

Grand Rapids, MI

The National Community Survey

Report of Results
2024

Report by:



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National Research Center at Polco is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Grand Rapids. A livable community is 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. The survey was developed by the experts from National Research Center at Polco.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement



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The report provides the opinions of a representative sample of 600 residents of the City of Grand Rapids collected from January 31st, 2024 to March 21st, 2024. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2024 survey was 16%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Grand Rapids.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

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 National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five 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. In each tab, Grand Rapids’s 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’s 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’s average rating was more than 20 points different when compared to the benchmark.

Trends over time

Trend data for Grand Rapids represent important comparison data and should be examined for improvements or declines.¹ Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents’ opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than five percentage points between the 2022 and 2024 surveys, the change is statistically significant.

1. In 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

Selecting survey recipients

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 Polco's mailing vendor, 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. Addresses located outside of the City of Grand Rapids boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the three areas. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was randomly selected using the "birthday method". The birthday method selects a person within the household by asking the "person who most recently had a birthday" 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 introduction of the survey.

Conducting the survey

The 4,500 randomly selected households received mailings beginning on January 31st, 2024 and data collection for the survey remained open for seven weeks. The first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. Both mailings included a web link to give residents the opportunity to respond to the survey online, as well as QR codes to further encourage participation. All follow-up mailings asked those who had not completed the survey to do so, and those who had already done so to refrain from completing the survey again.

The survey was available in English and Spanish. All mailings contained paragraphs in both languages instructing participants on how to complete the survey in their preferred language.

About 5% of the 4,500 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 3,785 households that received the invitations to participate, 600 completed the survey, providing an overall response rate of 16%. The response rate was calculated using AAPOR's response rate #2 for mailed surveys of unnamed persons.²

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. The margin of error for the City of Grand Rapids survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (600 completed surveys).

In addition to the randomly selected "probability sample" of households, a link to an online open-participation survey was publicized by the City of Grand Rapids. The open-participation survey was identical to the random sample survey, with two small updates; it asked a question to confirm the respondent was a resident of Grand Rapids and also a question about where they heard about the survey. The open-participation survey was open to all city residents and became available on March 7th, 2024. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open-participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a "key and verify" method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from

original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

The demographics of the survey respondents were compared to those found in the 2020 Census and 2022 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. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.³ The results of the weighting scheme for the probability sample are presented in the following table.

NRC aligns demographic labels with those used by the U.S. Census for reporting purposes, when possible. Some categories (e.g., age, race/Hispanic origin, housing type, and length of residency) are combined into smaller subgroups.

		Unweighted	Weighted	Target ⁴
Age	18-34	20%	43%	43%
	35-54	27%	28%	28%
	55+	53%	29%	29%
Area	Area 1	30%	33%	33%
	Area 2	42%	38%	38%
	Area 3	28%	29%	29%
Hispanic origin	No, not of Hispanic, Latino/a/x, or Spanish origin	94%	87%	87%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	6%	13%	13%
Housing tenure	Own	74%	55%	55%
	Rent	26%	45%	45%
Housing type	Attached	29%	42%	42%
	Detached	71%	58%	58%
Race & Hispanic origin	Not white alone	16%	36%	36%
	White alone, not Hispanic or Latino	84%	64%	64%
Sex	Man	47%	48%	48%
	Woman	53%	52%	52%
Sex/age	Man 18-34	8%	21%	21%
	Man 35-54	14%	14%	14%
	Man 55+	25%	13%	13%

Woman 18-34	11%	22%	22%
Woman 35-54	13%	14%	14%
Woman 55+	28%	16%	16%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. 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/good, very safe/somewhat safe, essential/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 the tab “Complete data”. 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.

Contact

The City of Grand Rapids funded this research. Please contact David Green of the City of Grand Rapids at dgreen@grand-rapids.mi.us if you have any questions about the survey.

Study Limitations

All public opinion research is subject to unmeasured error. While the methodologies employed for this survey were designed to minimize this error as much as possible, these other sources of potential error should be acknowledged. **Non-response error** arises when those who were selected to participate in the survey did not do so, and may have different opinions or experiences than those who did respond. **Coverage error** refers to the possibility that some respondents that should have been included in the surveyed population were not (e.g., for a general resident survey, USPS mailing lists may exclude certain types of housing units, such as multi-family buildings where mail is delivered to a common area rather than to a specific unit (though this is rare), or where mail is received at a PO box instead of the at household's physical location. Finally, **recall bias** occurs when respondents may not perfectly remember their experiences in the past year (such as participation in social or civic events), and **social desirability bias** may cause respondents to answer in ways they think cast their responses in a more favorable light.

Survey Validity

See the Polco Knowledge Base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

2. See AAPOR's Standard Definitions for more information at <https://aapor.org/standards-and-ethics/standard-definitions/>
3. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>
4. Targets come from the 2020 Census and 2022 American Community Survey

Key Findings

Highest-performing areas:

- The local economy remains strong, with many related items exceeding national averages.
- In contrast to nationwide downward trends in affordability markers, Grand Rapids' ratings held steady for affordable housing, affordable quality food, and residents' personal economic outlook.
- Grand Rapids' cultural opportunities received overwhelmingly positive reviews that surpassed both national and custom benchmark comparisons.
- Many aspects pertaining to community inclusivity increased over previous survey results.

Lowest-performing areas:

- Despite some small gains in Grand Rapids' mobility services, survey results indicate room for improvement in street repair, public parking, and alternative transportation.
- While most residents continue to feel safe in the community, crime prevention and law enforcement services remain an opportunity for additional focus.
- Evaluations of K-12 education scored below national averages but remained in line with both prior results and custom benchmarks.
- The availability of affordable quality childcare/preschool received slightly more favorable reviews this year but was still lower than in 2018.

Areas of greatest change since 2022:

Increases

- Attracting people from diverse backgrounds (+16%)
- Affordable high-speed internet access (+15%)
- Openness and acceptance of the community toward people of diverse backgrounds (+13%)
- Street repair (+11%)
- Valuing/respecting residents from diverse backgrounds (+10%)

Decreases

- Ease of travel by public transportation (-10%)
- Bus or transit services (-10%)
- Cost of living (-9%)
- Air quality (-7%)
- Ease of travel by bicycle (-7%)

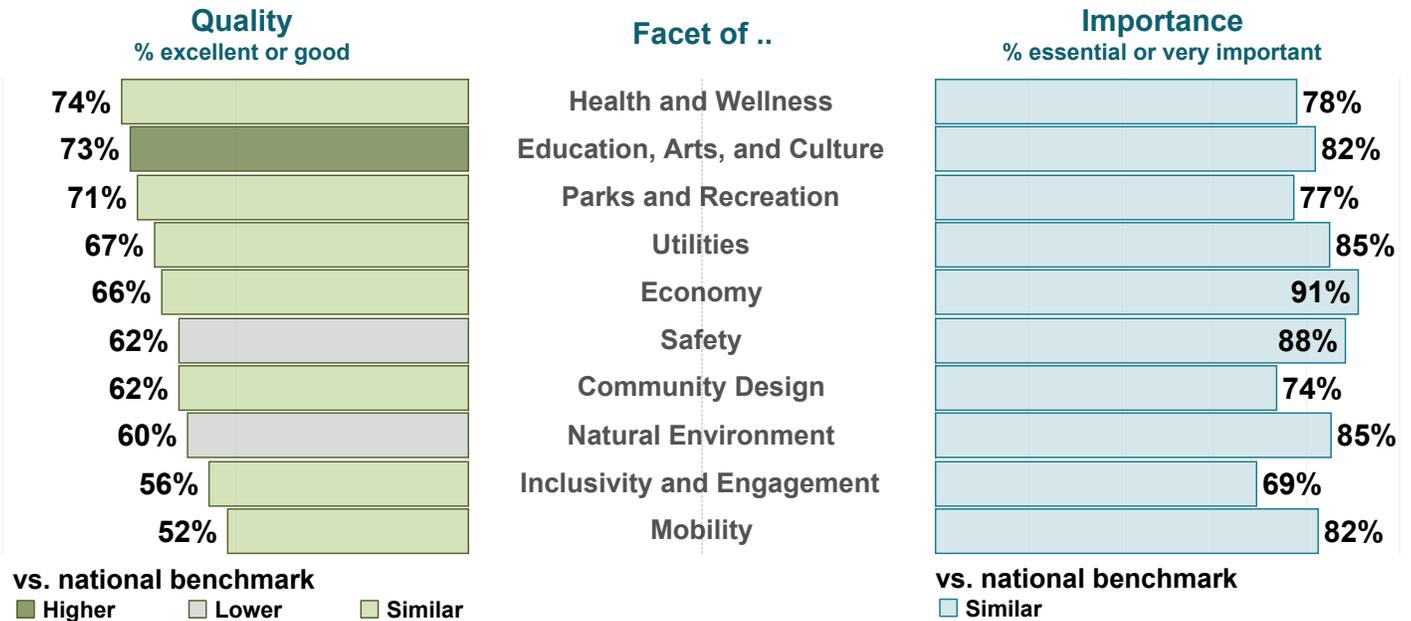
Facets of livability



Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

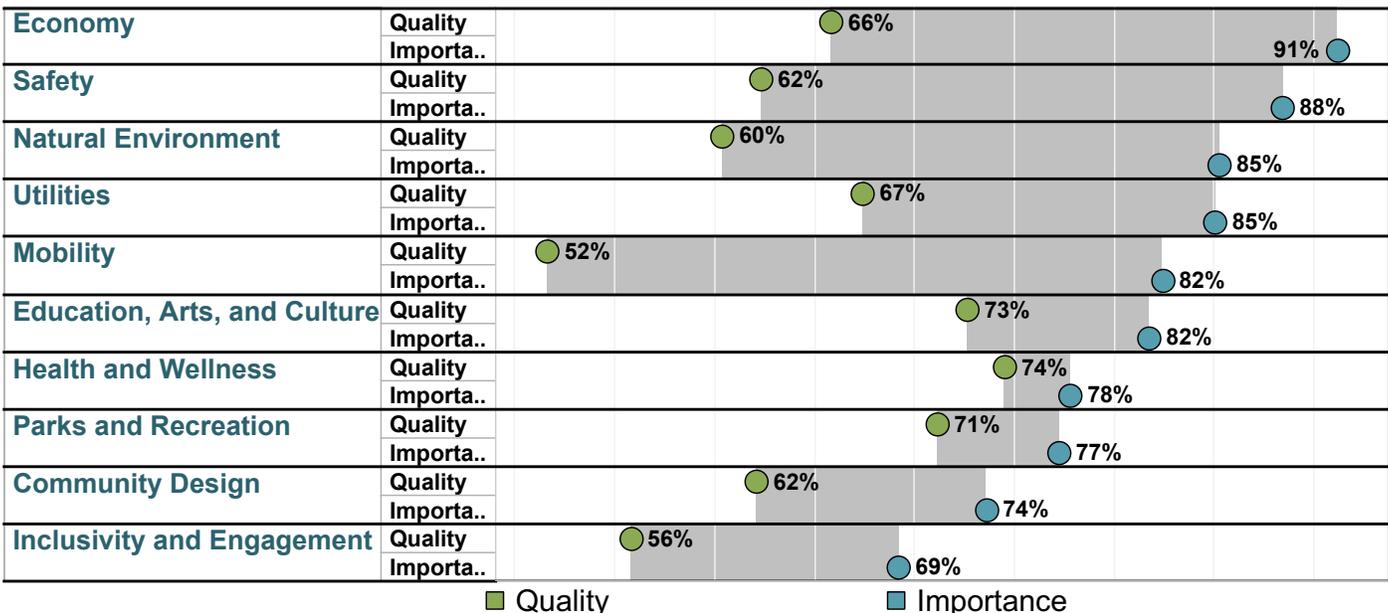
Quality and Importance by the Numbers

The table below shows the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local quality ratings were lower, similar, or higher than communities across the country (the national benchmark).



Quality/Importance Gap Analysis

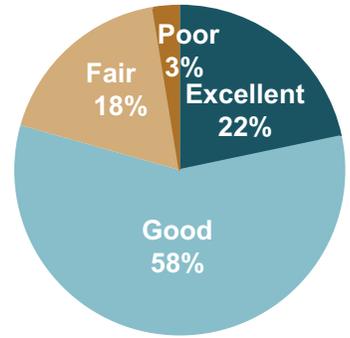
The gap analysis chart below shows the same data as above; however, this chart more clearly illustrates the comparative differences in quality and importance ratings for each facet, as well as the absolute ratings for each.



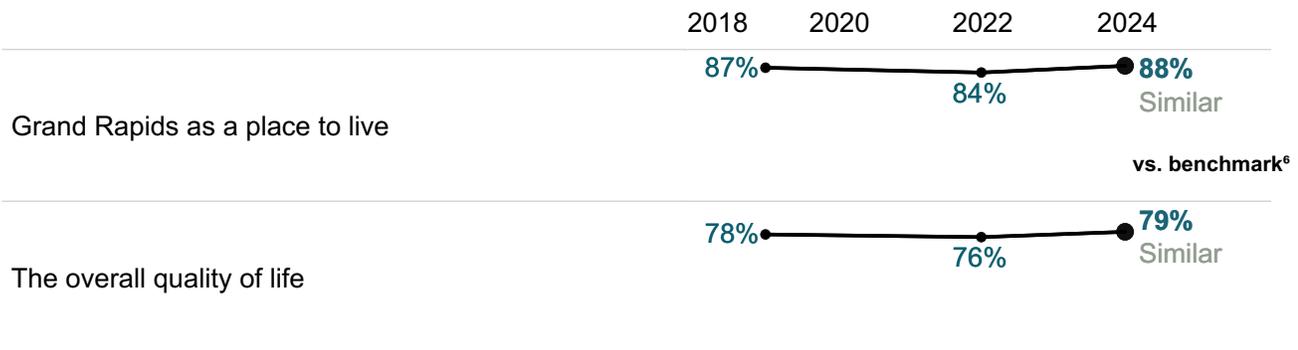
The overall quality of life in Grand Rapids, 2024

Quality of Life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.



Please rate each of the following aspects of quality of life in Grand Rapids. (% excellent or good)



Please indicate how likely or unlikely you are to do each of the following. (% very or somewhat likely)



Please rate each of the following in the Grand Rapids community. (% excellent or good)



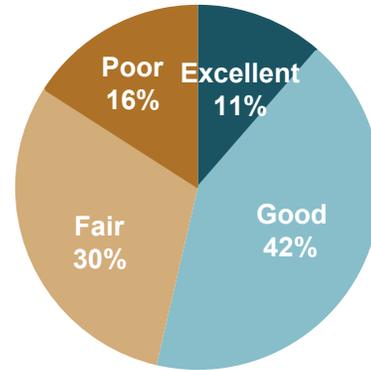
6. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

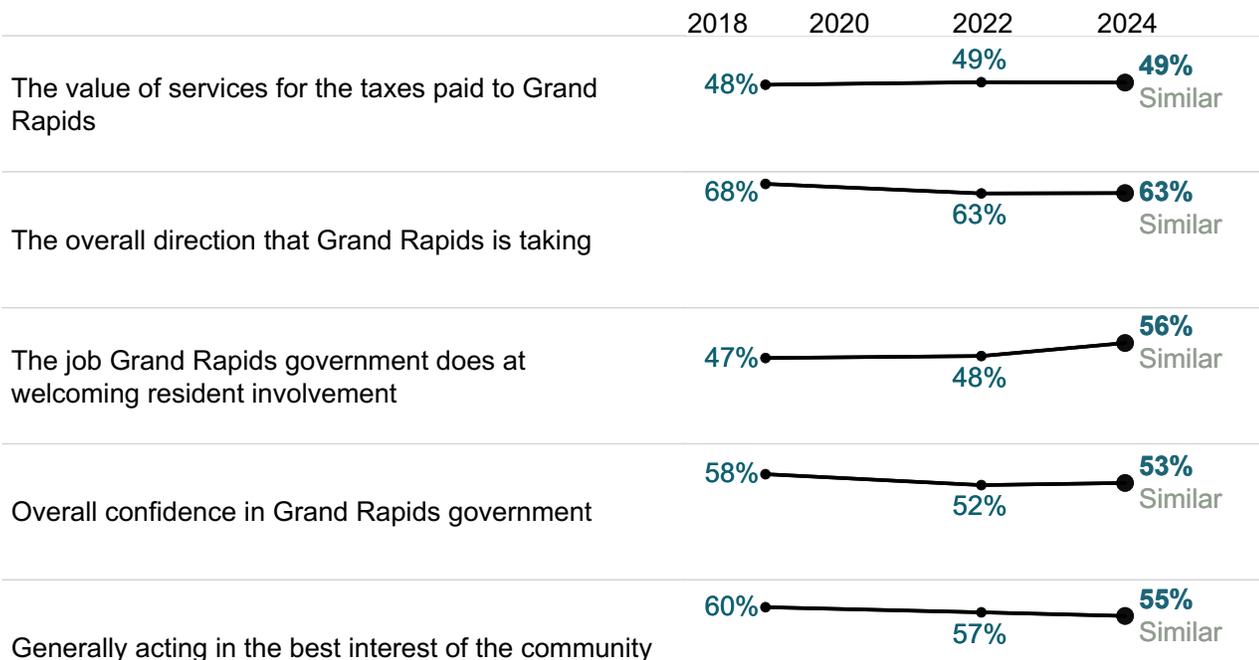
Overall confidence in Grand Rapids government, 2024

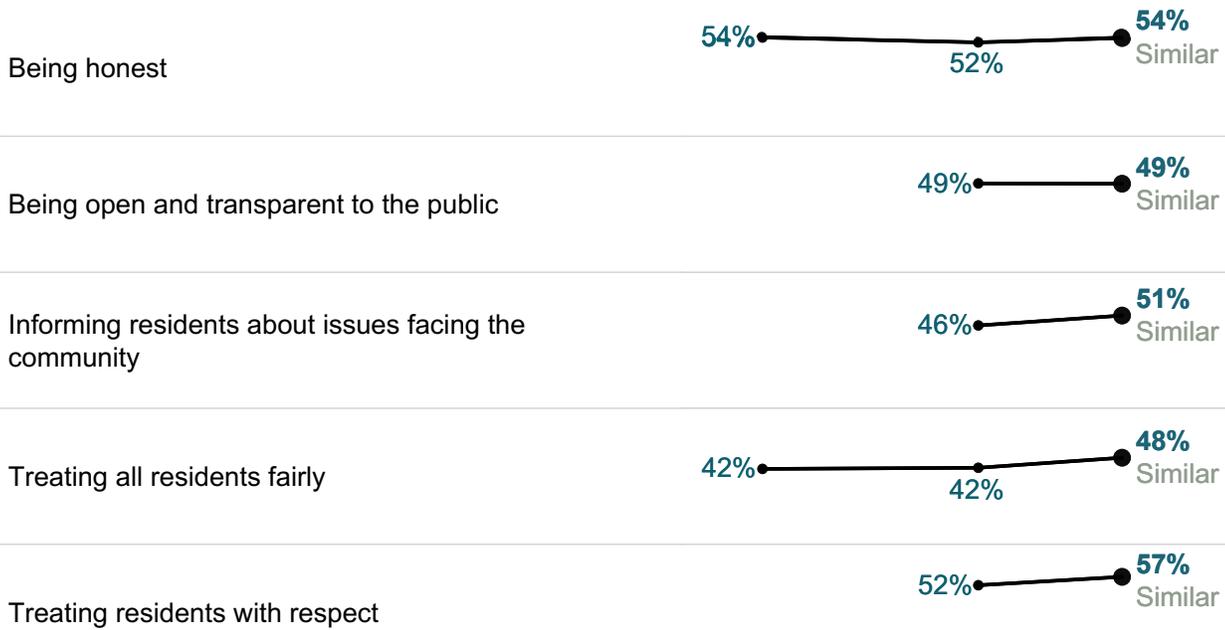


Please rate the quality of each of the following services in Grand Rapids.
(% excellent or good)



Please rate the following categories of Grand Rapids government performance.
(% excellent or good)





**Overall, how would you rate the quality of the services provided by each of the following?
(% excellent or good)**



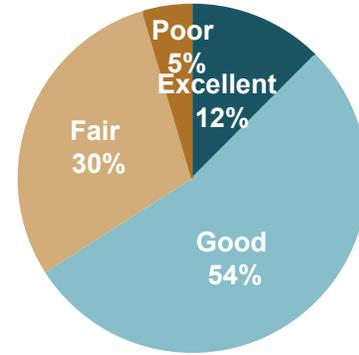
7. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

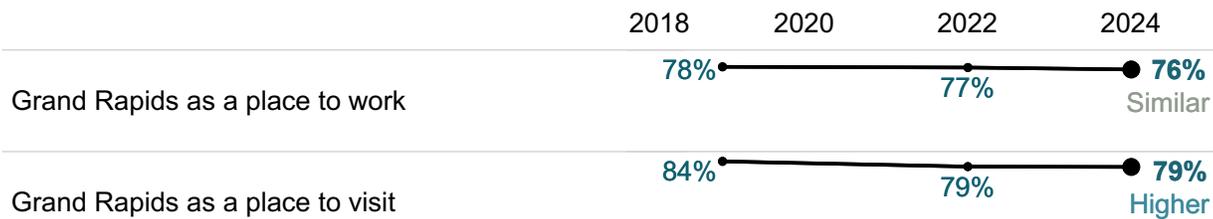
Overall economic health of Grand Rapids, 2024



Please rate each of the following characteristics as they relate to Grand Rapids as a whole. (% excellent or good)



Please rate each of the following aspects of quality of life in Grand Rapids. (% excellent or good)

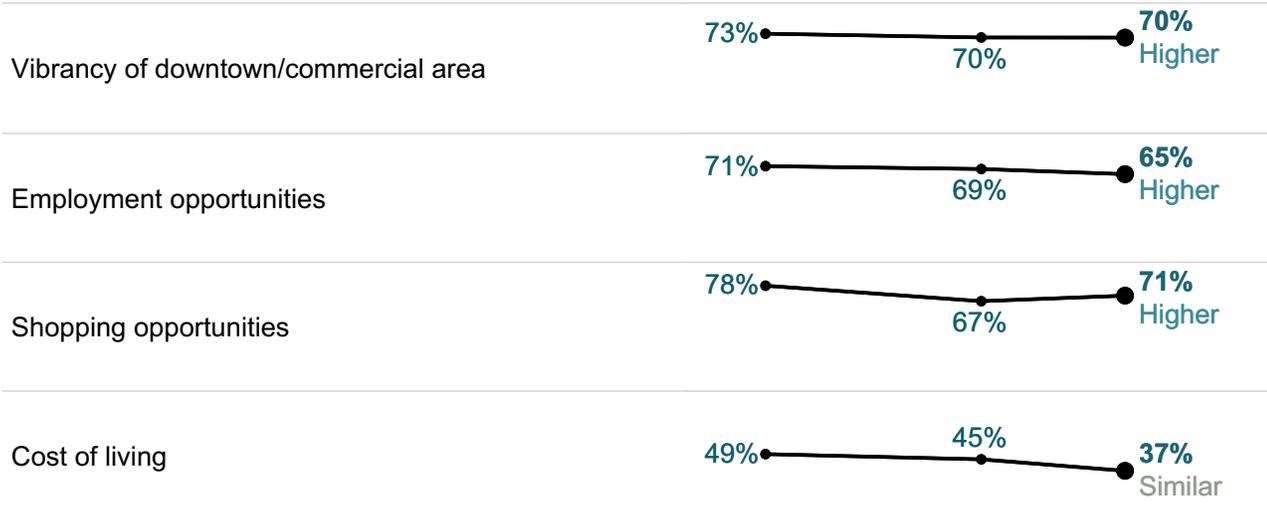


Please rate the quality of each of the following services in Grand Rapids. (% excellent or good)

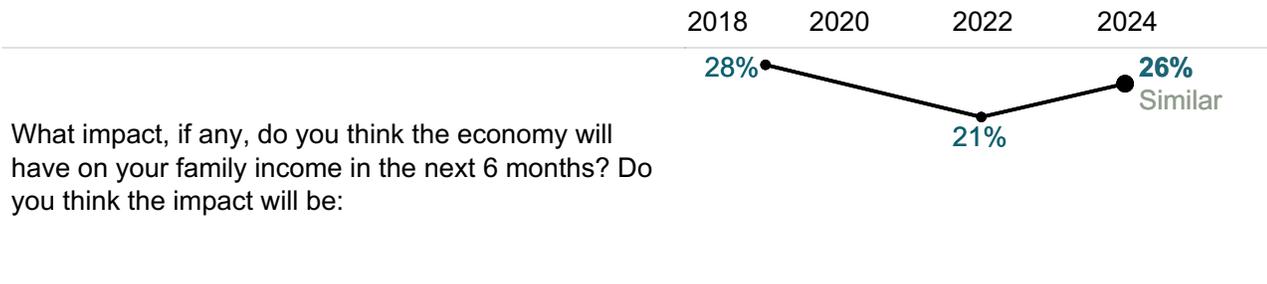


Please rate each of the following in the Grand Rapids community. (% excellent or good)





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 or somewhat positive)

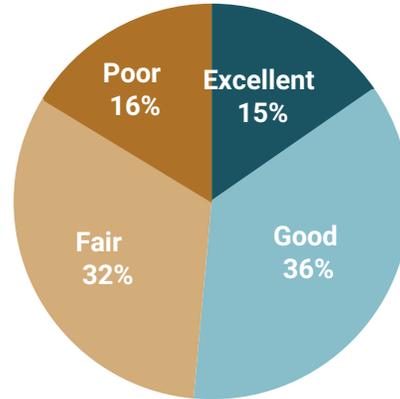


8. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of the transportation system in Grand Rapids, 2024

Mobility

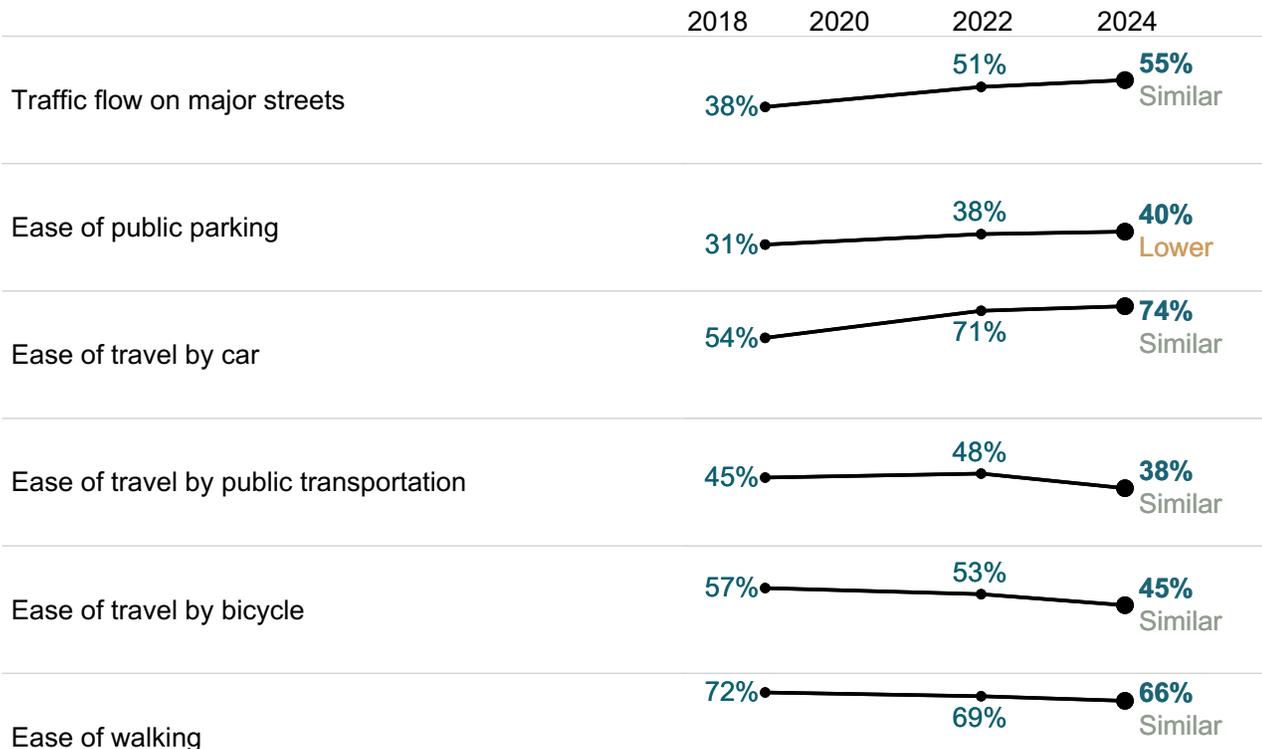
The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.



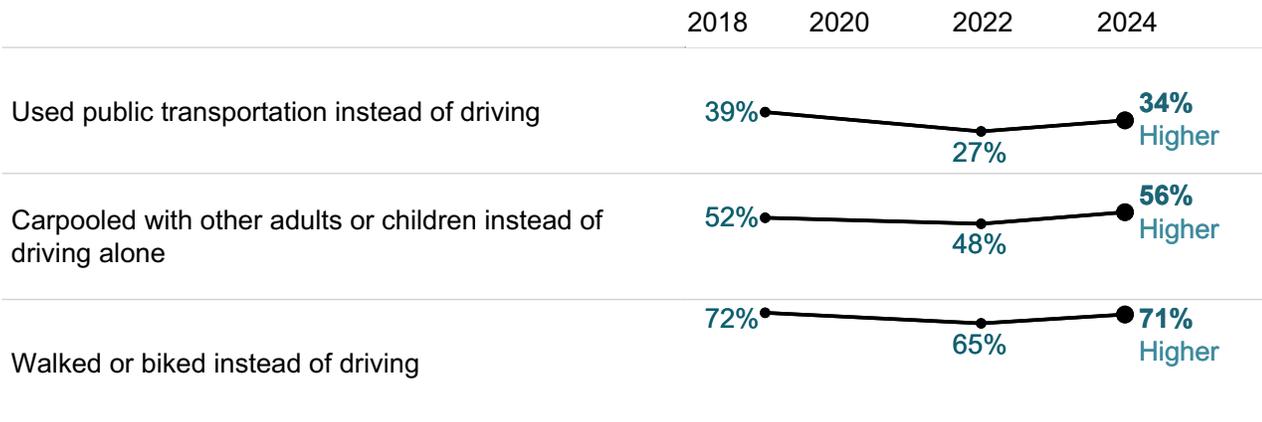
Please rate each of the following characteristics as they relate to Grand Rapids as a whole. (% excellent or good)



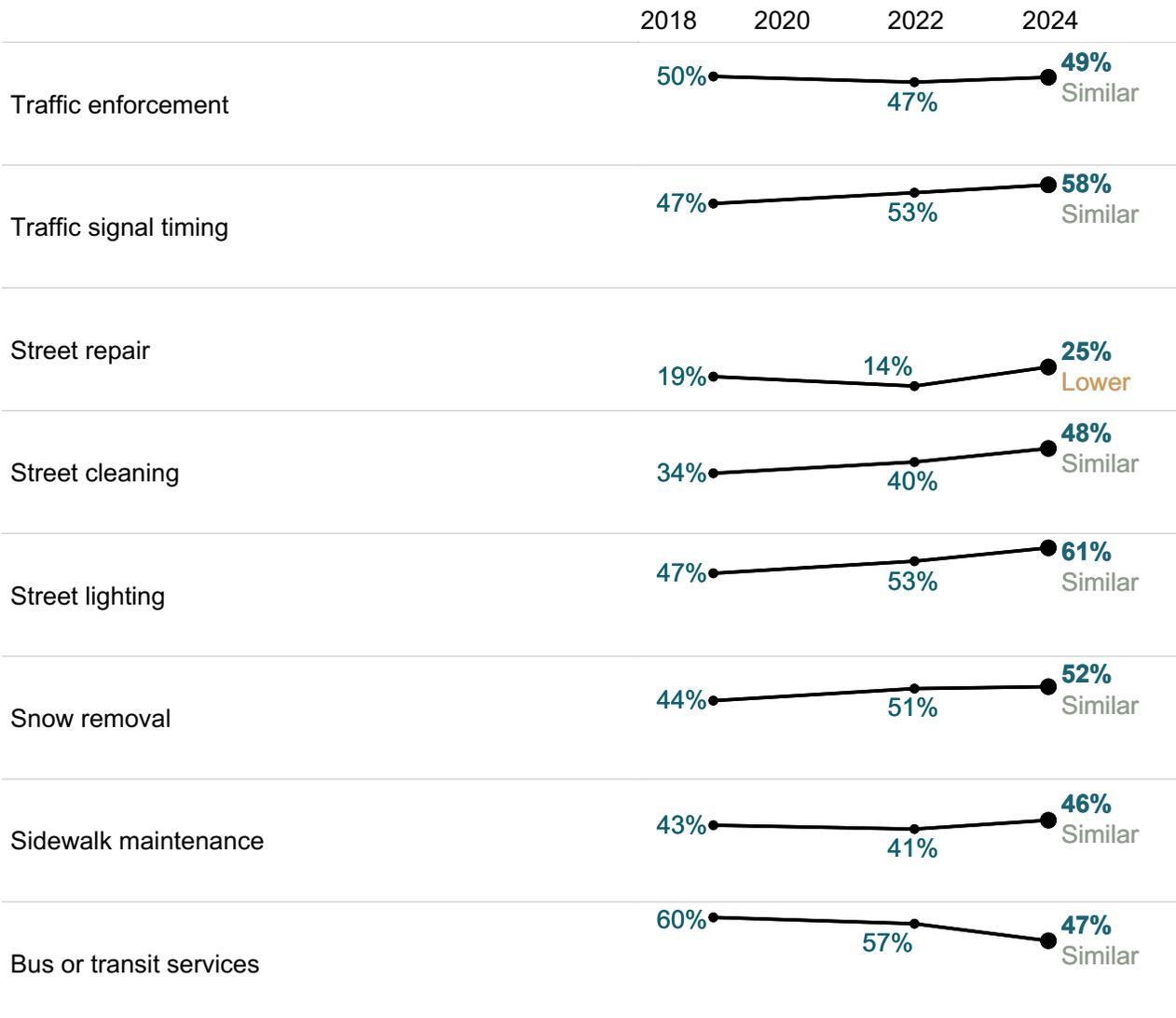
Please also rate each of the following in the Grand Rapids community. (% excellent or good)



Please indicate whether or not you have done each of the following in the last 12 months.
 (% yes)



Please rate the quality of each of the following services in Grand Rapids.
 (% excellent or good)

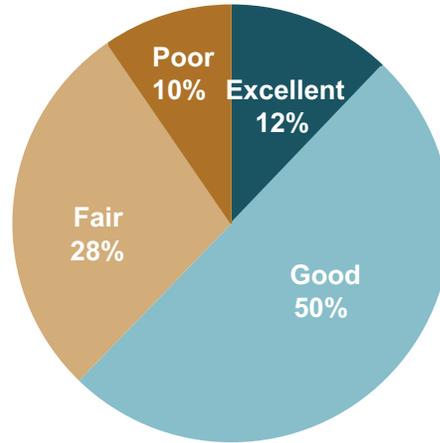


9. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

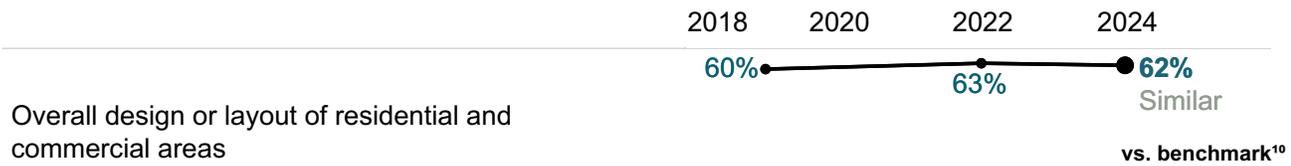
Overall design or layout of Grand Rapids's residential and commercial areas, 2024

Community Design

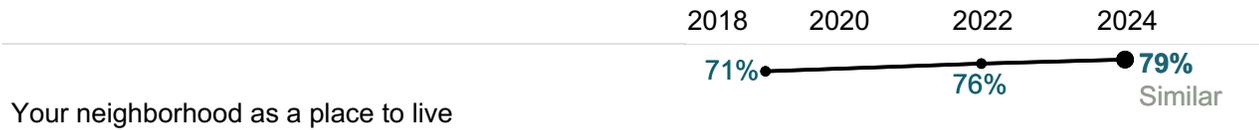
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



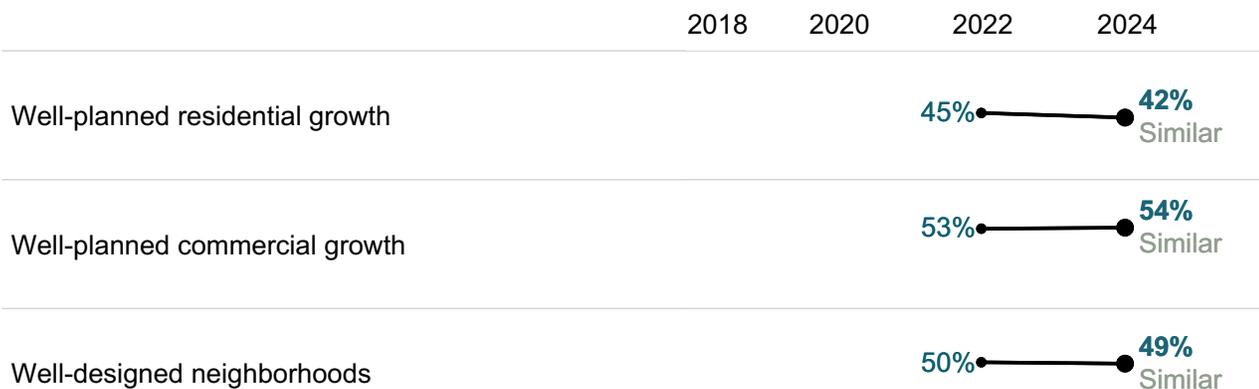
Please rate each of the following characteristics as they relate to Grand Rapids as a whole. (% excellent or good)

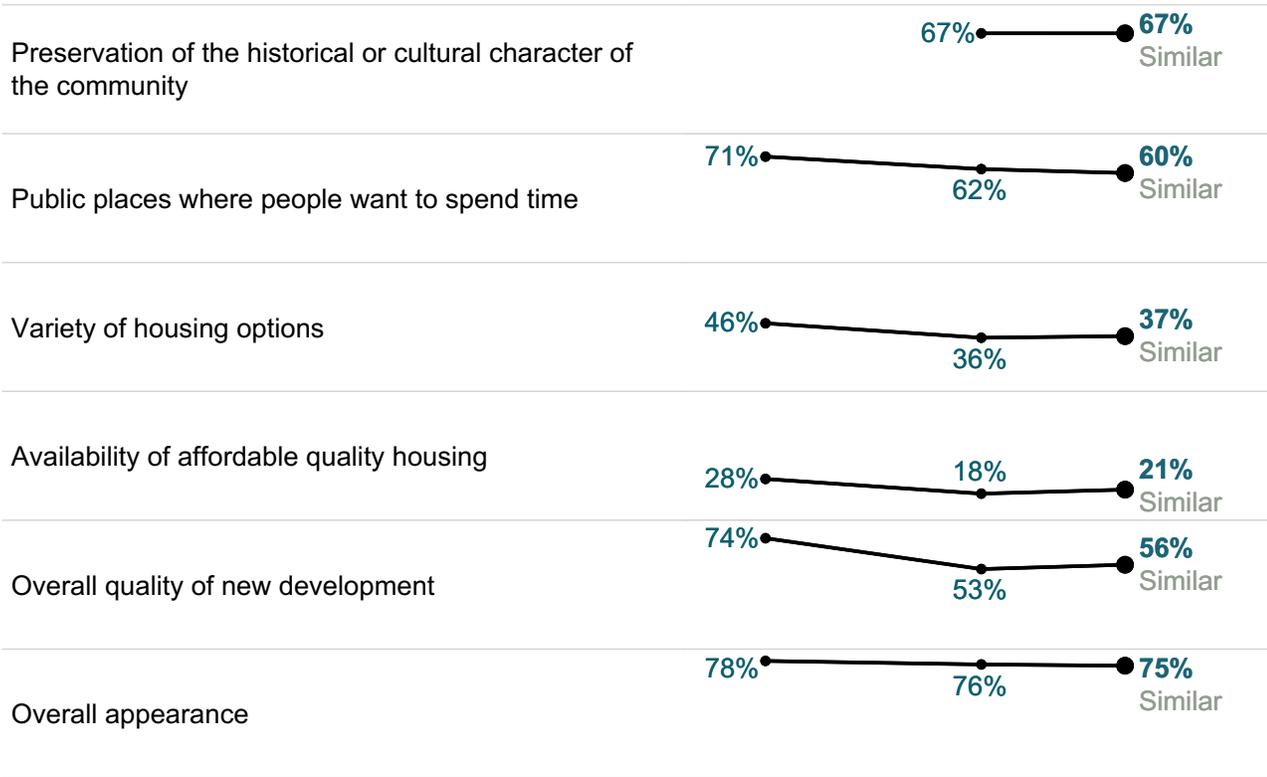


Please rate each of the following aspects of quality of life in Grand Rapids. (% excellent or good)

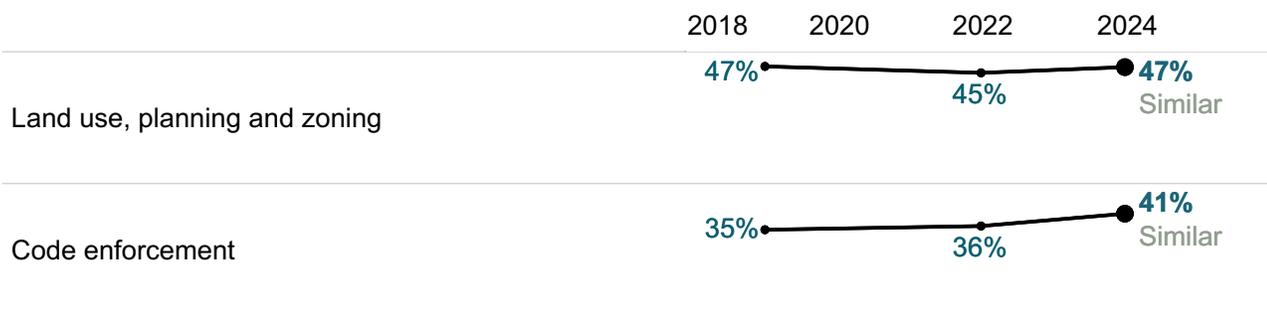


Please also rate each of the following in the Grand Rapids community. (% excellent or good)





**Please rate the quality of each of the following services in Grand Rapids.
(% excellent or good)**

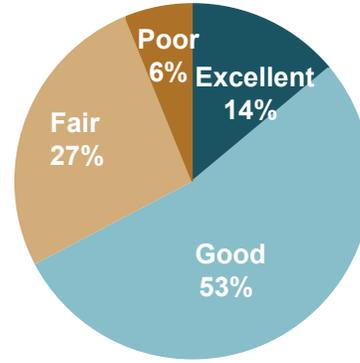


10. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

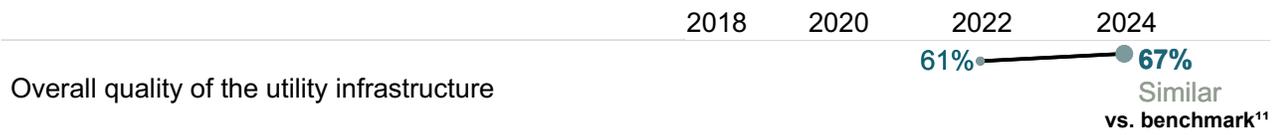
Overall quality of the utility infrastructure in Grand Rapids, 2024

Utilities

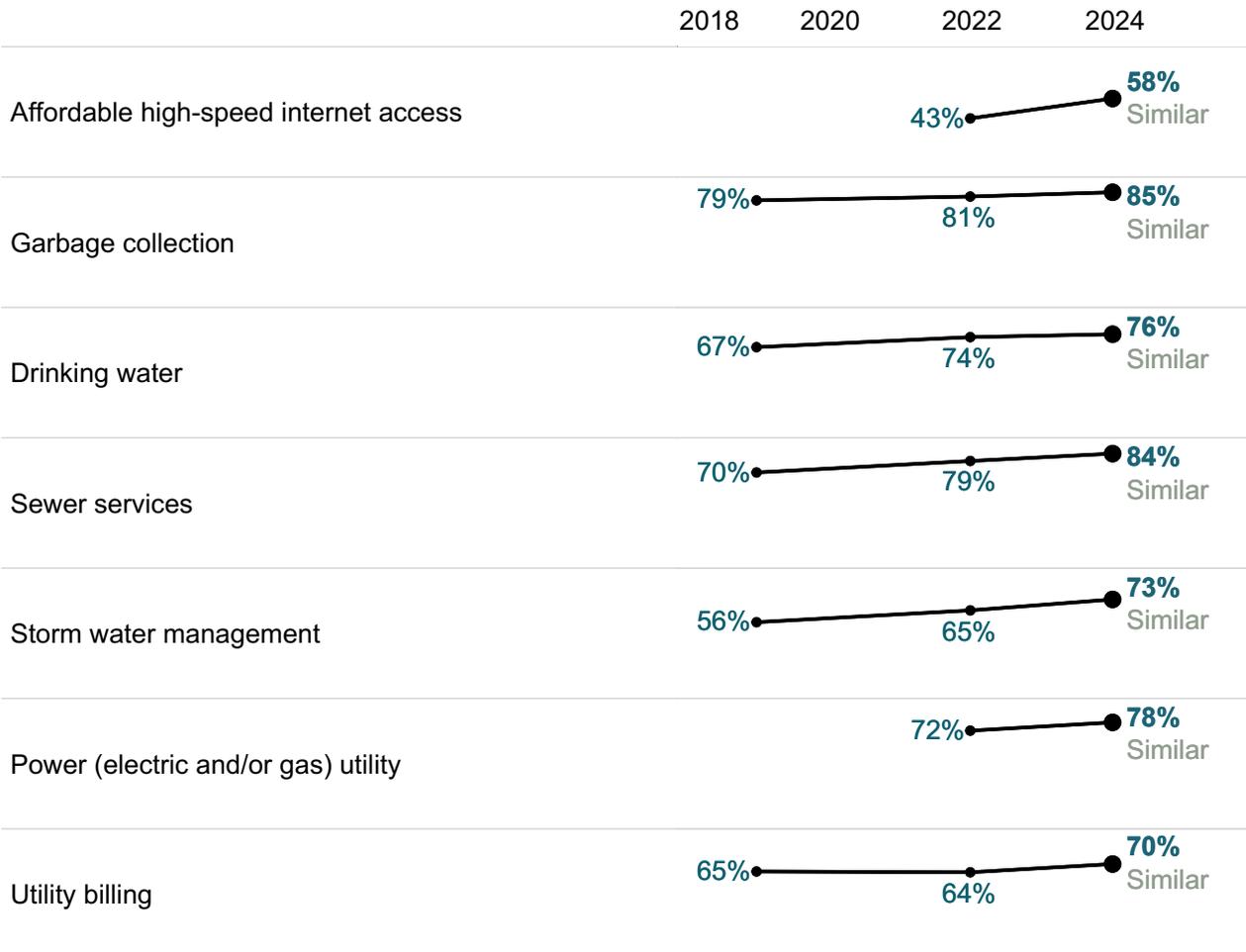
Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.



Please rate each of the following characteristics as they relate to Grand Rapids as a whole. (% excellent or good)



Please rate the quality of each of the following services in Grand Rapids. (% excellent or good)

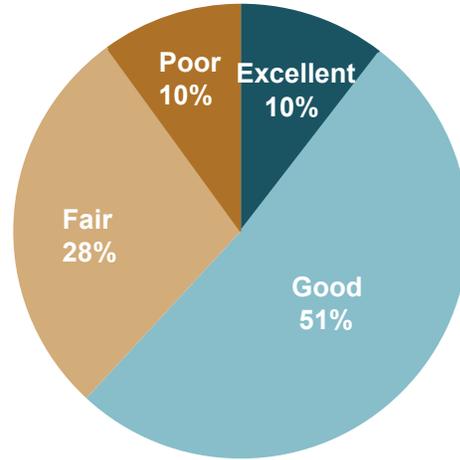


11. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

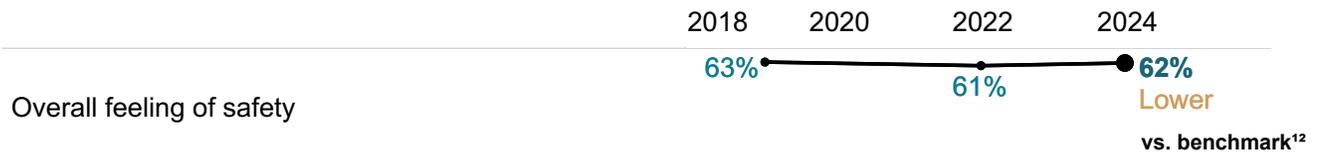
Overall feeling of safety in Grand Rapids, 2024

Safety

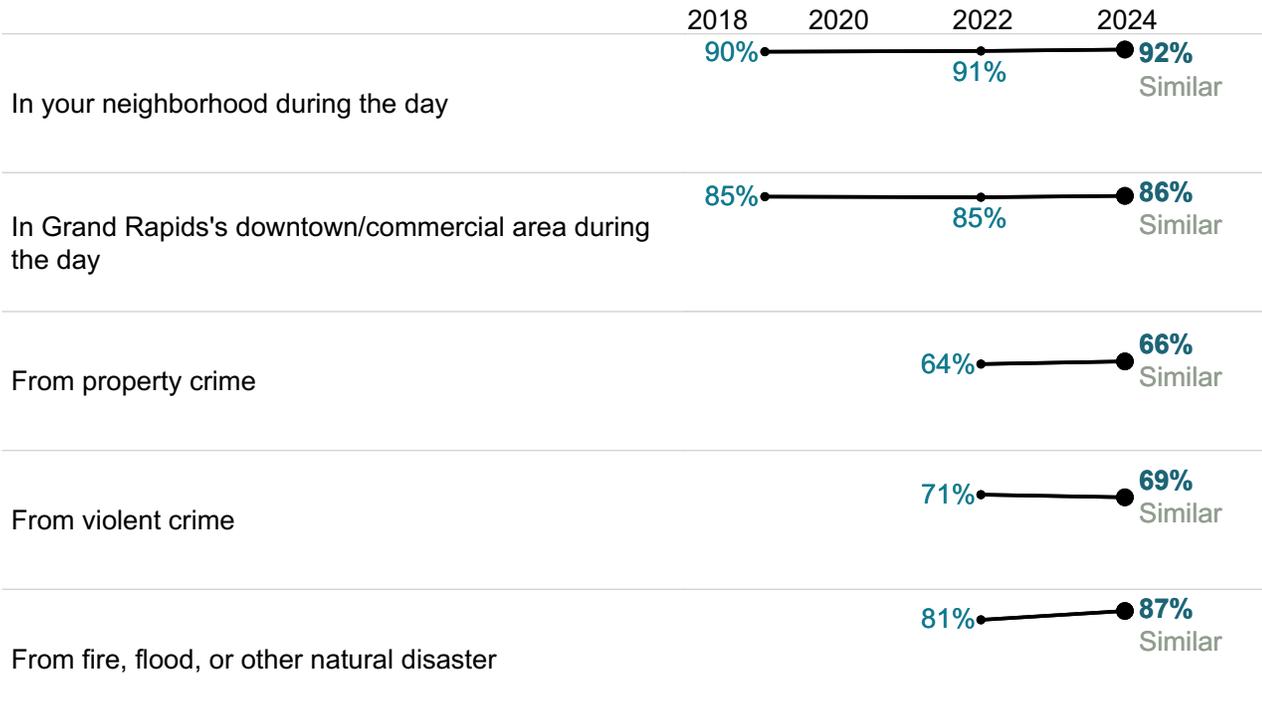
Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.



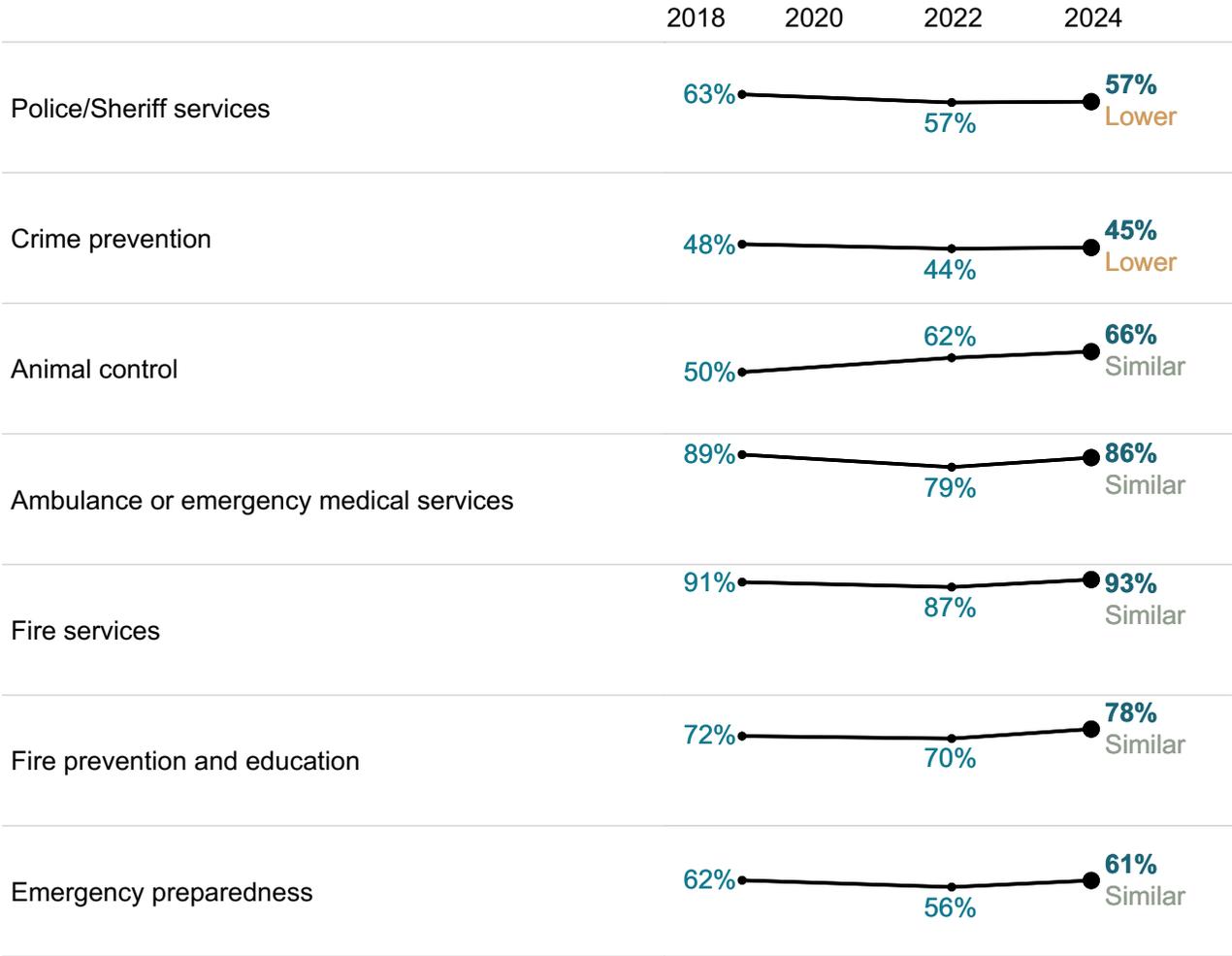
Please rate each of the following characteristics as they relate to Grand Rapids as a whole. (% excellent or good)



Please rate how safe or unsafe you feel: (% very or somewhat safe)



Please rate the quality of each of the following services in Grand Rapids.
 (% excellent or good)

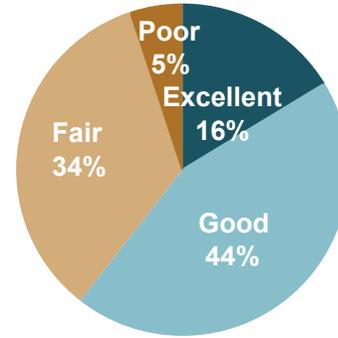


12. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of natural environment in Grand Rapids, 2024

Natural Environment

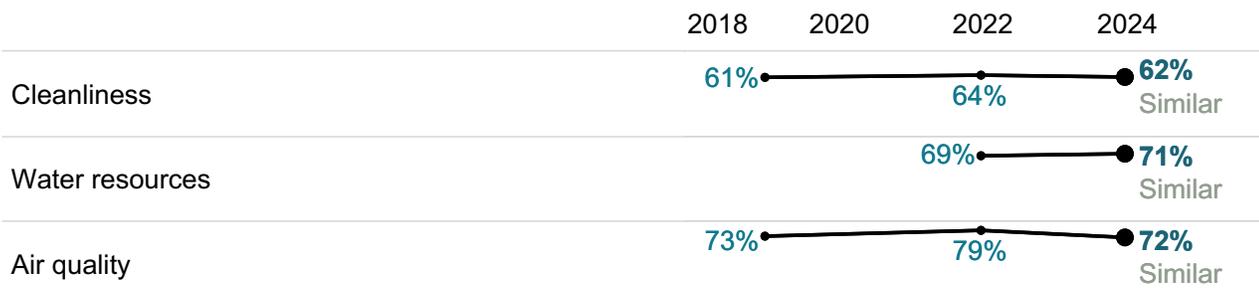
The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



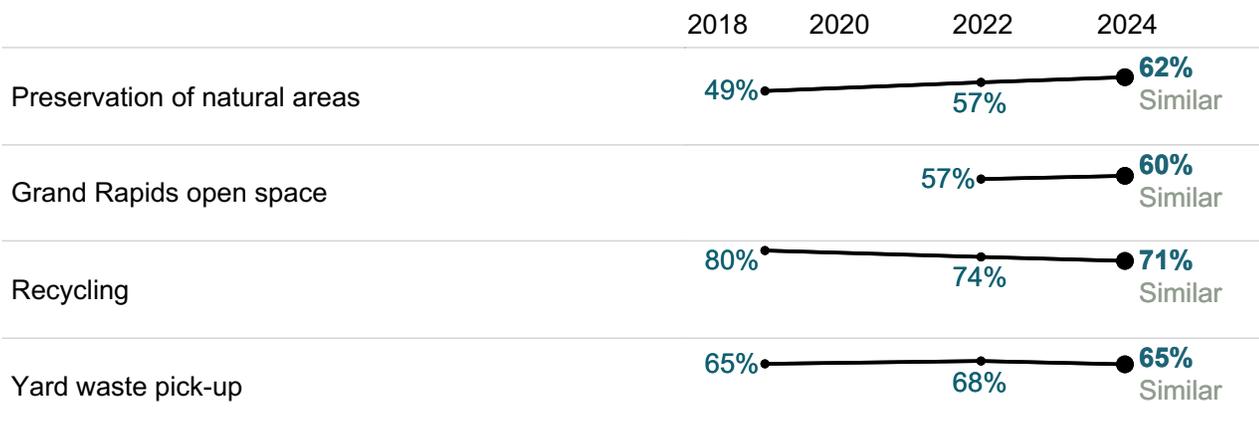
Please rate each of the following characteristics as they relate to Grand Rapids as a whole. (% excellent or good)



Please also rate each of the following in the Grand Rapids community. (% excellent or good)



Please rate the quality of each of the following services in Grand Rapids. (% excellent or good)



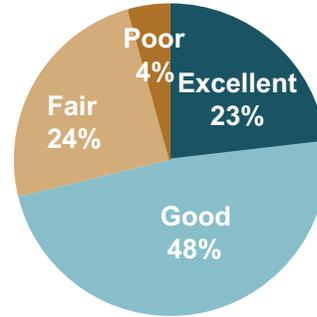
13. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2024

Parks and Recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

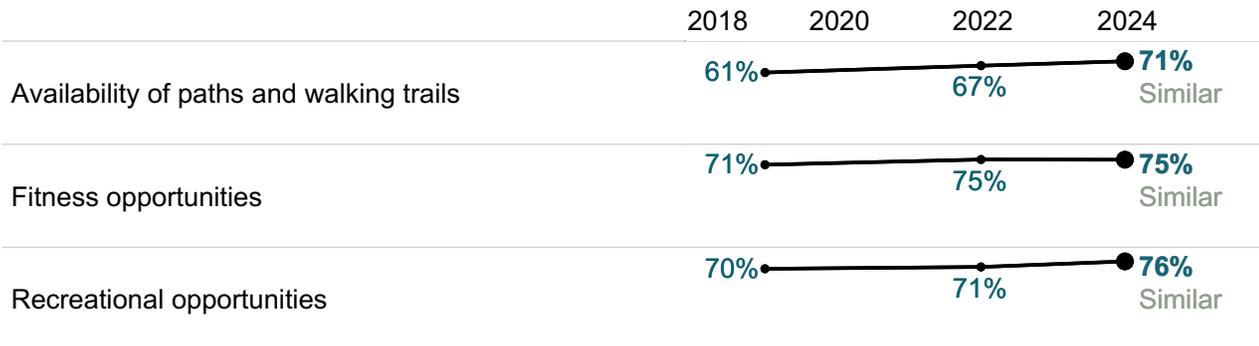
- National Recreation and Park Association



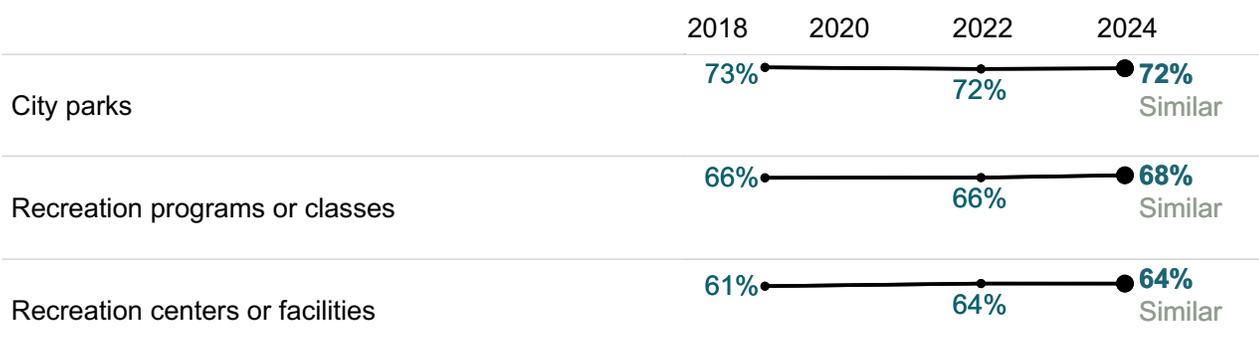
Please rate each of the following characteristics as they relate to Grand Rapids as a whole. (% excellent or good)



Please also rate each of the following in the Grand Rapids community. (% excellent or good)



Please rate the quality of each of the following services in Grand Rapids. (% excellent or good)

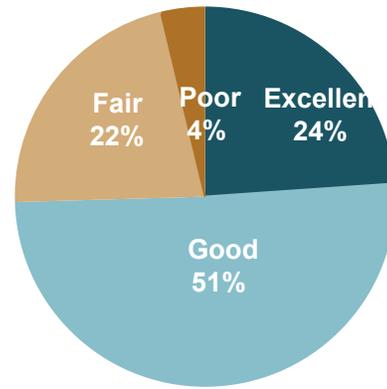


14. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Polco
Health and Wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

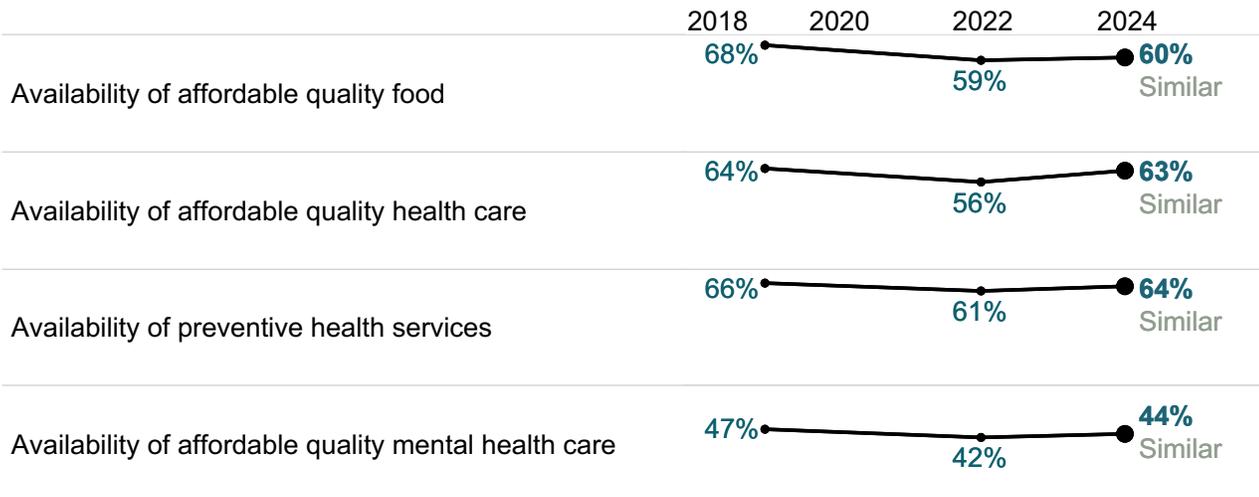
Overall health and wellness opportunities in Grand Rapids, 2024



Please rate each of the following characteristics as they relate to Grand Rapids as a whole.
(% excellent or good)



Please also rate each of the following in the Grand Rapids community.
(% excellent or good)



Please rate the quality of each of the following services in Grand Rapids.
(% excellent or good)



Please rate your overall health.
(% excellent or very good)



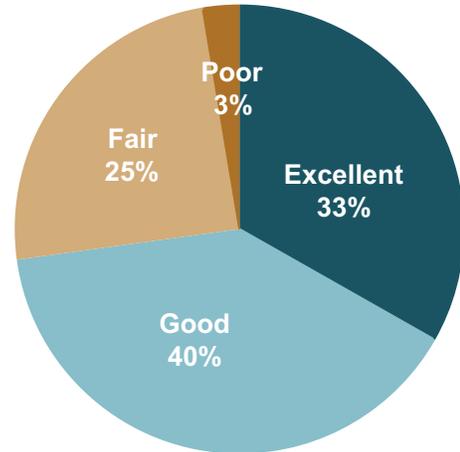
15. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.



Overall opportunities for education, culture and the arts, 2024

Education, Arts, and Culture

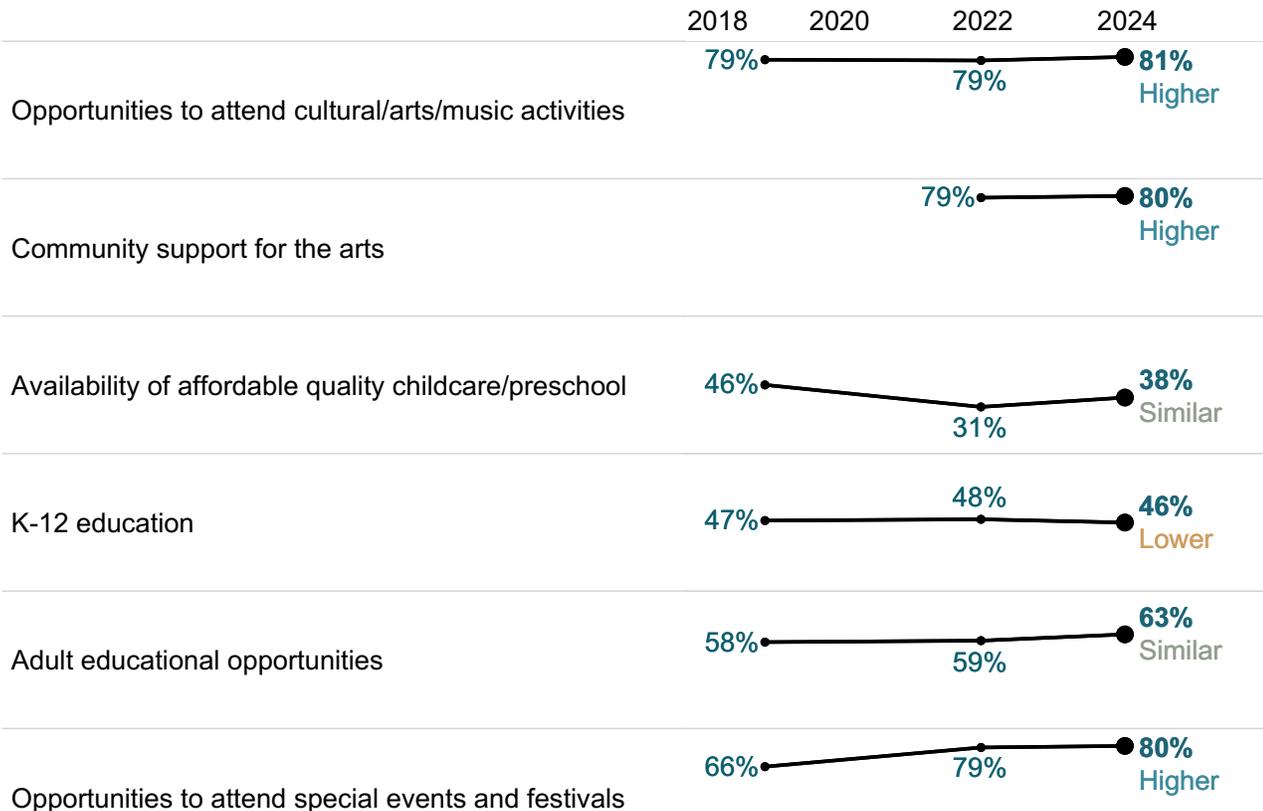
Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.



Please rate each of the following characteristics as they relate to Grand Rapids as a whole. (% excellent or good)



Please also rate each of the following in the Grand Rapids community. (% excellent or good)



Please rate the quality of each of the following services in Grand Rapids.
(% excellent or good)

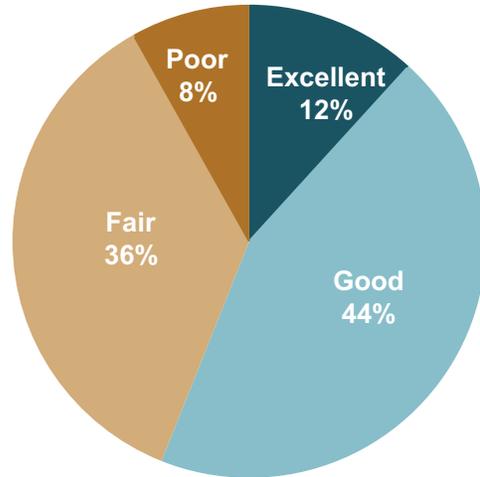


16. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' connection and engagement with their community, 2024

Inclusivity and Engagement

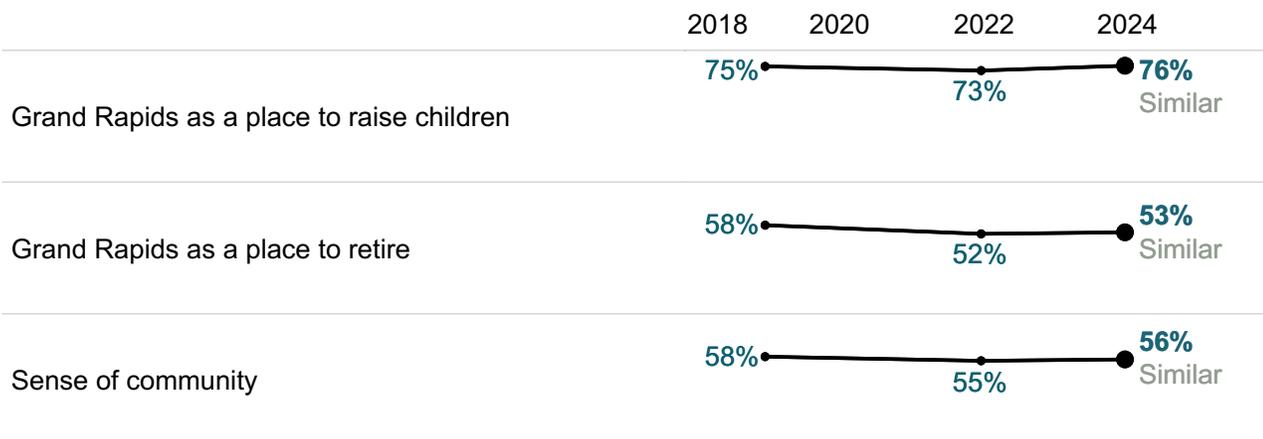
Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



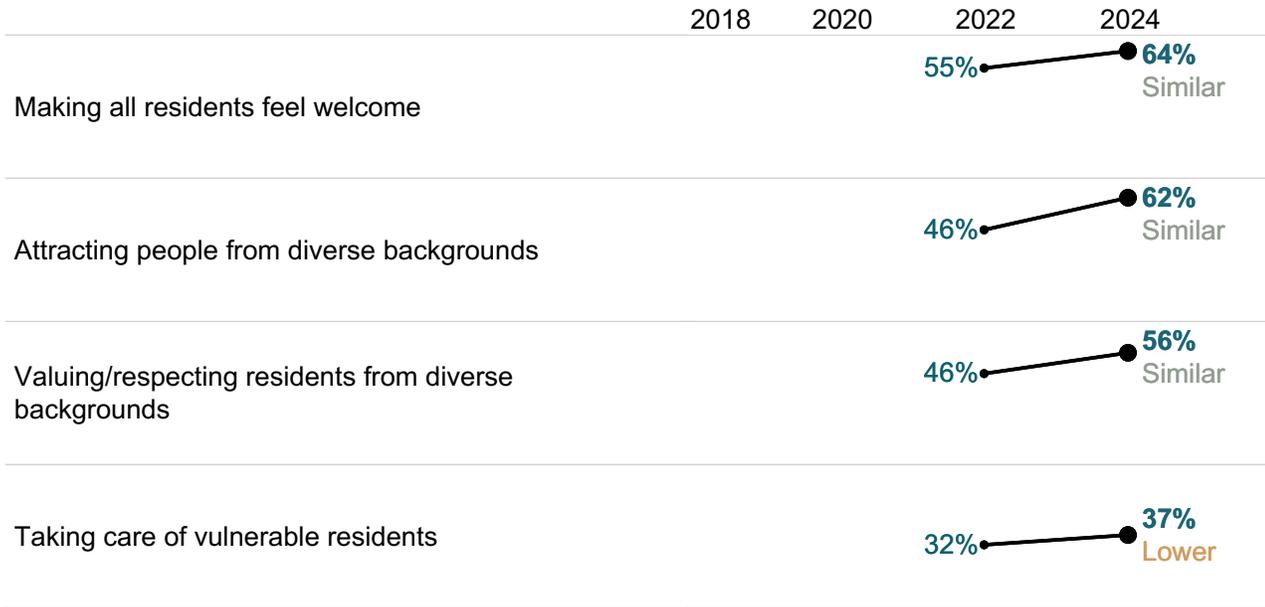
Please rate each of the following characteristics as they relate to Grand Rapids as a whole. (% excellent or good)



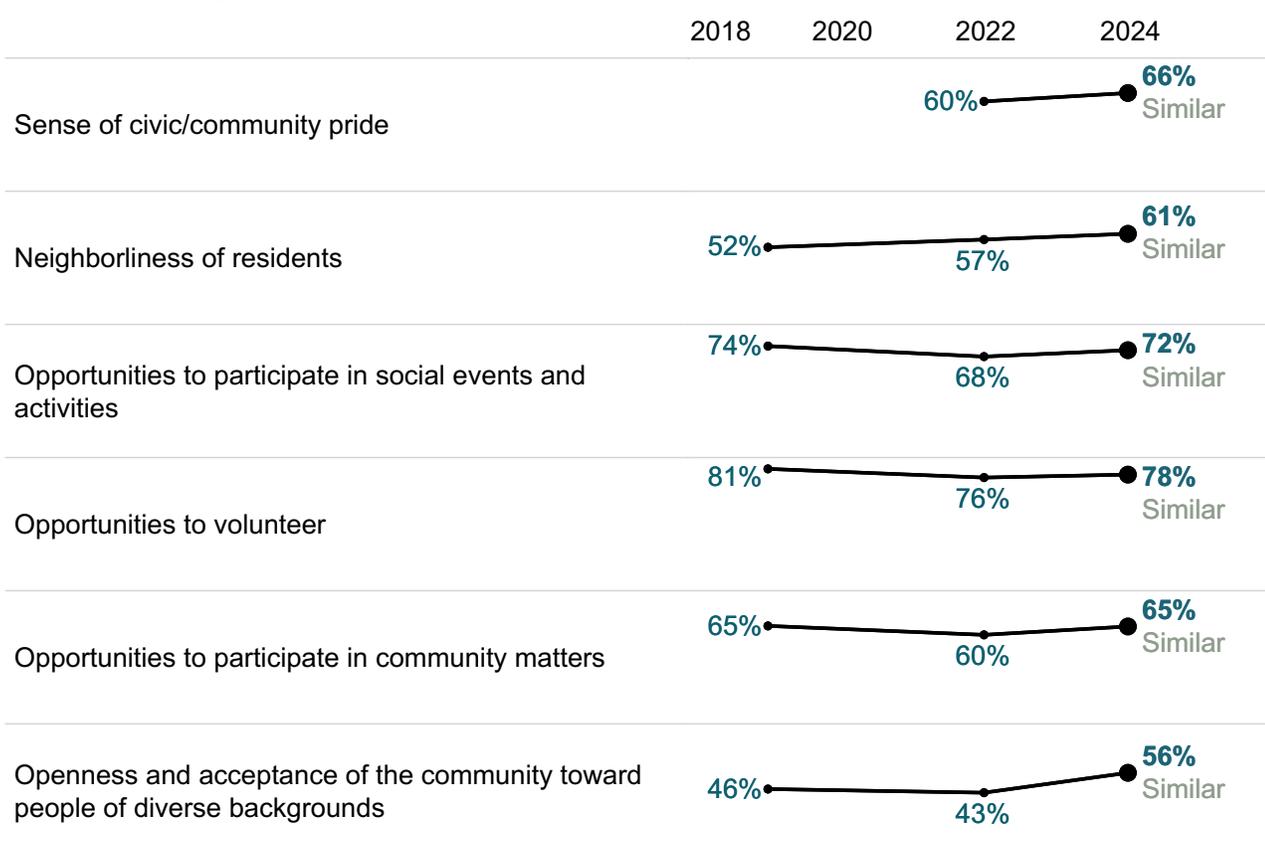
Please rate each of the following aspects of quality of life in Grand Rapids. (% excellent or good)



Please rate the job you feel the Grand Rapids community does at each of the following.
 (% excellent or good)



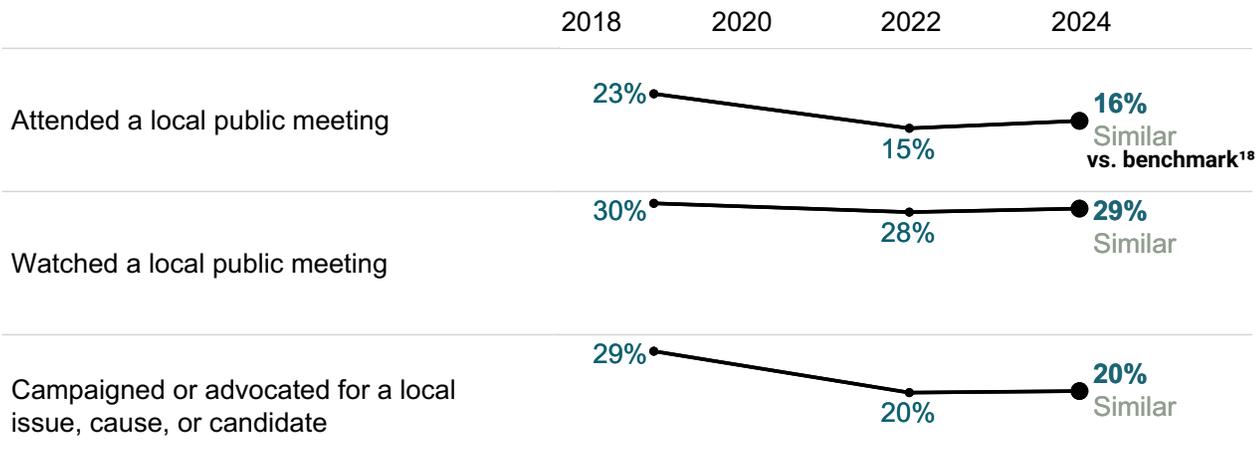
Please also rate each of the following in the Grand Rapids community.
 (% excellent or good)



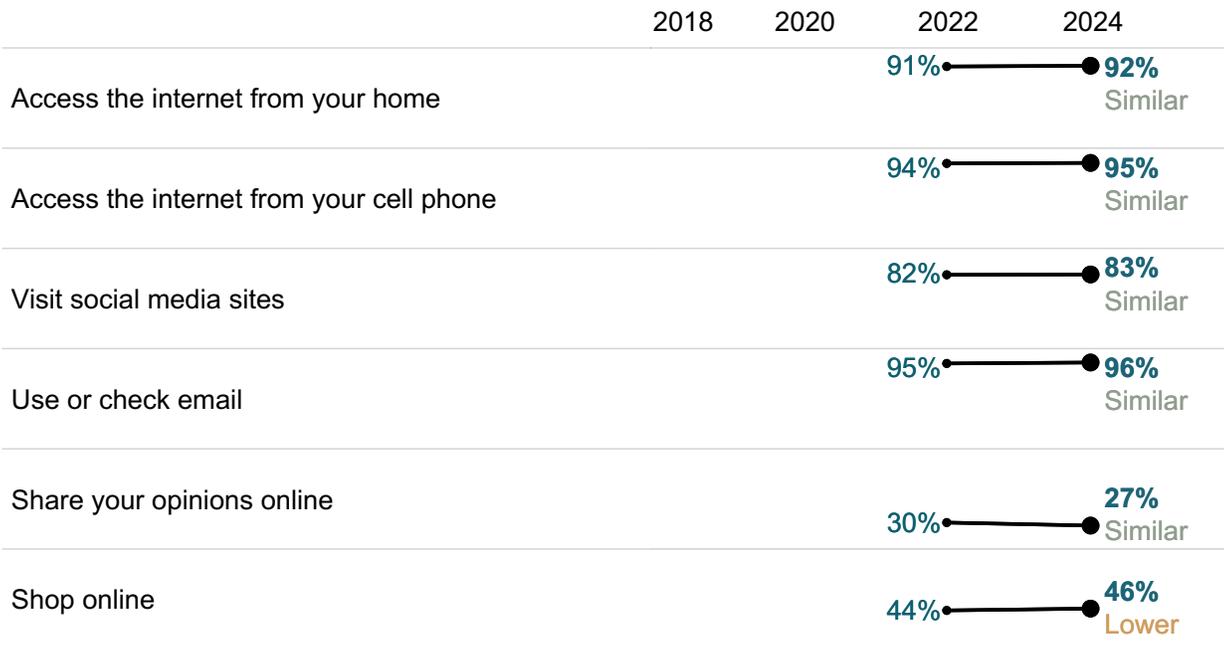
17. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' Participation Levels

Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



In general, how many times do you:
(% a few times a week or more)



18. Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Custom questions

Below are the complete set of responses to each custom question on the survey. By default, “don’t know” responses are excluded, but may be added to the table using the response filter below.

		Include "don't know"	
		No	
	Have you contacted the City of Grand Rapids f..	Yes	35%
		No	65%
Thinking about your most recent interaction, please rate each of the following aspects of the employee with whom you had contact.	Knowledge/compete..	Excellent	34%
		Good	45%
		Fair	11%
		Poor	10%
	Helpfulness	Excellent	37%
		Good	34%
		Fair	17%
		Poor	12%
	Courtesy/respectf..	Excellent	41%
		Good	40%
		Fair	13%
		Poor	6%
Timeliness	Excellent	36%	
	Good	42%	
	Fair	16%	
	Poor	7%	
Professionalism	Excellent	40%	
	Good	43%	
	Fair	10%	
	Poor	7%	
Resolution of concerns	Excellent	35%	

		Good		34%
		Fair		11%
		Poor		21%
Overall quality of service		Excellent		34%
		Good		37%
		Fair		18%
		Poor		10%
Overall impression of staff member		Excellent		37%
		Good		35%
		Fair		19%
		Poor		8%
Have you had an interaction with either the police d..	Yes			26%
	No			74%
Please indicate your level of agreement with the following statement: "In my interaction with the police and/or muni..	Strongly agree			43%
	Somewhat agree			29%
	Somewhat disagree			8%
	Strongly disagree			20%
Please rate how safe or unsafe you feel:	In your neighborhood at night	Very safe		32%
		Somewhat safe		40%
		Neither safe nor unsafe		9%
		Somewhat unsafe		15%
		Very unsafe		5%
In Grand Rapids' downtown/ commercial area at night	Very safe			12%
	Somewhat safe			39%
	Neither safe nor unsafe			15%
	Somewhat unsafe			27%
	Very unsafe			6%

National Benchmark Tables

This table contains the comparisons of Grand Rapids's results to those from other communities. The first column shows the comparison of Grand Rapids's rating to the benchmark. Grand Rapids's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Grand Rapids residents is statistically similar to or different than the benchmark. The second column is Grand Rapids's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Grand Rapids's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Grand Rapids's result -- that is what percent of surveyed communities had a lower rating than Grand Rapids.

			% positive	Rank	Number of communities	Percentile	
Quality of Life	Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to live	Similar	88%	199	382	46
		The overall quality of life	Similar	79%	240	398	37
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Grand Rapids to someone who asks	Similar	90%	112	330	66
		Remain in Grand Rapids for the next five years	Similar	81%	213	328	34
	Please rate each of the following in the Grand Rapids community.	Overall image or reputation	Similar	75%	177	376	51
Governance	Please rate the quality of each of the following services in Grand Rapids.	Public information services	Similar	66%	164	330	50
		Overall customer service by Grand Rapids employees	Similar	69%	287	378	21
	Please rate the following categories of Grand Rapids government performance.	The value of services for the taxes paid to Grand Rapids	Similar	49%	200	383	46
		The overall direction that Grand Rapids is taking	Similar	63%	97	358	72

Governance	Please rate the following categories of Grand Rapids government performance.	The job Grand Rapids government does at welcoming resident involvement	Similar	56%	147	350	58
		Overall confidence in Grand Rapids government	Similar	53%	160	322	50
		Generally acting in the best interest of the community	Similar	55%	152	326	53
		Being honest	Similar	54%	172	317	46
		Being open and transparent to the public	Similar	49%	151	273	45
		Informing residents about issues facing the community	Similar	51%	143	277	48
		Treating all residents fairly	Similar	48%	226	323	30
		Treating residents with respect	Similar	57%	193	270	28
		Overall, how would you rate the quality of the services provided by each of the following?	The City of Grand Rapids	Similar	68%	237	377
The Federal Government	Similar		38%	128	310	58	
Economy	Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to work	Similar	76%	87	376	76
		Grand Rapids as a place to visit	Higher	79%	80	335	76
	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall economic health	Similar	66%	161	329	51

Economy

Please rate each of the following in the Grand Rapids community.

Overall quality of business and service establishments	Similar	84%	63	329	81
Variety of business and service establishments	Higher	75%	36	268	86
Vibrancy of downtown/commercial area	Higher	70%	68	309	78
Employment opportunities	Higher	65%	37	342	89
Shopping opportunities	Higher	71%	66	332	80
Cost of living	Similar	37%	195	319	38

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

Economic development	Similar	64%	78	324	76
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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.

Overall economic health	Similar	91%	100	303	67
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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:	Similar	26%	91	312	71
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Mobility

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

Overall quality of the transportation system	Similar	52%	120	276	56
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Please also rate each of the following in the Grand Rapids community.

Traffic flow on major streets	Similar	55%	146	350	57
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Ease of public parking	Lower	40%	256	309	17
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Ease of travel by car	Similar	74%	148	340	56
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Mobility

<p>Please also rate each of the following in the Grand Rapids community.</p>	Ease of travel by public transportation	Similar	38%	119	312	61
	Ease of travel by bicycle	Similar	45%	193	340	42
	Ease of walking	Similar	66%	147	344	56
<p>Please indicate whether or not you have done each of the following in the last 12 months.</p>	Used public transportation instead of driving	Higher	34%	58	295	80
	Carpooled with other adults or children instead of driving alone	Higher	56%	45	311	85
	Walked or biked instead of driving	Higher	71%	60	313	81
<p>Please rate the quality of each of the following services in Grand Rapids.</p>	Traffic enforcement	Similar	49%	290	371	19
	Traffic signal timing	Similar	58%	113	322	65
	Street repair	Lower	25%	294	363	18
	Street cleaning	Similar	48%	271	333	17
	Street lighting	Similar	61%	194	361	44
	Snow removal	Similar	52%	210	283	24
	Sidewalk maintenance	Similar	46%	239	333	27

Mobility	Please rate the quality of each of the following services in Grand Rapids.	Bus or transit services	Similar	47%	125	301	58
	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.	Overall quality of the transportation system	Similar	82%	37	266	86
Community Design	Please rate each of the following aspects of quality of life in Grand Rapids.	Your neighborhood as a place to live	Similar	79%	245	336	26
	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall design or layout of residential and commercial areas	Similar	62%	152	320	52
	Please also rate each of the following in the Grand Rapids community.	Well-planned residential growth	Similar	42%	155	270	42
		Well-planned commercial growth	Similar	54%	69	269	74
		Well-designed neighborhoods	Similar	49%	169	270	37
		Preservation of the historical or cultural character of the community	Similar	67%	92	266	65
		Public places where people want to spend time	Similar	60%	166	314	47
		Variety of housing options	Similar	37%	231	327	29
		Availability of affordable quality housing	Similar	21%	242	349	30
		Overall quality of new development	Similar	56%	126	338	62
Overall appearance	Similar	75%	182	352	47		

Community Design	Please rate the quality of each of the following services in Grand Rapids.	Land use, planning and zoning	Similar	47%	131	333	60
		Code enforcement	Similar	41%	180	363	48
	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.	Overall design or layout of residential and commercial areas	Similar	74%	212	303	30
Utilities	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of the utility infrastructure	Similar	67%	135	267	49
		Please rate the quality of each of the following services in Grand Rapids.	Affordable high-speed internet access	Similar	58%	105	265
	Garbage collection		Similar	85%	142	343	58
	Drinking water		Similar	76%	140	332	57
	Sewer services		Similar	84%	128	329	61
	Storm water management		Similar	73%	163	343	51
	Power (electric and/or gas) utility		Similar	78%	156	289	46
	Utility billing		Similar	70%	147	308	52
	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.	Overall quality of the utility infrastructure	Similar	85%	188	266	29
Safety	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall feeling of safety	Lower	62%	291	368	19

Safety

Please rate how safe or unsafe you feel:

In your neighborhood during the day	Similar	92%	226	347	34
In Grand Rapids's downtown/commercial area during the day	Similar	86%	237	335	29
From property crime	Similar	66%	207	278	25
From violent crime	Similar	69%	218	278	21
From fire, flood, or other natural disaster	Similar	87%	86	268	68

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

Police/Sheriff services	Lower	57%	359	395	6
Crime prevention	Lower	45%	311	372	13
Animal control	Similar	66%	200	344	40
Ambulance or emergency medical services	Similar	86%	227	341	31
Fire services	Similar	93%	185	360	47
Fire prevention and education	Similar	78%	176	329	46
Emergency preparedness	Similar	61%	225	329	30

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.

Overall feeling of safety	Similar	88%	169	303	44
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Parks and Recreation	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of parks and recreation opportunities	Similar	71%	189	273	31
	Please also rate each of the following in the Grand Rapids community.	Availability of paths and walking trails	Similar	71%	179	344	47
		Fitness opportunities	Similar	75%	138	316	56
		Recreational opportunities	Similar	76%	120	334	64
Please rate the quality of each of the following services in Grand Rapids.	City parks	Similar	72%	248	340	27	
	Recreation programs or classes	Similar	68%	187	337	43	
	Recreation centers or facilities	Similar	64%	193	324	40	
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.	Overall quality of parks and recreation opportunities	Similar	77%	208	267	22	
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to raise children	Similar	76%	240	386	35
		Grand Rapids as a place to retire	Similar	53%	269	381	27
		Sense of community	Similar	56%	235	347	31
	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Residents' connection and engagement with their community	Similar	56%	133	270	50
Please rate the job you feel the Grand Rapids community does at each of the following.	Making all residents feel welcome	Similar	64%	189	272	30	

Inclusivity and Engagement	Please rate the job you feel the Grand Rapids community does at each of the following.	Attracting people from diverse backgrounds	Similar	62%	110	269	59	
		Valuing/respecting residents from diverse backgrounds	Similar	56%	197	270	27	
		Taking care of vulnerable residents	Lower	37%	230	266	13	
	Please also rate each of the following in the Grand Rapids community.	Sense of civic/community pride	Similar	66%	131	266	51	
		Neighborliness of residents	Similar	61%	189	315	40	
		Opportunities to participate in social events and activities	Similar	72%	72	325	78	
		Opportunities to volunteer	Similar	78%	58	320	82	
		Opportunities to participate in community matters	Similar	65%	113	320	65	
		Openness and acceptance of the community toward people of diverse backgrounds	Similar	56%	191	338	43	
		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.	Residents' connection and engagement with their community	Similar	69%	102	303	66
Education, Arts, and Culture	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall opportunities for education, culture, and the arts	Higher	73%	66	325	80	
		Please also rate each of the following in the Grand Rapids community.	Opportunities to attend cultural/arts/music activities	Higher	81%	15	330	95
		Community support for the arts	Higher	80%	21	266	92	

Education, Arts, and Culture	Please also rate each of the following in the Grand Rapids community.	Availability of affordable quality childcare/preschool	Similar	38%	202	322	37	
		K-12 education	Lower	46%	275	326	15	
		Adult educational opportunities	Similar	63%	110	316	65	
		Opportunities to attend special events and festivals	Higher	80%	35	320	89	
	Please rate the quality of each of the following services in Grand Rapids.	Public library services	Similar	89%	138	339	59	
		Overall opportunities for education, culture, and the arts	Similar	82%	36	303	88	
	Health and Wellness	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall health and wellness opportunities	Similar	74%	142	322	56
		Please also rate each of the following in the Grand Rapids community.	Availability of affordable quality food	Similar	60%	147	314	53
			Availability of affordable quality health care	Similar	63%	123	321	61
			Availability of preventive health services	Similar	64%	104	309	66
Availability of affordable quality mental health care			Similar	44%	119	313	62	
Please rate the quality of each of the following services in Grand Rapids.		Health services	Similar	76%	98	306	68	
		Overall health and wellness opportunities	Similar	78%	131	303	56	
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.	Overall health and wellness opportunities	Similar	78%	131	303	56		

Health and Wellness		Please rate your overall health.	Similar	66%	212	309	31
Natural Environment	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of natural environment	Lower	60%	273	329	17
		Please also rate each of the following in the Grand Rapids community.	Cleanliness	Similar	62%	244	343
		Water resources	Similar	71%	85	251	66
		Air quality	Similar	72%	236	316	25
	Please rate the quality of each of the following services in Grand Rapids.	Preservation of natural areas	Similar	62%	175	315	44
		Grand Rapids open space	Similar	60%	206	312	34
		Recycling	Similar	71%	165	347	51
Yard waste pick-up		Similar	65%	211	310	31	
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.	Overall quality of natural environment	Similar	85%	116	303	61	
Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Grand Rapids for help or information	Similar	55%	65	342	81
		Contacted Grand Rapids elected officials to express your opinion	Similar	17%	117	313	62
		Attended a local public meeting	Similar	16%	204	316	35

Participation	Please indicate whether or not you have done each of the following in the last 12 months.					
	Watched a local public meeting	Similar	29%	82	306	73
	Volunteered your time to some group/activity	Similar	42%	66	319	79
	Campaigned or advocated for a local issue, cause, or candidate	Similar	20%	104	309	66
	Voted in your most recent local election	Similar	70%	184	266	31
In general, how many times do you:	Access the internet from your home	Similar	92%	196	265	26
	Access the internet from your cell phone	Similar	95%	98	267	63
	Visit social media sites	Similar	83%	53	267	80
	Use or check email	Similar	96%	175	268	35
	Share your opinions online	Similar	27%	148	266	44
	Shop online	Lower	46%	236	265	11

Custom Benchmark Tables

This table contains the comparisons of Grand Rapids's results to those with a population between 150,000 and 250,000. The first column shows the comparison of Grand Rapids's rating to the benchmark. Grand Rapids's results are noted as being "higher", "lower" or "similar" to the benchmark, meaning that the average rating given by Grand Rapids residents is statistically similar to or different than the benchmark. The second column is Grand Rapids's "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good). The third column is the rank assigned to Grand Rapids's rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. The fifth column shows the percentile for Grand Rapids's result -- that is what percent of surveyed communities had a lower rating than Grand Rapids.

				% positive	Rank	Number of communities	Percentile
Quality of Life	Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to live	Similar	88%	10	29	68
		The overall quality of life	Similar	79%	14	30	55
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Grand Rapids to someone who asks	Higher	90%	6	22	77
		Remain in Grand Rapids for the next five years	Similar	81%	12	22	50
	Please rate each of the following in the Grand Rapids community.	Overall image or reputation	Similar	75%	8	26	72
Governance	Please rate the quality of each of the following services in Grand Rapids.	Public information services	Similar	66%	8	23	68
		Overall customer service by Grand Rapids employees	Similar	69%	16	29	48
	Please rate the following categories of Grand Rapids government performance.	The value of services for the taxes paid to Grand Rapids	Similar	49%	8	28	75
		The overall direction that Grand Rapids is taking	Higher	63%	6	28	81
		The job Grand Rapids government does at welcoming resident involvement	Similar	56%	7	24	75
		Overall confidence in Grand Rapids government	Similar	53%	6	22	77
		Generally acting in the best interest of the community	Similar	55%	5	22	81

Governance	Please rate the following categories of Grand Rapids government performance.	Being honest	Similar	54%	7	21	71
		Being open and transparent to the public	Similar	49%	6	17	70
		Informing residents about issues facing the community	Similar	51%	5	17	76
		Treating all residents fairly	Similar	48%	11	21	52
		Treating residents with respect	Similar	57%	10	17	47
		Overall, how would you rate the quality of the services provided by each of the following?	The City of Grand Rapids	Similar	68%	11	28
	The Federal Government	Similar	38%	7	21	71	
Economy	Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to work	Similar	76%	9	28	71
		Grand Rapids as a place to visit	Similar	79%	7	22	72
	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall economic health	Similar	66%	9	23	65
	Please rate each of the following in the Grand Rapids community.	Overall quality of business and service establishments	Higher	84%	4	21	85
		Variety of business and service establishments	Similar	75%	3	17	88
		Vibrancy of downtown/commercial area	Higher	70%	5	20	80
		Employment opportunities	Higher	65%	5	26	84
		Shopping opportunities	Similar	71%	6	22	77
		Cost of living	Similar	37%	10	23	60

Economy

<p>Please rate the quality of each of the following services in Grand Rapids.</p>	Economic development	Higher	64%	5	21	80
	Overall economic health	Similar	91%	7	21	70
	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:	Similar	26%	8	21	66

Mobility

<p>Please rate each of the following characteristics as they relate to Grand Rapids as a whole.</p>	Overall quality of the transportation system	Higher	52%	3	17	88	
	<p>Please also rate each of the following in the Grand Rapids community.</p>	Traffic flow on major streets	Higher	55%	6	25	79
		Ease of public parking	Similar	40%	14	21	38
		Ease of travel by car	Similar	74%	5	24	83
		Ease of travel by public transportation	Similar	38%	7	23	73
		Ease of travel by bicycle	Similar	45%	10	24	62
		Ease of walking	Higher	66%	3	24	91
<p>Please indicate whether or not you have done each of the following in the last 12 months.</p>	Used public transportation instead of driving	Higher	34%	4	20	85	
	Carpooled with other adults or children instead of driving alone	Similar	56%	4	21	85	
	Walked or biked instead of driving	Much higher	71%	2	20	95	
<p>Please rate the quality of each of the following services in Grand Rapids.</p>	Traffic enforcement	Similar	49%	14	26	48	
	Traffic signal timing	Similar	58%	4	23	86	
	Street repair	Similar	25%	23	28	21	

Mobility	Please rate the quality of each of the following services in Grand Rapids.	Street cleaning	Similar	48%	12	22	50
		Street lighting	Similar	61%	9	23	63
		Snow removal	Similar	52%	7	15	60
		Sidewalk maintenance	Similar	46%	11	21	52
		Bus or transit services	Similar	47%	5	22	80
	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.	Overall quality of the transportation system	Similar	82%	2	17	94
	Community Design	Please rate each of the following aspects of quality of life in Grand Rapids.	Your neighborhood as a place to live	Similar	79%	15	24
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.		Overall design or layout of residential and commercial areas	Similar	62%	7	21	71
Please also rate each of the following in the Grand Rapids community.		Well-planned residential growth	Similar	42%	8	17	58
		Well-planned commercial growth	Higher	54%	5	17	76
		Well-designed neighborhoods	Similar	49%	9	17	52
		Preservation of the historical or cultural character of the community	Similar	67%	3	17	88
		Public places where people want to spend time	Similar	60%	6	21	76
		Variety of housing options	Similar	37%	16	21	28
		Availability of affordable quality housing	Similar	21%	18	27	37
Overall quality of new development	Similar	56%	7	21	71		

Community Design	Please also rate each of the following in the Grand Rapids community.	Overall appearance	Similar	75%	8	24	69
	Please rate the quality of each of the following services in Grand Rapids.	Land use, planning and zoning	Similar	47%	7	25	75
		Code enforcement	Similar	41%	8	25	70
	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.	Overall design or layout of residential and commercial areas	Similar	74%	18	21	15
Utilities	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of the utility infrastructure	Similar	67%	6	17	70
	Please rate the quality of each of the following services in Grand Rapids.	Affordable high-speed internet access	Similar	58%	6	17	70
		Garbage collection	Similar	85%	4	23	86
		Drinking water	Similar	76%	5	22	81
		Sewer services	Similar	84%	4	24	87
		Storm water management	Similar	73%	6	23	78
		Power (electric and/or gas) utility	Similar	78%	7	21	71
		Utility billing	Similar	70%	4	21	85
		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.	Overall quality of the utility infrastructure	Similar	85%	15	17
Safety	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall feeling of safety	Similar	62%	18	27	34
	Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	92%	13	24	50
		In Grand Rapids's downtown/commercial area during the day	Similar	86%	12	24	54

Safety	Please rate how safe or unsafe you feel:	From property crime	Similar	66%	12	19	42
		From violent crime	Similar	69%	14	19	31
		From fire, flood, or other natural disaster	Similar	87%	2	17	94
Please rate the quality of each of the following services in Grand Rapids.	Police/Sheriff services	Lower	57%	29	31	6	
	Crime prevention	Similar	45%	19	27	30	
	Animal control	Similar	66%	12	24	54	
	Ambulance or emergency medical services	Similar	86%	12	22	47	
	Fire services	Similar	93%	6	23	77	
	Fire prevention and education	Similar	78%	6	21	76	
	Emergency preparedness	Similar	61%	13	25	52	
	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.	Overall feeling of safety	Similar	88%	13	21	40
Parks and Recreation	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of parks and recreation opportunities	Similar	71%	8	17	58
	Please also rate each of the following in the Grand Rapids community.	Availability of paths and walking trails	Similar	71%	6	21	76
		Fitness opportunities	Similar	75%	4	21	85
		Recreational opportunities	Similar	76%	6	25	80
	Please rate the quality of each of the following services in Grand Rapids.	City parks	Similar	72%	13	24	50

Parks and Recreation	Please rate the quality of each of the following services in Grand Rapids.	Recreation programs or classes	Similar	68%	9	24	65
		Recreation centers or facilities	Similar	64%	9	22	63
	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.	Overall quality of parks and recreation opportunities	Similar	77%	13	17	29
Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to raise children	Similar	76%	15	30	53
		Grand Rapids as a place to retire	Similar	53%	17	28	42
		Sense of community	Similar	56%	10	22	59
	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Residents' connection and engagement with their community	Similar	56%	2	17	94
	Please rate the job you feel the Grand Rapids community does at each of the following.	Making all residents feel welcome	Similar	64%	10	17	47
	Attracting people from diverse backgrounds	Similar	62%	8	17	58	
	Valuing/respecting residents from diverse backgrounds	Similar	56%	13	17	29	
	Taking care of vulnerable residents	Similar	37%	15	17	17	
Please also rate each of the following in the Grand Rapids community.	Sense of civic/community pride	Similar	66%	4	17	82	
	Neighborliness of residents	Similar	61%	5	21	80	
	Opportunities to participate in social events and activities	Higher	72%	2	21	95	
	Opportunities to volunteer	Similar	78%	2	22	95	
	Opportunities to participate in community matters	Similar	65%	4	22	86	

Inclusivity and Engagement	Please also rate each of the following in the Grand Rapids community.	Openness and acceptance of the community toward people of diverse backgrounds	Similar	56%	12	25	56
	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.	Residents' connection and engagement with their community	Similar	69%	5	21	80
Education, Arts, and Culture	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall opportunities for education, culture, and the arts	Higher	73%	2	22	95
	Please also rate each of the following in the Grand Rapids community.	Opportunities to attend cultural/arts/music activities	Higher	81%	1	22	100
		Community support for the arts	Much higher	80%	1	17	100
		Availability of affordable quality childcare/preschool	Similar	38%	11	24	58
		K-12 education	Similar	46%	16	22	31
		Adult educational opportunities	Similar	63%	4	22	86
		Opportunities to attend special events and festivals	Higher	80%	1	22	100
	Please rate the quality of each of the following services in Grand Rapids.	Public library services	Similar	89%	4	25	87
	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.	Overall opportunities for education, culture, and the arts	Similar	82%	6	21	75
	Health and Wellness	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall health and wellness opportunities	Similar	74%	7	22
Please also rate each of the following in the Grand Rapids community.		Availability of affordable quality food	Similar	60%	8	21	66
		Availability of affordable quality health care	Similar	63%	6	23	78
		Availability of preventive health services	Similar	64%	5	20	80
		Availability of affordable quality mental health care	Similar	44%	7	20	70

Health and Wellness	Please rate the quality of each of the following services in Grand Rapids.	Health services	Similar	76%	4	23	86
	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.	Overall health and wellness opportunities	Similar	78%	15	21	30
		Please rate your overall health.	Similar	66%	14	21	38
Natural Environment	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of natural environment	Similar	60%	16	22	31
	Please also rate each of the following in the Grand Rapids community.	Cleanliness	Similar	62%	10	22	59
		Water resources	Higher	71%	4	17	82
		Air quality	Similar	72%	13	22	45
	Please rate the quality of each of the following services in Grand Rapids.	Preservation of natural areas	Similar	62%	6	21	76
		Grand Rapids open space	Similar	60%	10	22	59
		Recycling	Similar	71%	9	27	69
Yard waste pick-up		Similar	65%	14	21	38	
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.	Overall quality of natural environment	Similar	85%	8	21	65	
Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Grand Rapids for help or information	Similar	55%	7	27	77
		Contacted Grand Rapids elected officials to express your opinion	Similar	17%	10	21	57
		Attended a local public meeting	Similar	16%	16	21	28
		Watched a local public meeting	Similar	29%	9	21	61

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

Volunteered your time to some group/activity	Similar	42%	5	22	81
Campaigned or advocated for a local issue, cause, or candidate	Similar	20%	7	20	70
Voted in your most recent local election	Similar	70%	11	17	41
In general, how many times do you: Access the internet from your home	Similar	92%	14	17	23
Access the internet from your cell phone	Similar	95%	5	17	76
Visit social media sites	Similar	83%	2	17	94
Use or check email	Similar	96%	11	17	41
Share your opinions online	Similar	27%	14	17	23
Shop online	Lower	46%	16	17	11

Full Trends

This table contains the trends over time for the City of Grand Rapids. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2022 and 2024 surveys is greater than five percentage points, the change is statistically significant.

It is important to note that in 2020, The NCS survey was updated to include new and refreshed items. Consequently, some of the trends may be impacted due to wording modifications that could have potentially altered the meaning of the item for the respondent.

			2022	2024
Quality of Life	Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to live	84%	88%
		The overall quality of life	76%	79%
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Grand Rapids to someone who asks	85%	90%
		Remain in Grand Rapids for the next five years	83%	81%
	Please rate each of the following in the Grand Rapids community.	Overall image or reputation	75%	75%
Governance	Please rate the quality of each of the following services in Grand Rapids.	Public information services	64%	66%
		Overall customer service by Grand Rapids employees	69%	69%
	Please rate the following categories of Grand Rapids government performance.	The value of services for the taxes paid to Grand Rapids	49%	49%
		The overall direction that Grand Rapids is taking	63%	63%
		The job Grand Rapids government does at welcoming resident involvement	48%	56%
		Overall confidence in Grand Rapids government	52%	53%

Governance	Please rate the following categories of Grand Rapids government performance.	Generally acting in the best interest of the community	57%	55%	
		Being honest	52%	54%	
		Being open and transparent to the public	49%	49%	
		Informing residents about issues facing the community	46%	51%	
		Treating all residents fairly	42%	48%	
		Treating residents with respect	52%	57%	
		Overall, how would you rate the quality of the services provided by each of the following?	The City of Grand Rapids	66%	68%
	The Federal Government	33%	38%		
	Economy	Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to work	77%	76%
			Grand Rapids as a place to visit	79%	79%
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.		Overall economic health	63%	66%	
Please rate each of the following in the Grand Rapids community.		Overall quality of business and service establishments	81%	84%	
		Variety of business and service establishments	74%	75%	

Economy	Please rate each of the following in the Grand Rapids community.	Vibrancy of downtown/commercial area	70%	70%
		Employment opportunities	69%	65%
		Shopping opportunities	67%	71%
		Cost of living	45%	37%
	Please rate the quality of each of the following services in Grand Rapids.	Economic development	62%	64%
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.	Overall economic health	86%	91%	
	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:	21%	26%	
Mobility	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of the transportation system	57%	52%
	Please also rate each of the following in the Grand Rapids community.	Traffic flow on major streets	51%	55%
		Ease of public parking	38%	40%
		Ease of travel by car	71%	74%
		Ease of travel by public transportation	48%	38%
	Ease of travel by bicycle	53%	45%	

Mobility

<p>Please also rate each of the following in the Grand Rapids community.</p>	<p>Ease of walking</p>	<p>69% 66%</p>
<p>Please indicate whether or not you have done each of the following in the last 12 months.</p>	<p>Used public transportation instead of driving</p>	<p>27% 34%</p>
	<p>Carpooled with other adults or children instead of driving alone</p>	<p>48% 56%</p>
	<p>Walked or biked instead of driving</p>	<p>65% 71%</p>
<p>Please rate the quality of each of the following services in Grand Rapids.</p>	<p>Traffic enforcement</p>	<p>47% 49%</p>
	<p>Traffic signal timing</p>	<p>53% 58%</p>
	<p>Street repair</p>	<p>14% 25%</p>
	<p>Street cleaning</p>	<p>40% 48%</p>
	<p>Street lighting</p>	<p>53% 61%</p>
	<p>Snow removal</p>	<p>51% 52%</p>
	<p>Sidewalk maintenance</p>	<p>41% 46%</p>
	<p>Bus or transit services</p>	<p>57% 47%</p>
<p>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.</p>	<p>Overall quality of the transportation system</p>	<p>78% 82%</p>

Community Design	Please rate each of the following aspects of quality of life in Grand Rapids.	Your neighborhood as a place to live	76%	79%
	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall design or layout of residential and commercial areas	63%	62%
	Please also rate each of the following in the Grand Rapids community.	Well-planned residential growth	45%	42%
		Well-planned commercial growth	53%	54%
		Well-designed neighborhoods	50%	49%
		Preservation of the historical or cultural character of the community	67%	67%
		Public places where people want to spend time	62%	60%
		Variety of housing options	36%	37%
		Availability of affordable quality housing	18%	21%
		Overall quality of new development	53%	56%
Overall appearance	76%	75%		
Please rate the quality of each of the following services in Grand Rapids.	Land use, planning and zoning	45%	47%	
	Code enforcement	36%	41%	

Community Design	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.	Overall design or layout of residential and commercial areas	70%	74%
Utilities	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of the utility infrastructure	61%	67%
		Affordable high-speed internet access	43%	58%
	Please rate the quality of each of the following services in Grand Rapids.	Garbage collection	81%	85%
		Drinking water	74%	76%
		Sewer services	79%	84%
		Storm water management	65%	73%
		Power (electric and/or gas) utility	72%	78%
		Utility billing	64%	70%
	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.	Overall quality of the utility infrastructure	86%	85%
Safety	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall feeling of safety	61%	62%
		Please rate how safe or unsafe you feel:	In your neighborhood during the day	91%
	In Grand Rapids's downtown/commercial area during the day		85%	86%

Safety	Please rate how safe or unsafe you feel:	From property crime	64%	66%
		From violent crime	71%	69%
		From fire, flood, or other natural disaster	81%	87%
Please rate the quality of each of the following services in Grand Rapids.	Police/Sheriff services	57%	57%	
	Crime prevention	44%	45%	
	Animal control	62%	66%	
	Ambulance or emergency medical services	79%	86%	
	Fire services	87%	93%	
	Fire prevention and education	70%	78%	
	Emergency preparedness	56%	61%	
	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.	Overall feeling of safety	85%	88%
Parks and Recreation	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of parks and recreation opportunities	73%	71%
	Please also rate each of the following in the Grand Rapids community.	Availability of paths and walking trails	67%	71%

Parks and Recreation	Please also rate each of the following in the Grand Rapids community.	Fitness opportunities	75%	75%	
		Recreational opportunities	71%	76%	
	Please rate the quality of each of the following services in Grand Rapids.	City parks	72%	72%	
		Recreation programs or classes	66%	68%	
		Recreation centers or facilities	64%	64%	
	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.	Overall quality of parks and recreation opportunities	77%	77%	
	Inclusivity and Engagement	Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to raise children	73%	76%
			Grand Rapids as a place to retire	52%	53%
			Sense of community	55%	56%
		Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Residents' connection and engagement with their community	48%	56%
Please rate the job you feel the Grand Rapids community does at each of the following.		Making all residents feel welcome	55%	64%	
		Attracting people from diverse backgrounds	46%	62%	
		Valuing/respecting residents from diverse backgrounds	46%	56%	

Inclusivity and Engagement	Please rate the job you feel the Grand Rapids community does at each of the following.	Taking care of vulnerable residents	32%	37%
	Please also rate each of the following in the Grand Rapids community.	Sense of civic/community pride	60%	66%
		Neighborliness of residents	57%	61%
		Opportunities to participate in social events and activities	68%	72%
		Opportunities to volunteer	76%	78%
		Opportunities to participate in community matters	60%	65%
		Openness and acceptance of the community toward people of diverse backgrounds	43%	56%
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.	Residents' connection and engagement with their community	69%	69%	
Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Grand Rapids for help or information	55%	55%
		Contacted Grand Rapids elected officials to express your opinion	14%	17%
		Attended a local public meeting	15%	16%
		Watched a local public meeting	28%	29%
		Volunteered your time to some group/activity	41%	42%

Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	20%	20%
		Voted in your most recent local election	73%	70%
	In general, how many times do you:	Access the internet from your home	91%	92%
		Access the internet from your cell phone	94%	95%
		Visit social media sites	82%	83%
		Use or check email	95%	96%
		Share your opinions online	30%	27%
Shop online	44%	46%		
Education, Arts, and Culture	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall opportunities for education, culture, and the arts	74%	73%
	Please also rate each of the following in the Grand Rapids community.	Opportunities to attend cultural/arts/music activities	79%	81%
		Community support for the arts	79%	80%
		Availability of affordable quality childcare/preschool	31%	38%
		K-12 education	48%	46%

Education, Arts, and Culture	Please also rate each of the following in the Grand Rapids community.	Adult educational opportunities	59%	63%
		Opportunities to attend special events and festivals	79%	80%
	Please rate the quality of each of the following services in Grand Rapids.	Public library services	88%	89%
		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.	Overall opportunities for education, culture, and the arts	81%
Health and Wellness	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall health and wellness opportunities	73%	74%
	Please also rate each of the following in the Grand Rapids community.	Availability of affordable quality food	59%	60%
		Availability of affordable quality health care	56%	63%
		Availability of preventive health services	61%	64%
		Availability of affordable quality mental health care	42%	44%
	Please rate the quality of each of the following services in Grand Rapids.	Health services	68%	76%
	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.	Overall health and wellness opportunities	77%	78%
Please rate your overall health.		68%	66%	
Natural Environment	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of natural environment	64%	60%

Natural Environment

<p>Please also rate each of the following in the Grand Rapids community.</p>	Cleanliness	64%	62%
	Water resources	69%	71%
	Air quality	79%	72%
<p>Please rate the quality of each of the following services in Grand Rapids.</p>	Preservation of natural areas	57%	62%
	Grand Rapids open space	57%	60%
	Recycling	74%	71%
	Yard waste pick-up	68%	65%
<p>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.</p>	Overall quality of natural environment	84%	85%

Complete Set of Frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to live	Excellent		33% N=169
		Good		55% N=283
		Fair		10% N=51
		Poor		1% N=8
	Your neighborhood as a place to live	Excellent		31% N=158
		Good		48% N=244
		Fair		17% N=88
		Poor		4% N=20
	Grand Rapids as a place to raise children	Excellent		28% N=120
		Good		48% N=204
		Fair		19% N=82
		Poor		5% N=21
	Grand Rapids as a place to work	Excellent		29% N=141
		Good		47% N=229
		Fair		21% N=102
		Poor		4% N=18
	Grand Rapids as a place to visit	Excellent		32% N=160
		Good		47% N=237
		Fair		18% N=90
		Poor		3% N=14
	Grand Rapids as a place to retire	Excellent		20% N=86
		Good		34% N=146

Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to retire	Fair		32% N=137
		Poor		15% N=65
	The overall quality of life	Excellent		22% N=109
		Good		58% N=291
Fair			18% N=91	
Poor			3% N=13	
Sense of community	Excellent		15% N=75	
	Good		42% N=210	
	Fair		32% N=163	
	Poor		11% N=57	
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall economic health	Excellent		12% N=60
		Good		54% N=258
		Fair		30% N=142
		Poor		5% N=22
Overall quality of the transportation system	Excellent		15% N=75	
	Good		36% N=177	
	Fair		32% N=158	
	Poor		16% N=80	
Overall design or layout of residential and commercial areas	Excellent		12% N=61	
	Good		50% N=252	
	Fair		28% N=142	
	Poor		10% N=48	
Overall quality of the utility infrastructure	Excellent		14% N=70	
	Good		53% N=267	

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

Overall quality of the utility infrastructure	Fair		27% N=133
	Poor		6% N=31
Overall feeling of safety	Excellent		10% N=53
	Good		51% N=262
	Fair		28% N=143
	Poor		10% N=51
Overall quality of natural environment	Excellent		16% N=82
	Good		44% N=221
	Fair		34% N=172
	Poor		5% N=25
Overall quality of parks and recreation opportunities	Excellent		23% N=116
	Good		48% N=242
	Fair		24% N=123
	Poor		4% N=22
Overall health and wellness opportunities	Excellent		24% N=116
	Good		51% N=245
	Fair		22% N=105
	Poor		4% N=18
Overall opportunities for education, culture, and the arts	Excellent		33% N=165
	Good		40% N=197
	Fair		25% N=122
	Poor		3% N=13
Residents' connection and engagement with their community	Excellent		12% N=57
	Good		44% N=216

Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Residents' connection and engagement with their community	Fair		36% N=175
		Poor		8% N=40
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Grand Rapids to someone who asks	Very likely		45% N=228
		Somewhat likely		45% N=223
		Somewhat unlikely		7% N=34
		Very unlikely		3% N=16
Remain in Grand Rapids for the next five years		Very likely		54% N=266
		Somewhat likely		28% N=137
		Somewhat unlikely		11% N=55
		Very unlikely		8% N=39
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		66% N=334
		Somewhat safe		26% N=133
		Neither safe nor unsafe		6% N=30
		Somewhat unsafe		2% N=9
		Very unsafe		1% N=4
In Grand Rapids's downtown/commercial area during the day		Very safe		44% N=217
		Somewhat safe		42% N=210
		Neither safe nor unsafe		8% N=40
		Somewhat unsafe		5% N=23
		Very unsafe		1% N=6
From property crime		Very safe		20% N=102
		Somewhat safe		46% N=232
		Neither safe nor unsafe		14% N=73
		Somewhat unsafe		14% N=72

Please rate how safe or unsafe you feel:	From property crime	Very unsafe		5% N=27
	From violent crime	Very safe		32% N=160
		Somewhat safe		37% N=186
		Neither safe nor unsafe		16% N=82
		Somewhat unsafe		11% N=56
		Very unsafe		4% N=19
From fire, flood, or other natural disaster	Very safe		51% N=258	
	Somewhat safe		36% N=185	
	Neither safe nor unsafe		10% N=49	
	Somewhat unsafe		2% N=12	
	Very unsafe		1% N=3	
Please rate the job you feel the Grand Rapids community does at each of the following.	Making all residents feel welcome	Excellent		18% N=88
		Good		46% N=224
		Fair		26% N=129
		Poor		10% N=48
Attracting people from diverse backgrounds	Excellent		21% N=97	
	Good		41% N=192	
	Fair		25% N=117	
	Poor		13% N=59	
Valuing/respecting residents from diverse backgrounds	Excellent		18% N=84	
	Good		38% N=183	
	Fair		29% N=136	
	Poor		15% N=73	
Taking care of vulnerable residents	Excellent		6% N=29	

Please rate the job you feel the Grand Rapids community does at each of the following.	Taking care of vulnerable residents	Good		30% N=137
		Fair		30% N=134
		Poor		33% N=150
Please rate each of the following in the Grand Rapids community.	Overall quality of business and service establishments	Excellent		25% N=127
		Good		59% N=300
		Fair		13% N=66
		Poor		3% N=13
Variety of business and service establishments	Excellent		26% N=133	
	Good		49% N=250	
	Fair		20% N=102	
	Poor		5% N=23	
Vibrancy of downtown/commercial area	Excellent		22% N=111	
	Good		48% N=239	
	Fair		25% N=126	
	Poor		4% N=22	
Employment opportunities	Excellent		17% N=82	
	Good		48% N=225	
	Fair		31% N=145	
	Poor		4% N=21	
Shopping opportunities	Excellent		22% N=109	
	Good		50% N=251	
	Fair		22% N=110	
	Poor		7% N=36	
Cost of living	Excellent		6% N=32	

Please rate each of the following in the Grand Rapids community.	Cost of living	Good		30% N=152
		Fair		34% N=169
		Poor		30% N=151
	Overall image or reputation	Excellent		21% N=105
		Good		54% N=273
		Fair		22% N=108
		Poor		3% N=18
Please also rate each of the following in the Grand Rapids community.	Traffic flow on major streets	Excellent		9% N=45
		Good		47% N=234
		Fair		31% N=158
		Poor		13% N=67
	Ease of public parking	Excellent		9% N=43
		Good		31% N=155
		Fair		36% N=182
		Poor		24% N=123
	Ease of travel by car	Excellent		22% N=112
		Good		52% N=262
		Fair		22% N=109
		Poor		4% N=20
	Ease of travel by public transportation	Excellent		10% N=40
		Good		29% N=111
		Fair		35% N=138
		Poor		26% N=101
	Ease of travel by bicycle	Excellent		11% N=44

Please also rate each of the following in the Grand Rapids community.

Ease of travel by bicycle	Good		34% N=131
	Fair		37% N=144
	Poor		18% N=68
Ease of walking	Excellent		22% N=109
	Good		44% N=214
	Fair		25% N=122
	Poor		9% N=43
Well-planned residential growth	Excellent		10% N=41
	Good		32% N=130
	Fair		32% N=131
	Poor		26% N=106
Well-planned commercial growth	Excellent		12% N=50
	Good		42% N=169
	Fair		32% N=127
	Poor		14% N=56
Well-designed neighborhoods	Excellent		9% N=41
	Good		41% N=193
	Fair		37% N=175
	Poor		13% N=62
Preservation of the historical or cultural character of the community	Excellent		18% N=83
	Good		49% N=231
	Fair		27% N=128
	Poor		6% N=27
Public places where people want to spend time	Excellent		14% N=68

Please also rate each of the following in the Grand Rapids community.

Public places where people want to spend time	Good		46% N=226
	Fair		30% N=145
	Poor		10% N=51
Variety of housing options	Excellent		8% N=38
	Good		29% N=142
	Fair		33% N=160
	Poor		29% N=142
Availability of affordable quality housing	Excellent		4% N=17
	Good		17% N=80
	Fair		31% N=143
	Poor		48% N=224
Overall quality of new development	Excellent		10% N=44
	Good		47% N=208
	Fair		33% N=146
	Poor		10% N=45
Overall appearance	Excellent		16% N=80
	Good		59% N=297
	Fair		21% N=107
	Poor		4% N=19
Cleanliness	Excellent		14% N=72
	Good		47% N=237
	Fair		31% N=158
	Poor		7% N=34
Water resources	Excellent		26% N=124

Please also rate each of the following in the Grand Rapids community.

	Good		45% N=220
	Fair		22% N=107
	Poor		7% N=35
Air quality	Excellent		17% N=85
	Good		55% N=266
	Fair		24% N=118
	Poor		4% N=18
Availability of paths and walking trails	Excellent		23% N=112
	Good		48% N=235
	Fair		22% N=109
	Poor		7% N=33
Fitness opportunities	Excellent		27% N=124
	Good		48% N=227
	Fair		22% N=102
	Poor		3% N=16
Recreational opportunities	Excellent		24% N=114
	Good		52% N=246
	Fair		20% N=93
	Poor		4% N=19
Availability of affordable quality food	Excellent		17% N=83
	Good		44% N=220
	Fair		29% N=142
	Poor		11% N=54
Availability of affordable quality health care	Excellent		20% N=98

Please also rate each of the following in the Grand Rapids community.

Availability of affordable quality health care	Good		43% N=207
	Fair		26% N=124
	Poor		11% N=54
Availability of preventive health services	Excellent		23% N=107
	Good		41% N=189
	Fair		27% N=126
	Poor		8% N=39
Availability of affordable quality mental health care	Excellent		12% N=49
	Good		32% N=127
	Fair		32% N=127
	Poor		23% N=91
Opportunities to attend cultural/arts/music activities	Excellent		36% N=180
	Good		44% N=220
	Fair		18% N=87
	Poor		1% N=7
Community support for the arts	Excellent		35% N=170
	Good		44% N=213
	Fair		17% N=83
	Poor		3% N=13
Availability of affordable quality childcare/preschool	Excellent		10% N=26
	Good		27% N=71
	Fair		33% N=86
	Poor		29% N=76
K-12 education	Excellent		11% N=37

Please also rate each of K-12 education the following in the Grand Rapids community.

	Good		34% N=109
	Fair		32% N=103
	Poor		22% N=72
Adult educational opportunities	Excellent		11% N=41
	Good		51% N=182
	Fair		28% N=100
	Poor		9% N=31
Sense of civic/community pride	Excellent		13% N=57
	Good		53% N=241
	Fair		26% N=118
	Poor		8% N=36
Neighborliness of residents	Excellent		16% N=75
	Good		45% N=213
	Fair		30% N=142
	Poor		9% N=45
Opportunities to participate in social events and activities	Excellent		22% N=107
	Good		50% N=240
	Fair		24% N=116
	Poor		4% N=18
Opportunities to attend special events and festivals	Excellent		33% N=162
	Good		47% N=235
	Fair		19% N=92
	Poor		1% N=7
Opportunities to volunteer	Excellent		28% N=119

Please also rate each of the following in the Grand Rapids community.	Opportunities to volunteer	Good		50% N=218
		Fair		19% N=80
		Poor		4% N=16
Opportunities to participate in community matters		Excellent		16% N=71
		Good		49% N=215
		Fair		30% N=132
		Poor		4% N=19
Openness and acceptance of the community toward people of diverse backgrounds		Excellent		15% N=69
		Good		41% N=192
		Fair		32% N=147
		Poor		12% N=56
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Grand Rapids for help or information	No		45% N=229
		Yes		55% N=280
	Contacted Grand Rapids elected officials to express your opinion	No		83% N=423
		Yes		17% N=86
	Attended a local public meeting	No		84% N=425
		Yes		16% N=84
	Watched a local public meeting	No		71% N=361
		Yes		29% N=149
	Volunteered your time to some group/activity	No		57% N=293
		Yes		43% N=217
	Campaigned or advocated for a local issue, cause, or candidate	No		80% N=407
		Yes		20% N=101
	Voted in your most recent local election	No		30% N=152

Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	Yes		70% N=358
	Used public transportation instead of driving	No		66% N=335
		Yes		34% N=174
	Carpooled with other adults or children instead of driving alone	No		44% N=227
		Yes		56% N=284
	Walked or biked instead of driving	No		29% N=149
Yes			71% N=362	
Please rate the quality of each of the following services in Grand Rapids.	Public information services	Excellent		13% N=57
		Good		53% N=225
		Fair		29% N=124
		Poor		5% N=20
	Economic development	Excellent		15% N=63
		Good		49% N=202
		Fair		31% N=129
		Poor		4% N=18
	Traffic enforcement	Excellent		12% N=55
		Good		37% N=171
		Fair		28% N=127
		Poor		23% N=104
	Traffic signal timing	Excellent		13% N=64
		Good		45% N=219
		Fair		30% N=147
		Poor		12% N=60
Street repair	Excellent		5% N=24	

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

Street repair	Good		20% N=101
	Fair		39% N=196
	Poor		36% N=182
Street cleaning	Excellent		9% N=44
	Good		39% N=190
	Fair		37% N=182
	Poor		15% N=74
Street lighting	Excellent		13% N=63
	Good		48% N=242
	Fair		28% N=142
	Poor		11% N=55
Snow removal	Excellent		14% N=71
	Good		38% N=190
	Fair		28% N=142
	Poor		20% N=101
Sidewalk maintenance	Excellent		8% N=37
	Good		38% N=185
	Fair		36% N=174
	Poor		18% N=87
Bus or transit services	Excellent		13% N=49
	Good		34% N=126
	Fair		34% N=126
	Poor		19% N=69
Land use, planning and zoning	Excellent		9% N=31

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

Land use, planning and zoning	Good		38% N=129
	Fair		36% N=124
	Poor		17% N=58
Code enforcement	Excellent		10% N=35
	Good		32% N=115
	Fair		41% N=147
	Poor		18% N=64
Affordable high-speed internet access	Excellent		17% N=75
	Good		41% N=187
	Fair		24% N=108
	Poor		18% N=81
Garbage collection	Excellent		34% N=170
	Good		50% N=249
	Fair		12% N=58
	Poor		3% N=17
Drinking water	Excellent		29% N=143
	Good		47% N=232
	Fair		17% N=85
	Poor		7% N=32
Sewer services	Excellent		31% N=135
	Good		54% N=236
	Fair		13% N=56
	Poor		3% N=13
Storm water management	Excellent		22% N=95

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

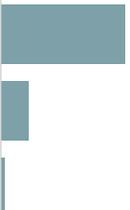
Storm water management	Good		51% N=221
	Fair		19% N=83
	Poor		8% N=35
Power (electric and/or gas) utility	Excellent		23% N=109
	Good		56% N=269
	Fair		17% N=83
	Poor		4% N=21
Utility billing	Excellent		20% N=94
	Good		50% N=236
	Fair		24% N=114
	Poor		6% N=29
Police/Sheriff services	Excellent		15% N=66
	Good		42% N=183
	Fair		23% N=98
	Poor		20% N=85
Crime prevention	Excellent		10% N=42
	Good		36% N=156
	Fair		33% N=146
	Poor		21% N=92
Animal control	Excellent		17% N=57
	Good		50% N=173
	Fair		26% N=89
	Poor		8% N=27
Ambulance or emergency medical services	Excellent		28% N=106

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

Ambulance or emergency medical services	Good		58% N=217
	Fair		13% N=47
	Poor		1% N=4
Fire services	Excellent		41% N=155
	Good		52% N=197
	Fair		6% N=24
	Poor		0% N=1
Fire prevention and education	Excellent		26% N=89
	Good		52% N=177
	Fair		19% N=65
	Poor		3% N=10
Emergency preparedness	Excellent		16% N=53
	Good		45% N=151
	Fair		24% N=79
	Poor		15% N=48
Preservation of natural areas	Excellent		14% N=55
	Good		48% N=191
	Fair		25% N=101
	Poor		12% N=49
Grand Rapids open space	Excellent		13% N=52
	Good		48% N=198
	Fair		26% N=108
	Poor		13% N=55
Recycling	Excellent		28% N=136

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

Recycling	Good		43% N=206
	Fair		20% N=95
	Poor		10% N=48
Yard waste pick-up	Excellent		20% N=77
	Good		45% N=174
	Fair		24% N=91
	Poor		11% N=44
City parks	Excellent		21% N=100
	Good		51% N=247
	Fair		23% N=113
	Poor		4% N=21
Recreation programs or classes	Excellent		18% N=68
	Good		50% N=186
	Fair		26% N=96
	Poor		6% N=22
Recreation centers or facilities	Excellent		18% N=68
	Good		46% N=170
	Fair		28% N=105
	Poor		8% N=29
Health services	Excellent		21% N=90
	Good		55% N=239
	Fair		18% N=80
	Poor		6% N=26
Public library services	Excellent		45% N=209

Please rate the quality of each of the following services in Grand Rapids.	Public library services	Good		44% N=209
		Fair		10% N=46
		Poor		1% N=6
	Overall customer service by Grand Rapids employees	Excellent		21% N=95
	Good		48% N=220	
	Fair		23% N=104	
	Poor		8% N=36	
Please rate the following categories of Grand Rapids government performance.	The value of services for the taxes paid to Grand Rapids	Excellent		11% N=50
		Good		38% N=175
		Fair		35% N=162
		Poor		15% N=70
	The overall direction that Grand Rapids is taking	Excellent		17% N=76
	Good		47% N=215	
	Fair		29% N=134	
	Poor		8% N=35	
	The job Grand Rapids government does at welcoming resident involvement	Excellent		14% N=54
	Good		42% N=163	
	Fair		29% N=112	
	Poor		16% N=61	
	Overall confidence in Grand Rapids government	Excellent		11% N=51
	Good		42% N=191	
	Fair		30% N=138	
	Poor		16% N=72	
	Generally acting in the best interest of the community	Excellent		14% N=62

Please rate the following categories of Grand Rapids government performance.	Generally acting in the best interest of the community	Good		41% N=182
		Fair		31% N=136
		Poor		14% N=61
Being honest		Excellent		15% N=61
		Good		40% N=165
		Fair		30% N=124
		Poor		16% N=67
Being open and transparent to the public		Excellent		13% N=57
		Good		36% N=154
		Fair		33% N=142
		Poor		18% N=76
Informing residents about issues facing the community		Excellent		11% N=48
		Good		40% N=174
		Fair		28% N=121
		Poor		21% N=90
Treating all residents fairly		Excellent		13% N=56
		Good		34% N=143
		Fair		31% N=128
		Poor		22% N=91
Treating residents with respect		Excellent		14% N=63
		Good		43% N=186
		Fair		28% N=123
		Poor		15% N=65
Overall, how would you rate the quality of the	The City of Grand Rapids	Excellent		13% N=65

Overall, how would you rate the quality of the services provided by each of the following?	The City of Grand Rapids	Good		55% N=271
		Fair		24% N=116
		Poor		8% N=38
	The Federal Government	Excellent		6% N=27
Good			33% N=149	
Fair			38% N=176	
Poor			23% N=106	
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.	Overall economic health	Essential		48% N=239
		Very important		44% N=219
		Somewhat important		9% N=43
		Not at all important		0% N=1
Overall quality of the transportation system	Essential		39% N=199	
	Very important		44% N=222	
	Somewhat important		15% N=76	
	Not at all important		2% N=12	
Overall design or layout of residential and commercial areas	Essential		28% N=141	
	Very important		46% N=233	
	Somewhat important		23% N=115	
	Not at all important		4% N=19	
Overall quality of the utility infrastructure	Essential		48% N=244	
	Very important		37% N=189	
	Somewhat important		13% N=66	
	Not at all important		2% N=11	
Overall feeling of safety	Essential		55% N=279	

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.			
Overall feeling of safety	Very important		34% N=171
	Somewhat important		11% N=54
	Not at all important		1% N=5
Overall quality of natural environment	Essential		40% N=202
	Very important		45% N=230
	Somewhat important		13% N=68
	Not at all important		1% N=6
Overall quality of parks and recreation opportunities	Essential		27% N=136
	Very important		50% N=255
	Somewhat important		21% N=105
	Not at all important		2% N=10
Overall health and wellness opportunities	Essential		32% N=162
	Very important		46% N=235
	Somewhat important		19% N=97
	Not at all important		3% N=16
Overall opportunities for education, culture, and the arts	Essential		36% N=186
	Very important		45% N=231
	Somewhat important		16% N=80
	Not at all important		3% N=13
Residents' connection and engagement with their community	Essential		29% N=146
	Very important		40% N=206
	Somewhat important		28% N=141
	Not at all important		3% N=17
Have you contacted the City of Grand Rapids for information or services in	Yes		35% N=175

	Have you contacted the City of Grand Rapids for information or services in the past six months?	No		65% N=321
Thinking about your most recent interaction, please rate each of the following aspects of the employee with whom you had contact.	Knowledge/competency	Excellent		34% N=61
		Good		45% N=82
		Fair		11% N=21
		Poor		10% N=18
	Helpfulness	Excellent		37% N=68
		Good		34% N=61
		Fair		17% N=32
		Poor		12% N=22
	Courtesy/respectfulness	Excellent		41% N=75
		Good		40% N=73
		Fair		13% N=24
		Poor		6% N=11
	Timeliness	Excellent		36% N=64
		Good		42% N=76
		Fair		16% N=28
		Poor		7% N=12
Professionalism	Excellent		40% N=74	
	Good		43% N=78	
	Fair		10% N=18	
	Poor		7% N=13	
Resolution of concerns	Excellent		35% N=62	
	Good		34% N=62	
	Fair		11% N=19	

Thinking about your most recent interaction, please rate each of the following aspects of the employee with whom you had contact.	Resolution of concerns	Poor		21% N=37
	Overall quality of service	Excellent		34% N=63
		Good		37% N=68
		Fair		18% N=33
		Poor		10% N=19
Overall impression of staff member	Excellent		37% N=68	
	Good		35% N=64	
	Fair		19% N=35	
	Poor		8% N=15	
Have you had an interaction with either the police department or municipal courts in Grand Rapids in the past six months?	Yes		26% N=129	
	No		74% N=368	
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		43% N=35	
	Somewhat agree		29% N=23	
	Somewhat disagree		8% N=7	
	Strongly disagree		20% N=16	
Please rate how safe or unsafe you feel:	In your neighborhood at night	Very safe		32% N=161
		Somewhat safe		40% N=202
		Neither safe nor unsafe		9% N=45
		Somewhat unsafe		15% N=74
		Very unsafe		5% N=24
In Grand Rapids' downtown/commercial area at night	Very safe		12% N=61	
	Somewhat safe		39% N=192	
	Neither safe nor unsafe		15% N=73	
	Somewhat unsafe		27% N=133	

Please rate how safe or unsafe you feel:	In Grand Rapids' downtown/commercial area at night	Very unsafe		6% N=29
In general, how many times do you:	Access the internet from your home	Several times a day		81% N=400
		Once a day		5% N=27
		A few times a week		5% N=26
		Every few weeks		3% N=14
		Less often or never		6% N=27
Access the internet from your cell phone	Several times a day		88% N=440	
	Once a day		4% N=19	
	A few times a week		3% N=14	
	Every few weeks		0% N=1	
	Less often or never		5% N=24	
Visit social media sites	Several times a day		62% N=310	
	Once a day		14% N=70	
	A few times a week		6% N=29	
	Every few weeks		2% N=10	
	Less often or never		16% N=77	
Use or check email	Several times a day		77% N=384	
	Once a day		13% N=63	
	A few times a week		6% N=28	
	Every few weeks		1% N=4	
	Less often or never		3% N=16	
Share your opinions online	Several times a day		10% N=49	
	Once a day		4% N=21	
	A few times a week		12% N=59	

In general, how many times do you:	Share your opinions online	Every few weeks		19% N=91
		Less often or never		55% N=264
Shop online		Several times a day		10% N=48
		Once a day		6% N=28
		A few times a week		30% N=149
		Every few weeks		38% N=188
		Less often or never		16% N=79
	Please rate your overall health.		Excellent	
		Very good		46% N=230
		Good		25% N=127
		Fair		8% N=39
		Poor		1% N=6
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		7% N=37
		Somewhat positive		18% N=92
		Neutral		48% N=242
		Somewhat negative		21% N=106
		Very negative		6% N=28
How many years have you lived in Grand Rapids?		Less than 2 years		8% N=39
		2-5 years		18% N=89
		6-10 years		19% N=97
		11-20 years		15% N=75
		More than 20 years		41% N=207
Which best describes the building you live in?		Single-family detached home		57% N=288
		Townhouse or duplex (may share walls but no units above or below you)		8% N=39

Which best describes the building you live in?	Condominium or apartment (have units above or below you)		33% N=165
	Mobile home		0% N=1
	Other		2% N=12
Do you rent or own your home?	Rent		45% N=229
	Own		55% N=275
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		4% N=20
	\$300 to \$599		8% N=38
	\$600 to \$999		18% N=89
	\$1,000 to \$1,499		30% N=148
	\$1,500 to \$2,499		32% N=159
	\$2,500 to \$3,999		8% N=40
	\$4,000 to \$6,999		1% N=4
	\$7,000 to \$9,999		0% N=1
	\$10,000 or more		0% N=1
Do any children 17 or under live in your household?	No		78% N=394
	Yes		22% N=111
Are you or any other members of your household aged 65 or older?	No		78% N=392
	Yes		22% N=113
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		16% N=78
	\$25,000 to \$49,999		15% N=74
	\$50,000 to \$74,999		17% N=84
	\$75,000 to \$99,999		18% N=87
	\$100,000 to \$149,999		16% N=81
	\$150,000 to \$199,999		10% N=50

	\$200,000 to \$299,999		5% N=26
	\$300,000 or more		3% N=16
Are you of Hispanic, Latino/a/x, or Spanish origin?	No, not of Hispanic, Latino/a/x, or Spanish origin		87% N=433
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin		13% N=66
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		2% N=11
	Asian		4% N=23
	Black or African American		16% N=83
	Native Hawaiian or Other Pacific Islander		2% N=9
	White		76% N=380
	A race not listed		10% N=52
In which category is your age?	18-24 years		8% N=42
	25-34 years		35% N=178
	35-44 years		13% N=66
	45-54 years		15% N=74
	55-64 years		10% N=50
	65-74 years		11% N=58
	75 years or older		8% N=38
What is your gender?	Woman		51% N=255
	Man		47% N=239
	Identify in another way		2% N=10
If you identify in another way, how would you describe your gender?	Agender/I don't identify with any gender		16% N=2
	Genderqueer/gender fluid		7% N=1
	Non-binary		13% N=2
	Transgender man		6% N=1

If you identify in another way, how would you describe your gender?

Transgender woman



24%
N=3

Identify in another way



33%
N=4

Methods (Open Participation)



As part of its participation in The National Community Survey™ (The NCS™), the City of Grand Rapids conducted a survey of 600 residents. Survey invitations were mailed to randomly selected households and data were collected from January 31st, 2024 to March 21st, 2024. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Grand Rapids. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all Grand Rapids residents and became available on March 7th, 2024. The survey remained open for two weeks and there were 839 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2020 Census and 2022 American Community Survey estimates for adults in the City of Grand Rapids. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.¹⁸ The results of the weighting scheme for the open participation survey are presented in the following table.

		Unweighted	Weighted	Target ¹⁹
Age	18-34	31%	43%	43%
	35-54	36%	28%	28%
	55+	33%	29%	29%
Area	Area 1	34%	33%	33%
	Area 2	45%	38%	38%
	Area 3	21%	29%	29%
Hispanic	No, not of Hispanic, Latino/a/x, or Spanish origin	95%	87%	87%
	Yes, I consider myself to be of Hispanic, Latino/a/x, or Spanish origin	5%	13%	13%
Housing type	Attached	21%	42%	42%
	Detached	79%	58%	58%
Race/ethnic..	Not white alone	16%	36%	36%
	White alone, not Hispanic or Latino	84%	64%	64%
Sex	Man	41%	48%	48%
	Woman	59%	52%	52%

Sex/age	Man 18-34	14%	21%	21%
	Man 35-54	15%	14%	14%
	Man 55+	12%	13%	13%
	Woman 18-34	17%	22%	22%
	Woman 35-54	22%	14%	14%
	Woman 55+	20%	16%	16%
Tenure	Own	75%	55%	55%
	Rent	25%	45%	45%

18. Pasek, J. (2014). ANES Weighting Algorithm. Retrieved from <https://surveyinsights.org/wp-content/uploads/2014/07/Full-anesrake-paper.pdf>
 19. Targets come from the 2020 Census and 2022 American Community Survey.

Open Participation Survey Results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. In some tables, the percentages may not sum to 100%; this is either because the question permitted the respondent to "choose all that apply", or for a question that asked the respondent to select one answer, it is due to the customary practice of rounding values to the nearest whole number.

Quality of Life	Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to live	Excellent	 20% N=161
			Good	 50% N=410
			Fair	 22% N=182
			Poor	 9% N=70
		The overall quality of life	Excellent	 12% N=100
			Good	 47% N=382
			Fair	 29% N=237
			Poor	 11% N=93
	Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Grand Rapids to someone who asks	Very likely	 32% N=266
			Somewhat likely	 43% N=352
			Somewhat unlikely	 11% N=87
			Very unlikely	 14% N=116
		Remain in Grand Rapids for the next five years	Very likely	 53% N=415
			Somewhat likely	 25% N=197

Quality of Life	Please indicate how likely or unlikely you are to do each of the following.	Remain in Grand Rapids for the next five years	Somewhat unlikely		10% N=75	
			Very unlikely		12% N=98	
	Please rate each of the following in the Grand Rapids community.	Overall image or reputation	Excellent		16% N=130	
			Good		44% N=357	
Fair				28% N=228		
Poor				12% N=98		
Governance	Please rate the quality of each of the following services in Grand Rapids.	Public information services	Excellent		8% N=54	
			Good		43% N=302	
			Fair		39% N=275	
			Poor		10% N=70	
		Overall customer service by Grand Rapids employees	Excellent		16% N=116	
			Good		45% N=320	
			Fair		28% N=198	
			Poor		11% N=82	
		Please rate the following categories of Grand Rapids government performance.	The value of services for the taxes paid to Grand Rapids	Excellent		7% N=53
				Good		33% N=247

Governance	Please rate the following categories of Grand Rapids government performance.	The value of services for the taxes paid to Grand Rapids	Fair		29% N=219
			Poor		31% N=234
		The overall direction that Grand Rapids is taking	Excellent		11% N=82
			Good		37% N=285
			Fair		27% N=205
			Poor		26% N=197
		The job Grand Rapids government does at welcoming resident involvement	Excellent		8% N=55
			Good		30% N=205
			Fair		33% N=225
			Poor		29% N=200
		Overall confidence in Grand Rapids government	Excellent		8% N=61
			Good		28% N=208
			Fair		33% N=248
			Poor		31% N=232
		Generally acting in the best interest of the community	Excellent		8% N=58
			Good		32% N=242

Governance	Please rate the following categories of Grand Rapids government performance.	Generally acting in the best interest of the community		Bar Chart	
		Rating	Percentage	Count (N)	Visual Representation
		Fair	29%	N=222	[Bar]
		Poor	32%	N=245	[Bar]
		<hr/>			
	Being honest	Excellent	7%	N=47	[Bar]
		Good	30%	N=205	[Bar]
		Fair	32%	N=213	[Bar]
		Poor	31%	N=206	[Bar]
		<hr/>			
	Being open and transparent to the public	Excellent	8%	N=54	[Bar]
		Good	27%	N=187	[Bar]
		Fair	32%	N=222	[Bar]
		Poor	33%	N=224	[Bar]
		<hr/>			
	Informing residents about issues facing the community	Excellent	9%	N=63	[Bar]
		Good	26%	N=185	[Bar]
		Fair	38%	N=275	[Bar]
		Poor	28%	N=200	[Bar]
		<hr/>			
	Treating all residents fairly	Excellent	7%	N=51	[Bar]
		Good	20%	N=137	[Bar]

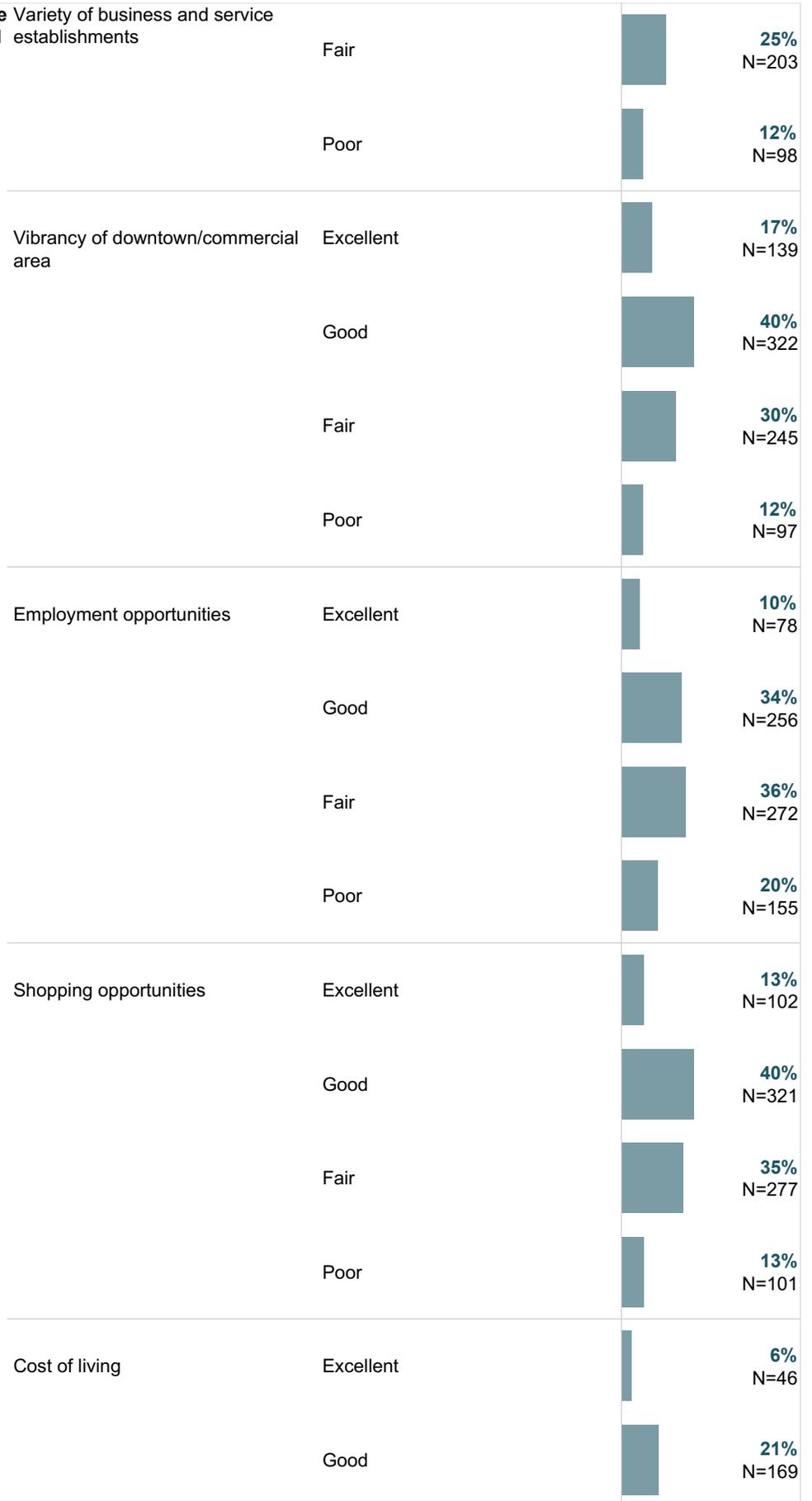
Governance	Please rate the following categories of Grand Rapids government performance.	Treating all residents fairly	Fair		31% N=217
			Poor		42% N=291
		Treating residents with respect	Excellent		8% N=54
			Good		30% N=215
	Fair			33% N=232	
	Poor			29% N=207	
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Grand Rapids	Excellent		10% N=79
			Good		42% N=326
			Fair		34% N=264
			Poor		14% N=113
The Federal Government		Excellent		3% N=23	
		Good		24% N=177	
		Fair		37% N=274	
		Poor		37% N=275	
Economy	Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to work	Excellent		20% N=152
			Good		40% N=308

Economy

<p>Please rate each of the following aspects of quality of life in Grand Rapids.</p>	Grand Rapids as a place to work	Fair		27% N=206
		Poor		13% N=104
<p>Please rate each of the following characteristics as they relate to Grand Rapids as a whole.</p>	Grand Rapids as a place to visit	Excellent		27% N=213
		Good		41% N=324
		Fair		24% N=190
		Poor		8% N=62
		Excellent		9% N=69
<p>Please rate each of the following characteristics as they relate to Grand Rapids as a whole.</p>	Overall economic health	Good		39% N=308
		Fair		32% N=253
		Poor		21% N=168
		Excellent		17% N=138
<p>Please rate each of the following in the Grand Rapids community.</p>	Overall quality of business and service establishments	Good		49% N=399
		Fair		28% N=230
		Poor		7% N=55
		Excellent		19% N=155
<p>Please rate each of the following in the Grand Rapids community.</p>	Variety of business and service establishments	Good		44% N=360
		Excellent		19% N=155

Economy

Please rate each of the following in the Grand Rapids community.



Economy	Please rate each of the following in the Grand Rapids community.	Cost of living	Fair		31% N=255
			Poor		42% N=343
	Please rate the quality of each of the following services in Grand Rapids.	Economic development	Excellent		8% N=52
			Good		38% N=258
			Fair		36% N=249
			Poor		19% N=128
	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.	Overall economic health	Essential		38% N=304
			Very important		42% N=333
			Somewhat important		18% N=147
			Not at all important		2% N=14
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		6% N=46		
	Somewhat positive		18% N=147		
	Neutral		36% N=288		
	Somewhat negative		27% N=218		
	Very negative		14% N=110		
Mobility	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of the transportation system	Excellent		6% N=52

Mobility

<p>Please rate each of the following characteristics as they relate to Grand Rapids as a whole.</p>	Overall quality of the transportation system	Good		22% N=178
		Fair		42% N=338
		Poor		29% N=236
<p>Please also rate each of the following in the Grand Rapids community.</p>	Traffic flow on major streets	Excellent		5% N=37
		Good		31% N=250
		Fair		37% N=305
		Poor		28% N=227
Ease of public parking	Excellent		9% N=74	
	Good		20% N=162	
	Fair		31% N=251	
	Poor		39% N=318	
Ease of travel by car	Excellent		15% N=124	
	Good		40% N=322	
	Fair		33% N=262	
	Poor		12% N=98	
Ease of travel by public transportation	Excellent		5% N=36	

Mobility

Please also rate each of the following in the Grand Rapids community.	Ease of travel by public transportation	Good		22% N=142
		Fair		29% N=189
		Poor		44% N=293
	Ease of travel by bicycle	Excellent		9% N=59
		Good		22% N=144
		Fair		36% N=237
		Poor		34% N=222
	Ease of walking	Excellent		16% N=126
		Good		36% N=293
		Fair		33% N=269
		Poor		14% N=116
Please indicate whether or not you have done each of the following in the last 12 months.	Used public transportation instead of driving	No		57% N=469
		Yes		43% N=350
	Carpooled with other adults or children instead of driving alone	No		37% N=301
		Yes		63% N=517
	Walked or biked instead of driving	No		23% N=186

Mobility

<p>whether or not you have done each of the following in the last 12 months.</p>	Walked or biked instead of driving	Yes		77% N=631
	<p>Please rate the quality of each of the following services in Grand Rapids.</p>	Traffic enforcement	Excellent	
Good				30% N=218
Fair				34% N=246
Poor				31% N=230
Traffic signal timing	Traffic signal timing	Excellent		7% N=51
		Good		35% N=272
		Fair		35% N=276
		Poor		24% N=186
Street repair	Street repair	Excellent		2% N=16
		Good		17% N=136
		Fair		38% N=304
		Poor		43% N=344
Street cleaning	Street cleaning	Excellent		6% N=44
		Good		40% N=308
		Fair		34% N=256

Mobility

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

Street cleaning	Poor		20% N=156
Street lighting	Excellent		13% N=100
	Good		44% N=354
	Fair		30% N=236
	Poor		13% N=107
Snow removal	Excellent		12% N=95
	Good		40% N=321
	Fair		31% N=248
	Poor		16% N=129
Sidewalk maintenance	Excellent		6% N=49
	Good		32% N=255
	Fair		34% N=270
	Poor		27% N=212
Bus or transit services	Excellent		9% N=57
	Good		28% N=176
	Fair		35% N=219

Mobility	Please rate the quality of each of the following services in Grand Rapids.	Bus or transit services	Poor		29% N=180
		Overall quality of the transportation system	Essential		46% N=367
	Very important			35% N=276	
	Somewhat important			16% N=128	
	Not at all important			3% N=24	
Community Design	Please rate each of the following aspects of quality of life in Grand Rapids.	Your neighborhood as a place to live	Excellent		29% N=235
		Overall design or layout of residential and commercial areas	Good		40% N=321
			Fair		22% N=178
			Poor		9% N=72
			Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Excellent	
	Good			38% N=303	
	Fair			39% N=312	
	Poor			19% N=149	
	Please also rate each of the following in the Grand Rapids community.	Well-planned residential growth		Excellent	
		Well-planned residential growth	Good		20% N=131
Fair				29% N=195	

Community Design Please also rate each of the following in the Grand Rapids community.

Well-planned residential growth	Poor		48% N=318
	Excellent		5% N=36
Well-planned commercial growth	Good		28% N=185
	Fair		40% N=265
	Poor		26% N=173
	Excellent		3% N=24
Well-designed neighborhoods	Good		29% N=215
	Fair		43% N=321
	Poor		25% N=184
	Excellent		13% N=100
Preservation of the historical or cultural character of the community	Good		43% N=329
	Fair		31% N=233
	Poor		13% N=98
	Excellent		10% N=79
Public places where people want to spend time	Good		38% N=305
	Fair		33% N=264

Community Design		Please also rate each of the following in the Grand Rapids community.	
Public places where people want to spend time	Poor		19% N=153
Variety of housing options	Excellent		3% N=23
	Good		15% N=118
	Fair		32% N=253
	Poor		50% N=395
Availability of affordable quality housing	Excellent		3% N=22
	Good		7% N=54
	Fair		18% N=138
	Poor		72% N=560
Overall quality of new development	Excellent		4% N=30
	Good		28% N=202
	Fair		43% N=307
	Poor		25% N=180
Overall appearance	Excellent		11% N=89
	Good		48% N=392
	Fair		31% N=254

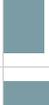
Community Design	Please also rate each of the following in the Grand Rapids community.	Overall appearance	Poor		10% N=79
		Please rate the quality of each of the following services in Grand Rapids.	Land use, planning and zoning	Excellent	
	Good				19% N=120
	Fair				37% N=227
	Poor				41% N=254
	Code enforcement	Excellent		7% N=41	
		Good		28% N=168	
		Fair		34% N=205	
		Poor		32% N=194	
	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.	Overall design or layout of residential and commercial areas	Essential		31% N=250
Very important				38% N=303	
Somewhat important				27% N=219	
Not at all important				4% N=29	
Utilities	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of the utility infrastructure	Excellent		10% N=78
			Good		39% N=311
			Fair		35% N=283

Utilities

		Overall quality of the utility infrastructure	
<p>Please rate the quality of each of the following services in Grand Rapids.</p>		Poor	 <p>16% N=125</p>
	Affordable high-speed internet access	Excellent	 <p>10% N=74</p>
		Good	 <p>30% N=222</p>
		Fair	 <p>34% N=247</p>
		Poor	 <p>26% N=195</p>
Garbage collection	Excellent	 <p>35% N=269</p>	
	Good	 <p>42% N=322</p>	
	Fair	 <p>16% N=125</p>	
	Poor	 <p>7% N=53</p>	
Drinking water	Excellent	 <p>24% N=189</p>	
	Good	 <p>38% N=299</p>	
	Fair	 <p>22% N=175</p>	
	Poor	 <p>15% N=121</p>	
Sewer services	Excellent	 <p>28% N=201</p>	
	Good	 <p>45% N=319</p>	
	Fair	 <p>24% N=172</p>	

Utilities

Please rate the quality of each of the following services in Grand Rapids.				
Sewer services	Poor		3% N=22	
	Storm water management	Excellent		21% N=150
		Good		42% N=301
		Fair		29% N=213
		Poor		8% N=59
Power (electric and/or gas) utility	Excellent		18% N=142	
	Good		44% N=340	
	Fair		27% N=212	
	Poor		11% N=82	
Utility billing	Excellent		16% N=120	
	Good		34% N=250	
	Fair		35% N=253	
	Poor		15% N=106	
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.	Overall quality of the utility infrastructure	Essential		42% N=339
		Very important		44% N=348
		Somewhat important		13% N=103

Utilities	community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure	Not at all important		1% N=8
Safety	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall feeling of safety	Excellent		8% N=65
			Good		37% N=305
			Fair		36% N=297
			Poor		19% N=152
Please rate how safe or unsafe you feel:	In your neighborhood during the day		Very safe		56% N=458
			Somewhat safe		29% N=240
			Neither safe nor unsafe		7% N=54
			Somewhat unsafe		5% N=44
			Very unsafe		2% N=20
			In Grand Rapids's downtown/commercial area during the day		Very safe
Somewhat safe		37% N=300			
Neither safe nor unsafe		10% N=84			
Somewhat unsafe		9% N=68			
Very unsafe		3% N=26			
From property crime			Very safe		19% N=152

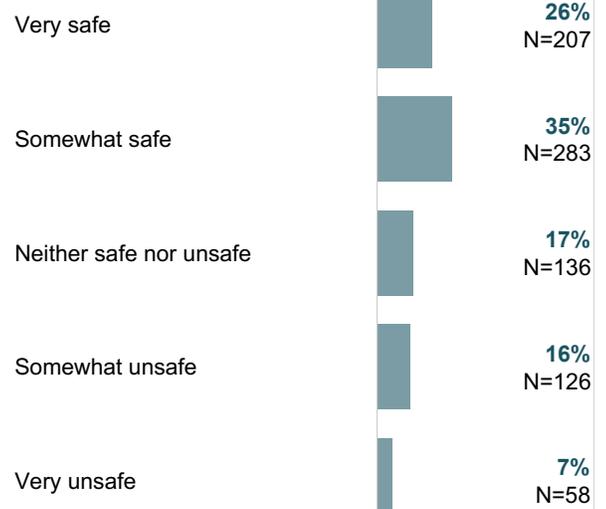
Safety

Please rate how safe or unsafe you feel:

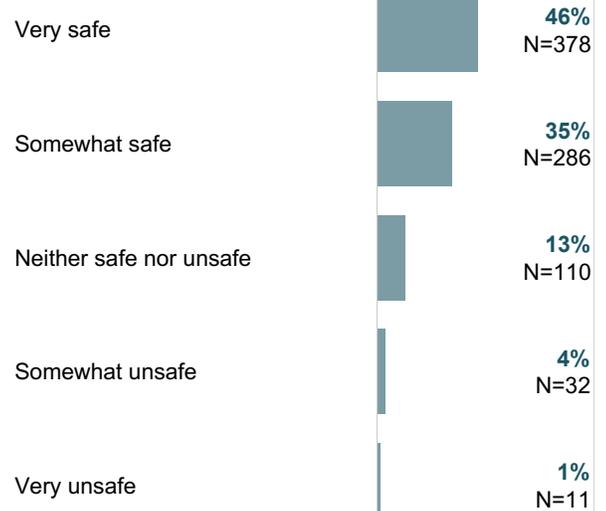
From property crime



From violent crime



From fire, flood, or other natural disaster



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

Police/Sheriff services



Safety

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

Police/Sheriff services	Fair		28% N=203
	Poor		34% N=250
Crime prevention	Excellent		4% N=32
	Good		20% N=143
	Fair		38% N=267
	Poor		38% N=269
Animal control	Excellent		11% N=59
	Good		37% N=197
	Fair		33% N=173
	Poor		19% N=99
Ambulance or emergency medical services	Excellent		27% N=154
	Good		45% N=254
	Fair		24% N=136
	Poor		4% N=23
Fire services	Excellent		45% N=281
	Good		46% N=286

Safety	Please rate the quality of each of the following services in Grand Rapids.	Fire services	Fair		9% N=56
			Poor		0% N=3
		Fire prevention and education	Excellent		29% N=162
			Good		42% N=237
			Fair		19% N=108
			Poor		9% N=51
	Emergency preparedness	Excellent		16% N=86	
		Good		35% N=189	
		Fair		27% N=150	
		Poor		22% N=121	
	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.	Overall feeling of safety	Essential		43% N=350
			Very important		40% N=319
Somewhat important				15% N=117	
Not at all important				2% N=19	
Natural environment	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of natural environment	Excellent		13% N=102
			Good		41% N=334

Natural environment

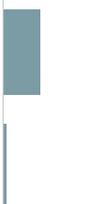
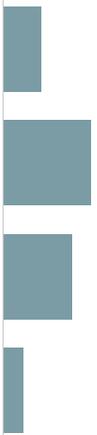
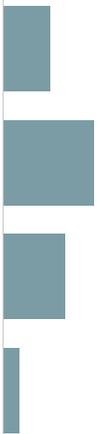
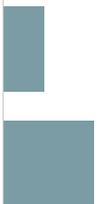
<p>Please rate each of the following characteristics as they relate to Grand Rapids as a whole.</p>	Overall quality of natural environment	Fair		32% N=260
		Poor		15% N=120
<p>Please also rate each of the following in the Grand Rapids community.</p>	Cleanliness	Excellent		12% N=97
		Good		39% N=317
		Fair		33% N=268
		Poor		17% N=137
Water resources		Excellent		19% N=152
		Good		38% N=302
		Fair		29% N=236
		Poor		14% N=111
Air quality		Excellent		18% N=140
		Good		42% N=330
		Fair		28% N=226
		Poor		13% N=100
<p>Please rate the quality of each of the following services in Grand Rapids.</p>	Preservation of natural areas	Excellent		15% N=101
		Good		28% N=191

Natural environment

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

Preservation of natural areas	Fair		33% N=231
	Poor		24% N=168
Grand Rapids open space	Excellent		9% N=66
	Good		33% N=235
	Fair		36% N=256
	Poor		21% N=148
Recycling	Excellent		27% N=206
	Good		33% N=255
	Fair		24% N=182
	Poor		16% N=126
Yard waste pick-up	Excellent		17% N=104
	Good		43% N=259
	Fair		22% N=134
	Poor		18% N=106
Overall quality of natural environment	Essential		40% N=317
	Very important		42% N=331

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.

Natural environment	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.	Overall quality of natural environment	Somewhat important		17% N=137
			Not at all important		1% N=11
Parks and Recreation	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of parks and recreation opportunities	Excellent		21% N=173
			Good		43% N=351
			Fair		26% N=210
			Poor		10% N=80
	Please also rate each of the following in the Grand Rapids community.	Availability of paths and walking trails	Excellent		18% N=140
		Good		41% N=318	
		Fair		32% N=253	
		Poor		10% N=75	
		Fitness opportunities	Excellent		21% N=161
			Good		42% N=316
			Fair		29% N=218
			Poor		8% N=58
		Recreational opportunities	Excellent		19% N=148
			Good		42% N=333

Parks and Recreation

<p>Please also rate each of the following in the Grand Rapids community.</p>	Recreational opportunities	Fair		31% N=248
		Poor		8% N=60
<p>Please rate the quality of each of the following services in Grand Rapids.</p>	City parks	Excellent		19% N=152
		Good		48% N=385
		Fair		26% N=208
		Poor		6% N=50
	Recreation programs or classes	Excellent		16% N=102
		Good		45% N=283
		Fair		31% N=191
		Poor		8% N=51
	Recreation centers or facilities	Excellent		12% N=74
		Good		43% N=265
		Fair		33% N=203
		Poor		11% N=69
<p>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.</p>	Overall quality of parks and recreation opportunities	Essential		26% N=205
		Very important		47% N=376

Parks and Recreation	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.	Overall quality of parks and recreation opportunities	Somewhat important		25% N=201
			Not at all important		2% N=19
Health and wellness	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall health and wellness opportunities	Excellent		20% N=155
			Good		36% N=286
			Fair		32% N=252
			Poor		13% N=100
	Please also rate each of the following in the Grand Rapids community.	Availability of affordable quality food	Excellent		10% N=78
			Good		30% N=242
			Fair		32% N=258
			Poor		28% N=223
		Availability of affordable quality health care	Excellent		13% N=97
			Good		28% N=212
			Fair		30% N=230
			Poor		29% N=224
		Availability of preventive health services	Excellent		15% N=112
			Good		33% N=248

Health and wellness

<p>Please also rate each of the following in the Grand Rapids community.</p>	Availability of preventive health services	Fair		31% N=234
		Poor		21% N=157
<p>Please rate the quality of each of the following services in Grand Rapids.</p>	Availability of affordable quality mental health care	Excellent		9% N=58
		Good		21% N=145
		Fair		31% N=206
		Poor		39% N=265
<p>Please rate the quality of each of the following services in Grand Rapids.</p>	Health services	Excellent		16% N=108
		Good		41% N=274
		Fair		28% N=185
		Poor		15% N=97
<p>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.</p>	Overall health and wellness opportunities	Essential		29% N=236
		Very important		41% N=326
		Somewhat important		27% N=219
		Not at all important		3% N=23
<p>Please rate your overall health.</p>		Excellent		21% N=172
		Very good		42% N=341

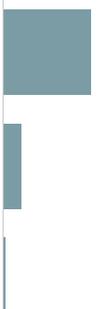
Health and wellness	Please rate your overall health.		Good		29% N=234
			Fair		6% N=47
			Poor		2% N=13
Education, Arts and Culture	Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall opportunities for education, culture, and the arts	Excellent		24% N=194
			Good		44% N=354
			Fair		23% N=188
			Poor		9% N=72
	Please also rate each of the following in the Grand Rapids community.	Opportunities to attend cultural/arts/music activities	Excellent		33% N=264
			Good		44% N=349
			Fair		19% N=155
			Poor		4% N=34
	Community support for the arts		Excellent		31% N=245
			Good		42% N=327
			Fair		20% N=157
			Poor		7% N=52
	Availability of affordable quality childcare/preschool	Excellent		5% N=22	

Education, Arts and Culture

Please also rate each of the following in the Grand Rapids community.

Availability of affordable quality childcare/preschool	Good		17% N=70	
	Fair		24% N=98	
	Poor		54% N=221	
K-12 education	Excellent		6% N=33	
	Good		28% N=152	
	Fair		35% N=187	
	Poor		31% N=166	
Adult educational opportunities	Excellent		11% N=59	
	Good		36% N=195	
	Fair		34% N=186	
	Poor		20% N=109	
Opportunities to attend special events and festivals	Excellent		31% N=249	
	Good		44% N=348	
	Fair		21% N=164	
	Poor		4% N=34	
Please rate the quality of each of the following services in Grand Rapids.	Public library services	Excellent		50% N=388

Education, Arts and Culture

<p>Please rate the quality of each of the following services in Grand Rapids.</p>	Public library services	Good		<p>41% N=312</p>
		Fair		<p>8% N=62</p>
		Poor		<p>1% N=8</p>
<p>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.</p>	Overall opportunities for education, culture, and the arts	Essential		<p>33% N=268</p>
		Very important		<p>42% N=338</p>
		Somewhat important		<p>21% N=167</p>
		Not at all important		<p>4% N=31</p>

Inclusivity and Engagement

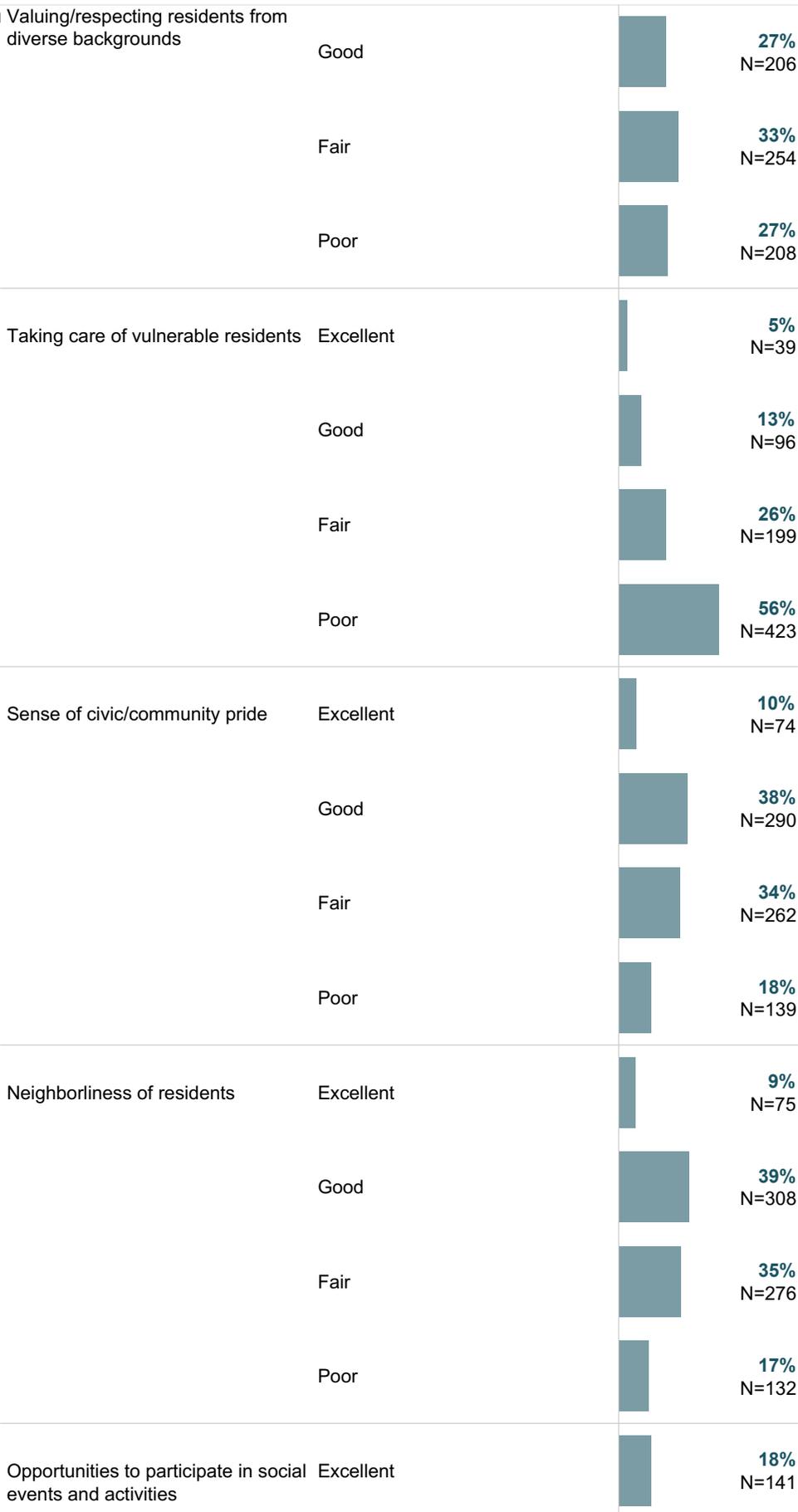
<p>Please rate each of the following aspects of quality of life in Grand Rapids.</p>	Grand Rapids as a place to raise children	Excellent		<p>19% N=121</p>
		Good		<p>37% N=237</p>
		Fair		<p>31% N=203</p>
		Poor		<p>13% N=86</p>
<p>Grand Rapids as a place to retire</p>		Excellent		<p>13% N=81</p>
		Good		<p>27% N=172</p>
		Fair		<p>34% N=218</p>
		Poor		<p>26% N=168</p>
	Sense of community	Excellent		<p>11% N=89</p>

Inclusivity and Engagement

<p>Please rate each of the following aspects of quality of life in Grand Rapids.</p>	Sense of community	Good		33% N=268
		Fair		34% N=281
		Poor		22% N=178
<p>Please rate each of the following characteristics as they relate to Grand Rapids as a whole.</p>	Residents' connection and engagement with their community	Excellent		7% N=59
		Good		33% N=262
		Fair		42% N=339
		Poor		18% N=140
<p>Please rate the job you feel the Grand Rapids community does at each of the following.</p>	Making all residents feel welcome	Excellent		11% N=88
		Good		35% N=276
		Fair		34% N=269
		Poor		21% N=166
<p>Attracting people from diverse backgrounds</p>		Excellent		15% N=112
		Good		30% N=229
		Fair		29% N=216
		Poor		26% N=196
<p>Valuing/respecting residents from diverse backgrounds</p>		Excellent		13% N=102

Inclusivity and Engagement

Please rate the job you feel the Grand Rapids community does at each of the following.



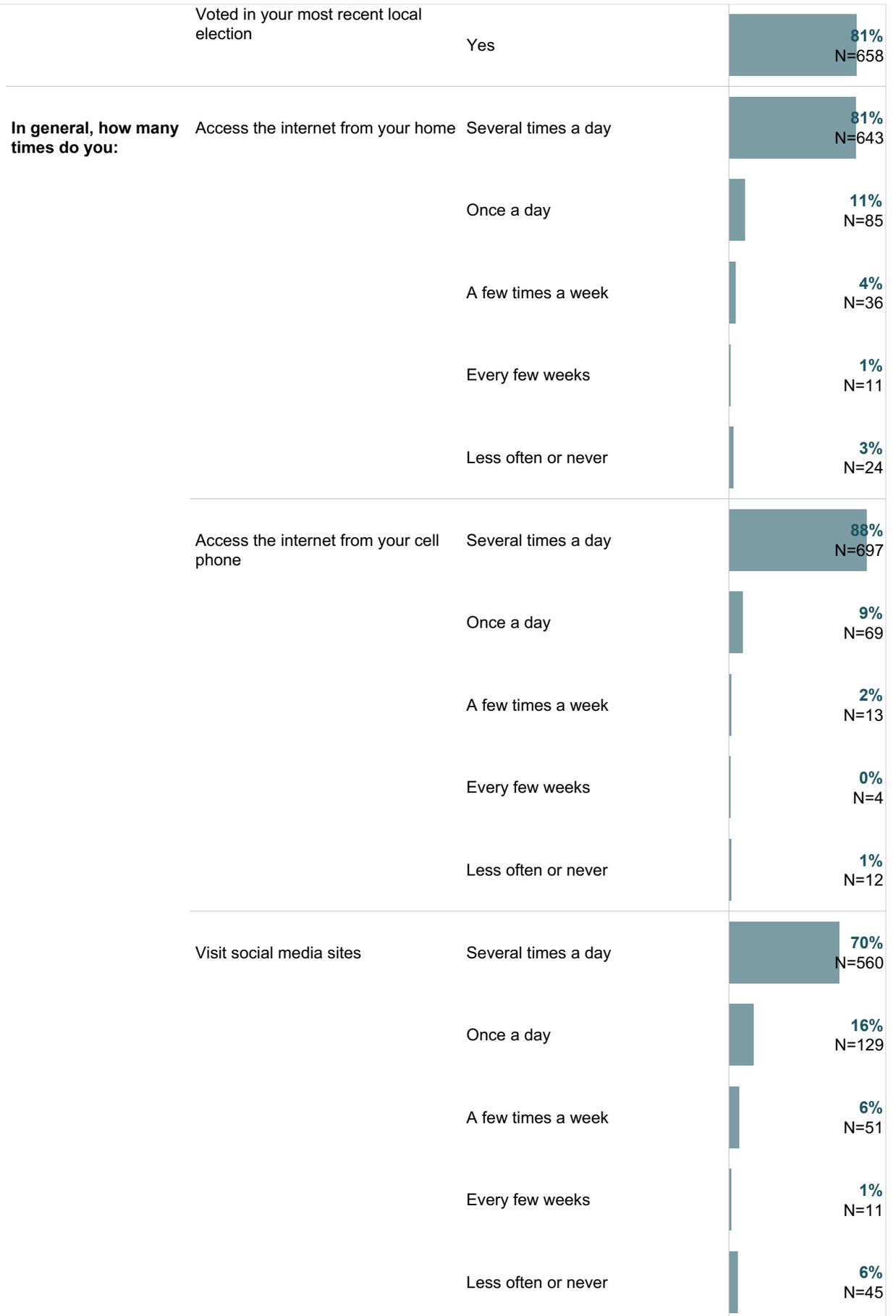
Inclusivity and Engagement

Please also rate each of the following in the Grand Rapids community.

<p>Opportunities to participate in social events and activities</p> <hr/> <p>Opportunities to volunteer</p> <hr/> <p>Opportunities to participate in community matters</p> <hr/> <p>Openness and acceptance of the community toward people of diverse backgrounds</p> <hr/> <p>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.</p>	Good		46% N=359
	Fair		30% N=232
	Poor		7% N=52
	Excellent		29% N=204
	Good		44% N=310
	Fair		22% N=152
	Poor		5% N=35
	Excellent		16% N=115
	Good		42% N=304
	Fair		30% N=217
	Poor		11% N=80
	Essential		30% N=239

Inclusivity and Engagement	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.	Residents' connection and engagement with their community	Very important		43% N=346
			Somewhat important		24% N=197
			Not at all important		3% N=23
Participation	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Grand Rapids for help or information	No		41% N=336
			Yes		59% N=481
		Contacted Grand Rapids elected officials to express your opinion	No		70% N=574
			Yes		30% N=245
		Attended a local public meeting	No		75% N=611
			Yes		25% N=208
		Watched a local public meeting	No		56% N=458
			Yes		44% N=357
		Volunteered your time to some group/activity	No		48% N=385
			Yes		52% N=425
		Campaigned or advocated for a local issue, cause, or candidate	No		65% N=526
			Yes		35% N=285
		Voted in your most recent local election	No		19% N=155

Participation



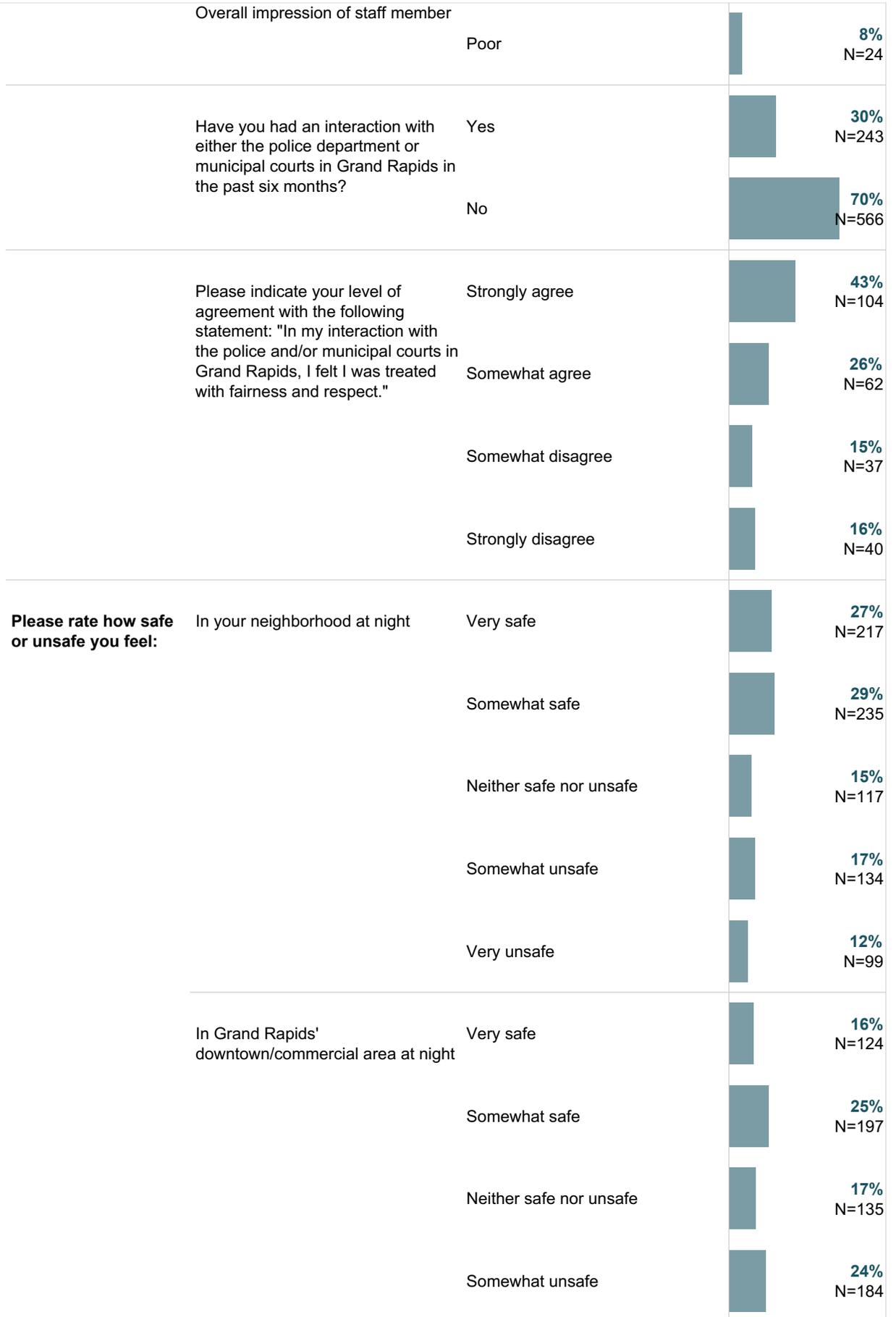
Participation	In general, how many times do you:			
Participation	Use or check email	Several times a day		77% N=612
		Once a day		18% N=143
		A few times a week		4% N=34
		Every few weeks		1% N=7
		Less often or never		0% N=4
	Share your opinions online	Several times a day		15% N=117
		Once a day		6% N=46
		A few times a week		19% N=151
		Every few weeks		21% N=163
		Less often or never		39% N=305
	Shop online	Several times a day		6% N=46
		Once a day		7% N=56
		A few times a week		29% N=228
		Every few weeks		44% N=346
		Less often or never		14% N=107
Custom	Have you contacted the City of Grand Rapids for information or services in the past six months?	Yes		39% N=317

Custom

	Have you contacted the City of Grand Rapids for information or services in the past six months?	No		61% N=488
Thinking about your most recent interaction, please rate each of the following aspects of the employee with whom you had contact.	Knowledge/competency	Excellent		34% N=106
		Good		46% N=142
		Fair		12% N=38
		Poor		8% N=25
Helpfulness	Excellent		37% N=116	
	Good		36% N=113	
	Fair		15% N=46	
	Poor		12% N=39	
Courtesy/respectfulness	Excellent		43% N=133	
	Good		36% N=110	
	Fair		15% N=46	
	Poor		6% N=20	
Timeliness	Excellent		37% N=115	
	Good		36% N=111	
	Fair		16% N=48	

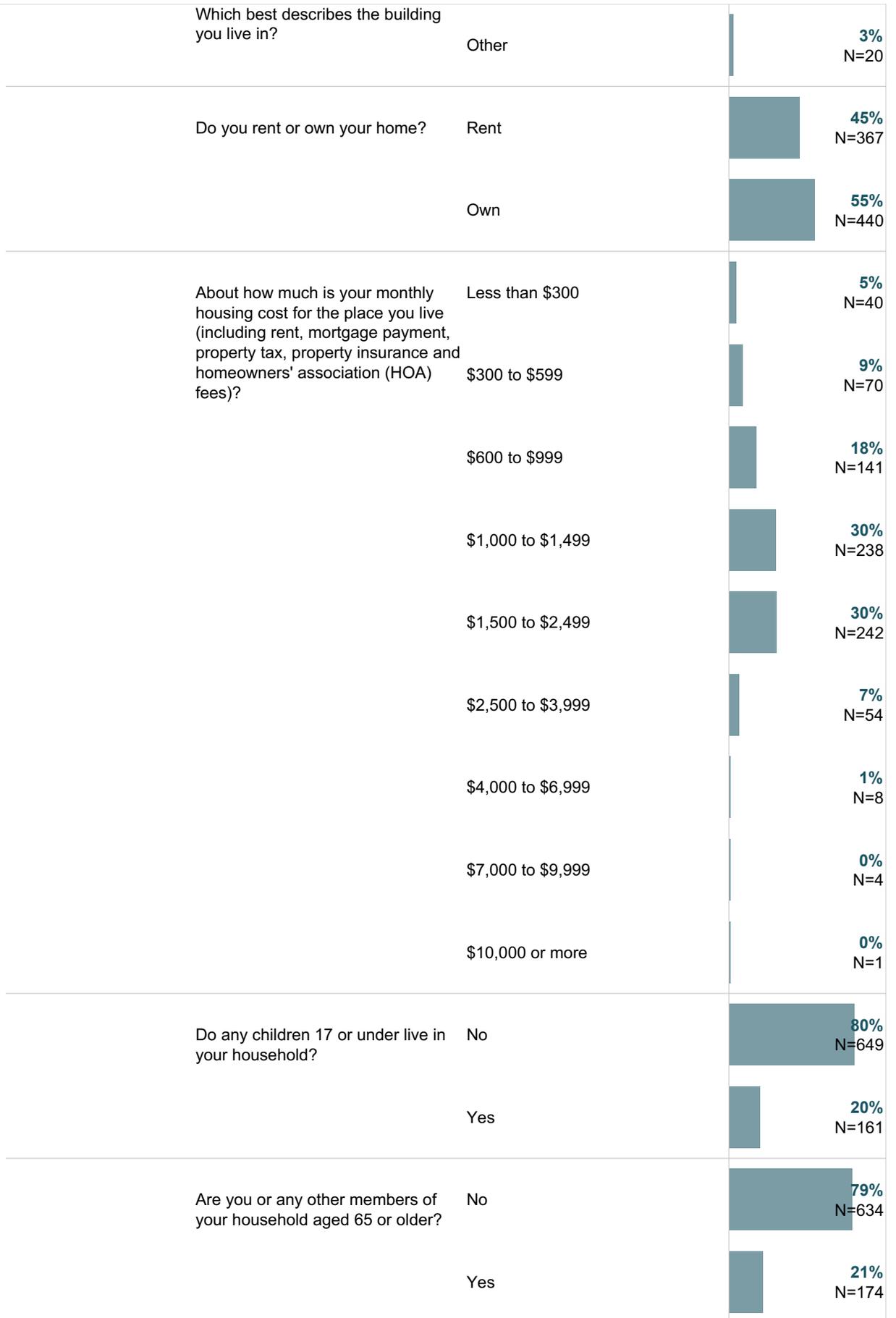
Custom	Thinking about your most recent interaction, please rate each of the following aspects of the employee with whom you had contact.			
	Timeliness	Poor		11% N=34
	Professionalism	Excellent		43% N=135
		Good		40% N=124
		Fair		10% N=30
		Poor		7% N=22
	Resolution of concerns	Excellent		30% N=92
		Good		33% N=102
		Fair		20% N=62
		Poor		17% N=53
	Overall quality of service	Excellent		32% N=97
		Good		40% N=123
		Fair		17% N=52
		Poor		12% N=37
	Overall impression of staff member	Excellent		38% N=116
		Good		38% N=115
		Fair		15% N=47

Custom

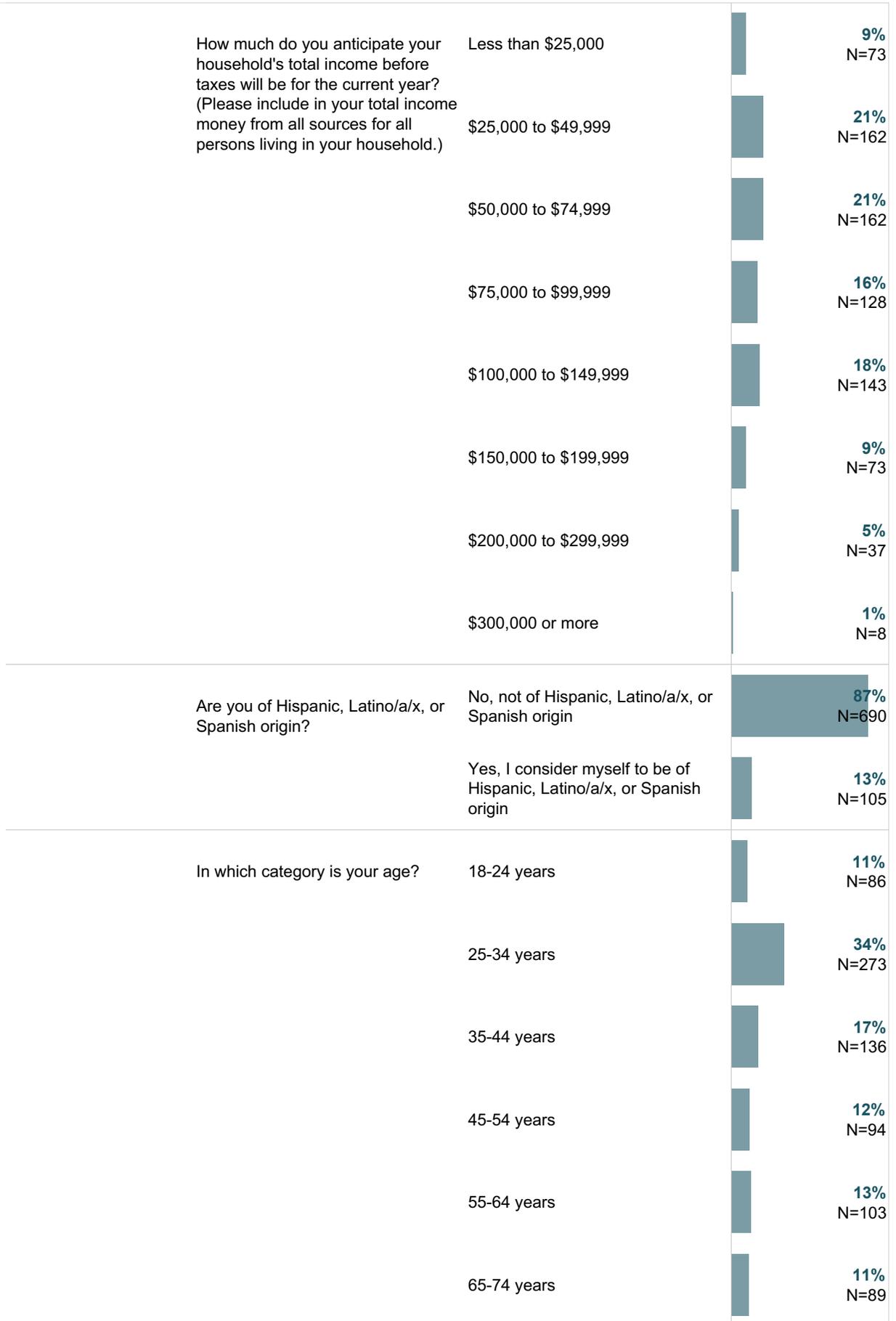


Custom	Please rate how safe or unsafe you feel:	In Grand Rapids' downtown/commercial area at night	Very unsafe		18% N=143
		What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska Native		5% N=37
	Asian			7% N=55	
	Black or African American			8% N=66	
	Native Hawaiian or Other Pacific Islander			2% N=17	
	White			76% N=604	
	A race not listed			15% N=118	
	Demographic	How many years have you lived in Grand Rapids?	Less than 2 years		6% N=49
2-5 years				19% N=153	
6-10 years				15% N=124	
11-20 years				14% N=115	
More than 20 years				45% N=366	
Which best describes the building you live in?		Single-family detached home		57% N=459	
		Townhouse or duplex (may share walls but no units above or below you)		7% N=59	
		Condominium or apartment (have units above or below you)		33% N=262	
		Mobile home		1% N=5	

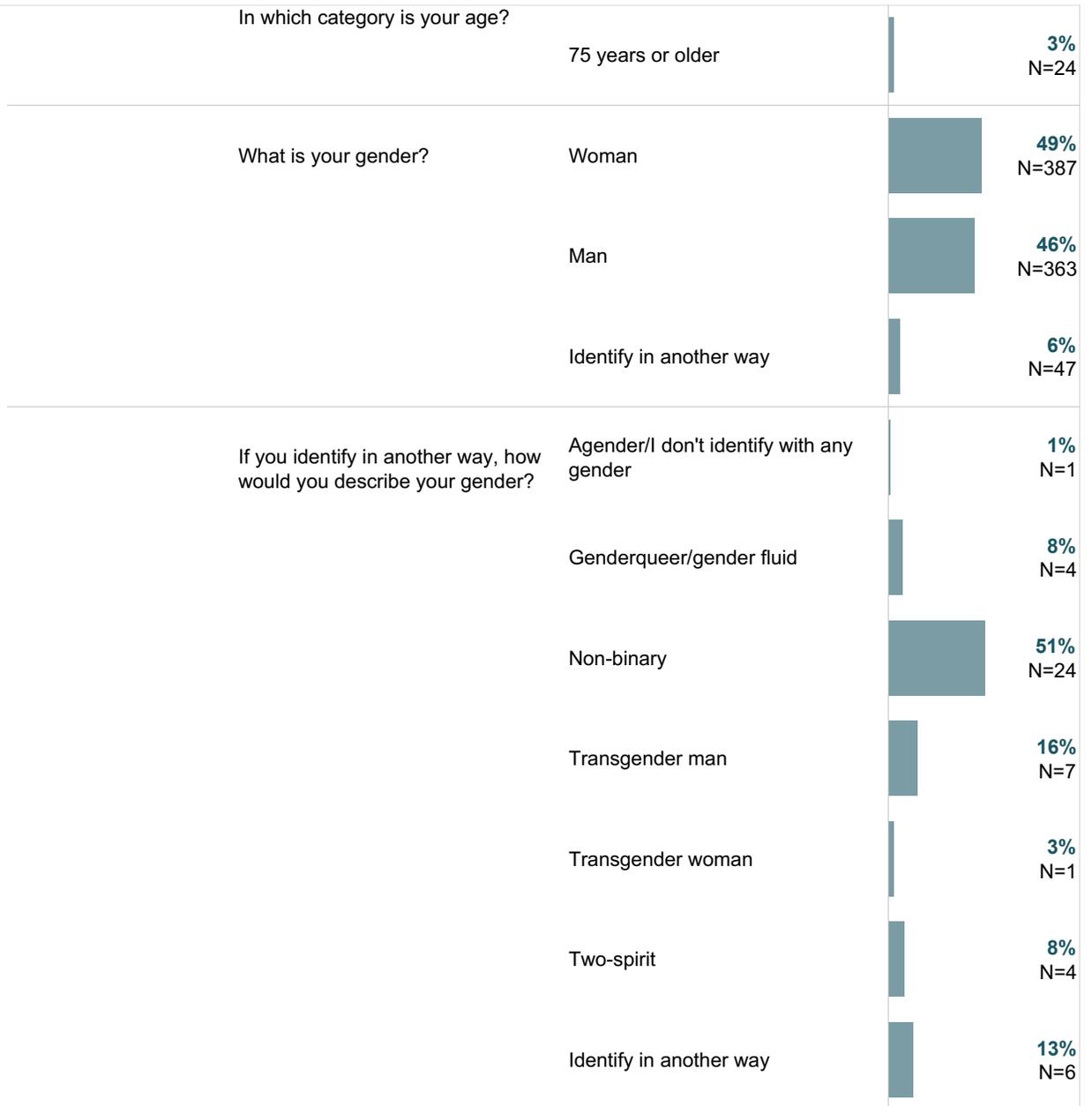
Demographic



Demographic



Demographic



The City of Grand Rapids 2024 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are confidential and no identifying information will be shared.

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Sense of community.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Grand Rapids	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Grand Rapids	1	2	3	4	5
Overall design or layout of Grand Rapids's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Grand Rapids (water, sewer, storm water, electric/gas, broadband)	1	2	3	4	5
Overall feeling of safety in Grand Rapids.....	1	2	3	4	5
Overall quality of natural environment in Grand Rapids	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Grand Rapids.....	1	2	3	4	5
Overall opportunities for education, culture, and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

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

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
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:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Grand Rapids's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Grand Rapids community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following in the Grand Rapids community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Grand Rapids	1	2	3	4	5
Variety of business and service establishments in Grand Rapids.....	1	2	3	4	5
Vibrancy of downtown/commercial area	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 image or reputation of Grand Rapids.....	1	2	3	4	5

7. Please also rate each of the following in the Grand Rapids community.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	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
Overall quality of new development in Grand Rapids	1	2	3	4	5
Overall appearance of Grand Rapids.....	1	2	3	4	5
Cleanliness of Grand Rapids.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	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
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Grand Rapids	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals	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

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

	<u>No</u>	<u>Yes</u>
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
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Grand Rapids.....	1	2
Campaigned or advocated for a local issue, cause, or candidate.....	1	2
Voted in your most recent local election	1	2
Used bus, rail, subway, or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone	1	2
Walked or biked instead of driving.....	1	2

The City of Grand Rapids 2024 Community Survey

9. Please rate the quality of each of the following services in Grand Rapids.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	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
Bus or transit services.....	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
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands, and greenbelts).....	1	2	3	4	5
Grand Rapids open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Grand Rapids employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Grand Rapids government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

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

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

12. 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.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Grand Rapids.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Grand Rapids.....	1	2	3	4
Overall design or layout of Grand Rapids’s residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4
Overall quality of the utility infrastructure in Grand Rapids (water, sewer, storm water, electric/gas, broadband)	1	2	3	4
Overall feeling of safety in Grand Rapids.....	1	2	3	4
Overall quality of natural environment in Grand Rapids	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Grand Rapids.....	1	2	3	4
Overall opportunities for education, culture, and the arts.....	1	2	3	4
Residents’ connection and engagement with their community	1	2	3	4

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

- Yes (continue to question 14) No (skip to question 15)

14. Thinking about your most recent interaction, please rate each of the following aspects of the employee with whom you had contact.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don’t know</u>
Knowledge/competency.....	1	2	3	4	5
Helpfulness.....	1	2	3	4	5
Courtesy/respectfulness.....	1	2	3	4	5
Timeliness.....	1	2	3	4	5
Professionalism	1	2	3	4	5
Resolution of concerns	1	2	3	4	5
Overall quality of service.....	1	2	3	4	5
Overall impression of staff member	1	2	3	4	5

15. 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 16) No (skip to question 17)

16. 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

17. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don’t know</u>
In your neighborhood at night.....	1	2	3	4	5	6
In Grand Rapids’ downtown/commercial area at night.....	1	2	3	4	5	6

The City of Grand Rapids 2024 Community Survey

Our last questions are about you and your household.
Again, all of your responses to this survey are confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Please rate your overall health.
 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. How many years have you lived in Grand Rapids?
 Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?
 Single-family detached home
 Townhouse or duplex (may share walls but no units above or below you)
 Condominium or apartment (have units above or below you)
 Mobile home
 Other

D6. Do you rent or own your home?
 Rent
 Own

D7. 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 \$2,500 to \$3,999
 \$300 to \$599 \$4,000 to \$6,999
 \$600 to \$999 \$7,000 to \$9,999
 \$1,000 to \$1,499 \$10,000 or more
 \$1,500 to \$2,499

D8. Do any children 17 or under live in your household?
 No Yes

D9. Are you or any other members of your household aged 65 or older?
 No Yes

D10. 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 \$100,000 to \$149,999
 \$25,000 to \$49,999 \$150,000 to \$199,999
 \$50,000 to \$74,999 \$200,000 to \$299,999
 \$75,000 to \$99,999 \$300,000 or more

D11. Are you of Hispanic, Latino/a/x, or Spanish origin?
 No Yes

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
 American Indian or Alaskan Native
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White
 A race not listed

D13. 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

D14. What is your gender?
 Woman
 Man
 Identify in another way → go to D14a

D14a. If you identify in another way, how would you describe your gender?
 Agender/I don't identify with any gender
 Genderqueer/gender fluid
 Non-binary
 Transgender man
 Transgender woman
 Two-spirit
 Identify in another way

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