

Grand Rapids, MI

The National Community Survey

Report of Results
2022

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Grand Rapids. A livable community is a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live. The survey was developed by the experts from National Research Center at Polco.

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

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

The report provides the opinions of a representative sample of 750 residents of the City of Grand Rapids collected from February 11th, 2022 to April 1st, 2022. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2022 survey was 13%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Grand Rapids.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 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 in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Grand Rapids’s results are noted as being “higher” than the benchmark, “lower” than the benchmark, or “similar” to the benchmark, meaning that the average rating given by Grand Rapids residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Grand Rapids’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Grand Rapids’s average rating was more than 20 points different when compared to the benchmark.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City’s 2022 ratings compare to other communities’ ratings from the past five years.

Trends over time

Trend data for Grand Rapids represent important comparison data and should be examined for improvements or declines*. Deviations from stable trends over time represent opportunities for understanding how local policies, programs, or public information may have affected residents' opinions. Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than six percentage points between the 2019 and 2022 surveys, the change is statistically significant.

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

Methods

Selecting survey recipients

All households within the City of Grand Rapids were eligible to participate in the survey. A list of all households within the zip codes serving Grand Rapids was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Grand Rapids households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Grand Rapids boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of the three wards. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was 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 introduction of the survey.

Conducting the survey

The 6,000 randomly selected households received mailings beginning on February 11th, 2022 and the survey remained open for 7 weeks. For 3,500 households, the first mailing was a postcard inviting the household to participate in the survey. The next mailing contained a cover letter with instructions, the survey questionnaire, and a postage-paid return envelope. The final mailing contained a reminder letter, another survey, and a postage-paid return envelope. For the remaining 2,500 households, the first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link to give residents the opportunity to respond to the survey online. All follow-up mailings asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

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

About 5% of the 6,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 5,730 households that received the invitations to participate, 750 completed the survey, providing an overall response rate of 13%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Grand Rapids survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (750 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online open participation survey was publicized by the City of Grand Rapids. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and a question about where they heard about the survey. The open participation survey was open to all city residents and became available on March 18th, 2022. The survey remained open for two weeks. The data presented in the following tabs exclude the open participation survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

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

The demographics of the survey respondents were compared to those found in the 2010 Census and 2019 American Community Survey estimates for adults in the City of Grand Rapids. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

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

		Unweighted	Weighted	Target*
Age	18-34	19%	43%	43%
	35-54	28%	27%	27%
	55+	53%	29%	29%
Area	Ward 1	30%	32%	32%
	Ward 2	38%	36%	36%
	Ward 3	31%	32%	32%
Hispanic origin	No, not Spanish, Hispanic, or Latino	94%	88%	88%
	Spanish, Hispanic, or Latino	6%	12%	12%
Housing tenure	Own	76%	55%	55%
	Rent	24%	45%	45%
Housing type	Attached	29%	41%	41%
	Detached	71%	59%	59%
Race & Hispanic origin	Not white alone	20%	35%	35%
	White alone, not Hispanic or Latino	80%	65%	65%
Sex	Female	58%	51%	51%
	Male	42%	49%	49%
Sex/age	Female 18-34	11%	21%	21%
	Female 35-54	17%	13%	13%
	Female 55+	30%	16%	16%
	Male 18-34	7%	22%	22%
	Male 35-54	12%	14%	14%
	Male 55+	23%	13%	13%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., excellent/good, very safe/somewhat safe, essential/very important, etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

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

Survey Validity

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

* See AAPOR’s Standard Definitions for more information at

<https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from

<https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2019 American Community Survey

Highlights

Grand Rapids residents continue to experience a high quality of life.

Survey participants provided positive ratings for items pertaining to quality of life in Grand Rapids, on par with the city's 2019 results and with comparison communities across the nation. At least 8 in 10 residents were pleased with Grand Rapids as a place to live, would recommend living in Grand Rapids to others, and were likely to remain in the city for the next five years. In addition, three-quarters gave excellent or good ratings to the overall quality of life in Grand Rapids and the city's overall image or reputation.

Residents identify safety and inclusivity as potential areas of growth for the community.

Safety remains a top priority for residents, with 85% rating it an essential or very important focus area for the City in the next two years. Additionally, when asked about the importance of each of Grand Rapids' strategic planning areas, nearly all residents (91%) prioritized ensuring that all people feel safe and are safe in the community. At least 8 in 10 respondents reported feeling safe in their neighborhoods and Grand Rapids' downtown/commercial area during the day. Most respondents also felt safe from property crime (64%), violent crime (71%), and natural disasters (81%), similar to comparably sized communities within the custom benchmarks. However, only about 6 in 10 gave excellent or good reviews to the overall feeling of safety in Grand Rapids; this rating was similar to the City's 2019 results and custom benchmark comparisons, but lower than the national average. In addition, police/sheriff services and crime prevention in Grand Rapids both received ratings that fell below the national and custom benchmarks.

Most survey items related to inclusivity remained stable from Grand Rapids' previous iteration of The NCS, but a few new questions suggest room for growth in this area. About half of respondents positively evaluated the community for making all residents feel welcome, on par with national and peer benchmark comparisons. Slightly fewer (46%) felt favorably about Grand Rapids attracting people from diverse backgrounds, similar to the national benchmark but lower than the custom subset of communities. Ratings for the community valuing/respecting residents from diverse backgrounds (46% excellent or good) and taking care of vulnerable residents (32%) were also lower than both sets of benchmark comparisons.

Grand Rapids' economy remains strong despite challenges posed by the COVID-19 pandemic.

Results relating to the economy in Grand Rapids tended to be positive and consistent with the City's previous survey iteration, which is worth noting due to the economic challenges and impacts felt nationwide from the COVID-19 pandemic. About 6 in 10 residents gave high marks to Grand Rapids' economic development and the overall economic health of the city, holding steady from 2019. Evaluations of Grand Rapids as a place to work and visit remained strong, with positive ratings from at least three-quarters of respondents. A similar proportion was pleased with the city's overall quality of business and service establishments (81%), a slight increase over the previous survey, as well as with the variety of such establishments (74%). Employment opportunities in Grand Rapids and the vibrancy of the city's downtown/commercial area both received higher-than-average reviews, with about 7 in 10 rating each as excellent or good. Shopping opportunities garnered positive ratings from two-thirds of residents, declining from 2019 but remaining on par with comparison communities across the nation.

Residents value the City's utility infrastructure.

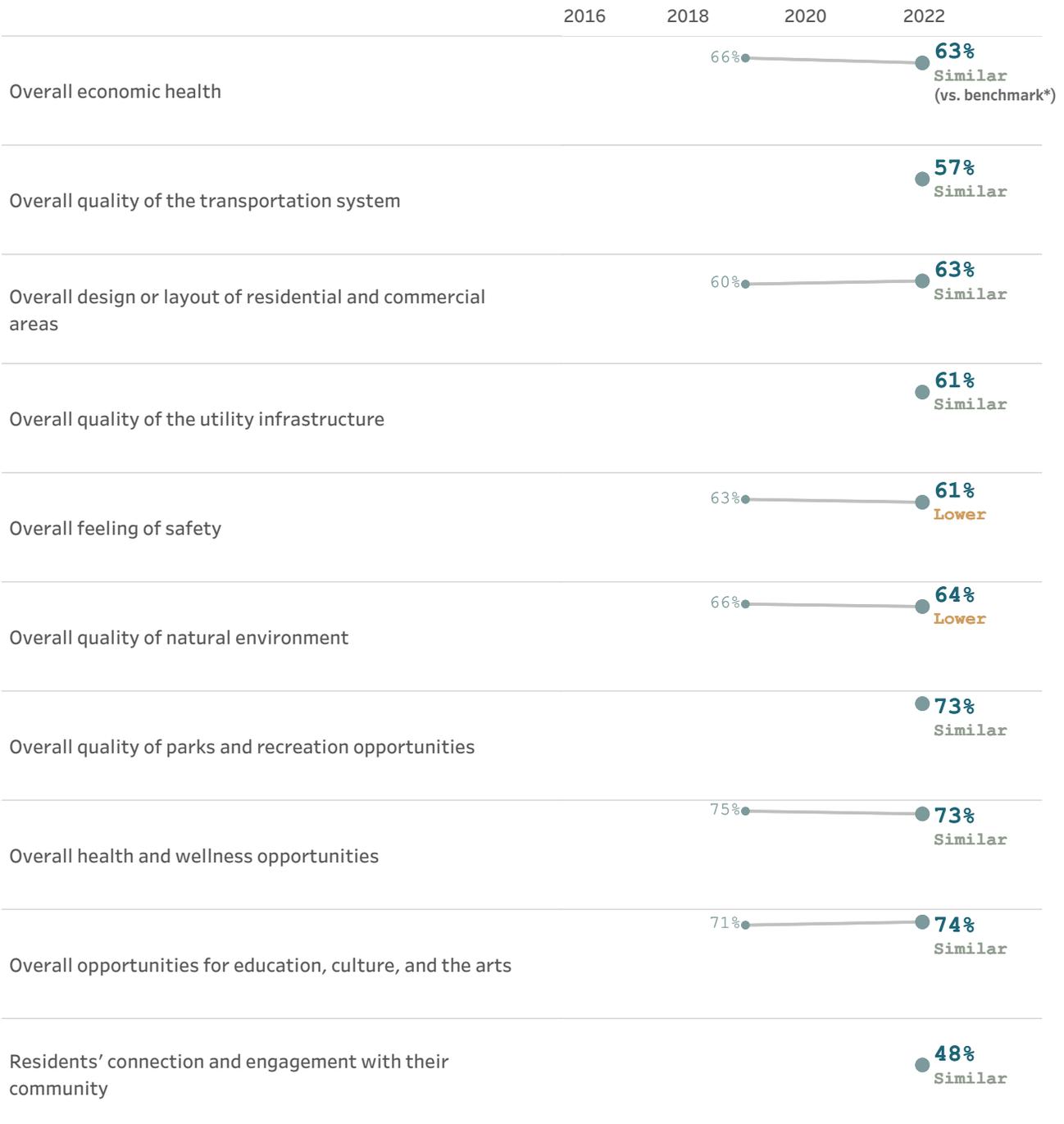
When asked which aspects of the community the City should focus on in the next two years, 86% of residents identified the overall utility infrastructure as a priority. About 6 in 10 gave high marks to the quality of the utility infrastructure in Grand Rapids, on par with the national average. Garbage collection services retained strong ratings this year as well, with 8 in 10 residents offering excellent or good reviews. Positive ratings for the City's storm water management (65%), drinking water (74%), and sewer services (79%) all improved slightly since 2019. Roughly two-thirds of residents provided favorable marks to the City's utility billing services and power utilities, while fewer than half (43%) did the same for affordable high-speed internet access. All of these were similar to the national and custom benchmark comparisons.

Facets of livability

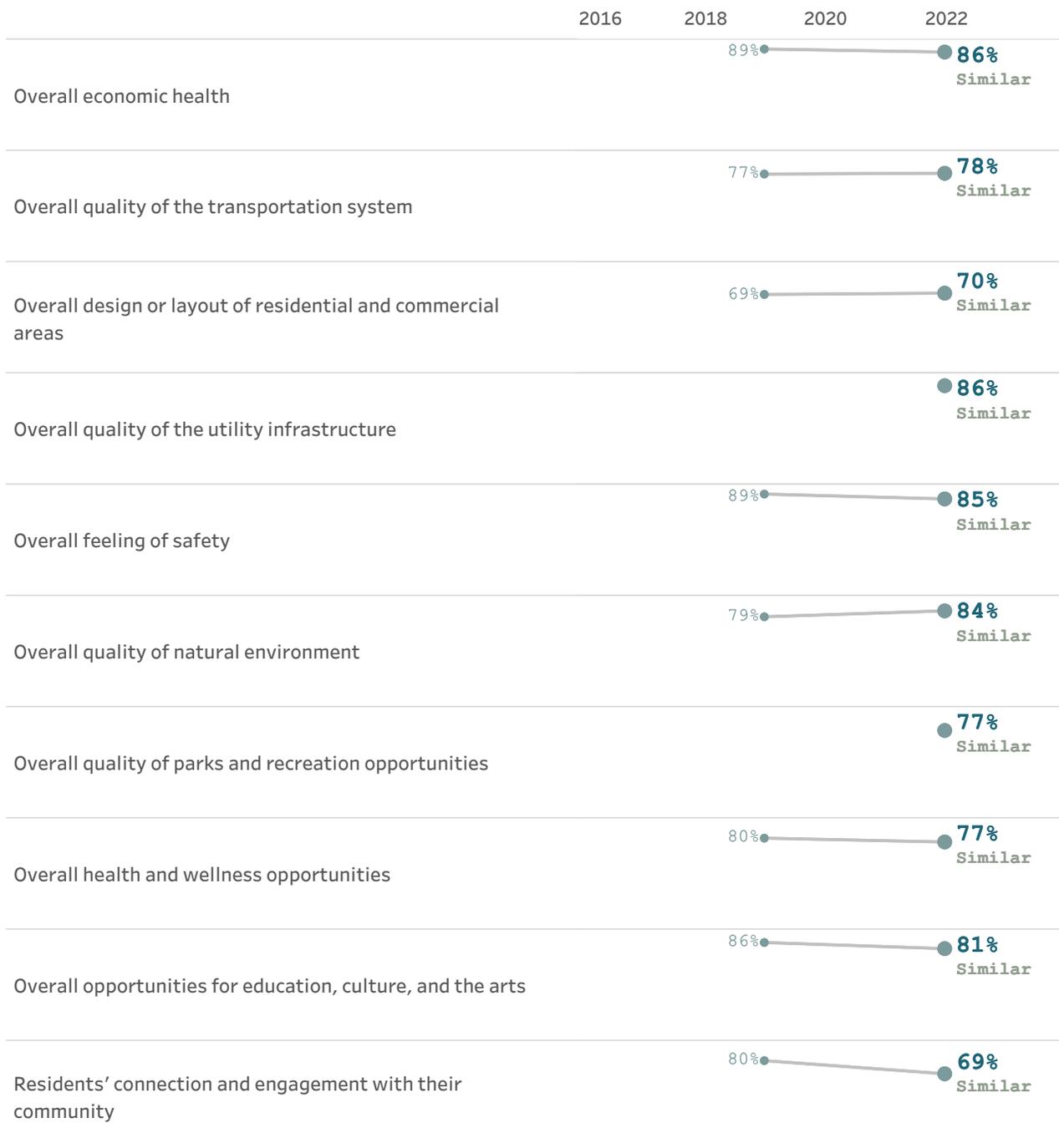
Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

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

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



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 or very important)



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

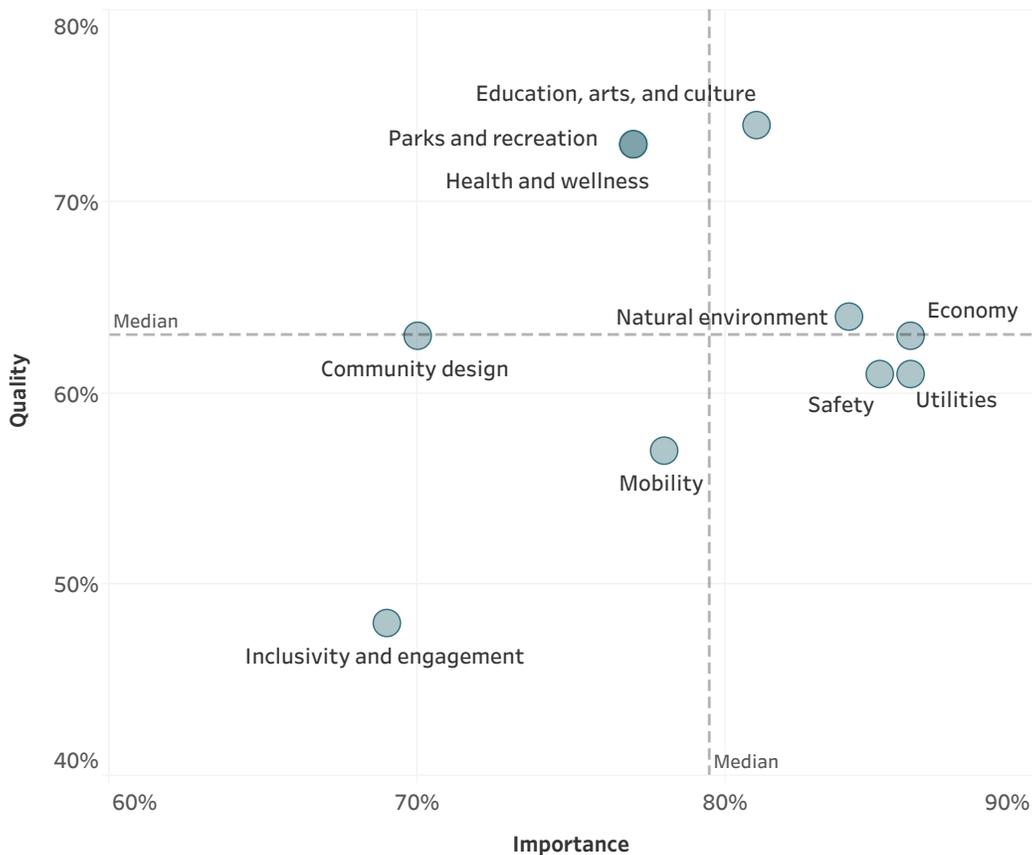
Balancing performance and importance

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

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services receiving quality ratings of excellent or good by 63% or more of respondents were considered of “higher quality” and those with ratings lower than 63% were considered to be of “lower quality.” Services were classified as “more important” if they were rated as essential or very important by 79% or more of respondents. Services were rated as “less important” if they received a rating of less than 79%. This classification uses the median ratings for quality and importance to divide the services in half.

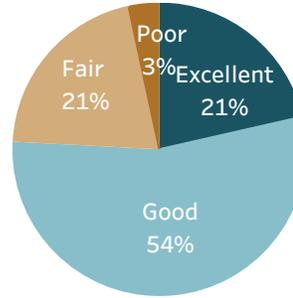
The quadrants in the figure below show which community facets were given higher or lower importance ratings (right-left) and which had higher or lower quality ratings (up-down). Facets of livability falling closer to a diagonal line from the lower left to the upper right are those where performance ratings are more commensurate with resident priorities. Facets scoring closest to the lower right hand corner of the matrix (higher in importance and lower in quality) are those that may warrant further investigation to see if changes to their delivery are necessary to improve their performance. This is the key part of this chart on which to focus. Facets falling in the top left hand corner of the chart (lower in importance but higher in quality) are areas where performance may outscore resident priorities, and may be a consideration for lower resource allocation.



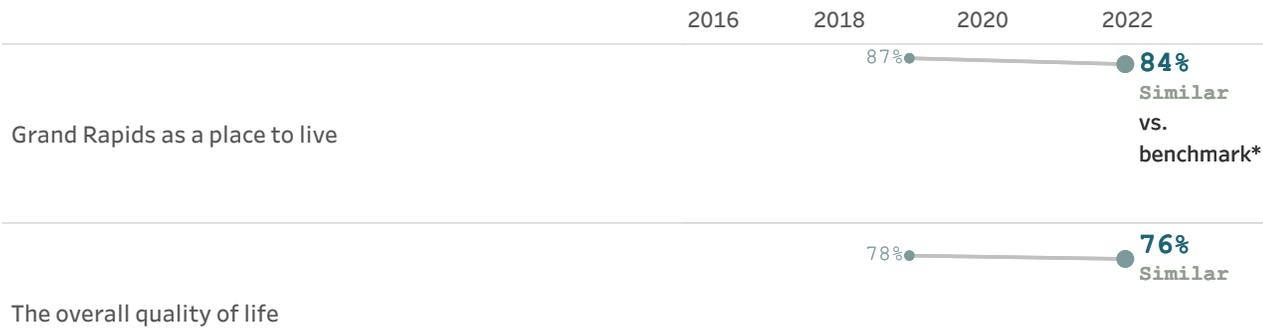
Quality of life

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

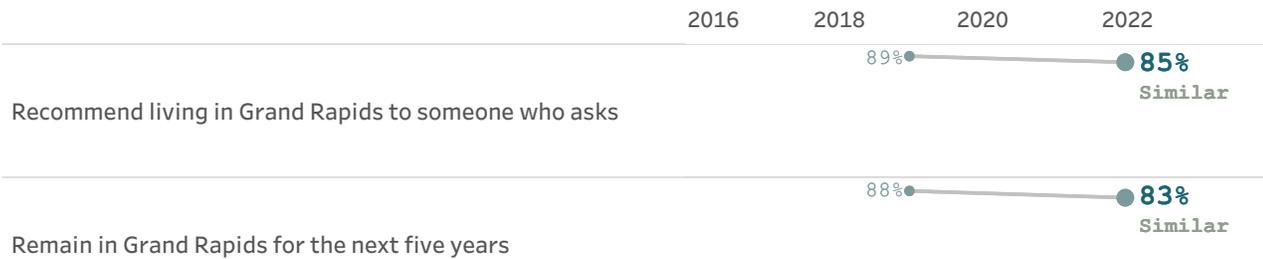
The overall quality of life in Grand Rapids, 2022



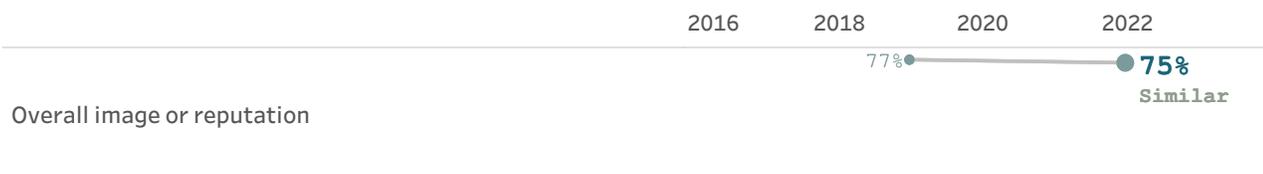
Please rate each of the following aspects of quality of life in Grand Rapids. (% excellent or good)



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



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

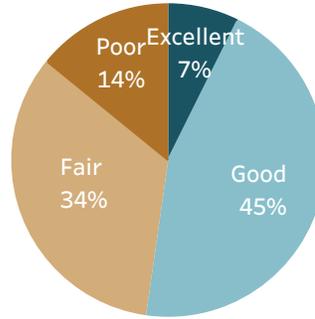


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

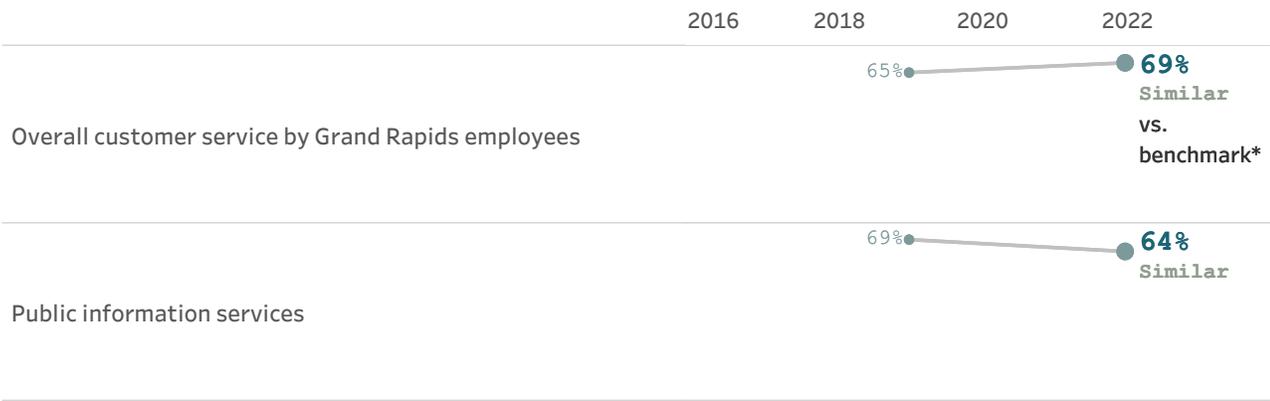
Governance

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

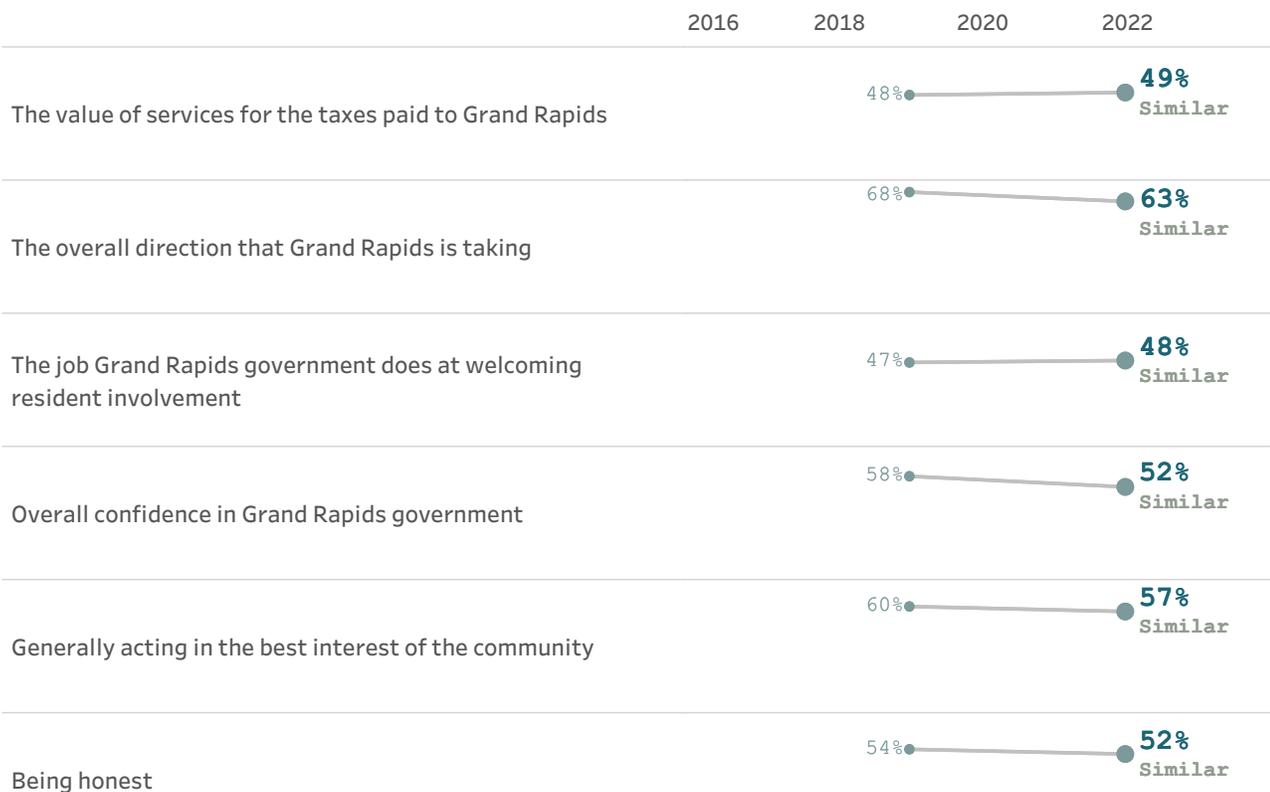
Overall confidence in Grand Rapids government, 2022

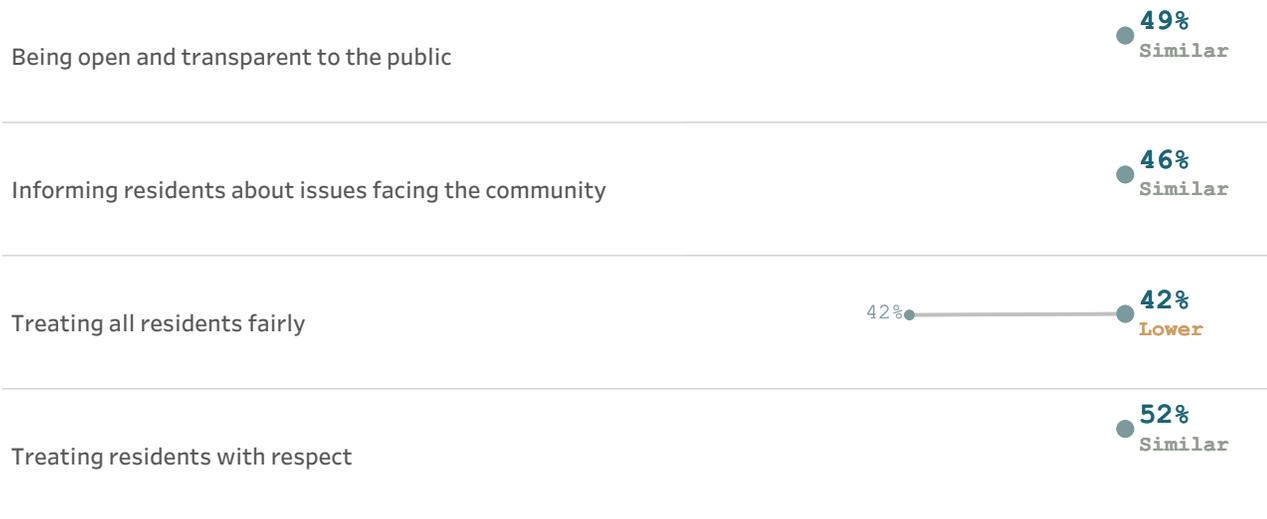


Please rate the quality of each of the following services in Grand Rapids. (% excellent or good)

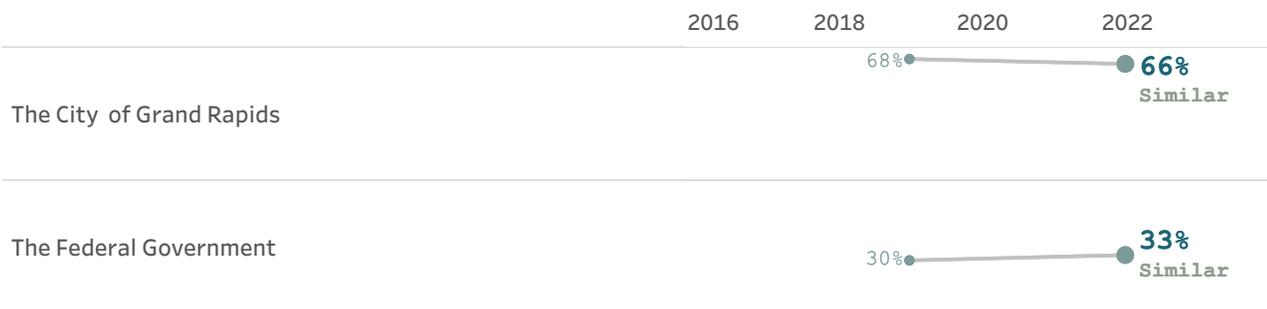


Please rate the following categories of Grand Rapids government performance. (% excellent or good)





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

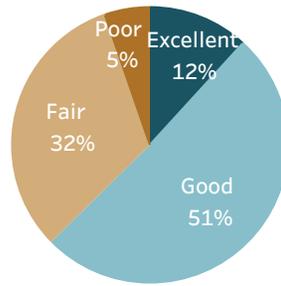


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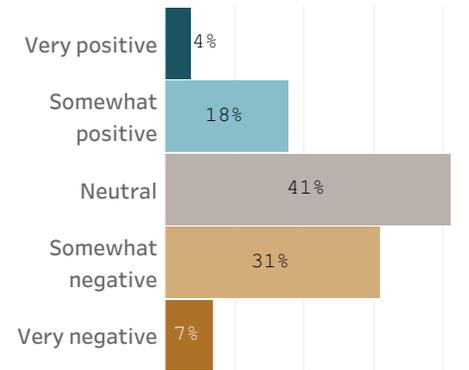
Economy

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

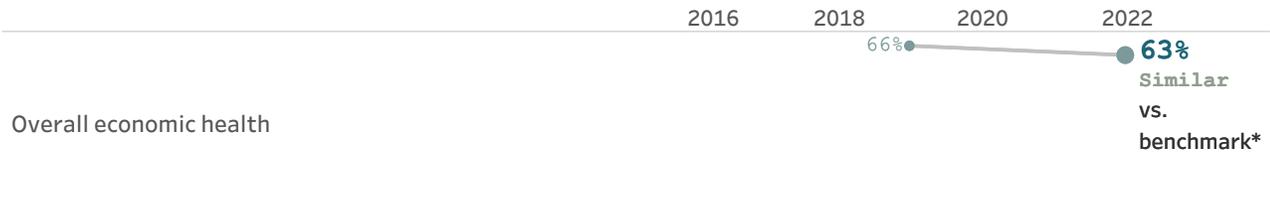
Overall economic health of Grand Rapids, 2022



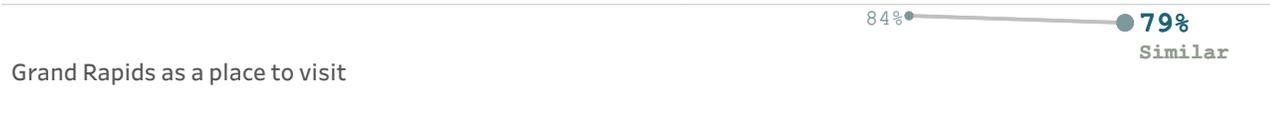
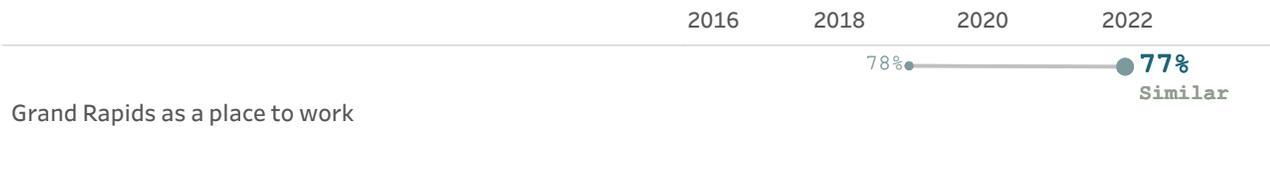
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



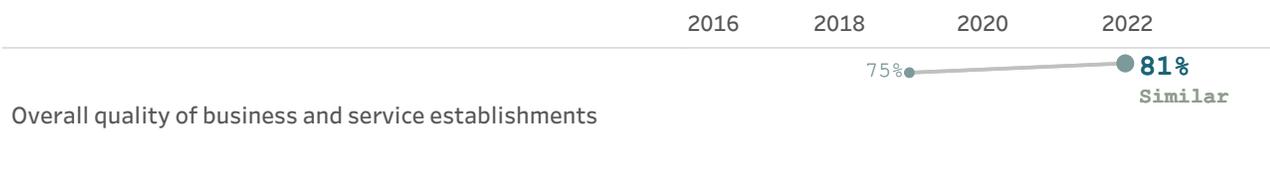
Please rate each of the following characteristics as they relate to Grand Rapids as a whole. (% excellent or good)

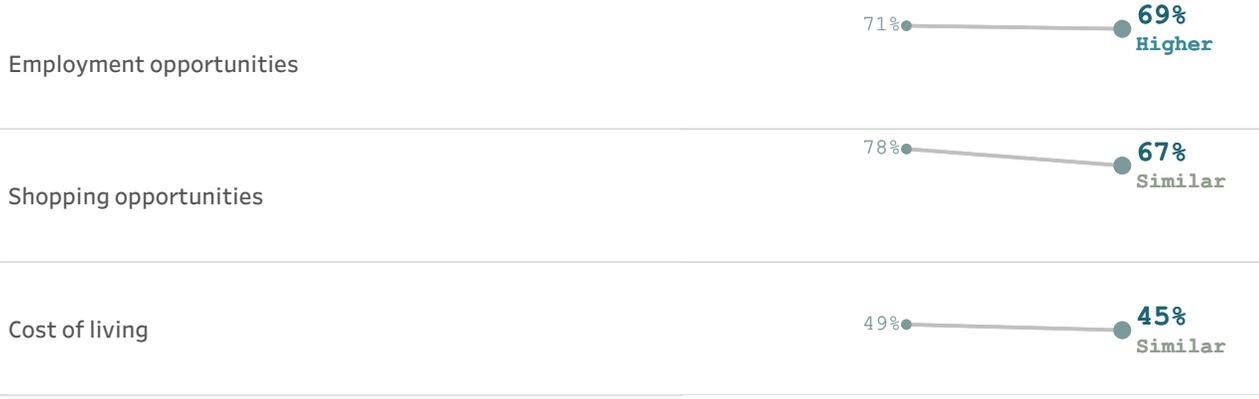


Please rate each of the following aspects of quality of life in Grand Rapids. (% excellent or good)

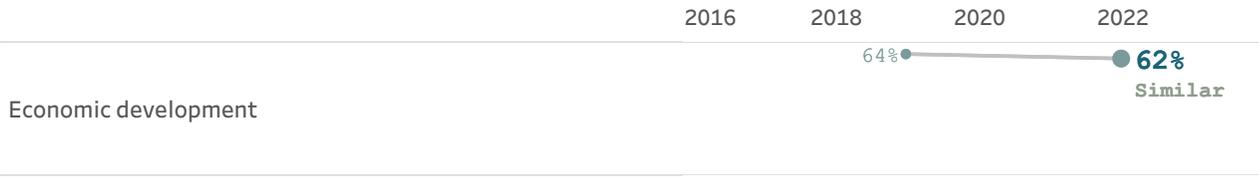


Please rate each of the following in the Grand Rapids community. (% excellent or good)

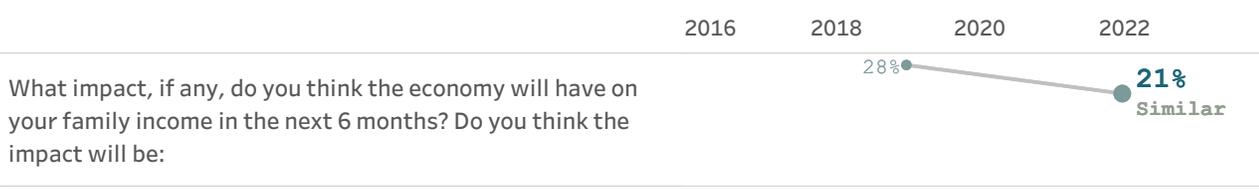




Please rate the quality of each of the following services in Grand Rapids.
 (% excellent or good)



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:
 (% very or somewhat positive)



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

Mobility

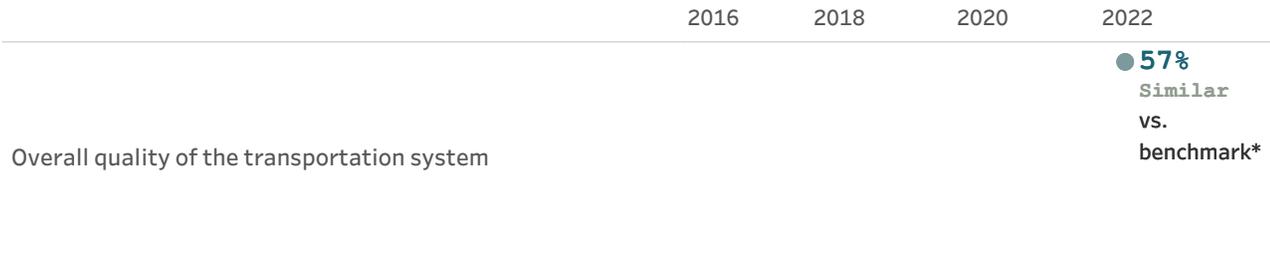
The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Grand Rapids, 2022

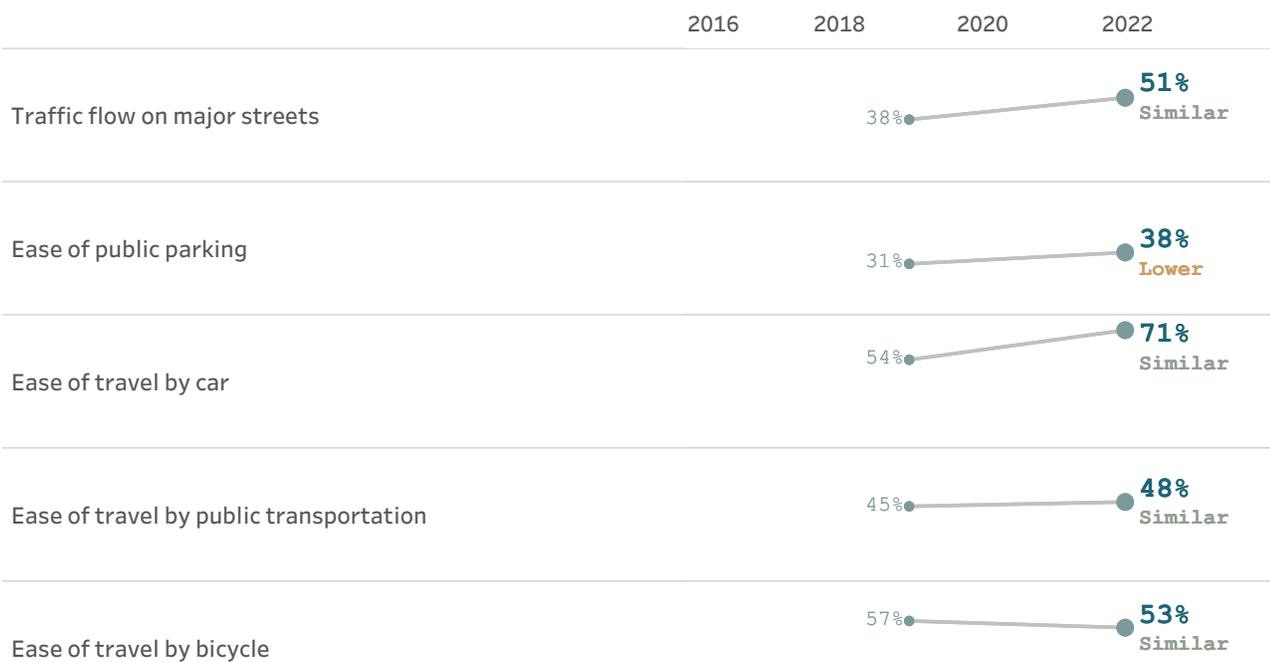


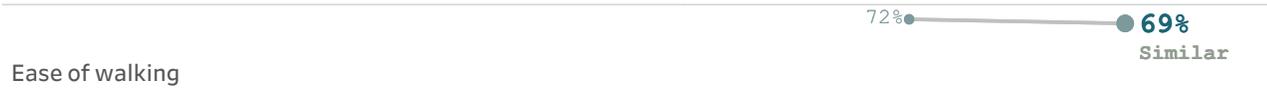
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.

(% excellent or good)

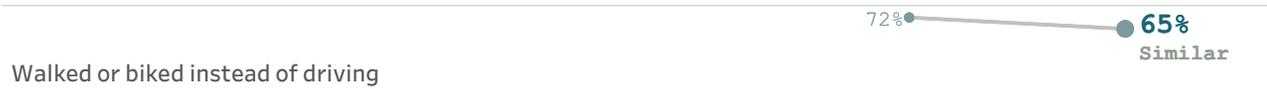
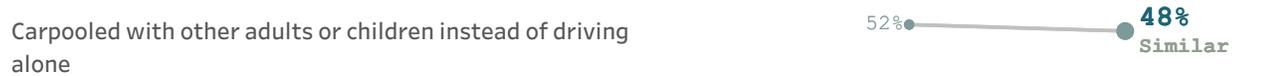
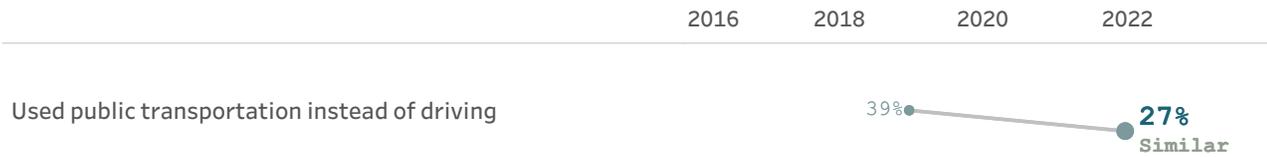


Please also rate each of the following in the Grand Rapids community.
(% excellent or good)

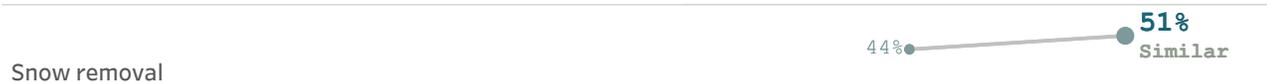
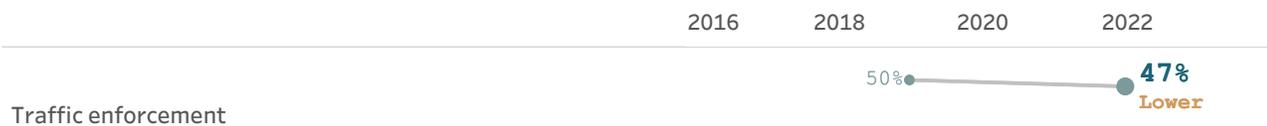


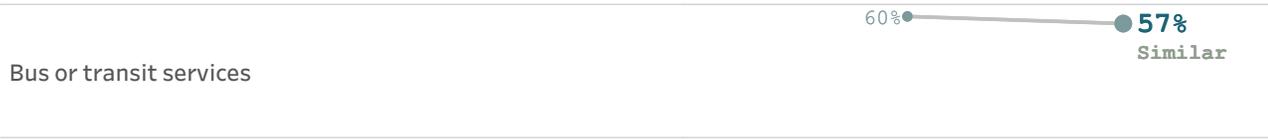


Please indicate whether or not you have done each of the following in the last 12 months.
(% yes)



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



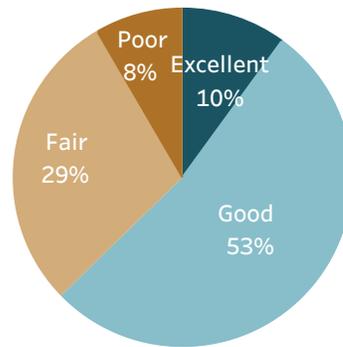


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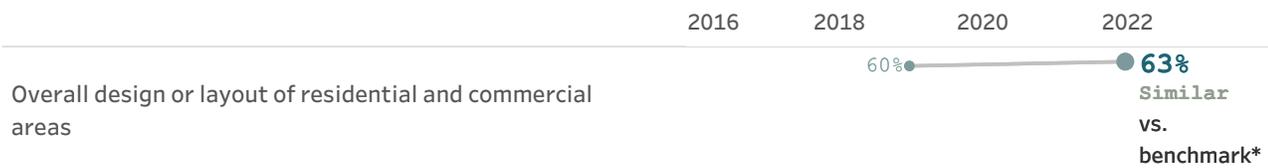
Overall design or layout of Grand Rapids's residential and commercial areas, 2022

Community design

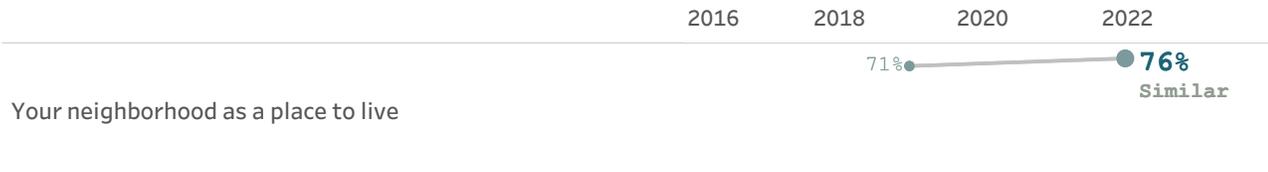
A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.



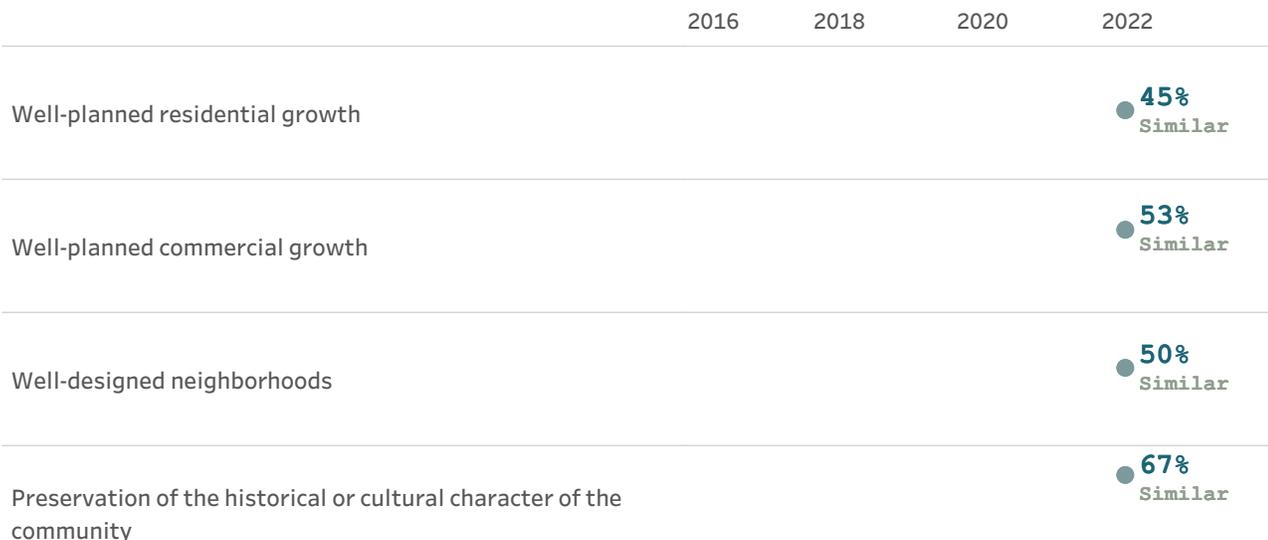
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.
(% excellent or good)

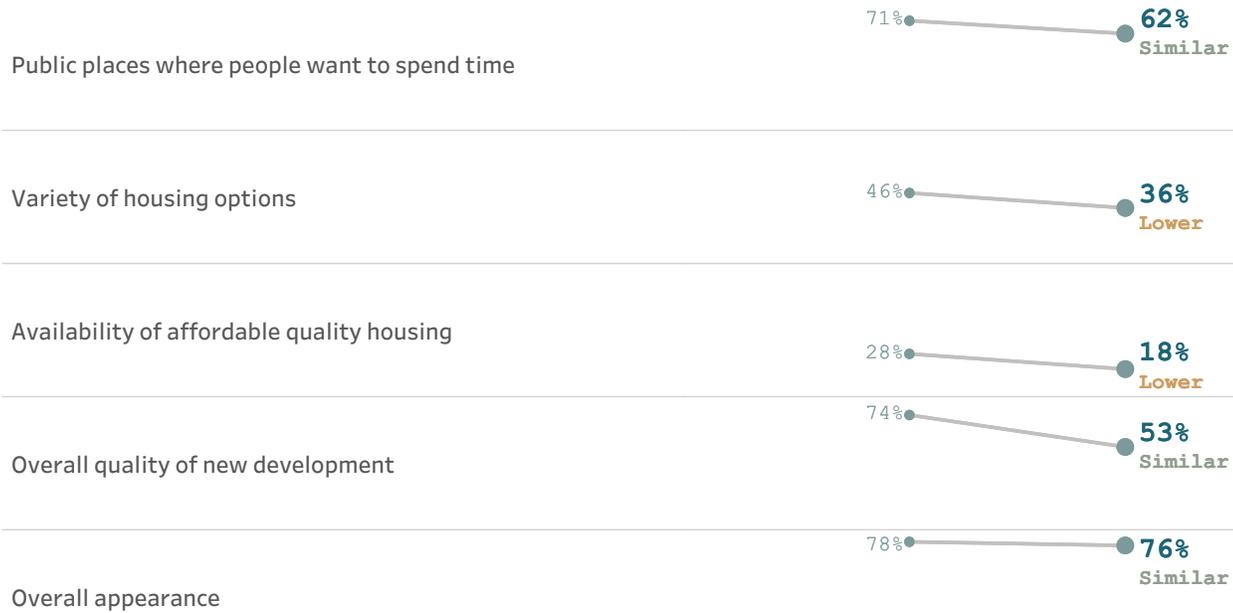


Please rate each of the following aspects of quality of life in Grand Rapids.
(% excellent or good)

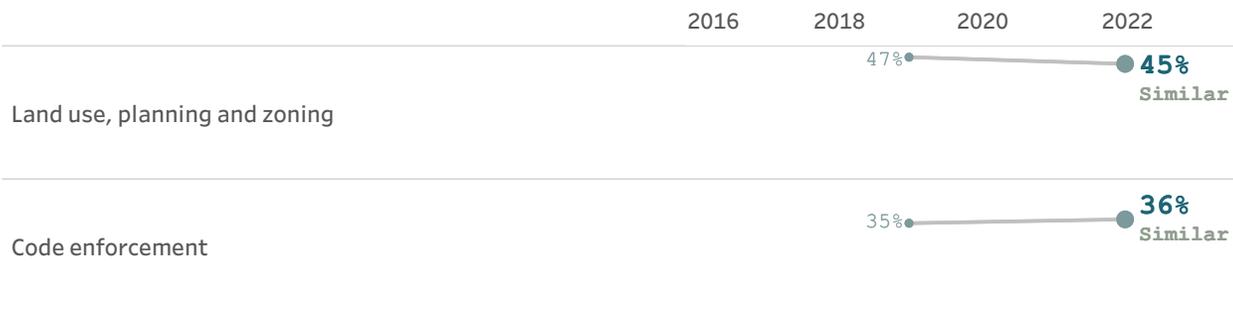


Please also rate each of the following in the Grand Rapids community.
(% excellent or good)





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

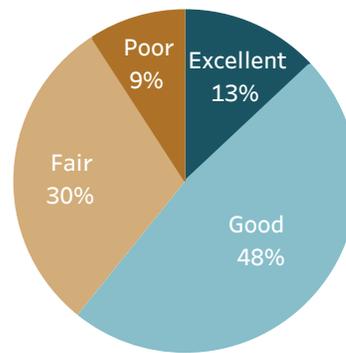


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

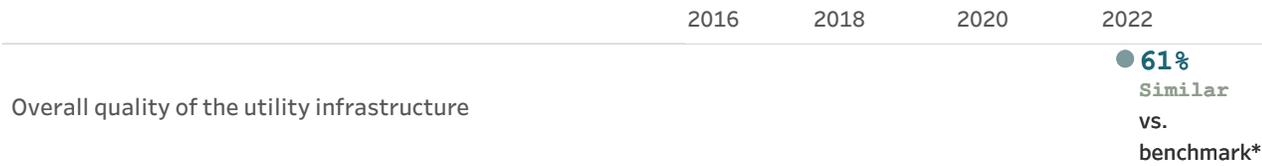
Utilities

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

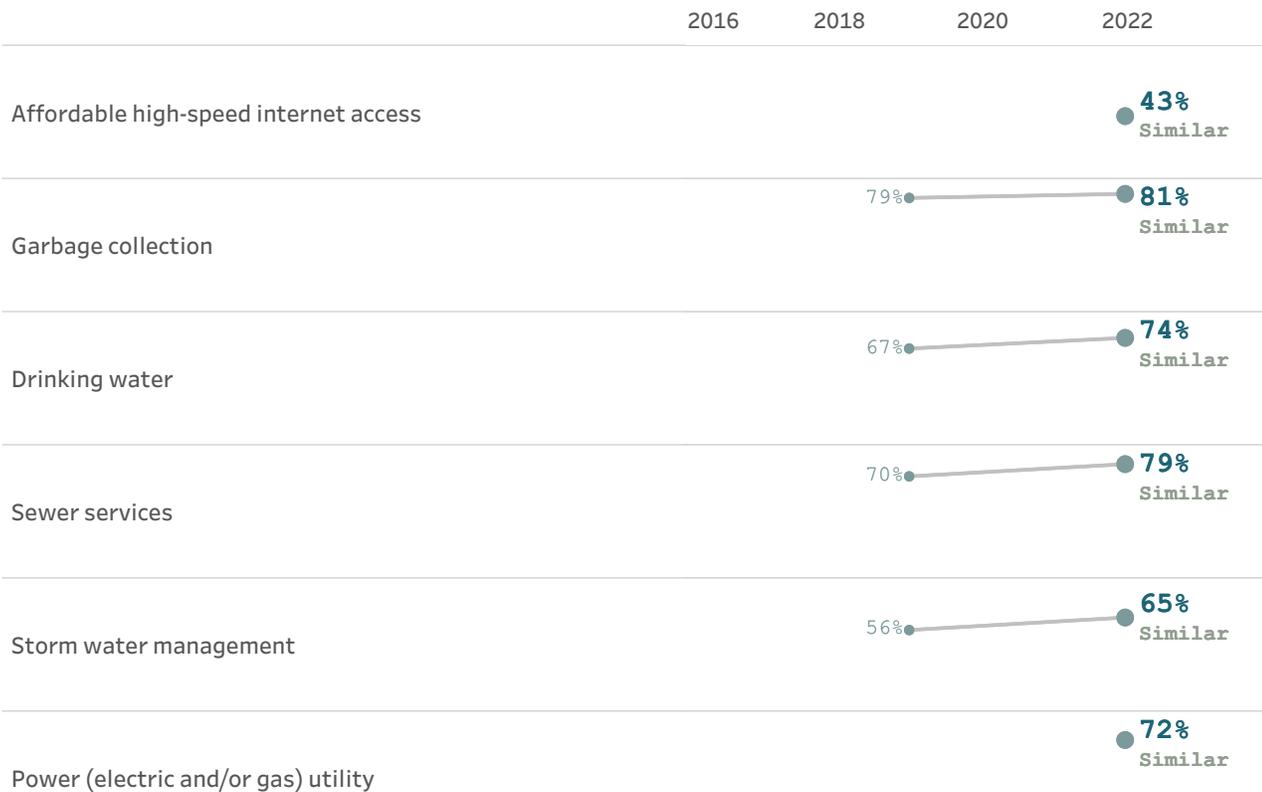
Overall quality of the utility infrastructure in Grand Rapids, 2022



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



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



Utility billing

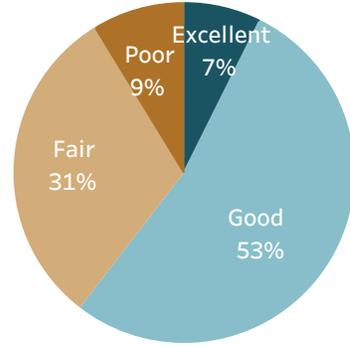


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

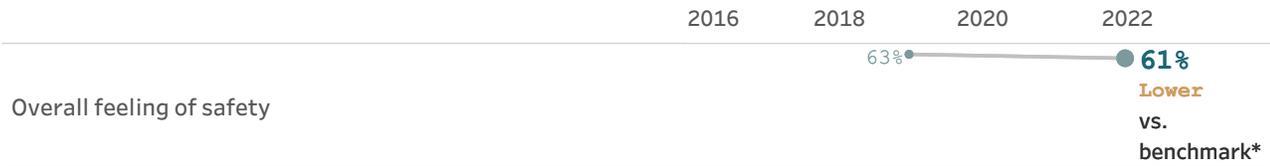
Safety

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

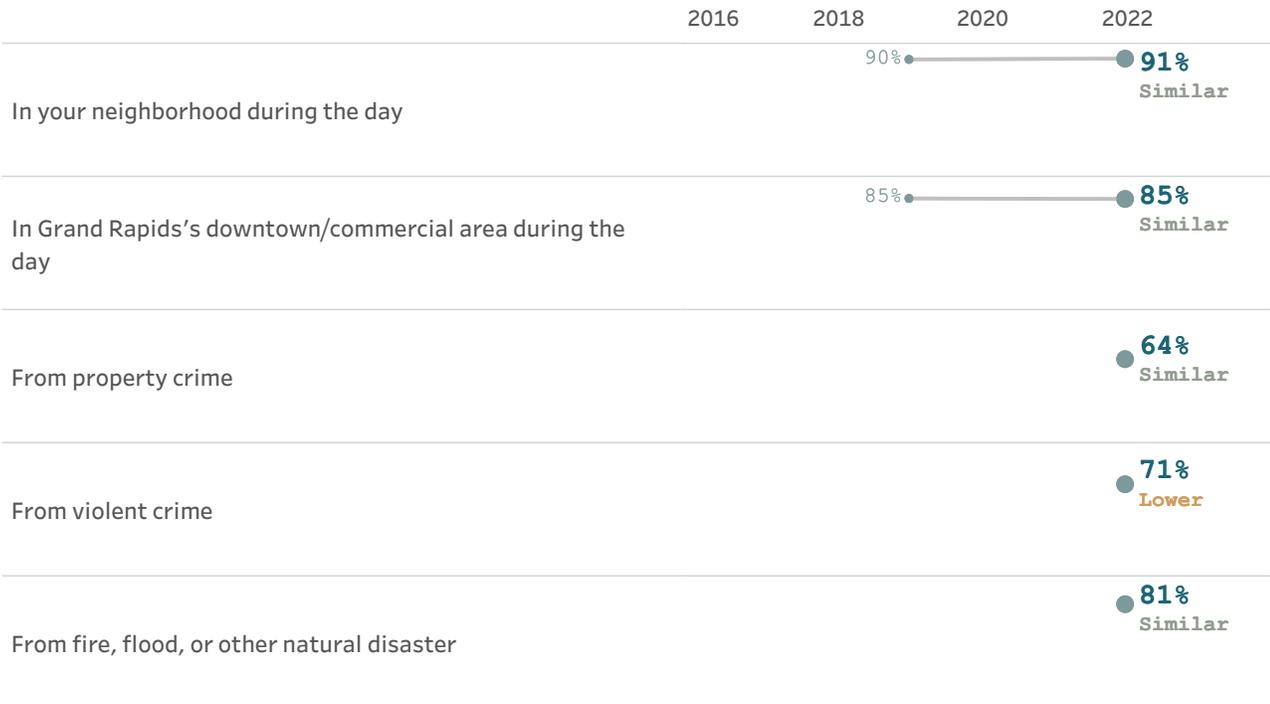
Overall feeling of safety in Grand Rapids, 2022



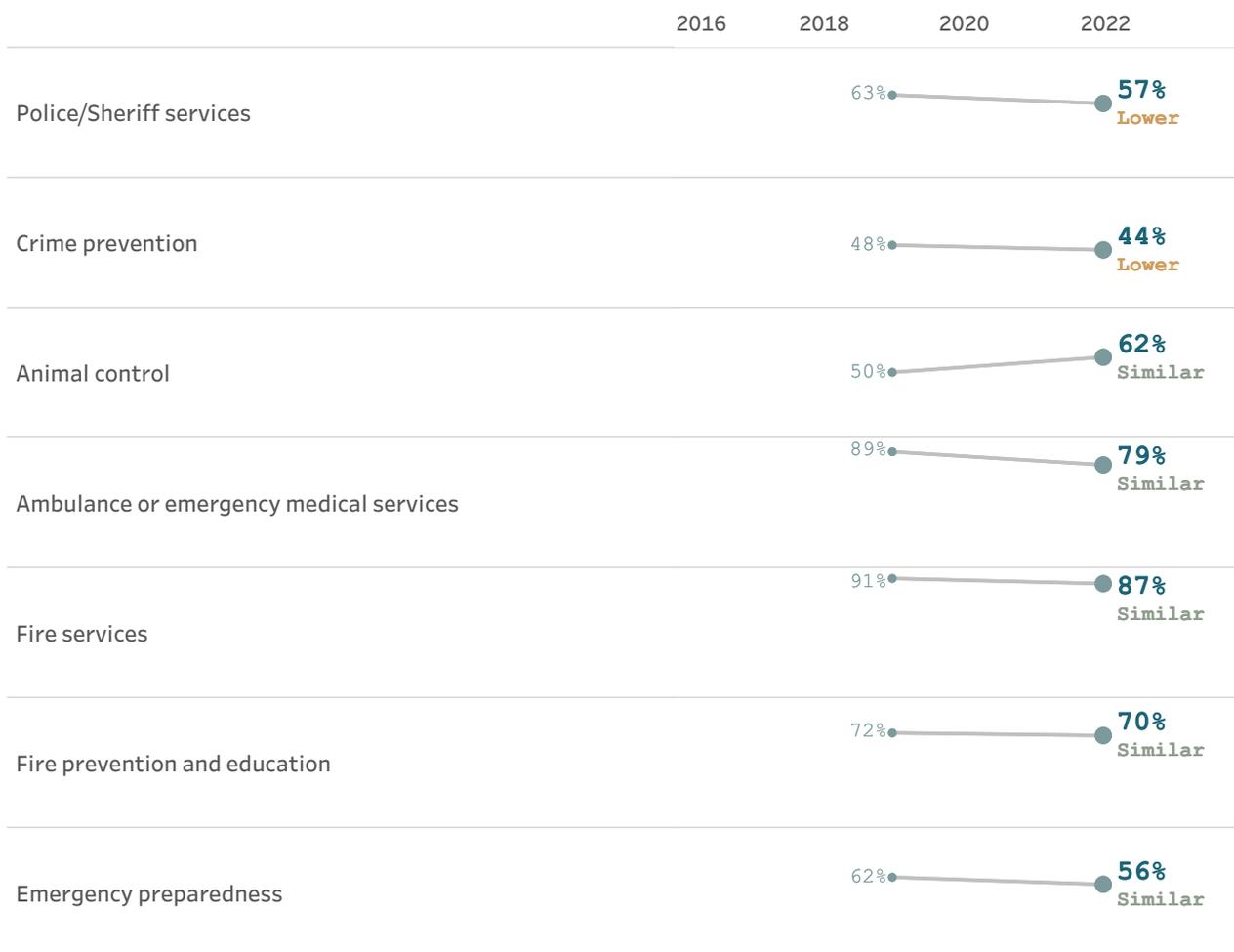
Please rate each of the following characteristics as they relate to Grand Rapids as a whole. (% excellent or good)



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

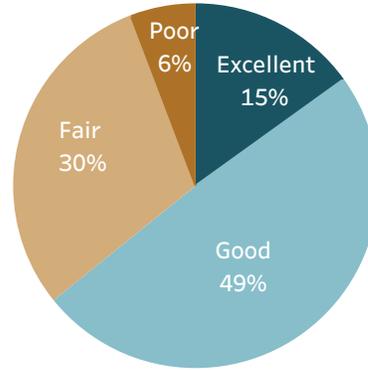


**Please rate the quality of each of the following services in Grand Rapids.
(% excellent or good)**



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

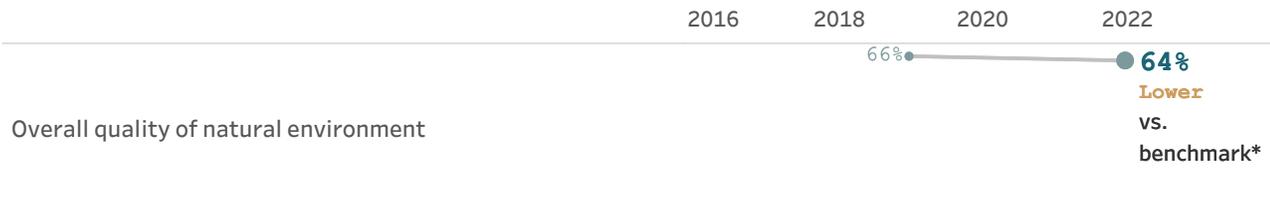
Overall quality of natural environment in Grand Rapids, 2022



Natural environment

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

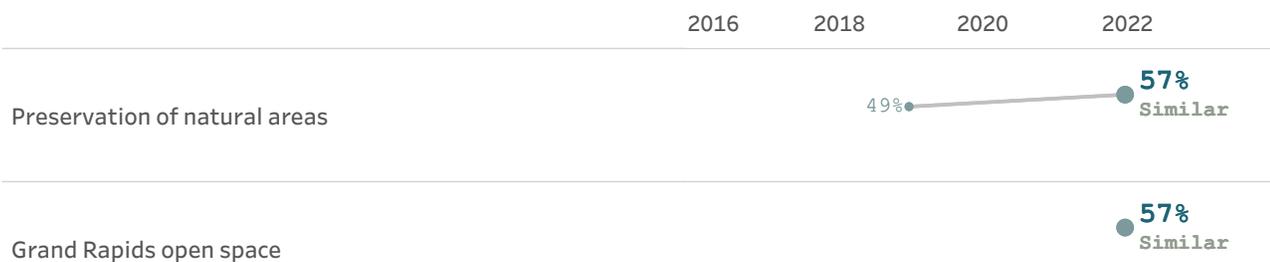
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.
(% excellent or good)

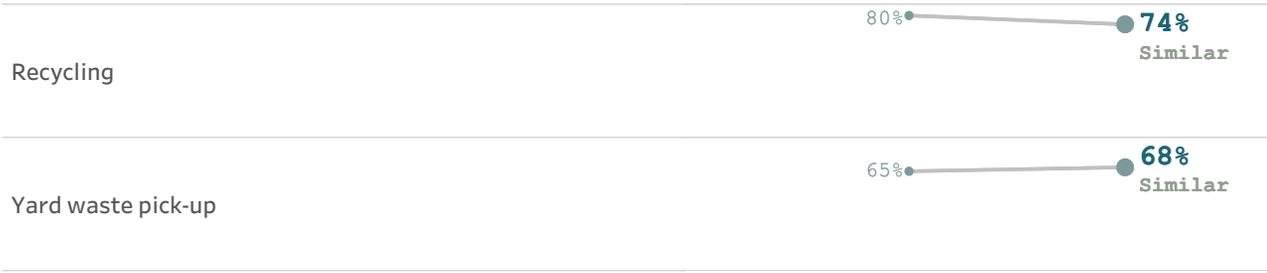


Please also rate each of the following in the Grand Rapids community.
(% excellent or good)



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





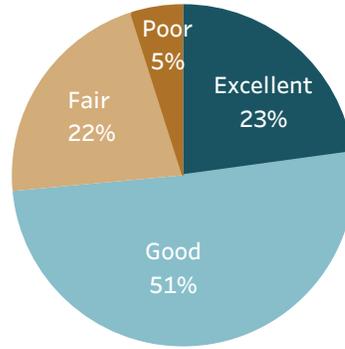
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2022

Parks and recreation

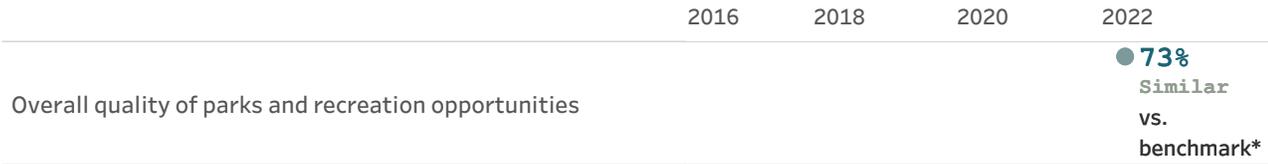
“There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation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

- National Recreation and Park Association



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

(% excellent or good)



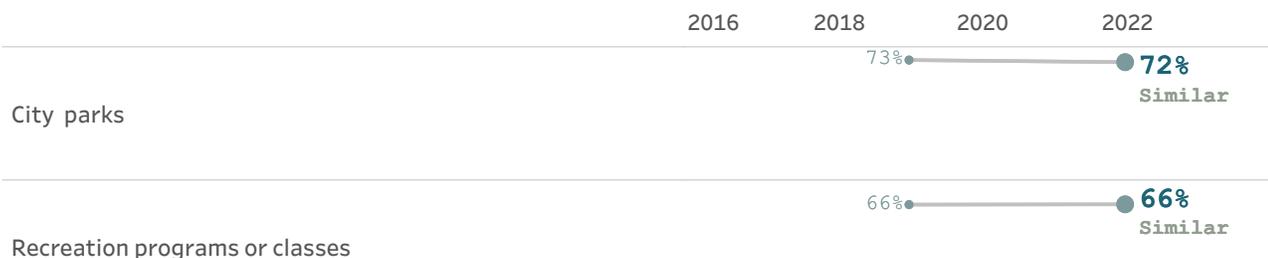
Please also rate each of the following in the Grand Rapids community.

(% excellent or good)



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

(% excellent or good)

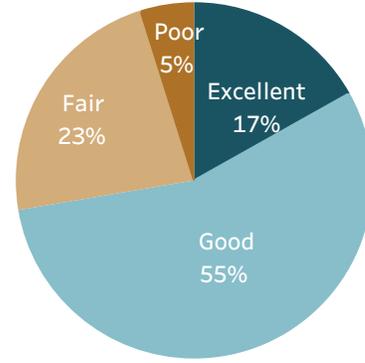


Recreation centers or facilities



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

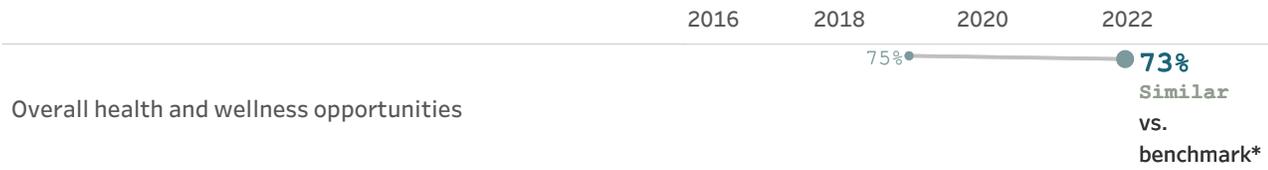
Overall health and wellness opportunities in Grand Rapids, 2022



Health and wellness

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

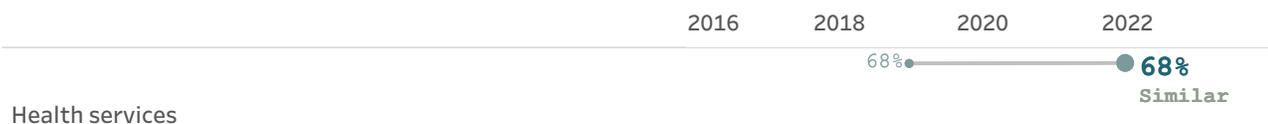
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.
(% excellent or good)



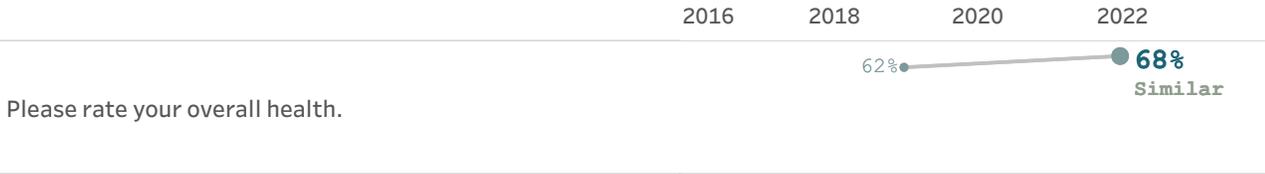
Please also rate each of the following in the Grand Rapids community.
(% excellent or good)



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



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

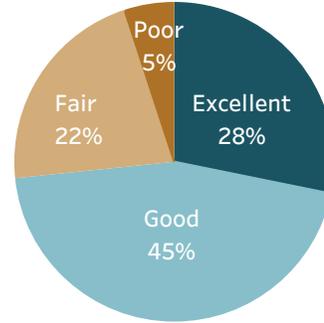


* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

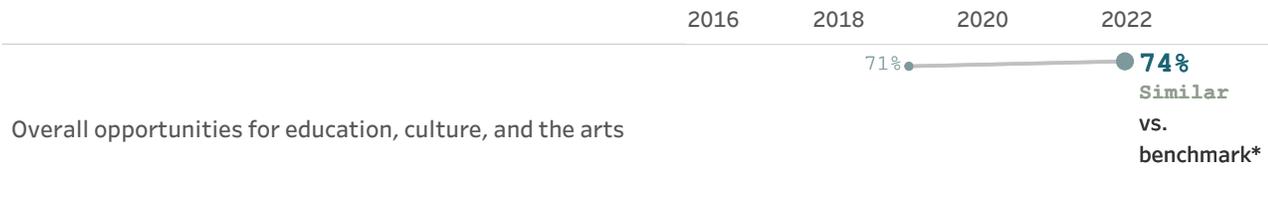
Education, arts, and culture

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

Overall opportunities for education, culture and the arts, 2022



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

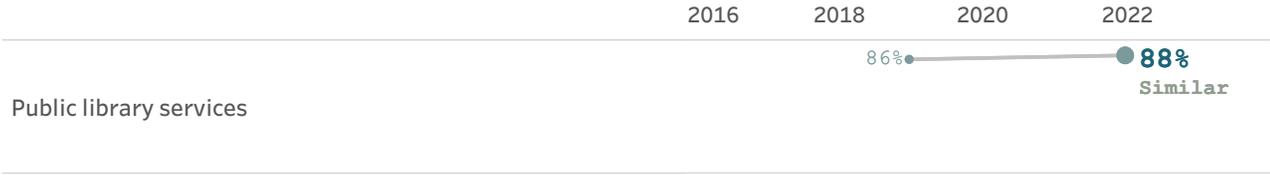


Please also rate each of the following in the Grand Rapids community.
(% excellent or good)



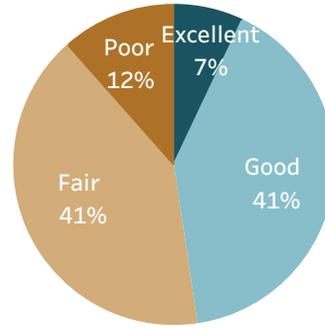
Please rate the quality of each of the following services in Grand Rapids.

(% excellent or good)



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

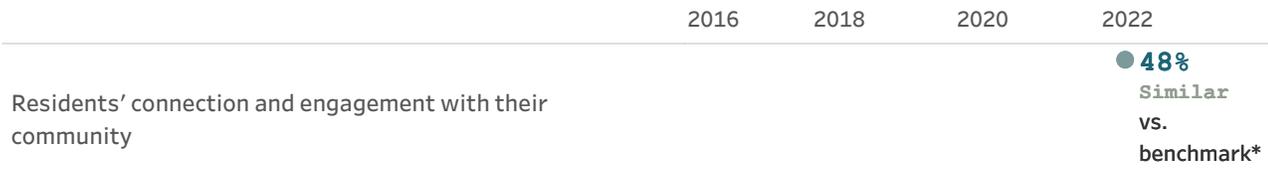
Residents' connection and engagement with their community, 2022



Inclusivity and engagement

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

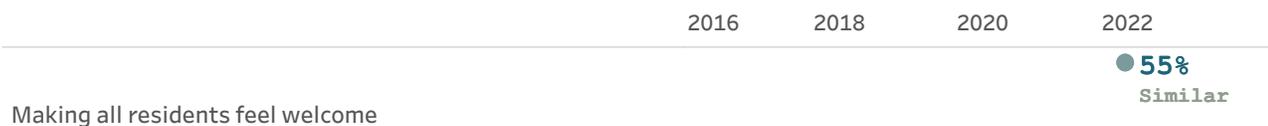
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.
(% excellent or good)

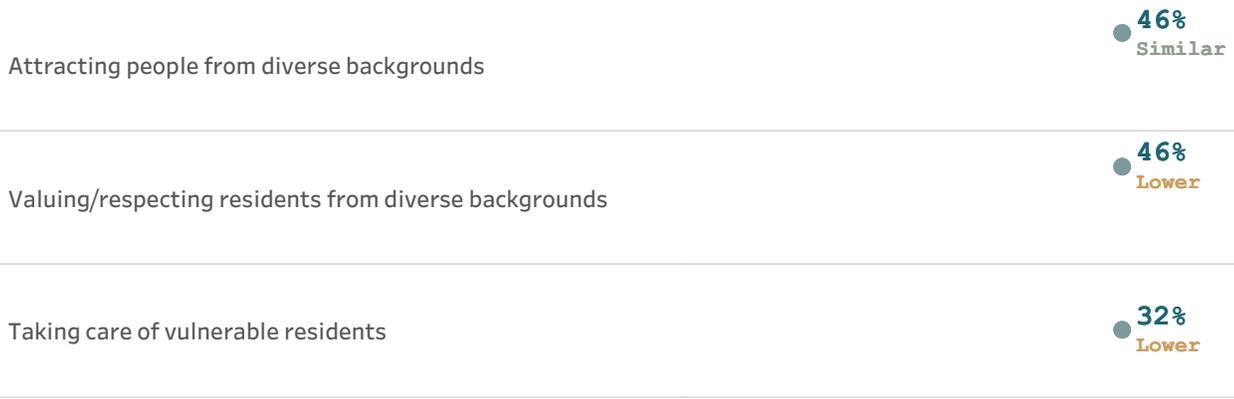


Please rate each of the following aspects of quality of life in Grand Rapids.
(% excellent or good)



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





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



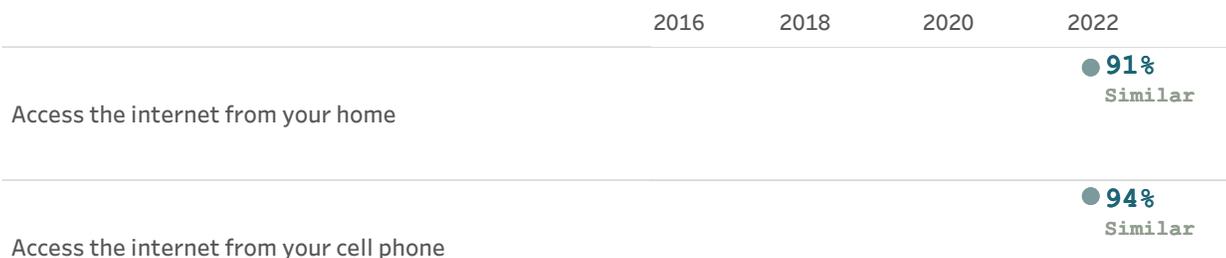
* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

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



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

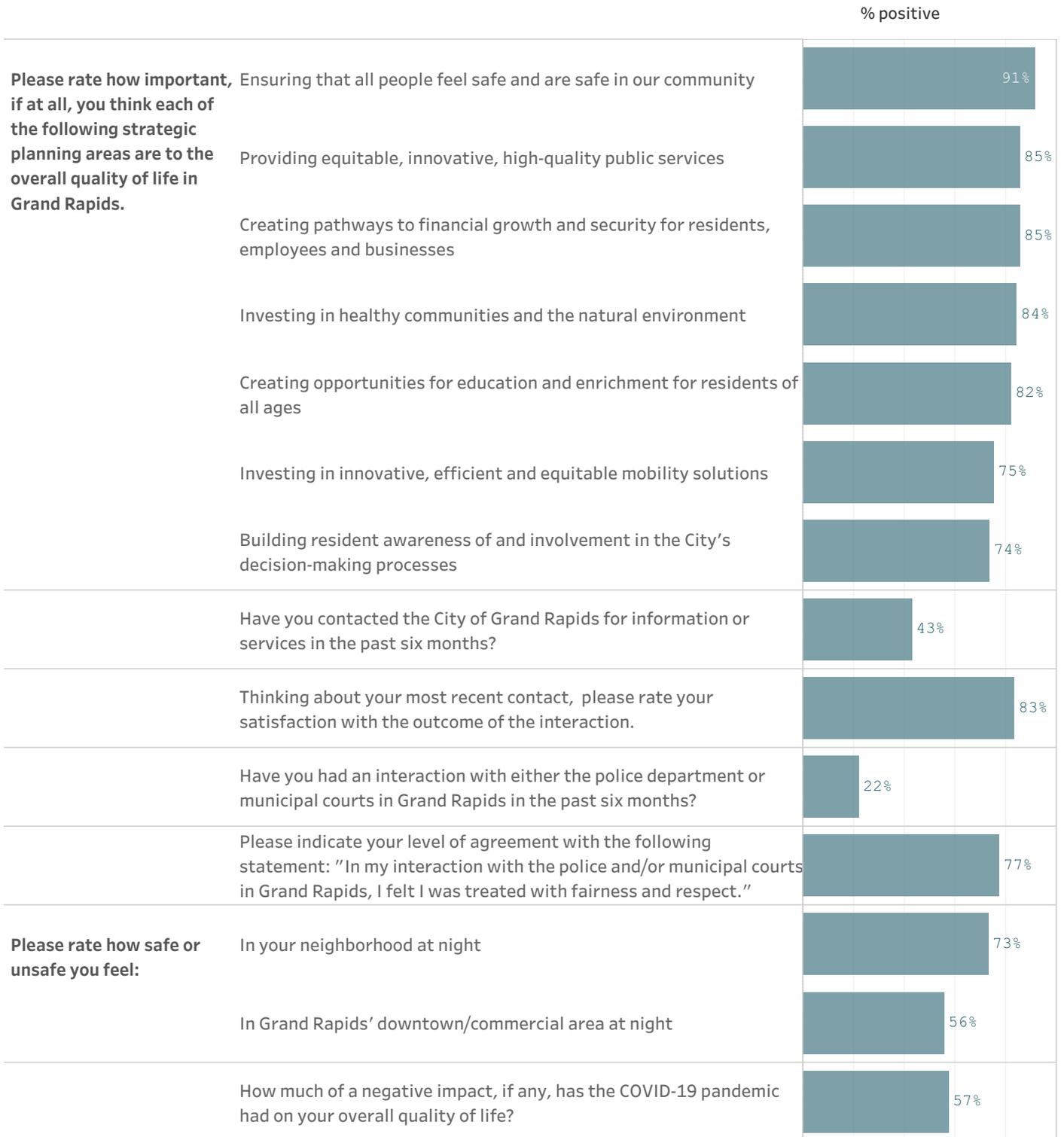


Visit social media sites	● 82% Similar
Use or check email	● 95% Similar
Share your opinions online	● 30% Similar
Shop online	● 44% Lower

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

Custom questions

Below are the results of each custom question on the survey. The percentage of positive responses (Essential/Very important, Yes, Very/Somewhat satisfied, Strongly/Somewhat agree, Very/Somewhat safe, Major/moderate negative impact) is shown.



National benchmark tables

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

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to live	Similar	84%	240	399	40
	Your neighborhood as a place to live	Similar	76%	251	332	24
	Grand Rapids as a place to raise children	Similar	73%	274	401	31
	Grand Rapids as a place to work	Similar	77%	84	384	78
	Grand Rapids as a place to visit	Similar	79%	85	326	74
	Grand Rapids as a place to retire	Similar	52%	289	386	25
	The overall quality of life	Similar	76%	295	442	33
	Sense of community	Similar	55%	253	334	24
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall economic health	Similar	63%	178	306	42
	Overall quality of the transportation system	Similar	57%	72	148	52
	Overall design or layout of residential and commercial areas	Similar	63%	160	300	47
	Overall quality of the utility infrastructure	Similar	61%	103	144	29
	Overall feeling of safety	Lower	61%	325	382	15
	Overall quality of natural environment	Lower	64%	259	311	17
	Overall quality of parks and recreation opportunities	Similar	73%	111	150	26
	Overall health and wellness opportunities	Similar	73%	174	301	42
	Overall opportunities for education, culture, and the arts	Similar	74%	91	304	70
	Residents’ connection and engagement with their community	Similar	48%	107	145	26
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Grand Rapids to someone who asks	Similar	85%	187	317	41

Please indicate how likely or unlikely you are to do each of the following. Please rate how safe or unsafe you feel:	Remain in Grand Rapids for the next five years	Similar	83%	180	310	42
	In your neighborhood during the day	Similar	91%	257	367	30
	In Grand Rapids's downtown/commercial area during the day	Similar	85%	238	341	30
	From property crime	Similar	64%	127	155	18
	From violent crime	Lower	71%	130	155	15
	From fire, flood, or other natural disaster	Similar	81%	74	143	48
Please rate the job you feel the Grand Rapids community does at each of the following.	Making all residents feel welcome	Similar	55%	132	151	13
	Attracting people from diverse backgrounds	Similar	46%	128	148	14
	Valuing/respecting residents from diverse backgrounds	Lower	46%	146	149	2
	Taking care of vulnerable residents	Lower	32%	134	145	8
Please rate each of the following in the Grand Rapids community.	Overall quality of business and service establishments	Similar	81%	56	309	82
	Variety of business and service establishments	Similar	74%	38	145	74
	Vibrancy of downtown/commercial area	Higher	70%	57	290	80
	Employment opportunities	Higher	69%	22	338	93
	Shopping opportunities	Similar	67%	97	324	70
	Cost of living	Similar	45%	159	303	47
	Overall image or reputation	Similar	75%	203	379	46
Please also rate each of the following in the Grand Rapids community.	Traffic flow on major streets	Similar	51%	163	355	54
	Ease of public parking	Lower	38%	239	280	15
	Ease of travel by car	Similar	71%	157	334	53
	Ease of travel by public transportation	Similar	48%	85	284	70
	Ease of travel by bicycle	Similar	53%	181	336	46
	Ease of walking	Similar	69%	168	336	50
	Well-planned residential growth	Similar	45%	88	147	40
	Well-planned commercial growth	Similar	53%	53	147	64
	Well-designed neighborhoods	Similar	50%	107	145	26
	Preservation of the historical or cultural character of the community	Similar	67%	56	143	61

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

Public places where people want to spend time	Similar	62%	162	296	45
Variety of housing options	Lower	36%	257	312	17
Availability of affordable quality housing	Lower	18%	272	337	19
Overall quality of new development	Similar	53%	184	330	44
Overall appearance	Similar	76%	204	368	44
Cleanliness	Similar	64%	250	338	26
Water resources	Similar	69%	47	132	65
Air quality	Similar	79%	187	291	36
Availability of paths and walking trails	Similar	67%	187	340	45
Fitness opportunities	Similar	75%	138	292	53
Recreational opportunities	Similar	71%	160	323	50
Availability of affordable quality food	Similar	59%	208	287	27
Availability of affordable quality health care	Similar	56%	183	300	39
Availability of preventive health services	Similar	61%	162	283	43
Availability of affordable quality mental health care	Similar	42%	159	283	44
Opportunities to attend cultural/arts/music activities	Higher	79%	35	320	89
Community support for the arts	Higher	79%	10	144	93
Availability of affordable quality childcare/preschool	Lower	31%	256	298	14
K-12 education	Lower	48%	252	303	17
Adult educational opportunities	Similar	59%	144	289	50
Sense of civic/community pride	Similar	60%	90	144	38
Neighborliness of residents	Similar	57%	221	296	25
Opportunities to participate in social events and activities	Similar	68%	122	303	60
Opportunities to attend special events and festivals	Similar	79%	68	310	78
Opportunities to volunteer	Similar	76%	91	300	70
Opportunities to participate in community matters	Similar	60%	197	304	35
Openness and acceptance of the community toward people of diverse backgrounds	Similar	43%	296	328	10

Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Grand Rapids for help or information	Similar	55%	64	357	82
	Contacted Grand Rapids elected officials to express your opinion	Similar	14%	204	298	31
	Attended a local public meeting	Similar	15%	226	297	24
	Watched a local public meeting	Similar	28%	86	276	69
	Volunteered your time to some group/activity	Similar	41%	91	302	70
	Campaigned or advocated for a local issue, cause, or candidate	Similar	20%	150	286	47
	Voted in your most recent local election	Similar	73%	98	146	33
	Used public transportation instead of driving	Similar	27%	66	266	75
	Carpooled with other adults or children instead of driving alone	Similar	48%	56	291	81
	Walked or biked instead of driving	Similar	65%	86	295	71
Please rate the quality of each of the following services in Grand Rapids.	Public information services	Similar	64%	210	322	34
	Economic development	Similar	62%	118	313	62
	Traffic enforcement	Lower	47%	343	382	10
	Traffic signal timing	Similar	53%	193	302	36
	Street repair	Much lower	14%	359	382	6
	Street cleaning	Lower	40%	292	323	9
	Street lighting	Similar	53%	246	363	32
	Snow removal	Similar	51%	224	282	20
	Sidewalk maintenance	Similar	41%	264	328	19
	Bus or transit services	Similar	57%	90	278	67
	Land use, planning and zoning	Similar	45%	170	326	48
	Code enforcement	Similar	36%	289	382	24
	Affordable high-speed internet access	Similar	43%	106	140	25
	Garbage collection	Similar	81%	208	358	42
	Drinking water	Similar	74%	160	325	51
Sewer services	Similar	79%	193	326	41	
Storm water management	Similar	65%	207	350	41	

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

Power (electric and/or gas) utility	Similar	72%	198	244	19
Utility billing	Similar	64%	203	278	27
Police/Sheriff services	Lower	57%	407	433	6
Crime prevention	Lower	44%	343	381	10
Animal control	Similar	62%	235	345	32
Ambulance or emergency medical services	Similar	79%	313	344	9
Fire services	Similar	87%	286	377	24
Fire prevention and education	Similar	70%	244	315	22
Emergency preparedness	Similar	56%	257	314	18
Preservation of natural areas	Similar	57%	193	295	34
Grand Rapids open space	Similar	57%	183	284	35
Recycling	Similar	74%	189	362	48
Yard waste pick-up	Similar	68%	201	304	34
City parks	Similar	72%	258	340	24
Recreation programs or classes	Similar	66%	209	334	37
Recreation centers or facilities	Similar	64%	208	307	32
Health services	Similar	68%	125	274	54
Public library services	Similar	88%	133	350	62
Overall customer service by Grand Rapids employees	Similar	69%	308	397	22

Please rate the following categories of Grand Rapids government performance.

The value of services for the taxes paid to Grand Rapids	Similar	49%	255	405	37
The overall direction that Grand Rapids is taking	Similar	63%	133	353	62
The job Grand Rapids government does at welcoming resident involvement	Similar	48%	224	347	35
Overall confidence in Grand Rapids government	Similar	52%	166	308	46
Generally acting in the best interest of the community	Similar	57%	161	311	48
Being honest	Similar	52%	204	301	32
Being open and transparent to the public	Similar	49%	103	150	32
Informing residents about issues facing the community	Similar	46%	114	156	27

Please rate the following categories of Grand Rapids government performance.	Treating all residents fairly	Lower	42%	257	308	16
	Treating residents with respect	Similar	52%	126	147	14
Overall, how would you rate the quality of the services provided by each of the following?	The City of Grand Rapids	Similar	66%	298	402	26
	The Federal Government	Similar	33%	227	288	21
Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years.	Overall economic health	Similar	86%	217	284	23
	Overall quality of the transportation system	Similar	78%	33	143	77
	Overall design or layout of residential and commercial areas	Similar	70%	220	284	22
	Overall quality of the utility infrastructure	Similar	86%	81	142	43
	Overall feeling of safety	Similar	85%	232	284	18
	Overall quality of natural environment	Similar	84%	119	284	58
	Overall quality of parks and recreation opportunities	Similar	77%	102	143	29
	Overall health and wellness opportunities	Similar	77%	102	284	64
	Overall opportunities for education, culture, and the arts	Similar	81%	50	284	82
	Residents' connection and engagement with their community	Similar	69%	209	284	26
In general, how many times do you:	Access the internet from your home	Similar	91%	119	143	17
	Access the internet from your cell phone	Similar	94%	51	143	65
	Visit social media sites	Similar	82%	33	142	77
	Use or check email	Similar	95%	111	143	23
	Share your opinions online	Similar	30%	78	143	46
	Shop online	Lower	44%	132	143	8
	Please rate your overall health.	Similar	68%	122	289	58
	What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Similar	21%	242	292	17

Custom benchmark tables

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

			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to live	Similar	84%	12	27	59
	Your neighborhood as a place to live	Similar	76%	14	20	35
	Grand Rapids as a place to raise children	Similar	73%	15	28	50
	Grand Rapids as a place to work	Similar	77%	7	26	76
	Grand Rapids as a place to visit	Similar	79%	4	18	83
	Grand Rapids as a place to retire	Similar	52%	16	26	42
	The overall quality of life	Similar	76%	18	29	41
	Sense of community	Similar	55%	10	17	47
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall economic health	Similar	63%	9	17	52
	Overall quality of the transportation system	Similar	57%	3	10	80
	Overall design or layout of residential and commercial areas	Similar	63%	7	15	60
	Overall quality of the utility infrastructure	Similar	61%	7	10	40
	Overall feeling of safety	Similar	61%	17	25	36
	Overall quality of natural environment	Similar	64%	13	17	29
	Overall quality of parks and recreation opportunities	Similar	73%	8	10	30
	Overall health and wellness opportunities	Similar	73%	9	16	50
	Overall opportunities for education, culture, and the arts	Higher	74%	3	16	87

Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Residents' connection and engagement with their community	Similar	48%	7	10	40
	Recommend living in Grand Rapids to someone who asks	Similar	85%	9	17	52
Please indicate how likely or unlikely you are to do each of the following.	Remain in Grand Rapids for the next five years	Similar	83%	10	17	47
	In your neighborhood during the day	Similar	91%	15	23	39
Please rate how safe or unsafe you feel:	In Grand Rapids's downtown/commercial area during the day	Similar	85%	11	21	52
	From property crime	Similar	64%	11	12	16
	From violent crime	Similar	71%	11	12	16
	From fire, flood, or other natural disaster	Similar	81%	6	10	50
	Making all residents feel welcome	Similar	55%	9	10	20
Please rate the job you feel the Grand Rapids community does at each of the following.	Attracting people from diverse backgrounds	Lower	46%	10	10	10
	Valuing/respecting residents from diverse backgrounds	Lower	46%	10	10	10
	Taking care of vulnerable residents	Lower	32%	9	10	20
Please rate each of the following in the Grand Rapids community.	Overall quality of business and service establishments	Similar	81%	4	15	80
	Variety of business and service establishments	Similar	74%	5	10	60
	Vibrancy of downtown/commercial area	Higher	70%	5	14	71
	Employment opportunities	Higher	69%	4	21	85
	Shopping opportunities	Similar	67%	7	17	64
	Cost of living	Similar	45%	10	18	50
	Overall image or reputation	Similar	75%	11	25	60
Please also rate each of the following in the Grand Rapids community.	Traffic flow on major streets	Similar	51%	8	22	68
	Ease of public parking	Similar	38%	12	15	26
	Ease of travel by car	Similar	71%	7	20	70
	Ease of travel by public transportation	Higher	48%	3	18	88
	Ease of travel by bicycle	Similar	53%	8	20	65
	Ease of walking	Similar	69%	7	19	68

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

Well-planned residential growth	Similar	45%	7	10	40
Well-planned commercial growth	Similar	53%	5	10	60
Well-designed neighborhoods	Similar	50%	8	10	30
Preservation of the historical or cultural character of the community	Similar	67%	3	10	80
Public places where people want to spend time	Similar	62%	6	16	68
Variety of housing options	Similar	36%	15	17	17
Availability of affordable quality housing	Similar	18%	18	22	22
Overall quality of new development	Similar	53%	10	17	47
Overall appearance	Similar	76%	8	20	65
Cleanliness	Similar	64%	11	17	41
Water resources	Similar	69%	2	10	90
Air quality	Similar	79%	6	17	70
Availability of paths and walking trails	Similar	67%	7	17	64
Fitness opportunities	Similar	75%	5	15	73
Recreational opportunities	Similar	71%	8	18	61
Availability of affordable quality food	Similar	59%	11	15	33
Availability of affordable quality health care	Similar	56%	10	17	47
Availability of preventive health services	Similar	61%	8	14	50
Availability of affordable quality mental health care	Similar	42%	8	14	50
Opportunities to attend cultural/arts/music activities	Higher	79%	1	16	100
Community support for the arts	Higher	79%	1	10	100
Availability of affordable quality childcare/preschool	Similar	31%	13	18	33
K-12 education	Similar	48%	12	18	38
Adult educational opportunities	Similar	59%	5	16	75
Sense of civic/community pride	Similar	60%	4	10	70

Please also rate each of the following in the Grand Rapids community.	Neighborliness of residents	Similar	57%	7	15	60
	Opportunities to participate in social events and activities	Similar	68%	7	16	62
	Opportunities to attend special events and festivals	Higher	79%	1	16	100
	Opportunities to volunteer	Similar	76%	4	17	82
	Opportunities to participate in community matters	Similar	60%	7	17	64
	Openness and acceptance of the community toward people of diverse backgrounds	Similar	43%	17	20	20
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Grand Rapids for help or information	Similar	55%	6	23	78
	Contacted Grand Rapids elected officials to express your opinion	Similar	14%	13	16	25
	Attended a local public meeting	Similar	15%	12	15	26
	Watched a local public meeting	Similar	28%	8	15	53
	Volunteered your time to some group/activity	Similar	41%	7	17	64
	Campaigned or advocated for a local issue, cause, or candidate	Similar	20%	6	14	64
	Voted in your most recent local election	Similar	73%	8	10	30
	Used public transportation instead of driving	Similar	27%	4	16	81
	Carpooled with other adults or children instead of driving alone	Similar	48%	4	16	81
	Walked or biked instead of driving	Higher	65%	4	15	80
Please rate the quality of each of the following services in Grand Rapids.	Public information services	Similar	64%	11	18	44
	Economic development	Similar	62%	6	15	66
	Traffic enforcement	Similar	47%	20	25	24
	Traffic signal timing	Similar	53%	8	19	63
	Street repair	Much lower	14%	24	26	11
	Street cleaning	Similar	40%	14	17	23
	Street lighting	Similar	53%	9	19	57
	Snow removal	Similar	51%	7	11	45
	Sidewalk maintenance	Similar	41%	14	18	27

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

Bus or transit services	Higher	57%	2	15	93
Land use, planning and zoning	Similar	45%	9	21	61
Code enforcement	Similar	36%	15	22	36
Affordable high-speed internet access	Similar	43%	9	10	20
Garbage collection	Similar	81%	8	22	68
Drinking water	Similar	74%	7	18	66
Sewer services	Similar	79%	8	20	65
Storm water management	Similar	65%	9	19	57
Power (electric and/or gas) utility	Similar	72%	11	15	33
Utility billing	Similar	64%	9	16	50
Police/Sheriff services	Lower	57%	30	32	9
Crime prevention	Lower	44%	20	26	26
Animal control	Similar	62%	14	21	38
Ambulance or emergency medical services	Similar	79%	17	20	20
Fire services	Similar	87%	12	23	52
Fire prevention and education	Similar	70%	11	16	37
Emergency preparedness	Similar	56%	14	18	27
Preservation of natural areas	Similar	57%	8	16	56
Grand Rapids open space	Similar	57%	8	16	56
Recycling	Similar	74%	8	25	72
Yard waste pick-up	Similar	68%	11	19	47
City parks	Similar	72%	14	20	35
Recreation programs or classes	Similar	66%	13	22	45
Recreation centers or facilities	Similar	64%	11	18	44
Health services	Similar	68%	6	17	70

Please rate the quality of each of the following services in Grand Rapids.	Public library services	Similar	88%	3	21	90
	Overall customer service by Grand Rapids employees	Similar	69%	16	27	44
Please rate the following categories of Grand Rapids government performance.	The value of services for the taxes paid to Grand Rapids	Similar	49%	13	28	57
	The overall direction that Grand Rapids is taking	Similar	63%	5	23	82
	The job Grand Rapids government does at welcoming resident involvement	Similar	48%	10	19	52
	Overall confidence in Grand Rapids government	Similar	52%	7	17	64
	Generally acting in the best interest of the community	Similar	57%	5	16	75
	Being honest	Similar	52%	8	15	53
	Being open and transparent to the public	Similar	49%	7	10	40
	Informing residents about issues facing the community	Similar	46%	9	10	20
	Treating all residents fairly	Similar	42%	11	16	37
	Treating residents with respect	Similar	52%	9	10	20
Overall, how would you rate the quality of the services provided by each of the following?	The City of Grand Rapids	Similar	66%	15	27	48
	The Federal Government	Similar	33%	12	15	26
Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years.	Overall economic health	Similar	86%	13	15	14
	Overall quality of the transportation system	Similar	78%	3	10	80
	Overall design or layout of residential and commercial areas	Similar	70%	13	15	14
	Overall quality of the utility infrastructure	Similar	86%	8	10	30
	Overall feeling of safety	Similar	85%	13	15	14
	Overall quality of natural environment	Similar	84%	5	15	71
	Overall quality of parks and recreation opportunities	Similar	77%	8	10	30
	Overall health and wellness opportunities	Similar	77%	7	15	57
	Overall opportunities for education, culture, and the arts	Similar	81%	5	15	71
	Residents' connection and engagement with their community	Similar	69%	9	15	42
In general, how many times do you:	Access the internet from your home	Similar	91%	9	10	20

In general, how many times do you:	Access the internet from your cell phone	Similar	94%	6	10	50
	Visit social media sites	Similar	82%	2	9	88
	Use or check email	Similar	95%	7	10	40
	Share your opinions online	Similar	30%	7	10	40
	Shop online	Lower	44%	10	10	10
	Please rate your overall health.	Similar	68%	5	15	73
	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:	Lower	21%	15	15	6

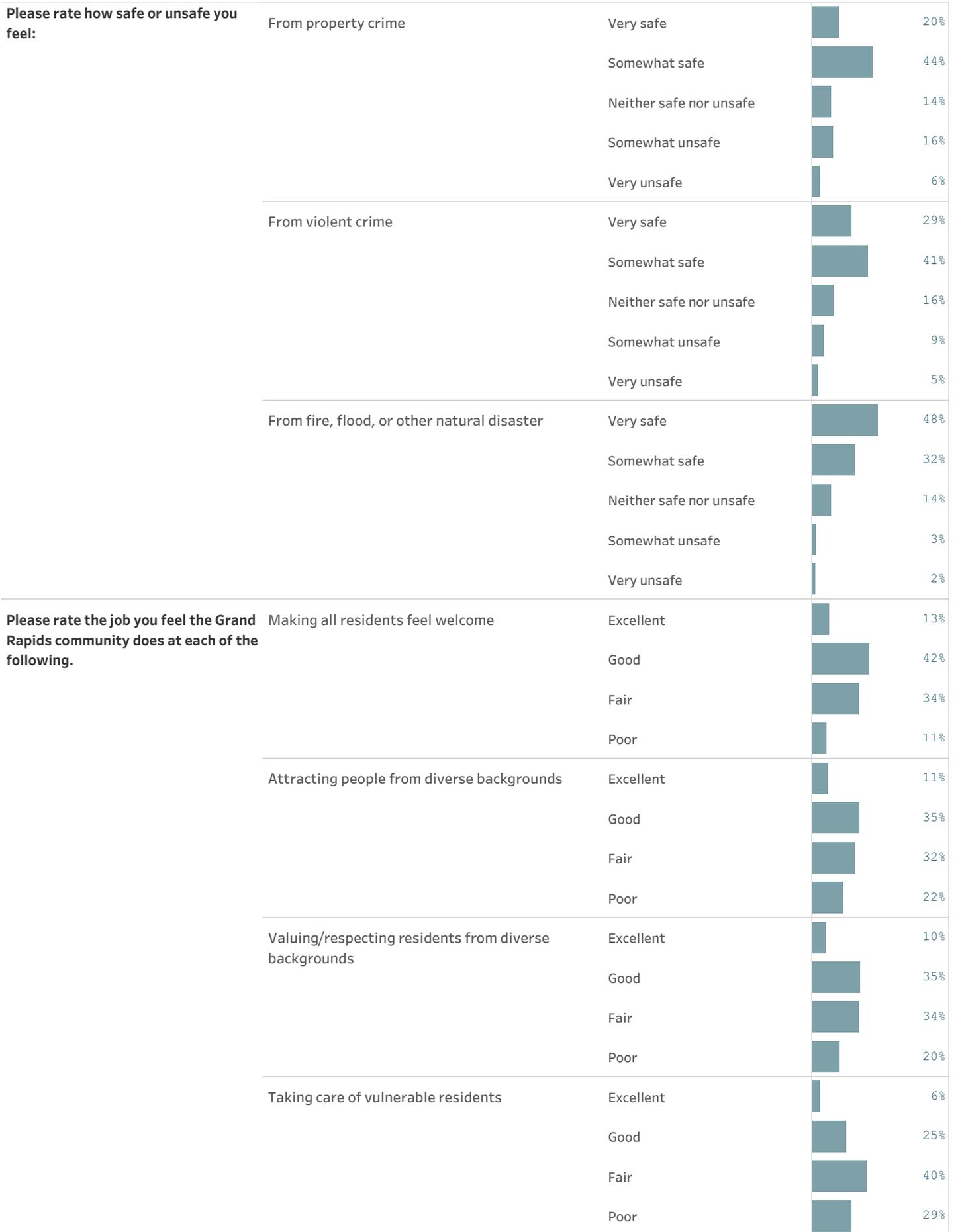
Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. 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.

Please rate each of the following aspects of quality of life in Grand Rapids.	Question	Response	Frequency	
			Count	Percentage
Grand Rapids as a place to live	Grand Rapids as a place to live	Excellent	10	34%
		Good	17	50%
		Fair	5	14%
		Poor	1	2%
Your neighborhood as a place to live	Your neighborhood as a place to live	Excellent	10	31%
		Good	15	45%
		Fair	7	20%
		Poor	2	4%
Grand Rapids as a place to raise children	Grand Rapids as a place to raise children	Excellent	8	25%
		Good	16	48%
		Fair	8	25%
		Poor	1	3%
Grand Rapids as a place to work	Grand Rapids as a place to work	Excellent	9	27%
		Good	16	50%
		Fair	7	20%
		Poor	1	3%
Grand Rapids as a place to visit	Grand Rapids as a place to visit	Excellent	10	32%
		Good	15	47%
		Fair	6	19%
		Poor	1	2%
Grand Rapids as a place to retire	Grand Rapids as a place to retire	Excellent	5	15%
		Good	12	36%
		Fair	12	36%
		Poor	5	12%
The overall quality of life	The overall quality of life	Excellent	7	21%
		Good	18	54%
		Fair	7	21%
		Poor	1	3%

Please rate each of the following aspects of quality of life in Grand Rapids.	Sense of community	Excellent		12%
		Good		43%
		Fair		34%
		Poor		11%
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall economic health	Excellent		12%
		Good		51%
		Fair		32%
		Poor		5%
Overall quality of the transportation system	Excellent		15%	
	Good		42%	
	Fair		28%	
	Poor		15%	
Overall design or layout of residential and commercial areas	Excellent		10%	
	Good		53%	
	Fair		29%	
	Poor		8%	
Overall quality of the utility infrastructure	Excellent		13%	
	Good		48%	
	Fair		30%	
	Poor		9%	
Overall feeling of safety	Excellent		7%	
	Good		53%	
	Fair		31%	
	Poor		9%	
Overall quality of natural environment	Excellent		15%	
	Good		49%	
	Fair		30%	
	Poor		6%	
Overall quality of parks and recreation opportunities	Excellent		23%	
	Good		51%	
	Fair		22%	

Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of parks and recreation opportunities	Poor		5%
	Overall health and wellness opportunities	Excellent		17%
		Good		55%
		Fair		23%
		Poor		5%
	Overall opportunities for education, culture, and the arts	Excellent		28%
		Good		45%
		Fair		22%
		Poor		5%
	Residents' connection and engagement with their community	Excellent		7%
		Good		41%
		Fair		41%
		Poor		12%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Grand Rapids to someone who asks	Very likely		43%
		Somewhat likely		42%
		Somewhat unlikely		10%
		Very unlikely		5%
	Remain in Grand Rapids for the next five years	Very likely		56%
		Somewhat likely		27%
		Somewhat unlikely		10%
		Very unlikely		7%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		65%
		Somewhat safe		26%
		Neither safe nor unsafe		5%
		Somewhat unsafe		2%
		Very unsafe		2%
	In Grand Rapids's downtown/commercial area during the day	Very safe		49%
		Somewhat safe		36%
		Neither safe nor unsafe		8%
		Somewhat unsafe		4%
		Very unsafe		3%



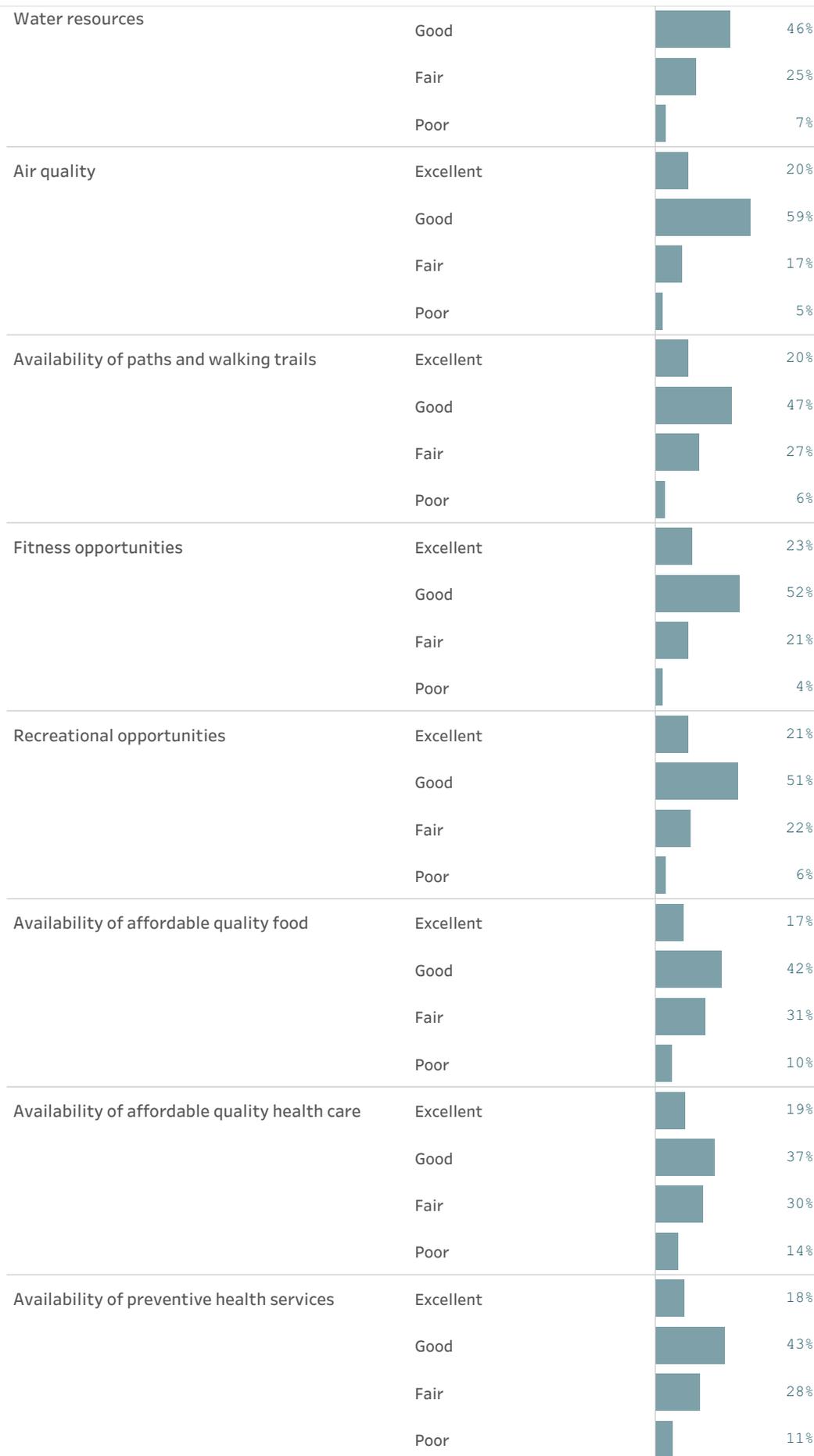
Please rate each of the following in the Grand Rapids community.	Overall quality of business and service establishments	Excellent		23%
		Good		58%
		Fair		17%
		Poor		2%
	Variety of business and service establishments	Excellent		22%
		Good		52%
		Fair		20%
		Poor		6%
	Vibrancy of downtown/commercial area	Excellent		25%
		Good		46%
		Fair		25%
		Poor		5%
	Employment opportunities	Excellent		21%
		Good		48%
		Fair		25%
		Poor		6%
	Shopping opportunities	Excellent		23%
		Good		44%
		Fair		27%
		Poor		6%
	Cost of living	Excellent		9%
		Good		36%
		Fair		31%
		Poor		24%
	Overall image or reputation	Excellent		19%
		Good		56%
		Fair		22%
		Poor		3%
Please also rate each of the following in the Grand Rapids community.	Traffic flow on major streets	Excellent		5%
		Good		46%
		Fair		39%

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

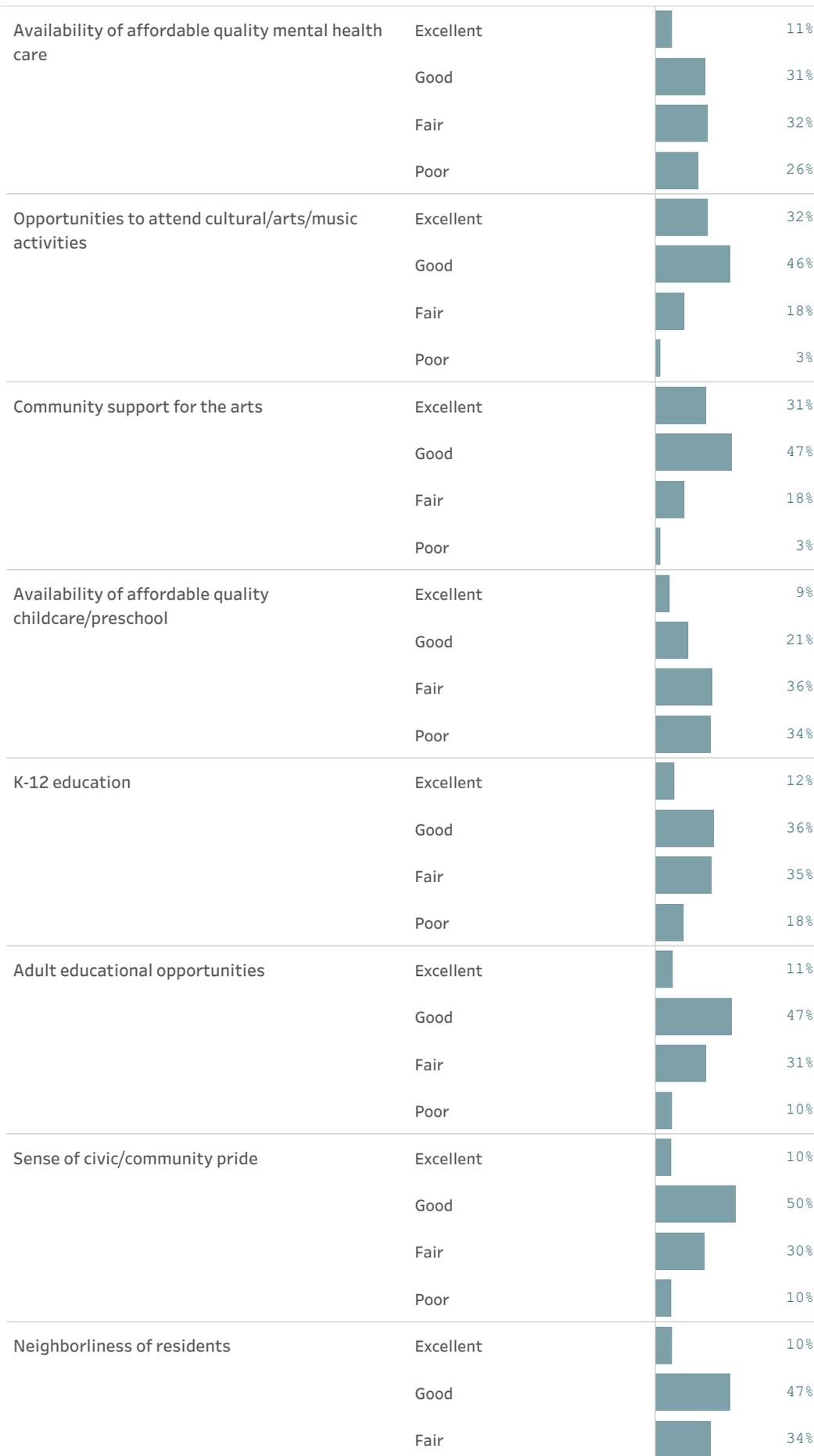
Traffic flow on major streets	Poor		11%
Ease of public parking	Excellent		6%
	Good		32%
	Fair		38%
	Poor		24%
Ease of travel by car	Excellent		18%
	Good		54%
	Fair		25%
	Poor		4%
Ease of travel by public transportation	Excellent		9%
	Good		38%
	Fair		33%
	Poor		19%
Ease of travel by bicycle	Excellent		10%
	Good		42%
	Fair		31%
	Poor		17%
Ease of walking	Excellent		18%
	Good		51%
	Fair		21%
	Poor		9%
Well-planned residential growth	Excellent		6%
	Good		38%
	Fair		37%
	Poor		19%
Well-planned commercial growth	Excellent		7%
	Good		46%
	Fair		34%
	Poor		13%
Well-designed neighborhoods	Excellent		6%
	Good		44%

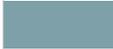
Please also rate each of the following in the Grand Rapids community.				
Well-designed neighborhoods	Fair		36%	
	Poor		14%	
Preservation of the historical or cultural character of the community	Excellent		19%	
	Good		48%	
	Fair		23%	
	Poor		10%	
Public places where people want to spend time	Excellent		14%	
	Good		49%	
	Fair		30%	
	Poor		7%	
Variety of housing options	Excellent		5%	
	Good		30%	
	Fair		35%	
	Poor		29%	
Availability of affordable quality housing	Excellent		3%	
	Good		14%	
	Fair		35%	
	Poor		47%	
Overall quality of new development	Excellent		7%	
	Good		46%	
	Fair		37%	
	Poor		10%	
Overall appearance	Excellent		17%	
	Good		58%	
	Fair		21%	
	Poor		3%	
Cleanliness	Excellent		12%	
	Good		52%	
	Fair		28%	
	Poor		8%	
Water resources	Excellent		22%	

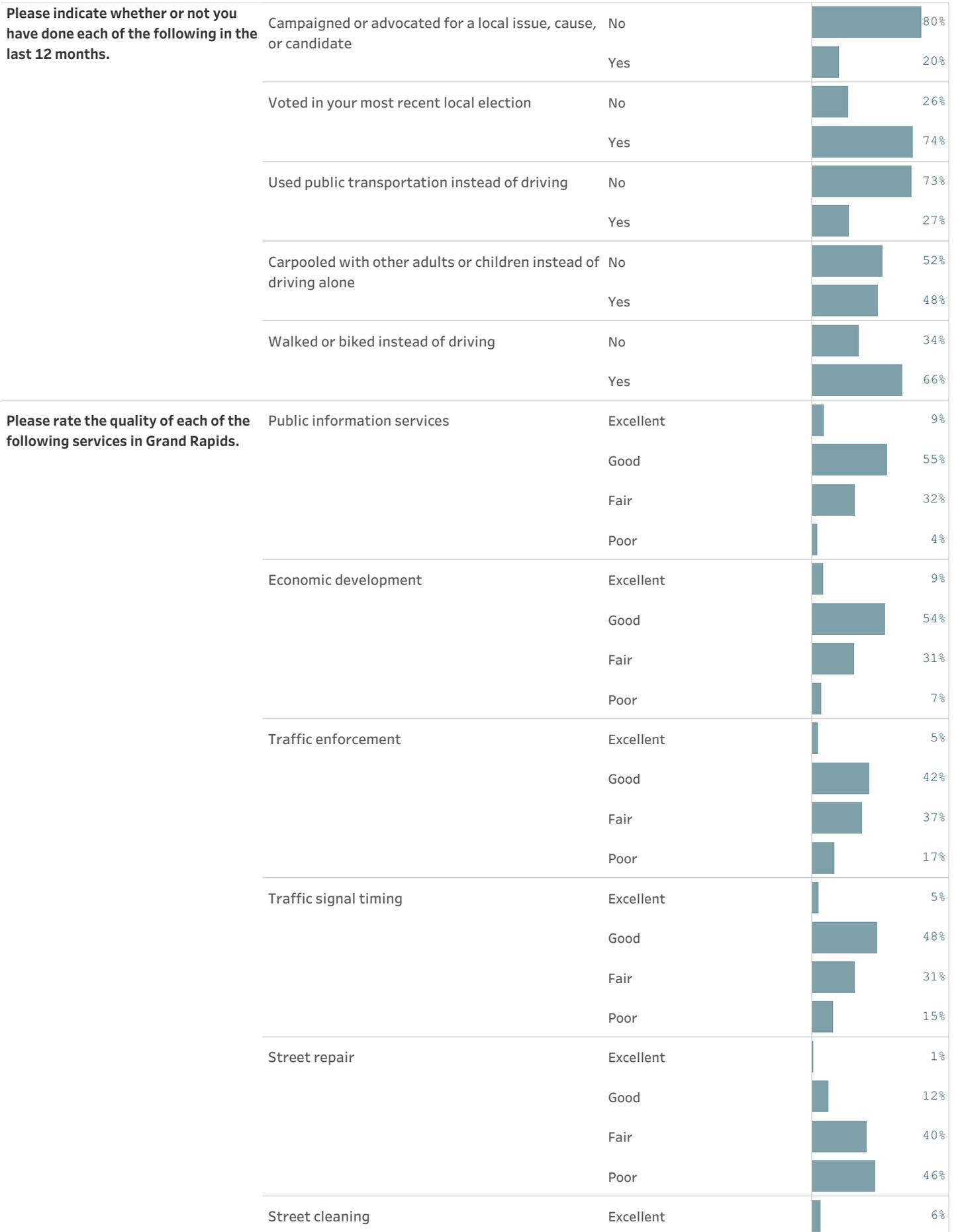
Please also rate each of the following in the Grand Rapids community.



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

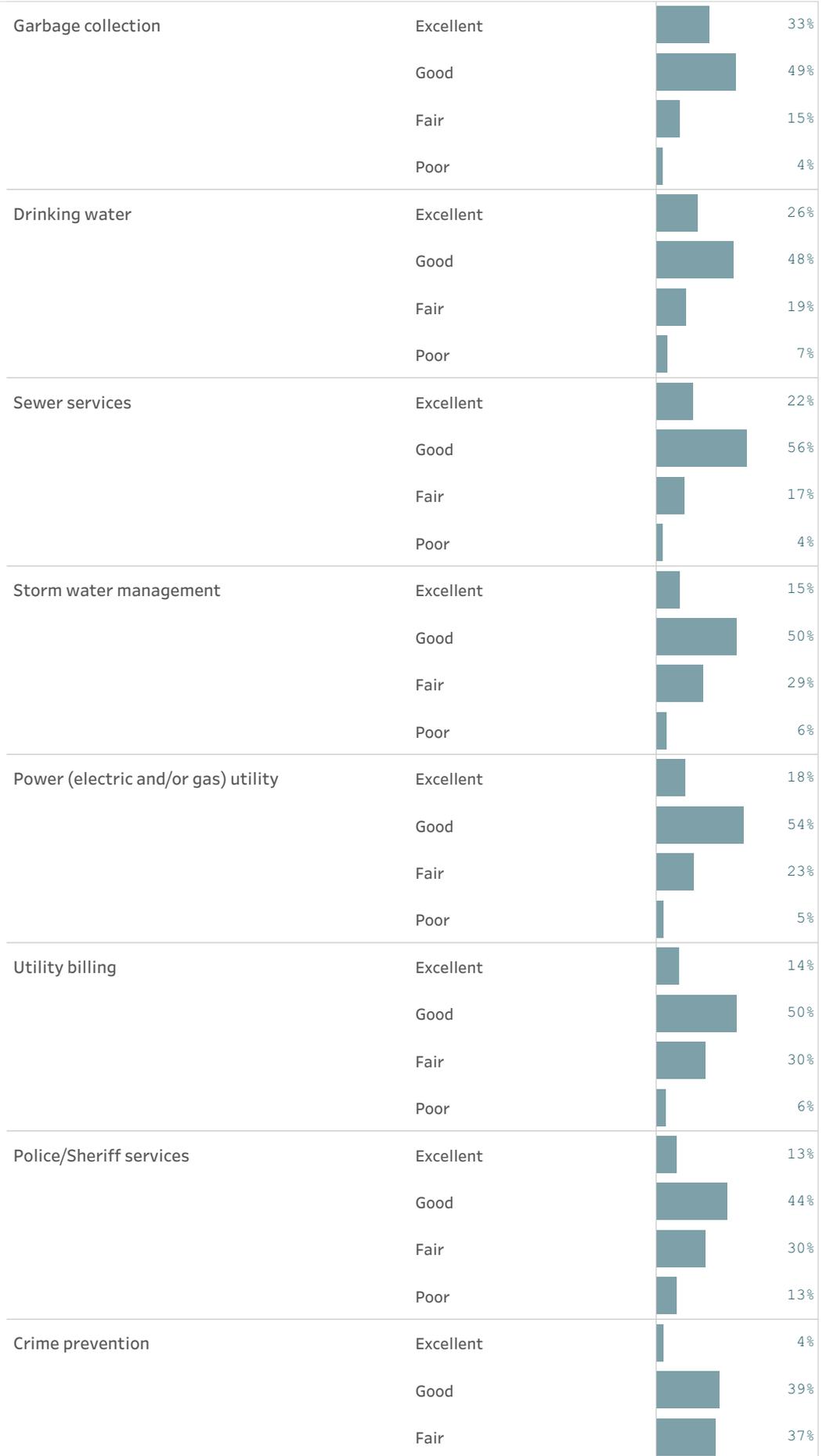


Please also rate each of the following in the Grand Rapids community.	Neighborliness of residents	Poor		9%
	Opportunities to participate in social events and activities	Excellent		13%
		Good		54%
		Fair		28%
		Poor		5%
	Opportunities to attend special events and festivals	Excellent		24%
		Good		55%
		Fair		17%
		Poor		4%
	Opportunities to volunteer	Excellent		23%
		Good		52%
		Fair		21%
		Poor		4%
	Opportunities to participate in community matters	Excellent		11%
		Good		48%
		Fair		32%
		Poor		9%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		10%
		Good		33%
		Fair		40%
Poor			17%	
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Grand Rapids for help or information	No		45%
		Yes		55%
	Contacted Grand Rapids elected officials to express your opinion	No		86%
		Yes		14%
	Attended a local public meeting	No		85%
		Yes		15%
	Watched a local public meeting	No		71%
		Yes		29%
	Volunteered your time to some group/activity	No		59%
		Yes		41%



Please rate the quality of each of the following services in Grand Rapids.			
Street cleaning	Good		34%
	Fair		41%
	Poor		19%
Street lighting	Excellent		9%
	Good		44%
	Fair		37%
	Poor		10%
Snow removal	Excellent		10%
	Good		41%
	Fair		35%
	Poor		15%
Sidewalk maintenance	Excellent		5%
	Good		36%
	Fair		39%
	Poor		20%
Bus or transit services	Excellent		16%
	Good		40%
	Fair		31%
	Poor		13%
Land use, planning and zoning	Excellent		4%
	Good		40%
	Fair		42%
	Poor		13%
Code enforcement	Excellent		4%
	Good		32%
	Fair		41%
	Poor		23%
Affordable high-speed internet access	Excellent		8%
	Good		36%
	Fair		35%
	Poor		21%

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



Please rate the quality of each of the following services in Grand Rapids.				
Crime prevention	Poor		19%	
	Excellent		11%	
Animal control	Good		51%	
	Fair		30%	
	Poor		8%	
	Excellent		24%	
Ambulance or emergency medical services	Good		55%	
	Fair		18%	
	Poor		4%	
	Excellent		34%	
Fire services	Good		53%	
	Fair		12%	
	Poor		1%	
	Excellent		24%	
Fire prevention and education	Good		47%	
	Fair		25%	
	Poor		5%	
	Excellent		10%	
Emergency preparedness	Good		46%	
	Fair		31%	
	Poor		13%	
	Excellent		11%	
Preservation of natural areas	Good		46%	
	Fair		33%	
	Poor		10%	
	Excellent		10%	
Grand Rapids open space	Good		47%	
	Fair		35%	
	Poor		8%	
	Excellent		31%	
Recycling	Good		43%	

Please rate the quality of each of the following services in Grand Rapids.	Service Category	Rating	Percentage	
			Bar	Value
Recycling		Fair		19%
		Poor		7%
Yard waste pick-up		Excellent		23%
		Good		44%
		Fair		24%
		Poor		8%
City parks		Excellent		22%
		Good		50%
		Fair		24%
		Poor		4%
Recreation programs or classes		Excellent		15%
		Good		51%
		Fair		29%
		Poor		4%
Recreation centers or facilities		Excellent		13%
		Good		51%
		Fair		30%
		Poor		6%
Health services		Excellent		19%
		Good		49%
		Fair		28%
		Poor		4%
Public library services		Excellent		42%
		Good		46%
		Fair		11%
		Poor		1%
Overall customer service by Grand Rapids employees		Excellent		16%
		Good		53%
		Fair		25%
		Poor		6%
Please rate the following categories of Grand Rapids government performance.	The value of services for the taxes paid to Grand Rapids	Excellent		6%

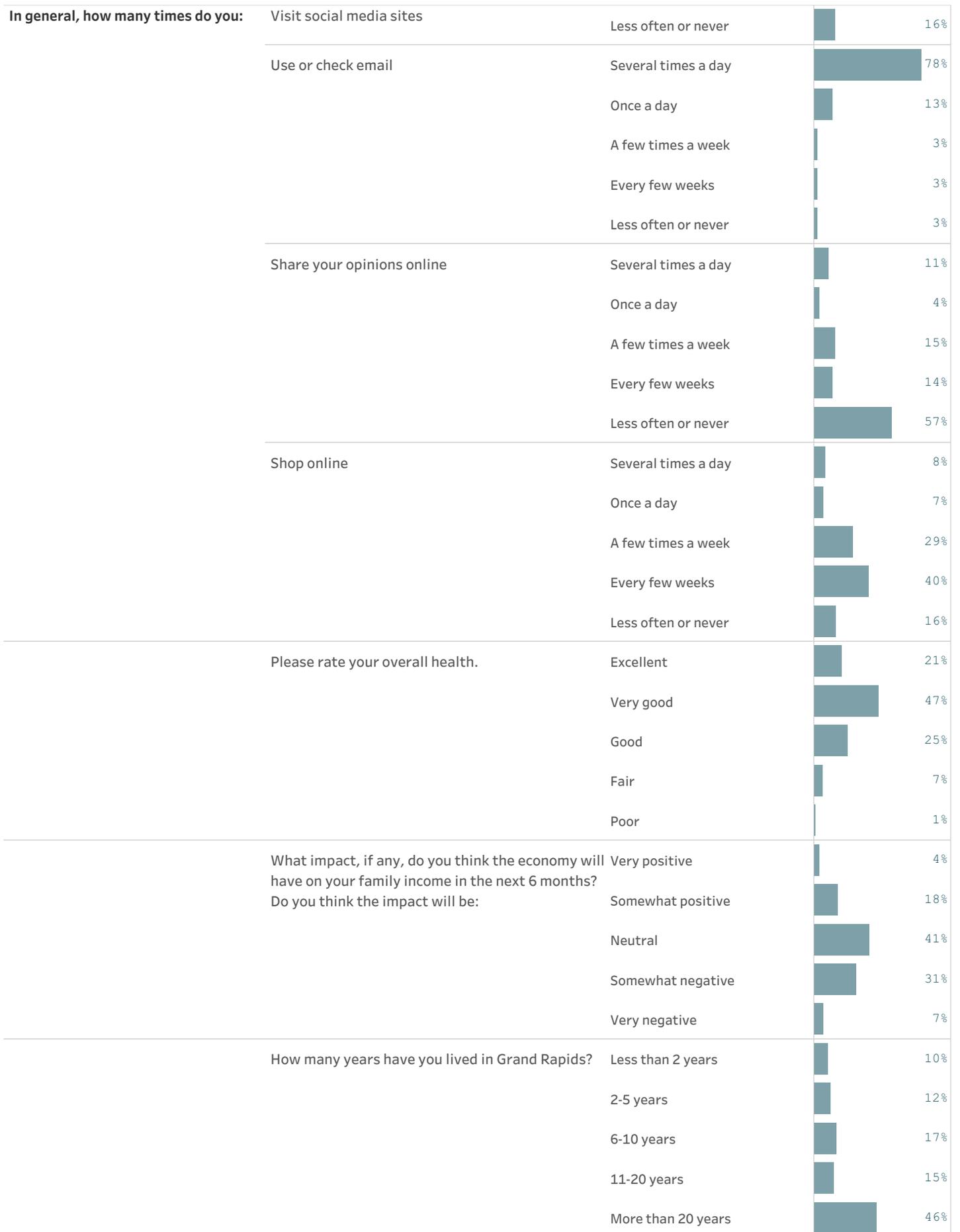
Please rate the following categories of Grand Rapids government performance.	Category	Rating	
		Percentage	Count
The value of services for the taxes paid to Grand Rapids	Good	43%	10
	Fair	37%	9
	Poor	14%	3
The overall direction that Grand Rapids is taking	Excellent	13%	3
	Good	50%	12
	Fair	28%	7
	Poor	9%	2
The job Grand Rapids government does at welcoming resident involvement	Excellent	6%	1
	Good	42%	10
	Fair	37%	9
	Poor	15%	4
Overall confidence in Grand Rapids government	Excellent	7%	1
	Good	45%	11
	Fair	34%	8
	Poor	14%	3
Generally acting in the best interest of the community	Excellent	10%	2
	Good	47%	11
	Fair	30%	7
	Poor	13%	3
Being honest	Excellent	8%	2
	Good	43%	10
	Fair	34%	8
	Poor	14%	3
Being open and transparent to the public	Excellent	8%	2
	Good	40%	10
	Fair	34%	8
	Poor	17%	4
Informing residents about issues facing the community	Excellent	8%	2
	Good	38%	9
	Fair	35%	8
	Poor	19%	5

Please rate the following categories of Grand Rapids government performance.	Treating all residents fairly	Excellent		7%
		Good		36%
		Fair		35%
		Poor		23%
	Treating residents with respect	Excellent		9%
		Good		43%
		Fair		34%
		Poor		13%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Grand Rapids	Excellent		12%
		Good		53%
		Fair		29%
		Poor		5%
	The Federal Government	Excellent		3%
		Good		30%
		Fair		43%
		Poor		24%
Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years.	Overall economic health	Essential		43%
		Very important		43%
		Somewhat important		13%
		Not at all important		1%
	Overall quality of the transportation system	Essential		37%
		Very important		41%
		Somewhat important		20%
		Not at all important		3%
	Overall design or layout of residential and commercial areas	Essential		28%
		Very important		41%
		Somewhat important		28%
		Not at all important		3%
Overall quality of the utility infrastructure	Essential		46%	
	Very important		40%	
	Somewhat important		13%	

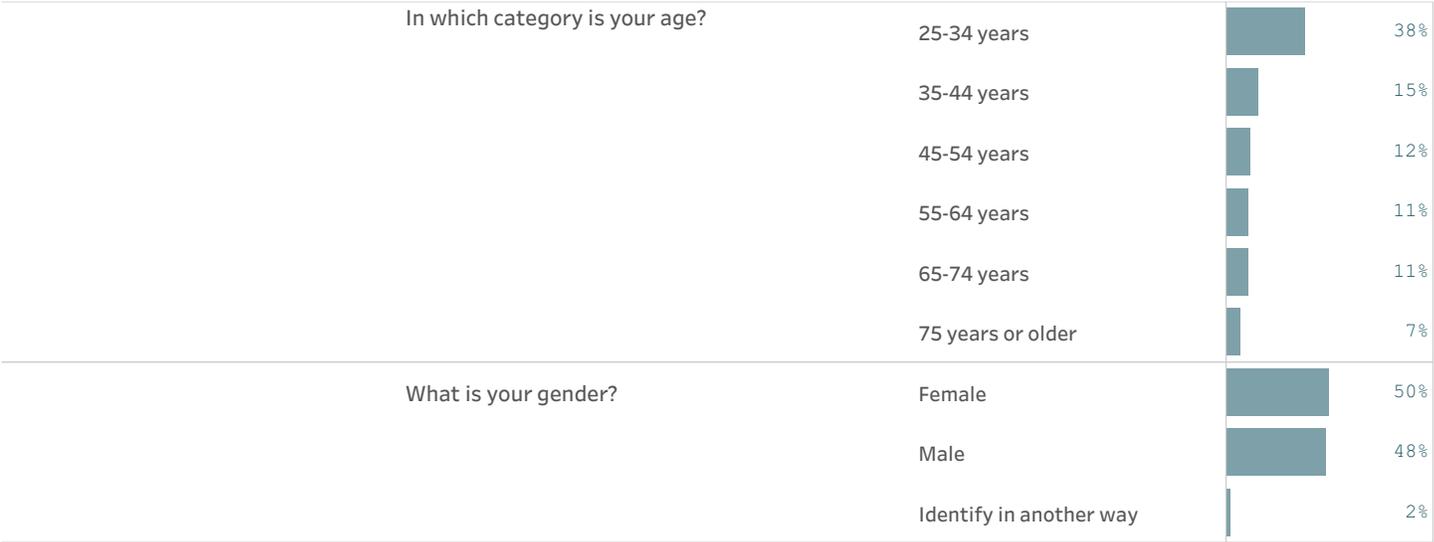
Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years.	Overall quality of the utility infrastructure	Not at all important		0%
	Overall feeling of safety	Essential		47%
		Very important		38%
		Somewhat important		15%
		Not at all important		0%
	Overall quality of natural environment	Essential		38%
		Very important		46%
		Somewhat important		14%
		Not at all important		2%
	Overall quality of parks and recreation opportunities	Essential		30%
Very important			47%	
Somewhat important			20%	
Not at all important			3%	
Overall health and wellness opportunities	Essential		34%	
	Very important		42%	
	Somewhat important		20%	
	Not at all important		4%	
Overall opportunities for education, culture, and the arts	Essential		41%	
	Very important		40%	
	Somewhat important		17%	
	Not at all important		3%	
Residents' connection and engagement with their community	Essential		23%	
	Very important		45%	
	Somewhat important		29%	
	Not at all important		3%	
Please rate how important, if at all, you think each of the following strategic planning areas are to the overall quality of life in Grand Rapids.	Providing equitable, innovative, high-quality public services	Essential		42%
		Very important		43%
		Somewhat important		13%
		Not at all important		2%
	Building resident awareness of and involvement in the City's decision-making processes	Essential		29%
Very important			44%	

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.	Building resident awareness of and involvement in the City's decision-making processes	Somewhat important		26%
		Not at all important		1%
Investing in innovative, efficient and equitable mobility solutions		Essential		31%
		Very important		44%
		Somewhat important		21%
		Not at all important		4%
Creating pathways to financial growth and security for residents, employees and businesses		Essential		42%
		Very important		43%
		Somewhat important		14%
		Not at all important		1%
Creating opportunities for education and enrichment for residents of all ages		Essential		42%
		Very important		40%
		Somewhat important		17%
		Not at all important		1%
Investing in healthy communities and the natural environment		Essential		50%
		Very important		34%
		Somewhat important		14%
		Not at all important		2%
Ensuring that all people feel safe and are safe in our community		Essential		61%
		Very important		30%
		Somewhat important		8%
		Not at all important		0%
Have you contacted the City of Grand Rapids for information or services in the past six months?		Yes		43%
		No		57%
Thinking about your most recent contact, please rate your satisfaction with the outcome of the interaction.		Very satisfied		47%
		Somewhat satisfied		36%
		Somewhat dissatisfied		12%
		Very dissatisfied		5%
Have you had an interaction with either the police department or municipal courts in Grand Rapids in the past six months?		Yes		22%
		No		78%
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		53%

	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."	Somewhat agree		24%
		Somewhat disagree		11%
		Strongly disagree		12%
Please rate how safe or unsafe you feel:	In your neighborhood at night	Very safe		29%
		Somewhat safe		44%
		Neither safe nor unsafe		10%
		Somewhat unsafe		12%
		Very unsafe		5%
	In Grand Rapids' downtown/commercial area at night	Very safe		15%
		Somewhat safe		40%
		Neither safe nor unsafe		18%
		Somewhat unsafe		19%
		Very unsafe		8%
How much of a negative impact, if any, has the COVID-19 pandemic had on your overall quality of life?	Major negative impact		15%	
	Moderate negative impact		42%	
	Minor negative impact		33%	
	No negative impact		10%	
In general, how many times do you:	Access the internet from your home	Several times a day		78%
		Once a day		6%
		A few times a week		7%
		Every few weeks		2%
		Less often or never		7%
	Access the internet from your cell phone	Several times a day		88%
		Once a day		3%
		A few times a week		4%
		Every few weeks		1%
		Less often or never		4%
	Visit social media sites	Several times a day		62%
		Once a day		13%
		A few times a week		7%
		Every few weeks		2%



Which best describes the building you live in?	One family house detached from any other houses		59%
	Building with two or more homes (duplex, townhome, apa..		40%
	Other		2%
Do you rent or own your home?	Rent		44%
	Own		56%
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 \$500		10%
	\$500 to \$999		30%
	\$1,000 to \$1,499		34%
	\$1,500 to \$1,999		17%
	\$2,000 to \$2,499		5%
	\$2,500 to \$2,999		2%
	\$3,000 to \$3,499		2%
	\$3,500 or more		1%
Do any children 17 or under live in your household?	No		80%
	Yes		20%
Are you or any other members of your household aged 65 or older?	No		78%
	Yes		22%
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		15%
	\$25,000 to \$49,999		20%
	\$50,000 to \$74,999		22%
	\$75,000 to \$99,999		17%
	\$100,000 to \$149,999		16%
	\$150,000 or more		9%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic, or Latino		89%
	Yes, I consider myself to be Spanish, Hispanic, or Latino		11%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaskan Native		3%
	Asian, Asian Indian, or Pacific Islander		5%
	Black or African American		13%
	White		78%
	Other		8%
In which category is your age?	18-24 years		6%



Full trends

This table contains the trends over time for the City of Grand Rapids. The combined "percent positive" responses for each survey year are presented (e.g., excellent/good or yes). If an item was not included during an administration of the survey, no percentage will be shown in the table. If the difference between the 2019 and 2022 surveys is greater than six percentage points, the change is statistically significant.

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

		2019	2022
Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to live	87%	84%
	Your neighborhood as a place to live	71%	76%
	Grand Rapids as a place to raise children	75%	73%
	Grand Rapids as a place to work	78%	77%
	Grand Rapids as a place to visit	84%	79%
	Grand Rapids as a place to retire	58%	52%
	The overall quality of life	78%	76%
	Sense of community	58%	55%
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall economic health	66%	63%
	Overall quality of the transportation system		57%
	Overall design or layout of residential and commercial areas	60%	63%
	Overall quality of the utility infrastructure		61%
	Overall feeling of safety	63%	61%
	Overall quality of natural environment	66%	64%
	Overall quality of parks and recreation opportunities		73%

Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall health and wellness opportunities	75% 73%
	Overall opportunities for education, culture, and the arts	71% 74%
	Residents' connection and engagement with their community	48%
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Grand Rapids to someone who asks	89% 85%
	Remain in Grand Rapids for the next five years	88% 83%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	90% 91%
	In Grand Rapids's downtown/commercial area during the day	85% 85%
	From property crime	64%
	From violent crime	71%
	From fire, flood, or other natural disaster	81%
Please rate the job you feel the Grand Rapids community does at each of the following.	Making all residents feel welcome	55%
	Attracting people from diverse backgrounds	46%
	Valuing/respecting residents from diverse backgrounds	46%
	Taking care of vulnerable residents	32%
Please rate each of the following in the Grand Rapids community.	Overall quality of business and service establishments	75% 81%
	Variety of business and service establishments	74%
	Vibrancy of downtown/commercial area	73% 70%
	Employment opportunities	71% 69%
	Shopping opportunities	78% 67%
	Cost of living	49% 45%
	Overall image or reputation	77% 75%

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

Traffic flow on major streets	38% 51%
Ease of public parking	31% 38%
Ease of travel by car	54% 71%
Ease of travel by public transportation	45% 48%
Ease of travel by bicycle	57% 53%
Ease of walking	72% 69%
Well-planned residential growth	45%
Well-planned commercial growth	53%
Well-designed neighborhoods	50%
Preservation of the historical or cultural character of the community	67%
Public places where people want to spend time	71% 62%
Variety of housing options	46% 36%
Availability of affordable quality housing	28% 18%
Overall quality of new development	74% 53%
Overall appearance	78% 76%
Cleanliness	61% 64%
Water resources	69%
Air quality	73% 79%
Availability of paths and walking trails	61% 67%
Fitness opportunities	71% 75%
Recreational opportunities	70% 71%

Please also rate each of the following in the Grand Rapids community.	Availability of affordable quality food	68%	59%
	Availability of affordable quality health care	64%	56%
	Availability of preventive health services	66%	61%
	Availability of affordable quality mental health care	47%	42%
	Opportunities to attend cultural/arts/music activities	79%	79%
	Community support for the arts		79%
	Availability of affordable quality childcare/preschool	46%	31%
	K-12 education	47%	48%
	Adult educational opportunities	58%	59%
	Sense of civic/community pride		60%
	Neighborliness of residents	52%	57%
	Opportunities to participate in social events and activities	74%	68%
	Opportunities to attend special events and festivals	66%	79%
	Opportunities to volunteer	81%	76%
	Opportunities to participate in community matters	65%	60%
	Openness and acceptance of the community toward people of diverse backgrounds	46%	43%
	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Grand Rapids for help or information	52%
Contacted Grand Rapids elected officials to express your opinion		21%	14%
Attended a local public meeting		23%	15%
Watched a local public meeting		30%	28%
Volunteered your time to some group/activity		55%	41%

Please indicate whether or not you have done each of the following in the last 12 months.	Campaigned or advocated for a local issue, cause, or candidate	29% 20%
	Voted in your most recent local election	73%
	Used public transportation instead of driving	39% 27%
	Carpooled with other adults or children instead of driving alone	52% 48%
	Walked or biked instead of driving	72% 65%
Please rate the quality of each of the following services in Grand Rapids.	Public information services	69% 64%
	Economic development	64% 62%
	Traffic enforcement	50% 47%
	Traffic signal timing	47% 53%
	Street repair	19% 14%
	Street cleaning	34% 40%
	Street lighting	47% 53%
	Snow removal	44% 51%
	Sidewalk maintenance	43% 41%
	Bus or transit services	60% 57%
	Land use, planning and zoning	47% 45%
	Code enforcement	35% 36%
	Affordable high-speed internet access	43%
	Garbage collection	79% 81%
	Drinking water	67% 74%
Sewer services	70% 79%	

Please rate the quality of each of the following services in Grand Rapids.	Storm water management	56% 65%
	Power (electric and/or gas) utility	72%
	Utility billing	65% 64%
	Police/Sheriff services	63% 57%
	Crime prevention	48% 44%
	Animal control	50% 62%
	Ambulance or emergency medical services	89% 79%
	Fire services	91% 87%
	Fire prevention and education	72% 70%
	Emergency preparedness	62% 56%
	Preservation of natural areas	49% 57%
	Grand Rapids open space	57%
	Recycling	80% 74%
	Yard waste pick-up	65% 68%
	City parks	73% 72%
	Recreation programs or classes	66% 66%
	Recreation centers or facilities	61% 64%
	Health services	68% 68%
	Public library services	86% 88%
	Overall customer service by Grand Rapids employees	65% 69%
Please rate the following categories of Grand Rapids government performance.	The value of services for the taxes paid to Grand Rapids	48% 49%

Please rate the following categories of Grand Rapids government performance.	The overall direction that Grand Rapids is taking	68% 63%
	The job Grand Rapids government does at welcoming resident involvement	47% 48%
	Overall confidence in Grand Rapids government	58% 52%
	Generally acting in the best interest of the community	60% 57%
	Being honest	54% 52%
	Being open and transparent to the public	49%
	Informing residents about issues facing the community	46%
	Treating all residents fairly	42% 42%
	Treating residents with respect	52%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Grand Rapids	68% 66%
	The Federal Government	30% 33%
Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years.	Overall economic health	89% 86%
	Overall quality of the transportation system	77% 78%
	Overall design or layout of residential and commercial areas	69% 70%
	Overall quality of the utility infrastructure	86%
	Overall feeling of safety	89% 85%
	Overall quality of natural environment	79% 84%
	Overall quality of parks and recreation opportunities	77%
	Overall health and wellness opportunities	80% 77%
	Overall opportunities for education, culture, and the arts	86% 81%
	Residents' connection and engagement with their community	80% 69%

In general, how many times do you:	Access the internet from your home	91%
	Access the internet from your cell phone	94%
	Visit social media sites	82%
	Use or check email	95%
	Share your opinions online	30%
	Shop online	44%
	Please rate your overall health.	62% 68%
	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:	28% 21%

Methods (open participation)

As part of its participation in The National Community Survey™ (The NCST™), the City of Grand Rapids conducted a survey of 750 residents. Survey invitations were mailed to randomly selected households and data were collected from February 11th, 2022 to April 1st, 2022. The results from this main survey effort represent the most robust estimate of your residents’ opinions.

After the above data collection period was underway, a link to an online open participation survey was publicized by the City of Grand Rapids. The open participation survey was identical to the probability sample survey with two small updates; it included a map at the beginning asking where the respondent lives and also a question about where they heard about the survey. The open participation survey was open to all city residents and became available on March 18th, 2022. The survey remained open for two weeks and there were 431 responses.

The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were statistically weighted to match the demographic characteristics of the 2010 Census and 2019 American Community Survey estimates for adults in the City of Grand Rapids. The characteristics used for weighting were age, sex, race, Hispanic origin, housing type, housing tenure, and area. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the open participation survey are presented in the following table.

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

		Unweighted	Weighted	Target*
Age	18-34	27%	43%	43%
	35-54	36%	27%	27%
	55+	37%	29%	29%
Area	Ward 1	27%	32%	32%
	Ward 2	44%	36%	36%
	Ward 3	29%	32%	32%
Hispanic origin	No, not Spanish, Hispanic, or Latino	96%	88%	88%
	Yes, I consider myself to be Spanish, Hispa..	4%	12%	12%
Housing tenure	Own	81%	55%	55%
	Rent	19%	45%	45%
Housing type	Attached	21%	41%	41%
	Detached	79%	59%	59%
Race & Hispanic origin	Not white alone	21%	35%	35%
	White alone, not Hispanic or Latino	79%	65%	65%
Sex	Female	64%	51%	51%
	Male	36%	49%	49%
Sex/age	Female 18-34	19%	21%	21%
	Female 35-54	25%	13%	13%
	Female 55+	21%	16%	16%
	Male 18-34	9%	22%	22%
	Male 35-54	13%	14%	14%
	Male 55+	14%	13%	13%

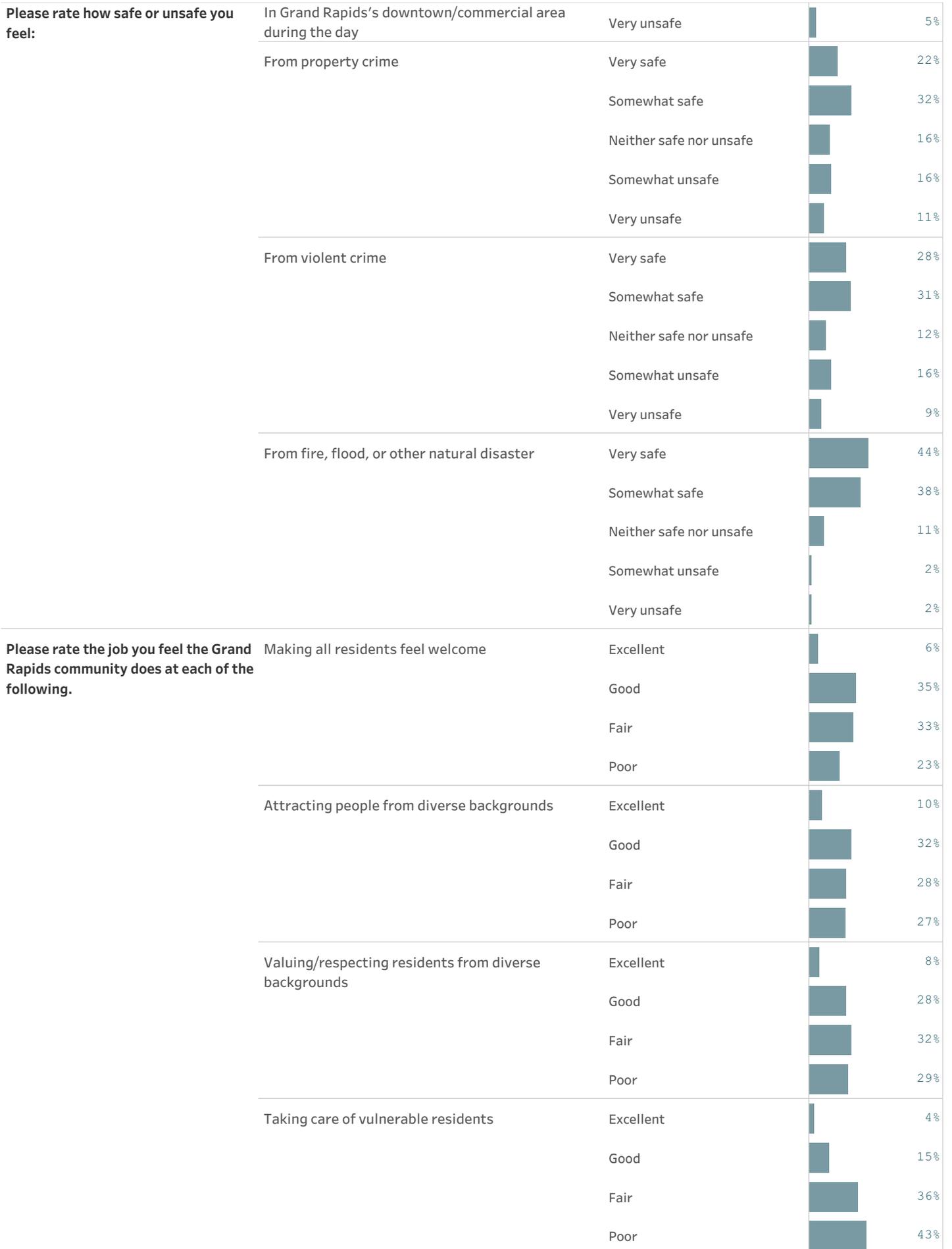
Open participation survey results

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "don't know" responses are excluded, but may be added to the table using the response filter to the right. 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.

	In which area of Grand Rapids do you live? (Refer to map above.)	Area 1 (Orange)		31%
		Area 2 (Green)		35%
		Area 3 (Purple)		31%
Please rate each of the following aspects of quality of life in Grand Rapids.	Grand Rapids as a place to live	Excellent		21%
		Good		48%
		Fair		21%
		Poor		7%
	Your neighborhood as a place to live	Excellent		24%
		Good		44%
		Fair		22%
		Poor		7%
	Grand Rapids as a place to raise children	Excellent		16%
		Good		44%
		Fair		24%
		Poor		12%
Grand Rapids as a place to work	Excellent		16%	
	Good		48%	
	Fair		21%	
	Poor		12%	
Grand Rapids as a place to visit	Excellent		22%	
	Good		40%	
	Fair		24%	
	Poor		10%	
Grand Rapids as a place to retire	Excellent		10%	
	Good		30%	
	Fair		29%	
	Poor		28%	
The overall quality of life	Excellent		13%	

Please rate each of the following aspects of quality of life in Grand Rapids.	The overall quality of life	Good		51%
		Fair		23%
		Poor		10%
	Sense of community	Excellent		8%
Good			32%	
Fair			32%	
Poor			25%	
Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall economic health	Excellent		9%
		Good		40%
		Fair		32%
		Poor		15%
	Overall quality of the transportation system	Excellent		6%
		Good		37%
		Fair		37%
		Poor		18%
	Overall design or layout of residential and commercial areas	Excellent		7%
		Good		41%
Fair			37%	
Poor			11%	
Overall quality of the utility infrastructure	Excellent		6%	
	Good		43%	
	Fair		33%	
	Poor		17%	
Overall feeling of safety	Excellent		7%	
	Good		41%	
	Fair		31%	
	Poor		19%	
Overall quality of natural environment	Excellent		7%	
	Good		46%	
	Fair		33%	
	Poor		10%	
Overall quality of parks and recreation opportunities	Excellent		16%	

Please rate each of the following characteristics as they relate to Grand Rapids as a whole.	Overall quality of parks and recreation opportunities	Good		46%
		Fair		25%
		Poor		10%
	Overall health and wellness opportunities	Excellent		16%
		Good		38%
		Fair		28%
		Poor		14%
	Overall opportunities for education, culture, and the arts	Excellent		18%
		Good		47%
		Fair		20%
		Poor		12%
	Residents' connection and engagement with their community	Excellent		4%
Good			35%	
Fair			36%	
Poor			22%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Grand Rapids to someone who asks	Very likely		30%
		Somewhat likely		40%
		Somewhat unlikely		13%
		Very unlikely		14%
	Remain in Grand Rapids for the next five years	Very likely		46%
		Somewhat likely		24%
		Somewhat unlikely		12%
		Very unlikely		15%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		56%
		Somewhat safe		24%
		Neither safe nor unsafe		7%
		Somewhat unsafe		6%
		Very unsafe		4%
	In Grand Rapids's downtown/commercial area during the day	Very safe		47%
		Somewhat safe		29%
		Neither safe nor unsafe		9%
Somewhat unsafe			6%	

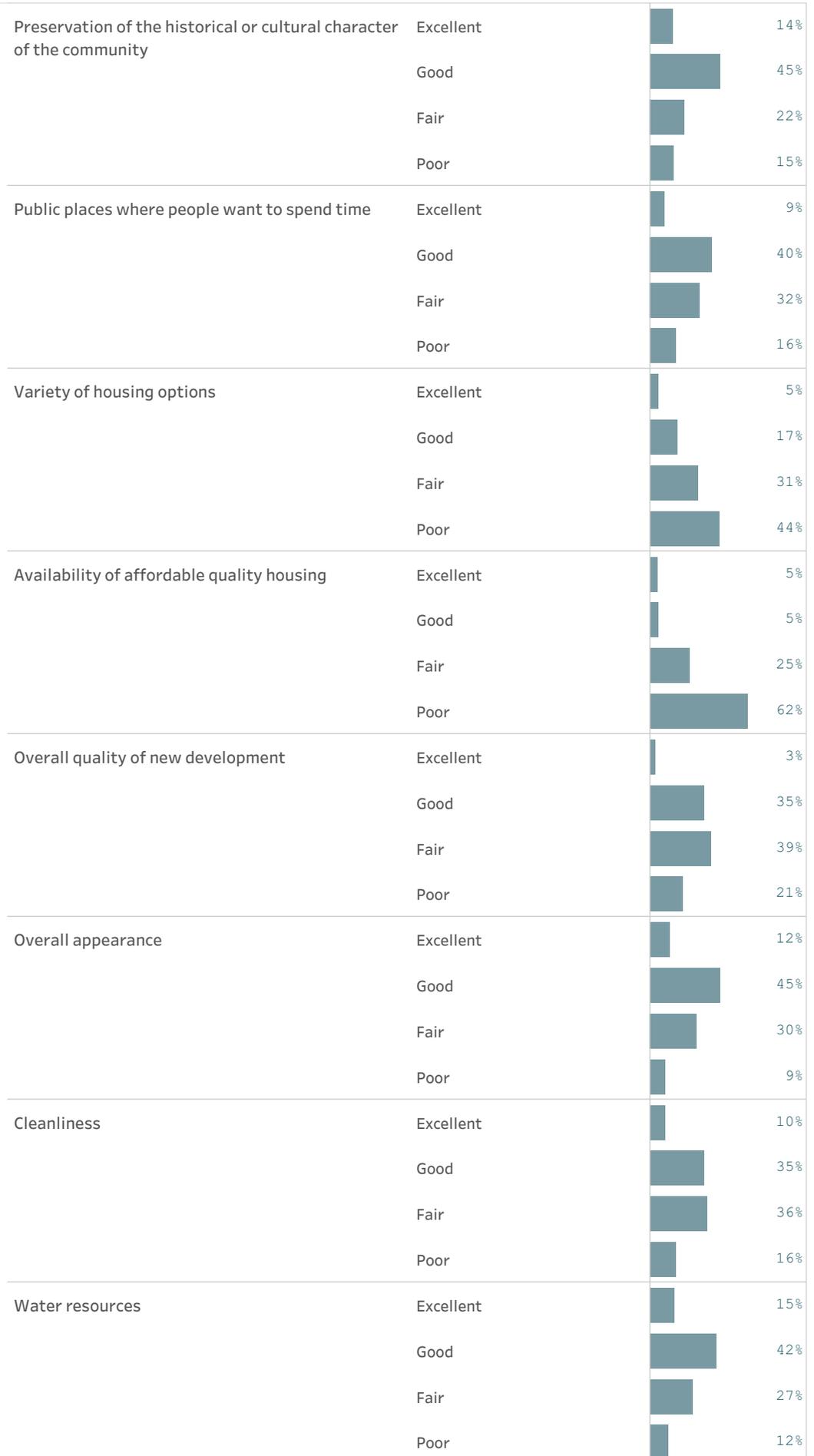


Please rate each of the following in the Grand Rapids community.	Overall quality of business and service establishments	Excellent		13%
		Good		54%
		Fair		25%
		Poor		5%
	Variety of business and service establishments	Excellent		14%
		Good		49%
		Fair		25%
		Poor		9%
	Vibrancy of downtown/commercial area	Excellent		14%
		Good		42%
		Fair		30%
		Poor		10%
	Employment opportunities	Excellent		13%
		Good		41%
		Fair		27%
		Poor		16%
	Shopping opportunities	Excellent		14%
		Good		44%
		Fair		27%
		Poor		13%
	Cost of living	Excellent		7%
		Good		21%
		Fair		34%
		Poor		35%
	Overall image or reputation	Excellent		14%
		Good		40%
		Fair		30%
		Poor		13%
Please also rate each of the following in the Grand Rapids community.	Traffic flow on major streets	Excellent		7%
		Good		33%
		Fair		34%
		Poor		23%

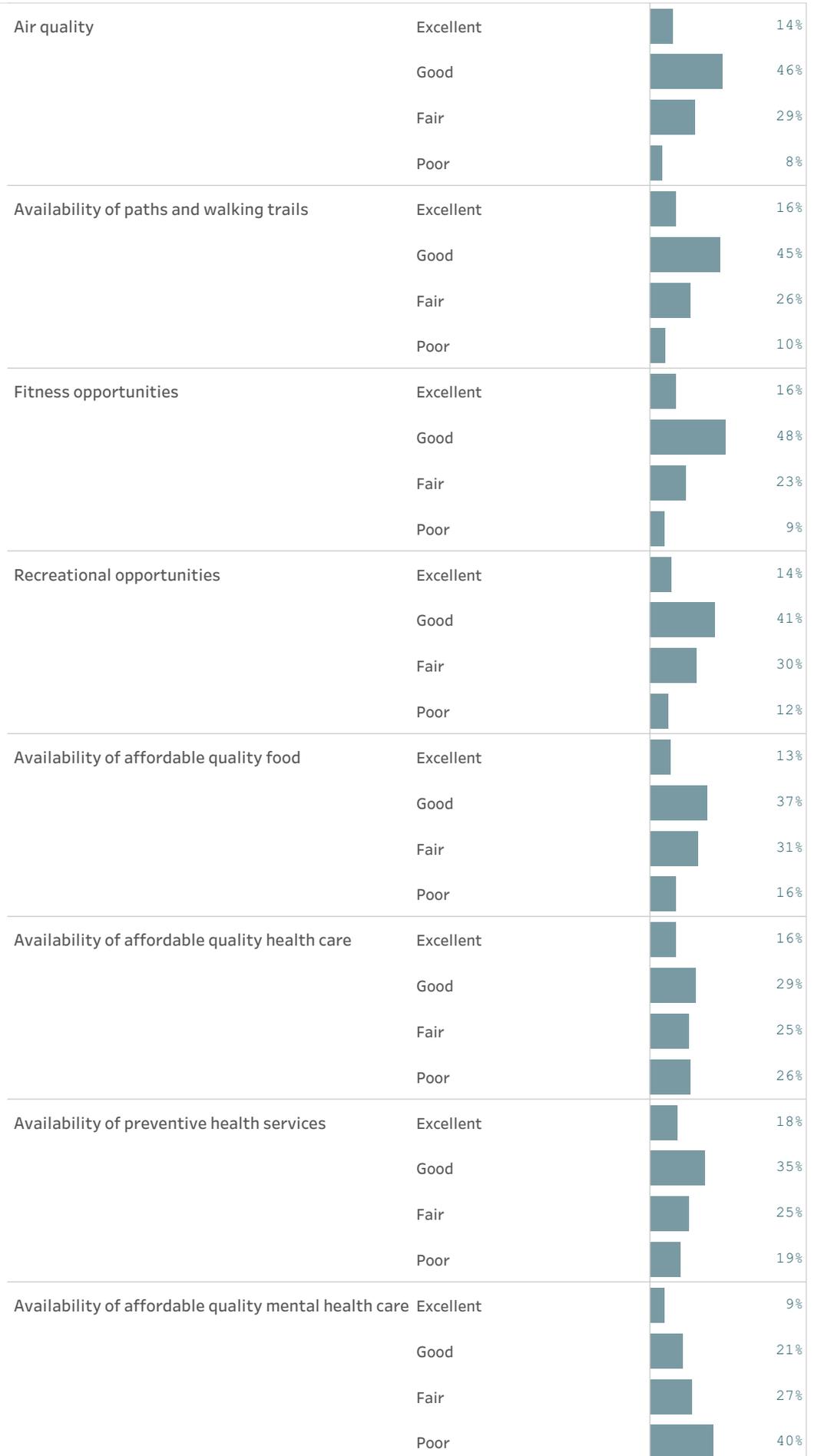
Please also rate each of the following in the Grand Rapids community.



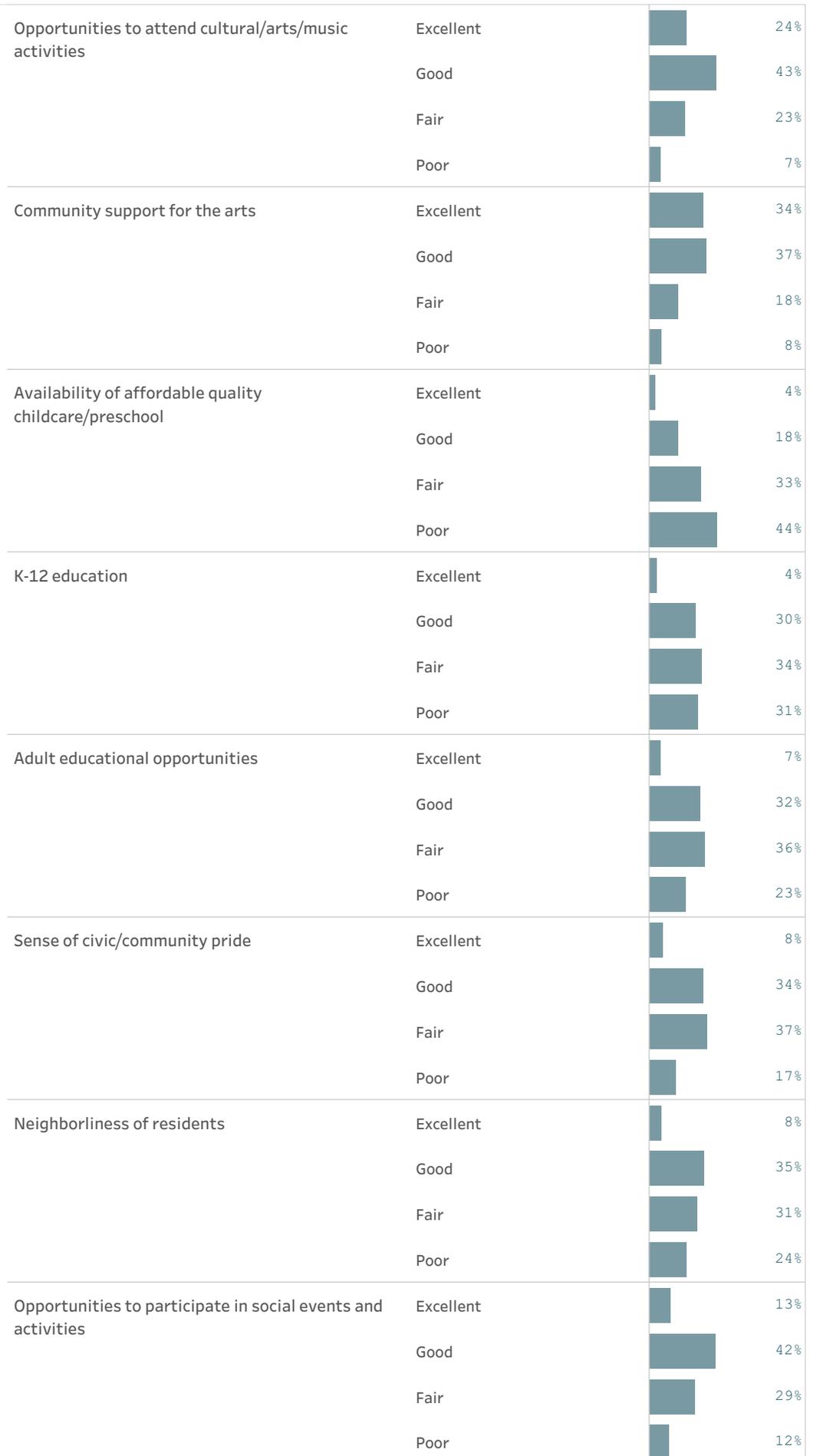
Please also rate each of the following in the Grand Rapids community.



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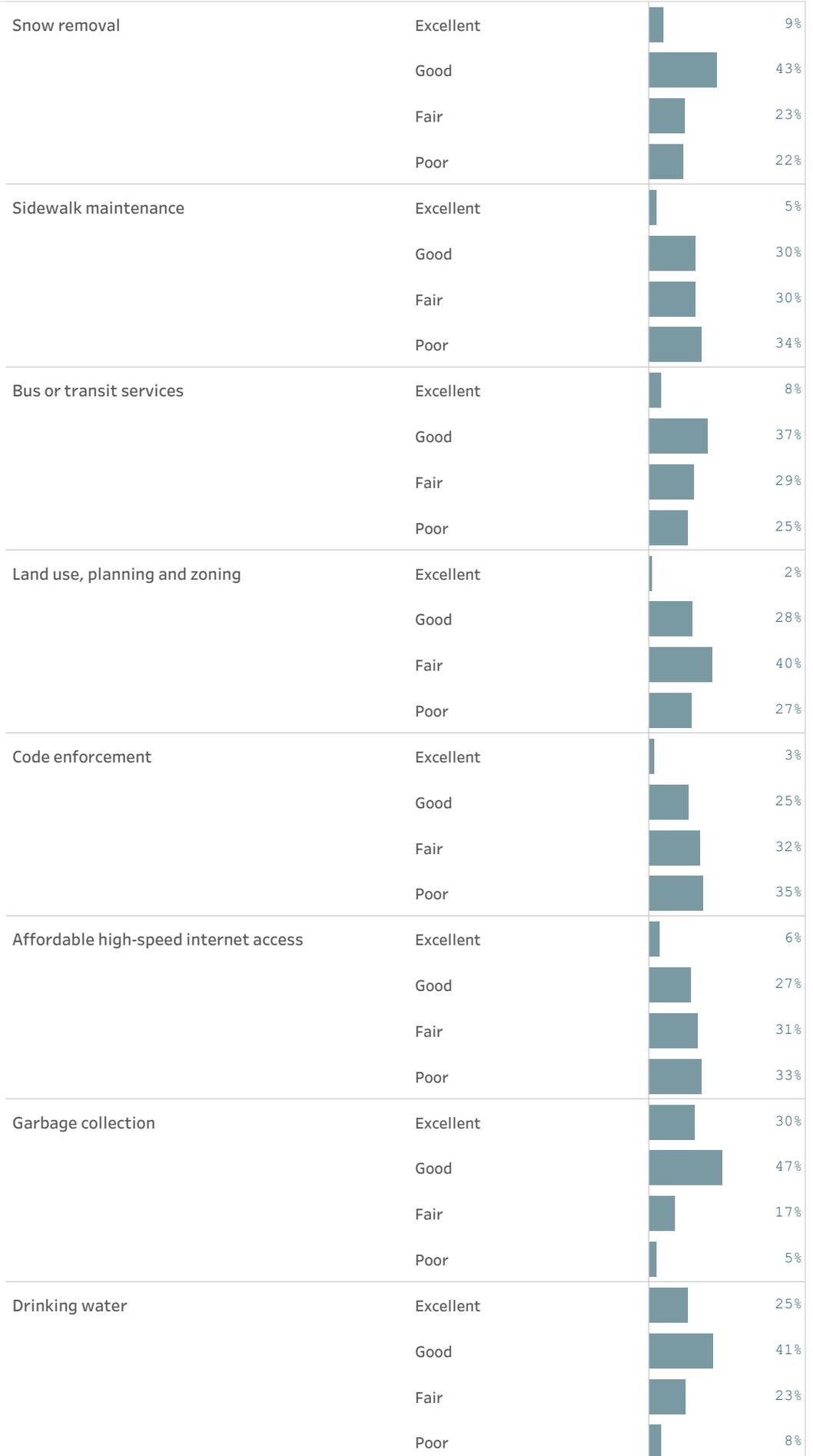
Please also rate each of the following in the Grand Rapids community.



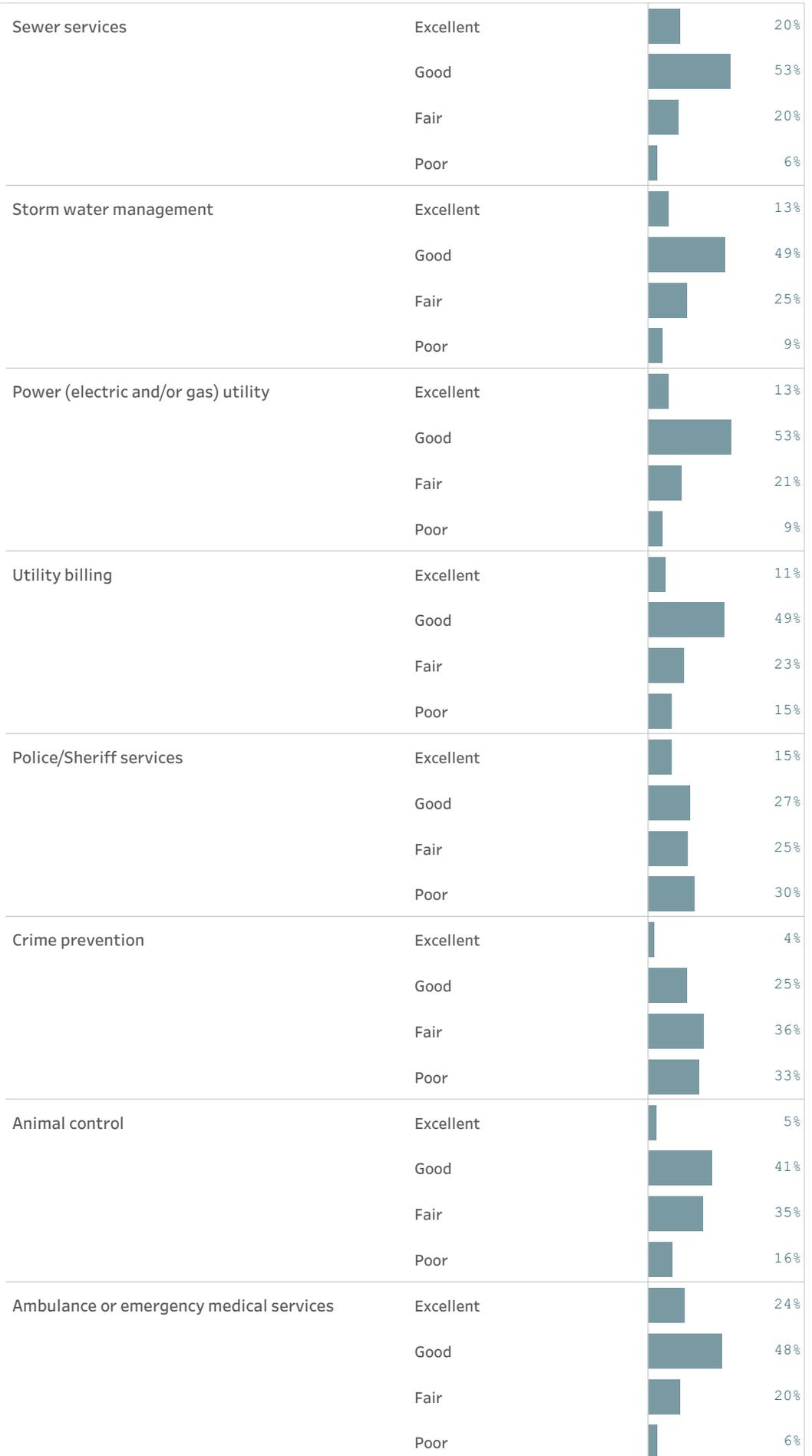
Please also rate each of the following in the Grand Rapids community.	Opportunities to attend special events and festivals	Excellent		23%
		Good		44%
		Fair		22%
		Poor		8%
	Opportunities to volunteer	Excellent		26%
		Good		43%
		Fair		23%
		Poor		5%
	Opportunities to participate in community matters	Excellent		13%
		Good		40%
		Fair		31%
		Poor		13%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		10%
		Good		26%
		Fair		35%
		Poor		26%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Grand Rapids for help or information	No		37%
		Yes		60%
	Contacted Grand Rapids elected officials to express your opinion	No		66%
		Yes		31%
	Attended a local public meeting	No		63%
		Yes		33%
	Watched a local public meeting	No		51%
		Yes		46%
	Volunteered your time to some group/activity	No		45%
		Yes		51%
	Campaigned or advocated for a local issue, cause, or candidate	No		68%
		Yes		28%
	Voted in your most recent local election	No		21%
		Yes		76%
	Used public transportation instead of driving	No		60%
		Yes		37%

Please indicate whether or not you have done each of the following in the last 12 months.	Carpooled with other adults or children instead of driving alone	No		48%
		Yes		49%
	Walked or biked instead of driving	No		27%
		Yes		70%
Please rate the quality of each of the following services in Grand Rapids.	Public information services	Excellent		9%
		Good		43%
		Fair		27%
		Poor		19%
	Economic development	Excellent		9%
		Good		38%
		Fair		31%
		Poor		19%
	Traffic enforcement	Excellent		4%
		Good		24%
		Fair		37%
		Poor		32%
	Traffic signal timing	Excellent		6%
		Good		35%
		Fair		34%
		Poor		21%
Street repair	Excellent		2%	
	Good		13%	
	Fair		30%	
	Poor		53%	
Street cleaning	Excellent		4%	
	Good		32%	
	Fair		31%	
	Poor		30%	
Street lighting	Excellent		9%	
	Good		38%	
	Fair		35%	
	Poor		15%	

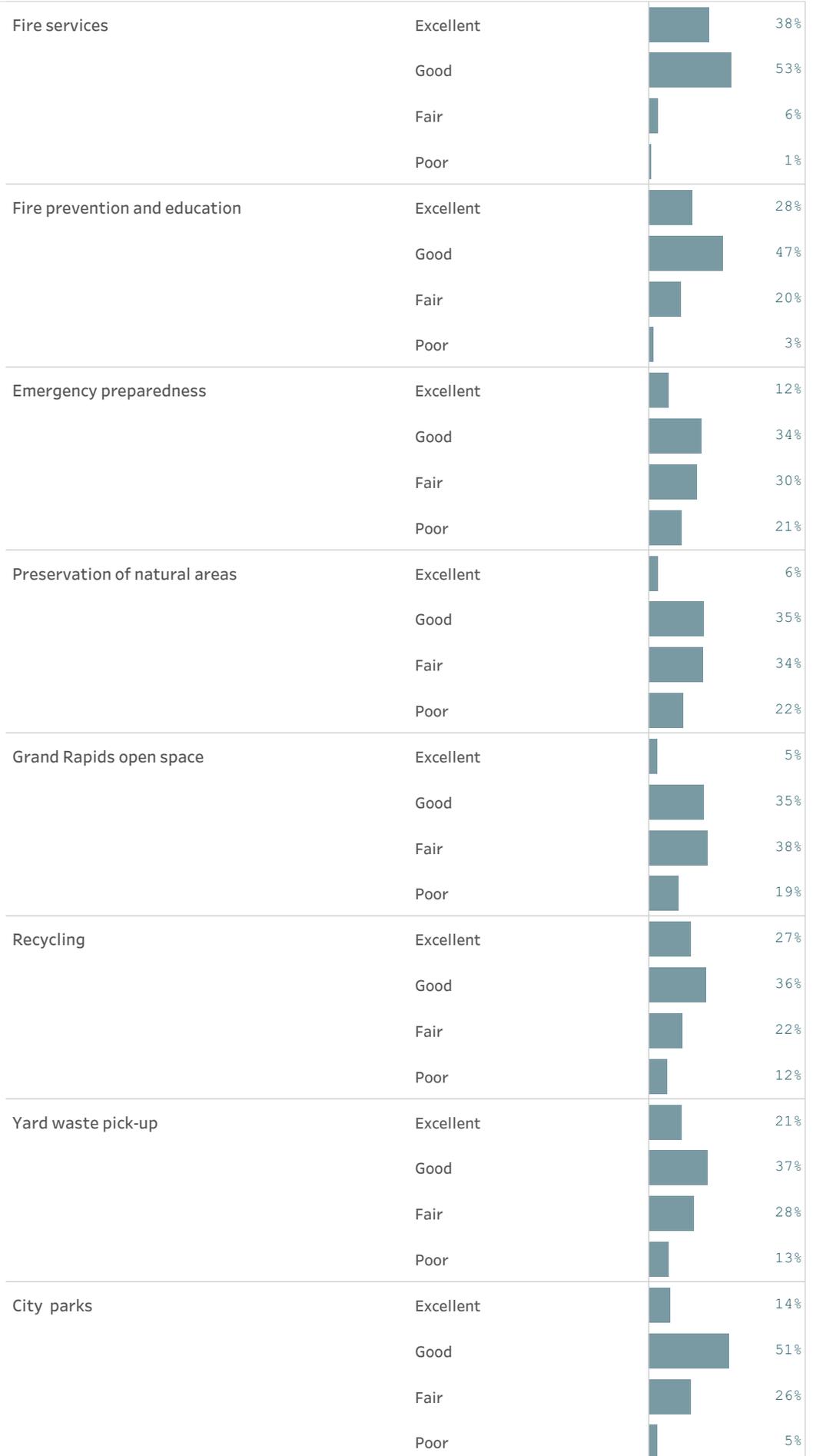
Please rate the quality of each of the following services in Grand Rapids.



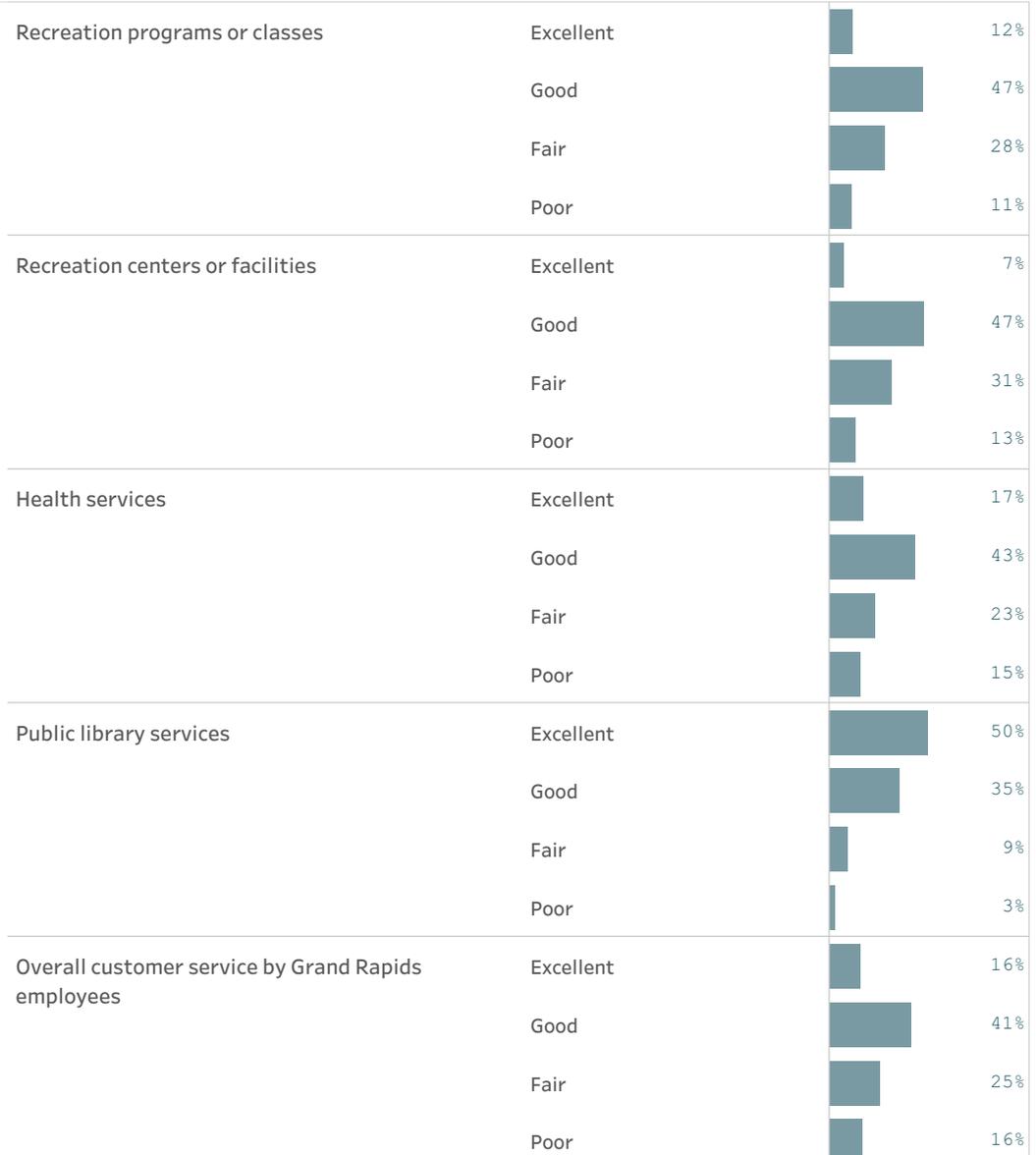
Please rate the quality of each of the following services in Grand Rapids.



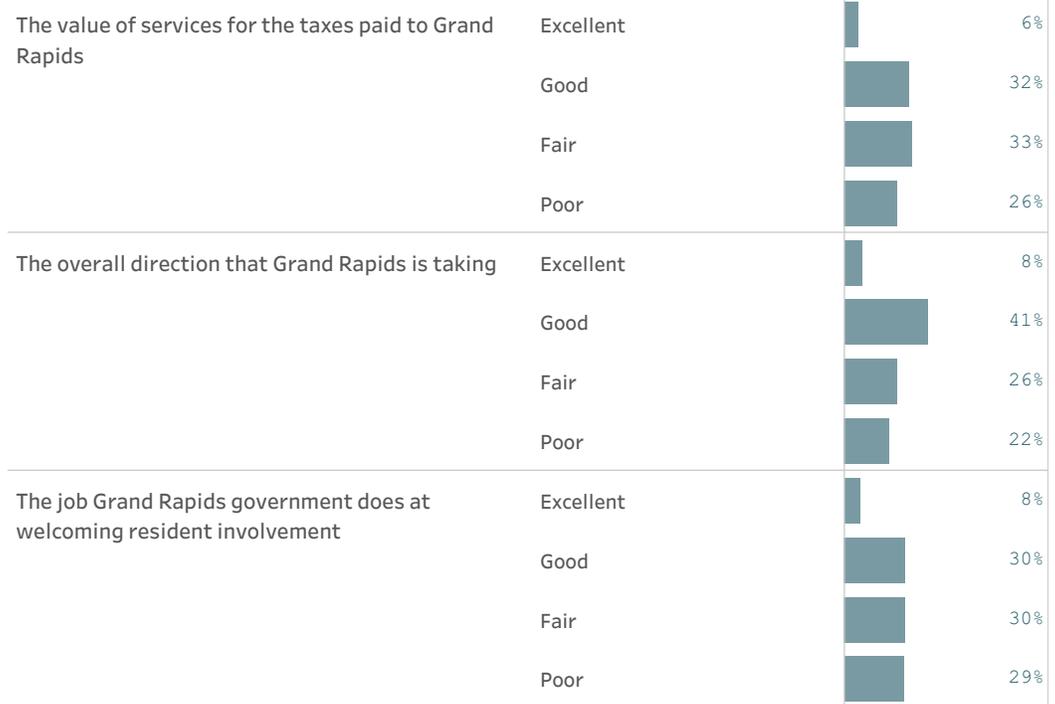
Please rate the quality of each of the following services in Grand Rapids.



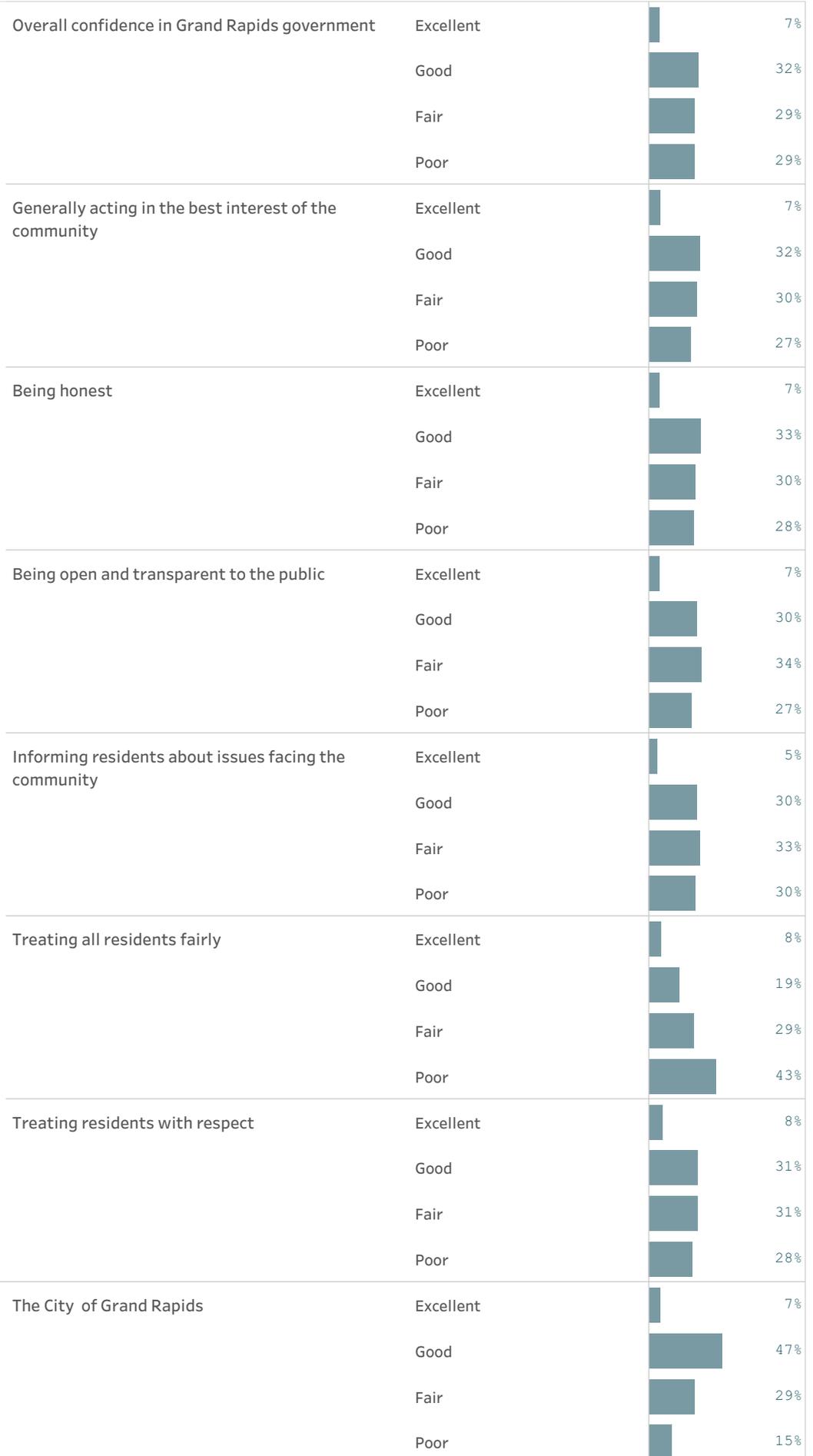
Please rate the quality of each of the following services in Grand Rapids.



Please rate the following categories of Grand Rapids government performance.



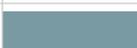
Please rate the following categories of Grand Rapids government performance.



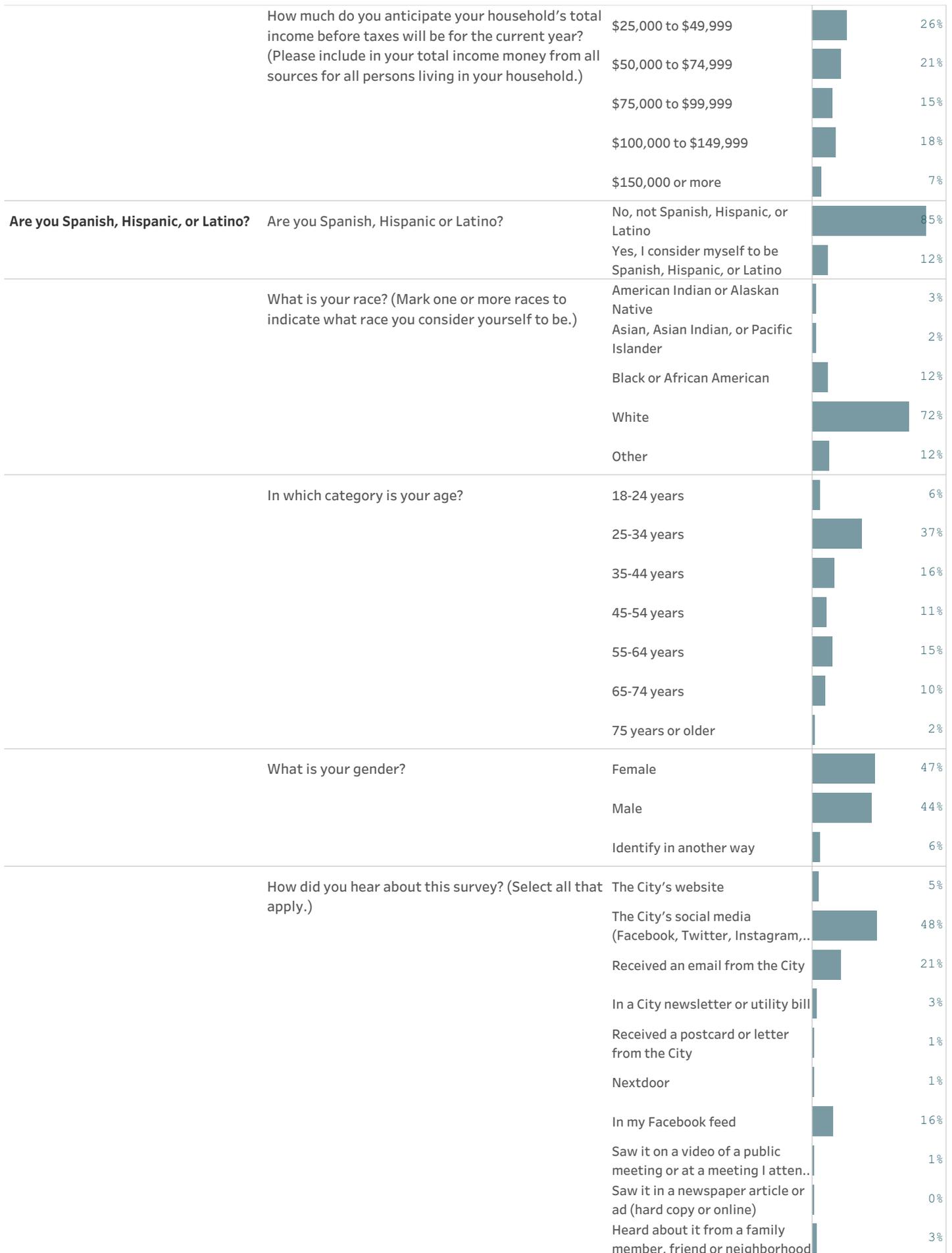
Overall, how would you rate the quality of the services provided by each of the following?	The Federal Government	Excellent		1%
		Good		26%
		Fair		36%
		Poor		34%
Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years.	Overall economic health	Essential		36%
		Very important		39%
		Somewhat important		19%
		Not at all important		2%
Overall quality of the transportation system	Essential		42%	
	Very important		31%	
	Somewhat important		20%	
	Not at all important		5%	
Overall design or layout of residential and commercial areas	Essential		24%	
	Very important		40%	
	Somewhat important		30%	
	Not at all important		3%	
Overall quality of the utility infrastructure	Essential		40%	
	Very important		40%	
	Somewhat important		16%	
	Not at all important		0%	
Overall feeling of safety	Essential		45%	
	Very important		39%	
	Somewhat important		11%	
	Not at all important		1%	
Overall quality of natural environment	Essential		34%	
	Very important		47%	
	Somewhat important		13%	
	Not at all important		2%	
Overall quality of parks and recreation opportunities	Essential		25%	
	Very important		46%	
	Somewhat important		24%	
	Not at all important		2%	

Please rate how important, if at all, you think it is for the Grand Rapids community to focus on each of the following in the coming two years.	Overall health and wellness opportunities	Essential		30%
		Very important		38%
		Somewhat important		26%
		Not at all important		2%
	Overall opportunities for education, culture, and the arts	Essential		29%
		Very important		38%
		Somewhat important		27%
		Not at all important		2%
	Residents' connection and engagement with their community	Essential		24%
		Very important		43%
		Somewhat important		27%
		Not at all important		3%
Please rate how important, if at all, you think each of the following strategic planning areas are to the overall quality of life in Grand Rapids.	Providing equitable, innovative, high-quality public services	Essential		43%
		Very important		39%
		Somewhat important		12%
		Not at all important		4%
	Building resident awareness of and involvement in the City's decision-making processes	Essential		26%
		Very important		46%
		Somewhat important		23%
		Not at all important		3%
	Investing in innovative, efficient and equitable mobility solutions	Essential		31%
		Very important		38%
		Somewhat important		22%
		Not at all important		5%
	Creating pathways to financial growth and security for residents, employees and businesses	Essential		35%
		Very important		41%
		Somewhat important		17%
		Not at all important		4%
	Creating opportunities for education and enrichment for residents of all ages	Essential		34%
		Very important		37%
		Somewhat important		23%
		Not at all important		3%

Please rate how important, if at all, you think each of the following strategic planning areas are to the overall quality of life in Grand Rapids.	Investing in healthy communities and the natural environment	Essential		42%
		Very important		40%
		Somewhat important		12%
		Not at all important		2%
	Ensuring that all people feel safe and are safe in our community	Essential		60%
		Very important		29%
		Somewhat important		7%
		Not at all important		1%
	Have you contacted the City of Grand Rapids for information or services in the past six months?	Yes		51%
		No		46%
	Thinking about your most recent contact, please rate your satisfaction with the outcome of the interaction.	Very satisfied		42%
		Somewhat satisfied		28%
		Somewhat dissatisfied		15%
		Very dissatisfied		15%
	Have you had an interaction with either the police department or municipal courts in Grand Rapids in the past six months?	Yes		36%
		No		61%
	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		34%
		Somewhat agree		21%
		Somewhat disagree		15%
		Strongly disagree		27%
Please rate how safe or unsafe you feel:	In your neighborhood at night	Very safe		25%
		Somewhat safe		33%
		Neither safe nor unsafe		13%
		Somewhat unsafe		15%
		Very unsafe		11%
	In Grand Rapids' downtown/commercial area at night	Very safe		15%
		Somewhat safe		37%
		Neither safe nor unsafe		15%
		Somewhat unsafe		17%
		Very unsafe		13%
	How much of a negative impact, if any, has the COVID-19 pandemic had on your overall quality of life?	Major negative impact		18%
		Moderate negative impact		40%

	How much of a negative impact, if any, has the COVID-19 pandemic had on your overall quality of life?	Minor negative impact		30%
		No negative impact		9%
In general, how many times do you:	Access the internet from your home	Several times a day		73%
		Once a day		7%
		A few times a week		10%
		Every few weeks		0%
		Less often or never		6%
		Access the internet from your cell phone	Several times a day	
	Once a day			6%
	A few times a week			4%
	Every few weeks			0%
	Less often or never			2%
	Visit social media sites	Several times a day		67%
		Once a day		14%
		A few times a week		7%
		Every few weeks		2%
		Less often or never		6%
	Use or check email	Several times a day		81%
		Once a day		12%
		A few times a week		4%
		Less often or never		0%
Share your opinions online	Several times a day		18%	
	Once a day		4%	
	A few times a week		15%	
	Every few weeks		19%	
	Less often or never		40%	
Shop online	Several times a day		9%	
	Once a day		6%	
	A few times a week		28%	
	Every few weeks		39%	
	Less often or never		14%	
	Please rate your overall health.	Excellent		15%

Please rate your overall health.	Very good		40%	
	Good		28%	
	Fair		12%	
	Poor		1%	
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		1%	
	Somewhat positive		12%	
	Neutral		43%	
	Somewhat negative		29%	
	Very negative		12%	
How many years have you lived in Grand Rapids?	Less than 2 years		7%	
	2-5 years		16%	
	6-10 years		14%	
	11-20 years		13%	
	More than 20 years		47%	
Which best describes the building you live in?	One family house detached from any other houses		56%	
	Building with two or more homes (duplex, townhome, apa..		38%	
	Other		2%	
Do you rent or own your home?	Rent		43%	
	Own		54%	
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)?	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 \$500		9%
		\$500 to \$999		34%
		\$1,000 to \$1,499		31%
		\$1,500 to \$1,999		13%
		\$2,000 to \$2,499		6%
		\$2,500 to \$2,999		3%
		\$3,000 to \$3,499		0%
		\$3,500 or more		0%
Do any children 17 or under live in your household?	No		72%	
	Yes		24%	
Are you or any other members of your household aged 65 or older?	No		79%	
	Yes		18%	
How much do you anticipate your household's total income before taxes will be for the current year?	Less than \$25,000		10%	



How did you hear about this survey? (Select all that apply.)		3%
Polco's weekly email		1%
Polco social media post		0%
On my Polco feed		1%
Other		5%

The City of Grand Rapids 2022 Community Survey

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Grand Rapids as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Grand Rapids as a place to raise children.....	1	2	3	4	5
Grand Rapids as a place to work.....	1	2	3	4	5
Grand Rapids as a place to visit	1	2	3	4	5
Grand Rapids as a place to retire	1	2	3	4	5
The overall quality of life in Grand Rapids.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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

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

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Grand Rapids	1	2	3	4	5
Ease of travel by public transportation in Grand Rapids.....	1	2	3	4	5
Ease of travel by bicycle in Grand Rapids.....	1	2	3	4	5
Ease of walking in Grand Rapids.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Grand Rapids	1	2	3	4	5
Overall appearance of Grand Rapids	1	2	3	4	5
Cleanliness of Grand Rapids.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.)	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) ...	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Grand Rapids	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to attend special events and festivals	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

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

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

The City of Grand Rapids 2022 Community Survey

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

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

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Grand Rapids.....	1	2	3	4	5
The overall direction that Grand Rapids is taking.....	1	2	3	4	5
The job Grand Rapids government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Grand Rapids government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

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

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

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

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

13. 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.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
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

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

- Yes (continue to question 15) No (skip to question 16)

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

- Very satisfied Somewhat satisfied Somewhat dissatisfied Very dissatisfied

16. 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 17) No (skip to question 18)

17. 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

18. Please rate how safe or unsafe you feel:

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

19. How much of a negative impact, if any, has the COVID-19 pandemic had on your overall quality of life?

- Major negative impact Moderate negative impact Minor negative impact No negative impact

The City of Grand Rapids 2022 Community Survey

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

D1. In general, how many times do you:

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

D2. Please rate your overall health.

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Grand Rapids?

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

D5. Which best describes the building you live in?

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

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

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

D13. In which category is your age?

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

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
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