THE NCS™
The National Community Survey™

Grand Rapids, MI

Technical Appendices

DRAFT
2019

NRC
National Research Center Inc

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA
Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Contents

Appendix A: Complete Survey Responses 1
Appendix B: Benchmark Comparisons 22
Appendix C: Detailed Survey Methods 35
Appendix D: Survey Materials 41

Charter Members
AAPOR Transparency Initiative
AMERICAN ASSOCIATION FOR PUBLIC OPINION RESEARCH

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

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

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

Appendix A: Complete Survey Responses

Responses excluding "don't know"

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

Table 1: Question 1

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

Table 2: Question 2

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

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Grand Rapids to someone who asks	50%	N=197	39%	N=151	8%	N=32	3%	N=10	100%	N=390
Remain in Grand Rapids for the next five years	61%	N=232	27%	N=105	9%	N=33	3%	N=13	100%	N=383

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	65%	N=256	25%	N=99	5%	N=22	4%	N=14	1%	N=4	100%	N=395
In Grand Rapids' downtown area during the day	51%	N=196	35%	N=133	8%	N=32	6%	N=22	0%	N=2	100%	N=384
In your neighborhood at night	35%	N=138	37%	N=145	13%	N=50	10%	N=38	6%	N=23	100%	N=394
In Grand Rapids' downtown area at night	16%	N=61	40%	N=152	16%	N=61	22%	N=83	6%	N=22	100%	N=378

Table 5: Question 5

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

Table 6: Question 6

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

Table 7: Question 7

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

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Grand Rapids?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Visited a neighborhood park or City park	18%	N=72	31%	N=121	38%	N=150	12%	N=48	100%	N=391
Used Grand Rapids public libraries or their services	8%	N=31	24%	N=95	40%	N=156	28%	N=112	100%	N=394
Attended a City-sponsored event	3%	N=12	9%	N=37	47%	N=184	41%	N=161	100%	N=394
Used public transportation instead of driving	11%	N=43	7%	N=26	22%	N=85	61%	N=239	100%	N=394
Carpooled with other adults or children instead of driving alone	13%	N=52	14%	N=55	25%	N=99	48%	N=188	100%	N=393
Walked or biked instead of driving	24%	N=93	20%	N=80	28%	N=109	28%	N=111	100%	N=393
Volunteered your time to some group/activity in Grand Rapids	14%	N=53	17%	N=69	24%	N=93	45%	N=178	100%	N=393
Talked to or visited with your immediate neighbors	33%	N=129	33%	N=128	26%	N=101	9%	N=35	100%	N=393
Done a favor for a neighbor	18%	N=69	24%	N=94	40%	N=159	19%	N=73	100%	N=395
Used Grand Rapids community centers or their services	5%	N=21	6%	N=24	14%	N=56	75%	N=292	100%	N=392
Participated in a club, neighborhood group or civic organization	10%	N=40	13%	N=52	22%	N=85	55%	N=217	100%	N=394

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	4%	N=14	2%	N=9	17%	N=66	77%	N=304	100%	N=393
Watched (online or on television) a local public meeting	6%	N=25	4%	N=14	20%	N=80	70%	N=274	100%	N=393

Table 10: Question 10

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

Table 11: Question 11

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

Table 12: Question 12

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

Table 13: Question 13

Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Grand Rapids	52%	N=202	37%	N=147	10%	N=39	1%	N=4	100%	N=393
Overall ease of getting to the places you usually have to visit	30%	N=118	47%	N=185	21%	N=83	1%	N=3	100%	N=389
Quality of overall natural environment in Grand Rapids	34%	N=132	45%	N=173	18%	N=70	3%	N=12	100%	N=387
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	23%	N=91	46%	N=178	27%	N=106	3%	N=14	100%	N=388
Health and wellness opportunities in Grand Rapids	36%	N=139	44%	N=170	19%	N=73	2%	N=8	100%	N=390
Overall opportunities for education and enrichment	43%	N=167	43%	N=168	13%	N=50	1%	N=5	100%	N=390
Overall economic health of Grand Rapids	45%	N=177	44%	N=172	10%	N=39	1%	N=3	100%	N=391
Sense of community	31%	N=123	49%	N=190	19%	N=76	1%	N=3	100%	N=392

Table 14: Question 14

Please rate how important, if at all, you think each of the following strategic planning areas are to the overall quality of life in Grand Rapids:	Essential		Very important		Somewhat important		Not at all important		Total	
Providing equitable, innovative, high-quality public services	30%	N=116	54%	N=210	15%	N=57	2%	N=6	100%	N=390
Building resident awareness of and involvement in the City's decision-making processes.	29%	N=115	49%	N=192	21%	N=82	0%	N=2	100%	N=390
Investing in innovative, efficient and equitable mobility solutions	29%	N=114	44%	N=170	24%	N=92	3%	N=12	100%	N=388
Creating pathways to financial growth and security for residents, employees and businesses	35%	N=135	48%	N=188	15%	N=60	1%	N=6	100%	N=388
Creating opportunities for education and enrichment for residents of all ages	42%	N=164	43%	N=165	13%	N=50	2%	N=9	100%	N=388
Investing in healthy communities and the natural environment	45%	N=175	41%	N=159	12%	N=49	2%	N=9	100%	N=391
Ensuring that all people feel safe and are safe in our community	70%	N=274	26%	N=103	3%	N=10	1%	N=4	100%	N=391

Table 15: Question 15

How familiar, if at all, are you with the following types of mobility-related options?	Very familiar		Moderately familiar		Slightly familiar		Not at all familiar		Total	
Modes of transportation used as an alternative to driving a car	26%	N=101	42%	N=165	20%	N=77	12%	N=48	100%	N=392
Locations of available parking options in Grand Rapids.	29%	N=114	40%	N=155	21%	N=84	9%	N=36	100%	N=389
Bikeshare	9%	N=34	13%	N=49	29%	N=111	50%	N=192	100%	N=387
Rideshare	15%	N=58	19%	N=74	28%	N=109	37%	N=144	100%	N=385
The Grand Rapids Autonomous Vehicles Initiative (self-driving public transportation)	9%	N=36	12%	N=45	24%	N=94	55%	N=215	100%	N=390

Table 16: Question 16

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

Table 17: Question 17

Thinking about your most recent contact with the City, please rate your satisfaction with the outcome of the interaction:	Percent	Number
Very satisfied	49%	N=62
Somewhat satisfied	35%	N=44
Somewhat dissatisfied	11%	N=14
Very dissatisfied	6%	N=7
Total	100%	N=128

Only asked of respondents who had contacted the City.

Table 18: Question 18

Have you had an interaction with either the police department or municipal courts in Grand Rapids in the past six months?	Percent	Number
Yes	37%	N=144
No	63%	N=245
Total	100%	N=389

Table 19: Question 19

Please indicate your level of agreement with the following statement: 'In my interaction with the police and/or municipal courts in Grand Rapids, I felt I was treated with fairness and respect.'	Percent	Number
Strongly agree	52%	N=74
Somewhat agree	32%	N=45
Somewhat disagree	10%	N=14
Strongly disagree	6%	N=9
Total	100%	N=143

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

Table 20: Question 20

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

Table 21: Question 21

Please rate your level of satisfaction with the current 'pay as you throw' system of payment for solid waste:	Percent	Number
Very satisfied	64%	N=181
Somewhat satisfied	27%	N=77
Somewhat dissatisfied	4%	N=10
Very dissatisfied	5%	N=13
Total	100%	N=281

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

Table 22: Question 22

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

Table 23: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	5%	N=19	5%	N=20	5%	N=20	18%	N=70	67%	N=265	100%	N=394
Purchase goods or services from a business located in Grand Rapids	1%	N=3	2%	N=8	19%	N=73	46%	N=183	32%	N=127	100%	N=394
Eat at least 5 portions of fruits and vegetables a day	4%	N=14	22%	N=85	33%	N=130	28%	N=108	13%	N=52	100%	N=389
Participate in moderate or vigorous physical activity	1%	N=6	18%	N=73	30%	N=117	34%	N=132	17%	N=66	100%	N=393
Read or watch local news (via television, paper, computer, etc.)	9%	N=37	16%	N=62	25%	N=99	22%	N=88	28%	N=109	100%	N=394
Vote in local elections	9%	N=35	7%	N=26	10%	N=39	24%	N=94	51%	N=200	100%	N=394

Table 24: Question D2

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

Table 25: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=25
Somewhat positive	21%	N=83
Neutral	56%	N=215
Somewhat negative	13%	N=51
Very negative	3%	N=13
Total	100%	N=387

Table 26: Question D4

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

Table 27: Question D5

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

Table 28: Question D6

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

Table 29: Question D7

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

Table 30: Question D8

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

Table 31: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than $300 per month	6%	N=21
$300 to $599 per month	13%	N=51
$600 to $999 per month	44%	N=167
$1,000 to $1,499 per month	27%	N=100
$1,500 to $2,499 per month	8%	N=32
$2,500 or more per month	2%	N=6
Total	100%	N=378

Table 32: Question D10

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

Table 33: Question D11

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

Table 34: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than $25,000	16%	N=62
$25,000 to $49,999	32%	N=121
$50,000 to $99,999	34%	N=131
$100,000 to $149,999	11%	N=42
$150,000 or more	7%	N=26
Total	100%	N=381

Table 35: Question D13

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

Table 36: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=14
Asian, Asian Indian or Pacific Islander	4%	N=14
Black or African American	16%	N=63
White	76%	N=293
Other	6%	N=22

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

Table 37: Question D15

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

Table 38: Question D16

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

Table 39: Question D17

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

Responses including "don't know"

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

Table 40: Question 1

Please rate each of the following aspects of quality of life in Grand Rapids:	Excellent		Good		Fair		Poor		Don't know		Total	
Grand Rapids as a place to live	39%	N=156	48%	N=192	11%	N=44	2%	N=7	0%	N=0	100%	N=399
Your neighborhood as a place to live	36%	N=143	35%	N=141	25%	N=98	4%	N=16	0%	N=0	100%	N=399
Grand Rapids as a place to raise children	27%	N=108	39%	N=154	19%	N=75	3%	N=10	12%	N=47	100%	N=394
Grand Rapids as a place to work	30%	N=117	46%	N=180	21%	N=81	1%	N=3	4%	N=14	100%	N=395
Grand Rapids as a place to visit	38%	N=151	45%	N=176	15%	N=60	0%	N=1	2%	N=8	100%	N=396
Grand Rapids as a place to retire	17%	N=67	29%	N=114	25%	N=97	9%	N=34	20%	N=79	100%	N=392
The overall quality of life in Grand Rapids	24%	N=94	52%	N=206	21%	N=84	1%	N=3	2%	N=8	100%	N=396
Grand Rapids as a place to start, own or operate a business	22%	N=86	24%	N=94	20%	N=78	6%	N=23	29%	N=116	100%	N=397

Table 41: Question 2

Please rate each of the following characteristics as they relate to Grand Rapids as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Grand Rapids	15%	N=59	48%	N=190	29%	N=116	8%	N=31	0%	N=0	100%	N=396
Overall ease of getting to the places you usually have to visit	17%	N=68	45%	N=176	31%	N=121	7%	N=28	0%	N=0	100%	N=394
Quality of overall natural environment in Grand Rapids	18%	N=71	48%	N=188	30%	N=117	4%	N=15	0%	N=0	100%	N=391
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	17%	N=67	43%	N=168	36%	N=141	3%	N=13	1%	N=6	100%	N=395
Health and wellness opportunities in Grand Rapids	30%	N=119	42%	N=166	20%	N=80	4%	N=16	4%	N=16	100%	N=396
Overall opportunities for education and enrichment	25%	N=99	44%	N=174	22%	N=85	7%	N=26	2%	N=10	100%	N=393
Overall economic health of Grand Rapids	23%	N=89	41%	N=161	28%	N=111	4%	N=15	5%	N=19	100%	N=395
Sense of community	15%	N=61	41%	N=163	33%	N=132	8%	N=31	2%	N=7	100%	N=394
Overall image or reputation of Grand Rapids	23%	N=91	53%	N=209	20%	N=77	3%	N=13	1%	N=3	100%	N=394

Table 42: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Grand Rapids to someone who asks	50%	N=197	39%	N=151	8%	N=32	3%	N=10	1%	N=3	100%	N=392
Remain in Grand Rapids for the next five years	59%	N=232	27%	N=105	8%	N=33	3%	N=13	2%	N=9	100%	N=392

Table 43: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	65%	N=256	25%	N=99	5%	N=22	4%	N=14	1%	N=4	0%	N=0	100%	N=395
In Grand Rapids' downtown area during the day	50%	N=196	34%	N=133	8%	N=32	5%	N=22	0%	N=2	3%	N=11	100%	N=395
In your neighborhood at night	35%	N=138	37%	N=145	13%	N=50	10%	N=38	6%	N=23	0%	N=1	100%	N=395
In Grand Rapids' downtown area at night	15%	N=61	38%	N=152	15%	N=61	21%	N=83	6%	N=22	4%	N=16	100%	N=395

Table 44: Question 5

Please rate each of the following characteristics as they relate to Grand Rapids as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	4%	N=17	33%	N=129	39%	N=154	22%	N=87	2%	N=7	100%	N=395
Ease of public parking	5%	N=21	25%	N=99	37%	N=146	31%	N=119	2%	N=6	100%	N=391
Ease of travel by car in Grand Rapids	10%	N=41	43%	N=168	36%	N=141	10%	N=40	1%	N=2	100%	N=393
Ease of travel by public transportation in Grand Rapids	9%	N=37	22%	N=87	26%	N=102	12%	N=46	31%	N=120	100%	N=392
Ease of travel by bicycle in Grand Rapids	11%	N=44	29%	N=115	22%	N=86	9%	N=36	28%	N=109	100%	N=390
Ease of walking in Grand Rapids	24%	N=93	44%	N=173	23%	N=91	4%	N=14	5%	N=18	100%	N=390
Availability of paths and walking trails	18%	N=72	38%	N=148	25%	N=97	11%	N=42	9%	N=35	100%	N=393
Air quality	20%	N=78	50%	N=196	24%	N=94	2%	N=6	5%	N=20	100%	N=395
Cleanliness of Grand Rapids	15%	N=58	47%	N=184	34%	N=135	5%	N=18	0%	N=0	100%	N=395
Overall appearance of Grand Rapids	23%	N=89	55%	N=217	19%	N=74	3%	N=13	0%	N=2	100%	N=395
Public places where people want to spend time	20%	N=79	48%	N=189	22%	N=89	6%	N=23	4%	N=16	100%	N=395
Variety of housing options	12%	N=49	29%	N=114	30%	N=118	19%	N=77	9%	N=35	100%	N=393
Availability of affordable quality housing	7%	N=27	17%	N=67	29%	N=113	34%	N=133	13%	N=50	100%	N=391
Fitness opportunities (including exercise classes and paths or trails, etc.)	23%	N=90	43%	N=169	21%	N=84	6%	N=24	7%	N=26	100%	N=393
Recreational opportunities	22%	N=88	43%	N=169	20%	N=80	8%	N=31	6%	N=24	100%	N=392
Availability of affordable quality food	24%	N=95	43%	N=169	28%	N=110	3%	N=13	1%	N=6	100%	N=393
Availability of affordable quality health care	25%	N=100	36%	N=142	18%	N=72	16%	N=61	5%	N=19	100%	N=395
Availability of preventive health services	25%	N=100	36%	N=142	22%	N=89	9%	N=35	8%	N=30	100%	N=395
Availability of affordable quality mental health care	14%	N=54	21%	N=82	20%	N=80	18%	N=72	27%	N=104	100%	N=393
Availability of alternative transportation options	13%	N=53	25%	N=100	28%	N=109	13%	N=50	21%	N=84	100%	N=395

Table 45: Question 6

Please rate each of the following characteristics as they relate to Grand Rapids as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	4%	N=17	17%	N=66	14%	N=57	10%	N=40	54%	N=214	100%	N=393
K-12 education	6%	N=23	27%	N=104	25%	N=97	12%	N=46	31%	N=121	100%	N=392
Adult educational opportunities	10%	N=39	30%	N=117	23%	N=90	6%	N=25	31%	N=120	100%	N=392
Opportunities to attend cultural/arts/music activities	31%	N=120	44%	N=174	15%	N=61	4%	N=17	5%	N=20	100%	N=392
Opportunities to participate in religious or spiritual events and activities	33%	N=129	36%	N=141	12%	N=48	3%	N=12	16%	N=62	100%	N=393
Employment opportunities	20%	N=80	46%	N=178	22%	N=87	4%	N=17	7%	N=28	100%	N=390
Shopping opportunities	31%	N=122	47%	N=183	15%	N=58	7%	N=27	1%	N=3	100%	N=394
Cost of living in Grand Rapids	14%	N=54	34%	N=135	36%	N=140	14%	N=56	1%	N=5	100%	N=390
Overall quality of business and service establishments in Grand Rapids	18%	N=71	55%	N=214	19%	N=73	6%	N=22	3%	N=12	100%	N=393
Vibrant downtown area	26%	N=104	45%	N=176	21%	N=82	5%	N=20	3%	N=12	100%	N=393
Overall quality of new development in Grand Rapids	25%	N=99	43%	N=169	21%	N=84	3%	N=11	7%	N=29	100%	N=392
Opportunities to participate in social events and activities	24%	N=96	46%	N=178	19%	N=76	5%	N=18	6%	N=24	100%	N=391
Opportunities to volunteer	29%	N=114	43%	N=169	15%	N=57	2%	N=8	12%	N=46	100%	N=394
Opportunities to participate in community matters	20%	N=79	35%	N=139	22%	N=87	7%	N=28	15%	N=60	100%	N=392
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=51	29%	N=113	34%	N=132	16%	N=64	8%	N=30	100%	N=390
Neighborliness of residents in Grand Rapids	13%	N=52	37%	N=143	34%	N=133	13%	N=49	3%	N=11	100%	N=389
Availability of downtown parking	6%	N=25	21%	N=82	32%	N=125	37%	N=144	4%	N=15	100%	N=391

Table 46: Question 7

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

Table 47: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Grand Rapids?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Visited a neighborhood park or City park	18%	N=72	31%	N=121	38%	N=150	12%	N=48	100%	N=391
Used Grand Rapids public libraries or their services	8%	N=31	24%	N=95	40%	N=156	28%	N=112	100%	N=394
Attended a City-sponsored event	3%	N=12	9%	N=37	47%	N=184	41%	N=161	100%	N=394
Used public transportation instead of driving	11%	N=43	7%	N=26	22%	N=85	61%	N=239	100%	N=394
Carpooled with other adults or children instead of driving alone	13%	N=52	14%	N=55	25%	N=99	48%	N=188	100%	N=393
Walked or biked instead of driving	24%	N=93	20%	N=80	28%	N=109	28%	N=111	100%	N=393
Volunteered your time to some group/activity in Grand Rapids	14%	N=53	17%	N=69	24%	N=93	45%	N=178	100%	N=393
Talked to or visited with your immediate neighbors	33%	N=129	33%	N=128	26%	N=101	9%	N=35	100%	N=393
Done a favor for a neighbor	18%	N=69	24%	N=94	40%	N=159	19%	N=73	100%	N=395
Used Grand Rapids community centers or their services	5%	N=21	6%	N=24	14%	N=56	75%	N=292	100%	N=392
Participated in a club, neighborhood group or civic organization	10%	N=40	13%	N=52	22%	N=85	55%	N=217	100%	N=394

Table 48: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	4%	N=14	2%	N=9	17%	N=66	77%	N=304	100%	N=393
Watched (online or on television) a local public meeting	6%	N=25	4%	N=14	20%	N=80	70%	N=274	100%	N=393

Table 49: Question 10

Please rate the quality of each of the following services in Grand Rapids:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	18%	N=68	40%	N=153	21%	N=80	13%	N=49	8%	N=32	100%	N=382
Fire services	27%	N=102	44%	N=168	6%	N=24	1%	N=3	22%	N=83	100%	N=380
Ambulance or emergency medical services	24%	N=93	39%	N=150	7%	N=29	1%	N=3	28%	N=109	100%	N=383
Crime prevention	6%	N=25	29%	N=112	27%	N=103	12%	N=46	25%	N=95	100%	N=382
Fire prevention and education	18%	N=68	35%	N=134	18%	N=70	2%	N=8	27%	N=102	100%	N=382
Traffic enforcement	9%	N=33	35%	N=131	33%	N=123	11%	N=42	13%	N=49	100%	N=378
Street repair	3%	N=13	16%	N=60	33%	N=124	47%	N=180	1%	N=2	100%	N=380
Street cleaning	6%	N=22	28%	N=107	40%	N=157	25%	N=95	1%	N=5	100%	N=387
Street lighting	8%	N=32	38%	N=146	36%	N=139	17%	N=65	1%	N=4	100%	N=386
Snow removal	7%	N=29	36%	N=138	32%	N=122	23%	N=90	2%	N=9	100%	N=388
Sidewalk maintenance	8%	N=30	33%	N=125	33%	N=127	20%	N=78	6%	N=24	100%	N=385
Traffic signal timing	8%	N=31	37%	N=141	34%	N=130	16%	N=61	5%	N=18	100%	N=382
Bus or transit services	10%	N=38	31%	N=120	17%	N=64	11%	N=41	32%	N=122	100%	N=385
Garbage collection	26%	N=100	49%	N=188	18%	N=68	3%	N=10	6%	N=21	100%	N=387
Recycling	32%	N=124	45%	N=176	14%	N=55	5%	N=20	3%	N=13	100%	N=388
Yard waste pick-up	20%	N=75	24%	N=92	18%	N=68	6%	N=22	33%	N=127	100%	N=384
Storm drainage	10%	N=37	39%	N=148	27%	N=103	11%	N=40	14%	N=54	100%	N=382
Drinking water	23%	N=88	41%	N=158	22%	N=83	10%	N=39	4%	N=17	100%	N=386
Sewer services	16%	N=60	41%	N=158	18%	N=71	5%	N=21	20%	N=76	100%	N=385

Please rate the quality of each of the following services in Grand Rapids:	Excellent		Good		Fair		Poor		Don't know		Total	
Utility billing	14%	N=55	45%	N=172	23%	N=89	9%	N=36	8%	N=29	100%	N=381
City parks	19%	N=74	48%	N=182	23%	N=86	2%	N=9	8%	N=31	100%	N=382
Recreation programs or classes	11%	N=41	28%	N=107	17%	N=67	3%	N=10	42%	N=161	100%	N=385
Recreation centers or facilities	9%	N=33	27%	N=105	17%	N=66	5%	N=20	42%	N=161	100%	N=386
Land use, planning and zoning	5%	N=20	26%	N=98	27%	N=105	7%	N=26	35%	N=135	100%	N=385
Code enforcement (weeds, abandoned buildings, etc.)	5%	N=18	19%	N=72	27%	N=103	18%	N=68	32%	N=124	100%	N=385
Animal control	8%	N=33	24%	N=92	22%	N=84	11%	N=41	36%	N=137	100%	N=385
Economic development	11%	N=41	39%	N=151	22%	N=86	5%	N=20	22%	N=85	100%	N=384
Health services	22%	N=83	38%	N=145	21%	N=79	7%	N=28	13%	N=49	100%	N=383
Public library services	36%	N=140	37%	N=141	11%	N=44	1%	N=4	15%	N=58	100%	N=386
Public information services	11%	N=44	41%	N=156	17%	N=65	6%	N=24	25%	N=94	100%	N=383
Emergency preparedness and response (services that prepare the community for natural disasters or other emergency situations)	7%	N=28	33%	N=124	15%	N=56	10%	N=40	35%	N=133	100%	N=381
Preservation of natural areas such as open space, farmlands and greenbelts	8%	N=31	28%	N=105	28%	N=106	9%	N=33	27%	N=100	100%	N=375
City-sponsored special events	10%	N=37	39%	N=146	17%	N=65	7%	N=28	27%	N=101	100%	N=377
Overall customer service by Grand Rapids employees (police, receptionists, planners, etc.)	13%	N=50	41%	N=157	24%	N=92	5%	N=20	17%	N=64	100%	N=383
Community outreach and engagement	8%	N=29	30%	N=113	23%	N=85	10%	N=38	29%	N=111	100%	N=376

Table 50: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Grand Rapids	14%	N=53	51%	N=193	25%	N=95	5%	N=20	5%	N=18	100%	N=378
The Federal Government	4%	N=15	23%	N=86	39%	N=146	23%	N=88	12%	N=44	100%	N=378
The State of Michigan	6%	N=24	33%	N=126	40%	N=151	12%	N=46	8%	N=32	100%	N=378

Table 51: Question 12

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

Table 52: Question 13

Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Grand Rapids	52%	N=202	37%	N=147	10%	N=39	1%	N=4	100%	N=393
Overall ease of getting to the places you usually have to visit	30%	N=118	47%	N=185	21%	N=83	1%	N=3	100%	N=389
Quality of overall natural environment in Grand Rapids	34%	N=132	45%	N=173	18%	N=70	3%	N=12	100%	N=387
Overall "built environment" of Grand Rapids (including overall design, buildings, parks and transportation systems)	23%	N=91	46%	N=178	27%	N=106	3%	N=14	100%	N=388
Health and wellness opportunities in Grand Rapids	36%	N=139	44%	N=170	19%	N=73	2%	N=8	100%	N=390
Overall opportunities for education and enrichment	43%	N=167	43%	N=168	13%	N=50	1%	N=5	100%	N=390
Overall economic health of Grand Rapids	45%	N=177	44%	N=172	10%	N=39	1%	N=3	100%	N=391
Sense of community	31%	N=123	49%	N=190	19%	N=76	1%	N=3	100%	N=392

Table 53: Question 14

Please rate how important, if at all, you think each of the following strategic planning areas are to the overall quality of life in Grand Rapids:	Essential		Very important		Somewhat important		Not at all important		Total	
Providing equitable, innovative, high-quality public services	30%	N=116	54%	N=210	15%	N=57	2%	N=6	100%	N=390
Building resident awareness of and involvement in the City's decision-making processes.	29%	N=115	49%	N=192	21%	N=82	0%	N=2	100%	N=390
Investing in innovative, efficient and equitable mobility solutions	29%	N=114	44%	N=170	24%	N=92	3%	N=12	100%	N=388
Creating pathways to financial growth and security for residents, employees and businesses	35%	N=135	48%	N=188	15%	N=60	1%	N=6	100%	N=388
Creating opportunities for education and enrichment for residents of all ages	42%	N=164	43%	N=165	13%	N=50	2%	N=9	100%	N=388
Investing in healthy communities and the natural environment	45%	N=175	41%	N=159	12%	N=49	2%	N=9	100%	N=391
Ensuring that all people feel safe and are safe in our community	70%	N=274	26%	N=103	3%	N=10	1%	N=4	100%	N=391

Table 54: Question 15

How familiar, if at all, are you with the following types of mobility-related options?	Very familiar		Moderately familiar		Slightly familiar		Not at all familiar		Total	
Modes of transportation used as an alternative to driving a car	26%	N=101	42%	N=165	20%	N=77	12%	N=48	100%	N=392
Locations of available parking options in Grand Rapids.	29%	N=114	40%	N=155	21%	N=84	9%	N=36	100%	N=389
Bikeshare	9%	N=34	13%	N=49	29%	N=111	50%	N=192	100%	N=387
Rideshare	15%	N=58	19%	N=74	28%	N=109	37%	N=144	100%	N=385
The Grand Rapids Autonomous Vehicles Initiative (self-driving public transportation)	9%	N=36	12%	N=45	24%	N=94	55%	N=215	100%	N=390

Table 55: Question 16

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

Table 56: Question 17

Thinking about your most recent contact with the City, please rate your satisfaction with the outcome of the interaction:	Percent	Number
Very satisfied	49%	N=62
Somewhat satisfied	35%	N=44
Somewhat dissatisfied	11%	N=14
Very dissatisfied	6%	N=7
Total	100%	N=128

Only asked of respondents who had contacted the City.

Table 57: Question 18

Have you had an interaction with either the police department or municipal courts in Grand Rapids in the past six months?	Percent	Number
Yes	37%	N=144
No	63%	N=245
Total	100%	N=389

Table 58: Question 19

Please indicate your level of agreement with the following statement: 'In my interaction with the police and/or municipal courts in Grand Rapids, I felt I was treated with fairness and respect.'	Percent	Number
Strongly agree	52%	N=74
Somewhat agree	31%	N=45
Somewhat disagree	10%	N=14
Strongly disagree	6%	N=9
I did not have contact	1%	N=1
Total	100%	N=144

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

Table 59: Question 20

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

Table 60: Question 21

Please rate your level of satisfaction with the current 'pay as you throw' system of payment for solid waste:	Percent	Number
Very satisfied	58%	N=181
Somewhat satisfied	25%	N=77
Somewhat dissatisfied	3%	N=10
Very dissatisfied	4%	N=13
Don't know	9%	N=29
Total	100%	N=310

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

Table 61: Question 22

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

Table 62: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	5%	N=19	5%	N=20	5%	N=20	18%	N=70	67%	N=265	100%	N=394
Purchase goods or services from a business located in Grand Rapids	1%	N=3	2%	N=8	19%	N=73	46%	N=183	32%	N=127	100%	N=394
Eat at least 5 portions of fruits and vegetables a day	4%	N=14	22%	N=85	33%	N=130	28%	N=108	13%	N=52	100%	N=389
Participate in moderate or vigorous physical activity	1%	N=6	18%	N=73	30%	N=117	34%	N=132	17%	N=66	100%	N=393
Read or watch local news (via television, paper, computer, etc.)	9%	N=37	16%	N=62	25%	N=99	22%	N=88	28%	N=109	100%	N=394
Vote in local elections	9%	N=35	7%	N=26	10%	N=39	24%	N=94	51%	N=200	100%	N=394

Table 63: Question D2

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

Table 64: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=25
Somewhat positive	21%	N=83
Neutral	56%	N=215
Somewhat negative	13%	N=51
Very negative	3%	N=13
Total	100%	N=387

Table 65: Question D4

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

Table 66: Question D5

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

Table 67: Question D6

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

Table 68: Question D7

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

Table 69: Question D8

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

Table 70: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than $300 per month	6%	N=21
$300 to $599 per month	13%	N=51
$600 to $999 per month	44%	N=167
$1,000 to $1,499 per month	27%	N=100
$1,500 to $2,499 per month	8%	N=32
$2,500 or more per month	2%	N=6
Total	100%	N=378

Table 71: Question D10

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

Table 72: Question D11

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

Table 73: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than $25,000	16%	N=62
$25,000 to $49,999	32%	N=121
$50,000 to $99,999	34%	N=131
$100,000 to $149,999	11%	N=42
$150,000 or more	7%	N=26
Total	100%	N=381

Table 74: Question D13

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

Table 75: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	4%	N=14
Asian, Asian Indian or Pacific Islander	4%	N=14
Black or African American	16%	N=63
White	76%	N=293
Other	6%	N=22

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

Table 76: Question D15

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

Table 77: Question D16

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

Table 78: Question D17

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

Appendix B: Benchmark Comparisons

Comparison Data

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

Interpreting the Results

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

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

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

National Benchmark Comparisons

Table 79: Community Characteristics General

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

Table 80: Community Characteristics by Facet

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

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

Table 81: Governance General

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

Table 82: Governance by Facet

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

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

Table 83: Participation General

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

Table 84: Participation by Facet

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

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

Communities included in national comparisons

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

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

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

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

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

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

Population Benchmark Comparisons

Table 85: Community Characteristics General

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

Table 86: Community Characteristics by Facet

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

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

Table 87: Governance General

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

Table 88: Governance by Facet

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

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

Table 89: Participation General

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

Table 90: Participation by Facet

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

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

Communities included in custom population comparisons

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

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

Appendix C: Detailed Survey Methods

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

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

Survey Validity

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

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

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

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

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

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

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

Selecting Survey Recipients

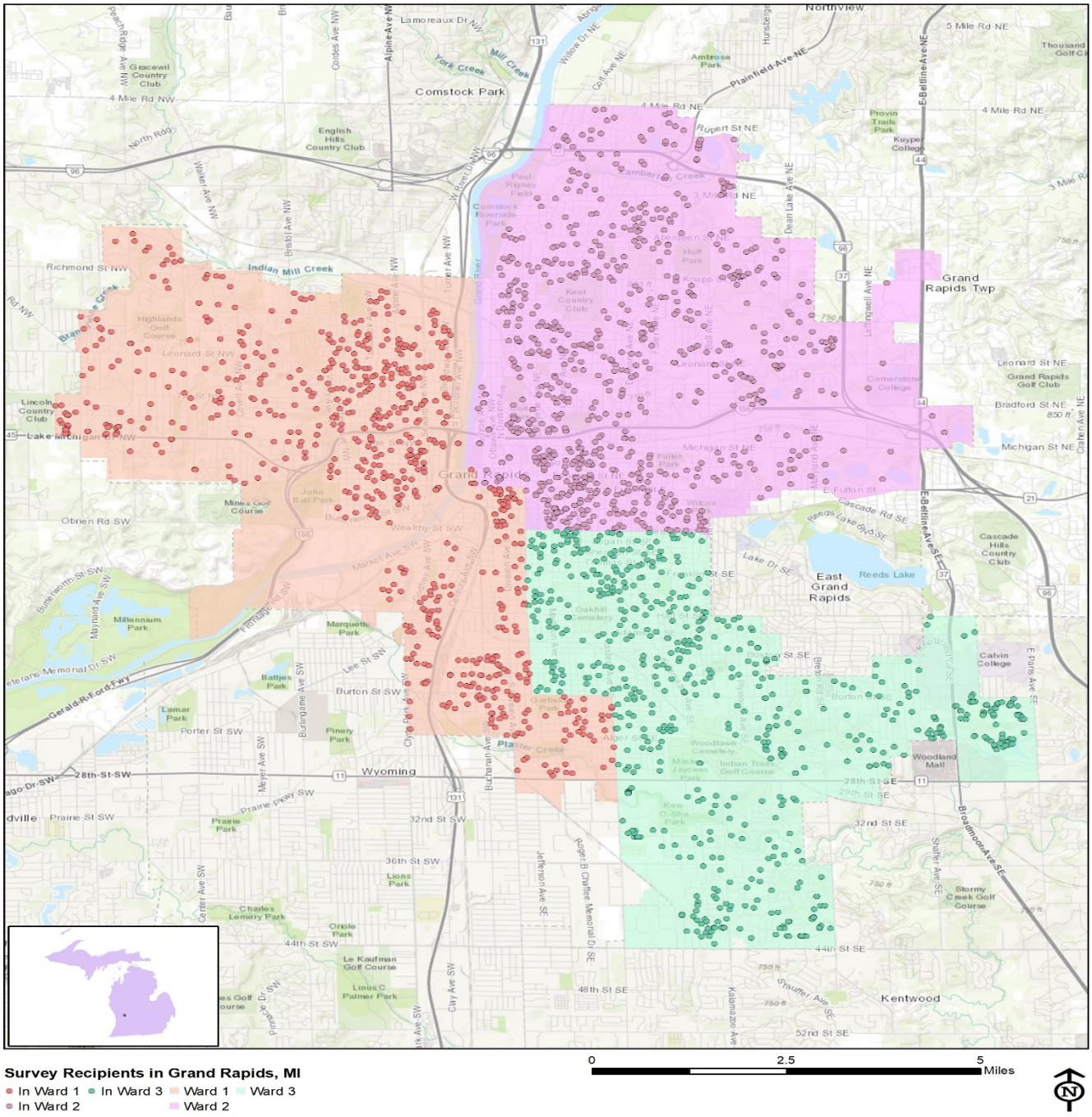
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Grand Rapids were eligible to participate in the survey. A list of all households within the zip codes serving Grand Rapids was purchased from Go-Dog Direct based on updated listings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

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

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

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

Figure 1: Location of Survey Recipients



Survey Administration and Response

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

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

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

Table 91: Survey Response Rates by City Ward

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

Confidence Intervals

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

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

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

Survey Processing (Data Entry)

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

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

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

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

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

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

Survey Data Weighting

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

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

Table 92: Grand Rapids, MI 2019 Weighting Table

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

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

Survey Data Analysis and Reporting

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

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

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

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

Appendix D: Survey Materials

Dear Grand Rapids Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,

Mark Washington
City Manager/Administrador de la Ciudad

Estimado Residente de Grand Rapids,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una Grand Rapids mejor!

Atentamente,

Dear Grand Rapids Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,

Mark Washington
City Manager/Administrador de la Ciudad

Estimado Residente de Grand Rapids,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una Grand Rapids mejor!

Atentamente,

Dear Grand Rapids Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,

Mark Washington
City Manager/Administrador de la Ciudad

Estimado Residente de Grand Rapids,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una Grand Rapids mejor!

Atentamente,

Dear Grand Rapids Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,

Mark Washington
City Manager/Administrador de la Ciudad

Estimado Residente de Grand Rapids,

¡No le tomará mucho de su tiempo para marcar una gran diferencia!

Su hogar ha sido elegido al azar para participar en una encuesta sobre su comunidad. Su encuesta le llegará dentro de pocos días.

¡Gracias por ayudar a crear una Grand Rapids mejor!

Atentamente,

Mark Washington
City Manager/Administrador de la Ciudad

300 Monroe Avenue NW
Grand Rapids, MI 49503

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

300 Monroe Avenue NW
Grand Rapids, MI 49503

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

300 Monroe Avenue NW
Grand Rapids, MI 49503

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

300 Monroe Avenue NW
Grand Rapids, MI 49503

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

EXECUTIVE OFFICE

CITY OF GRAND RAPIDS

Dear City of Grand Rapids Resident:

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

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

A few things to remember:

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

  http://bit.ly/2019grandrapids

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

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

Thank you for your time and participation!

Sincerely,

Estimado Residente de la Ciudad de Grand Rapids:

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

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

Algunas cosas para recordar:

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

  http://bit.ly/2019grandrapids

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

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

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

¡Gracias por su tiempo y participación!

Atentamente,

Mark Washington
City Manager/Administrador de La Ciudad

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

EXECUTIVE OFFICE

CITY OF GRAND RAPIDS

Dear City of Grand Rapids Resident:

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

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

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

A few things to remember:

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

  http://bit.ly/2019grandrapids

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

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

Thank you for your time and participation!

Sincerely,

Estimado Residente de la Ciudad de Grand Rapids:

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

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

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

Algunas cosas para recordar:

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

  http://bit.ly/2019grandrapids

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

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

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

¡Gracias por su tiempo y participación!

Atentamente,

Mark Washington
City Manager/Administrador de La Ciudad

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

The City of Grand Rapids 2019 Community Survey

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

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

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

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

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

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

	Very likely	*Somewhat likely*	*Somewhat unlikely*	*Very unlikely*	*Don't know*
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:

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

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

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

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

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

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

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

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Grand Rapids?

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

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	2 times a week or more	*2-4 times a month*	*Once a month or less*	*Not at all*
Attended a local public meeting	1	2	3	4
Watched (online or on television) a local public meeting	1	2	3	4

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

The City of Grand Rapids 2019 Community Survey

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

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

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

	Excellent	*Good*	*Fair*	*Poor*	*Don't know*
The City of Grand Rapids	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State of Michigan	1	2	3	4	5

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

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

13. Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years:

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

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

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

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

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

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

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

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

❍ Very satisfied ❍ Somewhat satisfied ❍ Somewhat dissatisfied ❍ Very dissatisfied

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

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

19. Please indicate your level of agreement with the following statement: "In my interaction with the police and/or municipal courts in Grand Rapids, I felt I was treated with fairness and respect."

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

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

❍ Yes ❍ No (skip to question D1)

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

❍ Very satisfied ❍ Somewhat satisfied ❍ Somewhat dissatisfied ❍ Very dissatisfied ❍ Don't know

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

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

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

The City of Grand Rapids 2019 Community Survey

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

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

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

D2. Would you say that in general your health is:
❍ Excellent ❍ Very good ❍ Good ❍ Fair ❍ Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
❍ Very positive ❍ Somewhat positive ❍ Neutral ❍ Somewhat negative ❍ Very negative

D4. What is your employment status?
❍ Working full time for pay
❍ Working part time for pay
❍ Unemployed, looking for paid work
❍ Unemployed, not looking for paid work
❍ Fully retired

D5. Do you work inside the boundaries of Grand Rapids?
❍ Yes, outside the home
❍ Yes, from home
❍ No

D6. How many years have you lived in Grand Rapids?
❍ Less than 2 years ❍ 11-20 years
❍ 2-5 years ❍ More than 20 years
❍ 6-10 years

D7. Which best describes the building you live in?
❍ One family house detached from any other houses
❍ Building with two or more homes (duplex, townhome, apartment or condominium)
❍ Mobile home
❍ Other

D8. Is this house, apartment or mobile home…
❍ Rented
❍ Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?
❍ Less than $300 per month
❍ $300 to $599 per month
❍ $600 to $999 per month
❍ $1,000 to $1,499 per month
❍ $1,500 to $2,499 per month
❍ $2,500 or more per month

D10. Do any children 17 or under live in your household?
❍ No ❍ Yes

D11. Are you or any other members of your household aged 65 or older?
❍ No ❍ Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)
❍ Less than $25,000
❍ $25,000 to $49,999
❍ $50,000 to $99,999
❍ $100,000 to $149,999
❍ $150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?
❍ No, not Spanish, Hispanic or Latino
❍ Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
❍ American Indian or Alaskan Native
❍ Asian, Asian Indian or Pacific Islander
❍ Black or African American
❍ White
❍ Other

D15. In which category is your age?
❍ 18-24 years ❍ 55-64 years
❍ 25-34 years ❍ 65-74 years
❍ 35-44 years ❍ 75 years or older
❍ 45-54 years

D16. What is your gender?
❍ Female ❍ Male ❍ Non-binary

D17. Do you consider a cell phone or land line your primary telephone number?
❍ Cell ❍ Land line ❍ Both

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

300 Monroe Avenue NW
Grand Rapids, MI 49503

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