



THE NCSTM
The National Community SurveyTM

Grand Rapids, MI

Comparisons by Demographic Subgroups

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

About

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

Understanding the Tables

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

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

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

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

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

The National Community Survey™

Table 1: Community Characteristics - General

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

Table 2: Community Characteristics - Safety

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

The National Community Survey™

Table 3: Community Characteristics - Mobility

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

Table 4: Community Characteristics - Natural Environment

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

The National Community Survey™

Table 5: Community Characteristics - Built Environment

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

Table 6: Community Characteristics - Economy

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

The National Community Survey™

Table 7: Community Characteristics - Recreation and Wellness

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

Table 8: Community Characteristics - Education and Enrichment

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

The National Community Survey™

Table 9: Community Characteristics - Community Engagement

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

The National Community Survey™

Table 10: Governance - General

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

The National Community Survey™

Table 11: Governance - Safety

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

The National Community Survey™

Table 12: Governance - Mobility

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

Table 13: Governance - Natural Environment

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

The National Community Survey™

Table 14: Governance - Built Environment

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

Table 15: Governance - Economy

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

Table 16: Governance - Recreation and Wellness

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

The National Community Survey™

Table 17: Governance - Education and Enrichment

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

Table 18: Governance - Community Engagement

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

Table 19: Participation General

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

The National Community Survey™

Table 20: Participation - Safety

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

Table 21: Participation - Mobility

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

Table 22: Participation - Natural Environment

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

The National Community Survey™

Table 23: Participation - Built Environment

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

Table 24: Participation - Economy

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

Table 25: Participation - Recreation and Wellness

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

The National Community Survey™

Table 26: Participation - Education and Enrichment

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

Table 27: Participation - Community Engagement

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

The National Community Survey™

Table 28: Community Focus Areas

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

The National Community Survey™

Table 29: Strategic Planning Areas

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

Table 30: Familiarity with Mobility Options

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

The National Community Survey™

Table 31: Resident Contact with the City

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

Table 32: Satisfaction with City Interaction

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

Only asked of respondents who had contacted the City.

Table 33: Resident Contact with Justice System

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

The National Community Survey™

Table 34: Perceptions of Interaction with Justice System

(Percent rating as "strongly agree" or "somewhat agree"). Please indicate your level of agreement with the following statement: 'In my interaction with the police and/or municipal courts in Grand Rapids, I felt I was treated with fairness and respect.'	Housing Tenure		Age			Race/ethnicity		Length of Residency			Presence of Children		Overall
	Rent	Own	18-34	35-54	55+	White alone, not Hispanic	Hispanic and/or other race	Less than 5 years	6-20 years	20+ years	No	Yes	(A)
	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	
	85%	82%	87%	81%	86%	87%	80%	76%	92%	83%	83%	85%	84%

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

Table 35: Participation in Collection Service

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

Table 36: Satisfaction with Collection Service

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

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

The National Community Survey™

Table 37: Preference for Collection Service Payment Schedule

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

Significance testing not performed.