

# CITY OF CLEVELAND TENNESSEE

## COMMUNITY SURVEY

THE MISSION OF THE CITY OF CLEVELAND IS TO PROVIDE FOR THE WELFARE OF ALL CITIZENS OF CLEVELAND THROUGH EFFICIENT, HIGH QUALITY SERVICES, SOUND LEADERSHIP AND PROGRESSIVE PLANNING FOR THE FUTURE.

# 2017



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## EXECUTIVE SUMMARY

Mayor, City Council, and city staff are pleased to present to the community the results from the recent Community Engagement Process and Survey. The responses indicate that residents rate the quality of life very high in our community. Most people rate their neighborhoods positively and appreciate the city's efforts in public safety services; solid waste programs; and good access to open space, greenway, and parks. However, many Cleveland residents continue to have major concerns about infrastructure and transportation, downtown redevelopment, and community entertainment options.

Over the past decade, the city has faced significant budget challenges due to reductions in state and federal funding, and the loss of the ability to annex property. Although some changes have been made in service delivery, we are very pleased to see ratings for most of our services to rated very high.

The survey questions were developed to ask about topics most relevant to the daily lives of Cleveland residents and that would be the greatest long-term use to the Cleveland City Council and city staff as we consider city goals and priorities, plans for the future, and the city's financial health.

The 2017 Community Engagement Process is the first of such survey and process conducted. It provides information from a representative cross section of Cleveland residents which has been carefully gathered, analyzed and checked to assure a sample that is most representative of the entire community.

In closing, we appreciate the responses given by those who participated in the survey and process. We hope that you will find these results interesting and useful. Finally, we encourage and welcome your involvement and contributions to making Cleveland a better community and place to live.

# BACKGROUND

## **SURVEY PURPOSE**

The Cleveland City Council initiated a community-wide citizen engagement survey through the City Manager's Office in December, 2016. The primary goal of this survey was to assess and evaluate the opinions of Cleveland's residents by:

- Evaluating core city services.
- Determining the priorities of residents.
- Understanding residents' quality of life satisfaction.
- Identifying problems and opportunities facing Cleveland.
- Establish benchmarks for future surveys.

The 2016 Cleveland Citizen Engagement Survey serves as a progress report for Cleveland. The survey provided residents with the ability to rate the quality of life in Cleveland, services the City provides as well as rate community amenities which make-up characteristics of the City. Survey respondents could also communicate their priorities for the future as well as provide feedback on what needs improvement in the community.

Utilizing the data and results from this survey will help the City Council, staff and public establish priorities for deciding future budgets as well as create a foundation for tracking community input and interaction about the primary responsibilities of the City of Cleveland. This will help ensure the council and city staff are maximizing the quality of services provided and meeting the priorities of the community over time.

Surveys such as this one examine the fundamental services that local governments maintain control over to create a high-quality community for their residents. Government officials can monitor and review the strengths and weaknesses which emerged from this report and take the opportunity to address and rectify the problems identified.

This is the first citizen engagement survey conducted by the City of Cleveland.

## **SURVEY ADMINISTRATION**

Residential housing units served by Cleveland Utilities received two informational mailings about the survey. The first mailing was a letter from the Mayor, City Council and City Manager encouraging citizens to participate in the survey. Respondents were provided a link where they could access the survey online and information about the three pick-up and drop-off locations for paper surveys. The second mailing was a letter from the Mayor, City Council and City Manager which included information about the survey and an invitation to attend one of the six scheduled community meetings dating from January 24, 2017 to February 15, 2017. Approximately 27,000 households received both mailings. The survey instrument is in Appendix G: Survey Materials.

### COMMUNITY ENGAGEMENT MEETINGS

The Mayor and City Council conducted six community engagement meetings to provide residents with opportunities to meet with the governing body, discuss information about the City's first engagement survey and receive feedback from the community. These meetings were scheduled between January 24, 2017 and February 15, 2017 before the cut-off date of the community survey. One meeting was held in each of the city's five districts with the sixth meeting serving as a general forum. Minutes of the conversations from each community engagement meeting are in Appendix E: Community Engagement Meetings.



## UNDERSTANDING THE RESULTS

Participants for this survey were not selected at random. Surveys were collected online, at drop-off locations and via mail until February 24, 2017. A total of 1,076 surveys were collected by city staff. The five categories the survey focused on were: quality of life, public safety, infrastructure and transportation, downtown Cleveland, and government communications.

Staff in the City Manager's Office collected, compiled and tabulated the survey responses as they were submitted.

This report presents most of the information in "percent positive" which combines the top two most positive responses. Ex: ("excellent" "very good" or "very satisfied" "satisfied"). A completed set of survey responses are in Appendix B: Survey Responses of this report.

### MARGIN OF ERROR

The customary practice when describing the preciseness of estimates derived from surveys is by a level of confidence along with a confidence interval or margin of error. The most widely used confidence interval is the 95% confidence interval. This indicates the sampling error in the estimates created from the survey results. Under normal circumstances there are no greater than plus or minus five percentage points of any percent displayed throughout the report. However, due to timing, budget and staff restrictions, random sampling did not occur for this report leaving the margin of error much greater. The results from this report cannot be quantified as being scientifically or statistically significant as an accurate representation of Cleveland's populations.

### DON'T KNOW RESPONSES & ROUNDING

Many questions on the survey allowed respondents to choose a "don't know" response. A complete set of responses are provided in Appendix B: Survey Responses. Some analyses in this report have not included "don't know" responses as a part of the evaluation. Most charts, graphs and figures in the report showcase the results from respondents who had a specific opinion about a question.

There are several questions in the survey where respondents could select multiple choices for an answer. For these questions, this will cause the total percentage to exceed 100% in a chart or figure where more than one answer was selected by the respondent. Questions only allowing a single response should equal 100% in various charts and figures. As a customary practice, all values have been rounded to the nearest whole number.

## **RESULTS OVER TIME**

Since this is Cleveland's first citizen survey, comparisons to previous data and results are not available. As iterations are developed for future surveys, comparisons over time can become available and useful in the decision-making process. Trends from the data may also be established and demonstrate opportunities and/or threats of how local policies, programs and decisions have affected public opinion of the community.

# SERVICES AND PROJECTS

Information in this section discusses the priorities for the respondents in each council district for the questions regarding the City’s core services and project priorities of the respondents. The data in this section only covers respondents who live within the corporate boundaries of the City of Cleveland. The top three priorities for services and projects are included in the following pages. Results for overall community priorities are in Appendix D: Citizen Priorities.

## Citizen Service Priorities

**Table 1**

1. Flow of traffic & congestion	24%
2. Maintenance of city infrastructure, streets & sidewalks	23%
3. Quality of public safety services	19%

## Citizen Project Priorities

**Table 2**

1. Traffic flow & congestion management	39%
2. Downtown redevelopment	18%
3. Redevelopment of Southside neighborhoods	20%

## District 1 Service Priorities

**Table 3**

1. Quality of public safety services (e.g. Police & Fire)	32%
2. Quality of parks & recreation services provided by the city	23%
3. Maintenance of city infrastructure, city streets & city sidewalks	26%

## District 1 Project Priorities

**Table 4**

1. Redevelopment of Southside neighborhoods	27%
2. Traffic flow & congestion management	28%
3. Expansion of greenways and pedestrian/biking trails	25%

**District 2 Service Priorities**

**Table 5**

1. Quality of parks & recreation services provided by the city	34%
2. Maintenance of city infrastructure, city streets & sidewalks	31%
3. Maintenance of city infrastructure, city streets & sidewalks	19%

**District 2 Project Priorities**

**Table 6**

1. Traffic flow & congestion management	39%
2. Downtown redevelopment (providing more jobs & living options)	24%
3. Downtown – creating more entertainment, art and family option	19%

**District 3 Service Priorities**

**Table 7**

1. Flow of traffic & congestion management	29%
2. Maintenance of city infrastructure, city streets & sidewalks	29%
3. Quality of parks & recreation services provided by the city	13%

**District 3 Project Priorities**

**Table 8**

1. Traffic flow & congestion management	34%
2. Expansion of greenways and pedestrian/biking trails	20%
3. Redevelopment of Southside neighborhoods	19%

**District 4 Service Priorities**

**Table 9**

1. Quality of public safety services (e.g. Police & Fire)	28%
2. Maintenance of city infrastructure, city streets & city sidewalks	31%
3. Flow of traffic & congestion management	22%

**District 4 Project Priorities**

**Table 10**

1. Traffic flow & congestion management	35%
2. Expansion of greenways and pedestrian/biking trails	23%
3. Redevelopment of Southside neighborhoods	27%

**District 5 Service Priorities**

**Table 11**

1. Flow of traffic & congestion management	28%
2. Maintenance of city infrastructure, city streets & city sidewalks	26%
3. Quality of parks & recreation services provided by the city	18%

**District 5 Project Priorities**

**Table 12**

1. Traffic flow & congestion management	43%
2. Downtown - creating more entertainment, art and family options	22%
3. Downtown redevelopment (providing more jobs & living options)	19%

The top three priorities of each district are different, but revolve around three primary focus groups involving: transportation and infrastructure (sidewalks, roads, traffic congestion), public safety and expanding recreational services and activities.

# MAJOR FINDINGS

This section of the report discusses the most pertinent issues derived from the community survey results. The major findings are broken into five major categories which include: Quality of Life, City Services, Public Safety, Infrastructure and Downtown Cleveland. Each of the five categories will address various positive and negative attributes resulting from the data collected in the community survey. It is important to keep in mind these results are not statistically significant indicating a direct representation of Cleveland’s population but provide a relatively accurate representation of the individual respondents who completed the survey. The feedback included in this section can still be used to obtain a general understanding of the most important findings during this citizen engagement process.

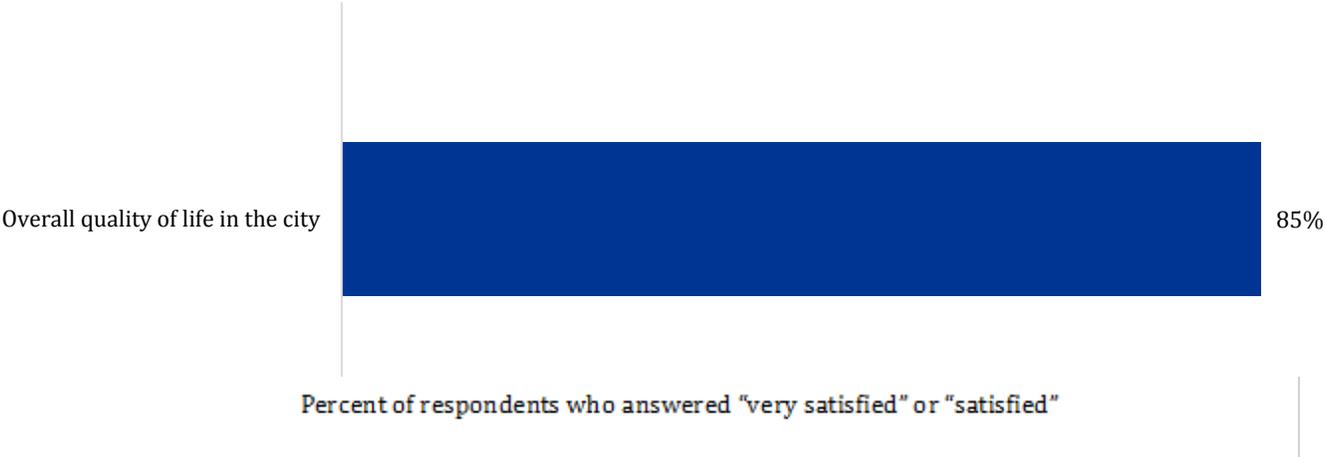
## QUALITY OF LIFE

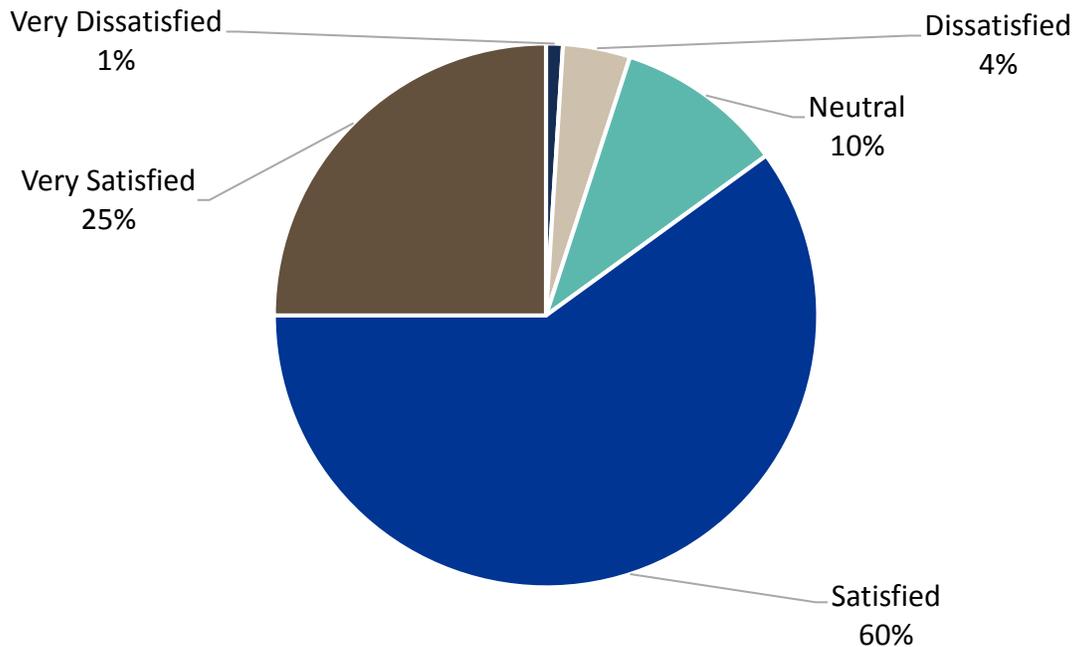
One of the best indicators in determining if a municipality is successful at meeting the needs of the community it serves is by measuring the perception of a community’s quality of life and amenities received by those utilizing them. The City of Cleveland 2016 Citizen Engagement Survey incorporated several questions pertaining to the quality and value received from the recreational activities, neighborhood aesthetics, city perception, parks and recreation facilities and other amenities provided by the city. Each question was based on a scale of satisfaction where “very satisfied” was the best rating and “very dissatisfied” was the worst rating. Respondents were also asked if they are willing to invest additional funding for specific target areas such as leisure services. Below are additional details about each major finding regarding quality of life.

### QUALITY OF LIFE

Most survey participants indicated (85% of respondents) they were satisfied with their quality of life in Cleveland. Only 5% of respondents were dissatisfied with the quality of life they receive in Cleveland. The remaining 10% responded “neutral” about the topic.

**Figure 1: Quality of Life Satisfaction**



**Figure 2: Overall Quality of Life**

## **RECREATION**

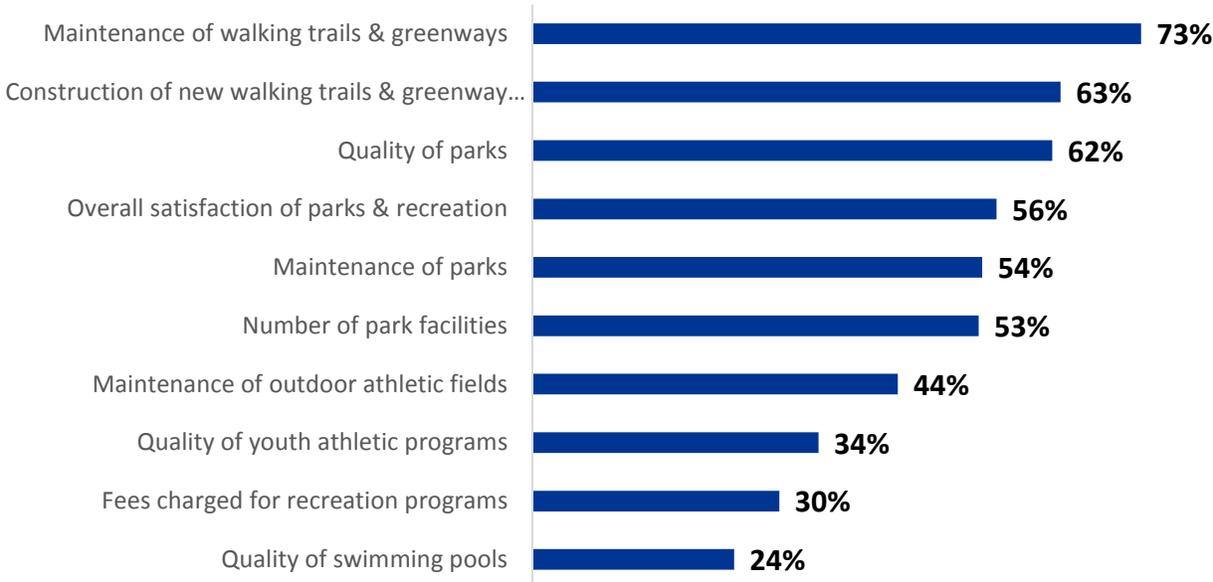
Recreation can vastly improve a person’s quality of life. The survey contained questions about services pertaining to the city’s recreation services and amenities. Approximately 62% of respondents were at least satisfied with the overall quality of our parks and recreation system. The Greenway is Cleveland’s best quality of life and recreational asset contributing to high levels of satisfaction among respondents. However, even with a relatively high satisfaction rating for overall quality, a large portion of respondents selected “neutral” or chose “don’t know” about several recreational questions in the survey demonstrating a weakness in how we provide recreation activities to improve our resident’s quality of life.

These include:

- Maintenance of outdoor athletic fields
- Quality of youth athletic programs
- Fees charged for recreation programs
- Quality of swimming pools
- Overall satisfaction of parks & recreation

A complete set of frequencies for this information is provided in Appendix B: Survey Responses. The graph on the following page is a representation of respondents’ level of satisfaction with various questions concerning parks and recreation as a contributor to quality of life.

### Figure 3: Parks and Recreation Satisfaction

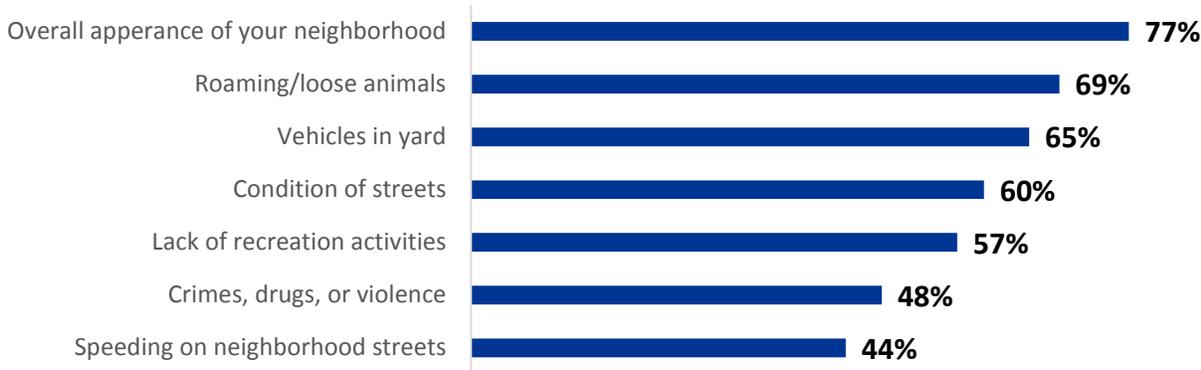


Percent of respondents who answered “Very Satisfied” or “Satisfied”

### NEIGHBORHOOD APPEARANCE

Most repondents (77%), did not have a problem with their neighborhood appearance. Speeding was the top concern for respondents in residential districts. Speeding will be addressed in the public safety section of this report. A complete set of frequencies for this information is provided in Appendix B: Survey Responses. The graph below is a representation of respondents’ level of satisfaction with various questions concerning neighborhood appearance as a contributor to quality of life.

### Figure 4: Neighborhood Appearance



Percent of respondents who answered “Not a Problem” or “Minor Problem”

**RETAIL & COMMERCIAL APPEARANCE**

Community development and appearance contribute to a resident’s quality of life. Residents enjoy living in a community where ample retail shopping is available without having to travel long distances from home. Residents also appreciate and search for communities that are aesthetically pleasing and well-planned.

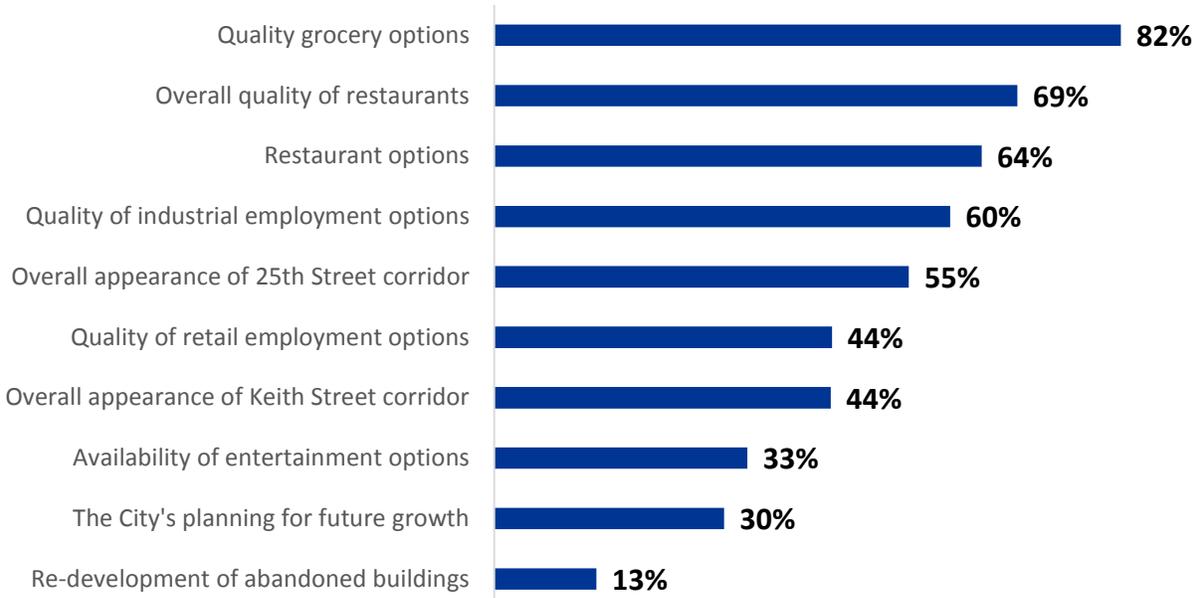
Most respondents who completed the questions regarding retail, development and redevelopment were satisfied with the retail portion of the questions. Over 60% of respondents were at least satisfied with restaurant choices and quality. Approximately 82% of respondents were at least satisfied with grocery store selections. Several questions received lower levels of satisfaction. For example, 32% of respondents were dissatisfied with entertainment options and another 12% were very dissatisfied.

These weaknesses include:

- Entertainment options
- City’s planning for future growth
- Redevelopment of abandoned and underutilized properties
- Appearance of Keith Street and 25<sup>th</sup> Street corridors

A complete set of frequencies for this information is provided in Appendix B: Survey Responses. The graph below is a representation of respondents’ level of satisfaction with various questions concerning retail and development as a contributor to quality of life.

**Figure 5: Retail, Development and Redevelopment**

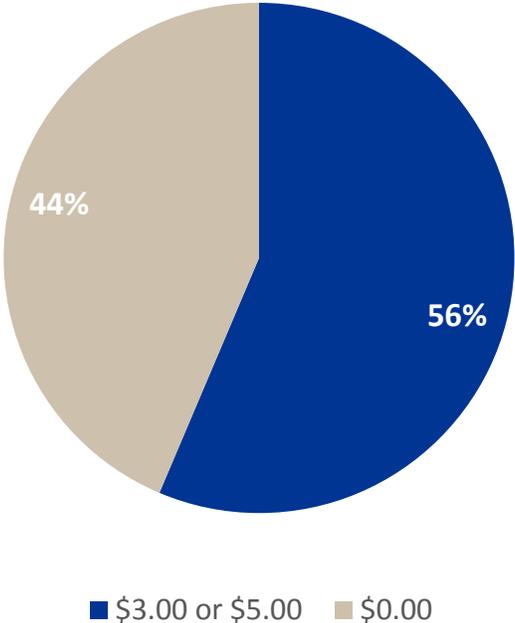


Percent of respondents who answered "Very Satisfied" or "Satisfied"

**INVESTMENT IN ADDITIONAL RECREATIONAL ACTIVITIES**

A question in the citizen engagement survey asked how much a respondent would be willing to spend and invest in a brand new athletic complex. Approximately 56% of respondents would be willing to spend at least an additional \$3.00 per month for investing in a new athletic facility.

**Figure 6: Investment in New Athletic Complex**



To address the quality of life findings, the Cleveland City Council has budgeted the following items in the fiscal year 2018 budget beginning July 1, 2017.

### **QUALITY OF LIFE IMPROVEMENTS**

- 1. Construction of new Blythe/Oldfield Park:** The City's Community Development Block Grant (CDBG) program, Impact Cleveland, the United Way, and other private contributors have formed a partnership for the redevelopment of the Blythe/Oldfield Park. This Park should be completed in the Fall of 2017.



- 2. Construction of Tinsley Park Tennis Complex:** The City has received a \$500,000 state parks and recreation grant and will contribute \$500,000 towards a new Tennis Complex at Tinsley Park. The City's intent is to have the project open before the end of Spring in 2018.

- 3. Blythe-Bower School Park Development:** The City will allocate approximately \$100,000 from the General Fund for Blythe-Bower School Park development and some

additional funding from the CDBG program. This will create quality of life amenities for the surrounding neighborhoods.

- 4. Deer Park Renovation:** The City is contributing approximately \$200,000 for a partial renovation of Deer Park. This will likely add new and additional playground equipment.
- 5. Greenway-Inman Street Connector Project:** This budget allocates \$60,000 for the construction of an addition to the Greenway. This will connect the Greenway to Inman Street.
- 6. Parks & Recreation Planning:** The City will complete a Parks & Recreation Master Plan which will give us a pathway to move forward in the future. The City will also analyze our staffing needs, quality control of our services provided, create clear expectations for our community landscaping and create an inventory of this department's strengths, weaknesses and opportunities. This process will lay the foundation for a more successful sports tourism program for the City of Cleveland.

## **PUBLIC SAFETY**

Public safety is a cornerstone of an attractive community. Residents in our community value their public safety services and enjoy living in a well-protected community where they feel safe and unthreatened.

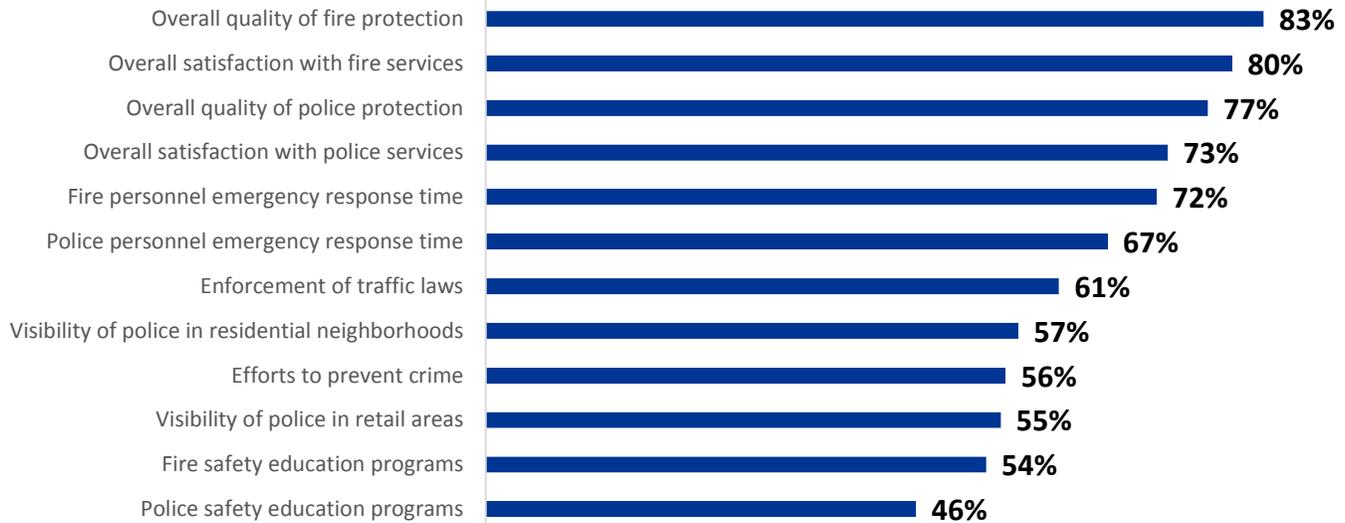
### **PUBLIC SAFETY SERVICES - SATISFACTION**

Respondents were asked a series of questions pertaining to satisfaction of public safety services and perception of safety in Cleveland. Survey respondents reported an extremely high level of satisfaction in regards to public safety services. About 80% of respondents who had an opinion, feel “very satisfied” or “satisfied” with the overall satisfaction with fire services, and about 73% of respondents feel very satisfied or satisfied with the overall satisfaction of police services. Approximately 91% of respondents feel “very safe” or “safe” in their neighborhoods during day and about 78% of respondents feel “very safe” or “safe” in their neighborhoods at night.

Even with these extraordinary levels of satisfaction for public safety services and feeling of safety some weaknesses were identified.

These include:

- Visibility of police in residential neighborhoods:
  - About 19% of respondents, who had an opinion, were dissatisfied with the visibility of police in residential neighborhoods.
- Fire and police public safety educational programs:
  - Over 22% percent of respondents were unaware about fire safety educational programs offered by the Cleveland Fire Department and approximately 24% of respondents were unaware about the Cleveland Police Department’s public safety educational programs.
- Speeding in residential neighborhoods:
  - Approximately 26% of respondents, who had an opinion, felt speeding was a “major problem” or “reported” speeding in their neighborhood. Only 43% of respondents, who had an opinion, felt speeding was “not a problem” or a “minor problem”.
- Crime, drugs and violence
  - Almost half (48%) of respondents, who had an opinion, thought crimes, drugs or violence were “not a problem” or a “minor problem” in their neighborhoods. About 29% of respondents, who had an opinion, thought crime, drugs and violence were a “moderate problem” and 13% of respondents believed crime, drugs, and violence were a “major problem” in their neighborhoods.

**Figure 7: Satisfaction of Public Safety Services**

Percent of respondents who answered "Very Satisfied" or "Satisfied"

A complete set of frequencies for this information is provided in Appendix B: Survey Responses. The graph above is a representation of respondents' level of satisfaction with various questions concerning public safety services.

### **SAFETY PERCEPTION**

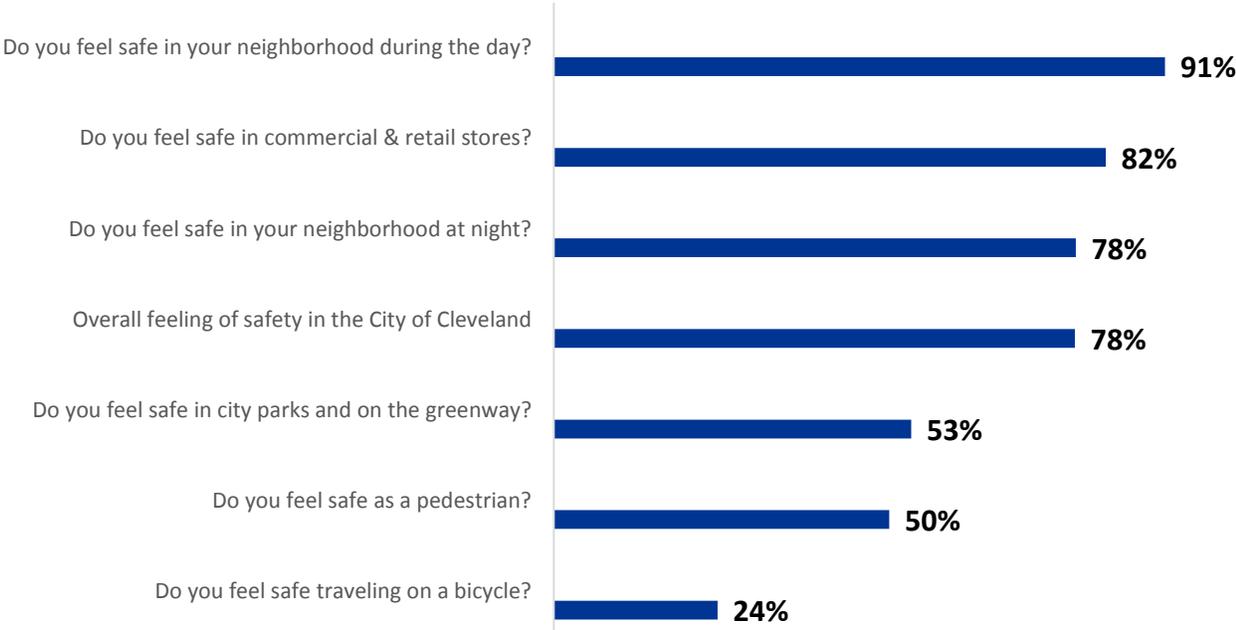
Respondents also ranked a high perception of safety. Approximately 91% of respondents, who had an opinion, feel "very safe" or "safe" in their neighborhoods during day and about 78% of respondents, who had an opinion, feel "very safe" or "safe" in their neighborhoods at night. Two weaknesses were identified.

These include:

- Feeling safe in city parks and on the greenway:
  - Only 53% of respondents, who had an opinion, felt "very safe" or "safe" while spending time at city parks or the greenway. About 18% of respondents who had an opinion, felt "not very safe" or "unsafe" at city parks and on the greenway.
- Bicycle/pedestrian safety:
  - 41% of the respondents, who had an opinion, felt "not very safe" or "unsafe" while traveling on bicycle while 50% of respondents, who had an opinion, felt safe as a pedestrian.

A complete set of frequencies for this information is provided in Appendix B: Survey Responses. The graph below is a representation of respondents' level of satisfaction with various questions concerning perceptions of safety.

### Figure 8: Perceptions of Safety



To address the major public safety findings mentioned, the Cleveland City Council has budgeted the following items in the fiscal year 2018 budget beginning July 1, 2017 on the subsequent page.



## **PUBLIC SAFETY IMPROVEMENTS**

1. **Creating Additional Police Officer Positions:** Adding (6) six new full-time police officers with two beginning in the second quarter, two beginning in the third quarter, and two beginning in the fourth quarter. Funding is also included for (6) six new full-time police in FY2019 to allow the Cleveland Police Department to implement a Crime Suppression Unit.
2. **Creating Additional Firefighter Positions:** Due to expanding city borders and population growth, the City has initiated the construction of Fire Station #6. This includes funding for (12) twelve new firefighter positions beginning in FY2019.
3. **New Fire Training Center:** The City will allocate \$200,000 for the construction of a new Fire Training Center for our public safety services. This is partial funding and the remainder of funds will come when the current Fire Training Center is sold.
4. **Fire Station #6:** The City will begin the construction of Fire Station #6 in the Summer of 2017. The budget for this station is approximately \$1.7 million. This station follows the Cleveland Fire Department's comprehensive plan and will allow for more effective service to this area of our City including future construction at Exit 20 along I-75. This fire station is necessary for the fire department to adequately serve the southern portion of the City, including the new Spring Branch Industrial Park and the commercial property which will continue to develop along this corridor. The new station, equipment and personnel will be needed to help the city maintain its current ISO rating.
5. **Police Department Equipment Replacement:** The Police Department has been allocated \$285,000 for the purchase of approximately (6) six fully-equipped new police cars.
6. **Fire Department Equipment Replacement:** The Fire Department has been allocated \$400,000 to assist in the purchase of a 2000 Pierce Engine.



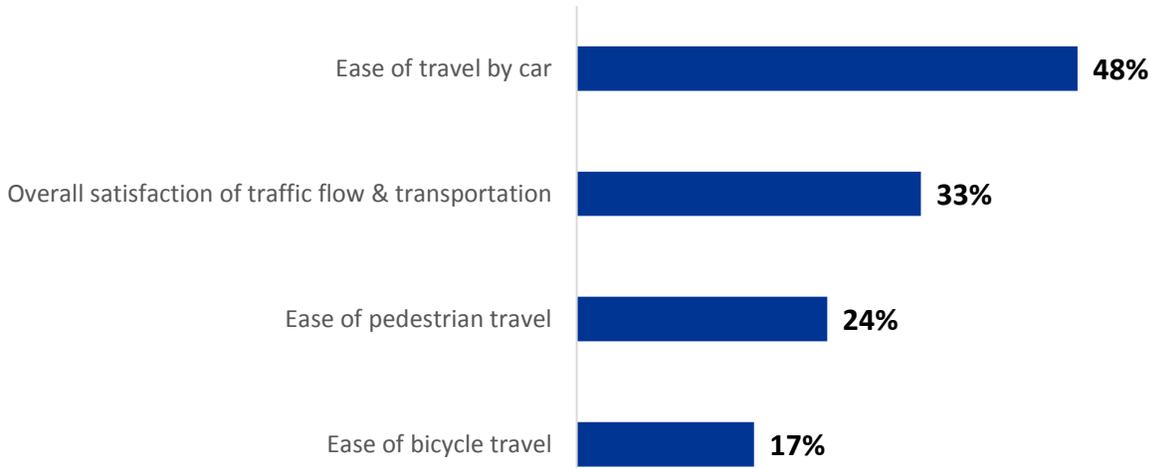
# INFRASTRUCTURE AND TRANSPORTATION

The ability for residents and visitors to easily move throughout the community is an important aspect of life and something many residents take seriously. Various forms of transportation are important to assist in alleviating traffic congestion, provide alternative modes of transportation and create quality opportunities for all modes of transportation.

## TRAFFIC & CONGESTION

Respondents overall were dissatisfied with Cleveland’s traffic congestion management. Only 33% of respondents, who had an opinion, were “very satisfied” or “satisfied” with the status of the city’s current traffic flow and 48% of respondents, who had an opinion, were “very satisfied” or “satisfied” with ease of travel by car. A complete set of frequencies for this information is provided in Appendix B: Survey Responses. The graph below is a representation of respondents’ level of satisfaction with various questions concerning traffic and transportation.

**Figure 9: Traffic Congestion and Transportation Satisfaction**



Percent of respondents who answered “Very Satisfied” or “Satisfied”



**SIDEWALKS**

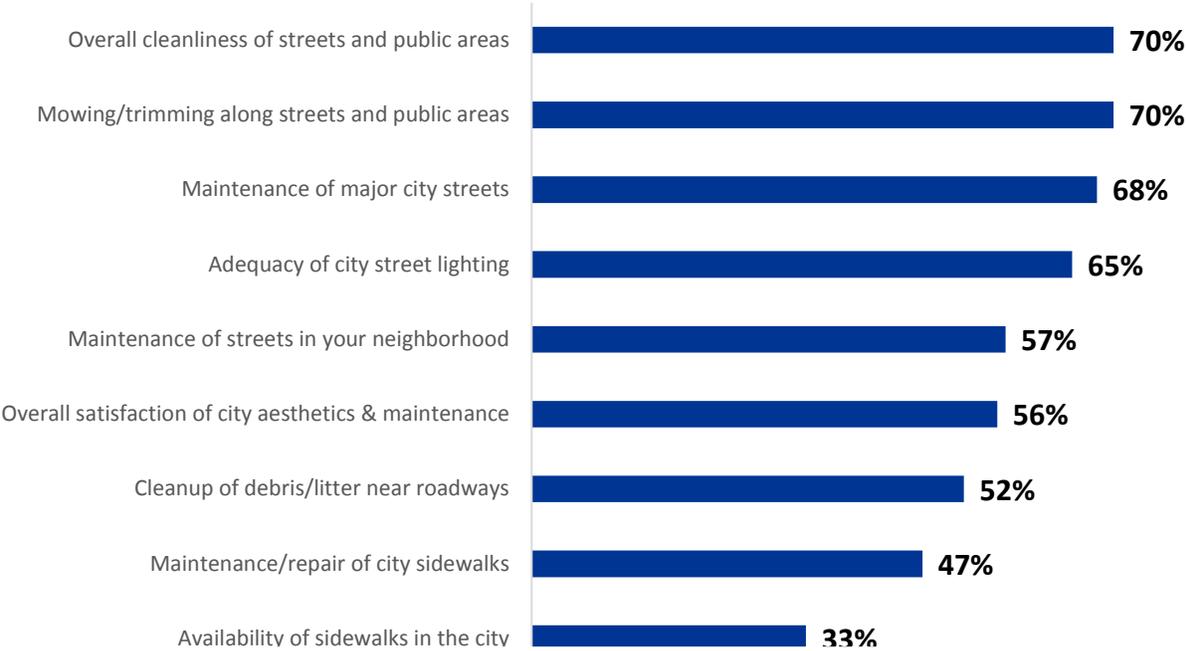
Sidewalks were another top concern for respondents. Only 33% of respondents, who had an opinion, were “very satisfied” or “satisfied” with the availability of sidewalk in Cleveland. About 47% of respondents, who had an opinion were “very satisfied” or “satisfied” with the maintenance and repair of sidewalks as well as 17% of respondents, who had an opinion, reported that the current condition of sidewalks was a “major problem”.

**ROAD CONDITIONS**

Majority (68%) of respondents, who had an opinion, were “very satisfied” or “satisfied” with the maintenance of major city streets such as Keith Street and Paul Huff. A lower percentage of respondents, about 60%, who had an opinion, were “very satisfied” or “satisfied” with the current condition of their neighborhood’s streets while only 57%, who had an opinion, were “very satisfied” or “satisfied” with the maintenance of their neighborhood’s streets. Approximately 24% of respondents, who had an opinion, were “dissatisfied” or “very dissatisfied” with the current maintenance of neighborhood streets.

One-third or 24% of respondents were displeased with cleanup efforts for litter and debris on roadways in the city.

**Figure 10: Infrastructure**

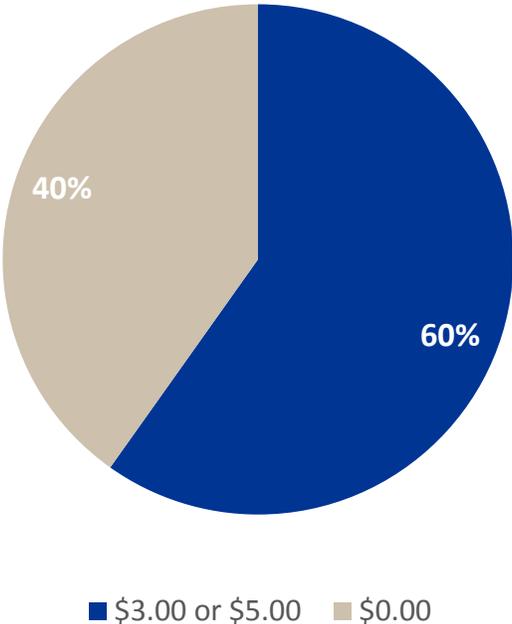


Percent of respondents who answered “Very Satisfied” or “Satisfied”

**FUTURE INVESTMENT**

Respondents were asked about their willingness to pay additional money to help improve transportation and infrastructure in Cleveland. A majority (60%) of respondents, were willing to pay at least an additional \$3.00 per month to help alleviate traffic conditions and improve infrastructure needs in the community.

**Figure 11: Invest in Transportation**



To address the major infrastructure and traffic findings the Cleveland City Council has budgeted the following items in the fiscal year 2018 budget beginning July 1, 2017.



## **INFRASTRUCTURE & TRANSPORTATION IMPROVEMENTS**

- 1. City Street Paving:** The City will increase its paving budget from \$1 million to \$1.3 million for the repaving of streets within the city's corporate boundaries. The additional \$300,000 for paving will gradually reduce our streets 27.5 year "Paving Cycle" to a 20 year "Paving Cycle".

- 2. Public Works Sidewalks/Stormwater Crew:** The City will add an additional (4) four public works employees to focus full time on sidewalk/stormwater related projects. These positions will be funded by approximately 60% of general funds and approximately 40% of stormwater funds. This will increase the available amount of funds for sidewalk projects from previous years.



- 3. Mouse Creek Road/Paul Huff Intersection:** The City will allocate approximately \$250,000 for a widening project at the intersection at Mouse Creek/Paul Huff. Staff has had previous discussion with the potential developers of this area who would donate right-of-way for the development of this property. The funds used for this project are from the Capital Improvement Program (CIP).
- 4. Peerless Road/Paul Huff Road Intersection Widening:** The City will allocate approximately \$300,000 for a widening project at the intersection at Peerless Road/Paul Huff. The funds used for this project are from the CIP.
- 5. Peerless Road/25<sup>th</sup> Street Widening:** The City will provide approximately \$250,000 for a widening project at the intersection at Peerless Road/25<sup>th</sup> Street. The funds for this project are from the CIP.
- 6. Georgetown Road/25<sup>th</sup> Street Intersection Widening:** The City will provide a grant match of \$117,000 for the widening of Georgetown Road and Westside Drive. This will assist in creating more effective traffic controls in this area. The funds used for this project are from the CIP and from the Sales Tax Capital Projects Fund.

- 7. 20<sup>th</sup> Street/17<sup>th</sup> Street Sidewalk Project:** The City will begin right-of-way acquisition and potential construction of sidewalks on 20<sup>th</sup> Street and 17<sup>th</sup> Street. The funds used for this project are from the CIP and from the Sales Tax Capital Projects Fund.
- 8. Central Avenue Walkability Project:** The City will begin design and possible right-of-way acquisition for walkability improvements along Central Avenue from Broad Street to Gaut Street. The City's intent is to coordinate this project with stormwater improvements and streetscape projects along Parker Street. The funds used for this project are from the CIP and from the Sales Tax Capital Projects Fund.
- 9. Candies Creek Culvert Replacement Stormwater Project:** The City will begin the process to replace the large box culvert at Candies Creek on Candies Lane. In fiscal year 2018 the City will complete the design and environmental review of this project, and likely would not begin construction until FY2019. This project will be funded from the City's stormwater fee.
- 10. 11<sup>th</sup> Street & Poplar Street Drainage Project:** The City will make drainage improvements at 11<sup>th</sup> Street and Poplar Street. This project will be funded from the City's stormwater fee.
- 11. Norman Chapel/Peerless/Adkisson Widening & Walkability Project:** The City will have an 80/20 grant match of approximately \$160,000 to facilitate construction on Norman Chapel Road between Adkisson Road and Peerless Road. The project will also facilitate walkability improvements for area residents and Cleveland State Community College students. The City funds used for this project are from the CIP and from the Sales Tax Capital Projects Fund.



## **DOWNTOWN CLEVELAND**

Downtowns are often called the heart of a community. Downtowns usually serve as the economic, cultural, and commercial center for communities.

### **QUALITY OF DOWNTOWN**

Most respondents were pleased with the overall quality of downtown. Approximately 79% of respondents who had an opinion, were “very satisfied” or “satisfied” with safety during the day, and 67% of respondents were “very satisfied” or “satisfied” with the cleanliness of downtown Cleveland. However only 45% of respondents, who had an opinion, rated “very satisfied” or “satisfied” for their overall satisfaction of downtown Cleveland. Attributes such as minimal parking, abandoned buildings, and few events more than likely contributed to the low performing satisfaction levels of downtown Cleveland’s quality.

### **REDEVELOPMENT OF UNDER-UTILIZED/ABANDONED BUILDINGS**

Development and redevelopment are an important facet in creating a friendly downtown. About 57% of respondents with an opinion, believe downtown redevelopment for providing more jobs and living options is the “highest/high” or “above average” priority for the City. Only 13% of respondents with an opinion, were “very satisfied” or “satisfied” with the City’s process in redevelopment of abandoned or underutilized buildings.

### **ENTERTAINMENT**

Approximately 43% of respondents, who had an opinion, were “very satisfied” or “satisfied” with the quality of entertainment in downtown Cleveland. A lower percentage of respondents, about 29% of respondents who had an opinion, were “very satisfied” or “satisfied” with the number of public events. Roughly 53% of respondents, who had opinion, feel creating more entertainment, art and family options should be the “highest/high” or “above average” priority for the City.

### **PARKING**

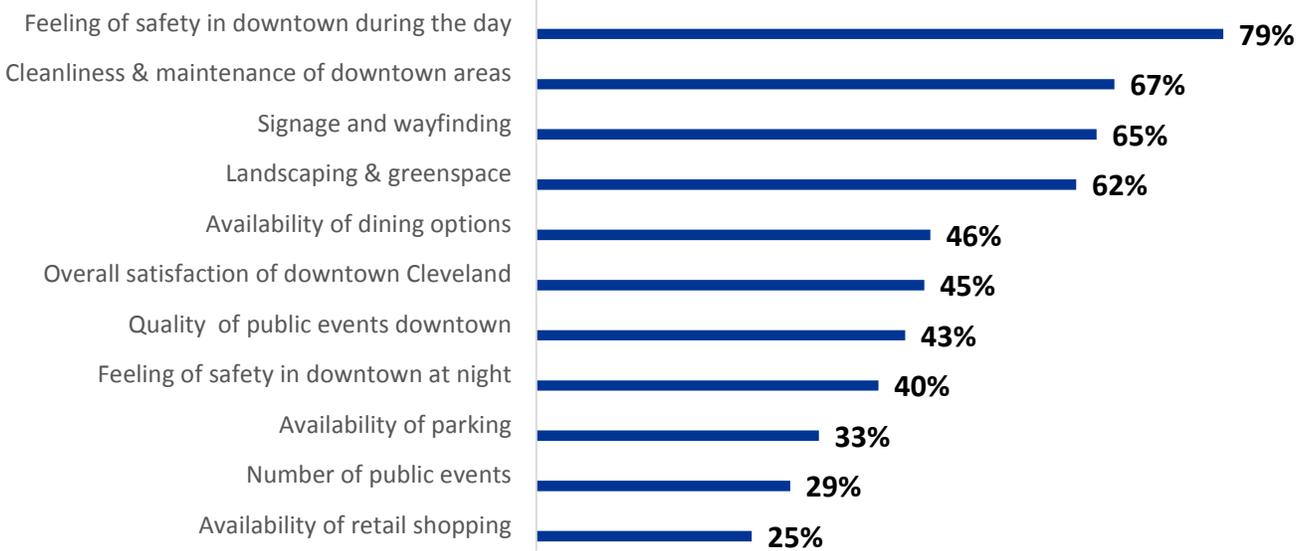
Parking in downtown also received low rankings from respondents. Less than 33% of respondents were “very satisfied” or “satisfied” about parking in downtown Cleveland.

### **RETAIL/SHOPPING**

Retail and shopping in downtown Cleveland proved to be one of the City’s weakest aspects of downtown development. Only 25% of respondents, who had an opinion, were “very satisfied” or “satisfied” with the current availability of shopping in Cleveland’s downtown

A complete set of frequencies for this information is provided in Appendix B: Survey Responses. The following graph is a representation of respondents’ level of satisfaction with various questions concerning downtown Cleveland.

**Figure 12: Downtown Cleveland Satisfaction**



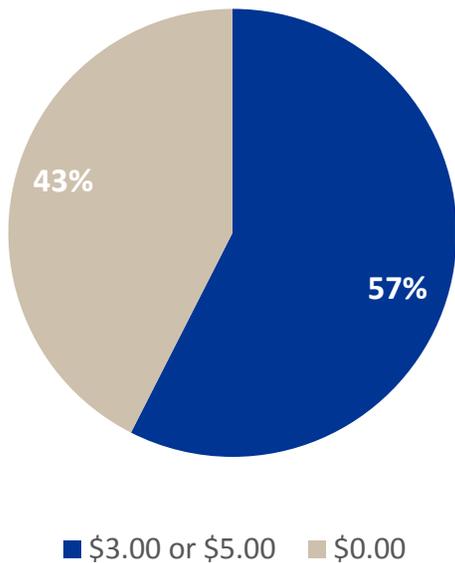
Percent of respondents who answered “Very Satisfied” or “Satisfied”

**INVESTMENT IN DOWNTOWN CLEVELAND**

Respondents were asked about their willingness to pay additional money to help improve transportation and infrastructure in Cleveland. A majority (57%) of respondents, were willing to pay at least an additional \$3.00 per month to help fund a brand new downtown park or plaza.

**Figure 13: Investment in Downtown Park/Plaza**

To address the major downtown findings the Cleveland City Council has budgeted the following items in the fiscal year 2018 budget beginning July 1, 2017 on the subsequent page.



## **DOWNTOWN CLEVELAND IMPROVEMENTS**

**1. Inman Street Road Diet:** The City will have a 20% grant match of approximately \$24,000 to complete a planning study to possibly reduce the lanes on Inman Street to make this corridor more walkable. This is an 80/20 grant between the State and the City. The City funds used for this project are from the CIP and from the Sales Tax Capital Projects Fund.

**2. Whirlpool Redevelopment Revolving Fund:** The City will create a Whirlpool Redevelopment Revolving Fund by earmarking \$0.06 of the City's property tax rate, or approximately \$600,000 per year to complete Whirlpool and downtown redevelopment projects.

**3. Inman Street Parking Lot:** In November, 2015 the City Council voted to purchase a building from Ben Moore located at 266 Inman Street. The second payment of \$50,000 for this agreement will be paid. The city intends to tear down the building and construct a parking lot to enhance development in this area. The lot will be named in memory of Mr. Moore's father, Joe Moore.

**4. Greenway Easement:** The third installment on the purchase of a parcel of land to provide our citizens with parking for the greenway located on Keith Street will be paid in the next fiscal year. The approximate payment for the third installment is \$60,000.

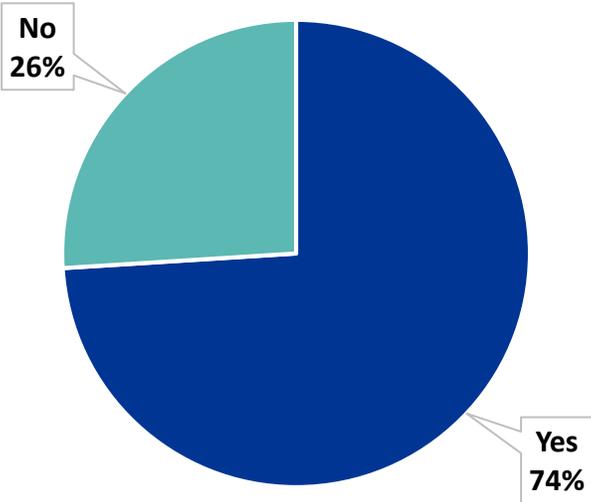
**5. Downtown Redevelopment:** Beginning in FY2017, the city will set aside this funding annually to further redevelopment efforts in the downtown area. The City intends to focus on the area near and around downtown and Whirlpool.



### GOVERNMENT COMMUNICATION

Over two thirds of survey respondents reported they have been in communication with a City of Cleveland employee within the last 12 months.

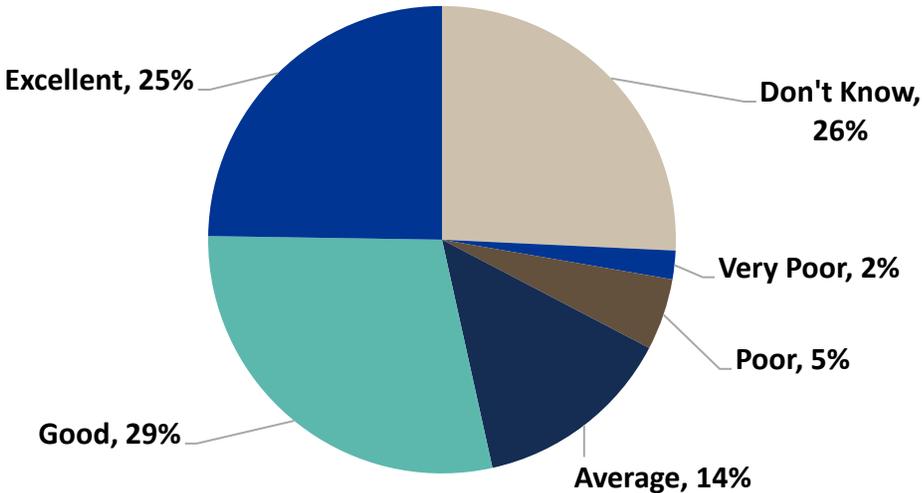
**Figure 14: Contact with City of Cleveland Employees**



Survey respondents who contacted City of Cleveland employees were asked to rate their experience based on the ease of contact with the department/individual they needed to reach. Approximately 54% of respondents, who had an opinion, selected “excellent” or “good” for their evaluation on ease of contact. About 26% of respondents, who had an opinion, selected “don’t know” as their response which consisted of the second highest choice for this question.

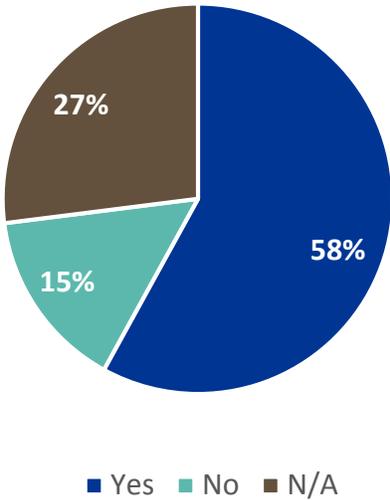


**Figure 15: Overall Ease of Contact**



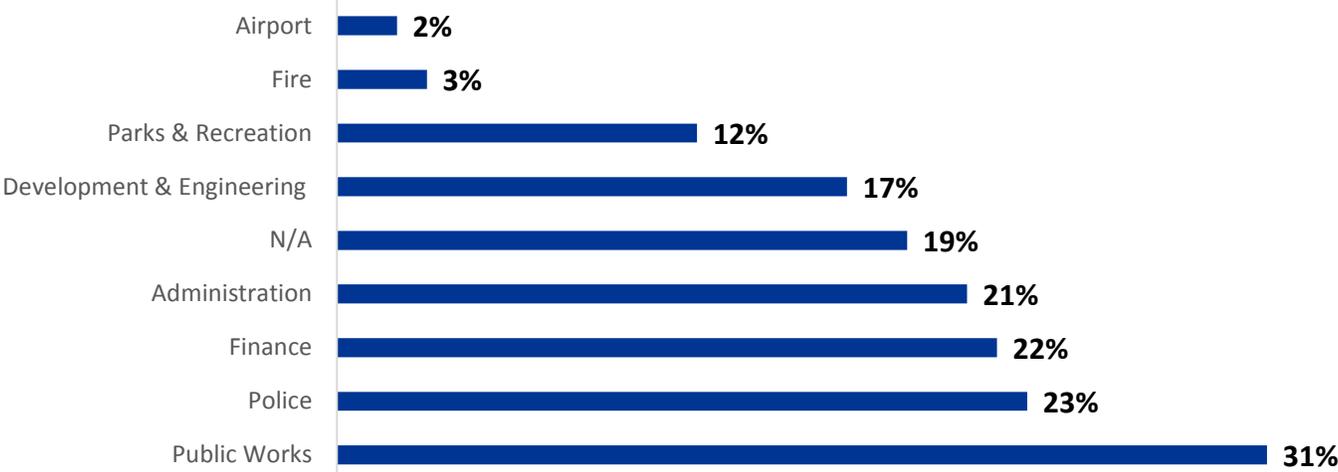
In addition, responders were asked if it was easy to reach the person or department they needed to speak with and which department(s) they contacted. Approximately 58% of respondents, who had an opinion, answered “yes” it was easy to reach and communicate with the city department(s) they needed to conduct business with. Respondents could select one or multiple departments they have contacted within the last twelve months. The City’s Public Works Department received the most correspondence with the public. Approximately 31% of respondents selected they have contacted public works within the last twelve months.

**Figure 16: Was it easy for you to locate the person or department you needed?**



The City’s Public Works, Police and Finance Departments received the most contact from the public.

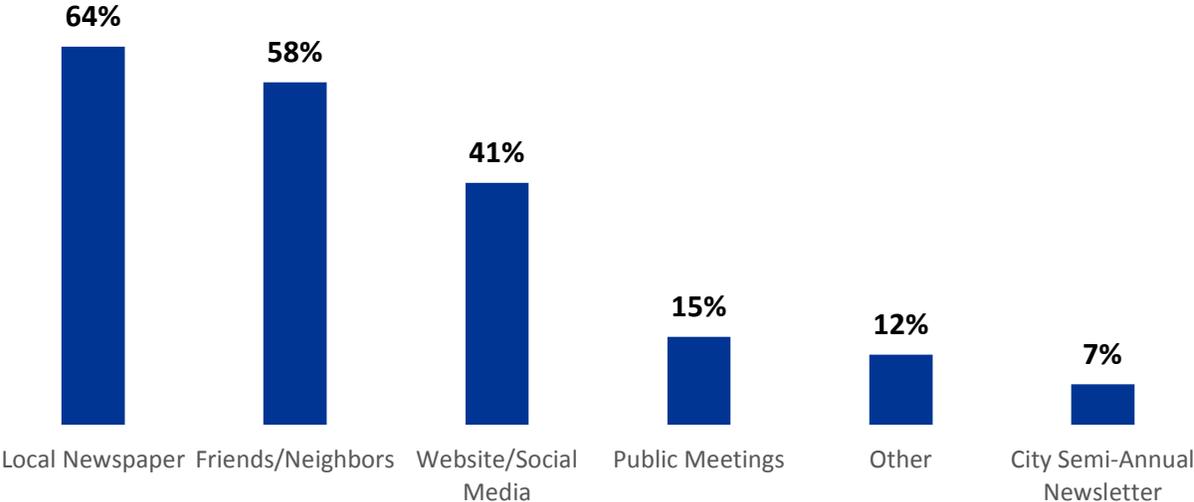
**Figure 17: Departments Contacted**



**INFORMATION**

One question on the survey asked respondents about how they obtain information about city issues, services and events. This question allowed for multiple choices to be selected by each respondent. Our goal is to better understand what sources our residents utilize to receive information about various issues in our community affecting their lives. Respondents could select multiple options based on what they use as primary sources of information. Roughly 64% of all respondents receive their information by the local newspaper, followed by 58% from friends and neighbors and 41% use the website/social media as their main source, rounding out the top three primary sources of information.

**Figure 18: Primary Sources of Information**



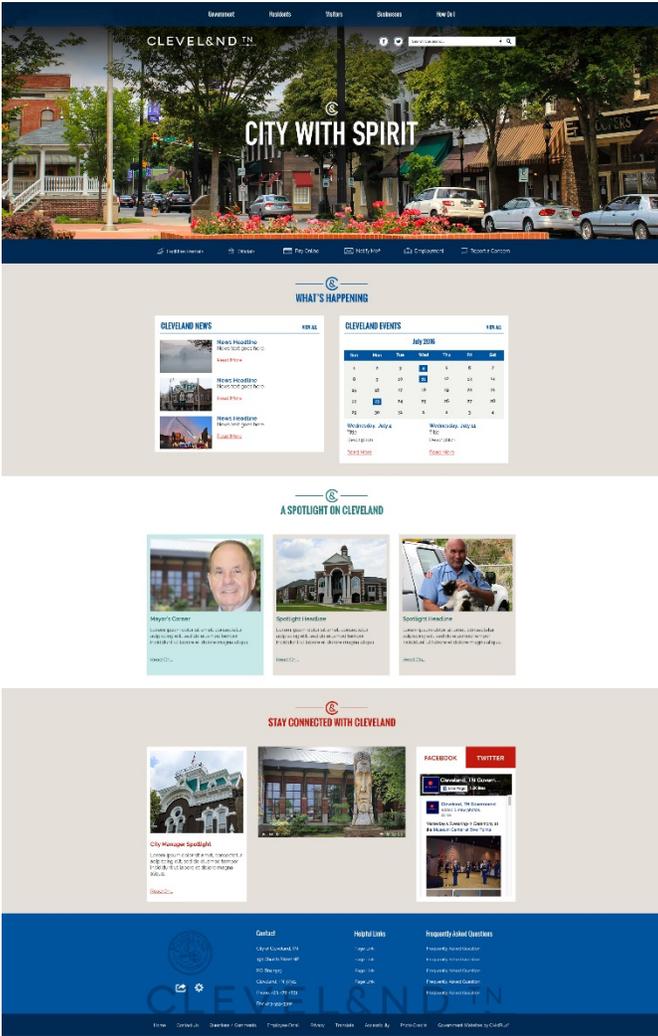
**GOVERNMENT COMMUNICATIONS IMPROVEMENTS**

**1. Community Branding:** The City will develop a cohesive community brand. Once a brand has been identified by the City, we will then begin the implementation of this brand.

**2. Facility Analysis & Implementation of Customer Service Improvements:** The City will allocate \$50,000 to complete a plan on future facility improvements and develop a strategy to provide a higher level of customer service for City residents and businesses. This will likely include creating a “One-Stop Shop” for City residents doing business.

**3. Project Management:** Beginning in FY2018 the City will implement new mechanisms to measure project completion timelines. This will also allow community stakeholders and our elected officials to get frequent updates on our projects.

**4. Website Update:** The City is in the process of redesigning its website. The new website will be attractive and inviting, ensuring a great first impression for residents and the public. The new website will be engaging and easy to navigate as well as mobile and tablet friendly.

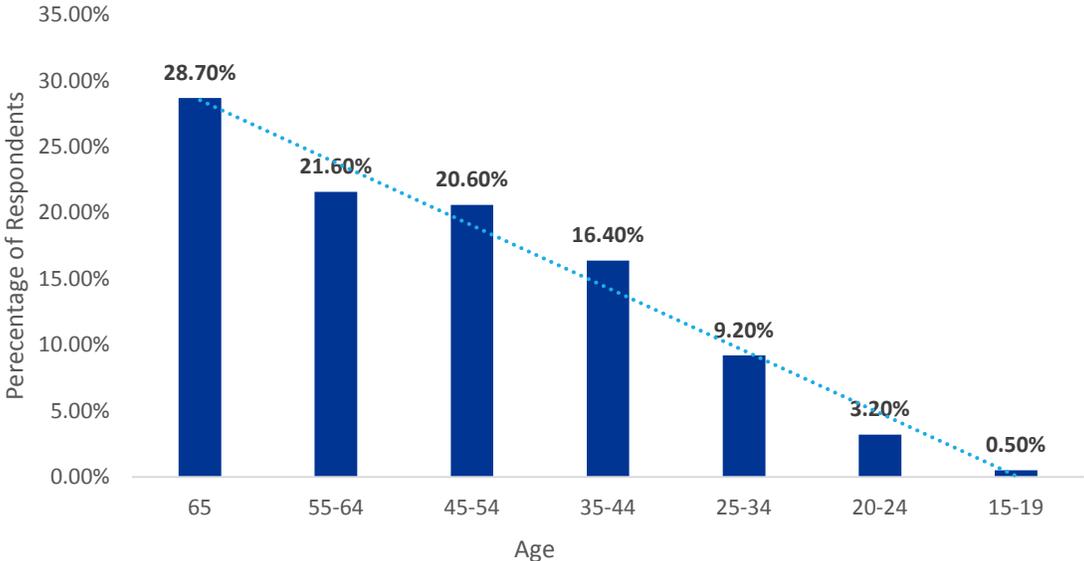


# APPENDIX A: DEMOGRAPHICS

Demographics and characteristics of the survey respondents are shown in the tables, charts and graphs on the following pages of this appendix.

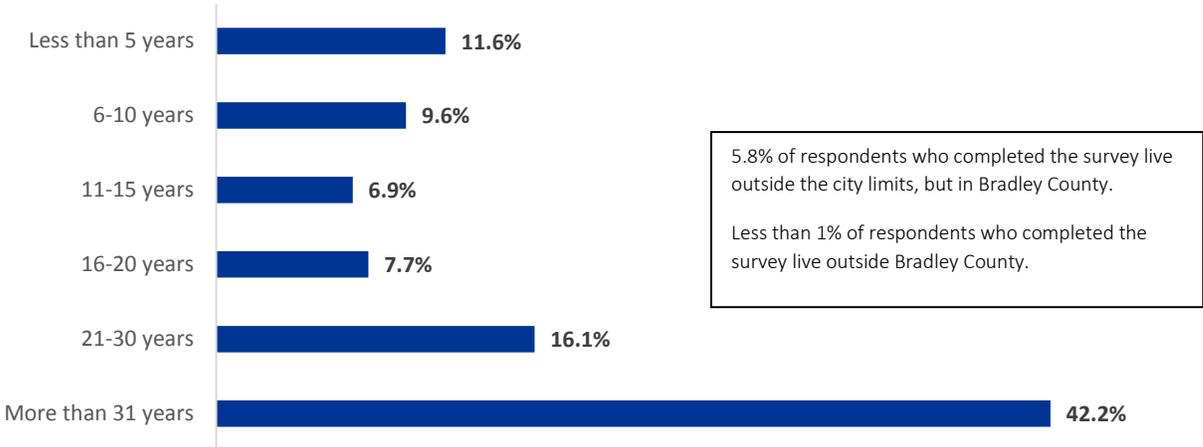
## Question: What is your age?

Figure 19: Respondent Age



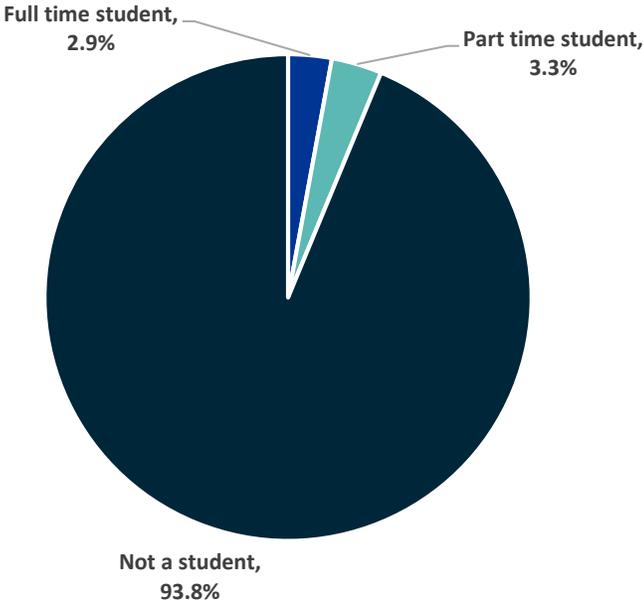
## How many years have you lived in Cleveland?

Figure 20: Length of Residency in Cleveland



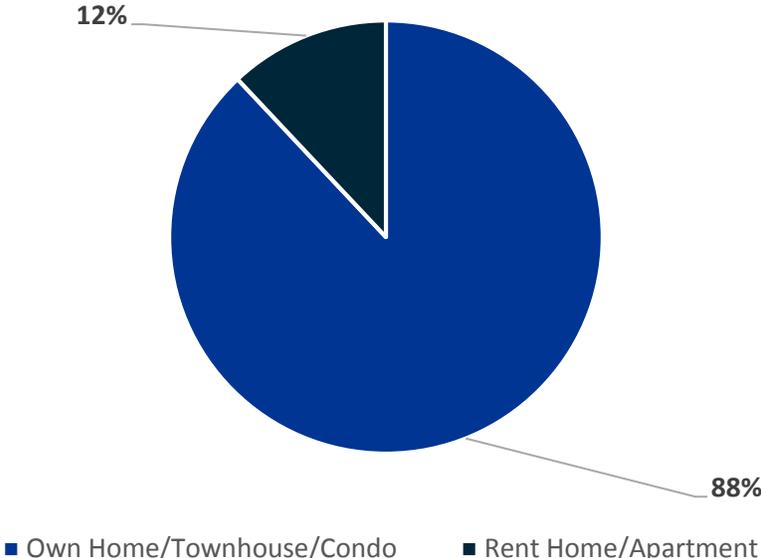
**Question: Are you a full or part-time student at a college or university?**

**Figure 21: Student Status**



**Question: Do you own or rent your current residence?**

**Figure 22: Housing Unit Tenure**



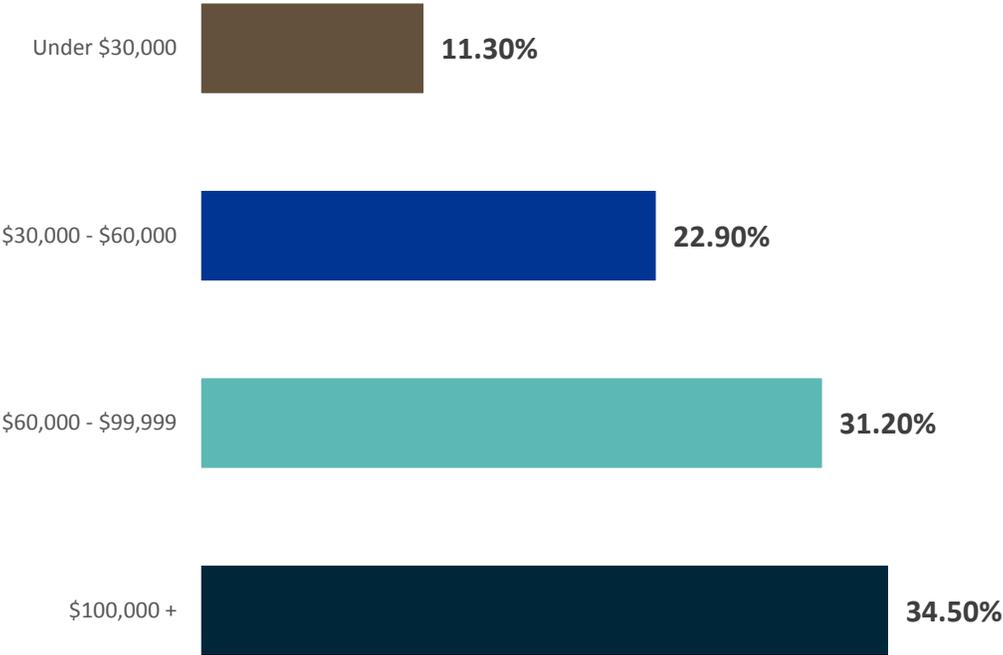
**Question: Which best describes your race/ethnicity?**

**Table 13: Race/Ethnicity**

Race/Ethnicity	Respondent Characteristics
Caucasian	92.0%
Hispanic	2.0%
African American	3.0%
American Indian	0.3%
Asian/Pacific Islander	0.2%
Two or more races	1.4%
Other	1.4

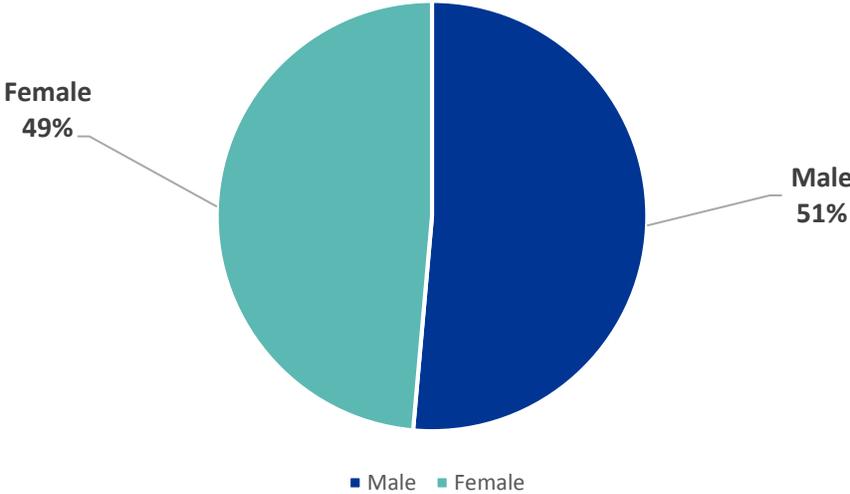
**Question: What is your total household income?**

**Figure 23: Household Income**



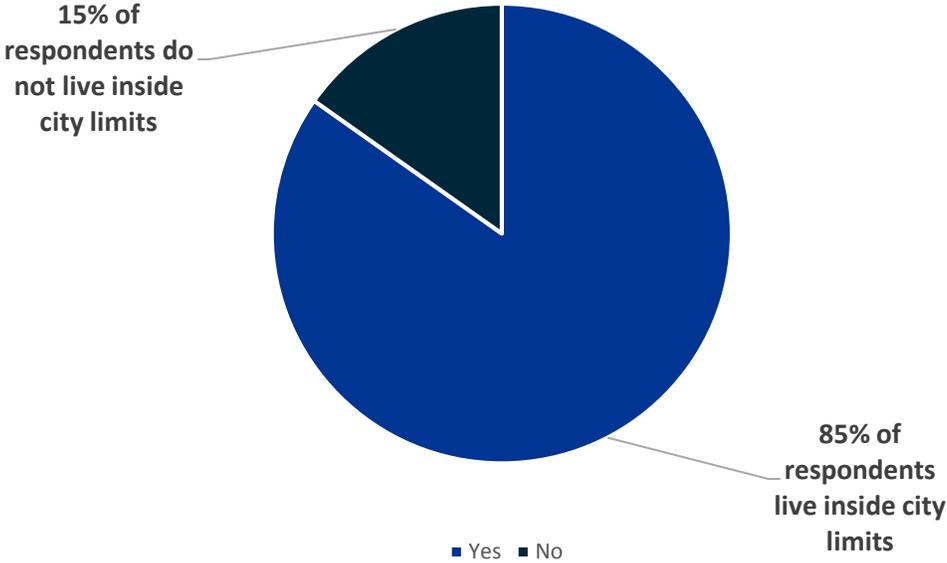
**What is your gender identity?**

**Figure 24: Respondent Gender**



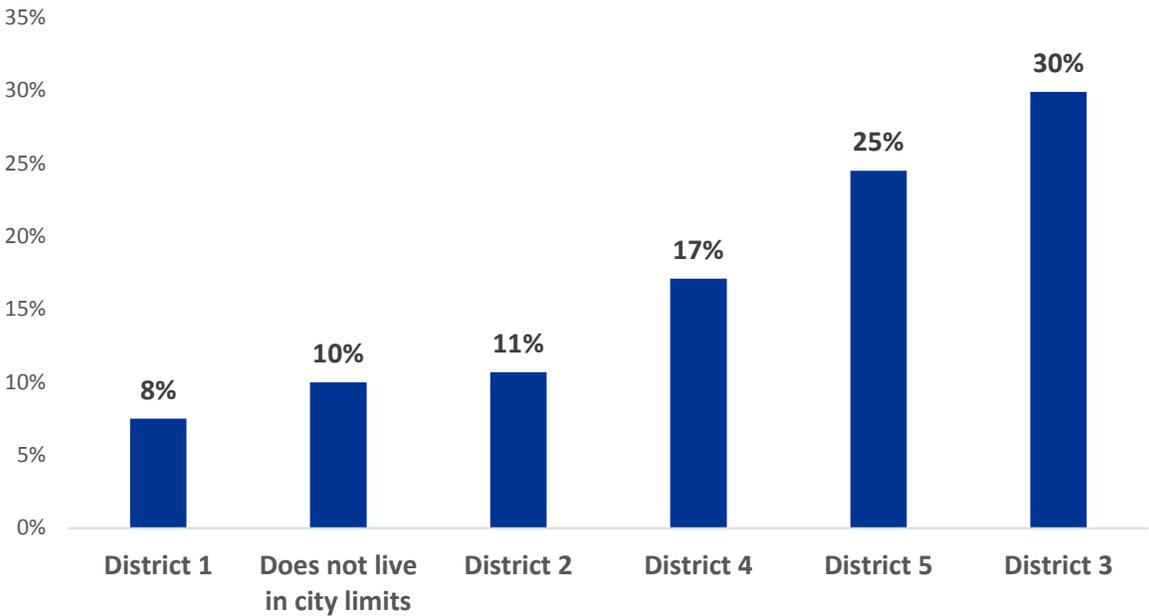
**Question: Do you live in Cleveland's city limits?**

**Figure 25: Respondents Living Inside City Limits**



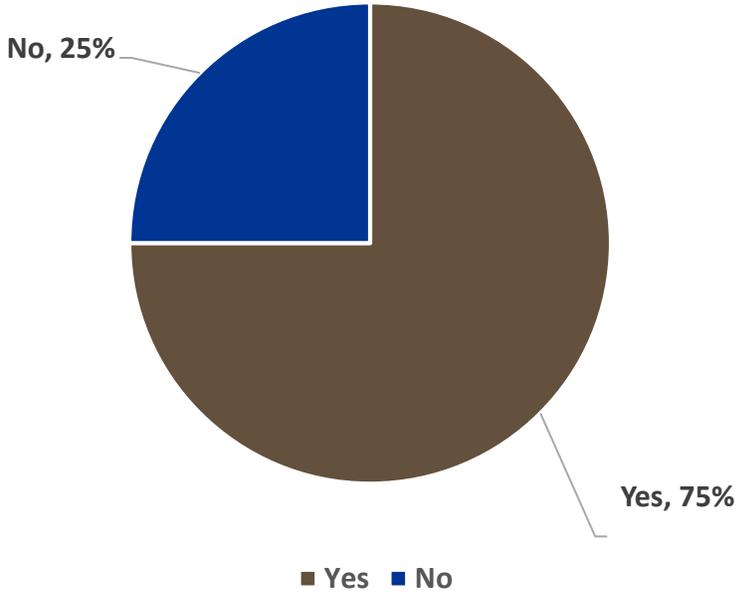
**Question: What voting district do you live in?**

**Figure 26: Respondents Council Districts**



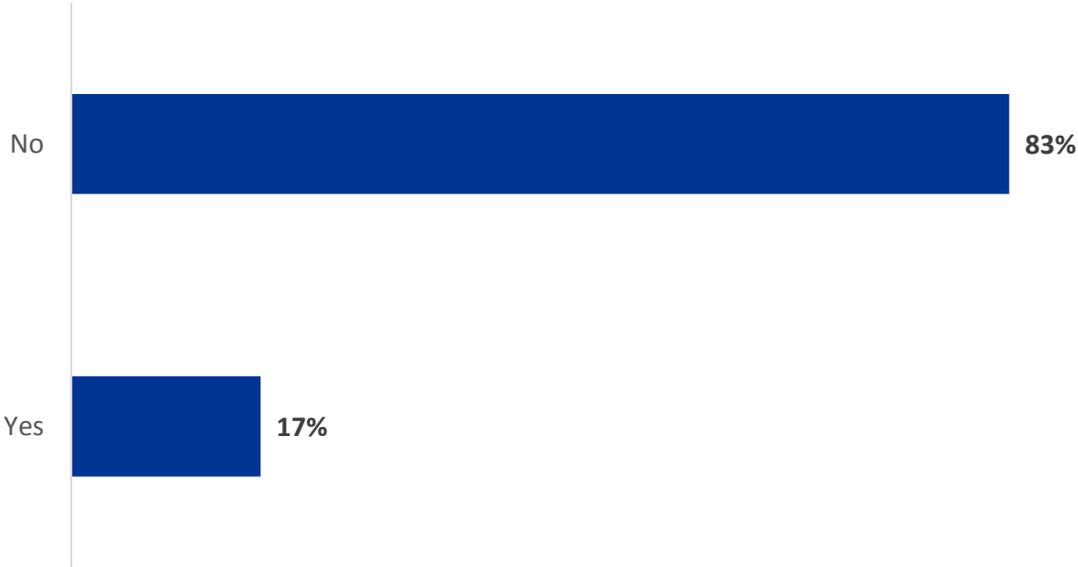
**Question: Do you own property within the city?**

**Figure 27: Respondents Owning Property Inside City Limits**



**Question: Do you own a business within the city?**

**Figure 28: Business Owners in City Limits**



## APPENDIX B: SURVEY RESPONSES

The following pages are a complete set of frequencies including the responses “don’t know” and “neutral” from the survey. Some results may add up to more than 100% due to rounding.

**Table 1: Question 1**

<b>Major categories of CITY CORE SERVICES provided by the City of Cleveland are listed below. How satisfied are you with City services?</b>						
<b>Answer Options</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
1. Quality of public safety (e.g. Police & Fire)	38%	48%	9%	3%	1%	2%
2. Collection of garbage & yard waste	40%	42%	10%	5%	1%	3%
3. Quality of parks & recreation services	24%	45%	17%	8%	2%	3%
4. Quality of customer service from employees	28%	44%	18%	3%	1%	6%
5. Maintenance of city infrastructure, streets & sidewalks	12%	43%	21%	18%	6%	1%
6. Enforcement of city codes & ordinances	10%	38%	26%	11%	5%	9%
7. Effectiveness of city's communication with the public	11%	41%	32%	10%	3%	3%
8. Flow of traffic & congestion management	4%	31%	24%	27%	12%	1%
9. Quality of city planning, development & permitting services	8%	33%	33%	11%	5%	10%
10. Quality of stormwater runoff/stormwater management	9%	38%	29%	11%	5%	8%
11. Overall quality of all the items listed above	8%	58%	25%	7%	0%	1%

Table 2: Question 1

<b>Please prioritize four of the city core services you think should receive the most emphasis over the next two years.</b>					
<b>Priority 1</b>					
<b>Answer Options</b>	1. Quality of public safety services <b>28%</b>	2. Collection of garbage & yard waste <b>2%</b>	3. Quality of parks & recreation <b>6%</b>	4. Quality of customer service <b>0%</b>	5. Maintenance of city infrastructure, streets, & sidewalks <b>20%</b>
<b>Answer Options</b>	6. Enforcement of city codes & ordinances <b>4%</b>	7. Effectiveness of city's communication <b>3%</b>	8. Flow of traffic & congestion <b>27%</b>	9. Quality of planning, development & permitting services <b>7%</b>	10. Quality of stormwater management <b>3%</b>
<b>Priority 2</b>					
<b>Answer Options</b>	1. Quality of public safety services <b>10%</b>	2. Collection of garbage & yard waste <b>5%</b>	3. Quality of parks & recreation <b>7%</b>	4. Quality of customer service <b>2%</b>	5. Maintenance of city infrastructure, streets, & sidewalks <b>26%</b>
<b>Answer Options</b>	6. Enforcement of city codes & ordinances <b>8%</b>	7. Effectiveness of city's communication <b>5%</b>	8. Flow of traffic & congestion <b>22%</b>	9. Quality of planning, development & permitting services <b>9%</b>	10. Quality of stormwater management <b>6%</b>
<b>Priority 3</b>					
<b>Answer Options</b>	1. Quality of public safety services <b>9%</b>	2. Collection of garbage & yard waste <b>6%</b>	3. Quality of parks & recreation <b>14%</b>	4. Quality of customer service <b>4%</b>	5. Maintenance of city infrastructure, streets, & sidewalks <b>19%</b>
<b>Answer Options</b>	6. Enforcement of city codes & ordinances <b>8%</b>	7. Effectiveness of city's communication <b>9%</b>	8. Flow of traffic & congestion <b>16%</b>	9. Quality of planning, development & permitting services <b>9%</b>	10. Quality of stormwater management <b>7%</b>
<b>Priority 4</b>					
<b>Answer Options</b>	1. Quality of public safety services <b>8%</b>	2. Collection of garbage & yard waste <b>6%</b>	3. Quality of parks & recreation <b>18%</b>	4. Quality of customer service <b>4%</b>	5. Maintenance of city infrastructure, streets, & sidewalks <b>11%</b>
<b>Answer Options</b>	6. Enforcement of city codes & ordinances <b>9%</b>	7. Effectiveness of city's communication <b>9%</b>	8. Flow of traffic & congestion <b>12%</b>	9. Quality of planning, development & permitting services <b>15%</b>	10. Quality of stormwater management <b>8%</b>

**Table 3: Question 2**

<b>Several items listed below may influence your general perception of the City of Cleveland. Please select the appropriate category with your response.</b>						
<b>Answer Options</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
1. Overall quality of life in the city	25%	60 %	10%	4%	1%	0%
2. Overall image of the city	18%	56%	17%	7%	2%	0%
3. Overall quality of entertainment opportunities	5%	28%	30%	27%	9%	2%
4. Overall quality of downtown area	6%	34%	29%	27%	5%	0%
5. Overall quality of jobs & economic opportunity	17%	46%	21%	9%	4%	3%
6. Overall appearance of the city	9%	49%	26%	14%	2%	0%
7. Overall value received from city tax dollars/fees	10%	42%	29%	11%	4%	5%
8. Overall quality of Cleveland Utility services	26%	49%	16%	5%	2%	2%
9. Overall quality of City/County library services	28%	47%	17%	2%	0%	6%
10. Overall quality of city school system	19%	41%	21%	5%	3%	12%
11. Overall quality of public transit system (SETHRA, CUATS)	4%	19%	33%	7%	2%	35%
12. Overall satisfaction with all the items listed above	7%	59%	27%	7%	0%	1%

**Table 4: Question 3**

<b>How satisfied are you with PUBLIC SAFETY? Please select the appropriate category with your response.</b>						
<b>Answer Options</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
1. Overall quality of fire protection	37%	46%	7%	1%	0%	9%
2. Fire personnel emergency response time	35%	37%	9%	0%	0%	19%
3. Overall quality of police protection	28%	49%	13%	5%	2%	4%
4. Police personnel emergency response time	27%	39%	13%	4%	1%	15%
5. Visibility of police in neighborhoods	16%	41%	23%	15%	3%	2%
6. Visibility of police in retail area	14%	41%	27%	12%	1%	4%
7. Efforts to prevent crime	16%	40%	25%	8%	2%	9%
8. Fire safety education programs	18%	36%	21%	3%	0%	23%
9. Police safety education programs	15%	32%	24%	4%	2%	24%
10. Enforcement of traffic laws	13%	49%	20%	12%	3%	4%
11. Overall satisfaction with fire services	29%	51%	11%	1%	0%	8%
12. Overall satisfaction with police services	23%	50%	18%	5%	2%	3%

Table 5: Question 3

Please prioritize three PUBLIC SAFETY issues you think should receive most emphasis over the next two years.						
Priority 1						
<b>Answer Options</b>	1. Overall quality of fire protection <b>10%</b>	2. Fire personnel emergency response time <b>6%</b>	3. Overall quality of police protection <b>24%</b>	4. Police personnel emergency response time <b>9%</b>	5. Visibility of police in neighborhoods <b>18%</b>	6. Visibility of police in retail areas <b>4%</b>
<b>Answer Options</b>	7. Efforts to prevent crime <b>15%</b>	8. Fire safety education <b>1%</b>	9. Police safety education <b>3%</b>	10. Enforcement of traffic laws <b>5%</b>	11. Overall satisfaction with fire services <b>2%</b>	12. Overall satisfaction with police services <b>3%</b>
Priority 2						
<b>Answer Options</b>	1. Overall quality of fire protection <b>13%</b>	2. Fire personnel emergency response time <b>9%</b>	3. Overall quality of police protection <b>14%</b>	4. Police personnel emergency response time <b>10%</b>	5. Visibility of police in neighborhoods <b>17%</b>	6. Visibility of police in retail areas <b>7%</b>
<b>Answer Options</b>	7. Efforts to prevent crime <b>15%</b>	8. Fire safety education <b>1%</b>	9. Police safety education <b>3%</b>	10. Enforcement of traffic laws <b>5%</b>	11. Overall satisfaction with fire services <b>2%</b>	12. Overall satisfaction with police services <b>3%</b>
Priority 3						
<b>Answer Options</b>	1. Overall quality of fire protection <b>8%</b>	2. Fire personnel emergency response time <b>6%</b>	3. Overall quality of police protection <b>9%</b>	4. Police personnel emergency response time <b>8%</b>	5. Visibility of police in neighborhoods <b>15%</b>	6. Visibility of police in retail areas <b>10%</b>
<b>Answer Options</b>	7. Efforts to prevent crime <b>22%</b>	8. Fire safety education <b>3%</b>	9. Police safety education <b>4%</b>	10. Enforcement of traffic laws <b>8%</b>	11. Overall satisfaction with fire services <b>2%</b>	12. Overall satisfaction with police services <b>5%</b>

**Table 6: Question 4**

<b>Please express your PERCEPTIONS OF SAFETY: Please select the appropriate category with your response.</b>					
<b>Answer Options</b>	<b>Very Safe</b>	<b>Safe</b>	<b>Neutral</b>	<b>Not Very Safe</b>	<b>Unsafe</b>
1. Do you feel safe in your neighborhood during the day?	46%	45%	6%	2%	1%
2. Do you feel safe in your neighborhood at night?	28%	50%	14%	7%	2%
3. Do you feel safe in commercial & retail stores?	22%	60%	13%	4%	1%
4. Do you feel safe in city parks & on the greenway?	8%	45%	29%	14%	3%
5. Do you feel safe as a pedestrian?	10%	40%	24%	20%	6%
6. Do you feel safe traveling on a bicycle?	4%	20%	34%	24%	18%
7. Overall feeling of safety in the City of Cleveland	14%	63%	17%	5%	1%

**Table 7: Question 5**

<b>Please indicate the extent to which you think each of the following is a problem in your neighborhood. Please select the appropriate category with your response.</b>						
<b>Answer Options</b>	<b>Not a problem</b>	<b>Minor Problem</b>	<b>Moderate Problem</b>	<b>Major Problem</b>	<b>Has been reported</b>	<b>Don't Know</b>
1. Crime, drugs or violence	26%	22%	29%	13%	3%	7%
2. Lack of recreational activities	30%	27%	21%	14%	0%	7%
3. Speeding on neighborhood streets	12%	32%	28%	23%	3%	2%
4. Roaming/loose animals	38%	31%	18%	9%	1%	3%
5. Vehicles in yards	35%	30%	18%	13%	1%	3%
6. Condition of streets	28%	33%	25%	13%	1%	1%
7. Condition of sidewalks	26%	24%	21%	17%	1%	11%
8. Overall appearance of your neighborhood	44%	33%	16%	5%	0%	2%

**Table 8: Question 6**

**How satisfied are you with RETAIL, DEVELOPMENT & REDEVELOPMENT? Please select the appropriate category with your response.**

<b>Answer Options</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
1. Are there enough entertainment options in Cleveland?	6%	28%	21%	32%	12%	0%
2. Are there enough restaurant options in Cleveland?	20%	44%	15%	16%	4%	0%
3. Are there quality grocery shopping options in Cleveland?	34%	49%	9%	6%	2%	0%
4. Quality of retail employment options in Cleveland	11%	33%	28%	10%	2%	16%
5. Quality of industrial employment options in Cleveland	19%	41%	19%	6%	2%	13%
6. Quality of restaurants	15%	54%	18%	9%	3%	1%
7. The City's planning for future growth	6%	24%	27%	16%	6%	21%
8. Redevelopment of abandoned or under-utilized properties	2%	12%	26%	31%	15%	14%
9. Overall appearance of Keith Street corridor	8%	36%	29%	21%	4%	2%
10. Overall appearance of 25 <sup>th</sup> Street corridor	10%	45%	25%	15%	4%	2%

**Table 9: Question 6**

**Please prioritize three RETAIL DEVELOPMENT & REDEVELOPMENT items you think should receive most emphasis over the next two years.**

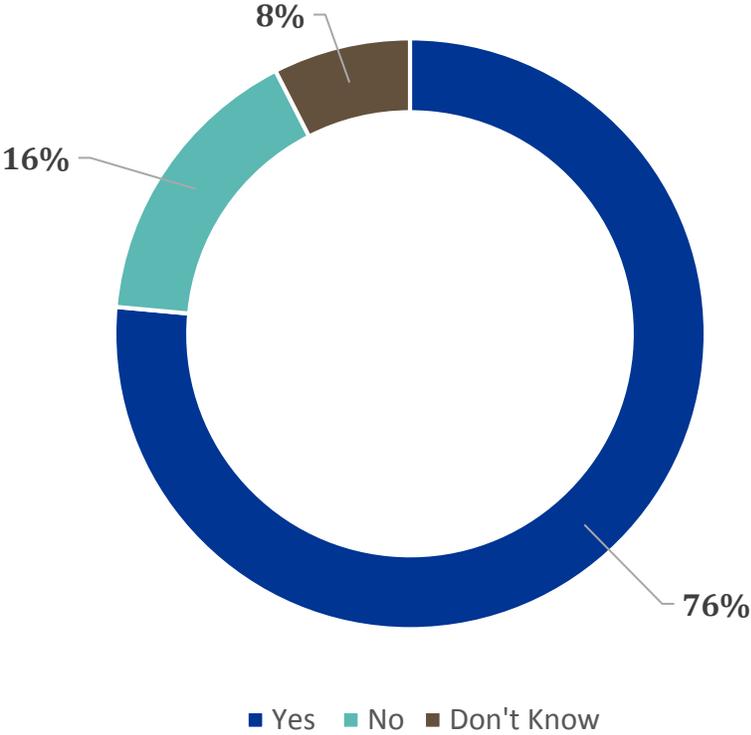
<b>Priority 1</b>					
<b>Answer Options</b>	1. Are there enough entertainment options <b>21%</b>	2. Are there enough restaurant options <b>6%</b>	3. Are there quality grocery options <b>1%</b>	4. Quality of retail employment options <b>3%</b>	5. Quality of industrial employment options <b>9%</b>
<b>Answer Options</b>	6. Overall quality of restaurants <b>1%</b>	7. The City's planning for future growth <b>27%</b>	8. Redevelopment of abandoned or under-utilized properties <b>26%</b>	9. Overall appearance of Keith Street corridor <b>4%</b>	10. Overall appearance of 25 <sup>th</sup> Street corridor <b>2%</b>
<b>Priority 2</b>					
<b>Answer Options</b>	1. Are there enough entertainment options <b>10%</b>	2. Are there enough restaurant options <b>8%</b>	3. Are there quality grocery options <b>3%</b>	4. Quality of retail employment options <b>6%</b>	5. Quality of industrial employment options <b>9%</b>
<b>Answer Options</b>	6. Overall quality of restaurants <b>3%</b>	7. The City's planning for future growth <b>20%</b>	8. Redevelopment of abandoned or under-utilized properties <b>29%</b>	9. Overall appearance of Keith Street corridor <b>8%</b>	10 . Overall appearance of 25 <sup>th</sup> Street corridor <b>4%</b>
<b>Priority 3</b>					
<b>Answer Options</b>	1. Are there enough entertainment options <b>15%</b>	2. Are there enough restaurant options <b>5%</b>	3. Are there quality grocery options <b>4%</b>	4. Quality of retail employment options <b>6%</b>	5. Quality of industrial employment options <b>7%</b>
<b>Answer Options</b>	6. Overall quality of restaurants <b>8%</b>	7. The City's planning for future growth <b>19%</b>	8. Redevelopment of abandoned or under-utilized properties <b>16%</b>	9. Overall appearance of Keith Street corridor <b>12%</b>	10 . Overall appearance of 25 <sup>th</sup> Street corridor <b>7%</b>

**Table 10: Question 7**

<b>How satisfied are you with SOLID WASTE SERVICES: Please select the appropriate category with your response?</b>						
<b>Answer Options</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
1. Residential garbage collection service	43%	42%	5%	4%	0%	4%
2. Yard waste removal service	42%	39%	8%	3%	1%	7%
3. Recycling at county's drop-off recycling centers	19%	30%	21%	10%	4%	16%
4. Community recycling education programs	7%	17%	24%	18%	10%	24%
5. Overall satisfaction with garbage & recycling	22%	47%	16%	8%	2%	5%

**Figure 1: Question 7**

**Should the City look at curbside recycling services in the future?**



**Table 11: Question 8**

<b>How satisfied are you with various aspects of PARKS, RECREATION &amp; GREENWAY? Please select the appropriate category with your response.</b>						
<b>Answer Options</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
1. Quality of parks	12%	50%	20%	12%	2%	4%
2. Number of park facilities	10%	43%	23%	17%	2%	5%
3. Maintenance of parks	10%	43%	23%	15%	3%	6%
4. Maintenance of walking trails & greenways	19%	53%	17%	5%	1%	4%
5. Construction of new walking trails & greenways	18%	46%	21%	9%	2%	6%
6. Maintenance of outdoor athletic fields	8%	36%	23%	9%	2%	22%
7. Quality of youth athletic programs	7%	27%	25%	9%	3%	29%
8. Fees charged for recreation programs	5%	24%	29%	7%	2%	33%
9. Quality of swimming pools	4%	21%	28%	10%	2%	26%
10. Overall satisfaction of parks & recreation	8%	48%	29%	9%	2%	5%

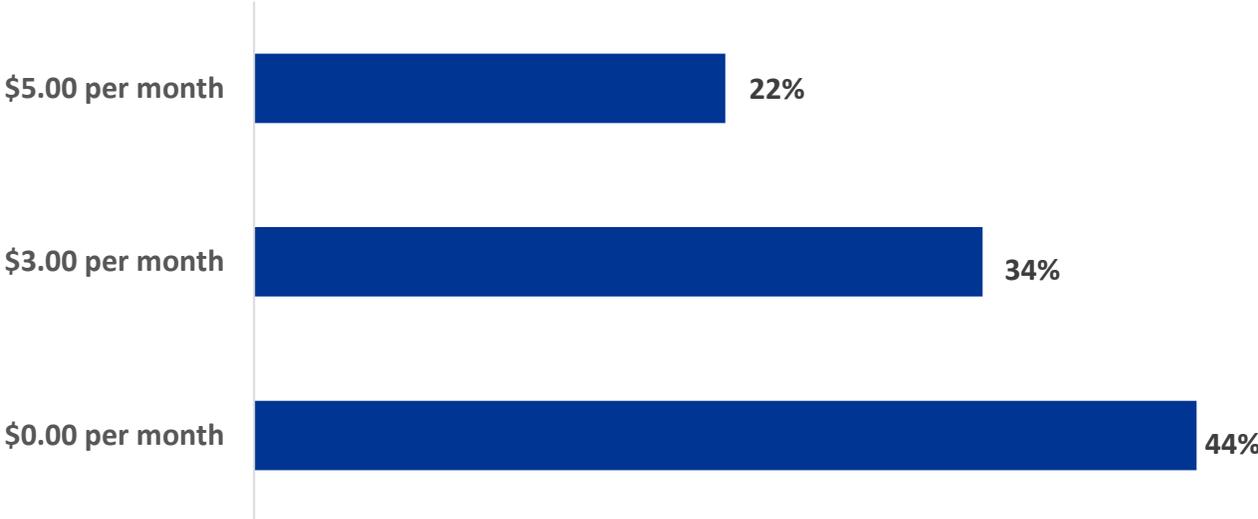
Table 12 Question 8

Please prioritize three PARKS, RECREATION & GREENWAY items you think should receive most emphasis over the next two years.

Priority 1						
<b>Answer Options</b>	1. Quality of parks	2. Number of park facilities	3. Maintenance of parks	4. Maintenance of walking trails	5. Construction of new walking trails & greenway segments	6. Maintenance of outdoor athletic fields
	17%	9%	19%	8%	23%	1%
<b>Answer Options</b>	7. Quality of outdoor athletic fields	8. Maintenance of community centers	9. Quality of youth athletic programs	10. Fees charged for recreation programs	11. Quality of swimming pools	12. Overall satisfaction with parks & recreation
	1%	6%	7%	2%	2%	4%
Priority 2						
<b>Answer Options</b>	1. Quality of parks	2. Number of park facilities	3. Maintenance of parks	4. Maintenance of walking trails	5. Construction of new walking trails & greenway segments	6. Maintenance of outdoor athletic fields
	12%	10%	16%	15%	14%	5%
<b>Answer Options</b>	7. Quality of outdoor athletic fields	8. Maintenance of community centers	9. Quality of youth athletic programs	10. Fees charged for recreation programs	11. Quality of swimming pools	12. Overall satisfaction with parks & recreation
	3%	7%	8%	2%	6%	4%
Priority 3						
<b>Answer Options</b>	1. Quality of parks	2. Number of park facilities	3. Maintenance of parks	4. Maintenance of walking trails	5. Construction of new walking trails & greenway segments	6. Maintenance of outdoor athletic fields
	11%	8%	12%	10%	13%	5%
<b>Answer Options</b>	7. Quality of outdoor athletic facilities	8. Maintenance of community centers	9. Quality of youth athletic programs	10. Fees charged for recreation programs	11. Quality of swimming pools	12. Overall satisfaction with parks & recreation
	3%	9%	8%	4%	8%	8%

**Figure 2: Question 8**

**How much would you be willing to pay if the City considered the construction of a new athletic complex that would include soccer fields, baseball fields, greenways, walking trails, playgrounds and tournament facilities to keep local families here and att**

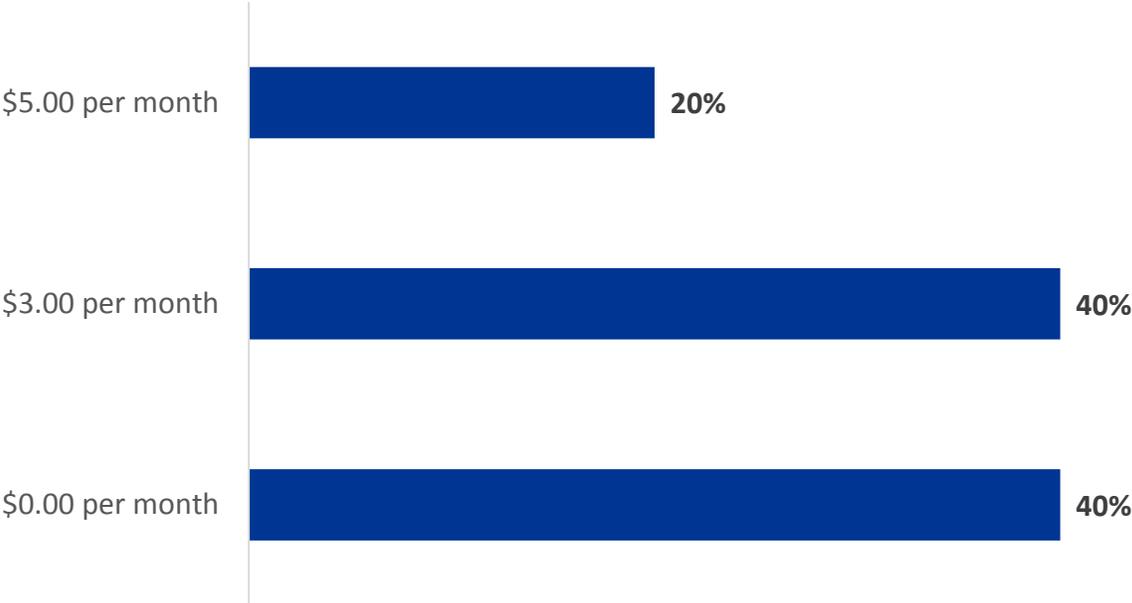


**Table 13: Question 9**

<b>How satisfied are you with TRAFFIC CONGESTION &amp; TRANSPORTATION? Please select the appropriate category with your response.</b>						
<b>Answer Options</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
1. Ease of travel by car	8%	40%	19%	22%	10%	0%
2. Ease of pedestrian travel	4%	20%	28%	23%	14%	0%
3. Ease of bicycle travel	2%	15%	29%	21%	13%	0%
4. Overall satisfaction of traffic flow & transportation	3%	30%	26%	30%	27%	16%

**Figure 3: Question 9**

**How much would you be willing to pay per month if the City were to invest in improving traffic flow and traffic congestion issues around Cleveland?**



**Table 14: Question 10**

**Satisfaction of various aspects of AESTHETICS & MAINTENANCE: Please select the appropriate category with your response.**

Answer Options	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall cleanliness of streets & public areas	12%	58%	16%	11%	3%	0%
2. Moving/trimming along streets & public areas	12%	58%	16%	10%	3%	1%
3. Maintenance/repair of city sidewalks	6%	41%	24%	18%	6%	5%
4. Cleanup of debris/litter near roadways	8%	44%	22%	18%	8%	1%
5. Maintenance of major city streets	9%	59%	16%	12%	4%	1%
6. Adequacy of city street lighting	10%	55%	19%	12%	3%	1%
7. Maintenance of streets in your neighborhood	8%	49%	18%	17%	7%	1%
8. Availability of sidewalks in city	4%	29%	23%	23%	18%	3%
9. Overall satisfaction of city aesthetics & maintenance	4%	52%	28%	28%	4%	1%

**Table 15: Question 11**

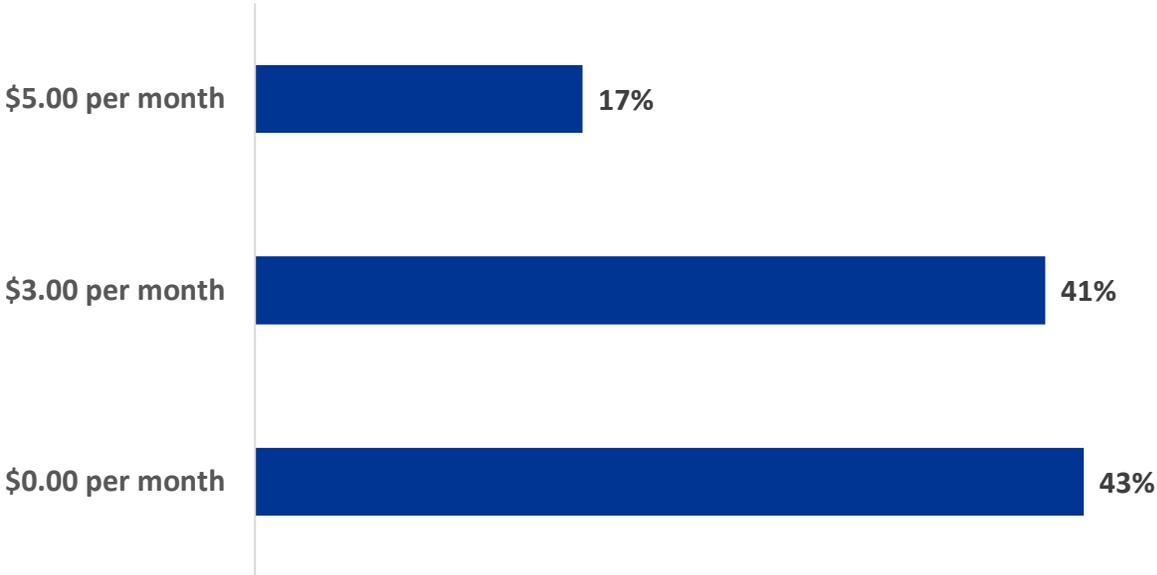
<b>Satisfaction of various aspects of DOWNTOWN CLEVELAND: Please select the appropriate category with your response.</b>						
<b>Answer Options</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
1. Cleanliness & maintenance of downtown areas	10%	57%	19%	11%	2%	2%
2. Signage and wayfinding	10%	55%	23%	9%	1%	3%
3. Feeling of safety of downtown at night	6%	33%	27%	18%	5%	10%
4. Feeling of safety of downtown during the day	21%	59%	14%	4%	1%	1%
5. Landscaping and green space, including trees	10%	52%	21%	13%	2%	2%
6. Availability of dining options	8%	37%	23%	22%	6%	3%
7. Quality of public events held downtown	8%	35%	29%	17%	4%	7%
8. Availability of entertainment options	3%	21%	30%	31%	9%	6^
9. Availability of retail shopping	3%	22%	28%	33%	9%	5%
10. Availability of parking	4%	29%	25%	31%	10%	1%
11 Number of public events	3%	27%	33%	24%	5%	17%
12. Overall satisfaction of downtown	5%	40%	34%	18%	2%	1%

**Table 16: Question 11**

<b>Please prioritize three items for DOWNTOWN CLEVELAND you think the City should pursue over the next two years.</b>						
<b>Priority 1</b>						
<b>Answer Options</b>	1. Cleanliness & maintenance of downtown areas <b>15%</b>	2. Signage and wayfinding <b>3%</b>	3. Feeling of safety of downtown at night <b>18%</b>	4. Feeling of safety of downtown during the day <b>1%</b>	5. Landscaping and green space, including trees <b>6%</b>	6. Availability of dining options <b>10%</b>
<b>Answer Options</b>	7. Quality of public events held downtown <b>6%</b>	8. Availability of entertainment options <b>12%</b>	9. Availability of retail shopping <b>7%</b>	10. Availability of parking <b>15%</b>	11. Number of public events <b>4%</b>	12. Overall satisfaction of downtown <b>3%</b>
<b>Priority 2</b>						
<b>Answer Options</b>	1. Cleanliness & maintenance of downtown areas <b>6%</b>	2. Signage and wayfinding <b>5%</b>	3. Feeling of safety of downtown at night <b>11%</b>	4. Feeling of safety of downtown during the day <b>5%</b>	5. Landscaping and green space, including trees <b>8%</b>	6. Availability of dining options <b>10%</b>
<b>Answer Options</b>	Quality of public events held downtown <b>8%</b>	8. Availability of entertainment options <b>12%</b>	9. Availability of retail shopping <b>12%</b>	10. Availability of parking <b>15%</b>	11. Number of public events <b>7%</b>	12. Overall satisfaction of downtown <b>2%</b>
<b>Priority 3</b>						
<b>Answer Options</b>	1. Cleanliness & maintenance of downtown areas <b>10%</b>	2. Signage and wayfinding <b>3%</b>	3. Feeling of safety of downtown at night <b>10%</b>	4. Feeling of safety of downtown during the day <b>2%</b>	5. Landscaping and green space, including trees <b>8%</b>	6. Availability of dining options <b>11%</b>
<b>Answer Options</b>	Quality of public events held downtown <b>8%</b>	8. Availability of entertainment options <b>12%</b>	9. Availability of retail shopping <b>10%</b>	10. Availability of parking <b>12%</b>	11. Number of public events <b>9%</b>	12. Overall satisfaction of downtown <b>5%</b>

**Figure 4: Question 11**

**How much would you be willing to pay per month if the City were to create a redevelopment plan of downtown Cleveland that included a new downtown plaza/park with weekly family entertainment, weekly summer events, a new outdoor music venue that seats around**



**Table 17: Question 12**

<b>PROJECT PRIORITIES for the City to pursue over the next two years. Please select the appropriate category with your response.</b>						
<b>Answer Options</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>
1. Downtown redevelopment (providing more jobs & living options)	23%	33%	32%	6%	2%	3%
2. Traffic flow & congestion management	41%	27%	23%	6%	2%	1%
3. Downtown- creating more entertainment, art, and family options	19%	34%	33%	7%	4%	3%
4. Expansion of greenways & pedestrian/biking trails	18%	32%	34%	8%	5%	3%
5. Redevelopment of Southside neighborhoods	22%	28%	30%	10%	4%	6%
6. Development of new sports venue for families, kids, and adults	10%	24%	37%	14%	10%	5%
7. Construction of new industrial park	10%	24%	37%	12%	12%	5%

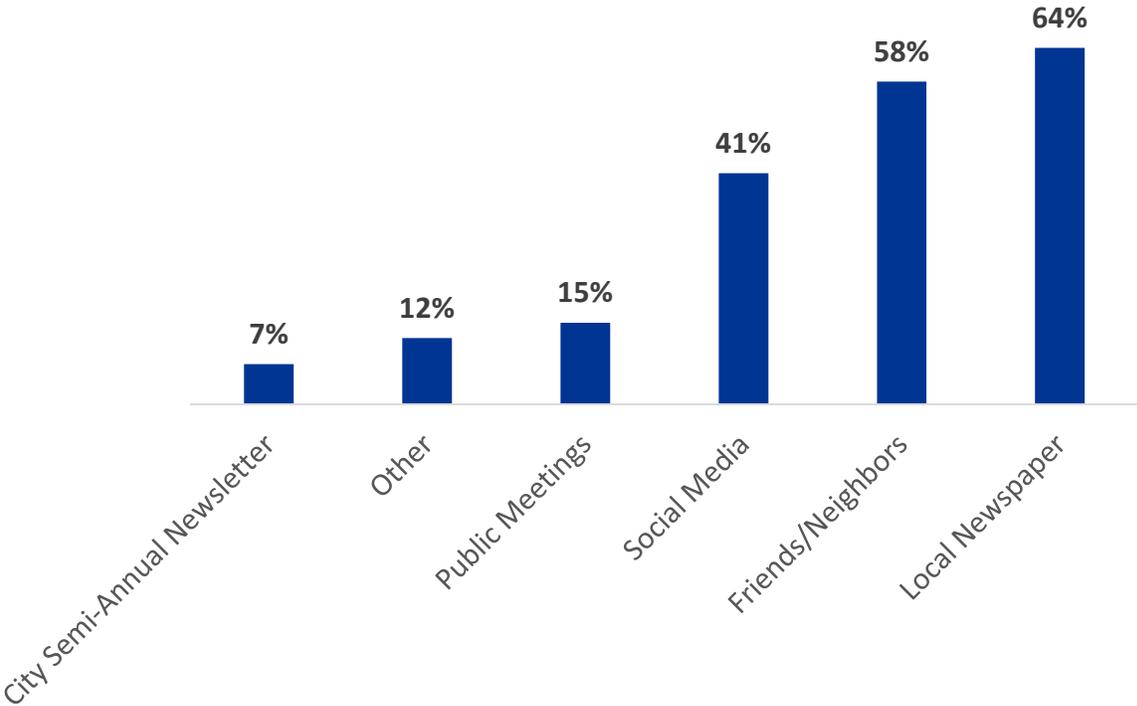
**Table 18: Question 12**

**Please prioritize three items in PROJECT PRIORITIES for the City to pursue over the next two years**

<b>Priority 1</b>							
<b>Answer Options</b>	1. Downtown development	2. Traffic flow & congestion management	3. Downtown entertainment	4. Expansion of greenways, pedestrian/ biking trails	5. Redevelopment of Southside neighborhood	6. New sports venue	7. Construction of new industrial park
	<b>21%</b>	<b>39%</b>	<b>12%</b>	<b>8%</b>	<b>12%</b>	<b>3%</b>	<b>5%</b>
<b>Priority 2</b>							
<b>Answer Options</b>	1. Downtown development	2. Traffic flow & congestion management	3. Downtown entertainment	4. Expansion of greenways, pedestrian/ biking trails	5. Redevelopment of Southside neighborhood	6. New sports venue	7. Construction of new industrial park
	<b>18%</b>	<b>18%</b>	<b>18%</b>	<b>17%</b>	<b>16%</b>	<b>7%</b>	<b>6%</b>
<b>Priority 3</b>							
<b>Answer Options</b>	1. Downtown development	2. Traffic flow & congestion management	3. Downtown entertainment	4. Expansion of greenways, pedestrian/ biking trails	5. Redevelopment of Southside neighborhood	6. New sports venue	7. Construction of new industrial park
	<b>16%</b>	<b>12%</b>	<b>13%</b>	<b>17%</b>	<b>20%</b>	<b>11%</b>	<b>10%</b>

**Figure 5: Question 13**

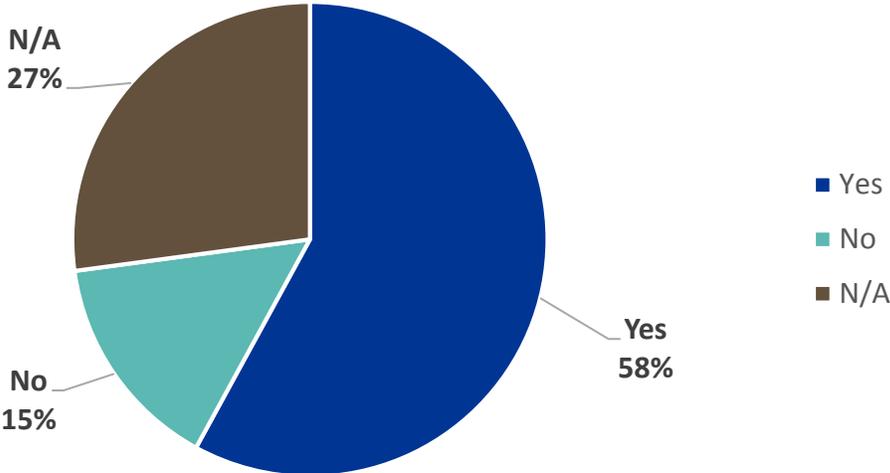
**Which of the following are your primary sources of information about city issues, services and events: Please select all that apply.**



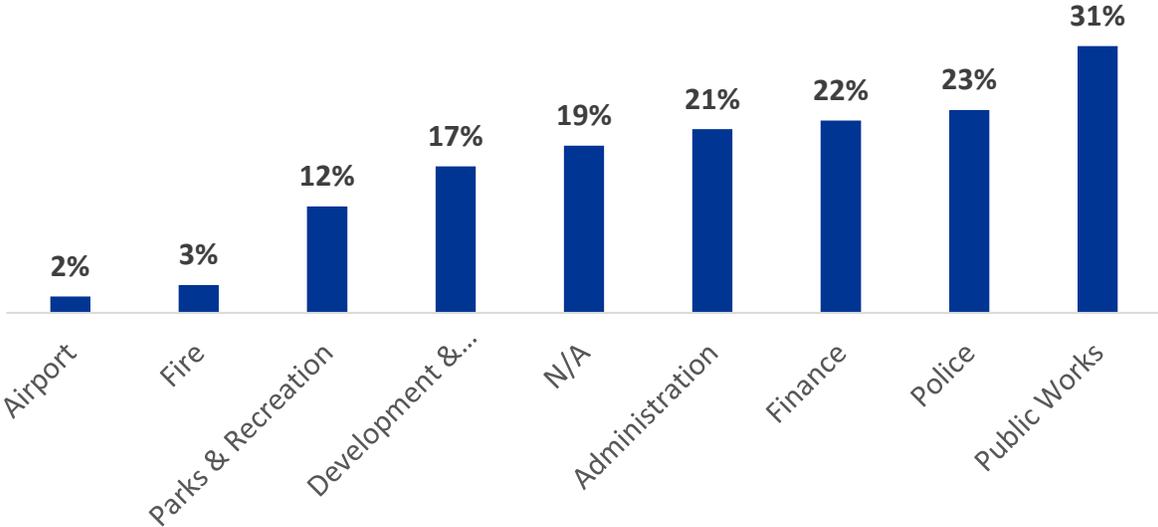
**Table 19: Question 14**

<b>If you have contacted a department of the City within the last year. Please rate your experience by ease of contact.</b>						
<b>Answer Options</b>	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Very Poor</b>	<b>Don't Know</b>
Ease of contact	25%	29%	14%	5%	2%	26%

**Figure 6: Question 14**  
**Was it easy for you to locate the person or department you needed?**



**Figure 7: Question 14**  
**Please list the name of department(s) contacted:**



- Administration includes: City Manager’s Office, Mayor’s Office, Purchasing, HR, Risk Management
- Development & Engineering includes: Building, Planning, and Engineering
- Finance includes: Accounting, Billing, Property Taxes and Code Enforcement

## APPENDIX C: OPEN-ENDED SURVEY RESPONSES

The following pages are verbatim responses to the open-ended questions provided in the survey. These responses were completed by survey participants and may contain grammatical, typographical, spelling or other mistakes. These responses are presented in verbatim form.

### Question: Please provide the location of the street you live on below.?

- 10th St.
- 1313 Park Avenue NW
- 14 st se
- 14th NW
- 14th NW
- 15th street sw
- 17th St
- 17th st nw
- 18th St
- 1964 Weston Hills Dr., NW
- 19th Street NW
- 19th Street SE
- 2015 bates pk
- 20th ST
- 2225 woodchase close
- 255 High Street
- 25th St
- 25th St. NE
- 25th street area
- 25th street behind mcdonalds
- 25th street ne
- 25th Street NE
- 2ND
- 300 25th street
- 4670 George AVE. NW
- 49th St NW
- 4th street nw
- 6th Street NE
- 860 Oak ST NW 37311
- 8th
- 8th and Poplar
- 8TH nw
- 8th St NW
- 8th ST NW
- 8th ST. NW
- 8th street n.e.
- 8th street nw
- Abby Glen Dr NE
- Abby Glen Drive
- Acorn Lane
- Across from Fletcher Park
- Across from Valley View Elementary School
- Adkisson Dr
- Adkisson Dr., NW
- Adkisson Drive
- Alexandria Court
- Alton Ave
- Amherst Way
- Anatole
- Anatole
- anatole lane
- Anatole Lane NW
- Anatole subdivision
- Apache Trail
- Apache Trail
- Apache Trail NW
- Apache Trail NW
- Arnold
- ashford ct
- Askisson dr
- Autumn Ridge Dr NW
- Balsm Ct
- Bartlett Circle
- Bates pike
- Bell Crest Dr. NW
- Bell Crest Drive NW
- Benjamin Circle
- Benjamin Crest
- between Ocoee and Keith Street
- Blackburn rd
- Blackburn Rd area
- Blackburn Rd SE
- Blackburn Rd SE
- Blackburn Rd. SE
- Blair Road
- Blount Ave SW
- Blueberry and Ocoee
- Blueberry Hill Rd NW
- Blythe Ave
- Blythe ave
- Blythe Ferry PL, NE
- Blythe Ferry Rd
- Blythe Ferry Rd
- Bow St NE
- Bow Street NE
- Bowman Avenue NW
- Bowman Forest
- Bowman Forest
- Bowman Hills
- Brad Street
- bramblewood trail
- Brentwood Drive NW
- Bridget LN NW

- Brookside
- Broomfield RD SE
- Bryant Drive SW
- Burlington Heights, Haywood Drive.
- CAMPBELL DRIVE
- Campbell Drive NW
- candies land nw
- Candies Lane
- Candies Lane
- Candies Lane
- Canterbury
- Canterbury Ct. NW
- Carolina Ave
- Caywood Drive
- Caywood Drive
- Cedarwood Trail NW
- Centenary Ave
- Centenary Avenue
- Centenary Avenue
- chambliss ave
- Cherokee Trail
- Cherokee Trail NW
- Chesnut Circle
- chestnut cir nw
- Chestnut Circle
- Chestnut Circle NW
- Chestnut Lane NW
- Chestnut LN NW
- church street
- Church Street NE
- Clairmont Dr
- Clairmont Drive
- Cliffside Drive NE
- Country Club Drive SW
- cove lake drive
- Creekbend Circle NW
- Creekside Dr NW
- Creekside Drive in Lakewood Subdivision
- Crestridge Lane NW - Benjamin Crest S/D
- crestwood dr nw
- Crown Colony Drive
- Crown St.
- Cumberland Hills
- Cumberland Hills Sub-division
- Cumberland Trace
- Cumberland Trace
- Cumberland Way
- Dalton Pike
- Davis Dr NW
- Dean Dr
- Diamond Ridge Drive NE
- District 3 NW
- District 5
- do not live in city
- Dockery
- dogwood trail cleveland tn
- Dogwood Trl
- downtown
- downtown cleveland
- Downtown Oak Street
- Eagle Creek Rd NW (S of Lauderdale Hwy & Mouse Crk.
- East Circle Dr
- east inman st
- East St E
- Eastview Ave
- Edgewater dr
- Edgewood Circle
- Edgewood Drive
- Eldridge Lane SW
- Eugenia
- Eureka Rd
- Eureka Road
- Eveningside Drive
- everhart
- Everhart
- Everhart
- Everhart Dr NW
- Everhart dr.
- Everhart Drive NW
- Everhart Subdivision
- Everhart Subdivision
- Everheart
- Everheart Subdivision
- Executive Park NW
- Executive Parkway
- Fernwood drive NE
- Forest Dr SE
- Forest Lane NE
- Forest Lane NE
- Forest Lane NE
- FOREST LN NE
- Forestview Dr. NW 37312
- Forestview Drive NW
- foster lane
- Fox Crest
- Foxfire Road
- Freewill
- Freewill area
- Freewill Road
- Freewill Road
- Freewill Road
- Frontage
- Frontage Rd
- Frontage Road
- Fulbright RD
- GALE DR
- Gardenia Ave NW
- Gary St NW
- Georgetown
- Georgetown Circle
- Georgetown Rd NW
- Georgetown Rd NW
- Georgetown Road
- Georgetown Road
- Georgetown Road NW
- Georgia Cir NW
- Gibson Dr.
- Gibson Dr. NE
- Glenwood
- Glenwood Dr. NW
- Glenwood Drive
- Glenwood Drive NW
- goodwill rd se
- Grand Dr.
- Greenbrier dr nw

- Greenfield Ave. NW
- Grove
- Grove
- Grove Ave NW
- GROVE AVENUE NW
- Grove Street, NW
- Harison Pike
- Harle
- harle
- Harle Avenue
- Harris Circle NW
- Harris Circle NW
- Harris circle NW
- Harris Circle NW
- Harrison Pike
- Harrison Pike
- haven drive,  
mcdonald
- Hawthorne landing  
nw
- Henderson Ave
- hickory hills dr
- Highway 64
- Hilldale Dr
- Hillmont Place
- Hilltop Dr. NE
- Historic District
- Hiwassee Ave., NE
- Holly Brook Cir.
- Holly Brook Circle
- Hopewell
- Howard Circle
- Huntcliff
- Hunters Run
- Hunters run
- Hunters Run Circle
- Hunters Run  
Subdivision
- Huntingdon Trace
- Huntingdon trace
- Indian Hills -  
Tomahawk Circle
- Inman
- Interlackin
- Interlackin Cir. NW
- interlackin circle
- Inverness
- inverness dr nw
- James Ave. NW
- James Court NW
- Jay Haven LN
- Jay haven ln
- Johnson Ave. NW
- Johnson Ave. NW
- Joy Street
- Joy Street NE
- Julian Dr.
- just up from a corner
- Kansas Lane SE
- Keith st
- Kelly Street
- Kensington Park Trail  
NW
- Kensington Park Trail  
NW
- Key Street NW
- Kimberly Drive NW
- King Den
- King Edward Ave
- Knollwood Circle  
37311
- Kyle Bonner AVE
- Lakewood
- Lakewood Drive
- Lakewood  
Subdivision
- Laurel Oaks Drive NW
- Laurel Springs Dr NW
- Laurel Springs Drive  
NW
- Laurel Springs Drive  
NW
- Legacy Commons
- Lenox Drive
- Lenox Drive
- Lenox Drive
- Lenox Drive NW
- Lenox Hills
- Lenox Hills
- Lenox Hills
- Lenox Hills  
Subdivision
- Lowery Street at hwy  
65
- Magnolia Street
- Mallard trail
- Maple Crest Circle
- Mapleton Dr NW
- Mapleton forest  
drive
- Mapleton Subdivision
- McDonald, TN
- Melrose Drive
- Melrose Drive
- Michigan Ave
- Michigan avenue rd.
- Mimosa Drive N.W.
- Mimosa Drive NW
- Mohawk Dr.
- Mohawk Drive
- Mohawk Drive NW
- Moore Circle
- Moore rd
- Mountain brook
- Mountain Brook
- Mountain Brook  
Subdivision
- Mountain Brook  
subdivision
- Mountain Brooks  
Subdivision
- Mountain Pointe Dr
- Mountain Pointe  
Drive
- Mountain Pointe  
Drive NW
- mountain pointe  
subdivision
- mountain view dr se
- Mouse Creek
- Mouse Creek
- Mouse Creek
- Mouse Creek
- Mouse Creek  
area
- Mouse Creek RD
- Mouse Creek Rd
- mouse creek rd
- Mouse Creek Road

- Mtn Pointe Subdivision
- N. West Cleveland
- N.W..
- N/A
- NE
- NE
- NE City
- Near 20th street
- Near Arnold School
- near hospital
- Near Paul Huff Parkway
- No thank you
- north
- north Cleveland
- North East 37312
- North Lee Hwy
- North Ocoee
- North Ocoee
- North Ocoee
- North Ocoee
- North Ocoee ST
- North ocoee street
- north of Paul Huff and Mouse Creek
- north west circle nw
- Northeast
- northeast
- Northeast
- Northmont
- Northview Dr NW
- Northwest
- Northwest
- Northwest
- Northwest Cleveland
- Northwest county
- Northwood Drive NW
- Not
- Not Given Dr.
- NW
- NW Cleveland
- NW Cleveland, Willow Oak Circle NW
- NW part of the city
- Oak St NW
- oak st nw
- Oak St off 20th St.
- Oak Street downtown
- Oakland
- Oakland Drive
- Oakland Drive NE
- Oakland trail
- Ocoee
- Ocoee
- ocoee
- Ocoee
- Ocoee Blythe Ferry
- Ocoee St
- Ocoee Street
- Ocoee Street
- Off Highway 60
- off mouse creek
- Old Freewill
- Old Tasso Road - Stonebriar
- Overbrook Cir
- Overdale Drive NW
- Own Business of First Street NW
- Oxford Place
- Oxford Place
- Ozark St NW
- Paragon Pkwy. NW
- Parkwood Trail
- Parkwood trail
- Parkwood Trail NW
- Partridge Road NW
- peerless rd
- Peerless rd
- Peerless Road, NW
- Pin Oaks Circle NE
- Pinewood Cove NW Lenox Hills
- pleasant grove church road sw
- Post Oak Drive
- Princeton Hills Subdivision
- Providence Lane NW
- PRYOR DR SW
- PRYOR DRIVE 37311
- Quail Hollow
- Rabbit Valley Rd
- ridge park dr
- Ridgeview Ave NW
- ridgeview drive nw
- Ridgeway court
- ridgewood
- Ridgewood
- Robin Hood Dr NW
- Robin Hood Dr/ 8th street
- Robinhood
- Robinhood Dr NW 37312
- Rolling Hills DR NW
- Rolling Hills Sub Division
- Royal Oaks Sudivision
- Royal Oaks Sudivision
- scarlet oaks dr nw
- Seminole Drive
- Shenandoah Lane
- Shenandoah Lane, NW 37312
- Sixth Street NE
- South Meade area
- south ocoee st
- sOUTH SIDE
- Southeast quadrant of Bradley county
- Springhill Drive
- Stafford Ave
- Steed AV
- Steed Avenue NW

- Steed St. NW
- Steed Street NW
- Stephens
- Sterling Pointe
- Stillwood CT NW
- Stone Crest Pl
- Stonebriar DR
- Stonebriar Dr NE
- STONEWOOD FOREST
- Stuart RD
- Sugar Creek Rd SE
- Summerfield Avenue
- Sun Hill Rd
- Sun Hill Road
- Sunburst Lane NW
- SW Bradley county
- Sycamore Drive NE
- Timber Creek Development
- tn nursery
- TN Nursery Rd
- tomahawk cir
- Tomahawk Circle
- Tomahawk Circle
- Tomahawk Circle NW
- Tomahawk Circle NW
- Tomahawk Circle NW
- Tunnel Hill Rd SW
- Valley Hills Trail
- Vance dr nw
- Vermont Circle NW
- Vermont Drive
- Village Oak Circle nw.
- W Lake Drive NW
- Walnut ave nw
- Walnut Dr. NW
- Waverly Drive
- edgewood Dr
- Weeks
- weeks circle
- Weeks Dr
- Weeks Dr
- weeks dr
- WEEKS DR NE
- Weeks Dr NE
- Weeks Drive
- Weeks Drive NE
- West Side dr
- Westhaven Place NW
- Weston Hills + Centenary Ave
- Weston Hills Subdivision
- Westside Dr
- Westview
- westview dr ne
- Westview Drive
- White Oak Valley Rd
- Wildwood Ave
- Wildwood Avenue
- Wildwood Lake Road
- Willow Bend Trail
- Willow St. NW
- Winding Creek Circle
- WINDSOR CIR NE
- Windsor Circle
- Windsor Circle
- Windsor Circle
- windsor circle n.e.
- Windtrace Dr NW
- wolfe dr
- Wolfe Drive
- Wood chase Way
- Woodchase Close
- Woodchase Close NE
- Woodchase Close, NE
- Woodcrest Circle
- Woodcrest Circle NW
- Woodhill
- Woodhill Ln
- Woodhill Ln NE
- Woodland Cove Drive NE
- Woodland Dr NW
- Woodland Dr NW
- Woodland NW
- Worth St
- Yellowood Court NW
- Zius Ct., NW

**Question: Feel free to attach any additional comments**

- need more plays, arts, music concerts and local entertainment. re-start evening in shade music shows and white oak mountain bluegrass festival at exhibition center.
- I would enjoy seeing an event come like Naturefest in Cookeville, TN. Also, I would be more likely to recycle if we have curbside service at no additional or very small change.
- Mouse Creek Road needs to be expanded to either 4 lanes or at the least turning lane with sidewalks!
- Drugs are bad in our neighborhood, fighting, kids running down streets without shoes and animals leash-less.
- Rude Building Inspectors!
- The walk trail off Freewill (the form Golf Course, the part the city owns needs mowing.) Need more trash receptacles along the Greenway and walking trails.
- "Recycling should be offered in neighborhoods by city. Absolutely no reason why we should produce so much trash. Distribute buckets and further encouragement.
- Your 'Skate Park' at Tinsley sucks. Fellow, low abiding skaters/citizens of Cleveland."
- Need more arts, music concerts, local entertainment in Cleveland - continue evening shade program and white oak mountain bluegrass festival at exhibition center.
- Survey is a great idea.
- The city should accept the gift of the old First Tennessee building on Raider Drive and move some/most services there.
- "Need more police presence on the greenway.
- Also crack down on the sum lords!!

- You should only be able to put out yard waste the day of! No one wants to see toilets for a week!
- Tennis courts are in shambles! Unsafe and city recreation has ignored the 167 people who signed up for the tennis league.
- Why are new tennis facilities not even mentioned?? Because the city has ignored tennis players.
- Sidewalks are non existent in most neighborhoods.
- Called many times about blowing off tennis courts.
- Codes enforcement (trash on Ohio)."
- Sidewalks badly needed on Mouse Creek Rd. Quite a few people now live in apartments and duplexes out here that do not own a car. I see them walking in the ditches all the time.
- Declining gift on Raider Drive ( First TN Bank Building) was stupid. Having City Government Downtown was a bad decision. Why did the city tax payers spend millions on the new building downtown?
- "We have many immigrant families in our city/county. These are fine people and the majority do not harm but add to the quality of life in our city/county. These families need our support, through jobs and inexpensive housing. Our schools need our priority to equip our young with the education that will afford them the ability to support themselves financially and someday raise a family right here in Cleveland. East and South Cleveland need recreation areas for families. Our downtown has grown, especially Inman Street near the Museum. Lee University's Pangle Hall is excellent as are other campus buildings. Outdoor entertainment is good.
- Would a downtown supermarket be a possibility? Would it be used? Is there enough parking for more shops? The planner will answer these questions in time. Thank you!"
- The survey is a good idea, we need more public meetings so that we know what is going on.

- I enjoy living in Cleveland!
- The City and county should have moved many government offices out to Raider Drive when it was available for free. This would help in many ways. (Especially parking & traffic congestion).
- "1. Traffic Flow issues cannot be solved only by adding traffic lights. Consider alt. solutions (roundabouts) 2. Aesthetics- Keith and 25th St can be a serious eye sore- sidewalks and putting powerlines underground would help a lot. 3. Recycling - Tax payer votes for additional fees and services but services disappear but fees stay in place are big issues. 4. Accounting system is antiquated. See Bradley County website for possible upgrade. 5. More sidewalks, more bike lanes.
- Thank you for considering changes to our community!"
- Need more sidewalks for safety and health.
- "1. Inman Street: I am very glad this has become a priority with our city government. I hope that 2 or 3 of us who live and or work in Inman will be asked to join the task force to study this issue and help make this ""race track"" become a friendly and beautiful entrance to historic downtown, beginning at the eastern city limits and continuing to Keith Street. Purchasing the former Jack's Clean rite property to create beautiful landscaped parking would give the museum needed extra parking, and be the entree to the developing Whirlpool park as well.  
2. Downtown Parking: Before engaging yet another outside firm to study this issue, please allow our police officer charged with enforcing the 2 hour limit which is clearly posted on every downtown street to work those hours from 8 am to 5 pm. A small task force of downtown retailers, restaurant owners and office works could come up with a plan to notify all work work in the downtown area about the 4 public lots within 2 blocks of the courthouse. There are over 800 parking places on the city streets, If they were available for retail shoppers and restaurant patrons. I don't believe we would have a parking problem.  
3. Park and Ride Lot: Please consider the Whirlpool lot just east of the RR tracks for the park and ride lot instead of the Woolen Mill property, which should be saved for future development of a destination for our residents and tourists. The Whirlpool lot is already paved, has some fencing and is large enough for the CUATS buses to be parked on nights and weekends so the beautiful restored depot is visible for all of us to enjoy! Perhaps some of the \$1.7 million grant could be used to bring coffee kiosks

and food trucks to the lots for riders to get breakfast, lunch or dinner to enjoy on the ride to Chattanooga.

4. Hardwick Stove Company property: I feel that development of the now vacant Whirlpool property should be a top priority for our city to become involved in repurposing. All of the community meetings recently held had common threads! The one that seemed most important to Cleveland/Bradley County citizens as a whole is creating arts and entertainment downtown. We recognized that when we chose to build our beautiful Museum Center at Five Points on Inman Street. We hoped that the proud old building on the North side of Inman, which fell into disrepair when the street parking was converted to extra lanes for through traffic could be reclaimed. We did make a difference, but now we realize we need a much larger area to develop an entire city within a city to include the Woolen Mill and more. A downtown hotel, loft living, shops, restaurants, theater, performance areas inside and outside, a climbing wall, a water feature similar to Coolidge Park, a children's interactive museum, another dog park, picnic areas, and bringing our beloved Greenway along Dye Creek to the mill area is all possible because of this large piece of property less than 2 blocks from Inman and bordering Church Street; which is the gateway to downtown for Lee University students, their families and friends."

- I think a wheel tax is a fair way to add revenue.
- We need more safe sidewalks so people can walk more.
- The city needs to stay on ""slum lords"" who evict people and put all their stuff on the streets repeatedly.
- Our taxes are fairly low. You get what you pay for
- Comments on Traffic Flow/Congestion: There needs to be 2 turn lanes turning left from Georgetown Road onto 25th Street. The traffic is backed up every afternoon very bad, creating long delays, especially between 3:30 pm and 6:00 pm. I consider this a high priority. ii. The intersection at 25th and Ocoee Street should be widened to accommodate more turning lanes. This intersection is very bad most every morning and afternoon. I consider this a high priority. iii. Paul Huff Parkway is backed up every afternoon. I am not sure there is an easy fix to this, but it should be looked into. I consider this a moderate priority (not as high as the first two I mentioned). b. Future Growth/Use of under-utilized properties: My understanding is that a local businessman tried to give the old First Tennessee Bank Building ( on Raider Drive

across from Cleveland High School) to the City of Cleveland, but it was turned down. I don't understand why that facility would not be accepted as a gift.

- Building any additional future municipal buildings for the City of Cleveland would be gross misuse of funds, if they do not accept and utilize the First Tennessee Bank Building."
- "Needs signs and education for slower traffic to keep right!!! or just do speed limit while in left lane!"
- Cleveland State are streets could use some improvements.
- Need sidewalk around Cleveland Middle School.
- We own property downtown and near Keith Street. We lived in the city for over 30 years before moving to the county. At this time we are unwilling to pay for additional services because the property taxes we pay are already high. Where are those tax monies going? The condition of the streets is awful, nice neighborhoods have cars and trash in the yards. Traffic is poor, and it appears there is nowhere to expand. This is a safe place to raise children, but is beginning to look run down, except for the new bike lanes and greenway. Please put more funding into maintaining the roads!
- Thanks to all city workers, police, firemen, etc for your work and for offering this survey to give a citizens a forum to contribute to the well-being of the city. I think the Greenway is one of the best things that Cleveland has ever had. I was on it today. But I don't want it to be consumed with too much of the art exhibits that are on part of the trail. I do pizza delivery so I am on the road a lot and do notice how rough some of the roads are. The streets around Lee University are really bad. 17th St NW and 20th St. NW and NE too. Some of these problems can't be helped because when utility work is done pavement is taken up and then patched up thus making a bump. At the stop light at 17th St and Keith St there is a concrete paved area at the light that is not even with the pavement and it's a good bump. So there will always be the need to cut pavement for such issues. And the manhole covers for the sewer or water that are in the streets are a nuisance because of the bumps they cause and the concrete chips away for the covers and makes the bumps worse. I don't want to complain too much because paved roads are better than dirt roads! So I am thankful for the city's maintenance but having more emphasis on these bad streets would be great. But I know you may be limited on what you can do because of budget constraints. Also, there is too much wreckless driving on Friday nights (maybe Saturday nights too) on

25th St and Keith St from those cruising. Would like to see more of a police presence but maybe there has been more of a presence and I haven't noticed it. Thanks.

- Our neighborhood is being robbed and vandalized around the clock all seven days. Many neighbors have asked, over the last ten or more years, for police patrol. We might see a police car every quarter, excluding calls for theft and vandalism. Most of the neighbors have quit calling the police for the thefts and vandalism because the police officers are hateful with them. The neighbors have armed themselves instead.
- Please provide more entertainment, parks, and events for the city... as well as getting more popular stores in the mall so people wouldn't have to commute to Hamilton Place Mall... also, more restaurants (not Mexican please... I think there is more than enough to choose from there). Make Cleveland a place where new families don't question whether to move to another city to accommodate the needs of their kids (entertaining, events, food). ALSO, is there anything we can do to get a Trader Joes to open here??
- The safety page needs a "no opinion" choice. I do not ride a bicycle, but a reply was required.
- Curbside Recycling would be awesome!
- An Earthfare or Whole Foods grocer would be wonderful!
- Cleveland Youth Hoops had a great first year! Thank you.
- I love Cleveland!
- Recreational Dept. needs to concentrate on things other than softball tournaments. Adult and Senior leagues for many sports (basketball, volleyball, tennis, pickle ball, ultimate frisbee etc). There are no public tennis courts (in playable condition) within the city. Additionally pickle ball courts need to be added.
- Most critical, Cleveland Utilities needs to offer Internet service ASAP, Electric Power Board is the business model, CU should partner with EPB in this.
- Second priority, efficient low cost housing, city must become directly involved with this.

- thanks for the opportunity to share insights and feelings-great first step
- 1)I would like to see more of a police presents patrolling my street during the day...  
2) The walkway needs to be extended more (toward the home Depot end)...3) The big dog park could use a small dog pond for those dogs that love water. As an example Knoxville has a recirculating pond that pumps water from the bottom basin back up to the top of a small waterfall... 4) Need more resteraunts like a Red Lobster (the upper empty parking lot on the Target and Kole's end would be a good local). ...5) Turn the empty Kmart into an indoor flea market like the one off the sweet water exit. Its better than leaving it empty and would add to the mall.
- The election office had the poorest customer service in Election Day.
- We have a very good city. Now that we have had some success, we need to plan and build for future success. Leadership must improve at all levels, particularly in the police department and with elected leaders. Sexual misconduct by sworn personnel from the chief through patrol levels and political fights over turf protection will not sustain city operations or reputation. Cleveland is ready for a bright future and its leaders need to pave the way forward, not try to sustain bad practices of history.
- I am an avid out recreation person. I have ridden my bike on shoulder less roads, probably a bad idea, but you only live once, even if it is a short time because you get hit by a car. Also the Paul Huff Keith Street highway is ridiculously dangerous for pedestrians and I see them crossing quite frequently. Walmart should be in a safe pedestrian path. Also, downtown is hurting. The only restaurant I like to pay money to eat at is Cafe Roma and Lupis. Otherwise, we go to Chattanooga when we eat out. I'm thrilled to see that the City is looking at making changes. So much potential for Cleveland. Some shining stars are recycling, The Greenway, Wacker, YMCA.
- I feel Cleveland is a good town to live in, sometimes too political but otherwise good. I do feel our traffic is overcrowded especially during school year time & when Lee University is in session, Overall we have a great place to live, the police are very responsive and kind, I work in the healthcare field and feel we do need to increase the number of ambulance trucks in the area. Wait times for 911 can be too long. Also need to recruit more physicians to this area. We have a large population many seniors.

- "Need signage at trailheads Fletcher Park re all dogs must be on leash in conjunction with existing signs advising to cleanup after your dogs. One large sign with rules at entrance is the only place leash law is mentioned; this is before parking and people drive by without reading.
- Excessive amount of cigarette butts both Fletcher Park and Greenway. Is there any way our walking & recreation areas can be regulated and protected from this environmental & health issue? These non-biodegradable butts can be washed into creeks & streams at Fletcher & along greenway.
- Discussions with several people re arts and entertainment opportunities surfaced desire for a Community Playhouse or gathering place for actors, playwrights, songwriters, musicians etc to collaborate and a venue for presenting to public. Any possibilities at old Whirlpool or Hardwick sites?
- Top two highest priorities are: Traffic flow/congestion alleviation and prevention of further gang infiltration into Cleveland/BC
- "Entertainment opportunities may be of great quality in Cleveland, I just don't normally know about them until the paper reports what has ""happened"" (past tense). Perhaps on this site under Events, you could tell us what is ""going"" (future tense) to happen this coming week updated each Sunday morning. The Daily Banner doesn't seem to recognize the need.
- The City Police & Fire Services are top quality; however, the costs to maintain these services at this level is higher than it should be. A smart cost-cutting continuous improvement program is needed. Possibly, a joint effort working with the County to see where we can help each other maintain or improve these services while reducing costs."
- I already pay taxes and feel they are adequate to provide the proper services without an increase. Have you considered a metropolitan type government with combined fire, police, school and government services to save money and increase efficiency?
- Litter is a major problem in not only Cleveland, but all of Tennessee. Fines should be enforced, campaign to curb litter must be prioritized. Infrastructure clean-up and maintenance is also just as important. Lack of pride for general upkeep is obvious. Demonstrate continual care for City and others will take Cleveland more serious. Speeding and running traffic lights is a huge problem as well. Noise ordinances need

to be enforced, culverts need to be cleaned up and filled in for safety and maintenance; mold and weeds need to be addressed. Patch-jobs of paved and cement needs to be greatly improved. Retail and food corporations need to be partners in improving litter issues. They should be heavily fined for parking lots with blowing trash, over-filled garbage bins, and grease on pavement. Reduce business permits for additional fast-food restaurants and "pay-day" style loan businesses which spearhead the businesses in this town. Large billboards need to be cleaned-up and also reduced in number for a better look along the roadsides. Signage and fences need to be straightened or removed. Blight, blight, blight, in all areas of town, no matter the wealth or poverty it seems. Truck noise from truck air-brakes needs to be addressed both for City limits and neighboring communities close to the interstate. Need I say more? Prioritize and fund so there are people to get on these issues. For example, schedule three times annually power washing of the streets and curbs; campaign for litter pick-up and responsibility. Fine littering, employ and encourage or incentivize the food and retail (gasoline stations also!) businesses as partners for improvement. There is so much to manage but the good news is there is an easy and tremendous potential for improvement by simply cleaning up the existing infrastructure and staying on it. Shows pride and commitment in pride to citizens and visitors.

- Need a complete overhaul of the zoning code. It is severely outdated and does not promote (or require) quality development.
- Property taxes for both city and county are outrageous in the Steeplechase subdivision off of Weeks drive. The area homes size are under 900 sq ft for each family and most homes look like Section 8
- The city was foolish to not accept the building and property on Raider drive to consolidate the departments into one building instead of staying in decaying downtown buildings in dire need of repairs. Small town politics at it's finest.
- Cleveland has a unique combination of quality manufacturing jobs and greenways and parks. Further investment in these areas provides further improvement in the quality of life which makes the community even more attractive for business and industry. These are investments with a high return in the end.
- when my wife and I go to a restaurant, we don't like to eat what we cook at home, so we have to go to Chattanooga or Dayton to get Indian , Thai , or Vietnamese food. It doesn't seem like any ethnic restaurant other than Hispanic lasts very long in Cleveland. Just don't know what can be done. Can't change other peoples taste. Thanks for giving us the chance to answer a survey.

- listening to the need for additional money for next years projects no medtion was ever made to see where in the budget money could be saved,does every secretary in the city offices need a cell phone and unlimited internet provided by the city , and how many have verizon internet hot spots at there homes that were signed out to a dept. might want to take a inventory
- PLEASE combine city and county offices so that taxes can be paid in one location - no need to duplicate services!
- I believe the biggest issue that needs fixed in this area is the relationship and behavior between the city and county. I am embarrassed when I attend council/commission meetings and here our leaders acting like children, name calling, posturing, and blaming one another instead of acting like leaders and finding solutions.
- We feel blessed to live in Cleveland.
- Great place to live!
- Please keep Stuart field & neighborhood clean of trash and debris. Add more neighborhood recycling locations.Thanks for everything!
- Improving our downtown area and encouraging the people of Cleveland to use its goods and services is of chief concern.
- Would love to see the entertainment center idea be created as well as a performing arts center to promote the culture of downtown
- Stop light is needed at Blythe Ferry Road and Old Tasso Road
- Codes officer Allen Johnson is lazy and hard to work with. He has a attitude just like Joel Prince . Both are the wrong people for the job they have . Both are hard to get ahold of. Allen is a liar and waste city's time and money . He needs to learn to talk to people . Maybe he needs to go back to catching dogs. That way he can take his frustration out on them instead of the public
- We care!

- Thank you for holding the public meetings and conducting this survey. This shows we are moving in the right direction. We need thoughtful planning and smart, sustainable development.
- Although curbside recycling would be very nice, how does cost compare with more drop-off locations with better hours?
- I have been extremely unsatisfied with the lack of police presence with high school students street racing on Keith Street on weekend nights. I also really wish the downtown area were more appealing and the city would put some work into the residential areas around it to make the general area feel safer.
- The City of Cleveland desperately needs to complete an assessment of the current condition of all city facilities and equipment. A strategic plan should be developed to insure needs are addressed.
- very disappointed with all the pending investigations into Sheriff Watson. Even more disturbing is that the city of cleveland isnt making the information public in cleveland and we have to depend on chattanooga press. i believe this town is politically corrupt or has something going on that cleveland residents are left in dark about real cleveland issues and the power the sheriff posseses.
- If a service is a county service, then under no circumstances should the city join in funding any part of the service as doing so means city taxpayers are paying more than non city county taxpayers and city taxpayers are paying twice- once as a county taxpayer and then again when our city council agrees to a joint funding plan. If you do not understand the double taxation then you do not need to be in public service! It is totally unacceptable for the city to contribute to a county service! Example- 911 funding- it is a county service with city taxpayers already paying a share as county residents. By the City contributing then city taxpayers paid twice.
- Thanks for giving us an opportunity to weigh in on the future of our city.
- We need more retail downtown and parking spaces. It would also be nice if we consolidated the lawyer offices into one area out of the middle of downtown so it can become more of a shopping district and bring people downtown and have more events. I own a boutique downtown and would love to see Friday and Saturdays in the summer be a place for food truck vendors and music. In my hometown we have

events every weekend in the summer and people come from all over and its great for the community and local stores.

- When serious security problems have been reported, law enforcement has ignored my requests for investigative assistance. I pray this will not continue.
- "1. The news in Bradley County comes from the Chattanooga paper. The Banner only reports on COG related news and Lee University. Not worthy of the print.  
2. City police are not up to par. Do not patrol residential streets, more interested in parking in out of way places and talking to each other.  
3. The mayor has been in office to long. He is mayor in name only and is ruled by Paul Conn and Alan Jones."
- catch the fire department up on raises
- Cleveland needs to get with it on the parks and greenways. Cleveland needs to have some fun, creative craft breweries. Cleveland needs a more entrepreneurial spirit. Younger vibe of people that want to start businesses. We need cooler space (architecture, redevelopment). We need more green space, greenways and parks and we definitely need some things going on with downtown. We're poised to do this with the right collection of people. We can do it. We're closer than we think! We just need more options - We need for the youth to stay here after they finish college!
- 1. Move industrial park etc., grow and create a larger city. Cleveland is a nice small city and I prefer this size rather than the larger city life. 2.The reason I did not select the boxes of how much I am willing to pay for improvements is because the tax dollars I now pay is contributing to these improvements. 3. Too much growth just creates greater needs and problems. Larger cities have more problems than Cleveland, TN has. 4. Becoming a larger city is not better than living in a well maintained smaller city. Chamber of commerce wants more however larger is not what I prefer.
- I LOVE CLEVELAND, OUR MAYOR AND OTHER OFFICIALS WHO ARE KEEPING CLEVELAND SAFE AND GREAT!"
- How much is the city request from federal govt. for intra-structure projects as promoted by current administration.

- I feel that the need for traffic lights needs to be addressed, especially around the Ross/Yates/Publix area. The changes to the school pattern has made a bad situation worse.
- Also, our neighborhood has a speeding problem and, as a parent of three children, I worry.
- Overall, I love living in Cleveland, TN. :)
- We love living in Cleveland, but some things need attention: need a civic center, fix all of the center turn lanes on Keith Street (very dangerous, especially the area near Cooke's, Tractor Supply, Big Lots). The Greenway is terrific but cars get broken into which is enough to keep me away. Also, the mall needs better management and additional retail and restaurants. Too many billboards...need stricter sign ordinances.
- Basic charges for utilities are high compared to other cities.
- City has major traffic congestion in the morning (8-9AM) and the evening (5-6PM)
- "I also own a rental house, but I don't consider that a business
- Not sure if Hughes is my councilman. I can't read that map.
- We are not interested in ANY tax increases, we have a surplus of money to get done what ever is needed, if not we can either WAIT or start making cuts because we all know our government runs with zero waste. This survey was very vague and we really weren't interested much at all in the context of this survey.
- We need parks and entertainment to bring people into the city. We also need a place for events such as band competitions etc. We could bring a lot of money to our city if we had the right facility.
- Elm street has been promised to be widened & paved for two years and has yet to be addressed. It's doubtful if a fire truck or emergency vehicle could get through if required due to its narrowness
- Overall Cleveland is a pleasant place to live.
- Please consider curb side recycling pickup. As a senior citizen this would be my main priority.

- Although we don't live in the city limits, we are very close AND have sent one of our children to city schools. (paid tuition for 7 years)
- I wish there had been a question about volunteers at non-profits.
- Get rid of Codes enforcement and do more crime & theft prevention more community policing
- To many thefts in Cleveland
- Neighborhoods like I live in need sidewalks badly...elderly, young families with children, people walk in this area constantly...and there are NO sidewalks and the streets are narrow....It seems where you have built sidewalks lately....very few people use them, is it just for show? There are NO places pedestrians can cross Huff Parkway, Keith Street, 25th Street, safely....the greenway is wonderful, but Cleveland is not a pedestrian friendly city.
- Dogs are allowed to run rampant on my street unleashed. I also have 11 barking dogs within a house in any direction of my house. There is no ordinance to limit that noise. The roads in my subdivision are junk and need repaved. A lot of the houses in my neighborhood are in disrepair and need fixed or there is a lot of trash in the yards of the subdivision such as old unused cars that are an eyesore. Not happy with my neighborhood at all.
- Animal Control needs to follow-up on calls. Several feral cats on hill at Executive Park Dr. They do not have proper shots or tags and animal control officer fails to get the ladies that feed the cats to show her proof of rabies shots. Inbred kittens are being born every few months. Please make this stop!
- I think the main overall issue facing us right now is traffic flow/congestion. Traffic flow does not seem to be addressed as fast as the city is growing. This is true overall throughout the city, as well as specific problems such as the major Cleveland Middle School daily backup/gridlock. ....Thank you!
- I am unsure about my district. I have looked at a few sites to determine what district I am in but all the maps are non readable. It would be helpful either to have larger single district only maps or an address finder where you can enter your address and it tells you which district you are in. The scroll bar does not show up on this survey

unless you click the arrow keys on your computer with the cursor under the boxes. It was difficult to navigate those pages. As relatively new comers to this town, we find the biggest issue is traffic congestion, especially on mouse creek near the schools and the traffic on north end of mouse creek - the road was not build to handle that amount of traffic. Every day drivers are speeding on that road, we would appreciate more police patrolling of that area. Thank you for your time.

- I think the landscaping in the median on the 25th St. is a safety hazard and looks dirty and catches litter. I think it would look better with curbs and grass.
- Traffic lights along main roads (rt-60/25th St, APD-40, Keith St, Paul Huff, etc) need to be coordinated to improve traffic flow! I have observed a fair amount of needless waiting waste at lower-traffic intersections.
- We love Cleveland. I've lived here all my life. The only 2 things that I would like to see that were not addressed in this survey is: (1) Would love to see a big discount facility, like Sam's, etc. (2) Voting location in the mall keeps changing. Would like to see more location signs in entry areas.
- "1. Bushes and trees need to be trimmed away from sidewalks. Sidewalks need repair 2. Too many sloppy properties developed (businesses) 3. Need pedestrian bridges @ Keith and 25th Streets. 4. Need curbside recycling pickup."
- "1. Use of funds from the sale of the old Bradley Memorial Hospital seems to used in totally different way than was initially mandated. Especially use of the original amount for loans to special groups or projects instead of for the health and welfare of the local population instead of the use of interest or dividends only. 2. The bidding process for local projects seems to have a foregone conclusion as to who the lowest bidder will be (i.e. Tri-Conn) 3. More support for Cleveland State Community College instead of Lee University, who adds nothing to our tax base."
- Nice area, but keep cost of living low. Soccer complex off Mousecreek,greenway, Tinsley Park. Handy Park at Stuart Elem already very nice.
- WE are very pleased with Tom Cassada. He listens to the community. Please clean up exit 25 and 27. Those are the first impressions to our city. We have wasted \$ on sodded grass that never gets cut and the exit ramp/loop areas look terrible.
- Get rid of the grass police Codes Enforcement spend the money on crime prevention

- Cleveland is full of thieves
- Sidewalks in the downtown area in need of repair. Check Church Street and Ocoee Street south of Inman a few blocks.
- cleveland used to be a nice place to live...i have lived here my whole live as did my mother and her mother and her mothers family ...the tinsleys were a solid part of the area ...now downtown is a disgrace...the courthouse is hideous and should be torn down...much of dontown is vacant and dilapidated..carrollton ga downtown is a good example to look at(nice)...or turn it all over to lee, they know how to get rid of old stuff and replace it with new...there are few sidewalks and you seem to think they need to be near the green way...duh...why don't we put bike lanes there too...traffic is impossible at times...we have few options to fix this...there needs to be action on roadway needs not discussion...just wanting to do something is not the same as doing it !!! know what you have to do, not just what you want to do ...before you start a project...when you do something try to do it right...people are important ...all people not just one person ...eminate domain should only be used when you (the city) have meet your responsibilities of negotiating with home owners...not delagated to hired guns...who lie and misrepresent everyone !!! just because you can do something does not mean should...Never Ever Take Advantage Of People Who Offer To Help Our City ...by thinking they are Stupid...treat people the way you want to be treated
- The city of Cleveland doesn't apply any of its resources for this area of town. It would be much appreciated just to have the litter picked up on the sides of the road. Sixth street and Gaut are well traveled roads and they look terrible. Codes are not enforced. Gaut street is an example. There are no sidewalks for the less fortunate to utilize, this being there only means of transportation. Also, I believe there need to be city rules for landlords. There are a lot of people being taken advantage of by slumlords.
- This survey idea is great. However, the survey design is terrible, it's too long, and parts of it are very confusing. Survey monkey can and has done better on work they have done for me.
- thanks for providing the survey
- I feel there is a problem with the homeless in this community. I have been approached for help at a restaurant, inside a grocery stores, in a parking lot, outside a CVS, and at a gas station. There is always someone camped out with signs outside of Walmart and at certain intersections. This seems to be a pervasive problem for Cleveland and needs to be addressed.

- My biggest complaint is the trash and litter around the city including all the signage from small signs to the overpowering cause of visual litter....billboards!!!
- The City Court Clerk, Kim Bivens, was very kind, courteous and helpful.
- I think we pay very little taxes and our roads and developments show that. I would be willing to pay more taxes in order to have real planning and development in Cleveland. We need sidewalks and shopping centers that look planned - not hodge podge junk. Our schools need more money and better facilities - we need to fund these. It is extremely cheap to live in Cleveland, TN; little increases in taxes throughout the years would help! The traffic around Exit 27 on Paul Huff is dangerous with so many entrances/exits onto Paul Huff around Target; this needs to be fixed. Planning Planning. Paul Huff needs sidewalks!!!
- Thank you for taking the time to ask us!
- We do not need to spend any more money on industrial development. We need to lower our debt as a city and county by concentrating on it not giving money to corporations!
- The city needs to provide more employment opportunities for disabled employment within the city staff and promote more opportunities in local employers.
- The city needs to place street signs to avoid confusion. Mail has been mis-delivered and the fire department nearly broke down the door of the wrong house because of the lack of street signs. This has been reported before and twice signs have been place but later removed at the direction of the property owner. Painted center-line and lane edges would aid with streets and speeding.
- We would like to get our neighborhood paved. We've been at our residence for 5 years and our road is terrible. We've noticed other neighborhoods get paved a lot more frequently.
- The streets in our neighborhood went unpaved for over thirty years. Once we formed a POA and had a meeting with our councilman and the city manager we got our streets paved. We were very happy with the results. I think the city should have a consistent on going plan for maintaining all city streets.

- We need term limits on all elected personnel, including the mayor, as it is very apparent that we have become stagnant with new approaches to government and the continuing bickering between the city and county. The city/county schools systems need to be streamlined to reduce costs, we do not need college level gyms in our high schools, the expenditures for school renovations and new buildings is lopsided compared to the deteriorating existing school buildings, the new Cleveland high gym is an arrogant waste of city funds and could have been done on a lesser scale. I would have much rather seen more investment to upgrade existing school facilities than an over the top gym. I strongly request that the feud between the city and county over the liquor tax be ended, the only people benefitting from this feud is the attorney's and the city councils ego. Please publish an easy to use directory of who to call for specific issues in the city services, for example who would you call for an illegal sign in the yard, the police or codes or public works? Also simple answers to ordinance questions in the FAQ.
- Cleveland is a very nice city to live in. Police, Fire and Ambulance services above average also cleanliness is maintained very well. I do question the politics too many retired teachers on school board making poor choices with tax payer money.
- Cleveland is a wonderful city with a high quality school system. We need to raise the quality of our City Recreational dept. We have a huge opportunity as a community to do this based on our location and resources.
- you have a person that retired from the fire dept in December 15 that has a Verizon hot spot that the city pays for every month at home for the last 6 years for Internet service .
- 1. Should have NEVER let Scott Cummings re-vamp the Cleveland Youth Sports. What a crime and we lost great competition among schools in both the city and county. Not a smart move AT ALL City of Cleveland. Cost a ton of money and was a big FLOP in my opinion.
  2. The man holes on Blythe Ferry spew sewage after big rains. That is a problem.
  3. Love that the Greenway is expanding.
  4. Do something about Charter...terrible service and way way too expensive."
- I feel like Cleveland is growing way too quickly and the infrastructure and schools have not been able to keep up. We don't need more industrial parks right now, we can barely fill the jobs in the current economy. The traffic is like a big city and we are

losing our small town charm. if I wanted to live in Chattanooga I would, but at our rate, we should surpass them shortly!

- Trash/litter is a big problem to me, as well as code enforcement. I get tired of seeing junk piled high on the sides of the roads.
- I would prefer any improvements be funded within the existing budget. This may result in making tough choices and eliminating some programs or services that are not cost effective. I would ask that government operate like a business and not resort to tax increases every time it wants to add services. You never hear of government cutting programs--it's easier to just add new programs and raise taxes. I believe in a smaller, leaner government.
- About 3 or 4 years we were told that a sidewalk would be built from Neely Drive on 20th Street NE to Ocoee Street. This is badly needed because of the amount of foot traffic on 20th St. NE. The married housing for Lee University has a number of students and mothers who use 20th Street. I have seen numerous times when some of these students and mothers pushing baby strollers have almost been hit because of the narrow road and ditches which do not allow pedestrians to be out of the way of traffic. I have almost been run over before as I walked on the grass and a young woman texting and not paying attention ran off the road toward me. I had to hurry to get out of the way.
- I live in the county but development and safety of the City directly affect me and my family. I hope you will consider our voice as well.
- Should consider include survey about ethnicity (nothing ask this time)
- Thank you for taking the time to do this. I love living in the city of Cleveland.
- The police say they aren't able to help with any of the crimes happening in the area.
- When they do find the people who committed the crime, they still say they can't do anything because the jails are full.
- I very much appreciate the services of the Cleveland Public Transit. I am disabled in a wheelchair and they pick me up at my home for man doctor appts. thanks!
- A new Cleveland Animal Shelter has been desperately needed for many years!

- Major traffic issues at the corner of Tomahawk Circle and Peerless Rd.
- The Cleveland high school programs for basketball , wrestling and football are very well organized and include everyone. No tryouts to cut kids from playing. I wish soccer and baseball would start a league too. No more parks and rec for us! Very shallow minded in the basketball league.
- Cleveland leadership continues to be professional and progressive.
- City parks and recs need major improvement. Better parks to be able to host tournaments are a must to bring commerce to our city that has plenty of hotels and restaraunts.
- Thanks for what you are doing to improve our community! Some suggestions to consider: educate folks on leash laws in neighborhoods, and attention to details in driving (left turn lanes are for one direction of travel, not both, unless properly marked), etc. Thanks!
- The old mill south of downtown looks to be a developable site for a large flea market with entertainment and eating venues.
- Roadside trash is my major concern. Also the fact that we accept garbage from Hamilton County.
- There is a problem throughout Cleveland with people putting household trash out days before it is picked up.
- I am very grateful to live in Cleveland. I am a member of
- The Cleveland Net City Prayer team. We pray weekly with
- a heart if gratitude and thank God for His spirit in our city.
- Downtown Cleveland needs a great deal of attention. Parking is terrible, entertainment is almost non-existent, and dining is better but not enough.

- I work in Bradley County/Cleveland Veterans Service Office and get excellent support and cooperation from City Government. Special praise to Public Works for excellent services they provide.
- Georgetown Road needs traffic lights at the intersections of 20th Street NW and 17th Street NW. Laws against littering should be enforced.
- Most citizens have (until now) no access to records of city activities, no notice, no way to observe, no adequate public disclosure of issues.
- Cleveland utilities need to lower the utility bills they are way over priced for their services and really the electricity part of it is ridiculously to high!
- Extremely satisfied with Public Works and Utilities!!! I do see a need for improvement with dangerous traffic congestion during school zone times. Specifically Sequoia Road at North Lee School.
- I believe the amount of overhead wiring in Cleveland is excessive and ugly. It would be a major improvement to get the overhead lines underground, especially on our major streets.
- Overall...no better place to live. I am concerned of safety, specifically "transients" who walk up on you and standing at exits, specifically at exit 25. The downtown area is making progress and the plans are underway for good updating and revamping. Looking forward to the future of Cleveland.
- The south side is terrible the bypass is hardly ever mowed the trees are terrible. They are so many tourist travailing to the Ocoee and the national Forrest yet my side of Cleveland is an embrassment to Cleveland.
- This survey is a good idea.
- Please do not allow panhandling, begging, and loitering at intersections in Cleveland. This is also a problem at expressway exits. I feel intimidated and endangered by these people. Most are drug addicts or alcoholics. Please enforce the ordinance against this.
- Nothing additional.

- To many personnel questions and the survey is too long. Shorten the survey and take time to long to fill out.
- Quality paying jobs, Free job training facilities, utility prices, affordable housing and daycare, maintenance of roads, lack of sidewalks, lack of family entertainment & abandoned properties are among my TOP concerns for the people of our city.
- Cleveland is a growing city. To continue attracting new industry and families, it must upgrade parks, recreation, downtown, and continue to improve city schools. Safety and security also must be strong. It must be seen as attractive to families to continue growth.
- Answers influenced by the area of Bradley County I reside in. Many problems inside city limits are largely ignored. Roadside mowing is ignored unless you call repeatedly. Roadside garbage is never picked up by the city. The county has volunteered to clean the city's ditches and roadsides repeatedly. City of Cleveland has a tarp law but I do not know of any instance where it has ever been enforced. SanteK trucks allow trash to blow freely from speeding trucks whose tarps are open. APD 40 is littered with mattresses, full bags of trash, and loose garbage which blows freely after Saturday morning travels to the garbage dump. I tell my wife Cleveland should place a sign just off exit 20 welcoming people to Cleveland, city of trash. Finally, please finish the last of the paving on the last south section of the Greenway. Cleveland is a great place to live and play, you just need to live in the appropriate area to benefit from its services.
- I really enjoy the new dog parks. My son is also happy about the additions to the skate park.
- We need better paying jobs, better grocery options, better traffic flow, an exit on/off Harrison Pike to I-75, more responsible landlords. In other words if we do not grow Ooltewah is going to be a bigger and better city than Cleveland in a lot shorter time.
- "Sidewalks are needed on 6th Street NE between Gaut and the city limits. I work in this area and this road is very heavily traveled on foot every day.
- This area also needs a GOOD grocery store as do other pockets of Cleveland. Vest's service to the community is questionable.
- Cleveland is doing a lot for downtown, for Lee, and those that "have" but other than the Blythe-Oldfield effort which is to be applauded there are major pockets of Cleveland that are ignored.

- How do you plan on handling our growing Hispanic population?
- Bus service seems to be growing-a wonderful thing.
- Appreciate the bike lanes on Keith very much. Need more like them-those on Wildwood/Dalton Pike are a joke and so dangerous. Also need more pedestrian protection all over Cleveland like Lee has at the intersection of Ocoee and 15th and the lovely traffic calming bumps on Parker. City seems to value their students' safety far more than that of our citizens and our schoolchildren.
- Parks have improved but still cater too much to youth sports and not enough to physical exercise use.
- In general, I'd like to see Cleveland look outward, see what places like it in other parts of the country are doing. It's time for Cleveland to stop being fearful of ""the stranger"" whether it's the person ""who's not from here"" or the idea that comes from another part of the country.
- I would like to see Cleveland freed of its good ole boy network and the stifling influence the church can have and really step into the 21st Century by accepting outsiders and outside ideas more readily. Get progressive.
- And I would like to see the City of Cleveland make a massive effort to educate its citizens on the value of public schools and the education they provide. I would like to see the Cleveland City Schools also continue to push for the highest levels of curriculum offerings and the highest levels of expectations for the students AND the parents-it has to be a partnership.
- We need curbside recycling
- Overall a good city. Would really like to see more maintenance and rehabbing of downtown, keeping the historic sites & feeling. Would LOVE to see the courthouse replaced with a replica/inspiration of the original. Our courthouse is horrible. Entertainment options are definitely needed. Not just family options, but nice places for grown-up date night, too.
- survey is a bit long, i would suggest trying to shorten it to get more responses.

- Thx for the opportunity to share my thoughts. Please don't take this negative, as we love living here. We moved here, by choice, from Chattanooga. Love the small town feel, but we can be SO much more. We need high-speed internet, not Charter. This didn't come up on the survey, but it is key to growth. We moved from Chattanooga and EPB was the BEST. More importantly, if we are to attract white-collar high paying jobs, we need to offer a vastly improved cyber-infrastructure. We need to leverage our proximity to Chattanooga and get businesses and residents to want to move here. Downtown is a gem, but what does it offer? Needs to be a place to work, shop & play. Get the homeless situation and safety under control. We love to bike but the greenway is not very long. Would like to see it extended, but also have concerns about safety on some stretches. thanks.
- Do away with Codes Enforcement & the Historical Zone
- some additional street lights are needed; manholes are below street level and cause extra noise as vehicles bump over them; more sidewalks are needed (tho I personally do not walk) ; trees along sidewalks/streets need trimmed back more because they often interfere with visual clearance in turning from one street to another
- Improvements to Cleveland need to be to correct existing problems, not to build new ones. Inman St. is the worse for the downtown area. Between the Museum and 5-points looks terrible. Many buildings are unused those that are being used are not easily accessible. Make the existing city look better. Don't waste taxpayers' money on building new things until the old ones are fixed. Why would we need a new sports complex when other areas need so much work.
- I believe the city's primary concern should be traffic flow and congestion issues. We are in dire need of sidewalks down Adkisson Drive as this area develops and because there is a group home, bus station, apartments, and a college that would utilize these sidewalks daily. We also need traffic lights installed on North Lee Highway (near the mall entrance and beside of Ledford automotive), the side entrance of the Target plaza (I have seen fatalities at this sight), and a traffic light at Hobby Lobby plaza and Michigan Ave. and Minnis Road. It is ridiculous that taxpayer money, I assume, was spent on a private lane for bicycle traffic along Keith Street. I have lived in Cleveland for 50 years (my entire life) and I have never seen anyone riding a bike along Keith Street. The city of Cleveland needs to address major population growth issues regarding traffic congestion and providing safe travel for its citizens.

- Greenway expansion north from Mohawk would be wonderful, (with a connection bridge to Bell Crest.)
- Appreciate the garbage & leaves pickup.
- Appreciate the resurfacing of King Den and Bell Crest subdivision roads, very nice
- Appreciate the funding for the Raider Arena.
- Concerns: beggers at intersections and in Walmart and Mall parking lots approaching patrons for money. Doesn't feel safe.
- Thank you taking the time to listen to a concerned citizen.
- I have 3 concerns about the needs of the area in which I live. 1. Shurbs and signs blocking your view when pulling onto Mouse Creek Rd. his is all up and down. It allows cars to be unnoticed. 2. Speeding on Mouse Creek Rd. 3. The need of a traffic light at the intersection of North Lee and Cleveland Tire Center. It would be nice to be able to contact Mr Hughes about these problems but you can't. I have tried
- I would love to see expansion of Greenway to CSCC and further south. I would love to see more renovations and repurposing of the old mills downtown. Would love, love to have expansion of EPB into our area. I work at CSCC, so I would love to see more cooperation between our mission and helping the city and county residents in the form of education and community events.
- The signage in Cleveland is not great. I see many travelers confused on APD 40 from exit 20 and eastward. There needs to be better exit signage which needs to be addressed by the TDOT and with support from our city to have this addressed. Also if Cleveland continues to grow, the need for a three lane APD 40 should be addressed if we continue to build Industrial Parks and wish to encourage visitors to our city. Also there is a NEED for a traffic signal at the intersection of Peerless & Norman Chapel Rd. The addition of the traffic signal at APD and 20th street had really reduced the backup of traffic on the off ramp. Thanks for addressing that problem.
- Please 3 lane Mouse Creek Road. Many new sub divisions have been build north on Mouse Creek and the traffic is horrific. 2 people have been killed at the entrance to my sub divisdion.It is time to bite the bullet and 3 land Mouse Creek Rd.PLEASE PLEASE PLEASE !!!!!!!

- How many wrecks have to occur on Paul Huff at the Target entrance to constitute a red light? I would be curious to know just how many have occurred in that location since Target has opened! It is ridiculous. One of the most dangerous locations in the city of Cleveland! Is this something we mention to our state rep? How do we go about getting something done about this?
- Reduce ugly advertising billboards.
- I would like to see sidewalks all the way down Adkisson Drive. At least from CSCC to the red light. There are many people that walk that everyday and have to walk in a ditch.
- The most urgent need in our city is to rebuild and repair Atkisson Drive which runs in front of CSCC. There are not sidewalks, cross walks, and the road is falling apart. I have lived here 6 years and each year we're told it's in the budget but nothing happens.
- This was to long of a survey but I finished it
- 1 No police presence in neighbor hood, police can be found driving on major roads but no neighborhood patrols!!  
2 No police interest in preventing i.e. Traffic stops-not enough, people speed all over this town and police don't care or aren't staffed enough to care.  
3 Congestion of traffic. Only going to get worse if something isn't done.  
4 Repave Mouse Creek Road. And put a side walk on it. 5 Provide City ran Ems under city fire. Bradley County ems is providing a less than acceptable service to the city residences. 6 Look into a fire dept commission. Fire department is a good ole boys club that is freinds promoting freinds with no real oversight.
- Thanks for the opportunity to participate in the survey.
- I love Cleveland. I have lived here my whole life outside of college. I would love more things to do with my family/kids around the downtown area. Especially family friendly entertainment. Maybe outdoor concerts, etc. I'd also love to see the city take more pride in the parks that our children play at. Deer Park is in serious need of a face lift and some love. Thank you for continuing to make our city such a great place to live and for your hard work!

- Lack of professionalism in the parks and recreation department. It's very sad to see my tax dollars being wasted on employees with no pride and facilities not managed properly. Look at Tinsley Park! It is an eye sore not a park. An embarrassment!
- When personnel collect yard waste, they destroy the curbs causing soil erosion in yard due to water drainage and they never bother to replace these curbs.
- Leash law needs to be enforced. Animals run free in the Nevin Lane / Zius Ct. / 10th Street / Sunset area off Georgetown Rd. all the time, on a regular basis. Have called numerous times and they don't do anything about it. As a matter of fact, the enforcement officer told me that if I called about it again, that he would subpoena both parties to court along with the dogs and make us go to court over it???? It's a law. Just enforce it. The dogs can be caught running free on a regular basis.
- I am pleased to call Cleveland home. My children have received and or are receiving a quality education. We feel safe and the amenities of Cleveland living are favorable.
- Please keep pushing for highway 60 widening near new school!!
- Too many big, ugly billboards and signs in our city.
- We need new road to bisect city.
- Please keep adding bicycle lanes to roads.
- Sure would like to see a Red Lobster, Burlington and Marshalls store come here.
- Road congestion on north side during commute hours is rough, especially Paul Huff and HWY 60 by the middle school.
- Whats the timetable for the Paul Huff extension? Would be nice if it were in before they close the C.C. bridge for replacement!
- You've got your "sidewalk by the sewer" and bike paths and public buses. Now concentrate on things the other 99% of the population cares about.
- "Giant flashing signs and billboards every direction you look while driving through the city. All the landscaping in the world will not change the very ugly, in your face, signs. Makes the city ugly and trashy in appearance.

- Lots of litter along the streets caused by non-caring people that throw it out."
- Codes enforcement men are rude and intimidating.. Tried to call about them but the police department said they are not in charge.. Tried Shawn Malay who they said was their boss..he was rude also..city manager was not in his office.. I let it go
- "I have lived all over the East coast but the last 20 years in Cleveland. I LOVE this city above any other place I have lived in!
- My biggest concern is the illegal drug availability locally. My next concern is that in the neighborhoods, the laws concerning the aesthetics and cleanliness of yards are enforced.
- Overall, Cleveland has been a wonderful place to live and raise my three children."
- How come my property appraisals go up every year ?
- Cleveland is a great city in which to live. If I could offer any suggestions, it would be to have more communication to the citizens on the services provided. There could be information sessions held at the library to let citizens know of the many services that are provided. There should be an easy way to contact your councilman- such as sending an email or text- maybe that is already available- not sure?? I wondered why we needed to create bicycle lanes along Keith Street?? Seems like a waste of traffic space when we already have congested streets. Just thoughts.....
- Something needs to be done about the running of red lights in this city - it's currently unbelievable. Not a day goes by where I don't see that law being broken. Hopefully we don't have to experience a terrible accident(s) before something is done. How about camera's at intersections?
- roads are really bad,,cars piled up at a house on Gaut street,,working on cars in a resident,,in the city,,homeless nowhere to go or nowhere to eat,,like the soup kitchen that closed..lots of congestion on keith in noon and 5 oclock traffic...people that live the next road out of city dump garbage on the road where it is city an city got to pick it up...
- I think that there should be more emphasis on updating and educating the Animal Control Division on rescue efforts instead of them relying on a totally volunteer group

to man those efforts. I also believe that there should be more improvements/repairs to side roads, even in the less desirable parts of town.

- Codes enforcement officers are scary...try to intimidate residents by driving slowly through neighborhood with dark windows. Creepy
- I love the city of Cleveland. I love it so much I chose to relocate my family of 5 here and commute to Downtown Chattanooga every day just to get away from the hassle of big city life. I think the #1 priority of the city needs to be the reduction of congestion of traffic. We've grown quite a bit since I've moved here, and it shows. It shouldn't take me 15 minutes to get from 25th Street NE by the BP to the interstate. I think the majority of the issue is traffic signal timing. Pay some decent money to have someone come up with a plan and put it in action to help the flow of traffic. Other than that, I think you are on the right track to make this the best small city in East Tennessee.
- As far as small (some say medium) towns in the Southeastern US I've been in much worse. It isn't perfect, and I also happen to identify as politically liberal, so that surely at least slightly influences my opinion in areas on the survey. I tried to be fair as possible. I think the biggest issues are honestly the public transit situation, pedestrian/biking availability, safety and quality, redevelopment of abandoned buildings and such downtown, crime (especially in downtown but there are issues in North Cleveland as well) and also the S.O.P of policing. I don't think the local police are a total failure (city and county both), but that part of the problem really is systemic and not to be fully blamed upon the departments and/or individual officers. On the other hand I acknowledge that some of the locals in Cleveland are insufferable, intolerable scum and that the police have to deal with these fruit loops all the time. Compared to other similar sized town I've lived in, I am actually happy with Cleveland, but that doesn't mean there couldn't be room for improvement in many areas and of course is not a shining endorsement of a utopian city, which would be realistic any way you slice it.
- I feel we have tried to attract industry and give them tax breaks too much in that we don't have the money to build the schools that the new jobs families have required.
- Downtown needs to be a priority. I have traveled to many communities across the country similarly sized as Cleveland and their downtowns had life
- We need sidewalks. The South Cleveland Community Center is horribly managed.

- More parking in downtown would probably help Cleveland more than anything else.
- Things I would love to see happen here. I have a lot of vision but not a lot of personal ability to be the drive behind all these ideas: 1) Periodic, thorough "State of the City" updates to the community with suggestions of how citizens can get involved, 2) Incentives/rewards for recycling, neighborhood awards for upkeep/maintenance, etc. 3) Citizen education through some means that everyone will receive, like utility bills. Examples - How many citizens know of all the services available to them? I didn't know about the city refuse trucks you could load up if you have a lot to get rid of, until a contractor told us about it. How many citizens know there is a Cleveland shade tree ordinance and that certain sized trees are not to be cut down without a permit? How many citizens understand that using herbicides and pesticides on their landscape are harming our streams and waterways? An organic farmer here in town told me they don't let their cattle drink out of Candies Creek because of pollution. 4) Better building code enforcement 5) Creative ideas about managing panhandlers at major intersections without a loss of compassion and care. 6) An arborist department like the city of Atlanta has, to help preserve our tree canopy and educate citizens. Atlanta has recognized that as cities expand, keeping trees and maintaining green spaces are more important than ever. <http://www.ajc.com/news/local/atlanta-approves-tree-protection-ordinance-buy-forested-land/9eqnhczG0NjXNSfEKptkQO/> 7) Screens at the DMV like some cities have, where your picture is displayed and if you don't like it, you get a couple of re-takes before your license is printed. 8) Emissions requirements for vehicles. 9) A Meals on Wheels type of program for the elderly, sick (chronically or temporarily) and disabled. There is an amazing program in Atlanta called Open Hands that we utilized a few years back. If you are not poor enough to qualify for free meal deliveries, you can still purchase them at a discounted rate, if you are elderly, sick or caregiving for someone who is. It saved us. That could be done here, if the right people could get the vision. <https://www.openhand.org/> 10) A way to inspire personal pride and personal development of citizens in our community. More Boys and Girls' Club type places, literacy programs for adults who need to learn to read, etc. 11) Organic community gardens and more...
- Really love living here. This is a great city. The ONLY thing i miss from my time in the Northeast is the bustling small downtowns. A lot of quaint downtowns that are all busy and fun. cleveland has the potential, and a great start with five point square, roma, etc. but it makes me sad to walk out on a nice evening and there is nobody walking around. i have folks from cleveland who ask me where to go down town because they haven't been there for years. with as much that is good, and there is a lot, going on here, the downtown should be more vibrant and will help the town overall. that is my only complaint. otherwise, what a great place to live.

- The entire S.E. community streets, are long overdue for street repairs. Street repairs are of an immediate necessity - new asphalt coverage of streets in its entirety. (Not fill in the pot holes, as I've noticed within my neighborhood.) My neighborhood streets among others need a major facelift. You see we are taxpayers too, and our streets are just as important as those on Northside and we prefer that all our streets received those beautification attributes, also. At this point, all S.E. community streets are far below the quality of life benchmark. It's disgusting that the city has forsaken the Southside area with aesthetics liken that of the Northside.
- We thoroughly enjoy living in Cleveland. Came here after retiring from the military.
- The roads in city and county need repairs they are bad for ailment of vehicles. APD 40 on south end at bridges need major work over 64 Hwy and Spring Place Rd pot holes all over on south side of city. We needs roads fixed over parks and complexes built.
- I would like to see the drug problem attacked more aggressively. The inflow of prescription/illegal drugs are killing our children and city.
- Thanks!
- Sidewalks are needed on all city streets, especially on 25th Street NW and "old" Georgetown Road.
- Nobody is walking on the expensive sidewalks on Ocoee Street, but people take their lives into their hands when walking on Blackburn Rd SE when they have either walk through ditches or jump into them when they are trying to avoid steady and often heavy traffic in both directions on Blackburn Rd SE. Where are our sidewalks at least on one side of the street? We are City taxpayers just like the residents on Ocoee Street.
- I have a small child and am seriously considering private school in Chattanooga due to the overcrowding in public schools. I have several friends in the education system, and am aware of the large class sizes, which make me very nervous for my son. I do think that providing more entertainment options locally should be a high priority, as well as continued efforts in expanding our sidewalk systems, as there are a lot of pedestrians in town.
- The downtown area needs to be reinvented. It is one of the few cities in the area where the presence of a college has made little impact on the economic development

of the downtown area save property actually owned by the school. We need more community gathering space, parks and coffee shops and places of cultural engagement. The greenway would also benefit from an amphiteater. Traffic flow during peak times is a concern especially as we look to make the city a place we want people to move to and visit.. In terms of beautification the 25th and Keith corridors need to be addressed, not just the buildings, but utilities, parking lots and greenery. It would be nice to find a few places we could develop waterfront dining options along the greenway.

- Clean up some of the nasty looking old motels that you see as soon as you get off the interstate.
- Have worked with youth sports for over 30 years here, recently started traveling with a youth softball team. Bradley/Cleveland have some of the worst facilities in east Tn/North GA
- City codes needs to do something about the house on Jill street. It is terrible. Really takes away from our neighborhood aesthetics. Traffic flow in town is terrible. There are not enough turn lanes at intersections for left hand turns. Each light should have a "straight/right hand turn" lane and then a left turn lane. Traffic in the Ocoee street areas is terrible, especially at 20th and Ocoee, and then again at 20th and Keith streets. Whoever designed the lanes at these intersections, truly missed the mark on the number of vehicles traveling through these intersections on a daily basis, especially in the mornings and afternoons before and after schools let out. Overall, traffic in Cleveland is a nightmare.
- "I appreciate the City doing this - thank you.
- One last thought - we need a council that worries about its citizens not their own personal needs - we have a few who seem to have forgotten that."
- Very unhappy with stormwater runoff in our community. Have complained for several years. Not near enough sidewalks in our city, especially up and down Keith and 25th streets. Overall satisfied with our city and services.
- Thanks for the opportunity to take this survey. I am very dissatisfied with code enforcement for neighborhoods ( a great example would be cars in yards and businesses operating in neighborhoods). Also, the poor maintenance of streets

(mowing, care of plants and collection of debris -especially along the main corridors).

- "The 25th st corridor, in particular, is aesthetically very bad. Too many miscellaneous signs. We need a sign ordinance similar to other newly developed cities. Give the businesses 10 years to conform to the ordinance and plan for the expense. New ones conform when they pull a permit. It really should be city wide.
- The traffic is much better since Cleveland Utilities started managing the lights, but I do not see planning for the future - new roads, right of ways, etc as we continue to grow. We can't remain dependent on adding a turn lane here and there for future growth.
- While athletic facilities are important to a community, they should primarily be supported thru private donations. Industrial parks and other job growth projects are essential to attract industries to provide good jobs. "
- I would like to see more improvement within the recreational side of Cleveland. As well as improvement within the police department enforcing traffic laws and requirements of drivers on the road. I would also like more utility options as I feel that Cleveland utilities has taken advantage of being one of the only companies residence can utilize.
- Thank you for providing an easy way to express your viewpoint.
- I think the City of Cleveland is growing wonderfully. I moved here after attending Lee U. The city has a traffic problem and some of the roads need redeveloped and widened for sure. I would like to see the south side redeveloped along with more police presence. I would like to see City Pools made nicer. The redevelopment of downtown would be great with Lee being so close to downtown now.
- "Traffic is terrible and lights are set poorly.
- It's getting worse all the time.
- We need a return to curbside recycling and 2 days of garbage pickup."
- You do a good job with the funds you have available. But we have a real problem with traffic congestion.

- Put in a Round-about at the Monument!
- We need more resources and stronger consequences for drug offenders. I know this from personal experience, too many on probation and never given hard consequences.
- "I would like improvements to internet service!! We do not have internet service on our road. This makes things hard on my family. My son can't do some of his homework, it is hard to do many things without the internet. It is like living without electricity! Please look into this! This is our biggest concern.
- We would also love to have a fire station close by!
- Thank you!"
- We need a speed hump on Parkwood Trail NW. People use it as a cut thru to avoid intersection of Peerless Road.
- Traffic circle needed at Georgetown/Peerless and at Mouse Crk/Keith dual lights. Clv main streets are littered with signage with no uniformity. Love the greenway.
- Thank you for providing a turning lane at 20th and Georgetown road, huge help!
- My biggest concern is that Cleveland does not have a hospital with doctors who can/will treat stroke or heart attack patients in an emergency. Our citizens, if an ambulance is called, with these symptoms, are taken to Erlanger, and in some cases Memorial. It is unacceptable to me that a city our size does not have a hospital or have recruited local on-call cardiologist and neurologist to be available locally for these medical emergencies. The fact that health care was not even mentioned in your survey about our city is concerning. I hope someone will take a look at this issue, Thank you.
- I appreciate you asking! Thanks for all you do.
- Please consider adding a higher quality image of the City Council District Map to this survey.
- More parks for younger children would be great. Deer park is becoming run down, the greenway is tiny, and I don't feel comfortable taking my child to Tinsley by myself. Also, a splash pad would be amazing.

- Lack of proactive Policing with poor drivers is very troubling. Very few drivers obey lights and very few use turn signals. Excessive speeding in school zones is bad. Far too many young drivers texting while driving. I see upwards of 15 a day. Possibly more.
- I feel like we need another homeless shelter.
- Traffic on Georgetown Road is terrible. After about 3:00 in the afternoon it is almost impossible to get out of our driveway. We desperately need a traffic light at 20th Street and Georgetown Road. Also, please give more money to the library.
- "Specific Improvements: City should work to have matching funds to not miss out on intersection improvement projects with State/Federal Funds. Quality of elementary schools is of highest importance for quality of the community. Development requirements/standards should be raised to expect high quality developments and enforced consistently."
- I have no interest whatsoever in local politics. I am not from this area, have no family here other than immediate family, but stayed here following grad from Lee because my wife and I love the area and what it has to offer to raising a family, lifestyle, and opportunity.
- "I believe Police need to spend time in neighborhoods, and businesses getting acquainted with citizens. Very disappointed in Stormwater Fees that were put on businesses. Concerned that Code Enforcement will become Code "Police", enjoying their authority.
- Please limit "Government" and regulations."
- we really need many nice bike paths on streets (not on the greenway). Need to fix traffic problem on Thursdays and especially, Fridays and around the schools, its really congested. Really need another nice golf course - Waterville has been a joke for many years (no one plays there!) Only place people can play publically is one course and its packed. Noticed you didn't name tennis courts or a golf course in your sports complex (just soccer, softball, and a few others). Need to expand your sports in the complex. Need to address so many people running yellow and red lights in Cleveland (as well as never us blinkers when turning. Poor driving is a real problem. People feel so entitled and there is road rage).As far as councilmen, many don't like Estes.

- City does not enforce codes. Neighbors leave garbage cans out at all times and never take them off the street. I lived on the North end of Cleveland for 38 yrs and this was not allowed. Moved to Southwest 3 yrs ago and it is a problem. Tried to complain but it has never done any good. Even went to police dept but got the run around. I am so sick of looking at their 6-7 garbage cans that are never removed and are sometimes overflowing.
- I am appalled at the trash that is on the Paul Huff Parkway - a major entrance into our city. Sidewalks and safe streets need more attention.
- City needs to work with Lee University to connect Lee to downtown.
- I have never lived in a city without tornado sirens except Cleveland TN
- Proud to call Cleveland home
- Would be nice to have redevelopment of some older retail developments. Road side ditches need to be eliminated and sidewalks added.
- Safety a major concern for my kids. Quality of education Major concern. Employment opportunities of quality .Flow of illegal immigrants tour community a concern.
- this survey was TOO long
- Thank you to Joe Fivas and the Planning Dept. for creating this opportunity to give our input. Please, if you are including Charleston in your Chamber, include them in your plan. I never hear about Charleston in your reports and yet you have significant enterprise N of Lauderdale.
- Please bring back curbside recycling, along with education on how to do it.
- "1) make all of Inman Street green, less congested, especially the historic area
- 2) consider buying the old Day School property as a park and entertainment center for families. Consider relocating residents in the old Cherokee hotel and convert it to a boutique hotel. cPromote the use of warehouse space in the historic area downtown, to be used as lofts upstairs, shops downstairs."
- The south side of Cleveland has been forgotten. The homeless shelter needs to be redesigned and built like one in a major city that deals with the homeless. The Bradley

County Health Department needs a new building, they serve so many people in our community and have been forgotten. On any given day over one hundred people walk through the doors of the BCHD. They offer anything from shots to birth certificates. They are also out helping the community at several events providing information on all of our services. Thank you

- We want trash service in county
- Mohawk drive desperately needs sidewalks. Because of the Greenway access, there is a lot of pedestrian traffic on the street and it is very dangerous.
- I am an employee of Cleveland State CC and am saddened by the condition of Adkisson Road. The college is a huge asset to the community and the road is horrible. What a shame. I also have several homes on my street that are not up to code because of neglected lawns, cars etc.
- My dissatisfaction with yard rubbish pick up comes from the fact that piles of leaves have not been picked up in our yard in over a month. Wet leaves become very slick and can cause tires to slide. Plus leaf piles have been blown all over the roadway in our neighborhood. I thought that yard rubbish was supposed to be picked up at least 3 times per month; however, this has definitely not been the case...and this neighborhood is FULL of trees!
- Need more lanes Michigan Ave Stuart Rd also Georgetown Rd. More things for adults and children to attend.
- Just want the traffic to slow down in our neighborhood. Our Mailbox has been knocked down 3 times with last year. We need help. Crime as increased in our area. We have transients in our area. This is a new problem. Cars broken into. People walk right up to our doors and snoop at our outdoor stuff deciding to steal it or not!!
- Cleveland is an amazing place to live, but needs some attention paid to its growing population. Traffic is terrible, some roads are neglected, intersections have poor traffic flow with not enough "left-hand" turn lanes separated from the straight and right hand turn lanes. Sitting at a traffic light through 4 lights because of the amount of traffic at some roads with no left hand turn lanes can wear your patience down. City codes enforcements in some neighborhoods are needed.

- My husband and I moved back to Cleveland 10 years ago, and it has grown a lot since then. I would like to see more middle of the road restaurants that are not chains in the downtown area. I would like more things to do with my family including music entertainment etc. I would like more art and cultural activities.
- Raise property taxes!! It may interest you that the big three property owners in Bradley County have all wondered why taxes haven't moved in 15-20 years. They are all for it! If the County had raised property taxes incrementally every 3 years since I came to Cleveland, today we would have had 10 small painless tax increases. Instead we strain at gnats and swallow camels. How about funding school construction with: wait for it....wheel taxes!! This is a joke, right. Oh, no lets make every tourist buying a room for the night pay for schools, right!! Badly need revenue for everything from school repairs, school remodeling and updating and new schools to Public Works. Streets and highways are filthy with litter. New asphalt gets a cross-cut by someone, so the street has rain water-filled dips for the next ten years. Actually, just like Lee Iacocca (at Chrysler) showed the industry how to build a proper van style vehicle and they till didn't get it, Forrest Preston shows the city how to fill in the Keith Street median and curb it, drain it and plant it beautifully just like a normal city would, but no, the city still doesn't get it. How about some planning, what a novel idea. Lets copy the Life Care model and carry it from Inman to Wal-Mart say, 4 blocks a year....bingo after 6 -7 years voila, beautiful flowered medians! Grass, oh yeah, grass constantly needs cutting and trimming throughout the summer, Pub. Works is either ignorant of or unable to care for donated plant material over the decades. Ever see new trees weed-whacked so badly the bark is removed and soon leaves turn brown. Parks are in horrible shape, they are a disgrace. "Welcome to Cleveland" signage leading into Cleveland from every roadway is poorly designed or in poor condition or non-existent. Towns and small cities I travel to all over the country manage to design and install beautiful signs revealing a pride in the municipality: the tourist sees these immediately. Lets get into the 21st century and stop allowing politicians to run on "no new taxes" while we rob Peter to pay Paul to 'make ends meet'. I am tired of "our kids come first" from schoolmen and commissioners as they repeatedly fail to fund proper and adequate facilities and resources beyond the absolute minimums. I have an idea: force every council/commission member to tour every school every year with a pad of paper recording every rain stained ceiling tile, every loose floor tile and sloppily applied paint, poorly equipped classroom and library. I could go on. How about Bradley Central HS needing a set of science classrooms with equipment that hasn't seen the 1960's. Want our kids to compete today for jobs using sub-standard and dilapidated labs and supplies in science? Our kids come first: "right"! I recognize City/ County schools and City/County governmental units- another idea: lets stop suing each other. What a novel idea to cooperate for the good of all of us. Forget pro-

bono lawyers who don't want to lose to save face.....it's costing all of us money. Hey, folks, it's almost 2017.....not 1977.

- Deer Park has many safety issues and needs completely rebuilt with more durable materials (metal rather than wood.) Downtown will never thrive with current courthouse. Courthouse needs to be torn down and the courthouse square used for parking then a replica of the original historic courthouse built in a more convenient location.
- Parking downtown and sidewalks around town are major concerns - a sidewalk on 20th street appears to be a need due to the danger of traffic and it connects two major pedestrian areas (Ocoee street downtown area and the greenway).
- Way too much traffic in the Tomahawk cir, Peerless rd. Paul Huff, mouse creek area.
- Just getting out of Tomahawk is a total nightmare. Since you have now approved the planning for retail and housing at Mouse Ck and Paul Huff now we will have another traffic nightmare, What we do for the almighty dollar!
- I am grateful to live in the City of Cleveland. Keep up the good work!
- I love Cleveland.
- Codes enforcement seems dangerous..drive around in cars with dark windows..you can't see what they are doing..people are scared of them
- We enjoy living in the downtown area and have lived in a townhome for 10+ years. Continuity of sidewalks, length of time it takes to construct walkways, safety of bicycling because of careless drivers, lack of code enforcement and lack of maintenance of the public resources we have such as parks, trees, landscaping are major concerns. If our tax base cannot support proper services AND maintenance, raise the property taxes, for gosh sakes. But let's take care of the resources we have and the past expenditures we've made! Abandoned properties are an issue and should be the responsibility of the owners abandoning them. Codes with requirements for maintaining the appearance of our community should be established or enforced. No excuse for the state of some properties locally and particularly downtown! The restaurants in downtown Cleveland have really enhanced our dining experience, particularly Gardners, Catch, Roma and 5 Point

Square. Could use a grocery within walking distance. Thank you for giving us a chance to respond w/ this survey.

"I have made email contact to several departments on several occasions. Not yet have I received any response. While I understand if my request could not be granted, I think it quite inappropriate to simply ignore communications from taxpayers and citizens of the city.

Also, while I think the new bike lanes on Keith Street are a nice idea, the flow is impractical for riders once they reach 25th street from the north and 20th street from the south. Could be very dangerous and seems poorly planned to just end the lanes and have bikers fend for themselves on this busy road. Good start though...and I'm eager for the greenway expansion to continue/finalize"

The fact that we have all middle and high schools with tennis teams and not courts for them to play and practice or compete on is terrible. Tinsley park is a danger. I have tried to call Ms Petit and can't ever reach her by phone or email. Many have gotten hurt out there and there is no other public place to play. We have many residents driving out of town to play tennis now and especially kids playing junior team tennis out of town which takes the entire family out of town for the day. The restaurant money is also out of town with them. If we had a nice facility we could have lessons, tournaments, and family events. Please, look into the success of the one camp held at lee and all the kids that go to that. Perhaps if we had a bridge over 25th St, people wouldn't get hit trying to cross and also Paul Huff. It is nearly impossible to get around town on a bicycle safely. It would be nice to have another nice biking trail because the Greenway is so tremendously popular which is great but nearly impossible to bike on because of the crowds especially on the weekend. I saw two girls walking get hit by a biker. I also saw a dog on a leash walk out in front as a biker was trying to pass which resulted in the biker crashing. The greenway is wonderful but not large enough for the use it gets. I think if we had other options it might lighten up. It would be great if we had an auditorium where we could bring in family acts for entertainment such as concerts perhaps. We are going to Nashville Sunday to see the Brian S Orchestra play. We will dine out and spend the night while there. These fine old theaters are wonderful in Chattanooga and Nashville. We used to always be members of the Theater group in our past homes that were really fun but they were also in old theater locations that had been brought back. I am pleased that Cleveland will have an ice skating rink. We drove to Chattanooga for that the last two years. Speaking of skating, our skating rink certainly needs updating it is GROSS, unclean and outdated. I know it's privately owned, but we seem to have to go to Chattanooga for jump park, climbing park and skating rink. So glad we do have a nice theater in town. It's really nice to find places to eat outside which is hard to find in town once you go to the few that offer it. It would be nice to have more outdoor eating. Dinner theater would be

nice that could have different shows to appeal to different age groups. Sunday tea for little girls maybe once a month or mystery dinner theater or just comedy. It would be wonderful to have a place to go and dance in town without having to drive to Chattanooga. It would be great to have a microbrewery. The new Ooltewah place, Wine down is really successful along with the beer place next door. That is a nice little place and hard to even get parking. Nice offerings and looks really nice. I am pleased to see any of the dilapidated old yucky buildings around Cleveland that look like they were thrown up in the 70s maybe to go and be cleaner rather than junky shop after junky shop up and down the main roads. It makes Cleveland look cheap and dumpy. Cleveland has so much potential and lots of people willing to help build the city to make it better for our families. We want people to visit and be impressed and want to come back. We can't attract visitors without more things being offered such as tournaments and things to do. Tournaments are more successful when people come and have a great experience when they visit and want to return.

- "City services overall are very good and city employees are above average. I really think our city police, fire, and EMS services are exceptional!
- Traffic congestion is an issue and traffic enforcement (running traffic lights, speeding in neighborhoods, texting while driving) needs to be a priority.
- Sloppy garbage collection seems to be an issue as of late and it may be residents fault but there seems to be a trail of loose garbage on our street every Friday.
- Would be great to see an aggressive expansion of the Cleveland Greenway and sidewalks. Our neighborhood which borders the greenway does not have any sidewalks (Mohawk, Apache Trail).
- Also would like to see bike lanes added to 25th ST much like Keith ST where there is a wide shoulder."
- Would love to see SETHRA/CUATS have more bus shelters - this would be extremely beneficial for blind and visually impaired community members. Also, expanding SETHRA/CUATS hours for 2nd and 3rd shift parents would be a blessing, as this would allow many more community members to hold down consistent jobs. And having SETHRA/CUATS add routes that travel to more job locations would also be helpful. Thank you so much for all you do!
- Go Cleveland, go!
- We need TENNIS facilities & SIDEWALKS!!!!!!!!!!!!!!

- "Revitalization of the downtown area south of Inman Street (Whirlpool/Old Woolen Mill area) would instantly turn Cleveland into a vibrant, destination city. It will take visionary leadership and cooperation between public and private sectors. Hopefully our elected city leaders will realize the importance of a progressive downtown area.
- This isn't just important to business owners and families who would take advantage, it would help keep our young people here, and attract young professionals."
- We need sidewalks, curbs and gutters on the west side of Keith Street. No way to walk anywhere once you get off Keith Street. Georgetown road needs sidewalks!
- More sidewalks are greatly needed, and more and better parks.
- City is in need of sidewalks, city wide, and crosswalks, living in NW area we are unable to walk safely to the green way. Traffic congestion due to exit and entrance locations along Keith and 25th street and other streets. Making golf carts (electric only) legal on city streets could or may help .
- "Alongside our neighbors, we would like to see progressive development into the already established downtown buildings - above-business apartments/lofts, and shops.
- There is a food desert between Inman Street and the south side Walmart that needs to be addressed. The Wildwood area seems to really need a walkable/accessible grocery option.
- In 2016, Cleveland very much needs a more environmentally progressive plan from tree canopy protection (from educating the public about the destructive topping of trees), to creating a more walkable atmosphere where, at the very least students and downtown residents can shop, to business and residential curbside recycling pick up (why is this not already established? Why can't it be established with Lee Univ support - perhaps a study of Lee's environmental impact on Cleveland should be studied.)
- I look forward to holding city government accountable for upcoming positive changes...."
- Codes enforcement cars are scary..they have black windows and guns..this is crazy

- Consider Participatory Budgeting!
- The City has been nothing but pro-business for generations, which has been a good thing. We have lots of jobs in the area, but during that time the city has not paid enough attention to keeping up the infrastructure to deal with the increased population. The pro-business attitude has also led to terrible oversight in regards to allowing developers and their friends to do bad developments. The city never mandates sidewalk construction or road enhancements when developers increase density in an area, commercial, industrial, or residential. The Planning Commission allows continued development along roads, such as Mouse Creek Road, when the road itself can't handle more congestion. I could go on and on, It's time to let the professional staff do their job without a City Council member overriding it for their friends.
- police presence more often, walkers at night messing with people's animals need to be watched by police more closely
- My only complaint is with the drivers that speed and talk on their cell phones. I live off Spring Place Rd and people go way over the speed limit all the time. With all the constant accidents around here I really think you need to do something about the speeding and distracted drivers. They scare me to death.
- Overcrowding and understaffing at the jail needs to be addressed.
- Need better EMS response times in city.
- The dmV's driving test is a joke and drivers are wreckless here. The city of Cleveland is growing nicely and it would be nice to see the people who decide where new structures (schools) go to communicate with the public. An elementary school ON Georgetown is idiotic at best. Any further questions on what a lifelong citizen of Cleveland/Bradley has feel free to ask them/me.
- This city allows far too many apartments to be built in a residential neighborhood. I'm surrounded by approx. 300 or so with an eight mile radius of my home. My property has lost value, cars speeding on the road, booming noise at all times of the day and night, etc... The police department doesn't really even what to come out here on calls. Also, I still have yet to see a bike in the new biking lanes on the road. Seems like a waste of tax payer money in my opinion especially when bikes can travel from

Paul Huff down to Willow on the Greenway. It amazes me that small strip malls are being built near the intersection of 25th and Ocoee St. That intersection is all ready a nightmare with Walgreens, CVS, a Mexican Restaurant, etc on the corners of that intersection. If you're in a business on the north side of 25th, it's an act of congress to get out and go another other way than east. Stuart Rd needs a light or two to allow people easy access to Stuart Rd. Also I rarely see a police presence in my neighborhood.

- We have contacted Public Works about a drain that they renovated in our front yard. The drain is higher than the yard, so it floods. It has been this way for years, yet no one has contacted us to repair it.
- Planning is key. We can't do things when we think about it unless we are prepared for it.
- "The traffic light at the bottom of the Mountain View is a disaster in the mornings. Coming from the bottom of the mountain cars need a left turn arrow before Candies Lane receives a green light.
- The Cleveland Bus System isn't effective enough for people without transportation. The routes need to be researched & rerouted.
- There are not enough sidewalks in Cleveland.

## APPENDIX D: CITIZEN PRIORITIES

The 2016 Cleveland Citizen Survey provided residents the opportunity to rank their priorities for the next two years on the core services the city provides such as: infrastructure, public safety, parks & recreation, etc. Residents were also asked to rank the priorities of 5 sub-categories the city should focus on in the next two years. These include: Public Safety; Retail, Development and Redevelopment; Parks and Recreation; Downtown and Major Projects. The following pages are the results of the top priorities of the respondents.

### Top 5 Citizen Priorities

**Table 14**

1. Maintenance of city infrastructure, streets & sidewalks
2. Flow of traffic & congestion
3. Quality of public safety services
4. Quality of parks & recreation services
5. Quality of planning, development & permitting services

### Top 5 Public Safety Priorities

**Table 15**

1. Efforts to prevent crime
2. Visibility of police in neighborhoods
3. Overall quality of police protection
4. Overall quality of fire protection
5. Police personnel emergency response time

### Top 5 Retail, Development and Redevelopment Priorities

**Table 16**

1. Redevelopment of abandoned or under-utilized properties
2. The City's planning for future growth
3. Are there enough entertainment options
4. Quality of industrial employment options
5. Overall appearance of Keith Street corridor

**Top 5 Parks and Recreation Priorities**

**Table 17**

- 1. Construction of new walking trails & greenway segments
- 2. Maintenance of parks
- 3. Quality of parks
- 4. Maintenance of walking trails
- 5. Number of park facilities

**Top 5 Downtown Cleveland Priorities**

**Table 18**

- 1. Availability of parking
- 2. Feeling of safety in downtown at night time
- 3. Are there enough entertainment options
- 4. Cleanliness & maintenance of downtown areas
- 5. Availability of dining options

**Top 5 Major Project Priorities**

**Table 19**

- 1. Traffic flow & congestion management
- 2. Downtown redevelopment
- 3. Redevelopment of Southside neighborhood
- 4. Downtown entertainment
- 5. Expansions of greenways, pedestrian & biking trails

## APPENDIX E: COMMUNITY ENGAGEMENT MEETINGS



### City of Cleveland

#### Citizen Community Survey Meeting Minutes

**Location: George R. Stuart Elementary School – District 1**

**Date: January 24, 2017 @ 6:30 p.m.**

Attendance: District 1 Councilman Charlie McKenzie; Vice Mayor/Councilman at Large Avery Johnson; Councilman at Large Richard Banks; District 3 Councilman Tom Cassada; City Manager Joe Fivas; Shawn McKay, Assistant City Manager/CFO; Melinda Carroll, Assistant City Manager; Jonathon Jobe, DES Director; Tommy Myers, Public Works Director; Mark Fidler, Jetport Director; David Sheely, Transportation Project Manager; Patti Petitt, P&R Director; Sue Zius, Assistant to the Mayor & City Council Liaison; Greg Thomas, MPO Planner; Ron Harrison, Fire Chief; Brian Moran, Social Media Relations/Grants Coordinator; Beverley Lindsey, Executive Secretary to the City Manager; Jerry Frazier; Van Deacon; Joyce Stapek; Faye Holmes; Larry Bowers, Cleveland Daily Banner; Barbara Crox; Jane Dye; Anson Christian; CPD Captain Stacy Smith; CPD Sergeant Evie West; Mike Brandon; Michael Glasbow; Mark Tucker; Beverly Johnson; T.L. Huskins; and Stuart School Principal, Richelle Shelton (33 present).

Welcome and greetings from City Manager Joe Fivas, District 1 Councilman Charlie McKenzie; Vice Mayor/Councilman at Large Avery Johnson; Councilman at Large Richard Banks; District 3 Councilman Tom Cassada; and City Manager Joe Fivas thanking everyone for coming out and having an interest in the community.

PowerPoint Presentation by City Manager Joe Fivas. In presentation, he spoke about finding the last few inches that we need to take our community to the next level. He asked how are we going to find these inches and how the City plans to use community input from residents that come from meetings like this and the results from the community survey to determine priorities to establish a clear strategic direction and community identity.

The key issues are:

- (1) INFRASTRUCTURE DEVELOPMENT – Streets & Highways; Wastewater; Water; Electric; Broadband: Cleveland Regional Jetport; Railroad.

Mr. Fivas asked, who thinks we could improve traffic in Cleveland? Every hand in the room was raised. He discussed improvements to Georgetown Road that will start this summer; upcoming projects to Adkisson Drive/Norman Chapel Road and the significant growth that is projected at Exit 20. He spoke to a residents concern about the lack of

sidewalks in District 1 (Georgetown Rd, Stuart School area). On the subject of Broadband, he stated there is not enough access and the city loses businesses because of it. He feels legislation will change this in the near future. He also complimented the Cleveland Regional Jetport and how it has international corporations that land there weekly.

- (2) EDUCATION: K-12 Education; Cleveland State Community College; Lee University. Mr. Fivas stated that the City of Cleveland works closely with the School Board, Lee University and that Cleveland High School Arena is a state of the art facility that we are very proud of and appreciates how the City Council was able to work out the funding on this without a property tax increase.
- (3) QUALITY OF LIFE: Parks, Recreation & Greenways, Walkable Communities. Mr. Fivas stated that Parks and Recreation is definitely a growth area for Cleveland. He also spoke of expansion improvements to the Greenway, a new park at the Old Blythe Field and a \$500,000 grant for the Tinsley Tennis Complex.

LOW TAXES (\$1.77): Mr. Fivas spoke about the economic development impact of Spring Branch Industrial Park and how it is not too early to start development of the next business park. It has taken the city several years to do but, it will create hundreds of jobs. Exit 20 Retail is expected to explode in the near future and will bring more jobs to Cleveland. As far as annexation, legislation will only allow the city to annex inward at this time. We are excited about the possibility of redevelopment of the 90 acres vacated by Whirlpool in the next five years. This is an exciting opportunity for downtown Cleveland. Mr. Fivas also mentioned resources that will be coming available for infrastructure, sidewalks, curbs, guttering and highways. A resident asked if we had any legislative support for highways. Discussion about Governor Haslam raising the gas tax ensued.

#### Questions:

Mr. Fivas asked if there were any questions. A resident of Caywood Drive complained about neighbors putting trash, mattresses, box springs, sofas, etc... out on the curb after the trash has been picked up on Friday, so the neighbors have to look at it for a week until trash pickup comes again the next Friday. Councilman Banks recalled stickers that the city used to use to educate residents that they were in violation of the ordinance. Mr. Fivas stated that we will have someone check into this. This brings up a neighborhood stabilization program that will be discussed in more detail at a future date.

Mr. Fivas asked residents to name two good things about Cleveland:

Cleveland has a Small-Town Feel; Cleveland has Good Amenities; Greenway; Close to Chattanooga; Stuart Park; Stuart School; Good people; Redevelopment of Downtown; Location; Convenience; Cheapest place in the nation to live.

He asked residents to name two things to improve Cleveland:

Better Sidewalks; Reduce Speeding; Reduce Noise APD 40/S Lee Hwy (speedway area); Paving on Blunt Avenue; Bike Paths; Potholes on Georgetown Road and Peerless Road; Aesthetics on South Lee Hwy (an eyesore); Would like to see more blinking caution lights with arrows.

He asked residents to name two things to make Cleveland better:

Tennis Complex; Red Lobster; Retail at Bradley Square Mall; Lower Taxes; Enforce Tarp Law; Clean up trash on APD 40 on the way to the landfill; A Convention Center; Sidewalks on Smith Drive; Sidewalks from South Lee to South Ocoee; Preserve trees; More non-profit litter prevention/education programs; Reduce litter city-wide; Reduce litter on South Lee Hwy; More Recycle Collection Centers in neighborhoods; Sports Tourism; Greenway extension from Willow to Inman; Tennis complex; Broadband (Representative Norris is researching); Sidewalks around Stuart School so kids can walk to school.

These things have been noted and will be discussed with City Council. There being nothing further we are adjourned. Thanks to everyone for their attendance and for their participation in the Citizen Community Survey.



**City of Cleveland**  
**Citizen Community Survey Meeting Minutes**  
**Location: Cleveland/Bradley County Public Library – District 2**  
**Date: January 26, 2017 @ 6:30 p.m.**

In Attendance: District 1 Councilman Charlie McKenzie; Vice Mayor/Councilman at Large Avery Johnson; Councilman at Large Richard Banks; District 3 Councilman Tom Cassada; City Manager, Joe Fivas, Tommy Myers, Public Works Director; Mark Gibson, Police Chief; Mark Fidler, Jetport Director; Patti Pettitt, P&R Director; Sue Zius, Assistant to the Mayor & City Council Liaison; Greg Thomas, MPO Planner; Ron Harrison, Fire Chief; Stormwater Technician, Chris Broom, Stormwater Tech, Ryan Stephens; Jeff Davis, HR Director; Teresa Torbett, CDBG/Grants Coordinator; Jeff Davis, HR Director; Corey Divel, Planner; Greg Thomas, MPO Planner; Kris Miller, IT Director; Brian Beck, Engineer; Brian Moran, Social Media Relations/Grants Coordinator; Beverley Lindsey, Executive Secretary to the City Manager; Dustin Tommey, Impact Cleveland; Milan Blake, Bradley County Commissioner; Krista McKay; Kim Griffin; Phyllis Callaway; Mike Callaway; Cathy Burton; John Powell; Marty Powell; Sherry Brown; Amy Banks; Mickey Torbett; Nora McNeill; Alma Dotson; Jerri Davis; Shane Hooker; Jane Triplett; Rufus Triplett; Ken Kirkpatrick; Don Henry; Michelle Goldston; Jim Veenstra; Ann Falcone; Edward Robinson, Sr; Larry Bower, Cleveland Daily Banner (48 present).

Welcome from City Manager Joe Fivas and Councilman Bill Estes, District 3; Vice Mayor/Councilman at Large. City Manager Joe Fivas began a power point presentation with leadership introductions. He stated approximately 320 employees are employed by the city. The City of Cleveland has the lowest property tax rate among cities surveyed that have a K-12 School System. Cleveland's property tax rate is \$1.77. Cleveland is the only city surveyed that does not receive 100% of sales tax dollars.

The economic growth in Cleveland will continue with the development of Spring Branch Industrial Park that will create hundreds of jobs. He stated that sports tourism is something that we are looking at. When asked what projects are going to be completed in the next five years, Mr. Fivas stated, Highway 60 is a \$40-million-dollar project and is approximately three years away; Georgetown Road widening project is also in that timeframe; Cleveland Regional Jetport is open and is a state of the art facility and is now home to Life force; Cleveland High School Raider Arena was just completed; Candy's Creek Cherokee Elementary School is scheduled to open in 2019. In the Parks Department we are working on a grant for Tinsley Tennis Renovation; the dog park is complete; we are working on Taylor Springs Park which is the birthplace of Cleveland/Bradley County. We are having a fundraiser for that on February 4<sup>th</sup>. I believe the best days in Cleveland are in front of us. We are looking forward to economic development downtown with a possible urban business park by marketing innovative companies and business incubators. We are also

looking into the redevelopment of the Old Cherokee Hotel/Summit Building; Redevelopment of the Old Woolen Mill with possible luxury lofts and ideas for walking places.

Questions from the audience: Is there an incentive for downtown businesses such as façade improvement programs? We are currently working on an entrepreneur grant. What is the status of the 90 acres vacated by Whirlpool? This area will be a catalyst to the redevelopment of downtown. There is a criminal element to this size property if not developed properly. The City is working with Cleveland Housing Authority to establish a redevelopment plan and hopes to find investors to come to downtown Cleveland. We also have been working on an extension of the Greenway that will connect the Greenway to the Village Green and to downtown at Inman to 1<sup>st</sup> at Taylor Springs Park.

Mr. Fivas asked, what are two things that you like about your neighborhood? Answers: Trash pick-up; Leaf pick-up; Sense of comradery with neighbors on Centenary; Parks well lit; Feeling of safety; Historic Neighborhood Association; Codes Enforcement areas improved; Calm and peaceful place to live; Unique architecture on Ocoee Street; City of Cleveland staff responsive and helpful; Walkability; Accessibility; Sense of Community; Citizens passionate and protective; Library nearby; Blythe Old Field Community Association; Museum downtown; Wonderful place to raise a family; Small town feel but looking to the future; A family town; Historic District; Urban Forester; Tree line streets; City/County good relationship;

Mr. Fivas asked, what are two things to improve about your neighborhood (what do you need & what do you think would be good)? Answers: Recycling at curbside; Sidewalks on 20<sup>th</sup> Street; Safety of Citizens; Sidewalks from Neely to Ocoee (Grant Status: 3-4 year process); Reduce speeding on Centenary; Grocery Store within walking distance; Improve regulations on maintenance of older homes; More restaurants downtown; Enforce parking on Centenary; Enforce parking in neighborhood on 8<sup>th</sup>/Spring Street; Reduce speeding on 8<sup>th</sup> Street; Sidewalks are crumbling, need replaced with wider sidewalks (more pedestrian friendly); Need a coffee shop downtown; Need street parking on Harle, parking along side of Deer Park dicey. Need street lighting on Centenary, too dark; Light under the tunnel at Spring Creek; More Parking; Reduce Speeding on Georgetown Rd; Slow traffic at Church at Mosby Park; Beautify the East side of Cleveland; Invest in a Transit System; Prospect/Harrison Pike Interchange needed to bring people downtown; Need a gateway from 64 bypass to downtown, this is a gateway from North Carolina to Cleveland; Need seed money for loans to improve housing along Inman Street; Multicultural diversity needed; Improve intersection at 8<sup>th</sup>/Ocoee; Need affordable housing downtown; Increase improvements to APD 40.

By a show of hands, how many agree that it is okay to spend money to improve downtown? Majority hands raised. Who thinks downtown needs improved? Majority of hands raised. Who thinks downtown is a priority? Majority of hands raised. Who thinks a revitalized downtown increases the property value of your home? Majority of hands raised.

A brief discussion of the slide on Cleveland's low tax rate ensued. Councilman Estes explained the 1967 Sales Tax Agreement with Bradley County and how all cities surveyed with a K-12 school system, except Cleveland receive 100% of sales tax dollars. Citizen remarks: Why are we building

a school one mile from a County School. We need to work together. Why do we have a city and county school system? Need one school system.

Citizen Poll: Do we need to support arts more? Majority hands raised. Comments from audience were made about Athens community theater (redeveloped an old movie theater); and Memphis Ballet School. Mr. Fivas asked how many would be willing to pay more property taxes to get more? Majority raised hands. When asked about a timeline for downtown improvements. Mr. Fivas stated that if we can get catalyst projects going in the next year, dirt will be flying once we get businesses coming in and we should see vitality within an estimated 7-10 year range. The Old Cherokee Hotel/Summit Building, Woolen Mill and Whirlpool are key issues for downtown Cleveland. We will see transformational changes.

If there is no further questions or comments, I want to thank each of you for your participation tonight and thank you for completing one of our surveys. The meeting was adjourned at 8:25 p.m.



**City of Cleveland**  
**Citizen Community Survey Meeting Minutes**  
**Location: Legacy Senior Living Center – District 3**  
**Date: February 2, 2017 @ 6:30 p.m.**

In Attendance: District 3 Councilman Tom Cassada & Denise Cassada; District 1 Councilman Charlie McKenzie; Vice Mayor/Councilman at Large Avery Johnson; Councilman at Large Richard Banks; District 5 Councilman Dale Hughes & Brenda Hughes; City Manager, Joe Fivas; Assistant City Manager/CFO Shawn McKay; Assistant City Manager Melinda Carroll; Public Works Director Tommy Myers; Police Chief Mark Gibson; Jetport Director; P&R Director Patti Petitt; MPO Planner Greg Thomas; Chief Building Official Bryan Turner; Fire Chief Ron Harrison; Development & Engineering Director Jonathan Jobe; City Engineer Brian Beck; Social Media Relations/Grants Coordinator Brian Moran; Executive Secretary to the City Manager Beverley Lindsey; Risk Manager Kimberly Spence; Transportation Project Manager David Sheely; Sherry Brown; Larry Bower, Cleveland Daily Banner; Tim Henderson, CU General Manager; Pam Edgemon; Gene and Elaine Baker; David & Gerry Laman; Ron Barker; Debby and Dale Woodard; Buck Meyer; Sherra Witt; Kathy Davini; Wayne and Lydia Norfleet; Rodney & Margo Fitzgerald; Chris Berry; T. Roy and Genny Jones; Mike Smith; Karen Buff; Larry Dunn; Anne Robbins; Karen & Bill Winters; Mike Bianucci; Barry Ray; L.A. Broomfield; Kellye & Brian Collins; Betty Parris; Marion Cook; Ken and Jean Ritenour; Bill & Marsha Brown; Becky Vankoeverino; Mary Fisher; Jennifer McKelvey; Margaret Ann Randolph; Max Phillips; Richie Hughes; Joy & Tony Clanton; Kim McCall; Larry Cook; Steve Bullins; Daniel Clanton; Cathy Barrett; Mitchel Laman; Peggy Pesterfield; David Benton; Kelvin Page; Sheridan Randolph II; Ken Scannapiego; Dianne Webb; Kathy Kettunen; Marti Powell; Sharon Brown; Jim Veenstra; Brian Holloway; Mary Goodwill; Johnny Mull; David Johnson; Hal Taylor; Charlie Cogdill; Dawn Robinson; Russell Dyer; Lawrence Mathews; Jerry Dugel; Don Ritzhaupt; Ken Webb; Andrew Johnson; Jerry Frazier; Bill Brown; and Phillip Luce. *(101 signed in, head count 110)*

Welcome from District 3 Councilman Tom Cassada. Mr. Cassada recognized all elected officials present and introduced Barry Ray, President and Founder of Legacy Senior Living. Mr. Ray presented a brief power point on Legacy Village, they will break ground on this project in three to four months.

Mr. Cassada introduced City Manager Joe Fivas. Mr. Fivas introduced the city leadership team, presented a brief power point on the community meeting purpose. He stated that it was to get public input, address resident questions, meet someone new and encouraged everyone to fill out a community survey. He also spoke of the city tax rate (\$1.77, Cleveland is the lowest of TN cities with K-12 school systems). He spoke of economic growth, economic development – Spring Branch Industrial Park, Cleveland Regional Jetport, Parks & Recreation projects such as Taylor Springs Park. He asked are Downtown Cleveland's best days behind us, or in front of us? He

believes they are in front of us. With the redevelopment of the old Cherokee Hotel/ Summit building, the old Woolen Mill, entertainment spaces with music venues, farmers market and other meeting places. This is an exciting time for downtown.

Infrastructure – He turned the meeting over to Development & Engineering Services Director Jonathan Jobe to discuss Highway 60. Jonathan stated that Highway 60 is a 40-million-dollar TDOT project. Estimated construction is late 2018-early 2019 There will be four lanes all the way to Eureka Road.

He also gave an update on the Candies Creek Stormwater project to remedy the flooding of Candies Lane. A 12x10 box culvert will be installed. The Army Corps of Engineers is reviewing the plans. It is in the design process and it will take 6-8 months or longer to move to the next stage of planning.

Jonathan also gave an update on Norman Chapel – Adkisson Road. A question was asked about the Paul Huff Extension. The City is performing more studies and are still reviewing this project. It will be a 13-million-dollar project.

Next on the agenda, City School Chair Dawn Robinson introduced Dr. Russell Dyer who spoke to about the new Candy's Creek Cherokee Elementary School. He spoke of honoring the Candy's Family name and the rich Cherokee heritage in this area. They hope to move students in the new school by Fall, 2019.

Next on the agenda was the Greenway. City Manager Joe Fivas introduced Cameron Fisher. Cameron spoke about the Candies Creek Greenway, old Rolling Hills Golf Course and having a MOU with Westmore Church of God to add more Greenway space to this area. He also spoke to the group about the back nine Greenway and the trailhead parking section of the Greenway.

Next on the agenda was a Q&A session:

Tennessee has the lowest tax in the nation. Cleveland has the lowest tax with K-12 schools. This leanness is keeping Cleveland from getting the projects done that are needed because we don't have the money to match grant funding. We need to take advantage of these opportunities. In favor of a tax increase if we can get more. Majority raised hands in agreement.

Need more police presence in Freewill Road area. This is a growth and a funding issue. We need more sidewalks from Keith to Hopewell area and old Georgetown Road. We need more walkability. Is this a priority? Majority hands raised in agreement. This is also a funding issue. Clean up trash in Everhart. Flooding on Candies Lane. This is a 75,000 to 1-million-dollar project. It requires several steps such as environmental, design and permitting to name a few. Reduce speeding on Candies Lane. Speed limit is 35, people drive 55-60 mph. This is a safety project and is also unfunded. Another school will be needed after Candy's Creek Cherokee Elementary School. We need to start looking at that now.

By the turnout tonight, we can see that people want to be involved. Thank everyone for coming.

Comments from Councilman at Large, Avery Johnson, Councilman at Large Richard Banks and Councilman Dale Hughes.

There being no further business. The meeting was adjourned 8:02 p.m.



**City of Cleveland**  
**Citizen Community Survey Meeting Minutes**  
**Location: Mayfield Elementary School – District 4**  
**Date: February 7, 2017 @ 6:30 p.m.**

In Attendance: District 3 Councilman Tom Cassada; District 1 Councilman Charlie McKenzie; Vice Mayor/Councilman at Large Avery Johnson; Councilman at Large Richard Banks; City Manager, Joe Fivas; Assistant City Manager/CFO Shawn McKay; Assistant City Manager Melinda Carroll; Public Works Director Tommy Myers; Police Chief Mark Gibson; Jetport Director Mark Fidler and wife Jenny; P&R Director Patti Pettitt; DES Director Jonathan Jobe; Fire Chief Ron Harrison; Shari Horton; Dianne Fair, Larry Bower, Cleveland Daily Banner; Beverley Lindsey, Executive Secretary to the City Manager; Brian Moran, Social Media Relations/Grants Coordinator; Patricia Rush, D Mason; Jeanne Goins; David Hicks; Peggy Pesterfield; Walter R. Free; Dob and Sharon Lederer; Becky & David Chaffin; Bethany McCoy; Jay Chapman and Jim Williams (32 present).

Councilman May called the meeting to order. Mr. May introduced Vice Mayor/Councilman at Large Avery Johnson; Councilman at Large Richard Banks; Councilman Tom Cassada; Councilman Charlie McKenzie.

Councilman May was elected in 1996 when the form of government changed from a weak Mayor/Commission to Mayor/Council/City Manager form of government.

Turn over to Mr. Fivas explained how residents elect the Mayor & City Council and the City Council appoints the City Manager. He introduced leadership staff. He spoke on the perspective of public safety, the fire station at exit 20, infrastructure improvements, he asked Jonathan Jobe to give an update on the Hwy 60 project which is funded and should be completed by FY 2021/2022. The 20<sup>th</sup> Street/17<sup>th</sup> Street Sidewalk project will improve walkability from Neeley Circle to Mayfield and will also tie into Spring Creek and connect Deer Park. Mr. Fivas spoke about things that we know are a concern which are traffic congestion, sidewalks and the maintenance of city streets. He asked residents if they agree or if they have additional comments. One by one the residents spoke about their concerns: Hwy 60; the quality of life; Fulbright Road improvements; public safety; Prior Road speed issues and parking; Hiwassee Avenue development; Joy Street and 20<sup>th</sup> Street sidewalks.

Mr. Fivas presented a powerpoint presentation and gave a review of the development of Spring Branch Industrial Park which will bring hundreds of jobs to Cleveland; projects for Parks and Recreation, the development of Taylor Springs Park which is the birthplace of Cleveland/Bradley County; Development improvements to the Old Cherokee Hotel/Summit Bldg; Development improvements to the Old Woolen Mill. These are not our designs but things that we hope for the

future. He asked Jonathan to give an update on the Casteel Greenway Connector is an MPO project that is a Greenway spur that will connect Blythe Ferry Road to Tinsley. Construction will start this Spring. Mr. Fivas asked Peggy Pesterfield to give an update on Candy's Creek Cherokee Elementary School. She stated that it will be located on the property of an old Cherokee Mission School Site on Hwy 60. The school will be 145,000 square feet and will be built for 500 students but the core will expand to a maximum of 700 students.

Mr. Fivas asked residents to name one good thing that they liked about their neighborhood. Answers: Love the community; quality of life; small neighborhood; good cohesiveness; love Mayfield School; love the people; quiet and peaceful; convenient; community support; safe neighborhood; climate; cost of living better here.

He also asked them to name things they would improve about their neighborhood or community. Answers: Traffic at Mayfield (20<sup>th</sup>/17<sup>th</sup> sidewalks); good restaurants; improve infrastructure; reduce speeding on Peach Orchard Hill Road (Timbercreek area); improve traffic congestion, reduce speeding on Mouse Creek/Paul Huff; light synchronization; need traffic study/traffic counts on Frontage Road. There have been about 20+ accidents there this year; Increase public transportation opportunities for Lee students; need somewhere to get groceries; enforce garbage ordinance (Ramsey Street, Sharon Drive, Gale Drive, Hiwassee Avenue). Mr. Fivas explained that we plan to re-implement the sticker program to educate people of violations of the ordinance. Extra patrol needed for East Terrace and East Cherokee apartments, there are over 400 apartments in this area; Northcrest apartments need no parking signs. Also, speed limit has been reduced from 30 mph to 25 mph but only one side of the speed limit sign can be seen. It needs to be double sided; other issues with the area at Golden Corral will be discussed with the Chief of Police after the meeting; another citizen stated that he needs his road paved, hasn't been paved since 1972. Tommy Myers stated that the road the citizen was speaking of was on the paving schedule and will be paved next year, in FY 2018; need to reduce speeding at Prior and Hiwassee, unsafe for children; Elm Drive is not wide enough for two cars. There are about 25 houses on this street. Tommy stated that Elm Drive will be widened this spring; speed humps needed at N Ocoee at Farmland Corner; would like to be able to take bicycle to work; residents encouraged by Greenway connector; residents encouraged by City Manager forward thinking. Mr. Fivas asked, What does forward thinking mean? Anything beyond today. A resident expressed that she did not want Cleveland to grow; perspective – small town/hometown charm;. We are number 1 or 2 in growth/job development with a growing population.

Mr. Fivas asked the residents: What are your growth perspectives, concerns? Answers: Walkability; minimize traffic; personal safety for kids; organic growth; zoning restrictions/regulations; planned development; aesthetics at corridors; trees/greenspaces (natural spaces are disappearing); control litter on roadways and greenway; Tinsley playground equipment needs replaced; limit builders ability to bulldoze trees (stiffen tree ordinance); Need an ordinance to require certain number of trees for personal property; curbside recycling; litter clean up campaign; litter education; mandatory deposit for beverage containers. Currently our survey results show that 85% of residents want curbside recycling and would be willing to pay for it.

Councilman May and Jonathan Jobe gave an update on the flood study being performed by the Army Corps of Engineers. There being nothing further, the meeting was adjourned. Councilman May thanked everyone for coming out.



**City of Cleveland**  
**Citizen Community Survey Meeting Minutes**  
**Location: Cleveland High School – District 5**  
**Date: February 9, 2017 @ 6:30 p.m.**

In Attendance: District 5 Councilman Dale Hughes and Wife, Brenda Hughes and Son, Richie Hughes; District 3 Councilman Tom Cassada and wife Denise Cassada; District 1 Councilman Charlie McKenzie; Councilman at Large Richard Banks; City Manager Joe Fivas; Assistant City Manager/CFO Shawn McKay; Assistant City Manager Melinda Carroll; Public Works Director Tommy Myers; Police Chief Mark Gibson; Jetport Director Mark Fidler; P&R Director Patti Pettit; DES Director Jonathan Jobe; Verrill Norwood; Tom Cloud; Dawn Robinson; Larry Bower with the Cleveland Daily Banner; Ken Webb; Tammy Duncan; Paul Duggan; Erwin Lowe, Transportation Manager David Sheely; City Engineer Brian Beck; Harry Sessoms; Ken Beard; Russell Dyer; Amy Newman; Andy Kellye Bender; Karen & Bill Winters; Linda Gillian; Robert Burrison; Mark Hall; MPO Planner Gregory Thomas; Cameron Fisher; City Planner Corey Divel; Beverley Lindsey Executive Secretary to the City Manager; Brian Moran Social Media Relations/Grants Coordinator; Duane Gilbert; Amanda Gilbert; Percy Sheely and Hal Taylor (46 present).

Councilman Hughes called the meeting to order. Councilman Hughes welcomed everyone and introduced Councilman at Large Richard Banks; Councilman Tom Cassada; Councilman Charlie McKenzie. He also introduced City Manager Joe Fivas who in the past 6 months has done an excellent job; Also present are our Department Managers: Mark Fidler; Tommy Myers; Ron Harrison; Mark Gibson; Jonathan Jobe; Melinda Carroll; Patti Pettit; Shawn McKay; and other staff that are here tonight include: Greg Thomas, Brian Beck, David Sheely, Amy Newman, Brian Moran and Beverley Lindsey.

Mr. Hughes stated that there are 49 restaurants; 5 schools, 3 shopping centers, 8 churches, 1 theater, 12 hotels, all are in the 5<sup>th</sup> District. He also stated that we have a new Taco Bell at Target Plaza and a new Wendy's at Frontage Road and Paul Huff.

He asked, why are we here tonight? To give information about the 5<sup>th</sup> District and the City in general and to share concerns. I would also like to thank my God that nothing extra ordinary has happened to me today. Councilman Hughes mentioned The Preserve that he said few people know about. It is 88 apartments on North Lee Highway on the Caywood Farm. It is a community for senior citizens 62 years old and above.

Mr. Hughes asked Jonathan to give an update on the TDOT project on Highway 60. He stated that TDOT is fast tracking the project. It will take at least one year to purchase right-of-way. The survey will be completed in the Spring of 2017. Construction is scheduled to start in 2018-2019.

He also addressed the Mouse Creek intersection and bottleneck stating that correcting the problem is expensive and unfunded at this point. The project may be re-evaluated in the future.

Councilman Hughes hopes that TDOT can move up timelines. His concern is the time it will take to purchase right-of-way. This is clearly a TDOT project and is out of our hands.

Mr. Hughes then asked Dr. Dyer from Cleveland City Schools to give an update on the new Candy's Creek Cherokee Elementary School. Dr. Dyer gave a powerpoint presentation on the new elementary school. He stated that the city school system has 5,600 students total. All schools are over capacity. He gave background on the name of the new school stating that the Candy family owned property down the road. Years ago apostrophes were not allowed on road signs so that is why the name was changed to Candies. Representatives are working with the Cherokee Nation to make sure they are honored. The property used to be an old Cherokee Mission site and that's why Cherokee is included in the name. Road development is underway. There will be stacking lanes that will have the capacity to hold 80 cars. There will be parking in the front and back. Bids will be accepted May 4<sup>th</sup>, 2017, will open in the Fall of 2019.

Councilman Hughes then introduced City Manager Joe Fivas. Mr. Fivas asked the residents for feedback: Why do you like your neighborhood/District 5? Answer: Great place to live; What make Cleveland great? Answers: People, jobs, progress and growth. Are the roads good, Police Fire? Are we providing resources for public safety? Answers: Roads mean more areas for police and fire to take care of, manpower; Need to improve traffic congestion/heavy traffic at Indian Hills, Tomahawk Drive, Old Valley Head and Mimosa (Publix area). Paul Huff had 86 cars backed up one-day last week. The intersections are bad at North Ocoee, Keith Street and Mouse Creek.

Mr. Fivas stated that he is encouraged by residents filling out the survey and the results at this point show that traffic congestion and road maintenance are number one priorities. Compliments traffic engineer for keeping traffic moving in some areas, when no traffic is coming. Curbside recycling needs to be reinstated. Remove waste from the Greenway. Horses are not permitted; a sign will be posted. Mr. Hughes asked Cameron Fisher to speak on the Greenway. He gave an update on the retaining wall at Willow, the Greenway north going toward Mohawk and the Candies Creek Greenway in District 3.

Who thinks a thriving downtown with more restaurants is good? Hands raised. The summit is section 8 housing. They would like to relocate the population to a better location. They are exploring opportunities. Bradley Square Mall – When you go there, there is no one there. Can someone try to promote this better. It's a shame. The Chamber does more economic activities. There are plans to reconfigure the area where K-Mart was. The key to success is to shop locally.

Any other questions or comments: Older subdivisions are deteriorating. There are beautiful homes that are going south, have chickens in the back yard. One resident who is a retired veteran stated that he was glad to hear the veterans home is moving forward. Ms. Bender compliment Mr. Fivas for having the community forums. Mr. Fivas stated it was a team effort. A resident asked if we could have more tournaments at Tinsley Park. Patti Pettit stated that we have an upgraded Master Plan which includes 7 tennis courts. We hope it will be completed by the end of February of this

year. We have 2 dog parks and a skate park. We need improvements to the children's park and more tourism.

Councilman Hughes stated that exit 25 is the main exit for Cleveland and it is un-kept. He knows TDOT is responsible for mowing but wants to know if we can handle as a City. The new wall and grass is primo. We will have big letters on the wall coming soon. We need to enhance this area since it is a gateway to Cleveland. We need to improve aesthetics at all gateways. Who thinks we need an event/convention center for entertainment venues, graduations, etc...? Hands raised. Councilman Hughes thanked everyone for coming out. There being no further business, the meeting was adjourned.



**City of Cleveland**  
**Citizen Community Survey Meeting Minutes**  
**Location: Museum Five Points – General Forum**  
**Date: February 15, 2017 @ 3:00 p.m.**

In Attendance: Mayor Tom Rowland; District 3 Councilman Tom Cassada; District 1 Councilman Charlie McKenzie; Councilman at Large Richard Banks; District 4 Councilman David May; City Manager, Joe Fivas; Assistant City Manager/CFO Shawn McKay; Assistant City Manager Melinda Carroll; Public Works Director Tommy Myers; Police Chief Mark Gibson; Jetport Director Mark Fidler; P&R Director Patti Pettitt; Social Media Relations/Grants Coordinator Brian Moran; DES Director Jonathan Jobe; Jeanine Sawyer; Mike Callaway; Nicholas Lillios; Nandi Newton; Dustin Tommey; Larry Bower with the Cleveland Daily Banner; D McReynolds; William Voelz; Sharon Marr; Linda R; City Planner Corey Divil; Will Jones; Merl Derkson; Lou Patten; Lindsay Hathcock; Martha Ledford; Candy Tapper; Tim Gobble; Glo Gwegan; Urban Forester Dan Hartman; Jim Williams; Rachel Maxon, Mary Margaret Stamper; Joe Stamper; Corey Thomas; Sue Zius Assistant to the Mayor/City Council Liaison; Lynn Voetz; Jim Logan and Rick Platz.... (Approximately 70 people attended)

Mayor Rowland called the meeting to order. Mayor Rowland welcomed everyone and introduced Councilman at Large Richard Banks; Councilman Tom Cassada; Councilman Charlie McKenzie. He also recognized former Councilman at Large Tim Gobble.

Mayor Rowland spoke of recent discussions the Athens Chamber of Commerce and local officials. He named some historical landmarks of Cleveland and expressed excitement for the growth of the community. This year is a big year for the City of Cleveland as we will be celebrating our 175 incorporation birthday. The City of Cleveland was incorporated, February 4, 1842 and the first Mayor (Mayor James Ware) and Alderman were elected. He contributes Cleveland growth in the 1950's to the arrival of the railroad. Mayor Rowland stated "We had a great beginning, which we continue to build on." He named several iconic buildings in Cleveland: The most iconic building is Craigmiles Hall which was constructed in 1878 as an opera house and meeting hall. Factories were also established, including Hardwick Stove Company in 1879, Cleveland Woolen Mills in 1880 and Cleveland Chair Company in 1884. By 1890, the city was home to nine physicians, twelve attorneys, eleven general stores, fourteen grocery stores, three drug stores, three hardware stores, six butcher shops, two hat makers, two hotels, a shoe store and seven saloons. A mule-drawn trolley system was established in 1886, and the city had electricity by 1895. Many of the buildings currently standing in the downtown area were constructed between 1880 and 1915. In 1918, the Church of God established a bible school that would eventually become Lee University. Cleveland's Chamber of Commerce was established in 1925. The city experienced further growth when several major factories were constructed following WWII. Now, to fast forward to 2017 – What a history, what a legacy, what a future! We are the "City with Spirit" – A spirit of faith,

compassion, enterprise, hard work, learning and so much more. That's why more and more people want to live, work and play, raise a family and retire here. Let's all commit to keep that same "Spirit" going into 2017 and beyond.... With your help, we have even greater things ahead as we go into the next 175 years.

Mayor Rowland introduced City Manager Joe Fivas. Mr. Fivas introduced the leadership staff and complimented them on attending all of the community meetings without being required to do so. He stated that he is excited about the survey responses. He anticipated 500 surveys and we have almost received 1,000. He spoke about Cleveland's tax rate and how we are the lowest in the state with a K-12 school system and we are the only City that does not receive 100% of sales tax dollars. He presented a powerpoint on Economic Development, the Jetport, Tinsley Park Tennis Courts and Taylor Springs. He asked the question: "Are downtown Cleveland's best days behind us, or in front of us? He believes they are in front of us. He spoke of opportunities for the redevelopment of downtown Cleveland. One opportunity is the Old Cherokee Hotel/Summit Bldg. Another commercial opportunity is the Old Woolen Mill. He is encouraged by these opportunities. He also has ideas for entertainment spaces downtown. He envisions an entertainment space, meeting place, music venue, farmers market. This is not anything on the drawing board at this time. These are ideas only, for input. He then spoke about the TDOT road project on highway 60; The Candy's Creek Cherokee Elementary School and the Casteel Greenway Connector.

He asked if anyone had questions? What make's Cleveland Great? Why do you like living in Cleveland? Answers: Convenience; love downtown; quality of life; responsiveness of government officials; support of public education; good at returning phone calls; 3<sup>rd</sup> generation business owner – continuity of great people; heavenly, special town; feels safe; homey; pretty, real sense of community; exciting but small; potential is great; staff is on the spot at addressing issues; progress is being made; opportunity; comfortable, family oriented, children friendly and Greenway.

What are some things Cleveland should improve: Answers: More entertainment spaces; multi-use spaces; condominiums downtown; farmers market; develop strategies to improve traffic flow on Ocoee Street; a multi-level parking garage; parking on Spring/Worth Street; extend Greenway to downtown; larger meeting space – convention center; infrastructure; be pro-active with education; new businesses downtown; improve sidewalks downtown; add sidewalks on Georgetown Road to access downtown; regional foods; sidewalks for the disabled with walkers and wheelchairs; support the arts; civic center; zoning regulations; need to start with old before we build new; entertainment space, improve public transportation system; sidewalks, outside activities.

Mr. Fivas asked everyone who would like to see more entertainment options to raise their hands? Majority of hands raised. Someone asked, What responsibility does Whirlpool/Maytag have on cleaning up? Mayor Rowland responded that Whirlpool is a partner with the City of Cleveland and Economic Development and they have hired two vendors to make it look nice but he assures residents that it will not happen soon. Mr. Fivas stated that it is multi-faced and complex but that it is an additional potential for downtown. He stated that Corey Divel is working on an inventory list of downtown properties and will include the utilization of all of the properties. He asked, how do we get private investors to invest in downtown? We have a Downtown Master Plan to use as the framework and we plan on adding more trees, hanging baskets to improve aesthetics, which

you will start seeing in the next few years. We also have a grant to study Inman Street for the possibility of narrowing Inman for more walkability. How do we get investors to say yes? We know that we need a redevelopment process for Whirlpool/Maytag, need Housing Authority involved to assist; need to support neighborhoods downtown. What brings people downtown? Answers: Recreation; performing arts; convention center; parking study. On Downtown growth, Whirlpool/Maytag is 90 acres. That is a lot to develop. Need a lot of interest. People will support if they see results. Need foot traffic. Roswell Georgia is a good example. He asked, by show of hands are you good with spending city dollars on this? Majority of hands raised. It needs to be a city/private partnership.

Mr. Stamper referred to the 2004 Downtown Master Plan. He would like to see the city re-dedicate itself to this plan. The plan is on Mainstreet's website if anyone would like to review it. Mr. Lillios complained about a feral cat issue that he needs resolved. Councilman Johnson stated that what he liked about Cleveland is that if you need a job, you can get a job; Councilman Cassada likes downtown, it's the heartbeat of the city. Councilman May is enthused and feels like we are heading in the right direction. Councilman Banks stated that the citizens want change and Joe is bringing change to Cleveland. Councilman Hughes likes the quality of life; and he has established a Senior Advisory Committee to give an ear to Senior Citizens on whatever they might need. He also announced a Sidewalk Committee meeting on Friday, February 24<sup>th</sup>. Councilman Charlie McKenzie feels like Cleveland is growing too fast. Councilman Estes likes City Manager Fivas' redevelopment experience. Further discussions will take place during budget talks in April and May. Public Safety is important part of the survey. It is key and we need to keep it on the Council radar. He is looking forward to a commercial real estate plan. Sharon Marr announced that Mainstreet has applied for a grant that would give incentives to businesses to promote moving to downtown. Mayor Rowland stated that there is a big announcement coming soon that will move downtown forward. There being no further business. The meeting was adjourned.

# APPENDIX F: SURVEY TECHNIQUES AND MEASUREMENT

## SURVEY INSTRUMENT DEVELOPMENT

The Cleveland Citizen Survey was administered for the first time in 2016. The questions selected and data collected from this survey will establish a baseline for future surveys. Information about how to complete the survey was distributed twice to approximately 27,000 residential households. The citizen survey instrument for Cleveland was derived through conversations about economic growth and development, budgeting, infrastructure, downtown, redevelopment and several other key categories with the Mayor, City Council, city staff, business stakeholders, industry leaders and citizens.

## SAMPLE SELECTION

Due to budget, timing and staff constraints a random sampling as well as other forms of systematic sampling were not used to select a sample size for the City of Cleveland. Statistically sampling a population by selecting random participants within a population is a commonly used practice to obtain public opinion about a certain group or population where inferences can be made. The results from this survey cannot be represented as an accurate reflection of our residents due to the results not being statistically significant at a 90, 95 or 99% confidence interval.

## SURVEY ADMINISTRATION

Residential housing units served by Cleveland Utilities received two informational mailings about the survey. The first mailing was a letter from the Mayor, City Council and City Manager asking citizens to participate in the survey. Respondents were provided a link where to access the survey online and information about the three pick-up and drop-off locations for paper surveys. The second mailing was a letter from the Mayor, City Council and City Manager which included information about the survey and an invitation to attend one of the six scheduled community meetings dating from January 24, 2017 to February 15, 2017.

**Table 20: Response Rates by District**

District 1	8%
District 2	11%
District 3	30%
District 4	17%
District 5	25%
Does not live in city limits	10%

## **CONFIDENCE INTERVAL AND MARGIN OF ERROR**

In most surveys of this magnitude it is customary to utilize a “level of confidence” along with a “confidence interval” known as a margin of error. The most commonly used confidence level is a 95% confidence level. The 95% relates to the reliability of the process and how the estimations are calculated and if those estimations fall within range of possible values. A 95% confidence interval indicates that the actual population you’re surveying will answer the questions given fall within plus or minus 5% of the survey results.

The margin of error is also known as the confidence interval for the statistic that is being measured. The margin of error determines the reliability of survey results.

The results from this survey are not scientifically proven to be a true representation of Cleveland’s population because we have not quantified the results at a certain confidence interval to determine the reliability of the results. Staff cannot definitively say the results would fall within plus or minus 5% of the actual population. However, the Cleveland City Council, Mayor, staff, and the public can draw useful information and conclusions about the perceptions, tastes and preferences of the community.

For future iterations of this survey it is recommended a random sampling of the population occur to obtain an accurate reflection of the entire Cleveland population so we can scientifically state all findings are significant at a confidence interval and fall within a range based on the margin of error.

## **SURVEY PROCESSING**

Paper surveys were distributed and collected at four drop-off locations (Cleveland/Bradley County Library, Cleveland Municipal Building, Cleveland/Bradley Chamber of Commerce and Impact Cleveland). Respondents also had the option to mail their responses to the City Hall at their desire. Staff periodically collected surveys from the four collection sites. Each survey was reviewed and cleansed as needed if staff noticed discrepancies. Data cleansing is the process of detecting, correcting and/or removing inaccurate records from a database. For example: If a question asked a respondent to mark their voting district but the respondent left the question blank, but provided their street address on a subsequent question we could assign their council district based on their street address.

Once the paper surveys were reviewed and cleansed, they were entered in the web based software. Due to the short time window and limited number of staff, a “key and verify” protocol was not used for entering the data. Staff did audit every 10<sup>th</sup> paper survey entered in the dataset for quality control purposes.

Online survey data was automatically collected and stored on the web-based software. Unlike the paper survey, the online survey had the ability to establish parameters to ensure all the required answers were completed accurately before proceeding to the next question. The online survey data along with the paper survey data were combined to create one complete dataset.

## **ANALYSIS**

Much of this report utilizes frequency distributions which focus on percent positives (ex., “very satisfied” or “satisfied”, “very safe” or “safe” to determine a relationship between the question being asked about a particular service and the respondent’s answer. The relationships that have been uncovered are meaningful and can be utilized to generate discussions involving general ideas about a given topic or service. The data collected and results provided can allow the City Council, staff and public to better understand issues facing the community and priorities of the respondents. However, the results cannot be scientifically proven to be a true representation of the City’s population due to the fact an unknown margin of error exists in the results. Staff cannot guarantee that the City’s residents would answer each question in the survey within a range of percentage points.

## Appendix G: Survey Materials

The following pages include the two letters mailed to each Cleveland Utilities household and the survey instrument utilized for the 2016 Cleveland Citizen Engagement Survey.

# *City of Cleveland*

## *Office of the City Manager*

*Joe Fivas, City Manager*  
*Phone: 423.472.4551*  
*Fax: 423.559.3302*  
*Email: jfivas@clevelandtn.gov*



*Cleveland Municipal Building*  
*190 Church Street N.E.*  
*P.O. Box 1519*  
*Cleveland, Tennessee 37364-1519*

Dear Citizens of Cleveland,

The Mayor & City Council ask that you consider taking a few minutes of your time to complete our community survey. The goal of this survey is to assess the attitudes and opinions about the quality of life and services in Cleveland. Fourteen key categories are covered in the survey to help city leaders and staff better understand the priorities of our community.

The community survey is accessible through the city's website by going to the following link: [clevelandtn.gov/communitysurvey](http://clevelandtn.gov/communitysurvey). Paper copies of the survey are available at the Cleveland Municipal Building located at 190 Church Street NE Cleveland, TN 37311 and at the Cleveland/Bradley Public Library located at 795 Church Street NE Cleveland, TN 37311. Please complete the community survey by February 24th.

Thank you in advance for taking the time out of your busy schedules to complete this survey. Your feedback and participation are extremely important to us and will assist your City Council and city leadership prioritize funding and more effectively plan for Cleveland's future. For any questions regarding the survey please contact Beverley Lindsey in the City Manager's Office at 423-472-4551 or email: [blindsey@clevelandtn.gov](mailto:blindsey@clevelandtn.gov).

Sincerely,

Mayor Tom Rowland  
Councilman Charlie McKenzie - District 1  
Councilman Bill Estes - District 2  
Councilman Tom Cassada - District 3  
Councilman David May - District 4  
Councilman Dale Hughes - District 5  
Councilman Avery Johnson - At Large  
Councilman Richard Banks - At Large  
City Manager Joe Fivas

# City of Cleveland



Mayor  
City Council  
City Manager  
Phone: 423.472.4551

Cleveland Municipal Building  
190 Church Street N.E.  
P.O. Box 1519  
Cleveland, Tennessee 37364-1519

Dear Citizens of Cleveland,

This letter is being sent to you as a citizen advisory to make you aware of Cleveland's 1<sup>st</sup> "Citizen Community Survey". The goal of the survey is to assess the attitudes and opinions about the quality of life in Cleveland. Fourteen key categories are covered in the survey to help us as city leaders better understand the priorities of our community.

Paper copies of the survey and drop boxes are available at the following locations:

- Cleveland/Bradley Chamber of Commerce located at 225 Keith Street S.W.
- Cleveland/Bradley Public Library located at 795 Church Street N.E.
- Cleveland Municipal Building located at 190 Church Street N.E.
- Impact Cleveland located at 1075 Blythe Avenue S.E.

The survey is also accessible through the city's website at the following link: [www.clevelandtn.gov/communitysurvey](http://www.clevelandtn.gov/communitysurvey).

We invite you to attend one of the public information meetings listed below for more information about the survey and upcoming city projects.

District 1 - George R. Stuart Elementary School (802 20 <sup>th</sup> Street N.W.)	Date: January 24, 2017	Time: 6:30 p.m.
District 2 - Cleveland/Bradley County Public Library (795 Church Street)	Date: January 26, 2017	Time: 6:30 p.m.
District 3 - Legacy Senior Living Center (2235 Candies Lane N.W.)	Date: February 2, 2017	Time: 6:30 p.m.
District 4 - Mayfield Elementary School (501 20 <sup>th</sup> Street N.E.)	Date: February 7, 2017	Time: 6:30 p.m.
District 5 - CHS - Betsy Vines Theater (850 Raider Dr.)	Date: February 9, 2017	Time: 6:30 p.m.
Gen. Forum - Museum Center Five Points (200 Inman Street E)	Date: February 15, 2017	Time: 3:00 p.m.

We ask that you consider taking a few minutes of your time to complete the survey and return it before **February 24<sup>th</sup>, 2017**. For questions regarding the survey please contact Beverley Lindsey in the City Manager's Office at 423-472-4551 or by email at [blindsey@clevelandtn.gov](mailto:blindsey@clevelandtn.gov).

Thank you in advance for taking the time out of your busy schedule to complete our survey. Your feedback is extremely important to us. This will assist us in prioritizing funding and developing a more effective plan for Cleveland's future.

Sincerely,

Tom Rowland, Mayor  
Avery Johnson, Vice Mayor & Councilman at Large  
Richard Banks, Councilman at Large  
Charlie McKenzie, Councilman District 1  
Bill Estes, Councilman District 2  
Tom Cassada, Councilman District 3  
David May, Councilman District 4  
Dale Hughes, Councilman District 5  
Joe Fivas, City Manager



### 2016 City of Clevel@nd Citizen Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to identify and respond to resident concerns. If you have questions about the survey, please contact Beverley Lindsey in the City Manager's Office by phone at 423-472-4551 or by e-mail at [blindsey@clevelandtn.gov](mailto:blindsey@clevelandtn.gov).

**Please return the completed survey by: February 24, 2017. Thank you!**

**Mail Survey To:**  
 City of Cleveland  
 190 Church Street N.E.  
 P.O. Box 1519  
 Cleveland, TN. 37364-1519  
 Attn: City Manager's Office

**1** Major categories of **CITY CORE SERVICES** provided by the City of Cleveland are listed below. How satisfied are you with City services? (Please check the appropriate box with your response.)

CITY CORE SERVICES:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1 Quality of public safety services (e.g., Police & Fire)						
2 Collection of garbage & yard waste						
3 Quality of parks & recreation services provided by the city						
4 Quality of the customer service from city employees						
5 Maintenance of city infrastructure, city streets, & city sidewalks						
6 Enforcement of city codes and ordinances						
7 Effectiveness of city's communication with the public						
8 Flow of traffic & congestion management						
9 Quality of city planning, development & permitting services						
10 Quality of stormwater runoff/stormwater management system						
11 Overall quality of all of the items listed above						

Please prioritize four of CITY CORE SERVICE items listed above that you think should receive the most emphasis over the next two years? (Prioritize using the numbers from the list above.)

1st \_\_\_\_\_ 2nd \_\_\_\_\_ 3rd \_\_\_\_\_ 4th \_\_\_\_\_

**2** **GENERAL PERCEPTION OF THE CITY** - Several items listed below may influence your general perception of the City of Cleveland. Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

WHAT IS YOUR PERCEPTION OF THE CITY?	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1 Overall quality of life in the city						
2 Overall image of the city						
3 Overall quality of entertainment opportunities						
4 Overall quality of downtown area						
5 Overall quality of jobs and economic opportunity available						
6 Overall appearance of the city						
7 Overall value received from city tax dollars/fees						
8 Overall quality of Cleveland Utility services						
9 Overall quality of City/County library services						
10 Overall quality of City school system						
11 Overall quality of the public transit system (SETHRA, CUATS)						
12 Overall satisfaction with all of the items listed above						

**3** How satisfied are you with **PUBLIC SAFETY**? Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

PUBLIC SAFETY :	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1 Overall quality of fire protection						
2 Fire personnel emergency response time						
3 Overall quality of police protection						
4 Police personnel emergency response time						
5 Visibility of police in neighborhoods						
6 Visibility of police in retail areas						
7 Efforts to prevent crime						
8 Fire safety education programs						
9 Police safety education programs						
10 Enforcement of traffic laws						
11 Overall satisfaction with fire services						
12 Overall satisfaction with police services						

Please prioritize three PUBLIC SAFETY issues listed on the previous page that are most important to you. (Prioritize using the numbers from the list above.)

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

**4** Please express your **PERCEPTIONS OF SAFETY**: Please rate each item on a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Unsafe":

<b>PERCEPTIONS OF SAFETY :</b>		Very Safe	Safe	Neutral	Not Very Safe	Unsafe	Don't Know
1	Do you feel safe in your neighborhood during the day?						
2	Do you feel safe in your neighborhood at night?						
3	Do you feel safe in commercial & retail areas?						
4	Do you feel safe in city parks & on the greenway?						
5	Do you feel safe as a pedestrian?						
6	Do you feel safe traveling on a bicycle?						
7	Overall feeling of safety in the City of Cleveland						

**5** **NEIGHBORHOOD ISSUES**: Please indicate the extent to which you think each of the following is a problem in your neighborhood by **circling** the corresponding number listed, by the **level of severity** of the problem.

<b>NEIGHBORHOOD ISSUES:</b>		Not a Problem	Minor Problem	Moderate Problem	Major Problem	Has been Reported	Don't Know
1	Crime, drugs or violence	1	2	3	4	5	6
2	Lack of recreational activities	1	2	3	4	5	6
3	Speeding on neighborhood streets	1	2	3	4	5	6
4	Roaming/loose animals	1	2	3	4	5	6
5	Vehicles in yards	1	2	3	4	5	6
6	Condition of streets	1	2	3	4	5	6
7	Condition of sidewalks	1	2	3	4	5	6
8	Overall appearance of your neighborhood	1	2	3	4	5	6

**6** How satisfied are you with **RETAIL, DEVELOPMENT & RE-DEVELOPMENT**: Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied"

<b>RETAIL, DEVELOPMENT &amp; RE-DEVELOPMENT :</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1	Are there enough entertainment options in Cleveland ?						
2	Are there enough restaurant options in Cleveland ?						
3	Are there quality grocery shopping options in Cleveland ?						
4	Quality of retail employment options in Cleveland						
5	Quality of industrial employment options in Cleveland						
6	Overall quality of restaurants						
7	The City's planning for future growth						
8	Re-development of abandoned or under-utilized properties						
9	Overall appearance of Keith Street corridor						
10	Overall appearance of 25th Street corridor						

Please prioritize three RETAIL, DEVELOPMENT & RE-DEVELOPMENT items you think should receive the most emphasis over the next two years? (Prioritize using the numbers from the list above)

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

**7** How satisfied are you with **SOLID WASTE SERVICES**: Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

<b>SOLID WASTE SERVICES :</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1	Residential garbage collection service						
2	Yard waste removal service						
3	Recycling at county's drop-off recycling centers						
4	Community recycling educational programs						
5	Overall satisfaction with garbage & recycling services						

Should the City look at curbside recycling services in the future? \_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_ Don't Know

**8** How satisfied are you with various aspects of **PARKS, RECREATION & GREENWAY**: Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

<b>PARKS, RECREATION &amp; GREENWAY:</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1	Quality of parks						
2	Number of park facilities						
3	Maintenance of parks						
4	Maintenance of walking trails & greenway						
5	Construction of new walking trails and greenway segments						
6	Maintenance of outdoor athletic fields						
7	Quality of outdoor athletic fields						
8	Maintenance of community recreation centers						
9	Quality of youth athletic programs						
10	Fees charged for recreation programs						
11	Quality of swimming pools						
12	Overall satisfaction of parks & recreation						

Please prioritize three PARKS, RECREATION & GREENWAY items you think should receive the most emphasis over the next two years? (Write in the numbers below, using the numbers from the list on the previous page.)

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

How much would you be willing to pay if the City considered the construction of new athletic complex that would include soccer fields, baseball fields, walking trails/greenway, playgrounds, and tournament facilities to keep local families here and attract families from outside Cleveland? I would pay:

- \_\_\_\_\_ \$0.00 (Not interested in investing in an athletic complex)
- \_\_\_\_\_ \$3.00 per month
- \_\_\_\_\_ \$5.00 per month

**9** **TRAFFIC CONGESTION & TRANSPORTATION**: Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

<b>TRAFFIC CONGESTION &amp; TRANSPORTATION :</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1	Ease of travel by car						
2	Ease of pedestrian travel						
3	Ease of bicycle travel						
4	Overall satisfaction of traffic flow & transportation						

How much would you be willing to pay per month if the City were to invest in improving traffic flow and traffic congestion issues around I would pay:

- \_\_\_\_\_ \$0.00 (Not interested in investing in Traffic Congestion & Transportation )
- \_\_\_\_\_ \$3.00 per month
- \_\_\_\_\_ \$5.00 per month

**10** Satisfaction of various aspects of **AESTHETICS & MAINTENANCE**: Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

<b>AESTHETICS &amp; MAINTENANCE:</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1	Overall cleanliness of streets and public areas						
2	Mowing/trimming along streets and public areas						
3	Maintenance/repair of city sidewalks						
4	Cleanup of debris/litter near roadways						
5	Maintenance of major city streets						
6	Adequacy of city street lighting						
7	Maintenance of streets in your neighborhood						
8	Availability of sidewalks in city						
9	Overall satisfaction of city aesthetics & maintenance						

**11** Satisfaction of various aspects of **DOWNTOWN CLEVELAND**: Please rate each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

<b>DOWNTOWN CLEVELAND:</b>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1	Cleanliness & maintenance of downtown areas						
2	Signage and wayfinding						
3	Feeling of safety of downtown at night						
4	Feeling of safety of downtown during the day						
5	Landscaping and green space, including trees						
6	Availability of dining options						
7	Quality of public events held downtown						
8	Availability of entertainment options						
9	Availability of retail shopping						
10	Availability of parking						
11	Number of public events						
12	Overall satisfaction of downtown Cleveland						

Please prioritize three items in **DOWNTOWN CLEVELAND** you think should receive the most emphasis over the next two years? (Write in the numbers below, using the numbers from the list on the previous page.)

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

How much would you be willing to pay per month if the City were to create a redevelopment plan of Downtown Cleveland that included a new downtown Plaza/Park with weekly family entertainment, weekly summer events, a new outdoor music venue that seats around 1,000 residents, a focus on arts and innovation, and additional dining opportunities?

I would pay:

- \_\_\_\_\_ \$0.00 (Not interested in investing in Downtown)
- \_\_\_\_\_ \$3.00 per month
- \_\_\_\_\_ \$5.00 per month

**12** **PROJECT PRIORITIES** for the City to pursue over the next 3 years. Please rate each item on a scale of 1 to 5, where 5 means "Highest" and 1 means "Low/Lowest":

<b>PROJECT PRIORITIES:</b>		Highest/High	Above Average	Average	Below Average	Low/Lowest	No opinion
1	Downtown Redevelopment (providing more jobs & living options)						
2	Traffic Flow & Congestion Management						
3	Downtown - creating more entertainment, art, and family options						
4	Expansion of Greenways and pedestrian/biking trails						
5	Redevelopment of Southside neighborhoods						
6	Development of new sports venues for families, kids, and adults						
7	Construction of new industrial parks						

Please prioritize three items in **PROJECT PRIORITIES** you think should receive the most emphasis over the next two years? (Write in the numbers below, using the numbers from the list on the previous page.)

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

**13** Which of the following are your **PRIMARY SOURCES OF INFORMATION** about city issues, services and events: (Please check all that apply.)

<b>PRIMARY SOURCES OF INFORMATION:</b>	Friends/Neighbors	Local Newspaper	City Semi-Annual Newsletter	Facebook/Social Media	City Meetings	Other
Please check all that apply.						

**14** If you have contacted a department of the City within the last year. Please rate your experience by **EASE OF CONTACT**:

<b>EASE OF CONTACT:</b>	Excellent	Good	Average	Poor	Very Poor	Don't Know
Please check the box that is appropriate to your response						

Was it easy for you to locate the person or department you needed? \_\_\_\_\_ Yes \_\_\_\_\_ No

Please list the name of department(s) contacted:

\_\_\_\_\_

**15 DEMOGRAPHICS:** Please list your age by using the categories listed below.

<input type="checkbox"/> 65+	<input type="checkbox"/> 35-44	<input type="checkbox"/> 15-19
<input type="checkbox"/> 55-64	<input type="checkbox"/> 25-34	<input type="checkbox"/> 10-14
<input type="checkbox"/> 45-54	<input type="checkbox"/> 20-24	<input type="checkbox"/> 5-9

**16 DEMOGRAPHICS:** How many years have you lived in the City of Cleveland? (Please list the number of years by the appropriate category.)

<input type="checkbox"/> 31 + Years	<input type="checkbox"/> 11-15 Years
<input type="checkbox"/> 21-30 Years	<input type="checkbox"/> 6-10 Years
<input type="checkbox"/> 16-20 Years	<input type="checkbox"/> Live in County, outside of city limits
	<input type="checkbox"/> Live outside the County

**17 DEMOGRAPHICS:** Are you a full or part time student at a College or University? (Please indicate using the appropriate category.)

Are you a full time student?  Yes  No

Are you a part time student?  Yes  No

**18 DEMOGRAPHICS:** Do you own or rent your current residence? (Please indicate using the appropriate category.)

Own Home/Townhouse/Condo	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Rent Home	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Rent Apartment	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**19 DEMOGRAPHICS:** Which best describes your RACE/ETHNICITY? (Please indicate using the appropriate category using the list below.)

<u>RACE/ETHNICITY:</u>	Caucasian	Hispanic	African American	American Indian	Asian/Pacific Islander	Other
Please check the box that is appropriate to your response	<input type="checkbox"/>					

**20 DEMOGRAPHICS:** What is your total HOUSEHOLD INCOME? (Please indicate using the appropriate category using the list below.)

<u>HOUSEHOLD INCOME:</u>	\$100,000 +	\$60,000- \$99,999	\$30,000- \$60,000	Under \$30,000
Please check the box that is appropriate to your response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**21 DEMOGRAPHICS:** What is your GENDER IDENTITY? (Please list using the appropriate category.)

<input type="checkbox"/> Male	<input type="checkbox"/> Female
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**22 DEMOGRAPHICS:** Do you live in Cleveland's City limits?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

**23 DEMOGRAPHICS:** What VOTING DISTRICT do you live in? (If unsure, please check one using the City Council District map: [clevelandtn.gov/maps](http://clevelandtn.gov/maps))

<u>CITY COUNCIL VOTING DISTRICT:</u>	District 1 Councilman McKenzie	District 2 Councilman Estes	District 3 Councilman Cassada	District 4 Councilman May	District 5 Councilman Hughes	Do not live in City
Please check the box that is appropriate to your response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**24 DEMOGRAPHICS:** Do you own property within the city?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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**25 DEMOGRAPHICS:** Do you own a business within the city?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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**26 DEMOGRAPHICS:** Please provide the location of street that you live on below. (This is NOT a request for your specific address)

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**27** Feel free to attach any additional comments (Please type or print clearly):

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