



# CITY OF GRAND RAPIDS AGENDA ACTION REQUEST

**DATE:** February 25, 2020

**TO:** Mark Washington, City Manager

**COMMITTEE:** Committee of the Whole

**LIAISON:** Mark Washington, City Manager

**FROM:** Doug Matthews,  
Executive Office

**SUBJECT: National Citizen Survey Results**

In support of our strategic planning and performance management efforts, the Sustainability and Performance Management Office contracted with the National Research Center, Inc. to conduct a statistically valid, benchmarked survey to determine resident satisfaction with City services.

Formal survey activities took place during the months of October and November, and a separate online version of the survey was provided in late November for open participation. The full reports of this research are attached. This includes separate cross-tabulation reports based on geography (Ward) and selected demographic factors (age, rent/own, length of residency, race, and family status as determined by children living in the home). Summary data and observations are included in the attached "Community Livability Report"

There are a number of strategic plan objectives/metrics that tie in to these survey results and are worth highlighting:

- Areas where the City of Grand Rapids ranked below both national and population-based benchmark cities centered around streets, parking, police/crime prevention and K-12 education.
- Areas where the City of Grand Rapids ranked above both national and population-based benchmark cities centered around the local economy (e.g. shopping, new development, arts/culture).
- When asked to prioritize aspects of the Strategic Plan, the four areas most often considered "essential" or "very important" areas of focus were:
  - o Ensuring that all people feel safe and are safe in our community (96%)
  - o Investing in healthy communities and the natural environment (86%)

- Creating opportunities for education and enrichment for residents of all ages (85%)
  - Creating pathways to financial growth for residents, employees and businesses (83%)
- In terms of resident behaviors/participation, Grand Rapids residents were notably above benchmarks in use of alternative transportation (public transit and biking, specifically). They also report higher rates of volunteerism and are more likely to both work and live in the City as compared to benchmarks.
- In terms of geographic variance, the following results are notable:
- **Ward 1** residents ranked the City notably lower than the other Wards on the “overall feeling of safety” in Grand Rapids (52%); Cleanliness of Grand Rapids (55%); Variety of housing options (38%); Economic health of Grand Rapids (58%); Value of City services for taxes paid (34%); and street lighting (39%).
  - **Ward 1** residents ranked the City notably higher than the other Wards on availability of alternative transportation (60%); Availability of affordable quality child care (55%); Ambulance/EMS (97%); and emergency preparedness (73%).
  - In terms of Strategic Plan priorities, **Ward 1** ranked building resident awareness as a higher priority than other Wards (85%).
  - **Ward 2** residents ranked the City notably lower than the other Wards on traffic flow on major streets (27%); Availability of downtown parking (21%); Overall built environment of the City (52%); and traffic signal timing (40%).
  - **Ward 2** residents ranked the City notably higher than the other Wards on the overall direction of the City (74%); Grand Rapids as a place to start or own a business (79%); Animal control (67%); Street cleaning (45%); Sidewalk maintenance (51%); and sewer services (78%).
  - In terms of Strategic Plan priorities, **Ward 2** residents ranked opportunities of education and enrichment as a lower priority than other Wards (80%).
  - **Ward 3** residents ranked the City notably lower than the other Wards on the quality of the overall natural environment (58%); Public places where people want to spend time (65%); Grand Rapids as a place to start or own a business (52%); Availability of affordable quality child care (38%); Adult educational opportunities (51%); Welcoming citizen involvement (37%); Treating all residents fairly (35%); Fire prevention and education (62%); Garbage (71%) and recycling (73%) service; Land use, planning and zoning (42%); Recreation centers/facilities (54%); and health services (60%).

- **Ward 3** residents ranked the City notably higher than the other Wards on preservation of natural areas (57%); ease of travel by car (63%); availability of downtown parking (36%); Traffic signal timing (56%) and they were more likely to report a positive sense of community (64%).
  - In terms of Strategic Plan priorities, **Ward 3** residents ranked creating pathways for financial growth as a higher priority than other Wards (88%).
- In terms of demographic variance, there are some general observations worth noting:
- Residents in the 35-54 age group, generally categorized as Generation X, were broadly less satisfied with characteristics of the Grand Rapids community and performance of local government than other age groups, with some exceptions. They were most likely age group to pursue energy and/or water conservation efforts, use local libraries and community centers, and to report having volunteered locally.
  - Younger residents (18-34) and newer residents (five years or less) were generally more positive about the characteristics of the Grand Rapids community, particularly in terms of the economy and recreation/wellness opportunities. They were also more positive in their views toward local government in general and the direction the City is taking.
  - There were no broad observable categories where older residents (55+) were generally more or less satisfied, though they did report notably higher satisfaction with bus/transit services; ease of getting to the places they usually visit; health and wellness opportunities; police services and preservation of natural areas. They were also more likely to report a positive sense of community and less likely to use alternative transportation.
  - Minorities in Grand Rapids reported lower levels of satisfaction or confidence across most categories of the survey, with the exception of mobility. In terms of Strategic Planning priorities, they were more likely to rank creating pathways to financial growth as a priority (90%).
  - Renters in Grand Rapids generally reported lower levels of satisfaction than homeowners in most respects, with the exception of Fire/EMS services and general mobility/transportation.

We will continue to review/evaluate these results and incorporate metrics in to our performance reporting as appropriate. As we have discussed with the City Commission, we will also evaluate how these results might inform more focused surveys and discussions within the Wards in the coming year.



YOUR COMMITTEE OF THE WHOLE recommends adoption of the following resolution [description of resolution].

Prepared by Alicia Bernt

A handwritten signature in black ink, appearing to be the initials 'AW' or similar, written in a cursive style.



**THE NCS™**  
The National Community Survey™

# Guide to Understanding and Using Your Reports

2019

Attachment: The NCS User Guide 2019[1] (National Citizen Survey Results)



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# Purpose of the User Guide

As a participant in The National Community Survey™ (The NCS™), you are among an elite group of communities that conduct resident surveys. Communities often use the results of The NCS to:

- **Envision** Make strategic plans and set goals
- **Engage** Partner with residents, other governments, private sector and community-based organizations
- **Earmark** Alter budgets, personnel or services
- **Educate** Communicate and reach out to residents to inform, educate and advocate
- **Enact** Create, alter and remove policies to promote community strengths
- **Evaluate** Track strengths and problems, dig more deeply and evaluate progress

The purpose of this User Guide is to provide you with an overview of the various products you have received related to your survey results, and to describe how to dive in and understand the data that are provided in these products.

Your community, including the elected officials and government staff, should dig into data relevant to their missions, discuss the findings and create action plans. Residents expect their leaders to act on the survey results they receive. By acting on survey results, community leaders build credibility with residents. This credibility leads to heightened public trust which, in turn, makes it more likely that residents will support expenditures and resource allocations recommended by their councils, commissions or staff. Proper expenditure of resources leads to better communities.

## The NCS Background

National Research Center, Inc. (NRC) developed The NCS as a low-cost, comprehensive, statistically valid survey solution for local governments eager to find out what their residents think about their communities. The NCS is not just a survey; it is a service that encompasses the entire survey research process - scheduling, questionnaire development, sample selection, data collection, analysis and reporting. In partnership with the International City/County Management Association (ICMA), The NCS has been administered hundreds of times in numerous U.S. cities, counties, towns, villages and boroughs.

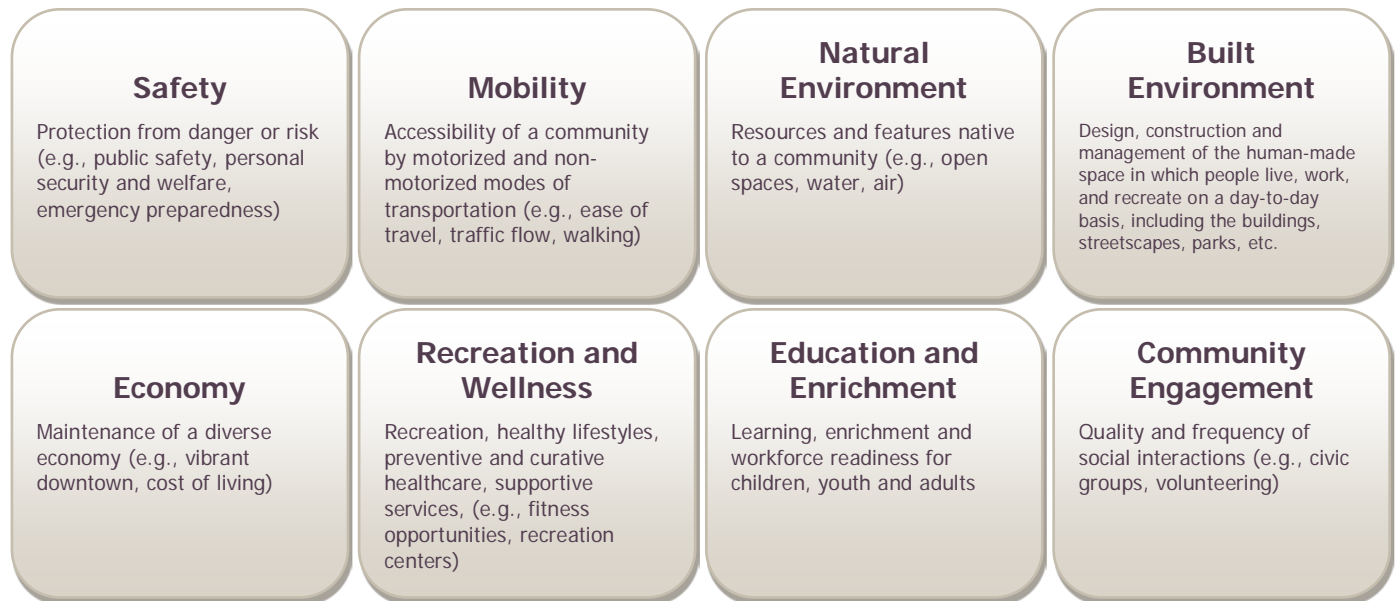
The NCS assesses aspects of community life, local government service quality and resident participation in community activities. The results, based on resident perceptions, describe the areas where community members themselves believe things are going well and shed light on the areas that could benefit from improvement.



# What Does The NCS Measure?

Broadly, The NCS measures your community's "livability." A great many definitions have been made for community livability,<sup>1</sup> including one from the Partners for Livable Communities, calling it "the sum of the factors that add up to a community's quality of life."<sup>2</sup> Staff at NRC examined the extensive research that has been done about community livability and many of the models that have been developed to describe the components of livable communities.<sup>3</sup> Eight facets of community livability were distilled from our synthesis of this research: Safety, Mobility, the Natural Environment, the Built Environment, the Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. The NCS questionnaire includes individual items that act as indicators of community quality within each of the eight facets – and, split in a different way, they form three "pillars" of community quality: Community Characteristics, Governance and Participation.

## The Eight Facets of Livable Communities



## The Three Pillars of Livable Communities



<sup>1</sup> Many examples are shown at [http://www.camsys.com/kb\\_experts\\_livability.htm](http://www.camsys.com/kb_experts_livability.htm)

<sup>2</sup> Source: Partners for Livable Communities, <http://www.livable.org/about-us/what-is-livability>

<sup>3</sup> See, for example: [http://livable.nonprofitsoapbox.com/storage/documents/board\\_resources/BOT\\_Meetings/2010/4ExecCommNov5/Grand\\_Alliance\\_doc\\_for\\_EC.pdf](http://livable.nonprofitsoapbox.com/storage/documents/board_resources/BOT_Meetings/2010/4ExecCommNov5/Grand_Alliance_doc_for_EC.pdf); [http://www.sustainable.org/images/stories/pdf/Placemaking\\_v1.pdf](http://www.sustainable.org/images/stories/pdf/Placemaking_v1.pdf); [http://www.who.int/ageing/publications/Global\\_age\\_friendly\\_cities\\_Guide\\_English.pdf](http://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf)

Other sectors that influence community quality include the businesses, non-profit agencies, fraternal or service organizations (e.g., Kiwanis, Rotary, Lions and more) and other community groups (such as homeowners or neighborhood associations, etc.) as well as other nearby local governments or other levels of government. They are important target audiences for receiving and acting on The NCS results.

Because much of what The NCS measures is quality – quality of community life, services and connection – it is common for community leaders to conclude that their locale must excel in every facet of livability. While leaders may feel compelled to strive to be equally strong in all areas of community life, such a strategy is rarely feasible or even desirable. Different communities have different strengths and identities. These strengths and definitions of the community should be noted by all those reviewing the results. Less desirable ratings for some indicators should not automatically be seen as negative for a community, but instead a reflection of the community’s resources and priorities which wisely may be spent on areas that matter more. Not all indicators that show less achievement are a call to action, just as not all indicators that are strong should become a gateway to complacency. Those viewing The NCS results, and in particular those charged with creating plans based on the results, should consider their community’s essence and priorities, and should choose to make improvements or maintain excellence in areas that support the identity they desire. Meeting your definition of success in the areas deemed most important is the ultimate goal – and one that The NCS helps measure – even if all levels of success are not equal.

# Using Your Reports

## Report Documents

Instead of a single, heavy document that can be difficult to navigate and share, The NCS results are reported in multiple formats and lengths, each with varying levels of detail to ensure your different stakeholder groups get the right information to meet their needs. The Basic Service of The NCS includes each of the following documents:

- Community Livability Report
- Dashboard Summary of Findings
- Technical Appendices
- Trends over Time (if you have administered The NCS before)

Depending on the additional services you chose as part of your research project, you may also receive additional reports, such as:

- Demographic Subgroup Comparisons
- Geographic Subgroup Comparisons
- Report of Open-ended Questions
- Presentation slideshow (shown at in-person presentation of results and provided to you for your own uses)

This User Guide describes these reports, how to interpret the data and how to dig deeper to ensure everyone – you, government staff leadership, line staff, elected officials, residents, business owners and community organizations – get the most out of The NCS results.

## Report Types

When assembled together, these reports build on and reinforce each other, while separately, they provide the flexibility for targeted reporting to specific audiences.

**Community Livability Report** • This report is the most universal and summarizes all the results and key findings. The Community Livability Report is brief, attractive and accessible, making it a central public document.

**Dashboard Summary of Findings** • This report offers a simplified (“rolled up”) quantitative view of the data, as well as comparison details for each question (the relationship to the benchmark and over time, if this is not the first iteration of the survey).

**Technical Appendices** • The appendices include the details about survey methods, individual response options selected for each question – with and without the “don’t know” option – and detailed benchmark results. This document speaks to the credibility of data and the most granular detail of results.

**Trends over Time** • This report reveals how resident perspectives and behaviors have changed across two or more administrations of The NCS. The report offers a high level view of how rankings have changed as well as relative position to the benchmark including all administrations of The NCS.

**Guide to Understanding and Using Your Reports** • The Guide to Understanding and Using Your Reports (this document) is written simply so that the survey sponsors receive guidance about how to understand all aspects of the reports, and also so that sponsors can explain to others how the reports are organized and what they mean.

**Presentation** • An in-person presentation by NRC’s independent researchers will offer an engaging overview of the findings – revealing important patterns without getting lost in the detail – at a Council meeting (either formal or work session). The PowerPoint slideshow can be reused for other audiences, including civic clubs, business and non-profit organizations and the press. Presentation by the unbiased survey research team offers the neutrality that is hard to garner when staff themselves present survey findings.

**Subgroup Comparisons** • Both demographic and geographic comparison options are available. Such information can be especially useful as programs are considered for different parts of a community or outreach is planned to educate different community groups.

**Open-ended Questions** • Residents’ own words add flavor to the survey results and a quantitative grouping of similarly themed comments gives a sense of common ideas.

## Report Dissemination

Distributing the results and communicating the key findings engages audiences.

### Audiences and Stakeholders

**Residents** • Make the reports available to the public via your website. Share the results at a public meeting, being sure to advertise the event. A full presentation of the results (either by NRC or your own staff) with discussion of results among elected officials highlights the transparency of findings. If independence of the findings is particularly important in your community, working with NRC to make the presentation of results will be particularly effective.

**Department Managers and Line Staff** • Managers and staff will examine ratings most closely aligned to their work. Make a plan to disseminate results to line staff (e.g., through a series of small group meetings). Staff should be encouraged to identify specific areas where action is suggested – including further research as well as service enhancements or partnerships outside of the organization. These suggestions could be sent to the department heads who will meet to discuss action options with the chief administrative officer.

**Elected officials** • Elected officials benefit most from advance distribution of survey reports prior to public presentation and discussion. Ask elected officials to read the survey documents and funnel questions to staff who then can get assistance with answers from NRC professionals, when needed. Staff should develop an approach to action that can be presented to council. This way staff will be prepared when the inevitable council question is asked of the manager, “What do you plan to do with these results so that they don’t just sit on a shelf?”

**Non-profits and Businesses** • While local governments sponsor The NCS, it is not just for staff and elected officials. It is a document to engage the entire community. Many of the findings of the survey will be relevant to the non-profit and business sectors and many community improvements will rest on the shoulders of these sectors as much as on government. Convene a meeting of business and non-profit leaders to release results and begin a discussion of actions to improve resident attitudes and behaviors. This could be a town hall-style meeting or a special invitation lunch with elected officials.

**Press/Media • Getting in front of your results means controlling how and when results are shared with the press. Whether your relationship with the local news media is cooperative or contentious, you should declare your intentions for the results even before the survey is conducted – then reinforce those intentions once you have the results. Let the press know that there are no bad results and that your community conducts The NCS because it intends to learn and improve like the best businesses. Certainly social media outlets also permit you to express your intentions for results and to interpret the findings for any of your followers. (And do not forget to link subsequent decisions to what you learned from the survey.)**

### Choosing a Report Audience

You can follow or adapt to your needs NRC’s recommendations for sharing The NCS reports with different stakeholder groups in your community. There is no reason to withhold any report from any individual or stakeholder group, but if targeting the right information to the right audience is seen to be of value, we believe that these distinctions among audiences will make the first pass at distributing results most effective.

#### Sharing The NCS Reports with Different Sectors

Report	Residents	Elected officials	Department managers and line staff	Non-profits and businesses	Press/ Media
Community Livability Report	●	●	●	●	●
Dashboard Summary of Findings			●		
Technical Appendices			●		
Trends over Time	●	●	●	○	●
Presentation of key findings	●	●	●		●
Subgroup comparisons (demographic and/or geographic)		○	●	○	
Open-ended Question Responses		○	○	○	
Guide to Understanding and Using Your Reports			●		

●=Recommended

○=Optional

These stakeholder groups may wish to “drill down” into the results most meaningful or pertinent to their missions. Those wishing to drill down should review the questionnaire first and decide which survey items are relevant to their mission – choosing from not only specific municipality-provided services, but also those “community outcomes” that they wish to impact. The Dashboard Summary of Findings and Community Livability Report provide an overview, while the Technical Appendices provide the detailed survey responses and benchmark results. The Trends over Time can show how stakeholders’ efforts have impacted the community over the years. Demographic and Geographic Subgroup Comparisons reports can help to point out on whom and where impacts have been felt to lesser and greater degrees.

## Community Livability Report

Using the model of the eight facets of community livability within the three pillars of community, The NCS Community Livability report is divided into seven sections:

- About
- Quality of Life
- Community Characteristics
- Governance
- Participation
- Special Topics
- Conclusions

**About** • This section provides background on The NCS and community livability with brief descriptions of the survey methods.

**Quality of Life** • This section of the report highlights areas of community strength and challenge, as well as identifying community characteristics most important to your residents' assessments of their quality of life. A summary of benchmark comparisons is presented by the eight community livability facets helping communities to focus on areas that may provide “bigger bang for your buck.”

**Community Characteristics** • This section of the report describes residents' ratings of the characteristics that make a community livable, attractive and a place where people want to be.

**Governance** • This section of the report evaluates how well the local government delivers services and meets the needs and expectations of its residents.

**Participation** • This section of the report looks at how connected residents are to the community and each other.

**Special Topics** • This section includes the custom or special questions you may have included on your survey.

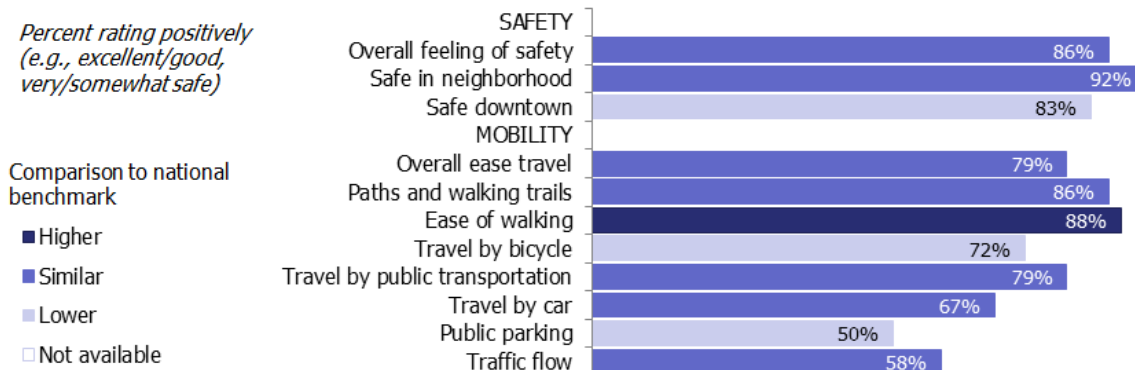
**Conclusions** • Your report ends with a summary of key findings.

For the most part, the “percent positive” is reported in the report’s charts. The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe”). For question that ask about behavior (e.g., asked on a yes/no scale or frequency scale like “never,” “rarely,” “sometimes,” “usually,” or “always”) we show a combination of responses that reflects at least some behavior (e.g., percent “yes” or “always” and “usually”).

On many of the questions in the survey, respondents could answer “don’t know,” but these “don’t know” responses have been excluded from the analyses shown in the report. In other words, the tables and charts display the responses from respondents who had an opinion about a specific item. Appendix A of the Technical Appendices provides the complete set of survey frequencies, with and without “don’t know” responses. The User Guide section, *Understanding Survey Research* (starting on page 17) describes how and why we remove the “don’t know” responses from our analyses.

Most of the charts in your Community Livability report have been color-coded to indicate how your results compare to national benchmarks, with individual survey items grouped within the eight facets of Community Livability. At a glance, you can see how your results compare to not only each other, but to

national benchmark communities, as well. Detailed benchmark results are provided in Appendix B of the Technical Appendices and include such additional information as your rank among the comparison communities. If you chose to have custom benchmark comparisons made, the results appear in this appendix as well.





## Dashboard Summary of Findings

The Dashboard Summary of Findings summarizes resident ratings across the eight facets and three pillars of a livable community. The Dashboard Summary chart displays your overall performance in each facet based on each survey item’s comparison to the benchmark. When most ratings were higher than the benchmark, the color is dark purple; when most ratings were lower than the benchmark, the color is the lightest purple. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	20	25	7	28	12	6	5	14	14
General	2	5	0	2	1	0	1	1	1
Safety	0	1	2	6	1	0	1	1	0
Mobility	4	2	2	2	4	2	1	1	0
Natural Environment	3	0	0	5	1	0	0	1	2
Built Environment	0	4	1	3	3	1	0	2	0
Economy	2	5	1	0	0	1	1	2	0
Recreation and Wellness	3	4	0	4	0	0	1	2	2
Education and Enrichment	3	2	0	1	0	1	0	1	2
Community Engagement	3	2	1	5	2	1	0	3	7

Legend	
	Higher
	Similar
	Lower

The Detailed Dashboard displays for each item on the survey, its comparison to the benchmark and the percent positive for the current year, and if applicable, how the current year’s rating compares to the previous year’s rating (higher, similar or lower). Examination of how areas are trending over time and how they compare to the benchmark can be helpful in identifying the areas that merit more attention.

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↓	↑	74%	Customer service	↔	↑	81%	Sense of community	↔	↔	78%
	Overall quality of life	↓	↔	82%	Services provided by ABC	↔	↑	79%	Recommend ABC	↓	↔	75%
	Place to retire	↔	↔	65%	Services provided by the Federal Government	↑	↔	45%	Remain in ABC	↔	↑	83%
	Place to raise children	↓	↔	77%					Contacted ABC employees	↑	↓	51%
	Place to live	↓	↔	84%								
	Neighborhood	↓	↔	78%								
	Overall image	↔	↑↑	87%								
Safety	Overall feeling of safety	*	*	89%	Police	↔	↑↑	82%	Was NOT the victim of a crime	↔	↑	89%
	Safe in neighborhood	↓	↔	92%	Crime prevention	↔	↑	70%	Did NOT report a crime to police	*	*	82%
	Safe downtown/commercial area	↔	↔	87%	Fire	↔	↑↑	94%	Stocked supplies for an emergency	*	*	42%
					Fire prevention	↔	↑	80%				
					Ambulance/EMS	↔	↑	91%				
					Emergency preparedness	↑	↑↑	66%				
Mobility	Overall ease of travel	↔↔	↔↔	75%	Animal control	↓	↔	62%	Walked or biked instead of driving	*	*	35%
	Traffic flow	↔↔	↔↔	49%	Traffic enforcement	↔↔	↔↔	66%	Carpooled instead of driving alone	*	*	42%
	Travel by car	↔↔	↑↑	64%	Street repair	↓	↓↓	43%	Used public transportation instead of driving	*	*	19%
	Travel by bicycle	↓	↑	55%	Street cleaning	↔↔	↑↑	66%				
	Ease of walking	↓	↑↑	66%	Street lighting	↔	↔	60%				
	Travel by public transportation	↑	↓↓	45%	Snow removal	↓	↓	60%				
	Paths and walking trails	↓	↑↑	62%	Sidewalk maintenance	↔	↔	55%				
					Traffic signal timing	↔	↔	52%				
				Bus or transit services	↔	↑↑	60%					

**Legend**  
 ↑↑ Much higher    ↑ Higher    ↔ Similar    ↓ Lower    ↓↓ Much lower    \* Not available



## Technical Appendices

### Appendix A: Complete Survey Responses

The first appendix in this document shows the responses to each question on the survey in two ways. Included first are the responses excluding any “don’t know” responses and second are the responses including the “don’t know” responses. We show both the percent of respondents giving a particular response followed by the number of respondents (denoted with “N=”). Every table in the appendix is numbered, to ease its reference in additional documentation or reports you may develop. The complete question wording that was used on the survey is also displayed in every table. This permits readers to review the results in their entirety without having to cross-reference the survey instrument.

High “don’t know” (typically 20% or greater) responses can suggest a need for additional communication or outreach in the community, especially if the high “don’t know” responses are related to underused services.

#### Responses excluding don't know

Table 1: Question 1

Please rate each of the following aspects of quality of life in ABC:	Excellent		Good		Fair		Poor		Total	
ABC as a place to live	47%	N=162	36%	N=125	12%	N=42	4%	N=15	100%	N=344
Your neighborhood as a place to live	45%	N=152	39%	N=132	12%	N=42	3%	N=11	100%	N=337
ABC as a place to raise children	54%	N=152	24%	N=69	18%	N=50	4%	N=12	100%	N=283
ABC as a place to work	34%	N=98	36%	N=102	22%	N=62	8%	N=23	100%	N=285
ABC as a place to visit	72%	N=214	22%	N=66	2%	N=5	4%	N=12	100%	N=297
ABC as a place to retire	40%	N=97	30%	N=72	18%	N=44	13%	N=31	100%	N=244
The overall quality of life in ABC	55%	N=187	35%	N=117	5%	N=18	4%	N=15	100%	N=337

#### Responses including don't know

Table 30: Question 1

Please rate each of the following aspects of quality of life in ABC:	Excellent		Good		Fair		Poor		Don't know		Total	
ABC as a place to live	47%	N=162	36%	N=125	12%	N=42	4%	N=15	1%	N=4	100%	N=348
Your neighborhood as a place to live	45%	N=152	39%	N=132	12%	N=42	3%	N=11	1%	N=3	100%	N=340
ABC as a place to raise children	46%	N=152	21%	N=69	15%	N=50	4%	N=12	13%	N=44	100%	N=327
ABC as a place to work	29%	N=98	30%	N=102	18%	N=62	7%	N=23	15%	N=52	100%	N=337
ABC as a place to visit	71%	N=214	22%	N=66	2%	N=5	4%	N=12	2%	N=5	100%	N=302
ABC as a place to retire	31%	N=97	23%	N=72	14%	N=44	10%	N=31	21%	N=64	100%	N=308
The overall quality of life in ABC	54%	N=187	34%	N=117	5%	N=18	4%	N=15	2%	N=7	100%	N=344

For some questions, respondents are permitted to select more than one response. When some respondents are counted in multiple categories, the total will likely exceed 100%. In these cases, those multiple response questions will have the appropriate notation below the table.

Table 55: 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	4%	N=15
Asian, Asian Indian or Pacific Islander	6%	N=20
Black or African American	10%	N=35
White	86%	N=298
Other	15%	N=52

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

## Appendix B: Benchmark Comparisons

### What Benchmarks Are

Benchmarks are comparison data that provide context for your ratings. In Appendix B, your detailed benchmark results are displayed in a table of five columns. The first column is the survey item for which the comparisons have been provided. The second column is your community's percent positive. The third column is the rank assigned to your rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth and final column shows how your rating compares to the other communities in the benchmarking database. In that final column, your results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by residents of your community is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

### National Benchmark Comparisons

Table 1: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in ABC	83%	98	286	Similar
Overall image or reputation of ABC	84%	67	315	Much higher
ABC as a place to live	78%	118	255	Similar
Your neighborhood as a place to live	89%	80	374	Higher
ABC as a place to raise children	75%	135	325	Lower
ABC as a place to retire	72%	129	298	Much lower
Overall appearance of ABC	70%	168	354	Similar

We also provide a list of the communities included in your comparison with their population according to the U.S. Census Bureau. The communities in the national database represent a wide geographic and population range; many communities find a custom comparison that targets specific geographies or populations to be useful.

### Communities included in national comparisons

The communities included in ABC's comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS.....	6,844	Cambridge city, MA.....	105,162
Adams County, CO.....	441,603	Cape Coral city, FL.....	154,305
Airway Heights city, WA.....	6,114	Cape Girardeau city, MO.....	37,941
Albany city, GA.....	77,434	Cartersville city, GA.....	19,731
Albany city, OR.....	50,158	Carver County, MN.....	91,042
Albemarle County, VA.....	98,970	Cary town, NC.....	135,234
Albert Lea city, MN.....	18,016	Casa Grande city, AZ.....	48,571
Altoona city, IA.....	14,541	Casper city, WY.....	55,316
Ambridge borough, PA.....	7,050	Castle Pines North city, CO.....	10,360
Ames city, IA.....	58,965	Castle Rock town, CO.....	48,231
Andover CDP, MA.....	8,762	Cedar Falls city, IA.....	39,260
Ankeny city, IA.....	45,582	Cedar Rapids city, IA.....	126,326

### What Benchmarks Are Not

Benchmarks do not tell you what you need to fix. In this way, benchmarks are not like blood tests that carry a range, often narrow, within which you are considered to be healthy and outside of which you could be sick. A local score that is lower than scores typically seen in other places may indicate nothing more than community sentiment that resonates. For example, a suburb located near a large metropolitan center may not be seen to have as strong an economy as other places. This residential suburb's commercial areas are not seen to be as vibrant as other places, may have a higher cost of living, fewer jobs and may have ceded downtown activities to a nearby metro area that has much higher density and more entertainment opportunities. A lower benchmark rating for "economy" simply offers specifics to the community identity which residents and leaders may feel no need to ameliorate. Instead

this hypothetical community may want to focus its resources on sustaining or strengthening its image as a safe place with many recreation opportunities and ease of travel by car and light rail.

#### How to Use Benchmarks

Many of the charts and tables in The NCS reports have been color-coded to indicate how your results compare to national benchmarks.

Benchmark comparisons often are used for performance measurement. Communities use the comparative information to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” resident evaluations, jurisdictions need to know how others rate their services to understand if “good” is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents’ ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the perception of residents in the community it intends to protect is not so strong. The benchmark data can help that police department – or any department – to understand how well residents think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that resident opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The NCS. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The Basic Service includes national benchmark comparisons. If you chose a custom benchmarks comparison as an additional service to the basic NCS, these comparison will appear in this appendix, as well.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Data come from tens of thousands of individual evaluations of community quality, service delivery and engagement. Despite the differences in jurisdiction characteristics, all are in the business of facilitating a high quality of life for residents, typically by providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective virtually everywhere is to help create and sustain highly livable communities.

#### Where Benchmarks Come From

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on resident surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for resident opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

Surveys in the benchmarks are conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC innovated a method for quantitatively integrating the results of surveys that are conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the *Citizen Surveys* book, but also in *Public Administration Review* and the *Journal of Policy Analysis and Management*. Scholars who specialize in the analysis of resident surveys regularly have relied on this work.<sup>4</sup> The method described in those publications is refined regularly and statistically tested on a growing number of resident surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

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<sup>4</sup> See, for example: Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288 and Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341.

## Trends over Time Report

If you have conducted The NCS before, you will automatically receive the Trends over Time report. In this report we show your percent positive ratings by year, how your most current results compare to your previous year's results and how you have compared to the national benchmark for each survey year.

The Trends over Time Report provides insight on the aspects of your community that may be improving or perhaps starting to decline. While trends for your national benchmark comparisons are provided for reference, the benchmark is constantly changing as communities conduct newer surveys or new communities conduct surveys and resident perspectives change. Overall, your trends represent, perhaps, the most powerful benchmark you have – a comparison of you to yourself in prior years. These trends can be a window into the impact of new policies, capital projects or programs in your community.

Table 1: Community Quality Overall

	Percent rating positively (e.g., excellent/good)			2013 compared to 2011	Comparison to benchmark		
	2009	2011	2013		2009	2011	2013
Overall quality of life	68%	74%	79%	Similar	Much lower	Similar	Similar
Overall image	76%	80%	78%	Similar	Similar	Higher	Similar
Place to live	72%	71%	82%	Higher	Similar	Similar	Much higher
Neighborhood	79%	84%	91%	Similar	Higher	Higher	Higher
Place to raise children	65%	69%	78%	Similar	Lower	Much higher	Higher
Place to retire	NA	NA	60%	NA	NA	NA	Much lower
Overall appearance	88%	87%	90%	Similar	Similar	Similar	Similar

## Demographic and Geographic Subgroup Comparison Reports

An additional service many participants in The NCS choose is comparison of results by respondent characteristics. In the Demographic Subgroup Comparison Report, each survey question is cross-classified by responses from different demographic groups in your community. We typically show five demographic groupings (housing unit type, housing tenure, age, gender and race/ethnicity) so that you can see if results differ depending on the demographic category of respondent. The Geographic Subgroup Comparison Report is another optional service that compares survey responses by subgroups, in this case, based on respondents' location (e.g., district, neighborhood, ward, etc.). In order to create a report of geographic comparisons, the geographic subareas will need to be determined well before the survey mailing.

In these subgroup comparison reports, we show the percent positive rating and shade “statistically significant” differences grey. The shading is based on analysis of variance and chi-square tests of statistical significance where a “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed among subgroups are due to chance; or in other words, a greater than 95% probability that there are differences that exist in the subgroups being compared.

Table 1: Community Characteristics General

Percent rating positively (e.g., excellent/good)	Housing unit type		Housing tenure		Age			Gender		Race/Ethnicity		Overall
	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	White alone, not Hispanic	Hispanic and/or other race	
The overall quality of life in ABC	58%	55%	53%	58%	55%	56%	59%	60%	54%	43%	56%	57%
Overall image or reputation of ABC	62%	55%	56%	59%	59%	56%	60%	56%	61%	58%	55%	58%
ABC as a place to live	68%	67%	64%	69%	64%	69%	69%	68%	68%	68%	67%	68%
Your neighborhood as a place to live	50%	49%	46%	51%	53%	49%	47%	50%	49%	49%	47%	50%
ABC as a place to raise children	63%	62%	62%	63%	62%	62%	65%	64%	62%	62%	55%	63%
ABC as a place to retire	60%	59%	57%	60%	60%	58%	61%	60%	58%	60%	60%	60%
Overall appearance of ABC	55%	50%	43%	56%	50%	52%	57%	52%	53%	52%	57%	53%

Table 1: Community Characteristics General

Percent rating positively (e.g., excellent/good)	District 1	District 2	District 3	District 4	Overall
The overall quality of life in ABC	53%	59%	58%	59%	57%
Overall image or reputation of ABC	50%	61%	60%	60%	58%
ABC as a place to live	60%	72%	72%	74%	68%
Your neighborhood as a place to live	45%	58%	50%	48%	50%
ABC as a place to raise children	57%	66%	65%	67%	63%
ABC as a place to retire	55%	65%	60%	65%	60%
Overall appearance of ABC	50%	52%	53%	59%	53%

Demographic subgroup comparisons can help with creating targeted communication and service campaigns to address the concerns of each group.

Geographic subgroup comparisons can help demonstrate the sense of equity felt across the community since residents in some parts of every community tend to feel better than do those in other areas about the services they receive or the livability of their neighborhood. Results from geographic subgroup comparisons will permit targeting of services, capital improvements and programs so that residents in all areas can feel that they are receiving their fair share of resources.

## Open-ended Question Responses

The NCS standard questions are close-ended. A closed-ended question is one where a set of response options is listed as fixed choices on the survey and those taking the survey respond to each option listed. Open-ended questions have no answer choices from which respondents select their response. Instead, respondents must “create” their own answers and state them in their own words. The inclusion of an open-ended question is available as an additional service for The NCS that results in a separate Report of Open-ended Questions.

On the survey, respondents write, in their own words, their answer to the posed open-ended questions. In this report, the verbatim responses are categorized by topic area using qualitative coding techniques. Often, an “other” category is used for responses falling outside these coded categories. In general, a code is assigned when the number of related responses reaches a critical mass.

We will provide a table showing the frequency of each code to give a general overview of the responses.

Table 1: Question 13

What one thing do you like most about living in ABC?	2013
Location	38%
My neighborhood	16%
Quality of life in general	10%
Parks and open space	14%
Rural character	8%
Small town feel	7%
Other	7%
Total	100%

We also provide every verbatim response with its assigned code. This type of report gives you and others a chance to “hear” the voice of respondents in their own words.

## Verbatim Responses

The following pages contain the respondents’ verbatim responses as written on the survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

### What one thing do you like most about living in ABC?

#### Location

- Access to everything
- Actual location
- Close to city
- Close to metro
- Close to my office
- Close to town
- Close to work
- Close to work and everything is handy
- Convenience
- Convenience
- Convenience
- Everything is handy and close
- I like living south of the river
- It’s convenient to everything meaning shopping and the airport
- Location
- Location
- Proximity to downtown

#### My neighborhood

- Appearance of the neighborhoods
- Friendly people next door
- Good neighborhood
- Great neighborhood
- I love my neighborhood!
- Just happy with the neighborhood I live in
- Lots of kids in the neighborhood
- Neighbors
- My neighborhood



# Understanding Survey Research

## Survey Sampling

We systematically select households from a geocoded United States Postal Service (USPS) address list to ensure that only households located within the boundaries of a community are surveyed. Systematic sampling is a procedure whereby a complete list of all eligible addresses is culled, selecting every  $N^{\text{th}}$  one (a number that changes depending on the size of the population and the sample size to be selected) until the appropriate number of addresses is sampled. Not only does NRC scientifically and randomly sample households to participate in The NCS, but we also select, without bias, the household member to participate. This methodology helps ensure that the attitudes expressed by our respondent sample closely approximate the attitudes of all adult residents living in the community. Without controlling who in the household participates, it is likely that results would be biased towards those who are more sedentary and those without jobs (who may have different opinions about some services).

The Basic Service of The NCS includes mailing to randomly selected households. Though response rates across the US have dipped in recent years, the response rate for most administrations of The NCS ranges between 20% and 40%, which yields between 300 and 480 completed surveys.

## Margin of Error and Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used for The NCS, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because *some* residents’ opinions are used to estimate *all* residents’ opinions. The relationship between sample size and precision of estimates or margin of error (at the 95% confidence level) is shown in the adjacent table. With a typical sample size for The NCS, this means an estimated margin of error at the 95% confidence level of plus or minus four to six percentage points.

Number of completed surveys	Margin of error
100	±9.8%
300	±5.7%
400	±4.9%
500	±4.4%
750	±3.6%

A 95% confidence interval indicates that for every 100 random samples of the same number of residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.



## Non-response Bias

Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the community a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers).

## Weighting

The first step in preparing the data for analysis is to weight the data to reflect the demographic profile of the residents of the community being surveyed. Weighting is the approach used by quality survey consultancies to ensure that the demographic characteristics of the sample mirror the overall population. It is an important method to adjust for potential non-response bias. NRC uses a special software program of mathematical algorithms to calculate the appropriate weights. Several different weighting “schemes” may be tested to ensure the best fit for the data.

## “Don’t know” Responses

Generally, a small portion of respondents select “don’t know” for most survey items and inevitably some items have a larger “don’t know” percentage. Comparing responses to a set of items on the same scale can be misleading when the “don’t know” responses have been included. If two items have disparate “don’t know” percentages (2% versus 17%, for example), any apparent similarities or differences across the remaining response options may disappear once the “don’t know” responses are removed. Such an example is shown below.

When comparing the community as a place to live to the community as a place to work, it would appear that 76% of respondents rated the community as a place to live as “excellent” or “good” compared to just 63% for the community as a place to work. However, the community as a place to work has a much higher proportion of respondents answering “don’t know” (17% compared to 2%).

	Place to live		Place to work	
	Number	Percent	Number	Percent
Excellent	48	25%	38	20%
Good	97	51%	81	43%
Fair	23	12%	22	12%
Poor	19	10%	17	9%
Don't know	3	2%	32	17%
Total	190	100%	190	100%

If we remove the three “don’t know” responses from the community as a place to live and the 32 “don’t know” responses from the community as a place to work, the two items are actually much more similar in their evaluations: 78% “excellent” or “good” place to live compared to 75% “excellent” or “good” place to work.

	Place to live		Place to work	
	Number	Percent	Number	Percent
Excellent	48	26%	38	24%
Good	97	52%	81	51%
Fair	23	12%	22	14%
Poor	19	10%	17	11%
Total	187	100%	158	100%

## Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of communities conducting resident surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The NCS questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every community tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. With questions worded for EGFP, responses are more neutral because they require no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).



**THE NCS**<sup>TM</sup>  
The National Community Survey<sup>TM</sup>

# Grand Rapids, MI

## Community Livability Report

DRAFT  
2019



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*Leaders at the Core of Better Communities*

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The National Community Survey™  
 © 2001-2019 National Research Center, Inc.

The NCS™ is presented by NRC in collaboration with ICMA.

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

# About

The National Community Survey™ (The NCS™) report is about the “livability” of Grand Rapids. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

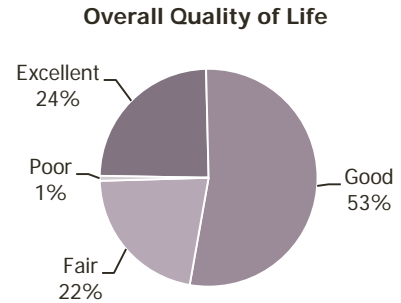
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance, and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment, and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 399 residents of the City of Grand Rapids. The margin of error around any reported percentage is 5% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



# Quality of Life in Grand Rapids

Three-quarters of residents rated the quality of life in Grand Rapids as excellent or good. This rating was similar to national and peer comparisons (similarly sized communities; see Appendix B of the *Technical Appendices* provided under separate cover).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

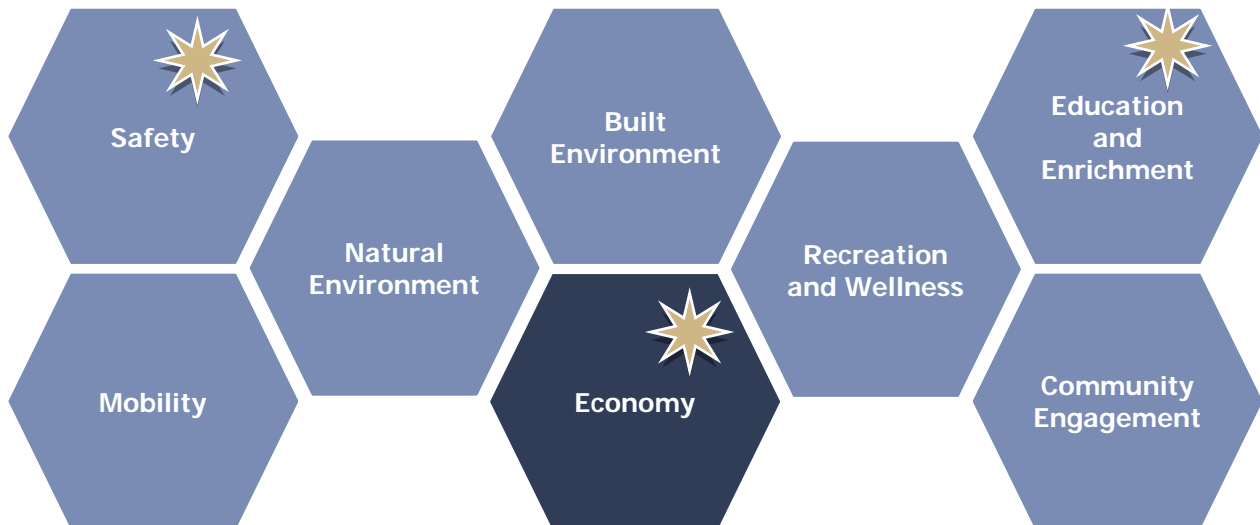
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety, Economy, and Education and Enrichment as priorities for the Grand Rapids community in the coming two years. Ratings for Economy surpassed national benchmarks while scores for the remaining facets were on par with communities nationwide. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance, and Participation and ending with results for Grand Rapids' unique questions.

**Legend**

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

★ Most important



# Community Characteristics

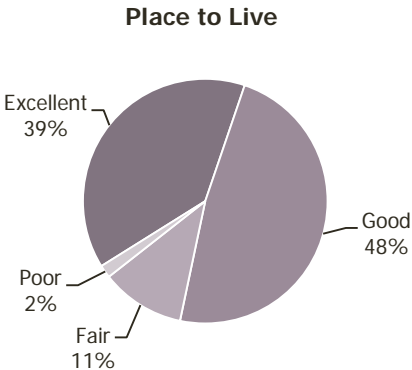
*What makes a community livable, attractive and a place where people want to be?*

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Grand Rapids, 87% rated the city as an excellent or good place to live. Respondents' ratings of Grand Rapids as a place to live were similar to ratings in other communities across the nation.

In addition to rating the city as a place to live, respondents rated several aspects of community quality including Grand Rapids as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Grand Rapids, and its overall appearance. About 7 in 10 survey participants were pleased with most aspects of community livability, including the overall image or reputation of the community, the city as a place to raise children, their neighborhoods as places to live, and the overall appearance of Grand Rapids. At least half of residents also gave positive reviews to Grand Rapids as a place to retire. All measures of community quality were on par with national averages.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, residents' ratings for Community Characteristics varied, but tended to be similar to national comparisons.

At least 8 in 10 respondents indicated they felt very or somewhat safe in their neighborhoods and in Grand Rapids' downtown area. However, about 6 in 10 awarded positive marks to the overall feeling of safety in the community, which lagged behind national levels. Evaluations for public parking (31% excellent or good) and K-12 education (47%) were also below-national averages.

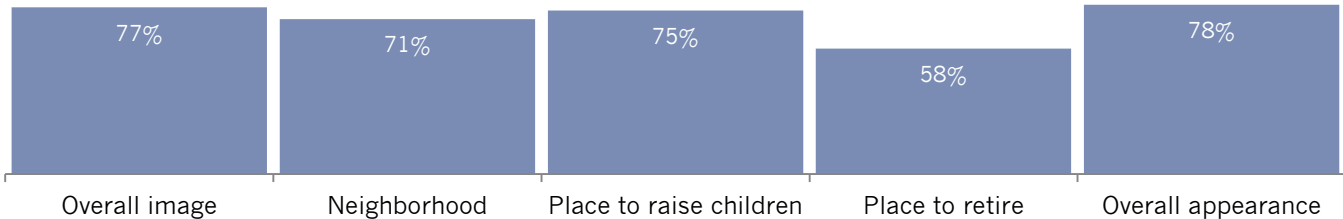


Grand Rapids residents identified the Economy as a highlight in the community, with around 7 in 10 praising the vibrant downtown area, shopping and employment opportunities, and the city as a place to visit and a place to work; these measures exceeded all national levels and most peer benchmark municipalities. Survey respondents also commended the quality of new development in Grand Rapids and the opportunities to attend cultural/art/music activities, with at least 7 in 10 assigning top marks and eclipsing benchmark averages.

Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



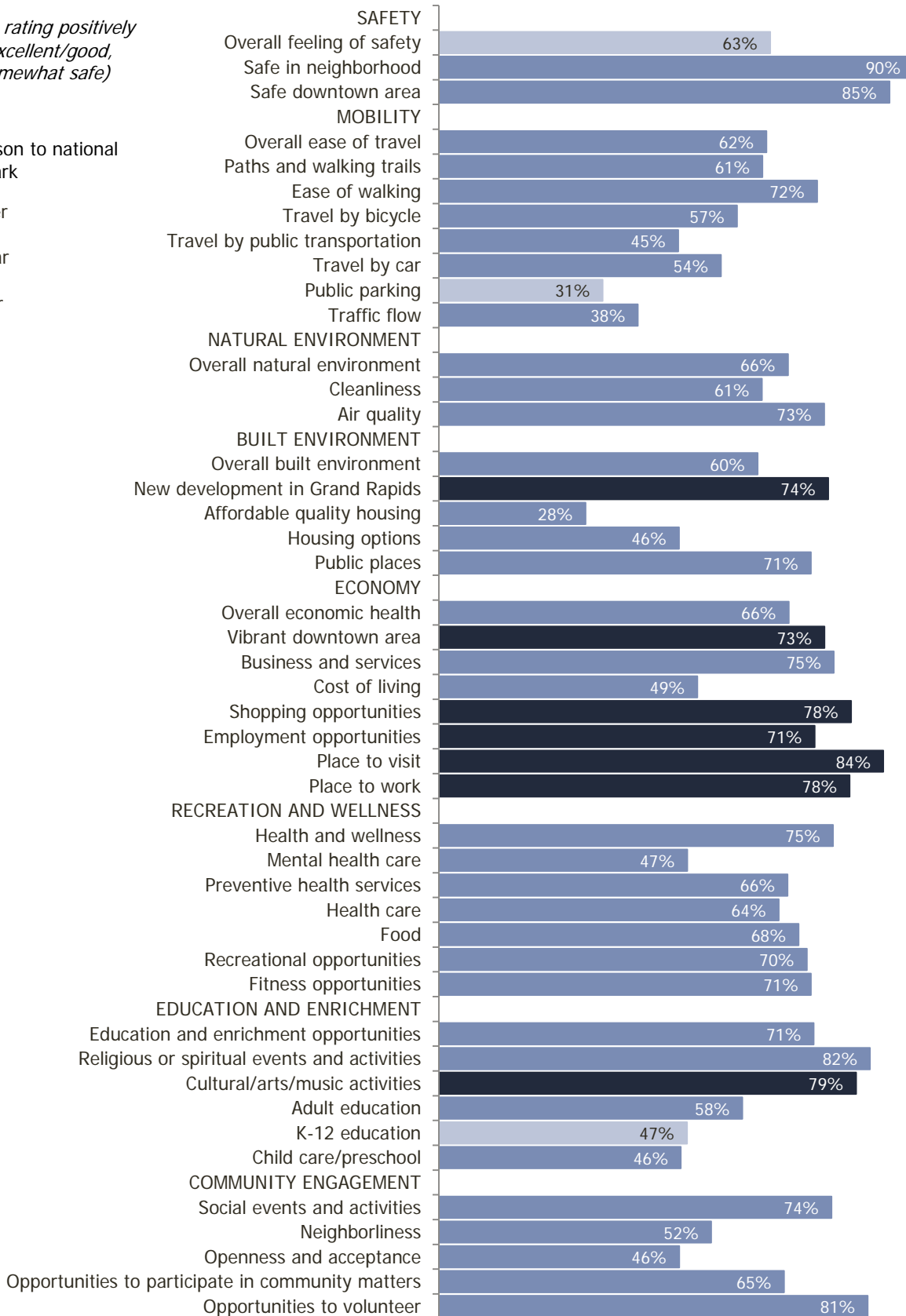
The National Community Survey™

Figure 1: Aspects of Community Characteristics

Percent rating positively  
(e.g., excellent/good,  
very/somewhat safe)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



Attachment: 2 The NCS Community Livability Report Grand Rapids DRAFT 20192 (003) (National Citizen Survey Results)



# Governance

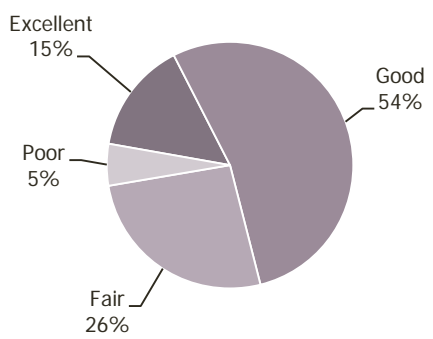
*How well does the government of Grand Rapids meet the needs and expectations of its residents?*

The overall quality of the services provided by Grand Rapids as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About two-thirds of survey respondents gave excellent or good ratings to the overall services provided by Grand Rapids, which was similar to national and peer comparison communities.

Survey respondents also rated various aspects of Grand Rapids' leadership and governance. About 4 in 10 residents positively evaluated the value of services for taxes paid, the City welcoming resident involvement, and treating all residents fairly, and at least half of participants felt favorably about the remaining government performance aspects. All measures were on par with national and peer municipalities.

Respondents evaluated over 30 individual services and amenities available in Grand Rapids. On the whole, ratings for individual services provided by Grand Rapids were positive and similar to or lower than national and peer benchmarks. The highest rated services included fire, ambulance/EMS, garbage collection, recycling, and public libraries, with 8 in 10 or more respondents awarding high marks. The services that lagged behind national averages included police, crime prevention, street repair and cleaning, and snow removal.

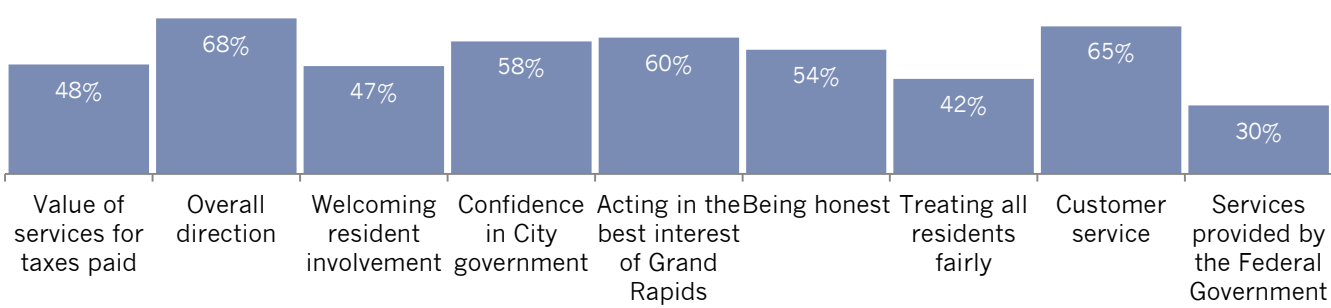
Overall Quality of City Services



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



Attachment: 2 The NCS Community Livability Report Grand Rapids DRAFT 20192 (003) (National Citizen Survey Results)

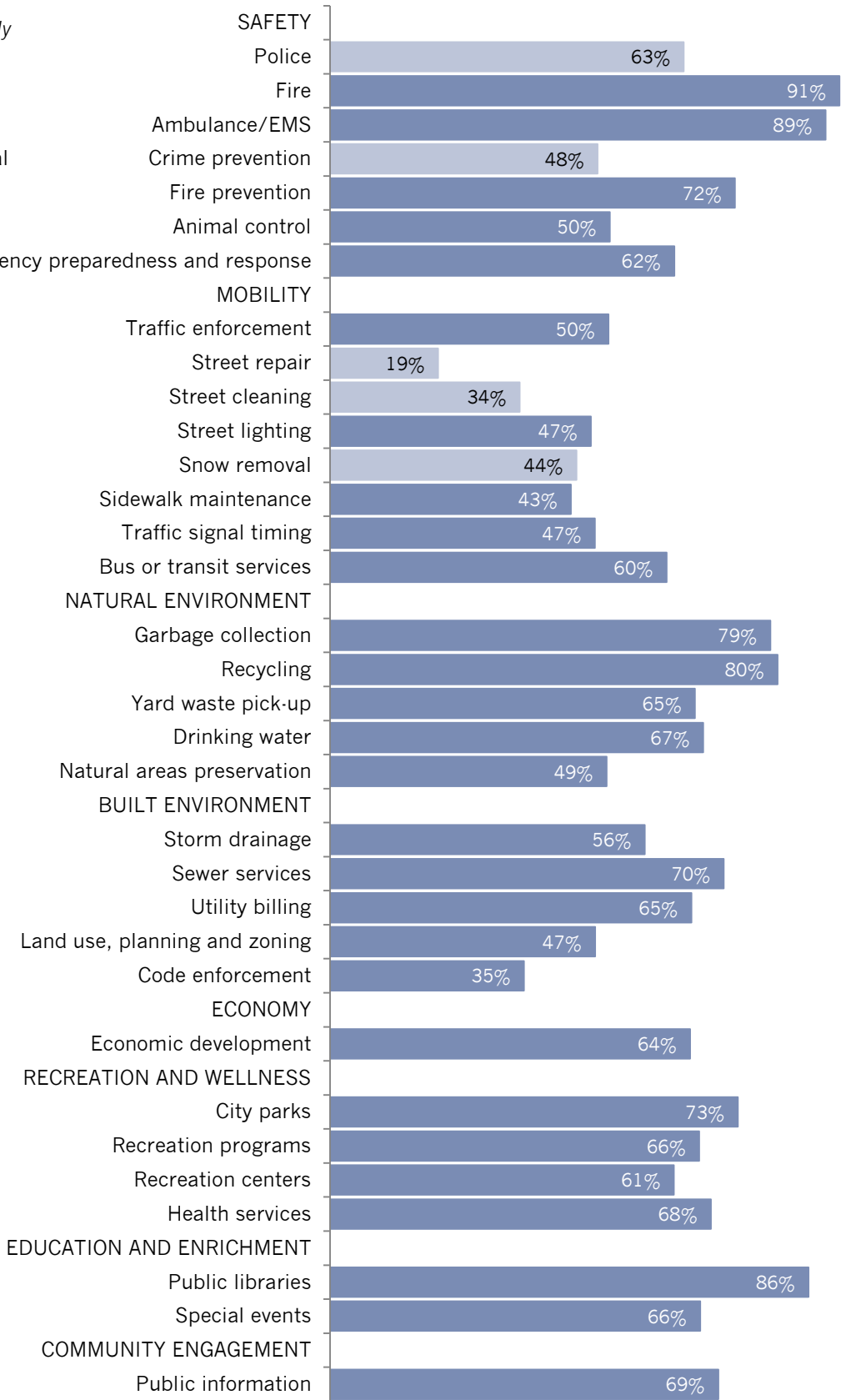
The National Community Survey™

Figure 2: Aspects of Governance

Percent rating positively  
(e.g., excellent/good)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



Attachment: 2 The NCS Community Livability Report Grand Rapids DRAFT 20192 (003) (National Citizen Survey Results)

# Participation

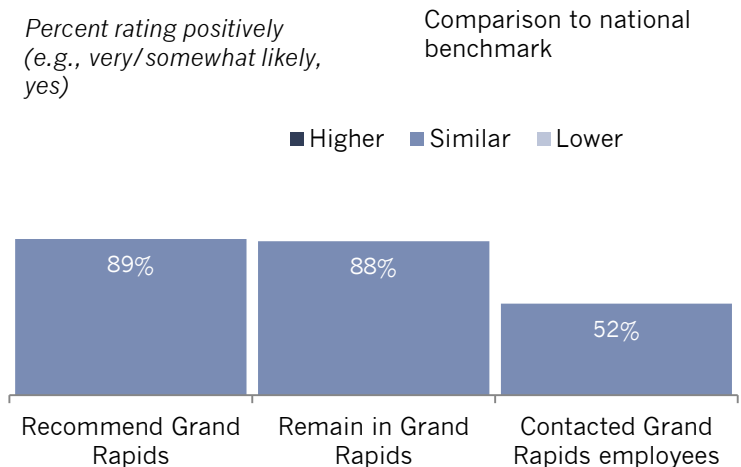
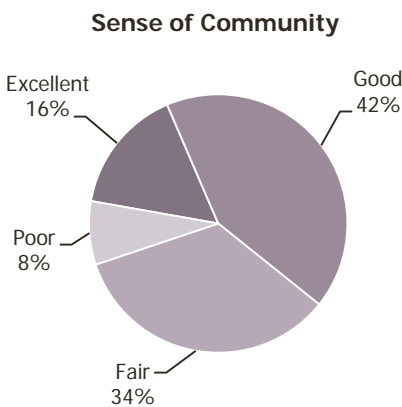
*Are the residents of Grand Rapids connected to the community and each other?*

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. Similar to other communities in the U.S., about half of respondents gave excellent or good scores to the sense of community in Grand Rapids, which was similar to national and peer levels.

At least 8 in 10 survey respondents indicated they would recommend living in Grand Rapids to someone who asked and planned to remain in the community for the next five years, which were similar to levels reported elsewhere. About half of residents reported they had contacted a City employee in the 12 months prior to the survey, which was also similar to rates nationwide.

The survey included over 25 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Participation rates within Grand Rapids varied and tended to be commensurate with peer municipalities.

Around 8 in 10 respondents or more reported they had recycled at home, purchased goods or services in the community, participated in healthy behaviors (visiting parks and maintaining exercise regimens), interacted with their neighbors, and voted in local elections. A similar proportion reported they had not been the victim of a crime in the 12 months prior to the survey. Residents demonstrated a dedication to alternative modes of transportation, as around 4 in 10 or more indicated they had used public transit, carpooled, walked or biked instead of driving; rates for using public transportation and walking or biking instead of driving outpaced levels seen nationwide. Survey respondents also reported elevated levels of working in the community and volunteering compared to their peers nationally and in similarly sized communities.



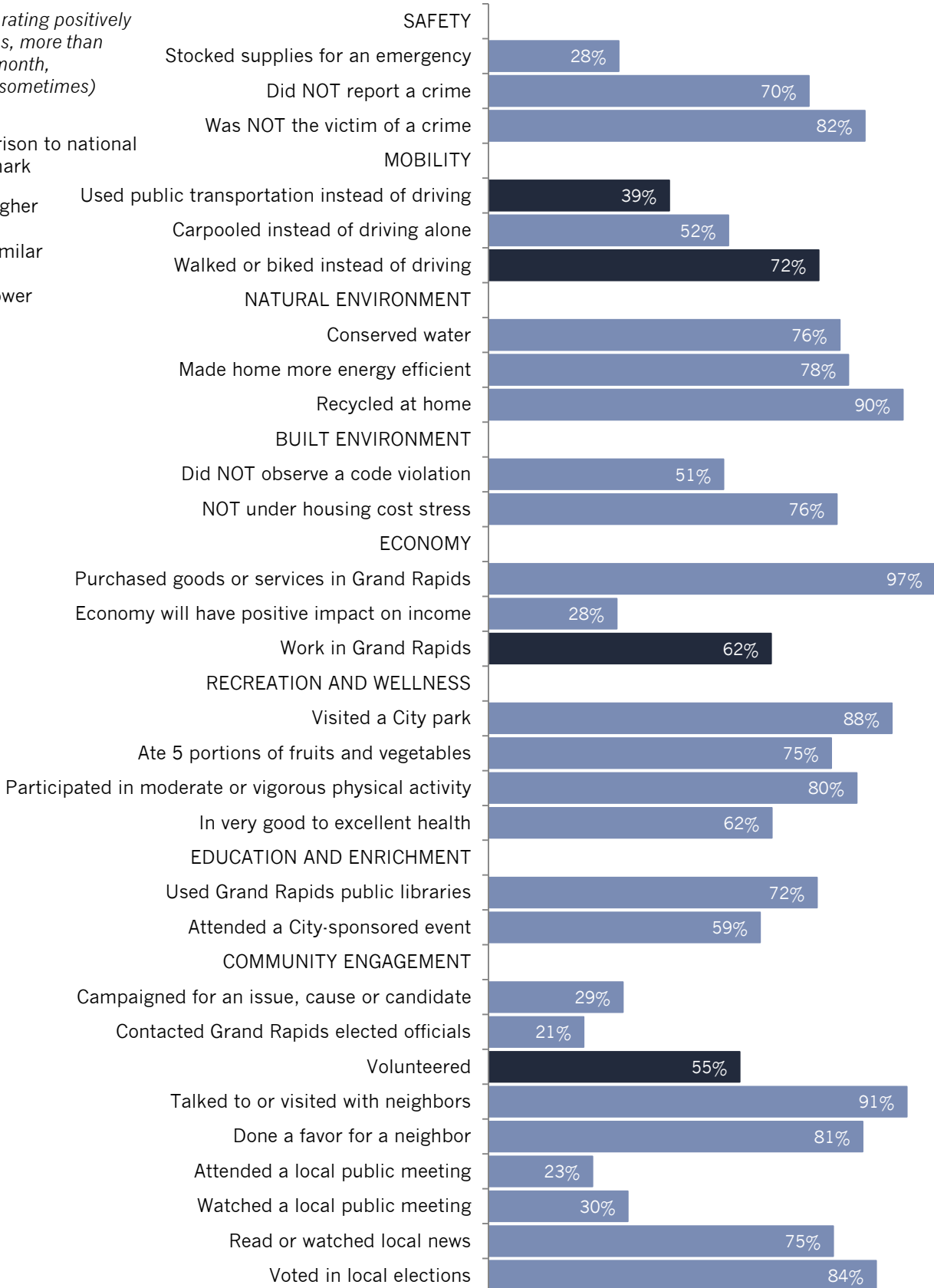
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Figure 3: Aspects of Participation

Percent rating positively  
(e.g., yes, more than  
once a month,  
always/sometimes)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



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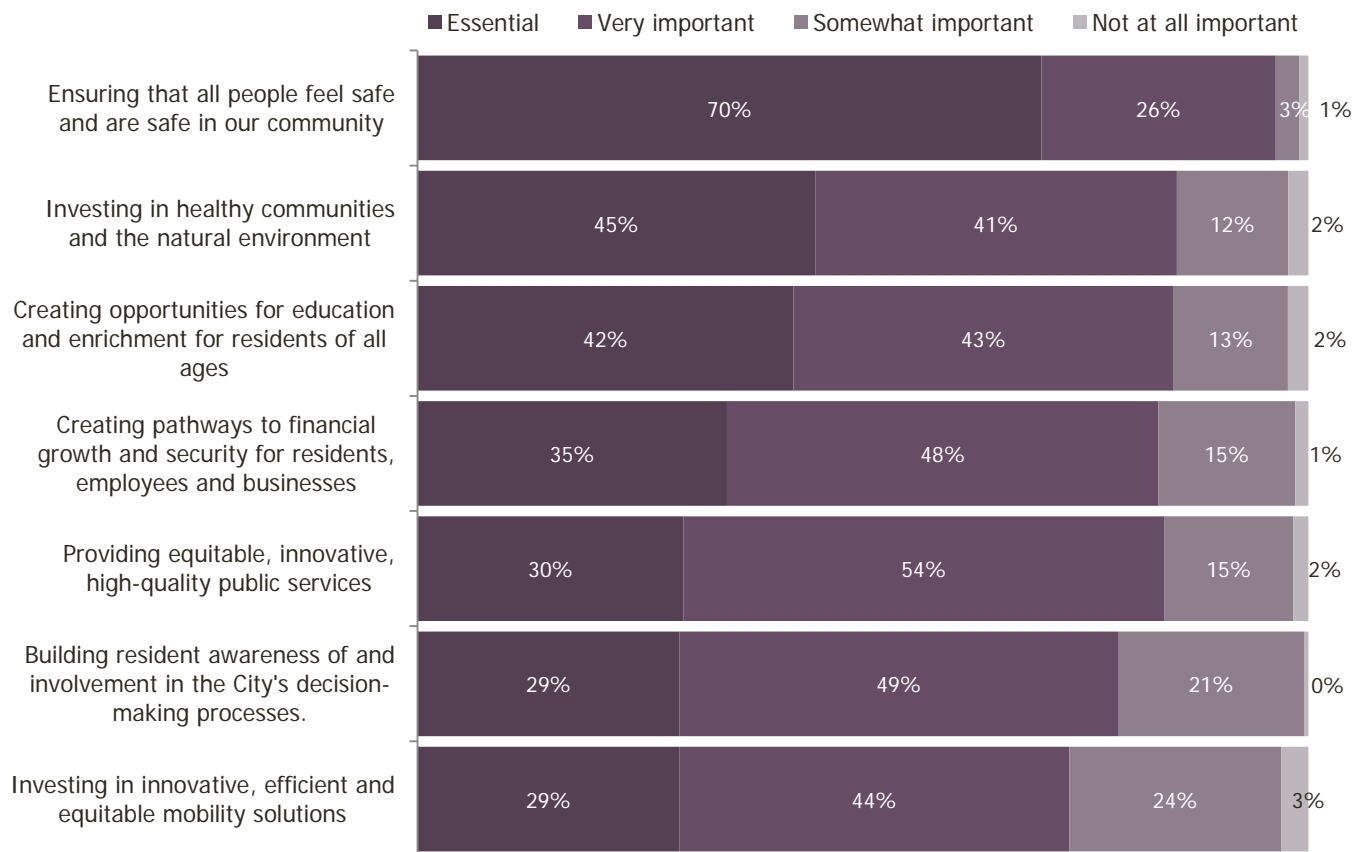
# Special Topics

The City of Grand Rapids included several questions of special interest on The NCS. The City sought feedback regarding strategic planning areas, familiarity of mobility options, interactions with the City and justice system, and garbage collection options.

When asked about the importance of the seven strategic planning areas for the City, nearly all residents (96%) indicated that ensuring the safety of community members was essential or very important, topping the list. Residents were least likely to prioritize building resident awareness of and involvement in the City’s decision-making process and investing in innovative, efficient, and equitable mobility solutions, with about 7 in 10 deeming these areas as at least very important.

Figure 4: Strategic Planning Areas

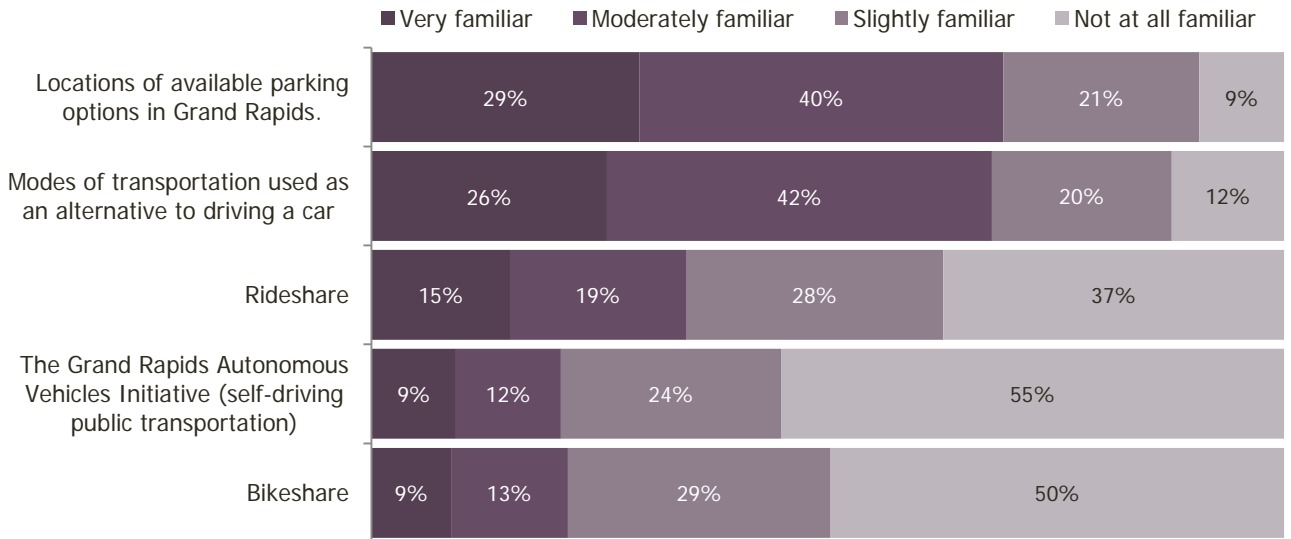
Please rate how important, if at all, you think each of the following strategic planning areas are to the overall quality of life in Grand Rapids:



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Around two-thirds of survey participants reported they were very or moderately familiar with the locations of available parking areas and alternative modes of transportation. Community members were less familiar with rideshare (34% very or moderately familiar), the Autonomous Vehicles Initiative (23%), and bike share (24%).

Figure 5: Familiarity with Mobility Options  
 How familiar, if at all, are you with the following types of mobility-related options?



Approximately 4 in 10 survey respondents had contacted the City for information or services in the six months prior to the survey. Of these residents who had contact, about 8 in 10 stated they were very or somewhat satisfied with the outcome of the interaction and only 6% were very dissatisfied.

Figure 6: Resident Contact with the City  
 Have you contacted the City of Grand Rapids for information or services in the past six months?

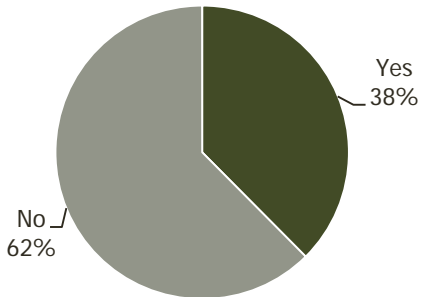
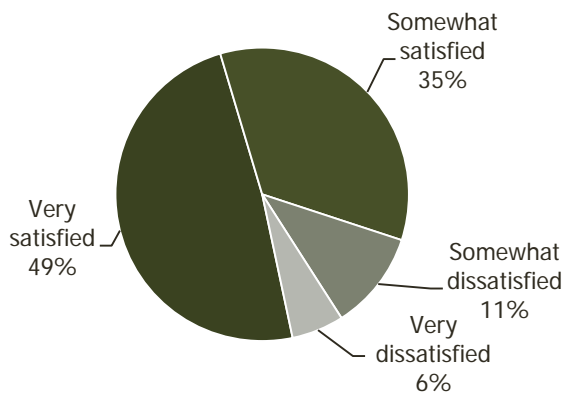


Figure 7: Satisfaction with City Interaction  
 Thinking about your most recent contact with the City, please rate your satisfaction with the outcome of the interaction:



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The City also wanted to learn about residents' interactions with the justice system in Grand Rapids. About one-third of respondents reported they had interacted either with the police department or municipal courts and of those respondents, 84% agreed that they were treated with fairness and respect during the contact.

Figure 8: Resident Contact with Justice System  
*Have you had an interaction with either the police department or municipal courts in Grand Rapids in the past six months?*

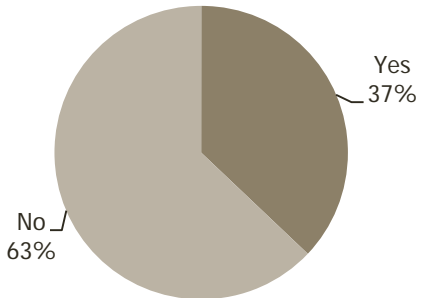
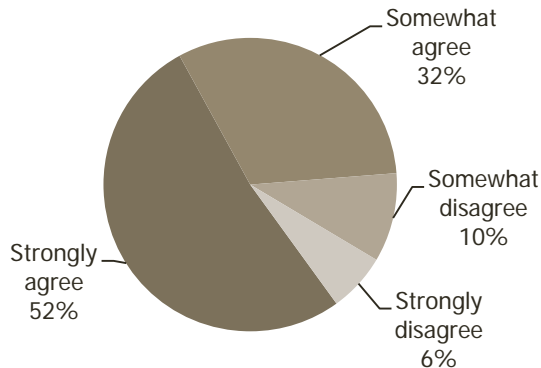


Figure 9: Perceptions of Interaction with Justice System  
*Please indicate your level of agreement with the following statement: 'In my interaction with the police and/or municipal courts in Grand Rapids, I felt I was treated with fairness and respect.'*



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About 8 in 10 Grand Rapids respondents indicated they currently receive solid waste collection services from the City and 91% of these customers were very or somewhat satisfied with the service.

Figure 10: Participation in Collection Service  
Do you currently receive solid waste (trash, recycling, yard waste collection) services from the City of Grand Rapids?

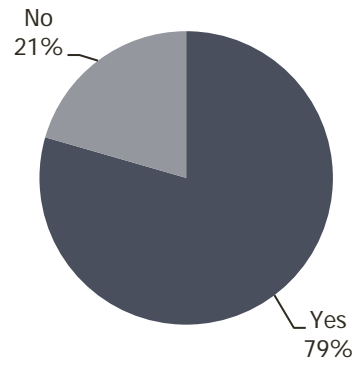
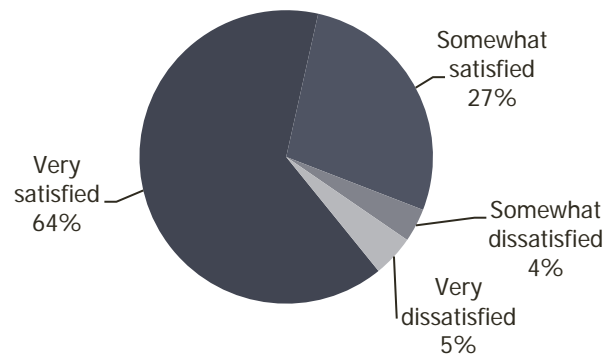
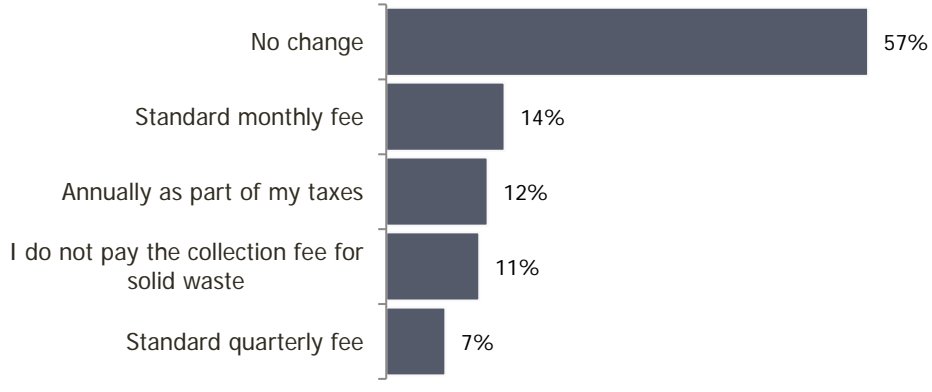


Figure 11: Satisfaction with Collection Service  
Please rate your level of satisfaction with the current 'pay as you throw' system of payment for solid waste:



Residents provided their opinions regarding their preferences for paying for solid waste collection. A majority of residents would like to continue to pay using their current method, while about 1 in 10 preferred a standard monthly fee or to pay annually as part of their City taxes. A similar proportion of respondents reported that they were not responsible for the waste collection fee.

Figure 12: Preference for Collection Service Payment Schedule  
How would you prefer to pay for your solid waste collection service?



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# Conclusions

## Safety is a priority.

Grand Rapids residents indicated that Safety was an important area for the City to focus on in the next two years. At least 8 in 10 residents reported feeling safe in their neighborhood and in the downtown area, and more than 6 in 10 were pleased with fire, ambulance/EMS, fire prevention, animal control, and emergency preparedness and response services. However, evaluations for the overall feeling of safety in the city, police, and crime prevention were below-average. When asked about the importance of seven strategic planning areas for the overall quality of life in Grand Rapids, ensuring the safety of all residents was the top priority, with nearly all respondents indicating this goal was essential or very important.

## Grand Rapids' Economy is a strength and residents applaud shopping and employment opportunities.

Survey respondents also indicated the Economy as a top area of focus in the future and measures tended to be assessed at levels commensurate with or above comparison communities. About two-thirds of residents gave favorable reviews to the overall economic health of the community and economic development services, which was on par with national averages. Survey participants lauded both employment and shopping opportunities, as well as the vibrancy of the downtown area, new development in the community, and the city as a place to visit and as a place to work. All of these economic measures outpaced national and peer municipality comparisons. Further, more residents reported working in the city than their peers nationwide. Around 8 in 10 residents felt that creating pathways to financial growth and security for residents, employees, and businesses was at least very important to the quality of life in Grand Rapids.

## Residents reveal K-12 education as an area of opportunity.

The overall education and enrichment of the community was deemed a top priority by about 8 in 10 survey participants and 7 in 10 provided excellent or good scores to the education and enrichment opportunities in Grand Rapids, which was similar to national and peer benchmarks. Similarly, residents' views on opportunities to attend religious or spiritual events and activities, adult education, and child care/preschool were on par with comparison communities, whereas opportunities to attend cultural/arts/music activities were above average. However, reviews for K-12 education lagged behind levels seen elsewhere. Regarding strategic planning areas important to the quality of life in Grand Rapids, 85% of participants indicated creating opportunities for education and enrichment for all ages was an essential or very important focus.

## Aspects of car travel could be improved, but residents appreciate alternative transportation options.

In general, residents evaluated many Mobility-related aspects and services positively, with half or more providing favorable reviews that were similar to national and peer comparisons. Some aspects of car travel were identified as challenges to survey respondents, including public parking, street repair, street cleaning, and snow removal, all of which were below average. Conversely, residents participation in alternative modes of transportation were exceptional, with 4 in 10 residents indicating they had used public transportation and 7 in 10 had walked or biked instead of driving; both of these rates eclipsed national and peer comparisons. About two-thirds of community members reported they were familiar with locations of public parking and modes of alternative transportation available to them, while one-third or fewer stated they were very or somewhat familiar with Rideshare, Bikeshare, or the Autonomous Vehicles Initiative.



# Grand Rapids, MI

Comparisons by Demographic Subgroups

DRAFT  
2019



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# About

The National Community Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. Grand Rapids' Comparisons by Demographic Subgroups is part of a larger project for the City and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents by housing tenure (rent or own), age, race/ethnicity, length of residency and presence of children in the household.

## Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by selected respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroups ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 1 below, respondents who had lived in Grand Rapids for five years or less (A) gave significantly higher rating to the overall image or reputation of the community than those who had lived in the city for 6-20 years (B) and 20 years or more (C), as denoted by the “B C” listed in the cell of the ratings for those who had lived in Grand Rapids for a shorter period of time (five years or less). This was also true of homeowners (B) over renters (A); people who were white alone, not Hispanic (A) over those who were Hispanic and/or other race (B); 18-34 year olds (A) over residents aged 35-54 (B) and 55+ (B); older residents (55+; C) over those aged 35-54 (B); and those who did not have children living in the household (A) over those who did (B).

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Table 1: Community Characteristics - General

Percent rating positively (e.g., excellent/good)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
The overall quality of life in Grand Rapids	72%	81% A	80% B	69%	83% B	82% B	69%	80%	74%	78%	79%	74%	78%
Overall image or reputation of Grand Rapids	71%	81% A	90% B C	57%	80% B	83% B	64%	90% B C	74%	71%	80% B	69%	77%
Grand Rapids as a place to live	80%	93% A	87%	82%	94% B	92% B	80%	91%	89%	84%	89%	84%	87%
Your neighborhood as a place to live	59%	81% A	75% B	53%	85% B	79% B	57%	73%	73%	70%	75% B	62%	71%
Grand Rapids as a place to raise children	67%	81% A	81% B	63%	83% B	84% B	61%	80%	80%	71%	76%	73%	75%
Grand Rapids as a place to retire	53%	60%	52%	44%	75% A B	59%	54%	57%	56%	59%	57%	58%	58%
Overall appearance of Grand Rapids	74%	81%	86% B	68%	79% B	83% B	69%	86% C	81%	72%	80%	72%	78%

Table 2: Community Characteristics - Safety

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Overall feeling of safety in Grand Rapids	54%	70% A	67% B	53%	68% B	70% B	48%	76% B C	54%	59%	65%	56%	63%
In your neighborhood during the day	86%	93% A	98% B	76%	94% B	94% B	82%	93%	92%	87%	91%	87%	90%
In Grand Rapids' downtown area during the day	78%	91% A	85%	80%	92% B	91% B	74%	82%	91%	85%	86%	84%	85%
In your neighborhood at night	62%	81% A	77% B	58%	79% B	77% B	62%	69%	77%	71%	73%	69%	72%
In Grand Rapids' downtown area at night	47%	64% A	51%	58%	61%	61% B	48%	53%	55%	58%	56%	55%	56%

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Table 3: Community Characteristics - Mobility

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Overall ease of getting to the places you usually have to visit	57%	66%	54%	60%	75% A B	67% B	52%	62%	58%	64%	63%	59%	62%
Traffic flow on major streets	33%	41%	36%	34%	45%	34%	47% A	39% B	21%	46% B	35%	48% A	38%
Ease of public parking	32%	30%	33%	32%	27%	30%	33%	36%	25%	31%	28%	39% A	31%
Ease of travel by car in Grand Rapids	47%	58% A	56%	49%	55%	56%	48%	62% B	39%	56% B	52%	60%	54%
Ease of travel by public transportation in Grand Rapids	47%	42%	28%	51% A	64% A	41%	53%	32%	35%	59% A B	41%	56% A	45%
Ease of travel by bicycle in Grand Rapids	64% B	50%	62% B	48%	59%	54%	62%	59%	52%	58%	57%	56%	57%
Ease of walking in Grand Rapids	73%	70%	79% B	63%	71%	75%	65%	73%	70%	72%	72%	72%	72%
Availability of paths and walking trails	58%	64%	63%	54%	68% B	64%	55%	60%	52%	66% B	62%	60%	61%
Availability of alternative transportation options	47%	52%	51% B	38%	59% B	49%	49%	54%	44%	49%	47%	55%	49%
Availability of downtown parking	26%	31%	36% B C	25%	21%	26%	34%	35% C	32%	22%	26%	34%	28%

Table 4: Community Characteristics - Natural Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Quality of overall natural environment in Grand Rapids	61%	70% A	64%	58%	78% A B	71% B	56%	67%	65%	67%	67%	63%	66%
Air quality	64%	81% A	76% B	65%	77% B	80% B	59%	77%	68%	73%	74%	70%	73%
Cleanliness of Grand Rapids	56%	65%	63% B	51%	69% B	67% B	48%	52%	76% A C	58%	62%	57%	61%

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Table 5: Community Characteristics - Built Environment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall (A)
	Rent (A)	Own (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Less than 5 years (A)	6-20 years (B)	20+ years (C)	No (A)	Yes (B)	
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	57%	62%	62%	51%	69% B	61%	59%	64%	57%	60%	60%	61%	60%
Public places where people want to spend time	69%	72%	79% B	57%	73% B	73%	69%	81% C	72%	64%	73%	65%	71%
Variety of housing options	45%	46%	48%	39%	49%	47%	44%	53% C	51% C	38%	47%	42%	46%
Availability of affordable quality housing	29%	27%	26%	26%	33%	29%	26%	34%	28%	25%	29%	27%	28%
Overall quality of new development in Grand Rapids	70%	77%	82% B	60%	76% B	77%	68%	90% B C	71%	66%	79% B	60%	74%

Table 6: Community Characteristics - Economy

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall (A)
	Rent (A)	Own (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Less than 5 years (A)	6-20 years (B)	20+ years (C)	No (A)	Yes (B)	
Overall economic health of Grand Rapids	59%	72% A	73% B	52%	74% B	74% B	52%	77% B C	61%	63%	68%	59%	66%
Grand Rapids as a place to work	73%	81%	88% B	61%	83% B	85% B	64%	88% B C	73%	75%	78%	78%	78%
Grand Rapids as a place to visit	79%	88% A	92% B	71%	87% B	87%	79%	92% B C	82%	81%	87% B	77%	84%
Employment opportunities	63%	78% A	85% B C	54%	70% B	76% B	63%	85% B C	69%	65%	70%	74%	71%
Shopping opportunities	70%	84% A	79%	72%	83% B	81%	73%	82% B	70%	80%	77%	81%	78%
Cost of living in Grand Rapids	36%	59% A	53% B	37%	55% B	53% B	40%	57% B	42%	48%	49%	51%	49%
Overall quality of business and service establishments in Grand Rapids	68%	79% A	83% B	61%	77% B	82% B	60%	91% B C	65%	70%	77%	68%	75%
Vibrant downtown area	60%	84% A	77% B	65%	77%	79% B	62%	80%	69%	71%	73%	71%	73%
Grand Rapids as a place to start, own or operate a business	63%	65%	73% B	46%	73% B	71% B	54%	74% C	71%	57%	69% B	53%	64%

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Table 7: Community Characteristics - Recreation and Wellness

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Health and wellness opportunities in Grand Rapids	67%	81% A	76% B	62%	86% B	79% B	66%	83% B	65%	76%	78% B	64%	75%
Fitness opportunities (including exercise classes and paths or trails, etc.)	71%	70%	78% B	57%	74% B	70%	71%	71%	69%	70%	70%	72%	71%
Recreational opportunities	68%	70%	79% B C	60%	66%	72%	65%	77% C	71%	65%	70%	70%	70%
Availability of affordable quality food	63%	72% A	72% B	53%	79% B	74% B	56%	78% B C	64%	65%	70%	63%	68%
Availability of affordable quality health care	60%	67%	66% B	51%	76% B	71% B	51%	81% B C	58%	60%	70% B	51%	64%
Availability of preventive health services	62%	69%	70% B	53%	74% B	74% B	52%	89% B C	56%	61%	72% B	51%	66%
Availability of affordable quality mental health care	41%	51%	49%	41%	52%	50%	42%	59%	43%	45%	51%	38%	47%

Table 8: Community Characteristics - Education and Enrichment

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Overall opportunities for education and enrichment	61%	79% A	78% B	55%	80% B	74%	67%	86% B C	56%	71% B	70%	73%	71%
Availability of affordable quality child care/preschool	45%	46%	50%	43%	46%	43%	51%	56%	43%	45%	46%	46%	46%
K-12 education	52%	44%	47%	43%	51%	45%	53%	59% B	40%	46%	46%	50%	47%
Adult educational opportunities	50%	64% A	61%	49%	63%	60%	55%	69% C	65% C	49%	55%	62%	58%
Opportunities to attend cultural/arts/music activities	76%	81%	86% B	69%	80%	84% B	70%	88% C	81%	73%	81%	74%	79%
Opportunities to participate in religious or spiritual events and activities	75%	86% A	80%	80%	86%	85% B	76%	82%	90% C	78%	81%	83%	82%

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Table 9: Community Characteristics - Community Engagement

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent (A)	Own (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Less than 5 years (A)	6-20 years (B)	20+ years (C)	No (A)	Yes (B)	
Opportunities to participate in social events and activities	65%	83% A	83% B	61%	76% B	79% B	66%	78%	76%	71%	72%	80%	74%
Opportunities to volunteer	72%	88% A	90% B	71%	82% B	80%	85%	87% C	85%	77%	80%	84%	81%
Opportunities to participate in community matters	51%	77% A	74% B	50%	72% B	70% B	57%	62%	73%	63%	66%	64%	65%
Openness and acceptance of the community toward people of diverse backgrounds	40%	51% A	52% B	36%	48%	49%	38%	50%	51%	40%	47%	40%	46%
Neighborliness of residents in Grand Rapids	46%	57% A	59% B	34%	60% B	56% B	43%	53%	56%	49%	53%	47%	52%



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Table 10: Governance - General

	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)
The City of Grand Rapids	61%	73% A	75% B	54%	75% B	75% B	54%	80% B C	64%	64%	70%	65%	68%
The value of services for the taxes paid to Grand Rapids	46%	49%	55% B	39%	50%	53% B	37%	50%	46%	48%	50%	43%	48%
The overall direction that Grand Rapids is taking	62%	72% A	79% B	53%	70% B	77% B	50%	79% C	69%	62%	72% B	57%	68%
The job Grand Rapids government does at welcoming citizen involvement	44%	50%	51%	38%	54% B	57% B	28%	50%	49%	45%	50%	39%	47%
Overall confidence in Grand Rapids government	53%	62%	71% B	43%	60% B	60%	54%	70% C	55%	52%	60%	53%	58%
Generally acting in the best interest of the community	53%	64% A	73% B C	45%	60% B	66% B	47%	76% B C	55%	53%	62%	53%	60%
Being honest	46%	60% A	61% B	45%	58%	61% B	42%	54%	63%	50%	56%	50%	54%
Treating all residents fairly	36%	46%	48% B	34%	42%	43%	38%	48%	44%	37%	43%	38%	42%
Overall customer service by Grand Rapids employees (police, receptionists, planners, etc.)	51%	76% A	70% B	55%	69% B	73% B	50%	73% C	68%	59%	67%	60%	65%
The Federal Government	26%	33%	24%	31%	38% A	28%	37%	28%	30%	32%	29%	34%	30%
The State of Michigan	32%	51% A	44%	37%	49%	46%	38%	46%	44%	42%	45%	38%	43%
Providing timely, relevant information on City services and activities	46%	57%	57% B	44%	55%	57% B	42%	61%	52%	48%	55%	44%	52%

Attachment: The NCS Demographic Crosstabs-Grand Rapids DRAFT 2019[1] (National Citizen Survey

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Table 11: Governance - Safety

	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent (A)	Own (B)	18-34 (A)	35-54 (B)	55+ (C)	White alone, not Hispanic (A)	Hispanic and/or other race (B)	Less than 5 years (A)	6-20 years (B)	20+ years (C)	No (A)	Yes (B)	
Percent rating positively (e.g., excellent/good)													
Police services	53%	71% A	67% B	48%	77% B	69% B	51%	70%	65%	59%	65%	59%	63%
Fire services	88%	93%	94% B	84%	95% B	94% B	86%	90%	88%	93%	91%	92%	91%
Ambulance or emergency medical services	84%	92% A	95% B	80%	91% B	92% B	82%	98% C	89%	85%	90%	84%	89%
Crime prevention	35%	60% A	49%	42%	53%	52% B	39%	45%	44%	51%	47%	52%	48%
Fire prevention and education	59%	82% A	79% B	61%	77% B	74%	70%	74%	72%	72%	71%	76%	72%
Animal control	40%	58% A	55%	41%	55%	60% B	36%	53%	38%	54%	52%	46%	50%
Emergency preparedness and response (services that prepare the community for natural disasters or other emergency situations)	56%	66%	63%	51%	71% B	65%	57%	72% C	65%	55%	66%	52%	62%

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Table 12: Governance - Mobility

Percent rating positively (e.g., excellent/good)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Traffic enforcement	45%	54%	54% B	40%	56% B	53%	45%	59%	45%	47%	50%	50%	50%
Street repair	19%	20%	23%	14%	20%	20%	18%	24%	16%	19%	19%	21%	19%
Street cleaning	35%	33%	40% B	28%	32%	36%	31%	36%	44% C	28%	35%	31%	34%
Street lighting	47%	46%	51% B	35%	53% B	50%	40%	46%	55% C	42%	49%	40%	47%
Snow removal	45%	42%	45%	38%	50%	50% B	34%	44%	46%	44%	44%	44%	44%
Sidewalk maintenance	44%	43%	59% B C	28%	36%	46%	38%	46% C	62% A C	31%	46% B	34%	43%
Traffic signal timing	37%	55% A	55% B	30%	56% B	51%	42%	41%	51%	49%	49%	44%	47%
Bus or transit services	62%	59%	56%	54%	76% A B	66% B	51%	58%	53%	66%	60%	62%	60%

Table 13: Governance - Natural Environment

Percent rating positively (e.g., excellent/good)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Garbage collection	72%	83% A	74%	82%	82%	83% B	71%	78%	73%	82%	78%	80%	79%
Recycling	68%	89% A	81%	82%	76%	83% B	73%	74%	82%	82%	79%	81%	80%
Yard waste pick-up	55%	71% A	75% B	52%	72% B	67%	59%	71% C	78% C	55%	70% B	51%	65%
Drinking water	53%	77% A	67%	58%	75% B	75% B	49%	64%	68%	67%	70% B	58%	67%
Preservation of natural areas such as open space, farmlands and greenbelts	36%	59% A	47%	45%	59%	49%	50%	57%	43%	49%	49%	49%	49%

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Table 14: Governance - Built Environment

Percent rating positively (e.g., excellent/good)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Storm drainage	48%	62% A	63% B	44%	60% B	61% B	46%	59%	66% C	50%	60% B	45%	56%
Sewer services	56%	79% A	77% B	59%	76% B	78% B	53%	75%	74%	67%	73%	63%	70%
Utility billing	55%	71% A	66%	56%	72% B	71% B	51%	66%	66%	62%	67%	58%	65%
Land use, planning and zoning	39%	53% A	56% B	38%	48%	51%	42%	70% B C	40%	42%	50%	40%	47%
Code enforcement (weeds, abandoned buildings, etc.)	27%	41% A	36%	31%	38%	40% B	26%	41%	35%	33%	35%	35%	35%

Table 15: Governance - Economy

Percent rating positively (e.g., excellent/good)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Economic development	56%	71% A	76% B	50%	65% B	73% B	47%	81% B C	53%	59%	67%	56%	64%

Table 16: Governance - Recreation and Wellness

Percent rating positively (e.g., excellent/good)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
City parks	61%	81% A	84% B	56%	78% B	79% B	60%	77%	72%	70%	73%	72%	73%
Recreation programs or classes	55%	74% A	76% B	51%	71% B	70%	61%	70%	65%	65%	67%	64%	66%
Recreation centers or facilities	53%	67% A	72% B	49%	66% B	64%	59%	71%	61%	59%	64%	57%	61%
Health services	61%	74% A	70% B	57%	76% B	73% B	57%	85% B C	56%	65%	72% B	54%	68%

Attachment: The NCS Demographic Crosstabs-Grand Rapids DRAFT 2019[1] (National Citizen Survey

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Table 17: Governance - Education and Enrichment

Percent rating positively (e.g., excellent/good)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Public library services	80%	90% A	94% B	74%	88% B	89% B	78%	91%	88%	82%	88% B	78%	86%
City-sponsored special events	56%	74% A	74% B	56%	68%	73% B	57%	74%	68%	62%	69%	61%	66%

Table 18: Governance - Community Engagement

Percent rating positively (e.g., excellent/good)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Public information services	58%	80% A	77% B	58%	74% B	73%	62%	69%	78%	65%	70%	67%	69%
Community outreach and engagement	47%	58%	61% B	43%	55%	58%	46%	59%	56%	50%	54%	53%	54%

Table 19: Participation General

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Sense of community	51%	63% A	59% B	43%	74% A B	63% B	49%	54%	67% A	56%	60%	52%	58%
Recommend living in Grand Rapids to someone who asks	83%	94% A	95% B	77%	94% B	92% B	84%	91%	89%	89%	88%	92%	89%
Remain in Grand Rapids for the next five years	81%	93% A	85%	88%	92%	91% B	81%	83%	90%	90%	88%	88%	88%
Contacted the City of Grand Rapids (in-person, phone, email or web) for help or information	37%	66% A	49%	56%	52%	49%	59%	42%	56% A	56% A	48%	62% A	52%

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Table 20: Participation - Safety

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Was NOT the victim of a crime	75%	87% A	77%	81%	90% A	84%	79%	80%	76%	86% B	82%	82%	82%
Did NOT report a crime	64%	73%	69%	62%	80% A B	71%	67%	76% B	62%	70%	72%	62%	70%
Stocked supplies in preparation for an emergency	29%	28%	18%	38% A	31% A	22%	43% A	24%	18%	36% A B	26%	35%	28%

Table 21: Participation - Mobility

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Walked or biked instead of driving	82% B	66%	88% B C	77% C	43%	71%	74%	84% C	79% C	61%	70%	77%	72%
Carpooled with other adults or children instead of driving alone	55%	50%	64% B C	53% C	34%	49%	57%	47%	65% A C	48%	47%	67% A	52%
Used public transportation instead of driving	60% B	23%	43% C	44% C	28%	35%	50% A	40%	52% C	32%	39%	39%	39%

Table 22: Participation - Natural Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Recycle at home	80%	98% A	96% C	89%	84%	93% B	84%	92%	92%	88%	90%	91%	90%
Made efforts to make your home more energy efficient	73%	84% A	68%	92% A C	80% A	77%	81%	69%	76%	85% A	73%	94% A	78%
Made efforts to conserve water	74%	79%	68%	86% A	77%	75%	80%	74%	76%	78%	73%	86% A	76%

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Table 23: Participation - Built Environment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
NOT under housing cost stress	62%	87% A	87% B C	72%	65%	79% B	68%	80%	79%	72%	77%	74%	76%
Did NOT observe a code violation	48%	52%	54% B	42%	57% B	54%	44%	60% C	51%	46%	52%	49%	51%

Table 24: Participation - Economy

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Purchase goods or services from a business located in Grand Rapids	94%	100% A	98%	96%	97%	97%	97%	96%	96%	98%	97%	98%	97%
Economy will have positive impact on income	21%	33% A	28%	30%	27%	30%	23%	32%	26%	27%	27%	29%	28%
Work in Grand Rapids	71% B	54%	68% C	75% C	35%	59%	67%	65%	60%	60%	58%	73% A	62%

Table 25: Participation - Recreation and Wellness

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Visited a neighborhood park or City park	87%	90%	94% C	93% C	74%	88%	88%	85%	94% A C	86%	85%	95% A	88%
Eat at least 5 portions of fruits and vegetables a day	66%	82% A	69%	78%	78%	73%	76%	67%	74%	79% A	72%	81%	75%
Participate in moderate or vigorous physical activity	76%	84% A	76%	82%	83%	82%	75%	85%	75%	80%	82%	74%	80%
Reported being in "very good" or "excellent" health	56%	66% A	75% B C	54%	51%	65% B	54%	76% C	66% C	51%	63%	57%	62%

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Table 26: Participation - Education and Enrichment

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Used Grand Rapids public libraries or their services	73%	70%	69%	81% A C	65%	69%	76%	60%	85% A C	72% A	65%	90% A	72%
Attended a City-sponsored event	58%	61%	70% C	61% C	41%	56%	67% A	57%	73% A C	53%	53%	75% A	59%

Table 27: Participation - Community Engagement

Percent rating positively (e.g., always/sometimes, more than once a month, yes)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Campaigned or advocated for an issue, cause or candidate	28%	30%	24%	37% A	29%	25%	37% A	19%	22%	39% A B	26%	39% A	29%
Contacted Grand Rapids elected officials (in-person, phone, email or web) to express your opinion	21%	21%	15%	24%	24%	17%	27% A	10%	21%	26% A	19%	24%	21%
Volunteered your time to some group/activity in Grand Rapids	54%	56%	54%	62% C	46%	48%	66% A	50%	53%	58%	50%	68% A	55%
Talked to or visited with your immediate neighbors	91%	92%	91%	92%	90%	94% B	86%	92%	88%	92%	92%	89%	91%
Done a favor for a neighbor	78%	84%	72%	85% A	90% A	79%	86%	70%	81% A	89% A	78%	92% A	81%
Attended a local public meeting	22%	23%	25%	25%	18%	18%	33% A	15%	31% A	23%	20%	31% A	23%
Watched (online or on television) a local public meeting	35%	27%	23%	37% A	33%	25%	42% A	13%	37% A	37% A	30%	33%	30%
Read or watch local news (via television, paper, computer, etc.)	65%	83% A	57%	82% A	92% A	75%	76%	58%	71% A	87% A B	74%	78%	75%
Vote in local elections	74%	92% A	75%	88% A	93% A	85%	83%	75%	79%	92% A B	84%	86%	84%
Called 3-1-1 for help or information	20%	37% A	31%	30%	26%	25%	38% A	22%	32%	31%	27%	33%	29%
Used Grand Rapids community centers or their services	30%	22%	24%	32% C	19%	15%	45% A	15%	29% A	29% A	20%	42% A	25%
Participated in a club, neighborhood group or civic organization	40%	50%	44%	48%	42%	46%	43%	35%	44%	50% A	40%	57% A	45%

Attachment: The NCS Demographic Crosstabs-Grand Rapids DRAFT 2019[1] (National Citizen Survey



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Table 28: Community Focus Areas

Percent rating positively (e.g., essential/very important)	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	(A)
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Overall feeling of safety in Grand Rapids	89%	89%	84%	89%	95% A	89%	89%	88%	89%	90%	89%	88%	89%
Overall ease of getting to the places you usually have to visit	82%	75%	76%	77%	82%	80%	75%	80%	83%	74%	82% B	64%	78%
Quality of overall natural environment in Grand Rapids	79%	79%	76%	82%	80%	83% B	72%	71%	87% A	79%	78%	83%	79%
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	68%	70%	65%	69%	75%	70%	66%	66%	67%	72%	70%	68%	69%
Health and wellness opportunities in Grand Rapids	79%	79%	76%	76%	87% A B	79%	79%	73%	73%	87% A B	81%	76%	79%
Overall opportunities for education and enrichment	85%	86%	88% B	79%	91% B	85%	87%	85%	84%	87%	87%	83%	86%
Overall economic health of Grand Rapids	87%	91%	88%	87%	94%	90%	89%	84%	87%	94% A	91%	87%	89%
Sense of community	84%	76%	79%	78%	83%	76%	87% A	74%	83%	81%	79%	82%	80%

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Table 29: Strategic Planning Areas

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: (Percent rating as "essential" or "very important").	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	(A)
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Providing equitable, innovative, high-quality public services	85%	83%	79%	85%	89% A	83%	86%	78%	84%	87% A	83%	86%	84%
Building resident awareness of and involvement in the City's decision-making processes.	79%	78%	77%	81%	79%	78%	79%	76%	80%	80%	77%	85%	79%
Investing in innovative, efficient and equitable mobility solutions	78% B	68%	78%	68%	72%	70%	78%	77%	78%	68%	74%	70%	73%
Creating pathways to financial growth and security for residents, employees and businesses	84%	83%	85%	83%	80%	80%	90% A	87%	78%	84%	81%	89%	83%
Creating opportunities for education and enrichment for residents of all ages	88%	82%	87%	81%	87%	84%	86%	86%	78%	88% B	85%	85%	85%
Investing in healthy communities and the natural environment	87%	84%	85%	85%	85%	87%	83%	80%	92% A	85%	85%	87%	85%
Ensuring that all people feel safe and are safe in our community	96%	97%	95%	100% A C	95%	96%	99%	95%	97%	97%	95%	99%	96%

Table 30: Familiarity with Mobility Options

How familiar, if at all, are you with the following types of mobility-related options? (Percent rating as "very familiar" or "moderately familiar").	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	(A)
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Modes of transportation used as an alternative to driving a car	69%	68%	68%	75% C	60%	66%	70%	60%	83% A C	64%	63%	82% A	68%
Locations of available parking options in Grand Rapids.	70%	70%	80% C	70% C	52%	67%	75%	73% C	83% C	60%	67%	75%	69%
Bikeshare	18%	24%	24%	19%	21%	19%	28% A	16%	24%	24%	19%	31% A	22%
Rideshare	38%	32%	47% B C	32%	20%	32%	41%	33%	44% C	31%	34%	37%	34%
The Grand Rapids Autonomous Vehicles Initiative (self-driving public transportation)	20%	22%	17%	28% A	18%	16%	30% A	10%	31% A C	21% A	18%	28% A	21%

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Table 31: Resident Contact with the City

(Percent rating "yes").	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Have you contacted the City of Grand Rapids for information or services in the past six months?	23%	50% A	31%	42%	41%	37%	37%	27%	32%	46% A B	35%	43%	38%

Table 32: Satisfaction with City Interaction

(Percent rating as "very satisfied" or "somewhat satisfied").	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Thinking about your most recent contact with the City, please rate your satisfaction with the outcome of the interaction:	85%	83%	90%	78%	81%	86%	83%	75%	96% A	81%	87%	76%	83%

Only asked of respondents who had contacted the City.

Table 33: Resident Contact with Justice System

(Percent rating "yes").	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
Have you had an interaction with either the police department or municipal courts in Grand Rapids in the past six months?	40%	35%	42% C	50% C	16%	34%	45% A	34%	44%	36%	35%	47% A	37%

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Table 34: Perceptions of Interaction with Justice System

	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
(Percent rating as "strongly agree" or "somewhat agree"). 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.'	85%	82%	87%	81%	86%	87%	80%	76%	92%	83%	83%	85%	84%

Only asked of respondents who had contact with the police department and/or municipal courts.

Table 35: Participation in Collection Service

	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
(Percent rating "yes"). Do you currently receive solid waste (trash, recycling, yard waste collection) services from the City of Grand Rapids?	63%	94% A	79%	83%	76%	85% B	66%	74%	74%	85% A B	77%	87% A	79%

Table 36: Satisfaction with Collection Service

	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
(Percent rating as "very satisfied" or "somewhat satisfied"). Please rate your level of satisfaction with the current 'pay as you throw' system of payment for solid waste:	92%	91%	94%	91%	90%	93%	89%	94%	91%	91%	92%	91%	92%

Only asked of respondents who indicated they receive solid waste services.

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Table 37: Preference for Collection Service Payment Schedule

		Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
		Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	
How would you prefer to pay for your solid waste collection service?	Standard monthly fee	39%	61%	23%	42%	35%	51%	49%	19%	17%	65%	56%	44%	100%
	Standard quarterly fee	30%	70%	39%	21%	41%	95%	5%	34%	14%	52%	94%	6%	100%
	Annually as part of my taxes	41%	59%	63%	17%	20%	74%	26%	25%	37%	38%	73%	27%	100%
	No change	26%	74%	40%	36%	24%	75%	25%	26%	24%	50%	70%	30%	100%
	I do not pay the collection fee for solid waste	79%	21%	34%	26%	40%	62%	38%	37%	12%	50%	94%	6%	100%

Significance testing not performed.



# Grand Rapids, MI

Comparisons by Geographic Subgroups

DRAFT  
 2019



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# Summary

The National Community Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. Grand Rapids' Comparisons by Geographic Subgroups is part of a larger project for the City and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents by Ward.

Three Wards were tracked for comparison and the number of completed surveys for each are in the figure below.

Figure 1: Geographic Areas

Ward	Number of Completed Surveys
Ward 1	116
Ward 2	161
Ward 3	121

## Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by Ward. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Statistical testing was not performed on multiple response questions.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 1 below, respondents in Ward 1 (A) gave significantly lower ratings to overall quality of life, their neighborhoods as places to live, and the overall appearance of Grand Rapids than respondents in Ward 2 (B), as denoted by the “A” listed in the cell of the ratings for Ward 2. The Grand Rapids as a place to raise children rating in Wards 1 (A) and 3 (C) were also significantly lower than that of Ward 2 (B) (as indicated by the “A C” in the rating for Ward 2).

## The National Community Survey™

Table 1: Community Characteristics - General

	Ward			Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	
Percent rating positively (e.g., excellent/good)				
The overall quality of life in Grand Rapids	70%	84% A	78%	78%
Overall image or reputation of Grand Rapids	73%	81%	76%	77%
Grand Rapids as a place to live	85%	90%	86%	87%
Your neighborhood as a place to live	65%	79% A	70%	71%
Grand Rapids as a place to raise children	70%	85% A C	71%	75%
Grand Rapids as a place to retire	61%	58%	55%	58%
Overall appearance of Grand Rapids	73%	83% A	77%	78%

Table 2: Community Characteristics - Safety

	Ward			Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	
Percent rating positively (e.g., excellent/good, very/somewhat safe)				
Overall feeling of safety in Grand Rapids	52%	70% A	65% A	63%
In your neighborhood during the day	90%	91%	88%	90%
In Grand Rapids' downtown area during the day	88%	87%	81%	85%
In your neighborhood at night	68%	75%	71%	72%
In Grand Rapids' downtown area at night	56%	55%	57%	56%

Table 3: Community Characteristics - Mobility

	Ward			Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	
Percent rating positively (e.g., excellent/good, very/somewhat safe)				
Overall ease of getting to the places you usually have to visit	64%	58%	65%	62%
Traffic flow on major streets	43% B	27%	46% B	38%
Ease of public parking	32%	25%	37% B	31%
Ease of travel by car in Grand Rapids	48%	51%	63% A	54%
Ease of travel by public transportation in Grand Rapids	60% B C	36%	39%	45%
Ease of travel by bicycle in Grand Rapids	62%	54%	54%	57%
Ease of walking in Grand Rapids	69%	74%	71%	72%
Availability of paths and walking trails	61%	60%	63%	61%
Availability of alternative transportation options	60% B	40%	48%	49%
Availability of downtown parking	30%	21%	36% B	28%

Table 4: Community Characteristics - Natural Environment

	Ward			Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	
Percent rating positively (e.g., excellent/good, very/somewhat safe)				
Quality of overall natural environment in Grand Rapids	72% C	68%	58%	66%
Air quality	73%	74%	72%	73%
Cleanliness of Grand Rapids	55%	68% A	60%	61%



## The National Community Survey™

Table 5: Community Characteristics - Built Environment

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	65% B	52%	66% B	60%
Public places where people want to spend time	72%	74%	65%	71%
Variety of housing options	38%	49%	50%	46%
Availability of affordable quality housing	28%	29%	27%	28%
Overall quality of new development in Grand Rapids	76%	70%	75%	74%

Table 6: Community Characteristics - Economy

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)
Overall economic health of Grand Rapids	58%	74% A	67%	66%
Grand Rapids as a place to work	78%	82%	73%	78%
Grand Rapids as a place to visit	83%	87%	83%	84%
Employment opportunities	70%	77%	66%	71%
Shopping opportunities	82%	78%	75%	78%
Cost of living in Grand Rapids	50%	47%	51%	49%
Overall quality of business and service establishments in Grand Rapids	68%	81% A	75%	75%
Vibrant downtown area	77%	68%	76%	73%
Grand Rapids as a place to start, own or operate a business	60%	79% A C	52%	64%

Table 7: Community Characteristics - Recreation and Wellness

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)
Health and wellness opportunities in Grand Rapids	72%	80%	72%	75%
Fitness opportunities (including exercise classes and paths or trails, etc.)	71%	73%	68%	71%
Recreational opportunities	69%	75%	65%	70%
Availability of affordable quality food	71%	70%	64%	68%
Availability of affordable quality health care	63%	67%	63%	64%
Availability of preventive health services	67%	71%	60%	66%
Availability of affordable quality mental health care	50%	48%	44%	47%

Table 8: Community Characteristics - Education and Enrichment

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., excellent/good, very/somewhat safe)	(A)	(B)	(C)	(A)
Overall opportunities for education and enrichment	72%	66%	76%	71%
Availability of affordable quality child care/preschool	55%	44%	38%	46%
K-12 education	46%	53%	43%	47%
Adult educational opportunities	60%	62%	51%	58%
Opportunities to attend cultural/arts/music activities	72%	85% A	80%	79%
Opportunities to participate in religious or spiritual events and activities	78%	83%	84%	82%

## The National Community Survey™

Table 9: Community Characteristics - Community Engagement

	Ward			Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	
Percent rating positively (e.g., excellent/good, very/somewhat safe)				
Opportunities to participate in social events and activities	74%	73%	77%	74%
Opportunities to volunteer	82%	81%	82%	81%
Opportunities to participate in community matters	65%	68%	64%	65%
Openness and acceptance of the community toward people of diverse backgrounds	52%	45%	40%	46%
Neighborliness of residents in Grand Rapids	45%	57%	54%	52%

Table 10: Governance - General

	Ward			Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	
Percent rating positively (e.g., excellent/good)				
The City of Grand Rapids	69%	66%	69%	68%
The value of services for the taxes paid to Grand Rapids	34%	53% A	54% A	48%
The overall direction that Grand Rapids is taking	66%	74%	64%	68%
The job Grand Rapids government does at welcoming citizen involvement	53% C	51%	37%	47%
Overall confidence in Grand Rapids government	57%	58%	60%	58%
Generally acting in the best interest of the community	54%	65%	60%	60%
Being honest	51%	62%	50%	54%
Treating all residents fairly	41%	49% C	35%	42%
Overall customer service by Grand Rapids employees (police, receptionists, planners, etc.)	66%	64%	66%	65%
The Federal Government	38%	26%	27%	30%
The State of Michigan	47%	40%	42%	43%
Providing timely, relevant information on City services and activities	47%	55%	54%	52%

Table 11: Governance - Safety

	Ward			Overall (A)
	Ward 1 (A)	Ward 2 (B)	Ward 3 (C)	
Percent rating positively (e.g., excellent/good)				
Police services	59%	63%	68%	63%
Fire services	93%	90%	89%	91%
Ambulance or emergency medical services	97% B C	86%	80%	89%
Crime prevention	45%	53%	45%	48%
Fire prevention and education	79% C	74%	62%	72%
Animal control	44%	67% A C	41%	50%
Emergency preparedness and response (services that prepare the community for natural disasters or other emergency situations)	73% C	59%	53%	62%

## The National Community Survey™

Table 12: Governance - Mobility

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)
Traffic enforcement	56%	46%	47%	50%
Street repair	19%	23%	16%	19%
Street cleaning	30%	45% A C	25%	34%
Street lighting	39%	52% A	48%	47%
Snow removal	43%	46%	43%	44%
Sidewalk maintenance	39%	51%	39%	43%
Traffic signal timing	48%	40%	56% B	47%
Bus or transit services	67% B	52%	60%	60%

Table 13: Governance - Natural Environment

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)
Garbage collection	83% C	81%	71%	79%
Recycling	80%	85% C	73%	80%
Yard waste pick-up	58%	79% A C	57%	65%
Drinking water	63%	68%	68%	67%
Preservation of natural areas such as open space, farmlands and greenbelts	49%	43%	57% B	49%

Table 14: Governance - Built Environment

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)
Storm drainage	54%	59%	56%	56%
Sewer services	63%	78% A	69%	70%
Utility billing	62%	66%	65%	65%
Land use, planning and zoning	51%	49%	42%	47%
Code enforcement (weeds, abandoned buildings, etc.)	36%	39%	30%	35%

Table 15: Governance - Economy

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)
Economic development	65%	65%	62%	64%

Table 16: Governance - Recreation and Wellness

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)
City parks	75%	75%	68%	73%
Recreation programs or classes	69%	65%	64%	66%
Recreation centers or facilities	66%	64%	54%	61%
Health services	67%	76% C	60%	68%

## The National Community Survey™

Table 17: Governance - Education and Enrichment

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)
Public library services	85%	88%	83%	86%
City-sponsored special events	66%	64%	69%	66%

Table 18: Governance - Community Engagement

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., excellent/good)	(A)	(B)	(C)	(A)
Public information services	75%	66%	69%	69%
Community outreach and engagement	58%	53%	50%	54%

Table 19: Participation General

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)
Sense of community	53%	58%	64%	58%
Recommend living in Grand Rapids to someone who asks	86%	93%	89%	89%
Remain in Grand Rapids for the next five years	85%	87%	93%	88%
Contacted the City of Grand Rapids (in-person, phone, email or web) for help or information	55% B	37%	66% B	52%

Table 20: Participation - Safety

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)
Was NOT the victim of a crime	84%	78%	85%	82%
Did NOT report a crime	65%	77% A	66%	70%
Stocked supplies in preparation for an emergency	39% B	18%	30% B	28%

Table 21: Participation - Mobility

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)
Walked or biked instead of driving	73%	77% C	64%	72%
Carpooled with other adults or children instead of driving alone	52%	57%	47%	52%
Used public transportation instead of driving	49% C	38%	31%	39%

Table 22: Participation - Natural Environment

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)
Recycle at home	95%	88%	87%	90%
Made efforts to make your home more energy efficient	82%	74%	79%	78%
Made efforts to conserve water	74%	75%	80%	76%

Table 23: Participation - Built Environment

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)
NOT under housing cost stress	72%	78%	77%	76%
Did NOT observe a code violation	47%	58%	49%	51%

## The National Community Survey™

Table 24: Participation - Economy

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)
Purchase goods or services from a business located in Grand Rapids	96%	99%	96%	97%
Economy will have positive impact on income	31%	25%	28%	28%
Work in Grand Rapids	60%	64%	60%	62%

Table 25: Participation - Recreation and Wellness

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)
Visited a neighborhood park or City park	91% C	90%	82%	88%
Eat at least 5 portions of fruits and vegetables a day	75%	68%	81% B	75%
Participate in moderate or vigorous physical activity	87% C	80%	73%	80%
Reported being in "very good" or "excellent" health	63%	62%	59%	62%

Table 26: Participation - Education and Enrichment

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)
Used Grand Rapids public libraries or their services	70%	73%	71%	72%
Attended a City-sponsored event	51%	62%	65% A	59%

Table 27: Participation - Community Engagement

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., always/sometimes, more than once a month, yes)	(A)	(B)	(C)	(A)
Campaigned or advocated for an issue, cause or candidate	29%	28%	31%	29%
Contacted Grand Rapids elected officials (in-person, phone, email or web) to express your opinion	15%	20%	27% A	21%
Volunteered your time to some group/activity in Grand Rapids	51%	56%	57%	55%
Talked to or visited with your immediate neighbors	88%	91%	93%	91%
Done a favor for a neighbor	87% B	78%	81%	81%
Attended a local public meeting	18%	24%	26%	23%
Watched (online or on television) a local public meeting	37% B	26%	28%	30%
Read or watch local news (via television, paper, computer, etc.)	78%	73%	74%	75%
Vote in local elections	80%	82%	91% A B	84%
Called 3-1-1 for help or information	32% B	17%	40% B	29%
Used Grand Rapids community centers or their services	39% B C	17%	22%	25%
Participated in a club, neighborhood group or civic organization	47%	47%	41%	45%

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Table 28: Community Focus Areas

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
Percent rating positively (e.g., essential/very important)	(A)	(B)	(C)	(A)
Overall feeling of safety in Grand Rapids	93% C	89%	85%	89%
Overall ease of getting to the places you usually have to visit	77%	77%	80%	78%
Quality of overall natural environment in Grand Rapids	80%	86% C	70%	79%
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	72%	68%	67%	69%
Health and wellness opportunities in Grand Rapids	89% B C	75%	75%	79%
Overall opportunities for education and enrichment	87%	85%	87%	86%
Overall economic health of Grand Rapids	96% B C	85%	87%	89%
Sense of community	85% B	73%	83% B	80%

Table 29: Strategic Planning Areas

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
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: (Percent rating as "essential" or "very important").	(A)	(B)	(C)	(A)
Providing equitable, innovative, high-quality public services	85%	82%	85%	84%
Building resident awareness of and involvement in the City's decision-making processes.	85% B	75%	76%	79%
Investing in innovative, efficient and equitable mobility solutions	74%	74%	71%	73%
Creating pathways to financial growth and security for residents, employees and businesses	84%	78%	88% B	83%
Creating opportunities for education and enrichment for residents of all ages	89% B	80%	85%	85%
Investing in healthy communities and the natural environment	84%	88%	83%	85%
Ensuring that all people feel safe and are safe in our community	99% B	94%	96%	96%

Table 30: Familiarity with Mobility Options

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
How familiar, if at all, are you with the following types of mobility-related options? (Percent rating as "very familiar" or "moderately familiar").	(A)	(B)	(C)	(A)
Modes of transportation used as an alternative to driving a car	66%	64%	74%	68%
Locations of available parking options in Grand Rapids.	74%	69%	66%	69%
Bikeshare	28% B	17%	20%	22%
Rideshare	33%	38%	32%	34%
The Grand Rapids Autonomous Vehicles Initiative (self-driving public transportation)	36% B C	13%	14%	21%

Table 31: Resident Contact with the City

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
(Percent rating "yes").	(A)	(B)	(C)	(A)
Have you contacted the City of Grand Rapids for information or services in the past six months?	33%	31%	49% A B	38%

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Table 32: Satisfaction with City Interaction

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
(Percent rating as "very satisfied" or "somewhat satisfied").	(A)	(B)	(C)	(A)
Thinking about your most recent contact with the City, please rate your satisfaction with the outcome of the interaction:	77%	91%	81%	83%

Only asked of respondents who had contacted the City.

Table 33: Resident Contact with Justice System

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
(Percent rating "yes").	(A)	(B)	(C)	(A)
Have you had an interaction with either the police department or municipal courts in Grand Rapids in the past six months?	34%	31%	47% A B	37%

Table 34: Perceptions of Interaction with Justice System

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
(Percent rating as "strongly agree" or "somewhat agree").	(A)	(B)	(C)	(A)
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.'	85%	83%	83%	84%

Only asked of respondents who had contact with the police department and/or municipal courts.

Table 35: Participation in Collection Service

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
(Percent rating "yes").	(A)	(B)	(C)	(A)
Do you currently receive solid waste (trash, recycling, yard waste collection) services from the City of Grand Rapids?	73%	85% A	79%	79%

Table 36: Satisfaction with Collection Service

	Ward			Overall
	Ward 1	Ward 2	Ward 3	
(Percent rating as "very satisfied" or "somewhat satisfied").	(A)	(B)	(C)	(A)
Please rate your level of satisfaction with the current 'pay as you throw' system of payment for solid waste:	92%	94%	89%	92%

Only asked of respondents who indicated they receive solid waste services.

Table 37: Preference for Collection Service Payment Schedule

		Ward			Overall
		Ward 1	Ward 2	Ward 3	
How would you prefer to pay for your solid waste collection service?	Standard monthly fee	61%	18%	21%	100%
	Standard quarterly fee	20%	44%	36%	100%
	Annually as part of my taxes	26%	48%	26%	100%
	No change	27%	39%	34%	100%
	I do not pay the collection fee for solid waste	14%	53%	32%	100%

Significance testing not performed.



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# Grand Rapids, MI

Technical Appendices

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2019



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## Appendix A: Complete Survey Responses

### Responses excluding “don’t know”

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=”).

Table 1: 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	39%	N=156	48%	N=192	11%	N=44	2%	N=7	100%	N=399
Your neighborhood as a place to live	36%	N=143	35%	N=141	25%	N=98	4%	N=16	100%	N=399
Grand Rapids as a place to raise children	31%	N=108	44%	N=154	22%	N=75	3%	N=10	100%	N=348
Grand Rapids as a place to work	31%	N=117	47%	N=180	21%	N=81	1%	N=3	100%	N=381
Grand Rapids as a place to visit	39%	N=151	45%	N=176	15%	N=60	0%	N=1	100%	N=388
Grand Rapids as a place to retire	21%	N=67	36%	N=114	31%	N=97	11%	N=34	100%	N=313
The overall quality of life in Grand Rapids	24%	N=94	53%	N=206	22%	N=84	1%	N=3	100%	N=388
Grand Rapids as a place to start, own or operate a business	31%	N=86	33%	N=94	28%	N=78	8%	N=23	100%	N=281

Table 2: 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	15%	N=59	48%	N=190	29%	N=116	8%	N=31	100%	N=396
Overall ease of getting to the places you usually have to visit	17%	N=68	45%	N=176	31%	N=121	7%	N=28	100%	N=394
Quality of overall natural environment in Grand Rapids	18%	N=71	48%	N=188	30%	N=117	4%	N=15	100%	N=391
Overall “built environment” of Grand Rapids (including overall design, buildings, parks and transportation systems)	17%	N=67	43%	N=168	36%	N=141	3%	N=13	100%	N=389
Health and wellness opportunities in Grand Rapids	31%	N=119	44%	N=166	21%	N=80	4%	N=16	100%	N=381
Overall opportunities for education and enrichment	26%	N=99	45%	N=174	22%	N=85	7%	N=26	100%	N=384
Overall economic health of Grand Rapids	24%	N=89	43%	N=161	30%	N=111	4%	N=15	100%	N=376
Sense of community	16%	N=61	42%	N=163	34%	N=132	8%	N=31	100%	N=387
Overall image or reputation of Grand Rapids	23%	N=91	53%	N=209	20%	N=77	3%	N=13	100%	N=391

Table 3: 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	50%	N=197	39%	N=151	8%	N=32	3%	N=10	100%	N=390
Remain in Grand Rapids for the next five years	61%	N=232	27%	N=105	9%	N=33	3%	N=13	100%	N=383

Table 4: 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=256	25%	N=99	5%	N=22	4%	N=14	1%	N=4	100%	N=395
In Grand Rapids' downtown area during the day	51%	N=196	35%	N=133	8%	N=32	6%	N=22	0%	N=2	100%	N=384
In your neighborhood at night	35%	N=138	37%	N=145	13%	N=50	10%	N=38	6%	N=23	100%	N=394
In Grand Rapids' downtown area at night	16%	N=61	40%	N=152	16%	N=61	22%	N=83	6%	N=22	100%	N=378

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Table 5: 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	4%	N=17	33%	N=129	40%	N=154	22%	N=87	100%	N=388
Ease of public parking	5%	N=21	26%	N=99	38%	N=146	31%	N=119	100%	N=385
Ease of travel by car in Grand Rapids	10%	N=41	43%	N=168	36%	N=141	10%	N=40	100%	N=391
Ease of travel by public transportation in Grand Rapids	14%	N=37	32%	N=87	38%	N=102	17%	N=46	100%	N=272
Ease of travel by bicycle in Grand Rapids	16%	N=44	41%	N=115	31%	N=86	13%	N=36	100%	N=281
Ease of walking in Grand Rapids	25%	N=93	47%	N=173	24%	N=91	4%	N=14	100%	N=372
Availability of paths and walking trails	20%	N=72	41%	N=148	27%	N=97	12%	N=42	100%	N=358
Air quality	21%	N=78	52%	N=196	25%	N=94	2%	N=6	100%	N=375
Cleanliness of Grand Rapids	15%	N=58	47%	N=184	34%	N=135	5%	N=18	100%	N=395
Overall appearance of Grand Rapids	23%	N=89	55%	N=217	19%	N=74	3%	N=13	100%	N=393
Public places where people want to spend time	21%	N=79	50%	N=189	23%	N=89	6%	N=23	100%	N=379
Variety of housing options	14%	N=49	32%	N=114	33%	N=118	21%	N=77	100%	N=358
Availability of affordable quality housing	8%	N=27	20%	N=67	33%	N=113	39%	N=133	100%	N=341
Fitness opportunities (including exercise classes and paths or trails, etc.)	24%	N=90	46%	N=169	23%	N=84	7%	N=24	100%	N=366
Recreational opportunities	24%	N=88	46%	N=169	22%	N=80	8%	N=31	100%	N=368
Availability of affordable quality food	25%	N=95	44%	N=169	28%	N=110	3%	N=13	100%	N=387
Availability of affordable quality health care	27%	N=100	38%	N=142	19%	N=72	16%	N=61	100%	N=376
Availability of preventive health services	27%	N=100	39%	N=142	24%	N=89	10%	N=35	100%	N=365
Availability of affordable quality mental health care	19%	N=54	28%	N=82	28%	N=80	25%	N=72	100%	N=289
Availability of alternative transportation options	17%	N=53	32%	N=100	35%	N=109	16%	N=50	100%	N=311

Table 6: 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	9%	N=17	37%	N=66	32%	N=57	23%	N=40	100%	N=179
K-12 education	9%	N=23	38%	N=104	36%	N=97	17%	N=46	100%	N=270
Adult educational opportunities	14%	N=39	43%	N=117	33%	N=90	9%	N=25	100%	N=272
Opportunities to attend cultural/arts/music activities	32%	N=120	47%	N=174	16%	N=61	5%	N=17	100%	N=372
Opportunities to participate in religious or spiritual events and activities	39%	N=129	43%	N=141	15%	N=48	4%	N=12	100%	N=330
Employment opportunities	22%	N=80	49%	N=178	24%	N=87	5%	N=17	100%	N=362
Shopping opportunities	31%	N=122	47%	N=183	15%	N=58	7%	N=27	100%	N=391
Cost of living in Grand Rapids	14%	N=54	35%	N=135	36%	N=140	15%	N=56	100%	N=385
Overall quality of business and service establishments in Grand Rapids	19%	N=71	56%	N=214	19%	N=73	6%	N=22	100%	N=381
Vibrant downtown area	27%	N=104	46%	N=176	22%	N=82	5%	N=20	100%	N=382
Overall quality of new development in Grand Rapids	27%	N=99	47%	N=169	23%	N=84	3%	N=11	100%	N=363
Opportunities to participate in social events and activities	26%	N=96	48%	N=178	21%	N=76	5%	N=18	100%	N=368
Opportunities to volunteer	33%	N=114	48%	N=169	16%	N=57	2%	N=8	100%	N=348
Opportunities to participate in community matters	24%	N=79	42%	N=139	26%	N=87	8%	N=28	100%	N=332
Openness and acceptance of the community toward people of diverse backgrounds	14%	N=51	31%	N=113	37%	N=132	18%	N=64	100%	N=361
Neighborliness of residents in Grand Rapids	14%	N=52	38%	N=143	35%	N=133	13%	N=49	100%	N=378
Availability of downtown parking	7%	N=25	22%	N=82	33%	N=125	38%	N=144	100%	N=376

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	24%	N=93	76%	N=300	100%	N=393
Made efforts to make your home more energy efficient	22%	N=85	78%	N=306	100%	N=391
Observed a code violation or other hazard in Grand Rapids (weeds, abandoned buildings, etc.)	51%	N=201	49%	N=192	100%	N=393
Household member was a victim of a crime in Grand Rapids	82%	N=319	18%	N=71	100%	N=390
Reported a crime to the police in Grand Rapids	70%	N=275	30%	N=119	100%	N=394
Stocked supplies in preparation for an emergency	72%	N=281	28%	N=111	100%	N=392
Campaigned or advocated for an issue, cause or candidate	71%	N=277	29%	N=115	100%	N=392
Contacted the City of Grand Rapids (in-person, phone, email or web) for help or information	48%	N=188	52%	N=206	100%	N=393
Contacted Grand Rapids elected officials (in-person, phone, email or web) to express your opinion	79%	N=312	21%	N=82	100%	N=394
Called 3-1-1 for help or information	71%	N=278	29%	N=115	100%	N=393

Table 8: 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	
Visited a neighborhood park or City park	18%	N=72	31%	N=121	38%	N=150	12%	N=48	100%	N=391
Used Grand Rapids public libraries or their services	8%	N=31	24%	N=95	40%	N=156	28%	N=112	100%	N=394
Attended a City-sponsored event	3%	N=12	9%	N=37	47%	N=184	41%	N=161	100%	N=394
Used public transportation instead of driving	11%	N=43	7%	N=26	22%	N=85	61%	N=239	100%	N=394
Carpooled with other adults or children instead of driving alone	13%	N=52	14%	N=55	25%	N=99	48%	N=188	100%	N=393
Walked or biked instead of driving	24%	N=93	20%	N=80	28%	N=109	28%	N=111	100%	N=393
Volunteered your time to some group/activity in Grand Rapids	14%	N=53	17%	N=69	24%	N=93	45%	N=178	100%	N=393
Talked to or visited with your immediate neighbors	33%	N=129	33%	N=128	26%	N=101	9%	N=35	100%	N=393
Done a favor for a neighbor	18%	N=69	24%	N=94	40%	N=159	19%	N=73	100%	N=395
Used Grand Rapids community centers or their services	5%	N=21	6%	N=24	14%	N=56	75%	N=292	100%	N=392
Participated in a club, neighborhood group or civic organization	10%	N=40	13%	N=52	22%	N=85	55%	N=217	100%	N=394

Table 9: 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	
Attended a local public meeting	4%	N=14	2%	N=9	17%	N=66	77%	N=304	100%	N=393
Watched (online or on television) a local public meeting	6%	N=25	4%	N=14	20%	N=80	70%	N=274	100%	N=393

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Table 10: Question 10

Please rate the quality of each of the following services in Grand Rapids:	Excellent		Good		Fair		Poor		Total	
Police services	20%	N=68	44%	N=153	23%	N=80	14%	N=49	100%	N=351
Fire services	34%	N=102	57%	N=168	8%	N=24	1%	N=3	100%	N=297
Ambulance or emergency medical services	34%	N=93	55%	N=150	10%	N=29	1%	N=3	100%	N=274
Crime prevention	9%	N=25	39%	N=112	36%	N=103	16%	N=46	100%	N=287
Fire prevention and education	24%	N=68	48%	N=134	25%	N=70	3%	N=8	100%	N=280
Traffic enforcement	10%	N=33	40%	N=131	38%	N=123	13%	N=42	100%	N=329
Street repair	3%	N=13	16%	N=60	33%	N=124	48%	N=180	100%	N=377
Street cleaning	6%	N=22	28%	N=107	41%	N=157	25%	N=95	100%	N=381
Street lighting	8%	N=32	38%	N=146	36%	N=139	17%	N=65	100%	N=382
Snow removal	8%	N=29	36%	N=138	32%	N=122	24%	N=90	100%	N=379
Sidewalk maintenance	8%	N=30	35%	N=125	35%	N=127	22%	N=78	100%	N=360
Traffic signal timing	9%	N=31	39%	N=141	36%	N=130	17%	N=61	100%	N=363
Bus or transit services	14%	N=38	46%	N=120	24%	N=64	16%	N=41	100%	N=262
Garbage collection	27%	N=100	51%	N=188	19%	N=68	3%	N=10	100%	N=365
Recycling	33%	N=124	47%	N=176	15%	N=55	5%	N=20	100%	N=375
Yard waste pick-up	29%	N=75	36%	N=92	26%	N=68	8%	N=22	100%	N=257
Storm drainage	11%	N=37	45%	N=148	32%	N=103	12%	N=40	100%	N=328
Drinking water	24%	N=88	43%	N=158	23%	N=83	11%	N=39	100%	N=368
Sewer services	19%	N=60	51%	N=158	23%	N=71	7%	N=21	100%	N=310
Utility billing	16%	N=55	49%	N=172	25%	N=89	10%	N=36	100%	N=352
City parks	21%	N=74	52%	N=182	25%	N=86	3%	N=9	100%	N=351
Recreation programs or classes	18%	N=41	48%	N=107	30%	N=67	4%	N=10	100%	N=225
Recreation centers or facilities	15%	N=33	47%	N=105	30%	N=66	9%	N=20	100%	N=225
Land use, planning and zoning	8%	N=20	39%	N=98	42%	N=105	10%	N=26	100%	N=250
Code enforcement (weeds, abandoned buildings, etc.)	7%	N=18	28%	N=72	39%	N=103	26%	N=68	100%	N=262
Animal control	13%	N=33	37%	N=92	34%	N=84	16%	N=41	100%	N=248
Economic development	14%	N=41	50%	N=151	29%	N=86	7%	N=20	100%	N=299
Health services	25%	N=83	43%	N=145	24%	N=79	8%	N=28	100%	N=334
Public library services	43%	N=140	43%	N=141	13%	N=44	1%	N=4	100%	N=328
Public information services	15%	N=44	54%	N=156	22%	N=65	8%	N=24	100%	N=288
Emergency preparedness and response (services that prepare the community for natural disasters or other emergency situations)	11%	N=28	50%	N=124	22%	N=56	16%	N=40	100%	N=248
Preservation of natural areas such as open space, farmlands and greenbelts	11%	N=31	38%	N=105	39%	N=106	12%	N=33	100%	N=275
City-sponsored special events	13%	N=37	53%	N=146	24%	N=65	10%	N=28	100%	N=276
Overall customer service by Grand Rapids employees (police, receptionists, planners, etc.)	16%	N=50	49%	N=157	29%	N=92	6%	N=20	100%	N=319
Community outreach and engagement	11%	N=29	43%	N=113	32%	N=85	14%	N=38	100%	N=265

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Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Grand Rapids	15%	N=53	54%	N=193	26%	N=95	5%	N=20	100%	N=360
The Federal Government	4%	N=15	26%	N=86	44%	N=146	26%	N=88	100%	N=334
The State of Michigan	7%	N=24	36%	N=126	43%	N=151	13%	N=46	100%	N=346

Table 12: Question 12

Please rate the following categories of Grand Rapids government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Grand Rapids	8%	N=25	40%	N=134	39%	N=128	13%	N=44	100%	N=332
The overall direction that Grand Rapids is taking	19%	N=70	49%	N=177	24%	N=89	7%	N=26	100%	N=361
The job Grand Rapids government does at welcoming citizen involvement	11%	N=32	36%	N=105	35%	N=101	18%	N=52	100%	N=291
Overall confidence in Grand Rapids government	12%	N=42	46%	N=157	28%	N=97	13%	N=46	100%	N=342
Generally acting in the best interest of the community	12%	N=43	48%	N=164	28%	N=96	12%	N=43	100%	N=345
Being honest	11%	N=35	43%	N=134	27%	N=84	19%	N=57	100%	N=310
Treating all residents fairly	11%	N=35	31%	N=102	32%	N=105	26%	N=86	100%	N=328
Providing timely, relevant information on City services and activities	12%	N=37	40%	N=128	34%	N=106	14%	N=46	100%	N=317

Table 13: 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	
Overall feeling of safety in Grand Rapids	52%	N=202	37%	N=147	10%	N=39	1%	N=4	100%	N=393
Overall ease of getting to the places you usually have to visit	30%	N=118	47%	N=185	21%	N=83	1%	N=3	100%	N=389
Quality of overall natural environment in Grand Rapids	34%	N=132	45%	N=173	18%	N=70	3%	N=12	100%	N=387
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	23%	N=91	46%	N=178	27%	N=106	3%	N=14	100%	N=388
Health and wellness opportunities in Grand Rapids	36%	N=139	44%	N=170	19%	N=73	2%	N=8	100%	N=390
Overall opportunities for education and enrichment	43%	N=167	43%	N=168	13%	N=50	1%	N=5	100%	N=390
Overall economic health of Grand Rapids	45%	N=177	44%	N=172	10%	N=39	1%	N=3	100%	N=391
Sense of community	31%	N=123	49%	N=190	19%	N=76	1%	N=3	100%	N=392

Table 14: 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	
Providing equitable, innovative, high-quality public services	30%	N=116	54%	N=210	15%	N=57	2%	N=6	100%	N=390
Building resident awareness of and involvement in the City's decision-making processes.	29%	N=115	49%	N=192	21%	N=82	0%	N=2	100%	N=390
Investing in innovative, efficient and equitable mobility solutions	29%	N=114	44%	N=170	24%	N=92	3%	N=12	100%	N=388
Creating pathways to financial growth and security for residents, employees and businesses	35%	N=135	48%	N=188	15%	N=60	1%	N=6	100%	N=388
Creating opportunities for education and enrichment for residents of all ages	42%	N=164	43%	N=165	13%	N=50	2%	N=9	100%	N=388
Investing in healthy communities and the natural environment	45%	N=175	41%	N=159	12%	N=49	2%	N=9	100%	N=391
Ensuring that all people feel safe and are safe in our community	70%	N=274	26%	N=103	3%	N=10	1%	N=4	100%	N=391

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Table 15: 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	
Modes of transportation used as an alternative to driving a car	26%	N=101	42%	N=165	20%	N=77	12%	N=48	100%	N=392
Locations of available parking options in Grand Rapids.	29%	N=114	40%	N=155	21%	N=84	9%	N=36	100%	N=389
Bikeshare	9%	N=34	13%	N=49	29%	N=111	50%	N=192	100%	N=387
Rideshare	15%	N=58	19%	N=74	28%	N=109	37%	N=144	100%	N=385
The Grand Rapids Autonomous Vehicles Initiative (self-driving public transportation)	9%	N=36	12%	N=45	24%	N=94	55%	N=215	100%	N=390

Table 16: Question 16

Have you contacted the City of Grand Rapids for information or services in the past six months?	Percent	Number
Yes	38%	N=147
No	62%	N=245
Total	100%	N=392

Table 17: 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	49%	N=62
Somewhat satisfied	35%	N=44
Somewhat dissatisfied	11%	N=14
Very dissatisfied	6%	N=7
Total	100%	N=128

Only asked of respondents who had contacted the City.

Table 18: 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	37%	N=144
No	63%	N=245
Total	100%	N=389

Table 19: 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	52%	N=74
Somewhat agree	32%	N=45
Somewhat disagree	10%	N=14
Strongly disagree	6%	N=9
Total	100%	N=143

Only asked of respondents who had contact with the police department and/or municipal courts.

Table 20: Question 20

Do you currently receive solid waste (trash, recycling, yard waste collection) services from the City of Grand Rapids?	Percent	Number
Yes	79%	N=312
No	21%	N=81
Total	100%	N=393

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Table 21: 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	64%	N=181
Somewhat satisfied	27%	N=77
Somewhat dissatisfied	4%	N=10
Very dissatisfied	5%	N=13
Total	100%	N=281

Only asked of respondents who indicated they receive solid waste services.

Table 22: Question 22

How would you prefer to pay for your solid waste collection service?	Percent	Number
Standard monthly fee	14%	N=42
Standard quarterly fee	7%	N=22
Annually as part of my taxes	12%	N=36
No change	57%	N=173
I do not pay the collection fee for solid waste	11%	N=32
Total	100%	N=305

Table 23: 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	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Recycle at home	5%	N=19	5%	N=20	5%	N=20	18%	N=70	67%	N=265	100%	N=394
Purchase goods or services from a business located in Grand Rapids	1%	N=3	2%	N=8	19%	N=73	46%	N=183	32%	N=127	100%	N=394
Eat at least 5 portions of fruits and vegetables a day	4%	N=14	22%	N=85	33%	N=130	28%	N=108	13%	N=52	100%	N=389
Participate in moderate or vigorous physical activity	1%	N=6	18%	N=73	30%	N=117	34%	N=132	17%	N=66	100%	N=393
Read or watch local news (via television, paper, computer, etc.)	9%	N=37	16%	N=62	25%	N=99	22%	N=88	28%	N=109	100%	N=394
Vote in local elections	9%	N=35	7%	N=26	10%	N=39	24%	N=94	51%	N=200	100%	N=394

Table 24: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	16%	N=61
Very good	46%	N=182
Good	31%	N=122
Fair	6%	N=25
Poor	1%	N=4
Total	100%	N=394



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Table 25: 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	6%	N=25
Somewhat positive	21%	N=83
Neutral	56%	N=215
Somewhat negative	13%	N=51
Very negative	3%	N=13
Total	100%	N=387

Table 26: Question D4

What is your employment status?	Percent	Number
Working full time for pay	63%	N=248
Working part time for pay	13%	N=53
Unemployed, looking for paid work	0%	N=2
Unemployed, not looking for paid work	4%	N=17
Fully retired	18%	N=72
Total	100%	N=391

Table 27: Question D5

Do you work inside the boundaries of Grand Rapids?	Percent	Number
Yes, outside the home	51%	N=193
Yes, from home	11%	N=40
No	38%	N=145
Total	100%	N=378

Table 28: Question D6

How many years have you lived in Grand Rapids?	Percent	Number
Less than 2 years	7%	N=29
2 to 5 years	20%	N=79
6 to 10 years	12%	N=48
11 to 20 years	12%	N=48
More than 20 years	48%	N=187
Total	100%	N=392

Table 29: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=232
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=148
Mobile home	0%	N=0
Other	4%	N=14
Total	100%	N=394

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Table 30: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	45%	N=175
Owned	55%	N=215
Total	100%	N=390

Table 31: 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	6%	N=21
\$300 to \$599 per month	13%	N=51
\$600 to \$999 per month	44%	N=167
\$1,000 to \$1,499 per month	27%	N=100
\$1,500 to \$2,499 per month	8%	N=32
\$2,500 or more per month	2%	N=6
Total	100%	N=378

Table 32: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=291
Yes	25%	N=99
Total	100%	N=391

Table 33: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=301
Yes	23%	N=90
Total	100%	N=391

Table 34: 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	16%	N=62
\$25,000 to \$49,999	32%	N=121
\$50,000 to \$99,999	34%	N=131
\$100,000 to \$149,999	11%	N=42
\$150,000 or more	7%	N=26
Total	100%	N=381

Table 35: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	89%	N=340
Yes, I consider myself to be Spanish, Hispanic or Latino	11%	N=44
Total	100%	N=384

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Table 36: 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	4%	N=14
Asian, Asian Indian or Pacific Islander	4%	N=14
Black or African American	16%	N=63
White	76%	N=293
Other	6%	N=22

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

Table 37: Question D15

In which category is your age?	Percent	Number
18 to 24 years	8%	N=30
25 to 34 years	32%	N=126
35 to 44 years	15%	N=60
45 to 54 years	16%	N=64
55 to 64 years	9%	N=37
65 to 74 years	13%	N=51
75 years or older	7%	N=27
Total	100%	N=395

Table 38: Question D16

What is your gender?	Percent	Number
Female	53%	N=208
Male	47%	N=184
Non-binary	0%	N=1
Total	100%	N=393

Table 39: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	91%	N=38
Land line	5%	N=2
Both	5%	N=2
Total	100%	N=42

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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 40: 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	39%	N=156	48%	N=192	11%	N=44	2%	N=7	0%	N=0	100%	N=399
Your neighborhood as a place to live	36%	N=143	35%	N=141	25%	N=98	4%	N=16	0%	N=0	100%	N=399
Grand Rapids as a place to raise children	27%	N=108	39%	N=154	19%	N=75	3%	N=10	12%	N=47	100%	N=394
Grand Rapids as a place to work	30%	N=117	46%	N=180	21%	N=81	1%	N=3	4%	N=14	100%	N=395
Grand Rapids as a place to visit	38%	N=151	45%	N=176	15%	N=60	0%	N=1	2%	N=8	100%	N=396
Grand Rapids as a place to retire	17%	N=67	29%	N=114	25%	N=97	9%	N=34	20%	N=79	100%	N=392
The overall quality of life in Grand Rapids	24%	N=94	52%	N=206	21%	N=84	1%	N=3	2%	N=8	100%	N=396
Grand Rapids as a place to start, own or operate a business	22%	N=86	24%	N=94	20%	N=78	6%	N=23	29%	N=116	100%	N=397

Table 41: 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	15%	N=59	48%	N=190	29%	N=116	8%	N=31	0%	N=0	100%	N=396
Overall ease of getting to the places you usually have to visit	17%	N=68	45%	N=176	31%	N=121	7%	N=28	0%	N=0	100%	N=394
Quality of overall natural environment in Grand Rapids	18%	N=71	48%	N=188	30%	N=117	4%	N=15	0%	N=0	100%	N=391
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	17%	N=67	43%	N=168	36%	N=141	3%	N=13	1%	N=6	100%	N=395
Health and wellness opportunities in Grand Rapids	30%	N=119	42%	N=166	20%	N=80	4%	N=16	4%	N=16	100%	N=396
Overall opportunities for education and enrichment	25%	N=99	44%	N=174	22%	N=85	7%	N=26	2%	N=10	100%	N=393
Overall economic health of Grand Rapids	23%	N=89	41%	N=161	28%	N=111	4%	N=15	5%	N=19	100%	N=395
Sense of community	15%	N=61	41%	N=163	33%	N=132	8%	N=31	2%	N=7	100%	N=394
Overall image or reputation of Grand Rapids	23%	N=91	53%	N=209	20%	N=77	3%	N=13	1%	N=3	100%	N=394

Table 42: 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	50%	N=197	39%	N=151	8%	N=32	3%	N=10	1%	N=3	100%	N=392
Remain in Grand Rapids for the next five years	59%	N=232	27%	N=105	8%	N=33	3%	N=13	2%	N=9	100%	N=392

Table 43: 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=256	25%	N=99	5%	N=22	4%	N=14	1%	N=4	0%	N=0	100%	N=395
In Grand Rapids' downtown area during the day	50%	N=196	34%	N=133	8%	N=32	5%	N=22	0%	N=2	3%	N=11	100%	N=395
In your neighborhood at night	35%	N=138	37%	N=145	13%	N=50	10%	N=38	6%	N=23	0%	N=1	100%	N=395
In Grand Rapids' downtown area at night	15%	N=61	38%	N=152	15%	N=61	21%	N=83	6%	N=22	4%	N=16	100%	N=395

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Table 44: 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	4%	N=17	33%	N=129	39%	N=154	22%	N=87	2%	N=7	100%	N=395
Ease of public parking	5%	N=21	25%	N=99	37%	N=146	31%	N=119	2%	N=6	100%	N=391
Ease of travel by car in Grand Rapids	10%	N=41	43%	N=168	36%	N=141	10%	N=40	1%	N=2	100%	N=393
Ease of travel by public transportation in Grand Rapids	9%	N=37	22%	N=87	26%	N=102	12%	N=46	31%	N=120	100%	N=392
Ease of travel by bicycle in Grand Rapids	11%	N=44	29%	N=115	22%	N=86	9%	N=36	28%	N=109	100%	N=390
Ease of walking in Grand Rapids	24%	N=93	44%	N=173	23%	N=91	4%	N=14	5%	N=18	100%	N=390
Availability of paths and walking trails	18%	N=72	38%	N=148	25%	N=97	11%	N=42	9%	N=35	100%	N=393
Air quality	20%	N=78	50%	N=196	24%	N=94	2%	N=6	5%	N=20	100%	N=395
Cleanliness of Grand Rapids	15%	N=58	47%	N=184	34%	N=135	5%	N=18	0%	N=0	100%	N=395
Overall appearance of Grand Rapids	23%	N=89	55%	N=217	19%	N=74	3%	N=13	0%	N=2	100%	N=395
Public places where people want to spend time	20%	N=79	48%	N=189	22%	N=89	6%	N=23	4%	N=16	100%	N=395
Variety of housing options	12%	N=49	29%	N=114	30%	N=118	19%	N=77	9%	N=35	100%	N=393
Availability of affordable quality housing	7%	N=27	17%	N=67	29%	N=113	34%	N=133	13%	N=50	100%	N=391
Fitness opportunities (including exercise classes and paths or trails, etc.)	23%	N=90	43%	N=169	21%	N=84	6%	N=24	7%	N=26	100%	N=393
Recreational opportunities	22%	N=88	43%	N=169	20%	N=80	8%	N=31	6%	N=24	100%	N=392
Availability of affordable quality food	24%	N=95	43%	N=169	28%	N=110	3%	N=13	1%	N=6	100%	N=393
Availability of affordable quality health care	25%	N=100	36%	N=142	18%	N=72	16%	N=61	5%	N=19	100%	N=395
Availability of preventive health services	25%	N=100	36%	N=142	22%	N=89	9%	N=35	8%	N=30	100%	N=395
Availability of affordable quality mental health care	14%	N=54	21%	N=82	20%	N=80	18%	N=72	27%	N=104	100%	N=393
Availability of alternative transportation options	13%	N=53	25%	N=100	28%	N=109	13%	N=50	21%	N=84	100%	N=395

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Table 45: 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	4%	N=17	17%	N=66	14%	N=57	10%	N=40	54%	N=214	100%	N=393
K-12 education	6%	N=23	27%	N=104	25%	N=97	12%	N=46	31%	N=121	100%	N=392
Adult educational opportunities	10%	N=39	30%	N=117	23%	N=90	6%	N=25	31%	N=120	100%	N=392
Opportunities to attend cultural/arts/music activities	31%	N=120	44%	N=174	15%	N=61	4%	N=17	5%	N=20	100%	N=392
Opportunities to participate in religious or spiritual events and activities	33%	N=129	36%	N=141	12%	N=48	3%	N=12	16%	N=62	100%	N=393
Employment opportunities	20%	N=80	46%	N=178	22%	N=87	4%	N=17	7%	N=28	100%	N=390
Shopping opportunities	31%	N=122	47%	N=183	15%	N=58	7%	N=27	1%	N=3	100%	N=394
Cost of living in Grand Rapids	14%	N=54	34%	N=135	36%	N=140	14%	N=56	1%	N=5	100%	N=390
Overall quality of business and service establishments in Grand Rapids	18%	N=71	55%	N=214	19%	N=73	6%	N=22	3%	N=12	100%	N=393
Vibrant downtown area	26%	N=104	45%	N=176	21%	N=82	5%	N=20	3%	N=12	100%	N=393
Overall quality of new development in Grand Rapids	25%	N=99	43%	N=169	21%	N=84	3%	N=11	7%	N=29	100%	N=392
Opportunities to participate in social events and activities	24%	N=96	46%	N=178	19%	N=76	5%	N=18	6%	N=24	100%	N=391
Opportunities to volunteer	29%	N=114	43%	N=169	15%	N=57	2%	N=8	12%	N=46	100%	N=394
Opportunities to participate in community matters	20%	N=79	35%	N=139	22%	N=87	7%	N=28	15%	N=60	100%	N=392
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=51	29%	N=113	34%	N=132	16%	N=64	8%	N=30	100%	N=390
Neighborliness of residents in Grand Rapids	13%	N=52	37%	N=143	34%	N=133	13%	N=49	3%	N=11	100%	N=389
Availability of downtown parking	6%	N=25	21%	N=82	32%	N=125	37%	N=144	4%	N=15	100%	N=391

Table 46: 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=93	76%	N=300	100%	N=393
Made efforts to make your home more energy efficient	22%	N=85	78%	N=306	100%	N=391
Observed a code violation or other hazard in Grand Rapids (weeds, abandoned buildings, etc.)	51%	N=201	49%	N=192	100%	N=393
Household member was a victim of a crime in Grand Rapids	82%	N=319	18%	N=71	100%	N=390
Reported a crime to the police in Grand Rapids	70%	N=275	30%	N=119	100%	N=394
Stocked supplies in preparation for an emergency	72%	N=281	28%	N=111	100%	N=392
Campaigned or advocated for an issue, cause or candidate	71%	N=277	29%	N=115	100%	N=392
Contacted the City of Grand Rapids (in-person, phone, email or web) for help or information	48%	N=188	52%	N=206	100%	N=393
Contacted Grand Rapids elected officials (in-person, phone, email or web) to express your opinion	79%	N=312	21%	N=82	100%	N=394
Called 3-1-1 for help or information	71%	N=278	29%	N=115	100%	N=393

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Table 47: 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=72	31%	N=121	38%	N=150	12%	N=48	100%	N=391
Used Grand Rapids public libraries or their services	8%	N=31	24%	N=95	40%	N=156	28%	N=112	100%	N=394
Attended a City-sponsored event	3%	N=12	9%	N=37	47%	N=184	41%	N=161	100%	N=394
Used public transportation instead of driving	11%	N=43	7%	N=26	22%	N=85	61%	N=239	100%	N=394
Carpooled with other adults or children instead of driving alone	13%	N=52	14%	N=55	25%	N=99	48%	N=188	100%	N=393
Walked or biked instead of driving	24%	N=93	20%	N=80	28%	N=109	28%	N=111	100%	N=393
Volunteered your time to some group/activity in Grand Rapids	14%	N=53	17%	N=69	24%	N=93	45%	N=178	100%	N=393
Talked to or visited with your immediate neighbors	33%	N=129	33%	N=128	26%	N=101	9%	N=35	100%	N=393
Done a favor for a neighbor	18%	N=69	24%	N=94	40%	N=159	19%	N=73	100%	N=395
Used Grand Rapids community centers or their services	5%	N=21	6%	N=24	14%	N=56	75%	N=292	100%	N=392
Participated in a club, neighborhood group or civic organization	10%	N=40	13%	N=52	22%	N=85	55%	N=217	100%	N=394

Table 48: 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	4%	N=14	2%	N=9	17%	N=66	77%	N=304	100%	N=393
Watched (online or on television) a local public meeting	6%	N=25	4%	N=14	20%	N=80	70%	N=274	100%	N=393

Table 49: 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	18%	N=68	40%	N=153	21%	N=80	13%	N=49	8%	N=32	100%	N=382
Fire services	27%	N=102	44%	N=168	6%	N=24	1%	N=3	22%	N=83	100%	N=380
Ambulance or emergency medical services	24%	N=93	39%	N=150	7%	N=29	1%	N=3	28%	N=109	100%	N=383
Crime prevention	6%	N=25	29%	N=112	27%	N=103	12%	N=46	25%	N=95	100%	N=382
Fire prevention and education	18%	N=68	35%	N=134	18%	N=70	2%	N=8	27%	N=102	100%	N=382
Traffic enforcement	9%	N=33	35%	N=131	33%	N=123	11%	N=42	13%	N=49	100%	N=378
Street repair	3%	N=13	16%	N=60	33%	N=124	47%	N=180	1%	N=2	100%	N=380
Street cleaning	6%	N=22	28%	N=107	40%	N=157	25%	N=95	1%	N=5	100%	N=387
Street lighting	8%	N=32	38%	N=146	36%	N=139	17%	N=65	1%	N=4	100%	N=386
Snow removal	7%	N=29	36%	N=138	32%	N=122	23%	N=90	2%	N=9	100%	N=388
Sidewalk maintenance	8%	N=30	33%	N=125	33%	N=127	20%	N=78	6%	N=24	100%	N=385
Traffic signal timing	8%	N=31	37%	N=141	34%	N=130	16%	N=61	5%	N=18	100%	N=382
Bus or transit services	10%	N=38	31%	N=120	17%	N=64	11%	N=41	32%	N=122	100%	N=385
Garbage collection	26%	N=100	49%	N=188	18%	N=68	3%	N=10	6%	N=21	100%	N=387
Recycling	32%	N=124	45%	N=176	14%	N=55	5%	N=20	3%	N=13	100%	N=388
Yard waste pick-up	20%	N=75	24%	N=92	18%	N=68	6%	N=22	33%	N=127	100%	N=384
Storm drainage	10%	N=37	39%	N=148	27%	N=103	11%	N=40	14%	N=54	100%	N=382
Drinking water	23%	N=88	41%	N=158	22%	N=83	10%	N=39	4%	N=17	100%	N=386
Sewer services	16%	N=60	41%	N=158	18%	N=71	5%	N=21	20%	N=76	100%	N=385

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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	
Utility billing	14%	N=55	45%	N=172	23%	N=89	9%	N=36	8%	N=29	100%	N=381
City parks	19%	N=74	48%	N=182	23%	N=86	2%	N=9	8%	N=31	100%	N=382
Recreation programs or classes	11%	N=41	28%	N=107	17%	N=67	3%	N=10	42%	N=161	100%	N=385
Recreation centers or facilities	9%	N=33	27%	N=105	17%	N=66	5%	N=20	42%	N=161	100%	N=386
Land use, planning and zoning	5%	N=20	26%	N=98	27%	N=105	7%	N=26	35%	N=135	100%	N=385
Code enforcement (weeds, abandoned buildings, etc.)	5%	N=18	19%	N=72	27%	N=103	18%	N=68	32%	N=124	100%	N=385
Animal control	8%	N=33	24%	N=92	22%	N=84	11%	N=41	36%	N=137	100%	N=385
Economic development	11%	N=41	39%	N=151	22%	N=86	5%	N=20	22%	N=85	100%	N=384
Health services	22%	N=83	38%	N=145	21%	N=79	7%	N=28	13%	N=49	100%	N=383
Public library services	36%	N=140	37%	N=141	11%	N=44	1%	N=4	15%	N=58	100%	N=386
Public information services	11%	N=44	41%	N=156	17%	N=65	6%	N=24	25%	N=94	100%	N=383
Emergency preparedness and response (services that prepare the community for natural disasters or other emergency situations)	7%	N=28	33%	N=124	15%	N=56	10%	N=40	35%	N=133	100%	N=381
Preservation of natural areas such as open space, farmlands and greenbelts	8%	N=31	28%	N=105	28%	N=106	9%	N=33	27%	N=100	100%	N=375
City-sponsored special events	10%	N=37	39%	N=146	17%	N=65	7%	N=28	27%	N=101	100%	N=377
Overall customer service by Grand Rapids employees (police, receptionists, planners, etc.)	13%	N=50	41%	N=157	24%	N=92	5%	N=20	17%	N=64	100%	N=383
Community outreach and engagement	8%	N=29	30%	N=113	23%	N=85	10%	N=38	29%	N=111	100%	N=376

Table 50: 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	
The City of Grand Rapids	14%	N=53	51%	N=193	25%	N=95	5%	N=20	5%	N=18	100%	N=378
The Federal Government	4%	N=15	23%	N=86	39%	N=146	23%	N=88	12%	N=44	100%	N=378
The State of Michigan	6%	N=24	33%	N=126	40%	N=151	12%	N=46	8%	N=32	100%	N=378

Table 51: Question 12

Please rate the following categories of Grand Rapids government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Grand Rapids	6%	N=25	35%	N=134	33%	N=128	11%	N=44	14%	N=55	100%	N=387
The overall direction that Grand Rapids is taking	18%	N=70	46%	N=177	23%	N=89	7%	N=26	7%	N=26	100%	N=387
The job Grand Rapids government does at welcoming citizen involvement	8%	N=32	27%	N=105	26%	N=101	13%	N=52	25%	N=96	100%	N=387
Overall confidence in Grand Rapids government	11%	N=42	41%	N=157	25%	N=97	12%	N=46	12%	N=45	100%	N=387
Generally acting in the best interest of the community	11%	N=43	42%	N=164	25%	N=96	11%	N=43	11%	N=42	100%	N=387
Being honest	9%	N=35	35%	N=134	22%	N=84	15%	N=57	20%	N=77	100%	N=387
Treating all residents fairly	9%	N=35	26%	N=102	27%	N=105	22%	N=86	15%	N=60	100%	N=387
Providing timely, relevant information on City services and activities	10%	N=37	33%	N=128	27%	N=106	12%	N=46	18%	N=70	100%	N=387



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Table 52: 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	52%	N=202	37%	N=147	10%	N=39	1%	N=4	100%	N=393
Overall ease of getting to the places you usually have to visit	30%	N=118	47%	N=185	21%	N=83	1%	N=3	100%	N=389
Quality of overall natural environment in Grand Rapids	34%	N=132	45%	N=173	18%	N=70	3%	N=12	100%	N=387
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	23%	N=91	46%	N=178	27%	N=106	3%	N=14	100%	N=388
Health and wellness opportunities in Grand Rapids	36%	N=139	44%	N=170	19%	N=73	2%	N=8	100%	N=390
Overall opportunities for education and enrichment	43%	N=167	43%	N=168	13%	N=50	1%	N=5	100%	N=390
Overall economic health of Grand Rapids	45%	N=177	44%	N=172	10%	N=39	1%	N=3	100%	N=391
Sense of community	31%	N=123	49%	N=190	19%	N=76	1%	N=3	100%	N=392

Table 53: 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	30%	N=116	54%	N=210	15%	N=57	2%	N=6	100%	N=390
Building resident awareness of and involvement in the City's decision-making processes.	29%	N=115	49%	N=192	21%	N=82	0%	N=2	100%	N=390
Investing in innovative, efficient and equitable mobility solutions	29%	N=114	44%	N=170	24%	N=92	3%	N=12	100%	N=388
Creating pathways to financial growth and security for residents, employees and businesses	35%	N=135	48%	N=188	15%	N=60	1%	N=6	100%	N=388
Creating opportunities for education and enrichment for residents of all ages	42%	N=164	43%	N=165	13%	N=50	2%	N=9	100%	N=388
Investing in healthy communities and the natural environment	45%	N=175	41%	N=159	12%	N=49	2%	N=9	100%	N=391
Ensuring that all people feel safe and are safe in our community	70%	N=274	26%	N=103	3%	N=10	1%	N=4	100%	N=391

Table 54: 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	
	%	N	%	N	%	N	%	N	%	N
Modes of transportation used as an alternative to driving a car	26%	N=101	42%	N=165	20%	N=77	12%	N=48	100%	N=392
Locations of available parking options in Grand Rapids.	29%	N=114	40%	N=155	21%	N=84	9%	N=36	100%	N=389
Bikeshare	9%	N=34	13%	N=49	29%	N=111	50%	N=192	100%	N=387
Rideshare	15%	N=58	19%	N=74	28%	N=109	37%	N=144	100%	N=385
The Grand Rapids Autonomous Vehicles Initiative (self-driving public transportation)	9%	N=36	12%	N=45	24%	N=94	55%	N=215	100%	N=390

Table 55: Question 16

Have you contacted the City of Grand Rapids for information or services in the past six months?	Percent	Number
Yes	38%	N=147
No	62%	N=245
Total	100%	N=392

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Table 56: 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	49%	N=62
Somewhat satisfied	35%	N=44
Somewhat dissatisfied	11%	N=14
Very dissatisfied	6%	N=7
Total	100%	N=128

Only asked of respondents who had contacted the City.

Table 57: 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	37%	N=144
No	63%	N=245
Total	100%	N=389

Table 58: 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	52%	N=74
Somewhat agree	31%	N=45
Somewhat disagree	10%	N=14
Strongly disagree	6%	N=9
I did not have contact	1%	N=1
Total	100%	N=144

Only asked of respondents who had contact with the police department and/or municipal courts.

Table 59: Question 20

Do you currently receive solid waste (trash, recycling, yard waste collection) services from the City of Grand Rapids?	Percent	Number
Yes	79%	N=312
No	21%	N=81
Total	100%	N=393

Table 60: 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	58%	N=181
Somewhat satisfied	25%	N=77
Somewhat dissatisfied	3%	N=10
Very dissatisfied	4%	N=13
Don't know	9%	N=29
Total	100%	N=310

Only asked of respondents who indicated they receive solid waste services.

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Table 61: Question 22

How would you prefer to pay for your solid waste collection service?	Percent	Number
Standard monthly fee	14%	N=42
Standard quarterly fee	7%	N=22
Annually as part of my taxes	12%	N=36
No change	57%	N=173
I do not pay the collection fee for solid waste	11%	N=32
Total	100%	N=305

Table 62: 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	5%	N=19	5%	N=20	5%	N=20	18%	N=70	67%	N=265	100%	N=394
Purchase goods or services from a business located in Grand Rapids	1%	N=3	2%	N=8	19%	N=73	46%	N=183	32%	N=127	100%	N=394
Eat at least 5 portions of fruits and vegetables a day	4%	N=14	22%	N=85	33%	N=130	28%	N=108	13%	N=52	100%	N=389
Participate in moderate or vigorous physical activity	1%	N=6	18%	N=73	30%	N=117	34%	N=132	17%	N=66	100%	N=393
Read or watch local news (via television, paper, computer, etc.)	9%	N=37	16%	N=62	25%	N=99	22%	N=88	28%	N=109	100%	N=394
Vote in local elections	9%	N=35	7%	N=26	10%	N=39	24%	N=94	51%	N=200	100%	N=394

Table 63: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	16%	N=61
Very good	46%	N=182
Good	31%	N=122
Fair	6%	N=25
Poor	1%	N=4
Total	100%	N=394

Table 64: 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	6%	N=25
Somewhat positive	21%	N=83
Neutral	56%	N=215
Somewhat negative	13%	N=51
Very negative	3%	N=13
Total	100%	N=387

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Table 65: Question D4

What is your employment status?	Percent	Number
Working full time for pay	63%	N=248
Working part time for pay	13%	N=53
Unemployed, looking for paid work	0%	N=2
Unemployed, not looking for paid work	4%	N=17
Fully retired	18%	N=72
Total	100%	N=391

Table 66: Question D5

Do you work inside the boundaries of Grand Rapids?	Percent	Number
Yes, outside the home	51%	N=193
Yes, from home	11%	N=40
No	38%	N=145
Total	100%	N=378

Table 67: Question D6

How many years have you lived in Grand Rapids?	Percent	Number
Less than 2 years	7%	N=29
2 to 5 years	20%	N=79
6 to 10 years	12%	N=48
11 to 20 years	12%	N=48
More than 20 years	48%	N=187
Total	100%	N=392

Table 68: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=232
Building with two or more homes (duplex, townhome, apartment or condominium)	38%	N=148
Mobile home	0%	N=0
Other	4%	N=14
Total	100%	N=394

Table 69: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	45%	N=175
Owned	55%	N=215
Total	100%	N=390

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Table 70: 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	6%	N=21
\$300 to \$599 per month	13%	N=51
\$600 to \$999 per month	44%	N=167
\$1,000 to \$1,499 per month	27%	N=100
\$1,500 to \$2,499 per month	8%	N=32
\$2,500 or more per month	2%	N=6
Total	100%	N=378

Table 71: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	75%	N=291
Yes	25%	N=99
Total	100%	N=391

Table 72: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=301
Yes	23%	N=90
Total	100%	N=391

Table 73: 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	16%	N=62
\$25,000 to \$49,999	32%	N=121
\$50,000 to \$99,999	34%	N=131
\$100,000 to \$149,999	11%	N=42
\$150,000 or more	7%	N=26
Total	100%	N=381

Table 74: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	89%	N=340
Yes, I consider myself to be Spanish, Hispanic or Latino	11%	N=44
Total	100%	N=384

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Table 75: 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	4%	N=14
Asian, Asian Indian or Pacific Islander	4%	N=14
Black or African American	16%	N=63
White	76%	N=293
Other	6%	N=22

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

Table 76: Question D15

In which category is your age?	Percent	Number
18 to 24 years	8%	N=30
25 to 34 years	32%	N=126
35 to 44 years	15%	N=60
45 to 54 years	16%	N=64
55 to 64 years	9%	N=37
65 to 74 years	13%	N=51
75 years or older	7%	N=27
Total	100%	N=395

Table 77: Question D16

What is your gender?	Percent	Number
Female	53%	N=208
Male	47%	N=184
Non-binary	0%	N=1
Total	100%	N=393

Table 78: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	91%	N=38
Land line	5%	N=2
Both	5%	N=2
Total	100%	N=42

## Appendix B: Benchmark Comparisons

### Comparison Data

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Grand Rapids chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (communities with populations between 150,000 and 250,000).

### Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Grand Rapids' "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Grand Rapids' rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Grand Rapids' rating to the benchmark.

In that final column, Grand Rapids' results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Grand Rapids residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Grand Rapids' average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Grand Rapids' average rating was more than 20 points different when compared to the benchmark.

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

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## National Benchmark Comparisons

Table 79: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Grand Rapids	78%	247	433	Similar
Overall image or reputation of Grand Rapids	77%	163	341	Similar
Grand Rapids as a place to live	87%	182	378	Similar
Your neighborhood as a place to live	71%	222	309	Similar
Grand Rapids as a place to raise children	75%	219	369	Similar
Grand Rapids as a place to retire	58%	217	349	Similar
Overall appearance of Grand Rapids	78%	158	340	Similar

Table 80: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Grand Rapids	63%	293	350	Lower	
	In your neighborhood during the day	90%	235	347	Similar	
	In Grand Rapids' downtown area during the day	85%	209	315	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	62%	219	274	Similar	
	Availability of paths and walking trails	61%	181	310	Similar	
	Ease of walking in Grand Rapids	72%	99	304	Similar	
	Ease of travel by bicycle in Grand Rapids	57%	126	303	Similar	
	Ease of travel by public transportation in Grand Rapids	45%	66	236	Similar	
	Ease of travel by car in Grand Rapids	54%	225	302	Similar	
	Ease of public parking	31%	202	232	Lower	
	Traffic flow on major streets	38%	228	330	Similar	
	Natural Environment	Quality of overall natural environment in Grand Rapids	66%	214	276	Similar
Cleanliness of Grand Rapids		61%	201	283	Similar	
Air quality		73%	153	245	Similar	
Built Environment	Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	60%	107	265	Similar	
	Overall quality of new development in Grand Rapids	74%	17	290	Higher	
	Availability of affordable quality housing	28%	223	299	Similar	
	Variety of housing options	46%	178	278	Similar	
	Public places where people want to spend time	71%	114	259	Similar	
	Overall economic health of Grand Rapids	66%	116	271	Similar	
Economy	Vibrant downtown area	73%	41	248	Higher	
	Overall quality of business and service establishments in Grand Rapids	75%	75	273	Similar	
	Cost of living in Grand Rapids	49%	92	267	Similar	
	Shopping opportunities	78%	42	291	Higher	
	Employment opportunities	71%	15	308	Higher	
	Grand Rapids as a place to visit	84%	51	285	Higher	
	Grand Rapids as a place to work	78%	59	353	Higher	
	Recreation and Wellness	Health and wellness opportunities in Grand Rapids	75%	83	266	Similar
		Availability of affordable quality mental health care	47%	96	235	Similar
		Availability of preventive health services	66%	99	239	Similar
Availability of affordable quality health care		64%	121	258	Similar	
Availability of affordable quality food		68%	81	245	Similar	



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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Recreational opportunities	70%	140	291	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	71%	129	257	Similar
Education and Enrichment	Overall opportunities for education and enrichment	71%	120	268	Similar
	Opportunities to participate in religious or spiritual events and activities	82%	62	206	Similar
	Opportunities to attend cultural/arts/music activities	79%	36	288	Higher
	Adult educational opportunities	58%	126	245	Similar
	K-12 education	47%	231	269	Lower
	Availability of affordable quality child care/preschool	46%	179	258	Similar
Community Engagement	Opportunities to participate in social events and activities	74%	48	264	Similar
	Neighborhoodness of Grand Rapids	52%	211	260	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	46%	251	291	Similar
	Opportunities to participate in community matters	65%	107	274	Similar
	Opportunities to volunteer	81%	37	265	Similar

Table 81: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Grand Rapids	68%	280	403	Similar
Overall customer service by Grand Rapids employees (police, receptionists, planners, etc.)	65%	285	369	Similar
Value of services for the taxes paid to Grand Rapids	48%	233	387	Similar
Overall direction that Grand Rapids is taking	68%	65	312	Similar
Job Grand Rapids government does at welcoming resident involvement	47%	206	315	Similar
Overall confidence in Grand Rapids government	58%	121	272	Similar
Generally acting in the best interest of the community	60%	126	272	Similar
Being honest	54%	180	263	Similar
Treating all residents fairly	42%	217	269	Similar
Services provided by the Federal Government	30%	230	252	Similar

Table 82: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police services	63%	388	428	Lower
	Fire services	91%	257	366	Similar
	Ambulance or emergency medical services	89%	224	328	Similar
	Crime prevention	48%	304	351	Lower
	Fire prevention and education	72%	195	283	Similar
	Animal control	50%	255	319	Similar
	Emergency preparedness and response (services that prepare the community for natural disasters or other emergency situations)	62%	203	277	Similar
	Traffic enforcement	50%	299	355	Similar
	Street repair	19%	331	360	Lower
	Street cleaning	34%	291	315	Lower
Mobility	Street lighting	47%	263	317	Similar
	Snow removal	44%	246	267	Lower
	Sidewalk maintenance	43%	229	308	Similar
	Traffic signal timing	47%	163	262	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Bus or transit services	60%	85	230	Similar
	Garbage collection	79%	244	334	Similar
	Recycling	80%	163	342	Similar
	Yard waste pick-up	65%	179	266	Similar
	Drinking water	67%	176	298	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	49%	186	254	Similar
Built Environment	Storm drainage	56%	235	333	Similar
	Sewer services	70%	220	304	Similar
	Utility billing	65%	172	234	Similar
	Land use, planning and zoning	47%	128	296	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	35%	299	374	Similar
Economy	Economic development	64%	80	282	Similar
Recreation and Wellness	City parks	73%	224	311	Similar
	Recreation programs or classes	66%	188	312	Similar
	Recreation centers or facilities	61%	199	275	Similar
	Health services	68%	99	221	Similar
	City-sponsored special events	66%	184	282	Similar
Education and Enrichment	Public library services	86%	128	322	Similar
Community Engagement	Public information services	69%	162	285	Similar

Table 83: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	58%	183	303	Similar
Recommend living in Grand Rapids to someone who asks	89%	118	282	Similar
Remain in Grand Rapids for the next five years	88%	72	277	Similar
Contacted Grand Rapids (in-person, phone, email or web) for help or information	52%	58	320	Similar

Table 84: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	28%	156	236	Similar
	Did NOT report a crime to the police	70%	231	263	Similar
	Household member was NOT a victim of a crime	82%	241	272	Similar
Mobility	Used public transportation instead of driving	39%	50	216	Higher
	Carpooled with other adults or children instead of driving alone	52%	40	251	Similar
	Walked or biked instead of driving	72%	41	260	Higher
Natural Environment	Made efforts to conserve water	76%	176	245	Similar
	Made efforts to make your home more energy efficient	78%	62	247	Similar
	Recycle at home	90%	140	259	Similar
Built Environment	Did NOT observe a code violation or other hazard in Grand Rapids	51%	148	254	Similar
	NOT experiencing housing costs stress	76%	63	258	Similar
Economy	Purchase goods or services from a business located in Grand Rapids	97%	120	257	Similar
	Economy will have positive impact on income	28%	185	259	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Work inside boundaries of Grand Rapids	62%	42	258	Higher
	Visited a neighborhood park or City park	88%	84	267	Similar
	Eat at least 5 portions of fruits and vegetables a day	75%	234	248	Similar
	Participate in moderate or vigorous physical activity	80%	207	253	Similar
	In very good to excellent health	62%	153	253	Similar
Education and Enrichment	Used Grand Rapids public libraries or their services	72%	47	248	Similar
	Attended City-sponsored event	59%	89	262	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	29%	50	241	Similar
	Contacted Grand Rapids elected officials (in-person, phone, email or web) to express your opinion	21%	70	255	Similar
	Volunteered your time to some group/activity in Grand Rapids	55%	32	265	Higher
	Talked to or visited with your immediate neighbors	91%	128	255	Similar
	Done a favor for a neighbor	81%	129	250	Similar
	Attended a local public meeting	23%	96	264	Similar
	Watched (online or on television) a local public meeting	30%	40	234	Similar
	Read or watch local news (via television, paper, computer, etc.)	75%	234	258	Similar
	Vote in local elections	84%	136	260	Similar

## Communities included in national comparisons

The communities included in Grand Rapids' comparisons are listed on the following pages along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO.....	487,850	Azusa city, CA.....	49,029
Airway Heights city, WA.....	8,017	Bainbridge Island city, WA.....	23,689
Albany city, OR.....	52,007	Baltimore city, MD.....	619,796
Albemarle County, VA.....	105,105	Baltimore County, MD.....	828,637
Albert Lea city, MN.....	17,716	Battle Creek city, MI.....	51,505
Alexandria city, VA.....	154,710	Bay Village city, OH.....	15,426
American Canyon city, CA.....	20,341	Baytown city, TX.....	76,205
Ames city, IA.....	65,005	Bedford city, TX.....	49,082
Ankeny city, IA.....	56,237	Bedford town, MA.....	14,105
Ann Arbor city, MI.....	119,303	Bellevue city, WA.....	139,014
Apache Junction city, AZ.....	38,452	Bellingham city, WA.....	85,388
Arapahoe County, CO.....	626,612	Bend city, OR.....	87,167
Arlington city, TX.....	388,225	Bethlehem township, PA.....	23,800
Arvada city, CO.....	115,320	Bettendorf city, IA.....	35,293
Asheville city, NC.....	89,318	Billings city, MT.....	109,082
Ashland city, OR.....	20,733	Bloomington city, IN.....	83,636
Ashland town, MA.....	17,478	Bloomington city, MN.....	85,417
Ashland town, VA.....	7,554	Boise City city, ID.....	220,859
Aspen city, CO.....	7,097	Bonner Springs city, KS.....	7,644
Athens-Clarke County, GA.....	122,292	Boulder city, CO.....	106,271
Auburn city, AL.....	61,462	Bowling Green city, KY.....	64,302
Augusta CCD, GA.....	136,103	Bozeman city, MT.....	43,132
Aurora city, CO.....	357,323	Brentwood city, TN.....	41,524
Austin city, TX.....	916,906	Brighton city, CO.....	38,016
Avon town, CO.....	6,503	Brookline CDP, MA.....	59,246
Avon town, IN.....	16,479	Brooklyn Center city, MN.....	30,885
Avondale city, AZ.....	81,590	Brooklyn city, OH.....	10,891

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Broomfield city, CO	64,283	Decatur city, GA	22,022
Brownsburg town, IN	24,625	Del Mar city, CA	4,338
Buffalo Grove village, IL	41,551	DeLand city, FL	30,315
Burlingame city, CA	30,401	Delaware city, OH	38,193
Cabarrus County, NC	196,716	Denison city, TX	23,342
Cambridge city, MA	110,893	Denton city, TX	131,097
Canandaigua city, NY	10,402	Denver city, CO	678,467
Cannon Beach city, OR	1,517	Des Moines city, IA	214,778
Cañon City city, CO	16,298	Des Peres city, MO	8,536
Canton city, SD	3,352	Destin city, FL	13,421
Cape Coral city, FL	173,679	Dover city, NH	30,901
Carlsbad city, CA	113,147	Dublin city, CA	57,022
Carroll city, IA	9,937	Dublin city, OH	44,442
Cartersville city, GA	20,235	Duluth city, MN	86,066
Cary town, NC	159,715	Durham city, NC	257,232
Castle Rock town, CO	57,274	Durham County, NC	300,865
Cedar Hill city, TX	48,149	Dyer town, IN	16,077
Cedar Park city, TX	70,010	Eagan city, MN	66,102
Cedar Rapids city, IA	130,330	Eagle Mountain city, UT	27,773
Celina city, TX	7,910	Eau Claire city, WI	67,945
Centennial city, CO	108,448	Eden Prairie city, MN	63,660
Chandler city, AZ	245,160	Eden town, VT	1,254
Chandler city, TX	2,896	Edgewater city, CO	5,299
Chanhassen city, MN	25,108	Edina city, MN	50,603
Chapel Hill town, NC	59,234	Edmond city, OK	89,769
Chardon city, OH	5,166	Edmonds city, WA	41,309
Charles County, MD	156,021	El Cerrito city, CA	24,982
Charlotte County, FL	173,236	El Paso de Robles (Paso Robles) city, CA	31,409
Charlottesville city, VA	46,487	Elk Grove city, CA	166,228
Chattanooga city, TN	176,291	Elmhurst city, IL	46,139
Chautauqua town, NY	4,362	Englewood city, CO	33,155
Chesterfield County, VA	335,594	Erie town, CO	22,019
Clackamas County, OR	399,962	Estes Park town, CO	6,248
Clayton city, MO	16,214	Euclid city, OH	47,698
Clearwater city, FL	112,794	Fairview town, TX	8,473
Cleveland Heights city, OH	45,024	Farmers Branch city, TX	33,808
Clinton city, SC	8,538	Farmersville city, TX	3,440
Clive city, IA	17,134	Farmington Hills city, MI	81,235
Clovis city, CA	104,411	Farmington town, CT	25,596
College Park city, MD	32,186	Fate city, TX	10,339
College Station city, TX	107,445	Fayetteville city, GA	17,069
Colleyville city, TX	25,557	Fayetteville city, NC	210,324
Collinsville city, IL	24,767	Ferguson township, PA	18,837
Columbia city, MO	118,620	Fernandina Beach city, FL	11,957
Columbia city, SC	132,236	Flower Mound town, TX	71,575
Columbia Falls city, MT	5,054	Forest Grove city, OR	23,554
Commerce City city, CO	52,905	Fort Collins city, CO	159,150
Concord city, CA	128,160	Franklin city, TN	72,990
Concord town, MA	19,357	Frederick town, CO	11,397
Conshohocken borough, PA	7,985	Fremont city, CA	230,964
Coolidge city, AZ	12,221	Fruita city, CO	13,039
Coon Rapids city, MN	62,342	Gahanna city, OH	34,691
Coral Springs city, FL	130,110	Gaithersburg city, MD	67,417
Coronado city, CA	24,053	Galveston city, TX	49,706
Corvallis city, OR	56,224	Gardner city, KS	21,059
Cottonwood Heights city, UT	34,214	Germantown city, TN	39,230
Coventry Lake CDP, CT	2,932	Gilbert town, AZ	232,176
Creve Coeur city, MO	18,259	Gillette city, WY	31,783
Cupertino city, CA	60,687	Glen Ellyn village, IL	27,983
Dacono city, CO	4,929	Glendora city, CA	51,891
Dakota County, MN	414,655	Glenview village, IL	47,066
Dallas city, OR	15,413	Golden city, CO	20,365
Dallas city, TX	1,300,122	Golden Valley city, MN	21,208
Danville city, KY	16,657	Goodyear city, AZ	74,953
Darien city, IL	22,206	Grafton village, WI	11,576
Davenport city, FL	3,665	Grand Blanc city, MI	7,964
Davidson town, NC	12,325	Grand Rapids city, MI	195,355
Dayton city, OH	140,939	Grants Pass city, OR	36,687
Dayton town, WY	815	Grass Valley city, CA	12,893
Dearborn city, MI	95,295	Greeley city, CO	100,760

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Greenville city, NC.....	90,347	Lawrenceville city, GA.....	29,287
Greenwich town, CT.....	62,782	Lehi city, UT.....	58,351
Greenwood Village city, CO.....	15,397	Lenexa city, KS.....	52,030
Greer city, SC.....	28,587	Lewisville city, TX.....	103,638
Gunnison County, CO.....	16,215	Lewisville town, NC.....	13,516
Haltom City city, TX.....	44,059	Libertyville village, IL.....	20,504
Hamilton city, OH.....	62,216	Lincolnwood village, IL.....	12,637
Hamilton town, MA.....	7,991	Lindsborg city, KS.....	3,313
Hampton city, VA.....	136,255	Little Chute village, WI.....	11,006
Hanover County, VA.....	103,218	Littleton city, CO.....	45,848
Harrisburg city, SD.....	5,429	Livermore city, CA.....	88,232
Harrisonburg city, VA.....	53,064	Lombard village, IL.....	43,776
Harrisonville city, MO.....	10,025	Lone Tree city, CO.....	13,430
Hastings city, MN.....	22,620	Long Grove village, IL.....	7,980
Henderson city, NV.....	284,817	Longmont city, CO.....	91,730
Herndon town, VA.....	24,545	Lonsdale city, MN.....	3,850
High Point city, NC.....	109,849	Los Alamos County, NM.....	18,031
Highland Park city, IL.....	29,796	Los Altos Hills town, CA.....	8,490
Highlands Ranch CDP, CO.....	105,264	Loudoun County, VA.....	374,558
Homer Glen village, IL.....	24,403	Louisville city, CO.....	20,319
Honolulu County, HI.....	990,060	Lower Merion township, PA.....	58,500
Hoquiam city, WA.....	8,416	Lynchburg city, VA.....	79,237
Horry County, SC.....	310,186	Lynnwood city, WA.....	37,242
Hudson town, CO.....	1,709	Manassas city, VA.....	41,379
Huntley village, IL.....	26,265	Manhattan Beach city, CA.....	35,698
Huntsville city, TX.....	40,727	Manhattan city, KS.....	55,427
Hutchinson city, MN.....	13,836	Mankato city, MN.....	41,241
Hutto city, TX.....	22,644	Maple Grove city, MN.....	68,362
Independence city, MO.....	117,369	Maplewood city, MN.....	40,127
Indio city, CA.....	86,867	Maricopa County, AZ.....	4,155,501
Iowa City city, IA.....	73,415	Marion County, CA.....	260,814
Irving city, TX.....	235,648	Marion city, IA.....	38,014
Issaquah city, WA.....	35,629	Mariposa County, CA.....	17,658
Jackson city, MO.....	14,690	Marshfield city, WI.....	18,326
Jackson County, MI.....	158,989	Martinez city, CA.....	37,902
James City County, VA.....	73,028	Marysville city, WA.....	66,178
Jefferson County, NY.....	116,567	Maui County, HI.....	164,094
Jefferson Parish, LA.....	437,038	McKinney city, TX.....	164,760
Jerome city, ID.....	11,306	McMinnville city, OR.....	33,211
Johnson City city, TN.....	65,598	Mecklenburg County, NC.....	1,034,290
Johnston city, IA.....	20,172	Menlo Park city, CA.....	33,661
Jupiter town, FL.....	62,373	Menomonee Falls village, WI.....	36,411
Kalamazoo city, MI.....	75,833	Mercer Island city, WA.....	24,768
Kansas City city, KS.....	151,042	Meridian charter township, MI.....	41,903
Kansas City city, MO.....	476,974	Meridian city, ID.....	91,917
Keizer city, OR.....	37,910	Merriam city, KS.....	11,259
Kent city, WA.....	126,561	Mesa city, AZ.....	479,317
Kerrville city, TX.....	22,931	Miami Beach city, FL.....	92,187
Key West city, FL.....	25,316	Miami city, FL.....	443,007
King City city, CA.....	13,721	Middleton city, WI.....	18,951
Kingman city, AZ.....	28,855	Middletown town, RI.....	16,100
Kirkland city, WA.....	86,772	Midland city, MI.....	41,958
Kirkwood city, MO.....	27,659	Milford city, DE.....	10,645
Knoxville city, IA.....	7,202	Milton city, GA.....	37,556
La Plata town, MD.....	9,160	Minneapolis city, MN.....	411,452
La Vista city, NE.....	17,062	Minnetrissa city, MN.....	7,187
Laguna Niguel city, CA.....	65,429	Missouri City city, TX.....	72,688
Lake Forest city, IL.....	18,931	Moline city, IL.....	42,644
Lake in the Hills village, IL.....	28,908	Monroe city, MI.....	20,128
Lake Zurich village, IL.....	19,983	Montgomery city, MN.....	2,921
Lakeville city, MN.....	61,056	Montgomery County, MD.....	1,039,198
Lakewood city, CO.....	151,411	Monticello city, UT.....	2,599
Lakewood city, WA.....	59,102	Montrose city, CO.....	18,918
Lancaster County, SC.....	86,544	Moraga town, CA.....	17,231
Lansing city, MI.....	115,222	Morristown city, TN.....	29,446
Laramie city, WY.....	32,104	Morrisville town, NC.....	23,873
Larimer County, CO.....	330,976	Morro Bay city, CA.....	10,568
Las Cruces city, NM.....	101,014	Mountlake Terrace city, WA.....	20,922
Las Vegas city, NM.....	13,445	Murphy city, TX.....	20,361
Lawrence city, KS.....	93,954	Naperville city, IL.....	146,431

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Napoleon city, OH.....	8,646	Prior Lake city, MN.....	25,452
Nederland city, TX.....	17,284	Pueblo city, CO.....	109,122
Needham CDP, MA.....	30,429	Purcellville town, VA.....	9,217
Nevada City city, CA.....	3,112	Queen Creek town, AZ.....	33,298
Nevada County, CA.....	98,838	Raleigh city, NC.....	449,477
New Braunfels city, TX.....	70,317	Ramsey city, MN.....	25,853
New Brighton city, MN.....	22,440	Raymond town, ME.....	4,497
New Concord village, OH.....	2,561	Raymore city, MO.....	20,358
New Hope city, MN.....	20,909	Redmond city, OR.....	28,492
New Orleans city, LA.....	388,182	Redmond city, WA.....	60,712
New Ulm city, MN.....	13,249	Redwood City city, CA.....	84,368
Newport city, RI.....	24,745	Reno city, NV.....	239,732
Newport News city, VA.....	180,775	Richland city, WA.....	53,991
Newton city, IA.....	15,085	Richmond city, CA.....	108,853
Niles village, IL.....	29,823	Richmond Heights city, MO.....	8,466
Noblesville city, IN.....	59,807	Rio Rancho city, NM.....	93,317
Norcross city, GA.....	16,474	River Falls city, WI.....	15,256
Norfolk city, NE.....	24,352	Riverside city, CA.....	321,570
Norfolk city, VA.....	245,752	Roanoke city, VA.....	99,572
North Mankato city, MN.....	13,583	Roanoke County, VA.....	93,419
North Port city, FL.....	62,542	Rochester city, NY.....	209,463
North Yarmouth town, ME.....	3,714	Rock Hill city, SC.....	70,764
Northglenn city, CO.....	38,473	Rockville city, MD.....	66,420
Novato city, CA.....	55,378	Roeland Park city, KS.....	6,810
Novi city, MI.....	58,835	Rohnert Park city, CA.....	42,305
O'Fallon city, IL.....	29,095	Rolla city, MO.....	20,013
Oak Park village, IL.....	52,229	Rosemount city, MN.....	23,474
Oakley city, CA.....	39,950	Rosenberg city, TX.....	35,867
Oklahoma City city, OK.....	629,191	Roseville city, MN.....	35,624
Olmsted County, MN.....	151,685	Round Rock city, TX.....	116,369
Olympia city, WA.....	49,928	Royal Palm Beach village, FL.....	37,665
Orange village, OH.....	3,280	Sacramento city, CA.....	489,650
Orland Park village, IL.....	59,161	Sahuarita town, AZ.....	28,257
Orleans Parish, LA.....	388,182	Sammamish city, WA.....	62,877
Oshkosh city, WI.....	66,649	San Diego city, CA.....	1,390,966
Oswego village, IL.....	33,759	San Jose city, CA.....	1,023,031
Ottawa County, MI.....	280,243	San Marcos city, CA.....	93,493
Overland Park city, KS.....	186,147	San Marcos city, TX.....	59,935
Paducah city, KY.....	24,879	Sangamon County, IL.....	198,134
Palm Beach Gardens city, FL.....	53,119	Santa Fe city, NM.....	82,980
Palm Coast city, FL.....	82,356	Santa Fe County, NM.....	147,514
Palo Alto city, CA.....	67,082	Sarasota County, FL.....	404,839
Palos Verdes Estates city, CA.....	13,591	Savage city, MN.....	30,011
Papillion city, NE.....	19,478	Schaumburg village, IL.....	74,427
Paradise Valley town, AZ.....	13,961	Schertz city, TX.....	38,199
Park City city, UT.....	8,167	Scott County, MN.....	141,463
Parker town, CO.....	51,125	Scottsdale city, AZ.....	239,283
Parkland city, FL.....	28,901	Sedona city, AZ.....	10,246
Pasco city, WA.....	70,607	Sevierville city, TN.....	16,387
Pasco County, FL.....	498,136	Shakopee city, MN.....	40,024
Payette city, ID.....	7,366	Sharonville city, OH.....	13,974
Pearland city, TX.....	113,693	Shawnee city, KS.....	64,840
Peoria city, IL.....	115,424	Shawnee city, OK.....	30,974
Pflugerville city, TX.....	58,013	Sherborn town, MA.....	4,302
Pinehurst village, NC.....	15,580	Shoreline city, WA.....	55,431
Piqua city, OH.....	20,793	Shoreview city, MN.....	26,432
Pitkin County, CO.....	17,747	Shorewood village, IL.....	16,809
Plano city, TX.....	281,566	Sierra Vista city, AZ.....	43,585
Platte City city, MO.....	4,867	Silverton city, OR.....	9,757
Pleasant Hill city, IA.....	9,608	Sioux Falls city, SD.....	170,401
Pleasanton city, CA.....	79,341	Skokie village, IL.....	64,773
Plymouth city, MN.....	76,258	Snoqualmie city, WA.....	12,944
Polk County, IA.....	467,235	Snowmass Village town, CO.....	2,827
Pompano Beach city, FL.....	107,542	Somerset town, MA.....	18,257
Port Orange city, FL.....	60,315	South Jordan city, UT.....	65,523
Port St. Lucie city, FL.....	178,778	Southlake city, TX.....	30,090
Portland city, OR.....	630,331	Spearfish city, SD.....	11,300
Powell city, OH.....	12,658	Springfield city, MO.....	165,785
Powhatan County, VA.....	28,364	Springville city, UT.....	32,319
Prince William County, VA.....	450,763	St. Augustine city, FL.....	13,952



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St. Charles city, IL.....	32,730	Vienna town, VA.....	16,474
St. Joseph city, MO.....	76,819	Virginia Beach city, VA.....	450,057
St. Louis County, MN.....	200,294	Walnut Creek city, CA.....	68,516
St. Lucie County, FL.....	298,763	Warrensburg city, MO.....	19,890
State College borough, PA.....	42,224	Washington County, MN.....	250,979
Steamboat Springs city, CO.....	12,520	Washoe County, NV.....	445,551
Sugar Land city, TX.....	86,886	Washougal city, WA.....	15,241
Suisun City city, CA.....	29,280	Wauwatosa city, WI.....	47,687
Summit County, UT.....	39,731	Wentzville city, MO.....	35,768
Sunnyvale city, CA.....	151,565	West Carrollton city, OH.....	12,963
Surprise city, AZ.....	129,534	West Chester township, OH.....	62,804
Suwanee city, GA.....	18,655	Western Springs village, IL.....	13,187
Tacoma city, WA.....	207,280	Westerville city, OH.....	38,604
Takoma Park city, MD.....	17,643	Westlake town, TX.....	1,006
Temecula city, CA.....	110,722	Westminster city, CO.....	111,895
Tempe city, AZ.....	178,339	Westminster city, MD.....	18,557
Temple city, TX.....	71,795	Wheat Ridge city, CO.....	31,162
Texarkana city, TX.....	37,222	White House city, TN.....	11,107
The Woodlands CDP, TX.....	109,608	Wichita city, KS.....	389,054
Tigard city, OR.....	51,355	Williamsburg city, VA.....	14,817
Tinley Park village, IL.....	57,107	Willowbrook village, IL.....	8,598
Tracy city, CA.....	87,613	Wilmington city, NC.....	115,261
Trinidad CCD, CO.....	10,819	Wilsonville city, OR.....	22,789
Tualatin city, OR.....	27,135	Windsor town, CO.....	23,386
Tulsa city, OK.....	401,352	Windsor town, CT.....	29,037
Tustin city, CA.....	80,007	Winnetka village, IL.....	12,504
Twin Falls city, ID.....	47,340	Winter Garden city, FL.....	40,799
Unalaska city, AK.....	4,809	Woodbury city, MN.....	67,648
University Heights city, OH.....	13,201	Woodinville city, WA.....	11,675
University Park city, TX.....	24,692	Wyandotte County, KS.....	163,227
Urbandale city, IA.....	42,222	Yakima city, WA.....	93,182
Vail town, CO.....	5,425	York County, VA.....	67,196
Ventura CCD, CA.....	115,218	Yorktown town, IN.....	11,200
Vernon Hills village, IL.....	26,084	Yorkville city, IL.....	18,691
Vestavia Hills city, AL.....	34,003	Yountville city, CA.....	2,978
Victoria city, MN.....	8,679		

Population Benchmark Comparisons

Table 85: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Grand Rapids	78%	15	31	Similar
Overall image or reputation of Grand Rapids	77%	8	24	Similar
Grand Rapids as a place to live	87%	10	27	Similar
Your neighborhood as a place to live	71%	16	24	Similar
Grand Rapids as a place to raise children	75%	12	29	Similar
Grand Rapids as a place to retire	58%	13	27	Similar
Overall appearance of Grand Rapids	78%	9	22	Similar

Table 86: Community Characteristics by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Grand Rapids	63%	16	24	Similar
	In your neighborhood during the day	90%	14	27	Similar
	In Grand Rapids' downtown area during the day	85%	11	23	Similar
Mobility	Overall ease of getting to the places you usually have to visit	62%	10	18	Similar
	Availability of paths and walking trails	61%	10	19	Similar
	Ease of walking in Grand Rapids	72%	5	20	Higher
	Ease of travel by bicycle in Grand Rapids	57%	7	21	Similar
	Ease of travel by public transportation in Grand Rapids	45%	2	19	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Ease of travel by car in Grand Rapids	54%	11	21	Similar
	Ease of public parking	31%	15	16	Lower
	Traffic flow on major streets	38%	11	23	Similar
Natural Environment	Quality of overall natural environment in Grand Rapids	66%	12	18	Similar
	Cleanliness of Grand Rapids	61%	11	17	Similar
	Air quality	73%	6	18	Similar
Built Environment	Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	60%	6	16	Similar
	Overall quality of new development in Grand Rapids	74%	4	18	Higher
	Availability of affordable quality housing	28%	16	21	Similar
	Variety of housing options	46%	11	18	Similar
	Public places where people want to spend time	71%	7	17	Similar
	Overall economic health of Grand Rapids	66%	7	17	Similar
	Vibrant downtown area	73%	6	14	Higher
Economy	Overall quality of business and service establishments in Grand Rapids	75%	6	17	Similar
	Cost of living in Grand Rapids	49%	7	19	Similar
	Shopping opportunities	78%	5	19	Similar
	Employment opportunities	71%	4	23	Higher
	Grand Rapids as a place to visit	84%	4	19	Higher
	Grand Rapids as a place to work	78%	8	28	Higher
	Health and wellness opportunities in Grand Rapids	75%	5	17	Similar
	Availability of affordable quality mental health care	47%	8	15	Similar
	Availability of preventive health services	66%	7	15	Similar
	Availability of affordable quality health care	64%	8	18	Similar
Recreation and Wellness	Availability of affordable quality food	68%	6	16	Similar
	Recreational opportunities	70%	8	19	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	71%	6	16	Similar
	Overall opportunities for education and enrichment	71%	6	16	Similar
	Opportunities to participate in religious or spiritual events and activities	82%	5	13	Similar
Education and Enrichment	Opportunities to attend cultural/arts/music activities	79%	2	19	Higher
	Adult educational opportunities	58%	9	17	Similar
	K-12 education	47%	14	19	Similar
	Availability of affordable quality child care/preschool	46%	9	19	Similar
	Opportunities to participate in social events and activities	74%	5	17	Similar
Community Engagement	Neighborliness of Grand Rapids	52%	10	16	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	46%	16	20	Similar
	Opportunities to participate in community matters	65%	6	18	Similar
	Opportunities to volunteer	81%	3	18	Similar



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Table 87: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Grand Rapids	68%	16	28	Similar
Overall customer service by Grand Rapids employees (police, receptionists, planners, etc.)	65%	17	28	Similar
Value of services for the taxes paid to Grand Rapids	48%	14	29	Similar
Overall direction that Grand Rapids is taking	68%	4	23	Similar
Job Grand Rapids government does at welcoming resident involvement	47%	12	21	Similar
Overall confidence in Grand Rapids government	58%	6	18	Similar
Generally acting in the best interest of the community	60%	6	17	Similar
Being honest	54%	8	16	Similar
Treating all residents fairly	42%	12	17	Similar
Services provided by the Federal Government	30%	15	16	Similar

Table 88: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	63%	29	33	Similar
	Fire services	91%	15	26	Similar
	Ambulance or emergency medical services	89%	10	21	Similar
	Crime prevention	48%	21	28	Similar
	Fire prevention and education	72%	11	18	Similar
	Animal control	50%	17	21	Similar
	Emergency preparedness and response (services that prepare the community for natural disasters or other emergency situations)	62%	15	19	Similar
Mobility	Traffic enforcement	50%	21	28	Similar
	Street repair	19%	24	26	Lower
	Street cleaning	34%	17	19	Lower
	Street lighting	47%	12	19	Similar
	Snow removal	44%	8	9	Lower
	Sidewalk maintenance	43%	13	19	Similar
	Traffic signal timing	47%	10	20	Similar
Natural Environment	Bus or transit services	60%	3	16	Similar
	Garbage collection	79%	14	23	Similar
	Recycling	80%	12	26	Similar
	Yard waste pick-up	65%	14	20	Similar
	Drinking water	67%	8	19	Similar
Built Environment	Preservation of natural areas such as open space, farmlands and greenbelts	49%	9	16	Similar
	Storm drainage	56%	12	22	Similar
	Sewer services	70%	11	22	Similar
	Utility billing	65%	10	15	Similar
Economy	Land use, planning and zoning	47%	7	22	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	35%	19	26	Similar
Recreation and Wellness	Economic development	64%	7	16	Similar
	City parks	73%	12	21	Similar
	Recreation programs or classes	66%	11	24	Similar
	Recreation centers or facilities	61%	13	19	Similar
Education and Enrichment	Health services	68%	6	16	Similar
	City-sponsored special events	66%	8	17	Similar
	Public library services	86%	6	22	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Community Engagement	Public information services	69%	12	18	Similar

Table 89: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	58%	6	18	Similar
Recommend living in Grand Rapids to someone who asks	89%	7	19	Similar
Remain in Grand Rapids for the next five years	88%	7	19	Similar
Contacted Grand Rapids (in-person, phone, email or web) for help or information	52%	4	25	Similar

Table 90: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	28%	12	15	Lower
	Did NOT report a crime to the police	70%	15	18	Similar
	Household member was NOT a victim of a crime	82%	15	18	Similar
Mobility	Used public transportation instead of driving	39%	4	16	Higher
	Carpooled with other adults or children instead of driving alone	52%	6	17	Similar
	Walked or biked instead of driving	72%	1	16	Much higher
Natural Environment	Made efforts to conserve water	76%	12	16	Similar
	Made efforts to make your home more energy efficient	78%	7	16	Similar
	Recycle at home	90%	12	16	Similar
Built Environment	Did NOT observe a code violation or other hazard in Grand Rapids	51%	9	17	Similar
	NOT experiencing housing costs stress	76%	2	16	Higher
Economy	Purchase goods or services from a business located in Grand Rapids	97%	10	16	Similar
	Economy will have positive impact on income	28%	14	16	Similar
	Work inside boundaries of Grand Rapids	62%	3	17	Higher
Recreation and Wellness	Visited a neighborhood park or City park	88%	6	18	Similar
	Eat at least 5 portions of fruits and vegetables a day	75%	15	16	Similar
	Participate in moderate or vigorous physical activity	80%	14	17	Similar
Education and Enrichment	In very good to excellent health	62%	11	16	Similar
	Used Grand Rapids public libraries or their services	72%	1	18	Higher
Community Engagement	Attended City-sponsored event	59%	2	16	Similar
	Campaigned or advocated for an issue, cause or candidate	29%	2	15	Similar
	Contacted Grand Rapids elected officials (in-person, phone, email or web) to express your opinion	21%	2	16	Similar
	Volunteered your time to some group/activity in Grand Rapids	55%	4	19	Higher
	Talked to or visited with your immediate neighbors	91%	7	17	Similar
Community Engagement	Done a favor for a neighbor	81%	7	16	Similar
	Attended a local public meeting	23%	4	16	Similar

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	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Watched (online or on television) a local public meeting	30%	6	16	Similar
Read or watch local news (via television, paper, computer, etc.)	75%	14	17	Similar
Vote in local elections	84%	8	16	Similar

## Communities included in custom population comparisons

The communities included in Grand Rapids' custom comparisons are listed below along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Alexandria city, VA .....	154,710	Maui County, HI .....	164,094
Boise City city, ID .....	220,859	McKinney city, TX.....	164,760
Cabarrus County, NC.....	196,716	Newport News city, VA.....	180,775
Cape Coral city, FL.....	173,679	Norfolk city, VA.....	245,752
Cary town, NC.....	159,715	Olmsted County, MN.....	151,685
Chandler city, AZ.....	245,160	Overland Park city, KS.....	186,147
Charles County, MD.....	156,021	Port St. Lucie city, FL.....	178,778
Charlotte County, FL.....	173,236	Reno city, NV.....	239,732
Chattanooga city, TN.....	176,291	Rochester city, NY.....	209,463
Des Moines city, IA.....	214,778	Sangamon County, IL.....	198,134
Elk Grove city, CA.....	166,228	Scottsdale city, AZ.....	239,283
Fayetteville city, NC.....	210,324	Sioux Falls city, SD.....	170,401
Fort Collins city, CO.....	159,150	Springfield city, MO.....	165,785
Fremont city, CA.....	230,964	St. Louis County, MN.....	200,294
Gilbert town, AZ.....	232,176	Sunnyvale city, CA.....	151,565
Grand Rapids city, MI.....	195,355	Tacoma city, WA.....	207,280
Irving city, TX.....	235,648	Tempe city, AZ.....	178,339
Jackson County, MI.....	158,989	Wyandotte County, KS.....	163,227
Kansas City city, KS.....	151,042		
Lakewood city, CO.....	151,411		

## Appendix C: Detailed Survey Methods

The National Community Survey™ (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Grand Rapids funded this research. Please contact Doug Matthews of the City of Grand Rapids at [dmatthews@grand-rapids.mi.us](mailto:dmatthews@grand-rapids.mi.us) if you have any questions about the survey.

### Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

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with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

### Selecting Survey Recipients

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Grand Rapids were eligible to participate in the survey. A list of all households within the zip codes serving Grand Rapids was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Grand Rapids households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Grand Rapids boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the three City Wards.

To choose the 2,200 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

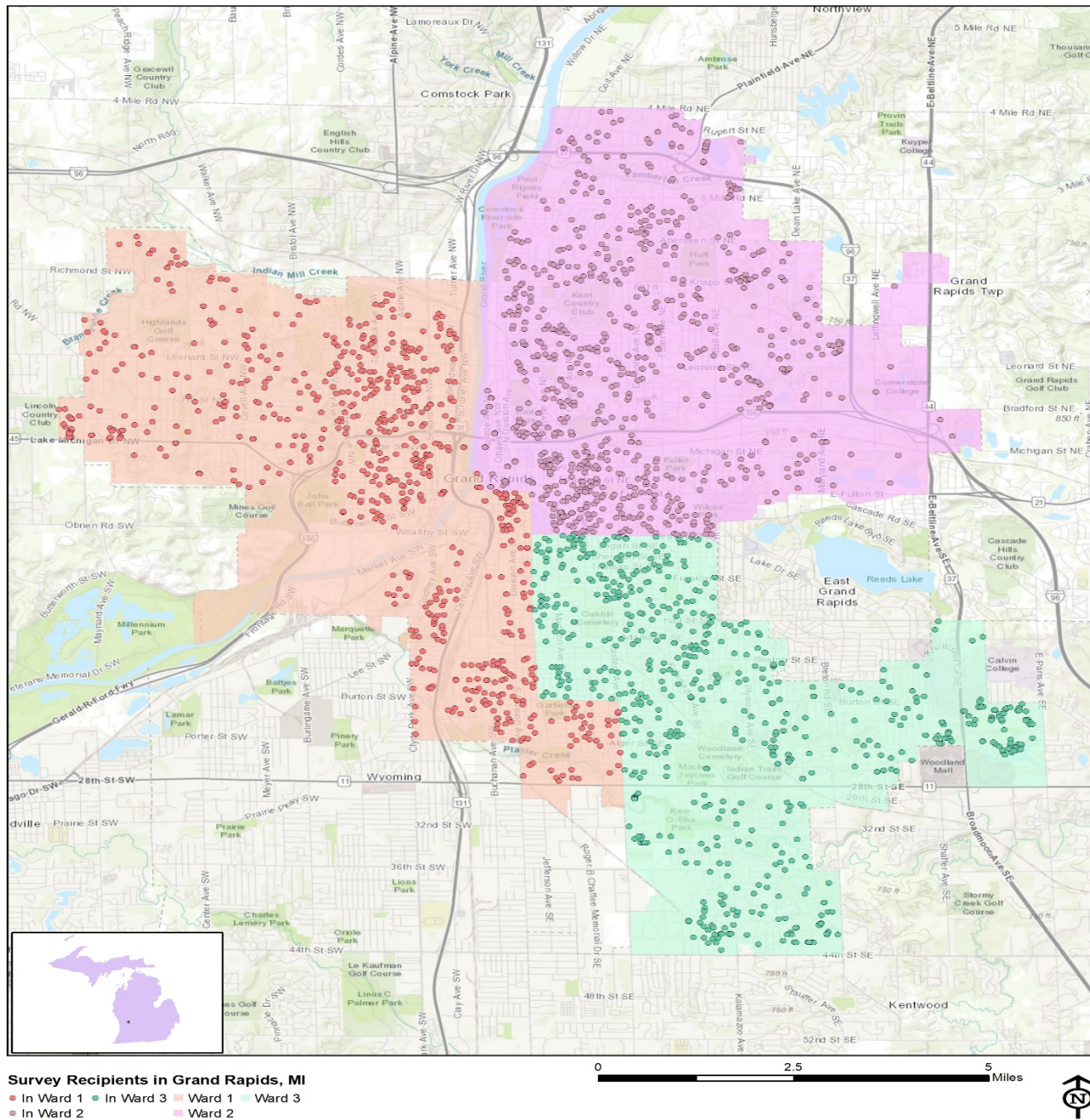
An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the City of Grand Rapids website. This opt-in survey was identical to the scientific survey and open to all City residents. (The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.)



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Figure 1: Location of Survey Recipients



Attachment: The NCS Technical Appendices-Grand Rapids DRAFT 2019 (National Citizen Survey Results)

### Survey Administration and Response

Selected households received three mailings, one week apart, beginning on October 1, 2019. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Manager inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English and Spanish. Both cover letters included a URL through which the residents selected for the mail survey could choose respond online rather than by mail. The cover letters also contained paragraphs in Spanish instructing participants to complete the Spanish version of the survey online. The City of Grand Rapids chose to augment their administration of The NCS with several additional

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services, including demographic and geographic subgroup comparisons, custom benchmark comparison and an expanded sample size. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following six weeks. The online “opt-in” survey became available to all residents on November 13 and remained open for three weeks.

About 4% of the 2,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,109 households that received the survey, 399 completed the survey, providing an overall response rate of 19%. Of the 399 completed surveys, 40 were completed online; all 40 online surveys were completed in English. Additionally, responses were tracked by City Ward; response rates by City Ward ranged from 17% to 21%. The response rates were calculated using AAPOR’s response rate #2<sup>1</sup> for mailed surveys of unnamed persons. Additionally, 353 opt-in residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

Table 91: Survey Response Rates by City Ward

	Ward 1	Ward 2	Ward 3	Overall
Total sample used	734	810	656	2,200
I=Complete Interviews	115	160	119	394
P=Partial Interviews	1	1	2	4
R=Refusal and break off	0	0	0	0
NC=Non Contact	0	0	0	0
O=Other	0	0	0	0
UH=Unknown household	0	0	0	0
UO=Unknown other	583	607	521	1,711
NE=Not eligible	35	42	14	91
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	17%	21%	19%	19%

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.<sup>2</sup>

The margin of error for the City of Grand Rapids survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (399 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

<sup>1</sup> See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

<sup>2</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

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NRC used SurveyGizmo, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

### Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Grand Rapids. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race/ethnicity, sex, age, and City Ward. No adjustments were made for design effects. Results for the opt-in survey have been provided under separate cover.

The results of the weighting scheme are presented in the following table.

Table 92: Grand Rapids, MI 2019 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	46%	27%	45%
Own home	54%	73%	55%
Detached unit*	60%	64%	59%
Attached unit*	40%	36%	41%
<b>Race and Ethnicity</b>			
White	70%	82%	73%
Not white	30%	18%	27%
Not Hispanic	88%	94%	89%
Hispanic	12%	6%	11%
<b>Sex and Age</b>			
Female	52%	58%	53%
Male	48%	42%	47%
18-34 years of age	41%	19%	40%
35-54 years of age	32%	23%	31%
55+ years of age	27%	58%	29%
Females 18-34	21%	12%	22%
Females 35-54	16%	14%	16%
Females 55+	15%	32%	15%
Males 18-34	20%	7%	18%
Males 35-54	16%	9%	15%
Males 55+	12%	26%	14%
<b>Ward</b>			
Ward 1	32%	29%	32%
Ward 2	36%	40%	36%
Ward 3	32%	30%	32%

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

### Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,”



## The National Community Survey™

“essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

# Appendix D: Survey Materials


Dear Grand Rapids Resident, Estimado Residente de Grand Rapids,

It won't take much of your time to make a big difference! ¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days. Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

Thank you for helping create a better city! ¡Gracias por ayudar a crear una Grand Rapids mejor!

Sincerely, Atentamente,

  
 Mark Washington  
 City Manager/Administrador de la Ciudad


Dear Grand Rapids Resident, Estimado Residente de Grand Rapids,

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 Mark Washington  
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300 Monroe Avenue NW  
Grand Rapids, MI 49503

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



300 Monroe Avenue NW  
Grand Rapids, MI 49503

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US Postage  
PAID  
Boulder, CO  
Permit NO. 94

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300 Monroe Avenue NW  
Grand Rapids, MI 49503

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



300 Monroe Avenue NW  
Grand Rapids, MI 49503

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94

EXECUTIVE  
OFFICE

CITY OF GRAND RAPIDS

Dear City of Grand Rapids Resident:

Please help us shape the future of Grand Rapids! You have been selected at random to participate in the 2019 Grand Rapids Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Grand Rapids make decisions that affect our City as we work toward achieving the goals in our Strategic Plan.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/2019grandrapids>

**Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now.**

If you have any questions about the survey, please call 311 or 616-456-3000.

Thank you for your time and participation!

Sincerely,

Mark Washington  
City Manager/Administrador de La Ciudad

(616) 456-3166 • WWW.GRANDRAPIDSMI.GOV  
300 MONROE AVENUE, NW • GRAND RAPIDS, MI 49503

Estimado Residente de la Ciudad de Grand Rapids:

¡Por favor ayúdenos a moldear el futuro de Grand Rapids! Usted ha sido seleccionado al azar para participar en la Encuesta de la Comunidad de Grand Rapids del 2019.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones ayudarán a Grand Rapids a tomar decisiones que afectarán a nuestra ciudad a medida que trabajamos para lograr los objetivos de nuestro Plan Estratégico.

**Algunas cosas para recordar:**

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

<http://bit.ly/2019grandrapids>

Para la versión en español haga clic en el botón en el parte superior de la pantalla.

Por favor no comparta el enlace de su encuesta. Esta encuesta es solamente para hogares seleccionados al azar. La Ciudad conducirá una encuesta separada que está abierta a todos los residentes dentro de unas semanas.

Si tiene alguna pregunta sobre la encuesta, por favor llame al 311 o 616-456-3000.

¡Gracias por su tiempo y participación!

Atentamente,

EXECUTIVE  
OFFICE

CITY OF GRAND RAPIDS

Dear City of Grand Rapids Resident:

Here's a second chance if you haven't already responded to the 2019 Grand Rapids Community Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Grand Rapids! You have been selected at random to participate in the 2019 Grand Rapids Community Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Grand Rapids make decisions that affect our City as we work toward achieving the goals in our Strategic Plan.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

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Thank you for your time and participation!

Sincerely,

Mark Washington  
City Manager/Administrador de La Ciudad

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300 MONROE AVENUE, NW • GRAND RAPIDS, MI 49503

Estimado Residente de la Ciudad de Grand Rapids:

¡Aquí tiene una segunda oportunidad si usted aún no ha respondido a la Encuesta de la Comunidad de ABC del 2019! **(Si usted la completó y la devolvió, le damos las gracias por su tiempo y le pedimos que recicle esta encuesta. Por favor no responda dos veces.)**

¡Por favor ayúdenos a moldear el futuro de Grand Rapids! Usted ha sido seleccionado al azar para participar en la Encuesta de la Comunidad de Grand Rapids del 2019.

Por favor tome unos minutos para completar la encuesta adjunta; si usted preferiría completar la encuesta en español, por favor siga las instrucciones abajo para acceder a la encuesta en español por medio de la red. Su participación en esta encuesta es muy importante – especialmente porque su hogar es uno de solamente un número pequeño de hogares que se están encuestando. Sus observaciones ayudarán a Grand Rapids a tomar decisiones que afectarán a nuestra ciudad a medida que trabajamos para lograr los objetivos de nuestro Plan Estratégico.

**Algunas cosas para recordar:**

- **Sus respuestas son completamente anónimas.**
- Para poder escuchar a un grupo diverso de residentes, el adulto de 18 años o más en su hogar que haya celebrado su cumpleaños más recientemente debe completar esta encuesta.
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español en:**

<http://bit.ly/2019grandrapids>

Para la versión en español haga clic en el botón en el parte superior de la pantalla.

Por favor no comparta el enlace de su encuesta. Esta encuesta es solamente para hogares seleccionados al azar. La Ciudad conducirá una encuesta separada que está abierta a todos los residentes dentro de unas semanas.

Si tiene alguna pregunta sobre la encuesta, por favor llame al 311 o 616-456-3000.

¡Gracias por su tiempo y participación!

Atentamente,

# The City of Grand Rapids 2019 Community Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only.

## 1. Please rate each of the following aspects of quality of life in Grand Rapids:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Grand Rapids as a place to live .....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Grand Rapids as a place to raise children .....	1	2	3	4	5
Grand Rapids as a place to work.....	1	2	3	4	5
Grand Rapids as a place to visit.....	1	2	3	4	5
Grand Rapids as a place to retire .....	1	2	3	4	5
The overall quality of life in Grand Rapids .....	1	2	3	4	5
Grand Rapids as a place to start, own or operate a business.....	1	2	3	4	5

## 2. Please rate each of the following characteristics as they relate to Grand Rapids as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Grand Rapids.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Grand Rapids.....	1	2	3	4	5
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems) .....	1	2	3	4	5
Health and wellness opportunities in Grand Rapids .....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Grand Rapids .....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Grand Rapids.....	1	2	3	4	5

## 3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Grand Rapids to someone who asks.....	1	2	3	4	5
Remain in Grand Rapids for the next five years .....	1	2	3	4	5

## 4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Grand Rapids' downtown area during the day .....	1	2	3	4	5	6
In your neighborhood at night.....	1	2	3	4	5	6
In Grand Rapids' downtown area at night.....	1	2	3	4	5	6

## 5. Please rate each of the following characteristics as they relate to Grand Rapids as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets .....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Grand Rapids .....	1	2	3	4	5
Ease of travel by public transportation in Grand Rapids .....	1	2	3	4	5
Ease of travel by bicycle in Grand Rapids .....	1	2	3	4	5
Ease of walking in Grand Rapids.....	1	2	3	4	5
Availability of paths and walking trails .....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Cleanliness of Grand Rapids .....	1	2	3	4	5
Overall appearance of Grand Rapids.....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) .....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5
Availability of alternative transportation options.....	1	2	3	4	5

**6. Please rate each of the following characteristics as they relate to Grand Rapids as a whole:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Grand Rapids.....	1	2	3	4	5
Overall quality of business and service establishments in Grand Rapids.....	1	2	3	4	5
Vibrant downtown area.....	1	2	3	4	5
Overall quality of new development in Grand Rapids.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Neighborhoodness of residents in Grand Rapids.....	1	2	3	4	5
Availability of downtown parking.....	1	2	3	4	5

**7. Please indicate whether or not you have done each of the following in the last 12 months.**

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water.....	1	2
Made efforts to make your home more energy efficient.....	1	2
Observed a code violation or other hazard in Grand Rapids (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Grand Rapids.....	1	2
Reported a crime to the police in Grand Rapids.....	1	2
Stocked supplies in preparation for an emergency.....	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted the City of Grand Rapids (in-person, phone, email or web) for help or information.....	1	2
Contacted Grand Rapids elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Called 3-1-1 for help or information.....	1	2

**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?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Visited a neighborhood park or City park.....	1	2	3	4
Used Grand Rapids public libraries or their services.....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in Grand Rapids.....	1	2	3	4
Talked to or visited with your immediate neighbors.....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4
Used Grand Rapids community centers or their services.....	1	2	3	4
Participated in a club, neighborhood group or civic organization.....	1	2	3	4

**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?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting.....	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4



# The City of Grand Rapids 2019 Community Survey

## 10. Please rate the quality of each of the following services in Grand Rapids:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services .....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services .....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement .....	1	2	3	4	5
Street repair .....	1	2	3	4	5
Street cleaning .....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal .....	1	2	3	4	5
Sidewalk maintenance .....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection .....	1	2	3	4	5
Recycling .....	1	2	3	4	5
Yard waste pick-up .....	1	2	3	4	5
Storm drainage .....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities .....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.) .....	1	2	3	4	5
Animal control .....	1	2	3	4	5
Economic development .....	1	2	3	4	5
Health services .....	1	2	3	4	5
Public library services .....	1	2	3	4	5
Public information services .....	1	2	3	4	5
Emergency preparedness and response (services that prepare the community for natural disasters or other emergency situations) .....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
City-sponsored special events .....	1	2	3	4	5
Overall customer service by Grand Rapids employees (police, receptionists, planners, etc.) .....	1	2	3	4	5
Community outreach and engagement .....	1	2	3	4	5

## 11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Grand Rapids.....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5
The State of Michigan .....	1	2	3	4	5

## 12. Please rate the following categories of Grand Rapids government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Grand Rapids.....	1	2	3	4	5
The overall direction that Grand Rapids is taking .....	1	2	3	4	5
The job Grand Rapids government does at welcoming resident involvement ..	1	2	3	4	5
Overall confidence in Grand Rapids government.....	1	2	3	4	5
Generally acting in the best interest of the community .....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5
Providing timely, relevant information on City services and activities .....	1	2	3	4	5

**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:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Grand Rapids.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Grand Rapids.....	1	2	3	4
Overall “built environment” of Grand Rapids (including overall design, buildings, parks and transportation systems) .....	1	2	3	4
Health and wellness opportunities in Grand Rapids .....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Grand Rapids .....	1	2	3	4
Sense of community.....	1	2	3	4

**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:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Providing equitable, innovative, high-quality public services .....	1	2	3	4
Building resident awareness of and involvement in the City’s decision-making processes. ....	1	2	3	4
Investing in innovative, efficient and equitable mobility solutions.....	1	2	3	4
Creating pathways to financial growth and security for residents, employees and businesses .....	1	2	3	4
Creating opportunities for education and enrichment for residents of all ages.....	1	2	3	4
Investing in healthy communities and the natural environment .....	1	2	3	4
Ensuring that all people feel safe and are safe in our community.....	1	2	3	4

**15. How familiar, if at all, are you with the following types of mobility-related options?**

	<i>Very familiar</i>	<i>Moderately familiar</i>	<i>Slightly familiar</i>	<i>Not at all familiar</i>
Modes of transportation used as an alternative to driving a car .....	1	2	3	4
Locations of available parking options in Grand Rapids.....	1	2	3	4
Bikeshare.....	1	2	3	4
Rideshare .....	1	2	3	4
The Grand Rapids Autonomous Vehicles Initiative (self-driving public transportation)...	1	2	3	4

**16. Have you contacted the City of Grand Rapids for information or services in the past six months?**

- Yes (continue to question 17)                       No (skip to question 18)

**17. Thinking about your most recent contact with the City, please rate your satisfaction with the outcome of the interaction:**

- Very satisfied                       Somewhat satisfied                       Somewhat dissatisfied                       Very dissatisfied

**18. Have you had an interaction with either the police department or municipal courts in Grand Rapids in the past six months?**

- Yes (continue to question 19)                       No (skip to question 20)

**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.”**

- Strongly agree    Somewhat agree    Somewhat disagree    Strongly disagree    I did not have contact

**20. Do you currently receive solid waste (trash, recycling, yard waste collection) services from the City of Grand Rapids?**

- Yes                       No (skip to question D1)

**21. Please rate your level of satisfaction with the current “pay as you throw” system of payment for solid waste:**

- Very satisfied    Somewhat satisfied    Somewhat dissatisfied    Very dissatisfied    Don’t know

**22. How would you prefer to pay for your solid waste collection service?**

- Standard monthly fee                       Annually as part of my taxes                       I do not pay the collection fee for solid waste  
 Standard quarterly fee                       No change

Attachment: The NCS Technical Appendices-Grand Rapids DRAFT 2019 (National Citizen Survey Results)

# The City of Grand Rapids 2019 Community Survey

**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**D1. How often, if at all, do you do each of the following, considering all of the times you could?**

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home .....	1	2	3	4	5
Purchase goods or services from a business located in Grand Rapids.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day .....	1	2	3	4	5
Participate in moderate or vigorous physical activity .....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.) .....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

**D2. Would you say that in general your health is:**

- Excellent       Very good       Good       Fair       Poor

**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:**

- Very positive       Somewhat positive       Neutral       Somewhat negative       Very negative

**D4. What is your employment status?**

- Working full time for pay  
 Working part time for pay  
 Unemployed, looking for paid work  
 Unemployed, not looking for paid work  
 Fully retired

**D5. Do you work inside the boundaries of Grand Rapids?**

- Yes, outside the home  
 Yes, from home  
 No

**D6. How many years have you lived in Grand Rapids?**

- Less than 2 years       11-20 years  
 2-5 years       More than 20 years  
 6-10 years

**D7. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment or condominium)  
 Mobile home  
 Other

**D8. Is this house, apartment or mobile home...**

- Rented  
 Owned

**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)?**

- Less than \$300 per month  
 \$300 to \$599 per month  
 \$600 to \$999 per month  
 \$1,000 to \$1,499 per month  
 \$1,500 to \$2,499 per month  
 \$2,500 or more per month

**D10. Do any children 17 or under live in your household?**

- No       Yes

**D11. Are you or any other members of your household aged 65 or older?**

- No       Yes

**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.)**

- Less than \$25,000  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 to \$149,999  
 \$150,000 or more

**Please respond to both questions D13 and D14:**

**D13. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino  
 Yes, I consider myself to be Spanish, Hispanic or Latino

**D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian or Pacific Islander  
 Black or African American  
 White  
 Other

**D15. In which category is your age?**

- 18-24 years       55-64 years  
 25-34 years       65-74 years  
 35-44 years       75 years or older  
 45-54 years

**D16. What is your gender?**

- Female       Male       Non-binary

**D17. Do you consider a cell phone or land line your primary telephone number?**

- Cell       Land line       Both

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**



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**Packet Pg. 265**



**THE NCS™**  
The National Community Survey™

# Grand Rapids, MI

Supplemental Online Survey Results

DRAFT  
2019



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The National Community Survey™  
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The NCS™ is presented by NRC in collaboration with ICMA.

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
<b>Housing</b>	46%	16%	41%
Rent home	54%	84%	59%
Own home	60%	84%	65%
Detached unit*	40%	16%	35%
Attached unit*	46%	16%	41%
<b>Race and Ethnicity</b>			
White	70%	89%	75%
Not white	30%	11%	25%
Not Hispanic	88%	95%	90%
Hispanic	12%	5%	10%
<b>Sex and Age</b>			
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

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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

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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

The National Community Survey™

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

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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

## The National Community Survey™

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

## The National Community Survey™

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

## The National Community Survey™

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

## The National Community Survey™

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