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## **MEMORANDUM**

TO: Members of Council  
FROM: Tanisha R. Briley, City Manager  
DATE: September 28, 2018  
RE: October 3, 2018

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## **MEETINGS & REMINDERS**

Tuesday, October 2	-	7:00 p.m.	-	Architectural Board of Review
Wednesday, October 3	-	6:15 p.m.	-	Committee of the Whole
	-	7:30 p.m.	-	City Council
Thursday, October 4	-	6:00 p.m.	-	Meet Your Police
	-	7:00 p.m.	-	Charter Review Commission

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## **LEGISLATION**

1. Bond Foreclosure Legislation (Business) *Second Reading*
2. Bond Foreclosure Legislation (Residential), *Second Reading*
3. 60 Severance, Letter of Intent
4. Breast Cancer Awareness
5. Domestic violence awareness
6. Tobacco 21, *First Reading*

## **GENERAL INFORMATION**

1. Enclosed are the Agendas and Council Update.
2. Enclosed is a Community Outreach update from the Vice City Manager.
3. Enclosed are updates from the Public Works Director.
4. Enclosed is an update from the Planning and Development Director.
5. Enclosed is an update from the Economic Development Director.
6. Enclosed is an update from the Parks and Recreation Director.
7. Enclosed is the weekly activity report from the Fire Chief.
8. Enclosed is the weekly activity report from the Police Chief.
9. Enclosed is the draft of the 2018 Community Survey. Please note that the entire report is included in the electronic version starting at page 51, but an abbreviated version has been printed for the packets.

TRB/jkw  
Enclosures



## COUNCIL UPDATE

SEPTEMBER 28, 2018

### 1. LEGISLATION

- Bond Foreclosure Legislation (Business) *Second Reading*. This legislation amends Chapter 1369, “Basic Standards for Business Occupancy,” of Title Seven, Business Maintenance Code, of the Codified Ordinances of Cleveland Heights to enact a provision requiring a cash bond upon foreclosure of vacant commercial properties.
- Bond Foreclosure Legislation (Residential), *Second Reading*. This legislation amends Chapter 1351, “Basic Standards for Residential Occupancy,” of Title Five, Housing Code, of the Codified Ordinances of Cleveland Heights by enacting a new Subsection 1351.33(d) to enact a provision requiring a cash bond upon foreclosure of vacant residential properties.
- Breast Cancer Awareness. This legislation joins communities throughout the nation in proclaiming October 2018 *National Breast Cancer Awareness Month*; October 13, 2018, *Metastatic Breast Cancer Awareness Day*; and October 19, 2018, *National Mammography Day*.
- Domestic Violence Awareness. A Resolution proclaiming October 2018 as *Domestic Violence Awareness Month*.
- Tobacco 21, *First Reading*. This legislation enacts Chapter 729, *Tobacco Product Vendors; Sales to Persons Under 21*, of the Codified Ordinances of Cleveland Heights to prohibit sales to persons under 21 and to provide for permitting of businesses who sell tobacco products; and repealing Section 537.16, “Illegal Distribution of Cigarettes, Other Tobacco Products Or Alternate Tobacco Products,” in Chapter 537, *Offenses Against Person*, of the Codified Ordinances of Cleveland Heights.
- 60 Severance, *Letter of Intent*. This legislation authorizes the City Manager to execute a non-binding Letter of Intent and subsequent Purchase Agreement with Julianne C. Aldige concerning the City’s possible purchase of 60 Severance Circle.

## **2. 2018 COMMUNITY SURVEY RESULTS**

- A representative of ETC Institute, the firm that administers the Community Survey, will present the results of the 2018 survey during Wednesday's meeting via web conference. The web conference will begin promptly at 6:30pm and will focus on major findings in the survey in addition to an analysis of trend, comparative, and benchmarking data.
- By way of background, the first biennial survey of residents to gauge City performance in service delivery was conducted in 2014. The City contracted with ETC Institute to administer the survey. ETC's product, the DirectionFinder®, offers a standardized methodology that allows communities to assess overall performance in major categories of service and identify the relative importance that residents place on each service. As ETC is a national company with local government clients throughout the U.S., the DirectionFinder® survey also provides us with good benchmarking data to put our results in context with comparable communities around the country as well as the country as a whole.
- The 2014 Community Survey results indicated Cleveland Heights residents were generally pleased with most City services and believed the City should focus its efforts on public safety, neighborhood revitalization, and streets and infrastructure maintenance. These three priority themes continued in the 2016 survey results. The 2018 results show a slight variation of the themes with a majority of respondents indicating the City should prioritize neighborhood revitalization, public safety, and retail/commercial district revitalization tied with infrastructure maintenance as the top areas to focus our attention and resources on over the next two years.
- An electronic copy of the full draft report (120 pages) is included in the electronic packet. An abbreviated hard copy version (34 pages) which includes the executive summary and the first section of the report is enclosed in the paper packet for your review in preparation for the presentation. Final hard copies of the full report and associated appendices will be distributed in the next few weeks once the report is finalized.

## **3. HEIGHTS-HILLCREST COMMUNICATIONS CENTER (HHCC)**

- The HHCC Board met on Thursday to approve the 2019 budget, receive updates on operations and welcome Shaker Heights Mayor Weiss as the new Board Secretary. HHCC is running smoothly and providing great service to all of the member communities just shy of its one year anniversary. The City's share of the 2019 operating budget will increase from about 34% to about 35% in 2019 based on our 2018 call volume. This minor increase will be addressed during our budget process.



# CLEVELAND HEIGHTS

## Committee of the Whole

**October 3, 2018**

### Agenda

1. 2018 Resident Survey Results Presentation 6:30 p.m. – 7:00 p.m.  
*Goal: ETC will present the results of the 2018 Community Survey via web conference*
2. Legislation Overview 7:00 p.m. – 7:10 p.m.  
*Goal: Discuss proposed legislation*
3. Report of City Council Members 7:10 p.m. – 7:15 p.m.  
*Goal: Mayor and City Council members will provide updates on items of interest*
4. Discussion of Staff Reports 7:15 p.m. – 7:20 p.m.  
*Goal: Council members will ask staff questions about their reports and/or activities*
5. Executive Session After Council Meeting  
*To consider the terms of a lease of City-owned real property*

**TO: TANISHA R. BRILEY, CITY MANAGER**

**FROM: SUSANNA NIERMANN O'NEIL, ASSISTANT CITY MANAGER**

**RE: COMMUNITY OUTREACH UPDATE**

**DATE: SEPTEMBER 28 , 2018**

**COMMUNITY RELATIONS:**

- Dedication of Boyd Park on Sunday at 1:30pm
- Photos are being taken of the Community Improvement Award winners houses and businesses
- Block parties: Saturday, September 29<sup>th</sup> BRADFORD 3:00PM – dusk; and Sunday September 30<sup>th</sup> 3:00pm-7:00pm
- Flyer updated for Walk or Bike to School Day on October 11<sup>th</sup> . Flyera are distributed at the schools.

**COMMUNICATION INITIATIVES(TRUPO):**

- Finalizing updated timeline for branding
- Drafting language for postcard for tix refund mailing
- Newsletter online- welcoming new businesses
- Reviewing raw drone footage of the City for use in a promotional video
- Met with CHUH communications staff re a messaging effort regarding the district report card

**SOCIAL MEDIA:**

**FACEBOOK: Shredding Day (October 27<sup>th</sup> ) ; Graduation of the 5<sup>th</sup> Citizen Police Academy Class ; Promotion of Studies in Education/Theatre ; Cleveland Magazine promotion of Cedar Fairmount; Opening of Elite Bistro and the Lee Road Dog grooming store.**



**To:** Tanisha Briley, City Manager  
**From:** Alex Mannarino – Public Works Director  
Collette Clinkscale – Assistant Public Works Director  
**Date:** September 27, 2018  
**Subject:** Public Works Weekly Update

**Forestry:**

- YTD: Trimmed 290 trees, removed 286, planted 186 trees, stumps ground 249, and dumped 156 loads of woodchips and 64 loads of logs
- Addressed storm damage on North Park @ Lee, Altamont and Pennfield
- Removed a tree on Wood and on Altamont

**Sewer:**

- MACP (manhole) inspections on-going as part of the SSES
- Cleaned and televised sanitary main on Ardmore
- Assisted with lifting overflow plates as part of the SSES
- Jackhammered manhole covers for MACP inspections
- Unblocked sanitary main at Tullamore and Lee Road
- Repaired catch basins at 1968 Denton and 2287 Lee Blvd
- Inspected SSO overflows ABC
- Unblocked sanitary main at Kildare and Cedar Road
- Investigated water leak at 3431 Desota
- Vacuumed manholes (2) on Lee Rd. in front of Heights Grill
- Vacuumed road cutouts for the Street Department on Corydon and Ormond
- Jetted trouble spot mains
- Participated in Gap-Vac training with M-Tech
- Attended camera truck training
- Televised sanitary main on Fairmount
- Jetted sanitary main on Sylvania

**Sewer Service Calls:**

- 3095E Overlook, 3492 Bendemeer, 3044 Yorkshire, 1707 Wood, 2623 Canterbury, 3243 Kildare, 3689 Bendemeer,

**Refuse:**

- Transported 237.62 (16 loads) of refuse to Shiloh landfill and 82.35 tons (5 loads) to Harvard Transfer Station
- Transported 41.87 tons (4 loads) of mixed recycling to Kimble

**Streets Maintenance:**

- **Asphalt:** CWD cutouts – 3742 Shannon, 3657 Shannon, 3553 Shannon, Maple at Wood
- **Complaints:** 1376 Lynn Park, 1370 Lynn Park
- **Construction Crew:** 1510 Wilmar (CWD cutout, concrete 9x10), 1509 Maple (CWD cutout, concrete 5x7), 878 Roanoke (CWD cutout, concrete 9x13), 3731 Lowell (CWD cutout, concrete 8x6), 930 Pembroke (CWD cutout, concrete 8x9), 1774 Lee Rd (sewer cutout 7x11)

- **Crackseal:** cutouts – Fairmount at Ardleigh (2), Maple at Mayfield, N St James at Fairmount, 1737 Andrews Ct, 1789 S Taylor, Queenston at Northcliffe, 3079 Euclid Hts, 3054 Euclid Hts, 3055 Euclid Hts, 1004 Greyton, 2605 Hampshire
- **Miscellaneous:**
  - Block Parties – 2206 Kerrwood, 2163 S Overlook, 2624 Shaker, 2294 Chatfield, and 2330 Roxboro
  - Assisted Refuse Dept. with large pick-ups of yard waste throughout the city.
- **Sweepers:** Garage, Parking lot, North Park
- **Hauling:** Grinded leaves, woodchips, hauled mulch and yard waste (Bremec/Kurtz Bro.)

# MEMORANDUM

To: Tanisha Briley-City Manager  
From: Alex Mannarino-Director of Public Works  
Date: September 28, 2018  
Re: Capital Projects Weekly Update

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## **Community Center – Dugway East Culvert Rehabilitation**

The metal plate arches have been ordered. The lead time is about twelve weeks.

## **Cedar Road Resurfacing/Cedar-Fairmount Streetscape**

We are currently working on the final paperwork.

## **Cuyahoga County Aggregated Solar Project**

The County has released the RFP. Submissions are due by October 12<sup>th</sup>, 2018.

## **Meadowbrook Boulevard Reconstruction**

Osborn Engineering is in the process of preliminary design.

## **Mayfield Signalization**

Work continues on jacking and drilling conduit.

## **Safe Routes to Schools – ODOT PID 101112**

No new updates

## **#18-01 North Park – Buffered Bike Lane – ODOT PID 106001**

We are currently waiting for the final documents.

## **Edgehill and Overlook Intersection Re-Design – ODOT PID 106749**

Project has received federal authorization and is on schedule to be sold in November.

## **2018 Street Resurfacing Program**

Contractor anticipates that they will start pavement grinding on Cedar-Glen in the next two weeks.

### **2018 Surface Treating Program**

We are in the process of closing out the job.

### **2018 Pavement Striping Program**

We are currently waiting for the Contractor to return the final documentation.

### **Dominion East Ohio**

#### **Washington Boulevard PIR-3047**

The contractor continues to work on service connections on the north side of the street.

#### **Euclid Heights Boulevard PIR-3036-C**

Work is scheduled on Euclid Heights Boulevard (both sides) from Rock Court to Cumberland Road. Construction is tentatively scheduled for late 2018.

#### **Hillstone Road PIR-2590**

Work is scheduled on all of the streets between Hillstone Road and Quarry Road between Bluestone Road and Monticello Boulevard. Construction is tentatively scheduled for 2019.

#### **Lee & Superior PIR-2228**

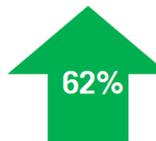
Work is scheduled on all streets between Yorkshire Road and Superior Road between Lee Road and Goodnor Road. Construction is tentatively scheduled for 2019.

## MEMORANDUM

**To:** Tanisha Briley, City Manager  
**From:** Richard Wong, Planning Director  
**Date:** September 28, 2018  
**Subject:** Weekly Update



## BlueLink Ridership 2017-18



### Transportation Advisory Committee

University Circle Inc's Transportation Planning Manager Annie Pease reported on the BlueLink shuttle that runs to Coventry. The table to the left shows how the addition of Coventry has boosted ridership. Mary Dunbar is working on raising \$1900 for a bike rack for the shuttle.

### Architectural Board of Review

The latest trend in residential mechanical heating and cooling is the ductless split systems. They are very energy efficient but typically need the piping routed across the face of a home. ABR members dislike the extra junk on a house because it detracts from the home's character. A contractor a couple meetings ago (see photo to right) exercised particularly poor judgment in not pulling a permit and routing pipes conspicuously. In this case, the piping was to be painted to blend with the home's siding color.



September 28, 2018

**City of Cleveland Heights  
Economic Development**



**To:** City Manager Tanisha Briley  
**From:** Economic Development Director Tim Boland  
**Subject:** Activities Report – September 28, 2018

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**Activities and Initiatives:**

**1. City-wide Community Reinvestment Area (CRA):**

We are very pleased to report that on September 26, the Ohio Development Services Agency (ODSA) informed the City that its petition for designation of a new **City-Wide CRA** has been approved without comment. Staff appreciates all the assistance we received with this initiative, in particular from the Planning Department and Law Department. We will continue to keep Council apprised of the roll out of the program and marketing efforts to “Get the word out”, as well as the impact of the program.

**2. Top of the Hill Redevelopment Project:**

Please know that the following **Top of the Hill** meetings have been scheduled for the project on Wednesday, October 10:

- 7:30 pm - Community Meeting #3 – Cleveland Heights Community Center
- 5:30 pm – Joint Architectural Board of Review (ABR) and Planning Commission meeting – City Hall
- 4:00 pm – Special meeting for the Buckingham residents and CF-SID Trustees – Nighttown

The project remains on schedule.

**3. 60 Severance Circle**

Included in your packet for consideration is legislation authorizing the City Manager to execute a non-binding letter of intent and purchase agreement for the property at 60 Severance Circle.

**4. Marketing & Outreach**

- Staff attended a special meeting on the **Opportunity Zone program** hosted by the County’s Development Department. All communities with designated Opportunity Zones were invited. Guidelines for the program are anticipated to be issued shortly. Staff will continue to keep Council apprised on the progress and promotion of this program, which appears to offer great potential for redevelopment;
- Staff attended the CL-SID meeting on Friday, September 28 and provided an update on the **Meadowbrook & Lee Site** Redevelopment project;
- The City will hold our next **Economic Development Breakfast on October 2** at 8am at the Community Center. **Ray Leach, CEO of JumpStart**, will be the featured speaker to offer insights into the entrepreneurial and startup ecosystem in Northeast Ohio. A copy of the flyer for this event is attached.

Thank you,

*Timothy M. Boland*

Timothy M. Boland

Economic Development Director



## CLEVELAND HEIGHTS

### **Economic Development Update & Focus on Entrepreneurship**

*Tuesday, October 2*

*8am - 9:15am*

*Cleveland Heights Community Center  
One Monticello Boulevard*

*You are invited to join the City of Cleveland Heights for a  
networking breakfast and an update from the Economic  
Development Department.*

*Our featured speaker will be JumpStart CEO Ray Leach.*

*JumpStart, based in Cleveland, focuses on fostering  
entrepreneurship and building a regional ecosystem supportive  
of startups. Ray and the JumpStart team have been recognized  
nationally for their work with entrepreneurs.*

*This free event is open to current Cleveland Heights businesses,  
those interested in opening or starting a business in Cleveland  
Heights, or anyone interested in economic and business  
development in the City.*

*Breakfast will be served beginning at 7:30am with the program  
to start at 8am.*

*RSVP to Brian Anderson at 216-291-2617  
or [banderson@clvhts.com](mailto:banderson@clvhts.com).*

*You may also RSVP online here:  
[Event Registration](#)*

# Memorandum

To: Tanisha Briley, City Manager  
From: Joseph P. McRae, Parks and Recreation Director  
Subject: Parks and Recreation Department Update  
Date: September 27, 2018

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

## **General Announcements**

- The ceremony to rename Caledonia Park to Barbara H. Boyd Park will take place on Sunday, Sept. 30 at 1:30 pm. Ms. Boyd is the former Mayor of Cleveland Heights and was instrumental in acquiring the property to be used as a park.
- The Happy 5k/10k Run will take place on Sunday, October 7. Visit the city website ([www.chparks.com](http://www.chparks.com)) to register. All sponsorship proceeds go to the Cleveland Heights Youth Scholarship Fund.
- The Heights High indoor pool opened for public access on Tuesday, Sept 4. Pool passes for the indoor pool can be purchased at the Community Center.

## **Ice Programs**

- The North Ice Rink of the Community Center officially re-opened Monday, September 17 to nice reviews from the community. The plan is to re-open the South Rink in mid-October.



# Cleveland Heights Fire Department

## Weekly Activity Report

Total Emergency Calls Year To Date	5,236
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Total Emergency Calls for Period	129
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Report Date Period: 09/21/2018 - 09/28/2018

### 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	35	1,106	897	22.07 %
Emergency Structure Fire Count		53	51	
Emergency Non Structure Fire Count	35	1,047	841	
Emergency Vehicle Fire Count		6	5	

### Emergency Medical Data

Total Emergency Run Count	94	4,130	3,921	77.93 %
Emergency Medical Run Count	91	3,989	3,809	
Automobile Accident Run Count	3	141	112	
Advanced Life Support Run Count	27	1,061	1,076	
Basic Life Support Run Count	65	3,035	2,833	
Total EMS Transports	63	2,726	2,586	
Total EMS Non Transports	29	1,237	1,150	

## Mutual Aid Run Count to Date

<b>Mutual aid received</b>	SEFD A - 45 SHFD A - 41 ECFD A - 17 UHFD A - 41
<b>Mutual aid given</b>	SEFD A - 45 SHFD A - 32 ECFD A - 18 UHFD A - 10
<b>Automatic aid received</b>	SEFD A - 5 SHFD A - 17 ECFD A - 7 UHFD A - 11
<b>Automatic aid given</b>	SEFD A - 3 SHFD A - 11 ECFD A - 0 UHFD A - 4

<b><u>Fire Prevention</u></b> <b><u>Bureau</u></b>	<b><u>Current</u></b> <b><u>Period</u></b>	<b><u>Year to</u></b> <b><u>Date</u></b>
Total Completed Fire Inspections	38	1,236
Company Fire Inspections	19	554
Fire Prevention Fire Inspections	3	13
Fire Alarm Test Inspections		
Kitchen Supression Test Inspections		
Sprinkler Test Inspections		
Other Inspections	16	669
Smoke Detectors Distributed	3	128

# 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:** September 28, 2018

**Subject:** Weekly Update

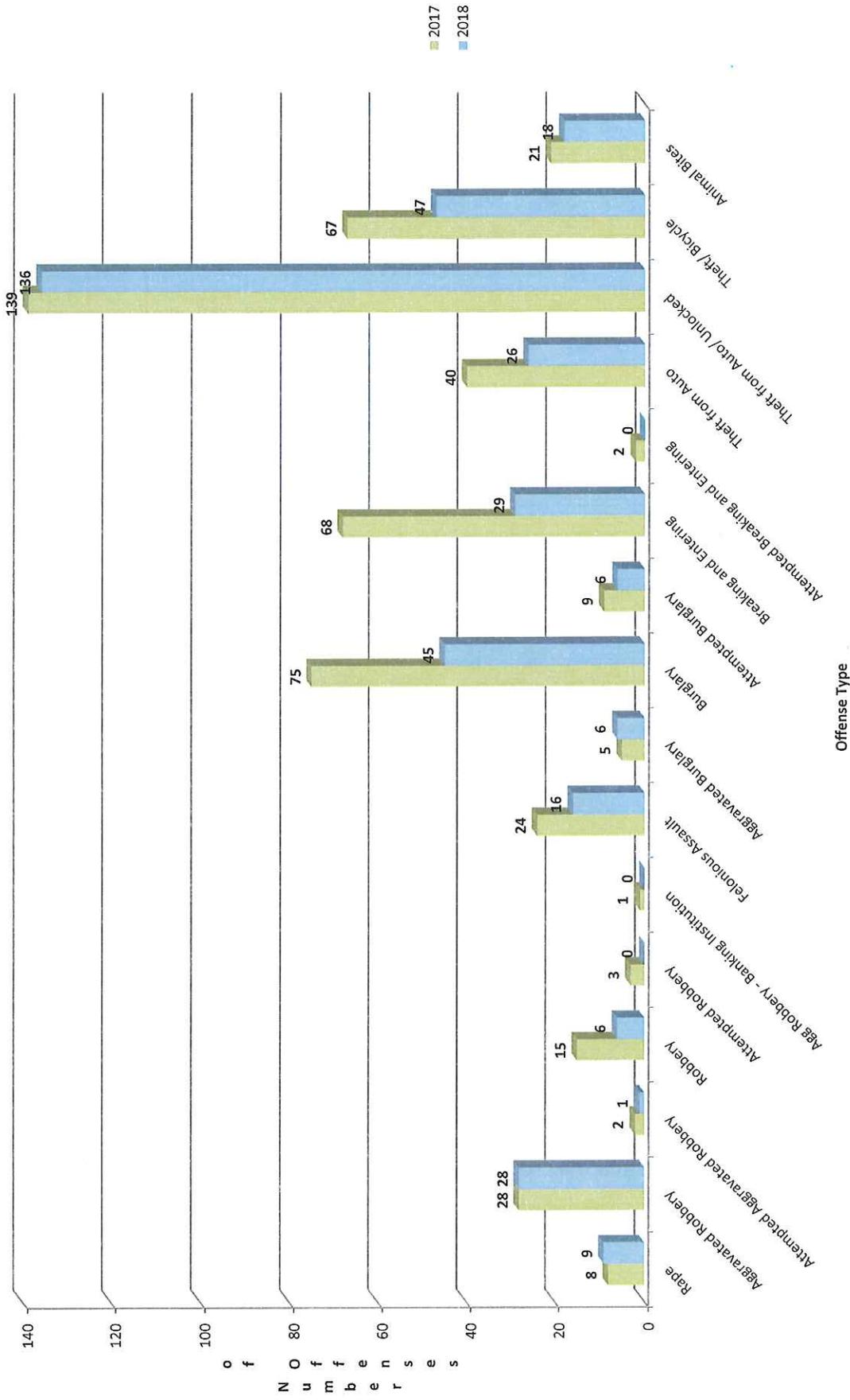
On Wednesday, September 26, 2018, we celebrated the graduation of the 5th Citizens Police Academy. Fourteen residents/business owners participated in the class which was held over the past several weeks. Participants were able to interact with several members of the PD and learn what we do on a daily basis. In the process we also got to meet some wonderful people who we hope will continue to support us by joining the Citizens Alumni. We cannot thank everyone enough for taking the time to participate in such a wonderful program.



This week Officer Lewis Alvis was invited to speak to 4th, 5th, and 6th grade students by his former teacher at Ruffing Montessori. Thanks to the school for inviting Officer Alvis to speak with students and provide them with some very valuable information.



Crime Comparison:  
January 1 - September 28, 2017 Compared to January 1 - September 28, 2018





# CLEVELAND HEIGHTS

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

**Wednesday, October 3, 2018**  
**Regular Meeting**  
**7:30 p.m.**

**Cleveland Heights City Hall**  
**40 Severance Circle**  
**Cleveland Heights, Ohio**

- 1) Roll Call of Council Members**
- 2) Excuse absent members**
- 3) Approval of the minutes of the regular Council meeting held Monday, September 17, 2018.**
- 4) Personal communications from citizens**
- 5) Report of the City Manager**
- 6) Report of the Director of Finance/Clerk of Council**

Notify Council that notice has been received from the Ohio Department of Liquor Control advising that an application has been made by the following: Bookers Enterprise II LLC, dba Bookers Lounge, 13179 Cedar Road, Cleveland Heights, OH 44118, new D1 permit

### **Matter of Record**

**Refer to:** Public Safety and Municipal Services Committee of Council, the City Manager, and the Director of Law

- 7) Committee Reports**
  - a.) FINANCE COMMITTEE**
  - b.) HOUSING AND TRANSPORTATION COMMITTEE**

**ORDINANCE NO. 110-2018 (HT), Second Reading.** An Ordinance amending Chapter 1369, “Basic Standards for Business Occupancy,” of Title Seven, Business Maintenance Code, of the Codified Ordinances of Cleveland Heights to enact a provision requiring a cash bond upon foreclosure of vacant commercial properties.

Introduced by Council Member \_\_\_\_\_

**AGENDA (tentative) CITY OF CLEVELAND HEIGHTS  
WEDNESDAY, OCTOBER 3, 2018**

Vote \_\_\_\_\_  
For                      Against                      No. Reading

**ORDINANCE NO. 111-2018 (HT), *Second Reading***. An Ordinance amending Chapter 1351, “Basic Standards for Residential Occupancy,” of Title Five, *Housing Code*, of the Codified Ordinances of Cleveland Heights by enacting a new Subsection 1351.33(d) to enact a provision requiring a cash bond upon foreclosure of vacant residential properties.

Introduced by Council Member \_\_\_\_\_

Vote \_\_\_\_\_  
For                      Against                      No. Reading

**c.) PLANNING AND DEVELOPMENT COMMITTEE**

**RESOLUTION 115-2018 (PD)**. A Resolution authorizing the City Manager to execute a non-binding Letter of Intent and subsequent Purchase Agreement with Julianne C. Aldige concerning the City’s possible purchase of 60 Severance Circle

Introduced by Council Member \_\_\_\_\_

Vote \_\_\_\_\_  
For                      Against                      No. Reading

**d.) RECREATION, COMMUNITY AND EXTERNAL RELATIONS COMMITTEE**

**RESOLUTION NO. 116-2018 (RCER)**. A Resolution joining communities throughout the nation in proclaiming October 2018 National Breast Cancer Awareness Month; October 13, 2018, Metastatic Breast Cancer Awareness Day; and October 19, 2018, National Mammography Day

Introduced by Council Member \_\_\_\_\_

Vote \_\_\_\_\_  
For                      Against                      No. Reading

**AGENDA (tentative) CITY OF CLEVELAND HEIGHTS  
WEDNESDAY, OCTOBER 3, 2018**

**RESOLUTION NO. 117-2018 (RCER).** A Resolution proclaiming October 2018 as *Domestic Violence Awareness Month*

Introduced by Council Member \_\_\_\_\_

Vote      \_\_\_\_\_      \_\_\_\_\_      \_\_\_\_\_  
            For                      Against                      No. Reading

**e.) SAFETY AND MUNICIPAL SERVICES COMMITTEE**

**ORDINANCE NO. 118-2018 (SMS), *First Reading*.** An Ordinance enacting Chapter 729, Tobacco Product Vendors; Sales to Persons Under 21, of the Codified Ordinances of Cleveland Heights to prohibit sales to persons under 21 and to provide for permitting of businesses who sell tobacco products; and repealing Section 537.16, "Illegal Distribution of Cigarettes, Other Tobacco Products Or Alternate Tobacco Products," in Chapter 537, Offenses Against Person, of the Codified Ordinances of Cleveland Heights.

Introduced by Council Member \_\_\_\_\_

Vote      \_\_\_\_\_      \_\_\_\_\_      \_\_\_\_\_  
            For                      Against                      No. Reading

**f.) ADMINISTRATIVE SERVICES COMMITTEE**

**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, OCTOBER 15, 2018**

Proposed: 9/17/2018

ORDINANCE NO. 110-2018 (HT), *Second Reading*

By Council Member Dunbar

An Ordinance amending Chapter 1369, “Basic Standards for Business Occupancy,” of Title Seven, *Business Maintenance Code*, of the Codified Ordinances of Cleveland Heights to enact a provision requiring a cash bond upon foreclosure of vacant commercial properties.

WHEREAS, the City of Cleveland Heights wishes to proactively address potential blight resulting from foreclosures on vacant commercial real property within the City; and

WHEREAS, the posting of a cash bond will encourage responsible behavior on the part of foreclosing property owners and will provide further incentive for them to consider every option available to keep a property occupied; and

WHEREAS, in the event that keeping a property occupied is not achievable, the bond requirement will encourage the owners to do everything in their power to ensure the property remains well-maintained and code compliant; and

WHEREAS, if a foreclosing property owner does not fulfill responsibility to ensure property maintenance and code compliance, the posting of a cash bond will mitigate the public costs of maintaining distressed properties.

BE IT ORDAINED by the Council of the City of Cleveland Heights, Ohio, that:

SECTION 1. Section 1369.17, “Basic Standards for Business Occupancy,” of Chapter 1369, “Basic Standards for Business Occupancy,” of Title Seven, *Business Maintenance Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended so that Subsection 1369.17(a) shall be, and is hereby amended to read as follows:

(a) The owner(s) of any business structure, including but not limited to commercial, industrial and institutional structures, that has become vacant as defined in Section 1361.18 subsection (e) of this Section 1369.17, shall within sixty (60) days after the structure becomes vacant register with the Commissioner of Buildings or designee and designate an authorized agent located in Cuyahoga County for each vacant structure. The registration shall remain valid until December 31 of the year of the date of issuance~~for one (1) year from the date of registration~~. The owner shall be required to annually renew the registration by January 1 of each subsequent year for as long as the structure remains vacant and shall pay an annual registration fee of one hundred dollars (\$100.00) for each registered structure. The annual registration fee shall not be prorated. The owner shall notify the Commissioner of Buildings or designee within

ORDINANCE NO. 110-2018 (HT)

twenty (20) days of any change in the registration information by filing an amended registration statement on a form provided by the Commissioner of Buildings or **designee** for such purposes. The registration statement shall be deemed prima facie proof of the statements therein contained in any administrative enforcement proceeding or court proceeding instituted by the City against the owner or owners of the structure. The failure of the owner of the vacant structure to obtain a deed for the property or to file the deed with the County Fiscal Office shall not excuse the owner from compliance with this Section 1369.17. Registration under Section 1369.16 of the Codified Ordinances shall not negate the requirements for registration under this Section 1369.17 or any other requirement of Chapter 1369.

SECTION 2. Section 1369.17, “Basic Standards for Business Occupancy,” of Chapter 1369, “Basic Standards for Business Occupancy,” of Title Seven, *Business Maintenance Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended so that Subsection 1369.17(b) shall be henceforth renumbered as Subsection 1369.17(c).

SECTION 3. Section 1369.17, “Basic Standards for Business Occupancy,” of Chapter 1369, “Basic Standards for Business Occupancy,” of Title Seven, *Business Maintenance Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended so that Subsection 1369.17(c) shall be henceforth renumbered as Subsection 1369.17(b).

SECTION 4. Section 1369.17, “Basic Standards for Business Occupancy,” of Chapter 1369, “Basic Standards for Business Occupancy,” of Title Seven, *Business Maintenance Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended so that Subsection 1369.17(d) shall be henceforth renumbered as Subsection 1361.18, VACANT, of Chapter 1341, “Definitions,” of Title Seven, *Business Maintenance Code*, of the Codified Ordinances of Cleveland Heights. All references to the definition of “vacant,” including the one set forth in Subsection 1369.17(a) shall be accordingly updated to the renumbering set forth herein.

SECTION 5. Section 1369.17, “Basic Standards for Business Occupancy,” of Chapter 1369, “Basic Standards for Business Occupancy,” of Title Seven, *Business Maintenance Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended to enact and adopt a new Subsection 1369.17(d) to read as follows:

(d) Any plaintiff in a foreclosure action meeting the provisions of Subsection 1369.17(c) herein, shall, in addition to all other requirements of this Section, provide a cash bond to the Commissioner of Buildings **or designee**, in the sum of Fifteen Thousand Dollars (\$15,000.00), to secure the continued maintenance of the property throughout its vacancy and remunerate the City for any fees owed and expenses incurred in inspecting,

ORDINANCE NO. 110-2018 (HT)

securing, repairing and/or making such building safe by any legal means including, but not limited to, demolition.

SECTION 6. Section 1369.17, “Basic Standards for Business Occupancy,” of Chapter 1369, “Basic Standards for Business Occupancy,” of Title Seven, *Business Maintenance Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended to enact and adopt a new Subsection 1369.17(e) to read as follows:

(e) An annual administrative fee of One Thousand Five Hundred Dollars (\$1,500.00) will be deducted from the bond by the City for administrative expenses including, but not limited to, the processing, accounting, inspecting, securing, and other related functions inherent in the administration of the foreclosure bond. The fee will be deducted if the bond is in the possession of the City for the entire year, or any portion thereof. This annual fee is in addition to all other allowable expenses or related fines charged off against the bond. The annual fee shall be due January 1 of each calendar year. The first fee shall be prorated based upon the date the plaintiff in a foreclosure action meets the provisions of Subsection 1369.17(c) herein.

SECTION 7. Section 1369.17, “Basic Standards for Business Occupancy,” of Chapter 1369, “Basic Standards for Business Occupancy,” of Title Seven, *Business Maintenance Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended to enact and adopt a new Subsection 1369.17(f) to read as follows:

(f) In the event the City or one of its contractors, due to a lack of response of an owner or agent, is required to take action to abate a nuisance at a vacant property, the owner will be billed for the cost of abatement in accordance with Chapter 553, “Abatement of Nuisances,” or if the property is subject to a foreclosure bond as set forth in Subsection 1369.17(d) herein, said bond will be drawn upon to cover such costs.

SECTION 8. The above described amendments shall read as follows in Exhibit A. Existing language that has not moved is indicated by black font; language that has moved but otherwise not amended is indicated by blue font; and language that is newly enacted or amended is indicated by red font.

SECTION 9. Notice of the passage of this Ordinance 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 10. This Ordinance shall take effect and be in force at the earliest time possible

ORDINANCE NO. 110-2018 (HT)

permitted by law.

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CAROL ANN ROE, Mayor  
President of the Council

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LAURIE SABIN  
Clerk of Council

PASSED:

**EXHIBIT A**

**KEY:**

<b>Black font</b>	<b>Existing language that has not moved</b>
<b>Blue font</b>	<b>Language that has moved but otherwise not amended</b>
<b>Red font</b>	<b>language that is newly enacted or amended</b>

**1361.18 VACANT.**

“Vacant” means a structure which is lacking habitual presence of human beings who have a legal right to be on the premises, or at which substantially all lawful occupancy has ceased, or which is substantially devoid of contents. In determining whether a business structure is vacant, it is relevant to consider, among other factors, the percentage of the overall square footage of the structure or floor area to the occupied space, the frequency with which persons are on the premises, the condition and value of any items in the structure and the presence of rental or for sale signs on the property; provided that a structure shall not be deemed vacant if it has been used for commercial, industrial or institutional purposes by a person entitled to possession for a period of at least three (3) months within the previous nine (9) month period and a person entitled to possession intends to resume occupation of the property. A structure containing multiple units with at least one (1) shared entrance to the individual units shall be deemed vacant if, and only if, each and every unit within said structure is vacant.

**1369.17 VACANT BUSINESS STRUCTURES.**

(a) The owner(s) of any business structure, including but not limited to commercial, industrial and institutional structures, that has become vacant as defined in **Section 1361.18**, shall within sixty (60) days after the structure becomes vacant register with the Commissioner of Buildings **or designee** and designate an authorized agent located in Cuyahoga County for each vacant structure. The registration shall remain valid **until December 31 of the year of the date of issuance**. The owner shall be required to annually renew the registration **by January 1 of each subsequent year for** as long as the structure remains vacant and shall pay an annual registration fee of one hundred dollars (\$100.00) for each registered structure. **The annual registration fee shall not be prorated**. The owner shall notify the Commissioner of Buildings **or designee** within twenty (20) days of any change in the registration information by filing an amended registration statement on a form provided by the Commissioner of Buildings **or designee** for such purposes. The registration statement shall be deemed prima facie proof of the statements therein contained in any administrative enforcement proceeding or court proceeding instituted by the City against the owner or owners of the structure. The failure of the owner of the vacant structure to obtain a deed for the property or to file the deed with the County Fiscal Office shall not excuse the owner from compliance with this Section 1369.17. Registration under Section 1369.16 of the Codified Ordinances shall not negate the requirements for registration under this Section 1369.17 or any other requirement of Chapter 1369.

ORDINANCE NO. 110-2018 (HT)

(b) The registration statement shall include the name, street address and telephone number of a natural person eighteen (18) years of age or older, designated by the owner(s) as the authorized agent for receiving, on behalf of such owner(s), notices of violation of City ordinances and for receiving process in any court proceeding or administrative enforcement proceeding related to the use or maintenance of the property or the structure including, but not limited to, notices and processes served in connection with the enforcement of the Business Maintenance Code and the Building Code. The authorized agent must maintain a physical office in Cuyahoga County, Ohio or must actually reside within Cuyahoga County, Ohio. An owner who is a natural person and who meets the requirements of this subsection as to location of residence or office may designate himself or herself as agent. By designating an authorized agent under the provisions of this Section 1369.17, the owner is consenting to receive any and all notices of violations of City ordinances and to receive process in any court proceeding or administrative enforcement proceeding related to the use or maintenance of the property or business structure including, but not limited to, proceedings related to the enforcement of the Business Maintenance Code and the Building Code, by service of the notice or process on the authorized agent. Any owner who has designated an authorized agent under the provisions of this section shall be deemed to consent to the continuation of the agent's designation for the purpose of this section until the owner notifies the Commissioner of Buildings or designee in writing of a change of authorized agent or until the owner files a new annual registration statement.

(c) If a foreclosure action has been filed with respect to property containing a vacant business structure, the plaintiff in the foreclosure action shall be required to comply with the provisions of this Section 1369.17 if **at least one** of the following apply:

- (1) The plaintiff in the foreclosure action is a mortgagee of the property; **and/or**
- (2) The plaintiff in the foreclosure action has assumed possession or control of the property.

(d) Any plaintiff in a foreclosure action meeting the provisions of Subsection 1369.17(c) herein, shall, in addition to all other requirements of this Section, provide a cash bond to the Commissioner of Buildings or designee, in the sum of Fifteen Thousand Dollars (\$15,000.00), to secure the continued maintenance of the property throughout its vacancy and remunerate the City for any fees owed and expenses incurred in inspecting, securing, repairing and/or making such building safe by any legal means including, but not limited to, demolition.

(e) An annual administrative fee of One Thousand Five Hundred Dollars (\$1,500.00) will be deducted from the bond by the City for administrative expenses including, but not limited to, the processing, accounting, inspecting, securing, and other related functions inherent in the administration of the foreclosure bond. The fee will be deducted if the bond is in the possession of the City for the entire year, or any portion thereof. This annual fee is in addition to all other allowable expenses or related fines charged off against the bond. The annual fee shall be due January 1 of each calendar year. The first fee shall be prorated based upon the date the plaintiff in a foreclosure action meets the provisions of Subsection 1369.17(c) herein.

ORDINANCE NO. 110-2018 (HT)

(f) In the event the City or one of its contractors, due to a lack of response of an owner or agent, is required to take action to abate a nuisance at a vacant property, the owner will be billed for the cost of abatement in accordance with Chapter 553, "Abatement of Nuisances," or if the property is subject to a foreclosure bond as set forth in Subsection 1369.17(d) herein, said bond will be drawn upon to cover such costs.

Proposed: 9/17/2018

ORDINANCE NO. 111-2018 (HT), *Second Reading*

By Council Member Dunbar

An Ordinance amending Chapter 1351, “Basic Standards for Residential Occupancy,” of Title Five, *Housing Code*, of the Codified Ordinances of Cleveland Heights by enacting a new Subsection 1351.33(d) to enact a provision requiring a cash bond upon foreclosure of vacant residential properties.

WHEREAS, the City of Cleveland Heights wishes to proactively address potential blight resulting from foreclosures on vacant residential real property within the City; and

WHEREAS, the posting of a cash bond will encourage responsible behavior on the part of foreclosing property owners and will provide further incentive for them to consider every option available to keep a property occupied; and

WHEREAS, in the event that keeping a property occupied is not achievable, the bond requirement will encourage the owners to do everything in their power to ensure the property remains well-maintained and code compliant; and

WHEREAS, if a foreclosing property owner does not fulfill responsibility to ensure property maintenance and code compliance, the posting of a cash bond will mitigate the public costs of maintaining distressed properties.

BE IT ORDAINED by the Council of the City of Cleveland Heights, Ohio, that:

SECTION 1. Section 1351.33, “Basic Standards for Business Occupancy,” of Chapter 1369, “Basic Standards for Business Occupancy,” of Title Seven, *Business Maintenance Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended so that Subsection 1351.33(a) shall be, and is hereby amended to read as follows:

(a) The owner(s) of any dwelling structure that has become vacant as defined in ~~Subsection (e) of this Section 1351.33~~ Section 1341.27, shall within sixty (60) days after the structure becomes vacant register with the Commissioner of Buildings ~~or designee~~ and designate an authorized agent located in Cuyahoga County for each vacant structure. The registration shall remain valid ~~until December 31 of the year of the date of issuance for one (1) year from the date of registration.~~ by January 1 of each subsequent year for as long as the structure remains vacant and shall pay an annual registration fee of one hundred dollars (\$100.00) for each registered structure. The annual registration fee shall not be prorated. The owner shall notify the Commissioner of Buildings ~~or designee~~ within

ORDINANCE NO. 111-2018 (HT)

twenty (20) days of any change in the registration information by filing an amended registration statement on a form provided by the Commissioner of Buildings or designee for such purposes. The registration statement shall be deemed prima facie proof of the statements therein contained in any administrative enforcement proceeding or court proceeding instituted by the City against the owner or owners of the structure. The failure of the owner of the vacant structure to obtain a deed for the property or to file the deed with the County Fiscal Office shall not excuse the owner from compliance with this Section 1351.33. Registration under Section 1351.34 of the Codified Ordinances shall not negate the requirements for registration under this Section 1351.33 or any other requirement of Chapter 1351.

SECTION 2. Section 1351.33, “Basic Standards for Residential Occupancy,” of Chapter 1351, “Basic Standards for Residential Occupancy,” of Title Five, *Housing Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended so that Subsection 1351.33(b) shall be henceforth renumbered as Subsection 1351.33(c).

SECTION 3. Section 1351.33, “Basic Standards for Residential Occupancy,” of Chapter 1351, “Basic Standards for Residential Occupancy,” of Title Five, *Housing Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended so that Subsection 1351.33(c) shall be henceforth renumbered as Subsection 1351.33(b).

SECTION 4. Section 1351.33, “Basic Standards for Residential Occupancy,” of Chapter 1351, “Basic Standards for Residential Occupancy,” of Title Five, *Housing Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended so that Subsection 1351.33(d) shall be henceforth renumbered as Subsection 1341.27, VACANT, of Chapter 1341, “Definitions,” of Title Five, *Housing Code*, of the Codified Ordinances of Cleveland Heights. All references to the definition of “vacant,” including the one set forth in Subsection 1351.33(a) shall be accordingly updated to the renumbering set forth herein.

SECTION 5. Section 1351.33, “Basic Standards for Residential Occupancy,” of Chapter 1351, “Basic Standards for Residential Occupancy,” of Title Five, *Housing Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended to enact and adopt a new Subsection 1351.33(d) to read as follows:

(d) Any plaintiff in a foreclosure action meeting the provisions of Subsection 1351.33(c) herein, shall, in addition to all other requirements of this Section, provide a cash bond to the Commissioner of Buildings or designee, in the sum of Fifteen Thousand Dollars (\$15,000.00), to secure the continued maintenance of the property throughout its vacancy and remunerate the City for any fees owed and expenses incurred in inspecting,

ORDINANCE NO. 111-2018 (HT)

securing, repairing and/ or making such building safe by any legal means including, but not limited to, demolition.

SECTION 6. Section 1351.33, “Basic Standards for Residential Occupancy,” of Chapter 1351, “Basic Standards for Residential Occupancy,” of Title Five, *Housing Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended to enact and adopt a new Subsection 1351.33(e) to read as follows:

(e) An annual administrative fee of One Thousand Five Hundred Dollars (\$1,500.00) will be deducted from the bond by the City for administrative expenses including, but not limited to, the processing, accounting, inspecting, securing, and other related functions inherent in the administration of the foreclosure bond. The fee will be deducted if the bond is in the possession of the City for the entire year, or any portion thereof. This annual fee is in addition to all other allowable expenses or related fines charged off against the bond. The annual fee shall be due January 1 of each calendar year. The first fee shall be prorated based upon the date the plaintiff in a foreclosure action meets the provisions of Subsection 1351.33(c) herein.

SECTION 7. Section 1351.33, “Basic Standards for Residential Occupancy,” of Chapter 1351, “Basic Standards for Residential Occupancy,” of Title Five, *Housing Code*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, amended to enact and adopt a new Subsection 1351.33(f) to read as follows:

(f) In the event the City or one of its contractors, due to a lack of response of an owner or agent, is required to take action to abate a nuisance at a vacant property, the owner will be billed for the cost of abatement in accordance with Chapter 553, “Abatement of Nuisances,” or if the property is subject to a foreclosure bond as set forth in Subsection 1351.33(d) herein, said bond will be drawn upon to cover such costs.

SECTION 8. The above described amendments shall read as follows in Exhibit A. Existing language that has not moved is indicated by black font; language that has moved but otherwise not amended is indicated by blue font; and language that is newly enacted or amended is indicated by red font.

SECTION 9. Notice of the passage of this Ordinance 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 10. This Ordinance shall take effect and be in force at the earliest time possible

ORDINANCE NO. 111-2018 (HT)

permitted by law.

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CAROL ANN ROE, Mayor  
President of the Council

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LAURIE SABIN  
Clerk of Council

PASSED:

**EXHIBIT A**

**KEY:**

<b>Black font</b>	<b>Existing language that has not moved</b>
<b>Blue font</b>	<b>Language that has moved but otherwise not amended</b>
<b>Red font</b>	<b>language that is newly enacted or amended</b>

**1341.27 VACANT.**

“Vacant” means a structure which is lacking habitual presence of human beings who have a legal right to be on the premises, or at which substantially all lawful residential occupancy has ceased, or which is substantially devoid of contents. In determining whether a dwelling structure is vacant, it is relevant to consider, among other factors, the percentage of the overall square footage of the structure or floor area to the occupied space, the condition and value of any items in the structure and the presence of rental or for sale signs on the property; provided that a dwelling structure shall not be deemed vacant if it has been used as a residence by a person entitled to possession for a period of at least three months within the previous nine month period and a person entitled to possession intends to resume residing at the property; and further provided that a dwelling structure containing more than one dwelling unit shall be considered vacant when all of the dwelling units within the structure are vacant. If an owner fails to obtain a Certificate of Occupancy for any structure for which a Certificate of Occupancy is required pursuant to Chapter 1347 of the Codified Ordinances, the structure will be presumed vacant.

**1351.33 REGISTRATION OF VACANT DWELLING STRUCTURES.**

(a) The owner(s) of any dwelling structure that has become vacant, as defined in **Section 1351.27**, shall within sixty (60) days after the structure becomes vacant, or within thirty (30) days after the effective date of this Section 1351.33, whichever is later, register with the Commissioner of Buildings **or designee** and designate an authorized agent located in Cuyahoga County for each vacant dwelling structure. The registration shall remain valid **until December 31 of the year of the date of issuance**. The owner shall be required to annually renew the registration **by January 1 of each subsequent year for** as long as the dwelling structure remains vacant and shall pay an annual registration fee of \$100.00 for each registered dwelling structure. **The annual registration fee shall not be prorated.** The owner shall notify the Commissioner of Buildings **or designee** within twenty (20) days of any change in the registration information by filing an amended **or designee** registration statement on a form provided by the Commissioner of Buildings **or designee** for such purposes. The registration statement shall be deemed prima facie proof of the statements therein contained in any administrative enforcement proceeding or court proceeding instituted by the City against the owner or owners of the dwelling structure. The failure of the owner of the vacant dwelling structure to obtain a deed for the property or to file the deed with the county recorder shall not excuse the owner from compliance with this Section 1351.33. Registration under Section 1351.34 shall not negate the requirement for registration under this Section 1351.33.

ORDINANCE NO. 111-2018 (HT)

(b) In addition to any other information required by the Commissioner of Buildings or designee, the registration statement shall include the name, street address and telephone number of a natural person eighteen (18) years of age or older, designated by the owner or owners as the authorized agent for receiving, on behalf of such owner or owners, notices of violations of City ordinances and for receiving process, in any court proceeding or administrative enforcement proceeding related to the use or maintenance of the property or the dwelling structure, including but not limited to notices and processes served in connection with the enforcement of the Housing Code. The authorized agent must maintain a physical office in Cuyahoga County, Ohio, or must actually reside within Cuyahoga County, Ohio. An owner who is a natural person and who meets the requirements of this subsection as to location of residence or office may designate himself as agent. By designating an authorized agent under the provisions of this Section 1351.33, the owner is consenting to receive any and all notices of violations of City ordinances and to receive process, in any court proceeding or administrative enforcement proceeding related to the use or maintenance of the property or dwelling structure, including but not limited to proceedings related to the enforcement of the Housing Code, by service of the notice or process on the authorized agent. Any owner who has designated an authorized agent under the provisions of this section shall be deemed to consent to the continuation of the agent's designation for the purpose of this section until the owner notifies the Commissioner of Buildings or designee in writing of a change of authorized agent or until the owner files a new annual registration statement.

(c) If a foreclosure action has been filed with respect to property containing a vacant dwelling structure, the plaintiff in the foreclosure action shall be required to comply with the provisions of this Section 1351.33 if **at least one** of the following apply:

- (1) The plaintiff in the foreclosure action is a mortgagee of the property; **and/or**
- (2) The plaintiff in the foreclosure action has assumed possession or control of the property.

(d) Any plaintiff in a foreclosure action meeting the provisions of Subsection 1351.33(c) herein, shall, in addition to all other requirements of this Section, provide a cash bond to the Building Commissioner or designee, in the sum of Fifteen Thousand Dollars (\$15,000.00), to secure the continued maintenance of the property throughout its vacancy and remunerate the City for any fees owed and expenses incurred in inspecting, securing, repairing and/ or making such building safe by any legal means including, but not limited to, demolition.

(e) An annual administrative fee of One Thousand Five Hundred Dollars (\$1,500.00) will be deducted from the bond by the City for administrative expenses including, but not limited to, the processing, accounting, inspecting, securing, and other related functions inherent in the administration of the foreclosure bond. The fee will be deducted if the bond is in the possession of the City for the entire year, or any portion thereof. This annual fee is in addition to all other allowable expenses or related fines charged off against the bond. The annual fee shall be due January 1 of each calendar year. The first fee shall be prorated based upon the date the plaintiff in a foreclosure action meets the provisions of Subsection 1351.33(c) herein.

(f) In the event the City or one of its contractors, due to a lack of response of an owner

ORDINANCE NO. 111-2018 (HT)

or agent, is required to take action to abate a nuisance at a vacant property, the owner will be billed for the cost of abatement in accordance with Chapter 553, "Abatement of Nuisances," or if the property is subject to a foreclosure bond as set forth in Subsection 1351.33(d) herein, said bond will be drawn upon to cover such costs.

Proposed:

RESOLUTION NO. 115-2018 (PD)

By Council Member

A Resolution authorizing the City Manager to execute a non-binding Letter of Intent and subsequent Purchase Agreement with Julianne C. Aldige concerning the City's possible purchase of 60 Severance Circle; and declaring an emergency.

WHEREAS, the City wishes to explore the purchase of 60 Severance Circle from Julianne C. Aldige; and

WHEREAS, the City wishes to execute a non-binding Letter of Intent with Julianne C. Aldige to purchase 60 Severance Circle for Sixty-Five Thousand Dollars (\$65,000) with the expectation that the parties will successfully negotiate and subsequently enter into a definitive purchase agreement; and

WHEREAS, this Council has determined it is in the best interest of the City and its residents to consider said sale by authorizing the execution of the Letter of Intent and subsequent Purchase Agreement.

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 execute a non-binding Letter of Intent with Julianne C. Aldige to explore the purchase of 60 Severance Circle by the City for Sixty-Five Thousand Dollars (\$65,000). Should the parties successfully negotiate the terms of such a sale, the City Manager is hereby further authorized to execute a definitive purchase and sale agreement at a later date. Any such purchase and sale agreement shall be subject terms and conditions approved by the City Manager and Director of Law and 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 negotiate with Julianne C. Aldige in good faith. 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.

RESOLUTION NO. 115-2018 (PD)

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CAROL ANN ROE, Mayor  
President of the Council

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LAURIE SABIN  
Clerk of Council

PASSED:

Proposed: 10/3/2018

RESOLUTION NO. 116-2018 (RCER)

By Council Member

A Resolution joining communities throughout the nation in proclaiming October 2018 *National Breast Cancer Awareness Month*; October 13, 2018, *Metastatic Breast Cancer Awareness Day*; and October 19, 2018, *National Mammography Day*; and declaring an emergency.

WHEREAS, the American Cancer Society estimates that in 2017 about 252,710 cases of invasive breast cancer were diagnosed in women and 2,470 cases in men, and that about 40,610 women and 460 men die from the disease; and

WHEREAS, early detection and prompt treatment can significantly reduce suffering and deaths caused by this disease; and

WHEREAS, 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

WHEREAS, 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

WHEREAS, nearly 30 percent (30%) of women diagnosed with early stage breast cancer will develop stage IV advanced or metastatic cancer; and

WHEREAS, in 1997 the United States Conference of Mayors launched a Mayors' Campaign Against Breast Cancer, joining in the promotion of Breast Cancer Awareness Month and National Mammography Day; and

WHEREAS, in 2009 the United States Senate and House of Representatives passed Resolutions to designate the first National Metastatic Breast Cancer Awareness Day.

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

SECTION 1. This Council hereby proclaims October 2018, *National Breast Cancer Awareness Month*; October 13, 2018, *Metastatic Breast Cancer Awareness Day*; and October 19, 2018, *National Mammography Day*; and urges women and men in the community of all ages to

RESOLUTION NO. 116-2018 (RCER)

obtain and utilize information about screening and mammography and to seek appropriate services.

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 pass this Resolution on a timely basis. 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.

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CAROL ANN ROE, Mayor  
President of the Council

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LAURIE SABIN  
Clerk of Council

PASSED:

Proposed: 10/3/2018

RESOLUTION NO. 117-2018 (RCER)

By Council Member

A Resolution proclaiming October 2018 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

WHEREAS, children who witness domestic violence are much more likely to abuse their future partners or children; and

WHEREAS, domestic violence can happen to anyone regardless of gender, income, ethnicity, race, religion, age, or sexual orientation and/or identity; and

WHEREAS, locally, the Domestic Violence & Child Advocacy Center has provided services to victims of domestic violence for forty years; and

WHEREAS, 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

WHEREAS, 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.

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

SECTION 1. This Council hereby proclaims October 2018 as *Domestic Violence Awareness Month* and urges all of its residents to educate themselves on the issues and to encourage and support victims of domestic violence and child abuse.

SECTION 2. Notice of the passage of this Resolution shall be given by publishing the title and abstract of its content, 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 recognize Domestic Violence

RESOLUTION NO. 117-2018 (RCER)

Awareness Month on a timely basis. 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.

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CAROL ANN ROE, Mayor  
President of the Council

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LAURIE SABIN  
Clerk of Council

PASSED:

Proposed: 10/3/2018

ORDINANCE NO. 118-2018 (SMS),  
*First Reading*

By Council Member

An Ordinance enacting Chapter 729, *Tobacco Product Vendors; Sales to Persons Under 21*, of the Codified Ordinances of Cleveland Heights to prohibit sales to persons under 21 and to provide for permitting of businesses who sell tobacco products; and repealing Section 537.16, “Illegal Distribution of Cigarettes, Other Tobacco Products Or Alternate Tobacco Products,” in Chapter 537, *Offenses Against Person*, of the Codified Ordinances of Cleveland Heights.

WHEREAS, tobacco use is the foremost preventable cause of premature death in the United States, responsible for nearly half a million deaths per year in the United States and costing the nation approximately \$300 billion in healthcare and lost worker productivity costs each year; and

WHEREAS, if smoking continues at the current rate among youth in the United States, 5.6 million of today’s Americans under the age of 18 will die early from a smoking-related illness; and

WHEREAS, ninety-five percent (95%) of all adult smokers begin smoking before they turn twenty-one (21) years old, and adolescence is a critical period when many smokers move from experimental smoking to regular, daily use; and

WHEREAS, there is strong evidence that people who begin smoking at an early age are more likely to develop a severe addiction to nicotine than those who start at a later age; and

WHEREAS, electronic nicotine delivery system use among minors has recently tripled, and use of these systems is associated with and may encourage the use of conventional tobacco products; and

WHEREAS, data from the Cuyahoga County Youth Risk Behavior Survey in 2017 indicates that over thirty-five percent (35%) of students in Cuyahoga County reported having used an electronic vapor product and over fifteen percent (15%) of students in Cuyahoga County reported current use of an electronic vapor product; and

WHEREAS, raising the minimum legal sales age for all tobacco products to twenty-one (21) will reduce access to these products by youth, as youth often acquire such products from older friends: over eighty percent (80%) of people purchasing tobacco for minors are between eighteen (18) and twenty (20) years old; and

ORDINANCE NO. 118-2018 (SMS), *First Reading*

WHEREAS, over three hundred thirty (330) communities and six (6) states have enacted Tobacco 21 policies, covering over twenty-five percent (25%) of the nation's population; and

WHEREAS, raising the age for tobacco sales to 21 and over in the City of Cleveland Heights would lessen the accessibility of tobacco to minors and would assist the City's interest in furthering the health, safety, and general welfare of the City's residents.

BE IT ORDAINED by the Council of the City of Cleveland Heights, Ohio, that:

SECTION 1. Chapter 729, *Tobacco Product Vendors; Sales to Persons Under the Age 21*, of the Codified Ordinances of Cleveland Heights shall be, and is hereby, enacted and adopted in its entirety to read as Exhibit A attached hereto and fully incorporated herein. A complete copy of Exhibit A is also on file with the Clerk of Council.

SECTION 2. Section 537.16, "Illegal Distribution of Cigarettes, Other Tobacco Products Or Alternate Tobacco Products," in Chapter 537, *Offenses Against Person*, of the Codified Ordinances of Cleveland Heights is hereby repealed in its entirety.

SECTION 3. The Clerk of Council is hereby directed to mail letters attaching a copy of this Ordinance and declaring this Council's support that the legal age to purchase tobacco should be changed to twenty-one (21) years old throughout the rest of Ohio and across the nation to Governor John Kasich, Ohio Senate President Larry Obhof, Ohio House Speaker Ryan Smith, Ohio Senator Sandra Williams, Ohio Representative Janine Boyd, U.S. Representative Marcia Fudge, U.S. Senator Robert Portman, U.S. Senator Sherrod Brown, and President Donald Trump.

SECTION 4. Notice of the passage of this Ordinance 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 Ordinance shall take effect and be in force at the earliest time possible permitted by law.

ORDINANCE NO. 118-2018 (SMS), *First Reading*

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CAROL ANN ROE, Mayor  
President of the Council

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LAURIE SABIN  
Clerk of Council

PASSED:

**Chapter 729**  
**CIGARETTE AND TOBACCO VENDORS;**  
**SALES TO PERSONS UNDER 21**

**729.01 DEFINITIONS.**

For the purpose of this Chapter:

(a) “Distribute” means to furnish, give, or provide Tobacco Products to the ultimate consumer of the Tobacco Product.

(b) “Permit” means an annual permit issued by the City or the City’s Permitting Agent for retail sale of Tobacco Products pursuant to Section 729.03 herein.

(c) “Permittee” means the holder of a valid permit under this Chapter.

(d) “Permitting Agent” means an entity with which the City of Cleveland Heights has contracted to administer permit applications, enforcement, and/or provisions contained in this Chapter.

(e) “Person Under 21” means a natural person who has not yet reached the age of twenty-one (21) years of age.

(f) “Proof of Age” means a driver’s license, a commercial driver’s license, a military identification card, a passport, or an identification card issued under R.C. §§ 4507.50 to 4507.52 that shows that a person is twenty-one (21) years of age or older (i.e., not a Person Under 21).

(g) “Tobacco Product” means any product that is made from tobacco or derived from tobacco or that contains nicotine, whether natural or synthetic, that is intended for human consumption or is likely to be consumed, whether smoked, heated, chewed, snorted, sniffed, absorbed, dissolved, inhaled or ingested by any other means, including, but not limited to, cigarettes, e-liquids, cigars, little cigars, pipe tobacco, chewing tobacco, snuff, or snus. “Tobacco Product” also means electronic devices, including any device that can be used to deliver aerosolized or vaporized nicotine or any other substance to the person inhaling from the device including, but not limited to, e-cigarettes, e-cigars, e-pipes, vapor products, or e-hookahs. Tobacco Product includes any component, part, or accessory used in the consumption of tobacco products, whether or not it contains nicotine including, but not limited to, filters, cartridges, pods, pens, rolling papers, or pipes. “Tobacco Product” does not include any of the following:

- (1) Any product that is a “drug” as that term is defined in 21 U.S.C. 321(g)(1);
- (2) Any product that is a “device” as that term is defined in 21 U.S.C. 321(h);  
or
- (3) Any product that is a “combination product” as described in 21 U.S.C. 353(g).

**SECTION 729.02 SALE TO PERSONS UNDER 21 PROHIBITED.**

(a) No Permittee or agent of Permittee shall sell or otherwise distribute to any Person Under 21 any Tobacco Product within the City.

(b) Before selling or otherwise distributing any Tobacco Product to another person, the person selling or distributing the Tobacco Product shall verify the age of any person who appears to be under thirty (30) years of age by a Proof of Age.

(c) No person shall sell or otherwise distribute Tobacco Products by or from a vending machine except in an area within a business, office, or other place not open to the general public or in an area to which Persons Under 21 are not permitted.

(d) It shall not be a violation of this Section to sell or otherwise distribute any product that has been approved as a tobacco cessation aid by the United States Food and Drug Administration.

**729.03 ANNUAL PERMIT REQUIRED.**

(a) No person shall engage in retail sales or distribution of Tobacco Products within the City without a valid Permit issued by the City or its Permitting Agent.

(b) The following items shall be required in applying for a Permit, or renewing a Permit under this Section:

1. A valid vendor's license from the Ohio Department of Taxation;
2. If applicable, a license required by Revised Code Chapter 5743;
3. The location where the Permit applicant proposes to engage in retail sales of Tobacco Products;
4. A nonrefundable Permit administration fee of One Hundred Dollars (\$100.00); and
5. Such other information as determined by the City or its Permitting Agent to be necessary to administer the permitting system provided herein and to effectuate the purposes of this Chapter.

(c) A Permit granted under this Section shall be valid from the date of issuance until December 31 of the year of issuance.

(d) Permit administration fees, reinstatement fees, and civil penalties collected in administering this Chapter may be collected by the City or its Permitting Agent and shall be credited to the City's General Fund to defray the costs of administration and enforcement of this Chapter. Alternatively, the City and its Permitting Agent may agree that the Permitting Agent will retain all or a portion of the fees as compensation for its services as the Permitting Agent.

(e) For purposes of this Section, "valid Permit" means a Permit issued under this Section that has not expired, that is not within a period of suspension or failure-to-reinstate status, and that has not been revoked under this Chapter or any provision of applicable law.

(f) A separate Permit shall be required for each retail sales location regardless of whether or not a person owns or operates more than one retail sales location within the City.

**729.04 PERMIT REVOCATION, DENIAL, OR SUSPENSION**

(a) Application for a Permit may be denied for any of the following reasons:

- (1) The Permit applicant had a Permit revoked within the previous three (3) years;
- (2) The Permit applicant is determined to have knowingly included false or misleading information in the Permit application or renewal Permit application;
- (3) The applicant's current Permit has been suspended and the period of suspension has not elapsed;
- (4) A business owned or operated by the Permit applicant engaging in the sale of Tobacco Products within the City is the subject of a court order or a city resolution or final order declaring such business to be a public nuisance, where said nuisance has not been abated, or where a court has ordered that sales of Tobacco Products shall cease pursuant to any temporary restraining order, preliminary injunction, or permanent injunction issued by said court;
- (5) The Permit applicant is in arrears with respect to any fine imposed for violation of this Chapter; and/or
- (6) The Permit applicant has failed to provide any of the items required under Subsection 729.03(b).

(b) For purposes of subdivision (a) of this Section, "applicant" shall include entities with common ownership or management to the entity or natural person listed on the application.

(c) A Permit may be suspended for a definite period, not to exceed six (6) months, as determined by the City or its Permitting Agent. Prior to reinstatement of the Permit following expiration of the suspension, the Permittee shall remit a One Hundred Dollars (\$100) Permit reinstatement administration fee. A Permit may be suspended for any of the following reasons:

- (1) A business owned or operated by the Permit applicant engaging in the sale of Tobacco Products within the City is the subject of a court order or city resolution or final order declaring such business to be a public nuisance where said nuisance has not been abated, or where the court has ordered that sales of Tobacco Products shall cease pursuant to any temporary restraining order, preliminary injunction, or permanent injunction issued by said court;
- (2) Substantiated evidence that Permittee or agent of Permittee has sold or otherwise distribute any Tobacco Product to any Person Under 21 within the City more than one time in the past twelve (12) months;
- (3) The finding by a federal or state agency or court that the Permit applicant has violated a federal or state rule or regulation governing the sale of Tobacco Products;
- (4) Entry of a City or its Permitting Agent is refused or inspection, or

- investigation is refused, hindered, or thwarted; and/or
- (5) The Permit is in arrears with respect to any fine imposed for any civil penalty levied under this Chapter.
- (d) A Permit may be revoked for any of the following reasons:
- (1) The Permit applicant is determined to have knowingly included false or misleading information in the Permit application or renewal Permit application;
  - (2) Substantiated evidence that Permittee or agent of Permittee has sold or otherwise distribute any Tobacco Product to any Person Under 21 within the City more than one time in the past twelve (12) months;;
  - (3) Entry of a City or its Permitting Agent is refused, or inspection or investigation is refused, hindered, or thwarted;
  - (4) A period of suspension imposed under Subsection(c) herein has elapsed and the Permittee remains in arrears of payment of such fine or penalty; and/or
  - (5) The Permittee has been subject to three (3) or more suspensions in the previous twenty-four (24) month period.

**729.05 NON-TRANSFERABILITY.**

A Permit is non-transferable. A new Permit will be issued at no cost to the Permittee who changes location. Any sale or transfer of ownership of Permittee's business will require a new application and subsequent permit issuance.

**729.06 NON-RETALIATION.**

No person or employer shall discharge, refuse to hire or in any manner retaliate against any employee, applicant for employment, or customer because such employee, applicant, or customer reported violations of any provisions of this Chapter.

**729.07 POSTING OF SIGNS; EDUCATION; OUTREACH**

(a) Effective January 1, 2019, a sign stating "Under 21 Sales of Tobacco and Nicotine Products and Devices Prohibited by Law" and "Pursuant to Chapter 729 of the Cleveland Heights Codified Ordinances" shall be posted. The font for "Pursuant to Chapter 729 of the Cleveland Heights Codified Ordinances" shall be no smaller than 1/2 inch in height. The font for "Under 21 Sales of Nicotine Prohibited by Law" shall be no smaller than 1/6 of an inch in height. The sign shall be clearly and conspicuously posted at or near the point of sale of any location tobacco products and/or alternative nicotine products are sold.

(b) The City or its Permitting Agent shall collaborate with the community to prepare and distribute education materials, required signage to all vendors, hold education events, publicize and/or such other education events or efforts to foster awareness of the requirements of implementation and compliance with this Chapter. The City or its Permitting Agent shall make all reasonable efforts to conduct such education efforts within the first six (6) months of the program and at regular intervals as necessary thereafter.

**729.08 ENFORCEMENT, APPEALS**

- (a) The City and its Permitting Agent shall have authority to implement and enforce

the provisions of this Chapter.

(b) The City and/or its Permitting Agent may conduct an inspection of a business prior to issuing a Permit. The City and/or its Permitting Agent may annually inspect each business holding a Permit upon proper identification and upon stating the purpose and necessity of an inspection. The City and/or its Permitting Agent may enter at reasonable times to inspect or investigate and examine or copy records to determine compliance with this Chapter. The City and/or its Permitting Agent may apply for and any judge of a court of record may issue an appropriate search warrant necessary to achieve the purposes of this Chapter within the court's territorial jurisdiction. If entry is refused or inspection or investigation is refused, hindered, or thwarted, the City and/or its Permitting Agent may suspend or revoke the Permit as set forth herein.

(c) In addition to the denial, suspension, or revocation of a permit, the City and/or its Permitting Agent may impose the following civil penalties for violations of this Chapter:

- (1) For a first violation, written warnings shall be provided to violators.
- (2) For a second violation, \$250.00.
- (3) For third violation within five (5) years of the first violation, \$500.00.
- (4) For a fourth violation within five (5) years of the first violation, \$1,000.00.
- (5) For a fifth violation within five (5) years of the first violation, administrative permit review to determine if the permit should be suspended or revoked.

(d) When the City and/or its Permitting Agent determines to issue a civil penalty for a violation, to deny a Permit application, or to suspend or revoke a Permit, the City and/or Permitting Agent shall notify Permittee of said determination by sending written notice of said determination by U.S. first-class mail to the address provided on the Permit application.

(e) The City and/or or its Permitting Agent shall not be required to conduct an evidentiary hearing prior to issuing a determination provided for in Subsection (d) herein.

(f) The Permittee may file a written notice of appeal with the City Director of Law within fourteen calendar (14) days after the date the determination was mailed. The process to request said appeal shall be provided in the notice of the determination set forth in subsection (d) herein. The determination shall take effect following the expiration of time to file the notice of appeal.

(g) An appeal hearing shall be heard by the Nuisance Abatement Board of Review which shall follow the relevant hearings procedures set forth in Chapter 553. The burden of proof by preponderance of the evidence shall be upon the City and/or its Permitting Agent. The Nuisance Abatement Board of Review shall be the final, administrative decision maker.

## **729.09 INJUNCTIVE RELIEF**

(a) The provisions of Sections 729.01 through 729.08, are health ordinances

applicable to real property in the City and may be enforced by civil action pursuant to the Revised Code.

(b) Repeated violations of this Chapter may constitute a public nuisance. The Law Director may bring a cause of action to abate such nuisance and enjoin the recurrence of such violations and for such other relief may be available at law or in equity or the City may seek relief pursuant to Chapter 553.

**729.10 EFFECTIVE DATE**

Permits and other requirements set forth in this Chapter shall be effective as of January 1, 2019.

# 2018 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 2018**



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# 2018 DirectionFinder® Survey

## Executive Summary Report

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### 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 third 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 e-mail to encourage participation, and were provided the link to the online survey. Of the households that received a survey, 547 completed the survey. The results for the random sample of 547 households have a 95% level of confidence with a precision of at least +/-4.2%.

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)**.

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 2018
- 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 (Appendix A) **(to be added)**

## 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, 77% were satisfied with the quality of parks and recreation programs and facilities, and 71% were satisfied with the quality of solid waste services. Residents were least satisfied with enforcement of City codes and ordinances (41%).
- **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 percent (70%) 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 life in the City; 68% were satisfied with the overall quality of services provided by the City, and 67% 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 (35%).
- **Ratings of the City of Cleveland Heights.** Eighty percent (80%) 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.** Seventy-seven percent (77%) 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 76% were satisfied with curbside recycling services. Residents were least satisfied with sewer service (53%).
- **Development and Redevelopment.** Fifty-one percent (51%) 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 (15%).
- **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; 87% were satisfied with how quickly ambulance personnel respond to emergencies; 87% were satisfied with how quickly police respond to emergencies, and 87% were satisfied with the overall quality of ambulance service. Residents were least satisfied with enforcement of local traffic laws (63%).
- **Perceptions of Safety in the City.** Ninety-one percent (91%) 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 (49%).
- **Code Enforcement.** Forty-five percent (45%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the enforcement of exterior maintenance of business property; 40% were satisfied with the overall quality of the building and permit process, and 39% were satisfied with the enforcement of exterior maintenance of residential property. Residents were least satisfied with the enforcement of snow removal on sidewalks (27%).
- **Transportation.** Fifty-two percent (52%) 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 50% were satisfied with the condition of sidewalks in the City. Residents were least satisfied with the availability of bicycle lanes (48%).
- **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; 68% were satisfied with mowing and trimming along City streets and other public areas, and 66% were satisfied with the adequacy of street lighting. Residents were least satisfied with the maintenance of neighborhood streets (54%).

- **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; 76% were satisfied with the maintenance of City parks, 70% were satisfied with programs and activities offered at the Community Center, and 71% were satisfied with the number of City parks. Residents were least satisfied with the City's youth athletic programs (59%).

Of the 38% of households that indicated they had attended a concert or show at Cain Park during the previous 12 months, 92% 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; 86% 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 (66%).

- **City Communications.** Seventy-six percent (76%) 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; 67% were satisfied with the availability of information about City programs and services, and 59% 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 (20%).

### **Other Findings**

- Of the 56% of residents who contacted the City with a question, problem or complaint during the past year, 75% 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, 79% 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 67% indicated City employees "always" or "usually" gave prompt, accurate and complete answers to questions.
- 64% of residents surveyed indicated they get information about the City of Cleveland Heights from *Focus* magazine; 47% get their City information from the *Heights Observer*, and 36% get information from the City website.

### **Trends**

The most significant increases and decreases from 2016 to 2018 are provided on the following page. ***Changes of more than +/-4% are considered statistically significant.***

### **Significant Increases**

- Quality of the City's fire prevention programs (+10%)
- Overall quality of ambulance service (+6%)
- Snow removal on major City streets (+6%)
- Overall quality of police services (+5%)
- Overall quality of local fire protection (+5%)
- City employees helped resolve an issue (+5%)
- Condition of sidewalks in the City (+5%)
- Mowing and trimming along City streets and public areas (+5%)

### **Significant Decreases**

- Level of public involvement in decision making (-19%)
- Sewer service (-16%)
- Residential trash collection services (-12%)
- Curbside recycling services (-12%)
- Quality of solid waste services (-11%)
- Overall quality of building and permit process (-10%)
- Quality of new residential development (-9%)
- Enforcement of City codes and ordinances (-8%)
- Quality of customer service from City employees (-7%)
- Diversity of existing retail, restaurant, and commercial businesses (-6%)
- Yard waste removal services (-6%)
- Enforcing exterior maintenance of residential property (-6%)
- Overall quality of concessions at Cain Park (-6%)
- Overall quality of services provided by the City (-5%)
- Overall feeling of safety in Cleveland Heights (-5%)
- Overall feeling of safety in Cleveland Heights (-5%)
- Cumberland Pool and programs (-5%)
- Overall quality of Cain Park facility (-5%)
- Level of public involvement in the budget process (-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:

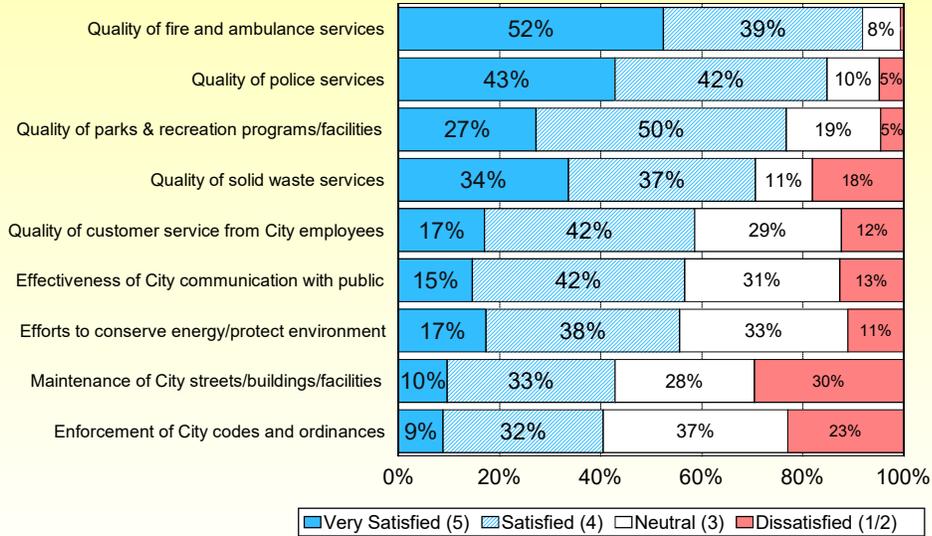
- **Overall Priorities for the City by Major Category.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services 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
  - Enforcement of City codes and ordinances
  
- **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:** residential trash collection services and sewer service.
  - **Development and Redevelopment:** redevelopment of abandoned or under-utilized properties, efforts to attract new businesses to the community, current level of economic vitality through City commercial district 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 mowing and cutting of weeds and tall grass on private property, enforcing the exterior maintenance of business property, and enforcing snow removal on sidewalks.
  - **Maintenance Services:** maintenance of major City streets, maintenance of neighborhood streets, snow removal on major City streets, overall cleanliness of City streets and other public areas, and snow removal on neighborhood streets.
  - **Parks and Recreation:** maintenance of City parks.

*Section 1:*  
*Charts and Graphs*

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

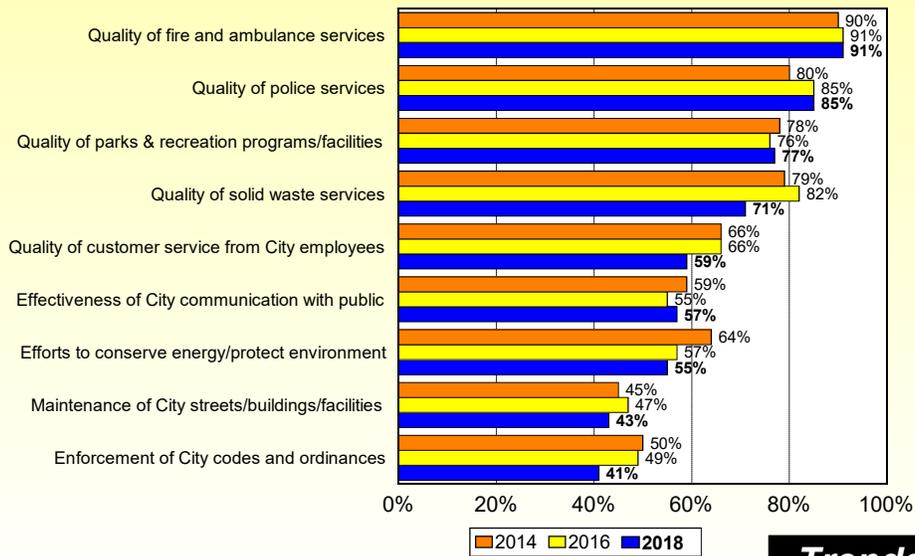
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Satisfaction with Major Categories of Services Provided by the City - 2014 to 2018

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

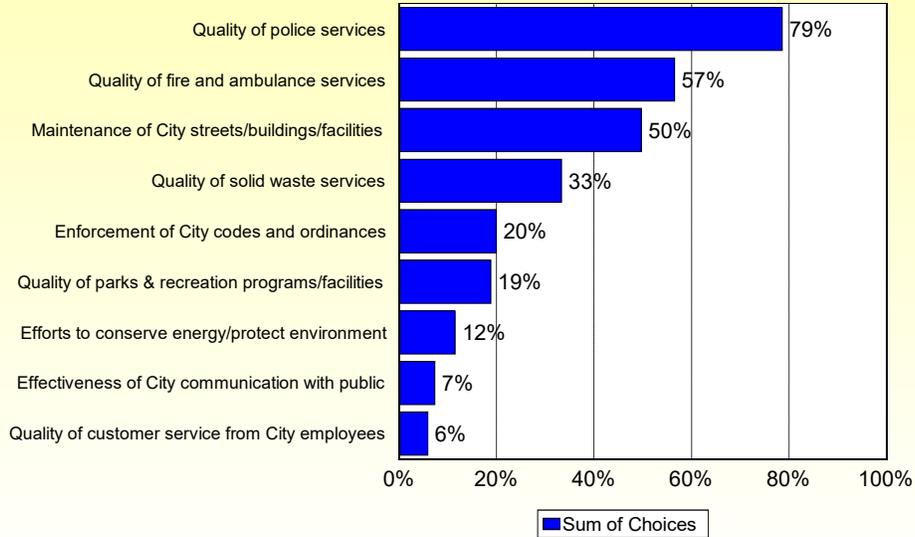


Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)



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

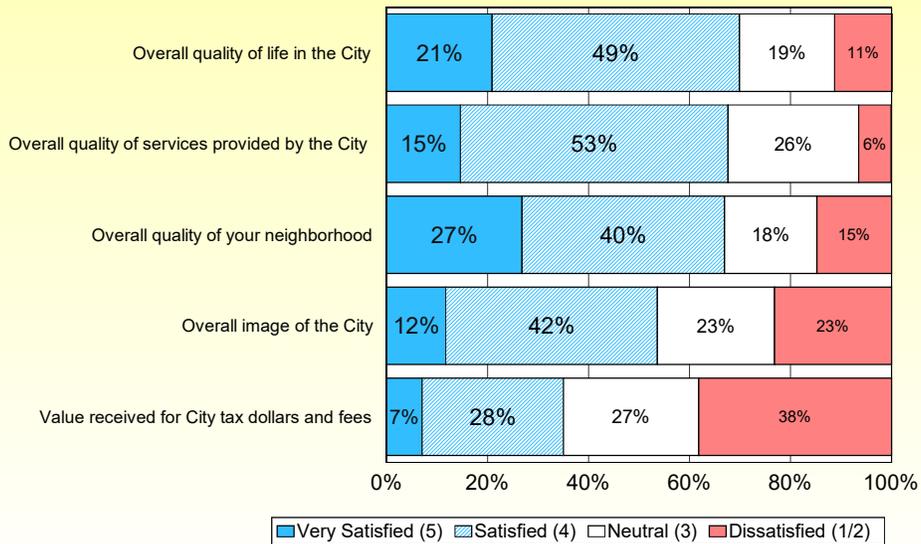
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

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

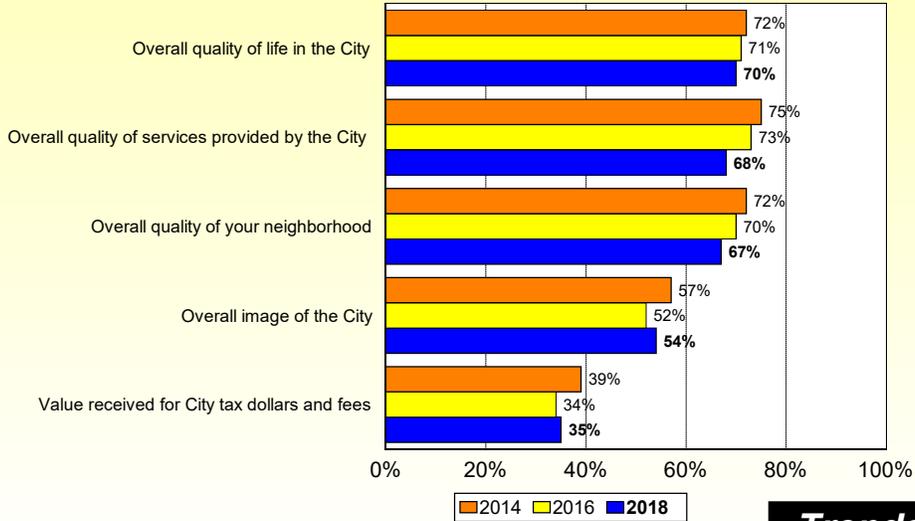
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Satisfaction With Items That Influence the Perception Residents Have of the City 2014 to 2018

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

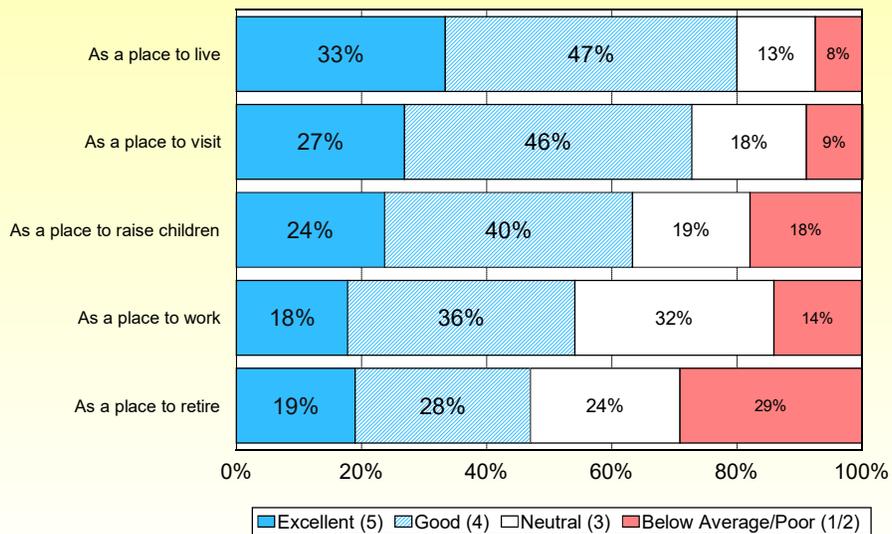


Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

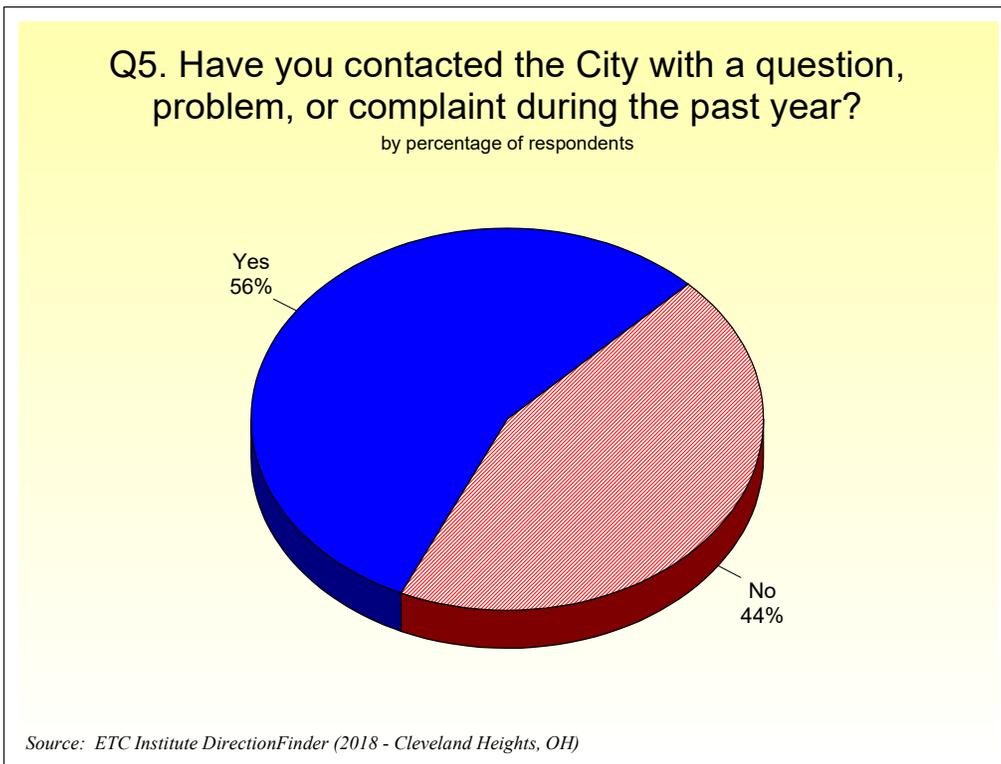
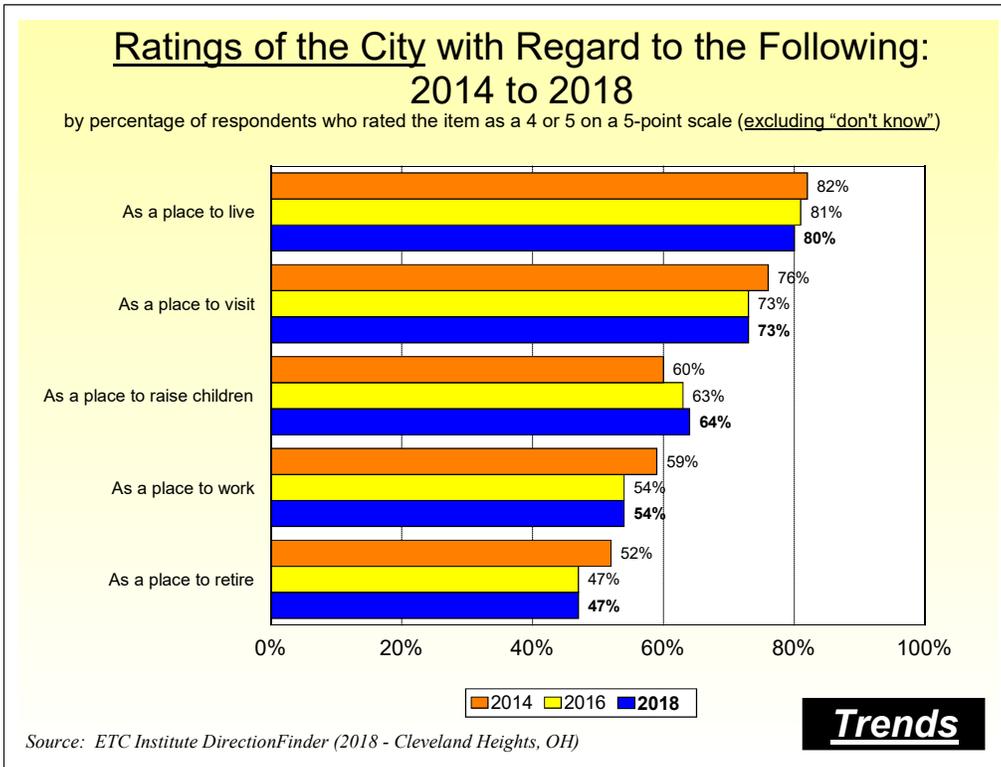


### Q4. Ratings of the City with Regard to the Following:

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

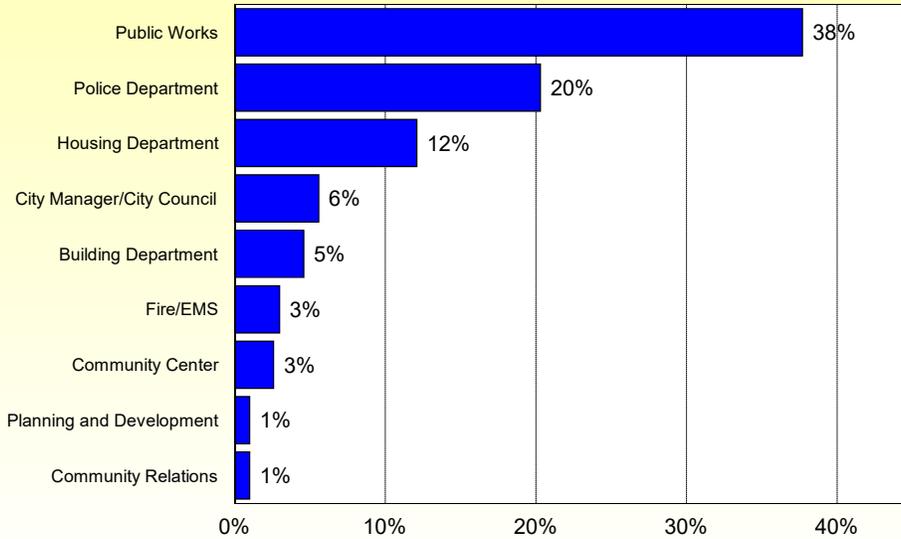


Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)



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

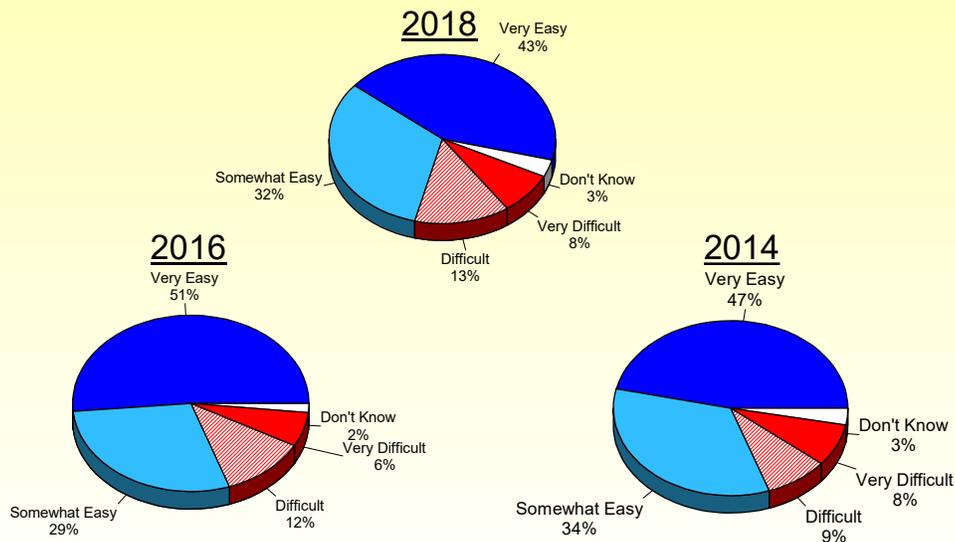
by percentage of respondents who contacted the City (multiple responses could be made)



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

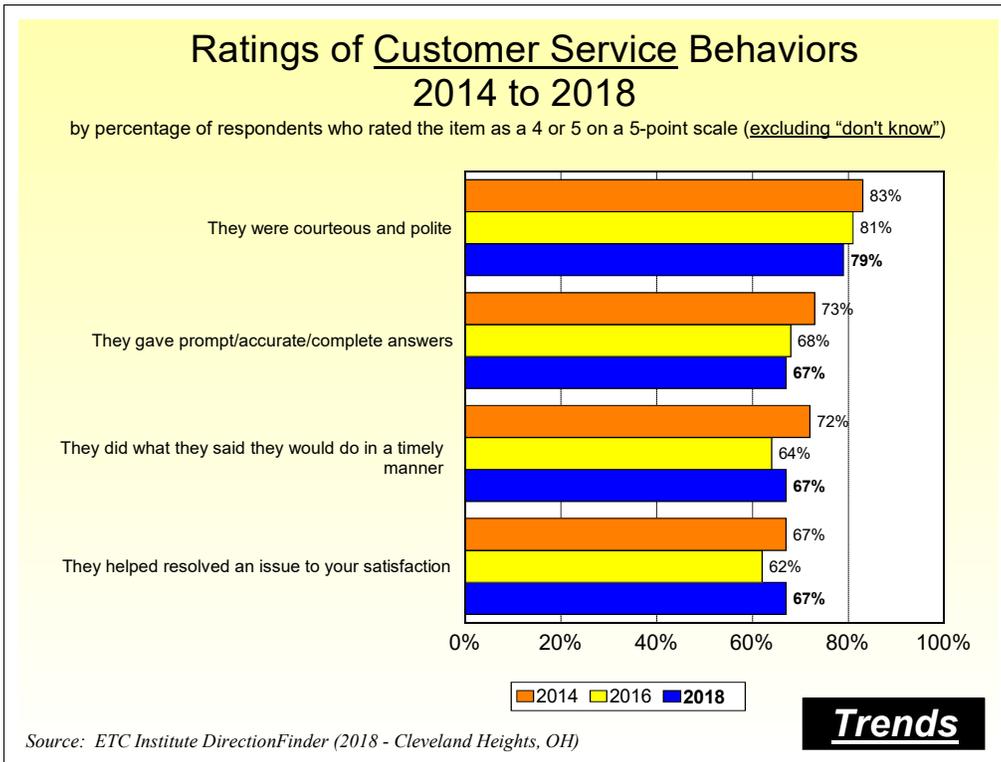
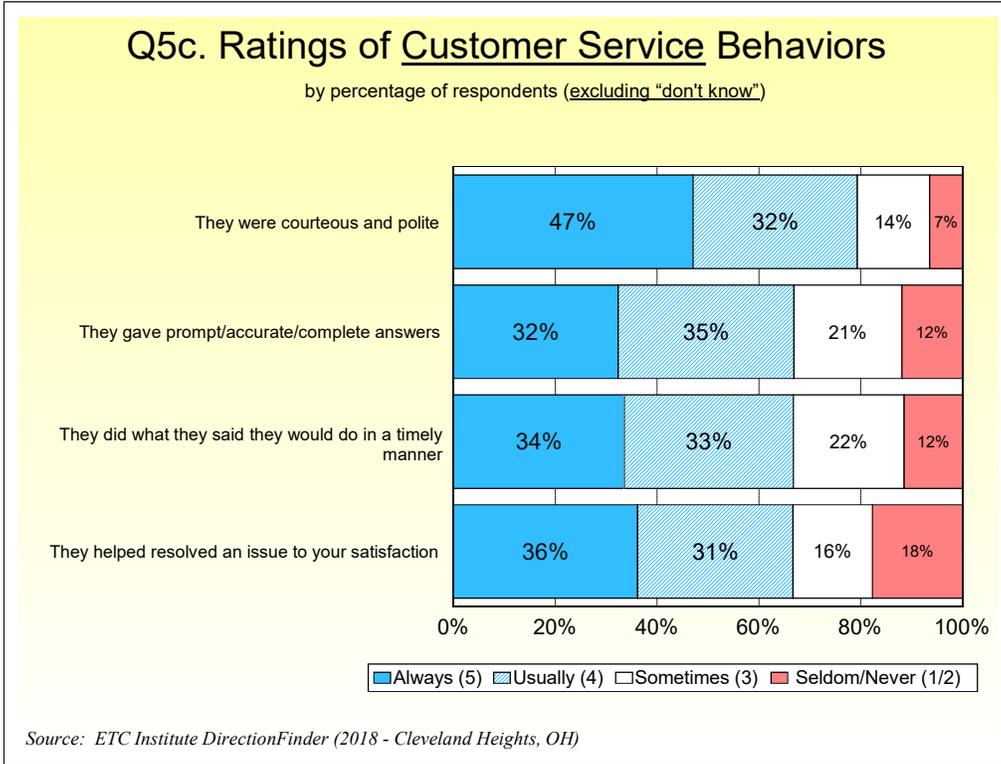
### Q5b. How easy was it to contact the person you needed to reach in the Department?

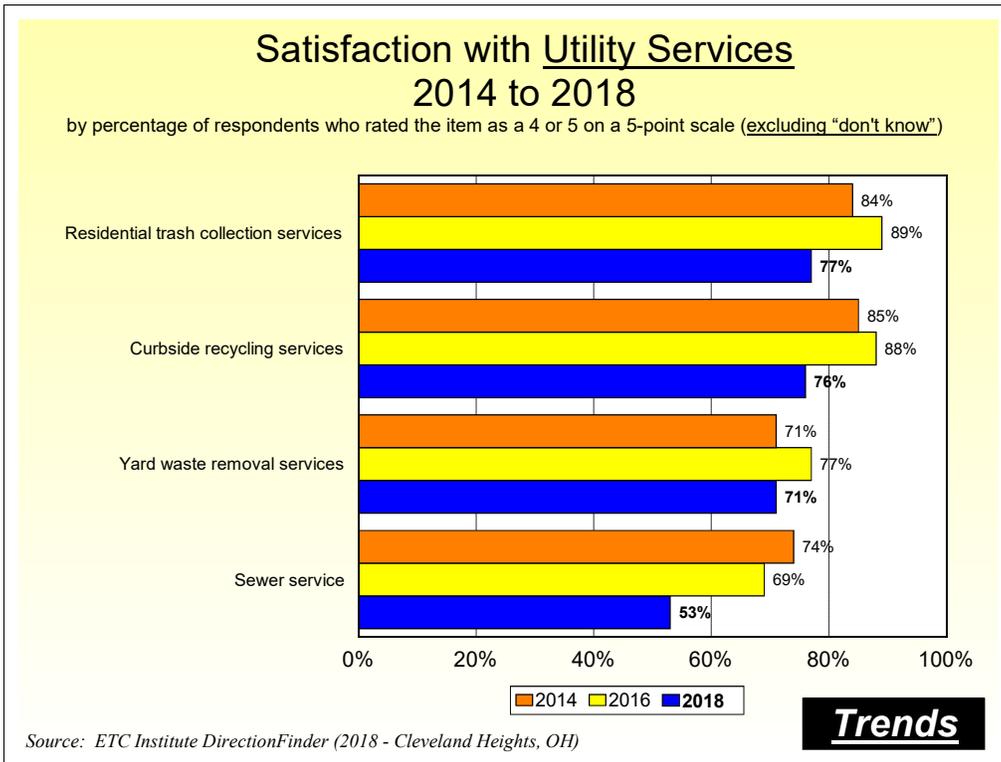
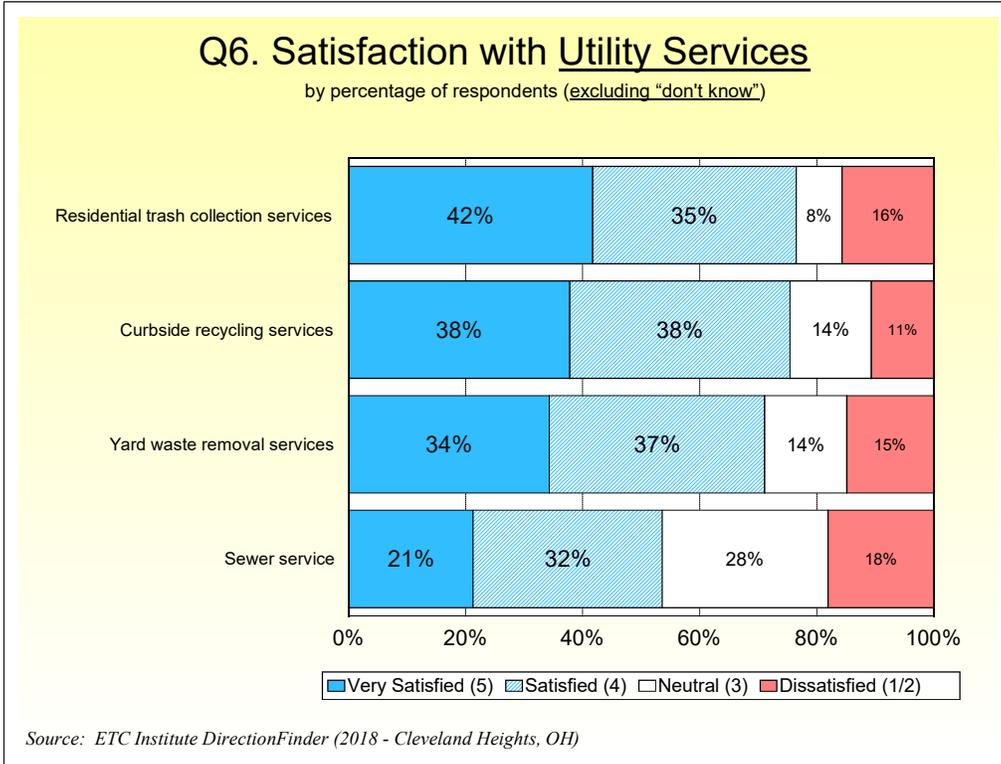
by percentage of respondents who contacted the City



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

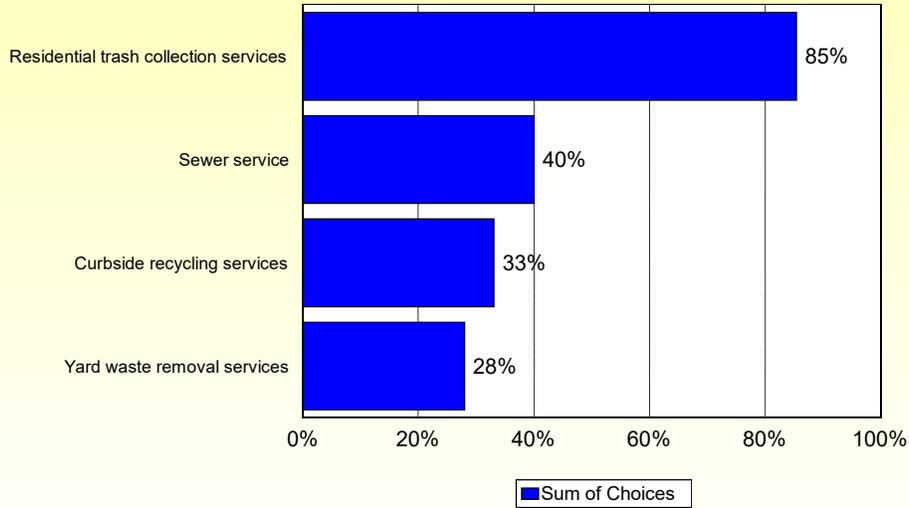
**Trends**





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

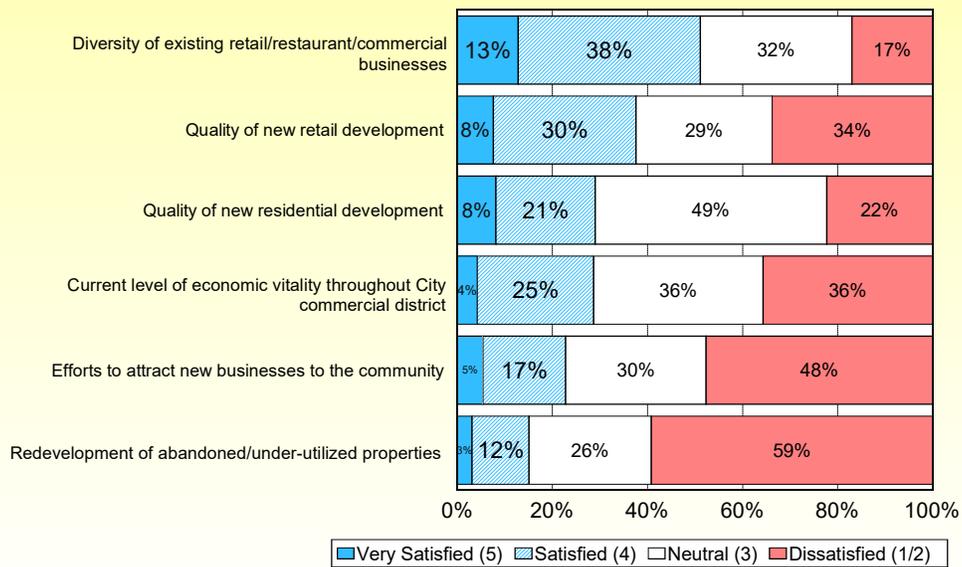
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Q8. Satisfaction With Development and Redevelopment

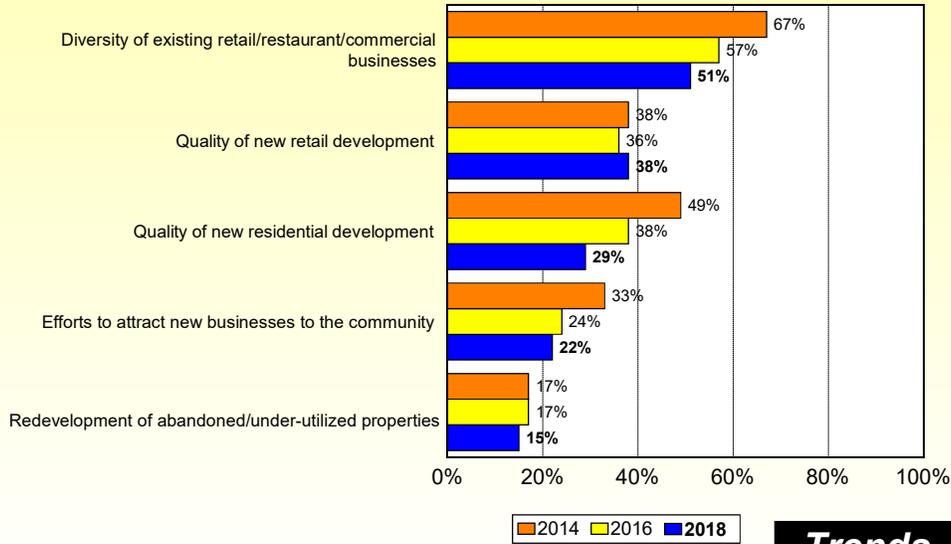
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Satisfaction With Development and Redevelopment 2014 to 2018

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

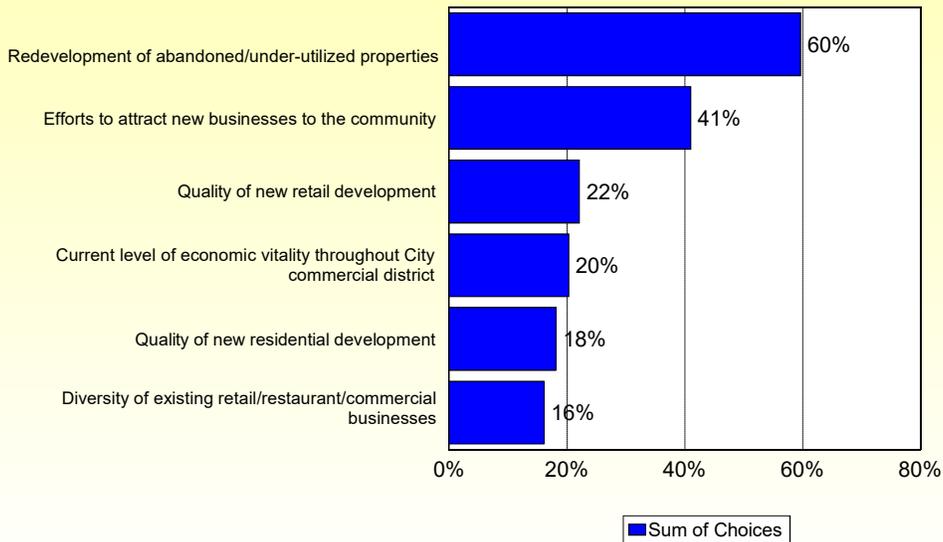


Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

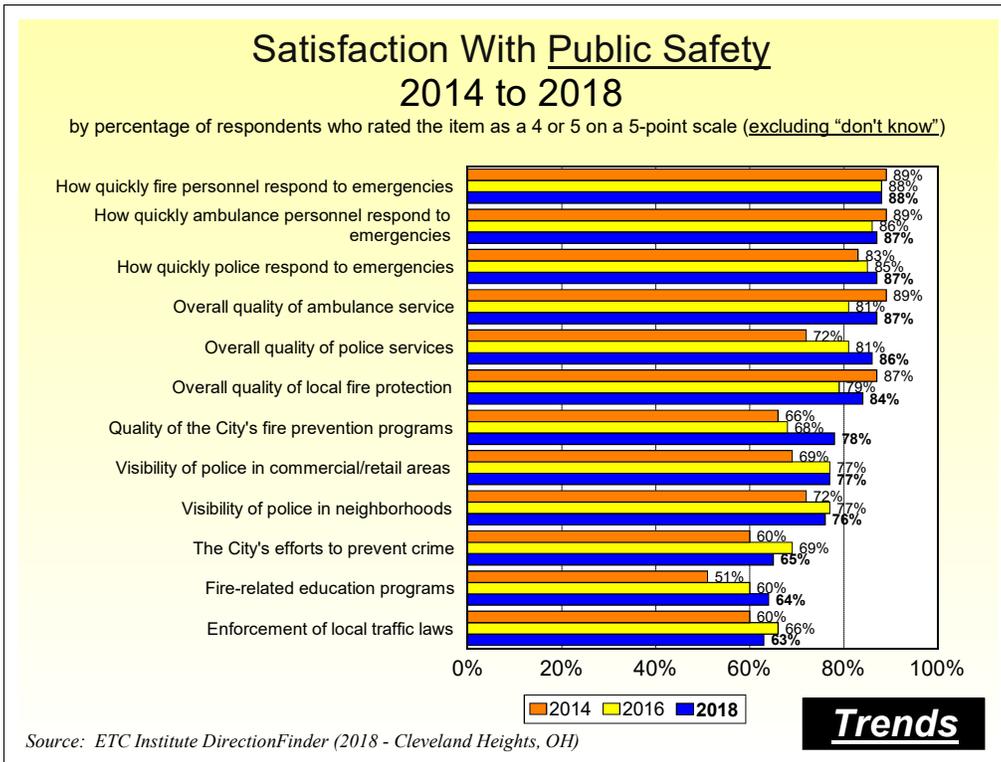
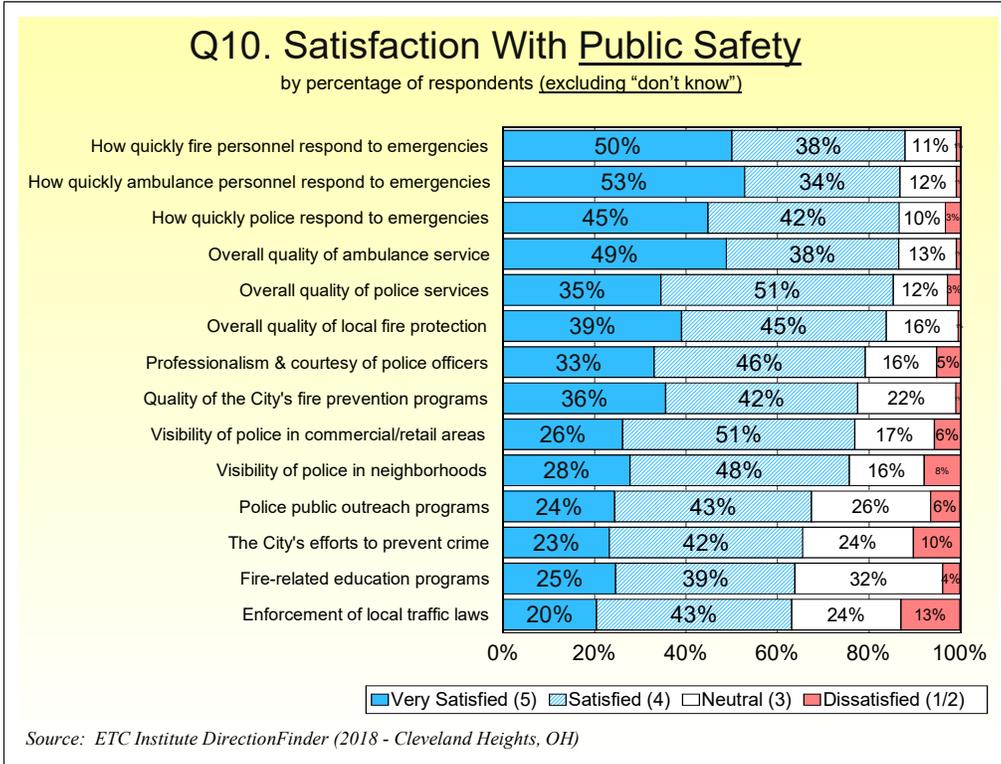


### Q9. Development and Redevelopment Activities That Are Most Important for the City to Provide

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

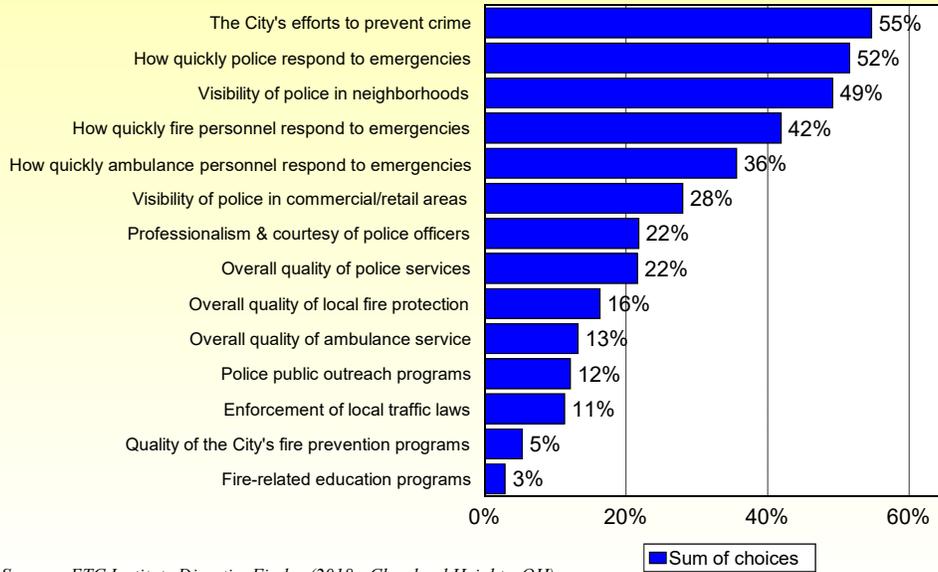


Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)



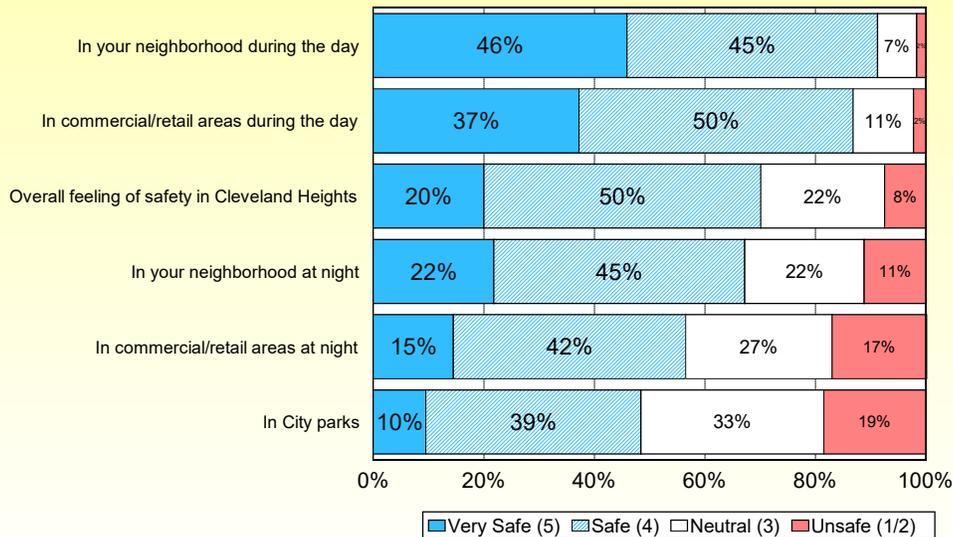
### Q11. Public Safety Services That Are Most Important for the City to Provide

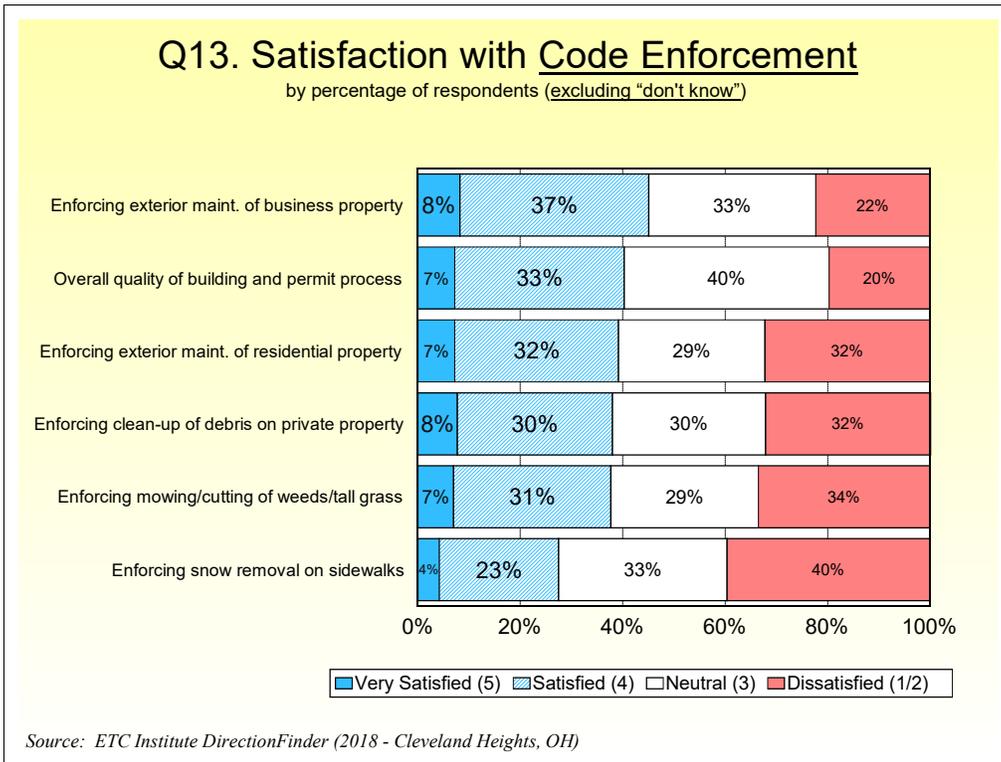
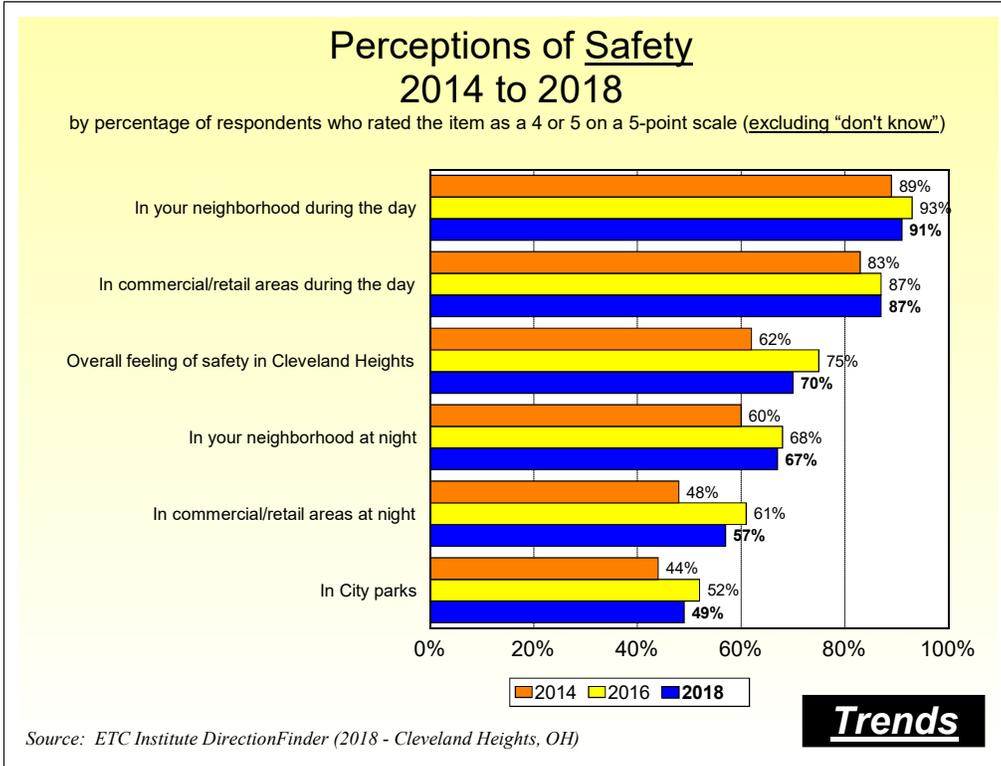
by percentage of respondents who selected the item as one of their top four choices

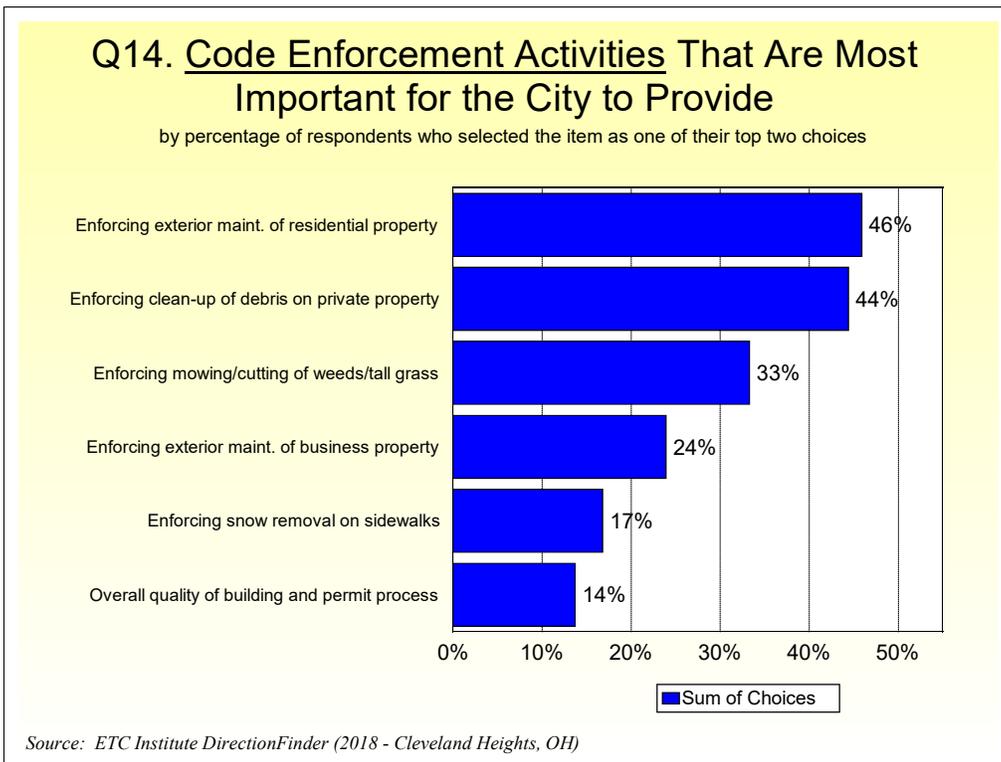
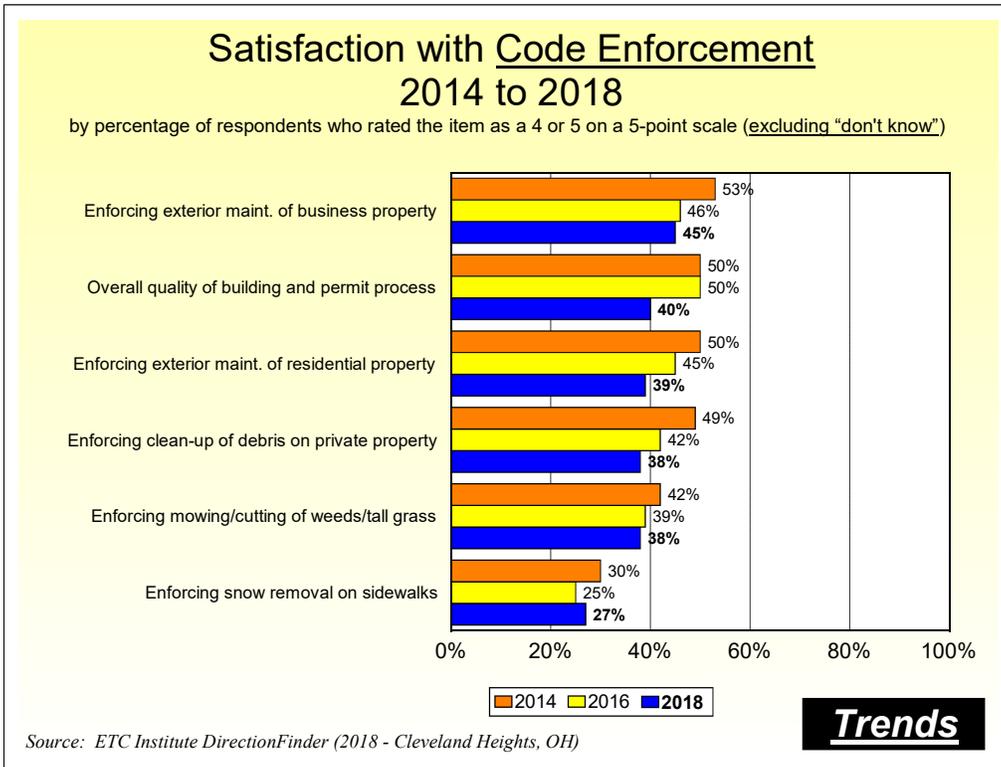


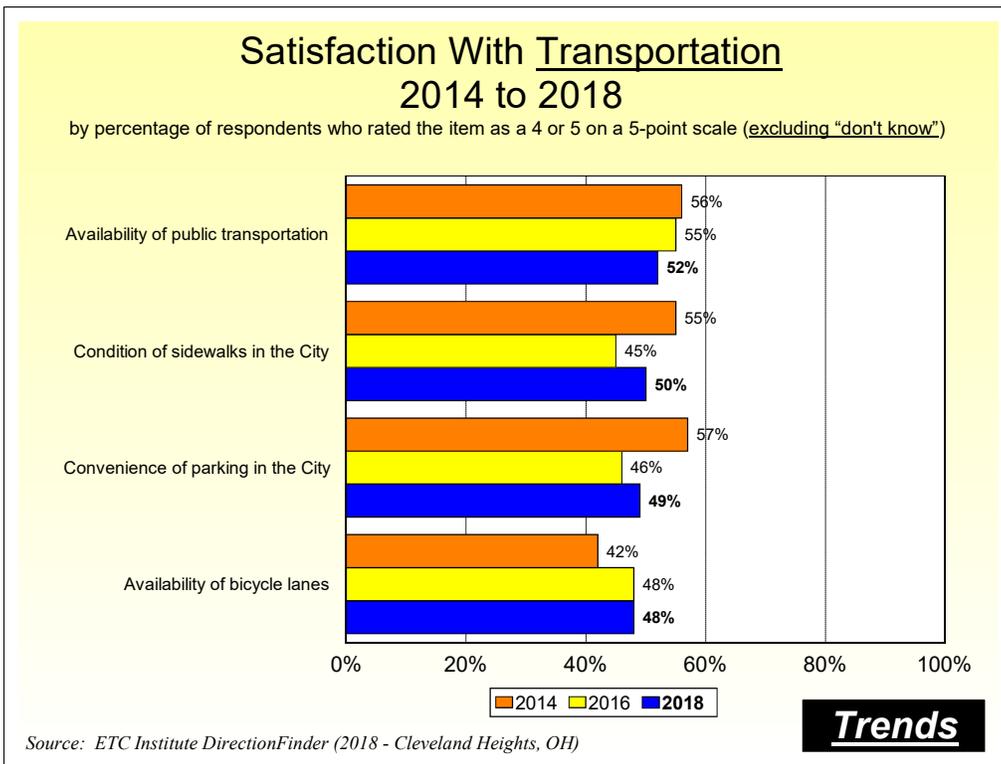
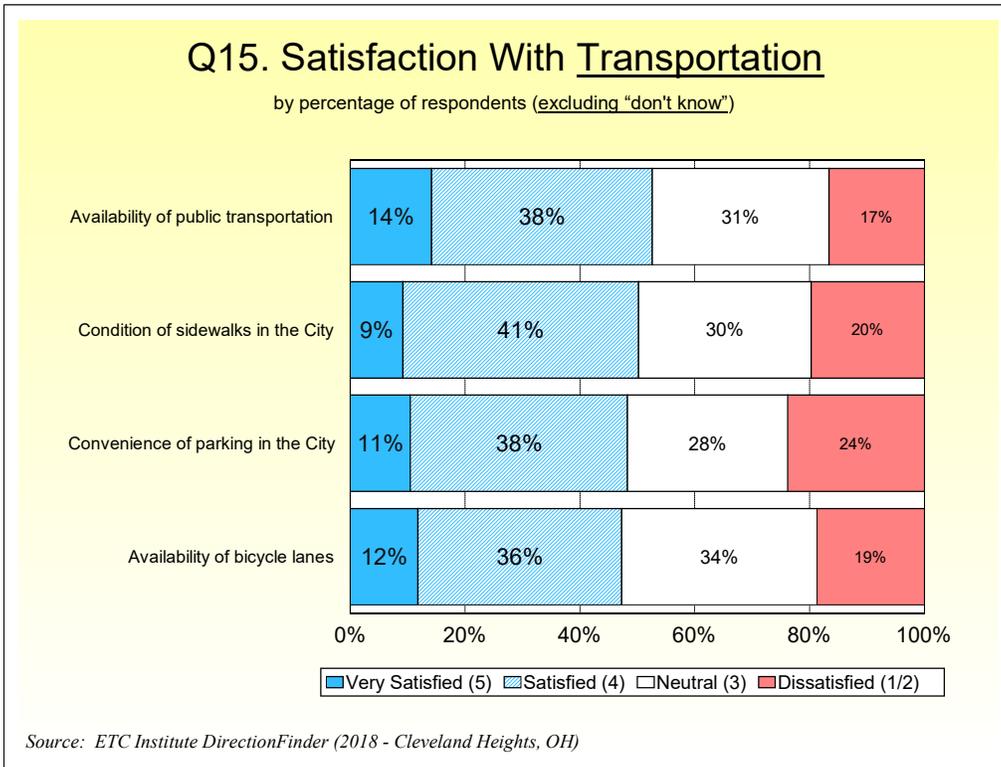
### Q12. Perceptions of Safety

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



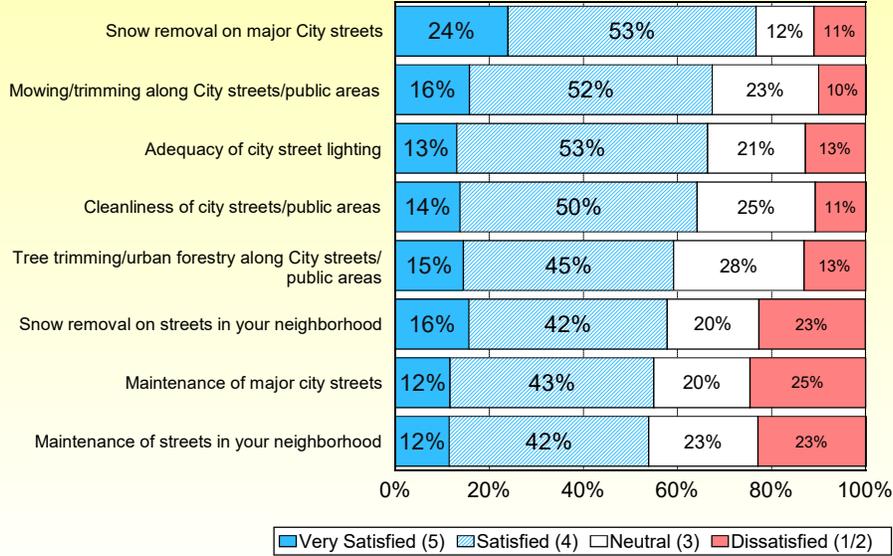






### Q16. Satisfaction With City Maintenance

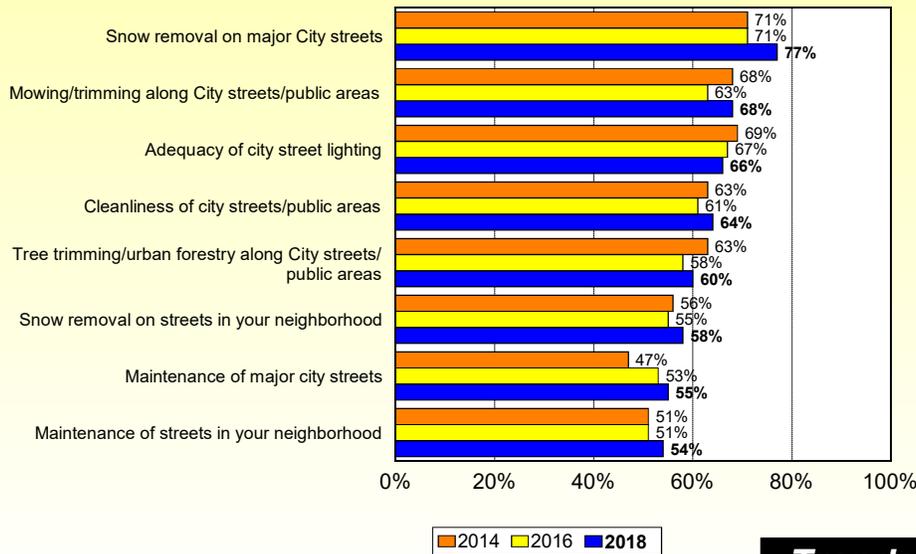
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Satisfaction With City Maintenance 2014 to 2018

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

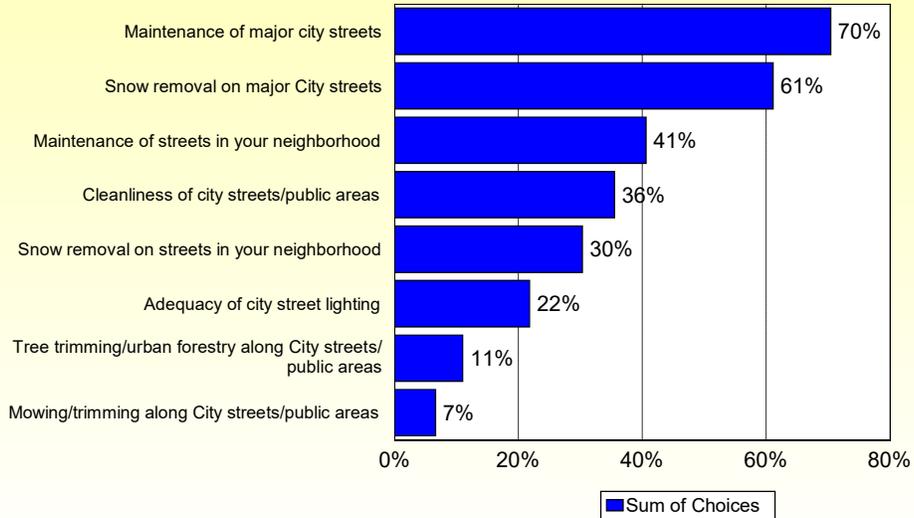


Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)



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

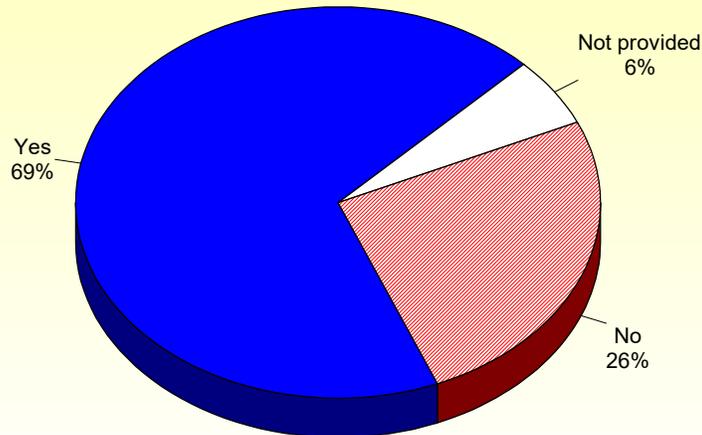
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Q18. Have you or other members of your household visited a Cleveland Heights City park during the past 12 months?

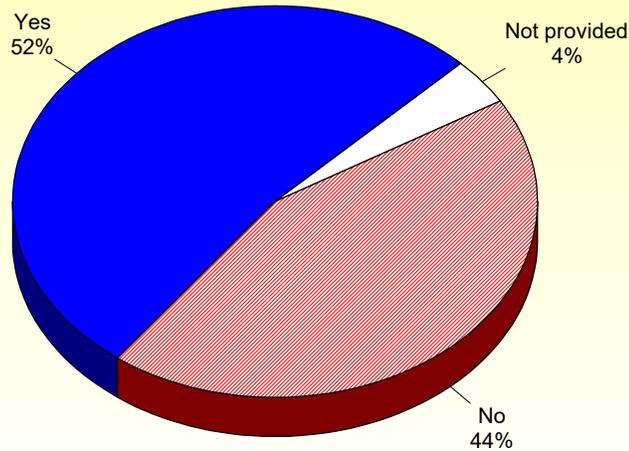
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

**Q19. Have you or other members of your household visited the Cleveland Heights Community Center during the past 12 months?**

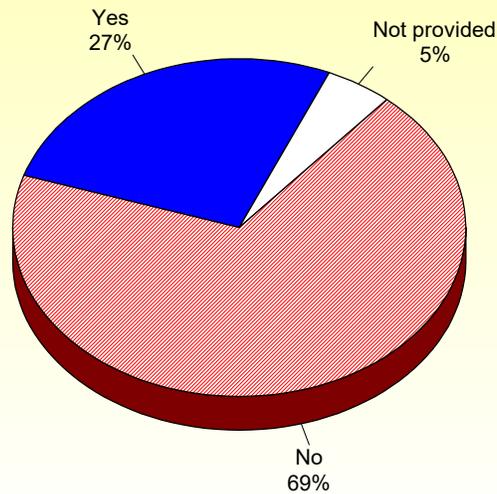
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

**Q20. 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?**

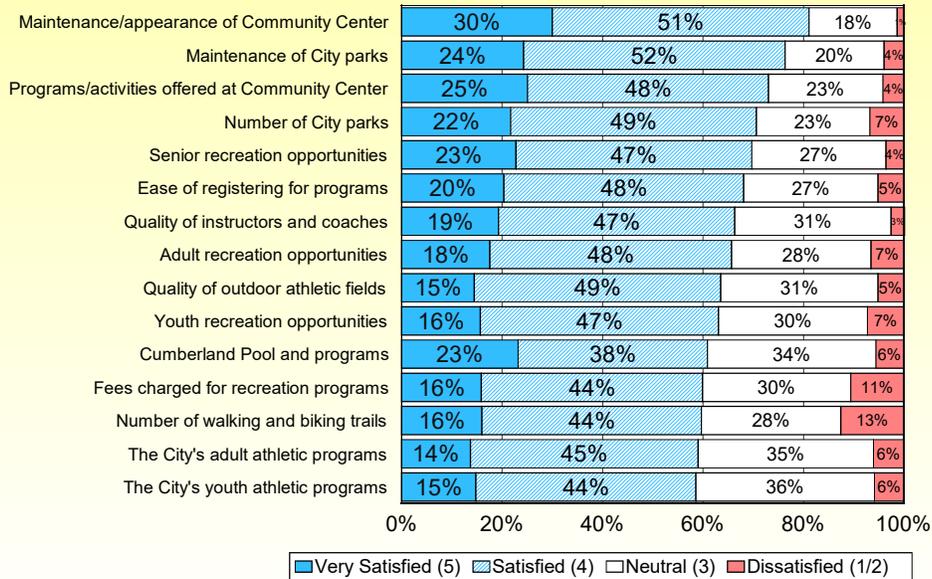
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Q21. Satisfaction with Parks and Recreation

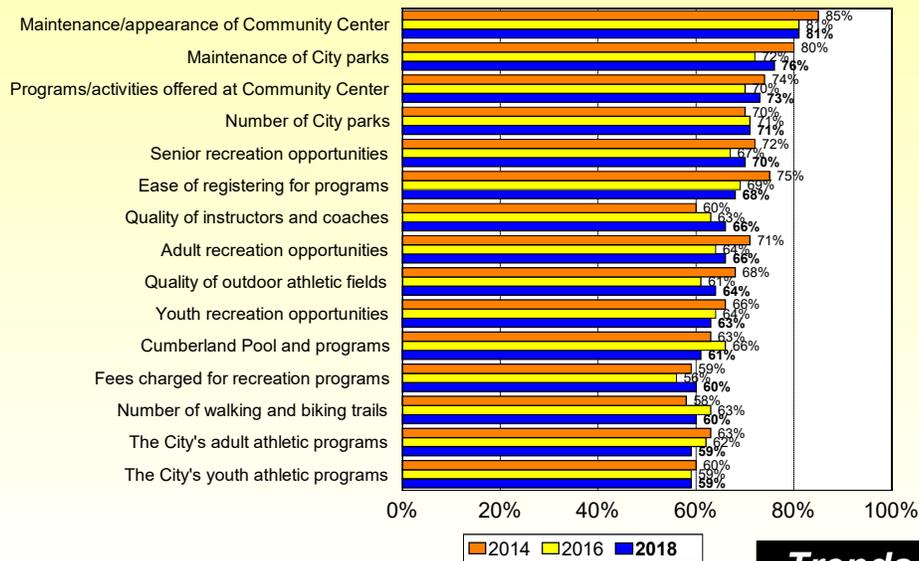
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Satisfaction with Parks and Recreation 2014 to 2018

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

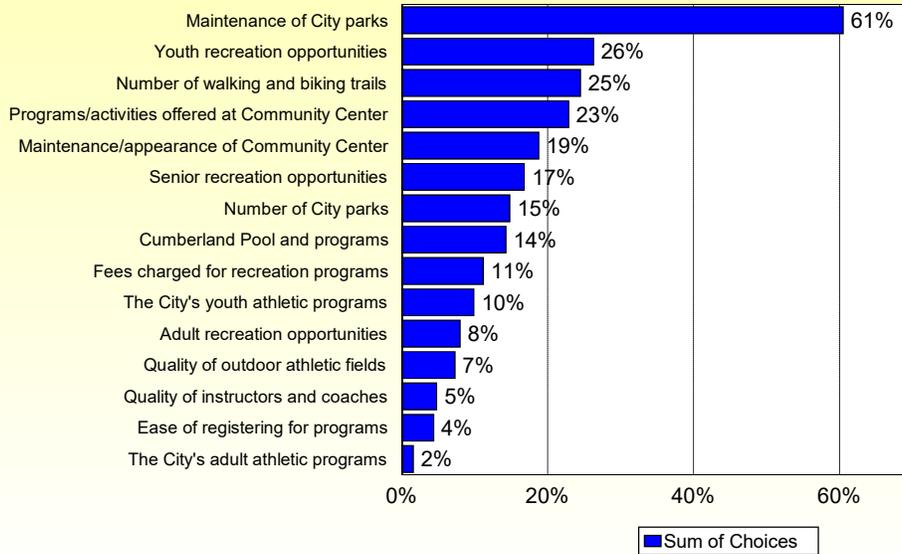


Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)



### Q22. Parks and Recreation Services That Are Most Important for the City to Provide

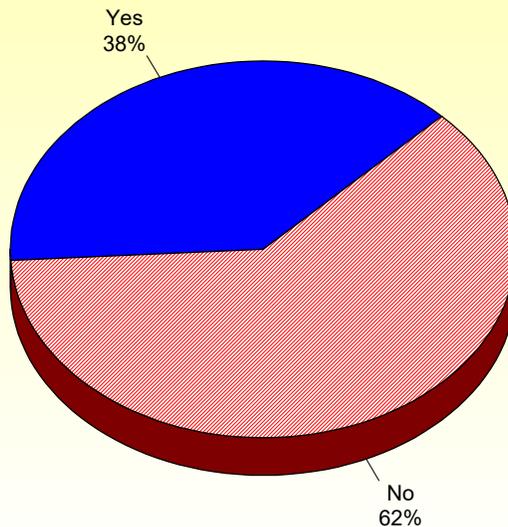
by percentage of respondents who selected the item as one of their top three choices



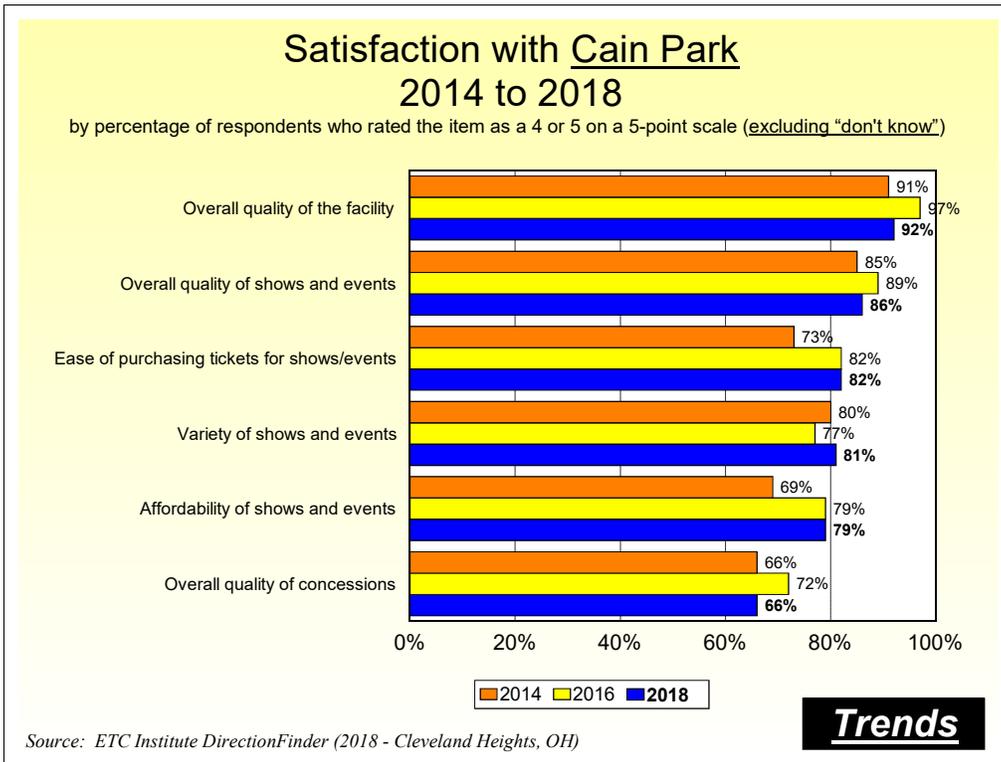
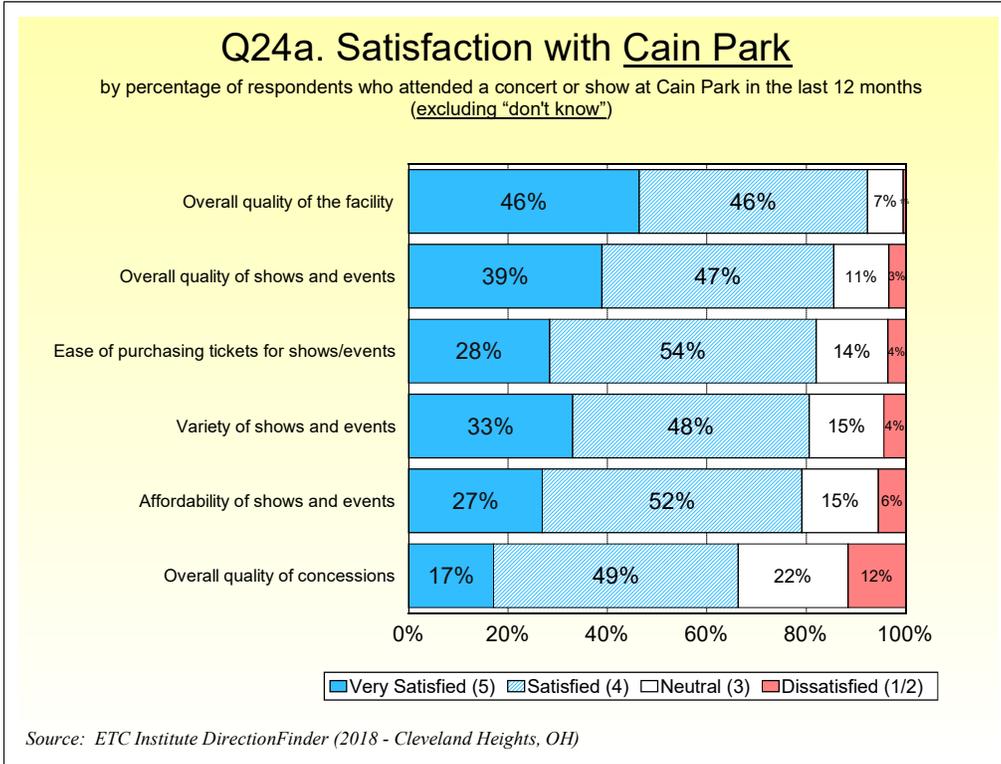
Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Q24. Have you or other members of your household attended a concert or show at Cain Park during the last 12 months?

by percentage of respondents

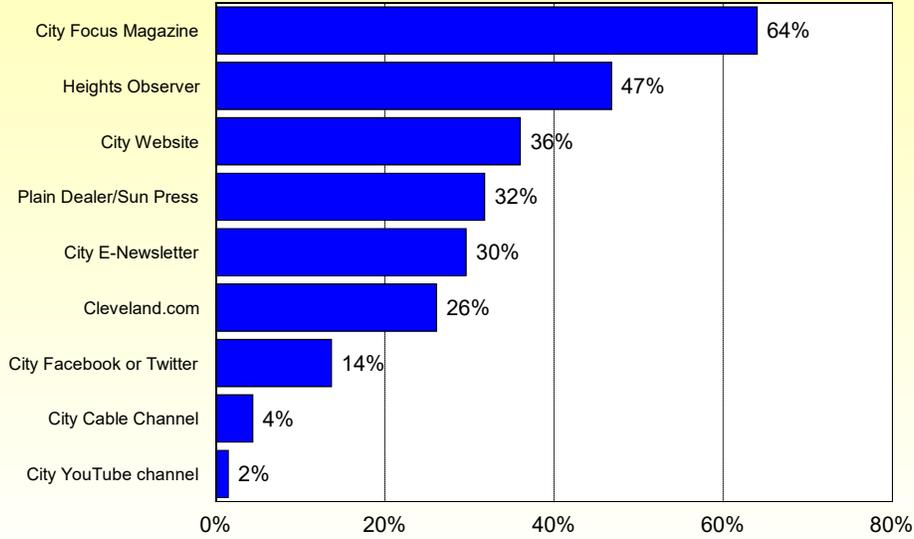


Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)



### Q25. How Residents Currently Get Information About the City of Cleveland Heights

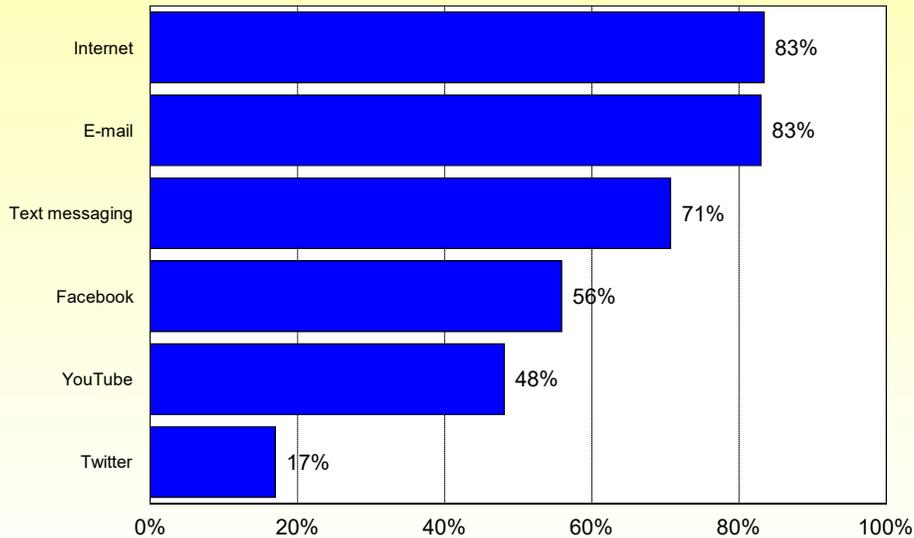
by percentage of respondents (multiple responses could be made)



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Q26. Which of the following do you currently use at home?

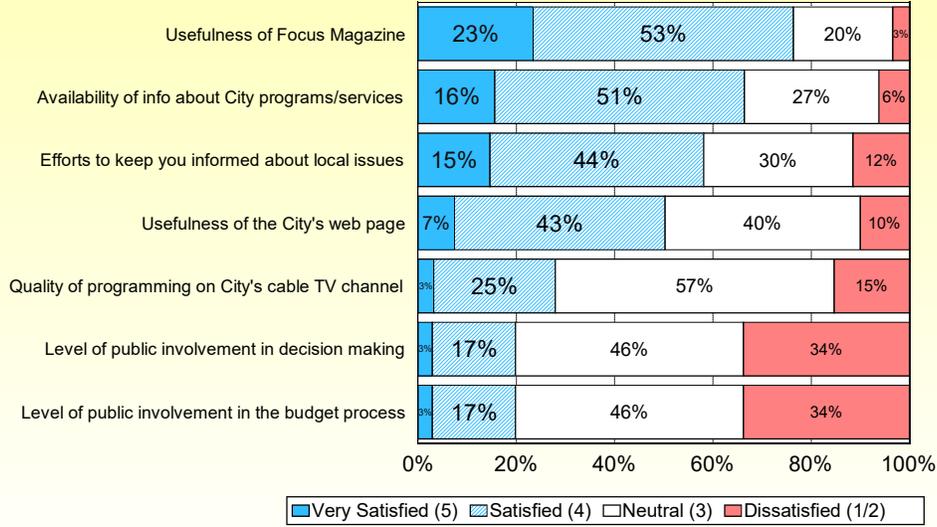
by percentage of respondents (multiple responses could be made)



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Q27. Satisfaction with City Communications

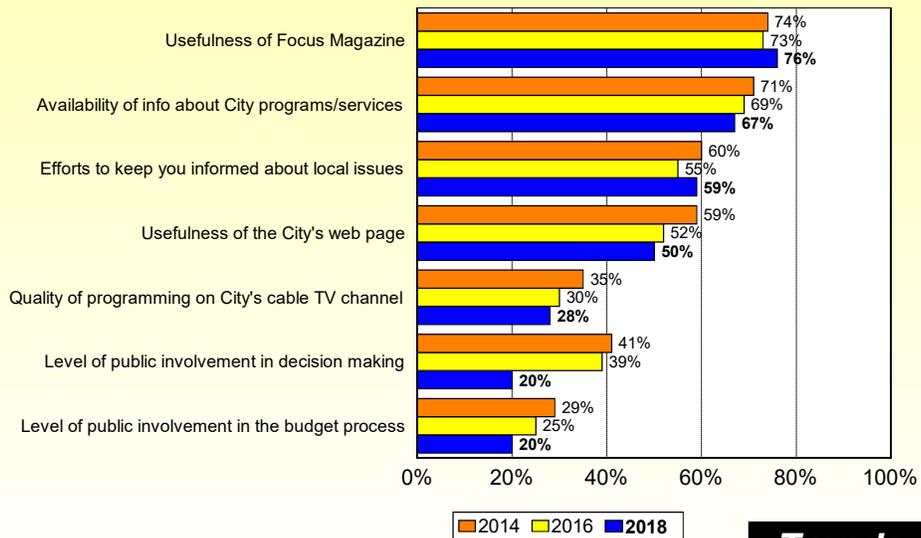
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Satisfaction with City Communications 2014 to 2018

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

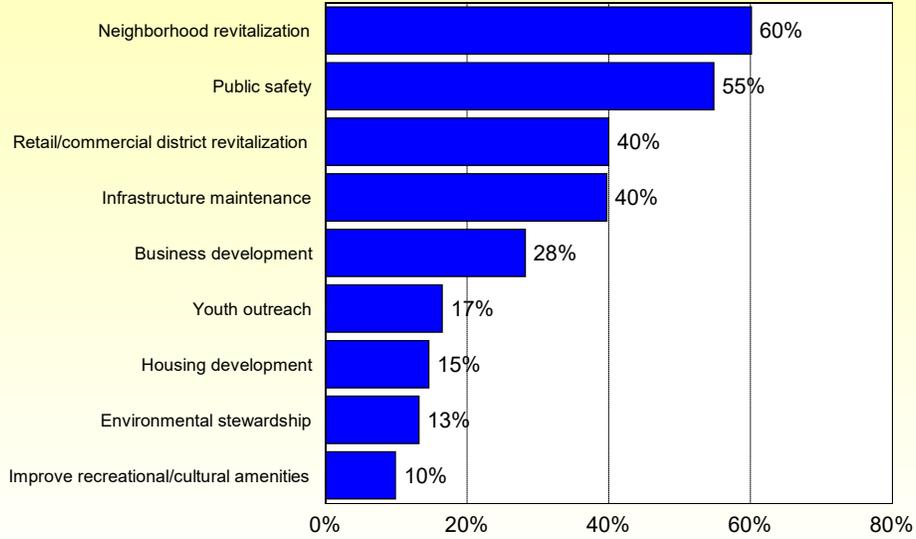


Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)



### Q28. Community Issues That Should be the City's Top Priorities Over the Next 2 Years

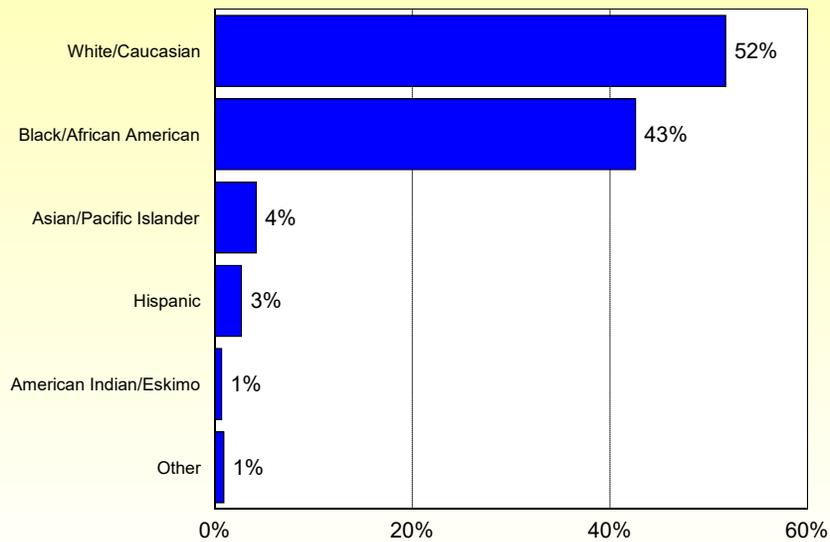
by percentage of respondents (up to three items could be selected)



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Q29. Demographics: Race/Ethnicity

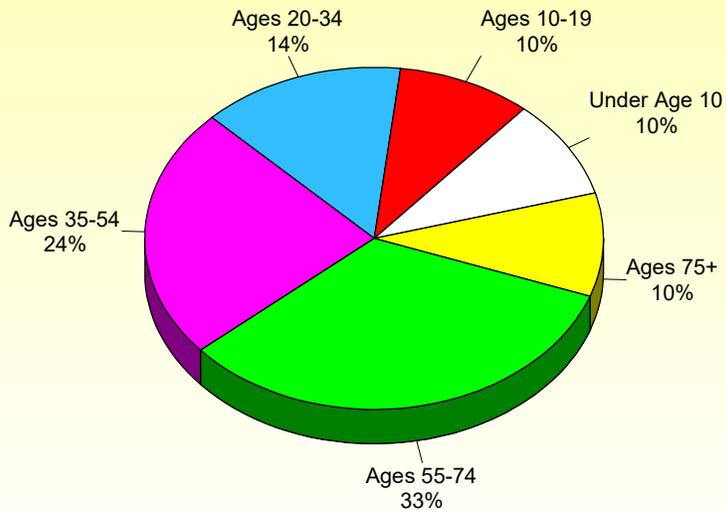
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Q30. Demographics: Ages of Household Members

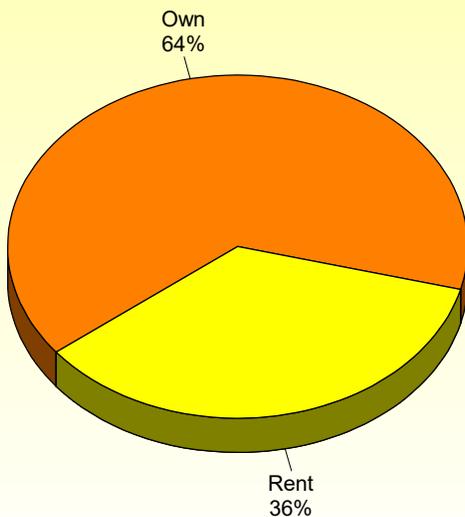
by percentage of persons in households



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Q31. Demographics: Do you own or rent your home?

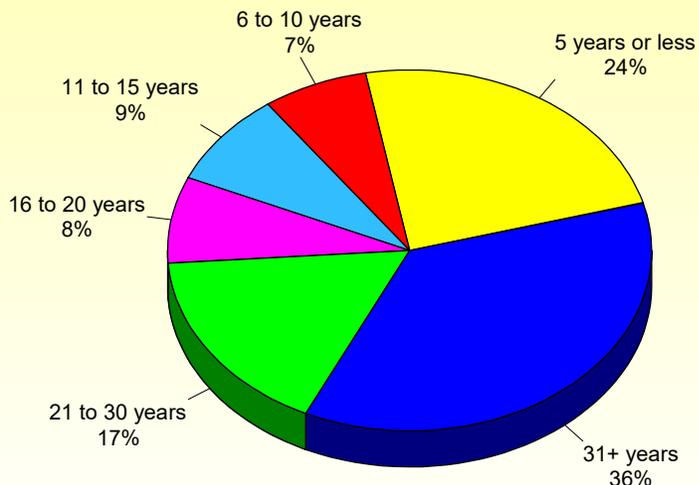
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Q32. Demographics: Approximately how many years have you lived in the City of Cleveland Heights?

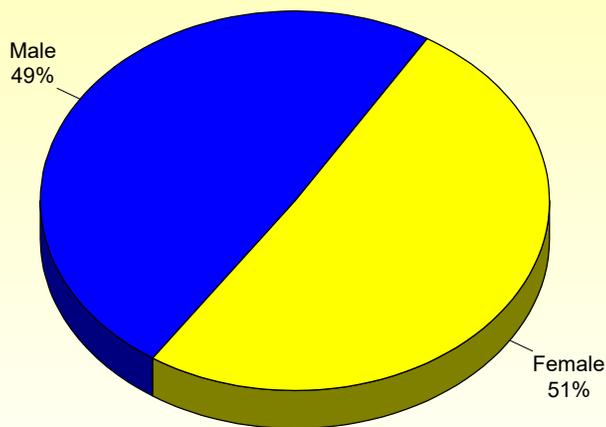
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

### Q33. Demographics: Gender

by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Cleveland Heights, OH)

***Section 2:***  
***Benchmarking Analysis***

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# Benchmarking Summary Report

## Cleveland Heights, Ohio

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### Overview

ETC Institute's *DirectionFinder*<sup>®</sup> 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 in the summer of 2018 and (2) individual communities with a population of less than 50,000 where ETC Institute has administered the *DirectionFinder*<sup>®</sup> survey between January 2015 and July 2018; the 33 communities included in this comparisons are listed below.

- Auburn, CA
- Branson, MO
- Cedar Hill, TX
- Chickasha, OK
- Clayton, MO
- Gladstone, MO
- Glencoe, IL
- Glenview, IL
- Hallandale Beach, FL
- Hyattsville, MD
- Johnston, IA
- Kennesaw, GA
- Kirkwood, MO
- Lawrenceburg, IN
- Lenexa, KS
- Manassas, VA
- Mission, KS
- Newport, RI
- Oswego, IL
- Perryville, MO
- Pflugerville, TX
- Pinecrest, FL
- Pinehurst, NC
- Pitkin County, CO
- Portland, TX
- Raymore, MO
- Rifle, CO
- Roeland Park, KS
- Rolla, MO
- Spring Hill, KS
- Wauwatosa, WI
- Wentzville, MO
- Westlake, TX

## 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.

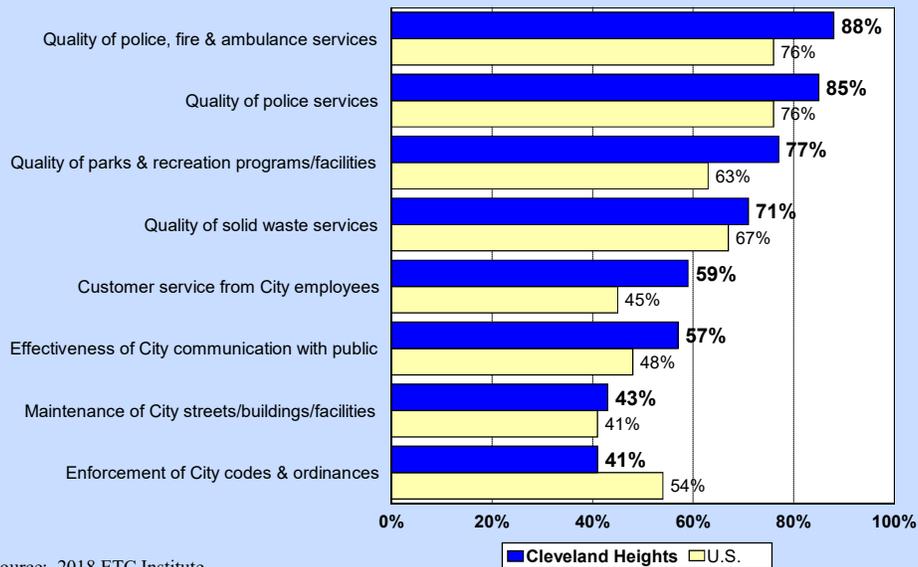
**Performance Ranges.** The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 33 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the 33 communities. The actual ratings 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*<sup>®</sup> survey has been administered since 2015.

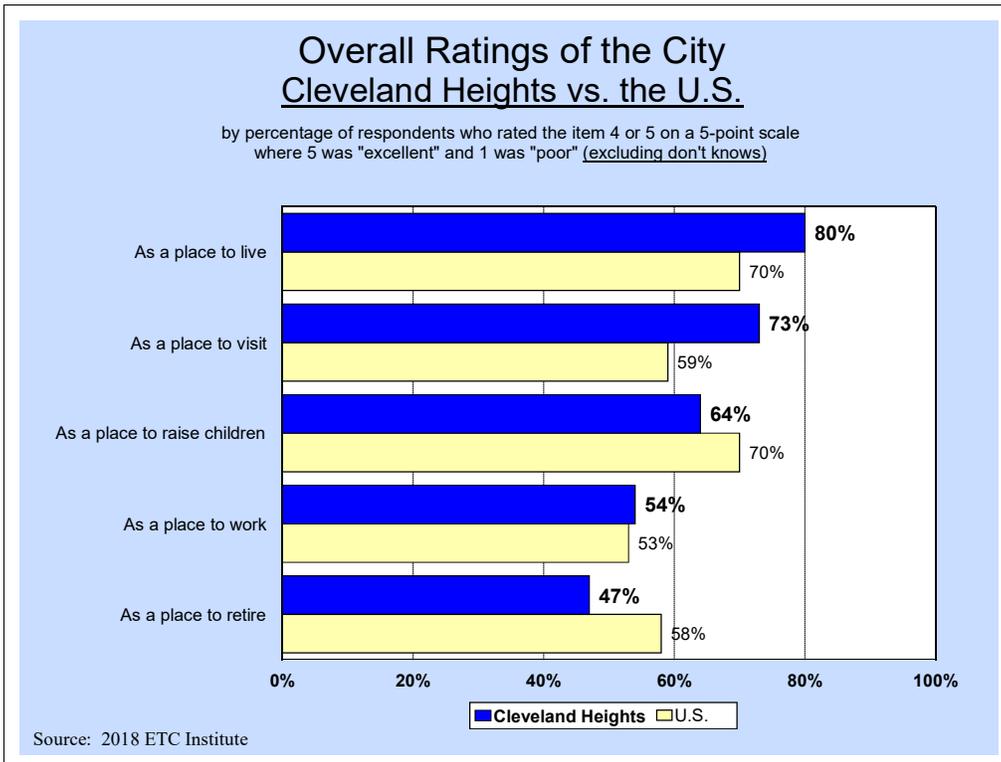
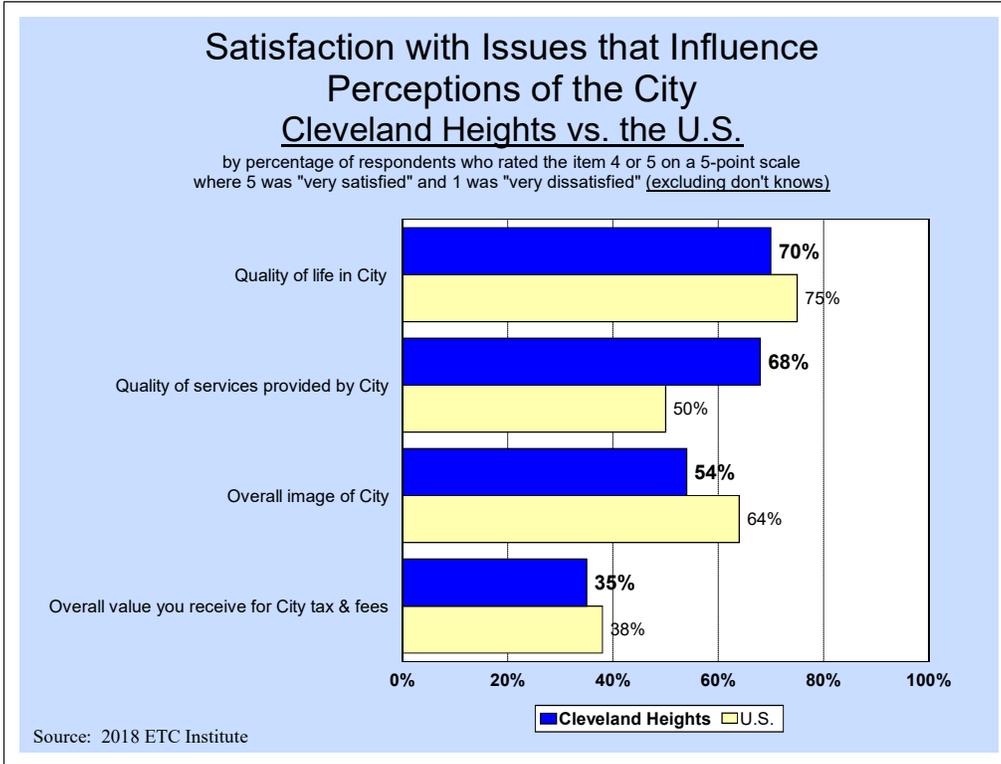
# National Benchmarks

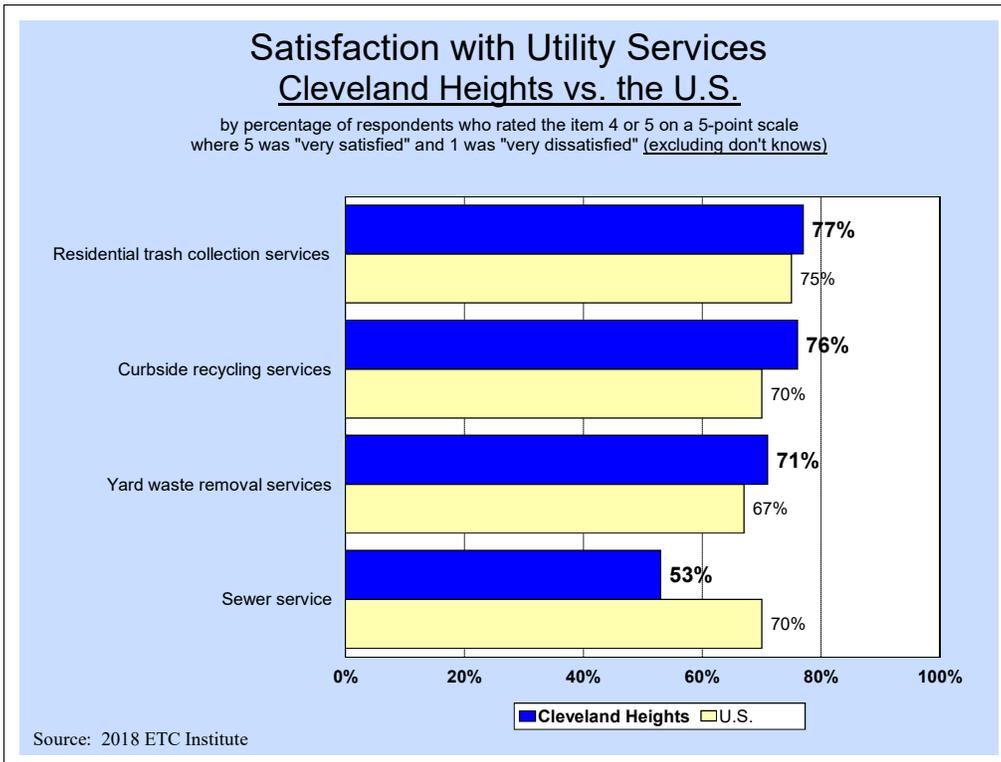
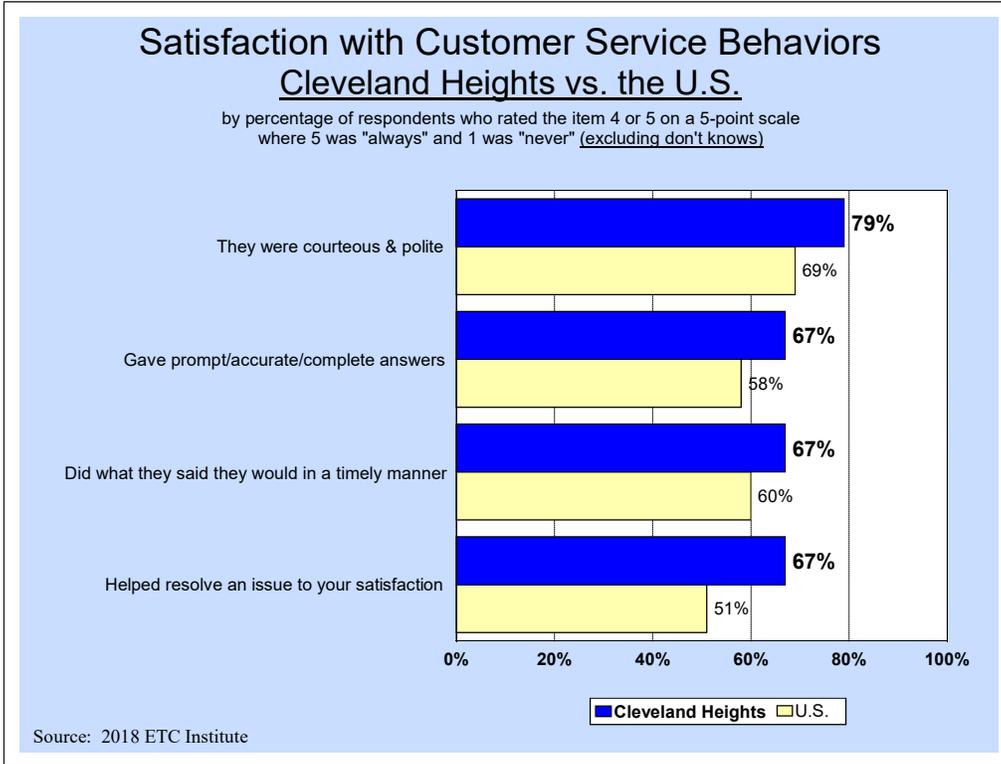
**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Cleveland Heights, OH is not authorized without written consent from ETC Institute.**

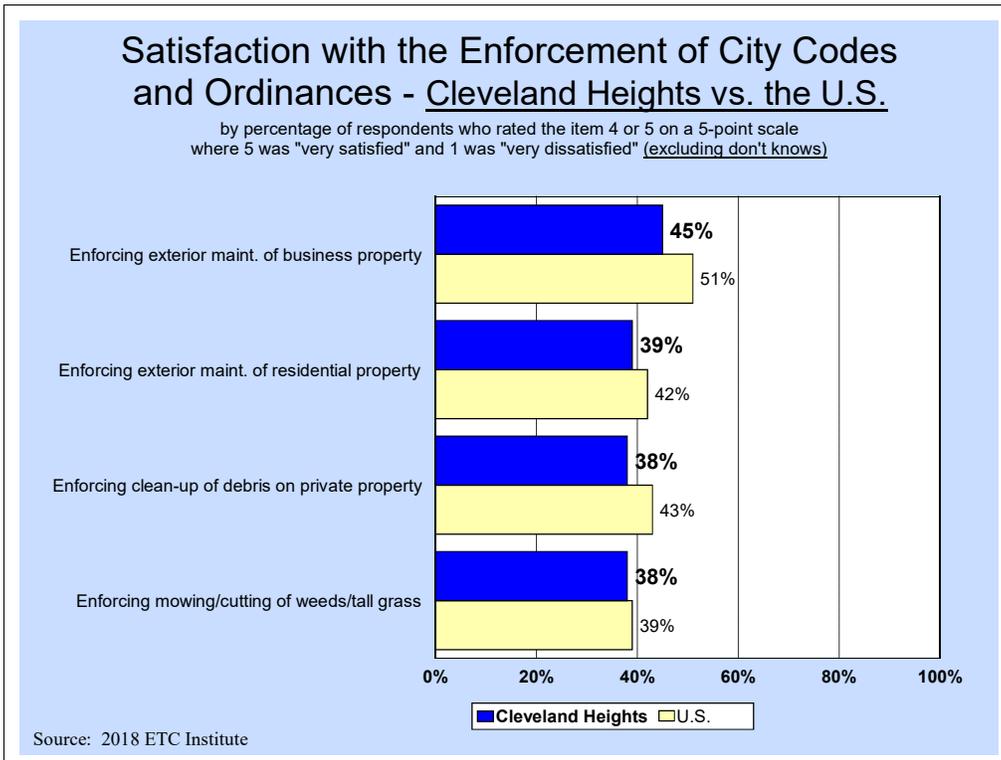
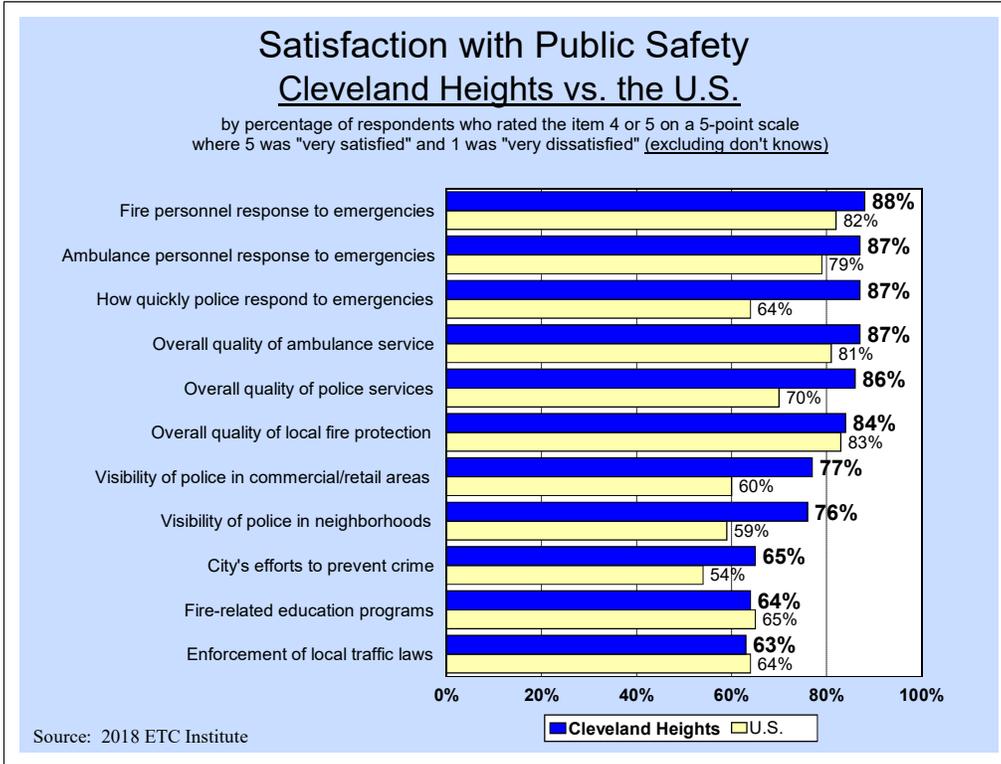
## Overall Satisfaction with Major Categories of City Services Cleveland Heights vs. the U.S.

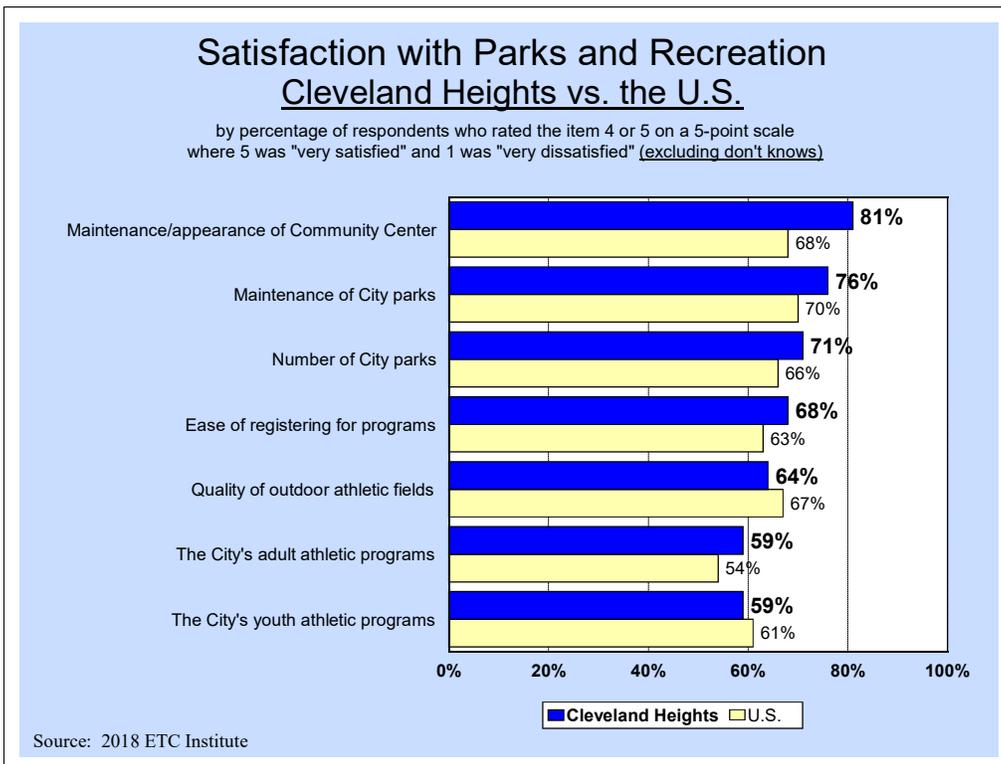
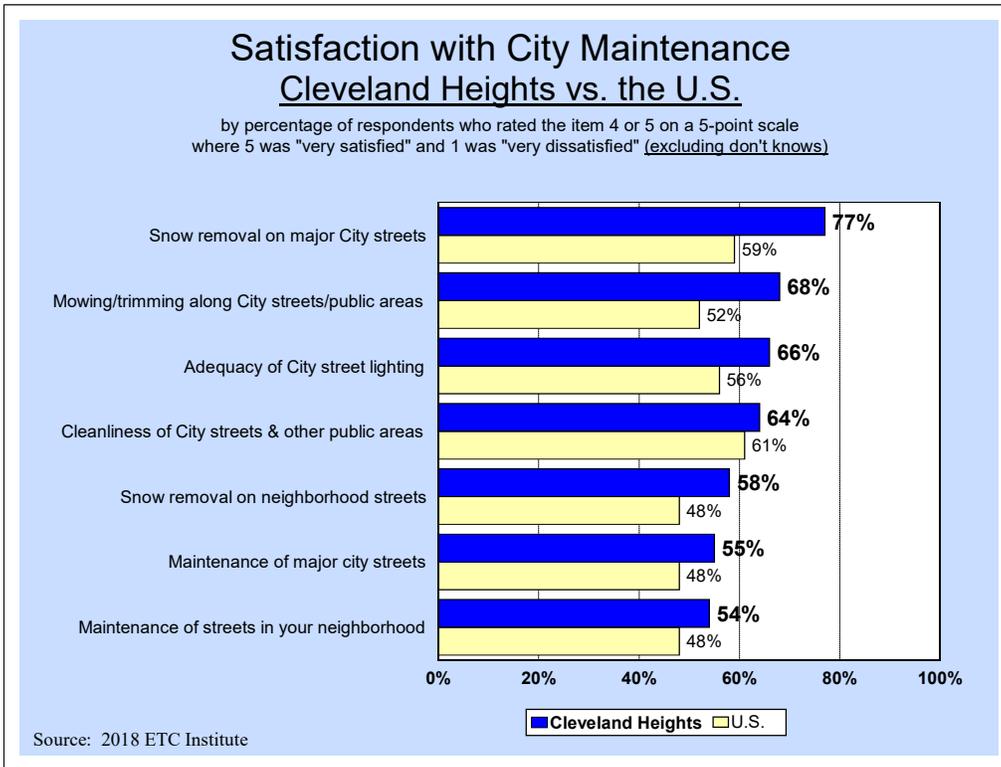
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

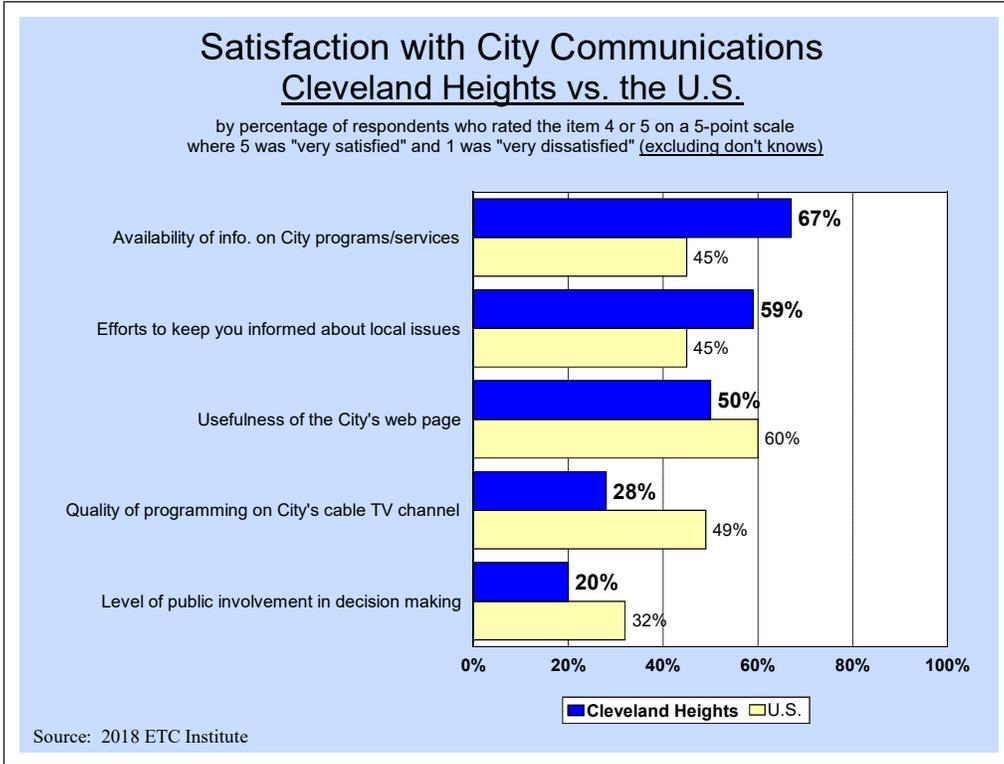




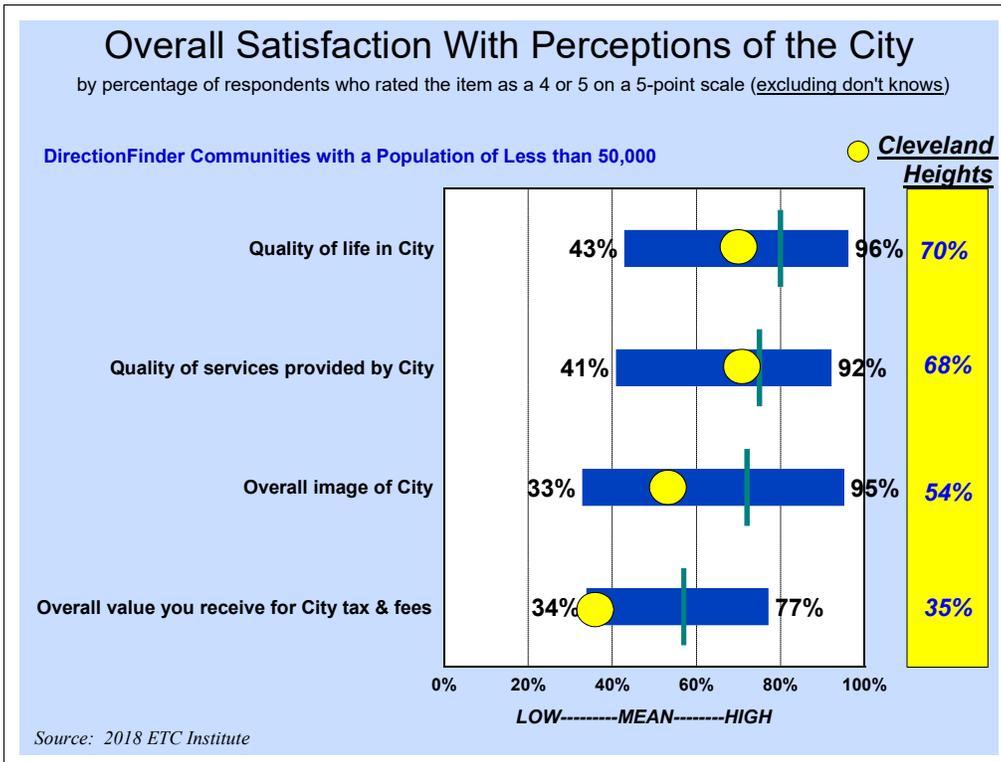
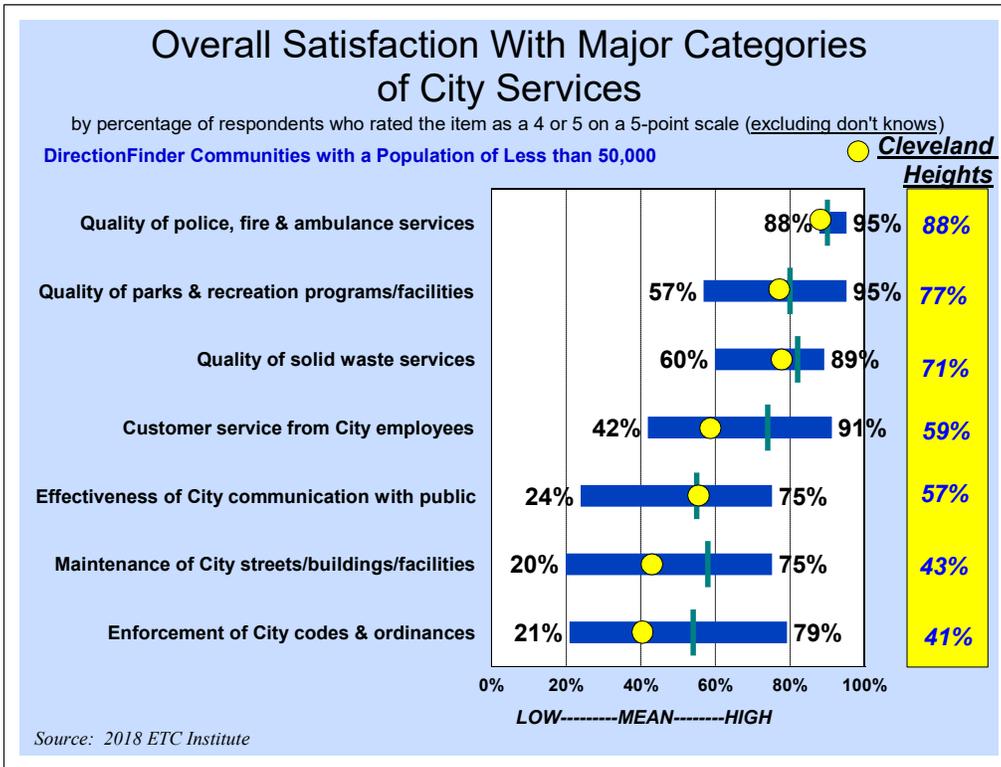


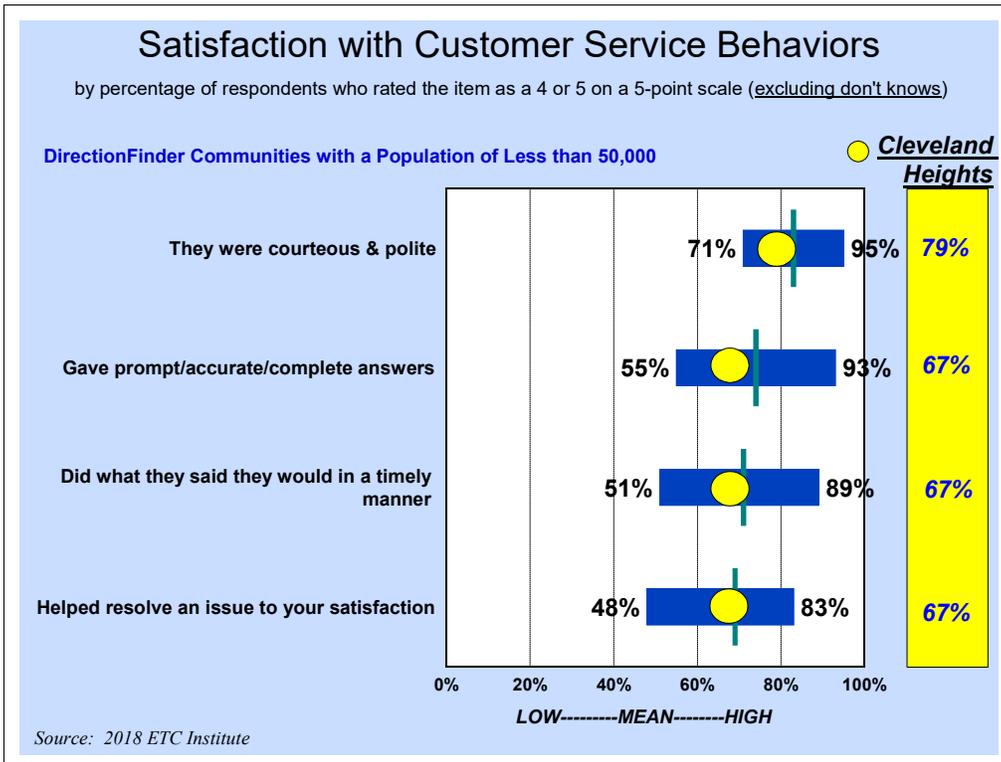
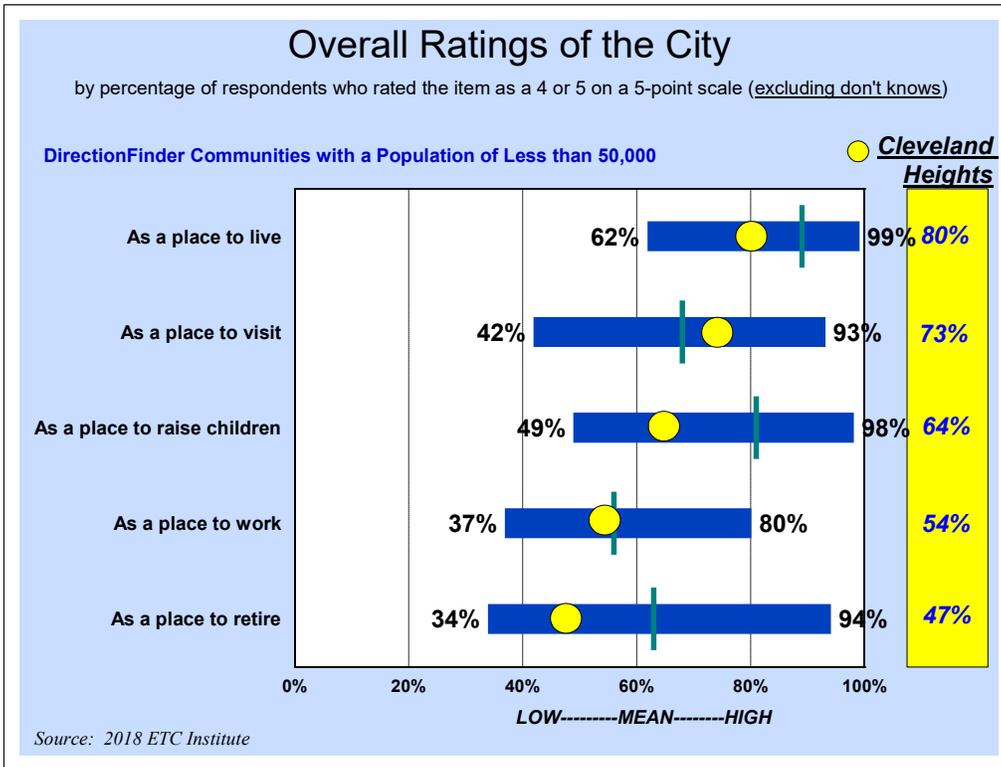


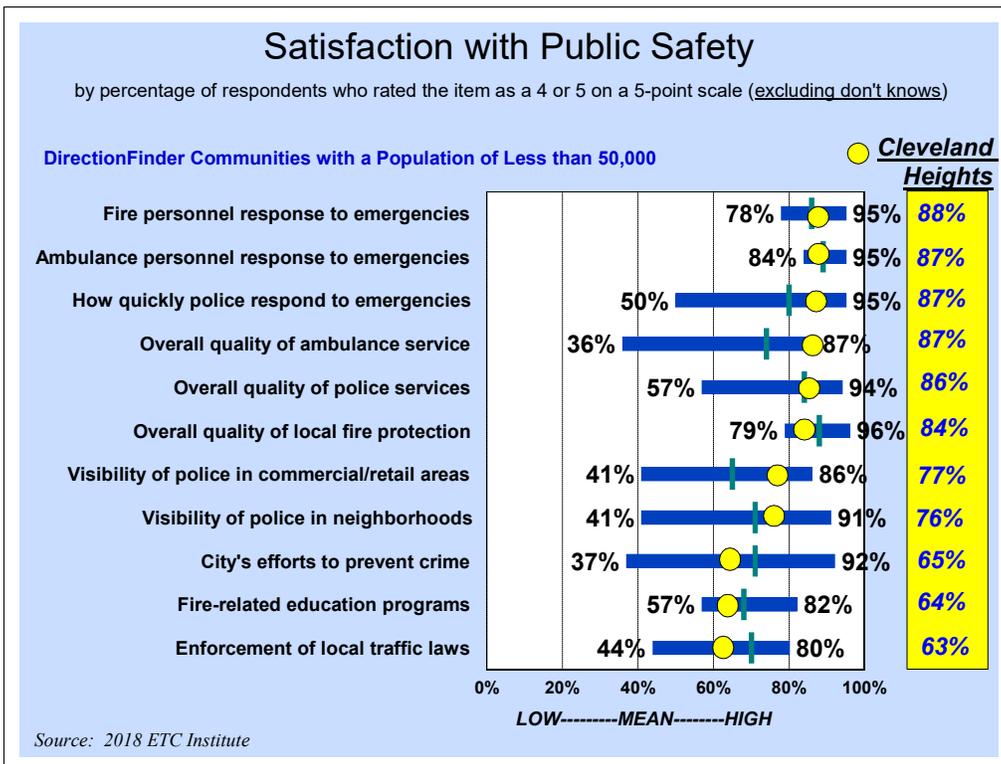
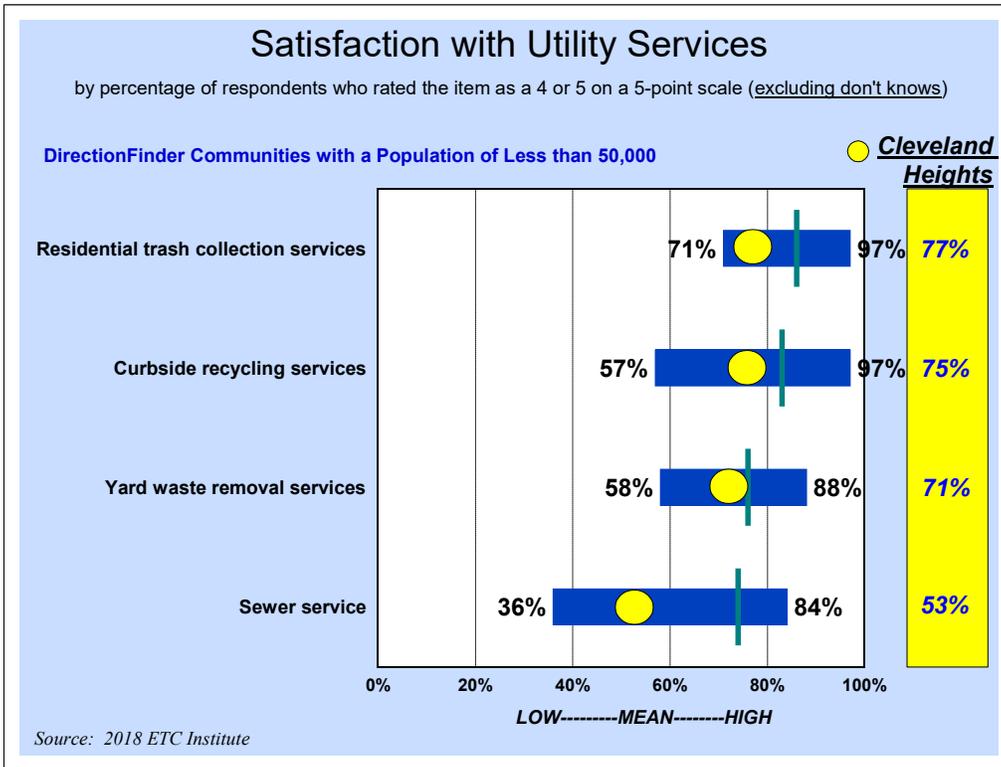


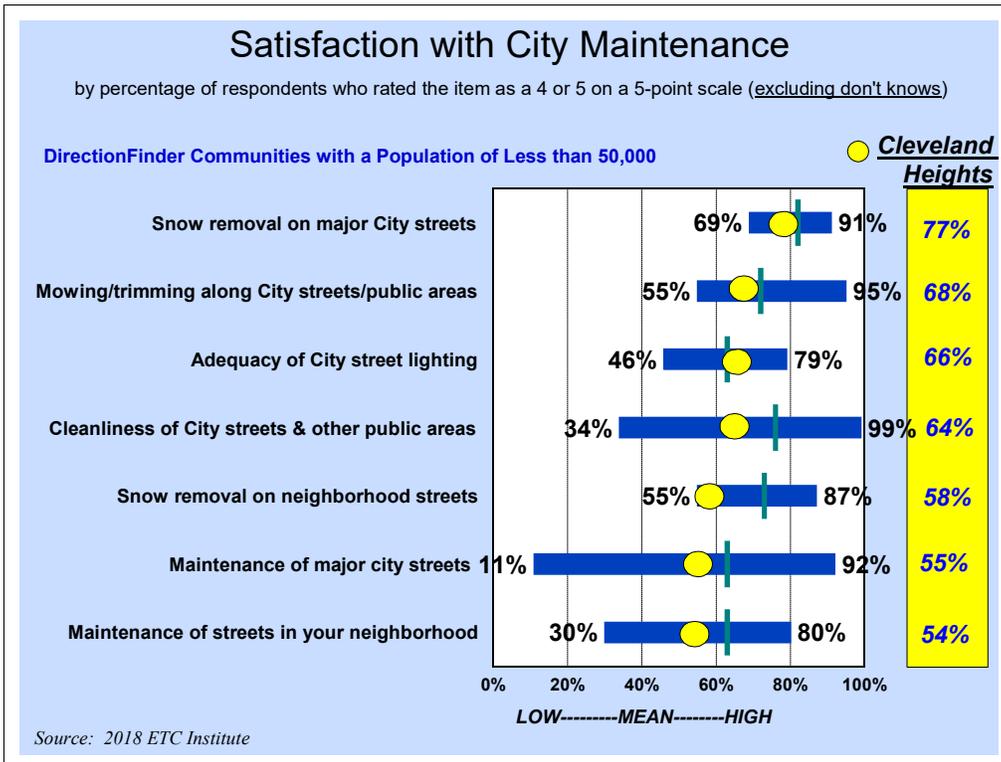
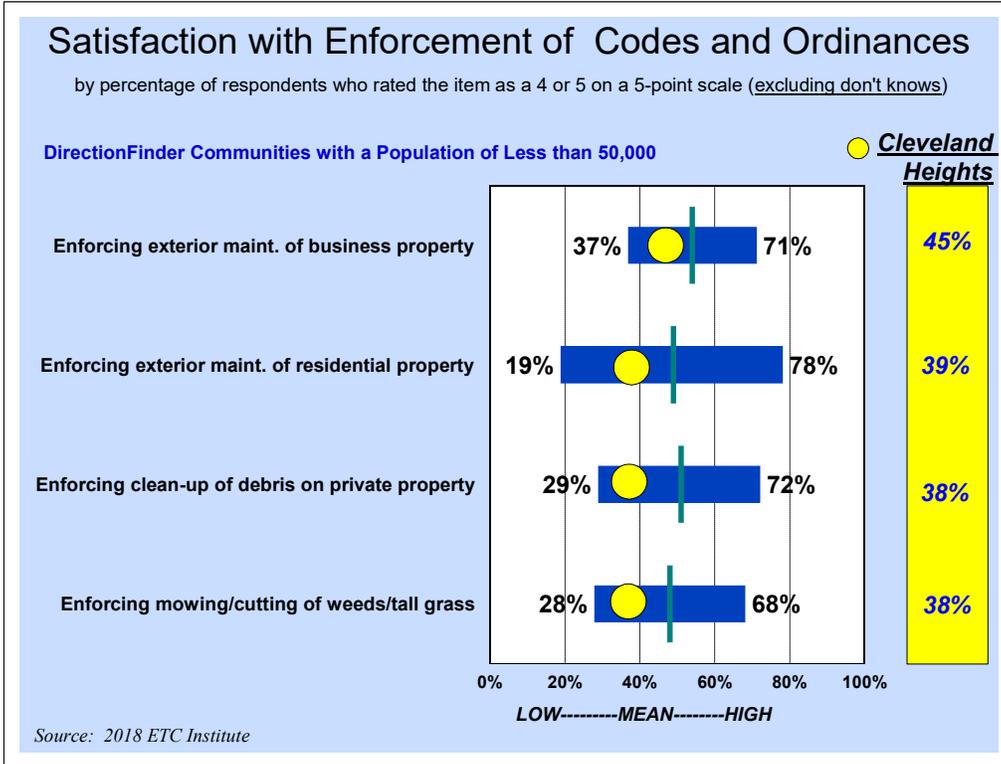


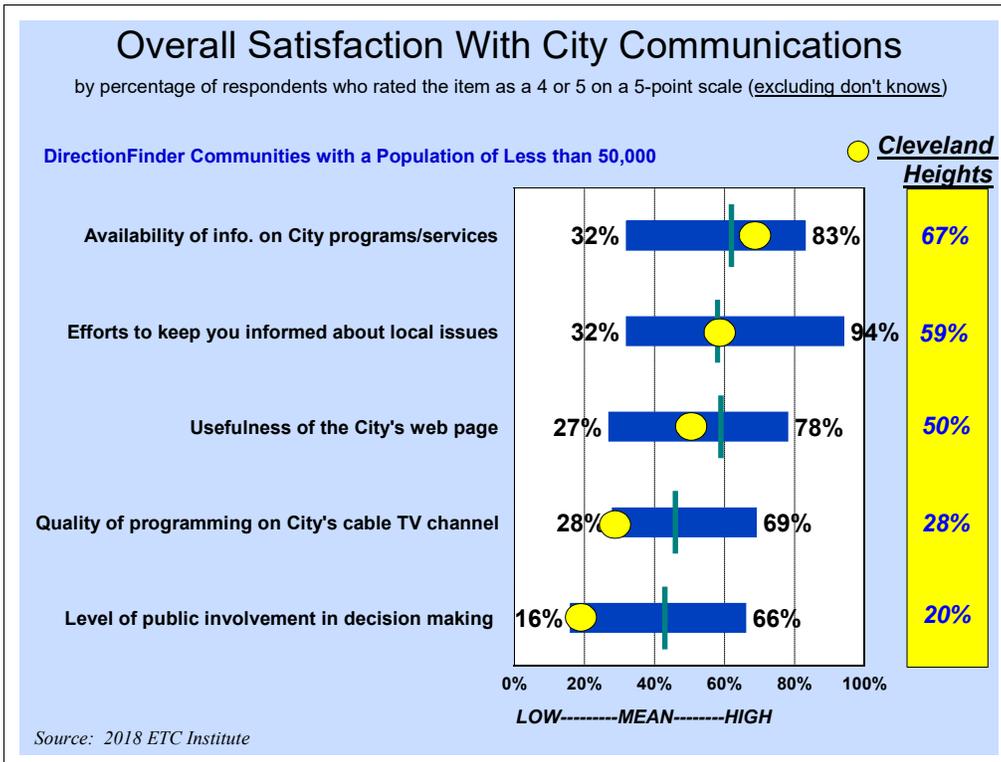
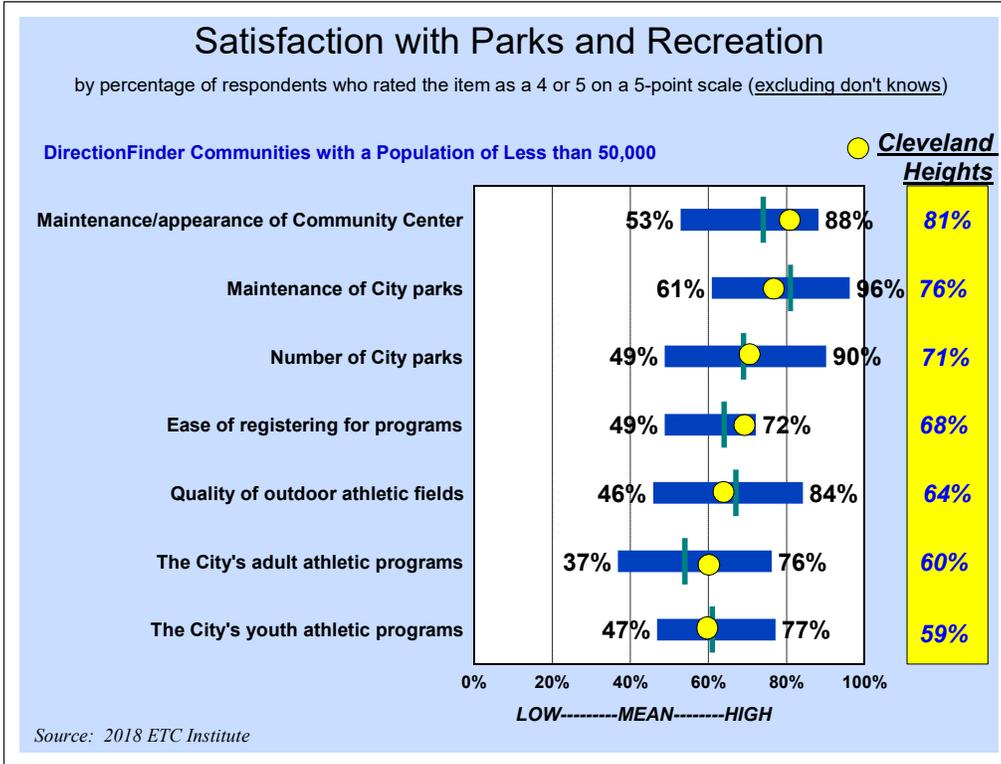
# Performance Ranges











***Section 3:***  
***Importance-Satisfaction Analysis***

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# 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 fifty percent (49.7%) of residents selected "maintenance of City streets, buildings & facilities" as one of the most important major services to provide.

With regard to satisfaction, 43% of the residents surveyed rated their overall satisfaction with “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 “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, 49.7% was multiplied by 57% (1-0.43). This calculation yielded an I-S rating of 0.2833, which ranked first out of nine 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
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Maintenance of City streets/buildings/facilities	50%	3	43%	8	0.2833	1
<b><u>High Priority (IS .10-.20)</u></b>						
Quality of police services	79%	1	85%	2	0.1179	2
Enforcement of City codes and ordinances	20%	5	41%	9	0.1174	3
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Quality of solid waste services	33%	4	71%	4	0.0966	4
Efforts to conserve energy/protect environment	12%	7	55%	7	0.0518	5
Quality of fire and ambulance services	57%	2	91%	1	0.0509	6
Quality of parks & recreation programs/facilities	19%	6	77%	3	0.0432	7
Effectiveness of City communication with public	7%	8	57%	6	0.0314	8
Quality of customer service from City employees	6%	9	59%	5	0.0242	9

**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
<b><u>High Priority (IS .10-.20)</u></b>						
Residential trash collection services	85%	1	77%	1	0.1964	1
Sewer service	40%	2	53%	4	0.1880	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Yard waste removal services	28%	4	71%	3	0.0812	3
Curbside recycling services	33%	3	76%	2	0.0794	4

**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
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Redevelopment of abandoned/under-utilized properties	<b>60%</b>	<b>1</b>	<b>15%</b>	<b>6</b>	0.5066	<b>1</b>
Efforts to attract new businesses to the community	<b>41%</b>	<b>2</b>	<b>22%</b>	<b>5</b>	0.3198	<b>2</b>
<b><u>High Priority (IS .10-.20)</u></b>						
Current level of economic vitality throughout City commercial district	<b>20%</b>	<b>4</b>	<b>29%</b>	<b>4</b>	0.1441	<b>3</b>
Quality of new retail development	<b>22%</b>	<b>3</b>	<b>38%</b>	<b>2</b>	0.1370	<b>4</b>
Quality of new residential development	<b>18%</b>	<b>5</b>	<b>29%</b>	<b>3</b>	0.1285	<b>5</b>
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Diversity of existing retail/restaurant/commercial businesses	<b>16%</b>	<b>6</b>	<b>51%</b>	<b>1</b>	0.0789	<b>6</b>

**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.

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## 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
<b><u>High Priority (IS .10-.20)</u></b>						
The City's efforts to prevent crime	55%	1	65%	12	0.1915	1
Visibility of police in neighborhoods	49%	3	76%	10	0.1181	2
<b><u>Medium Priority (IS &lt;.10)</u></b>						
How quickly police respond to emergencies	52%	2	87%	3	0.0671	3
Visibility of police in commercial/retail areas	28%	6	77%	9	0.0644	4
How quickly fire personnel respond to emergencies	42%	4	88%	1	0.0503	5
How quickly ambulance personnel respond to emergencies	36%	5	87%	2	0.0463	6
Professionalism & courtesy of police officers	22%	7	79%	7	0.0458	7
Enforcement of local traffic laws	11%	12	63%	14	0.0418	8
Police public outreach programs	12%	11	67%	11	0.0399	9
Overall quality of police services	22%	8	86%	5	0.0302	10
Overall quality of local fire protection	16%	9	84%	6	0.0261	11
Overall quality of ambulance service	13%	10	87%	4	0.0172	12
Quality of the City's fire prevention programs	5%	13	78%	8	0.0117	13
Fire-related education programs	3%	14	64%	13	0.0104	14

**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
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Enforcing exterior maint. of residential property	46%	1	39%	3	0.2800	1
Enforcing clean-up of debris on private property	44%	2	38%	4	0.2753	2
Enforcing mowing/cutting of weeds/tall grass	33%	3	38%	5	0.2065	3
<b><u>High Priority (IS .10-.20)</u></b>						
Enforcing exterior maint. of business property	24%	4	45%	1	0.1315	4
Enforcing snow removal on sidewalks	17%	5	27%	6	0.1226	5
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Overall quality of building and permit process	14%	6	40%	2	0.0822	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.

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## 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
<b><u>Very High Priority (IS &gt;.20)</u></b>						
Maintenance of major city streets	70%	1	55%	7	0.3168	1
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of streets in your neighborhood	41%	3	54%	8	0.1868	2
Snow removal on major City streets	61%	2	77%	1	0.1405	3
Cleanliness of city streets/public areas	36%	4	64%	4	0.1278	4
Snow removal on streets in your neighborhood	30%	5	58%	6	0.1273	5
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Adequacy of city street lighting	22%	6	66%	3	0.0741	6
Tree trimming/urban forestry along City streets/public a	11%	7	60%	5	0.0440	7
Mowing/trimming along City streets/public areas	7%	8	68%	2	0.0211	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.

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## 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
<b><u>High Priority (IS .10-.20)</u></b>						
Maintenance of City parks	61%	1	76%	2	0.1452	1
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Number of walking and biking trails	25%	3	60%	13	0.0980	2
Youth recreation opportunities	26%	2	63%	10	0.0973	3
Programs/activities offered at Community Center	23%	4	73%	3	0.0618	4
Cumberland Pool and programs	14%	8	61%	11	0.0558	5
Senior recreation opportunities	17%	6	70%	5	0.0504	6
Fees charged for recreation programs	11%	9	60%	12	0.0448	7
Number of City parks	15%	7	71%	4	0.0429	8
The City's youth athletic programs	10%	10	59%	15	0.0406	9
Maintenance/appearance of Community Center	19%	5	81%	1	0.0357	10
Adult recreation opportunities	8%	11	66%	8	0.0272	11
Quality of outdoor athletic fields	7%	12	64%	9	0.0263	12
Quality of instructors and coaches	5%	13	66%	7	0.0163	13
Ease of registering for programs	4%	14	68%	6	0.0141	14
The City's adult athletic programs	2%	15	59%	14	0.0066	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.

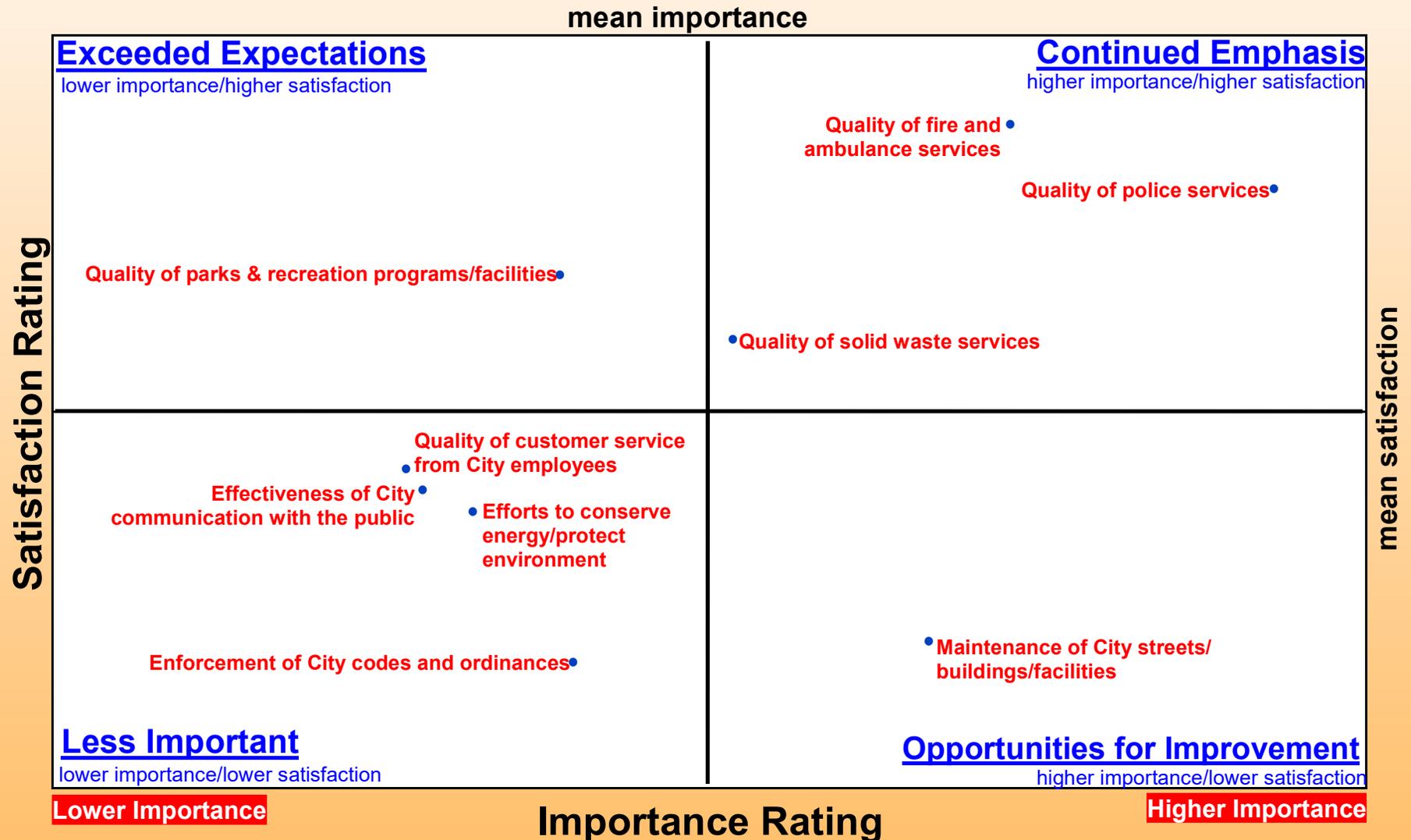
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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.

# 2018 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)

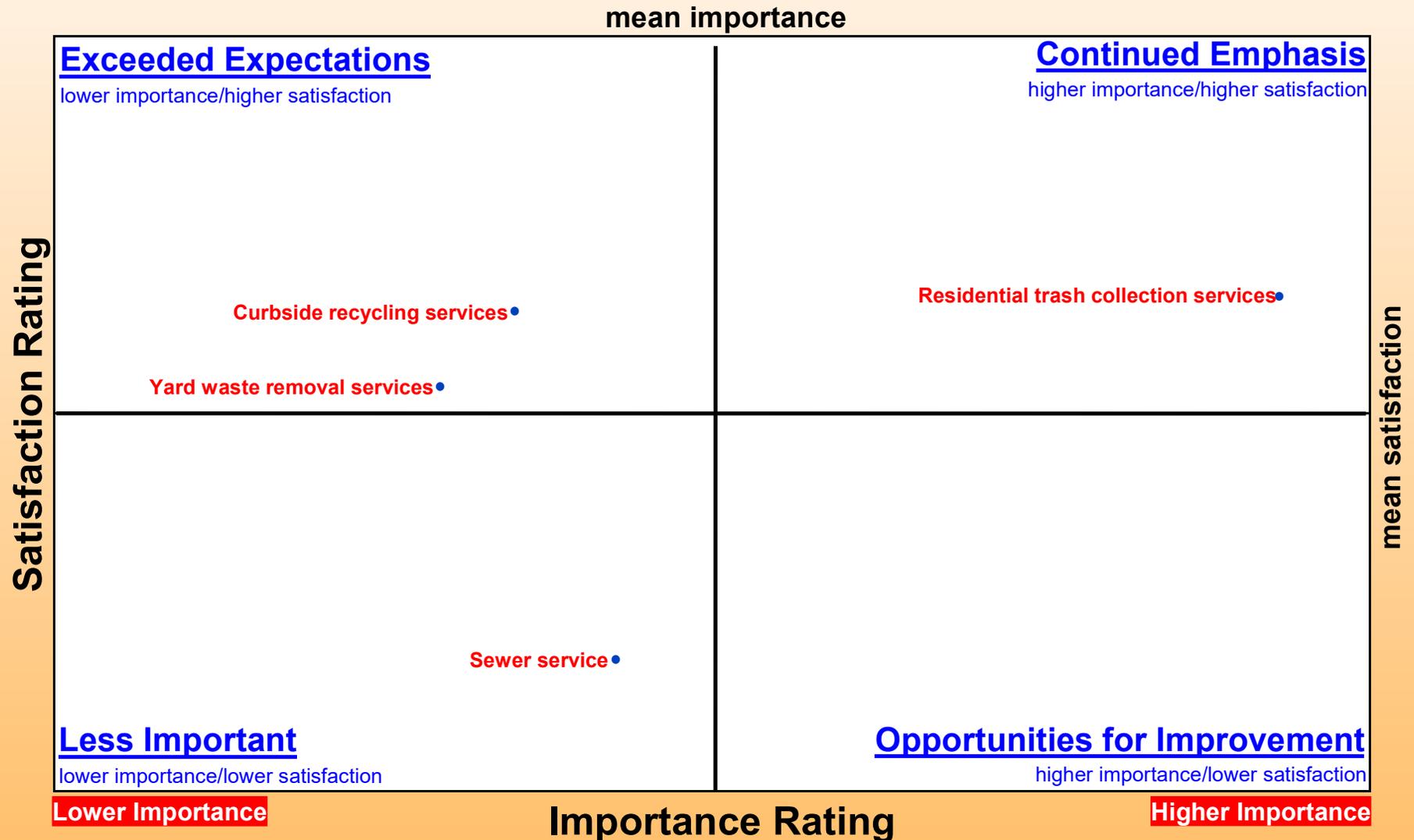


Source: ETC Institute (2018)

# 2018 City of Cleveland Heights DirectionFinder Importance-Satisfaction Assessment Matrix

## -Utility Services-

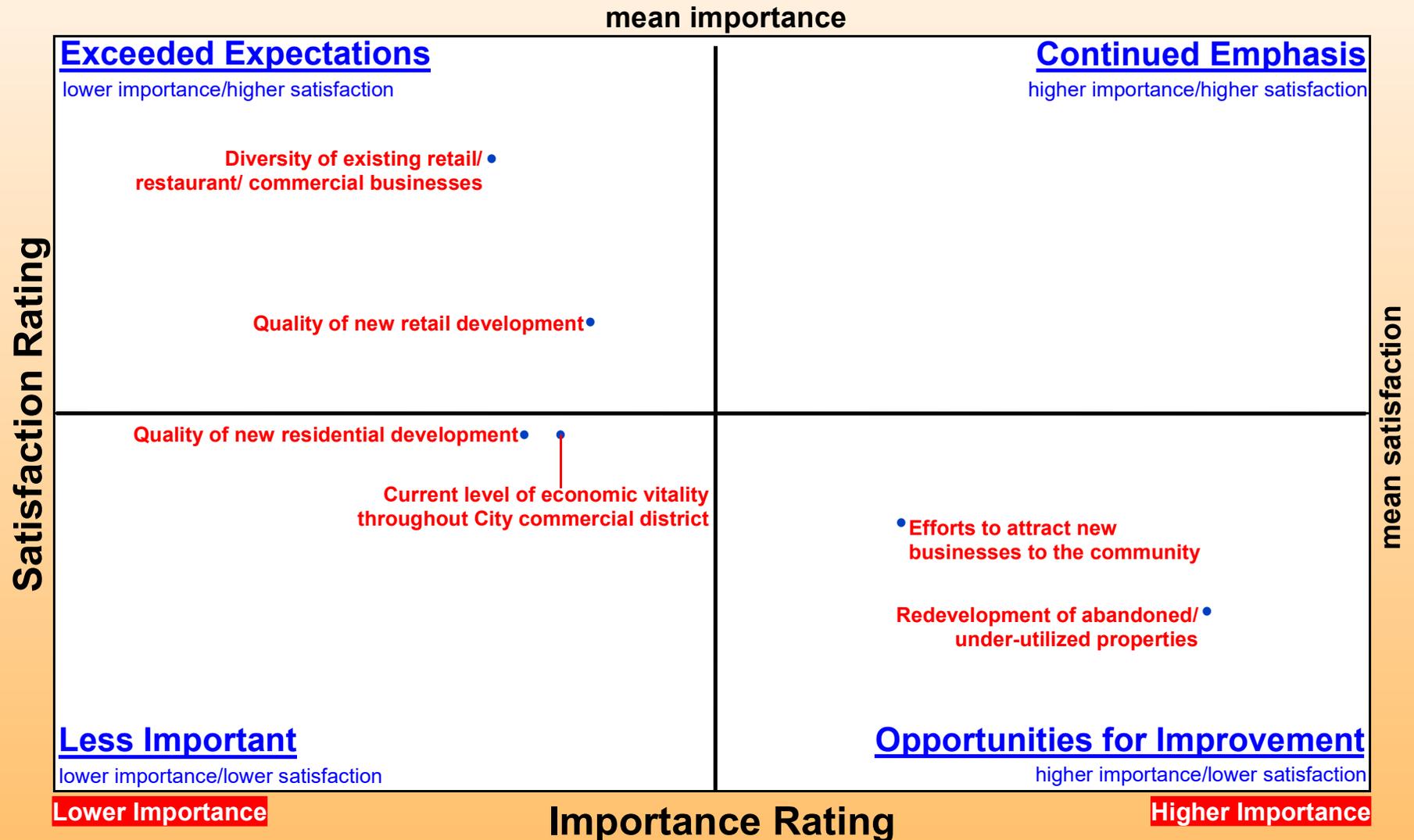
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2018)

# 2018 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)

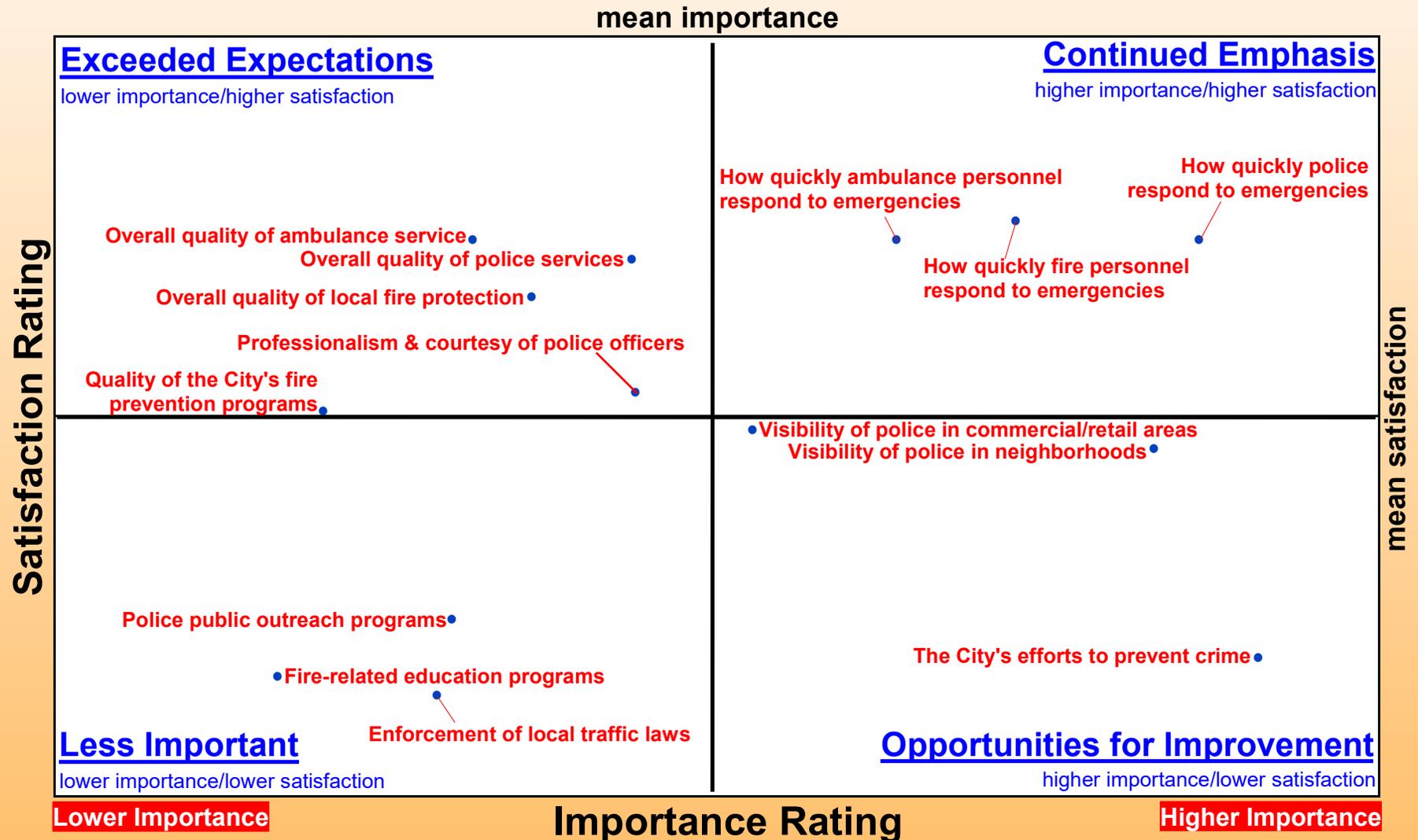


Source: ETC Institute (2018)

# 2018 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)



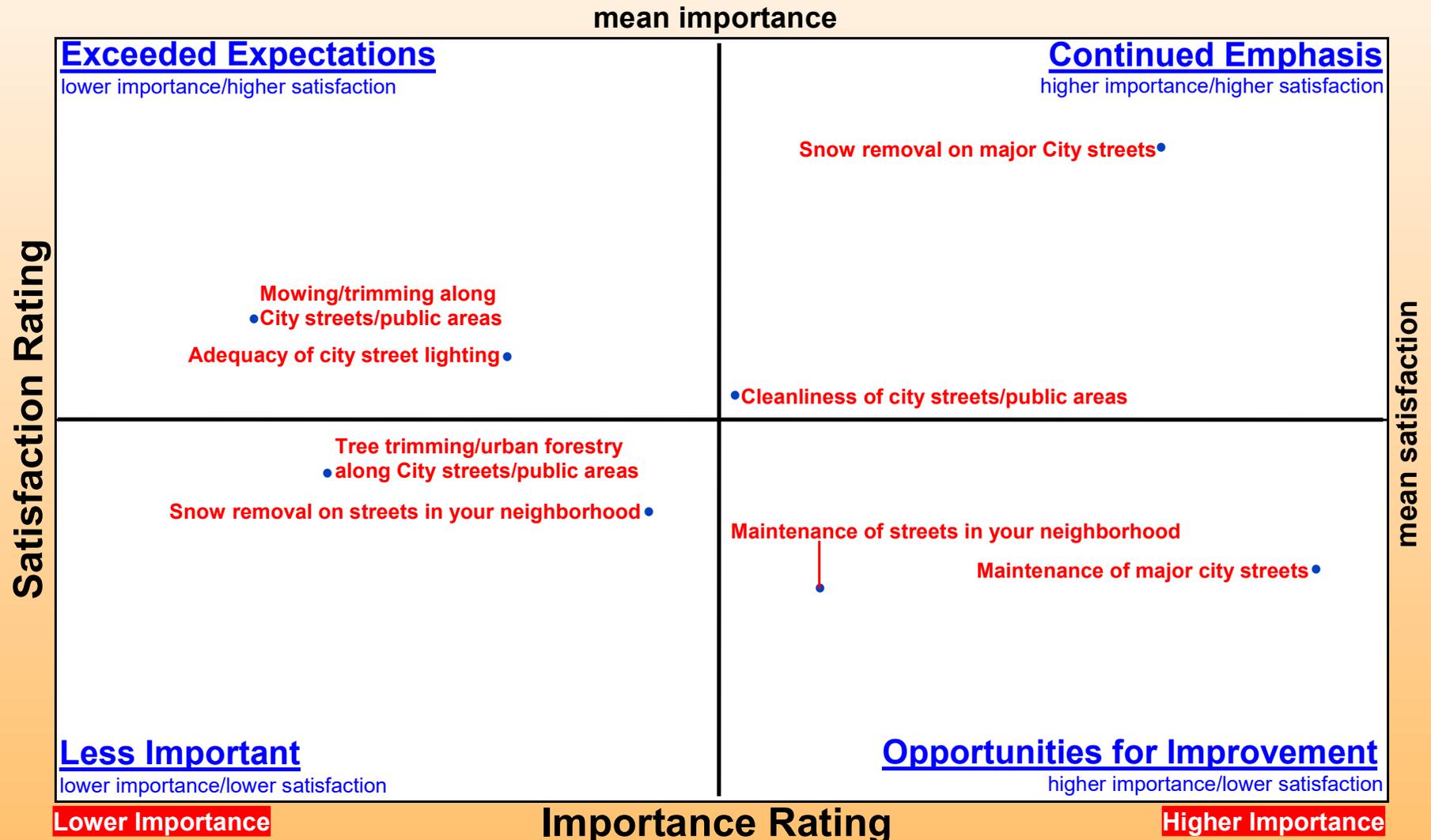
Source: ETC Institute (2018)



# 2018 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)

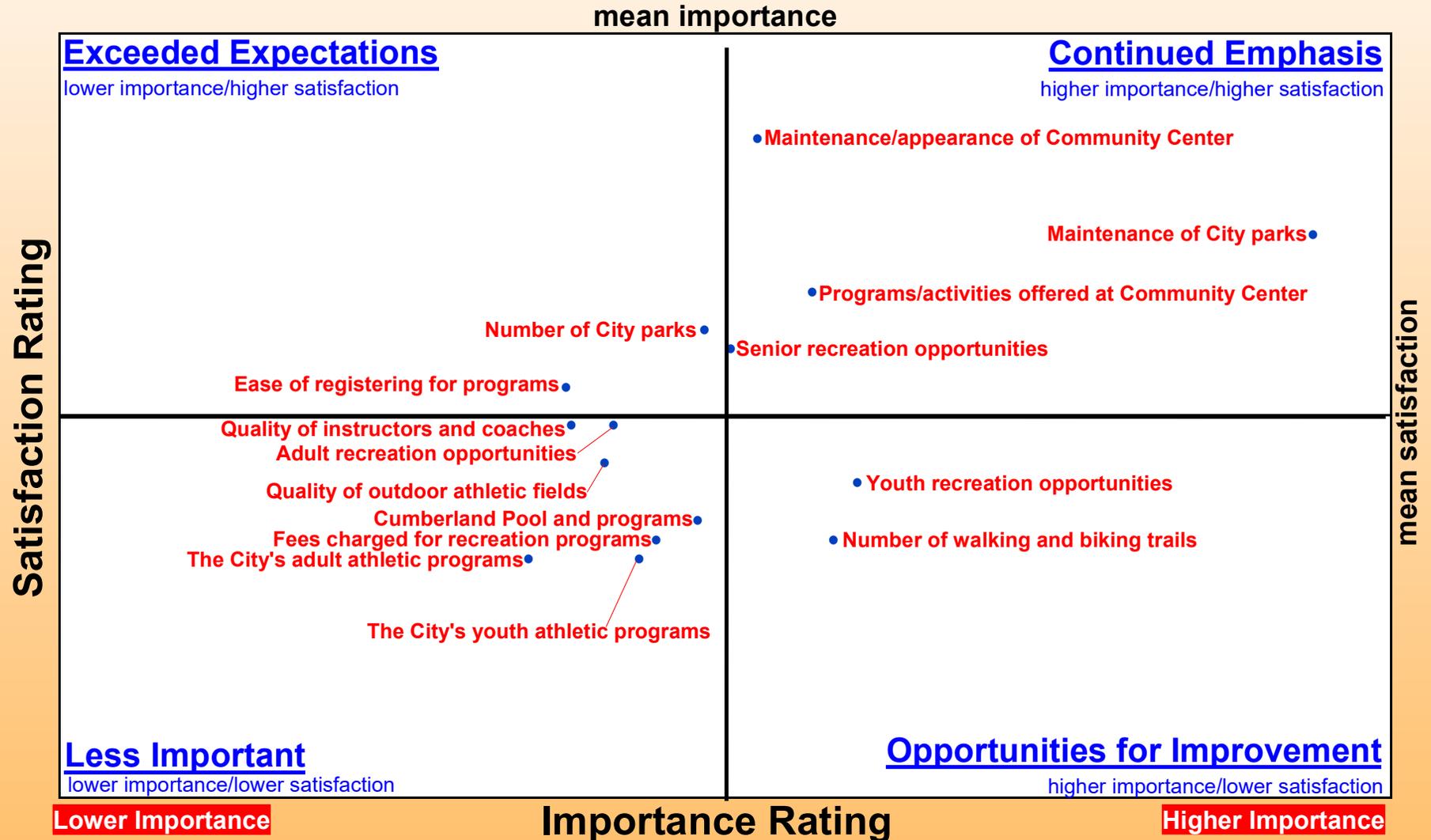


Source: ETC Institute (2018)

# 2018 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 (2018)

***Section 4:  
Tabular Data***

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**Q1. Major Categories of City Services. Please rate your overall satisfaction with major categories of services provided by the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of police services	40.2%	39.5%	9.7%	3.7%	0.9%	6.0%
Q1-2. Overall quality of fire & ambulance services	40.6%	30.5%	5.9%	0.5%	0.0%	22.5%
Q1-3. Overall quality of City Parks & Recreation programs & facilities	25.0%	45.5%	17.2%	2.9%	1.3%	8.0%
Q1-4. Overall maintenance of City streets, buildings, & facilities	9.5%	32.7%	27.2%	21.0%	8.0%	1.5%
Q1-5. Overall enforcement of City codes & ordinances	7.7%	27.6%	31.8%	14.1%	6.0%	12.8%
Q1-6. Overall quality of customer service you receive from City employees	15.4%	37.5%	26.1%	7.9%	3.3%	9.9%
Q1-7. Overall effectiveness of City communication with the public	13.7%	39.5%	28.9%	8.4%	3.5%	6.0%
Q1-8. Overall quality of solid waste services (trash, recycling, yard waste)	33.1%	36.4%	11.2%	10.6%	7.1%	1.6%
Q1-9. City's efforts to conserve energy & protect environment	13.7%	30.3%	26.3%	5.9%	2.9%	20.8%

**WITHOUT "DON'T KNOW"****Q1. Major Categories of City Services. Please rate your overall satisfaction with major categories of services provided by the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of police services	42.8%	42.0%	10.3%	3.9%	1.0%
Q1-2. Overall quality of fire & ambulance services	52.4%	39.4%	7.5%	0.7%	0.0%
Q1-3. Overall quality of City Parks & Recreation programs & facilities	27.2%	49.5%	18.7%	3.2%	1.4%
Q1-4. Overall maintenance of City streets, buildings, & facilities	9.6%	33.2%	27.6%	21.3%	8.2%
Q1-5. Overall enforcement of City codes & ordinances	8.8%	31.7%	36.5%	16.1%	6.9%
Q1-6. Overall quality of customer service you receive from City employees	17.0%	41.6%	29.0%	8.7%	3.7%
Q1-7. Overall effectiveness of City communication with the public	14.6%	42.0%	30.7%	8.9%	3.7%
Q1-8. Overall quality of solid waste services (trash, recycling, yard waste)	33.6%	37.0%	11.3%	10.8%	7.2%
Q1-9. City's efforts to conserve energy & protect environment	17.3%	38.3%	33.3%	7.4%	3.7%

**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	333	60.9 %
Overall quality of fire & ambulance services	44	8.0 %
Overall quality of City Parks & Recreation programs & facilities	7	1.3 %
Overall maintenance of City streets, buildings, & facilities	56	10.2 %
Overall enforcement of City codes & ordinances	23	4.2 %
Overall quality of customer service you receive from City employees	5	0.9 %
Overall effectiveness of City communication with the public	6	1.1 %
Overall quality of solid waste services (trash, recycling, yard waste)	30	5.5 %
City's efforts to conserve energy & protect environment	10	1.8 %
None chosen	33	6.0 %
Total	547	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?**

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	66	12.1 %
Overall quality of fire & ambulance services	230	42.0 %
Overall quality of City Parks & Recreation programs & facilities	32	5.9 %
Overall maintenance of City streets, buildings, & facilities	70	12.8 %
Overall enforcement of City codes & ordinances	40	7.3 %
Overall quality of customer service you receive from City employees	10	1.8 %
Overall effectiveness of City communication with the public	12	2.2 %
Overall quality of solid waste services (trash, recycling, yard waste)	37	6.8 %
City's efforts to conserve energy & protect environment	18	3.3 %
None chosen	32	5.9 %
Total	547	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?**

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	31	5.7 %
Overall quality of fire & ambulance services	35	6.4 %
Overall quality of City Parks & Recreation programs & facilities	64	11.7 %
Overall maintenance of City streets, buildings, & facilities	146	26.7 %
Overall enforcement of City codes & ordinances	46	8.4 %
Overall quality of customer service you receive from City employees	17	3.1 %
Overall effectiveness of City communication with the public	22	4.0 %
Overall quality of solid waste services (trash, recycling, yard waste)	115	21.0 %
City's efforts to conserve energy & protect environment	35	6.4 %
None chosen	36	6.6 %
Total	547	100.0 %

**SUM OF TOP 3 CHOICES**

**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 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	430	78.6 %
Overall quality of fire & ambulance services	309	56.5 %
Overall quality of City Parks & Recreation programs & facilities	103	18.8 %
Overall maintenance of City streets, buildings, & facilities	272	49.7 %
Overall enforcement of City codes & ordinances	109	19.9 %
Overall quality of customer service you receive from City employees	32	5.9 %
Overall effectiveness of City communication with the public	40	7.3 %
Overall quality of solid waste services (trash, recycling, yard waste)	182	33.3 %
City's efforts to conserve energy & protect environment	63	11.5 %
None chosen	33	6.0 %
Total	1573	

**Q3. Perceptions of the City. Please rate your satisfaction with each of the following items that may influence your perception of the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City	14.1%	51.0%	24.9%	5.1%	1.1%	3.8%
Q3-2. Overall image of City	11.5%	41.3%	22.9%	19.0%	3.8%	1.5%
Q3-3. Overall quality of life in City	20.5%	48.1%	18.5%	9.7%	1.5%	1.8%
Q3-4. Overall quality of your neighborhood	26.5%	39.7%	18.1%	11.3%	3.3%	1.1%
Q3-5. Overall value you receive for your City tax & fees	6.8%	27.1%	26.0%	23.0%	13.9%	3.3%

**WITHOUT "DON'T KNOW"**

**Q3. Perceptions of the City. Please rate your satisfaction with each of the following items that may influence your perception of the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City	14.6%	53.0%	25.9%	5.3%	1.1%
Q3-2. Overall image of City	11.7%	41.9%	23.2%	19.3%	3.9%
Q3-3. Overall quality of life in City	20.9%	49.0%	18.8%	9.9%	1.5%
Q3-4. Overall quality of your neighborhood	26.8%	40.1%	18.3%	11.5%	3.3%
Q3-5. Overall value you receive for your City tax & fees	7.0%	28.0%	26.8%	23.8%	14.4%

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

(N=547)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	32.7%	45.7%	12.2%	5.3%	2.0%	2.0%
Q4-2. As a place to raise children	21.0%	35.1%	16.6%	10.2%	5.7%	11.3%
Q4-3. As a place to visit	26.3%	45.0%	17.9%	6.9%	1.8%	2.0%
Q4-4. As a place to work	13.7%	28.0%	24.5%	8.2%	2.6%	23.0%
Q4-5. As a place to retire	17.0%	25.0%	21.4%	15.0%	11.2%	10.4%

**WITHOUT "DON'T KNOW"**

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

(N=547)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	33.4%	46.6%	12.5%	5.4%	2.1%
Q4-2. As a place to raise children	23.7%	39.6%	18.8%	11.5%	6.4%
Q4-3. As a place to visit	26.9%	45.9%	18.3%	7.1%	1.9%
Q4-4. As a place to work	17.8%	36.3%	31.8%	10.7%	3.3%
Q4-5. As a place to retire	19.0%	28.0%	23.9%	16.7%	12.4%

**Q5. Customer Service. Have you contacted the City with a question, problem, or complaint during the past year?**

Q5. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	305	55.8 %
No	242	44.2 %
Total	547	100.0 %

**Q5a. Which Department did you contact MOST RECENTLY?**

Q5a. Which Department did you contact	Number	Percent
Public Works (street maintenance, trash, recycling, yard waste, forestry)	115	37.7 %
Police Department	62	20.3 %
Fire/EMS	9	3.0 %
Community Center	8	2.6 %
City Manager/City Council	17	5.6 %
City Hall Information Desk/Receptionist	12	3.9 %
Planning & Development	3	1.0 %
Community Relations	3	1.0 %
Building Department	14	4.6 %
Housing Department	37	12.1 %
Parks & Recreation	7	2.3 %
Other	14	4.6 %
None chosen	4	1.3 %
Total	305	100.0 %

**WITHOUT "NONE CHOSEN"****Q5a. Which Department did you contact MOST RECENTLY? (without "none chosen")**

Q5a. Which Department did you contact	Number	Percent
Public Works (street maintenance, trash, recycling, yard waste, forestry)	115	38.2 %
Police Department	62	20.6 %
Fire/EMS	9	3.0 %
Community Center	8	2.7 %
City Manager/City Council	17	5.6 %
City Hall Information Desk/Receptionist	12	4.0 %
Planning & Development	3	1.0 %
Community Relations	3	1.0 %
Building Department	14	4.7 %
Housing Department	37	12.3 %
Parks & Recreation	7	2.3 %
Other	14	4.7 %
Total	301	100.0 %

**Q5a. Other**

Q5a. Other	Number	Percent
Water Department	3	21.4 %
FORESTRY DEPT	2	14.3 %
Utilities Dept	2	14.3 %
Parking Permit	1	7.1 %
RITA	1	7.1 %
Code enforcement Department	1	7.1 %
Law Dept	1	7.1 %
MAYORS OFFICE	1	7.1 %
Sewer Dept	1	7.1 %
ANIMAL WILDLIFE	1	7.1 %
Total	14	100.0 %

**Q5b. How easy was it to contact the person you needed to reach in the Department you indicated in Question 5a?**

Q5b. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	131	43.0 %
Somewhat easy	98	32.1 %
Difficult	41	13.4 %
Very difficult	25	8.2 %
Don't know	10	3.3 %
Total	305	100.0 %

**WITHOUT "DON'T KNOW"**

**Q5b. How easy was it to contact the person you needed to reach in the Department you indicated in Question 5a? (without "don't know")**

Q5b. How easy was it to contact the person you needed to reach	Number	Percent
Very easy	131	44.4 %
Somewhat easy	98	33.2 %
Difficult	41	13.9 %
Very difficult	25	8.5 %
Total	295	100.0 %

**Q5c. 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 using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

(N=305)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q5c-1. They were courteous & polite	44.6%	30.5%	13.4%	3.9%	2.3%	5.2%
Q5c-2. They gave prompt, accurate, & complete answers to questions	31.1%	33.1%	20.3%	7.5%	3.9%	3.9%
Q5c-3. They did what they said they would do in a timely manner	30.5%	30.2%	19.7%	4.6%	5.9%	9.2%
Q5c-4. They helped you resolve an issue to your satisfaction	33.4%	28.2%	14.4%	8.2%	8.2%	7.5%

**WITHOUT "DON'T KNOW"**

**Q5c. 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 using a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (without "don't know")**

(N=305)

	Always	Usually	Sometimes	Seldom	Never
Q5c-1. They were courteous & polite	47.1%	32.2%	14.2%	4.2%	2.4%
Q5c-2. They gave prompt, accurate, & complete answers to questions	32.4%	34.5%	21.2%	7.8%	4.1%
Q5c-3. They did what they said they would do in a timely manner	33.6%	33.2%	21.7%	5.1%	6.5%
Q5c-4. They helped you resolve an issue to your satisfaction	36.2%	30.5%	15.6%	8.9%	8.9%

**Q6. Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Residential trash collection services	41.0%	34.2%	7.7%	8.4%	6.9%	1.8%
Q6-2. Curbside recycling services	36.7%	36.6%	13.5%	4.8%	5.7%	2.7%
Q6-3. Yard waste (e.g. leaves, brush) removal services	32.7%	35.1%	13.3%	10.4%	3.8%	4.6%
Q6-4. Sewer service	18.5%	28.0%	24.5%	10.1%	5.7%	13.3%

**WITHOUT "DON'T KNOW"**

**Q6. Utility Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Residential trash collection services	41.7%	34.8%	7.8%	8.6%	7.1%
Q6-2. Curbside recycling services	37.8%	37.6%	13.9%	4.9%	5.8%
Q6-3. Yard waste (e.g. leaves, brush) removal services	34.3%	36.8%	14.0%	10.9%	4.0%
Q6-4. Sewer service	21.3%	32.3%	28.3%	11.6%	6.5%

**Q7. Which TWO of the Utility Services listed in Question 6 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	380	69.5 %
Curbside recycling services	42	7.7 %
Yard waste (e.g. leaves, brush) removal services	14	2.6 %
Sewer service	77	14.1 %
None chosen	34	6.2 %
Total	547	100.0 %

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

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Residential trash collection services	87	15.9 %
Curbside recycling services	139	25.4 %
Yard waste (e.g. leaves, brush) removal services	139	25.4 %
Sewer service	142	26.0 %
None chosen	40	7.3 %
Total	547	100.0 %

**SUM OF TOP 2 CHOICES**

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

<u>Q7. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Residential trash collection services	467	85.4 %
Curbside recycling services	181	33.1 %
Yard waste (e.g. leaves, brush) removal services	153	28.0 %
Sewer service	219	40.0 %
None chosen	34	6.2 %
Total	1054	

**Q8. Development and Redevelopment. Please rate your satisfaction with the following areas of development and redevelopment in Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q8-1. Overall quality of new residential development	6.2%	16.1%	37.5%	11.3%	5.9%	23.0%
Q8-2. Overall quality of new retail development (e.g. stores, restaurants)	6.9%	27.2%	26.0%	21.8%	9.0%	9.1%
Q8-3. Redevelopment of abandoned or under-utilized properties	2.7%	10.6%	22.7%	33.1%	19.0%	11.9%
Q8-4. Diversity of existing retail, restaurant & other commercial businesses	12.1%	36.2%	30.2%	11.3%	4.8%	5.5%
Q8-5. Efforts to attract new businesses to community	4.4%	14.3%	24.1%	25.4%	13.7%	18.1%
Q8-6. Current level of economic vitality throughout City commercial districts	3.8%	22.3%	32.4%	23.6%	8.8%	9.1%

**WITHOUT "DON'T KNOW"**

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

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Overall quality of new residential development	8.1%	20.9%	48.7%	14.7%	7.6%
Q8-2. Overall quality of new retail development (e.g. stores, restaurants)	7.6%	30.0%	28.6%	23.9%	9.9%
Q8-3. Redevelopment of abandoned or under-utilized properties	3.1%	12.0%	25.7%	37.6%	21.6%
Q8-4. Diversity of existing retail, restaurant & other commercial businesses	12.8%	38.3%	31.9%	12.0%	5.0%
Q8-5. Efforts to attract new businesses to community	5.4%	17.4%	29.5%	31.0%	16.7%
Q8-6. Current level of economic vitality throughout City commercial districts	4.2%	24.5%	35.6%	26.0%	9.7%

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

Q9. Top choice	Number	Percent
Overall quality of new residential development	58	10.6 %
Overall quality of new retail development (e.g. stores, restaurants)	63	11.5 %
Redevelopment of abandoned or under-utilized properties	202	36.9 %
Diversity of existing retail, restaurant & other commercial businesses	38	6.9 %
Efforts to attract new businesses to community	89	16.3 %
Current level of economic vitality throughout City commercial districts	37	6.8 %
None chosen	60	11.0 %
Total	547	100.0 %

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

Q9. 2nd choice	Number	Percent
Overall quality of new residential development	41	7.5 %
Overall quality of new retail development (e.g. stores, restaurants)	58	10.6 %
Redevelopment of abandoned or under-utilized properties	124	22.7 %
Diversity of existing retail, restaurant & other commercial businesses	50	9.1 %
Efforts to attract new businesses to community	135	24.7 %
Current level of economic vitality throughout City commercial districts	74	13.5 %
None chosen	65	11.9 %
Total	547	100.0 %

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

Q9. Sum of top 2 choices	Number	Percent
Overall quality of new residential development	99	18.1 %
Overall quality of new retail development (e.g. stores, restaurants)	121	22.1 %
Redevelopment of abandoned or under-utilized properties	326	59.6 %
Diversity of existing retail, restaurant & other commercial businesses	88	16.1 %
Efforts to attract new businesses to community	224	41.0 %
Current level of economic vitality throughout City commercial districts	111	20.3 %
None chosen	60	11.0 %
Total	1029	

**Q10. Public Safety Services. Please rate your satisfaction with the following public safety services provided by the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Visibility of police in neighborhoods	26.9%	46.6%	15.9%	5.5%	2.2%	2.9%
Q10-2. Visibility of police in commercial/retail areas	25.0%	48.6%	16.6%	4.0%	1.5%	4.2%
Q10-3. City's efforts to prevent crime	21.2%	38.8%	22.1%	6.9%	2.6%	8.4%
Q10-4. How quickly police respond to emergencies	37.3%	34.7%	8.4%	1.6%	1.1%	16.8%
Q10-5. Enforcement of local traffic laws	19.0%	39.9%	22.3%	8.6%	3.5%	6.8%
Q10-6. Professionalism & courtesy of police officers	30.2%	42.2%	14.3%	2.7%	2.0%	8.6%
Q10-7. Overall quality of police services	31.8%	46.8%	11.0%	1.1%	1.5%	7.9%
Q10-8. How quickly fire personnel respond to emergencies	32.5%	24.7%	7.3%	0.2%	0.4%	34.9%
Q10-9. Quality of City's fire prevention programs	19.9%	23.6%	12.1%	0.0%	0.5%	43.9%
Q10-10. Fire-related education programs	11.7%	18.6%	15.4%	0.9%	0.9%	52.5%
Q10-11. Overall quality of local fire protection	25.8%	29.6%	10.4%	0.0%	0.4%	33.8%
Q10-12. How quickly ambulance personnel respond to emergencies	32.9%	21.2%	7.7%	0.4%	0.2%	37.7%
Q10-13. Overall quality of ambulance service	29.8%	23.0%	7.7%	0.0%	0.5%	38.9%
Q10-14. Police public outreach programs	15.9%	28.0%	17.0%	2.6%	1.6%	34.9%

**WITHOUT "DON'T KNOW"**

**Q10. Public Safety Services. Please rate your satisfaction with the following public safety services provided by the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Visibility of police in neighborhoods	27.7%	48.0%	16.4%	5.6%	2.3%
Q10-2. Visibility of police in commercial/retail areas	26.1%	50.8%	17.4%	4.2%	1.5%
Q10-3. City's efforts to prevent crime	23.2%	42.3%	24.2%	7.6%	2.8%
Q10-4. How quickly police respond to emergencies	44.8%	41.8%	10.1%	2.0%	1.3%
Q10-5. Enforcement of local traffic laws	20.4%	42.7%	23.9%	9.2%	3.7%
Q10-6. Professionalism & courtesy of police officers	33.0%	46.2%	15.6%	3.0%	2.2%
Q10-7. Overall quality of police services	34.5%	50.8%	11.9%	1.2%	1.6%
Q10-8. How quickly fire personnel respond to emergencies	50.0%	37.9%	11.2%	0.3%	0.6%
Q10-9. Quality of City's fire prevention programs	35.5%	42.0%	21.5%	0.0%	1.0%
Q10-10. Fire-related education programs	24.6%	39.2%	32.3%	1.9%	1.9%
Q10-11. Overall quality of local fire protection	39.0%	44.8%	15.7%	0.0%	0.6%
Q10-12. How quickly ambulance personnel respond to emergencies	52.8%	34.0%	12.3%	0.6%	0.3%
Q10-13. Overall quality of ambulance service	48.8%	37.7%	12.6%	0.0%	0.9%
Q10-14. Police public outreach programs	24.4%	43.0%	26.1%	3.9%	2.5%

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

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	175	32.0 %
Visibility of police in commercial/retail areas	23	4.2 %
City's efforts to prevent crime	98	17.9 %
How quickly police respond to emergencies	97	17.7 %
Enforcement of local traffic laws	13	2.4 %
Professionalism & courtesy of police officers	22	4.0 %
Overall quality of police services	27	4.9 %
How quickly fire personnel respond to emergencies	13	2.4 %
Quality of City's fire prevention programs	1	0.2 %
Overall quality of local fire protection	3	0.5 %
How quickly ambulance personnel respond to emergencies	28	5.1 %
Overall quality of ambulance service	7	1.3 %
Police public outreach programs	7	1.3 %
None chosen	33	6.0 %
Total	547	100.0 %

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

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	35	6.4 %
Visibility of police in commercial/retail areas	76	13.9 %
City's efforts to prevent crime	80	14.6 %
How quickly police respond to emergencies	84	15.4 %
Enforcement of local traffic laws	13	2.4 %
Professionalism & courtesy of police officers	24	4.4 %
Overall quality of police services	28	5.1 %
How quickly fire personnel respond to emergencies	91	16.6 %
Quality of City's fire prevention programs	3	0.5 %
Fire-related education programs	7	1.3 %
Overall quality of local fire protection	27	4.9 %
How quickly ambulance personnel respond to emergencies	25	4.6 %
Overall quality of ambulance service	9	1.6 %
Police public outreach programs	8	1.5 %
None chosen	37	6.8 %
Total	547	100.0 %

**Q11. Which FOUR of the Public Safety items listed in Question 10 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	27	4.9 %
Visibility of police in commercial/retail areas	27	4.9 %
City's efforts to prevent crime	76	13.9 %
How quickly police respond to emergencies	58	10.6 %
Enforcement of local traffic laws	13	2.4 %
Professionalism & courtesy of police officers	36	6.6 %
Overall quality of police services	22	4.0 %
How quickly fire personnel respond to emergencies	82	15.0 %
Quality of City's fire prevention programs	12	2.2 %
Fire-related education programs	3	0.5 %
Overall quality of local fire protection	26	4.8 %
How quickly ambulance personnel respond to emergencies	79	14.4 %
Overall quality of ambulance service	22	4.0 %
Police public outreach programs	15	2.7 %
None chosen	49	9.0 %
Total	547	100.0 %

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

<u>Q11. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Visibility of police in neighborhoods	32	5.9 %
Visibility of police in commercial/retail areas	27	4.9 %
City's efforts to prevent crime	45	8.2 %
How quickly police respond to emergencies	43	7.9 %
Enforcement of local traffic laws	23	4.2 %
Professionalism & courtesy of police officers	37	6.8 %
Overall quality of police services	41	7.5 %
How quickly fire personnel respond to emergencies	43	7.9 %
Quality of City's fire prevention programs	13	2.4 %
Fire-related education programs	6	1.1 %
Overall quality of local fire protection	33	6.0 %
How quickly ambulance personnel respond to emergencies	63	11.5 %
Overall quality of ambulance service	34	6.2 %
Police public outreach programs	36	6.6 %
None chosen	71	13.0 %
Total	547	100.0 %

**SUM OF TOP 4 CHOICES**

**Q11. Which FOUR of the Public Safety items listed in Question 10 do you think are MOST IMPORTANT for the City to provide? (top 4)**

Q11. Sum of top 4 choices	Number	Percent
Visibility of police in neighborhoods	269	49.2 %
Visibility of police in commercial/retail areas	153	28.0 %
City's efforts to prevent crime	299	54.7 %
How quickly police respond to emergencies	282	51.6 %
Enforcement of local traffic laws	62	11.3 %
Professionalism & courtesy of police officers	119	21.8 %
Overall quality of police services	118	21.6 %
How quickly fire personnel respond to emergencies	229	41.9 %
Quality of City's fire prevention programs	29	5.3 %
Fire-related education programs	16	2.9 %
Overall quality of local fire protection	89	16.3 %
How quickly ambulance personnel respond to emergencies	195	35.6 %
Overall quality of ambulance service	72	13.2 %
Police public outreach programs	66	12.1 %
None chosen	33	6.0 %
Total	2031	

**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=547)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q12-1. In your neighborhood during the day	44.6%	44.1%	6.9%	1.3%	0.4%	2.7%
Q12-2. In your neighborhood at night	21.2%	44.2%	21.0%	8.4%	2.6%	2.6%
Q12-3. In City parks	8.2%	33.8%	28.7%	12.2%	3.8%	13.2%
Q12-4. In commercial & retail areas during the day	36.2%	48.3%	10.6%	1.5%	0.7%	2.7%
Q12-5. In commercial & retail areas at night	13.7%	39.7%	25.0%	12.1%	4.0%	5.5%
Q12-6. Overall feeling of safety in Cleveland Heights	19.6%	49.0%	21.9%	6.2%	1.1%	2.2%

**WITHOUT "DON'T KNOW"**

**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=547)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q12-1. In your neighborhood during the day	45.9%	45.3%	7.1%	1.3%	0.4%
Q12-2. In your neighborhood at night	21.8%	45.4%	21.6%	8.6%	2.6%
Q12-3. In City parks	9.5%	38.9%	33.1%	14.1%	4.4%
Q12-4. In commercial & retail areas during the day	37.2%	49.6%	10.9%	1.5%	0.8%
Q12-5. In commercial & retail areas at night	14.5%	42.0%	26.5%	12.8%	4.3%
Q12-6. Overall feeling of safety in Cleveland Heights	20.0%	50.1%	22.4%	6.4%	1.1%

**Q13. Code Enforcement. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Enforcing clean-up of debris on private property	6.6%	26.0%	25.6%	18.5%	9.1%	14.3%
Q13-2. Enforcing mowing & cutting of weeds & tall grass on private property	6.2%	27.2%	25.6%	19.2%	10.6%	11.2%
Q13-3. Enforcing snow removal on sidewalks	3.7%	20.3%	28.7%	20.8%	13.7%	12.8%
Q13-4. Enforcing exterior maintenance of residential property	6.6%	29.1%	26.0%	19.6%	9.7%	9.1%
Q13-5. Enforcing exterior maintenance of business property	6.9%	31.3%	27.6%	12.4%	6.4%	15.4%
Q13-6. Overall quality of building & permit process	4.8%	21.8%	26.3%	8.8%	4.2%	34.2%

**WITHOUT "DON'T KNOW"**

**Q13. Code Enforcement. Please rate your satisfaction with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Enforcing clean-up of debris on private property	7.7%	30.3%	29.9%	21.5%	10.7%
Q13-2. Enforcing mowing & cutting of weeds & tall grass on private property	7.0%	30.7%	28.8%	21.6%	11.9%
Q13-3. Enforcing snow removal on sidewalks	4.2%	23.3%	32.9%	23.9%	15.7%
Q13-4. Enforcing exterior maintenance of residential property	7.2%	32.0%	28.6%	21.5%	10.7%
Q13-5. Enforcing exterior maintenance of business property	8.2%	36.9%	32.6%	14.7%	7.6%
Q13-6. Overall quality of building & permit process	7.2%	33.1%	40.0%	13.3%	6.4%

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

Q14. Top choice	Number	Percent
Enforcing clean-up of debris on private property	152	27.8 %
Enforcing mowing & cutting of weeds & tall grass on private property	56	10.2 %
Enforcing snow removal on sidewalks	53	9.7 %
Enforcing exterior maintenance of residential property	144	26.3 %
Enforcing exterior maintenance of business property	52	9.5 %
Overall quality of building & permit process	37	6.8 %
None chosen	53	9.7 %
Total	547	100.0 %

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

Q14. 2nd choice	Number	Percent
Enforcing clean-up of debris on private property	91	16.6 %
Enforcing mowing & cutting of weeds & tall grass on private property	126	23.0 %
Enforcing snow removal on sidewalks	39	7.1 %
Enforcing exterior maintenance of residential property	107	19.6 %
Enforcing exterior maintenance of business property	79	14.4 %
Overall quality of building & permit process	38	6.9 %
None chosen	67	12.2 %
Total	547	100.0 %

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

Q14. Sum of top 2 choices	Number	Percent
Enforcing clean-up of debris on private property	243	44.4 %
Enforcing mowing & cutting of weeds & tall grass on private property	182	33.3 %
Enforcing snow removal on sidewalks	92	16.8 %
Enforcing exterior maintenance of residential property	251	45.9 %
Enforcing exterior maintenance of business property	131	23.9 %
Overall quality of building & permit process	75	13.7 %
None chosen	53	9.7 %
Total	1027	

**Q15. Transportation. Please rate your satisfaction with the following aspects of transportation in the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of public transportation	11.0%	29.6%	23.8%	10.4%	2.4%	22.9%
Q15-2. Availability of bicycle lanes	9.9%	29.8%	28.5%	11.5%	4.2%	16.1%
Q15-3. Condition of sidewalks in City	8.6%	38.4%	28.2%	15.2%	3.3%	6.4%
Q15-4. Convenience of parking in City	9.9%	35.6%	26.3%	14.1%	8.4%	5.7%

**WITHOUT "DON'T KNOW"**

**Q15. Transportation. Please rate your satisfaction with the following aspects of transportation in the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of public transportation	14.2%	38.4%	30.8%	13.5%	3.1%
Q15-2. Availability of bicycle lanes	11.8%	35.5%	34.0%	13.7%	5.0%
Q15-3. Condition of sidewalks in City	9.2%	41.0%	30.1%	16.2%	3.5%
Q15-4. Convenience of parking in City	10.5%	37.8%	27.9%	14.9%	8.9%

**Q16. Maintenance Services. Please rate your satisfaction with the following services provided by the City using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Maintenance of major City streets	11.3%	41.9%	19.7%	16.6%	7.1%	3.3%
Q16-2. Maintenance of streets in your neighborhood	11.2%	41.1%	22.5%	15.9%	6.4%	2.9%
Q16-3. Snow removal on major City streets	23.2%	51.0%	11.9%	6.8%	3.8%	3.3%
Q16-4. Snow removal on streets in your neighborhood	15.2%	40.6%	18.8%	13.9%	7.9%	3.7%
Q16-5. Mowing & trimming along City streets & other public areas	14.8%	48.4%	21.2%	7.5%	2.0%	6.0%
Q16-6. Overall cleanliness of City streets & other public areas	13.3%	48.8%	24.3%	8.4%	2.0%	3.1%
Q16-7. Adequacy of City street lighting	12.8%	51.9%	20.3%	9.7%	2.7%	2.6%
Q16-8. Tree trimming & urban forestry along City streets & other public areas	13.7%	42.4%	26.3%	9.3%	3.1%	5.1%

**WITHOUT "DON'T KNOW"**

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

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Maintenance of major City streets	11.7%	43.3%	20.4%	17.2%	7.4%
Q16-2. Maintenance of streets in your neighborhood	11.5%	42.4%	23.2%	16.4%	6.6%
Q16-3. Snow removal on major City streets	24.0%	52.7%	12.3%	7.0%	4.0%
Q16-4. Snow removal on streets in your neighborhood	15.7%	42.1%	19.5%	14.4%	8.2%
Q16-5. Mowing & trimming along City streets & other public areas	15.8%	51.6%	22.6%	8.0%	2.1%
Q16-6. Overall cleanliness of City streets & other public areas	13.8%	50.4%	25.1%	8.7%	2.1%
Q16-7. Adequacy of City street lighting	13.1%	53.3%	20.8%	9.9%	2.8%
Q16-8. Tree trimming & urban forestry along City streets & other public areas	14.5%	44.7%	27.7%	9.8%	3.3%

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

Q17. Top choice	Number	Percent
Maintenance of major City streets	294	53.7 %
Maintenance of streets in your neighborhood	45	8.2 %
Snow removal on major City streets	81	14.8 %
Snow removal on streets in your neighborhood	23	4.2 %
Mowing & trimming along City streets & other public areas	3	0.5 %
Overall cleanliness of City streets & other public areas	35	6.4 %
Adequacy of City street lighting	24	4.4 %
Tree trimming & urban forestry along City streets & other public areas	8	1.5 %
None chosen	34	6.2 %
Total	547	100.0 %

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

Q17. 2nd choice	Number	Percent
Maintenance of major City streets	50	9.1 %
Maintenance of streets in your neighborhood	129	23.6 %
Snow removal on major City streets	161	29.4 %
Snow removal on streets in your neighborhood	74	13.5 %
Mowing & trimming along City streets & other public areas	11	2.0 %
Overall cleanliness of City streets & other public areas	39	7.1 %
Adequacy of City street lighting	29	5.3 %
Tree trimming & urban forestry along City streets & other public areas	15	2.7 %
None chosen	39	7.1 %
Total	547	100.0 %

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

Q17. 3rd choice	Number	Percent
Maintenance of major City streets	41	7.5 %
Maintenance of streets in your neighborhood	48	8.8 %
Snow removal on major City streets	92	16.8 %
Snow removal on streets in your neighborhood	69	12.6 %
Mowing & trimming along City streets & other public areas	22	4.0 %
Overall cleanliness of City streets & other public areas	120	21.9 %
Adequacy of City street lighting	66	12.1 %
Tree trimming & urban forestry along City streets & other public areas	37	6.8 %
None chosen	52	9.5 %
Total	547	100.0 %

**SUM OF TOP 3 CHOICES**

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

Q17. Sum of top 3 choices	Number	Percent
Maintenance of major City streets	385	70.4 %
Maintenance of streets in your neighborhood	222	40.6 %
Snow removal on major City streets	334	61.1 %
Snow removal on streets in your neighborhood	166	30.3 %
Mowing & trimming along City streets & other public areas	36	6.6 %
Overall cleanliness of City streets & other public areas	194	35.5 %
Adequacy of City street lighting	119	21.8 %
Tree trimming & urban forestry along City streets & other public areas	60	11.0 %
None chosen	34	6.2 %
Total	1550	

**Q18. Parks and Recreation. Have you or other members of your household visited a Cleveland Heights City park during the past 12 Months?**

Q18. Have you visited a Cleveland Heights City park during past 12 Months	Number	Percent
Yes	375	68.6 %
No	140	25.6 %
Don't know	32	5.9 %
Total	547	100.0 %

**WITHOUT "DON'T KNOW"**

**Q18. Parks and Recreation. Have you or other members of your household visited a Cleveland Heights City park during the past 12 Months? (without "don't know")**

Q18. Have you visited a Cleveland Heights City park during past 12 Months	Number	Percent
Yes	375	72.8 %
No	140	27.2 %
Total	515	100.0 %

**Q19. Have you or other members of your household visited the Cleveland Heights Community Center during the past 12 months?**

Q19. Have you visited Cleveland Heights Community Center during past 12 months	Number	Percent
Yes	286	52.3 %
No	239	43.7 %
Don't know	22	4.0 %
Total	547	100.0 %

**WITHOUT "DON'T KNOW"**

**Q19. Have you or other members of your household visited the Cleveland Heights Community Center during the past 12 months? (without "don't know")**

Q19. Have you visited Cleveland Heights Community Center during past 12 months	Number	Percent
Yes	286	54.5 %
No	239	45.5 %
Total	525	100.0 %

**Q20. Have you or other members of your household participated in any Parks and Recreation programs offered by the City of Cleveland Heights (e.g. fitness class, summer camp, outdoor sports) during the past 12 months?**

Q20. Have you participated in any Parks & Recreation programs offered by City of Cleveland Heights during past 12 months

	Number	Percent
Yes	145	26.5 %
No	375	68.6 %
Don't know	27	4.9 %
Total	547	100.0 %

**WITHOUT "DON'T KNOW"**

**Q20. Have you or other members of your household participated in any Parks and Recreation programs offered by the City of Cleveland Heights (e.g. fitness class, summer camp, outdoor sports) during the past 12 months? (without "don't know")**

Q20. Have you participated in any Parks & Recreation programs offered by City of Cleveland Heights during past 12 months

	Number	Percent
Yes	145	27.9 %
No	375	72.1 %
Total	520	100.0 %

**Q21. Please rate your satisfaction with the following aspects of Parks and Recreation in the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Maintenance of City parks	20.1%	43.0%	16.3%	2.4%	0.9%	17.4%
Q21-2. Number of City parks	18.3%	41.1%	19.0%	4.8%	0.9%	15.9%
Q21-3. Number of walking & biking trails	12.8%	34.9%	22.1%	9.3%	0.7%	20.1%
Q21-4. Cumberland Pool & programs	13.2%	21.4%	19.0%	2.4%	0.7%	43.3%
Q21-5. Quality of outdoor athletic fields	8.2%	27.8%	17.7%	2.6%	0.4%	43.3%
Q21-6. Youth recreation opportunities	8.2%	24.9%	15.5%	2.6%	1.3%	47.5%
Q21-7. Adult recreation opportunities	11.7%	32.0%	18.5%	3.3%	1.1%	33.5%
Q21-8. Senior recreation opportunities	12.8%	26.3%	15.0%	1.1%	0.9%	43.9%
Q21-9. City's youth athletic programs	6.9%	20.5%	16.6%	2.0%	0.7%	53.2%
Q21-10. City's adult athletic programs	6.9%	23.0%	17.7%	2.4%	0.7%	49.2%
Q21-11. Maintenance & appearance of Community Center	23.2%	39.5%	13.5%	0.7%	0.4%	22.7%
Q21-12. Programs & activities offered at Community Center	17.4%	33.1%	15.7%	2.0%	0.9%	30.9%
Q21-13. Quality of instructors & coaches	9.3%	22.7%	15.0%	1.1%	0.2%	51.7%
Q21-14. Ease of registering for programs	12.2%	28.7%	16.1%	2.2%	0.9%	39.9%
Q21-15. Fees charged for recreation programs	10.4%	28.9%	19.4%	5.1%	1.8%	34.4%

**WITHOUT "DON'T KNOW"**

**Q21. Please rate your satisfaction with the following aspects of Parks and Recreation in the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Maintenance of City parks	24.3%	52.0%	19.7%	2.9%	1.1%
Q21-2. Number of City parks	21.7%	48.9%	22.6%	5.7%	1.1%
Q21-3. Number of walking & biking trails	16.0%	43.7%	27.7%	11.7%	0.9%
Q21-4. Cumberland Pool & programs	23.2%	37.7%	33.5%	4.2%	1.3%
Q21-5. Quality of outdoor athletic fields	14.5%	49.0%	31.3%	4.5%	0.6%
Q21-6. Youth recreation opportunities	15.7%	47.4%	29.6%	4.9%	2.4%
Q21-7. Adult recreation opportunities	17.6%	48.1%	27.7%	4.9%	1.6%
Q21-8. Senior recreation opportunities	22.8%	46.9%	26.7%	2.0%	1.6%
Q21-9. City's youth athletic programs	14.8%	43.8%	35.5%	4.3%	1.6%
Q21-10. City's adult athletic programs	13.7%	45.3%	34.9%	4.7%	1.4%
Q21-11. Maintenance & appearance of Community Center	30.0%	51.1%	17.5%	0.9%	0.5%
Q21-12. Programs & activities offered at Community Center	25.1%	47.9%	22.8%	2.9%	1.3%
Q21-13. Quality of instructors & coaches	19.3%	47.0%	31.1%	2.3%	0.4%
Q21-14. Ease of registering for programs	20.4%	47.7%	26.7%	3.6%	1.5%
Q21-15. Fees charged for recreation programs	15.9%	44.0%	29.5%	7.8%	2.8%

**Q22. Which THREE of the Parks and Recreation services listed in Question 21 do you think are MOST IMPORTANT for the City to provide?**

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	251	45.9 %
Number of City parks	16	2.9 %
Number of walking & biking trails	25	4.6 %
Cumberland Pool & programs	24	4.4 %
Quality of outdoor athletic fields	5	0.9 %
Youth recreation opportunities	40	7.3 %
Adult recreation opportunities	5	0.9 %
Senior recreation opportunities	28	5.1 %
City's youth athletic programs	10	1.8 %
Maintenance & appearance of Community Center	14	2.6 %
Programs & activities offered at Community Center	23	4.2 %
Quality of instructors & coaches	3	0.5 %
Ease of registering for programs	4	0.7 %
Fees charged for recreation programs	10	1.8 %
None chosen	89	16.3 %
Total	547	100.0 %

**Q22. Which THREE of the Parks and Recreation services listed in Question 21 do you think are MOST IMPORTANT for the City to provide?**

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of City parks	47	8.6 %
Number of City parks	43	7.9 %
Number of walking & biking trails	66	12.1 %
Cumberland Pool & programs	34	6.2 %
Quality of outdoor athletic fields	14	2.6 %
Youth recreation opportunities	64	11.7 %
Adult recreation opportunities	24	4.4 %
Senior recreation opportunities	27	4.9 %
City's youth athletic programs	16	2.9 %
City's adult athletic programs	2	0.4 %
Maintenance & appearance of Community Center	45	8.2 %
Programs & activities offered at Community Center	43	7.9 %
Quality of instructors & coaches	5	0.9 %
Ease of registering for programs	8	1.5 %
Fees charged for recreation programs	11	2.0 %
None chosen	98	17.9 %
Total	547	100.0 %

**Q22. Which THREE of the Parks and Recreation services listed in Question 21 do you think are MOST IMPORTANT for the City to provide?**

Q22. 3rd choice	Number	Percent
Maintenance of City parks	33	6.0 %
Number of City parks	22	4.0 %
Number of walking & biking trails	43	7.9 %
Cumberland Pool & programs	20	3.7 %
Quality of outdoor athletic fields	21	3.8 %
Youth recreation opportunities	40	7.3 %
Adult recreation opportunities	15	2.7 %
Senior recreation opportunities	37	6.8 %
City's youth athletic programs	28	5.1 %
City's adult athletic programs	7	1.3 %
Maintenance & appearance of Community Center	44	8.0 %
Programs & activities offered at Community Center	59	10.8 %
Quality of instructors & coaches	18	3.3 %
Ease of registering for programs	12	2.2 %
Fees charged for recreation programs	40	7.3 %
None chosen	108	19.7 %
Total	547	100.0 %

**SUM OF TOP 3 CHOICES**

**Q22. Which THREE of the Parks and Recreation services listed in Question 21 do you think are MOST IMPORTANT for the City to provide? (top 3)**

Q22. Sum of top 3 choices	Number	Percent
Maintenance of City parks	331	60.5 %
Number of City parks	81	14.8 %
Number of walking & biking trails	134	24.5 %
Cumberland Pool & programs	78	14.3 %
Quality of outdoor athletic fields	40	7.3 %
Youth recreation opportunities	144	26.3 %
Adult recreation opportunities	44	8.0 %
Senior recreation opportunities	92	16.8 %
City's youth athletic programs	54	9.9 %
City's adult athletic programs	9	1.6 %
Maintenance & appearance of Community Center	103	18.8 %
Programs & activities offered at Community Center	125	22.9 %
Quality of instructors & coaches	26	4.8 %
Ease of registering for programs	24	4.4 %
Fees charged for recreation programs	61	11.2 %
None chosen	89	16.3 %
Total	1435	

**Q24. Cain Park. Have you or other members of your household attended a concert or show at Cain Park during the last 12 months?**

Q24. Have you attended a concert or show at Cain Park during last 12 months

	Number	Percent
Yes	210	38.4 %
No	337	61.6 %
Total	547	100.0 %

**Q24a. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=210)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q24a-1. Overall quality of facility	45.7%	45.2%	7.1%	0.5%	0.0%	1.4%
Q24a-2. Overall quality of shows & events	38.6%	46.2%	11.0%	2.4%	1.0%	1.0%
Q24a-3. Variety of shows & events	32.4%	46.7%	14.8%	3.8%	0.5%	1.9%
Q24a-4. Affordability of shows & events	25.7%	50.0%	14.8%	5.2%	0.0%	4.3%
Q24a-5. Ease of purchasing tickets for shows & events	26.2%	49.5%	13.3%	2.9%	0.5%	7.6%
Q24a-6. Overall quality of concessions	14.8%	42.4%	19.0%	9.5%	0.5%	13.8%

**WITHOUT "DON'T KNOW"**

**Q24a. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=210)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q24a-1. Overall quality of facility	46.4%	45.9%	7.2%	0.5%	0.0%
Q24a-2. Overall quality of shows & events	38.9%	46.6%	11.1%	2.4%	1.0%
Q24a-3. Variety of shows & events	33.0%	47.6%	15.0%	3.9%	0.5%
Q24a-4. Affordability of shows & events	26.9%	52.2%	15.4%	5.5%	0.0%
Q24a-5. Ease of purchasing tickets for shows & events	28.4%	53.6%	14.4%	3.1%	0.5%
Q24a-6. Overall quality of concessions	17.1%	49.2%	22.1%	11.0%	0.6%

**Q25. Communications. Which of the following sources do you currently use to get information about City of Cleveland Heights?**

Q25. What sources do you use to get information about City of Cleveland Heights	Number	Percent
City Focus magazine	350	64.0 %
City e-Newsletter	162	29.6 %
City website	197	36.0 %
City Facebook/Twitter	75	13.7 %
City cable channel	24	4.4 %
Plain Dealer/Sun Press	174	31.8 %
www.cleveland.com	143	26.1 %
Heights Observer	256	46.8 %
City YouTube channel	8	1.5 %
Other	58	10.6 %
Total	1447	

**Q25. Other**

<u>Q25. Other</u>	<u>Number</u>	<u>Percent</u>
Nextdoor	36	62.1 %
Word of mouth	4	6.9 %
Public library, word of mouth	1	1.7 %
Talk to business owners	1	1.7 %
Future Heights	1	1.7 %
City website	1	1.7 %
Neighborhood emails	1	1.7 %
Facebook and social media, Cleveland Scene	1	1.7 %
Updates created by my landlord and postings in our lobby	1	1.7 %
Google	1	1.7 %
Neighbors	1	1.7 %
Call directly	1	1.7 %
Dispatch	1	1.7 %
TV	1	1.7 %
Newsletter	1	1.7 %
SIGNS/APP	1	1.7 %
COUNCIL MEETINGS	1	1.7 %
Board of Family Connections, PTA through Canterbury, Task Force for Dr. Dixon	1	1.7 %
Talking with other residents and my own personal contact with City	1	1.7 %
<u>STREET ASSOCIATION NEWSLETTER</u>	<u>1</u>	<u>1.7 %</u>
Total	58	100.0 %

**Q26. Which of the following do you currently use at home?**

<u>Q26. What do you currently use at home</u>	<u>Number</u>	<u>Percent</u>
Facebook	306	55.9 %
YouTube	263	48.1 %
Twitter	93	17.0 %
Text messaging	387	70.7 %
Email	454	83.0 %
Internet	456	83.4 %
Other	31	5.7 %
<u>None</u>	<u>25</u>	<u>4.6 %</u>
Total	2015	

**WITHOUT "NONE"****Q26. Which of the following do you currently use at home? (without "none")**

Q26. What do you currently use at home	Number	Percent
Facebook	306	58.6 %
YouTube	263	50.4 %
Twitter	93	17.8 %
Text messaging	387	74.1 %
Email	454	87.0 %
Internet	456	87.4 %
Other	31	5.9 %
Total	1990	

**Q26. Other**

Q26. Other	Number	Percent
Instagram	14	45.2 %
Phone	6	19.4 %
Mail	3	9.7 %
Nextdoor	1	3.2 %
Reddit	1	3.2 %
Newspaper	1	3.2 %
Monthly newsletter	1	3.2 %
TV	1	3.2 %
Reddit, Instagram	1	3.2 %
Phone, & TV	1	3.2 %
School personnel updates	1	3.2 %
Total	31	100.0 %

**Q27. Please rate your satisfaction with the following aspects of communication provided by the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Availability of information about City programs & services	14.3%	46.4%	25.0%	4.2%	1.5%	8.6%
Q27-2. City efforts to keep you informed about local issues	13.5%	40.2%	28.2%	8.2%	2.4%	7.5%
Q27-3. Level of public involvement in local decision making	4.0%	24.5%	30.9%	15.5%	5.9%	19.2%
Q27-4. Level of public involvement in City's budget process	2.0%	11.9%	32.5%	16.1%	7.7%	29.8%
Q27-5. Quality of programming on City's cable television channel	1.1%	8.6%	19.7%	3.5%	1.8%	65.3%
Q27-6. Usefulness of City's web page	5.1%	29.8%	27.6%	5.5%	1.5%	30.5%
Q27-7. Usefulness of Focus magazine	18.6%	42.2%	16.1%	1.8%	0.9%	20.3%
Q27-8. Police Department efforts to keep you informed about local public safety issues	16.6%	27.1%	25.2%	6.2%	3.1%	21.8%

**WITHOUT "DON'T KNOW"**

**Q27. Please rate your satisfaction with the following aspects of communication provided by the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=547)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Availability of information about City programs & services	15.6%	50.8%	27.4%	4.6%	1.6%
Q27-2. City efforts to keep you informed about local issues	14.6%	43.5%	30.4%	8.9%	2.6%
Q27-3. Level of public involvement in local decision making	5.0%	30.3%	38.2%	19.2%	7.2%
Q27-4. Level of public involvement in City's budget process	2.9%	16.9%	46.4%	22.9%	10.9%
Q27-5. Quality of programming on City's cable television channel	3.2%	24.7%	56.8%	10.0%	5.3%
Q27-6. Usefulness of City's web page	7.4%	42.9%	39.7%	7.9%	2.1%
Q27-7. Usefulness of Focus magazine	23.4%	53.0%	20.2%	2.3%	1.1%
Q27-8. Police Department efforts to keep you informed about local public safety issues	21.3%	34.6%	32.2%	7.9%	4.0%

**Q28. Which THREE of the following Community issues do you think should be the City's TOP PRIORITIES over the next TWO years?**

Q28. What should be City's top priorities over next two

<u>years</u>	<u>Number</u>	<u>Percent</u>
Neighborhood revitalization	329	60.1 %
Public safety	300	54.8 %
Environmental stewardship	72	13.2 %
Infrastructure maintenance	217	39.7 %
Youth outreach	90	16.5 %
Housing development	80	14.6 %
Retail/commercial district revitalization	219	40.0 %
Business development	154	28.2 %
Improve recreational/cultural amenities	54	9.9 %
Other	24	4.4 %
Total	1539	

**Q28. Other**

<u>Q28. Other</u>	<u>Number</u>	<u>Percent</u>
Lower taxes	2	8.3 %
Trash collection	1	4.2 %
Education	1	4.2 %
Lower real estate taxes and city income taxes so they are affordable	1	4.2 %
Property tax relief	1	4.2 %
Quality of schools	1	4.2 %
Free ambulance service for residents and taxpayers	1	4.2 %
Redevelopment of abandoned or under utilized properties	1	4.2 %
Senior housing and center	1	4.2 %
Forestry maintenance	1	4.2 %
Severance Center	1	4.2 %
Green choices for housing	1	4.2 %
REDUCE POLICE HARASSMENT	1	4.2 %
RECYCLING AND WASTE REMOVAL	1	4.2 %
Less section 8 houses only in certain areas	1	4.2 %
Adult intramural athletic programs	1	4.2 %
VERY HIGH PROPERTY TAX	1	4.2 %
Vacant property	1	4.2 %
End redevelopment ideas	1	4.2 %
SOCIAL AND FINANCIAL EQUALITY	1	4.2 %
STREET CLEANING	1	4.2 %
LEAF REMOVAL	1	4.2 %
BRING A MOVIE THEATER BACK	1	4.2 %
Total	24	100.0 %

**Q29. Which of the following best describes your race/ethnicity?**

<u>Q29. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	23	4.2 %
Black/African American	233	42.6 %
White	283	51.7 %
Hispanic	15	2.7 %
American Indian/Eskimo	4	0.7 %
Other	5	0.9 %
Total	563	

**Q29. Other**

<u>Q29. Other</u>	<u>Number</u>	<u>Percent</u>
Bi-racial	1	20.0 %
European Hispanic	1	20.0 %
Multi-racial	1	20.0 %
Celtic	1	20.0 %
NIGERIAN AMERICAN	1	20.0 %
Total	5	100.0 %

**Q30. Including yourself, how many people in your household are...**

	<u>Mean</u>	<u>Sum</u>
number	2.2	1161
Under age 10	0.2	119
Ages 10-19	0.2	98
Ages 20-34	0.3	181
Ages 35-54	0.5	291
Ages 55-74	0.7	368
Ages 75+	0.2	104

**Q31. Do you own or rent your home?**

Q31. Do you own or rent your home	Number	Percent
Own	352	64.4 %
Rent	195	35.6 %
Total	547	100.0 %

**WITHOUT "NOT PROVIDED"****Q31. Do you own or rent your home? (without "not provided")**

Q31. Do you own or rent your home	Number	Percent
Own	352	64.4 %
Rent	195	35.6 %
Total	547	100.0 %

**Q32. Approximately how many years have you lived in the City of Cleveland Heights?**

Q32. How many years have you lived in City of Cleveland Heights	Number	Percent
0-5	124	22.7 %
6-10	37	6.8 %
11-15	45	8.2 %
16-20	40	7.3 %
21-30	89	16.3 %
31+	189	34.6 %
Not provided	23	4.2 %
Total	547	100.0 %

**WITHOUT "DON'T KNOW"****Q32. Approximately how many years have you lived in the City of Cleveland Heights? (without "not provided")**

Q32. How many years have you lived in City of Cleveland Heights	Number	Percent
0-5	124	23.7 %
6-10	37	7.1 %
11-15	45	8.6 %
16-20	40	7.6 %
21-30	89	17.0 %
31+	189	36.1 %
Total	524	100.0 %

**Q33. Your gender:**

<u>Q33. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	267	48.8 %
Female	275	50.3 %
Other	1	0.2 %
Not provided	4	0.7 %
Total	547	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q33. Your gender: (without "not provided")**

<u>Q33. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	267	49.2 %
Female	275	50.6 %
Other	1	0.2 %
Total	543	100.0 %

**Q33. Other**

--- No Response ---

***Section 5:  
Survey Instrument***

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## 2018 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. You may also complete the survey online at [www.ClevelandHeightsSurvey.org](http://www.ClevelandHeightsSurvey.org). Your responses are confidential. The results of the survey will be tabulated and summarized by ETC Institute. The City will only receive summary information, 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 cursive script that reads "Carol Roe".

Carol Roe  
Mayor



## 2018 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 ongoing 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. If you would prefer to take this survey online, you can do so at [www.ClevelandHeightsSurvey.org](http://www.ClevelandHeightsSurvey.org). 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 using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	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, and facilities	5	4	3	2	1	9
5. Overall enforcement of city codes and ordinances	5	4	3	2	1	9
6. Overall quality of customer service you receive from city employees	5	4	3	2	1	9
7. Overall effectiveness of city communication with the public	5	4	3	2	1	9
8. Overall quality of solid waste services (trash, recycling, yard waste)	5	4	3	2	1	9
9. 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 your answers below using the numbers from the list in Question 1.]**

1st: \_\_\_\_      2nd: \_\_\_\_      3rd: \_\_\_\_

- 3. Perceptions of the City. Please rate your satisfaction with each of the following items that may influence your perception of the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	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 with regard to each of the following using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."**

	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 Q5a-c.]      \_\_\_(2) No [Skip to Q6.]

**5a. Which Department did you contact MOST RECENTLY?**

- |   |                                  |
|---|----------------------------------|
| ___(01) Public Works (street maintenance, trash, recycling, yard waste, forestry) | ___(07) Planning and Development |
| ___(02) Police Department   | ___(08) Community Relations      |
| ___(03) Fire/EMS  | ___(09) Building Department      |
| ___(04) Community Center  | ___(10) Housing Department       |
| ___(05) City Manager/City Council   | ___(11) Parks and Recreation     |
| ___(06) City Hall Information Desk/Receptionist                                   | ___(12) Other: _____             |

**5b. How easy was it to contact the person you needed to reach in the Department you indicated in Question 5a?**

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

**5c. 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 using a scale of 1 to 5, where 5 means "Always" and 1 means "Never."**

	Always	Usually	Sometimes	Seldom	Never	Don't Know
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. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	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 (e.g. leaves, brush) removal services	5	4	3	2	1	9
4. 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 your answers below using the numbers from the list in Question 6.]**

1st: \_\_\_      2nd: \_\_\_

8. **Development and Redevelopment.** Please rate your satisfaction with the following areas of development and redevelopment in Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	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 (e.g. stores, restaurants)	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
6. Current level of economic vitality throughout city commercial districts	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 your answers below using the numbers from the list in Question 8.]

1st: \_\_\_\_ 2nd: \_\_\_\_

10. **Public Safety Services.** Please rate your satisfaction with the following public safety services provided by the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. The visibility of police in neighborhoods	5	4	3	2	1	9
02. The visibility of police in commercial/retail areas	5	4	3	2	1	9
03. The city's efforts to prevent crime	5	4	3	2	1	9
04. How quickly police respond to emergencies	5	4	3	2	1	9
05. Enforcement of local traffic laws	5	4	3	2	1	9
06. Professionalism and courtesy of police officers	5	4	3	2	1	9
07. Overall quality of police services	5	4	3	2	1	9
08. How quickly fire personnel respond to emergencies	5	4	3	2	1	9
09. 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
14. Police public outreach programs	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 your answers below using the numbers from the list in Question 10.]

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.

How safe do you feel...	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 with the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		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 your answers below using the numbers from the list in Question 13.]

1st: \_\_\_\_ 2nd: \_\_\_\_

15. **Transportation.** Please rate your satisfaction with the following aspects of transportation in the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		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 with the following services provided by the city using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		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 your answers below using the numbers from the list in Question 16.]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

18. **Parks and Recreation.** Have you or other members of your household visited a Cleveland Heights City Park during the past 12 Months?

\_\_\_\_(1) Yes \_\_\_\_ (2) No \_\_\_\_ (9) Don't know

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

\_\_\_\_(1) Yes \_\_\_\_ (2) No \_\_\_\_ (9) Don't know

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

\_\_\_(1) Yes    \_\_\_(2) No    \_\_\_(9) Don't know

21. Please rate your satisfaction with the following aspects of Parks and Recreation in the City of Cleveland Heights using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of city parks	5	4	3	2	1	9
02.	Number of city parks	5	4	3	2	1	9
03.	Number of walking and biking trails	5	4	3	2	1	9
04.	Cumberland Pool and programs	5	4	3	2	1	9
05.	Quality of outdoor athletic fields	5	4	3	2	1	9
06.	Youth recreation opportunities	5	4	3	2	1	9
07.	Adult recreation opportunities	5	4	3	2	1	9
08.	Senior recreation opportunities	5	4	3	2	1	9
09.	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

22. Which THREE of the Parks and Recreation services listed above do you think are MOST IMPORTANT for the city to provide? [Write in your answers below using the numbers from the list in Question 21.]

1st: \_\_\_    2nd: \_\_\_    3rd: \_\_\_

23. 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: \_\_\_\_\_

24. **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 Q24a.]    \_\_\_(2) No [Skip to Q25.]

24a. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		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

**25. Communications. Which of the following sources do you currently use to get information about City of Cleveland Heights? [Check all that apply.]**

- (01) City Focus Magazine       (05) City Cable Channel       (09) City YouTube Channel  
 (02) City E-Newsletter       (06) Plain Dealer/Sun Press       (10) Other: \_\_\_\_\_  
 (03) City Website       (07) www.cleveland.com  
 (04) City Facebook/Twitter       (08) Heights Observer

**26. Which of the following do you currently use at home? [Check all that apply.]**

- (1) Facebook       (3) Twitter       (5) E-mail       (7) Other: \_\_\_\_\_  
 (2) YouTube       (4) Text Messaging       (6) Internet       (8) None

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

		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
8.	Police Department efforts to keep you informed about local public safety issues	5	4	3	2	1	9

**28. Which THREE of the following community issues do you think should be the city's TOP PRIORITIES over the next TWO years?**

- (01) Neighborhood revitalization       (06) Housing development  
 (02) Public safety       (07) Retail/Commercial district revitalization  
 (03) Environmental stewardship       (08) Business development  
 (04) Infrastructure maintenance       (09) Improve recreational/cultural amenities  
 (05) Youth outreach       (10) Other: \_\_\_\_\_

**Demographics**

**29. Which of the following best describes your race/ethnicity? [Check all that apply.]**

- (1) Asian/Pacific Islander       (3) White       (5) American Indian/Eskimo  
 (2) Black/African American       (4) Hispanic       (6) Other: \_\_\_\_\_

**30. Including yourself, how many people in your household are...**

- Under age 10: \_\_\_\_      Ages 20-34: \_\_\_\_      Ages 55-74: \_\_\_\_  
 Ages 10-19: \_\_\_\_      Ages 35-54: \_\_\_\_      Ages 75+: \_\_\_\_

**31. Do you own or rent your home?       (1) Own       (2) Rent**

**32. Approximately how many years have you lived in the City of Cleveland Heights?      \_\_\_\_ years**

**33. Your gender:       (1) Male       (2) Female       (3) Other: \_\_\_\_\_**

**34. If you have any other suggestions for improving the quality of city services, please write your suggestions below.**

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**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.**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**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 to the 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.



# CLEVELAND HEIGHTS

September 17, 2018 Minutes

## **COMMITTEE OF THE WHOLE**

6:23 – 7:08 p.m.

Mayor Roe presiding

Roll Call: Present: Dunbar, Roe, Seren, Stein, Ungar, Yasinow  
Excused: None

Staff present: Boland, Briley, Juliano, Lambdin, Mannarino, McRae, Mecklenburg, Niermann  
O'Neil, Sabin, Smith, Trupo, Wong

Topics discussed: Report of City Council Members, Legislation Overview, Staff Reports and  
Boulevard Townhomes Vacant Lot Sale

## **CITY COUNCIL**

7:37 – 8:22 p.m.

Mayor Roe presiding

Roll Call: Present: Dunbar, Roe, Seren, Stein, Ungar, Yasinow  
Excused: Stephens

Staff present: Boland, Briley, Juliano, Lambdin, Mannarino, McRae, Mecklenburg, Niermann  
O'Neil, Sabin, Smith, Trupo, Wong

The minutes of the special variance hearing held Monday, July 30, 2018 and the regular Council  
meeting held Tuesday, September 4, 2018 were approved with corrections submitted.

### **Personal communications from citizens**

Lee Chilcote made a statement about Dr. Dan and Debra Kirby's concerns about improvements  
undertaken by their neighbors and whether they complied with coding.

Debra Kirby stated her concerns about her neighbor's renovations and was referred to Richard  
Wong.

Blanche Valancy, Voter Services Chair of the Cleveland Heights – University Heights Chapter  
of the League of Women Voters of Greater Cleveland, stated they would be presenting a  
candidate forum on October 4, 7:00 p.m., at the Senior Center in the Community Center. There

**AGENDA (tentative) CITY OF CLEVELAND HEIGHTS  
MONDAY, SEPTEMBER 17, 2018**

are voter registrations happening at several events. More information can be found at [www.leagueofwomenvotersgc.org](http://www.leagueofwomenvotersgc.org).

Carla Rautenberg announced that today is Constitution Day and spoke about the history and importance of the day. She stated there was a Move to Amend meeting the day before at the Shaker Heights Cleveland Library.

Jill Tatum thanked the City for the planters, hanging baskets and other improvements for Noble Road.

**Report of the City Manager**

Tanisha Briley requested permission to go to bid for project #18-06 Edgehill/Overlook – TCLI - Intersection reconstruction.

**Matter or Record**

Motion made by Council Member Ungar, Seconded by Council Member Dunbar

Roll Call: Ayes: Dunbar, Roe, Seren, Stein, Ungar, Yasinow  
Nays: None

**Motion Passed**

**Report of the Director of Finance/Clerk of Council**

Nothing to report

**Committee Reports**

**FINANCE COMMITTEE**

**RESOLUTION NO. 108-2018 (F)**, A Resolution authorizing the City Manager to enter into an agreement with the Cedar Fairmount Special Improvement District, Inc. (“Cedar Fairmount SID”) for advancement of funds in anticipation of assessment.

Introduced by Council Member Dunbar, Seconded by Vice Mayor Yasinow

Roll Call: Ayes: Roe, Seren, Stein, Ungar, Yasinow, Dunbar  
Nays: None

**Legislation Passed**

**AGENDA (tentative) CITY OF CLEVELAND HEIGHTS  
MONDAY, SEPTEMBER 17, 2018**

**RESOLUTION 109-2018 (F)**. A Resolution authorizing the City Manager to enter into an agreement with the Cedar Lee Special Improvement District for advancement of funds in anticipation of assessment.

Introduced by Council Member Dunbar, Seconded by Vice Mayor Yasinow

Roll Call: Ayes: Seren, Stein, Ungar, Yasinow, Dunbar, Roe  
Nays: None

**Legislation Passed**

**HOUSING AND TRANSPORTATION COMMITTEE**

**ORDINANCE NO. 110-2018 (HT), First Reading**. An Ordinance amending Chapter 1369, "Basic Standards for Business Occupancy," of Title Seven, Business Maintenance Code, of the Codified Ordinances of Cleveland Heights to enact a provision requiring a cash bond upon foreclosure of vacant commercial properties.

Introduced by Council Member Dunbar

**ORDINANCE NO. 111-2018 (HT), First Reading**. An Ordinance amending Chapter 1351, "Basic Standards for Residential Occupancy," of Title Five, *Housing Code*, of the Codified Ordinances of Cleveland Heights by enacting a new Subsection 1351.33(d) to enact a provision requiring a cash bond upon foreclosure of vacant residential properties.

Introduced by Council Member Dunbar

**RESOLUTION NO. 112-2018 (HT)**. A Resolution authorizing ODOT to proceed with the project of upgrading the traffic signals and pedestrian crossing facilities at Noble Road and Quilliams Road in Cleveland Heights

Introduced by Council Member Dunbar, Seconded by Council Member Ungar

Vice Mayor Yasinow made a statement of support.

Roll Call: Ayes: Stein, Ungar, Yasinow, Dunbar, Roe, Seren  
Nays: None

**Legislation Passed**

Council Member Dunbar made a statement about her experiences at Heights Music Hop, a running event at Forest Hill Park, the Heights Community Congress Benefit at the Harcourt Mansion, and the Shaker Lakes Nature Center.

**AGENDA (tentative) CITY OF CLEVELAND HEIGHTS  
MONDAY, SEPTEMBER 17, 2018**

**PLANNING AND DEVELOPMENT COMMITTEE**

Vice Mayor Yasinow wished Shanah Tovah to those who celebrate.

Vice Mayor Yasinow recognized the loss of Firefighter Mark Reel to occupational cancer.

**RECREATION, COMMUNITY AND EXTERNAL RELATIONS COMMITTEE**

Council Member Seren thanked those involved in developing and expanding our Fair Practices ordinance. He made a statement that the County has proposed an ordinance that would institute the same policy at a County level, making it the policy that a person cannot be discriminated against in public accommodation, housing and employment for sexual orientation or gender identity and expression.

State Representative Janine Boyd, Council Member Stephens and Council Member Seren will be holding a community dinner and voter engagement conversation on Thursday, September 20.

**SAFETY AND MUNICIPAL SERVICES COMMITTEE**

**RESOLUTION 113-2018 (SMS).** A Resolution declaring the official intent and reasonable expectation of Cleveland Heights on behalf of the State to reimburse the City's Street Construction Fund for the Meadowbrook Boulevard Reconstruction, Project CA18V, with the proceeds of tax exempt debt of Ohio

Introduced by Council Member Ungar, Seconded by Council Member Dunbar

Roll Call: Ayes: Ungar, Yasinow, Dunbar, Roe, Seren, Stein  
Nays: None

**Legislation Passed**

**RESOLUTION NO. 114-2018 (SMS).** A Resolution amending Resolution No. 84-2018 to further amend the term of the Immigration Task Force until October 31, 2018

Introduced by Council Member Ungar, Seconded by Council Member Dunbar

Roll Call: Ayes: Yasinow, Dunbar, Roe, Seren, Stein, Ungar  
Nays: None

**Legislation Passed**

**ADMINISTRATIVE SERVICES COMMITTEE**

Nothing to report

**AGENDA (tentative) CITY OF CLEVELAND HEIGHTS  
MONDAY, SEPTEMBER 17, 2018**

**Mayor's Report**

Mayor Roe stated that next Monday, September 24, our City Council will be meeting in this room at 6:30 p.m. for a Joint Meeting with the School Board. The next meeting of Council will be Wednesday, October 3.

Mayor Roe thanked the Rudd family for opening their home to the Home and Garden Show.

**COMMITTEE OF THE WHOLE (Reconvened)**

8:34 – 9:48 p.m.

Mayor Roe presiding

Roll Call: Present: Dunbar, Roe, Seren, Stein, Ungar, Yasinow  
Excused: None

Staff present: Boland, Briley, Juliano, Lambdin, Mannarino, McRae, Mecklenburg, Niermann O'Neil, Sabin, Smith, Trupo, Wong

Topics discussed: Foreclosure Bonds and Tobacco 21

**Executive Sessions**

9:24 – 9:48 p.m.

Council Member Dunbar made a motion to begin Executive Session, which was seconded by Vice Mayor Yasinow 1.) To consider the terms of a purchase of real property for public purposes; and 2.) To discuss, with an attorney for the public body, claims or disputes involving the public body that, in the judgment of such attorney, appear likely to be the subject of a future claim.

Roll Call: Ayes: Dunbar, Roe, Seren, Stein, Stephens, Ungar, Yasinow  
Nays: None

Vice Mayor Yasinow made a motion to end Executive Session which was seconded by Council Member Stein.

Roll Call: Ayes: Dunbar, Roe, Seren, Stein, Stephens, Ungar, Yasinow  
Nays: None

**AGENDA (tentative) CITY OF CLEVELAND HEIGHTS  
MONDAY, SEPTEMBER 17, 2018**

Respectfully submitted,

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Carol Roe, Mayor

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Laurie Sabin, Clerk of Council  
/jkw

DRAFT