



FROST CENTER FOR
DATA AND RESEARCH

City of Holland
2022 Resident Survey
December 20, 2022

Executive Summary

Introduction

The City of Holland partners with Frost Center for Data and Research at Hope College to conduct a biennial survey measuring residents' experiences and guiding future city planning and services. This summary provides aggregate results from the 2022 Resident Survey as well as longitudinal data to compare resident responses over time. A Tableau [dashboard](#) created by Frost Center and hosted by Hope College presents survey questions in an interactive format in which the user can compare survey item responses by various filter variables, such as age, education, ethnicity, race, home ownership, and housing affordability.

Study Methods

Frost Center used a random sampling approach to conduct this study, making telephone calls to a random sample of 5,876 City of Holland residents who were at least 18 years of age. Of these, 2,076 were landline numbers and 3,800 were cell phone numbers. Frost Center staff called residents up to three times to conduct the survey, resulting in 13,261 call attempts between September 13 and October 28, 2022¹. The final sample includes 379 residents who completed the survey.

The 2022 survey mirrors the 2020 survey with the exception of three additional questions, two on neighborhood belonging, and one on resident opinions on Waterfront development (a "land swap"). All surveys were administered over the telephone at various times of the day and evening Mondays through Saturdays by trained interviewers. Telephone-administered surveys took approximately 20-25 minutes, on average, to complete.

¹The majority of non-response from the random sample of residents included no answer/hang-up ($n = 2,958$). Other reasons for non-response include disconnected numbers ($n = 1,403$), explicit refusal ($n = 745$), or being ineligible due to not being a Holland resident ($n = 343$).

Respondent Demographics

At the end of the survey, respondents were asked to answer a series of demographic questions, results of which are presented below.

Individual Characteristics

The majority of respondents identify as White (87.5%); 5.1% identify as a Person of Color; and 5.9% report an “Other” race (the majority providing a text response of Hispanic/Latinx/o/a) (See Table 1). Of those who responded to the ethnicity question, 13.5% identify as Hispanic/Latino (See Table 2). A higher percentage of females (58.4%) responded than males (41.6%) (See Table 3). The majority of respondents were 65 and older (55.6%), whereas 44.4% were under 65 (See Table 4). The most common highest level of education was a Bachelor’s degree (33.4%) (See Table 5).

Table 1: Race (N = 379)²

	Frequency	Percent
White	309	87.5%
Black or African American	4	1.1%
American Indian or Alaska Native	1	0.3%
Asian	3	0.8%
Native Hawaiian or Pacific Islander	0	0.0%
Other	21	5.9%
None	1	0.3%
Prefer not to answer	4	1.1%
Two or more races	10	2.8%
No Answer/Missing	26	--
Total	379	100.0%

Table 2: Ethnicity (n = 351)

	Frequency	Percent
Hispanic/Latino	47	13.5%
Not Hispanic/Latino	301	85.8%
Refused	3	.9%
Total	351	100.0%

Table 3: Gender (n = 353)

	Frequency	Percent
Male	147	41.6%
Female	206	58.4%
Total	353	100.0%

² Reported categories of race and ethnicity are consistent with those used by the U.S. Census, although categories are combined into Person of Color, White, and Other on the Tableau dashboard to protect individual responses. Note that the majority of “Other” responses on the race survey question provided a text response of Hispanic/Latinx/o/a.

Table 4: Age (N = 379)

	Frequency	Percent
18-24	21	5.5%
25-34	29	7.7%
35-44	34	9%
45-54	31	8.2%
55-64	53	14%
65-74	83	21.9%
75 and older	85	22.4%
No answer/Missing	43	11.3%
Total	379	100.0%

Table 5: Education (n= 353)

	Frequency	Percent
Less than high school degree	5	1.4%
High school graduate or equivalent	57	16.1%
Some college but no degree	55	15.6%
Associate degree	21	5.9%
Bachelor's degree	118	33.4%
Master's degree	63	17.8%
Doctoral degree	18	5.1%
Professional degree	5	1.4%
Don't know/refused	11	3.1%
Total	353	100.0%

Household Characteristics

Residents who responded to the survey had a variety of household characteristics.

Approximately 50% of respondents have a household income between \$50,000 and \$150,000; approximately 25% have a household income less than \$50,000 (See Table 6). The majority of respondents (83.5%) owns their home in contrast to renting their home (12.5%) (See Table 7). The number of people residing in the household ranged from 1 to more than 8, with an average of 2.5 (See Table 8). Respondents report a large variation in number of years living in the City of Holland, with the average of 34.6 years (See Table 9).

Table 6: Household Income (n = 353)

	Frequency	Percent
Less than \$20,000	13	3.7%
\$20,000-34,999	32	9.1%
\$35,000-49,999	44	12.5%
\$50,000-74,999	72	20.4%
\$75,000-99,999	52	14.7%
\$100,000-149,999	54	15.3%
\$150,000-199,999	16	4.5%
\$200,000 or more	14	4.0%
Prefer not to answer	56	15.9%
Total	353	100.0%

Table 7: Ownership of House (n = 351)

	Frequency	Percent
Own	293	83.5%
Rent	44	12.5%
Other arrangement	11	3.1%
Prefer not to answer	3	0.9%
Total	351	100.0%

Table 8: Number People in Home (n = 351)

	Frequency	Percent
1	83	23.4%
2	147	42%
3	36	10.3%
4	49	14%
5	16	4.6%
6	13	3.7%
7	4	1.1%
8 or more	3	.9%
Total	351	100.0%

Table 9: Number of Years in the City (n = 376)

	Frequency	Percent
1-9	49	13%
10-19	57	15.2%
20-29	70	18.6%
30-39	47	12.5%
40-49	52	13.8%
50-59	41	10.9%
60-69	28	7.4%
70-79	17	4.5%
80-89	13	3.5%
90-99	2	.5%
Total	376	100.0%

Summary of 2022 Survey Results

General City Rankings

- On average, respondents rated Holland as a place to live as 1.4, with 1 meaning “excellent” and 4 meaning “poor”. Nearly 65% of respondents rated Holland as an “excellent” place to live, and 31.5% as “good”. Four percent of respondents rated as either “fair” or “poor”.

Changes in my City, State, and Country

- On a five-point scale with 1 meaning “going in the wrong direction” and 5 meaning “going in the right direction,” respondents on average rated the City of Holland the highest (3.92), followed by the State of Michigan (3.23), and the Country (2.43).

City Amenities and Services

- On a five-point scale, respondents rated the Holland Fire Department and EMT services the highest (4.75) and downtown parking (3.69) and City Council (3.73) the lowest among the amenities and services listed on the survey.

Allocating City Resources

- On a five-point scale with 1 meaning “devote less resources” and 5 meaning “devote more resources,” respondents reported that affordable housing on average (4.21) should receive the most additional resources and downtown development is the least in need of more resources (3.20).

Level of Trust

- Residents reported their trust level in various Holland entities on a five-point scale. Trust in the Holland Fire Department was highest (4.75), followed by the Holland Board of Public Works (4.36), Holland Police Department (4.32), City of Holland Municipal Employees (4.25), and City Council (3.72).

Diversity, Equity, and Inclusion

- Respondents were most likely to agree with the statement “I am treated fairly and equitably in Holland” (4.36). Out of the four DEI items, Holland residents were least likely to agree with “Holland is open and accepting of people with diverse backgrounds” (3.54).
- Residents indicated that in the last 12 months, meaningful interactions across different religious beliefs, political opinions, race or ethnicity, social class, disability status, or sexual orientation were common, with over 80% of respondents indicating “yes” for each of these items.
- Residents reported the highest proportions of meaningful interactions across political differences (89.3%) and religious difference (88.5%), and the lowest proportions indicating meaningful interactions across differences in sexual orientation (80.0%) and with those who have a physical or observable disability (81.6%).

Civic Engagement

- On questions to assess civic participation in the past twelve months, the greatest proportions of respondents indicated that they have visited downtown Holland (96.1%) and voted in a local election (91.7%). The smallest proportions reported having attended a City Council meeting (14.7%) and contacting a City Council member (22.3%).

City Communication

- On a five-point scale, with 1 meaning “strongly disagree” and 5 meaning “strongly agree,” respondents indicated on average that the City of Holland gathers feedback from residents (3.39) and keeps residents informed on city issues (3.67).

News Sources

- The greatest percentage of respondents replied that they get most of their news related to the City of Holland from word of mouth (66.5%), and the smallest percentage of respondents claimed to receive most of their news from the city YouTube page (7.7%).

Taxes and Services

- The vast majority (90%) of respondents would elect to keep the City services as they are now, with 45.1% indicating that they would want to keep the same level of services even if it means raising taxes.

Neighborhood Belonging

- Residents report high levels of neighborhood belonging. On a five-point scale, with 1 meaning “strongly disagree” and 5 meaning “strongly agree,” residents report feeling connected to their neighbors (4.23) and feeling a sense of belonging within their neighborhood (4.38).

Opinion on Waterfront Land Swap

- On a unique question added to the 2022 Resident Survey, the majority of respondents indicated that they would support (Yes, or Probably Yes) a land swap (69.5%), with about one-fifth indicating that they needed more information to decide.

Open Ended Responses

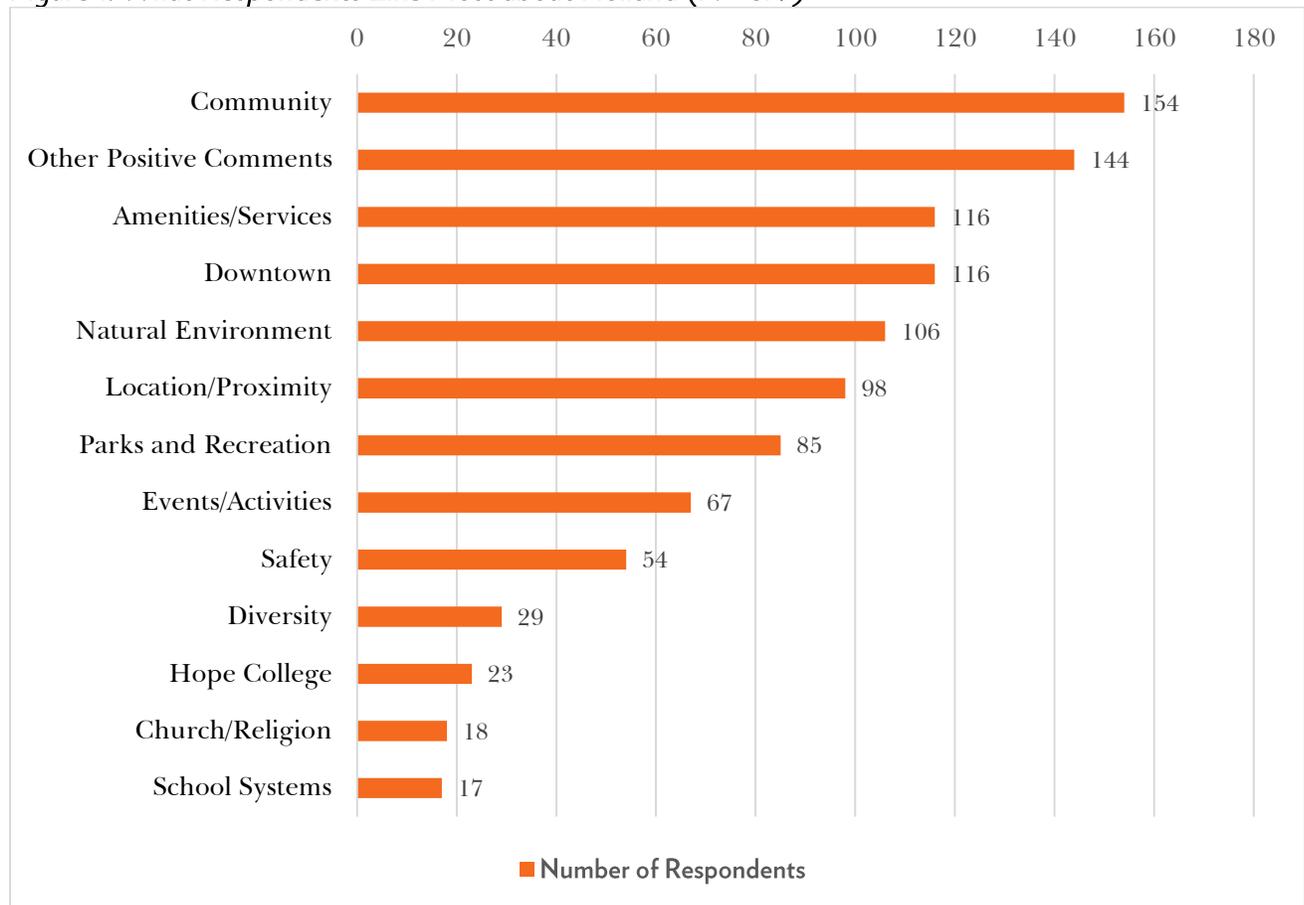
At the end of the survey, residents were asked three open-ended questions about their overall perception of living in the City of Holland: what they like most about living in Holland, what they would most like to see change about living in Holland, and what they feel are the most important local issues to face Holland in future years. These open-ended responses were coded by two researchers to identify themes; independent coding resulted in high inter-rater reliability³. The tables below present a summary of the responses in order of most frequent to least frequent. A description of these themes along with response examples can be found in the report Appendix.

Like Most about Holland

When asked what respondents like most about living in Holland, the most common responses focused on a sense of community. Additionally, many residents stated general positive comments (e.g., “Small enough town to get around but big enough that it has all that I need.”). Other frequent responses focused on appreciation for city amenities and services, the Holland downtown, the natural environment, the city’s location, and parks and recreation.

³ Open-ended responses were categorized independently by two researchers. Tests of inter-rater reliability ranged from .549 to .969 with the majority of having either strong (.80-.90) or moderate reliability (.60-.79). Any discrepant codes between researchers were analyzed a second time to arrive at consensus on the categorization of the code.

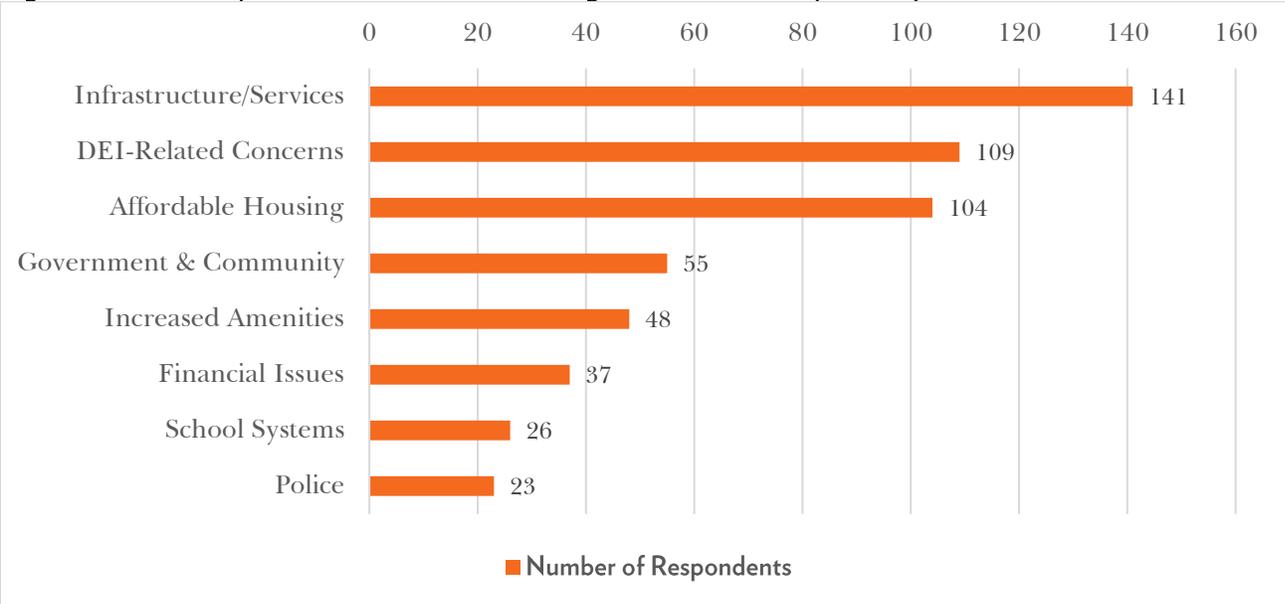
Figure 1. What Respondents Like Most about Holland (N = 379)



Change about Holland

When asked what residents would most like to change about living in Holland, the most common response focused on infrastructure or services. The second most common response focused on diversity, equity, and inclusion (DEI), although it should be noted that answers ranged from being negative to positive about DEI initiatives. Residents frequently responded with comments about the need for more affordable housing options.

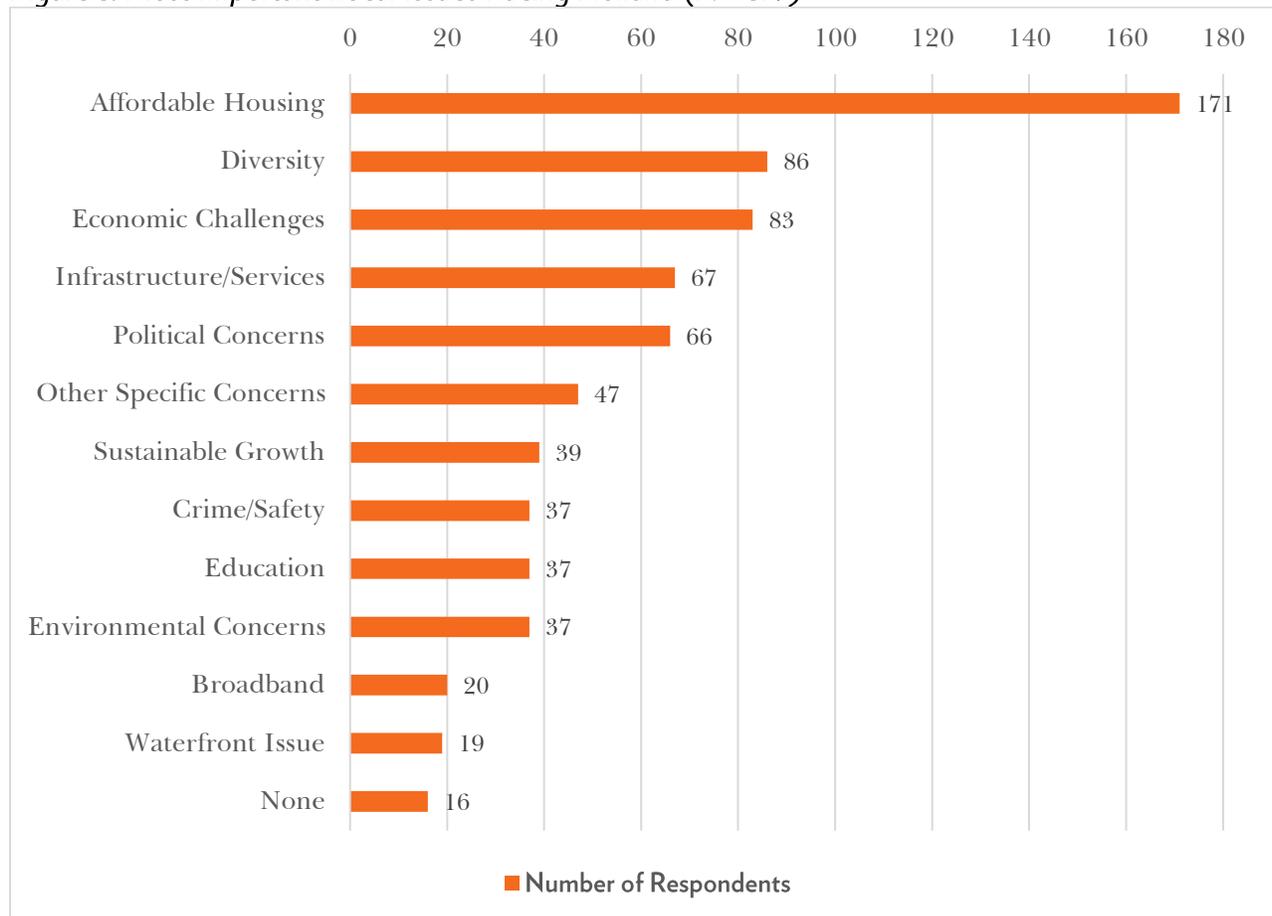
Figure 2. What Respondents would Most Change about Holland (N = 379)



Most Important Local Issues Facing Holland

Clearly, the issue that stands out most to Holland residents in 2022 is the need for affordable housing options. Additionally, attention to diversity, economic challenges, infrastructure or services, and political concerns were frequently mentioned.

Figure 3. Most Important Local Issues Facing Holland (N = 379)



Longitudinal Results

This section includes survey data from past survey administrations to make comparisons from year to year and highlight trends⁴.

City Amenities and Services over Time

- In a rating of city services and amenities, the top five changes from 2020 to 2022 are street snow removal, Holland Board of Public Works, recreation programming, the downtown, and recreational facilities, all of which are rated slightly higher in 2022.

Table 10. Rating of City Amenities and Services over Time

Quality of City Amenities & Services **	2012	2016	2020	2022
City Council	3.92	3.85	3.92	3.73
City Parks	4.52	4.55	4.48	4.62
Fire Dept. (and EMT)	4.52	4.50	4.67	4.75
Police Dept.	4.38	4.32	4.34	4.46
Recreation (programming)	4.15	--	4.11	4.30
Recreation facilities	-	4.00	4.17	4.35
Spring/Fall Curbside Cleanup	4.29	4.19	4.35	4.39
City of Holland Employees	4.21	4.14	4.27	4.39
Street Snow Removal	4.09	3.98	4.09	4.37
Animal Control	3.98	3.88	4.14	4.14
Sidewalks	3.85	3.85	4.03	4.10
Enforcement of Property Maintenance	3.81	3.88	3.80	3.80
Storm Water Drainage	3.66	3.90	4.02	4.17
Street Maintenance (potholes/sweeping)	3.55	3.62	3.80	3.88
Civic Center	-	3.03	4.28	4.32
Downtown	-	3.42 (parking)	4.48	4.66
Holland Board of Public Works	-	-	4.21	4.41

*If a cell is blank, the survey question was not asked during that year.

**1 = Very Poor, 5 = Very Good

⁴ Due to slight methodological differences across years and unique characteristics of the sample each year, slight differences over time should not be over-interpreted.

Allocation of City Resources over Time

- In comparison to 2020, respondents in 2022 report a slight decrease in devoting resources to DEI initiatives, Broadband/fiber optic, and environmental and sustainability issues.
- In comparison to 2020, respondents in 2022 report a slight increase in devoting resources to crime reduction.
- Residents continue to rate affordable housing as the area in which the City should devote more resources.

Table 11. Allocation of City Resources over Time

Areas to Dedicate Resources in Future Years**	2016	2020	2022
Affordable Housing	3.69	4.18	4.21
Broadband/Fiber optic	-	3.82	3.52
Crime Reduction	3.47	3.64	3.77
Downtown development	-	3.34	3.20
Diversity, equity, and inclusions initiatives	-	3.96	3.53
Infrastructure	3.26	3.73	3.68
Street Maintenance	3.41	3.62	3.62
Neighborhood Improvement Funds	3.18	3.86	3.70
Recreation for youth	3.47	3.92	3.81
Recreation for adults	3.19	3.53	3.53
Parks	3.23	3.62	3.58
Environmental and Sustainability issues	-	4.04	3.86
Other	3.82	4.33	4.35

*If a cell is blank, the survey question was not asked during that year.

**1 = Devote less resources, 5 = Devote more resources

Taxes and Services over Time

- In contrast to 2020, a larger percentage of respondents in 2022 indicated that they would prefer to keep the services the same, even if that means raising taxes.
- Only 10% of residents in 2022 would prefer to reduce services, compared to approximately 14% in 2020.

Table 12. Taxes and Services over Time

“Thinking about ALL the services the City of Holland provides and the taxes you pay to support those services, which of the following best describes your view? “	2012	2020	2022
I would prefer to SUBSTANTIALLY REDUCE the services I receive, if it means my taxes WILL BE LOWER	5.2%	6.9%	5.3%
I would prefer to SOMEWHAT REDUCE the services I receive, if it means my taxes STAY THE SAME	8.3%	7.0%	4.7%
I would prefer to KEEP the services as they are now, but only if my taxes STAY THE SAME	51.1%	48.3%	44.8%
I would prefer to KEEP the services as they are now, even if that means RAISING my taxes	35.4%	37.8%	45.1%

Level of Trust over Time

- Levels of trust in city entities remain high from 2016 through 2022, with slight increases over the past two years on all City of Holland entities.

Table 13. Level of Trust over Time

Current level of Trust with City of Holland Entities**	2016	2020	2022
City Council	3.65	3.82	3.72
Holland Police Department	4.26	4.17	4.32
Holland Fire Department	4.56	4.65	4.75
Holland Board of Public Works	4.01	4.15	4.36
City of Holland Municipal Employees	-	4.10	4.25

*If a cell is blank, the survey question was not asked during that year.

**1 = Distrust very much, 5 = Trust very much

Acknowledgements

We want to express appreciation to the City of Holland for its ongoing partnership with Frost Center for Data and Research at Hope College for this biennial resident survey. Thank you to the many City of Holland residents who took the time to participate in the study by responding to the telephone survey request.

In addition to Frost Center staff, we want to especially acknowledge the numerous Frost Center student employees who contributed to this project. In total, 16 Frost Center student employees contributed to the project, 12 as trained Frost Center Interviewers, who administered the telephone survey, and four as Frost Center Research Assistants, who contributed to various aspects of the project, including data analysis and reporting.

Appendices

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Appendix A: Open-ended Theme Descriptions

Table 14. Description of Themes: “What do you like most about living in the City of Holland?”

Code	Description	Example	Count
Community	Descriptions of Holland residents, tourists, and government employees and focuses on friendliness, caring, and other items related to a sense of community, such as comments about neighborhoods.	“demeanor of people and kindness”	154
Other Positive Comments	General comments appreciating either specific aspects of the City of Holland not covered by another code, usually related to opportunities provided and the size of Holland, as well as general comments praising the overall beauty and ambiance/feeling of Holland	“Small enough town to get around but big enough that it has all that I need.”	144
Amenities/Services	Specific or general mentions of amenities or services provided by the City of Holland to its residents.	“snowplowing in the winter”	116
Downtown	Descriptions of various aspects of Downtown Holland, including walkability and shops/restaurants.	“Downtown area/size”	116
Natural Environment	Specific or general mentions of aspects of the natural world in and around Holland that do not mention specific facilities, including characteristics such as weather or climate.	“The geographical aspect of the lake, and the natural beauty of the area in general.”	106
Location/Proximity	Descriptions of aspects of the geographical location of Holland (but not the natural environment), and its distance from particular points of interest. Frequently coded along with whatever the proximity is in reference to (e.g., natural environment, parks and recreation).	“Close to the lake” (coded with natural environment)	98
Parks and Recreation	Specific or general mentions of Holland Parks and Recreation facilities or related activities.	“City parks”	85
Events/Activities	Specific or general mentions of any events or activities in Holland.	“The farmers [sic] market is great”	67
Safety	Anything related to feelings of safety or services related to crime, safety, or the police.	“Safety I’ve always felt here”	54
Diversity	Anything related to diversity, inclusion, multiculturalism, or tolerance of residents of Holland.	“Accepting of all people”	29
Hope College	Anything related to the presence of Hope College in Holland.	“college and interaction”	23
Church/Religion	Comments related to churches or other aspects of religion in Holland.	“Christian heritage”	18
School Systems	Anything related to education and school systems.	“good schools”	17

Table 15. Description of Themes: “What three things would you most like to change about living in Holland?”

Code	Description	Example	Count
Infrastructure/Services	Includes responses about things respondents would like to see in regard to infrastructure or services, and also comments about existing aspects of Holland’s infrastructure or city services they would like to see improved (e.g., parking, roads, construction, city facilities, or public transportation).	“Extend broadband and internet services - make sure it gets to everyone.”	141
DEI-Related Concerns	Responses that raise some issue with the way diversity, equity, and/or inclusion are treated in the city of Holland. Concerns go in different directions.	“Inclusivity with religion, sexual orientation, race, etc.”	109
Affordable Housing	Comments related to making rented and owned housing more affordable in Holland; comments about the availability of housing for all socioeconomic levels.	“Housing should be more affordable. It would bring more people into the city.”	104
Government & Community	Comments relating to city government & community relations (including both issues with people serving in city government and concerns with how the city communicates intentions and plans, also includes general comments about local political climate)	“Could be more communication with the residents - it's okay, but it could be better.”	55
Increased Amenities	Increased events, amenities, or attractions (including both general and specific concerns and requests)	“Better access to day care or care options for kids”	48
Financial Issues	Financial or economic concerns or issues	“More resources in general for low income families.”	37
Police	Comments related to police and services performed, or general crime and safety in Holland.	“I would like for the police to be more accepting and open to concerns. Be more positive with the minorities. Treat them more equitably.”	23
School Systems	Comments related to all levels of schooling in Holland.	“Poor compensation for teachers”	26

Table 16. Description of Themes: “What do you think are the three most important local issues the City of Holland will face in the next few years?”

Code	Description	Example	Count
Affordable Housing	Comments related to making rented and owned housing more affordable in Holland or the availability of housing for all socioeconomic levels.	“Affordable housing - a lot of jobs available but it's hard to find a place to live where you work.”	171
Diversity	Diversity, equity, and/or inclusion related concerns.	“Culturally inclusive”	86
Economic Challenges	Concerns related to financial or economic challenges, including taxes, job labor filling, discussing economy of local businesses or keeping businesses open, homelessness, etc.	“Rising cost of everything”	83
Infrastructure/Services	Concerns related to city infrastructure or services	“Better transportation system for those who don't have a personal vehicle”	67
Political Concerns	General comments about political climate and specific concerns; comments about political tension	“Political differences”	66
Other Specific Concerns	Other concerns about specific aspects of Holland’s future	“Our youth needs to know how to deal with problems”	47
Sustainable Growth	Comments related to ensuring Holland is growing at a wise and sustainable rate	“Rising population”	39
Crime/Safety	Comments related to crime and safety.	“Crime”	37
Education	Comments related to education.	“Maintaining the current level of excellent school systems within the city.”	37
Environmental Concerns	Any comments related to environmental issues, including sustainability and conservation.	“Climate change, especially with the lake being right here.”	37
Broadband	Comments related to broadband project and other issues related to internet access.	“Broadband access”	20
Waterfront Issue	Concerns related to waterfront development and land swap proposal.	“Ease their way into the waterfront change”	19
None	Respondent indicated they were unsure or had no concerns.		16

Appendix B: New Survey Questions for 2022

Neighborhood Belonging

Table 17. Sense of Neighborhood Belonging (N = 356)

Mean = 4.38	Frequency	Percent
1-Strongly Disagree	6	1.7%
2-	10	2.8%
3-	40	11.2%
4-	86	24.2%
5-Strongly Agree	214	60.1%
Total	356	100.0%

Table 18. Connected to my Neighbors (N = 356)

Mean = 4.23	Frequency	Percent
1-Strongly Disagree	10	2.8%
2-	15	4.2%
3-	45	12.6%
4-	100	28.1%
5-Strongly Agree	186	52.2%
Total		

Support for Waterfront Land Swap

Table 19. Waterfront Land Swap (N = 354)

	Frequency	Percent
Yes	139	39.3%
Probably, Yes	107	30.2%
Probably, No	11	3.1%
No	21	5.9%
Don't Know/Need More Information	76	21.5%

Open-ended Responses to Waterfront Question

Table 20. Waterfront Response - Yes

We have one specific question to ask this year about "Waterfront Holland." The City and Holland Board of Public Works is working on "Waterfront Holland" to improve access to the waterfront and develop additional uses for the waterfront. Would you support a "land swap" where the old power plant [the former James DeYoung power plant] would be used for industrial uses, and the end of 8th Street on Lake Macatawa would be changed to mixed use development that includes public access and amenities? Would you say Yes, Probably Yes, Probably No, No, or Don't Know/Need more information. Please feel free to explain your response.	
1	The lake should be open to more people. There is not a lot of public access to the lake - making more of the lake available would be great and would allow tourist boats to bring more people into the city and increase tourism revenue.
2	Work on infrastructure, before water amenities (don't lose industry).
3	Good idea, be sure to provide parking.
4	Tennis court
5	Not enough!
6	That whole area needs to be connected to the water.
7	More redevelopment on the Macatawa waterfront; would like to see most of the industrial area moved off of the waterfront.
8	Would like to see the old industrial establishments repurposed.
9	The public needs more access; as long as the public is consulted and the land is open to the public.
10	Public access but not industrial development.
11	We don't need to buy any more public lake front, but a land swap would be fine.
12	Those areas are not developed. The powerplant is like a ghost town so anything to get that changed again would be great. The end of 8th street is a perfect place for multi-use (private and public). Get rid of all the garbage.
13	Having the land available for future access (especially public) is very important - it has been done successfully by many other communities.
14	The waterfront is one of the wonderful things about Holland; whatever we can do to make it something that people can use would be best.
15	That area is an eyesore for Holland.
16	There needs to be equity and more affordable housing, not condos.
17	Whenever I have free time and want to sit somewhere in peace, I go to Kollen Park. Being on the water is wonderful.
18	We don't have the attractive waterfront that other Lake Michigan communities have.
19	It would be good to reduce the industrial footprint on the waterfront. I also think it's important to maintain public access; it shouldn't be all private.
20	With qualifications. Carefully considering on how to provide full access for everybody.
21	Don't want them to knock that down and put in condos.
22	Cruise ship port
23	I'm a fan of access to the water, so yes.
24	I think it is important for the growth of the City of Holland.
25	Need more information about the amount of land swapped.
26	More public access to water would be good.
27	Need to know the cost.
28	Need to know the cost. Use the space though for something useful.
29	I support the plans they have for it and the city needs less condo development on the waterfront.

30	Losing land because big companies/individuals own the big property and can't use the property for public use.
31	Holland needs a place where people who visit can walk to the water.
32	We have a beautiful waterfront area at Kollen park, and a beautiful downtown, and if the gap between was fixed and the two were connected it would do wonders for the city.
33	If it really is public use, then yes. Not only benefitting rich people.
34	Need to know how much it costs but full support.
35	Useful because old power plant doesn't have much of a purpose. Environmentally sustainable, more jobs, tourist market.
36	It makes perfect sense to do so. Would be a huge win.
37	Don't put any factories there; make it public access and beautification is important.
38	The waterfront belongs to the people.
39	We need to get affordable housing in there or somewhere else where we would do a land-swap with.
40	Public access and amenities would be good. Many of the areas aren't accessible. Used to be able to use Lake Macatawa when I was younger, but now it's not accessible. Should have access and sidewalks.
41	It's a better use of that property (the end of 8th street). It makes sense to move the stone companies close to the other stone companies.
42	There needs to be more information about how much of the waterfront is available to the public.
43	I'd like them to continue to work on it. I would like to see all the land between the marsh and the bridge on the north side developed in a community-friendly way, but I know that involves a lot of challenges. Keep working on the lakefront.
44	That's the biggest thing that Holland lacks is public beach access.
45	Need to know the cost.
46	We need more public access for the waterfront, on the south side specifically.
47	Nice to have access to the lake, however it is going to be a BIG project (lake is swampy), needs to be develop. Yes, with caution.
48	As long as it's a fair swap.
49	Definitely; we need access to the waterfront for everyone.
50	The only thing would be that the area that they develop would be less housing and more things like restaurants and such. We need more waterfront like Kollen Park. Less million-dollar condos, more public things.
51	It is fantastic idea to add more public access.
52	Opening up that area for public access would allow more use for the people and would benefit what that area has to offer.
53	Need more places.
54	Need to know cost though.
55	That would be a very good idea. Lakeshore is mostly owned by a small rich majority. You need to drive like 10-15 to the public beach. All owned by rich small people.
56	They've been talking about this for years; I think that this would be a good use of the area instead of it just sitting there. There's also been talk of a marina there, which I think would be helpful.
57	It just sounds like a good idea. If the power plant currently isn't being used for something productive, then yes.

Table 21. Waterfront Response – Probably, Yes

We have one specific question to ask this year about “Waterfront Holland.” The City and Holland Board of Public Works is working on “Waterfront Holland” to improve access to the waterfront and develop additional uses for the waterfront. Would you support a “land swap” where the old power plant [the former James DeYoung power plant] would be used for industrial uses, and the end of 8th Street on Lake Macatawa would be changed to mixed use development that includes public access and amenities? Would you say Yes, Probably Yes, Probably No, No, or Don’t Know/Need more information. Please feel free to explain your response.	
1	I want us to stay ahead of the times but I don't want it for just the rich and famous.
2	Access to downtown would be easier.
3	It would be tough to do.
4	I would like to see Padnos gone, I have nothing against them, they do good work but their time along the waterfront is both an eyesore and grossly out of date. They don't need to be there, they can be somewhere else. They add to the pollution. The land could be used for other things like homes and recreations.
5	Probably yes, it depends how much access they give me.
6	I feel like compared to other cities, Holland's waterfront has developed differently. Compared to South Haven, they have really good access from the town itself. Want to improve accessibility to the channel and the beach. Holland has had more industry. I don't know if it's feasible.
7	Industrial-type land can still be used as industrial type-land, and other land can be used for parks or amenities.
8	We continually need more space for downtime and to destress.
9	More information needed. Public access to the waterfront is very beneficial.
10	Want more information.
11	I don't want any more industrial use downtown. I want the waterfront to be used by everyone. Focus on cleaning up the lakeshore.
12	Accessible to those in city, no new condos.
13	The ground Padnos is built on is so uncontrollable, it's terrible. They have no knowledge of what they are doing and are against. As they restrict access, we will not receive shipments.
14	Need more information.
15	It can't just be for the people who live on South Shore drive; it would have to be more inclusive of all socioeconomic levels.
16	Need to know the cost.
17	Holland is missing out on a lot by not developing. Compared to Grand Haven and others.
18	I just feel like yes, it by the water so it's nice; for the community.
19	It's lovely for them to put a Fine Art Museum.
20	If it won't affect climate change.
21	As long as it's not condos and its actually accessible.
22	I don't want to see high-income housing (e.g. condos) on the lakeshore in this scenario.
23	Need to know the cost.
24	Make sure it's publicly accessible, not industrial. Preserve the natural and keep it environmentally secured. Pro-green. It should be public and financially viable (ex: restaurants, shops, etc.).
25	Need to know the cost.
26	Not sure about the cost to us.
27	When you go to Kollen Park in the summer sometimes, it is very packed and it's hard to find a spot. It would be good to extend it so more people could access it.
28	I would like to know the cost of this. Seems like it would be useful.
29	Need to know the cost of it all. Is it worth it?
30	Not excited about the industrial use. It depends on what they're doing with it. Hope it's for people's use.

31	Need more info about public usage.
32	Tore down all the trees and can see very far but has to pay a lot of money for the fence. They ruin the habitat.
33	It will have to be explained a whole lot better than what they have put forth; we have to know what they're going to do with it.
34	Need to know the cost. I don't think we need too more industrialization.
35	I don't know much about this, but it sounds like a good idea. I would like more information.
36	I'm not exactly aware of what all barges come in and what they bring into our city, but I definitely think it would make our city look a lot better. However, I don't know what would happen to the economy if this went through.
37	Need to know the cost. It seems like it would be beneficial. Maybe too much industrial use though.

Table 22. Waterfront Response – Probably, No

We have one specific question to ask this year about “Waterfront Holland.” The City and Holland Board of Public Works is working on “Waterfront Holland” to improve access to the waterfront and develop additional uses for the waterfront. Would you support a “land swap” where the old power plant [the former James DeYoung power plant] would be used for industrial uses, and the end of 8th Street on Lake Macatawa would be changed to mixed use development that includes public access and amenities? Would you say Yes, Probably Yes, Probably No, No, or Don’t Know/Need more information. Please feel free to explain your response.	
1	Prefer they make that area of land into a park or a nice restaurant so it doesn't smell bad in that area.
2	I don't want to see more houses and condos go up, I like the way it is.
3	I would like to see the power plant developed for non-industrial uses.
4	I am concerned about what would happen at the waterfront. It is okay, but there has to be a good use so I would need to know more before.
5	Not if it is a hotel, but if it is used for other public access then yes I support a land swap.
6	Changes should be recreational not industrial. No more apartments. Need to know the cost.

Table 23. Waterfront Response – No

We have one specific question to ask this year about “Waterfront Holland.” The City and Holland Board of Public Works is working on “Waterfront Holland” to improve access to the waterfront and develop additional uses for the waterfront. Would you support a “land swap” where the old power plant [the former James DeYoung power plant] would be used for industrial uses, and the end of 8th Street on Lake Macatawa would be changed to mixed use development that includes public access and amenities? Would you say Yes, Probably Yes, Probably No, No, or Don’t Know/Need more information. Please feel free to explain your response.	
1	It's heavy industrial use already, would like to see more nature/lakefront continuation. Would like better lakefront access.
2	Increases the prices and take away space for the residents. Brings in visitors from outside of the City.
3	Absolutely no. The citizens of Holland need access to that water, not tourists coming in to use the waterfront.
4	Do not have a right. People who have a business on the waterfront should not lose their job. I doubt it will be used that much if it were implemented. Private owners need their own privacy. I also believe that you need to be careful with building.
5	There's nothing to gain.
6	I would not support expansion of industrial use; I wholly support the mixed-use conversion, but I do not support using the old power plant for industrial purposes.
7	It will probably mean more housing for rich people.
8	There needs to be open space to see the water. Too much cost.
9	There will be a big tax increase on that.
10	Lake Macatawa is so polluted. If they want to, fine. I won't support it though.
11	I don't agree because it will only benefit wealthy people.
12	If you're going to capitalize on the waterfront, don't put something industrial on the waterfront.
13	Especially if ice rink is put there, this is a bad idea.

Table 24. Waterfront Response – Don't Know/Need More Information

We have one specific question to ask this year about "Waterfront Holland." The City and Holland Board of Public Works is working on "Waterfront Holland" to improve access to the waterfront and develop additional uses for the waterfront. Would you support a "land swap" where the old power plant [the former James DeYoung power plant] would be used for industrial uses, and the end of 8th Street on Lake Macatawa would be changed to mixed use development that includes public access and amenities? Would you say Yes, Probably Yes, Probably No, No, or Don't Know/Need more information. Please feel free to explain your response.	
1	Kind of hoping the power plant area would be converted as well to public use.
2	For citizen use only.
3	Visualizing it is hard.
4	What's the cost? Will there be a cost? Will endorse it if it isn't going to cost a bunch of money.
5	I don't want to see the power plant taken down and some other commercial building there. They have to put something cool in there. The old power plant building is a beautiful building. They should have something appropriate to put in there.
6	What do they refer to as public amenities? Open for the community?
7	It is only pandering to people with lots of money. It needs to be more financially inclusive.
8	Need to know the cost.
9	Need to know what's going to be built on it.
10	It would have to be assured that it is public access for everybody; I do not want to see condos put in there.
11	Please do not have any industrial use on the waterfront! I would like the other one to have public access though.
12	Need to know the cost. How much do we need the industrial uses? We need more parks. Very key property.
13	Yes, but wants to know more.
14	Cost and area?
15	There was one time that River Avenue was under water; Mother nature is going to do what she's going to do. Be careful to how you affect the area.
16	Only if it doesn't increase our taxes.
17	Why is it the city of Holland's business when the land is owned by private industry? How can the city dictate who can swap property? I just need more information.
18	I think it should be opened up to the public; I don't think there should be any industry over there. It's bad enough with Padnos there, polluting the ground, etc.
19	They should be using that land for public access.
20	What kind of development plans would there be for the powerplant?
21	We need to take care of accessibility issues first.

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. events and activities
2. kindness in community
3. college and interaction

1. push against religious heritage
2. bar drinking culture
3. none

1. virus and pandemic
2. tension with mayor and divide politically
3. reform church in America

1. School system
2. Community support
3. The nature of Holland; its character

1. Increase low-income housing for those who need it
2. More open to people who come in

1. Low-Income Housing
2. Different cultural groups coming into the city.

1. parks

1. my neighbors
2. police department to be more fair

1. more crime
2. less housing

No Answer

1. Make the Holland Sentinel more local

No Answer

1. Community
2. You just feel like you belong
3. Has everything I want

Nothing.

Can't come up with anything.

1. Friendliness of community
2. Willingness of people to support one another in difficult times
3. Everything you need is pretty close

1. There's many close minded people that live here, not as many anymore, but is still a going issue
2. Tulip Time - keeping it going even if covid gets bad again
3. More affordable housing for families

1. Safety in schools
2. Issue of potential increase in crime
3. Healthcare/Health Insurance available for more people

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Downtown
2. Parks

NOTHING

- 1.race
2. religion
- 3.taxes

1. Location within the state
2. Downtown
3. The people and their work ethic

Resident unable to think of three changes

1. Thoughtful growth (not becoming too busy)
2. Labor to fill the job openings
3. Maintaining sense of community

1. Close to the water because I love the beach.
2. I like the activities (parade, things at Tulip Time, community days, can go to Windmill Island).
3. Farmer's market and Civic Center

1. Restaurants closing due to economy (can't be changed by Holland though)
2. I wish that public schools could be what they were back in the 1970-90s. I just feel like our schools are tanking and that the city could do something.
3. Loose bricks on the sidewalks downtown, I don't want to fall.

1. DeYoung power plant
2. maybe something about the homeless people

No Answer

No Answer

No Answer

1. Close proximity of things
2. Lack of traffic
3. Greenery

Caller couldn't think of anything

1. Universal wifi availability
2. Provision of medical services

No Answer

No Answer

No Answer

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Careful, long-term planning
2. Diversity despite living in Ottawa County and efforts to promote that
3. Walkability efforts, street snow melts downtown

1. Rental housing and low-income housing, I think it's difficult to address bad landlord issues
2. Not enough good, high quality, and accessible childcare

1. Social and Political Division
2. Affordable housing - a lot of jobs available but it's hard to find a place to live where you work
3. High quality childcare

1. Love the city

1. people in historical council

1. rising costs

1. Downtown area
2. All of the parks and trails available
3. Everything is relatively close, nice shops

1. A little bit more community involvement
2. I would like to see more opportunities for home improvement grants
3. Better police initiative, better police-community interactions

1. Affordable housing
2. Ottawa county overall - low water tables
3. Small business ownership and redefining what that means in terms of what is and isn't permitted.

1. friendly people
2. caring people

No Answer

- 1.lake properties

1. Snow melt sidewalks
2. BPW
3. Cultural events

1. Availability of housing for low-income people

1. Housing

1. Good police and fire department
2. Good hospital
3. Herrick library

1. Schools to do a better job for the students

1. Public safety
2. Crime will come over from GR

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Parks 2. Roads 3. Access to the recreational water 	<ol style="list-style-type: none"> 1. Layout of the downtown area 2. Parking downtown 3. Diversify and spread out East side of 8th street 	<ol style="list-style-type: none"> 1. Not enough houses and not very affordable 2. Ease their way into the waterfront change 3. Increase capacity for the mission
<ol style="list-style-type: none"> 1. Beauty of the City 2. Ease of getting around 3. Positive attitude of most people in Holland 	None	<ol style="list-style-type: none"> 1. Energy (specifically electric generation)
<ol style="list-style-type: none"> 1. civic center 2. market 	<ol style="list-style-type: none"> 1. too busy 2. one way streets 3.college culture 	<ol style="list-style-type: none"> 1. rental property
<ol style="list-style-type: none"> 1. Nice place to be - doing the best we can. 	No Answer	No Answer
<ol style="list-style-type: none"> 1. My neighborhood 2. The parks 3. The amenities 	<ol style="list-style-type: none"> 1. Better/more affordable housing 2. More public transportation 3. US 31 corridor beautification 	<ol style="list-style-type: none"> 1. Housing issues 2. Political climate 3. Maintaining infrastructure
<ol style="list-style-type: none"> 1. location 2. big city medicine 3. large body of water near me 	<ol style="list-style-type: none"> 1. use of plastic 2.encouragemnt for holland hospital to reestablish brain surgery support group 3. same as #2 	<ol style="list-style-type: none"> 1. political imbalance 2. sustaining a good economy 3. careful consideration of how this town grows sustainably

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. size
2. not far from big cities
3. near water

1. anti rezoning (couldnt like to see that come up again)

1. zoning

1. The people
2. Cleanliness of the town
3. Safety

1. Members of the city council
2. Green energy phanatics
3. Unsure

1. The recession that's going to occur
2. Safety in the city
3. Housing

1. Ottawa Beach
2. I love the downtown and how it's growing
3. Family friendliness

1. Expand parking and access to the beach
2. Need to remove Padnos because of the pollution
3. Sweep our sidewalks, rock debris when they snowplow

1. Fighting wokeness or woke-agenda
2. Marxism
3. Population

1. Beautiful flowers
2. Summertime concerts

Nothing

1. Affordable housing

1. Safety I've always felt here
2. They do an excellent job at keeping up the beauty of the city
3. Tulip Time

Nothing!

1. Good, healthy water
2. Keeping up everything that needs to be done
3. Unsure

1. Beauty
2. Expensive, but better than most places
3. Lived here all my life

1. Lower property taxes
2. BPW needs to get their act together
3. Let private citizens do what they need to do. Pro-business, not pro-government

1. Traffic
2. Cost of Living, but excluding affordable housing - expensive town to live in
3. Mission for Holland

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Friends
2. Water
3. Parks

1. More parks for the kids
2. Curbside cleanup
3. Not enough houses

1. Not enough space

1. Convenient
2. Active in Veterans Organizations, nice being close by
3. Quiet and peaceful, refreshing

I don't know of anything that would need to change right now

1. Voting

1. Parks
2. Atmosphere

Caller unable to produce things they would change

1. Affordable housing

1. Beautiful place and they keep it looking good
2. Closeness to water
3. Small enough town to get around but big enough that it has all that I need

1. Police policy

1. Waterfront development

1. The beauty of the town and the people
2. Hope College is such an asset to the town
3. Holland has a real sense of bringing people together, especially downtown

1. People need to drive more carefully (so many people drive through red lights here)
2. Unsure
3. Unsure

1. Diversity/Equity initiatives are too overwhelming
2. When leadership wants to be politically correct.. we need to do what's right and what's best for our community
3. The plant that closed down - what are we going to do about that in which the city benefits and not the developers?

1. Access to Hope College
2. Schools
3. Sidewalks and bike pathways

1. Affordable housing
2. More information about social services

1. Affordable housing
2. Lack of affordable housing will impact jobs in the area

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Atmosphere of downtown 2. Investment in parks and bike paths 3. Waterfront access 	<ol style="list-style-type: none"> 1. Continued re-thinking about continued downtown construction 2. Continued investment in sustainability 	<ol style="list-style-type: none"> 1. Affordable housing 2. Sustainability
<ol style="list-style-type: none"> 1. Yoga at the park 2. Farmer's market 3. Proximity to parks 	<ol style="list-style-type: none"> 1. More affordable housing 2. More parks 	<ol style="list-style-type: none"> 1. Running out of space 2. Finding jobs. 3. Affordable housing
<ol style="list-style-type: none"> 1. Summer 2. good local events/programs 3. Very walkable 	<ol style="list-style-type: none"> 1. excited for broad bank fiber 2. not sure for the other two 	<ol style="list-style-type: none"> 1. Climate change 2. adjusting to demographic change 3. economic challenges
<ol style="list-style-type: none"> 1. The community involvement activities 2. The up-to-date state of things 3. Community friendliness 	<ol style="list-style-type: none"> 1. The construction could be less 2. More activities in the civic center 3. Informing the public and asking for their opinions on various projects 	<ol style="list-style-type: none"> 1. The waterfront issue 2. Generational differences 3. Police policy issues
<ol style="list-style-type: none"> 1. Friendly Community 2. able to get around to things 3. special events held 	<ol style="list-style-type: none"> 1. sidewalk needs fixing and so do roads. every walkable place. 2. ability to have all stores handicap accessible 	<ol style="list-style-type: none"> 1. diversity 2. politics 3. crime (being aware of crime)
<ol style="list-style-type: none"> 1. Clean - no litter 2. Safe 3. Lot of community events that are inexpensive. 	<ol style="list-style-type: none"> 1. "The conservative Christian old white money that runs the city". 2. Elementary schools don't have crosswalks like downtown does. 3. Downtown is favored over other areas of Holland. 	<ol style="list-style-type: none"> 1. Diversification- gap will keep widening

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Friendly people 2. The opportunities 3. The downtown area 	<ol style="list-style-type: none"> 1. Policy of the police 2. Construction 3. Activity possibilities 	<ol style="list-style-type: none"> 1. Waterfront issues 2. Political issues 3. Construction issues
<ol style="list-style-type: none"> 1. hope college 2. what hope has to offer 3. family (Holland is very meaningful to him) 	<ol style="list-style-type: none"> 1. I would not change a thing 	<p>I don't have any idea</p>
<ol style="list-style-type: none"> 1. Christian heritage 2. Pride of ownership of property 3. Infrastructure pursuit of excellence 	<ol style="list-style-type: none"> 1. Divisive politics from the council 2. Tulip time needs to include colleges in the area - include a drumline show (include Michigan State, other big universities) Get them to the parade and maybe have the richer people of Holland donate money 3. Divisive anti-racism 	<ol style="list-style-type: none"> 1. Political divisiveness 2. Moral decay 3. Processing ideology through the council and various people involved in leadership
<ol style="list-style-type: none"> 1. next to the water 2. overall people are friendly 3. constantly making changes to beautify city 	<ol style="list-style-type: none"> 1. more affordable housing 	<p>not sure</p>
<ol style="list-style-type: none"> 1. Closeness to the lake (Lake Michigan) 2. Safety. 3. Downtown area - very well kept. 	<ol style="list-style-type: none"> 1. More cooperation with the surrounding governments. 	<ol style="list-style-type: none"> 1. Climate change 2. Housing (in particular adequacy) 3. Recreational activities.
<ol style="list-style-type: none"> 1. Downtown 2. Food 3. Friendly environment - the people's kindness, etc. 	<ol style="list-style-type: none"> 1. Parking in downtown 2. More buildings 3. No more hotels; put more activities. 	<p>No Answer</p>

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. neighbors 2. city government 3. opportunities 	<ol style="list-style-type: none"> 1. nothing 	<ol style="list-style-type: none"> 1. housing issues 2. street traffic
<ol style="list-style-type: none"> 1. Recreation 2. Senior citizens (evergreen commons) 3. My neighborhood 	<ol style="list-style-type: none"> 1. Its rather ethnically divided; would like to see that change 	<ol style="list-style-type: none"> 1. Housing 2. Infrastructure maintenance
<ol style="list-style-type: none"> 1. Parks 2. Waterfront 3. walk ability 	<ol style="list-style-type: none"> 1. more inclusive downtown 2. more affordable housing in downtown areas 	<ol style="list-style-type: none"> 1. waterfront development 2. fiber/ broadband development 3. multi dwelling units on city lots
<ol style="list-style-type: none"> 1. Climate 2. Close proximity to do things within the city/downtown 3. It's a good place 	<ol style="list-style-type: none"> 1. The cost of living 2. Prices in rent 3. 	<ol style="list-style-type: none"> 1. Rise in hoodlums/gangs - on the rise 2. Increase in crime 3. Housing issues
<ol style="list-style-type: none"> 1. College town 2. Walkable downtown 3. healthcare 	<ol style="list-style-type: none"> 1. More heated sidewalks 2. Less traffic in downtown 3. Expansion of parks in central Holland 	<ol style="list-style-type: none"> 1. Infrastructure as it continues to grow 2. Sustainability 3. Crime
<ol style="list-style-type: none"> 1. Climate 2. Facilities - library, hospital, churches 3. Places to go 	<p>I can't think of any</p>	<p>I don't know</p>

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

No Answer

1. Downtown
2. Parks
3. Living where people vacation (destination location)

1. Strong, small community
2. Convenience to a lot of things location wise, convenient to get to Grand Rapids, convenient restaurants and hospitals, whatnot
3. Pretty decent crime control

1. It's a good combination of feeling like a small town but having amenities of a larger city
2. Living near the water
3. The schools

1. Tulip time
2. Snow melt
3. The fact that we are getting an ice rink

No Answer

No Answer

1. More diversity
2. Better sidewalks
3. More neighborhood collaboration (township and city governments)
4. Joint parks plan (share resources)

1. I would like to see it be a little more inclusive particularly for other ethnicities and LGBTQ
2. I'd like them to figure out what they're doing with their roads right now

1. More support when there are issues with someone in my neighborhood in terms of enforcement and response to complaints
2. Board of public works has lost their respect because for so many years they dumped their recycling in with the trash.
3. Some people on the city council that have a conflict of interest between their employment and their voting.

1. Holland High needs help
2. Animal control with squirrels
3. Behavior of public

No Answer

No Answer

1. Finding good city employees
2. Finding resources for infrastructure improvements
3. Political pressures

1. Availability of resources for residents
2. School systems

1. Climate change
2. Dramatic differences between residents political views
3. Crime

1. Future of Holland High
2. Getting fiber

No Answer

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. close to the lake
2. downtown
3. library

1. Decision making
2. Special consideration for rich white people
3. Not enforcing code

1. Broadband access
2. Workforce issues
3. Revenue

1. Walkability
2. Library
3. Downtown

1. Less upscale development
2. More housing for ALICE people
3. More support of the local school

1. Congestion
2. Inclusion
3. Cost of living

1. big lake
2. diversity
3. demeanor of people and kindness

1. frontage on the Lake
2. more fun/summer activities
3. more community outreach

1. political strife
2. more housing issues
3. more issues in school

1. Friendly people
2. Everything is of high quality

1. Animals should come back
2. More gathering opportunities

1. Holland High

1. Secure community

1. The parking downtown
2. Homeless people having more help
3. Services for people who have difficulty getting around (don't drive or too old to access bus)

1. Racial tension
2. Those born in raised in Holland have a lot of pride and it's going to become problematic when opening up to people from diverse backgrounds

1. Sense of community
2. Lots of places to volunteer
3. Many services available

1. More inclusive

1. Fiber optic thing
2. Policing
3. Roads

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. The amount of activities in the area
2. City parks
3. Variety of restaurants and businesses

1. Inclusivity with religion, sexual orientation, race, etc.
2. More affordable housing

1. Need for more affordable housing

1. Buenas actitudes de empleados
2. Me gusta porque es limpio
3. Donde vivo es tranquilo

1. Que cambien el servicio de buses para que pasen las 24 horas

1. Poca comida

No Answer

No Answer

No Answer

No Answer

No Answer

No Answer

1. Being close to the water
2. Different parks and trails
3. Small downtown feel - local small businesses and good schools

1. Not always welcoming to new people - too tight knit - hard to break into the community
2. Downtown area has a lot of industrial things that needs to be developed into parks

1. Housing
2. Energy sustainability
3. Culturally inclusive

1. location
2. sense that it has things that are available that you would find in a larger city, but still has the atmosphere of smaller town

1. some services are a little more difficult as one ages, such as recycling container is too large.

1. dealing with growth
2. traffic
3. population change; a little more turmoil

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. City services
2. Downtown
3. The mayor

1. Would like to see more affordable housing
2. Extend broadband and internet services - make sure it gets to everyone

1. Infrastructure
2. Housing
3. Environmental issues - pollution, keeping water clean...

1. My Church community
2. Cleanliness and beauty of the city
3. Small community yet close to Grand Rapids and other places pretty easily.

1. Better access to the water. (Both Macatawa and Michigan)
2. The negative attitude toward the LGBTQ community
3. Wish the people of Michigan cared more about other people, particular in the case of women's rights.

1. Climate change
2. Possible population increases and issues due to climate change.

No Answer

No Answer

No Answer

1. Diversity
2. Peaceful
3. Having things close by to you

No Answer

No Answer

1. Good for raising kids
2. Next to the lake
3. Secure

1. More open community when it comes to diversity
2. More activities for families
3. Better access to day care or care options for kids

1. Housing crisis, hard to find a house
2. Busy, expansion

1. Clean
2. Accessible
3. Recreation activities

1. More welcoming and open to people of different races, sexual orientations, etc
2. Cheaper taxes, housing, etc

1. Affordable housing
2. Inclusion of many people
3. Problems within public schools

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Dutch culture 2. Trees 3. Water - the lakes 	<ol style="list-style-type: none"> 1. Dutch cultural influence 2. Knock off the fireworks law 3. Traffic control 	<ol style="list-style-type: none"> 1. Inflation 2. Infrastructure maintenance 3. Waterfront development
<ol style="list-style-type: none"> 1. Friendliness of people 2. Fairly easy to get around, with the exception of all the construction currently 3. There are lots of activities through Hope College 	<ol style="list-style-type: none"> 1. Need to improve availability of housing 2. Improve opinions of people of different sexes (homosexuals) 3. Unsure 	<ol style="list-style-type: none"> 1. Housing 2. Keep working on the roads 3. Recreation
<ol style="list-style-type: none"> 1. The beauty of the city 2. The upkeep 3. Opportunities available here 	<ol style="list-style-type: none"> 1. Attitudes towards other races 2. Treatment towards people that aren't Dutch should be improved 3. More people should be involved in what's going on in city council - more people should speak up 	<ol style="list-style-type: none"> 1. Violence, safety on the streets
<ol style="list-style-type: none"> 1. 4 seasons 2. community events - downtown 3. church community 	<ol style="list-style-type: none"> 1. see equitable and consistent enforcement of city codes regardless if there is a complaint 2. communication for infrastructure projects on weekly basis for residents that are adjacent to projects 	<ol style="list-style-type: none"> 1. housing conversations 2. transportation conversations with electrical vehicles 3. infrastructure
<ol style="list-style-type: none"> 1. I like that there are many different things to do like beach, shopping downtown, farming stores nearby, everything is within a 15 minute drive from me. 2. Employment is here in Holland and I really love the company I work for. 3. I do feel like most of the community is pretty friendly, some are unaccepting but, for the majority people are very kind. 	<ol style="list-style-type: none"> 1. The way that traffic is, the way drivers drive (everybody goes through red lights), and nobody ever gets pulled over. 2. I feel like there's an overabundance of some type of culture of food and stuff, I would like to see more diverse food options. 3. I would love to see mental health services and availability of health increase. 	<ol style="list-style-type: none"> 1. Fiber optic line 2. Traffic - everything being backed up, a lot of overcrowding 3. Development of downtown and the whole water front area
<ol style="list-style-type: none"> 1. Services available 2. Downtown 3. Influence of Hope College 	<ol style="list-style-type: none"> 1. Clean the waterfront better 2. Public services 3. More affordable housing 	<ol style="list-style-type: none"> 1. Public housing for the expansion 2. Affordability for the housing 3. More help for lower income families

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. Access and availability of Hope College
2. Friendly and community
3. Love the area

1. More diversity
2. More tolerance of alternative perspectives
3. More affordable housing

1. Affordable housing
2. Willingness to embrace all forms of diversity

1. Lots of opportunities here - social, cultural...
2. Location - West Michigan is a great place
3. There's always something to do!

1. More diversity
2. Affordable housing
3. Keep working on sustainability and climate issues

1. Housing
2. Making it more welcoming to a greater variety of people
3. Better transportation system for those who don't have a personal vehicle

1. I like our downtown
2. I like the relative safety of the community
3. I like the warmth of the community

1. I would like for the police to be more accepting and open to concerns. Be more positive with the minorities. Treat them more equitably.
2. Poor compensation for teachers

1. Body cameras on police
2. Affordable housing
3. Availability of employees

1. Community
2. Waterfront
3. Activities

1. Housing
2. Diversity

1. Housing
2. Diversity

1. Smaller city in comparison to hometown
2. People are nice and friendly
3. I love it here!

1. Create more housing for low-income people
2. Increase amount of jobs
3. Increase wages.

1. Size of the community - big enough to have plenty of amenities but still feels like a small city.
2. The beauty of the city and surrounding area.
3. Community

1. Better Public transportation between Holland and Grand Rapids

1. Preserving democracy
2. Housing for low-income people.

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. The size
2. Different ethnic groups
3. Employment opportunities

1. The way you can move around Holland - traffic is crazy
2. More community activities - parties & stuff like that
3. More bars

1. The growth
2. Housing demands

1. Downtown
2. Access to lakes
3. Public services

1. More diversity
2. More forward looking
3. More accessible to all people

1. Diversity
2. Accesability

1. Community
2. Walkable neighborhoods
3. Human infrastructure - leadership and variety of organizations/businesses

1. Access to housing
2. Ease of assimilation for new residents
3. A more diverse downtown

1. Housing
2. Transitioning leadership
3. Jobs - affordable wages

1. Community
2. Opportunities

1. Housing
2. Diversity

1. Good neighborhoods
2. Downtown Holland
3. Traffic patterns

Caller unable to think of anything to change about Holland

1. Keeping taxes down
2. Continuing to re-build infrastructure
3. Maintaining the qualities of streets

1. The low crime rate
2. Good schools
3. Closeness to parks

1. Affordable housing
2. More diversity
3. Healthy diets in schools

1. Schools
2. Internet broadband
3. Housing

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

No Answer

No Answer

1. Growth
2. Housing
3. Education

1. Downtown
2. Community Events
3. Cleanliness

1. Waterfront

No Answer

1. Diversity
2. Tourists - lively at certain points
3. Street performances and the organizations you can join

1. Affordable housing

1. Affordable housing

No Answer

No Answer

No Answer

1. Connectedness
2. Diverse services
3. How everyone is active and helpful

1. I want to make sure our police force is well staffed
2. Fire department should not be cut at all
3. Education should not be cut at all

1. Rising costs of everything
2. Stuff around the police department
3. Keeping a good snow removal program

1. the pace of life
2. neighborhood
3. access to culture and services

1. a greater acceptance to diversity: religious, sexual, racial
2. a renewed vigor to protect children before during and after school
3. focused attention on accessible programming for youth

1. recognizing women's rights

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Sense of community
2. cleanliness of the city
3. good people community in Holland (was better than it is now)

1. Holland is growing too fast

1. apparently the cyber question (tax breaks to new businesses?) giving taxes is unnecessary
2. people lowering rentals and the people who rent should be responsible
3. the township is facing renting out houses is a problem since due to time of rental

1. People
2. Activities
3. Beauty

1. Affordable housing

1. Affordable housing
2. Education in elementary-high school

1. Hope College
2. Downtown
3. Reformed Church

No Answer

1. Low income housing
2. Keeping a good view of prospects of the future, keep ahead of things
3. Mayor and city council

No Answer

No Answer

No Answer

1. Size of the city - large enough to have plenty of amenities but not so large as to have the problems of a large city.
2. Access to outdoor activities
3. Hope College

1. Issues with rentable and affordable housing - more specifically shortage of affordable housing and price for rentals.

1. Affordability of housing
2. Respect for people with diverse backgrounds
3. Improving the energy sustainability

1. downtown business district
2. framers market
3. culture with hope college

1. more diverse in population
2. more open to new viewpoints and religious standpoints
- 3.

1. affordable housing
- 2.
- 3.

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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<ol style="list-style-type: none"> 1. Downtown. 2. The lake. 3. The people. 	<ol style="list-style-type: none"> 1. Diversity inclusion. 2. Low-income housing. 	<p>No Answer</p>
<ol style="list-style-type: none"> 1. Proximity to the lakeshore. 2. Ease of getting permits or improvements 3. That the City is constantly trying to improve. 	<p>No Answer</p>	<ol style="list-style-type: none"> 1. Internet. 2. Lack of affordable housing
<ol style="list-style-type: none"> 1. Location 2. Diversification of things to do in the city 3. The people 	<ol style="list-style-type: none"> 1. Overpopulation 2. Road conditions 3. Parking 	<ol style="list-style-type: none"> 1. Overpopulation 2. Expensive housing 3. Keeping parks clean/safe
<ol style="list-style-type: none"> 1. Proximity to Lake Michigan 2. The weather - the four seasons we get here 3. Neighborhood 	<ol style="list-style-type: none"> 1. More/better curbside cleanup 2. Better access to Lake Macatawa for the community 	<ol style="list-style-type: none"> 1. Waterfront development 2. Long-terms parks plan
<ol style="list-style-type: none"> 1. We live downtown, closeness and convenience 2. Library 3. Services - transportation; there used to be a service at the City Hall where you could apply to get some funds/money off if you needed home improvements (roof, etc.) 	<ol style="list-style-type: none"> 1. Too many rentals, some rental people aren't taking care of their properties, slum lords, too expensive, people aren't being treated properly by their land lords 2. Traffic - blowing through stop signs, driving too fast, more patrol, dangerous for young kids 3. Police surveillance - cars are getting broken in to, would like more police protection, especially in neighborhoods; had someone parked in front of a fire hydrant, someone called in a complaint and the policewoman didn't do anything about it 	<ol style="list-style-type: none"> 1. Affordable housing, lots of companies coming in employing many people, where are these people gonna live? 2. Don't like that people can drink out on these streets downtown, looks trashy
<ol style="list-style-type: none"> 1. La gente amigable 	<ol style="list-style-type: none"> 1. Bajar los precios 	<ol style="list-style-type: none"> 1. Educacion

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Nice, clean looking city, provide a sense of neighborly-hoodness and people can feel like they belong 2. Good transportation system 3. Easy city to get around in, facilitates mobility 	<ol style="list-style-type: none"> 1. Civic Center has priced a lot of worthy companies out of business because the rent is so high; rent is too high; need to promote civic activities by making rent affordable 2. Storm water drainage system, better than before, but it still has a way to go; considering the amount of money poured in, the plan needs to be made better so they can address the issue for good 3. We don't have a public ice rink here, I would really like one 	<ol style="list-style-type: none"> 1. Affordable housing 2. Supply and demand in the community
<ol style="list-style-type: none"> 1. Diversity 2. Economic opportunities 	<ol style="list-style-type: none"> 1. More affordable housing 2. More service for immigrants 3. More equal opportunities for everyone 	<ol style="list-style-type: none"> 1. Affordable housing 2. Internet equity 3. Equity in the school system
No Answer	No Answer	No Answer
<ol style="list-style-type: none"> 1. Close to the lake 2. Tulip festival 3. Downtown 	<ol style="list-style-type: none"> 1. More safety precautions for the children - seems like no one cares 2. Fix the roads 3. Homeless people need help - rehabilitation 	<ol style="list-style-type: none"> 1. Bigger housing crisis 2. Homeless crisis 3. Affordable housing and crime
<ol style="list-style-type: none"> 1. Calm and peaceful 2. Beauty of it 3. Access of walkaways, walking dogs and exercise. 	<ol style="list-style-type: none"> 1. See more places for young adults. 2. More support for those who are really struggling with ends need/ food on the table. 3. Affordable housing. 	<ol style="list-style-type: none"> 1. Trains go by really slow, get longer and longer; goes straight through town. 2. Construction and how much more traffic we have accumulated, slowing everyone down
<ol style="list-style-type: none"> 1. feels protection 2. needed 3. just loves Holland 	<ol style="list-style-type: none"> 1. property maintenance 2. parking at Hope College 	<ol style="list-style-type: none"> 1. people running for positions in city council 2. people in volunteer positions 3.

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. Community
2. Close to the water
3. Activities to get involved

1. Affordable housing
2. Schools
3. Homelessness

1. Affordable housing
2. Schools
3. Homelessness

1. living close to the water
2. community diversity
3. Hope College

1. more affordable housing
2. fewer streets closed in summertime
- 3.

1. housing issues
2. powerplant issues
3. dealing with racial conflict

1. Everything

1. Diversity
2. Acceptance

1. Housing
2. Diversity

1. The range of activities
2. The safe communities
3. Its close position to the lake shore

1. More open to changes
2. Less emphasis on history
3. More government emphasis on what the citizens experience

1. Affordable housing
2. Gender and diversity issues
3. Dvelopment of areas

1. not a big city
2. fairly safe
3. close to the water

1. legal marijuana in Holland
2. traffic
- 3.

1. road construction

1. Being able to go to country side easily
2. The farmer's market

1. Broadband initiative
2. To be filled with more businesses
3. Better funding for schools

1. Affordable housing
2. Keeping the schools funded
3. Climate change

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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- 1.It is safe
- 2.Accepting of all people
- 3.Good accommodations for people with disabilities

- 1.More welcoming of LGBTQ people
- 2.Affordable housing
- 3.More resources in general for low income families

- 1.Low income housing
- 2.Mental health
- 3.Special needs

1. My neighbors
2. My neighborhood
3. How beautiful it is; I love Holland.

No Answer

1. Having enough money to maintain the city.
2. The streets
3. Continuing to have quality volunteers and employees of the city.

1. Downtown and the amenities there.
2. School availability..
3. Lake Michigan beaches.

1. The waterfront could be a lot more attractive (Lake Macatawa).

1. Keeping the public school system high quality and well funded.
2. Keeping housing available and affordable.
3. Community policing and police-community interactions.

1. Living near my place of work.
2. Downtown.
3. The aquatic center.

1. More affordable housing.
2. Less on-street overnight parking.

1. Affordable housing.

1. Convenience
2. Friendliness
3. Opportunities

1. Crime

1. Color diversity(between people)
2. Financial diversity
3. LGBTQ diversity

1. The location
2. All of my needs can be met here

No Answer

No Answer

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. The environment 2. It's a smaller town 	<ol style="list-style-type: none"> 1. Could be more communication with the residents - it's okay, but it could be better 2. Some improvements with new structures/infrastructures could be made 	<ol style="list-style-type: none"> 1. Policies 2. Social issues 3. Infrastructure
<ol style="list-style-type: none"> 1. Being connected to Hope College 2. I like being close to the beach 3. I like the weather 	<ol style="list-style-type: none"> 1. More people of color employed Downtown 2. Better representation in City Council 3. More welcoming political environment 	<ol style="list-style-type: none"> 1. Affordable housing 2. Downtown development 3. We need to work at increasing acceptance of minorities.
<ol style="list-style-type: none"> 1. Proximity to the beach 2. Proximity to family 3. Downtown 	<ol style="list-style-type: none"> 1. More equitably fun schools - particularly public schools 2. More diversity in terms of local representation 3. Improved and increased childcare options 	<ol style="list-style-type: none"> 1. Whether or not to accept refugees - and how many 2. Public vs charter schools and where the funding should go for those 3. Abortion
<ol style="list-style-type: none"> 1. quality of physical environment 2. investments in neighborhood 3. 	<ol style="list-style-type: none"> 1. diversity issues 2. affordable housing 3. public schools 	<ol style="list-style-type: none"> 1. infrastructure 2. broadband 3. ongoing public schools decline
<ol style="list-style-type: none"> 1. Its grown enough that it has all the things I need, without having to go to a bigger city. Don't have to drive far. Thus, perfect size; availability of everything one needs without being too big. 2. It's near the water. 3. Relatively low crime area. 	<ol style="list-style-type: none"> 1. Lower the cost of living in Holland. 2. Feel Holland is becoming more liberal than what it was in the past, and in a bad way. The values have changed negatively. 3. The Holland Sentinel; its no longer local and it's being distorted. Not reflective of the city of Holland anymore. 	<ol style="list-style-type: none"> 1. Unrestrained growth.
<ol style="list-style-type: none"> 1. Location of stores compared to where I live. 2. The churches. 3. The parks. 	<ol style="list-style-type: none"> 1. The noise level of the factories behind my house. 	<p>No Answer</p>

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. How many parks and different variations 2. being close to the Lake 3. downtown area 	<ol style="list-style-type: none"> 1. fixed roads 2. kollen park improvements 3. south shore neighborhood and more of a community aspect with social classes 	<ol style="list-style-type: none"> 1. fiber optic going well 2. fixing and speed of roads bring fixed all the way 3. improvements outside of downtown
<ol style="list-style-type: none"> 1. Good place to raise children 2. Being close to the beach 3. Having my family and friends around 	<ol style="list-style-type: none"> 1. Affordable healthcare to under-privileged communities 2. Provide transportation for homeless people from the emergency room/hospital back to a safe place in the city so they don't have to walk and put themselves in danger 3. Get the Max bus up and running for people 	<ol style="list-style-type: none"> 1. Massive recession is going to hit because people are going to leave 2. Businesses being closed down
<ol style="list-style-type: none"> 1. The parks and natural resources - lakes 2. The programs like the ones at Hope College 3. Opportunities for senior citizens 	<ol style="list-style-type: none"> 1. Improve downtown area by the lake (by where the powerplant is) 	<ol style="list-style-type: none"> 1. Affordable housing 2. Improving diversity
<ol style="list-style-type: none"> 1. Walking downtown 2. Farmer's market 3. Parks 	<ol style="list-style-type: none"> 1. Racial profiling by the police 2. Affordable housing 	<ol style="list-style-type: none"> 1. Diversity inclusion 2. Housing 3. Fair voting processes
<ol style="list-style-type: none"> 1. I like being close to Lake Michigan 2. I enjoy the downtown activities that they do like street performers 3. Proximity to other bigger cities or regions (like Chicago or Grand Rapids), good geographical location 	<ol style="list-style-type: none"> 1. More community engagement events focused on diversity, equity, and inclusion 2. More free or inexpensive events at the Civic Center, more grant-funded things 3. Cruise ship port downtown 	<ol style="list-style-type: none"> 1. Housing 2. Social issues regarding what's happening north in our county (defunding libraries for example)
<ol style="list-style-type: none"> 1. The community 2. The town is beautiful 3. The beach 	<ol style="list-style-type: none"> 1. The one-way roads downtown 2. The traffic at Holland Beach - if there was a way to make that better during the summer that would be great 3. The DNR officers are way too strict 	<p>No Answer</p>

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Downtown area
2. Public parks
3. Community events

1. More affordable housing & services for the poor
3. More reliable and frequent public transportation options
3. Youth programs for kids

1. Affordable housing & housing insecurity
2. Food insecurity
3. Diversity inclusion topics

1. I feel that it's a safe city
2. We are connected with friends and church

No Answer

1. Affordable housing
2. Safety is going to continue to be an issue

1. Lake Michigan
2. Good community

1. The way they distribute information
2. Holland public schools need attention

1. Crime
2. Keeping citizens happy
3. Maintain standard of living within the community

1. The police force
2. The parks
3. The safety

No Answer

1. Safety
2. Courts need to be more strict when making decisions
3. Need to do something with traffic

1. The availability of the stores that I need.
2. The availability of the services of the BPW

1. Need more housing.

1. All of the technological challenges
2. The availability of the police depart
3. and the fire department

1. Beach
2. Trails
3. People - for the part

1. More night life
2. Stays open 24/7
3. Scooters from Grand Rapids - downtown transportation

1. Affordable housing
2. Schools

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Christian atmosphere
2. Cleanliness of the town
3. Supplying anything I need as far as purchasing things and medical help

Nothing

1. Climate change

1. Cleanliness
2. Parks
3. Children's programs and recreation

1. Lower taxes and keep services the same
2. Ready to serve (on water and gas bills)

1. Affordable housing
2. Lack of respect for the community

1. Downtown area
2. Local community events
3. Restaurants

1. Affordable housing

1. Affordable housing

1. The parks
2. The aquatic center
3. Downtown

1. More housing for lower-income people
2. The bus services should be improved

1. Housing

1. Like my location, central park location (close for the kids)
2. quiet neighborhood
3. all family is here

1. more affordable housing
2. being equitable

1. affordable housing

1. Peaceful
2. Good school system
3. Good environment- very "homey"

1. Traffic
2. Public transportation
3. More interaction amongst different social classes

1. More jobs for people with livable wage
2. Lower cost of housing

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. Clean city

1. More friendly and more talkative

1. Traffic, police are not using enough radar (loud vehicles)

1. Access to downtown
2. Sports that they offer to the youth in Holland - there's a wide range of sports
3. Education system is pretty good here

1. More inclusion

1. Transportation - we have a limited accessibility to transportation

1. Transit system
2. Some traffic

1. Sewage plant

1. Better road repair
2. Affordable housing

1. Parks
2. Proximity to the lakes
3. Availability of fresh local produce

1. Inclusivity
2. Racial diveritfication
3. Accessibility

1. Affordable housing
2. Inclusivity
3. Racial profiling and discrimination

1. Safety
2. Convenience
3. Beauty

1. Rich People don't get the final say
2. more affordable housing for people who make under \$30,000

1. Affordable housing
2. Race relations
3. Safety (public)

1. wildlife
2. friendly environment

No Answer

1. homelessness
2. crime
3. education

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Underlying Dutch culture & Tulip festival 2. Amount of fiscal resources around the lake 3. Available amount of religious resources 	<ol style="list-style-type: none"> 1. Customer service at the board of public works 2. Additional recreational resources - bike, kayak 3. Higher level of infrastructure around 16th street - additional lighting 	<ol style="list-style-type: none"> 1. Additional resources for communities in need 2. Making sure that there is additional resources around safety for the water
<ol style="list-style-type: none"> 1. Beauty 2. People 3. Protection 	<ol style="list-style-type: none"> 1. Easier access to debris pick-up (branches, leaves, shrubbery in substantial amounts) 	<ol style="list-style-type: none"> 1. Public Schooling 2. Health concerns (pandemic related issues)
<ol style="list-style-type: none"> 1. Pretty and pleasant 2. Reasonability friendly 3. Low in crime and high in services 	<ol style="list-style-type: none"> 1. Add more affordable housing 2. Need more sensitivity about lower incomes (specifically housing related) 	<ol style="list-style-type: none"> 1. Affordable housing 2. Affordable daycare 3. Public transportation
<ol style="list-style-type: none"> 1. Safety 2. Beauty 3. Friendly 	<p>Nothing</p>	<ol style="list-style-type: none"> 1. Affordable housing
<ol style="list-style-type: none"> 1. Size of town 2. able to walk around 3. feel safe 	<ol style="list-style-type: none"> 1. city inspectors to be more actively involved in citing landlords 	<ol style="list-style-type: none"> 1. climate change 2. elected officials who don't meet needs of the people
<ol style="list-style-type: none"> 1. Well taken care of 2. Great shopping 3. Evergreen commons 	<p>Nothing</p>	<p>No Answer</p>

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. People in Holland are more friendly than anywhere else 2. Lake life 3. Holland symphony 	<ol style="list-style-type: none"> 1. Be more open to people with other opinions 2. Affordable housing 3. Everyone is being polarized - NOT GOOD IN THE LONG TERM 	<ol style="list-style-type: none"> 1. Inflation is going to be a major problem with running the city 2. STAY WITHIN THE BUDGET - CUT BACK - THE PEOPLE IN GOVERNMENT ARE GOOD AT SIGNING THE BACK OF CHECKS BUT NOT THE FRONT 3. Affordable housing
<ol style="list-style-type: none"> 1. Parks 2. clean streets 3. aquatic center 	<ol style="list-style-type: none"> 1. more low income housing 2. more diversity with population 3. religion out of politics 	<ol style="list-style-type: none"> 1. affordable housing 2. acceptance of diversity 3. possible recession
<ol style="list-style-type: none"> 1. Family 2. Church 3. Parks and scenery is wonderful 	<p>No Answer</p>	<ol style="list-style-type: none"> 1. Housing situation- no affordable housing. Plenty of new homes and condos but not at a price people can live in
<ol style="list-style-type: none"> 1. Water 3. Activities 	<ol style="list-style-type: none"> 1. This survey has NO USE because it doesn't let the people explain why they rate certain things a certain way 2. Becoming WAYY TOO LIBERAL 3. The liberals are bashing Christians BUT THE CHRISTIANS AREN'T BASHING THE LIBERALS!!! 	<ol style="list-style-type: none"> 1. TOO LIBERAL 2. The liberals are bashing Christians BUT THE CHRISTIANS AREN'T BASHING THE LIBERALS!!! 3. Unfair treatment
<ol style="list-style-type: none"> 1. Parks 2. Beaches 3. High morality 	<ol style="list-style-type: none"> 1. ELIMINATION OF DEI 2. STOP the drag queens from coming into the libraries to do story time 3. City council 	<ol style="list-style-type: none"> 1. DEI 2. City council
<ol style="list-style-type: none"> 1. Available housing 2. Safety 3. Lovely community 	<p>No Answer</p>	<p>No Answer</p>

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. Cleanliness
2. People
3. Culture

1. DEI INITIATIVES
2. City council
3. School boards

1. DEI INITIATIVES
2. RELIGIOUS LIBERTY
3. FORCING LGBTQ ON THE COMMUNITY

1. Beaches
2. Close proximity
3. Friendliness

1. DEI INITIATIVES
2. Affordable housing
3. City council

1. Affordable housing
2. DEI Initiatives

1. Lake Michigan
2. Family oriented
3. Not high in crime

1. DEI Initiatives
2. Affordable housing
3. Too many liberals

1. SCHOOLS AND WHAT THEY ARE TEACHING
2. DEI Initiatives
3. LIBERALS ARE BASHING THE CHRISTIANS BUT THE CHRISTIANS AREN'T BASHING THE LIBERALS

1. The people.
2. The Downtown area.
3. The natural resources in the area (e.g. lakes, beaches, etc.)

1. A little more push for diversity - there has been some recently, but need a little more.
2. Better parking downtown.
3. Heated sidewalks more throughout the city.

1. Local elections, bills being passed (state and city level). Political things in general.

1. Convenience

1. More accepting of people and their situations
2. More openness

1. No answer

1. Family history
2. belonging

1. racial diversity

1. election discourse
2. economy nationally depending on recession

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Atmosphere of communities 2. Proximity to the lake 3. Stores 	<ol style="list-style-type: none"> 1. Diversity 	<p>No Answer</p>
<ol style="list-style-type: none"> 1. Easy access of services; I can walk downtown, dental and medical are close by. 2. Hope College, and all its related programs. 3. The parks. 	<ol style="list-style-type: none"> 1. More diversity. 2. More attention could be paid to road maintenance; there's been a lot of orange cones. We need to keep track of the infrastructure. 	<p>No Answer</p>
<ol style="list-style-type: none"> 1. Proximity to downtown 2. Waterfront 3. Downtown sidewalks 	<ol style="list-style-type: none"> 1. Mayor 2. Kayak launches need to be improved 3. New walkway/ repairs to walkway at Kollen park 	<ol style="list-style-type: none"> 1. Gender clarity 2. Education quality 3. Quality Leadership
<ol style="list-style-type: none"> 1. Services offered 2. downtown 3. cleanliness 	<ol style="list-style-type: none"> 1. wish center marking on 32nd street to be push further north 	<ol style="list-style-type: none"> 1. powerplant area
<ol style="list-style-type: none"> 1. The environment. 2. The natural areas available. 3. The lake. 	<ol style="list-style-type: none"> 1. That it would be more diverse 	<ol style="list-style-type: none"> 1. Maintaining sustainable energy 2. Continuing environmental improvement projects 3. Increasing diversity.
<ol style="list-style-type: none"> 1. Sense of community. 2. Conservative values. 3. Religious founding. 	<ol style="list-style-type: none"> 1. Greater high-speed internet access (e.g. the broadband that just passed). 2. More access to the bodies of water (Lake Macatawa and Lake Michigan) 	<ol style="list-style-type: none"> 1. What to do with the old power plant and whether to keep Padnos on the lakefront. 2. If the downtown area will be extended 3. Lake Macatawa will need to be cleaned up in some way.

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

No Answer

1. I can walk everywhere, walkability
2. Downtown
3. Parks

1. Its beautiful
2. Well ordered and sensibly-led
3. Hope that it stays this way

I just like living here

1. I like the way the parks are kept up
2. I like downtown
3. I think it's a nice place to live

1. Peaceful
2. Farmer's market
3. Great place to raise a family

No Answer

1. Bus service, make it better
2. Affordable housing

1. Increased tolerance of diversity
2. Continuation of many excellent non-profit agencies that work for the welfare of the community

Nothing

1. Traffic
2. I think more activities for the people that live here

1. Discrimination in law enforcement
2. The potholes

No Answer

1. Affordable housing
2. Broadband

1. More diversity
2. Work to provide low-cost housing for working families

No Answer

1. Mayor
2. Police funding
3. Downtown issues

1. Employment

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Feeling safe
2. Clean city
3. The atmosphere

1. Affordable housing

1. Housing shortage
2. Inflation

1. Bicycle access
2. Safety
3. Easily accessible services

1. More welcoming to minorities
2. Affordable housing

1. Climate change
2. Usage of electricity

1. Quality of life
2. Cost of living
3. Natural resources

1. More inclusivity (open to everyone's opinion, embrace diversity)

1. Housing
2. Infrastructure
3. Diversity

1. Friendly environment
2. Downtown area and size
3. Amount of churches around

1. DEI Initiatives
2. Too many liberals
3. City council

1. Affordable housing
2. DEI Initiatives
3. City council & too liberal

1. I think they are a very progressive community that has done well with maintaining and making things better.
2. I think the people that run (Mayor and City Council) are thoughtful, reasonable people.
3. I think the city parks and recreation facilities are good.

I think overall everything is pretty good and I also love having Hope College here!

1. Housing situation (lots of jobs but no workers so make a way to get the workers in)
2. LGBTQ+ community (they have made progress there but there will be something to continue to work on)
3. Maintaining all the current facilities

1. Parks
2. I enjoy the civic center
3. Downtown area and development

1. Businesses shouldn't be put in places that don't include all social classes

1. Sustaining and environmentally friendly ways to produce things
2. Affordable housing & population rising
3. DEI Initiatives

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. The people
2. The downtown area
3. The recreational and public land

1. Sidewalks

1. Affordable housing
2. Diversity, Equity, and Inclusion
3. Infrastructure buildings

1. Easy to get around
2. Nice downtown area
3. Lake Michigan proximity

1. DEI Initiatives
2. Parking
3. Too many liberals

1. Affordable housing & parking & traffic with rising population
2. DEI Initiatives
3. City council

1. The downtown area.
2. Family orn care
3. Faith

1. affordable housing
2. diversity
3. supporting public schools

1. affordable housing
2. diversity

1. NEIGHBORHOOD
2. Shopping
3. Availability of sports and recreation

1. More fairness to the disadvantage
2. Homeless to be taken care of

1. Affordable housing
2. Openess about diversity

No Answer

No Answer

No Answer

1. the beautiful, beautiful parks
2. music
3. libraries

1. Downtown holland traffic

1. growth: has to be worked out so City planners can plan (not all crowded).
2. city hygeine

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Mainly safe; they keep the corners lit

No Answer

1. monitoring growth; the city keeps growing.

1. neighborhoods
2. attempts at diversity

1. plan road work improvements better

1. affordable housing

1. Level of services, ex: emergency, road maintenance
2. Good experiences with City employees
3. City is clean

1. Increased tolerance and diversity
2. Affordable Housing
3. More Attention on Gun Control and Mental Health

1. Accept a great level of diversity
2. Equal opportunity: Education
3. More opportunity for women

1. Tulip time
2. Close to the beach
3. Safety and good schooling

1. Constructions are done with time in between
2. Add more events for different cultures

1. Representation

1. Safety
2. services available (medical care)
3. location

1. minds to open up more / shouldn't be old/closed Holland as before
2. broadband
3. street repair (sidewalks)

1. Housing
2. education (public schools)
3. being a welcoming community

1. neighborhood
2. church
3. apartment

1. the speeders
2. the traffic
3. no regulation on speeding/vehicles -> out of control

1. Holland needs and improvement in culture

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Its a small community with a large feel. 2. The BPW and what they do. 3. How the city strives to connect; they try to do things with festivals etc. (e.g. international festival) 	<ol style="list-style-type: none"> 1. That the city would convert a vacant school into a park and not sell it. Such as a dog park. 	<ol style="list-style-type: none"> 1. Public education 2. Job expansion 3. Tax increases.
<ol style="list-style-type: none"> 1. The people 2. the closeness to the lake 3. the cleanliness of the city 	<ol style="list-style-type: none"> 1. the political atmosphere/bickering 2. waiting for my street to finally settling down (construction) 3. traffic/speeding 	<ol style="list-style-type: none"> 1. Traffic 2. political discourse 3. find ways to expand the school systems (because currently they are landlocked)
<ol style="list-style-type: none"> 1. The people in Holland. 2. Hope College. 3. Downtown. 	<ol style="list-style-type: none"> 1. The city needs to have more places that people can go to exercise and such for free (gyms, pools, etc.) I don't think one pool is enough. 	<ol style="list-style-type: none"> 1. Local businesses; there will be a lot more bigger chains coming in, threatening local businesses.
<ol style="list-style-type: none"> 1. The convenience of all the stores 2. snowplowing in the winter 3. Electric stuff (never had an electric problem) 	<ol style="list-style-type: none"> 1. We need a light 33rd and Washington street 	<ol style="list-style-type: none"> 1. the waterfront development (that's a good idea) 2. keeping downtown stores open (full of business) 3. maintenance of the city (board of public works)
<ol style="list-style-type: none"> 1. Walkability; accessibility to everything. 2. The size; its a small town with lots of opportunities. Very strong sense of community. 3. Hope College; there are always cultural things to participate in and it brings in intellectuals, artists, etc. It makes the town feel much larger than it actually is; its a very good thing. 	<ol style="list-style-type: none"> 1. Affordable housing 2. Cost of living; its becoming a place where some people cannot afford to live. 3. Density; I would like to increase the population density downtown; there are lots of vacant lots, and walkable services in the central city. More people need to be close to these resources. Also basic grocery store within walkable limits of the central city. Less upscale downtown, more things that people use for their livelihoods. The city should also be having more minority buy-in downtown. 	<ol style="list-style-type: none"> 1. Housing 2. Working more towards diversity. 3. Every organization is going to have to deal with two political camps that don't see eye to eye; politics is going to be an issue. Holland is far more left leaning than the county that it resides in, and that could create problems.
<ol style="list-style-type: none"> 1. Proximity to the lakeshore. 2. Diversity of the population. 3. Diversity of commerce that the diverse population provides. 	<ol style="list-style-type: none"> 1. Make it easier for the people who work in Holland to live in Holland. 2. Wish there were more community/cultural events. We have the Dutch, we have the Hispanic, but there are other ethnic groups here that need celebrated. 3. Have more restaurants and music venues that reflect the diversity of the city. 	<ol style="list-style-type: none"> 1. Affordable housing. 2. Our evolution towards being a more welcoming community as far as minorities go (LGBTQ, other ethnic groups).

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Proximity to Lake Macatawa. 2. The downtown area. 	<ol style="list-style-type: none"> 1. Make it more walkable in any way possible. 2. More alternatives for public transportation besides only the MAX bus. Such as public transportation that would take one to different cities. 	<ol style="list-style-type: none"> 1. Far-right Christian extremists taking over the City Council; separation of church and state. 2. Housing; there will be little multi-family housing availability.
<ol style="list-style-type: none"> 1.The lake 2.The diverse cultures 3.Easy to walk around 	<ol style="list-style-type: none"> 1.Wish it was more inclusive to the LGBTQ+ community 2.Wish there was less separation between cultural groups 3. Maybe less construction 	<ol style="list-style-type: none"> 1.Climate issues with lake levels rising 2.Diversity and inclusion 3.Political differences
<ol style="list-style-type: none"> 1. The beaches 2. The venues downtown - the appeal of those 3. The jobs available 	<ol style="list-style-type: none"> 1. Sustainability issues - should be more initiatives 2. The roads 	<p>No Answer</p>
<p>No Answer</p>	<p>No Answer</p>	<p>No Answer</p>
<ol style="list-style-type: none"> 1. Affordable housing 2. Neighbors are very friendly 3. Parks are very nice + the walkability from the city to the lakes 	<ol style="list-style-type: none"> 1. Better enforcement of property maintenance 2. Unfunctional cars on properties/lawns + hoarding 3. Crime reduction 	<p>No Answer</p>
<ol style="list-style-type: none"> 1.Clean and safe 2.The traffic is not bad 3.Everyone knows each other 	<ol style="list-style-type: none"> 1. More events 2.More newsletters 3.More community adult education 	<ol style="list-style-type: none"> 1.More economic division 2.People not connecting with each other in events

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ul style="list-style-type: none"> 1. Attitude of people 2. Cleanliness 	<ul style="list-style-type: none"> 1. Finish road construction 2. More shopping downtown (more inclusive shopping) 	<p>No Answer</p>
<ul style="list-style-type: none"> 1. Park and recreations 2. Tulip time 3. Good mayor and city government 	<ul style="list-style-type: none"> 1. Affordable housing x3 	<ul style="list-style-type: none"> 1. Affordable housing 2. Green energy 3. Climate change
<ul style="list-style-type: none"> 1. It's quiet 2. Clean for the most part 3. Feels homey because used to it, been living here a long time 	<ul style="list-style-type: none"> 1. The congestion: In the afternoon it gets congested on the highway and downtown 2. Add a 2nd bridge 	<ul style="list-style-type: none"> 1. More diverse 2. Getting more community involvement 3. More crime
<ul style="list-style-type: none"> 1. Water proximity 2. People/community 3. Parks 	<ul style="list-style-type: none"> 1. DEI Initiatives 2. City council 3. Too many liberals 	<ul style="list-style-type: none"> 1. Affordable housing 2. DEI Initiatives 3. Liberals are slamming the Christians but the Christians aren't slamming the liberals, liberals need to stop
<ul style="list-style-type: none"> 1. Resources for retired people 2. Cultural and benefits of living in a place where there's a cultural college 3. Downtown area: heated sidewalks 	<ul style="list-style-type: none"> 1. Shorter February 	<ul style="list-style-type: none"> 1. Managing traffic 2. Maintaining smaller town atmosphere 3. Having enough space and affordable houses for the new people
<ul style="list-style-type: none"> 1. The size of Holland 2. Close to natural resources such as the lake 3. Opportunity for jobs 	<ul style="list-style-type: none"> 1. Affordable housing 	<ul style="list-style-type: none"> 1. Sustainability - Energy 2. Affordable housing 3. Lack of employees

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. walk ability
2. local businesses
3. the parks

1. more affordable housing
2. better initiatives for diversity
3. expanding snow melt

1. limits on housing
2. rolling out new broadband/fiber
- 3.

1. Proximity to the lake
2. Community
3. Opportunities in jobs

1. Affordable housing
2. DEI Initiatives - No
3. City council

1. Affordable housing
2. DEI Initiatives
3. City council

1. Services
2. Good place to bring kids
3. Open to different types of people

1. Housing developments
2. Street maintenance
3. More diversity

1. Broadband is very important

1. known as tourist sort of town
2. parks
3. climate of political views

1. leadership of Holland recently
2. better communication in city
3. better plans for implementation

1. everyone facing higher cost of living

1. Downtown Holland
2. The beaches
3. the weather

1. More equality
2. The roads
3. Cleaning the environment/sustainability

1. Neighborhoods and parks being dirtier
2. Diversity issues; more diversity
3. Road quality; bad

1. Attitudes are improving - More inclusive
2. Well kept
3. Utilities are very reliable

1. Please clean up after the storms more
2. People are too quick to insist that their way is the only way

1. Sustainability
2. Acceptance of divergent thought
3. Maintaining their level of public service

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Tulip time - community
2. Downtown street performer series
3. Downtown area in general

1. More accessible parking options for visitors downtown
2. More environmentally sustainable

1. Affordable housing
2. DEI Initiatives - too much
3. Potentially rising crime rates

1. The parks
2. Small town feel
3. proximity to the lake shore

1. Broad band initiative
2. Affordable housing -> ppl who work here can afford to live her
3. equity and inclusion for all of our neighbors

1. Supporting the changing labor market
2. providing housing for workers
3. adapting to social issue changes

- 1.It's quiet
- 2.Walkable
- 3.Close to lake

1. Increase accessibility to low income families
2. More paid expenses to library services
- 3.Take further steps towards adding services like mental health awareness or crisis handling without police

- 1.Housing
- 2.Dealing with gentrification
- 3.Millage voting

1. The community; there's a lot of things to do and its a nice community to live in.
2. Resources available as far as stores, etc.
3. The summers here

1. More affordable housing.

1. Affordable housing.
2. Parking.

No Answer

No Answer

No Answer

1. The people.
2. The convenience.
3. The general feeling of the city and of the area; you feel like you belong.

1. More affordable housing.

1. Affordable housing.
2. Energy conservation and energy development.

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. The people (People get along really well here)
2. Downtown
3. The feel of the town

1. Housing issue - Many of my friends have issues finding affordable housing here
2. Has friends that are homosexual and they don't feel necessarily comfortable living here
3. Need to work on more diversity

1. Housing
2. The streets - traffic is getting very bad because the town is getting bigger
3. Diversity issues

1. Beautiful city: parks
2. Downtown
3. Clean city

1. Housing
2. Parking downtown
3. Address Senior needs more

1. Population growth & housing
2. Commuting
3. Police department should work with the community more to help keep the crimes down; it's not heavy crimes around here, it's just always something to keep working on

1. Convenience of shopping and recreation
2. Lakeshore
3. Feeling safe

1. Additional resources put into Holland public school

1. Safety of the residents
2. Environmental issues

- 1) Recreation for children is really good here
- 2) The feeling of family here
- 3) Availability of services

- 1) Change Comcast - we can only get Comcast in the city for TV and wifi - that was a very poor decision on Holland's part
- 2) Need to work more on the roads than sending the sidewalk plow through during the wintertime, lives down by the hospital and her road isn't plowed until noon after a bad storm, would like that to be better
- 3) Should spend more time doing stuff in the city instead of planting trees and stuff like that, there's other places they can be spending their resources and time to doing and fixing

- 1) Letting houses be rented out (like a B&B but not exactly that) is a problem
- 2) Low income housing - there's enough of that here already, don't need to put more resources into it
- 3) Most smaller cities in the area have pickup several times a year for things like furniture or junk, the city will come through and pick up once every two or three months. For some reason, Holland doesn't have that. It would be great to have that service.

1. low crime
2. Diversity
3. emphasis on religion

1. more shopping centers
2. more charter schools
3. more variety of choosing services

1. higher taxes

1. I like that we are on the lake
2. Downtown is nice

1. Disparity between the rich and poor class
2. More funding towards kid's activities to keep them off crime
3. Potholes

1. Disparity between social classes
2. Private schools vs. public schools

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. Access to the beach
2. Easy walkability
3. Diverse community

1. A stronger school system with more people involved

1. Diversity
2. Affordable housing

1. Downtown
2. Lake Michigan
3. The people

1. Finish construction on the highway
2. Have more organized sports for kids

1. Identity politics

1. Pleasant city to live in
2. Safety is good - I feel safe here
3. The people are nice

1. It's getting to be so much busier around here, so much more traffic now

1. More housing for the growth of the city
2. Inflation

1. The low crime rate.
2. The quietness.
3. How close it is to Grand Rapids.

1. We need more diversity.
2. Bring in different entertainers to different venues; we need to step it up a notch.
3. More diversity in the police department.

1. Housing.
2. Taxes.
3. Crime.

No Answer

No Answer

No Answer

1. Lake Michigan
2. Neighbors
3. Downtown

1. Homelessness

1. Homelessness
2. Less Construction
3. Too much Traffic

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. JOB OPPORTUNITIES
2. ACCESS TO AMMENITIES
3. DIVERSITY

1. ROADS
2. MORE AMMENITIES FOR ADULTS
- 3.

1. HOMELESS RATES GOING UP
2. POPULATION GROWTH
3. LESS WORK

1. People/community
2. Proximity to the water
3. Opportunities

1. Affordable housing
2. City council
3. DEI

1. Affordable housing
2. DEI
3. Too many people coming in and not enough housing

1. The people are nice
2. Everything is pretty close by, great location
3. Not a lot of crime, it's a decent place to be

1. Sidewalks are pretty deteriorated - can be fixed
2. Housing should be more affordable, it would bring more people into the city

1. Jobs - Political involvement within what jobs we are getting, that would help the economy here too as well
2. Affordable housing

1. The beach.
2. The summers.
3. My neighborhood.

1. Public school system; I like the public school system, my kids go there, but the school needs more assistance. (Holland Public).

1. Need for affordable housing; there seems to be a lot of people moving here.
2. Need for workers.

1. Safety

1. More diversity in race, religion, etc.

1. Environment issues
2. Beach cleanup

1. The conservative nature of peoples opinions
2. Acceptance of different religions and cultures
3. It's not as busy as Detroit (Where I used to live), but it's getting there

1. Traffic - the construction that's going on is making it very difficult for people to get around

1. Housing
2. Traffic control
3. Police

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Warmness of the people 2. Beautiful well kept city 3. Ease with getting to places 	<p>Don't know</p>	<ol style="list-style-type: none"> 1. Respect and honor police forces 2. Ease on the road
<ol style="list-style-type: none"> 1. The city downtown. 2. The selection of restaurants. 3. Hope college and all its associated activities. 	<ol style="list-style-type: none"> 1. Better traffic enforcement; way too many people run red lights and stop signs. 2. More bicycle-friendly streets. 3. Keep pressing hard on the fiber-optic. 	<ol style="list-style-type: none"> 1. Environmental issues, in particular environmental refugees. Michigan doesn't have many of the severe natural disasters other places do, and is a prime place for people to want to move to. (Fresh water, no earthquakes, etc.) 2. Affordable housing. 3. Diversity; its always a challenge.
<ol style="list-style-type: none"> 1. Small town feel 2. Lots of amenities 3. communities 	<ol style="list-style-type: none"> 1. More diversity 	<ol style="list-style-type: none"> 1. Cost of living 2. Education 3. Differing viewpoints
<ol style="list-style-type: none"> 1. Sense of community 2. Downtown Holland 3. Services the city provides 	<ol style="list-style-type: none"> 1. The mayor 2. Lack of affordable housing 3. Improvement waterfront access 	<ol style="list-style-type: none"> 1. Affordable housing 2. Public transportation issues 3. Air BNB and short term rentals
<ol style="list-style-type: none"> 1. Variety of people (diversity) 2. Neighborhood 3. The Lake 	<ol style="list-style-type: none"> 1. More affordable housing 	<ol style="list-style-type: none"> 1. Affordable housing 2. Street maintenance 3. Accepting diversity
<ol style="list-style-type: none"> 1. The geographical aspect of the lake, and the natural beauty of the area in general. 2. The government is doing a good job with what they're doing. 	<p>No Answer</p>	<ol style="list-style-type: none"> 1. Continued development of the lake frontage.

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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- 1.Hope College
- 2.Downtown
- 3.The theater department and athletics

- 1.Affordable housing
- 2.Police service should treat minorities fairly
- 3.For it to be easier to recycle.

- 1.Affordable housing
- 2.Upholding our public schools
- 3.Opening up and accepting a variety of people

1. The city parks are wonderful
2. Loves her neighborhood and the community there
3. Downtown is really great with everything it offers (Shopping, food, varieties of foods, entertainment opportunities, family events, etc.)

1. Taxes - watch them, because they are very high
2. Street parking - it clogs streets, if we had other parking options, it would be better

1. There's always been a political dialogue here
2. Interest rates
3. Bus system - it takes you a full hour to get anywhere in town, this is critical to fix - especially if someone who doesn't have a car needs to get to an appointment, it will take a few hours to get there and back, Muskegon has little cars that take people around that's super efficient and not that expensive. Holland can do something better.

1. The walkability.
2. The feeling of safeness when I go out.
3. The downtown area.

1. Parking issues, both downtown and on the streets during the summer when overnight parking is allowed on the streets.

1. Growth; because we're landlocked, I think growth is an issue for this city.

No Answer

No Answer

No Answer

1. Safety
2. Growth Opportunity
3. Family

Nothing

1. High housing prices

1. Everything is conveniently located
2. It's a very caring community (for Food Pantries and things like that, Holland does a good job at caring for our community in those ways)

1. Park theater (across from Centennial Park), unsure what they do there, but it looks strange and sketchy - never been over there, but looks strange
2. Seems that there are a lot of people in search of housing around here that's affordable, seems difficult to attain

1. Affordable housing issues
2. Safety
3. Housing market is terrible

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Churches 2. Good neighborhoods 3. Adult recreations 	<p>Caller unable to think of anything to change about Holland</p>	<ol style="list-style-type: none"> 1. Construction finished in a timely manner (flow of traffic)
<ol style="list-style-type: none"> 1. Neighborhoods 2. Community involvement 3. Downtown Holland 	<p>Caller unable to think of things to change about Holland</p>	<ol style="list-style-type: none"> 1. Diversity and Equity 2. Public safety
<ol style="list-style-type: none"> 1. Orderliness 2. Cleanliness 	<p>No Answer</p>	<ol style="list-style-type: none"> 1. Providing internet services 2. Affordable/ Available housing 3. Treating everyone equitably
<ol style="list-style-type: none"> 1. Peaceful 2. Great place to raise my kids 3. Basically, I am treated non-judgmentally 	<ol style="list-style-type: none"> 1. Ban all poisonous substances on lawns and gardens 2. More resources put to protecting and enlarging green spaces 3. Protect our beach areas and water sources 	<ol style="list-style-type: none"> 1. Safe elections 2. Continued progress on LGBTQ+ issues 3. We will need careful observation to make sure big money interests do not jeopardize good life for our population
<ol style="list-style-type: none"> 1. Cleanliness 2. Flowers 3. I feel safe 	<ol style="list-style-type: none"> 1. City government - not managing and following through 2. DEI 3. Keep the water visible for the people. We don't need more buildings 	<ol style="list-style-type: none"> 1. Our youth needs to know how to deal with problems 2. DEI 3. Keep the water visible. We don't need more buildings
<ol style="list-style-type: none"> 1. City services: well maintained when it comes to parks and infrastructure 2. Fall and spring cleanup is great 3. Trash and recycling services 	<ol style="list-style-type: none"> 1. traffic congestion 2. amount of homeless and loitering in Centennial park 3. more diversity and welcoming 	<ol style="list-style-type: none"> 1. increasing cost for maintaining infrastructure and energy production 2. pressure from the new Ottawa County Board of Commissioners trying to dictate Holland Board 3. maintaining city services as they become more expensive to maintain

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Downtown area 2. People/community 3. The parks and lakes 	<ol style="list-style-type: none"> 1. I live in the historic district and during a wind storm a couple years ago a tree fell on our house. The city helped take the tree off of the roof of our house, however they didn't help with the cost of it. They definitely should have though because it wasn't a tree that we planted, it was the city's. 2. The downtown surrounding neighborhoods need updating & The water in Lake Mat needs cleaning 3. Taxes are pretty high 	<ol style="list-style-type: none"> 1. Overpopulation 2. DEI
<ol style="list-style-type: none"> 1. Things to do 2. Safety 3. Lake Michigan 	<p>No Answer</p>	<ol style="list-style-type: none"> 1. Extreme politics 2. Housing and affordability
<ol style="list-style-type: none"> 1. More diverse and inclusive now 2. Amenities 3. Continually working to change for the better 	<ol style="list-style-type: none"> 1. More open-mindedness (specifically around religion) 2. More inclusion for minorities (racially and politically) 	<ol style="list-style-type: none"> 1. Affordable housing 2. environmental sustainability 3. Economic/Social stability
<ol style="list-style-type: none"> 1. My kids live in town 2. I like my job 3. Extended friends and family 	<ol style="list-style-type: none"> 1. Blatant discrimination 2. Not a community for everyone 	<ol style="list-style-type: none"> 1. Where the community is headed because of the racial divide, and divided humanity, and it is not going to take us anywhere policy 2. White flight trying to get away because of the diversity 3. Employers aren't able to find employees, troubled economy
<ol style="list-style-type: none"> 1. Aquatic center 2. Farmers market 	<ol style="list-style-type: none"> 1. Taxes 2. Strict regulations 3. Strict regulations 	<ol style="list-style-type: none"> 1. Nothing is affordable 2. DEI 3. Government
<ol style="list-style-type: none"> 1. Weather 2. Cleanliness 3. Store convenience 	<p>Nothing</p>	<ol style="list-style-type: none"> 1. Having good commissioners/city leaders without scandals 2. Discharging of criminals (does not want this to happen)

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ul style="list-style-type: none"> 1. Community/people 2. Waterfront 3. Downtown area/size 	<ul style="list-style-type: none"> 1. Affordable housing 2. DEI 	<ul style="list-style-type: none"> 1. City government becoming too powerful 2. Affordable housing 3. DEI
<ul style="list-style-type: none"> 1. The diverse community. 2. Lots of activities and lots of activities for kids. 3. We enjoy how close everything is (specifically natural resources), and how clean the city is. 	<ul style="list-style-type: none"> 1. There is little public access to the waterfront on the south side besides Kollen Park. There's not a lot of parks on the water, especially on the South Side. 2. We got little information about the new fiber-optic thing that recently passed. We had no idea that it was happening besides voting on it. We would have liked more information on it before it happened. It wasn't marketed very well. 	<p>No Answer</p>
<ul style="list-style-type: none"> 1. Snow removal 2. Lake access 	<p>Nothing</p>	<ul style="list-style-type: none"> 1. Downtown maintained 2. Service maintenance 3. Issues with political environmentalism
<ul style="list-style-type: none"> 1. Walking distance to downtown area 2. Smallness of the city 3. The downtown area in general 	<ul style="list-style-type: none"> 1. More diversity in advertising 2. Easier access to the North side (Another bridge?) 	<p>No Answer</p>
<ul style="list-style-type: none"> 1. Downtown area 2. Neighborhood - it's walkable and nice 3. Affordable houses in the area 	<ul style="list-style-type: none"> 1. Would like broadband internet in the home to be complete and strong 2. Would like the sidewalks to be fixed - as a runner, sidewalks need to be better for safety reasons 3. No air-b-n-b's in the neighborhood 	<ul style="list-style-type: none"> 1. Major economic crisis - recession coming, which will have big impacts on local businesses 2. Housing home values/neighborhood improvement
<ul style="list-style-type: none"> 1. Farmer's market 2. Dog park 	<ul style="list-style-type: none"> 1. Political atmosphere 2. More acceptance of diversity in Holland 	<ul style="list-style-type: none"> 1. Affordable housing 2. Climate control 3. Aging

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Safety
2. Comfortable
3. Blessed to be living here

Nothing

1. Affordable housing

- 1.The variety of retail
- 2.The restaurants
- 3.My neighborhood

- 1.Affordable housing
- 2.More inclusive
- 3.Better infrastructure

- 1.Affordable housing
- 2.Keeping the property taxes manageable
- 3.Having more jobs

1. Size of Holland
2. Public school system
3. Closeness to family

1. Change how the Civic center is run

1. Issues with affordable housing
2. What to do with the land on Pine (The old power plant)

1. Downtown Holland
2. Consistently keeping up with streets and trees
3. Code enforcement

1. Increased diversity
2. Better restaurants
3. Easier year round access to dispose of tree and brush clippings

1. Water quality
2. Public diversity
3. Controlling taxes within the city limits

1. Proximity to the lake
2. Resources for children with special needs
3. Diversity

1. More affordable housing
2. Better public transportation
3. More activities for youth

1. Increasing taxes
2. Road quality
3. Funding for schools

- 1.Downtown
- 2.Farmer's market
- 3.Being close to the lake

1. Affordable housing
- 2.Public transportation

- 1.Housing
- 2.Wealth disparities

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. Being close to the lake
2. Family is close
3. Small town - you get to know your neighbors

1. Would like to see 8th Street have more restaurants and bars instead of just a ton of small stores. Saugatuck has tons of great restaurants, would like to see that sort of atmosphere, especially for a tourist town
2. Affordable housing

1. Affordable housing
2. Infrastructure - Holland is growing - traffic and streets need to get bigger for the growing number of residents and tourists coming here

1. Schools are good - Elementary and High School and Hope College
2. City's general upkeep and care
3. People

1. More diversity
2. More housing for people

1. Handling the increasing growth of the area
2. Providing more public transportation

1. Tulip time

No Answer

No Answer

1. safety, security
2. Downtown has good activities
3. parks are nice

1. the surface of the roads
2. no CRTs (Critical Race Theories) in the school or "gender teaching"
3. have more diversity in the Holland police department

1. Congested traffic
2. Improve public schools

1. general attitude among others (friendly)
2. beautiful
3. growing desire to have diversity (willingness to embrace)

1. fix the roads
2. public schools need help (investment here)
3. development of waterfront area

1. toning down hostile rhetoric between parties
2. mental health with covid and make it more accessible & not stigmatized
3. conversation about creating community and destination for people here and visitors

1. Beautiful downtown area
2. Little statues
3. Very safe and a good place to live

1. Affordable housing
2. City council

1. Diversity
2. Affordable housing
3. Rising population

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

No Answer

No Answer

No Answer

1. Lake Michigan
2. Tulip festival
3. Downtown

1. Affordable housing

1. Affordable housing
2. Rising population

1. lots of activities for seniors
2. parks
3. beauty of the city

1. more affordable housing
2. Waterfront Holland

1. takeover of Christian extremists affecting school systems and women's health and choice

1. Location
2. waterfront
3. ability to grow and change here

1. police department
2. high rent prices

No Answer

1. How friendly the people are
2. All these neighborhoods that are diverse, close; diff. socio economic ppl
3. How well they take care of the city; maintenance

1. Change the fact that there is no access to lake Michigan

1. Affordable housing
2. Possible taxes
3. the election; differences and willingness to agree to disagree

1. accessibility to the school
2. the people
3. the environment

1. political tension
2. housing

No Answer

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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No Answer

No Answer

No Answer

1. Feeling safe while walking outside
2. Parks along the water in summer
3. Fire department's ability to take care of the needs of people who live in Freedom Village

No Answer

1. Power, water and sewage to the new development
2. Natural resources

1. Me gusta la comunidad
2. La tranquilidad

Nada

No Answer

1. Low crime rate
2. maintenance on roads
3. city council tries to keep tax rates low

1. different programs that the city do that townships dont
2. city council gong to far in pushing affordable housing

1. crime
2. keeping taxes low
3. schooling systems

1. the lake
2. snowmelt system downtown
3. city services

1. dutch mafia
2. better sidewalk upkeep, better walking and bicycling access aside from downtown
3. ban fireworks

1. housing
2. lack of LGBTQ+ protection
3. political discourse

1. Downtown
2. Being close to Lake Michigan
3. Community

1. Construction/New development
2. More shopping opportunities; An actual mall

1. Small business closures

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. lake
2. parks
3. downtown activities

No Answer

1. affordable housing

1. Family is here

1. Respect for elders to increase

No Answer

1. Our restaurants
2. We are starting to become a little more progressive
3. Landscaping

1. We need younger influence
2. More neighborhood feel in areas outside of downtown
3. More to help with affordable housing for homeless

1. Affordable housing!
2. Unemployment
3. All public school system performance

1. Assistance for everything
2. Greatest parks and waterfront in the state
3. The fact that there are safe schools

1. Housing - rent is INSANE. Why are we building million dollar complexes? People are struggling as it is.
2. Education - settling for mediocre education which isn't fair.
3. Better turn around and incentive with unnoticed buildings. Padnos has been sitting for the past 5 years. Construction needs to be turned around faster. Finish one job first before starting other projects.

1. Taxes rising.
2. Education is huge for me. School systems need to focus on pen and paper. Not everything is done on a computer. It is so important. Focus on individuals. more.
3. We need people back in their jobs and stop paying people for unemployment. Everywhere is short staffed. We will be in so much debt.

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Not too busy 2. Born here 3. The different ways of community involvement that includes culture and diversity, belonging 	<ol style="list-style-type: none"> 1. The south side needs more improvement 	<ol style="list-style-type: none"> 1. cost of living 2. race
<ol style="list-style-type: none"> 1. That it's safe and clean. 2. That it's beautiful, such as the greenspace and parks. 3. There's a lot of things to do; there's a lot of opportunities for my kids to participate in activities through the Holland recreation department, and I like the school system. 	<ol style="list-style-type: none"> 1. We need a recreation center that offers adult and youth programs and classes. 	<ol style="list-style-type: none"> 1. Affordable housing. 2. Political tension. 3. Employees to fill the jobs for the new development and industry.
<ol style="list-style-type: none"> 1. Safety 2. Good schools 3. Recreation activities 	<ol style="list-style-type: none"> 1. More affordable housing opportunities 2. Changes to the police department 3. More accepting of diversity 	<ol style="list-style-type: none"> 1. Housing 2. Free internet for the southside residents 3. Development along lake macatawa/ by the water
<ol style="list-style-type: none"> 1. Library 2. Parks 3. Being able to walk downtown 	<ol style="list-style-type: none"> 1. More openness to outsiders 2. More city information in the mail 3. Less drastic tree trimming by BPW 	<ol style="list-style-type: none"> 1. Diversity 2. Housing 3. Maintaining services without raising taxes
<ol style="list-style-type: none"> 1. shopping 2. medical services 3. cultural opportunities 	<ol style="list-style-type: none"> 1. more affordable housing 2. some areas need sidewalk improvement 3. some places the roads could be kept up better 	<ol style="list-style-type: none"> 1. city infrastructure upkeep
<ol style="list-style-type: none"> 1. The beauty 2. Tulip Time Festival 3. The friendliness 	<ol style="list-style-type: none"> 1. Pushing for lower income housing 2. Putting in more multi-development housing units in Holland Heights 3. City Council always seems to lean more liberally, unfortunate 	<ol style="list-style-type: none"> 1. Crime 2. Loss of upkeep of properties 3. Loss of the integrity of public schools

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<p>1. It is a great place to work</p>	<p>1. Broadband tax increase that just passed</p>	<p>1. Population growth- traffic 2. Affordable housing 3. Standard of living</p>
<p>1. The beauty of the city/the surrounding areas - the beauty of the environment we live in 2. The weather, changing of seasons 3. Tulip Time and other traditions of the city are strong</p>	<p>1. School systems and schools to focus more on vocational/education 2. The newspaper is awful</p>	<p>1. The shrinkage of population perhaps 2. Issue of low-income housing and where to put new properties to build up lower income housing units 3. Racial tensions</p>
<p>1. Community garden 2. snow mount 3. walking in the parks</p>	<p>1. ability to cross streets safely 2. street sweeper at 4 am</p>	<p>1. affordable housing 2. public school system</p>
<p>Nothing</p>	<p>No Answer</p>	<p>No Answer</p>
<p>1. The size of the community. 2. I like that the city is leaning towards the left. 3. By leaning towards the left, I think the city has more social and healthcare, which I appreciate.</p>	<p>1. The hypocrisy of people. 2. I'd like to see communication improve through municipal employees.</p>	<p>1. The energy grid; whether it is increasing more towards electric. 2. Affordable housing. 3. The fact that we need more young people in the government of the city of Holland.</p>
<p>1. The downtown. 2. Proximity to Lake Michigan. 3. the sense of community.</p>	<p>1. More Italian Restaurants. 2. Quicker snow removal (from the streets). 3. Metered downtown parking on 8th street.</p>	<p>1. Affordable and available housing. 2. Maintaining the current level of excellent school systems within the city. 3. Keeping a vibrant downtown; keeping 8th street a place that people want to go to.</p>

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Lake Michigan.
2. Being close to Saugatuck.
3. My job.

1. I wish they would get serious about affordable housing.
2. I wish they would be a more welcoming community to people who aren't born in Holland and people who aren't Dutch, Christian, reformed.

1. Affordable housing and working with underrepresented youth.

1. people
2. location

1. crime

No Answer

1. Low crime rate
2. Good neighbors
3. Services in the area

1. Diversity and inclusion
2. Broadband services

1. Affordable housing
2. Diversity and inclusion

1. The water and parks
2. The Board of Public Works.
3. The downtown.

1. The inclusiveness of other people.
2. The City Council; I'm not real happy with them.
3. Snow removal; I don't think they plow enough.

No Answer

1. Crime rate is very low
2. Responsible people in Holland compared to LA and New York City
3. Attitude, atmosphere, and hard working Dutch

1. Metal yard is a big eye sore
2. Affordable housing
3. We need a truck route

1. Affordable housing
2. Rising taxes and inflation
3. Metal yard

1. The upkeep
2. Lake Michigan

1. The political leaders
2. Towing enforcement
3. Racism

1. The political leaders
2. Towing enforcement
3. Racism

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. The lake.

1. That people would have a more open mind.

1. Energy, meaning clean energy.
2. Roads.
3. Diversity.

1. small town
2. safety
3. college town

1. gangs
2. high rent

1. affordable housing
2. expansion (landlocked)

1. downtown
2. people
3. the beach

1. more training for the police force
2. more diversity programs
3. low income housing programs

1. politics

1. the people
2. the services
3. the places to shop

1. accepting new people
2. more services for seniors
3. improvement of the schools

1. racial problems
2. streets
3. taxes

1. Downtown
2. The residents
3. The infrastructure/leadership

Nothing

1. Freedoms vs. Feelings
2. Rights vs. Responsibilities
3. Roles and Responsibilities; what do I expect my city government to be responsible for.

1. Cleanliness
2. Well kept
3. Friendly and accepting

1. Traffic

1. Traffic issues

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. walkability
2. upkeep of resources
3. BPW

1. more diversity
2. affordable housing
3. functional downtown- not just t-shirt shops

1. affordable housing
2. transportation

1. The size of the city

No Answer

1. Traffic

1. Underground wiring
2. Clean - lawns are well kept
3. Closeness to family & the food & good churches

1. Affordable housing

1. Affordable housing

1. Cost of living
2. People
3. Proximity to lakeshore

Nothing

1. Affordable housing

1. It is a comfortable place to live; it's a very nice place to be.

No Answer

1. Infrastructure.
2. Taxes are going to be a problem.
3. Maintaining the city as it is.

1. Friendly neighbors
2. openness to different views

1. more affordable housing but we have to be more open to needs for minorities

1. maintenance
2. expanding power plant

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
<ol style="list-style-type: none"> 1. Sense of community. 2. City services. 	<ol style="list-style-type: none"> 1. Lower taxes. 	<ol style="list-style-type: none"> 1. Broadband accessibility. 2. Maintaining infrastructure. 3. Affordable housing.
<ol style="list-style-type: none"> 1. The trees 2. There's lots of work opportunities here 3. Grew up out of state, but here's where he met his wife, so he's staying! 	<ol style="list-style-type: none"> 1. More affordable housing 2. Downtown on 8th street should be a car-free zone, parking should be outside of the 8th street area, have 8th street be pedestrian only, maybe shuttles going into the commercial area, the parking is currently a big problem 3. More public transportation options, making Holland less car/traffic problems 	<ol style="list-style-type: none"> 1. Affordable housing - it's quite expensive for working people to live here 2. Environmental problems such as flooding or other disasters 3. Congestion if we don't have some transportation alternatives
<ol style="list-style-type: none"> 1. Tulip Time. 2. Being able, as a handicap, to get out and view some of the nature trails. 	<ol style="list-style-type: none"> 1. The sidewalk conditions; some are very dangerous for wheelchairs. 2. Making it more accessible for wheelchairs to go up, down and across the streets. Better accessibility all around. It is hard to get around with the sidewalk conditions [South side] 	<p>No Answer</p>
<ol style="list-style-type: none"> 1. How it's kept up downtown and in neighborhoods 2. Access to parks 3. Beauty of the city 	<ol style="list-style-type: none"> 1. Closer neighborhood connections 2. More help for homeless 3. Affordable housing 	<ol style="list-style-type: none"> 1. Vibr - getting that going 2. Helping all neighborhoods have access to the resources they need 3. Feeling a better sense of closeness to community
<ol style="list-style-type: none"> 1. The people 2. Downtown 3. The lake 	<p>No Answer</p>	<ol style="list-style-type: none"> 1. Low-income housing 2. Fiber optic issue 3. Taxes
<ol style="list-style-type: none"> 1. A lot of city amenities but feels like a small town 2. Fantastic job with parks 3. Swimming pools 	<ol style="list-style-type: none"> 1. Barely any parking downtown/Hope campus 2. Some neighborhoods need more attention and upkeep 	<ol style="list-style-type: none"> 1. Parking 2. Increase in population 3. Housing issues- affordability and usage

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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- 1.The quality of life here
- 2.The community
- 3.People care about this community

- 1.More affordable housing
- 2.City Council should expand their efforts for affordable housing in the downtown area

- 1.Affordable housing to get more people here that can be good workers

- 1.Cuidad tranquila

Sin respuesta

Sin respuesta

1. Proximity to the lake
2. Culture of Holland
3. Proximity to family

1. More well-rounded restaurant choices

No Answer

- 1.Low crime rate
- 2.Street maintained well
- 3.Avalability of parks

- 1.Taxes need to be lowered
- 2.Neighborhood services need to reduce their involvement
- 3.More diversity

- 1.Housing
- 2.Diversity
- 3.Tax levels

1. Beauty of the community
2. Parks
3. Entertainment (events and restaurants)

No Answer

1. Housing shortage
2. Making people feel more welcome
2. Differing beliefs in religion

- 1.The people
- 2.The good schools
- 3.Things to do like the library

- 1.Road work

- 1.Taxes
- 2.The internet

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. Convenient
2. Safety

1.fewer breweries

- 1.housing growth
2. traffic getting worse

1. downtown
2. beaches
3. parks

1. homelessness
2. roads

1. inflation
2. homelessness
3. road construction

No Answer

No Answer

No Answer

- 1.No hay tanta delincuencia
- 2.Todo se encuentra cerca

Todo esta bien

Sin respuesta

1. being close to the water
2. Have a diverse community
3. The area in general, the landscape is beautiful.

1. Single mindedness
2. "If you ain't dutch you ain't much" mentality
3. More resources for needy people; there's too many homeless people and pan handlers, drugs; need to provide more for these people.

1. displacing people due to lack of business opportunities, seen these in the last 20 years - no middle class.

1. People/community
2. Waterfront and environmental views/parks
3. Opportunities for jobs and downtown area

1. City council
2. Affordable housing

1. Affordable housing
2. Invading population/numbers rising
3. City council/liberals

Q19 Response - Most Liked	Q20 Response - Most Change	Q21 Response - Challenges
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1. The quality of life.

No Answer

No Answer

1. Jobs
2. Public access to parks
3. Always fixing things

1. Do things underground
2. Different internet choices

1. Too crowded
2. Too much traffic
3. Affordable housing

1. Lakeshore
2. parks
3. schools.

1. Political beliefs of the conservative majority.
2. lack of affordable housing
3. hyper-religion/conservative Christian dominance --if you are not a conservative dutch Christian then you aren't accepted "if you ain't dutch, you ain't much"

1. affordable housing
2. diversity
3. Ottawa impact candidates running --extreme right wing (insurrection, election is not valid); planning on firing the health department (anything to do with the pandemic, or reproductive rights), they are very well funded. They are running for all the possible positions. "Crazy republics." Anyone who is moderate or of any other source is voted out, pretty much any rational person is voted out.

No Answer

No Answer

No Answer

1. The size of the city.
2. I like that it has more and more parks and natural areas.
3. I like that Holland is interested in becoming better and improving itself.

1. The difficulty that people still have in fitting in, particularly if they come from a very different place or background.
2. I would like Holland to be more accessible to people of all income levels.

1. Affordable housing.
2. Climate change.
3. Diversity and inclusion.

- 1) The presence of Hope College
- 2) Love the library
- 3) Diversity

- 1) Get rid of the broadband deal
- 2) Do more about affordable housing
- 3) Be more open to diversity of all kinds - LGBTQ and religion for example

- 1) Broadband - I'm against what they want to do, it's not going to change anything but make things more expensive
- 2) Affordable housing
- 3) Unsure

Q19 Response - Most Liked

Q20 Response - Most Change

Q21 Response - Challenges

1. Lots to do in the summertime
2. Farmers market is great

1. High rent costs
2. Homeless issues
3. Stop selling land to Quality Carwash!

1. People not able to afford housing here
2. Homeless population will probably grow
3. Need more things for younger people to do instead of having them out on the streets causing problems

1. Living near the lake
2. Close to work
3. Aquatic center

1. The way they plow the roads
2. Have the police enforce laws better
3. Giving out traffic tickets more often

1. Affordable housing
2. Worker shortage possible
3. People won't be able to afford to live here soon

1. The close community and friendliness of the neighborhoods.
2. How clean it is.
3. The nice shops.

1. I would like to see different restaurants here, other than the ones that we have.
2. I would like to see more affordable housing.
3. Better roads, specifically better construction for the roads.

1. Crime.
2. Affordable housing.
3. Helping make our youth aware of our surroundings and its' political aspects.

1. The proximity to the lakeshore.
2. The nice downtown neighborhood, especially on 8th street.
3. Sense of community, availability of religious institutions, and recreational availability.

1. Infrastructure could be better (potholes and such).
2. Better sense of diversity.

1. Some of the things we're facing countrywide, in particular religious institutions and sexuality.
2. Infrastructure.

1. Waterfront access and parks
2. Community/people/connections
3. Downtown area

1. Affordable housing
2. Liberals
3. Construction constantly/rising prices

1. Affordable housing/city council issues
2. Too many people/crowded
3. Rising prices

No Answer

No Answer

No Answer

Q19 Response - Most Liked

1. That there is access to a lot of parks and places for my children to play.
2. A vibrant downtown and affordable places for entertainment (affordable for my family)
3. Beautiful parks. (high emphasis).

Q20 Response - Most Change

1. Affordable housing - we need more, for sure.
2. Justice and equity among people of color, LGBTQ, low socio-economic status, and all other underrepresented groups. I would like to see more representation of those people, more equality.
3. I would love to see an improvement in leadership in Holland public schools, and more consistency for Holland public schools.

Q21 Response - Challenges

1. Rise in political divisiveness.
2. Climate change, especially with the lake being right here.
3. Affordable housing