

**The City of Holland
2016 City of Holland Survey
Results**



Contents

Introduction 3

Methodology..... 3

Survey Results 4

 Demographics..... 4

 City of Holland Results..... 7

Appendix II -Survey Instrument 25

Introduction

Holland is located in Ottawa County, on the south-west side of Michigan. The City of Holland is home to approximately 26,660¹ residents and boasts of vibrant commerce, culture, and natural beauty. Approximately eighty eight percent (88.4%) of City of Holland residents are white, four percent (3.9%) are Asian, three percent (2.8%) identify as African American, twenty eight (28.3%) percent are of Hispanic / Latino origin.² The median age of residents in the City of Holland is 30.3.³

The Frost Research Center conducted a survey of residents in the City of Holland to gather general demographic information and opinions on The City's functioning. The following report details the methodology and findings of the 2016 City of Holland Resident Survey.

Methodology

The Frost Research Center conducted resident surveys via telephone from October 24 to November 12, 2016. Overall, 5100 unique numbers were contacted between one and two times. Nearly seventy five percent (75%) of these numbers were cell phones. The remaining quarter (25%) were landline numbers. Of the 5,100 numbers contacted, 347 were no longer in service. Of the 4,753 viable numbers, 718 answered but refused to take part in the survey. The majority of numbers yielded no answer and trained survey staff left a brief message explaining the purpose for their call. A total of 483 responses were collected, a 10.2% response rate. Data collection efforts were focused on cell phone as these responses are typically more representative of actual resident demographics. These efforts were successful as 376 responses were collected from cell phones. The remaining 107 of these responses were from landlines.

¹American Community Survey, 2015 1-Year Supplemental Estimates. K200201. *Race*. Accessed from American Fact Finder:

http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_15_SPL_K200201&prodType=table

² American Community Survey, 2015 1-Year Supplemental Estimates. K200301. *Hispanic or Latino Origin*. Accessed from American Fact Finder:

http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_15_SPL_K200301&prodType=table

³ American Community Survey, 2015 1-Year Supplemental Estimates. K200103. *Median Age by Sex*. Accessed from American Fact Finder:

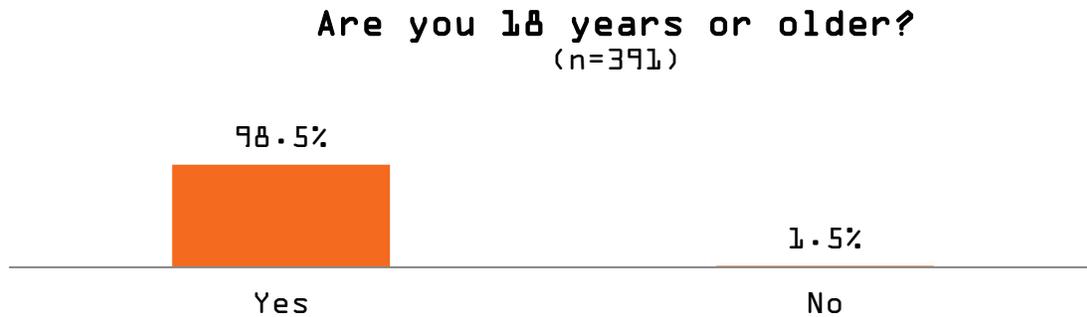
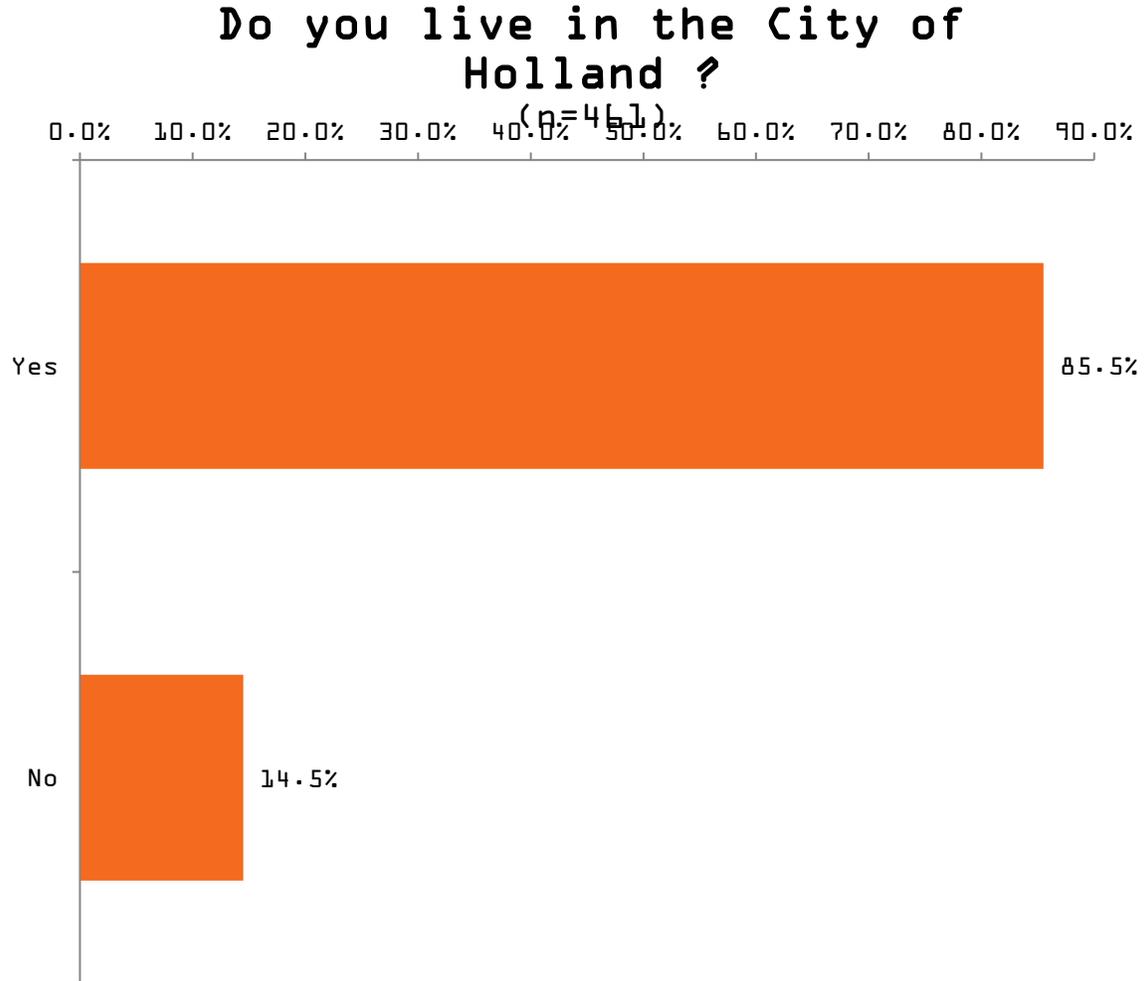
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Survey Results

Demographics

Survey Qualifiers

Respondents were asked two questions for survey qualification. All survey respondents must be 18 years of age and live in the City of Holland to participate in the survey.

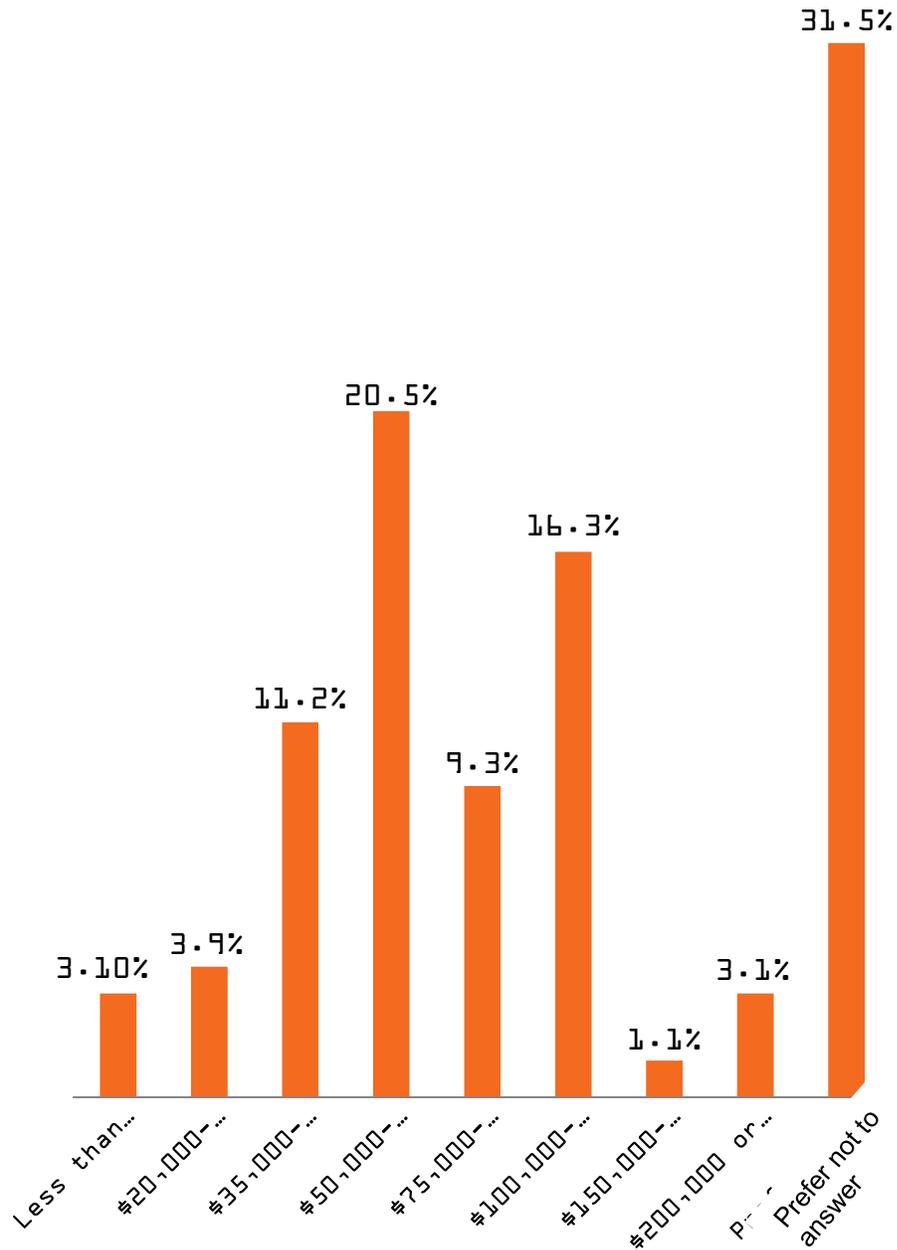


Household Income

Although most survey respondents preferred not to specify their household income, the majority of responses fell within the \$50,000-74,999 (20.5%) and \$100,000-149,999 (16.3%) household income brackets.

Please specify your household income bracket:

(n=356)



Age

A large majority of survey respondents were older than 18 years of age (98.5%). Of those respondents, the average age was 55.3 years old.

Mean Age of Respondents (n=351)

Question	Mean (in years)	Standard Deviation(in years)
What is your current age? (enter the age in years)	55.3	17.939

Ethnicity and Race

How do you identify yourself?

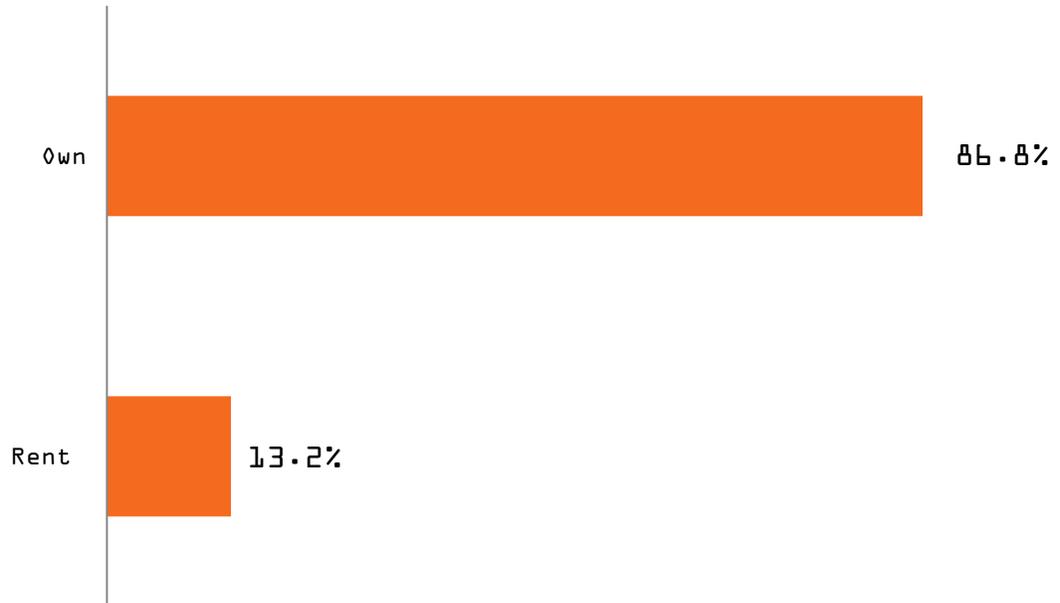
Ethnicity and Race	Frequency/Percent
White, not Hispanic or Latino	306/84.8%
Black or African American	8/2.2%
American Indian or Alaska Native	2/0.5%%
Asian	3/0.8%
Hispanic or Latino	27/7.5%
Native Hawaiian or Pacific Islander	1/0.2%
Other	14/3.9%

Housing

The majority of respondents own their housing in the City of Holland. For respondents who rent housing in the City of Holland, an average of 32.49% of their income goes toward rent.

Question	Number	Mean	Standard Deviation
Approximately what percent of your household income is rent?	(n=39)	32.49%	14.531

Do you own or rent your housing? (n=379)

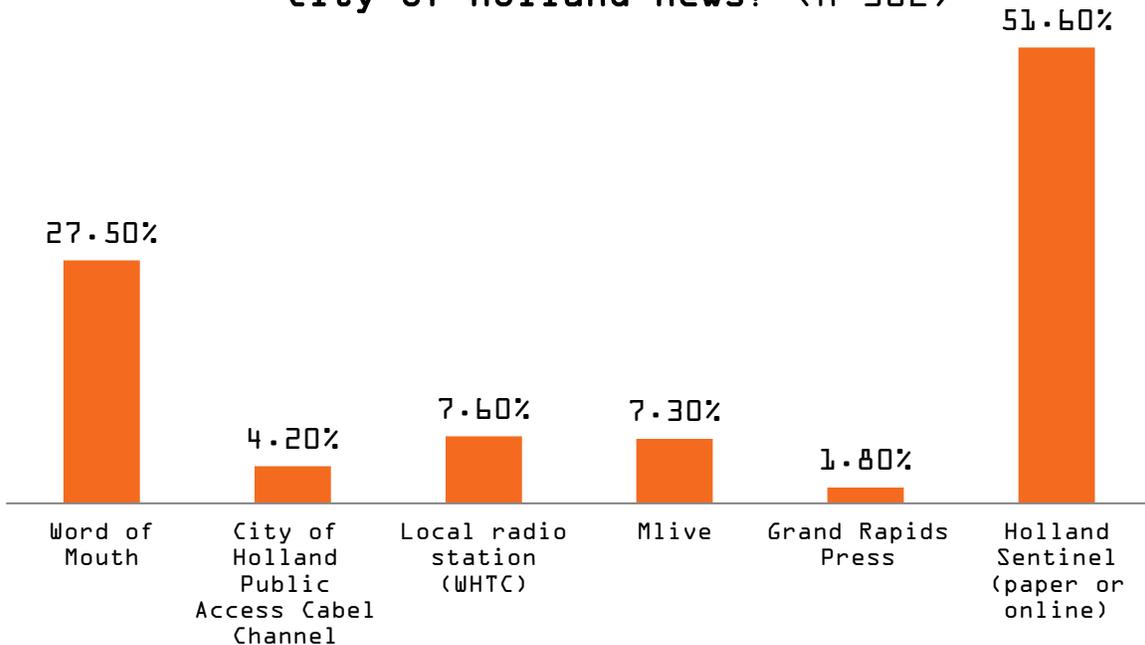


City of Holland Results

Origin of City Information

The largest proportion of survey respondents receives City of Holland news from the Holland Sentinel. There is also a large portion of respondents that get information about the City of Holland by word of mouth.

Of the following options, where do you get most of your information about the City of Holland news? (n=382)

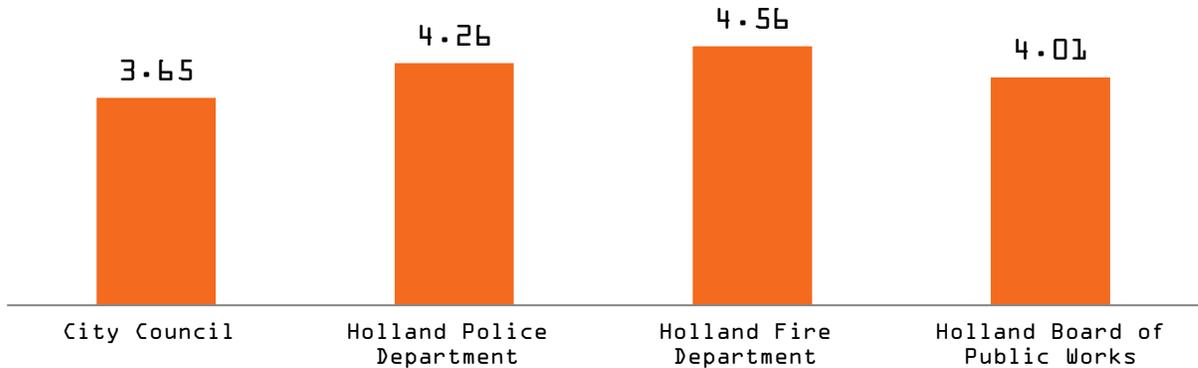


Trust

Respondents are most likely to trust the Holland Fire Department and least likely to trust the City Council.

On a scale of 1 to 5, please specify your level of trust for the following Holland institutions? [Mean]

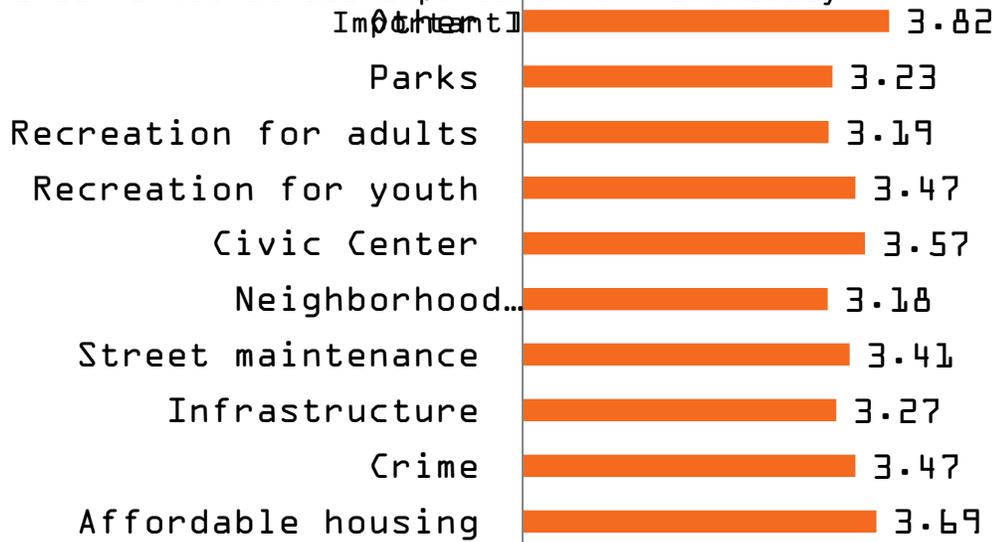
1 = Distrust very much, 5 = Trust very much



Need

The City of Holland continuously assesses the areas of greatest need. On a scale from 1 to 5, with...

[Mean 1-Not at all Important, 5 - Extremely Important]



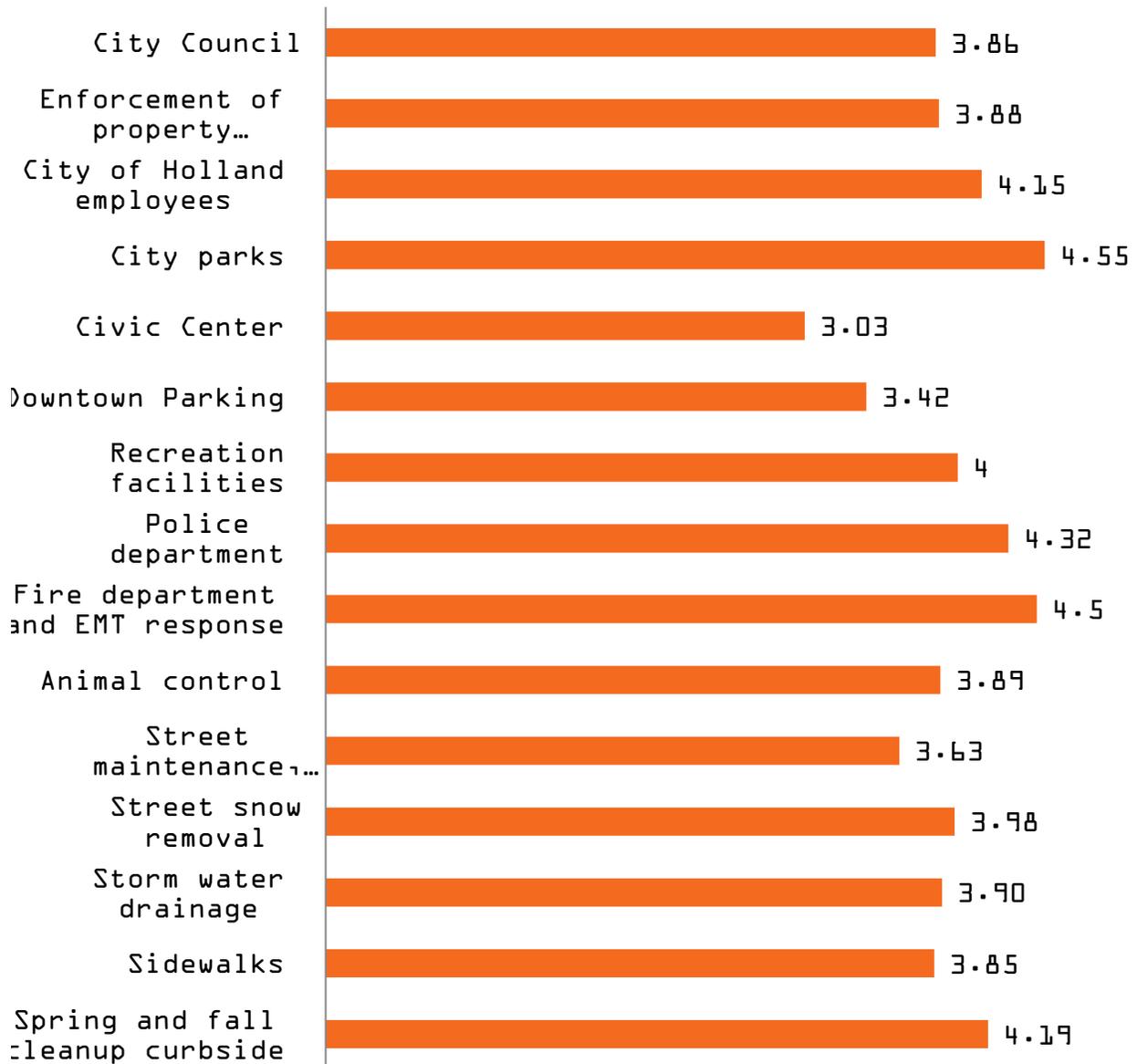
The City of Holland continuously assesses the areas of greatest need. On a scale of 1 to 5, with... The Other response had the following text entries.

- Access by water
- Dog Parks
- Downtown parking
- Downtown attractiveness
- Education
- Handicap accessibility
- Information Technology- Sentinel badly written
- Leaf pickup
- Marine Park- Tennis Park
- Minority Integration
- More access for those with disabilities, Housing for those with disabilities, other than Hope students, away from sex offenders. Low income housing tends to have a lot of sex offenders
- More unity in the city
- Public access to waterfront
- Public transportation
- Replace the trees that have been removed by emerald ash borer.
- Schools
- Snow Removal
- Snowmelt in front of houses

Quality of the City of Holland Service

How would you rate the quality of the following amenities or services in the City of Holland.

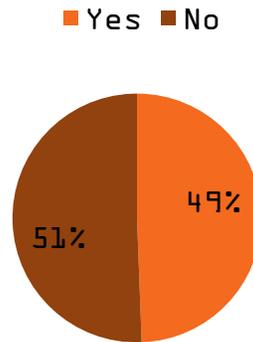
[1= Very Poor, 5=Very good] Means



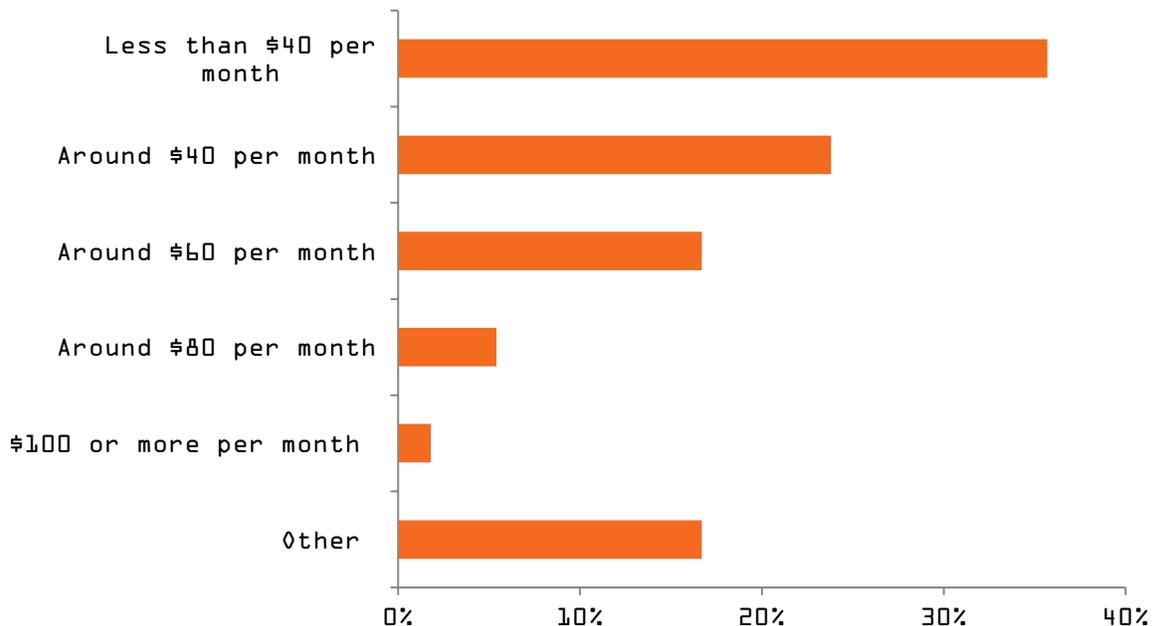
High Speed Internet

On average, respondents did not show a strong preference for or against purchasing 1 Gig high speed internet from the Holland Board of Public Works. The respondents were most often willing to spend less than \$40 on this service (35.7%).

Would you purchase 1 Gig, high speed internet from the Holland Board of Public Works? (n=360)



What would you be willing to pay for this service? (n=168)



Open-ended responses and suggestions for the City of Holland

What do you like the most about living in Holland?

- A good town to live in
- A lot of local business, not so much chain stuff, proximity to the lake and state park
- A lot of things. Nice community, great college in town, awesome downtown, close to big lake.
- Access to parks and downtown
- Access to parks and water.
- Accessibility to beach, upgrades in downtown, heated sidewalks, more businesses
- All of the friendly people.
- Always been very artistic with lots of festivals like Tulip time. There is always something going on which keeps it entertaining.
- Always lived here
- Atmosphere, beauty of city
- Beautiful
- Beautiful and nice people, friendly atmosphere
- Beautiful area, good city services overall. Congenial citizen base. Civic minded citizen base. Values based citizens.
- Beautiful city, being right near the lake, parks, flowers. Coffee shops.
- Beautiful downtown
- Beautiful town, people are very nice
- Beauty, good maintenance of city
- Been here most of my life. It's great town. Very diverse, a lot of different people.
- Being a friendly city
- Being able to walk many places, loves sidewalks, library, parks, not a big city
- Being by the lake and people are friendly
- Being by the lake!
- Being by the lakes and how they have built the downtown more modern with more things coming in like the hotel.
- Being close to the lakeshore and the downtown area.
- Being near the water and beautiful area, lots of activities going on, the downtown area
- Calm
- Church and family oriented community
- Clean, relatively crime free, nice downtown area, close to everything
- Clean city
- Clean city, good maintenance
- Clean city, quiet, lots of weekend events for families, events in parks, friendly and family oriented
- Cleanliness
- Cleanliness
- Cleanliness and Friendliness
- Close to beach, downtown Holland-perfect size
- Close to Chicago, Detroit, Indianapolis (he was a truck driver), central to a lot of places
- Close to family
- Close to fishing
- Close to parks and lakes but also close to the city
- Close to the grocery stores and the MAX bus system. Max bus system is wonderful. Very clean city
- Closest to the lake and the quaint feel of the city
- Community
- Community - great place to raise kids - Great downtown
- Community - nice small town.
- Community activities, summer is beautiful, and living near the lake.
- Community and people
- Community and people
- Community works hard to make city beautiful
- Community, close knit

- Community, downtown is nice
- Community, much to do, lakes
- Community, recent graduate of Hope College, opportunity for growth for a young person, good location, beach
- Culture
- Diversity
- Diversity, and strong community feel.
- Diversity, we are a multicultural family and we really appreciate the diversity.
- Downtown, community, lakes.
- Downtown.
- Ease of getting around
- Easy to get around, mobility
- Environment, Lake, Downtown, good people. I like the atmosphere of the city
- Everyone is very friendly
- Everything is accessible.
- Everything that is needed and available
- Everything, it's so beautiful.
- Familiarity
- Family lives in Holland
- Feels safe and secure and clean
- Feels safe, likes the parks
- Friendliness and beauty
- Friendliness, beautiful city
- Friendly community that is lakeside.
- Friendly culture.
- Friendly people
- generally clean, safe, friendly
- Good place to live
- Great atmosphere, and love the Hope students. Walkability is great
- Great care of the city, great maintenance.
- Great city, people that live here WANT to live there. They take care of it, etc. They love it here. See that from leaders all the way to residents.
- Great community, love the downtown, good school systems
- Great downtown and parks
- Great facilities for retired people, hope college.
- Great place to raise kids.
- Great, friendly town. Well taken care of
- Grew up here
- Has a lot to offer
- High Speed internet is great.
- Holland is a great town; they have events and things that are great because it gets everyone out and together, and keeps them focused on being together. It is just a tight-knit community, even though it is growing bigger.
- Holland itself
- Holland makes me happy
- Hometown feel
- Hope College, neighborhoods, safe people, farmers market, downtown, diversity
- How much time do you have? I like the whole community and services.
- I am fortunate to live in this area. Compared to other places, we have health care, street maintenance, and quality of life here.
- I don't know any different, I've lived here all my life.
- I have extended family that lives here. I think it is a very clean town, yard-wise, trash-wise.
- I like all the activities that they offer, all that they offer downtown.
- I like being able to walk downtown and feel safe here in Holland and in neighborhood.
- I like being close to evergreen commons.
- I like being close to the lake.
- I like being close to the water and the culture.
- I like everything about it.
- I like everything. Especially, Tulip time it's beautiful.

- I like having so many city things like the parks, pool, downtown, and library.
- I like how close we are to the lake.
- I like how low of a crime rate there is. There are good jobs, and affordable homes.
- I like how many parks there are and their condition.
- I like how nice and how honest the people are here.
- I like how it's the most beautiful city in the state. It's very safe and there are great services.
- I like living by the lake.
- I like living close to downtown and Lake Michigan.
- I like living close to the lake and enjoy the downtown. I also like going to the parks.
- I like living here because it has a beautiful downtown, involved citizens, and good amenities.
- I like living in a small town. It is very friendly and they care about their environment. Nice and laid back place to be. the down town is really nice.
- I like living near downtown. Not many other towns have a downtown area that is this beautiful.
- I like living near so many places where you can volunteer. I also like seeing all the cultural things going on. I also like being able to take the bus if we choose to do so. I also like that the train is close by. My husband and I took the train from California all the way to Holland. I also like all the parks available to us.
- I like living near the lake shore.
- I like living near the lake.
- I like living near the lake. The downtown area is beautiful.
- I like small towns and the quietness of it.
- I like that it feels like a small town, but isn't very small. A lot of activities, good community.
- I like that it is a small town. I also like all the activities.
- I like that it's a beautiful town, it's family friendly, and there are lots of services.
- I like that it's a calm place to live and nice area to raise children.
- I like that it's beautiful.
- I like that it's still slow, home-grown even though it's getting bigger. I like that I can have a say in the government. I like the Mayor, and that my voice can be heard. I have sat on a couple boards and that is good opportunities. Safe place to raise family and beautiful. So much to do downtown - street performers. I like my city.
- I like that the size of the city is convenient, yet the size of our downtown is really good. Not many cities or towns have such a nice downtown.
- I like that there are safe neighborhoods where people can walk their dogs and children can play in their front lawns.
- I like the accessibility in town, that there are always events downtown. There are parks and the beach. There is a lot available, and it is all very accessible.
- I like the accessibility of the library and concerts.
- I like the area and near the lake. There are a lot of cool things.
- I like the atmosphere and the family friendliness. It's a good place to raise a family.
- I like the atmosphere and the safety.
- I like the atmosphere of living in a small town.
- I like the atmosphere of the downtown area, Lake Michigan, Holland State Park. It's a really good place to live, especially in the summer time.
- I like the beautiful neighborhoods.
- I like the beauty and cleanliness and diversity of the city.
- I like the beauty of the city and the sidewalks that you can bike on, proximity to the lake, it's a clean nice town, I like the College, vibrant down town, caring neighbors, and it's a great place to live.
- I like the community and warmth.
- I like the community atmosphere, that they take care of their parks and have good public service organizations. The downtown is thriving.
- I like the community spirit that we have had. I'm afraid it's going away. I like the smallness, although it is growing. I like the small community atmosphere, but we are not doing well at keeping this.
- I like the community spirit.
- I like the community.
- I like the community. I lived here all my life.
- I like the community. Very safe. The Holland Visitors services do a good job of bringing people to Holland.
- I like the culture and the diversity.
- I like the culture.
- I like the different seasons.

- I like the downtown and the parks.
- I like the downtown and the shopping and the medical field in Holland. It's above average for a city this size. The heated sidewalks.
- I like the ease of getting around to everything.
- I like the facilities, such as the grocery stores.
- I like the friendliness of the community and the cleanliness and diversity. I love tulip time.
- I like the friendliness of the neighbors, and I've lived here all my life.
- I like the lack of crime and it's just a beautiful area.
- I like the laid back people.
- I like the location, outside the major cities, yet nearby.
- I like the natural areas and downtown.
- I like the neighbors where I live.
- I like the people.
- I like the proximity to the lake, it's like a vacation every day of the year
- I like the public library.
- I like the quality of living here, for a family it is pretty good.
- I like the recreational programs they offer to people.
- I like the resources we have around here to find jobs, the schools for the children, and there are a lot of places near here.
- I like the safe atmosphere. I like the town itself.
- I like the safety and it's a good place to raise children. All around a good place.
- I like the safety of the community with lots of opportunities for kids and good parks. Good recreation facilities.
- I like the safety, beauty, lake, and the diversity.
- I like the sense of community, it seems like a small community even though it's average sized.
- I like the sense of community. People are very friendly, giving, and kind. The city keeps up with everything. For a small city there is a lot to do. The tulips and flowering trees are very nice.
- I like the size of the city and I love the downtown area and the sincere effort made to make us have a beautiful city.
- I like the surroundings, the water, and the location. And I've always grown up here.
- I like the town and the people that live.
- I like the walkability that's available and its access to Lake Michigan and the people who live here who are progressive.
- I like the way the neighborhoods are kept.
- I live in the core of Holland, so I like the neighborhood feel and the parks, and how downtown has been maintained and upgraded through the years.
- I lived here all my life. It's a safe living environment.
- I lived here all my life. It's a beautiful city that has kept up well.
- I lived here all of my life. I really like it here.
- I love everything they have to offer, parks, funding! The curbside pickup even down to the board of public works!!
- So much to offer, how clean 8th street it is.
- I love everything, I was born and raised. It's safe, clean, and friendly.
- I love living by the south end by the lake. It's a beautiful and peaceful place to live.
- I love living here because it's pretty, peaceful, and clean.
- I love living in Holland because I feel very safe.
- I love living in the downtown area. It's beautiful, clean and a safe with great places to shop and eat.
- I love that I can walk to anything and the library. Oh my gosh I love the library!
- I love the downtown/college relationship. Seem to constantly be looking for ways to improve. They have created a great community downtown by doing this. Very proud of the city. Downtown activities for people of all ages!
- I love the four seasons. I love the water. We live downtown so I love the access to water and downtown. I love Hope College.
I love the work ethic and the growing diversity. It is safe for family.
- I love the way the community is friendly and small enough to walk everywhere. I like the effort being put into revitalizing 8th street and the roads connecting to it.
- I think it's a city that has a lot of organizations that help people. It's caring that way.
- I think it's beautiful, and it was safe (not so sure anymore). It's a great place to bring up a family.
- I was raised here.
- I'm on the south side. I like the peace and quiet. I am the only white person in my neighborhood and the Latino's are teaching me Spanish. I like that everyone is friendly.
- I've lived here for years and I'm still enjoying it.
- I've lived here most of my life, I think it's a great city to live in.

- It has a relatively tight-knit community, good churches, and it seems to be family-friendly.
- It is a smaller area.
- It is a very beautiful city.
- It is a well a maintained community
- It is clean and progressive
- It is very calm, nice, and decent.
- It's a beautiful city, I just love living here. It's clean and they take good care of it.
- It's a beautiful well-run town
- It's a friendly community
- It's a good location.
- It's a nice city, friendly, safe for children.
- It's a nice community.
- It's a very clean, well-kept city. Very clean. People take pride in their homes. I'm glad they have tulip time.
- It's a very safe place. I feel comfortable in Holland, especially since I grew up there.
- It's a wonderful community.
- It's beautiful and I love to bring my family and we like walking downtown.
- It's clean. It's safe. The view from my window is pretty spectacular.
- It's easy to get around, walkable/bikeable.
- It's family friendly, schools are good, it's diverse. We have good resources - library and downtown.
- It's like living in the country but you live in the city.
- It's my home, where my family is. I grew up here, moved away, and came back.
- It's pretty in the spring and near the lake.
- It's quiet; most people my age are quiet.
- It's quiet.
- It's very safe.
- It's a nice small town to work and nice college environment.
- Its friendliness, cleanliness, and the fact that it is becoming more diverse.
- It's okay
- Its variety of people, activities, and neighborhoods.
- Just being here and doing all of the fun things that go on, we can walk to EVERYTHING, we love that.
- Kollen park boardwalk = beautiful. The Downtown - we are one of the few downtown's that have everything open and not a bunch of empty storefronts. They do a lot to get people there, fires, etc. It's incredible. I'm so proud of that. There's a reason we were voted the happiest city in the US two times! The first annual Mayor Breakfast - she's amazing, and we dedicated the city to the Lord and that was so great. I recently spent a few months away from Holland and am back now, but I'm so glad to be back!!
- Lakes, family oriented, good place to raise children
- Lakeshore. Parks are nice.
- Like the community and all the helpful people. The city size is also perfect and able to walk to a lot of places.
- Lived here her whole life
- Location
- Location, community feel, people that live in Holland are interested in where they live and appreciate. Unique place to live
- Love the downtown, the beaches, just about everything
- Love the great community, work play and live. Chamber does great for business downtown. Great place to raise a family.
- Low crime community
- My family is here and it's a quaint city.
- N/A
- Nature
- Near the lake
- Near the lake, so much to do, good schools, good downtown area
- Nice area
- Nice community.
- Nice place and provides great opportunities for schooling and other things. Like the weather and how close it is to the lake.
- Nice town. Been here all my 54 years of life.
- Nice/Diverse and well taken care of community
- Not much. I am not happy with the taxes I have to pay. No sidewalks. I am really upset with that. I don't like the people or the community.

- Not too big
- People
- People Peacefulness of the city. It's just home - how do you explain that? It's a great place to live! I love the beach, I visit other places and Holland keeps getting better and better. Great neighbors. Activities available for everyone.
- Proximity to the lake, fall/spring cleanup, services they provide
- Quality of life
- Quality of life.
- Quiet town
- Raised children here
- Raised here, pretty
- Resources they have
- Safety
- Safety
- safety, and the people are easy to get along with
- Safety, community safety and location to the lake.
- Safety, great resources/help, great schools
- Scenery
- Security, road service, clean, maintenance of streets and sidewalks, Son with epilepsy, feels very safe.
- Sense of community
- Sense of community.
- Size (small enough and big enough)
- Size, opportunity, parks, downtown shopping, Hope college
- Small city, great town.
- Small city, nice people
- small community feeling
- Small community, nice downtown, tulip time.
- Small quiet city
- Small town
- Small town environment.
- Small town feel
- Small town feel
- Small town feel, and big city opportunities
- Small town feel, safe living conditions
- Small town feel.
- Small town, lots of walkable sidewalks and nice downtown
- Small, like to live close to where I work
- Smiling people
- State, beauty of nature
- Still feels like a small town
- Streets downtown, power plant in Holland, heats the streets (snowmelt)
- Such a well-kept city
- That's hard to say, I'd say it's a gorgeous area and there are lots of great people.
- The accessibility to just about anything you want. Whether it's shopping, restaurants, etc.
- The accessibility to the downtown area.
- The area is beautiful, close to the lake, downtown is outstanding, beautiful city
- The atmosphere physically, socially, emotionally. The beauty of the city and the activities.
- The beaches are close and relatively safe. The stores and restaurants are close by. It's clean.
- The beautiful city, and low crime level, farmers market
- The beauty of it
- The biking paths, access to the water
- The community
- The community aspect of Holland
- The community events. The churches and different things, there's always something going on.
- The community is enjoyable
- The community itself. I am not originally from Holland, but the people are very welcoming.
- The community, friendliness, interactions with people.

- The community, the parks and community activities, particularly the concert series in the summer.
- The community, the people.
- The culture and the people.
- The downtown area and the community, involving the things to do for families
- The environment
- The fact that they have downtown events
- the friendliness, the churches, the schools, the people, Hope college, nice place to live
- The lake, outdoors.
- The lakes, water, safe environment.
- The living is well here, good jobs, the economy is good.
- The memories.
- The parks and lakes. It's a nice place to raise a family.
- The peacefulness
- The people
- The people
- The people and the water
- The people are respectful, low crime
- The people, friendliness
- The people, the culture.
- The people. The public safety departments are above anyone else that I know of. We have great school systems - both private and public.
- The presence of Hope College and the downtown development.
- The proximity to state parks and Lake Michigan.
- The quaint downtown atmosphere.
- The range of activities that are available within a reasonable amount of driving time.
- the safety
- The seasons that bring changing colors. Beaches are awesome.
- The sense of community
- The sense of community.
- The size
- The size and people
- The vicinity to work
- The way that the downtown has been maintained. Great use of downtown, always something going on. The general availability of resources to people (lakes, parks, trails). Become a lot more diverse
- There are a lot of restaurants and bars within walking distance. A lot of entertainment.
- There is a diverse population for my children. Nice downtown, plenty of parks and recreation.
- Things for the kids to do, school system
- Tulip Time
- Very family oriented.
- Very good city to live in
- Very pretty town, well kept up
- Very quiet town, low crime, generally very clean city
- We have a small town feel and have a really beautiful downtown.
- We have awesome citizens; people that care about the city, awesome city, and we take pride in that and continue to invest resources, our own time, and our love in that. People like to be in Holland.
- We have so many outdoor parks and areas to explore. The beach too - Awesome.
- We moved here because my husband got a job here, we like it here I guess.
- Well-maintained public resources, caring community, faith-based community

What would you like to change about Holland?

- Access to the lighthouse at least 5 days per week and more access to the lake on the Southside.
- Add more dancing!!! Public dancing in the streets, City dances, at the Civic center, etc. We just need to get off our butts and dance! Poverty - People helping people would just be so awesome.
- Affordable housing
- Affordable housing and job availability, non-minimum wage jobs with the opportunity for growth that aren't in manufacturing

- affordable housing and rentals
- Affordable housing for the lower income people.
- Affordable housing would open doors for the people who need it most.
- Affordable Housing, pretty important.
- All of the construction. It seems never ending. Also, I think that it's good that they want revamp the Civic Center, but it would reduce parking.
- Attitudes toward people that are different, such as immigrants or people of different origins.
- Availability of small grocery/deli stores downtown.
- Awareness about what's going on around us - education. Aware of the police department. Make it more known that the city council is open to everyone - public place (I think he meant civic center).
- Be more "green" Development of snowmelt funds instead of home owners paying for it.
- Better housing
- Better public school system
- Better racial understanding
- Cameras in parks to monitor night activity
- Can't complain! I'm quite happy here!
- Can't think of anything
- Can't think of anything right now besides roadwork
- Change 9th street back to the way it was (one way). Too many things on that street and very confusing.
- Change the water front area.....doesn't really have one/all industrial.
- City government
- Civic center, more community events
- Civic Center. Very poor condition.
- Clean up 16th street
- Clean up around 15/16 street. Do something about people who are intimidating people there.
- Close-mindedness, especially downtown, not enough diversity
- Construction
- Coordinate road repair so it's easier to get around.
- Coordination of road repairs.
- Crime
- Crime in the specific pockets
- Crime perception.
- Curbside fall/spring needs improvement... scraped my car.
- Decrease the amount of roads under construction.
- Dedicate fewer resources to accommodating non-native Americans. I don't like that we have to spend resources translating everything into Spanish, when I don't think it is spoken as much as thought.
- Distinct racial divide
- Diversity
- Diversity in city officials
- Diversity, welcoming
- Doesn't know
- Don't know
- Don't know! More parking downtown.
- Don't know.
- Don't know
- Downtown parking
- Easier access to the North side
- Eliminate low income housing
- Extend the operating hours downtown. Stores close way too soon on the weekend.
- Feel more openness to different ethnic cultures. More representation on the city council and chambers.
- Find somewhere else to accommodate Tulip Time, downtown is WAY too full, directing traffic with events.
- fix up the civic center
- Gangs and crime.
- Gangs. I would get rid of them.
- Get more people involved in the community.
- get rid of the civic center
- Greater acceptance of diversity, racial, LGBT, disabilities

- Help for low-income families that want to live in a decent place but can't afford it. Take pride in helping families out. This is a huge area that we need to work in.
- Holland should be more progressive on social issues.
- Holland Public Schools - I think that they're not at the quality that they could be.
- Holland Public Works: The part of my bill for miscellaneous expenses was 50% of my bill. That is ridiculous. Also, the street running north, River Ave and Douglas Ave has a cement blob. It is the ugliest thing I've ever seen in my life. Nobody will want to visit Holland. They should put a nice roundabout with a statue or fountain. They should also build an arena, period. No question about it.
- Homeless issue
- Housing
- Housing for low income people- improve it significantly.
- Housing is not affordable.
- How fast it's growing
- How they run the schools. They don't know what they are doing. They don't ask the community.
- I am a senior, 68 years old living. The younger generation doesn't respect the older people around here. There should be more respect because the older generations made the town what it is.
- I can't believe a city this size didn't put some viaducts above the railroads.
- I can't think of anything I'd want to change.
- I don't have an answer.
- I don't have any qualms about the city of Holland
- I don't know how I'd change it, I like it.
- I don't know.
- I don't know. It's going to take some time to feel our way around.
- I don't like Holland, I'm not from here. I lived here for 20 year, but only for my son.
- I don't think there is anything. I love it the way it is.
- I don't like the different billings I get for different services
- I like the way it is.
- I think they need to fix pot holes in the streets. I wish we had more inter-racial harmony. And less gang related problems. We need more opportunities for after school activities for kids and teens.
- I think we need more affordable low cost rentals in the city.
- I wish the crime rate was lower.
- I wish there was less traffic during rush hour.
- I wish we could help the neighborhoods that seem to have more poverty and aren't as well kept because people can't afford it.
- I would for there to be less crime.
- I would get rid of on-site parking overnight.
- I would have vacation rentals. They help with the tourism.
- I would hope that more people become more aware and open of the ethnic diversity in the area.
- I would like Holland to stay small.
- I would like it to stay small and not get so big.
- I would like more attention paid to the less fortunate. More programs for them to be empowered to move out of poverty instead of stuck in the cycle of poverty. It's a government issue, but our community could help more, because these people never reach a level of self-sufficiency. More opportunities for single moms to pursue education. I'm being penalized for making a decent income, but not making enough to thrive. If dollars were put toward helping single moms, they would move past the poverty benchmark.
- I would like more stuff for kids.
- I would like there to be less crime in regards to breaking and entering
- I would like there to be more mentoring programs for youth. They should have more recreational programs, so that the youth stays out of trouble.
- I would like to change Holland School system- it appears to be declining.
- I would like to change the roads.
- I would like to change the water quality of Lake Macatawa.
- I would like to change there being less construction
- I would like to change traffic. It's not built for this many people.
- I would like to give people who are struggling more of an opportunity in housing, job opportunities, and have their voice heard.
- I would like to have more recreational activities for youth

- I would like to make it more tolerant of ethnic and racial diversity.
- I would like to see less advertising of the lighthouse that is being taken over by a corporation. The extremely wealthy have taken over.
- I would like to see people more accepting of diversity.
- I would like to see the city celebrate its diversity more. I am Dutch and love being Dutch, but I would like to see other cultures being celebrated and accepted.
- I would like to see the downtown housing that is dilapidated to be picked up a little better (16th street, etc.).
- I would like to see us continue on our road to tolerance and diversity and charity, meaning good will to all. Holland is ready, we need to have anti-discriminatory to the LGBT community.
- I would love to have a downtown to water access. Change the area to the west of the civic center.
- I would make it more diverse.
- I would not change anything
- I would say let us continue the diversity, grow the diversity at the same rate we grow our tolerance.
- I would say maybe help more people getting homes. Give people more of an opportunity, they may succeed.
- I would like to see the scrap yard moved.
- I would want to change the politics and get some democrats in office.
- I wouldn't change a thing.
- I wouldn't change anything.
- I'd like a grocery store downtown.
- I'd like to change the boundaries for public Holland schools, because they're landlocked.
- I'd like to change the condition of the roads with better planning. Don't fix all the roads at once.
- I'd like to see some decision on the civic center.
- I'd like to clean up the waterfront....get rid of the power plant, move Padnos out and continue to grow the downtown area.
- I'm not really big about the school system.
- Improve parks and the civic center.
- Improved traffic flow
- In an effort to keep wages low, they're paying out and advertising job openings to urban areas. My dad works with people who come in from Detroit and Muskegon and there has been an increase in crime. Maybe the city could employ more people in Holland instead of outsourcing and increasing crime. Short answer - Holland could definitely work on reducing crime.
- In the winter, there is a water pipe that always busts. When they come to fix my family of 5 and I do not have water for that time period. They need to have more recreation facilities. They need to have more green space and more sports fields for kids to lay in. I'm curious; I have not seen information about the power plant and what's going to happen to the old power plant?
- Increasing yachts/cruise boats to direct tourists downtown
- inequity of housing and services available, large difference in availability of services for people on the top and people on the bottom
- It would be nice to have to have a longer walk way along the waterfront.
- It's going to continue to grow but makes improvements for the better. I would change the welcome signs, too modern
- Just minority integration, Hispanics and blacks
- Juvenile offenders don't get the support that they need.
- Keep it clean and kept up
- Keep the population under control so don't let too many people come in so that the crime can stay down.
- Lack of transportation for elderly people to get around to places like Meijer or other decent grocery stores. Difficult to get to Lake Macatawa and maybe Lake Michigan/ state park.
- Less construction for awhile
- Less dogs at the park. Better animal control. People need to use leashes at the park and the dogs attack people.
- Less liquor stores. More churches.
- Like to see a little more diversity on view points on social issues.
- Like to see the crime rate go down and too much parties. And work on sidewalks.
- little less cliques
- Little less Republican, less close-mindedness
- Look at the differences between neighborhoods and the affordable housing and try to have a better integration between the different types of socioeconomic statuses.
- Look of some properties
- LOWER Property taxes, housing market,
- Lower taxes

- Lowering prices
- Maintain the parks better because Holland builds a lot and doesn't maintain anything.
- Make housing more affordable
- Make it less conservative, more liberal.
- MAX Transit needs to be improved, too slow, not practical with disability. Have to plan on telling the MAX to pick you up way early so one can get to work on time. Would like to see churches offer faster rides, or non-profits that could offer faster rides. MAX has been good, but the routes take too long. For someone that has to rely on it solely it is not practical.
- Maybe change the Civic Center into something more useful.
- More access to lakes
- more activities for seniors
- More affordable housing
- More affordable living. I know a lot of people who are struggling between the cracks because they make too much for services but not enough to live well. More mental health and troubled youth support.
- More availability of places for people to live, liquor store near 18th street and Washington, trucks make a lot of noise
- More bicycle access on street (bicycle lane)
- More dialogue around diversity
- more diverse
- More diverse and less religious.
- More diverse.
- More diversity
- More diversity on city council, doesn't seem like it's well represented
- More diversity.
- more downtown restaurants
- More help for homeless
- More inclusiveness towards different groups of people.
- More information about parking policies, post notices where you cannot park. Was not aware of specific laws and got a ticket and was VERY unhappy. In the middle of the night they are very sneaky please don't be secretive.
- More job opportunities
- more neighborhoods, and city support of the schools
- More of a moderate focused city, in how the city is run. Including ethnicity diversity, and not discriminating against all people. Including LGBT community
- more open and inclusive, be more non-discriminatory in terms of LGBT and race
- More public access on Lake Mac, bigger public beach. They should build a bridge across from south shore drive to the state park beach.
- More public transportation for better commuting
- More recreational things to do, more/bigger sense of community. It seems that people aren't really nice to each other.
- More restaurants.
- More stores on the south side. Everything is on the north side.
- more things to do for different age groups
- Move I-196 so that I can't hear it from my house.
- N/A (6)
- No comment.
- No very happy to live here.
- Not as rigid, people who have always been the main crew, to be accepting of others.
- Not enough of resources in public school system.
- Not much
- Not much!
- Nothing (8)
- Nothing much.
- Nothing really
- Nothing really comes to mind.
- Nothing, just keep it so everyone can enjoy it.
- Nothing. I have seen many changes over the years and they have been for the better.
- Nothing. They're doing their jobs. The right people are doing the right job.
- Our response to the homeless community. We as a community and residents of Holland should be more responsive towards our homeless and take responsibility for them.
- Park anywhere at any time and not get a ticket. Would like to park on the street outside of his house.

- Parking downtown- needs to be more
- Parking situation downtown, always full!
- People abuse the police department, the police are doing their best to serve us but they are treated poorly and people complain when they are not there to help actually problems
- People leave to go to different school districts. If you love Holland, then help change Holland Public Schools. Holland Public schools need to focus on teaching our children their academics and not so much worry about attracting us. Stick to academics (don't have one idea and then it changes every 1 or 2 years). The attracting will come with happy parents.
- Places should stay open longer. There are no places for adults to hang out that doesn't involve alcohol. Also there should be more summer and after school programs for kids.
- Plant flowers after tulip time, on 16th street, beautify areas away from Hope College
- Potholes and street stuff.
- Property tax, curbside clean up needs improving when living at the end of a lane.
- Provide more affordable housing
- Quality of education
- Resources for Education.
- Respect Police more and have city council help the police and fire departments more.
- Road construction
- Roads
- Roadwork
- Sidewalk plow destroying the sprinklers
- Some of the rules and regulations. Some of the needs for permits are over the top.
- Some problems with animal clean up.
- South Haven and Saugatuck have specialty shops on the water and people can interact with the city by the water, so Holland should do that as well by Boatwerks on Lake Macatawa. Create an interactive family scene on the water.
- South side could use some type of help
- Speed limits are too high, more pedestrian stops to slow down traffic. I'd like them not to allow people to put their leaves in the roads.
- Stereotypes
- Stinky turkey poop during spring/summer
- Stop changing things that don't need to be changed.
- Stop it from growing. There's too much traffic.
- Streets as far as traffic flow
- Taxes are way too high
- Taxes- they are too high.
- Tear the civic center, and put in a fishing pond.
- That is an answer I would not like to give you.
- The attitude of the people that live here.
- The car dealership next to the Knickerbocker should be turned into college housing or something else.
- The city council cause the decisions are not the best and the police department.
- The city needs to keep a closer eye on junk in neighborhoods
- The city should expand to the lake and make better use of Lake Michigan and Lake Macatawa.
- The city signs that lead us into the city are stupid.
- The city's spring and fall cleanup window is too small. The leaves from my tree have not fallen yet and they will not fall before the deadline.
- The civic center has a lot of potential of being a good community meeting group, but doesn't draw in people our age. In general have more events for people in our mid-twenties.
- The civic center needs more parking and the building needs improvement. Tearing it down and starting over would be the best.
- The civic center. There was a plan to fix the civic center and it was not ambitious enough. Tear it down and start over.
- The condition of the streets that need resurfacing.
- The conservatism. I wish the population could be more progressive and more open to ideas.
- The culture of the area is not as inclusive as would like.
- The diversity, too churchy, too conservative, too white
- The ease with which developers can gain access to property
- The fall curbside clean up could be improved
- The gang violence.
- The gangs

- The gangs. They tagged the dollar stores, and my sister's building, and the middle school.
- The lack of progressiveness shown by its churches.
- The odor. There are some bad smells around town sometimes. This having to do with sewers and water reclamation.
- The overall improvement of the parks.
- The public school system.
- The snow removal in the winter
- The streets and construction -- they do everything at one time.
- The *Talk of the Town* should be less republican. The radio station should be less politically motivated.
- The use of the water front around Lake Macatawa
- The way city council runs the city
- The way people drive, traffic
- The weather
- Their spending habits on stupid stuff such as the new welcome signs. Be more conservative with the money that they're using.
- There are some areas of the city that could be maintained better. General welfare goals.
- There is now an intercity of youth - students are trickling out of the Holland public school system - especially white students. I'd like to see our schools work harder to keep these students. They seem to be marginalized. I want all students to benefit from Holland Public Schools. And not be going to other schools.
- There's not whole lot of store variety. They should cater to more of people's likes and dislikes.
- There's nothing I'd want to change.
- They could patch up the roads a little better and get the roadwork under control so there aren't detours everywhere.
- Too late for me to change anything.
- Too many breweries downtown
- Too many conservatives
- Too republican, stuck in old ways listen to young people
- Traffic
- Traffic control - downtown.
- Traffic issues
- Tulip time
- Update civic center, if it means more money okay but it needs to be done right.
- Wants to get rid of crime for safety of Hope college students
- Wishes the public school district had a better reputation
- Would like to see the downtown area expand more - a few more streets. Bigger area.
- Would like to see the public schools be more aware of what parents want and need, so they quit losing students to outside districts.

Q5 Do you own or rent your housing?

- Own (1)
- Rent (2)

Answer If Do you own or rent your housing? Rent Is Selected

Q6 Approximately what percentage of your household income is rent? [Enter amount without %]

Q8 How would you rate the quality of the following amenities or services in the City of Holland? After I say each feature, please specify it as very good, good, average, poor, or very poor.

	Very poor (1)	Poor (2)	Average (3)	Good (4)	Very good (5)	Don' t know (98)
City Council (1)	<input type="radio"/>					
Enforcement of property maintenance (2)	<input type="radio"/>					
City of Holland employees (3)	<input type="radio"/>					
City Parks (4)	<input type="radio"/>					
Civic Center (5)	<input type="radio"/>					
Downtown Parking (6)	<input type="radio"/>					
Recreation facilities (7)	<input type="radio"/>					
Police department (8)	<input type="radio"/>					
Fire department and EMT response (9)	<input type="radio"/>					
Animal control (10)	<input type="radio"/>					
Street maintenance, such as potholes and sweeping (11)	<input type="radio"/>					
Street snow removal (12)	<input type="radio"/>					
Storm water drainage (13)	<input type="radio"/>					
Sidewalks (14)	<input type="radio"/>					
Spring and fall cleanup - curbside (15)	<input type="radio"/>					

Q9 The City of Holland continuously assesses the areas of greatest need. On a scale of 1 to 5, with 1 meaning "devote less resources" and 5 meaning "devote more resources," please specify the areas in which the City should dedicate resources in the coming years.

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
Affordable housing (1)	<input type="radio"/>				
Crime (2)	<input type="radio"/>				
Infrastructure (3)	<input type="radio"/>				
Street maintenance (4)	<input type="radio"/>				
Neighborhood improvement funds (5)	<input type="radio"/>				
Civic Center (6)	<input type="radio"/>				
Recreation for youth (7)	<input type="radio"/>				
Recreation for adults (8)	<input type="radio"/>				
Parks (9)	<input type="radio"/>				
Other (10)	<input type="radio"/>				

Q20 On a scale of 1 to 5 with 1 being "distrust very much" and 5 being "trust very much," please specify your current level of trust with the various entities in the City of Holland.

	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)
City Council (1)	<input type="radio"/>				
Holland Police Department (2)	<input type="radio"/>				
Holland Fire Department (3)	<input type="radio"/>				
Holland Board of Public Works (4)	<input type="radio"/>				

