

A photograph of a water tower with "GRAND BLANC TOWNSHIP" written on it, set against a vibrant sunset sky with orange and red clouds. A large, light blue diagonal graphic element cuts across the right side of the image.

GRAND BLANC  
TOWNSHIP

**2024**

# **Grand Blanc Township, MI**

## **Community Survey**

### **Findings Report**



**ETC**  
INSTITUTE

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# Executive Summary

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# 2024 Grand Blanc Township Community Survey

## Executive Summary

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### Purpose and Methodology

ETC Institute administered a survey to residents of Grand Blanc Township during the summer months of 2024. The purpose of the survey is to use resident input as a part of the Township's on-going efforts to identify and respond to respondents' priorities.

The six-page survey, cover letter, and postage paid return envelope were mailed to a random sample of households in Grand Blanc Township. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

After the surveys were mailed, ETC Institute followed up with households that received the survey to encourage participation. To prevent people who were not residents of Grand Blanc Township from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 403 surveys collected. The overall results for the sample of 403 households have a precision of at least +/-4.8% at the 95% level of confidence.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Grand Blanc Township with the results from other communities in ETC Institute's *DirectionFinder*® database. Since the number of "don't know" responses often reflects the utilization and awareness of Township services, the percentage of "don't know" responses has been provided in the tabular data section of this report.

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for most questions on the survey
- Importance-Satisfaction analysis to determine priority actions for the Township to address based upon the survey results,
- benchmarking data that shows how Grand Blanc compares to other communities,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

## Major Findings

**Overall Satisfaction with Township Services.** Respondents were asked to rate their overall level of satisfaction with 10 items regarding Township services. Respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall quality of fire services (93%), police services (91%), and customer service they receive from Township employees (86%). The three items respondents think should receive the most emphasis from Township leaders over the next two years are overall quality of police services (42%), Township’s mosquito abatement program (36%), and Township’s solid waste services (34%).

**Overall Quality of Life and Perceptions of Township.** Respondents were asked to evaluate twelve aspects of the Township related to quality of life and overall perceptions. The highest-rated items, marked as 'excellent' or 'good,' included the Township as a place to live (87%), as a place to raise a family (86%), and the overall quality of life in the Township (78%). When asked to select the four items that should receive the most emphasis from Township leaders over the next two years, downtown development (60%), attracting more industry and related jobs (44%), maintaining and improving non-motorized pathways (40%), and improving parks and recreation facilities (37%) were selected most often.

**Customer Service.** The aspects of customer service respondents were most satisfied with (rating “satisfied” or “very satisfied”) were how courteously they were treated (87%), how easy the department was to contact (86%), and the technical competence and knowledge of Township employees who assisted them (82%).

**Township Communications.** Regarding Township communication, respondents were most satisfied (rating “satisfied” or “very satisfied”) with the quality of the Township website (59%), availability of information about Township programs and services (58%), and the Township’s efforts to keep you informed about local issues (57%). Respondents most prefer communication from the Township to come via the Township newsletter (61%) or direct mailers (44%). Over half of respondents (54%) agree with the statement “I am informed about the services being provided and the activities taking place in Grand Blanc Township.” Almost all respondents (95%) agree with the statement “When interacting with the Township, I receive the information I need and am treated with respect.”

**Perceptions of Safety.** Regarding public safety, respondents were most satisfied (rating “satisfied” or “very satisfied”) with the overall quality of the Grand Blanc Township Fire Department (88%), the overall competency of the Grand Blanc Township Police Department (86%), and how quickly the fire department responds (84%). The three items respondents think should receive the most emphasis over the next two years are the Township’s efforts to prevent crime (44%), the visibility of police around the Township (36%), and the visibility of police in their neighborhood (32%). Over three-fourths of respondents felt safe in all areas assessed in the survey. Over three-fourths of respondents (76%) agree with the statement “I have access to and can participate in opportunities to connect as an inclusive community and engage with others in a place where I feel safe, welcome, and respected.”

**Township Public Works and Transportation.** Regarding the Township's public works, respondents felt most satisfied (rating "satisfied" or "very satisfied") with the quality of the Township's sanitary sewer service (81%), the quality of Township water (79%), and maintenance of Township buildings (78%). Regarding transportation, respondents were most satisfied with the ease of travel from home to work/school (71%), the availability of parking in residential areas (65%), and the availability of parking in business districts (61%).

**Enforcement of Property Maintenance Codes.** Respondents were asked to rate their level of satisfaction with five types of code enforcement in the Township. Respondents were most satisfied (rating "satisfied" or "very satisfied") with the enforcement of maintenance to commercial property (49%), codes designed to address public safety (49%), and mowing and trimming of lawns on private property (48%). Most respondents (95%) did not provide an answer when asked if they agreed with the statement "property maintenance codes should be enforced more strictly in Grand Blanc Township."

**Parks and Recreation.** Regarding parks and recreation, the highest percentage of respondents felt satisfied (rating "satisfied" or "very satisfied") with the maintenance of Creasy Bicentennial Park (79%), the quality of walking and biking trails in parks (67%), and the number of walking and biking trails in parks (64%). The three items respondents thought should receive the most emphasis from Township leaders over the next two years were the availability of information about Township parks and recreation programs (32%), the number of walking and biking trails in parks (31%), and the Grand Blanc Senior Center program offerings (26%). Nearly three quarters of respondents (74%) said they would support a Parks and Recreation Millage renewal at .25 mills. Over half (57%) of respondents said they would support a Parks and Recreation millage increase to 1.0 mill to address deferred maintenance needs and infrastructure improvements to the parks system.

**Community Center Perceptions.** Seventy percent (70%) of respondents say the Township should build or renovate a building for the purposes of a community/activity center. Of those who said yes, nearly half (49%) said the maximum amount of funding the Township should invest in this project would be up to 10 million dollars. The eight programs most often selected as most important for the Township to emphasize in a community/activity center were specialized classes for people of all ages (59%), fitness center (47%), space for large performances/assemblies/meetings (41%), outdoor recreational activities (41%), a "one stop" location for social services and supportive services (41%), indoor pool/aquatics classes (38%), daycare for children (37%), and theatre/music programs (37%).

## How Grand Blanc Township Compares to Other Communities Nationally

Satisfaction ratings for Grand Blanc Township **rated at or above the U.S. average in all 36 of the 36 areas** that were assessed. Grand Blanc rated significantly higher than the U.S. average (difference of 5% or more) in 32 of these areas. Listed below are the comparisons between Grand Blanc and the U.S. average:

| Service  | Grand Blanc | U.S. | Difference | Category                                    |
|--|-------------|------|------------|---|
| Customer service provided by local   | 86%         | 39%  | 47%        | Overall Township Services                   |
| As a place to live   | 87%         | 49%  | 38%        | Quality of Life and Perceptions of Township |
| Overall quality of police services   | 91%         | 53%  | 38%        | Overall Township Services                   |
| Effectiveness of communication by local governments in your area             | 67%         | 37%  | 31%        | Overall Township Services                   |
| Wastewater/sanitary sewer services   | 81%         | 53%  | 29%        | Township Public Works                       |
| Efforts by police in your community to prevent crime                         | 76%         | 49%  | 28%        | Public Safety                               |
| Quality of Water   | 79%         | 52%  | 27%        | Township Public Works                       |
| In your neighborhood at night  | 87%         | 61%  | 25%        | Perceptions of Safety                       |
| How quickly police respond to emergencies                                    | 81%         | 56%  | 25%        | Public Safety                               |
| As a place to raise a family   | 86%         | 61%  | 25%        | Quality of Life and Perceptions of Township |
| Overall feeling of safety in your community                                  | 91%         | 66%  | 25%        | Perceptions of Safety                       |
| In community parks   | 79%         | 55%  | 24%        | Perceptions of Safety                       |
| Maintenance of public buildings  | 78%         | 56%  | 23%        | Township Public Works                       |
| Enforcement of local codes and ordinances                                    | 61%         | 40%  | 21%        | Overall Township Services                   |
| Enforcement of local traffic laws  | 69%         | 50%  | 20%        | Public Safety                               |
| Condition of streets in your neighborhood                                    | 68%         | 49%  | 19%        | Township Public Works                       |
| Appearance of your community   | 74%         | 55%  | 19%        | Quality of Life and Perceptions of Township |
| Image of your community  | 72%         | 53%  | 19%        | Quality of Life and Perceptions of Township |
| Overall value that you receive for your city taxes and fees                  | 51%         | 33%  | 18%        | Quality of Life and Perceptions of Township |
| Parks and recreation programs and events                                     | 67%         | 49%  | 18%        | Overall Township Services                   |
| Overall quality of solid waste services                                      | 73%         | 55%  | 18%        | Overall Township Services                   |
| Usefulness of your city's website  | 60%         | 42%  | 17%        | Township Communication                      |
| Visibility of police in neighborhoods  | 71%         | 54%  | 17%        | Public Safety                               |
| Overall quality of fire services   | 93%         | 76%  | 17%        | Overall Township Services                   |
| In your neighborhood during the day  | 97%         | 81%  | 16%        | Perceptions of Safety                       |
| The level of public involvement in local decision making                     | 49%         | 34%  | 15%        | Township Communication                      |
| Efforts by local government to keep you informed about local issues          | 57%         | 43%  | 14%        | Township Communication                      |
| How quickly the fire department responds                                     | 84%         | 72%  | 12%        | Public Safety                               |
| Availability of information about local governmental services and activities | 58%         | 46%  | 12%        | Township Communication                      |
| As a place where you would buy your next home                                | 67%         | 56%  | 11%        | Quality of Life and Perceptions of Township |
| As a place to work   | 65%         | 57%  | 8%         | Quality of Life and Perceptions of Township |
| As a place to retire   | 59%         | 52%  | 8%         | Quality of Life and Perceptions of Township |
| Enforcement of exterior maintenance of commercial property                   | 49%         | 46%  | 3%         | Enforcement of Property Maintenance Code    |
| Enforcement of mowing and cutting of weeds on private property               | 48%         | 46%  | 2%         | Enforcement of Property Maintenance Code    |
| Enforcement of exterior maintenance of residential property                  | 45%         | 44%  | 1%         | Enforcement of Property Maintenance Code    |
| Enforcement of clean-up of trash and debris on private property              | 45%         | 45%  | 0%         | Enforcement of Property Maintenance Code    |

## How Grand Blanc Compares to Other Communities Regionally

Satisfaction ratings for Grand Blanc Township **rated at or above the average for North Central States (Indiana, Michigan, Ohio, and Pennsylvania) in 34 of the 36 areas** that were assessed. Grand Blanc rated significantly higher than this average (difference of 5% or more) in 32 of these areas. Listed below are the comparisons between Grand Blanc and the average for the North Central region:

| Service  | Grand Blanc | U.S. | Difference | Category                                    |
|--|-------------|------|------------|---|
| Customer service provided by local   | 86%         | 38%  | 48%        | Overall Township Services                   |
| As a place to live   | 87%         | 42%  | 45%        | Quality of Life and Perceptions of Township |
| Effectiveness of communication by local governments in your area             | 67%         | 35%  | 32%        | Overall Township Services                   |
| Overall quality of police services   | 91%         | 60%  | 32%        | Overall Township Services                   |
| Efforts by police in your community to prevent crime                         | 76%         | 48%  | 28%        | Public Safety                               |
| Quality of Water   | 79%         | 51%  | 28%        | Township Public Works                       |
| Wastewater/sanitary sewer services   | 81%         | 54%  | 27%        | Township Public Works                       |
| Overall feeling of safety in your community                                  | 91%         | 68%  | 23%        | Perceptions of Safety                       |
| Image of your community  | 72%         | 49%  | 23%        | Quality of Life and Perceptions of Township |
| As a place to raise a family   | 86%         | 65%  | 22%        | Quality of Life and Perceptions of Township |
| In your neighborhood at night  | 87%         | 66%  | 21%        | Perceptions of Safety                       |
| In community parks   | 79%         | 58%  | 21%        | Perceptions of Safety                       |
| How quickly police respond to emergencies                                    | 81%         | 61%  | 20%        | Public Safety                               |
| Overall quality of solid waste services                                      | 73%         | 53%  | 20%        | Overall Township Services                   |
| Appearance of your community   | 74%         | 54%  | 20%        | Quality of Life and Perceptions of Township |
| Enforcement of local codes and ordinances                                    | 61%         | 42%  | 19%        | Overall Township Services                   |
| Usefulness of your city's website  | 60%         | 41%  | 19%        | Township Communication                      |
| Enforcement of local traffic laws  | 69%         | 51%  | 19%        | Public Safety                               |
| Visibility of police in neighborhoods  | 71%         | 54%  | 17%        | Public Safety                               |
| Overall value that you receive for your city taxes and fees                  | 51%         | 34%  | 17%        | Quality of Life and Perceptions of Township |
| Parks and recreation programs and events                                     | 67%         | 52%  | 16%        | Overall Township Services                   |
| The level of public involvement in local decision making                     | 49%         | 33%  | 16%        | Township Communication                      |
| Overall quality of fire services   | 93%         | 78%  | 15%        | Overall Township Services                   |
| Maintenance of public buildings  | 78%         | 66%  | 12%        | Township Public Works                       |
| In your neighborhood during the day  | 97%         | 86%  | 12%        | Perceptions of Safety                       |
| Condition of streets in your neighborhood                                    | 68%         | 57%  | 11%        | Township Public Works                       |
| As a place where you would buy your next home                                | 67%         | 56%  | 11%        | Quality of Life and Perceptions of Township |
| Efforts by local government to keep you informed about local issues          | 57%         | 47%  | 10%        | Township Communication                      |
| As a place to work   | 65%         | 57%  | 9%         | Quality of Life and Perceptions of Township |
| As a place to retire   | 59%         | 51%  | 8%         | Quality of Life and Perceptions of Township |
| Availability of information about local governmental services and activities | 58%         | 51%  | 7%         | Township Communication                      |
| How quickly the fire department responds                                     | 84%         | 79%  | 5%         | Public Safety                               |
| Enforcement of exterior maintenance of residential property                  | 45%         | 43%  | 3%         | Enforcement of Property Maintenance Codes   |
| Enforcement of mowing and cutting of weeds on private property               | 48%         | 48%  | 0%         | Enforcement of Property Maintenance Codes   |
| Enforcement of exterior maintenance of commercial property                   | 49%         | 52%  | -3%        | Enforcement of Property Maintenance Codes   |
| Enforcement of clean-up of trash and debris on private property              | 45%         | 50%  | -5%        | Enforcement of Property Maintenance Codes   |

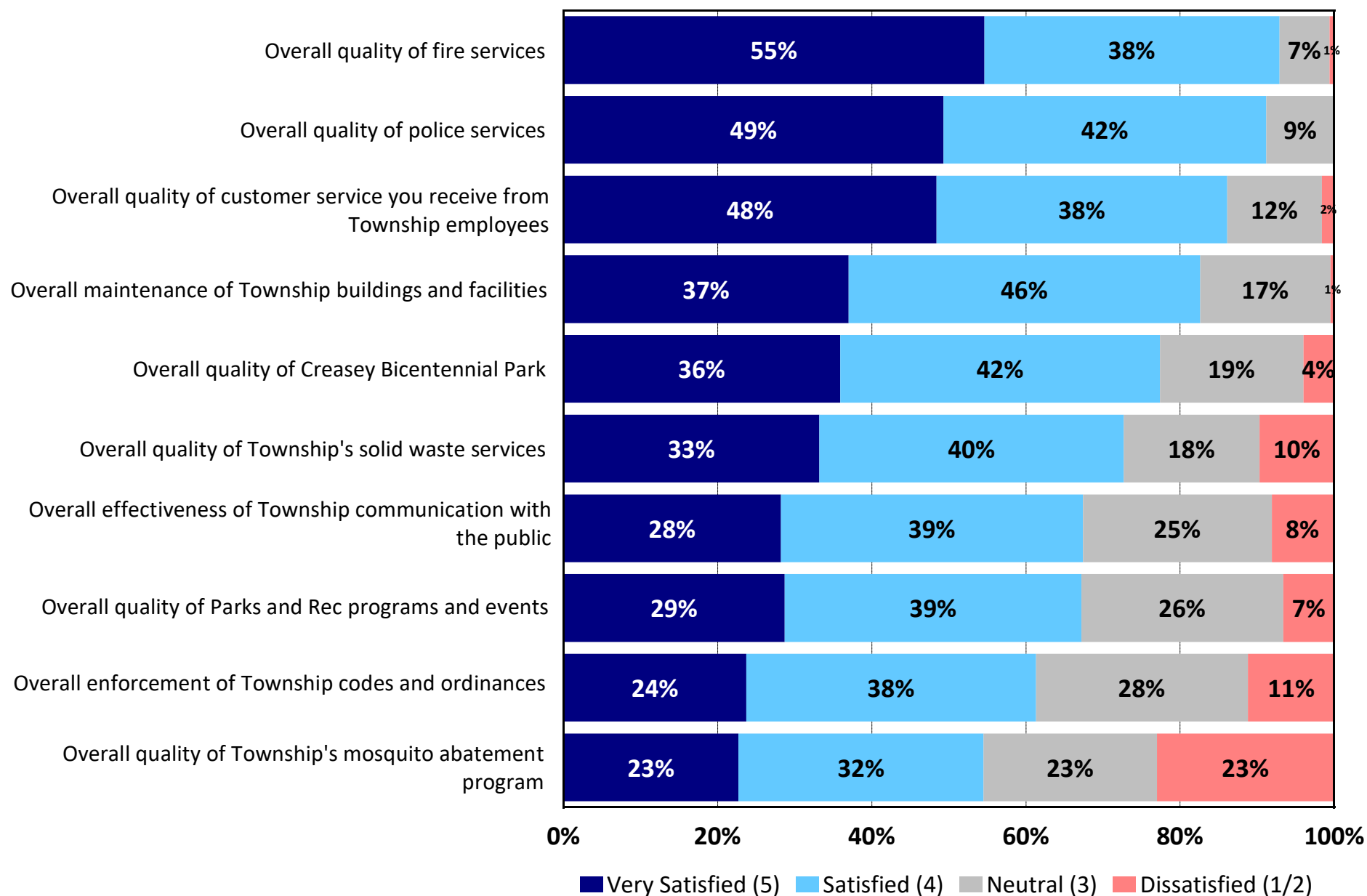




## Charts and Graphs

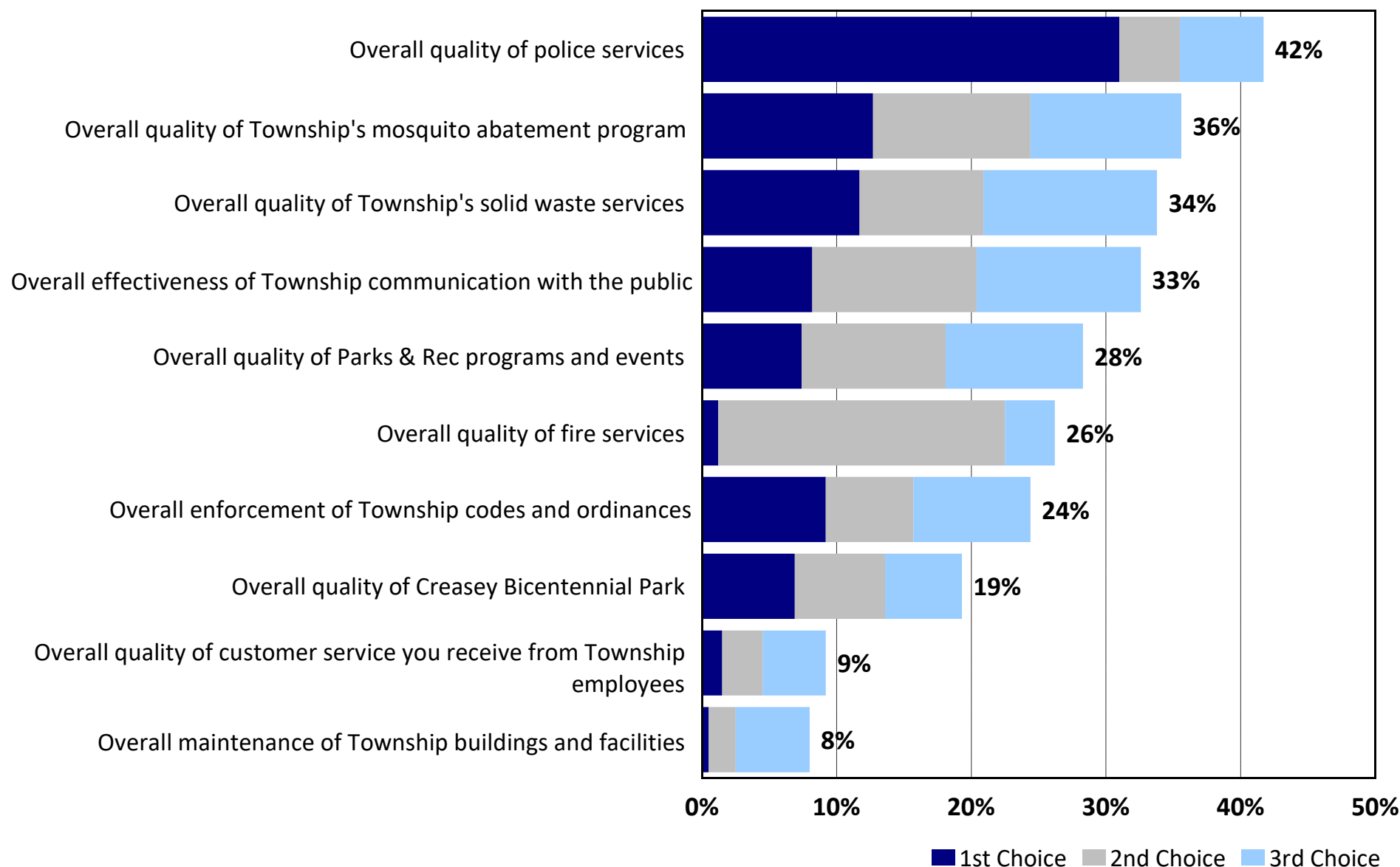
# Q1. Overall Satisfaction With Township Services

by percentage of respondents (excluding don't knows)



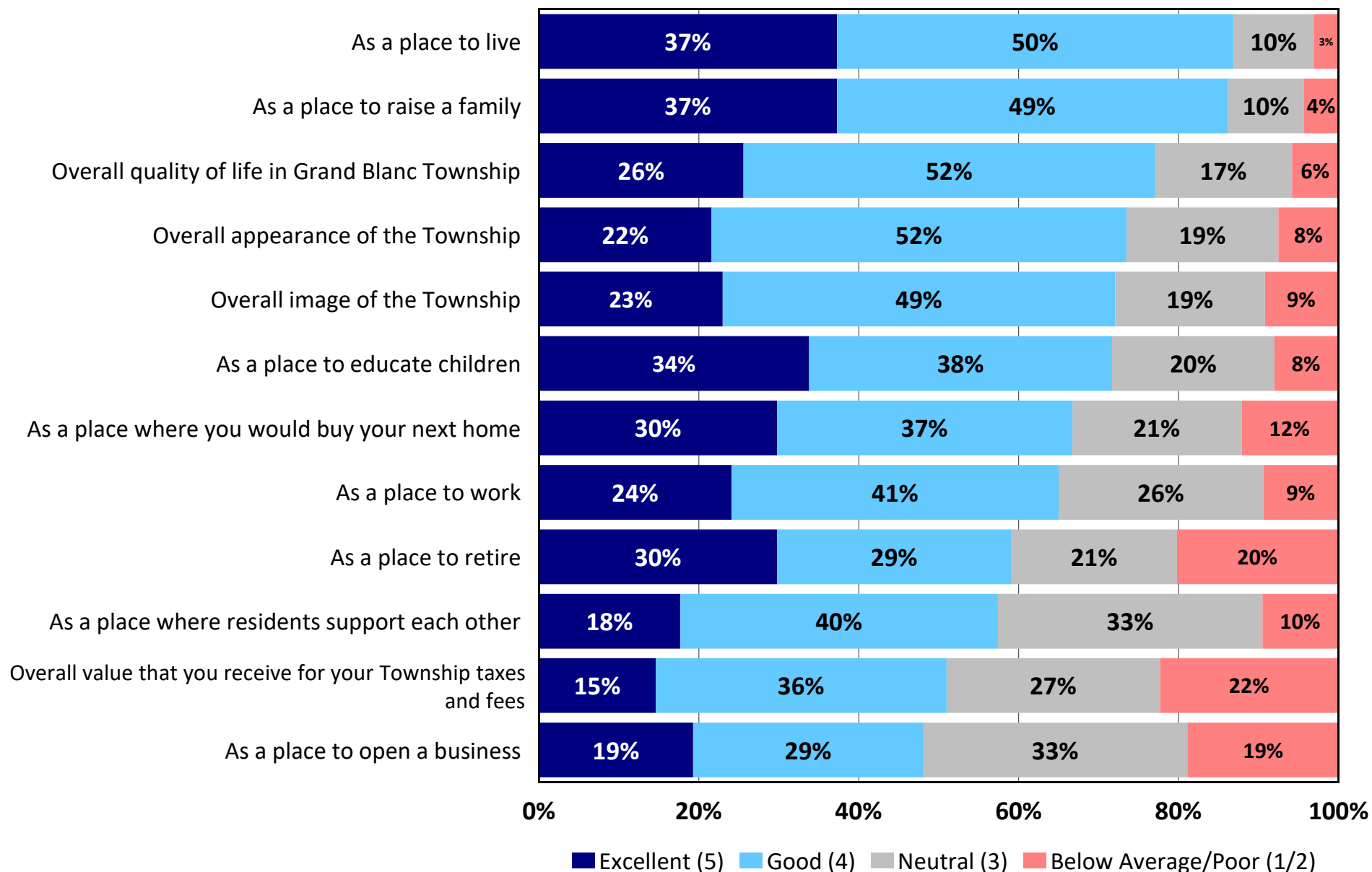
## Q2. Which **THREE** items from the list in Question 1 do you think should receive the **MOST EMPHASIS** from Township leaders over the next **TWO** years?

by percentage of respondents who selected the item as one of their top three choices



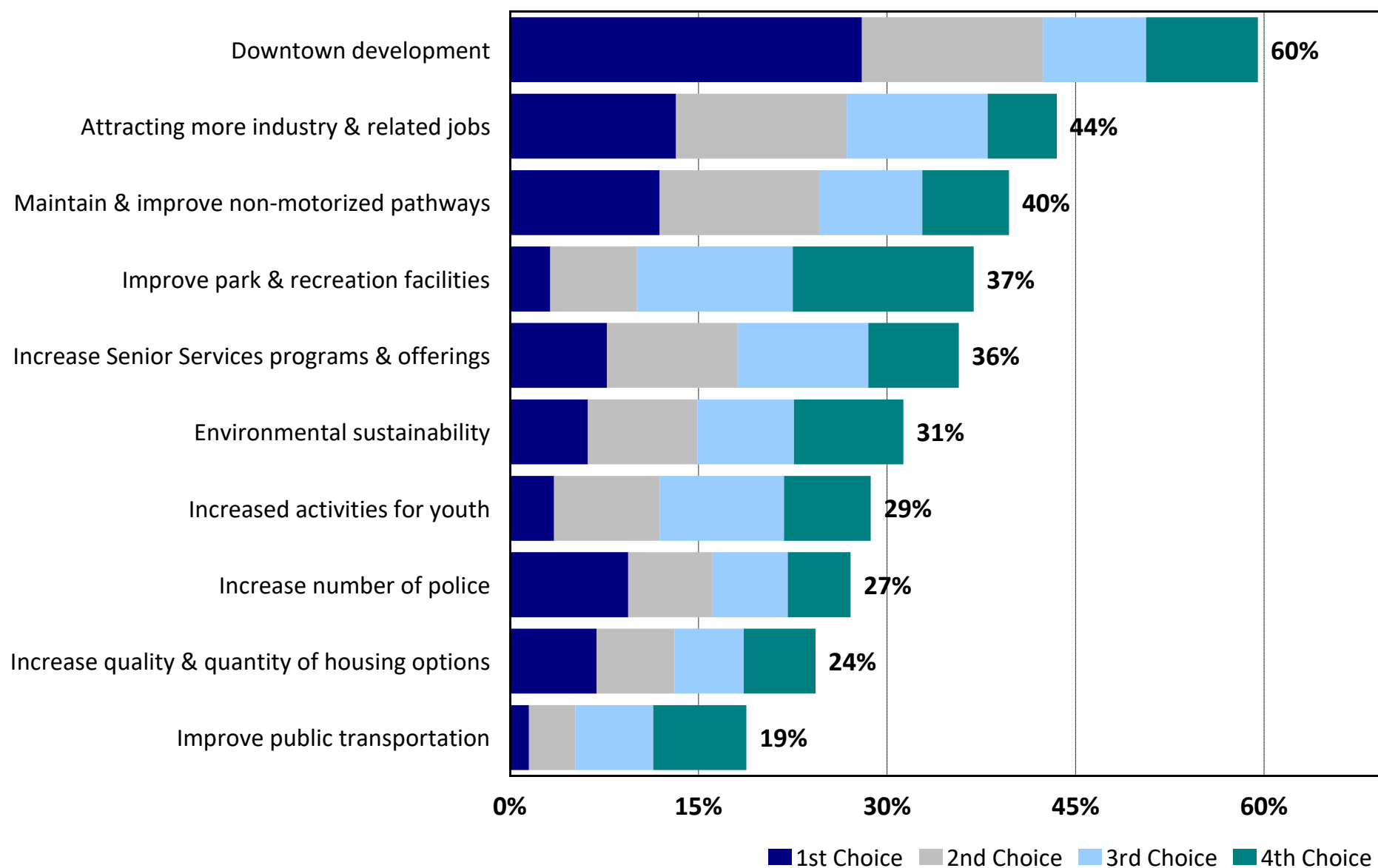
## Q3. Quality of Life and Perceptions of the Township

by percentage of respondents (excluding don't knows)



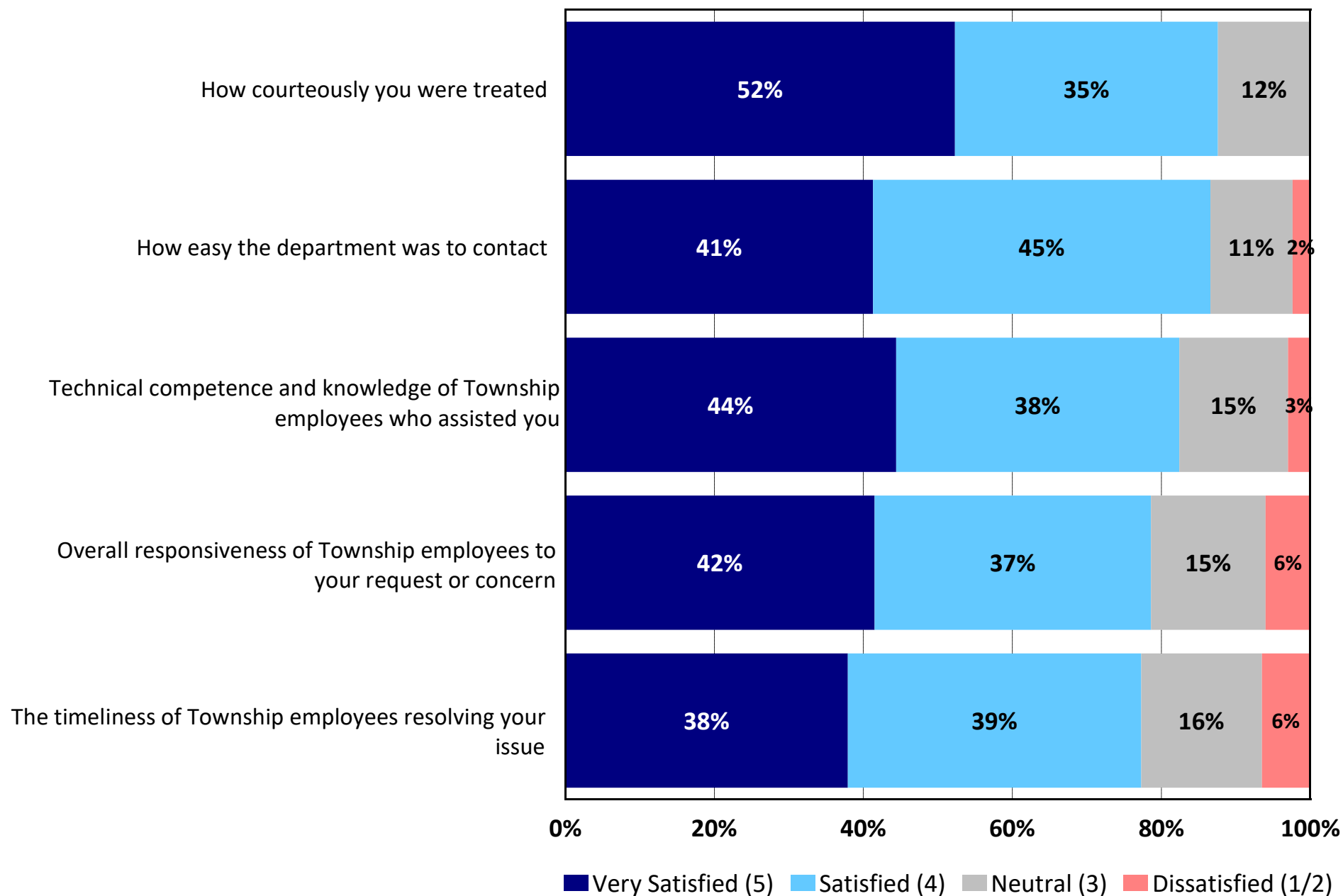
## Q4. Which FOUR items from the list below do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?

by percentage of respondents who selected the item as one of their top four choices



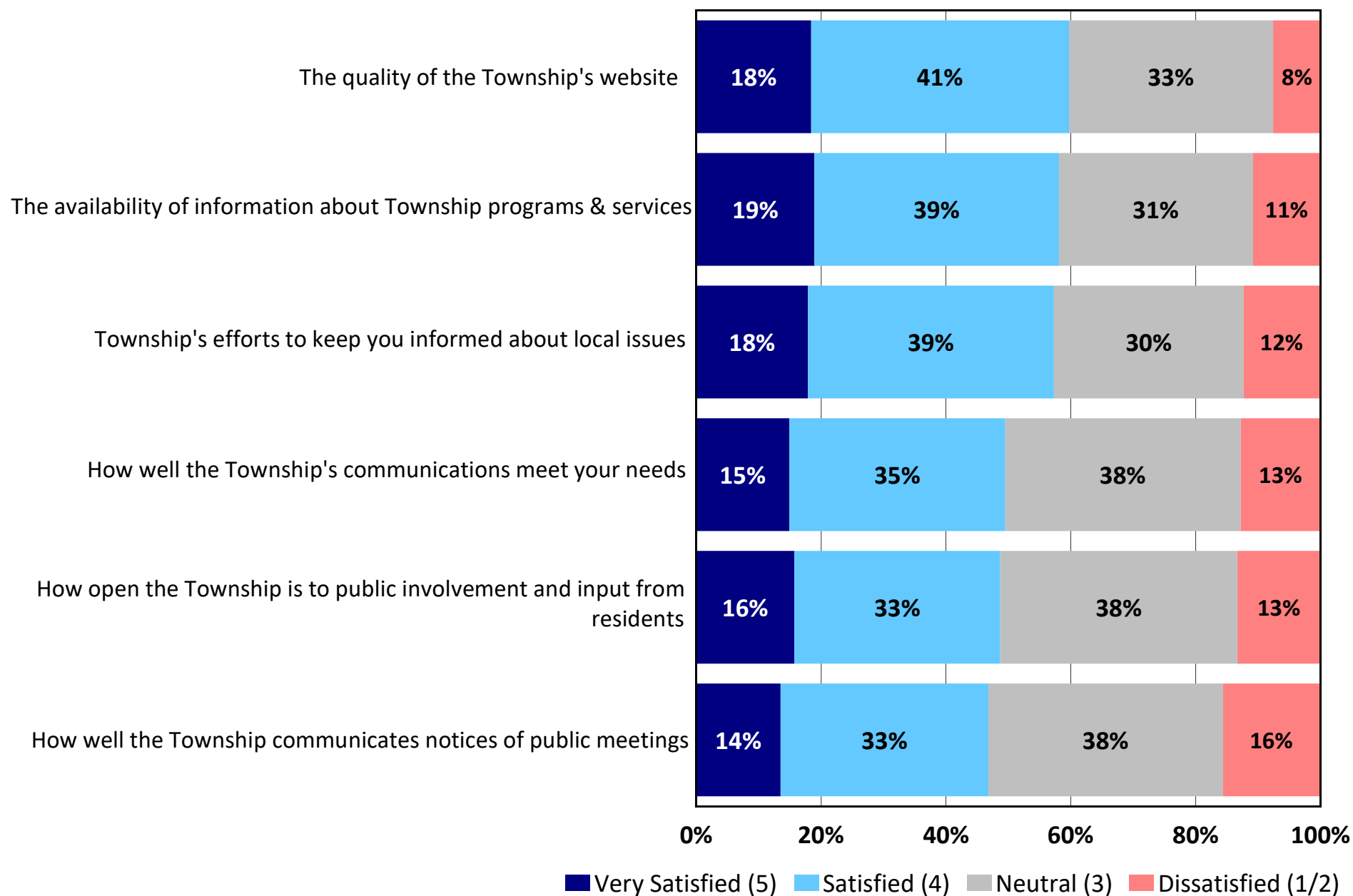
## Q5. Satisfaction with Customer Service

by percentage of respondents (excluding don't knows)



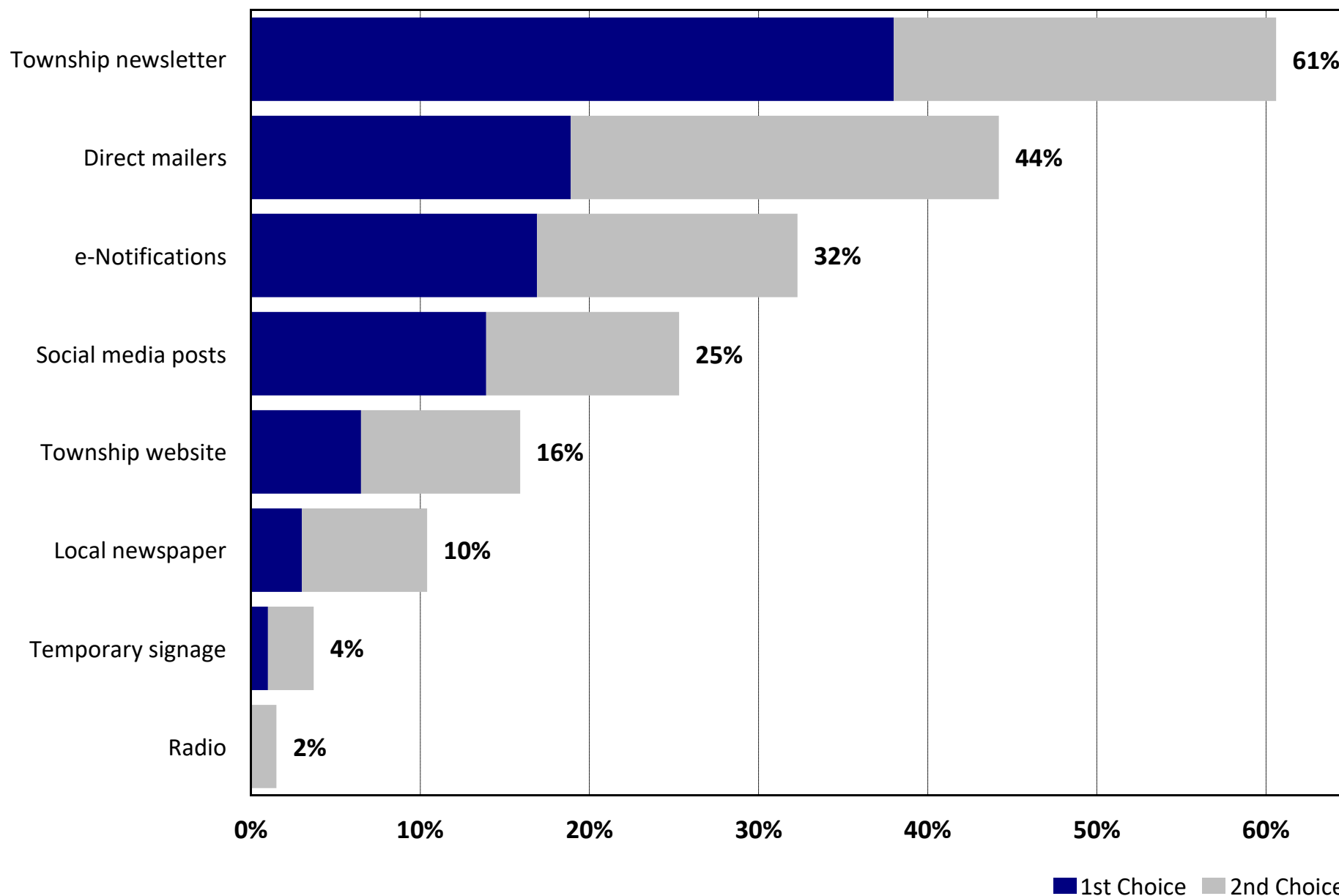
# Q6. Township Communication

by percentage of respondents (excluding don't knows)



## Q7. Preferred Method of Communication

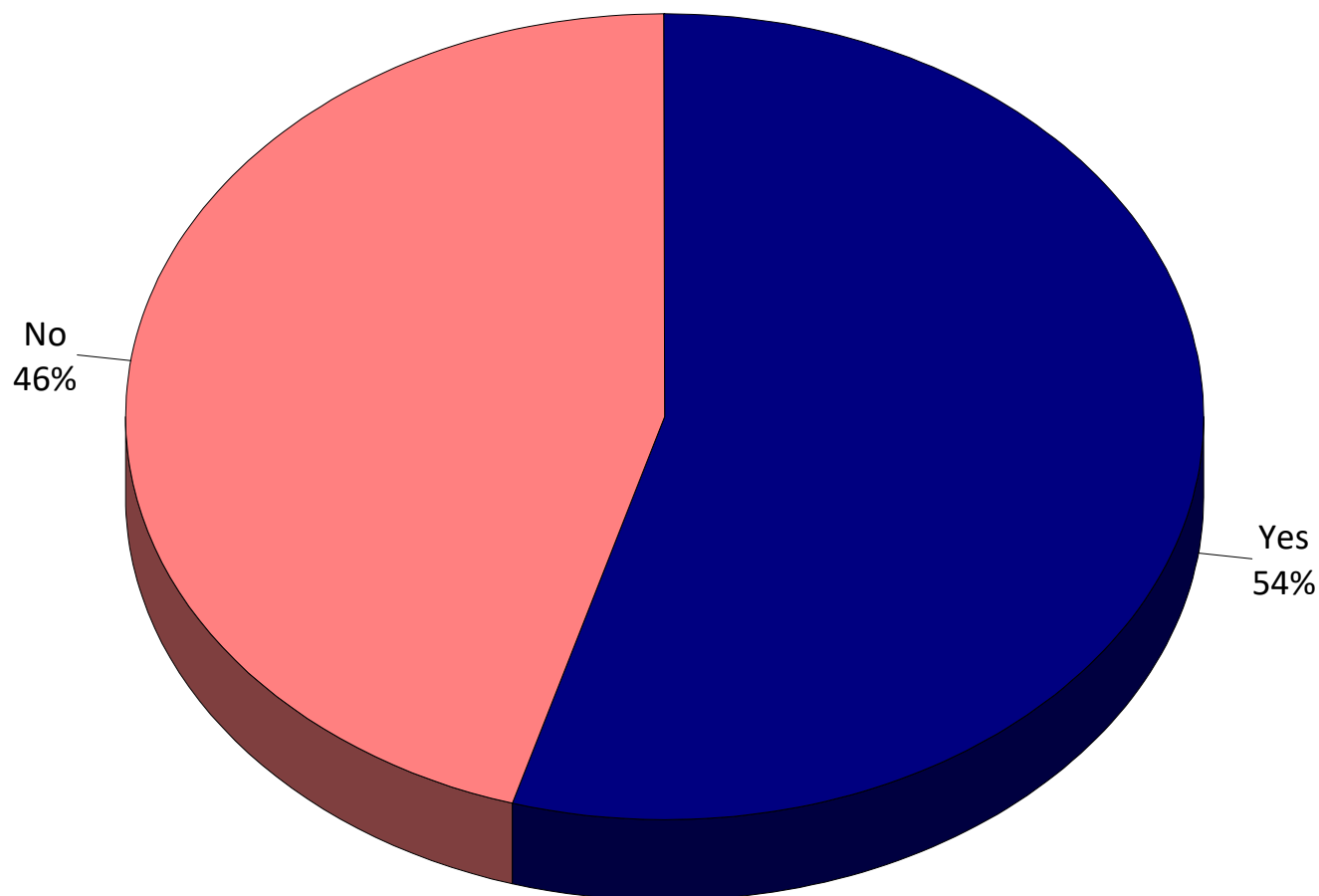
by percentage of respondents who selected the item as one of their top two choices





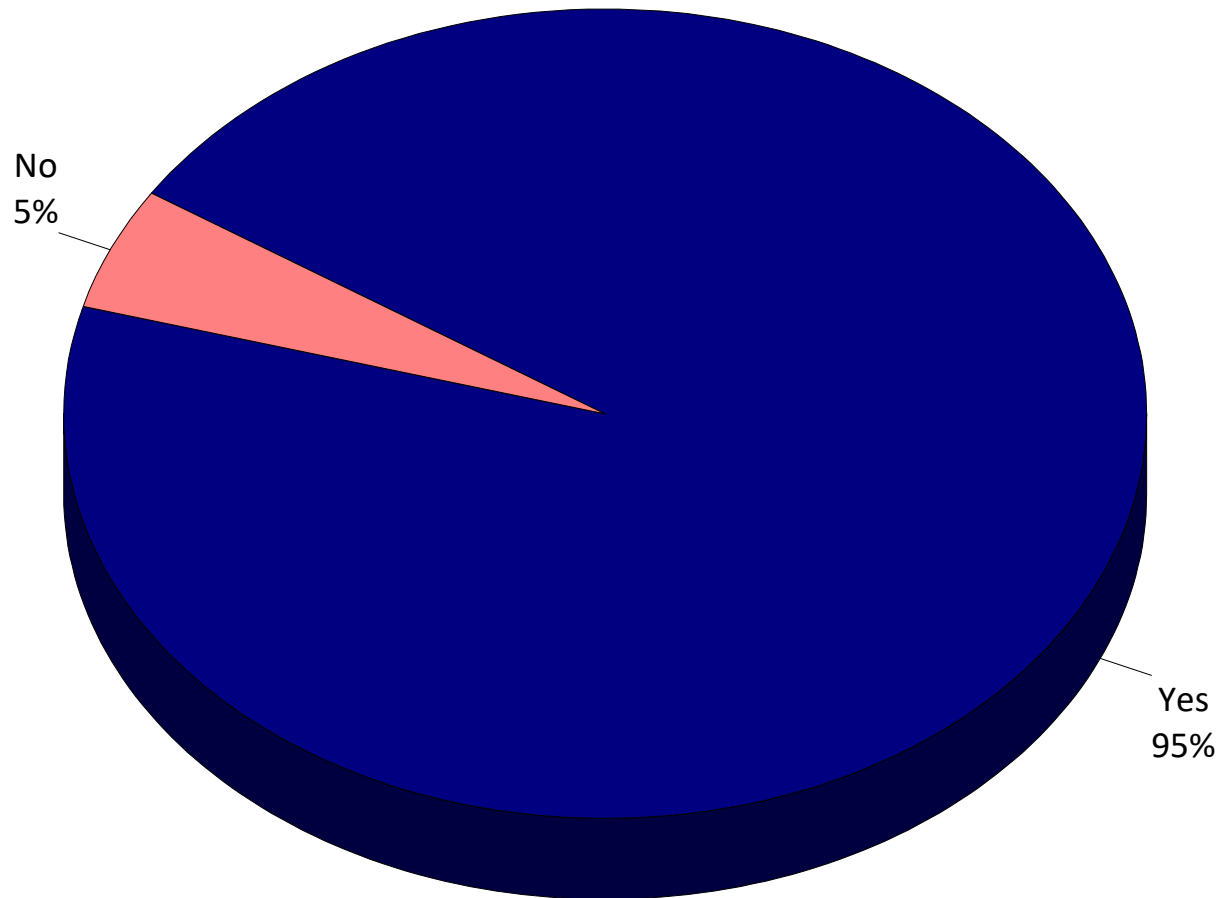
**Q8. Do you agree with the following statement? "I am informed about the services being provided and the activities taking place in Grand Blanc Township."**

by percentage of respondents (excluding "don't know")



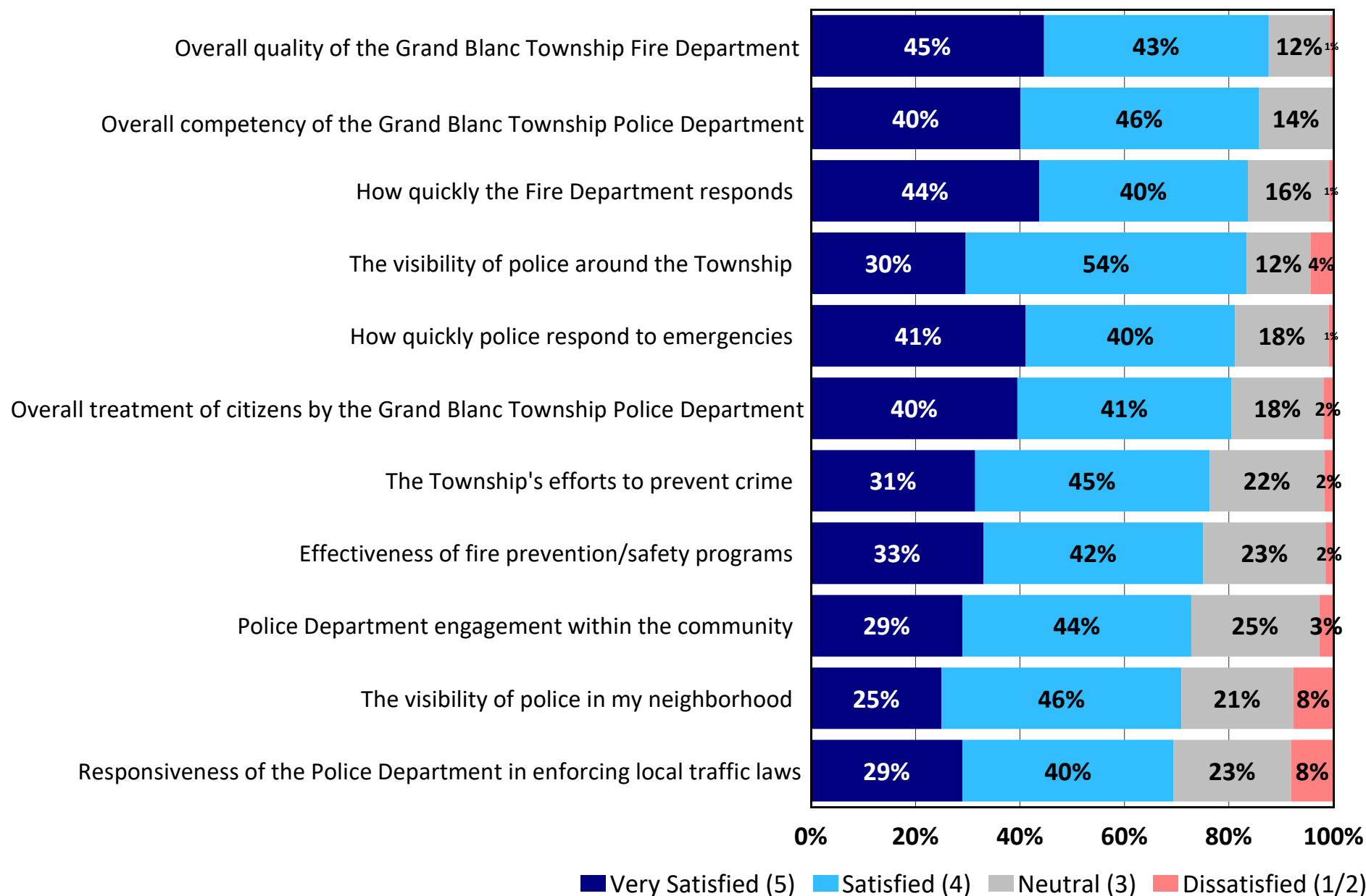
**Q9. Do you agree with the following statement? "When interacting with the Township, I receive the information I need and am treated with respect."**

by percentage of respondents (excluding "don't know")



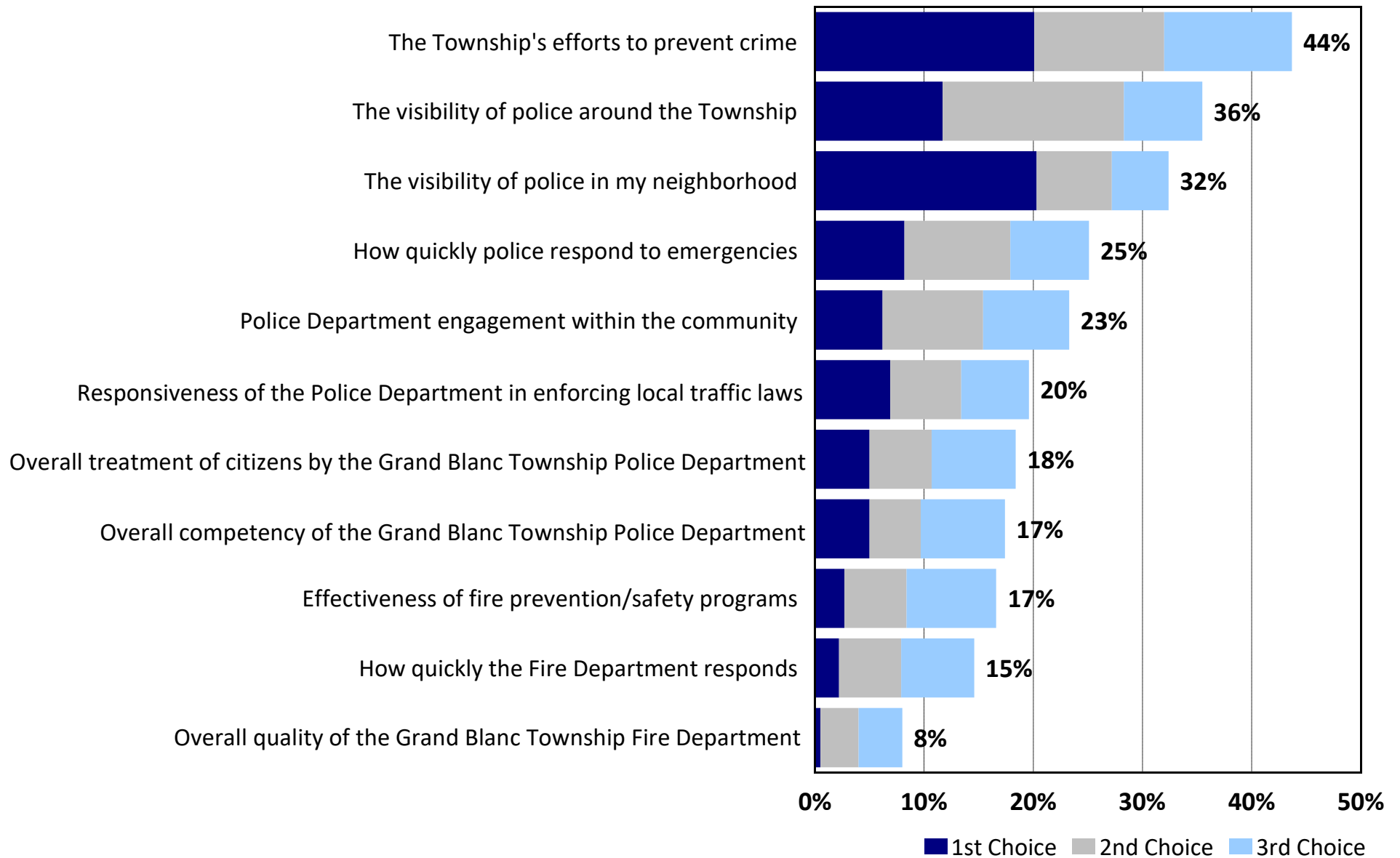
# Q10. Satisfaction with Public Safety

by percentage of respondents (excluding don't knows)



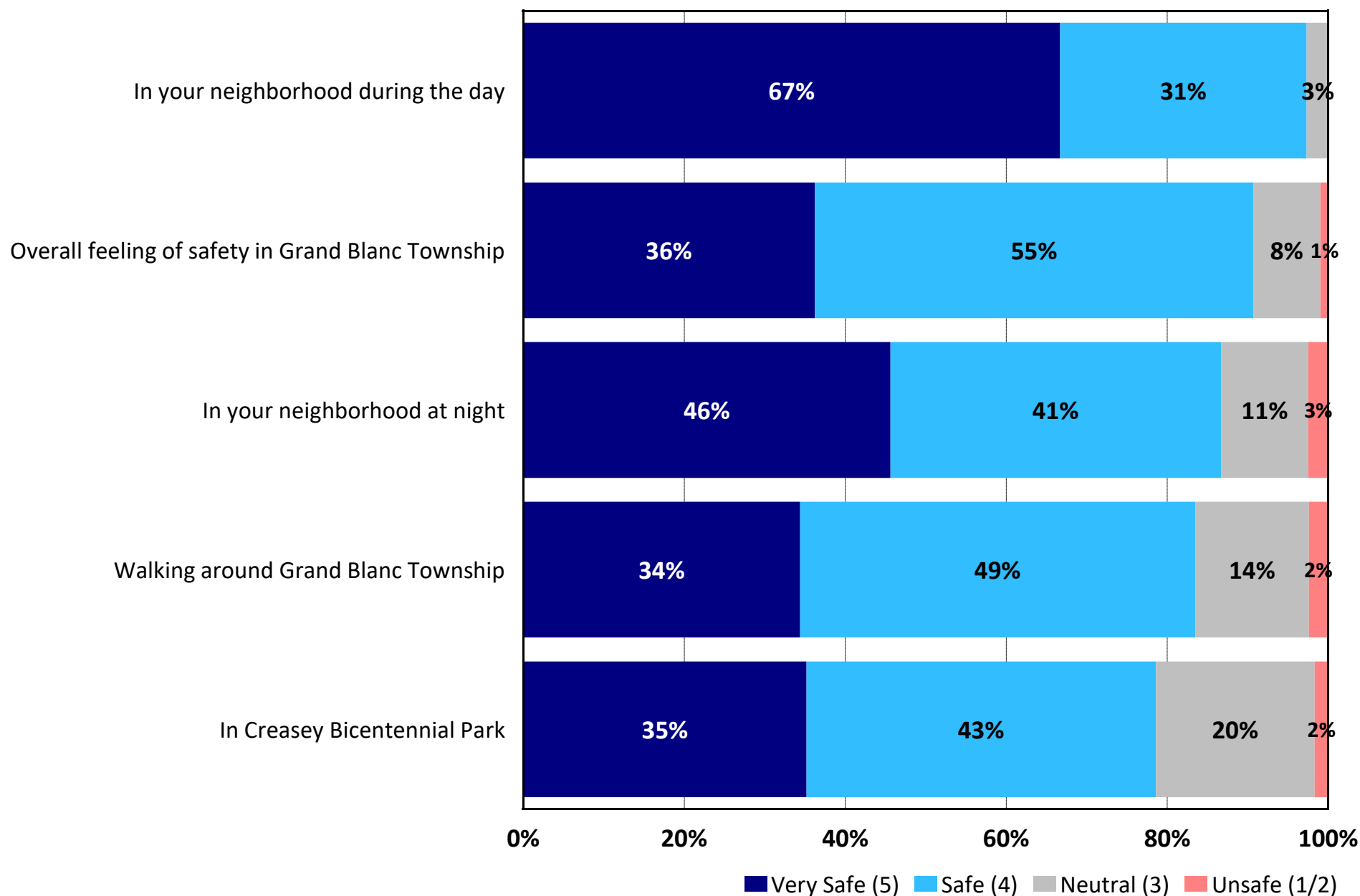
# Q11. Which THREE items from the list in Question 10 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?

by percentage of respondents who selected the item as one of their top three choices



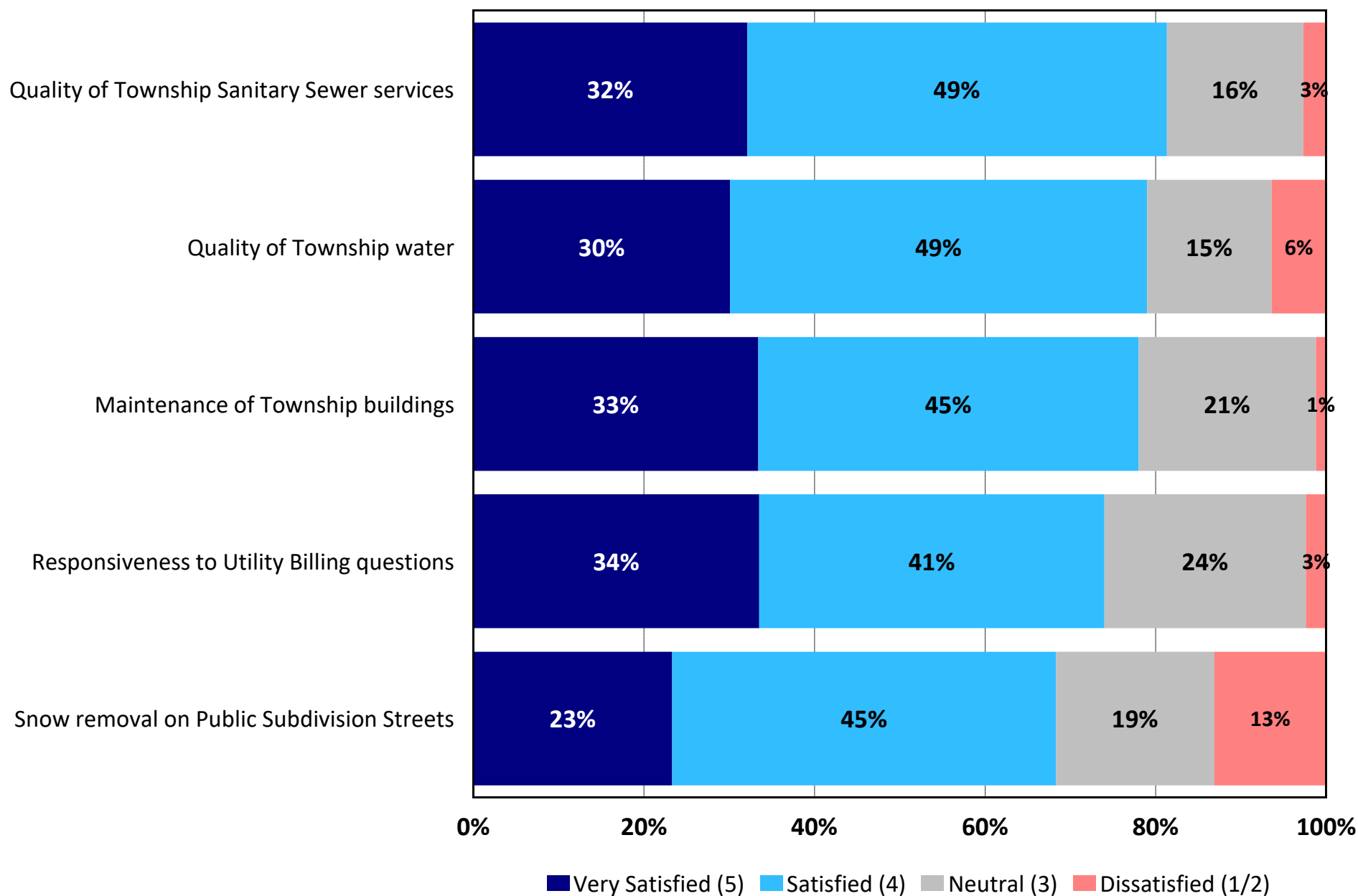
## Q12. Perception of Safety

by percentage of respondents (excluding don't knows)



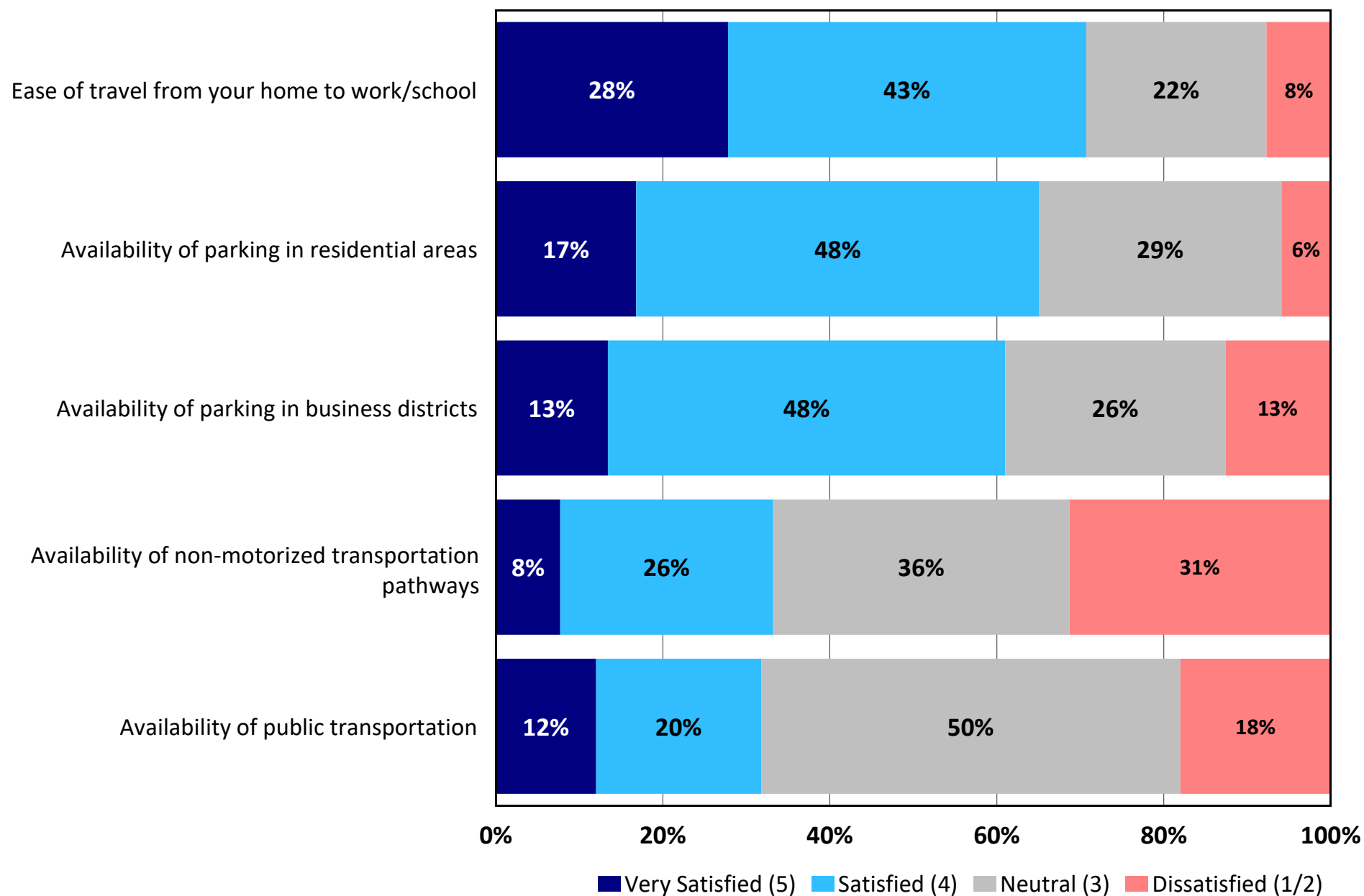
## Q13. Township Public Works

by percentage of respondents (excluding don't knows)



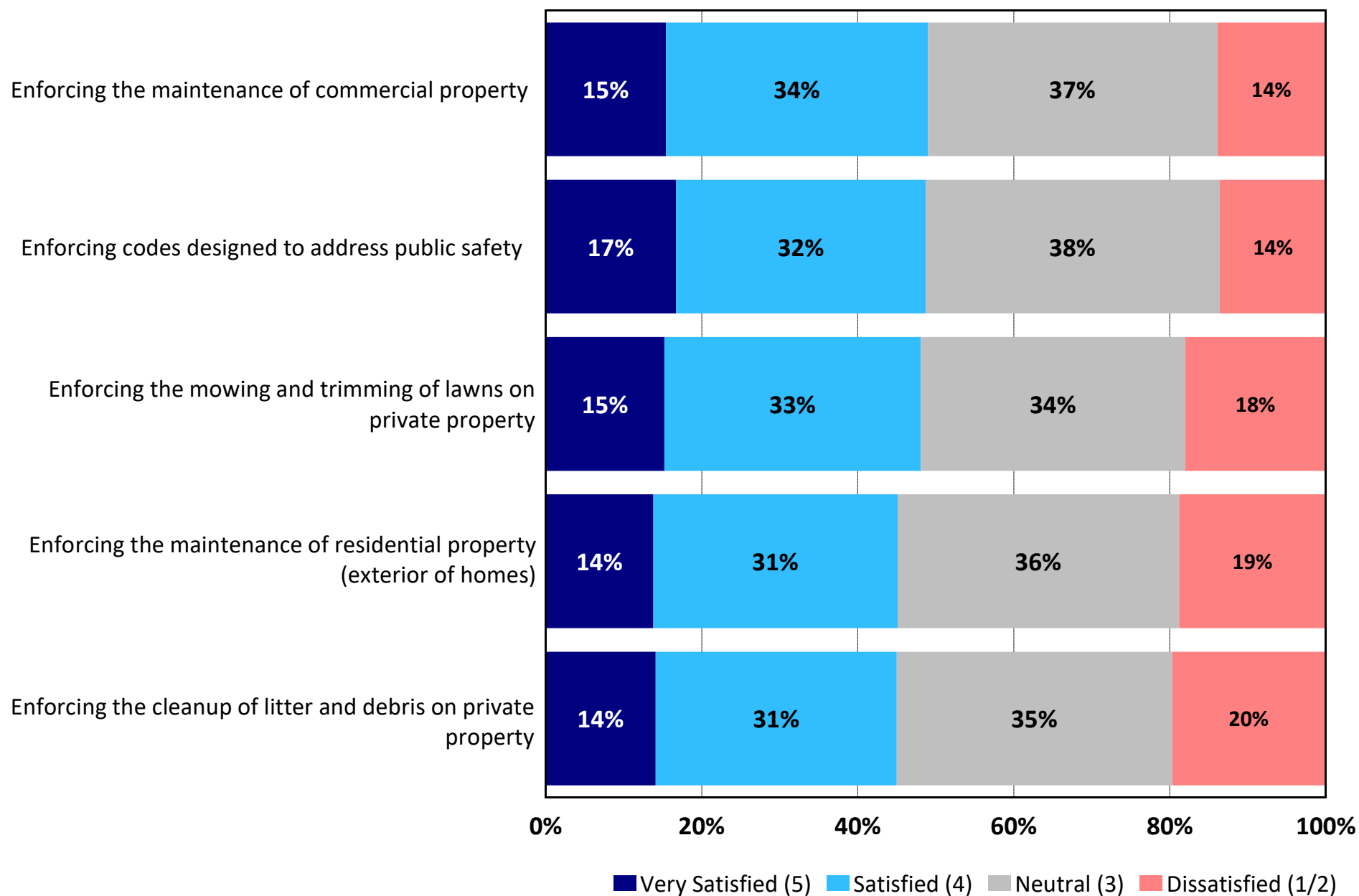
# Q14. Transportation

by percentage of respondents (excluding don't knows)



## Q15. Enforcement of Property Maintenance Codes

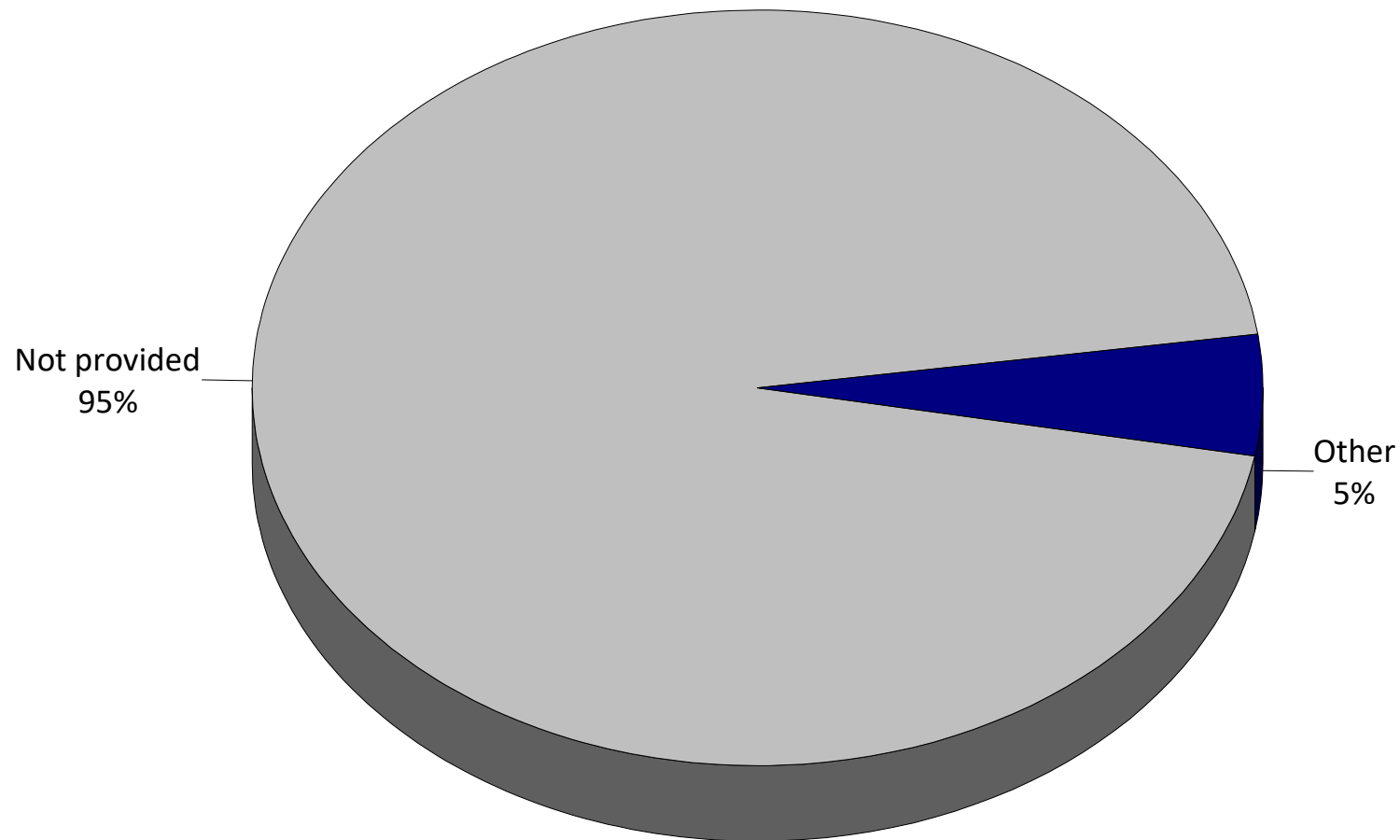
by percentage of respondents (excluding don't knows)





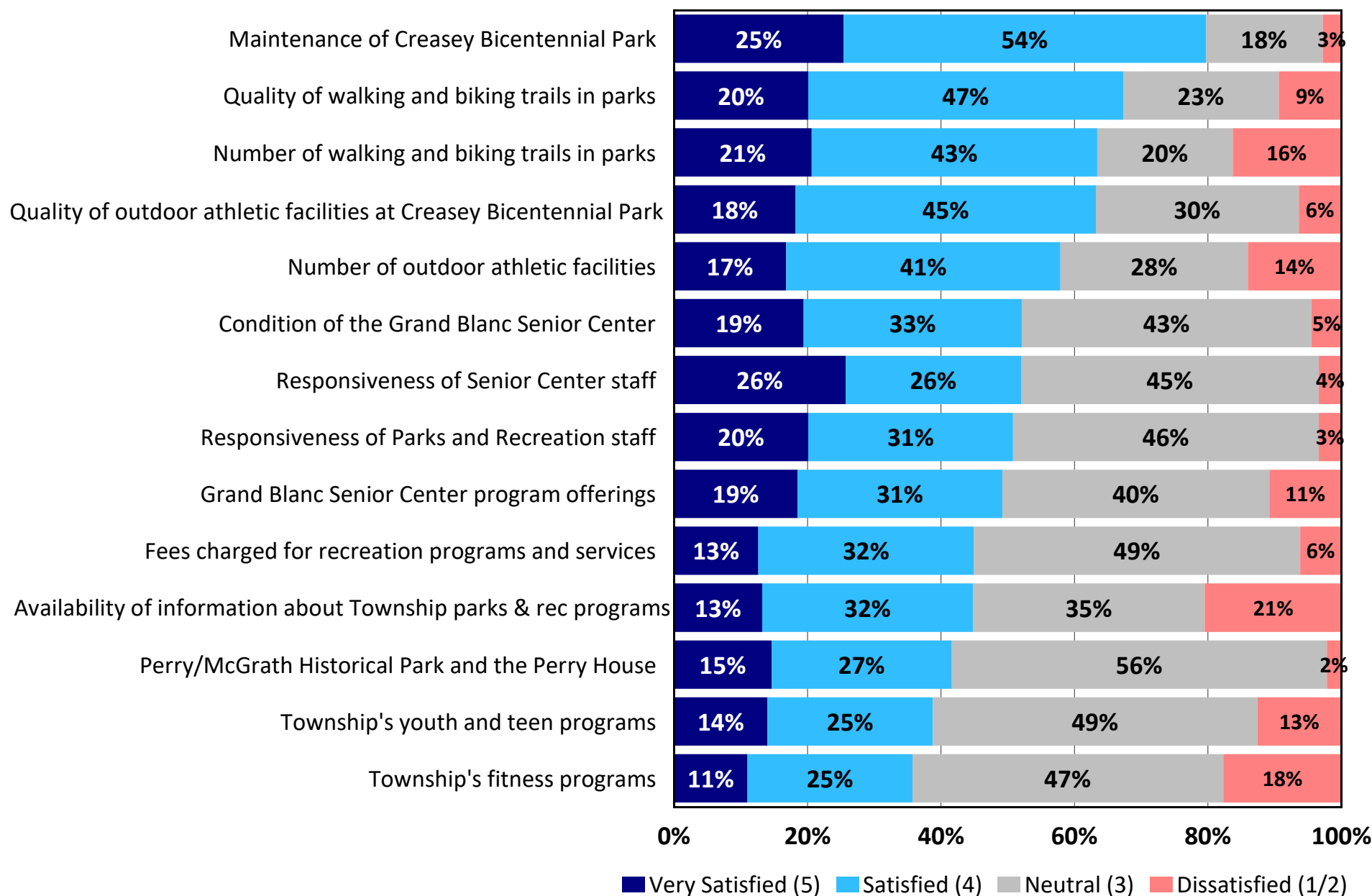
**Q16. Do you agree with the following statement: "Property maintenance codes should be enforced more strictly in Grand Blanc Township."**

by percentage of respondents



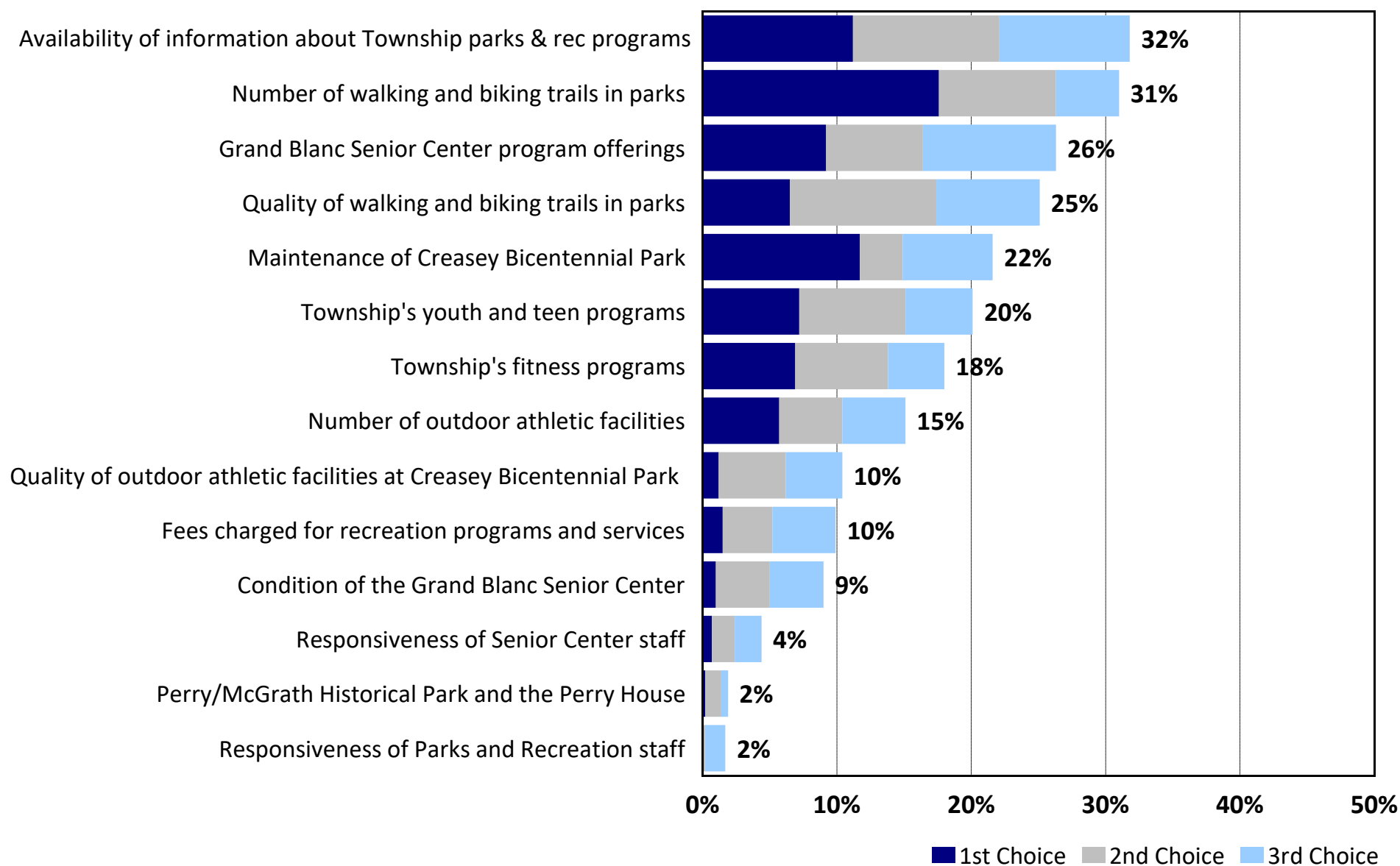
## Q17. Parks and Recreation

by percentage of respondents (excluding don't knows)



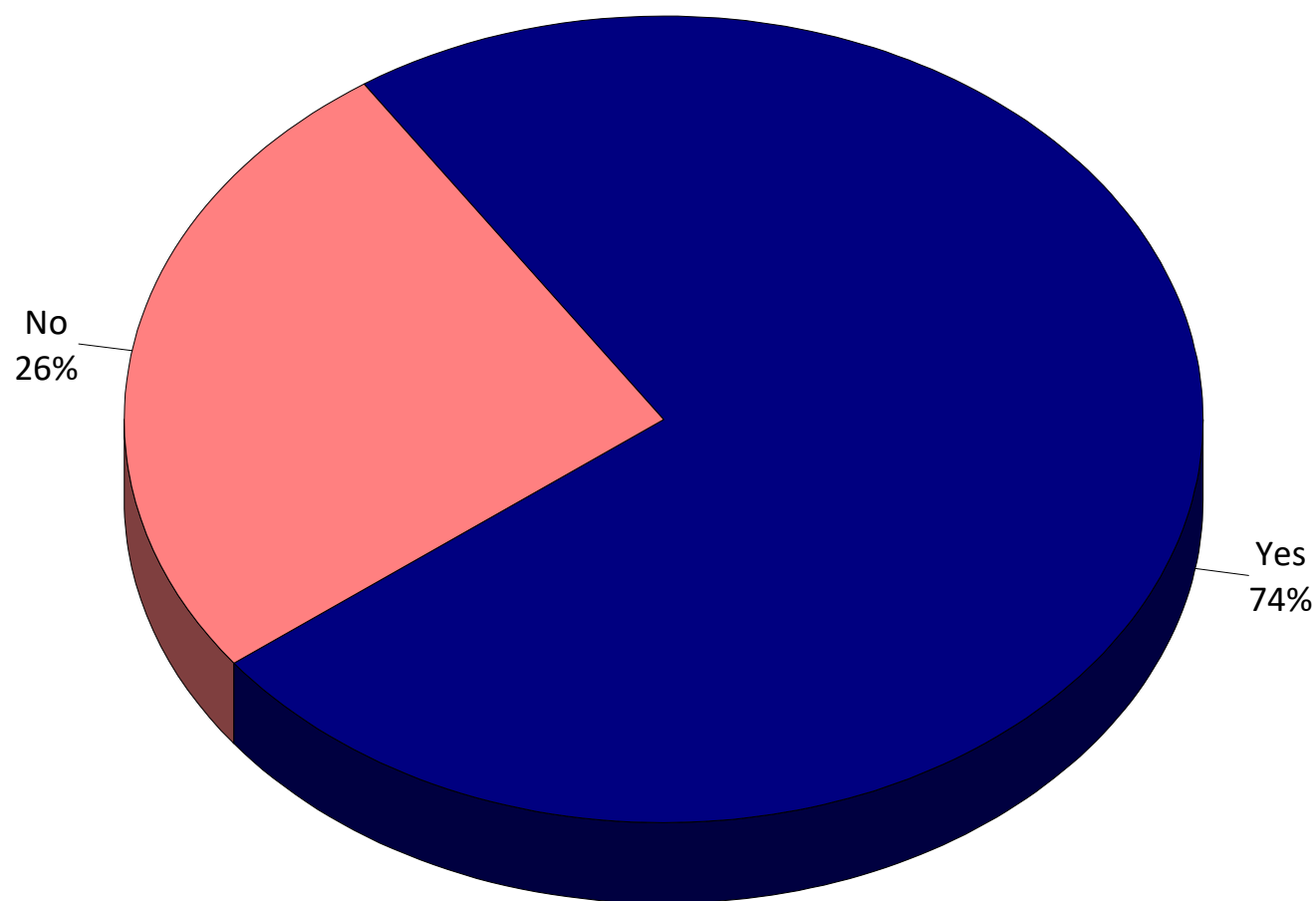
# Q18. Which **THREE** items from the list in Question 17 do you think should receive the **MOST EMPHASIS** from Township leaders over the next **TWO** years?

by percentage of respondents who selected the item as one of their top three choices



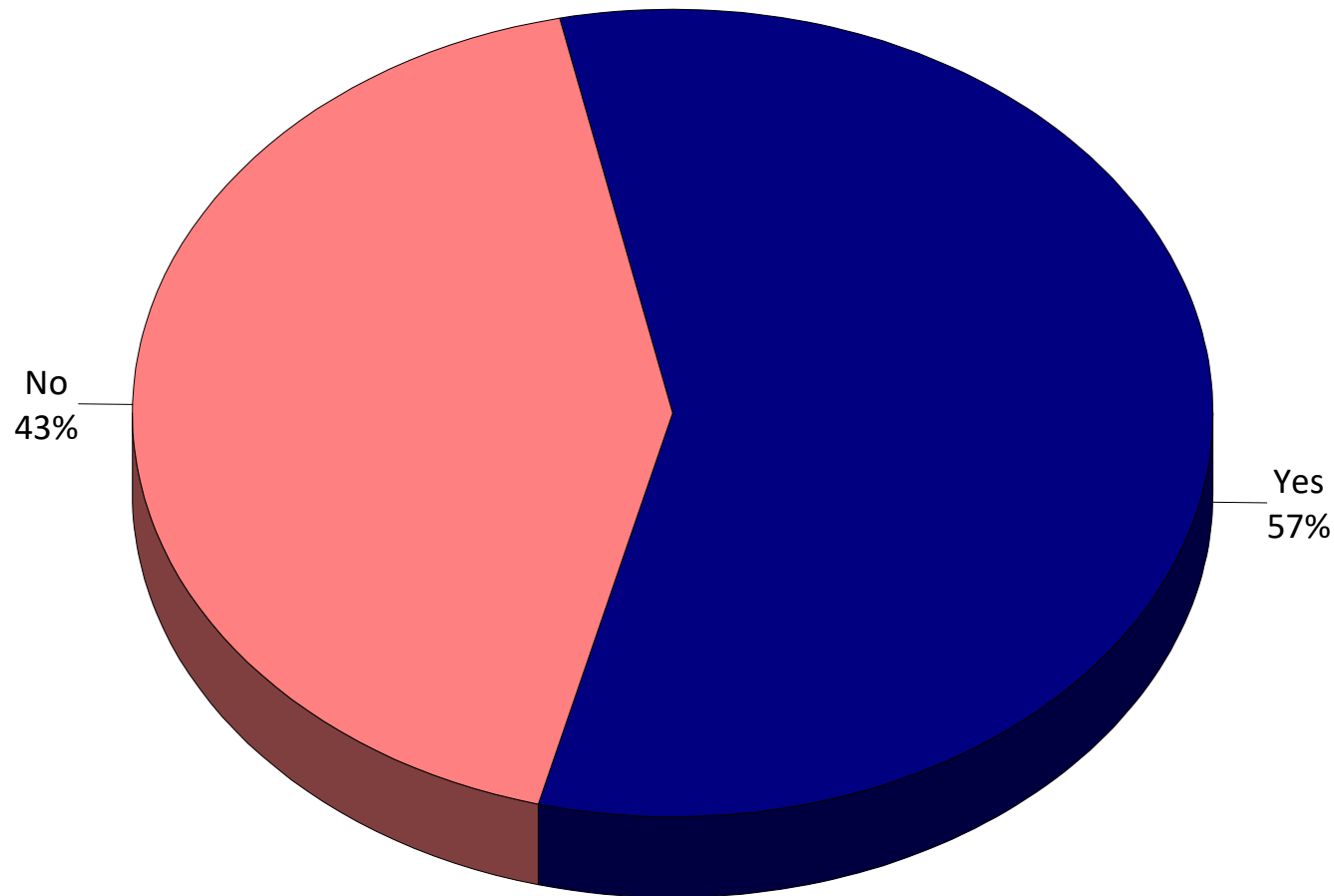
## Q19. Would you support a Parks and Recreation Millage renewal at .25 mills?

by percentage of respondents (excluding "don't know")



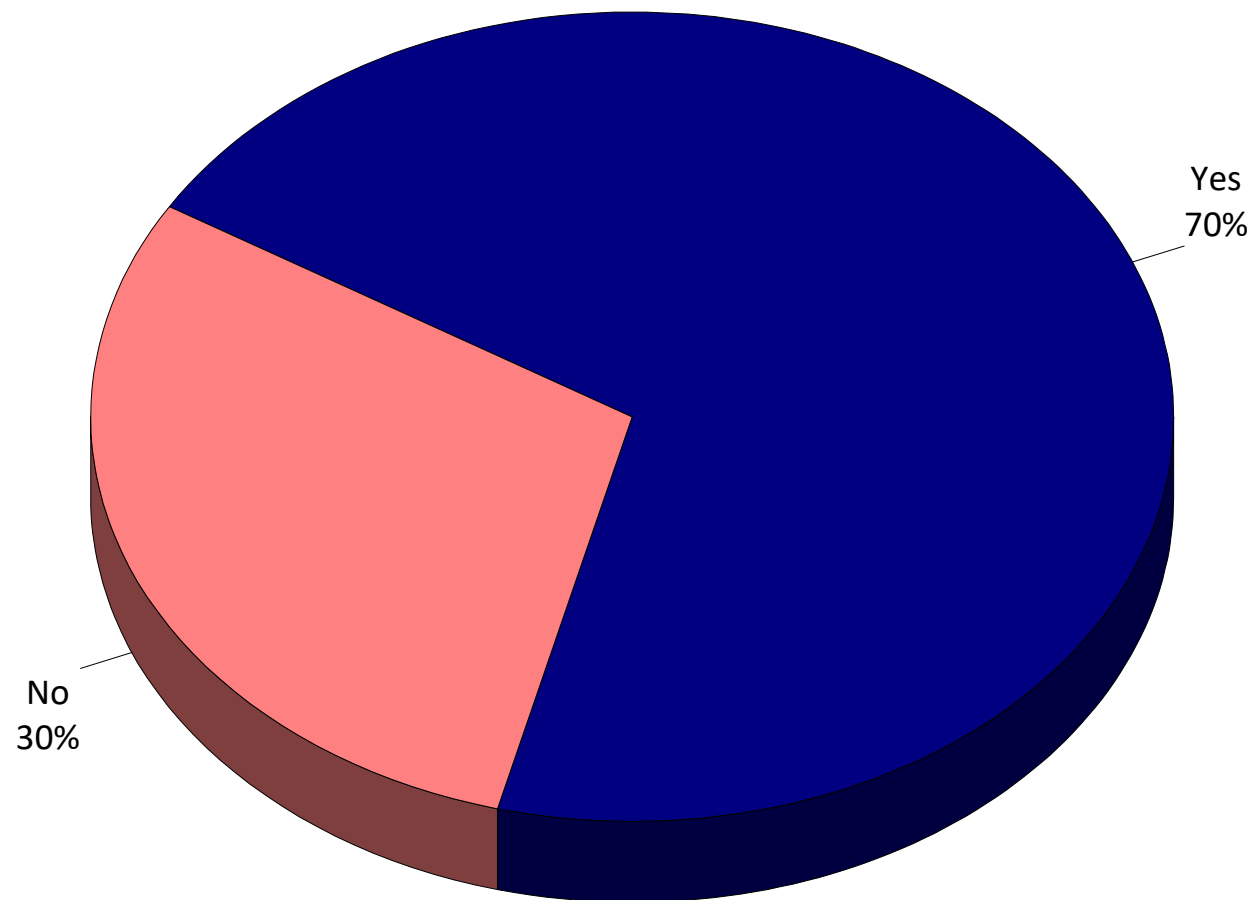
**Q20. Would you support a Parks and Recreation Millage increase to 1.0 mill to address deferred maintenance needs and infrastructure improvements to the parks system?**

by percentage of respondents (excluding "don't know")



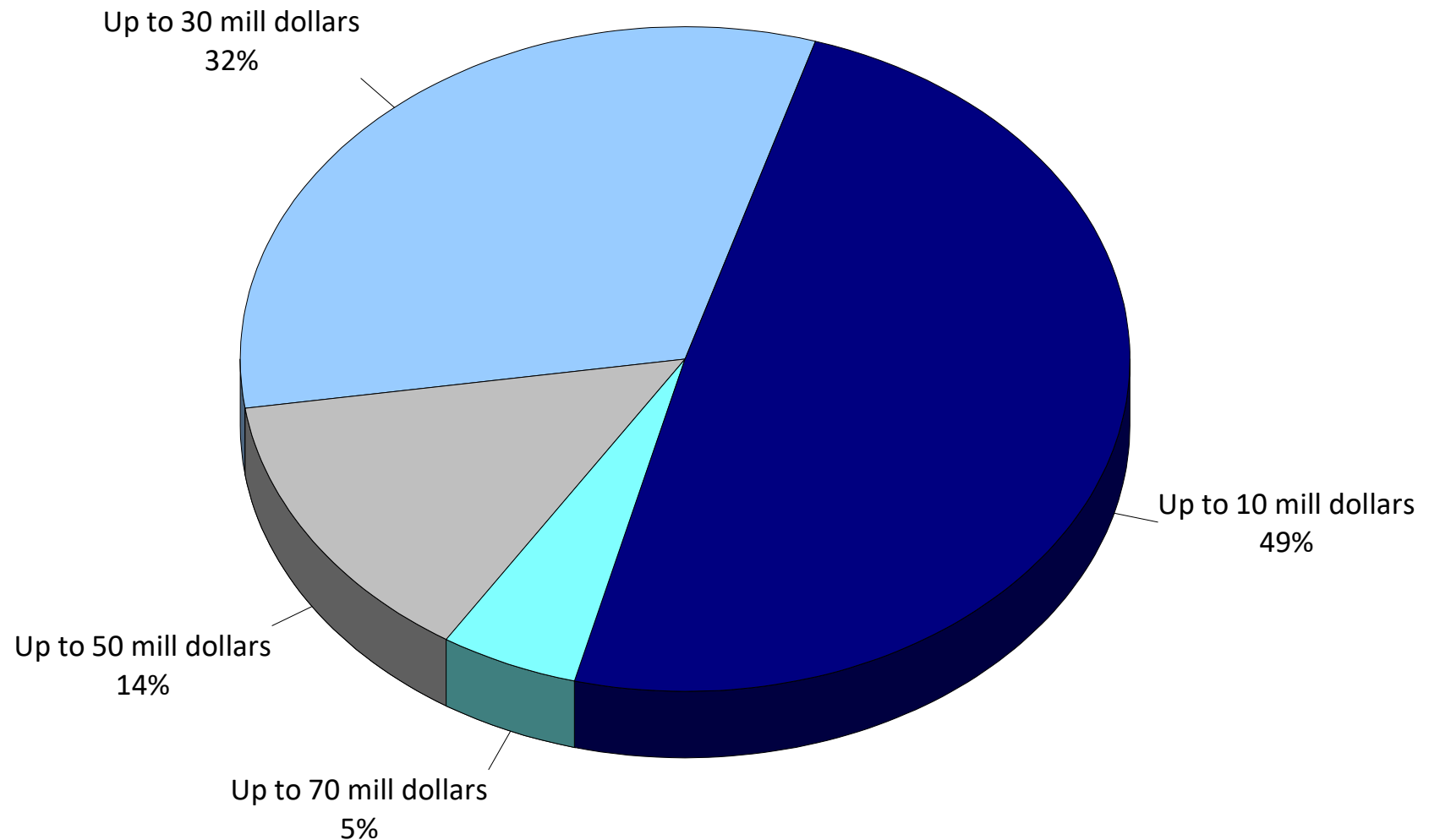
## Q21. Should the Township build or renovate a building for the purposes of a community/activity center?

by percentage of respondents (excluding "don't know")



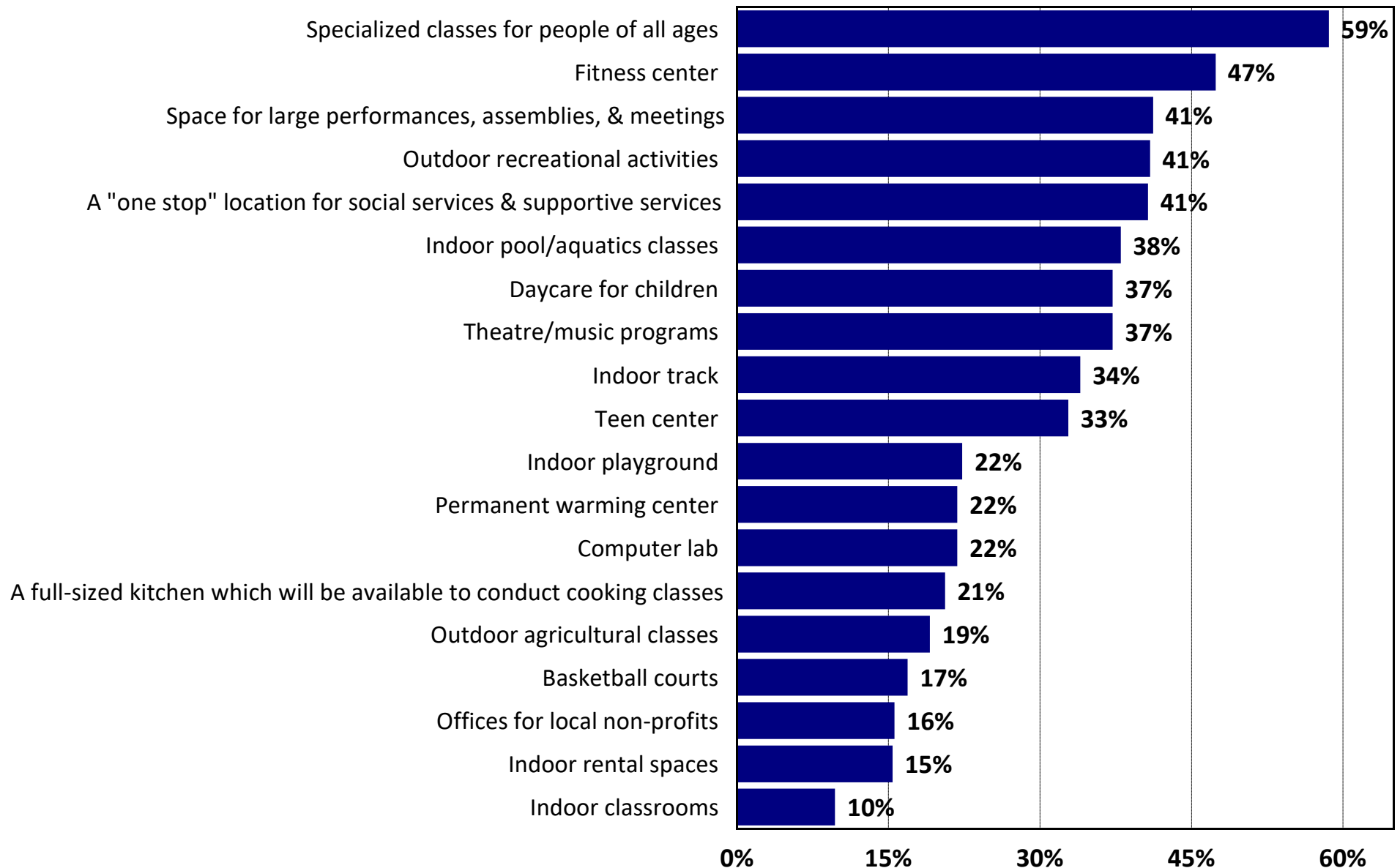
## Q21a. What is the maximum amount of funding the Township should invest in this project?

by percentage of respondents who answered "yes" to Q21 (excluding "not provided")



## Q22. Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center?

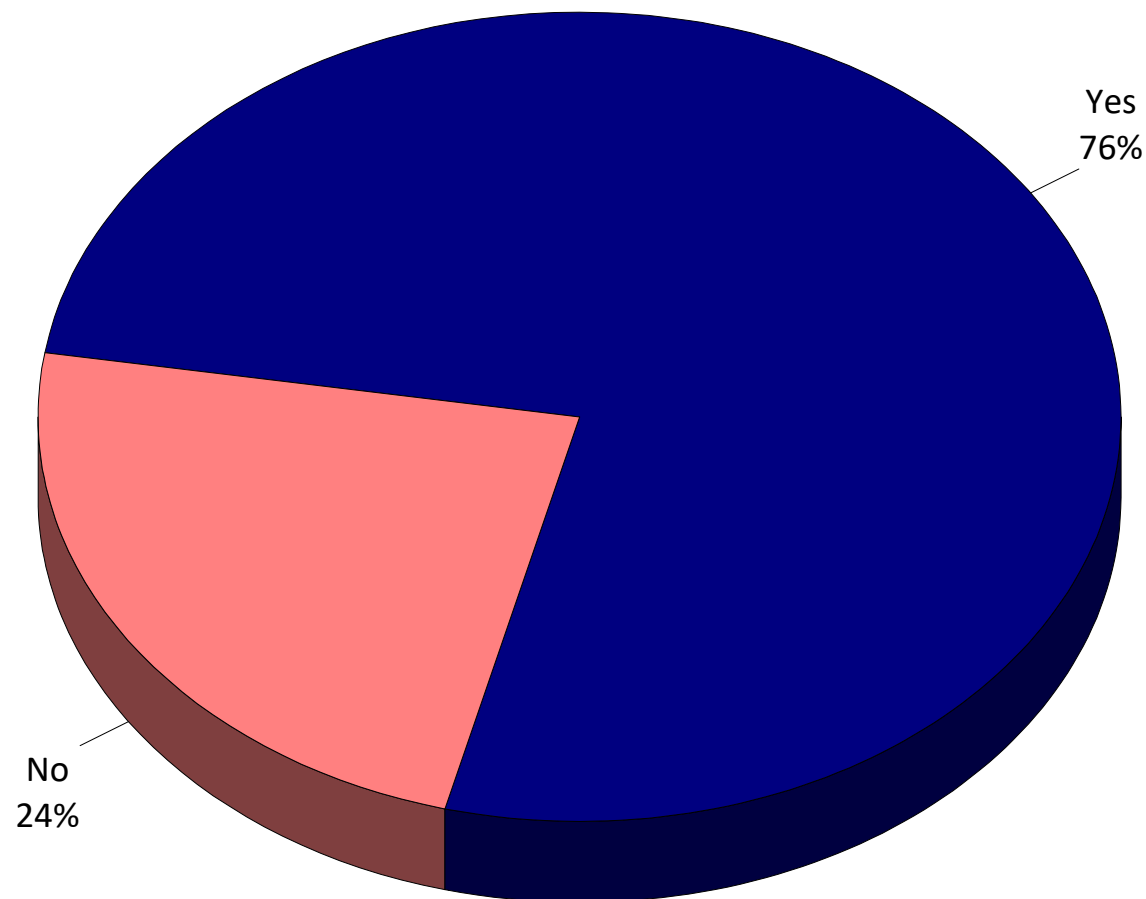
by percentage of respondents who chose the item as one of their top eight choices





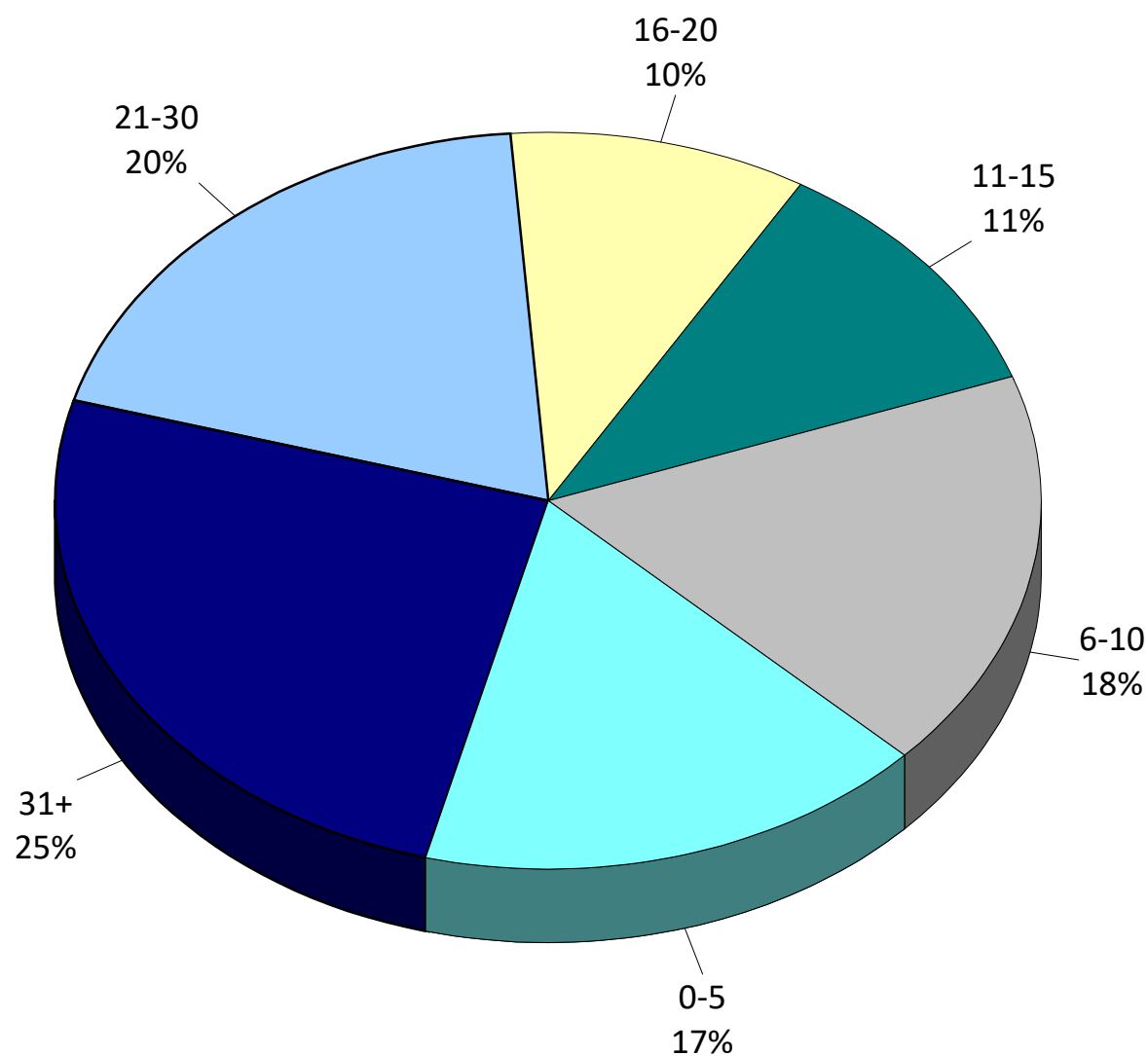
**Q23. Do you agree with the following statement? "I have access to and can participate in opportunities to connect as an inclusive community and engage with others in a place where I feel safe, welcome and respected."**

by percentage of respondents (excluding "don't know")



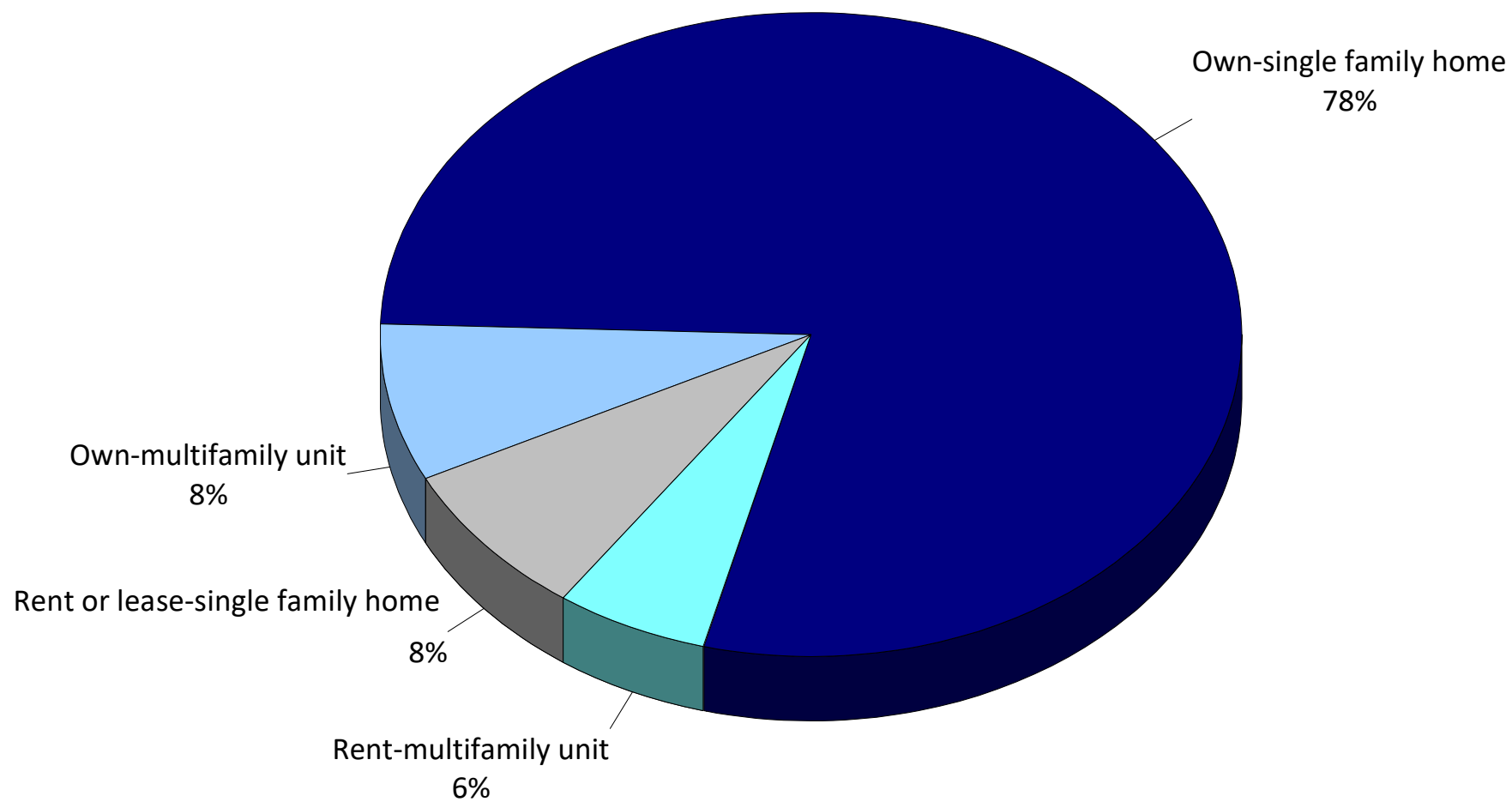
## Q24. How long have you been a resident of Grand Blanc Township?

by percentage of respondents (excluding "not provided")



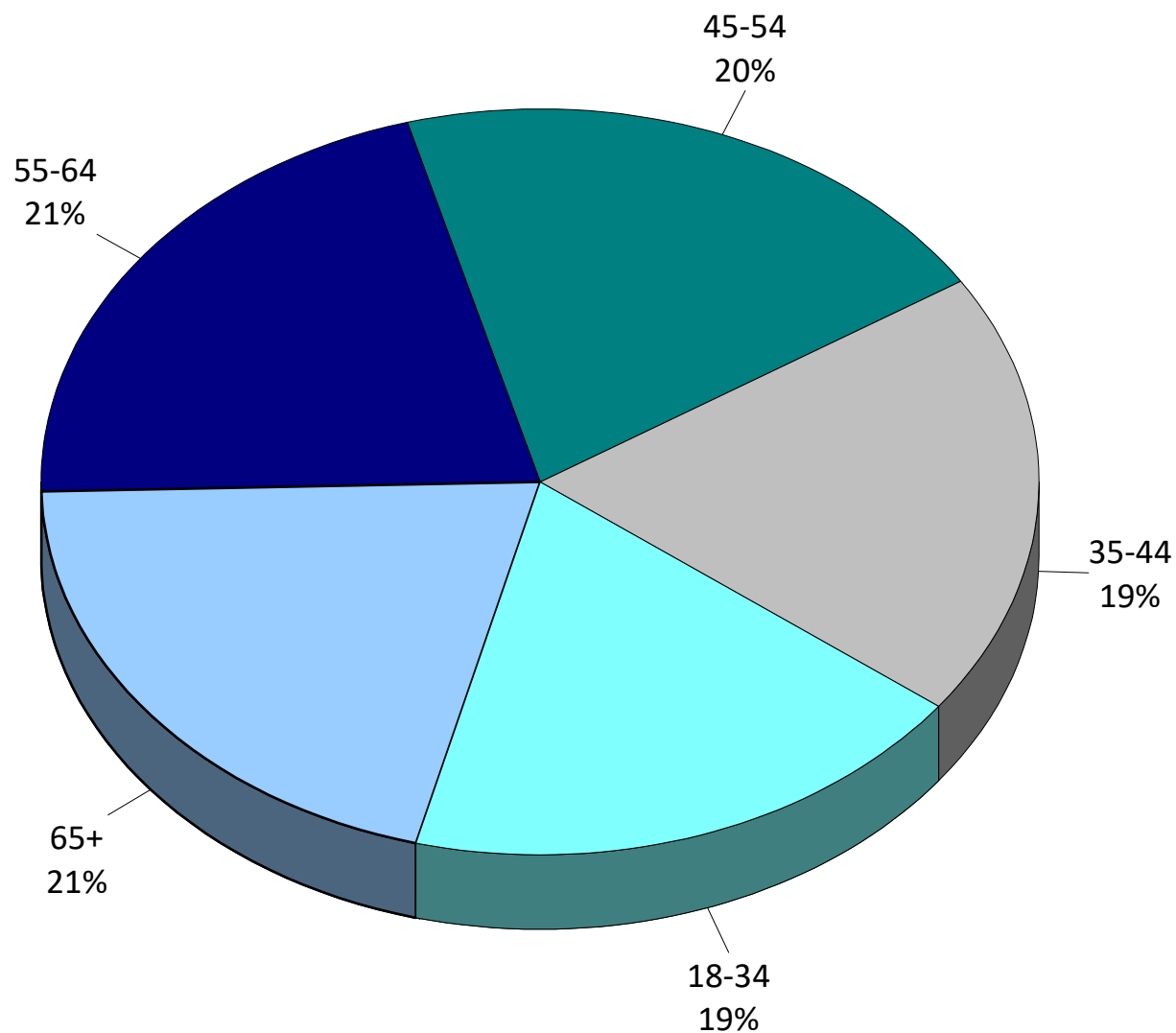
## Q26. Which of the following best describes your household?

by percentage of respondents (excluding "not provided")



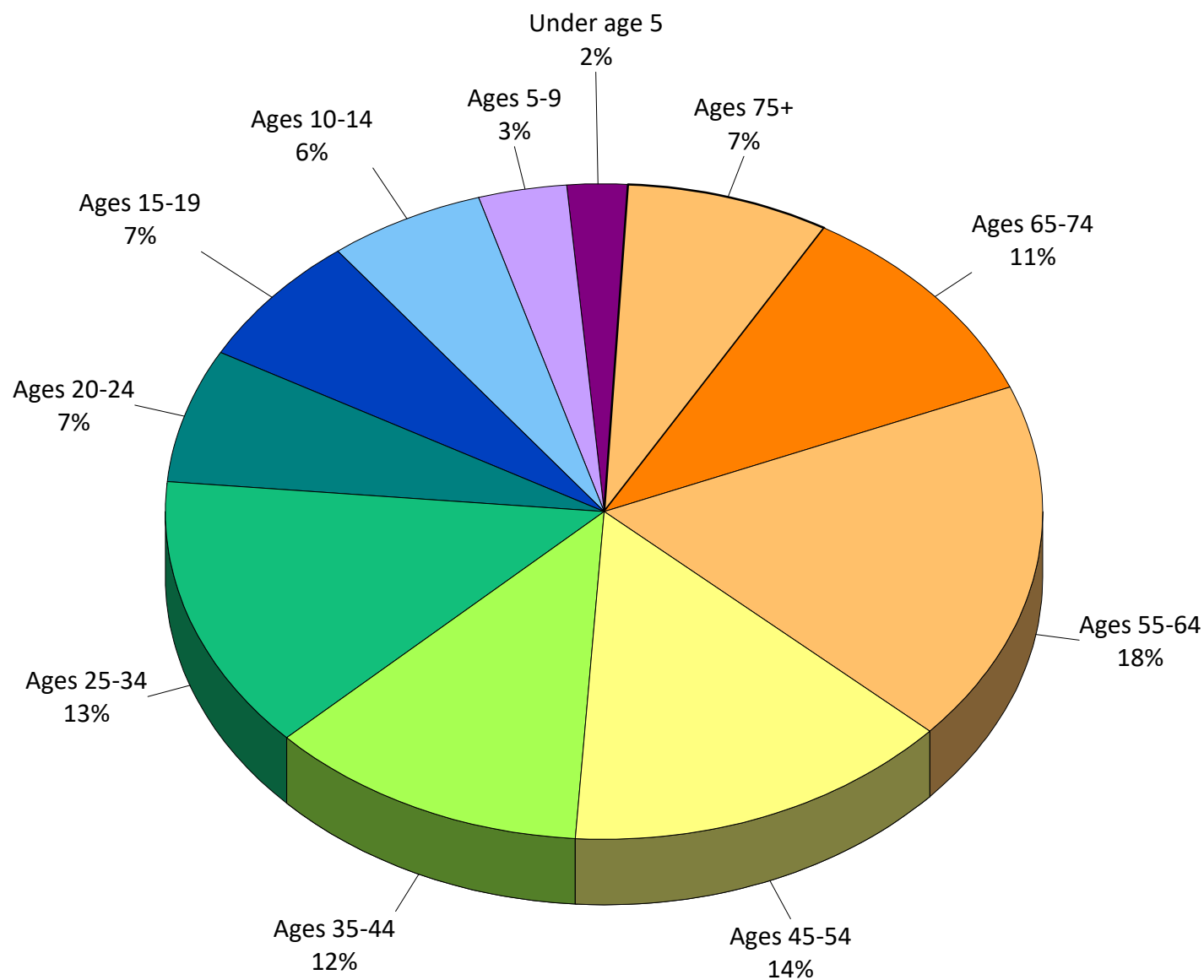
## Q27. What is your age?

by percentage of respondents (excluding "not provided")



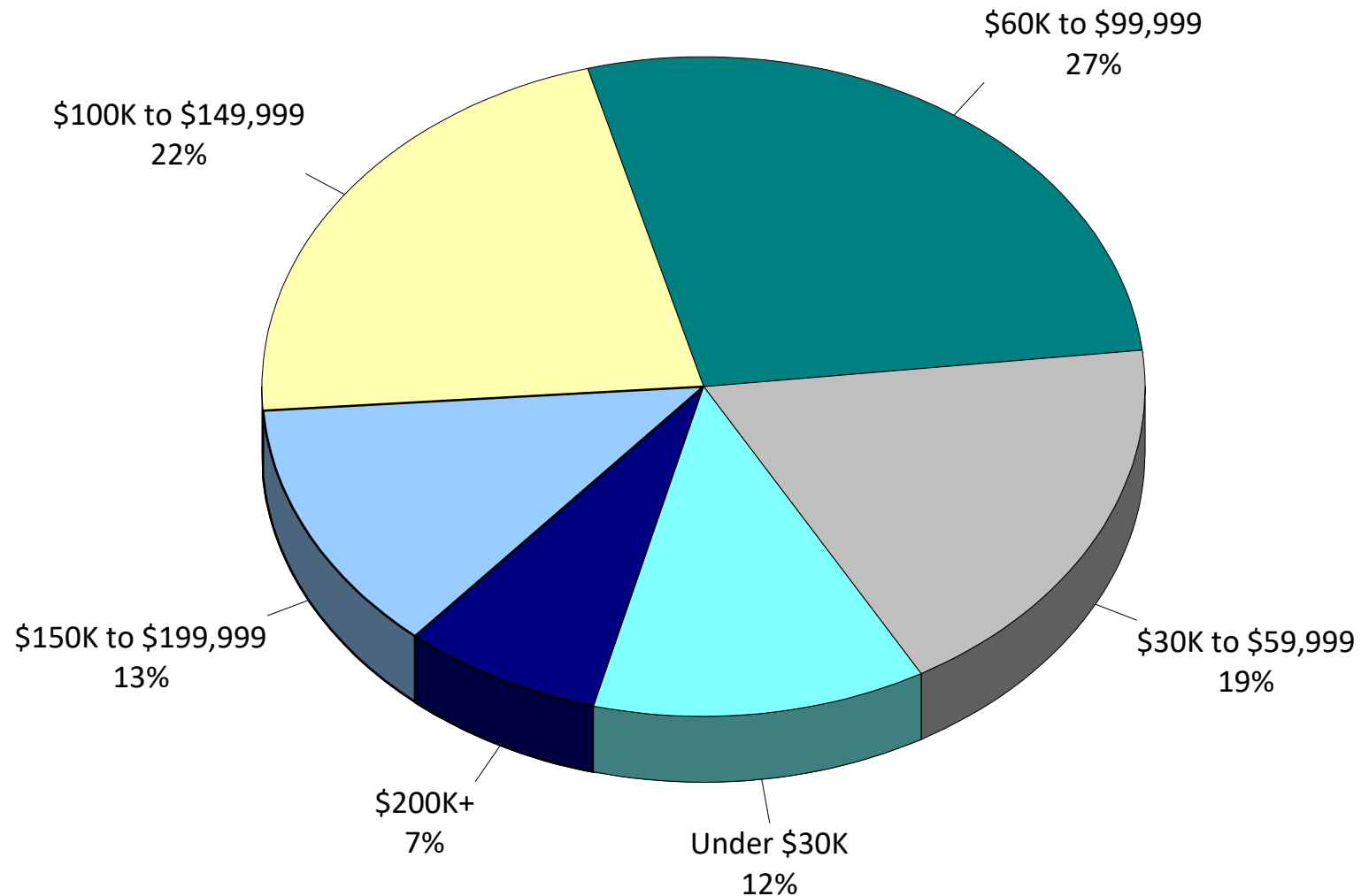
## Q28. Including yourself, how many people in your household are...

by percentage of persons in household



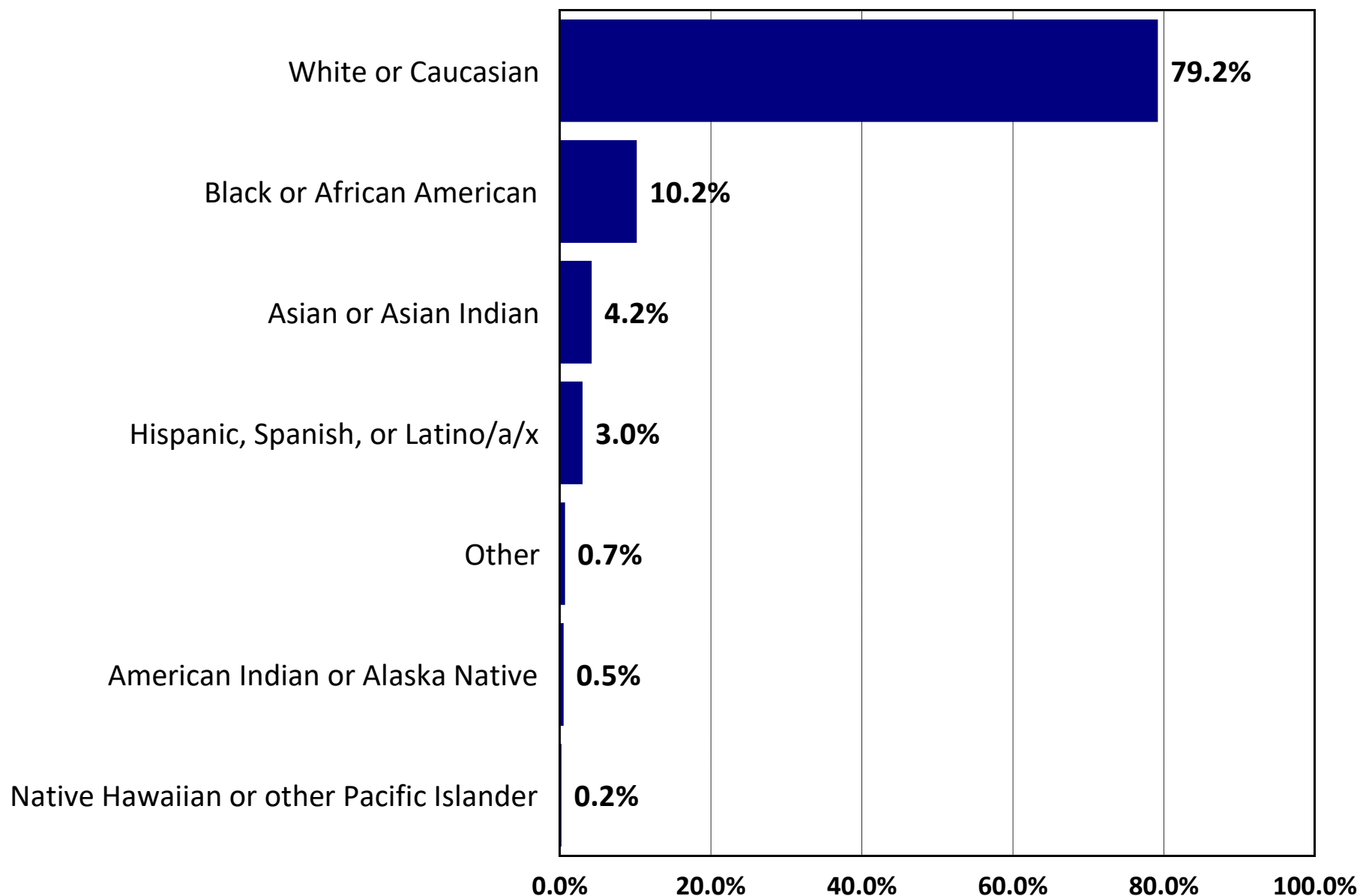
## Q29. Would you say your total annual household income is?

by percentage of respondents (excluding "not provided")



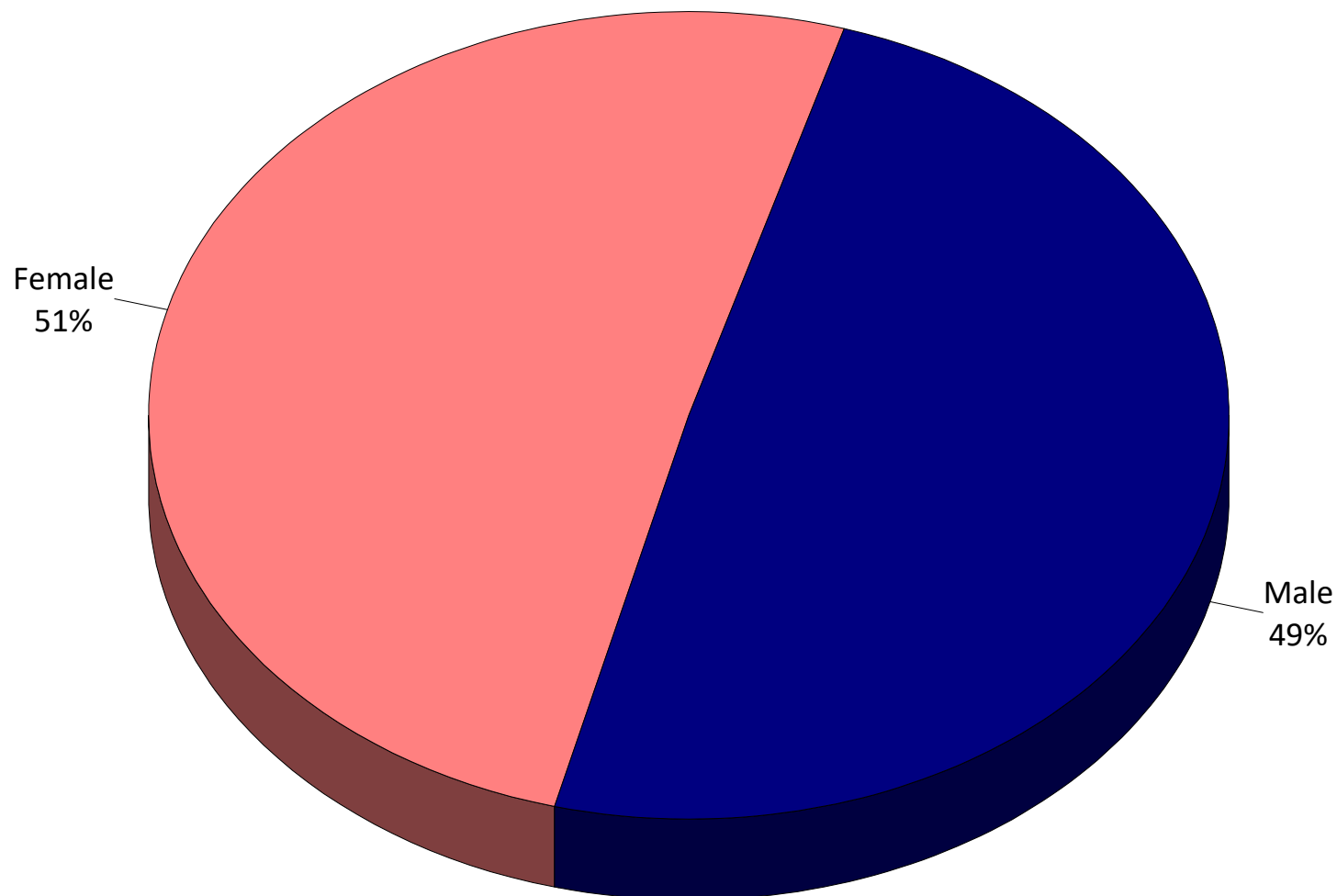
## Q30. Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)



## Q31. What is your gender?

by percentage of respondents (excluding "not provided")







## **Importance-Satisfaction Rating**

# Importance-Satisfaction Analysis

## Grand Blanc Township, MI

### Overview

Today public officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the Township to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the Township's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.  $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$ .

**Example of the Calculation:** Respondents were asked to identify the major categories of Township services they thought should receive the most emphasis over the next two years. Forty-two percent (42%) of respondents selected *police services* as one of the most important services for the Township to provide.

With regard to satisfaction, 91% of respondents surveyed rated *police services* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "don't know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 42% was multiplied by 9% (1-0.91). This calculation yielded an I-S rating of 0.0367 which ranked 7 out of 10 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top four choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service

- If none (0%) of the respondents selected the service as one for the three most important areas for the Township to emphasize over the next two years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* (IS > 0.20)
- *Increase Current Emphasis* (IS = 0.10-0.20)
- *Maintain Current Emphasis* (IS < 0.10)

The results for Grand Blanc Township are provided on the following pages.

## 2024 Importance-Satisfaction Rating

### City of Grand Blanc Township

### Parks and Recreation

| Category of Service  | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>High Priority (IS &gt;.10)</u></b>                                 |                  |                     |                |                   |                                |                 |
| Availability of information about Township parks and recreation programs | 32%              | 1                   | 45%            | 11                | 0.1755                         | 1               |
| Grand Blanc Senior Center program offerings                              | 26%              | 3                   | 49%            | 9                 | 0.1336                         | 2               |
| Township's youth and teen programs                                       | 20%              | 6                   | 39%            | 13                | 0.1230                         | 3               |
| Township's fitness programs  | 18%              | 7                   | 36%            | 14                | 0.1164                         | 4               |
| Number of walking and biking trails in parks                             | 31%              | 2                   | 63%            | 3                 | 0.1135                         | 5               |
| <b><u>Medium Priority (IS &lt;.10)</u></b>                               |                  |                     |                |                   |                                |                 |
| Quality of walking and biking trails in parks                            | 25%              | 4                   | 67%            | 2                 | 0.0821                         | 6               |
| Number of outdoor athletic facilities                                    | 15%              | 8                   | 58%            | 5                 | 0.0636                         | 7               |
| Fees charged for recreation programs and services                        | 10%              | 10                  | 45%            | 10                | 0.0545                         | 8               |
| Maintenance of Creasey Bicentennial Park                                 | 22%              | 5                   | 80%            | 1                 | 0.0438                         | 9               |
| Condition of the Grand Blanc Senior Center                               | 9%               | 11                  | 52%            | 6                 | 0.0426                         | 10              |
| Quality of outdoor athletic facilities at Creasey Bicentennial Park      | 10%              | 9                   | 63%            | 4                 | 0.0383                         | 11              |
| Responsiveness of Senior Center staff                                    | 5%               | 12                  | 52%            | 7                 | 0.0216                         | 12              |
| Perry/McGrath Historical Park and the Perry House                        | 2%               | 13                  | 42%            | 12                | 0.0117                         | 13              |
| Responsiveness of Parks and Recreation staff                             | 2%               | 14                  | 51%            | 8                 | 0.0084                         | 14              |

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

#### **Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from Township leaders over the next two years.

#### **Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2024 Importance-Satisfaction Rating

### City of Grand Blanc Township

### Public Safety

| Category of Service  | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|--|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b><u>High Priority (IS &gt;.10)</u></b>                                     |                  |                     |                |                   |                                |                 |
| The Township's efforts to prevent crime                                      | 44%              | 1                   | 76%            | 7                 | 0.1036                         | 1               |
| <b><u>Medium Priority (IS &lt;.10)</u></b>                                   |                  |                     |                |                   |                                |                 |
| The visibility of police in my neighborhood                                  | 32%              | 3                   | 71%            | 10                | 0.0943                         | 2               |
| Police Department engagement within the community                            | 23%              | 5                   | 73%            | 9                 | 0.0634                         | 3               |
| Responsiveness of the Police Department in enforcing local traffic laws      | 20%              | 6                   | 69%            | 11                | 0.0600                         | 4               |
| The visibility of police around the Township                                 | 36%              | 2                   | 83%            | 4                 | 0.0589                         | 5               |
| How quickly police respond to emergencies                                    | 25%              | 4                   | 81%            | 5                 | 0.0472                         | 6               |
| Effectiveness of fire prevention/safety programs                             | 17%              | 9                   | 75%            | 8                 | 0.0413                         | 7               |
| Overall treatment of citizens by the Grand Blanc Township Police Department. | 18%              | 7                   | 81%            | 6                 | 0.0359                         | 8               |
| Overall competency of the Grand Blanc Township Police Department             | 17%              | 8                   | 86%            | 2                 | 0.0249                         | 9               |
| How quickly the Fire Department responds                                     | 15%              | 10                  | 84%            | 3                 | 0.0239                         | 10              |
| Overall quality of the Grand Blanc Township Fire Department                  | 8%               | 11                  | 88%            | 1                 | 0.0099                         | 11              |

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

#### **Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from Township leaders over the next two years.

#### **Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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## 2024 Importance-Satisfaction Rating

### City of Grand Blanc Township

### Overall Satisfaction with Township Services

| Category of Service   | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
|---|------------------|---------------------|----------------|-------------------|--------------------------------|-----------------|
| <b>High Priority (IS &gt;.10)</b>                                       |                  |                     |                |                   |                                |                 |
| Overall quality of Township's mosquito abatement program                | 36%              | 2                   | 55%            | 10                | 0.1620                         | 1               |
| Overall effectiveness of Township communication with the public         | 33%              | 4                   | 67%            | 7                 | 0.1063                         | 2               |
| <b>Medium Priority (IS &lt;.10)</b>                                     |                  |                     |                |                   |                                |                 |
| Overall enforcement of Township codes and ordinances                    | 24%              | 7                   | 61%            | 9                 | 0.0944                         | 3               |
| Overall quality of Parks and Rec programs and events                    | 28%              | 5                   | 67%            | 8                 | 0.0928                         | 4               |
| Overall quality of Township's solid waste services                      | 34%              | 3                   | 73%            | 6                 | 0.0923                         | 5               |
| Overall quality of Creasey Bicentennial Park                            | 19%              | 8                   | 77%            | 5                 | 0.0436                         | 6               |
| Overall quality of police services                                      | 42%              | 1                   | 91%            | 2                 | 0.0367                         | 7               |
| Overall quality of fire services  | 26%              | 6                   | 93%            | 1                 | 0.0186                         | 8               |
| Overall maintenance of Township buildings and facilities                | 8%               | 10                  | 83%            | 4                 | 0.0139                         | 9               |
| Overall quality of customer service you receive from Township employees | 9%               | 9                   | 86%            | 3                 | 0.0128                         | 10              |

**Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)**

#### Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis from Township leaders over the next two years.

#### Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

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# Benchmarks

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# Benchmarking Summary Report

## Grand Blanc Township, MI

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### Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 500 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from a national survey that was administered by ETC Institute during the summer of 2023 to a random sample of more than 10,000 residents across the United States. Grand Blanc Township is compared to national results as well as the North Central region which includes Indiana, Michigan, Ohio and Pennsylvania.



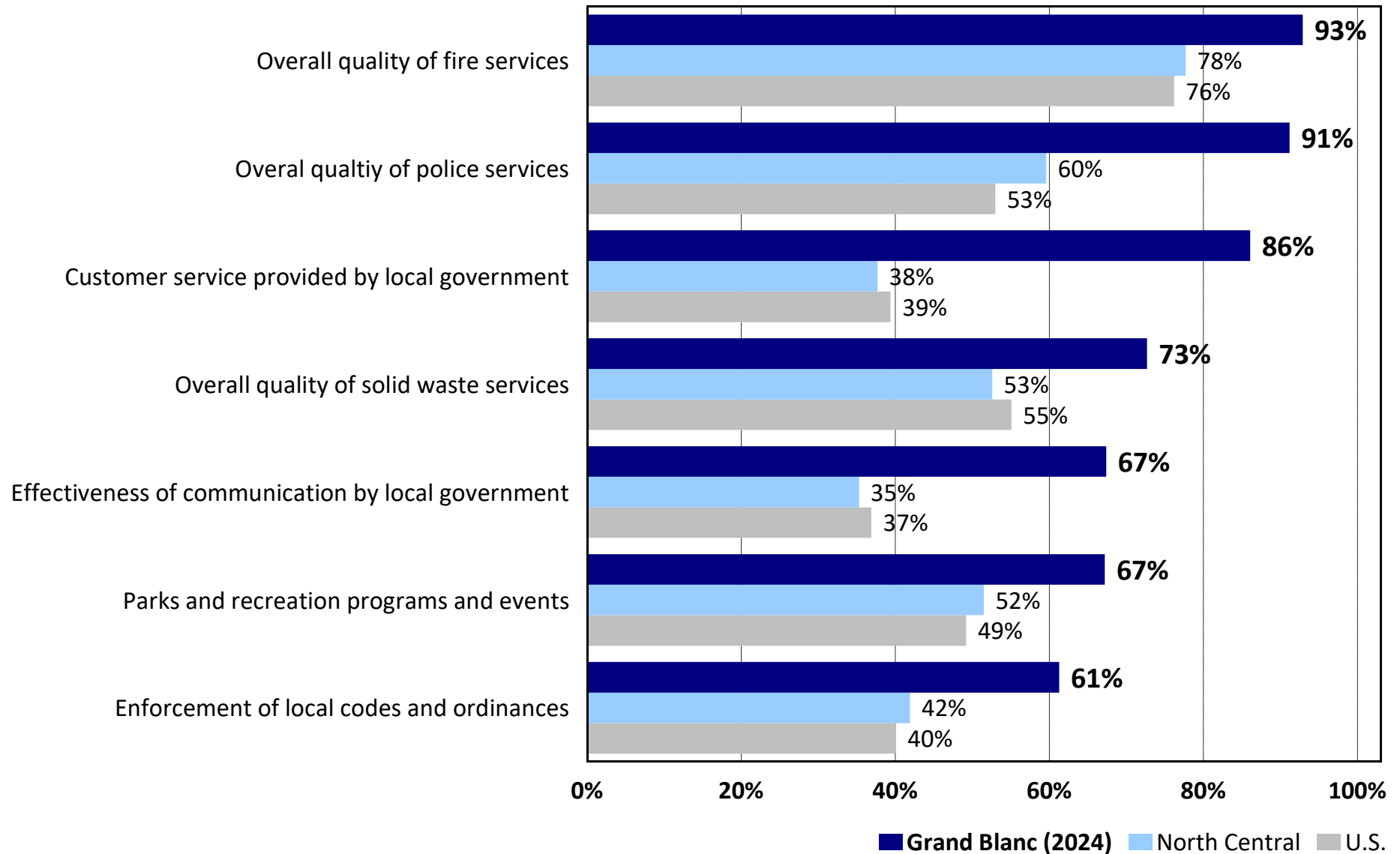
# National Benchmarks

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Grand Blanc Township is not authorized without written consent from ETC Institute.**

# Overall Satisfaction with Township Services

## Grand Blanc Township vs. North Central Region vs. the U.S.

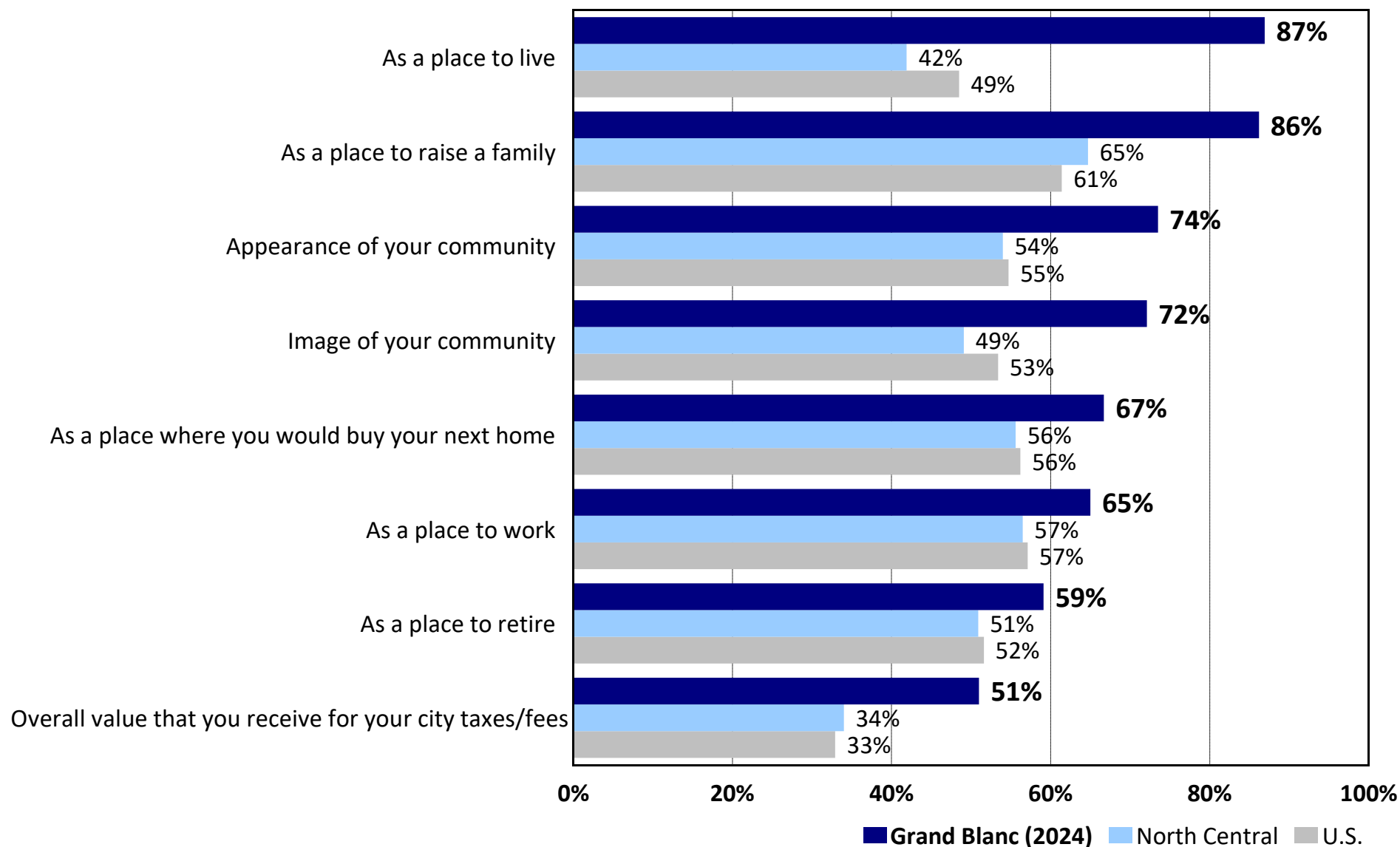
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Quality of Life and Perceptions of the Township

## Grand Blanc Township vs. North Central Region vs. the U.S.

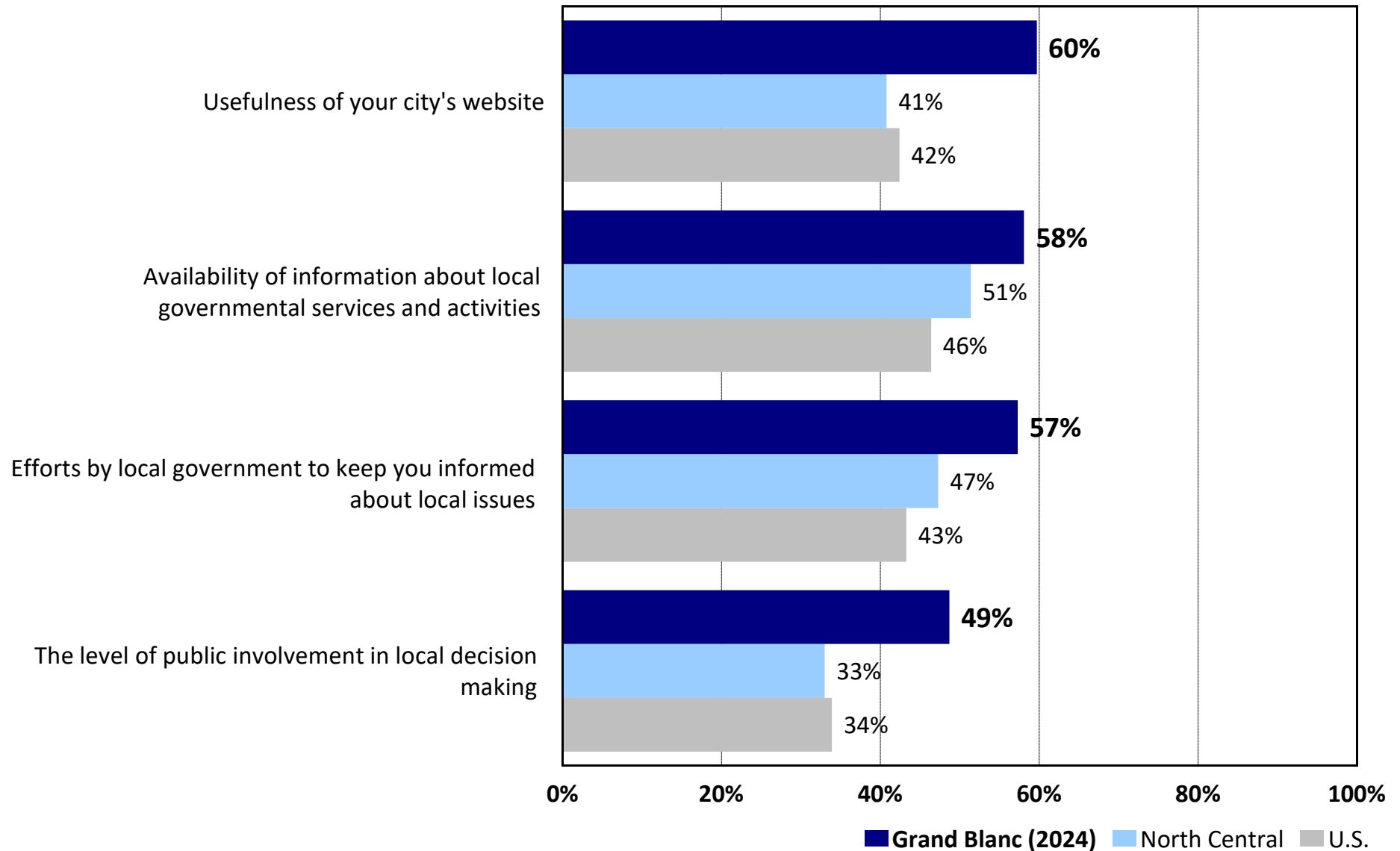
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Township Communication

## Grand Blanc Township vs. North Central Region vs. the U.S.

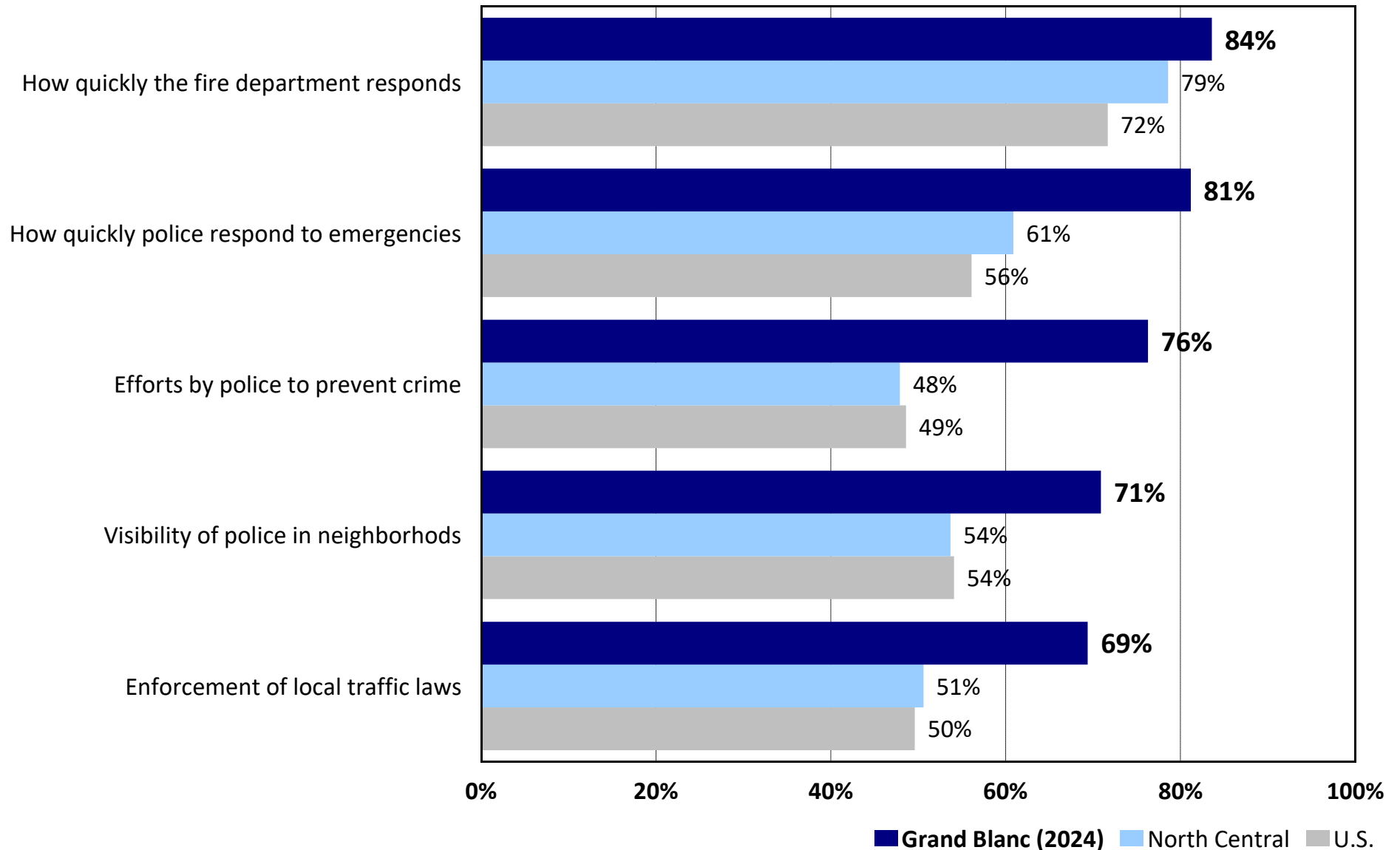
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Public Safety

## Grand Blanc Township vs. North Central Region vs. the U.S.

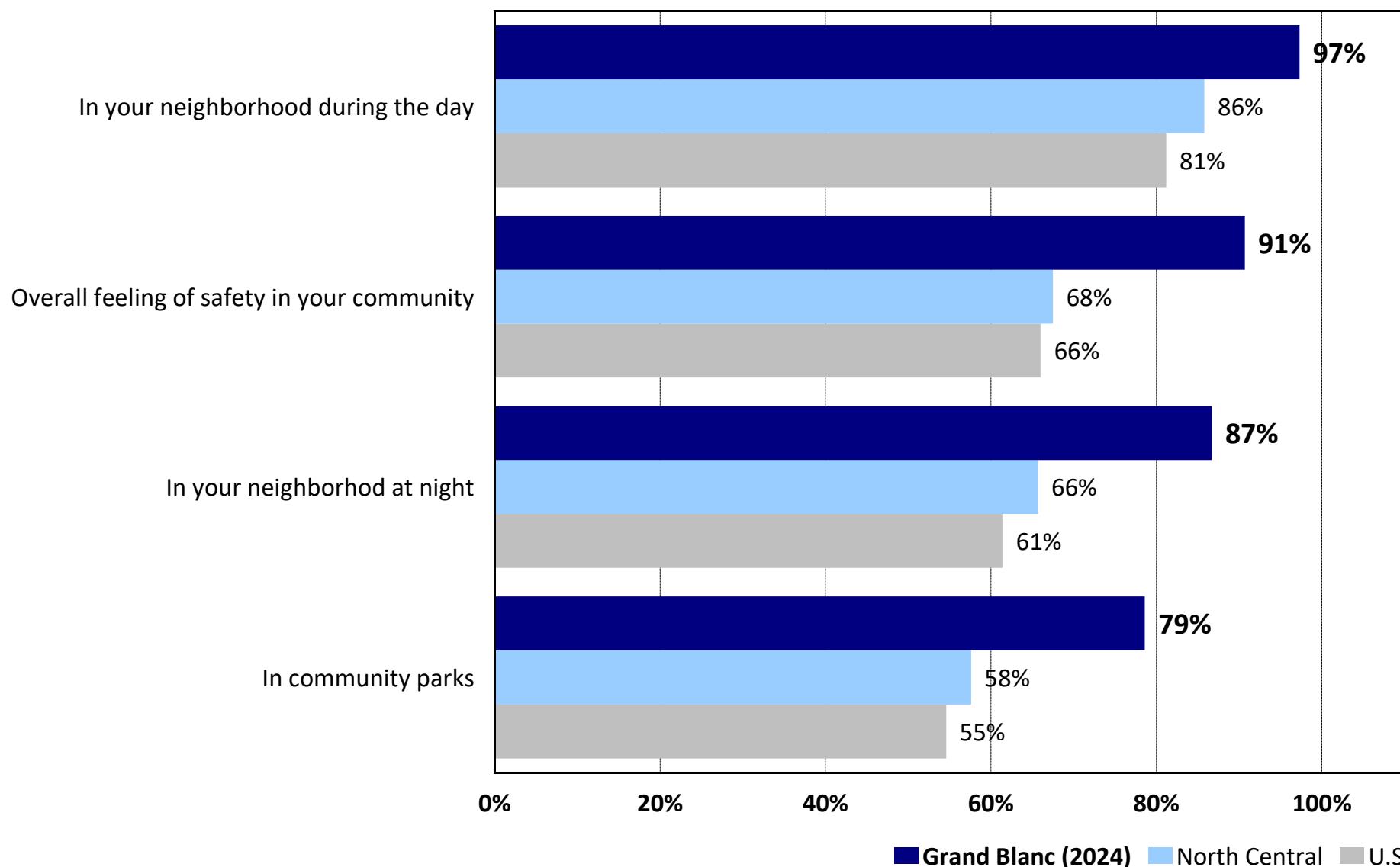
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Perceptions of Safety

## Grand Blanc Township vs. North Central Region vs. the U.S.

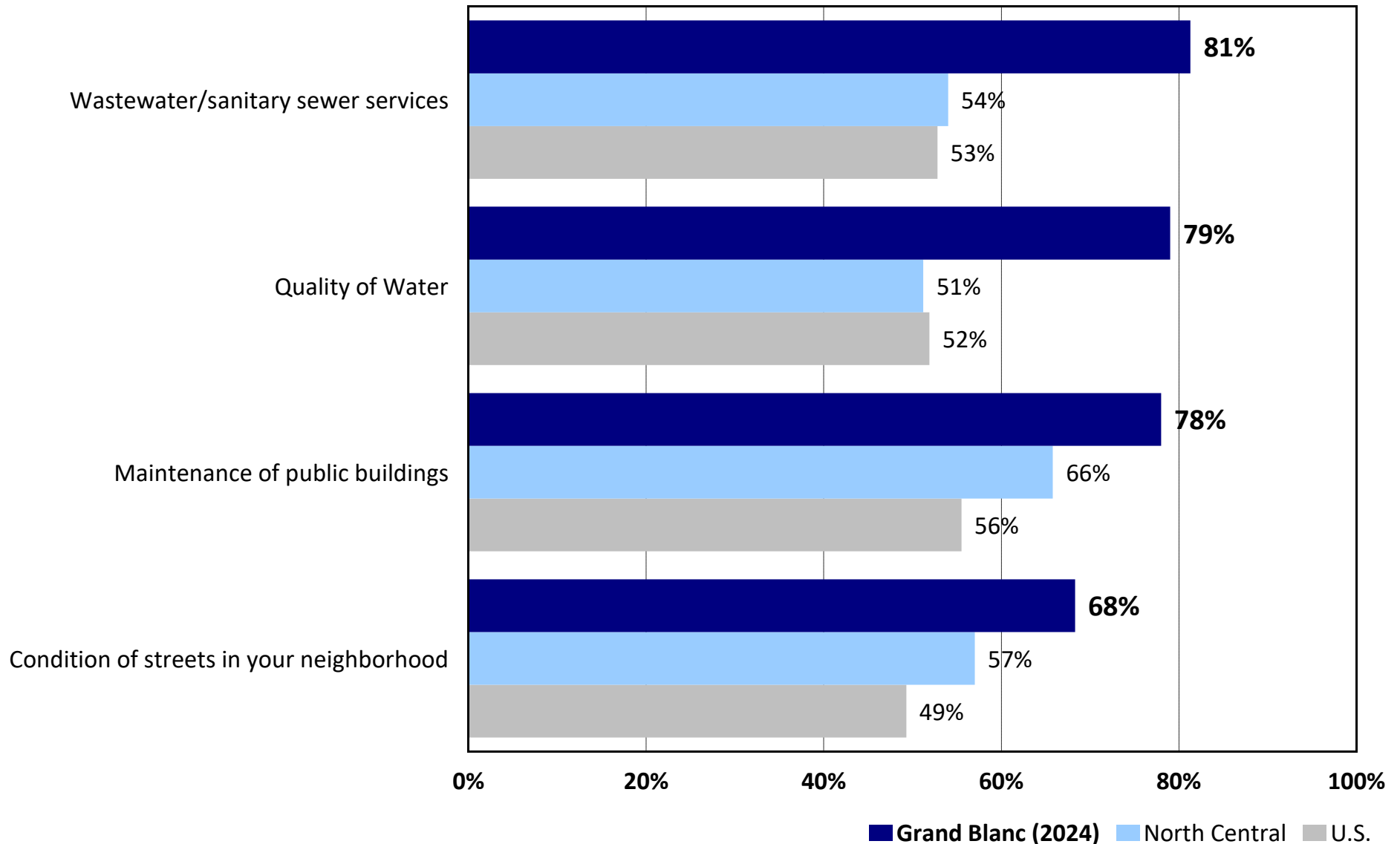
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Township Public Works

## Grand Blanc Township vs. North Central Region vs. the U.S.

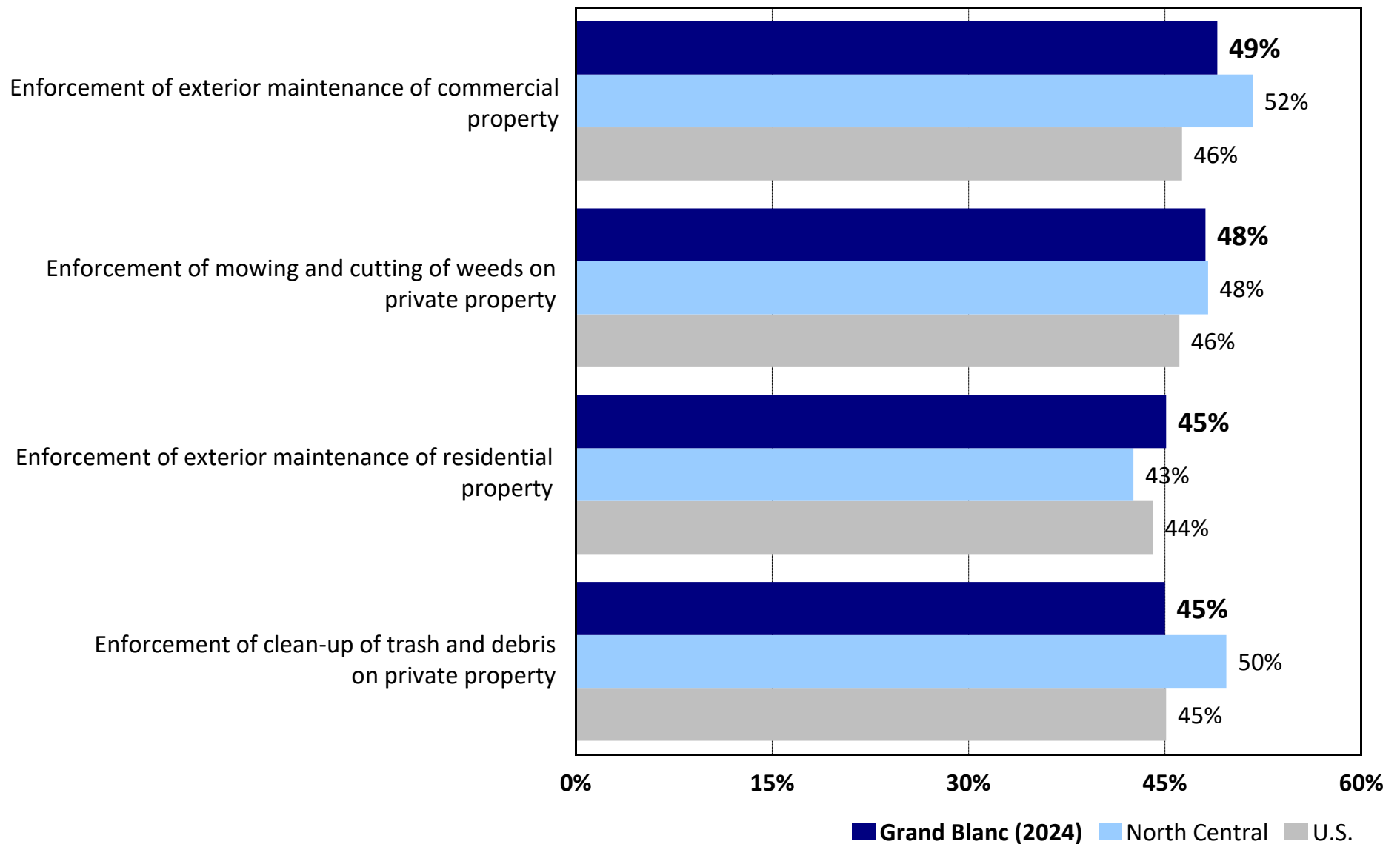
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



# Satisfaction with Enforcement of Property Maintenance Codes

## Grand Blanc Township vs. North Central Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





**5**

## **Tabular Data**

**Q1. Overall Satisfaction with Township Services: Please rate your overall satisfaction with the following major categories of services provided by the Grand Blanc Township using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=403)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very<br>dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|----------------------|------------|
| Q1-1. Overall quality of police services   | 45.9%          | 39.0%     | 7.9%    | 0.0%         | 0.2%                 | 6.9%       |
| Q1-2. Overall quality of fire services   | 45.9%          | 32.3%     | 5.5%    | 0.2%         | 0.2%                 | 15.9%      |
| Q1-3. Overall quality of Creasey Bicentennial Park                                     | 28.8%          | 33.3%     | 14.9%   | 3.2%         | 0.0%                 | 19.9%      |
| Q1-4. Overall quality of Parks & Recreation programs & events                          | 22.6%          | 30.3%     | 20.6%   | 4.5%         | 0.7%                 | 21.3%      |
| Q1-5. Overall maintenance of Township buildings & facilities                           | 33.3%          | 40.9%     | 15.1%   | 0.5%         | 0.0%                 | 10.2%      |
| Q1-6. Overall enforcement of Township codes & ordinances                               | 19.9%          | 31.5%     | 23.1%   | 7.2%         | 2.2%                 | 16.1%      |
| Q1-7. Overall quality of customer service you receive from Township employees          | 43.9%          | 34.2%     | 11.2%   | 1.2%         | 0.2%                 | 9.2%       |
| Q1-8. Overall effectiveness of Township communication with the public                  | 26.1%          | 36.2%     | 22.6%   | 6.2%         | 1.2%                 | 7.7%       |
| Q1-9. Overall quality of Township's mosquito abatement program                         | 20.6%          | 28.8%     | 20.3%   | 13.2%        | 7.7%                 | 9.4%       |
| Q1-10. Overall quality of Township's solid waste services (trash/recycling/yard waste) | 32.3%          | 38.5%     | 17.1%   | 6.5%         | 3.0%                 | 2.7%       |

**(WITHOUT "DON'T KNOW")**

**Q1. Overall Satisfaction with Township Services: Please rate your overall satisfaction with the following major categories of services provided by the Grand Blanc Township using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=403)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q1-1. Overall quality of police services   | 49.3%          | 41.9%     | 8.5%    | 0.0%         | 0.3%              |
| Q1-2. Overall quality of fire services   | 54.6%          | 38.3%     | 6.5%    | 0.3%         | 0.3%              |
| Q1-3. Overall quality of Creasey Bicentennial Park                                     | 35.9%          | 41.5%     | 18.6%   | 4.0%         | 0.0%              |
| Q1-4. Overall quality of Parks & Recreation programs & events                          | 28.7%          | 38.5%     | 26.2%   | 5.7%         | 0.9%              |
| Q1-5. Overall maintenance of Township buildings & facilities                           | 37.0%          | 45.6%     | 16.9%   | 0.6%         | 0.0%              |
| Q1-6. Overall enforcement of Township codes & ordinances                               | 23.7%          | 37.6%     | 27.5%   | 8.6%         | 2.7%              |
| Q1-7. Overall quality of customer service you receive from Township employees          | 48.4%          | 37.7%     | 12.3%   | 1.4%         | 0.3%              |
| Q1-8. Overall effectiveness of Township communication with the public                  | 28.2%          | 39.2%     | 24.5%   | 6.7%         | 1.3%              |
| Q1-9. Overall quality of Township's mosquito abatement program                         | 22.7%          | 31.8%     | 22.5%   | 14.5%        | 8.5%              |
| Q1-10. Overall quality of Township's solid waste services (trash/recycling/yard waste) | 33.2%          | 39.5%     | 17.6%   | 6.6%         | 3.1%              |

**Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q2. Top choice  | Number | Percent |
|---|--------|---------|
| Overall quality of police services  | 125    | 31.0 %  |
| Overall quality of fire services  | 5      | 1.2 %   |
| Overall quality of Creasey Bicentennial Park                                    | 28     | 6.9 %   |
| Overall quality of Parks & Recreation programs & events                         | 30     | 7.4 %   |
| Overall maintenance of Township buildings & facilities                          | 2      | 0.5 %   |
| Overall enforcement of Township codes & ordinances                              | 37     | 9.2 %   |
| Overall quality of customer service you receive from Township employees         | 6      | 1.5 %   |
| Overall effectiveness of Township communication with the public                 | 33     | 8.2 %   |
| Overall quality of Township's mosquito abatement program                        | 51     | 12.7 %  |
| Overall quality of Township's solid waste services (trash/recycling/yard waste) | 47     | 11.7 %  |
| None chosen   | 39     | 9.7 %   |
| Total   | 403    | 100.0 % |

**Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q2. 2nd choice  | Number | Percent |
|---|--------|---------|
| Overall quality of police services  | 18     | 4.5 %   |
| Overall quality of fire services  | 86     | 21.3 %  |
| Overall quality of Creasey Bicentennial Park                                    | 27     | 6.7 %   |
| Overall quality of Parks & Recreation programs & events                         | 43     | 10.7 %  |
| Overall maintenance of Township buildings & facilities                          | 8      | 2.0 %   |
| Overall enforcement of Township codes & ordinances                              | 26     | 6.5 %   |
| Overall quality of customer service you receive from Township employees         | 12     | 3.0 %   |
| Overall effectiveness of Township communication with the public                 | 49     | 12.2 %  |
| Overall quality of Township's mosquito abatement program                        | 47     | 11.7 %  |
| Overall quality of Township's solid waste services (trash/recycling/yard waste) | 37     | 9.2 %   |
| None chosen   | 50     | 12.4 %  |
| Total   | 403    | 100.0 % |

**Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q2. 3rd choice  | Number | Percent |
|---|--------|---------|
| Overall quality of police services  | 25     | 6.2 %   |
| Overall quality of fire services  | 15     | 3.7 %   |
| Overall quality of Creasey Bicentennial Park                                    | 23     | 5.7 %   |
| Overall quality of Parks & Recreation programs & events                         | 41     | 10.2 %  |
| Overall maintenance of Township buildings & facilities                          | 22     | 5.5 %   |
| Overall enforcement of Township codes & ordinances                              | 35     | 8.7 %   |
| Overall quality of customer service you receive from Township employees         | 19     | 4.7 %   |
| Overall effectiveness of Township communication with the public                 | 49     | 12.2 %  |
| Overall quality of Township's mosquito abatement program                        | 45     | 11.2 %  |
| Overall quality of Township's solid waste services (trash/recycling/yard waste) | 52     | 12.9 %  |
| None chosen   | 77     | 19.1 %  |
| Total   | 403    | 100.0 % |

**(SUM OF TOP 3)**

**Q2. Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years? (top 3)**

| Q2. Top choice  | Number | Percent |
|---|--------|---------|
| Overall quality of police services  | 168    | 41.7 %  |
| Overall quality of fire services  | 106    | 26.3 %  |
| Overall quality of Creasey Bicentennial Park                                    | 78     | 19.4 %  |
| Overall quality of Parks & Recreation programs & events                         | 114    | 28.3 %  |
| Overall maintenance of Township buildings & facilities                          | 32     | 7.9 %   |
| Overall enforcement of Township codes & ordinances                              | 98     | 24.3 %  |
| Overall quality of customer service you receive from Township employees         | 37     | 9.2 %   |
| Overall effectiveness of Township communication with the public                 | 131    | 32.5 %  |
| Overall quality of Township's mosquito abatement program                        | 143    | 35.5 %  |
| Overall quality of Township's solid waste services (trash/recycling/yard waste) | 136    | 33.7 %  |
| None chosen   | 39     | 9.7 %   |
| Total   | 1082   |         |

**Q3. Quality of Life and Perceptions of the Township. Please rate Grand Blanc Township on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.**

(N=403)

|   | Excellent | Good  | Neutral | Below<br>average | Poor | Don't know |
|---|-----------|-------|---------|------------------|------|------------|
| Q3-1. As a place to live  | 37.0%     | 49.1% | 9.9%    | 2.7%             | 0.2% | 1.0%       |
| Q3-2. As a place to raise a family                                  | 35.0%     | 45.9% | 8.9%    | 3.7%             | 0.2% | 6.2%       |
| Q3-3. As a place to work  | 19.1%     | 32.5% | 20.3%   | 5.7%             | 1.7% | 20.6%      |
| Q3-4. As a place where you would buy your next home                 | 28.3%     | 35.0% | 20.1%   | 6.9%             | 4.5% | 5.2%       |
| Q3-5. As a place to retire  | 28.5%     | 28.0% | 19.9%   | 12.7%            | 6.7% | 4.2%       |
| Q3-6. As a place to open a business                                 | 14.6%     | 21.8% | 25.1%   | 10.2%            | 4.2% | 24.1%      |
| Q3-7. As a place to educate children                                | 30.5%     | 34.2% | 18.4%   | 3.7%             | 3.5% | 9.7%       |
| Q3-8. As a place where residents support each other                 | 16.6%     | 37.2% | 31.0%   | 7.4%             | 1.5% | 6.2%       |
| Q3-9. Overall value that you receive for your Township taxes & fees | 14.1%     | 35.2% | 25.8%   | 13.6%            | 7.9% | 3.2%       |
| Q3-10. Overall image of Township                                    | 22.6%     | 48.1% | 18.4%   | 7.2%             | 1.7% | 2.0%       |
| Q3-11. Overall quality of life in Grand Blanc Township              | 25.3%     | 50.9% | 16.9%   | 5.0%             | 0.7% | 1.2%       |
| Q3-12. Overall appearance of Township                               | 21.3%     | 51.4% | 18.9%   | 6.9%             | 0.5% | 1.0%       |

**(WITHOUT "DON'T KNOW")****Q3. Quality of Life and Perceptions of the Township. Please rate Grand Blanc Township on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following. (without "don't know")**

(N=403)

|  | Excellent | Good  | Neutral | Below<br>average | Poor |
|--|-----------|-------|---------|------------------|------|
| Q3-1. As a place to live   | 37.3%     | 49.6% | 10.0%   | 2.8%             | 0.3% |
| Q3-2. As a place to raise a family                                     | 37.3%     | 48.9% | 9.5%    | 4.0%             | 0.3% |
| Q3-3. As a place to work   | 24.1%     | 40.9% | 25.6%   | 7.2%             | 2.2% |
| Q3-4. As a place where you would buy<br>your next home                 | 29.8%     | 36.9% | 21.2%   | 7.3%             | 4.7% |
| Q3-5. As a place to retire   | 29.8%     | 29.3% | 20.7%   | 13.2%            | 7.0% |
| Q3-6. As a place to open a business                                    | 19.3%     | 28.8% | 33.0%   | 13.4%            | 5.6% |
| Q3-7. As a place to educate children                                   | 33.8%     | 37.9% | 20.3%   | 4.1%             | 3.8% |
| Q3-8. As a place where residents<br>support each other                 | 17.7%     | 39.7% | 33.1%   | 7.9%             | 1.6% |
| Q3-9. Overall value that you receive for<br>your Township taxes & fees | 14.6%     | 36.4% | 26.7%   | 14.1%            | 8.2% |
| Q3-10. Overall image of Township                                       | 23.0%     | 49.1% | 18.7%   | 7.3%             | 1.8% |
| Q3-11. Overall quality of life in Grand<br>Blanc Township              | 25.6%     | 51.5% | 17.1%   | 5.0%             | 0.8% |
| Q3-12. Overall appearance of Township                                  | 21.6%     | 51.9% | 19.0%   | 7.0%             | 0.5% |

**Q4. Which FOUR items from the list below do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q4. Top choice                                 | Number | Percent |
|--|--------|---------|
| Increase quality & quantity of housing options | 28     | 6.9 %   |
| Downtown development                           | 113    | 28.0 %  |
| Attracting more industry & related jobs        | 53     | 13.2 %  |
| Maintain & improve non-motorized pathways      | 48     | 11.9 %  |
| Increase number of police                      | 38     | 9.4 %   |
| Increase Senior Services programs & offerings  | 31     | 7.7 %   |
| Environmental sustainability                   | 25     | 6.2 %   |
| Increased activities for youth                 | 14     | 3.5 %   |
| Improve park & recreation facilities           | 13     | 3.2 %   |
| Improve public transportation                  | 6      | 1.5 %   |
| Other  | 21     | 5.2 %   |
| None chosen                                    | 13     | 3.2 %   |
| Total  | 403    | 100.0 % |

**Q4. Which FOUR items from the list below do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q4. 2nd choice                                 | Number | Percent |
|--|--------|---------|
| Increase quality & quantity of housing options | 25     | 6.2 %   |
| Downtown development                           | 58     | 14.4 %  |
| Attracting more industry & related jobs        | 55     | 13.6 %  |
| Maintain & improve non-motorized pathways      | 51     | 12.7 %  |
| Increase number of police                      | 27     | 6.7 %   |
| Increase Senior Services programs & offerings  | 42     | 10.4 %  |
| Environmental sustainability                   | 35     | 8.7 %   |
| Increased activities for youth                 | 34     | 8.4 %   |
| Improve park & recreation facilities           | 28     | 6.9 %   |
| Improve public transportation                  | 15     | 3.7 %   |
| Other  | 7      | 1.7 %   |
| None chosen                                    | 26     | 6.5 %   |
| Total  | 403    | 100.0 % |



**Q4. Which FOUR items from the list below do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q4. 3rd choice                                 | Number | Percent |
|--|--------|---------|
| Increase quality & quantity of housing options | 22     | 5.5 %   |
| Downtown development                           | 33     | 8.2 %   |
| Attracting more industry & related jobs        | 45     | 11.2 %  |
| Maintain & improve non-motorized pathways      | 33     | 8.2 %   |
| Increase number of police                      | 24     | 6.0 %   |
| Increase Senior Services programs & offerings  | 42     | 10.4 %  |
| Environmental sustainability                   | 31     | 7.7 %   |
| Increased activities for youth                 | 40     | 9.9 %   |
| Improve park & recreation facilities           | 50     | 12.4 %  |
| Improve public transportation                  | 25     | 6.2 %   |
| Other  | 8      | 2.0 %   |
| None chosen                                    | 50     | 12.4 %  |
| Total  | 403    | 100.0 % |

**Q4. Which FOUR items from the list below do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q4. 4th choice                                 | Number | Percent |
|--|--------|---------|
| Increase quality & quantity of housing options | 23     | 5.7 %   |
| Downtown development                           | 36     | 8.9 %   |
| Attracting more industry & related jobs        | 22     | 5.5 %   |
| Maintain & improve non-motorized pathways      | 28     | 6.9 %   |
| Increase number of police                      | 20     | 5.0 %   |
| Increase Senior Services programs & offerings  | 29     | 7.2 %   |
| Environmental sustainability                   | 35     | 8.7 %   |
| Increased activities for youth                 | 28     | 6.9 %   |
| Improve park & recreation facilities           | 58     | 14.4 %  |
| Improve public transportation                  | 30     | 7.4 %   |
| Other  | 15     | 3.7 %   |
| None chosen                                    | 79     | 19.6 %  |
| Total  | 403    | 100.0 % |

**(SUM OF TOP 4)****Q4. Which FOUR items from the list below do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years? (top 4)**

| Q4. Top choice                                 | Number | Percent |
|--|--------|---------|
| Increase quality & quantity of housing options | 98     | 24.3 %  |
| Downtown development                           | 240    | 59.6 %  |
| Attracting more industry & related jobs        | 175    | 43.4 %  |
| Maintain & improve non-motorized pathways      | 160    | 39.7 %  |
| Increase number of police                      | 109    | 27.0 %  |
| Increase Senior Services programs & offerings  | 144    | 35.7 %  |
| Environmental sustainability                   | 126    | 31.3 %  |
| Increased activities for youth                 | 116    | 28.8 %  |
| Improve park & recreation facilities           | 149    | 37.0 %  |
| Improve public transportation                  | 76     | 18.9 %  |
| Other  | 51     | 12.7 %  |
| None chosen                                    | 13     | 3.2 %   |
| Total  | 1457   |         |

**Q5. Several factors that may influence your perception of the quality of customer service you receive from Township employees are listed below. Please rate each of the following based on your experience.**

(N=403)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q5-1. How easy the department was to contact                                  | 35.2%          | 38.7%     | 9.4%    | 2.0%         | 0.0%              | 14.6%      |
| Q5-2. How courteously you were treated  | 44.9%          | 30.3%     | 10.4%   | 0.2%         | 0.0%              | 14.1%      |
| Q5-3. Technical competence & knowledge of Township employees who assisted you | 36.2%          | 31.0%     | 11.9%   | 1.7%         | 0.7%              | 18.4%      |
| Q5-4. Overall responsiveness of Township employees to your request or concern | 34.7%          | 31.0%     | 12.9%   | 3.7%         | 1.2%              | 16.4%      |
| Q5-5. Timeliness of Township employees resolving your issue                   | 30.8%          | 32.0%     | 13.2%   | 3.5%         | 1.7%              | 18.9%      |

**(WITHOUT "DON'T KNOW")**

**Q5. Several factors that may influence your perception of the quality of customer service you receive from Township employees are listed below. Please rate each of the following based on your experience. (without "don't know")**

(N=403)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q5-1. How easy the department was to contact                                  | 41.3%          | 45.3%     | 11.0%   | 2.3%         | 0.0%              |
| Q5-2. How courteously you were treated  | 52.3%          | 35.3%     | 12.1%   | 0.3%         | 0.0%              |
| Q5-3. Technical competence & knowledge of Township employees who assisted you | 44.4%          | 38.0%     | 14.6%   | 2.1%         | 0.9%              |
| Q5-4. Overall responsiveness of Township employees to your request or concern | 41.5%          | 37.1%     | 15.4%   | 4.5%         | 1.5%              |
| Q5-5. Timeliness of Township employees resolving your issue                   | 37.9%          | 39.4%     | 16.2%   | 4.3%         | 2.1%              |

**Q6. Township Communication: Please rate your satisfaction with each of the following.**

(N=403)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very<br>dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|----------------------|------------|
| Q6-1. Availability of information about Township programs & services    | 16.9%          | 35.0%     | 27.8%   | 8.7%         | 1.0%                 | 10.7%      |
| Q6-2. Township's efforts to keep you informed about local issues        | 16.4%          | 36.0%     | 27.8%   | 9.4%         | 1.7%                 | 8.7%       |
| Q6-3. How open Township is to public involvement & input from residents | 12.7%          | 26.6%     | 30.5%   | 8.9%         | 1.7%                 | 19.6%      |
| Q6-4. Quality of Township's website                                     | 14.4%          | 32.3%     | 25.6%   | 5.2%         | 0.7%                 | 21.8%      |
| Q6-5. How well Township communicates notices of public meetings         | 10.9%          | 27.0%     | 30.5%   | 10.7%        | 2.0%                 | 18.9%      |
| Q6-6. How well Township's communications meet your needs                | 12.9%          | 30.0%     | 32.8%   | 9.7%         | 1.5%                 | 13.2%      |

**(WITHOUT "DON'T KNOW")****Q6. Township Communication: Please rate your satisfaction with each of the following. (without "don't know")**

(N=403)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q6-1. Availability of information about Township programs & services    | 18.9%          | 39.2%     | 31.1%   | 9.7%         | 1.1%              |
| Q6-2. Township's efforts to keep you informed about local issues        | 17.9%          | 39.4%     | 30.4%   | 10.3%        | 1.9%              |
| Q6-3. How open Township is to public involvement & input from residents | 15.7%          | 33.0%     | 38.0%   | 11.1%        | 2.2%              |
| Q6-4. Quality of Township's website                                     | 18.4%          | 41.3%     | 32.7%   | 6.7%         | 1.0%              |
| Q6-5. How well Township communicates notices of public meetings         | 13.5%          | 33.3%     | 37.6%   | 13.1%        | 2.4%              |
| Q6-6. How well Township's communications meet your needs                | 14.9%          | 34.6%     | 37.7%   | 11.1%        | 1.7%              |

**Q7. Preferred Method of Communication. Please indicate which forms of communication are your preferred methods.**

| Q7. Top choice      | Number | Percent |
|---------------------|--------|---------|
| Township newsletter | 153    | 38.0 %  |
| Direct mailers      | 76     | 18.9 %  |
| Social media posts  | 56     | 13.9 %  |
| Temporary signage   | 4      | 1.0 %   |
| Township website    | 26     | 6.5 %   |
| e-Notifications     | 68     | 16.9 %  |
| Local newspaper     | 12     | 3.0 %   |
| None chosen         | 8      | 2.0 %   |
| Total               | 403    | 100.0 % |

**Q7. Preferred Method of Communication. Please indicate which forms of communication are your preferred methods.**

| Q7. 2nd choice      | Number | Percent |
|---------------------|--------|---------|
| Township newsletter | 91     | 22.6 %  |
| Direct mailers      | 102    | 25.3 %  |
| Social media posts  | 46     | 11.4 %  |
| Temporary signage   | 11     | 2.7 %   |
| Township website    | 38     | 9.4 %   |
| e-Notifications     | 62     | 15.4 %  |
| Local newspaper     | 30     | 7.4 %   |
| Radio               | 6      | 1.5 %   |
| None chosen         | 17     | 4.2 %   |
| Total               | 403    | 100.0 % |

**(SUM OF TOP 2)**

**Q7. Preferred Method of Communication. Please indicate which forms of communication are your preferred methods. (top 2)**

| Q7. Top choice      | Number | Percent |
|---------------------|--------|---------|
| Township newsletter | 244    | 60.5 %  |
| Direct mailers      | 178    | 44.2 %  |
| Social media posts  | 102    | 25.3 %  |
| Temporary signage   | 15     | 3.7 %   |
| Township website    | 64     | 15.9 %  |
| e-Notifications     | 130    | 32.3 %  |
| Local newspaper     | 42     | 10.4 %  |
| Radio               | 6      | 1.5 %   |
| None chosen         | 8      | 2.0 %   |
| Total               | 789    |         |

**Q8. Do you agree with the following statement? "I am informed about the services being provided and the activities taking place in Grand Blanc Township."**

|   |        |         |
|---|--------|---------|
| Q8. I am informed about services being provided & activities taking place in Grand Blanc Township | Number | Percent |
| Yes   | 171    | 42.4 %  |
| No  | 143    | 35.5 %  |
| Don't know  | 89     | 22.1 %  |
| Total   | 403    | 100.0 % |

**(WITHOUT "DON'T KNOW")**

**Q8. Do you agree with the following statement? "I am informed about the services being provided and the activities taking place in Grand Blanc Township." (without "don't know")**

|   |        |         |
|---|--------|---------|
| Q8. I am informed about services being provided & activities taking place in Grand Blanc Township | Number | Percent |
| Yes   | 171    | 54.5 %  |
| No  | 143    | 45.5 %  |
| Total   | 314    | 100.0 % |

**Q9. Do you agree with the following statement? "When interacting with the Township, I receive the information I need and am treated with respect."**

|  |        |         |
|--|--------|---------|
| Q9. When interacting with Township, I receive information I need & am treated with respect | Number | Percent |
| Yes  | 307    | 76.2 %  |
| No   | 16     | 4.0 %   |
| Don't know   | 80     | 19.9 %  |
| Total  | 403    | 100.0 % |

**(WITHOUT "DON'T KNOW")**

**Q9. Do you agree with the following statement? "When interacting with the Township, I receive the information I need and am treated with respect." (without "don't know")**

|  |        |         |
|--|--------|---------|
| Q9. When interacting with Township, I receive information I need & am treated with respect | Number | Percent |
| Yes  | 307    | 95.0 %  |
| No   | 16     | 5.0 %   |
| Total  | 323    | 100.0 % |

**Q10. Public Safety: Please rate your satisfaction with the quality of the following.**

(N=403)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q10-1. Visibility of police in my neighborhood                                 | 24.3%          | 44.7%     | 20.8%   | 7.2%         | 0.2%              | 2.7%       |
| Q10-2. Visibility of police around Township                                    | 28.8%          | 52.4%     | 11.9%   | 4.2%         | 0.0%              | 2.7%       |
| Q10-3. Township's efforts to prevent crime                                     | 27.3%          | 39.0%     | 19.1%   | 1.2%         | 0.2%              | 13.2%      |
| Q10-4. How quickly police respond to emergencies                               | 30.8%          | 30.0%     | 13.4%   | 0.7%         | 0.0%              | 25.1%      |
| Q10-5. Overall competency of Grand Blanc Township Police Department            | 34.7%          | 39.5%     | 12.2%   | 0.2%         | 0.0%              | 13.4%      |
| Q10-6. Overall treatment of citizens by Grand Blanc Township Police Department | 32.3%          | 33.5%     | 14.4%   | 1.5%         | 0.0%              | 18.4%      |
| Q10-7. Responsiveness of Police Department in enforcing local traffic laws     | 24.1%          | 33.5%     | 18.6%   | 5.5%         | 1.2%              | 17.1%      |
| Q10-8. Police Department engagement within the community                       | 23.8%          | 36.0%     | 20.1%   | 2.2%         | 0.0%              | 17.9%      |
| Q10-9. Overall quality of Grand Blanc Township Fire Department                 | 34.7%          | 33.5%     | 9.2%    | 0.5%         | 0.0%              | 22.1%      |
| Q10-10. Effectiveness of fire prevention/safety programs                       | 22.3%          | 28.5%     | 15.9%   | 1.0%         | 0.0%              | 32.3%      |
| Q10-11. How quickly Fire Department responds                                   | 28.5%          | 26.1%     | 10.2%   | 0.2%         | 0.2%              | 34.7%      |



**Q10. Public Safety: Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=403)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q10-1. Visibility of police in my neighborhood                                 | 25.0%          | 45.9%     | 21.4%   | 7.4%         | 0.3%              |
| Q10-2. Visibility of police around Township                                    | 29.6%          | 53.8%     | 12.2%   | 4.3%         | 0.0%              |
| Q10-3. Township's efforts to prevent crime                                     | 31.4%          | 44.9%     | 22.0%   | 1.4%         | 0.3%              |
| Q10-4. How quickly police respond to emergencies                               | 41.1%          | 40.1%     | 17.9%   | 1.0%         | 0.0%              |
| Q10-5. Overall competency of Grand Blanc Township Police Department            | 40.1%          | 45.6%     | 14.0%   | 0.3%         | 0.0%              |
| Q10-6. Overall treatment of citizens by Grand Blanc Township Police Department | 39.5%          | 41.0%     | 17.6%   | 1.8%         | 0.0%              |
| Q10-7. Responsiveness of Police Department in enforcing local traffic laws     | 29.0%          | 40.4%     | 22.5%   | 6.6%         | 1.5%              |
| Q10-8. Police Department engagement within the community                       | 29.0%          | 43.8%     | 24.5%   | 2.7%         | 0.0%              |
| Q10-9. Overall quality of Grand Blanc Township Fire Department                 | 44.6%          | 43.0%     | 11.8%   | 0.6%         | 0.0%              |
| Q10-10. Effectiveness of fire prevention/safety programs                       | 33.0%          | 42.1%     | 23.4%   | 1.5%         | 0.0%              |
| Q10-11. How quickly Fire Department responds                                   | 43.7%          | 39.9%     | 15.6%   | 0.4%         | 0.4%              |

**Q11. Which THREE items from the list in Question 10 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q11. Top choice   | Number | Percent |
|---|--------|---------|
| Visibility of police in my neighborhood                                 | 82     | 20.3 %  |
| Visibility of police around Township                                    | 47     | 11.7 %  |
| Township's efforts to prevent crime                                     | 81     | 20.1 %  |
| How quickly police respond to emergencies                               | 33     | 8.2 %   |
| Overall competency of Grand Blanc Township Police Department            | 20     | 5.0 %   |
| Overall treatment of citizens by Grand Blanc Township Police Department | 20     | 5.0 %   |
| Responsiveness of Police Department in enforcing local traffic laws     | 28     | 6.9 %   |
| Police Department engagement within the community                       | 25     | 6.2 %   |
| Overall quality of Grand Blanc Township Fire Department                 | 2      | 0.5 %   |
| Effectiveness of fire prevention/safety programs                        | 11     | 2.7 %   |
| How quickly Fire Department responds                                    | 9      | 2.2 %   |
| None chosen   | 45     | 11.2 %  |
| Total   | 403    | 100.0 % |

**Q11. Which THREE items from the list in Question 10 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q11. 2nd choice   | Number | Percent |
|---|--------|---------|
| Visibility of police in my neighborhood                                 | 28     | 6.9 %   |
| Visibility of police around Township                                    | 67     | 16.6 %  |
| Township's efforts to prevent crime                                     | 48     | 11.9 %  |
| How quickly police respond to emergencies                               | 39     | 9.7 %   |
| Overall competency of Grand Blanc Township Police Department            | 19     | 4.7 %   |
| Overall treatment of citizens by Grand Blanc Township Police Department | 23     | 5.7 %   |
| Responsiveness of Police Department in enforcing local traffic laws     | 26     | 6.5 %   |
| Police Department engagement within the community                       | 37     | 9.2 %   |
| Overall quality of Grand Blanc Township Fire Department                 | 14     | 3.5 %   |
| Effectiveness of fire prevention/safety programs                        | 23     | 5.7 %   |
| How quickly Fire Department responds                                    | 23     | 5.7 %   |
| None chosen   | 56     | 13.9 %  |
| Total   | 403    | 100.0 % |

**Q11. Which THREE items from the list in Question 10 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q11. 3rd choice   | Number | Percent |
|---|--------|---------|
| Visibility of police in my neighborhood                                 | 21     | 5.2 %   |
| Visibility of police around Township                                    | 29     | 7.2 %   |
| Township's efforts to prevent crime                                     | 47     | 11.7 %  |
| How quickly police respond to emergencies                               | 29     | 7.2 %   |
| Overall competency of Grand Blanc Township Police Department            | 31     | 7.7 %   |
| Overall treatment of citizens by Grand Blanc Township Police Department | 31     | 7.7 %   |
| Responsiveness of Police Department in enforcing local traffic laws     | 25     | 6.2 %   |
| Police Department engagement within the community                       | 32     | 7.9 %   |
| Overall quality of Grand Blanc Township Fire Department                 | 16     | 4.0 %   |
| Effectiveness of fire prevention/safety programs                        | 33     | 8.2 %   |
| How quickly Fire Department responds                                    | 27     | 6.7 %   |
| None chosen   | 82     | 20.3 %  |
| Total   | 403    | 100.0 % |

**(SUM OF TOP 3)**

**Q11. Which THREE items from the list in Question 10 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years? (top 3)**

| Q11. Top choice   | Number | Percent |
|---|--------|---------|
| Visibility of police in my neighborhood                                 | 131    | 32.5 %  |
| Visibility of police around Township                                    | 143    | 35.5 %  |
| Township's efforts to prevent crime                                     | 176    | 43.7 %  |
| How quickly police respond to emergencies                               | 101    | 25.1 %  |
| Overall competency of Grand Blanc Township Police Department            | 70     | 17.4 %  |
| Overall treatment of citizens by Grand Blanc Township Police Department | 74     | 18.4 %  |
| Responsiveness of Police Department in enforcing local traffic laws     | 79     | 19.6 %  |
| Police Department engagement within the community                       | 94     | 23.3 %  |
| Overall quality of Grand Blanc Township Fire Department                 | 32     | 7.9 %   |
| Effectiveness of fire prevention/safety programs                        | 67     | 16.6 %  |
| How quickly Fire Department responds                                    | 59     | 14.6 %  |
| None chosen   | 45     | 11.2 %  |
| Total   | 1071   |         |

**Q12. Perceptions of Safety: On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

(N=403)

|  | Very safe | Safe  | Neutral | Unsafe | Very unsafe | Don't know |
|--|-----------|-------|---------|--------|-------------|------------|
| Q12-1. In your neighborhood during the day               | 66.0%     | 30.3% | 2.5%    | 0.2%   | 0.0%        | 1.0%       |
| Q12-2. In your neighborhood at night                     | 45.2%     | 40.7% | 10.7%   | 2.5%   | 0.0%        | 1.0%       |
| Q12-3. Walking around Grand Blanc Township               | 32.0%     | 45.7% | 13.2%   | 1.7%   | 0.5%        | 6.9%       |
| Q12-4. In Creasey Bicentennial Park                      | 25.3%     | 31.3% | 14.1%   | 0.7%   | 0.5%        | 28.0%      |
| Q12-5. Overall feeling of safety in Grand Blanc Township | 35.7%     | 53.8% | 8.2%    | 0.7%   | 0.2%        | 1.2%       |

**(WITHOUT "DON'T KNOW")**

**Q12. Perceptions of Safety: On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")**

(N=403)

|  | Very safe | Safe  | Neutral | Unsafe | Very unsafe |
|--|-----------|-------|---------|--------|-------------|
| Q12-1. In your neighborhood during the day               | 66.7%     | 30.6% | 2.5%    | 0.3%   | 0.0%        |
| Q12-2. In your neighborhood at night                     | 45.6%     | 41.1% | 10.8%   | 2.5%   | 0.0%        |
| Q12-3. Walking around Grand Blanc Township               | 34.4%     | 49.1% | 14.1%   | 1.9%   | 0.5%        |
| Q12-4. In Creasey Bicentennial Park                      | 35.2%     | 43.4% | 19.7%   | 1.0%   | 0.7%        |
| Q12-5. Overall feeling of safety in Grand Blanc Township | 36.2%     | 54.5% | 8.3%    | 0.8%   | 0.3%        |

**Q13. Township Public Works: Please rate your satisfaction with the quality of the following.**

(N=403)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q13-1. Maintenance of Township buildings                      | 27.5%          | 36.7%     | 17.1%   | 1.0%         | 0.0%              | 17.6%      |
| Q13-2. Snow removal on Public Subdivision Streets             | 20.8%          | 40.2%     | 16.6%   | 10.2%        | 1.5%              | 10.7%      |
| Q13-3. Quality of Township water                              | 23.1%          | 37.5%     | 11.2%   | 3.5%         | 1.5%              | 23.3%      |
| Q13-4. Quality of Township Sanitary Sewer services            | 29.8%          | 45.7%     | 14.9%   | 2.0%         | 0.5%              | 7.2%       |
| Q13-5. Responsiveness to Utility Billing questions/ inquiries | 23.6%          | 28.5%     | 16.6%   | 1.7%         | 0.0%              | 29.5%      |

**(WITHOUT "DON'T KNOW")****Q13. Township Public Works: Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=403)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q13-1. Maintenance of Township buildings                      | 33.4%          | 44.6%     | 20.8%   | 1.2%         | 0.0%              |
| Q13-2. Snow removal on Public Subdivision Streets             | 23.3%          | 45.0%     | 18.6%   | 11.4%        | 1.7%              |
| Q13-3. Quality of Township water                              | 30.1%          | 48.9%     | 14.6%   | 4.5%         | 1.9%              |
| Q13-4. Quality of Township Sanitary Sewer services            | 32.1%          | 49.2%     | 16.0%   | 2.1%         | 0.5%              |
| Q13-5. Responsiveness to Utility Billing questions/ inquiries | 33.5%          | 40.5%     | 23.6%   | 2.5%         | 0.0%              |

**Q14. Transportation: Please rate your satisfaction with the quality of the following.**

(N=403)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q14-1. Ease of travel from your home to work/school          | 25.6%          | 39.5%     | 19.9%   | 6.2%         | 1.0%              | 7.9%       |
| Q14-2. Availability of public transportation                 | 6.5%           | 10.7%     | 27.0%   | 6.5%         | 3.2%              | 46.2%      |
| Q14-3. Availability of non-motorized transportation pathways | 6.0%           | 19.6%     | 27.3%   | 16.9%        | 7.2%              | 23.1%      |
| Q14-4. Availability of parking in residential areas          | 14.6%          | 42.2%     | 25.3%   | 4.0%         | 1.2%              | 12.7%      |
| Q14-5. Availability of parking in business districts         | 12.7%          | 45.2%     | 25.1%   | 9.4%         | 2.5%              | 5.2%       |

**(WITHOUT "DON'T KNOW")****Q14. Transportation: Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=403)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q14-1. Ease of travel from your home to work/school          | 27.8%          | 42.9%     | 21.6%   | 6.7%         | 1.1%              |
| Q14-2. Availability of public transportation                 | 12.0%          | 19.8%     | 50.2%   | 12.0%        | 6.0%              |
| Q14-3. Availability of non-motorized transportation pathways | 7.7%           | 25.5%     | 35.5%   | 21.9%        | 9.4%              |
| Q14-4. Availability of parking in residential areas          | 16.8%          | 48.3%     | 29.0%   | 4.5%         | 1.4%              |
| Q14-5. Availability of parking in business districts         | 13.4%          | 47.6%     | 26.4%   | 9.9%         | 2.6%              |

**Q15. Enforcement of Property Maintenance Codes: Please rate your satisfaction with each of the following.**

(N=403)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| Q15-1. Enforcing cleanup of litter & debris on private property            | 11.2%          | 24.6%     | 28.0%   | 11.9%        | 3.7%              | 20.6%      |
| Q15-2. Enforcing mowing & trimming of lawns on private property            | 12.2%          | 26.3%     | 27.0%   | 10.9%        | 3.5%              | 20.1%      |
| Q15-3. Enforcing maintenance of residential property (exterior of homes)   | 10.9%          | 24.8%     | 28.5%   | 11.7%        | 3.2%              | 20.8%      |
| Q15-4. Enforcing maintenance of commercial property                        | 12.2%          | 26.6%     | 29.3%   | 7.9%         | 3.0%              | 21.1%      |
| Q15-5. Enforcing codes designed to address public safety & nuisance issues | 12.4%          | 23.8%     | 28.0%   | 6.7%         | 3.5%              | 25.6%      |

**(WITHOUT "DON'T KNOW")****Q15. Enforcement of Property Maintenance Codes: Please rate your satisfaction with each of the following. (without "don't know")**

(N=403)

|  | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|--|----------------|-----------|---------|--------------|-------------------|
| Q15-1. Enforcing cleanup of litter & debris on private property            | 14.1%          | 30.9%     | 35.3%   | 15.0%        | 4.7%              |
| Q15-2. Enforcing mowing & trimming of lawns on private property            | 15.2%          | 32.9%     | 33.9%   | 13.7%        | 4.3%              |
| Q15-3. Enforcing maintenance of residential property (exterior of homes)   | 13.8%          | 31.3%     | 36.1%   | 14.7%        | 4.1%              |
| Q15-4. Enforcing maintenance of commercial property                        | 15.4%          | 33.6%     | 37.1%   | 10.1%        | 3.8%              |
| Q15-5. Enforcing codes designed to address public safety & nuisance issues | 16.7%          | 32.0%     | 37.7%   | 9.0%         | 4.7%              |

**Q16. Do you agree with the following statement: "Property maintenance codes should be enforced more strictly in Grand Blanc Township."**

|  |        |         |
|--|--------|---------|
| Q16. Property maintenance codes should be enforced more strictly in Grand Blanc Township | Number | Percent |
| Other  | 20     | 5.0 %   |
| Not provided   | 383    | 95.0 %  |
| Total  | 403    | 100.0 % |

**(WITHOUT "NOT PROVIDED")**

**Q16. Do you agree with the following statement: "Property maintenance codes should be enforced more strictly in Grand Blanc Township." (without "not provided")**

|  |        |         |
|--|--------|---------|
| Q16. Property maintenance codes should be enforced more strictly in Grand Blanc Township | Number | Percent |
| Other  | 20     | 100.0 % |
| Total  | 20     | 100.0 % |



**Q17. Parks and Recreation: Please rate your satisfaction with the quality of the following.**

(N=403)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied | Don't know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| Q17-1. Maintenance of Creasey Bicentennial Park                               | 18.4%          | 39.2%     | 12.7%   | 1.7%         | 0.2%              | 27.8%      |
| Q17-2. Number of walking & biking trails in parks                             | 16.4%          | 34.0%     | 16.1%   | 10.4%        | 2.5%              | 20.6%      |
| Q17-3. Quality of walking & biking trails in parks                            | 15.4%          | 36.2%     | 17.9%   | 5.2%         | 2.0%              | 23.3%      |
| Q17-4. Number of outdoor athletic facilities                                  | 12.2%          | 29.8%     | 20.3%   | 8.2%         | 2.0%              | 27.5%      |
| Q17-5. Quality of outdoor athletic facilities at Creasey Bicentennial Park    | 12.7%          | 31.3%     | 21.1%   | 3.0%         | 1.5%              | 30.5%      |
| Q17-6. Availability of information about Township parks & recreation programs | 10.7%          | 25.6%     | 28.0%   | 13.9%        | 2.7%              | 19.1%      |
| Q17-7. Township's fitness programs  | 6.0%           | 13.4%     | 25.3%   | 7.9%         | 1.7%              | 45.7%      |
| Q17-8. Township's youth & teen programs                                       | 7.4%           | 13.2%     | 25.8%   | 5.0%         | 1.7%              | 46.9%      |
| Q17-9. Fees charged for recreation programs & services                        | 6.9%           | 17.9%     | 27.0%   | 2.2%         | 1.2%              | 44.7%      |
| Q17-10. Perry/McGrath Historical Park & Perry House                           | 6.7%           | 12.4%     | 25.8%   | 1.0%         | 0.0%              | 54.1%      |
| Q17-11. Grand Blanc Senior Center program offerings                           | 9.4%           | 15.6%     | 20.3%   | 4.7%         | 0.7%              | 49.1%      |
| Q17-12. Condition of Grand Blanc Senior Center                                | 9.4%           | 15.9%     | 21.1%   | 2.0%         | 0.2%              | 51.4%      |
| Q17-13. Responsiveness of Parks & Recreation staff                            | 8.9%           | 13.6%     | 20.3%   | 1.2%         | 0.2%              | 55.6%      |
| Q17-14. Responsiveness of Senior Center staff                                 | 11.2%          | 11.4%     | 19.4%   | 1.2%         | 0.2%              | 56.6%      |

**(WITHOUT "DON'T KNOW")****Q17. Parks and Recreation: Please rate your satisfaction with the quality of the following. (without "don't know")**

(N=403)

|   | Very satisfied | Satisfied | Neutral | Dissatisfied | Very dissatisfied |
|---|----------------|-----------|---------|--------------|-------------------|
| Q17-1. Maintenance of Creasey Bicentennial Park                               | 25.4%          | 54.3%     | 17.5%   | 2.4%         | 0.3%              |
| Q17-2. Number of walking & biking trails in parks                             | 20.6%          | 42.8%     | 20.3%   | 13.1%        | 3.1%              |
| Q17-3. Quality of walking & biking trails in parks                            | 20.1%          | 47.2%     | 23.3%   | 6.8%         | 2.6%              |
| Q17-4. Number of outdoor athletic facilities                                  | 16.8%          | 41.1%     | 28.1%   | 11.3%        | 2.7%              |
| Q17-5. Quality of outdoor athletic facilities at Creasey Bicentennial Park    | 18.2%          | 45.0%     | 30.4%   | 4.3%         | 2.1%              |
| Q17-6. Availability of information about Township parks & recreation programs | 13.2%          | 31.6%     | 34.7%   | 17.2%        | 3.4%              |
| Q17-7. Township's fitness programs  | 11.0%          | 24.7%     | 46.6%   | 14.6%        | 3.2%              |
| Q17-8. Township's youth & teen programs                                       | 14.0%          | 24.8%     | 48.6%   | 9.3%         | 3.3%              |
| Q17-9. Fees charged for recreation programs & services                        | 12.6%          | 32.3%     | 48.9%   | 4.0%         | 2.2%              |
| Q17-10. Perry/McGrath Historical Park & Perry House                           | 14.6%          | 27.0%     | 56.2%   | 2.2%         | 0.0%              |
| Q17-11. Grand Blanc Senior Center program offerings                           | 18.5%          | 30.7%     | 40.0%   | 9.3%         | 1.5%              |
| Q17-12. Condition of Grand Blanc Senior Center                                | 19.4%          | 32.7%     | 43.4%   | 4.1%         | 0.5%              |
| Q17-13. Responsiveness of Parks & Recreation staff                            | 20.1%          | 30.7%     | 45.8%   | 2.8%         | 0.6%              |
| Q17-14. Responsiveness of Senior Center staff                                 | 25.7%          | 26.3%     | 44.6%   | 2.9%         | 0.6%              |

**Q18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q18. Top choice  | Number | Percent |
|--|--------|---------|
| Maintenance of Creasey Bicentennial Park                               | 47     | 11.7 %  |
| Number of walking & biking trails in parks                             | 71     | 17.6 %  |
| Quality of walking & biking trails in parks                            | 26     | 6.5 %   |
| Number of outdoor athletic facilities                                  | 23     | 5.7 %   |
| Quality of outdoor athletic facilities at Creasey Bicentennial Park    | 5      | 1.2 %   |
| Availability of information about Township parks & recreation programs | 45     | 11.2 %  |
| Township's fitness programs  | 28     | 6.9 %   |
| Township's youth & teen programs                                       | 29     | 7.2 %   |
| Fees charged for recreation programs & services                        | 6      | 1.5 %   |
| Perry/McGrath Historical Park & Perry House                            | 1      | 0.2 %   |
| Grand Blanc Senior Center program offerings                            | 37     | 9.2 %   |
| Condition of Grand Blanc Senior Center                                 | 4      | 1.0 %   |
| Responsiveness of Senior Center staff                                  | 3      | 0.7 %   |
| None chosen  | 78     | 19.4 %  |
| Total  | 403    | 100.0 % |

**Q18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q18. 2nd choice  | Number | Percent |
|--|--------|---------|
| Maintenance of Creasey Bicentennial Park                               | 13     | 3.2 %   |
| Number of walking & biking trails in parks                             | 35     | 8.7 %   |
| Quality of walking & biking trails in parks                            | 44     | 10.9 %  |
| Number of outdoor athletic facilities                                  | 19     | 4.7 %   |
| Quality of outdoor athletic facilities at Creasey Bicentennial Park    | 20     | 5.0 %   |
| Availability of information about Township parks & recreation programs | 44     | 10.9 %  |
| Township's fitness programs  | 28     | 6.9 %   |
| Township's youth & teen programs                                       | 32     | 7.9 %   |
| Fees charged for recreation programs & services                        | 15     | 3.7 %   |
| Perry/McGrath Historical Park & Perry House                            | 5      | 1.2 %   |
| Grand Blanc Senior Center program offerings                            | 29     | 7.2 %   |
| Condition of Grand Blanc Senior Center                                 | 16     | 4.0 %   |
| Responsiveness of Parks & Recreation staff                             | 1      | 0.2 %   |
| Responsiveness of Senior Center staff                                  | 7      | 1.7 %   |
| None chosen  | 95     | 23.6 %  |
| Total  | 403    | 100.0 % |

**Q18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?**

| Q18. 3rd choice  | Number | Percent |
|--|--------|---------|
| Maintenance of Creasey Bicentennial Park                               | 27     | 6.7 %   |
| Number of walking & biking trails in parks                             | 19     | 4.7 %   |
| Quality of walking & biking trails in parks                            | 31     | 7.7 %   |
| Number of outdoor athletic facilities                                  | 19     | 4.7 %   |
| Quality of outdoor athletic facilities at Creasey Bicentennial Park    | 17     | 4.2 %   |
| Availability of information about Township parks & recreation programs | 39     | 9.7 %   |
| Township's fitness programs  | 17     | 4.2 %   |
| Township's youth & teen programs                                       | 20     | 5.0 %   |
| Fees charged for recreation programs & services                        | 19     | 4.7 %   |
| Perry/McGrath Historical Park & Perry House                            | 2      | 0.5 %   |
| Grand Blanc Senior Center program offerings                            | 40     | 9.9 %   |
| Condition of Grand Blanc Senior Center                                 | 16     | 4.0 %   |
| Responsiveness of Parks & Recreation staff                             | 6      | 1.5 %   |
| Responsiveness of Senior Center staff                                  | 8      | 2.0 %   |
| None chosen  | 123    | 30.5 %  |
| Total  | 403    | 100.0 % |

**(SUM OF TOP 3)**

**Q18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years? (top 3)**

| Q18. Top choice  | Number | Percent |
|--|--------|---------|
| Maintenance of Creasey Bicentennial Park                               | 87     | 21.6 %  |
| Number of walking & biking trails in parks                             | 125    | 31.0 %  |
| Quality of walking & biking trails in parks                            | 101    | 25.1 %  |
| Number of outdoor athletic facilities                                  | 61     | 15.1 %  |
| Quality of outdoor athletic facilities at Creasey Bicentennial Park    | 42     | 10.4 %  |
| Availability of information about Township parks & recreation programs | 128    | 31.8 %  |
| Township's fitness programs  | 73     | 18.1 %  |
| Township's youth & teen programs                                       | 81     | 20.1 %  |
| Fees charged for recreation programs & services                        | 40     | 9.9 %   |
| Perry/McGrath Historical Park & Perry House                            | 8      | 2.0 %   |
| Grand Blanc Senior Center program offerings                            | 106    | 26.3 %  |
| Condition of Grand Blanc Senior Center                                 | 36     | 8.9 %   |
| Responsiveness of Parks & Recreation staff                             | 7      | 1.7 %   |
| Responsiveness of Senior Center staff                                  | 18     | 4.5 %   |
| None chosen  | 78     | 19.4 %  |
| Total  | 991    |         |

**Q19. Would you support a Parks and Recreation Millage renewal at .25 mills?**

|   |        |         |
|---|--------|---------|
| Q19. Would you support a Parks & Recreation<br>Millage renewal at .25 mills | Number | Percent |
| Yes   | 251    | 62.3 %  |
| No  | 88     | 21.8 %  |
| Don't know  | 64     | 15.9 %  |
| Total   | 403    | 100.0 % |

**(WITHOUT "DON'T KNOW")****Q19. Would you support a Parks and Recreation Millage renewal at .25 mills? (without "don't know")**

|   |        |         |
|---|--------|---------|
| Q19. Would you support a Parks & Recreation<br>Millage renewal at .25 mills | Number | Percent |
| Yes   | 251    | 74.0 %  |
| No  | 88     | 26.0 %  |
| Total   | 339    | 100.0 % |

**Q20. Would you support a Parks and Recreation Millage increase to 1.0 mill to address deferred maintenance needs and infrastructure improvements to the parks system? (i.e. pickleball courts, splash pad, increased lighting in the park, irrigation improvements to the softball fields and soccer fields.)**

|   |        |         |
|---|--------|---------|
| Q20. Would you support a Parks & Recreation<br>Millage increase to 1.0 mill to address deferred<br>maintenance needs & infrastructure improvements<br>to parks system | Number | Percent |
| Yes   | 184    | 45.7 %  |
| No  | 138    | 34.2 %  |
| Don't know  | 81     | 20.1 %  |
| Total   | 403    | 100.0 % |

**(WITHOUT "DON'T KNOW")****Q20. Would you support a Parks and Recreation Millage increase to 1.0 mill to address deferred maintenance needs and infrastructure improvements to the parks system? (i.e. pickleball courts, splash pad, increased lighting in the park, irrigation improvements to the softball fields and soccer fields.) (without "don't know")**

|   |        |         |
|---|--------|---------|
| Q20. Would you support a Parks & Recreation<br>Millage increase to 1.0 mill to address deferred<br>maintenance needs & infrastructure improvements<br>to parks system | Number | Percent |
| Yes   | 184    | 57.1 %  |
| No  | 138    | 42.9 %  |
| Total   | 322    | 100.0 % |

**Q21. Should the Township build or renovate a building for the purposes of a community/activity center?**

|  |        |         |
|--|--------|---------|
| Q21. Should Township build or renovate a building<br>for purposes of a community/activity center | Number | Percent |
| Yes  | 182    | 45.2 %  |
| No   | 77     | 19.1 %  |
| Don't know   | 144    | 35.7 %  |
| Total  | 403    | 100.0 % |

**(WITHOUT "DON'T KNOW")****Q21. Should the Township build or renovate a building for the purposes of a community/activity center?  
(without "don't know")**

|  |        |         |
|--|--------|---------|
| Q21. Should Township build or renovate a building<br>for purposes of a community/activity center | Number | Percent |
| Yes  | 182    | 70.3 %  |
| No   | 77     | 29.7 %  |
| Total  | 259    | 100.0 % |

**Q21a. What is the maximum amount of funding the Township should invest in this project?**

|  |        |         |
|--|--------|---------|
| Q21a. What maximum amount of funding<br>Township should invest in this project | Number | Percent |
| Up to 10 million dollars   | 68     | 37.4 %  |
| Up to 30 million dollars   | 44     | 24.2 %  |
| Up to 50 million dollars   | 19     | 10.4 %  |
| Up to 70 million dollars   | 7      | 3.8 %   |
| Not provided   | 44     | 24.2 %  |
| Total  | 182    | 100.0 % |

**(WITHOUT "NOT PROVIDED")****Q21a. What is the maximum amount of funding the Township should invest in this project? (without  
"not provided")**

|  |        |         |
|--|--------|---------|
| Q21a. What maximum amount of funding<br>Township should invest in this project | Number | Percent |
| Up to 10 million dollars   | 68     | 49.3 %  |
| Up to 30 million dollars   | 44     | 31.9 %  |
| Up to 50 million dollars   | 19     | 13.8 %  |
| Up to 70 million dollars   | 7      | 5.1 %   |
| Total  | 138    | 100.0 % |

**Q22. Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center?**

| Q22. Top choice   | Number | Percent |
|---|--------|---------|
| Daycare for children  | 70     | 17.4 %  |
| Specialized classes for people of all ages                              | 63     | 15.6 %  |
| Outdoor recreational activities   | 38     | 9.4 %   |
| Outdoor agricultural classes  | 6      | 1.5 %   |
| A full-sized kitchen which will be available to conduct cooking classes | 6      | 1.5 %   |
| Space for large performances, assemblies, & meetings                    | 35     | 8.7 %   |
| Fitness center  | 38     | 9.4 %   |
| Offices for local non-profits   | 4      | 1.0 %   |
| Permanent warming center  | 7      | 1.7 %   |
| Teen center   | 9      | 2.2 %   |
| A "one stop" location for social services & supportive services         | 22     | 5.5 %   |
| Theatre/music programs  | 14     | 3.5 %   |
| Basketball courts   | 3      | 0.7 %   |
| Indoor playground   | 6      | 1.5 %   |
| Indoor pool/aquatics classes  | 19     | 4.7 %   |
| Indoor rental spaces  | 2      | 0.5 %   |
| Computer lab  | 1      | 0.2 %   |
| Indoor track  | 7      | 1.7 %   |
| None chosen   | 53     | 13.2 %  |
| Total   | 403    | 100.0 % |

**Q22. Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center?**

| Q22. 2nd choice   | Number | Percent |
|---|--------|---------|
| Daycare for children  | 17     | 4.2 %   |
| Specialized classes for people of all ages                              | 49     | 12.2 %  |
| Outdoor recreational activities   | 28     | 6.9 %   |
| Outdoor agricultural classes  | 9      | 2.2 %   |
| A full-sized kitchen which will be available to conduct cooking classes | 15     | 3.7 %   |
| Space for large performances, assemblies, & meetings                    | 34     | 8.4 %   |
| Fitness center  | 35     | 8.7 %   |
| Offices for local non-profits   | 7      | 1.7 %   |
| Permanent warming center  | 13     | 3.2 %   |
| Teen center   | 16     | 4.0 %   |
| A "one stop" location for social services & supportive services         | 20     | 5.0 %   |
| Theatre/music programs  | 14     | 3.5 %   |
| Basketball courts   | 8      | 2.0 %   |
| Indoor playground   | 8      | 2.0 %   |
| Indoor pool/aquatics classes  | 25     | 6.2 %   |
| Indoor rental spaces  | 3      | 0.7 %   |
| Indoor classrooms   | 2      | 0.5 %   |
| Computer lab  | 9      | 2.2 %   |
| Indoor track  | 18     | 4.5 %   |
| Other   | 5      | 1.2 %   |
| None chosen   | 68     | 16.9 %  |
| Total   | 403    | 100.0 % |

**Q22. Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center?**

| <u>Q22. 3rd choice</u>  | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Daycare for children  | 12            | 3.0 %          |
| Specialized classes for people of all ages                              | 30            | 7.4 %          |
| Outdoor recreational activities   | 24            | 6.0 %          |
| Outdoor agricultural classes  | 13            | 3.2 %          |
| A full-sized kitchen which will be available to conduct cooking classes | 19            | 4.7 %          |
| Space for large performances, assemblies, & meetings                    | 24            | 6.0 %          |
| Fitness center  | 38            | 9.4 %          |
| Offices for local non-profits   | 8             | 2.0 %          |
| Permanent warming center  | 11            | 2.7 %          |
| Teen center   | 20            | 5.0 %          |
| A "one stop" location for social services & supportive services         | 21            | 5.2 %          |
| Theatre/music programs  | 23            | 5.7 %          |
| Basketball courts   | 7             | 1.7 %          |
| Indoor playground   | 10            | 2.5 %          |
| Indoor pool/aquatics classes  | 21            | 5.2 %          |
| Indoor rental spaces  | 6             | 1.5 %          |
| Indoor classrooms   | 1             | 0.2 %          |
| Computer lab  | 6             | 1.5 %          |
| Indoor track  | 22            | 5.5 %          |
| Other   | 3             | 0.7 %          |
| None chosen   | 84            | 20.8 %         |
| Total   | 403           | 100.0 %        |

**Q22. Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center?**

| <u>Q22. 4th choice</u>  | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Daycare for children  | 9             | 2.2 %          |
| Specialized classes for people of all ages                              | 32            | 7.9 %          |
| Outdoor recreational activities   | 16            | 4.0 %          |
| Outdoor agricultural classes  | 12            | 3.0 %          |
| A full-sized kitchen which will be available to conduct cooking classes | 11            | 2.7 %          |
| Space for large performances, assemblies, & meetings                    | 16            | 4.0 %          |
| Fitness center  | 30            | 7.4 %          |
| Offices for local non-profits   | 10            | 2.5 %          |
| Permanent warming center  | 16            | 4.0 %          |
| Teen center   | 20            | 5.0 %          |
| A "one stop" location for social services & supportive services         | 30            | 7.4 %          |
| Theatre/music programs  | 15            | 3.7 %          |
| Basketball courts   | 8             | 2.0 %          |
| Indoor playground   | 8             | 2.0 %          |
| Indoor pool/aquatics classes  | 20            | 5.0 %          |
| Indoor rental spaces  | 9             | 2.2 %          |
| Indoor classrooms   | 3             | 0.7 %          |
| Computer lab  | 16            | 4.0 %          |
| Indoor track  | 26            | 6.5 %          |
| Other   | 1             | 0.2 %          |
| None chosen   | 95            | 23.6 %         |
| Total   | 403           | 100.0 %        |



**Q22. Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center?**

| <u>Q22. 5th choice</u>  | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Daycare for children  | 12            | 3.0 %          |
| Specialized classes for people of all ages                              | 16            | 4.0 %          |
| Outdoor recreational activities   | 18            | 4.5 %          |
| Outdoor agricultural classes  | 7             | 1.7 %          |
| A full-sized kitchen which will be available to conduct cooking classes | 10            | 2.5 %          |
| Space for large performances, assemblies, & meetings                    | 22            | 5.5 %          |
| Fitness center  | 14            | 3.5 %          |
| Offices for local non-profits   | 7             | 1.7 %          |
| Permanent warming center  | 14            | 3.5 %          |
| Teen center   | 18            | 4.5 %          |
| A "one stop" location for social services & supportive services         | 24            | 6.0 %          |
| Theatre/music programs  | 35            | 8.7 %          |
| Basketball courts   | 12            | 3.0 %          |
| Indoor playground   | 14            | 3.5 %          |
| Indoor pool/aquatics classes  | 18            | 4.5 %          |
| Indoor rental spaces  | 16            | 4.0 %          |
| Indoor classrooms   | 6             | 1.5 %          |
| Computer lab  | 10            | 2.5 %          |
| Indoor track  | 15            | 3.7 %          |
| Other   | 3             | 0.7 %          |
| None chosen   | 112           | 27.8 %         |
| Total   | 403           | 100.0 %        |

**Q22. Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center?**

| <u>Q22. 6th choice</u>  | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Daycare for children  | 8             | 2.0 %          |
| Specialized classes for people of all ages                              | 21            | 5.2 %          |
| Outdoor recreational activities   | 16            | 4.0 %          |
| Outdoor agricultural classes  | 11            | 2.7 %          |
| A full-sized kitchen which will be available to conduct cooking classes | 6             | 1.5 %          |
| Space for large performances, assemblies, & meetings                    | 15            | 3.7 %          |
| Fitness center  | 14            | 3.5 %          |
| Offices for local non-profits   | 9             | 2.2 %          |
| Permanent warming center  | 10            | 2.5 %          |
| Teen center   | 22            | 5.5 %          |
| A "one stop" location for social services & supportive services         | 18            | 4.5 %          |
| Theatre/music programs  | 16            | 4.0 %          |
| Basketball courts   | 11            | 2.7 %          |
| Indoor playground   | 14            | 3.5 %          |
| Indoor pool/aquatics classes  | 21            | 5.2 %          |
| Indoor rental spaces  | 5             | 1.2 %          |
| Indoor classrooms   | 7             | 1.7 %          |
| Computer lab  | 20            | 5.0 %          |
| Indoor track  | 20            | 5.0 %          |
| Other   | 1             | 0.2 %          |
| None chosen   | 138           | 34.2 %         |
| Total   | 403           | 100.0 %        |

**Q22. Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center?**

| <u>Q22. 7th choice</u>  | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Daycare for children  | 11            | 2.7 %          |
| Specialized classes for people of all ages                              | 15            | 3.7 %          |
| Outdoor recreational activities   | 14            | 3.5 %          |
| Outdoor agricultural classes  | 10            | 2.5 %          |
| A full-sized kitchen which will be available to conduct cooking classes | 11            | 2.7 %          |
| Space for large performances, assemblies, & meetings                    | 12            | 3.0 %          |
| Fitness center  | 9             | 2.2 %          |
| Offices for local non-profits   | 10            | 2.5 %          |
| Permanent warming center  | 10            | 2.5 %          |
| Teen center   | 10            | 2.5 %          |
| A "one stop" location for social services & supportive services         | 17            | 4.2 %          |
| Theatre/music programs  | 19            | 4.7 %          |
| Basketball courts   | 10            | 2.5 %          |
| Indoor playground   | 15            | 3.7 %          |
| Indoor pool/aquatics classes  | 13            | 3.2 %          |
| Indoor rental spaces  | 12            | 3.0 %          |
| Indoor classrooms   | 11            | 2.7 %          |
| Computer lab  | 11            | 2.7 %          |
| Indoor track  | 16            | 4.0 %          |
| Other   | 2             | 0.5 %          |
| None chosen   | 165           | 40.9 %         |
| Total   | 403           | 100.0 %        |

**Q22. Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center?**

| <u>Q22. 8th choice</u>  | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Daycare for children  | 11            | 2.7 %          |
| Specialized classes for people of all ages                              | 10            | 2.5 %          |
| Outdoor recreational activities   | 11            | 2.7 %          |
| Outdoor agricultural classes  | 9             | 2.2 %          |
| A full-sized kitchen which will be available to conduct cooking classes | 5             | 1.2 %          |
| Space for large performances, assemblies, & meetings                    | 8             | 2.0 %          |
| Fitness center  | 13            | 3.2 %          |
| Offices for local non-profits   | 8             | 2.0 %          |
| Permanent warming center  | 7             | 1.7 %          |
| Teen center   | 17            | 4.2 %          |
| A "one stop" location for social services & supportive services         | 12            | 3.0 %          |
| Theatre/music programs  | 14            | 3.5 %          |
| Basketball courts   | 9             | 2.2 %          |
| Indoor playground   | 15            | 3.7 %          |
| Indoor pool/aquatics classes  | 16            | 4.0 %          |
| Indoor rental spaces  | 9             | 2.2 %          |
| Indoor classrooms   | 9             | 2.2 %          |
| Computer lab  | 15            | 3.7 %          |
| Indoor track  | 13            | 3.2 %          |
| Other   | 3             | 0.7 %          |
| None chosen   | 189           | 46.9 %         |
| Total   | 403           | 100.0 %        |

**(SUM OF TOP 8)****Q22. Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center? (top 8)**

| Q22. Top choice   | Number | Percent |
|---|--------|---------|
| Daycare for children  | 150    | 37.2 %  |
| Specialized classes for people of all ages                              | 236    | 58.6 %  |
| Outdoor recreational activities   | 165    | 40.9 %  |
| Outdoor agricultural classes  | 77     | 19.1 %  |
| A full-sized kitchen which will be available to conduct cooking classes | 83     | 20.6 %  |
| Space for large performances, assemblies, & meetings                    | 166    | 41.2 %  |
| Fitness center  | 191    | 47.4 %  |
| Offices for local non-profits   | 63     | 15.6 %  |
| Permanent warming center  | 88     | 21.8 %  |
| Teen center   | 132    | 32.8 %  |
| A "one stop" location for social services & supportive services         | 164    | 40.7 %  |
| Theatre/music programs  | 150    | 37.2 %  |
| Basketball courts   | 68     | 16.9 %  |
| Indoor playground   | 90     | 22.3 %  |
| Indoor pool/aquatics classes  | 153    | 38.0 %  |
| Indoor rental spaces  | 62     | 15.4 %  |
| Indoor classrooms   | 39     | 9.7 %   |
| Computer lab  | 88     | 21.8 %  |
| Indoor track  | 137    | 34.0 %  |
| Other   | 18     | 4.5 %   |
| None chosen   | 53     | 13.2 %  |
| Total   | 2373   |         |

**Q23. Do you agree with the following statement? "I have access to and can participate in opportunities to connect as an inclusive community and engage with others in a place where I feel safe, welcome and respected."**

Q23. I have access to & can participate in opportunities to connect as an inclusive community & engage with others in a place where I feel safe, welcome & respected

|            | Number | Percent |
|------------|--------|---------|
| Yes        | 198    | 49.1 %  |
| No         | 61     | 15.1 %  |
| Don't know | 144    | 35.7 %  |
| Total      | 403    | 100.0 % |

**(WITHOUT "DON'T KNOW")****Q23. Do you agree with the following statement? "I have access to and can participate in opportunities to connect as an inclusive community and engage with others in a place where I feel safe, welcome and respected." (without "don't know")**

Q23. I have access to & can participate in opportunities to connect as an inclusive community & engage with others in a place where I feel safe, welcome & respected

|       | Number | Percent |
|-------|--------|---------|
| Yes   | 198    | 76.4 %  |
| No    | 61     | 23.6 %  |
| Total | 259    | 100.0 % |

**Q24. How long have you been a resident of Grand Blanc Township?**

| Q24. How long have you been a resident of Grand<br>Blanc Township | Number | Percent |
|---|--------|---------|
| 0-5   | 66     | 16.4 %  |
| 6-10  | 69     | 17.1 %  |
| 11-15   | 44     | 10.9 %  |
| 16-20   | 38     | 9.4 %   |
| 21-30   | 77     | 19.1 %  |
| 31+   | 100    | 24.8 %  |
| Not provided  | 9      | 2.2 %   |
| Total   | 403    | 100.0 % |

**(WITHOUT "NOT PROVIDED")****Q24. How long have you been a resident of Grand Blanc Township? (without "not provided")**

| Q24. How long have you been a resident of Grand<br>Blanc Township | Number | Percent |
|---|--------|---------|
| 0-5   | 66     | 16.8 %  |
| 6-10  | 69     | 17.5 %  |
| 11-15   | 44     | 11.2 %  |
| 16-20   | 38     | 9.6 %   |
| 21-30   | 77     | 19.5 %  |
| 31+   | 100    | 25.4 %  |
| Total   | 394    | 100.0 % |

**Q26. Which of the following best describes your household?**

| Q26. Which following best describes your<br>household | Number | Percent |
|---|--------|---------|
| Own-single family home                                | 312    | 77.4 %  |
| Own-multifamily unit (condo, apartment, duplex)       | 31     | 7.7 %   |
| Rent or lease-single family home                      | 32     | 7.9 %   |
| Rent-multifamily unit (condo, apartment, duplex)      | 23     | 5.7 %   |
| Not provided  | 5      | 1.2 %   |
| Total   | 403    | 100.0 % |

**(WITHOUT "NOT PROVIDED")****Q26. Which of the following best describes your household? (without "not provided")**

| Q26. Which following best describes your<br>household | Number | Percent |
|---|--------|---------|
| Own-single family home                                | 312    | 78.4 %  |
| Own-multifamily unit (condo, apartment, duplex)       | 31     | 7.8 %   |
| Rent or lease-single family home                      | 32     | 8.0 %   |
| Rent-multifamily unit (condo, apartment, duplex)      | 23     | 5.8 %   |
| Total   | 398    | 100.0 % |

**Q27. What is your age?**

| Q27. Your age | Number | Percent |
|---------------|--------|---------|
| 18-34         | 73     | 18.1 %  |
| 35-44         | 75     | 18.6 %  |
| 45-54         | 79     | 19.6 %  |
| 55-64         | 83     | 20.6 %  |
| 65+           | 81     | 20.1 %  |
| Not provided  | 12     | 3.0 %   |
| Total         | 403    | 100.0 % |

**(WITHOUT "NOT PROVIDED")****Q27. What is your age? (without "not provided")**

| Q27. Your age | Number | Percent |
|---------------|--------|---------|
| 18-34         | 73     | 18.7 %  |
| 35-44         | 75     | 19.2 %  |
| 45-54         | 79     | 20.2 %  |
| 55-64         | 83     | 21.2 %  |
| 65+           | 81     | 20.7 %  |
| Total         | 391    | 100.0 % |

**Q28. Including yourself, how many people in your household are...**

|             | Mean | Sum |
|-------------|------|-----|
| number      | 2.4  | 941 |
| Under age 5 | 0.1  | 20  |
| Ages 5-9    | 0.1  | 30  |
| Ages 10-14  | 0.1  | 55  |
| Ages 15-19  | 0.2  | 63  |
| Ages 20-24  | 0.2  | 62  |
| Ages 25-34  | 0.3  | 127 |
| Ages 35-44  | 0.3  | 112 |
| Ages 45-54  | 0.3  | 135 |
| Ages 55-64  | 0.4  | 167 |
| Ages 65-74  | 0.3  | 100 |
| Ages 75+    | 0.2  | 70  |

**Q29. Would you say your total annual household income is?**

| Q29. Your total annual household income | Number | Percent |
|---|--------|---------|
| Under \$30K                             | 42     | 10.4 %  |
| \$30K to \$59,999                       | 65     | 16.1 %  |
| \$60K to \$99,999                       | 96     | 23.8 %  |
| \$100K to \$149,999                     | 77     | 19.1 %  |
| \$150K to \$199,999                     | 44     | 10.9 %  |
| \$200K+                                 | 26     | 6.5 %   |
| Not provided                            | 53     | 13.2 %  |
| Total                                   | 403    | 100.0 % |

**(WITHOUT "NOT PROVIDED")****Q29. Would you say your total annual household income is? (without "not provided")**

| Q29. Your total annual household income | Number | Percent |
|---|--------|---------|
| Under \$30K                             | 42     | 12.0 %  |
| \$30K to \$59,999                       | 65     | 18.6 %  |
| \$60K to \$99,999                       | 96     | 27.4 %  |
| \$100K to \$149,999                     | 77     | 22.0 %  |
| \$150K to \$199,999                     | 44     | 12.6 %  |
| \$200K+                                 | 26     | 7.4 %   |
| Total                                   | 350    | 100.0 % |

**Q30. Which of the following best describes your race/ethnicity?**

| Q30. Your race/ethnicity                  | Number | Percent |
|---|--------|---------|
| Asian or Asian Indian                     | 17     | 4.2 %   |
| Black or African American                 | 41     | 10.2 %  |
| American Indian or Alaska Native          | 2      | 0.5 %   |
| White or Caucasian                        | 319    | 79.2 %  |
| Native Hawaiian or other Pacific Islander | 1      | 0.2 %   |
| Hispanic, Spanish, or Latino/a/x          | 12     | 3.0 %   |
| Other                                     | 3      | 0.7 %   |
| Total                                     | 395    |         |

**Q30-7. Self-describe your race/ethnicity:**

| Q30-7. Self-describe your race/ethnicity | Number | Percent |
|--|--------|---------|
| Multiple races                           | 1      | 33.3 %  |
| Northern European                        | 1      | 33.3 %  |
| Mixed                                    | 1      | 33.3 %  |
| Total                                    | 3      | 100.0 % |

**Q31. What is your gender?**

| Q31. Your gender         | Number | Percent |
|--------------------------|--------|---------|
| Male (self-identified)   | 196    | 48.6 %  |
| Female (self-identified) | 201    | 49.9 %  |
| Not provided             | 6      | 1.5 %   |
| Total                    | 403    | 100.0 % |

**(WITHOUT "NOT PROVIDED")****Q31. What is your gender? (without "not provided")**

| <u>Q31. Your gender</u>  | <u>Number</u> | <u>Percent</u> |
|--------------------------|---------------|----------------|
| Male (self-identified)   | 196           | 49.4 %         |
| Female (self-identified) | 201           | 50.6 %         |
| Total                    | 397           | 100.0 %        |



# Open-Ended Responses



### Open-Ended Question Responses

**Q4—“Other”: Item that should receive the MOST EMPHASIS from Township Leaders over the next two years.**

- Anything besides the other things listed
- Attract new businesses.
- Attracting a premium grocery store, like Papa Joe's, Whole Foods, Plum Market, etc.
- Create better shopping options in Grand Blanc such as a Target or Old Navy. I go to Fenton to do all my shopping.
- Decrease taxes. My taxes literally doubled when I moved from Livingston County. Had I known, I would have stayed there.
- Fix roads in sub-divisions
- Fix the roads.
- Fix the roads.
- fruit/vegetable markets and restaurants.
- funding to subdivisions to improve drainage and roads
- Grocery store and shopping
- Improve roads in subdivisions without passing the burden onto the homeowner. Our taxes are high enough.
- Improve the towns appearance.
- Improve towns appearance
- increase transitional living for seniors
- It seems to me the Police mainly focus on traffic laws which they believe Trump Constitutional rights. I see multiple Police vehicles on single cars that have been pulled over. Those are wasted resources and I understand that show of force might deter crimes I believe they are just economically terrorizing the general public. How about less street patrol officers and hire more Detectives to investigate more serious crimes. You are just going for the low hanging fruit while not focusing on the bigger issues.
- lower taxes
- lower taxes
- Lower taxes and never ending millage renewals.
- Lower taxes, I pay way too much for nothing.
- lower taxes
- Maintain roads and landscape around signs and on pathways.
- Maintain roadways
- Maintain/fix roads in subdivisions.

- Maintenance of subdivision streets seems to take a backseat. Example: Boland Drive in Concord Green/Hillcrest subdivisions and The entrance street of Wishing Well Subdivision are impassable most of the year. Potholes are filled over and over but the drive is still bone rattling and dangerous to car tires. Residents on those streets do not want to pay extra taxes for 10 years. Houses are being up for sale but not sold as fast as other areas in the township most likely because of the lousy streets. There has to be some way the township should take more responsibility for these streets once permission is given to create more housing in subdivisions. Norfolk Avenue and Fairview streets were repaved approximately 7 years ago. My taxes increased about \$500/ year for 10rs. And there is already evidence of weakness and deterioration of the pavement that was guaranteed for 10 yrs! Do we get a tax break if pot holes show up?
- More enforcement of codes in the neighborhoods.
- More restaurants
- More shops and restaurants
- more/better restaurants
- Non-chain restaurants
- none, reduce taxes
- Not enough information to give a response.
- Pickleball courts
- Please bring in my high quality restaurants and businesses. Look to Fenton for advice!!
- Public roads
- restaurants
- Restaurants/store selections
- Road maintenance
- roads
- Roads for subdivisions. Liberty Bell Sub: entrance and roads in terrible condition. Been here 37 years and never has there been an effort to go beyond pot hole patching. Taxes keep going up to help all other sub divisions but not ours. Either give some taxes back or put some real money into the roads.
- Shopping year-round gourmet market such as Papa Joe's, etc.
- spray mosquitoes
- Stop raising taxes.
- streets & roads
- Swimming pool
- The side streets (Hillcrest Sub) need to be completely repaved !!!
- Trader Jow
- traffic congestion

- traffic/accident prevention
- When fire hydrants are tapped for new building or road work the water was slightly yellow on & off for 3 days. Police didn't believe me about a probable gun shot in the apartment above me. I think they would have been more likely to believe me if I had been male. They brought their prejudices to work. They were young males.
- yard maintenance

**Q16—"Other": Do you agree with the following statement: "Property maintenance codes should be enforced most strictly in Grand Blanc Township"?**

- address blight
- As long as it's enforced, the same for everyone.
- Awareness of the codes and notifications if there are violations.
- Commercial
- Depends on individual situations.
- Does not seem to be an issue?
- Don't get out into residential areas - my area is self regulated.
- enforced, if not already
- flexibility to work with owners to keep them in compliance.
- I don't know my HOA covers it.
- I have HOA
- I live in an apartment.
- I personally haven't really found this to be an issue so I haven't given it much thought and am not sure how I feel.
- Keep up with littering issues
- lawn maintenance
- leave them alone.
- lots should be tidy.
- Some codes should be more lenient for properties with large lots. Example would be parking a large RV in driveway next to the large lot.
- their approach is to help property owners
- We are in an area with no issues.

**Q22—"Other": Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center?**

- Arts and craft classes
- Combine Senior Center and Community Center allowing for mingling among our various constituencies.
- dedicated senior information and classes
- Disc golf
- Dog park with shade and water.
- High quality soccer fields
- Indoor soccer turf field.
- Indoor space for softball/baseball.
- Kitchen that can be rented.
- Pickleball
- Pickleball
- police & indoor pistol range and firearms safety training class
- Pool
- Program to attract quality "sit down restaurants," i.e., seafood, steakhouse, soul food, family style etc.
- urban gardens

**Q25: "City, State": If you have lived in Grand Blanc Township for less than 10 years, where did you move from?**

- |                      |                         |                        |
|----------------------|-------------------------|------------------------|
| • Adrian, MI         | • Charlevoix, MI        | • Davison, MI          |
| • Akron, OH          | • Chesay , MI           | • Davison , MI         |
| • Altoona, IA        | • Chicago, IL           | • Dearborn , MI        |
| • Atlanta, GA        | • City Grand Blanc , MI | • Durand, MI           |
| • Bedford, MI        | • Clarkston, MI         | • Escanaba, MI         |
| • Boston, MA         | • Clarkston, MI         | • Farmington Hills, MI |
| • Buckeye, AZ        | • Clarkston, MI         | • Fenton, MI           |
| • Buffalo, NY        | • Clarkston , MI        | • Fenton, MI           |
| • Burton, MI         | • Clarkston , MI        | • Fenton, MI           |
| • Burton, MI         | • Clayton, MI           | • Fenton, MI           |
| • Burton, MI         | • Clio, MI              | • Flint, MI            |
| • Canadian Lakes, MI | • Davisburg, MI         | • Flint, MI            |
| • Canton, MI         | • Davisburg, MI         | • Flint, MI            |
| • Capac, MI          |                         |                        |

- Flint , MI
- Flint , MI
- Flint , MI
- Flint , MI
- Flint Township, MI
- Flint Township, MI
- Flint Township, MI
- Flushing, MI
- Flushing, MI
- Frankenmuth TWP, MI
- Fraser, MI
- Freeland, MI
- Goodrich, MI
- Goodrich, MI
- Goodrich, MI
- Goodrich, MI
- Goodrich, MI
- Goodrich, MI
- Goodrich , MI
- Grand Blanc, MI
- Grand Blanc City, MI
- Grand Blanc City, MI
- Green Township, MI
- Groveland Twp, MI
- Hartland, MI
- Holly, MI
- Holly, MI
- Holly , MI
- Holly , MI
- Holly Township, MI
- Howell, MI
- Kaiserslautern, Germany
- Lady Lake, FL
- Lake Orion, MI
- Lake Orion, MI
- Lansing, MI
- Lapeer, MI
- Lapeer, MI
- Lapeer, MI
- Linden, MI
- Lockport, NY
- Los Angeles, CA
- Madison Heights, MI
- Narragansett, RI
- Ortonville, MI
- Ortonville, MI
- Owosso, MI
- Port Austin , MI
- Portland, OR
- Rexburg, ID
- Royal Oak, MI
- Southbury, CT
- Swartz Creek, MI
- Swartz Creek, MI
- Swartz Creek, MI
- Swartz Creek , MI
- Tallahassee, FL
- Thibodaux, LA
- Toledo, OH
- Troy, MI
- Venice, FL
- Warren , MI
- Waterford, MI
- Waterford, MI
- Waterford, MI
- West Bloomfield, MI
- White Lake, MI
- White Lake, MI

**Q32—“Do you have any other comments or suggestions you would like to share with Grand Blanc Township about our services?”**

- A lot of the services you listed I have no knowledge of, like the senior services. I am interested in learning more. I have never used the fire services fortunately so I did not know much about that either. When my children were young, they did enjoy a lot of the parks and rec programs. Those were awesome, but so much has changed since then I don't know much about the new programs.
- A pool would be awesome. Keep Grand Blanc road open, it is closed every summer.
- Allow chickens on 1 acre and more. Please have more activities for toddlers...example swim lessons for 2 year olds.

- Allow more small business downtown. Have a local brewery. Restaurants like Union Joints.
- As mentioned above, combine senior center and community center allowing for better integration among all our constituencies.
- Better restaurants
- Bring mortgage stores and restaurants. Also more things to do. We do not need any more car dealerships, car washes or sub shops.
- CELL SERVICE IS DISMAL IN THE HILL & BELSAY RD AREA
- Change the name to South Flint, eliminate public transit drop off.
- Concerned about industrialization on Baldwin Road that will hurt long standing residential communities in the township.
- Concerned with visible decline of much of northern portion of township
- Concerns with fire department policies and procedures. Concerns with mosquito abatement program. Concerns with code enforcement policies and procedures.
- Connect the sidewalks and bike paths.
- Develop north side of town - not just the south side. Find uses for vacant buildings, i.e.: Family Video, etc.
- does the Township ever have a open house for fire/police different buildings?
- Doing great. Keep people safe and provide affordable housing, recreation, etc. Firemen, Police, and township employees, have been great.
- Downtown development – planning is needed. Look at Plymouth and Fenton. Grand Blanc has no identity.
- Downtown walking- restaurant & shopping!
- Enforce codes, like commercial truck parking at Walmart.
- Enforce Hillcrest sub to get new roads or put in oil/rock for the roads. Would like to see Christmas and holiday decorations up and hanging baskets like the ones Fenton, Michigan have.
- Enforce traffic laws
- Favorite pizza, places, and more sit down quality eating facilities
- Fix/maintain roads in subdivisions.
- Focus on economic development and bring business here. Create a downtown with business and residential areas. Enforce zoning and property maintenance issues. Hire a full-time enforcement staffer.
- Get residents to clean up the outside of their homes.
- Good parks and rec. The building inspection and codes office is very rigid. They don't think or use common sense. They solely rely on the rules and regulations, by doing that they don't have to think.

- Grand Blanc in general doesn't have great retail choices from grocery stores to stores like Target. Also, it lacks in great eating options with my chain restaurants. They should take a lesson from communities like Fenton whose planning committee is attracting younger families with more options.
- Grand Blanc seems slow (cautious?) about embracing 'new' ideas and people. I think we have the capacity to be a model community not simply in our county, but the state and beyond. We need to recognize that while affluence is nice, we also have people who struggle; it would be good to find better ways to identify and respond to those who struggle. For instance, if children/families are below a certain income level let them engage in P&R without (or reduced) fees, while maintaining confidentiality. Perhaps offer a sponsored fund to meet those needs? Work on ways to better maintain roads to keep them from becoming dilapidated! Offer more dignified public transportation opportunities (maintained walkways, open shelters, etc.) with improved scheduling. Connect non-motorized pathways and build more. Acquire the old golf courses (Perry Rd to McCandlish) for more recreation?
- Great growth in the community. Love the new industrial park off Baldwin Road and will be a great tax base in the future.
- HAVE MORE ARCHITECTS/PLANNERS/BUILDERS ON PLANNING COMMISSIONS
- High speed internet options other than Xfinity.
- I am in favor of improvements that enhance the overall lives of families in the community.
- I drive to Auburn Hills and Rochester for most of my needs. Meijer, restaurants, excellent coffee shops, clothing, etc. We need this in GB Twp.
- I emailed township on 7-15-24 regarding new energies update and did not receive a reply
- I enjoy the community
- I feel like GB is not growing and offering retail/dining. Makes us travel to other towns which are growing at a quicker pace.
- I feel the gal who sits at the desk at the police department could be a little more personable/ friendly.
- I would like to see more TWP. PD at Walmart/Sams, Hill rd. and Northern TWP areas
- I would love for the township to get the same recycling and trash containers as the city has.
- I would love parks and rec to offer kayak rentals or more well-maintained parks like they have in Ann Arbor.
- If possible I believe more effort should be put into adding sidewalks alongside roads to make it safer to pedestrians.

- I probably don't know about a lot of the services you already offer. Not sure if that is a problem on our part for not looking into it or not knowing from your end. For example years ago I remember getting mailers about all the community ed or park and rec classes. I haven't seen anything like that in years. So there may be stuff I would be interested in participating in and just don't know about them! Also, I know a lot of people complain about the choice is businesses they allow in grand Blanc. A lot of that I know is the city and not the township however. But most people don't think of grand Blanc as a destination. It's more of a good community to live and to have kids in school at. But I also feel like if locals want a night out on the town they are leaving to go to Flint and Fenton. How can we draw more people here to spend money and time. We let precious real estate options go to dumb things like mattress stores. Meanwhile Fenton has way more cool development and restaurants for example.
- I question our education system – my children being taught DEI philosophies in elementary and middle school should have been communicated. An opt-out form should be offered. That and issues with bullying in schools needs addressed. I did request an opt-out form and was told not possible by administration. Also teaching gender theory should be communicated to parents with an opt-out form.
- I try to read The View to stay informed but, sometimes construction/project information is not communicated there. Bill boards with public notice are futile. Social media posts or mailings to impacted addresses would be more effective.
- I was born and raised in Indiana but moved to Michigan for job opportunities in the nursing field. My home town was small with a population around 10,000. I may be biased since my father was a police officer for 23 years, but many residents of my home town knew the police officers by name due to presence and outreach programs. I have not had any interactions with police of Grand Blanc Twp but department appears well funded and I see many police out driving around main areas of the township. I'm not well aware of public programs available but the Facebook page appears to show regular updates on what is going on. I am also a current Army servicemember and having some sort of veteran community would be great to connect with fellow current/former servicemembers.
- I would like for us to offer similar services as Oakland and Macomb counties. We need outdoor paths/trails. We want to walk/ride bikes to downtown but paths are not available or are unsafe. We want additional shopping and restaurants in community. Encourage commercial offerings.
- I would like to see more teen related activities.
- If taxes continue to go up no one will want to stay here. Stop wasting the money. We are all strapped.
- I'm pleased with the services so far



- It was hard to answer these questions because we are not that involved in the community. Our kids go to Holly and Fenton schools, my husband works in Fenton and I work in Clarkston. So we do not spend a lot of time in Grand Blanc. As far as increasing taxes for parks, I would like to know what the current budget is and what it is being spent on. With high inflation and current raises in taxes, I don't want to keep saying yes to raising more taxes. A breakdown would be great to see where our taxes are being applied prior to answering that question. As far as communication, I am not sure how the communication works in Grand Blanc. I am on a Facebook community page. That appears to be more drama than information though. We typically go to Rust park that has a playground with a basketball court which we enjoy and feel safe. We tried the basketball parks and recs but it was not for us. We prefer a better competitive league. I was not happy that our son hurt his knee while playing and there was no available ice. If you're going to host a sport, you should be prepared for injuries. As for the police, I feel my neighborhood is safe. Like I said before we don't spend a lot of time here. I see on the Facebook page, there are many unsafe areas in Grand Blanc. It appears to happen more in the apartment complex according to Facebook.
- Ive often wondered why i need to take my grandchildren outside of gb for affordable activities-lake calis, potters orchard, bluebell beach. You need to draw families to grand blanc, not just for living but for everyday outdoor inexpensive activities. When you build something, plan on future maintenance funds-like splash pad at bicentennial park
- Live in Concorde Green. There are homes that do not keep their yards up to acceptable levels. Look at this more aggressively.
- Look to Fenton, we could be more than just average. Attract major upscale shopping and restaurants.
- Lower taxes! Temporary millages always becomes permanent. My tax burden is unacceptable! Tax rate vs time is ever increasing.
- Lower taxes, I look forward to moving so I can pay less taxes.
- Lower the taxes. Do not convert the jewel GC to a park with my money.
- Make the old "Jewel" golf course a large park! Add trolley or other full time people mover to downtown. Need connecting trails to all parks.
- Many roads are horrible
- More bike trails and complete trail from GB to Atlas
- More engagement from local leaders and communication about town policies and decisions.
- More sidewalks to connect to new ones. Still have to drive and park to walk around. Need more paved paths for walkers/bike. Example: along Cook to connect to paths to Creaky Park.

- More speed enforcement on Port Highway extension. Connect more walking trails.
- More tickets given to speeders on hill rd, east of center rd
- Mosquito abatement, offer free service. better drainage of ditches.
- Mosquitoes are bad. Roads in our subdivision are pathetic.
- Mosquitos control and grass maintenance by transformer on Port Hw. We cannot use our yards.
- Moved here to be near family, town has met and exceeded our criteria.
- Need accountability regarding all the illegal immigrants.
- Need to focus on bringing business to the township or investors to renovate or rebuild and eliminate so many abandoned buildings.
- Need to lower taxes.
- New development across from Kroger was a welcome addition. The stores are a huge disappointment. We need better quality retail/restaurant options.
- new to area.
- Nicer restaurants and nicer businesses
- No as we FEEL OUR FIRE & POLICE OFFICES ARE CLOSE and feel we will get prompt help. It would be nice to have more senior activities and transportation for those to get there if participating. I appreciate all that is done to try and assist the public.
- Not at the moment
- Not yet, still exploring.
- Our experience with Rose Pest this past summer was extremely disappointing. Since they are not local, they don't have the vested interest that a local company would. They would consistently tell me that they were 2-3 weeks behind. Since our summer season isn't that long, that was very disappointing. I would highly recommend that we look at other options. Thank you.
- Our house getting older and older, the property tax getting higher and higher. Please reduce property tax, thank you
- Our taxes are too high for what you offer. Make changes with what we already give you. The new playground is mediocre at best, barely inclusive .
- Overall, I think Grand Blanc Township is a wonderful place to live. We moved here from Flint 30 years ago and raised our daughter here. I have never had any issues that required complaint so far.
- Pave the roads and add parking/security cameras in Bicentennial Park.
- people drive too fast around here
- Person running bicentennial needs to be changed. The woman who runs the ball fields. Communication is horrible, needs to be a better system to managing the fields. You are missing out on many opportunities to host ball tournaments and make money.

- Please address the lack of sidewalks in the North end as well as Hill Rd. Also, bring back old farmer's market. The new location is not contiguous to a busy market.
- Please bring back the GBTPD vacation home watch
- Please contract with an ambulance company like almost every other city/Township in Genesee County.
- Please cover the basics. Do not want to pay taxes for anything else.
- please facilitate having Vassa Rd between McCardish & Baldwin Rd
- Please no more sub shops or pizza places. We need quality restaurants. We also need more employers offering high paying jobs in the auto industry. I have a very long commute and would love working closer to home.
- Poor communication
- Put a left turn light dedicated at Baldwin and Holly Rds; add/improve parks and rec sports for kids; a community center with a pool
- Reduce taxes
- Residents should be able to disconnect from Grand Blanc water for irrigation.
- Roads are not maintained appropriate by amount in taxes. n
- Safe bike routes
- Schools have gone down hill substantially. I appreciate the School of Choice system. Every child should have a good education. But, we need stricter rules and discipline at the schools. The teachers need more support as well.
- Side streets really need to be fixed !!!
- Sidewalk on McCandlish Rd between Holly and Saginaw
- Somewhat disappointed with Grand Blanc leadership response to an employment application I submitted back in approximately early 2005, and I received no reply! I figured Grand Blanc just wasn't interested in diversity of employment. I have three college degrees: A.S. in Environmental Eng.; B.S. in Bus. Tech.; and Masters in Admin. And I've been a Assoc. Mechanical Engineer; Safety Engineer; Quality Engineer; Personnel Administrator. While my qualifications might be more than what was required for a Code Enforcement Officer, I would have greatly satisfied with this position! While working for GM, I worked along side of our Plant Security personnel to insure plant compliance with all OSHA codes!
- Still waiting for the Meijer
- Stop raising taxes on people barely hanging on. Because I work hard does not entitle you to continue to rob me.
- Thanks for the opportunity to provide feedback!
- The assessment on my home took a significant jump up, well beyond what I could sell my house for. What are the services being received to justify such an increase?

- Super unhappy about the length of time grand blanc rd was shut down 2 years in a row. A Lot of time, gas money and aggravation going way out of my way every day especially when road closed weeks before and days after work was completed before opening back up. Also ZERO ahead notice when Heatherwoods only entrance completely closed for several hours. Unacceptable. Grand Blanc road shut down completed for over 15 min while a trailer was brought in. That trailer could have gone around just like us average Joe's had to. 15 minutes sitting in sight of your home is an aggravation (I urgently needed to use the restroom!) we don't need if not absolutely necessary and it sure didn't look necessary to me!
- The intersection at Dort Hwy and Reid Road needs a traffic light. The traffic on east Reid Road is uncontrolled during school hours.
- The lack of a cohesive central area for Grand Blanc Township. Everything is very jumbled and spread out. A lack of planning has proper zoning has contributed to this. No focus on a walkable, shoppable area. And for crying out loud, can we get with the times and allow food trucks and not chase off entrepreneurs who wish to invest in our community!?
- The pathway along the port extension needs to be extended to get to downtown Grand Blanc, and even possible to the bike paths throughout the state of Michigan.
- "The quality of Grand Blanc school's reputation has really dropped. We moved our children out of the system and hear from neighbors about fights happening everyday.
- After watching the decay of Flint going through communities north of us, we can feel it creeping into Grand Blanc. Growing up Grand Blanc was always a classy city and it seems to be degrading.
- We do like the community events, overall appearance of the town, and the walking paths. More things to-do or events to pull people downtown would be nice.
- I don't think we need a Trader Joes, which I hear people crying for. We have enough grocery stores.
- A sidewalk on Holly Rd on would be great! Then we can connect to the rest of the trail system. "
- The staff is always smiling.. They take great pride.
- The subdivision I live in needs cleaned up, as well as the creek near my home. Invasive foliage will close off the creek and wildlife depends on the water there.
- The Township is doing a good job with community programs. Keep maintaining. No more tax increases.
- This survey makes me realize how little I know about my community.
- Timing of lights on saginaw could be better. So often, one turns green to sit at the next full red.

- Township Needs to be less restrictive on building/ design standards in order to attract more business and housing development.
- Use Fenton as an example of proper commercial development.
- Very satisfied/excellent town.
- Water cost too high
- We are big fans of the Township's Supervisor Scott Bennett and appreciate his community outreach.
- We like any kind of entertainment besides movie and bowling. We need better restaurants not just pizzas and subs. When I look at the senior community classes, they are rarely in the evening and I work all day. I've seen very cool parks and other cities and states.
- We need a good cross town dedicated bike path, off road for over 50 bikes to feel safe riding to job or recreation. A performance center would be great with varied performances to serve all age groups.
- We need indoor options. Look at Midland Community center. My taxes are already too high.
- We need more mosquito bombing and neighborhoods and keep up with snow removal.
- We need more youth programs for ages 2-5! As a SAHM with kids I am constantly having to travel to other communities like Clarkston or Fenton for these programs
- We need our street repaved. Who do I contact to see that this gets done?
- We need outdoor indoor Pickleball courts with lights.
- We need pickleball courts! Even Clio just built some outdoor pickleball courts.
- We need to decent stores not discount clothing or any more dollar type stores. We need more like Costco, target, Meijers, etc..
- WHEN ASSESSING TAXES, WE HAD TAXES GO UP ON OUR EMPTY LOT THAT WERE NOT BASED ON ANY LOGICAL OR LEGAL BASIS-THE COMMITTEE IN CHARGE WAS NEITHER COMPETENT OR RESPONSIVE TO OUR POSITION IN THE MEETING WE HAD-CURRENTLY APPEALING WITH THE STATE. TAX INCREASE APPROVALS SHOULD NOT BE BASED ON A COMMITTEE WHO TOOK ONE WORKSHOP TO LEARN HOW TO ASSESS PROPERTY
- When orange cones and signs are put up due to road work, have them all collected when done. Not along the side of road with sand bags.
- Why have ordinances if they are not enforced? Noise? Dogs? Blight? Farm animals-chickens? Lawns mowed? Need a person to do the job because you currently do not have one.
- With as much as we pay in real estate taxes, it would be nice to have activities geared towards senior citizen.

- Wish the police would crack down on speeders In Tudor estates. Running stop signs constantly. It's 15 and all it's going to take is a child getting hurt. They act like it's 50 instead of 15. Even company vehicles speed and run stop signs. I've watched a flatbed tow truck not stop. That big vehicle will hurt someone.
- With high school expansion, this community needs more kid friendly business/activity and not another food business or senior living center. I feel the GB arts council could do a better job at promoting /advertising food trucks/events. No one ever knows what goes on. Nothing is ever updated on social media.
- Would be wonderful to have paved sidewalks down Saginaw Street and Baldwin Road. There are three large subdivisions east of Saginaw on Baldwin Road where we have no sidewalks to walk on.
- Would like bike trail from Dixie/S Saginaw to downtown
- Would like the snowplows to slow down in neighborhoods to stop taking out the mailboxes.
- Would like to see a light at Ried and Dort. Hwy. Also, to be informed with the correct information when things are going on with the police, instead of the F.B..
- Would love to see more dine in restaurants than sandwich shops. Something like Olive Garden. Nicer shopping.
- You are going to tax middle class out of GB. Then you will be stuck with having to lower housing costs and welcome to the next Flint.



# Survey Instrument



5371 South Saginaw Street, Grand Blanc, MI 48507  
810-424-2600 [www.twp.grand-blanc.mi.us](http://www.twp.grand-blanc.mi.us)

August 2024

Dear Grand Blanc Township Resident:

Grand Blanc Township wants your input! As a township, one of our biggest goals is to make sure our residents always feel like their township government is both open and accessible. Included in that commitment is making sure that we remain focused on the services and priorities that are most important to you.

You have been randomly selected to take part in an important survey designed to gather resident opinion and feedback on our Township programs and services. We will use your response to improve and expand existing programs and determine the future needs of residents in Grand Blanc Township.

The survey data will be compiled and analyzed by ETC Institute, which is one of the nation's leading firms in the field of local government research. They will present the results to the Township later this fall, and a final report will be available online.

#### Instructions

Please return your completed survey in the next week using the postage-paid envelope provided. **You can also fill out the survey online at [gbtsurvey.org](http://gbtsurvey.org).** Your survey responses will remain confidential.

#### Questions?

Please contact Executive Coordinator at the Grand Blanc Township at 810-424-2692 or [roberts@gbtgov.com](mailto:roberts@gbtgov.com).

Thank you in advance for your participation!

Sincerely,

Scott Bennett  
Township Supervisor

### CHARTER TOWNSHIP OF GRAND BLANC

Scott Bennett, *Supervisor*

Dave Robertson, *Clerk*   Mark Kilmer, *Treasurer*

Trustees: Joel Feick   Sarah Hugo   Jude Rariden   Paul White

Dennis Liimatta, *Superintendent*





## 2024 Grand Blanc Township Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the Township's ongoing effort to identify and respond to residents' priorities. If you have questions, please call our office at 810-424-2692.

1. **Overall Satisfaction with Township Services:** Please rate your overall satisfaction with the following major categories of services provided by the Grand Blanc Township using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| How satisfied are you with...   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|-----------|---------|--------------|-------------------|------------|
| 01. Overall quality of police services  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. Overall quality of fire services  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. Overall quality of Creasey Bicentennial Park                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. Overall quality of Parks and Rec programs and events                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. Overall maintenance of Township buildings and facilities                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. Overall enforcement of Township codes and ordinances                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. Overall quality of customer service you receive from Township employees         | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. Overall effectiveness of Township communication with the public                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. Overall quality of Township's mosquito abatement program                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. Overall quality of Township's solid waste services (trash/recycling/yard waste) | 5              | 4         | 3       | 2            | 1                 | 9          |

2. **Which THREE items from the list in Question 1 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 1.]*

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

3. **Quality of Life and Perceptions of the Township.** Please rate Grand Blanc Township on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor" with regard to each of the following.

| How would you rate Grand Blanc Township...                          | Excellent | Good | Neutral | Below Average | Poor | Don't Know |
|---|-----------|------|---------|---------------|------|------------|
| 01. As a place to live  | 5         | 4    | 3       | 2             | 1    | 9          |
| 02. As a place to raise a family                                    | 5         | 4    | 3       | 2             | 1    | 9          |
| 03. As a place to work  | 5         | 4    | 3       | 2             | 1    | 9          |
| 04. As a place where you would buy your next home                   | 5         | 4    | 3       | 2             | 1    | 9          |
| 05. As a place to retire  | 5         | 4    | 3       | 2             | 1    | 9          |
| 06. As a place to open a business                                   | 5         | 4    | 3       | 2             | 1    | 9          |
| 07. As a place to educate children                                  | 5         | 4    | 3       | 2             | 1    | 9          |
| 08. As a place where residents support each other                   | 5         | 4    | 3       | 2             | 1    | 9          |
| 09. Overall value that you receive for your Township taxes and fees | 5         | 4    | 3       | 2             | 1    | 9          |
| 10. Overall image of the Township                                   | 5         | 4    | 3       | 2             | 1    | 9          |
| 11. Overall quality of life in Grand Blanc Township                 | 5         | 4    | 3       | 2             | 1    | 9          |
| 12. Overall appearance of the Township                              | 5         | 4    | 3       | 2             | 1    | 9          |

4. Which **FOUR** items from the list below do you think should receive the **MOST EMPHASIS** from Township leaders over the next **TWO** years? *[Write in your answers using the numbers from the list below.]*

01. Increase the quality and quantity of housing options  
 02. Downtown development  
 03. Attracting more industry and related jobs  
 04. Maintain and improve non-motorized pathways  
 05. Increase the number of police  
 06. Increase Senior Services programs and offerings

07. Environmental sustainability  
 08. Increased activities for youth  
 09. Improve park and recreation facilities  
 10. Improve public transportation  
 11. Other: \_\_\_\_\_

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ 4th: \_\_\_\_\_

5. Several factors that may influence your perception of the quality of customer service you receive from Township employees are listed below. Please rate each of the following based on your experience.

| Customer Service   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. How easy the department was to contact                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. How courteously you were treated  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. Technical competence and knowledge of Township employees who assisted you | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. Overall responsiveness of Township employees to your request or concern   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. The timeliness of Township employees resolving your issue                 | 5              | 4         | 3       | 2            | 1                 | 9          |

6. **Township Communication:** Please rate your satisfaction with each of the following.

| Township Communication   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|--|----------------|-----------|---------|--------------|-------------------|------------|
| 1. The availability of information about Township programs and services    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. Township's efforts to keep you informed about local issues              | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. How open the Township is to public involvement and input from residents | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. The quality of the Township's website                                   | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. How well the Township communicates notices of public meetings           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 6. How well the Township's communications meet your needs                  | 5              | 4         | 3       | 2            | 1                 | 9          |

7. **Preferred Method of Communication.** Please indicate which forms of communication are your preferred methods. *[Write in your answers using the numbers from the list below.].*

1. Township newsletter  
 2. Direct mailers  
 3. Social media posts

4. Temporary signage  
 5. Township website  
 6. e-Notifications

7. Local newspaper  
 8. Radio

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_

8. Do you agree with the following statement? **"I am informed about the services being provided and the activities taking place in Grand Blanc Township."**

\_\_\_\_(1) Yes    \_\_\_\_ (2) No    \_\_\_\_ (9) Don't know

9. Do you agree with the following statement? **"When interacting with the Township, I receive the information I need and am treated with respect."**

\_\_\_\_(1) Yes    \_\_\_\_ (2) No    \_\_\_\_ (9) Don't know

**10. Public Safety: Please rate your satisfaction with the quality of the following.**

|     | Public Safety  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-----|--|----------------|-----------|---------|--------------|-------------------|------------|
| 01. | The visibility of police in my neighborhood                                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. | The visibility of police around the Township                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. | The Township's efforts to prevent crime                                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. | How quickly police respond to emergencies                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. | Overall competency of the Grand Blanc Township Police Department             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. | Overall treatment of citizens by the Grand Blanc Township Police Department. | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. | Responsiveness of the Police Departmentt. in enforcing local traffic laws    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. | Police Department engagement within the community                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. | Overall quality of the Grand Blanc Township Fire Department                  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. | Effectiveness of fire prevention/safety programs                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. | How quickly the Fire Department responds                                     | 5              | 4         | 3       | 2            | 1                 | 9          |

**11. Which THREE items from the list in Question 10 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 10.]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_

**12. Perceptions of Safety: On a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.**

|    | How safe do you feel...                           | Very Safe | Safe | Neutral | Unsafe | Very Unsafe | Don't Know |
|----|---|-----------|------|---------|--------|-------------|------------|
| 1. | In your neighborhood during the day               | 5         | 4    | 3       | 2      | 1           | 9          |
| 2. | In your neighborhood at night                     | 5         | 4    | 3       | 2      | 1           | 9          |
| 3. | Walking around Grand Blanc Township               | 5         | 4    | 3       | 2      | 1           | 9          |
| 4. | In Creasey Bicentennial Park                      | 5         | 4    | 3       | 2      | 1           | 9          |
| 5. | Overall feeling of safety in Grand Blanc Township | 5         | 4    | 3       | 2      | 1           | 9          |

**13. Township Public Works: Please rate your satisfaction with the quality of the following.**

|    | Township Public Works                                 | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Maintenance of Township buildings                     | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. | Snow removal on Public Subdivision Streets            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. | Quality of Township water                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. | Quality of Township Sanitary Sewer services           | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. | Responsiveness to Utility Billing questions/inquiries | 5              | 4         | 3       | 2            | 1                 | 9          |

**14. Transportation: Please rate your satisfaction with the quality of the following.**

|    | Transportation  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Ease of travel from your home to work/school          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. | Availability of public transportation                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. | Availability of non-motorized transportation pathways | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. | Availability of parking in residential areas          | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. | Availability of parking in business districts         | 5              | 4         | 3       | 2            | 1                 | 9          |

**15. Enforcement of Property Maintenance Codes: Please rate your satisfaction with each of the following.**

|    | Property Maintenance  | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|----|---|----------------|-----------|---------|--------------|-------------------|------------|
| 1. | Enforcing the cleanup of litter and debris on private property        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 2. | Enforcing the mowing and trimming of lawns on private property        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 3. | Enforcing the maintenance of residential property (exterior of homes) | 5              | 4         | 3       | 2            | 1                 | 9          |
| 4. | Enforcing the maintenance of commercial property                      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 5. | Enforcing codes designed to address public safety and nuisance issues | 5              | 4         | 3       | 2            | 1                 | 9          |

**16. Do you agree with the following statement: "*Property maintenance codes should be enforced more strictly in Grand Blanc Township.*"**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (3) Other \_\_\_\_\_

**17. Parks and Recreation: Please rate your satisfaction with the quality of the following.**

|     | Parks and Recreation   | Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Don't Know |
|-----|--|----------------|-----------|---------|--------------|-------------------|------------|
| 01. | Maintenance of Creasey Bicentennial Park                                 | 5              | 4         | 3       | 2            | 1                 | 9          |
| 02. | Number of walking and biking trails in parks                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 03. | Quality of walking and biking trails in parks                            | 5              | 4         | 3       | 2            | 1                 | 9          |
| 04. | Number of outdoor athletic facilities                                    | 5              | 4         | 3       | 2            | 1                 | 9          |
| 05. | Quality of outdoor athletic facilities at Creasey Bicentennial Park      | 5              | 4         | 3       | 2            | 1                 | 9          |
| 06. | Availability of information about Township parks and recreation programs | 5              | 4         | 3       | 2            | 1                 | 9          |
| 07. | Township's fitness programs  | 5              | 4         | 3       | 2            | 1                 | 9          |
| 08. | Township's youth and teen programs                                       | 5              | 4         | 3       | 2            | 1                 | 9          |
| 09. | Fees charged for recreation programs and services                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 10. | Perry/McGrath Historical Park and the Perry House                        | 5              | 4         | 3       | 2            | 1                 | 9          |
| 11. | Grand Blanc Senior Center program offerings                              | 5              | 4         | 3       | 2            | 1                 | 9          |
| 12. | Condition of the Grand Blanc Senior Center                               | 5              | 4         | 3       | 2            | 1                 | 9          |
| 13. | Responsiveness of Parks and Recreation staff                             | 5              | 4         | 3       | 2            | 1                 | 9          |
| 14. | Responsiveness of Senior Center staff                                    | 5              | 4         | 3       | 2            | 1                 | 9          |

**18. Which THREE items from the list in Question 17 do you think should receive the MOST EMPHASIS from Township leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 17.]**

1st: \_\_\_\_      2nd: \_\_\_\_      3rd: \_\_\_\_

**19. Would you support a Parks and Recreation Millage renewal at .25 mills? One mill is equal to 1/1,000 of a dollar. Or, more simply, for every \$1,000 in taxable value, a property owner will pay \$1 towards the Parks and Recreation Millage. For a home with a taxable value of \$100,000, the mathematical equation for .25 mills is:**

•  $(.25 \div 1,000) \times (\$100,000) = \$25$

\_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't Know

**20. Would you support a Parks and Recreation Millage increase to 1.0 mill to address deferred maintenance needs and infrastructure improvements to the parks system? (i.e. pickleball courts, splash pad, increased lighting in the park, irrigation improvements to the softball fields and soccer fields.) One mill is equal to 1/1,000 of a dollar. Or, more simply, for every \$1,000 in taxable value, a property owner will pay \$1 towards the Parks and Recreation Millage. For a home with a taxable value of \$100,000, the mathematical equation for 1.0 mills is:**

•  $(1.0 \div 1,000) \times (\$100,000) = \$100$

\_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't Know

**21. Should the Township build or renovate a building for the purposes of a community/activity center?**

\_\_\_\_(1) Yes [Answer Q21a.]      \_\_\_\_ (2) [Skip to Q22.]      \_\_\_\_ (9) Don't know

**21a. What is the maximum amount of funding the Township should invest in this project?**

\_\_\_\_(1) Up to 10 million dollars      \_\_\_\_ (3) Up to 50 million dollars  
\_\_\_\_(2) Up to 30 million dollars      \_\_\_\_ (4) Up to 70 million dollars

**22. Which EIGHT programs from the list below should receive the MOST EMPHASIS from the Township leaders at a community/activity center? [Write in your answers using the numbers from the list below.]**

- |   |   |
|---|---|
| 01. Daycare for children  | 11. A "one stop" location for social services and supportive services |
| 02. Specialized classes for people of all ages                              | 12. Theatre/Music programs  |
| 03. Outdoor recreational activities   | 13. Basketball Courts   |
| 04. Outdoor agricultural classes  | 14. Indoor playground   |
| 05. A full-sized kitchen which will be available to conduct cooking classes | 15. Indoor Pool/Aquatics Classes                                      |
| 06. Space for large performances, assemblies, and meetings                  | 16. Indoor Rental Spaces  |
| 07. Fitness center  | 17. Indoor Classrooms   |
| 08. Offices for local non-profits   | 18. Computer Lab  |
| 09. Permanent warming center  | 19. Indoor Track  |
| 10. Teen Center   | 20. Other: _____  |

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_ 5th: \_\_\_\_ 6th: \_\_\_\_ 7th: \_\_\_\_ 8th: \_\_\_\_

**23. Do you agree with the following statement: "I have access to and can participate in opportunities to connect as an inclusive community and engage with others in a place where I feel safe, welcome and respected."**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (9) Don't know

**Demographics**

**24. How long have you been a resident of Grand Blanc Township? \_\_\_\_ years**

**25. If you have lived in Grand Blanc Township for less than 10 years, from where did you move?**

City: \_\_\_\_\_ State: \_\_\_\_\_

**26. Which of the following best describes your household?**

\_\_\_\_(1) Own - Single Family Home      \_\_\_\_ (3) Rent or Lease - Single Family Home  
\_\_\_\_(2) Own - Multifamily Unit (Condo, Apartment, Duplex)      \_\_\_\_ (4) Rent - Multifamily Unit (Condo, Apartment, Duplex)

**27. What is your age? \_\_\_\_ years**

**28. Including yourself, how many people in your household are...**

|                   |                  |                  |                  |
|-------------------|------------------|------------------|------------------|
| Under age 5: ____ | Ages 15-19: ____ | Ages 35-44: ____ | Ages 65-74: ____ |
| Ages 5-9: ____    | Ages 20-24: ____ | Ages 45-54: ____ | Ages 75+: ____   |
| Ages 10-14: ____  | Ages 25-34: ____ | Ages 55-64: ____ |                  |

**29. Would you say your total annual household income is:**

\_\_\_\_(1) Under \$30,000      \_\_\_\_ (3) \$60,000 to \$99,999      \_\_\_\_ (5) \$150,000 to \$199,999  
\_\_\_\_(2) \$30,000 to \$59,999      \_\_\_\_ (4) \$100,000 to \$149,999      \_\_\_\_ (6) \$200,000 or more

**30. Which of the following best describes your race/ethnicity?**☐ (01) Asian or Asian Indian☐ (05) Native Hawaiian or other Pacific Islander☐ (02) Black or African American☐ (06) Hispanic, Spanish, or Latino/a/x☐ (03) American Indian or Alaska Native☐ (99) Other: \_\_\_\_\_☐ (04) White or Caucasian**31. Your gender:** ☐ (1) Male (self-identified) ☐ (2) Female (self-identified)**32. Do you have any other comments or suggestions you would like to share with Grand Blanc Township about our services?**


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**33. Would you be willing to participate in future surveys sponsored by Grand Blanc Township?**☐ (1) Yes [Answer Q33a.] ☐ (2) No**33a. Please provide your contact information.**

Mobile Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**This concludes the survey. Thank you for your time!**

Please return your completed survey in the enclosed return-reply envelope addressed to:  
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

