



THE NCSTM
The National Community SurveyTM

Grand Rapids, MI

Supplemental Online Survey Results

DRAFT
2019



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Contents

About this Report.....	1
Complete Survey Responses.....	2



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NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About this Report

As part of its participation in The National Community Survey™, the City of Grand Rapids conducted a mailed survey of 2,200 residents. Surveys were mailed to randomly selected households in October 2019 and data were collected through November 15 (see the report, *The National Community Survey: Community Livability Report, Grand Rapids, MI, 2019*). The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, the City made available a web-based survey to its residents through a link on the City's website. Visitors to the site were able to complete the survey during November 2019 and 352 surveys were received. This report contains the results of this opt-in administration of the web-based survey. These data were not collected through a random sample and it is unknown who in the community was aware of link on the City's website; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Grand Rapids.

The results of the weighting scheme for the opt-in survey are presented in the following table.

Table 1: Grand Rapids, ST 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing	46%	16%	41%
Rent home	54%	84%	59%
Own home	60%	84%	65%
Detached unit*	40%	16%	35%
Attached unit*	46%	16%	41%
Race and Ethnicity			
White	70%	89%	75%
Not white	30%	11%	25%
Not Hispanic	88%	95%	90%
Hispanic	12%	5%	10%
Sex and Age			
Female	52%	63%	54%
Male	48%	36%	45%
18-34 years of age	41%	28%	40%
35-54 years of age	32%	41%	32%
55+ years of age	27%	32%	28%
Females 18-34	21%	16%	20%
Females 35-54	16%	28%	19%
Females 55+	15%	20%	16%
Males 18-34	20%	11%	20%
Males 35-54	16%	14%	14%
Males 55+	12%	12%	12%

* U.S. Census Bureau, ACS 2017 5-year estimates

Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Responses excluding “don’t know”

Table 2: Question 1

Please rate each of the following aspects of quality of life in Grand Rapids:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Grand Rapids as a place to live	26%	N=90	55%	N=193	16%	N=55	3%	N=11	100%	N=349
Your neighborhood as a place to live	31%	N=109	46%	N=161	19%	N=67	3%	N=11	100%	N=348
Grand Rapids as a place to raise children	18%	N=56	49%	N=150	26%	N=79	7%	N=22	100%	N=307
Grand Rapids as a place to work	25%	N=87	47%	N=163	20%	N=67	8%	N=26	100%	N=344
Grand Rapids as a place to visit	34%	N=114	46%	N=155	17%	N=57	3%	N=12	100%	N=337
Grand Rapids as a place to retire	16%	N=44	28%	N=75	39%	N=103	17%	N=45	100%	N=267
The overall quality of life in Grand Rapids	19%	N=66	53%	N=186	24%	N=83	4%	N=15	100%	N=349
Grand Rapids as a place to start, own or operate a business	22%	N=54	33%	N=80	32%	N=77	13%	N=30	100%	N=242

Table 3: Question 2

Please rate each of the following characteristics as they relate to Grand Rapids as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Grand Rapids	12%	N=43	55%	N=193	25%	N=87	7%	N=26	100%	N=349
Overall ease of getting to the places you usually have to visit	14%	N=49	38%	N=134	35%	N=121	13%	N=45	100%	N=349
Quality of overall natural environment in Grand Rapids	13%	N=46	49%	N=168	32%	N=111	6%	N=19	100%	N=344
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	8%	N=27	43%	N=149	38%	N=132	12%	N=41	100%	N=349
Health and wellness opportunities in Grand Rapids	19%	N=65	50%	N=168	25%	N=85	6%	N=21	100%	N=339
Overall opportunities for education and enrichment	20%	N=66	45%	N=150	28%	N=94	7%	N=23	100%	N=332
Overall economic health of Grand Rapids	16%	N=52	46%	N=152	26%	N=87	11%	N=38	100%	N=329
Sense of community	10%	N=34	39%	N=132	34%	N=115	17%	N=58	100%	N=339
Overall image or reputation of Grand Rapids	19%	N=66	50%	N=170	25%	N=85	6%	N=20	100%	N=341

Table 4: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Grand Rapids to someone who asks	39%	N=135	43%	N=146	10%	N=34	8%	N=28	100%	N=343
Remain in Grand Rapids for the next five years	53%	N=173	29%	N=96	12%	N=38	7%	N=23	100%	N=330

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Table 5: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	65%	N=226	22%	N=77	9%	N=31	2%	N=7	2%	N=6	100%	N=347
In Grand Rapids' downtown area during the day	56%	N=198	27%	N=96	8%	N=30	6%	N=20	2%	N=7	100%	N=350
In your neighborhood at night	34%	N=117	38%	N=132	7%	N=26	17%	N=61	3%	N=12	100%	N=347
In Grand Rapids' downtown area at night	23%	N=78	33%	N=114	12%	N=43	24%	N=84	8%	N=26	100%	N=345

Table 6: Question 5

Please rate each of the following characteristics as they relate to Grand Rapids as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	3%	N=12	26%	N=92	40%	N=141	30%	N=104	100%	N=349
Ease of public parking	8%	N=28	19%	N=65	35%	N=123	38%	N=133	100%	N=349
Ease of travel by car in Grand Rapids	10%	N=33	37%	N=129	36%	N=125	17%	N=57	100%	N=344
Ease of travel by public transportation in Grand Rapids	7%	N=18	20%	N=53	36%	N=97	38%	N=101	100%	N=269
Ease of travel by bicycle in Grand Rapids	7%	N=18	23%	N=57	41%	N=104	29%	N=73	100%	N=252
Ease of walking in Grand Rapids	20%	N=68	38%	N=128	32%	N=108	11%	N=36	100%	N=340
Availability of paths and walking trails	15%	N=52	33%	N=110	41%	N=138	11%	N=39	100%	N=338
Air quality	17%	N=59	51%	N=171	28%	N=95	4%	N=12	100%	N=336
Cleanliness of Grand Rapids	14%	N=47	51%	N=177	30%	N=104	5%	N=18	100%	N=346
Overall appearance of Grand Rapids	15%	N=53	60%	N=209	22%	N=75	3%	N=11	100%	N=348
Public places where people want to spend time	9%	N=33	51%	N=178	34%	N=119	5%	N=17	100%	N=346
Variety of housing options	8%	N=25	19%	N=63	37%	N=123	36%	N=120	100%	N=331
Availability of affordable quality housing	6%	N=20	10%	N=30	23%	N=72	61%	N=189	100%	N=311
Fitness opportunities (including exercise classes and paths or trails, etc.)	14%	N=46	44%	N=148	38%	N=126	4%	N=14	100%	N=335
Recreational opportunities	14%	N=47	48%	N=164	31%	N=107	7%	N=22	100%	N=341
Availability of affordable quality food	18%	N=63	34%	N=117	33%	N=115	14%	N=49	100%	N=344
Availability of affordable quality health care	17%	N=56	28%	N=91	36%	N=116	19%	N=62	100%	N=325
Availability of preventive health services	18%	N=59	38%	N=123	33%	N=105	11%	N=35	100%	N=322
Availability of affordable quality mental health care	11%	N=31	22%	N=60	31%	N=85	36%	N=99	100%	N=276
Availability of alternative transportation options	4%	N=13	24%	N=73	40%	N=121	31%	N=95	100%	N=303

The National Community Survey™

Table 7: Question 6

Please rate each of the following characteristics as they relate to Grand Rapids as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	4%	N=7	17%	N=29	40%	N=66	39%	N=64	100%	N=165
K-12 education	6%	N=15	29%	N=70	41%	N=100	23%	N=56	100%	N=241
Adult educational opportunities	12%	N=34	41%	N=112	35%	N=96	11%	N=31	100%	N=274
Opportunities to attend cultural/arts/music activities	36%	N=124	46%	N=157	15%	N=51	3%	N=12	100%	N=344
Opportunities to participate in religious or spiritual events and activities	38%	N=104	50%	N=135	10%	N=27	2%	N=6	100%	N=273
Employment opportunities	14%	N=45	41%	N=133	38%	N=125	7%	N=23	100%	N=326
Shopping opportunities	23%	N=78	52%	N=177	21%	N=73	4%	N=14	100%	N=342
Cost of living in Grand Rapids	9%	N=31	31%	N=108	41%	N=141	19%	N=66	100%	N=346
Overall quality of business and service establishments in Grand Rapids	16%	N=53	55%	N=189	25%	N=85	4%	N=15	100%	N=343
Vibrant downtown area	23%	N=78	48%	N=164	25%	N=87	4%	N=15	100%	N=344
Overall quality of new development in Grand Rapids	18%	N=59	44%	N=146	31%	N=103	7%	N=21	100%	N=329
Opportunities to participate in social events and activities	22%	N=73	52%	N=174	21%	N=71	6%	N=19	100%	N=337
Opportunities to volunteer	32%	N=102	48%	N=155	16%	N=51	4%	N=12	100%	N=320
Opportunities to participate in community matters	19%	N=62	51%	N=165	23%	N=74	7%	N=24	100%	N=324
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=37	25%	N=83	34%	N=115	31%	N=103	100%	N=338
Neighborliness of residents in Grand Rapids	8%	N=28	40%	N=134	36%	N=121	16%	N=54	100%	N=337
Availability of downtown parking	7%	N=25	15%	N=51	34%	N=114	44%	N=150	100%	N=340

Table 8: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	24%	N=82	76%	N=264	100%	N=346
Made efforts to make your home more energy efficient	21%	N=72	79%	N=273	100%	N=345
Observed a code violation or other hazard in Grand Rapids (weeds, abandoned buildings, etc.)	37%	N=126	63%	N=219	100%	N=346
Household member was a victim of a crime in Grand Rapids	85%	N=293	15%	N=53	100%	N=346
Reported a crime to the police in Grand Rapids	70%	N=242	30%	N=104	100%	N=346
Stocked supplies in preparation for an emergency	67%	N=232	33%	N=113	100%	N=345
Campaigned or advocated for an issue, cause or candidate	46%	N=159	54%	N=188	100%	N=346
Contacted the City of Grand Rapids (in-person, phone, email or web) for help or information	40%	N=138	60%	N=208	100%	N=346
Contacted Grand Rapids elected officials (in-person, phone, email or web) to express your opinion	63%	N=218	37%	N=129	100%	N=346
Called 3-1-1 for help or information	67%	N=231	33%	N=112	100%	N=343

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Table 9: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Grand Rapids?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Visited a neighborhood park or City park	18%	N=63	34%	N=119	39%	N=134	9%	N=31	100%	N=346
Used Grand Rapids public libraries or their services	5%	N=17	23%	N=80	44%	N=154	28%	N=96	100%	N=346
Attended a City-sponsored event	3%	N=10	16%	N=55	61%	N=207	21%	N=70	100%	N=342
Used public transportation instead of driving	12%	N=43	10%	N=33	23%	N=79	55%	N=190	100%	N=344
Carpooled with other adults or children instead of driving alone	14%	N=47	25%	N=86	28%	N=98	33%	N=116	100%	N=346
Walked or biked instead of driving	29%	N=102	21%	N=74	26%	N=88	24%	N=81	100%	N=346
Volunteered your time to some group/activity in Grand Rapids	13%	N=46	22%	N=77	32%	N=112	32%	N=110	100%	N=345
Talked to or visited with your immediate neighbors	30%	N=103	32%	N=109	24%	N=82	15%	N=52	100%	N=346
Done a favor for a neighbor	18%	N=62	22%	N=77	36%	N=124	23%	N=80	100%	N=344
Used Grand Rapids community centers or their services	3%	N=9	5%	N=17	17%	N=60	75%	N=259	100%	N=344
Participated in a club, neighborhood group or civic organization	14%	N=49	19%	N=67	29%	N=100	38%	N=131	100%	N=346

Table 10: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=6	8%	N=28	30%	N=103	60%	N=208	100%	N=345
Watched (online or on television) a local public meeting	3%	N=10	13%	N=43	32%	N=111	52%	N=181	100%	N=345

Table 11: Question 10

Please rate the quality of each of the following services in Grand Rapids:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	17%	N=55	36%	N=114	31%	N=99	16%	N=53	100%	N=321
Fire services	47%	N=131	45%	N=123	7%	N=20	1%	N=2	100%	N=275
Ambulance or emergency medical services	32%	N=74	49%	N=112	14%	N=32	5%	N=12	100%	N=230
Crime prevention	11%	N=30	35%	N=95	37%	N=102	17%	N=48	100%	N=274
Fire prevention and education	34%	N=88	47%	N=122	16%	N=40	3%	N=6	100%	N=257
Traffic enforcement	12%	N=36	38%	N=113	30%	N=90	20%	N=58	100%	N=297
Street repair	2%	N=8	17%	N=57	39%	N=133	42%	N=142	100%	N=340
Street cleaning	6%	N=21	35%	N=117	34%	N=115	25%	N=84	100%	N=337
Street lighting	8%	N=27	43%	N=144	36%	N=123	13%	N=44	100%	N=338
Snow removal	7%	N=25	29%	N=97	39%	N=131	25%	N=86	100%	N=339
Sidewalk maintenance	5%	N=15	35%	N=111	34%	N=107	26%	N=84	100%	N=319
Traffic signal timing	7%	N=24	30%	N=100	38%	N=125	25%	N=84	100%	N=333

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Please rate the quality of each of the following services in Grand Rapids:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Bus or transit services	12%	N=31	30%	N=78	34%	N=86	24%	N=62	100%	N=257
Garbage collection	29%	N=91	50%	N=156	13%	N=41	7%	N=23	100%	N=311
Recycling	35%	N=108	40%	N=124	16%	N=49	10%	N=30	100%	N=312
Yard waste pick-up	24%	N=55	45%	N=103	18%	N=40	13%	N=29	100%	N=228
Storm drainage	9%	N=26	40%	N=109	36%	N=100	15%	N=41	100%	N=277
Drinking water	24%	N=80	46%	N=154	23%	N=76	7%	N=24	100%	N=335
Sewer services	19%	N=56	52%	N=148	21%	N=59	8%	N=24	100%	N=286
Utility billing	17%	N=50	47%	N=138	22%	N=66	14%	N=41	100%	N=295
City parks	28%	N=94	44%	N=146	22%	N=75	6%	N=20	100%	N=335
Recreation programs or classes	17%	N=36	50%	N=104	23%	N=48	9%	N=19	100%	N=208
Recreation centers or facilities	12%	N=26	46%	N=97	30%	N=64	11%	N=24	100%	N=210
Land use, planning and zoning	6%	N=16	38%	N=96	32%	N=80	24%	N=60	100%	N=251
Code enforcement (weeds, abandoned buildings, etc.)	4%	N=11	35%	N=91	39%	N=101	22%	N=59	100%	N=262
Animal control	9%	N=19	41%	N=82	34%	N=68	16%	N=31	100%	N=199
Economic development	12%	N=34	49%	N=138	24%	N=67	15%	N=43	100%	N=281
Health services	17%	N=50	49%	N=145	26%	N=77	8%	N=25	100%	N=298
Public library services	40%	N=121	46%	N=140	10%	N=29	4%	N=11	100%	N=300
Public information services	19%	N=52	48%	N=134	27%	N=74	7%	N=19	100%	N=280
Emergency preparedness and response (services that prepare the community for natural disasters or other emergency situations)	8%	N=17	50%	N=103	31%	N=64	10%	N=22	100%	N=206
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=25	37%	N=101	33%	N=91	21%	N=58	100%	N=275
City-sponsored special events	13%	N=39	55%	N=163	25%	N=76	7%	N=20	100%	N=298
Overall customer service by Grand Rapids employees (police, receptionists, planners, etc.)	16%	N=48	50%	N=153	26%	N=80	9%	N=27	100%	N=308
Community outreach and engagement	12%	N=34	42%	N=124	32%	N=95	14%	N=42	100%	N=294

Table 12: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Grand Rapids	19%	N=66	46%	N=156	27%	N=92	7%	N=25	100%	N=339
The Federal Government	4%	N=12	22%	N=68	42%	N=129	31%	N=96	100%	N=305
The State of Michigan	4%	N=12	42%	N=135	35%	N=112	19%	N=62	100%	N=321

The National Community Survey™

Table 13: Question 12

Please rate the following categories of Grand Rapids government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Grand Rapids	10%	N=31	36%	N=116	35%	N=112	19%	N=60	100%	N=319
The overall direction that Grand Rapids is taking	20%	N=68	40%	N=133	25%	N=82	15%	N=49	100%	N=332
The job Grand Rapids government does at welcoming citizen involvement	12%	N=36	39%	N=119	36%	N=107	13%	N=39	100%	N=300
Overall confidence in Grand Rapids government	13%	N=43	42%	N=138	29%	N=95	16%	N=52	100%	N=329
Generally acting in the best interest of the community	14%	N=45	41%	N=132	25%	N=81	19%	N=61	100%	N=320
Being honest	12%	N=39	44%	N=137	24%	N=75	20%	N=62	100%	N=313
Treating all residents fairly	8%	N=25	30%	N=94	35%	N=109	27%	N=83	100%	N=311
Providing timely, relevant information on City services and activities	16%	N=49	40%	N=126	30%	N=94	14%	N=43	100%	N=312

Table 14: Question 13

Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Grand Rapids	48%	N=163	36%	N=123	14%	N=47	1%	N=4	100%	N=338
Overall ease of getting to the places you usually have to visit	37%	N=127	45%	N=150	18%	N=60	0%	N=1	100%	N=338
Quality of overall natural environment in Grand Rapids	41%	N=137	36%	N=123	21%	N=69	2%	N=8	100%	N=337
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	24%	N=82	44%	N=149	26%	N=87	6%	N=19	100%	N=337
Health and wellness opportunities in Grand Rapids	29%	N=97	40%	N=134	27%	N=93	4%	N=14	100%	N=338
Overall opportunities for education and enrichment	37%	N=123	38%	N=127	23%	N=76	3%	N=10	100%	N=337
Overall economic health of Grand Rapids	36%	N=122	47%	N=160	16%	N=53	1%	N=2	100%	N=338
Sense of community	34%	N=116	43%	N=143	20%	N=66	3%	N=11	100%	N=336

Table 15: Question 14

Please rate how important, if at all, you think each of the following strategic planning areas are to the overall quality of life in Grand Rapids:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Providing equitable, innovative, high-quality public services	48%	N=162	36%	N=120	16%	N=54	0%	N=1	100%	N=337
Building resident awareness of and involvement in the City's decision-making processes.	25%	N=85	52%	N=176	22%	N=74	1%	N=2	100%	N=337
Investing in innovative, efficient and equitable mobility solutions	31%	N=105	41%	N=137	24%	N=80	4%	N=13	100%	N=336
Creating pathways to financial growth and security for residents, employees and businesses	33%	N=111	44%	N=148	21%	N=69	2%	N=8	100%	N=336
Creating opportunities for education and enrichment for residents of all ages	35%	N=118	39%	N=131	23%	N=77	3%	N=10	100%	N=336
Investing in healthy communities and the natural environment	45%	N=151	38%	N=127	14%	N=46	3%	N=10	100%	N=334
Ensuring that all people feel safe and are safe in our community	64%	N=216	30%	N=101	4%	N=13	2%	N=6	100%	N=337

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Table 16: Question 15

How familiar, if at all, are you with the following types of mobility-related options?	Very familiar		Moderately familiar		Slightly familiar		Not at all familiar		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Modes of transportation used as an alternative to driving a car	38%	N=128	38%	N=125	19%	N=63	5%	N=16	100%	N=333
Locations of available parking options in Grand Rapids.	42%	N=140	39%	N=130	15%	N=50	4%	N=13	100%	N=332
Bikeshare	12%	N=39	19%	N=63	26%	N=88	43%	N=143	100%	N=332
Rideshare	22%	N=73	18%	N=59	28%	N=94	32%	N=106	100%	N=332
The Grand Rapids Autonomous Vehicles Initiative (self-driving public transportation)	20%	N=66	28%	N=92	25%	N=83	28%	N=92	100%	N=333

Table 17: Question 16

Have you contacted the City of Grand Rapids for information or services in the past six months?	Percent	Number
Yes	53%	N=181
No	47%	N=159
Total	100%	N=340

Table 18: Question 17

Thinking about your most recent contact with the City, please rate your satisfaction with the outcome of the interaction:	Percent	Number
Very satisfied	42%	N=76
Somewhat satisfied	31%	N=57
Somewhat dissatisfied	14%	N=25
Very dissatisfied	13%	N=23
Total	100%	N=181

Table 19: Question 18

Have you had an interaction with either the police department or municipal courts in Grand Rapids in the past six months?	Percent	Number
Yes	40%	N=135
No	60%	N=205
Total	100%	N=340

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Table 20: Question 19

Please indicate your level of agreement with the following statement: 'In my interaction with the police and/or municipal courts in Grand Rapids, I felt I was treated with fairness and respect.'	Percent	Number
Strongly agree	49%	N=67
Somewhat agree	36%	N=49
Somewhat disagree	7%	N=10
Strongly disagree	7%	N=9
Total	100%	N=135

Table 21: Question 20

Do you currently receive solid waste (trash, recycling, yard waste collection) services from the City of Grand Rapids?	Percent	Number
Yes	76%	N=259
No	24%	N=83
Total	100%	N=341

Table 22: Question 21

Please rate your level of satisfaction with the current 'pay as you throw' system of payment for solid waste:	Percent	Number
Very satisfied	59%	N=143
Somewhat satisfied	32%	N=78
Somewhat dissatisfied	6%	N=14
Very dissatisfied	3%	N=8
Total	100%	N=243

Table 23: Question 22

How would you prefer to pay for your solid waste collection service?	Percent	Number
Standard monthly fee	13%	N=37
Standard quarterly fee	6%	N=17
Annually as part of my taxes	15%	N=42
No change	53%	N=149
I do not pay the collection fee for solid waste	13%	N=36
Total	100%	N=281

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Table 24: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=8	4%	N=12	6%	N=21	21%	N=70	67%	N=230	100%	N=341
Purchase goods or services from a business located in Grand Rapids	0%	N=0	2%	N=6	19%	N=66	61%	N=208	18%	N=60	100%	N=341
Eat at least 5 portions of fruits and vegetables a day	3%	N=10	24%	N=81	32%	N=106	29%	N=97	12%	N=39	100%	N=332
Participate in moderate or vigorous physical activity	1%	N=3	18%	N=61	38%	N=130	29%	N=97	15%	N=50	100%	N=340
Read or watch local news (via television, paper, computer, etc.)	6%	N=20	12%	N=40	20%	N=68	37%	N=125	26%	N=88	100%	N=341
Vote in local elections	5%	N=17	3%	N=11	6%	N=21	19%	N=66	66%	N=226	100%	N=339

Table 25: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=63
Very good	39%	N=135
Good	34%	N=116
Fair	7%	N=24
Poor	2%	N=7
Total	100%	N=344

Table 26: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	7%	N=26
Somewhat positive	19%	N=66
Neutral	55%	N=188
Somewhat negative	17%	N=59
Very negative	1%	N=4
Total	100%	N=343

Table 27: Question D4

What is your employment status?	Percent	Number
Working full time for pay	69%	N=236
Working part time for pay	16%	N=55
Unemployed, looking for paid work	3%	N=11
Unemployed, not looking for paid work	2%	N=6
Fully retired	10%	N=33
Total	100%	N=341

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Table 28: Question D5

Do you work inside the boundaries of Grand Rapids?	Percent	Number
Yes, outside the home	65%	N=220
Yes, from home	9%	N=32
No	26%	N=88
Total	100%	N=340

Table 29: Question D6

How many years have you lived in Grand Rapids?	Percent	Number
Less than 2 years	8%	N=27
2 to 5 years	18%	N=61
6 to 10 years	13%	N=46
11 to 20 years	18%	N=62
More than 20 years	43%	N=147
Total	100%	N=341

Table 30: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	64%	N=220
Building with two or more homes (duplex, townhome, apartment or condominium)	31%	N=105
Mobile home	0%	N=1
Other	5%	N=16
Total	100%	N=340

Table 31: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	41%	N=138
Owned	59%	N=202
Total	100%	N=340

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Table 32: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	5%	N=18
\$300 to \$599 per month	14%	N=48
\$600 to \$999 per month	30%	N=100
\$1,000 to \$1,499 per month	35%	N=118
\$1,500 to \$2,499 per month	12%	N=38
\$2,500 or more per month	3%	N=11
Total	100%	N=334

Table 33: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	73%	N=250
Yes	27%	N=91
Total	100%	N=340

Table 34: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	88%	N=299
Yes	12%	N=40
Total	100%	N=339

Table 35: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	10%	N=34
\$25,000 to \$49,999	21%	N=70
\$50,000 to \$99,999	38%	N=127
\$100,000 to \$149,999	21%	N=69
\$150,000 or more	9%	N=31
Total	100%	N=331

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Table 36: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	90%	N=302
Yes, I consider myself to be Spanish, Hispanic or Latino	10%	N=34
Total	100%	N=336

Table 37: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=4
Asian, Asian Indian or Pacific Islander	3%	N=9
Black or African American	7%	N=21
White	75%	N=230
Other	14%	N=42

Total may exceed 100% as respondents could select more than one option.

Table 38: Question D15

In which category is your age?	Percent	Number
18 to 24 years	8%	N=27
25 to 34 years	32%	N=108
35 to 44 years	17%	N=59
45 to 54 years	15%	N=49
55 to 64 years	18%	N=61
65 to 74 years	9%	N=30
75 years or older	1%	N=3
Total	100%	N=337

Table 39: Question D16

What is your gender?	Percent	Number
Female	54%	N=181
Male	45%	N=152
Non-binary	1%	N=4
Total	100%	N=337

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Table 40: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	90%	N=306
Land line	5%	N=17
Both	5%	N=17
Total	100%	N=340

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 41: Question 1

Please rate each of the following aspects of quality of life in Grand Rapids:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Grand Rapids as a place to live	26%	N=90	55%	N=193	16%	N=55	3%	N=11	1%	N=3	100%	N=352
Your neighborhood as a place to live	31%	N=109	46%	N=161	19%	N=67	3%	N=11	0%	N=1	100%	N=349
Grand Rapids as a place to raise children	16%	N=56	43%	N=150	23%	N=79	6%	N=22	12%	N=43	100%	N=350
Grand Rapids as a place to work	25%	N=87	47%	N=163	19%	N=67	8%	N=26	2%	N=6	100%	N=350
Grand Rapids as a place to visit	33%	N=114	44%	N=155	16%	N=57	3%	N=12	4%	N=13	100%	N=350
Grand Rapids as a place to retire	13%	N=44	22%	N=75	30%	N=103	13%	N=45	23%	N=80	100%	N=347
The overall quality of life in Grand Rapids	19%	N=66	53%	N=186	24%	N=83	4%	N=15	0%	N=0	100%	N=349
Grand Rapids as a place to start, own or operate a business	16%	N=54	23%	N=80	22%	N=77	9%	N=30	31%	N=107	100%	N=349

Table 42: Question 2

Please rate each of the following characteristics as they relate to Grand Rapids as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Grand Rapids	12%	N=43	55%	N=193	25%	N=87	7%	N=26	0%	N=0	100%	N=349
Overall ease of getting to the places you usually have to visit	14%	N=49	38%	N=134	35%	N=121	13%	N=45	0%	N=0	100%	N=349
Quality of overall natural environment in Grand Rapids	13%	N=46	48%	N=168	32%	N=111	6%	N=19	1%	N=2	100%	N=347
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	8%	N=27	43%	N=149	38%	N=132	12%	N=41	0%	N=0	100%	N=349
Health and wellness opportunities in Grand Rapids	19%	N=65	48%	N=168	24%	N=85	6%	N=21	3%	N=11	100%	N=349
Overall opportunities for education and enrichment	19%	N=66	44%	N=150	27%	N=94	7%	N=23	3%	N=11	100%	N=343
Overall economic health of Grand Rapids	15%	N=52	44%	N=152	25%	N=87	11%	N=38	5%	N=17	100%	N=346
Sense of community	10%	N=34	38%	N=132	33%	N=115	17%	N=58	2%	N=6	100%	N=345
Overall image or reputation of Grand Rapids	19%	N=66	50%	N=170	25%	N=85	6%	N=20	1%	N=3	100%	N=344

Table 43: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Grand Rapids to someone who asks	39%	N=135	42%	N=146	10%	N=34	8%	N=28	1%	N=3	100%	N=346
Remain in Grand Rapids for the next five years	50%	N=173	27%	N=96	11%	N=38	7%	N=23	6%	N=20	100%	N=350

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Table 44: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	65%	N=226	22%	N=77	9%	N=31	2%	N=7	2%	N=6	0%	N=1	100%	N=348
In Grand Rapids' downtown area during the day	56%	N=198	27%	N=96	8%	N=30	6%	N=20	2%	N=7	0%	N=0	100%	N=350
In your neighborhood at night	34%	N=117	38%	N=132	7%	N=26	17%	N=61	3%	N=12	0%	N=1	100%	N=348
In Grand Rapids' downtown area at night	22%	N=78	33%	N=114	12%	N=43	24%	N=84	8%	N=26	1%	N=4	100%	N=349

Table 45: Question 5

Please rate each of the following characteristics as they relate to Grand Rapids as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	3%	N=12	26%	N=92	40%	N=141	30%	N=104	0%	N=1	100%	N=350
Ease of public parking	8%	N=28	19%	N=65	35%	N=123	38%	N=133	0%	N=1	100%	N=350
Ease of travel by car in Grand Rapids	10%	N=33	37%	N=129	36%	N=125	17%	N=57	0%	N=0	100%	N=345
Ease of travel by public transportation in Grand Rapids	5%	N=18	15%	N=53	28%	N=97	29%	N=101	23%	N=80	100%	N=349
Ease of travel by bicycle in Grand Rapids	5%	N=18	16%	N=57	30%	N=104	21%	N=73	28%	N=97	100%	N=349
Ease of walking in Grand Rapids	20%	N=68	37%	N=128	32%	N=108	10%	N=36	1%	N=4	100%	N=343
Availability of paths and walking trails	15%	N=52	32%	N=110	39%	N=138	11%	N=39	3%	N=12	100%	N=350
Air quality	17%	N=59	49%	N=171	27%	N=95	3%	N=12	3%	N=11	100%	N=347
Cleanliness of Grand Rapids	14%	N=47	51%	N=177	30%	N=104	5%	N=18	0%	N=0	100%	N=346
Overall appearance of Grand Rapids	15%	N=53	60%	N=209	22%	N=75	3%	N=11	0%	N=0	100%	N=348
Public places where people want to spend time	9%	N=33	51%	N=178	34%	N=119	5%	N=17	1%	N=3	100%	N=349
Variety of housing options	7%	N=25	18%	N=63	35%	N=123	34%	N=120	5%	N=18	100%	N=349
Availability of affordable quality housing	6%	N=20	9%	N=30	21%	N=72	55%	N=189	9%	N=32	100%	N=343
Fitness opportunities (including exercise classes and paths or trails, etc.)	13%	N=46	42%	N=148	36%	N=126	4%	N=14	4%	N=15	100%	N=349
Recreational opportunities	14%	N=47	47%	N=164	31%	N=107	6%	N=22	2%	N=8	100%	N=348
Availability of affordable quality food	18%	N=63	33%	N=117	33%	N=115	14%	N=49	1%	N=4	100%	N=348
Availability of affordable quality health care	16%	N=56	26%	N=91	33%	N=116	18%	N=62	6%	N=22	100%	N=347
Availability of preventive health services	17%	N=59	36%	N=123	31%	N=105	10%	N=35	7%	N=23	100%	N=345
Availability of affordable quality mental health care	9%	N=31	18%	N=60	25%	N=85	29%	N=99	20%	N=67	100%	N=343
Availability of alternative transportation options	4%	N=13	21%	N=73	35%	N=121	27%	N=95	13%	N=46	100%	N=349

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Table 46: Question 6

Please rate each of the following characteristics as they relate to Grand Rapids as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	2%	N=7	8%	N=29	19%	N=66	18%	N=64	52%	N=183	100%	N=348
K-12 education	4%	N=15	20%	N=70	29%	N=100	16%	N=56	31%	N=106	100%	N=348
Adult educational opportunities	10%	N=34	32%	N=112	28%	N=96	9%	N=31	21%	N=72	100%	N=346
Opportunities to attend cultural/arts/music activities	36%	N=124	45%	N=157	15%	N=51	3%	N=12	1%	N=2	100%	N=346
Opportunities to participate in religious or spiritual events and activities	30%	N=104	39%	N=135	8%	N=27	2%	N=6	21%	N=74	100%	N=347
Employment opportunities	13%	N=45	38%	N=133	36%	N=125	7%	N=23	6%	N=22	100%	N=348
Shopping opportunities	22%	N=78	51%	N=177	21%	N=73	4%	N=14	1%	N=4	100%	N=346
Cost of living in Grand Rapids	9%	N=31	31%	N=108	41%	N=141	19%	N=66	0%	N=1	100%	N=347
Overall quality of business and service establishments in Grand Rapids	15%	N=53	55%	N=189	25%	N=85	4%	N=15	1%	N=2	100%	N=345
Vibrant downtown area	23%	N=78	47%	N=164	25%	N=87	4%	N=15	1%	N=2	100%	N=346
Overall quality of new development in Grand Rapids	17%	N=59	43%	N=146	30%	N=103	6%	N=21	3%	N=11	100%	N=340
Opportunities to participate in social events and activities	21%	N=73	50%	N=174	20%	N=71	5%	N=19	3%	N=10	100%	N=347
Opportunities to volunteer	30%	N=102	45%	N=155	15%	N=51	4%	N=12	7%	N=25	100%	N=345
Opportunities to participate in community matters	18%	N=62	48%	N=165	21%	N=74	7%	N=24	6%	N=22	100%	N=346
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=37	24%	N=83	33%	N=115	30%	N=103	3%	N=10	100%	N=347
Neighborliness of residents in Grand Rapids	8%	N=28	39%	N=134	35%	N=121	16%	N=54	3%	N=11	100%	N=348
Availability of downtown parking	7%	N=25	15%	N=51	33%	N=114	43%	N=150	2%	N=7	100%	N=347

Table 47: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	24%	N=82	76%	N=264	100%	N=346
Made efforts to make your home more energy efficient	21%	N=72	79%	N=273	100%	N=345
Observed a code violation or other hazard in Grand Rapids (weeds, abandoned buildings, etc.)	37%	N=126	63%	N=219	100%	N=346
Household member was a victim of a crime in Grand Rapids	85%	N=293	15%	N=53	100%	N=346
Reported a crime to the police in Grand Rapids	70%	N=242	30%	N=104	100%	N=346
Stocked supplies in preparation for an emergency	67%	N=232	33%	N=113	100%	N=345
Campaigned or advocated for an issue, cause or candidate	46%	N=159	54%	N=188	100%	N=346
Contacted the City of Grand Rapids (in-person, phone, email or web) for help or information	40%	N=138	60%	N=208	100%	N=346
Contacted Grand Rapids elected officials (in-person, phone, email or web) to express your opinion	63%	N=218	37%	N=129	100%	N=346
Called 3-1-1 for help or information	67%	N=231	33%	N=112	100%	N=343

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Table 48: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Grand Rapids?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Visited a neighborhood park or City park	18%	N=63	34%	N=119	39%	N=134	9%	N=31	100%	N=346
Used Grand Rapids public libraries or their services	5%	N=17	23%	N=80	44%	N=154	28%	N=96	100%	N=346
Attended a City-sponsored event	3%	N=10	16%	N=55	61%	N=207	21%	N=70	100%	N=342
Used public transportation instead of driving	12%	N=43	10%	N=33	23%	N=79	55%	N=190	100%	N=344
Carpooled with other adults or children instead of driving alone	14%	N=47	25%	N=86	28%	N=98	33%	N=116	100%	N=346
Walked or biked instead of driving	29%	N=102	21%	N=74	26%	N=88	24%	N=81	100%	N=346
Volunteered your time to some group/activity in Grand Rapids	13%	N=46	22%	N=77	32%	N=112	32%	N=110	100%	N=345
Talked to or visited with your immediate neighbors	30%	N=103	32%	N=109	24%	N=82	15%	N=52	100%	N=346
Done a favor for a neighbor	18%	N=62	22%	N=77	36%	N=124	23%	N=80	100%	N=344
Used Grand Rapids community centers or their services	3%	N=9	5%	N=17	17%	N=60	75%	N=259	100%	N=344
Participated in a club, neighborhood group or civic organization	14%	N=49	19%	N=67	29%	N=100	38%	N=131	100%	N=346

Table 49: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	2%	N=6	8%	N=28	30%	N=103	60%	N=208	100%	N=345
Watched (online or on television) a local public meeting	3%	N=10	13%	N=43	32%	N=111	52%	N=181	100%	N=345

Table 50: Question 10

Please rate the quality of each of the following services in Grand Rapids:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	16%	N=55	33%	N=114	29%	N=99	15%	N=53	7%	N=25	100%	N=346
Fire services	38%	N=131	36%	N=123	6%	N=20	1%	N=2	20%	N=70	100%	N=345
Ambulance or emergency medical services	21%	N=74	33%	N=112	9%	N=32	3%	N=12	33%	N=115	100%	N=345
Crime prevention	9%	N=30	27%	N=95	30%	N=102	14%	N=48	20%	N=70	100%	N=345
Fire prevention and education	26%	N=88	36%	N=122	12%	N=40	2%	N=6	25%	N=86	100%	N=342
Traffic enforcement	10%	N=36	33%	N=113	26%	N=90	17%	N=58	14%	N=47	100%	N=344
Street repair	2%	N=8	17%	N=57	39%	N=133	41%	N=142	1%	N=4	100%	N=343
Street cleaning	6%	N=21	34%	N=117	34%	N=115	24%	N=84	2%	N=7	100%	N=344
Street lighting	8%	N=27	42%	N=144	36%	N=123	13%	N=44	1%	N=5	100%	N=343
Snow removal	7%	N=25	28%	N=97	38%	N=131	25%	N=86	1%	N=5	100%	N=344
Sidewalk maintenance	4%	N=15	33%	N=111	31%	N=107	25%	N=84	7%	N=24	100%	N=342

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Please rate the quality of each of the following services in Grand Rapids:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic signal timing	7%	N=24	29%	N=100	36%	N=125	24%	N=84	3%	N=10	100%	N=343
Bus or transit services	9%	N=31	23%	N=78	25%	N=86	18%	N=62	25%	N=86	100%	N=343
Garbage collection	26%	N=91	45%	N=156	12%	N=41	7%	N=23	10%	N=34	100%	N=345
Recycling	31%	N=108	36%	N=124	14%	N=49	9%	N=30	10%	N=34	100%	N=345
Yard waste pick-up	16%	N=55	30%	N=103	12%	N=40	8%	N=29	34%	N=118	100%	N=345
Storm drainage	8%	N=26	32%	N=109	29%	N=100	12%	N=41	20%	N=67	100%	N=344
Drinking water	23%	N=80	45%	N=154	22%	N=76	7%	N=24	3%	N=10	100%	N=344
Sewer services	16%	N=56	43%	N=148	17%	N=59	7%	N=24	17%	N=58	100%	N=344
Utility billing	14%	N=50	40%	N=138	19%	N=66	12%	N=41	14%	N=49	100%	N=344
City parks	27%	N=94	42%	N=146	22%	N=75	6%	N=20	3%	N=10	100%	N=345
Recreation programs or classes	11%	N=36	30%	N=104	14%	N=48	6%	N=19	39%	N=135	100%	N=343
Recreation centers or facilities	7%	N=26	28%	N=97	19%	N=64	7%	N=24	39%	N=133	100%	N=343
Land use, planning and zoning	5%	N=16	28%	N=96	23%	N=80	17%	N=60	27%	N=93	100%	N=345
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=11	27%	N=91	29%	N=101	17%	N=59	24%	N=83	100%	N=345
Animal control	5%	N=19	24%	N=82	20%	N=68	9%	N=31	42%	N=145	100%	N=345
Economic development	10%	N=34	41%	N=138	20%	N=67	13%	N=43	17%	N=58	100%	N=339
Health services	15%	N=50	42%	N=145	22%	N=77	7%	N=25	13%	N=46	100%	N=344
Public library services	35%	N=121	40%	N=140	8%	N=29	3%	N=11	13%	N=45	100%	N=345
Public information services	15%	N=52	39%	N=134	22%	N=74	6%	N=19	19%	N=64	100%	N=343
Emergency preparedness and response (services that prepare the community for natural disasters or other emergency situations)	5%	N=17	30%	N=103	19%	N=64	6%	N=22	40%	N=139	100%	N=345
Preservation of natural areas such as open space, farmlands and greenbelts	7%	N=25	29%	N=101	26%	N=91	17%	N=58	20%	N=70	100%	N=345
City-sponsored special events	11%	N=39	47%	N=163	22%	N=76	6%	N=20	13%	N=45	100%	N=344
Overall customer service by Grand Rapids employees (police, receptionists, planners, etc.)	14%	N=48	45%	N=153	23%	N=80	8%	N=27	10%	N=34	100%	N=342
Community outreach and engagement	10%	N=34	36%	N=124	28%	N=95	12%	N=42	14%	N=49	100%	N=343

Table 51: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Grand Rapids	19%	N=66	45%	N=156	27%	N=92	7%	N=25	1%	N=5	100%	N=344
The Federal Government	4%	N=12	20%	N=68	37%	N=129	28%	N=96	11%	N=38	100%	N=343
The State of Michigan	4%	N=12	39%	N=135	33%	N=112	18%	N=62	6%	N=22	100%	N=343

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Table 52: Question 12

Please rate the following categories of Grand Rapids government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Grand Rapids	9%	N=31	34%	N=116	33%	N=112	18%	N=60	6%	N=19	100%	N=338
The overall direction that Grand Rapids is taking	20%	N=68	39%	N=133	24%	N=82	14%	N=49	2%	N=7	100%	N=339
The job Grand Rapids government does at welcoming citizen involvement	11%	N=36	35%	N=119	32%	N=107	11%	N=39	11%	N=38	100%	N=339
Overall confidence in Grand Rapids government	13%	N=43	41%	N=138	28%	N=95	15%	N=52	3%	N=10	100%	N=339
Generally acting in the best interest of the community	14%	N=45	39%	N=132	24%	N=81	18%	N=61	5%	N=17	100%	N=336
Being honest	12%	N=39	41%	N=137	22%	N=75	18%	N=62	7%	N=25	100%	N=338
Treating all residents fairly	8%	N=25	28%	N=94	33%	N=109	25%	N=83	6%	N=21	100%	N=332
Providing timely, relevant information on City services and activities	15%	N=49	37%	N=126	28%	N=94	13%	N=43	8%	N=27	100%	N=339

Table 53: Question 13

Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Grand Rapids	48%	N=163	36%	N=123	14%	N=47	1%	N=4	100%	N=338
Overall ease of getting to the places you usually have to visit	37%	N=127	45%	N=150	18%	N=60	0%	N=1	100%	N=338
Quality of overall natural environment in Grand Rapids	41%	N=137	36%	N=123	21%	N=69	2%	N=8	100%	N=337
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	24%	N=82	44%	N=149	26%	N=87	6%	N=19	100%	N=337
Health and wellness opportunities in Grand Rapids	29%	N=97	40%	N=134	27%	N=93	4%	N=14	100%	N=338
Overall opportunities for education and enrichment	37%	N=123	38%	N=127	23%	N=76	3%	N=10	100%	N=337
Overall economic health of Grand Rapids	36%	N=122	47%	N=160	16%	N=53	1%	N=2	100%	N=338
Sense of community	34%	N=116	43%	N=143	20%	N=66	3%	N=11	100%	N=336

Table 54: Question 14

Please rate how important, if at all, you think each of the following strategic planning areas are to the overall quality of life in Grand Rapids:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Providing equitable, innovative, high-quality public services	48%	N=162	36%	N=120	16%	N=54	0%	N=1	100%	N=337
Building resident awareness of and involvement in the City's decision-making processes.	25%	N=85	52%	N=176	22%	N=74	1%	N=2	100%	N=337
Investing in innovative, efficient and equitable mobility solutions	31%	N=105	41%	N=137	24%	N=80	4%	N=13	100%	N=336
Creating pathways to financial growth and security for residents, employees and businesses	33%	N=111	44%	N=148	21%	N=69	2%	N=8	100%	N=336
Creating opportunities for education and enrichment for residents of all ages	35%	N=118	39%	N=131	23%	N=77	3%	N=10	100%	N=336
Investing in healthy communities and the natural environment	45%	N=151	38%	N=127	14%	N=46	3%	N=10	100%	N=334
Ensuring that all people feel safe and are safe in our community	64%	N=216	30%	N=101	4%	N=13	2%	N=6	100%	N=337

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Table 55: Question 15

How familiar, if at all, are you with the following types of mobility-related options?	Very familiar		Moderately familiar		Slightly familiar		Not at all familiar		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Modes of transportation used as an alternative to driving a car	38%	N=128	38%	N=125	19%	N=63	5%	N=16	100%	N=333
Locations of available parking options in Grand Rapids.	42%	N=140	39%	N=130	15%	N=50	4%	N=13	100%	N=332
Bikeshare	12%	N=39	19%	N=63	26%	N=88	43%	N=143	100%	N=332
Rideshare	22%	N=73	18%	N=59	28%	N=94	32%	N=106	100%	N=332
The Grand Rapids Autonomous Vehicles Initiative (self-driving public transportation)	20%	N=66	28%	N=92	25%	N=83	28%	N=92	100%	N=333

Table 56: Question 16

Have you contacted the City of Grand Rapids for information or services in the past six months?	Percent	Number
Yes	53%	N=181
No	47%	N=159
Total	100%	N=340

Table 57: Question 17

Thinking about your most recent contact with the City, please rate your satisfaction with the outcome of the interaction:	Percent	Number
Very satisfied	42%	N=76
Somewhat satisfied	31%	N=57
Somewhat dissatisfied	14%	N=25
Very dissatisfied	13%	N=23
Total	100%	N=181

Table 58: Question 18

Have you had an interaction with either the police department or municipal courts in Grand Rapids in the past six months?	Percent	Number
Yes	40%	N=135
No	60%	N=205
Total	100%	N=340

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Table 59: Question 19

Please indicate your level of agreement with the following statement: 'In my interaction with the police and/or municipal courts in Grand Rapids, I felt I was treated with fairness and respect.'	Percent	Number
Strongly agree	44%	N=67
Somewhat agree	32%	N=49
Somewhat disagree	7%	N=10
Strongly disagree	6%	N=9
I did not have contact	11%	N=17
Total	100%	N=152

Table 60: Question 20

Do you currently receive solid waste (trash, recycling, yard waste collection) services from the City of Grand Rapids?	Percent	Number
Yes	76%	N=259
No	24%	N=83
Total	100%	N=341

Table 61: Question 21

Please rate your level of satisfaction with the current 'pay as you throw' system of payment for solid waste:	Percent	Number
Very satisfied	55%	N=143
Somewhat satisfied	30%	N=78
Somewhat dissatisfied	6%	N=14
Very dissatisfied	3%	N=8
Don't know	7%	N=17
Total	100%	N=260

Table 62: Question 22

How would you prefer to pay for your solid waste collection service?	Percent	Number
Standard monthly fee	13%	N=37
Standard quarterly fee	6%	N=17
Annually as part of my taxes	15%	N=42
No change	53%	N=149
I do not pay the collection fee for solid waste	13%	N=36
Total	100%	N=281

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Table 63: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	2%	N=8	4%	N=12	6%	N=21	21%	N=70	67%	N=230	100%	N=341
Purchase goods or services from a business located in Grand Rapids	0%	N=0	2%	N=6	19%	N=66	61%	N=208	18%	N=60	100%	N=341
Eat at least 5 portions of fruits and vegetables a day	3%	N=10	24%	N=81	32%	N=106	29%	N=97	12%	N=39	100%	N=332
Participate in moderate or vigorous physical activity	1%	N=3	18%	N=61	38%	N=130	29%	N=97	15%	N=50	100%	N=340
Read or watch local news (via television, paper, computer, etc.)	6%	N=20	12%	N=40	20%	N=68	37%	N=125	26%	N=88	100%	N=341
Vote in local elections	5%	N=17	3%	N=11	6%	N=21	19%	N=66	66%	N=226	100%	N=339

Table 64: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=63
Very good	39%	N=135
Good	34%	N=116
Fair	7%	N=24
Poor	2%	N=7
Total	100%	N=344

Table 65: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	7%	N=26
Somewhat positive	19%	N=66
Neutral	55%	N=188
Somewhat negative	17%	N=59
Very negative	1%	N=4
Total	100%	N=343

Table 66: Question D4

What is your employment status?	Percent	Number
Working full time for pay	69%	N=236
Working part time for pay	16%	N=55
Unemployed, looking for paid work	3%	N=11
Unemployed, not looking for paid work	2%	N=6
Fully retired	10%	N=33
Total	100%	N=341

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Table 67: Question D5

Do you work inside the boundaries of Grand Rapids?	Percent	Number
Yes, outside the home	65%	N=220
Yes, from home	9%	N=32
No	26%	N=88
Total	100%	N=340

Table 68: Question D6

How many years have you lived in Grand Rapids?	Percent	Number
Less than 2 years	8%	N=27
2 to 5 years	18%	N=61
6 to 10 years	13%	N=46
11 to 20 years	18%	N=62
More than 20 years	43%	N=147
Total	100%	N=341

Table 69: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	64%	N=220
Building with two or more homes (duplex, townhome, apartment or condominium)	31%	N=105
Mobile home	0%	N=1
Other	5%	N=16
Total	100%	N=340

Table 70: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	41%	N=138
Owned	59%	N=202
Total	100%	N=340

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Table 71: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	5%	N=18
\$300 to \$599 per month	14%	N=48
\$600 to \$999 per month	30%	N=100
\$1,000 to \$1,499 per month	35%	N=118
\$1,500 to \$2,499 per month	12%	N=38
\$2,500 or more per month	3%	N=11
Total	100%	N=334

Table 72: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	73%	N=250
Yes	27%	N=91
Total	100%	N=340

Table 73: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	88%	N=299
Yes	12%	N=40
Total	100%	N=339

Table 74: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	10%	N=34
\$25,000 to \$49,999	21%	N=70
\$50,000 to \$99,999	38%	N=127
\$100,000 to \$149,999	21%	N=69
\$150,000 or more	9%	N=31
Total	100%	N=331

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Table 75: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	90%	N=302
Yes, I consider myself to be Spanish, Hispanic or Latino	10%	N=34
Total	100%	N=336

Table 76: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=4
Asian, Asian Indian or Pacific Islander	3%	N=9
Black or African American	7%	N=21
White	75%	N=230
Other	14%	N=42

Total may exceed 100% as respondents could select more than one option.

Table 77: Question D15

In which category is your age?	Percent	Number
18 to 24 years	8%	N=27
25 to 34 years	32%	N=108
35 to 44 years	17%	N=59
45 to 54 years	15%	N=49
55 to 64 years	18%	N=61
65 to 74 years	9%	N=30
75 years or older	1%	N=3
Total	100%	N=337

Table 78: Question D16

What is your gender?	Percent	Number
Female	54%	N=181
Male	45%	N=152
Non-binary	1%	N=4
Total	100%	N=337

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Table 79: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	90%	N=306
Land line	5%	N=17
Both	5%	N=17
Total	100%	N=340