



**CITY OF GRAND HAVEN
GRAND HAVEN, MICHIGAN**

**AGENDA FOR
SPECIAL CITY COUNCIL WORK SESSION**

**GRAND HAVEN CITY HALL
COUNCIL CHAMBERS
519 WASHINGTON AVE**

**DECEMBER 12, 2024
6:00 PM**

1. CALL TO ORDER

2. ROLL CALL

3. PRESENTATIONS *Ashley Latsch, City Manager*

ATTACHMENT A

A. Year in Review

B. Community Satisfaction and Budget Priority Survey Results

4. COUNCIL DISCUSSION

A. 2025-2026 Strategic Planning

5. CALL TO THE AUDIENCE

6. ADJOURNMENT

Attachment

A



City Council

2024-2025 Strategic Priorities



Excellence in Government

- Diversify revenue sources
 - evaluate fees; ensuring they cover administrative costs
 - consider sale of excess city property
 - evaluate and implement paid parking along the waterfront
- Develop an overarching IT Strategy (3-5 years) for City operations
- Make overpayments towards the MERS pension liability; balancing overpayments with operating needs
- Review and expand upon infrastructure inventory and project prioritization
- Maintain service level; reviewing personnel needs, training and equipment as the budget permits
- Establish regular joint meetings with the Board of Light and Power



Environmental Stewardship

- Continue to support, and fund, land-use planning, community outreach and resolution for remediation alternatives on Harbor Island
- Support funding of Forest Management Plan, including prioritization treating tree diseases that threaten our urban forest
- Complete collaborative Community Energy Plan and implement recommendations



Community Livability

- Continue to promote transportation options, by supporting regionalization of public transit
- Enhance the vibrancy of the Beechtree Corridor
- Strengthen the Historic District Ordinance
- Establish a long term agreement with the DDA on the closing of the first block of Washington; while working with stakeholders to improve the attractiveness of the downtown and the social district



Economic Development & Affordability

- Identify a development partner for Chinook Pier and begin redevelopment
- Adopt Economic Incentive Policy
- Review policies, ordinances and zoning to identify ways to incentivize development of existing vacant lots and redevelopment of obsolete or deficient structures, further incentivizing attainable housing developments
- Improve outreach to commercial and industrial partners, navigating concerns surrounding employment, city services, and any other perceived obstacles



Recreation, Culture & Learning

- Gather outside funding support for boardwalk needs
- Maintain parks at current standard
- Fund Linear Park improvements



Health & Safety for All

- Plan and provide for a stable, high-quality, sustainable water supply that meets or exceeds public health standards and supports a healthy and safe community
- Continue to provide training, equipment and technology to support a high-caliber, cross-trained (police, fire, EMS) Department of Public Safety force
- Continue to creatively educate the public, and actively promote and market emergency preparation plans, response plans and recovery plans for potential hazards (floods, loss of power, etc.) across departments and throughout the community

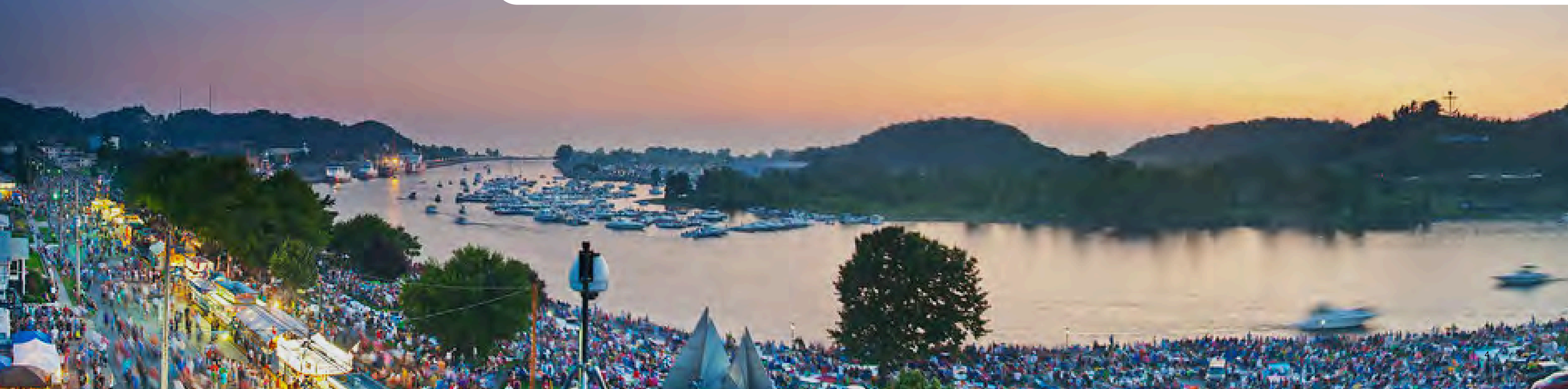


Engaged, Informed & Connected Community

- Leverage council meetings, website, and social media to promote volunteerism for open volunteer positions
- Direct each board/commission to review and update their on-boarding materials/process for new commission members and solicit input to address known barriers to volunteerism
- Improve public communication in regard to board or commission vacancies, as well as offering response to those who have applied

YEAR IN REVIEW

2024 Highlights





City Council

2024-2025 Strategic Priorities

2024-2025 Current FY Priorities



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Engaged, Informed & Connected Community

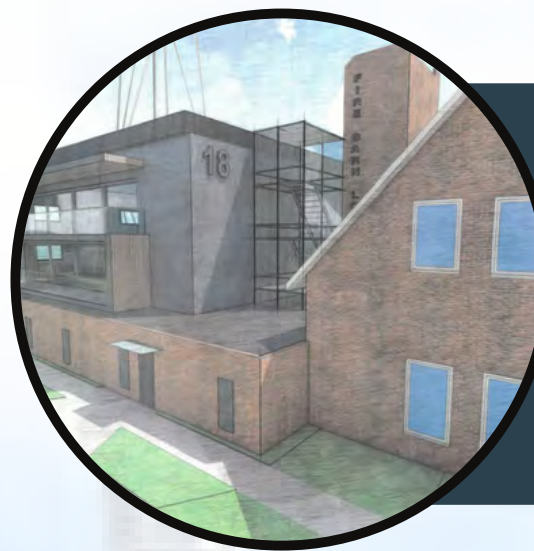
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Excellence in Government



MERS Surplus Payments

Created MERS surplus fund and began making \$50,000 per month over-payments to begin to reduce UAL.



Sale of Property

Executed sale of the annex building and have begun evaluating sale of the current Harbor Transit facility upon their departure.



IT Efficiencies

Found efficiency in eliminating IT role to better utilize and leverage partnership with Grand Haven Area Public Schools; at a cost savings.



Custodial Efficiencies

Privatized custodial services at a cost savings near \$100,000.



Budget

Executed a budget using general fund balance to tackle deferred maintenance and projects in critical need of attention following a clean audit, with a budget positive outcome.

In the previous year staff has secured, or been awarded over **\$8,148,132** in local, state and/or federal grant funding for projects in the City of Grand Haven.

Environmental Stewardship



Forest Management

In the current budget year, we incorporated \$175k for invasive treatment at Mulligan's Hollow and an additional \$70k at the Cemetery. Treating over 327 trees.



Remediation Efforts

Received approval from EGLE to proceed with the Coal Pile Removal project, at a greater cost savings.



Harbor Island

Future use planning round completed for Harbor Island- executed with grant funding from the State utilizing our current environmental consultant HDR.



Community Energy Plan

Final draft of the Community Energy Plan is complete and coming before Council for adoption.



Tree Plantings

Department of Public Works planted 107 street trees and 27 park trees.



Drone Purchase

Purchased a thermal imaging drone to conduct inspections for invasives, and additional ecological studies.

Community Livability



First Block Closure

Brought forward and received approval for our first 3-year agreement for the first block closure- social district common area.



2-way Conversions

Received approval from the railway to convert Franklin and Columbus to fully 2-way.



Regional Connectivity

Working with Harbor Transit to encourage HT connection to the GVSU campus- allowing for greater connectivity to GR.



Road & Sidewalk Improvements

Improved 2.33 miles of road. Also, repaired and replaced 3,500 sq. ft. of sidewalk, and corrected 72 tripping hazards.



Public Art

Partnered to add public art installations in the City; at both the marina and Harbor Island.

Economic Development & Affordability



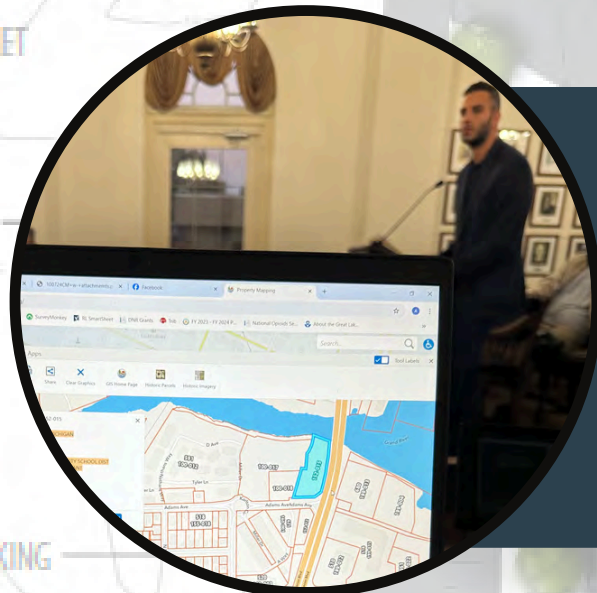
Chinook Pier

Executed RFP process for Chinook pier and selected development partner to proceed with for the project.



Incentive Policy

Economic Incentive Policy was evaluated and passed by City Council.



Economic Development

Evaluated economic development services and recommended moving to a different service at a lower cost and greater value. Revamped ACM job description to include Economic Development oversight.



Commercial Rehab District

Executed approval of Commercial Rehab District along Beechtree and approved our first incentive request for Off the Chain Brewstillery who has now celebrated their grand opening.

Recreation, Culture & Learning



Boardwalk Overhaul

Funded the complete replacement of the boardwalk; effectively fundraising enough to lower the City's contribution and save nearly \$100k in funds for future repairs.



Linear Park Improvements

Funded and completed linear park improvements.



5-Year Recreation Plan

Completed draft of 5-year collaborative Recreation Plan.



Ottawa County Grant

Ottawa County grant study partnership, including Harbor Island in review of Lower Grand River.



Operating Procedures

DPW is creating Standard Operating Procedures for ongoing maintenance of parks and facilities to ensure we can maintain standard; and address needs for resources in order to maintain park standards.

Health & Safety for All



Communication/Engagement

Revamped Fire Prevention Awareness event; as well as communications about emergency preparedness through WAWL, Nixle and Facebook.



DPS Equipment Upgrades

Purchased Taser 10s and completing training; also, budgeted and executed preventative technology system upgrades throughout the City.



Lead Service Lines

Continued progress on lead service line replacements, having replaced over 15 this year.



Fire Code Update

City Council approved the adoption of an ordinance to update the City's Fire Code.



Partnerships

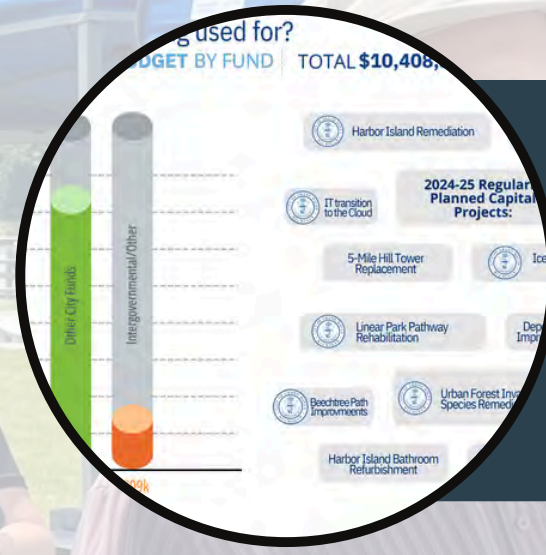
Entered Ottawa County Mobile Field Force Team partnership as an additional opportunity to receive departmental training and exposure.

Engaged, Informed & Connected Community



B&C Engagement

Increased social media engagement efforts to better promote openings on boards and commissions; also incorporating better visual/graphic representations for engagement.



Budget Document

Created a Budget in Brief document to help communicate important budget information to the public.



Community Survey

Implemented Community Satisfaction & Budget Priority Survey.



Project Communication

Working to refine project communication; through media, surveys, open houses and even a newly attempted method of AI voiceover video presentation based on community input.



Student Engagement

Expanded partnership with student programming, under the Future Prep'd program, through the ISD to collaborate with students on community issues.

Health & Safety for All



A healthy and safe community in which to live, work, learn and play

Economic Development & Affordability




Residents and businesses alike have equitable opportunities for economic wealth and growth

Excellence in Government



Fiscally responsible, transparent, efficient, effective and customer- focused city services delivered by high- performing staff with the knowledge, skills and tools to deliver outstanding citizen service

Engaged, Informed & Connected Community



Citizens (particularly the vulnerable and underserved) and all segments of our community (e.g., partners, businesses, etc.) are engaged, informed, equitably represented and actively collaborating with city staff and one another

Community & Neighborhood Livability



The unique charm of individual neighborhoods throughout the community are safeguarded through distinctive, attractive and functional building and streetscape design, thoughtfully preserved historic resources and access to key health and human services via alternate modes of sustainable transportation (walking, bicycling and public transportation)

Recreation, Culture & Learning



Quality parks, recreation and cultural facilities and programs are enhanced for future generations

Environmental Stewardship



Citizens, boards, commissions and city staff are all mindful stewards of the environment/ sustainability and all planning and capital investment decision-making reflects impacts on both financial (ROI) and environmental goals and objectives

2025-2026

Strategic Pillars



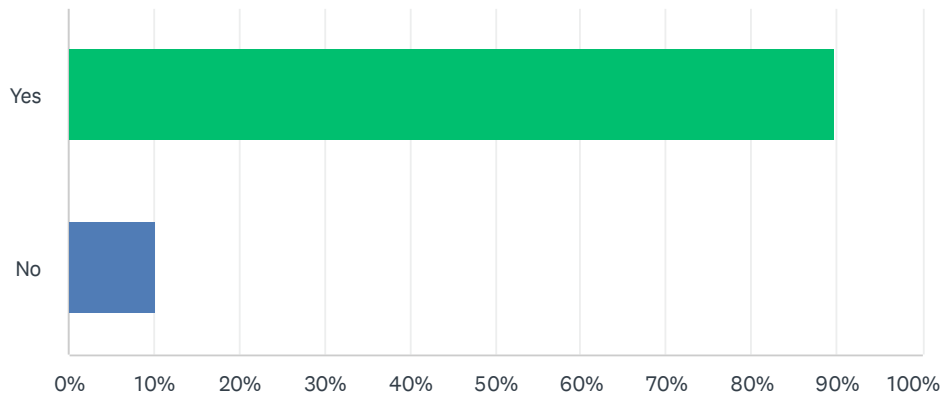
Outcome Statements



Key Objectives

Q1 Are you a resident of the City of Grand Haven?

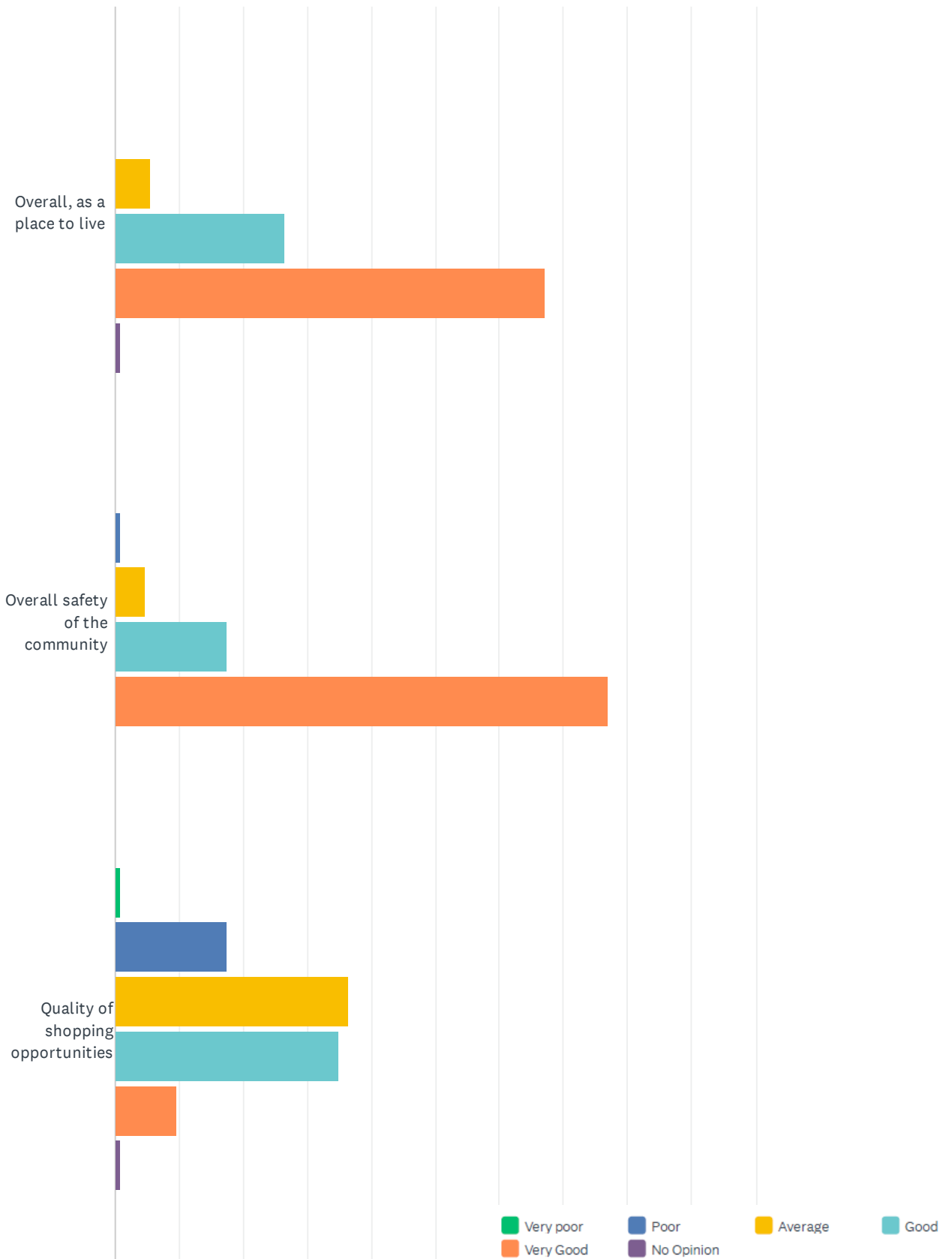
Answered: 127 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	89.76%	114
No	10.24%	13
TOTAL		127

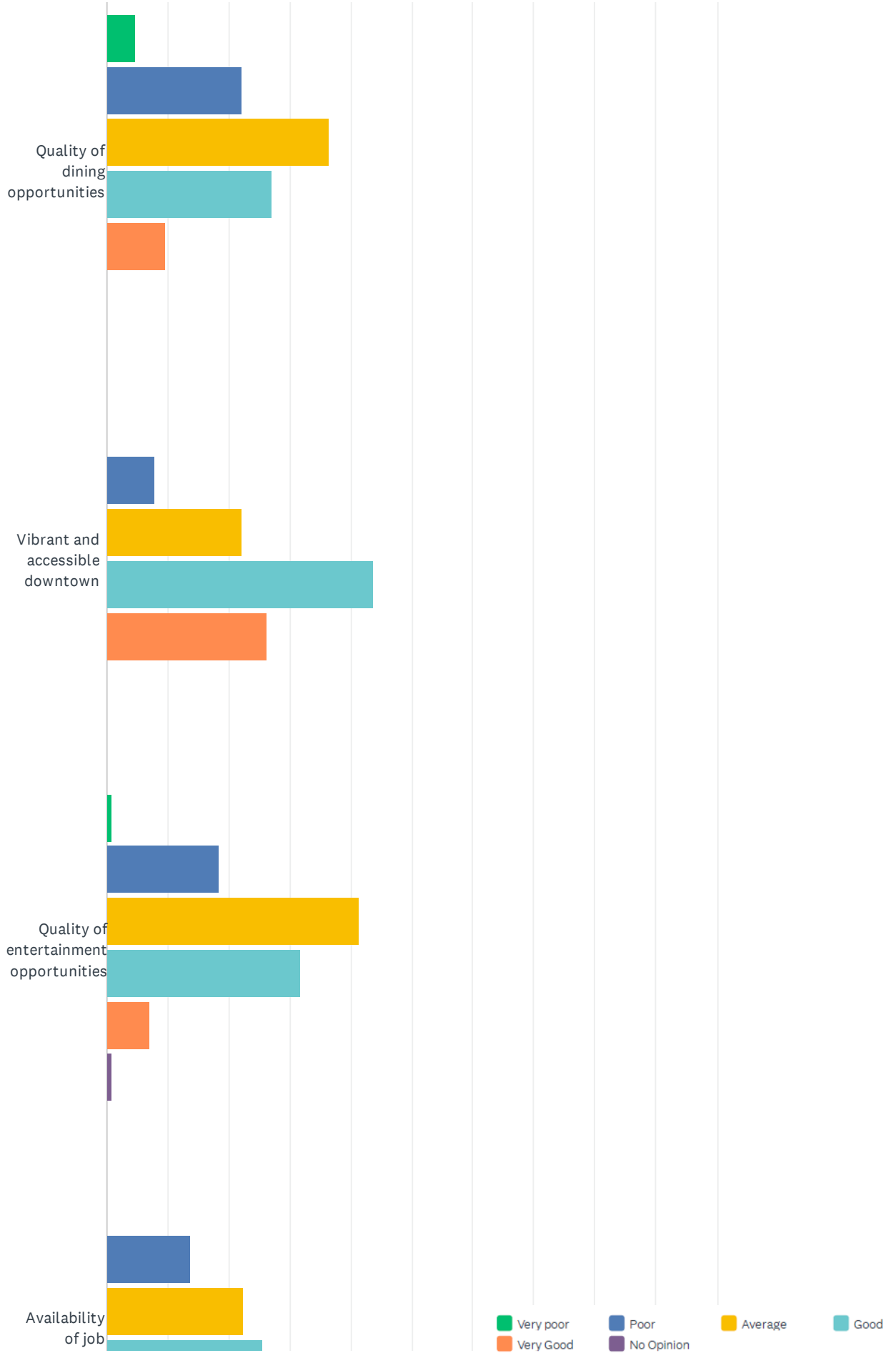
Q2 Please rate the City of Grand Haven on each of the items listed below.

Answered: 126 Skipped: 1



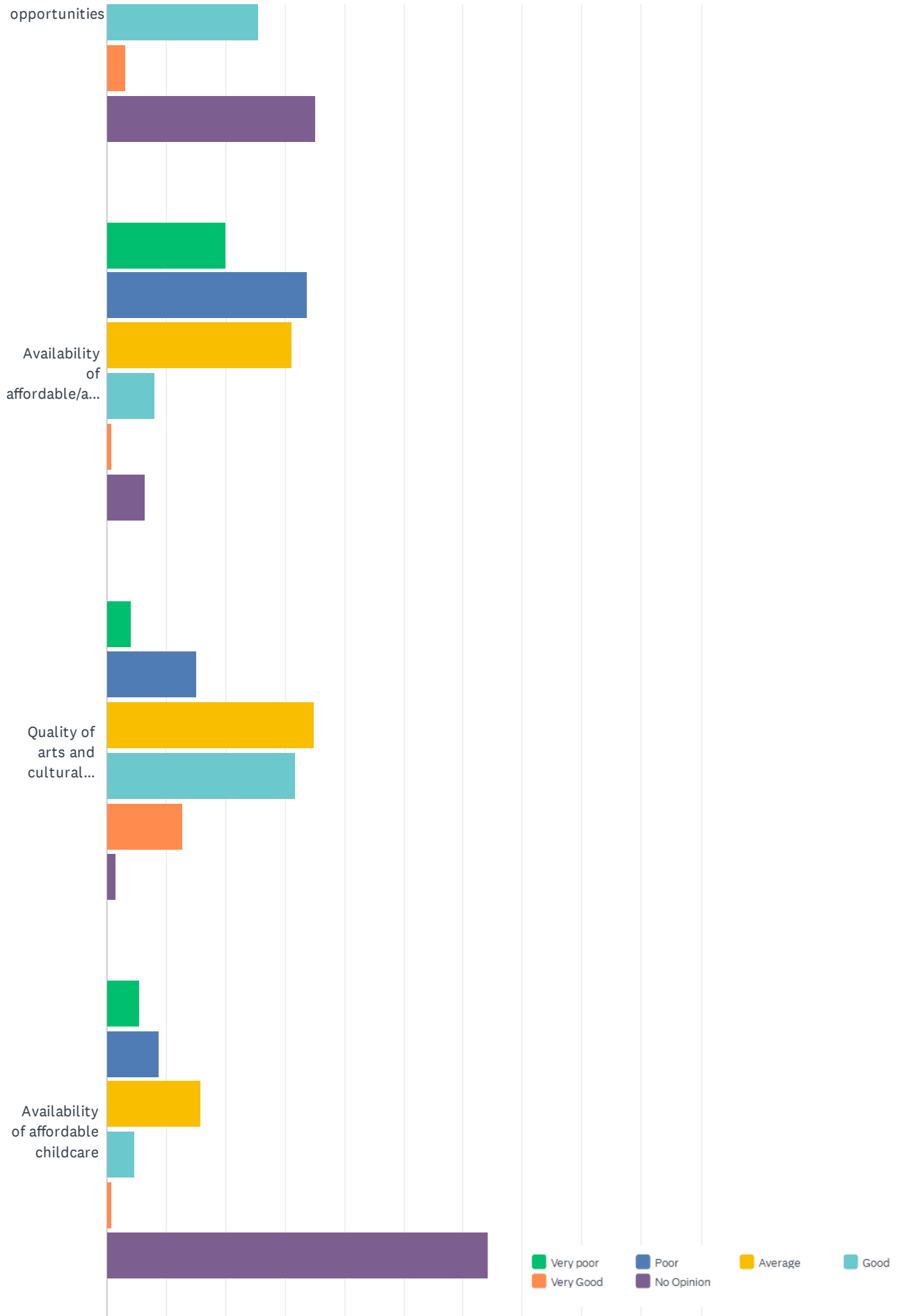
Community Satisfaction & Budget Priority Survey

16

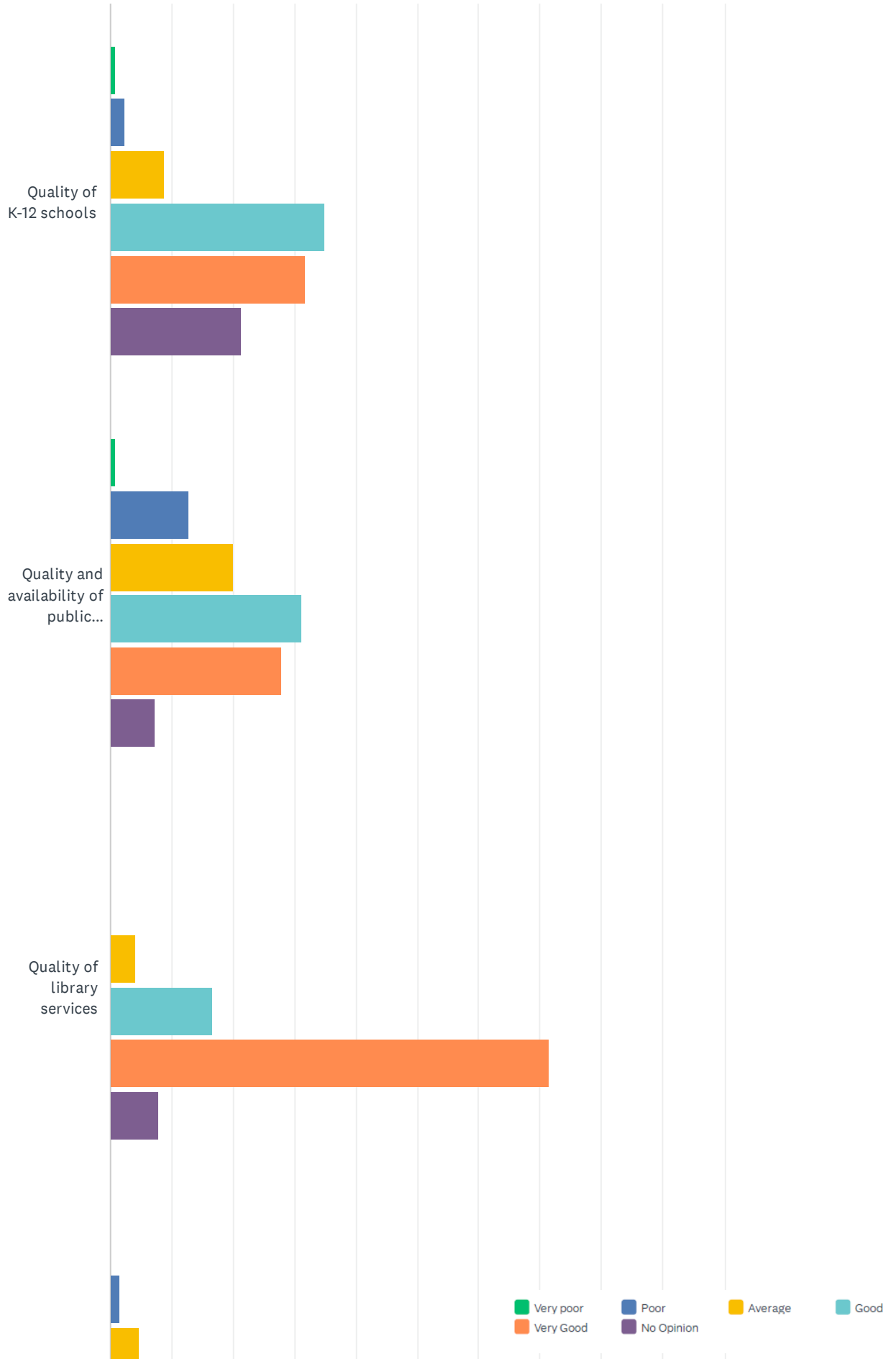


Community Satisfaction & Budget Priority Survey

17

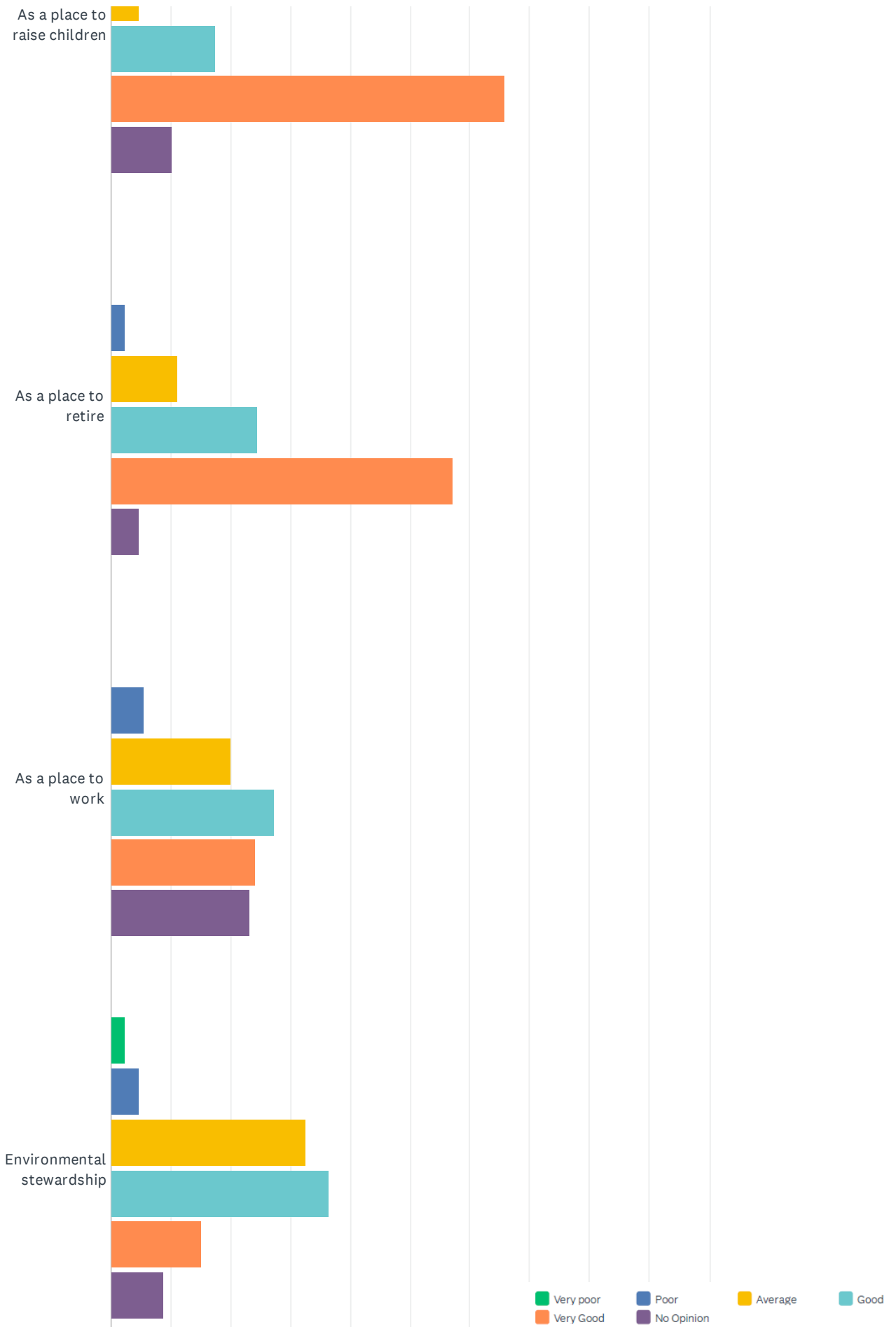


Community Satisfaction & Budget Priority Survey

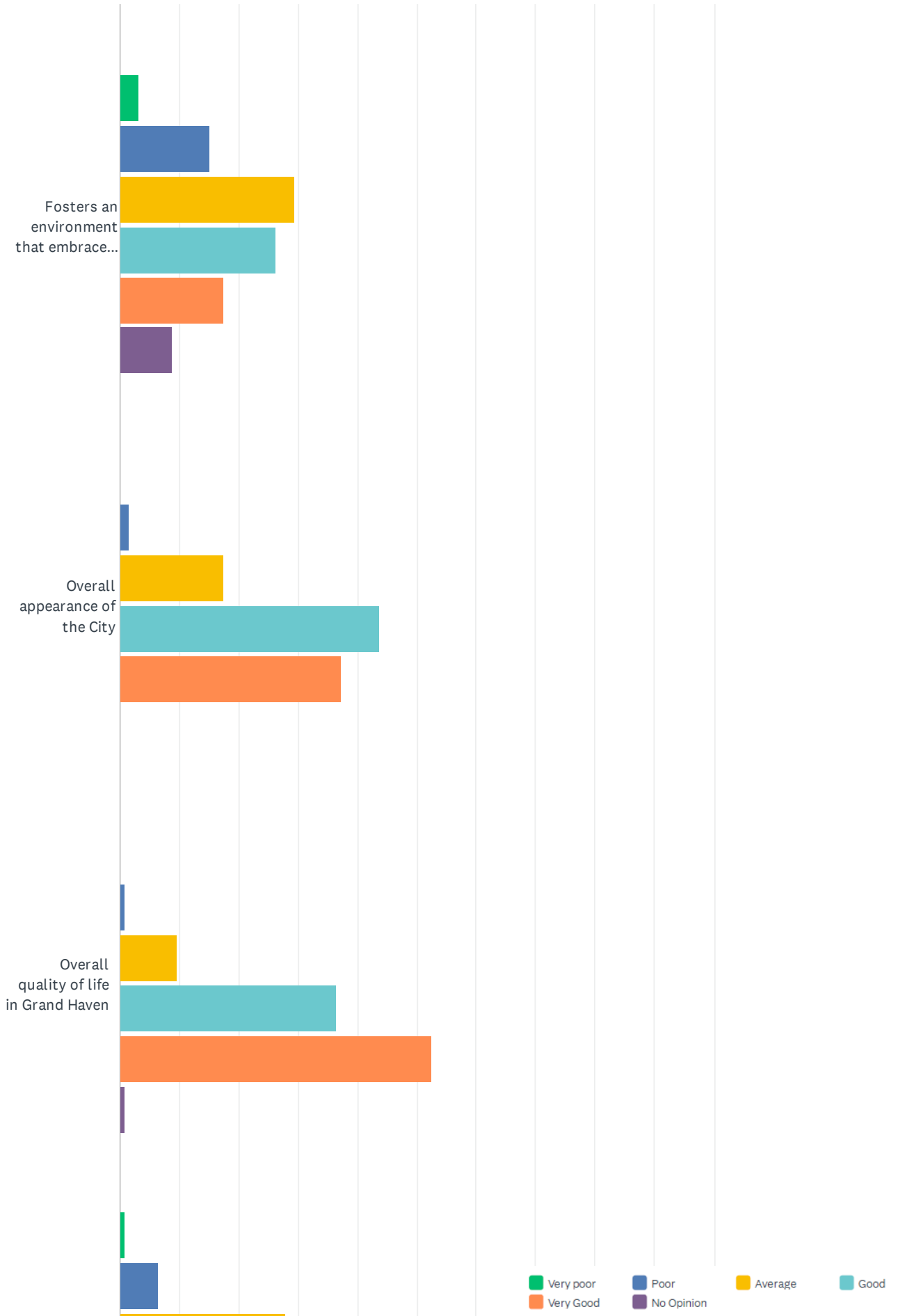


Community Satisfaction & Budget Priority Survey

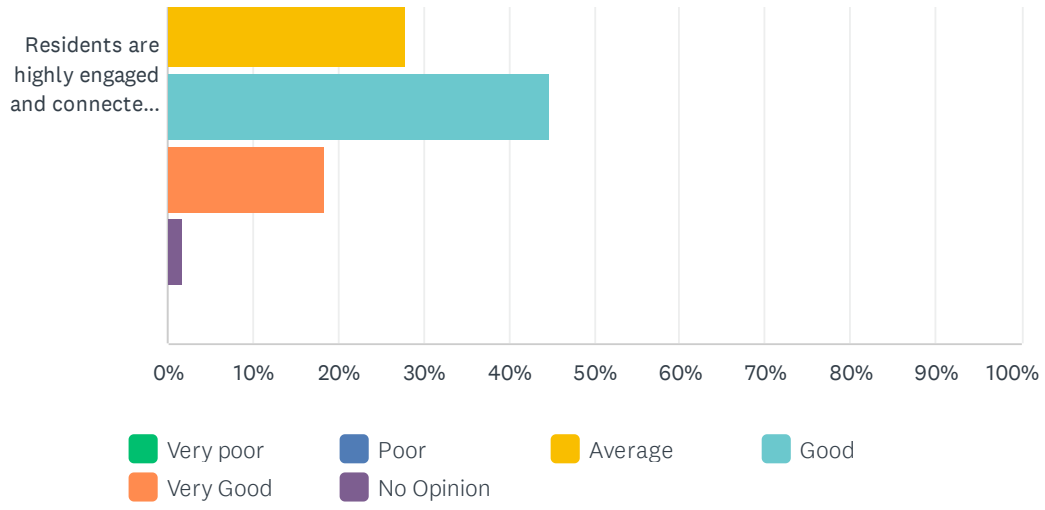
19



Community Satisfaction & Budget Priority Survey



Community Satisfaction & Budget Priority Survey



Community Satisfaction & Budget Priority Survey

	VERY POOR	POOR	AVERAGE	GOOD	VERY GOOD	NO OPINION	TOTAL
Overall, as a place to live	0.00% 0	0.00% 0	5.60% 7	26.40% 33	67.20% 84	0.80% 1	125
Overall safety of the community	0.00% 0	0.79% 1	4.76% 6	17.46% 22	76.98% 97	0.00% 0	126
Quality of shopping opportunities	0.79% 1	17.46% 22	36.51% 46	34.92% 44	9.52% 12	0.79% 1	126
Quality of dining opportunities	4.76% 6	22.22% 28	36.51% 46	26.98% 34	9.52% 12	0.00% 0	126
Vibrant and accessible downtown	0.00% 0	7.94% 10	22.22% 28	43.65% 55	26.19% 33	0.00% 0	126
Quality of entertainment opportunities	0.79% 1	18.25% 23	41.27% 52	31.75% 40	7.14% 9	0.79% 1	126
Availability of job opportunities	0.00% 0	13.60% 17	22.40% 28	25.60% 32	3.20% 4	35.20% 44	125
Availability of affordable/attainable housing	20.00% 25	33.60% 42	31.20% 39	8.00% 10	0.80% 1	6.40% 8	125
Quality of arts and cultural opportunities	3.97% 5	15.08% 19	34.92% 44	31.75% 40	12.70% 16	1.59% 2	126
Availability of affordable childcare	5.56% 7	8.73% 11	15.87% 20	4.76% 6	0.79% 1	64.29% 81	126
Quality of K-12 schools	0.79% 1	2.38% 3	8.73% 11	34.92% 44	31.75% 40	21.43% 27	126
Quality and availability of public transportation	0.80% 1	12.80% 16	20.00% 25	31.20% 39	28.00% 35	7.20% 9	125
Quality of library services	0.00% 0	0.00% 0	3.97% 5	16.67% 21	71.43% 90	7.94% 10	126
As a place to raise children	0.00% 0	1.59% 2	4.76% 6	17.46% 22	65.87% 83	10.32% 13	126
As a place to retire	0.00% 0	2.38% 3	11.11% 14	24.60% 31	57.14% 72	4.76% 6	126
As a place to work	0.00% 0	5.60% 7	20.00% 25	27.20% 34	24.00% 30	23.20% 29	125
Environmental stewardship	2.38% 3	4.76% 6	32.54% 41	36.51% 46	15.08% 19	8.73% 11	126
Fosters an environment that embraces diversity and encourages inclusion	3.17% 4	15.08% 19	29.37% 37	26.19% 33	17.46% 22	8.73% 11	126
Overall appearance of the City	0.00% 0	1.59% 2	17.46% 22	43.65% 55	37.30% 47	0.00% 0	126
Overall quality of life in Grand Haven	0.00% 0	0.79% 1	9.52% 12	36.51% 46	52.38% 66	0.79% 1	126
Residents are highly engaged and connected to the community	0.80% 1	6.40% 8	28.00% 35	44.80% 56	18.40% 23	1.60% 2	125

Q3 Comments

Answered: 37 Skipped: 90

#	RESPONSES	DATE
1	Difficult for individuals & young families to live in GH due to cost of living.	12/9/2024 10:56 AM
2	For the last comment, I feel we have a lot of dedicated people To our city, just not enough of them.	12/8/2024 4:27 PM
3	GH should lobby for a large music venue on harbor Island with a park like setting, huge timbers celebrate the logging heritage.	12/7/2024 6:16 PM
4	The city water needs to be cleaner and tax money ought to prioritize replacing archaic water lines... start with our street. :)	12/3/2024 12:51 PM
5	Top of mind... 1. What is the city doing to protect the big water and Grand River? 2. What is the city doing to reduce the deer population that are destroying thousands of dollars of residential and commercial landscape annually - and have ruined the understory at Duncan Woods? 3. Why are so many businesses downtown staying vacant (old Copper Post, old jewelers), Flotos is now on the list. 4. How many more \$600K+ condos do we need in our city that will remain dark 50% or more of the year? 5. If other Michigan communities are making affordable housing developments work, why can't our city do the same? 6. Enough of the short term rentals - it's time for a moratorium again - how many homes that remain dark 50% or more of the year does our city need?	12/2/2024 10:02 PM
6	Thank you to all of our elected officials and City Staff for working so hard to keep our City welcoming, vital and beautiful!	12/2/2024 10:43 AM
7	Creating more fun-filled opportunities throughout the shoulder season to the downtown area. Having more unique shops to fill up all the store fronts would be exciting. Promoting our downtown businesses more, and develop using creative partnerships to plan family fun activities once or twice a month, similar to 'Jeep Fest' or 'Winter Fest'. Encouraging local neighborhoods to eat downtown through various entertainment, music, dancing and/or interactive activities opportunities available to adults.	11/29/2024 10:44 PM
8	less and less affordable for low income residents	11/26/2024 2:58 PM
9	Accessibility for people who use mobility aids MUST be improved. Many downtown businesses have steps to get inside, the east end of the city has too many hard curbs and broken sidewalks. Improperly marked crosswalks.	11/26/2024 11:23 AM
10	We are new residents - just moved here in June of 2024 so still learning about all that Grand Haven has to offer	11/26/2024 8:36 AM
11	Stop the pride/gay/trans stuff please	11/22/2024 9:42 PM
12	Good availability of parks although they are under serious threat by invasive diseases and deer over browsing	11/22/2024 6:57 PM
13	The city is focused more on special interest groups than on the majority of the residents.	11/21/2024 8:39 AM
14	We need a bowling alley. We need taxi service. Would be nice to have fall leaf pick up again.	11/20/2024 5:43 PM
15	Tired of the city giving tax abatements to developers. This needs to stop. Homeowners get the brunt of paying taxes that they don't.	11/20/2024 9:55 AM
16	Walkabilty is a favorite attribute	11/19/2024 1:47 PM
17	Fix the sidewalks	11/19/2024 10:28 AM
18	Duncan's Woods gets thrown under the bus, while a giant sum of money is squandered on Sluka Field. Disgraceful	11/19/2024 9:01 AM
19	Great City.	11/19/2024 8:59 AM

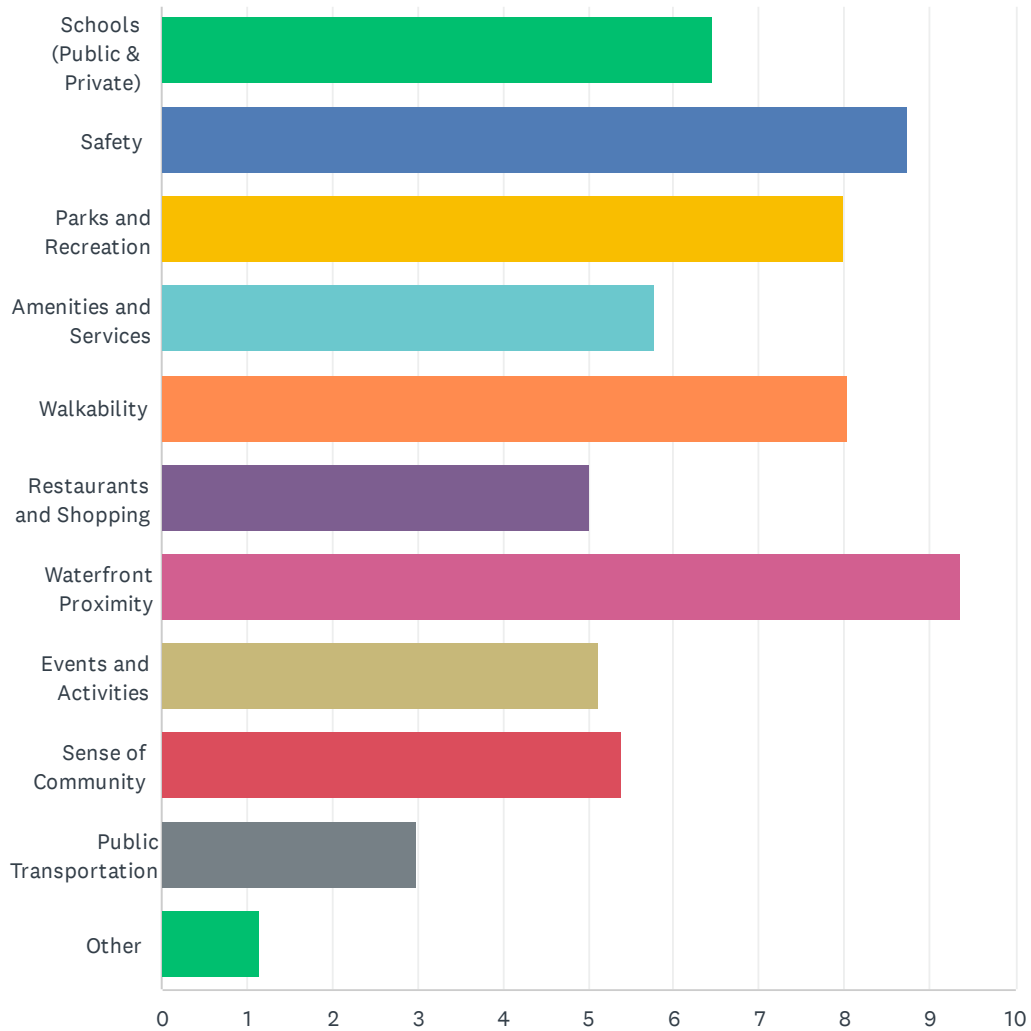
Community Satisfaction & Budget Priority Survey

24

20	The restaurant choices are not good, the taxes are crazy high for this kind of city, the roads and sidewalks are poorly maintained on the east side. The money for this city is not allocated well at all. It seems to all go to tourist attractions.	11/18/2024 6:49 PM
21	Most restaurant choices in GH are overpriced and lacking quality food with healthy options. Too many empty store/restaurants fronts downtown. How many tee shirt stores and ice cream shops is too many - GH has over exceeded the limit. There is virtually no nightlife or entertainment (except during the summer and a few things around Christmas) - no arts or cultural experiences here. Parking is a nightmare - there appears to be some rundown areas (old 5/3 ATM on 2nd/Columbus is one) that could be utilized, or at least demolished. GH Safety needs to address the people who hang out in their cars for hours every night in the YMCA parking lot and race up and down Sherman - so dangerous. Also the huge groups of kids on the pier every single summer that end up in fights needs to be dealt with.	11/17/2024 11:32 AM
22	Restaurants are not very good most of them are just Sysco or Gordon Foods, Why isn't the public nuisance that's being created by the loud motorcycles and cars in the Mulligans Hollow parking area and the streets around it ie Sherman Ave addressed through speed bumps and enforcement of sound level ordinances, the museum is a waste of taxpayers dollars	11/17/2024 11:29 AM
23	Wish the city would focus more on year round residents and less on summer residents and tourists. Reducing short term rentals would help the housing situation. The deer are an asset to the community. Schools need to focus on kindness (in staff).	11/16/2024 5:51 PM
24	Grand Haven is a beautiful, safe, friendly city, and I am grateful to live here.	11/15/2024 10:50 PM
25	Stop giving tax abatements to developers while raising taxes on residents. Replace streetlights and commercial lighting with environmentally friendly down lighting. Stop ruining the lakefront. Enough condos and t-shirt shops.	11/15/2024 10:12 PM
26	Transportation: need expanded hours and connection to more communities; better housing option at beginning and end of home ownership continuum;	11/15/2024 10:09 PM
27	Need to address environmental issues particularly on Harbor Island.	11/15/2024 7:40 PM
28	Great to see quality apartments now in downtown blocks ignored for too long because of soil pollution	11/15/2024 5:03 PM
29	Need to make the city more bike-able. Create bike lane on Sheldon in the summer.	11/15/2024 12:33 PM
30	Biggest issue is affordable housing. I couldn't afford to live where I live (or, likely, ANYWHERE in town) had I not bought in 25 years ago. Love the culture and overall development going on in the East Side.	11/15/2024 8:51 AM
31	Altho I sold my house last year, I lived in GH for over 40 years and continue to visit and feel connected to the city.	11/14/2024 6:10 AM
32	1. Consider addition of bike paths when road improvements are considered. Especially on major roads such as Sheldon, Grand, Grant, Beechtree, Washington, etc. 2. The parking lot and sidewalks at the "Old Piano Factory" (west of Odd Sides and south of Port Bello) is in serious need of rehab. The sidewalks are very unsafe. 3. Continued remediation of Harbor Island is important. Do not consider development of the island for anything other than recreation. 4. The deer population is out of control. Really, it is. Especially in the southside neighborhoods. Culling is way overdue. 5. I would like to see a higher focus on traffic control in the city. Speeding and loud cars are a growing problem.	11/13/2024 11:40 PM
33	On the basis of equity there needs to be equity in the market of short-term rental options. Currently you have to be fairly wealthy in order to monetize your residence. Anyone that can meet the standards and follow the rules should be allowed to rent out their house for any period of time.	11/12/2024 10:25 PM
34	The city has so much going for it. City needs more long term residents that will spend money and time in our shopping and restaurant districts year round.	11/12/2024 9:26 PM
35	Only a couple of above average restaurants. Little ethnic options beside Mexican. No bakery. No bagels.	11/12/2024 1:05 PM
36	The City should pay more attention to the East End. The East End needs to be cared for and maintained at a higher standard (eg sidewalks, landscaping, roads).	11/12/2024 1:03 PM
37	I hope this will be graded on a curve... 😊	11/12/2024 10:15 AM

Q4 What do you like the most about living in Grand Haven? (top of the list being highest ranked)

Answered: 125 Skipped: 2



Community Satisfaction & Budget Priority Survey

	1	2	3	4	5	6	7	8	9	10	11
Schools (Public & Private)	5.60% 7	11.20% 14	11.20% 14	14.40% 18	10.40% 13	8.00% 10	9.60% 12	10.40% 13	8.80% 11	8.00% 10	2.40% 3
Safety	18.40% 23	25.60% 32	24.80% 31	8.00% 10	7.20% 9	6.40% 8	5.60% 7	1.60% 2	1.60% 2	0.80% 1	0.00% 0
Parks and Recreation	8.00% 10	16.00% 20	17.60% 22	22.40% 28	15.20% 19	9.60% 12	6.40% 8	4.00% 5	0.00% 0	0.80% 1	0.00% 0
Amenities and Services	1.60% 2	4.00% 5	2.40% 3	8.80% 11	19.20% 24	17.60% 22	20.80% 26	11.20% 14	10.40% 13	3.20% 4	0.80% 1
Walkability	15.20% 19	20.00% 25	14.40% 18	11.20% 14	12.00% 15	10.40% 13	6.40% 8	7.20% 9	3.20% 4	0.00% 0	0.00% 0
Restaurants and Shopping	0.00% 0	2.40% 3	3.20% 4	5.60% 7	12.80% 16	11.20% 14	20.80% 26	17.60% 22	19.20% 24	7.20% 9	0.00% 0
Waterfront Proximity	45.60% 57	15.20% 19	13.60% 17	8.00% 10	3.20% 4	5.60% 7	5.60% 7	2.40% 3	0.80% 1	0.00% 0	0.00% 0
Events and Activities	0.80% 1	0.00% 0	4.80% 6	11.20% 14	8.80% 11	14.40% 18	9.60% 12	28.00% 35	16.80% 21	5.60% 7	0.00% 0
Sense of Community	4.80% 6	4.00% 5	6.40% 8	8.80% 11	9.60% 12	9.60% 12	10.40% 13	12.80% 16	24.00% 30	8.80% 11	0.80% 1
Public Transportation	0.00% 0	1.60% 2	1.60% 2	0.80% 1	1.60% 2	6.40% 8	4.80% 6	4.80% 6	14.40% 18	61.60% 77	2.40% 3
Other	0.00% 0	0.00% 0	0.00% 0	0.80% 1	0.00% 0	0.80% 1	0.00% 0	0.00% 0	0.80% 1	4.00% 5	93.60% 117

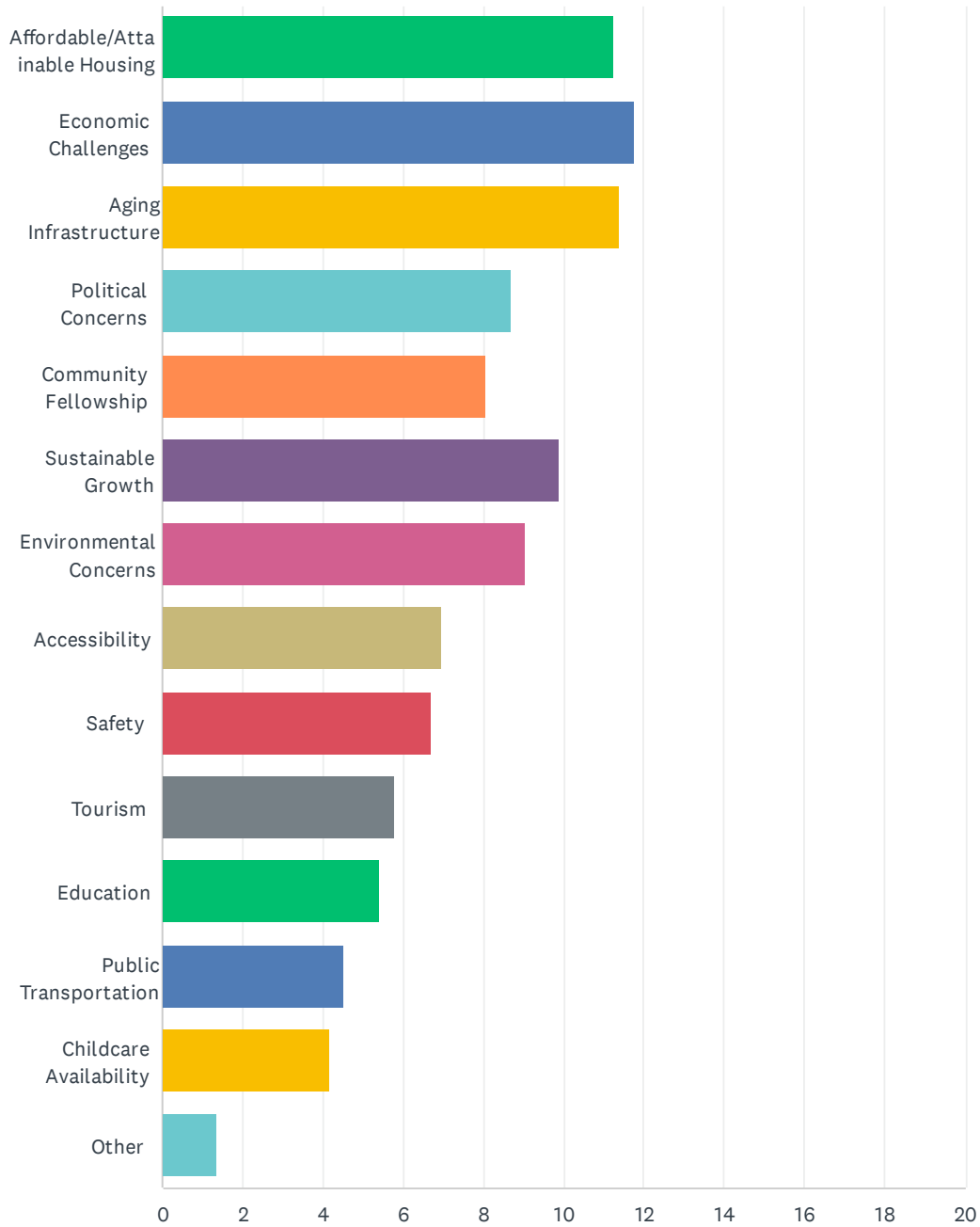
Q5 Comments/Clarification

Answered: 21 Skipped: 106

#	RESPONSES	DATE
1	Love the beach & sunsets. Enjoy accessibility to walk & ride bike around town including the boardwalk. Activities along the waterfront are enjoyable. Parks are wonderful Need more quality food restaurants. JW's & Morning Star are only a few.	12/9/2024 10:56 AM
2	I put schools last because I did not go to school here and I do not have kids so I am unfamiliar with the school system. Please keep this in mind in regards to all of my answers.	12/6/2024 10:51 AM
3	Enjoy low cost activities available including walking in local parks and visiting the waterfront	12/5/2024 11:24 AM
4	We homeschool so an opinion about the schools is not applicable.	12/3/2024 12:51 PM
5	Please keep walkability and livability in mind for all future projects. We shouldn't build cities for cars but for the people, plants and animals that live here!	12/2/2024 10:43 AM
6	Lake,beach,downtown. Focus on that. Redevelop the boardwalk and marina. What's happening with the Diesel plant????	11/22/2024 9:42 PM
7	Grand Haven was a wonderful place to raise a family	11/22/2024 6:57 PM
8	The reason events and activities are #9 is we feel there are too many of them.	11/20/2024 2:38 PM
9	I live "In City" and enjoy walking to the downtown area and waterfront. If it wasn't for that I would live somewhere else. I think this City lacks quality restaurants and community events.	11/20/2024 11:16 AM
10	plenty of bars and bar food but not quality places to eat	11/18/2024 6:22 PM
11	This is input from someone who has been retired for 25+ years.	11/16/2024 12:16 PM
12	Grand Haven is a beautiful, friendly place with pleasant, safe neighborhoods, numerous downtown, center town, and east side activities throughout the year. The river walkway and the beaches are splendid, too.	11/15/2024 10:50 PM
13	Stop tax abatements. Recent development for affordable housing is a developer ploy.	11/15/2024 10:12 PM
14	Waterfront makes GH one of a kind.	11/15/2024 7:40 PM
15	Restaurant quality and diversity not up to what I would expect	11/15/2024 5:03 PM
16	Our children are grown so we place less emphasis on our schools. We have an active population so biking, running and walking opportunities should be abundant.	11/13/2024 11:40 PM
17	The City could use a downtown that has stores where locals would like to shop. It's all set up for tourists. Not sure how to fix that. More restaurants like the Unicorn Tavern where they source food from places other than GFS	11/13/2024 10:05 PM
18	Need to work on our shopping district, roads and drain lines, water lines. Get most of our city power lines in the beach district and downtown underground. Such an eyesore and a wind safety hazard.	11/12/2024 9:26 PM
19	other- nearby outdoor recreation is outstanding	11/12/2024 1:05 PM
20	I do not have children in school I cannot rate	11/12/2024 10:45 AM
21	Grand Haven, no one denies is adorable. We do need to expand on the waterfront to make it more of a destination, not only visitors but locals, think of great River walks around the USA. They are packet with shops and eateries. Hoping our new development hits some of this. Also we MUST implement paid parking. I just don't understand the reluctance to reel in on all our visitors. Folks on Harbor are getting 30 a day for their driveways... 60 during 4th and CoastGuard.	11/12/2024 10:15 AM

Q6 What do you see as the most important issues facing Grand Haven? (top of the list being highest ranked)

Answered: 123 Skipped: 4



Community Satisfaction & Budget Priority Survey

	1	2	3	4	5	6	7	8	9	10	11
Affordable/Attainable Housing	37.40% 46	14.63% 18	12.20% 15	9.76% 12	3.25% 4	4.07% 5	4.07% 5	4.07% 5	0.81% 1	0.81% 1	0
Economic Challenges	17.07% 21	29.27% 36	13.82% 17	16.26% 20	13.01% 16	6.50% 8	0.81% 1	1.63% 2	0.00% 0	0.81% 1	0
Aging Infrastructure	17.89% 22	16.26% 20	24.39% 30	12.20% 15	9.76% 12	8.94% 11	4.88% 6	1.63% 2	1.63% 2	2.44% 3	0
Political Concerns	1.63% 2	7.32% 9	9.76% 12	19.51% 24	11.38% 14	8.13% 10	12.20% 15	4.88% 6	8.13% 10	2.44% 3	5
Community Fellowship	2.44% 3	2.44% 3	5.69% 7	6.50% 8	13.82% 17	17.89% 22	13.82% 17	13.01% 16	4.88% 6	7.32% 9	3
Sustainable Growth	4.07% 5	10.57% 13	14.63% 18	10.57% 13	13.01% 16	21.95% 27	13.01% 16	5.69% 7	2.44% 3	0.00% 0	3
Environmental Concerns	8.94% 11	7.32% 9	9.76% 12	5.69% 7	4.88% 6	9.76% 12	21.14% 26	19.51% 24	5.69% 7	3.25% 4	1
Accessibility	1.63% 2	0.00% 0	3.25% 4	1.63% 2	7.32% 9	6.50% 8	6.50% 8	24.39% 30	29.27% 36	9.76% 12	5
Safety	1.63% 2	2.44% 3	1.63% 2	4.88% 6	10.57% 13	5.69% 7	5.69% 7	7.32% 9	22.76% 28	18.70% 23	8
Tourism	3.25% 4	2.44% 3	0.81% 1	1.63% 2	5.69% 7	4.07% 5	3.25% 4	4.88% 6	8.94% 11	30.89% 38	17
Education	3.25% 4	1.63% 2	1.63% 2	2.44% 3	2.44% 3	2.44% 3	6.50% 8	4.88% 6	8.13% 10	9.76% 12	34
Public Transportation	0.00% 0	1.63% 2	0.00% 0	4.88% 6	1.63% 2	3.25% 4	3.25% 4	4.88% 6	5.69% 7	8.13% 10	8
Childcare Availability	0.81% 1	3.25% 4	2.44% 3	3.25% 4	3.25% 4	0.81% 1	4.88% 6	2.44% 3	1.63% 2	5.69% 7	8
Other	0.00% 0	0.81% 1	0.00% 0	0.81% 1	0.00% 0	0.00% 0	0.00% 0	0.81% 1	0.00% 0	0.00% 0	1

Q7 Comments/Clarification

Answered: 25 Skipped: 102

#	RESPONSES	DATE
1	Need better updates where we stand regarding pension underfunding, Harbor Island cleanup and infrastructure needs.	12/9/2024 10:56 AM
2	I put education and childcare last because I did not go to school here and I do not have kids so I am unfamiliar with the school/childcare system here. Please keep this in mind in regards to all of my answers.	12/6/2024 10:51 AM
3	Ranking based on keeping in good conditions. Would like to see improvement on quality of education	12/5/2024 11:24 AM
4	"Environmental" because there is no topic for "municipal water"...cleanliness, safety, and corroded lead water lines.	12/3/2024 12:51 PM
5	I believe in climate change and the extinction crisis and feel that all of us can and should do more for the health of our planet.	12/2/2024 10:43 AM
6	Aging infrastructure is just one of many economic challenges. Political concerns and community fellowship will more or less take care of themselves once economic and environmental problems are lessened.	11/26/2024 2:58 PM
7	Horrible list	11/22/2024 9:42 PM
8	Lack of accessible affordable senior housing	11/22/2024 6:57 PM
9	Far too much emphasis on infrastructure. It too over one hundred years to build the infrastructure. It cannot be replaced in 10-20 years on the backs of those who live here now either through taxes or user fees/rates. NOT POSSIBLE	11/20/2024 2:38 PM
10	Paying off pension debts must happen sooner, rather than later	11/19/2024 1:47 PM
11	Parking meters need to be installed and used in the summertime downtown and at the beach. It is governmental malpractice to oppose this needed revenue source.	11/19/2024 9:01 AM
12	we seem to hide from the fact that many of our citizens are treating our deer as pets rather than wild animals. Therefore nothing is done regarding the fact that they are destroying our forests	11/18/2024 6:22 PM
13	I'm not sure what is meant by "political concerns". I wish that question was better defined.	11/18/2024 11:13 AM
14	Same as 5.	11/16/2024 12:16 PM
15	Many young people and people of average or limited income cannot afford to live here, so housing affordability is a challenge. Most important to me are the environmental challenges and the transition to sustainability.	11/15/2024 10:50 PM
16	Affordable housing is linked to all other challenges. Without young families everything—schools, community life, economics—is at risk. Seniors need to be able to downsize and age in place without increased expense, and there are few options for that.	11/15/2024 10:09 PM
17	Other=lack of diversity	11/15/2024 8:27 PM
18	Working more cooperatively with the BLP is critical.	11/15/2024 7:40 PM
19	We do not have an image of GH we are more than a lighthouse. We need a theme for our city. An identity	11/15/2024 5:04 PM
20	Housing costs are outrageous!	11/14/2024 6:10 AM
21	Our community does NOT support GHAPS. I never thought I would say this but I would consider moving so my child could attend a nicer school where the community supports the children. The lack of financial support is sad.	11/13/2024 10:05 PM

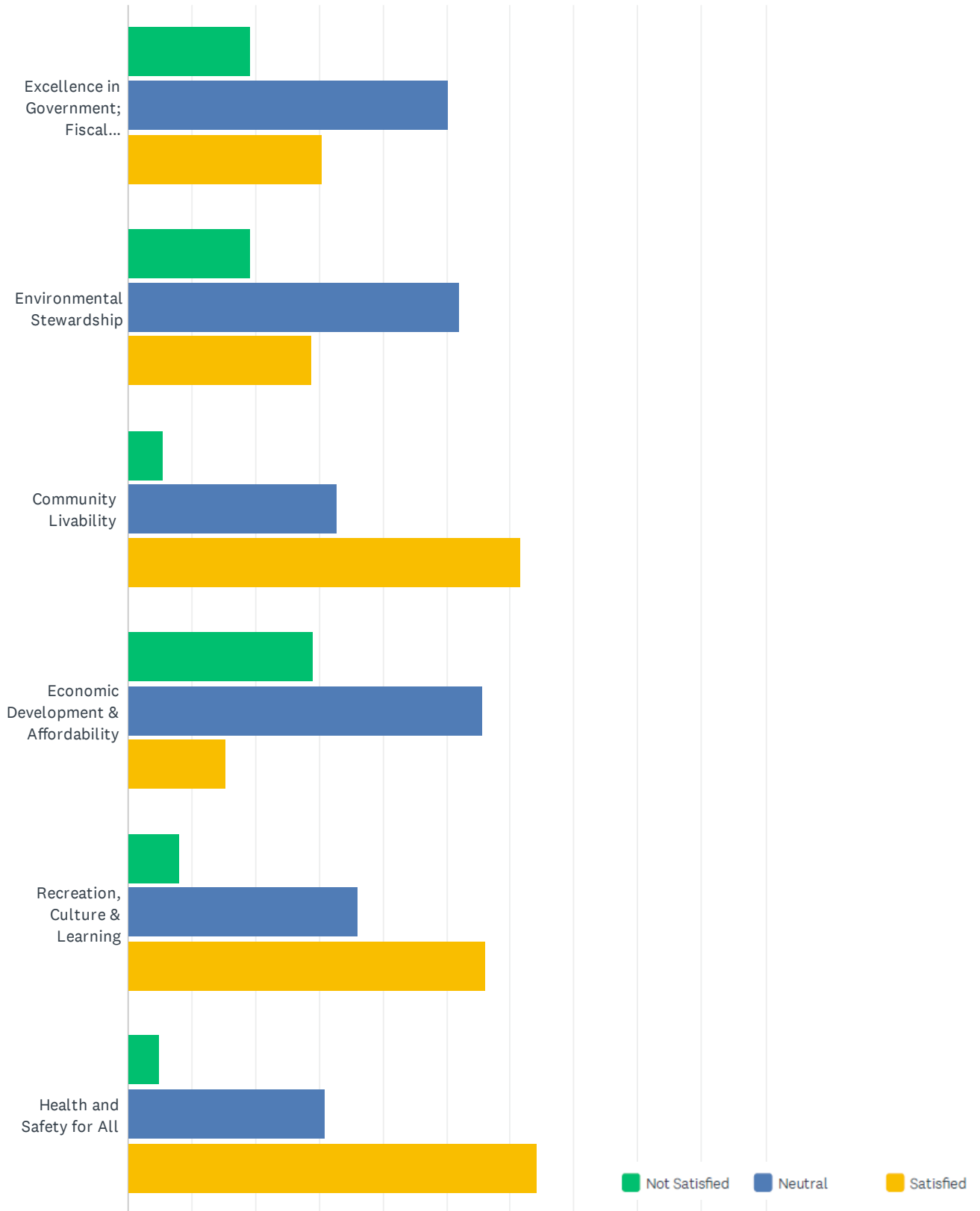
Community Satisfaction & Budget Priority Survey

32

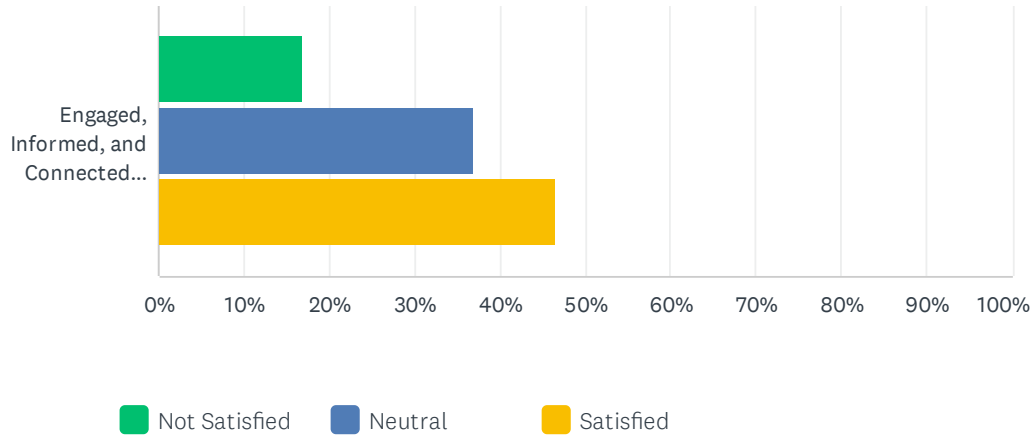
22	I believe having a balanced diversity, cultural and economic, encourages tolerance and empathy. Our town seems to prefer sameness and exclusivity instead of inclusiveness.	11/13/2024 1:49 PM
23	None of them are actually concerns for me. I think the city is doing a pretty good job all around.	11/12/2024 10:25 PM
24	Our corrupt council needs to go, they have been undermining our residents and using tax dollars for their personal agendas.	11/12/2024 9:26 PM
25	Affordable Housing chatter. We are not capable of providing it. This is a waterfront community and no where in this country is affordable anything on a waterfront. This is were public transportation would help, real bus lines that run to accommodate everyone coming in from less expensive outside communities	11/12/2024 10:15 AM

Q8 How do you feel the City is performing within the following strategic priorities:

Answered: 125 Skipped: 2



Community Satisfaction & Budget Priority Survey



	NOT SATISFIED	NEUTRAL	SATISFIED	TOTAL
Excellence in Government; Fiscal Responsibility	19.20% 24	50.40% 63	30.40% 38	125
Environmental Stewardship	19.20% 24	52.00% 65	28.80% 36	125
Community Livability	5.60% 7	32.80% 41	61.60% 77	125
Economic Development & Affordability	29.03% 36	55.65% 69	15.32% 19	124
Recreation, Culture & Learning	8.00% 10	36.00% 45	56.00% 70	125
Health and Safety for All	4.88% 6	30.89% 38	64.23% 79	123
Engaged, Informed, and Connected Community	16.80% 21	36.80% 46	46.40% 58	125

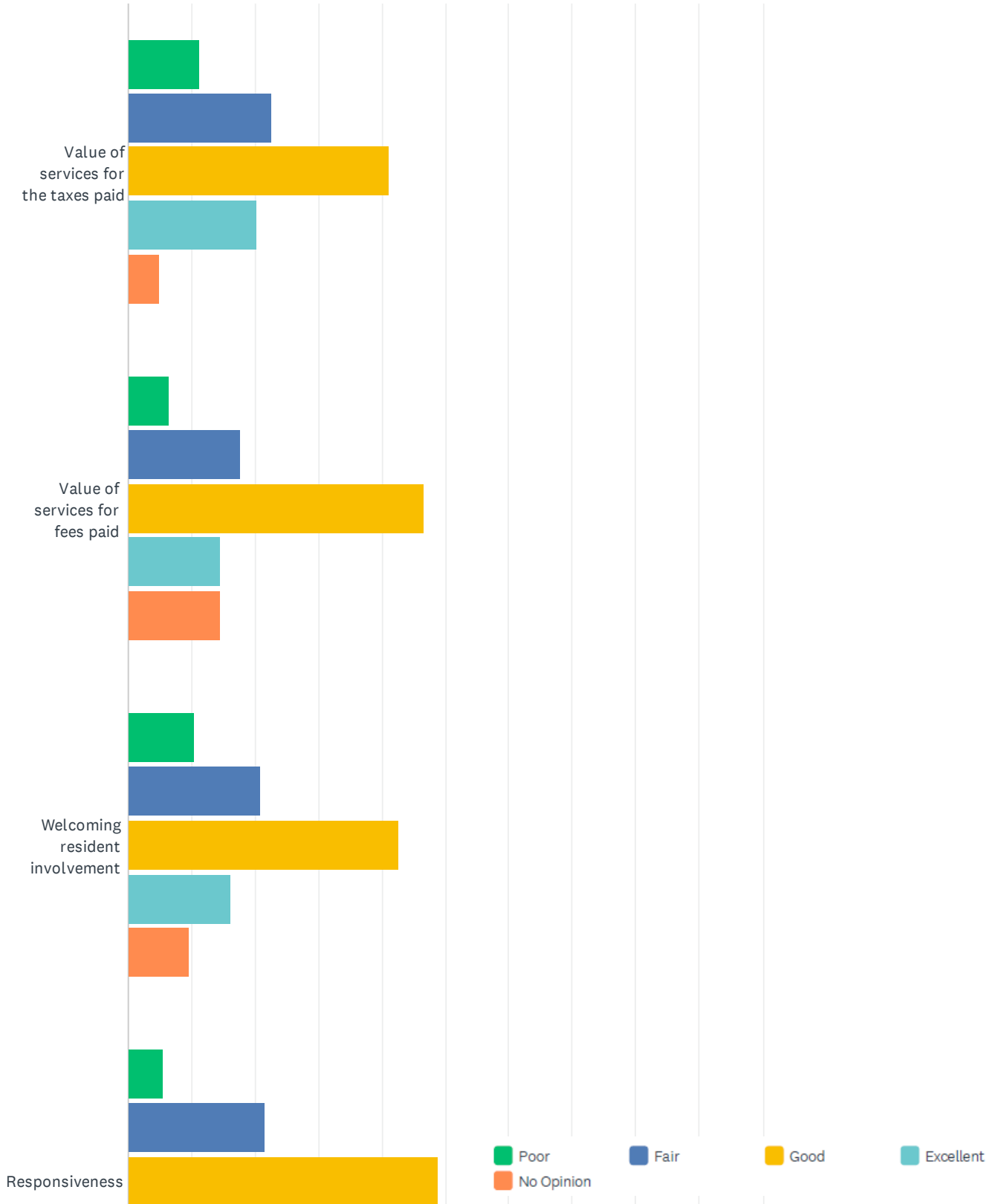
Q9 Comments

Answered: 19 Skipped: 108

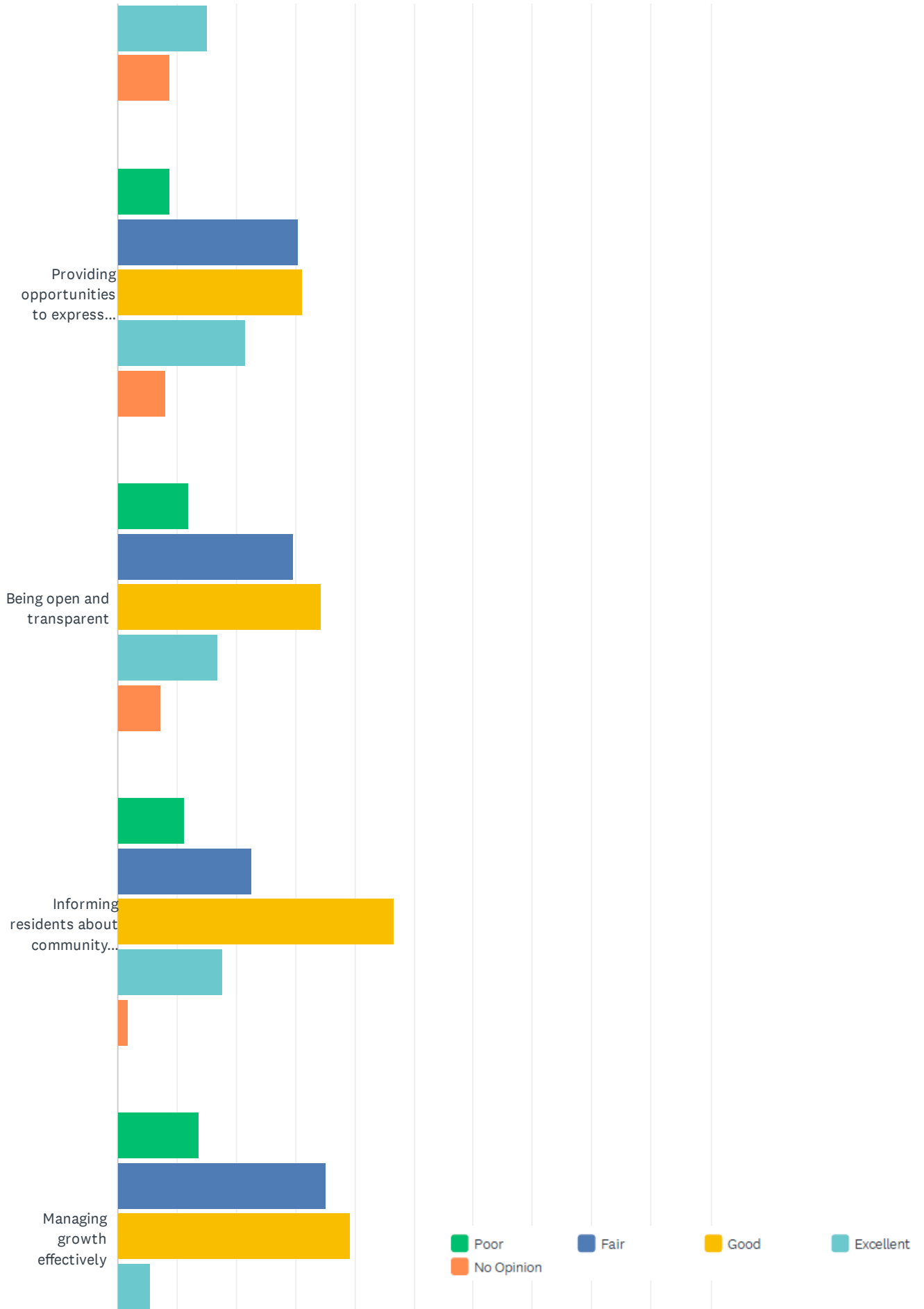
#	RESPONSES	DATE
1	What are we doing to create more funding opportunities? What about paid parking? That discussion seems to have fallen off the radar. Residents need to be more knowledgeable and involved with important issues within the community.	12/9/2024 10:56 AM
2	Need more diligence on rental city property income rates	12/5/2024 11:24 AM
3	My only concern is the health of what already exists, city water issues , being overlooked to place money in less necessary areas.	12/3/2024 12:51 PM
4	The City is doing a good job of digging itself out of a pretty deep fiscal hole. Citizens must inform themselves about the community.	11/26/2024 2:58 PM
5	We are new residents - just moved here in June of 2024 so still learning about all that Grand Haven has to offer	11/26/2024 8:36 AM
6	Fiscal responsibility has improved, but room for more improvement. More attention to threats to forest, including deer	11/22/2024 6:57 PM
7	Has a printed and posted quarterly Community Newsletter ever been considered?	11/20/2024 11:16 AM
8	The most important issue to me is Environmental Stewardship. Everything else is important also. But without a healthy environment and "sustainable" growth, everything else will be negatively affected.	11/18/2024 11:13 AM
9	Honestly the section above is too general/vague to have much meaning	11/17/2024 11:32 AM
10	I believe that we are not well informed about the unbooked pension liabilities and the impacts on future taxes /uses of available monies. Property taxes are way to high we need to move into the future using more technology to enhance services and to reduce the size of the city workforce	11/17/2024 11:29 AM
11	The city must make environmental stewardship a priority, especially for the next generations in mind.	11/15/2024 10:50 PM
12	You connected health to safety for the first time in this list. Public safety is excellent. Health is abysmal since the stewards of our hospital failed us. We do not have enough physicians and good health care facilities and that is difficult to understand in a place as livable and safe as this.	11/15/2024 10:09 PM
13	Too may events for tourists. Events like strawberry moon make biannual. More local events. No double booking on weekends.	11/15/2024 5:04 PM
14	There are too many condos and apartments downtown. We need a better variety of restaurants. There are too many vacant shops downtown.	11/15/2024 9:16 AM
15	There's little to complain about but little to be complacent about.	11/15/2024 8:51 AM
16	City could do a better job keeping residents informed. Seems like it is getting better....however I had the impression that the city would take the minimum effort to notify public when attempting to push through and agenda that people in control wanted.	11/13/2024 10:05 PM
17	Thank you all for your service	11/12/2024 10:25 PM
18	Using our tax dollars to pay for walls in a private owned neighborhood because a council member has her cottage there was criminal. Charging for parking is not widely wanted by the residents. Our council using a corrupt lawyer to try to usurp the BLP is criminal.	11/12/2024 9:26 PM
19	Engaging the city is a huge task, this administration is working hard to get the word out thru social media 👍	11/12/2024 10:15 AM

Q10 Please rate how well your local government is doing in each of the following areas.

Answered: 125 Skipped: 2

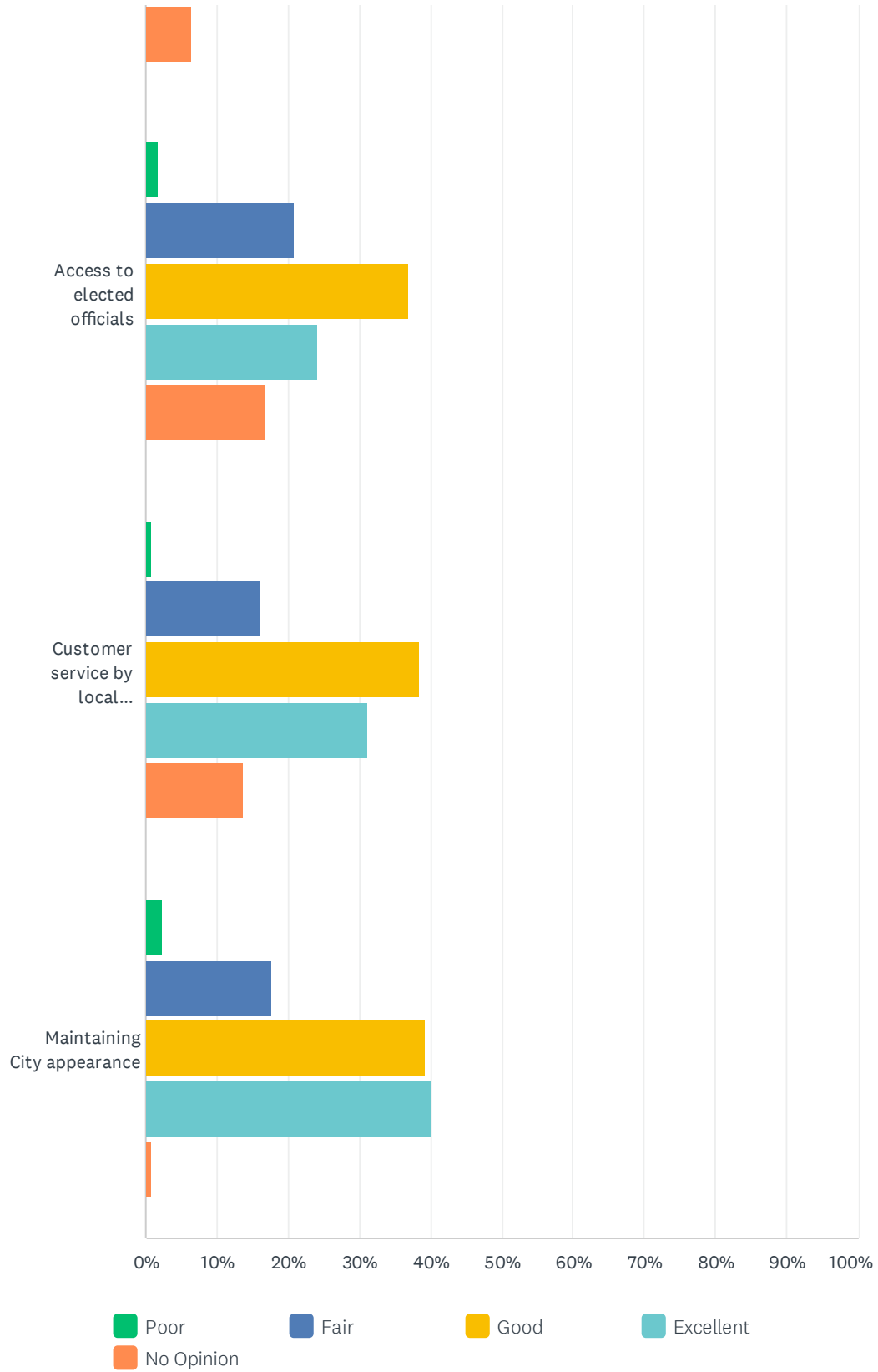


Community Satisfaction & Budget Priority Survey



Community Satisfaction & Budget Priority Survey

38




Community Satisfaction & Budget Priority Survey

	POOR	FAIR	GOOD	EXCELLENT	NO OPINION	TOTAL
Value of services for the taxes paid	11.29% 14	22.58% 28	41.13% 51	20.16% 25	4.84% 6	124
Value of services for fees paid	6.45% 8	17.74% 22	46.77% 58	14.52% 18	14.52% 18	124
Welcoming resident involvement	10.48% 13	20.97% 26	42.74% 53	16.13% 20	9.68% 12	124
Responsiveness	5.60% 7	21.60% 27	48.80% 61	15.20% 19	8.80% 11	125
Providing opportunities to express views before decisions are made	8.80% 11	30.40% 38	31.20% 39	21.60% 27	8.00% 10	125
Being open and transparent	12.00% 15	29.60% 37	34.40% 43	16.80% 21	7.20% 9	125
Informing residents about community issues	11.29% 14	22.58% 28	46.77% 58	17.74% 22	1.61% 2	124
Managing growth effectively	13.60% 17	35.20% 44	39.20% 49	5.60% 7	6.40% 8	125
Access to elected officials	1.60% 2	20.80% 26	36.80% 46	24.00% 30	16.80% 21	125
Customer service by local government employees	0.80% 1	16.00% 20	38.40% 48	31.20% 39	13.60% 17	125
Maintaining City appearance	2.40% 3	17.60% 22	39.20% 49	40.00% 50	0.80% 1	125

Q11 Comments

Answered: 28 Skipped: 99

#	RESPONSES	DATE
1	City appearance is excellent except for the closure of Washington between Harbor & 1st Street. It looks like a construction zone when approaching it from either end. Need something to be placed in front of the barricaded to hide them. What's happening to paid parking? More and more visitors are flocking to GH during the summer. We have an opportunity there.	12/9/2024 10:56 AM
2	Grand landing bond needs to be removed from taxes. Education needs to improve before raising taxes for buildings. Need to charge market rent on city property before raising taxes.	12/5/2024 11:24 AM
3		12/3/2024 12:51 PM
4	Grand Haven attracts tourism thanks to our natural amenities. We should invest in them like we do our infrastructure. Protecting our lake, open spaces and wetlands is critical to our future success.	12/2/2024 10:43 AM
5	We are new residents - just moved here in June of 2024 so still learning about all that Grand Haven has to offer	11/26/2024 8:36 AM
6	City leaders, both elected and hired are relatively easy to approach	11/22/2024 6:57 PM
7	Thanks for addressing concerns about playgrounds this year.	11/22/2024 11:40 AM
8	Your closing off of City hall is a step in the wrong direction. It sets up an atmosphere of fear in our community. This decision should be revisited. The BLP does a much better job. If you want to see a clerk you walk in and see a clerk. YOu operate like Michigan Gas. nobody to greet you. nobody to talk to.	11/20/2024 2:38 PM
9	1. Other than the Boardwalk itself, the waterfront area between Pier Peddler and the State Park has been unkept and is overgrown since the COVID 19 epidemic. It is a very uninviting landscape as one travels along S. Harbor Dr between downtown and the State Park. Much attention still is given to Escanaba and Central Parks, but, for whatever reasons, this area has been sorely neglected. 2. The drive south over the drawbridge into Grand Haven is unattractive and somewhat unwelcoming. If I was unfamiliar with Grand Haven, simply traveling via US-3, I would not be inclined to stop in the city. 3. Washington Ave. just west of US 31/Beacon, also is unkept and uninviting. Attention needs to be given to the private property just west of the gas station on the south west corner, and to the rusting public art on the opposite side of the street. These neglected appearances would not, I believe, encourage a passer-by to turn and visit Center Town or Downtown.	11/20/2024 1:31 PM
10	The city has it's head stuck in the sand on environmental protection and zoning reform. Please pay attention to the Strong Towns website.	11/19/2024 9:01 AM
11	I have lived in 10 states and this city is the worst with money. The taxes are the absolute highest in any place I have lived and there is not much to show for it. Any road that is paved is torn back up within a week. The sidewalks are awful on the east side so are the streets. The restuarants are all leaving or closing. If it wasn't for family, I wouldn't stay. A city manager should really have more than a few years intern experience to run a city. It's more than just having coffee and photo ops.	11/18/2024 6:49 PM
12	I am not a city resident	11/18/2024 8:53 AM
13	We pay over \$15,000 a year in taxes - seeing the breakdown of how this is spent is shocking (Ottawa ISD, GHC Operating, transportation, museum - and so much infrastructure structure debt categories??) I think the city council knows how most residents feel about the excessive condo issue. Based on our interaction with different departments, some are very responsive and effective and some are not (maintenance)	11/17/2024 11:32 AM
14	Police are very responsive and great to interact with. General services very unresponsive ie never return calls etc	11/17/2024 11:29 AM

Community Satisfaction & Budget Priority Survey

41

15	Not a fan of putting my leaves in those paper bags. Prefer to sweep to street.	11/16/2024 5:51 PM
16	Less turf and more native gardens would save money, water and improve biodiversity.	11/16/2024 11:57 AM
17	The maintenance crew deserve much credit for keeping the city beautiful.	11/15/2024 10:50 PM
18	Downtown neighborhoods still have too many crumbling curbs and badly damaged sidewalks	11/15/2024 10:09 PM
19	Super parks city employees	11/15/2024 5:04 PM
20	I appreciate the Mayor and City Staff taking time to regularly appear on WAWL radio. Always very informative. Thank you to WAWL as well for hosting.	11/15/2024 10:23 AM
21	Chinook pier area looked rundown with lots of weeds in the flower beds. Parking lot sidewalk by Oddside needs to be redone. It is a safety hazard.	11/15/2024 9:16 AM
22	The cemetery is a disaster and very sad to see.	11/15/2024 12:17 AM
23	The decline of the Lake Forest Cemetery grounds due to the poor maintenance of the Irrigation System for Years is disgraceful and very discouraging.	11/14/2024 11:20 AM
24	They do an excellent job for CG FESTIVAL	11/13/2024 10:05 PM
25	Mayor Monetza and Mike Fritz take the time to listen to the concerns of our local small business owners (not just those in the downtown districts) and take their feedback into consideration when making decisions that could impact them. "Access" to them is very good.unfortunately, I can't say the same about the other two.	11/13/2024 7:55 PM
26	The median on the highway looked horrible this year. Our downtown parks were not up to grade. Our council is highly corrupt and should be ashamed of themselves.	11/12/2024 9:26 PM
27	There are many dead branches in trees on the parkways and Cental park.	11/12/2024 3:55 PM
28	The East End is not adequately maintained.	11/12/2024 1:03 PM

Q12 Do you feel that City Employees are generally responsible, dependable, forthcoming, accessible, and truthful? If not, please explain.

Answered: 62 Skipped: 65

#	RESPONSES	DATE
1	Generally responsible, yes. However, not transparent when it comes to pension issues. The community should be the ones deciding on the development of the waterterfront regarding the Childrens Museum, farmers market, restaurant(s), shops & offices. I like the green space down there now. We don't need a museum , offices. Shops or restaurant in that area. Improving the fsrnets market is fine. I like the view along the waterfront, no need to take that away from us.	12/9/2024 10:56 AM
2	Yes	12/6/2024 10:51 AM
3		12/3/2024 12:51 PM
4	No	12/3/2024 7:33 AM
5	Yes!	12/2/2024 11:48 PM
6	Yes	12/2/2024 10:37 PM
7	Yes	12/2/2024 9:53 PM
8	Yes, very much so!	12/2/2024 10:43 AM
9	Yes	11/29/2024 7:01 PM
10	Yes, overall much improved.	11/26/2024 2:58 PM
11	Yes	11/26/2024 11:23 AM
12	No opinion.	11/26/2024 8:36 AM
13	Yes, with minr exceptions	11/22/2024 6:57 PM
14	They have been the few times I have dealt with them.	11/22/2024 11:40 AM
15	Yes	11/22/2024 9:08 AM
16	yes	11/21/2024 9:26 AM
17	No, I tried a couple of times to find out who is responsible for the drain under Beechtree between Waverly and Marion and could never get an answer. I was told that they would look into it.	11/21/2024 8:39 AM
18	YES	11/20/2024 5:43 PM
19	I feel they are dependable, not accessible. See prior answer.	11/20/2024 2:38 PM
20	For the most part, yes. -- 'Have had very positive interactions with the City Clerk, City Manager and community center's employees and leaders. 'Have found Public Works employees to be positively response, but the director of public works much less so.	11/20/2024 1:31 PM
21	Yes - any I have worked with have been great.	11/20/2024 9:55 AM
22	Yes	11/19/2024 1:47 PM
23	Yes for the most part. Still seems like citizens are more aware "after the fact", as well, not aware of "why" certain things/direction is approved. I guess thought's behind a decision made.	11/19/2024 8:59 AM
24	No. Some are but others are not. City projects are poorly planned and executed. The money all goes into tourism and not the residents.	11/18/2024 6:49 PM
25	yes	11/18/2024 6:22 PM

Community Satisfaction & Budget Priority Survey

43

26	Yes	11/18/2024 11:59 AM
27	Yes.	11/18/2024 11:13 AM
28	Yes, even at the cost of bruising community partnerships. If you are not receiving the services originally agreed upon, it is best to change the arrangement or dissolve it. It's about business not feelings.	11/18/2024 8:53 AM
29	Yes	11/17/2024 2:46 PM
30	Not always, but that's case by case - not everyone or every department	11/17/2024 11:32 AM
31	Police yes a hundred times over others NO (can't get a call back on tree issues on city property)	11/17/2024 11:29 AM
32	Yes!	11/16/2024 5:51 PM
33	Yes re those I have had contact with.	11/16/2024 12:16 PM
34	Yes	11/16/2024 11:57 AM
35	Yes	11/15/2024 11:52 PM
36	Yes, absolutely!	11/15/2024 10:50 PM
37	Yes.	11/15/2024 10:09 PM
38	Don't know	11/15/2024 9:42 PM
39	Better than in past	11/15/2024 5:04 PM
40	yes	11/15/2024 12:33 PM
41	Yes I do.	11/15/2024 10:23 AM
42	Yes	11/15/2024 9:16 AM
43	I've always found them to be--even when I disagree, they've been willing to explain their position in a civil manner.	11/15/2024 8:51 AM
44	Yes	11/15/2024 8:35 AM
45	No responses most of the time. Took away the easy see, click, fix app.	11/15/2024 12:17 AM
46	I do not know	11/14/2024 6:10 AM
47	Yes.	11/13/2024 11:40 PM
48	Yes	11/13/2024 10:05 PM
49	Some are and some are not.	11/13/2024 7:55 PM
50	I have not interacted with them personally. However Ottawa Impact had exceptionally bad repercussions.	11/13/2024 1:49 PM
51	City officials have become less responsive and accountable since the SeeClickFix app has gone offline. Now it seems we're back to "connections" and "prestige" as the determining factor on whether someone's concerns are addressed. There is currently no way of finding out what the City is doing about complaints!	11/13/2024 6:19 AM
52	Yes	11/12/2024 10:25 PM
53	Yes. Except the City Council. Karen is not a resident. Kevin and Karen lied about their involvement in the BLPCCC.	11/12/2024 9:26 PM
54	Yes	11/12/2024 3:55 PM
55	yes	11/12/2024 12:36 PM
56	Generally, yes.	11/12/2024 11:48 AM
57	Yes, it is easy to get in contact with most City Employees and they are friendly and helpful.	11/12/2024 11:07 AM
58	Yes	11/12/2024 10:52 AM

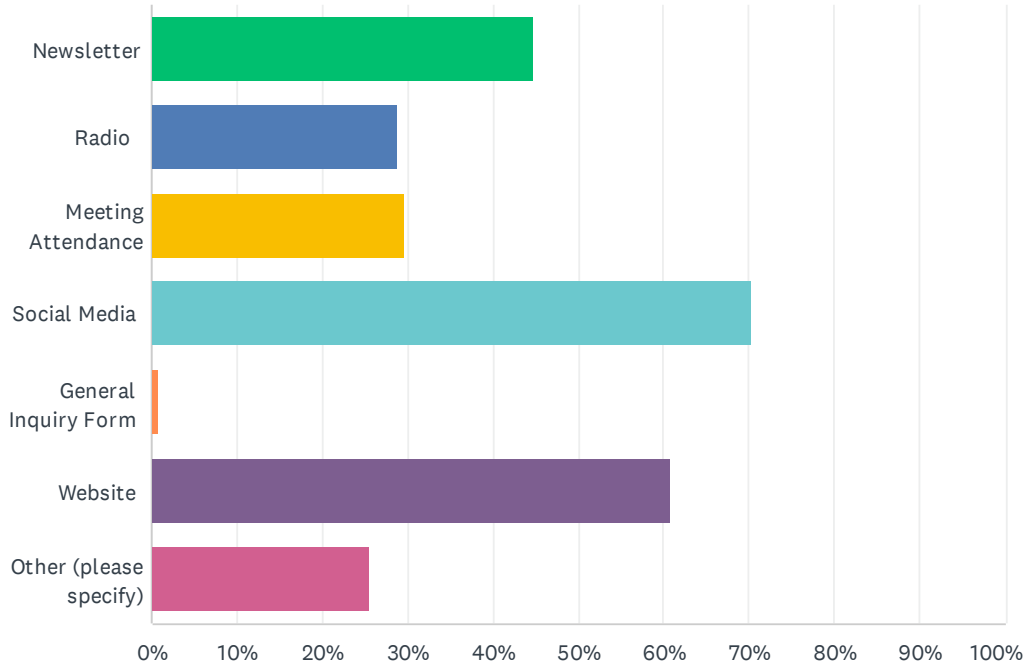
Community Satisfaction & Budget Priority Survey

44

59	Yes	11/12/2024 10:15 AM
60	Some; however, the police are not listening to the residents regarding traffic speed and noise in our neighborhoods, nor does the city seemed to be concerned about air pollution from altered-exhaust vehicles, which there are many.	11/12/2024 9:54 AM
61	yes	11/12/2024 9:34 AM
62	Yes!	11/12/2024 8:25 AM

Q13 How do you currently receive information from, or interact with, the City of Grand Haven? (Check all that apply)

Answered: 125 Skipped: 2



ANSWER CHOICES	RESPONSES
Newsletter	44.80% 56
Radio	28.80% 36
Meeting Attendance	29.60% 37
Social Media	70.40% 88
General Inquiry Form	0.80% 1
Website	60.80% 76
Other (please specify)	25.60% 32
Total Respondents: 125	

#	OTHER (PLEASE SPECIFY)	DATE
1	Text	12/5/2024 11:24 AM
2	Many venues	12/3/2024 12:51 PM
3	Word of mouth	12/3/2024 9:00 AM
4	I watch city council meetings on YouTube	11/29/2024 7:01 PM
5	informal contact	11/26/2024 2:58 PM
6	Tribune	11/22/2024 6:57 PM

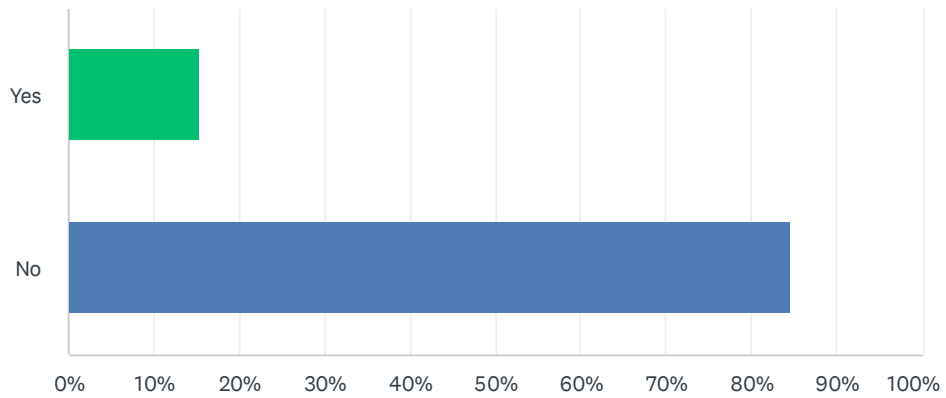
Community Satisfaction & Budget Priority Survey

46

7	Phone calls	11/22/2024 11:40 AM
8	Tribune	11/21/2024 12:49 PM
9	Tribune	11/20/2024 5:43 PM
10	The newspaper. This is the second time I have been to your Website.	11/20/2024 2:38 PM
11	In person.	11/20/2024 1:31 PM
12	Tribune	11/19/2024 9:01 AM
13	Word of mouth, talking with others who have more direct contact with the City.	11/19/2024 8:59 AM
14	Grand Haven Tribune	11/18/2024 9:43 PM
15	Email	11/18/2024 4:24 PM
16	TRIBUNE	11/18/2024 11:54 AM
17	Word of Mouth	11/18/2024 9:45 AM
18	My wife	11/17/2024 11:29 AM
19	Website is neglected and not updated on a regular basis and the newsletter is not consistent or regularly published and frequently is out of date when it is finally issued. A full time communications person is needed for the City of Grand Haven	11/17/2024 11:26 AM
20	Meeting attendance via the internet. Upgrading the video and audio quality of transmissions is sorely needed.	11/16/2024 12:16 PM
21	Tribune	11/15/2024 11:52 PM
22	tribune	11/15/2024 11:30 PM
23	Through volunteering and serving on city committees.	11/15/2024 10:50 PM
24	Tribune	11/15/2024 10:12 PM
25	The Tribune	11/15/2024 7:40 PM
26	facebook	11/15/2024 12:33 PM
27	Tribune	11/15/2024 8:51 AM
28	GH Tribune	11/13/2024 11:40 PM
29	Word of mouth	11/13/2024 10:05 PM
30	Emails	11/13/2024 7:55 PM
31	By phone and in person	11/12/2024 11:07 AM
32	newspaper	11/12/2024 9:34 AM

Q14 Are you currently involved with a City Board or Commission?

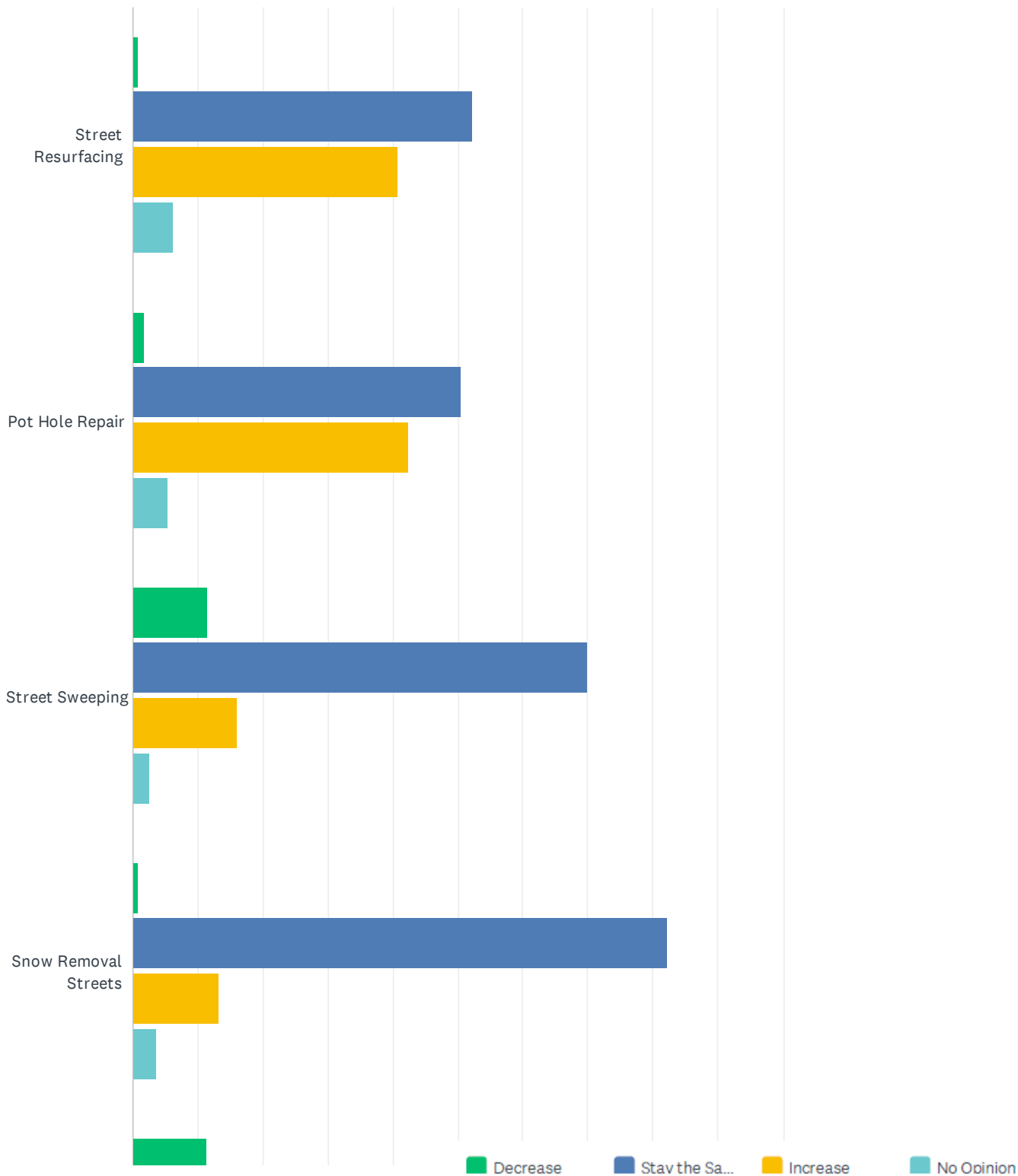
Answered: 124 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	15.32%	19
No	84.68%	105
TOTAL		124

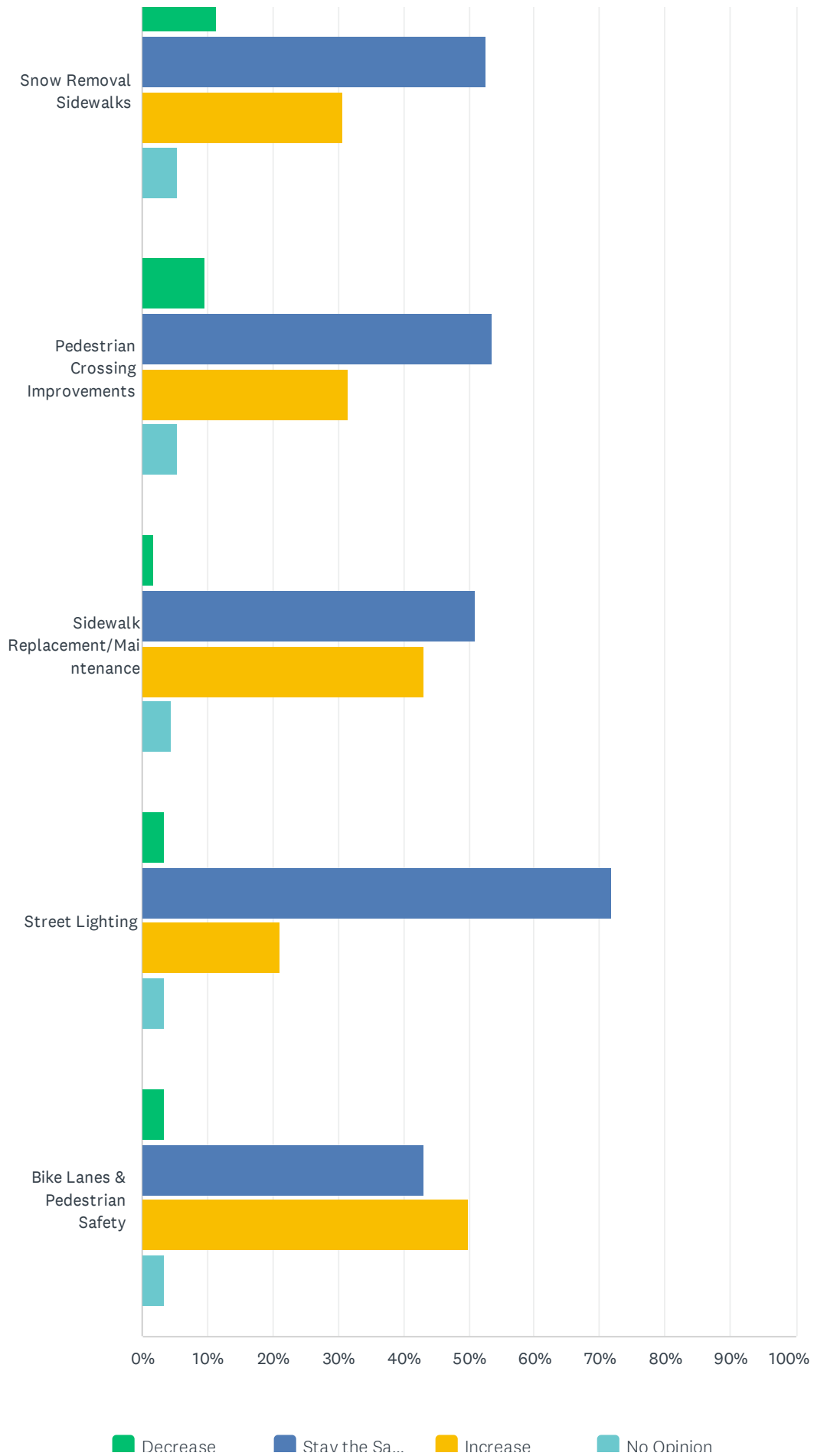
Q15 Street Repair & Maintenance Major \$2,041,635 Local: \$1,079,669(Streets funding is received from State Act 51 funds, County road millage, City Infrastructure millage with remaining funds needed from General Fund tax dollars)

Answered: 114 Skipped: 13



Community Satisfaction & Budget Priority Survey

49



Community Satisfaction & Budget Priority Survey


50

■ Decrease
 ■ Stay the Same
 ■ Increase
 ■ No Opinion

	DECREASE	STAY THE SAME	INCREASE	NO OPINION	TOTAL
Street Resurfacing	0.88% 1	52.21% 59	40.71% 46	6.19% 7	113
Pot Hole Repair	1.77% 2	50.44% 57	42.48% 48	5.31% 6	113
Street Sweeping	11.50% 13	69.91% 79	15.93% 18	2.65% 3	113
Snow Removal Streets	0.88% 1	82.30% 93	13.27% 15	3.54% 4	113
Snow Removal Sidewalks	11.40% 13	52.63% 60	30.70% 35	5.26% 6	114
Pedestrian Crossing Improvements	9.65% 11	53.51% 61	31.58% 36	5.26% 6	114
Sidewalk Replacement/Maintenance	1.75% 2	50.88% 58	42.98% 49	4.39% 5	114
Street Lighting	3.51% 4	71.93% 82	21.05% 24	3.51% 4	114
Bike Lanes & Pedestrian Safety	3.51% 4	42.98% 49	50.00% 57	3.51% 4	114

Q16 Comments

Answered: 25 Skipped: 102

#	RESPONSES	DATE
1	Why do we need to plow sidewalks, when residents are responsible for it,	12/9/2024 11:10 AM
2	Relative to bike lanes and pedestrian safety, more bike lanes are not needed. Instead work on educating the public to share the existing roads and be cognizant of other road users. Make pedestrian crossings friendly with good views of oncoming traffic by ensuring parked vehicles do not block views. Columbus and Franklin are particularly difficult for pedestrians to cross due to blocked views from parked vehicles.	12/5/2024 10:35 PM
3		12/3/2024 12:56 PM
4	The city should do more to make the entire city pedestrian-friendly given the number of tourists and site-seers we attract. A pedestrian bridge over 31 to East Town would be a great start! It's scary to walk or bike to businesses and events without one!	12/2/2024 10:57 AM
5	Would be great if we could improve all our infrastructure—the marina and boardwalk for example— don't present well to tourists, but...	11/26/2024 3:31 PM
6	We are new residents - just moved here in June of 2024 so still learning about all that Grand Haven has to offer	11/26/2024 8:42 AM
7	The sidewalk plows create more safety issues than the solve	11/22/2024 7:22 PM
8	-The sidewalk snowplows are almost useless. After they go through, the sidewalk is still covered in snow with bumps from the tracks on the plow. In my neighborhood, people don't walk on them when they are like that, they walk in the street. -Riding a bicycle in GH is very scary. Most drivers are not watching for bikers. If we ride on the roads, the cars are too close, if we ride on the sidewalk, we have to watch for cars that stop over the crosswalk, if we ride on a bike path, chances are the blacktop is buckled every 4 or 5 feet which makes for a very unpleasant ride. Twice while riding in the street, cars backed out of their driveway almost hitting me. Riding downtown in the summer is a nightmare with so many cars and pedestrians, there is nowhere for bikes to ride downtown.	11/21/2024 1:31 PM
9	1 a. Crosswalk markings in the city are inconsistent, some are only two white lines, others hashed with white diagonals. Some have accompanying signs, some do not. However, drivers are expected to stop for pedestrians in each. Based on questions and comments I have received from out-of-townees, consistency in designing and marking crosswalks definitely would be of value. -- 1 b.The entry points to the crosswalk near the Boardwalk Condominiums are so overgrown with dune grass that is often difficult to see walkers, children in particular, before they actually enter the street. 2. The city could certainly benefit from more bike lanes, especially along thoroughfares such as Jackson, Harbor Dr. and Grand Ave.	11/20/2024 1:48 PM
10	Spring Lake lets its city residents rake their leaves to the road to be picked up by the City. With all of the taxes we pay that is one service I would greatly appreciate!	11/20/2024 11:36 AM
11	Leaf pickup on the street again would be great. We truly miss that service and would gladly pay extra for it.	11/19/2024 1:53 PM
12	Curbs-Many crumbling or even non existent. Snow removal for cross walks in addition to sidewalk. Also awareness that snow plows block residents into driveways. Residential snow removal equipment not able to clear city plowed in driveways.	11/19/2024 9:47 AM
13	The pot hole repair is a joke. It last a week. The street resurfacing would be good, if it didn't have to be redone over and over due to issues not addressed the first time.	11/18/2024 6:57 PM
14	What bike lanes?? The only two are on Franklin and Columbus and they are full of holes and sometimes not safe to even be in.	11/18/2024 6:32 PM
15	Would like to see bicyclists who want to ride in street be licensed so they can be accountable for not safely following laws.	11/16/2024 6:01 PM

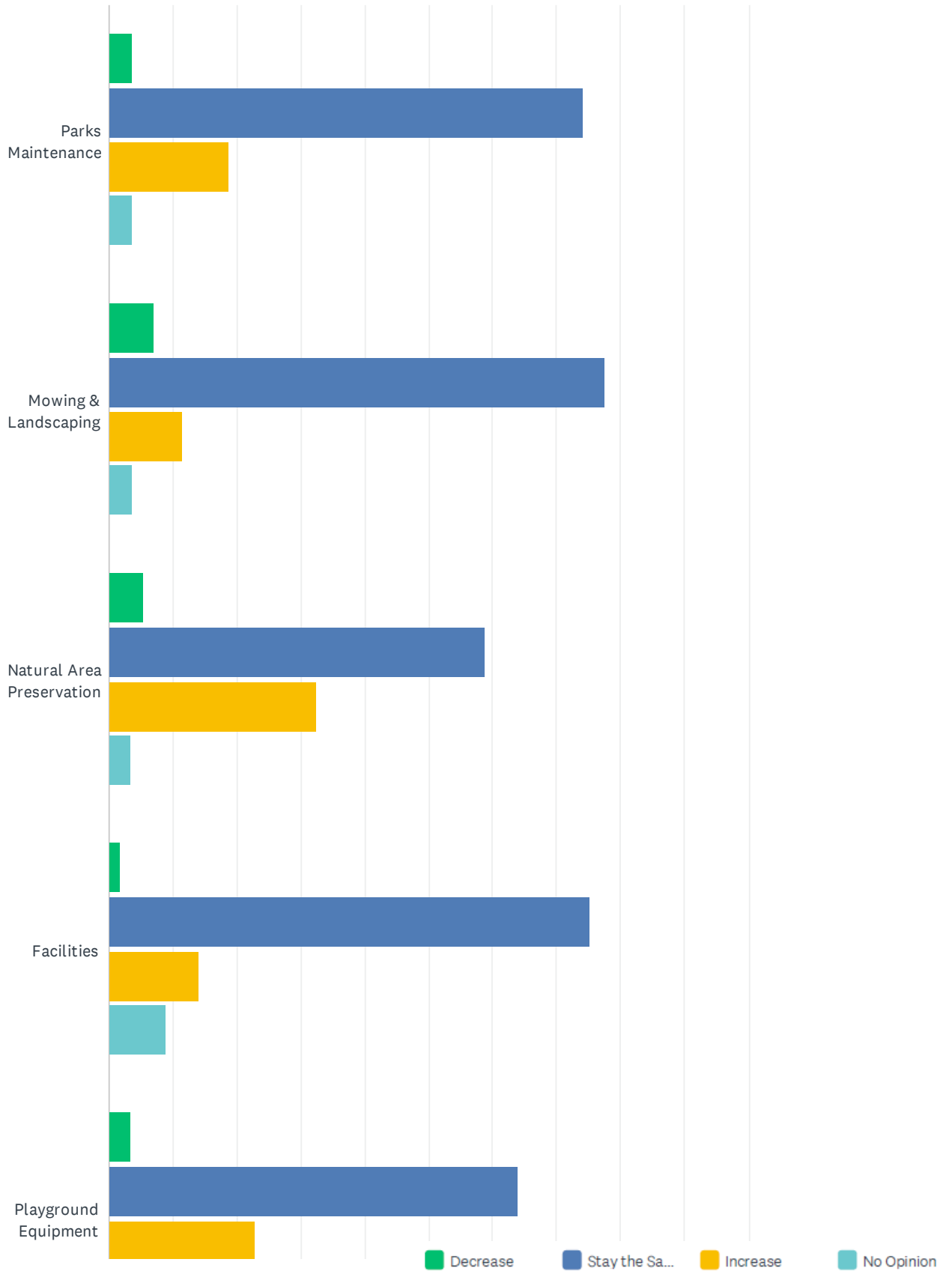
Community Satisfaction & Budget Priority Survey

52

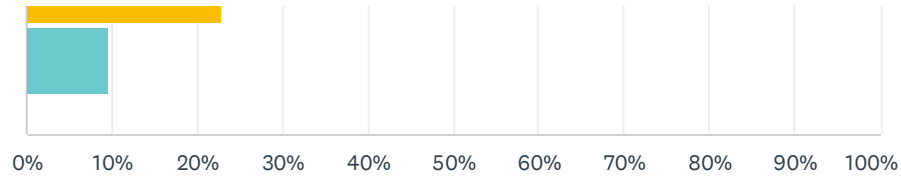
16	need safe places to ride bikes that are not specifically for pedestrians first	11/16/2024 3:41 PM
17	Safety is my priority regarding spending in these categories.	11/15/2024 11:11 PM
18	As lights burn out, replace with environmental lighting. Require businesses to do the same. Reduce light pollution.	11/15/2024 10:18 PM
19	Finally sidewalk replacement is happen again in our neighborhood between Slayton and Washington. The red x has been missing on busted up sidewalks for at least four years. Nothing screams of decay and neglect in a neighborhood as loud as crumbling sidewalks.	11/15/2024 5:17 PM
20	I am a bit confused by the new pedestrian crosswalk signal at the Cemetery. The sidewalk actually crosses Lake Avenue before the new crosswalk signal. I believe the signal was unnecessary and could be located elsewhere in the City where it would actually serve a purpose.	11/15/2024 10:29 AM
21	Franklin St has become a very difficult and dangerous street to cross, especially between Harbor and 3rd Street	11/13/2024 8:25 PM
22	I fail to comprehend the thought process that goes into repairing the sidewalks.	11/12/2024 4:06 PM
23	I prefer to walk to events around the community, streetlights are not present in neighborhoods such as the historic district going towards the hospital sidewalks are uneven and tripping hazards.	11/12/2024 11:34 AM
24	Removing snow from the sidewalks would be very helpful to continue walking safely in the winter. If the sidewalks were snow free, I could take more walks (to school, work, and running errands). More street lights would also be useful on the dark mornings and evenings. It is dark by 6:00pm half of the year and when the snow is covering sidewalks I am uncomfortable walking on them but with the lack of lighting I fear walking in the road. We need bike lanes in the city if bikers are going to be allowed to ride in the street. There is not enough room for bikers and cars to share the road. Bikers should not be on the road without a bike lane as it is not safe.	11/12/2024 11:33 AM
25	GH needs safer crosswalks on Beacon and Robbins, Beacon and Washington and Beacon and Jackson. We are NOT a safe walking community.....	11/12/2024 10:02 AM

Q17 Parks \$1,728,982(Funded by General Fund with tax dollars)

Answered: 114 Skipped: 13



Community Satisfaction & Budget Priority Survey




■ Decrease
 ■ Stay the Sa...
 ■ Increase
 ■ No Opinion

	DECREASE	STAY THE SAME	INCREASE	NO OPINION	TOTAL
Parks Maintenance	3.57% 4	74.11% 83	18.75% 21	3.57% 4	112
Mowing & Landscaping	7.14% 8	77.68% 87	11.61% 13	3.57% 4	112
Natural Area Preservation	5.26% 6	58.77% 67	32.46% 37	3.51% 4	114
Facilities	1.77% 2	75.22% 85	14.16% 16	8.85% 10	113
Playground Equipment	3.51% 4	64.04% 73	22.81% 26	9.65% 11	114

■ Decrease
 ■ Stav the Sa...
 ■ Increase
 ■ No Opinion

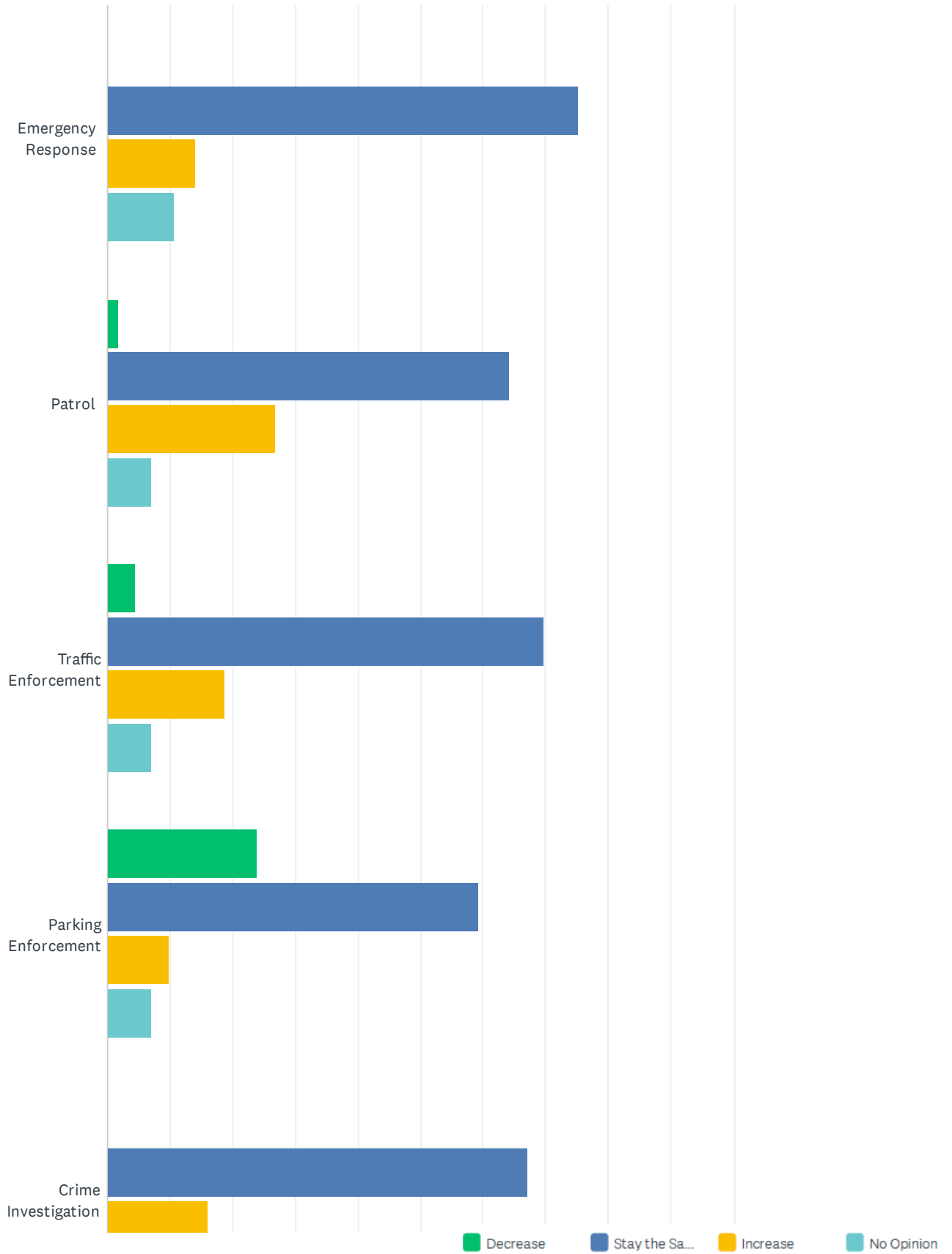
Q18 Comments

Answered: 16 Skipped: 111

#	RESPONSES	DATE
1		12/3/2024 12:56 PM
2	We spend too much money and create too much pollution on unnecessary mowing, herbicides and leaf blowing. Leaves are important organic matter and provide habitat for important insects which feed birds. Please stop treating them as garbage! They will naturally decompose if left over-winter. Or, rake them into beds if necessary. Please transition to electric lawn mowers and leaf blowers. They are quieter, don't pollute and are less expensive to operate (no gas).	12/2/2024 10:57 AM
3	Let's start focusing on fixing East End Park and the Scott Flahive Park. Yes, I get it. It's East side so they are on the bottom of the list	12/2/2024 10:25 AM
4	We are new residents - just moved here in June of 2024 so still learning about all that Grand Haven has to offer	11/26/2024 8:42 AM
5	Generally well kept up	11/22/2024 7:22 PM
6	Some of us like to hike/walk trails in the colder months as well as the warmer months, but restrooms are closed.	11/21/2024 1:31 PM
7	Again attend to areas south of the Pier Peddler parking lot and the State Park, between the Boardwalk and S. Harbor Dr.	11/20/2024 1:48 PM
8	We need more green space with picnic/table/seating available. Why isn't Duncan Woods used better? It has such great potential!	11/20/2024 11:36 AM
9	Our parks are such an amenity. It's a big part of living here. Extra attention is appreciated by all residents.	11/19/2024 9:47 AM
10	We need less manicured and sprinkled grass, and more pollinator plantings. This will save money in the long run.	11/19/2024 9:34 AM
11	The parks are nice.	11/18/2024 6:57 PM
12	Love our parks!	11/16/2024 6:01 PM
13	I would like to see more native plantings and less use of chemicals and water in landscaped areas. More responsible landscaping would set a good example for residents and improve the environment for future generations.	11/15/2024 11:11 PM
14	Don't use the parks	11/14/2024 6:13 AM
15	Marina needs attention.	11/13/2024 8:25 PM
16	More consistent trash removal on weekends	11/12/2024 10:29 AM

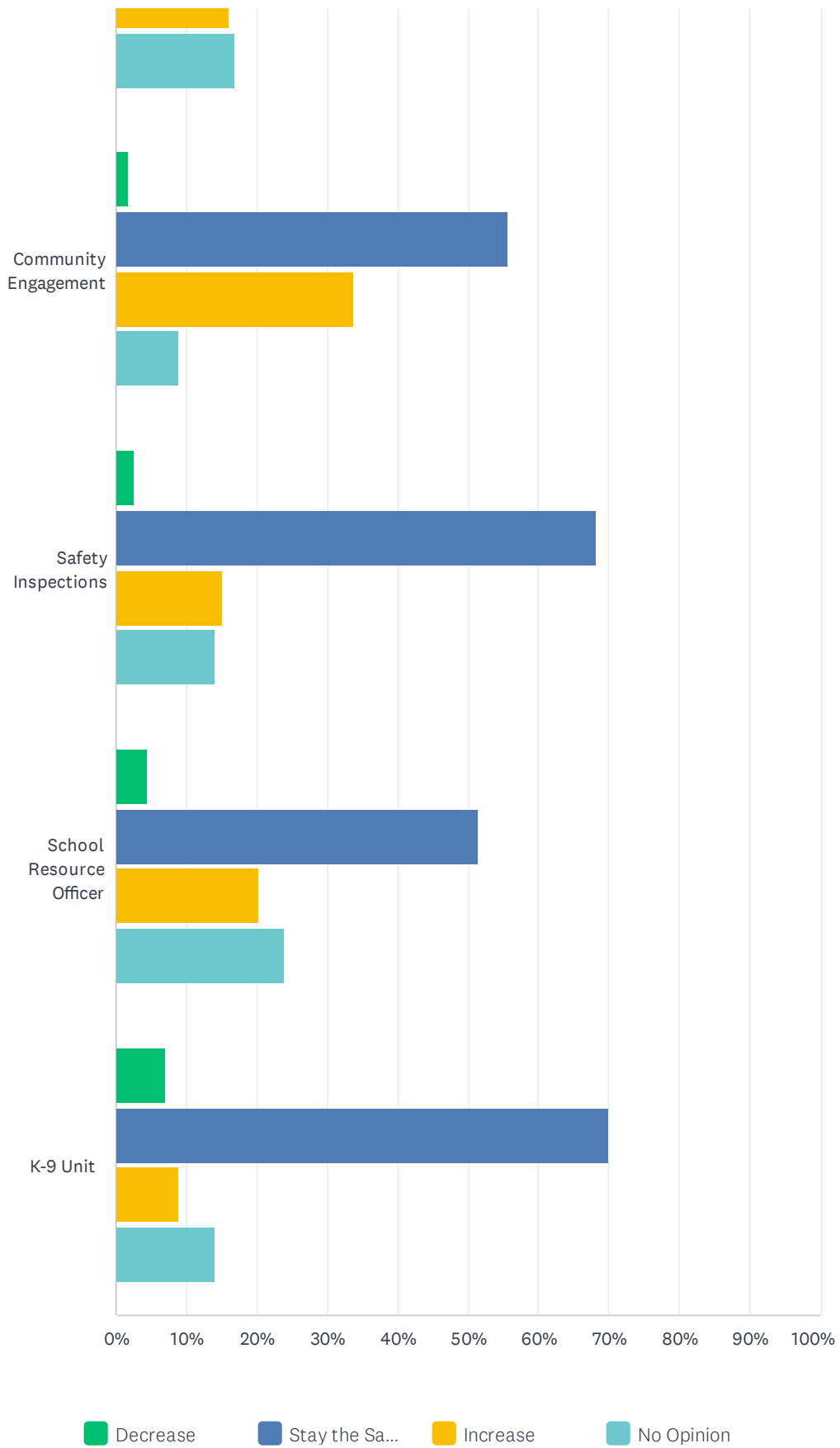
Q19 Public Safety \$6,847,235(Funded by General Fund with tax dollars)

Answered: 113 Skipped: 14



Community Satisfaction & Budget Priority Survey

57



Community Satisfaction & Budget Priority Survey

58

	DECREASE	STAY THE SAME	INCREASE	NO OPINION	TOTAL
Emergency Response	0.00% 0	75.22% 85	14.16% 16	10.62% 12	113
Patrol	1.79% 2	64.29% 72	26.79% 30	7.14% 8	112
Traffic Enforcement	4.46% 5	69.64% 78	18.75% 21	7.14% 8	112
Parking Enforcement	23.89% 27	59.29% 67	9.73% 11	7.08% 8	113
Crime Investigation	0.00% 0	67.26% 76	15.93% 18	16.81% 19	113
Community Engagement	1.77% 2	55.75% 63	33.63% 38	8.85% 10	113
Safety Inspections	2.65% 3	68.14% 77	15.04% 17	14.16% 16	113
School Resource Officer	4.42% 5	51.33% 58	20.35% 23	23.89% 27	113
K-9 Unit	7.08% 8	69.91% 79	8.85% 10	14.16% 16	113

Q20 Comments

Answered: 23 Skipped: 104

#	RESPONSES	DATE
1	Enforce no cycle bikes on sidewalks down town. Enforce no electric cycle bikes on boardwalk	12/5/2024 11:40 AM
2		12/3/2024 12:56 PM
3	Please issue more citations for intentionally loud mufflers. They ruin the experience of being outdoors and make our lakeside location feel more like a racetrack. It's obnoxious and should not be tolerated (motorcycles and cars alike)!	12/2/2024 10:57 AM
4	I have zero interaction with Public Safety and don't see much interaction with the community.	12/2/2024 10:25 AM
5	Obviously, the core public safety responsibilities should be amply funded and areas such as parking enforcement, community, engagement are more discretionary. But whether public safety funds overall are ample, adequate, or lacking? Who knows?	11/26/2024 3:31 PM
6	We are new residents - just moved here in June of 2024 so still learning about all that Grand Haven has to offer	11/26/2024 8:42 AM
7	Well done	11/22/2024 7:22 PM
8	Could increase patrol for Duncan Woods for weekends(at least)so we can drive through it all the way...or even one weekend a month.	11/20/2024 6:04 PM
9	Overall, I believe Police and Public Safety do a terrific job and the department personnel are to be commended! --	11/20/2024 1:48 PM
10	People who live outside of Grand Haven comment that "Grand Haven is crawling with cops". That is good for our safety. With the poor parking availability in the City the police could be more lenient with parking regulations during busy community activity times such as Coast Guard, for example.	11/20/2024 11:36 AM
11	City Hall drags it's feet on environmental protection, and zoning reform. A culture of apathy/smugness pervades.	11/19/2024 9:34 AM
12	Our K-9 officer gets loaned out to more cities than we use him. Seems like more of a photo op than an actual need. The numbers of officers for just the city is rather large for the square footage. I don't understand this department and how the numbers are determined. It's not clear.	11/18/2024 6:57 PM
13	over nite enforcement is mostly non existant	11/18/2024 6:32 PM
14	Increase the areas for paid parking from November to October. Provide payment kiosks or a phone app. The tourists need to help pay for themselves. The amount of take out food trash, wear and tear on the parks, restroom maintenance is very costly to our City. Our tax dollars can better serve those who live here. The parking costs can help maintain the parking areas, beautification, and pay the trash bills and staff to empty it.	11/18/2024 12:08 PM
15	I stated increase, because I believe that safety of our community should always increase to become better.	11/18/2024 8:57 AM
16	I believe that the police are very good responsive etc but their abilities need to be enhanced through greatly increasing surveillance capabilities/ drones and automated surveillance ticketing systems. We need to impress on people that we will not tolerate lawbreakers and those that infringe on the sensibilities of others	11/17/2024 11:51 AM
17	Am so impressed by our public safety officers. The are kind and sensitive.	11/16/2024 6:01 PM
18	I have little to no contact with public safety services.	11/16/2024 12:22 PM
19	I appreciate the congeniality of officers I have spoken to.	11/15/2024 11:11 PM
20	Parking across sidewalks or facing the wrong way is rampant and never sanctioned. Enforcing	11/15/2024 5:17 PM

Community Satisfaction & Budget Priority Survey

60

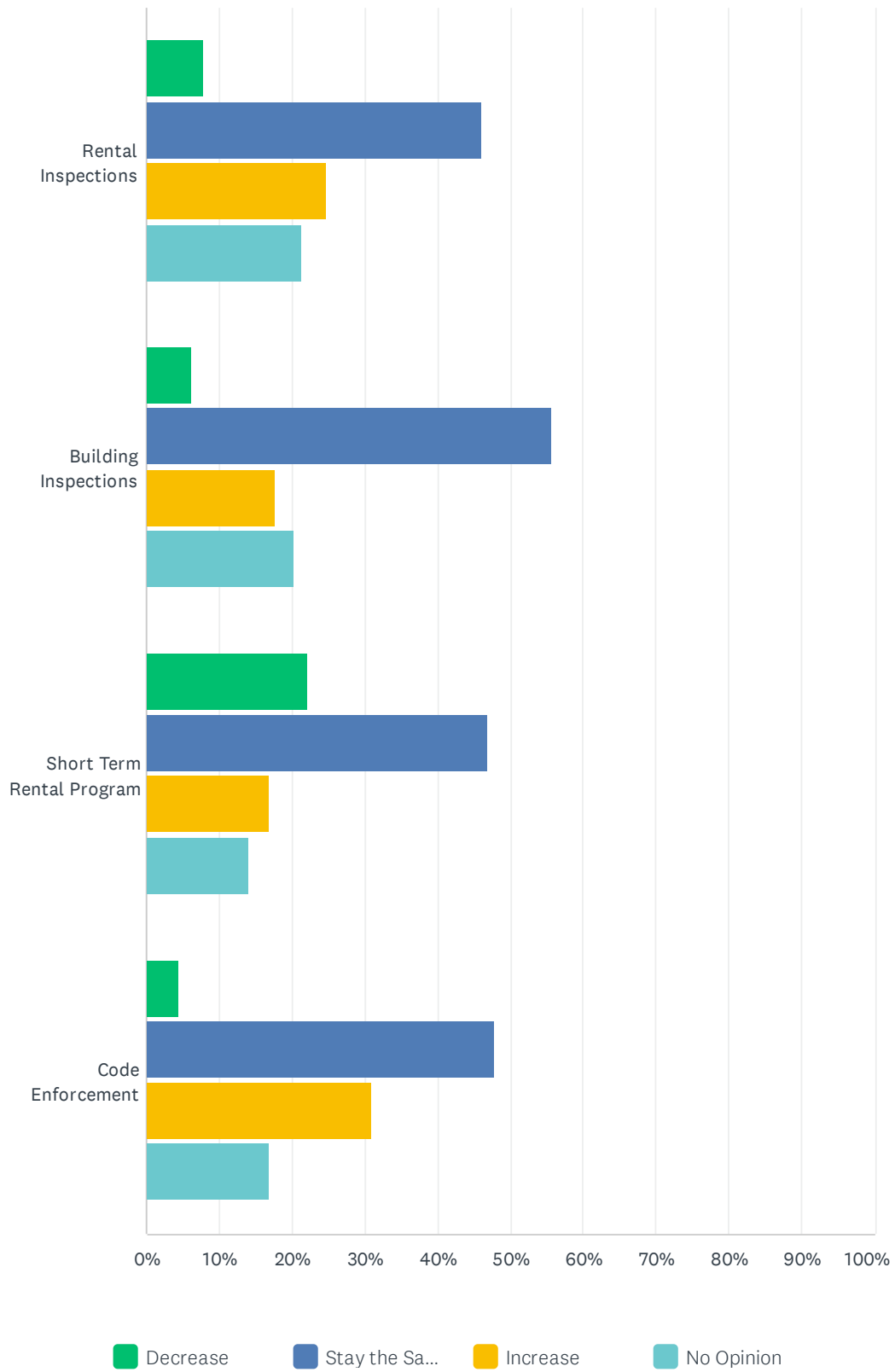
overnight street parking is a little better, but still ongoing problem. Our plow drivers are too nice. We spent most of our career in New York. Illegally parked cars there were buried under a big messy pile of snow and ice, missing fenders, or both. Our plow drivers are too careful not to do that.

21	Public safety regularly disregards complaints and slow to respond.	11/15/2024 12:21 AM
22	1 school resource office for all of our elementary and middle schools	11/12/2024 11:33 AM
23	Grand Haven needs to implement a "traffic calming" initiative similar to Kalamazoo and increase speeding tickets to control speeds in residential neighborhoods similar to what Roosevelt Park near Muskegon has done.	11/12/2024 10:02 AM

**Q21 Building Department \$728,355(Funded by building permits, licenses,
and fees)**

Answered: 113 Skipped: 14

Community Satisfaction & Budget Priority Survey




Community Satisfaction & Budget Priority Survey

63

	DECREASE	STAY THE SAME	INCREASE	NO OPINION	TOTAL
Rental Inspections	7.96% 9	46.02% 52	24.78% 28	21.24% 24	113
Building Inspections	6.19% 7	55.75% 63	17.70% 20	20.35% 23	113
Short Term Rental Program	22.12% 25	46.90% 53	16.81% 19	14.16% 16	113
Code Enforcement	4.42% 5	47.79% 54	30.97% 35	16.81% 19	113

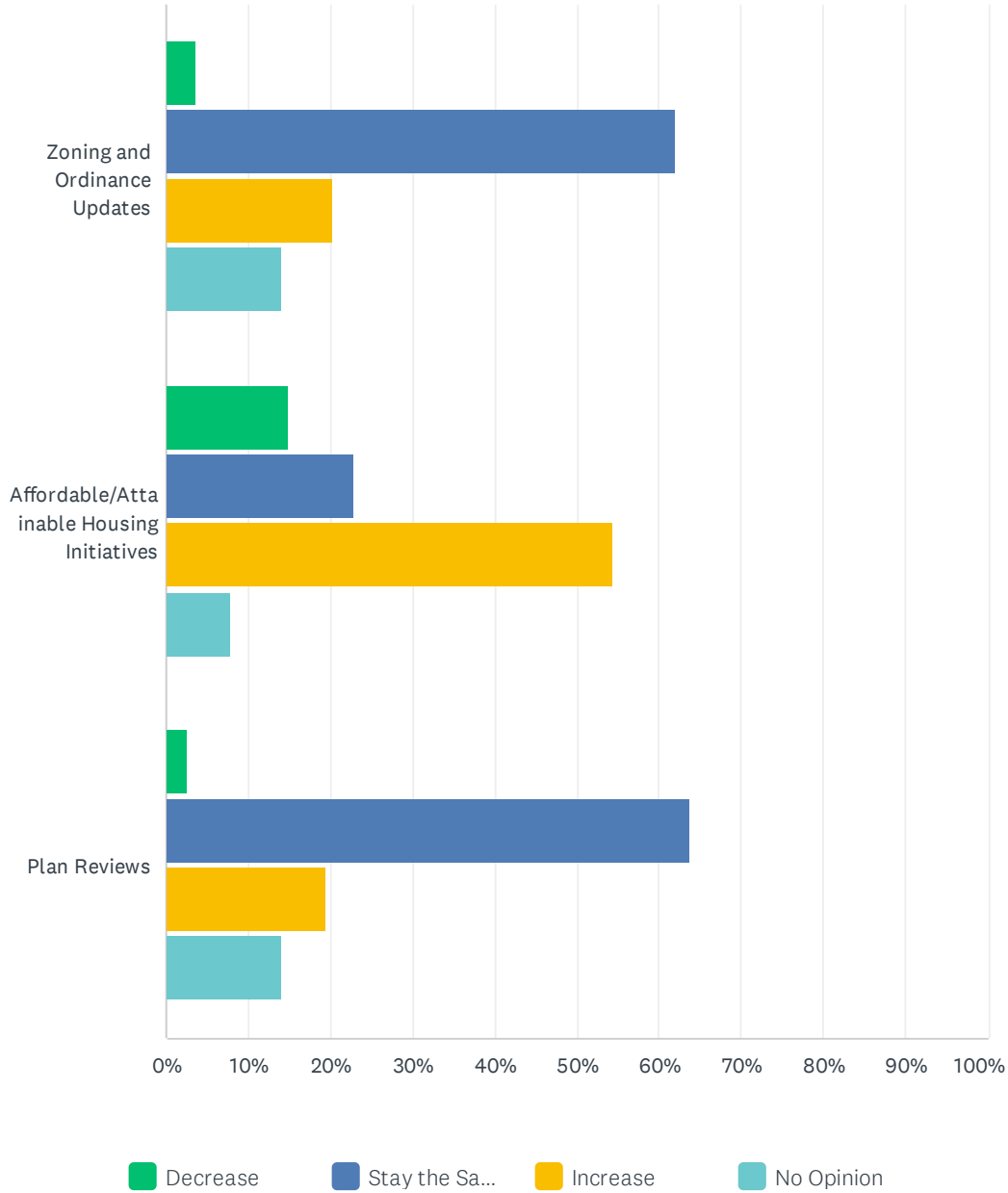
Q22 Comments

Answered: 16 Skipped: 111

#	RESPONSES	DATE
1	We need to increase all our services & fees. Where do we stand regarding other cities, viallges, etc in our area or other beach related towns?	12/9/2024 11:10 AM
2		12/3/2024 12:56 PM
3	Reduction in STRs will reduce funds needed to support the program including inspections. More dollars can be spent on enforcement of approved STRs and violators. Fines for violators should be imposed to help support funding. This goes for building permit violators.	12/2/2024 10:09 PM
4	We are new residents - just moved here in June of 2024 so still learning about all that Grand Haven has to offer	11/26/2024 8:42 AM
5	STR inspections can be overly picky. One time problem since resolved with City Council intrevention	11/22/2024 7:22 PM
6	I would like to see a "proactive" effort on code enforcement. The only way anything is looked at in this City is if a citizen complains about another citizen. This is public safety policy. We have property that is close to blight and nobody does anything. Paint gutters smashed up drives. The Clty is in decline and we have ordinances that are not enforced.	11/20/2024 2:47 PM
7	There are some short-term rentals in the area are unkept and overgrown and could benefit from more thorough and frequent inspections. Some downtown buildings, such as the Newsstand, were somewhat derelict in appearance for a number of years. ...	11/20/2024 1:48 PM
8	Had a building inspector come to my house to review a small project he didn't seem to really inspect anything	11/17/2024 11:51 AM
9	Many homes which appear to be rentals are in poor condition, buildings needed repair, yards unkept and trash filled. This should be noted by the city and enforced. If resident occupied and the same conditions exist the must be some ordinance which could be enforced to have a good appearance from the street at minimum.	11/17/2024 11:36 AM
10	Short term rentals are not an asset to the community.	11/16/2024 6:01 PM
11	No exposure.	11/16/2024 12:22 PM
12	Enforce provisions for workforce housing in rental developments. Apply codes equitably.	11/15/2024 10:16 PM
13	I feel like a jerk saying it but there's no doubt the lucrative nature of short-term rentals drives up real estate prices. Someday, if I sell my home, I'll benefit, but I believe it is bad for the community as a whole.	11/15/2024 8:55 AM
14	Enforce codes!!! Too many neglected	11/15/2024 12:21 AM
15	Over regulation deters people from wanting to invest and build here.	11/12/2024 9:38 PM
16	Increase short term rental fees or tax that goes to the city. On my travels I have had to pay an on arrival cash payment that goes directly to the city..	11/12/2024 10:29 AM

Q23 Planning \$161,676(Funded by permit fees with remaining funds needed from General Fund tax dollars)


Answered: 114 Skipped: 13



	DECREASE	STAY THE SAME	INCREASE	NO OPINION	TOTAL
Zoning and Ordinance Updates	3.54% 4	61.95% 70	20.35% 23	14.16% 16	113
Affordable/Attainable Housing Initiatives	14.91% 17	22.81% 26	54.39% 62	7.89% 9	114
Plan Reviews	2.65% 3	63.72% 72	19.47% 22	14.16% 16	113

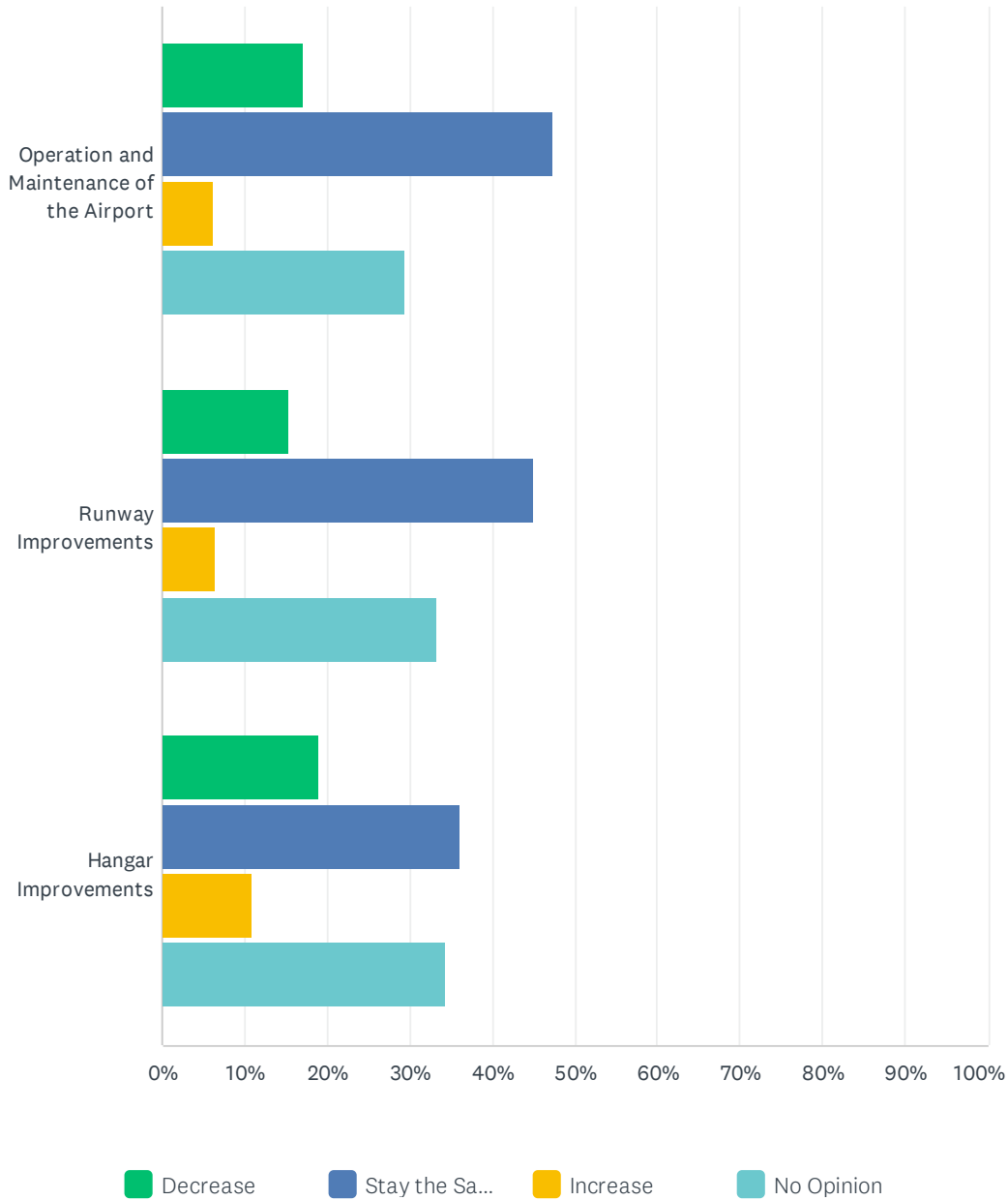
Q24 Comments

Answered: 8 Skipped: 119

#	RESPONSES	DATE
1		12/3/2024 12:56 PM
2	We are new residents - just moved here in June of 2024 so still learning about all that Grand Haven has to offer	11/26/2024 8:42 AM
3	The city is out of touch with the zoning and traffic reform movement that is happening regionally and naasinine. Why don't you talk to former GR city planner Suzanne Schultz who created the zoning reform tool kit? The city is ignorant about complete streets, the vision zero safety movement, the need for mixed use neighborhoods, preservation of narrow legacy streets (please talk to the Saugatuck Fire Chief about this, or Ryan Cummings) and the need to allow densification of in town residential areas. Grand Haven is stuck in a 1950's car-centric mind set. Let's reduce the speed limit like Hoboken did. Let's nail speeders like they do in Roosevelt Park. Iam tired of Grand Haven turning into an unsafe traffic sewer. Jackson and Robbins Road are like open sores. We should be planting a whole lot of trees in the middle of Beacon Blvd, but I won't hold my breath for the reactionaries of GH to do any of this. The school board is slow walking and thus camouflaging their plan to empty out and sell off the old high school. That will harm the city and it will be called "progress" exactly the same as when the old courthouse was destroyed. Grand Haven is Neanderthal about preservation, it doesn't implement it in most cases. Grand Haven worships wasteful, destructive parking policies, and creating the same outcome that befell downtown Muskegon. It's assinine.	11/19/2024 9:34 AM
4	There is no land to develop. Where would affordable housing go in the city?	11/18/2024 6:57 PM
5	city needs to look at ways to allow for more use of apartments above garages etc, make better use of small lots etc	11/18/2024 6:32 PM
6	I would like to see greater attention given to environmental issues in zoning ordinances.	11/15/2024 11:11 PM
7	Grand Haven lacks in affordability, the housing department being removed from assisting low-income families and seniors was a poor decision. The short-term/rental program has allowed a few investors to profit while majority struggle. Grand Haven offers employment for many with manufacturing such as Shape Corp however many of the employees cannot afford to live local.	11/12/2024 11:34 AM
8	We are a tough city to deal with when building or remodeling. I have had contractors refuse to come do work for me in GH.	11/12/2024 10:29 AM

Q25 Airport \$443,597(Airport Fund; funded by fees, rentals, and grants)


Answered: 112 Skipped: 15



	DECREASE	STAY THE SAME	INCREASE	NO OPINION	TOTAL
Operation and Maintenance of the Airport	16.96% 19	47.32% 53	6.25% 7	29.46% 33	112
Runway Improvements	15.32% 17	45.05% 50	6.31% 7	33.33% 37	111
Hangar Improvements	18.92% 21	36.04% 40	10.81% 12	34.23% 38	111

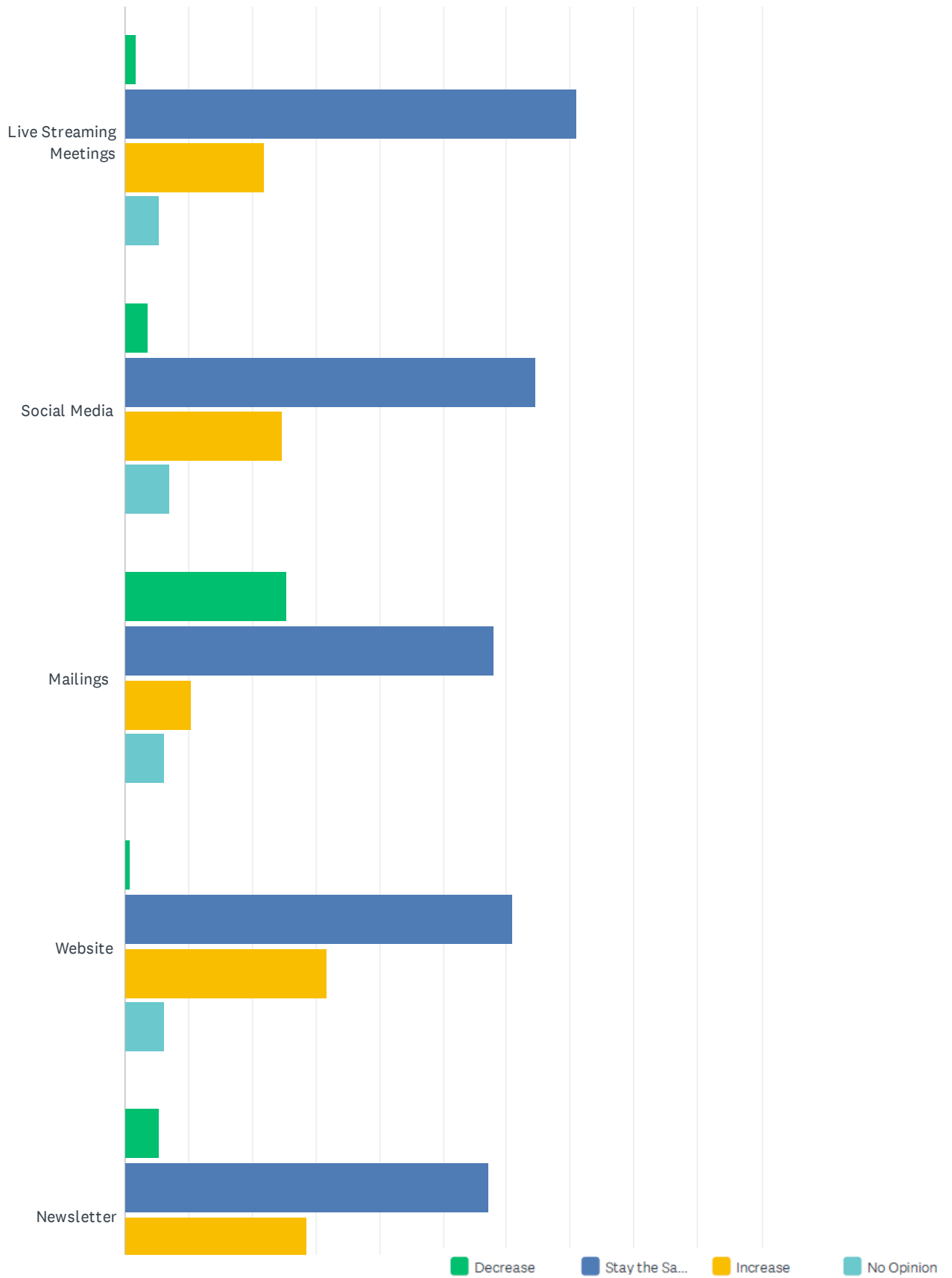
Q26 Comments

Answered: 15 Skipped: 112

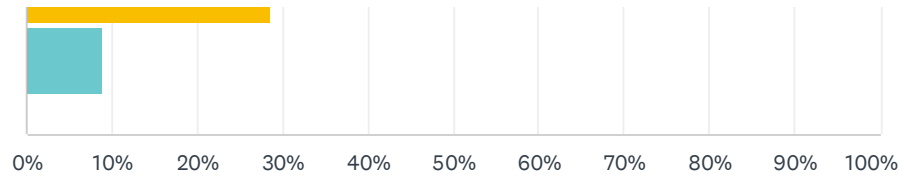
#	RESPONSES	DATE
1		12/3/2024 12:56 PM
2	I'm not sure who uses the airport. If it's only private residents, they should pay for upkeep.	12/2/2024 10:57 AM
3	Great that no General Fund \$\$ go to the airport.	11/26/2024 3:31 PM
4	We are new residents - just moved here in June of 2024 so still learning about all that Grand Haven has to offer	11/26/2024 8:42 AM
5	Is our airport really used that much?	11/20/2024 11:36 AM
6	do we really still need the airport???	11/18/2024 6:32 PM
7	Not sure what the value is for the airport. Muskegon airport is so close, why as a small City do we maintain it?	11/18/2024 12:08 PM
8	Taxpayers should not be funding an airport it should stand on its own or be demolished to be used for affordable housing	11/17/2024 11:51 AM
9	Who uses the airport? They should be the ones paying for everything related to the airport, not me	11/17/2024 11:49 AM
10	No exposure.	11/16/2024 12:22 PM
11	I do not know why we have an airport or whom it serves. If it serves private interests, the public should not pay for it.	11/15/2024 11:11 PM
12	Hangars are in poor shape.	11/15/2024 7:51 PM
13	I have no idea who even uses this airport. I'm guessing it's just private plane owners and they should be funding it themselves.	11/12/2024 10:33 PM
14	I guess I don't know very much about them but seems it's all private planes and not sure why the city has to be involved	11/12/2024 10:29 AM
15	An Airport Authority should be in place. the current operation is inadequate	11/12/2024 9:38 AM

Q27 Communications \$37,000(Funded by General Fund with tax dollars)

Answered: 114 Skipped: 13



Community Satisfaction & Budget Priority Survey




■ Decrease
 ■ Stay the Sa...
 ■ Increase
 ■ No Opinion

	DECREASE	STAY THE SAME	INCREASE	NO OPINION	TOTAL
Live Streaming Meetings	1.75% 2	71.05% 81	21.93% 25	5.26% 6	114
Social Media	3.54% 4	64.60% 73	24.78% 28	7.08% 8	113
Mailings	25.44% 29	57.89% 66	10.53% 12	6.14% 7	114
Website	0.88% 1	61.06% 69	31.86% 36	6.19% 7	113
Newsletter	5.36% 6	57.14% 64	28.57% 32	8.93% 10	112

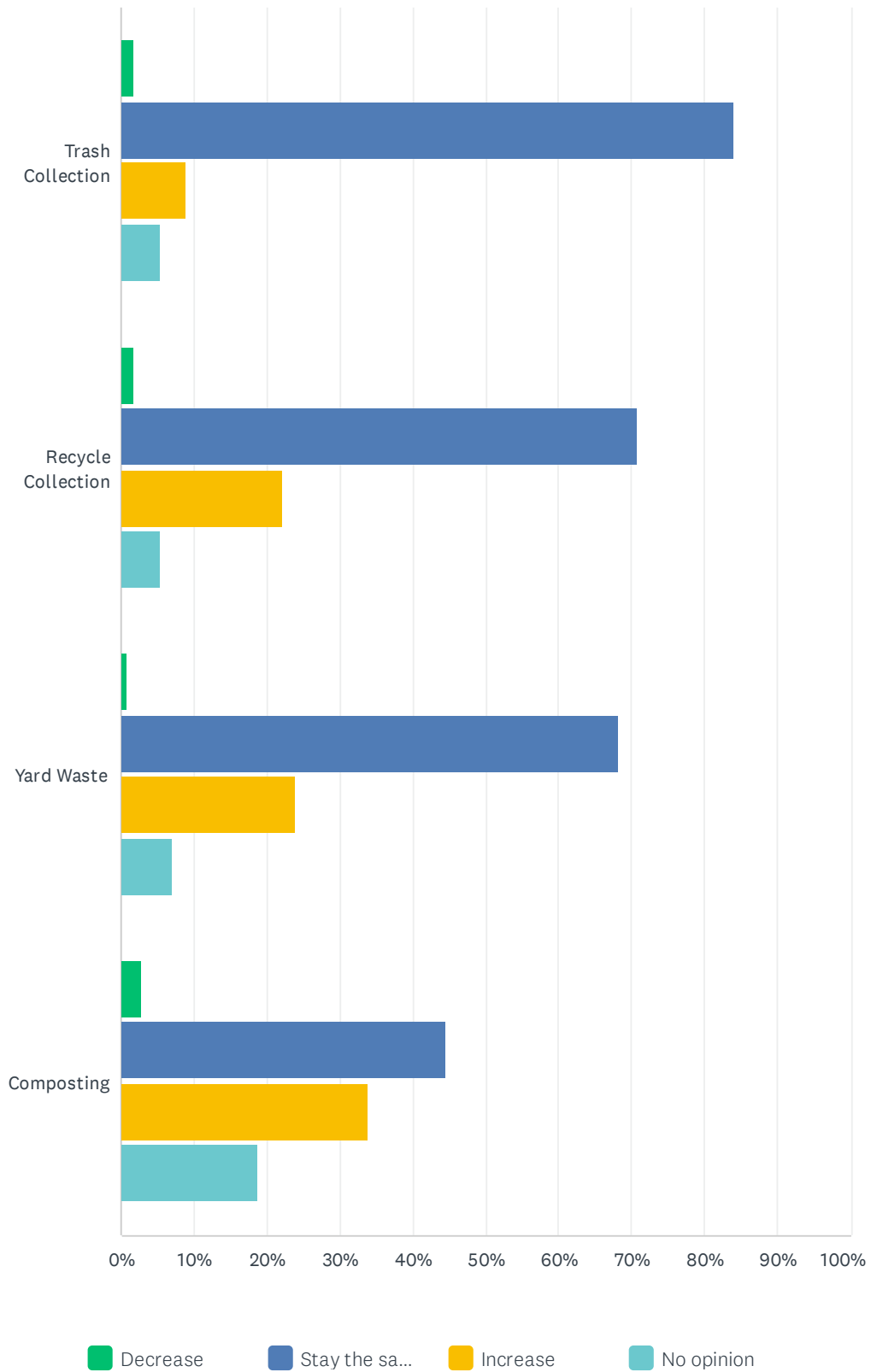
Q28 Comments

Answered: 13 Skipped: 114

#	RESPONSES	DATE
1		12/3/2024 12:56 PM
2	You're doing a great job with very little money. I support a higher budget if needed.	12/2/2024 10:57 AM
3	Seems we're getting a pretty big bang for our bucks, but since we have no idea how much time is being spent, who knows.	11/26/2024 3:31 PM
4	The website is woefully behind with committee member updates. I was not interviewed for a spot on a commission I had a valid application for	11/22/2024 7:22 PM
5	It is nice being able to watch meetings taking place, but the audio isn't very good during some of the meetings.	11/21/2024 1:31 PM
6	I would love a Newsletter and Streaming replays to be available.	11/20/2024 11:36 AM
7	The website is dull and poorly designed	11/19/2024 9:34 AM
8	Thank you for bring back the newsletter. Please keep it consistent and informative.	11/18/2024 9:57 AM
9	I see most city communication on Facebook. More meaningful mailings/newsletters would be useful for people who aren't on social media. The mailing we do get are pretty useless. The website isn't the easiest to navigate when looking for a specific department or person	11/17/2024 11:49 AM
10	I do not use social media.	11/16/2024 12:22 PM
11	I appreciate receiving communications from the city, and I miss the weekly online newsletter that I used to receive.	11/15/2024 11:11 PM
12	There are inconsistencies with the streaming of meetings. Additionaaly, many times when meeting notices are posted in the City's facebook page or website, the links to the agendas do not work. (The DDA agenda link never works). In fact, the only way to view their agenda is via the DDA's facebook page.	11/13/2024 8:25 PM
13	Mailings I receive go straight into the waste bin.	11/12/2024 11:52 AM

Q29 Solid Waste

Answered: 113 Skipped: 14




Community Satisfaction & Budget Priority Survey

73

	DECREASE	STAY THE SAME	INCREASE	NO OPINION	TOTAL	WEIGHTED AVERAGE
Trash Collection	1.77% 2	84.07% 95	8.85% 10	5.31% 6	113	2.18
Recycle Collection	1.77% 2	70.80% 80	22.12% 25	5.31% 6	113	2.31
Yard Waste	0.88% 1	68.14% 77	23.89% 27	7.08% 8	113	2.37
Composting	2.68% 3	44.64% 50	33.93% 38	18.75% 21	112	2.69

Q30 Comments

Answered: 15 Skipped: 112

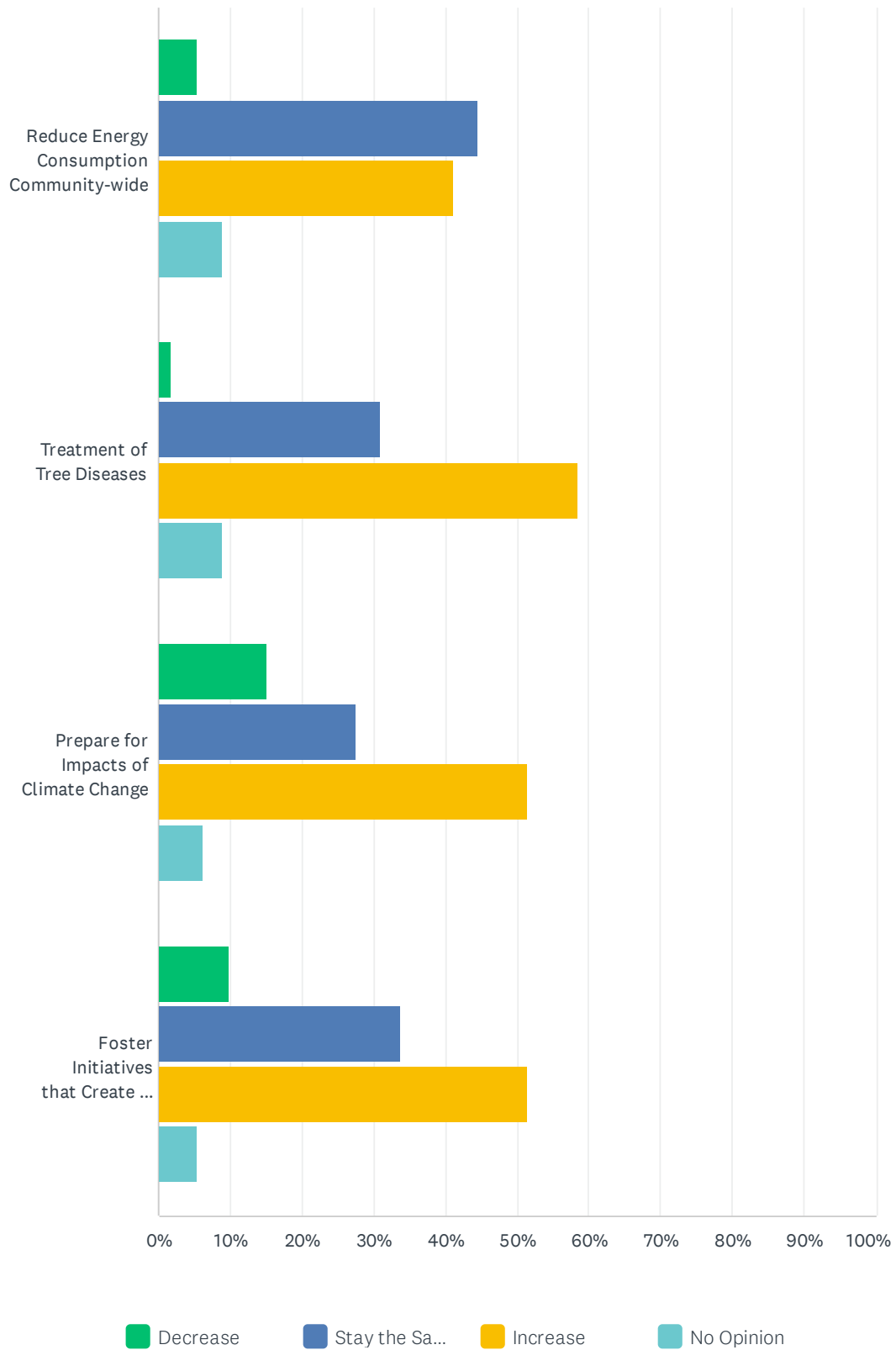
#	RESPONSES	DATE
1	Can there be more yard waste containers in the fall out in Harbor Island? They get very full by the weekend.	12/9/2024 11:10 AM
2		12/3/2024 12:56 PM
3	I would like the city to curbside pick-up for home composting (a major greenhouse gas contributor). And, if we had a commercial composter businesses could move to compostable packaging! Tourists spend a lot of money on food and drink. A few extra cents for sustainable containers would not be noticed and may even be appreciated.	12/2/2024 10:57 AM
4	I know curbside leaf pickup is expensive, But I am willing to pay extra	11/22/2024 7:22 PM
5	the decision to sell the equipment that collects leaves and debris was flawed. Just because City employees do not like to do it does not mean we should sell the equipment.	11/20/2024 2:47 PM
6	A yearly service that provides roadside pickup or large household items would be great. Better leaf pick up service would be great. I don't think the City knows anything about appropriate composting techniques.	11/20/2024 11:36 AM
7	Best Trash Service Ever!	11/19/2024 9:47 AM
8	This is the best thing in Grand Haven. No complaints on the price or service.	11/18/2024 6:57 PM
9	go back to leaf pickup by city crews	11/18/2024 6:32 PM
10	Composting???	11/18/2024 9:57 AM
11	This is something we take care of ourselves so...	11/17/2024 11:49 AM
12	No leaf bags!	11/16/2024 6:01 PM
13	Absolutely, the city should promote composting and recycling through education of residents and business owners and provision of collection services (for a fee to make it financially viable). The downtown food service businesses are the sources of food waste and packaging waste, which should be diverted from the waste stream. Holland and Ann Arbor provide recycling and compost options to residents and visitors.	11/15/2024 11:11 PM
14	find out of about the charge for picking up residents leaves from the streets as was done a number of years ago.	11/12/2024 12:40 PM
15	Provide more detail to residents about trash service, composting, seasonal yard waste. Posting all of this on your webpage and social media is helpful, but fliers in the mail are useful for all residents, even those without internet access or who choose not to have social media.	11/12/2024 11:33 AM

Q31 Sustainability & Environment(Funded by General Fund with tax dollars)

Answered: 113 Skipped: 14

Community Satisfaction & Budget Priority Survey

76



Community Satisfaction & Budget Priority Survey

77

	DECREASE	STAY THE SAME	INCREASE	NO OPINION	TOTAL
Reduce Energy Consumption Community-wide	5.36% 6	44.64% 50	41.07% 46	8.93% 10	112
Treatment of Tree Diseases	1.77% 2	30.97% 35	58.41% 66	8.85% 10	113
Prepare for Impacts of Climate Change	15.04% 17	27.43% 31	51.33% 58	6.19% 7	113
Foster Initiatives that Create a Sustainable Community	9.73% 11	33.63% 38	51.33% 58	5.31% 6	113

Q32 Comments

Answered: 15 Skipped: 112

#	RESPONSES	DATE
1		12/3/2024 12:56 PM
2	Thank you for all of your support to date on treatment of invasive tree species. There's more work to be done but it's great to see the city recognize the threats that our boulevard trees and forests face!	12/2/2024 10:57 AM
3	Concrete actions require that require immediate action are most critical.	11/26/2024 3:31 PM
4	Mitigate the effects of deer over grazing. Treat Oak wilt, Hemlock Woolly Adelgid and Beech Bark disease	11/22/2024 7:22 PM
5	I think these questions are too vague. I would need to see a plan before I could comment/decide.	11/20/2024 11:36 AM
6	The city is doing a lousy job of environmental stewardship.	11/19/2024 9:34 AM
7	Don't see a lot about environmental issues/initiatives being communicated	11/17/2024 11:49 AM
8	Encourage building around trees and for homeowners to keep their trees. Stop blaming the deer for lack of trees.	11/16/2024 6:01 PM
9	No exposure.	11/16/2024 12:22 PM
10	One of the most important concerns we should have is the protection and improvement of our shared environment. We must think about the young people who will inherit the natural and material world we have created.	11/15/2024 11:11 PM
11	More use of solar fields particularly at airport and on Harbor Island.	11/15/2024 7:51 PM
12	If by climate change you mean have the proper snow clearing equipment working then yes you should be prepared for the climate to change every winter.	11/12/2024 10:33 PM
13	need a comprehensive program to control invasive plants. phragmites in particular	11/12/2024 1:18 PM
14	Deer control every other year at least!	11/12/2024 10:29 AM
15	Air pollution from exhaust is unhealthy for anyone walking in GH.	11/12/2024 10:02 AM

Q33 What do you think the City's priorities should be for the coming year?

Answered: 61 Skipped: 66

#	RESPONSES	DATE
1	Reduction of pension responsibility, Harbor Island cleanup, paid parking for outside visitors.	12/9/2024 11:10 AM
2	Affordable and safe housing for all, especially seniors-- Rental and home prices are way too high.	12/6/2024 12:08 PM
3	Paid parking at beach and harbor drive	12/5/2024 11:40 AM
4	Municipal Water	12/3/2024 12:56 PM
5	Sustainability Affordable housing Grant dollars to fund projects	12/2/2024 10:09 PM
6	Traffic... Making traffic that isn't staying in Grand Haven able to travel through and out of town quicker.	12/2/2024 10:02 PM
7	Ensuring a safe, sustainable, and affordable city for all.	12/2/2024 10:57 AM
8	Making sidewalks and roads safe for walkers and bike riders. Make improvements to sideways around Harbor Island. Continue to fix the old infrastructure. Building places for people to gather in the winter and possibly with an ice-skating rink/winter games.	11/29/2024 10:55 PM
9	Infrastructure safety issues. Environmental disaster areas (Harbor Island). Adequate employee parking and affordable housing so that employees can live in the town they work in.	11/26/2024 3:31 PM
10	Accessibility	11/26/2024 11:26 AM
11	Tourism is essential, whether we like it or not sometimes.	11/26/2024 8:42 AM
12	Improving services provided and efficiencies	11/25/2024 10:15 AM
13	Chinook pier development!!	11/22/2024 9:48 PM
14	Saving the forests before it's too late	11/22/2024 7:22 PM
15	Maintaining a safe and affordable city for all.	11/22/2024 9:13 AM
16	Stop taking away parking. Nobody wants to visit a downtown where you have to circle for 30 minutes to find a parking spot.	11/21/2024 8:55 AM
17	Discourage wokeness	11/20/2024 6:04 PM
18	I think you should stay on the course you are on in general. I also think the CITY should take the deer issue and deal with it. Putting this in the hands of a citizen group, disguised fund raising as save the forest, etc. is dumb. This effort is being handled poorly.	11/20/2024 2:47 PM
19	Housing and Parks & Recreation	11/20/2024 11:36 AM
20	Sustainable growth	11/19/2024 7:01 PM
21	Pay down pension debt I'm very proud to live here. Keep up the good work!	11/19/2024 1:53 PM
22	Sidewalks	11/19/2024 10:32 AM
23	Protect parks and waterfront. Harbor Island. Minimal development on Harbor Island. Natural area for visitor AND Local use	11/19/2024 9:47 AM
24	Protect the environment.	11/19/2024 9:34 AM
25	Sidewalks and roads on the east side.	11/18/2024 6:57 PM
26	long term commitment to rebuilding our infrastructure perhaps with a .5 millage	11/18/2024 6:32 PM
27	Maintain our community, paid parking during the summers in downtown and along the waterfront areas, resolving ongoing fiscal concerns.	11/18/2024 12:08 PM

Community Satisfaction & Budget Priority Survey

80

28	Affordable housing initiatives	11/18/2024 12:06 PM
29	Environmental stewardship and Community Livability	11/18/2024 11:20 AM
30	Modify ordinances and increase enforcement of property maintenance. We are dependent on tourism and far too many property owners get away with unkept yards and buildings. Tourists will soon go to other areas which present a local resident caring and welcoming attitude.	11/18/2024 9:57 AM
31	partnering with the surrounding communities and the county to create a masterplan that addresses affordable housing for all	11/18/2024 8:57 AM
32	Enhanced police protection/ surveillance through the use of drones / surveillance cameras etc. enforcement of sound ordinances through automated surveillance devices and ticketing/ fines	11/17/2024 11:51 AM
33	I think my comments and ratings reflect what my answer to this question would be. This survey is way too long with sections that are so vague they aren't useful.	11/17/2024 11:49 AM
34	Communication	11/17/2024 11:36 AM
35	Development of different properties around the community that are open and empty.	11/16/2024 7:12 PM
36	Affordable housing!	11/16/2024 6:01 PM
37	Long term fiscal management to enable the city to continue providing services at least at current levels indefinitely.	11/16/2024 12:22 PM
38	Affordable housing	11/15/2024 11:56 PM
39	Environmental and economic sustainability.	11/15/2024 11:11 PM
40	Stop giving tax abatements to developers while raising taxes on residents. Replace streetlights and commercial lighting with environmentally friendly down lighting. Stop ruining the lakefront. Enough condos and t-shirt shops.	11/15/2024 10:18 PM
41	I thought that was the purpose of this survey, to analyze results.	11/15/2024 10:16 PM
42	Building a more diverse inclusive affordable community	11/15/2024 8:11 PM
43	Better fiscal condition particularly related to Unfunded Liabilities.	11/15/2024 7:51 PM
44	Maintain waterfront in pristine condition; increase infrastructure update including sewers and sidewalks in the older parts of town; continue or accelerate tree trimming/removal and replacement on tree lawns; put the empty space at chinook pier to good use but not a museum.	11/15/2024 5:17 PM
45	Increase infrastructure replacement. Street tree planting and fighting tree disease. Cemetery maintenance (remove dead trees, treat for grubs, etc). Deer management. Increase length of time dumpsters are available on Harbor Island for yard waste. Develop a firm plan for Harbor Island and begin setting money aside for both remediation expenses as well as redevelopment.	11/15/2024 10:29 AM
46	No more condos/apartments in the downtown area. Fill the vacant shops downtown. Update infrastructure downtown (Oddside parking lot sidewalks)	11/15/2024 9:21 AM
47	Affordable housing	11/15/2024 8:55 AM
48	Affordable rentals and housing	11/15/2024 8:41 AM
49	Affordable housing	11/14/2024 6:13 AM
50	Forging a good relationship with the BLP and work together on Harbor Island clean up and initiatives. Support existing small businesses (sales were down for many and tourism was down in GH as well). Affordable housing. The city also needs to take a closer look at the costs of the snowmelt system. Where is the money going to come from for the ongoing maintenance and for new boilers when the current ones fail?	11/13/2024 8:25 PM
51	Identifying the lowest cost solution to stabilizing pollution on Harbor Island. Decrease the amount of spend on grants that result in projects that are not needed e.g. new basketball courts at Mulligan's Hollow. Institute better criteria for projects - make sure 3 bids are received or "kill" the potential project, make sure that developers have sufficient funds and good proformas. Update building and zoning requirements to reduce energy use and promote building solar on rooftops such as the DPW building on Jackson.	11/13/2024 6:34 AM

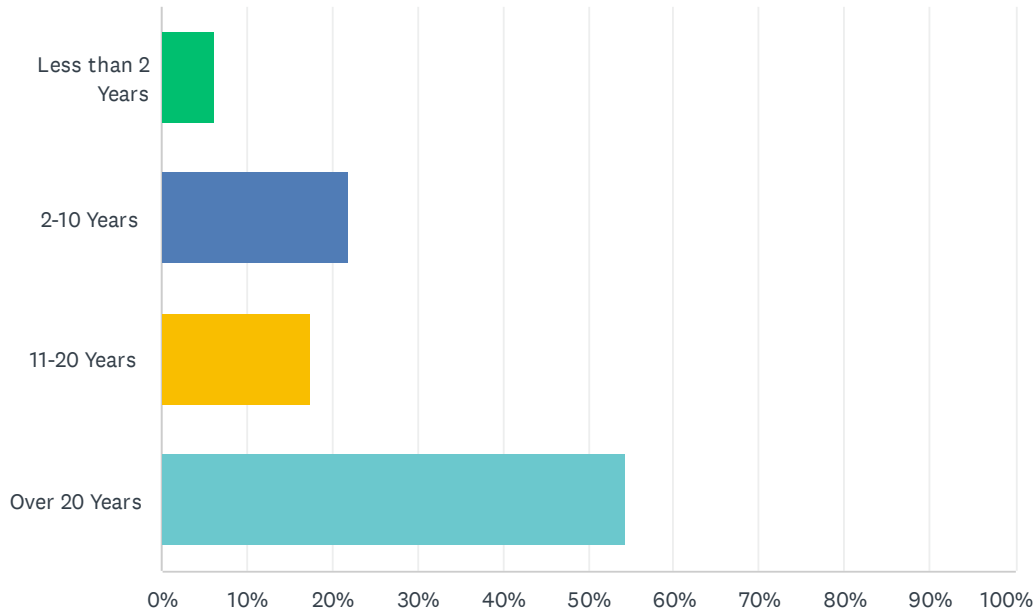
Community Satisfaction & Budget Priority Survey

81

52	Fewer four-way stops. More yield signs. More traffic law enforcement. Emphasis on speeding tickets and not stopping at stop signs that do exist. You could probably fund much of the city budget just by enforcing that.	11/12/2024 10:33 PM
53	Infrastructure maintenance, putting power lines underground, decreasing over regulation and permitting fees. Regaining trust from community after the embarrassment of the council's overreach in power and misuse of tax dollars.	11/12/2024 9:38 PM
54	Development of Chinook Pier. Development of old power plant, which the developer will never turn into a restaurant and event facility. What a pipe dream that was.	11/12/2024 4:06 PM
55	resolve what's to become of Harbor Island and former power plant. Traffic management for lakeshore during big events	11/12/2024 1:18 PM
56	Public transportation, affordable housing, diversity and inclusion, developing the East End.	11/12/2024 1:06 PM
57	keeping the waterfront the waterfront, working to maintain decorum on the city council and working toward fiscally responsible with Harbor Island.	11/12/2024 12:40 PM
58	Revisit the idea of Continue to create a safe environment for our citizens, as public safety does. Continue to improve safe walking and biking trails and improvements on parks.	11/12/2024 11:34 AM
59	Growth of shopping, restaurants and recreational activities to keep us in line with surrounding cities.	11/12/2024 10:56 AM
60	Riverwalk paid parking	11/12/2024 10:29 AM
61	Control traffic and be much more concerned about environmental issues.	11/12/2024 10:02 AM

Q34 How many years have you lived in the City of Grand Haven?

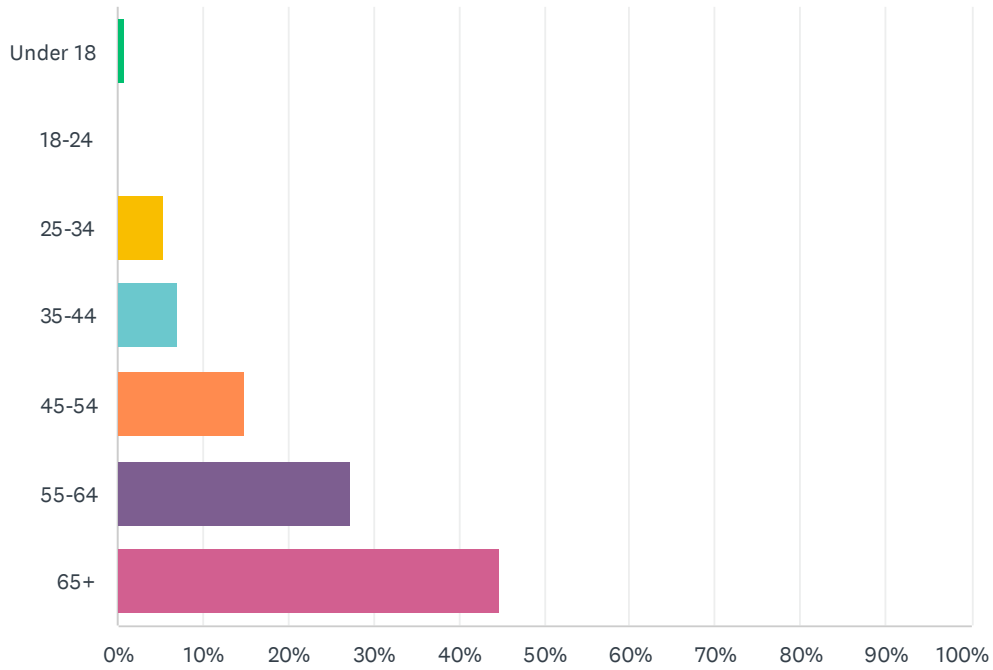
Answered: 114 Skipped: 13



ANSWER CHOICES	RESPONSES
Less than 2 Years	6.14% 7
2-10 Years	21.93% 25
11-20 Years	17.54% 20
Over 20 Years	54.39% 62
TOTAL	114

Q35 Which of the following describes your age?

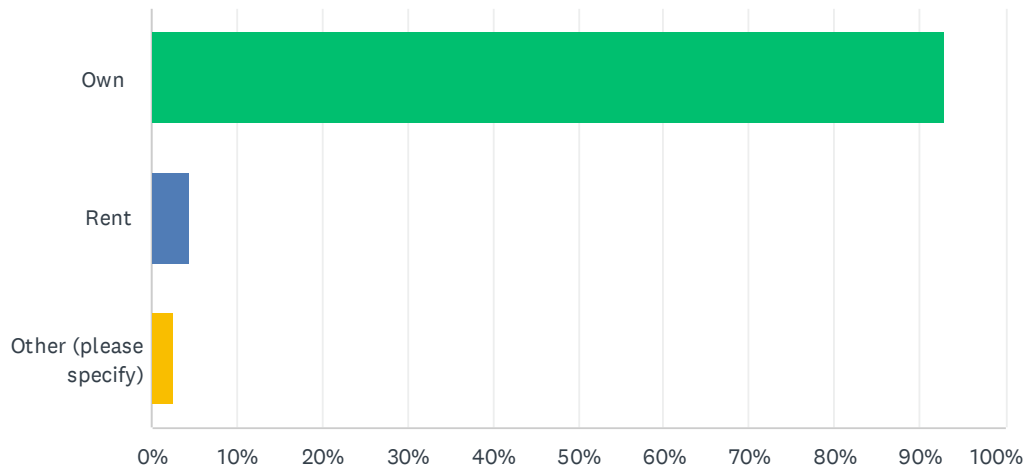
Answered: 114 Skipped: 13



ANSWER CHOICES	RESPONSES	
Under 18	0.88%	1
18-24	0.00%	0
25-34	5.26%	6
35-44	7.02%	8
45-54	14.91%	17
55-64	27.19%	31
65+	44.74%	51
TOTAL		114

Q36 What is your housing arrangement?

Answered: 114 Skipped: 13

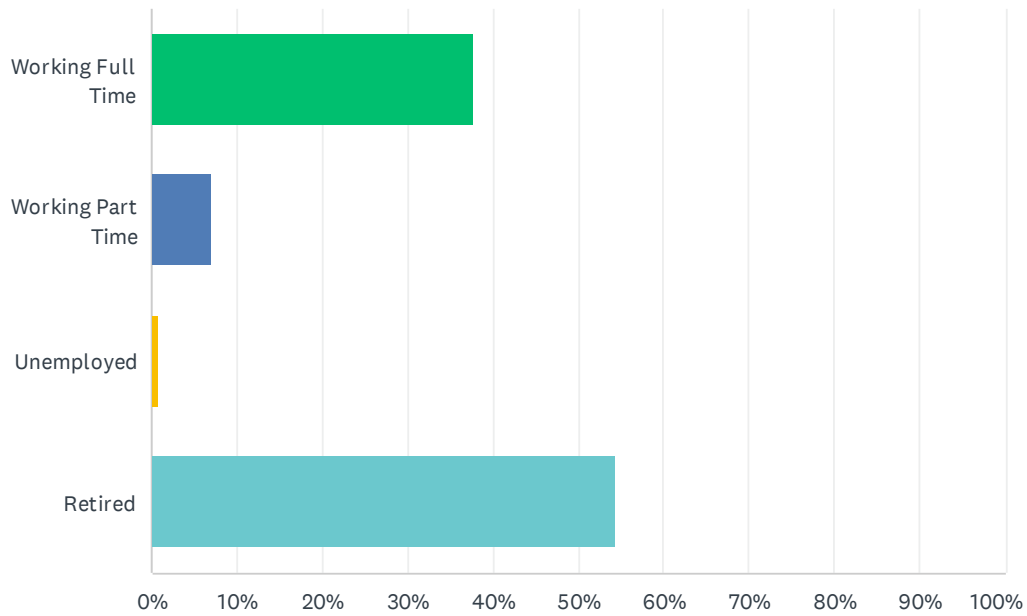


ANSWER CHOICES	RESPONSES
Own	92.98% 106
Rent	4.39% 5
Other (please specify)	2.63% 3
TOTAL	114

#	OTHER (PLEASE SPECIFY)	DATE
1	I work in Grand Haven but I do not live here	12/6/2024 11:15 AM
2	live with parents. soon live with partner	12/2/2024 10:35 PM
3	Owned my house, just sold it	11/14/2024 6:14 AM

Q37 What is your employment status?

Answered: 114 Skipped: 13



ANSWER CHOICES	RESPONSES
Working Full Time	37.72% 43
Working Part Time	7.02% 8
Unemployed	0.88% 1
Retired	54.39% 62
TOTAL	114