

# 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**



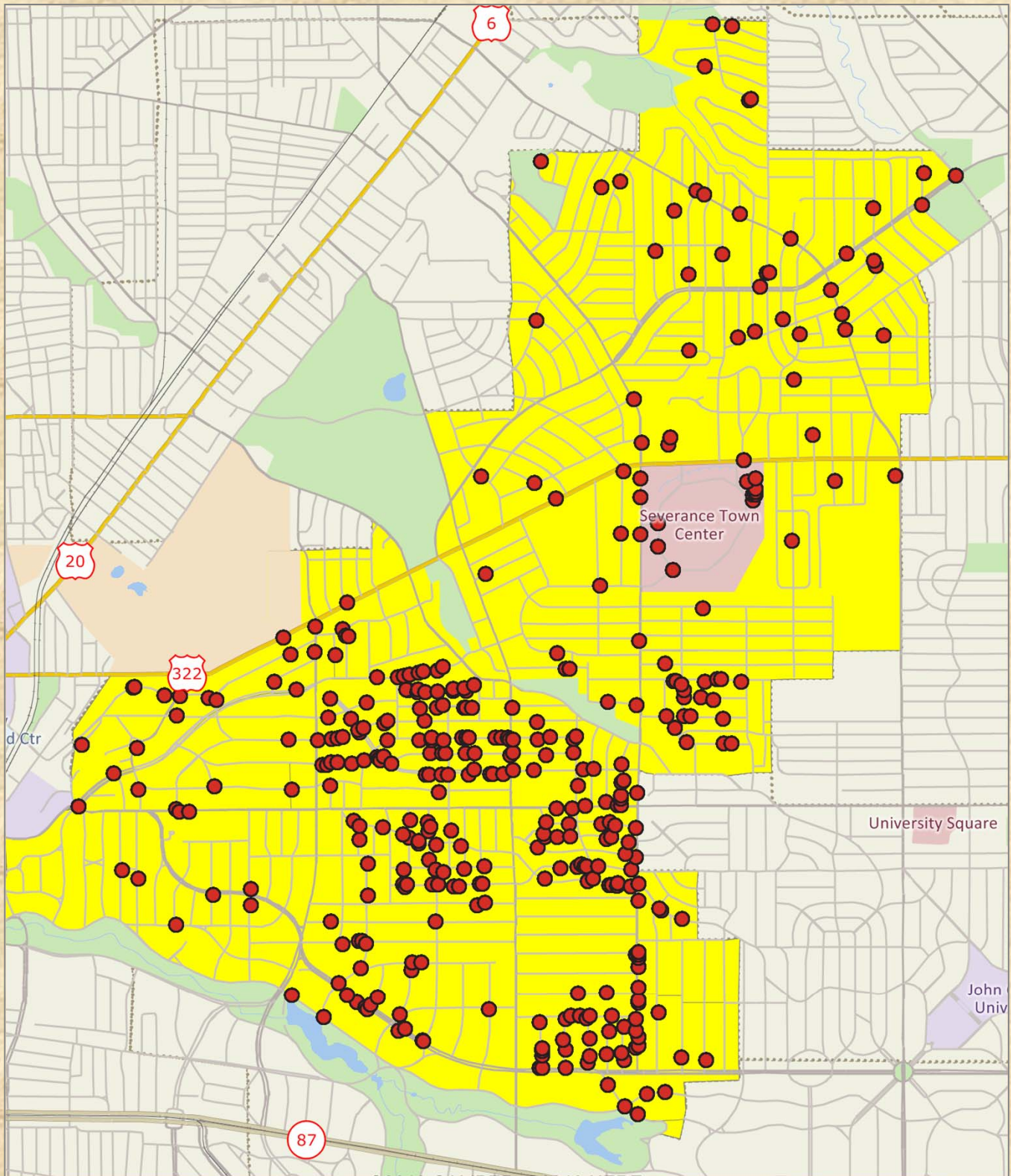
## Interpreting the Maps

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.”

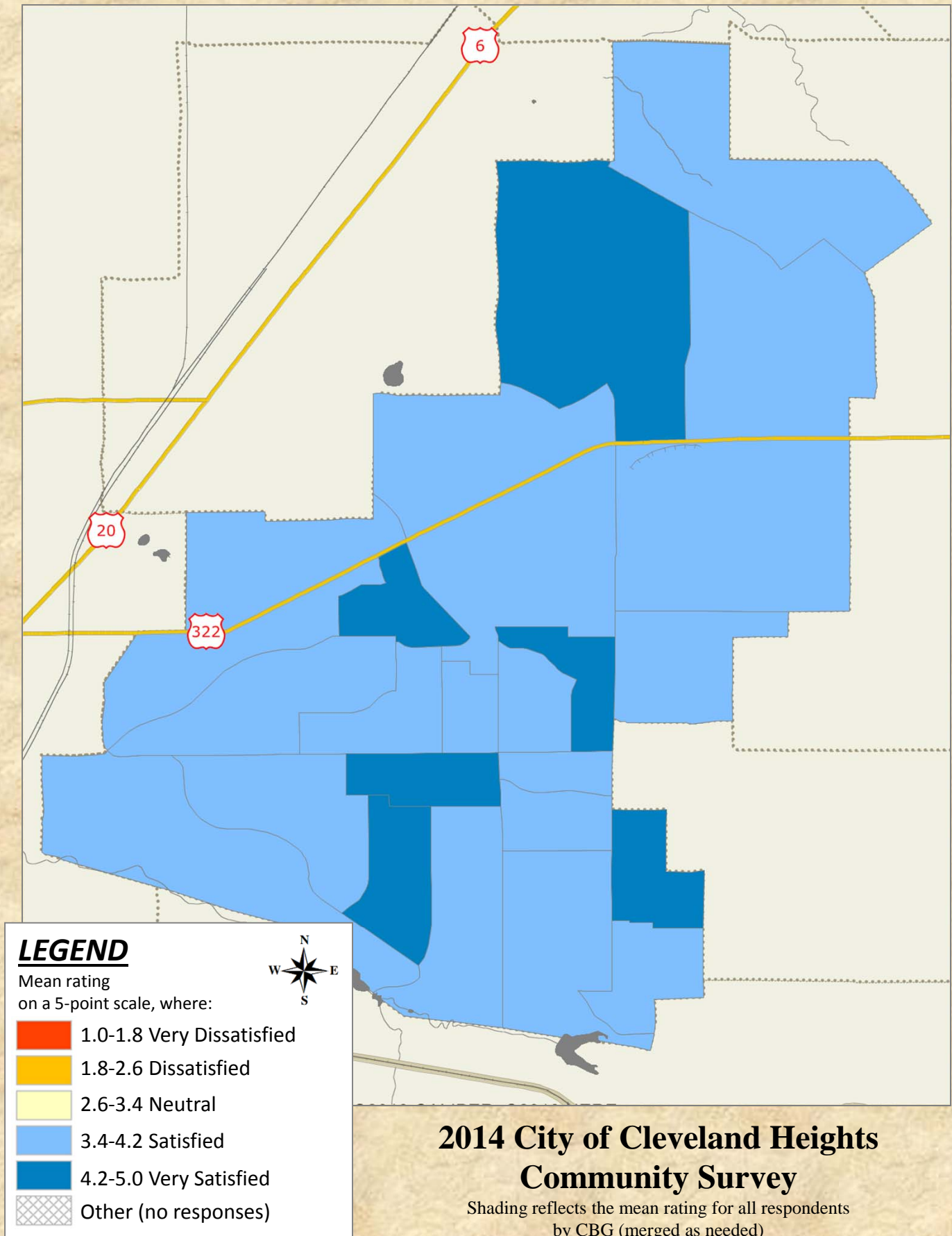
## Location of Survey Respondents



**2014 City of Cleveland Heights Community Survey**

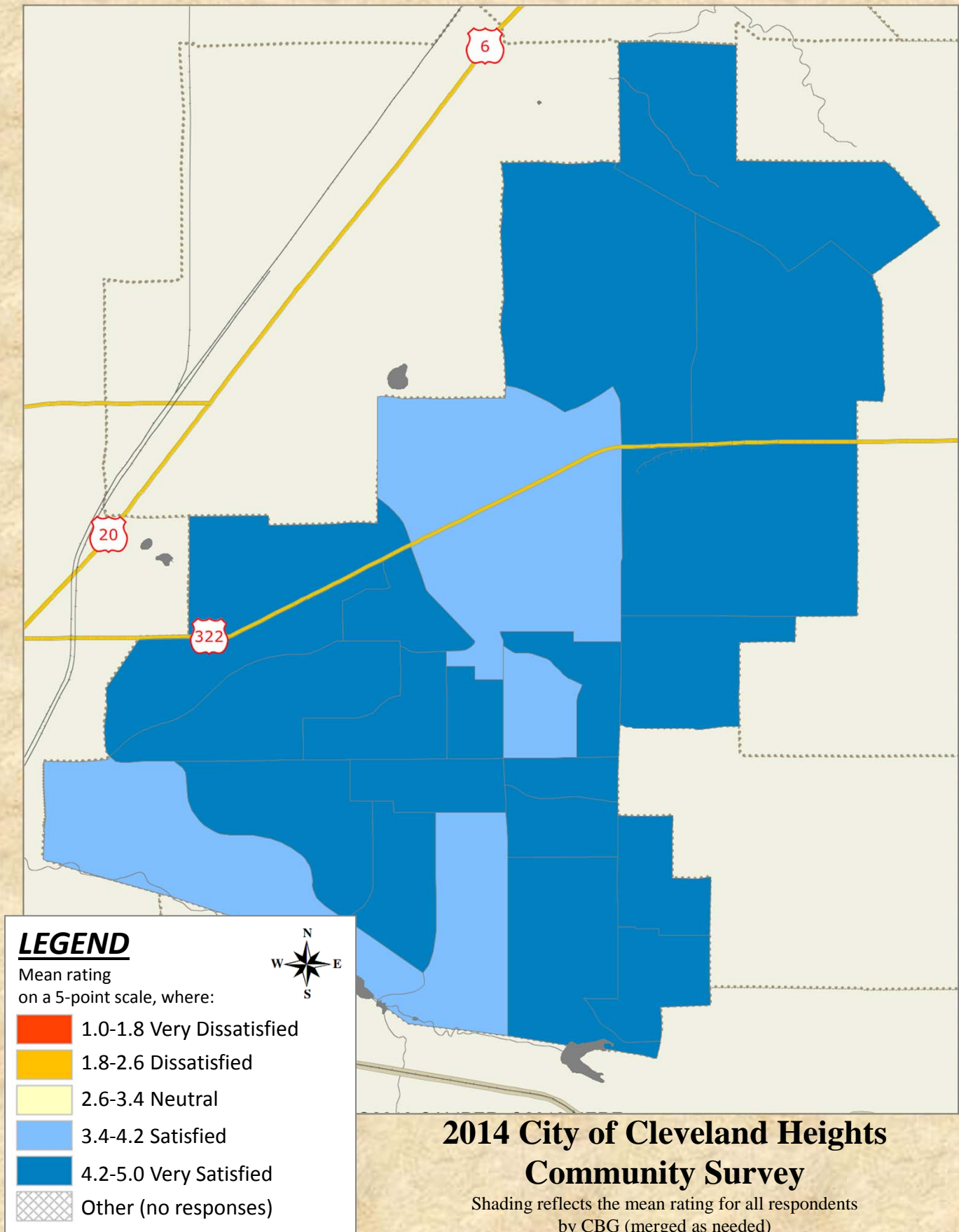


## Q1a Satisfaction with overall quality of police services

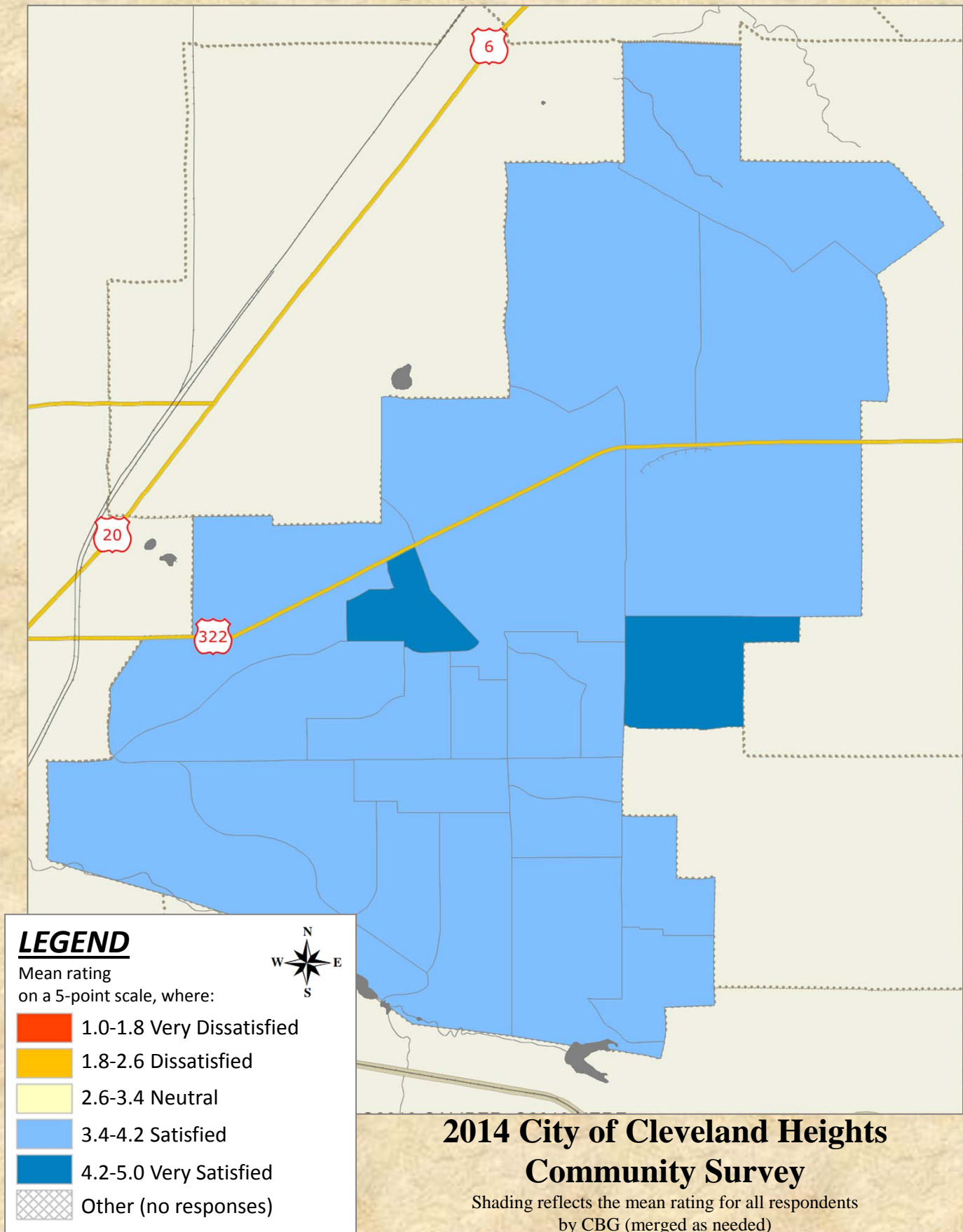




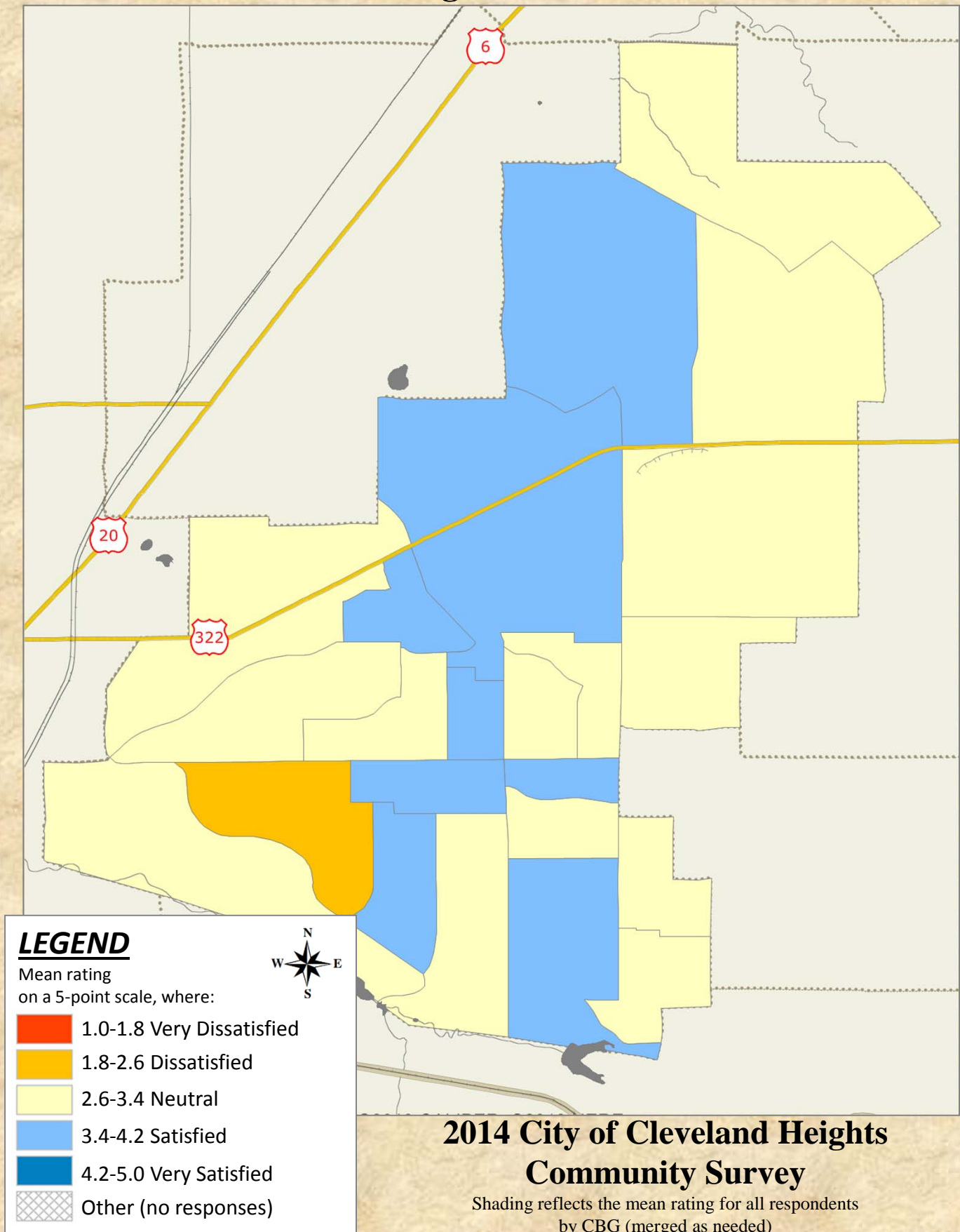
## Q1b Satisfaction with overall quality of fire and ambulance services



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

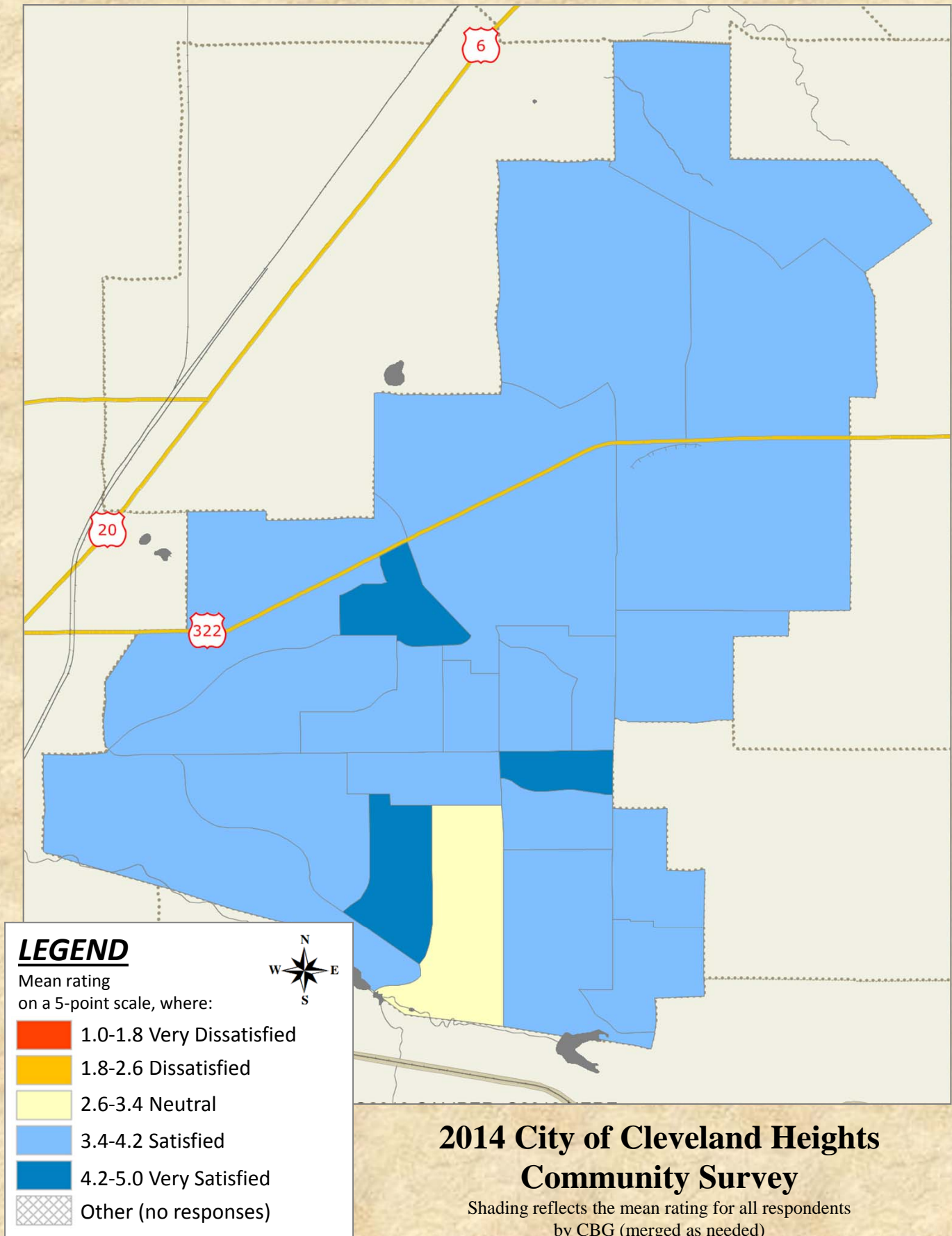


## Q1d Satisfaction with overall maintenance of City streets, buildings & facilities

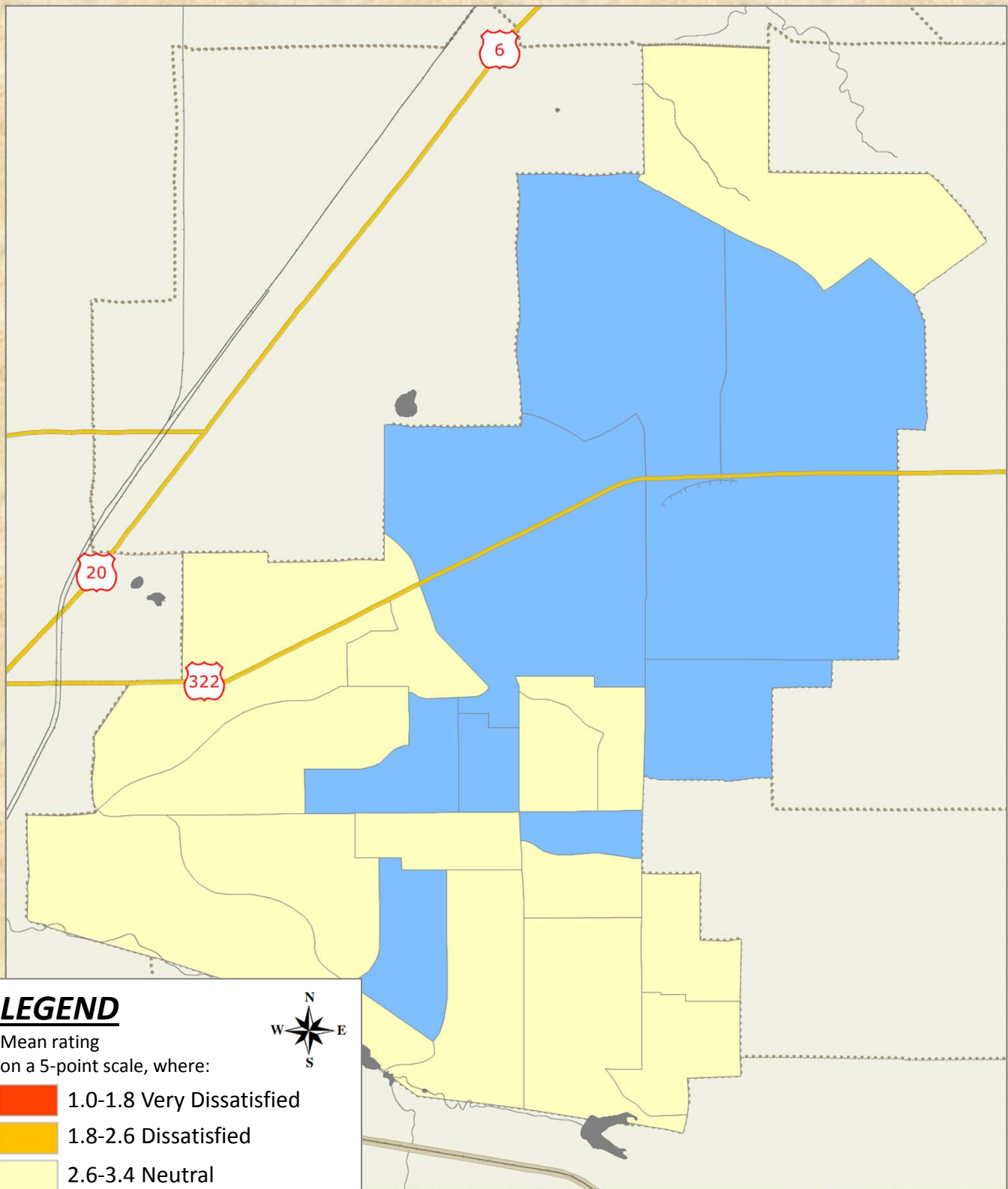




## Q1e Satisfaction with overall quality of City water services



## Q1f Satisfaction with overall enforcement of City codes and ordinances



### **LEGEND**

Mean rating  
on a 5-point scale, where:

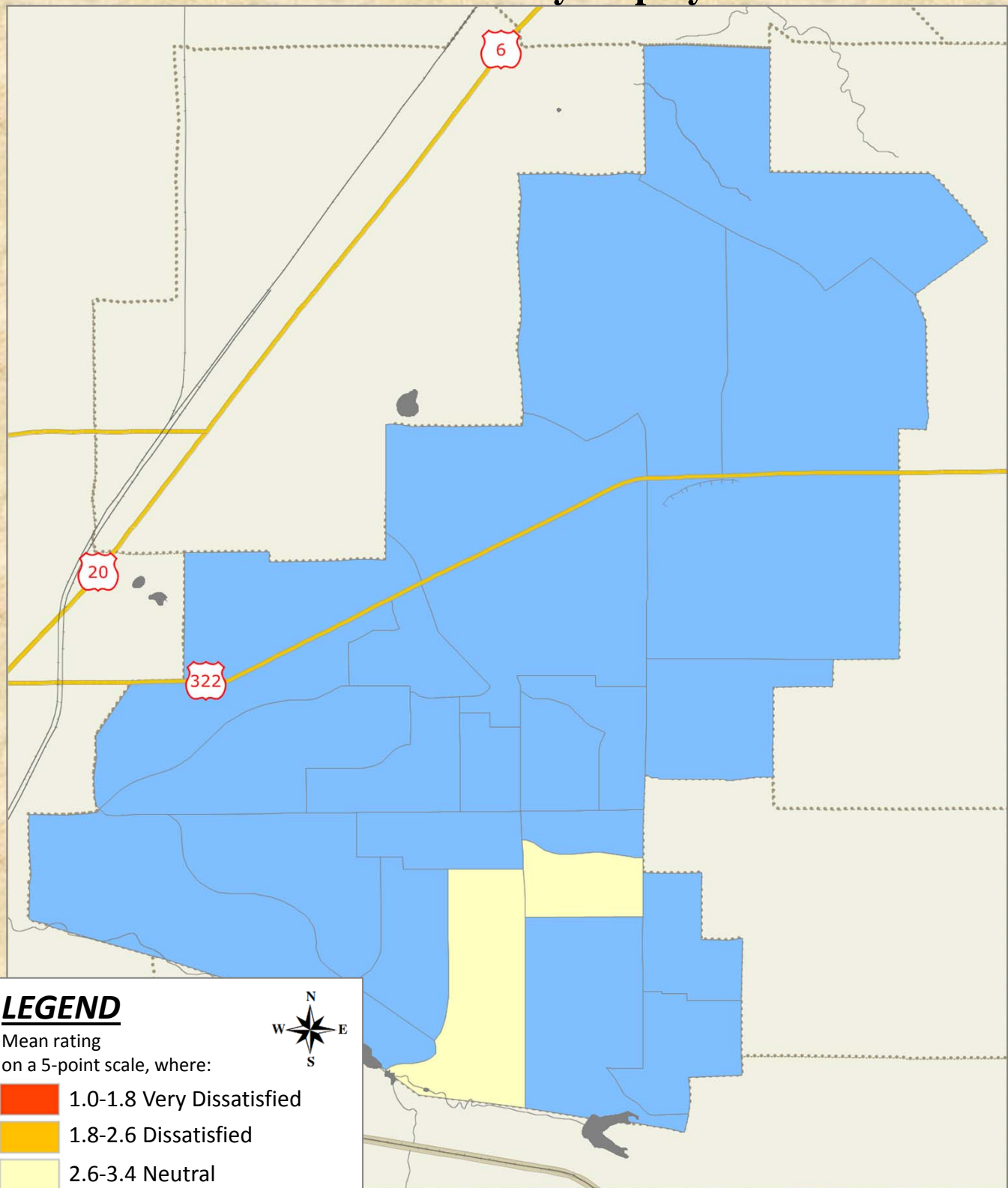
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



## 2014 City of Cleveland Heights Community Survey

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

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

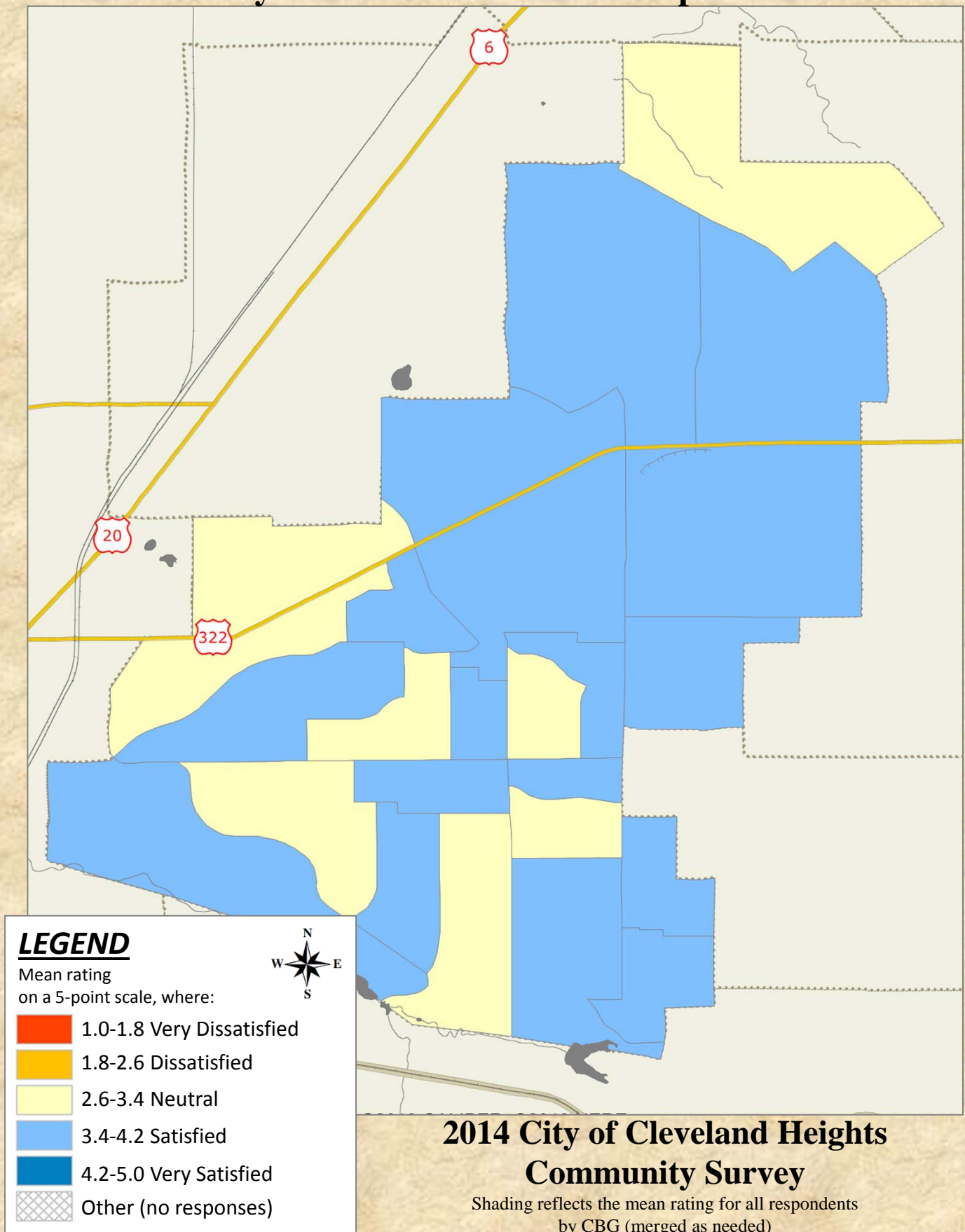


### 2014 City of Cleveland Heights Community Survey

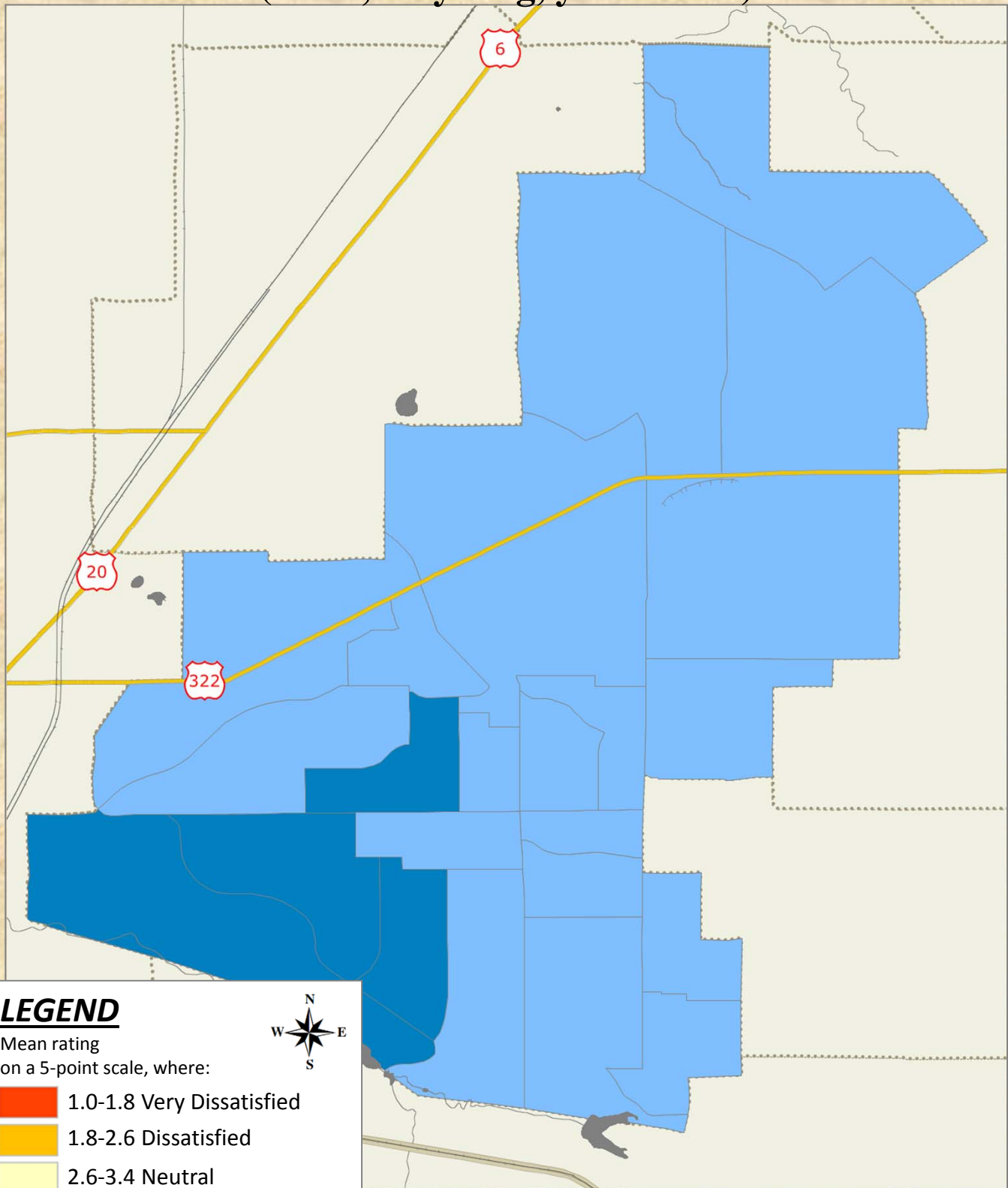
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## Q1h Satisfaction with overall effectiveness of City communication with the public



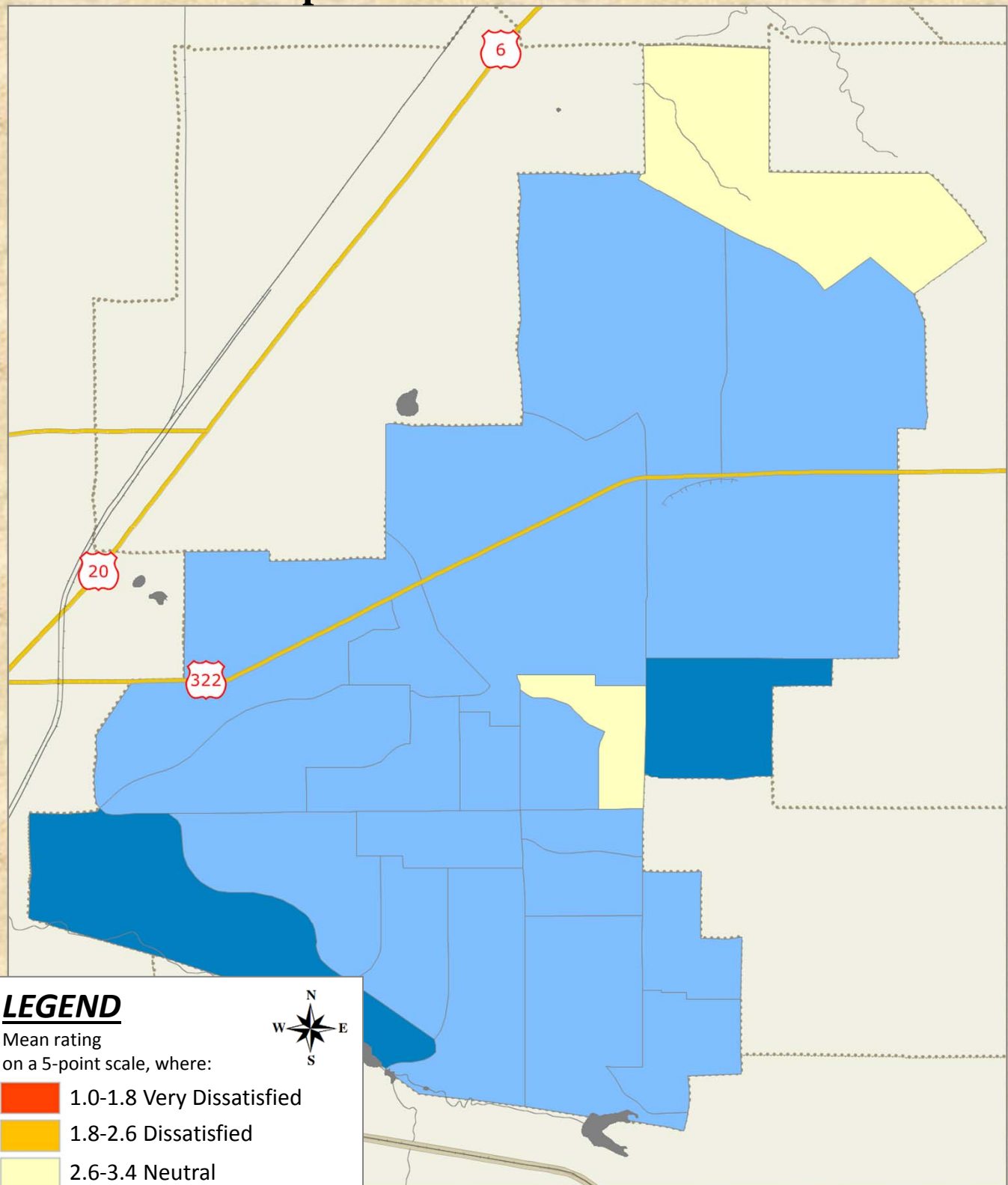
## Q1i Satisfaction with overall quality of solid waste services (trash, recycling, yard waste)



### 2014 City of Cleveland Heights Community Survey

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



### **LEGEND**

Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

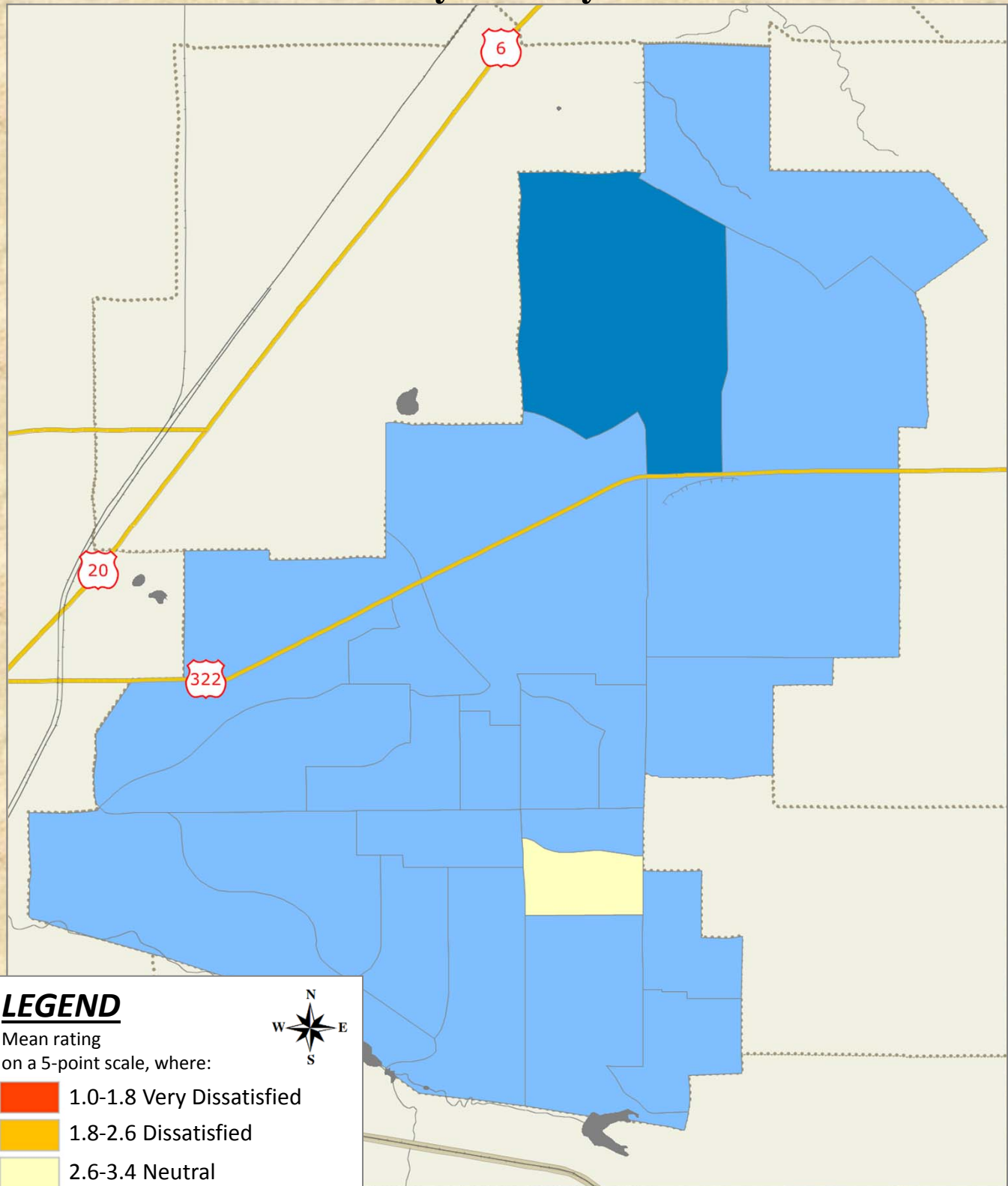


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by CBG (merged as needed)



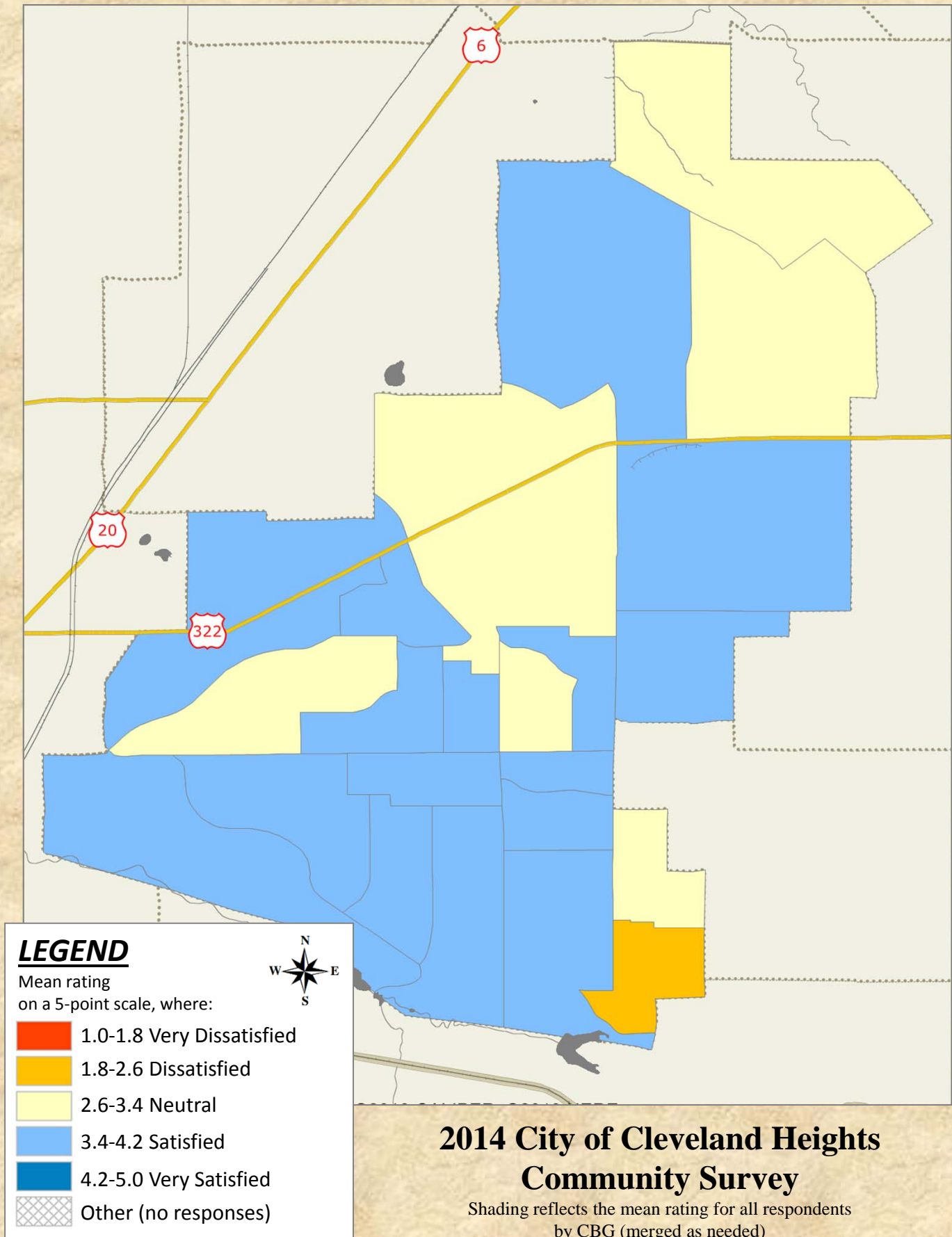
## Q3a Satisfaction with overall quality of services provided by the City



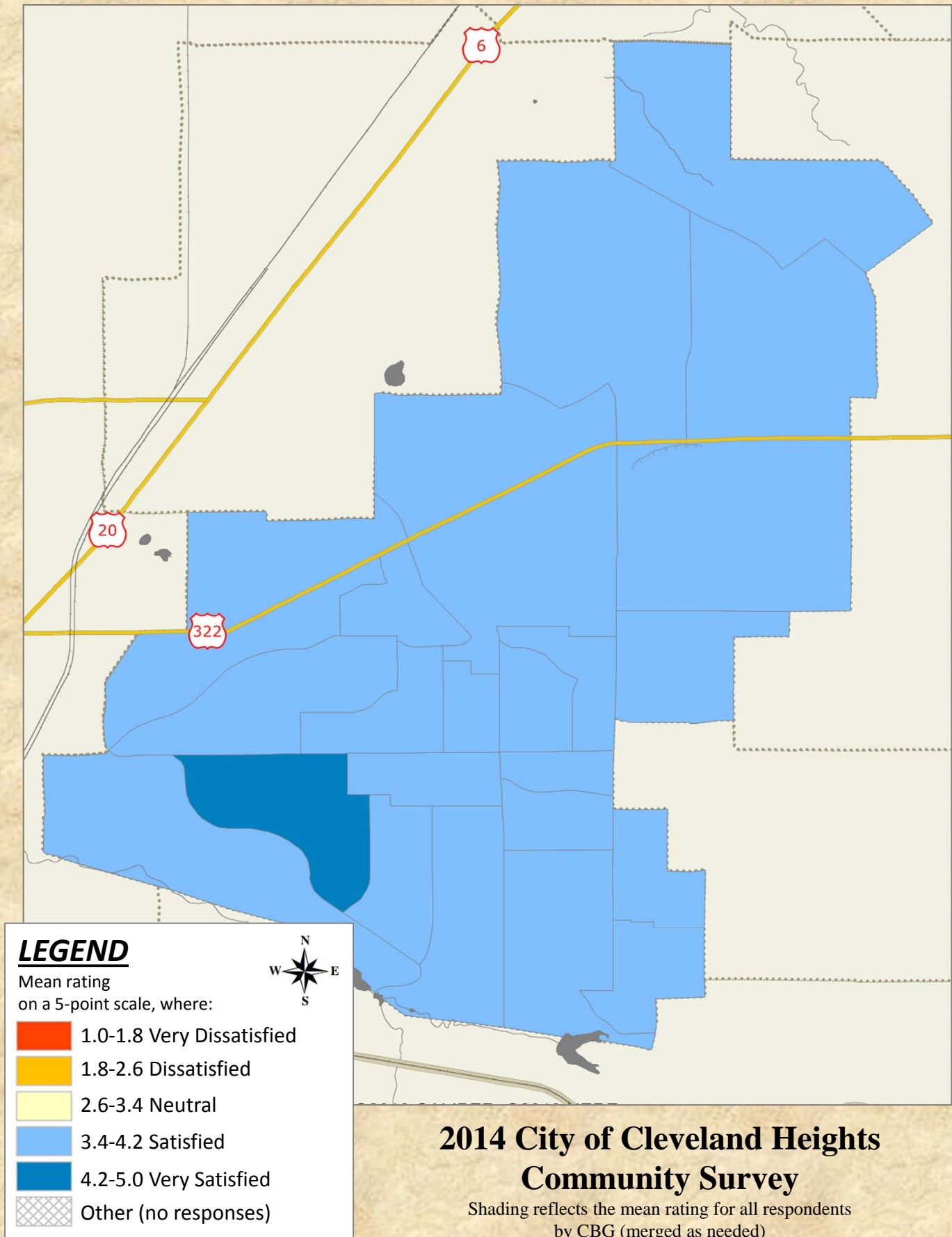
### 2014 City of Cleveland Heights Community Survey

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

## Q3b Satisfaction with overall image of the City

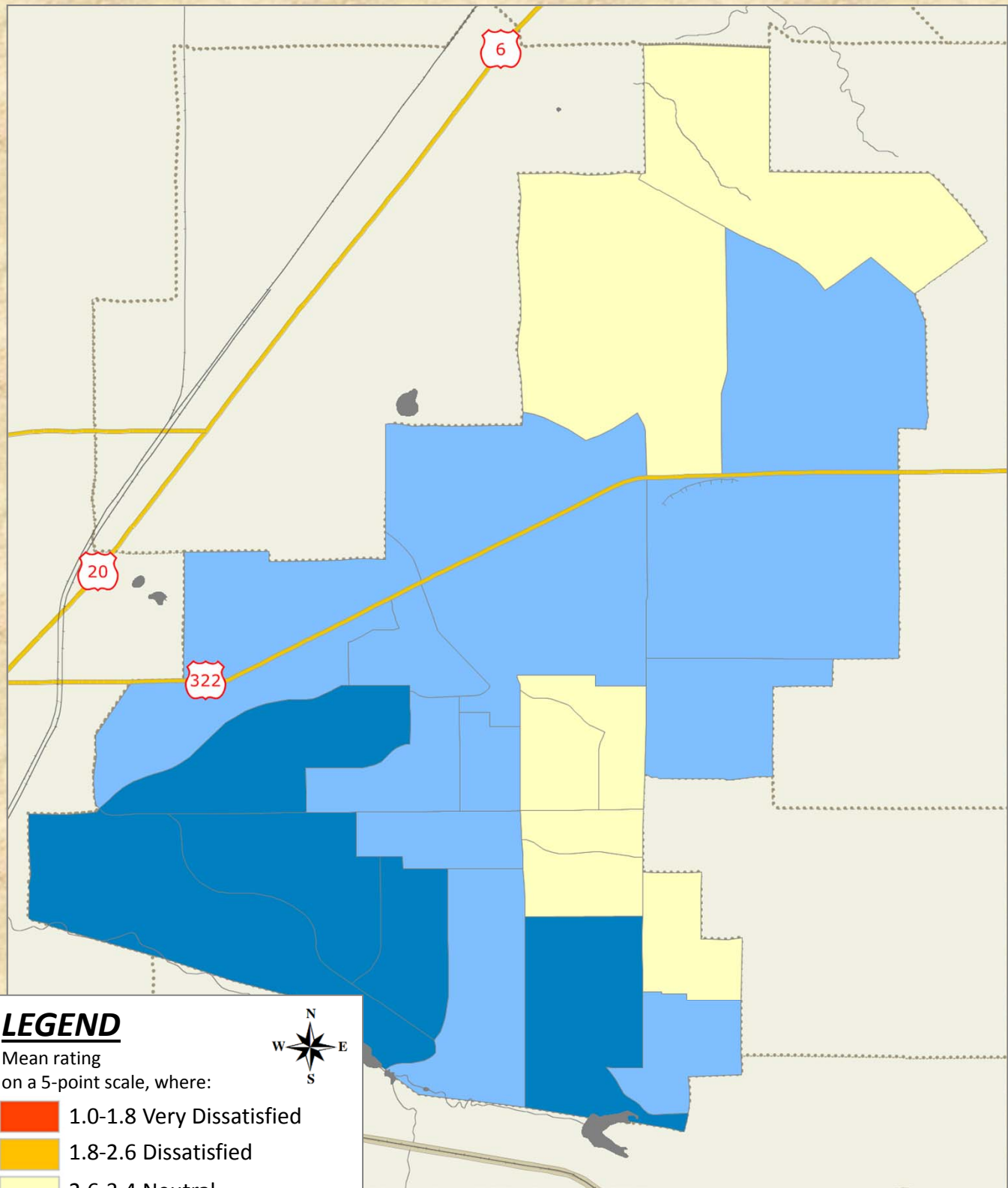


## Q3c Satisfaction with overall quality of life in the City





## Q3d Satisfaction with overall quality of neighborhoods



### **LEGEND**

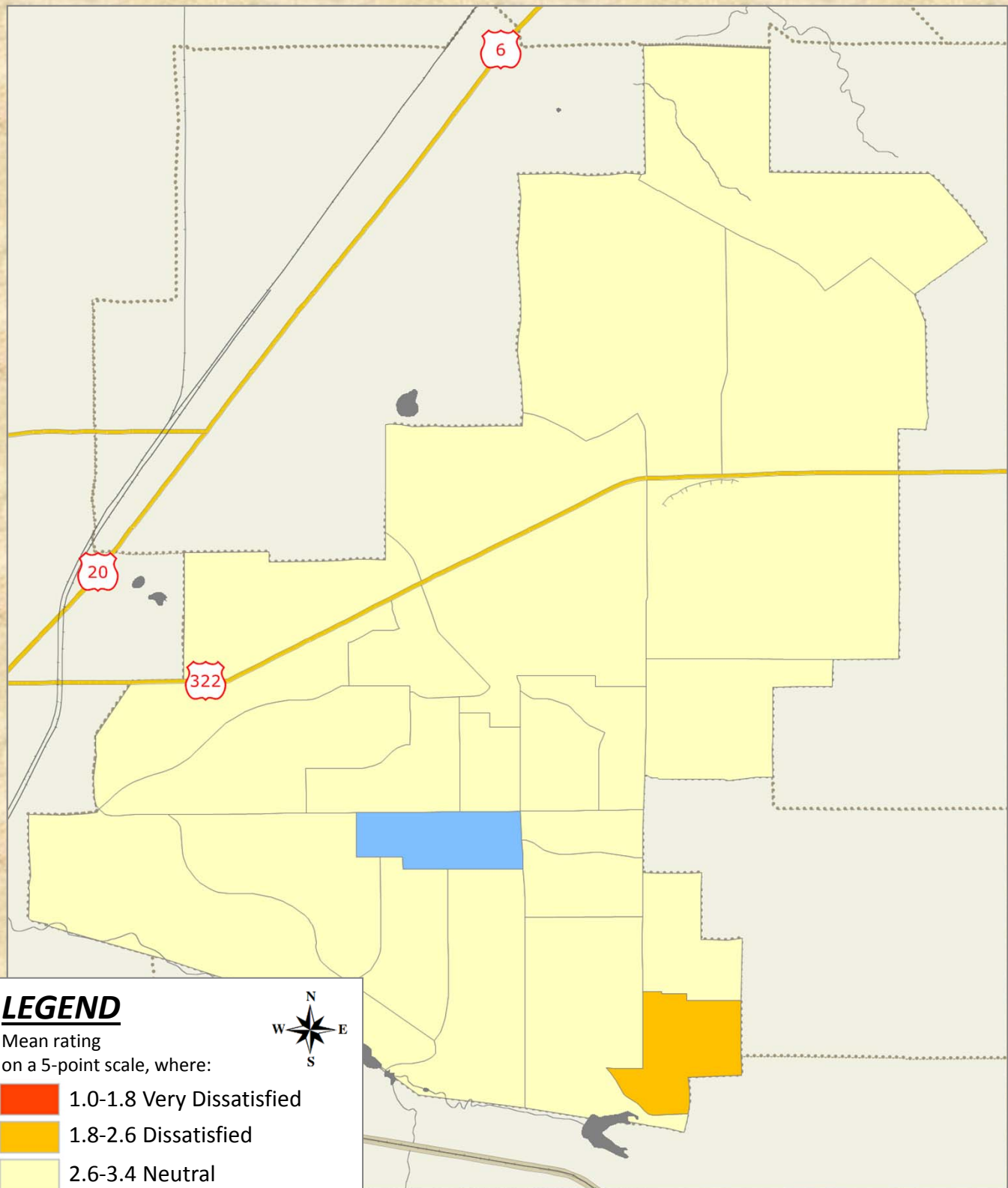
Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

## **2014 City of Cleveland Heights Community Survey**

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



### **LEGEND**

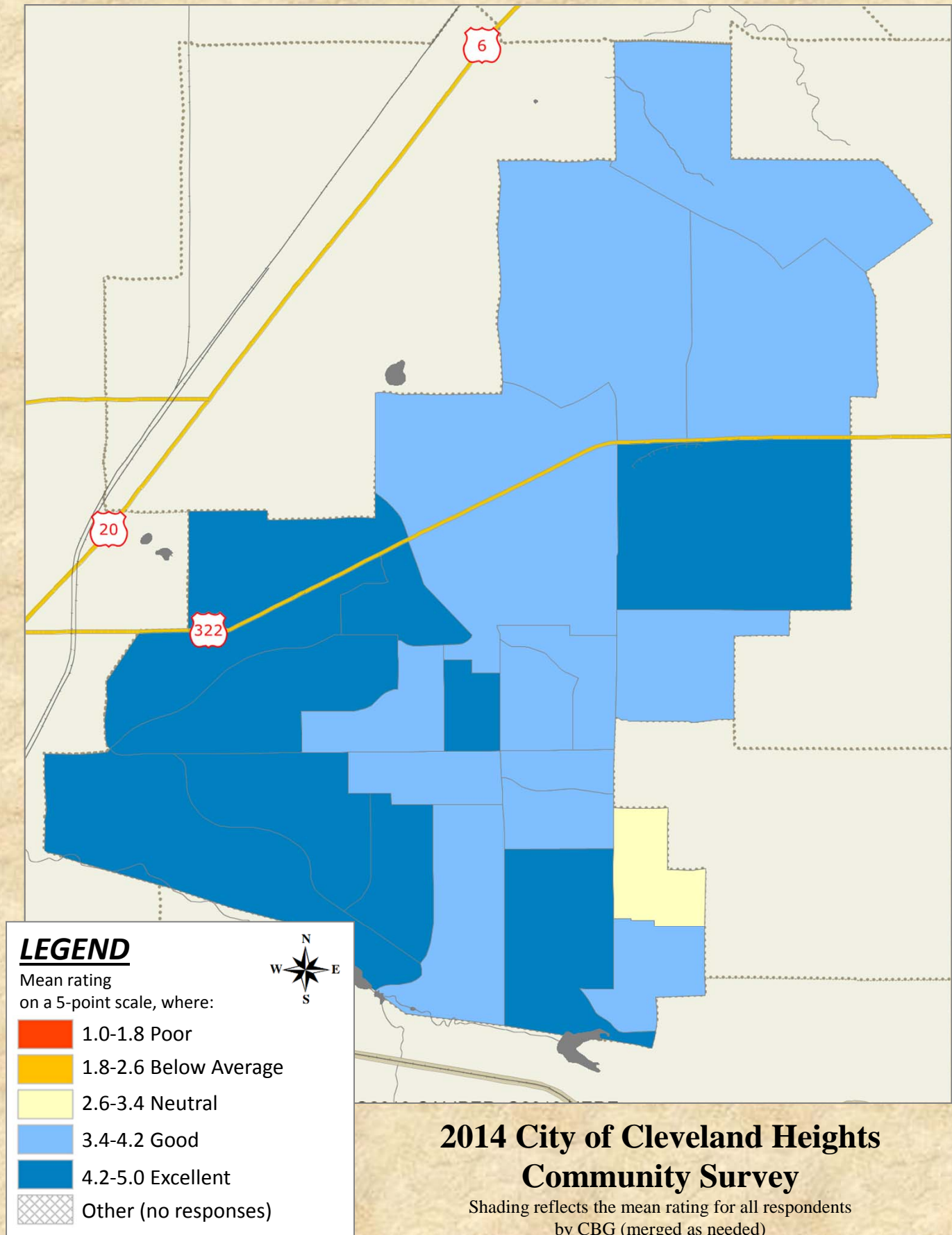
Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

## 2014 City of Cleveland Heights Community Survey

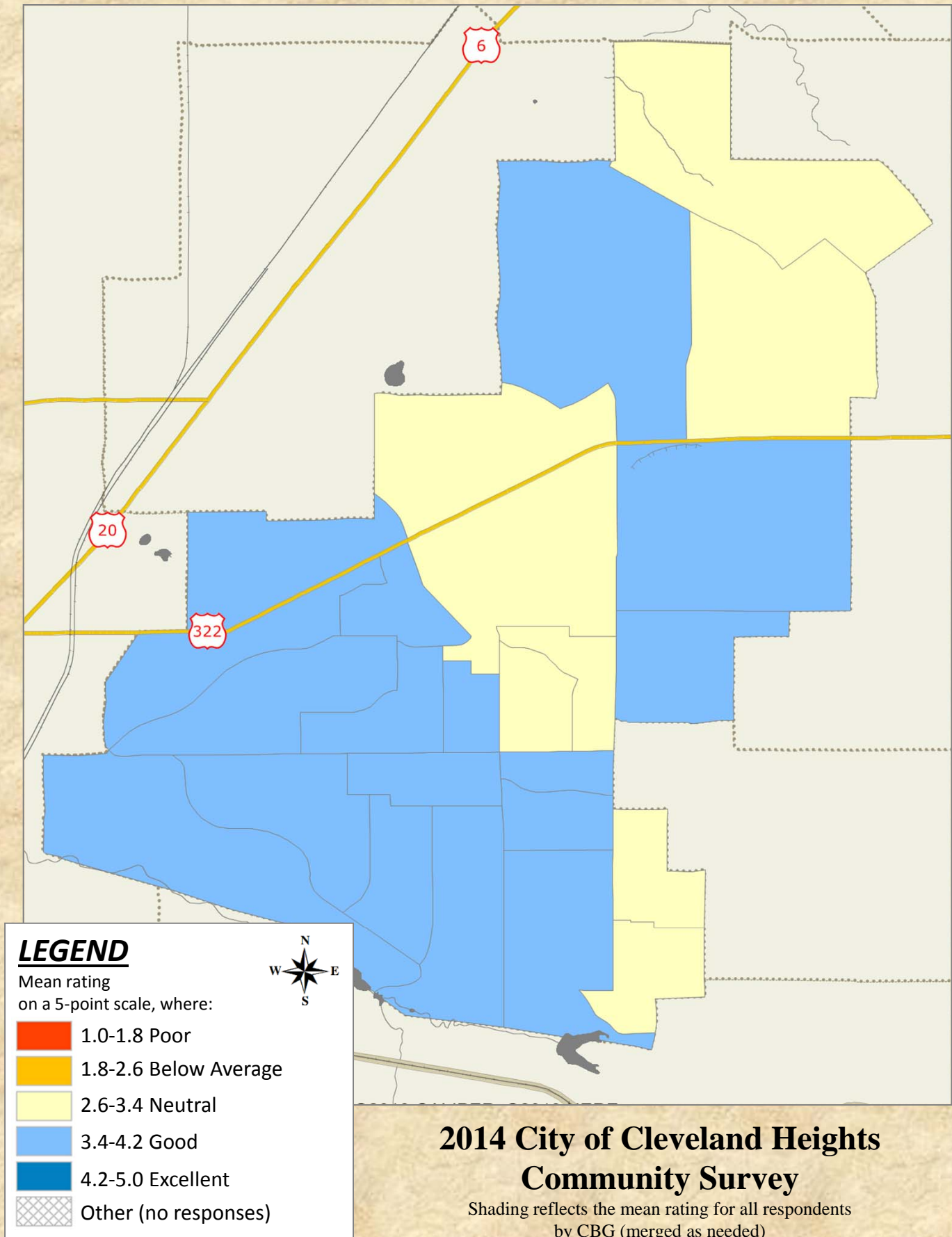
Shading reflects the mean rating for all respondents  
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## Q4a Ratings of the City as a place to live

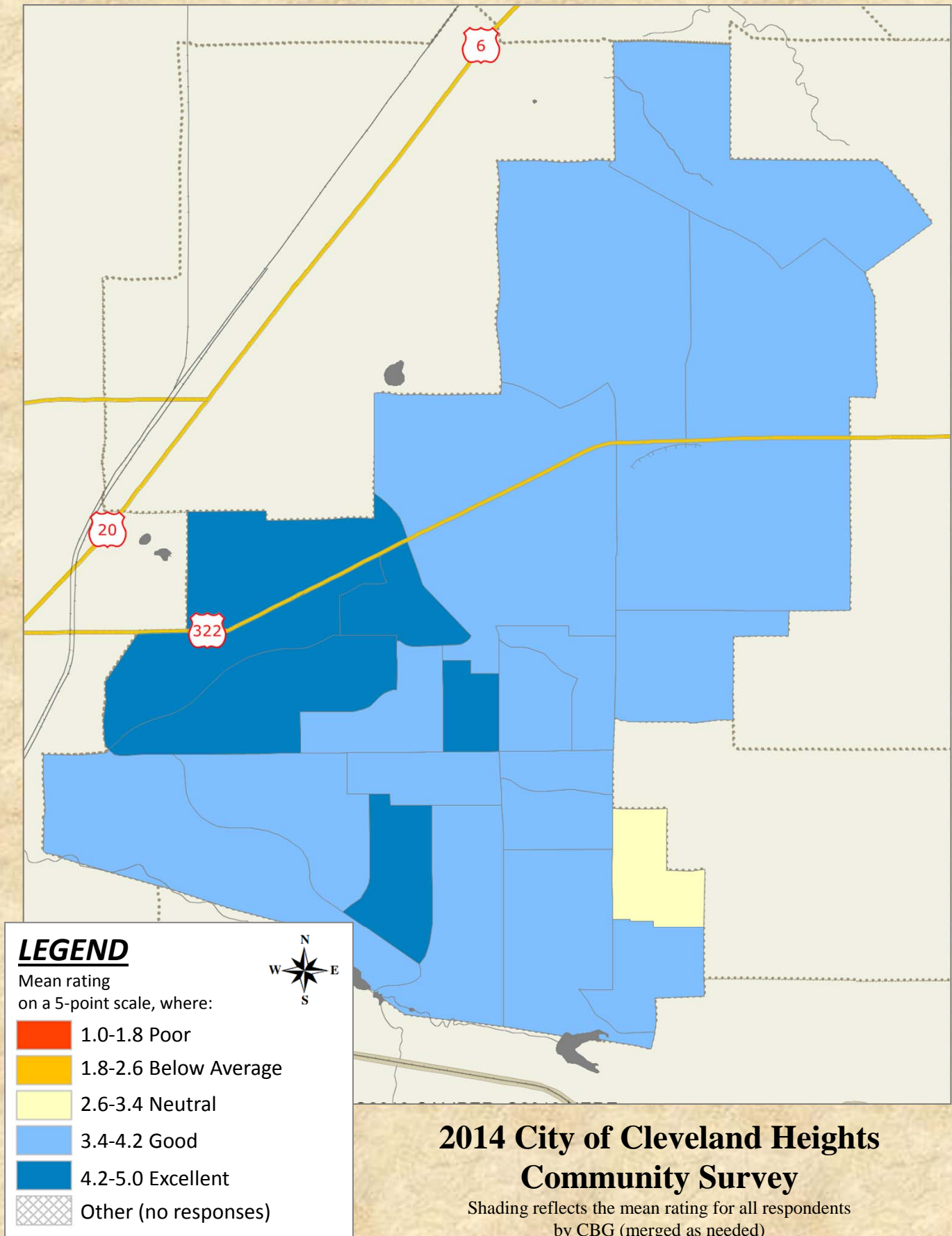




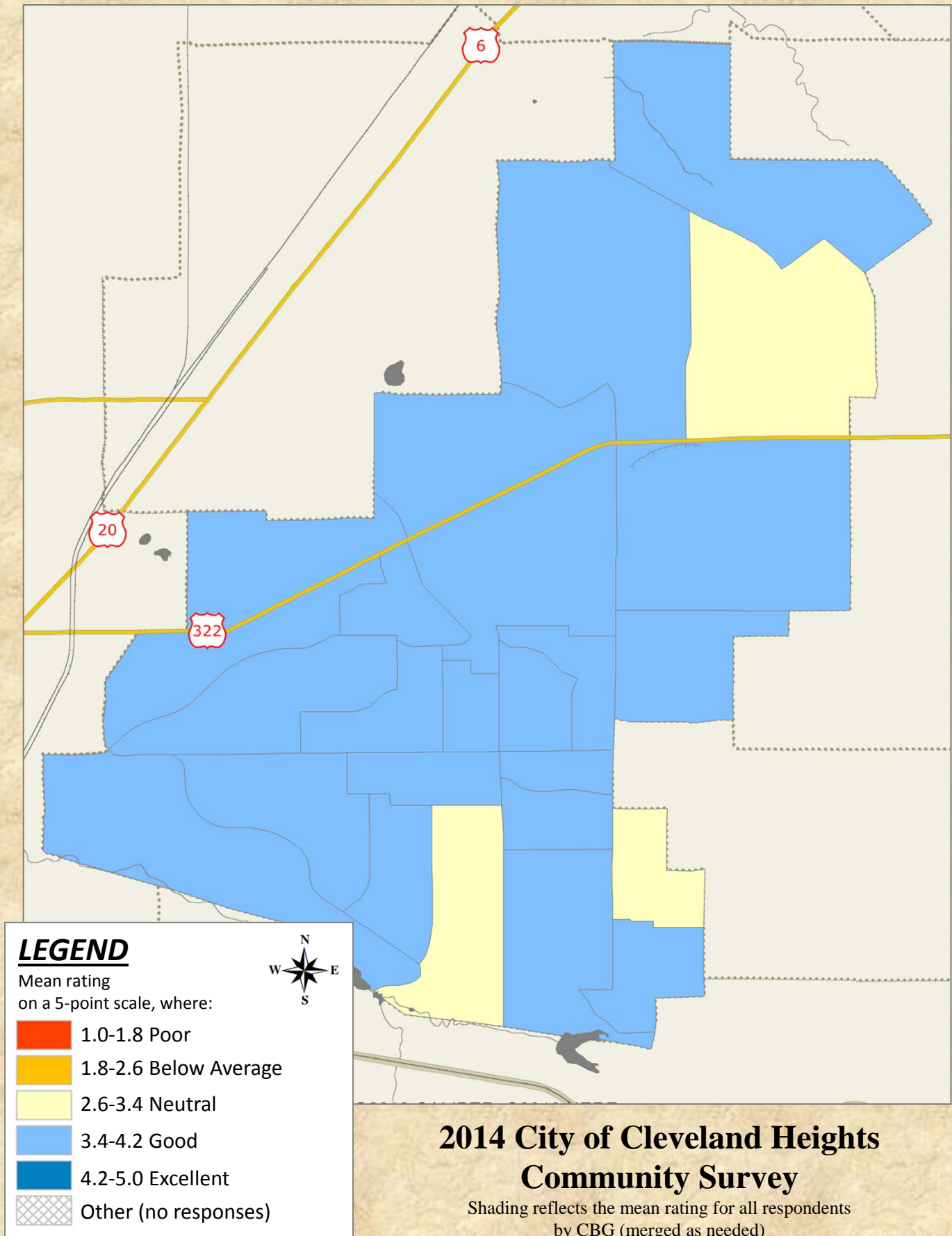
## Q4b Ratings of the City as a place to raise children



## Q4c Ratings of the City as a place to visit

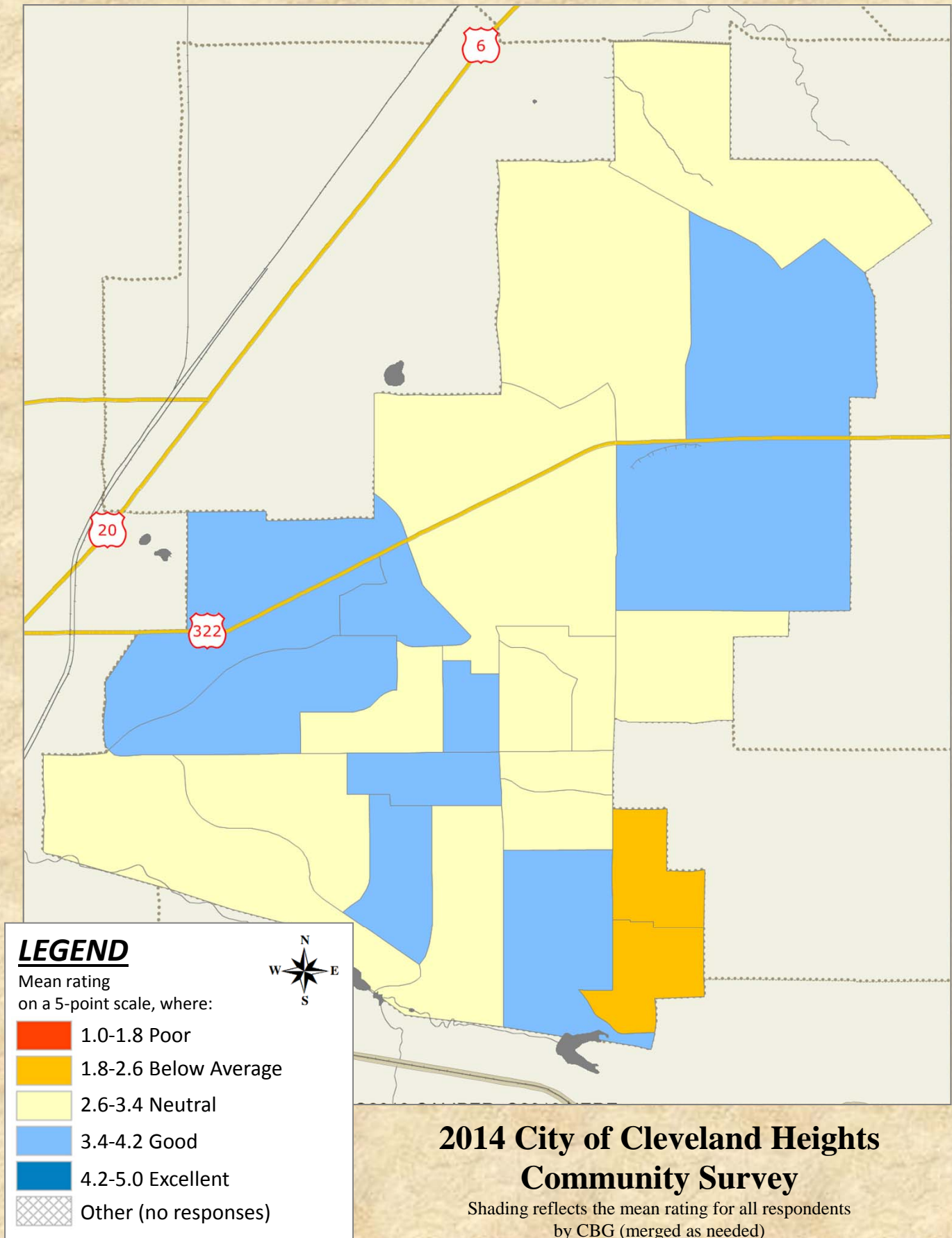


## Q4d Ratings of the City as a place to work

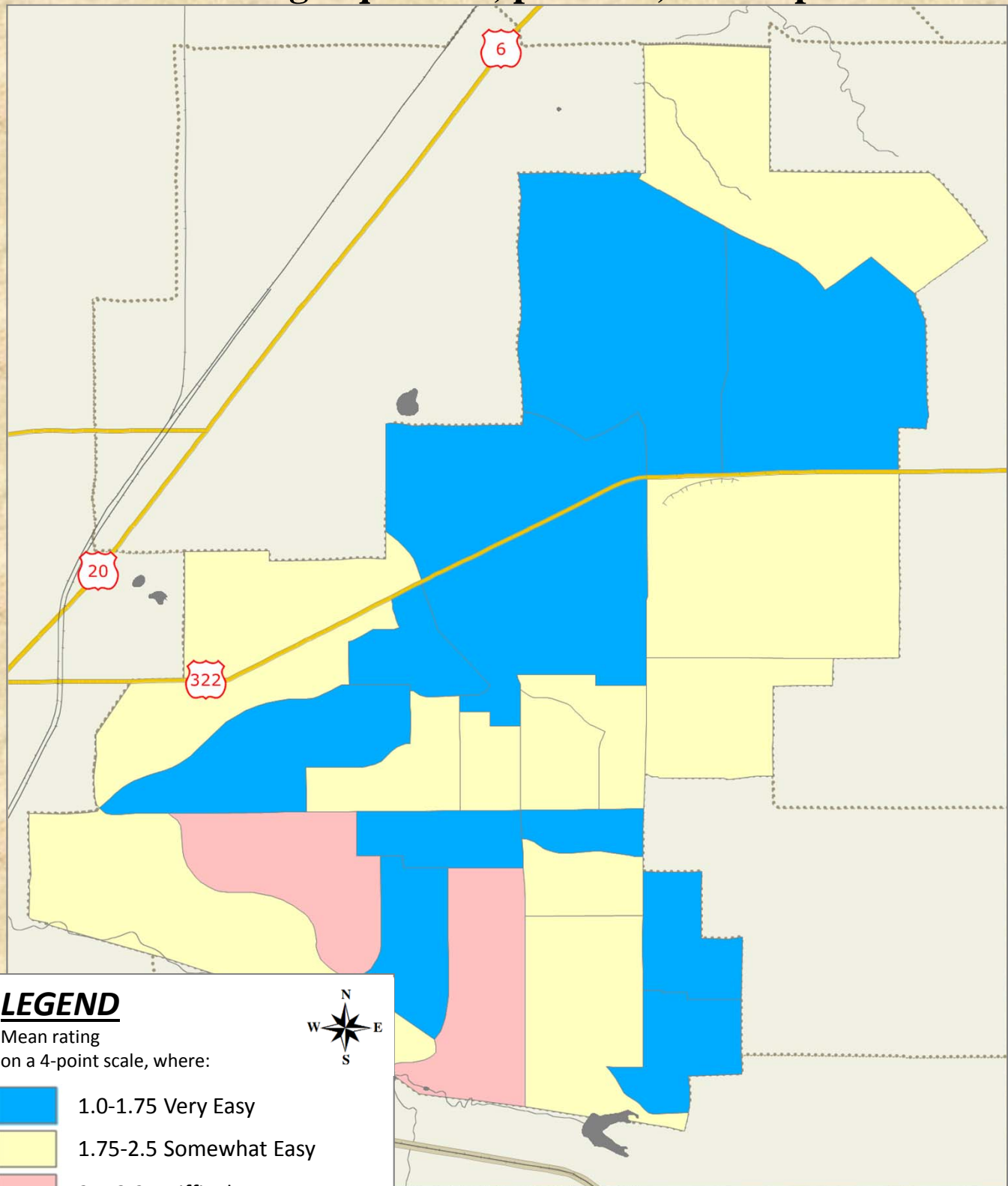




## Q4e Ratings of the City as a place to retire



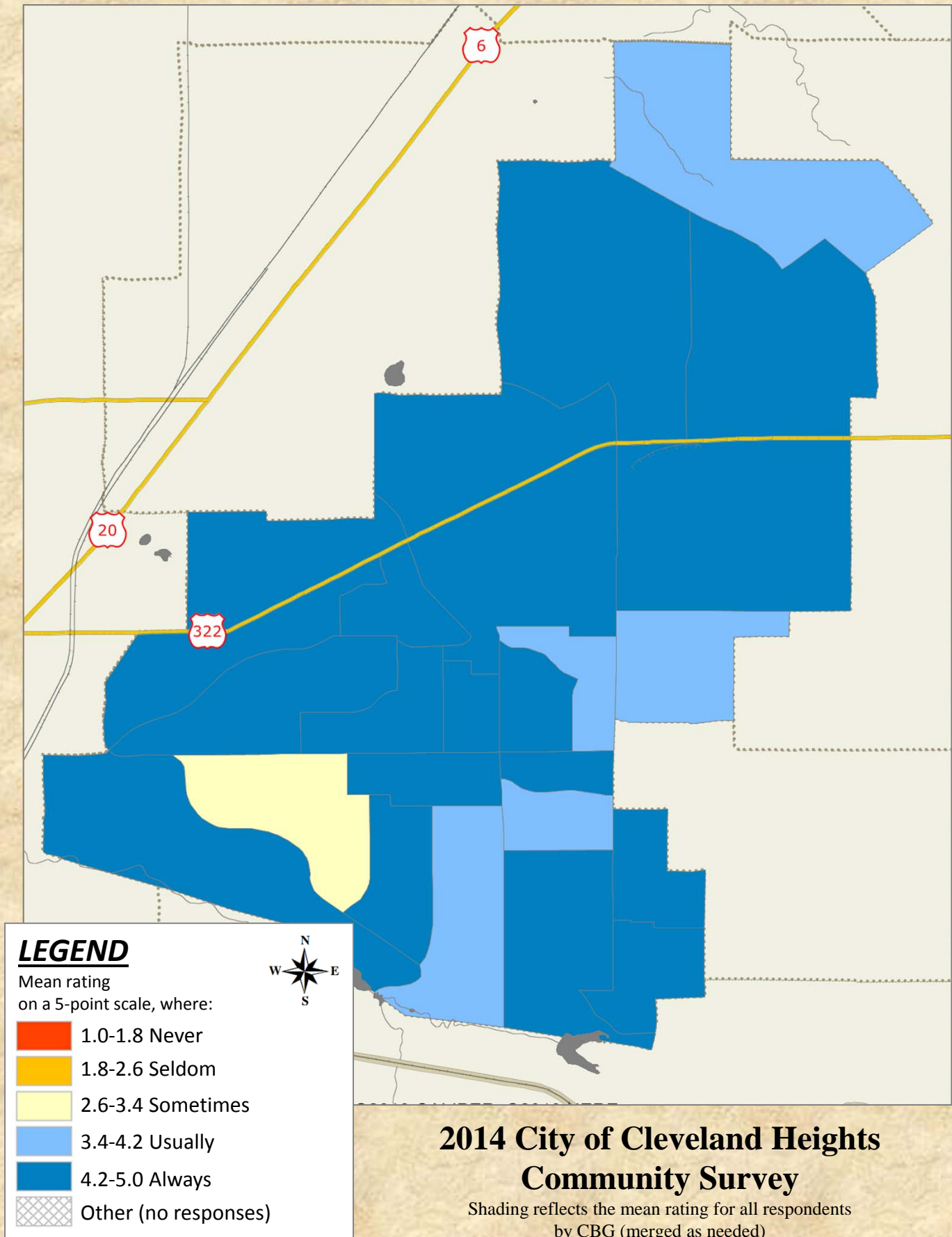
## Q5b How easy it was to contact the person needed concerning a question, problem, or complaint



### 2014 City of Cleveland Heights Community Survey

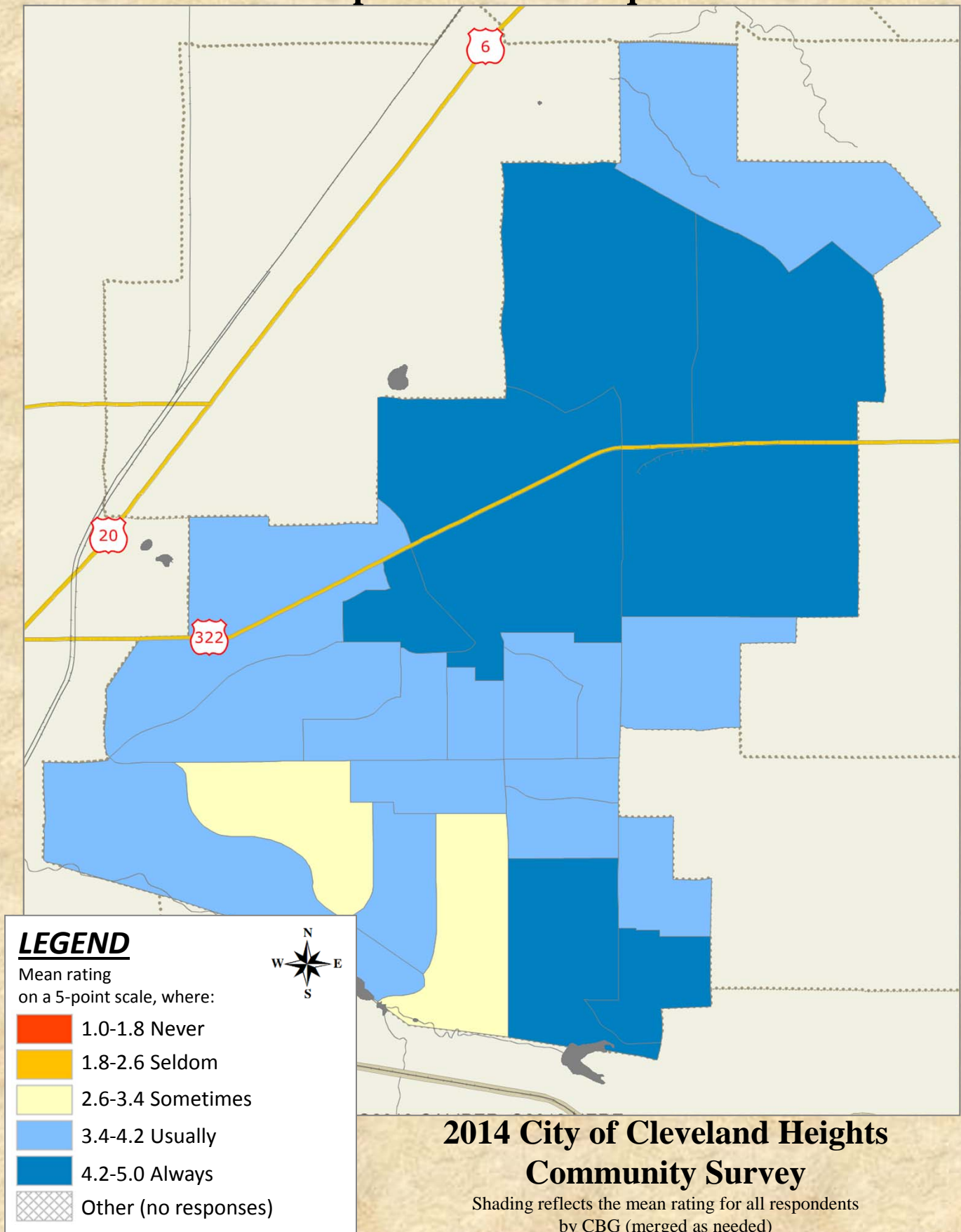
Shading reflects the mean rating for all respondents  
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## Q5c(1) How often City employees were courteous and polite

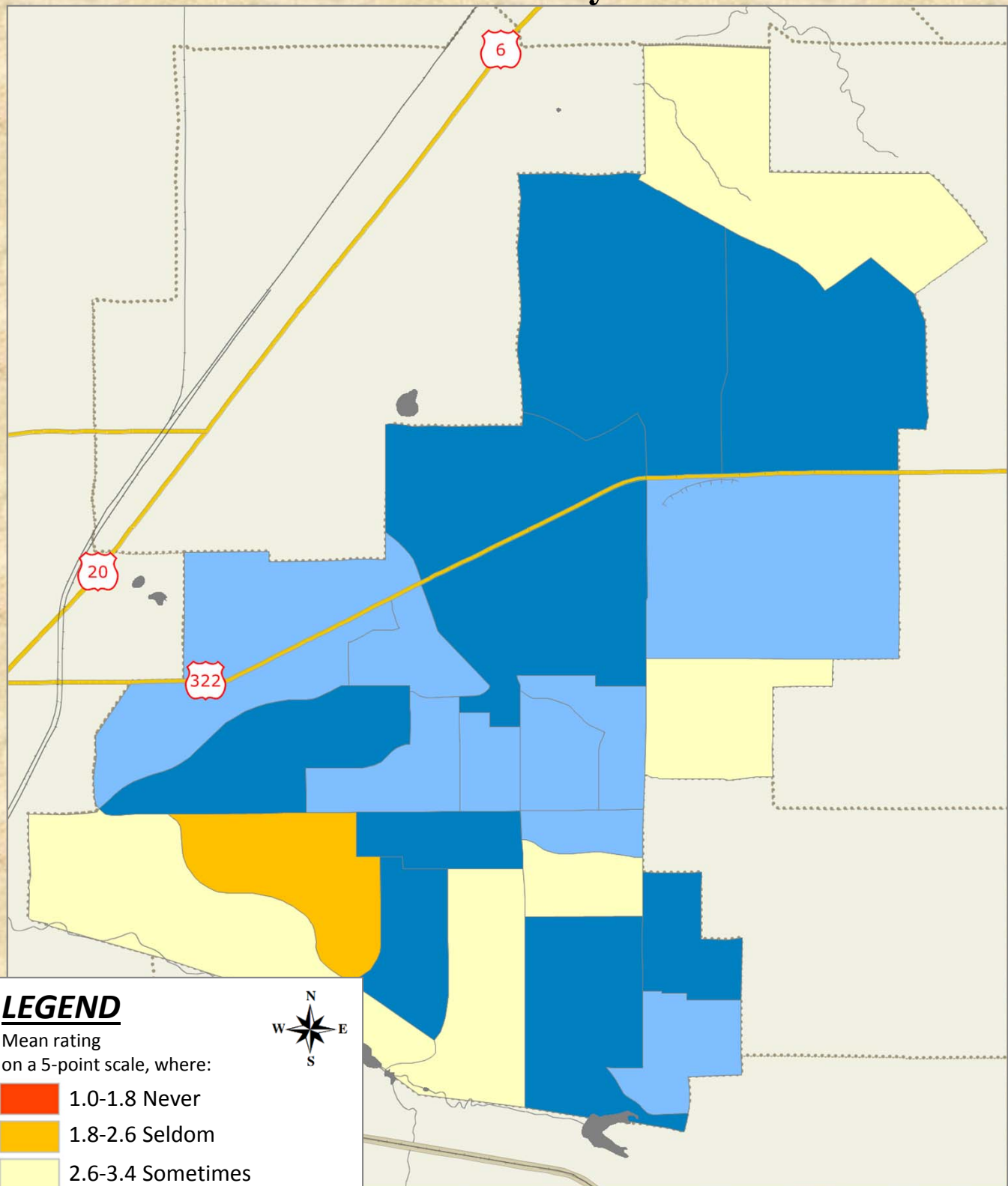




## Q5c(2) How often City employees gave prompt, accurate, and complete answers to questions



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



### **LEGEND**

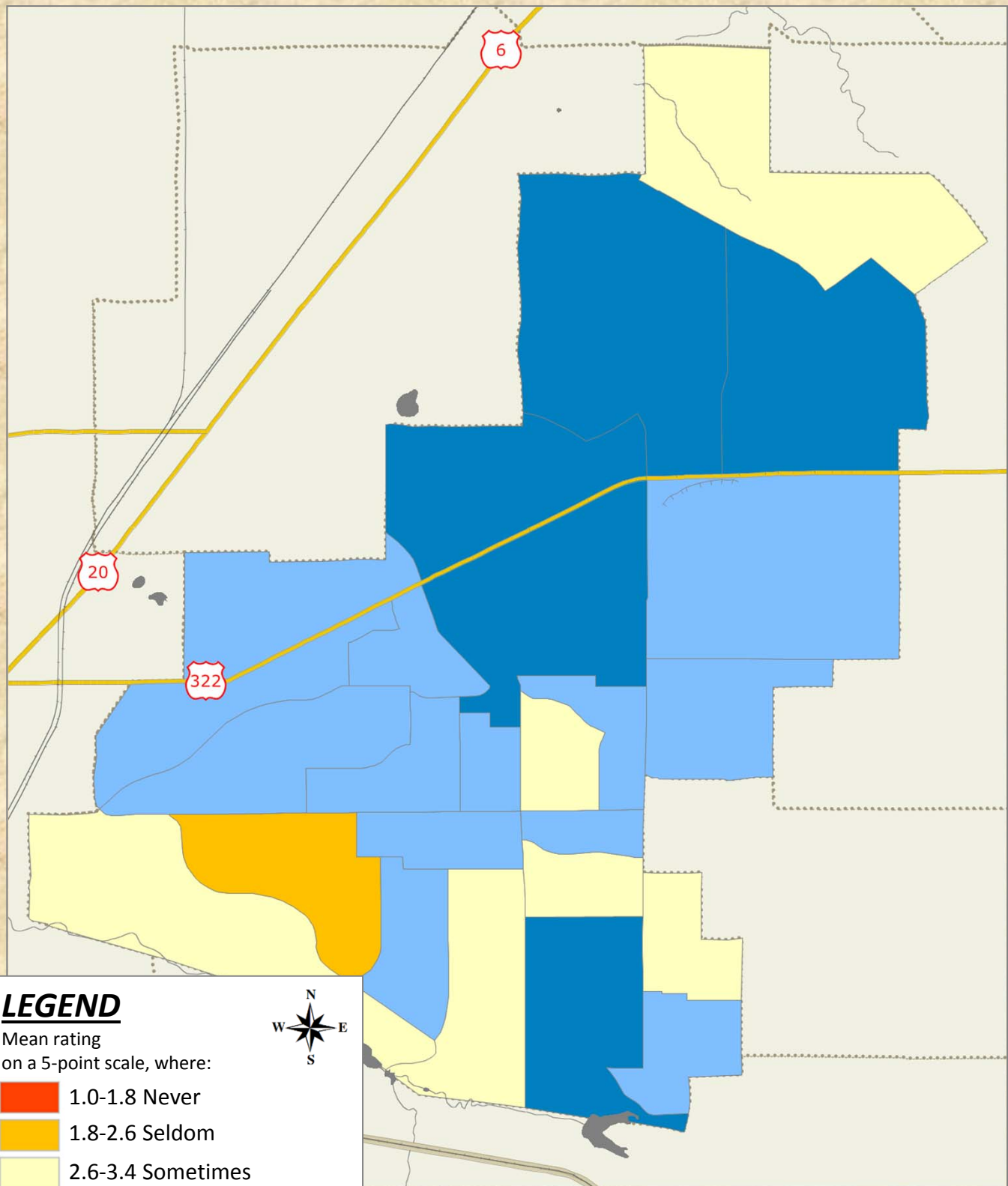
Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Never
- 1.8-2.6 Seldom
- 2.6-3.4 Sometimes
- 3.4-4.2 Usually
- 4.2-5.0 Always
- Other (no responses)

## 2014 City of Cleveland Heights Community Survey

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by CBG (merged as needed)

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

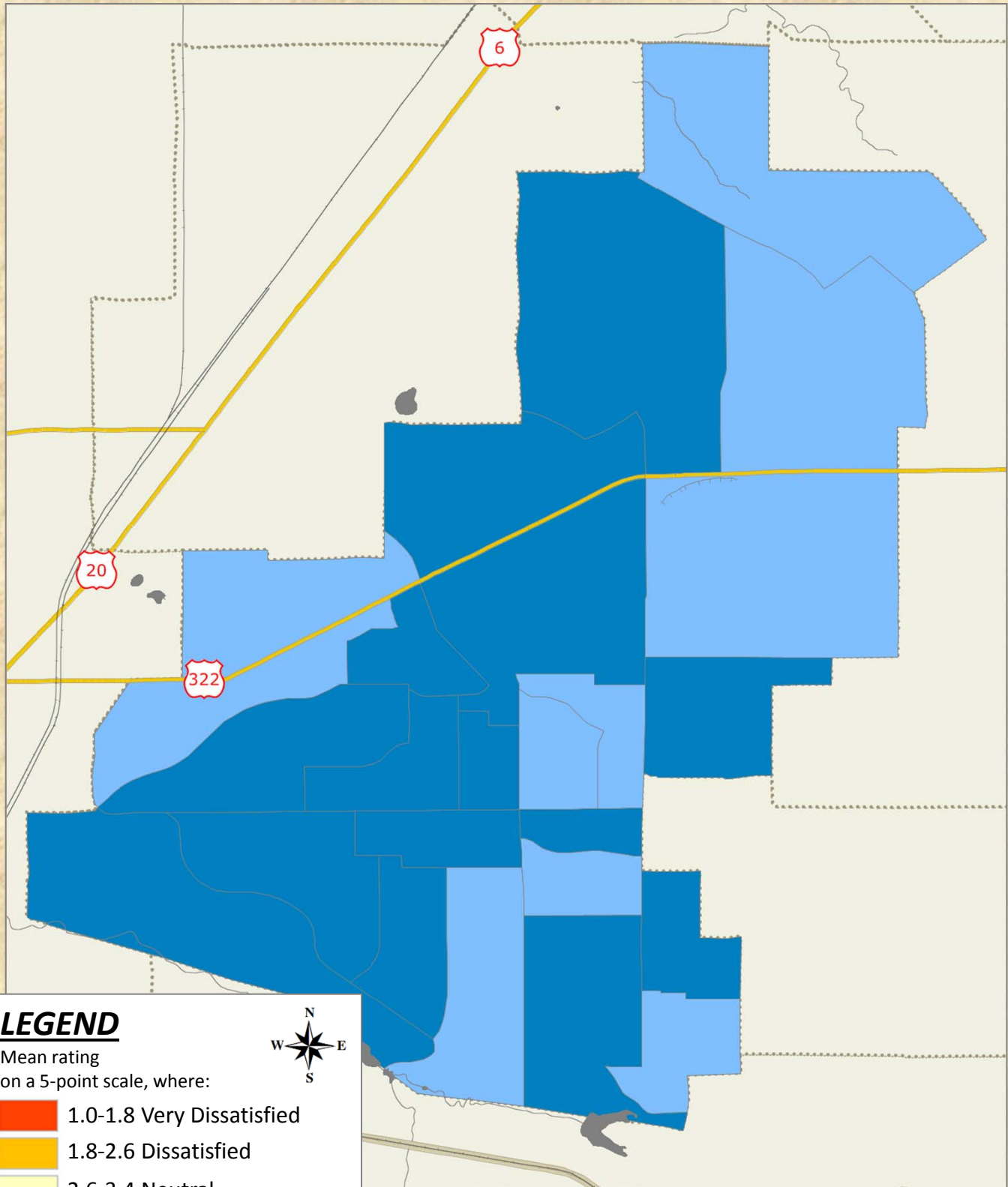


### 2014 City of Cleveland Heights Community Survey

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by CBG (merged as needed)



## Q6a Satisfaction with residential trash collection services



### **LEGEND**

Mean rating  
on a 5-point scale, where:

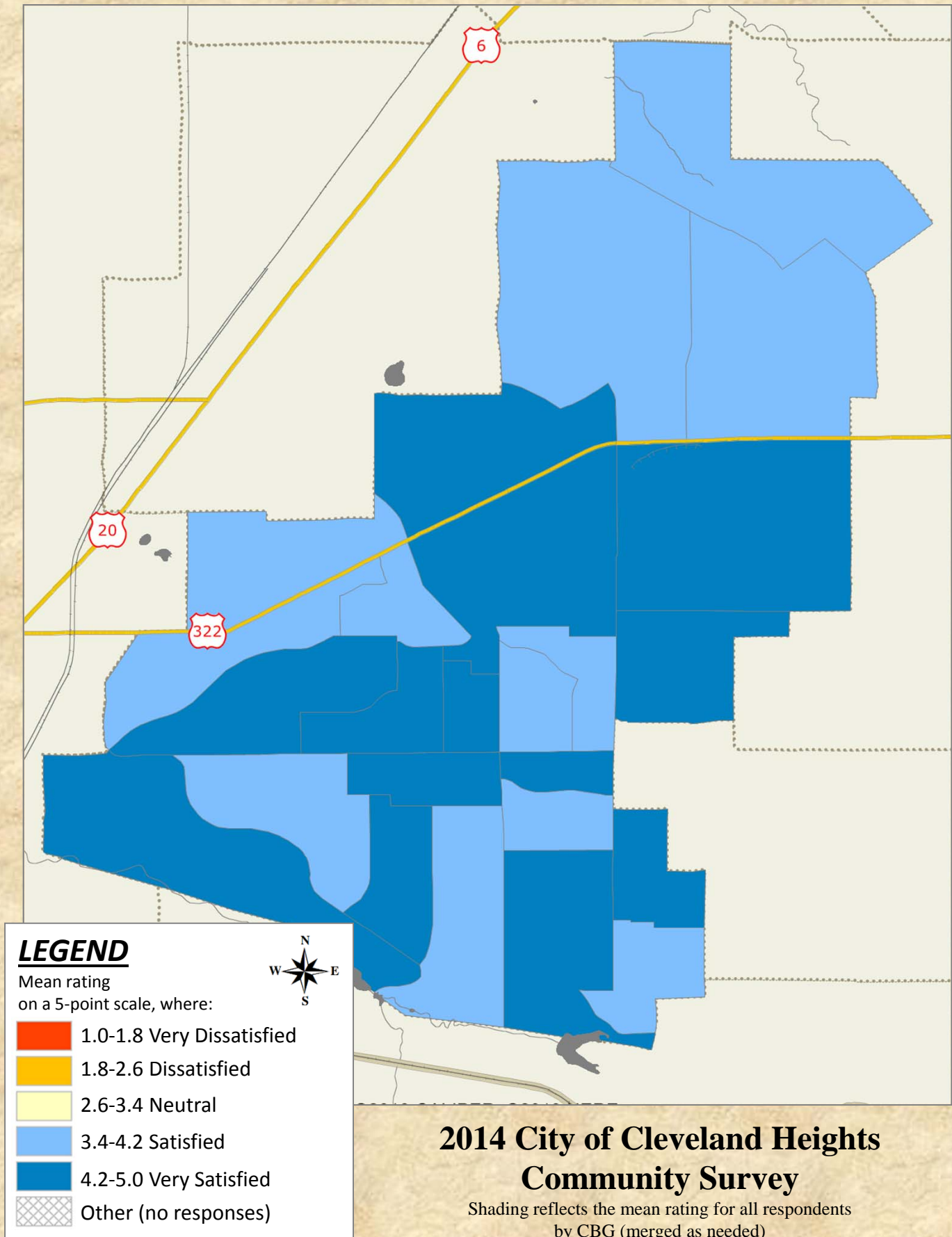
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



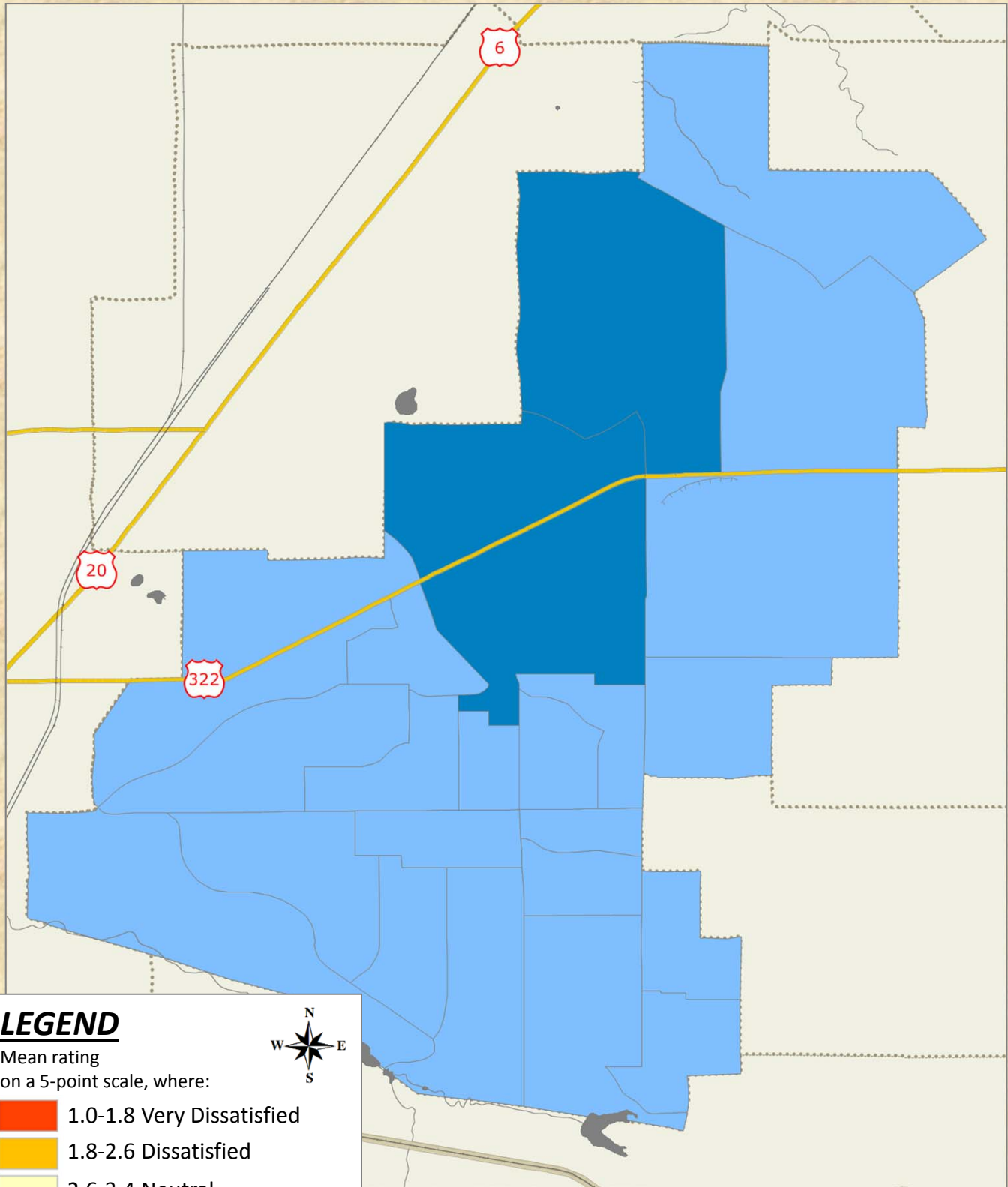
## 2014 City of Cleveland Heights Community Survey

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by CBG (merged as needed)

## Q6b Satisfaction with curbside recycling services



## Q6c Satisfaction with yard waste removal services



### **LEGEND**

Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

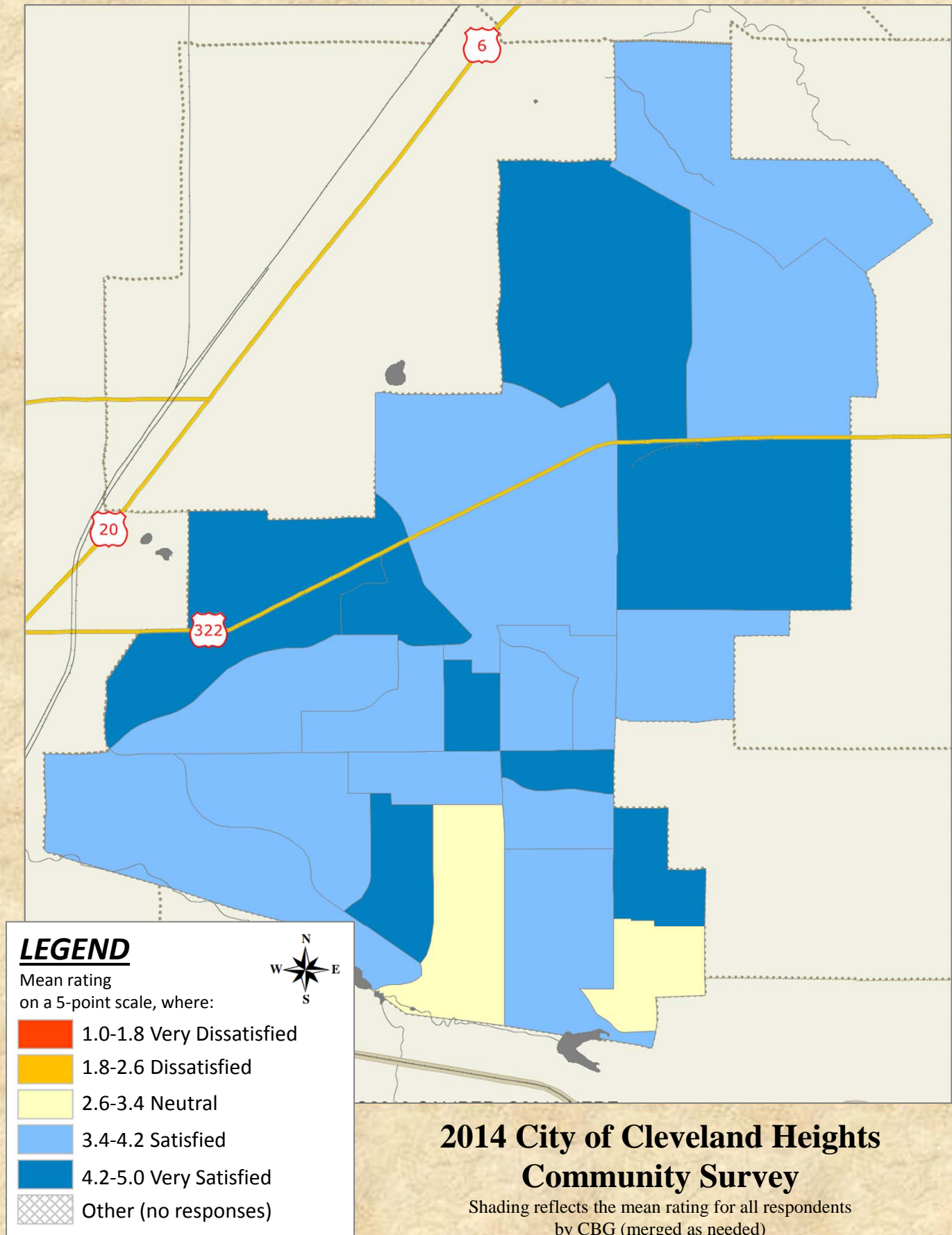


## 2014 City of Cleveland Heights Community Survey

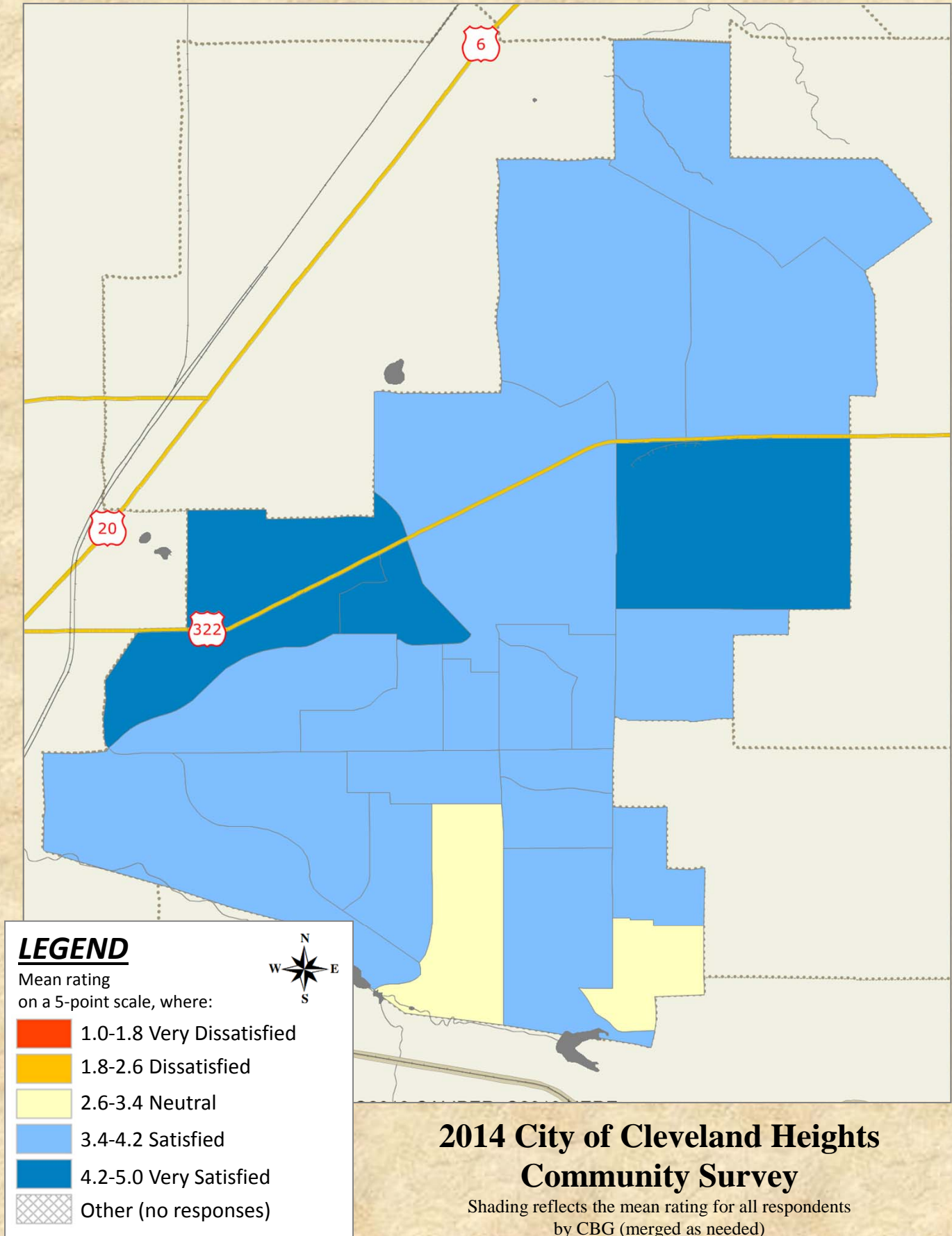
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)



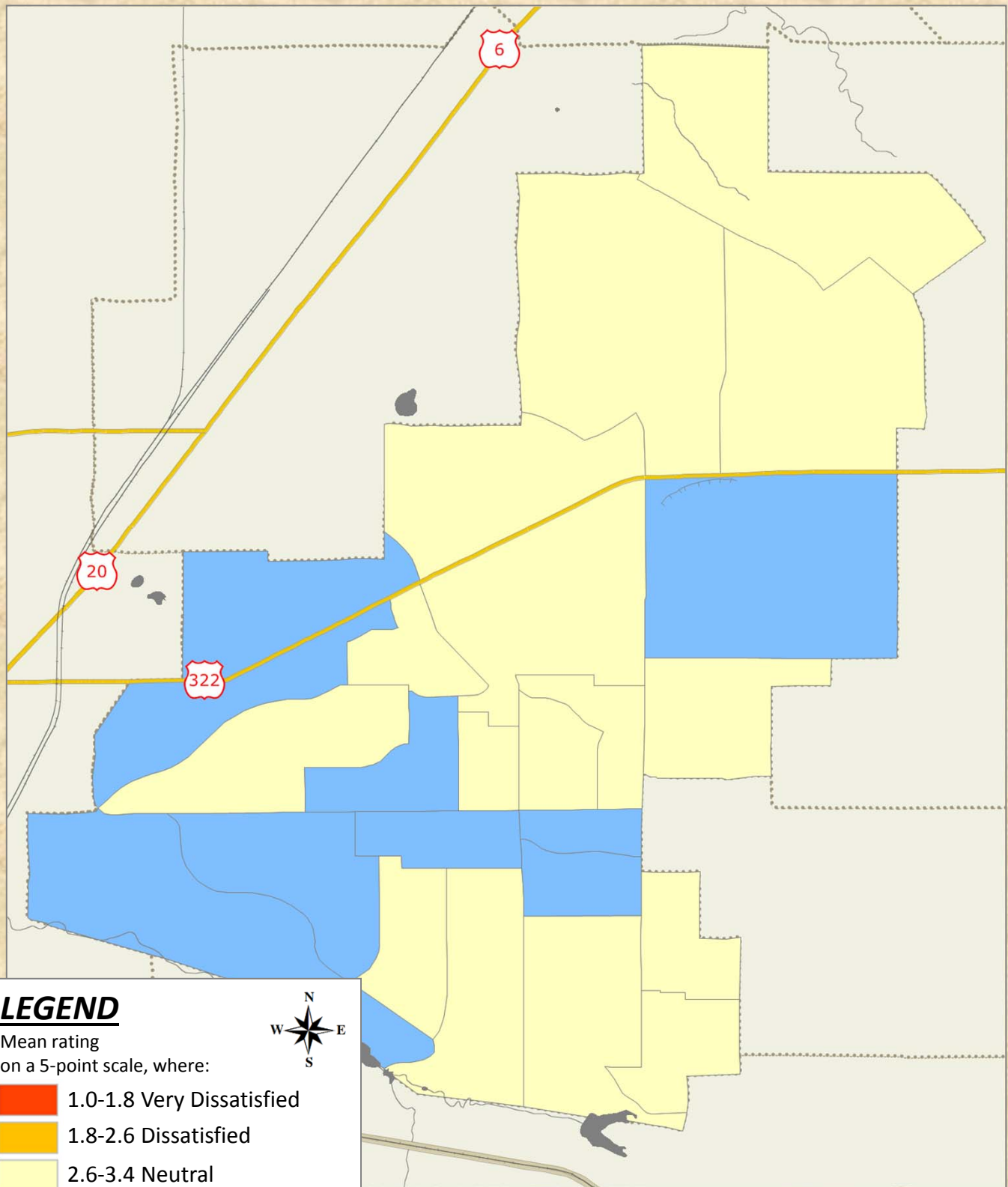
## Q6d Satisfaction with water service



## Q6e Satisfaction with sewer service



## Q8a Satisfaction with overall quality of new residential development



### **LEGEND**

Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

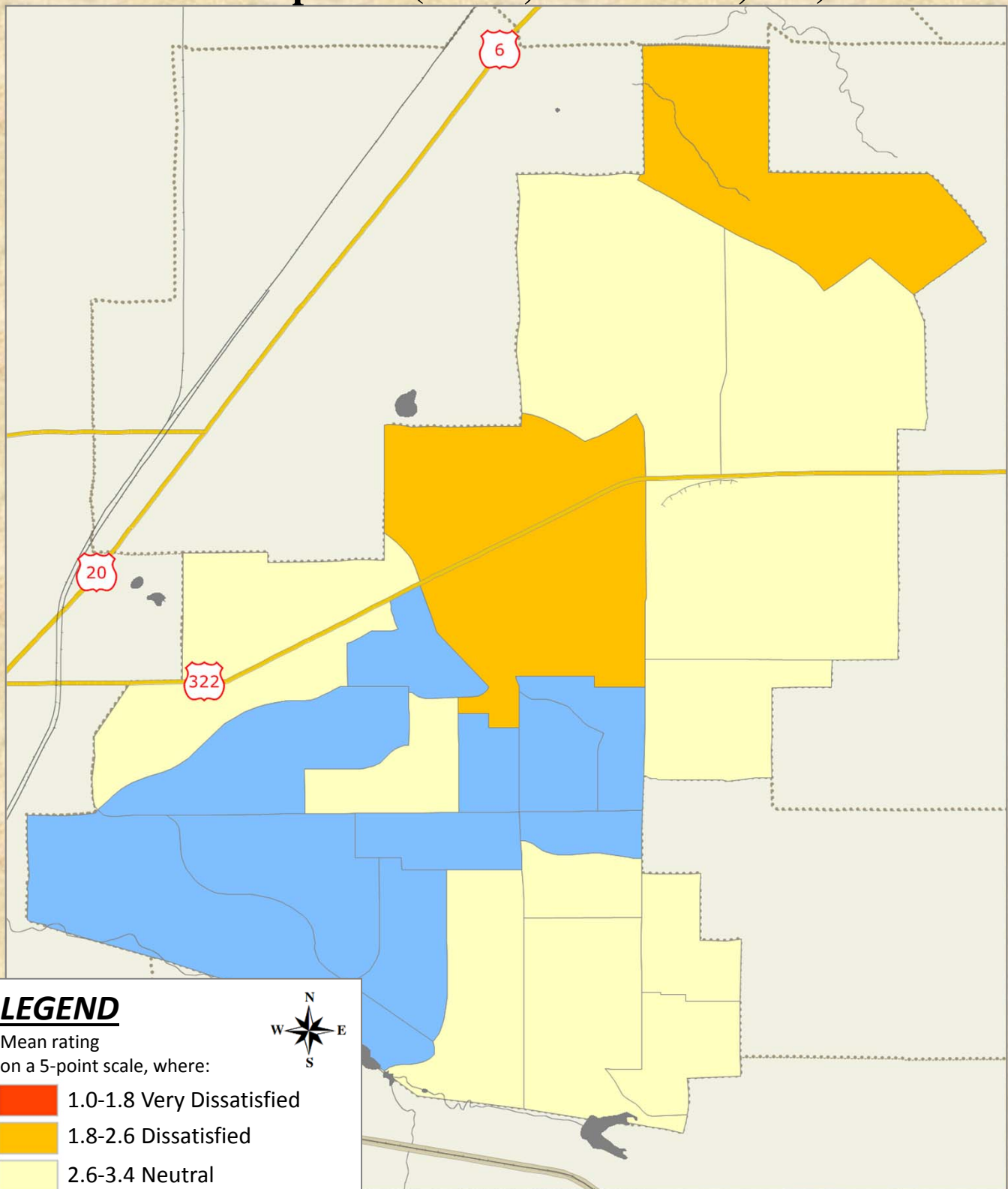


## 2014 City of Cleveland Heights Community Survey

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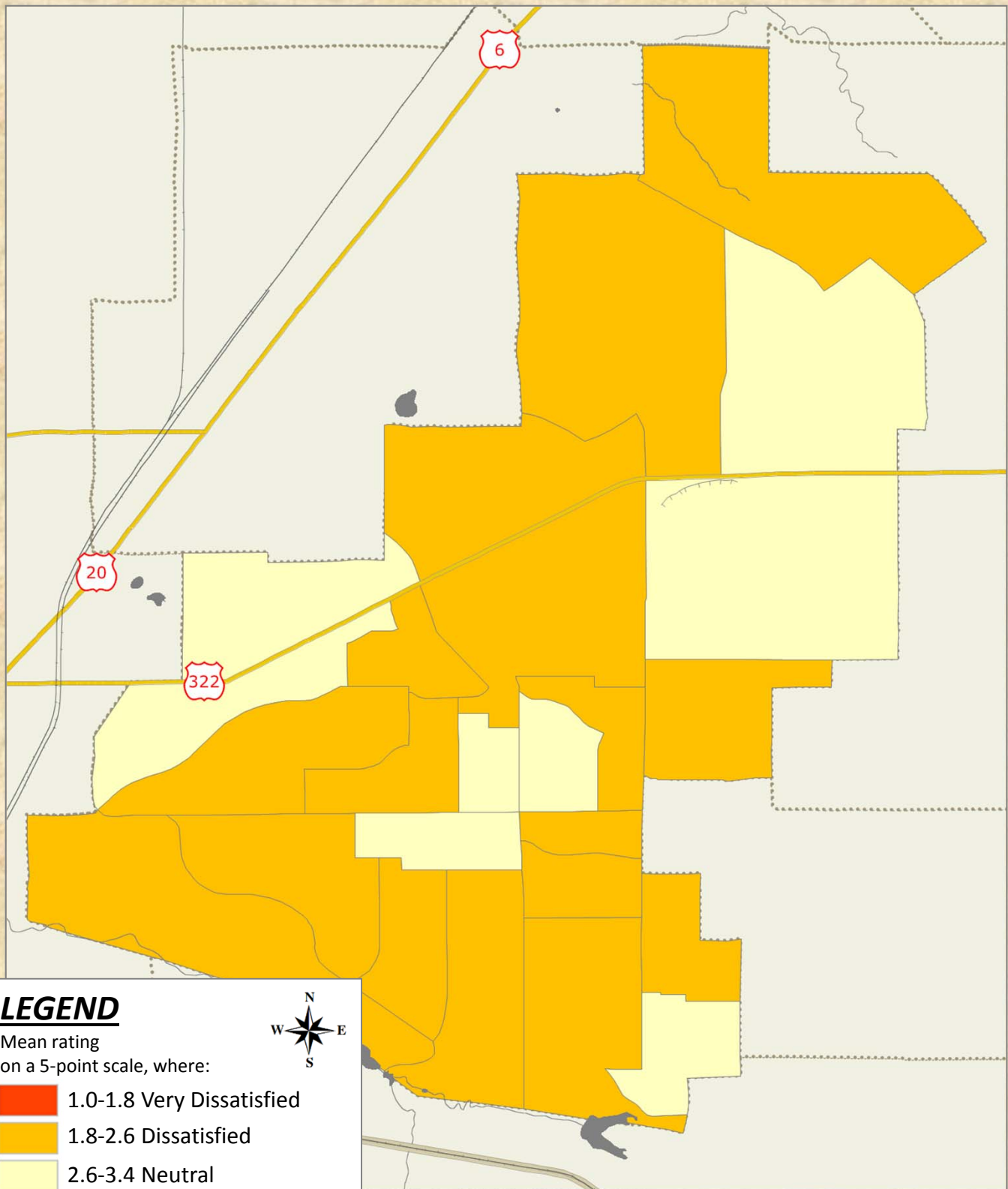
## Q8b Satisfaction with overall quality of new retail development (stores, restaurants, etc.)



### 2014 City of Cleveland Heights Community Survey

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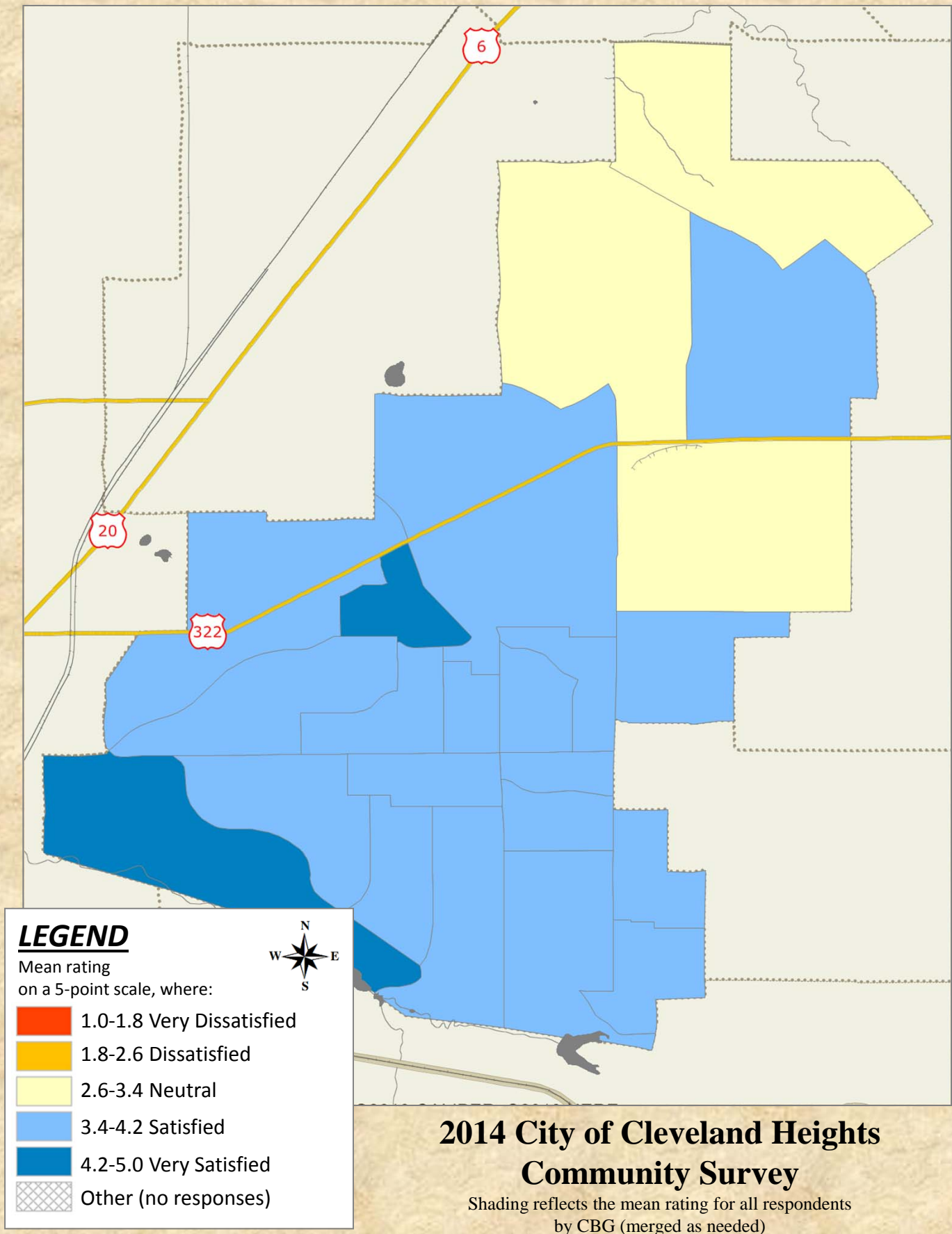
## Q8c Satisfaction with redevelopment of abandoned or under-utilized properties



### 2014 City of Cleveland Heights Community Survey

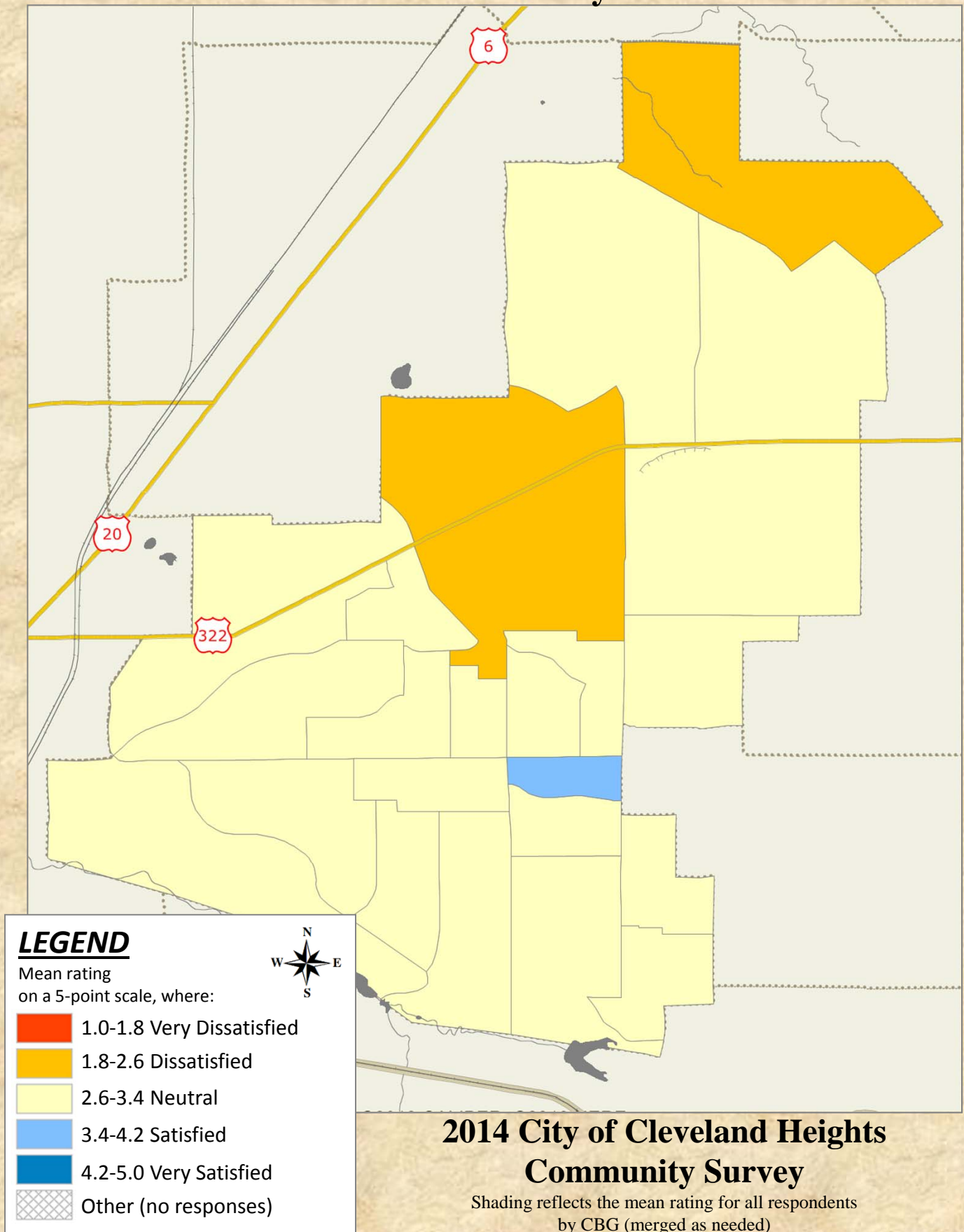
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

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

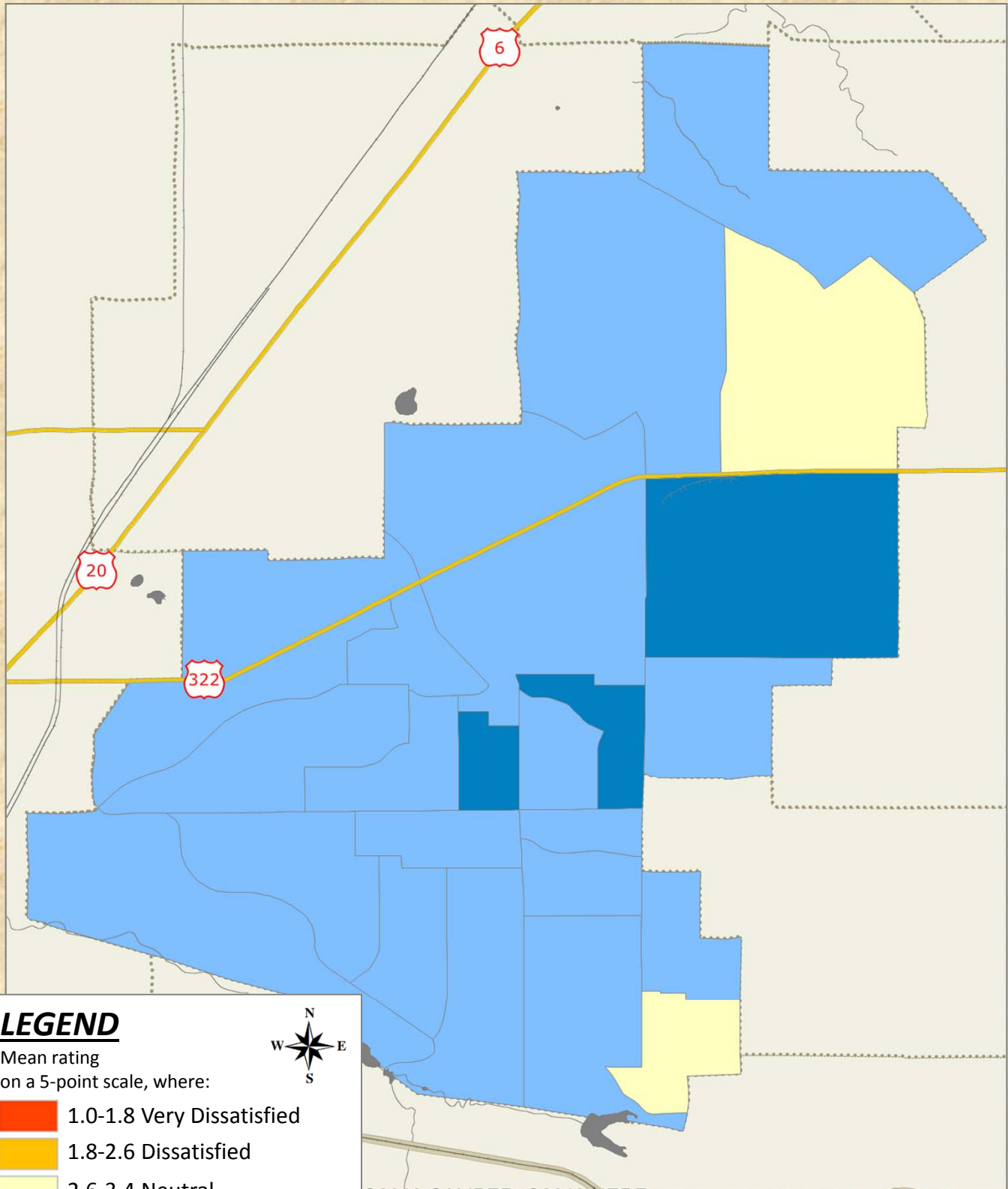




## Q8e Satisfaction with efforts to attract new businesses to the community



## Q10a Satisfaction with the visibility of police in neighborhoods



### **LEGEND**

Mean rating  
on a 5-point scale, where:

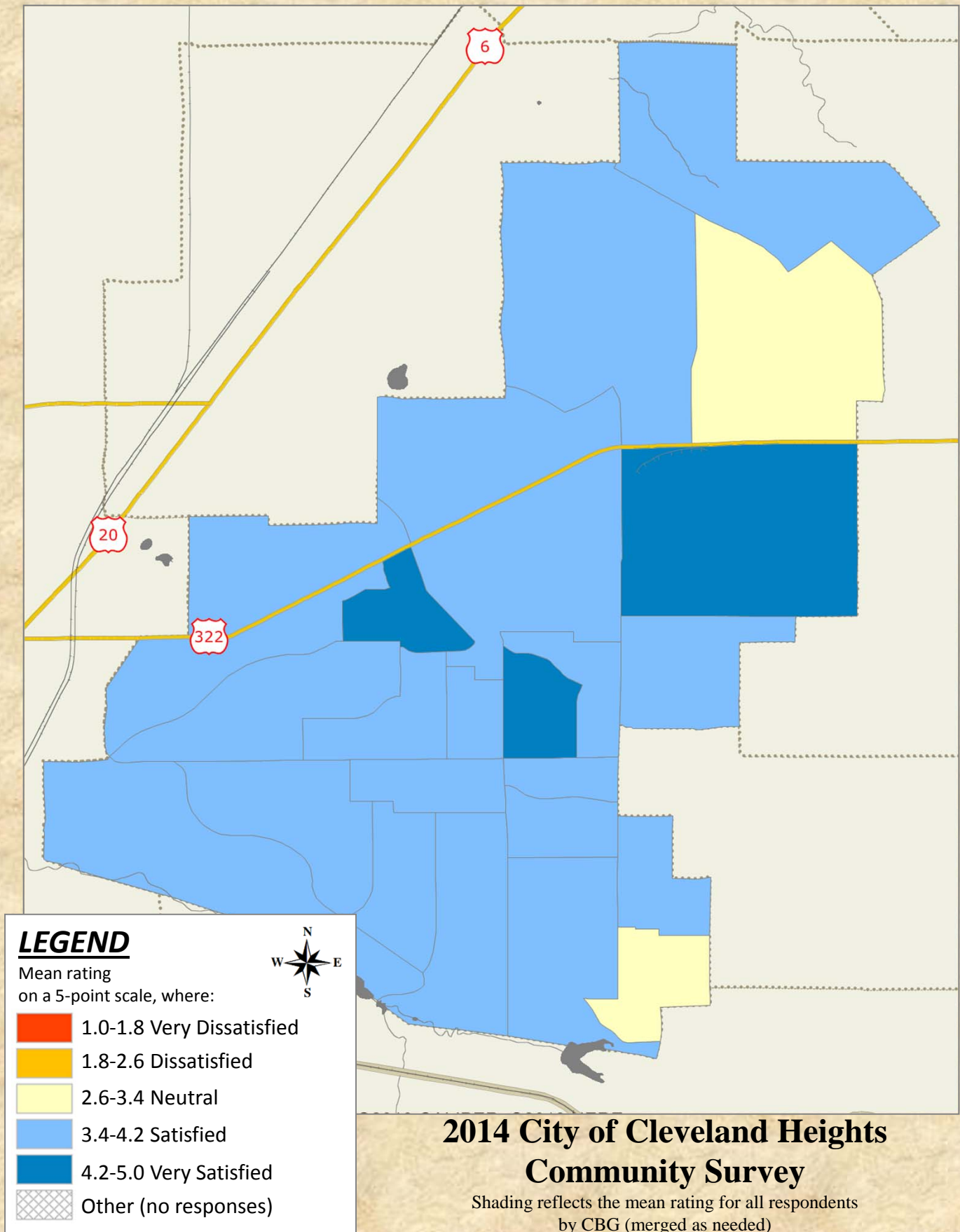
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



## **2014 City of Cleveland Heights Community Survey**

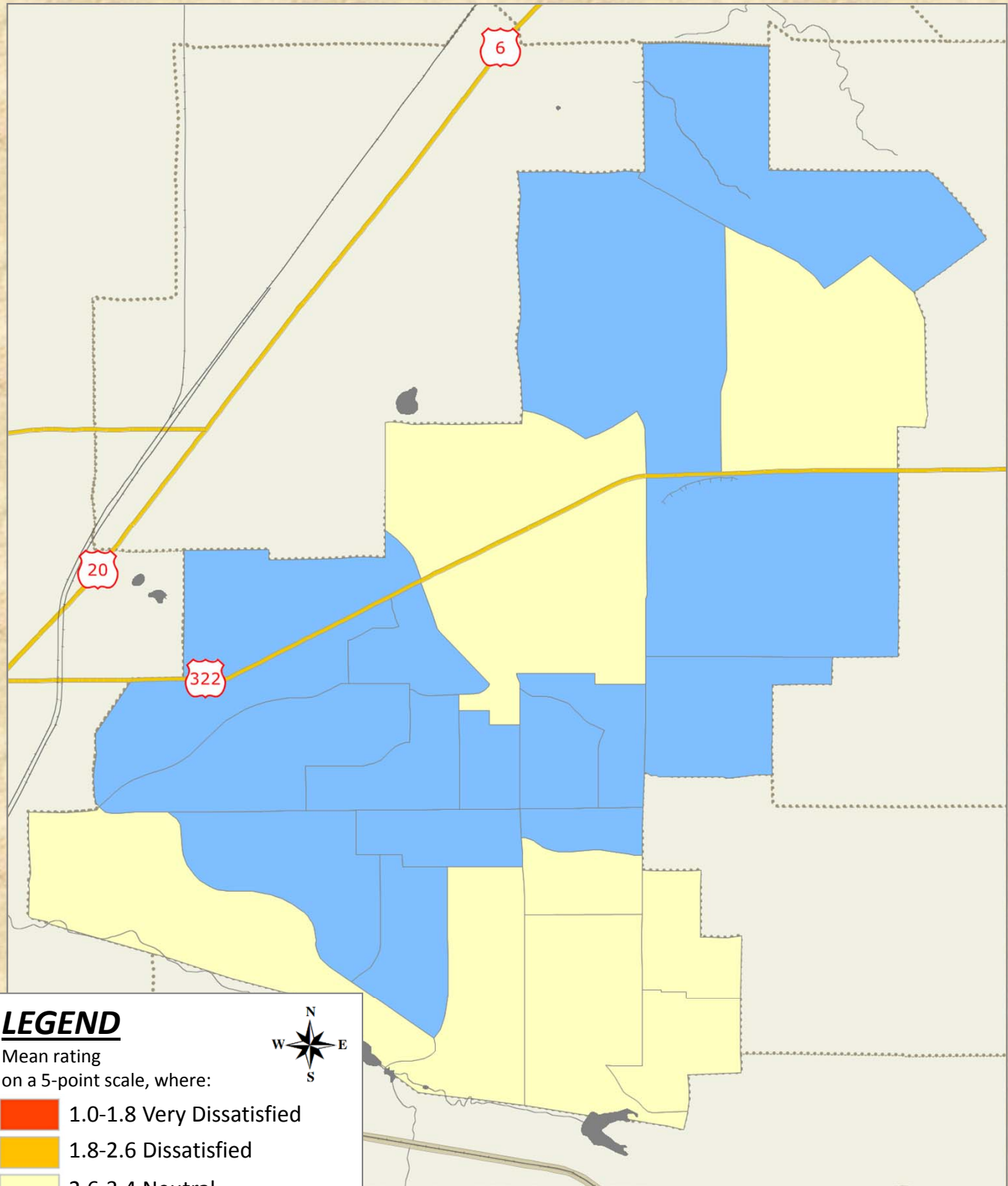
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

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





## Q10c Satisfaction with the City's efforts to prevent crime



### **LEGEND**

Mean rating  
on a 5-point scale, where:

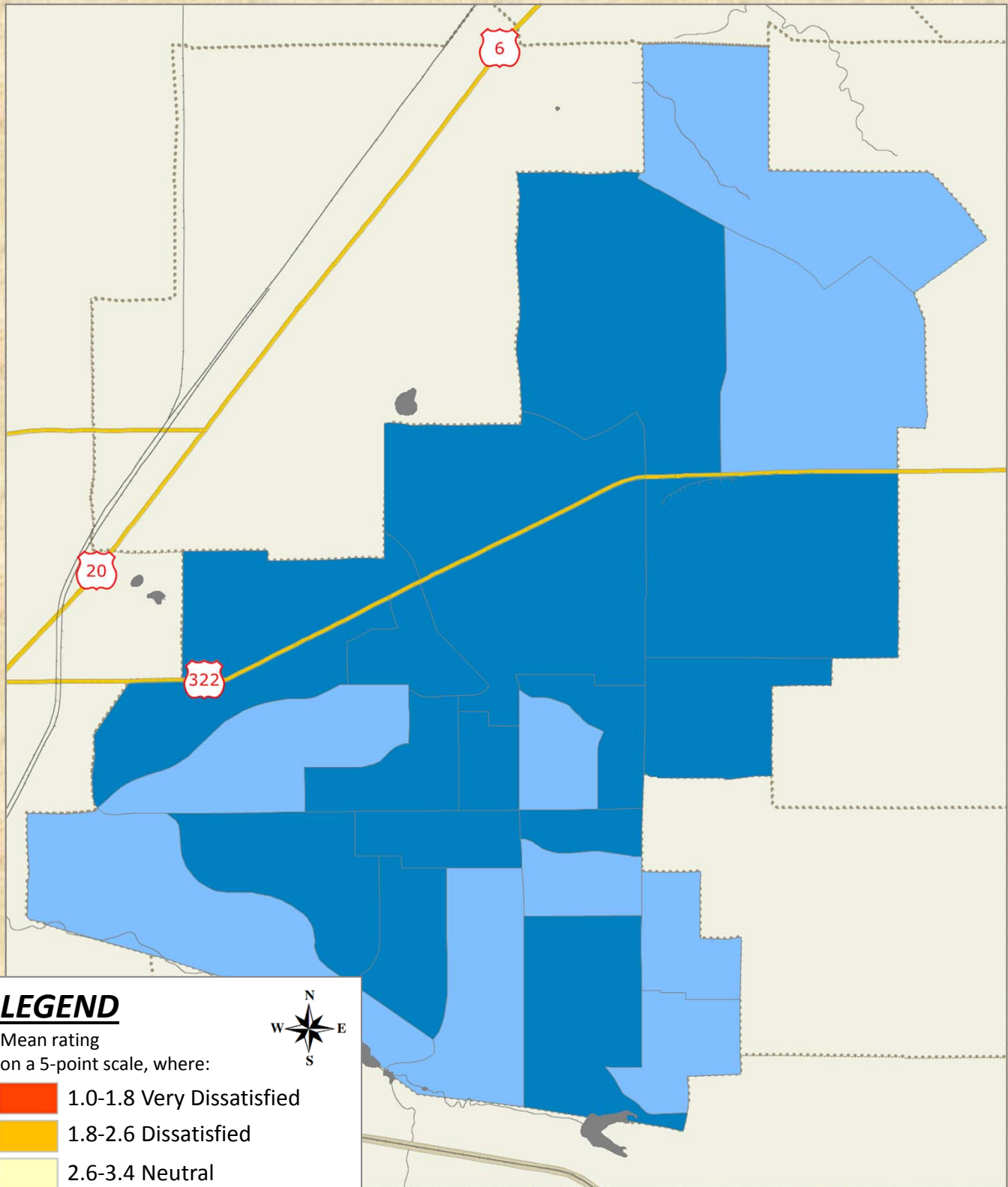
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



## **2014 City of Cleveland Heights Community Survey**

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by CBG (merged as needed)

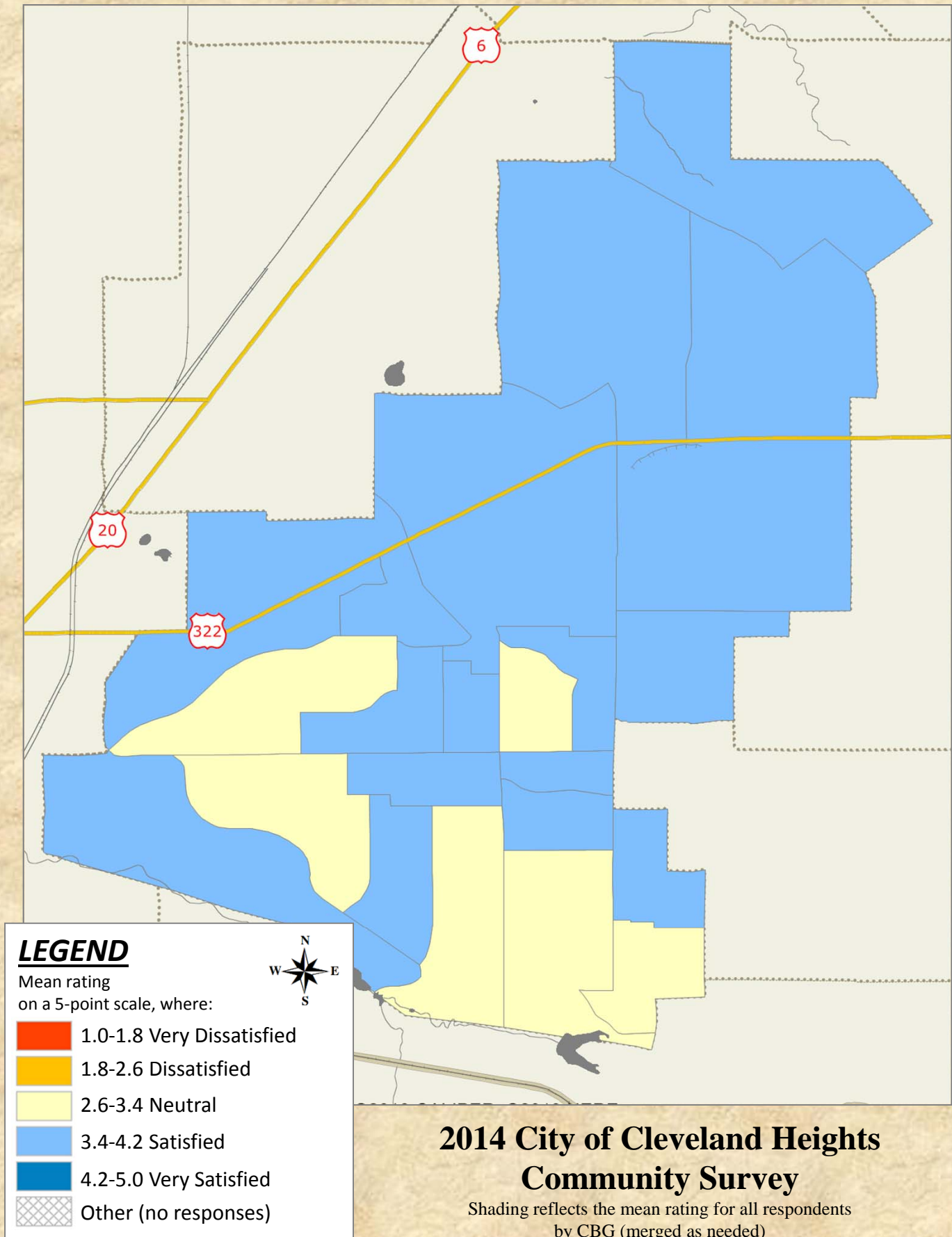
## Q10d Satisfaction with how quickly police respond to emergencies



### 2014 City of Cleveland Heights Community Survey

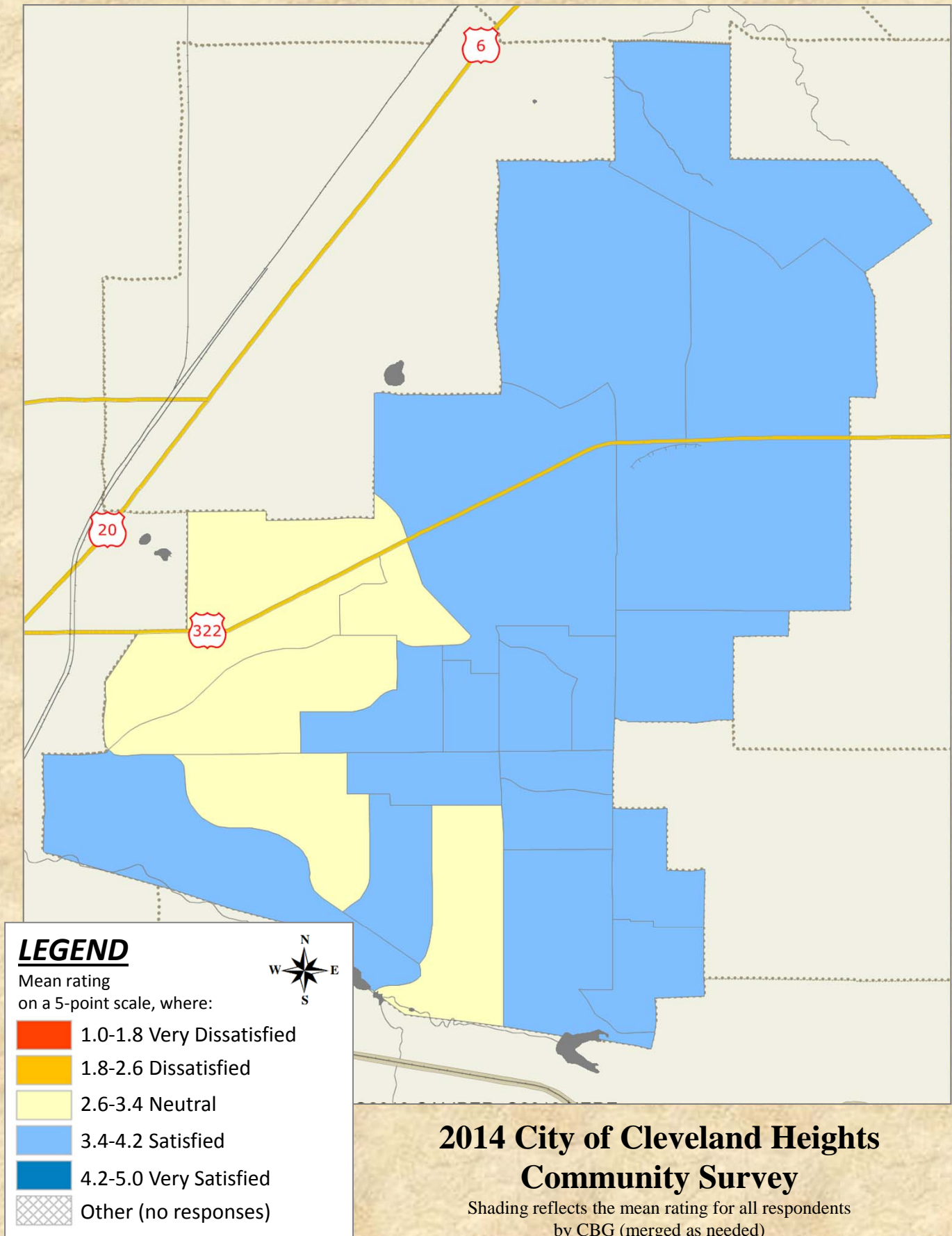
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

## Q10e Satisfaction with enforcement of local traffic laws

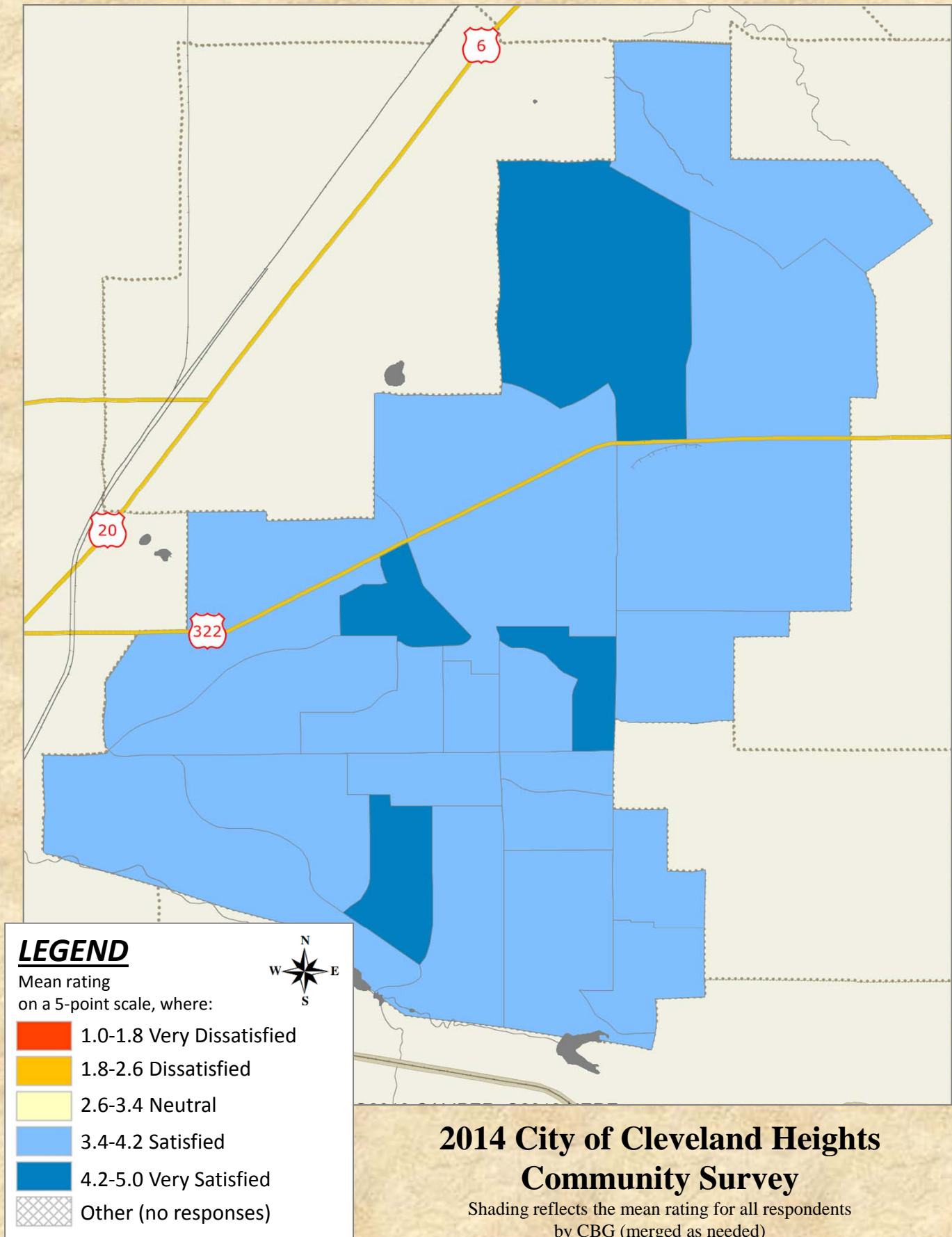




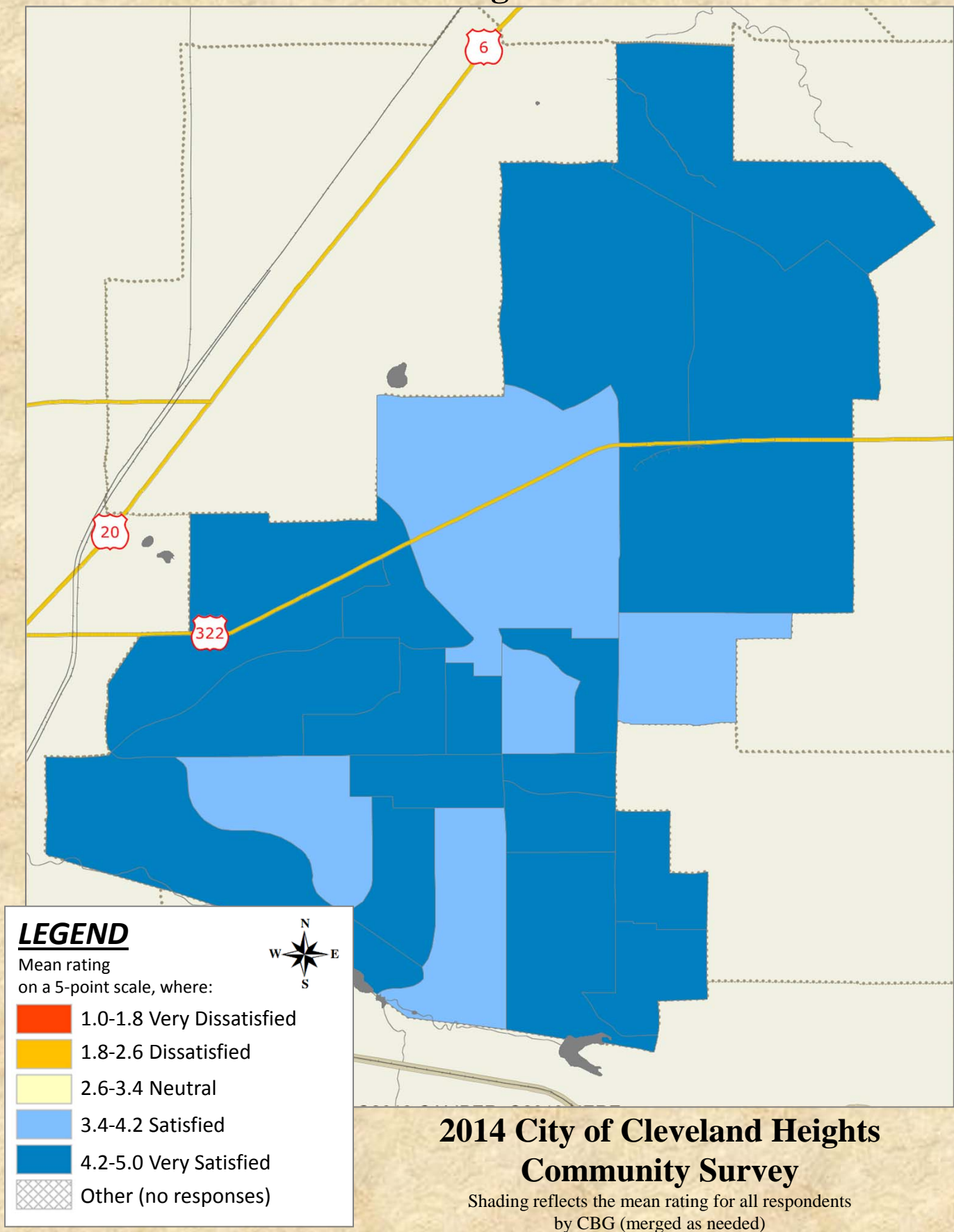
## Q10f Satisfaction with police-related education programs



## Q10g Satisfaction with overall quality of police services

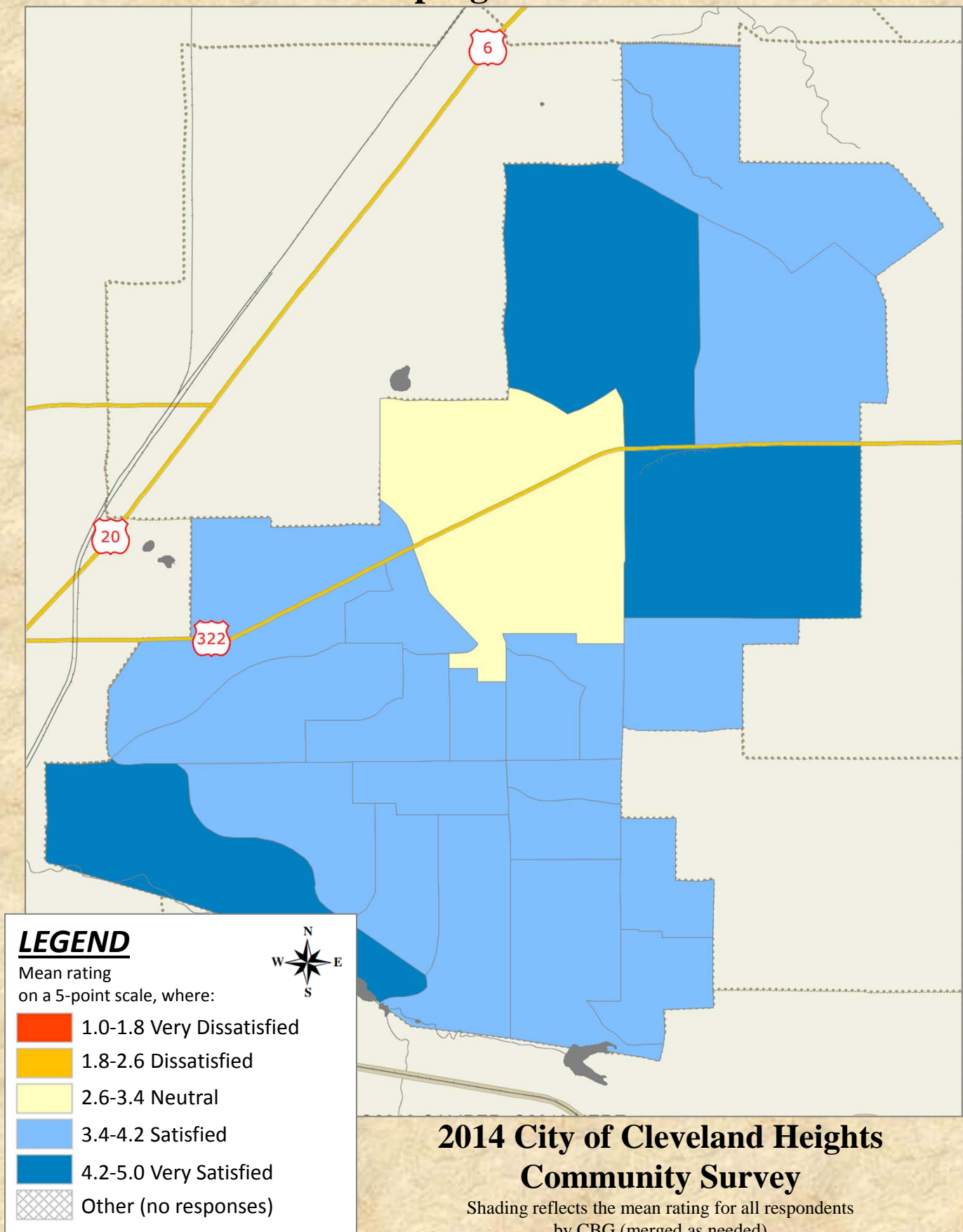


## Q10h Satisfaction with how quickly fire personnel respond to emergencies

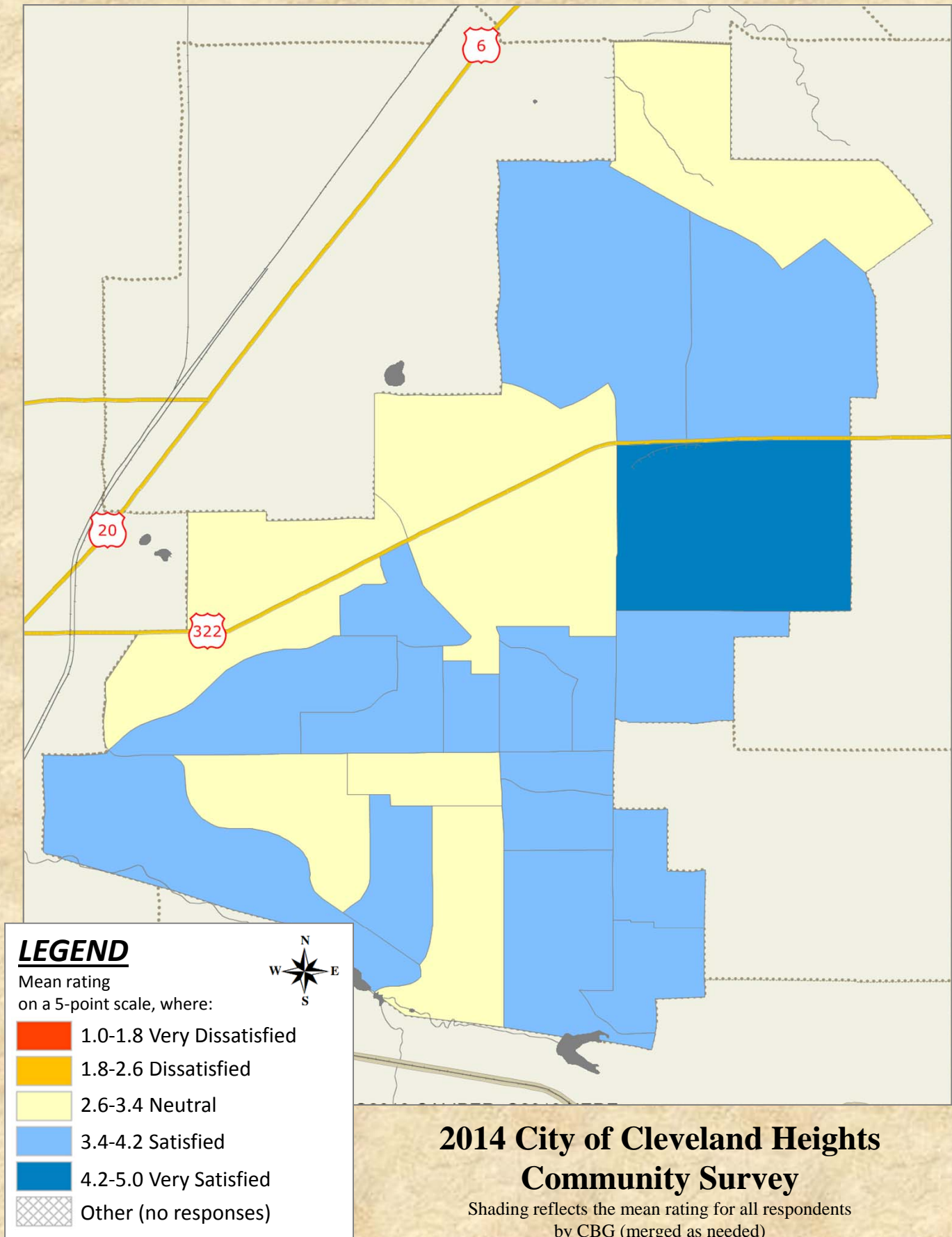




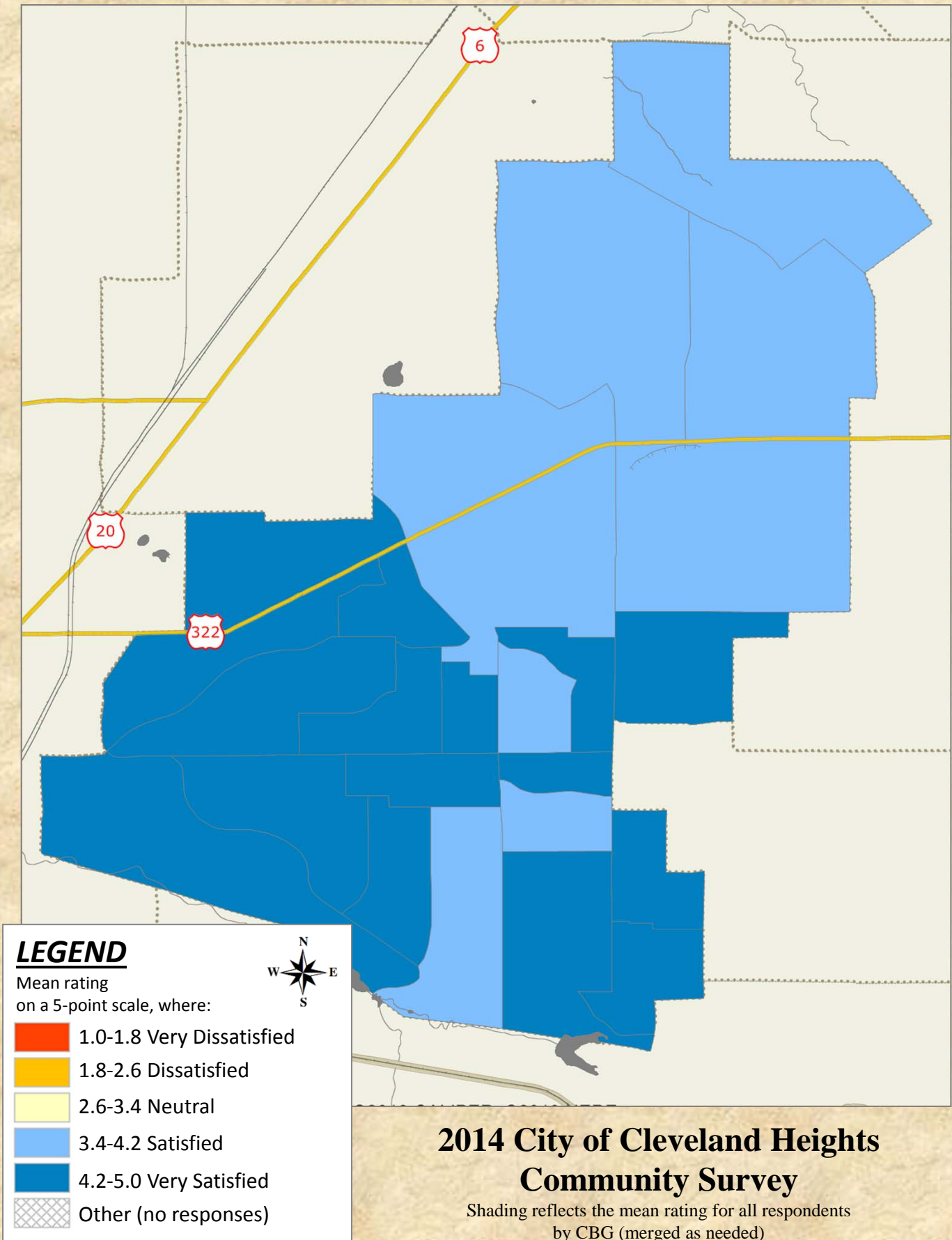
## Q10i Satisfaction with quality of the City's fire prevention programs



## Q10j Satisfaction with fire-related education programs

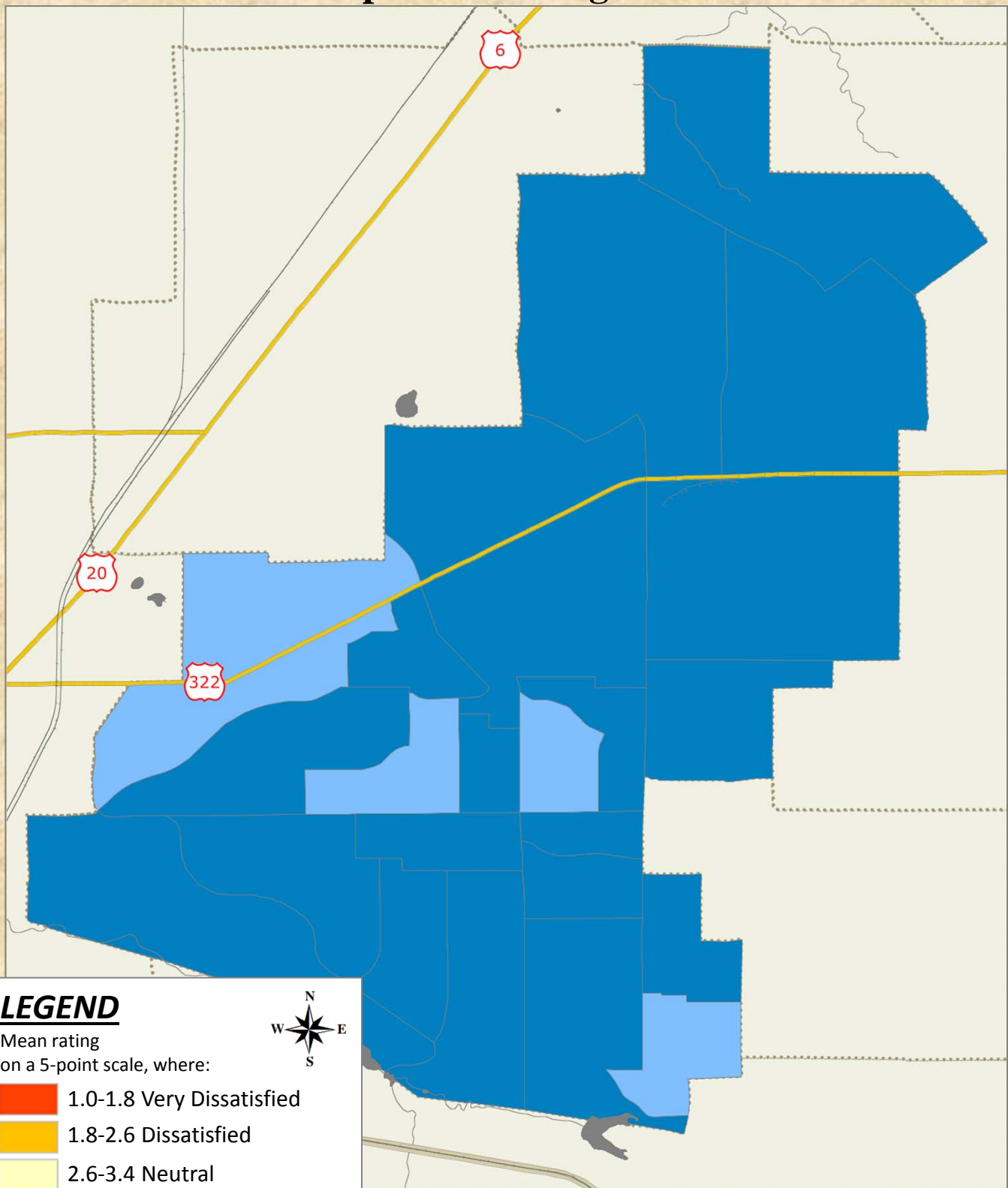


## Q10k Satisfaction with overall quality of local fire protection





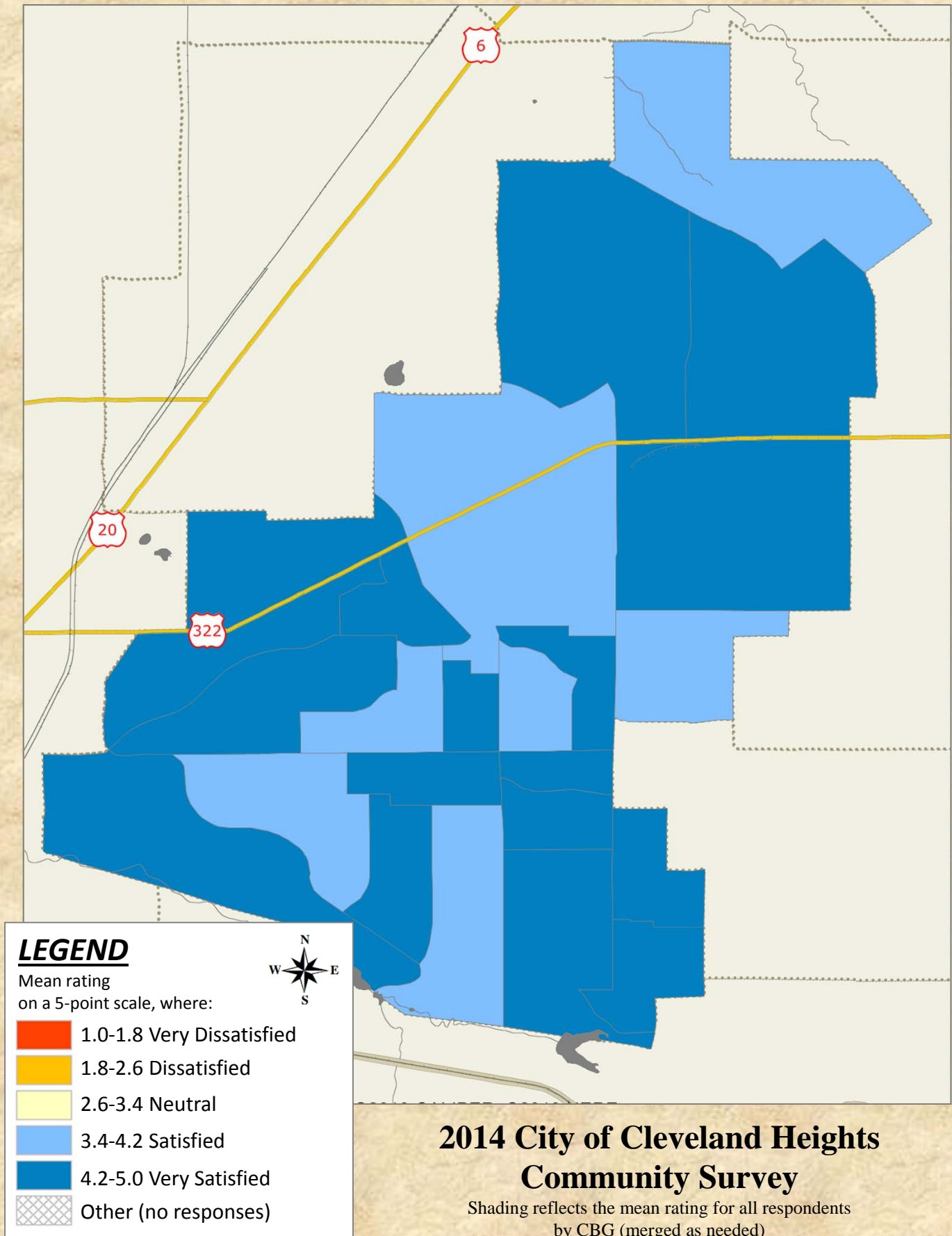
## Q10I Satisfaction with how quickly ambulance personnel respond to emergencies



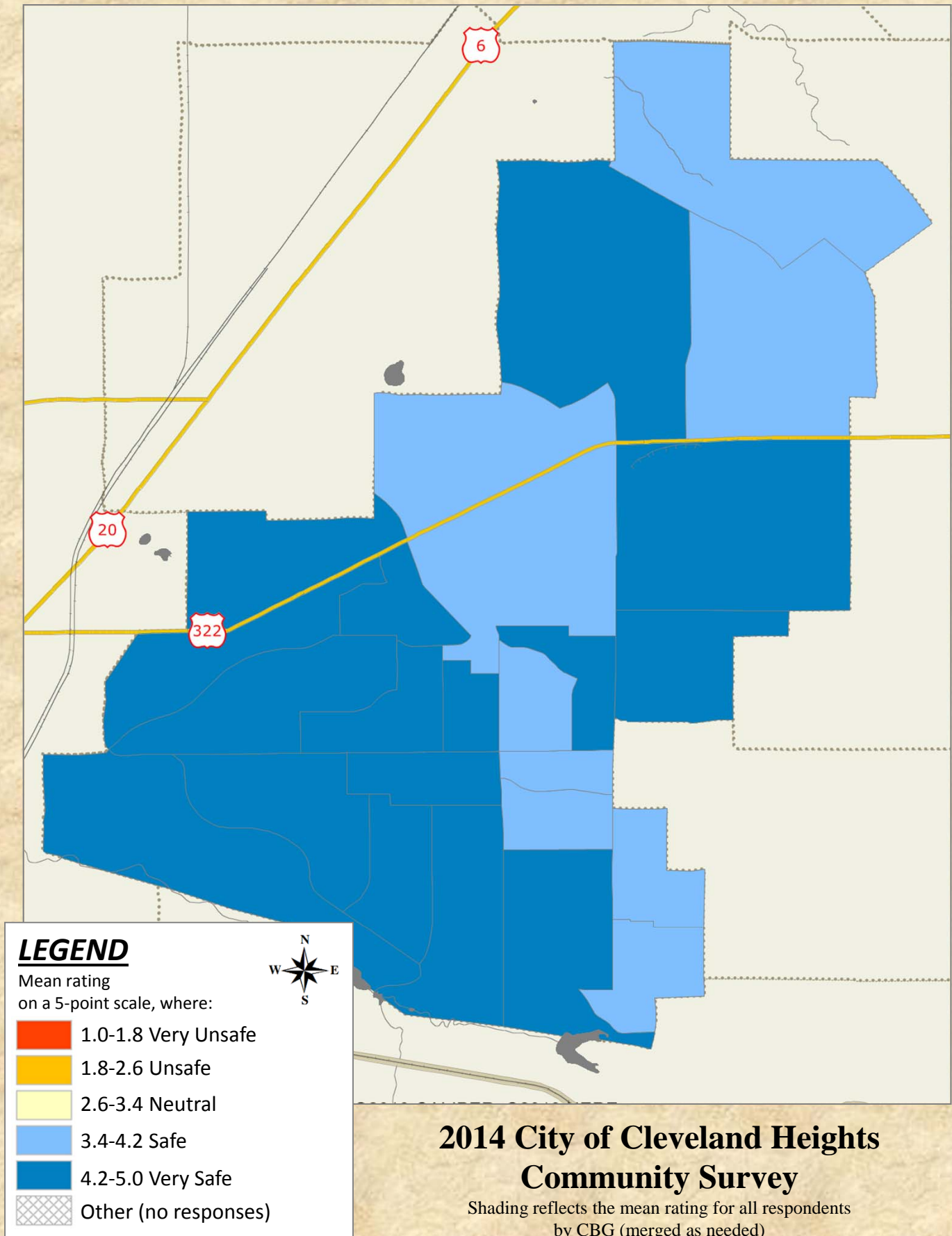
### 2014 City of Cleveland Heights Community Survey

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by CBG (merged as needed)

## Q10m Satisfaction with overall quality of ambulance service

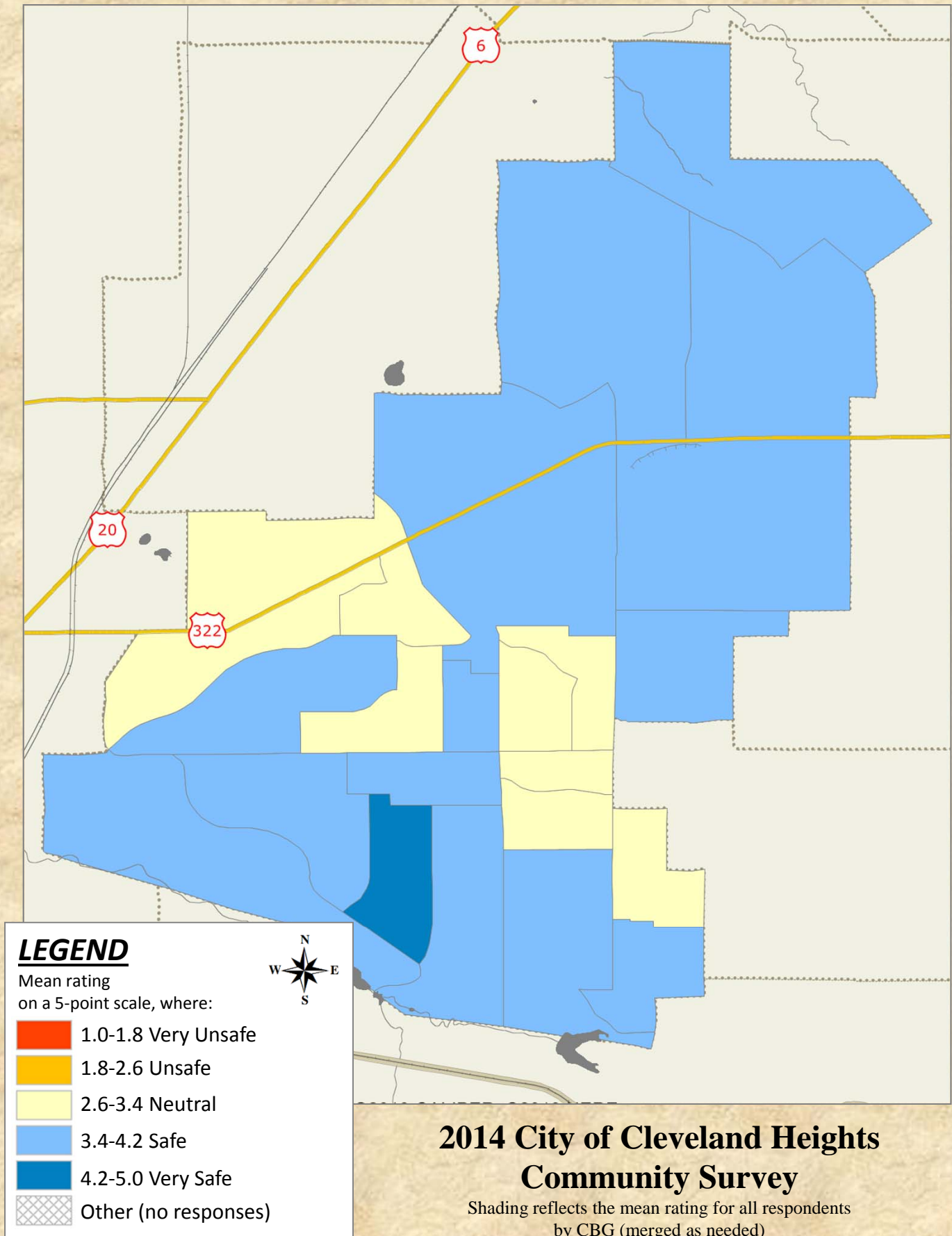


## Q12a Feeling of safety in neighborhoods during the day

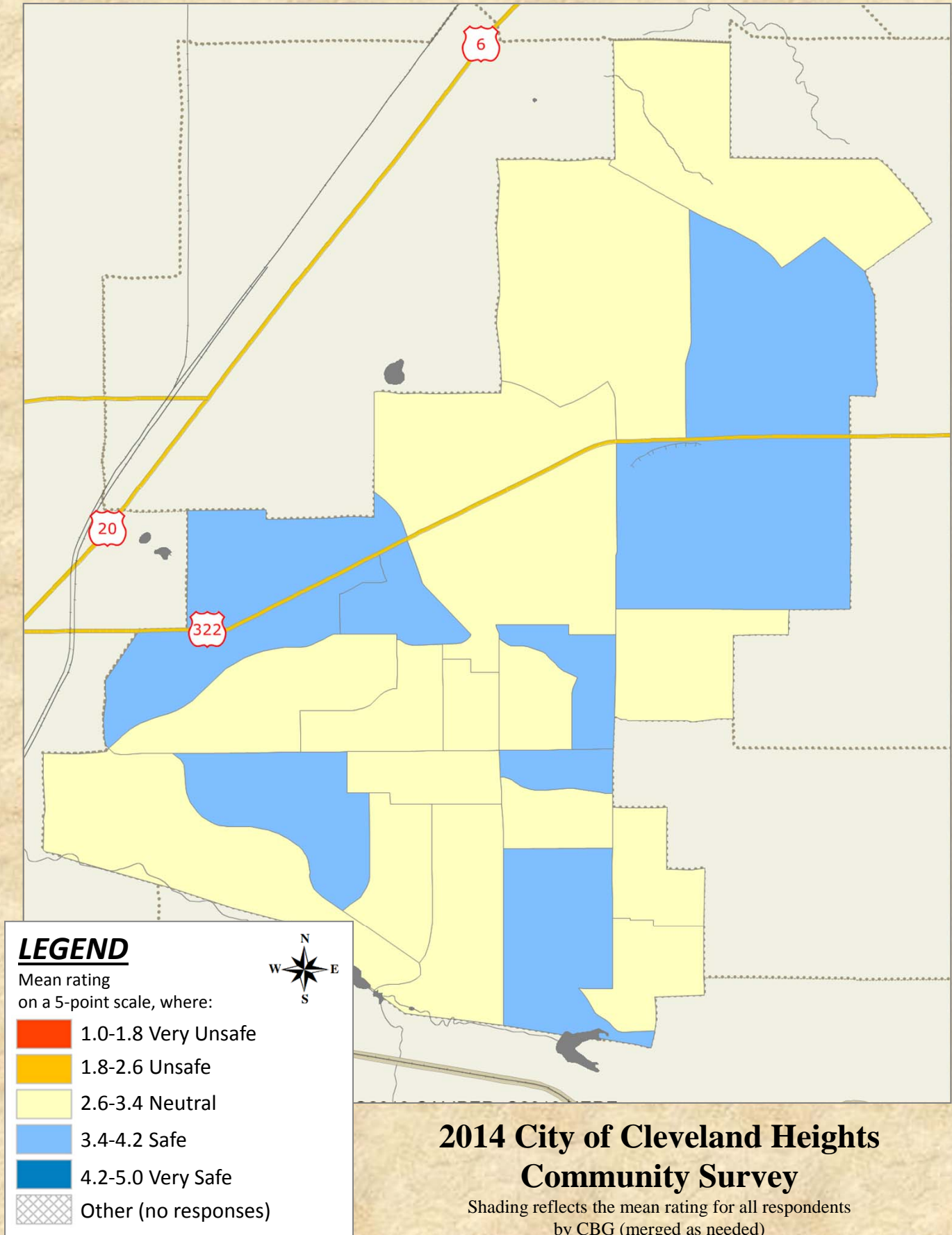




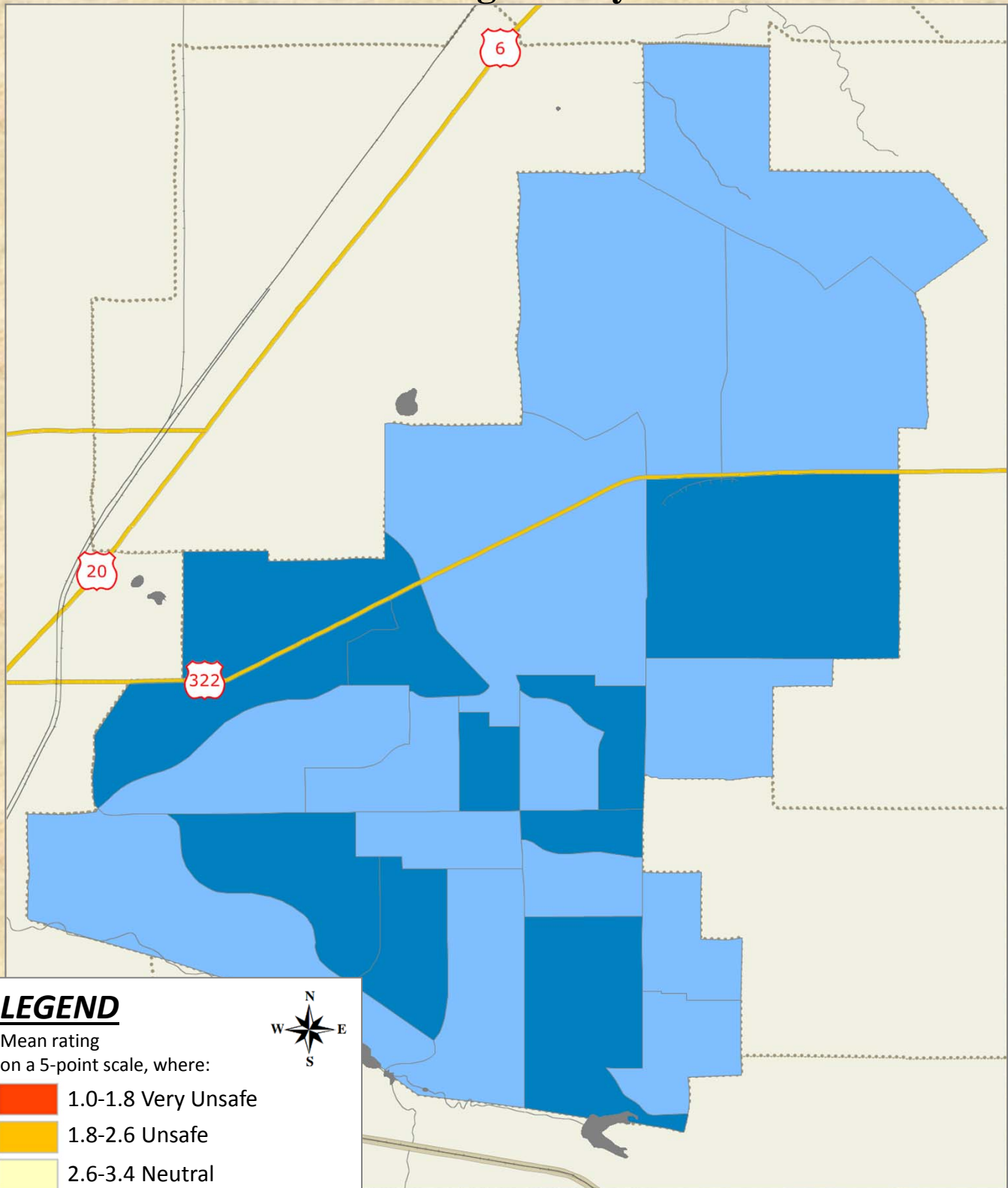
## Q12b Feeling of safety in neighborhoods at night



## Q12c Feeling of safety in City parks



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

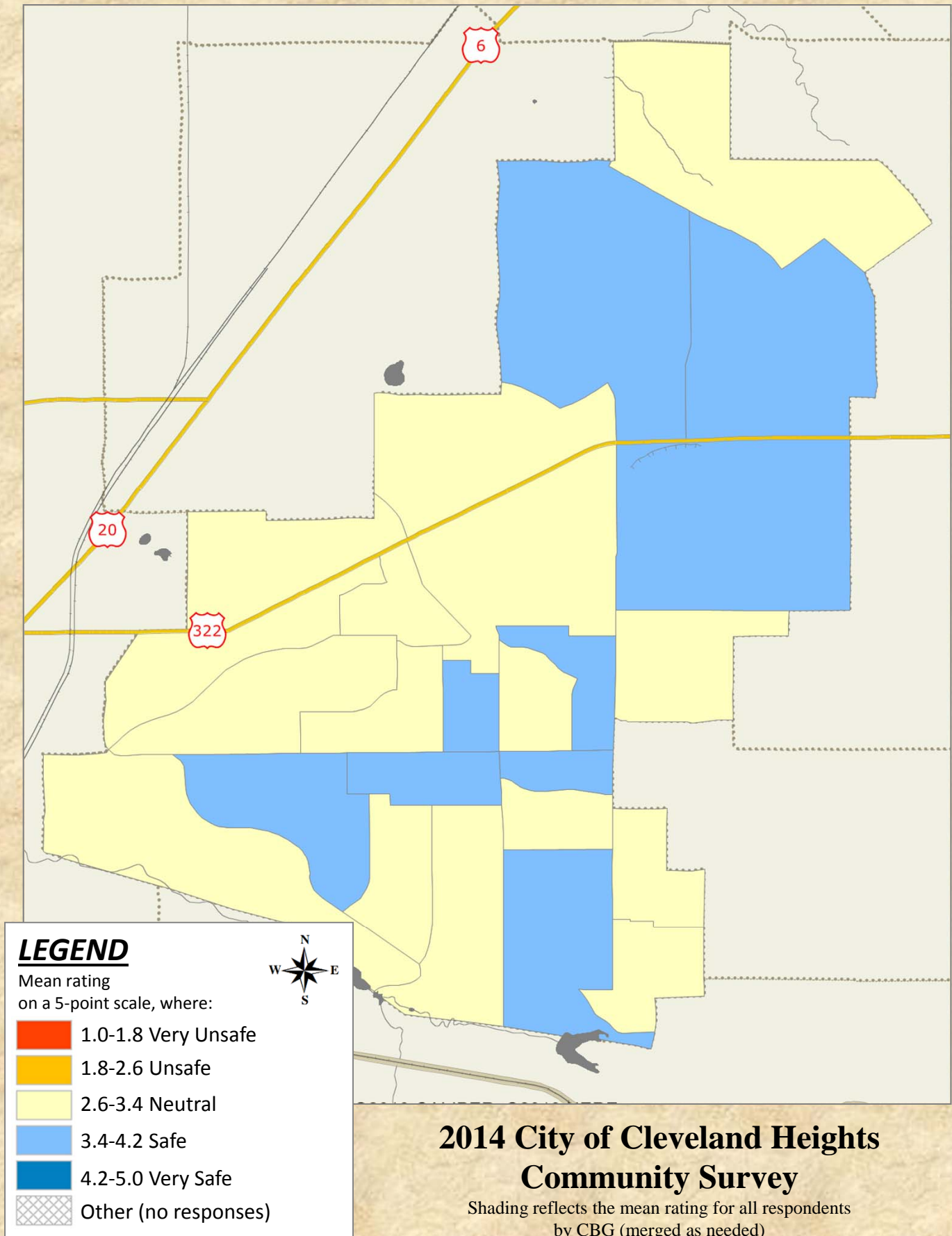


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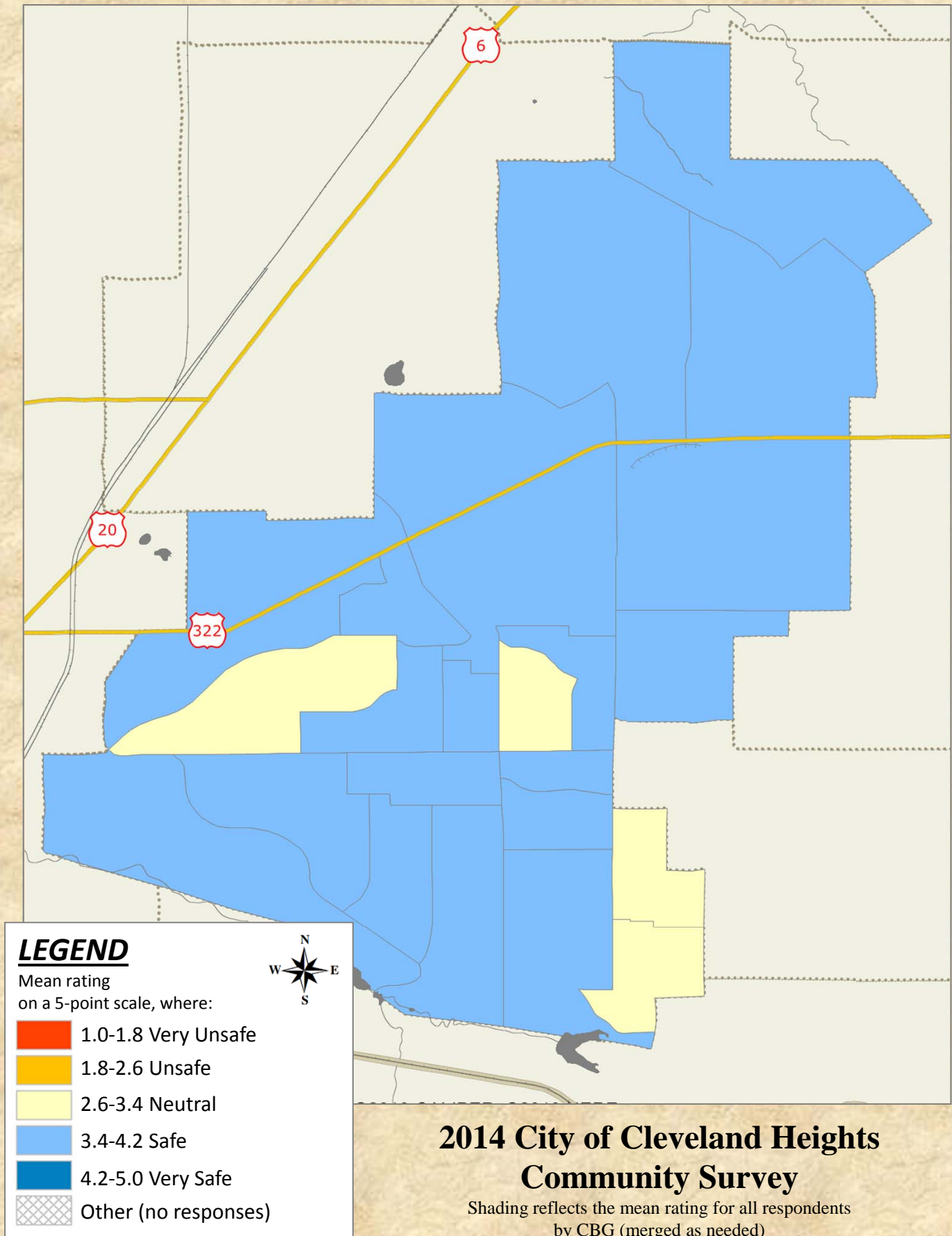
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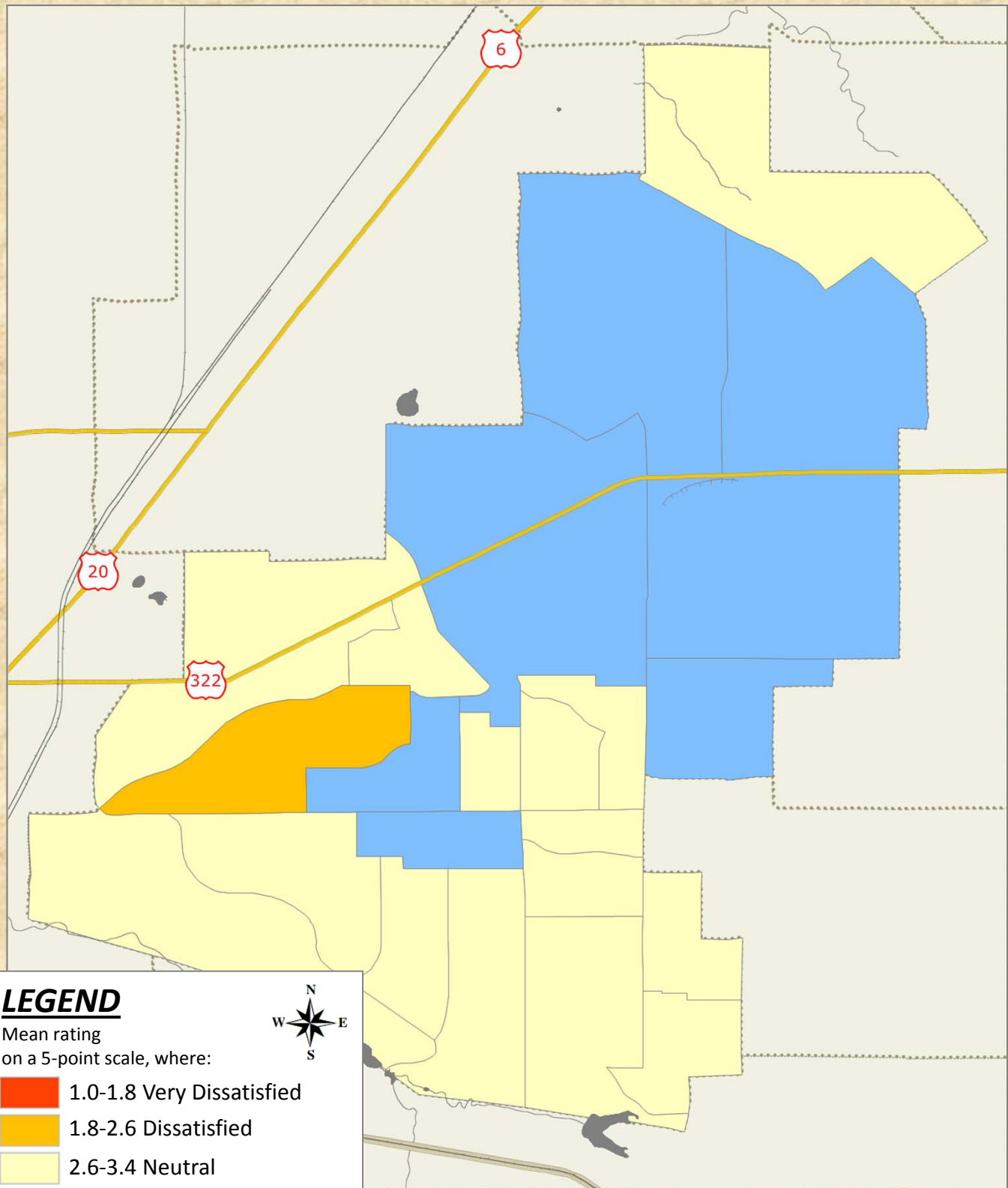
## Q12e Feeling of safety in commercial and retail areas at night



## Q12f Overall feeling of safety in Cleveland Heights



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



### **LEGEND**

Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

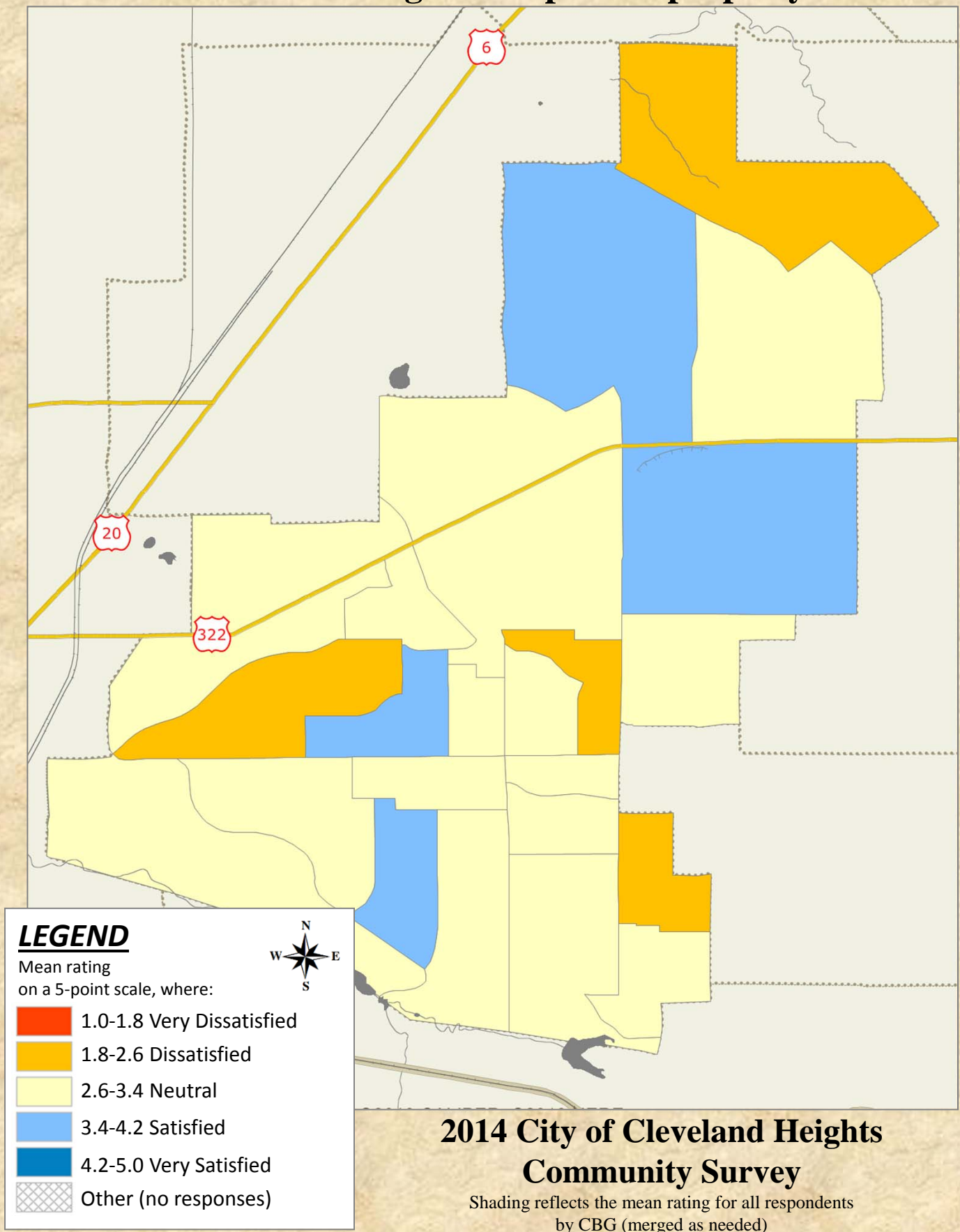


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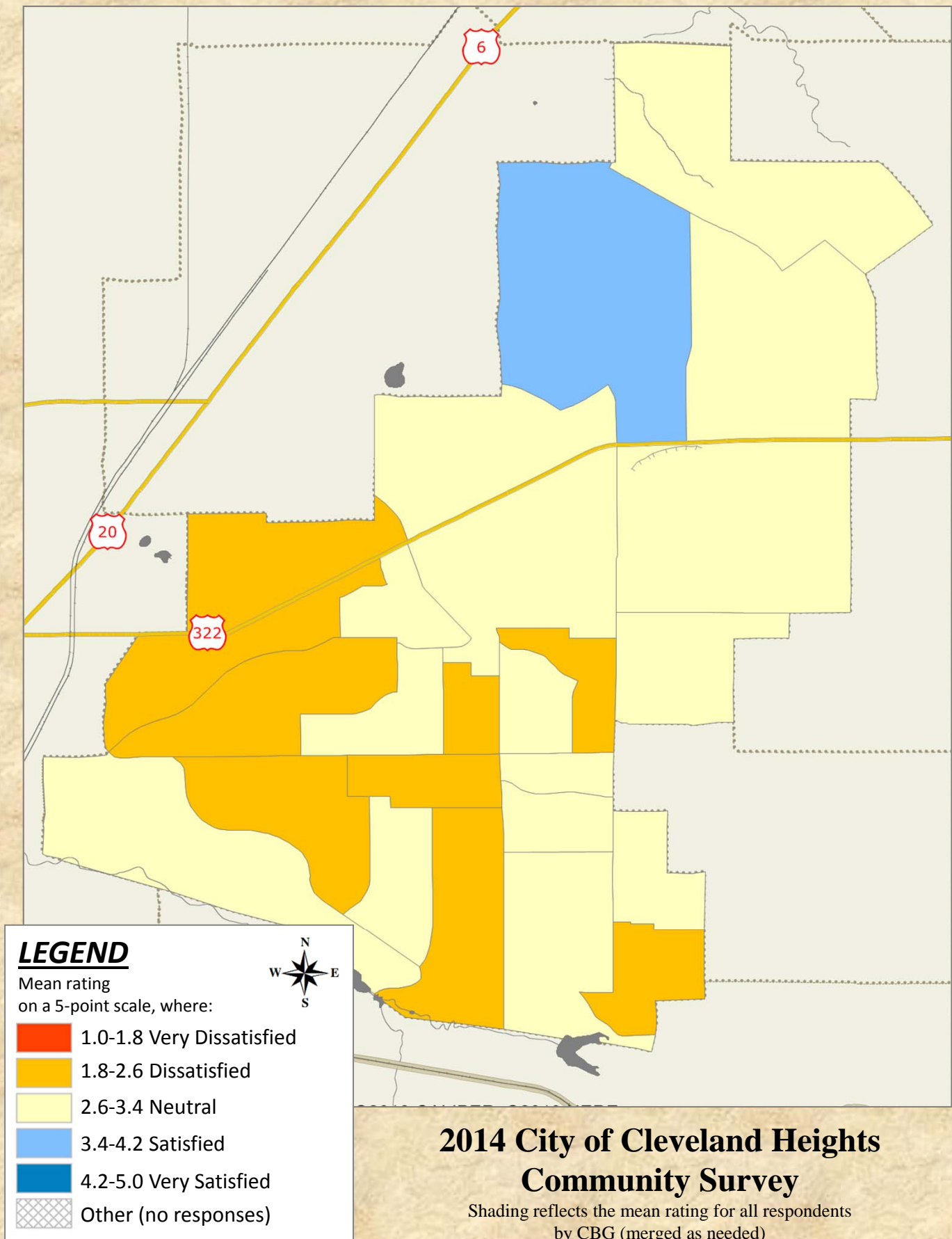
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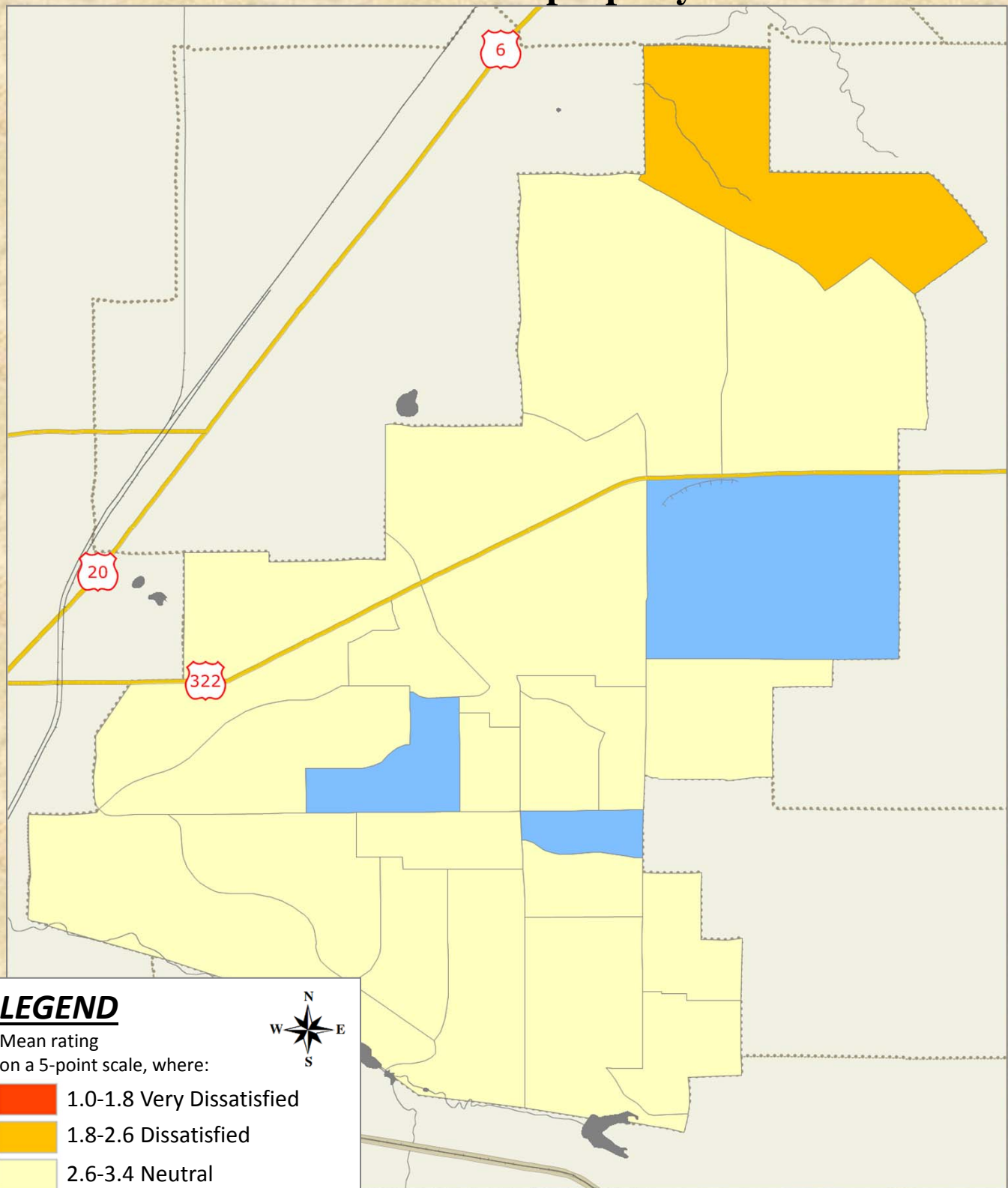
## Q13b Satisfaction with enforcing the mowing and cutting of weeds and tall grass on private property



## Q13c Satisfaction with enforcing snow removal on sidewalks



## Q13d Satisfaction with enforcing the exterior maintenance of residential property

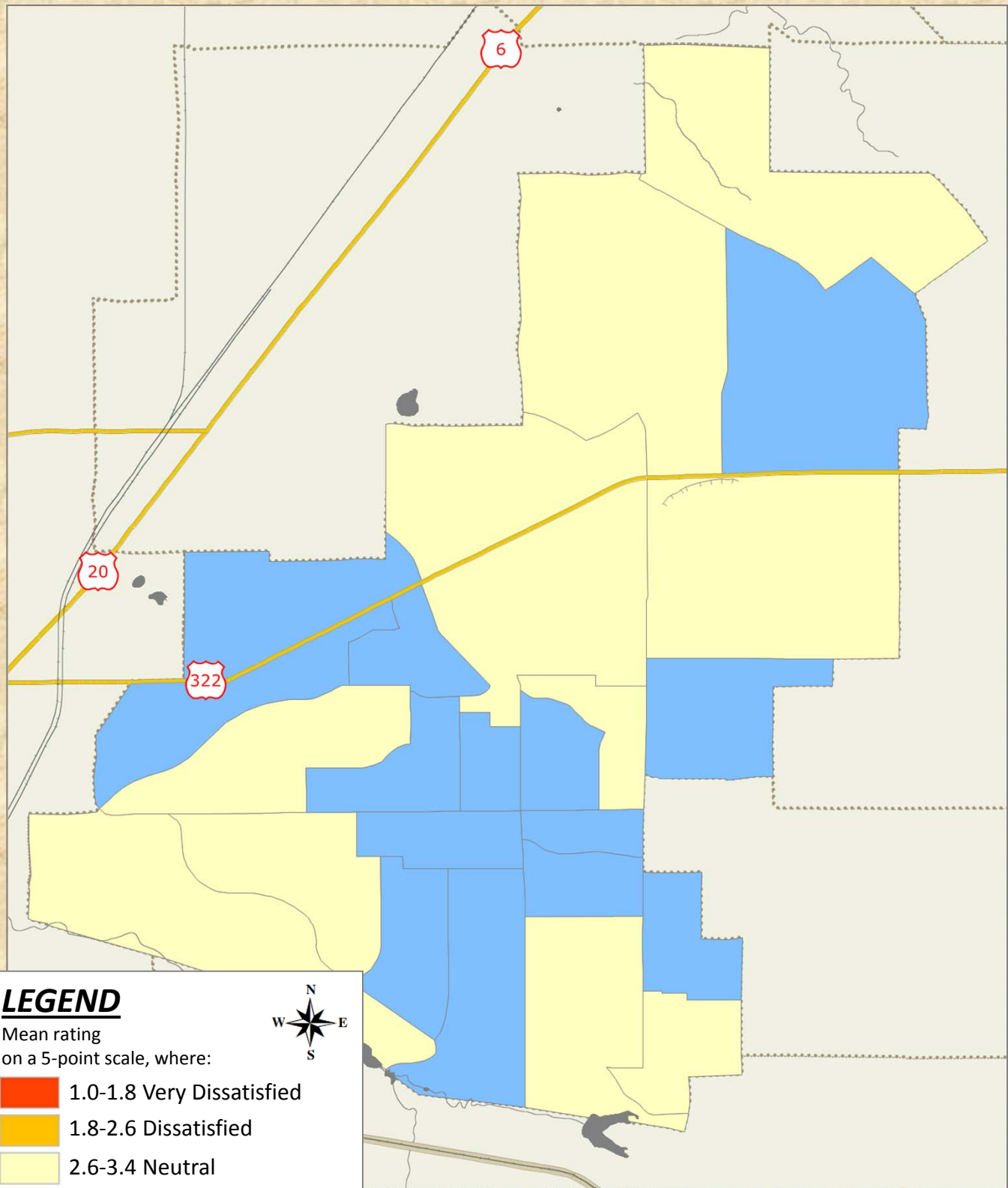


### 2014 City of Cleveland Heights Community Survey

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



## Q13e Satisfaction with enforcing the exterior maintenance of business property



### **LEGEND**

Mean rating  
on a 5-point scale, where:

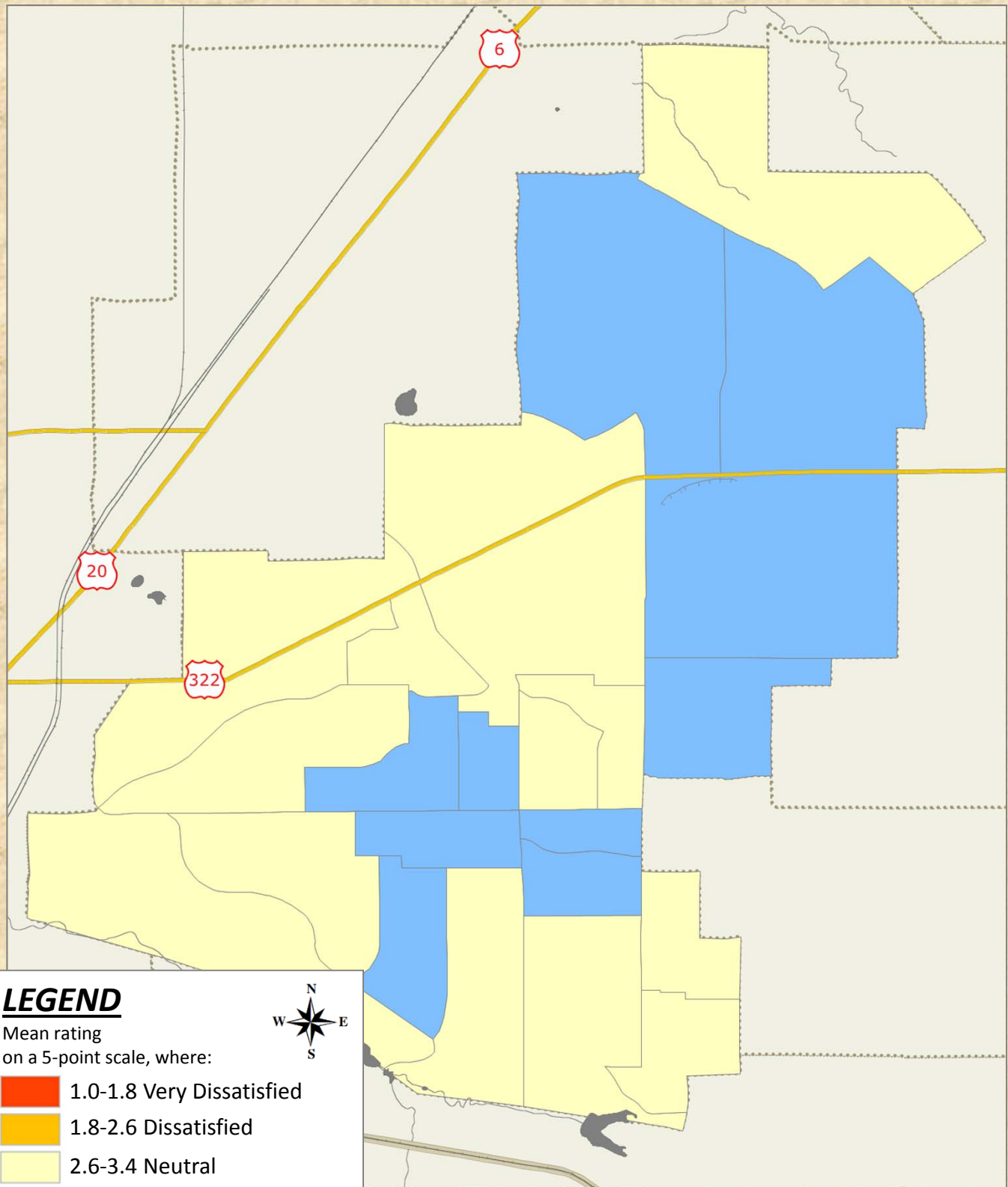
- 1.0-1.8 Very Dissatisfied
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- 2.6-3.4 Neutral
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Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

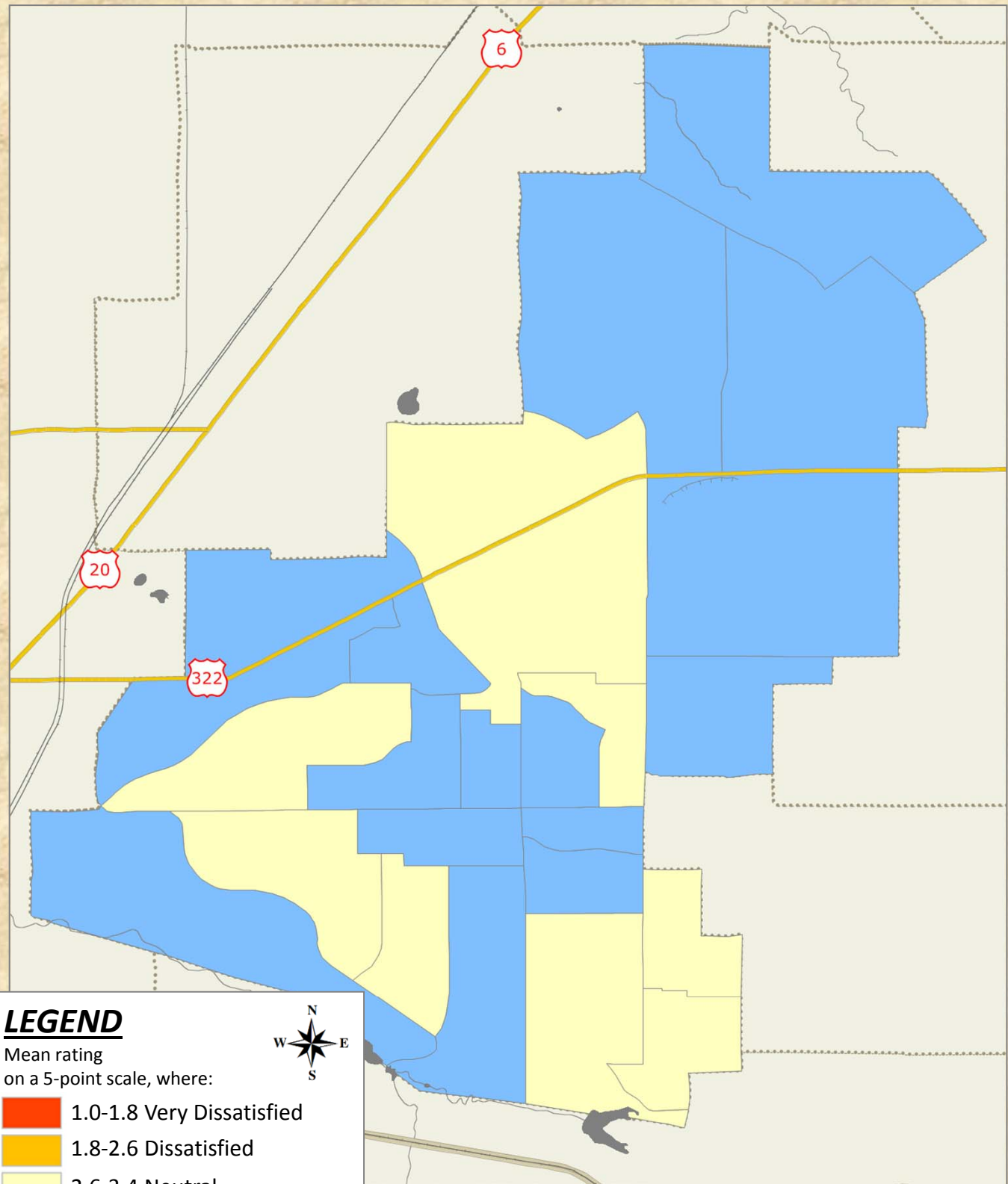
## Q13f Satisfaction with overall quality of the building and permit process



### 2014 City of Cleveland Heights Community Survey

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

## Q15a Satisfaction with availability of public transportation



### **LEGEND**

Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

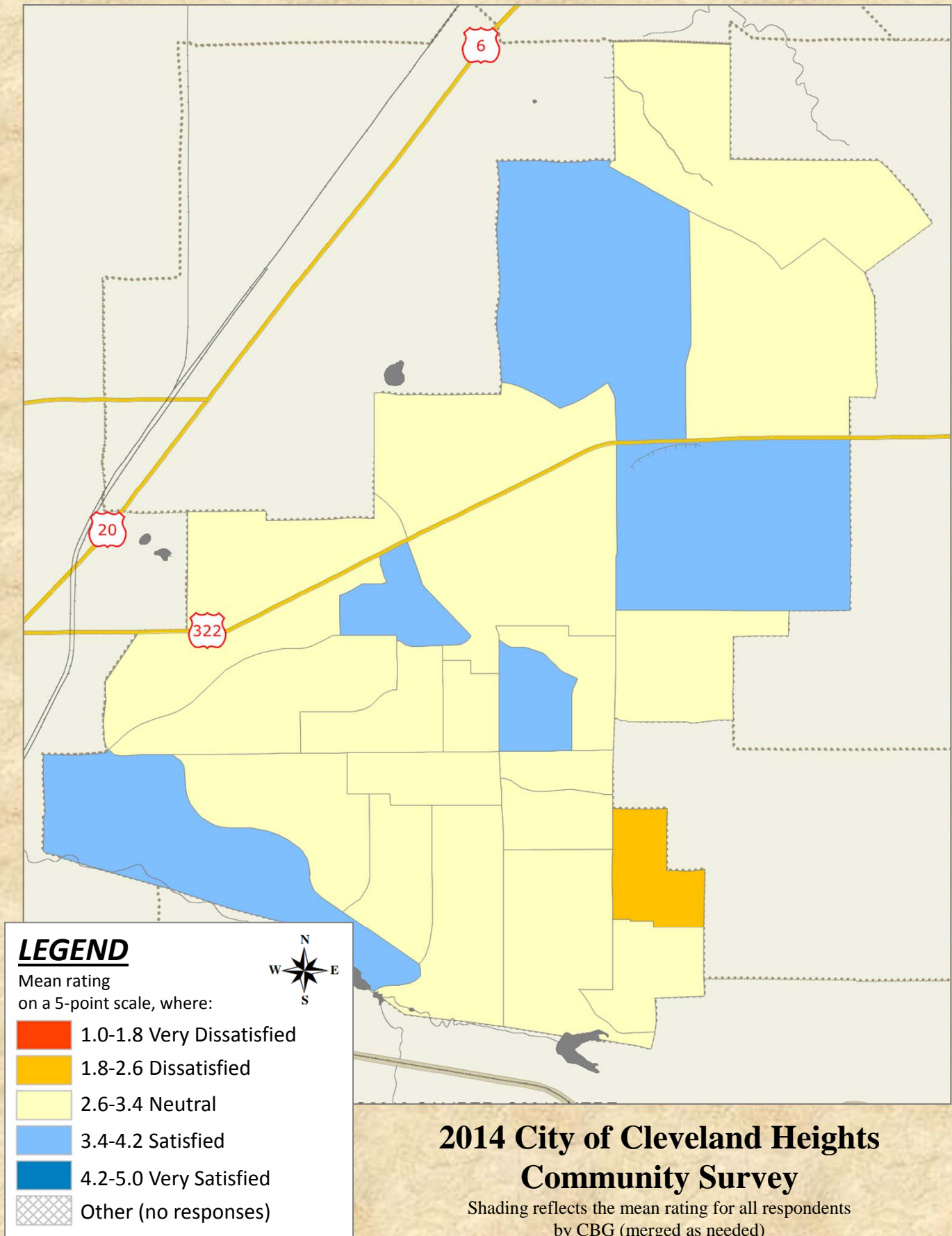


## **2014 City of Cleveland Heights Community Survey**

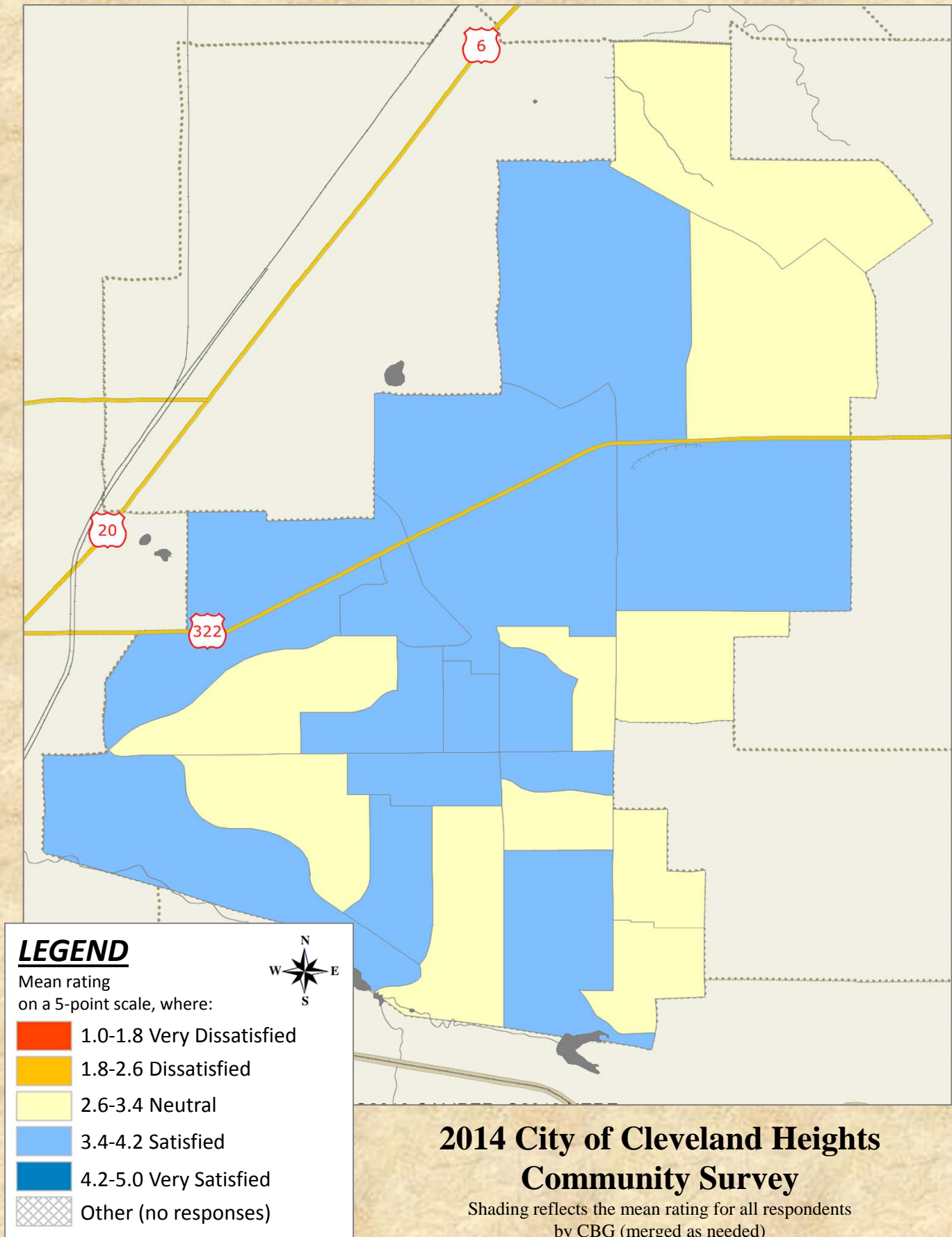
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)



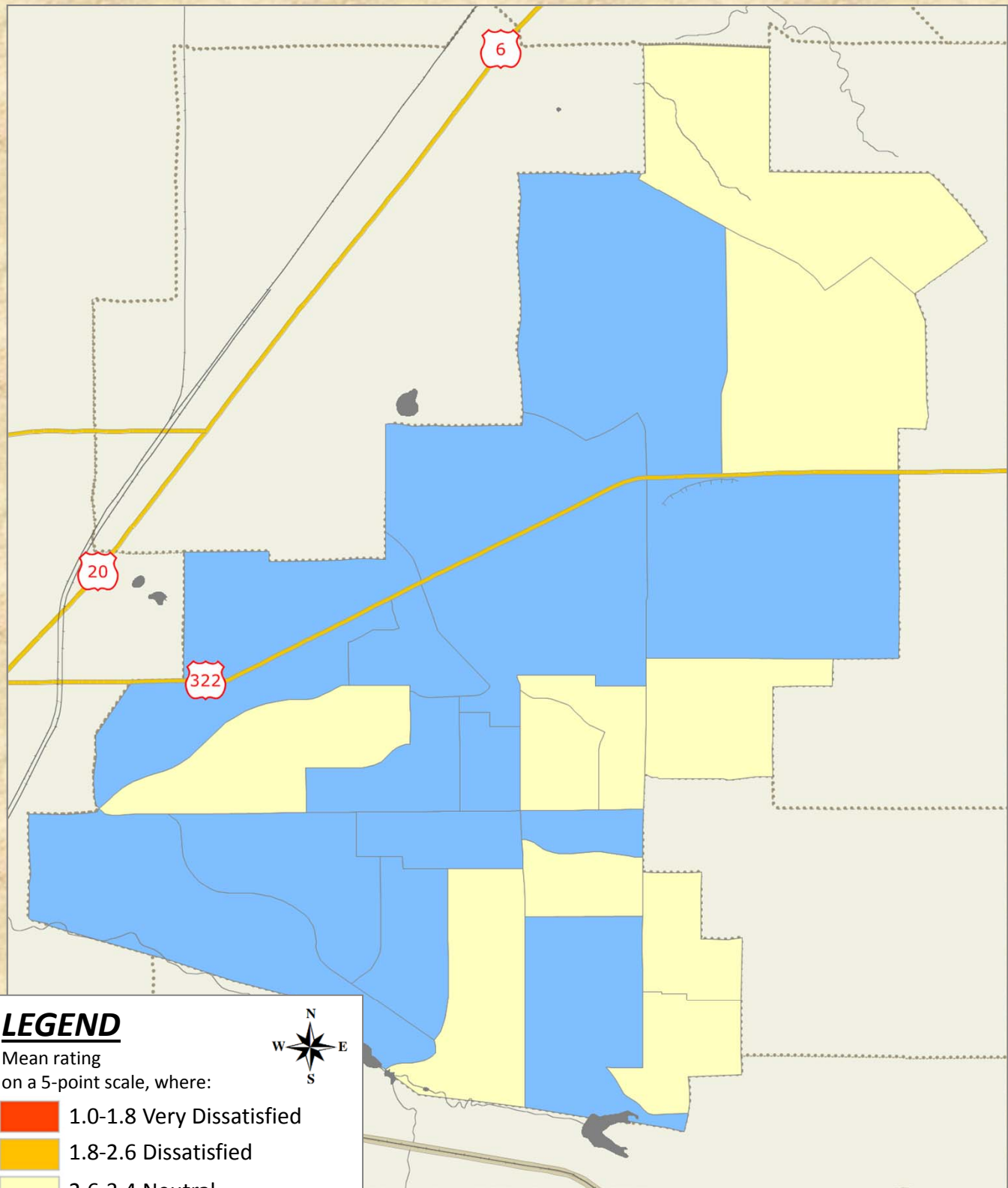
## Q15b Satisfaction with availability of bicycle lanes



## Q15c Satisfaction with condition of sidewalks in the City



## Q15d Satisfaction with convenience of parking in the City

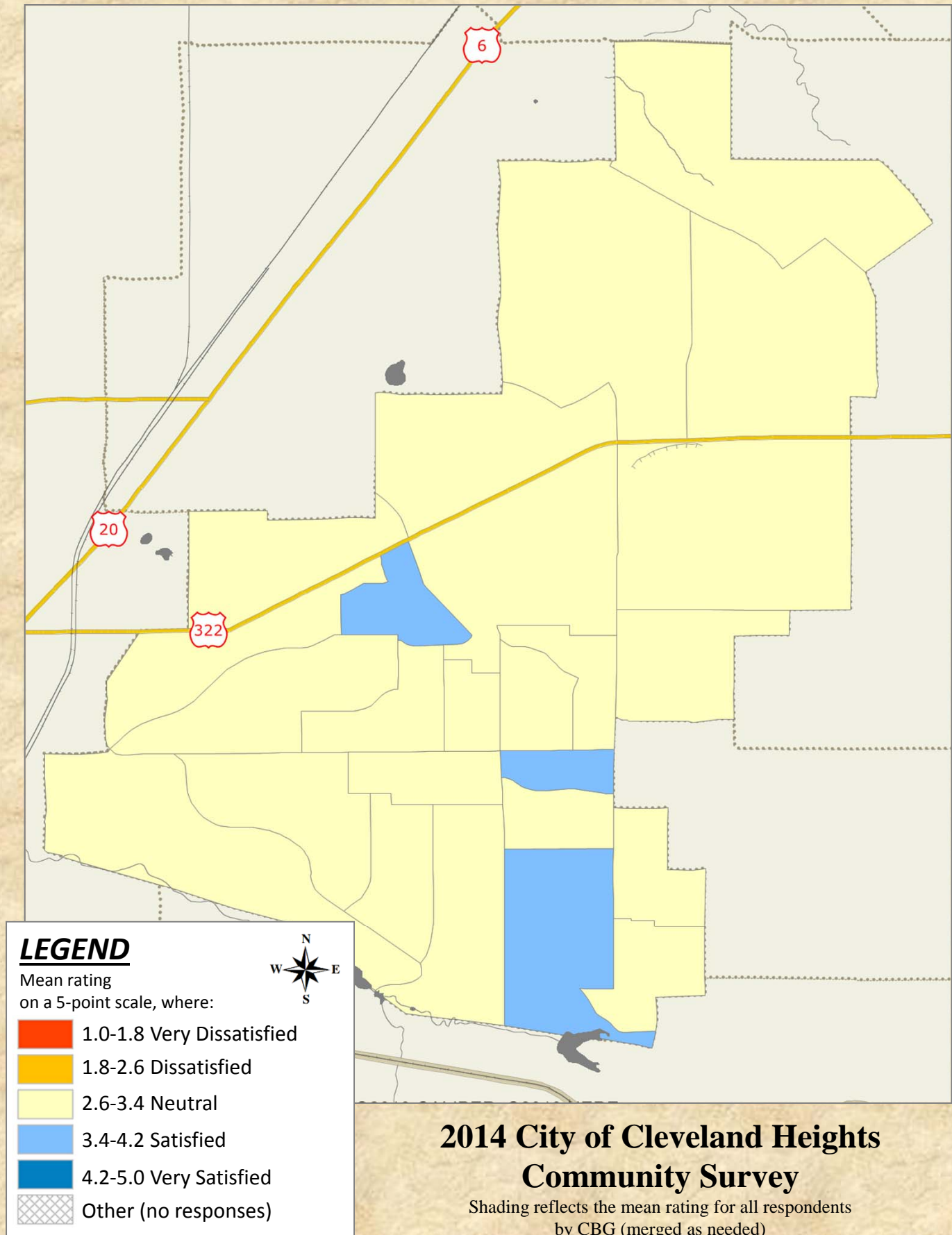


### 2014 City of Cleveland Heights Community Survey

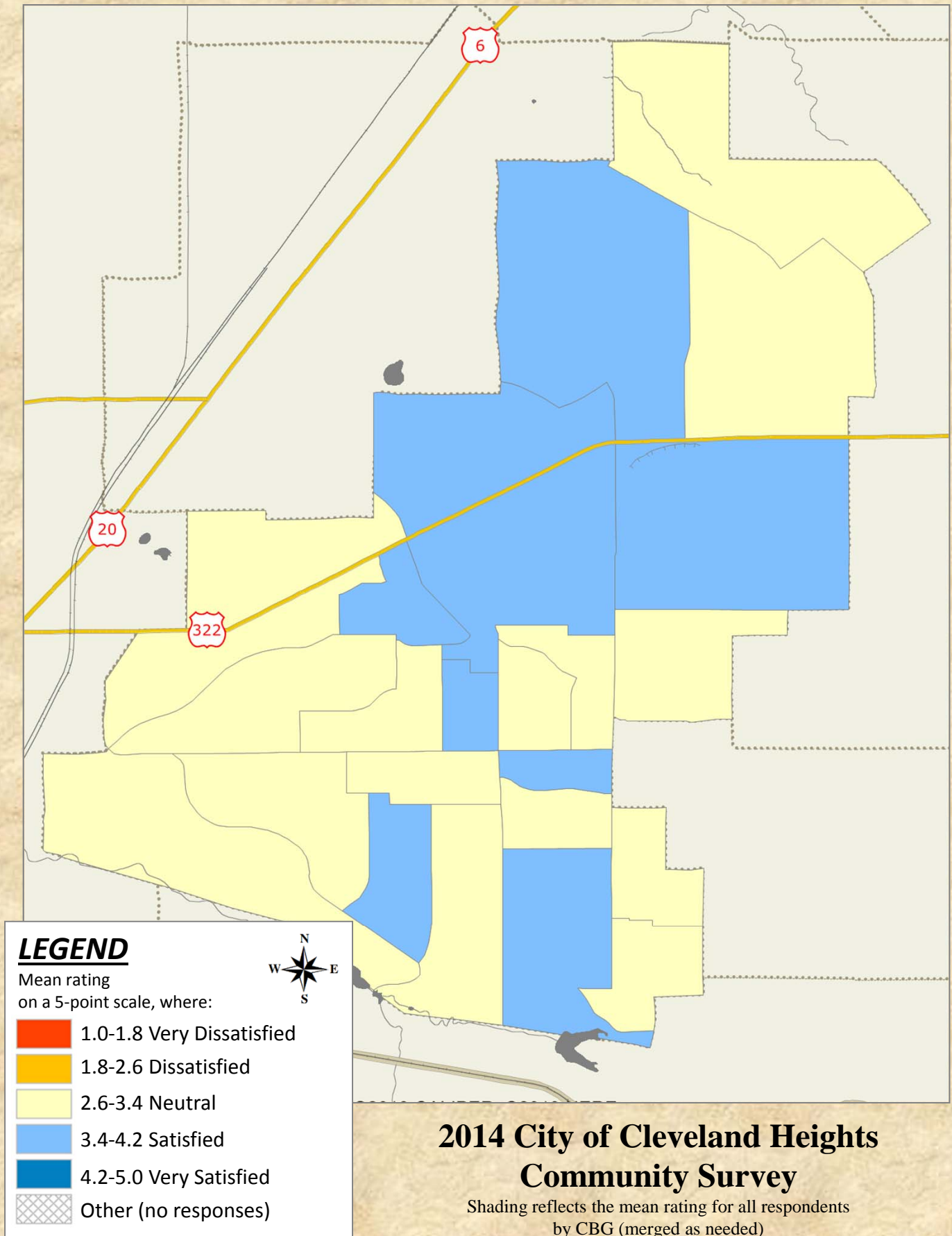
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)



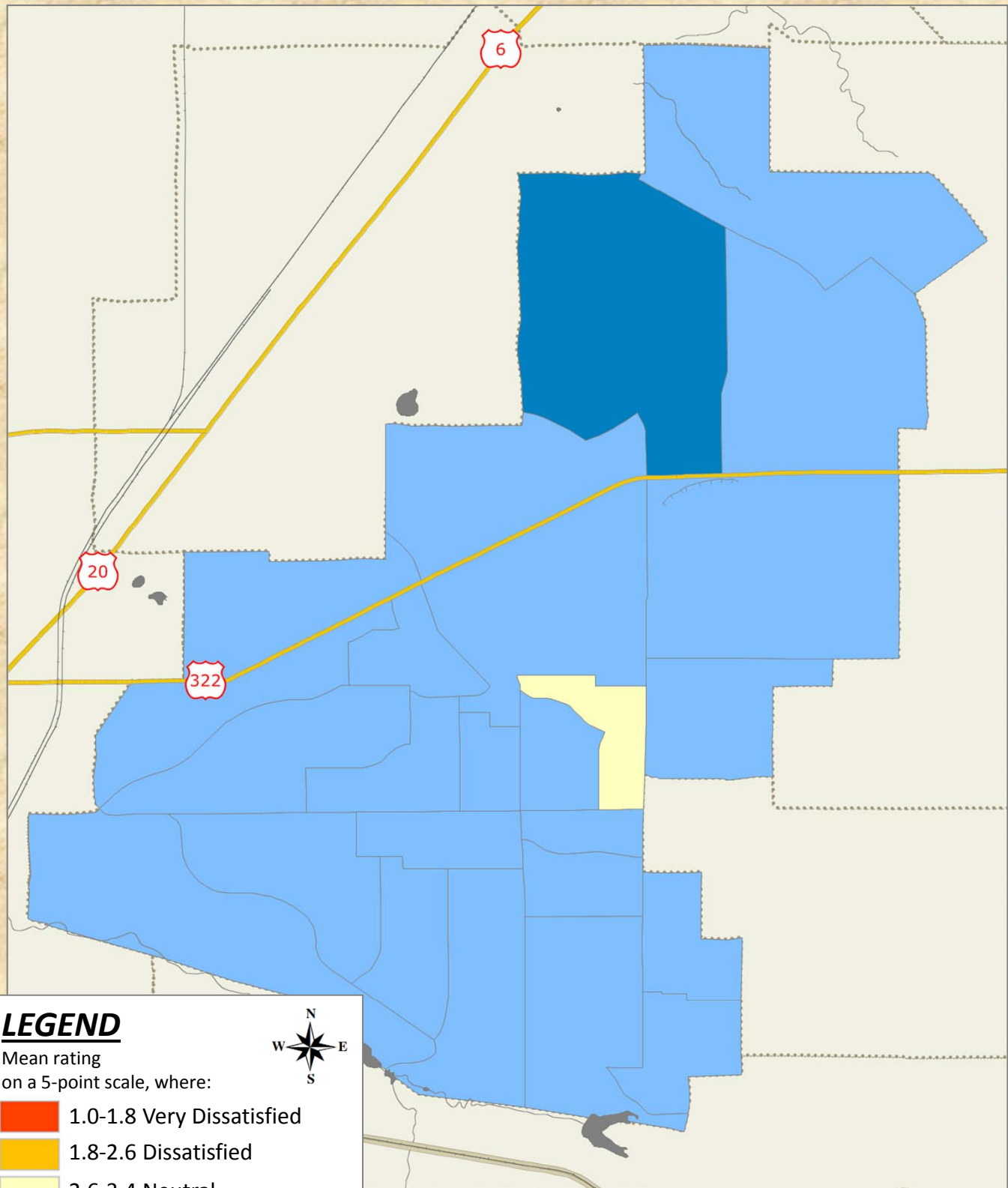
## Q16a Satisfaction with maintenance of major City streets



## Q16b Satisfaction with maintenance of neighborhood streets



## Q16c Satisfaction with snow removal on major City streets



### **LEGEND**

Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

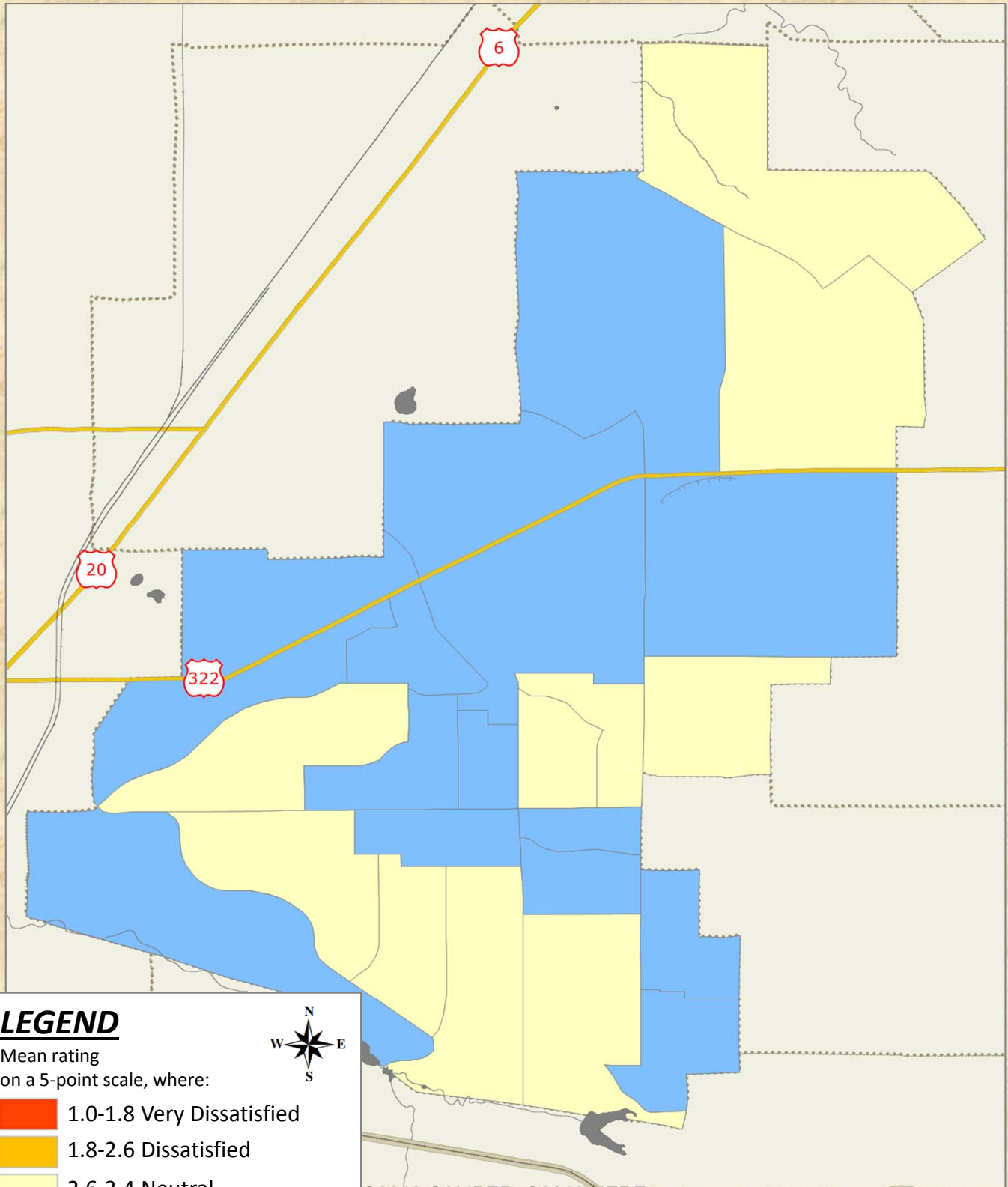


## 2014 City of Cleveland Heights Community Survey

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



## Q16d Satisfaction with snow removal on neighborhood streets



### **LEGEND**

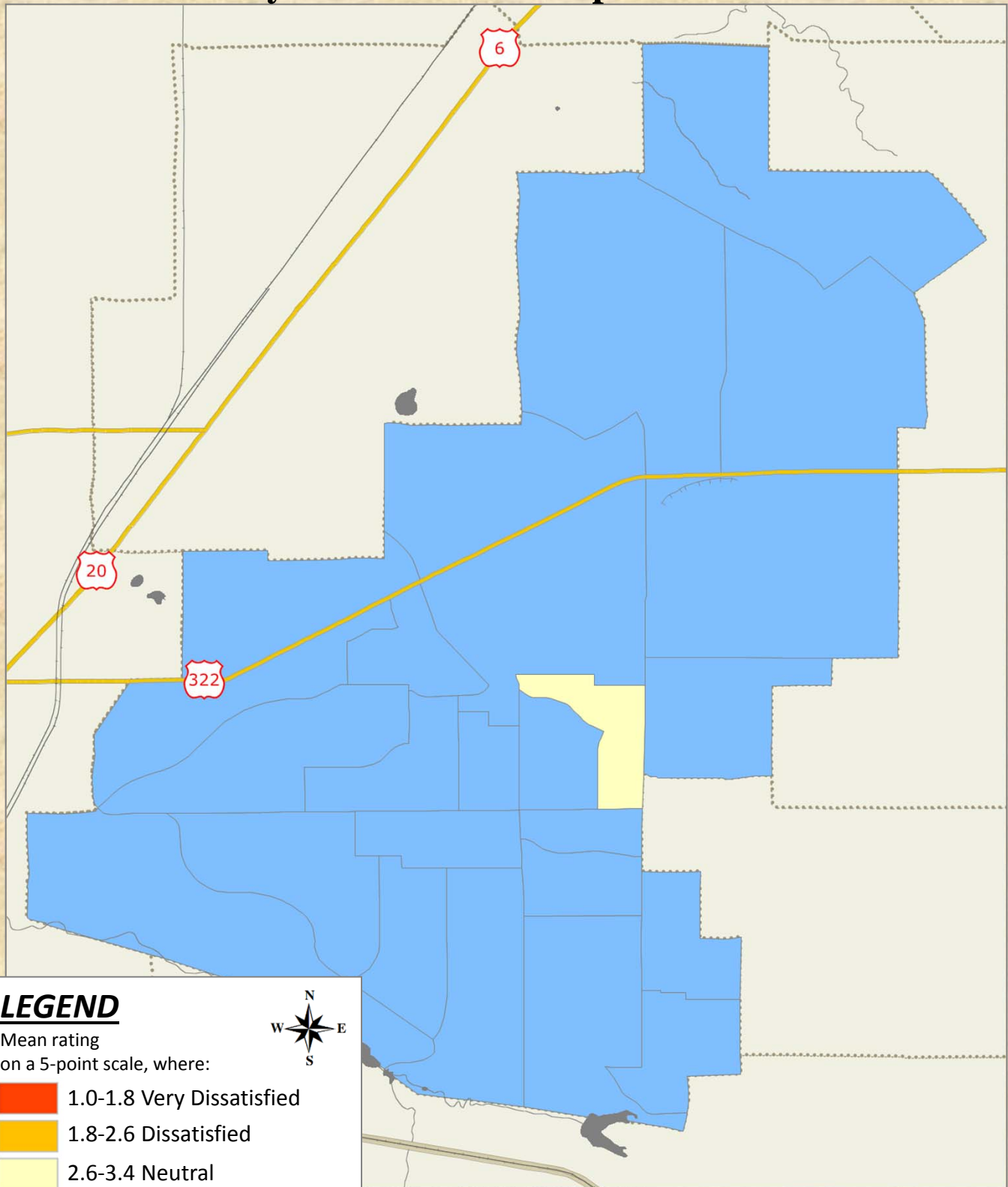
Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

## **2014 City of Cleveland Heights Community Survey**

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

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



### **LEGEND**

Mean rating  
on a 5-point scale, where:

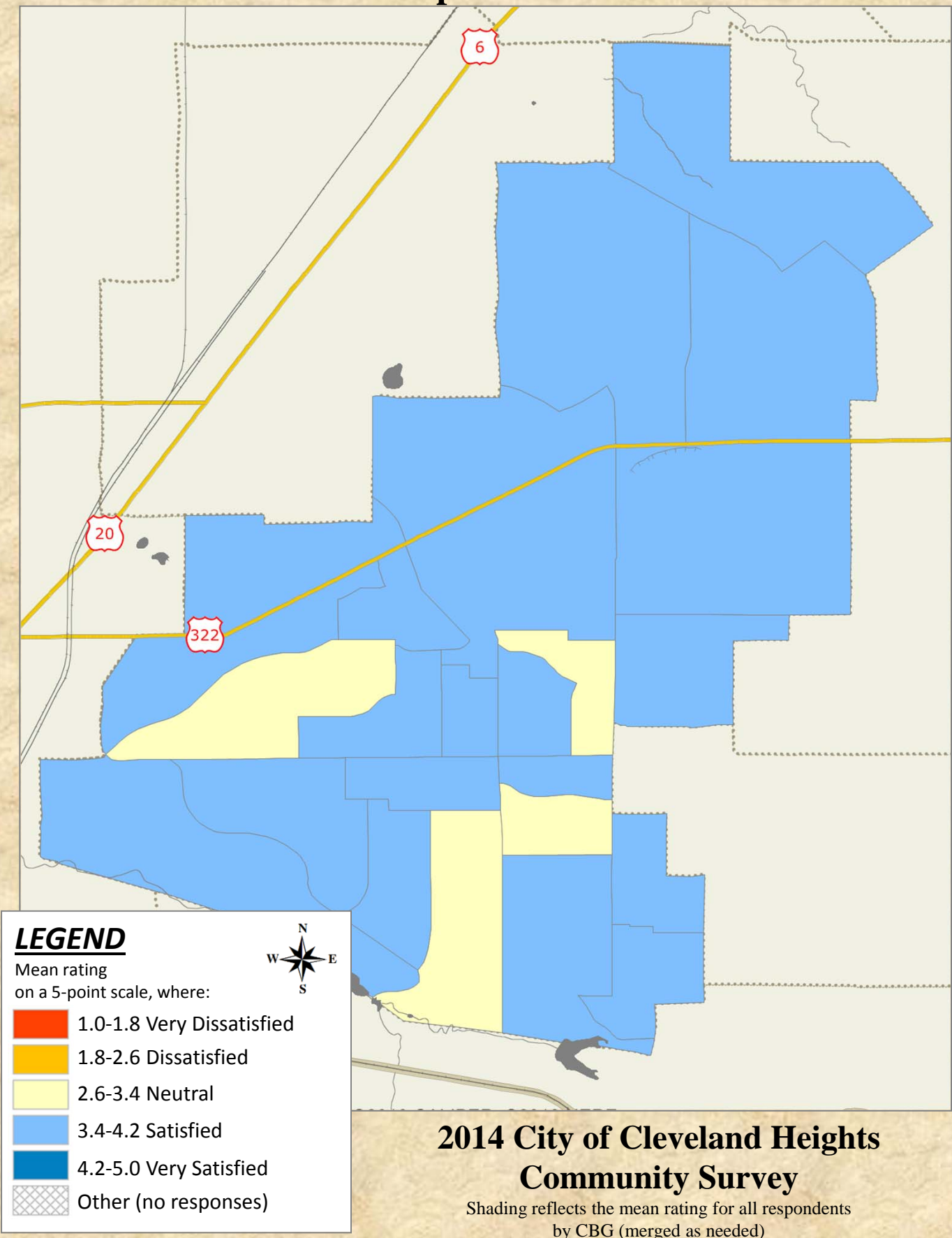
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



## 2014 City of Cleveland Heights Community Survey

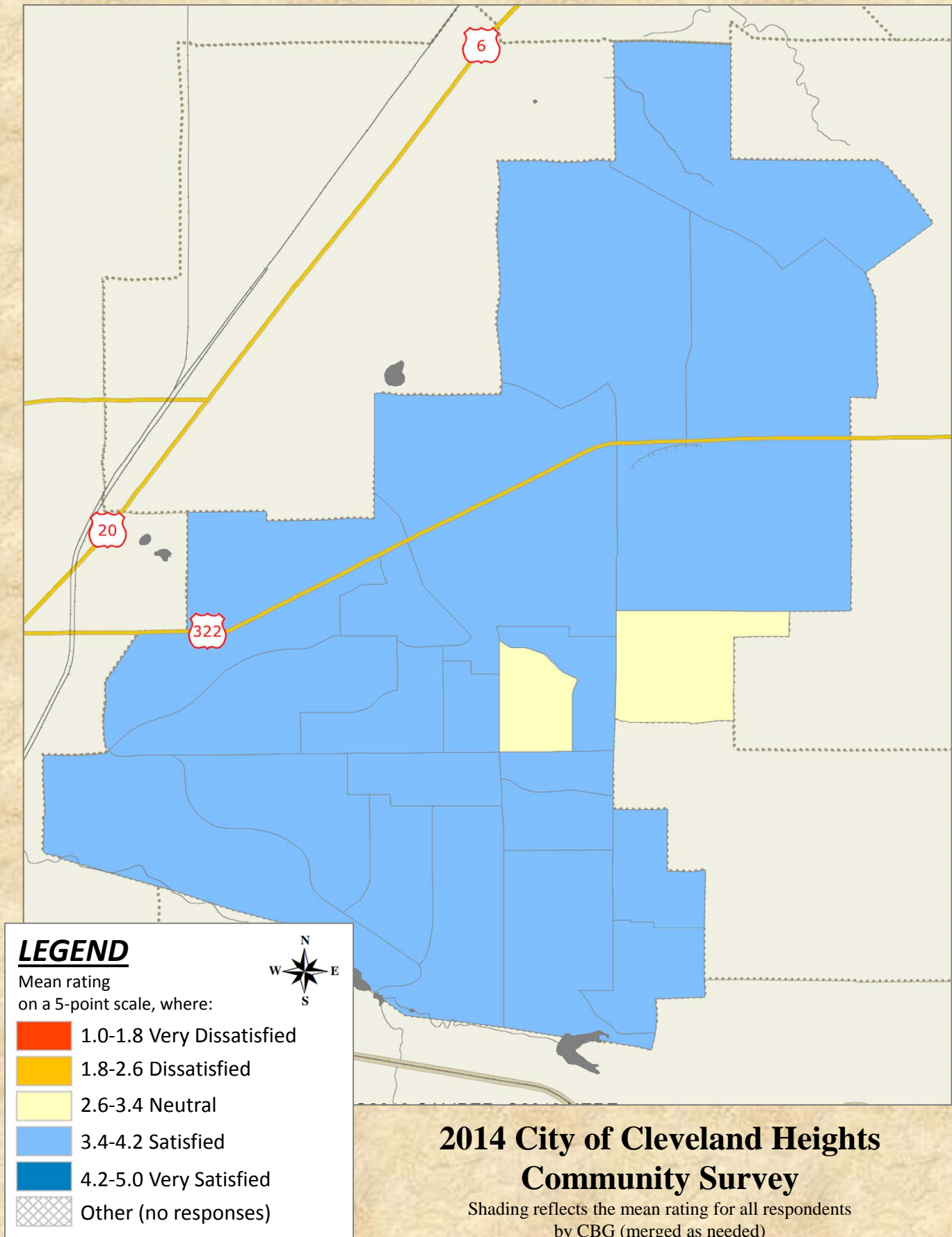
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

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

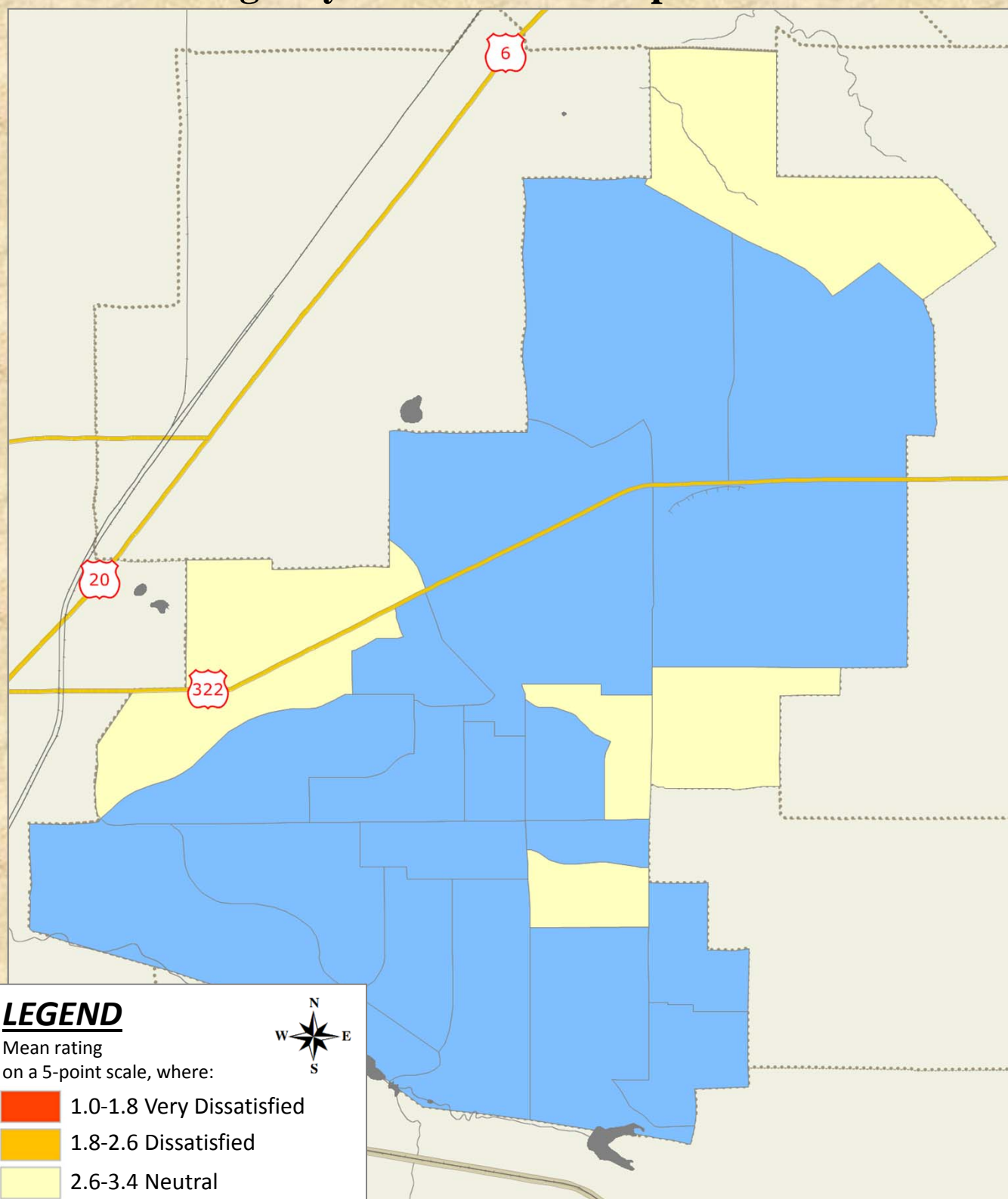




## Q16g Satisfaction with adequacy of City street lighting



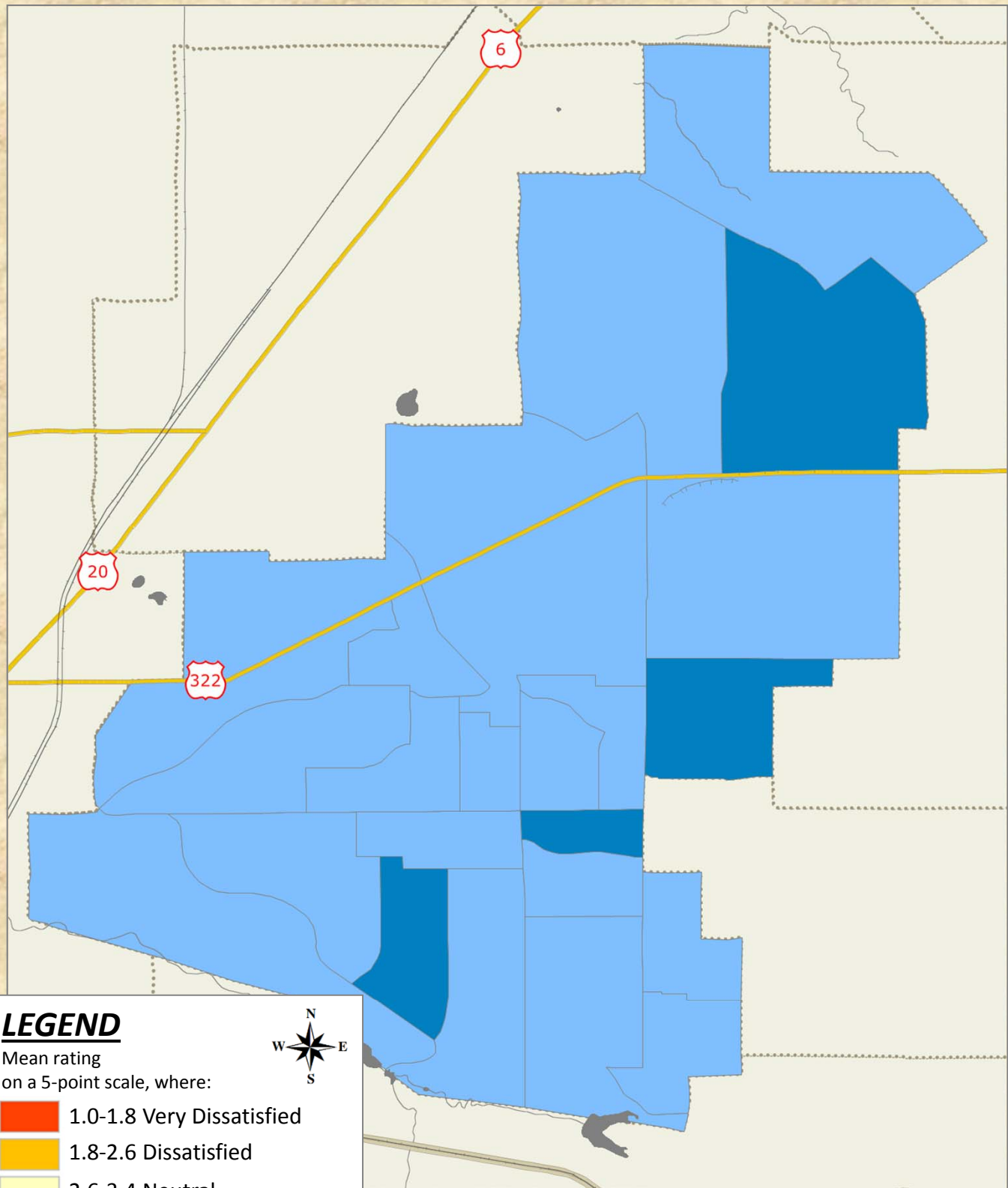
## Q16h Satisfaction with tree trimming and urban forestry along City streets and other public areas



### 2014 City of Cleveland Heights Community Survey

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

## Q19a Satisfaction with maintenance of City parks

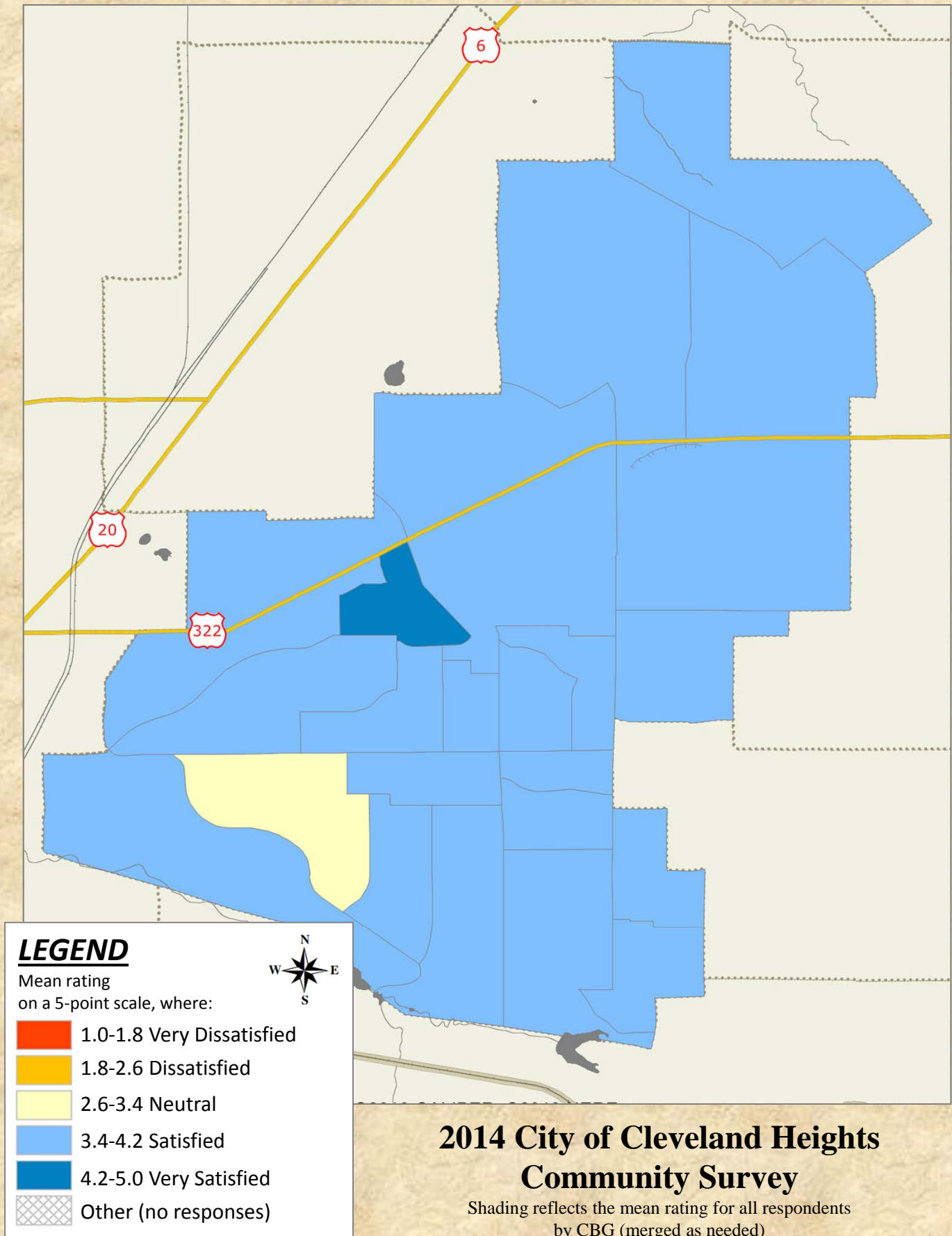


### 2014 City of Cleveland Heights Community Survey

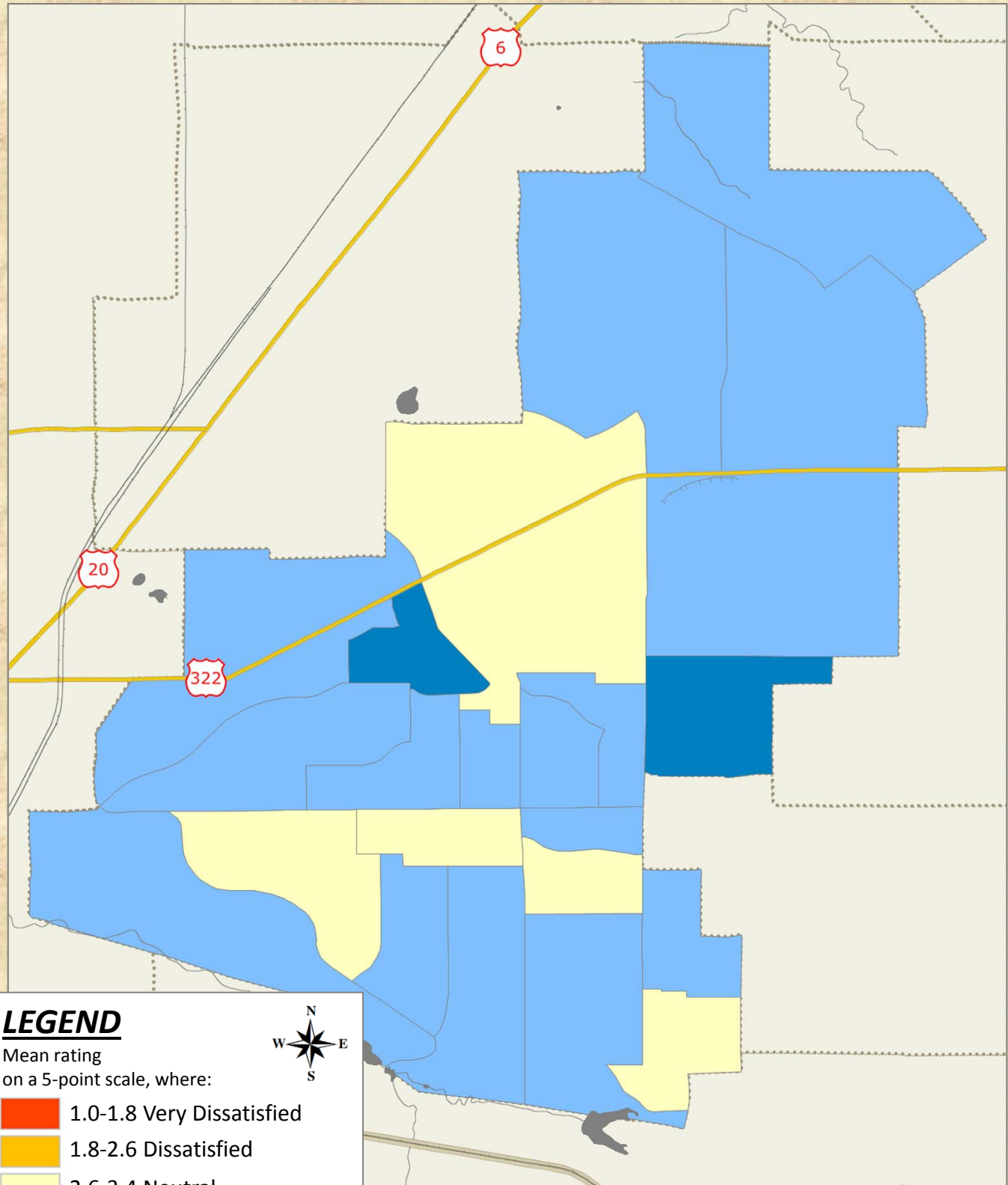
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)



## Q19b Satisfaction with number of City parks



## Q19c Satisfaction with number of walking and biking trails



### **LEGEND**

Mean rating  
on a 5-point scale, where:

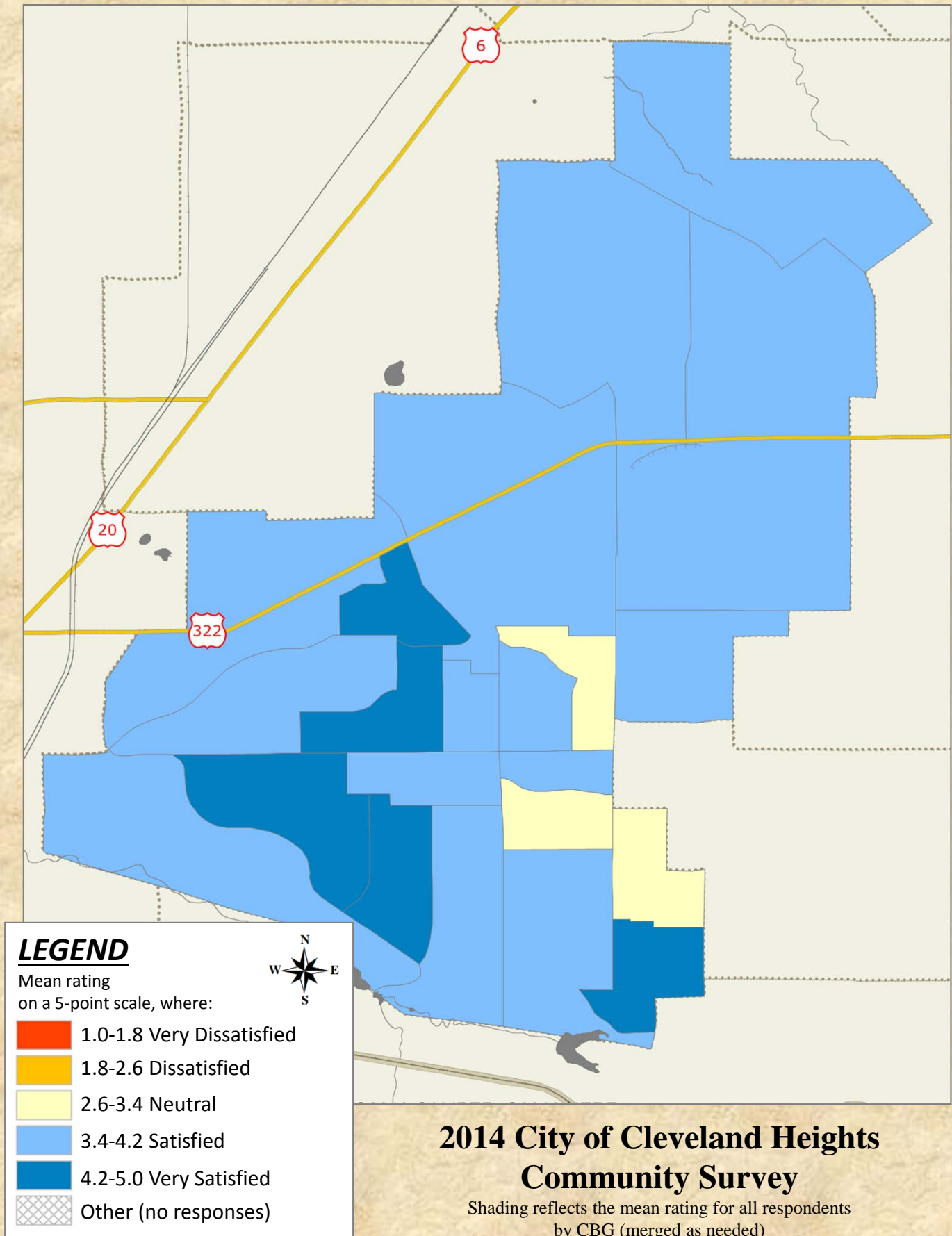
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



## **2014 City of Cleveland Heights Community Survey**

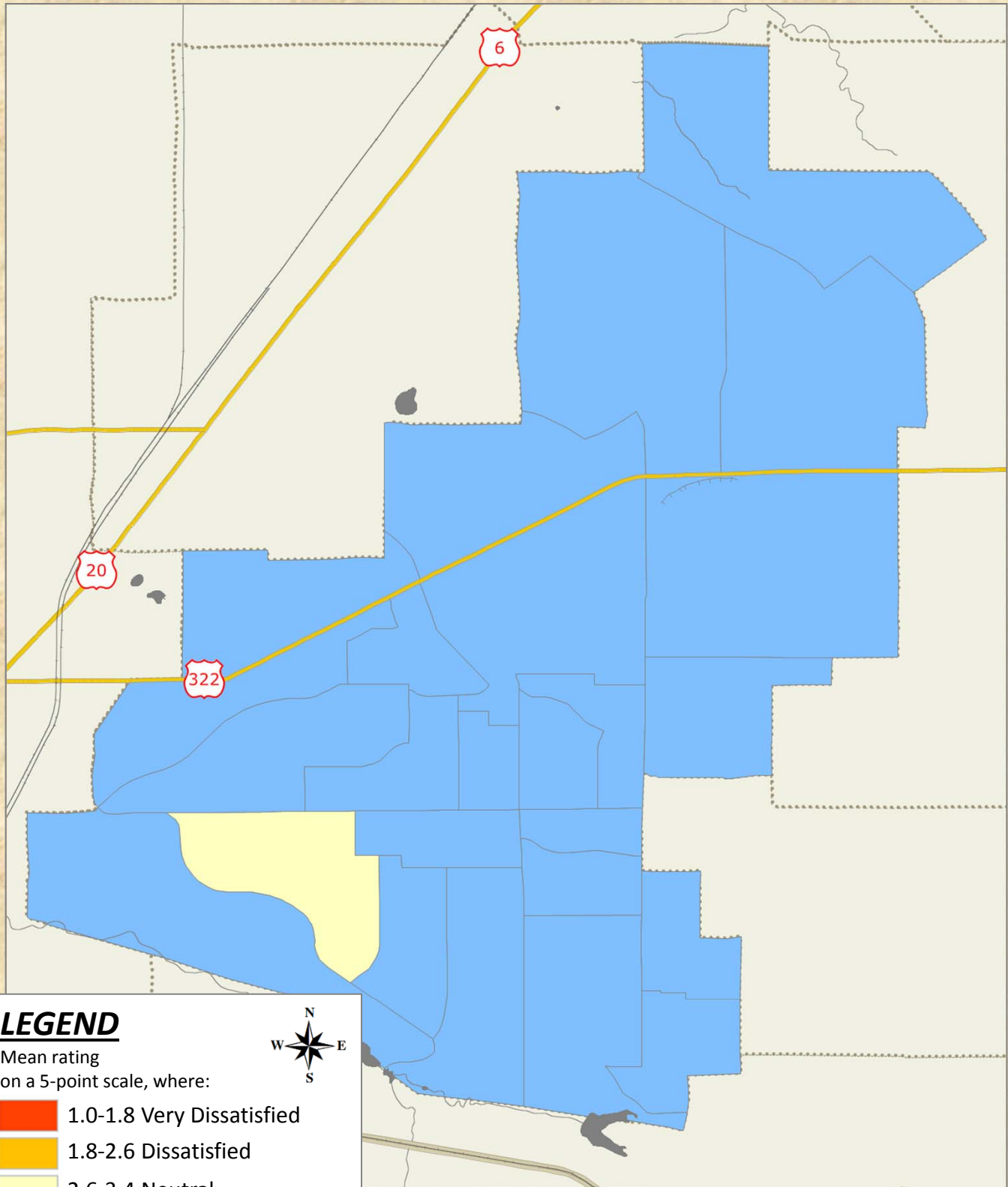
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

## Q19d Satisfaction with Cumberland Pool and programs





## Q19e Satisfaction with quality of outdoor athletic fields



### **LEGEND**

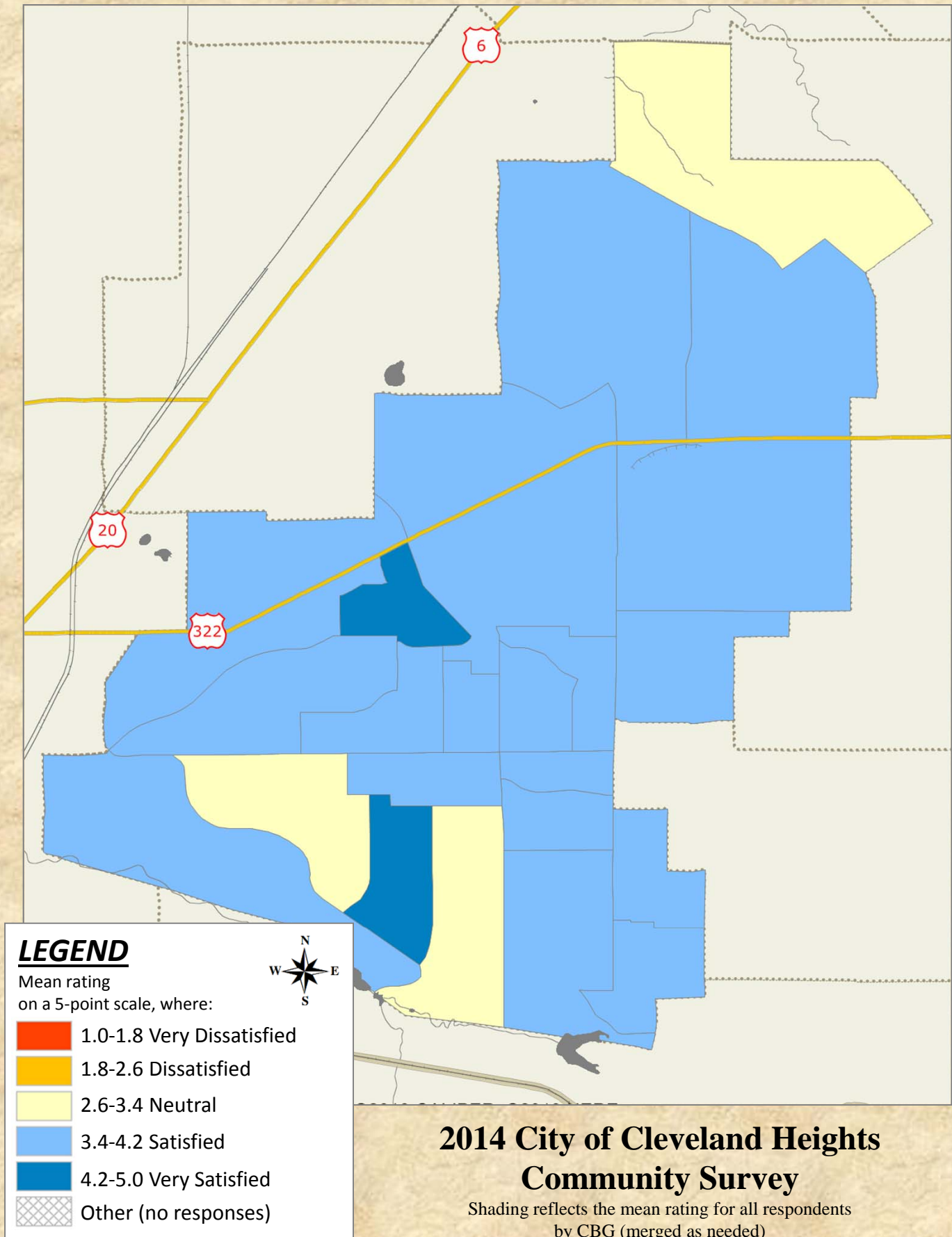
Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

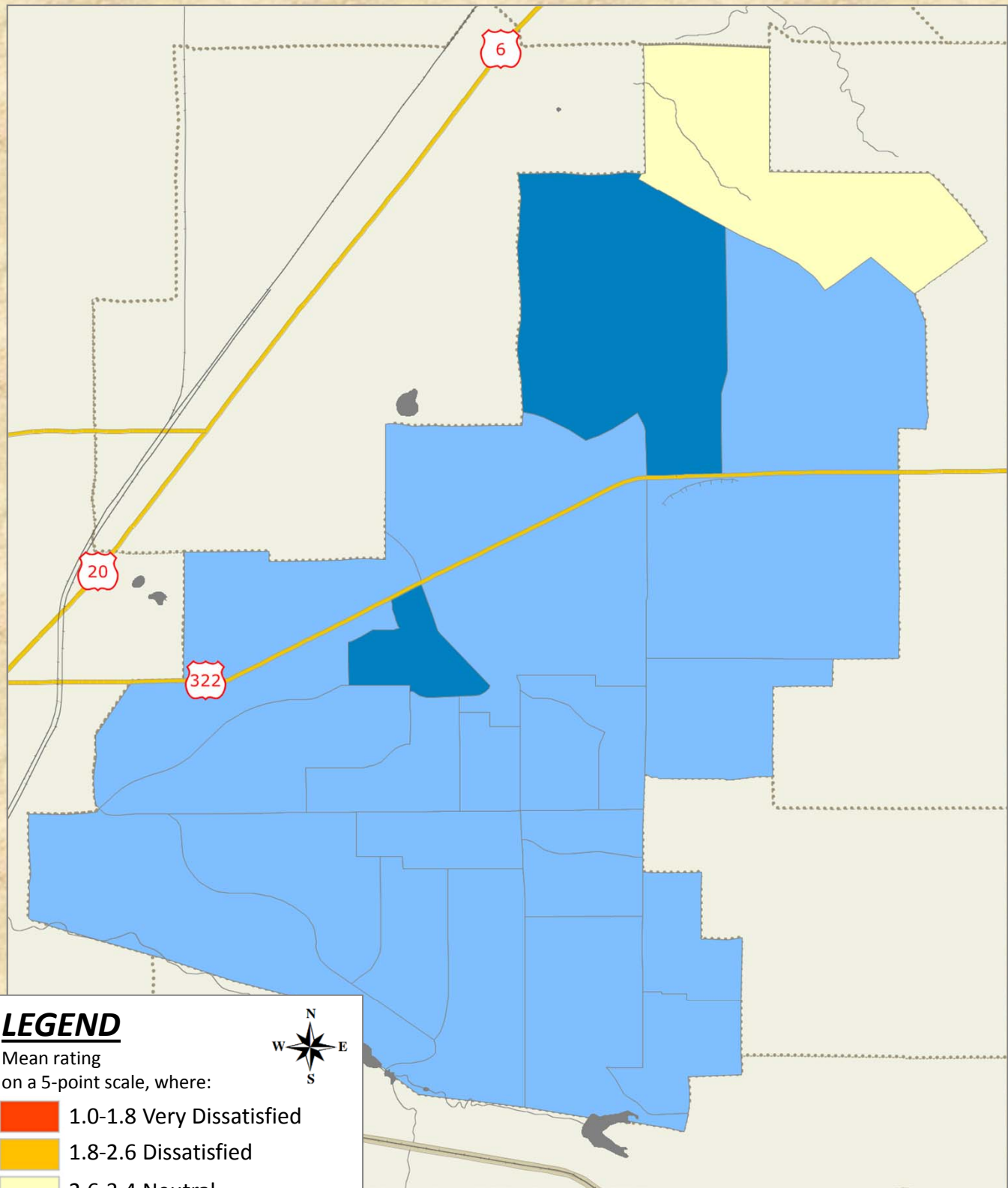
## **2014 City of Cleveland Heights Community Survey**

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

## Q19f Satisfaction with youth recreation opportunities



## Q19g Satisfaction with adult recreation opportunities



### **LEGEND**

Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

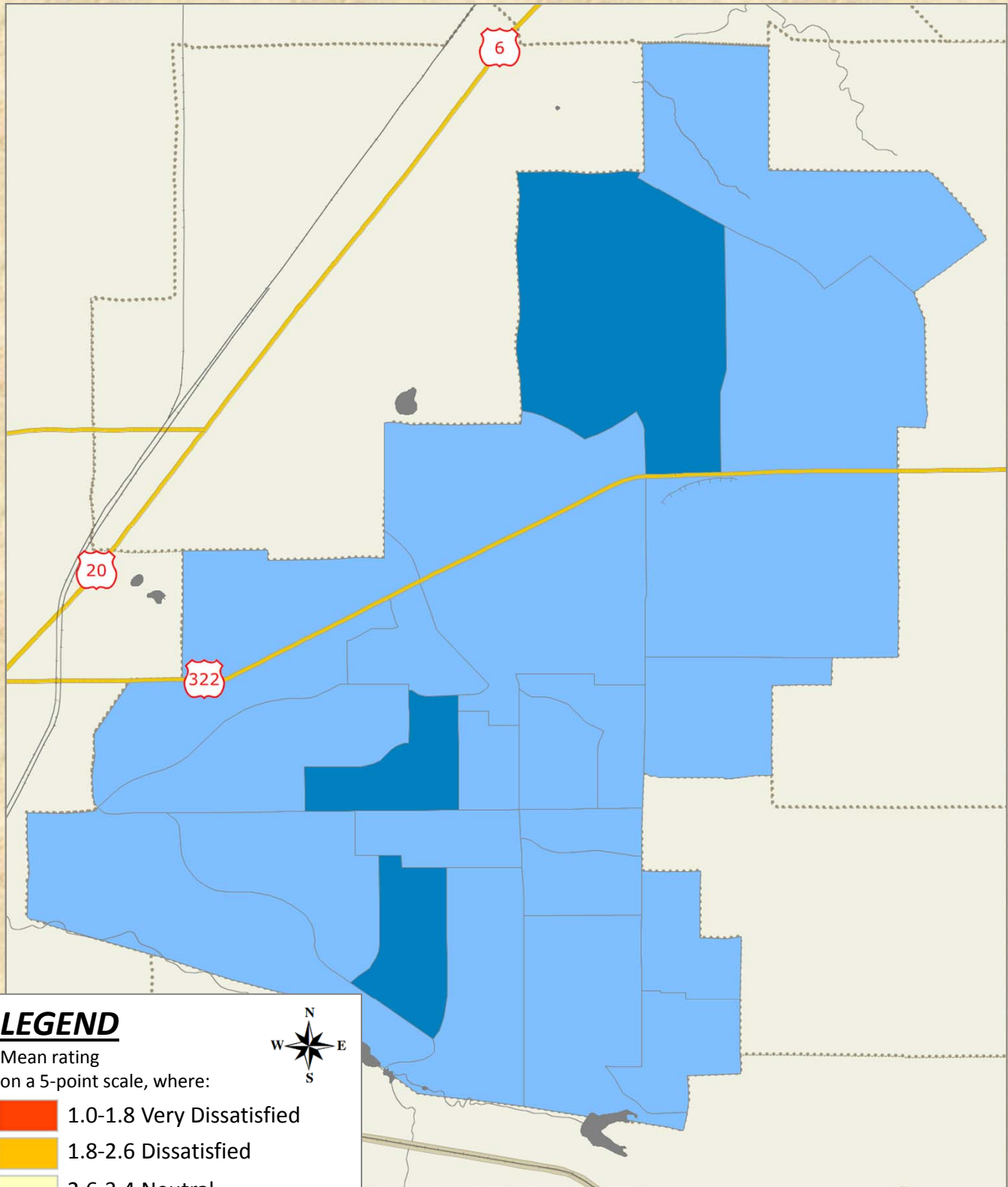


## **2014 City of Cleveland Heights Community Survey**

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



## Q19h Satisfaction with senior recreation opportunities



### **LEGEND**

Mean rating  
on a 5-point scale, where:

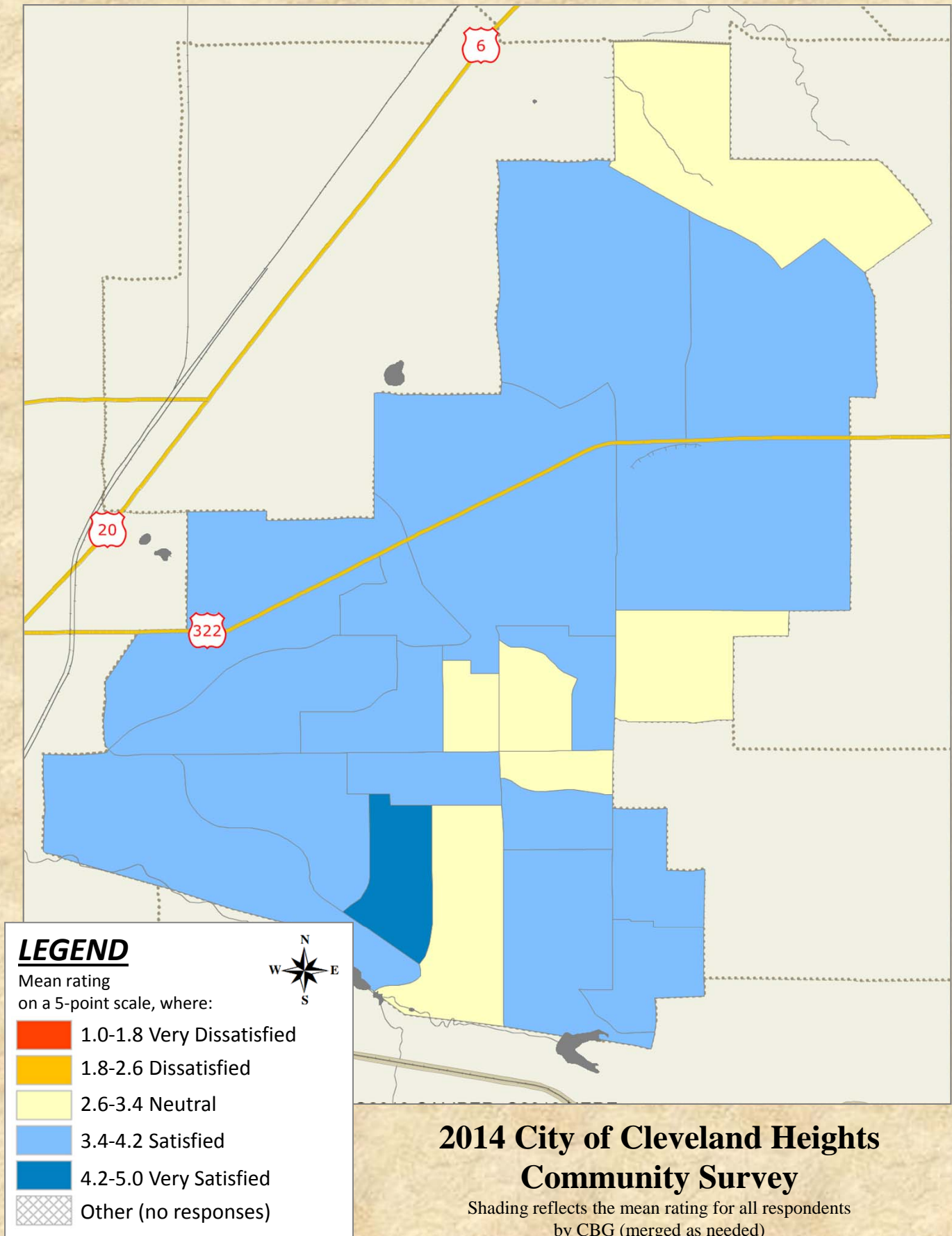
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



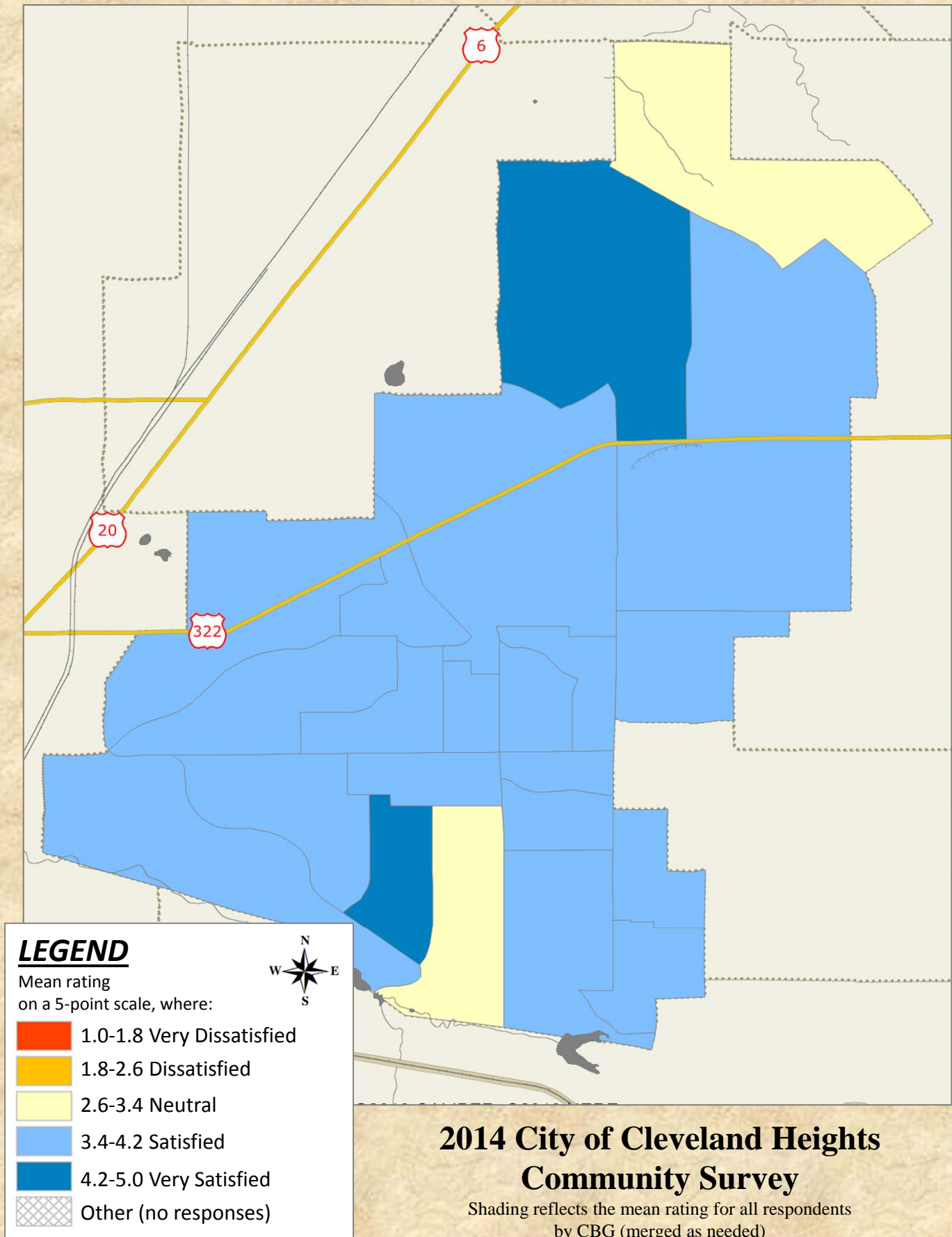
## **2014 City of Cleveland Heights Community Survey**

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

## Q19i Satisfaction with the City's youth athletic programs

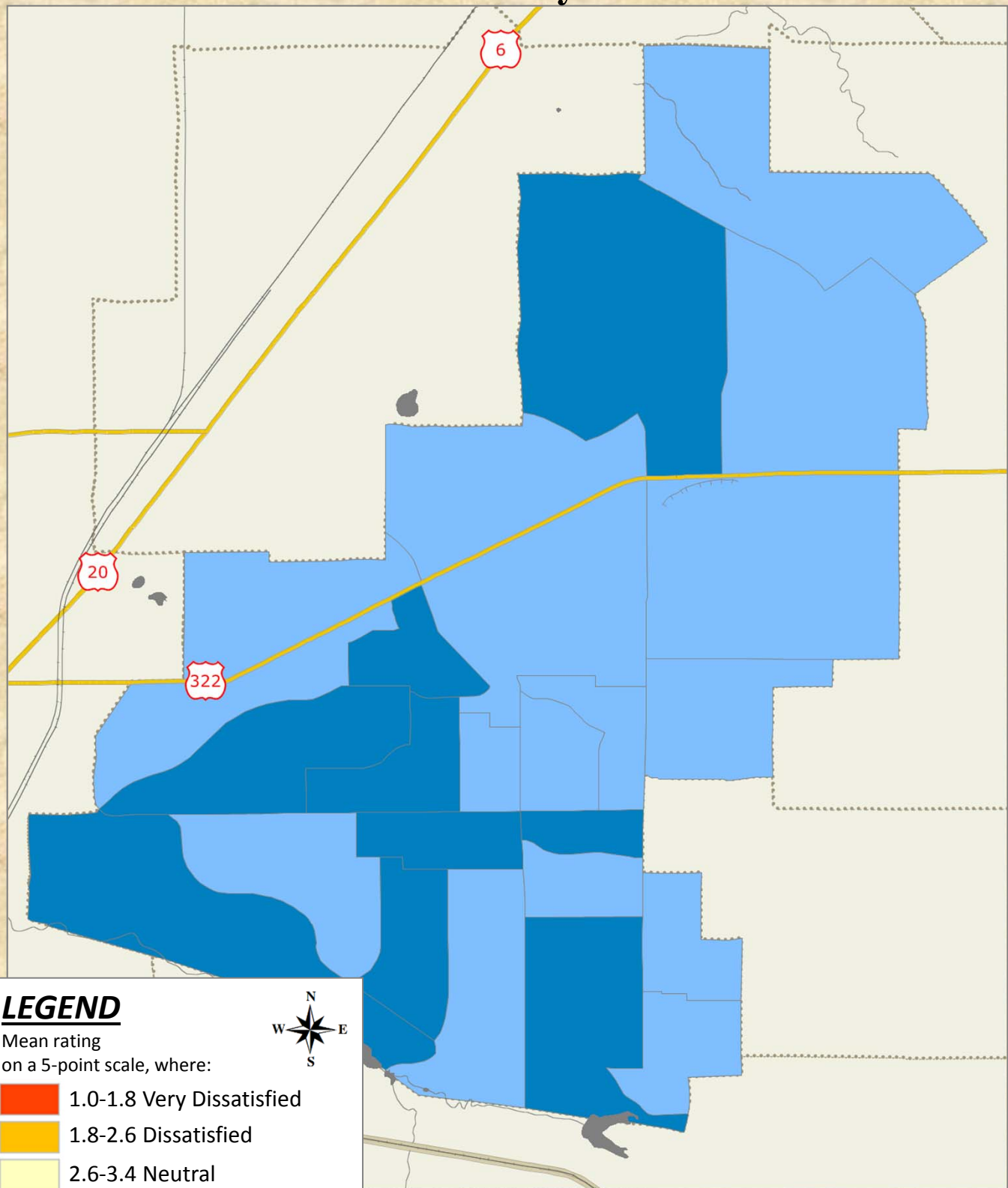


## Q19j Satisfaction with the City's adult athletic programs





## Q19k Satisfaction with maintenance and appearance of the Community Center



### **LEGEND**

Mean rating  
on a 5-point scale, where:

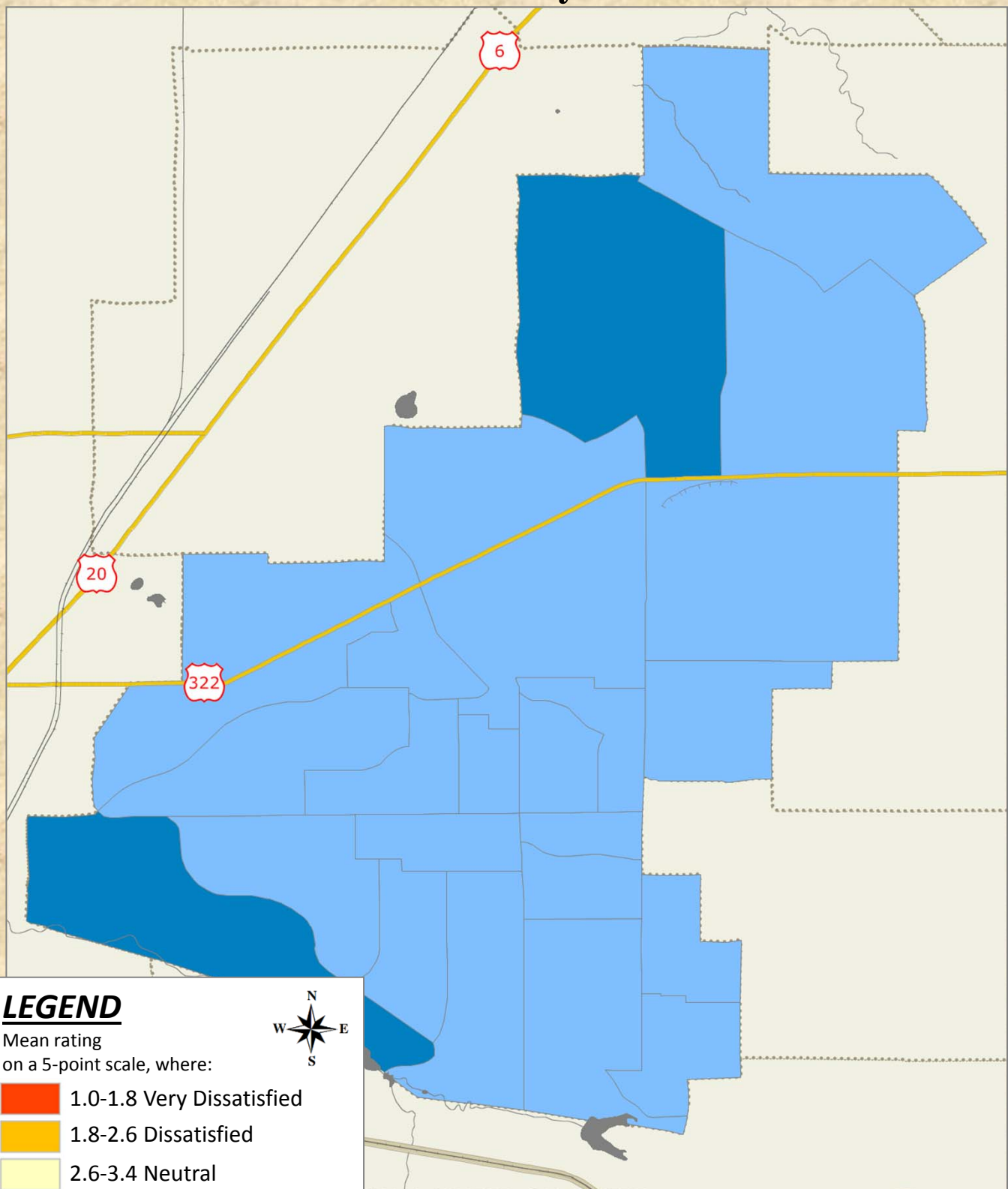
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



## 2014 City of Cleveland Heights Community Survey

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

## Q19I Satisfaction with programs and activities offered at the Community Center



### **LEGEND**

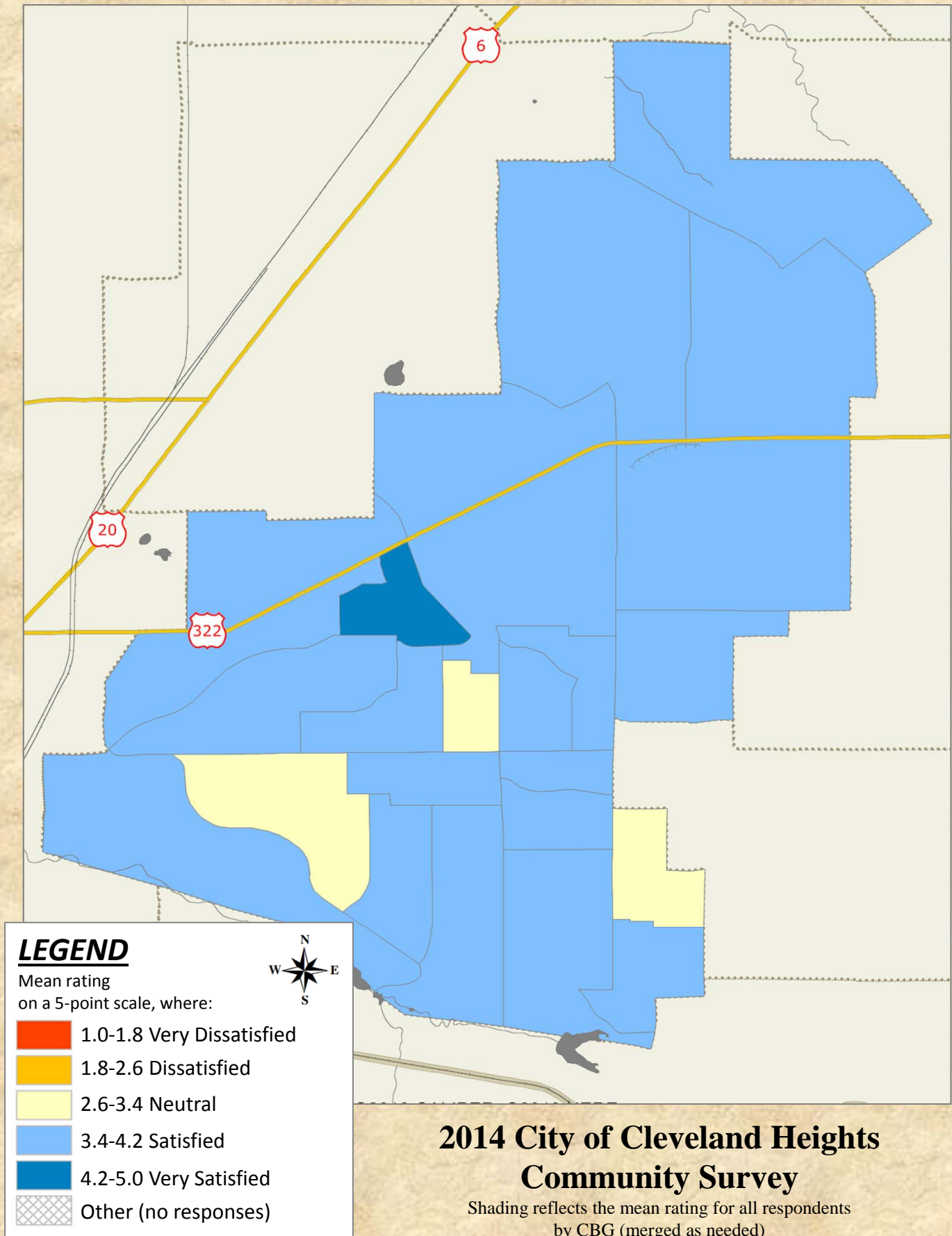
Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

### **2014 City of Cleveland Heights Community Survey**

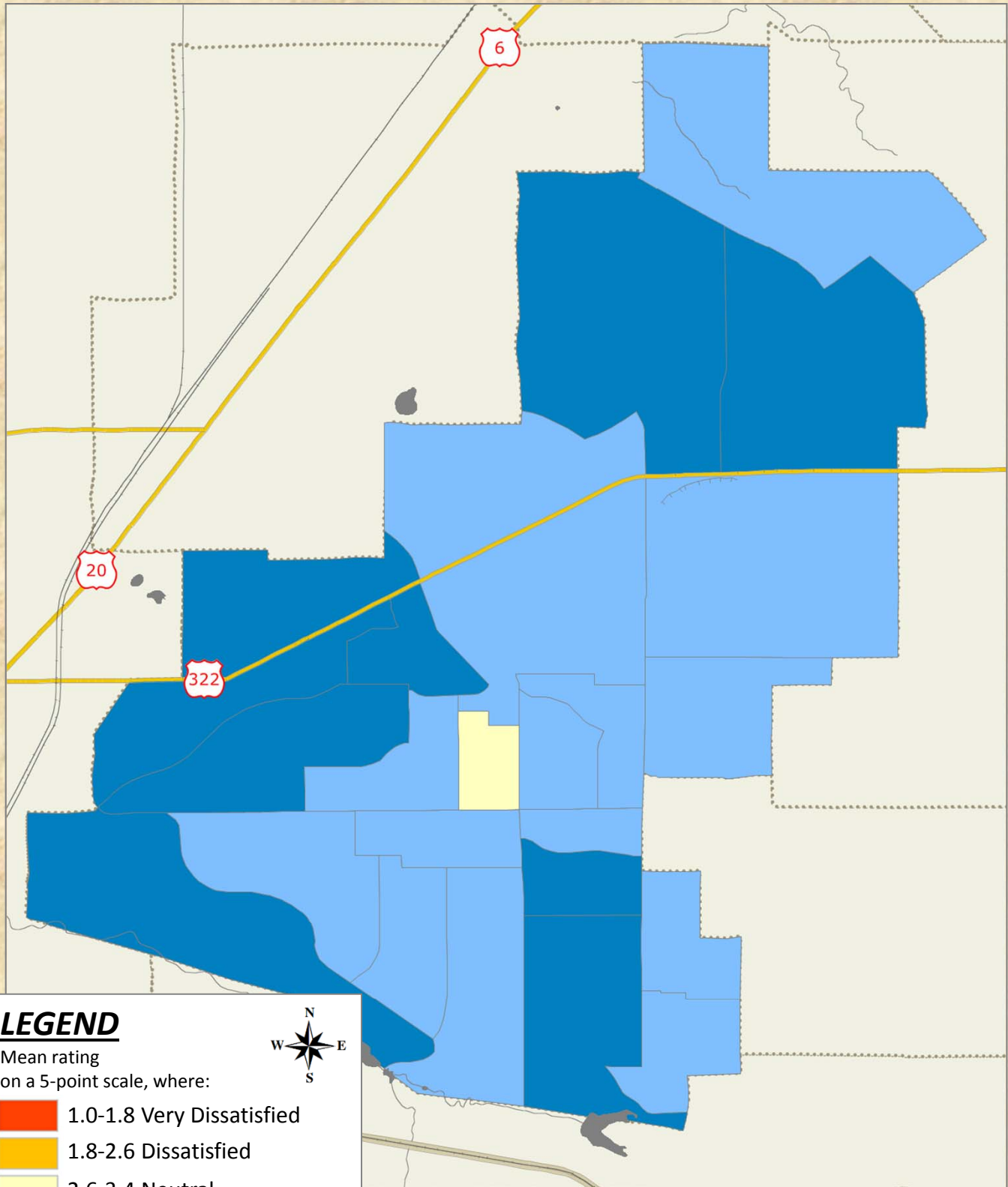
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

## Q19m Satisfaction with quality of instructors and coaches





## Q19n Satisfaction with ease of registering for programs



### **LEGEND**

Mean rating  
on a 5-point scale, where:

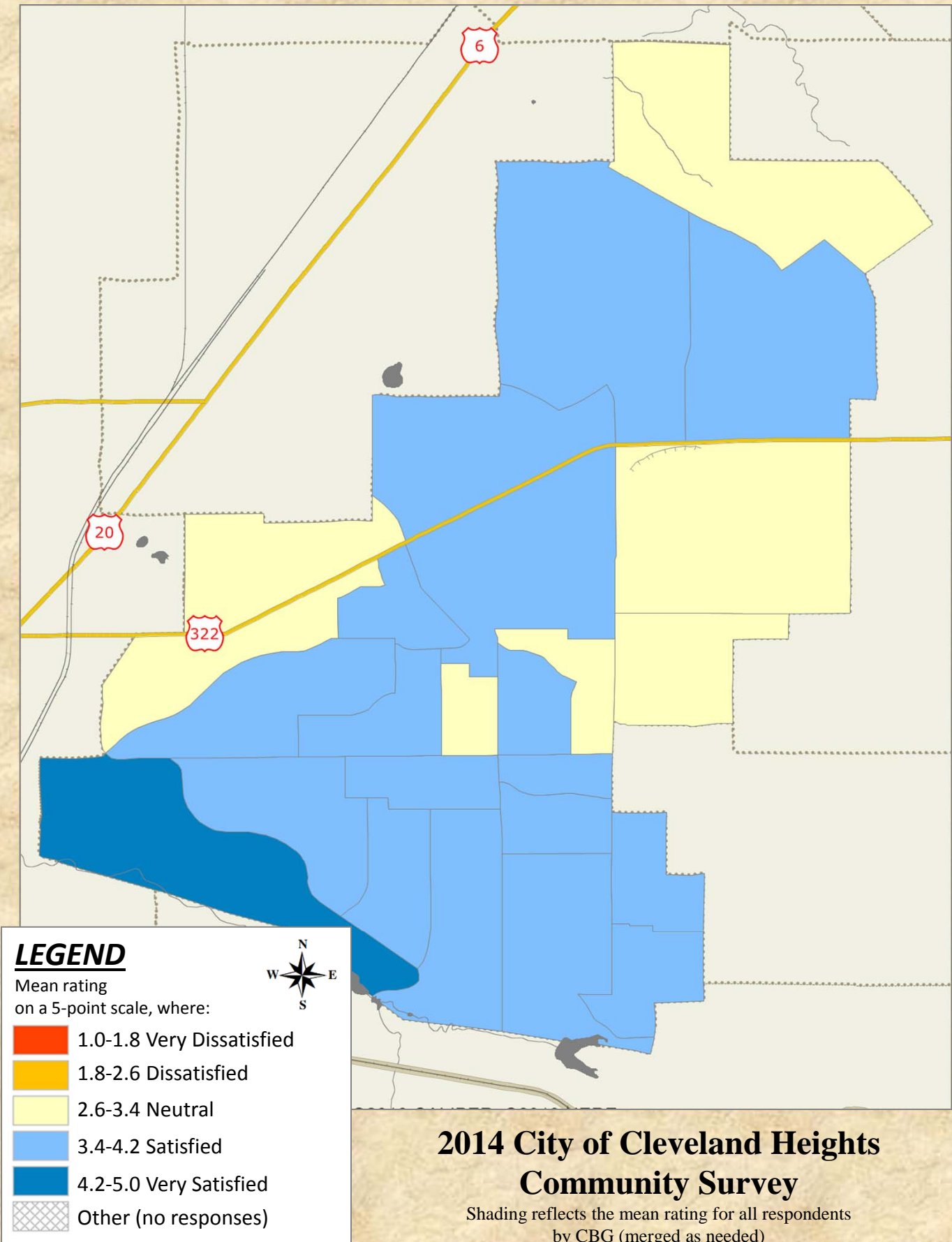
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



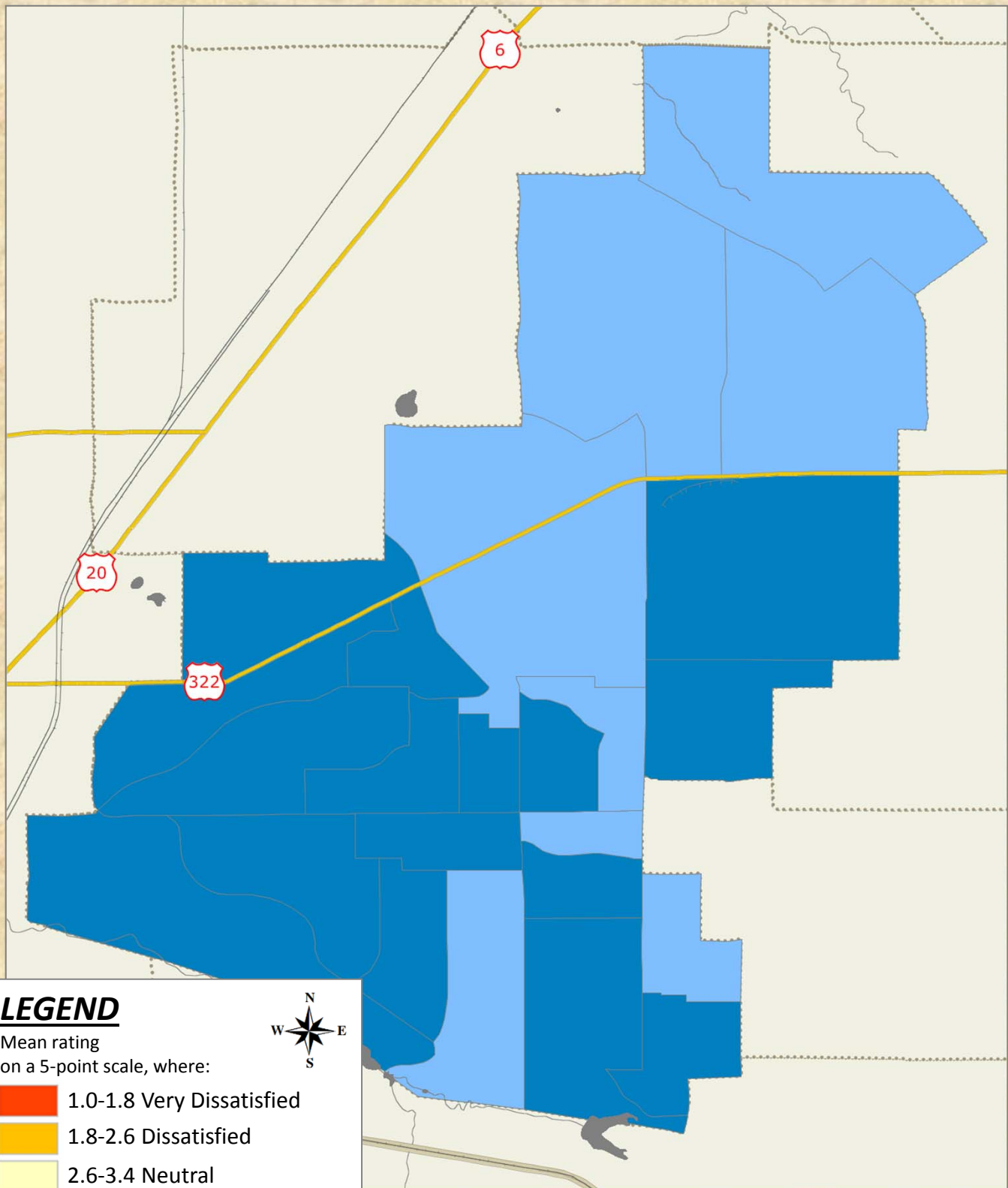
## 2014 City of Cleveland Heights Community Survey

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

## Q19o Satisfaction with fees charged for recreation programs



## Q22a Satisfaction with overall quality of the facility at Cain Park

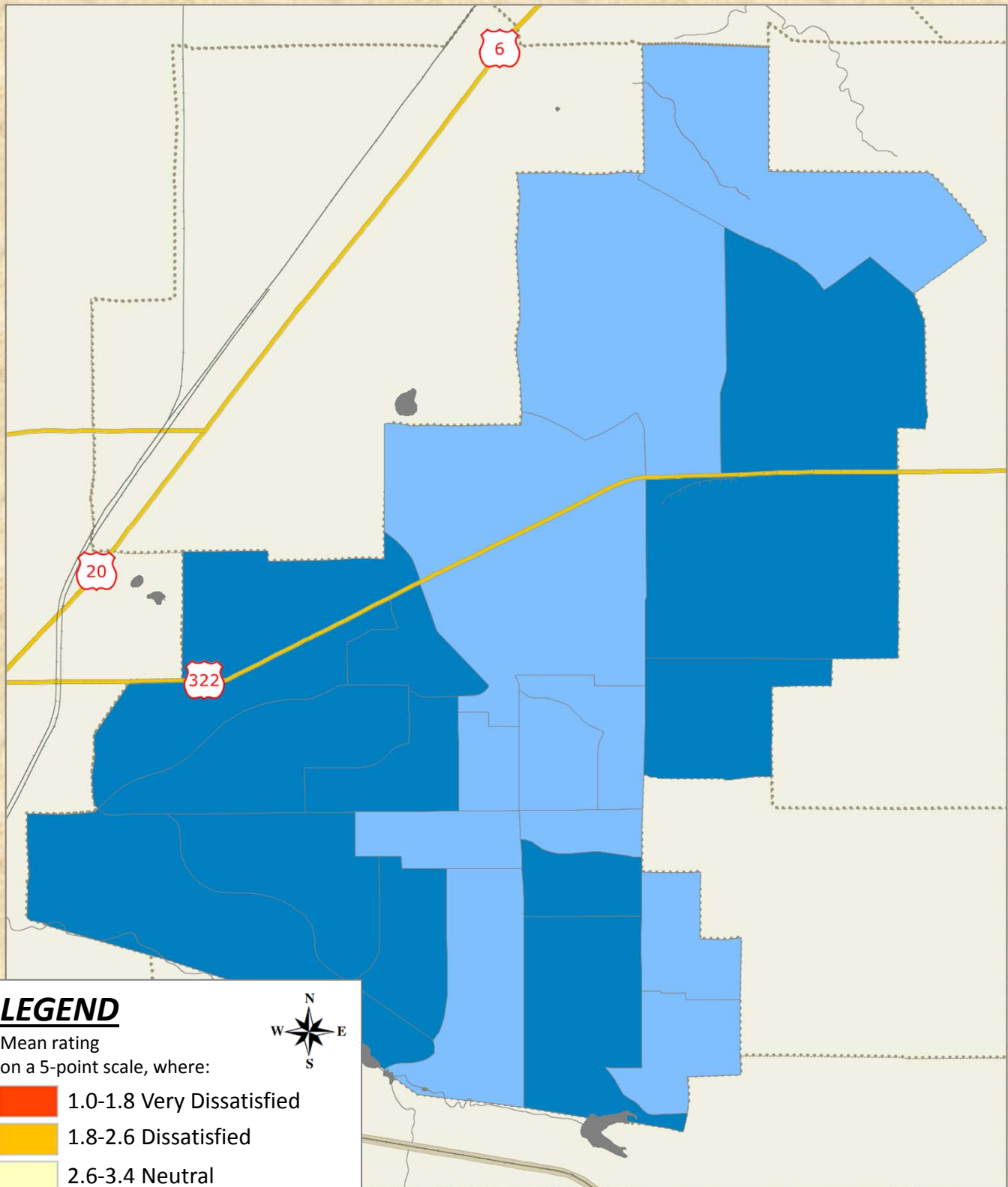


### 2014 City of Cleveland Heights Community Survey

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



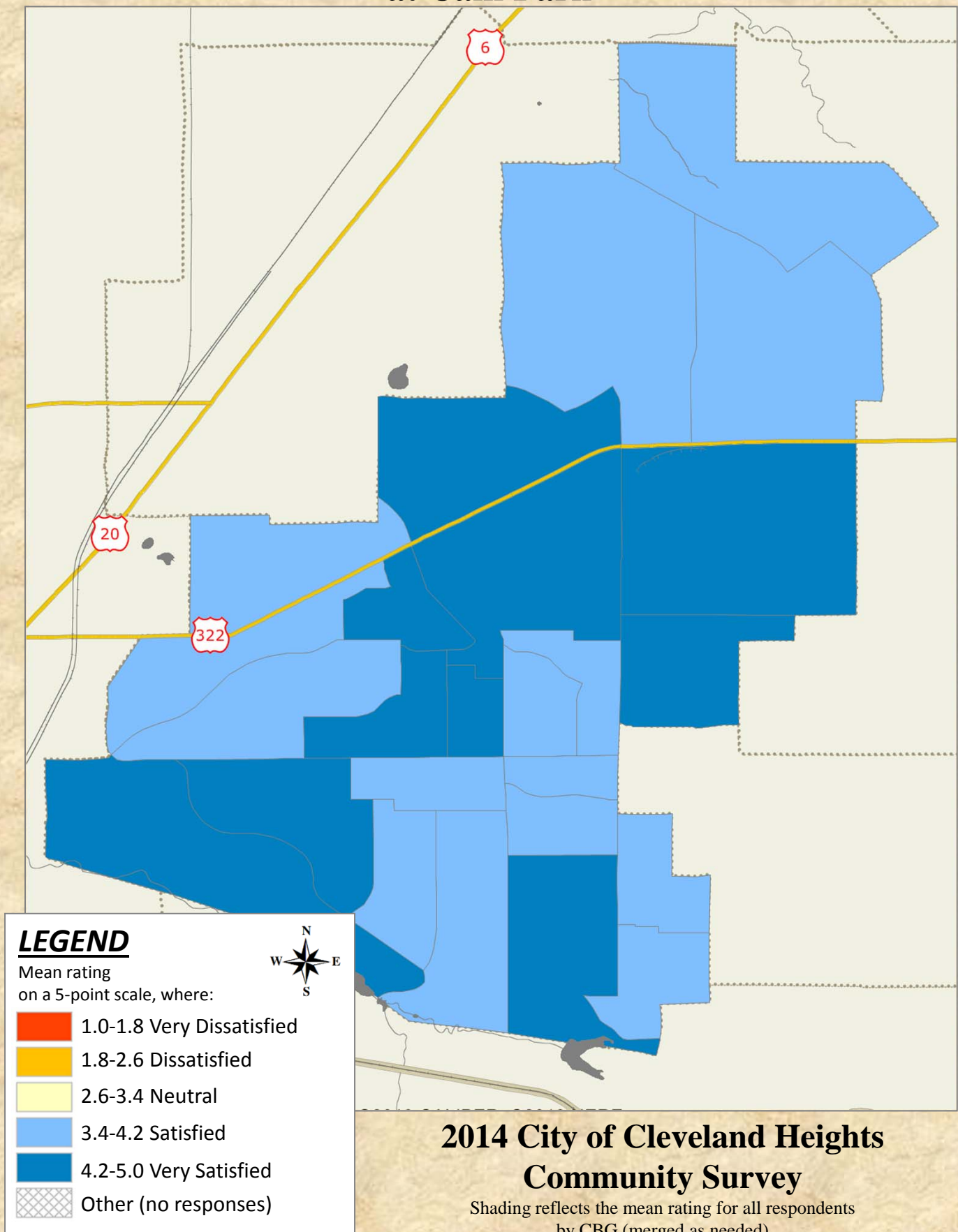
## Q22b Satisfaction with overall quality of shows and events at Cain Park



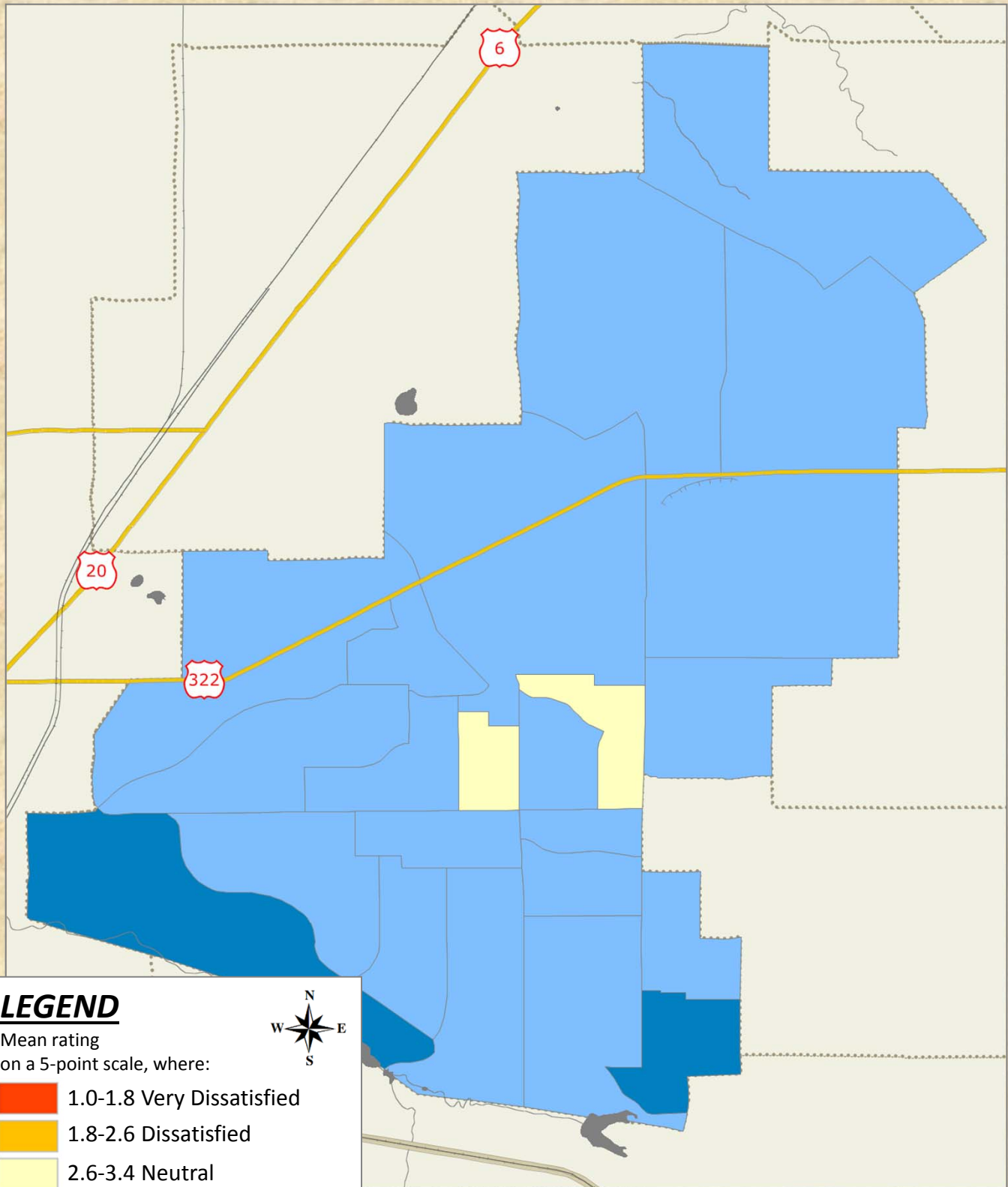
### 2014 City of Cleveland Heights Community Survey

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

## Q22c Satisfaction with variety of shows and events at Cain Park



## Q22d Satisfaction with affordability of shows and events at Cain Park



### **LEGEND**

Mean rating  
on a 5-point scale, where:

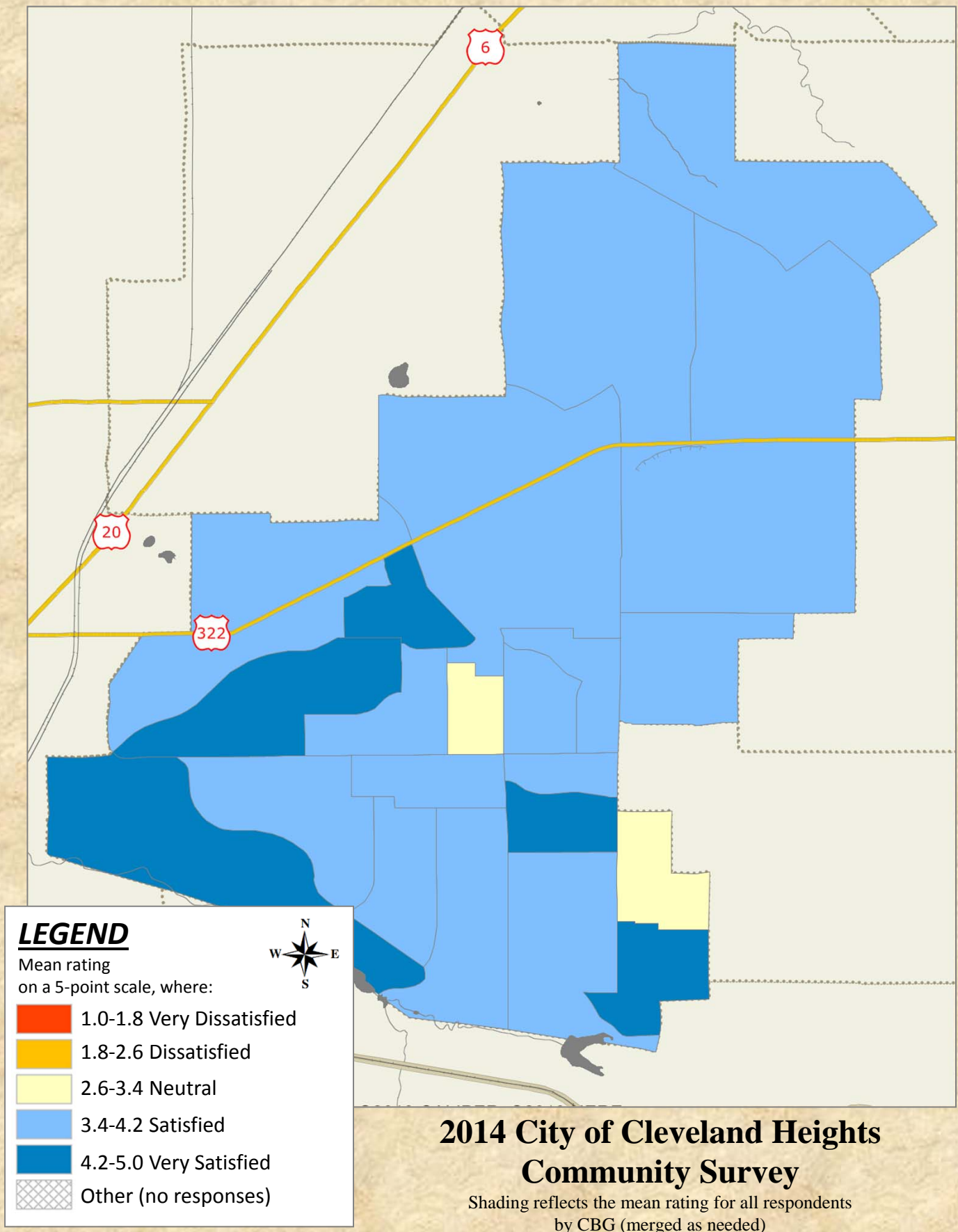
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

### **2014 City of Cleveland Heights Community Survey**

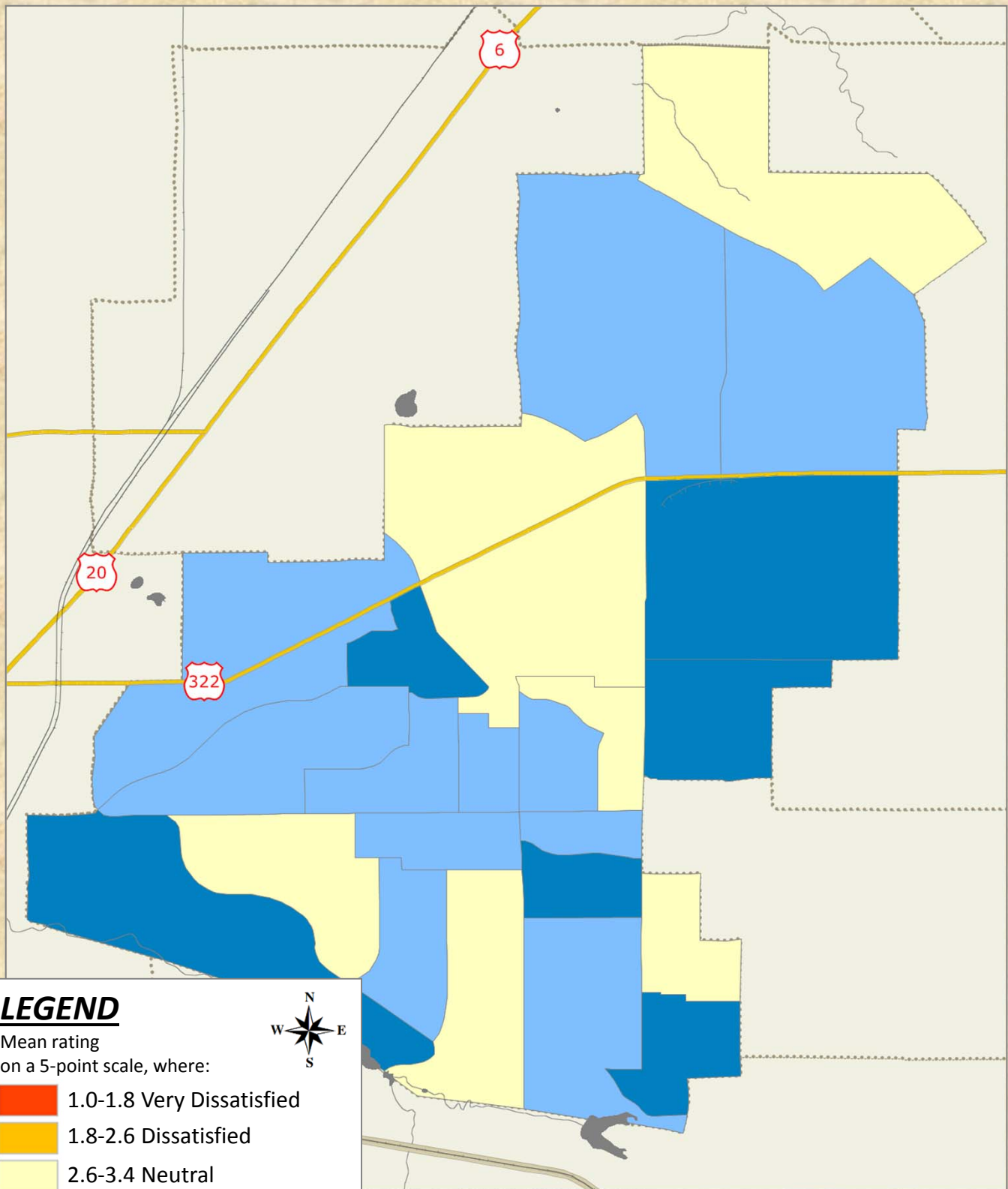
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)



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



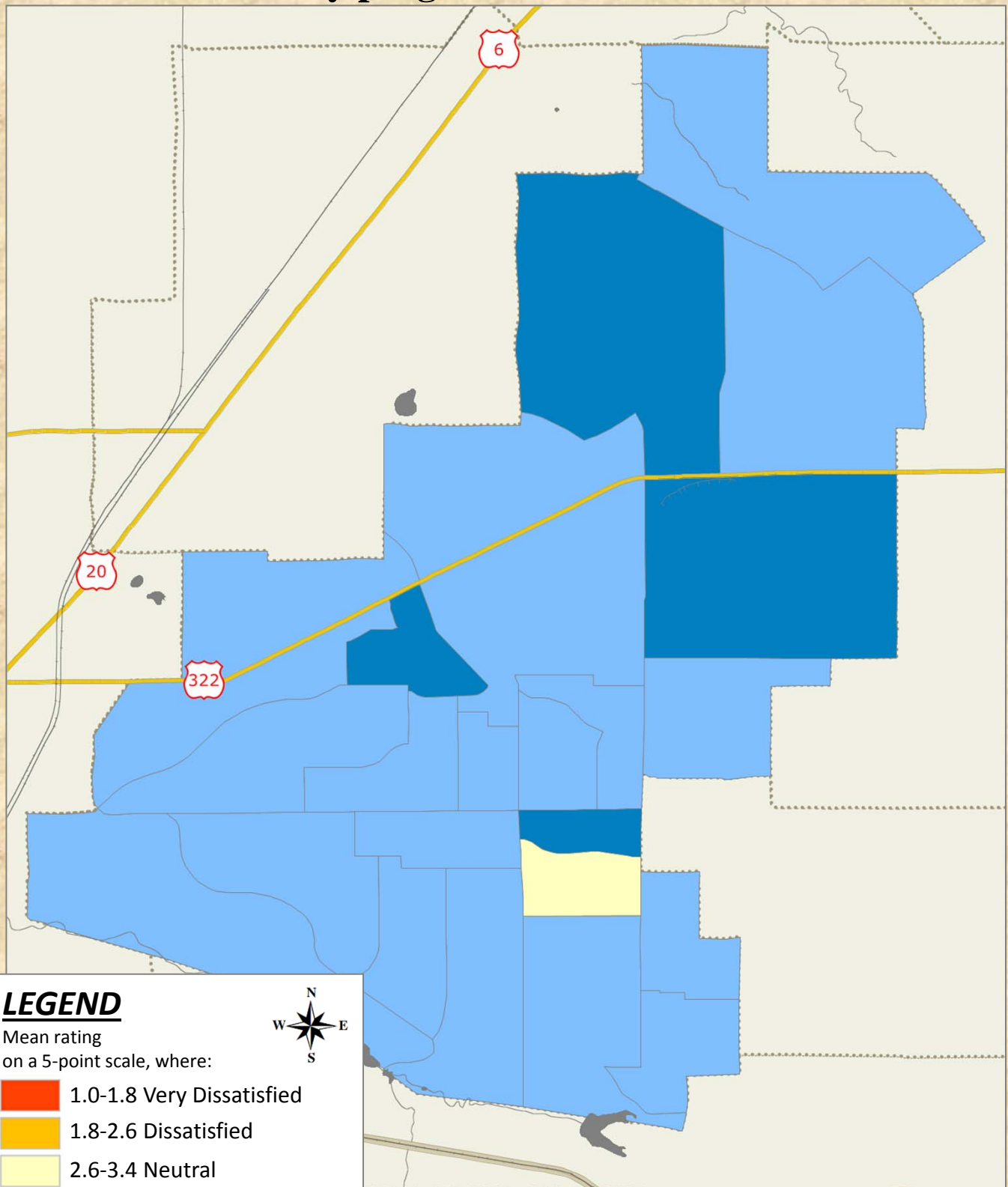
## Q22f Satisfaction with overall quality of concessions at Cain Park



### 2014 City of Cleveland Heights Community Survey

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

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

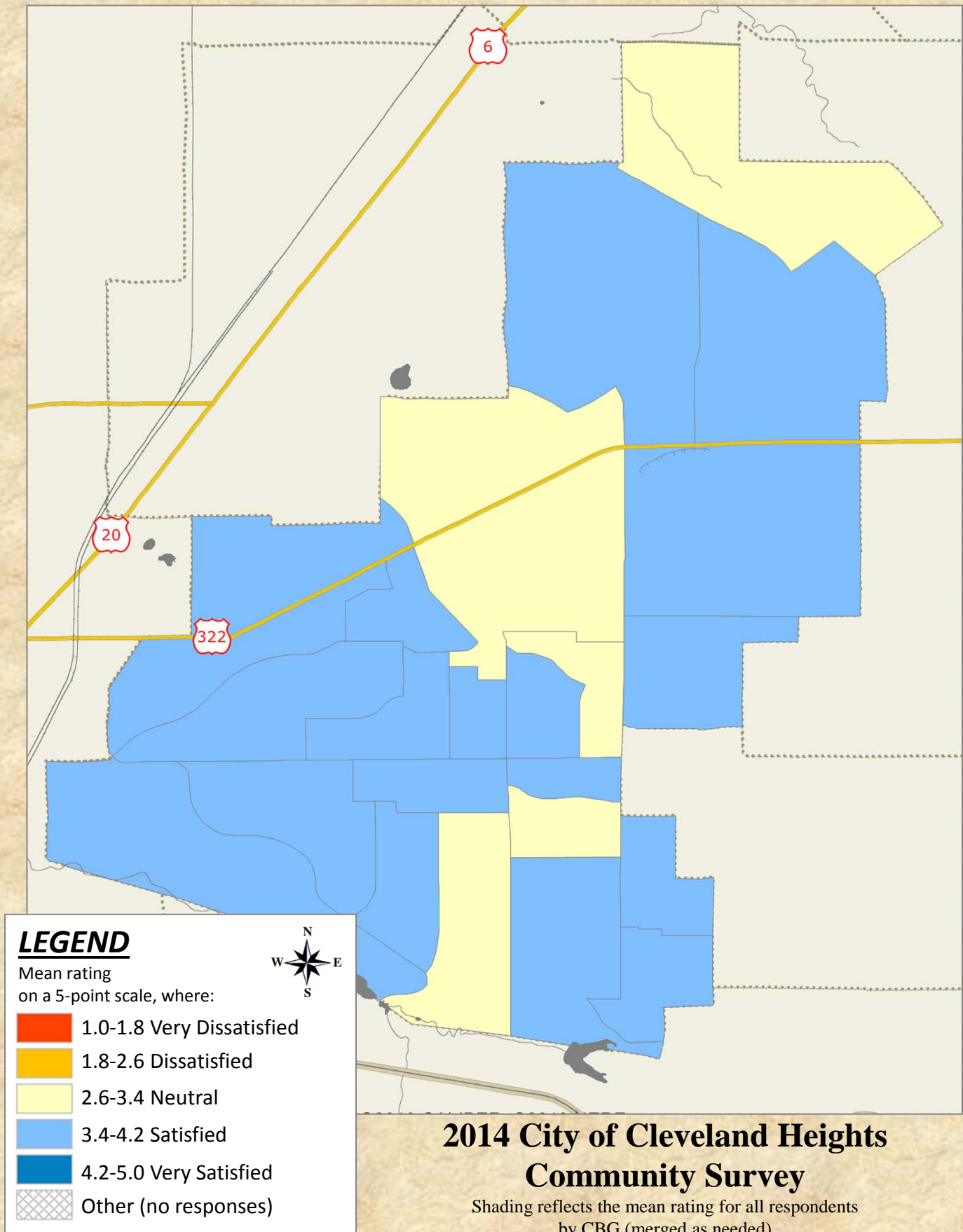


### 2014 City of Cleveland Heights Community Survey

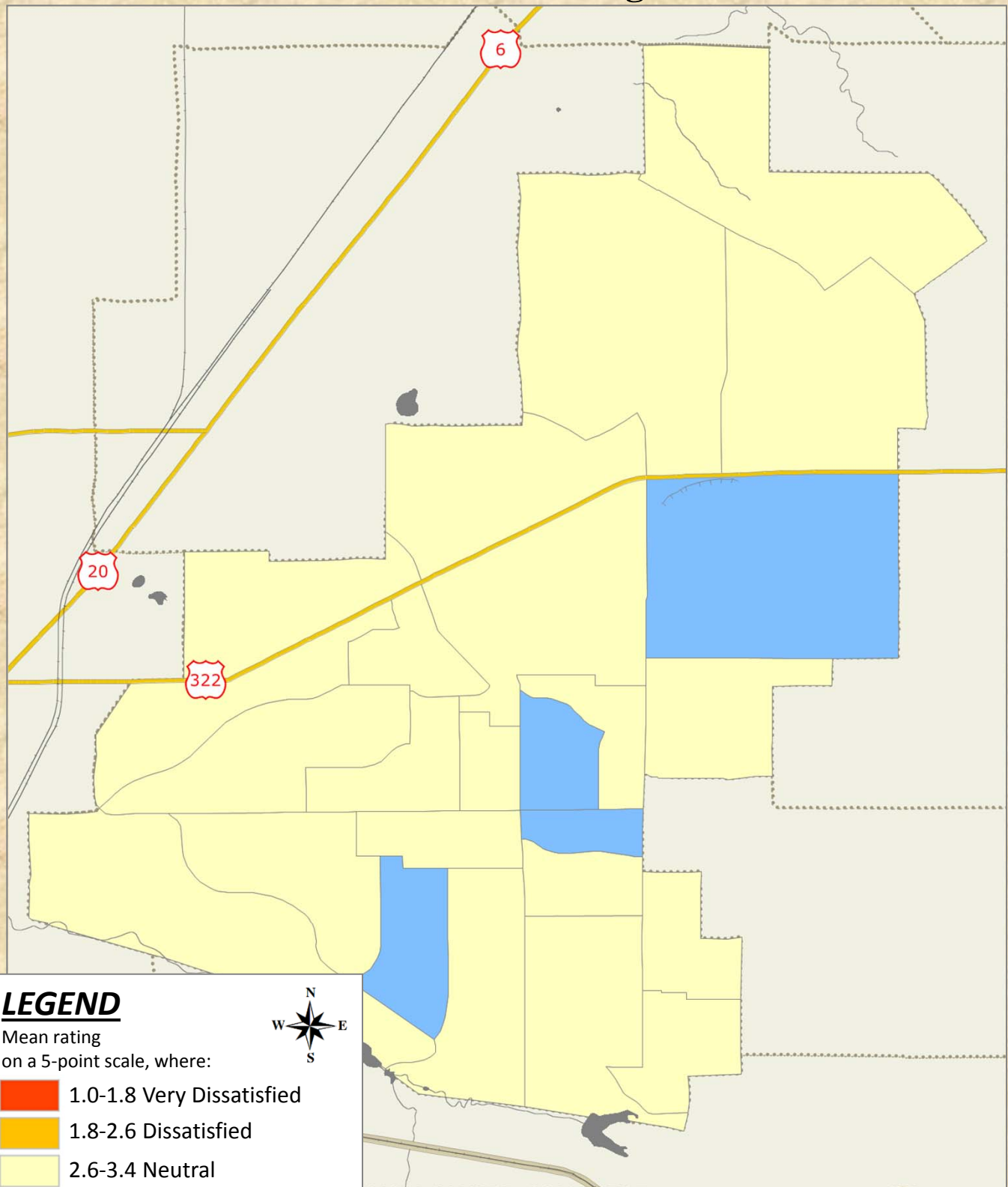
Shading reflects the mean rating for all respondents by CBG (merged as needed)



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



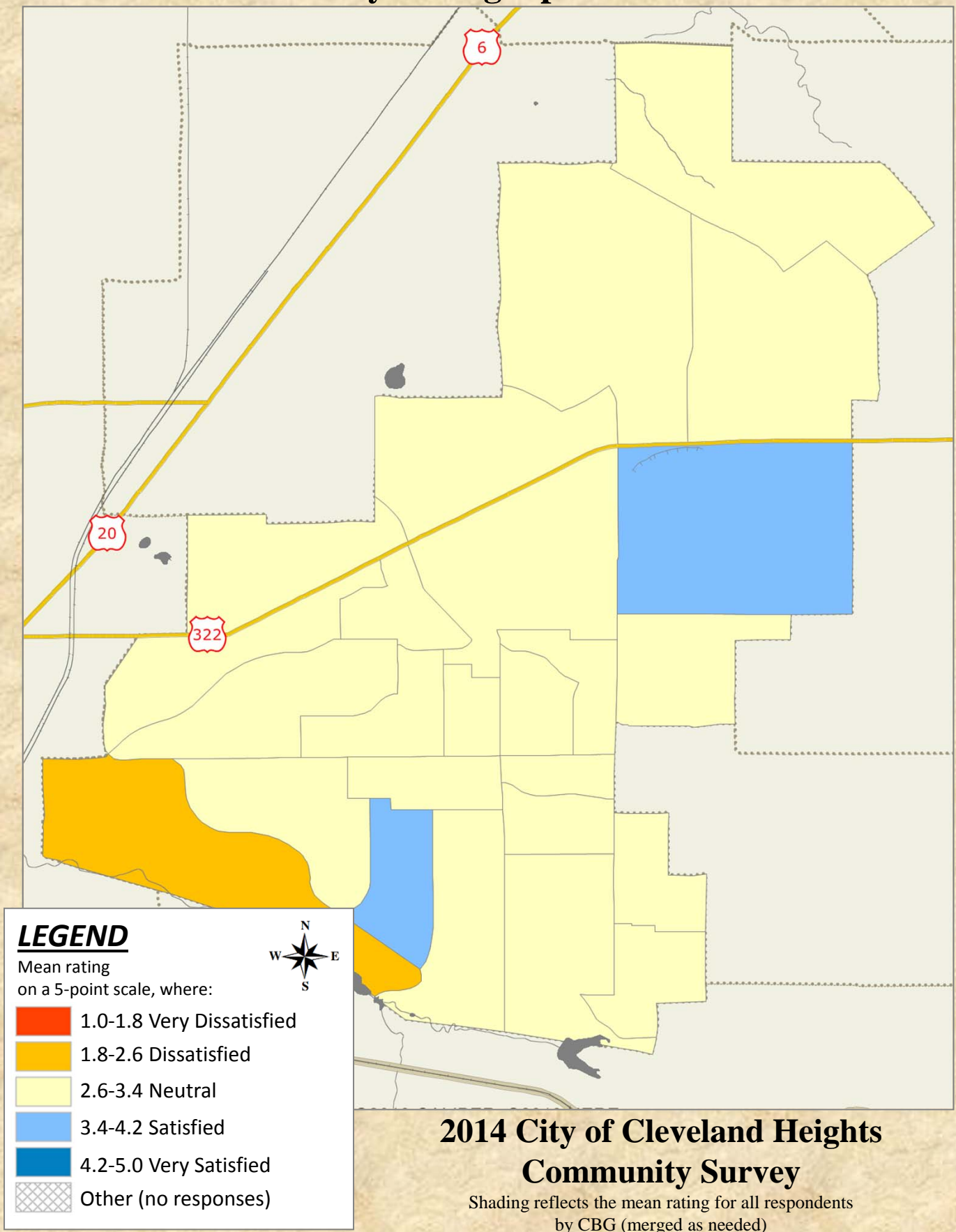
## Q25c Satisfaction with the level of public involvement in local decision making



### 2014 City of Cleveland Heights Community Survey

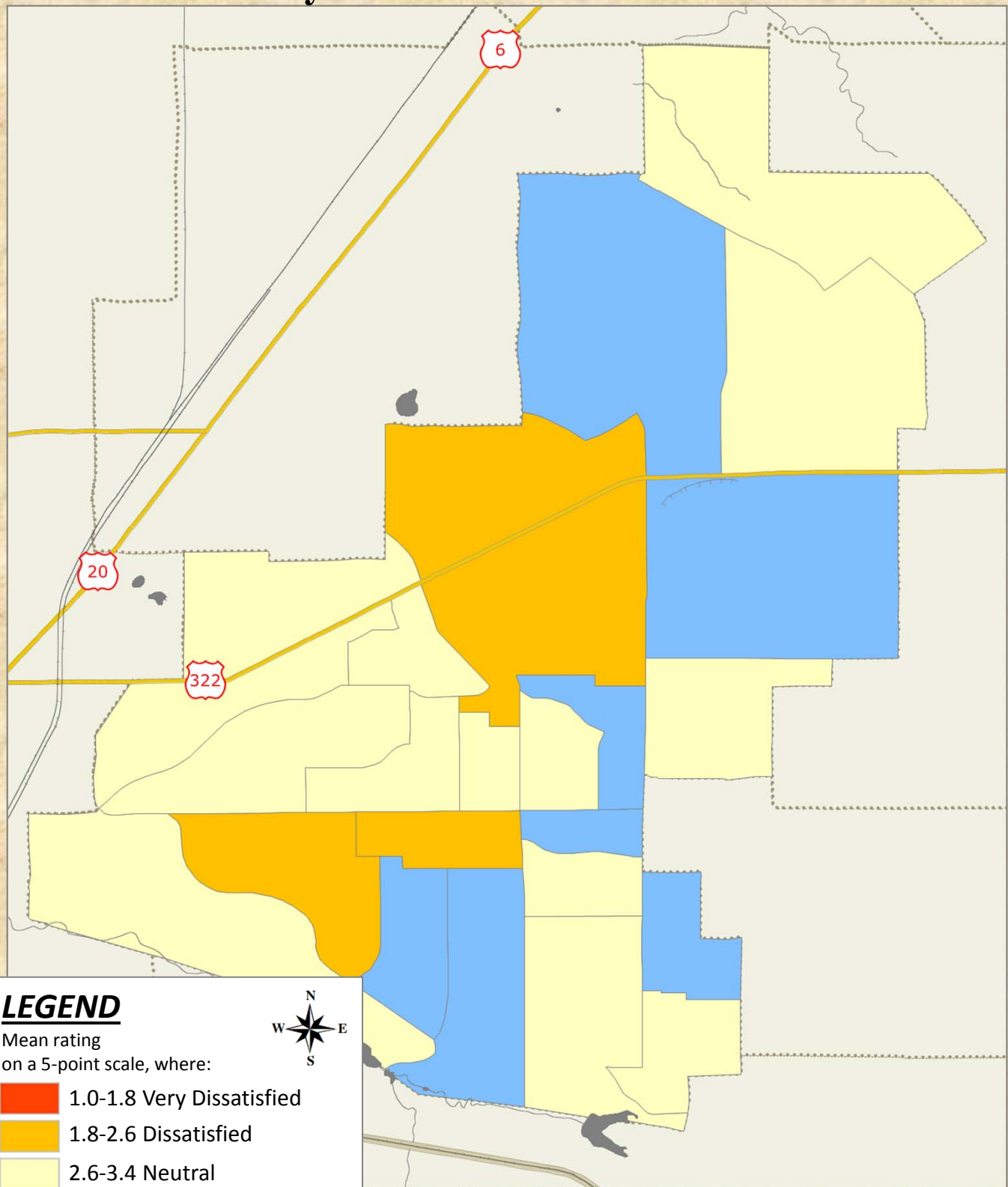
Shading reflects the mean rating for all respondents  
by CBG (merged as needed)

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





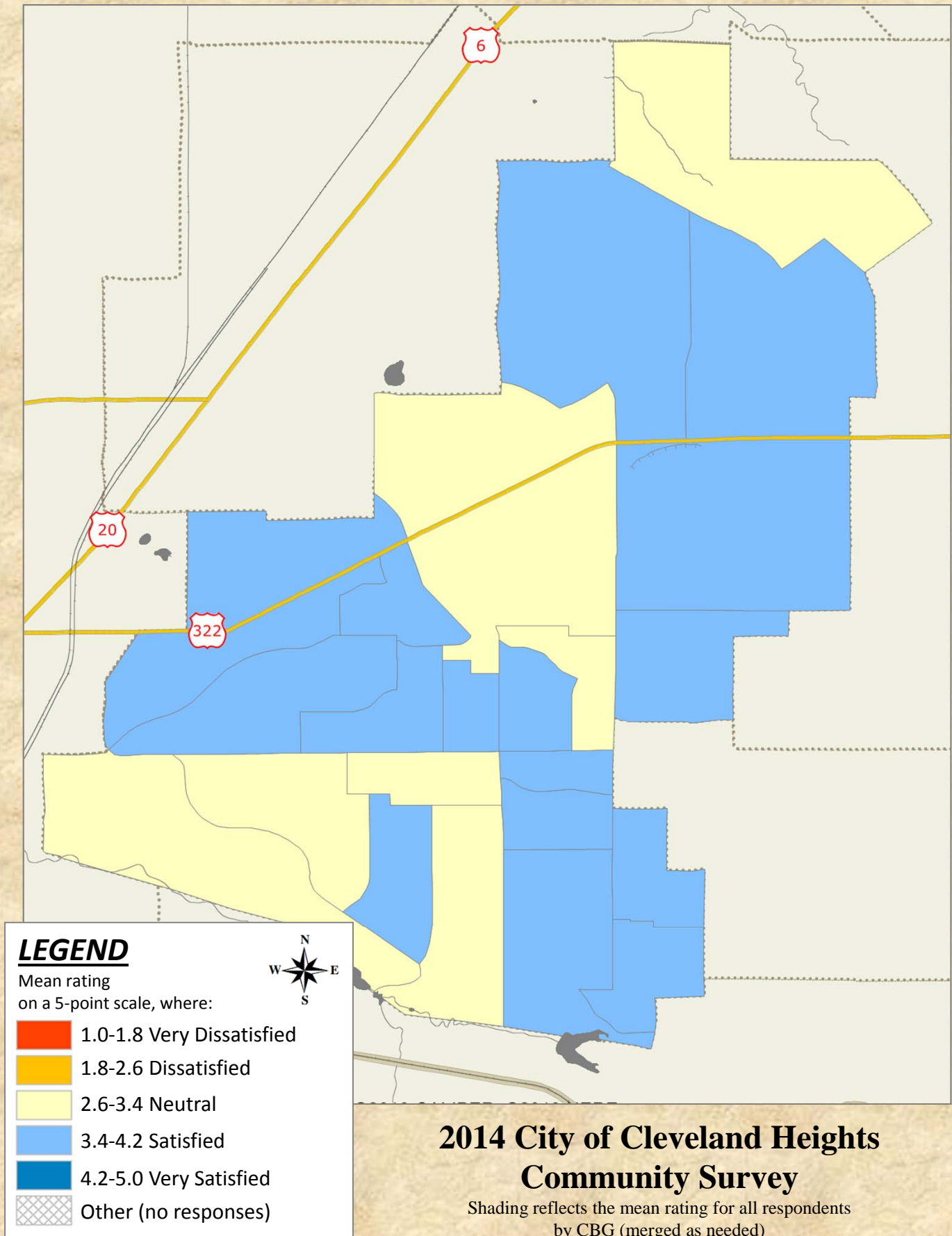
## Q25e Satisfaction with the quality of programming on the City's cable television channel



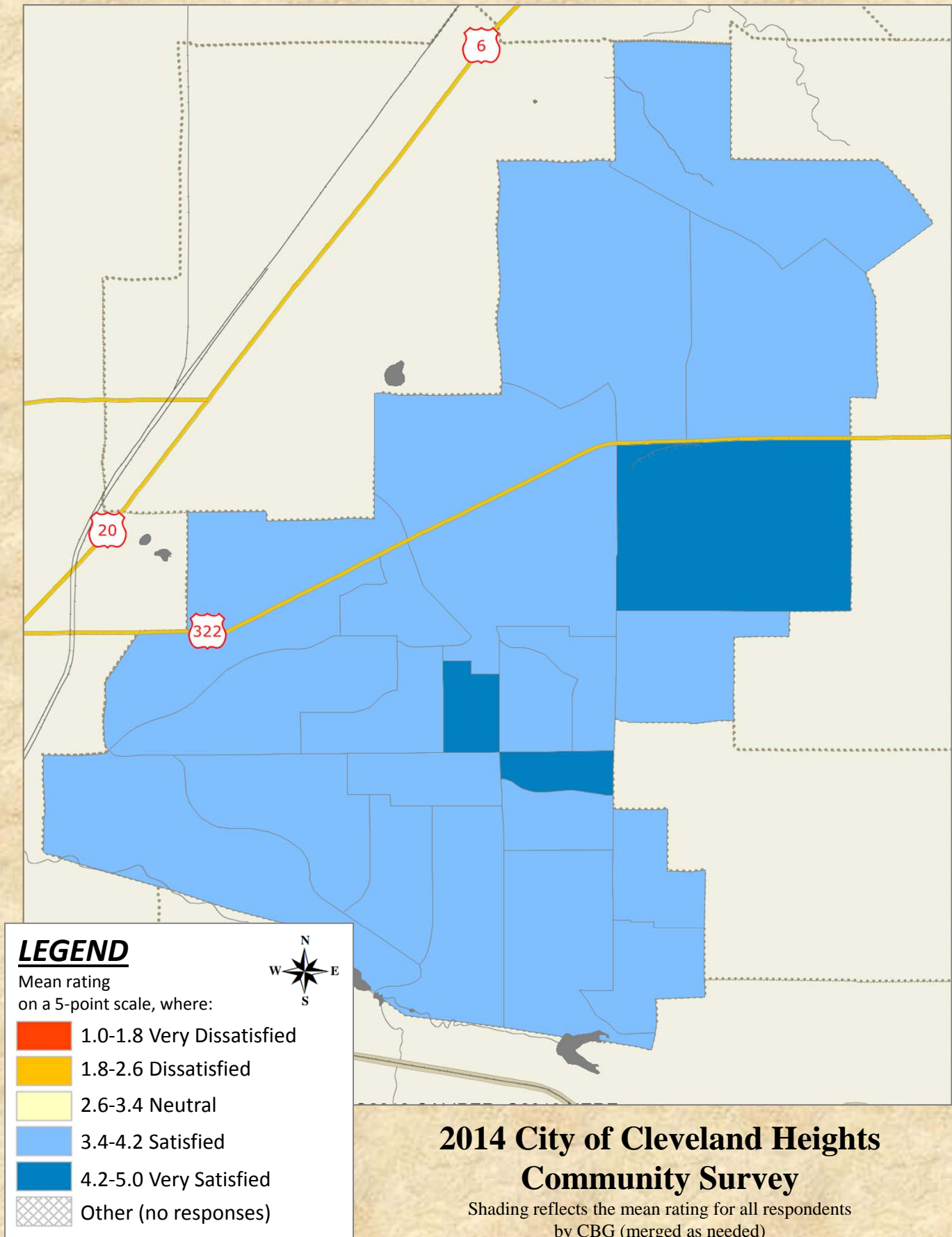
### 2014 City of Cleveland Heights Community Survey

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

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

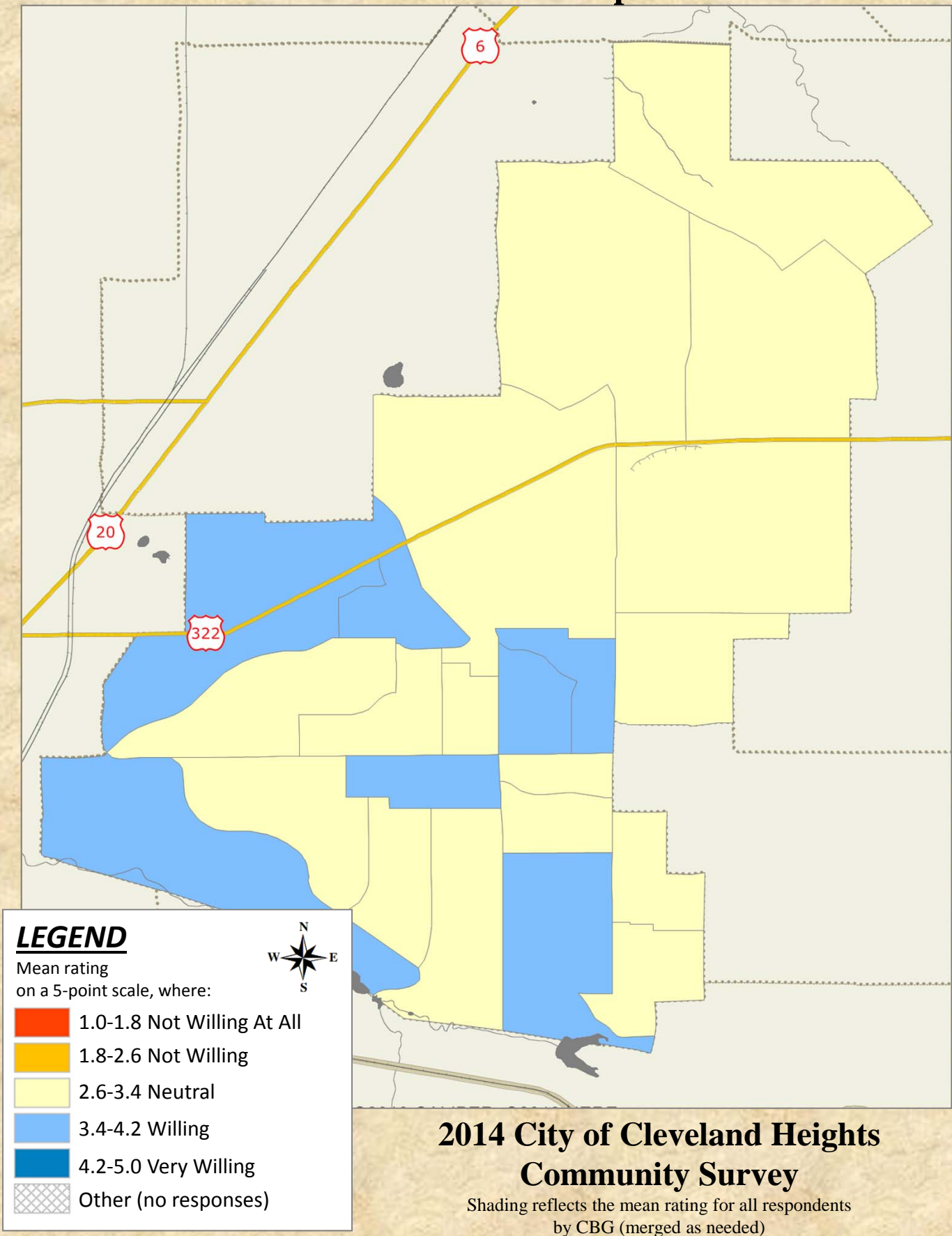


## Q25g Satisfaction with the usefulness of Focus Magazine

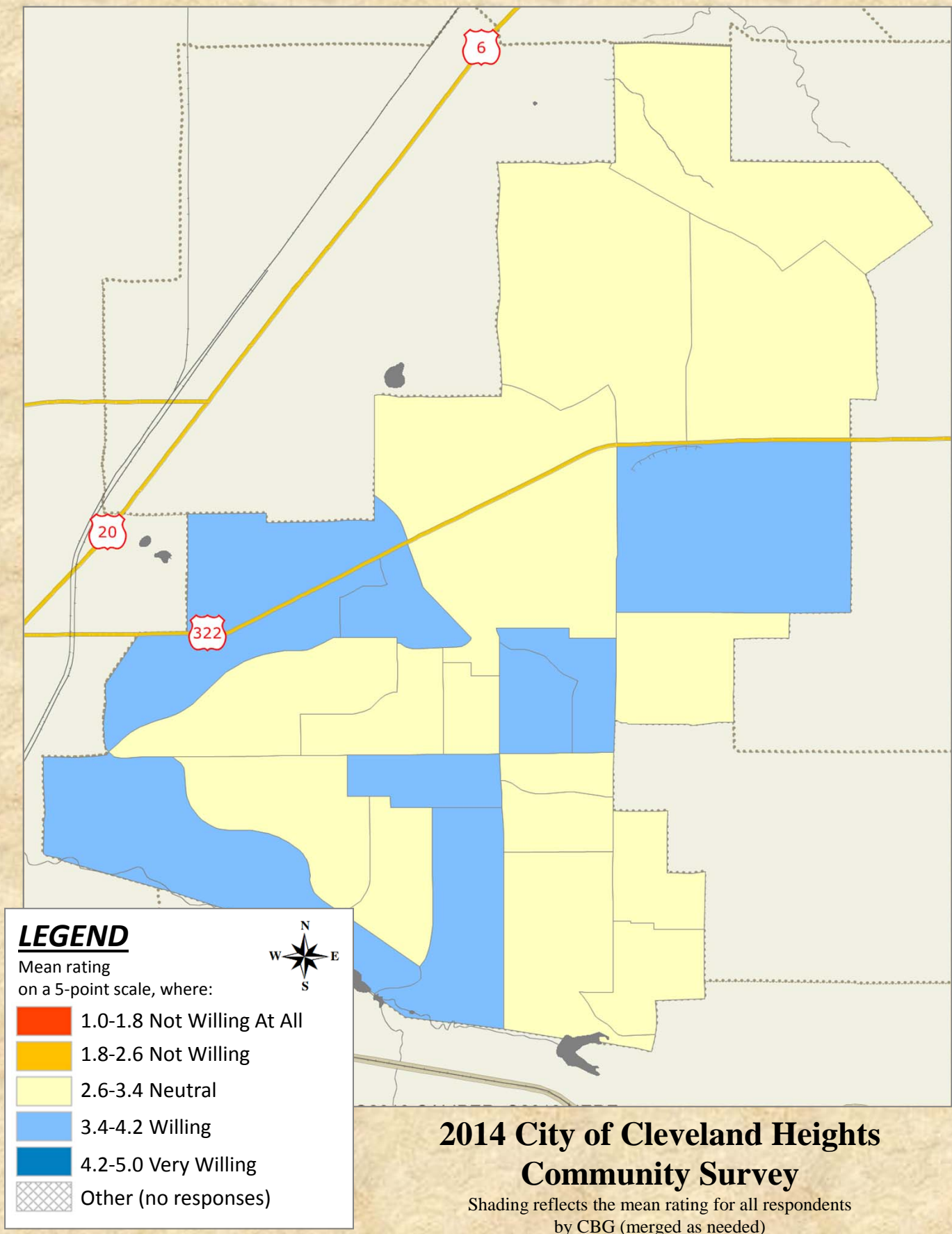




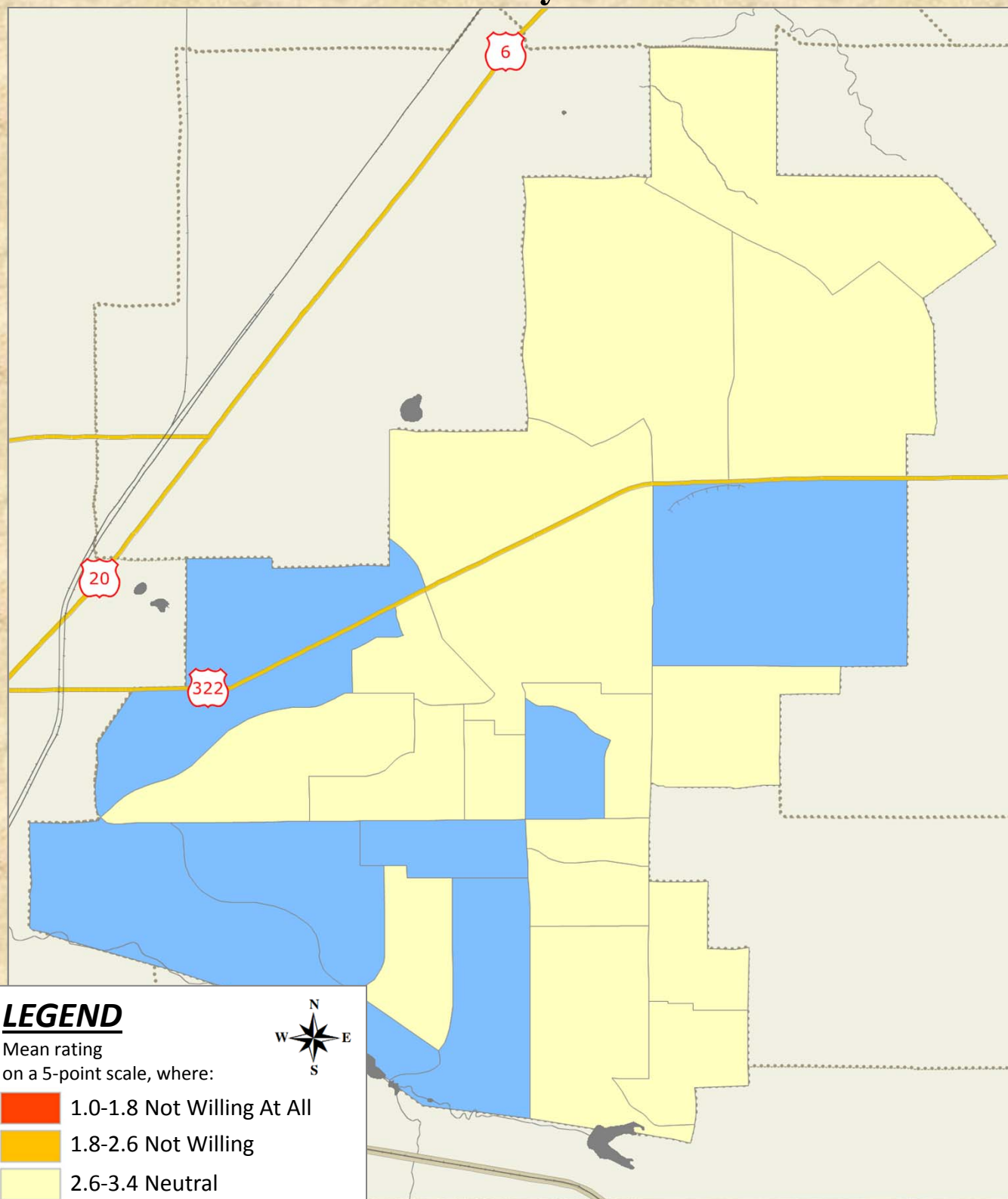
## Q26a Willingness to pay an increase in City taxes and/or fees to maintain current levels of police service



## 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



### **LEGEND**

Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Not Willing At All
- 1.8-2.6 Not Willing
- 2.6-3.4 Neutral
- 3.4-4.2 Willing
- 4.2-5.0 Very Willing
- Other (no responses)

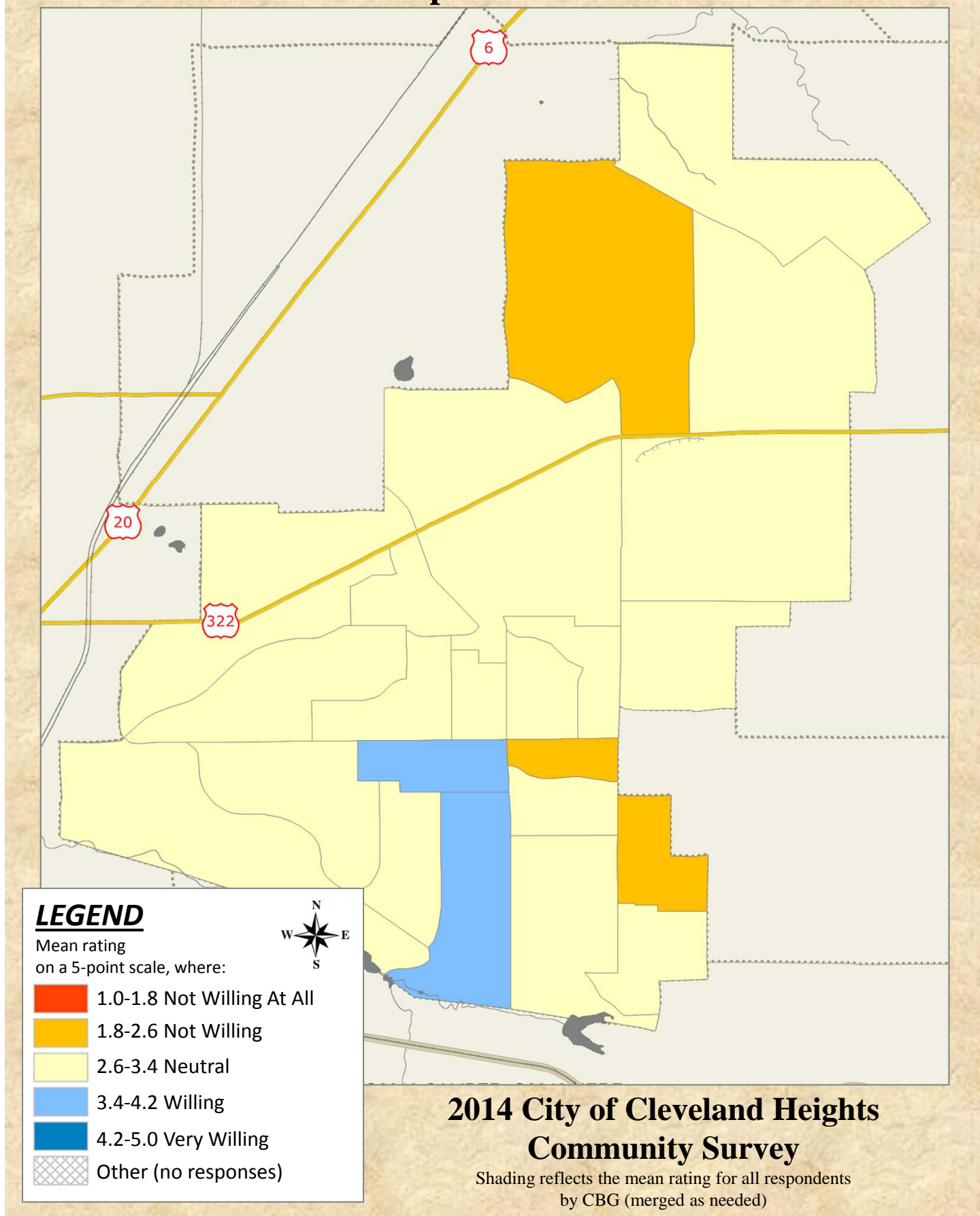


## 2014 City of Cleveland Heights Community Survey

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



## 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

