
MEMORANDUM

TO: Members of Council
FROM: Tanisha R. Briley, City Manager
DATE: October 14, 2016
RE: October 17, 2016

MEETINGS & REMINDERS

Monday, October 17 - 6:15 p.m. - Committee of the Whole
- 7:30 p.m. - City Council

LEGISLATION

Legislation has been prepared for the following:

1. Wade Trim Inc. of Ohio Agreement
2. CDBG Application
3. Fairmount Properties Letter of Intent
4. Nuisance Abatement

GENERAL INFORMATION

1. Enclosed are the Council Update and Agendas.
2. Enclosed is a draft report of the Community Survey.
3. Enclosed is a Community Outreach update from the Vice City Manager.
4. Enclosed is an update from the Public Works Director.
5. Enclosed is an update from the Utilities Commissioner.
6. Enclosed is an update from the Planning and Development Director.
7. Enclosed is an update from the Economic Development Director.
8. Enclosed is the weekly update from the Parks and Recreation Director.
9. Enclosed are the weekly and monthly activity reports from the Fire Chief.
10. Enclosed is the weekly activity report from the Police Chief.
11. Enclosed is the Board of Zoning Appeals agenda.
12. Enclosed are the minutes and agenda for the Citizens Advisory Committee.
13. Enclosed are draft minutes from the October 5 meeting.

TRB/jkw
Enclosures



COUNCIL UPDATE

October 14, 2016

1. LEGISLATION

- **Wade Trim SSO Control Project.** This resolution authorizes the City manager to enter into an amended agreement with Wade Trim, Inc. of Ohio for professional engineering services relating to the City's Capacity, Management, Operation, and Maintenance Program; the Sanitary Sewer Overflow Control project; and other related projects for amount not to exceed \$375,000. The funds will be expensed on a project basis as work is incurred. These projects are expected to take an estimated 12 to 18 months to complete.
- **CDBG (First Reading).** This legislation authorizes the City Manager to submit the Community Development Block Grant entitlement application for the year beginning January 1, 2017.
- **Fairmount Properties.** This resolution authorizes the City Manager to negotiate a non-binding Letter of Intent with Fairmount Properties, LLC, concerning the Top of the Hill development; and declaring an emergency.
- **Nuisance Abatement.** This legislation declares the property located at 3171 Oak Road to be a nuisance and authorizes the abatement of the nuisance.

2. 2016 RESIDENT SURVEY RESULTS

- A representative of ETC Institute, the firm that administered the 2016 Resident Survey, will present the results of the survey during Monday's meeting via web conference. A copy of the draft abbreviated report including the executive summary is enclosed for your review. The web conference will begin promptly at 6:30pm and will focus on major findings in addition to some of the comparative and benchmarking data included in the analysis. Final copies of the survey report and associated appendices will be distributed in the next few weeks.

3. POLICE OFFICER SWEARING IN CEREMONY – 7:15PM

- Chief Mecklenburg will swear in new officers in the Council Chambers just before the 7:30pm City Council meeting. Three new Basic Patrol Officers (BPOs) are joining our Cleveland Heights team.

4. CHECKS BETWEEN \$10,000 - \$50,000

- American Building and Kitchen - \$14,200.00: Deferred Loan Program - 3928 Monticello Blvd
- C.B. Mullins Construction - \$42,740.00: Deferred Loan Program - 14522 Superior Road, 2013 Goodnor and Violation Repair for 2013 Goodnor
- The Illuminating Company - \$21,749.90: Electrical Usage for various city accounts
- Evergreen Energy Solutions, Inc. - \$12,130.83: LED Lighting Upgrade for City Hall, Community Center and Parking Garage (Partial)
- Home Repair Resource Center - \$11,000.00: Down Payment Assistance Program/Admin - 830 Quilliams Road
- Lykins Oil Company - \$11,352.86: Uls Diesel Clear 15Ppm
- Rumpke - \$15,017.94: Solid Waste Disposal Bid Doc 13-02 (3yr Contract)
- Woodsy's Music, Inc. - \$17,485.00: Sound Equipment Rental Fees - Cain Park



CLEVELAND HEIGHTS

Committee of the Whole

October 17, 2016

Agenda

1. Mayor's Report
2. Staff Updates
3. Legislation Overview
4. 2016 Resident Survey Presentation

Note: Police Officer Swearing In Ceremony to begin at 7:15pm in Council Chambers

2016 City of Cleveland Heights Community Survey

...helping organizations make better decisions since 1982

Draft Report

Submitted to the City of Cleveland Heights, Ohio

by:

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

September 2016



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2016 DirectionFinder[®] Survey

Executive Summary Report

Purpose and Methodology

ETC Institute administered the *DirectionFinder*[®] survey for the City of Cleveland Heights during the summer of 2016. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of services. The information gathered from the survey will help the City align its priorities with the needs of residents. This is the second time that Cleveland Heights has administered a community survey with ETC Institute; the first survey was conducted in 2014.

Resident Survey. A seven-page survey was mailed to a random sample of households in the City of Cleveland Heights. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 523 completed the survey. The results for the random sample of 523 households have a 95% level of confidence with a precision of at least +/-4.3%.

In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map on the right shows the physical distribution of survey respondents based on the location of their home **(to be added to final report)**.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Cleveland Heights with the results from other communities in the *DirectionFinder*[®] database. Since the number of "don't know" responses often reflects the utilization and awareness of City services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts and graphs, including trends comparing results from 2014 to 2016
- benchmarking data that show how the results for the City of Cleveland Heights compare to other U.S. cities
- Importance-Satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the survey instrument
- GIS maps that show the results of selected questions on maps of the City (*to be added to final report*)

Major Findings

- **Satisfaction with City Services.** Ninety-one percent (91%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of fire and ambulance services; 85% were satisfied with the quality of police services, 82% were satisfied with the quality of solid waste services, and 76% were satisfied with the quality of parks and recreation programs and facilities. Residents were least satisfied with maintenance of City streets, buildings and facilities (47%).
- **City Services That Are Most Important for the City to Provide.** Based on the sum of their top three choices, the services that residents indicated are most important for the City to provide are: (1) quality of police services (2) quality of fire and ambulance services, and (3) the maintenance of City streets, buildings and facilities.
- **Perceptions of the City.** Seventy-three percent (73%) of residents surveyed, *who had an opinion*, indicated that they were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of services provided by the City; 71% were satisfied with the overall quality of life in the City, and 70% were satisfied with the overall quality of the neighborhood in which they live. Residents were least satisfied with the value they received for their City tax dollars and fees (34%).
- **Ratings of the City of Cleveland Heights.** Eighty-one percent (81%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with Cleveland Heights as a place to live, and 73% were satisfied with the City as a place to visit. Residents were least satisfied with the City as a place to retire (47%).

- **Utility Services.** Eighty-nine percent (89%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with residential trash collection services in Cleveland Heights, and 88% were satisfied with curbside recycling services. Residents were least satisfied with sewer service (69%).
- **Development and Redevelopment.** Fifty-seven percent (57%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the diversity of existing retail, restaurant and commercial businesses in the City, and 38% were satisfied with the quality of new retail development. Residents were least satisfied with the redevelopment of abandoned or under-utilized properties in Cleveland Heights (17%).
- **Public Safety.** Eighty-eight percent (88%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with how quickly fire personnel respond to emergencies; 86% were satisfied with how quickly ambulance personnel respond to emergencies; 85% were satisfied with how quickly police respond to emergencies, and 81% were satisfied with the overall quality of ambulance service. Residents were least satisfied with police-related education programs (54%).
- **Perceptions of Safety in the City.** Ninety-three percent (93%) of residents surveyed, *who had an opinion*, felt safe (rating of 4 or 5 on a 5-point scale) in their neighborhood during the day, and 87% felt safe in commercial and retail areas during the day. Residents felt the least safe in City parks (52%).
- **Code Enforcement.** Fifty percent (50%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of the building and permit process; 46% were satisfied with the enforcement of exterior maintenance of business property, and 45% were satisfied with the enforcement of exterior maintenance of residential property. Residents were least satisfied with the enforcement of snow removal on sidewalks (25%).
- **Transportation.** Fifty-five percent (55%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the availability of public transportation in the City, and 48% were satisfied with the availability of bicycle lanes. Residents were least satisfied with the condition of sidewalks in the City (45%).
- **Maintenance Services.** Seventy-one percent (71%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with snow removal on major City streets; 67% were satisfied with the adequacy of street lighting, and 63% were satisfied with mowing and trimming along City streets and other public areas. Residents were least satisfied with the maintenance of neighborhood streets (51%).

- **Parks and Recreation.** Eighty-one percent (81%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance and appearance of the Community Center; 72% were satisfied with the maintenance of City parks; 71% were satisfied with the number of City parks, and 70% were satisfied with programs and activities offered at the Community Center. Residents were least satisfied with the fees charged for recreation programs (56%).

Of the 40% of households that indicated they had attended a concert or show at Cain Park during the previous 12 months, 97% of those surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the overall quality of the facility; 89% were satisfied with the overall quality of shows and events at Cain Park, and 82% were satisfied with ease of purchasing tickets for shows and events. Residents were least satisfied with the overall quality of concessions at Cain Park (72%).

- **City Communications.** Seventy-three percent (73%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the usefulness of *Focus* magazine; 69% were satisfied with the availability of information about City programs and services, and 55% were satisfied with the City's efforts to keep them informed about local issues. Residents were least satisfied with the level of public involvement in the City's budget process (25%).

Other Findings

- Of the 61% of residents who contacted the City with a question, problem or complaint during the past year, 80% indicated that it was "very easy" or "easy" to contact the person they needed to reach. With regard to the quality of customer service they received, 81% of residents surveyed, *who had an opinion*, indicated City employees were "always" or "usually" courteous and polite (rating of 4 or 5 on a 5-point scale), while 68% indicated City employees "always" or "usually" gave prompt, accurate and complete answers to questions.
- 73% of residents surveyed indicated they get information about the City of Cleveland Heights from *Focus* magazine; 57% get their City information from the *Heights Observer*, and 46% get information from *Plain Dealer/Sun Press*.

Trends

The most significant increases and decreases from 2014 to 2016 are provided on the following page. ***Changes of more than +/-4% are considered statistically significant.***

Significant Increases

- Overall feeling of safety in Cleveland Heights (+13%)
- Feeling of safety in commercial and retail areas at night (+13%)
- Affordability of shows and events at Cain Park (+10%)
- Overall quality of police services (Public Safety category) (+9%)
- The City's efforts to prevent crime (+9%)
- Fire-related education programs (+9%)
- Ease of purchasing ticket for shows and events at Cain Park (+9%)
- Visibility of police in commercial and retail areas (+8%)
- Feeling of safety in neighborhoods at night (+8%)
- Feeling of safety in City parks (+8%)
- Enforcement of local traffic laws (+6%)
- Yard waste removal services (+6%)
- Availability of bicycle lanes (+6%)
- Maintenance of major City streets (+6%)
- Overall quality of the facility at Cain Park (+6%)
- Overall quality of concessions at Cain Park (+6%)
- Quality of police services (Major Categories of Service) (+5%)
- Residential trash collection services (+5%)
- Number of walking and biking trails (+5%)

Significant Decreases

- Quality of new residential development (-11%)
- Convenience of parking in the City (-11%)
- Condition of sidewalks in the City (-10%)
- Diversity of existing retail, restaurant, and commercial businesses (-10%)
- Quality of City water services (-9%)
- Efforts to attract new businesses to the community (-9%)
- Overall quality of ambulance service (-8%)
- Overall quality of local fire protection (-8%)
- Frequency that City employees did what they said they would do in a timely manner (-8%)
- Maintenance of City parks (-8%)
- Enforcing exterior maintenance of business property (-7%)
- Enforcing clean-up of debris on private property (-7%)
- Efforts to conserve energy/protect the environment (-7%)
- Adult recreation opportunities (-7%)
- Quality of outdoor athletic fields (-7%)
- Usefulness of the City's web page (-7%)
- Ease of registering for parks and recreation programs (-6%)
- Water service (-5%)

- Sewer service (-5%)
- Overall image of the City (-5%)
- Value received for City tax dollars and fees (-5%)
- Mowing and trimming along City streets and public areas (-5%)
- Tree trimming and urban forestry along City streets and public areas (-5%)
- Enforcing exterior maintenance of residential property (-5%)
- Enforcing snow removal on sidewalks (-5%)
- Ratings of the City as a place to work (-5%)
- Ratings of the City as a place to retire (-5%)
- Frequency that City employees gave prompt, accurate, and complete answers to questions (-5%)
- Senior recreation opportunities (-5%)
- Efforts to inform about local issues (-5%)
- Quality of programming on the City's cable TV channel (-5%)

Opportunities for Improvement

In order to help the City identify opportunities for improvement, ETC Institute conducted an Importance-Satisfaction (I-S) Priorities Analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize improvements in services with the highest Importance-Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Based on the results of the Importance-Satisfaction (I-S) Priorities Analysis, ETC Institute recommends the following:

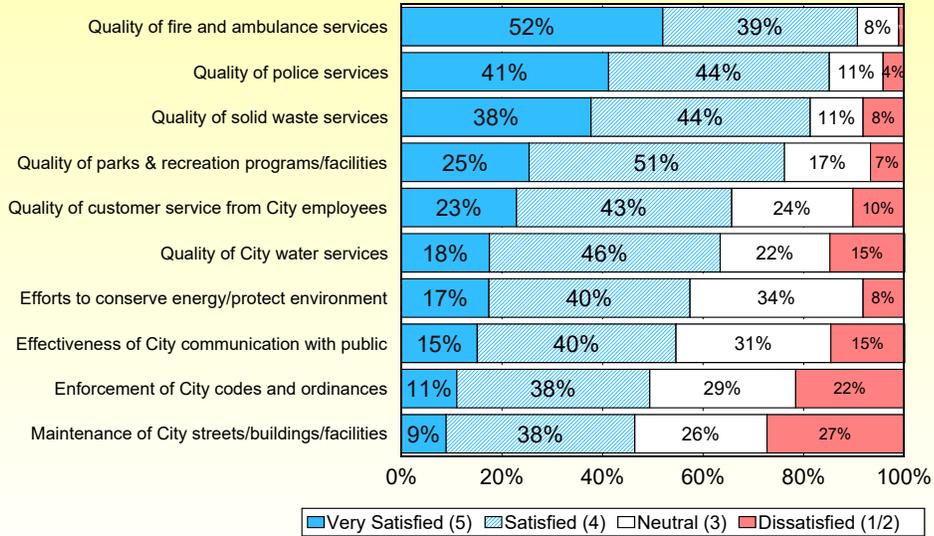
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top two opportunities for improvement over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Overall maintenance of City streets, buildings and facilities
 - Overall quality of police services

- **Priorities within Departments/Specific Areas.** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Utility Services:** water service.
 - **Development and Redevelopment:** redevelopment of abandoned or under-utilized properties, efforts to attract new businesses to the community, quality of new retail development, and quality of new residential development.
 - **Public Safety Services:** the City's efforts to prevent crime and visibility of police in neighborhoods.
 - **Code Enforcement:** enforcing the exterior maintenance of residential property, enforcing the clean-up of debris on private property, enforcing the exterior maintenance of business property, enforcing the mowing and cutting of weeds and tall grass on private property, and enforcing snow removal on sidewalks.
 - **Maintenance Services:** maintenance of major City streets, maintenance of neighborhood streets, snow removal on major City streets, snow removal on neighborhood streets, and overall cleanliness of City streets and other public areas.
 - **Parks and Recreation:** maintenance of City parks.

Section 1:
Charts and Graphs

Q1. Satisfaction with Major Categories of Services Provided by the City

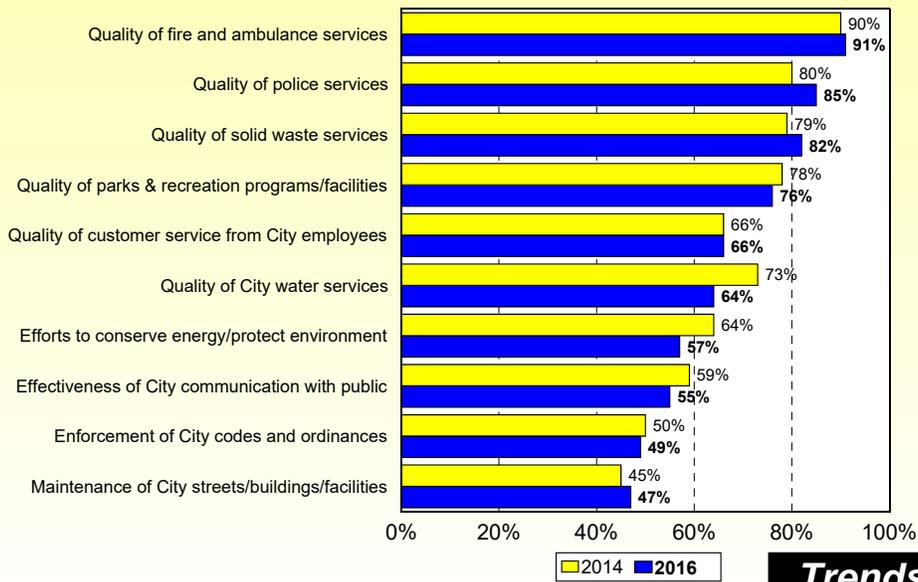
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Satisfaction with Major Categories of Services Provided by the City

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

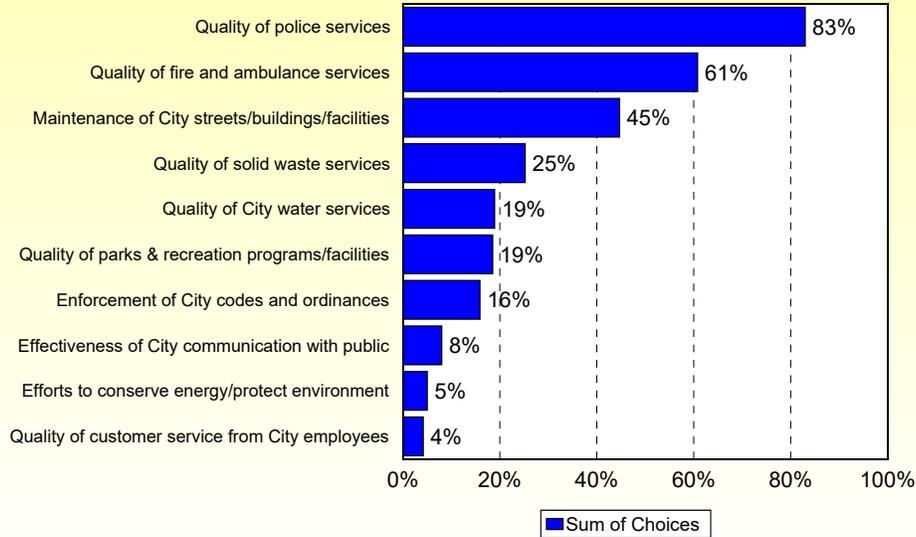


Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)



Q2. City Services That Are Most Important for the City to Provide

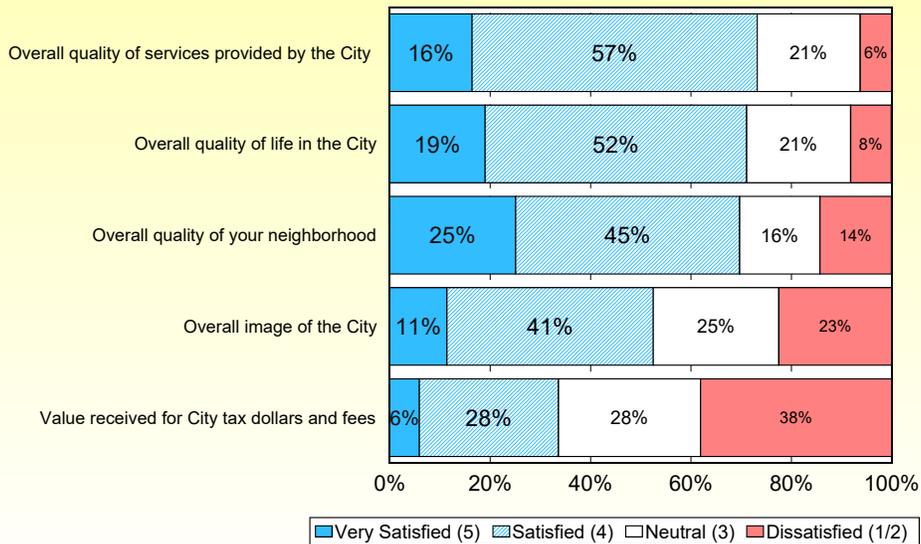
by percentage of respondents who selected the item as one of their top three choices



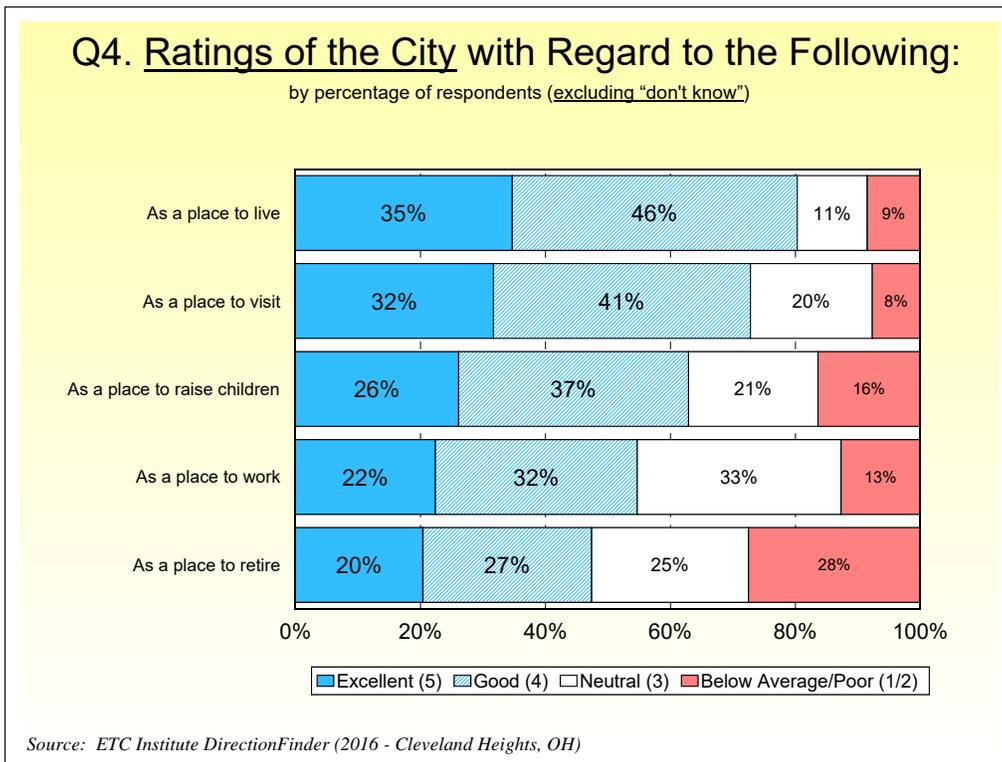
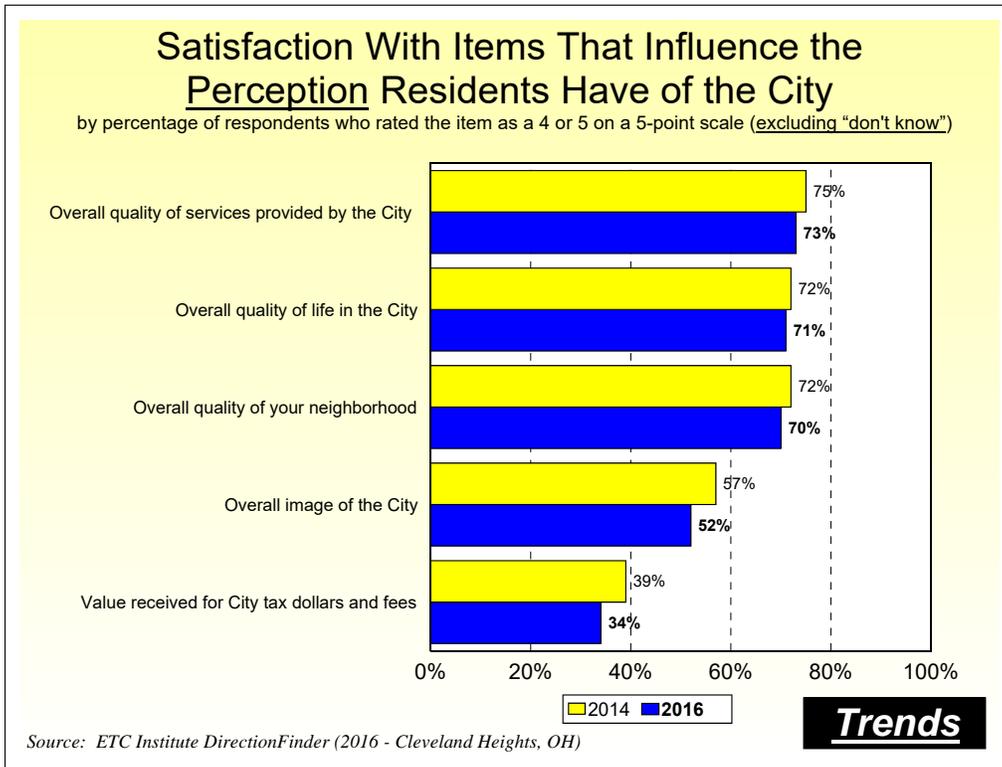
Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

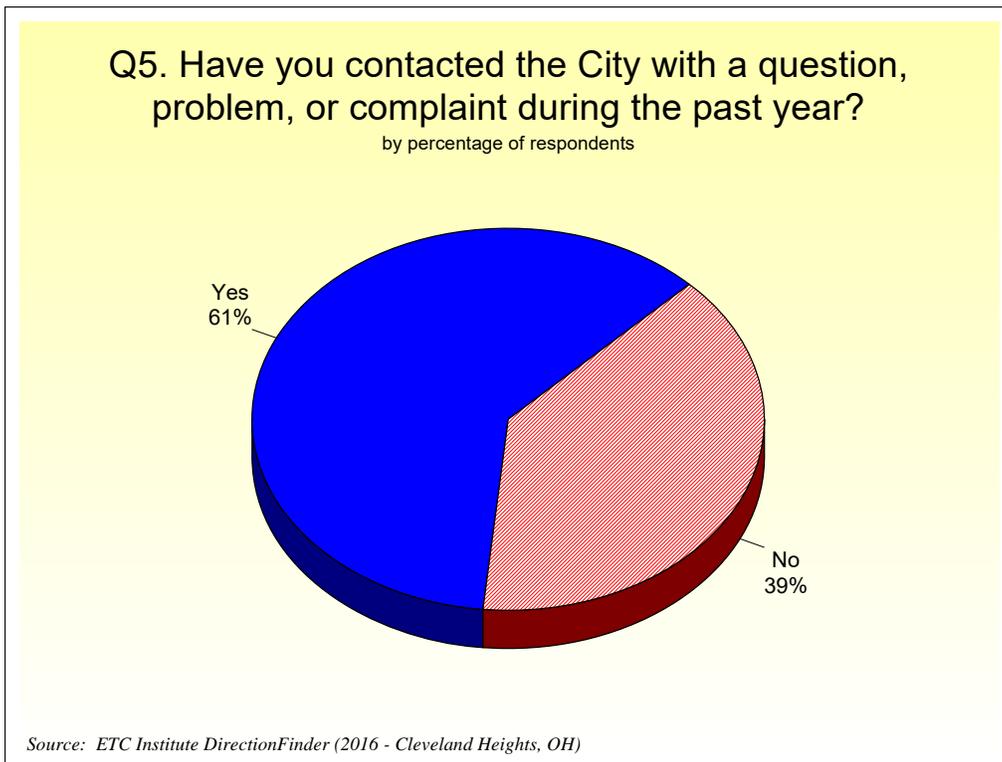
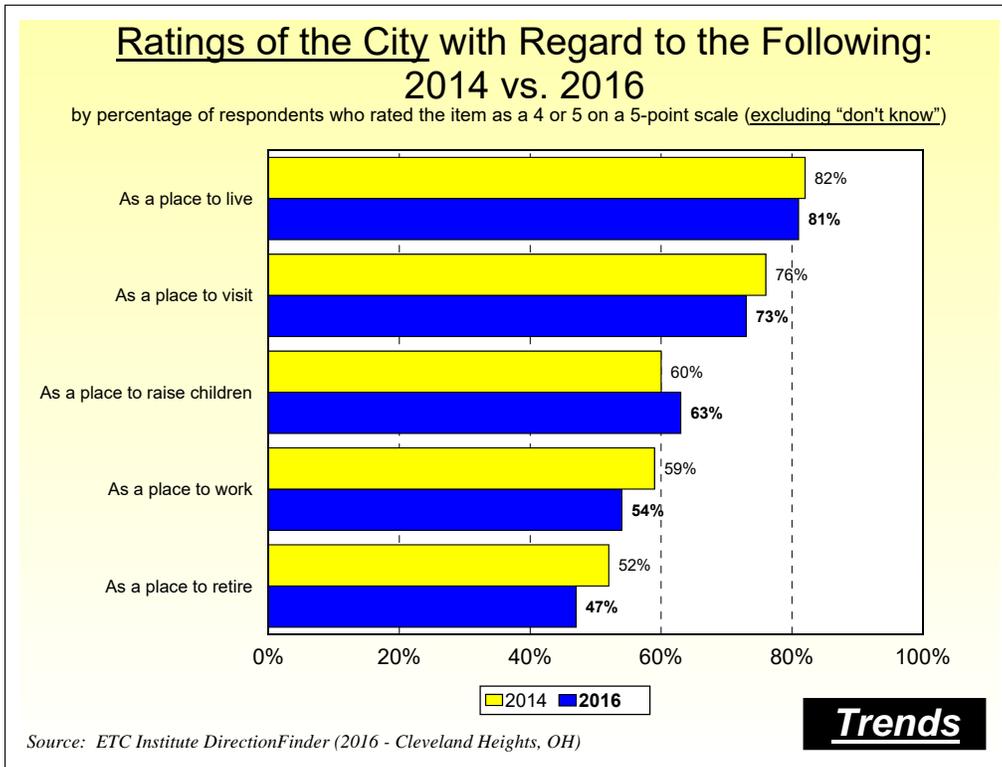
Q3. Satisfaction With Items That Influence the Perception Residents Have of the City

by percentage of respondents (excluding "don't know")



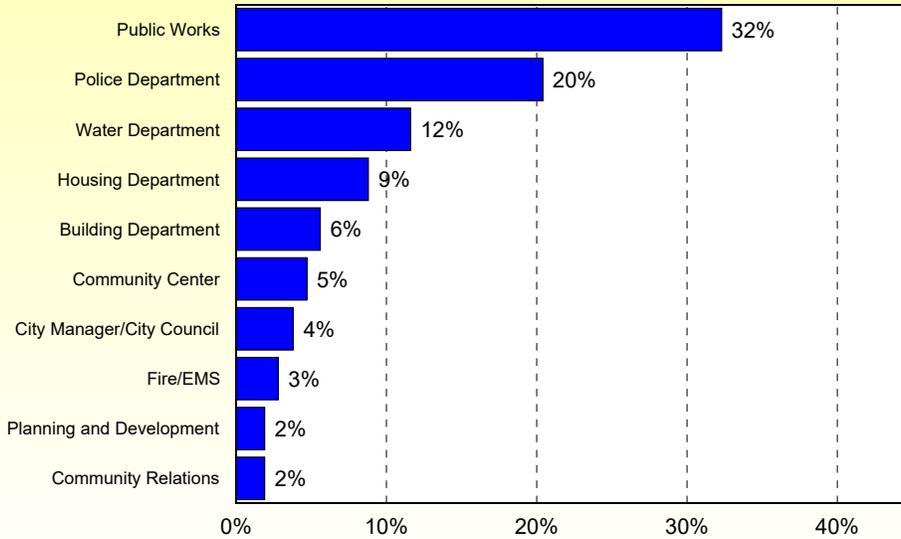
Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)





Q5a. If YES, which department did you contact most recently?

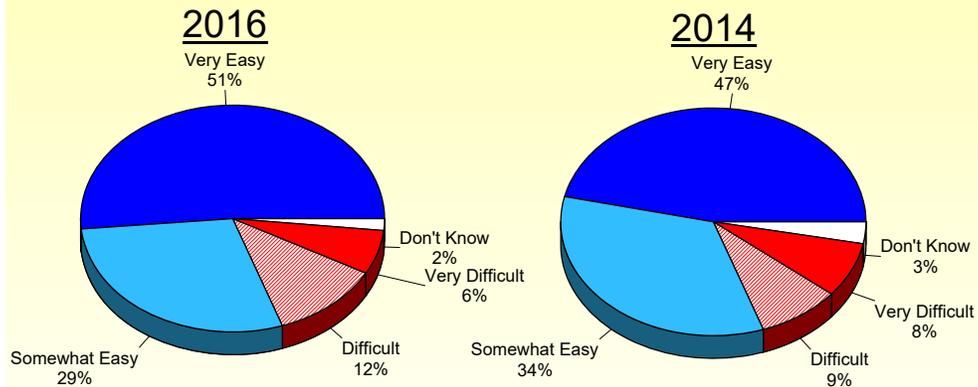
by percentage of respondents who contacted the City (multiple responses could be made)



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

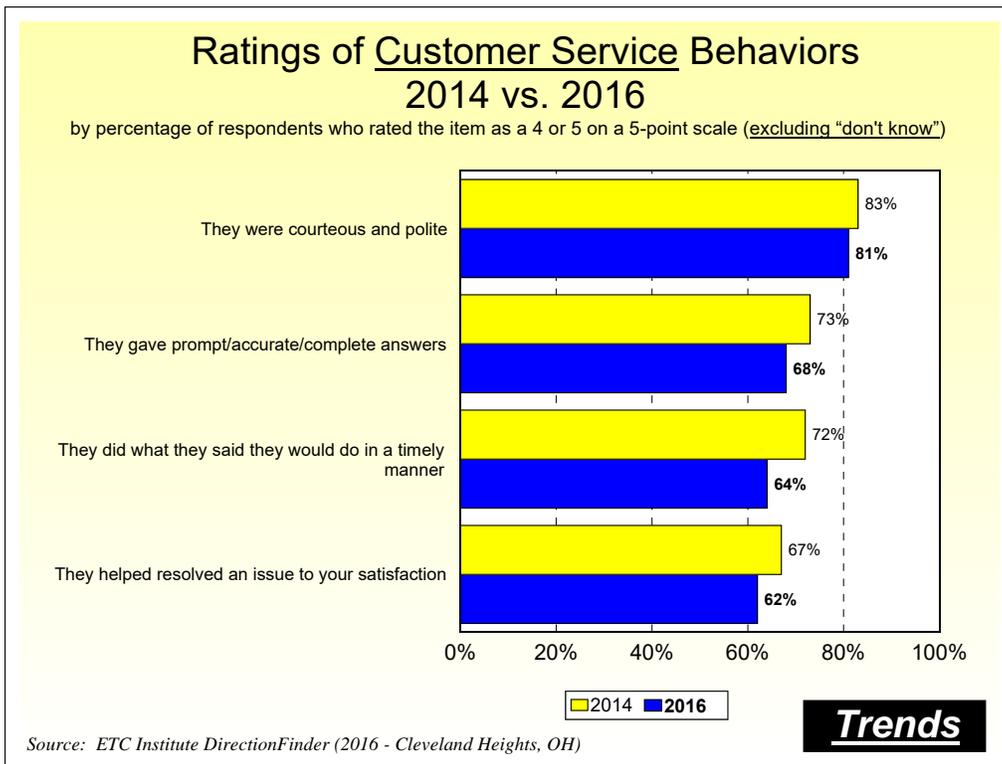
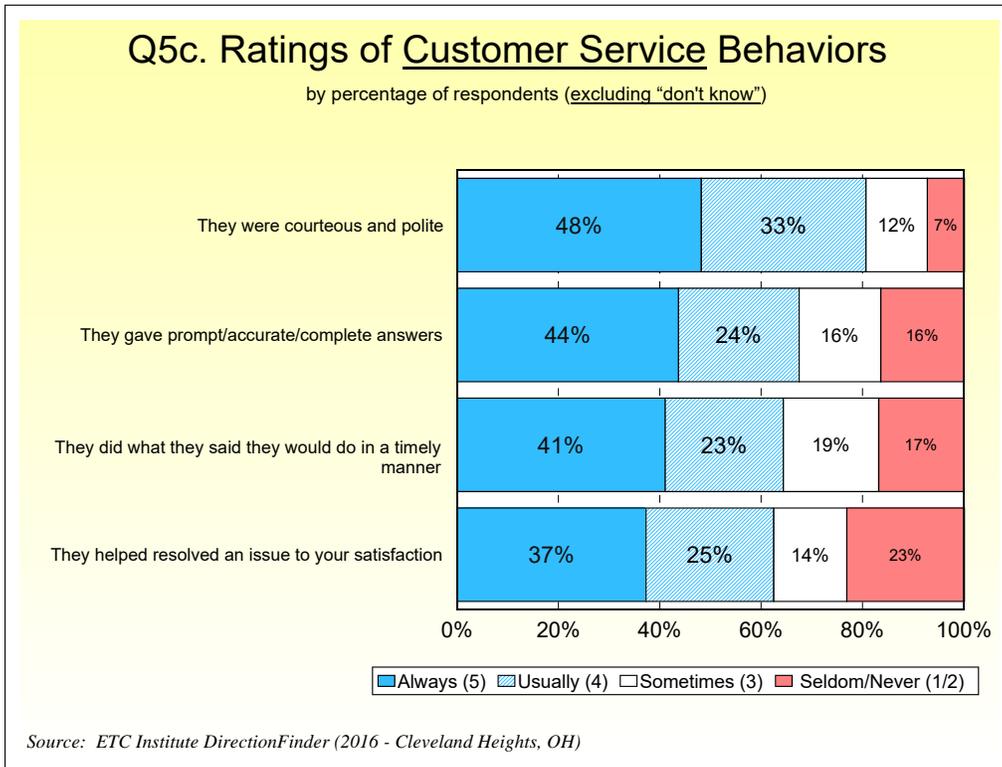
Q5b. How easy was it to contact the person you needed to reach in the Department?

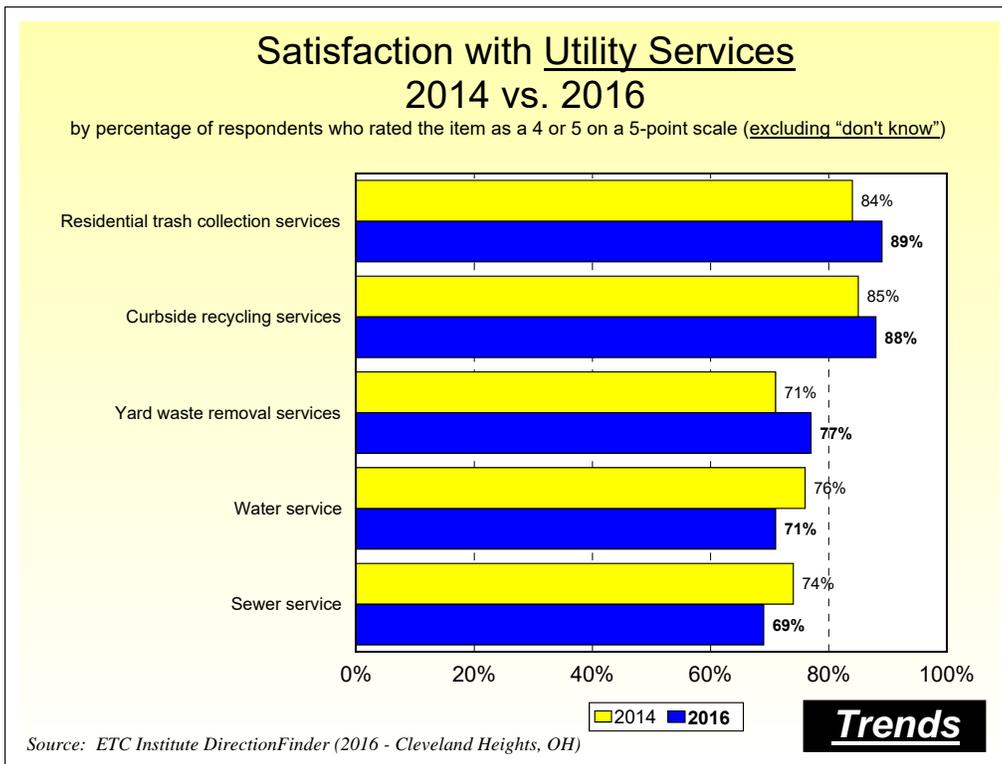
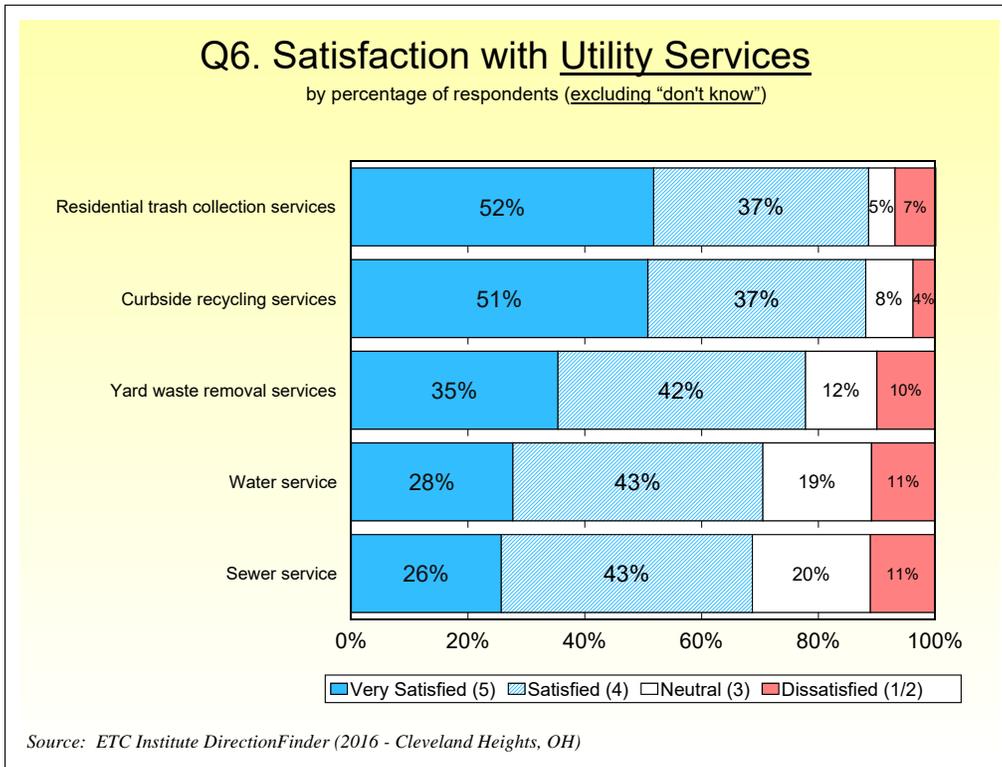
by percentage of respondents who contacted the City



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

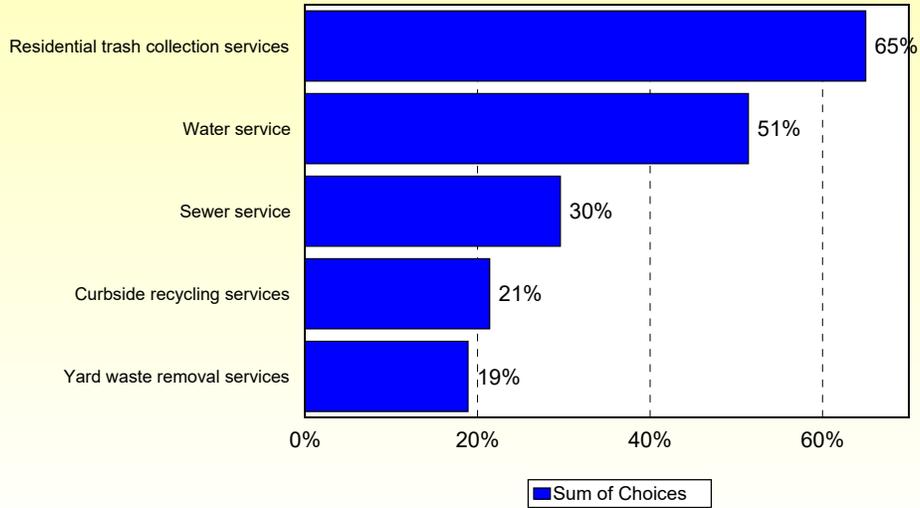






Q7. Utility Services That Are Most Important for the City to Provide

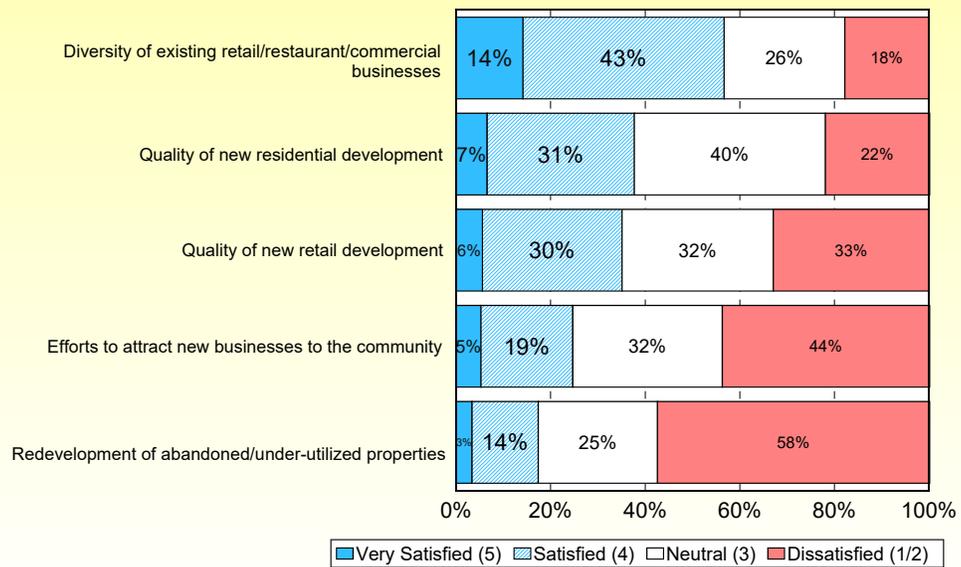
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q8. Satisfaction With Development and Redevelopment

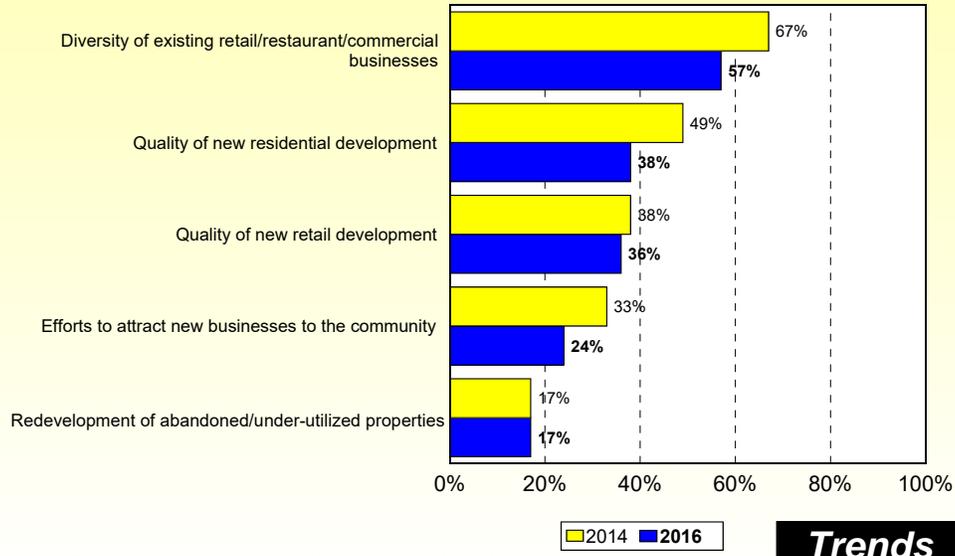
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Satisfaction With Development and Redevelopment 2014 vs. 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

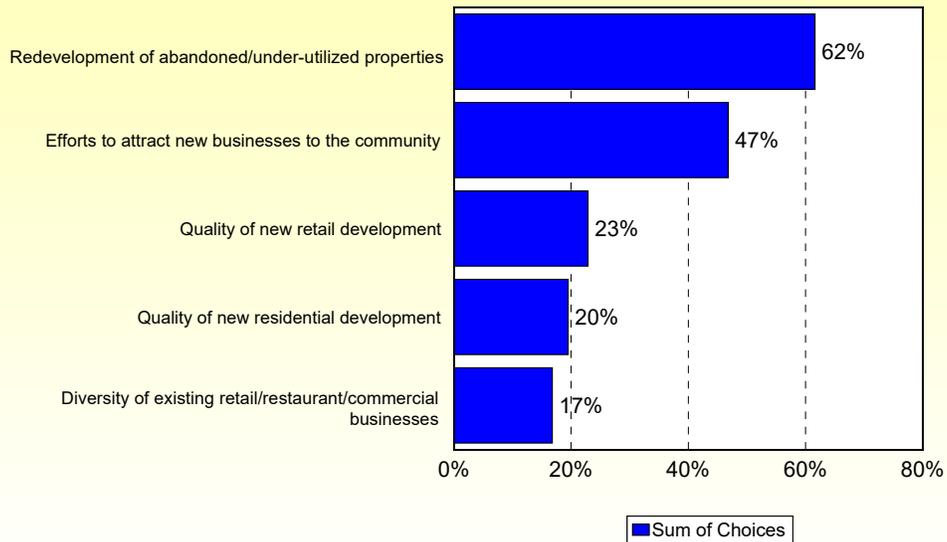


Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

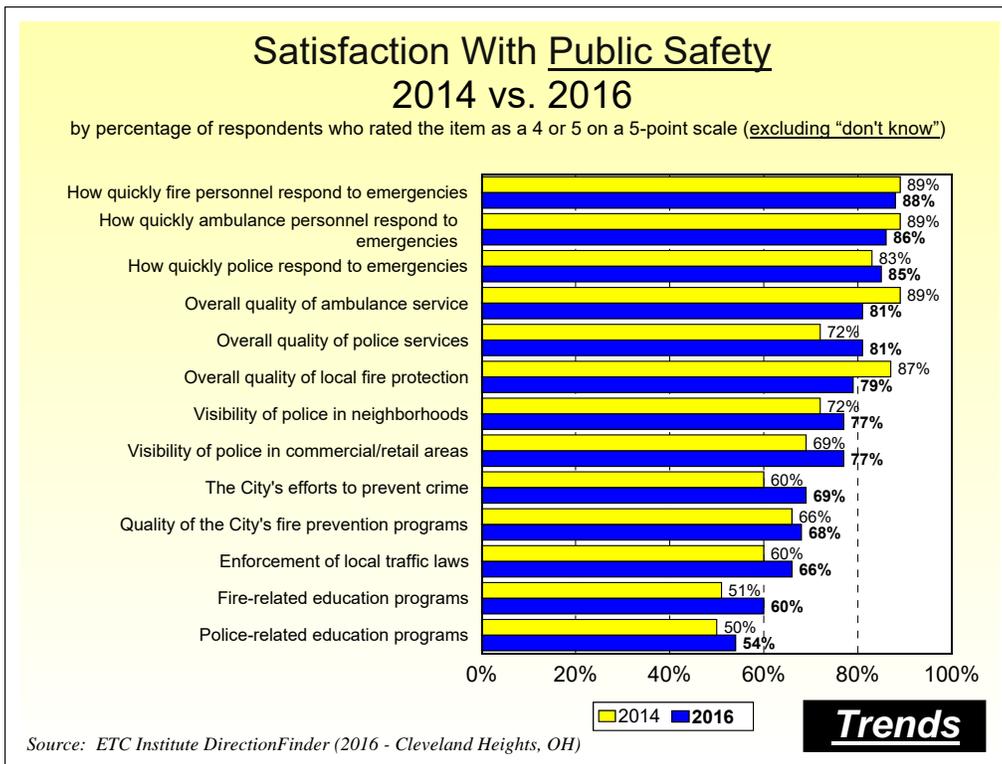
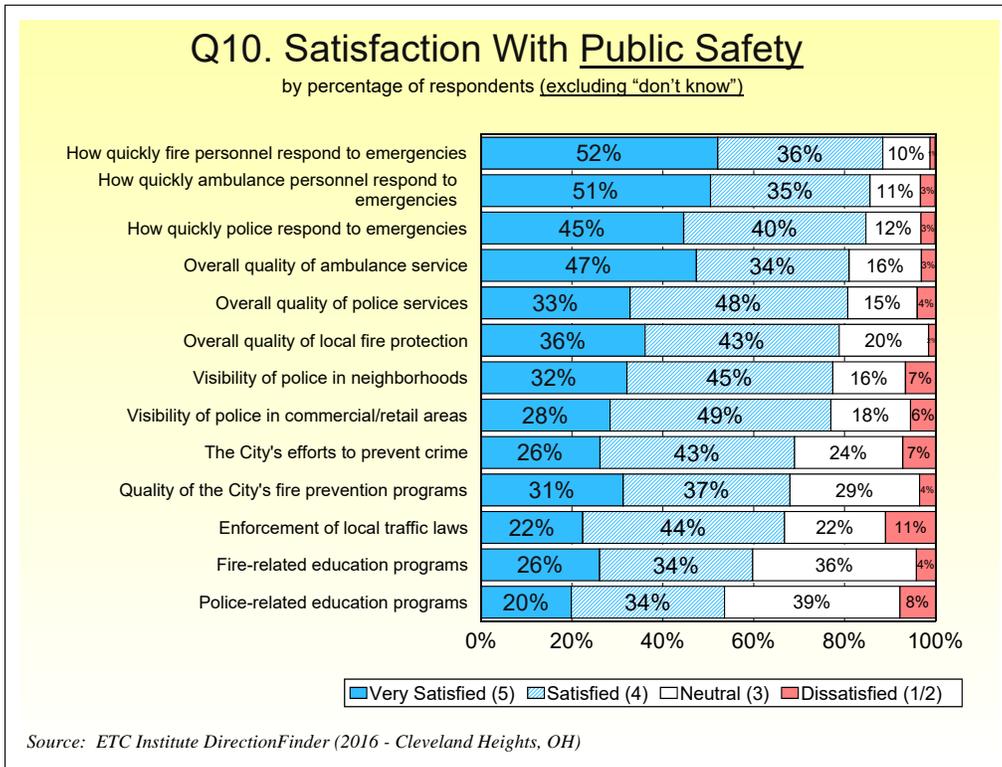


Q9. Development and Redevelopment Activities That Are Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top two choices

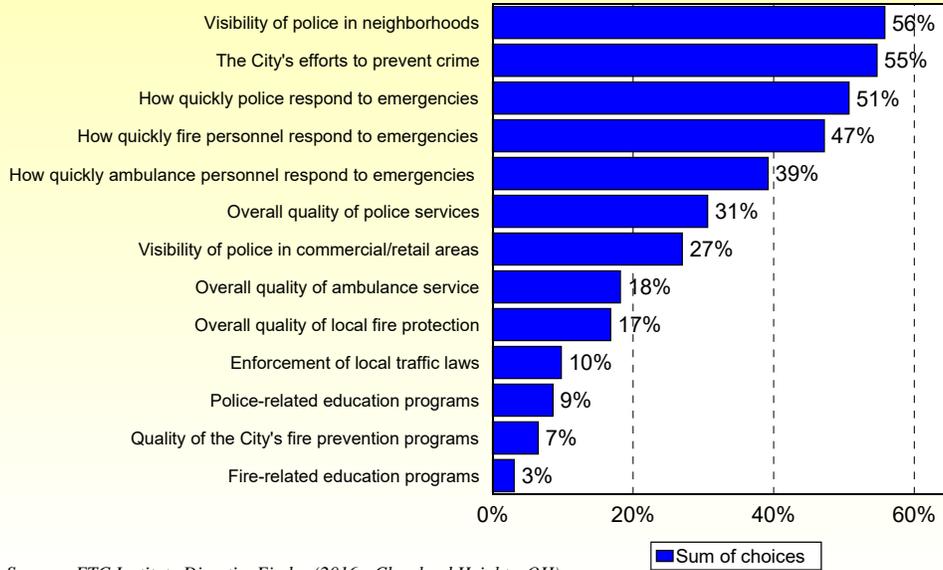


Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)



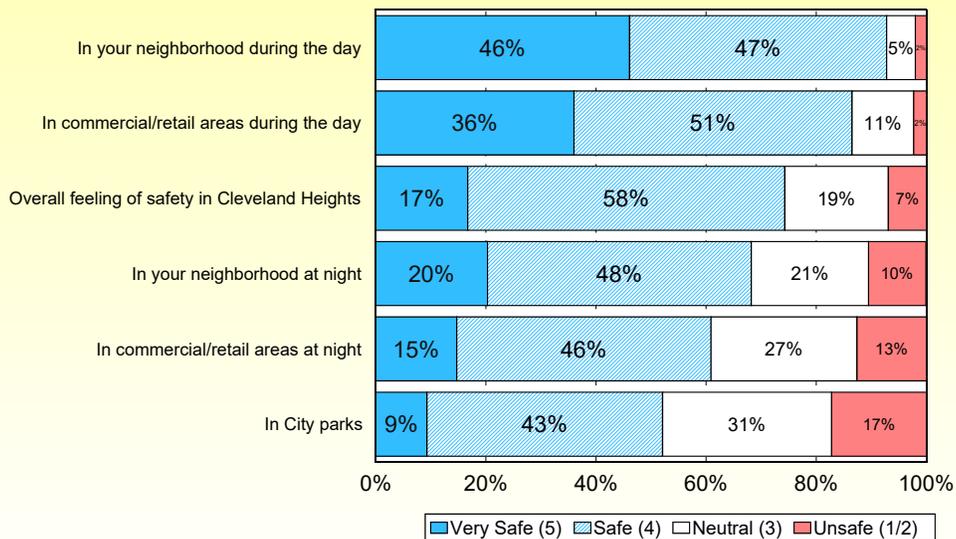
Q11. Public Safety Services That Are Most Important for the City to Provide

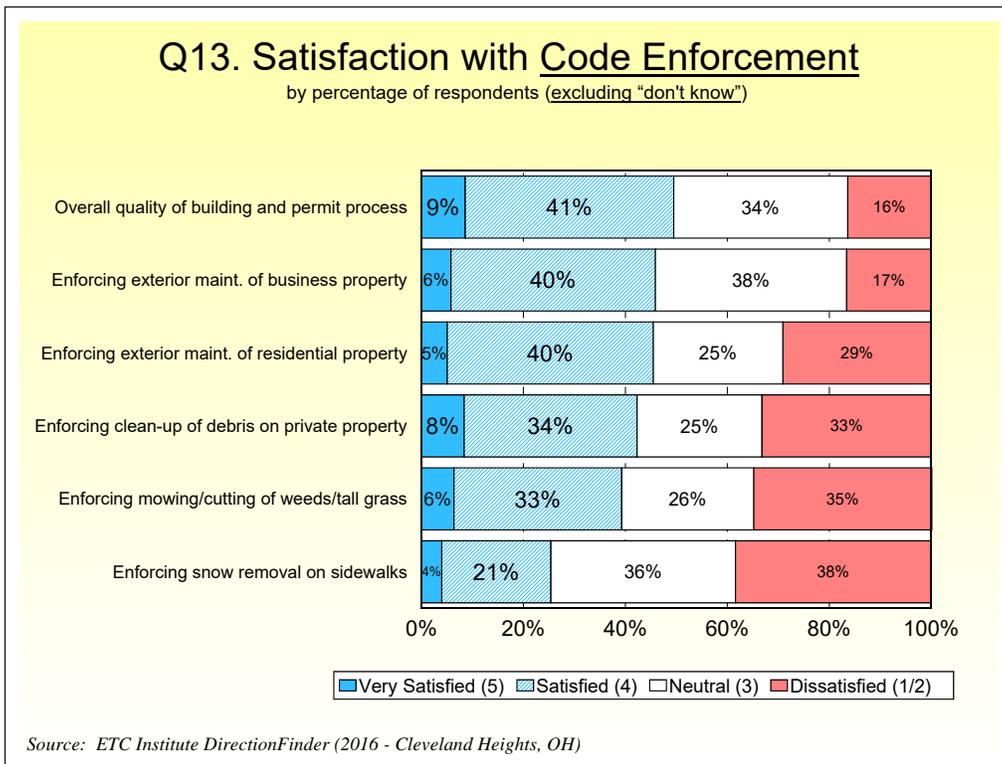
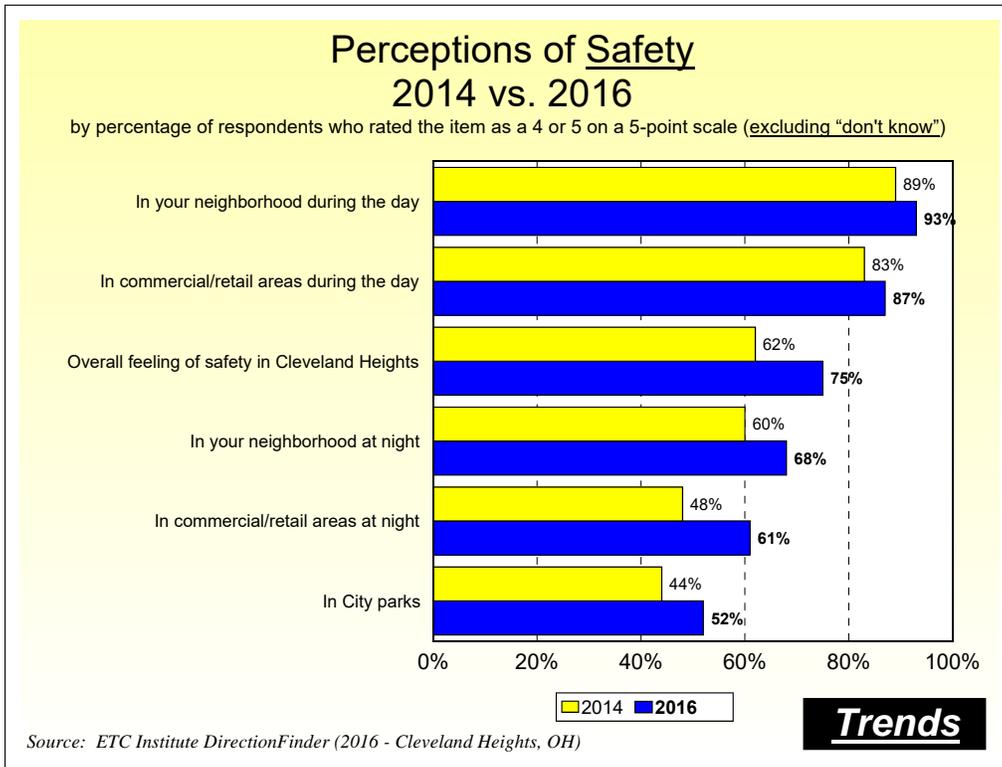
by percentage of respondents who selected the item as one of their top four choices

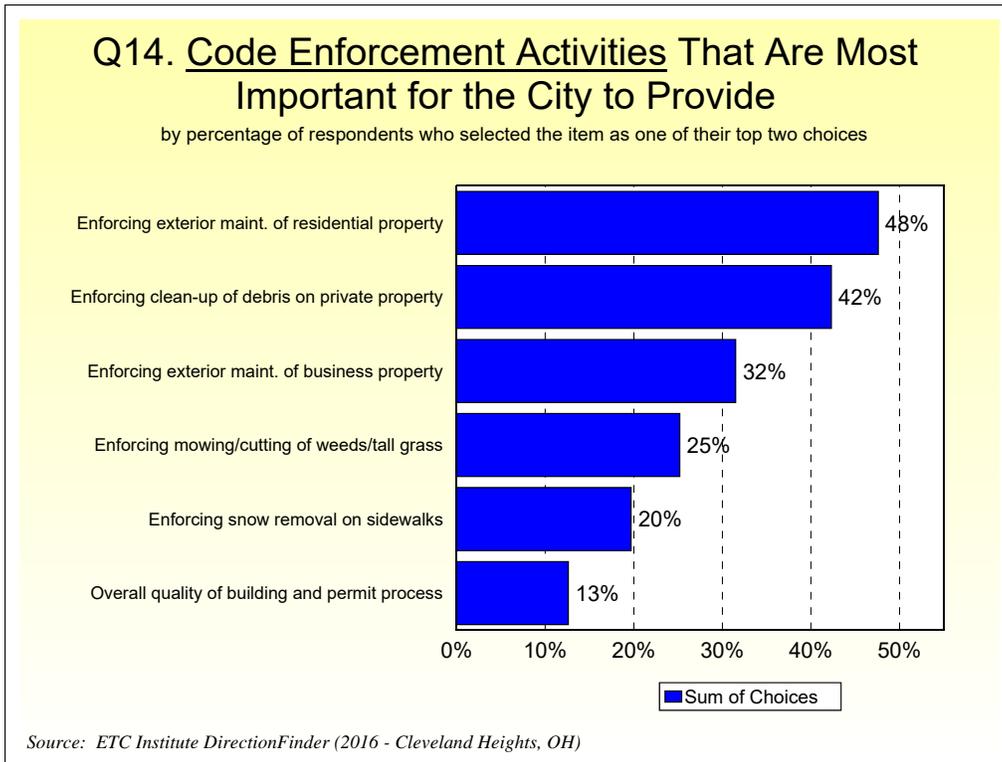
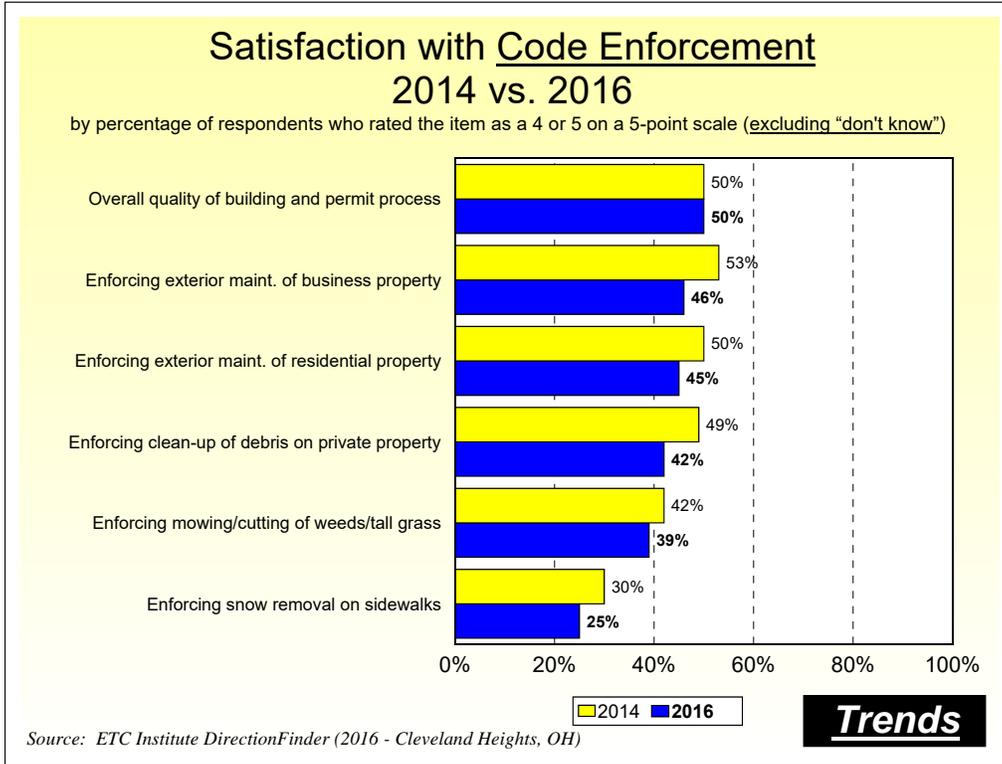


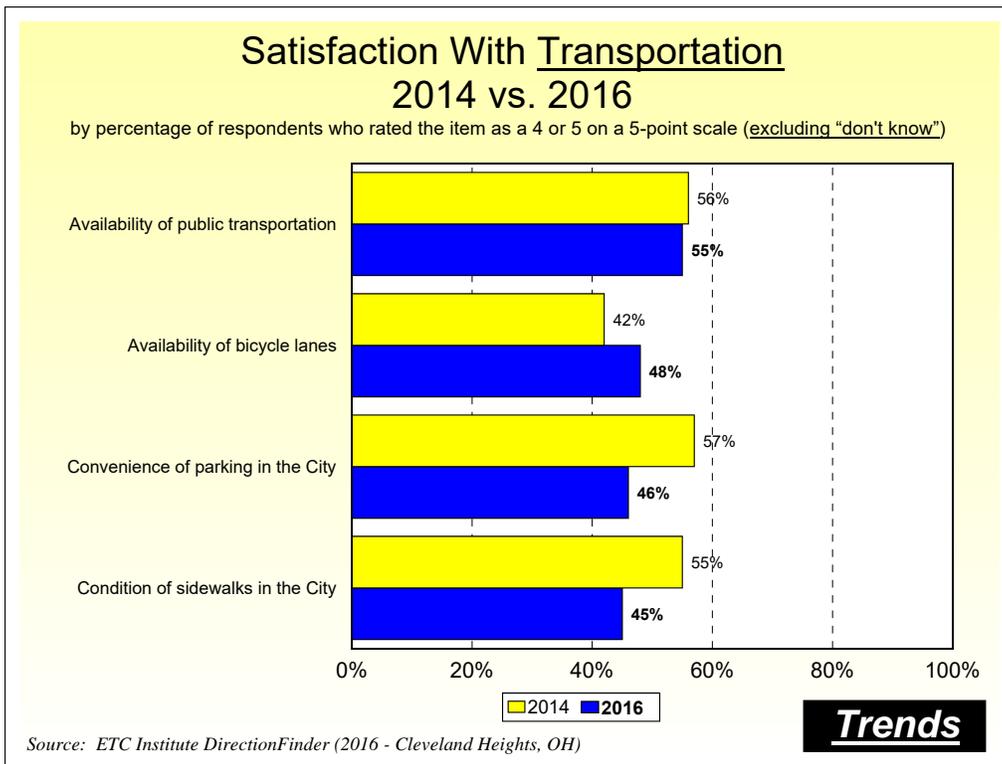
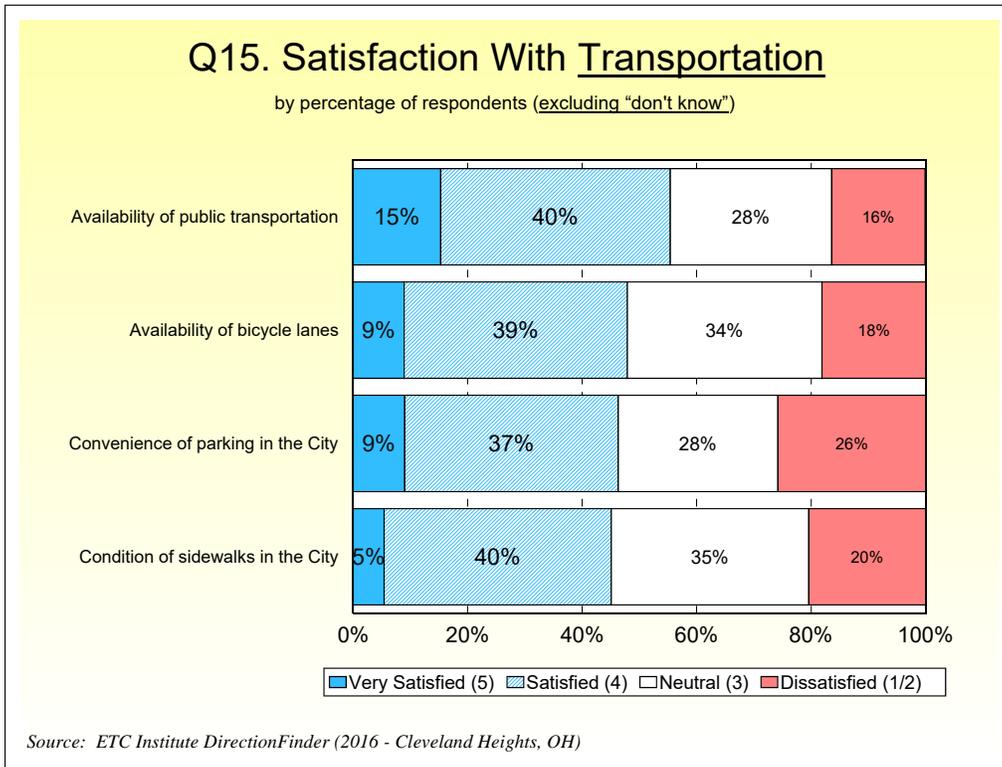
Q12. Perceptions of Safety

by percentage of respondents (excluding "don't know")



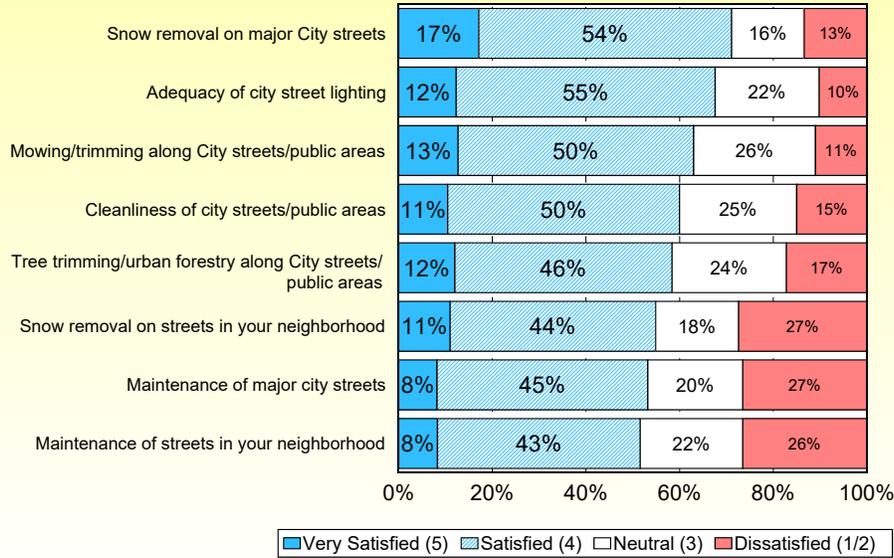






Q16. Satisfaction With City Maintenance

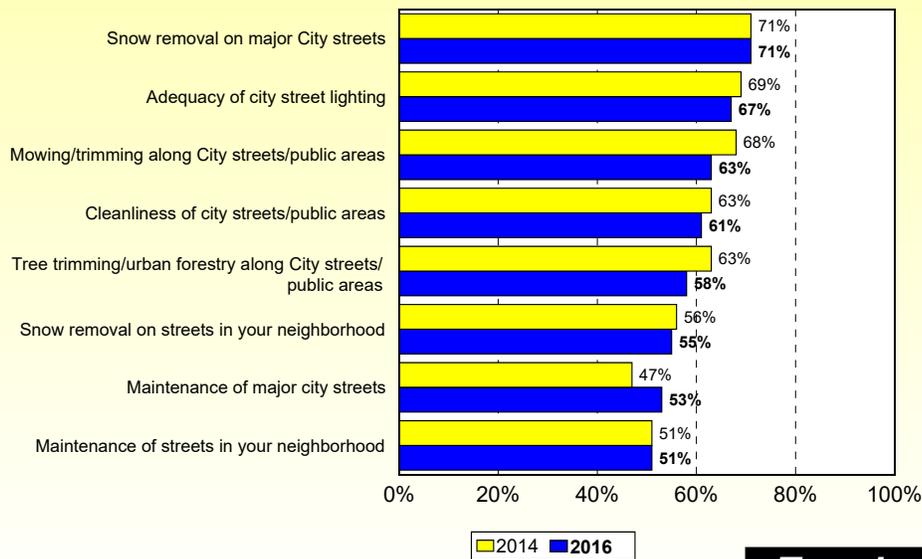
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Satisfaction With City Maintenance 2014 vs. 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

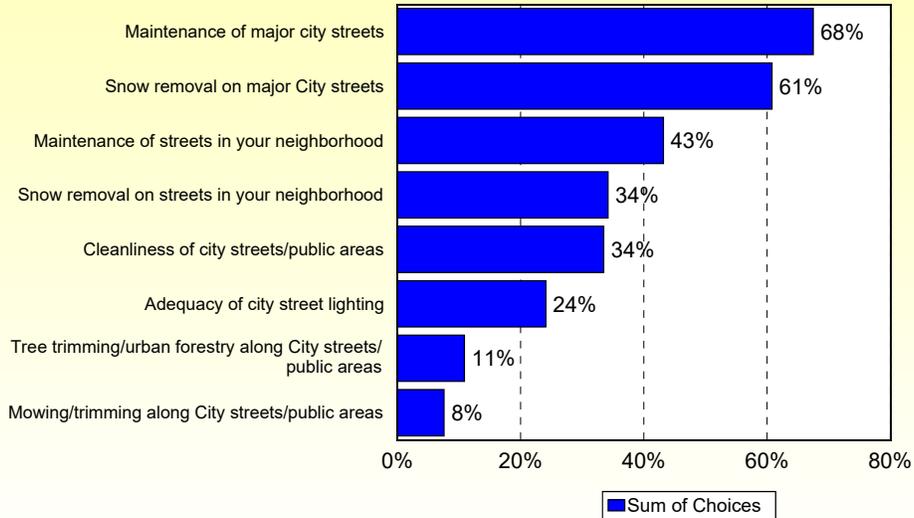


Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)



Q17. City Maintenance Services That Are Most Important for the City to Provide

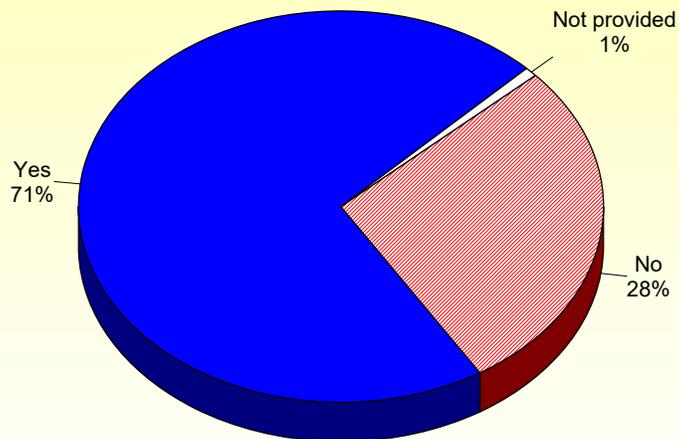
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q18a. Have you or other members of your household visited a Cleveland Heights City park during the past 12 months?

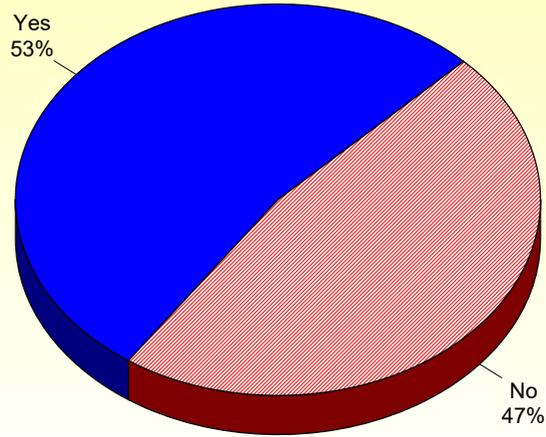
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q18b. Have you or other members of your household visited the Cleveland Heights Community Center during the past 12 months?

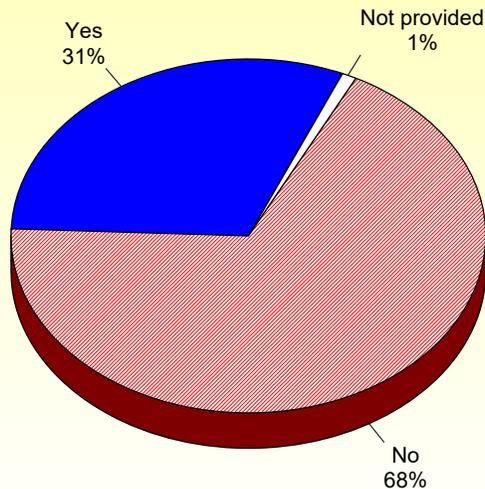
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q18c. Have you or other members of your household participated in any Parks and Recreation programs offered by the City of Cleveland Heights during the past 12 months?

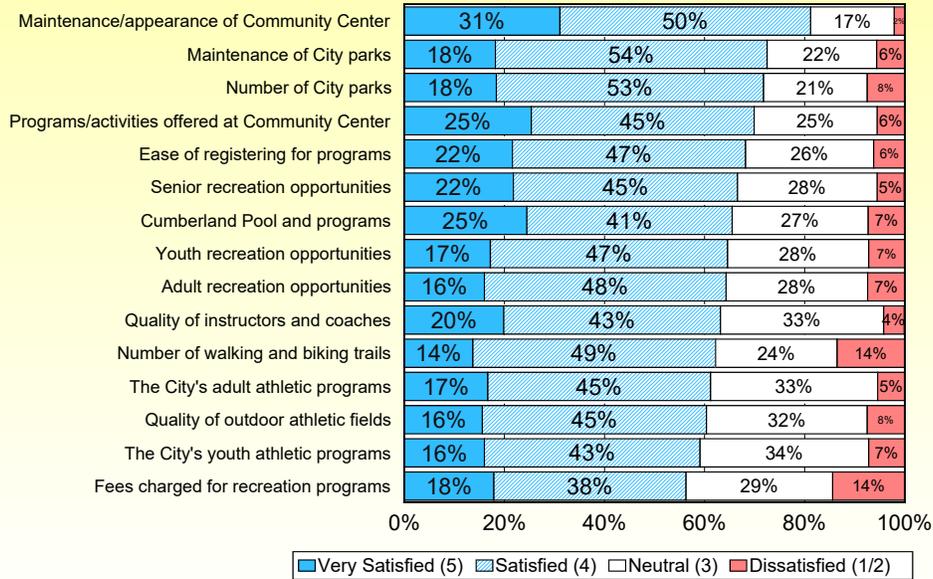
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q19. Satisfaction with Parks and Recreation

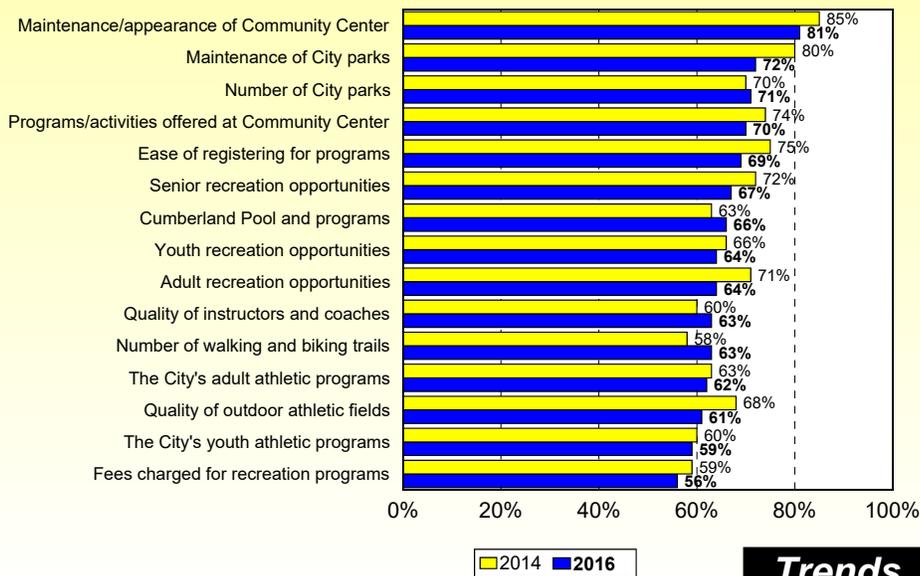
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Satisfaction with Parks and Recreation 2014 vs. 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

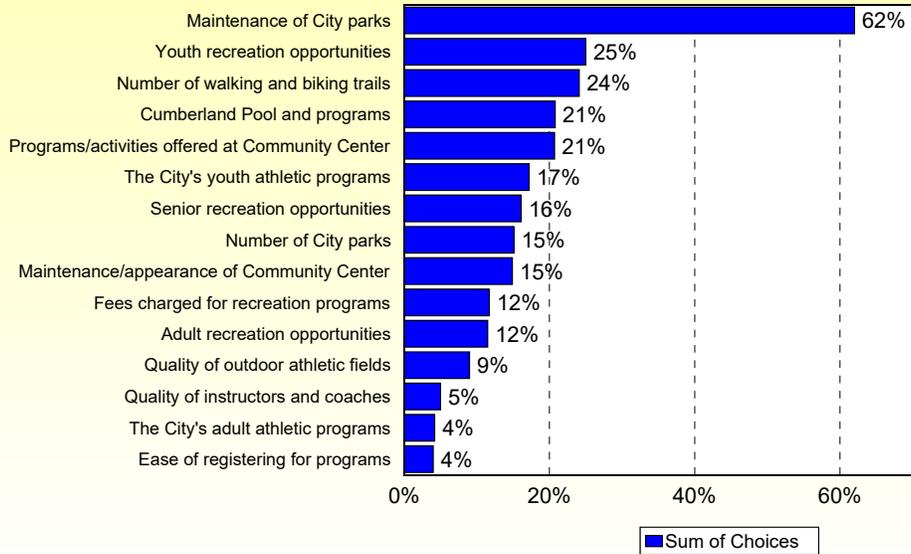


Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)



Q20. Parks and Recreation Services That Are Most Important for the City to Provide

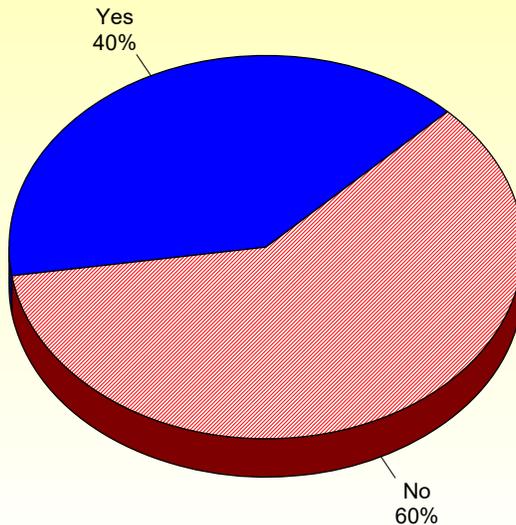
by percentage of respondents who selected the item as one of their top three choices



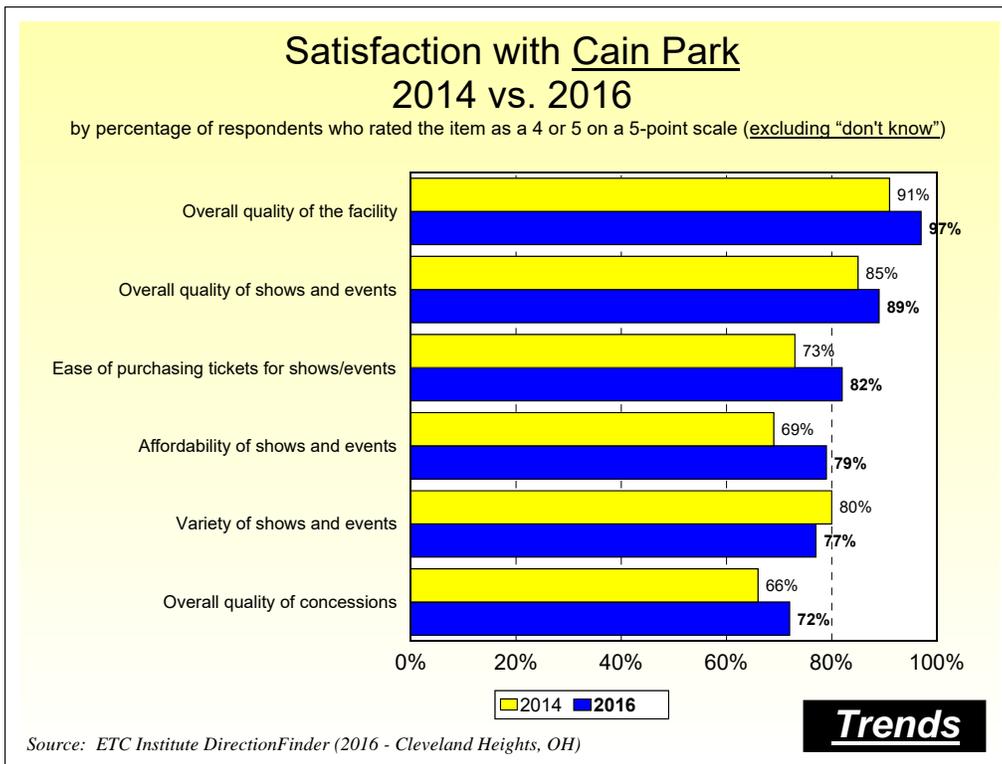
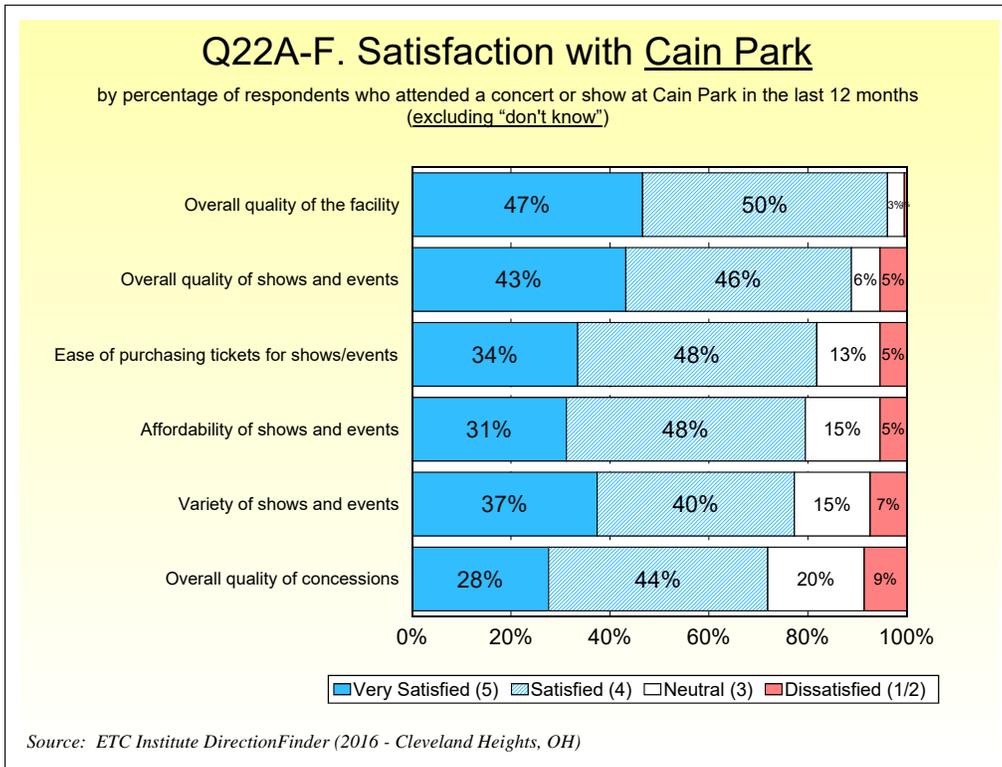
Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q22. Have you or other members of your household attended a concert or show at Gain Park during the last 12 months?

by percentage of respondents

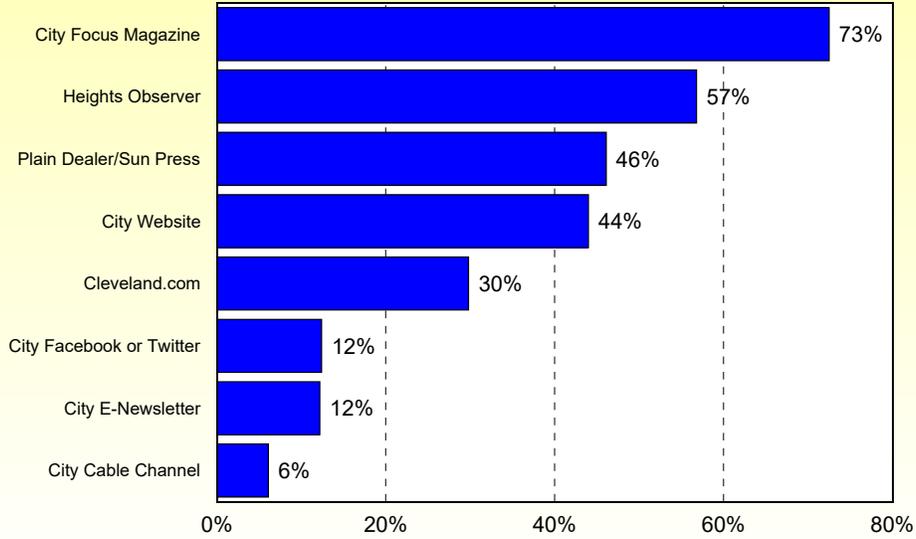


Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)



Q23. How Residents Currently Get Information About the City of Cleveland Heights

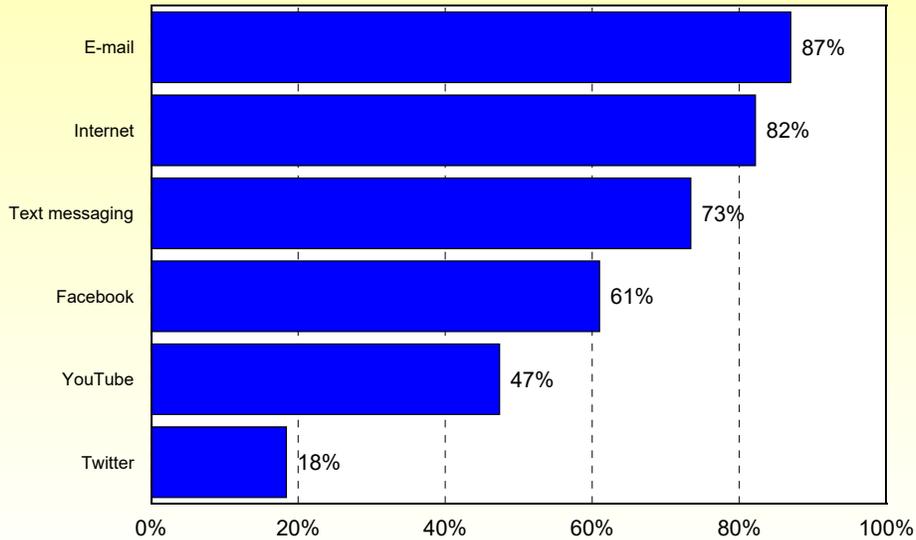
by percentage of respondents (multiple responses could be made)



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q24. Which of the following do you currently use at home?

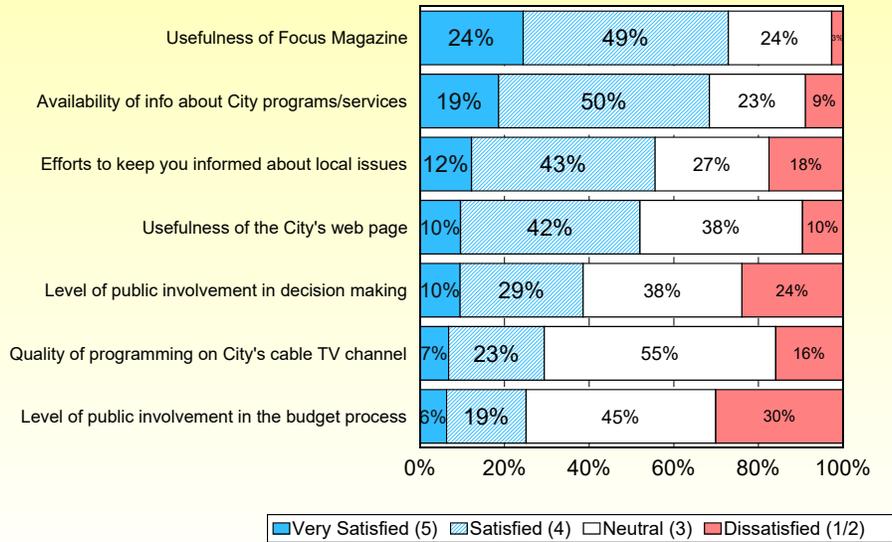
by percentage of respondents (multiple responses could be made)



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q25. Satisfaction with City Communications

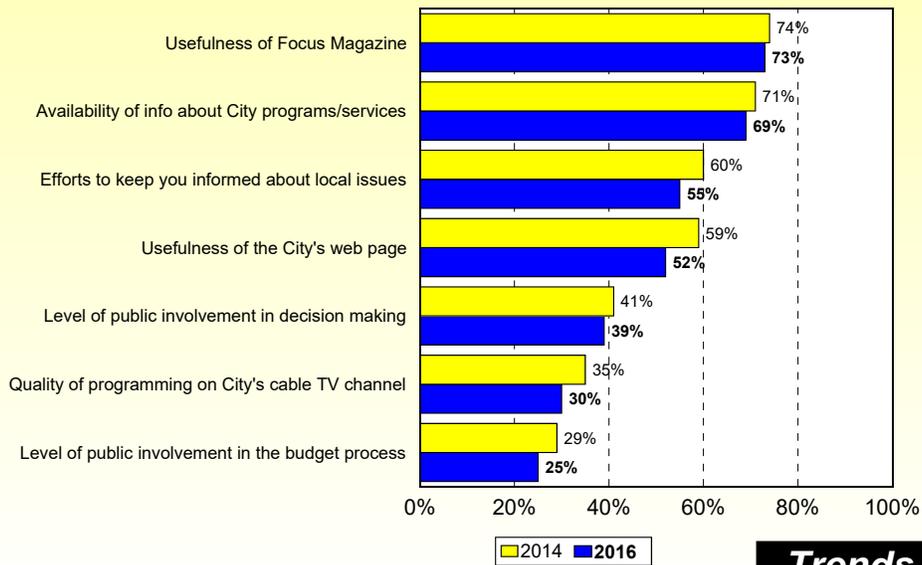
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Satisfaction with City Communications 2014 vs. 2016

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")

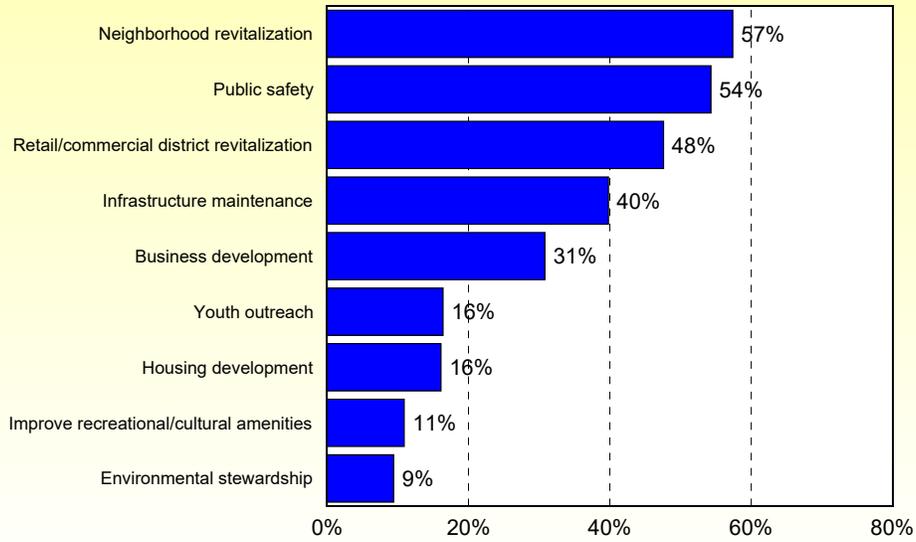


Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Trends

Q26. Community Issues That Should be the City's Top Priorities Over the Next 2 Years

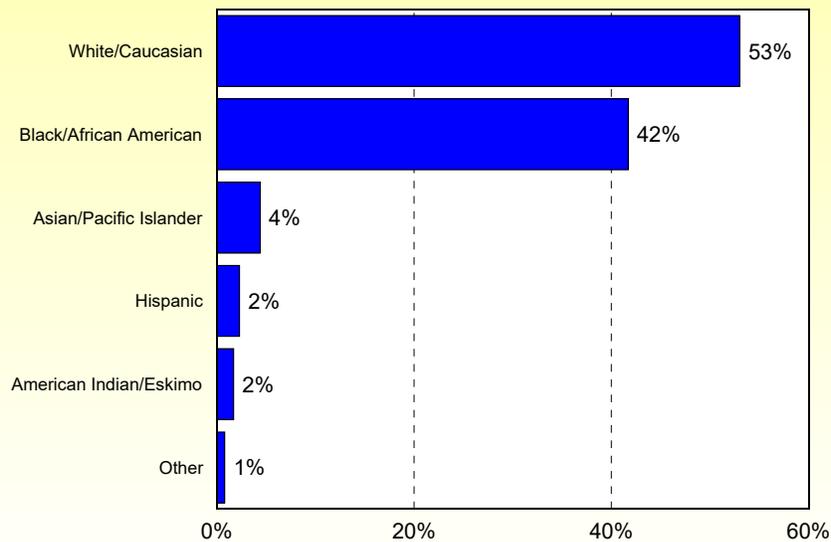
by percentage of respondents (up to three items could be selected)



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q27. Demographics: Race/Ethnicity

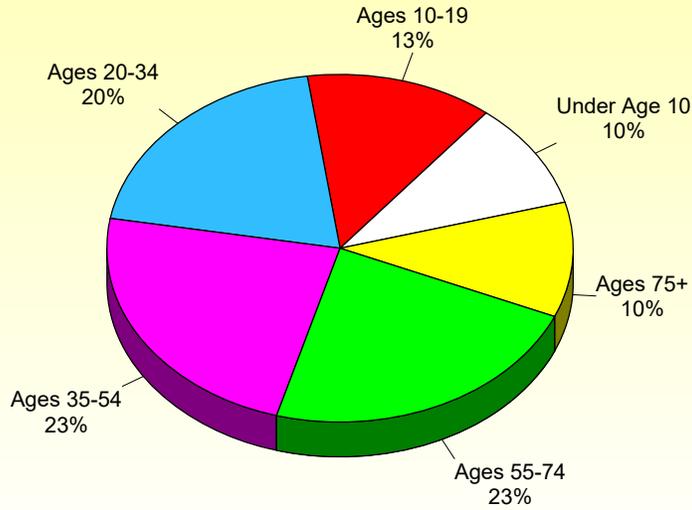
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q28. Demographics: Ages of Household Members

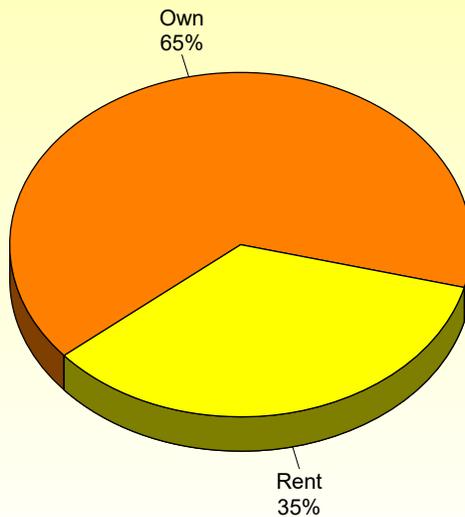
by percentage of persons in households



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q29. Demographics: Do you own or rent your home?

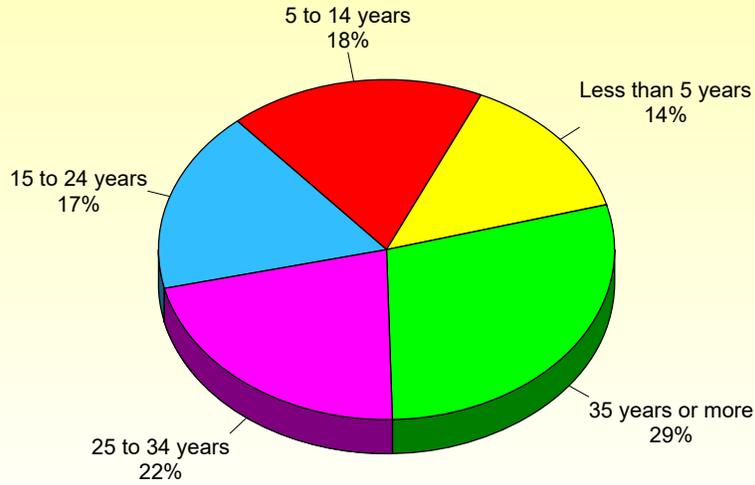
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q30. Demographics: Approximately how many years have you lived in the City of Cleveland Heights?

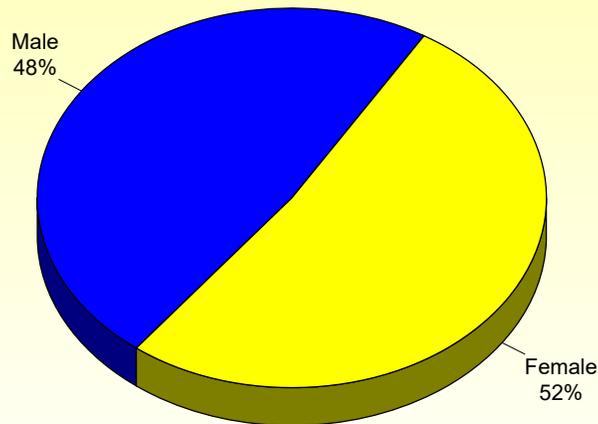
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Q31. Demographics: Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Cleveland Heights, OH)

Section 2:
Benchmarking Analysis

Benchmarking Summary Report

Cleveland Heights, Ohio

Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 210 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute to a random sample of more than 4,000 residents across the United States and (2) individual communities with a population of less than 50,000 where ETC Institute has administered the *DirectionFinder*® survey between July 2011 and January 2015; the 28 communities included in this comparisons are listed below.

- Bensenville, IL
- Clayton, MO
- Coffeyville, KS
- Edgerton, KS
- Fruita, CO
- Garden City, KS
- Gardner, KS
- Grain Valley, MO
- Grandview, MO
- Hallandale Beach, FL
- Harrisonville, MO
- Hyattsville, MD
- Indian Trail, NC
- Johnston, IA
- Junction City, KS
- Lenexa, KS
- Merriam, KS
- Mission, KS
- Narragansett, RI
- Platte City, MO
- Raymore, MO
- Rio Blanco, CO
- Riverside, MO
- Vestavia Hills, AL
- Village of Pinehurst, NC
- Wentzville, MO
- Westlake, TX
- Winchester, VA

Interpreting the Charts

National Benchmarks. The first set of charts on the following pages show how the overall results for Cleveland Heights compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents.

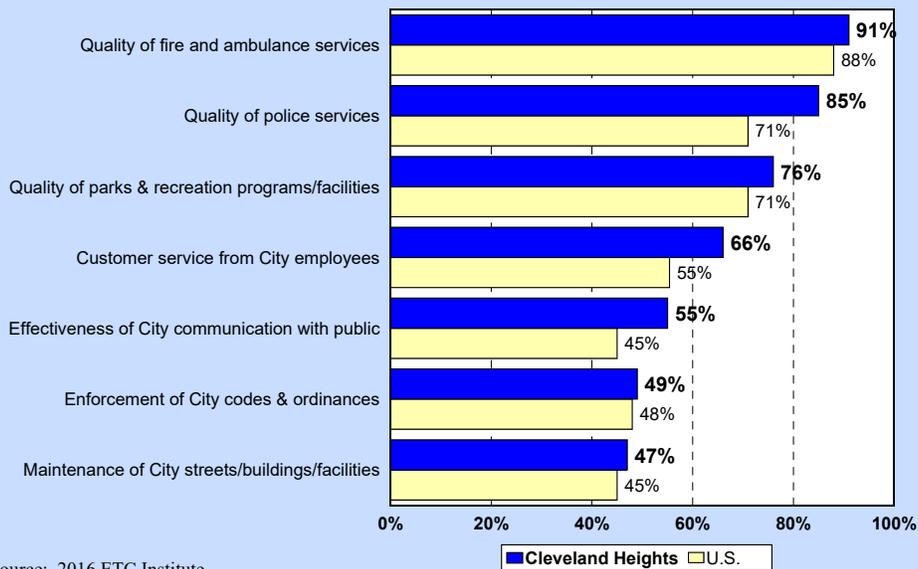
Performance Ranges. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 28 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the 28 communities. The actual ratings for Cleveland Heights are listed to the right of each chart. The dot on each bar shows how the results for Cleveland Heights compare to the other communities with a population of less than 50,000 where the *DirectionFinder*[®] survey has been administered since 2011.

National Benchmarks

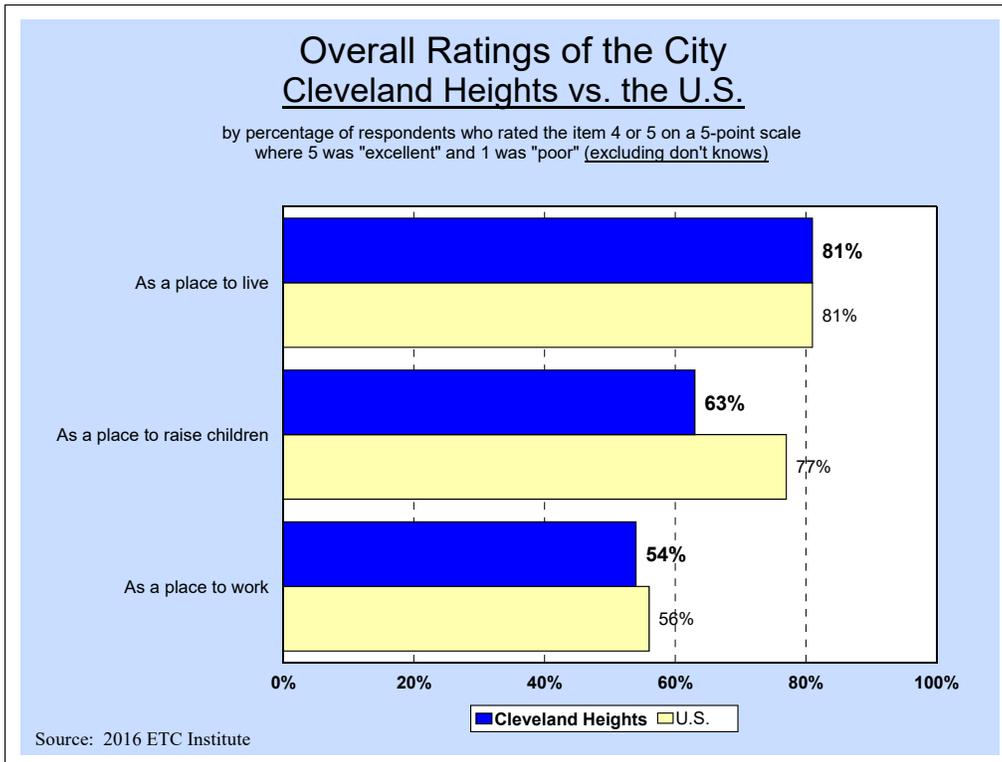
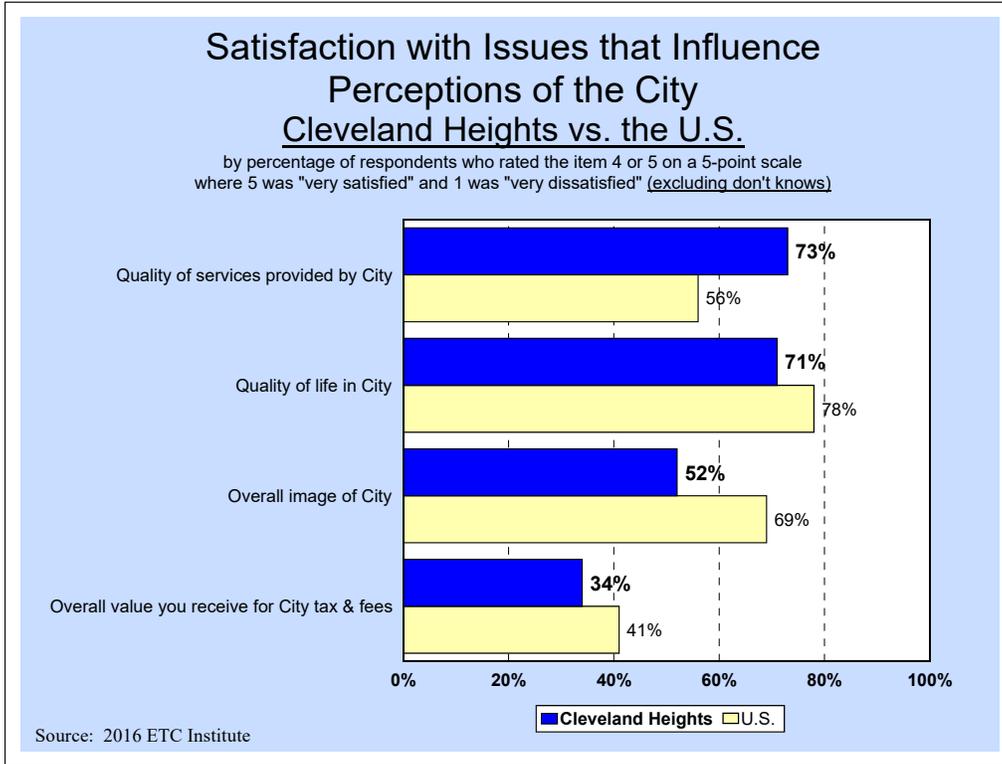
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Cleveland Heights, OH is not authorized without written consent from ETC Institute.

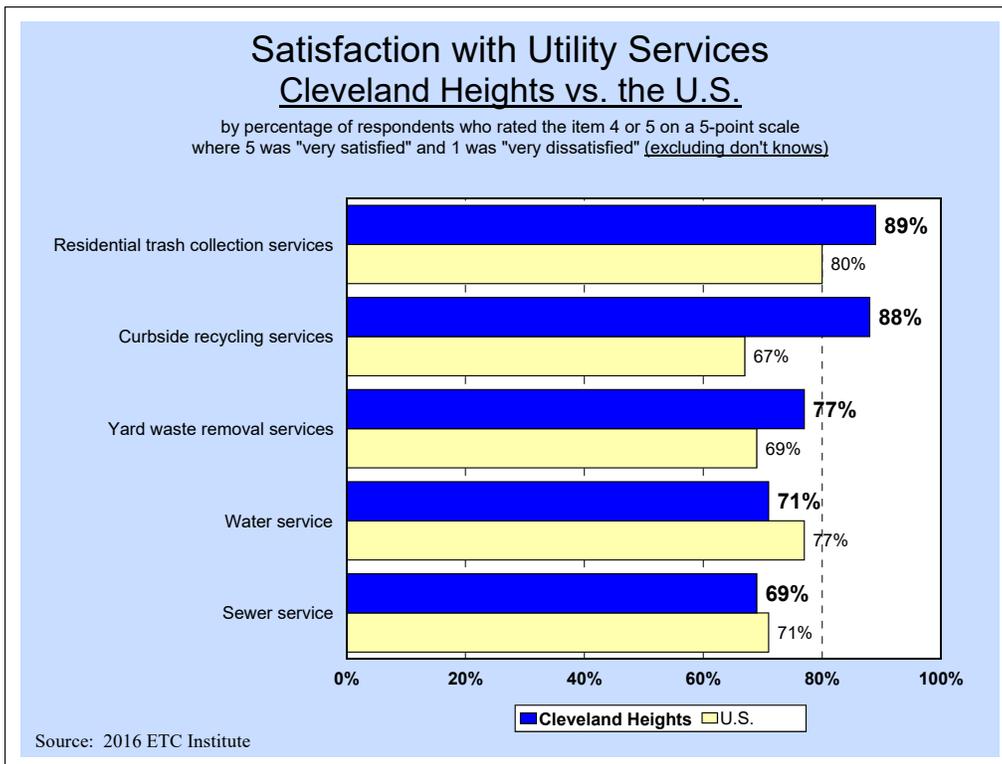
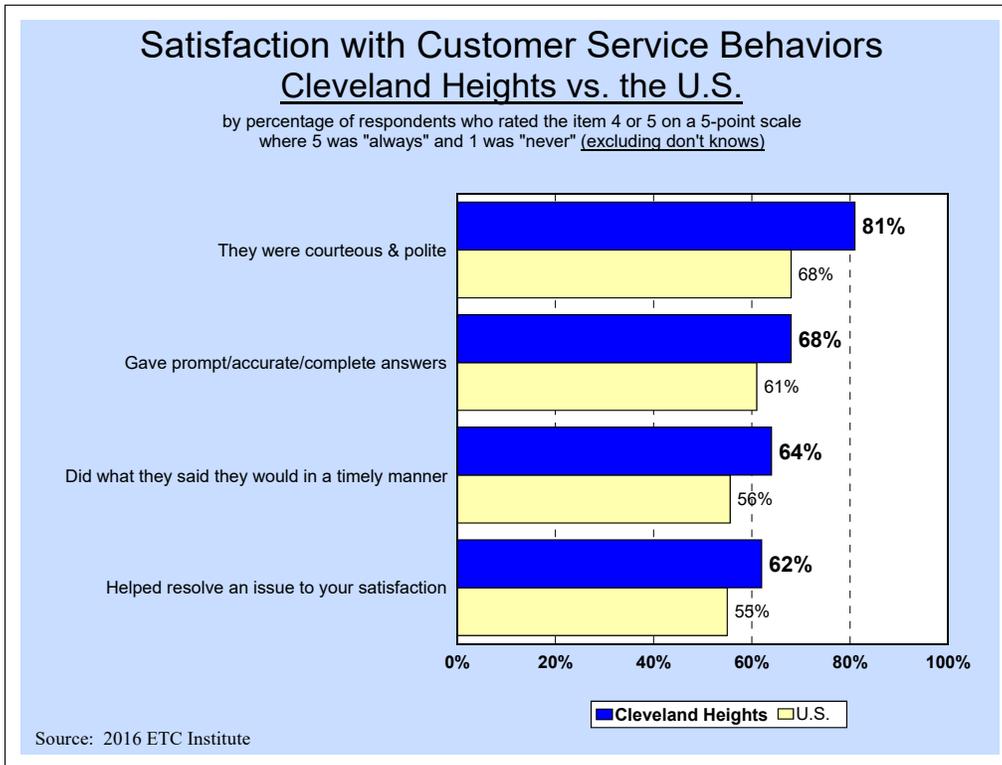
Overall Satisfaction with Major Categories of City Services Cleveland Heights vs. the U.S.

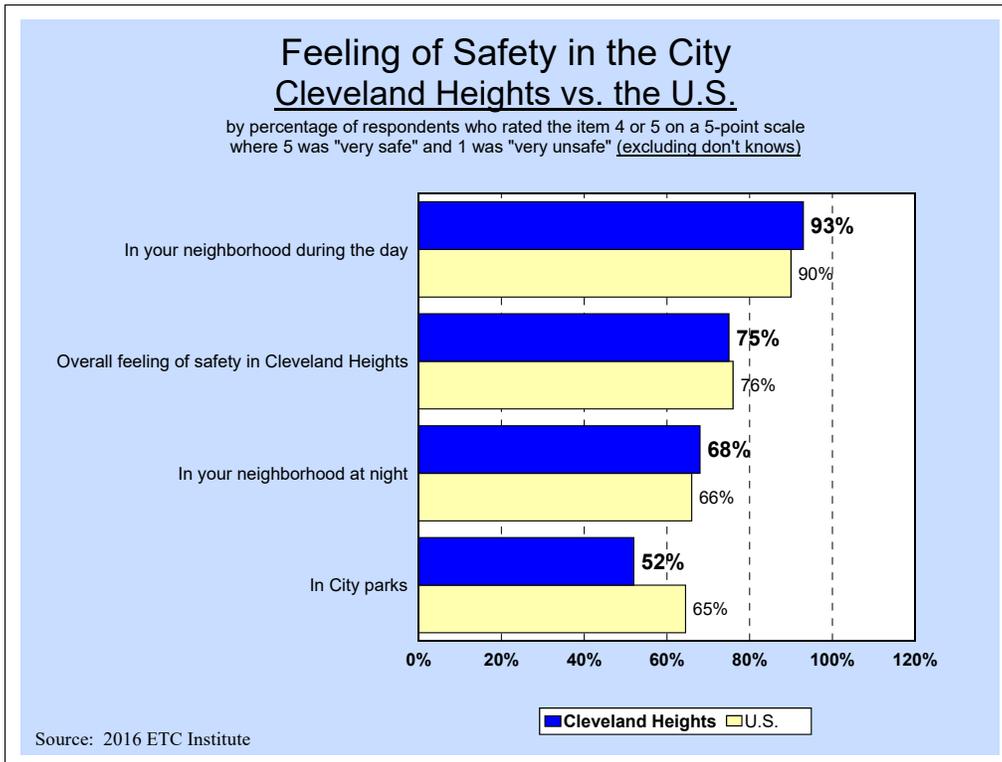
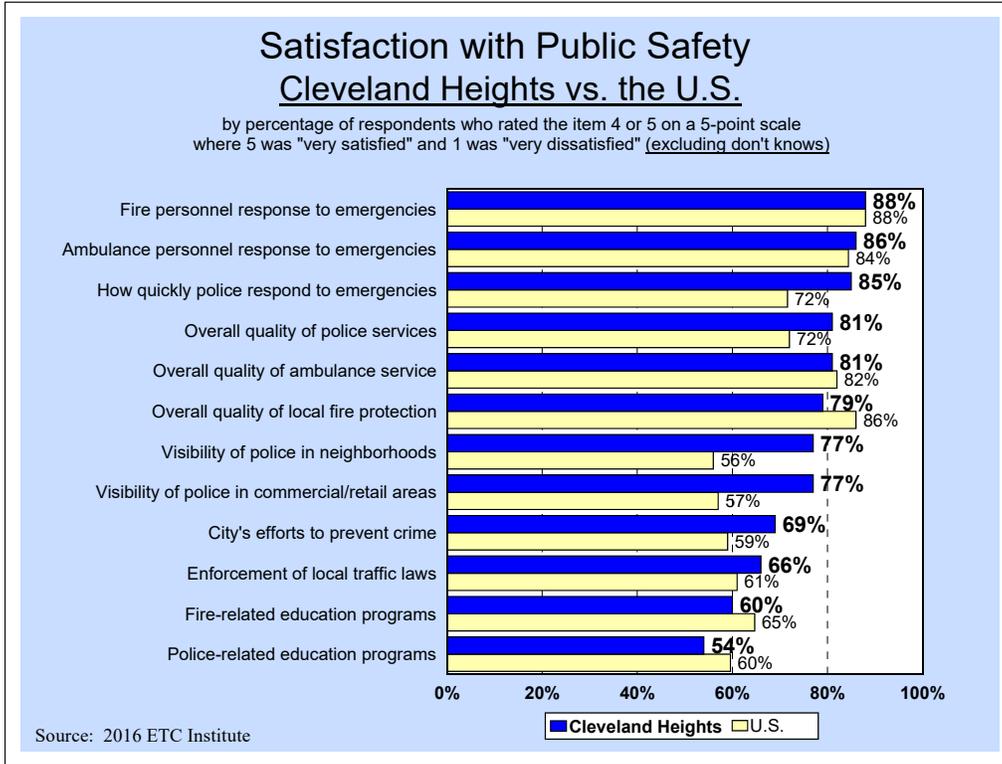
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: 2016 ETC Institute

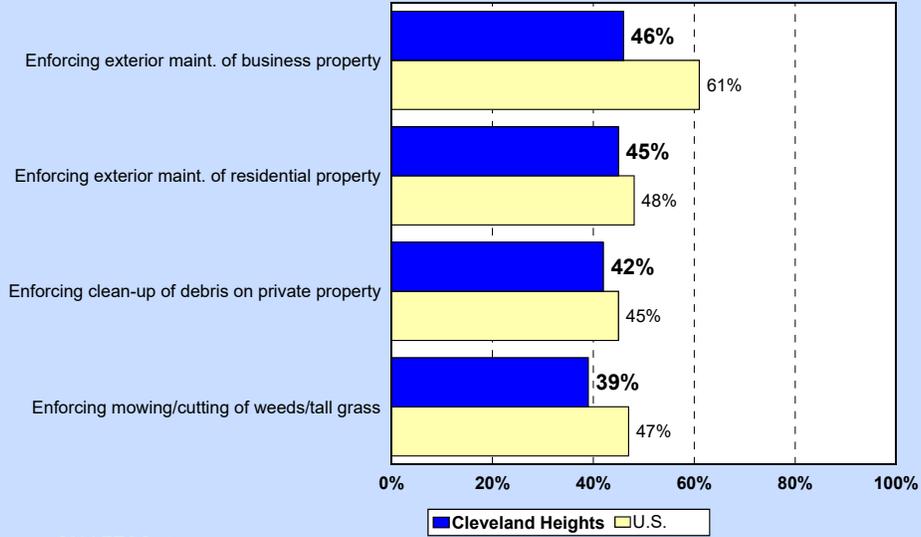






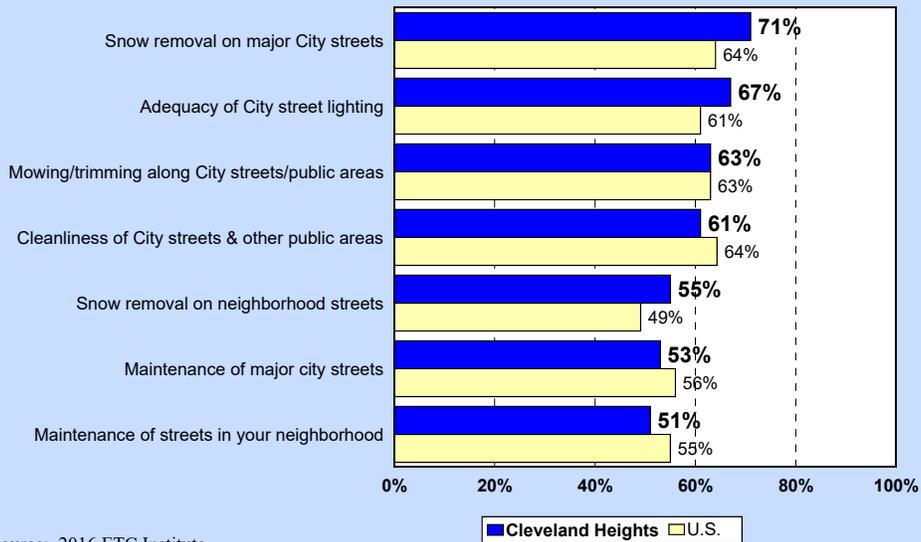
Satisfaction with the Enforcement of City Codes and Ordinances - Cleveland Heights vs. the U.S.

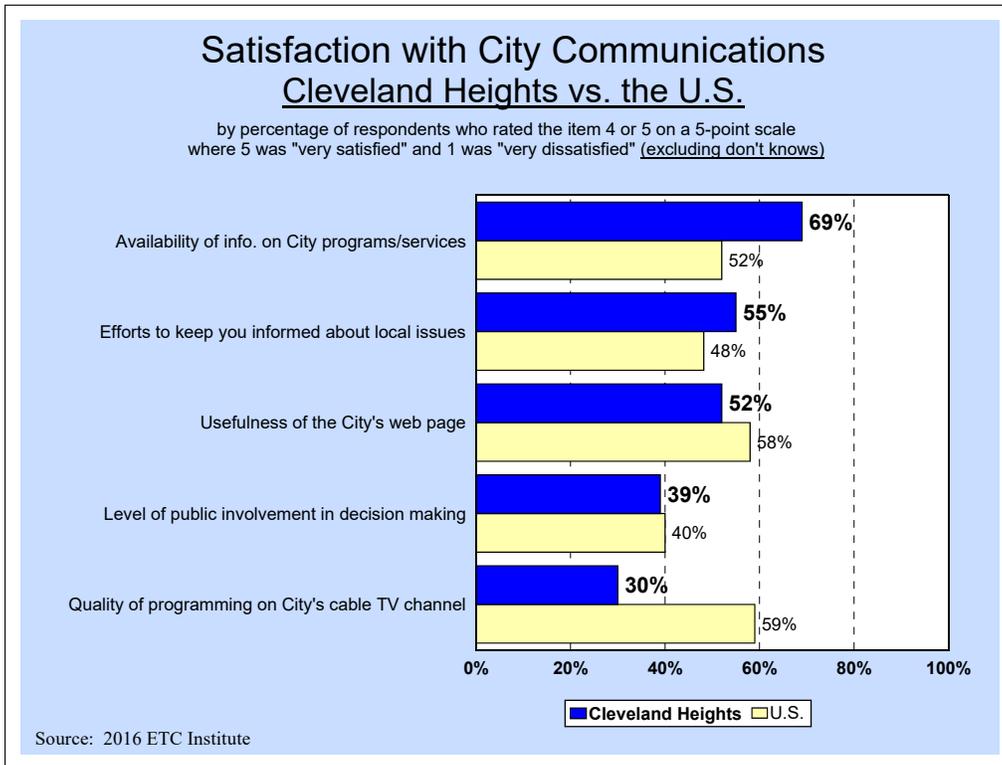
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



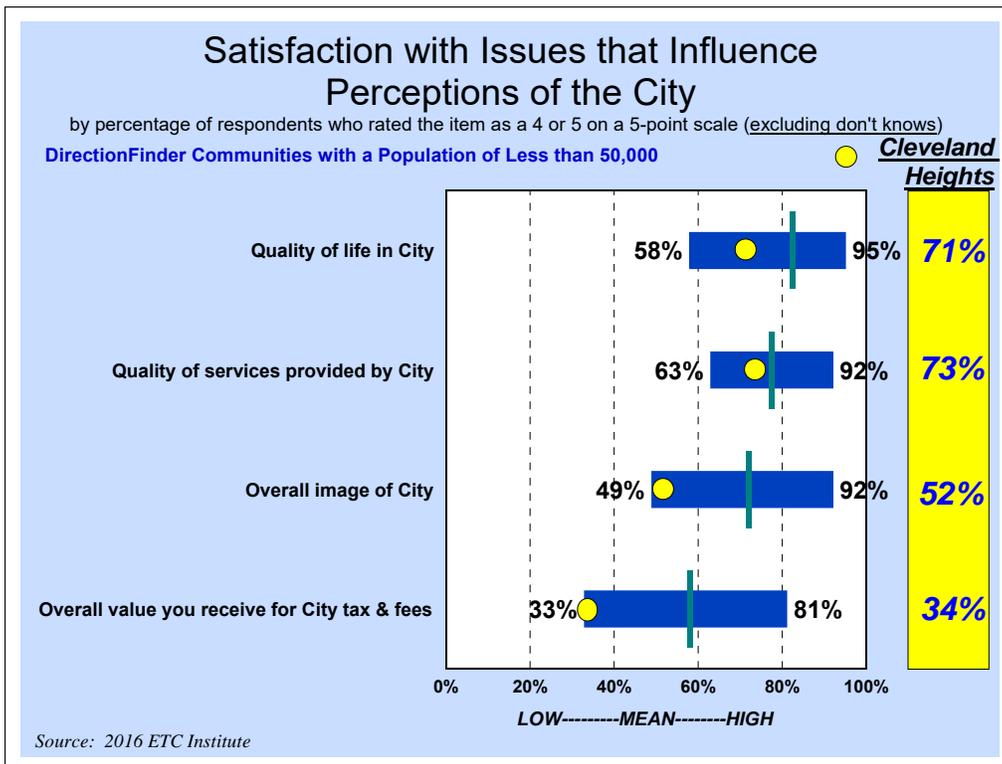
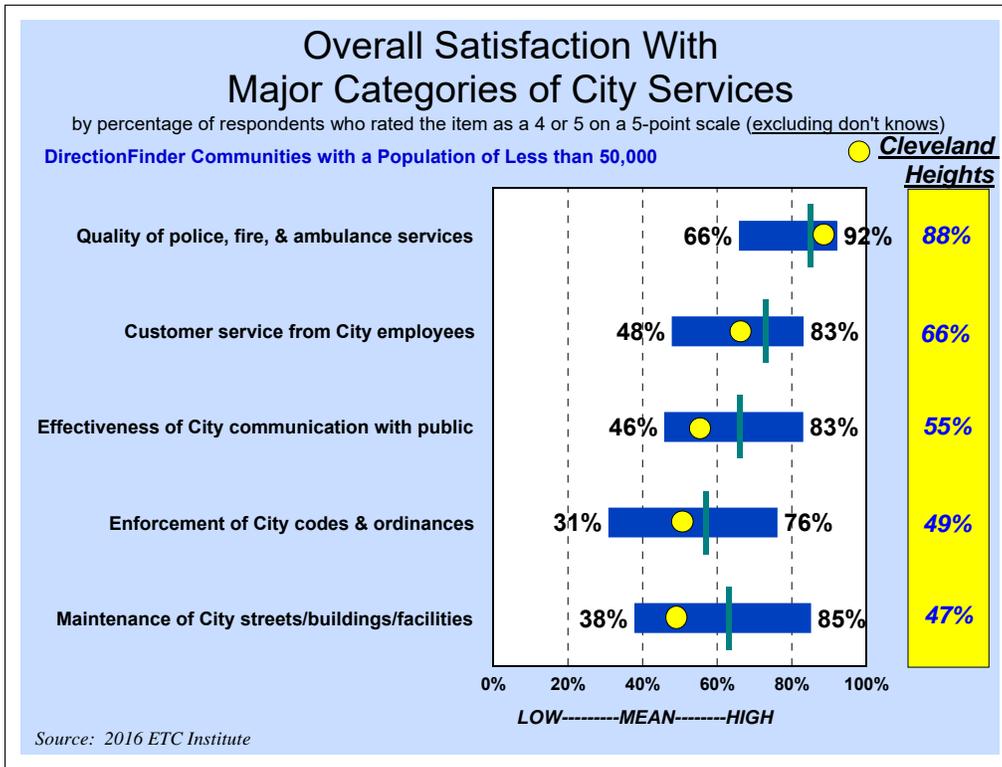
Satisfaction with City Maintenance Cleveland Heights vs. the U.S.

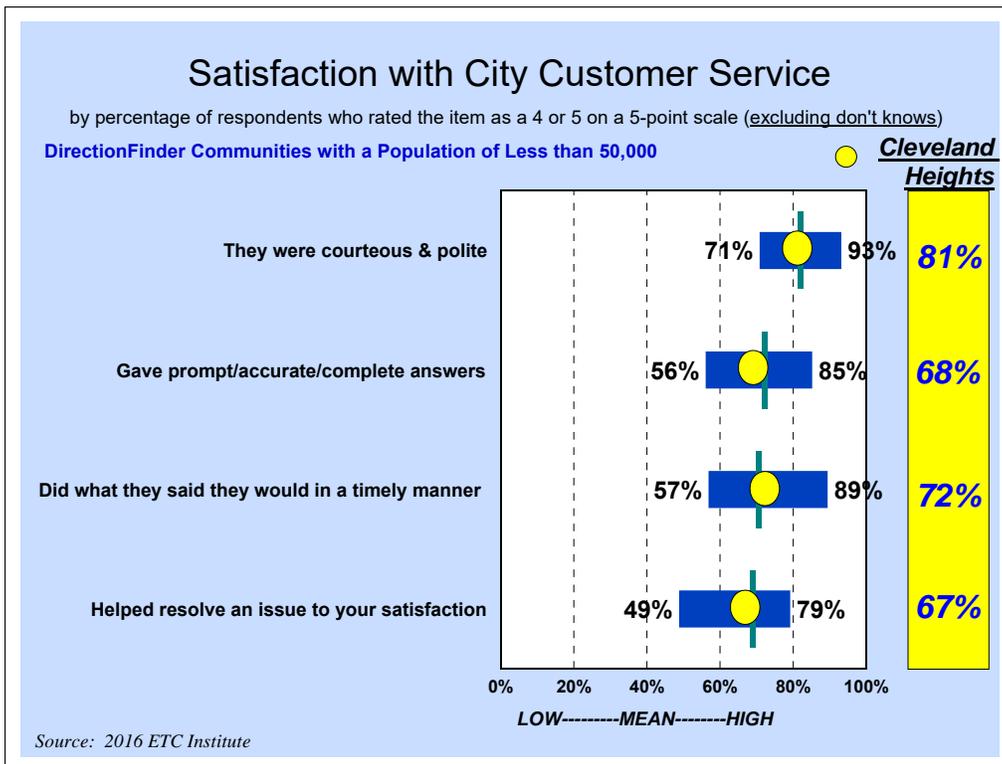
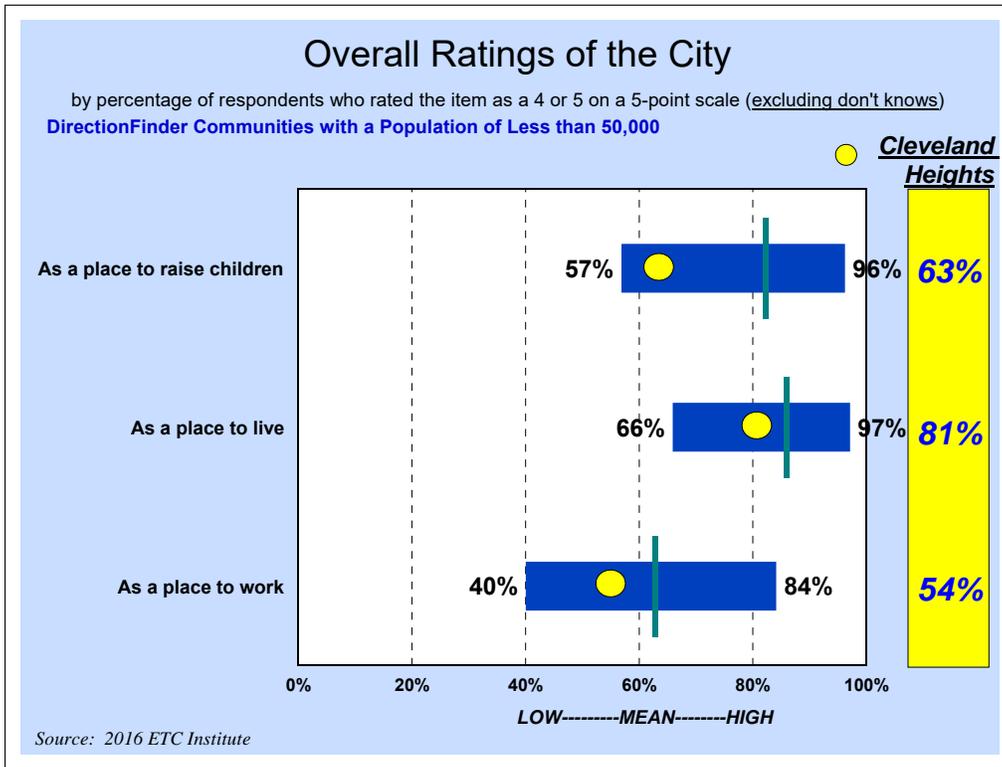
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

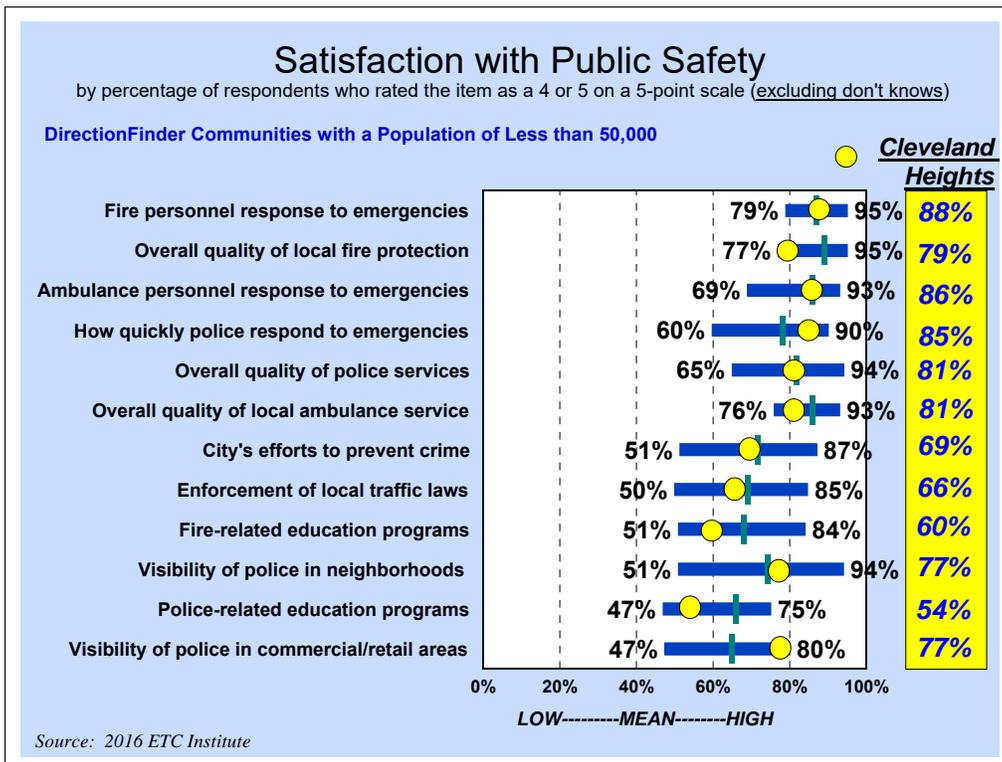
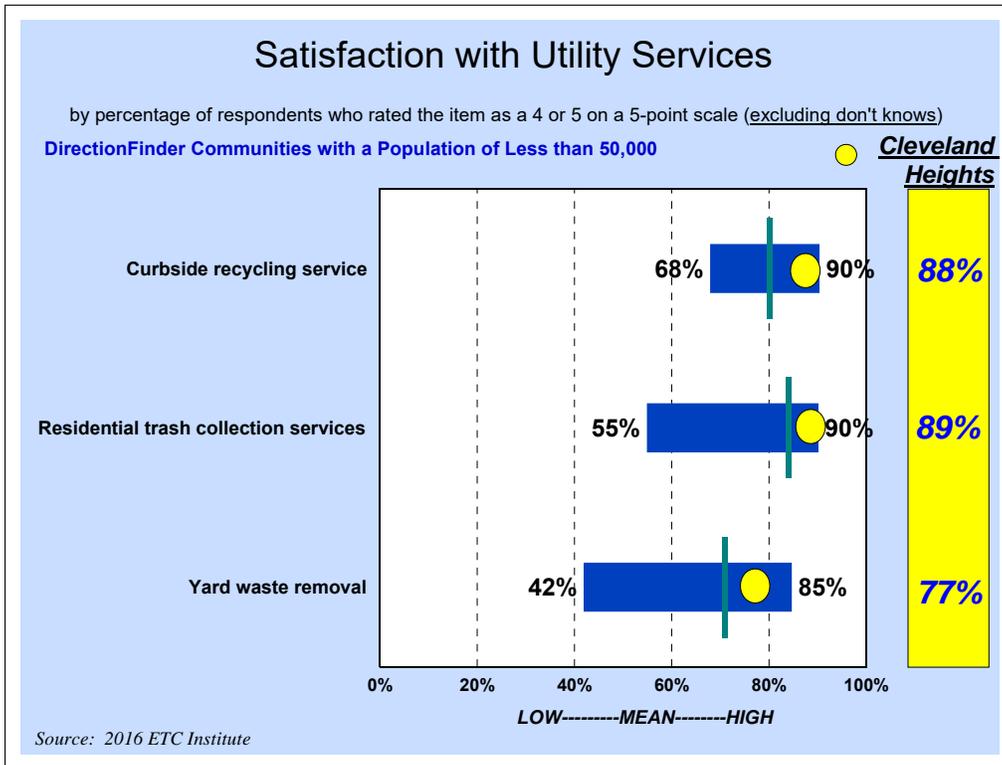


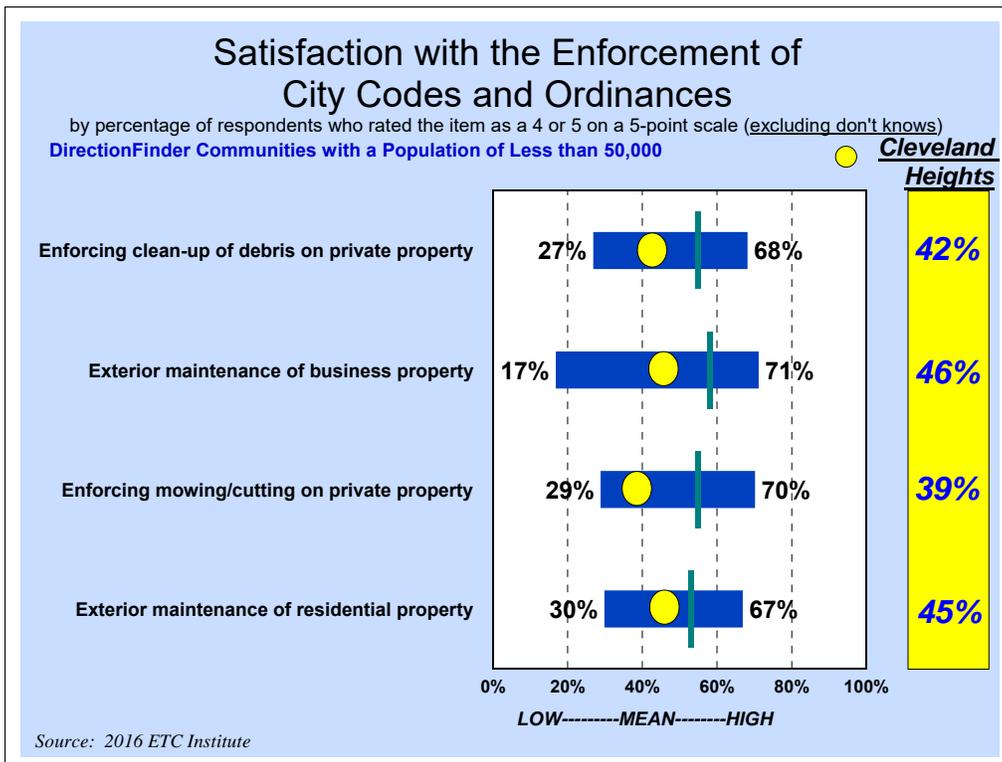
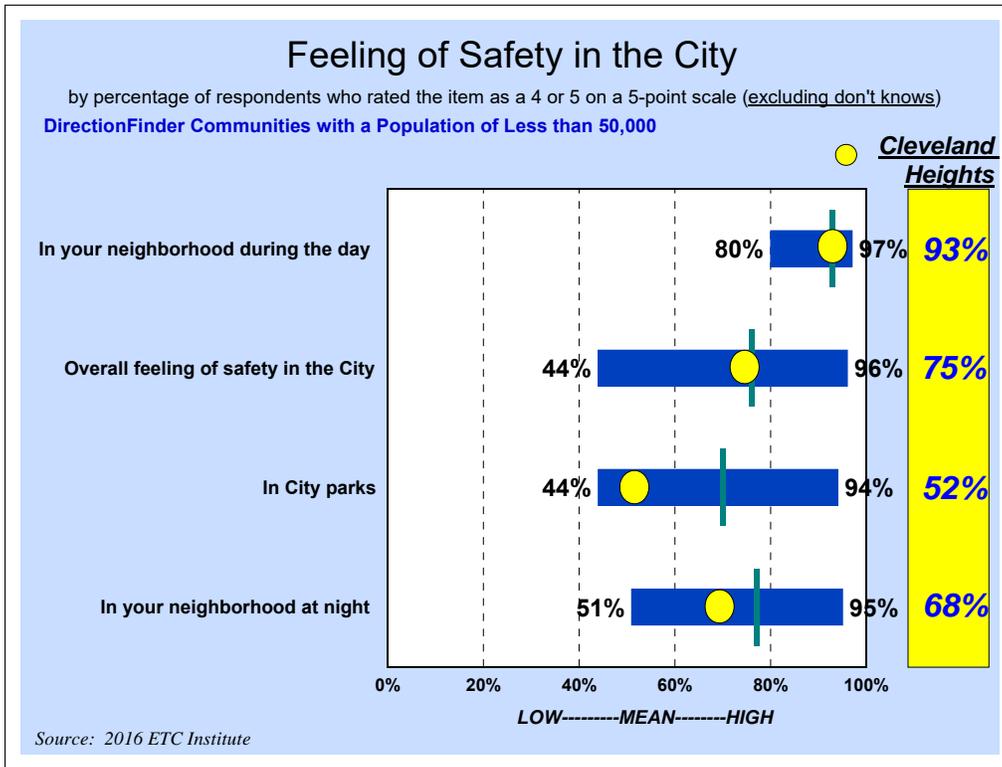


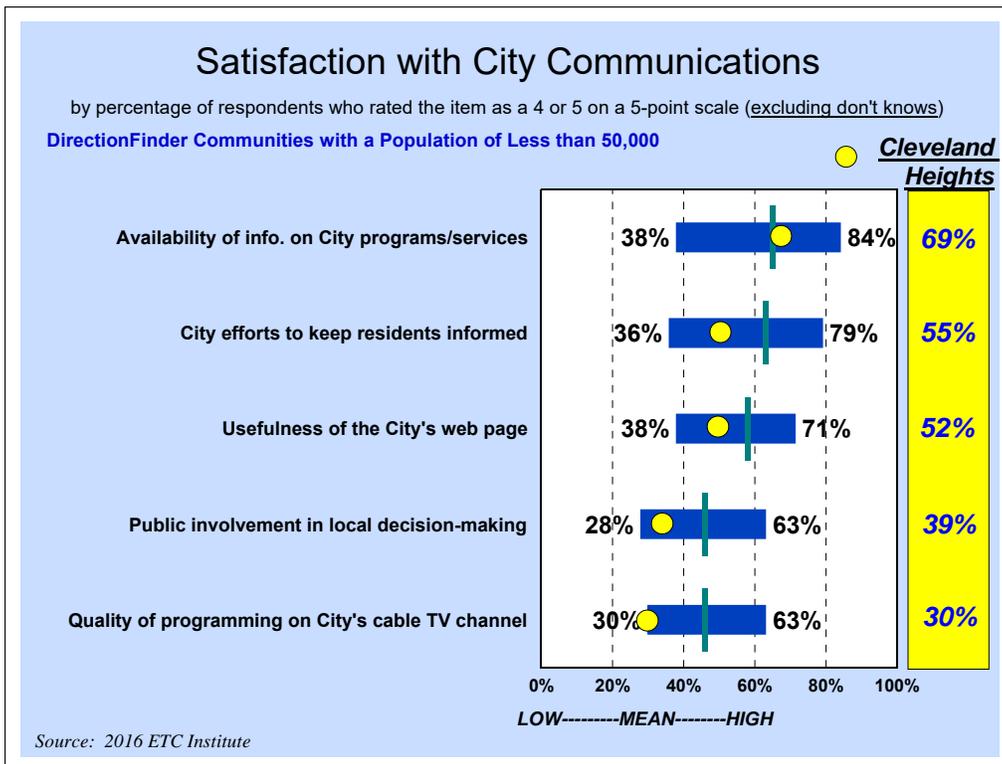
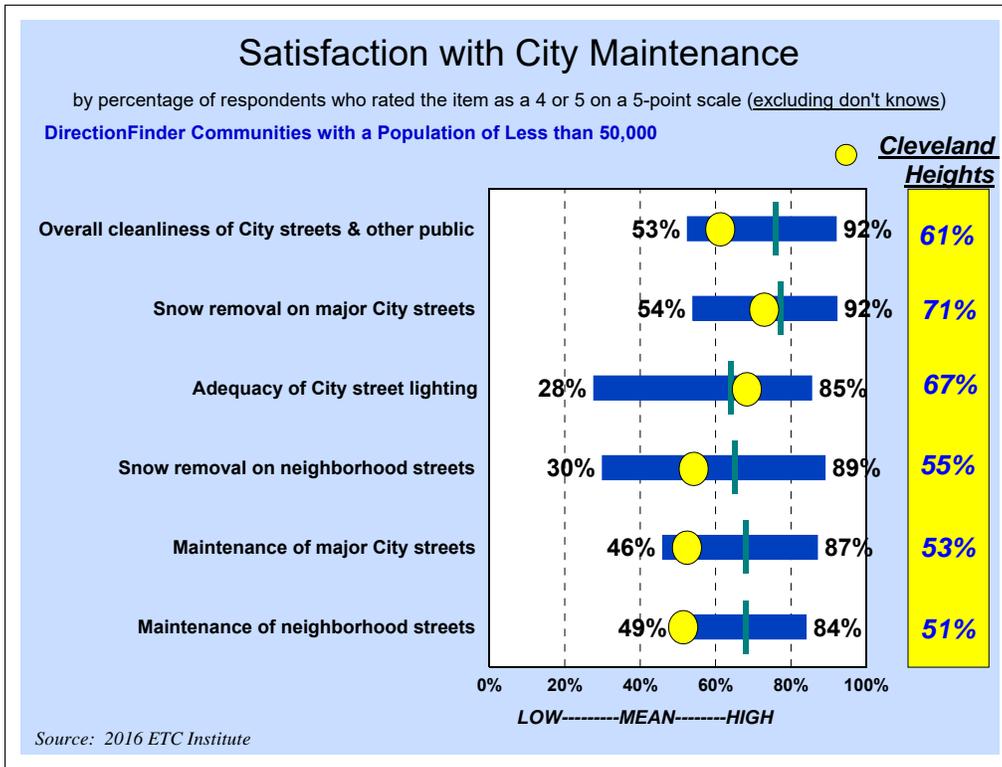
Performance Ranges











Section 3:
Importance-Satisfaction Analysis



Importance-Satisfaction Analysis

City of Cleveland Heights, OH

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Approximately forty-five percent (44.7%) of residents selected "overall maintenance of City streets, buildings & facilities" as one of the most important major services to provide.

With regard to satisfaction, 47% of the residents surveyed rated their overall satisfaction with “overall maintenance of City streets, buildings & facilities” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “overall maintenance of City streets, buildings & facilities” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 44.7% was multiplied by 53% (1-0.47). This calculation yielded an I-S rating of 0.2369, which ranked first out of ten major City services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top choices to emphasize over the next two years and 0% indicates that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Cleveland Heights are provided on the following pages.

Importance-Satisfaction Rating

City of Cleveland Heights

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of City streets/buildings/facilities	45%	3	47%	10	0.2369	1
<u>High Priority (IS .10-.20)</u>						
Quality of police services	83%	1	85%	2	0.1245	2
<u>Medium Priority (IS <.10)</u>						
Enforcement of City codes and ordinances	16%	7	49%	9	0.0811	3
Quality of City water services	19%	5	64%	6	0.0680	4
Quality of fire and ambulance services	61%	2	91%	1	0.0547	5
Quality of solid waste services	25%	4	82%	3	0.0454	6
Quality of parks & recreation programs/facilities	19%	6	76%	4	0.0444	7
Effectiveness of City communication with public	8%	8	55%	8	0.0360	8
Efforts to conserve energy/protect environment	5%	9	57%	7	0.0215	9
Quality of customer service from City employees	4%	10	66%	5	0.0143	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Cleveland Heights

Utility Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Water service	51%	2	71%	4	0.1491	1
<i>Medium Priority (IS <.10)</i>						
Sewer service	30%	3	69%	5	0.0918	2
Residential trash collection services	65%	1	89%	1	0.0715	3
Yard waste removal services	19%	5	77%	3	0.0435	4
Curbside recycling services	21%	4	88%	2	0.0257	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Cleveland Heights

Development and Redevelopment

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Redevelopment of abandoned/under-utilized properties	62%	1	17%	5	0.5113	1
Efforts to attract new businesses to the community	47%	2	24%	4	0.3557	2
<u>High Priority (IS .10-.20)</u>						
Quality of new retail development	23%	3	36%	3	0.1466	3
Quality of new residential development	20%	4	38%	2	0.1209	4
<u>Medium Priority (IS <.10)</u>						
Diversity of existing retail/restaurant/commercial businesses	17%	5	57%	1	0.0722	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Cleveland Heights

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
The City's efforts to prevent crime	55%	2	69%	9	0.1696	1
Visibility of police in neighborhoods	56%	1	77%	7	0.1283	2
<u>Medium Priority (IS <.10)</u>						
How quickly police respond to emergencies	51%	3	85%	3	0.0761	3
Visibility of police in commercial/retail areas	27%	7	77%	8	0.0621	4
Overall quality of police services	31%	6	81%	5	0.0581	5
How quickly fire personnel respond to emergencies	47%	4	88%	1	0.0566	6
How quickly ambulance personnel respond to emergencies	39%	5	86%	2	0.0549	7
Police-related education programs	9%	11	54%	13	0.0396	8
Overall quality of local fire protection	17%	9	79%	6	0.0353	9
Overall quality of ambulance service	18%	8	81%	4	0.0346	10
Enforcement of local traffic laws	10%	10	66%	11	0.0333	11
Quality of the City's fire prevention programs	7%	12	68%	10	0.0208	12
Fire-related education programs	3%	13	60%	12	0.0124	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Cleveland Heights

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Enforcing exterior maint. of residential property	48%	1	45%	3	0.2618	1
Enforcing clean-up of debris on private property	42%	2	42%	4	0.2453	2
<u>High Priority (IS .10-.20)</u>						
Enforcing exterior maint. of business property	32%	3	46%	2	0.1701	3
Enforcing mowing/cutting of weeds/tall grass	25%	4	39%	5	0.1537	4
Enforcing snow removal on sidewalks	20%	5	25%	6	0.1478	5
<u>Medium Priority (IS <.10)</u>						
Overall quality of building and permit process	13%	6	50%	1	0.0630	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Cleveland Heights

Maintenance Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of major city streets	68%	1	53%	7	0.3173	1
Maintenance of streets in your neighborhood	43%	3	51%	8	0.2117	2
<u>High Priority (IS .10-.20)</u>						
Snow removal on major City streets	61%	2	71%	1	0.1763	3
Snow removal on streets in your neighborhood	34%	4	55%	6	0.1539	4
Cleanliness of city streets/public areas	34%	5	61%	4	0.1307	5
<u>Medium Priority (IS <.10)</u>						
Adequacy of city street lighting	24%	6	67%	2	0.0795	6
Tree trimming/urban forestry along City streets/public a	11%	7	58%	5	0.0458	7
Mowing/trimming along City streets/public areas	8%	8	63%	3	0.0281	8

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating City of Cleveland Heights Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Maintenance of City parks	62%	1	72%	2	0.1736	1
<u>Medium Priority (IS <.10)</u>						
Youth recreation opportunities	25%	2	64%	8	0.0900	2
Number of walking and biking trails	24%	3	63%	11	0.0892	3
Cumberland Pool and programs	21%	4	66%	7	0.0707	4
The City's youth athletic programs	17%	6	59%	14	0.0705	5
Programs/activities offered at Community Center	21%	5	70%	4	0.0621	6
Senior recreation opportunities	16%	7	67%	6	0.0531	7
Fees charged for recreation programs	12%	10	56%	15	0.0515	8
Number of City parks	15%	8	71%	3	0.0438	9
Adult recreation opportunities	12%	11	64%	9	0.0414	10
Quality of outdoor athletic fields	9%	12	61%	13	0.0351	11
Maintenance/appearance of Community Center	15%	9	81%	1	0.0283	12
Quality of instructors and coaches	5%	13	63%	10	0.0185	13
The City's adult athletic programs	4%	14	62%	12	0.0160	14
Ease of registering for programs	4%	15	69%	5	0.0124	15

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

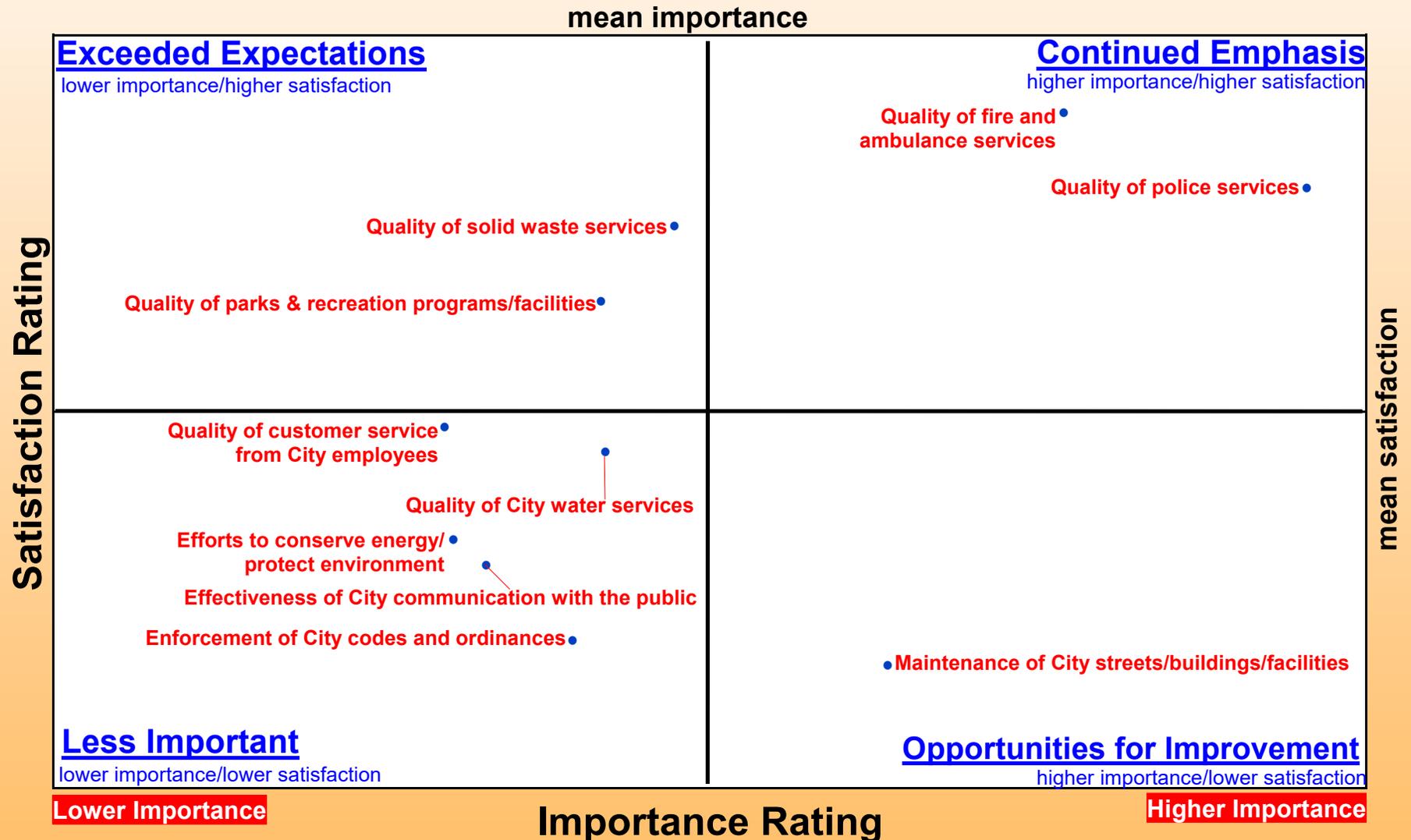
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Cleveland Heights are provided on the following pages.

2016 City of Cleveland Heights DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

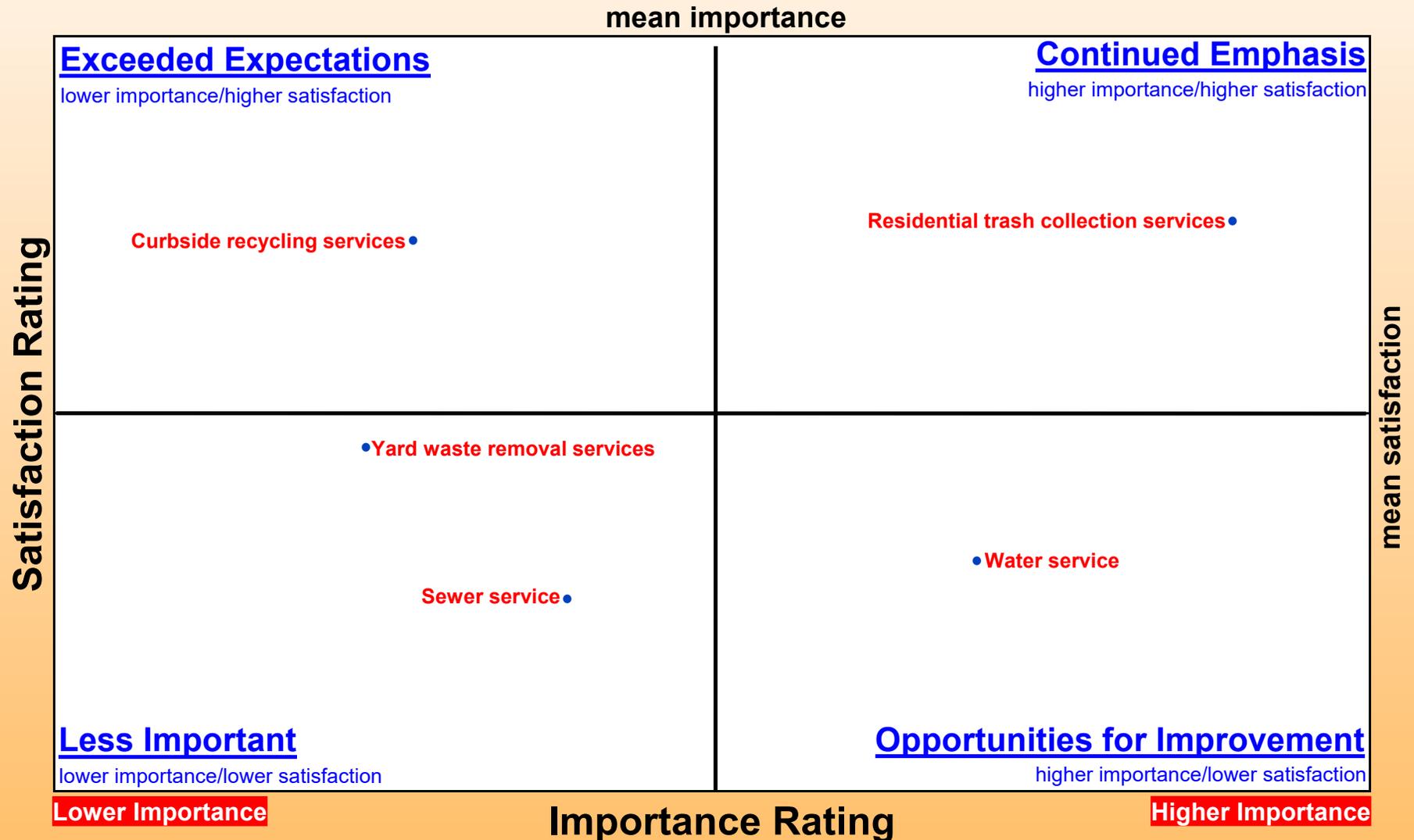


Source: ETC Institute (2016)

2016 City of Cleveland Heights DirectionFinder Importance-Satisfaction Assessment Matrix

-Utility Services-

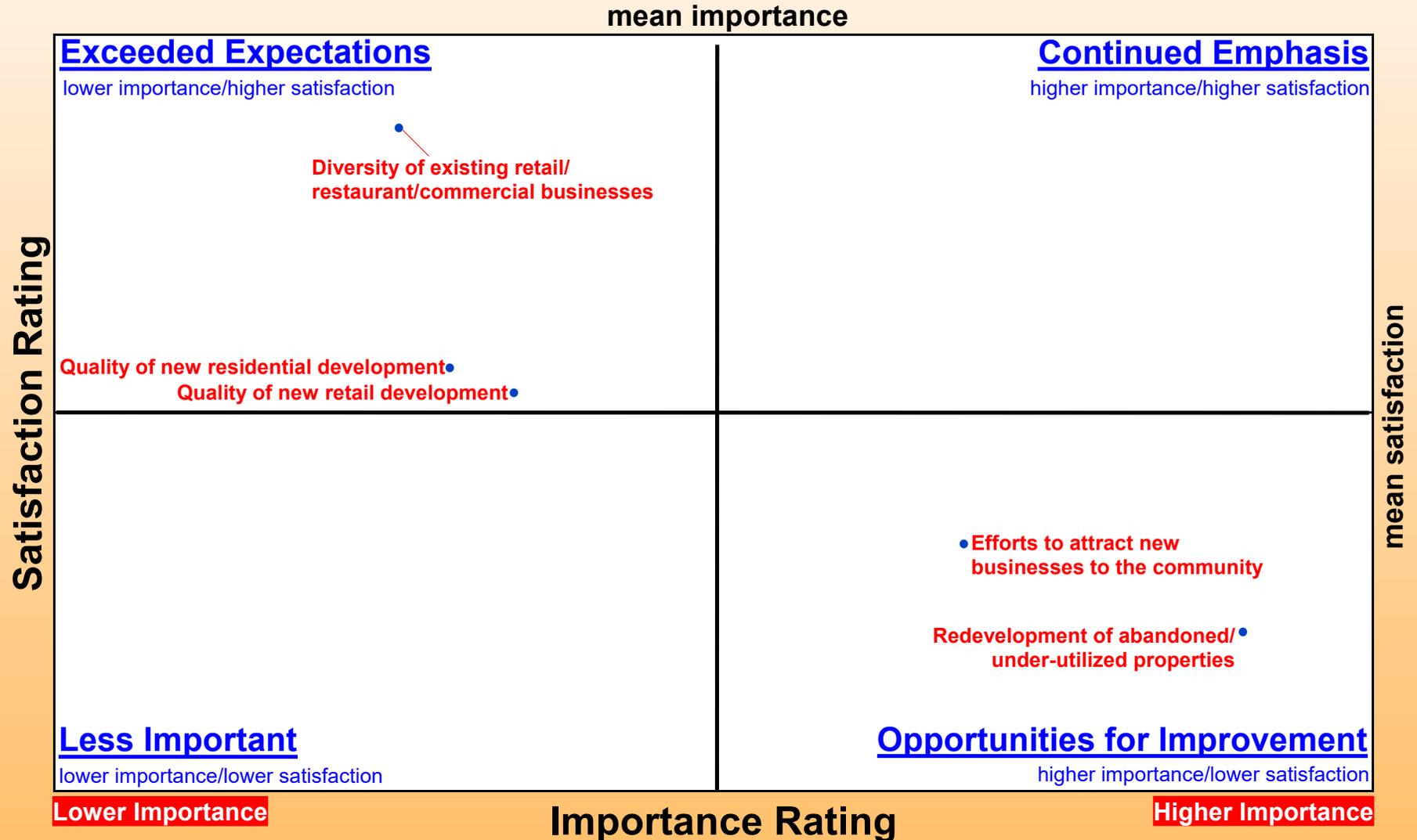
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2016)

2016 City of Cleveland Heights DirectionFinder Importance-Satisfaction Assessment Matrix -Development and Redevelopment-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

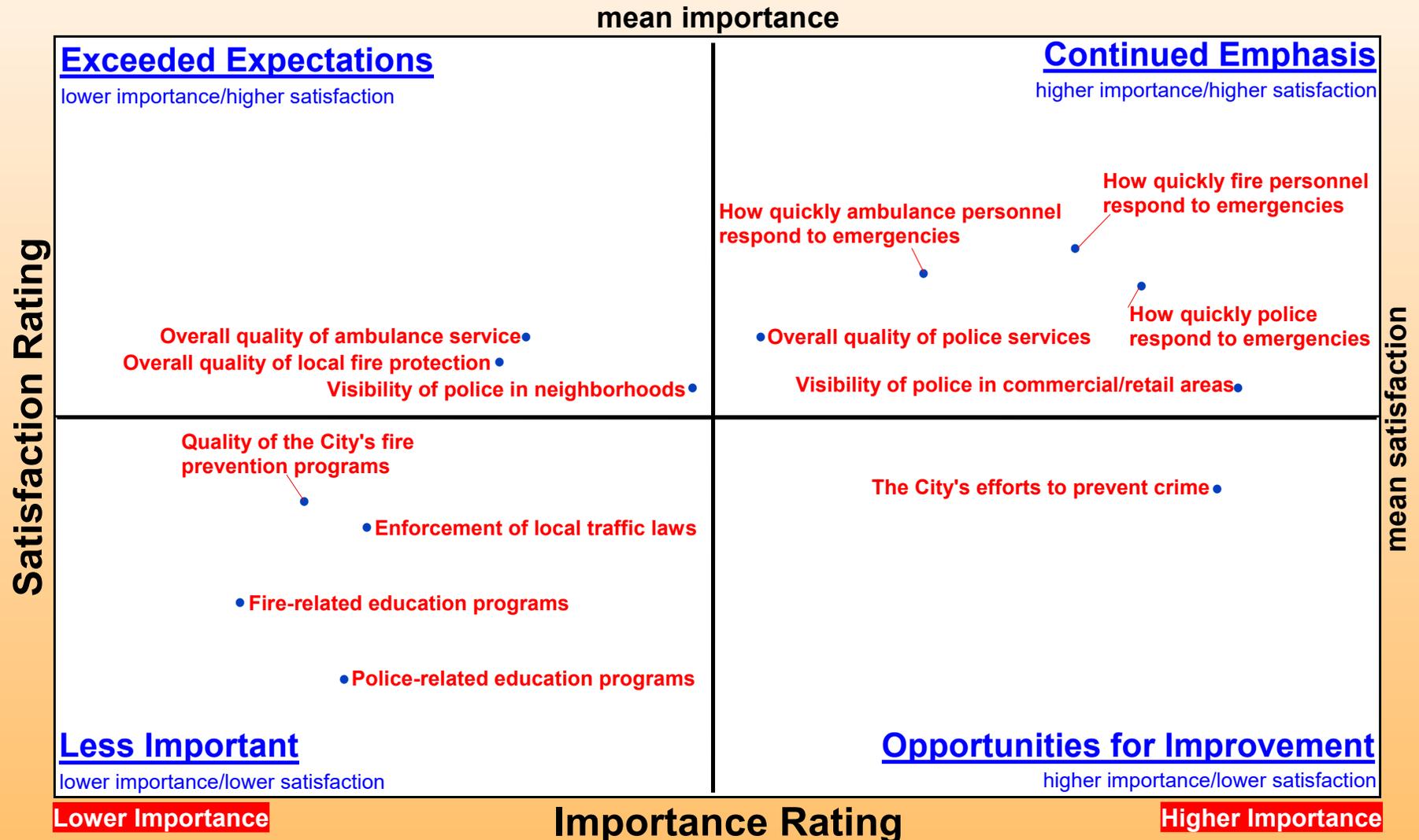


Source: ETC Institute (2016)

2016 City of Cleveland Heights DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

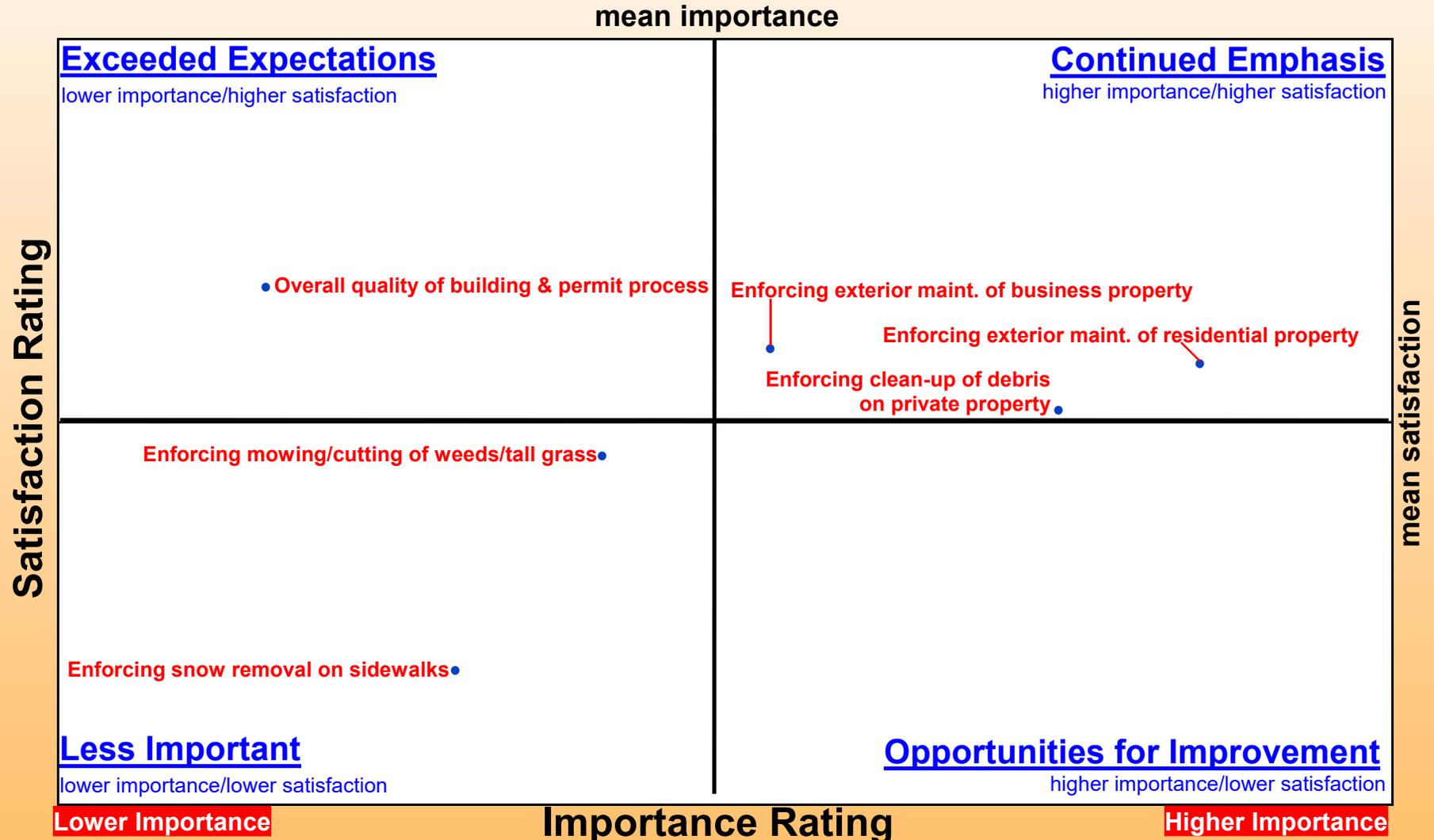


Source: ETC Institute (2016)

2016 City of Cleveland Heights DirectionFinder Importance-Satisfaction Assessment Matrix

-Code Enforcement-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

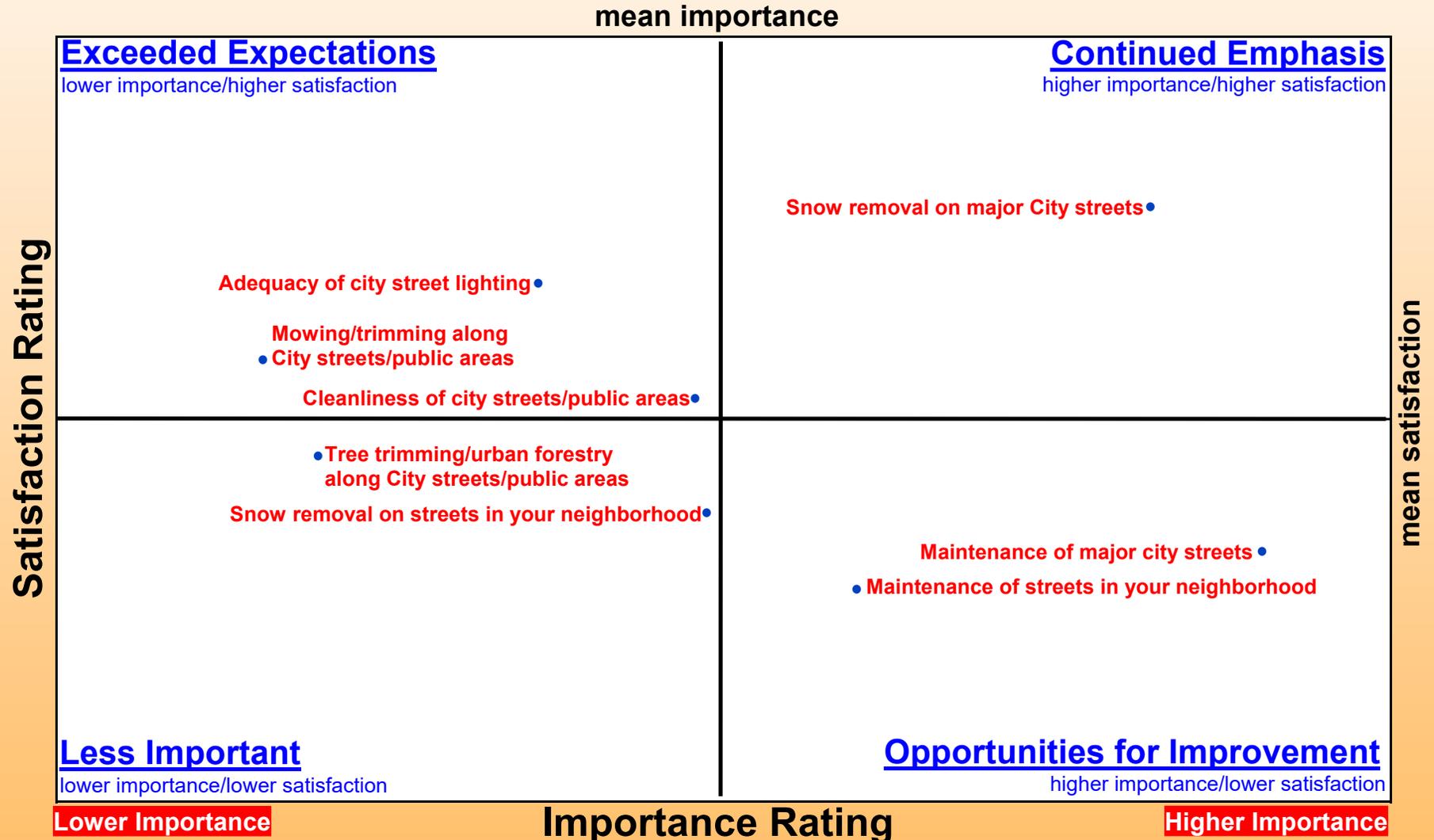


Source: ETC Institute (2016)

2016 City of Cleveland Heights DirectionFinder Importance-Satisfaction Assessment Matrix

-Maintenance Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

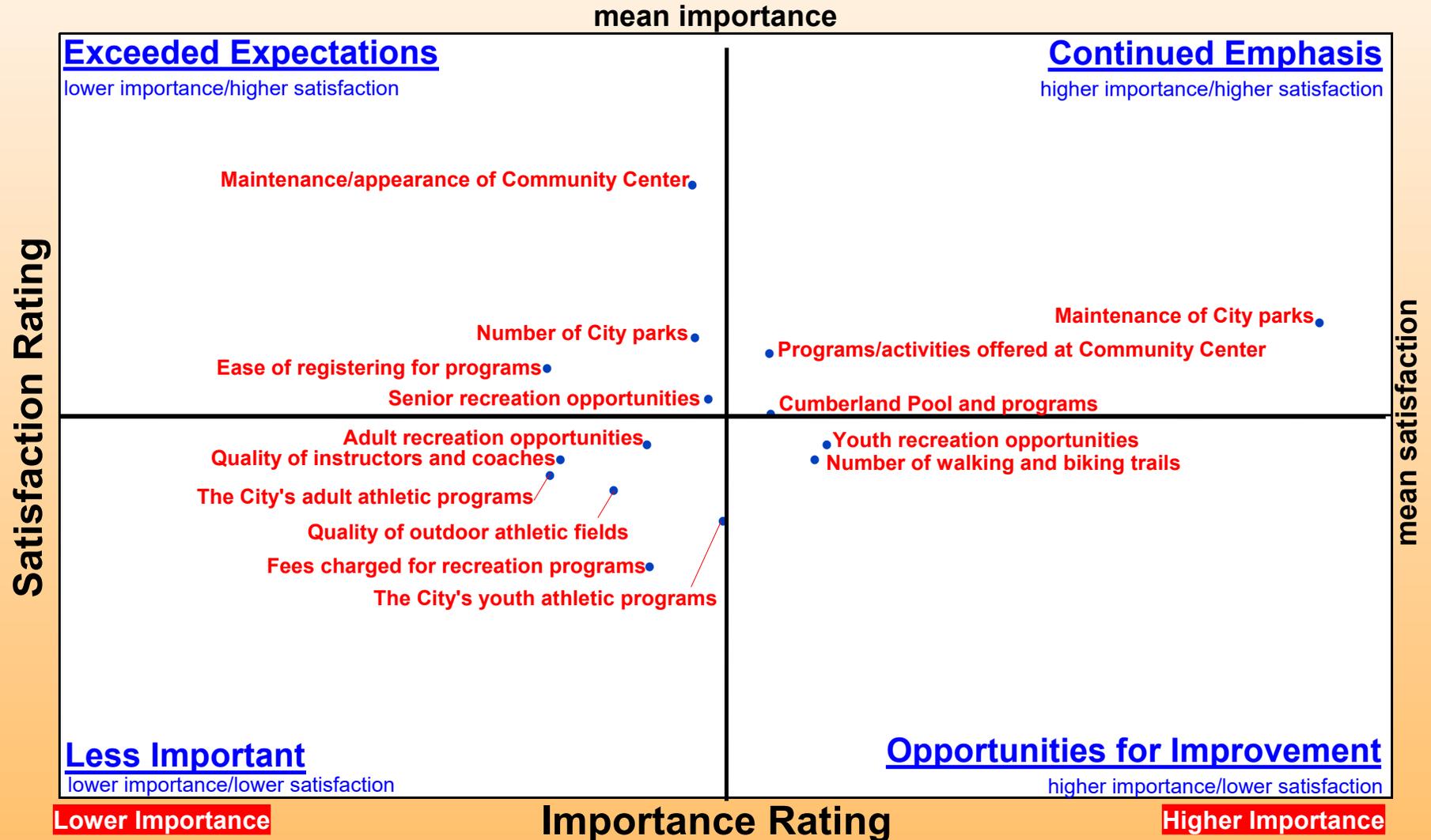


Source: ETC Institute (2016)

2016 City of Cleveland Heights DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2016)

***Section 4:
Tabular Data***

Q1. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by the City of Cleveland Heights on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1-1. Overall quality of police services	40.0%	42.7%	10.4%	2.5%	1.5%	2.9%
Q1-2. Overall quality of fire & ambulance services	43.1%	32.0%	6.8%	0.2%	0.8%	17.2%
Q1-3. Overall quality of City parks & recreation programs & facilities	24.0%	48.1%	16.2%	5.2%	1.2%	5.4%
Q1-4. Overall maintenance of City streets, buildings & facilities	8.8%	37.1%	26.0%	20.0%	6.9%	1.2%
Q1-5. Overall quality of City water services	17.1%	45.0%	21.3%	11.0%	3.7%	1.9%
Q1-6. Overall enforcement of City codes & ordinances	10.2%	35.7%	27.0%	14.5%	5.6%	6.9%
Q1-7. Overall quality of customer service you receive from City employees	21.2%	39.7%	22.4%	5.6%	3.9%	7.3%
Q1-8. Overall effectiveness of City communication with the public	14.2%	37.3%	29.0%	8.5%	5.4%	5.6%
Q1-9. Overall quality of solid waste services (trash, recycling, yard waste)	37.0%	42.7%	10.3%	5.9%	2.1%	1.9%
Q1-10. City's efforts to conserve energy & protect the environment	14.4%	33.0%	28.4%	5.4%	1.3%	17.6%

EXCLUDING DON'T KNOWS**Q1. MAJOR CATEGORIES OF CITY SERVICES. Please rate your overall satisfaction with major categories of services provided by the City of Cleveland Heights on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Overall quality of police services	41.2%	43.9%	10.7%	2.6%	1.6%
Q1-2. Overall quality of fire & ambulance services	52.0%	38.7%	8.2%	0.2%	0.9%
Q1-3. Overall quality of City parks & recreation programs & facilities	25.4%	50.8%	17.1%	5.5%	1.2%
Q1-4. Overall maintenance of City streets, buildings & facilities	8.9%	37.5%	26.3%	20.2%	7.0%
Q1-5. Overall quality of City water services	17.5%	45.9%	21.8%	11.2%	3.7%
Q1-6. Overall enforcement of City codes & ordinances	11.0%	38.4%	29.0%	15.6%	6.0%
Q1-7. Overall quality of customer service you receive from City employees	22.9%	42.8%	24.1%	6.0%	4.2%
Q1-8. Overall effectiveness of City communication with the public	15.1%	39.5%	30.8%	9.0%	5.7%
Q1-9. Overall quality of solid waste services (trash, recycling, yard waste)	37.7%	43.6%	10.5%	6.1%	2.1%
Q1-10. City's efforts to conserve energy & protect the environment	17.4%	40.0%	34.4%	6.5%	1.6%

Q2. Which THREE of the Major Categories of City Services listed in Question 1 do you think are MOST IMPORTANT for the City to provide?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	354	67.7 %
Overall quality of fire & ambulance services	41	7.8 %
Overall quality of City parks & recreation programs & facilities	7	1.3 %
Overall maintenance of City streets, buildings & facilities	43	8.2 %
Overall quality of City water services	11	2.1 %
Overall enforcement of City codes & ordinances	11	2.1 %
Overall quality of customer service you receive from City employees	4	0.8 %
Overall effectiveness of City communication with the public	8	1.5 %
Overall quality of solid waste services (trash, recycling, yard waste)	14	2.7 %
City's efforts to conserve energy & protect the environment	6	1.1 %
None chosen	24	4.6 %
Total	523	100.0 %

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	53	10.1 %
Overall quality of fire & ambulance services	237	45.3 %
Overall quality of City parks & recreation programs & facilities	30	5.7 %
Overall maintenance of City streets, buildings & facilities	68	13.0 %
Overall quality of City water services	32	6.1 %
Overall enforcement of City codes & ordinances	28	5.4 %
Overall quality of customer service you receive from City employees	5	1.0 %
Overall effectiveness of City communication with the public	13	2.5 %
Overall quality of solid waste services (trash, recycling, yard waste)	29	5.5 %
City's efforts to conserve energy & protect the environment	3	0.6 %
None chosen	25	4.8 %
Total	523	100.0 %

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	27	5.2 %
Overall quality of fire & ambulance services	40	7.6 %
Overall quality of City parks & recreation programs & facilities	60	11.5 %
Overall maintenance of City streets, buildings & facilities	123	23.5 %
Overall quality of City water services	56	10.7 %
Overall enforcement of City codes & ordinances	44	8.4 %
Overall quality of customer service you receive from City employees	13	2.5 %
Overall effectiveness of City communication with the public	21	4.0 %
Overall quality of solid waste services (trash, recycling, yard waste)	89	17.0 %
City's efforts to conserve energy & protect the environment	17	3.3 %
None chosen	33	6.3 %
Total	523	100.0 %

Q2. Which THREE of the Major Categories of City Services listed in Question 1 do you think are MOST IMPORTANT for the City to provide? (top 3)

<u>Q2. Sum of Top 3choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	434	83.0 %
Overall quality of fire & ambulance services	318	60.8 %
Overall quality of City parks & recreation programs & facilities	97	18.5 %
Overall maintenance of City streets, buildings & facilities	234	44.7 %
Overall quality of City water services	99	18.9 %
Overall enforcement of City codes & ordinances	83	15.9 %
Overall quality of customer service you receive from City employees	22	4.2 %
Overall effectiveness of City communication with the public	42	8.0 %
Overall quality of solid waste services (trash, recycling, yard waste)	132	25.2 %
City's efforts to conserve energy & protect the environment	26	5.0 %
None chosen	24	4.6 %
Total	1511	

Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Cleveland Heights are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3-1. Overall quality of services provided by the City	16.2%	56.1%	20.2%	4.6%	1.5%	1.3%
Q3-2. Overall image of the City	11.4%	40.8%	24.9%	17.9%	4.4%	0.6%
Q3-3. Overall quality of life in the City	18.9%	51.8%	20.6%	5.8%	2.3%	0.6%
Q3-4. Overall quality of your neighborhood	25.0%	44.4%	15.9%	10.1%	4.1%	0.6%
Q3-5. Overall value you receive for your City tax & fees	5.8%	27.0%	27.6%	22.4%	14.8%	2.5%

EXCLUDING DON'T KNOWS

Q3. PERCEPTIONS OF THE CITY. Several items that may influence your perception of the City of Cleveland Heights are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3-1. Overall quality of services provided by the City	16.4%	56.8%	20.5%	4.7%	1.6%
Q3-2. Overall image of the City	11.4%	41.1%	25.0%	18.0%	4.5%
Q3-3. Overall quality of life in the City	19.0%	52.1%	20.7%	5.8%	2.3%
Q3-4. Overall quality of your neighborhood	25.1%	44.6%	16.0%	10.1%	4.1%
Q3-5. Overall value you receive for your City tax & fees	5.9%	27.7%	28.3%	22.9%	15.2%

Q4. Please rate Cleveland Heights on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

(N=523)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q4-1. As a place to live	34.6%	45.4%	11.2%	6.0%	2.5%	0.4%
Q4-2. As a place to raise children	24.4%	34.4%	19.4%	10.7%	4.6%	6.5%
Q4-3. As a place to visit	31.4%	40.8%	19.3%	5.2%	2.5%	0.8%
Q4-4. As a place to work	17.4%	25.1%	25.3%	6.4%	3.5%	22.2%
Q4-5. As a place to retire	18.5%	24.5%	22.8%	14.5%	10.4%	9.3%

EXCLUDING DON'T KNOWS

Q4. Please rate Cleveland Heights on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following: (without "don't know")

(N=523)

	Excellent	Good	Neutral	Below Average	Poor
Q4-1. As a place to live	34.7%	45.6%	11.2%	6.0%	2.5%
Q4-2. As a place to raise children	26.1%	36.8%	20.7%	11.5%	4.9%
Q4-3. As a place to visit	31.7%	41.1%	19.5%	5.2%	2.5%
Q4-4. As a place to work	22.4%	32.3%	32.6%	8.2%	4.5%
Q4-5. As a place to retire	20.4%	27.0%	25.1%	16.0%	11.5%

Q5. CUSTOMER SERVICE. Have you contacted the City with a question, problem, or complaint during the past year?

<u>Q5. Have you contacted City during past year</u>	<u>Number</u>	<u>Percent</u>
Yes	319	61.0 %
No	204	39.0 %
Total	523	100.0 %

Q5a. (If YES to Question 5) Which Department did you contact most recently?

<u>Q5a. Which Department did you contact most recently</u>	<u>Number</u>	<u>Percent</u>
Public Works	103	32.3 %
Police department	65	20.4 %
Fire/EMS	9	2.8 %
Community Center	15	4.7 %
City Manager/City Council	12	3.8 %
Water Department	37	11.6 %
Planning & Development	6	1.9 %
Community Relations	6	1.9 %
Building Department	18	5.6 %
Housing Department	28	8.8 %
Other	18	5.6 %
None selected	2	0.6 %
Total	319	100.0 %

Q5b. (If YES to Question 5) How easy was it to contact the person you needed to reach in the Department you listed in Question 5a?

<u>Q5b. How easy was it to contact the person you needed to reach</u>	<u>Number</u>	<u>Percent</u>
Very easy	164	51.4 %
Somewhat easy	92	28.8 %
Difficult	38	11.9 %
Very difficult	20	6.3 %
Don't know	5	1.6 %
Total	319	100.0 %

Q5c. (If YES to Question 5) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=319)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q5c-1. They were courteous & polite	46.5%	31.3%	11.7%	4.1%	2.8%	3.5%
Q5c-2. They gave prompt, accurate, & complete answers to questions	42.9%	23.3%	15.8%	9.8%	6.3%	1.9%
Q5c-3. They did what they said they would do in a timely manner	37.5%	21.3%	17.1%	8.6%	6.7%	8.9%
Q5c-4. They helped you resolve an issue to your satisfaction	35.8%	24.2%	13.8%	11.0%	11.3%	3.8%

EXCLUDING DON'T KNOWS

Q5c. (If YES to Question 5) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=319)

	Always	Usually	Sometimes	Seldom	Never
Q5c-1. They were courteous & polite	48.2%	32.5%	12.1%	4.3%	3.0%
Q5c-2. They gave prompt, accurate, & complete answers to questions	43.7%	23.8%	16.1%	10.0%	6.4%
Q5c-3. They did what they said they would do in a timely manner	41.1%	23.3%	18.8%	9.4%	7.3%
Q5c-4. They helped you resolve an issue to your satisfaction	37.3%	25.2%	14.4%	11.4%	11.8%

Q6. UTILITY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6-1. Residential trash collection services	51.1%	36.3%	4.4%	4.6%	2.3%	1.3%
Q6-2. Curbside recycling services	48.4%	35.5%	7.7%	2.5%	1.2%	4.8%
Q6-3. Yard waste (leaves, brush, etc.) removal services	34.0%	40.7%	11.7%	6.9%	2.7%	4.0%
Q6-4. Water service	26.8%	41.4%	18.0%	7.5%	3.1%	3.3%
Q6-5. Sewer service	24.3%	40.8%	19.2%	8.2%	2.3%	5.2%

EXCLUDING DON'T KNOWS

Q6. UTILITY SERVICES. For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6-1. Residential trash collection services	51.8%	36.8%	4.5%	4.7%	2.3%
Q6-2. Curbside recycling services	50.8%	37.3%	8.1%	2.6%	1.2%
Q6-3. Yard waste (leaves, brush, etc.) removal services	35.4%	42.4%	12.2%	7.2%	2.8%
Q6-4. Water service	27.7%	42.8%	18.6%	7.7%	3.2%
Q6-5. Sewer service	25.7%	43.0%	20.2%	8.7%	2.4%

Q7. Which TWO of the Utility Services listed in Question 6 above do you think are MOST IMPORTANT for the City to provide?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Residential trash collection services	251	48.0 %
Curbside recycling services	21	4.0 %
Yard waste (leaves, brush, etc.) removal services	18	3.4 %
Water service	177	33.8 %
Sewer service	24	4.6 %
None chosen	32	6.1 %
Total	523	100.0 %

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Residential trash collection services	89	17.0 %
Curbside recycling services	91	17.4 %
Yard waste (leaves, brush, etc.) removal services	81	15.5 %
Water service	92	17.6 %
Sewer service	131	25.0 %
None chosen	39	7.5 %
Total	523	100.0 %

Q7. Which TWO of the Utility Services listed in Question 6 above do you think are MOST IMPORTANT for the City to provide? (top 2)

<u>Q7. Top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Residential trash collection services	340	65.0 %
Curbside recycling services	112	21.4 %
Yard waste (leaves, brush, etc.) removal services	99	18.9 %
Water service	269	51.4 %
Sewer service	155	29.6 %
None chosen	32	6.1 %
Total	1007	

Q8. DEVELOPMENT AND REDEVELOPMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following areas of development and redevelopment in Cleveland Heights:

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8-1. Overall quality of new residential development	5.6%	26.3%	34.2%	13.1%	5.6%	15.2%
Q8-2. Overall quality of new retail development (stores, restaurants, etc.)	5.2%	27.4%	29.7%	21.4%	9.1%	7.3%
Q8-3. Redevelopment of abandoned or under-utilized properties	3.1%	12.7%	22.9%	33.5%	18.9%	8.9%
Q8-4. Diversity of existing retail, restaurant & other commercial businesses	13.3%	39.8%	23.8%	12.5%	4.2%	6.3%
Q8-5. Efforts to attract new businesses to the community	4.4%	16.2%	26.3%	21.9%	14.6%	16.5%

EXCLUDING DON'T KNOWS

Q8. DEVELOPMENT AND REDEVELOPMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following areas of development and redevelopment in Cleveland Heights: (without "don't know")

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8-1. Overall quality of new residential development	6.6%	31.1%	40.4%	15.4%	6.6%
Q8-2. Overall quality of new retail development (stores, restaurants, etc.)	5.6%	29.5%	32.0%	23.1%	9.8%
Q8-3. Redevelopment of abandoned or under-utilized properties	3.4%	14.0%	25.2%	36.8%	20.7%
Q8-4. Diversity of existing retail, restaurant & other commercial businesses	14.2%	42.5%	25.5%	13.3%	4.5%
Q8-5. Efforts to attract new businesses to the community	5.3%	19.4%	31.6%	26.3%	17.5%

Q9. Which TWO of the Development and Redevelopment activities listed in Question 8 above do you think are MOST IMPORTANT for the City to provide?

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of new residential development	60	11.5 %
Overall quality of new retail development (stores, restaurants, etc.)	50	9.6 %
Redevelopment of abandoned or under-utilized properties	191	36.5 %
Diversity of existing retail, restaurant & other commercial businesses	22	4.2 %
Efforts to attract new businesses to the community	118	22.6 %
<u>None chosen</u>	<u>82</u>	<u>15.7 %</u>
Total	523	100.0 %

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of new residential development	42	8.0 %
Overall quality of new retail development (stores, restaurants, etc.)	70	13.4 %
Redevelopment of abandoned or under-utilized properties	131	25.0 %
Diversity of existing retail, restaurant & other commercial businesses	66	12.6 %
Efforts to attract new businesses to the community	127	24.3 %
<u>None chosen</u>	<u>87</u>	<u>16.6 %</u>
Total	523	100.0 %

Q9. Which TWO of the Development and Redevelopment activities listed in Question 8 above do you think are MOST IMPORTANT for the City to provide? (top 2)

<u>Q9. Top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of new residential development	102	19.5 %
Overall quality of new retail development (stores, restaurants, etc.)	120	22.9 %
Redevelopment of abandoned or under-utilized properties	322	61.6 %
Diversity of existing retail, restaurant & other commercial businesses	88	16.8 %
Efforts to attract new businesses to the community	245	46.8 %
<u>None chosen</u>	<u>82</u>	<u>15.7 %</u>
Total	959	

Q10. PUBLIC SAFETY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Cleveland Heights:

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10-1. Visibility of police in neighborhoods	31.6%	44.6%	15.7%	5.4%	1.1%	1.5%
Q10-2. Visibility of police in commercial/retail areas	27.3%	46.8%	16.8%	4.4%	1.0%	3.6%
Q10-3. City's efforts to prevent crime	23.6%	38.6%	21.5%	4.8%	1.7%	9.8%
Q10-4. How quickly police respond to emergencies	38.3%	34.5%	10.4%	1.7%	1.0%	14.1%
Q10-5. Enforcement of local traffic laws	21.3%	42.1%	21.1%	7.5%	3.1%	5.0%
Q10-6. Police-related education programs	12.7%	21.5%	24.6%	3.1%	1.9%	36.3%
Q10-7. Overall quality of police services	31.2%	45.5%	14.5%	2.7%	1.1%	5.0%
Q10-8. How quickly fire personnel respond to emergencies	35.7%	24.9%	7.1%	0.6%	0.2%	31.5%
Q10-9. Quality of City's fire prevention programs	17.0%	19.8%	15.4%	1.5%	0.4%	45.9%
Q10-10. Fire-related education programs	13.3%	17.1%	18.3%	1.7%	0.4%	49.1%
Q10-11. Overall quality of local fire protection	27.4%	32.4%	14.9%	0.8%	0.4%	24.1%
Q10-12. How quickly ambulance personnel respond to emergencies	35.8%	24.8%	7.9%	1.7%	0.6%	29.2%
Q10-13. Overall quality of ambulance service	34.3%	24.3%	11.5%	1.9%	0.4%	27.6%

EXCLUDING DON'T KNOWS

Q10. PUBLIC SAFETY SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following public safety services provided by the City of Cleveland Heights: (without "don't know")

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10-1. Visibility of police in neighborhoods	32.1%	45.3%	16.0%	5.4%	1.2%
Q10-2. Visibility of police in commercial/retail areas	28.4%	48.6%	17.5%	4.6%	1.0%
Q10-3. City's efforts to prevent crime	26.2%	42.8%	23.8%	5.3%	1.9%
Q10-4. How quickly police respond to emergencies	44.6%	40.1%	12.1%	2.0%	1.1%
Q10-5. Enforcement of local traffic laws	22.4%	44.4%	22.2%	7.9%	3.2%
Q10-6. Police-related education programs	19.9%	33.7%	38.6%	4.8%	3.0%
Q10-7. Overall quality of police services	32.8%	47.9%	15.3%	2.8%	1.2%
Q10-8. How quickly fire personnel respond to emergencies	52.1%	36.3%	10.4%	0.8%	0.3%
Q10-9. Quality of City's fire prevention programs	31.3%	36.7%	28.5%	2.8%	0.7%
Q10-10. Fire-related education programs	26.1%	33.7%	36.0%	3.4%	0.8%
Q10-11. Overall quality of local fire protection	36.1%	42.7%	19.7%	1.0%	0.5%
Q10-12. How quickly ambulance personnel respond to emergencies	50.5%	35.1%	11.1%	2.4%	0.8%
Q10-13. Overall quality of ambulance service	47.4%	33.6%	15.9%	2.6%	0.5%

Q11. Which FOUR of the Public Safety items listed in Question 10 above do you think are MOST IMPORTANT for the City to provide?

Q11. Top choice	Number	Percent
Visibility of police in neighborhoods	184	35.2 %
Visibility of police in commercial/retail areas	17	3.3 %
City's efforts to prevent crime	92	17.6 %
How quickly police respond to emergencies	77	14.7 %
Enforcement of local traffic laws	10	1.9 %
Police-related education programs	10	1.9 %
Overall quality of police services	43	8.2 %
How quickly fire personnel respond to emergencies	26	5.0 %
Quality of City's fire prevention programs	2	0.4 %
Overall quality of local fire protection	3	0.6 %
How quickly ambulance personnel respond to emergencies	21	4.0 %
Overall quality of ambulance service	10	1.9 %
None chosen	28	5.4 %
Total	523	100.0 %

Q11. 2nd choice	Number	Percent
Visibility of police in neighborhoods	38	7.3 %
Visibility of police in commercial/retail areas	64	12.2 %
City's efforts to prevent crime	77	14.7 %
How quickly police respond to emergencies	81	15.5 %
Enforcement of local traffic laws	11	2.1 %
Police-related education programs	10	1.9 %
Overall quality of police services	36	6.9 %
How quickly fire personnel respond to emergencies	95	18.2 %
Quality of City's fire prevention programs	5	1.0 %
Fire-related education programs	2	0.4 %
Overall quality of local fire protection	33	6.3 %
How quickly ambulance personnel respond to emergencies	32	6.1 %
Overall quality of ambulance service	8	1.5 %
None chosen	31	5.9 %
Total	523	100.0 %

Q11. Which FOUR of the Public Safety items listed in Question 10 above do you think are MOST IMPORTANT for the City to provide?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	20	3.8 %
Visibility of police in commercial/retail areas	36	6.9 %
City's efforts to prevent crime	58	11.1 %
How quickly police respond to emergencies	71	13.6 %
Enforcement of local traffic laws	11	2.1 %
Police-related education programs	9	1.7 %
Overall quality of police services	38	7.3 %
How quickly fire personnel respond to emergencies	76	14.5 %
Quality of City's fire prevention programs	13	2.5 %
Fire-related education programs	7	1.3 %
Overall quality of local fire protection	22	4.2 %
How quickly ambulance personnel respond to emergencies	85	16.3 %
Overall quality of ambulance service	36	6.9 %
None chosen	41	7.8 %
Total	523	100.0 %

<u>Q11. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	50	9.6 %
Visibility of police in commercial/retail areas	24	4.6 %
City's efforts to prevent crime	59	11.3 %
How quickly police respond to emergencies	36	6.9 %
Enforcement of local traffic laws	19	3.6 %
Police-related education programs	16	3.1 %
Overall quality of police services	43	8.2 %
How quickly fire personnel respond to emergencies	50	9.6 %
Quality of City's fire prevention programs	14	2.7 %
Fire-related education programs	7	1.3 %
Overall quality of local fire protection	30	5.7 %
How quickly ambulance personnel respond to emergencies	67	12.8 %
Overall quality of ambulance service	41	7.8 %
None chosen	67	12.8 %
Total	523	100.0 %

11. Which FOUR of the Public Safety items listed in Question 10 above do you think are MOST IMPORTANT for the City to provide? (top 4)

<u>Q11. Top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	292	55.8 %
Visibility of police in commercial/retail areas	141	27.0 %
City's efforts to prevent crime	286	54.7 %
How quickly police respond to emergencies	265	50.7 %
Enforcement of local traffic laws	51	9.8 %
Police-related education programs	45	8.6 %
Overall quality of police services	160	30.6 %
How quickly fire personnel respond to emergencies	247	47.2 %
Quality of City's fire prevention programs	34	6.5 %
Fire-related education programs	16	3.1 %
Overall quality of local fire protection	88	16.8 %
How quickly ambulance personnel respond to emergencies	205	39.2 %
Overall quality of ambulance service	95	18.2 %
<u>None chosen</u>	<u>28</u>	<u>5.4 %</u>
Total	1953	

Q12. PERCEPTIONS OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations:

(N=523)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q12-1. In your neighborhood during the day	45.6%	46.2%	5.2%	1.5%	0.4%	1.1%
Q12-2. In your neighborhood at night	20.1%	47.3%	21.1%	8.4%	1.9%	1.1%
Q12-3. In City parks	8.3%	38.1%	27.3%	13.5%	1.9%	11.0%
Q12-4. In commercial & retail areas during the day	35.1%	49.3%	10.9%	1.9%	0.4%	2.3%
Q12-5. In commercial & retail areas at night	13.8%	43.6%	25.0%	10.2%	1.7%	5.8%
Q12-6. Overall feeling of safety in Cleveland Heights	16.5%	57.0%	18.6%	5.4%	1.5%	1.0%

EXCLUDING DON'T KNOWS

Q12. PERCEPTIONS OF SAFETY. On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations: (without "don't know")

(N=523)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q12-1. In your neighborhood during the day	46.1%	46.7%	5.2%	1.6%	0.4%
Q12-2. In your neighborhood at night	20.3%	47.9%	21.3%	8.5%	1.9%
Q12-3. In City parks	9.3%	42.8%	30.7%	15.1%	2.2%
Q12-4. In commercial & retail areas during the day	36.0%	50.5%	11.2%	2.0%	0.4%
Q12-5. In commercial & retail areas at night	14.7%	46.2%	26.5%	10.8%	1.8%
Q12-6. Overall feeling of safety in Cleveland Heights	16.7%	57.6%	18.8%	5.4%	1.6%

Q13. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following:

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13-1. Enforcing clean-up of debris on private property	7.5%	30.3%	21.9%	21.3%	8.4%	10.6%
Q13-2. Enforcing mowing & cutting of weeds & tall grass on private property	5.8%	29.8%	23.4%	22.6%	8.8%	9.6%
Q13-3. Enforcing snow removal on sidewalks	3.7%	19.4%	32.9%	17.7%	17.1%	9.2%
Q13-4. Enforcing exterior maintenance of residential property	4.8%	37.8%	23.8%	19.2%	8.1%	6.3%
Q13-5. Enforcing exterior maintenance of business property	5.0%	34.8%	32.5%	10.0%	4.4%	13.3%
Q13-6. Overall quality of the building & permit process	6.2%	29.3%	24.5%	8.3%	3.5%	28.2%

EXCLUDING DON'T KNOWS

Q13. CODE ENFORCEMENT. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following: (without "don't know")

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13-1. Enforcing clean-up of debris on private property	8.4%	33.9%	24.5%	23.8%	9.4%
Q13-2. Enforcing mowing & cutting of weeds & tall grass on private property	6.4%	32.9%	25.9%	25.1%	9.8%
Q13-3. Enforcing snow removal on sidewalks	4.0%	21.4%	36.2%	19.5%	18.9%
Q13-4. Enforcing exterior maintenance of residential property	5.1%	40.4%	25.4%	20.5%	8.6%
Q13-5. Enforcing exterior maintenance of business property	5.8%	40.1%	37.5%	11.5%	5.1%
Q13-6. Overall quality of the building & permit process	8.6%	40.9%	34.1%	11.6%	4.8%

Q14. Which TWO of the Code Enforcement activities listed in Question 13 above do you think are MOST IMPORTANT for the City to provide?

Q14. Top choice	Number	Percent
Enforcing clean-up of debris on private property	143	27.3 %
Enforcing mowing & cutting of weeds & tall grass on private property	37	7.1 %
Enforcing snow removal on sidewalks	57	10.9 %
Enforcing exterior maintenance of residential property	153	29.3 %
Enforcing exterior maintenance of business property	55	10.5 %
Overall quality of the building & permit process	27	5.2 %
None chosen	51	9.8 %
Total	523	100.0 %

Q14. 2nd choice	Number	Percent
Enforcing clean-up of debris on private property	78	14.9 %
Enforcing mowing & cutting of weeds & tall grass on private property	95	18.2 %
Enforcing snow removal on sidewalks	46	8.8 %
Enforcing exterior maintenance of residential property	96	18.4 %
Enforcing exterior maintenance of business property	110	21.0 %
Overall quality of the building & permit process	39	7.5 %
None chosen	59	11.3 %
Total	523	100.0 %

Q14. Which TWO of the Code Enforcement activities listed in Question 13 above do you think are MOST IMPORTANT for the City to provide? (top 2)

Q14. Top 2 choices	Number	Percent
Enforcing clean-up of debris on private property	221	42.3 %
Enforcing mowing & cutting of weeds & tall grass on private property	132	25.2 %
Enforcing snow removal on sidewalks	103	19.7 %
Enforcing exterior maintenance of residential property	249	47.6 %
Enforcing exterior maintenance of business property	165	31.5 %
Overall quality of the building & permit process	66	12.6 %
None chosen	51	9.8 %
Total	987	

Q15. TRANSPORTATION. How satisfied are you with the following aspects of transportation in the City of Cleveland Heights:

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15-1. Availability of public transportation	12.1%	31.7%	22.3%	10.6%	2.3%	21.1%
Q15-2. Availability of bicycle lanes	7.9%	34.7%	30.3%	12.7%	3.5%	11.0%
Q15-3. Condition of sidewalks in the City	5.2%	38.4%	33.4%	14.5%	5.2%	3.3%
Q15-4. Convenience of parking in the City	8.7%	36.0%	26.9%	15.2%	9.8%	3.5%

EXCLUDING DON'T KNOWS

Q15. TRANSPORTATION. How satisfied are you with the following aspects of transportation in the City of Cleveland Heights: (without "don't know")

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15-1. Availability of public transportation	15.3%	40.1%	28.2%	13.4%	2.9%
Q15-2. Availability of bicycle lanes	8.9%	39.0%	34.0%	14.3%	3.9%
Q15-3. Condition of sidewalks in the City	5.4%	39.7%	34.5%	15.0%	5.4%
Q15-4. Convenience of parking in the City	9.0%	37.3%	27.9%	15.7%	10.2%

Q16. MAINTENANCE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by the City:

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16-1. Maintenance of major City streets	8.1%	44.5%	20.0%	18.7%	7.5%	1.2%
Q16-2. Maintenance of streets in your neighborhood	8.3%	42.9%	21.7%	18.3%	7.9%	1.0%
Q16-3. Snow removal on major City streets	16.9%	53.5%	15.4%	9.2%	4.0%	1.0%
Q16-4. Snow removal on streets in your neighborhood	10.9%	43.2%	17.4%	16.5%	10.5%	1.6%
Q16-5. Mowing & trimming along City streets & other public areas	12.3%	48.7%	25.2%	8.1%	2.5%	3.3%
Q16-6. Overall cleanliness of City streets & other public areas	10.4%	49.1%	24.9%	11.9%	2.9%	0.8%
Q16-7. Adequacy of City street lighting	12.1%	54.6%	21.9%	6.9%	3.3%	1.2%
Q16-8. Tree trimming & urban forestry along City streets & other public areas	11.6%	44.7%	23.5%	11.9%	4.6%	3.7%

EXCLUDING DON'T KNOWS

Q16. MAINTENANCE SERVICES. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following services provided by the City: (without "don't know")

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16-1. Maintenance of major City streets	8.2%	45.0%	20.3%	18.9%	7.6%
Q16-2. Maintenance of streets in your neighborhood	8.3%	43.3%	21.9%	18.4%	8.0%
Q16-3. Snow removal on major City streets	17.1%	54.0%	15.5%	9.3%	4.1%
Q16-4. Snow removal on streets in your neighborhood	11.0%	43.9%	17.7%	16.7%	10.6%
Q16-5. Mowing & trimming along City streets & other public areas	12.7%	50.3%	26.0%	8.3%	2.6%
Q16-6. Overall cleanliness of City streets & other public areas	10.5%	49.5%	25.0%	12.0%	2.9%
Q16-7. Adequacy of City street lighting	12.3%	55.3%	22.2%	7.0%	3.3%
Q16-8. Tree trimming & urban forestry along City streets & other public areas	12.0%	46.4%	24.4%	12.4%	4.8%

Q17. Which THREE of the City Maintenance services listed in Question 16 above do you think are MOST IMPORTANT for the City to provide?

Q17. Top choice	Number	Percent
Maintenance of major City streets	264	50.5 %
Maintenance of streets in your neighborhood	45	8.6 %
Snow removal on major City streets	83	15.9 %
Snow removal on streets in your neighborhood	38	7.3 %
Mowing & trimming along City streets & other public areas	7	1.3 %
Overall cleanliness of City streets & other public areas	24	4.6 %
Adequacy of City street lighting	29	5.5 %
Tree trimming & urban forestry along City streets & other public areas	7	1.3 %
None chosen	26	5.0 %
Total	523	100.0 %

Q17. 2nd choice	Number	Percent
Maintenance of major City streets	52	9.9 %
Maintenance of streets in your neighborhood	136	26.0 %
Snow removal on major City streets	128	24.5 %
Snow removal on streets in your neighborhood	73	14.0 %
Mowing & trimming along City streets & other public areas	19	3.6 %
Overall cleanliness of City streets & other public areas	48	9.2 %
Adequacy of City street lighting	25	4.8 %
Tree trimming & urban forestry along City streets & other public areas	15	2.9 %
None chosen	27	5.2 %
Total	523	100.0 %

Q17. 3rd choice	Number	Percent
Maintenance of major City streets	37	7.1 %
Maintenance of streets in your neighborhood	45	8.6 %
Snow removal on major City streets	107	20.5 %
Snow removal on streets in your neighborhood	68	13.0 %
Mowing & trimming along City streets & other public areas	14	2.7 %
Overall cleanliness of City streets & other public areas	103	19.7 %
Adequacy of City street lighting	72	13.8 %
Tree trimming & urban forestry along City streets & other public areas	35	6.7 %
None chosen	42	8.0 %
Total	523	100.0 %

Q17. Which THREE of the City Maintenance services listed in Question 16 above do you think are MOST IMPORTANT for the City to provide? (top 3)

Q17. Top 3 choices	Number	Percent
Maintenance of major City streets	353	67.5 %
Maintenance of streets in your neighborhood	226	43.2 %
Snow removal on major City streets	318	60.8 %
Snow removal on streets in your neighborhood	179	34.2 %
Mowing & trimming along City streets & other public areas	40	7.6 %
Overall cleanliness of City streets & other public areas	175	33.5 %
Adequacy of City street lighting	126	24.1 %
Tree trimming & urban forestry along City streets & other public areas	57	10.9 %
None chosen	26	5.0 %
Total	1500	

Q18a. Have you or other members of your household visited a Cleveland Heights City Park during the past 12 months?

Q18a. Have you visited a Cleveland Heights City park during past 12 months	Number	Percent
Yes	373	71.3 %
No	146	27.9 %
Not provided	4	0.8 %
Total	523	100.0 %

Q18b. Have you or other members of your household visited the Cleveland Heights Community Center during the past 12 months?

Q18b. Have you visited the Cleveland Heights Community Center during past 12 months	Number	Percent
Yes	275	52.6 %
No	245	46.8 %
Not provided	3	0.6 %
Total	523	100.0 %

Q18c. Have you or other members of your household participated in any Parks and Recreation programs offered by the City of Cleveland Heights during the past 12 months? (fitness class, summer camp, outdoor sports, etc.)

Q18c. Have you participated in any Parks and Recreation programs during past 12 months	Number	Percent
Yes	161	30.8 %
No	357	68.3 %
Not provided	5	1.0 %
Total	523	100.0 %

Q19. How satisfied are you with the following aspects of Parks and Recreation in the City of Cleveland Heights:

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q19-1. Maintenance of City parks	15.9%	47.5%	19.2%	4.0%	1.0%	12.5%
Q19-2. Number of City parks	16.5%	48.0%	18.6%	5.6%	1.2%	10.2%
Q19-3. Number of walking & biking trails	11.5%	40.7%	20.3%	9.2%	2.1%	16.1%
Q19-4. Cumberland Pool & Programs	15.4%	25.8%	17.1%	2.7%	1.9%	37.0%
Q19-5. Quality of outdoor athletic fields	10.4%	29.9%	21.4%	3.7%	1.3%	33.3%
Q19-6. Youth recreation opportunities	11.3%	31.3%	18.7%	3.3%	1.5%	33.8%
Q19-7. Adult recreation opportunities	11.7%	35.4%	20.8%	3.7%	1.7%	26.7%
Q19-8. Senior recreation opportunities	13.8%	28.4%	17.7%	1.9%	1.5%	36.7%
Q19-9. City's youth athletic programs	9.4%	25.4%	19.8%	3.3%	1.0%	41.0%
Q19-10. City's adult athletic programs	9.7%	25.7%	19.3%	2.1%	1.0%	42.2%
Q19-11. Maintenance & appearance of Community Center	25.4%	41.0%	13.7%	1.2%	0.6%	18.3%
Q19-12. Programs & activities offered at Community Center	19.4%	34.0%	18.8%	3.1%	1.2%	23.5%
Q19-13. Quality of instructors & coaches	11.2%	24.3%	18.3%	1.4%	1.0%	43.8%
Q19-14. Ease of registering for programs	14.4%	31.1%	17.1%	2.7%	1.5%	33.2%
Q19-15. Fees charged for recreation programs	12.9%	27.8%	21.2%	6.8%	3.7%	27.6%

EXCLUDING DON'T KNOWS**Q19. How satisfied are you with the following aspects of Parks and Recreation in the City of Cleveland Heights: (without "don't know")**

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q19-1. Maintenance of City parks	18.2%	54.3%	21.9%	4.6%	1.1%
Q19-2. Number of City parks	18.4%	53.4%	20.7%	6.2%	1.3%
Q19-3. Number of walking & biking trails	13.7%	48.5%	24.3%	11.0%	2.5%
Q19-4. Cumberland Pool & Programs	24.5%	41.0%	27.2%	4.3%	3.1%
Q19-5. Quality of outdoor athletic fields	15.6%	44.8%	32.1%	5.5%	2.0%
Q19-6. Youth recreation opportunities	17.2%	47.4%	28.2%	4.9%	2.3%
Q19-7. Adult recreation opportunities	16.0%	48.3%	28.3%	5.0%	2.4%
Q19-8. Senior recreation opportunities	21.8%	44.8%	27.9%	3.0%	2.4%
Q19-9. City's youth athletic programs	16.0%	43.1%	33.7%	5.6%	1.6%
Q19-10. City's adult athletic programs	16.7%	44.5%	33.4%	3.7%	1.7%
Q19-11. Maintenance & appearance of Community Center	31.1%	50.1%	16.7%	1.4%	0.7%
Q19-12. Programs & activities offered at Community Center	25.4%	44.5%	24.6%	4.0%	1.5%
Q19-13. Quality of instructors & coaches	19.9%	43.3%	32.6%	2.4%	1.7%
Q19-14. Ease of registering for programs	21.6%	46.6%	25.6%	4.0%	2.3%
Q19-15. Fees charged for recreation programs	17.9%	38.4%	29.3%	9.3%	5.1%

Q20. Which THREE of the Parks and Recreation services listed in Question 19 above do you think are MOST IMPORTANT for the City to provide?

Q20. Top choice	Number	Percent
Maintenance of City parks	247	47.2 %
Number of City parks	14	2.7 %
Number of walking & biking trails	25	4.8 %
Cumberland Pool & Programs	27	5.2 %
Quality of outdoor athletic fields	9	1.7 %
Youth recreation opportunities	36	6.9 %
Adult recreation opportunities	3	0.6 %
Senior recreation opportunities	21	4.0 %
City's youth athletic programs	21	4.0 %
City's adult athletic programs	2	0.4 %
Maintenance & appearance of Community Center	17	3.3 %
Programs & activities offered at Community Center	19	3.6 %
Quality of instructors & coaches	2	0.4 %
Ease of registering for programs	2	0.4 %
Fees charged for recreation programs	18	3.4 %
None chosen	60	11.5 %
Total	523	100.0 %

Q20. 2nd choice	Number	Percent
Maintenance of City parks	40	7.6 %
Number of City parks	47	9.0 %
Number of walking & biking trails	56	10.7 %
Cumberland Pool & Programs	56	10.7 %
Quality of outdoor athletic fields	19	3.6 %
Youth recreation opportunities	63	12.0 %
Adult recreation opportunities	29	5.5 %
Senior recreation opportunities	24	4.6 %
City's youth athletic programs	32	6.1 %
City's adult athletic programs	5	1.0 %
Maintenance & appearance of Community Center	25	4.8 %
Programs & activities offered at Community Center	35	6.7 %
Quality of instructors & coaches	6	1.1 %
Ease of registering for programs	6	1.1 %
Fees charged for recreation programs	16	3.1 %
None chosen	64	12.2 %
Total	523	100.0 %

Q20. Which THREE of the Parks and Recreation services listed in Question 19 above do you think are MOST IMPORTANT for the City to provide?

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	37	7.1 %
Number of City parks	18	3.4 %
Number of walking & biking trails	45	8.6 %
Cumberland Pool & Programs	26	5.0 %
Quality of outdoor athletic fields	19	3.6 %
Youth recreation opportunities	32	6.1 %
Adult recreation opportunities	28	5.4 %
Senior recreation opportunities	39	7.5 %
City's youth athletic programs	37	7.1 %
City's adult athletic programs	15	2.9 %
Maintenance & appearance of Community Center	36	6.9 %
Programs & activities offered at Community Center	54	10.3 %
Quality of instructors & coaches	18	3.4 %
Ease of registering for programs	13	2.5 %
Fees charged for recreation programs	27	5.2 %
None chosen	79	15.1 %
Total	523	100.0 %

Q20. Which THREE of the Parks and Recreation services listed in Question 19 above do you think are MOST IMPORTANT for the City to provide? (top 3)

<u>Q20. Top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	324	62.0 %
Number of City parks	79	15.1 %
Number of walking & biking trails	126	24.1 %
Cumberland Pool & Programs	109	20.8 %
Quality of outdoor athletic fields	47	9.0 %
Youth recreation opportunities	131	25.0 %
Adult recreation opportunities	60	11.5 %
Senior recreation opportunities	84	16.1 %
City's youth athletic programs	90	17.2 %
City's adult athletic programs	22	4.2 %
Maintenance & appearance of Community Center	78	14.9 %
Programs & activities offered at Community Center	108	20.7 %
Quality of instructors & coaches	26	5.0 %
Ease of registering for programs	21	4.0 %
Fees charged for recreation programs	61	11.7 %
None chosen	60	11.5 %
Total	1426	

Q21. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City?

- A dog park between Coventry & Lee west of Cedar
- A POOL LIKE BEACHWOOD
- ADULT REC OPPORTUNITIES FOR PEOPLE WHO WORK WEEKEDAYS
- ADULT SWIMMING
- AFTER BUSINESS HOUR, CLASSES FOR YOUNG PROFESSIONALS
- ALLOW DOGS IN CITY PARKS
- ANOTHER DOG PARK
- ANOTHER PARK VENUE BY FAIRMOUNT AND LEE
- ANOTHER POOL
- AQUATIC CENTER
- ARTS CAMP
- Baseball tournaments
- BASKETBALL COURT
- better maintenance of city parks, mowing
- BETTER USE OF PARKS
- BICYCLE LAWS/SAFETY COURSE
- BIKE TRAIL
- BIKING CLUB
- Bowling
- BOXING
- Bring back Denison Pool
- children playgrounds
- COMMUNITY INDOOR POOL
- COORDINATION OF USE OF NEW HIGH SCHOOL IN DOOR POOL
- DESIGNATED SKATE BOARD SECTION ONE OF THE PARKS
- disability programs in every area
- Dog parks
- EXERCISE STATIONS THRUOUT CAIN PARK
- FAMILY BIKE PATHS
- Farmers market
- FENCING
- FIELD HOCKEY
- FIREWORKS ON FOURTH OF JULY
- FREE SUMMER TUTORIAL READING PROGRAMS
- FREE USE OF ROOM FOR GROUPS
- FREE YOGA
- Free youth programs
- Frisbee golf course (a la Sims Park)

- INDOOR POOL EXPAND REC CTR
- INDOOR POOL IN A SCHOOL
- Indoor roller rink
- Indoor swimming and diving
- indoor swimming pool instead of of 2nd hockey rink
- INDOOR YEAR ROUND POOL
- July 4th parade fireworks
- LEASHED DOG WALKING IN ALL CITY PARKS
- Make the pool a more fun area for young kids.
- MINI PARKS
- MONTHLY FREE CHILDCARE FOR 2-3 HRS
- more activities in line with after school and summer schedules
- More art and music.
- MORE BIKE TRAILS
- MORE CHILDREN/YOUTH UNITY/REC OPPORTUNITIES
- MORE COOKING CLASSES
- MORE INDOOR BASKETBALL COURTS
- More services for youth
- More teen programs.
- More walking/biking trails
- More youth clubs
- No dogs in parks
- Not adequate indoor swimming
- Not at this time.
- Outdoor swimming
- Painting
- PICNIC IN TE PARK
- PLACE FOR TEENAGERS TO LISTEN TO THEIR MUSIC
- Plant / nature walks to learn more about the local wildlife
- POLICE MONITORED
- Pool needs to be kid friendly. Too outdated.
- Provide more security at outdoor parks.
- PUBLIC GYM
- Public small 'Sunday' type concerts at Cumberland
- Rec center - improve exercise equipment
- REC FOR DISABLE ADULTS UNDER 55
- RECYCLING PROGRAMS
- REDUCE FEES FOR RESIDENTS
- ReOpen Denison Pool
- Replace a skating rink with an indoor pool
- ROLLER SKATING
- ROLLER SKATING
- Rollerskating
- senior
- Senior Center

- Seniors weekend classes for seniors that work M-F.
- Skate park
- SKATEBOARD
- SKATING RINK
- Something asthma friendly
- SUMMER JOBS
- Swimming lessons
- TEACHING WORKSHOPS FOR SENIORS TO MAINTAIN OUTSIDE HOME
- TENNIS LEAGUES
- THEATER
- Trips
- VARMINT REMOVAL
- Volleyball
- VOLLEYBALL/ADULT CO-ED
- We should have built a pool at rec center
- why can't we collaborate so our residents can use south Euclid pools
- WINTER SWIMMING FACILITY
- Winter swimming options
- YEAR ROUND POOL
- Youth fair
- Youth lacrosse
- Youth yoga or zumba
- yr round swimming pool

Q22. Have you or other members of your household attended a concert or show at Cain Park during the last 12 months?

Q22. Have you attended a concert or show at Cain Park during last 12 months	Number	Percent
Yes	208	39.8 %
No	315	60.2 %
Total	523	100.0 %

Q22a. (If YES to Question 22) For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=208)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22a-1. Overall quality of the facility	46.4%	49.3%	3.4%	0.5%	0.0%	0.5%
Q22a-2. Overall quality of shows & events	43.0%	45.4%	5.8%	4.8%	0.5%	0.5%
Q22a-3. Variety of shows & events	36.9%	39.3%	15.0%	6.3%	1.0%	1.5%
Q22a-4. Affordability of shows & events	30.9%	47.8%	15.0%	3.9%	1.4%	1.0%
Q22a-5. Ease of purchasing tickets for shows & events	32.9%	47.3%	12.6%	5.3%	0.0%	1.9%
Q22a-6. Overall quality of concessions	24.6%	39.6%	17.4%	7.2%	0.5%	10.6%

EXCLUDING DON'T KNOWS

Q22a. (If YES to Question 22) For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=208)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22a-1. Overall quality of the facility	46.6%	49.5%	3.4%	0.5%	0.0%
Q22a-2. Overall quality of shows & events	43.2%	45.6%	5.8%	4.9%	0.5%
Q22a-3. Variety of shows & events	37.4%	39.9%	15.3%	6.4%	1.0%
Q22a-4. Affordability of shows & events	31.2%	48.3%	15.1%	3.9%	1.5%
Q22a-5. Ease of purchasing tickets for shows & events	33.5%	48.3%	12.8%	5.4%	0.0%
Q22a-6. Overall quality of concessions	27.6%	44.3%	19.5%	8.1%	0.5%

Q23. COMMUNICATIONS. Which of the following sources do you currently use to get information about City of Cleveland Heights?

Q23. What sources do you currently use to get information about City of Cleveland Heights	Number	Percent
City Focus Magazine	379	72.5 %
City E-Newsletter	64	12.2 %
City Website	230	44.0 %
City Facebook or Twitter	65	12.4 %
City Cable Channel	32	6.1 %
Plain Dealer/Sun Press	241	46.1 %
www. cleveland.com	156	29.8 %
Heights Observer	297	56.8 %
Other	32	6.1 %
Total	1496	

Q23. Other

Q23. Other	Number	Percent
NEXTDOOR.COM	4	12.5 %
Neighbors	3	9.4 %
FRIENDS	2	6.3 %
Bullentin Boards	1	3.1 %
PATCH	1	3.1 %
U-TUBE	1	3.1 %
LOCAL JEWISH NEWS	1	3.1 %
husband on city commission	1	3.1 %
Cleveland Heights Patch	1	3.1 %
Call City Hall.	1	3.1 %
FORREST HILL NEIGHBOR LETTER	1	3.1 %
LIBRARY	1	3.1 %
WORD OF MOUTH	1	3.1 %
US MAIL	1	3.1 %
APP	1	3.1 %
Cleveland Scene	1	3.1 %
FHHA	1	3.1 %
NEXT DOOR E-MAIL	1	3.1 %
Sun Press	1	3.1 %
NEXT DOOR SHAHER FARM	1	3.1 %
cleveland scene magazine	1	3.1 %
Local TV/radio	1	3.1 %
My children's school.	1	3.1 %
SEASONAL RECREATION PROGRAM BOOKLET	1	3.1 %
Cain Park brochure/schedule	1	3.1 %
Neighbors, email and website	1	3.1 %
Total	32	100.0 %

Q24. Which of the following do you currently use at home?

Q24. What do you currently use at home	Number	Percent
Facebook	319	61.0 %
YouTube	248	47.4 %
Twitter	96	18.4 %
Text Messaging	384	73.4 %
Email	455	87.0 %
Internet	430	82.2 %
Other	43	8.2 %
None	23	4.4 %
Total	1998	

Q24. Other

Q24. Other	Number	Percent
Instagram	9	22.0 %
Newspaper	5	12.2 %
NextDoor	3	7.3 %
Telephone	2	4.9 %
CABLE CHANNEL	1	2.4 %
snapchat	1	2.4 %
CABLE	1	2.4 %
Cup & string	1	2.4 %
TV, cable	1	2.4 %
TV	1	2.4 %
Books/newspapers	1	2.4 %
Good old fashioned land line telephone.	1	2.4 %
TV AND RADIO	1	2.4 %
PAPER	1	2.4 %
Instagram, LinkedIn	1	2.4 %
LAND LINE TELEPHONE	1	2.4 %
various social media	1	2.4 %
PHONE	1	2.4 %
TALKING WITH NEIGHBORS	1	2.4 %
IG	1	2.4 %
plain dealer san press	1	2.4 %
Netflix	1	2.4 %
Playstation network, Netflix, Pluto	1	2.4 %
Telephone and letters	1	2.4 %
Word of mouth/phone	1	2.4 %
Videophone	1	2.4 %
Total	41	100.0 %

Q25. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following aspects of communication provided by the City of Cleveland Heights:

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q25-1. Availability of information about City programs & services	17.6%	47.1%	21.4%	7.5%	1.0%	5.4%
Q25-2. City efforts to keep you informed about local issues	11.7%	41.5%	25.8%	14.4%	2.3%	4.2%
Q25-3. Level of public involvement in local decision making	8.3%	25.4%	32.7%	16.5%	4.2%	12.9%
Q25-4. Level of public involvement in City's budget process	4.6%	13.8%	33.1%	15.6%	6.7%	26.2%
Q25-5. Quality of programming on City's cable television channel	3.1%	10.4%	25.0%	5.1%	2.2%	54.2%
Q25-6. Usefulness of City's web page	7.6%	33.3%	30.2%	6.0%	1.6%	21.3%
Q25-7. Usefulness of Focus Magazine	21.8%	43.4%	21.8%	1.5%	1.0%	10.6%

EXCLUDING DON'T KNOWS

Q25. Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following aspects of communication provided by the City of Cleveland Heights: (without "don't know")

(N=523)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q25-1. Availability of information about City programs & services	18.6%	49.8%	22.7%	8.0%	1.0%
Q25-2. City efforts to keep you informed about local issues	12.2%	43.4%	26.9%	15.1%	2.4%
Q25-3. Level of public involvement in local decision making	9.5%	29.1%	37.5%	19.0%	4.9%
Q25-4. Level of public involvement in City's budget process	6.3%	18.8%	44.8%	21.1%	9.1%
Q25-5. Quality of programming on City's cable television channel	6.8%	22.6%	54.7%	11.1%	4.7%
Q25-6. Usefulness of City's web page	9.6%	42.4%	38.4%	7.6%	2.0%
Q25-7. Usefulness of Focus Magazine	24.4%	48.5%	24.4%	1.7%	1.1%

Q26. Which THREE of the following community issues do you think should be the City's top priorities over the next TWO years?

Q26. What community issues should be City's top priorities over next two years	Number	Percent
Neighborhood Revitalization	300	57.4 %
Public Safety	284	54.3 %
Environmental Stewardship	49	9.4 %
Infrastructure Maintenance	208	39.8 %
Youth Outreach	86	16.4 %
Housing Development	84	16.1 %
Retail/Commercial District Revitalization	249	47.6 %
Business Development	161	30.8 %
Improve Recreational/Cultural Amenities	57	10.9 %
Other	18	3.4 %
Total	1496	

Q26. Other

Q26. Other	Number	Percent
SCHOOLS	2	11.1 %
Providing more grants , partnerships, and programs to help home owners maintain properties	1	5.6 %
RACE RELATIONS	1	5.6 %
abolish section 8	1	5.6 %
LOWER TAXES	1	5.6 %
BOOSTING PUBLIC SCHOOL ATTENDANCE ENROLLMENT	1	5.6 %
TAXES ARE A HUGE PROBLEM THIS NEEDS TO BE ADDRESSED	1	5.6 %
Trash pickup (use cans!)	1	5.6 %
TRAFFIC MANAGEMENT	1	5.6 %
QUALITY SCHOOLS	1	5.6 %
SENIOR AWARENESS	1	5.6 %
ROADS	1	5.6 %
Senior transportation	1	5.6 %
SENIORS HELP FOR ASSISTANCE.	1	5.6 %
Tax reduction	1	5.6 %
Lower taxes	1	5.6 %
Not sure. moved here 8mo ago.	1	5.6 %
Total	18	100.0 %

Q27. Which of the following best describes your race/ethnicity?

<u>Q27. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	23	4.4 %
Black/African American	218	41.7 %
White	277	53.0 %
Hispanic	12	2.3 %
American Indian/Eskimo	9	1.7 %
Other	4	0.8 %
Total	543	

Q28. How many (counting yourself) people in your household are?

	<u>Mean</u>	<u>Sum</u>
number	2.47	1276
Under age 10	0.25	130
Ages 10-19	0.32	165
Ages 20-34	0.50	256
Ages 35-54	0.58	298
Ages 55-74	0.57	294
Ages 75+	0.26	133

Q29. Do you own or rent your home?

<u>Q29. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	338	64.6 %
Rent	182	34.8 %
Not provided	3	0.6 %
Total	523	100.0 %

Q30. Approximately how many years have you lived in the City of Cleveland Heights?

Q30. How many years have you lived in City of Cleveland Heights	Number	Percent
Under 5	74	14.1 %
5-14	94	18.0 %
15-24	90	17.2 %
25-34	114	21.8 %
35+	150	28.7 %
Not provided	1	0.2 %
Total	523	100.0 %

Q31. Your gender:

Q31. Your gender	Number	Percent
Male	252	48.2 %
Female	271	51.8 %
Total	523	100.0 %

***Section 5:
Survey Instrument***



2016 Cleveland Heights Resident Survey

Dear Fellow Cleveland Heights Resident,

On behalf of the City of Cleveland Heights, thank you for your commitment to our community. This letter is a request for your assistance in building an even better Cleveland Heights. Your input on the enclosed survey is extremely important. Over the next few months, we will be making decisions that affect a wide range of City services, including public safety, parks and recreation, streets and infrastructure maintenance, and more. To help us align City priorities with our residents' priorities, we need to know what you think before we make any decisions.

We realize the survey takes time to complete, but every question is important. The time you invest in the survey will assist Council in making decisions about the City's future. Your responses will also allow City leadership and staff to identify and address many of the opportunities and challenges facing the community.

The City has contracted with ETC Institute to administer the survey on our behalf. Please return your completed survey, sometime during the next week, in the enclosed postage-paid envelope to ETC Institute. Your responses are confidential. The results of the survey will be tabulated and summarized by ETC Institute. The City will only receive summary information, not individual responses.

Should you have any questions, please call the City Manager's Office at (216) 291-3737. City staff will be happy to assist you. Thank you again for taking the time to help keep Cleveland Heights a safe, desirable and thriving community!

Sincerely,

A handwritten signature in black ink, appearing to read "Cheryl Stephens".

Cheryl Stephens
Mayor



2016 City of Cleveland Heights Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to involve residents in long-range planning and improving the quality of City services. If you have questions, please call the City Manager's Office at (216) 291-3737.

THANK YOU!

1. **MAJOR CATEGORIES OF CITY SERVICES** Please rate your overall satisfaction with major categories of services provided by the City of Cleveland Heights on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Major Categories of City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of police services	5	4	3	2	1	9
2. Overall quality of fire and ambulance services	5	4	3	2	1	9
3. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
4. Overall maintenance of City streets, buildings & facilities	5	4	3	2	1	9
5. Overall quality of City water services	5	4	3	2	1	9
6. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
7. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
8. Overall effectiveness of City communication with the public	5	4	3	2	1	9
9. Overall quality of solid waste services (trash, recycling, yard waste)	5	4	3	2	1	9
10. City's efforts to conserve energy and protect the environment	5	4	3	2	1	9

2. Which **THREE** of the **Major Categories of City Services** do you think are **MOST IMPORTANT** for the City to provide? [Write in the numbers below using the numbers from the list in Question 1 above.]

1st: ____ 2nd: ____ 3rd: ____

3. **PERCEPTIONS OF THE CITY** Several items that may influence your perception of the City of Cleveland Heights are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Quality of Life	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City	5	4	3	2	1	9
2. Overall image of the City	5	4	3	2	1	9
3. Overall quality of life in the City	5	4	3	2	1	9
4. Overall quality of your neighborhood	5	4	3	2	1	9
5. The overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9

4. Please rate Cleveland Heights on a scale of 1 to 5 where 5 means "Excellent" and 1 means "Poor" with regard to each of the following:

Ratings of the City	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to visit	5	4	3	2	1	9
4. As a place to work	5	4	3	2	1	9
5. As a place to retire	5	4	3	2	1	9

5. CUSTOMER SERVICE Have you contacted the City with a question, problem, or complaint during the past year?

- ___(1) Yes [Answer Question 5a-c]
 ___(2) No [Go to Question 6]

5a. [If YES to Question 5] Which Department did you contact most recently?

- | | |
|---|----------------------------------|
| ___(01) Public Works (street maintenance, trash, recycling, yard waste, forestry) | ___(06) Water Department |
| ___(02) Police Department | ___(07) Planning and Development |
| ___(03) Fire/EMS | ___(08) Community Relations |
| ___(04) Community Center | ___(09) Building Department |
| ___(05) City Manager/City Council | ___(10) Housing Department |
| | ___(11) Other: _____ |

5b. [If YES to Question 5] How easy was it to contact the person you needed to reach in the Department you listed in Question #5a?

- ___(1) Very Easy ___(3) Difficult ___(9) Don't know
 ___(2) Somewhat Easy ___(4) Very Difficult

5c. [If YES to Question 5] Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never".

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>	<u>Don't Know</u>
(1) They were courteous and polite	5	4	3	2	1	9
(2) They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
(3) They did what they said they would do in a timely manner.....	5	4	3	2	1	9
(4) They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

6. UTILITY SERVICES For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Utility Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash collection services	5	4	3	2	1	9
2. Curbside recycling services	5	4	3	2	1	9
3. Yard waste (leaves, brush, etc.) removal services	5	4	3	2	1	9
4. Water service	5	4	3	2	1	9
5. Sewer service	5	4	3	2	1	9

7. Which TWO of the Utility Services listed above do you think are MOST IMPORTANT for the City to provide?
 [Write in the numbers below using the numbers from Question 6 above.]

1st: ____ 2nd: ____

8. **DEVELOPMENT AND REDEVELOPMENT** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following areas of development and redevelopment in Cleveland Heights:

Ratings of the Development and Redevelopment	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of new residential development	5	4	3	2	1	9
2. Overall quality of new retail development (stores, restaurants, etc.)	5	4	3	2	1	9
3. Redevelopment of abandoned or under-utilized properties	5	4	3	2	1	9
4. Diversity of existing retail, restaurant and other commercial businesses	5	4	3	2	1	9
5. Efforts to attract new businesses to the community	5	4	3	2	1	9

9. Which TWO of the **Development and Redevelopment** activities listed above do you think are MOST IMPORTANT for the City to provide? [Write in the numbers below using the numbers from Question 8 above.]

1st: ____ 2nd: ____

10. **PUBLIC SAFETY SERVICES** Please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", with the following public safety services provided by the City of Cleveland Heights:

Public Safety	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The visibility of police in neighborhoods	5	4	3	2	1	9
2. The visibility of police in commercial/retail areas	5	4	3	2	1	9
3. The City's efforts to prevent crime	5	4	3	2	1	9
4. How quickly police respond to emergencies	5	4	3	2	1	9
5. Enforcement of local traffic laws	5	4	3	2	1	9
6. Police-related education programs	5	4	3	2	1	9
7. Overall quality of police services	5	4	3	2	1	9
8. How quickly fire personnel respond to emergencies	5	4	3	2	1	9
9. Quality of the City's fire prevention programs	5	4	3	2	1	9
10. Fire-related education programs	5	4	3	2	1	9
11. Overall quality of local fire protection	5	4	3	2	1	9
12. How quickly ambulance personnel respond to emergencies	5	4	3	2	1	9
13. Overall quality of ambulance service	5	4	3	2	1	9

11. Which FOUR of the **Public Safety** items listed above do you think are MOST IMPORTANT for the City to provide? [Write in the numbers below using the numbers from the list in Question 10 above.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

12. **PERCEPTIONS OF SAFETY** On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe", please rate how safe you feel in the following situations:

Feeling of Safety	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. In your neighborhood during the day	5	4	3	2	1	9
2. In your neighborhood at night	5	4	3	2	1	9
3. In City parks	5	4	3	2	1	9
4. In commercial and retail areas during the day	5	4	3	2	1	9
5. In commercial and retail areas at night	5	4	3	2	1	9
6. Overall feeling of safety in Cleveland Heights	5	4	3	2	1	9

13. **CODE ENFORCEMENT** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied”, with the following:

Enforcement of City Codes and Ordinances		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the clean-up of debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and cutting of weeds and tall grass on private property	5	4	3	2	1	9
3.	Enforcing snow removal on sidewalks	5	4	3	2	1	9
4.	Enforcing the exterior maintenance of residential property	5	4	3	2	1	9
5.	Enforcing the exterior maintenance of business property	5	4	3	2	1	9
6.	Overall quality of the building and permit process	5	4	3	2	1	9

14. Which TWO of the Code Enforcement activities listed above do you think are MOST IMPORTANT for the City to provide? [Write in the numbers below using the numbers from Question 13 above.]

1st: ____ 2nd: ____

15. **TRANSPORTATION** How satisfied are you with the following aspects of transportation in the City of Cleveland Heights:

Transportation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Availability of public transportation	5	4	3	2	1	9
2.	Availability of bicycle lanes	5	4	3	2	1	9
3.	Condition of sidewalks in the City	5	4	3	2	1	9
4.	Convenience of parking in the City	5	4	3	2	1	9

16. **MAINTENANCE SERVICES** Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied”, with the following services provided by the City:

City Maintenance		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of major city streets	5	4	3	2	1	9
2.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
3.	Snow removal on major City streets	5	4	3	2	1	9
4.	Snow removal on streets in your neighborhood	5	4	3	2	1	9
5.	Mowing and trimming along City streets and other public areas	5	4	3	2	1	9
6.	Overall cleanliness of city streets and other public areas	5	4	3	2	1	9
7.	Adequacy of city street lighting	5	4	3	2	1	9
8.	Tree trimming and urban forestry along City streets and other public areas	5	4	3	2	1	9

17. Which THREE of the City Maintenance services listed above do you think are MOST IMPORTANT for the City to provide? [Write in the numbers below using the numbers from the list in Question 16 above.]

1st: ____ 2nd: ____ 3rd: ____

18. **PARKS AND RECREATION**

18a. Have you or other members of your household visited a Cleveland Heights City Park during the past 12 months? ____ (1) Yes ____ (2) No

18b. Have you or other members of your household visited the Cleveland Heights Community Center during the past 12 months? ____ (1) Yes ____ (2) No

18c. Have you or other members of your household participated in any Parks and Recreation programs offered by the City of Cleveland Heights during the past 12 months? (fitness class, summer camp, outdoor sports, etc.) ____ (1) Yes ____ (2) No

19. How satisfied are you with the following aspects of Parks and Recreation in the City of Cleveland Heights:

Parks and Recreation	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Maintenance of city parks	5	4	3	2	1	9
2. Number of city parks	5	4	3	2	1	9
3. Number of walking and biking trails	5	4	3	2	1	9
4. Cumberland Pool and programs	5	4	3	2	1	9
5. Quality of outdoor athletic fields	5	4	3	2	1	9
6. Youth recreation opportunities	5	4	3	2	1	9
7. Adult recreation opportunities	5	4	3	2	1	9
8. Senior recreation opportunities	5	4	3	2	1	9
9. The city's youth athletic programs	5	4	3	2	1	9
10. The city's adult athletic programs	5	4	3	2	1	9
11. Maintenance and appearance of the Community Center	5	4	3	2	1	9
12. Programs and activities offered at the Community Center	5	4	3	2	1	9
13. Quality of instructors and coaches	5	4	3	2	1	9
14. Ease of registering for programs	5	4	3	2	1	9
15. Fees charged for recreation programs	5	4	3	2	1	9

20. Which THREE of the Parks and Recreation services listed above do you think are MOST IMPORTANT for the City to provide? [Write in the numbers below using the numbers from Question 19 above.]

1st: ____ 2nd: ____ 3rd: ____

21. Are there any parks and recreation programs or facilities that you think the City should provide that are not currently offered by the City?

1st suggestion: _____ 2nd suggestion: _____

22. CAIN PARK

Have you or other members of your household attended a concert or show at Cain Park during the last 12 months? _____(1) Yes [Answer 22.1 - 22.6 below] _____(2) No [Go to Question 23]

[Only if YES to Question 22.] For each of the items listed below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

Cain Park	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of the facility	5	4	3	2	1	9
2. Overall quality of shows and events	5	4	3	2	1	9
3. Variety of shows and events	5	4	3	2	1	9
4. Affordability of shows and events	5	4	3	2	1	9
5. Ease of purchasing tickets for shows and events	5	4	3	2	1	9
6. Overall quality of concessions	5	4	3	2	1	9

23. COMMUNICATIONS Which of the following sources do you currently use to get information about City of Cleveland Heights? (Check all that apply)

- ____(1) City Focus Magazine
- ____(2) City E-Newsletter
- ____(3) City Website
- ____(4) City Facebook or Twitter
- ____(5) City Cable Channel
- ____(6) Plain Dealer/Sun Press
- ____(7) www.cleveland.com
- ____(8) Heights Observer
- ____(9) Other: _____

24. Which of the following do you currently use at home? (Check all that apply)

- (1) Facebook
- (2) YouTube
- (3) Twitter
- (4) Text Messaging
- (5) E-mail
- (6) Internet
- (7) Other: _____
- (9) None

25. Please rate your satisfaction on a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied”, with the following aspects of communication provided by the City of Cleveland Heights:

City Communications	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The availability of information about City programs and services	5	4	3	2	1	9
2. City efforts to keep you informed about local issues	5	4	3	2	1	9
3. The level of public involvement in local decision making	5	4	3	2	1	9
4. The level of public involvement in the City's budget process	5	4	3	2	1	9
5. The quality of programming on the City's cable television channel	5	4	3	2	1	9
6. The usefulness of the City's web page	5	4	3	2	1	9
7. The usefulness of the Focus Magazine	5	4	3	2	1	9

26. Which THREE of the following community issues do you think should be the City's top priorities over the next TWO years? (Check up to 3 items)

- (01) Neighborhood Revitalization
- (02) Public Safety
- (03) Environmental Stewardship
- (04) Infrastructure Maintenance
- (05) Youth Outreach
- (06) Housing Development
- (07) Retail/Commercial District Revitalization
- (08) Business Development
- (09) Improve Recreational/Cultural Amenities
- (10) Other: _____

27. Which of the following best describes your race/ethnicity? (Check all that apply.)

- (01) Asian/Pacific Islander
- (02) Black/African American
- (03) White
- (04) Hispanic
- (05) American Indian/Eskimo
- (06) Other: _____

28. How many (counting yourself) people in your household are?

- Under age 10 _____
- Ages 10-19 _____
- Ages 20-34 _____
- Ages 35-54 _____
- Ages 55-74 _____
- Ages 75+ _____

29. Do you own or rent your home?

- (1) Own
- (2) Rent

30. Approximately how many years have you lived in the City of Cleveland Heights? _____ years

31. Your gender:

- (1) Male
- (2) Female

32. Do you have any other suggestions for improving the quality of City services? If so, please write your suggestion in the space provided below.

OPTIONAL: If you would like to participate in future on-line surveys or would be willing to attend focus groups that are sponsored by the City of Cleveland Heights, please provide your contact information below:

Your Name: _____

Phone: _____

Your Email Address: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed on the lower right will ONLY be used to help identify your area of the City. If your address is not correct, please provide the correct information. Thank you.

TO: TANISHA R. BRILEY, CITY MANAGER

FROM: SUSANNA NIERMANN O'NEIL, ASSISTANT CITY MANAGER

RE: COMMUNITY OUTREACH UPDATE

DATE: OCTOBER 14, 2016

COMMUNITY RELATIONS:

The City always has a table and distributes candy at the Trick or Treat events in the 3 SID districts. The events are scheduled for:

- **Cedar Fairmount: October 19th (Wednesday) 5:00pm to 7:00pm. The City table with police will be in front of the Mad Greek space.**
- **Cedar Lee: October 21st (Friday) 5:00pm to 7:00pm. The City table with police will be at Meadowbrook and Lee at the northwest corner next to the parking lot.**
- **Coventry: October 28th (Friday) 5:30pm to 7:30pm. The City table with police will be in front of the Coventry garage.**

NOTE: The City does not block streets on Halloween night (October 31st). It is a safety issue.

VOTER REGISTRATION:

- **Staff registered 25 people to vote and also looked up polling places for other residents.**

PUBLIC RELATIONS:

Staff are out taking picture of the residential and commercial Community Improvement Award winners.

SOCIAL MEDIA/CHANNEL 20:

- **Staff continues repeat promotion of the Water meetings on Facebook with a permanent story on the Homepage.**
- **Gas Aggregation is on the Homepage : The City is in a 3 year contract with Constellation (formerly Integrys). The contract ends October 2017 and the rate is \$3.40permcf. This has been posted because there was misinformation in the community that the contract ended this year.**



MEMORANDUM

TO: Tanisha Briley-City Manager
FROM: Alex Mannarino-Director of Public Works
DATE: October 14, 2016
RE: Weekly Update

Lee Road Streetscape

The first course of asphalt has been completed. S.E.T. is working on adjusting the height of the manholes and sewer castings. Crews began construction of the permeable pavement at the intersection of Meadowbrook and Lee. Workers also started installing the new pedestrian street lights. There are no major setbacks to report.



One of the new pedestrian street lights



Workers installing the drain pipe and stone backfill in the trench for the permeable pavement

Construction Project Updates

2016 Road Resurfacing

Ronyak Paving still has one more pass to complete on Mt. Laurel, and some minor striping work to be completed.

2016 Surface Treating

Specialized construction has been crack sealing Fairmount Blvd..

Mayfield Signalization

No new progress.

Dominion East Ohio

Work continues on PIR 1464 Lee Road from Euclid Heights Blvd. north to Mayfield Road.

Service Department

All other operations continued as normal.

Date: October 14, 2016

To: Tanisha Briley, City Manager

From: Collette Clinkscale, Utilities Commissioner

Subject: Water and Sewer Department Weekly Update

Water

- Continuing with dig up program on delinquent accounts
 - Dug and turned off curb stop on Silsby
 - Dug and turned off curb stop on Washington
 - Dug and turned off curb stops at two properties on Noble
- Repaired water main break at 2811 North Park
- Worked with NEORSD contractor on Fairmount to relocate a water line and investigate a leak In the proximate area of Shelburne and Fairmount
- Continuing transponder update program

Sewer

- Ran sewer machine on two properties on Shannon, two properties on Compton, Meadowbrook, and Elbon
- Completed repair at 1391 Oakridge
- Prepped road holes for concrete on Hereford and Greyton
- Unblocked main at Mayfield and Noble
- Jetted lateral at 2482 N. Taylor
- Commenced repair on catch basin at Colonial and Oak

Other

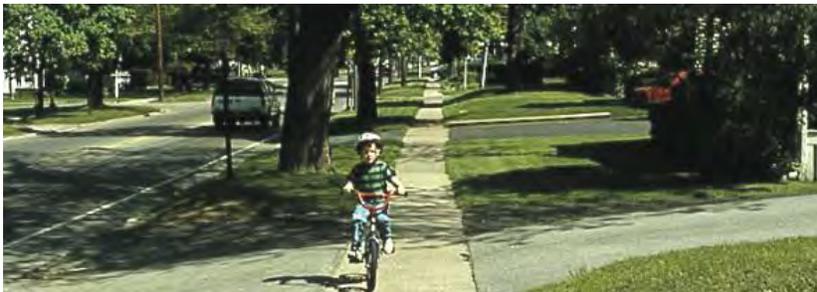
- Catch basin cleaning project completed by the Cuyahoga County Public Works
- On-going coordination on Cleveland Water requests, postcards have been delivered to CH customers announcing the Public Meeting for Cleveland Water and both websites have been updated with this information
- Attended the Transition and CC&B meeting at CWD
- Attended a meeting regarding NEORSD's MCIP program
- Attended the monthly update meeting at NEORSD on the Fairmount project
- Attended misc. sewer-related meetings
- CWD Public Meetings scheduled for October 26, 28 and 29th at the Community Center

MEMORANDUM

To: Tanisha Briley, City Manager
From: Richard Wong, Planning Director
Date: October 14, 2016
Subject: Weekly Update

NOACA Annual Meeting

Keynote speaker Mark Fenton is a national expert on health, planning and transportation. The audience was urged to make pedestrian- and bicycle-friendly decisions that contribute to public health. He coined the term, "Free



Why care? We may be raising the first generation with statistically shorter life expectancies than their parents!



Range Children" to describe a *past* generations' children who were not driven everywhere and were healthier than today's kids.

During Executive Director Grace Galucci's remarks, the bike repair station at Coventry and North Park was shown. Kelley Robinson, Cedar Lee Special Improvement District Executive Director, wants to continue the momentum and install two stations in her district.

Friends of the Library also plan to add one at the Main Library. A number of Main Library workers commute by bike.

Planning Commission

Naturally Gifted Fitness Center's activities had been the subject of noise, parking and litter complaints. Through diligent staff work by Kara and the energetic cooperation of owners Philip (pictured) and Phillippe Weeden, each issue was addressed to the Commission's satisfaction. Residents of Shaker



Heights and South Euclid testified in support and said their spending habits have become more Cleveland Heights-centered since becoming members of Naturally Gifted.

Cedar Lee RTA Grant

\$18,900 was received for the regrading and concrete work that will allow the shelter to be moved on Lee as far away from Cedar as RTA would permit. We also ordered a shelter with openings as shown on City staff's drawing. Occupants will be provided maximum protection from prevailing northwest winter winds. Conversely in the summer waiting riders will be more comfortable due to increased cross ventilation since the hottest winds blow from the southwest.



Cleveland Heights Economic Development



To: City Manager Tanisha Briley
From: Economic Development Director Tim Boland
Subject: Activities Report: 10/8 – 10/13, 2016

Activities and Initiatives:

- Staff continues to work towards implementing the **Economic Development Strategic Plan** outline presented to City Council on September 12, 2016 prioritizing economic development initiatives – Tier I, II, and beyond, as well as projects, programs and marketing efforts;
- We have completed our review of City-wide **“Available Sites & Building”** program vendors/platforms and have forwarded system recommendations to the City Manager; draft agreement with the recommended vendor has been shared with Law Department for legal review. Staff is reviewing implementation of this platform regarding most effective way to interface with the City website;
- **City Development Process** – business friendly website outline of City development process to assist businesses, developers, citizens in navigating our system – goal is to have the outline in final draft form during the week of 10/24/16;
- **CDSG funding opportunity** – staff continues to refine potential projects. Staff will make recommendations to City Manager in late October/early November. Applications to the County are due 12/23/2016;
- Continue review of **City Owned Property and abandoned, vacant and/or underutilized property** with the goal to build on past efforts and utilize the inventory towards a cohesive redevelopment strategy for these properties - ongoing;
- Staff continued with **introduction/relationship building and networking meetings** including community stakeholders, property & building owners, businesses, surrounding communities and regional partners. This week’s meetings included meetings with South Euclid & University Heights economic and community development staff, Motorcars Toyota, U.S. Bank, AT&T’s Economic Development Office, Cedar-Fairmount SID Board, and Cuyahoga County Economic Development Department. We are adding names to the list as we continue to become better well known in the community;

October 13, 2016

- **Business Retention Expansion Attraction & Creation (BREAC) program** continues to gather momentum – Business Development Manager continues to work with businesses, property owners, & brokers;
- **Marketing: e-newsletter and reporting on Performance Measures** – goal is to publish e-newsletter the week of October 24, and progress on performance measures in November;

Looking Ahead to Next Week:

- Community Reinvestment Area (CRA) meeting with Ohio Development Services Agency program administrator scheduled for October 17. Director will also review the Historic Preservation Tax Credit program with the State regarding opportunities for the City;
- CDSG funding – refinement of projects to continue;
- City Development Process – status review;
- Coventry SID Annual Meeting;
- Business Development Manager will be representing the City at the Ohio Economic Development Association (OEDA) conference in Columbus.

Thank you,

Timothy M. Boland

Timothy M. Boland, Director
Economic Development

Memorandum

To: Tanisha Briley, City Manager

From: Joseph P. McRae, Parks and Recreation Director

Subject: Parks and Recreation Department Update

Date: October 14, 2016

Please find a brief summary of the Parks and Recreation Department announcements and activities attached for your review:

General Announcements

- The *Fall for Forest Hill 5k Run Walk* will take place on Sunday, Oct. 16 at Forest Hill Park. The event will start at 9am and is being coordinated by the Forest Hill Home Owners Association.
- The Police Department is hosting a *3 on 3 Basketball Tournament* at the Community Center on Saturday, Oct. 15 for middle school kids. Check-in starts at 11:30am. The event is free.
- 2016-17 Cleveland Heights Adult Men's Basketball League begins league play Sunday, Oct. 16. Games are played at 7pm and 8pm in the Community Center gym.
- Staff is requesting City Council permission to distribute a Request for Proposal (RFP) for concession and beverage services at Cain Park for the 2017 season.

Ice Program

- The South Rink ice will be restored by October 17.
- CWRU v Cal U club hockey game on October 15 at 9pm

Senior Center

Highlights for the previous week:

- MetroHealth gave a talk on *Keeping Seniors Safe At Home*
- Medical students from CWRU provided blood pressure screening
- Meet, Greet and Eat group dined at Aladdin's
- The Genealogy Group met this week.
- Center For Brain Health did a session on *Strengthening Your Mind*.
- The Senior Center held the first in a series of eight Saturday Sessions funded by the Ohio Arts Council. Fifteen people attended the workshop taught by local artist Debbie Apple Presser called *Creating Your Self Portrait From the Inside Out*.



Cleveland Heights Fire Department

Weekly Activity Report

Total Emergency Calls Year To Date	5,063
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Total Emergency Calls for Period	114
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Report Date Period: 10/07/2016 - 10/14/2016

Fire Data

	<u>Current Period</u>	<u>Year to Date</u>	<u>Last Year to Date</u>	<u>Current Year % of Run Count</u>
Emergency Fire Run Count	13	1,021	1,011	20.84 %
Emergency Structure Fire Count		56	47	
Emergency Non Structure Fire Count	13	954	953	
Emergency Vehicle Fire Count		11	11	

Emergency Medical Data

Total Emergency Run Count	101	4,042	3,868	79.16 %
Emergency Medical Run Count	100	3,905	3,724	
Automobile Accident Run Count	1	137	144	
Advanced Life Support Run Count	21	1,095	1,193	
Basic Life Support Run Count	80	2,924	2,644	
Total EMS Transports	62	2,611	2,539	
Total EMS Non Transports	37	1,237	1,200	

Mutual Aid Run Count to Date

Mutual aid received	SEFD A - 51 SHFD A - 41 ECFD A - 22 UHFD A - 36
Mutual aid given	SEFD A - 24 SHFD A - 30 ECFD A - 24 UHFD A - 17
Automatic aid received	SEFD A - 4 SHFD A - 13 ECFD A - 0 UHFD A - 6
Automatic aid given	SEFD A - 0 SHFD A - 10 ECFD A - 0 UHFD A - 9

<u>Fire Prevention</u> <u>Bureau</u>	<u>Current</u> <u>Period</u>	<u>Year to</u> <u>Date</u>
Total Completed Fire Inspections	107	1,235
Company Fire Inspections	32	589
Fire Prevention Fire Inspections	3	57
Fire Alarm Test Inspections		1
Kitchen Supression Test Inspections		9
Sprinkler Test Inspections		2
Other Inspections	72	577
Smoke Detectors Distributed	1	115

CITY OF
**CLEVELAND
HEIGHTS** 

DEPARTMENT OF POLICE

ANNETTE M. MECKLENBURG, CHIEF

40 SEVERANCE CIRCLE, CLEVELAND HEIGHTS, OHIO 44118 – Telephone 216-291-4974

MEMORANDUM

To: Tanisha R. Briley, City Manager

From: Annette Mecklenburg, Chief of Police

Date: October 14, 2016

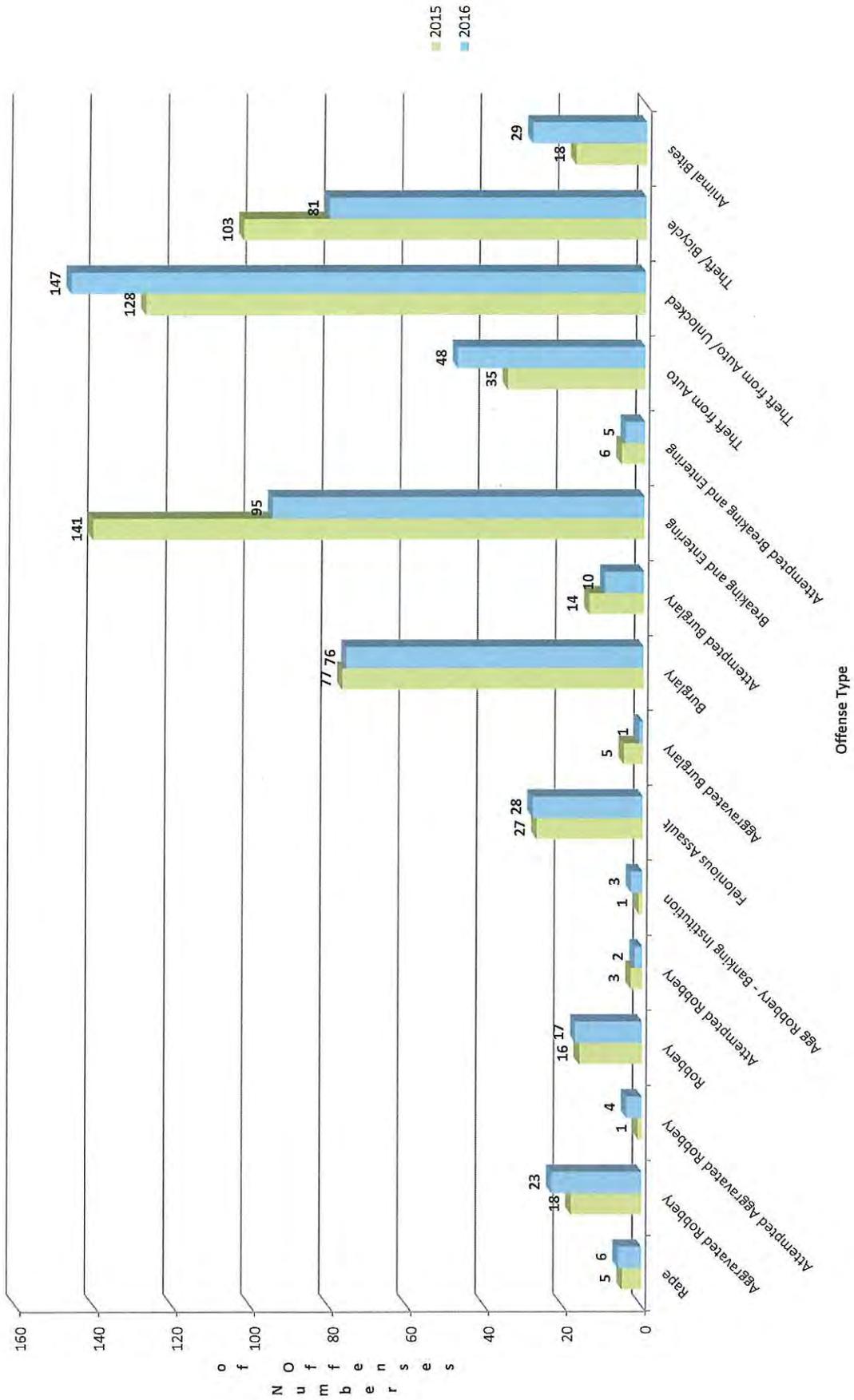
Subject: Weekly Update

On Monday, October 17, 2016, three newly hired Basic Patrol Officers will be sworn in at the City Council meeting:

**Nikki Kent
Raymel Williams
Donte Wallace**

On Wednesday, October 12, 2016, around 12:45 pm officers responded to a single car accident in the area of 2118 South Taylor. Upon arrival officers discovered the driver nonresponsive. Based on his condition, officers quickly recognized that the symptoms were indicative of an opiate overdose. Officers administered two doses of nasal Naloxone. When the Fire Department arrived, Paramedics administered additional doses and the male was revived. The male was transported to the hospital, treated, and later released. Kudos to Officers Jakomin, Harris, Robbins, and members of the CHFD, for their quick actions in rendering aid to this male and possibly helping to save his life.

Crime Comparison: January 1-October 13, 2015 Compared January 1-October 13, 2016





CITY OF CLEVELAND HEIGHTS
BOARD OF ZONING APPEALS AGENDA

The regularly scheduled meeting of the Board of Zoning Appeals of the City of Cleveland Heights, Ohio will be held on Wednesday, October 19, 2016 at 7:00 p.m. in Council Chambers, City Hall, 40 Severance Circle Drive.

ROLL CALL

APPROVAL OF THE MINUTES OF THE AUGUST 17, 2016 PUBLIC HEARING

PUBLIC HEARING – OCTOBER 19, 2016:

CAL. NO. 3308 Peter Menczer and Barbara Ryan, 2643-45 Hampshire Rd., 'MF3' multiple-family district, request variances to Section 1161.03(2) to rebuild a two-car garage (4 enclosed spaces req'd) and to Section 1123.12(a)1 to permit 3.5' rear (W) and side (S) yard setbacks (5' min. req'd).

Moved to: Grant Deny Continue Withdraw

Moved by _____ Seconded by _____

Motion Carried Failed

OLD BUSINESS

NEW BUSINESS

ADJOURNMENT

City of Cleveland Heights
Citizens Advisory Committee
September 6, 2016
Executive Conference Room, Cleveland Heights City Hall

MEMBERS PRESENT

David Benson
Vetella Camper
Kim DeNero-Ackroyd
Douglas Dykes
Bradley Eckert
Dawn Ellis
Cory Farmer
Jonathan Goldman
Christine Henry

Robin Koslen
Allison McCallum
Marian Morton
T. Nadas
Donalene Poduska
Amanda Shaffer
Steve Titchenal
Meg Vanderbilt
Parker Zabell

MEMBERS ABSENT

Gail Larson (exc.)
Menachem Lubling (exc.)

Katura Simmons
Sarah West (exc.)

STAFF PRESENT

Nancy McLaughlin

CALL TO ORDER

Chair Allison McCallum called the meeting to order. Secretary Amanda Shaffer called the roll; a quorum was present.

MINUTES

Minutes from the August 9, 2016 and August 16, 2016 meetings were approved as presented.

STAFF REPORT

Nancy McLaughlin reviewed the financial statement noting that there were no unusual expenditures. She is hopeful that our expenditures will bring us closer to meeting the timeliness goal by October 31.

UNFINISHED BUSINESS

There was no unfinished business.

NEW BUSINESS

Allison McCallum asked that the subcommittees present their reports.

Finance and Other Subcommittee Report

Committee members: Douglas Dykes (Chair); Kim DeNero-Ackroyd (Vice Chair); Donalene Poduska, Menachem Lubling, T. Nadas (Committee Members)

<u>Year 43</u>	<u>Request</u>	<u>Committee's Recommendations</u>
CDBG Admin.	\$149,400	\$149,400 (full)
Fair Housing	\$8,500	\$8,500 (full)
GIS	\$76,770	\$32,770 (partial)
Cleve. Ten. Org.	\$7,000	\$7,000 (full)
Hts. Comm. Congress	\$13,000	\$6,000 (partial)
Future Hts. Comm. Capacity	\$46,000	\$30,000 (partial)
Future Hts. Ec. Dev.	\$50,000	\$0 (none)
Street Resurfacing	\$250,000	\$250,000 (full)

CDBG Administration

Funding request: \$149,400 + \$8,500

Recommendation: \$149,400 (Full)

The Department of Housing and Urban Development (HUD) regulations and guidelines require that an entitlement community receiving CDGB funds provide administration for the general management of the funds, oversight and coordination of recipients, and regulatory reporting. The request for \$149,400 includes salaries and operating costs for CDBG administration. The sub-committee continues to be impressed with the outstanding professional administration of the block grant programs. The CDBG administration-funding request is an appropriate and necessary expense for the program and is completely reliant on CDBG dollars. The subcommittee supports the full funding request of the CDBG Administration.

Funding request: \$8,500

Recommendation: \$8,500 (Full)

Fair housing activities are a HUD requirement for CDGB funding. The Analysis of Impediments to Fair Housing identifies areas that need to be addressed. The \$8,500 request for 2017 would be to conduct 10 citywide audits. The subcommittee supports the full funding request of the Fair Housing Activities.

Geographic Information System (GIS)

Funding request: \$76,770

Recommendation: \$32,770 (Partial)

The City of Cleveland Heights seeks to purchase GIS software (license) and support 50% of the salary of a full-time GIS Analyst/Manager. The software and staff person is needed to manage volumes of data, which will be used to support various city programs and activities. Effective management of such data will encourage synergy between City departments and its partners. Over the last few years, the City has attempted to work with Cuyahoga County Government on this initiative, but has been unsuccessful.

The subcommittee is encouraged and supports the City's GIS initiative and recommends to fund the personnel cost for the GIS Analyst/Manager. This recommendation supports the City's partial request in the amount of \$32,770. At this time, the subcommittee would ask the City to conduct additional research and analysis regarding the purchase of the software and to approach the CAC in CDBG Year 43, if needed. The subcommittee's approach will also allow the new GIS Analyst/Manager to weigh-in on the selection of software.

Cleveland Tenants Organization

Funding request: \$7,000
Recommendation: \$7,000 (Full)

The Cleveland Tenants Organization (CTO) provides critical services to Cleveland Heights residents. The organization informs tenants of their rights and duties in rental housing by means of face-to-face and phone counseling, email communication and workshop presentations. Their services focus on remedies under local, state and Federal landlord/tenant laws. CTO also resolves disputes for both landlords and tenants. CTO has requested \$7,000 from CDBG for Year 43. The subcommittee supports the full funding request of CTO.

In the 42nd year of CDBG, the CTO anticipates serving up to 400 Cleveland Heights residents, 62.5% of who are designated as "Low and Moderate Income." CTO is critical to the preservation and maintenance of Cleveland Heights housing stock and the creating of housing opportunities in the city. Ensuring and informing citizens of their rights is a critical to head-off discrimination and disparate treatment. CTO has demonstrated that they continue to provide a critical service to both landlords and tenants within the Cleveland Heights community and throughout the greater Cleveland area.

Heights Community Congress (HCC)

Funding request: \$13,000
Recommendation: \$6,000 (Partial)

HCC is an advocate for social justice, through monitoring fair housing activities and serving as facilitator for building communities. HCC serves a vital role through the generation of conversations that are geared towards race relations. With recent US

tension in both Black and Blue Lives Matters and the upcoming Presidential election, venues where people have an opportunity to dialogue are key.

HCC has increased their presence and is beginning to exhibit ROI on some of their initiatives. The Oxford Permaculture Program had about 20 students and their parents; 7 to 8 adults took the class offered. The Home and Garden Tour welcomed approximately 1,000 visitors. The event at Dobama yielded 35 participants, and 80 individuals experienced The Ensemble Play.

In addition, HCC is beginning to comprehensively work towards identifying and addressing relevant issues facing our schools, and ultimately facing our community. They have reached out to University Circle Inc., courting them to assist Cleveland Heights residences with mortgages for people purchasing in the Oxford and Noble neighborhoods.

Overall the subcommittee is committed to the support of HCC, and we are encouraged by much of their recent and current activities. With that said, the subcommittee continues to emphasize that HCC must maintain a focus on, "To What End?" Dialogue is necessary, but measured outcomes must include behavior changes as a part of HCC's equation. The subcommittee is encouraged and willing to support the partial funding of \$6,000 for HCC.

FutureHeights (FH) Community Capacity Building

Funding request: \$46,000

Recommendation: \$30,000 (Partial)

FutureHeights understands the vitality of cohesive, strong and actionable neighborhoods. Cleveland Heights vitality continues to be challenged because of shifting demographics, the remnants of the housing crises, unemployment, increase poverty, decrease in home ownership, etc. FH envisions Cleveland Heights as the core of the region's cultural and intellectual scene, with thriving local business, attractive neighborhoods, strong connections with neighboring communities, and a deeply engaged citizenry. FH wants to focus on the assets of each neighborhood, and build up leadership in each individual neighborhood to strengthen the entire City.

FH capacity building initiative includes facilitating the development of and strengthening of neighborhood groups, assisting these neighborhood groups in developing neighborhood plans, prioritizing related issues, etc.

The subcommittee supports FH Community Capacity Building in the amount of \$30,000, which is a little more than 65% of their request and is at the current level of support for HC for CDBG Year 42.

FutureHeights (FH) Economic Development

Funding request: \$50,000
Recommendation: \$0 (None)

Although FH’s request for Economic Development funding is understood, the subcommittee couldn’t in good conscience support this request at this time, due to the recent hires of the City’s Economic Develop Director and Business Development Manager. The subcommittee does not support funding, at this time.

Street Rehabilitation

Funding request: \$250,000
Recommendation: \$250,000 (Full)

The City is seeking CDBG funding for pavement improvements for Coventry Road. Coventry Road has reached a state of disrepair. It is a main thoroughfare of Cleveland Heights, and is host to one of the most unique business districts in the city. The proposed project will include the resurfacing of the road and improvements to pedestrian safety including new Americans with Disabilities Act (ADA) sidewalk ramps at all intersections. CDBG funding will assist in driving total funding of \$1,965,000 for the entire cost of the project.

The subcommittee recommends full funding of \$250,000.

Commercial Areas Subcommittee Report

Committee Members: Amanda Shaffer (Chair), Jonathan Goldman (Vice Chair), Meg Vanderbilt, Dawn Ellis

Meeting date and Committee Members present: 30 August 2016 – all members present

YR (42) Applicants	Request	Interviewer(s)	Recommendation	Vote (yes, no, abstain)
City Economic Development Programs	\$355,094	Dawn Ellis, Amanda Shaffer	\$355,094	YES: 4 of 4
Cedar Taylor Development Association	\$30,000	Meg Vanderbilt, Amanda Shaffer	\$10,000 plus \$5,000 if matched	YES: 4 of 4
Total	\$385,094			

Name of Applicant: City of Cleveland Heights – Economic Development Programs

Amount of Request: \$355,094
\$225,000 Storefront Renovation Program

\$ 5,200	Operating Expenses
\$40,000	Storefront Renovation Program Consultant
\$84,894	Economic Development
	\$63,532 Director
	\$21,362 Business Development Manager

Recommendation: \$355,094

Report of Vote: All 4 members agreed and voted yes on this recommendation

Short description of the request: The City’s request is for staffing and funds to implement successful economic development programs that CDBG funds have invested in over the past number of years. While the Economic Development request in Year 42 was significantly lower due to staff vacancies, 100% of the Year 42 funding will be expended to the benefit of several neighborhoods in the city (see attached). The Commercial Loan and Storefront Renovation programs generate much needed improvements in our commercial districts as well as private investment in our city by requiring matching funds from participants. The subcommittee strongly believes that it is important to leverage dollars already invested and perpetuate a cycle of improvements created by these programs in the City.

The Year 43 request includes a much needed investment in the staff required to implement and expand the reach of the Economic Development program. With the addition of a Business Development Manager to address the ongoing needs of our existing businesses, the Economic Development Director will be able to focus on redevelopment, revitalization, and attracting new business to our city. Due to long-term, unavoidable city budget reductions, our economic development staffing is far below that of comparable inner ring suburbs, forcing reactive responses rather than proactive outreach.

Rationale for committee recommendation: Investment in economic development has been a long-time core value of CDGB fund allocation. In meeting with the subcommittee the city manager indicated that the decision making around economic development planning, and the Year 43 request, was data driven and aligned with the city’s strategic goals. Professional staff is an essential component for well-run programs, new business generation, and maintaining the success of our existing businesses all of which would be supported through the Year 43 funding.

The City continues to demonstrate good oversight with the Storefront and Loan programs and endeavors to work with building owners on larger projects rather than the tenants, so that investments remain in the city even if a business should leave or close. The subcommittee sees tremendous value in the economic development programs the city offers and supports the strategic expansion of program staffing to make an even greater impact in the city.

Name of Applicant: Cedar Taylor Development Association (CTDA)
Amount of Request: \$30,000
Recommendation: \$10,000 plus \$5,000 if funds are matched
Report of Vote: All 4 members agreed and voted yes on this recommendation

Short description of the request: The Cedar Taylor Development Association requested \$30,000 in Year 43 to continue the implementation of the Streetscape Improvement Plan they began planning for 3 years ago. The CTDA has successfully created a commercial district, complete with branding and an identity, where none existed before. The first wave of improvements are now installed and the area has come alive with 15 banners, 16 planters, 5 bike racks, and 4 benches. All CDBG funds received have been used to implement and maintain the streetscape plan, with no salary or other overhead expenses. The CTDA has obtained cash donations from 25 of the 52 storefronts and the board and other volunteers donate time and energy planning, planting flowers, and cleaning up the neighborhood. In 2016 the planters were planted with over \$1,000 worth of flowers contributed as a donation from Bremec Garden Centers. The Year 43 request would fund the purchase and installation of the remaining planters, banners, bike racks and benches in the recommended locations from the Streetscape Improvement Plan (see attached). The cost per unit of the unifying streetscape items are: \$370 per planter, \$775 per bench, \$1525 per bike rack, \$250 per banner sign. The request also includes public art in the form of a mural (see attached) for which CDTA has already raised \$1,000 through a mini-grant from FutureHeights. The CTDA also continues to reach out to the city of University Heights to increase the collaboration, and funding for improvements to the neighborhood.

Rationale for committee recommendation: The subcommittee is extremely impressed with the continued growth of the CTDA. They have leveraged the CDBG investment by raising funds through donations, grants and volunteer services.

Their membership is now almost 50% of businesses in the district with 25 paying members out of an estimated 52 storefronts. The subcommittee recommends that we encourage their continued success and capitalize on their momentum by remaining committed to the completion of the Streetscape Improvement Plan for 3 years. With unlimited funds the subcommittee would wholeheartedly recommend funding the full \$30,000 request, but in light of the limited CDBG resources the committee recommends \$10,000 with an additional \$5000 commitment contingent upon CTDC raising \$5000 in matching donations.

Business in the district have successfully utilized the City's economic development programs to renovate property demonstrating how multiple programs funded by CDBG monies intersect for a positive impact in our city. While work remains to be done in this commercial area, the subcommittee believes that the continued support

for the CTDA with CDBG funds would help sustain and grow the initial investments made by the city.

Neighborhood Activities Subcommittee Report

Subcommittee Members: Cory Farmer (Chair), Christine Henry (Vice Chair), Marian Morton, Sarah West, Gail Larson, Bradley Eckert, Robin Koslen, Katura Simmons

Meeting Date: August 30th, 2016

Members Present: Cory Farmer, Christine Henry, Marian Morton, Sarah West, Gail Larson, Bradley Eckert, Robin Koslen

Applicant	Request	Interviewer(s)	Recommendation	Vote (Yes-No-Abstain)
Family Connections	\$30,000	Marian Morton	\$30,000	7-0-0
Gesher	\$25,000	Cory Farmer, Christine Henry	\$10,000	4-2-0
Heights Emergency Food Center	\$19,645	Robin Koslen	\$19,645	7-0-0
Heights Youth Club	\$68,145	Sarah West	\$35,000	7-0-0
Lake Erie Ink	\$8,872	Bradley Eckert	\$8,872	7-0-0
Office On Aging	\$25,000	Marian Morton	\$25,000	7-0-0
Open Doors Academy	\$15,000	Gail Larson	\$15,000	7-0-0
Start Right CDC	\$10,000	Cory Farmer	\$10,000	7-0-0
Triple Threat Kingdom Sorority	\$78,000	Christine Henry	\$0	7-0-0

FAMILY CONNECTIONS

REQUEST \$30,000 RECOMMENDATION \$30,000

Family Connections serves the youngest Cleveland Heights residents and their families. The Family School Connection program, specifically, eases the transition of children and families to kindergarten, especially difficult for children with no pre-school experience.

Academic expectations for today’s five-year-olds are high. For example, at the beginning of kindergarten, a child should be able to “recognize the difference between letters and words” and “with modeling and support, use a combination of

drawing, dictating and emergent writing”; by the end of kindergarten, a child should be able to write “a meaningful, legible sentence using upper case letters, spacing and punctuation marks.” However, according to the latest data from the Ohio Department of Education, 88 of 400 Cleveland Heights-University Heights kindergarteners were “not on track for reading at grade level” at the start of kindergarten. At the same time, the family members of many of these children were economically disadvantaged or otherwise stressed. This combination can spell academic difficulties for children and the school district down the line. The Family School Connection seeks to get students “on track” with programs that engage both families and children: Kindergarten Kickoff, ABC’s of Kindergarten, Kindergarten Discovery, and Home Visits.

Believing that strong students and strong families help create a strong community, Family Connections requests funding for the Family Liaison staff, based in every elementary school, who work closely with classroom teachers, administrators, and family members.

GESHER

REQUEST \$25,000 RECOMMENDATION \$10,000

Gesher is a five year old organization whose mission as a benefits and resource center is to help families in need to access assistance programs that will aid them in achieving stability. Gesher works with several organizations and services such as WIC, HEAP, Cleveland Housing Network, Ohio Benefits Bank, and Neighborhood Family Practice. Gesher serves 10-15 clients per day, and expects to have helped over 500 families by the end of this year. While Gesher originally was founded to help members of the Jewish community, it serves all people who seek its services. Gesher is requesting \$25,000 towards hiring additional staff to work with its growing clientele.

When asked of its role as a referral agency, the interviewees highlighted their organization’s role as advocates for their clients. When benefits and services are in high demand, bottlenecking the output of case workers, Gesher advocates for clients in order to expedite application processing. The interviewees pointed to the fact that organizations around the country are modeling their programs on Gesher’s work. Gesher fills a gap by helping applicants understand which benefits they qualify for, and by helping them choose programs that will actually prove to be advantageous.

HEIGHTS EMERGENCY FOOD CENTER

REQUEST \$19,645 RECOMMENDATION \$19,645

Heights Emergency Food center functions differently than many food pantries in that the pantry area is not open for individuals to “shop” for their food but the food is given from predetermined categories in predetermined allotments. The amount of food given to the individuals/families is determined by the size of the family unit and availability of food beyond those received from the county food bank. The bulk of the food comes from the county food bank but donations are secured from individuals and groups. There is a local magistrate who requires young folks to donate food to the food center as a part of their community service sentencing. The volunteers

attempt to give clients as much choice as possible within the predetermined categories of food. They also encourage clients not to take items if they are unlikely to use them.

Heights Emergency Food Center is manned by volunteers. There are no paid staff members. The organization clearly works on a limited budget. There has been a decrease in the number of families served by the organization this past year. Perhaps the improved economy has created less of a need. The food center services clients of many ages, ethnic groups along with some of the refugees in the area.

HEIGHTS YOUTH CLUB

REQUEST \$68,145 RECOMMENDATION \$35,000

Heights Youth Club (HYC) is an agency which aims to provide a safe space for youth to learn and develop skills related to education, interpersonal growth, and community involvement. HYC seeks CDBG funding for Project Learn, a Boys & Girls Clubs of America modeled program which will address academic underperformance in the CHUH school district. Through daily mandatory homework support sessions and learning activities HYC aims to increase the number of students who pass state-administered tests and improve graduation rates. Project Learn will be open to all youth ages 6-18 who reside in Cleveland Heights and/or attend a school within the CHUH school district.

While Heights Youth Club does duplicate other programming offered in Cleveland Heights, past performance and present demand attest to the need for Project Learn. While HYC has benefitted from CDBG funding in the past, the agency will not modify Project Learn if CDBG funding is not awarded. While the subcommittee could not recommend the requested amount of \$68,145, members unanimously agreed upon the past efficacy of and future need for HYC's programming.

LAKE ERIE INK

REQUEST \$8,872 RECOMMENDATION \$8,872

This grant request is for support of the Ink Spot after school program at Noble Elementary to continue for another year, with a goal of enrolling 25 students for Year 43; the program's goal in Year 42 was 20 students, although 26 students enrolled and exceeded anticipated demand. The expectation is that 80% of those enrolled at Noble will continue to be LMI. The program will continue two days per week (Tuesday & Thursday) and include adding a staff member to serve as an assistant to work with the larger class size of students from Noble. Homework assistance will continue to be half of the programming, along with creative expression opportunities for participants (e.g., writing, theater, music, and digital media). Currently, there is only one staff person, so the addition of a second staff member will lower the teacher-to-student ratio and allow for more hands-on learning and engagement with the students.

During the past year, the program reported positive outcomes including a 100% reporting of each child learning something new about writing, that each child wishes to write more following enrollment in the program, and that each child took at least one creative risk of trying something new since enrolling in Ink Spot. Now moving into its third year, the program has proven to be a successful entity that not only

provides students with opportunities for academic enrichment and creative expression in a safe environment, but also the ability to build relationships with their fellow peers.

The recommendation of \$8,872 continues the level of funding provided by CDBG last year of \$6,780, plus the partial support of the Ink Spot Assistant. Without CDBG funding, it is likely that the Ink Spot at Noble would be reduced in enrollment or eliminated.

OFFICE ON AGING

REQUEST \$25,000 RECOMMENDATION \$25,000

The Cleveland Heights Office on Aging serves the city's oldest residents with a wide variety of programs, ranging from table tennis to studio art to music lessons. The office is requesting funds for the salaries of two part-time social workers who help those who need services beyond education and recreation. These services include Meals on Wheels, advice and assistance on housing and legal problems, and transportation to local stores and medical offices. Social workers also refer seniors to the appropriate benefit providers and to other agencies, including Jewish Family Services, Legal Aid, and the County Board of Health. More than 500 residents used these services in 2015.

In 2016, the office received two new grants – one from the Ohio Arts Council for a storytelling project involving seniors and one from Cuyahoga County to support regional planning for volunteers. However, the office currently has only one full-time staff member, the director, and seven part-time employees. The two part-time social workers are completely funded by block grant monies; the office is requesting only \$25,000 because of \$33,000 in roll-over funds.

This is a small investment in Cleveland Heights' aging population with a substantial return for the community: a growing number of seniors who can remain healthy and safe in their own homes.

OPEN DOORS ACADEMY

REQUEST \$15,000 RECOMMENDATION \$15,000

Open Doors Academy (ODA) provides support services to low and moderate income middle and high school students living in at-risk environments. 95% of ODA students live in "below poverty" households, 92% are African American and 70% are from single-parent homes. ODA bridges the gap between home and school and provides a network of support throughout the adolescent years. This support network impacts a child's academic performance and their overall social and emotional development. All of the activities that the ODA lists in its application directly support their goal to support the students to achieve academic success, to strengthen their personal skills and give them opportunities to see what the world has to offer. Families must commit to supporting their child if they are enrolled in ODA.

ODA uses the funds they receive from CDBG for staffing at their Middle School locations, St. Paul's Episcopal Church and Monticello Middle School. 100% of the enrolled students are Cleveland Heights residents. Currently, there are 80 openings

for students for the 2016-2017 school year. The future goal is to expand that number to 50 openings at each site—Monticello and St. Paul’s Episcopal Church.

ODA is a program that fills a need in our neighborhoods for accessible, structured academic and emotional support for the CH/UH middle school students. Every student in our district deserves access to explore all the opportunities this world has to offer—to be given hope for their future. ODA has a proven plan and deserves our full support. In Cleveland Heights, there is no greater need than supporting our Youth. If they are engaged in a program like ODA, they have an opportunity to become independent, employed and successful in life.

**START RIGHT COMMUNITY DEVELOPMENT CORPORATION
REQUEST \$10,000 RECOMMENDATION \$10,000**

Start Right Community Development Corporation is an organization which aims to develop programs that will help low and moderate income families in blighted areas. While covering a large span of community issues, Start Right CDC is requesting a total amount of \$10,000 for its Hunger Relief program. This program will provide a site for free lunch for children during the summer for 7 weeks, and 6 days during Winter Break. Start Right CDC’s Hunger Relief program will also provide a 3 day supply of food options to families and individuals once per month throughout the year. If funded, this money will be used for operating expenses. Start Right CDC’s Hunger Relief program will not be modified if full funding is not received, as Start Right CDC also seeks funding through church donations and community contributions. Start Right CDC has lowered program costs by acquiring free and low cost food items from the Cleveland Food Bank.

When asked about challenges the program faces, Executive Director Rev. Jimmie Hicks Jr. pointed to food storage, transportation and utilities as major concerns. Through past CDBG funding, Start Right CDC has been able to acquire an energy efficient, commercial grade freezer for perishables. The number of freezers operating at all times, and the need to adequately heat waiting areas during Hunger Center programming contribute to the request of funds for Utilities. Executive Director Hicks expressed his intent to implement a motorized rail system to transport food from ground level to the lower level area where Hunger Center programming is held. Cleaning and recycling packaging after programming was also seen as an area where the applicant seeks modification/improvement.

Start Right CDC states that each year the number of individuals reached by its program has increased. This program does duplicate other services offered in the City of Cleveland Heights, namely the Heights Emergency Food Center. However, given the program’s location, unique experience and continual growth, full funding is recommended for Start Right CDC’s hunger relief program.

**TRIPLE THREAT KINGDOM SORORITY
REQUEST \$78,000 RECOMMENDATION \$0**

Triple Threat Kingdom Sorority is a startup whose vision is to provide life skills education to young girls (starting at age 8) and women, including cooking, housekeeping, etiquette, leadership, business development, health, fitness, beauty and fashion, and sports. The idea is that Triple Threat Kingdom Sorority will operate as a club that meets weekly, with older members paying \$15 per month in membership dues while mentoring younger members. Triple Threat Kingdom Society seeks block grant funding to offer a sixteen-week workshop to twenty 18-28 year old underprivileged women in Cleveland Heights. The workshop will focus on life skills, specifically preparing healthy food and housekeeping. Costs for the program include a professional chef, a nutrition consultant, a hospitality manager, a house mother, kitchen rental, and bus passes.

While Triple Treat Kingdom Sorority has lofty goals, in the opinion of the subcommittee the organization is not yet stable enough to ask for grants. The organization has four board members, including its Executive Director, Ms. Ballard. Major concerns of the interviewer were the Executive Director's role as board member, the board's size, and the absence of board members who bring specific skills to the organization (such as legal, financial and human resources.) At this time the organization has no funds. During the interview the applicant was advised to take steps toward building a solid base for the organization, like recruiting a strong board, developing a strategic plan, seeking out community partners, and identifying similar organizations. The subcommittee is concerned the organization does not yet have the skills, resources or plan to move forward.

The request of \$78,000 is excessive for a 16-week program serving 20 people. With all taken into consideration the Neighborhood Activities subcommittee recommends no funding for Triple Threat Kingdom Sorority.

Preservation and Housing Subcommittee Report

Committee Members: Parker Zabell (Chair), Vetella Camper (Vice Chair), Steve Titchenal, David Benson

Meeting date and Committee Members present: 8.26.16 – All Members Present

YR 43 Applicants	Total Request (Individual Request)	Interviewers	Total Recommendations	Vote (yes, no, or abstain)
Home Repair Resource Center (HRRC) Operations + Programs	\$229,251	Full Committee		
HRRC: Operations	\$173,573		\$173,573	4-0
HRRC: Housing Counseling	\$55,678		\$55,678	4-0
Housing Preservation Office (HPO)	\$455,600	Full Committee		
HPO: Operations	\$320,600		\$320,600	4-0
HPO: Paint Program	\$100,000		\$100,000	4-0
HPO: Violation Repair	\$25,000		\$25,000	4-0
HPO: Nuisance Abatement	\$10,000		\$10,000	4-0
LMI Code Enforcement (HPO)	\$60,000		\$60,000	4-0
Neighborhood Relations (HPO)	\$60,000		\$60,000	4-0

Name of Applicant: Home Repair Resource Center – Operations, Programs, and Grants

Amount of Request: \$173,573
Recommendation: \$173,573

Short description of the request: HRRC salaries and program expenses are paid out of operations and program funds. The Financial Assistance program (FAP) funds consist of the Deferred Loan Match Benefit program (DMI), the Incentive Grants program (IG) and the Senior Home Stability Grant program. These programs assist LMI homeowners with roof, furnace, masonry and exterior painting projects. HRRC continues its mission to keep Cleveland Heights houses in good repair. In the past 45 years, HRRC has provided almost 1300 loans to homeowners (and produced over \$14 Million in repairs and improvements to homes in Cleveland Heights), and has a default rate of less than 6% with a population deemed un-lendable by the primary lending market.

Rationale for committee recommendation: The committee recommends the full funding of \$173,573 for operating expenses, which includes \$30,000 requested for the Assist Incentive Grant (\$10,000), Deferred Loan Match (\$10,000) and the Senior Home Stability Grant (\$10,000) programs. Full funding will guarantee the capability of providing uninterrupted service to those that request home repair assistance.

The Executive Director has expressed a renewed enthusiasm for working in Cleveland Heights first and foremost and has also increased fundraising efforts by asking several organizations (St. Luke's, Gund, Cleveland foundations and Eaton Corporation) for contributions. Through conversation with the Executive Director it is obvious that there is enthusiasm regarding the focus of HRRC's direction.

Report of Vote: Unanimous Approval.

Name of Applicant: Home Repair Resource Center – Housing Counseling Program

Amount of Request: \$55,678

Recommendation: \$55,678

Short description of the request: HRRC's request for a program director/housing counselor and a housing counselor is due to the involved needs of the down payment assistance program, home buyers education program and refinancing options. Homeowners receive detailed information for maintaining their properties and making wise home buying decisions prior to purchasing a home. The housing counselors also assist with guiding homeowners in creating a workable household budget along with understanding refinancing options. The housing counseling program was the responsibility of two staff members, but was reduced to 1.5 staff members because of the promotion of one housing counselor to Executive Director. Due to the current need, at this time the Executive Director acts as a part-time housing counselor; and because of the vast responsibilities of the executive director, it would be beneficial for a full-time housing counselor to be hired to directly focus on the stability of the housing programs.

HRRC's Housing Counselor continues to offer a wide variety of classes. Many lenders require these sessions, including Cleveland Heights, who requires any residents using our down payment assistance program to attend HRRC's Housing Counseling. In 2015, HRRC entered into a contract with the City to take over the management of the Down Payment Assistance Program. The numbers of unduplicated Cleveland Heights persons in the application does not currently reflect "intent to buy" in Cleveland Heights and so remains low compared to the overall service numbers. The Executive Director indicated they will begin tracking this more closely to report in future.

Rationale for committee recommendation: The goal of the HRRC is to provide solid programs and services for community homeowners. It was emphasized by the Executive Director that HRRC's focus is providing the services necessary in helping LMI and seniors repair and maintain their properties. For 2017 (Year 43), it is estimated

that 55-60% of the housing counselor and 75% of the program director/housing counselor's time will be spend on CDBG programs. The request is to fund these positions at 55% and 75% respectively to continue their success for Cleveland Heights residents. The housing counselor is also responsible for overseeing/conducting the classes for Cleveland Heights residents who apply for the Down Payment Assistance Program.

Report of Vote: Unanimous Approval.

***Note – while the subcommittee believes full funding is deserved, we also understand that some cuts may be required due to constraints in the overall CDBG budget. If Cuts are required, we recommend cutting back operating costs first and funding the grant programs fully because the grant funds go directly back into Cleveland Heights homes in need. In making operating cost cuts, we recommend cutting the Housing Counselor first ONLY because the counselor falls under the Public Service Activities Cap, and we strongly recommend funding the balance of the operating costs as fully as possible to make up for any such cuts.

Name of Applicant: Housing Preservation Office

Amount of Request: \$455,600

Recommendation: \$455,600

Short description of the request:

- \$320,600 HPO Operating/Staff: Salaries, benefits and operating expenses for housing office.
- \$100,000 Paint Program: LMI owner-occupants age 62+ or disabled eligible for a grant of up to \$3500 for labor and paint. A licensed Lead Paint contractor must be used.
- \$25,000 Violation Repair: Assists senior or disabled homeowners with violation repair.
- \$10,000 Nuisance abatement: Pays for demolition or other abatement at nuisance properties. The requested amount is reduced from past years because there is \$30k-\$40k rollover but Alan believes all requested funds could be used. These funds give the City the tools to respond relatively quickly in the event a serious nuisance needs to be abated.
- No request in Year 43 for sewer remediation because the City of Cleveland is now taking on that responsibility.

The Housing Preservation Office (HPO) offers various programs to assist Cleveland Heights homeowners and residents with repairs to their homes and promotes a healthy housing stock. The HPO staff continues to be responsible for implementing the

Deferred Loan Program, Emergency Loan Program, Lead Safe Cuyahoga and Healthy Home programs funded through various federal, county, and state programs.

The CDBG-funded programs that HPO is responsible for include Exterior Paint, Violation Repair for seniors, and Nuisance Abatement. The operating expenses for Staff this year have increased because the City would like to hire a new position for a Rehab Specialist, who would be dedicated to running various rehab programs. The position is required because of a reduction of support staff over the last few years and the 1 Senior Rehab Specialist may be nearing retirement creating a huge need to train a new person. Each rehab project requires a lot of interaction with residents and contractors and it is becoming too much for 1 person to handle. For the on-going success of the programs, a new position is required.

Funds are requested for operating costs for HPO as well as for the Exterior Paint Grants, Violation Repair, and Nuisance Abatement programs.

Rationale for committee recommendation:

HPO continues progress on stabilizing our housing stock which is vital to the overall health of the City. Some of the successes of the past year included 25 exterior paint projects, 13 violation repair projects, 7 deferred loan renovations, 1 total home renovation, 13 Lead Safe projects, 12 healthy home projects and 30 demolitions. The HPO staff oversees all of these projects. The demand for the paint program and violation repair remains high, and all available funds continue to be used well before the end of the year for each program.

Report of Vote: Unanimous Approval.

***Note – while the subcommittee believes full funding is deserved, we also understand that some cuts may be required due to constraints in the overall CDBG budget. If Cuts are required, we recommend cutting back the grant programs to no less than last year’s levels to keep these programs available for citizens who need them most.

Name of Applicant: Housing Preservation Office – LMI Code Enforcement

Amount of Request: \$60,000

Recommendation: \$60,000

Short description of the request: Funding for 1 housing inspector dedicated to 100% LMI areas.

Rationale for committee recommendation: It is recognized that this is part of the overall program for maintenance of the housing stock and a core HUD objective. In 2015, the CDBG funded LMI inspector inspected 1071 housing units which included 2000 residents. The amount of inspections is consistent with past years and is a recurring obligation. Therefore, continued funding is warranted.

Report of Vote: Unanimous Approval.

Name of Applicant: Housing Preservation Office – Neighborhood Relations
Amount of Request: \$60,000
Recommendation: \$60,000

Short description of the request: City representative acting as a direct liaison between citizens addressing problems that affect the quality of life in our neighborhoods.

The Neighborhood Relations position has been making progress over the last couple of years implementing a program that directly interacts with citizens to address problems between neighbors or between residents and a problem commercial property. Over the last year, the program has focused more on commercial properties and some recent successes were the closing of Helen's Game Time and the Sunny Spot which were both repeated nuisances for the surrounding neighborhood. The program coordinator attempts to prevent issues from bubbling up to where they become a problem to the entire block or neighborhood and works closely with the Police Department.

Rationale for committee recommendation: The program continues to demonstrate efficacy through its defined process for bridging communication gaps that cannot be addressed through policing alone. The program also generates income by certifying liens on properties that are assessed fees for grass cutting, excessive police calls, etc. but it is unclear what percentages of these liens actually get paid back to the city. Even so, the program's purpose is not to create income, but instead, any income generated will help fund the HPO office in the future.

Report of Vote: Unanimous Approval.

***Note – The subcommittee believes full funding is deserved, but there was a misunderstanding as to the total eligible amount for CDBG. If the total eligible hours are 25/40 per week and the total salary without fringe is \$60,000, the total eligible CDBG funding should be reduced to \$37,500. We also understand that some cuts may be required due to constraints in the overall CDBG budget and specifically the cap on Public Service Activities. If Cuts are required, we recommend cutting back this program first only to provide more room under the Public Service Activities cap and hopefully funding remaining HPO operating expenses more fully can help fund this position.

CAC was reminded that the next meeting will be on Tuesday, September 16 at 7:30 p.m. in the Executive Conference Room. The committee will make their final recommendations at that time.

Allison McCallum thanked the subcommittees for their reports.

The meeting was adjourned at 9:00 p.m.

Allison McCallum, Chair

Amanda Shaffer, Secretary

**City of Cleveland Heights
Citizens Advisory Committee
September 13, 2016
Executive Conference Room, Cleveland Heights City Hall**

MEMBERS PRESENT

David Benson	Menachem Lubling
Vetella Camper	Allison McCallum
Douglas Dykes	Marian Morton
Bradley Eckert	T. Nadas
Dawn Ellis	Donalene Poduska
Cory Farmer	Amanda Shaffer
Jonathan Goldman	Steve Titchenal
Christine Henry	Meg Vanderbilt
Robin Koslen	Sarah West
Gail Larson	Parker Zabell

MEMBERS ABSENT

Kim DeNero-Ackroyd (exc.)	Katura Simmons
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STAFF PRESENT

Nancy McLaughlin

CALL TO ORDER

Chairman Allison McCallum called the meeting to order. Secretary Amanda Shaffer called the roll; a quorum was present.

STAFF REPORTS

Staff Recommendations

Nancy McLaughlin distributed and reviewed staff's FY 2017 recommendations. Nancy noted that staff went through the requests and made cuts in an effort to balance allocations to the total projected budget of \$1,440,000. Staff also used \$42,372 from 2016 contingency funds to balance the budget. She went through each line item and explained the reasoning behind the recommendations.

Staff recommended cutting from nearly every activity requesting funds. In many cases, the recommendation was at or close to the 2016 allocation. Cuts were made to City programs where it was determined that rollover funds will be available at the end of the year.

NEW BUSINESS

FY 2017 CAC Recommendations

CAC was reminded that the allocation amount that CAC is using tonight to make recommendations is not a firm number until Congress determines the 2017 HUD budget and the formula is applied to all entitlements. It will be necessary to cut \$630,277 from the requests and \$372,132 from the subcommittee recommendations to meet the anticipated budget of \$1.44M.

In addition to the chair, there were 18 members present to begin the voting.

Administrative Activities

CD Administration

Subcommittee recommendation: \$149,400

Motion to amend to \$130,000 by Donalene Poduska; second by Marian Morton

CAC voted 18-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

AI Fair Housing Activities

Subcommittee recommendation: \$8,500

CAC voted 18-0-0 in favor of the motion.

(One member joined the meeting prior to the next vote; 19 members voting)

GIS

Subcommittee recommendation: \$32,770

Motion to amend to \$70,000 by Robin Koslen; second by T. Nadas

CAC voted 18-1-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

There was a lengthy discussion regarding the cost of the proposed software (ESRI) vs. Open Source software. Nancy McLaughlin was able to provide information as to how GIS can benefit departments across the City. Steve Titchenal was able to answer more technical questions posed by other members of the committee due to his general knowledge of GIS. Steve, Nancy and two other City staff had recently attended a regional GIS conference put on by NEORSD

Later in the meeting, a motion was made to reduce the allocation in order to balance the entire budget.

Motion to amend to \$68,628 by T. Nadas; second by Vetella Camper

CAC voted 16-3-0 in favor of the motion.

Cleveland Tenants Organization

Subcommittee recommendation: \$7,000

CAC voted 19-0-0 in favor of the motion.

Heights Community Congress

Subcommittee recommendation: \$6,000

CAC voted 12-7-0 in favor of the motion.

After discussion, the committee decided to approve the subcommittee recommendation. There were some members that expressed concerns that HCC is not a strong organization and that they are not impactful in the community. Others were pleased that HCC has raised awareness with their diversity programming over the past year and that they are focusing some of their energies on the "educational redlining" issue.

FutureHeights Community Capacity Building

Subcommittee recommendation: \$30,000

CAC voted 16-0-3 in favor of the motion.

Two members are affiliated with FutureHeights Neighborhood Mini-grant review committee and abstained from the vote on this request. A third member abstained due to a family member's affiliation with FutureHeights.

FutureHeights Economic Development

Subcommittee recommendation: \$0

CAC voted 17-0-2 in favor of the motion.

One member abstained due to a family member's affiliation with FutureHeights.

Public Service Activities

HRRC Housing Counselor

Subcommittee recommendation: \$55,678

Motion to amend to \$20,000 by David Benson; second by Jonathan Goldman.

CAC voted 19-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Office on Aging Senior Services

Subcommittee recommendation: \$25,000

CAC voted 19-0-0 in favor of the motion.

Heights Emergency Food Center

Subcommittee recommendation: \$19,645

Motion to amend to \$15,000 by Robin Koslen; second by Cory Farmer.

CAC voted 19-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Family Connections

Subcommittee recommendation: \$30,000

Motion to amend to \$20,000 by Marian Morton; second by Amanda Shaffer.

CAC voted 19-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Open Doors Academy

Subcommittee recommendation: \$15,000

Motion to amend to \$8,000 by Amanda Shaffer; second by Jonathan Goldman.

CAC voted 16-3-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Heights Youth Club

Subcommittee recommendation: \$35,000
CAC voted 17-1-1 in favor of the motion.

Start Right Food Program

Subcommittee recommendation: \$10,000
Motion to amend to \$7,500 by Amanda Shaffer; second by Marian Morton.
CAC voted 13-6-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Neighborhood Relations Program

Subcommittee recommendation: \$60,000
Motion to amend to \$55,000 by Donalene Poduska; second by David Benson.
CAC voted 19-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Gesher

Subcommittee recommendation: \$10,000
Motion to amend to \$5,000 by Amanda Shaffer; second by Jonathan Goldman.
CAC voted 18-1-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Lake Erie Ink

Subcommittee recommendation: \$8,872
CAC voted 19-0-0 in favor of the motion.

Triple Threat Kingdom Sorority

Subcommittee recommendation: \$0
CAC voted 19-0-0 in favor of the motion.

Housing Activities

Home Repair Resource Center Subcommittee recommendations:

HRRC Operating Expenses: \$143,573
Motion to amend to \$110,000 by Donalene Poduska; second by Parker Zabell.
CAC voted 15-4-0 in favor of the motion.

Later in the meeting, a motion was made to reduce the allocation in order to balance the entire budget.

Motion to amend to \$100,000 by Donalene Poduska; second by David Benson.
CAC voted 14-5-0 in favor of the motion.

Assist Incentive Grant: \$10,000

Motion to amend to \$5,000 by Douglas Dykes; second by Amanda Shaffer.
CAC voted 19-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Deferred Loan Match: \$10,000

Motion to amend to \$5,000 by Douglas Dykes; second by Amanda Shaffer.
CAC voted 19-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Senior Home Stability Grant: \$10,000

Motion to amend to \$0 by Douglas Dykes; second by Vetella Camper.
CAC voted 19-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Total: \$110,000

Housing Preservation Office Subcommittee recommendations:

One member abstained due to a family member's affiliation with HPO.

Paint Program:

Subcommittee recommendation: \$100,000

Motion to amend to \$80,000 by Amanda Shaffer; second by T. Nadas.
CAC voted 18-0-1 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Violation Repair Program for Seniors:

Subcommittee recommendation: \$25,000

Motion to amend to \$17,500 by Amanda Shaffer; second by Douglas Dykes.
CAC voted 18-0-1 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Nuisance Abatement:

Subcommittee recommendation: \$10,000

Motion to amend to \$0 by Douglas Dykes; second by T. Nadas.
CAC voted 18-0-1 in favor of the motion

The committee used the staff recommendation to guide their decision.

HPO Operating/Staff:

Subcommittee recommendation: \$320,600

Motion to amend to \$295,000 by Parker Zabell; second by Robin Koslen.
CAC voted 18-0-1 favor of the motion.

The committee used the staff recommendation to guide their decision.

LMI Code Enforcement:

Subcommittee recommendation: \$60,000

Motion to amend to \$55,000 by Parker Zabell; second by Robin Koslen.

CAC voted 18-0-1 favor of the motion.

The committee used the staff recommendation to guide their decision.

Economic Development

Economic Development Administration

Subcommittee recommendation: \$90,094

Motion to amend to \$90,000 by Amanda Shaffer; second by Bradley Eckert.

CAC voted 19-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Storefront Consultants

Subcommittee recommendation: \$40,000

Motion to amend to \$30,000 by Donalene Poduska; second by Jonathan Goldman.

CAC voted 19-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Storefront Renovation Rebates

Subcommittee recommendation: \$125,000

Motion to amend to \$75,000 by Robin Koslen; second by Marian Morton.

CAC voted 19-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Storefront Renovation Loans

Subcommittee recommendation: \$100,000

Motion to amend to \$50,000 by Amanda Shaffer; second by Gail Larson.

CAC voted 19-0-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Public Facilities

Cedar Taylor Development Association

Subcommittee recommendation: \$15,000 (with match)

Motion to amend to \$10,000 (no match) by Jonathan Goldman; second by Marian Morton.

CAC voted 12-7-0 in favor of the motion.

The committee used the staff recommendation to guide their decision.

Street Improvements

Subcommittee recommendation: \$250,000

Motion to amend to \$200,000 by Donalene Poduska; second by Cory Farmer.

CAC voted 1-18-0 against the motion.

There was discussion as to the importance of maintaining our infrastructure. This request is for the City's portion for the resurfacing the entire length of Coventry Road.

Motion to amend to \$223,000 by Douglas Dykes; second by Amanda Shaffer.

CAC voted 17-2-0 in favor of the motion.

The committee worked to fund as close to staff recommendation as possible. They returned to two previous votes to reduce funding in HRRC and GIS to get to the approved allocation for Streets.

Donalene Poduska moved that these recommendations, as voted on previously, be put forward as the Year 43(Fiscal Year 2017) CDBG Allocation recommendations from the Citizens Advisory Committee to City Council. The allocations approved as noted above total \$1,485,000 and used \$45,000 of the contingency fund for 2017 funding. The motion was seconded by Christine Henry and passed by a vote of 19-0-0.

CAC was reminded that Allison McCallum will present CAC's recommendations to City Council on Monday, September 26 tentatively scheduled for 6:30. All members are invited to attend. Allison thanked the committee for their thorough work.

The meeting was adjourned at 9:05.

Allison McCallum, Chair

Amanda Shaffer, Secretary

MEMORANDUM

TO: CITIZENS ADVISORY COMMITTEE (CAC) & OTHER INTERESTED PARTIES

FROM: PLANNING & DEVELOPMENT DEPARTMENT

DATE: October 7, 2016

SUBJECT: PUBLIC HEARING NOTICE AND AGENDA

A public hearing of the CAC will be held **Tuesday, October 18, 2016 at 7:30 p.m. in the Executive Conference Room of City Hall, 40 Severance Circle.** If you are unable to attend please call Nancy McLaughlin at 291-4845 or nmclaughlin@clvhts.com in advance of the meeting so that your absence can be recorded as being excused.

A G E N D A

1. CALL TO ORDER/ROLL CALL
2. PRESENTATION
3. PUBLIC HEARING
 - FY 2017 Council Allocations and One Year Action Plan
4. APPROVAL OF MINUTES
 - September 6, 2016
 - September 13, 2016
5. STAFF REPORTS
 - Finance Report
6. UNFINISHED BUSINESS
7. NEW BUSINESS
 - Report on CAC Presentation to Council
 - Minority Enterprise Report (April - September 2016)
8. ADJOURNMENT



CLEVELAND HEIGHTS

AGENDA (tentative) – CLEVELAND HEIGHTS CITY COUNCIL MEETING COUNCIL CHAMBERS

Monday, October 17, 2016
Regular Meeting
7:30 p.m.

Cleveland Heights City Hall
40 Severance Circle
Cleveland Heights, Ohio

- 1) **Roll Call**
- 2) **Excuse absent members**
- 3) **Approval of the minutes of the regular Council meeting held on Wednesday, October 5, 2016**
- 4) **Personal communications from citizens**
- 5) **Report of the City Manager**

Notify Council in accordance with Section 179.03 of the Codified Ordinance of the City of Cleveland Heights that notice has been given to the Clerk that the following banks have been designated as depository of the City's active deposits: U.S. Bank, Charter One Bank, Fifth Third Bank and Trust, Key Bank, JPMorgan, Third Federal Savings and Loan, Dollar Bank and Bank of New York Trust Company.

Matter of Record

Request permission to request proposals for concession services at Cain Park

Matter of Record

Refer to: Community Relations and Recreation Committee

- 6) **Report of the Director of Finance/Clerk of Council**

Notify Council that one notice has been received from the Ohio Department of Liquor Control advising that application has been made by the following: Armington Tavern LLC, 2293-95-97-99 Lee Road, 1st Floor and Basement, Cleveland Heights, Ohio 44118, Transfer D2, D2X, D3, D3A and D6, permits from Brennans Colony Pub, Inc. DBA

**AGENDA (tentative) CITY OF CLEVELAND HEIGHTS
MONDAY, OCTOBER 17, 2016**

Brennans Colony Patio & Garage, 2293-95-97-99 Lee Road, 1st Floor and Basement,
Cleveland Heights, Ohio 44118

Matter of Record

Refer to: Public Safety and Health Committee of Council, the City Manager, and the
Director of Law

7) Committee Reports

a.) ADMINISTRATIVE SERVICES COMMITTEE

b.) COMMUNITY RELATIONS AND RECREATION COMMITTEE

c.) FINANCE COMMITTEE

d.) MUNICIPAL SERVICES COMMITTEE

**RESOLUTION NO. 92-2016 (MS). A Resolution authorizing the City
Manager to enter an amended agreement with Wade Trim, Inc. of Ohio, for
professional engineering services relating to the City's Sanitary Sewer
Overflow Control project and related projects and the City's Capacity,
Management, Operation, and Maintenance Program**

Introduced by Council Member _____

Vote _____

For

Against

No. Reading

e.) PLANNING AND DEVELOPMENT COMMITTEE

**RESOLUTION NO. 93-2016 (PD), First Reading. A Resolution authorizing
the City Manager to submit the Community Development Block Grant
entitlement application for the year beginning January 1, 2017**

Introduced by Council Member _____

Vote _____

For

Against

No. Reading

**RESOLUTION NO. 94-2016 (PD). A Resolution authorizing the City
Manager to negotiate a non-binding Letter of Intent with Fairmount
Properties, LLC, concerning the Top of the Hill development**

**AGENDA (tentative) CITY OF CLEVELAND HEIGHTS
MONDAY, OCTOBER 17, 2016**

Introduced by Council Member _____

Vote _____

For Against No. Reading

f.) PUBLIC SAFETY AND HEALTH COMMITTEE

**RESOLUTION NO. 95-2016 (PSH). A Resolution declaring the property at
3171 Oak Road, Cleveland Heights, Ohio to be a nuisance; authorizing
abatement of the nuisance**

Introduced by Council Member _____

Vote _____

For Against No. Reading

8) Mayor's Report

9) Adjournment

(Council members and staff will stay following adjournment to discuss questions
informally with citizens.)

NEXT MEETING OF COUNCIL: MONDAY, NOVEMBER 7, 2016

Proposed: 10/17/2016

RESOLUTION NO. 92-2016 (MS)

By Council Member

A Resolution authorizing the City Manager to enter an amended agreement with Wade Trim, Inc. of Ohio, for professional engineering services relating to the City's Sanitary Sewer Overflow Control project and related projects and the City's Capacity, Management, Operation, and Maintenance Program; and declaring an emergency.

WHEREAS, the City required professional services of an engineering consultant concerning the City's Sanitary Sewer Overflow Control project; and

WHEREAS, Council, by Resolution No. 92-2015, authorized a contract with Wade Trim, Inc. of Ohio ("Wade Trim"), to provide professional engineering services relating to said project under which the compensation was not to exceed One Hundred Thousand Dollars (\$100,000); and

WHEREAS, the City's Sanitary Sewer Overflow Control project continues; and

WHEREAS, the City additionally needs professional engineering services to update and improve the City's Capacity, Management, Operation, and Maintenance Program which directly relates to the City's Sanitary Sewer Overflow Control project; and

WHEREAS, the City Manager determined that the services of Wade Trim have well served the City's needs and would continue to do so for said projects; and

WHEREAS, such services are professional services for which no bidding is necessary.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Cleveland Heights, Ohio, that:

SECTION 1. The City Manager shall be and is hereby authorized to execute a renewal contract with Wade Trim, Inc. of Ohio, to provide professional engineering services relating to the City's Sanitary Sewer Overflow Control project and for service to update and improve the City's Capacity, Management, Operation, and Maintenance Program. The contract shall have substantively the same terms as the proposed amended agreement for professional services submitted by Wade Trim, Inc. Ohio, copy of which is on file with the Clerk of Council. Compensation for the services detailed therein shall be paid for work actually performed at the rates described therein and in no event shall not exceed Three Hundred Seventy-Five Thousand Dollars (\$375,000) without additional written approval. All agreements hereunder shall be approved as to form by the Director of Law

SECTION 2. Notice of the passage of this Resolution shall be given by publishing the title and abstract of its contents, prepared by the Director of Law, once in one newspaper of general circulation in the City of Cleveland Heights.

RESOLUTION NO. 92-2016 (MS)

SECTION 3. This Resolution is hereby declared to be an emergency measure immediately necessary for the preservation of the public peace, health and safety of the inhabitants of the City of Cleveland Heights, such emergency being the need to timely meet EPA requirements. Wherefore, provided it receives the affirmative vote of five (5) or more of the members elected or appointed to this Council, this Resolution shall take effect and be in force immediately upon its passage; otherwise, it shall take effect and be in force from and after the earliest time allowed by law.

CHERYL L. STEPHENS, Mayor
President of Council

TOM RAGUZ
Clerk of Council

PASSED:

Proposed: 10/17/2016

RESOLUTION NO. 93-2016 (PD), *First Reading*

By Council Member

A Resolution authorizing the City Manager to submit the Community Development Block Grant entitlement application for the year beginning January 1, 2017; and declaring an emergency.

WHEREAS, the City has participated, and does now participate, in the Community Development Block Grant program; and

WHEREAS, the receipt of such funds has been extremely helpful to this City in accomplishing its goals; and

WHEREAS, the City has conducted hearings and has participated in extensive discussions with the Citizens Advisory Committee and citizens relative to the activities to be accomplished in the forty-third year of such program.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Cleveland Heights, Ohio, that:

SECTION 1. The City Manager be, and she is hereby, authorized to file with the Department of Housing and Urban Development of the United States Government and any required review agencies, for the program year beginning on January 1, 2017, and continuing for a one (1) year period thereafter, the Community Development Block Grant entitlement submittal, a copy of which is on file with the Clerk of Council and copies of which will have been reviewed by members of Council. A copy of the forty-third year proposed budget, attached hereto as Exhibit A, is presently on file with the Clerk of Council and describes the activities and the proposed amount of expenditures to be approved by this Council for each such activity during the year 2017.

SECTION 2. The City Manager is further authorized and directed to sign any and all forms, applications, or other documents necessary to obtain funding for these described programs and to submit such documents to the proper reviewing agencies within the time permitted by law. Should the City receive more than the amount requested in this proposal, efforts will be made to increase funding for low- and moderate-income benefit programs. Should the City receive less than requested, the City will attempt to reconcile such shortfall by first reprogramming carryover funds, and second by reducing budgeted amounts of the lowest priority programs. Prior to a final decision on any such amendment, the City will consult with the Citizens Advisory Committee.

SECTION 3. The City Manager be, and she is hereby, further authorized to file with HUD and any required reviewing agencies the Annual Action Plan for 2017, a copy of which will be available for review beginning on October 18, 2016, on the City's website, in the Cleveland Heights Planning Department, and at the main Lee Road Library for at least thirty (30) days.

RESOLUTION NO. 93-2016 (PD)

SECTION 4. Notice of the passage of this Resolution shall be given by publishing the title and abstract of its contents, prepared by the Director of Law, once in one newspaper of general circulation in the City of Cleveland Heights.

SECTION 5. This Resolution is hereby declared to be an emergency measure immediately necessary for the preservation of the public peace, health and safety of the inhabitants of the City of Cleveland Heights, such emergency being to permit immediate filing of the described applications with all appropriate governmental agencies in order to ensure funding prior to the commencement of the program year. Wherefore, provided it receives the affirmative vote of five or more of the members elected or appointed to this Council, this Resolution shall take effect and be in force immediately upon its passage; otherwise, it shall take effect and be in force from and after the earliest time allowed by law.

CHERYL L. STEPHENS, Mayor
President of the Council

TOM RAGUZ
Clerk of Council

PASSED:

EXHIBIT A
COMMUNITY DEVELOPMENT BLOCK GRANT
FY 2017 ALLOCATION

Goal I: Ensure the availability and sustainability of decent housing and a suitable living environment for all Cleveland Heights residents.

OBJECTIVE A: Preserve and maintain the housing stock and create housing opportunities, especially for low- and moderate-income persons.

<i>PROGRAMS & PROJECTS</i>	<i>\$776,128</i>
Housing Preservation Office	
Administration	\$295,000
Code Enforcement	\$ 55,000
Exterior Paint Program	\$ 80,000
Violation Repair Program for Seniors	\$ 17,500
Home Repair Resource Center	
Administration	\$100,000
Assist Incentive Grant	\$ 5,000
Deferred Loan Match	\$ 5,000
Housing Counselor	\$ 20,000
CDBG Administration and Finance	\$130,000
GIS (Geographic Information System) Program	\$ 68,628

OBJECTIVE B: Encourage the integration of population groups within the community and promote an increase in the diversity and vitality of neighborhoods.

<i>PROGRAMS & PROJECTS</i>	<i>\$ 51,500</i>
Cleveland Tenants Organization	\$ 7,000
AI Fair Housing Program	\$ 8,500
Heights Community Congress Diversity Programs	\$ 6,000
FutureHeights	\$ 30,000

OBJECTIVE C: Maximize the independence of targeted population groups by providing services which expand choices.

<i>PROGRAMS & PROJECTS</i>	<i>\$ 25,000</i>
Office on Aging	\$ 25,000

OBJECTIVE D: Maintain safe, functional and healthy neighborhoods by providing services which improve the physical environment, especially in LMI areas.

<i>PROGRAMS & PROJECTS</i>	<i>\$278,000</i>
Neighborhood Relations Program	\$ 55,000
Street Rehabilitation	\$223,000

RESOLUTION NO. 93-2016 (PD)

OBJECTIVE E: Provide support services to youth, identifiable LMI persons and special population groups in the community.

<i>PROGRAMS & PROJECTS</i>	\$ 99,372
Heights Emergency Food Center	\$ 15,000
Family Connections	\$ 20,000
Heights Youth Club	\$ 35,000
Open Doors Academy	\$ 8,000
Start Right Food Program	\$ 7,500
Gesher	\$ 5,000
Lake Erie Ink	\$ 8,872

GOAL II: Expand opportunities for persons of low and moderate income.

OBJECTIVE A: Alleviate physical and economic distress and create viable commercial areas through the prevention of the deterioration of commercial areas.

<i>PROGRAMS & PROJECTS</i>	\$ 10,000
Cedar Taylor Development Assn.	\$ 10,000

OBJECTIVE B: Stimulate private investment to create and retain employment opportunities, especially for low- and moderate-income persons.

<i>PROGRAMS & PROJECTS</i>	\$245,000
Economic Development Administration	\$ 90,000
Storefront Consultants	\$ 30,000
Storefront Renovation Rebates	\$ 75,000
Storefront Renovation Loan	\$ 50,000

TOTAL CDBG PROGRAMS & PROJECTS **\$1,485,000***

**The City anticipates a 2017 CDBG allocation of \$1,440,000 and will utilize \$45,000 from current year contingency for these proposed activities.*

Proposed: 10/17/2016

RESOLUTION NO. 94-2016 (PD)

By Council Member

A Resolution authorizing the City Manager to negotiate a non-binding Letter of Intent with Fairmount Properties, LLC, concerning the Top of the Hill development; and declaring an emergency.

WHEREAS, the City has identified the opportunity of development of the site known as "Top of the Hill," located on land situated between the City's main thoroughfares of Euclid Heights Boulevard and Cedar Road, at the top of Cedar Hill; and

WHEREAS, the City issued requests for qualifications, with responses received as of May 23, 2016; and

WHEREAS, after further review and discussion with the applicants, City Council, at its Committee of the Whole meeting of July 11, 2016, open to the public, reviewed presentations from two (2) developers, each presentation being professional and valuable to the City and its residents; and

WHEREAS, this Council hereby determines that it is the City's better interest to move forward with negotiation of a non-binding Letter of Intent with Fairmount Properties, LLC.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Cleveland Heights, Ohio, that:

SECTION 1. The City Manager be, and she is hereby authorized to, negotiate a non-binding Letter of Intent with Fairmount Properties, LLC, concerning the development of the site located on land situated between the City's main thoroughfares of Euclid Heights Boulevard and Cedar Road, at the top of Cedar Hill, consisting of approximately 3.9 acres including a core of eight (8) parcels and Edwards Road, commonly referred to as "Top of the Hill." Documents relating to this negotiation shall be approved as to form by the Director of Law..

SECTION 2. Notice of the passage of this Resolution shall be given by publishing the title and abstract of its contents, prepared by the Director of Law, once in one newspaper of general circulation in the City of Cleveland Heights.

SECTION 3. This Resolution is hereby declared to be an emergency measure immediately necessary for the preservation of the public peace, health and safety of the inhabitants of the City of Cleveland Heights, such emergency being the need to enter negotiations in good faith. Wherefore, provided it receives the affirmative vote of five (5) or

RESOLUTION NO. 94-2016 (PD)

more of the members elected or appointed to this Council, this Resolution shall take effect and be in force immediately upon its passage; otherwise, it shall take effect and be in force from and after the earliest time allowed by law.

CHERYL L. STEPHENS, Mayor
President of the Council

TOM RAGUZ
Clerk of Council

PASSED:

Proposed: 10/17/2016

RESOLUTION NO. 95-2016 (PSH)

By Council Member

A Resolution declaring the property at 3171 Oak Road, Cleveland Heights, Ohio to be a nuisance; authorizing abatement of the nuisance; and declaring an emergency.

WHEREAS, the City Manager has reported to this Council that the residential property known as 3171 Oak Road, owned by Jonathan C. Luma, is currently vacant, is in a state of severe disrepair, and hazardous; and

WHEREAS, the City Manager has further reported that the owner of the subject property has been cited by the Housing Inspection Department for numerous housing code violations on the property since at least August 2010 and no progress has been made toward correction of the violations; and

WHEREAS, the City Manager has further reported that the property has deteriorated over the years to the point that it is a hazard to the health, safety, and welfare of potential occupants and the public and is a blighting and deteriorating factor in the neighborhood adversely affecting the value of neighboring property.

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of Cleveland Heights, Ohio, that:

SECTION 1. This Council hereby finds and determines that the premises known as 3171 Oak Road, owned by Jonathan C. Luma, is in a state of disrepair to the extent that it constitutes a health and safety hazard and a blighting influence and hereby declares said property to be a public nuisance pursuant to Chapter 553 of the Codified Ordinances of the City of Cleveland Heights.

SECTION 2. The City Manager is authorized and directed to cause the nuisance to be abated in accordance with Chapter 553 of the Codified Ordinances of the City of Cleveland Heights or in any manner determined to be appropriate and in accordance with law.

SECTION 3. Notice of the passage of this Resolution shall be given by publishing the title and abstract of its contents, prepared by the Director of Law, once in one newspaper of general circulation in the City of Cleveland Heights.

SECTION 4. This Resolution is hereby declared to be an emergency measure immediately necessary for the preservation of the public peace, health and safety of the inhabitants of the City of Cleveland Heights, such emergency being that the condition of the property is so hazardous that it must be abated at the earliest time permitted by law. Wherefore, provided it receives the affirmative vote of five (5) or more of the members elected or appointed to this

RESOLUTION NO. 95-2016 (PSH)

Council, this Resolution shall take effect and be in force immediately upon its passage; otherwise, it shall take effect and be in force from and after the earliest time allowed by law.

CHERYL L. STEPHENS, Mayor
President of the Council

TOM RAGUZ
Clerk of Council

PASSED:

Council Committee of the Whole of the City of Cleveland Heights, Ohio, met on the above date at 6:29 p.m. to discuss the contents of the City Manager's memo.

Roll Call: Ayes: Dunbar, Roe, Seren, Stein, Stephens, Ungar, Yasinow

Staff present: Boland, Briley, Butler, Freeman, Juliano, Lambdin, Mannarino, McRae, Mecklenburg, Niermann O'Neil, Raguz, Smith, Wong

At 6:29, Councilwoman Dunbar moved to enter into Executive Session to consider the terms of a sale of City-owned real property. The motion was seconded by Councilman Ungar. Mayor Stephens presiding.

Roll Call: Ayes: Dunbar, Roe, Seren, Stein, Stephens, Ungar, Yasinow

Staff present: Boland, Briley, Butler, Freeman, Juliano, Lambdin, Mannarino, McRae, Mecklenburg, Niermann O'Neil, Raguz, Smith, Wong

Councilman Ungar moved to end the Executive Session. The motion was seconded by Councilwoman Roe.

Roll Call: Ayes: Dunbar, Roe, Seren, Stein, Stephens, Ungar, Yasinow

Executive Session concluded at 7:25 p.m.

The Council of the City of Cleveland Heights, Ohio, met on the above date at 7:42 p.m., Mayor Stephens presiding.

Council Members present: Dunbar, Roe, Seren, Stein, Stephens, Ungar, Yasinow

Staff present: Boland, Briley, Butler, Freeman, Juliano, Lambdin, Mannarino, McRae, Mecklenburg, Niermann O'Neil, Raguz, Smith, Wong

Mayor Stephens stated, "Good evening and welcome to the Cleveland Heights City Council meeting. Today is Wednesday, October 5, 2016. Mr. Raguz, would you call the roll?"

Ayes: Dunbar, Roe, Seren, Stein, Stephens, Ungar, Yasinow

Tom Raguz stated, "All present, Your Honor."

Mayor Stephens stated, "Thank you. We had a Tax Budget Public Hearing on July 18 and we have minutes from that as well as minutes from Monday, September 19's meeting. So, were there corrections?"

Councilwoman Dunbar stated, "Oh, yes."

Mayor Stephens stated, "And did you submit them?"

Councilwoman Dunbar stated, "No, I didn't, but I will."

Councilwoman Roe stated, "Mine have been submitted."

Mayor Stephens stated, "Thank you. Okay. With those, with that submission I believe that we can move on to personal communications from our citizens. I remind you that you please need to state your name and address for the record and keep your comments to approximately three minutes. Ms. Miller, are you first?"

Susan Miller stated, "Yeah. I'll be quick. My name is Susan Miller. I live at 3165 Berkshire Road in Cleveland Heights and I'm going to read. 'Does rehabbing vacant and foreclosed properties increase surrounding property values? Is rehabbing associated with a lowering of mortgage foreclosure rates? These are the questions this study, the one I'm bringing to your attention, asks. We estimate that 1,081 programmatic rehabs completed between 2009 and 2015 in Cuyahoga County preserved or increased just over a \$1,000,000,000; 539,318,306 in the values of surrounding homes. This averages out to \$498,907 or half a million of property value impact per rehab. Rehab impacts vary by sub-market with weaker sub-markets realizing less impact per rehab and stronger sub-markets more. Cleveland Heights is a stronger sub-market.

The rehabs nevertheless show positive impacts in every sub-market studied. We also found that the occurrence of programmatic rehabs was strongly associated with faster declines in mortgage foreclosure rates over time. The relationship between the rehabs and faster mortgage foreclosure rate declines is significant in all sub-markets. This suggests that rehab is a significant determinant in the lowering of mortgage foreclosure rates. The study can be found at rehabimpact.com. It recently came out with the help of many people including our former neighbors, the family of the Raymond John Wayne Foundation, and it looks specifically a Cuyahoga County as well as other communities in Ohio."

Mayor Stephens stated, "Is this the study by Dynametrics?"

Susan Miller stated, "Yes."

Mayor Stephens stated, "Go on."

Susan Miller stated, "Decision support for property intervention. So, I sent that to Council last week when I received it in my inbox. I hope that you'll take a look at it. A small group of citizens several years ago came to Council with the suggestion of a foreclosure bond. Similar foreclosure bond efforts have been enacted in other Ohio cities and we felt that preserving the housing stock in Cleveland Heights; not every house fits this description, but a house that is foreclosed on and made vacant by a bank that becomes a bank owned property could have a foreclosure bond. In other words the bank would be subject to the very same code standards that people who occupy or rent their homes in Cleveland Heights would have to meet instead of these degrading, unsecured, falling apart properties that we ultimately demolish. Once upon a time, they paid taxes. People lived in them and they produced tax revenue. When the federal funds or the bank settlements came through and we were able to get money, we delighted that we were finally going to get rid of this eyesore, but when you spend \$10,000 - \$15,000 or in the case of Superior Road and the massive brownstones that County Planning is now telling us these are jewels you can't build them like this anymore. We spent millions of dollars tearing

these things down. That property value of the vacant lots that you see when you drive around Cleveland Heights is zero.

Now a big effort to try to figure out a way to recreate infill, so I want to urge Council to take a look at this study and I want to encourage people in the community also to go to rehabimpact, that's one word, rehabimpact.com and look at the study because housing is our bread and butter in this bedroom community and I don't know what else to say besides it's now 2016. We've torn down 75 houses in Cleveland Heights. I don't know the revenue calculations on what those houses had they been rehabbed and re-inhabited whether their rentals or owner occupied would be producing for the community today, but at some point, it's really important to take a look at - do we tear it down or do we find a way to rehab it? I'm not suggesting this be a City program. There are private rehabbers who are doing amazing work in this community. I just want to ask that we look at that. Thank you."

Mayor Stephens stated, "Thank you."

Susan Sanders stated, "Good evening. I'm Susan Sanders and I live at 1179 Pennfield Road. Tonight I'm here as a representative of Noble Neighbors, a group of neighbors working together along Noble Road to make our neighborhoods safe and friendly and attractive and welcoming for everyone. On behalf of Noble Neighbors, I'd like to invite everyone to a school levy information meeting on Tuesday, October 11 at 7:00 p.m. at the Noble Road Presbyterian Church. You're invited to join us to learn more about the November school levy, to bring questions and to ask of Cleveland Heights-University Heights School District officers and officials and supporters as well as the Citizens Leadership Pact representatives and learn more about the plans for our students' education if the Noble Elementary School is indeed closed. Now, we regret that this meeting conflicts with Yom Kippur and Councilwoman Yasinow has graciously shared the 2017 dates for the sacred High Holy Days so there will be no conflicts similar to this next year. The meeting will be videotaped and available on the Noble Neighbor's website which is www.nobleneighbors.com so that everyone can take a look. So this is an important issue for our community and we look forward to having as many folks present as possible. Thank you."

Mayor Stephens stated, "Thank you. Is there anyone else who'd like to speak to Council this evening? Hearing no other requests to speak to council, I move to the report of the City Manager, Mrs. Briley."

Report of the City Manager

Tanisha Briley stated, "Thank you, Your Honor. I have nothing to report this evening except to remind everyone, and you may already be saying this later, but I don't think we can say it enough tonight - the registration deadline for voting this November election is October 11. Please get registered. If you are not, please also check at the website 443vote.com to ensure that you are indeed still registered as we know that there were some issues with the rules. So, I just want to relay that as a part of my report and I'm certain that I will hear echoes from Council members as well as we go throughout the meeting. Thank you, Your Honor."

Mayor Stephens stated, "Thank you. Now the reporter of the Director of Finance/Clerk of Council."

Report of the Director of Finance/Clerk of Council

Tom Raguz stated, "I have nothing to night, Your Honor."

Mayor Stephens stated, "Thank you. We move directly then into your committee reports. First, Public Safety and Health Committee. Councilman Seren."

Report of the Public Safety and Health Committee

Councilman Seren stated, "Thank you, Mayor. I would like to move that we passed a Resolution Number 87-2016 authorizing the City Manager to enter into the Demolition Program Cooperative agreement with Cuyahoga County for receipt of demolition funding and declaring an emergency."

Mayor Stephens stated, "Is their second?"

Councilman Ungar stated, "Second."

Mayor Stephens stated, "Mr. Raguz, if you would call the roll please."

Roll Call: Ayes: Roe, Seren, Stein, Stephens, Ungar, Yasinow, Dunbar

Nays: None

Tom Raguz stated, "Seven ayes, Your Honor."

Resolution Passed

Mayor Stephens stated, "Thank you. Is there anything else that you would like to state or report, Mr. Seren?"

Councilman Seren stated, "Yes, thank you Mayor. First of all, I'd like to thank you guys for approving that. My role at the county, I was intimately involved in the creation of this Demolition Program and I'm really hoping that it does some good in our communities, so thank you. I'd also like to mention to residents that the County will be engaging or they are seeking to engage in a tax lien certificate sale this October and what that means is that the delinquent tax for some of our homeowners will be sold. That note will be sold to a private company that will seek to gain repayment from the residents ultimately with the threat of a foreclosure. There is still time right now for residents to enter into a repayment plan with the County and so I encourage all residents to take a look. Don't ignore the letters that you've gotten from the County. Give them a call and enter into a payment plan, so thank you very much. Oh and also from the City, the City has also sent out notification to residents so please don't sweep that under the rug. You don't want to end up in a situation where a private company owns your lien if you can avoid it. So, reach out to the Treasurer. Thank you."

Mayor Stephens stated, "Thank you, Councilman Seren. Next we move to the Administrative Services Committee. Councilwoman Roe."

Report of the Administrative Services Committee

Councilwoman Roe stated, "I'd like to move Ordinance Number 88-2016 and declare an emergency. This is an ordinance which amends Number 7-2016, the wage and salary ordinance to incorporate new terms agreed to by the Northern Ohio Patrolman's Benevolent Association and the International Association of Firefighters."

Mayor Stephens stated, "Is their second?"

Councilwoman Dunbar stated, "Second."

Mayor Stephens stated, "Thank you. Mr. Raguz, would you call the roll please?"

Roll Call: Ayes: Seren, Stein, Stephens, Ungar, Yasinow, Dunbar, Roe

 Nays: None

Tom Raguz stated, "Seven ayes, Your Honor."

Resolution Passed

Mayor Stephens stated, "Thank you. This resolution passes. Councilwoman Roe, is there anything else you'd like to share with us this evening?"

Councilwoman Roe stated, "No, nothing else today."

Mayor Stephens stated, "Next we move to the Community Relations and Recreation Committee. Vice Mayor Stein."

Report of the Community Relations and Recreation Committee

Vice Mayor Stein stated, "Thank you, Your Honor. I have Resolution Number 89-2016; a resolution joining communities throughout the nation in proclaiming October 2016 National Breast Cancer Awareness Month; October 13, 2016, Metastatic Breast Cancer Awareness Day; and October 21, 2016, National Mammography Day; and declaring an emergency.

Whereas, the American Cancer Society estimates that in 2016 about 246,660 cases of invasive breast cancer will be diagnosed in women and 2,600 cases in men, and that about 40,450 women and 440 men will die from the disease; and early detection and prompt treatment can significantly reduce suffering and deaths caused by this disease; and mammography is recognized as the single most effective method of detecting breast changes that may be cancer long before physical symptoms can be seen or felt; and metastatic breast cancer refers to a condition in which stage IV breast cancer cells travel from the breast, either through the bloodstream or the lymphatic system, to other parts of the body, including the bones, liver, lungs, or brain, and continue to grow in their new location; and nearly

30 percent of women diagnosed with early stage breast cancer will develop stage IV advanced or metastatic cancer. Therefore, this Council hereby proclaims October 2016 National Breast Cancer Awareness Month; October 13, 2016, Metastatic Breast Cancer Awareness Day; and October 21, 2016, National Mammography Day; and urges women and men in the community of all ages to obtain and utilize information about screening and mammography and to seek appropriate services.”

Mayor Stephens stated, “Is there a second?”

Councilwoman Yasinow stated, “Second.”

Mayor Stephens stated, “Thank you and I'm going to take a point of privilege at this point. As many of you know, I have a great concern that all, both men and women make sure that they get their annual health care checks. Breast cancer is not just something that happens to women. It does happen to men and the gene that carries sometime is pretty diverse in its attack of people and how it damages their lives. Cancer, in any form, can, if it's caught early enough, typically can be fought and held off for many years if not a cure found, but some time it progress is fairly rapidly because people fail to get health care checks at least once a year and especially women do not get their mammograms on a timely basis. Because of the loss of my mother in 2006, I've dedicated a significant piece of whatever free time I have left to making sure that everyone has the understanding of how important your annual health care and physical checks are. Please be sure - those if you watching on television and those of you in the room - I'd much give rather give you a hug today as you're healthy then reach out to you in a hospital room sometime in the future. Please pay attention to your health and invest in yourself. Your family will be richer for it. Thank you. And with that, Mr. Raguz, would you call the roll?”

Roll Call: Ayes: Stein, Stephens, Ungar, Yasinow, Dunbar, Roe, Seren

Nays: None

Tom Raguz stated, “Seven ayes, Your Honor.”

Resolution Passed

Mayor Stephens stated, “Thank you. This resolution passes. Vice Mayor.”

Vice Mayor Stein stated, “And my final resolution is Number 90-2016; a resolution proclaiming October 2016 as Domestic Violence Awareness Month; and declaring an emergency. Whereas, one in four women and a smaller, although significant, number of men will experience domestic violence in their lifetime; and children who witness domestic violence are much more likely to abuse their future partners or children; and domestic violence can happen to anyone regardless of gender, income, ethnicity, race, religion, age, or sexual orientation; and locally, the Domestic Violence & Child Advocacy Center has provided services to victims of domestic violence for over thirty-five years; and the mission of the Domestic Violence & Child Advocacy Center is to empower individuals, promote justice, and mobilize the community so that all persons are free from violence and abuse in their homes; and the City of Cleveland Heights has been in the forefront of the fight against domestic violence, with its Police

Department and Prosecutor being routinely commended for their aggressive, but fair, enforcement of domestic violence laws. Therefore, this Council hereby proclaims October 2016 as Domestic Violence Awareness Month and urges all of its residents to educate themselves on the issue and to encourage and support victims of domestic violence and child abuse.”

Mayor Stephens stated, “Thank you, Vice Mayor. Is there a second?”

Councilwoman Dunbar stated, “Second.”

Mayor Stephens stated, “Mr. Raguz, if you would call the roll.”

Roll Call: Ayes: Stephens, Ungar, Yasinow, Dunbar, Roe, Seren, Stein

Nays: None

Tom Raguz stated, “Seven ayes, Your Honor.”

Resolution Passed

Mayor Stephens stated, “Thank you. This resolution passes. Vice Mayor, do you have anything else to share with us this evening?”

Vice Mayor Stein stated, “That’s all I’ve got.”

Mayor Stephens stated, “Thank you. Next we move to the Finance Committee. Councilman Ungar.”

Report of the Finance Committee

Councilman Ungar stated, “Okay, so I move approval or Resolution Number 91-2016 (F) which will authorize our City Manager to extend the agreement with our current auditors James Zupka, CPA with the approval of the State of Ohio Auditor for audit services for the four fiscal years ending December 31, 2016, 2017, 2018 and 2019; and providing compensation therefore. I’ll add a little bit of meat to the bones of the last comment by telling you that the aggregate of the compensation therefore piece is a \$143,000, which may sound like a staggering sum in the abstract. However, it translates into \$35,360 a year for 2016 and 2017; \$35,880 for 2018; and \$36,400 for 2019. So, it sounds like a pretty good deal to me. I move approval.”

Councilwoman Roe stated, “Second.”

Mayor Stephens stated, “If you would call the roll please.”

Roll Call: Ayes: Ungar, Yasinow, Dunbar, Roe, Seren, Stein, Stephens

Nays: None

Tom Raguz stated, “Seven ayes, Your Honor.”

Resolution Passed

Mayor Stephens stated, "Thank you. Councilman Ungar, would you like to make a statement or contribute comments?"

Councilman Ungar stated, "No, I don't have anything else."

Mayor Stephens stated, "Okay. Thank you."

Councilman Ungar stated, "Thank you."

Mayor Stephens stated, "Next we have Municipal Services Committee. Councilwoman Yasinow."

Report of the Municipal Services Committee

Councilwoman Yasinow stated, "I thank you very much, Your Honor. I do not have any legislation this evening, but I would care to piggyback on the comments of the City Manager to remind residents at home or anybody who could be watching this anywhere that within the state of Ohio, the last day to submit your voter registration is October 11. Please do confirm that with your local Board of Elections as they've had a significant backlog these past few weeks and unfortunately, sometimes do things do get, fall through the cracks, so please do double check that your voter registration is correct for your current address. I also encourage voters to consider voting early either via absentee ballot or in person. It is the safest most secure way that your voice is heard this November. There are no long lines. There's no concerns about any form of proper ID. It gives you a chance to be fully educated and to vote this November or frankly this October as early voting starts October 12 and finally for the most personal reasons of voting early is it stops you from getting additional voter mail because the campaigns will already know that you've submitted your ballot. So, if you don't want any more things haranguing you, showing up in your mailbox, people knocking on your door, the fastest easiest and best way is to say, 'Thanks, but I've already voted.' So, that is everything. Please do vote. Please make yourselves heard. Early voting begins October 12. If you have any questions about how to vote, please do not hesitate to ask anybody up on this day as we are always happy to help.

And finally, to those who celebrate, I wish you a happy and a healthy New Year. Shanah Tovah and may you have a lovely 5777."

Mayor Stephens stated, "Thank you. Next we move to the Planning and Development Committee. Councilwoman Dunbar."

Councilwoman Dunbar stated, "We don't have any legislation tonight, but I did want to mention that today was Walk or Bike to School Day and this is on the public school's calendar in the spring and the fall and our City provides flyers for all the kids in the elementary schools as well as middle schools. Thank you, Cleveland Heights, and in honor of the day, I wore my brand new Fairfax Bike Club T-shirt. I've been volunteering for several years with this group. It meets on Fridays after school, five or six weeks each spring and fall. It's been going on for several years now. It was started by a P.E. teacher and sponsored by a P.E. teacher Alice Stratton and the club rides to places that the kids like to go like the

playgrounds at Horseshoe Lake, Peace Park amongst others. We also had one of these clubs at Canterbury for a while, but they're very dependent on volunteers, so we, if anybody wants to volunteer, you can have one at your school. So anyway, I will now demonstrate this T-shirt and I won't say anything more about it except that we're inordinately proud of it.

Mayor Stephens stated, "So, it has a bicycle on the front and on the back it says Fairfax. Anything else for the good of the order?"

Councilwoman Dunbar stated, "No, that's it."

Mayor Stephens stated, "Well, we never have a very long meeting, usually less than my favorite meeting time. It's time for the mayor's report and this evening, I have a nothing special to share since the voter stuff has been mentioned twice already. So, the third time is a charm. Remember to get out and vote this year's election. It's very, very important, not just locally, but to this country nationally. At that, with no comments from my colleagues, the meeting is adjourned and our next Council meeting is Monday, October 17, 2017. God bless America and God bless Cleveland Heights."

The meeting adjourned at 8:05 p.m.

Respectfully submitted,

Cheryl Stephens, Mayor

Tom Raguz, Clerk of Council

/jkw