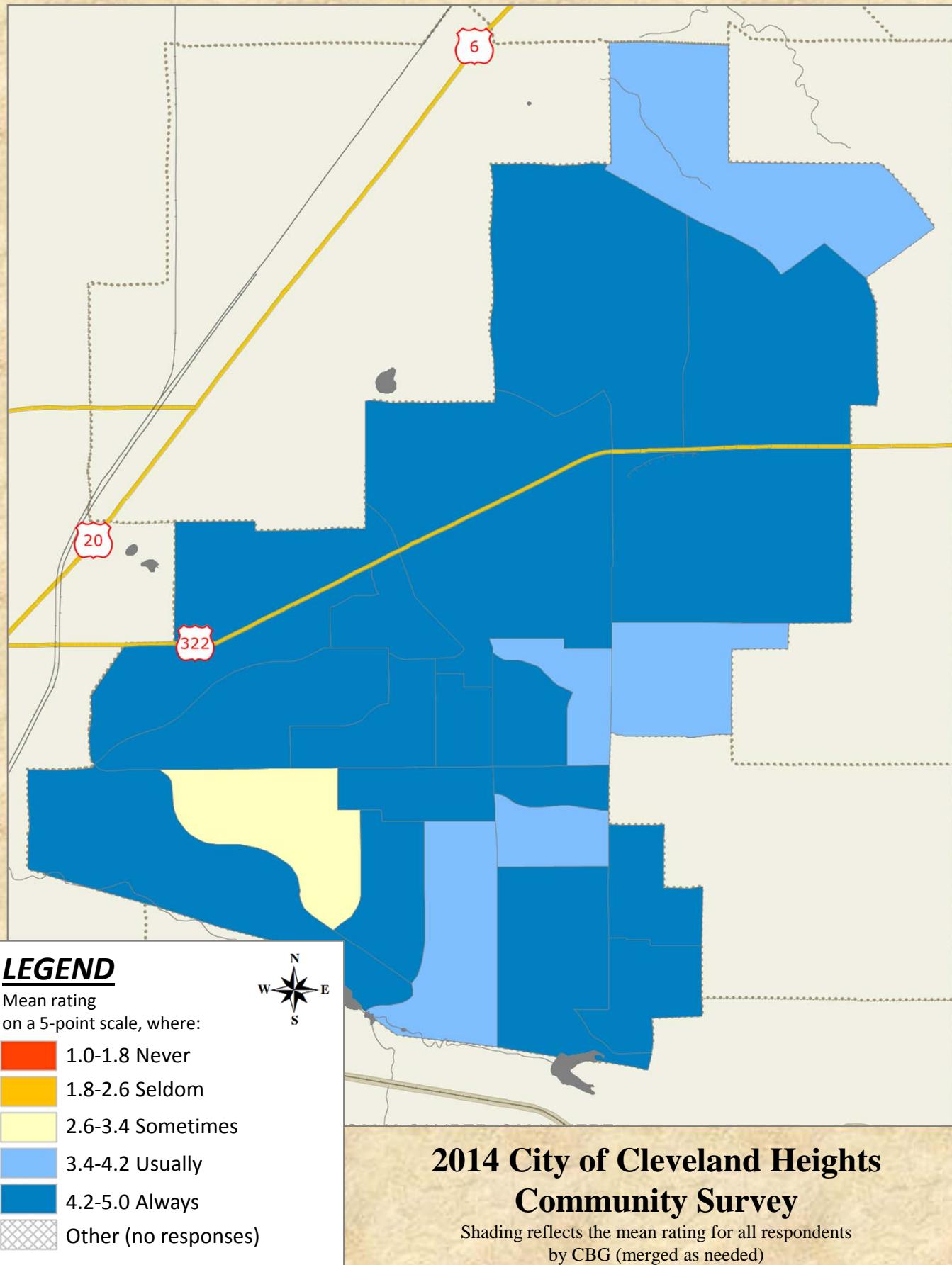
Q4e Ratings of the City as a place to retire



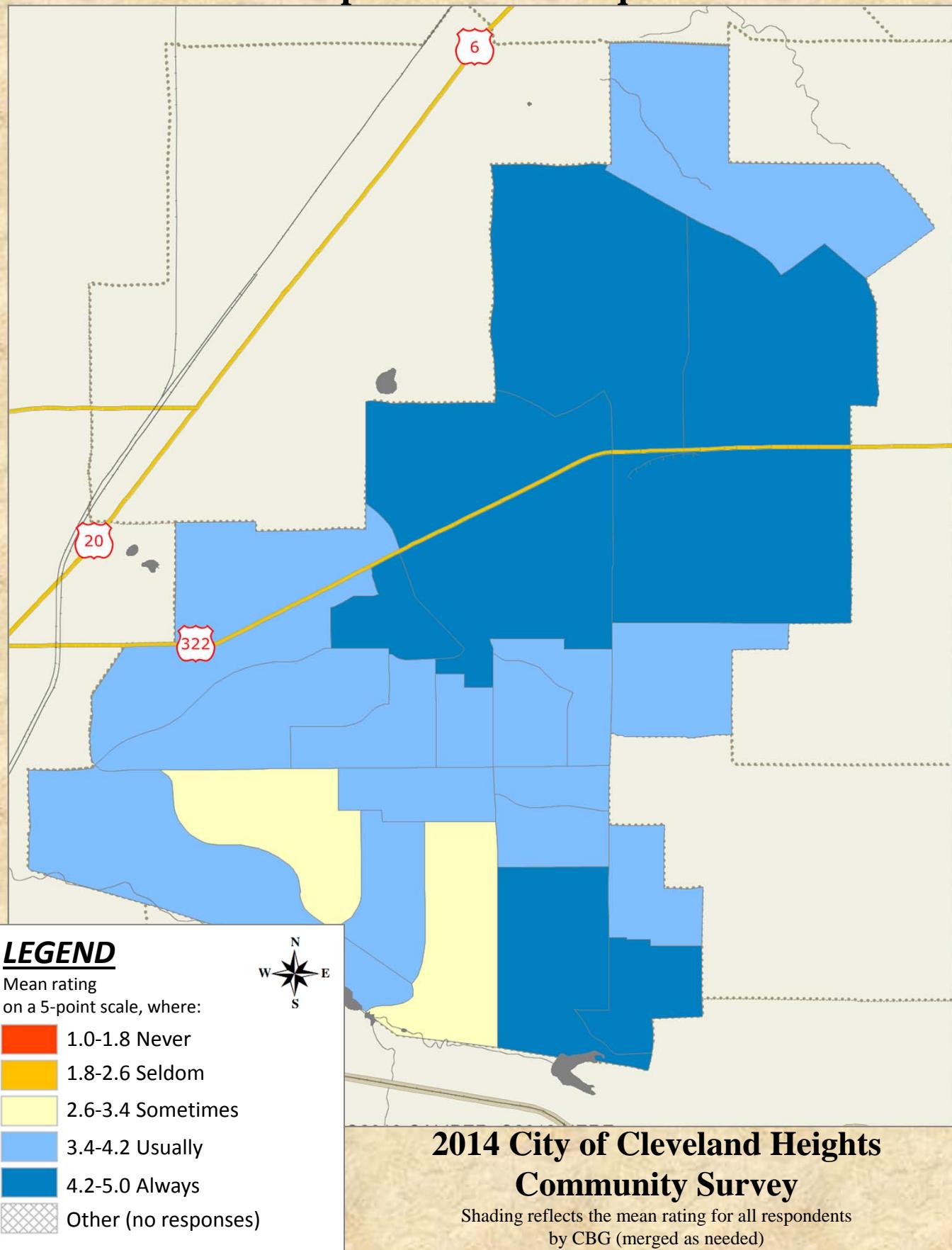
Q5b How easy it was to contact the person needed concerning a question, problem, or complaint



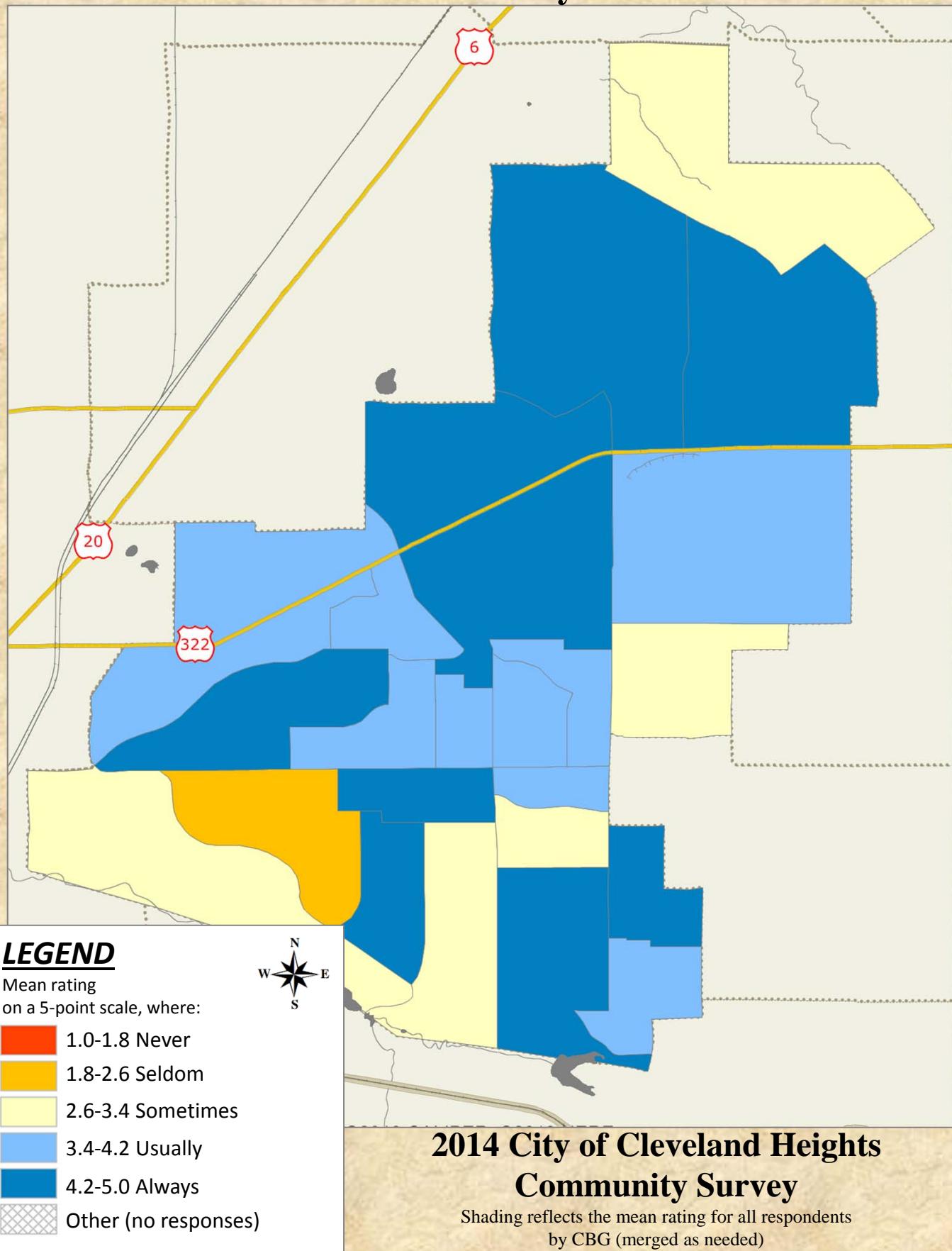
Q5c(1) How often City employees were courteous and polite



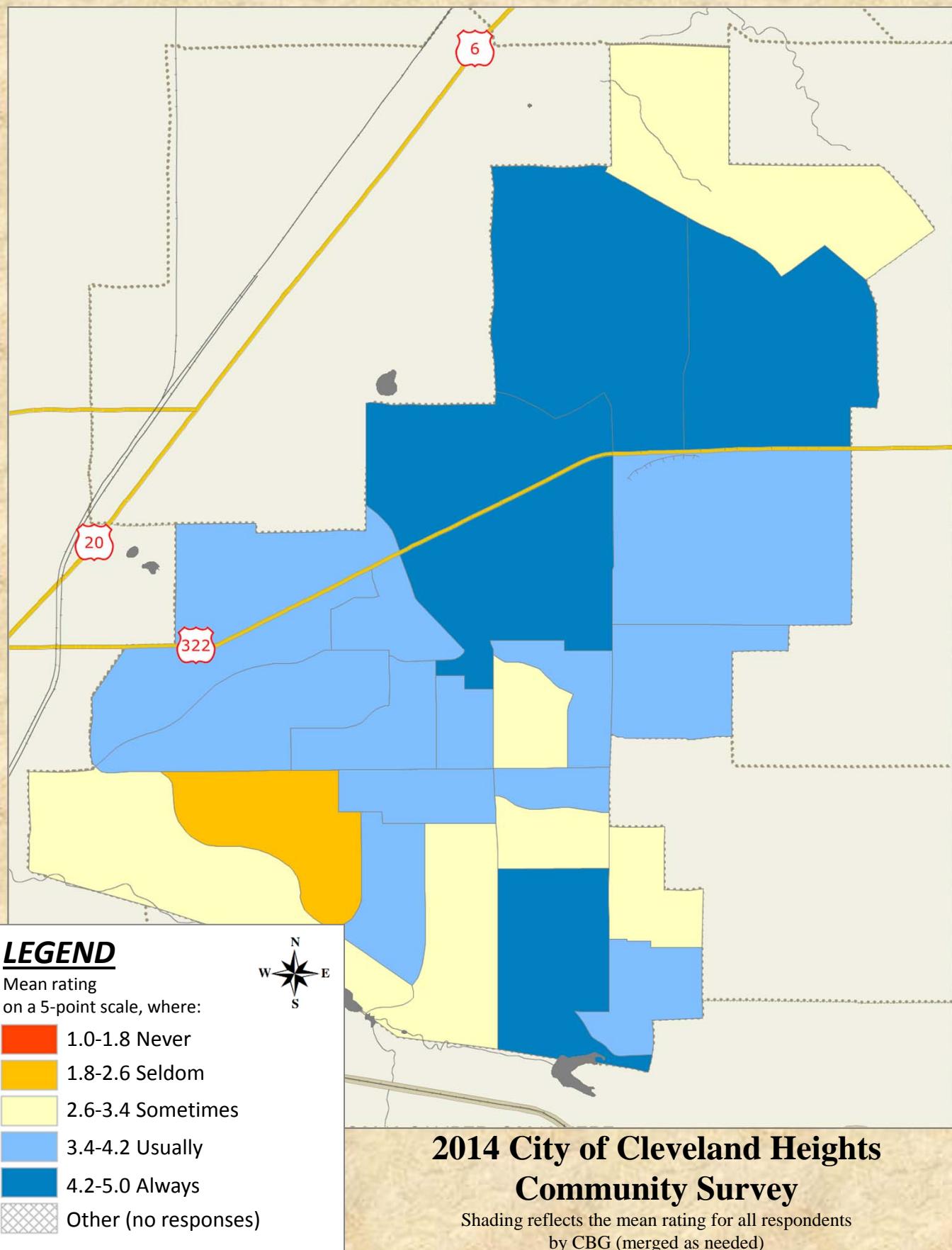
Q5c(2) How often City employees gave prompt, accurate, and complete answers to questions



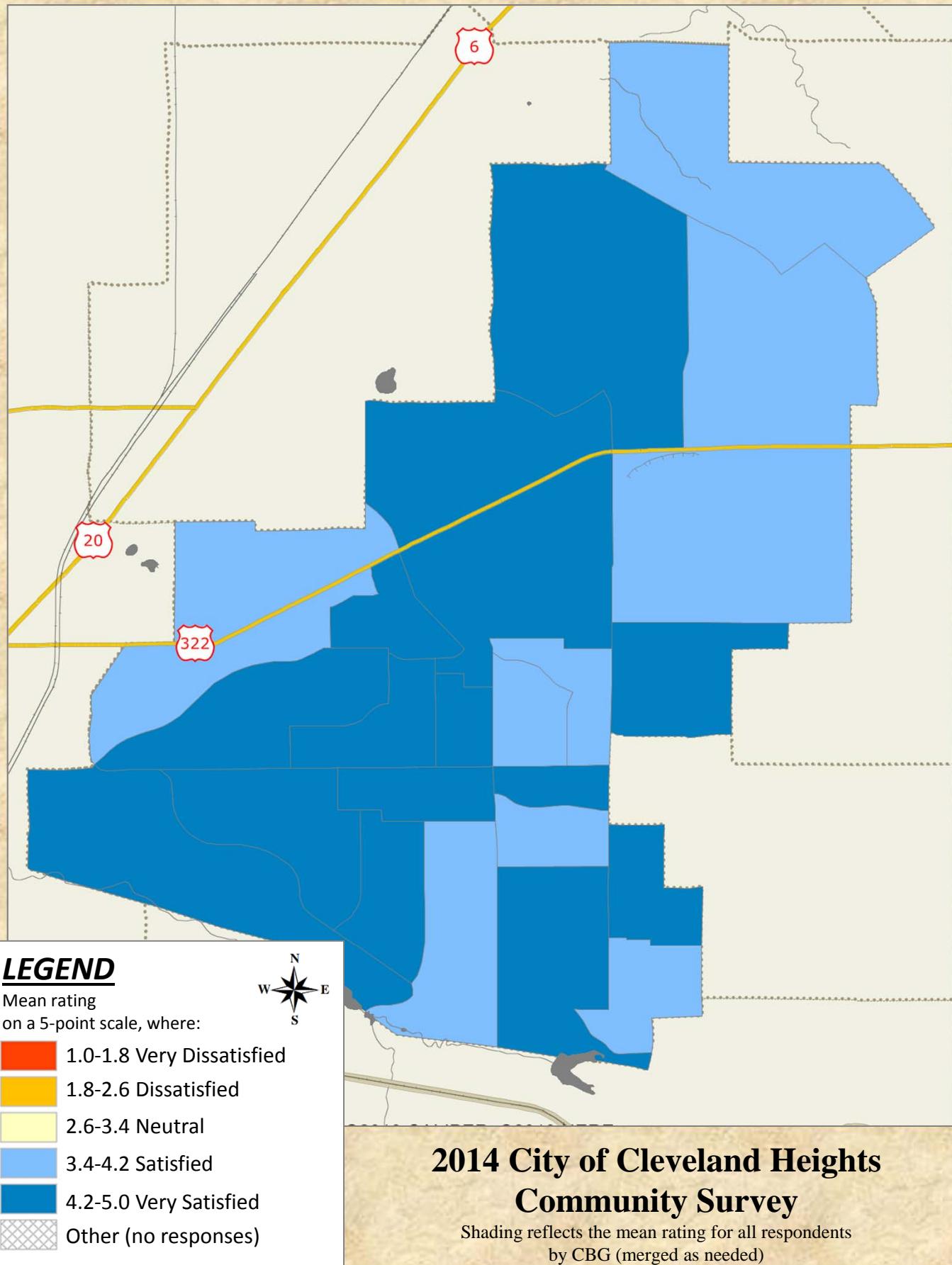
Q5c(3) How often City employees did what they said they would do in a timely manner



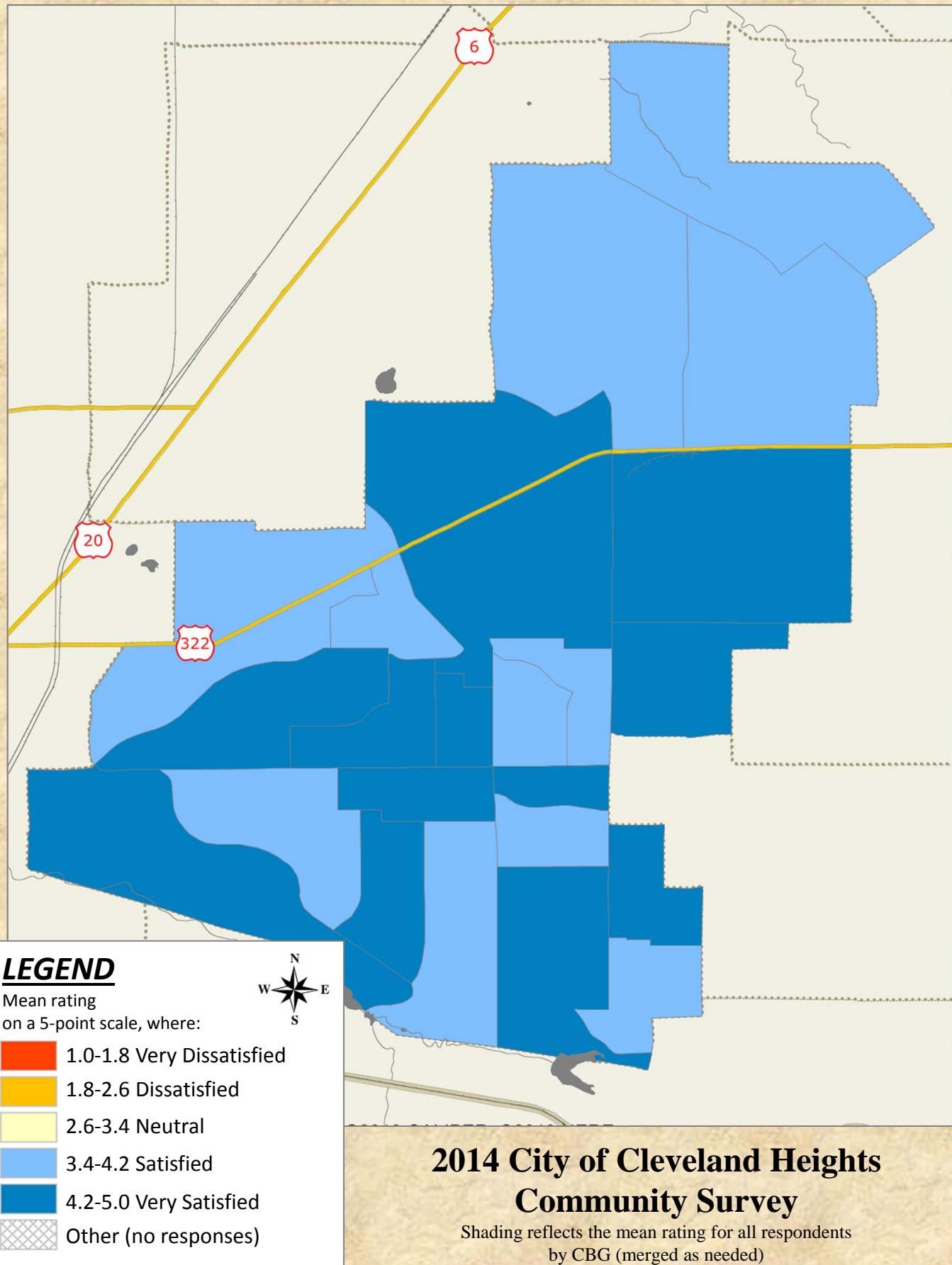
Q5c(4) How often City employees helped resolve an issue to the customer's satisfaction



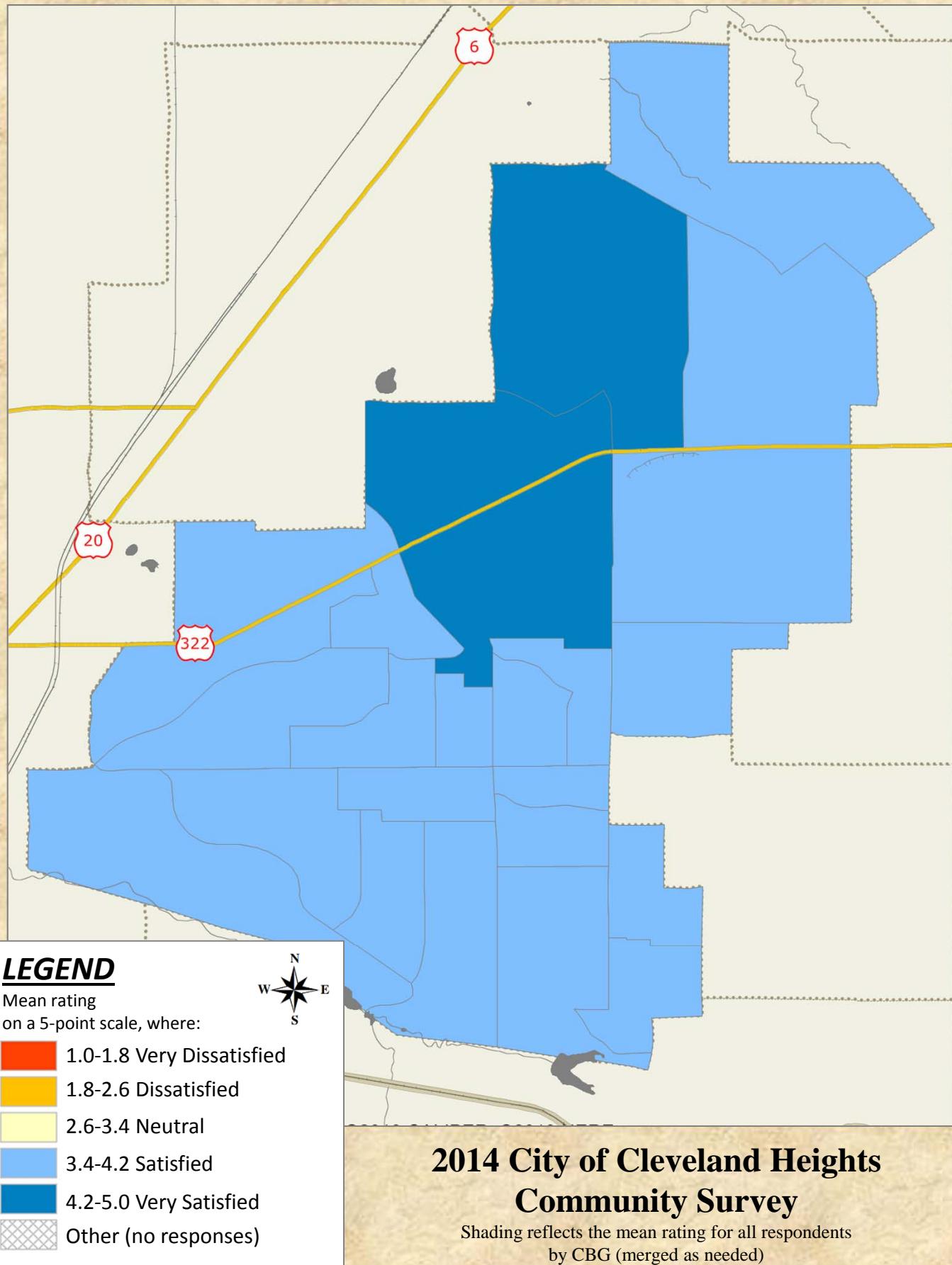
Q6a Satisfaction with residential trash collection services



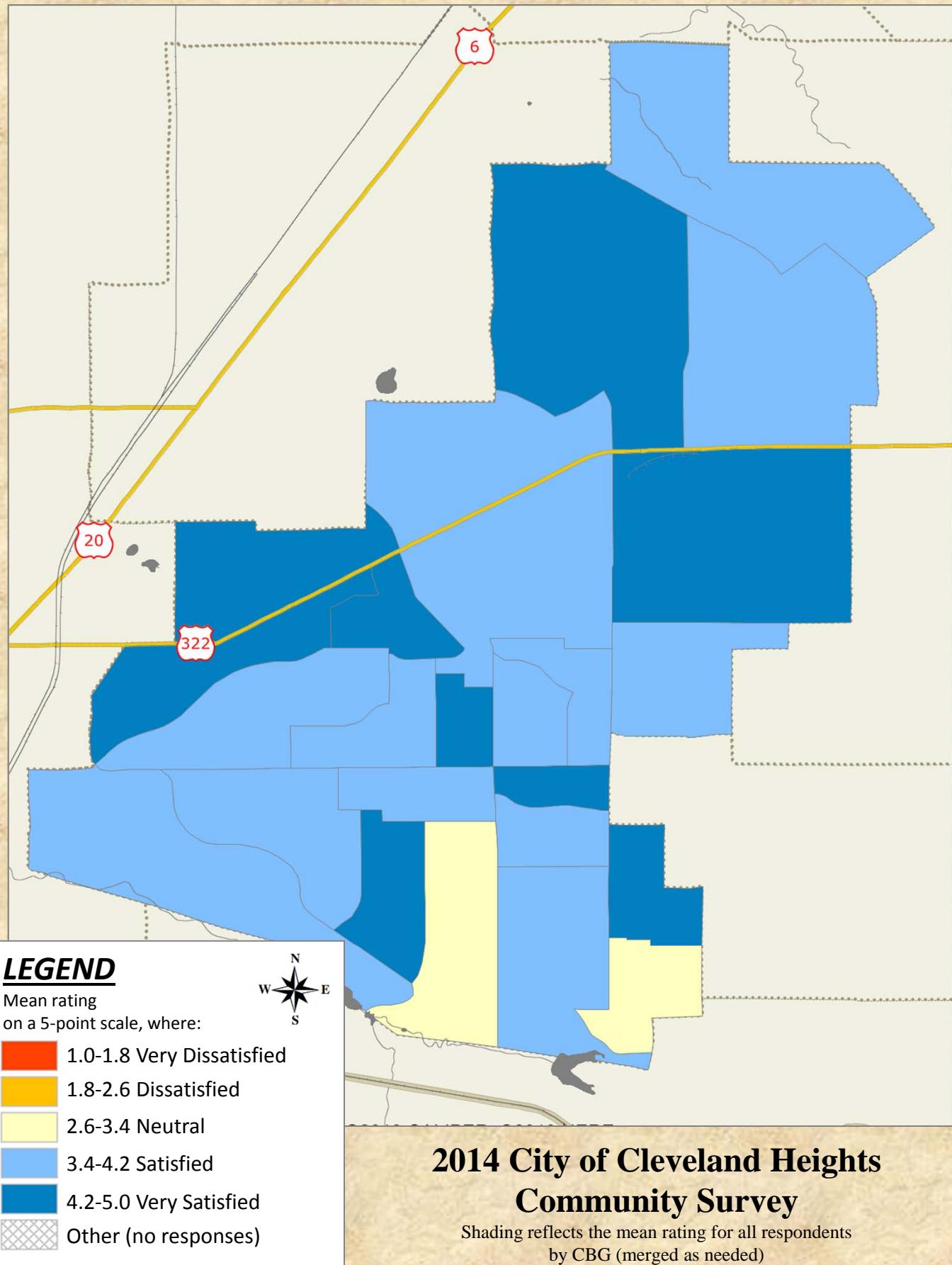
Q6b Satisfaction with curbside recycling services



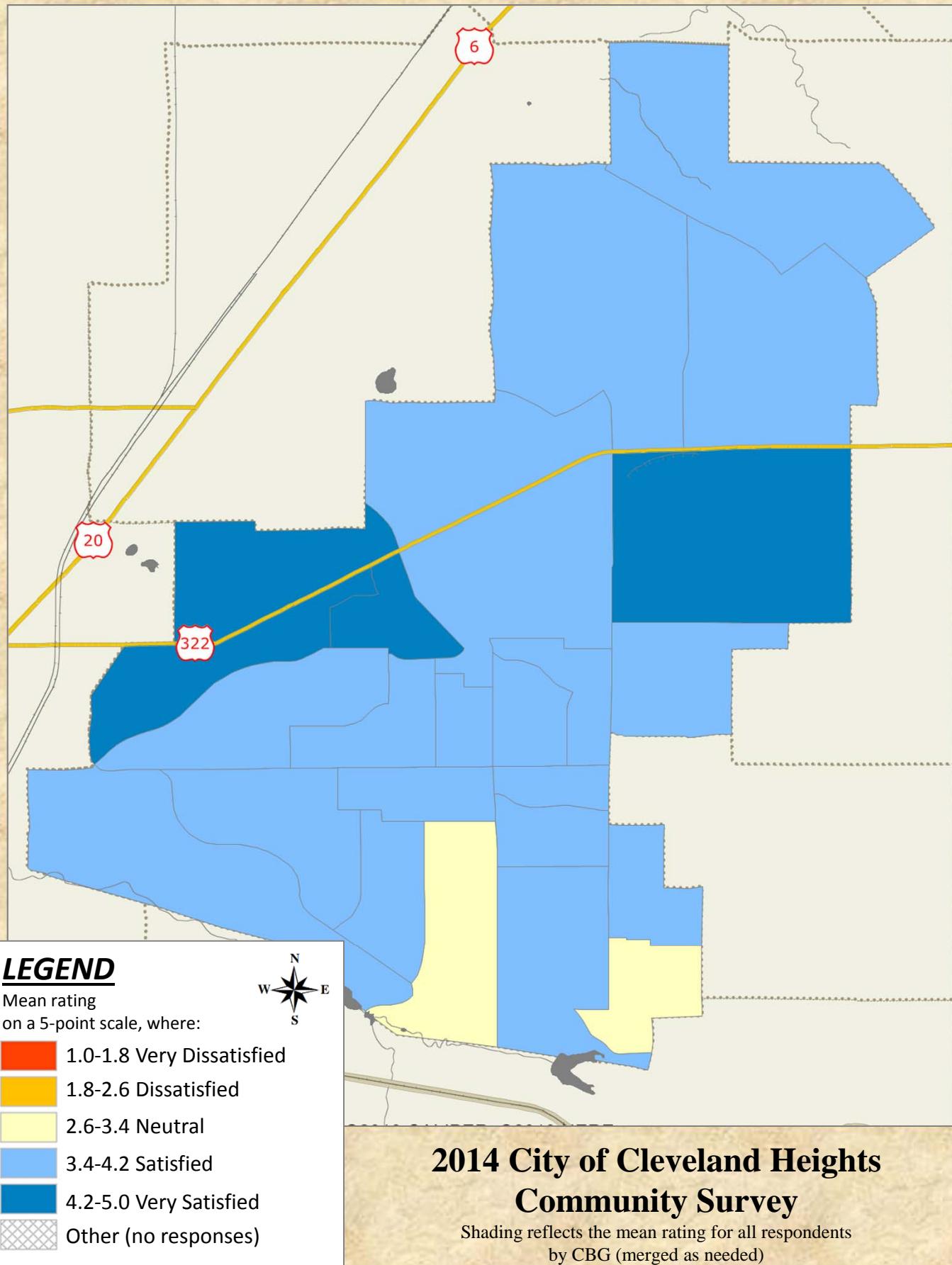
Q6c Satisfaction with yard waste removal services



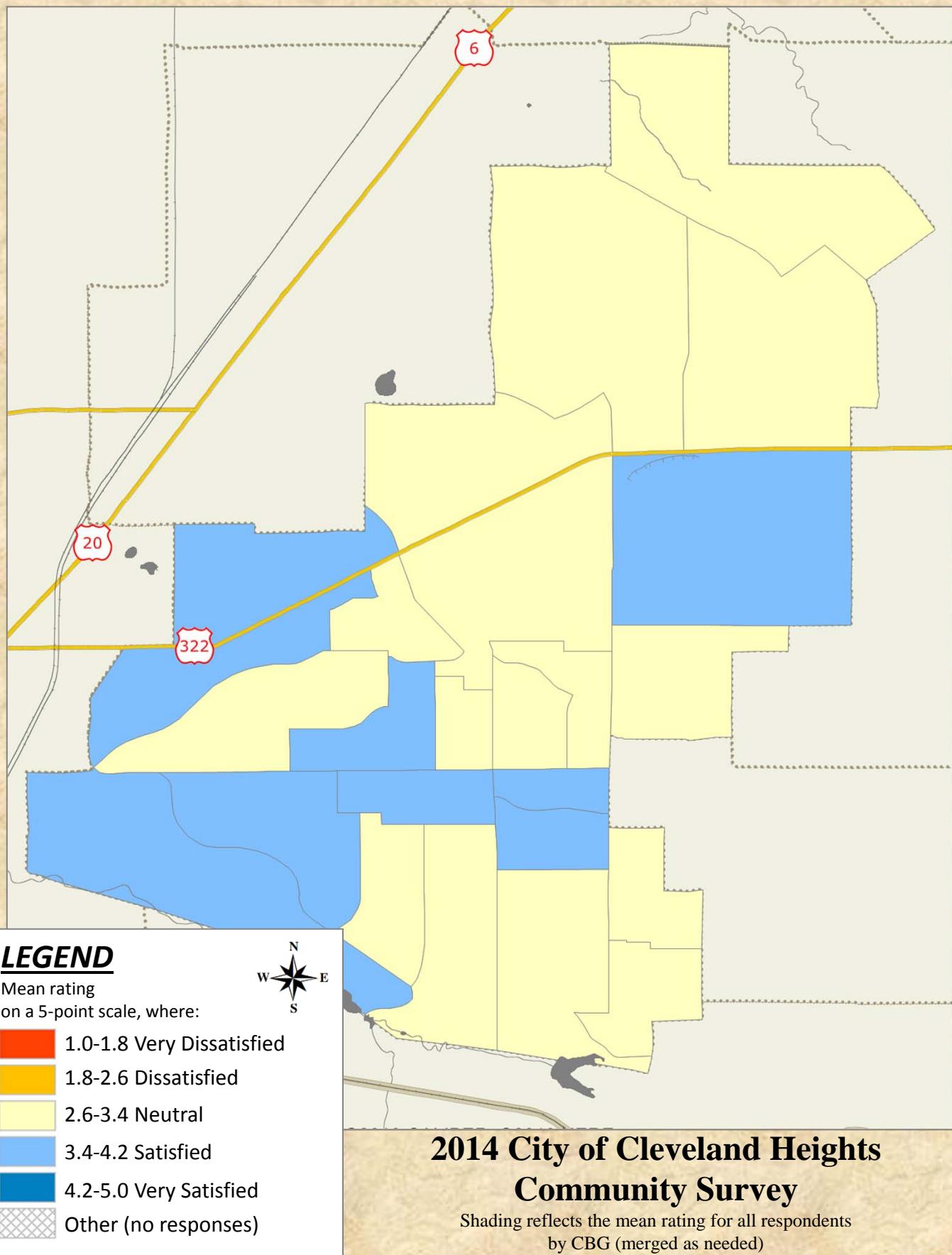
Q6d Satisfaction with water service



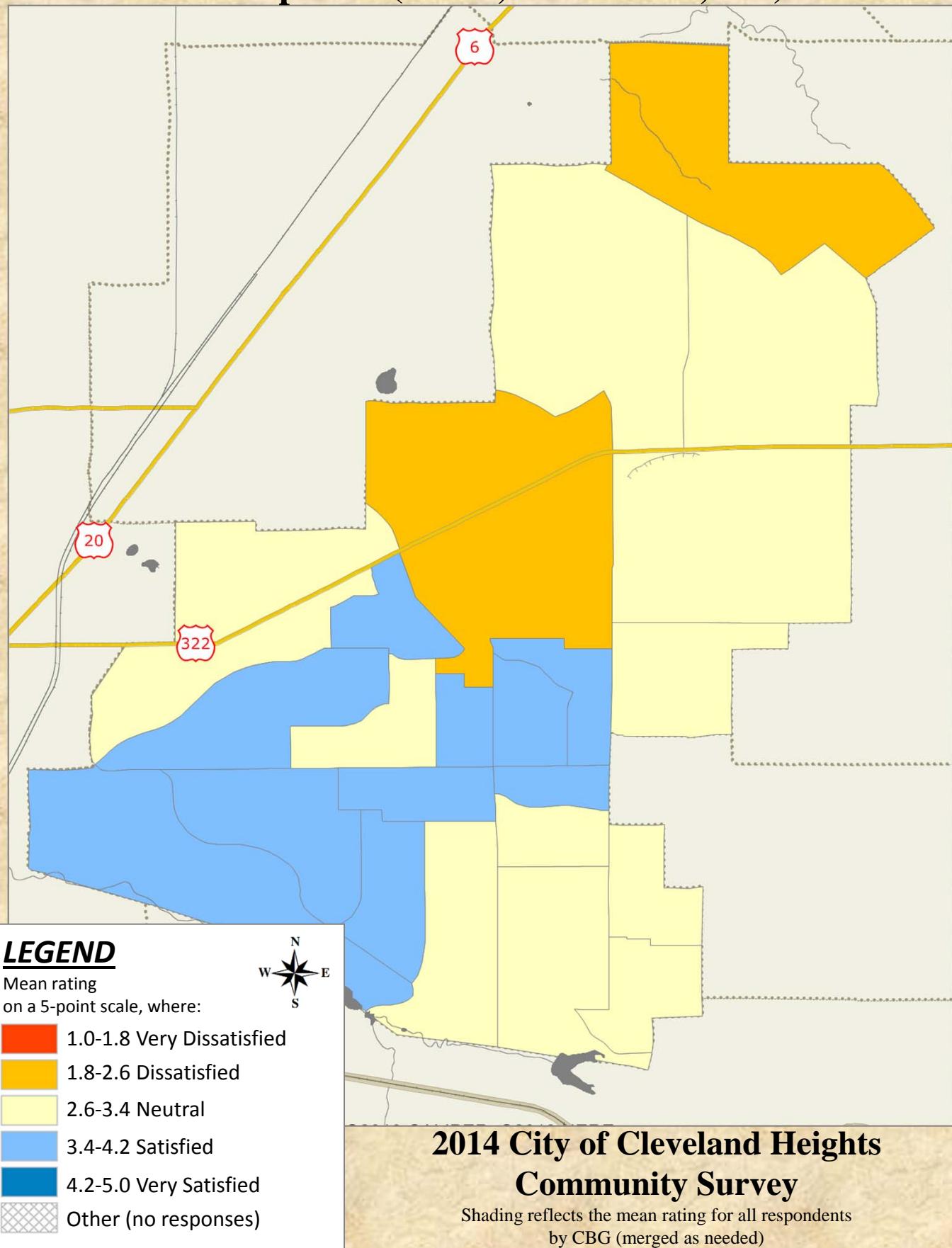
Q6e Satisfaction with sewer service



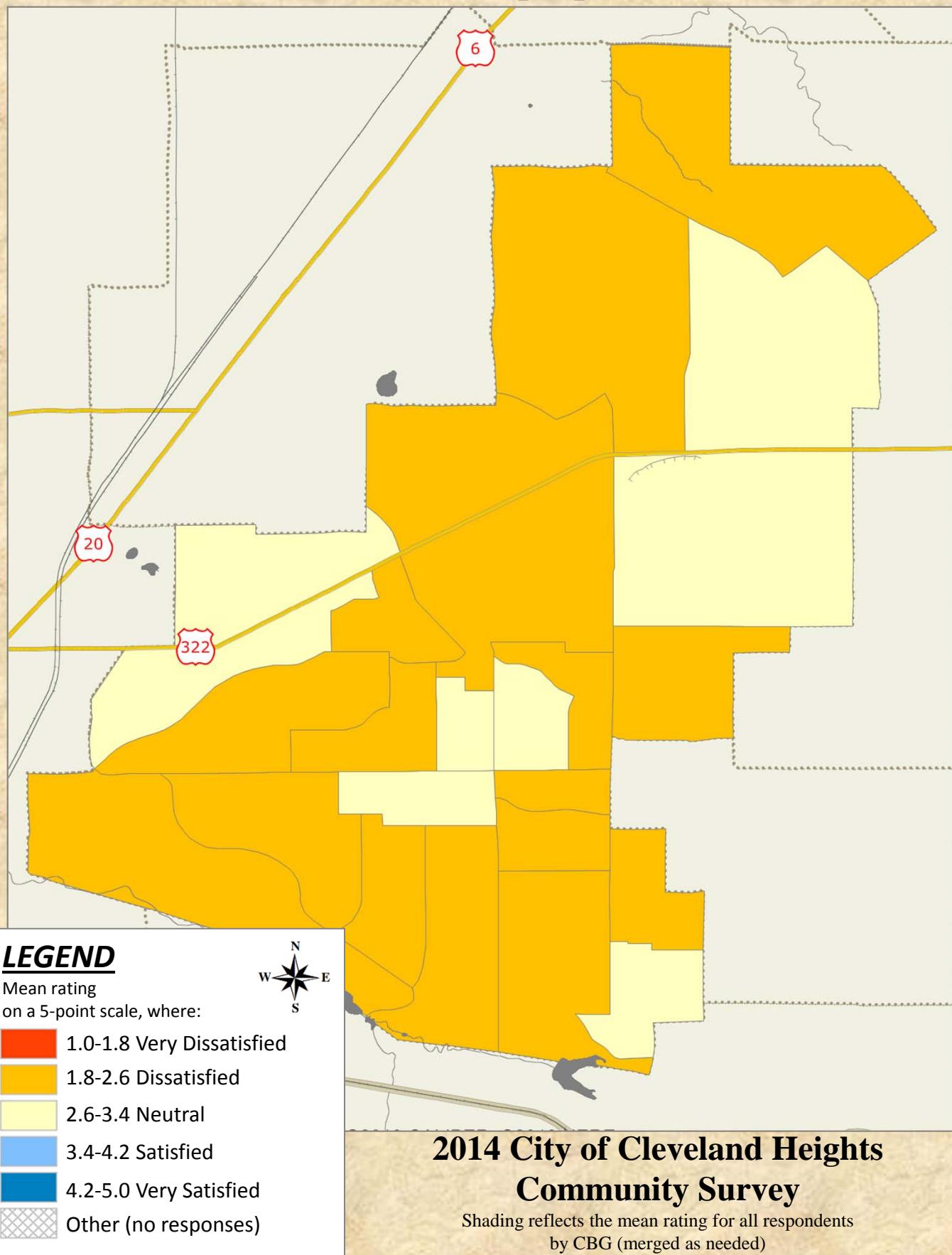
Q8a Satisfaction with overall quality of new residential development



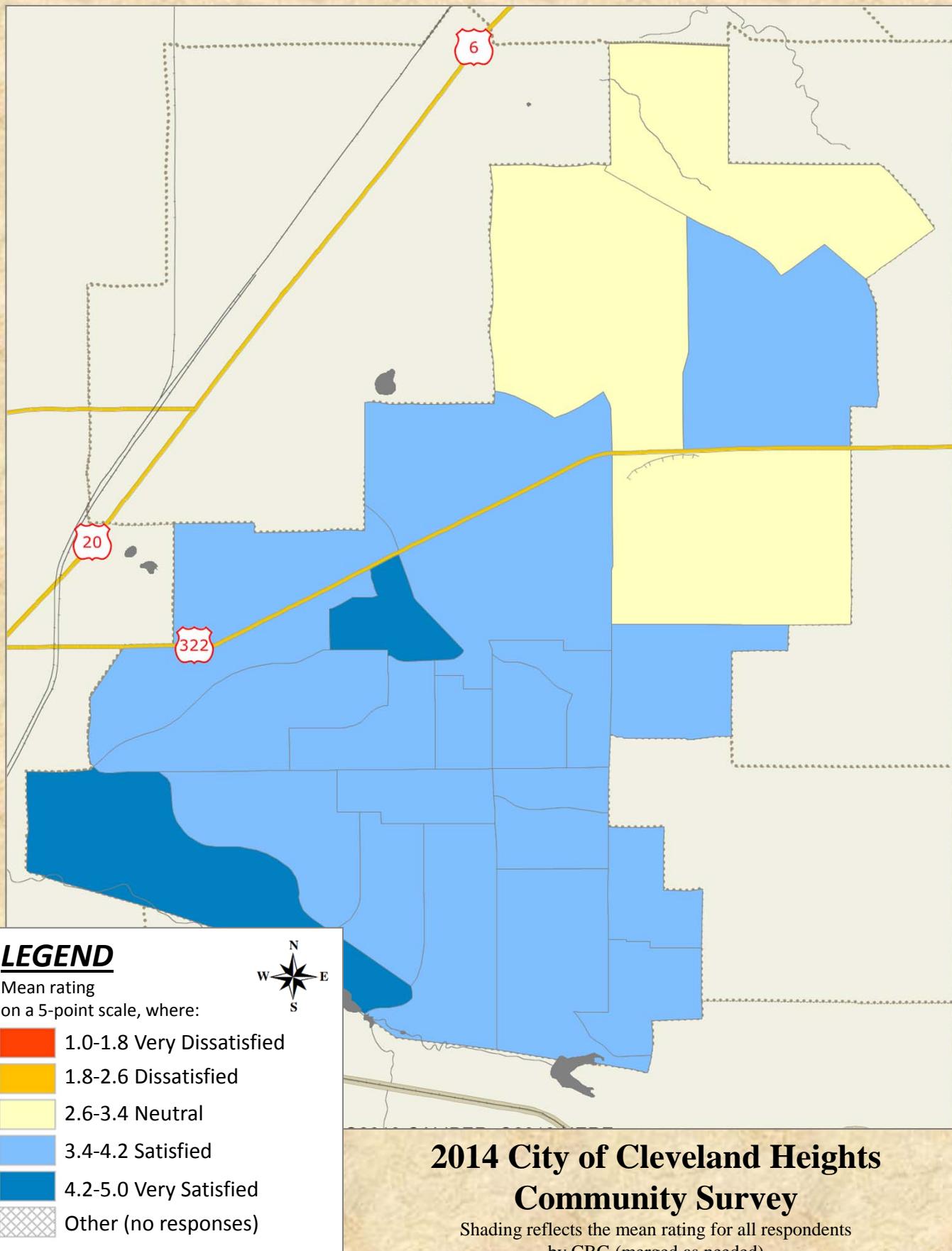
Q8b Satisfaction with overall quality of new retail development (stores, restaurants, etc.)



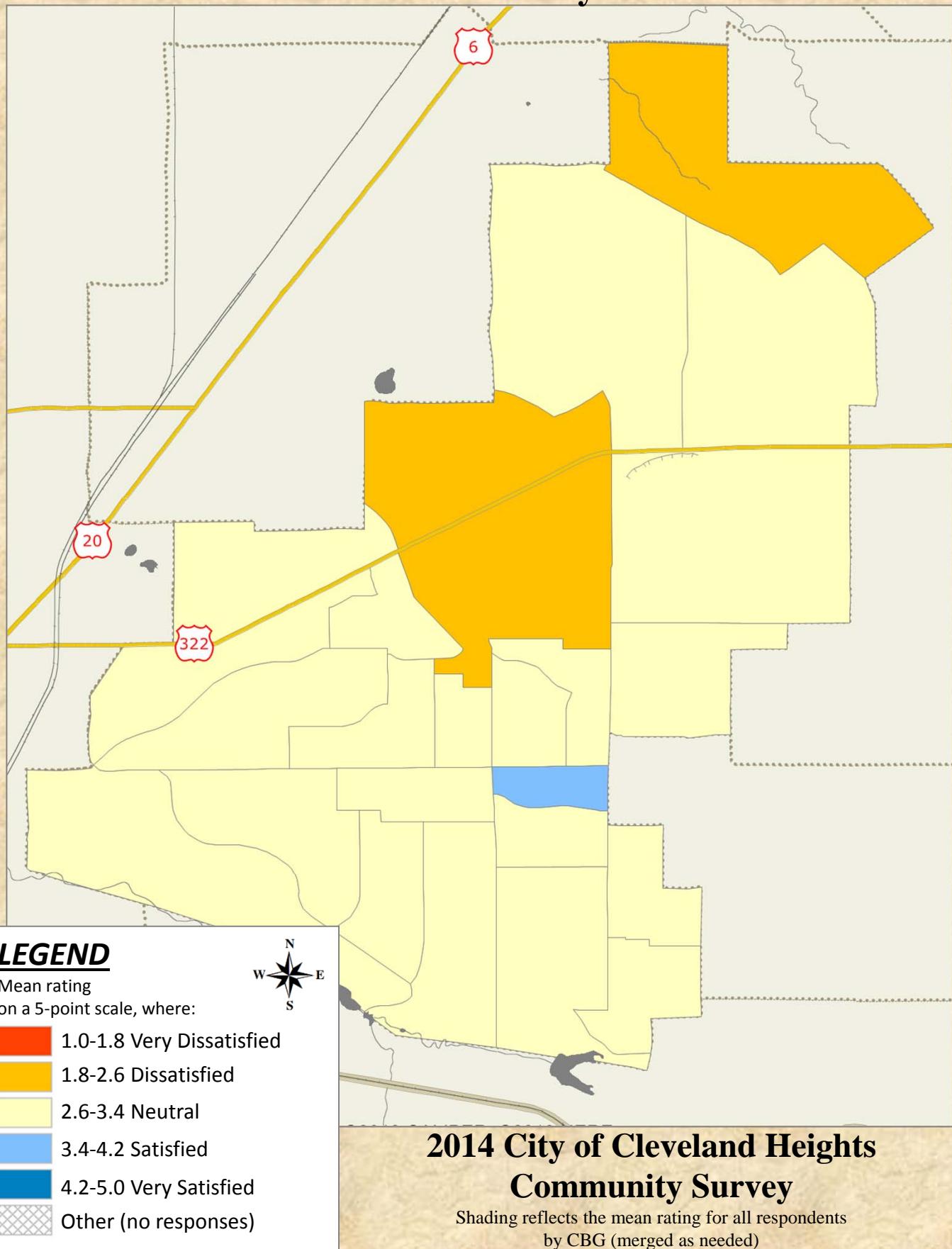
Q8c Satisfaction with redevelopment of abandoned or under-utilized properties



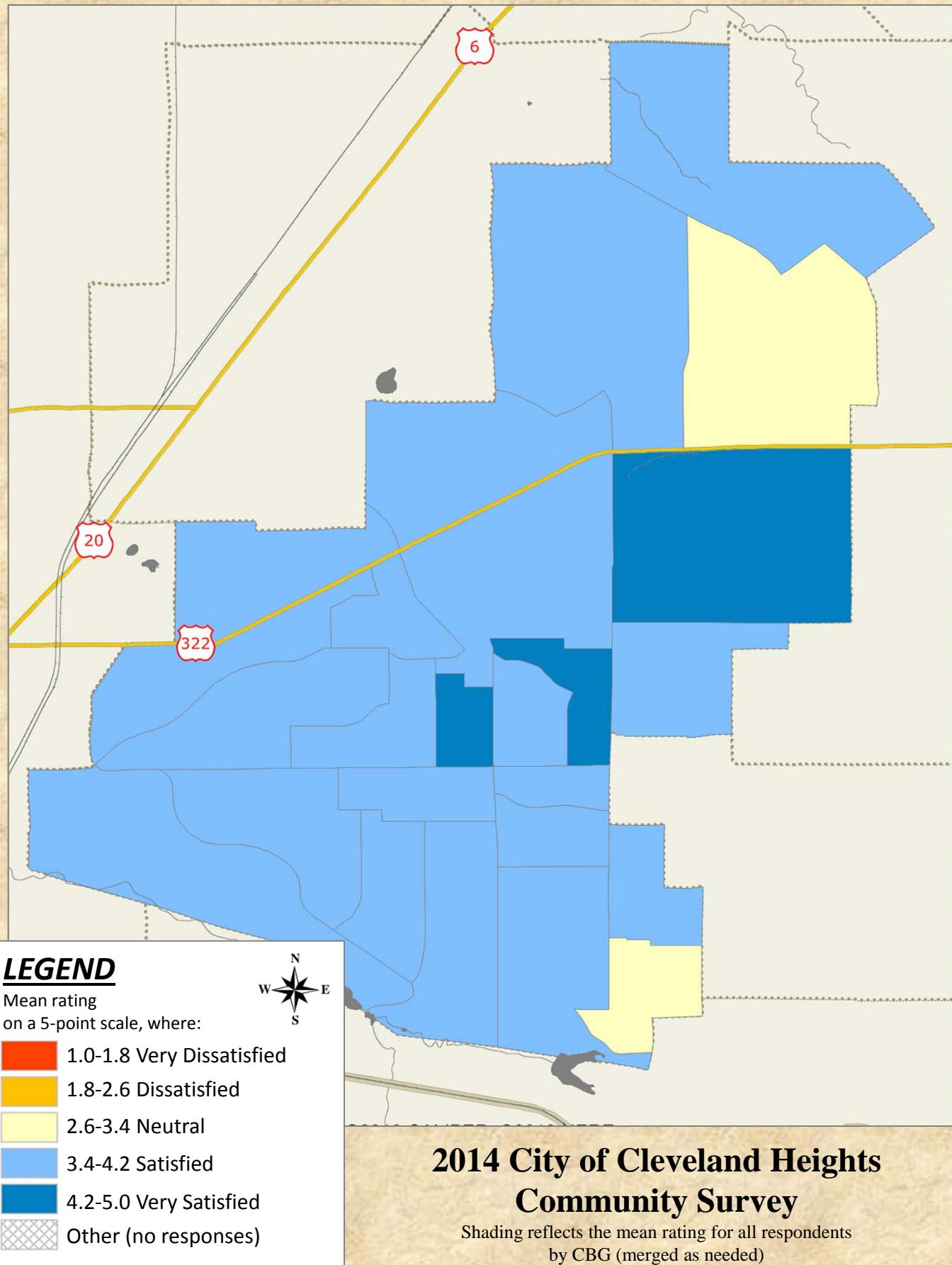
Q8d Satisfaction with diversity of existing retail, restaurant and other commercial businesses



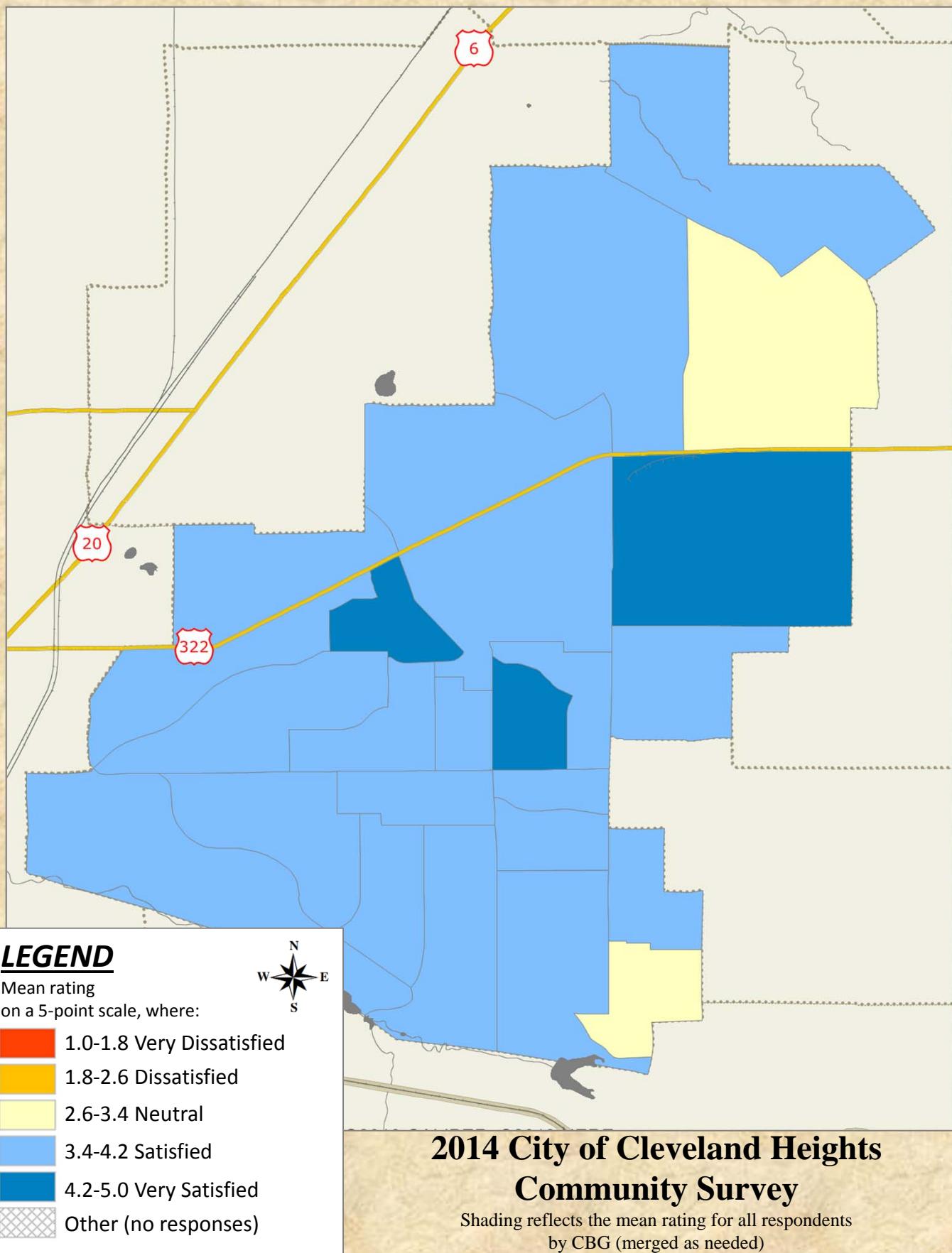
Q8e Satisfaction with efforts to attract new businesses to the community



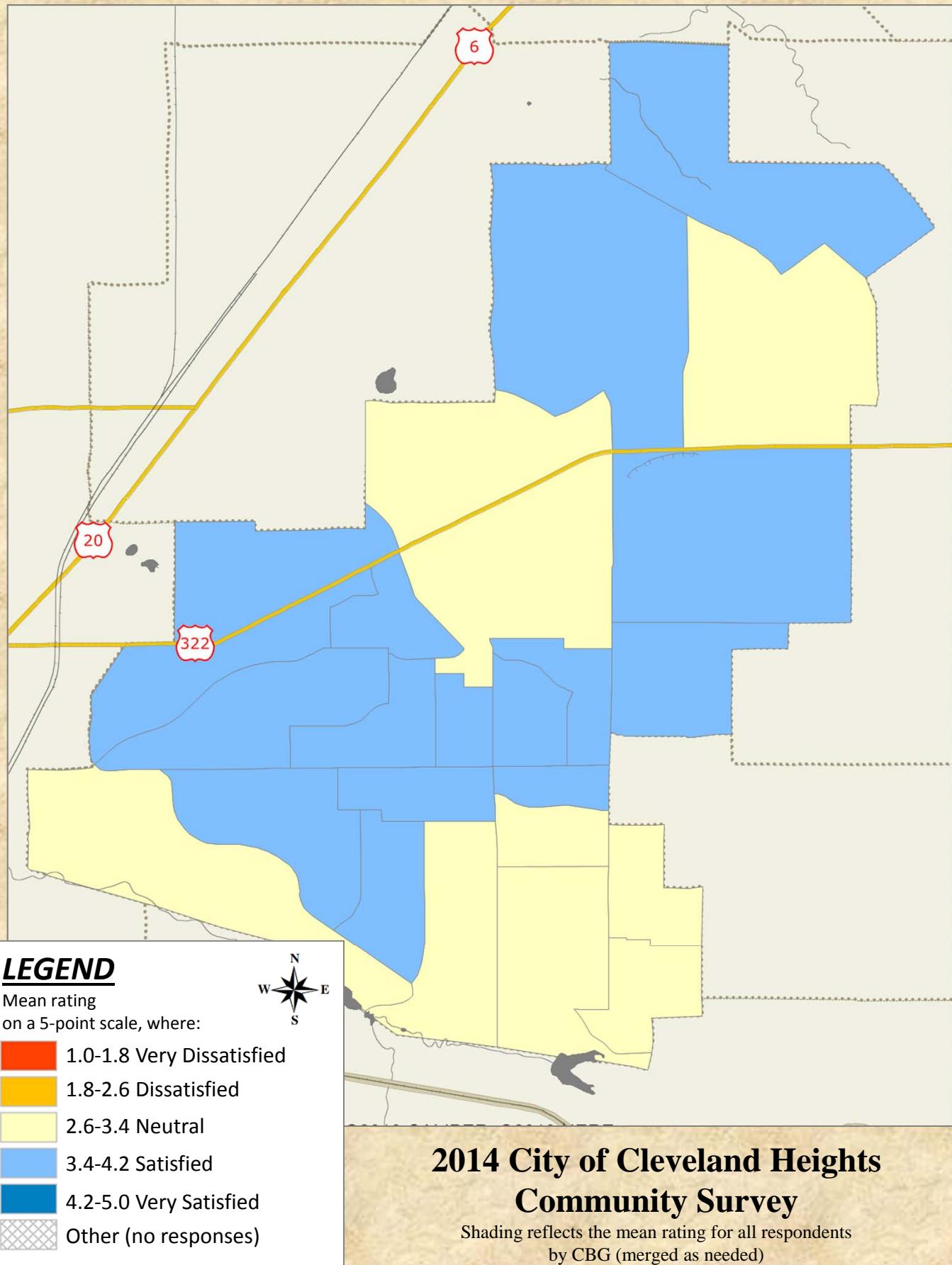
Q10a Satisfaction with the visibility of police in neighborhoods



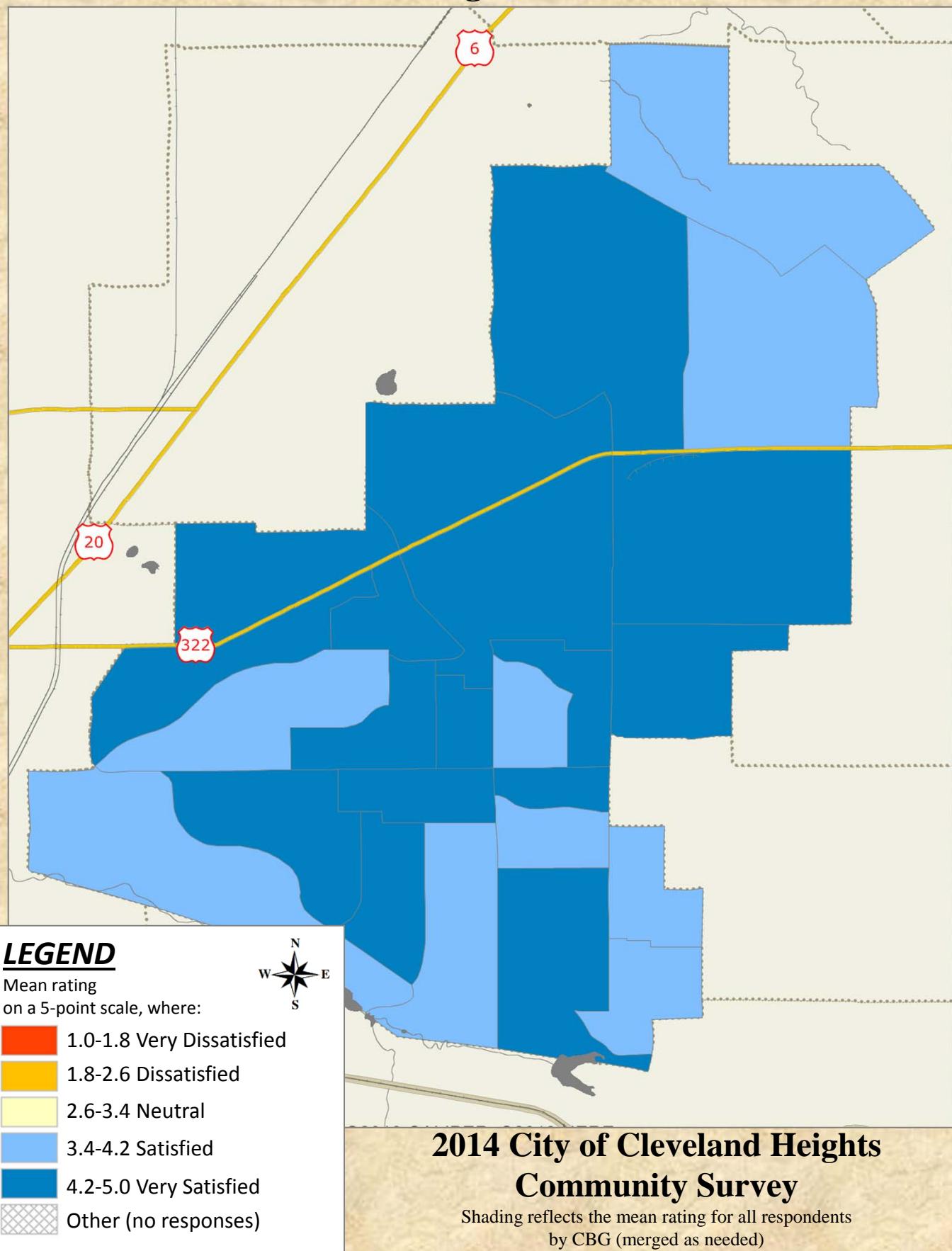
Q10b Satisfaction with the visibility of police in commercial/retail areas



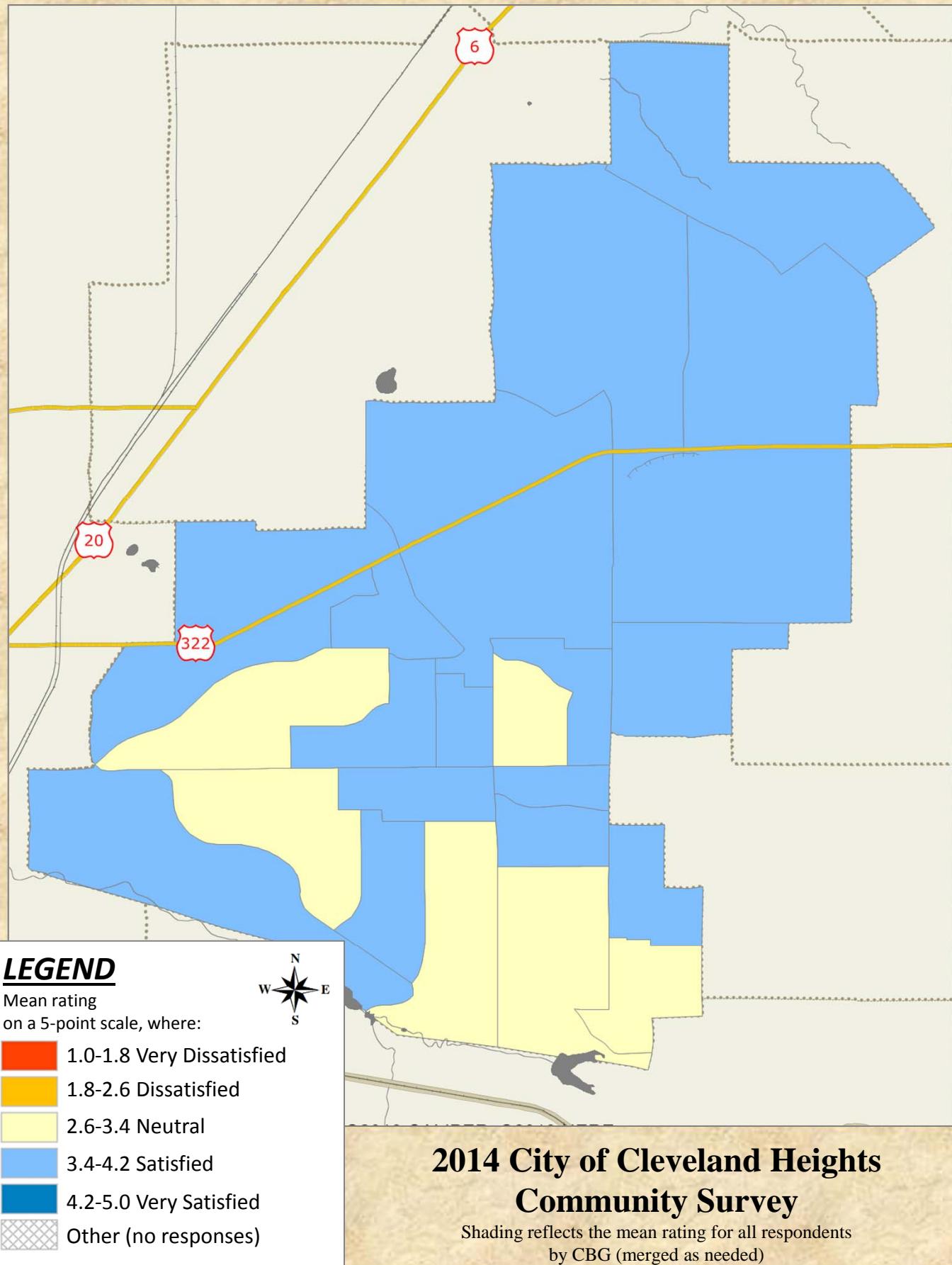
Q10c Satisfaction with the City's efforts to prevent crime



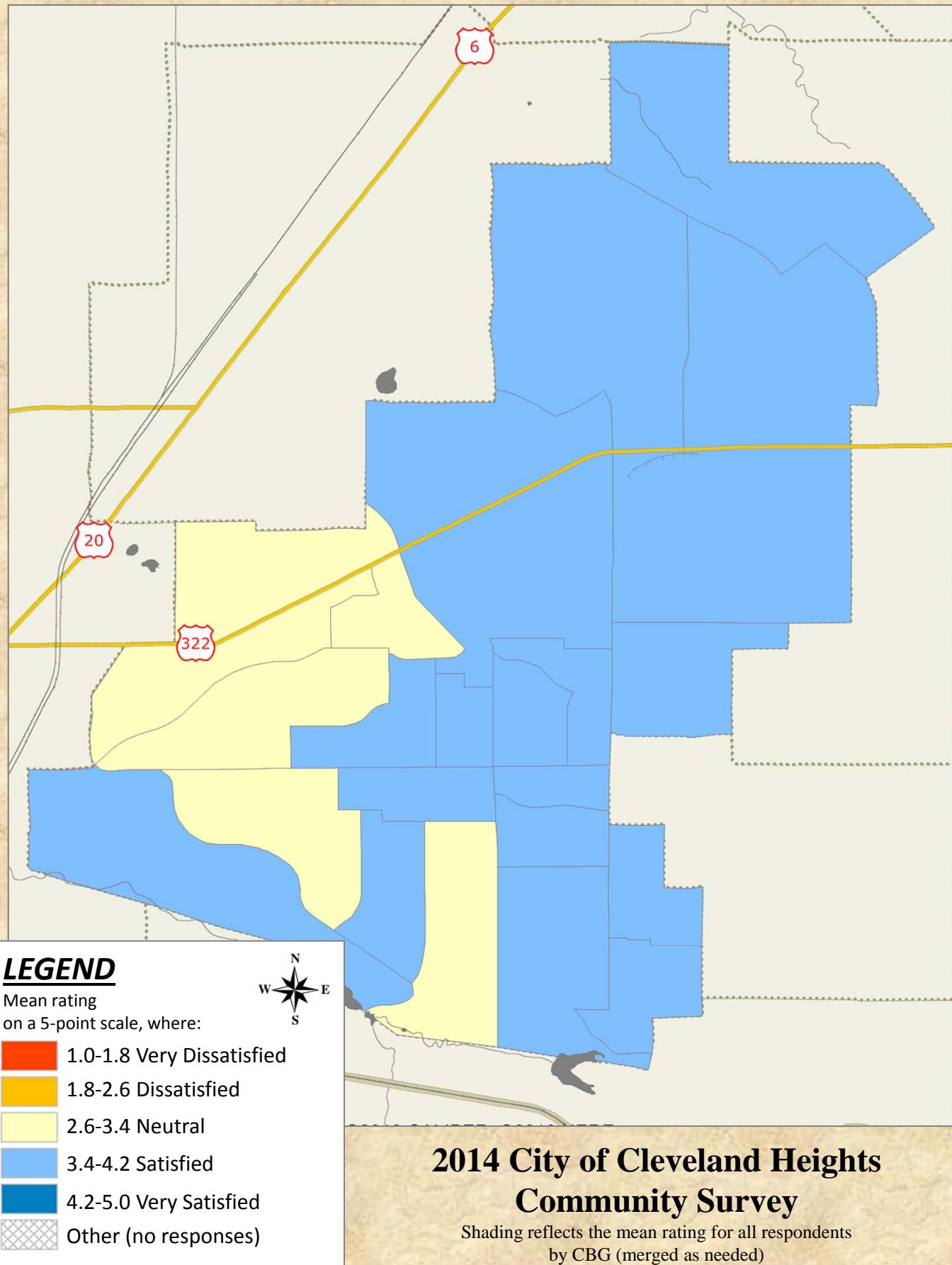
Q10d Satisfaction with how quickly police respond to emergencies



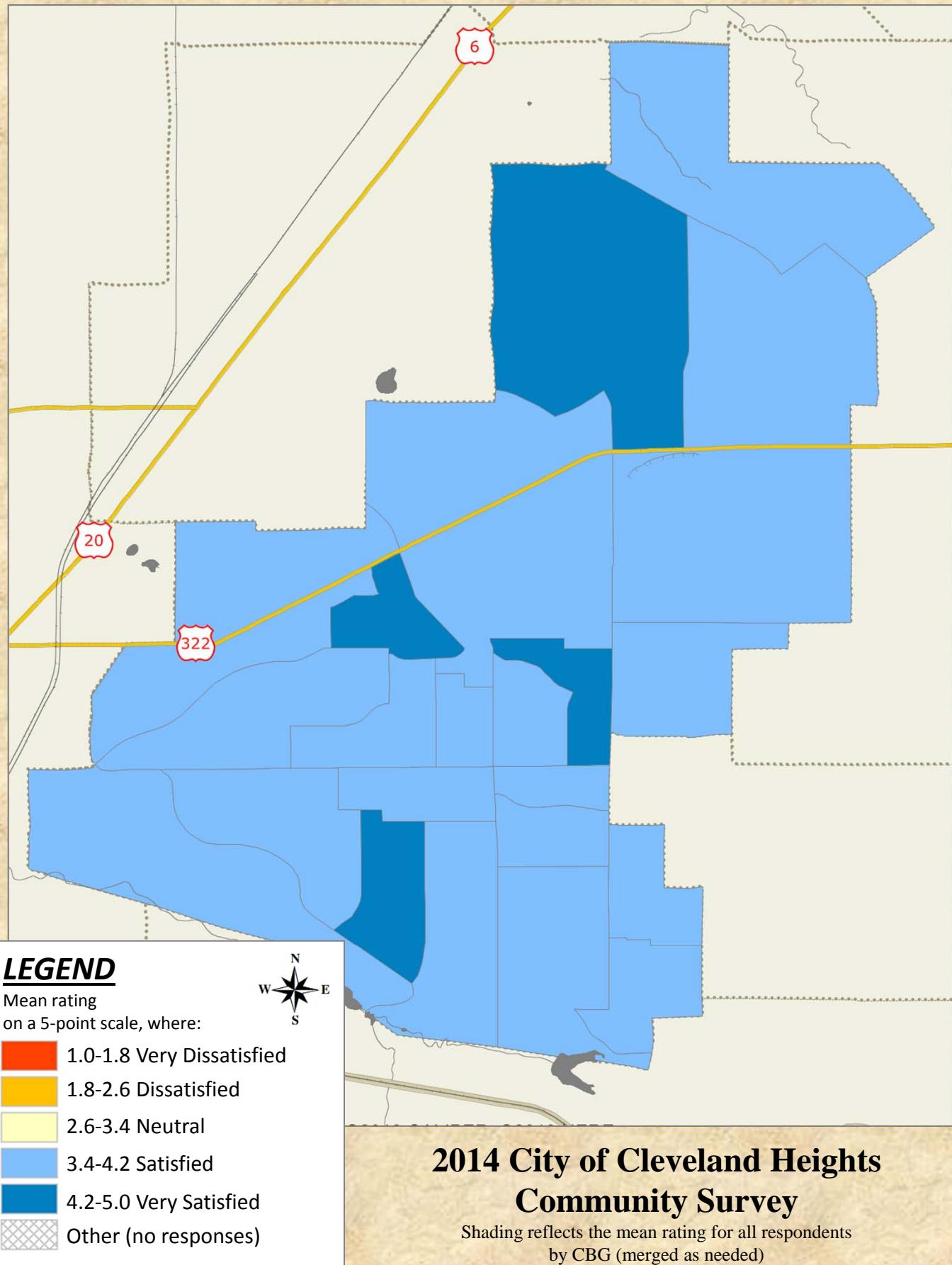
Q10e Satisfaction with enforcement of local traffic laws



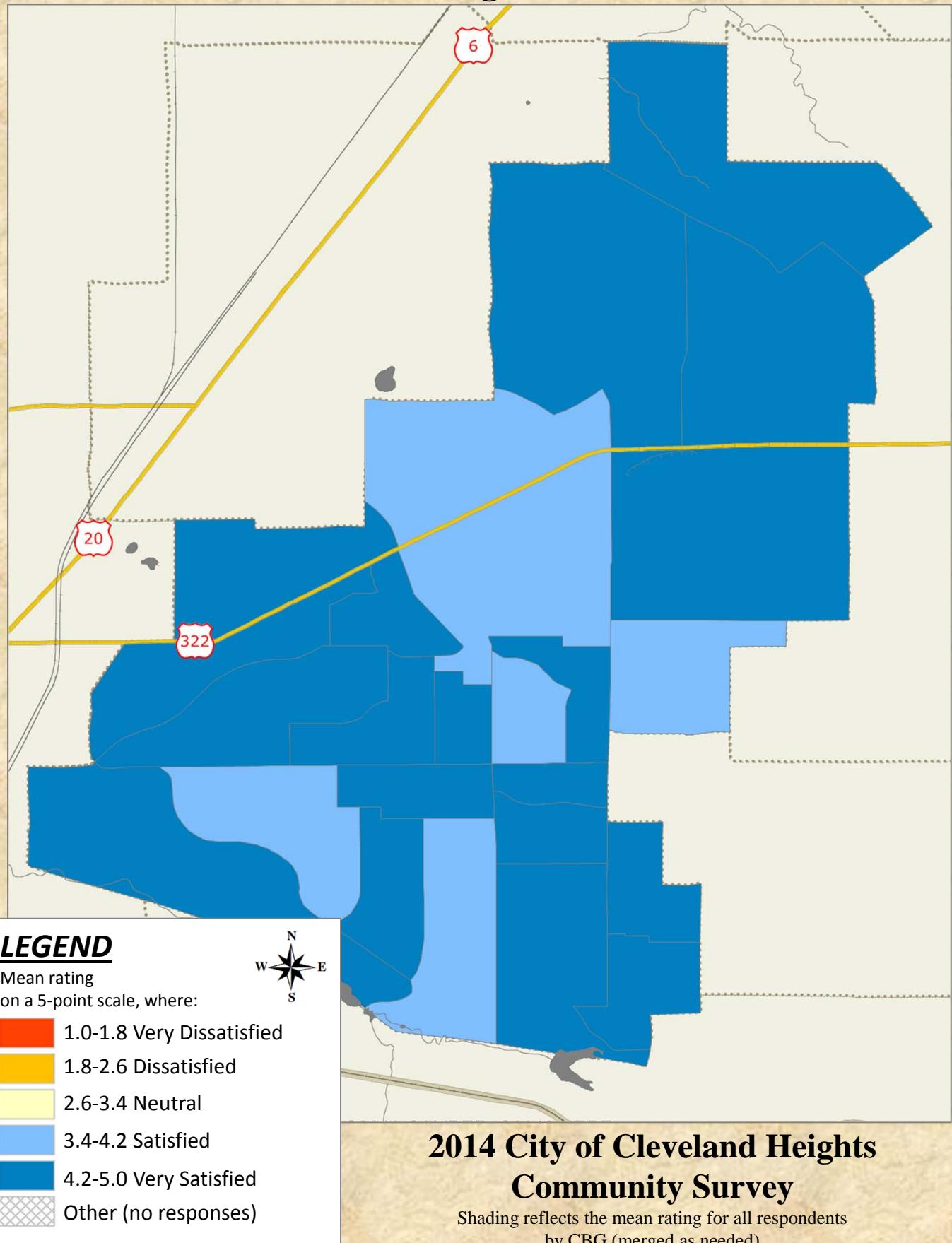
Q10f Satisfaction with police-related education programs



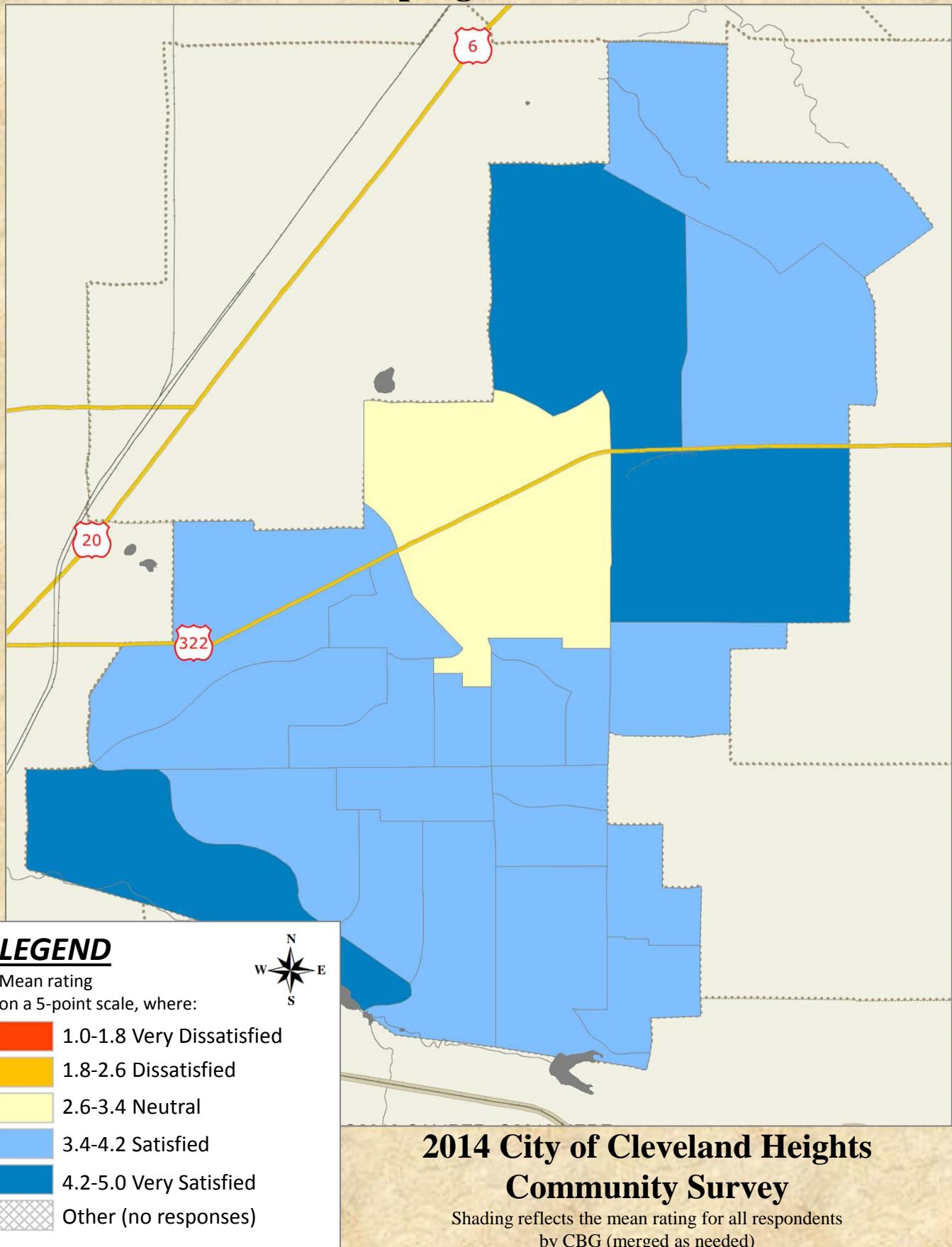
Q10g Satisfaction with overall quality of police services



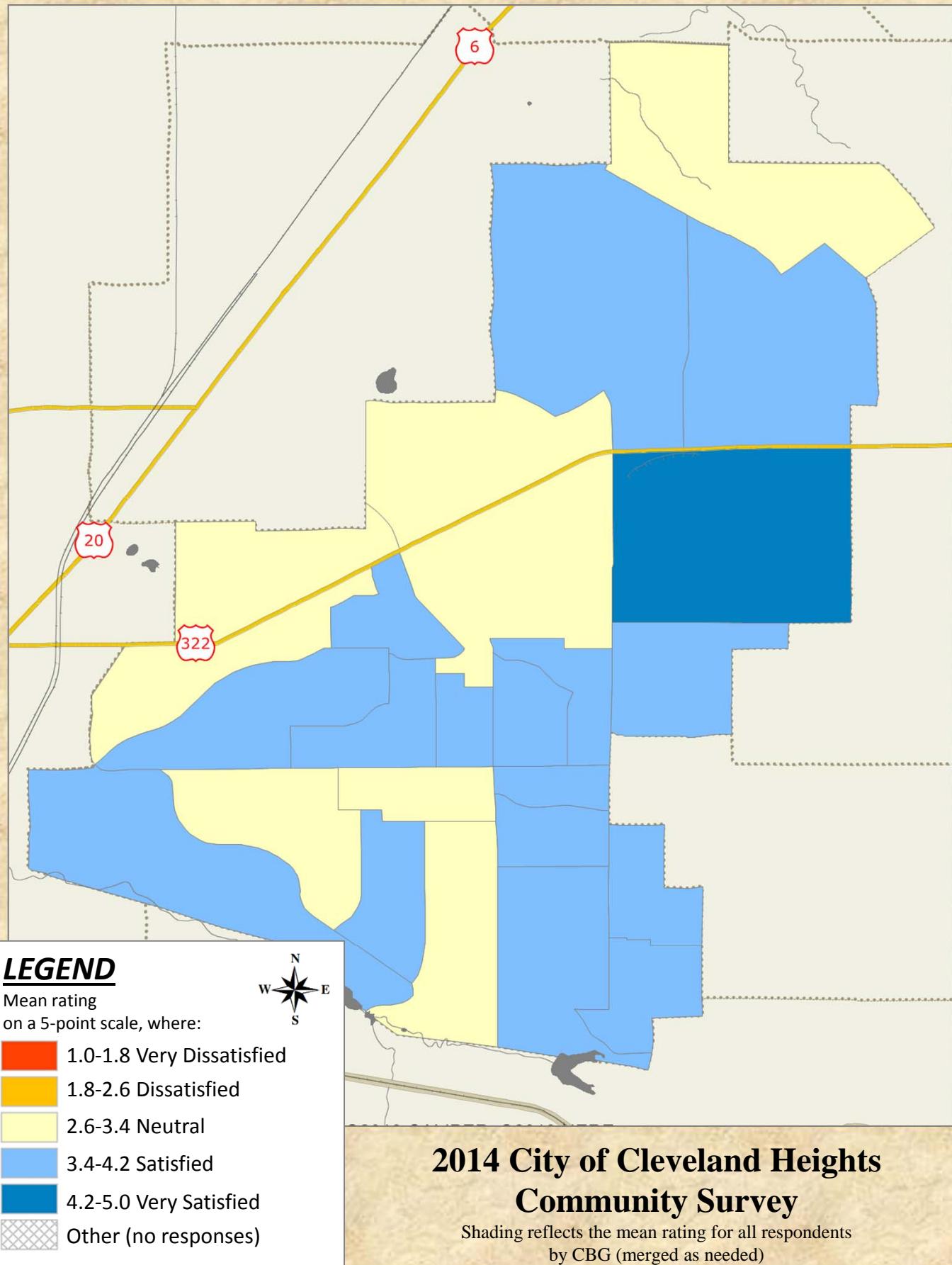
Q10h Satisfaction with how quickly fire personnel respond to emergencies



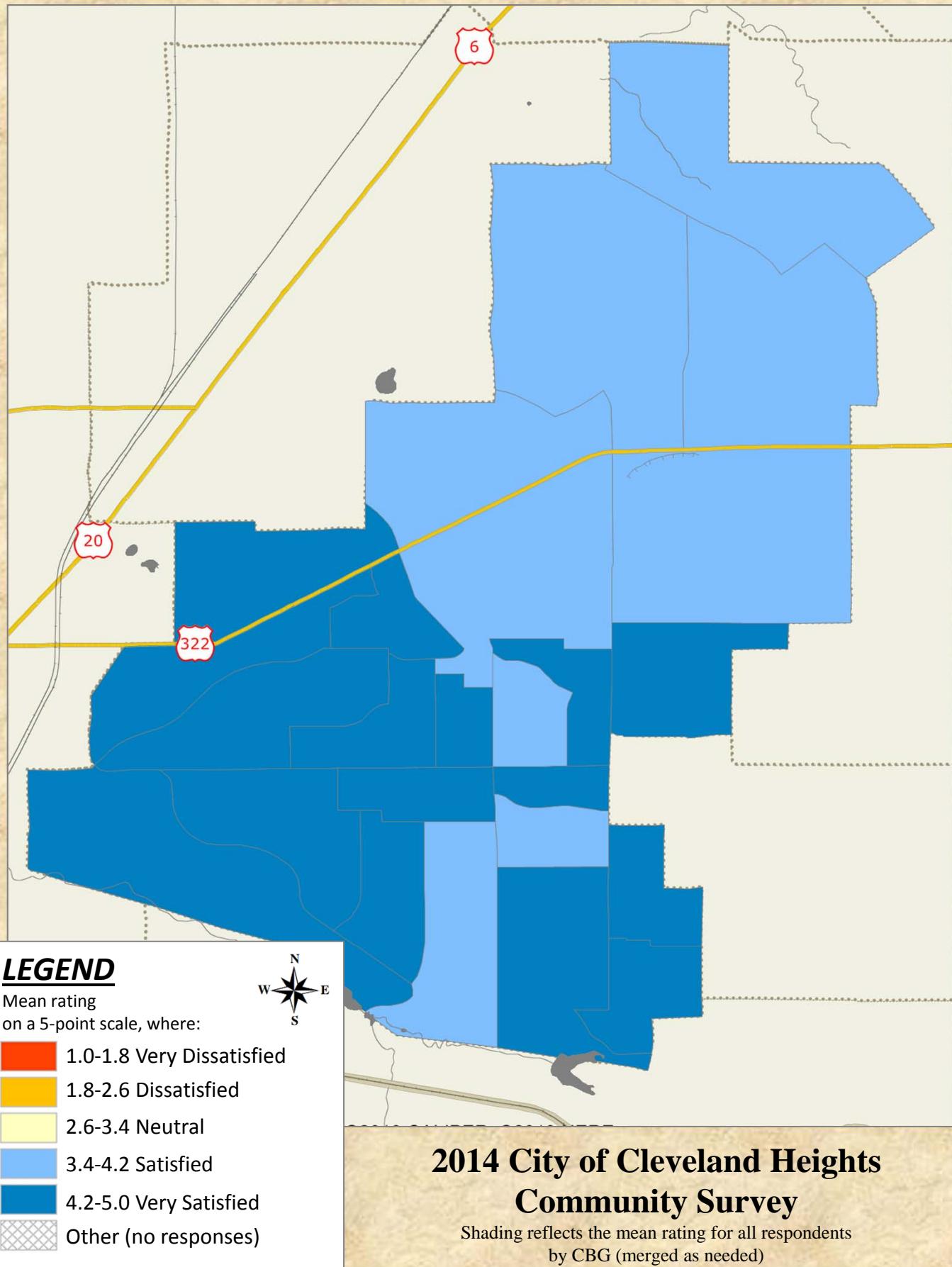
Q10i Satisfaction with quality of the City's fire prevention programs



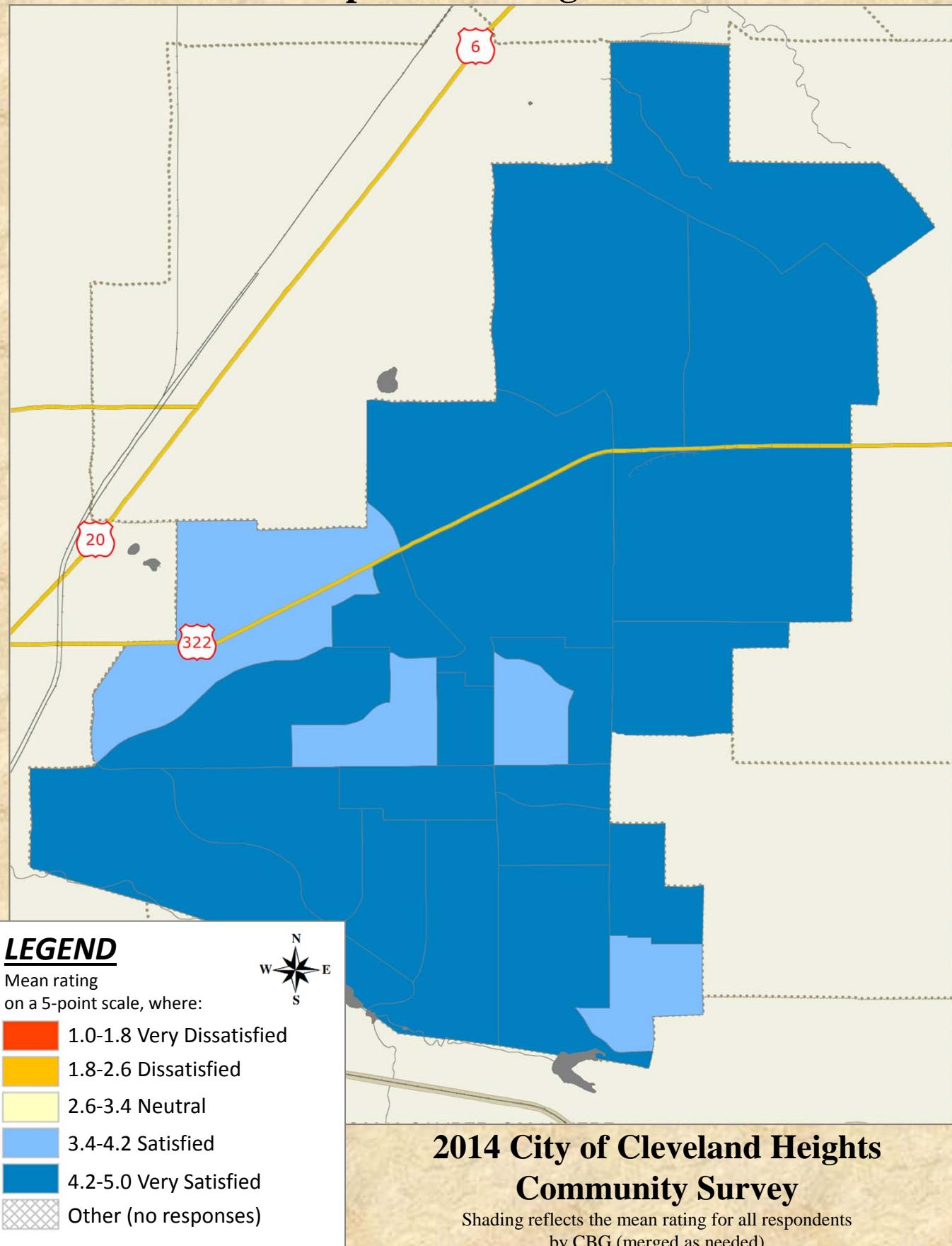
Q10j Satisfaction with fire-related education programs



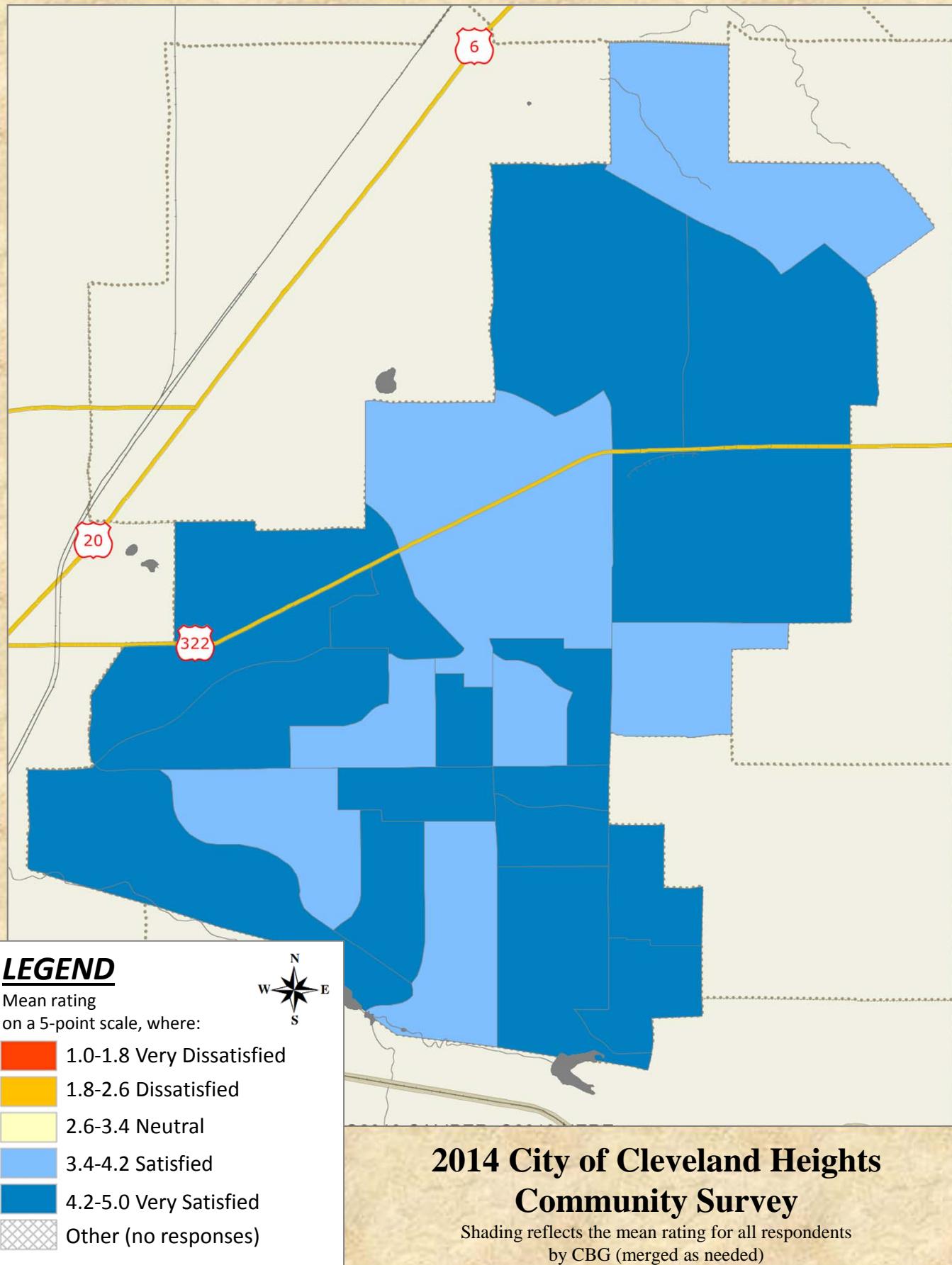
Q10k Satisfaction with overall quality of local fire protection



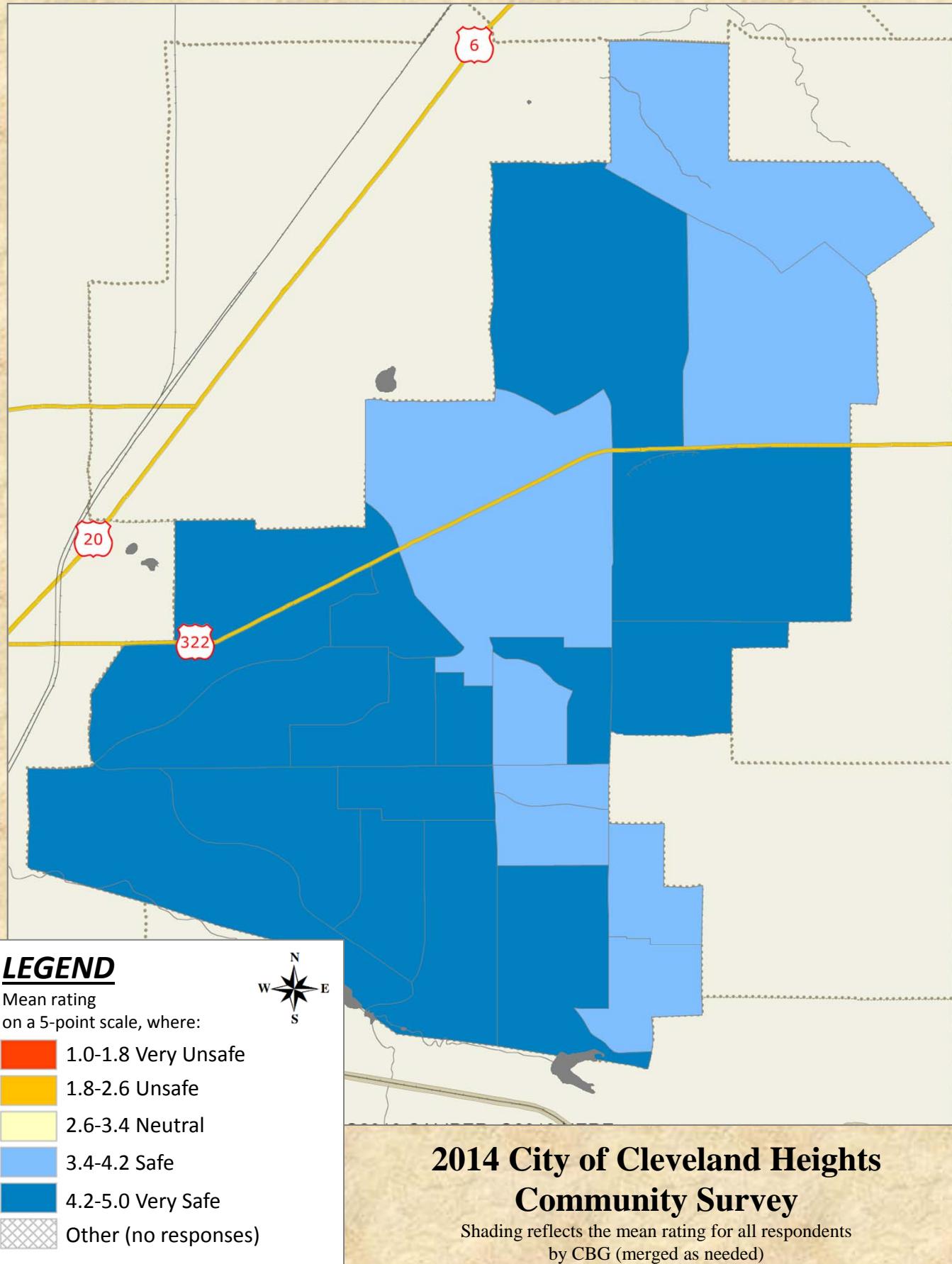
Q10l Satisfaction with how quickly ambulance personnel respond to emergencies



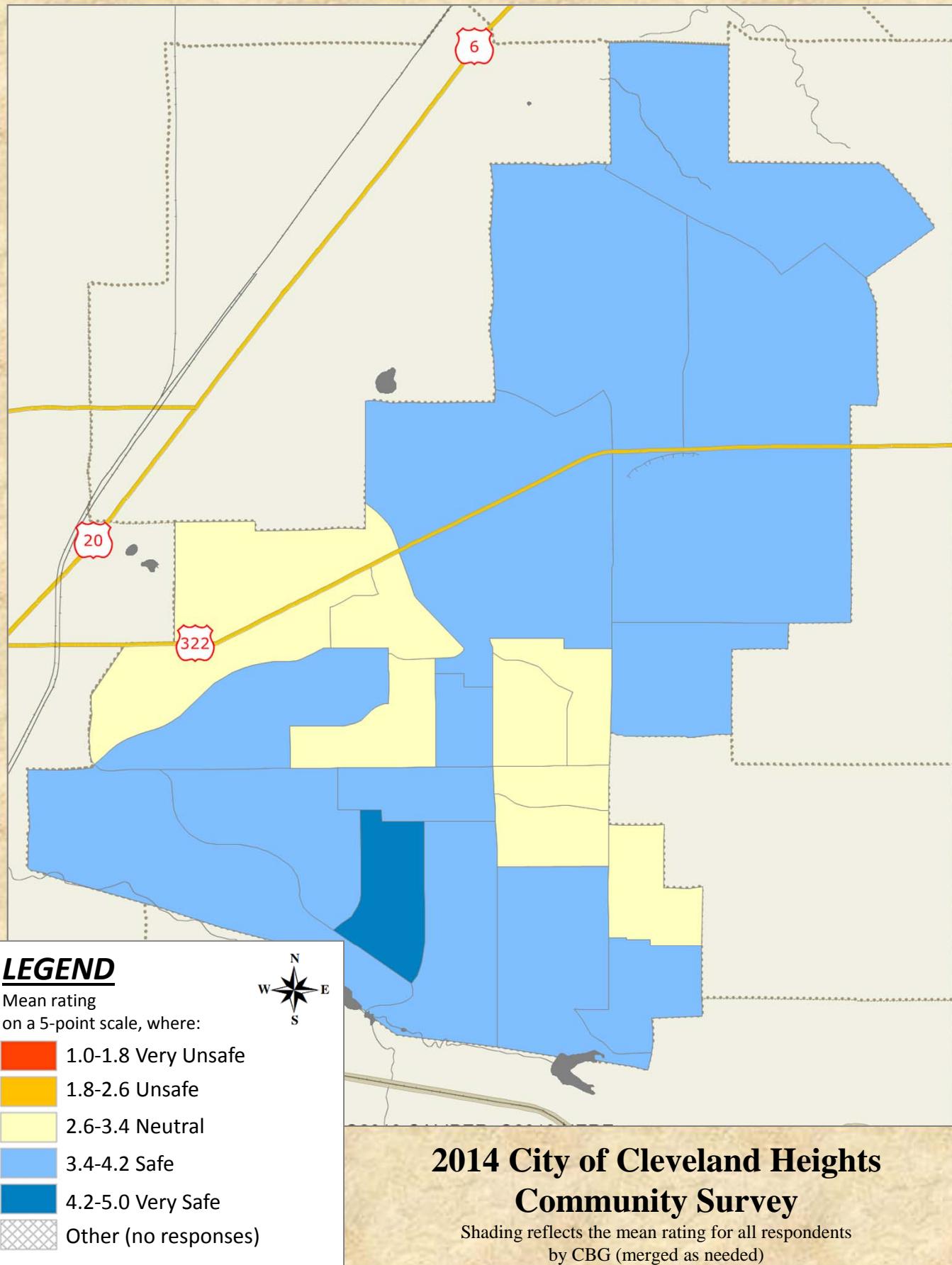
Q10m Satisfaction with overall quality of ambulance service



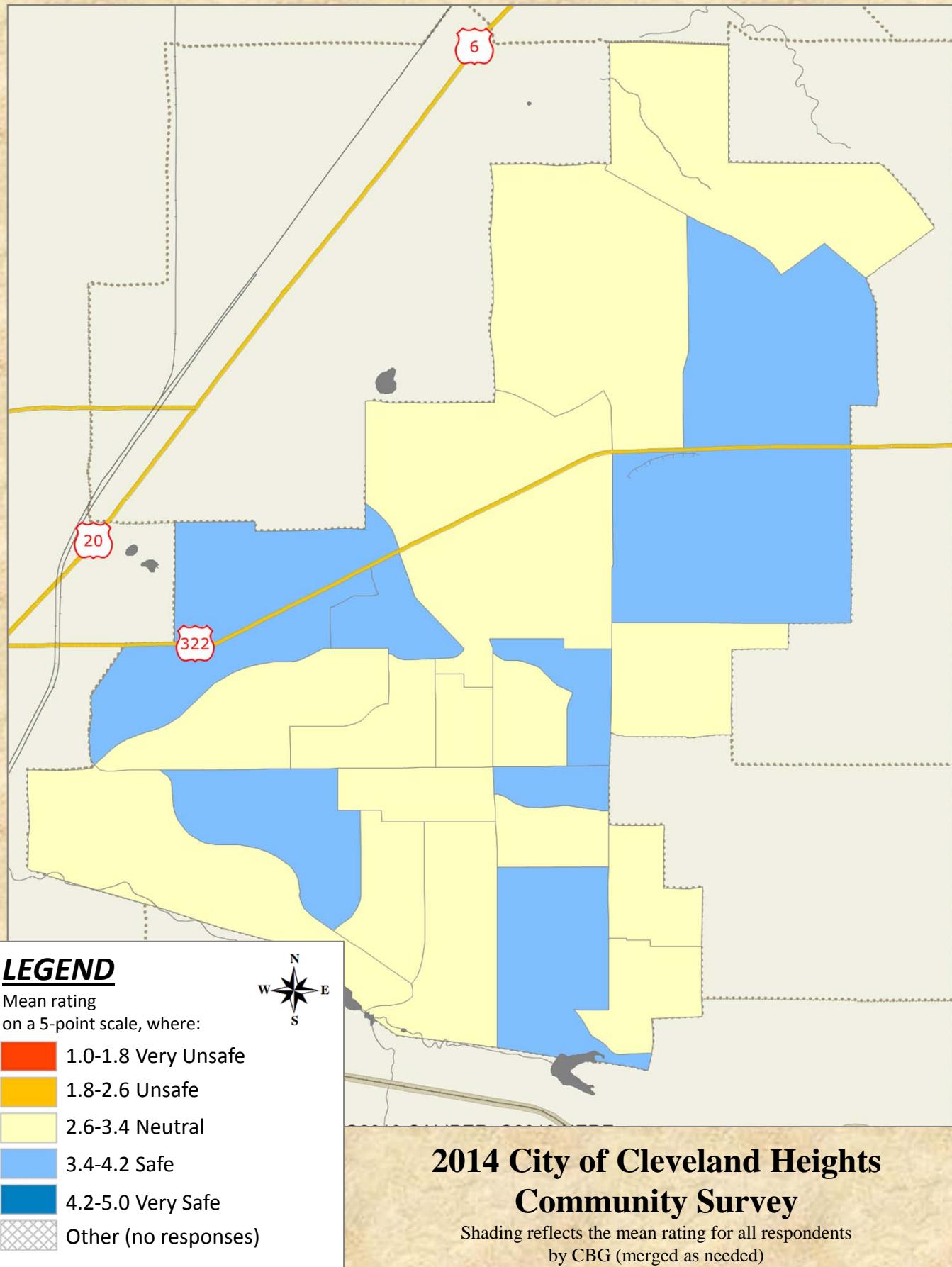
Q12a Feeling of safety in neighborhoods during the day



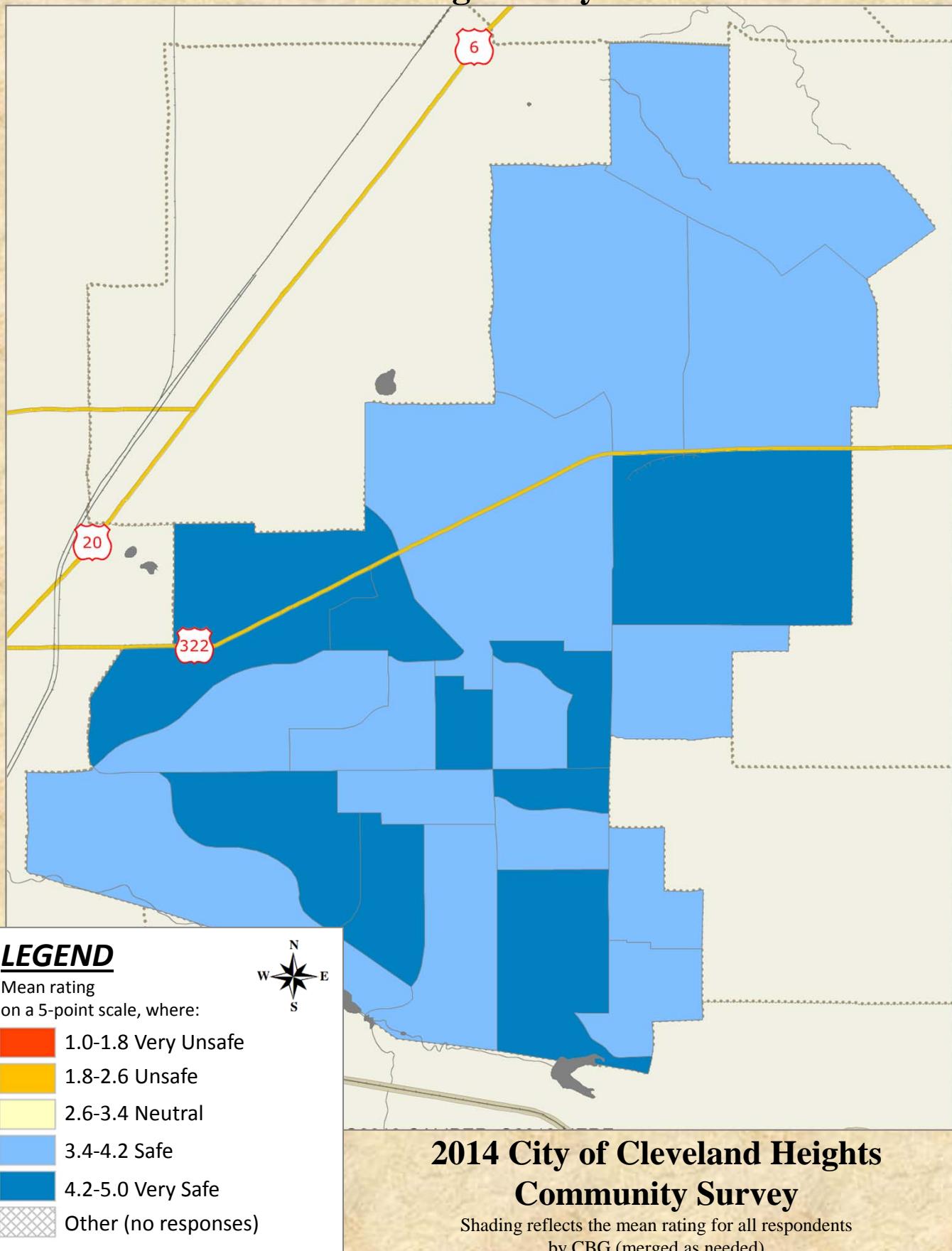
Q12b Feeling of safety in neighborhoods at night



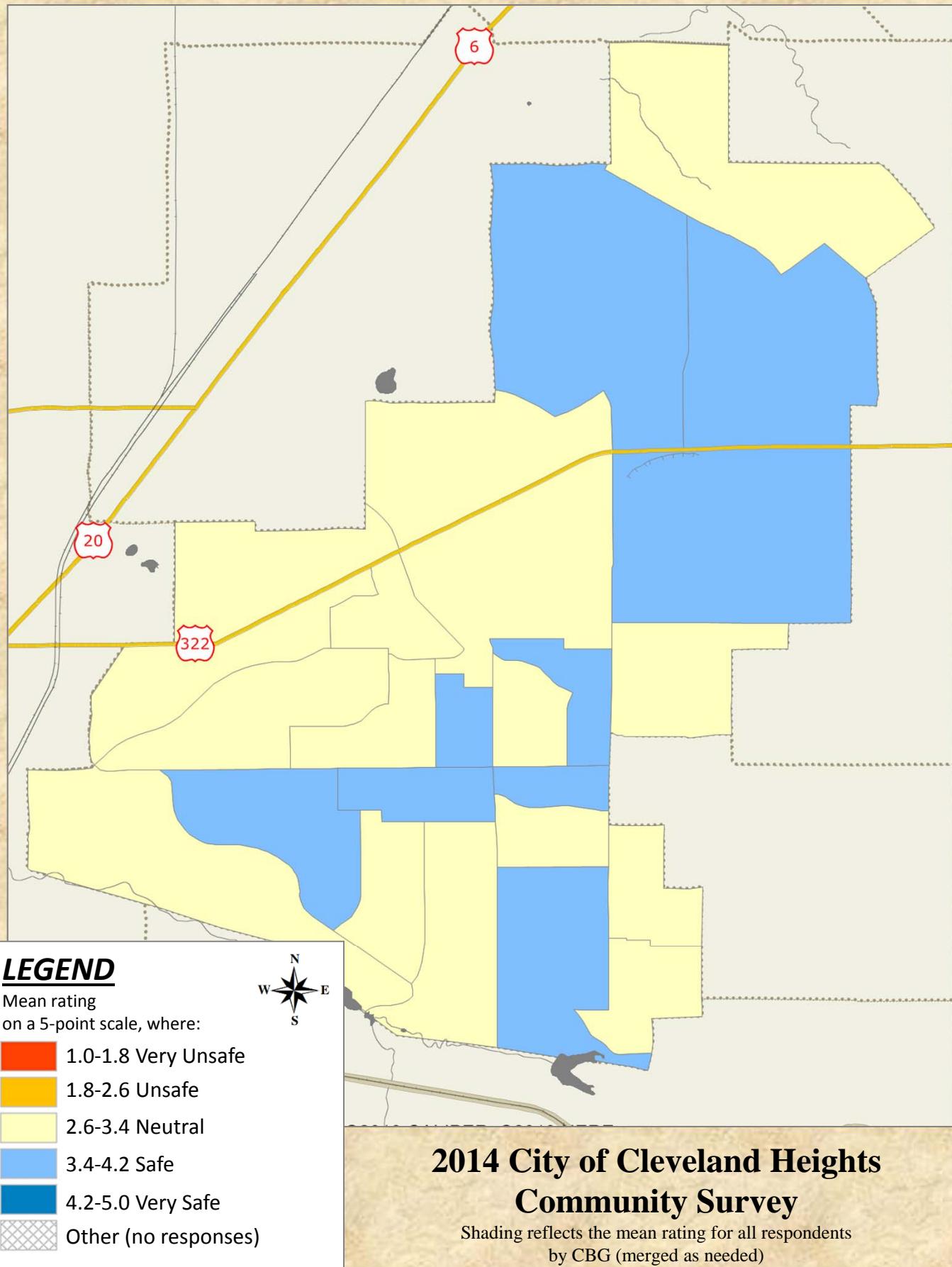
Q12c Feeling of safety in City parks



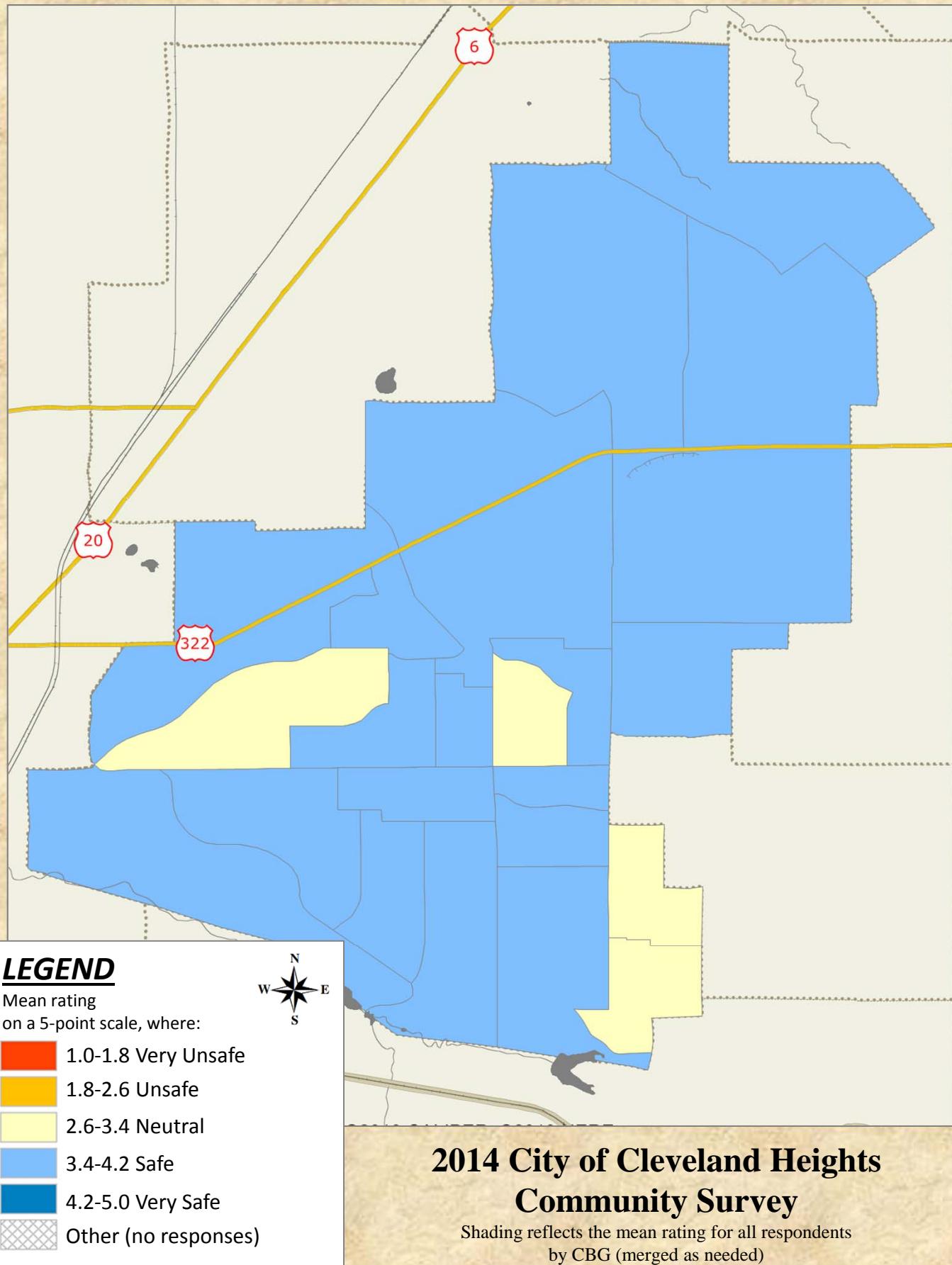
Q12d Feeling of safety in commercial and retail areas during the day



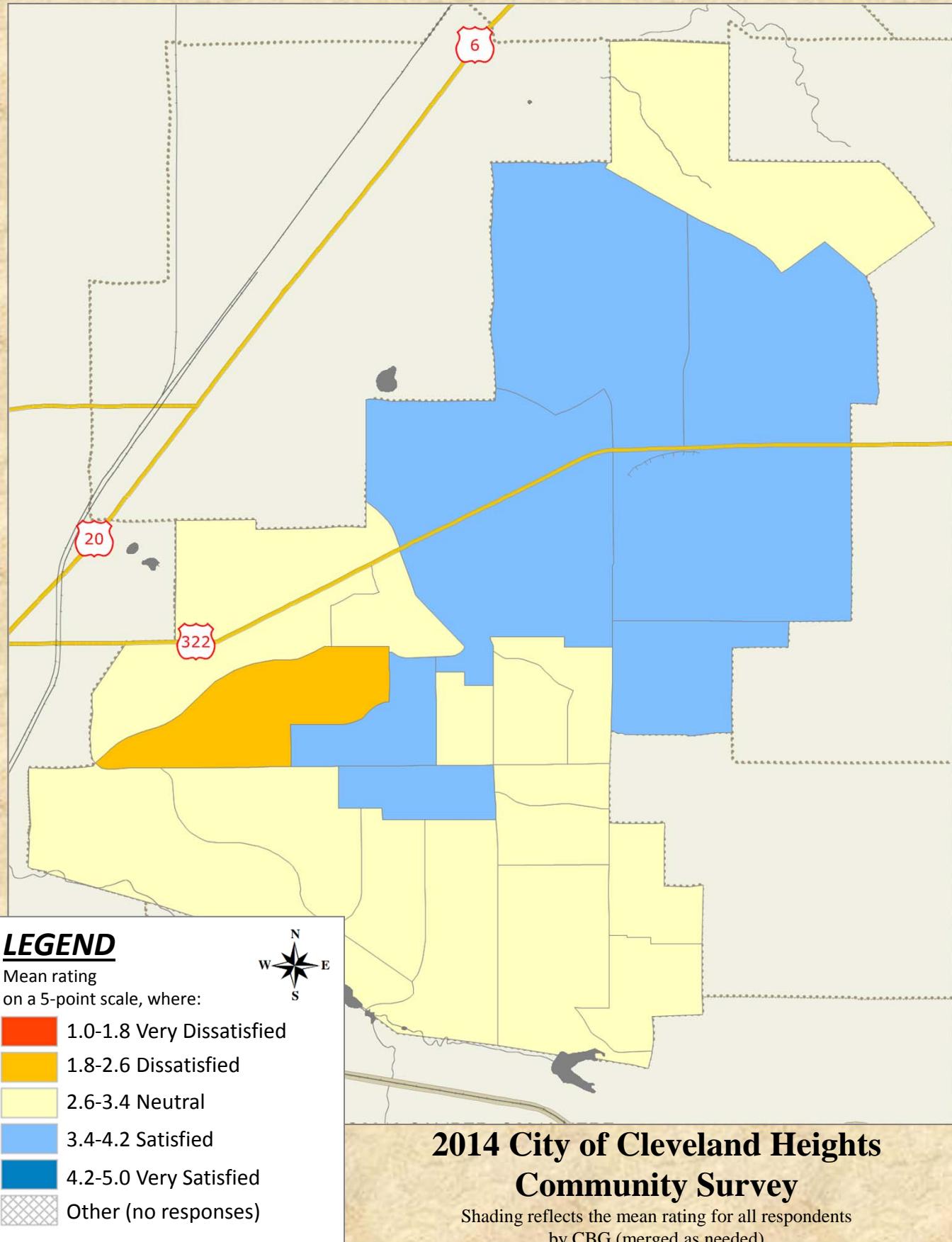
Q12e Feeling of safety in commercial and retail areas at night



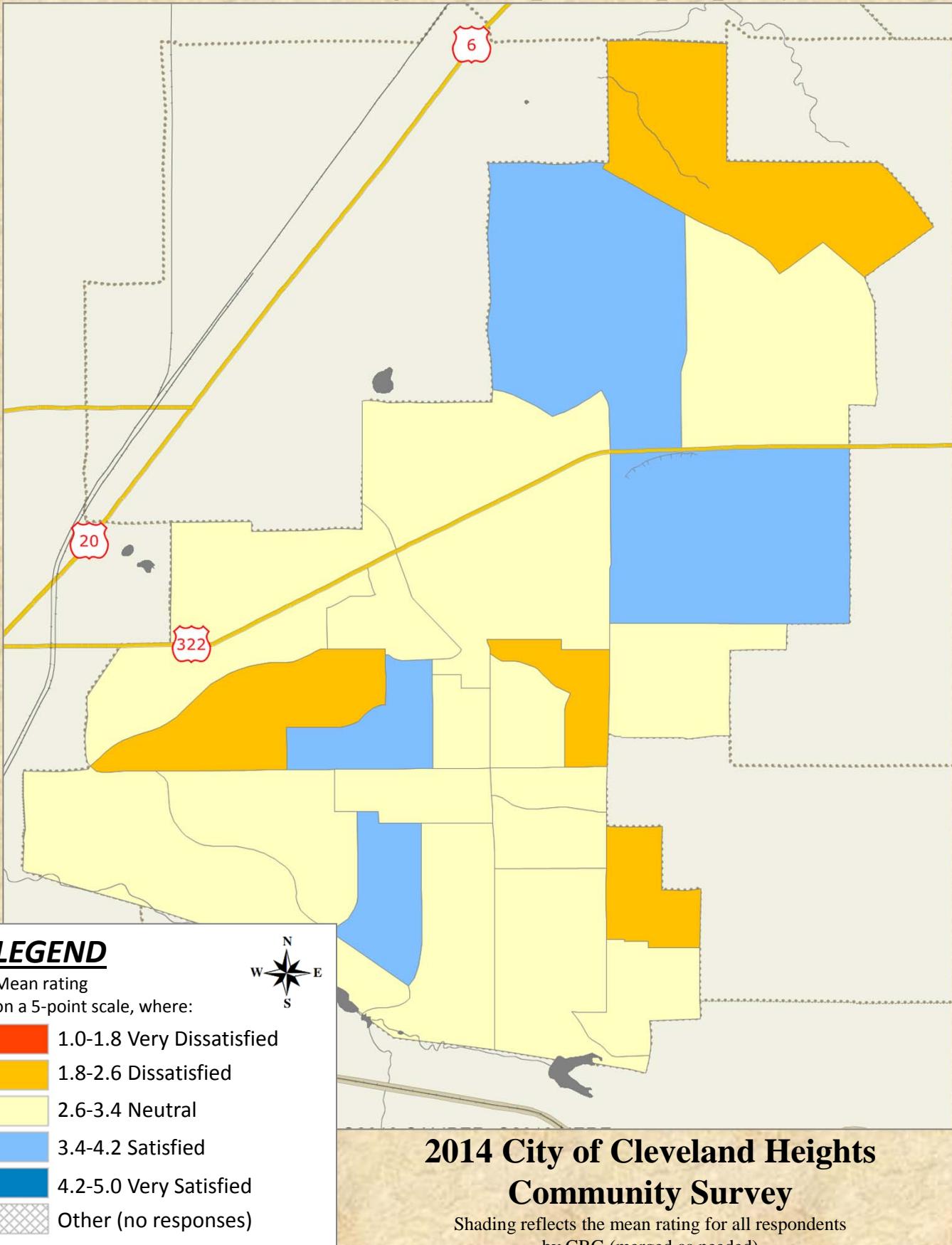
Q12f Overall feeling of safety in Cleveland Heights



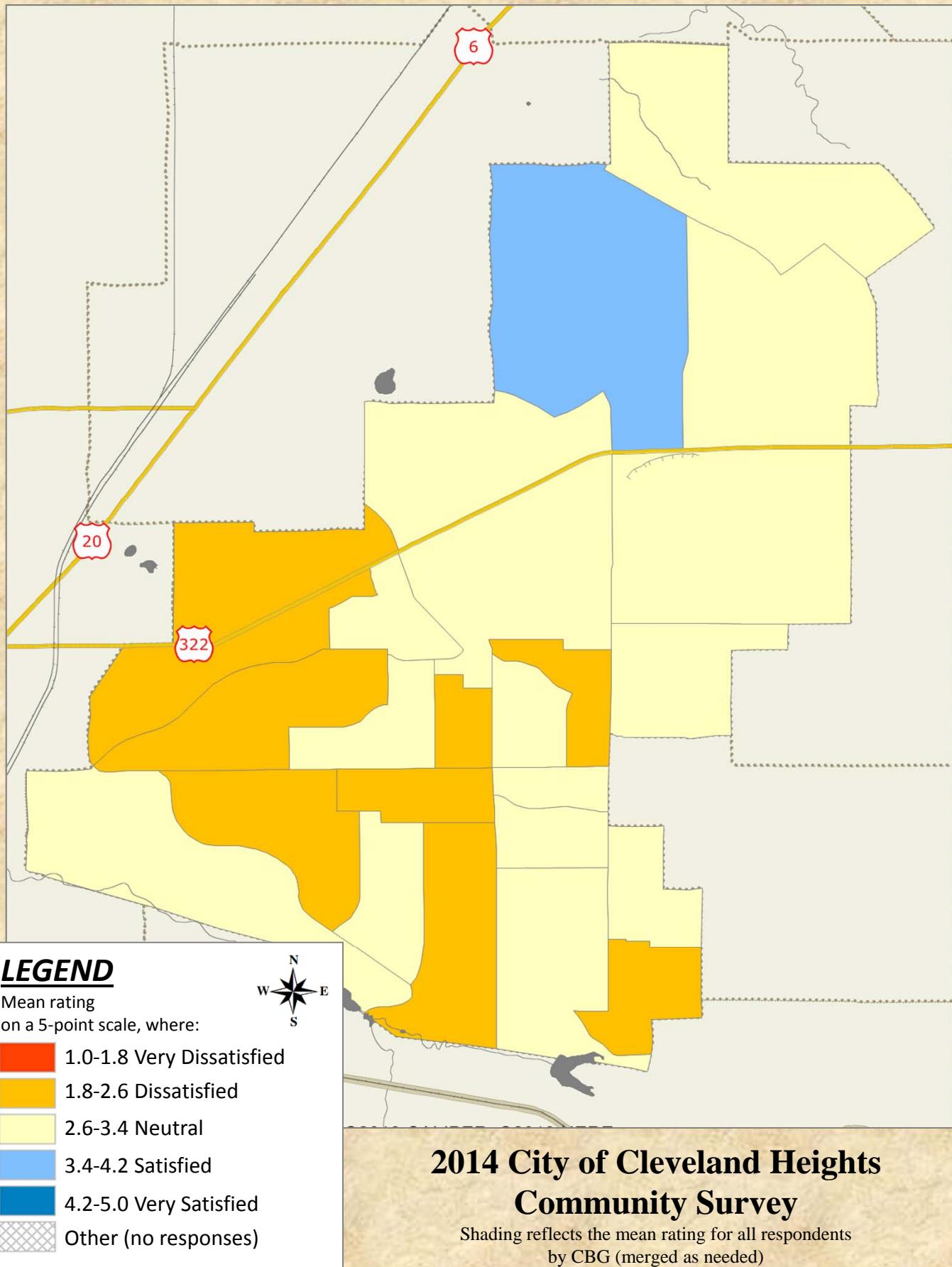
Q13a Satisfaction with enforcing the clean-up of debris on private property



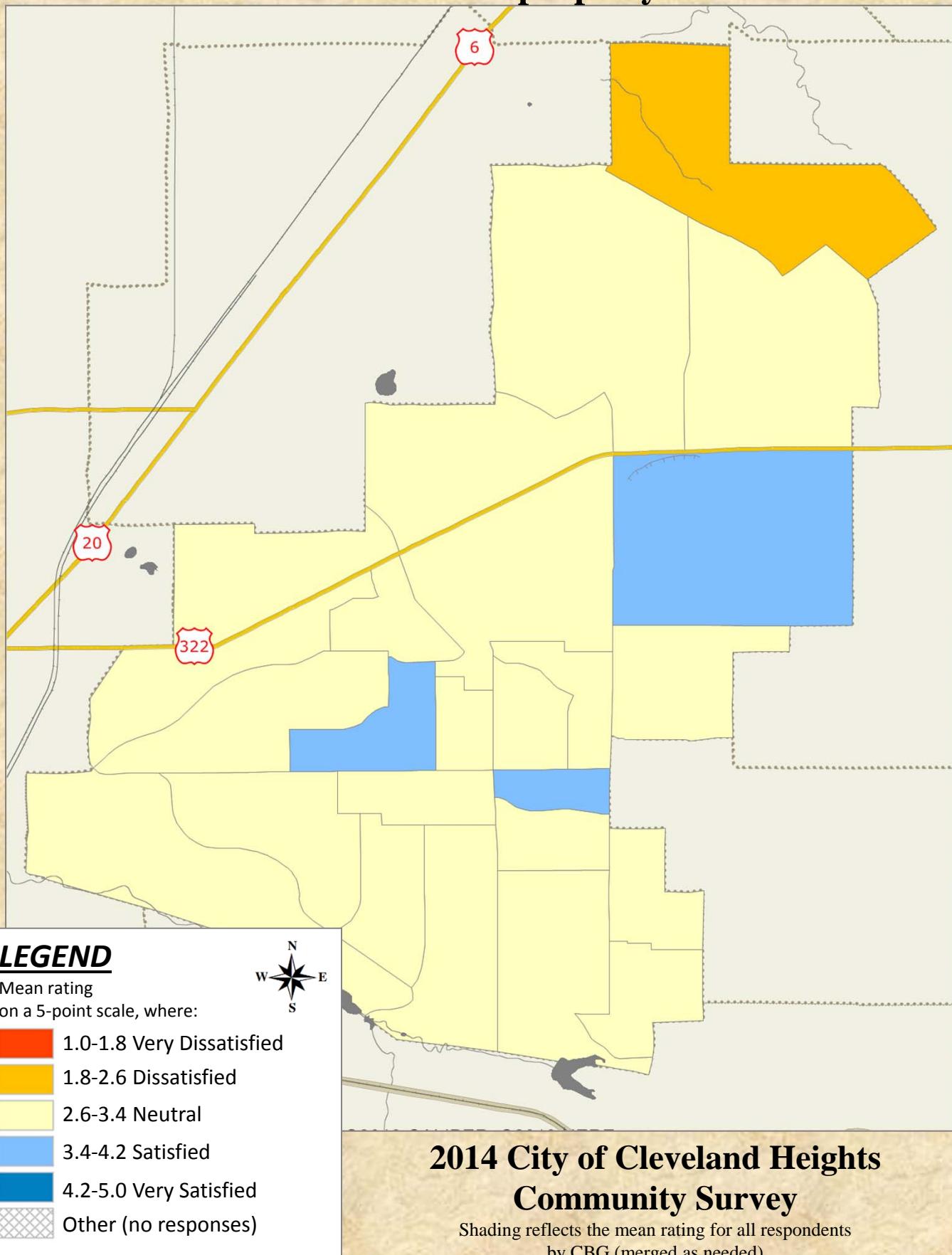
Q13b Satisfaction with enforcing the mowing and cutting of weeds and tall grass on private property



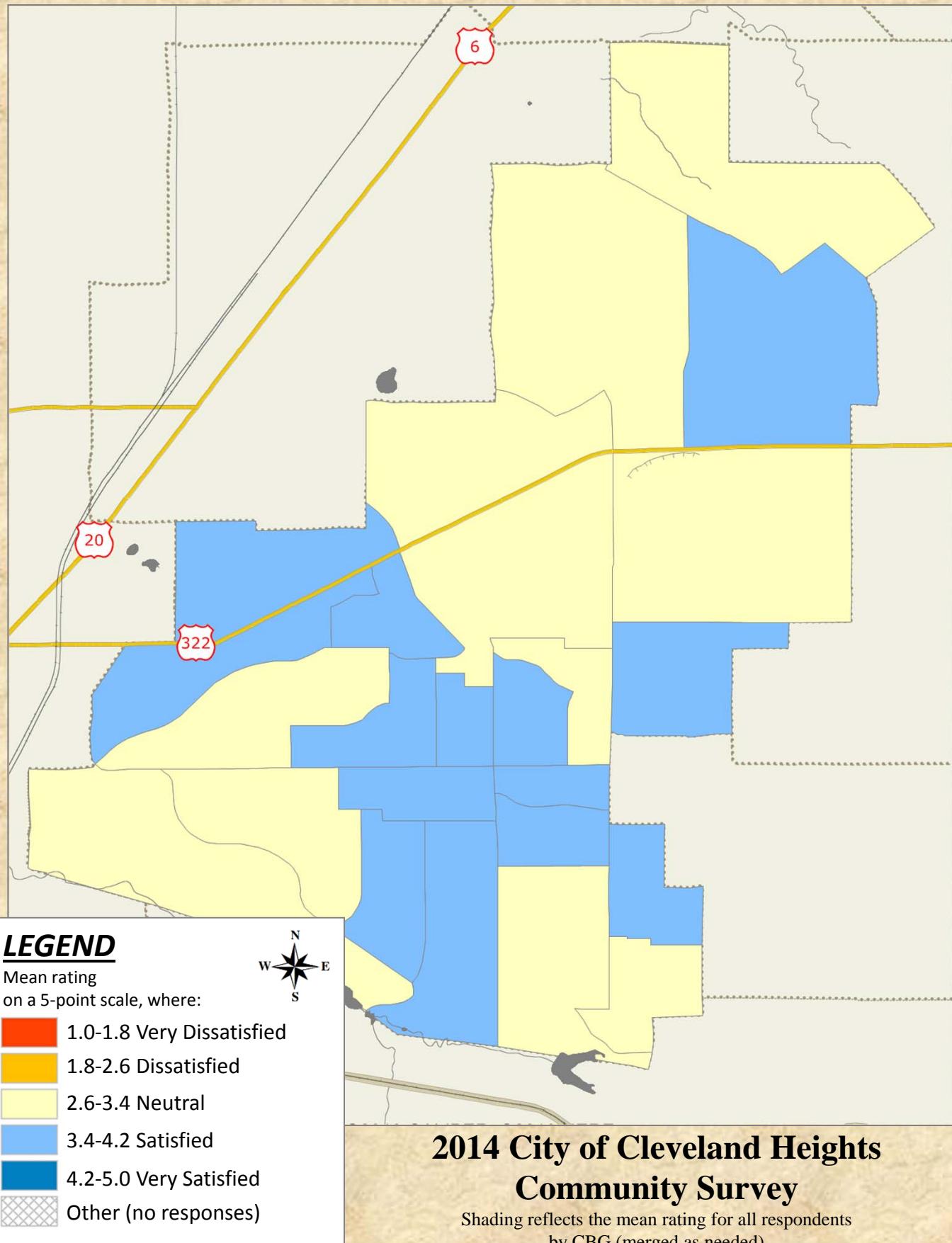
Q13c Satisfaction with enforcing snow removal on sidewalks



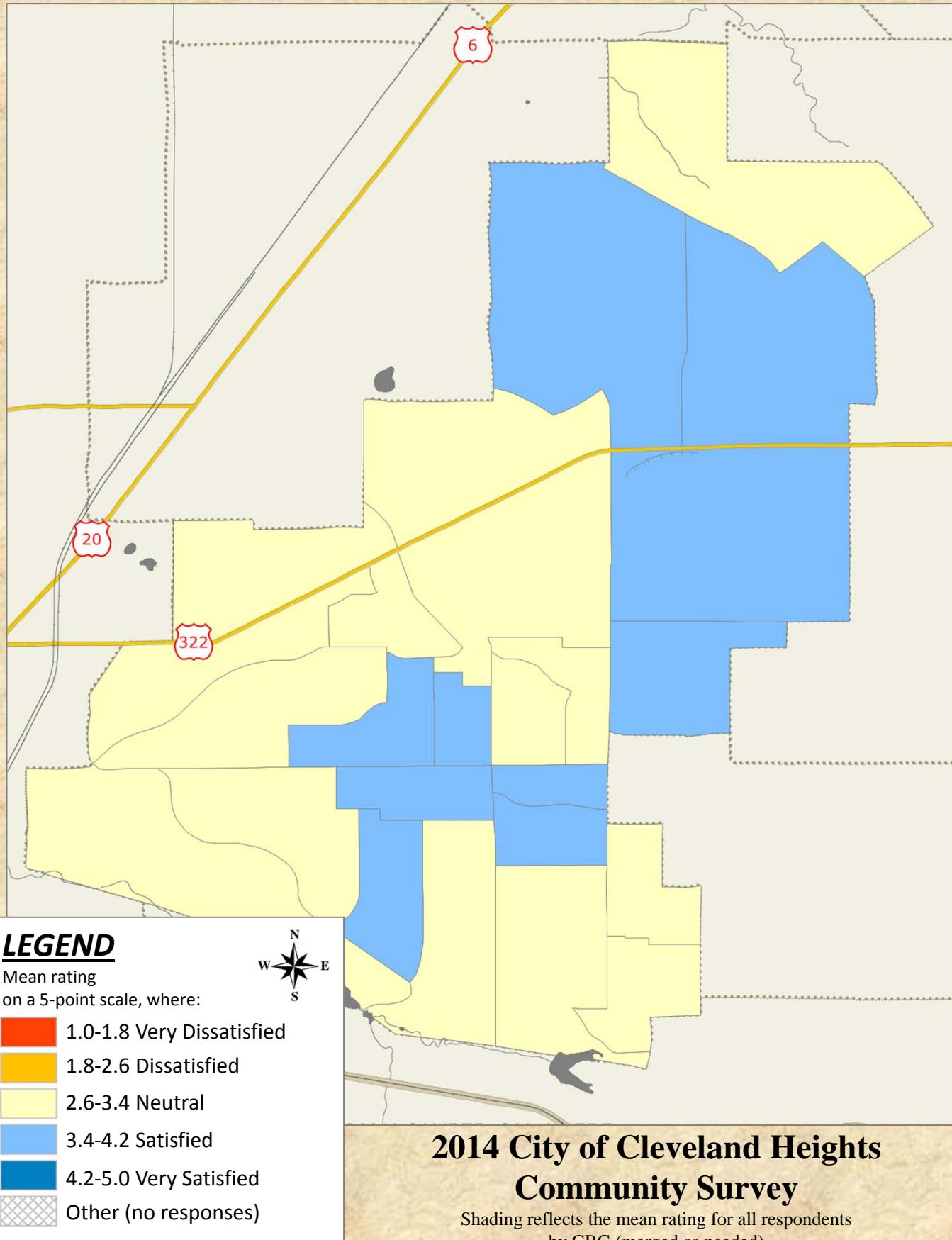
Q13d Satisfaction with enforcing the exterior maintenance of residential property



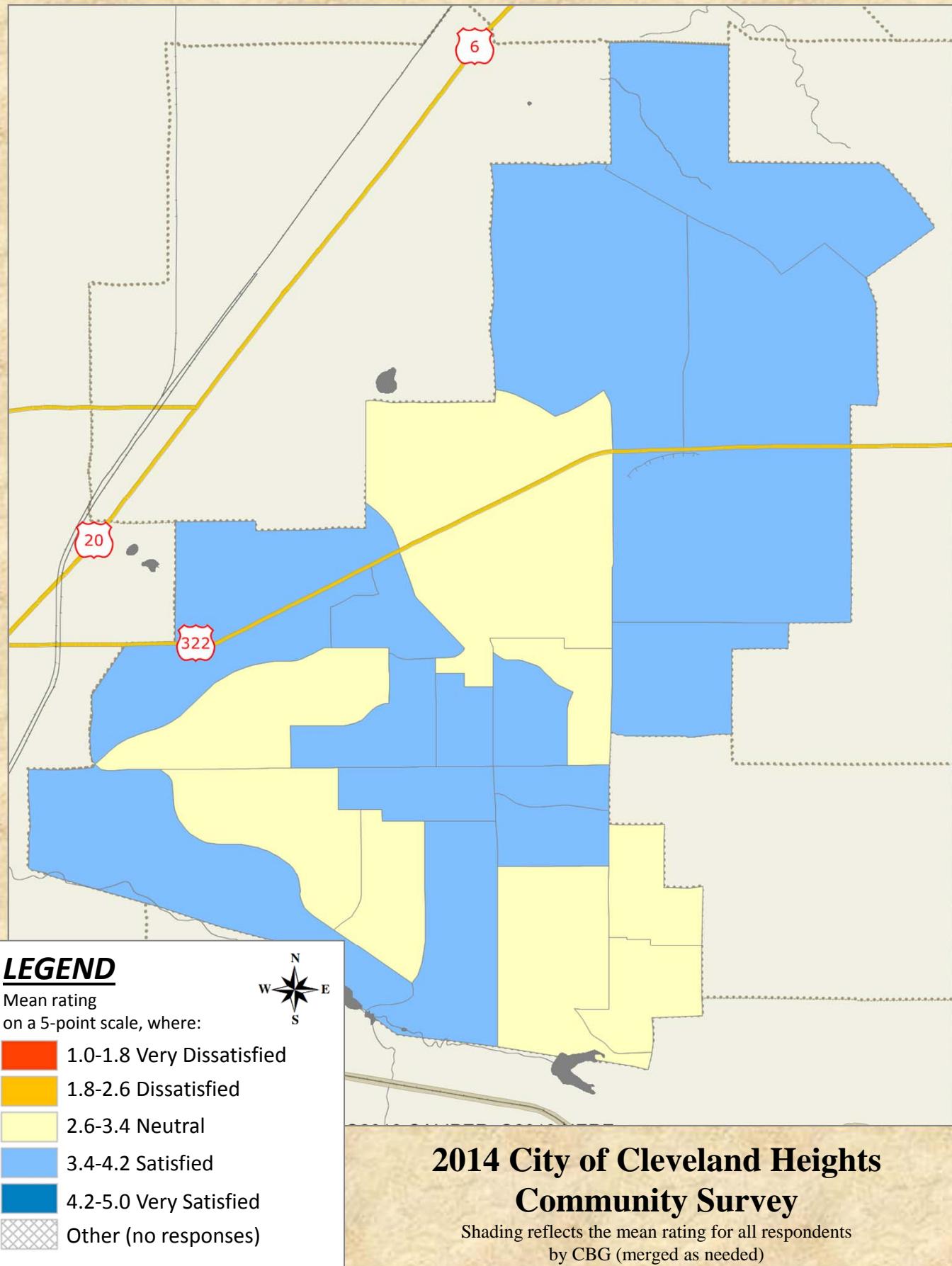
Q13e Satisfaction with enforcing the exterior maintenance of business property



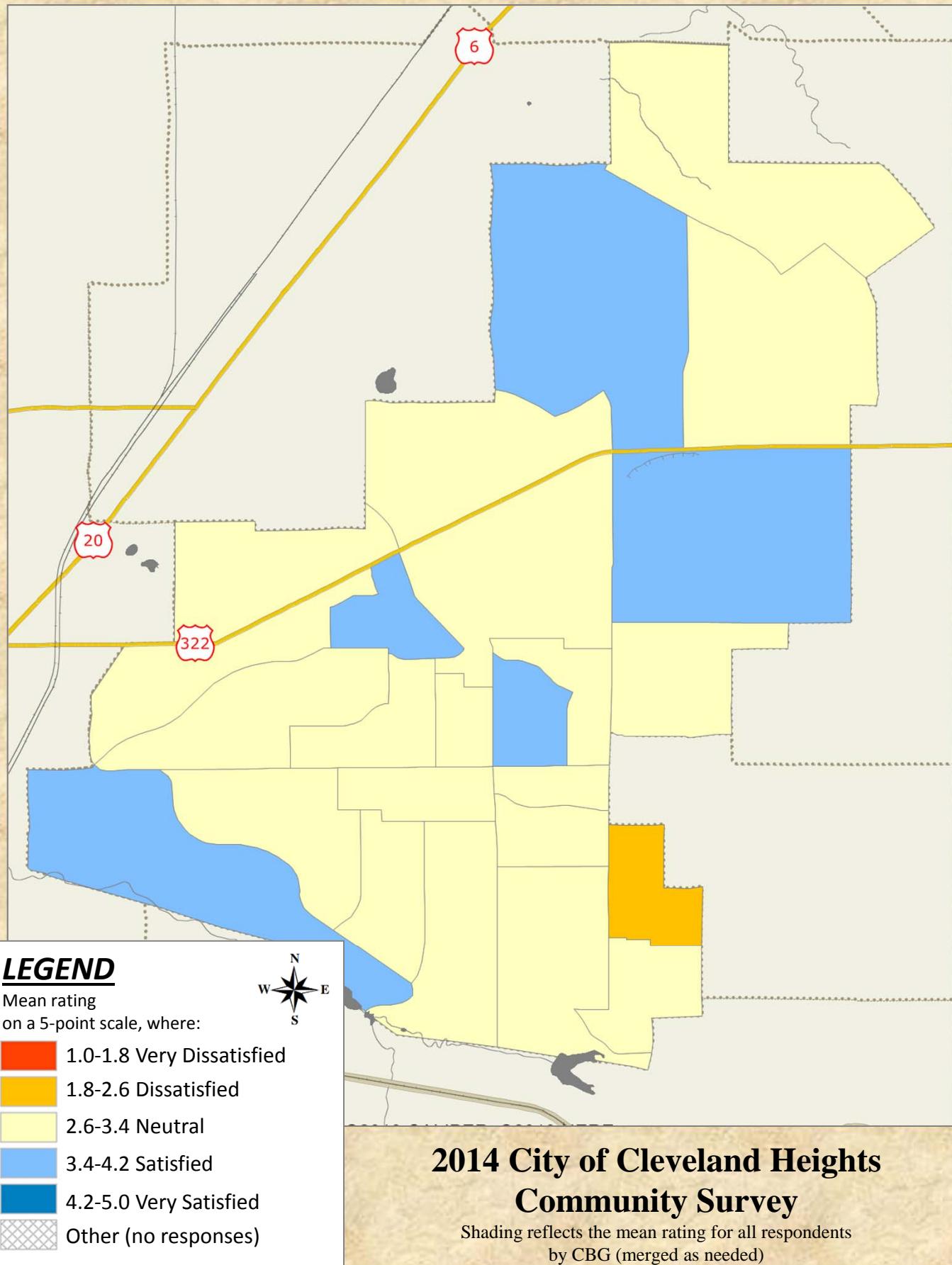
Q13f Satisfaction with overall quality of the building and permit process



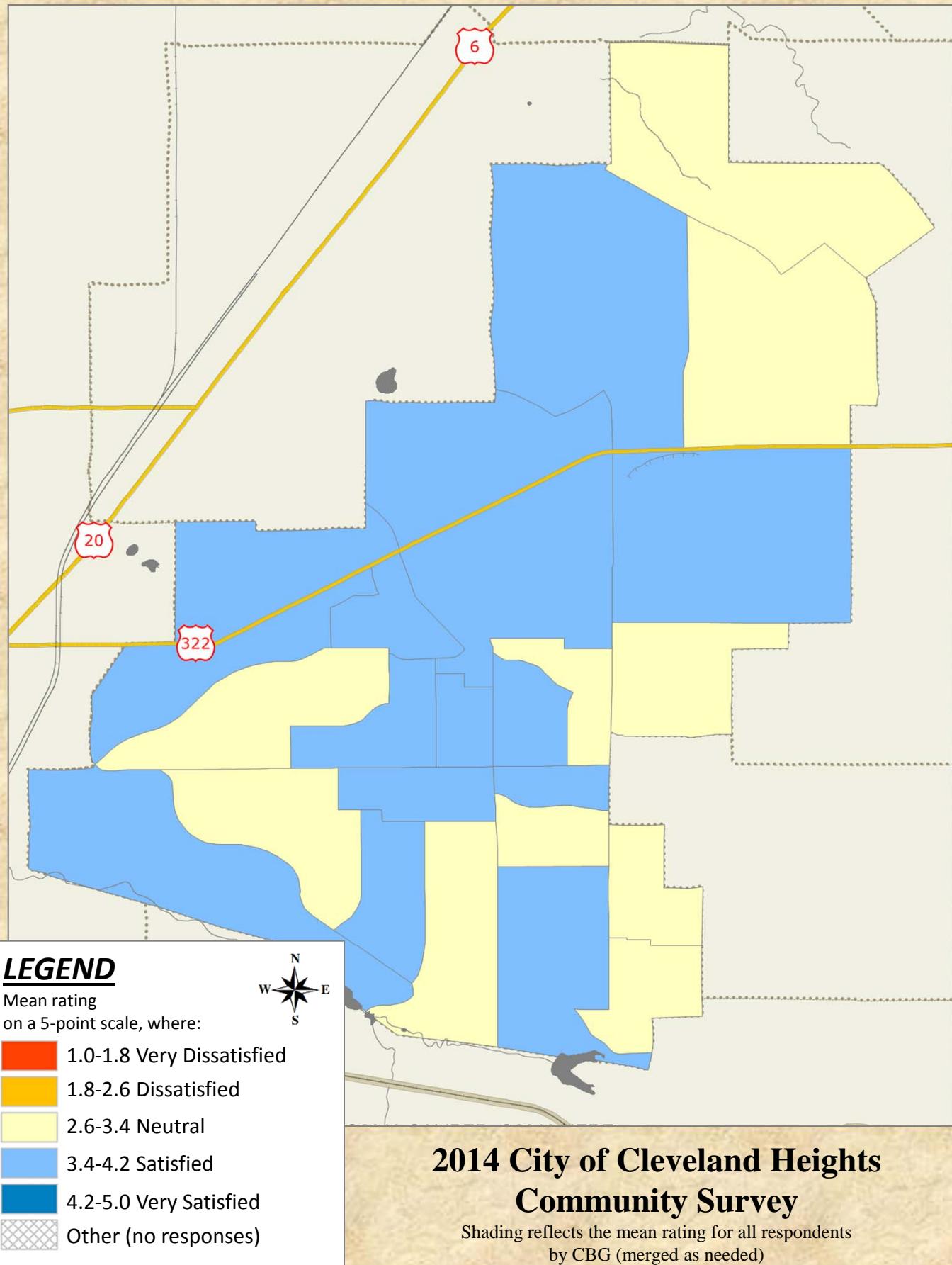
Q15a Satisfaction with availability of public transportation



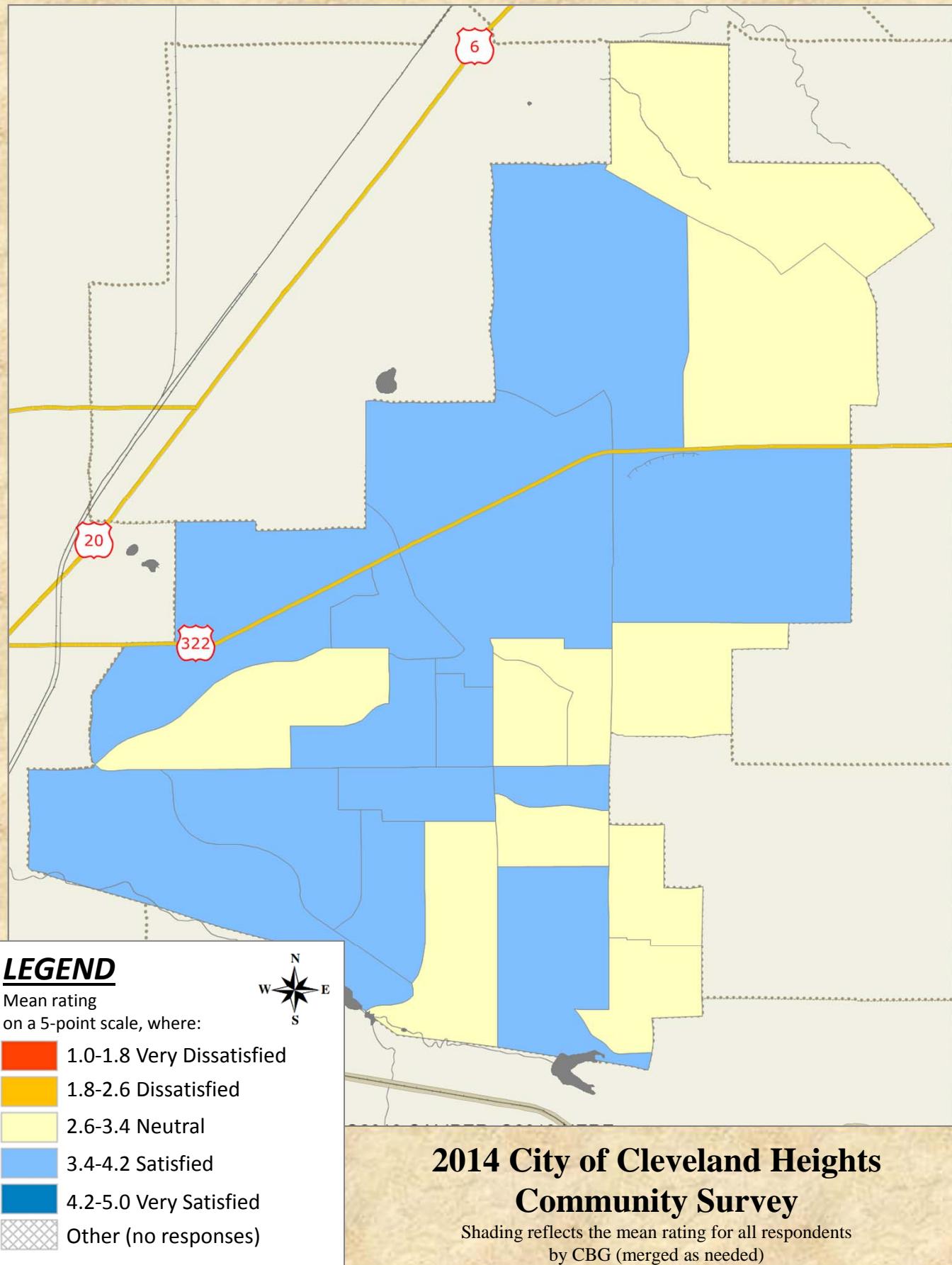
Q15b Satisfaction with availability of bicycle lanes



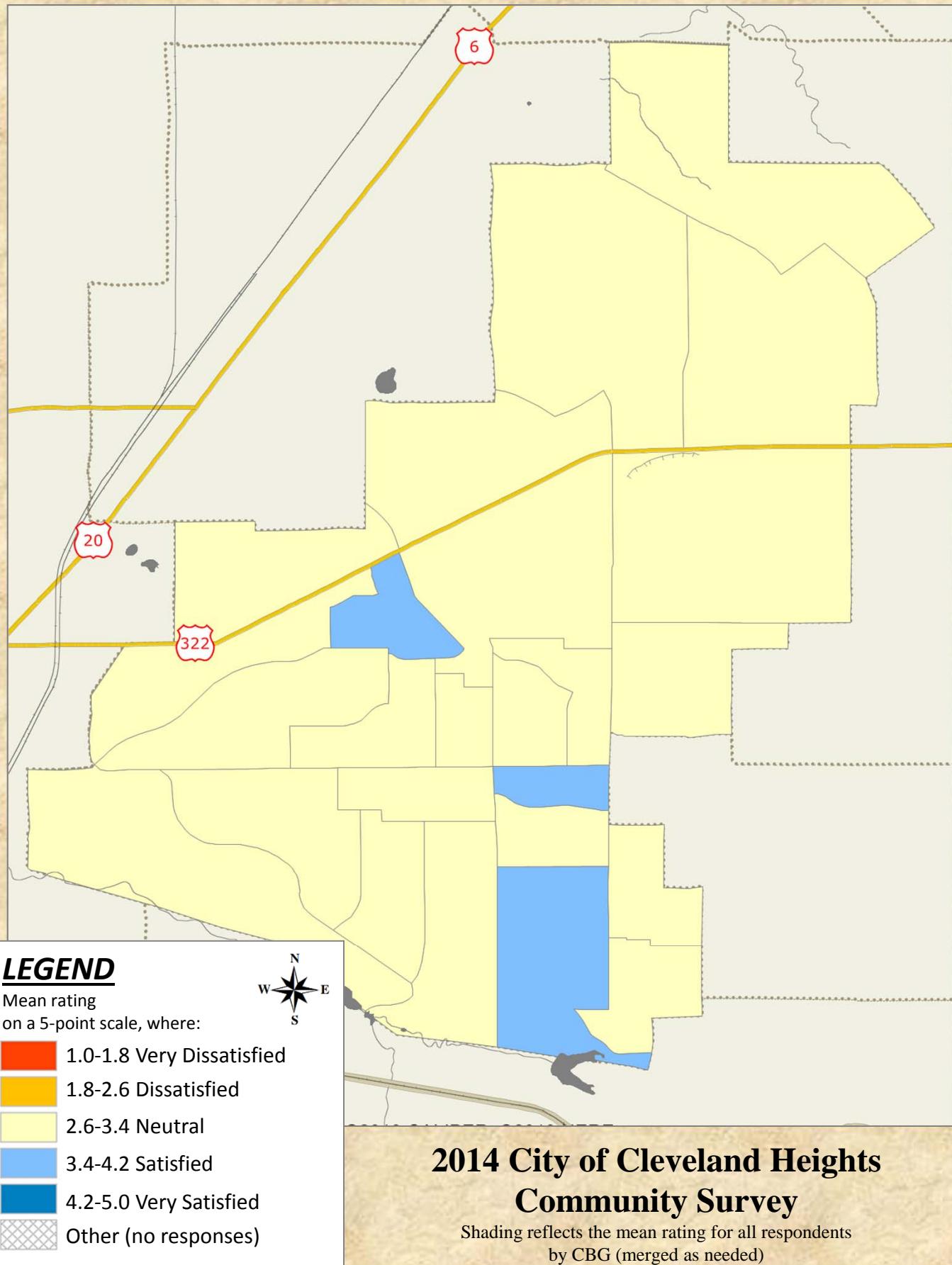
Q15c Satisfaction with condition of sidewalks in the City



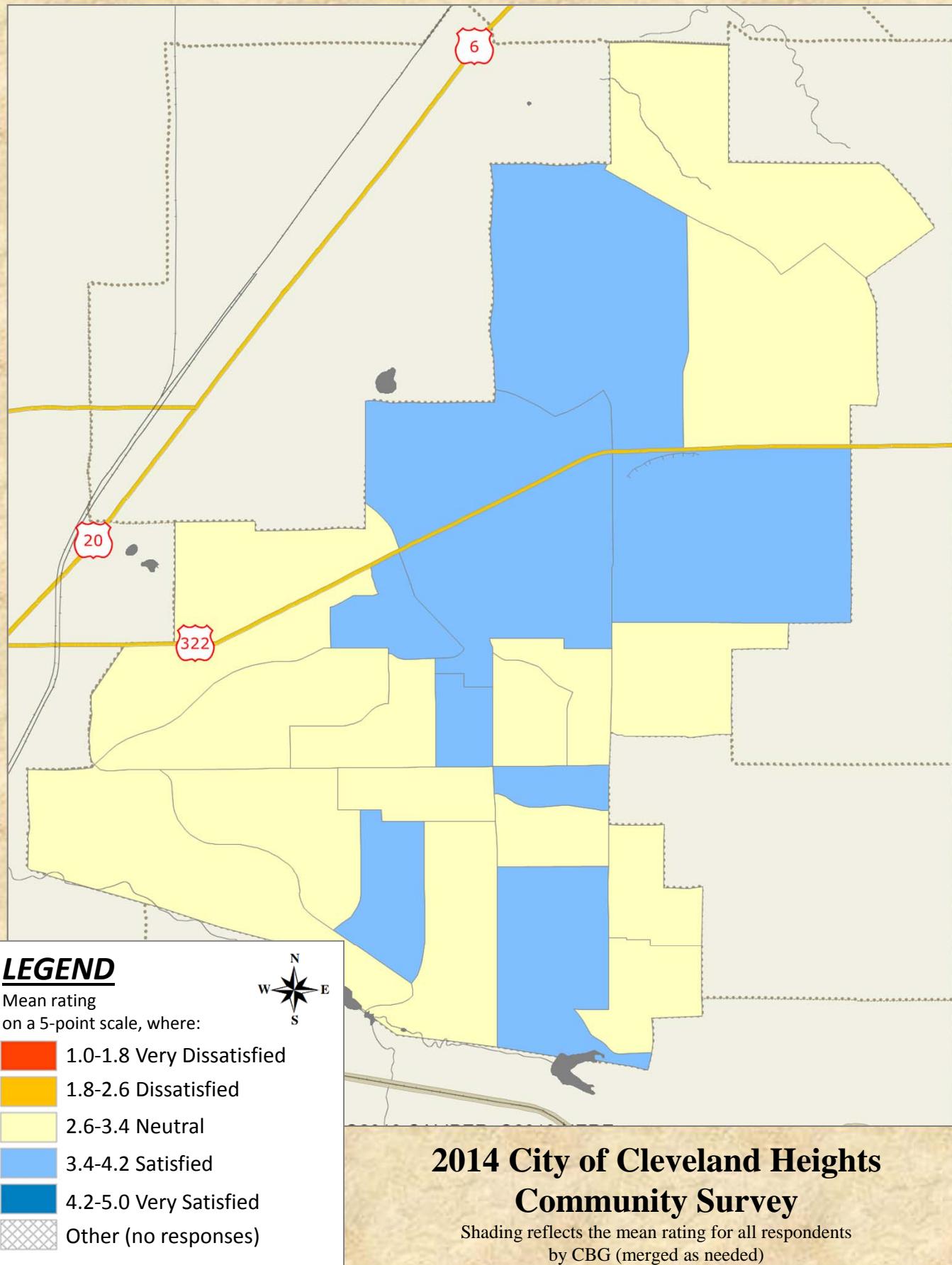
Q15d Satisfaction with convenience of parking in the City



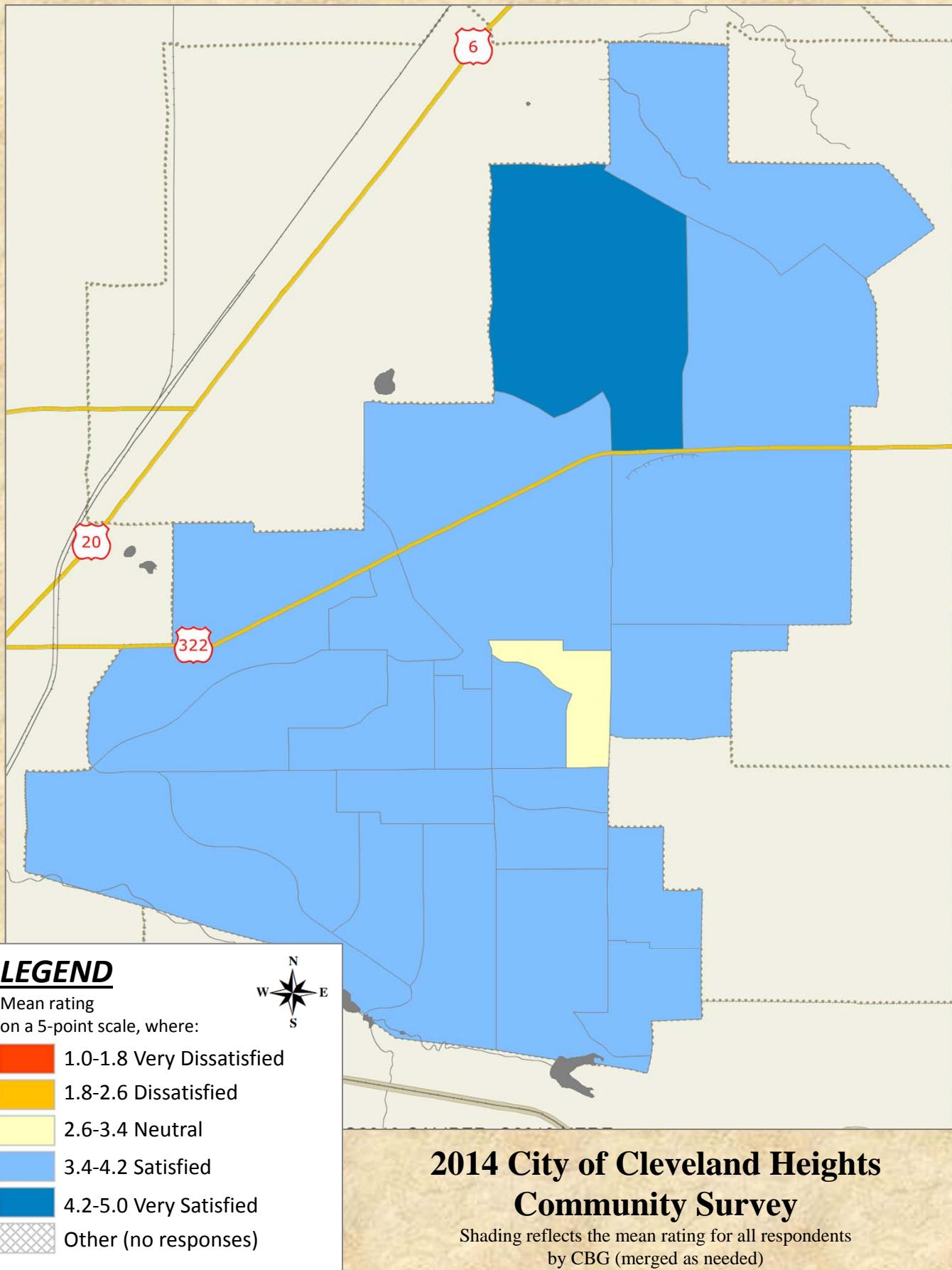
Q16a Satisfaction with maintenance of major City streets



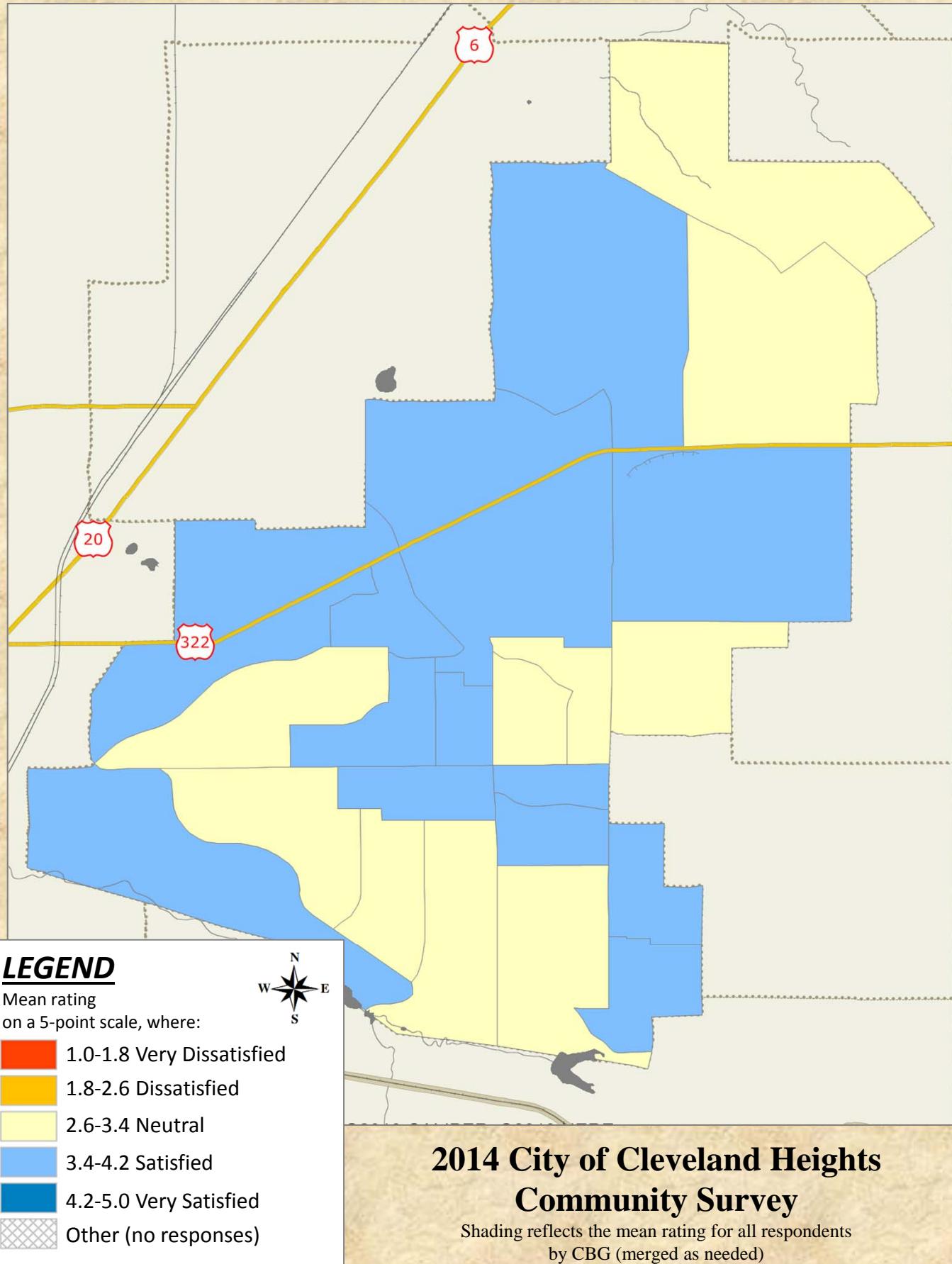
Q16b Satisfaction with maintenance of neighborhood streets



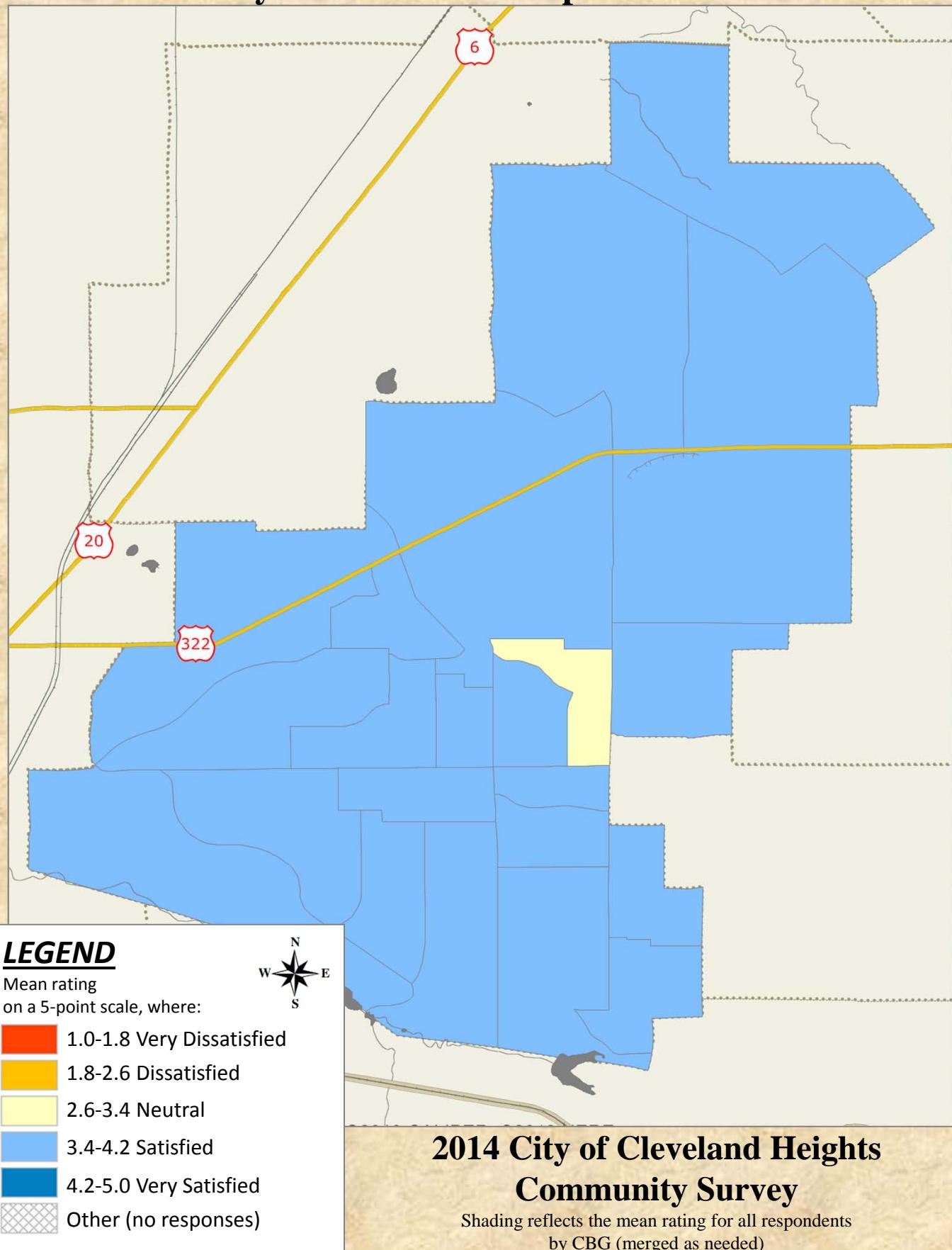
Q16c Satisfaction with snow removal on major City streets



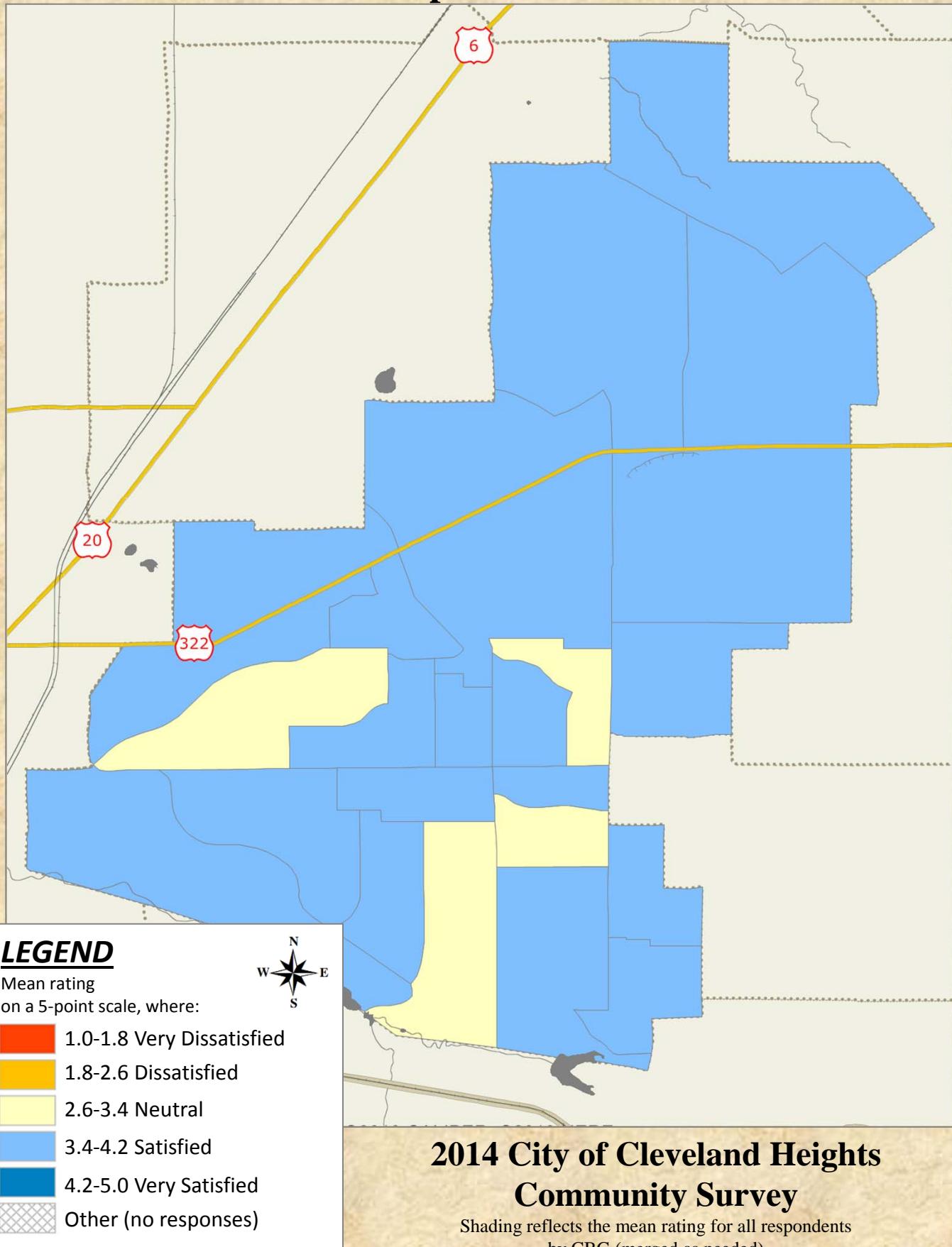
Q16d Satisfaction with snow removal on neighborhood streets



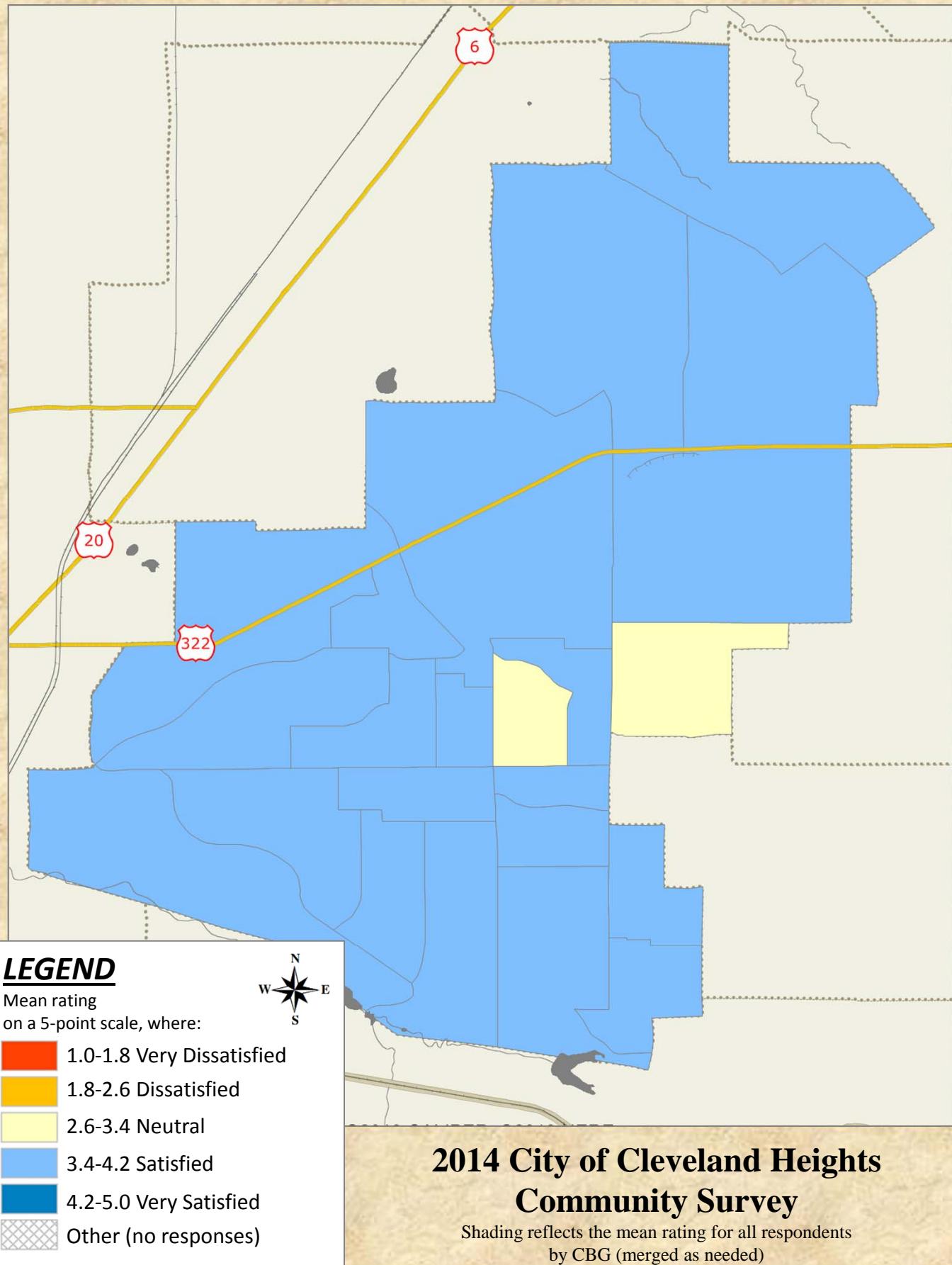
Q16e Satisfaction with mowing and trimming along City streets and other public areas



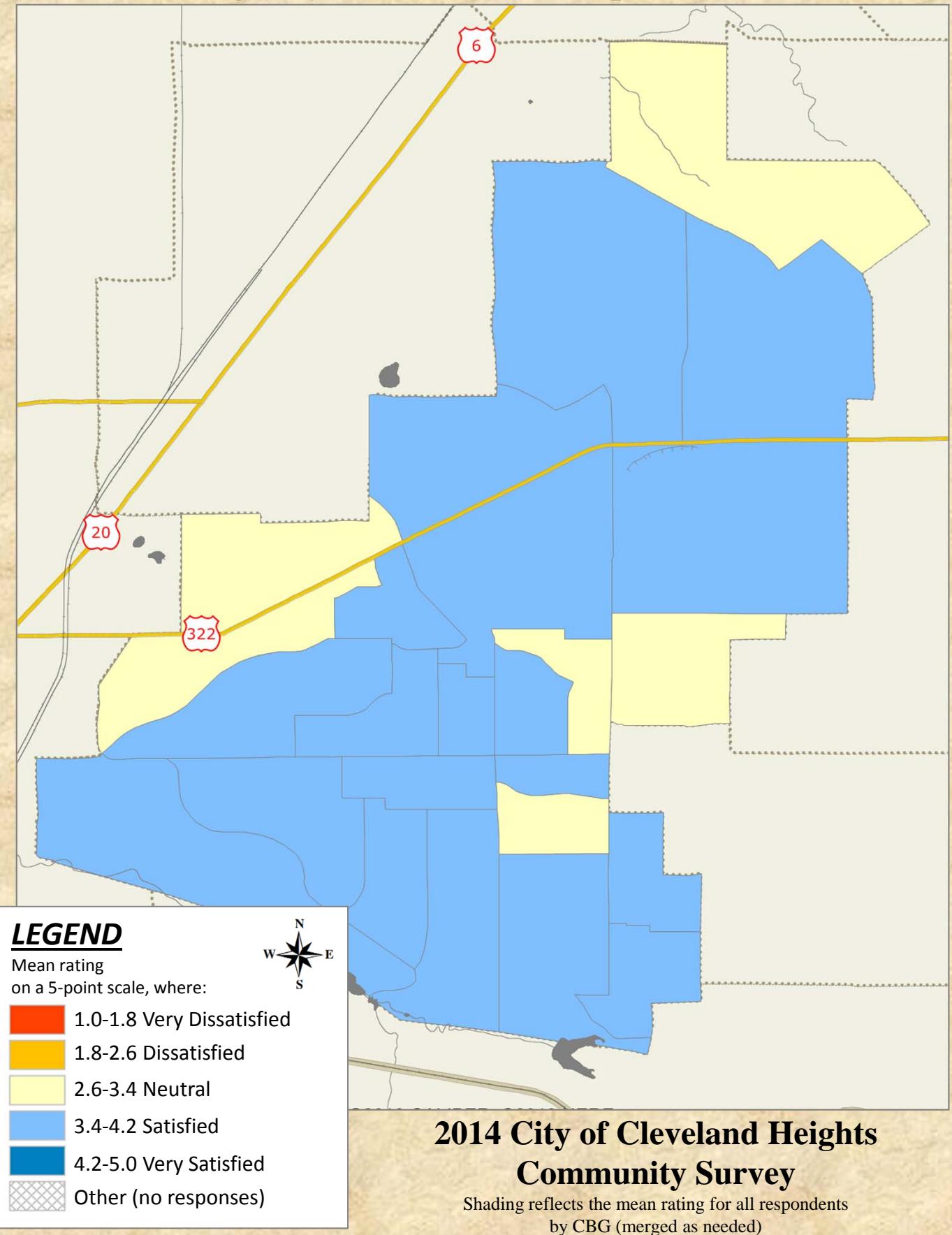
Q16f Satisfaction with overall cleanliness of City streets and other public areas



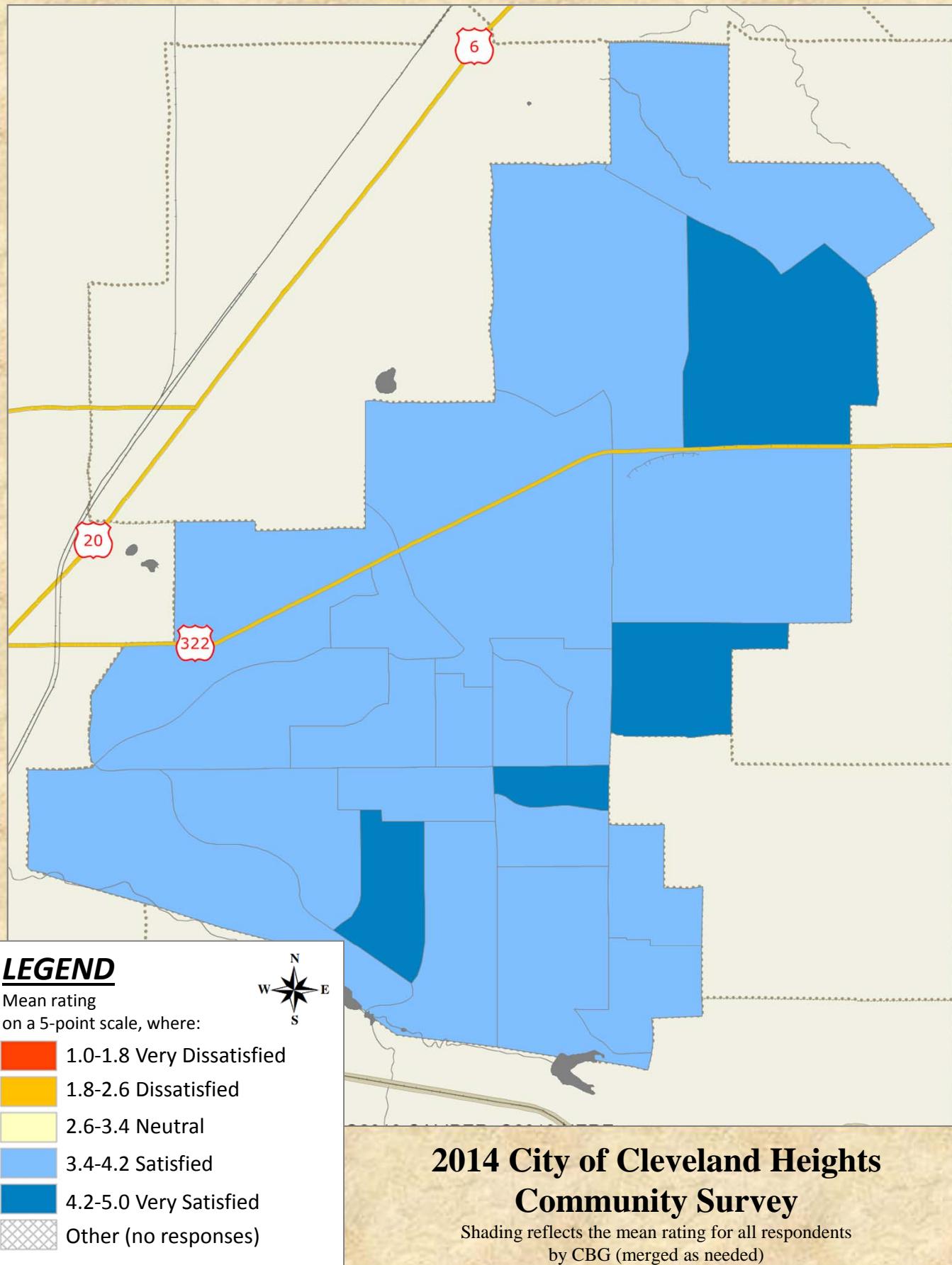
Q16g Satisfaction with adequacy of City street lighting



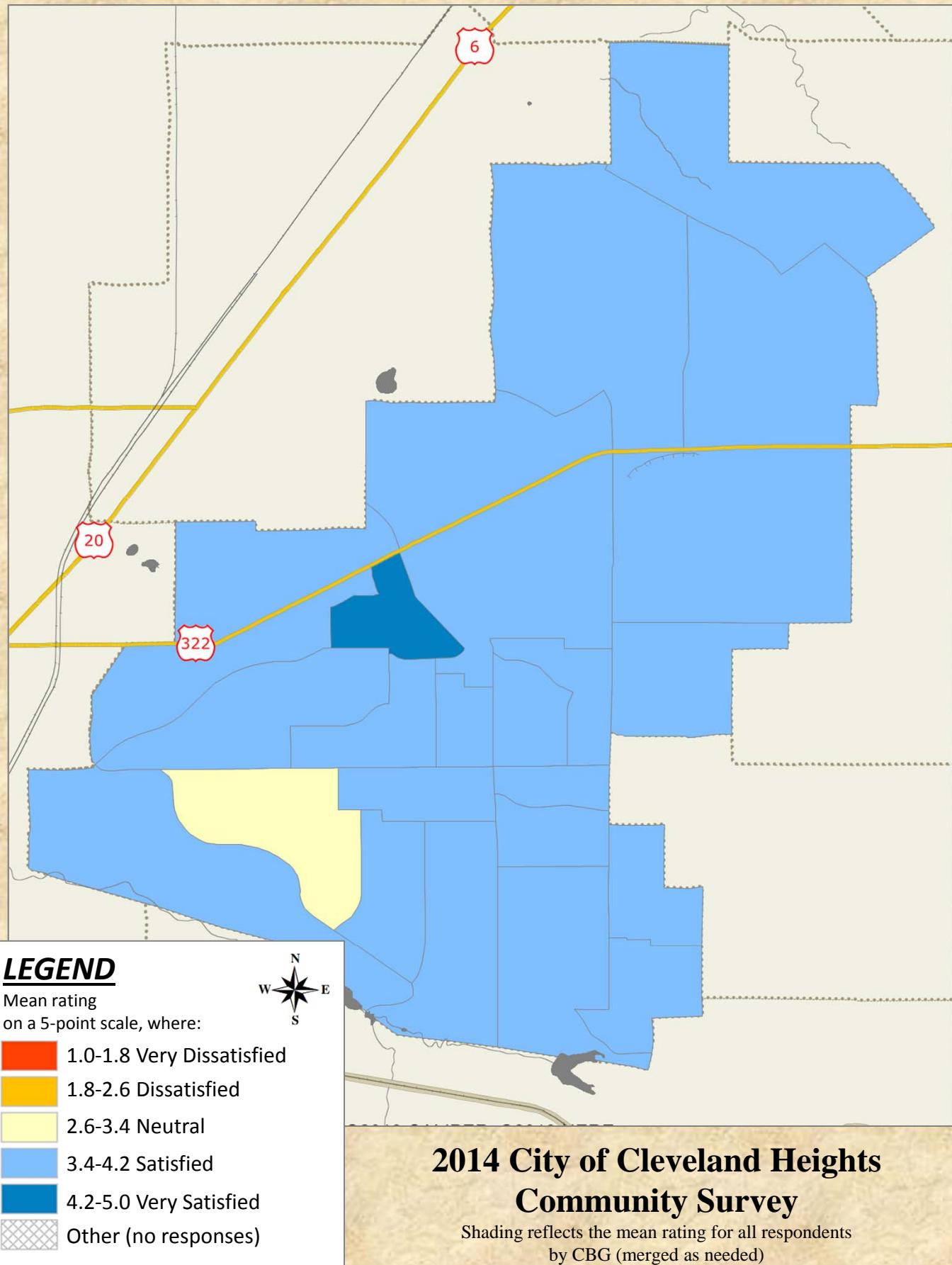
Q16h Satisfaction with tree trimming and urban forestry along City streets and other public areas



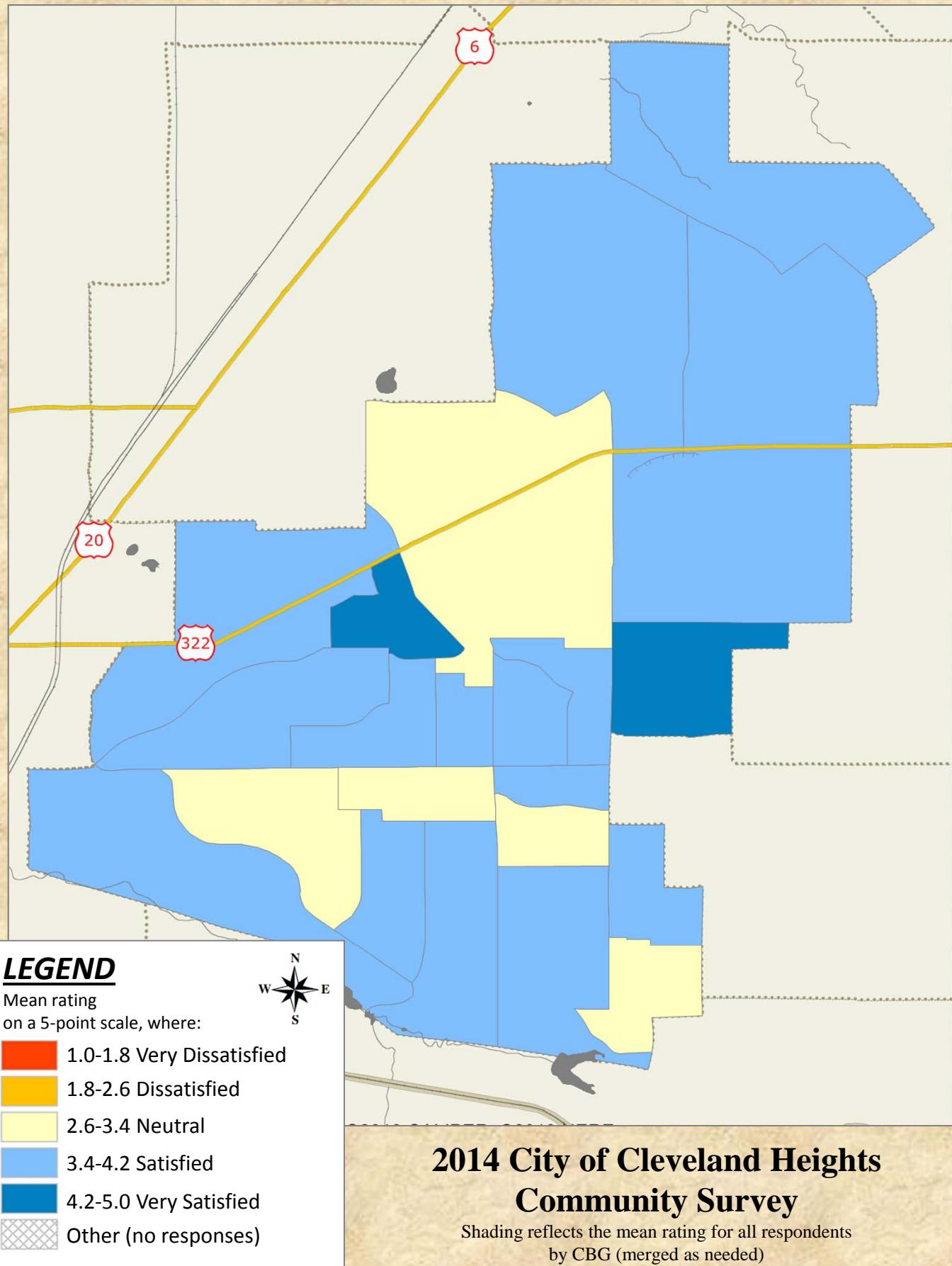
Q19a Satisfaction with maintenance of City parks



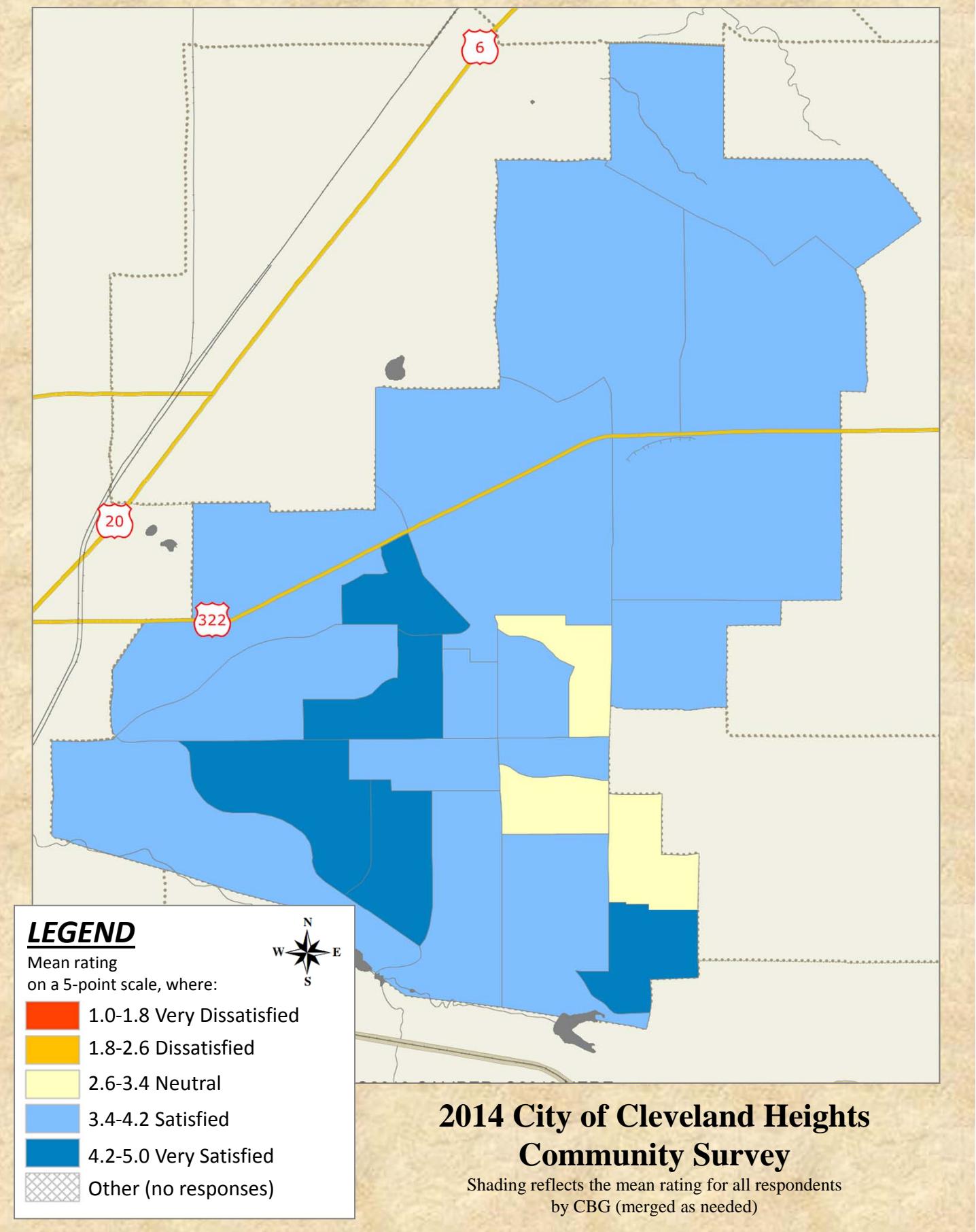
Q19b Satisfaction with number of City parks



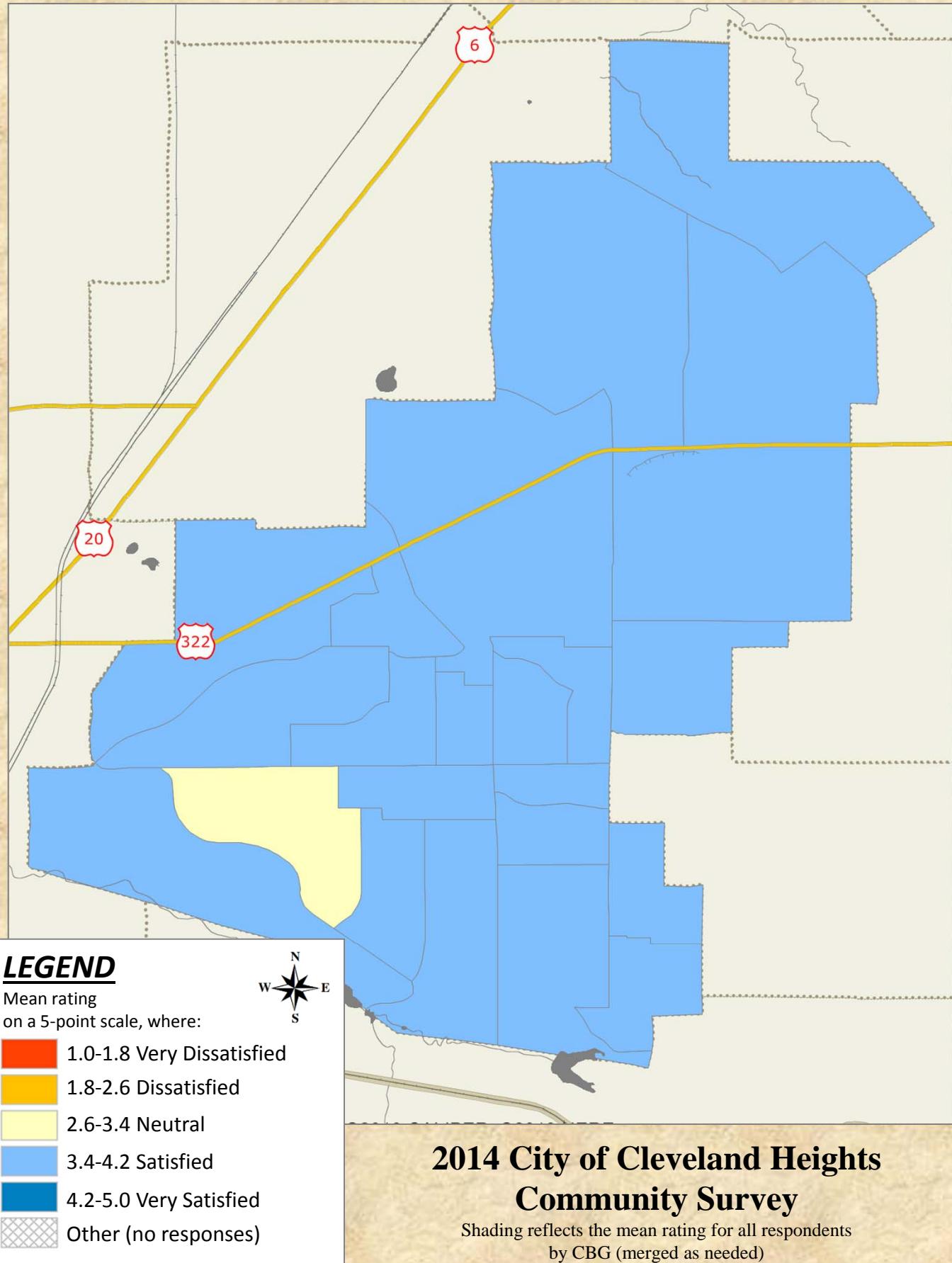
Q19c Satisfaction with number of walking and biking trails



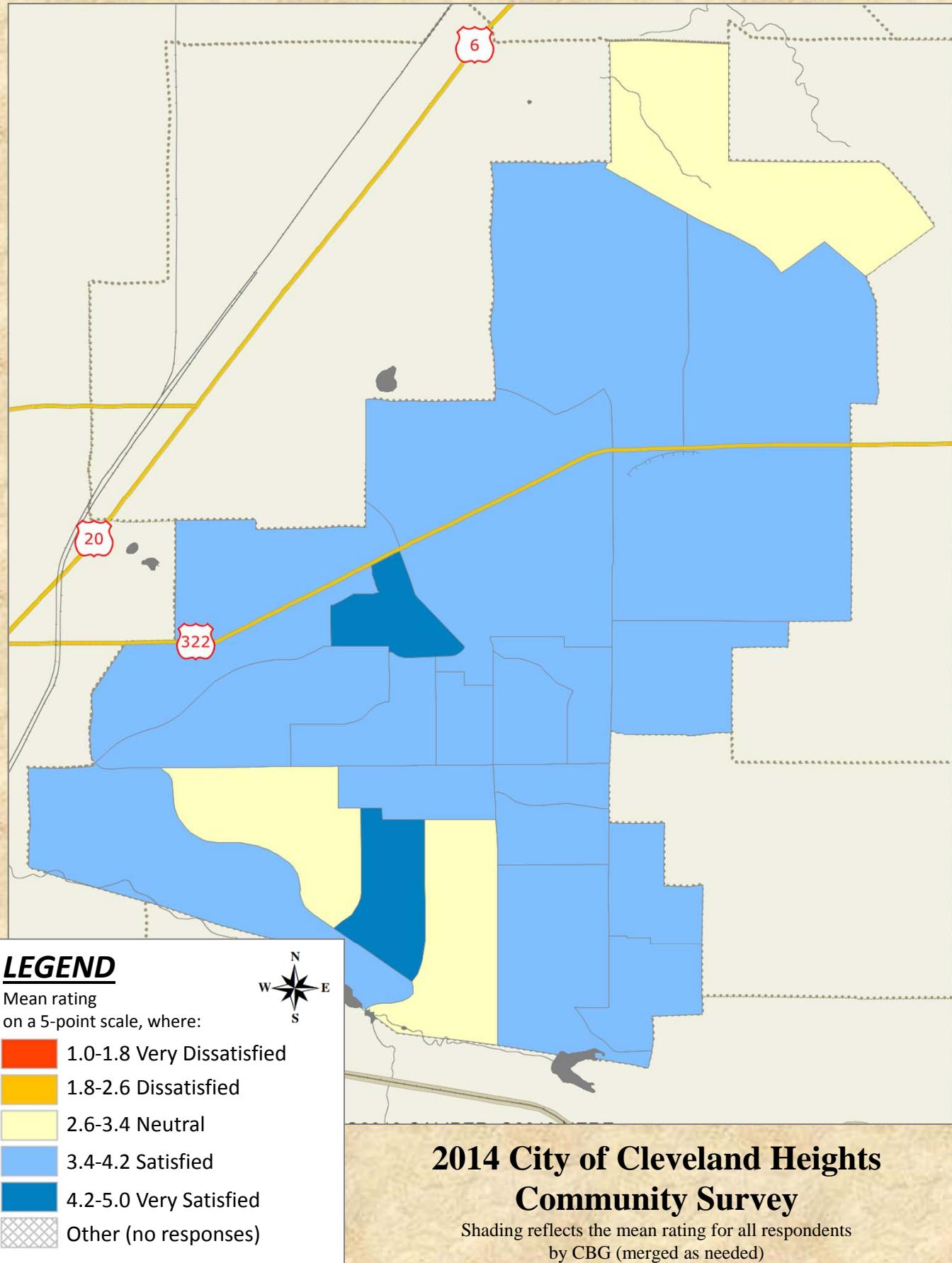
Q19d Satisfaction with Cumberland Pool and programs



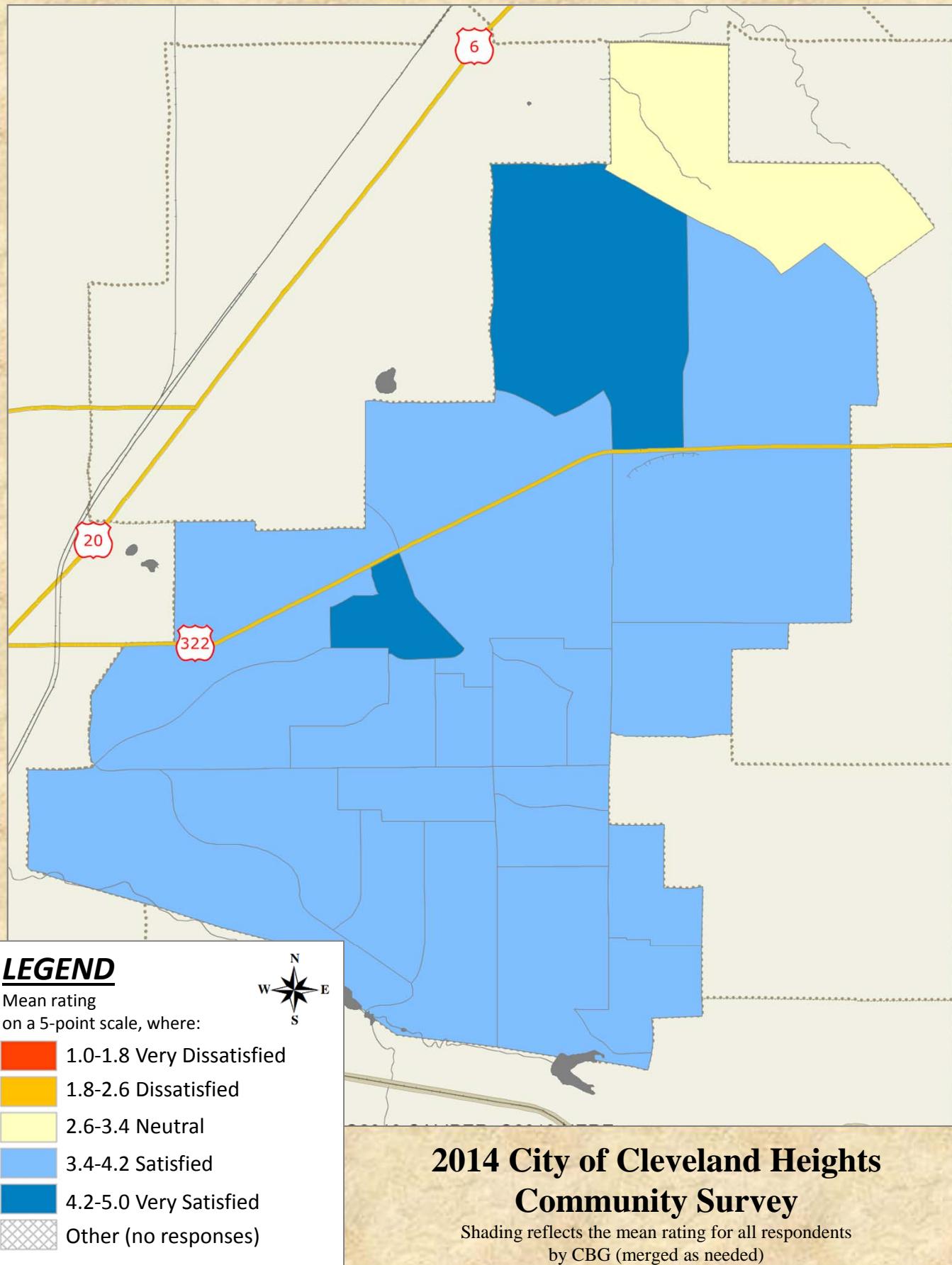
Q19e Satisfaction with quality of outdoor athletic fields



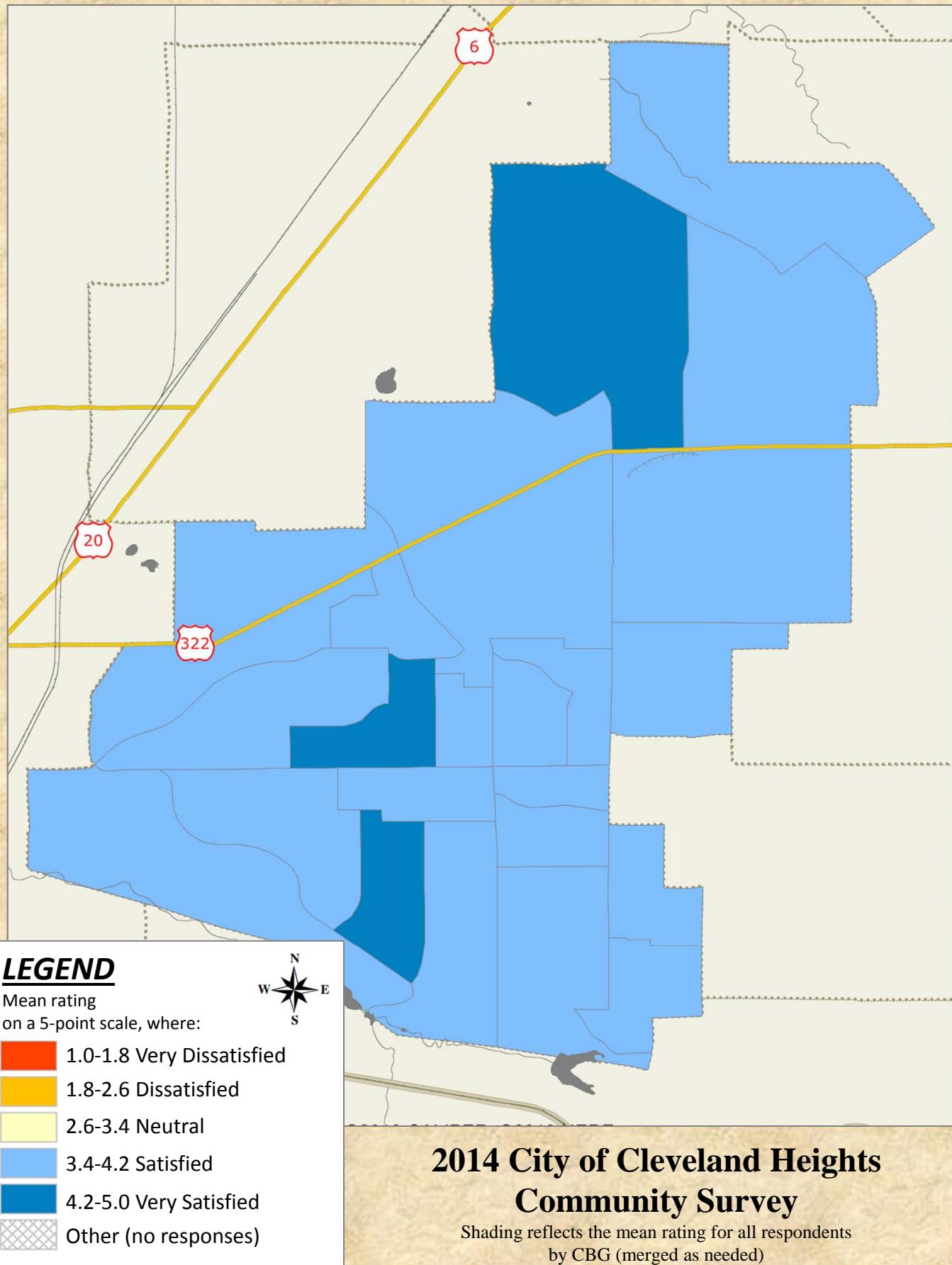
Q19f Satisfaction with youth recreation opportunities



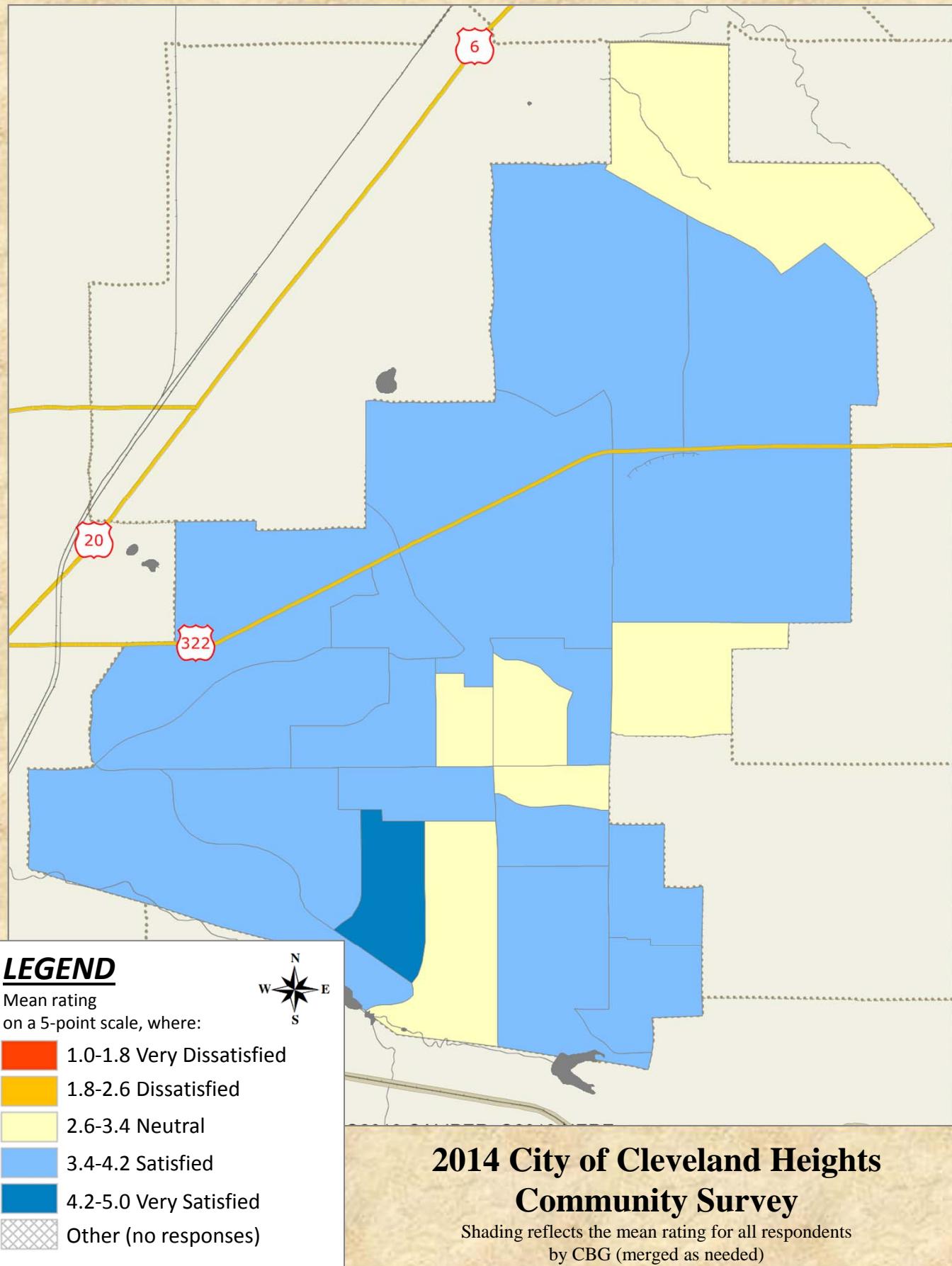
Q19g Satisfaction with adult recreation opportunities



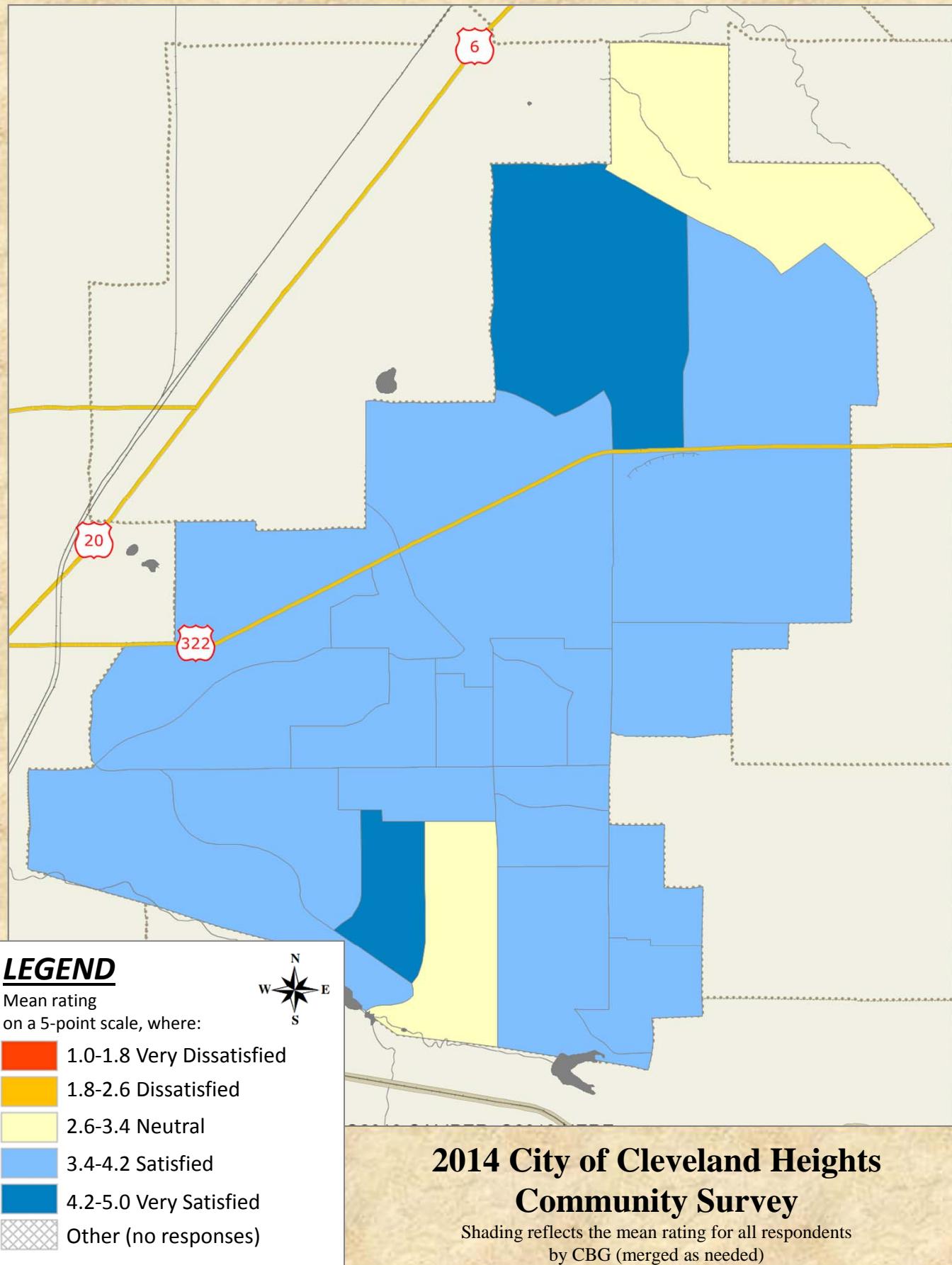
Q19h Satisfaction with senior recreation opportunities



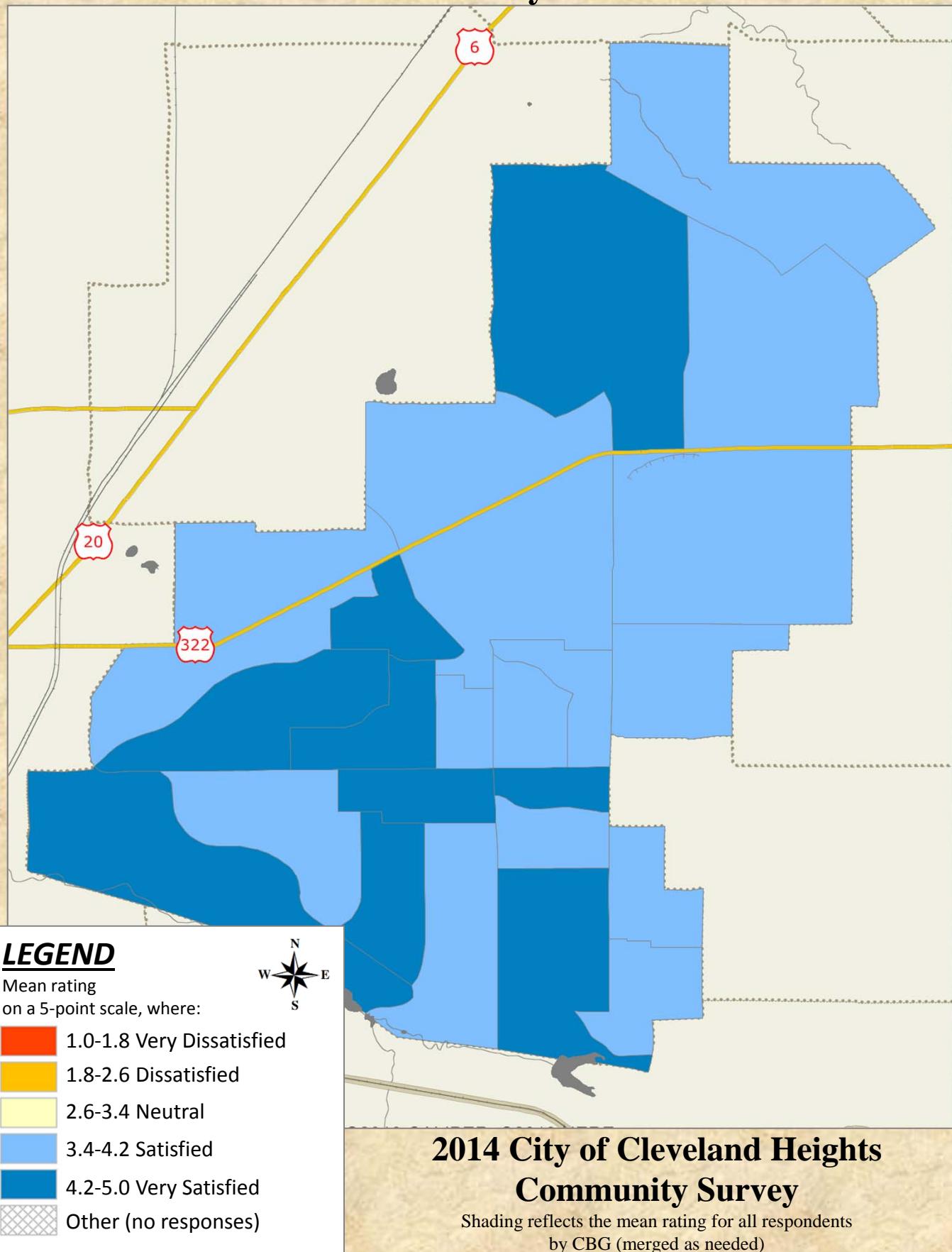
Q19i Satisfaction with the City's youth athletic programs



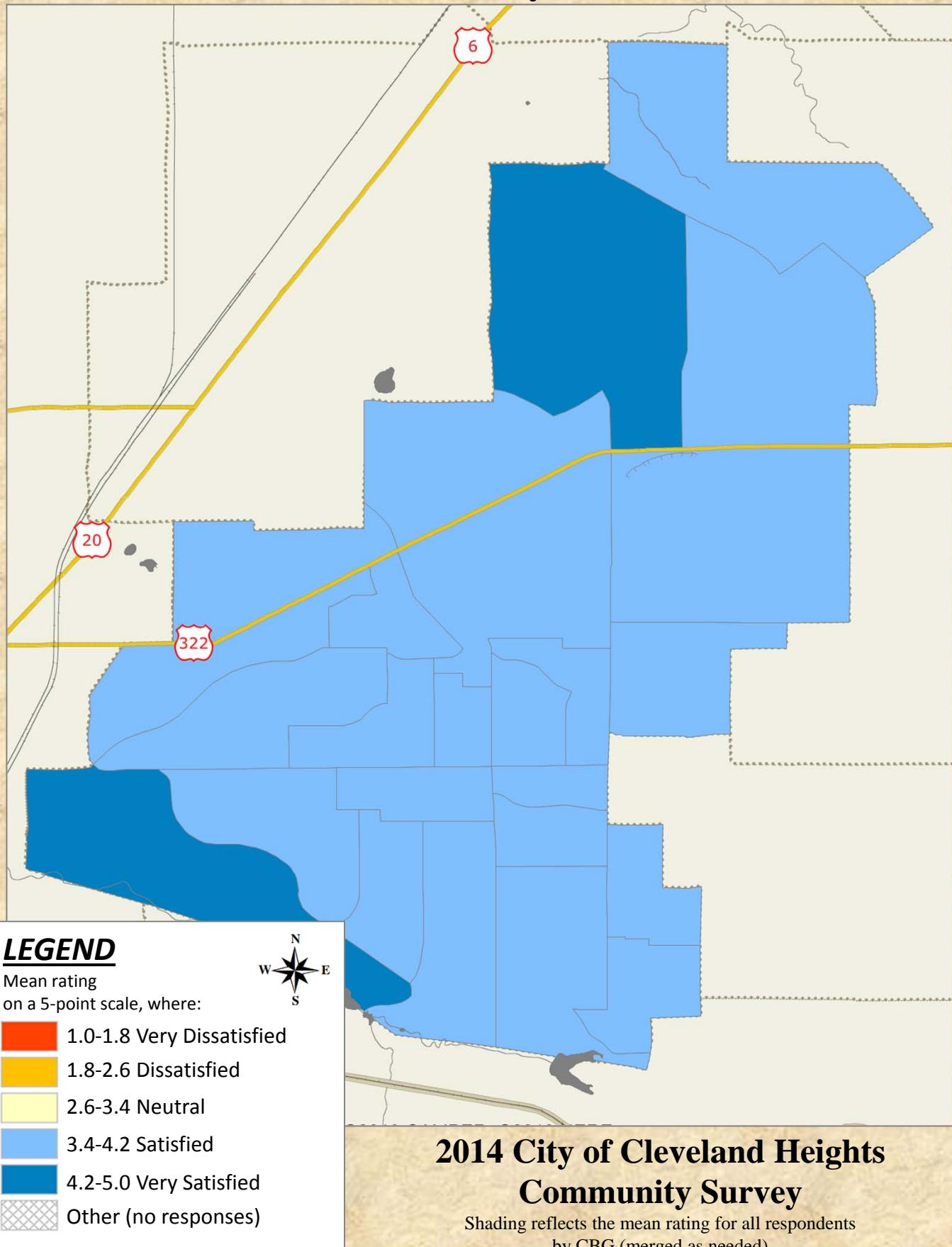
Q19j Satisfaction with the City's adult athletic programs



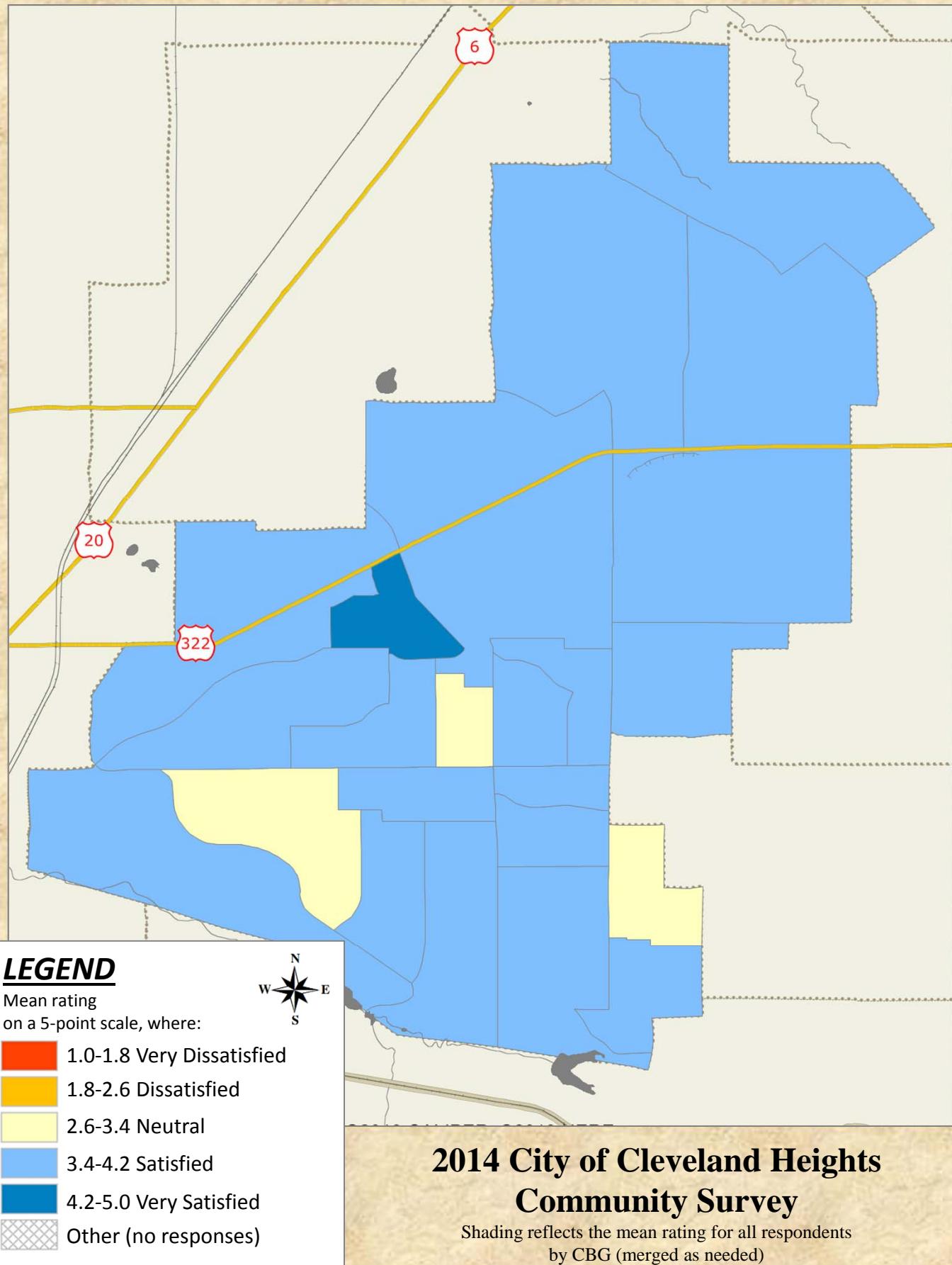
Q19k Satisfaction with maintenance and appearance of the Community Center



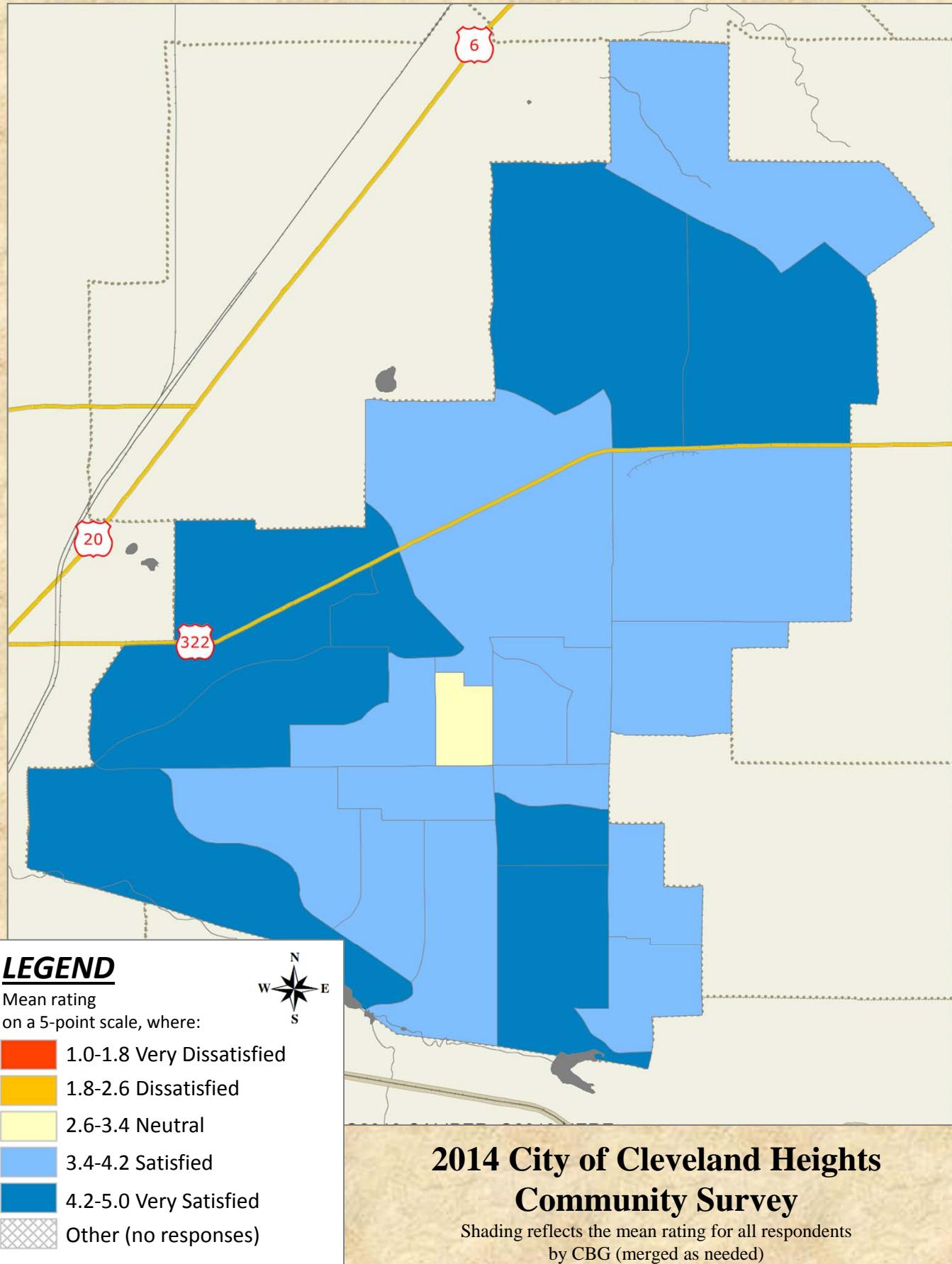
Q19I Satisfaction with programs and activities offered at the Community Center



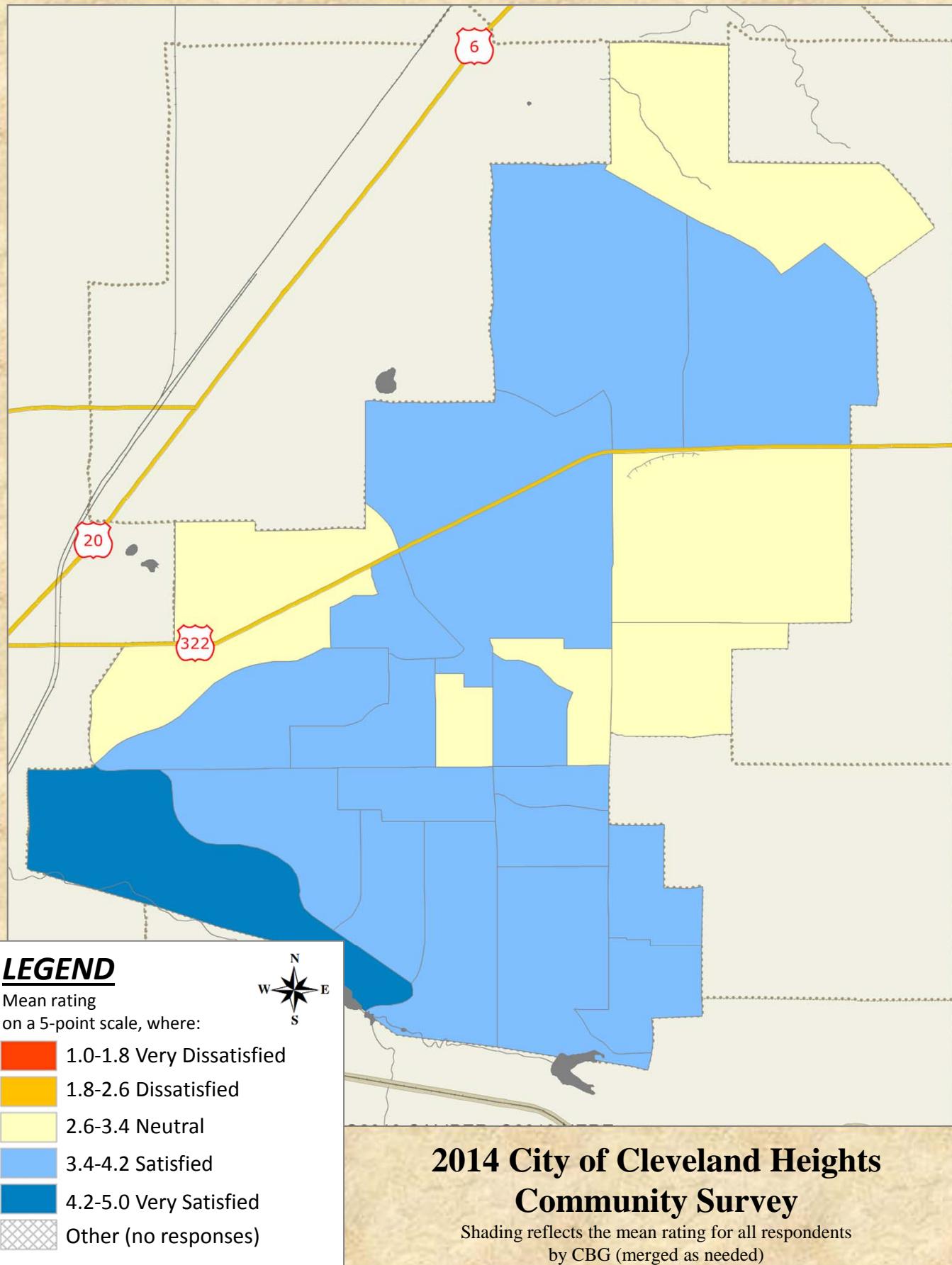
Q19m Satisfaction with quality of instructors and coaches



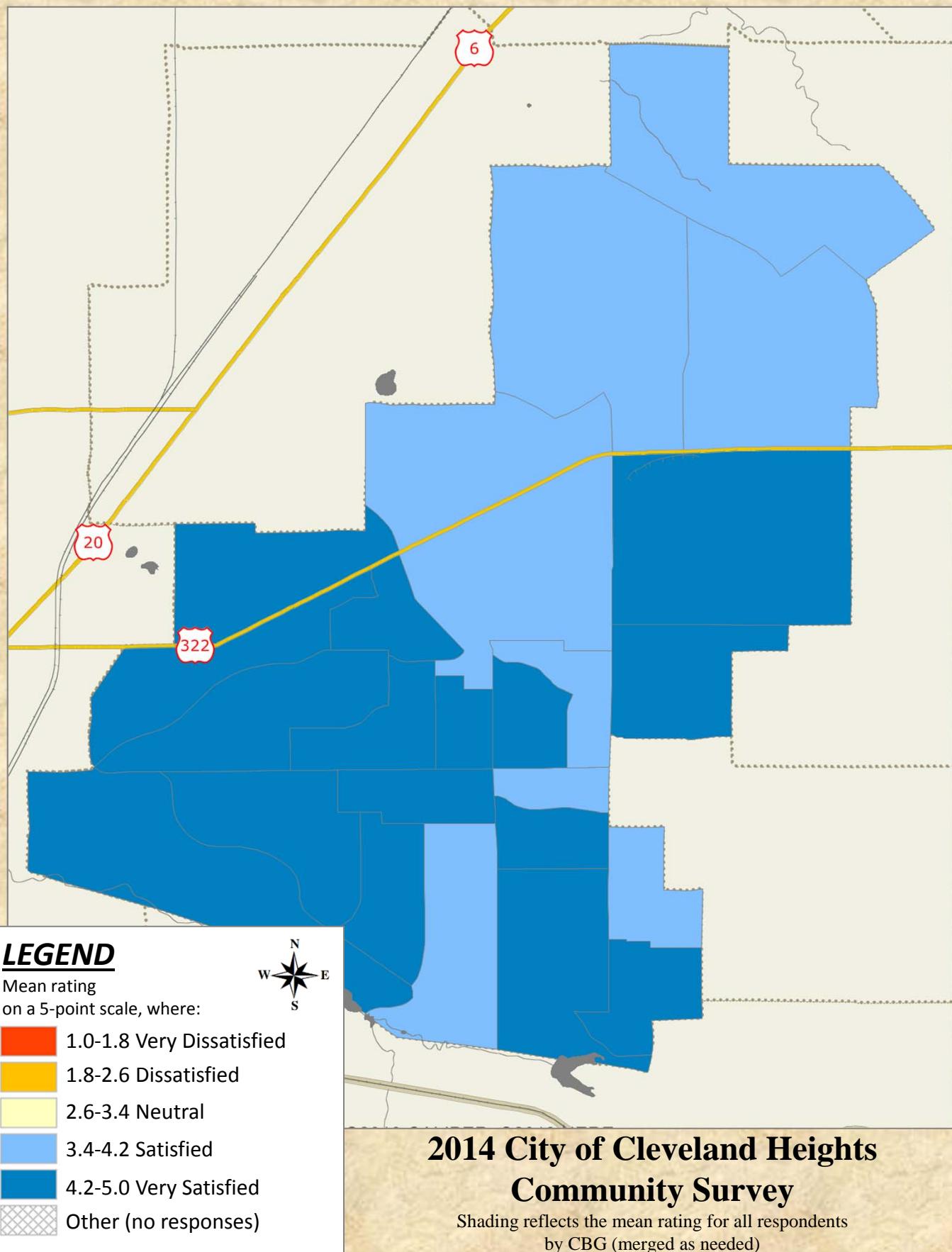
Q19n Satisfaction with ease of registering for programs



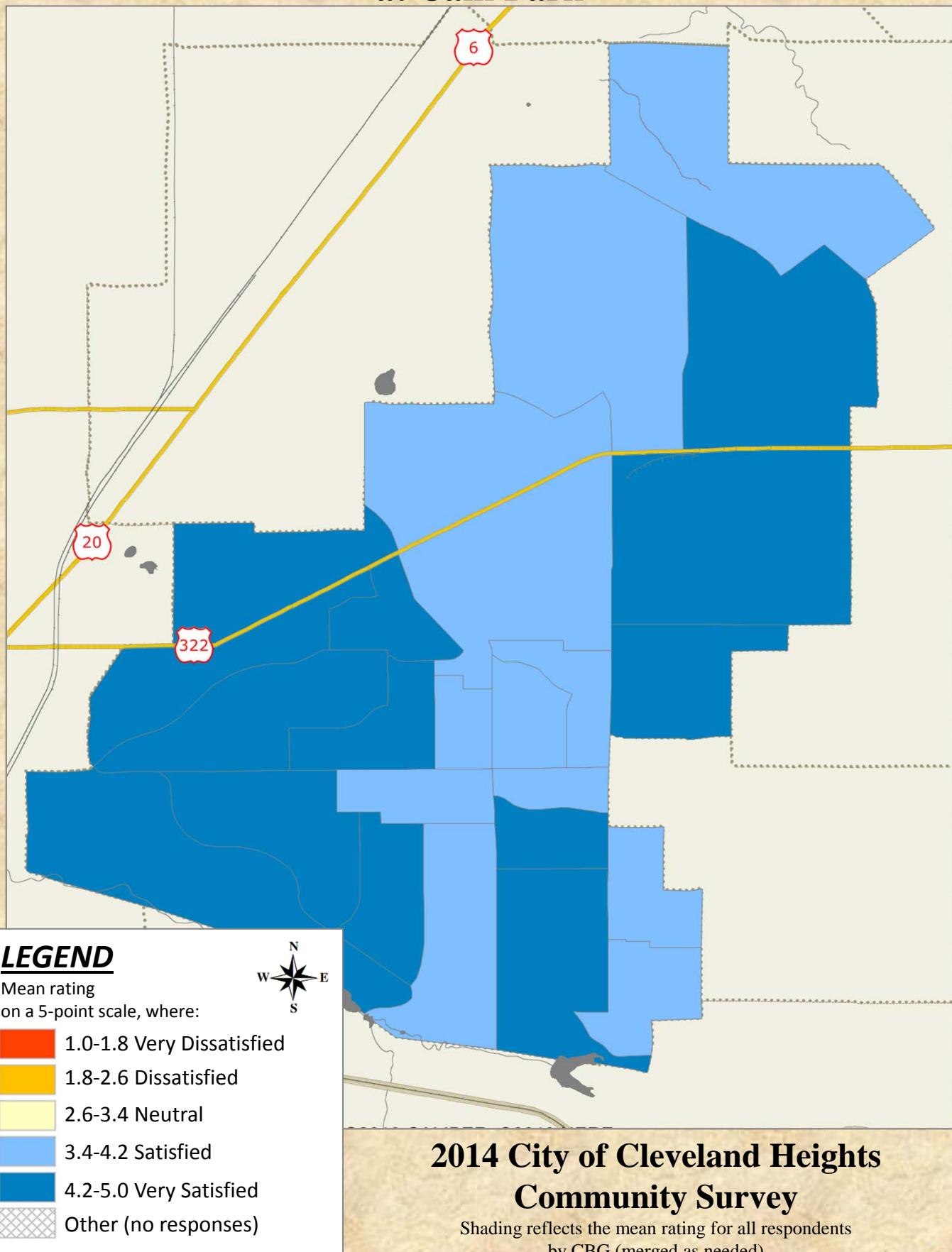
Q19o Satisfaction with fees charged for recreation programs



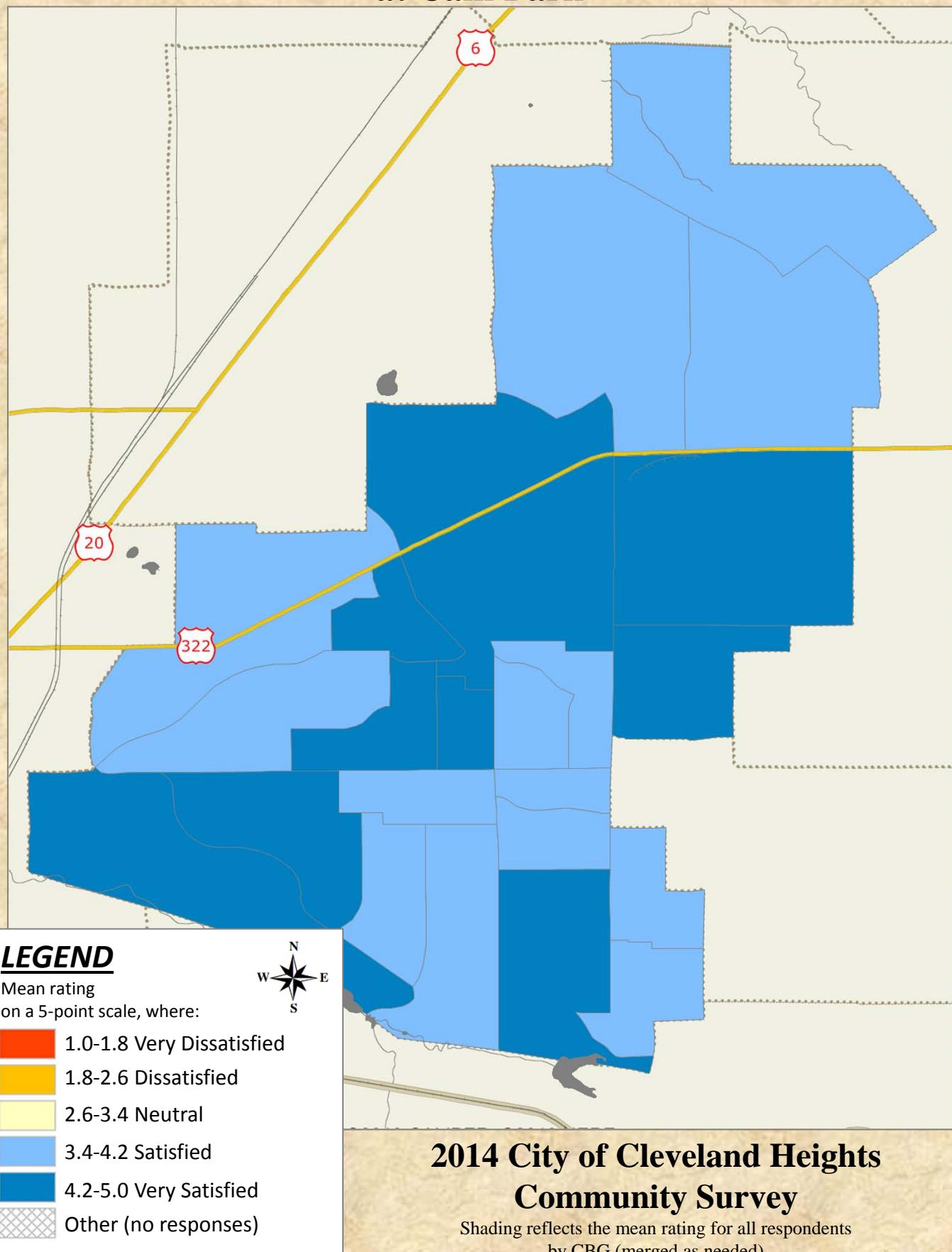
Q22a Satisfaction with overall quality of the facility at Cain Park



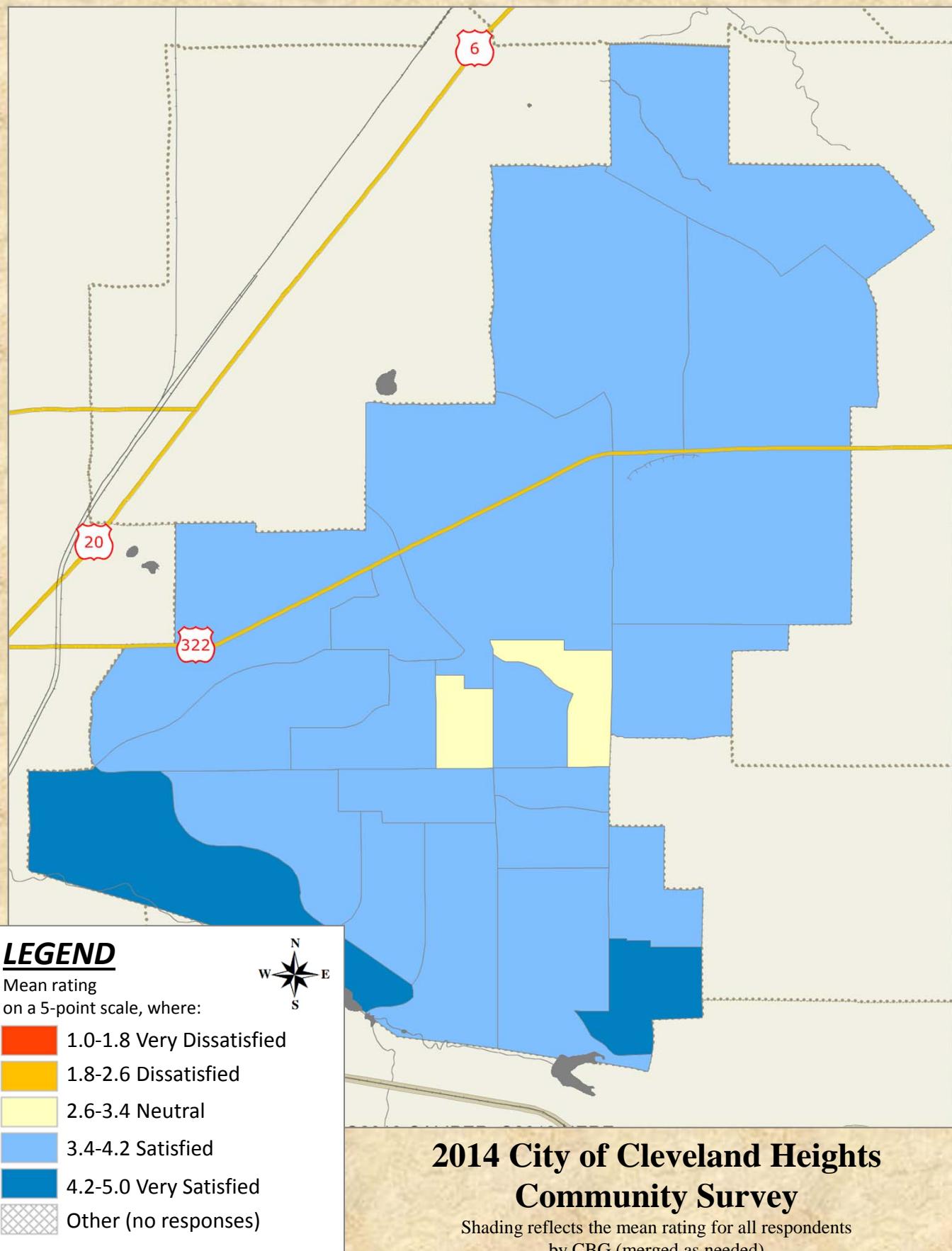
Q22b Satisfaction with overall quality of shows and events at Cain Park



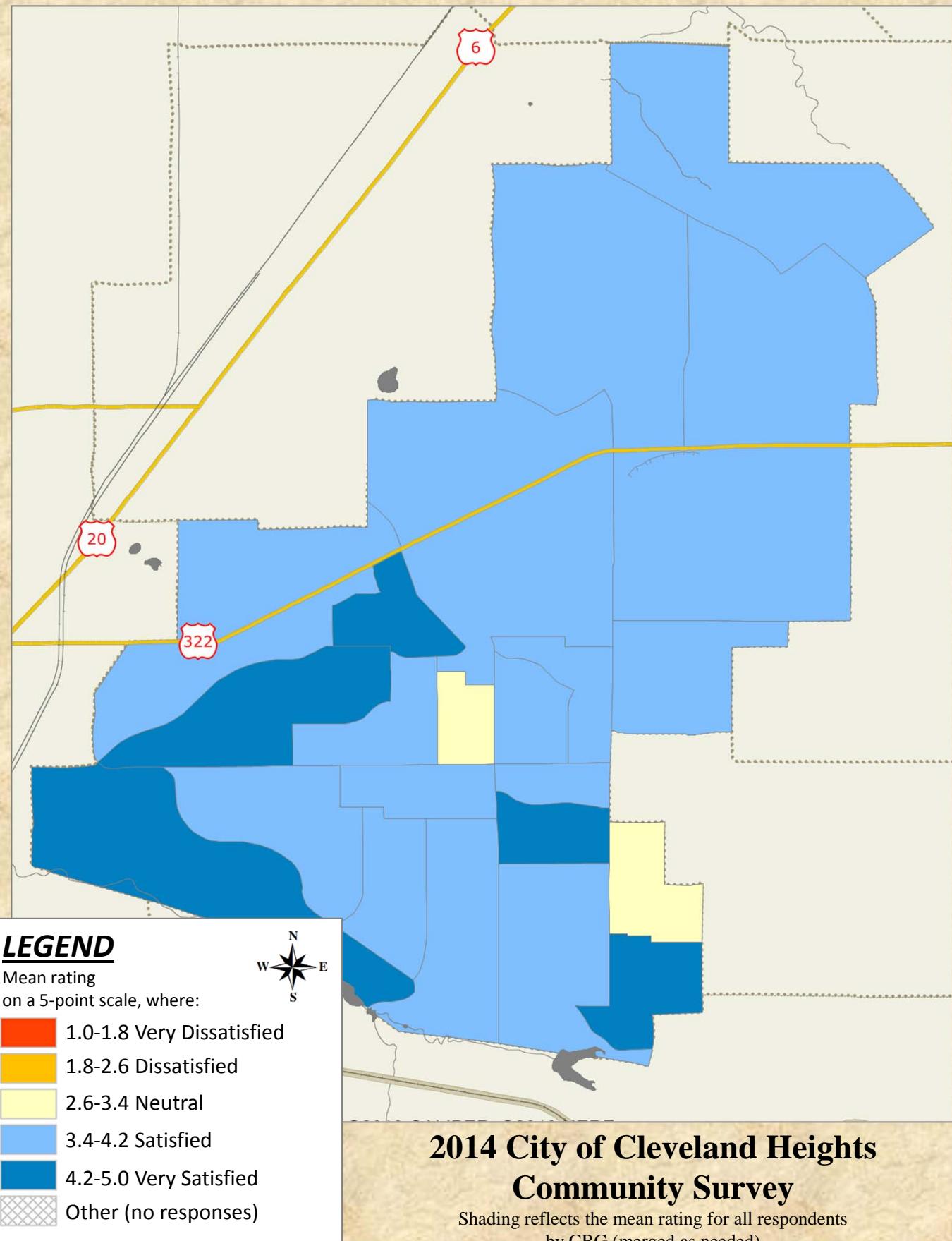
Q22c Satisfaction with variety of shows and events at Cain Park



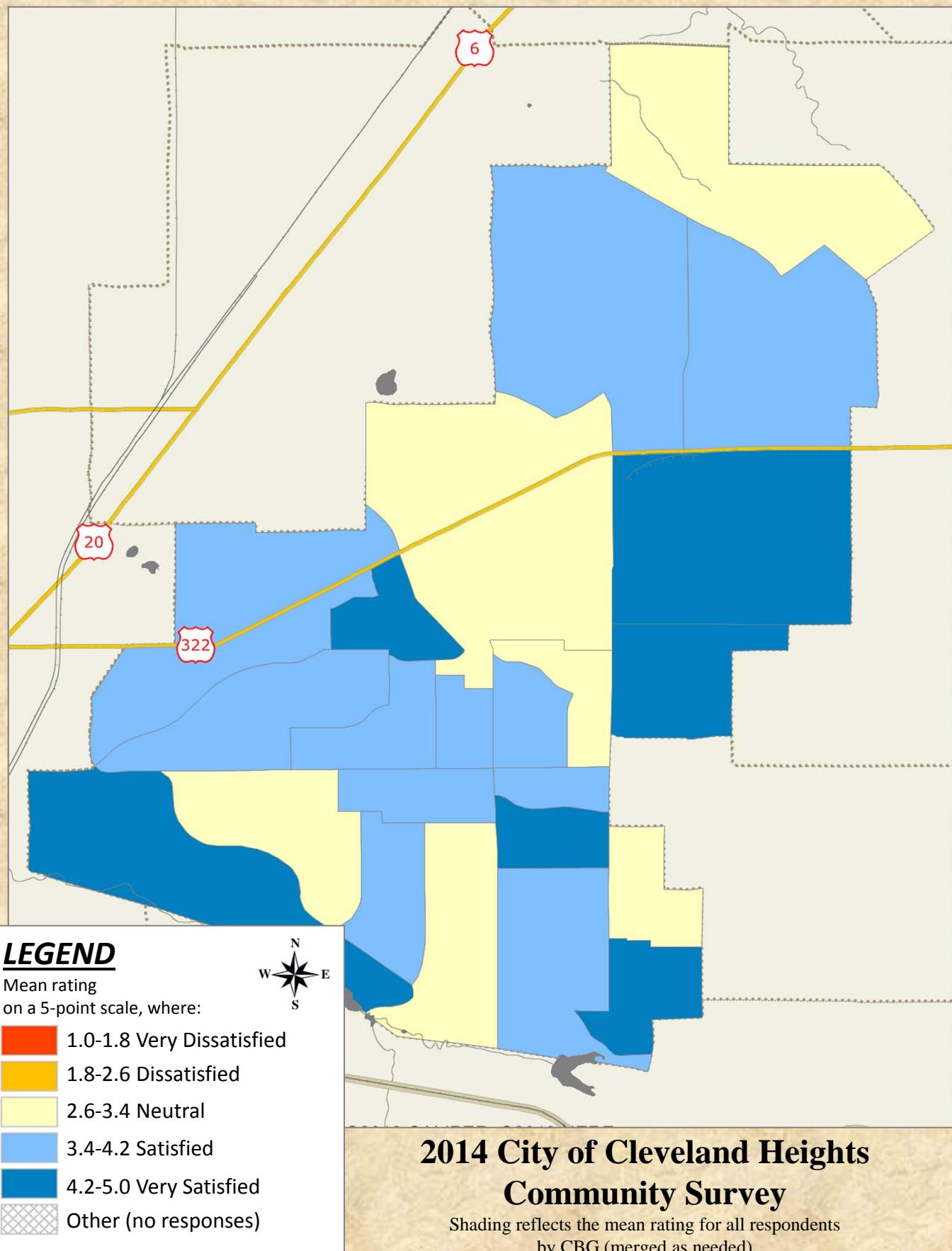
Q22d Satisfaction with affordability of shows and events at Cain Park



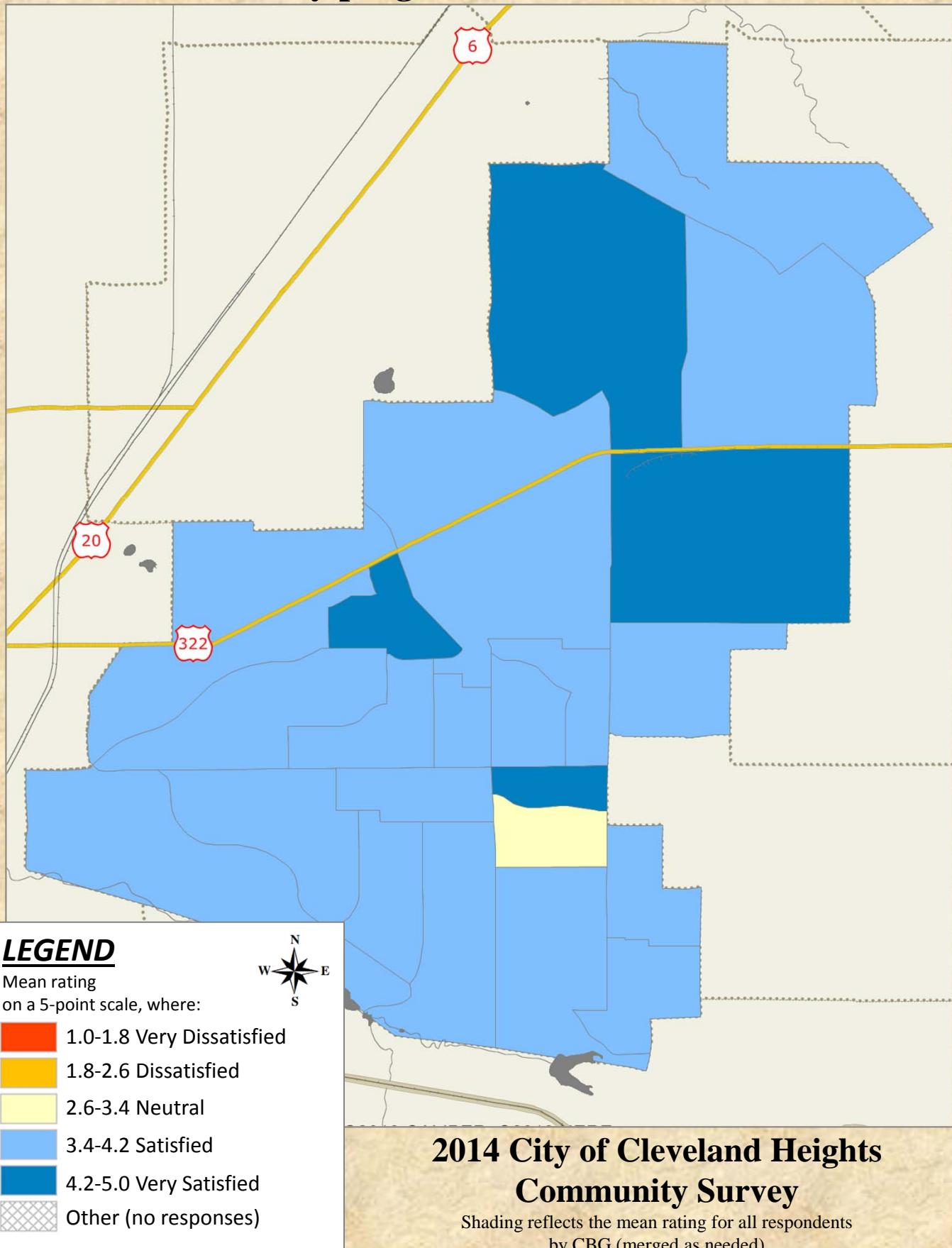
Q22e Satisfaction with ease of purchasing tickets for shows and events at Cain Park



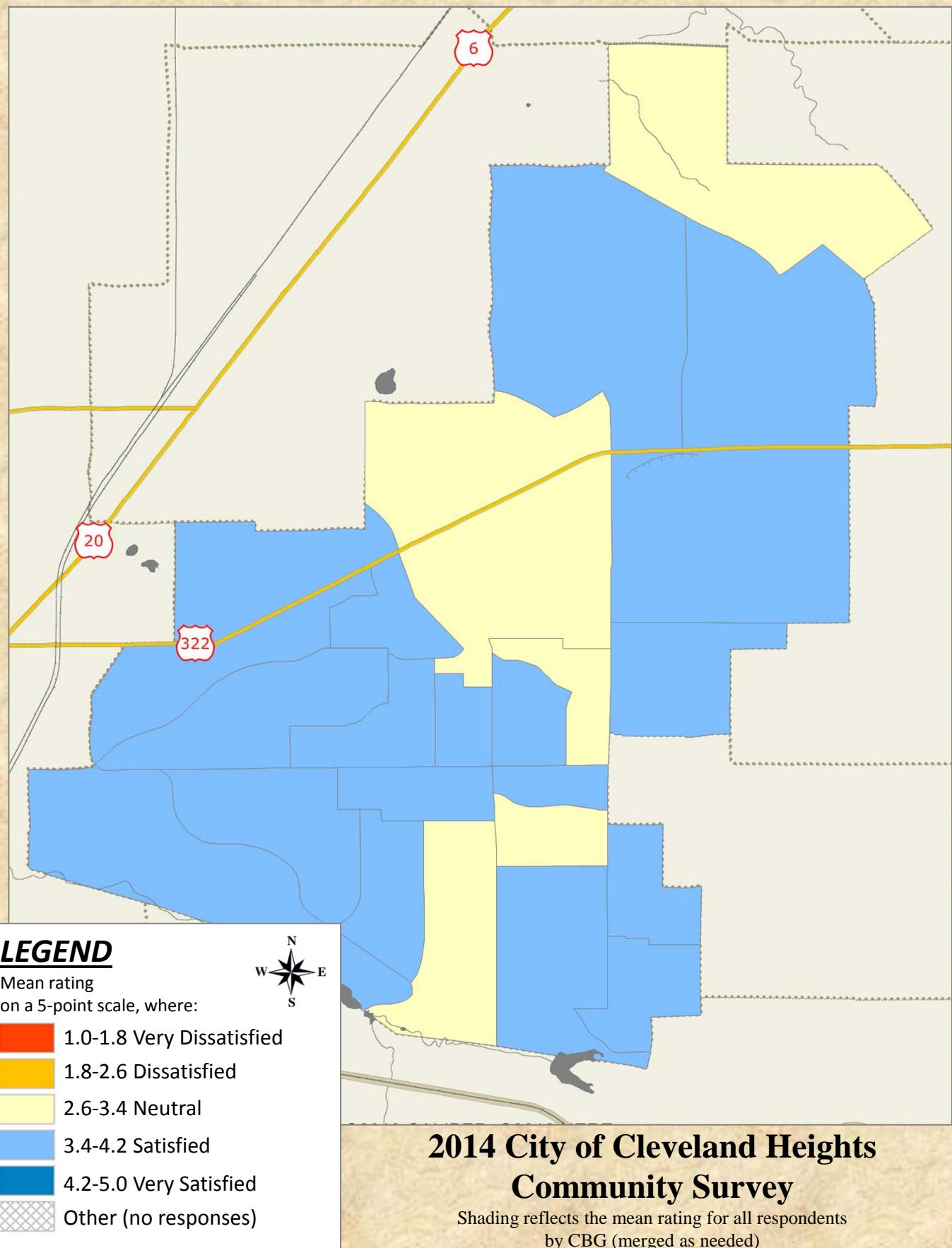
Q22f Satisfaction with overall quality of concessions at Cain Park



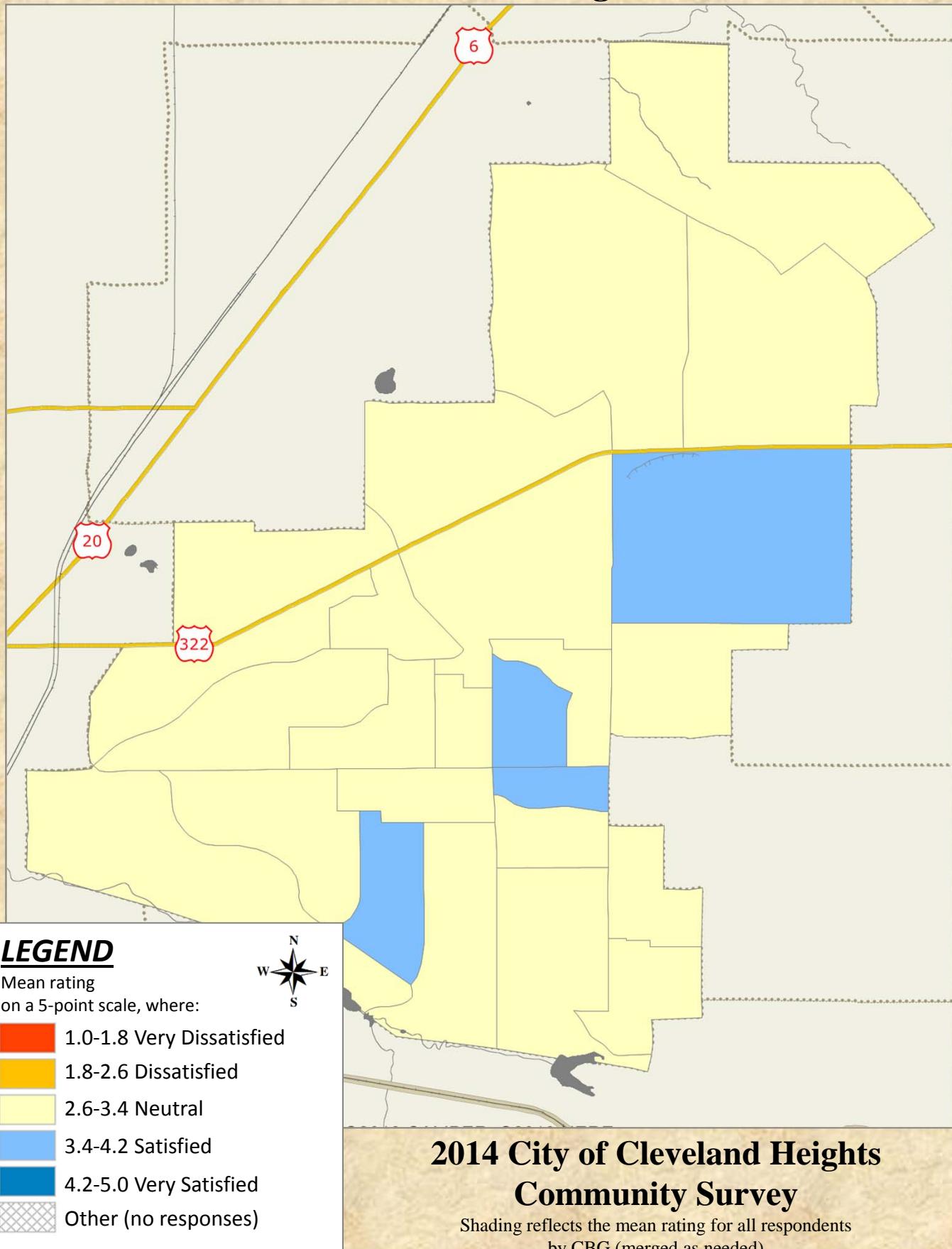
Q25a Satisfaction with the availability of information about City programs and services



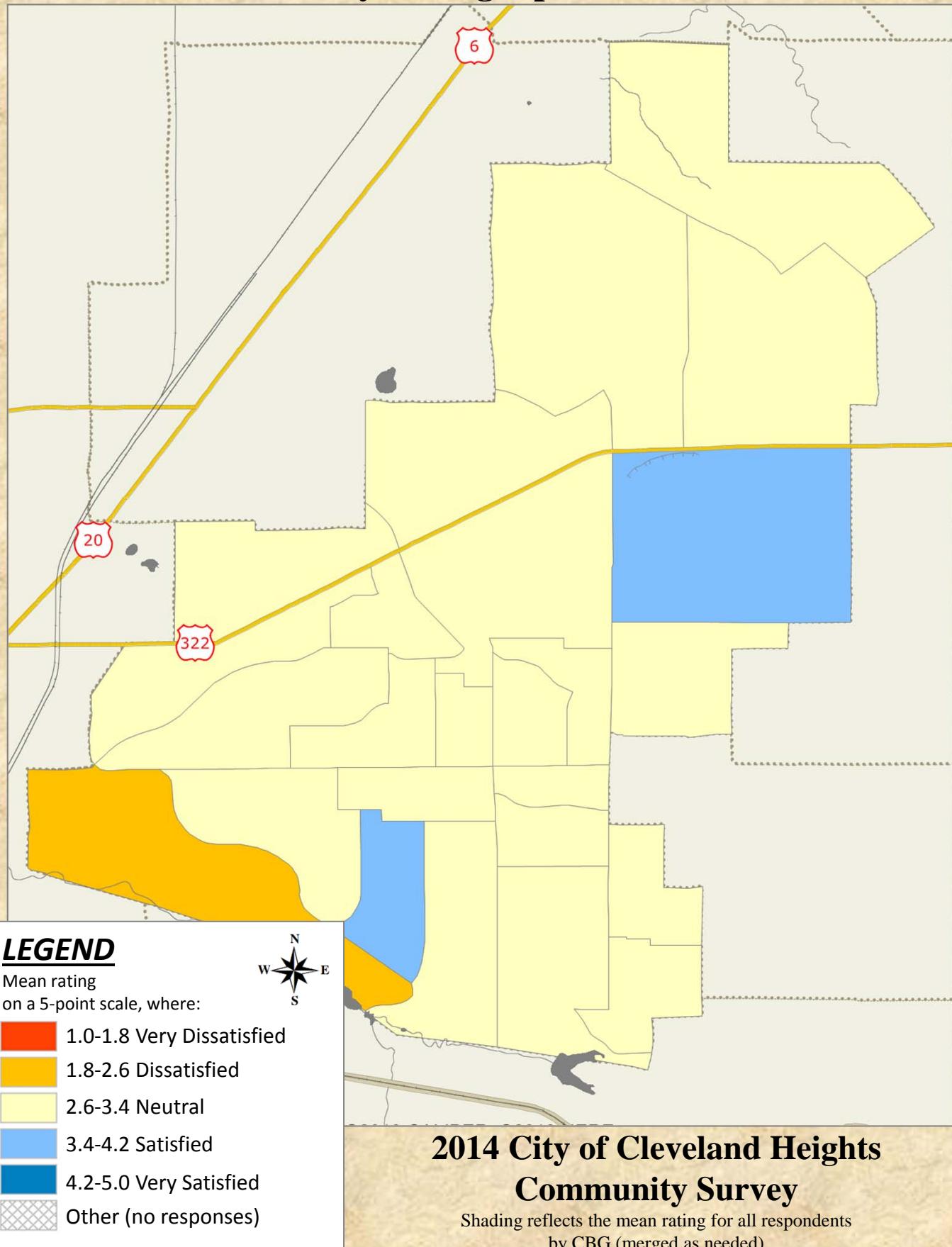
Q25b Satisfaction with City efforts to keep residents informed about local issues



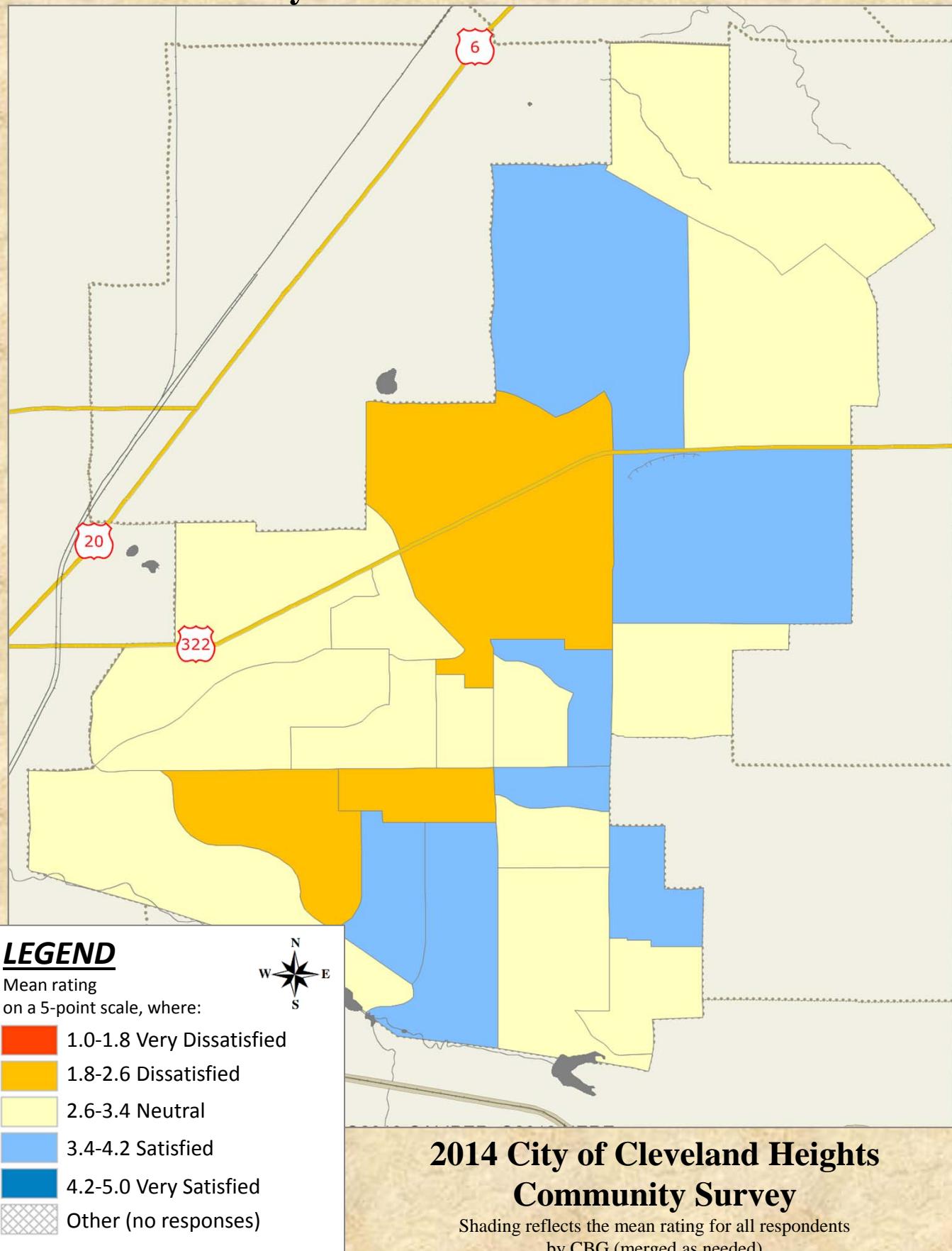
Q25c Satisfaction with the level of public involvement in local decision making



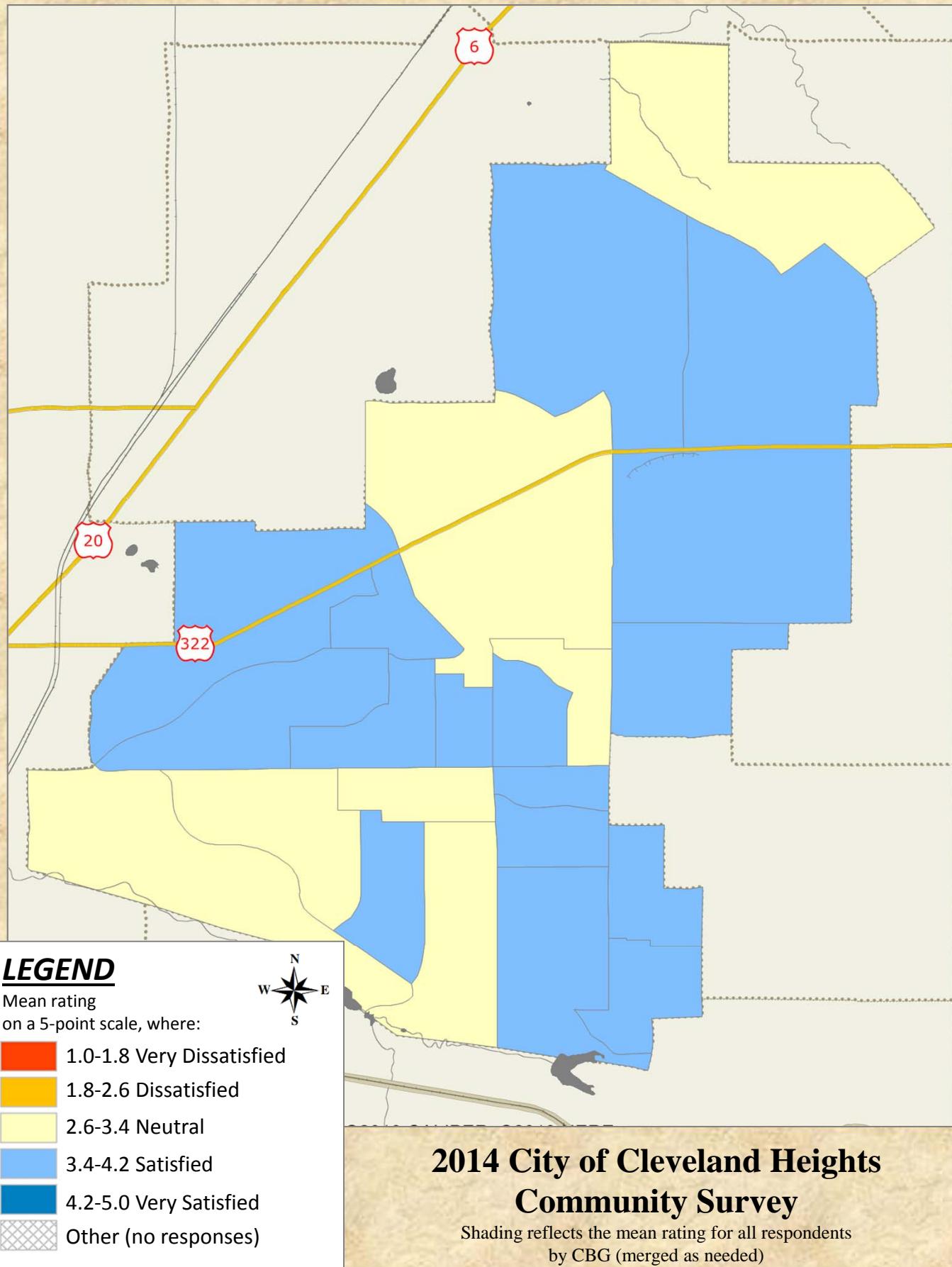
Q25d Satisfaction with the level of public involvement in the City's budget process



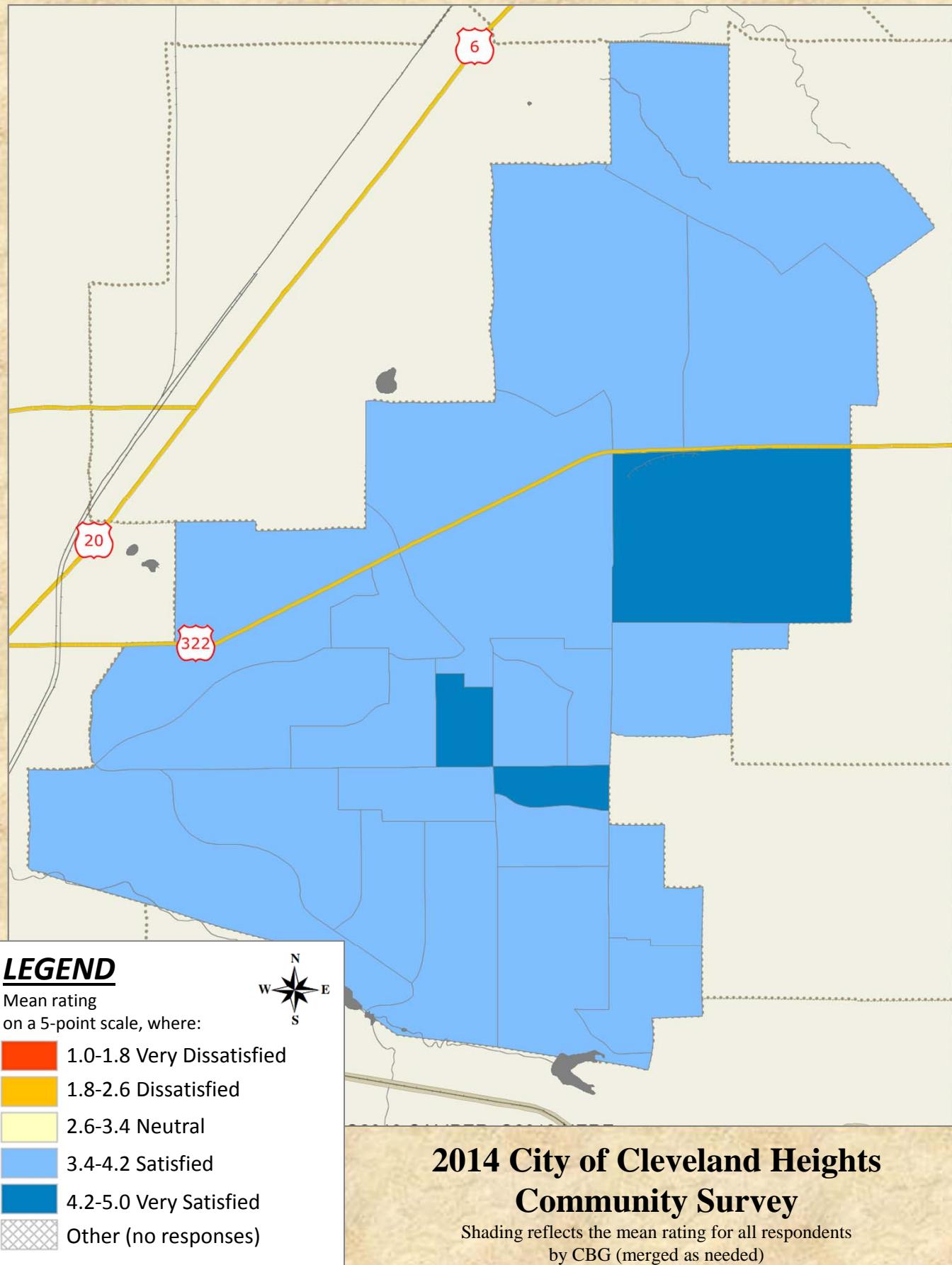
Q25e Satisfaction with the quality of programming on the City's cable television channel



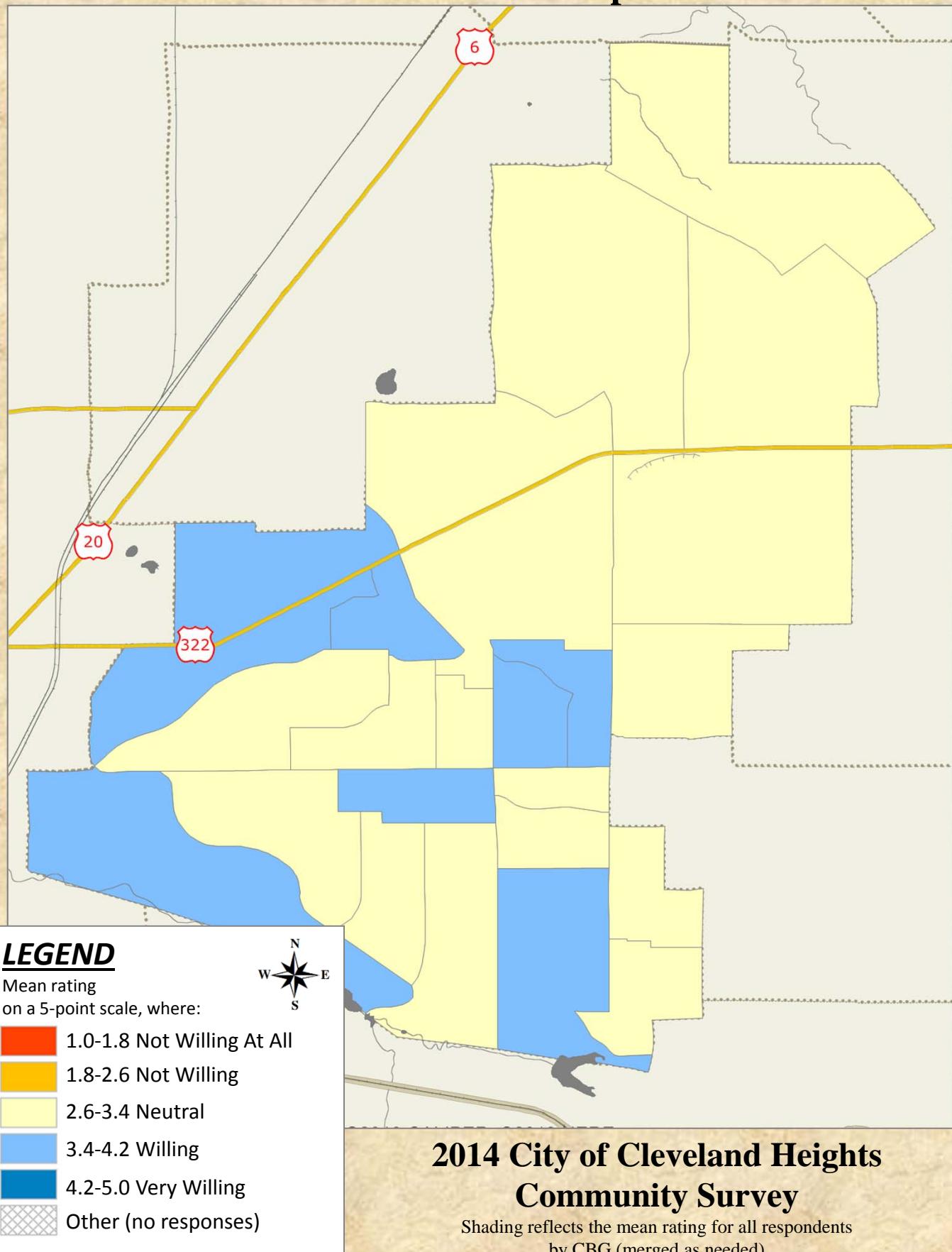
Q25f Satisfaction with the usefulness of the City's web page



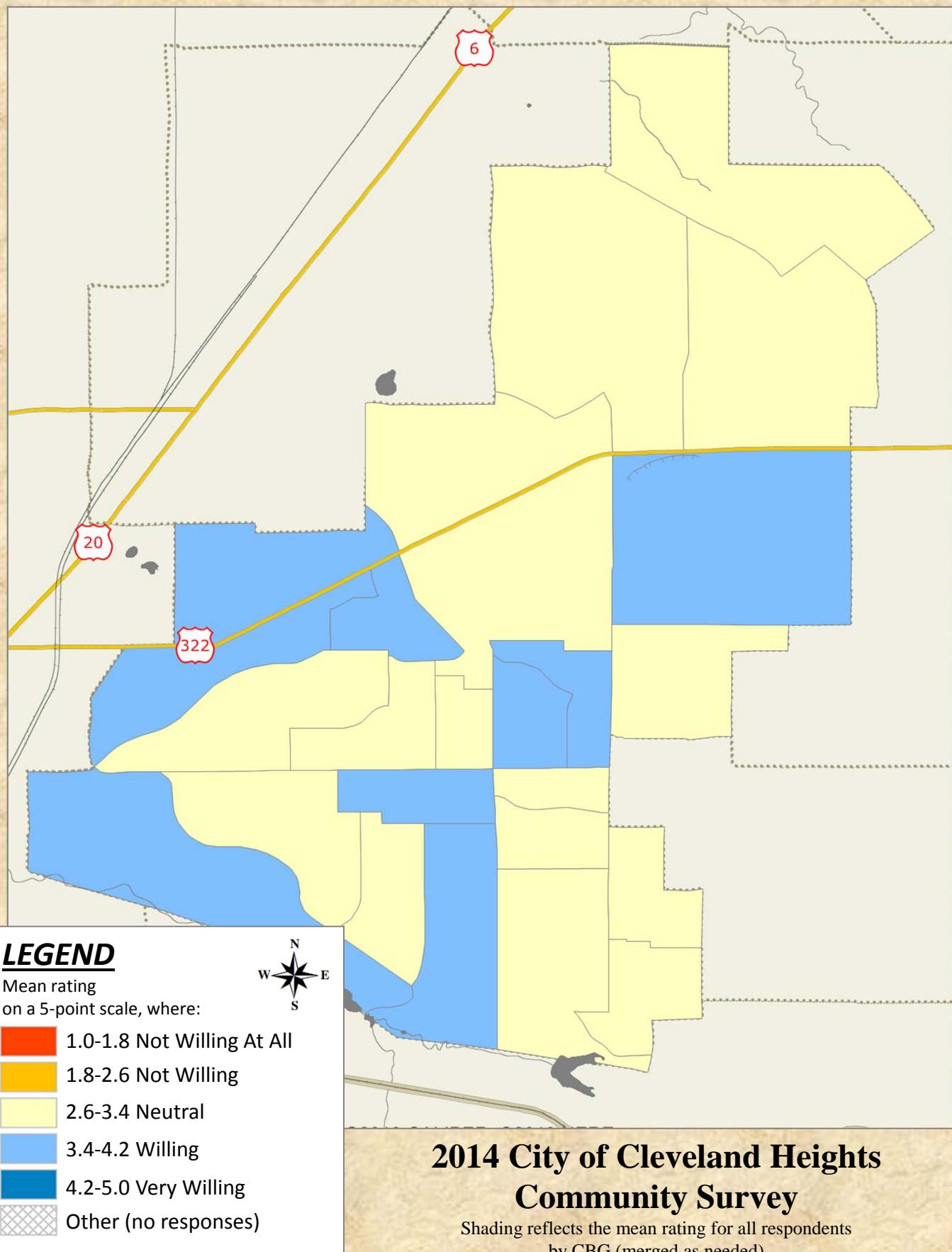
Q25g Satisfaction with the usefulness of Focus Magazine



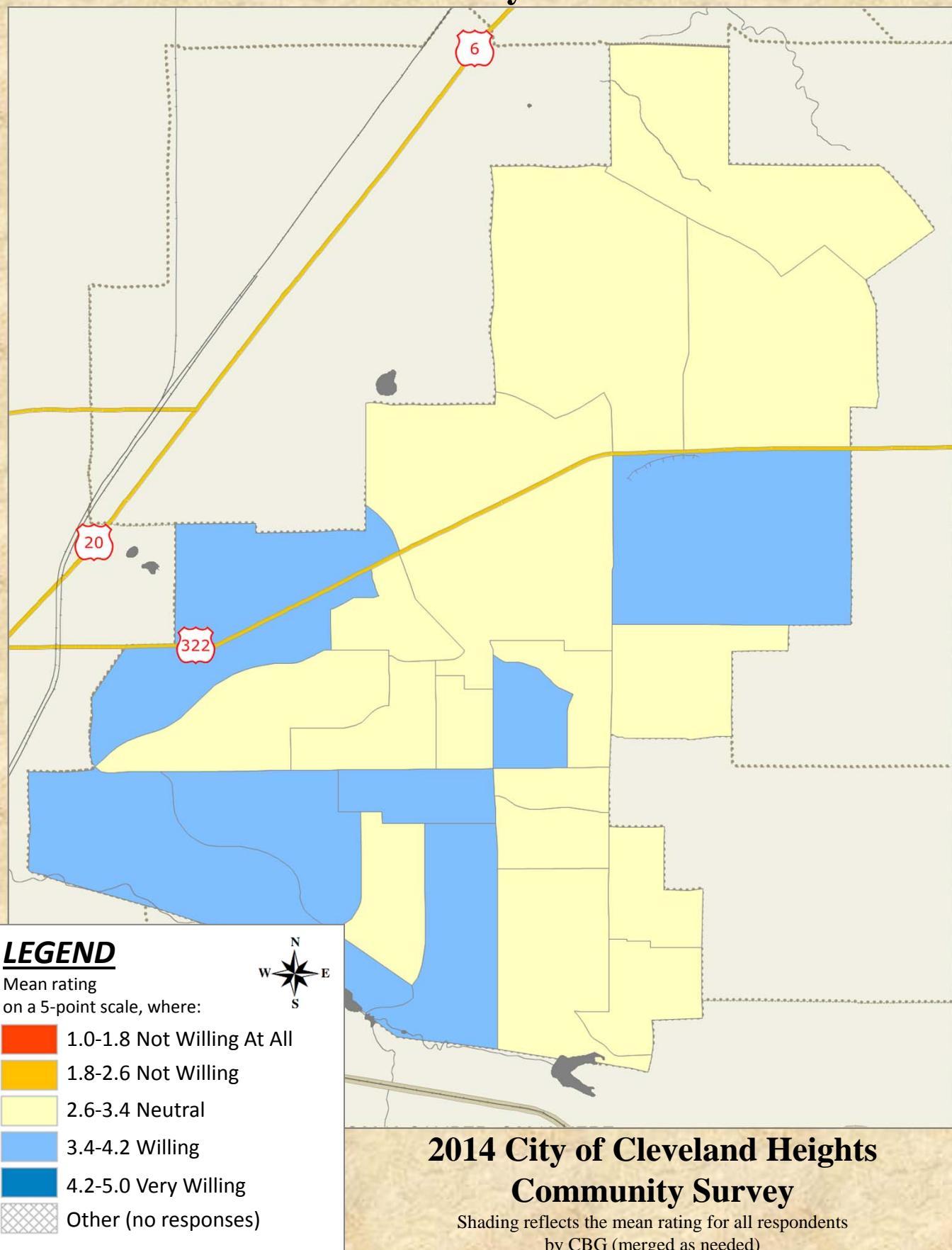
Q26a Willingness to pay an increase in City taxes and/or fees to maintain current levels of police service



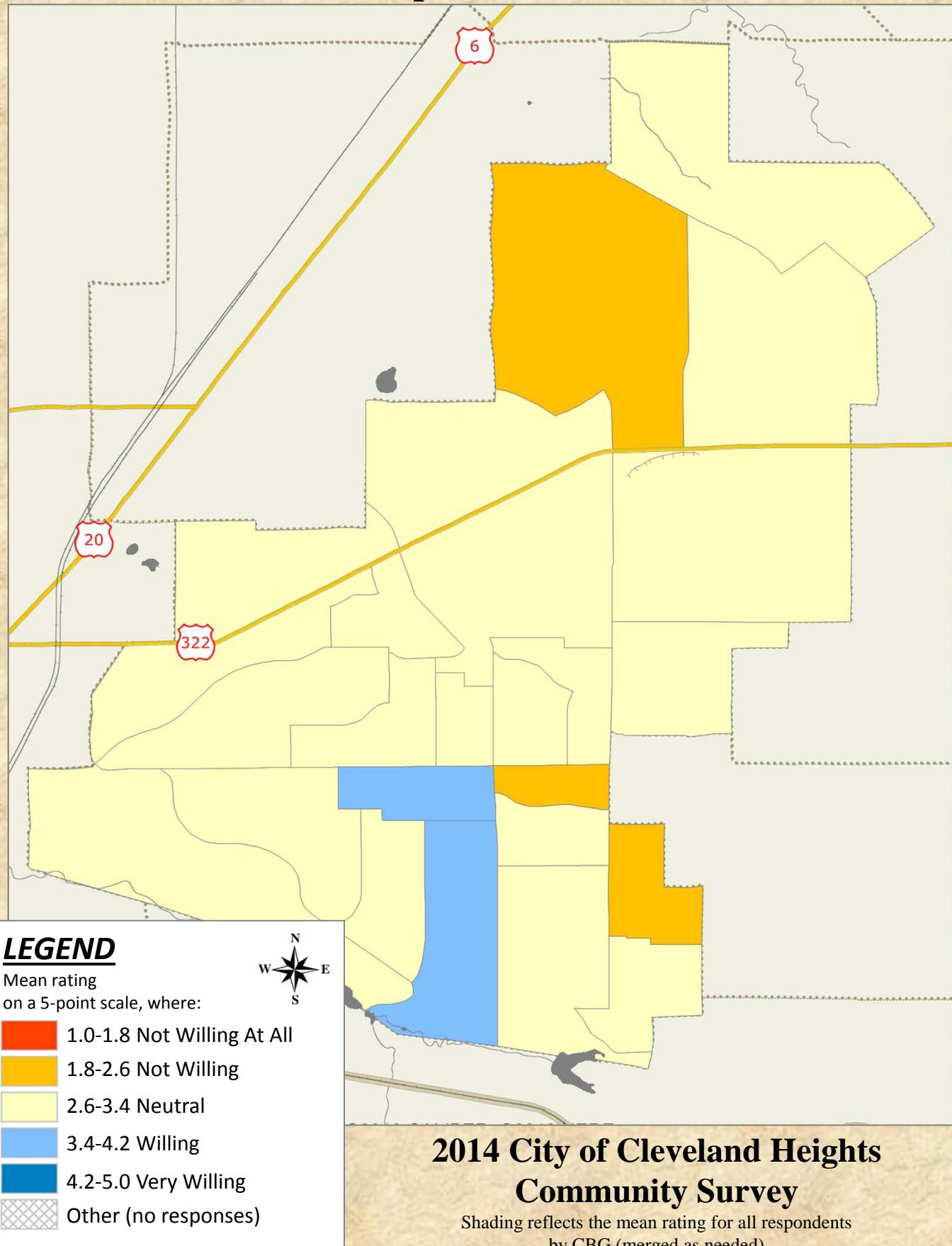
Q26b Willingness to pay an increase in City taxes and/or fees to maintain current levels of fire/EMS service



Q26c Willingness to pay an increase in City taxes and/or fees to maintain current levels of City infrastructure maintenance



Q26d Willingness to pay an increase in City taxes/fees to maintain current levels of parks/recreation/cultural amenities



Q26e Willingness to pay an increase in City taxes and/or fees to maintain current levels of solid waste service

