



SHAKER HEIGHTS

Shaker Heights, Ohio | October 2024

# The Listening Project

# Table of Contents

<b>Executive Summary</b>	<b>4</b>
Methodology	5
The Results: Context	7
<b>Project Context</b>	<b>9</b>
About Shaker Heights, Ohio	9
Listening Project Participants	10
Project Process	11
<b>The Listening Project: Findings</b>	<b>12</b>
Key Takeaways	14
Findings By Neighborhood	16
Boulevard	16
Fernway	19
Lomond	24
Ludlow	27
Malvern	31
Mercer	36
Moreland	40
Onaway	44
Sussex	48
Findings by Race	51
Police Encounters	53
<b>A Shared Future</b>	<b>54</b>
The City's Next Steps	54
<b>Appendix</b>	<b>56</b>
Project Team	56
Process Management Team	56
Community Advisory Group (CAG)	57
Project Kickoff Meeting Outcomes	58
Focus Group Protocol	59
Survey Questions	60
Town Hall Engagement	67

Mid Project Update	67
Listening Project Collateral	67
Police Reporting	69
All Data Charts & Graphs	70

# Executive Summary

The launch of the Listening Project was a result of a 2023 proposed charter amendment by the Shaker Citizens for Fair Ticketing, “a grassroots group with concerns about how public safety operates in the city.” The group raised concerns claiming there were racial disparities in traffic stops in Shaker Heights, among other things.

The City and the SHPD dispute those claims. However, through a series of subsequent discussions between the group and city officials an agreement was reached resulting in a newly created Framework for “Maintaining a Safe and Just Shaker” which sought to review police and public safety practices and was adopted by City Council in August of 2023.

A series of subsequent discussions between the group and city officials resulted in a newly created Framework for “Maintaining a Safe and Just Shaker” as an outcome of the citizens’ campaign.

This Framework called for

- a. A “community-wide Listening Project,” designed and facilitated by an independent third-party facilitator or consultant, to have a public discussion on policing policies and practices in Shaker Heights
- b. A commitment by the City to continue working toward an expansion of its Mental Health Response Program, including the training of dispatchers on handling potential crisis calls
- c. Creation of a Community Advisory Group to advise the Mayor (also the City’s Safety Director), police chief, chief administrative officer and City Council
- d. The posting online of public records of the Shaker Heights Police Department (SHPD) to make access easier for the public, including data by demographic and other metrics, going back at least four years

Today, all four of these action items<sup>1</sup> have been undertaken. This report outlines the findings from the Listening Project.

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<sup>1</sup> For more information on the other three elements of the agreement, please see the following links: [Shaker Heights’ Mental Health Response Program](#); [The Mayor’s Community Advisory Group](#); [Shaker Heights Police Department data](#)

We know that implicit bias as well as racial profiling are problems in communities across our nation. These intractable problems require attention and collaborative approaches to resolution.

The City of Shaker Heights is fully committed to addressing bias in all of its forms and to ensuring fairness and impartiality in policing. The City's work in this area is deep and multi-faceted and includes maintaining adherence to the highest professional standards of public safety including maintaining Commission on Accreditation for Law Enforcement Agencies (CALEA) certification and beyond.

The Listening Project is part of the City's work to achieve this goal, and in so doing, become the most inclusive and safest city in the country.

## Methodology

The consulting team, and City staff partnered to identify the best methods to engage the maximum number of Shaker residents to provide their input on feelings of safety and police presence in their community. In this process we engaged over 1,000 individuals through

- a. Focus groups
- b. Town Hall meetings
- c. Interviews
- d. Small group conversations
- e. Public presentations & conversations
- f. Public perception survey
- g. Engagement at City sponsored events including the Metro Teen Summit, Multiple Moreland Neighbor Nights, Chagrin Lee Block Party, Thornton Park Youth Connect, Shaker Safety Day, Shaker Middle School Back to School Bash

 <p><b>Established a Process Management Team</b></p> <p>A group of multi disciplinary leaders to guide the work - including SHPD Chief and other city officials</p>	 <p><b>Development and launch of the Community Advisory Group</b></p> <p>A resident group to advise the Mayor, the Police Chief, the Chief Administrative Officer, and City Council following recommendations from the Listening Project</p>	 <p><b>Shaker Heights Police Department</b></p> <p>Meetings with Department officers to hear their concerns and ideas</p>
 <p><b>Focus Groups for Residents</b></p> <ul style="list-style-type: none"> <li>• School Safety Personnel</li> <li>• Three Groups for Shaker Youth</li> <li>• Senior Residents</li> <li>• Community Members from Moreland and Lomond neighborhoods</li> </ul>	 <p><b>Community Meetings &amp; Conversations</b></p> <ul style="list-style-type: none"> <li>• Teen Summit ~70 Youth</li> <li>• Two Town Halls ~100 Shaker Residents</li> <li>• Council’s DEI Committee Meeting</li> <li>• Community Leaders Dialogue</li> <li>• Community Events</li> </ul>	 <p><b>Public Perception Survey</b></p> <p>With over 960 resident responses</p>

The consulting team also reviewed engagement data and community input available from other City departments and adjacent efforts, for background and context.

- [Shaker Heights Department of Recreation Survey](#)
- August 2021 | [Shaker Heights \(OH\) Police Department Law Enforcement Accreditation](#)
- 2022 | [Response to Threats Annual Analysis](#)
- 2023 | [Shaker Heights, Ohio Community Attitudes Survey](#)
- Current and historical media and news coverage of Shaker Heights, Ohio via shakerheightsoh.gov and cleveland.com

**A note on data and its validity.**

The data collected through community engagement efforts was intended to function as a guide to community sentiment, rather than as a scientific study that satisfies rigorous statistical standards.

Standard measures of reliability for survey data typically appeal to several factors, including population size, sample size, confidence interval, and margin of error. Industry standards use a confidence level of between 95% and 99% and a margin of error between 4% and 8%. Filling in Shaker’s population of ~29,439, and our sample size of 1000+ residents engaged via survey and community engagements provides a good level of precision yielding a 95% confidence level with a ±3% margin of error .

While we did not conduct the analysis which would yield a statistically valid set of results, we have developed a reliable and representative data set which can be used to better understand Shaker Heights, its residents, and their experiences.

## The Results: Context

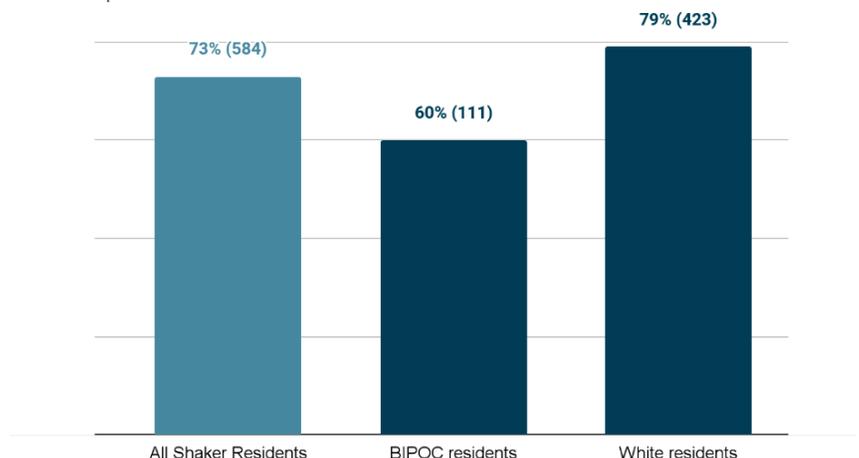
Over the past few years, there has been a significant erosion of public trust in police across the US. The causes are multiple and complex, and the “trust gap” is wider among some groups than others. According to Gallup<sup>2</sup>, a national leader in public opinion polls conducted worldwide, confidence in the police has fluctuated but generally trended downward in recent years:

- In 2019, 53% of Americans expressed confidence in the police
- This dropped to a record low of 43% in 2023

The erosion of trust has been particularly pronounced among people of color, with a 2022 Gallup poll finding that only 30% of non-white Americans surveyed had “a great deal” or “quite a lot of confidence” in the police, compared to 53% of white Americans.

Understanding that the public’s impressions of police and their trustworthiness is deeply influenced by national news, and shaped by popular culture and social media, we contextualize the findings in this report accordingly. Specifically, we find that the gap between Black and white residents’ perception of police as treating people respectfully is **smaller** (19%) than we would have expected given the national data and context.

This chart illustrates respondents **by race** who responded “Yes” when asked, “Does the Shaker Heights Police Department (SHPD) treat people in your neighborhood with respect?”



<sup>2</sup> Washburn, Emily. [America Less Confident in Police Than Ever Before](#). March 2023.

It is also important to note that many of the multiple and diverse challenges that communities face result in a general sense that safety is at risk. From the divisive rhetoric of political campaigns, to the chronic and growing shortage of affordable housing, and the recent relaxation of gun control in Ohio, the police and community together have to build safety in turbulent times. Police are left to build trust where national events have eroded it and inspire confidence in the face of many cultural messages saying the opposite in both mainstream and social media.

SHPD is doing that. They are working hard with their community partners to understand the root causes of resident concerns and collaboratively address them. The findings in this report offer more detail and a deeper look at how that's working and where greater investments will pay even richer dividends for all.

*One note for readers: the findings in this report show what the typical resident of Shaker Heights thinks on issues of common good and civic life. Your own review of these results and what within here seems obvious, counter-intuitive or just plain unbelievable is indicative of your own perspective and how closely it mirrors the average person's experiences here.*

## The Results: Shaker Heights Today

Shaker Heights is a safe community. Residents agree. Most also believe that Shaker Heights has an excellent, responsive, and respectful police department. In fact, the 2023 Community Attitude Survey shows that safety is among the top reasons for new residents to cite when asked why they moved here.

Many, however, have concerns about the various ways the Shaker Heights Police Department (SHPD), neighboring departments, and private security officers interact with residents; particularly, youth and people of color.

How can these two things be true at the same time? Many residents have experiences with multiple police and security officials. Interactions skew both positive and negative. Additionally, people worry about the experiences of others while maintaining their own experience as resoundingly positive. This report seeks to untangle these perceptions to locate areas for concern and growth while avoiding painting officers or the SHPD with too broad a brush.

Where are the areas for growth according to residents? In building strong, respectful relationships, particularly with youth of color. This concern might be summed up with an observation from Shaker Heights' Chief Diversity, Equity, and Inclusion Officer, Colleen Jackson, "some communities and residents 'are policed' while others rely on police to protect them."

While this is a blunt and broad statement, we believe that it is a true reflection of the views expressed by residents throughout the city. While there is no consensus on this, it does create an opportunity to strengthen community - police relationships by attending to this perception.

It's important to note that the SHPD is appreciative of and open to this discussion. They want to both hear from residents and make changes to ensure Shaker Heights is the safest and most welcoming, inclusive city in the country.

## Project Context

### About Shaker Heights, Ohio

Shaker Heights is a Cleveland suburb, abutting the City's eastern city limit. It is an exceptionally pretty place with six square miles of magnificent tree-lined streets, 200 miles of sidewalks, historical architecture, lakes, parklands, and playgrounds. Nearly 30,000 people call Shaker Heights home. The public and private schools in the City are nationally recognized and are sources of tremendous community pride. Many families move to Shaker Heights for the sense of safety and access to these great schools.

Its diverse population is made up of a mix of newcomers from across the globe and long-time Shaker residents. Shaker is full of active, engaged residents with a strong sense of community making the city a special place.

Shaker Heights, Ohio is 65% safer than other US cities with a crime rating of 65 (in which 100 is the safest). Its residents' likelihood of being victimized by crime is very low compared to the rest of the state (1 in 1690 compared to a 1 in 341 across Ohio).

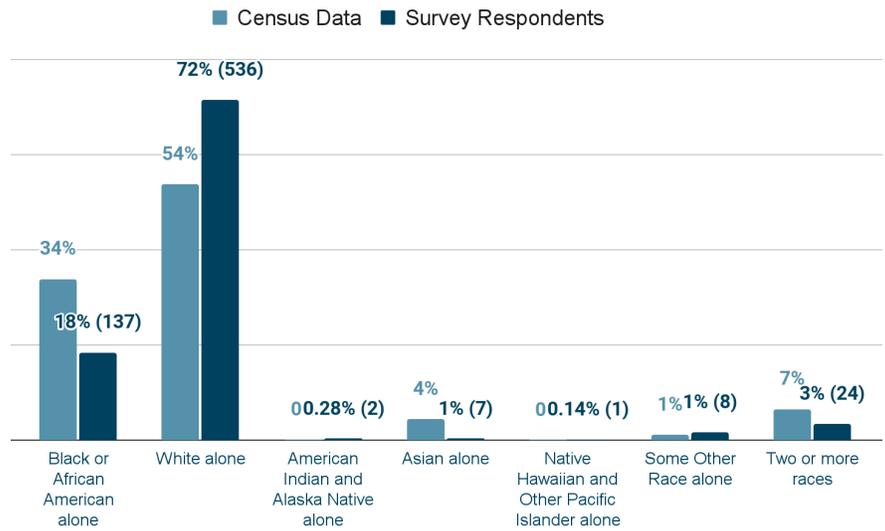
Shaker Heights is also nationally recognized for its new and leading edge Mental Health Response program which was recently granted a competitive federal grant and is already a target for replication around the region. This and other programs ensure that the city's residents get fast, reliable, and appropriately trained responses to calls for service.

# Listening Project Participants

To assess the Listening Project’s reach, we’ve compared Shaker Heights census data to survey respondent demographic data<sup>3</sup>.

## By race

The survey had a higher number of white respondents and a lower number of Black or African American respondents than Shaker’s US Census Data from 2020. Asian respondents were also not represented in this survey data.



## By age

The average age of Shaker residents is 41 years old. The average age of survey respondents was above 50 years old. *Important to note:* Youth were engaged in four different ways - the Teen Summit, three separate focus groups, and on-the-ground engagements with the project team.

*Important to note that the data compared in charts does not include those who participated in other engagements as those residents were not asked to provide their racial identification. Some of those engagements were specifically designed to increase participation by Black residents. Outreach was conducted accordingly. We spoke with about 45 residents in focus groups who were predominantly people of color in neighborhood settings. Focus group attendees ranged in age from 14 to over 80. Between the Teen Summit, Town Halls and other convenings, the consulting team spoke directly with 230+ residents of all ages, races, and from all neighborhoods*

## By ability

11% of Shaker residents identify as having a disability in the US Census. 12% of survey respondents identified as having a disability or long term health conditions.

<sup>3</sup> The data collected through community engagement efforts was intended to function as a guide to community sentiment, rather than as a scientific study that satisfies rigorous statistical standards. Standard measures of reliability for survey data typically appeal to several factors, including population size, sample size, confidence interval, and margin of error. Industry standards use a confidence level of between 95% and 99% and a margin of error between 4% and 8%. Filling in Shaker’s population of ~29,439, and our sample size of 1000+ residents engaged via survey and community engagements provides a good level of precision yielding a 95% confidence level with a ±3% margin of error. While we did not conduct the analysis which would yield a statistically valid set of results, we have developed a reliable and representative data set which can be used to better understand Shaker Heights, its residents, and their experiences.

### By income level

The median annual household income is above \$96,000, higher than the state median of just above \$67,000. 57% of survey respondents had an annual household income of about \$100,000.

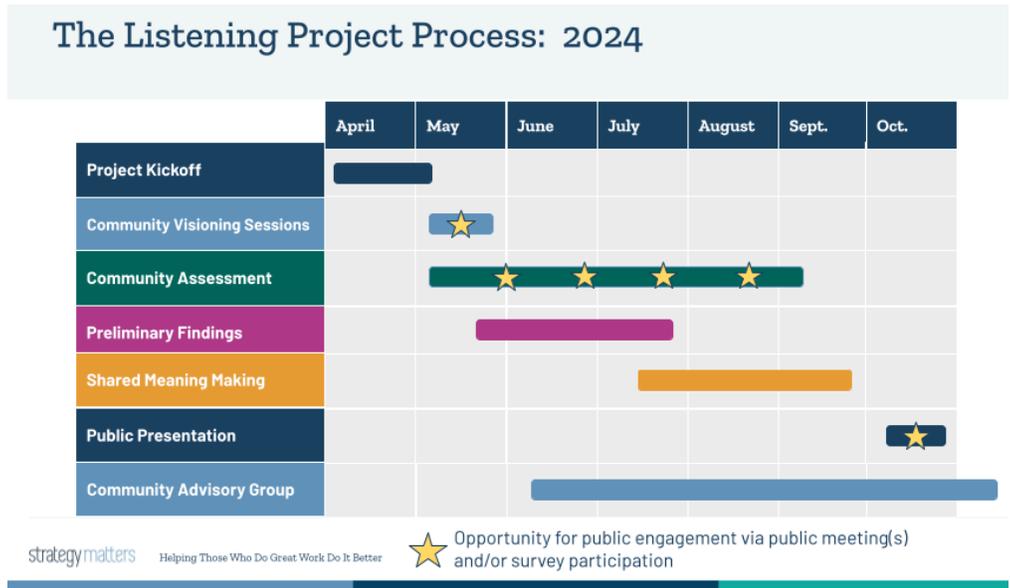
It is not uncommon in outreach efforts to struggle to get representation from all of the many demographic groups in a particular area. Typically, outreach efforts like the Listening Project reach those residents who are more affluent, white, and those most civically involved.

This Listening Project was no exception.

To offset this risk, the City and consultant staff conducted multiple tailored outreach sessions for youth, residents of Moreland and Lomond neighborhoods, and seniors. These efforts are important and paid off in bringing participation in the project closer to being fully reflective of the City’s population. Additionally, there are some important variations in experience, which are explored and explained in this report.

### Project Process

The consulting team launched the Listening Project’s first meeting in April 2024. In May 2024, the consulting team engaged residents in various focus groups and a Town Hall meeting. This was followed by a second round of engagement with residents at community events in July 2024. From May - October 2024, residents were invited to share their perspectives via a digital survey (view questions in appendices). In addition, City staff engaged residents in opportunistic ways throughout the project in various community meetings and events. Together, City staff, the PMT, the SHPD and members of the Community Advisory Group, were provided with updates, preliminary findings, and opportunity to provide feedback and ask questions.



The consulting team presented findings to Shaker Heights Council on October 15, 2024.

# The Listening Project: Findings

We asked Shaker residents to answer the following questions in the survey

- a. Based on your personal experience, please rate how safe you feel in Shaker Heights in the following situations.
- b. Based on your personal experience in the last 12 months, do you think safety in your neighborhood during the day has improved?
- c. Based on your personal experience in the last 12 months, do you think safety in your neighborhood at night has improved?
- d. Based on your personal experience in the last 12 months, do you think safety in your neighborhood overall has improved?
- e. Which of the following are your top five concerns regarding public safety in your neighborhood?
- f. How often do you see Shaker Heights police officers in your neighborhood?
- g. Does the Shaker Heights Police Department (SHPD) treat people in your neighborhood with respect?
- h. Do the Shaker Heights Police Department officers in your neighborhood make you feel safe?

**Overall, residents feel safe here<sup>4</sup>.** Traffic safety, including pedestrian and bike safety, often top residents' concerns. A significant number of residents also cite theft and guns as concerns. Feelings of safety vary by age, neighborhood, and race, with youth and people of color less likely to feel safe than their older, white neighbors. Residents of Moreland feel the least safe among neighborhood comparisons.

## A Note on Ohio's Changing Gun Laws

This issue may rise in the ranking of public concern in the coming year. Ohio is a shall-issue state with concealed handgun licenses issued at the county level by a county sheriff. There is no permit, background check, or firearms registration required when buying a handgun from a private individual.

This is part of the shifting landscape of community perception of safety. The evidence<sup>5</sup> is mixed

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<sup>4</sup> Detailed answers to these questions and the perceived differences are explored in appendices

<sup>5</sup> Pew Research Center, Survey of US Adults, June 2023.

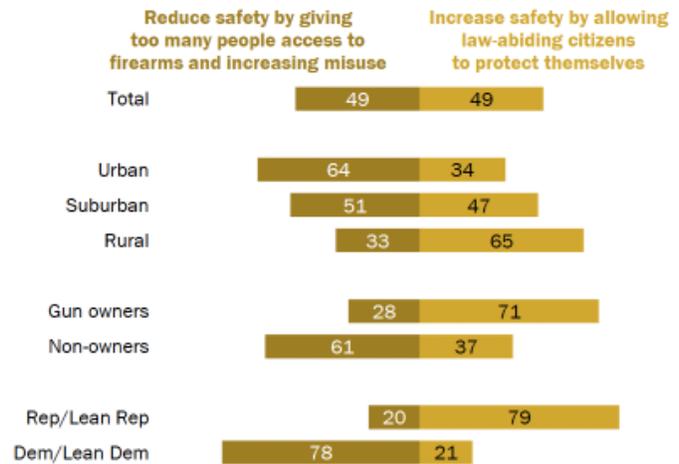
on how open-carry laws impact perceptions of safety overall, but there are some notable and relevant national concerns emerging. Specifically, those who live in rural areas, are gun-owners, and lean or identify as Republican tend to feel safer when gun ownership rates are higher. Those who lean Democratic/are registered Democrats, live in urban areas, and do not own guns are more likely to believe that gun ownership reduces safety.

From a policing perspective, open-carry laws pose their own challenges, specifically:

- Open carry may escalate conflicts and lead to an increase in violence in some situations. The presence of visible firearms can intensify confrontations.
- Open carry laws complicate law enforcement's response to potential threats, making it difficult for officers to identify and respond to dangerous situations. Police officers face challenges in quickly determining whether an armed individual poses a threat or is simply exercising their legal right to carry a firearm.
- More guns on the street has an overall effect on officer perception of safety when responding to calls.

**Stark differences in views on whether gun ownership does more to increase or decrease safety in the U.S.**

*% who say gun ownership does more to ...*



Note: No answer responses not shown.  
Source: Survey of U.S. adults conducted June 5-11, 2023.

PEW RESEARCH CENTER

We asked residents similar questions in focus groups, interviews, community conversations, and at public events to increase participation by groups underrepresented in the survey.

There is significant support for the police across diverse communities (geographic, racial, generational).

- There are some concerns about the deployment of resources from SHPD
- We heard this question many times, "Why do we need two patrol cars at a traffic stop?"
- There are calls for decreased sworn presence to non-criminal activities (e.g. mental health crisis situations and 911 calls) with the hope of increased unarmed first responder capacity for the City.

**Most adults feel safe in Shaker. Many youth do not.** High school students are concerned about violence in and around their school. They expressed feelings of disrespect and mistrust by police - and other adults - due to being young and/or Black. Almost all youth participants reported they

would like SHPD to know that they are interested and willing to work together for a safer, more inclusive community.

## Key Takeaways

Many residents take great pride in Shaker's history of working to be safe and inclusive for all. Regardless of their view of police, residents were quite concerned about the findings and reportings from the Fair Ticketing campaign. People were eager to come out and address the problems highlighted in that report.

Most residents that we spoke to did not have a concern that traffic stops are biased. There seems to be significant agreement – across all neighborhoods and groups within the City – that more traffic enforcement is needed and that, generally, police are “fair” in their dealings with the public.

Most residents that we heard from suggested changes that included both a) more traffic enforcement, regardless of race and aside from their concerns about overarching racial injustice and inequity, and b) more attention to true community building including more inclusive practices in all settings, i.e. by City departments, residents, civic groups, and other key community players.

In other words, most residents agree on the following statements

- Racism and racial inequities exist, here and everywhere.
- Inclusivity and fairness need to be addressed across the City.
- The problem is bigger than policing.
- Police practices are not likely to be the area which offers the biggest lever for community change.
- Residents need to do their own work and part to build community cohesion and address problems.

Some believe that the focus on policing itself is distracting and misplaced and that it may inhibit progress by taking resources (time, attention, funding) away from areas of greater concern and impact for moving toward racial harmony and justice; like, affordable housing, school culture, equity and management of public works investment, transparency in all city departments, cross-racial community building, just to name a few.

As we focused on police practices specifically, we learned that trends in public safety and experiences of safety differed across neighborhood groups. There seems to be some correlation between living in a more racially diverse and/or less affluent neighborhood and feeling that safety is decreasing. In other neighborhoods, residents have fears that “outsiders” are bringing in public safety problems and challenges. People of color, regardless of neighborhood, are more likely to respond that the city is less safe than it was a year ago.

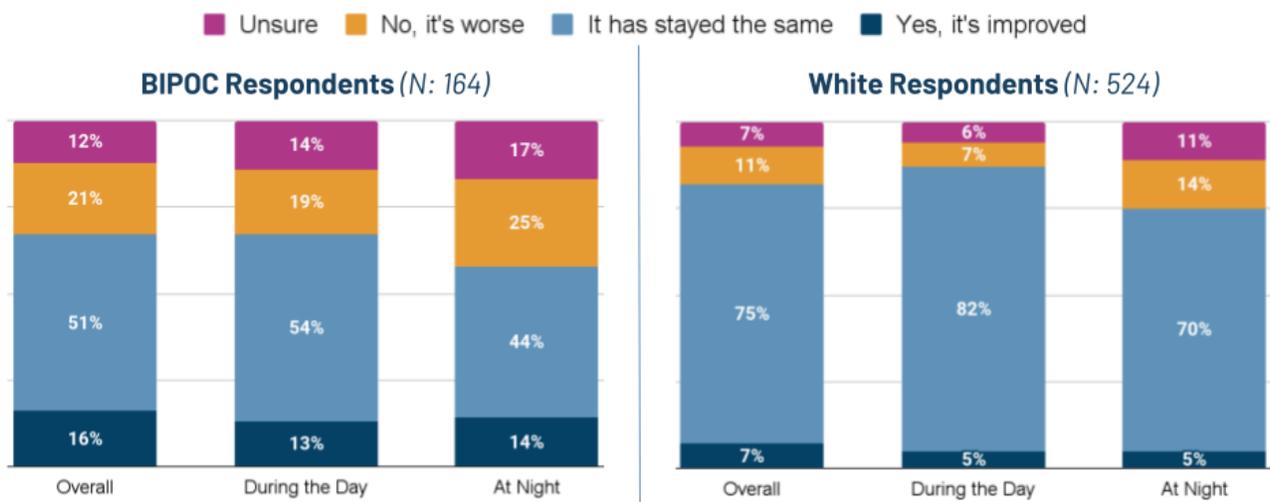
However, people remain concerned that their personal and limited experience is not sufficient to determine where there is systemic bias or discrimination in traffic enforcement or other police operations. Additionally, the significant disparity between Black residents’ feelings of safety, belonging, and inclusion and white residents feelings of safety, belonging, and inclusion are important and feed an ongoing concern about disparities in experience based on race.

Yet these differences may be related to factors quite distinct from local police tactics, operations, or community relationship building. Shaker Heights, like the rest of the country, struggles to build equitable access to opportunities like affordable housing, quality schools, and recreational facilities. Long standing wealth inequality, a national history of redlining, and long standing racial discrimination create and sustain inequities which in turn, drive worries about disparities in residents’ experiences of policing. All of these related inequities bear on Black residents’ experience of “belonging” overall.

A local narrative about the “problem” of “outsiders” is having a polarizing and negative impact on the City’s Black residents. This is not a police problem, and they cannot solve it. Rather, it is a resident concern we heard many times in many settings and one about which police should be aware. When community groups talk in general terms about “outsiders,” it is likely that those in a racial minority in the room will perceive themselves as being labeled part of the “problem.”

While we can’t say with certainty whether those causing traffic or other quality of life problems are Shaker residents or not, the divisiveness of the conversation about “outsiders” here should be noted, and to the greatest extent possible, reduced or eliminated for the sake of community safety, cohesion, and inclusion for all.

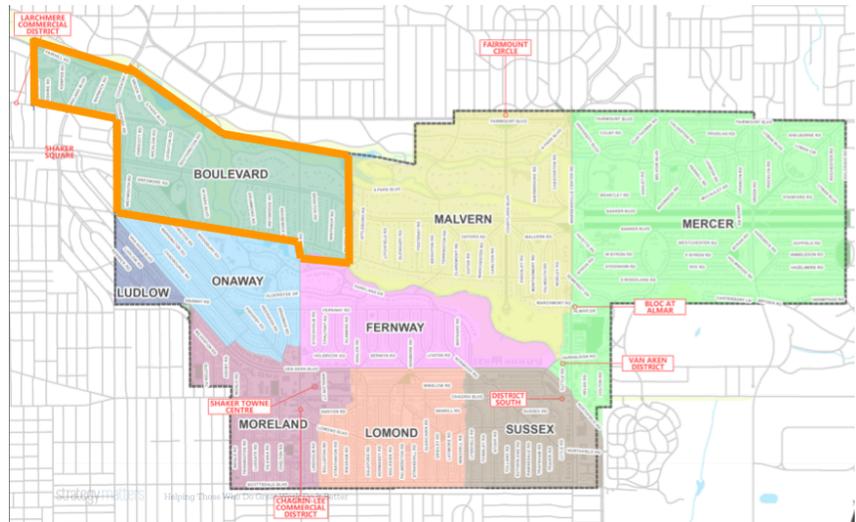
### How has safety perceived to have improved, worsened or stayed the same according to residents over the last 12 months?



# Findings By Neighborhood

## Boulevard

Boulevard residents feel very safe overall and safer when they're in their own neighborhood. Over 70 residents of Boulevard cited knowing neighbors in one way or another as enhancing safety. Generally they feel respected by the police. As with other parts of the city, some residents feel that "outsiders" reduce safety.



Some residents think the Boulevard neighborhood would be safer if...

- "We stopped allowing my street to be a major cut through to Shaker Boulevard. There are literally zero road features to help slow down traffic."
- "Only people who live in and pay taxes to Shaker Heights should be allowed to send their children to Shaker Heights public schools."

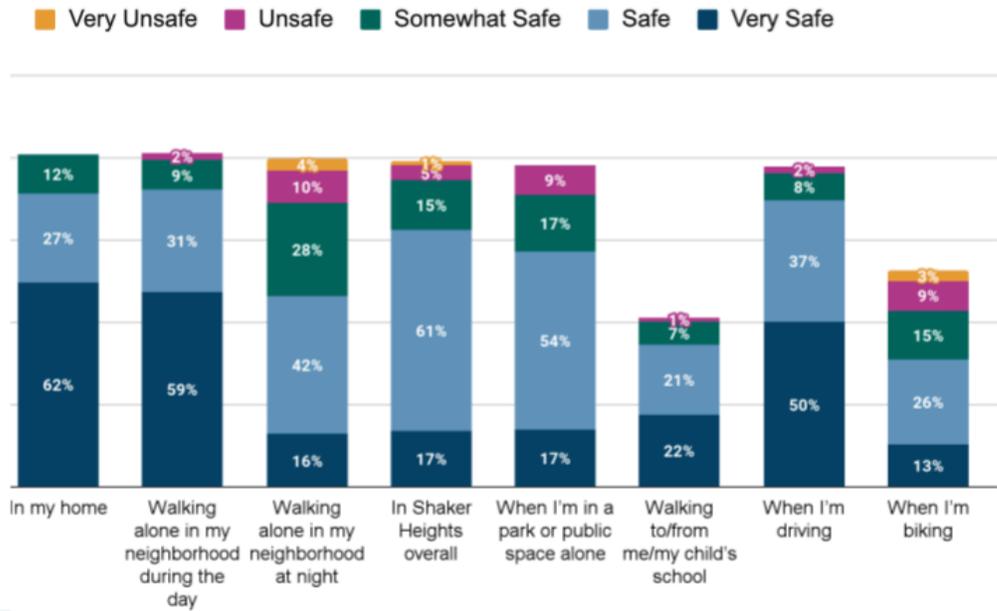
And others believe that connection - including with police - increases safety

- "The large numbers of residents walking around the sidewalks at all hours, with nice bright street lights, is very encouraging and just feels safe and pleasant."

*"I feel safe when I'm seeing officers, having safety meetings and trainings, have an ID scanned to let me into buildings, and have quick response times like the last time I called 911."  
- Boulevard resident*

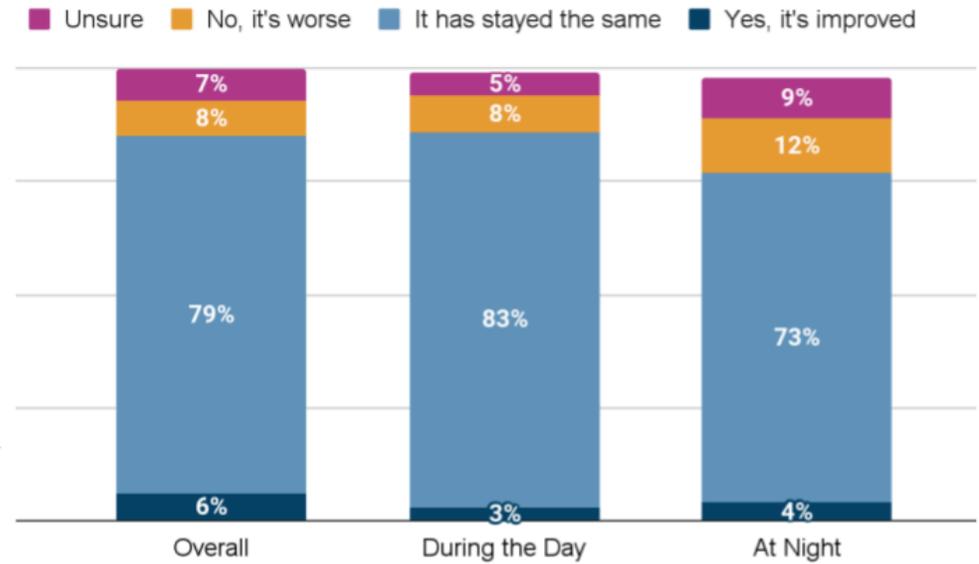
# Boulevard

How safe do Boulevard residents feel in the following situations? (N: 95)



# Boulevard

How has safety perceived to have improved, worsened or stayed the same in Boulevard over the last 12 months? (N: 90)



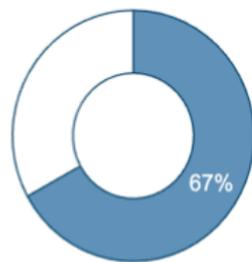
## Boulevard

What are Boulevard's top 5 public safety concerns?  
(N: 88)

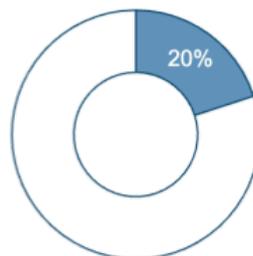
1. 75% | Theft and burglaries
2. 64% | Traffic Safety
3. 31% | Gun violence
4. 22% | Other
5. 20% | Destruction/Vandalism

## Boulevard

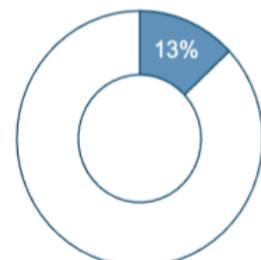
How often do residents see officers in the neighborhood?  
(N: 90)



Sometimes



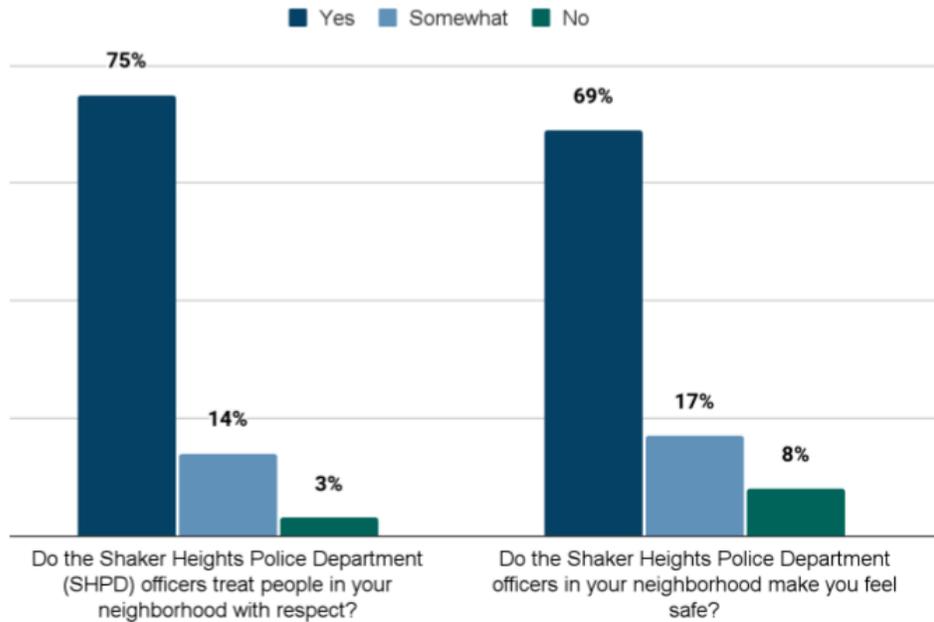
Almost Never



Almost Always

# Boulevard

What are Boulevard resident perceptions of the Shaker Heights Police Department and its officers? (N: 90)

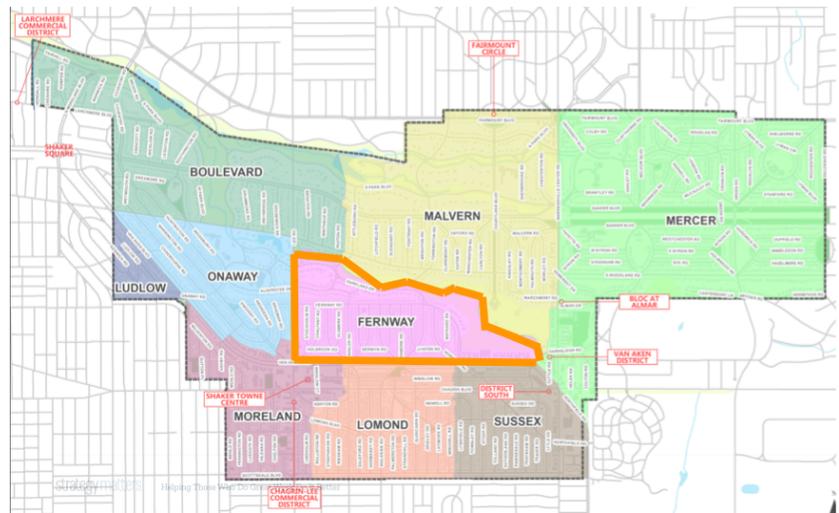


# Fernway

Fernway residents are very concerned about traffic enforcement and frustrated by the perceived lack of it. Many Fernway residents cite theft (car break ins, package/delivery theft) as a significant concern.

While the majority of Fernway respondents believe that the police treat residents with respect, there were some who cited police disrespect, police “copping an attitude with us,” or concerns that police are not attentive to relationship building emerging from residents of this area.

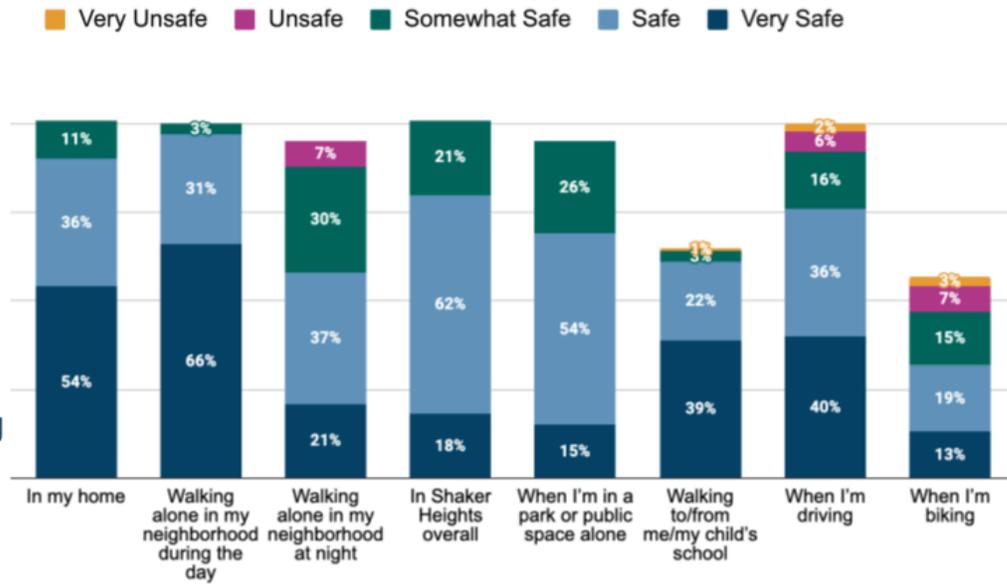
Residents frequently cite the need or their desire for more police, specifically on traffic enforcement or walking beats to address the chronic concerns of speeding and increasing positive police-neighborhood relationships.



*"More uniformed police patrols at different times of the day and night would increase safety. Community police officers building relationships with residents and gaining a better sense of the neighborhoods."  
- Fernway resident*

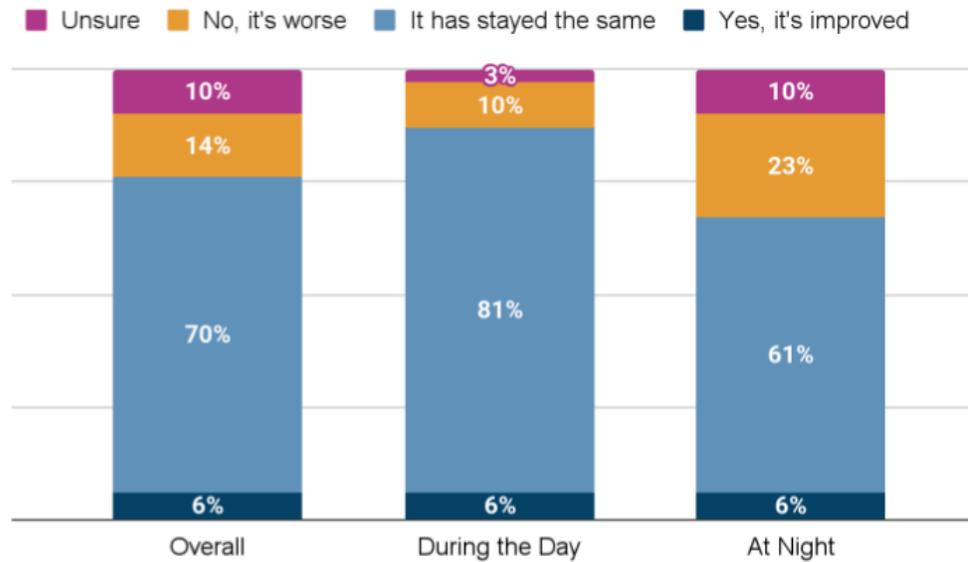
# Fernway

How safe do Fernway residents feel in the following situations? (N: 100)



# Fernway

How has safety perceived to have improved, worsened or stayed the same in Fernway over the last 12 months? (N: 93)



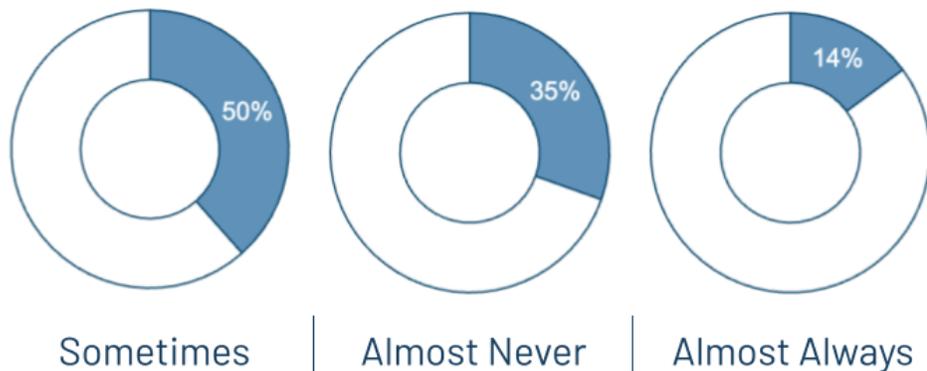
## Fernway

What are  
Fernway's  
top 5 public  
safety  
concerns?  
(N: 92)

1. 73% | Theft and burglaries
2. 70% | Traffic Safety
3. 30% | Gun violence
4. 23% | Destruction/Vandalism
5. 21% | Violent crime

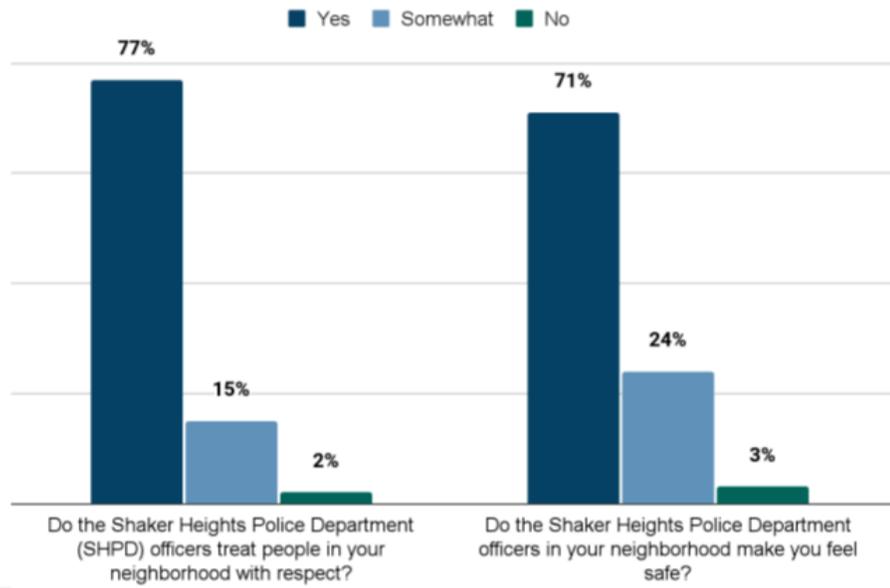
## Fernway

How often do  
residents see  
officers in the  
neighborhood?  
(N: 97)



## Fernway

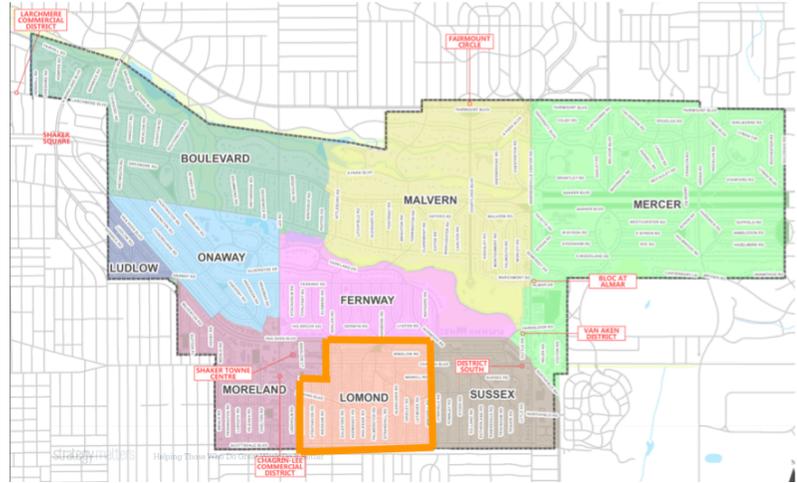
What are Fernway resident perceptions of the Shaker Heights Police Department and its officers? (N: 97)



# Lomond

There was a focus group specifically inviting Lomond and Moreland residents to discuss their concerns and offer their ideas about how to build community safety. The survey data is attached.

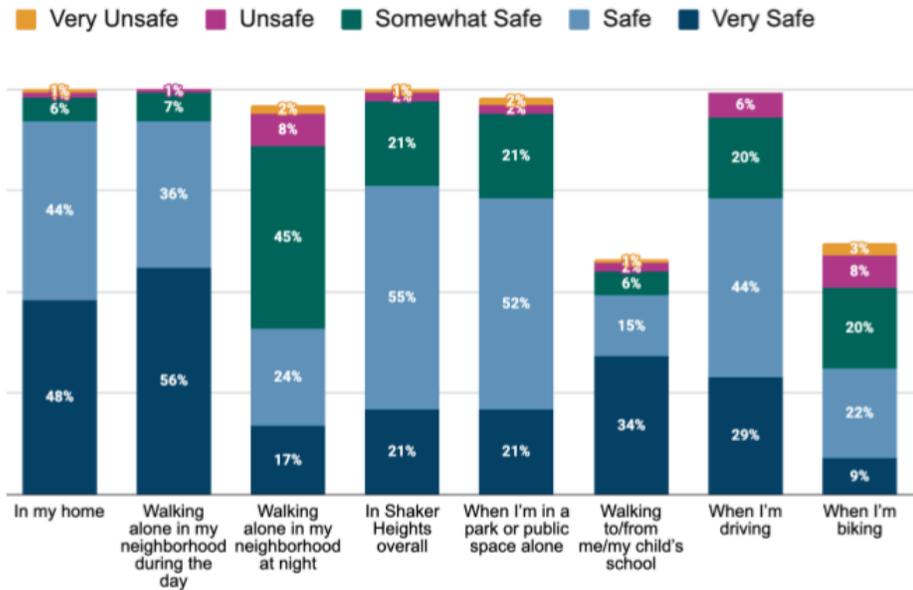
Below we've offered a summary of focus group comments, which are also reflected in the open responses on the survey. We see a neighborhood willing and happy to work collaboratively with police - and some concerns that can be addressed along the way.



Police make our community safer	We still have work to do	I'd like to see...
<ul style="list-style-type: none"> <li>● "I feel safe and police respond well"</li> <li>● "I feel confident in police response"</li> <li>● "I think the police are much better than they were as far as equitable treatment of black residents"</li> <li>● "I appreciate the crisis intervention training"</li> </ul>	<ul style="list-style-type: none"> <li>● "I would like the police to know me and my children are residents and we are community involved"</li> <li>● "I would like SHPD to know that by large we are good people and not to automatically treat us like animals"</li> <li>● "We all want to feel safe and be treated fairly"</li> </ul>	<ul style="list-style-type: none"> <li>● "More recreational opportunities for area teens and preteens"</li> <li>● "More police presence and engagement"</li> <li>● "More focus groups with SHPD in the room"</li> <li>● "Police be more engaging and friendly to seem less intimidating"</li> <li>● "More SHPD transparency about officer misbehavior"</li> </ul>

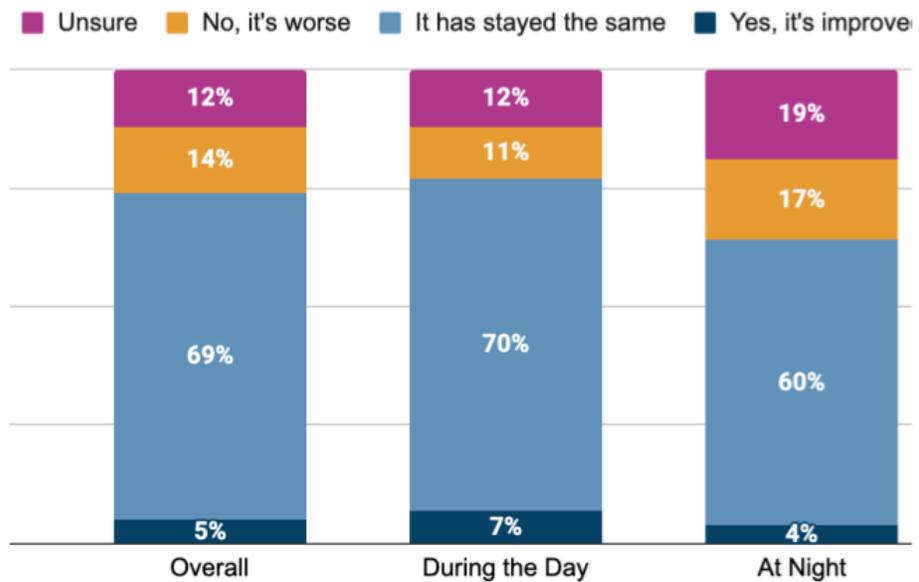
# Lomond

How safe do Lomond residents feel in the following situations? (N: 88)



# Lomond

How has safety perceived to have improved, worsened or stayed the same in Lomond over the last 12 months? (N: 83)



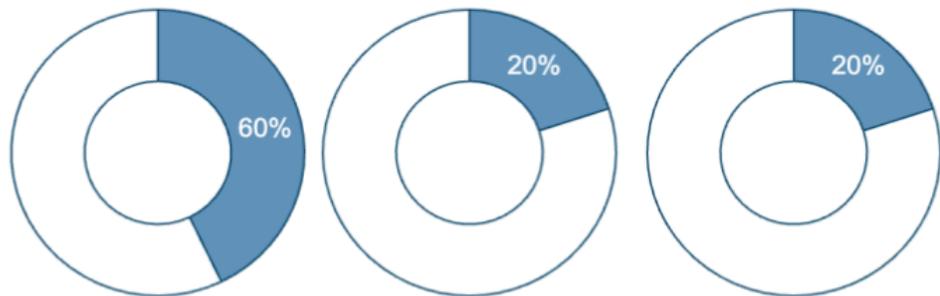
## Lomond

What are Lomond's top 5 public safety concerns?  
(N: 79)

1. 66% | Traffic Safety
2. 60% | Theft and burglaries
3. 35% | Gun violence
4. 32% | Destruction/Vandalism
5. 28% | Garbage

## Lomond

How often do residents see officers in the neighborhood?  
(N: 86)



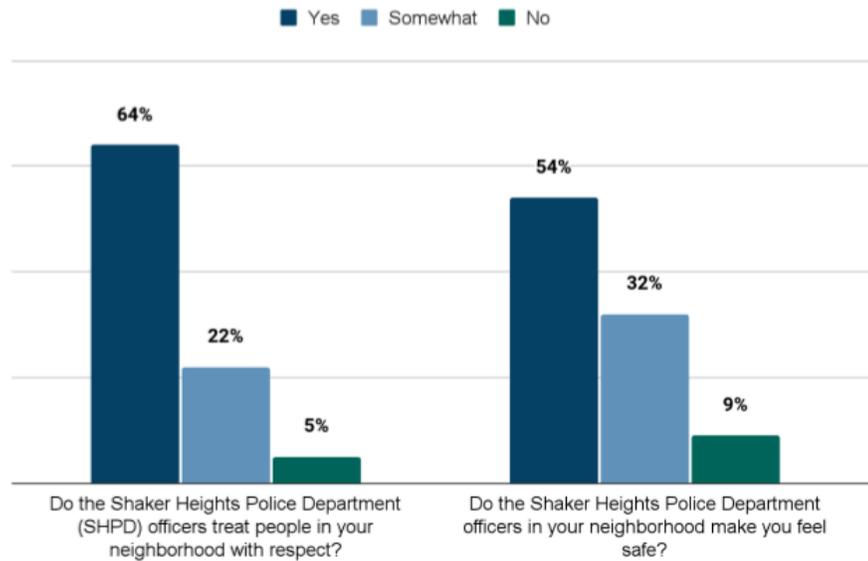
Sometimes

Almost Never

Almost Always

## Lomond

What are Lomond resident perceptions of the Shaker Heights Police Department and its officers? (N: 85)

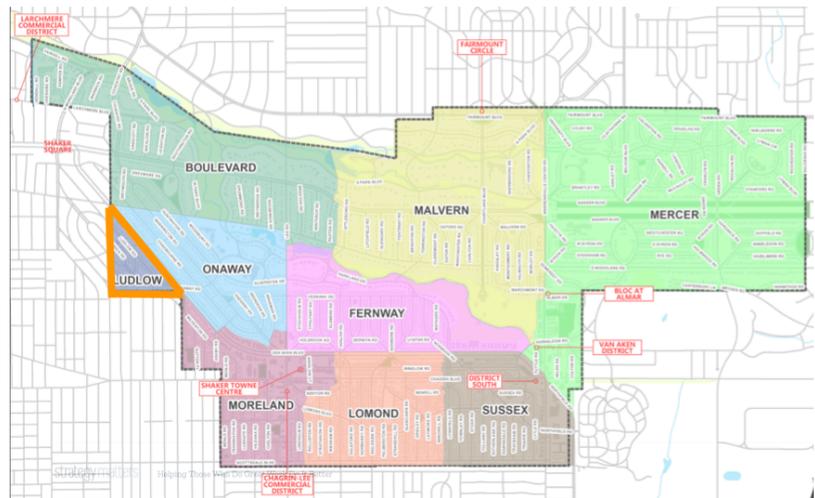


## Ludlow

Ludlow is similar to other Shaker neighborhoods in that traffic concerns rise up above nearly everything else in nearly every interaction and discussion. There may be more sensitivity to the “outsiders” issue in Ludlow as residents also note that a border with Cleveland may create some confusion for responders.

Many residents had specific stories to share about positive police interactions. One Ludlow resident was happy to share this story that inspired their confidence in the local law enforcement response to a situation in which a child’s safety was at risk in multiple ways:

- “Police responded to a resident who asked for help to search for a child who wandered off. They did respond, and were very kind to the child. They were also concerned that there



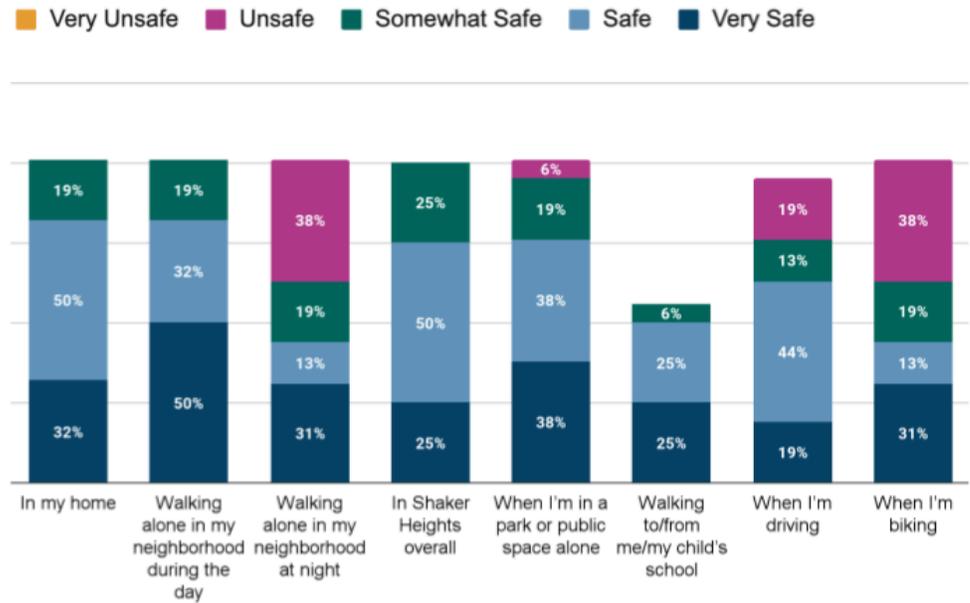
might be safety issues at home. I have seen social workers at the house following up, which makes me as a neighbor feel better.” - Resident

Residents appreciate police efforts to build relationships. “Recently a police officer stopped by my neighborhood and played basketball and football with my kids, and gave out popsicles.” - Resident

*“Our edge neighborhoods bordering Cleveland (and in the case of Ludlow split between Shaker and Cleveland) have special issues. While I feel safe, coordination between the safety forces could be better, and my neighbors and I have had issues when we call in a safety concern where neither City will respond adequately because the issue is occurring on the boundary or people/traffic are crossing into Cleveland before responders arrive.”*  
- Ludlow resident

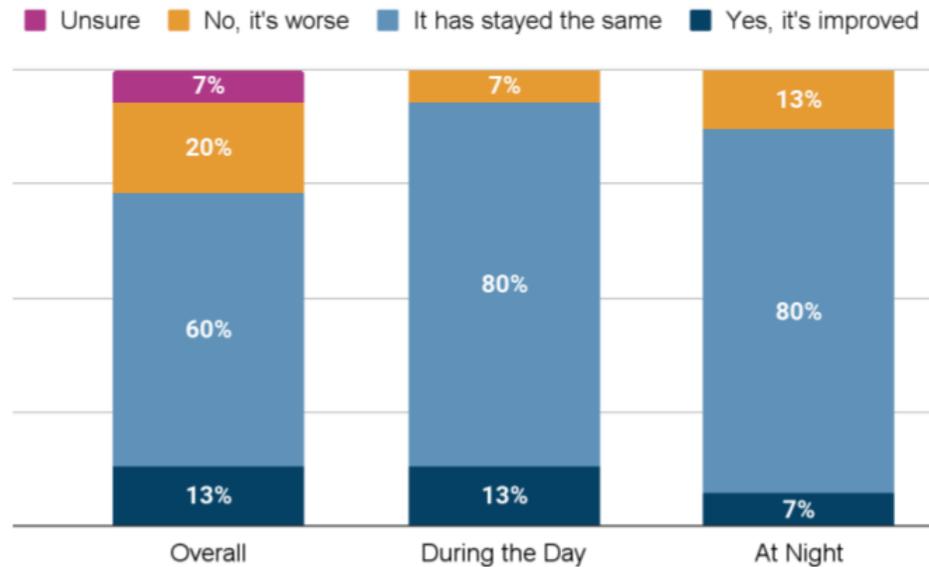
## Ludlow

How safe do Ludlow residents feel in the following situations?  
(N: 16)



## Ludlow

How has safety perceived to have improved, worsened or stayed the same in Ludlow over the last 12 months? (N: 15)



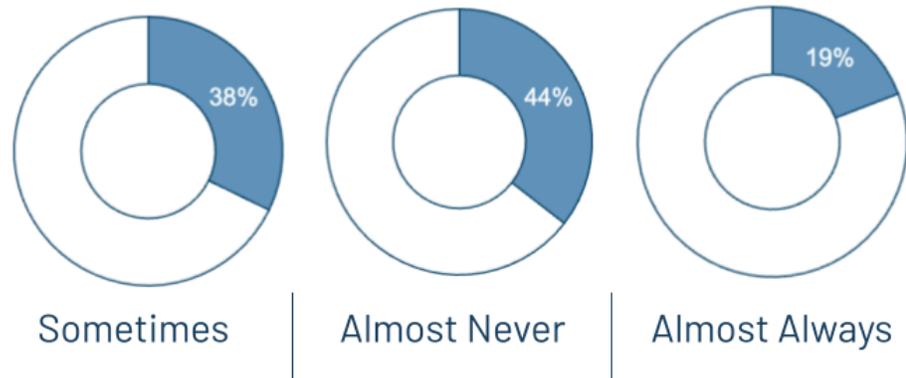
Ludlow

What are Ludlow's top 5 public safety concerns?  
(N: 15)

- 1. 80% | Traffic Safety
- 2. 40% | Animal Complaints
- 3. 40% | Theft and burglaries
- 4. 40% | Gun violence
- 5. 27% | Garbage

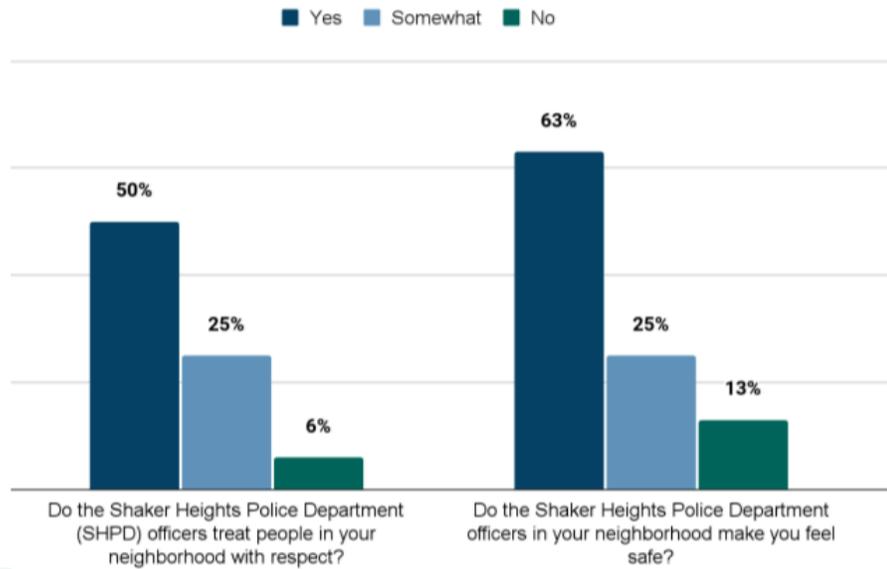
Ludlow

How often do residents see officers in the neighborhood?  
(N: 16)



## Ludlow

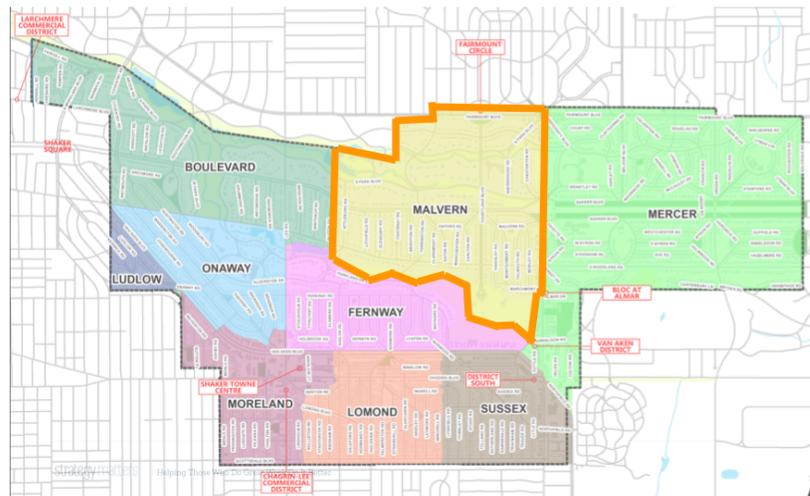
What are Ludlow resident perceptions of the Shaker Heights Police Department and its officers? (N: 16)



## Malvern

Residents of Malvern were more aligned in their overall responses than other neighborhoods. Many Malvern residents cited close connections between neighbors as a real community asset which keeps the area safe.

There was a very high level of agreement on the following among Malvern respondents across all types of engagements

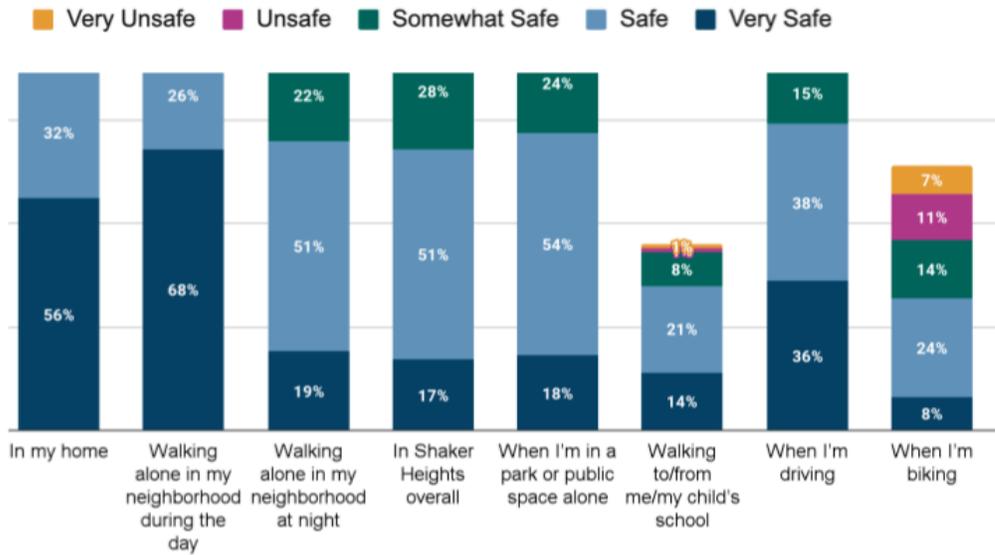


Resident defined problems	Resident defined solutions
<ol style="list-style-type: none"> <li>1. Speeding is a serious problem</li> <li>2. More traffic enforcement is needed, including protection for cyclists and pedestrians</li> </ol>	<ol style="list-style-type: none"> <li>1. More police</li> <li>2. Closer relationships between police and residents</li> <li>3. More transparency about crime and police department management of problems</li> </ol>

One outlier opinion must be noted. While this response is not indicative of multiple residents' experience, it is important feedback - *"Is how we are handling nonviolent crimes appropriate? I personally have only felt unsafe when I was threatened by a member of the police force."* - Resident

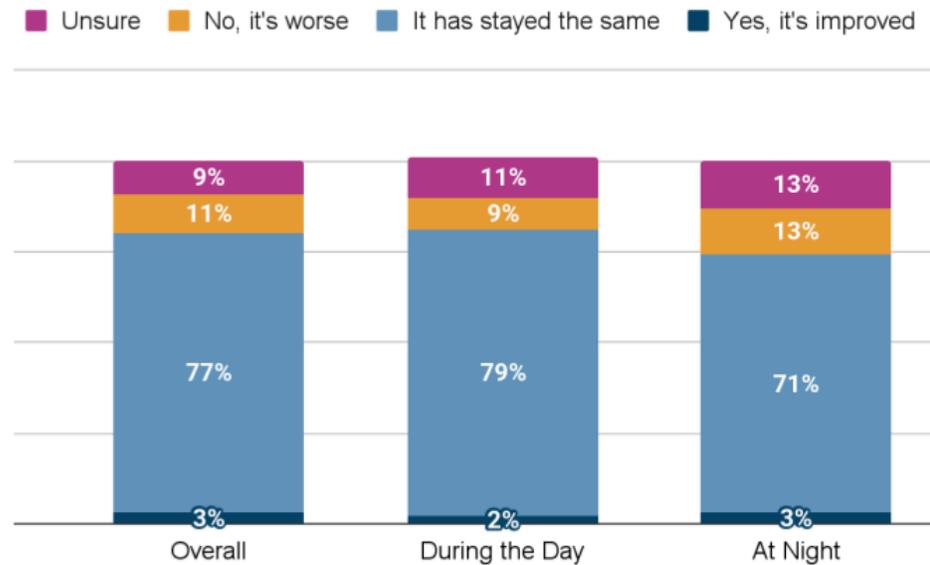
# Malvern

How safe do Malvern residents feel in the following situations? (N: 72)



# Malvern

How has safety perceived to have improved, worsened or stayed the same in Malvern over the last 12 months? (N: 70)



## Malvern

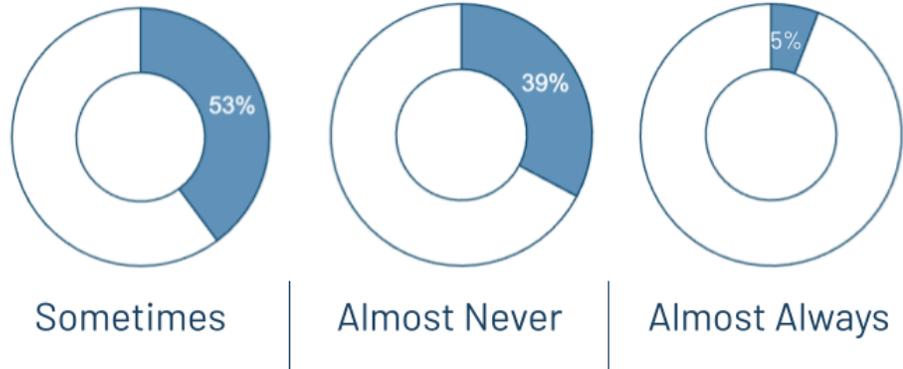
What are  
Malvern's top  
5 public  
safety  
concerns?  
(N: 70)

1. 83% | **Traffic Safety**
2. 59% | **Theft and burglaries**
3. 26% | **Gun violence**
4. 24% | **Other**
5. 22% | **Destruction/Vandalism**

*Other here emphasizes concerns about gang/gun violence and police chases being unsafe for residents*

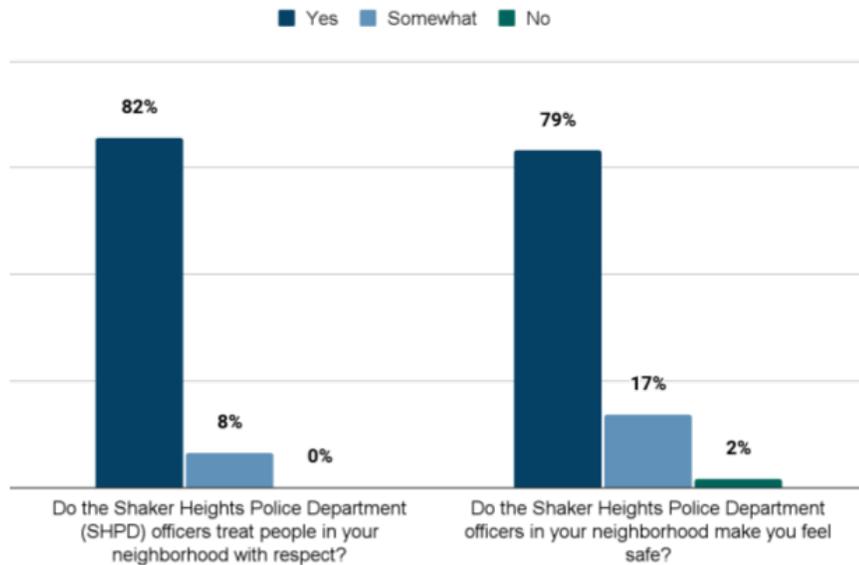
# Malvern

How often do residents see officers in the neighborhood?  
(N: 66)



# Malvern

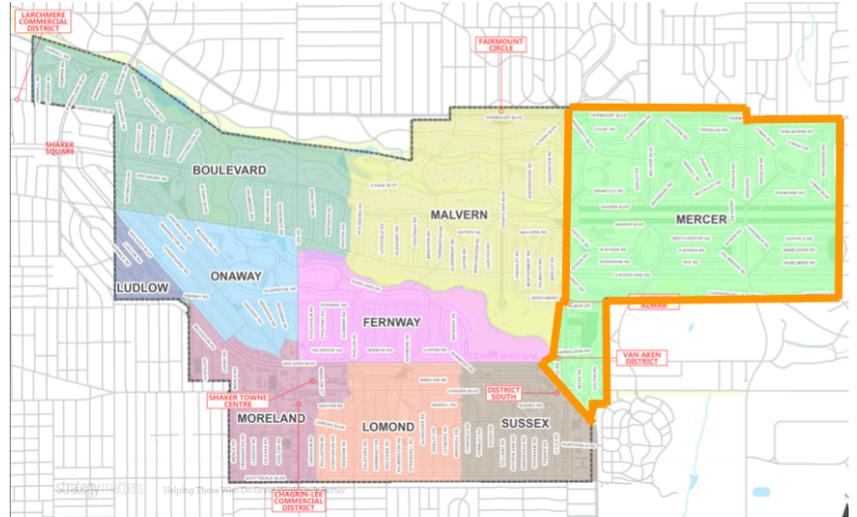
What are Malvern resident perceptions of the Shaker Heights Police Department and its officers?  
(N: 66)



## Mercer

“The good thing about our neighborhood is it is quite peaceful. The bad thing about our neighborhood is police presence is minimal. I understand that they need to go where the problems are, but on average I see a police car in our neighborhood twice a year.” - Resident

“I’ve seen more and more traffic violations, within the city, which has become the norm. No one is respecting the law or the citizens of Shaker Heights.” - Resident

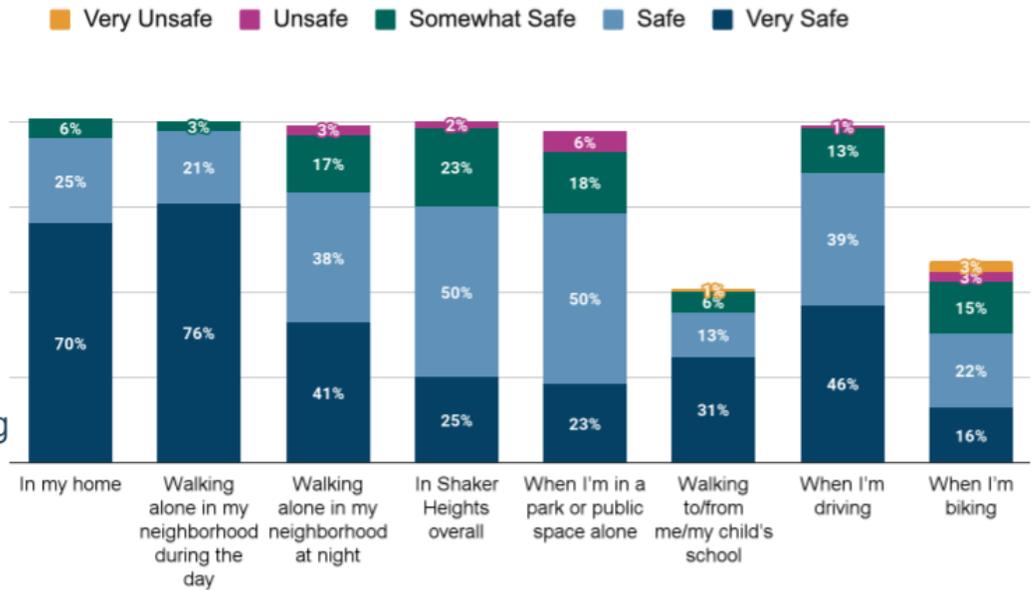


For many respondents from Mercer, the primary interaction with police has been around traffic stops or when they called for help from 911. We see about a 1:1 ratio of appreciation for the cordial and professional manner that police used and a feeling that the response was cold, brusque or otherwise moderately negative.

We also find in Mercer, as in other areas, residents have fears that “outsiders” are bringing problems, “I am the most worried for our child's safety due to fights, people outside of district getting into school during school hours.” - Resident

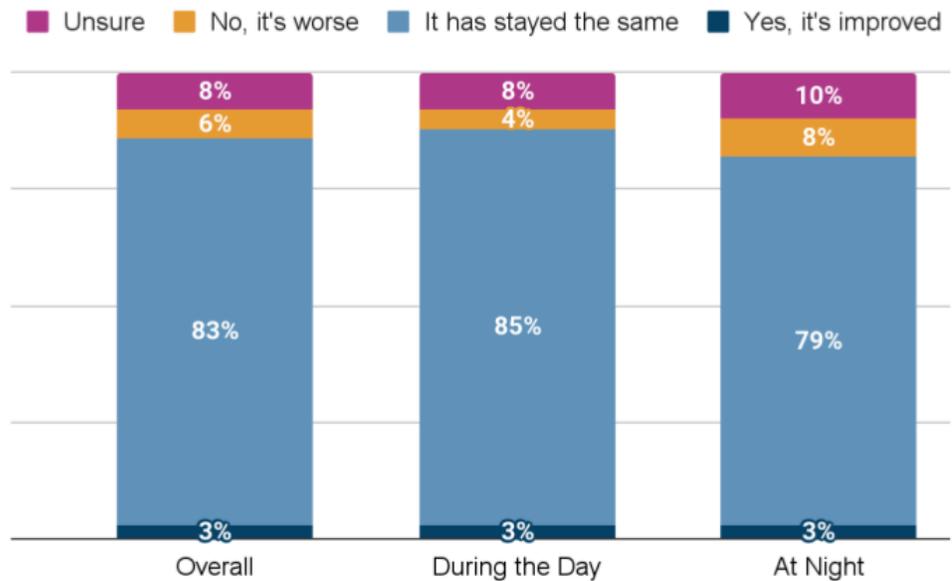
**Mercer**

How safe do Mercer residents feel in the following situations? (N: 120)



**Mercer**

How has safety perceived to have improved, worsened or stayed the same in Mercer over the last 12 months? (N: 117)



**Mercer**

What are  
Mercer's top  
5 public  
safety  
concerns?

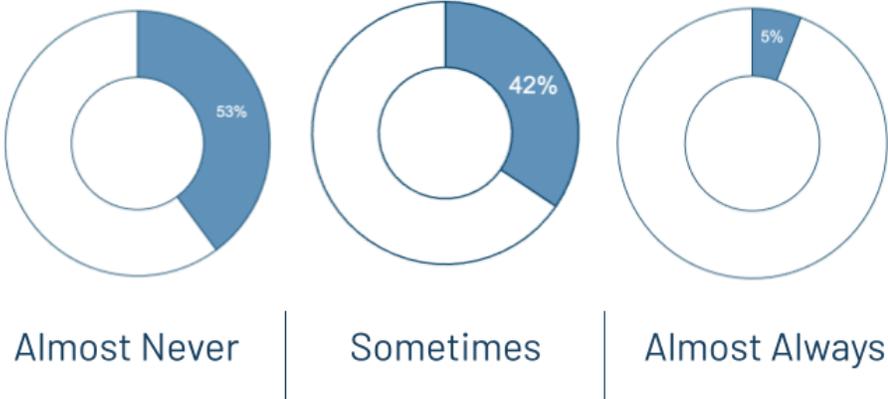
(N: 115)

1. 77% | **Traffic Safety**
2. 47% | **Theft and burglaries**
3. 21% | **Other**
4. 20% | **Animal Complaints**
5. 17% | **Destruction/Vandalism**

*Other here emphasizes concerns about traffic safety, noise pollution, and animal complaints*

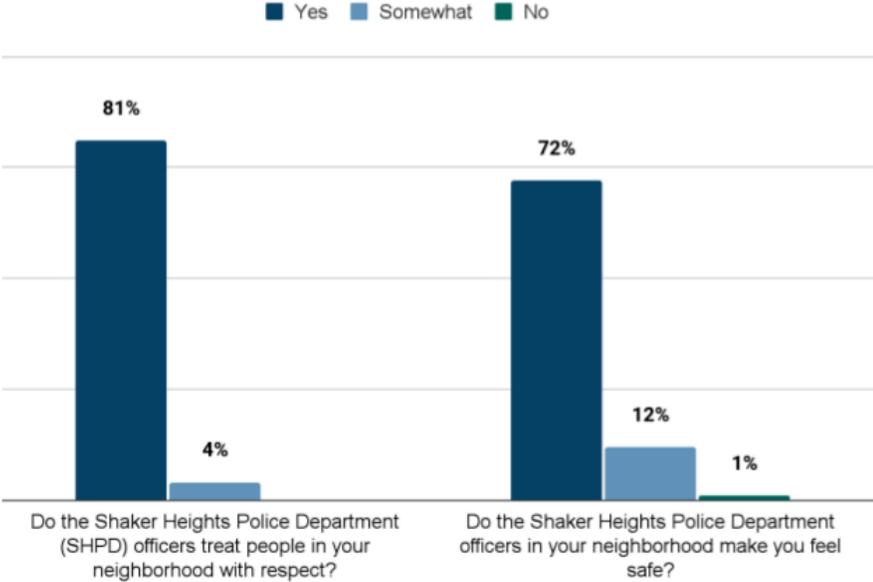
**Mercer**

How often do residents see officers in the neighborhood?  
(N: 116)



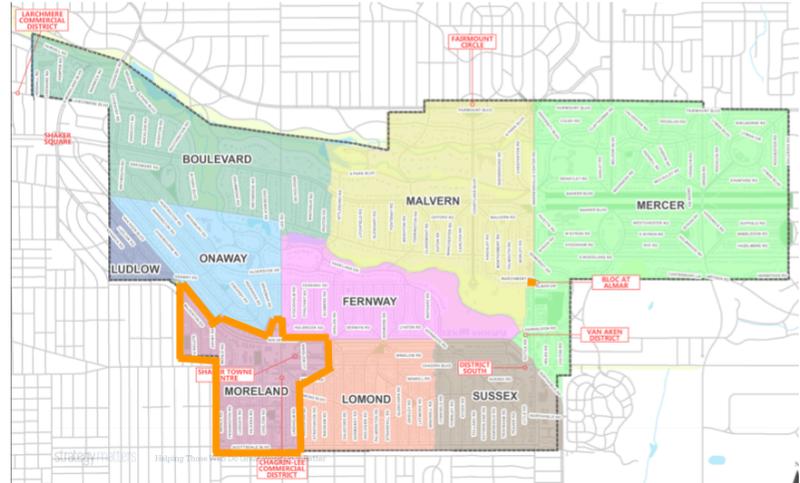
**Mercer**

What are Mercer resident perceptions of the Shaker Heights Police Department and its officers? (N: 116)



## Moreland

It is notable that the data shows that within many of Shaker's neighborhoods residents fear "outsiders" are driving crime and disorder. In Moreland, we see something else - **a feeling that residents from Moreland are treated as outsiders within their own City.**



Here is one quote that sums up a sentiment that was echoed elsewhere in outreach and engagement

*"I would feel safer if I felt that the Moreland community was really looked at and truly considered a part of Shaker by some more affluent residents and public officials in our city. We are not in Cleveland, although some people look at us that way because we are predominantly African American and working class. We pay Shaker taxes for example, but are left out of signage that Shaker puts in other parts of the city for holidays, etc. We are rarely covered in Shaker Magazine or featured in city advertising. Yet, we exist." - Resident*

Another emerging concern from talking with residents of the Moreland neighborhood was that while more police presence would be helpful, some of the police discretion on what to attend to might be misaligned with resident priorities. Long term residents, both owners and renters, want to build a community with more attention to quality of life issues and want more help from the City in achieving that.

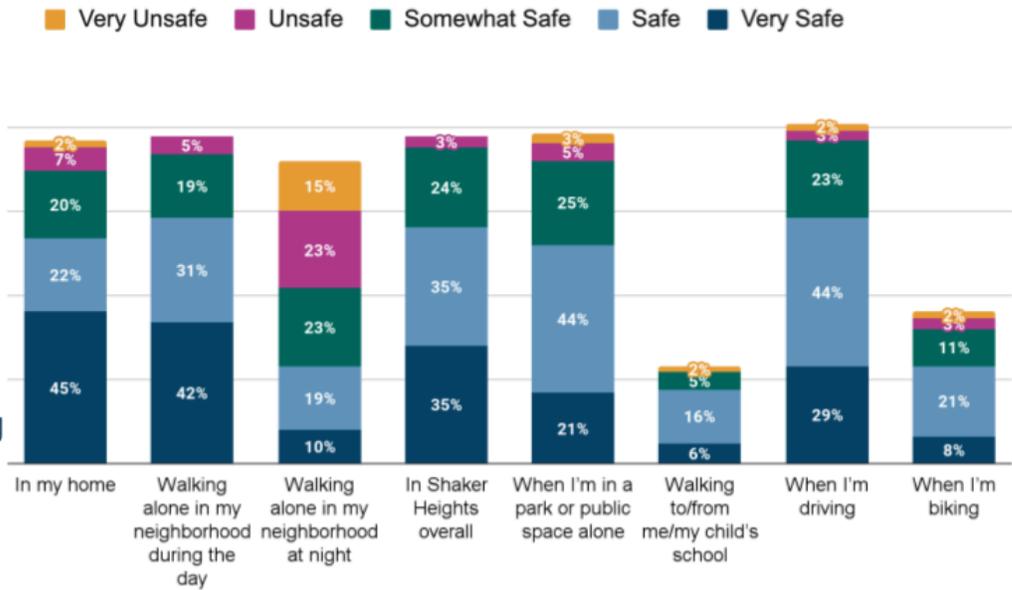
Residents want more

- Community directed policing that focuses on community engagement and conflict de-escalation.
- Enforcement of noise and nuisance laws- loud mufflers and motorcycles
- Attention to drug use and dealing
- Enforcement of zoning or ordinances addressing absentee landlords, vacant and neglected lots.

It is important to note that while Moreland's resident responses to feeling respected by police are comparable to other neighborhoods, Moreland residents are less likely to feel that police presence is creating safety.

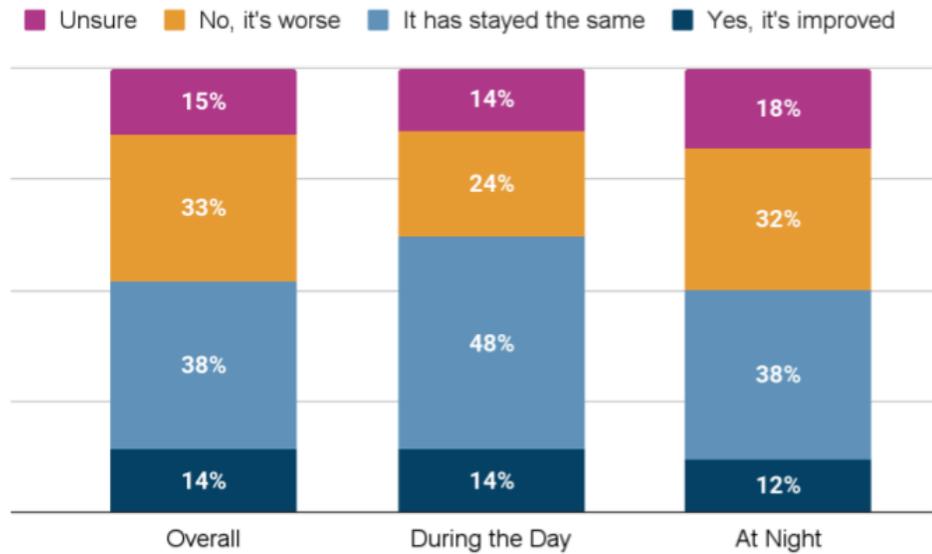
# Moreland

How safe do Moreland residents feel in the following situations? (N: 66)



# Moreland

How has safety perceived to have improved, worsened or stayed the same in Moreland over the last 12 months? (N: 63)



## Moreland

What are  
Moreland's  
top 5 public  
safety  
concerns?

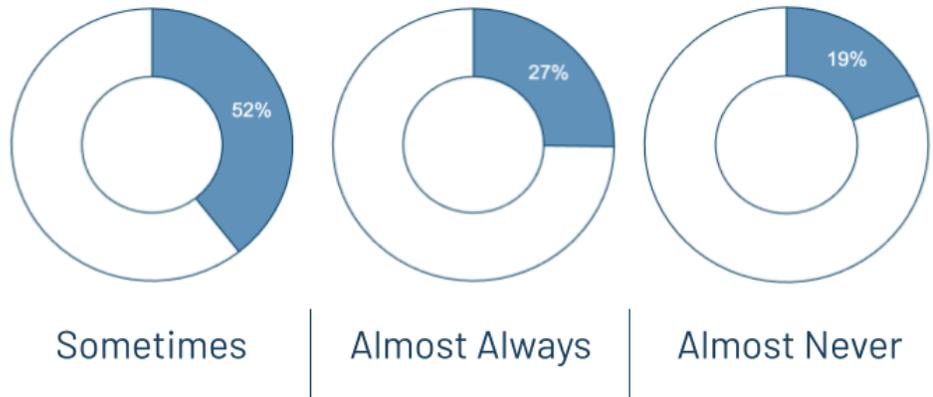
(N: 61)

1. 61% | Traffic Safety
2. 43% | Theft and burglaries
3. 38% | Gun violence
4. 35% | Housing security
5. 35% | Other

*Other here mentions loitering, disorderly conduct, and concerns around housing security for neighborhood residents*

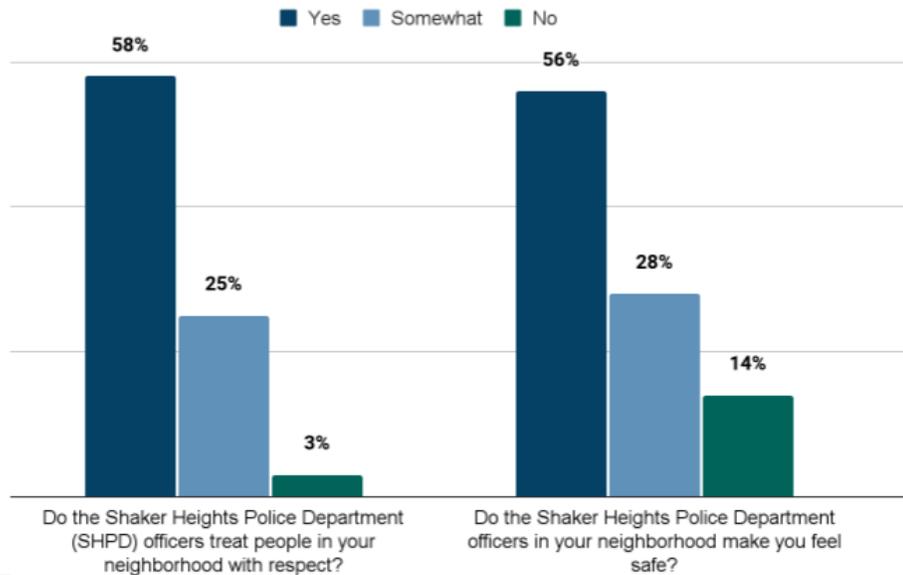
# Moreland

How often do residents see officers in the neighborhood?  
(N: 64)



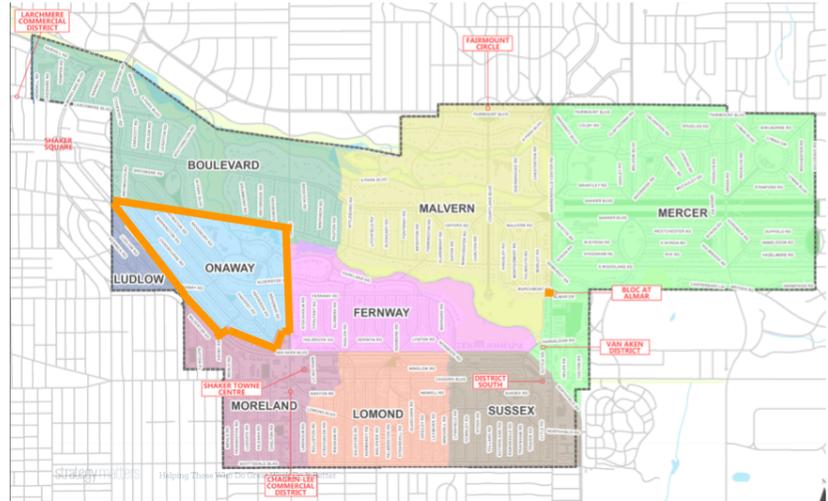
# Moreland

What are Moreland resident perceptions of the Shaker Heights Police Department and its officers? (N: 64)



## Onaway

Responses from residents in Onaway are primarily from the survey. We did not have residents self-identify as coming from this area as in other engagements. However we did see a strong theme in the open ended survey questions here - specifically that Onaway residents are concerned that people who are perceived as coming from outside of Shaker Heights are driving crime and disorder in the City.



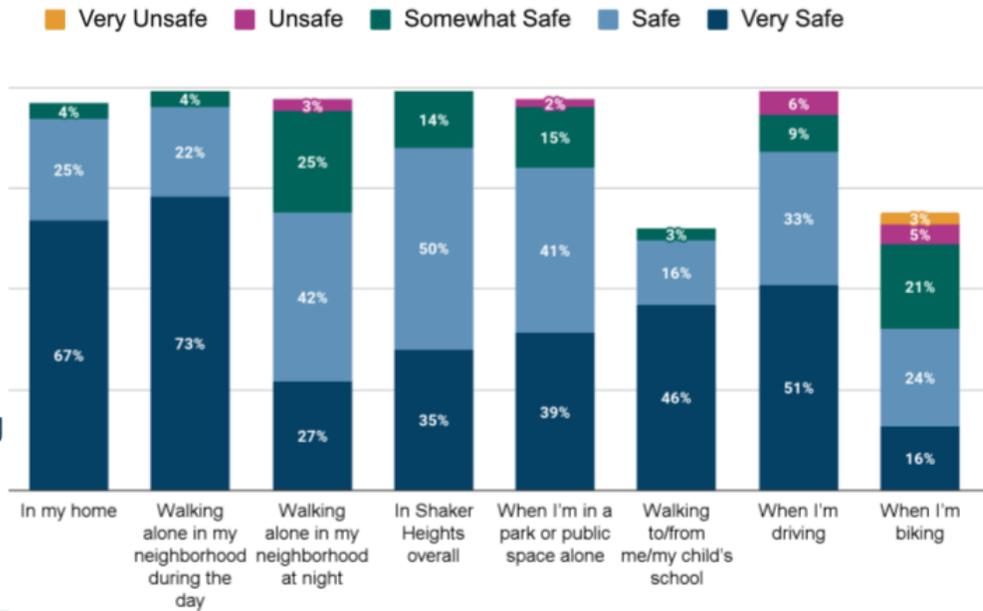
Here are some quotes that are typical of what we heard throughout the survey

- "Too many outsiders, contractors and delivery people driving around without regard for neighborhood safety and quiet." - Resident
- "Gunfire - people discharging weapons, mostly at night and early morning. Some are from Cleveland, but some are definitely closer and occurring in Shaker." - Resident
- "I live near the Cleveland border and am most concerned about people from Cleveland coming into our neighborhood at night for burglary." - Resident
- "Ban all lawn contractors. They are transients who disrespect everything in the neighborhood." - Resident

*"Safety problems are too often associated with an imagined "other", usually a Black stranger, for which an armed uniformed officer is the imagined solution. However, violent crimes are usually committed by people known to the victim. A stable social life is a good antidote to both familiar and stranger violence."  
- Onaway resident*

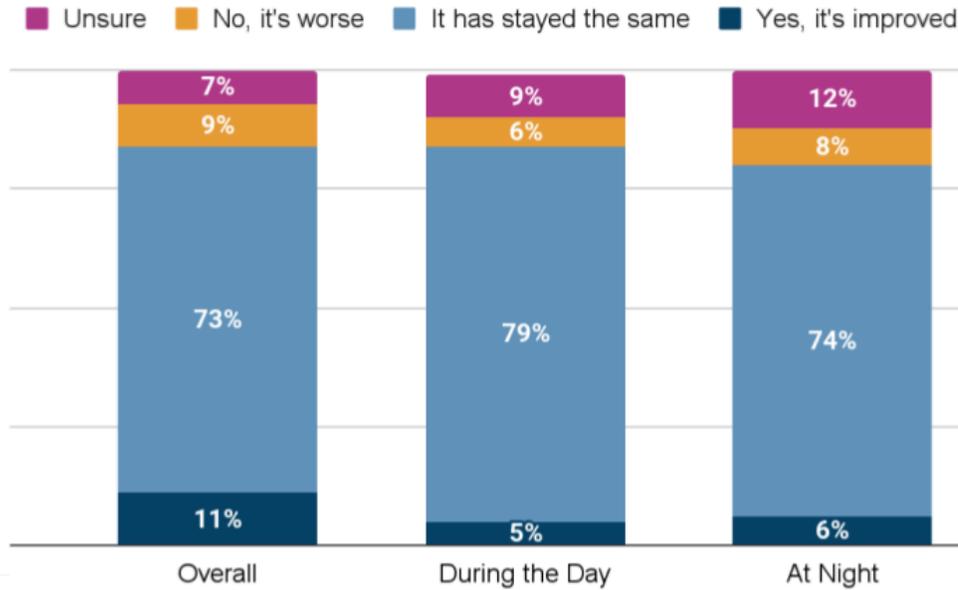
# Onaway

How safe do Onaway residents feel in the following situations?  
(N: 97)



# Onaway

How has safety perceived to have improved, worsened or stayed the same in Onaway over the last 12 months? (N: 95)



## Onaway

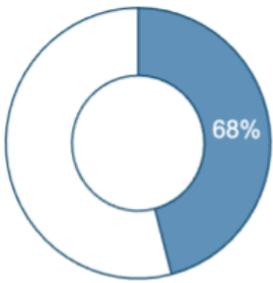
What are  
Onaway's top  
5 public  
safety  
concerns?  
(N: 93)

1. 80% | **Traffic Safety**
2. 61% | **Theft and burglaries**
3. 37% | **Gun violence**
4. 28% | **Other**
5. 23% | **Destruction/ Vandalism**

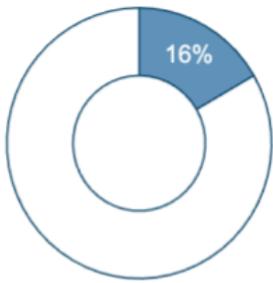
*Other here emphasizes non-resident presence (deliveries, sport event participants, etc) and traffic safety, namely pedestrian nonuse of sidewalks*

# Onaway

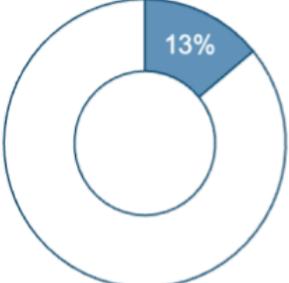
How often do residents see officers in the neighborhood?  
(N: 92)



Sometimes



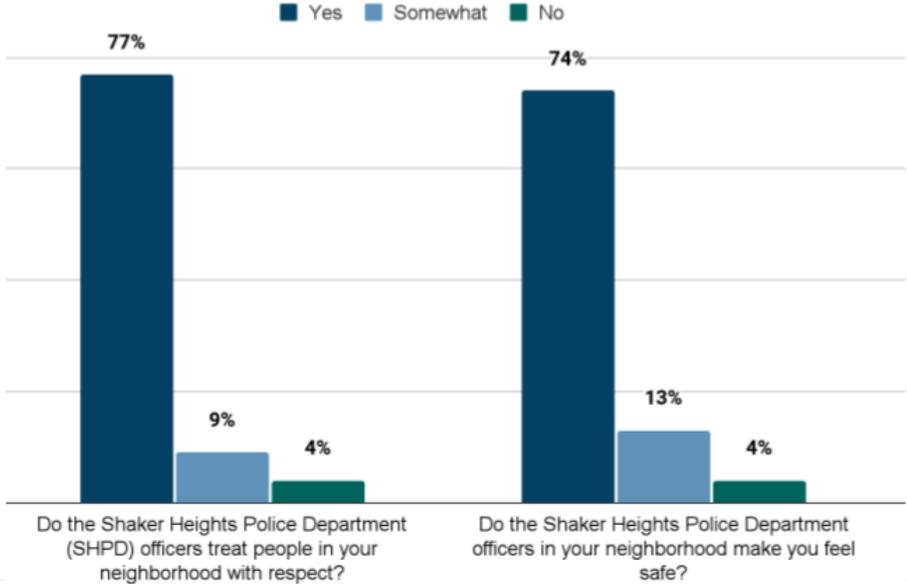
Almost Never



Almost Always

# Onaway

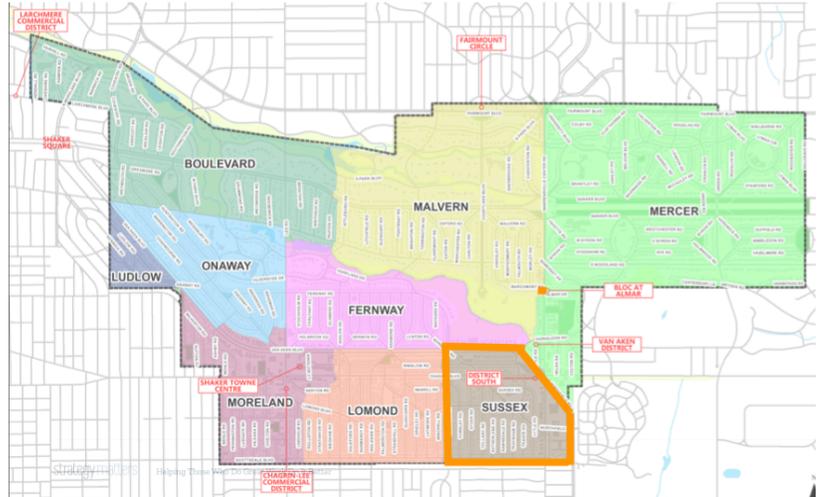
What are Onaway resident perceptions of the Shaker Heights Police Department and its officers? (N: 92)



## Sussex

Sussex residents, like their neighbors across the city, are very frustrated with traffic issues; especially drivers speeding and running red lights. They also fear that things are getting worse in terms of safety overall in their neighborhood.

However, they see the potential for improved community cohesion through increased relationship building between police and residents. Most residents report that their interactions with SHPD have been positive with police being respectful and helpful.

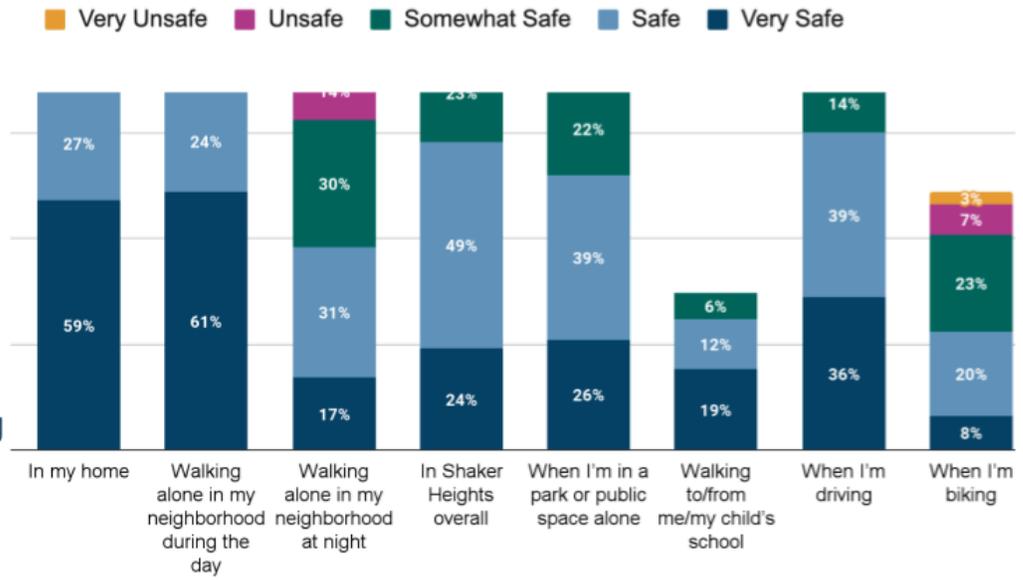


*"Overall I feel pretty good but speeding and running red lights has increased significantly in the past couple of years. My biggest concern in Shaker is getting into a car accident because someone ran a red light."*

- Sussex resident

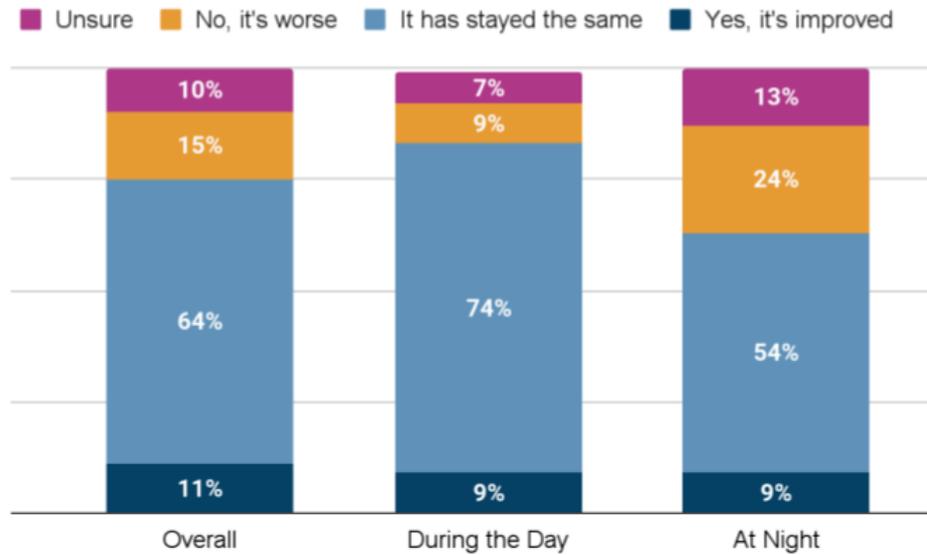
# Sussex

How safe do Sussex residents feel in the following situations? (N: 87)



# Sussex

How has safety perceived to have improved, worsened or stayed the same in Sussex over the last 12 months? (N: 85)



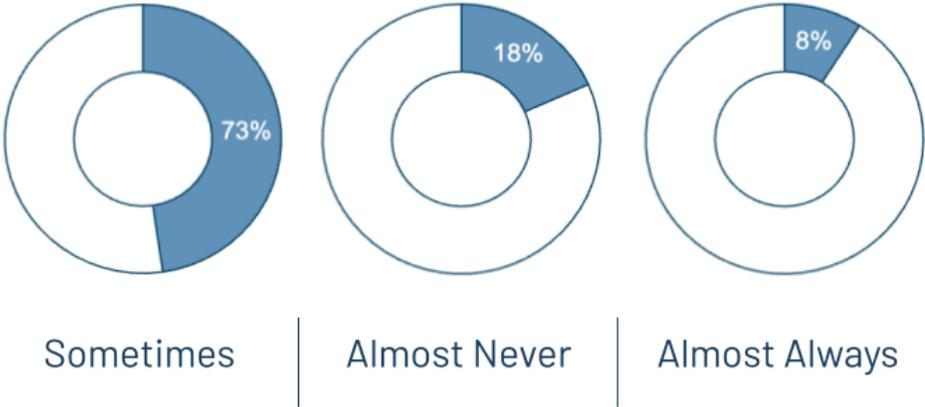
Sussex

What are  
Sussex's top  
5 public  
safety  
concerns?  
(N: 85)

- 1. 80% | Traffic Safety
- 2. 72% | Theft and burglaries
- 3. 34% | Gun violence
- 4. 27% | Housing Security
- 5. 24% | Destruction/ Vandalism

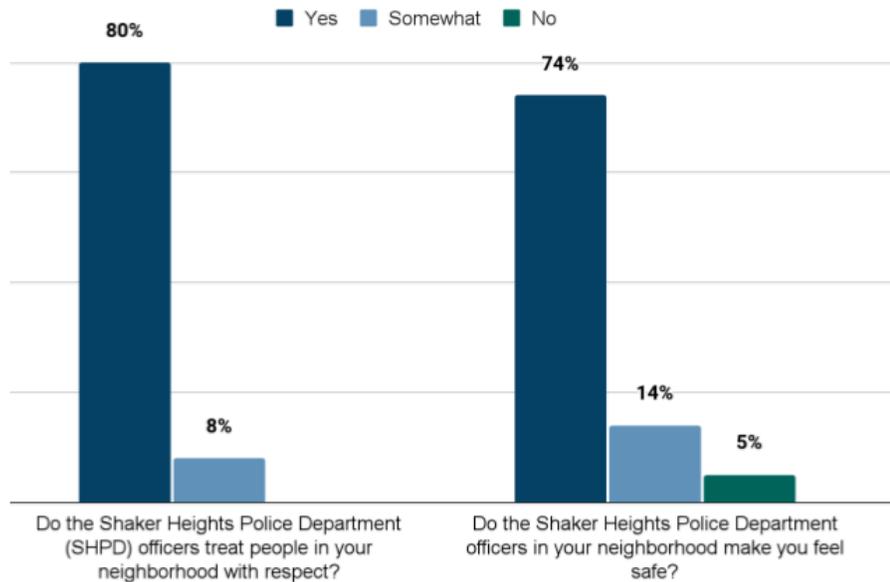
Sussex

How often do  
residents see  
officers in the  
neighborhood?  
(N: 86)



# Sussex

What are Sussex resident perceptions of the Shaker Heights Police Department and its officers? (N: 86)



## Findings by Race

While we have shown throughout this report that the majority of respondents - of all races - believe that the SHPD is fair and professional, there are many examples of incidents where Black residents feel targeted resulting in extra enforcement, over policing, and mistrust by police and others. This is extremely important to both SHPD and residents. We found overwhelming support among people of all races for efforts to pay attention and address this problem.

Below are two typical comments framing the problem and offering a proposed solution.

*"I do think SHPD tends to focus too much on black children. I've lived here as an adult since 2001 and not once have I seen officers stopping white children on bikes. Not. Once. I can't tell you how many times I've seen officers stopping black children on bicycles. There is a clear bias in policing here."*

- Shaker resident

*"I think the police officers in the community should work to become familiar with the residents through organic engagement such as living in the community, attending community events and visiting/volunteering at schools so that they are familiar with people/kids outside of law enforcement reasons."*

- Shaker resident

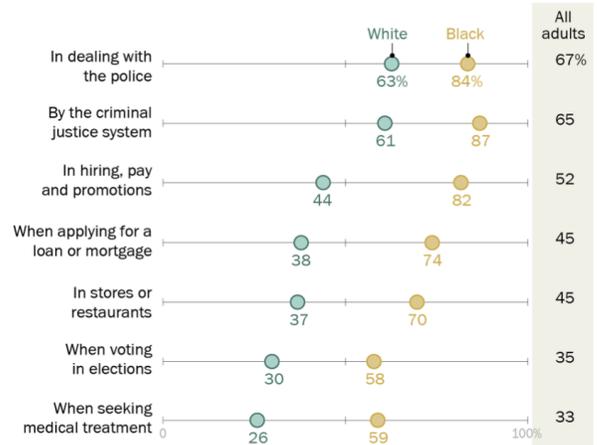
This reflects national data which shows disparities between the perspectives of Black and white Americans when it comes to police.

“Majorities of both black and white Americans say black people are treated less fairly than whites in dealing with the police and by the criminal justice system as a whole. In a 2019 Center survey, 84% of black adults said that, in dealing with police, blacks are generally treated less fairly than whites; 63% of whites said the same. Similarly, 87% of blacks and 61% of whites said the U.S. criminal justice system treats black people less fairly<sup>6</sup>.”

However in Shaker Heights, there is a significant level of support for the police and belief in their fairness and professionalism among Black and other BIPOC residents.

### Whites and blacks differ widely in views of how blacks are treated

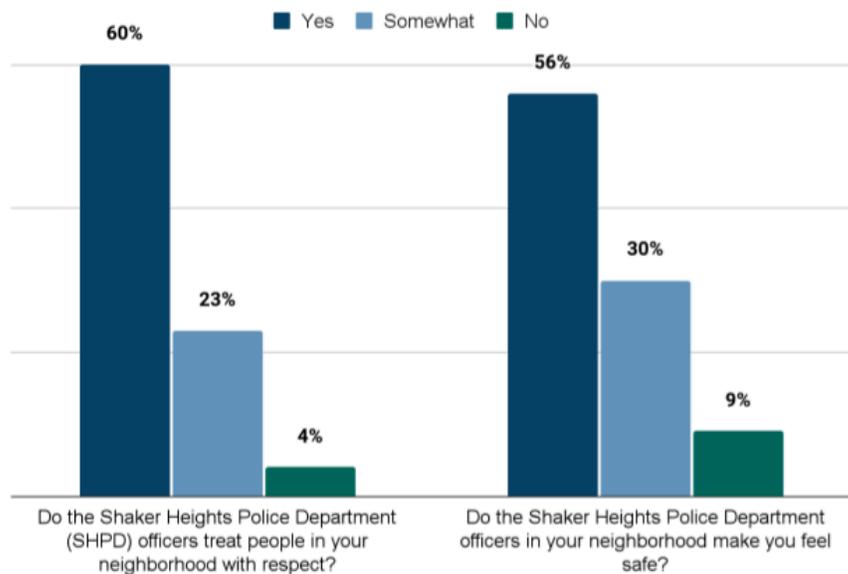
% of **whites** and **blacks** saying, in general in our country these days, blacks are treated less fairly than whites in each of the following situations



Note: Whites and blacks include those who report being only one race and are non-Hispanic. “In dealing with the police” and “By the criminal justice system” were asked of separate random subsamples of respondents.  
Source: Survey of U.S. adults conducted Jan. 22-Feb. 5, 2019.  
“Race in America 2019”

## BIPOC Respondents

What are BIPOC resident perceptions of the Shaker Heights Police Department and its officers?  
(N: 186)

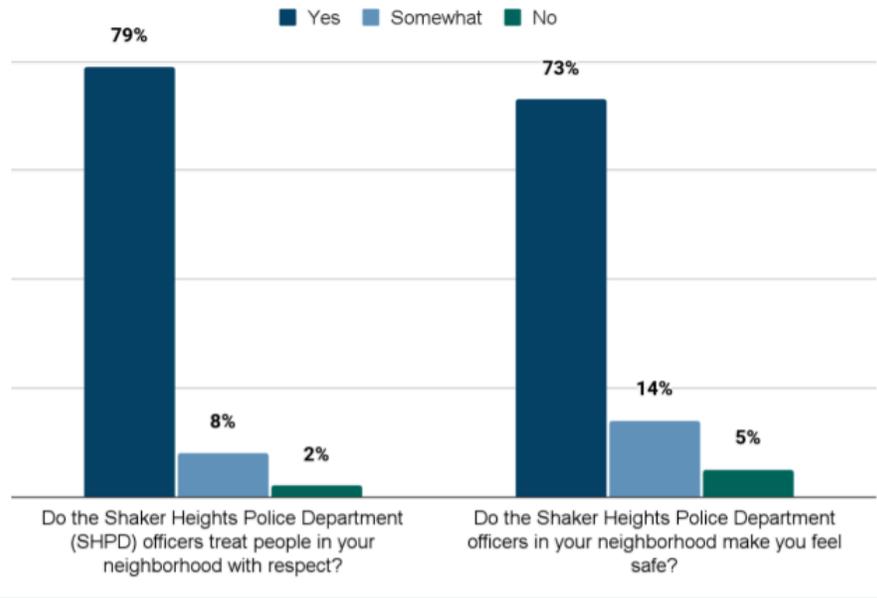


BIPOC resident perceptions according to survey data of SHPD when asked if they treat people with respect in their neighborhood and if SHPD makes them feel safe.

<sup>6</sup> Brown, Anna; Cox, Kiana; Menasce Horowitz, Juliana. 9 April 2019. “Race in America 2019: Public has negative views of the country’s racial progress; more than half say Trump has made race relations worse,” [Pew Research Center](#).

## White Respondents

What are white resident perceptions of the Shaker Heights Police Department and its officers?  
(N: 534)



White resident perceptions according to survey data of SHPD when asked if they treat people with respect in their neighborhood and if SHPD makes them feel safe.

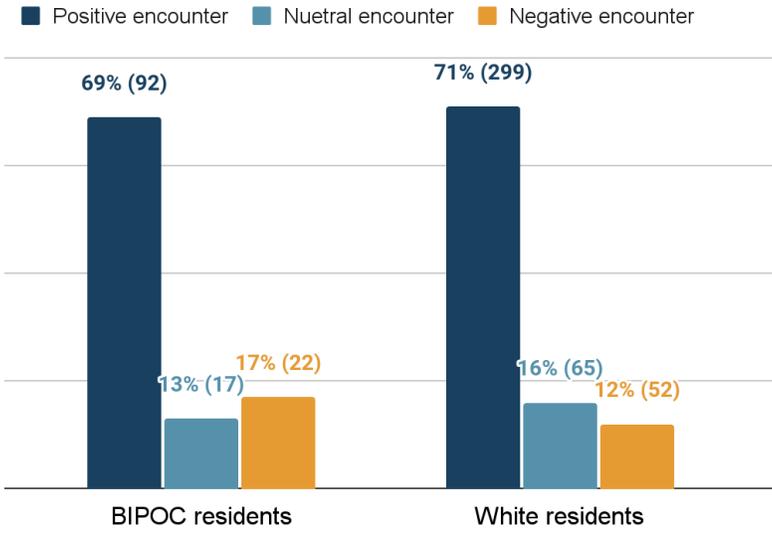
### Personal Encounters with Police

73% (135) of BIPOC respondents said they have had an encounter with a SHPD officer

- 69% of those respondents said it was a positive experience
- 17% said it was a negative experience
- 13% reported a neutral experience

79% (423) of white respondents said they have had an encounter with a SHPD officer

- 71% of those respondents said it was a positive experience
- 12% said it was a negative experience
- 15% reported a neutral experience



### Type of Encounter for BIPOC residents

- 26% Request for assistance
- 26% Casual encounter
- 21% Traffic stop

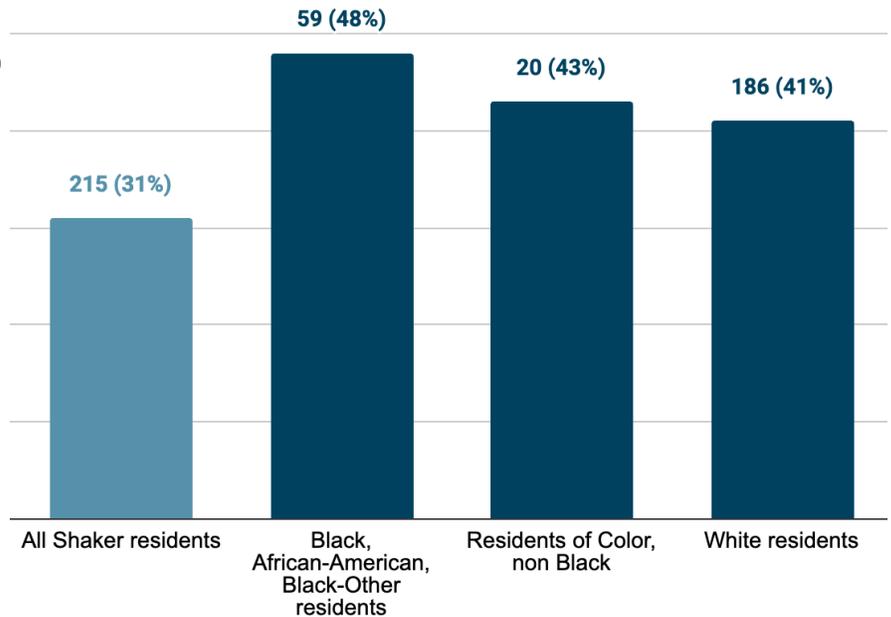
### Type of Encounter for White residents

- 36% Request for assistance

- 27% Traffic stop
- 13% Casual encounter

A large percentage<sup>7</sup> of the survey respondents noted they would like to see increased police presence in the form of community directed policing, building relationships with residents, and being visible, active members of the community. It is notable that residents want positive interactions, e.g. events, or playground visits, etc. but do not want to suggest more traditional policing. Interactions with residents in non-service call moments is seen as a community building practice.

Resident responses that included "more police" when asked, "What do you think would help build a safer community?"



# A Shared Future

Police power is significant. The collateral consequences of any involuntary interaction with police can be very serious for residents. Consequently, police must be vigilant in ensuring that through training, management, and discipline, Departments -and their officers - are always on the lookout for indication that community trust has been, or is being, eroded through real or perceived mistreatment of residents and visitors.

The SHPD is vigilant. They undergo training, receive certifications, establish processes, maintain strong leadership, and build community relationships all oriented towards ensuring zero instances of mistreatment of residents and misconduct by police. They have expressed - repeatedly and sincerely - a desire to learn about these issues and to address them in partnership with residents.

<sup>7</sup> Data here was analyzed by racial groups with Black, African-American, Black-Other residents and residents of Color, non black separated due to significant differences in responses.

## The City's Next Steps

The deep and serious engagement that so many residents offered to this project is a testament to their commitment to this community and its future.

The Community Advisory Group which was established for the purpose of advising the Mayor, the Police Chief, the CAO, and Council will review this report and provide feedback on the implementation of recommendations from The Listening Project. Any legislative recommendations will be made by the Community Advisory Group to the appropriate Council Committees.

In addition to the work of the CAG the DEI office will continue hosting community discussions and collaboratively working with the SHPD as a starting place to further develop an action plan to respond to learning's from this initiative.

# Appendix

## Project Team

### Shaker Heights Team: City Staff + Strategy Matters Consultants



[Colleen Jackson](#)  
Chief Diversity, Equity, and  
Inclusion Officer  
City of Shaker Heights, OH



[Liz O'Connor](#)  
Principal Consultant  
Strategy Matters



[Nike Flugardo](#)  
Affiliate Consultant with  
Strategy Matters



[Stef Harvey](#)  
Affiliate Consultant with  
Strategy Matters



[Jonathan Ballom](#)  
Diversity Coordinator  
City of Shaker Heights, OH



[Amanda Santos Jewell](#)  
Project Manager  
Strategy Matters



Helping Those Who Do Great Work Do It Better

## Process Management Team

Jeri Chaikin	Chief Administrative Officer
Ann McGuire	Communications and Marketing Director
Kara O'Donnell	Principal Planner
Wayne D. Hudson	Chief of Police
Colleen Jackson	Chief Diversity, Equity, and Inclusion Officer
Jonathan Ballom	Diversity Coordinator

At the outset of this Community Engagement process we recommended establishing a sub-committee of invested and knowledgeable stakeholders to help inform all aspects of the

process. We called this the Process Management Team (PMT). The PMT should include members from many layers and corners of the City.

The PMT worked with the consulting team on reviewing each step in our proposed process, advising on community outreach strategies and supporting a preliminary review of findings and analysis. The PMT offered guidance to the consultant team, and its members shared their insights and networks on behalf of the process.

Throughout the process, members of the PMT had the opportunity to work side-by-side with City leadership, to think strategically as part of that team, and to develop a sense of investment and ownership in the outcome of the process and potentially, future implementation for the City of Shaker Heights in partnership with the Community Advisory groups (CAG). Additionally, the PMT acted as ambassadors and communicators of the process in various circumstances.

The PMT did not make the final decisions or recommendations for the plan itself. PMT members:

- Served as participants and thought partners in every steps of the process
- Identified parameters for process and provide input on steps required
- Identified stakeholders and support development of an engagement strategy
- Generated large strategic issues to be considered in the process
- Raised issues, highlight potential problems, and challenge the process at any point
- Vetted documents in draft form before they are made public

## Community Advisory Group (CAG)

A Shaker Heights, Ohio formed and led group charged with supporting implementation of this report's recommendations and the city's next steps.

David Crampton  
Ken Prabucki  
George Coulter  
Andrew Geronimo  
Orlando Alvarez Jr.  
Corbyn Martz  
Lozell Siler  
Mark Munetz

Jon Wilham  
Vicki Elder  
Kathleen Knoll-Frey  
Marc Lubline  
Greg Bonanno  
Jeremy Wanton  
Ethan Khoran

# Project Kickoff Meeting Outcomes

To start, the PMT participated in a “negative brainstorm” - identifying many of the ways in this process would go wrong and be ineffective. When flipped, the PMT has a list of desired outcomes for a successful community listening project.

Negative Brainstorm	Desired Positive Outcome
<ul style="list-style-type: none"> <li>● Community fails to support police</li> <li>● Defund police and fund social workers only</li> <li>● Messaging damages Shaker Heights and perception is worsened</li> <li>● Perception of Shaker Heights is that we’re nasty, contentious, and unproductive - dangerous</li> <li>● No young homeowners</li> <li>● Only a slice of community participates</li> <li>● People aren’t engaged with the project</li> <li>● We’ll scare people off</li> <li>● Only the loud people are heard</li> <li>● Pot stirrers are encouraged</li> <li>● Further polarization from city officials</li> <li>● Officers are mistrustful</li> <li>● Officers won’t hear the community</li> <li>● Performative / irresponsible allyship</li> <li>● All voices aren’t heard</li> <li>● Don’t use input from what we’ve gathered from citizens</li> <li>● Don’t educate public</li> </ul>	<ul style="list-style-type: none"> <li>● Shaker Heights community is supportive of police</li> <li>● Police and social workers are funded</li> <li>● The perception of Shaker Heights is improved and trending positive - resulting in a productive dialogue and increased safety</li> <li>● Young homeowners increase</li> <li>● A full sample of the community participants</li> <li>● The community is engaged with the project</li> <li>● People are eager to contribute and engaged</li> <li>● All voices are heard and amplified equitably</li> <li>● The community and City officials find common ground</li> <li>● Officers are eager to learn from and trust the community</li> <li>● Authentic allyship</li> <li>● The input we gather from citizens is utilized</li> <li>● The public learns from the process</li> </ul>

## Process Goals

Experiential - How do we want residents and police to feel about their participation in this process? How can we use this process to demonstrate our commitment to hearing from our constituents, and creating pathways for strong communication with our new Chief?

Rational - What do we want to come out of this process in terms of decisions and deliverables? Specifically, what goes into our final report? What other deliverables would be helpful to the future success of the Department in general and the Mental Health Response Program in particular? and,

Transformational - What could and should be different within the City of Shaker Heights as a result of the work we do together in this process? How can we help the DEI Chief to ensure that the City provides culturally responsive, effective, and inclusive public safety services to all of its communities? How can we best understand the systemic inequities which result in disparate treatment and outcomes for our residents? How will we know when we've made progress dismantling inequities? These questions are important to consider time and again, and the transformational goals are not to be achieved in six months; but setting these kinds of goals gives our project a real North Star which is invaluable in our work together.

Experiential	Rational	Transformational
Collaborate	<ul style="list-style-type: none"> <li>● Identify the overall level of satisfaction for the agency</li> <li>● Identify areas for improvement</li> <li>● Identify where SH will need partnership in order to improve</li> <li>● Residents know how safe they are compared to other places in the region, state, nation</li> <li>● Crime independent of the police is understood</li> </ul>	<ul style="list-style-type: none"> <li>● Perception of Shaker Heights police is focused on the success and challenges of the Shaker Heights PD - not the region, state, or nation</li> <li>● Community learns from the expertise of the department and increased praise for the Department</li> </ul>

## Focus Group Protocol

### Statements on confidentiality

Thank you so much for taking the time to join us as part of Shaker Heights City Council's project to facilitate Community Listening Sessions. These sessions are intended to encourage community-wide discussion on policing policies and practices, including discussion about any real or perceived bias in policing in Shaker. Today's session will last 50 minutes and is conversational in nature.

The primary purpose of the Listening Project is to provide an opportunity for you all to share feedback on policing in Shaker generally, and to learn a little about how the police department operates, including a focus on the new Mental Health Response team and other issues of local interest.

This conversation is confidential. Your insights lead to the development of a final written report that will compile data trends across all engagements to inform recommendations that we hope

will aid in shaping future policy and practice to foster a safe and inclusive community. We'll present these findings publicly in the Fall.

- a. Questions from participants
- b. Expectations/ Participant Agreements
- c. Focus Group Questions
  1. How long have you lived in Shaker Heights?
  2. If I were to ask you about safety here in the City how would you describe it?
  3. How about for your neighborhood in Moreland? Explore the differences in responses.
  4. How often do you interact with police?
  5. Under what circumstances?
  6. If I were to ask you if the local police are fair and professional what would you say?
  7. What would you like to see change (if anything) to make your neighborhood safer?
  8. What would you like to see change to make the relationship between the community and police better?
  9. Wrap Up & Final Question

Your participation here today and additional information we've gathered/are gathering through continued focus groups, a community survey, and a Town Hall will inform a snapshot of what's going on in Shaker Heights today - and then our consulting team will:

- Continue engaging community members in Moreland specifically in a Town Hall (right now!)
- Draft a report that will compile data trends across all engagements to inform recommendations that we hope will aid in shaping future policy and practice to foster a safe and inclusive community. We'll present these findings publicly in the Fall. Stay tuned for more information here.
- Following this presentation a Community Advisory Group (CAG) will develop a plan to determine the next best course of action based on the reports findings. This plan will aid in the continuation working towards a more safe and inclusive community.
- What would you suggest they consider as they build that action plan?

## Survey Questions

The Shaker Heights City Council has engaged a consultant to facilitate a Community Listening Project. The primary purpose of the Listening Project is to provide an opportunity for the public to share feedback on policing in Shaker Heights. The Boston-based consulting firm, Strategy

Matters, will host events to encourage community-wide discussion on policing policies and practices including discussion about any real or perceived bias in policing in our city.

Your responses to this survey are anonymous and confidential. The consulting team will compile data trends and provide recommendations to increase diversity, equity, and inclusion and encourage positive relationships between the Police Department and residents. Thank you for time and attention to this survey and your commitment to enhancing the Shaker Heights community. This survey will take approximately 10 minutes to complete.

If you have any questions, do not hesitate to reach out to Jonathan Ballom, [Jonathan.Ballom@shakerheightsoh.gov](mailto:Jonathan.Ballom@shakerheightsoh.gov), or Amanda Santos Jewell, [amanda@strategymatters.org](mailto:amanda@strategymatters.org).

**1. Please select your relationship to Shaker Heights, Ohio.**

*Resident*

*Business Owner*

*Employer*

*Employee*

*Bordering Neighbor*

**K-12 Student**

*College Student*

*Parent/Caregiver*

**2. What neighborhood do you reside in?**

- Boulevard
- Fernway
- Lomond
- Ludlow
- Malvern
- Mercer
- Moreland
- Onaway
- Sussex
- Other; a Shaker Heights bordering neighborhood (please specify)

3. Based on your personal experience, please rate how safe you feel in Shaker Heights in the following situations.

Place an x in the category that best describes your experience. Please choose **one** selection per row.

	Very Safe	Safe	Somewhat Safe	Unsafe	Very Unsafe	N/A
In my home						
Walking alone in my neighborhood during the day						
Walking alone in my neighborhood at night						
In Shaker Heights overall						
When I'm in a park or public space alone						
Walking to/from me/my child's school						
When I'm driving						
When I'm biking						

4. What do you think would help build a safer community?

*Policing Questions*

**5. Does the Shaker Heights Police Department (SHPD) treat people in your neighborhood with respect?**

- Yes
- Somewhat
- No
- Unsure

**6. Do the Shaker Heights Police Department officers in your neighborhood make you feel safe?**

- Yes
- Somewhat
- No
- Unsure

**7. How often do you see Shaker Heights Police officers in your neighborhood?**

- Almost Always
- Sometimes
- Almost Never
- Unsure

**8. What are the things you would suggest the Shaker Heights Police Department do to better serve you and your community? Select *all* that apply.**

- More transparency and communication through sharing information and data
- More Community Policing
- More training within the department on culture and diversity
- Add more social workers to response teams
- Add more mental health professionals to response teams
- Hold more community events or conversations to maintain dialog
- Increase police presence to promote safety
- Community education on police policies and best practices
- Community driven process to develop new programs
- Collaborate with community organizations
- Make sure youth have a voice within the police department
- Work with community organizations for emergency responses
- Training on how to respond to mental health crises
- I prefer an alternative response that does not involve police
- Other (please explain)

**9.** Have you ever had a personal encounter with an SHPD police officer?

*If yes, proceed to question 10. If no, please skip to question 13.*

- Yes
- No
- Unsure

**10.** What type of encounter(s) was it?

- Traffic stop
- Request for assistance from police
- Casual encounter (walking, at a crosswalk, routine patrol, at a public place or event)
- At/In court
- At the police station
- At school or school event
- Other (please explain)

**11.** Was your encounter a positive or negative experience?

- Positive
- Neutral
- Negative
- Unsure

Comments

12. This question, like all questions, is optional. Please describe this interaction.

13. Have you or someone you know ever felt unfairly treated by the police?

- Yes
- No
- Unsure

Comments

Demographic Questions

The following questions ask about your personal identity. Like the other questions in this survey, these questions are optional. The City of Shaker Heights strives to be an organization that is diverse, inclusive, and equitable, and your answers to these questions can help us better understand whether experiences differ by race, gender, age, or other identities.

**Demographic Questions**

- 1. What is your gender identity?
  - Female
  - Male
  - Non-binary
  - None of the above, I identify as

2. Do you identify as transgender (or any other non-cisgender identity)?
- No
  - Yes

3. What is your racial or ethnic identity?
- African-American / Black-American / Black-Other
  - American Indian or Alaskan Native
  - East Asian
  - Hispanic or Latinx
  - Middle Eastern
  - Native Hawaiian or Other Pacific Islander
  - South Asian
  - Southeast Asian
  - Two or More Races
  - White / Caucasian
  - Other racial or ethnic identity

4. How old are you?

**Under 20**

*20 - 29*

*30 - 39*

*40 - 49*

*50 - 59*

*60 or over*

5. Are you a person living with a disability or serious long term health condition?
- No
  - Yes

6. What is your sexual orientation?
- Asexual
  - Bisexual
  - Gay
  - Heterosexual / Straight
  - Lesbian
  - Pansexual

- Queer
- Questioning
- Other sexual orientation that isn't listed above

7. What language do you mainly speak at home?

## Town Hall Engagement

Residents were invited to attend a public meeting as part of the Listening Project to

- Hear from residents
- Encourage community conversations
- Provide an opportunity to share concerns about police policies and practices
- Provide an opportunity to share suggestions to improve these policies and practices
- Opportunity to reflect on any real or perceived bias in Shaker's policing

View resident responses and reactions to this engagement [here](#).

View the Town Hall presentation [here](#).

## Mid Project Update

Following the first round of resident engagement, the consulting team published a mid point project update highlight what was heard

View the mid project report presentation [here](#).

## Listening Project Collateral



# You're invited to share your ideas!

Help shape the future of recreation & policing in Shaker Heights



City of Shaker Heights  
3400 Lee Rd.  
Shaker Heights, OH 44120  
216-491-1400

**We invite you to share your ideas at upcoming engagement events for two important projects underway in the City of Shaker Heights.**

**LISTENING PROJECT:**

A community-wide discussion of policing policies & practices, including real or perceived bias in policing in Shaker Heights.

**Town Hall:**

Wednesday, May 29, 6:30 pm  
Shaker Middle School (20600 Shaker Blvd.)

**Future Public Meetings:**

See project website for details.



shakerheightsoh.gov/  
listening

**RECREATION STRATEGIC PLAN:**

A plan focused on key locations will set the blueprint for future investment in recreation facilities and amenities.

**Public Meeting #1:**

Wednesday, August 7 @ 6 pm  
Virtual. Get link at project website.

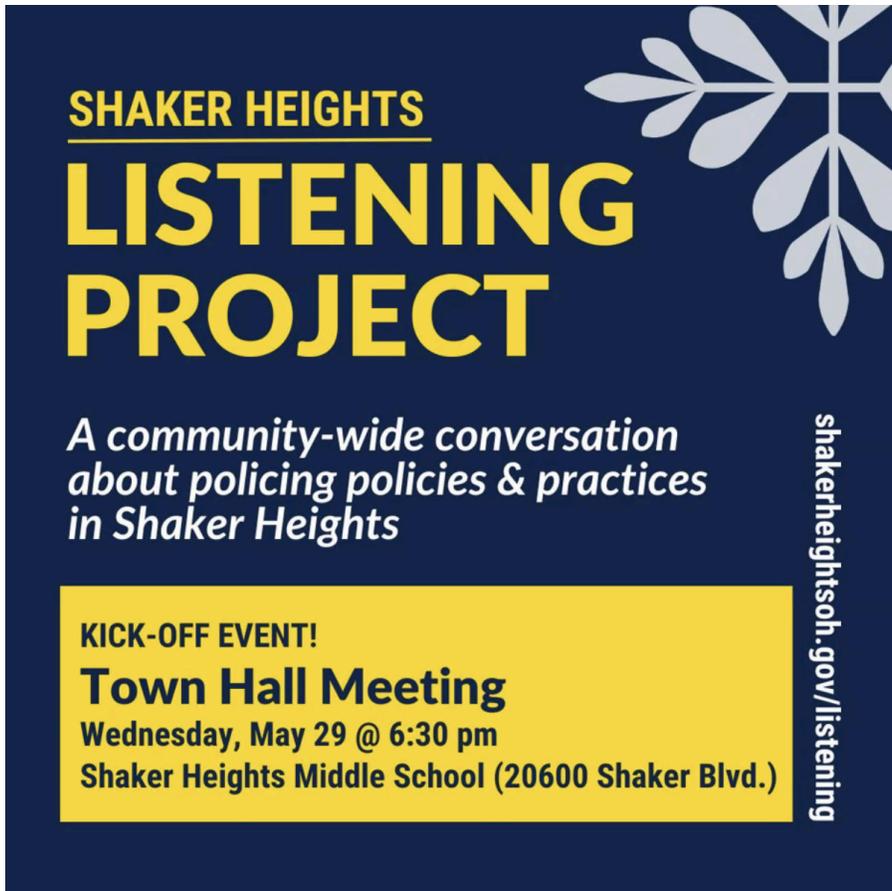
Thursday, August 8 @ 6:30 pm  
Stephanie Tubbs Jones Bldg. (3450 Lee Rd.)

**Public Meeting #2:**

See summer issue of Shaker Life magazine or project website for details.



shakerheightsoh.gov/  
recreationplan

A dark blue poster for the Shaker Heights Listening Project. At the top left, the text 'SHAKER HEIGHTS' is in yellow, underlined, followed by 'LISTENING PROJECT' in large, bold yellow letters. To the right is a white stylized leaf or branch graphic. Below the title, the text 'A community-wide conversation about policing policies & practices in Shaker Heights' is in white. A yellow box at the bottom left contains the text: 'KICK-OFF EVENT!', 'Town Hall Meeting', 'Wednesday, May 29 @ 6:30 pm', and 'Shaker Heights Middle School (20600 Shaker Blvd.)'. On the right side, the URL 'shakerheightsoh.gov/listening' is written vertically in white.

**SHAKER HEIGHTS**  
**LISTENING PROJECT**

*A community-wide conversation about policing policies & practices in Shaker Heights*

**KICK-OFF EVENT!**  
**Town Hall Meeting**  
Wednesday, May 29 @ 6:30 pm  
Shaker Heights Middle School (20600 Shaker Blvd.)

shakerheightsoh.gov/listening

## Police Reporting

To file a complaint about police misconduct in Shaker Heights, Ohio, you can:

1. **Fill out a form:** You can pick up a hard copy of the form at the Police Department, download it as a PDF, or start the complaint online. The form asks for details about the incident, including the date, time, officers involved, and any witnesses. You should also provide your name, phone number, or email address so the department can contact you.
2. **Call the police:** You can call the Shaker Heights Police Department at (216) 491-1220.

The Shaker Heights Police Department promises to investigate all complaints and take corrective action if needed. The Chief of Police will review the complaint and assign it to the appropriate staff member for investigation. The outcome of the investigation will be made available to you.

## All Data Charts & Graphs

Access all data charts and graphs by [clicking this link here](#).