



CROWDSOURCED CONVERSATIONS 2024
SURVEY REPORT: "ACTIVE TRANSPORTATION –
LIVING LESS CAR-CENTRIC IN THE HEIGHTS"



Some topline stats

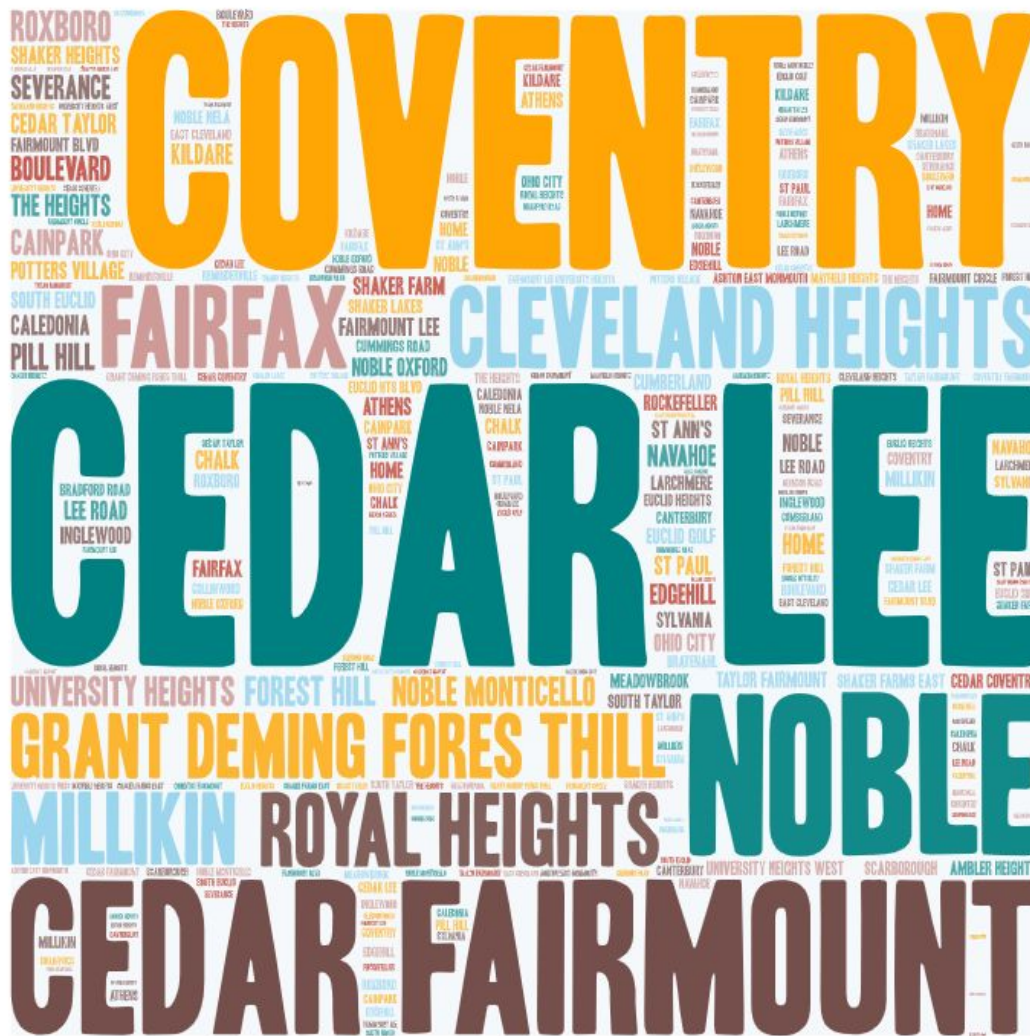
- There were a total of **369** responses:
 - **89.2% Cleveland Heights residents**; 6% University Heights; 4.9% former/elsewhere.
 - **82.4% homeowners**; 15.2% renters; 2.4% other.
 - **54.2% have lived in their homes +20 years**; 14.4% 5-10 years; 14.1% 1-5 years; 12% 10-20 years; 3.8% 0-1 years; 1.4% don't live in the Heights.
 - **55.5% identified as a woman**; 39.1% as a man; 3.6% preferred not to say; 1.9% as trans*/nonbinary/genderqueer.
 - **51% identified as over the age of 60**; 47% as under the age of 60; 2.2% preferred not to say.
 - **82% identified as White**; 6.8% preferred not to say; 5.2% as Black; 2.5% as multi-racial; 1.0% as Asian; 1.4% as Hispanic; 0.3% as Indigenous.

What do you call the neighborhood where you live?

Respondents identified 69 different neighborhoods.

Top 10 Answers:

1. Cedar Lee (50)
2. Coventry (46)
3. Cedar Fairmount (27)
4. Noble (25)
5. Cleveland Heights (23)
6. Grant Deming Forest Hill (16)
7. Fairfax (14)
8. Royal Heights (12)
9. University Heights (12)
10. Millikin (9)



MODES OF

TRANSPORTATION

“Actual” Frequency of Use - Top Responses

Daily

1. Drive a vehicle (202)
2. Walk/roll (197)
3. Biking (25)

Once per month

1. Biking (64)
2. Public transportation (50)
3. Walk/roll (35)

Once per year

1. Public transportation (85)
2. Biking (43)
3. Other (14)

Once per week

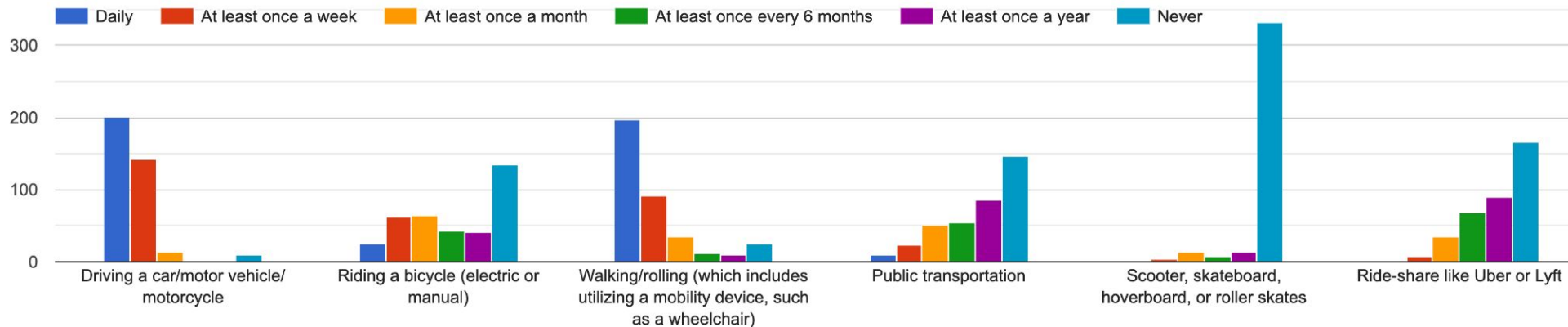
1. Drive vehicle (142)
2. Walk/roll (92)
3. Biking (62)

Once every 6 months

1. Public transportation (55)
2. Biking (41)
3. Walk/roll (11)

Never

1. Skateboard, etc. (331)
2. Public transportation (146)
3. Biking (134)



“Perfect World” Transportation - Top Responses

First Choice

1. Walk/Roll (164)
2. Drive (99)
3. Bike (89)

Third Choice

1. Public Transit (125)
2. Drive (76)
3. Bike (57)

Fifth Choice

1. Rideshare (109)
2. Skateboard, etc. (44)
3. Drive (30)

Second Choice

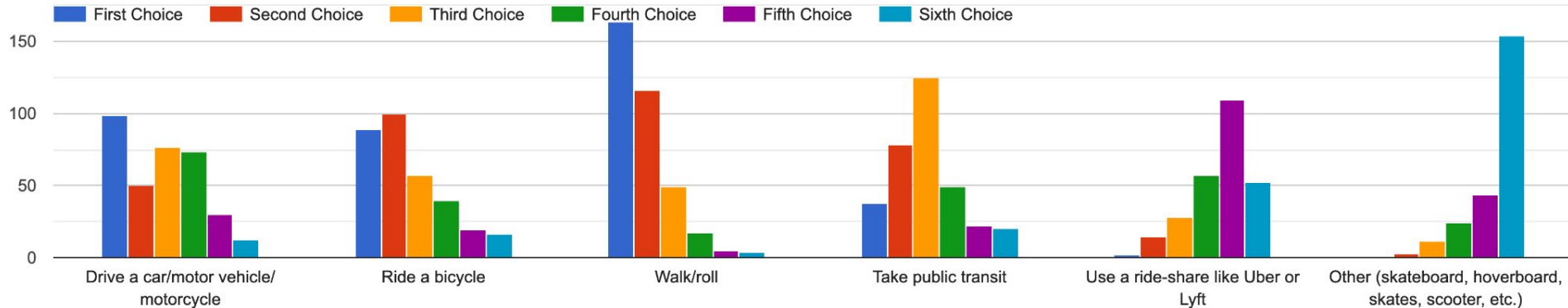
1. Walk/Roll (116)
2. Bike (100)
3. Drive (99)

Fourth Choice

1. Drive (74)
2. Rideshare (57)
3. Public Transit (49)

Sixth Choice

1. Skateboard, etc. (154)
2. Rideshare (52)
3. Bike (16)



Actual vs “Perfect World”

ACTUAL

Daily

1. Drive a vehicle (202)
2. Walk/roll (197)
3. Biking (25)

Once per week

1. Drive vehicle (142)
2. Walk/roll (92)
3. Biking (62)

Once per month

1. Biking (64)
2. Public transportation (50)
3. Walk/roll (35)

PERFECT WORLD

First Choice

1. Walk/Roll (164)
2. Drive (99)
3. Bike (89)

Second Choice

1. Walk/Roll (116)
2. Bike (100)
3. Drive (99)

Third Choice

1. Public Transit (125)
2. Drive (76)
3. Bike (57)

Summary:

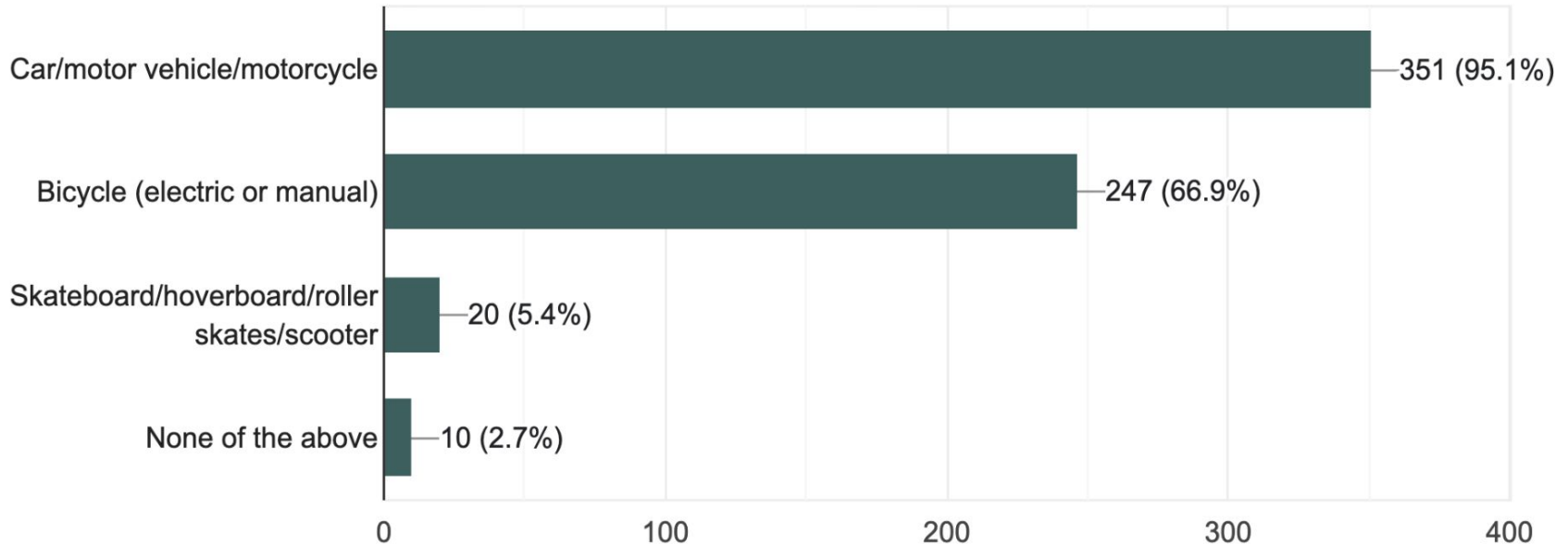
Respondents reported daily driving more than any of the other options, but also ranked walking/rolling as their both their top first and top second choice “perfect world” option.

202 respondents reported driving daily as their top “actual” response, with walking/rolling a close second at 197 - a difference of 2.5%.

The gap is far more significant in the “perfect world” data where 164 respondents reported a preference for walking/rolling while the second choice of driving was selected by 99 respondents - a difference of 49.4%.

Respondents have daily access to:

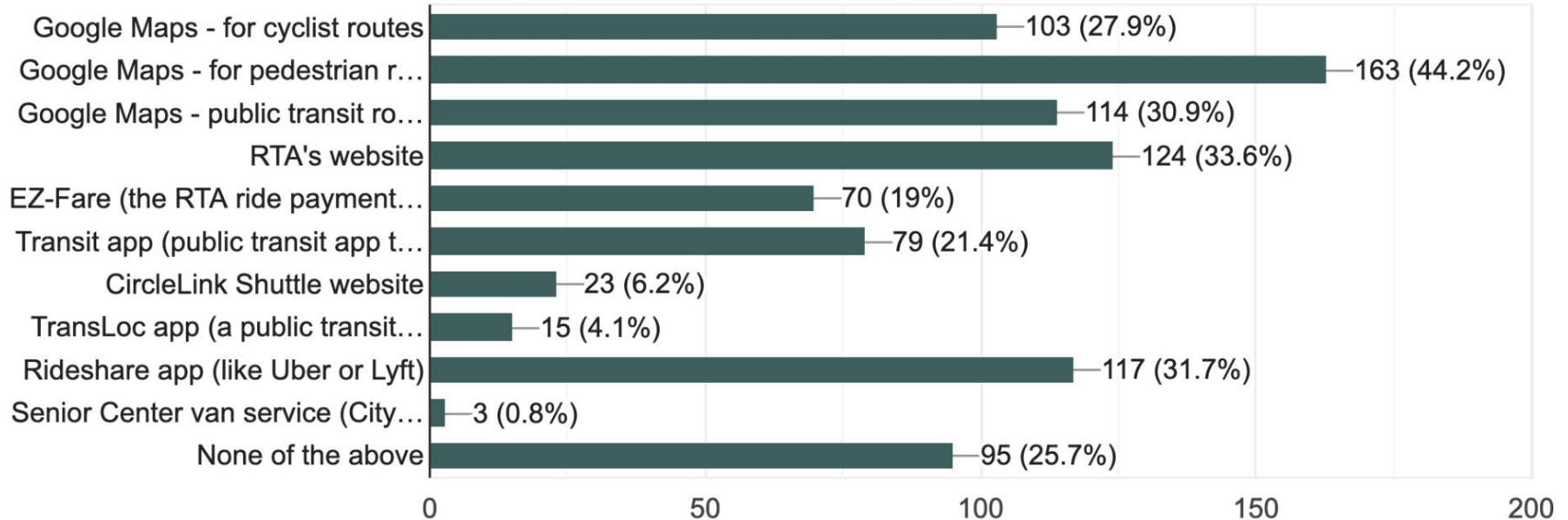
1. Car/motor vehicle (351) (95.1%)
2. Bike (247) (66.9%)
3. Skateboard (etc.) (20) (5.4%)
4. None of the above (10) (2.7%)



In the past 6 months, respondents have used:

1. Google Maps - pedestrian (163)
2. RTA website (124)
3. Rideshare app (117)
4. Google Maps - public transit (114)
5. Google Maps - cyclist routes (103)
6. Transit (app) (79)
7. EZ Fare (app) (70)
8. CircleLink website (23)
9. TransLoc (app) (15)
10. Senior Center van service (3)

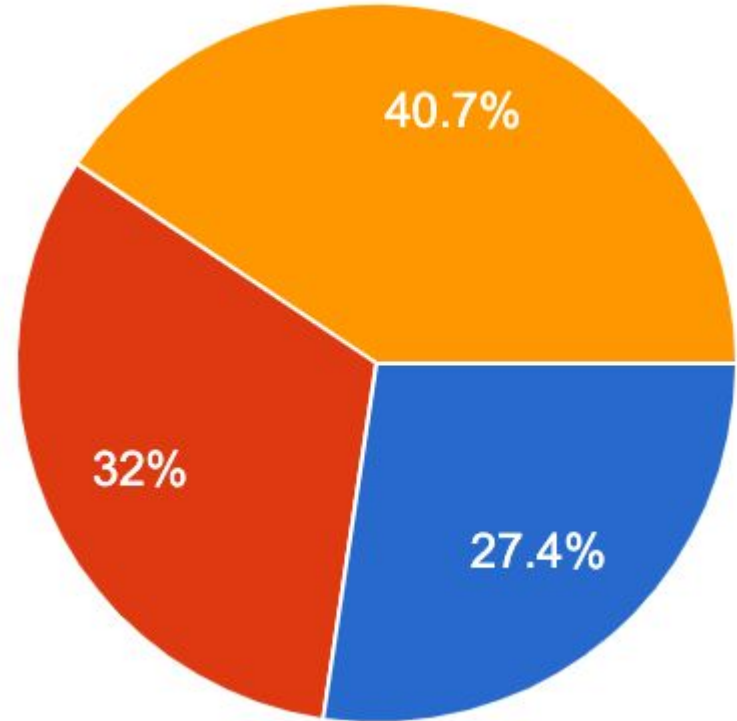
95 respondents reported using "none of the above."



COVID-19's impact on active transportation in the Heights

Did COVID-19 cause you to drive less/opt for car-free more?

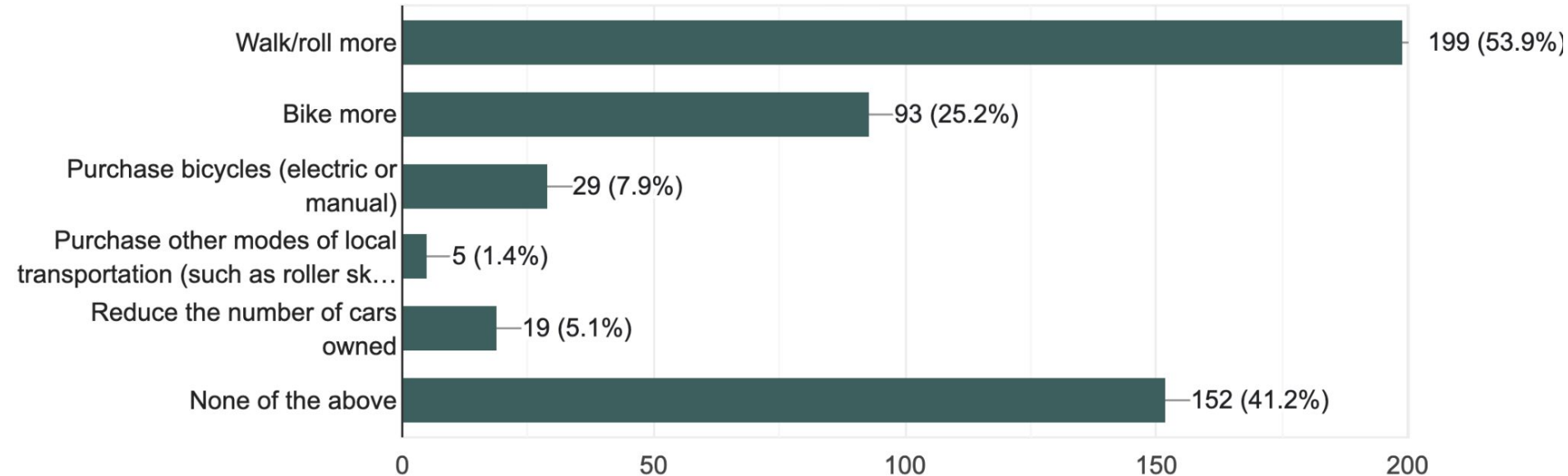
1. No (40.70%)
2. Somewhat (32%)
3. Yes (27.40%)



COVID-19's impact on respondent modes of transportation

1. Walk/roll more (199)
2. Bike more (93)
3. Purchase bicycles (29)
4. Reduce # of cars owned (19)
5. Purchase other modes of local transport (like skateboard, etc.) (5)

152 respondents reported changing "none of the above."

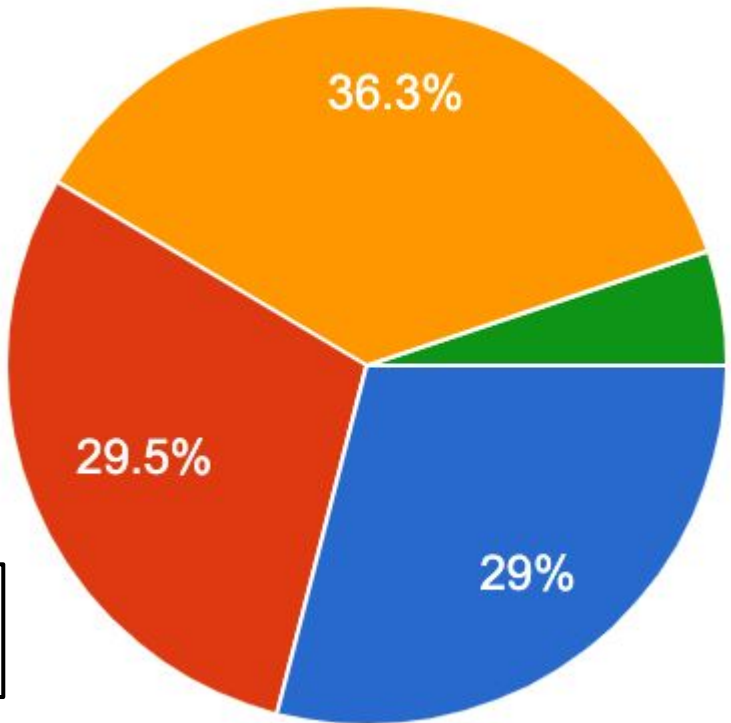


Top respondent comments on COVID-19's impact on local travel

- Drove less because work became remote (27)
- Started walking/biking more (14)
- I stayed home more (11)
- Didn't change routine much (7)
- I did make changes during the pandemic but have now returned to my pre-pandemic routines (6)
- Drove less because I used delivery options more (6)
- Public transit feels less safe since the pandemic (health risk) (6)
- I always try to walk/bike places (pre-pandemic) (5)
- Rode my bike more because roads felt safer with less cars/traffic (4)
- Didn't live here during pandemic (4)
- Unable to work so drove less (4)
- The pandemic made me drive more (4)
- Reduced out of town driving/travel (4)
- Already cut back on driving pre-pandemic (3)
- The pandemic got me out of the habit of using public transit/I now use public transit less (3)
- There aren't amenities nearby for me to walk/bike to/had to drive to get where I needed to be (3)
- Walked/bike for fun/entertainment (3)
- Participated via Zoom/remotely for non-work activities (3)
- I became more efficient with car use (3)
- Our household reduced the number of cars we owned (2)

Respondent willingness to consider living car-free in the Heights

- No, I'd never consider being car-free in the Heights (36.30%)
- I might consider it (29.50%)
- Yes, I'd consider it (29%)
- I already live car-free (5.10%)



63.6% of respondents either would consider living car-free or already do.

Top respondent comments on living car-free in the Heights

- Places I go regularly are too far to walk/bike and require me to have a car (32)
- Public transit would need to be safe, very frequent, and comfortable, as it is in many of the big cities throughout the world (32)
- We need more grocery stores in neighborhoods to make living car-free (or downgrading number of cars) an option (18)
- Better bike routes/infrastructure are needed in the Heights (17)
- Cars necessary for out of town destinations (14)
- Investing in biking infrastructure on major roads (like Lee) would signal to the community that the city cares about less car-centric options (13)
- My job requires me to have a car (13)
- Local shuttle service would motivate me to be less car-centric or car-free (12)
- I don't often drive locally, just out of town (12)
- I would like to be car-free (12)
- The Heights should be friendlier to bike travel and make it easy to walk to local destinations (12)
- Age/health restrictions make car ownership necessary (12)
- Our household would consider reducing the number of cars instead of eliminating car ownership all together (11)
- Having kids makes car access necessary (10)
- Drivers are aggressive and make being a pedestrian/biker feel unsafe (8)
- We live in a car-centric society (7)
- Our household is intentional about driving infrequently (6)
- I love being car-free (6)
- There are too many safety issues to live car-free (5)
- Air/weather not quality enough for walking/biking (5)

Select respondent comments on modes of transportation

“We live in a car-centric society. It is what it is. We should focus on making cars more environmentally friendly, not forcing people to seek alternatives to their already established routines. Public transit in the US is horrible and takes too long. Walking/biking takes too long and is only feasible if you only frequent places in your own neighborhood which in my opinion is a bit isolationist.”

“Our household has been living car lite (one car for three people, including a school-age child) for more than 20 years. The street network and commitment on behalf of Cleveland Heights (city and residents) to alternative modes of transportation create a culture that mostly supports our decision. Cleveland Heights is well served by transit for connecting to University Circle and to downtown Cleveland. I bike commute six months out of the year and take transit or walk the remainder of the time. I drive the family car (a Prius) only when necessary. Living Car Lite or Car Free in Cleveland Heights is very achievable. It saves us a lot of money, and we do our part to fight climate change!”

“I'd love to live without a car. The future is car free. They are horrible for our environment and mental health. Please do everything you can to make the heights a walkable bikeable livable place with good public transit.”

“Until Cleveland Heights can find a way for all of our needs to be met within the community (walking/riding distance), we will always need a car. Everything else is not even remotely practical. Looks good on paper but doesn't work in real life. Cleveland Heights is struggling mightily to keep afloat what few commercial zones we already have. I don't have any faith that the city will suddenly be transformed into some kind of car-free paradise. Talk about magical thinking! Restaurant, boutiques, and gift shops are not enough to sustain us without automobiles.”

Select respondent comments on modes of transportation

“I could walk most places, but I don't feel safe in pedestrian crosswalks at crucial intersections like Coventry and Euclid Heights Blvd (have nearly been hit by cars while I'm the crosswalk with the right of way). Same goes for Lee Rd. Same goes for parking my car and trying to cross Fairmount to get to On the Rise Bakery - cars are going 35-45 in a 25 mph zone, and never yield to pedestrians. Drivers display so much hostility and aggression, it feels unsafe to be a pedestrian in Cleveland Heights. They don't care about pedestrians in crosswalks with the right of way. And so I feel a need to drive everywhere, or to stop going to local businesses, where traffic laws are not enforced.”

“The Heights area, especially Cleveland Heights, is very BICYCLE UNFRIENDLY. 1) There are many shopping areas (like Cedar-Warrensville) that have no bike racks for bicyclists; 2) many drivers do not know that cyclists are supposed to bike in the streets and scream as they are passing by to "Get off the road!"; and, 3) worst of all, the condition of the roads is so awful and so terribly damaging and destructive to bicycles (and cars!), and in 2 years my bicycle has taken such a beating that it has turned an activity that I used to enjoy into an absolute misery! Many streets, when they do finally get repaved (usually long overdue), the quality of the paving materials is so bad that they fall apart again in only a few short years. This is unacceptable! Something must be done about Cleveland Heights' deliberate decision many years ago to abandon its responsibility and to continually refuse to properly maintain and repave its roads as needed in order to make bicycling a viable option here!”

“Cleveland Heights is a drive through on commute from the wealthier eastern suburbs. Making Cleveland Heights ‘living without a car’ is very different than making it ‘pedestrian or even bike friendly.’ It would be a shame to put policies in place that restrict locals choices when living in the heights. I'm all for someone to choose to live car free, but am wary of restrictions to make it so.”

Select respondent comments on modes of transportation

"Living without a car is much cheaper when one works from home since I rarely need to go anywhere. I am in walking distance of a few stores and can take RTA to get downtown. It reduces the amount of things I can buy when shopping (only so much as I can carry) but I can also have things delivered. Alas this can require multiple services. I would like to go to Aldi more often than I do. Dave's has been getting more expensive. It would be handy to have a short term car sharing or rental service nearby. For instance one could rent a car for just a few hours and do all one's errands that day. I expect this would be cheaper easier than using Lyft/Uber. Traveling by foot/RTA is of course easier in good weather. It can be difficult when there is deep snow, especially if one needs to walk down side streets to get to a bus stop. But overall not having to worry about car payments, maintenance and insurance is rather convenient. "

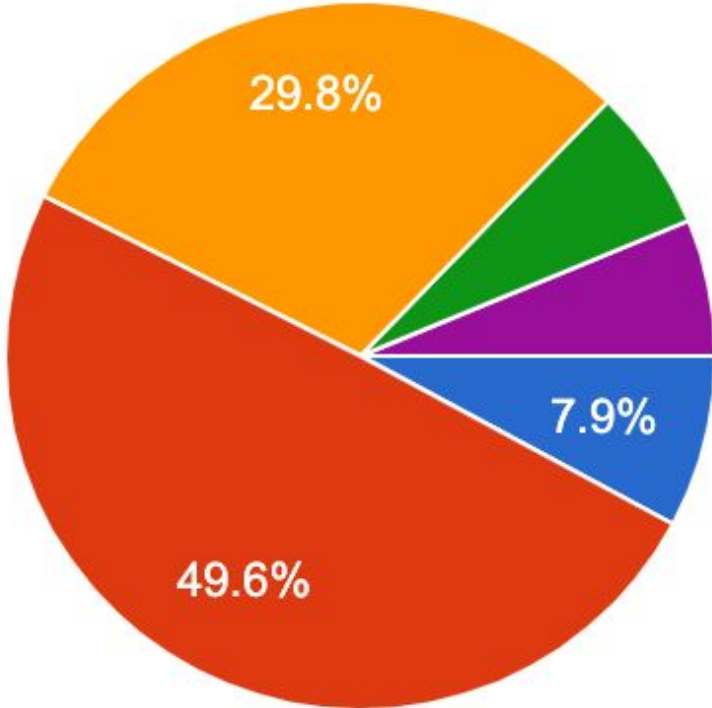
"I don't think there has to be a battle between car transportation and other modes of transportation for Cleveland Heights to be more bike/walker friendly. We are already a very challenging city for drivers to commute and all it does is cause for more frustrated drivers. I'm from Southern California and it is much more car, public transport, bike, and walker friendly. Timed lights, flowing roads and freeways that encourage drivers to not travel in residential areas, convenient public transportation including multiple accessible train lines, and abundant bike lanes all help to make this a reality. I think it is short-sighted to want to make transportation more challenging for drivers as people with average or below average income cannot afford to only walk in Cleveland Heights. The only grocery stores in the city that sell enough produce and other groceries to truly live off (or have enough in stock on a regular basis) are expensive, there aren't many jobs in the city that have a liveable wage, there aren't many affordable places to buy clothes and home goods in Cleveland Heights, nor are there many activities in this city geared towards the entire family."

Walking & Rolling in the Heights

Best descriptors for how respondents walk/roll in the Heights

For clarity purposes, "rolling" refers to the utilization of a mobility assistance device, such as a wheelchair.

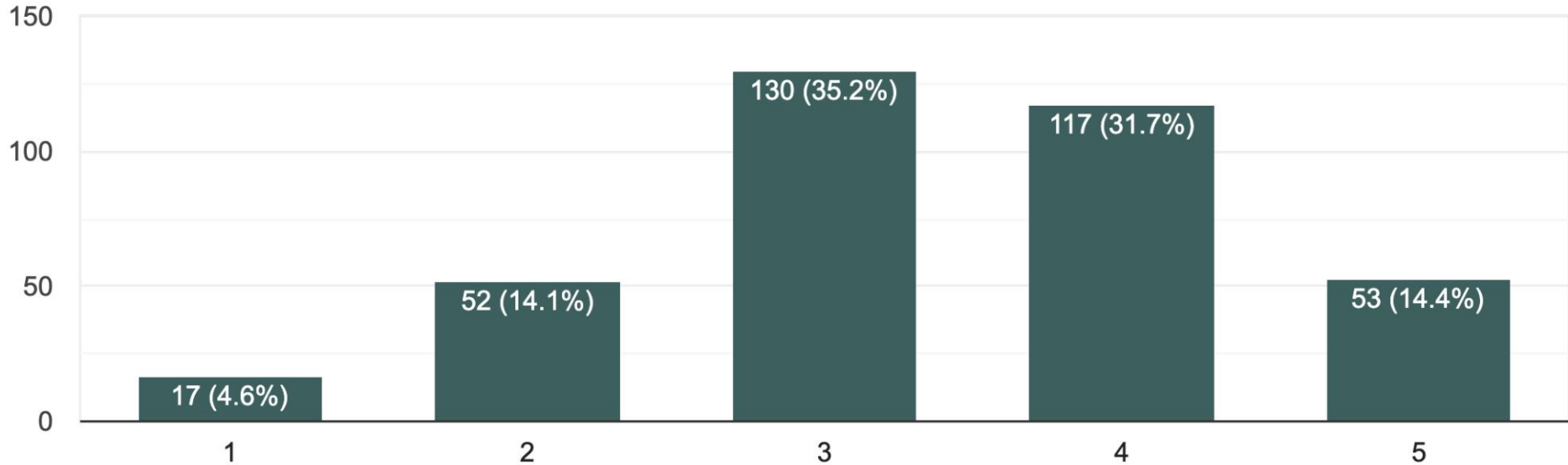
- Exercise/dog walk (49.60%)
- Visit local destinations (29.80%)
- Primary Method (7.90%)
- To socialize (6.50%)
- I don't regularly walk (6.20%)



Respondent perception of Pedestrian WalkScore accuracy

Cleveland Heights has a Walk Score of 53 (out of 100). On a scale of 1-5 (1 being completely disagree to 5 being completely agree), how accurate do you perceive this rating to be?

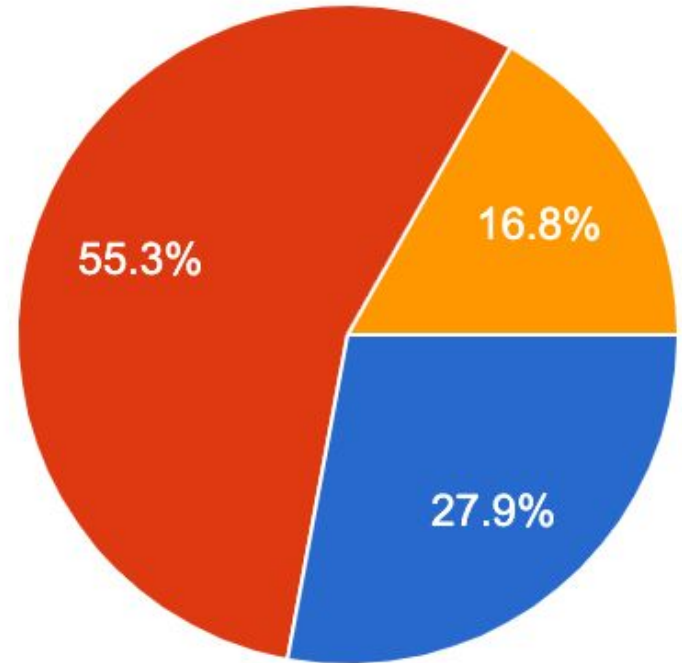
369 responses



https://www.walkscore.com/OH/Cleveland_Heights. Please note: University Heights does not have a city-wide Walk Score rating.

Perception of Pedestrian WalkScore accuracy

- 53 is about right (55.30%)
- Should be higher than 53 (27.90%)
- Should be lower than 53 (16.80%)



Top respondent comments on the Cleveland Heights Pedestrian WalkScore

- Having amenities nearby makes some places more walkable than others (42)
- Pedestrian safety is an issue (16)
- Need more details about WalkScore criteria (14)
- More neighborhood grocery stores needed (13)
- My neighborhood is walkable (11)
- Cars don't respect pedestrians/crosswalks (9)
- Sidewalks need major repairs (8)
- Snow removal must improve (7)
- Heights too spread out (7)
- Plenty of sidewalks available (4)
- City design is car-centric (4)
- WalkScores per neighborhood would be interesting to review (4)
- How typical is our WalkScore compared to other similar communities? (3)
- Making neighborhoods not just walkable but pleasantly walkable would be a big improvement (3)
- Business districts are walkable once you get to them (3)

On average safety perception as Heights pedestrians

Extremely safe

1. Neighborhood sidewalks (116)
2. Business district sidewalks (101)
3. Crosswalks with traffic signals (61)

Neither safe nor unsafe

1. On a street without pedestrian signage (116)
2. On a street with pedestrian signage (112)
3. Crosswalks without traffic signals (66)

Extremely unsafe

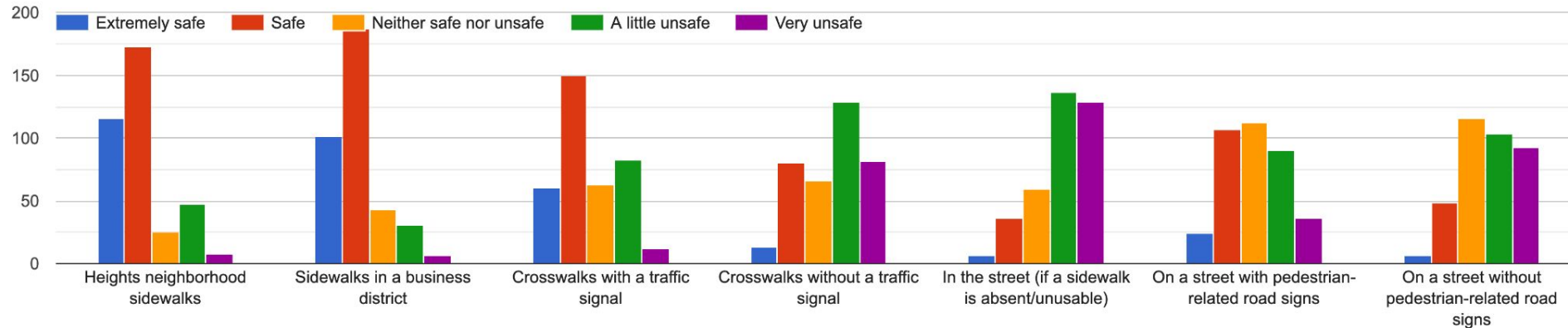
1. In the street (unusable sidewalk) (129)
2. On a street without pedestrian signage (93)
3. Crosswalks without traffic signal (81)

Safe

1. Business district sidewalks (187)
2. Crosswalks with traffic signals (150)
3. On a street with pedestrian signage (107)

A little unsafe

1. In the street (unusable sidewalk) (137)
2. Crosswalks without traffic signal (129)
3. On a street with pedestrian signage (90)



Respondents are motivated to walk/roll locally by:

1. Desirable destinations nearby (332) (90%)
2. Good exercise (318) (86.20%)
3. I enjoy exploring the Heights on foot (282) (76.40%)
4. Feeling safe/welcome (278) (75.30%)
5. More environmentally friendly (246) (66.70%)
6. Seeing other neighbors out walking (215) (58.30%)
7. Save money on gas/car maintenance (142) (38.50%)

5 respondents (1.4%) reported being motivated by “none of the above.”

Barriers to walking/rolling locally as much as respondents would like:

1. Destinations too far away to walk (286) (77.50%)
2. Presence of speeding vehicles (130) (35.20%)
3. Lack of/poor sidewalk conditions (115) (31.20%)
4. Recent crime reports (74) (20.10%)
5. Personal health (52) (14.10%)
6. Other reasons (poor lighting, unfamiliar with area) (48) (13%)
7. People I'm with aren't able to walk (46) (12.50%)

19 respondents (5.1%) reported
“none of the above” as barriers.

Top respondent comments on being a Heights pedestrian

- Drivers do not pay attention to pedestrians/traffic laws (31)
- Sidewalks need to be better maintained/less slippery (25)
- Pedestrian safety is an issue (19)
- Traffic laws not enforced strictly enough (11)
- Snow/ice removal is a factor (10)
- Time of day/season is a factor (8)
- Crime is increasingly an issue (6)
- Bad weather is a factor (4)
- Pollution is a factor (3)
- Our community should be more pedestrian-centered (3)
- Some traffic lights/signals not working or not visible enough (3)

Select respondent comments on walking/rolling in the Heights

"As someone who walks for transportation and pleasure, I have many of the necessities of life including grocery stores, pharmacies, bars, restaurants and some shops within a 1/4-mi to 1/2-mi walk of my home. The sidewalk condition in Cleveland Heights generally supports walking, and so has the investment in curb cuts at intersections. Still, there are a number of places where it is unpleasant because of cars and wide roads to comfortably walk. Also, surprisingly, the crosswalks in commercial districts are surprisingly dangerous (motorists are speeding and do not yield like they used to on Lee Road and Coventry in particular. Also, the 1/2-mile distance for amenities is beyond the 1/4-mi threshold that most Americans are willing to walk."

"While there are a number of interesting places to walk to, there aren't enough destinations within walking distance that provide necessities. This whole idea of a walkable city is really about destinations more than accessibility. Cleveland Heights needs its commercial zones to be full of stores and shops where people not just WANT to go but NEED to go."

"Even though you can walk places the experience isn't always pleasant. Residential sidewalks can be uneven and in bad shape, the various entertainment districts though not too far apart from each other are still a little treacherous to navigate as a pedestrian given so much traffic, very little tree cover/shade, and apparent misunderstanding or care for traffic and pedestrian crossing laws. It almost seems like there needs to be a CLE HTS educational campaign to increase knowledge of the laws regarding bike riding/commuting, driving, and pedestrian rules."

Select respondent comments on walking/rolling in the Heights

"I believe Cleveland Heights can do more to become a more walkable community. For instance, I live in the Noble neighborhood and both major thoroughfares in our community - Noble Rd and Monticello Blvd - treat pedestrians as afterthoughts. Cross walks barely provide enough time to cross these busy roads and crosswalks are spaced too far apart. Additionally, while I supported reducing the speed limit on Noble, it's not uncommon to see most motorist still traveling at about 40 MPH - including buses and CHPD cruisers. A better solution would be to reduce Noble from a 4-lane to a 2-lane road with a center turn lane and dedicated bike lanes along the curb on each side. This would naturally slow the flow of traffic while providing safe space for other modes of transportation. Additionally, slowing the flow of traffic will also benefit pedestrians by making crossings just a bit safer. With a focus currently on reimagining the Noble Corridor, an equal focus should be put on making the corridor more pedestrian friendly to encourage the foot traffic to support existing and new businesses."

"We tout Cleveland Heights as 'walkable,' and while it's true that it's possible to walk most places in Cleveland Heights, it's not true that it is safe, comfortable or enjoyable to walk many places. Cars dominate our streets. Streets designed to move a high volume of cars at high speeds, even through our major 'walkable' business districts (Cedar-Fairmount, Cedar-Lee, Coventry), make for a hostile environment for everyone outside of cars. Land use and zoning creates unnecessary distance between things making it less easy to get around by walking. Trying to walk / roll with children amplifies the level of difficulty and highlights the hostile pedestrian environment in many locations."

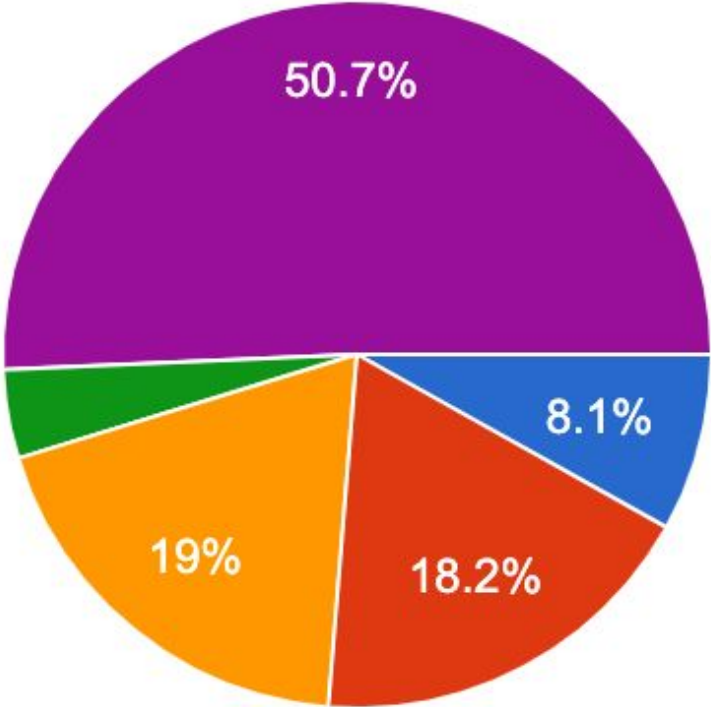
CYCLING IN

THE HEIGHTS

Best descriptors for how respondents bike in the Heights

For clarity purposes, biking can apply to electric or manual bicycles.

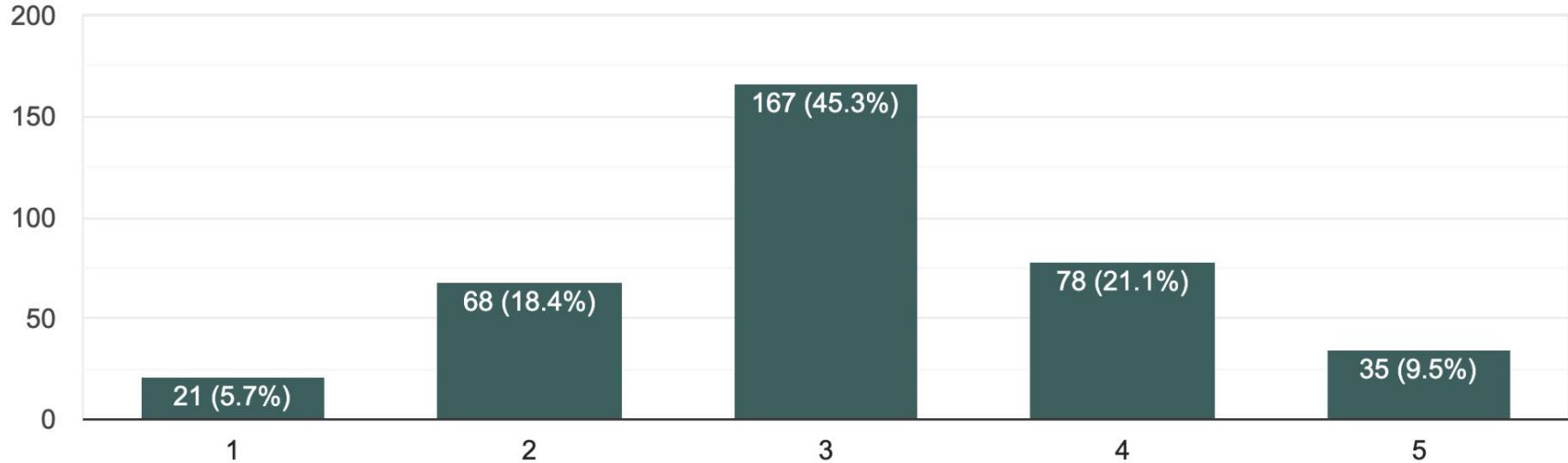
- I don't regularly bike (50.70%)
- Visit local destinations (19%)
- Exercise (18.20%)
- Primary Method (8.10%)
- To socialize (4.10%)



Respondent perception of Cyclist WalkScore accuracy

On Walk Score, Cleveland Heights has a bikeability score of 51 (out of 100). On a scale of 1-5 (1 being completely disagree to 5 being completely agr...), how accurate do you perceive this rating to be?

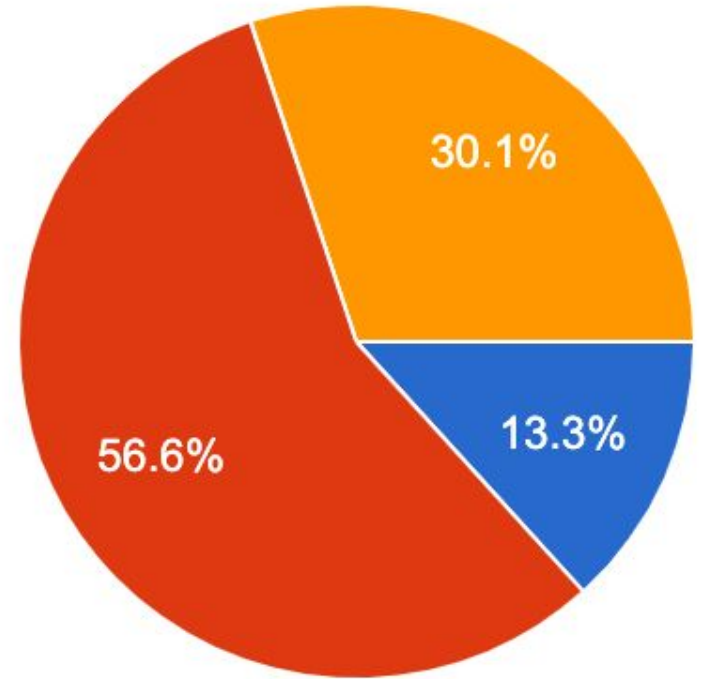
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Perception of Cyclist WalkScore accuracy

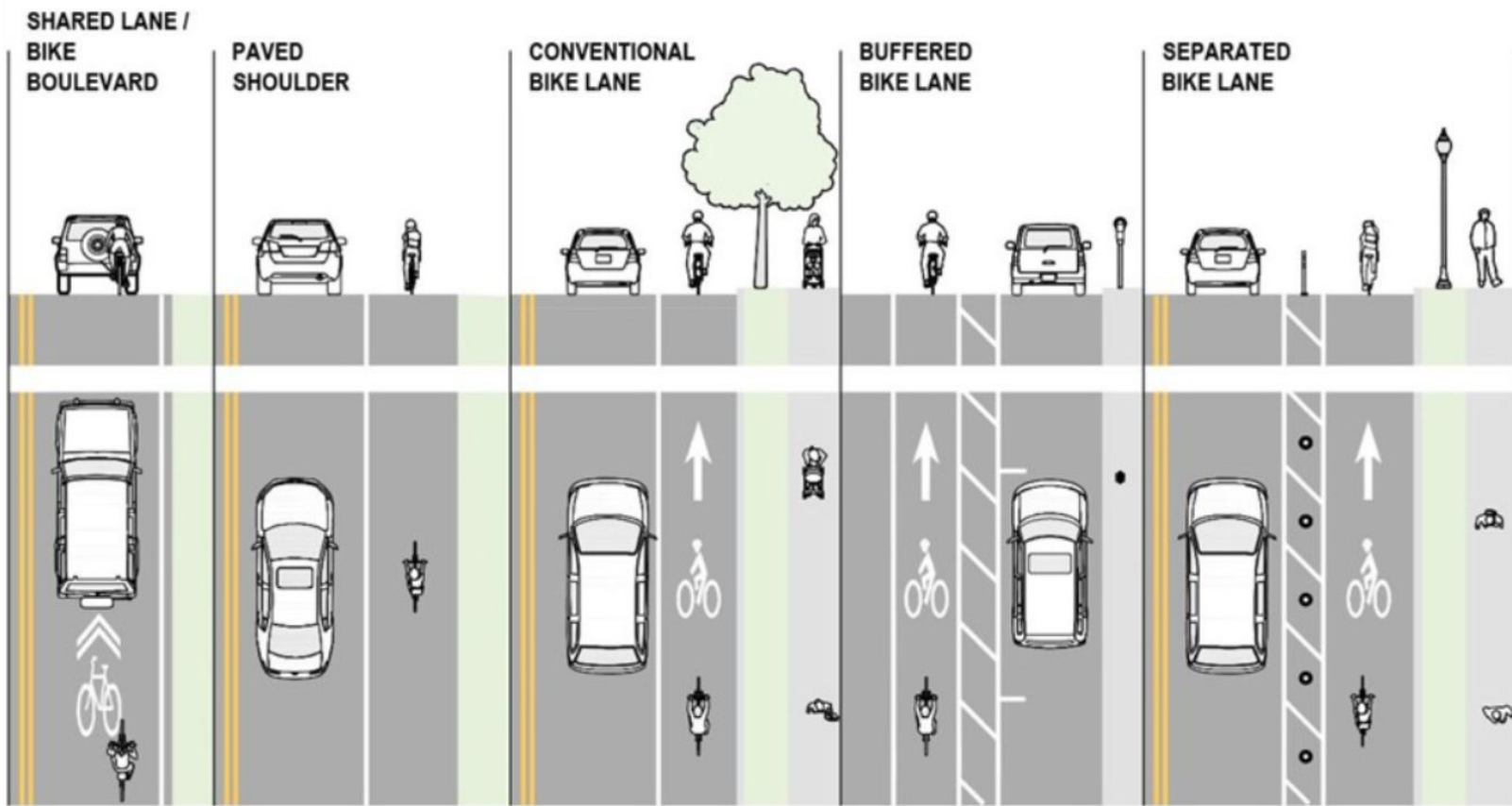
- 51 is about right (56.60%)
- Should be lower than 51 (30.10%)
- Should be higher than 51 (13.30%)



Top respondent comments on the Cleveland Heights Cyclist WalkScore

- Better biking infrastructure needed (40)
 - Drivers can be aggressive and disrespectful towards bikers (18)
 - I don't feel safe biking (17)
 - Biking on main/major roads is very dangerous (14)
 - More bike lanes/routes should run through the quieter streets instead of main roads/side streets are safer (13)
 - Attention needs to be paid to road conditions/sewer drainage for bikers to feel safe (12)
 - More info needed about Walkscore/WalkScore criteria (7)
- Better bike route planning needed (5)
 - Heights isn't bike-friendly (5)
 - I would rate CH higher than 51/CH is more bike-friendly than it's given credit for (5)
 - Drivers and cyclists need to be respectful of each other/know the laws/coexist (4)
 - Cyclists can be reckless/not follow traffic laws (4)
 - I'm not a cyclist so I don't know (4)

Respondents were asked to rate their sense of safety using the following types of cyclist infrastructure



Learn more about Ohio's Department of Transportation guidelines for biking infrastructure [here](#).

On average safety perception as Heights cyclists

Extremely safe

1. Designated bike path (271)
2. Separated bike lanes (218)
3. Buffered bike lane (64)

Neither safe nor unsafe

1. Presence of cyclist signage (140)
2. Lack of signage (97)
3. Conventional bike lane (77)

Extremely unsafe

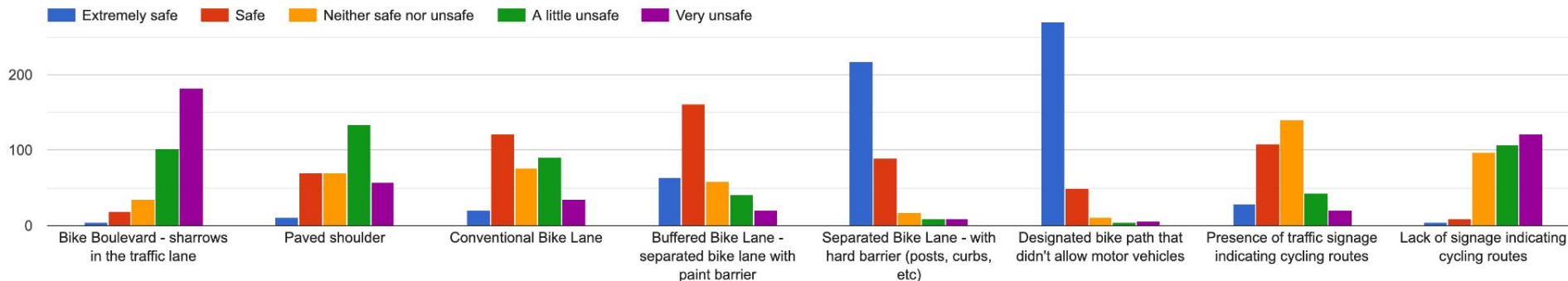
1. Lack of signage (121)
2. Bike boulevard (183)
3. Paved shoulder (57)

Safe

1. Buffered bike lane (161)
2. Conventional bike lane (121)
3. Presence of cyclist signage (109)

A little unsafe

1. Paved shoulder (134)
2. Lack of signage (107)
3. Bike boulevard (102)



Respondents are motivated to bike locally by:

1. Good exercise (193) (52.30%)
2. Desirable destinations nearby (187) (50.70%)
3. More environmentally friendly (166) (45%)
4. Safe place to store/lock bike (137) (37.10%)
5. Feeling safe/welcome (117) (31.70%)
6. Having cyclist-friendly infrastructure (111) (30.10%)
7. Saving on gas/vehicle maintenance (96) (26%)
8. Seeing others biking (73) (19.80%)

137 respondents (37.1%) reported not being motivated by any of the options because they do not bike.

Barriers to biking locally as much as respondents would like:

1. Unsafe due to speeding vehicles (226) (61.20%)
2. Unsafe for other reasons (lighting, familiarity with the area, etc.) (159) (43.10%)
3. Lack of place to store/park bike (116) (31.40%)
4. Destinations are too far away (94) (25.50%)
5. I don't own a bike (67) (18.20%)
6. Personal health reasons (60) (16.30%)
7. People I'm with won't bike (47) (12.70%)
8. Unsure of cyclist traffic laws (35) (9.50%)
9. Lack of bike-share options (16) (4.30%)
10. I don't know how to ride a bike (10) (2.70%)

Top Respondent Comments on being a Heights cyclist

- Drivers are reckless and aggressive with bikers (17)
- I don't feel safe biking (11)
- Biking infrastructure needs to be improved (10)
- Bike lanes with physical barriers desired (9)
- Motorist AND cyclists must learn to share the road and respect each other (6)
- More bike-only paths desired (6)
- Debris needs to be cleared from the road (5)
- Bikes get stolen a lot (4)
- I don't bike because of my age/physical limitations (3)
- Cyclists need to learn the traffic laws (3)
- Riding on residential streets is great (3)

Select respondent comments on cycling in the Heights

"Sharing a full lane with bikes is impractical and downright dangerous on main roads. Cyclists complain about drivers, but most of the reckless behavior that I witness comes from the cyclists themselves (not signaling turns, driving past cars stopped at lights, riding into intersections when light is red)."

"It seems that Cleveland Heights' big community is growing in strength and improvements in street markings for bicycles are occurring. Given that Cleveland Heights is an auto oriented city wrapped around a streetcar suburb, CH might be 60 [WalkScore] rating for bikeability. Making it attractive to follow routes through low motor traffic residential areas staying away from the bigger, hazardous streets, would help bring up the score. Getting a much higher score would probably take building bike lanes, bicycle parking lots, etc."

"Until motorists are taught how to share the roads and pay attention to pedestrians and cyclists none of this amounts to a hill of beans."

"I would never feel safe biking. No matter what you do, there are crazy and distracted drivers and the bicyclist will never win."

"I don't own a bike BUT I have never been super into getting one. I hate the feeling of riding too slow and making someone wait to pass me. I think more men ride bikes than women because this doesn't bother them as much AND they aren't as concerned about the repercussions of inconveniencing someone. I am concerned that if I inconvenience someone by riding too slow they will harm me purposefully."

Select respondent comments on cycling in the Heights

"Very tired of the 'cyclist community' and their anti-car agenda. I have lived in CH since 1972. I have rode my bike all over town. On main roads, side streets, through business districts, on park paths and dirt paths in the more rustic areas of our local parks. I have never felt unsafe. I have many times felt annoyed by cyclists in their special shoes, special neon spandex outfits with their padded pants riding \$5,000 bicycles down the middle of 2 lane roads at 12 mph with a line cars 15 deep behind them when there is plenty of room if they kept to the right. Shelbourne from Eaton to Warrensville I have experienced this many times. Somehow the road is large enough for cars to pass landscaper trucks and their trailers...but the "cyclists" can't stay to the right to let cars pass. They hog the lane by straddling the middle of the road on the technicality that cars and bikes 'share the road.'"

"I believe shared bike lanes are effective in cities where people are more used to bikes, but Cleveland does not have bike-conscience drivers because most people do not have experience biking through the city themselves. I also think bike/bus only lanes would be a good option here! Especially on roads like Cedar where 4 lanes are overkill 90% of the time."

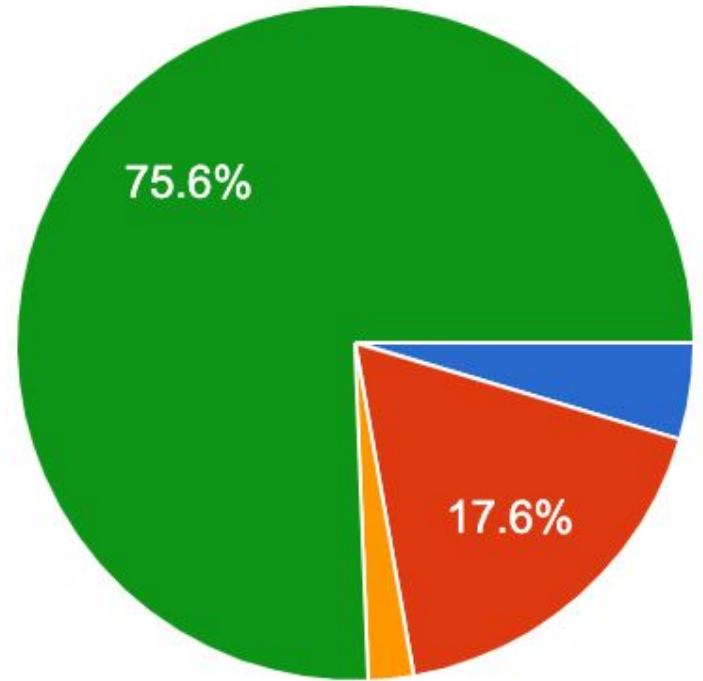
"It's a challenge for putting bicycles and cars in those roads together in the heights. They will just always be dangerous when together- it's like putting a lion and a cat in a cage."

PUBLIC TRANSIT

IN THE HEIGHTS

Best descriptors for how respondents utilize public transit in the Heights

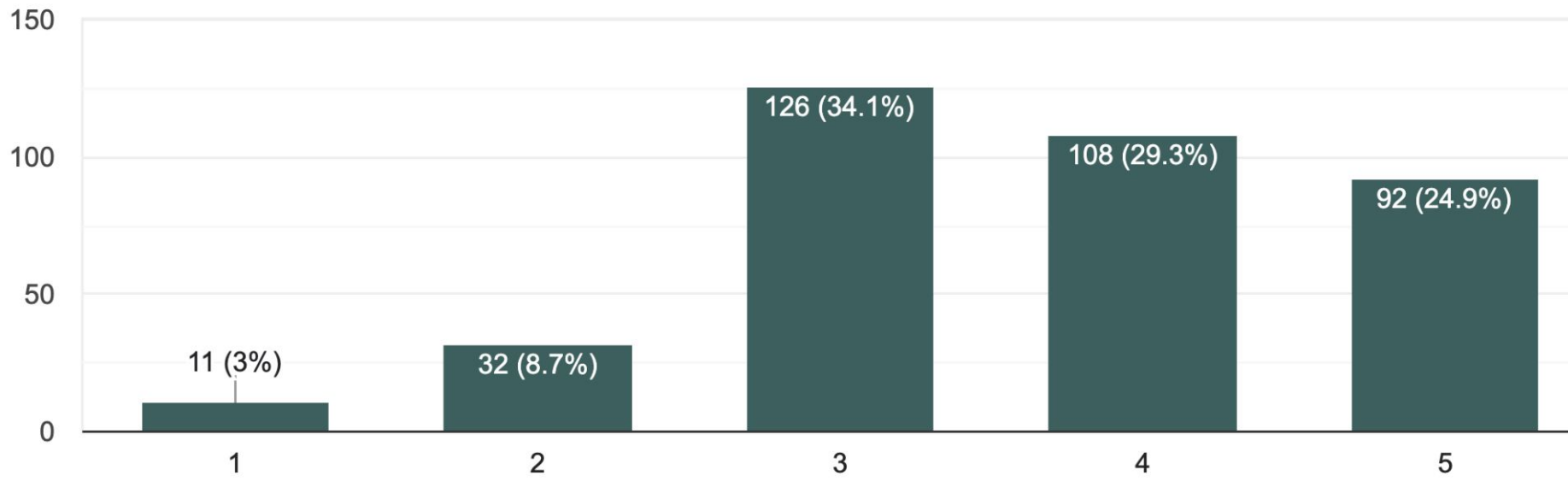
- I don't regularly take public transit (75.60%)
- Visit local destinations (17.60%)
- Primary Method (4.60%)
- To socialize (2.20%)



Respondent perception of Public Transit WalkScore accuracy

On Walk Score, Cleveland Heights has a public transportation score of 39 (out of 100). On a scale of 1-5 (1 being completely disagree to 5 being comp...), how accurate do you perceive this rating to be?

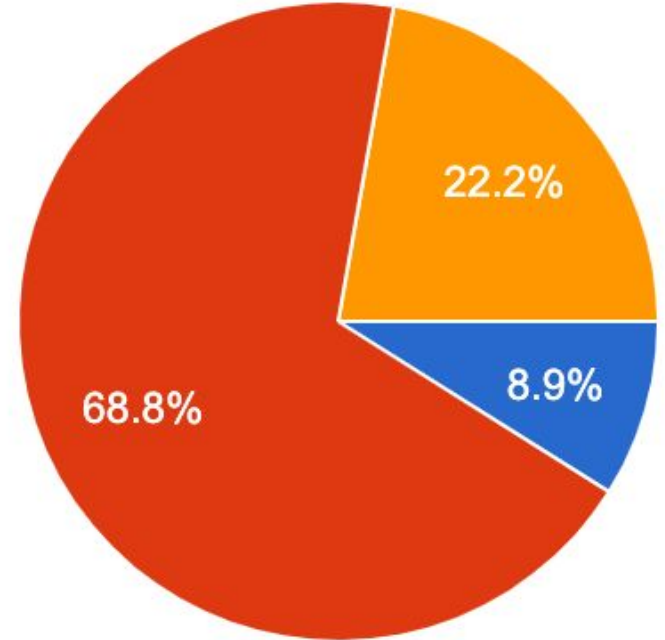
369 responses



https://www.walkscore.com/OH/Cleveland_Heights. Please note: University Heights does not have a city-wide Walk Score rating.

Perception of Public Transit WalkScore accuracy

- 39 is about right (68.80%)
- Should be lower than 39 (22.20%)
- Should be higher than 39 (8.90%)



Top respondent comments on Cleveland Heights' Public Transit WalkScore

- Public transit needs to come more frequently (14)
 - Buses don't go where I want to go/the routes aren't simple enough for me to want to use (13)
 - Public transit isn't convenient enough for me to access/use it (11)
 - There is no public transit near me (8)
 - I am unfamiliar with public transit options/I don't use public transit (7)
- Public transit has been reduced/routes changed making it harder to use (7)
 - Bus is unreliable (7)
 - Takes too long to get places via public transit (7)
 - I feel unsafe (health/masking) riding the bus (5)
 - Public transit gets me where I need to go (4)
 - Rapid train comes every 15 min which makes it more of a viable option than buses that come every 30 minutes (4)

Modes of public transit respondents reported having used in the past six months

1. RTA Rapid Train (147) (39.80%)
2. RTA Bus (88) (23.80%)
3. RTA Healthline (45) (12.20%)
4. CircleLink Bus (25) (6.80%)
5. Senior Center van service (3) (0.80%)

186 respondents (50.4%) reported they had not used public transit in the past six months.

Respondents reported having used in the past six months for the following purposes:

1. Attend special event (123) (33.30%)
2. To get to airport (99) (26.80%)
3. get to work/school (50) (13.60%)
4. meet friends/family (42) (11.40%)
5. run errands/get to an appointment (38) (10.30%)

183 respondents (49.6%) reported they I haven't used public transit in the past six months.

Respondents are motivated to take public transit locally by:

1. Not have to seek out/pay for parking (223) (60.40%)
2. Not having to deal with traffic (189) (51.20%)
3. Environmentally friendly (166) (45%)
4. I feel comfortable using public transit (151) (40.90%)
5. Gets me where I need to go (123) (33.30%)
6. Save gas money/vehicle maintenance (116) (31.40%)
7. Efficient and reliable (89) (24.10%)

91 respondents (24.7%) reported that “none of the above” motivated them to take public transit.

Barriers to taking public transit locally as much as respondents would like:

1. Doesn't come frequently enough (231) (62.60%)
2. Doesn't go where I need to go (229) (62.10%)
3. Unreliable (135) (36.60%)
4. No public transit close to me (93) (25.20%)
5. People I'm with won't use public transit (44) (11.90%)
6. Unfamiliar with how to use public transit (43) (11.70%)

59 respondents (16%) reported that “none of the above” created a barrier for them to use public transit.

Respondent experiences on types of public transit

Excellent

1. RTA Rapid Train (45)
2. RTA Healthline (15)
3. RTA Bus (12)

Fair

1. RTA Bus (34)
2. RTA Rapid Train (27)
3. RTA Healthline (8)

Extremely poor

There were no rating of extremely poor for any of the transit types listed.

Good

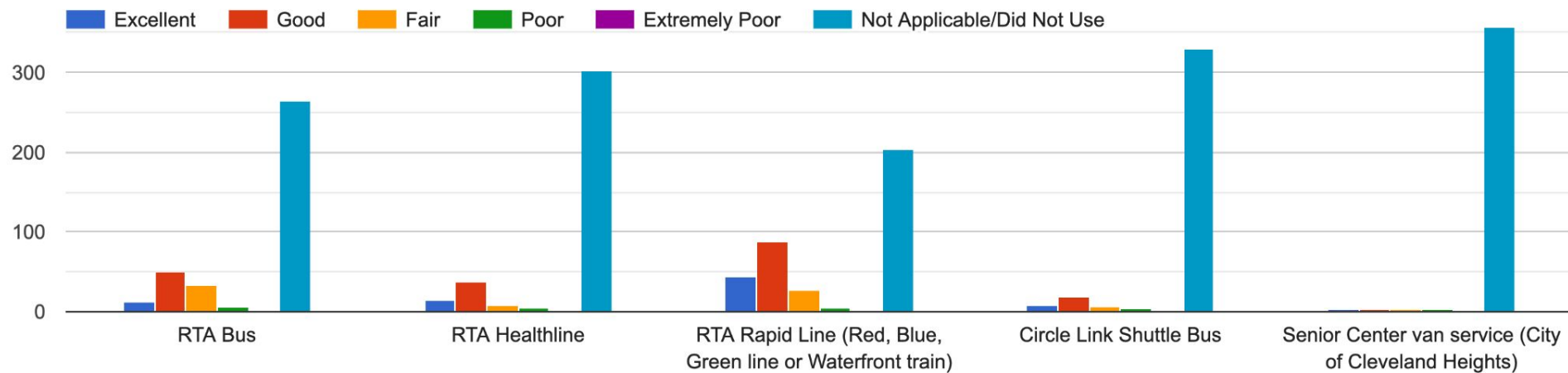
1. RTA Rapid Train (88)
2. RTA Bus (51)
3. RTA Healthline (37)

Poor

1. RTA Bus (6)
2. RTA Healthline (5)
3. RTA Rapid Train (5)

Not applicable/didn't use

1. Senior Center van service (357)
2. CircleLink Bus (330)
3. RTA Healthline (303)



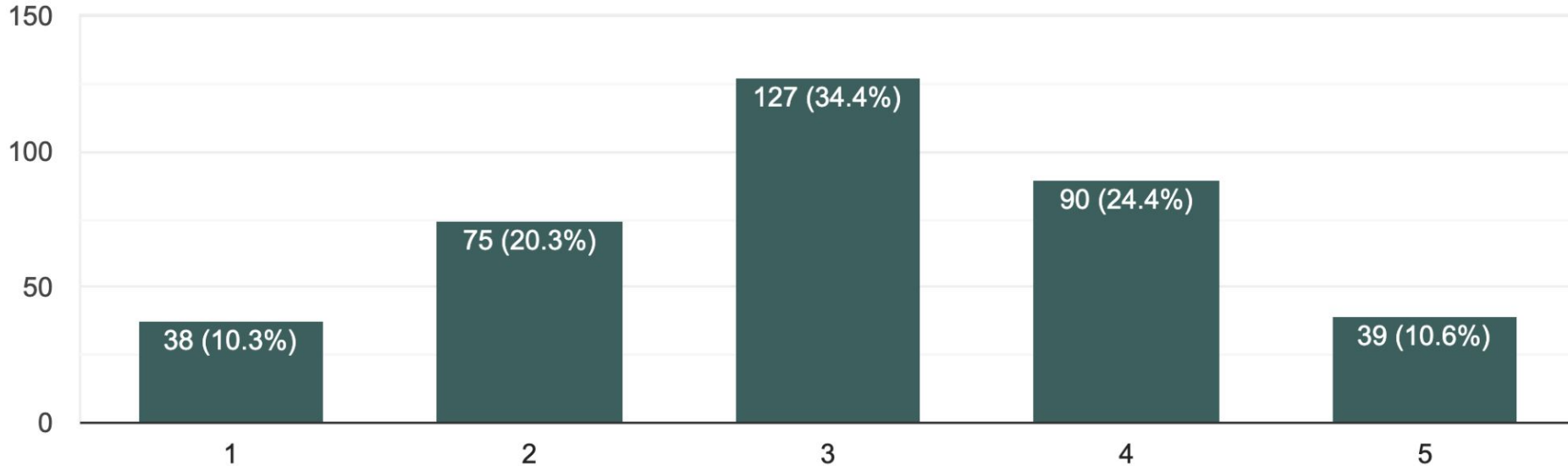
Top respondent comments on their public transit rating

- Public transit is too slow/takes too long to get where I'm going (9)
- Public transit not efficient (7)
- Concerned for safety (criminal activity/violence) (6)
- I find public transit efficient (5)
- Avoid public trans for health reasons (COVID-19) (4)
- Public transit is unreliable (4)
- I support public transit (3)
- I had a bad experience in public transit (3)

Respondent interest/desire to use frequent and convenient public transit

If there was a more frequent/convenient public transportation option in the Heights, how often would you use it (1 being "never" to 5 being "daily")

369 responses



Top respondent comments on taking public transit in the Heights

- Public transit should be more efficient/accessible (13)
- A local circulator bus/trolley is desired (8)
- Buses should come every 15 minutes instead of every 30 minutes (6)
- I use public transit when it's convenient to do so (4)
- The routes I used to take don't exist anymore/routes reduced (3)
- Better public transit options needed within the Heights (3)
- It's more efficient for me to drive myself (3)

Select respondent comments on using public transit in the Heights

“The addition of the CircleLink (BlueLink) was a major addition for public transit for those of us living in Coventry Village who worked and who visit University Circle. It is not well advertised, though. Not many people know or trust they can ride it without a student ID. The once-Community Circulator that RTA ran in Cleveland Heights was a good idea, but there are now private companies who are doing some of that on-demand and may be worth looking into. The re-routing of RTA and the loss of a direct, one-seat trip from Cleveland Heights to downtown Cleveland was a major loss, only somewhat made up for by the very slow trip through the city's East Side on the #9 and #11 bus and the two-seat trip on bus+ train. The smell of the Cedar-University Rapid Station and the lack of staff there is a major deterrent to gaining new riders, as much as the lack of a park and ride. I take the bus during the winter, and it's reliable (now more so because of the real-time Transit and EZ Fare apps) but expensive for my 1.76-mile trip within Cleveland Heights.”

“Our city has an odd shape and doesn't have a defined city center or transportation hub. RTA rail transit could be better utilized but all the stations are on the fringes of Cleve Hts.”

“Public transit in CH is exclusively used by students and the poor. If that isn't a striking condemnation of the service, I don't know what is. Unreliable 30 minute busses are unacceptable in civilized society. I use the Red Line regularly because it is a 15 minute service taking me to both downtown and the airport, though even that is less frequent now due to the degradation of that system.”

“The service that RTA offers is great, but the routes are few and far between.”

Select respondent comments on using public transit in the Heights

“The last time I tried to use the Senior Center van service it was to go pick up my car from my Cleveland Heights located auto mechanic. I was told that did not qualify as a valid reason. I live in the Noble/Caledonia area and would have take a bus there but found out that the Taylor Road RTA service south of Monticello had been discontinued years ago so neither was an option. I find that the Senior Center service is not sufficiently adequate for my needs or those of my neighborhood.”

“RTA seems to be in a catch-22. Many people don't take it because there aren't enough routes or it doesn't go frequently enough. They reduce routes and frequency do to lack of use. I don't know how to fix that.”

“Don't underestimate the importance of comfort - clean, nice public transportation options are much more likely to be used, even if they're a bit more expensive.”

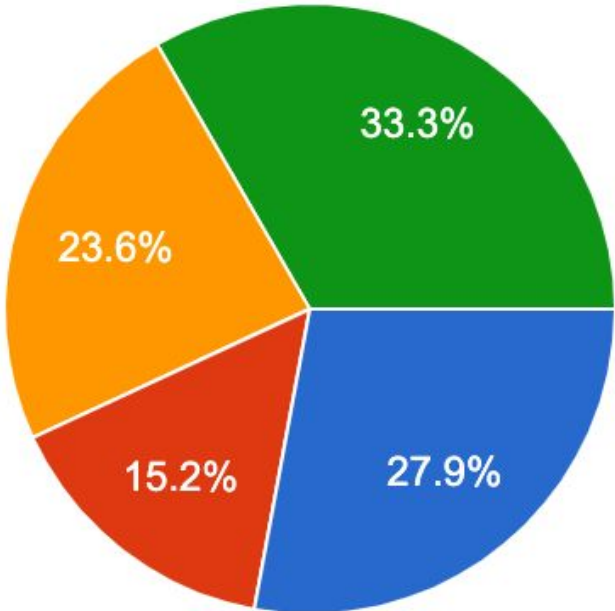
“Landing hard on the RTA to provide 15 minute all day service on Cedar must be a priority for the city. Threats, bribes, I don't care what it takes. The poor bus service between our largest residential and business districts and University Circle/Downtown will forever doom us to car dependency unless it is improved drastically.”

“When the boomers were young, busses were helpful because there were lots of busses and trains that took you to places you really needed to get to. Now, busses and trains are the transportation of last resort for most people unless you are lucky enough to be n a main route that is near your house and has a stop near your job AND your job charges for parking. Otherwise, it's cheaper to use the car you already own because you need a car to live in our community if you want to shop or go anywhere other than your one RTA trip to work.”

ACTION

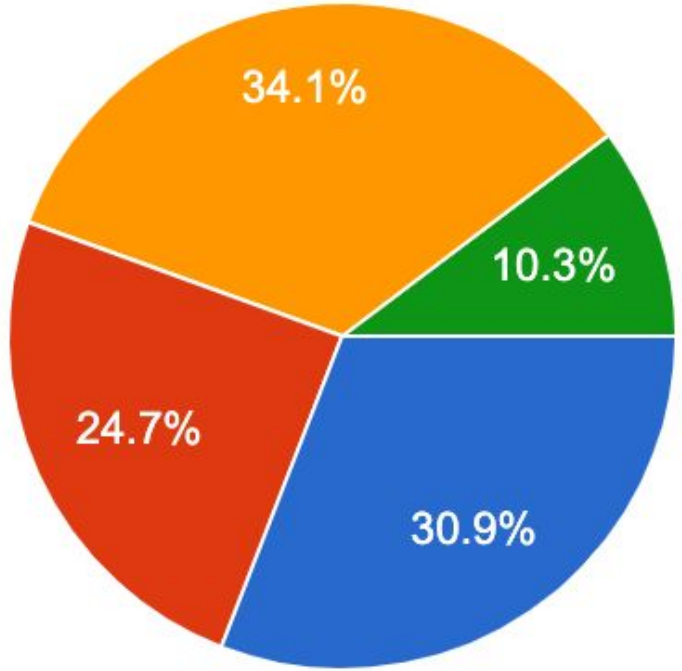
Willingness to participate in the national “Walk to Work Day” on April 5, 2024

- I live too far away from work to participate (33.30%)
- Yes (27.90%)
- No (23.60%)
- Maybe (15.20%)



Willingness to participate in the national “Bike to Work Month” in May 2024

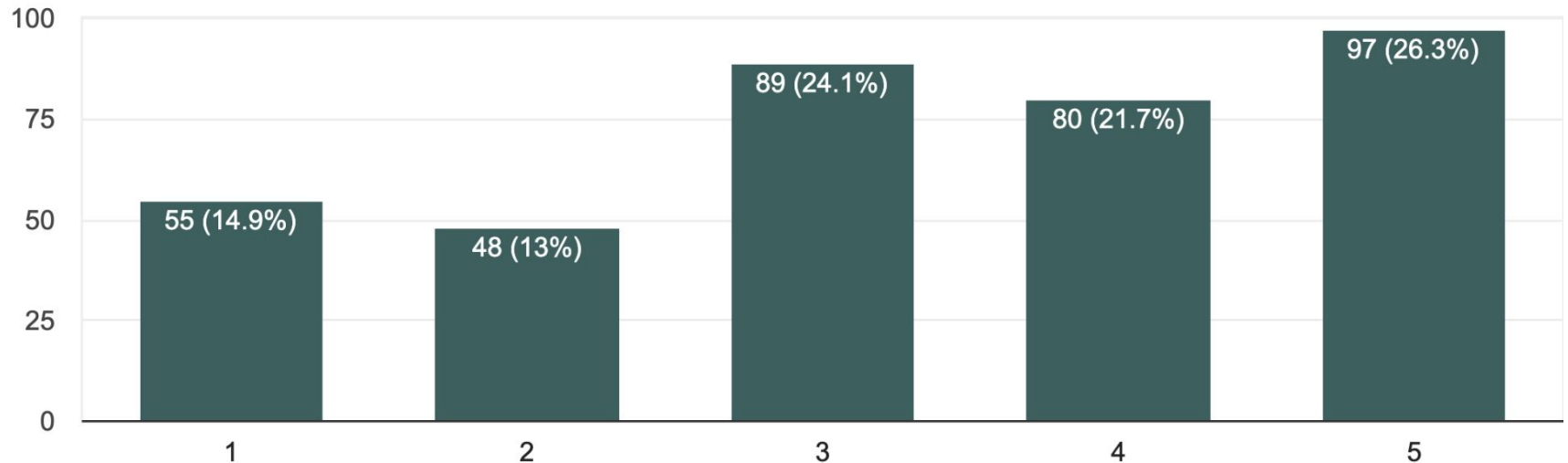
- No (34.10%)
- Yes (30.90%)
- Maybe (24.70%)
- I would but I don't own a bike (10.30%)



Willingness to participate in a local “Walk More, Drive Less” community challenge

On a scale of 1-5 (1 being "not at all" and 5 being "extremely"), how interested would you be in taking a "Walk More, Drive Less Challenge" where Heights residents use public transit instead of drive to local destinations?

369 responses



Respondent interest in active transport advocacy

Very interested

1. Ensure safe walk/bike routes for kids going to school (191)
2. Improved pedestrian/biking infrastructure (177)
3. More traffic calming measures (138)

Interested

1. More traffic calming measures (128)
2. More public transit options (107)
3. Ensure safe walk/bike routes for kids going to school (84)

Neutral

1. More bike-sharing options (118)
2. More car-sharing options to reduce need to own a car (113)
3. More public transit options (75)

A little interested

1. More car-sharing options to reduce need to own a car (43)
2. More bike-sharing options (42)
3. More traffic calming measures (25)

Not interested

1. More car-sharing options to reduce need to own a car (76)
2. More bike-sharing options (65)
3. More public transit options (30)

Not applicable

1. More bike-sharing options (27)
2. More car-sharing options to reduce need to own a car (22)
3. Ensure safe walk/bike routes for kids going to school (19)

Respondent interest in participating in community activities

Very interested

- 1. Walking tour of Heights history (88)
- 2. Small business "crawl" (66)
- 3. Neighborhood snow removal (60)

Interested

- 1. Walking tour of Heights history (141)
- 2. Small business "crawl" (133)
- 3. Organized nature walks (117)

Neutral

- 1. Neighborhood walking club (79)
- 2. Organized nature walks (78)
- 3. Walking tour of the neighborhood (74)

A little interested

- 1. Neighborhood plawking club (71)
- 2. Neighborhood biking club (57)
- 3. Walking tour of the neighborhood (57)

Not interested

- 1. Neighborhood running club (178)
- 2. Playing a game like Pokémon Go (178)
- 3. Neighborhood dog walking club (110)
- 4. Neighborhood biking club (110)

Not applicable

- 1. Neighborhood dog walking club (133)
- 2. Attending cycling safety workshop (76)
- 3. Attend bike maintenance workshop (76)

Select respondent comments on community actions for this topic

“I'm all for improvement. But realistically, I'm not going to make it my cause. I do what I can to drive less, and it's probably more than a lot of people.”

“A passport-type system where credit is earned for walking, biking, and participation in other less car-centric activities—and then credit could be applied, for example, at local Cleveland Heights businesses.”

“The zoning code should be updated so that new construction does not prioritize parking; the city should prioritize new, mixed-income zoning, and the construction shouldn't be struck down if everyone doesn't get a parking spot. Instead of requiring a parking spot, new construction could offer incentives for public transit, like free bus passes, bus shelters, indoor bike parking, bike maintenance centers, etc.”

“Less ‘car-centric’ only happens when people don't need cars to get to work, buy groceries and take care of other basic needs easily without a car. We can't do that in any of our neighborhoods. With the geography CH covers, I would estimate we would need a population of at least 70,000 AND the basic stores (grocery, pharmacy, hardware store, pet store, banks, coffee shops, bakery, take out pizza and Chinese) in EVERY business district in order to make living without a car work.”

“We need to take back public space dedicated to the movement and storage of private automobiles and use some of that resource to improve bike and walkability. Increase density in residential and business districts allowing for more vibrancy and sustainability in the heights.”

“Tax credit for living car-less??? A walker can dream, right?”

TAKEAWAYS

Topline Takeaways:

- Respondents reported daily driving more than any of the other options, but also ranked walking/rolling as their both their top first and top second choice “perfect world” option. The gap is narrow between driving and walking/rolling daily (2.5% more drive than walk/roll) but far more in favor of walking/rolling when respondents reported on their “perfect world” scenarios (49.4% in favor walk/roll as primary mode of transport vs. second choice driving).
- The COVID-19 pandemic did not drastically change how Heights residents traveling around town.
- 36.4% of respondents reported they would not elect to live car-free while 63.6% either would consider living car-free or already do, which supports the respondents’ desire to walk/roll more often than not.
- Safety factors are the biggest issue related to respondents’ willingness to ride a bicycle in the Heights. Top amongst those safety factors are aggressive drivers as well as lack of knowledge both by cyclists and drivers on cycling traffic laws.
- By and large, respondents who currently use available public transit rated the service “good” or “excellent.”
- Public transit isn’t widely used, though. Respondents reported that buses, especially, don’t come frequently enough to make them a daily option. Additionally, public transit isn’t easily accessible for many Heights residents as most main routes run along the fringe of the community. Increasing frequency, expanding routes, and installing more sheltered bus stops would make public transit feel like a more viable option.
- 69.4% reported at a rate a 3 or higher (with 5 being the highest) that they’d regularly use a local Heights public transit option, like a trolley or shuttle bus.
- Respondents are very interested in taking advocacy action to improve pedestrian and cyclist safety.

What is noteworthy:

- 369 responses is the most ever recorded for a Crowdsourced Conversation survey since the program launched in 2022.

FACTS ABOUT

Who what when where why how

OUR STATS

About this survey:

This survey was created and distributed as part of the [Crowdsourced Conversations 2024 Forum Series](#), being conducted in partnership with FutureHeights, Home Repair Resource Center, Heights Libraries, Cleveland Heights Green Team, Heights Bicycle Coalition, representatives of Cleveland Heights City Council, and many dedicated Heights residents and change-agents.

Survey data was collected from March 1 through March 31, 2024. Respondents completed an online-only Google Form that was distributed via email, on social media, through the media, via fliers, and through word of mouth. Options for survey completion assistance were offered.

This survey data analysis was completed by FutureHeights and shared with forum series partners, including elected officials, and is available for the community to review.

Any questions, please contact Sarah - swolf@futureheights.org.