

# 2018 City of Johnston Community Survey

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## Findings Report

### Submitted to the City of Johnston, Iowa by:

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# 2018 City of Johnston Community Survey Executive Summary Report

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## Overview and Methodology

During November and December of 2018, ETC Institute administered a community survey for the City of Johnston, Iowa. The purpose of the survey was to assess satisfaction with the delivery of major City services to help set community priorities so that tax dollars are spent wisely. This was the third survey ETC Institute administered for the City of Johnston; the first survey was conducted in 2013.

**Methodology.** A six-page survey was mailed to a random sample of households in the City. The mailed survey included a postage paid return envelope, cover letter explaining the purpose of the survey and where residents could complete the online version of the survey.

Approximately ten days after the surveys were mailed, residents who received the survey were contacted by e-mail to encourage participation. The goal was the completion of 400 surveys. This goal was far exceeded, with a total of 706 households completing the survey. The results for the random sample of 706 households have a 95% level of confidence with a precision of at least +/- 3.7%.

In order to understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the resident survey based on the location of their home **(to be added)**.

**Interpretation of “Don’t Know” Responses.** The percentage of “don’t know” responses has been excluded from many of the graphs in this report to assess satisfaction with residents who had used City services and to facilitate valid comparisons with other communities in the benchmarking analysis. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been included in the tabular data in Section 4 of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

This report contains the following:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for the 2015 survey, along with comparisons to the results from the 2013 and 2015 surveys (Section 1)
- benchmarking data that shows how the results for the City of Johnston compare to residents in other communities (Section 2)
- importance-satisfaction analysis that identifies priorities for investment (Section 3)
- tabular data showing the overall results for all questions on the survey (Section 4)
- a copy of the cover letter and survey instrument (Section 5)

## Overall Perceptions of the City

Most (87%) of the residents surveyed *who had an opinion* indicated that they were satisfied with the overall quality of life in Johnston, which is significantly higher than the national average of 75%. Ninety-four percent (94%) of those surveyed *who had an opinion* indicated that they were satisfied with the overall feeling of safety in the City, which is significantly higher than the national average of 67%.

## Overall Satisfaction with City Services

Eighty-eight percent (88%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the overall quality of services provided by the City of Johnston; 9% of residents were “neutral” and only 4% were dissatisfied. The major categories of city services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the overall quality of fire and emergency medical services (96%), the overall quality of police services (94%), the maintenance of City buildings and facilities (85%), and the overall quality of City water services (84%).

## Satisfaction with Specific City Services

- **Public Safety Services.** The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents who had an opinion, were: the overall quality of local police protection (95%), the overall quality of local fire protection (94%) and the quality of emergency medical services (92%).

- **Parks.** The highest levels of satisfaction with the City's parks, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: the maintenance of City parks (89%), Terra Park (83%), the safety of trails and parks in the City (79%) and the maintenance of walking and biking trails (79%).
- **Recreation.** The highest levels of satisfaction with the City's recreation, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: accessibility to desired destinations via bike (71%), variety of program services for children (57%) and the community's youth recreation programs (55%).
- **Maintenance Services.** The highest levels of satisfaction with City maintenance services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: weekly curbside trash collection (91%), weekly curbside recycling collection (88%) and the maintenance of City buildings (88%).
- **Library Services.** Residents were generally satisfied with the overall quality of library services provided. Ninety-five percent (95%) of the residents surveyed, who had an opinion, were "very satisfied" and "satisfied" with the Johnston Public Library; 93% were satisfied with the quality of library materials, books, DVDs magazines and etc. and 92% were satisfied with the quality of library programs, story hours and book discussions.
- **City Communications.** The highest levels of satisfaction with City communications, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents who had an opinion, were: the availability of information about City programs and services (65%) and the overall quality of the City's website (59%).

## Other Findings

Some of the other major findings from the survey are listed below.

- **Use of Various City Services.**
  - Seventy-eight percent (78%) of the residents surveyed reported they had visited a Johnston park during the past year.
  - Thirty-one percent (31%) of the residents surveyed indicated that they or someone in their household had participated in a Johnston recreation program during the past year.

- Seventy-four percent (74%) of residents reported they had used a Johnston trail during the past year.
- Six percent (6%) of residents reported they had used DART services during the past two years.
- **City Growth and Economic Development.**
  - Sixty-three percent (69%) of the residents surveyed, who had an opinion, were “very satisfied” or “satisfied” with the rate of growth in Johnston; 56% were “very satisfied” or “satisfied” with the quality of residential development.
  - The two benefits of economic development that residents felt were most important were: new and existing companies opening and/or expanding in Johnston (54%) and better lifestyle amenities (40%).
  - Eighty-eight percent (88%) of the residents surveyed reported they typically go outside the Johnston city limits to shop once a week or more; 10% shop outside Johnston a few times per month; 1% shop outside Johnston a few times per year, and 1% seldom or never shop outside of Johnston city limits.
  - Seventy-two percent (72%) of the residents surveyed felt the City should put an emphasis on bringing retail to the City, while 83% felt the City should put an emphasis on bringing restaurants to the City.
  - Eighty percent (80%) of the residents surveyed would like to see casual dining in Johnston. The other types of retail and restaurant options that residents would most like to see in Johnston are: specialty shops (56%), fine dining (42%), and clothing stores (39%),
- **Communication.**
  - The primary sources that residents have used to received information about the City during the past year were: Johnston Living Magazine (79%), the City’s website (68%), their utility bill (57%), and the Des Moines Register (43%).
  - Three percent (3%) of the residents surveyed reported they had ever listened to an audio recording/stream of a City Council meeting.
  - Residents were asked to select the various types of electronic communications and social media they were using in their daily lives. The top items selected by residents were: email (90%), text messages (86%), Facebook (67%), and smart phone apps (62%).

## Trend Analysis

From 2015 to 2018, satisfaction ratings **improved in 27 of the 66 areas** that were assessed, stayed the same in 7 areas, and decreased in 32 areas. There were significant increases (5% or more) in satisfaction in 11 of these areas, and significant decreases in 10 areas. The comparisons between 2018 and 2015 are listed below:

City Service	2018	2015	Difference	Category
Quality of programs/story hours/discussions	92%	84%	8%	Library Services
Overall competence of police department employees	91%	84%	7%	Public Safety
Quality of materials/books/DVDs/magazines	93%	86%	7%	Library Services
Overall enforcement of property code violations	63%	57%	6%	Major Categories of City Services
Officers' attitudes and behaviors toward citizens	88%	82%	6%	Public Safety
Overall quality of fire & EMS	96%	90%	6%	Major Categories of City Services
Overall quality of police services	94%	88%	6%	Major Categories of City Services
Crown Point Community Center	69%	63%	6%	Parks
Overall satisfaction w/ Johnston Public Library	95%	89%	6%	Library Services
Number of City parks	76%	71%	5%	Parks
Maintenance City park restrooms and shelters	72%	67%	5%	Parks
Quality of emergency medical services	92%	88%	4%	Public Safety
How quickly police respond to emergencies	89%	85%	4%	Public Safety
Maintenance of City parks	89%	85%	4%	Parks
Low Clarkson Park	67%	63%	4%	Parks
Overall quality of local fire protection	94%	90%	4%	Public Safety
Online services offered on the City's website	59%	55%	4%	Communication
How quickly EMS respond to emergencies	91%	88%	3%	Public Safety
How quickly firefighters respond to emergencies	91%	88%	3%	Public Safety
Overall quality of local police protection	95%	92%	3%	Public Safety
Adequacy of City street lighting	71%	68%	3%	Maintenance
Accessibility to desired destinations via bike	71%	69%	2%	Recreation
The quality of the City's website	59%	57%	2%	Communication
Overall quality of City services	88%	87%	1%	Perceptions
Maintenance of walking & biking trails	79%	78%	1%	Parks
Availability of info. on City programs/services	65%	64%	1%	Communication
Mowing/trimming on City streets/public areas	82%	81%	1%	Maintenance
Overall feeling of safety in City	94%	94%	0%	Perceptions
Overall quality of City water services	84%	84%	0%	Major Categories of City Services
Quality of City parks & rec programs & facilities	75%	75%	0%	Major Categories of City Services
Overall flow of traffic in City	63%	63%	0%	Major Categories of City Services
Simpson Barn	72%	72%	0%	Parks
Weekly curbside trash collection	91%	91%	0%	Maintenance
Snow removal on City streets	84%	84%	0%	Maintenance
Overall maintenance of City buildings/facilities	85%	86%	-1%	Major Categories of City Services
Overall quality of City's sanitary sewer system	84%	85%	-1%	Major Categories of City Services
Overall quality of City streets system	69%	70%	-1%	Major Categories of City Services
Number of walking & biking trails	74%	75%	-1%	Parks
Variety of program services for senior citizens	50%	51%	-1%	Recreation
Maintenance of City buildings	88%	89%	-1%	Maintenance
Quality of customer service from City employees	78%	80%	-2%	Major Categories of City Services
Community's senior citizen recreation programs	53%	55%	-2%	Recreation
Weekly curbside yard waste collection	84%	86%	-2%	Maintenance
Maintenance of City streets	74%	76%	-2%	Maintenance
Level of public involvement in local decisions	42%	44%	-2%	Communication
How well City is planning for growth	56%	59%	-3%	Perceptions
Safety of trails and parks in the City	79%	82%	-3%	Parks
Overall image of City	82%	85%	-3%	Perceptions
Overall value received for City taxes & fees	57%	60%	-3%	Perceptions
Variety of program services for children	57%	60%	-3%	Recreation
Weekly curbside recycling collection	88%	91%	-3%	Maintenance
Maintenance of traffic signals and street signs	84%	87%	-3%	Maintenance
Availability of affordable housing for rent	38%	42%	-4%	City Growth
Effectiveness of City communication w/ the public	73%	77%	-4%	Major Categories of City Services
Variety of program services for adults	50%	54%	-4%	Recreation
Overall cleanliness of City streets	88%	92%	-4%	Maintenance
Community's adult recreation programs	52%	57%	-5%	Recreation
Overall quality of life in City	87%	92%	-5%	Perceptions
Quality of business development	41%	46%	-5%	City Growth
Rate of growth in Johnston	63%	69%	-6%	City Growth
Maintenance of sidewalks	70%	76%	-6%	Maintenance
Community's youth recreation programs	55%	63%	-8%	Recreation
Availability of affordable housing for sale	45%	53%	-8%	City Growth
Quality of City's stormwater drainage system	68%	77%	-9%	Major Categories of City Services
Diversity of residential development	47%	56%	-9%	City Growth
Quality of residential development	56%	69%	-13%	City Growth



## How Johnston Compares to Other Communities

Satisfaction ratings for Johnston **rated above the U.S. average in 39 of the 42 areas** that were assessed. Johnston rated significantly higher than the U.S. average (5% or more above) in all 39 of these areas. Listed below are the comparisons between Johnston and the U.S. average:

City Service	Johnston	U.S. Avg	Difference	Category
Overall quality of City services	88%	50%	38%	Perceptions of the City
Quality of customer service from City employees	78%	45%	33%	Major Categories of City Services
Efforts to proactively detect/deter crime	87%	54%	33%	Parks and Recreation
Mowing/trimming on City streets/public areas	82%	52%	30%	Maintenance
Overall quality of City streets system	69%	41%	28%	Major Categories of City Services
Overall cleanliness of City streets	88%	61%	27%	Maintenance
Overall feeling of safety in City	94%	67%	27%	Perceptions of the City
Maintenance of City buildings	88%	62%	26%	Maintenance
Maintenance of City streets	74%	48%	26%	Maintenance
Effectiveness of City communication w/ the public	73%	48%	25%	Major Categories of City Services
Overall quality of local police protection	95%	70%	25%	Public Safety
How quickly police respond to emergencies	89%	64%	25%	Public Safety
Snow removal on City streets	84%	59%	25%	Maintenance
Maintenance of sidewalks	70%	46%	24%	Maintenance
Maintenance of walking & biking trails	79%	59%	20%	Parks and Recreation
Availability of info. on City programs/services	65%	45%	20%	Communication
Overall quality of City water services	84%	64%	20%	Major Categories of City Services
Maintenance of City parks	89%	70%	19%	Parks and Recreation
Overall value received for City taxes & fees	57%	38%	19%	Perceptions of the City
Weekly curbside recycling collection	88%	70%	18%	Maintenance
Overall image of City	82%	64%	18%	Perceptions of the City
Overall quality of City's sanitary sewer system	84%	66%	18%	Major Categories of City Services
Weekly curbside yard waste collection	84%	67%	17%	Maintenance
Weekly curbside trash collection	91%	75%	16%	Maintenance
Adequacy of City street lighting	71%	56%	15%	Maintenance
Maintenance of traffic signals and street signs	84%	70%	14%	Maintenance
Overall quality of life in City	87%	75%	12%	Perceptions of the City
Quality of City parks & rec programs & facilities	75%	63%	12%	Major Categories of City Services
Quality of City's stormwater drainage system	68%	56%	12%	Major Categories of City Services
How quickly EMS respond to emergencies	91%	79%	12%	Public Safety
Overall flow of traffic in City	63%	52%	11%	Major Categories of City Services
Overall quality of local fire protection	94%	83%	11%	Public Safety
Quality of emergency medical services	92%	81%	11%	Public Safety
The number of City parks	76%	66%	10%	Parks and Recreation
Level of public involvement in local decisions	42%	32%	10%	Communication
How well City is planning for growth	56%	47%	9%	Perceptions of the City
How quickly firefighters respond to emergencies	91%	82%	9%	Public Safety
Overall enforcement of property code violations	63%	54%	9%	Major Categories of City Services
Maintenance City park restrooms and shelters	72%	64%	8%	Parks and Recreation
The quality of the City's website	59%	60%	-1%	Communication
Community's adult recreation programs	52%	54%	-2%	Parks and Recreation
Community's youth recreation programs	55%	61%	-6%	Parks and Recreation



## Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings.

Details regarding the methodology for the analysis are provided in the Section 3 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Overall flow of traffic in the City (IS Rating=0. 1232)
- Overall quality of City streets system (IS Rating=0. 729)

The table below shows the importance-satisfaction rating for all 13 major categories of City services that were rated.

Importance-Satisfaction Rating City of Johnston, Iowa Major City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Overall flow of traffic in City	33%	1	63%	13	0.1232	1
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of City streets system	24%	2	69%	10	0.0729	2
Overall enforcement of property code violations	19%	4	63%	12	0.0692	3
Quality of City's stormwater drainage system	16%	5	68%	11	0.0499	4
Quality of City parks & rec programs & facilities	20%	3	75%	8	0.0495	5
Overall quality of City trail system	15%	6	79%	6	0.0305	6
Effectiveness of City communication w/ the public	10%	8	73%	9	0.0257	7
Overall quality of City water services	6%	10	84%	4	0.0102	8
Overall maintenance of City buildings/facilities	4%	11	85%	3	0.0065	9
Quality of customer service from City employees	3%	13	78%	7	0.0064	10
Overall quality of police services	10%	7	94%	2	0.0057	11
Overall quality of City's sanitary sewer system	4%	12	84%	5	0.0056	12
Overall quality of fire & EMS	8%	9	96%	1	0.0030	13

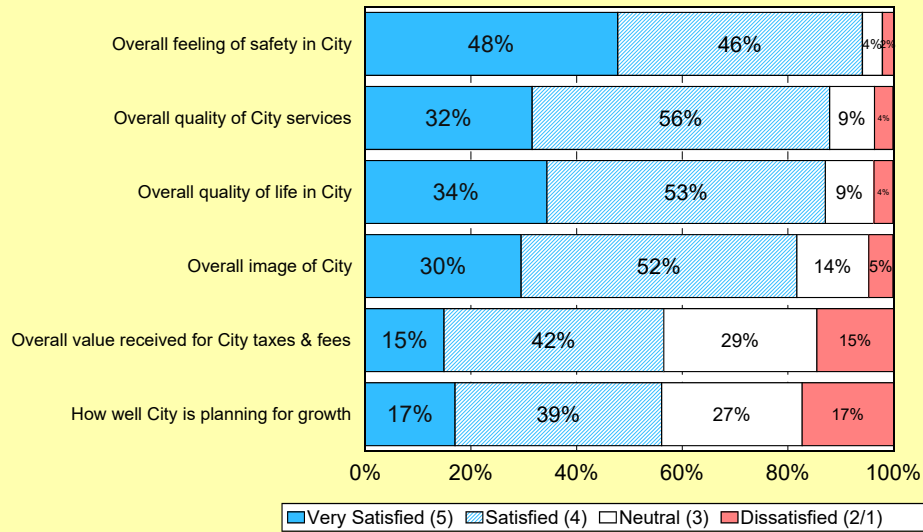
## Section 1:

# Charts and Graphs

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## Q1. Satisfaction with Items that Influence the Perception Residents Have of the City

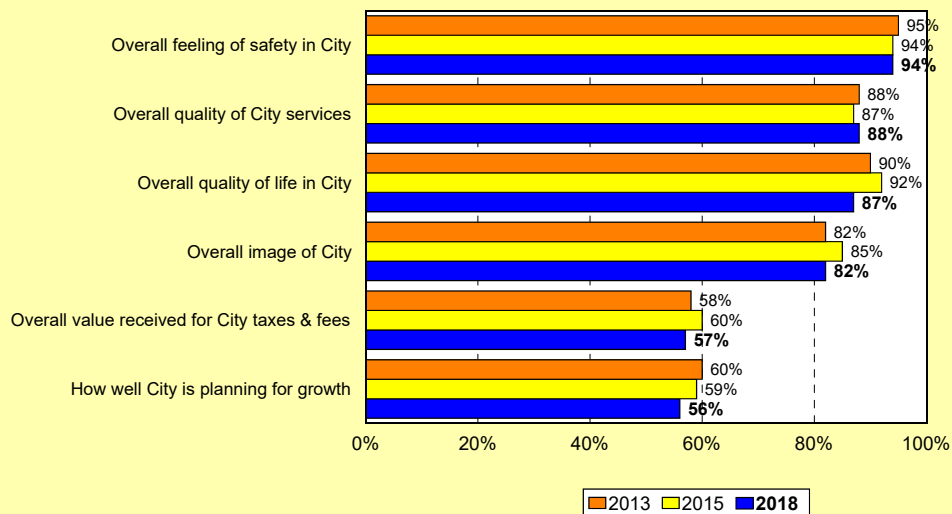
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## TRENDS: Satisfaction with Items that Influence the Perception Residents Have of the City 2013 vs. 2015 vs. 2018

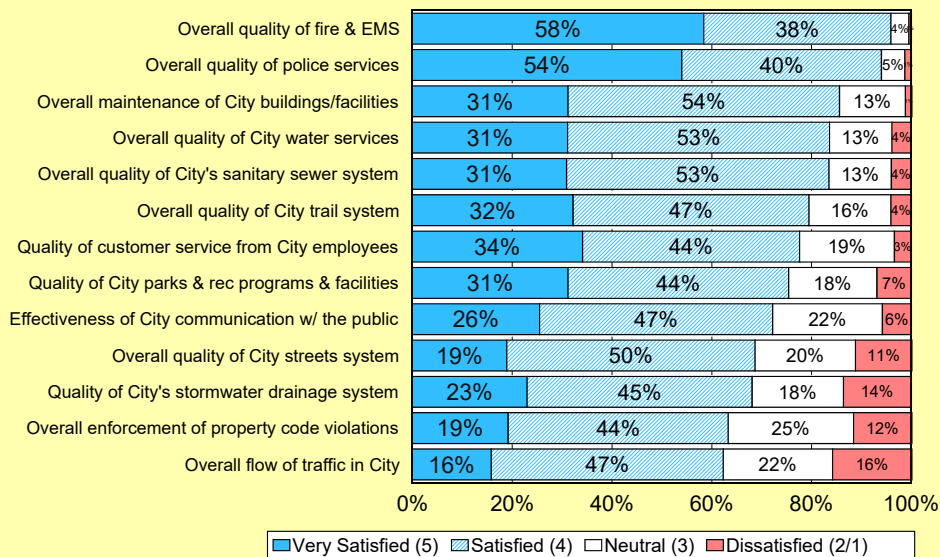
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## Q2. Overall Satisfaction with City Services by Major Category

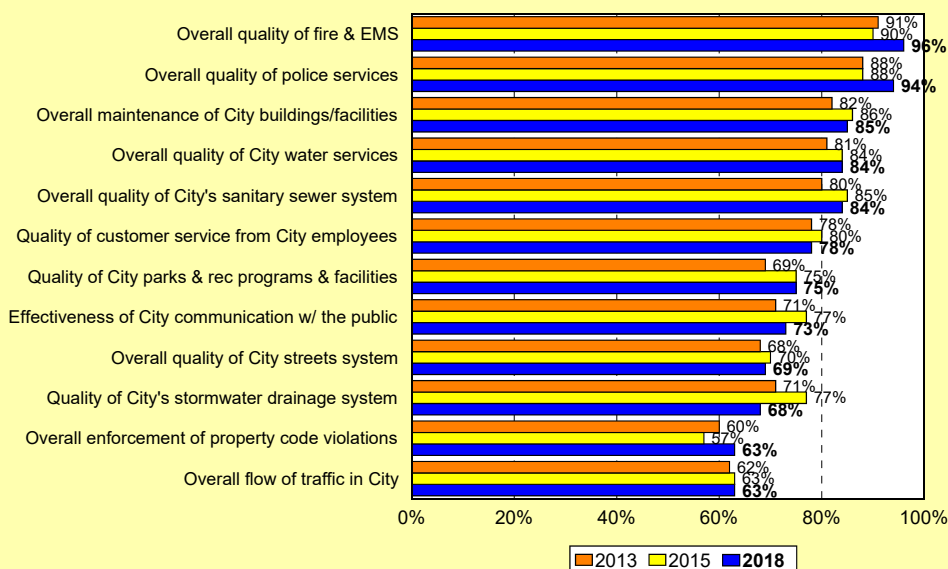
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## TRENDS: Satisfaction with City Services by Major Category 2013 vs. 2015 vs. 2018

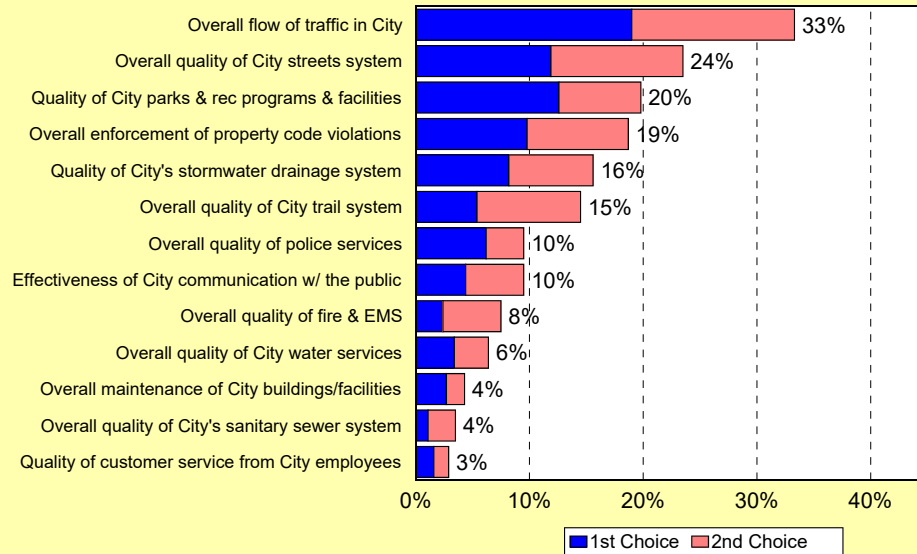
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q3. City Services that Should Receive the Most Emphasis from City Leaders Over the Next Two Years

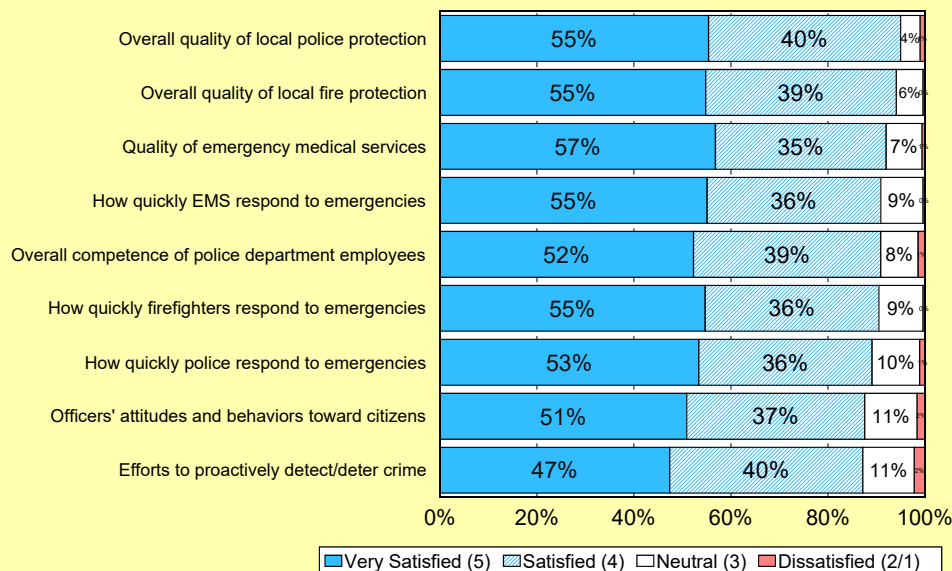
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q7. Satisfaction with Public Safety

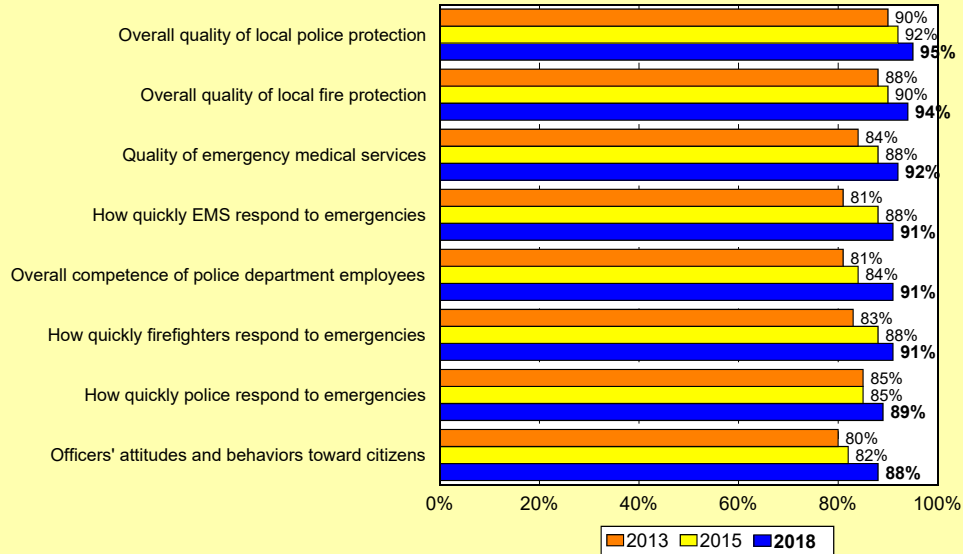
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

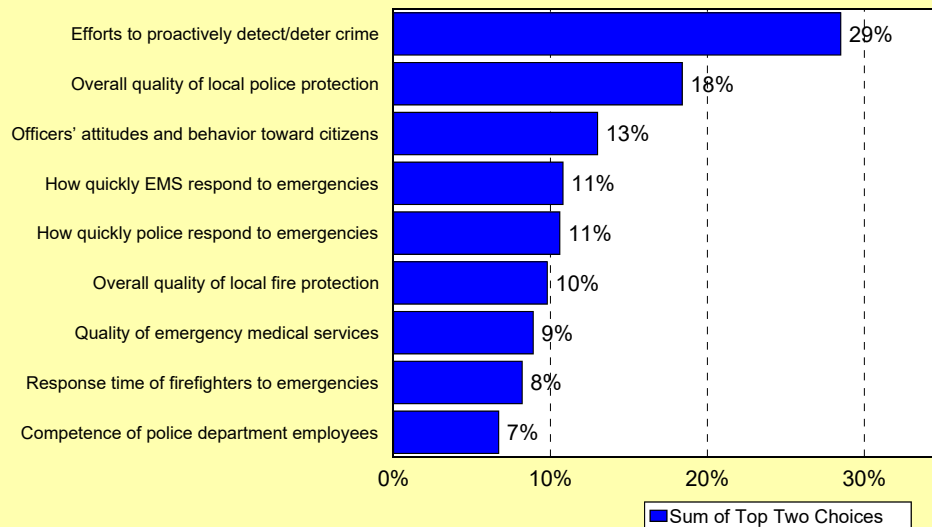
### **TRENDS: Satisfaction with Public Safety 2013 vs. 2015 vs. 2018**

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (*excluding don't knows*)



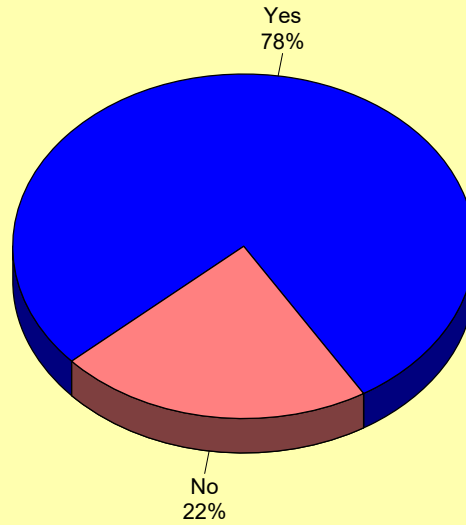
### **Q8. Public Safety Services that Should Receive the Most Emphasis from City Leaders Over the Next Two Years**

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



### Q9. Have you visited a Johnston park during the past year?

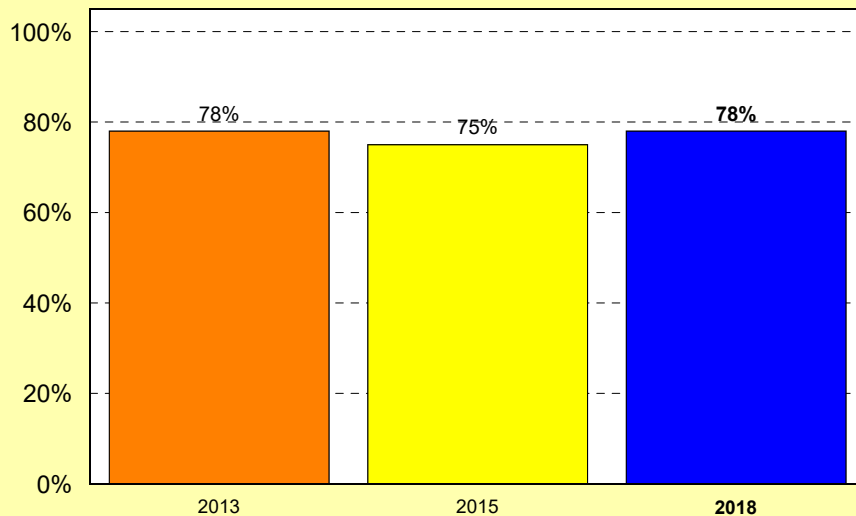
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### **TRENDS:** Have you visited a Johnston park during the past year? **2013 vs. 2015 vs. 2018**

by percentage of respondents who answered "yes"

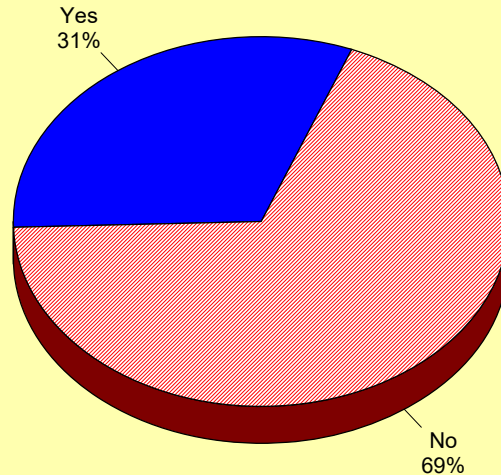


Source: ETC Institute DirectionFinder (2018 - Johnston, IA)



**Q10. Have you or a member of your family participated in a Johnston recreation program during the past year?**

by percentage of respondents

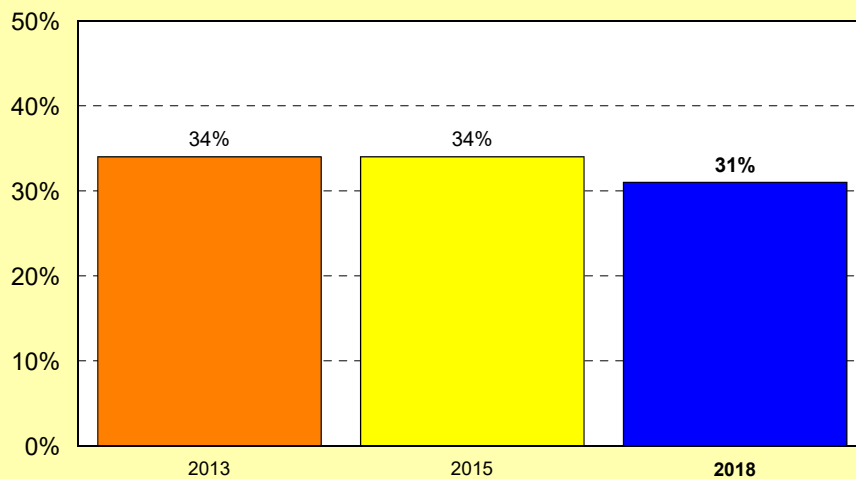


Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**TRENDS:** Have you or a member of your family participated in a Johnston recreation program during the past year?

**2013 vs. 2015 vs. 2018**

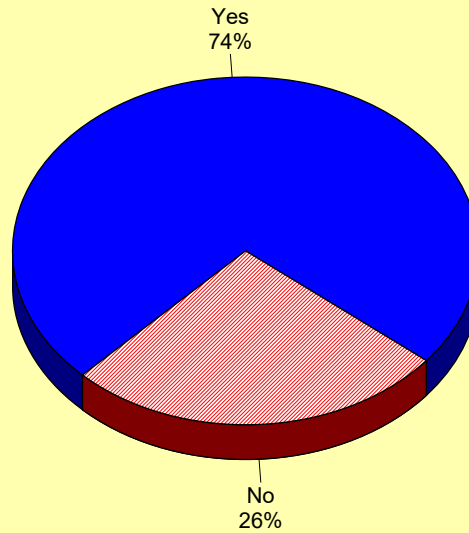
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**Q11. Have you used a Johnston trail during the past year?**

by percentage of respondents

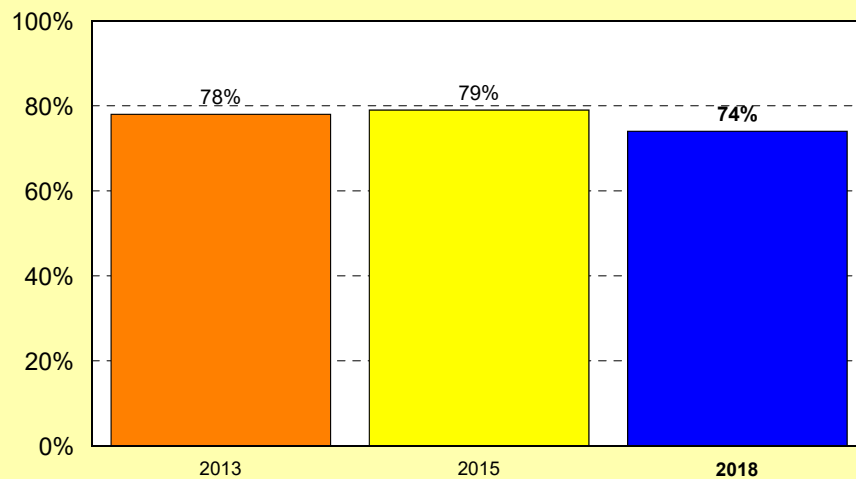


Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**TRENDS: Have you used a Johnston trail during the past year?**

**2013 vs. 2015 vs. 2018**

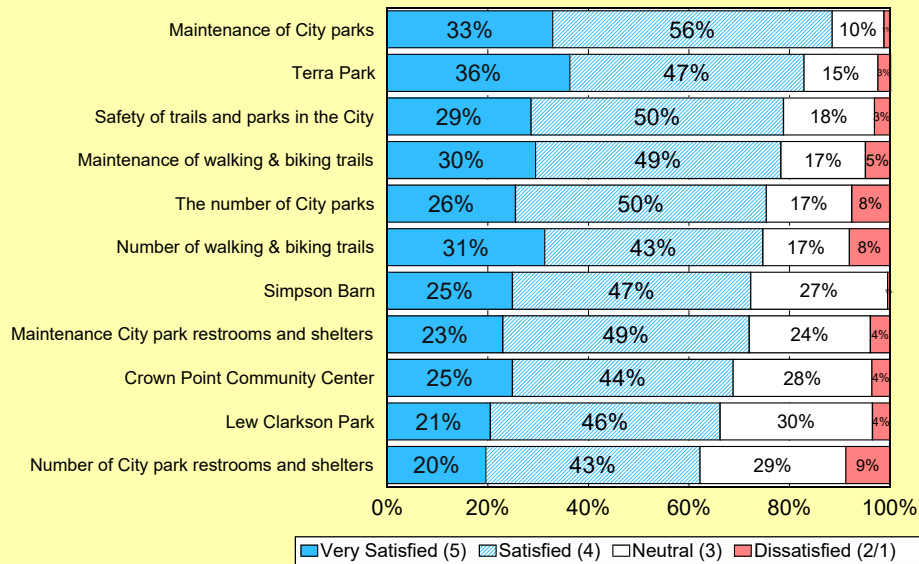
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## Q12. Satisfaction with Parks

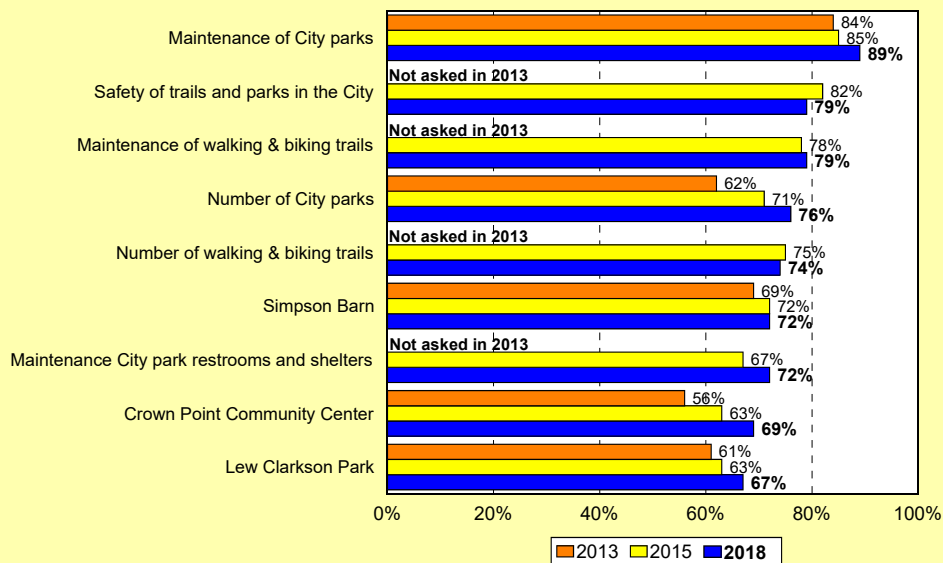
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## TRENDS: Satisfaction with Parks 2013 vs. 2015 vs. 2018

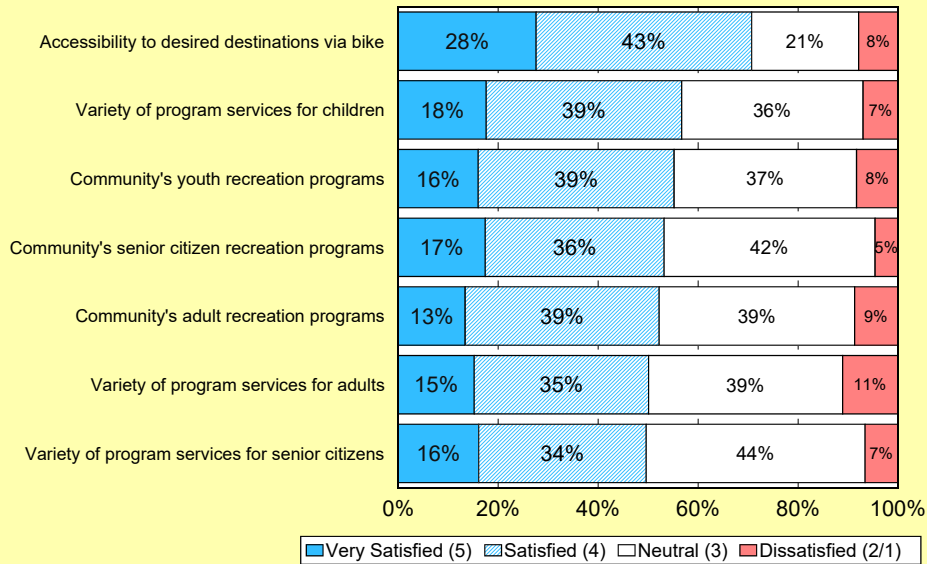
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q13. Satisfaction with Recreation

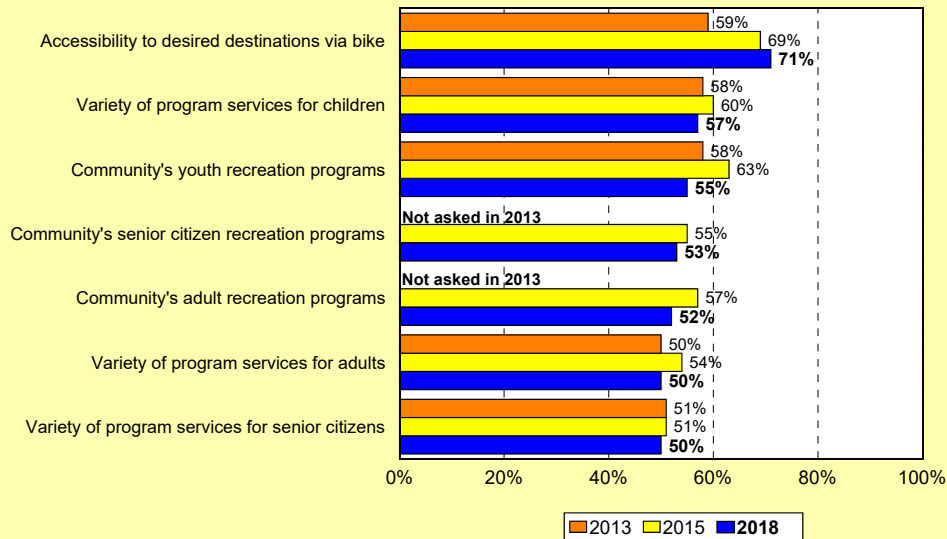
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### **TRENDS:** Satisfaction with Recreation 2013 vs. 2015 vs. 2018

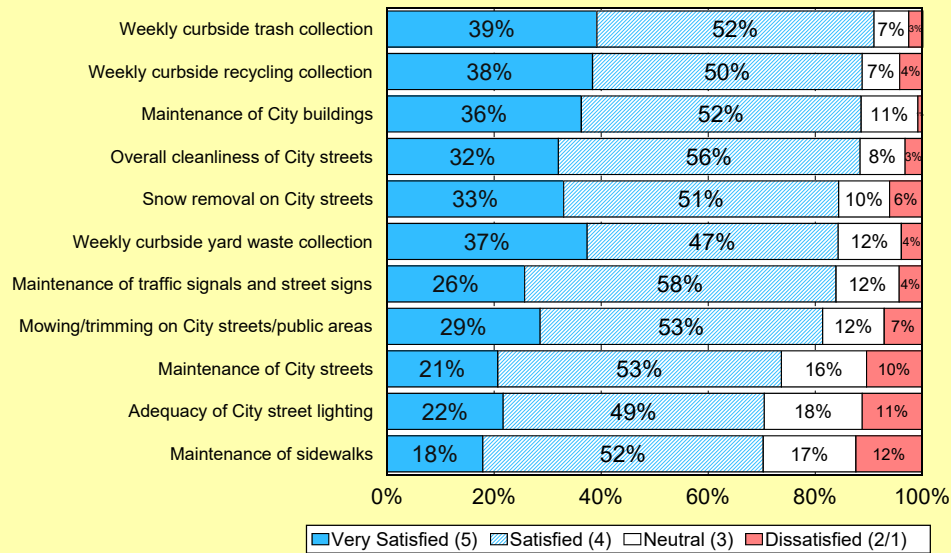
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q15. Satisfaction with City Maintenance

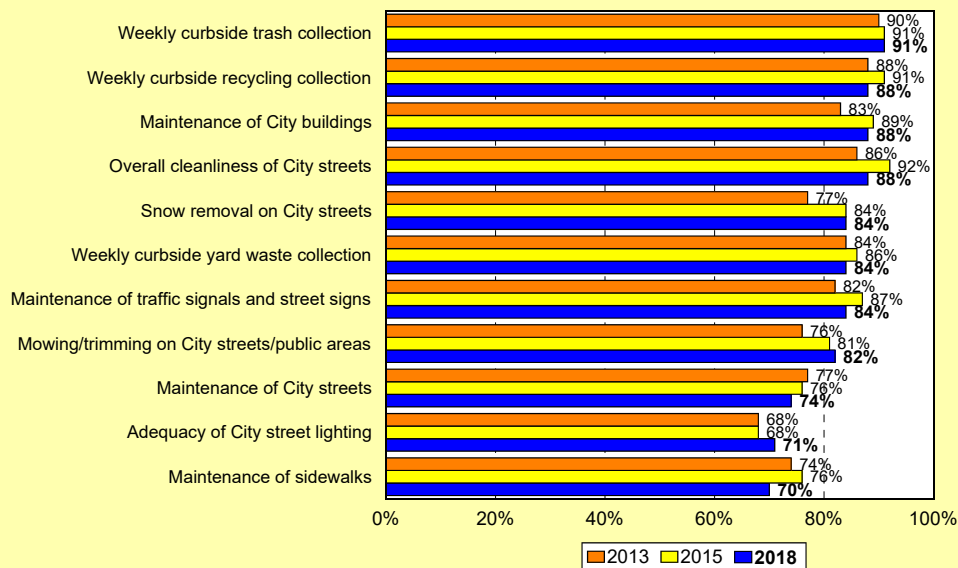
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### TRENDS: Satisfaction with City Maintenance 2013 vs. 2015 vs. 2018

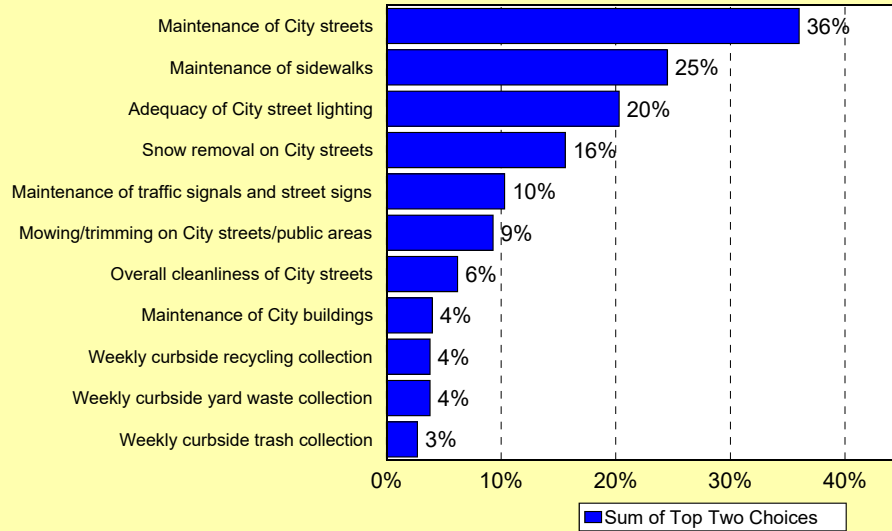
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q16. City Maintenance Services that Should Receive the Most Emphasis from City Leaders Over the Next Two Years

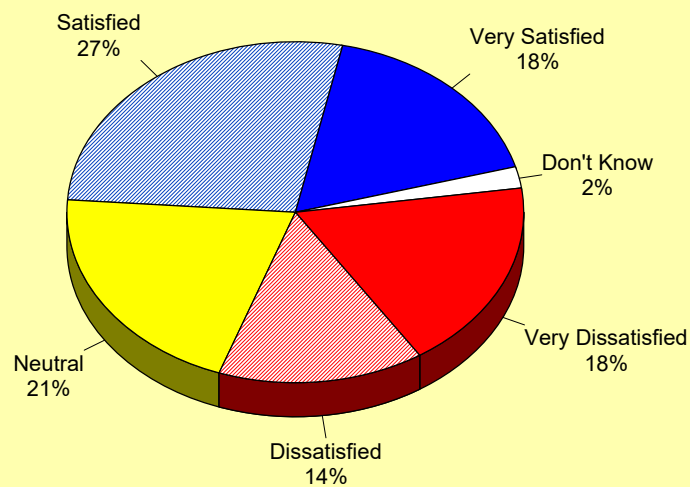
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q17. How satisfied are you with the roundabouts in the city?

by percentage of respondents

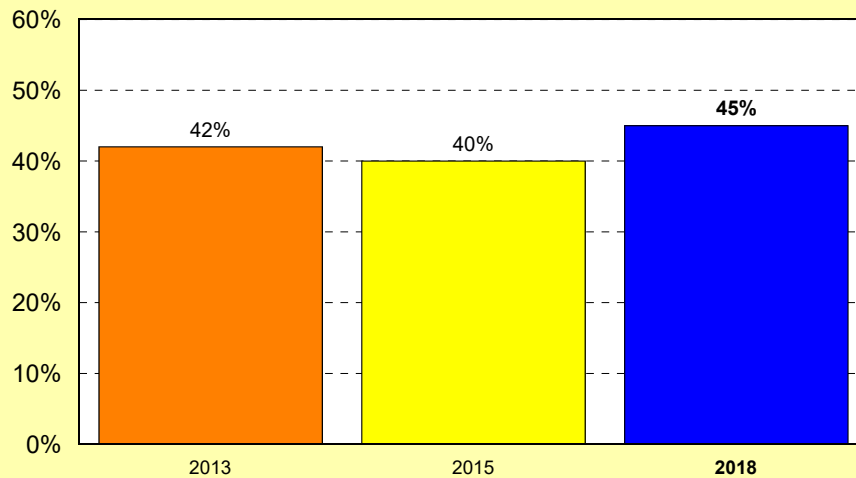


Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**TRENDS:** How satisfied are you with the roundabouts in the city?  
in the city?

**2013 vs. 2015 vs. 2018**

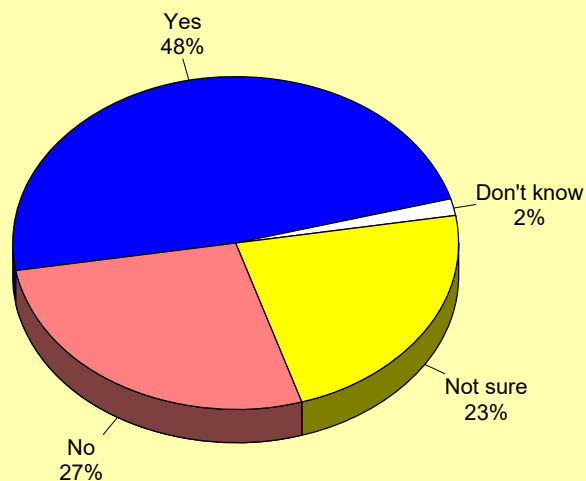
by percentage of respondents who answered "very satisfied" or "satisfied"



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**Q18. Do you feel that roundabouts are accomplishing their goal of improving safety and keeping traffic moving?**

by percentage of respondents

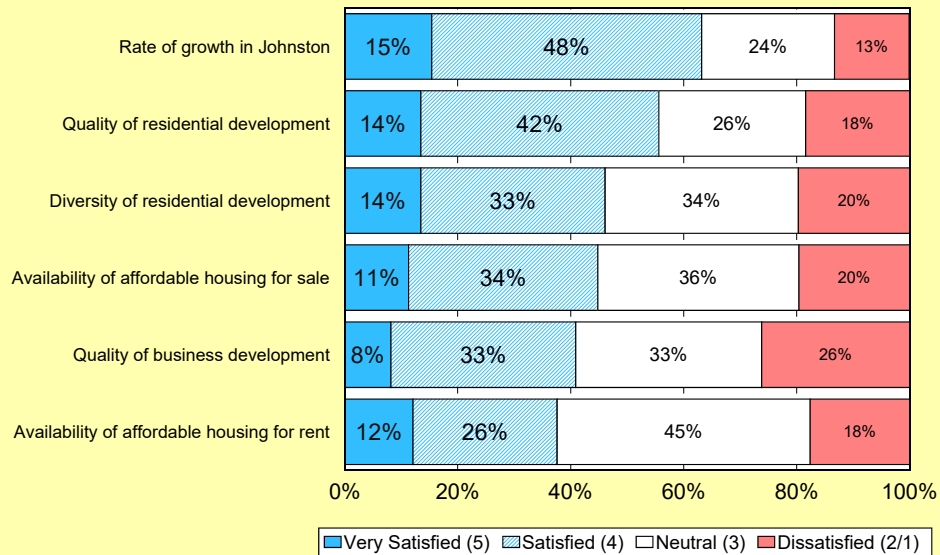


Source: ETC Institute DirectionFinder (2018 - Johnston, IA)



## Q19. Satisfaction with Various Aspects of City Growth

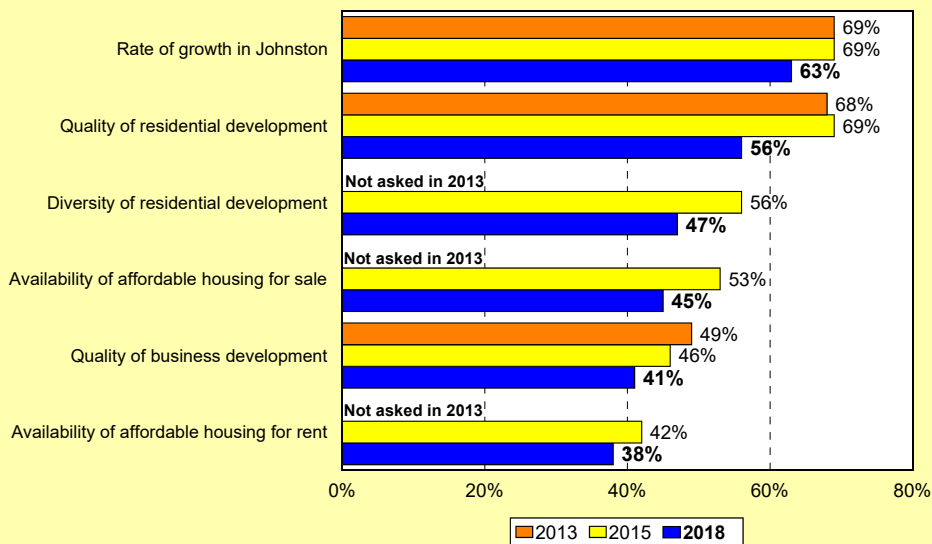
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## TRENDS: Satisfaction with City Growth 2013 vs. 2015 vs. 2018

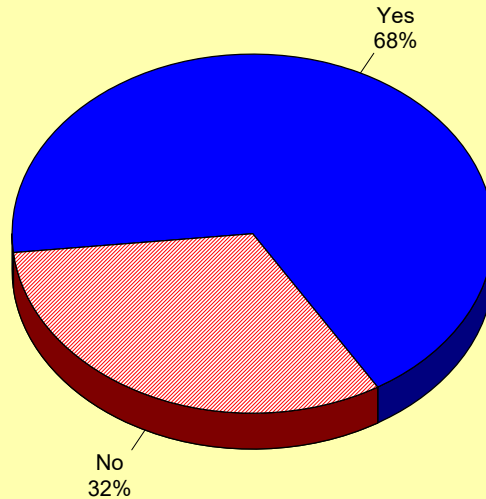
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**Q20. Have you visited the Johnston Public Library in the past year?**

by percentage of respondents

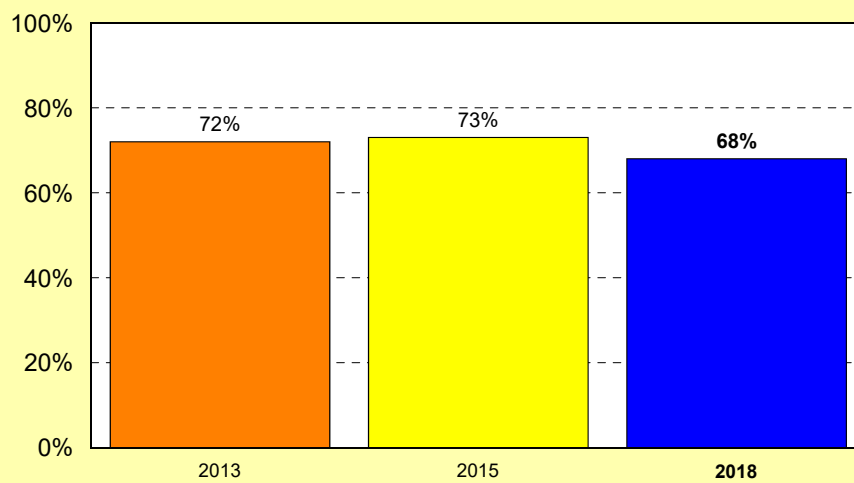


Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**TRENDS: Have you visited the Johnston Public Library in the past year?**

**2013 vs. 2015 vs. 2018**

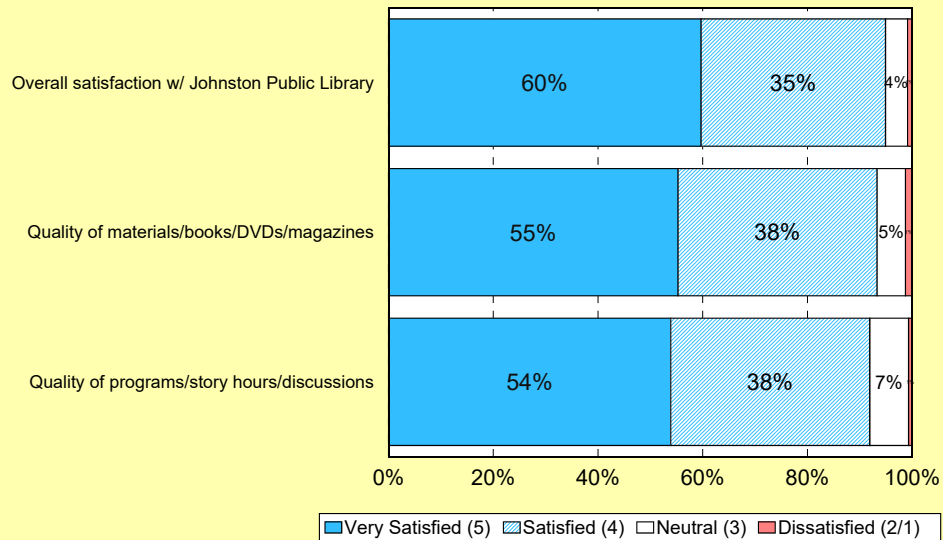
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q20a. Satisfaction with Library Services

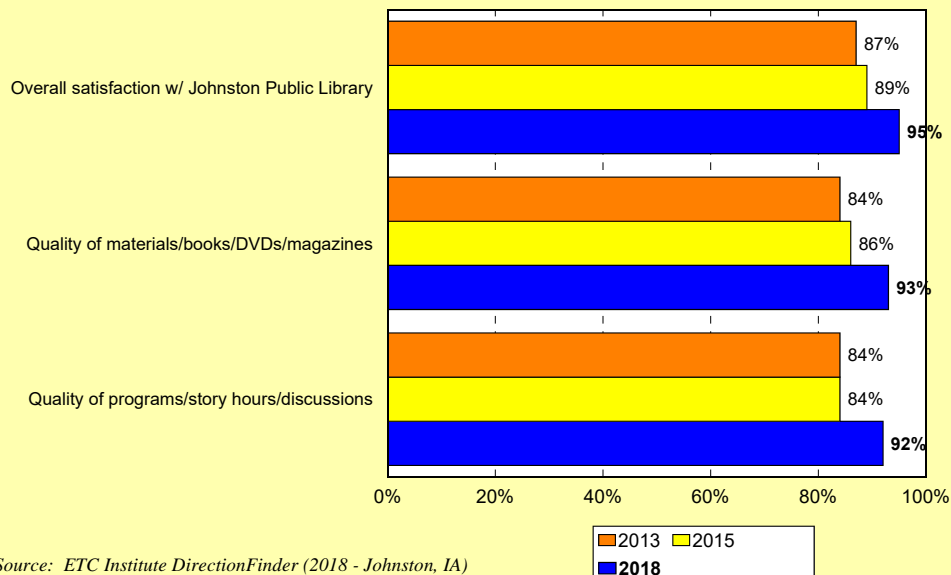
by percentage of respondents who visited the library in the past year and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### **TRENDS:** Satisfaction with Library Services 2013 vs. 2015 vs. 2018

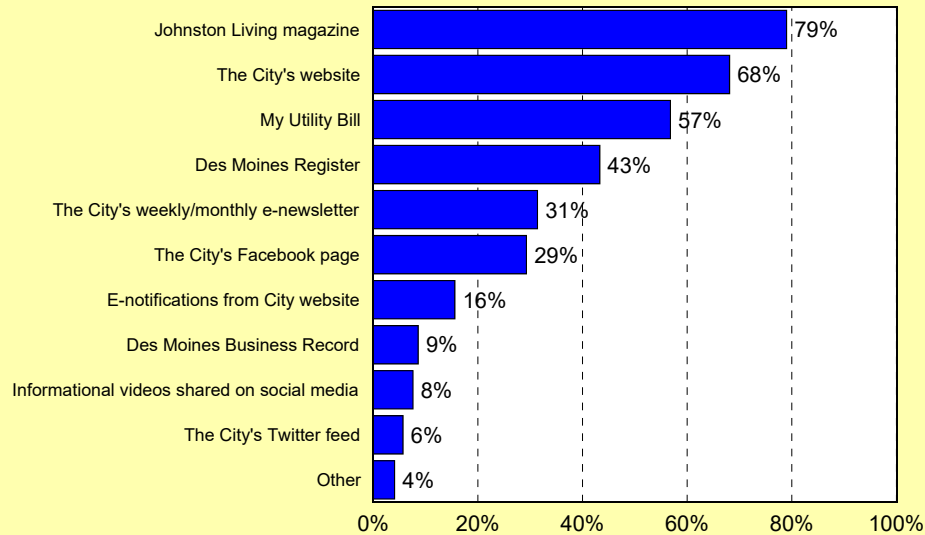
by percentage of respondents who visited the library in the past year and rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## Q21. Sources Residents Had Used to Get Information About the City During the Past Year

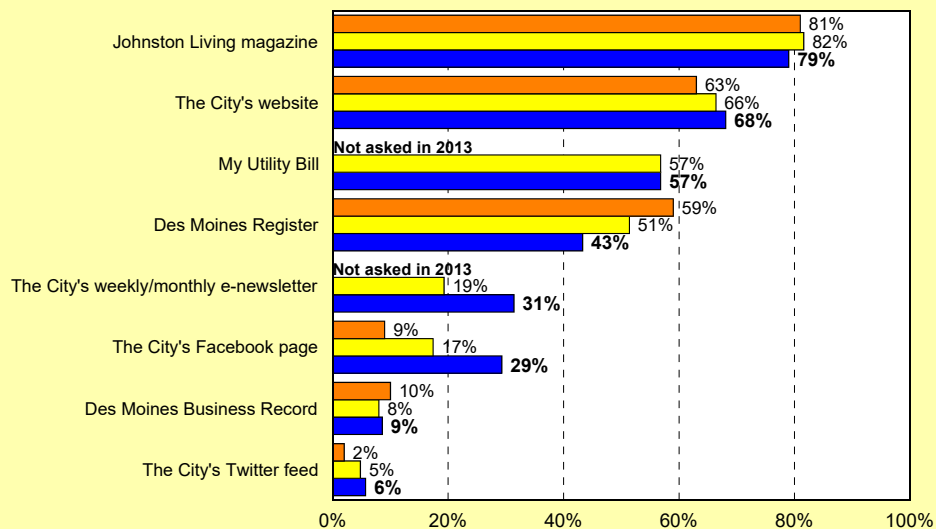
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## **TRENDS:** Sources Residents Had Used to Get Information About the City During the Past Year 2013 vs. 2015 vs. 2018

by percentage of respondents (multiple choices could be made)

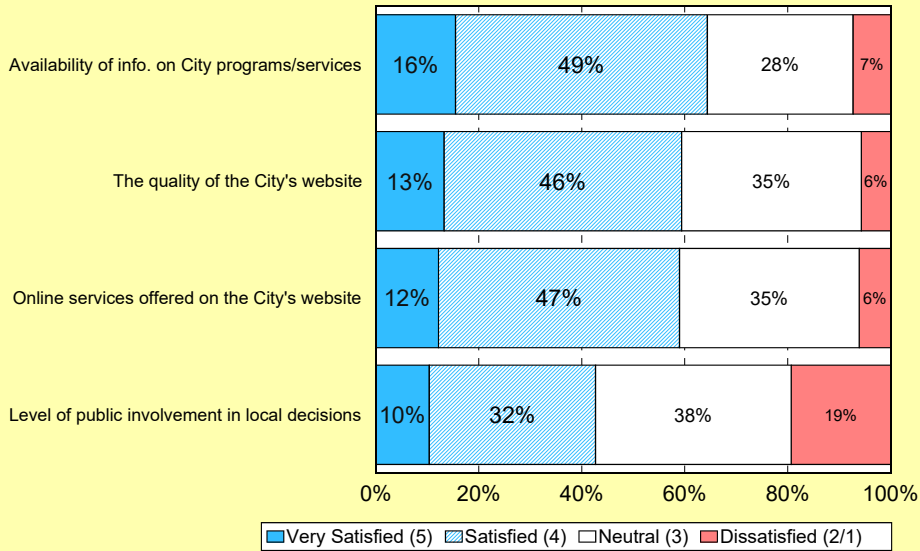


Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

2013 2015 2018

## Q22. Satisfaction with City Communications

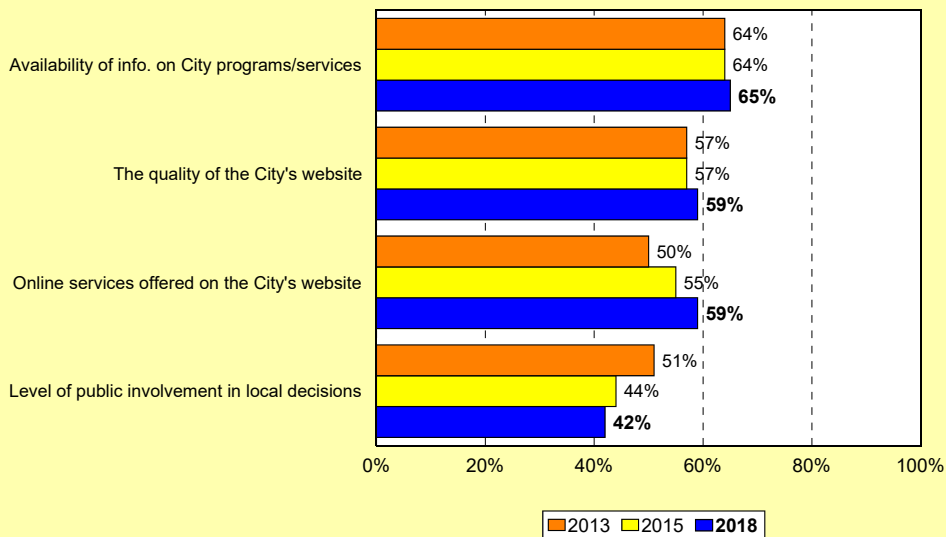
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## **TRENDS:** Satisfaction with City Communication 2013 vs. 2015 vs. 2018

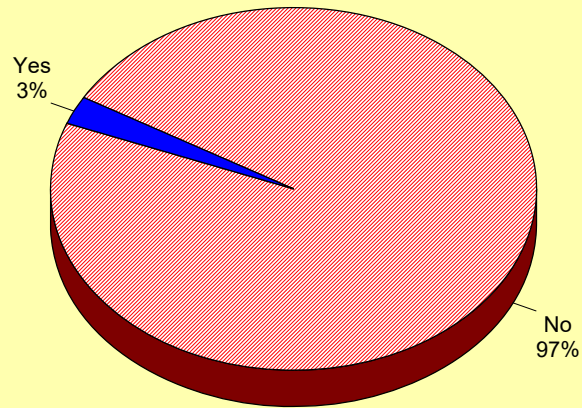
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**Q23. Have you ever listened to the audio recording/stream of a City Council meeting?**

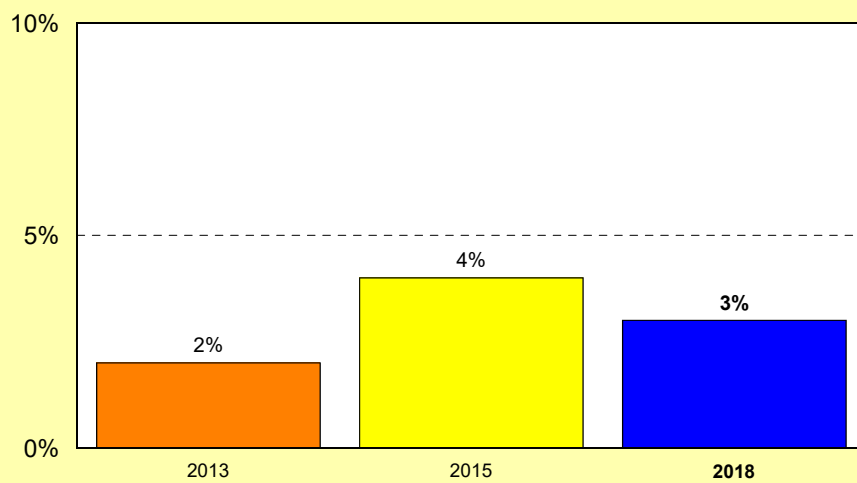
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**TRENDS: Have you ever listened to the audio recording/stream of a City Council meeting?**  
**2013 vs. 2015 vs. 2018**

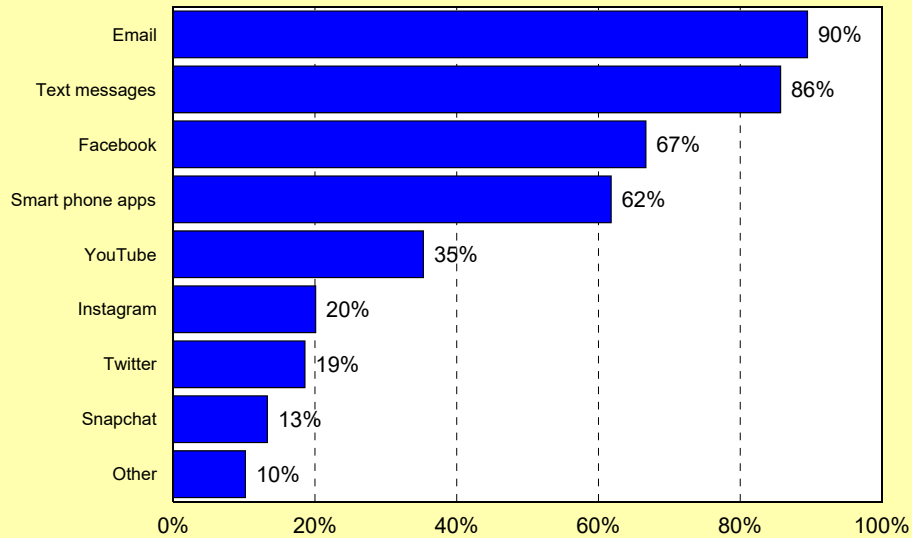
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q24. Which of the following sources of information are you currently using in daily life?

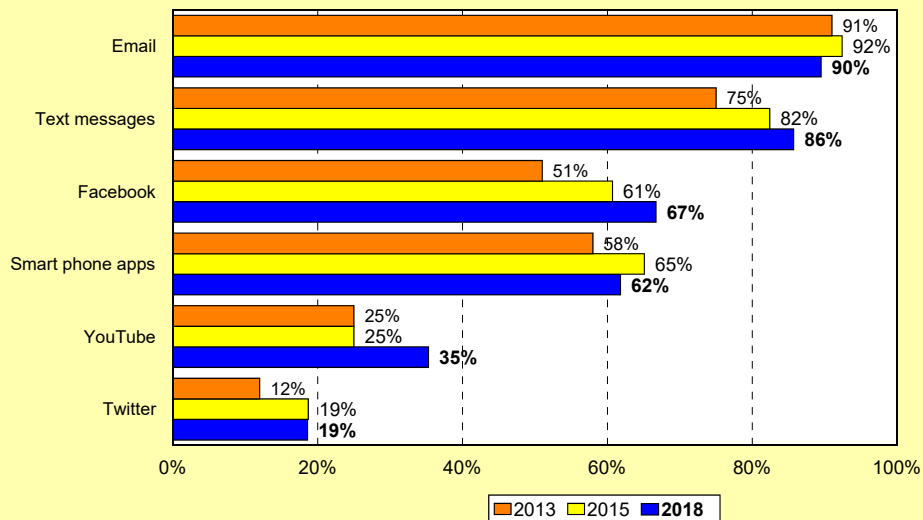
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### **TRENDS:** Which of the following sources of information are you currently using in daily life? 2013 vs. 2015 vs. 2018

by percentage of respondents (multiple choices could be made)

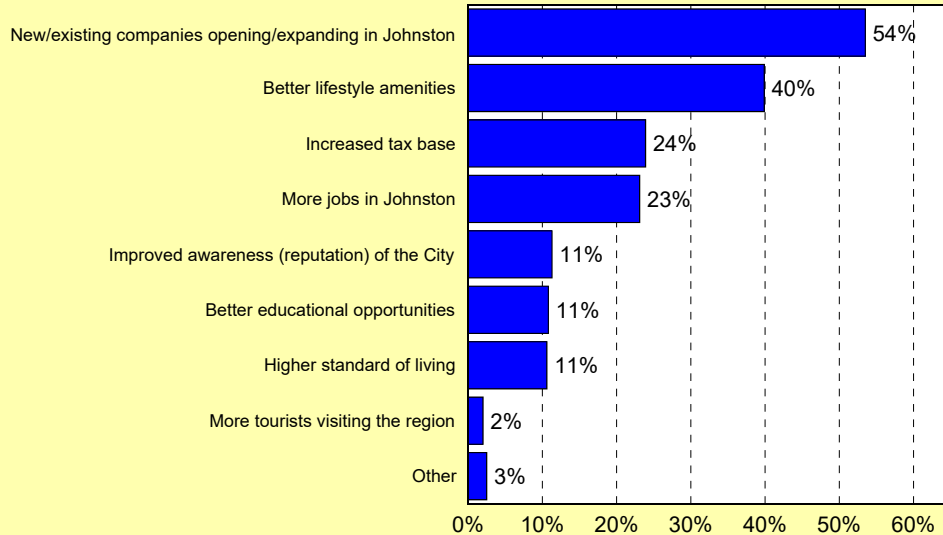


Source: ETC Institute DirectionFinder (2018 - Johnston, IA)



## Q25. Which two of the following benefits of economic development are most important to you?

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

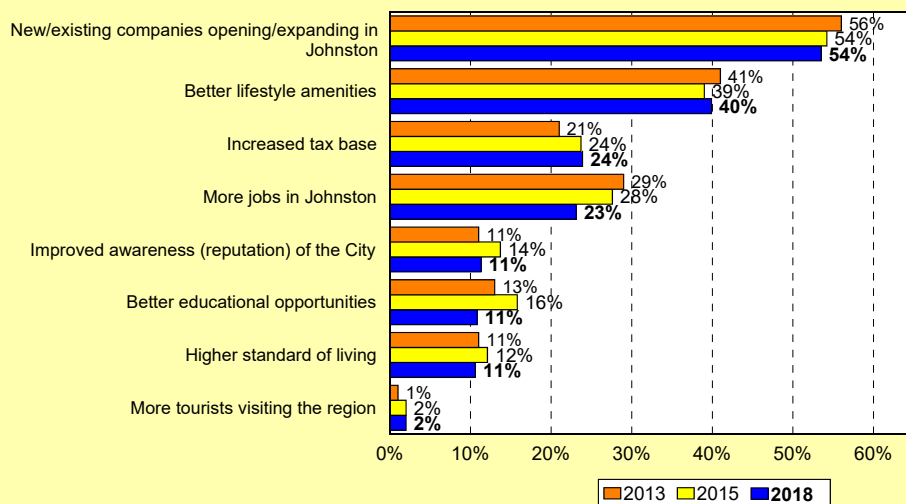


Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## **TRENDS:** Which two of the following benefits of economic development are most important to you?

### **2013 vs. 2015 vs. 2018**

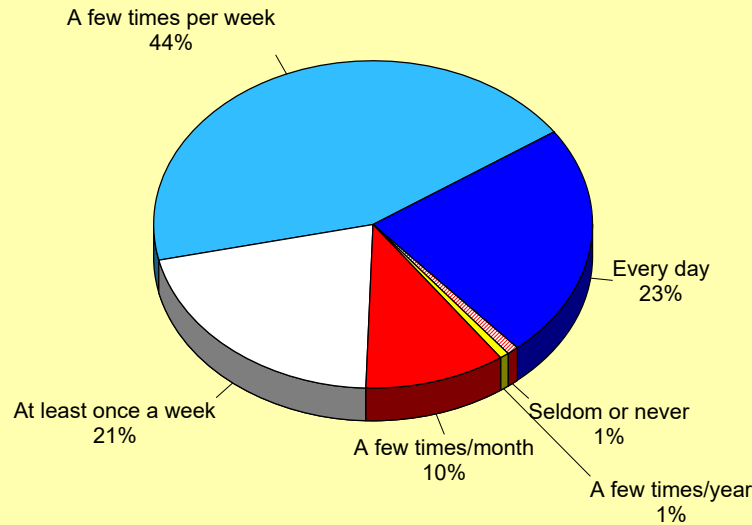
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## Q26. How often do you typically go outside Johnston city limits to shop?

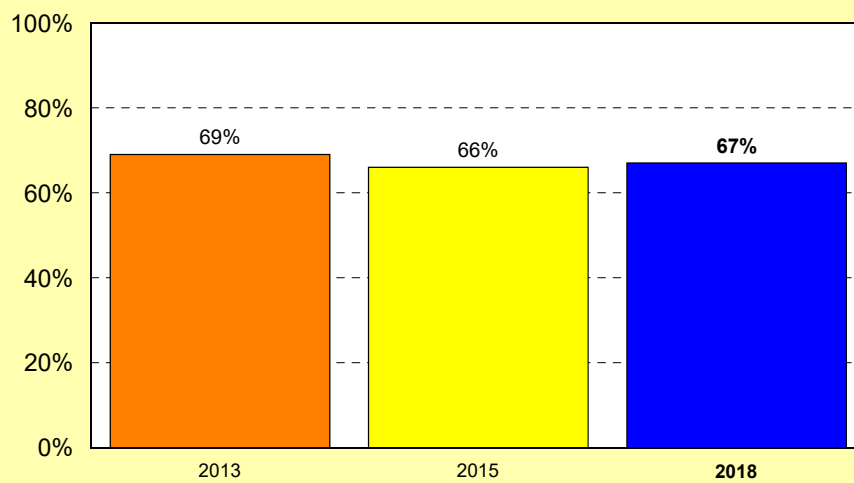
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## **TRENDS:** How often do you typically go outside Johnston city limits to shop? 2013 vs. 2015 vs. 2018

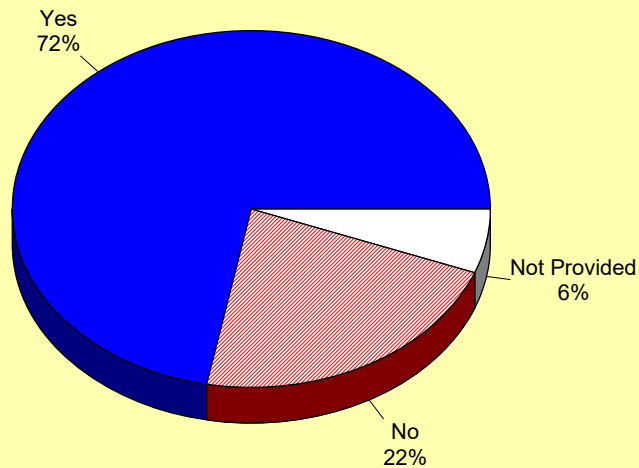
by percentage of respondents who shopped outside the Johnston city limits at least a few times per week (excluding "not provided")



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**Q27. Should the City put an emphasis on bringing retail to the City?**

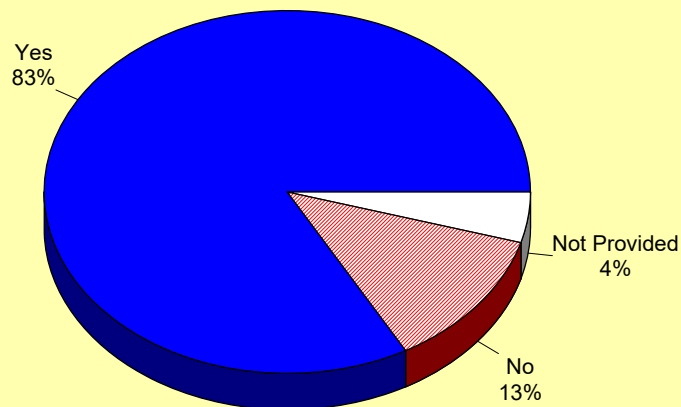
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**Q28. Should the City put an emphasis on bringing restaurants to the City?**

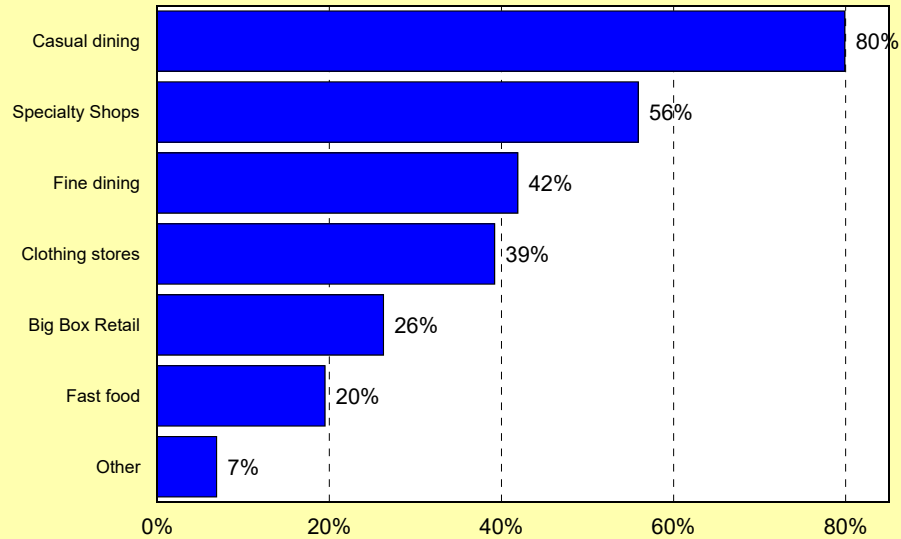
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q29. What types of retail and restaurant options would you like to see in Johnston?

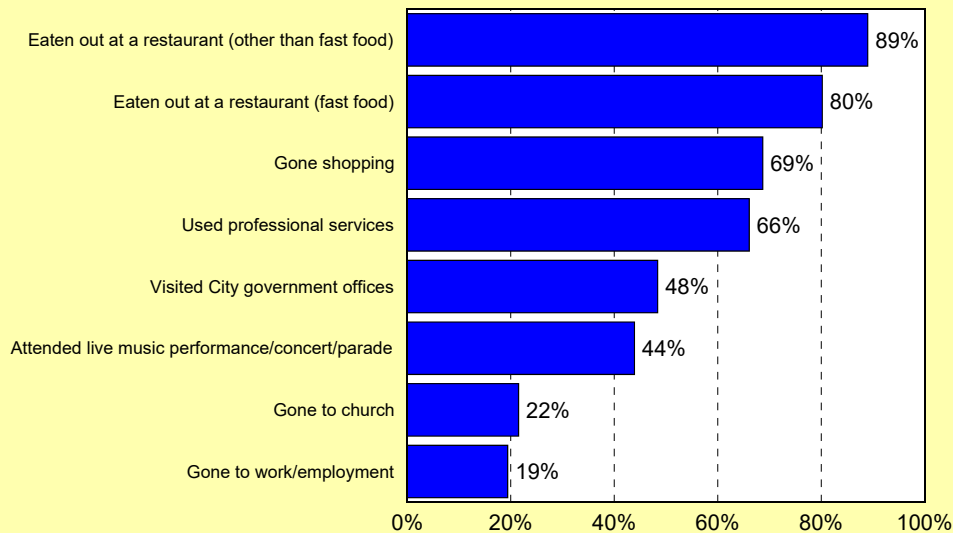
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q30. Have you done any of the following in Johnston over the past year?

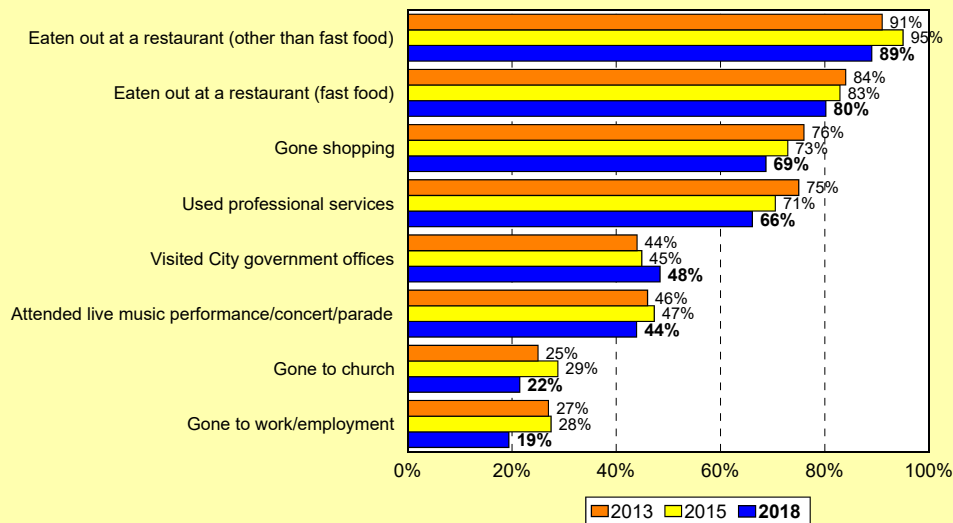
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

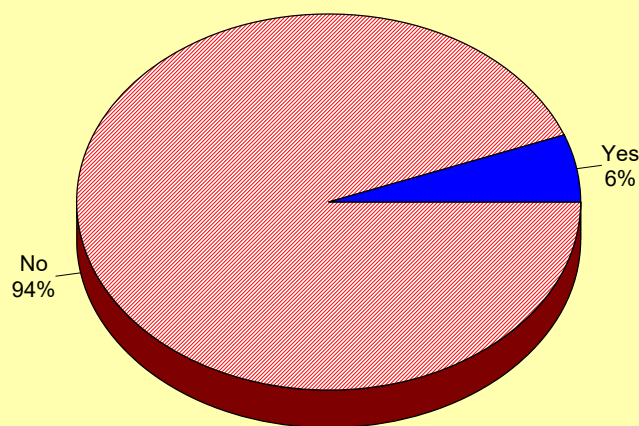
**TRENDS:** Have you done any of the following in Johnston over the past year?  
**2013 vs. 2015 vs. 2018**

by percentage of respondents (multiple choices could be made)



**Q31. Have you used DART (Des Moines Area Regional Transit Authority) services in the past two years?**

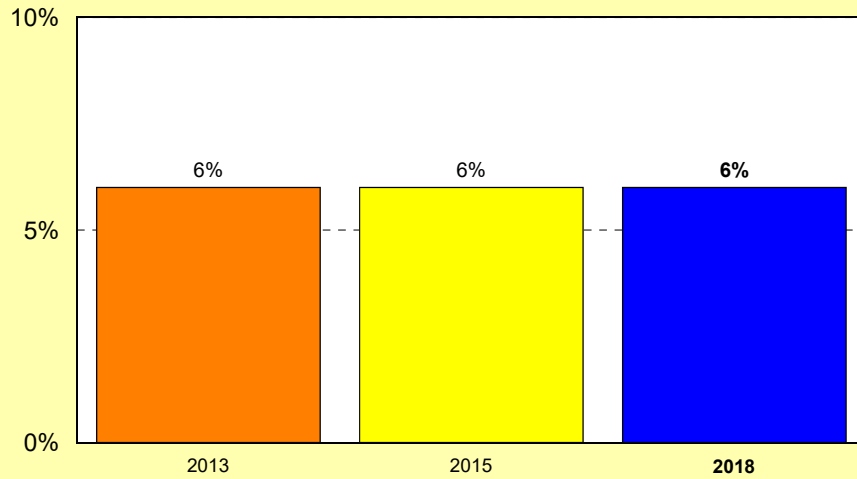
by percentage of respondents



**TRENDS:** Have you used DART (Des Moines Area Regional Transit Authority) services in the past 2 years?

**2013 vs. 2015 vs. 2018**

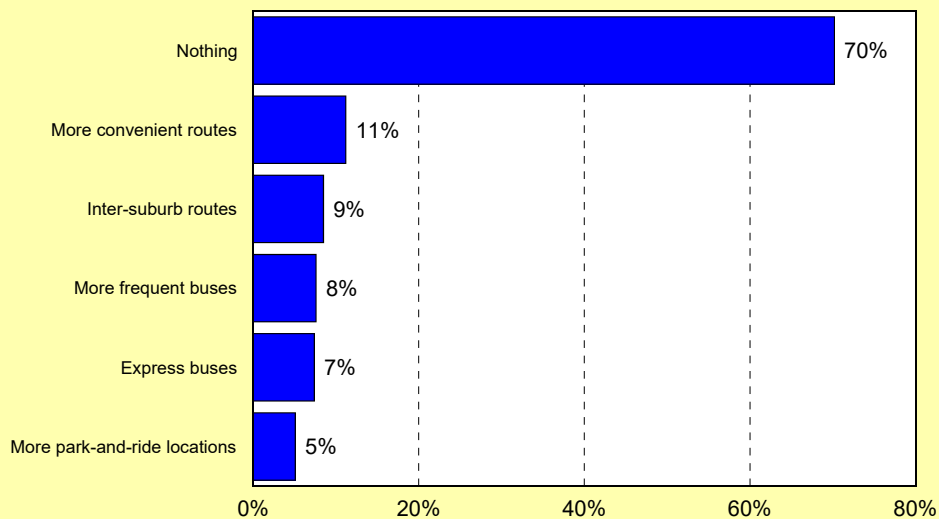
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**Q32. Which of the following would make you try DART or cause you to ride more often?**

by percentage of respondents (multiple selections could be made)

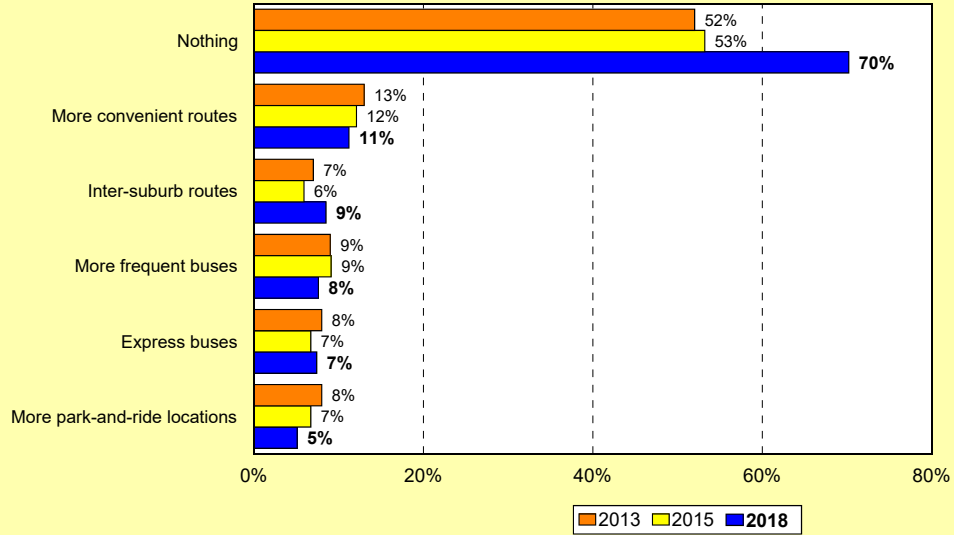


Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**TRENDS:** Which of the following would make you try DART or cause you to ride more often?

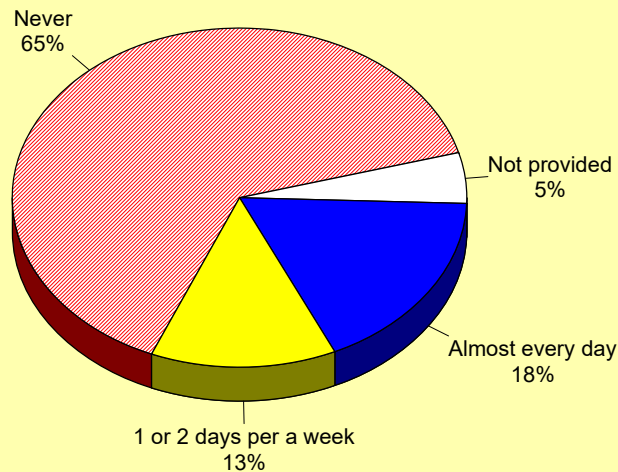
**2013 vs. 2015 vs. 2018**

by percentage of respondents (multiple choices could be made)



**Q33. How often do you work from home?**

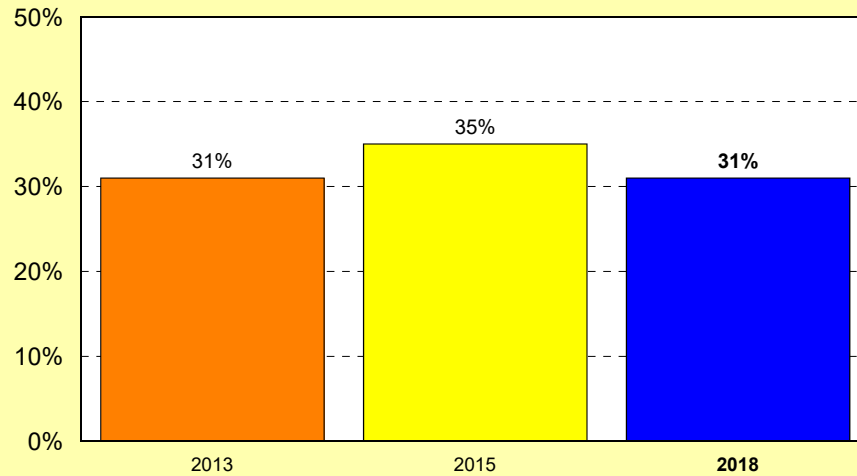
by percentage of respondents





**TRENDS: How often do you work from home?  
2013 vs. 2015 vs. 2018**

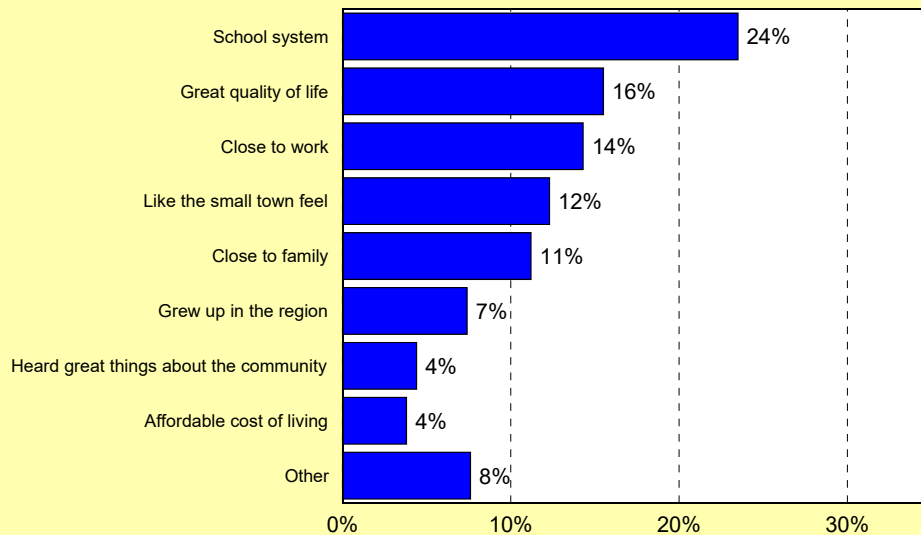
by percentage of respondents who work from home at least one day a week



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

**Q34. Which one of the following is the primary reason you have chosen to live in Johnston?**

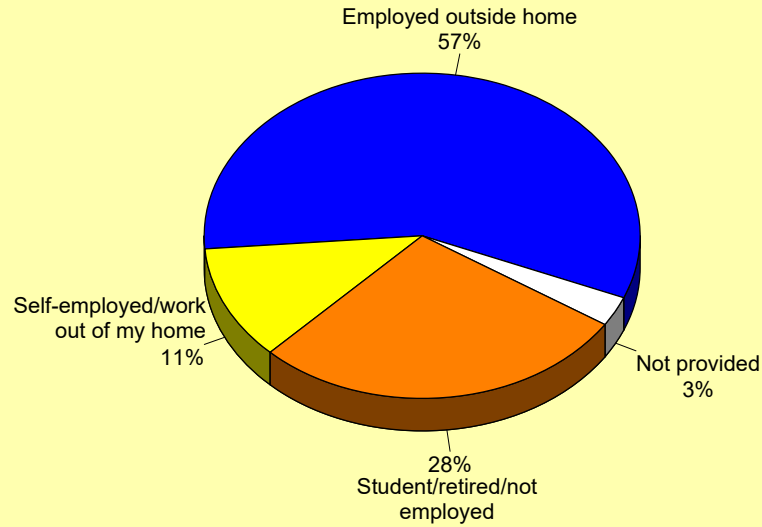
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q35. Which of the following best describes your current place of employment?

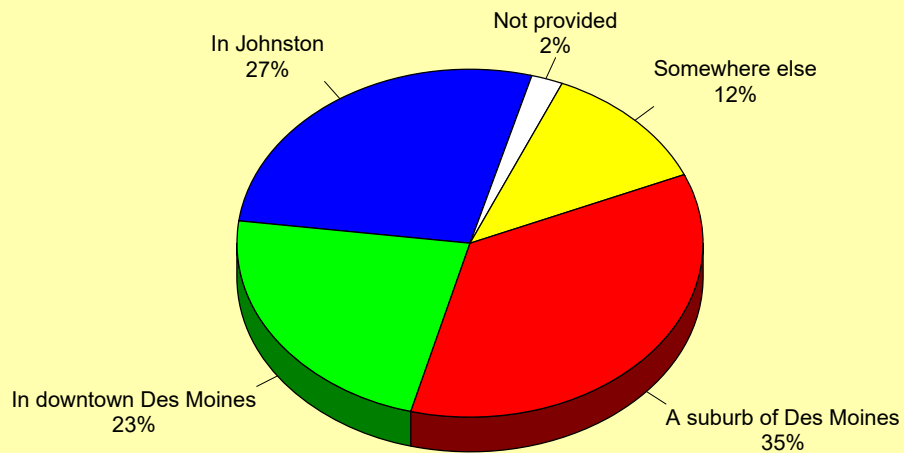
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q35a. Where do you work?

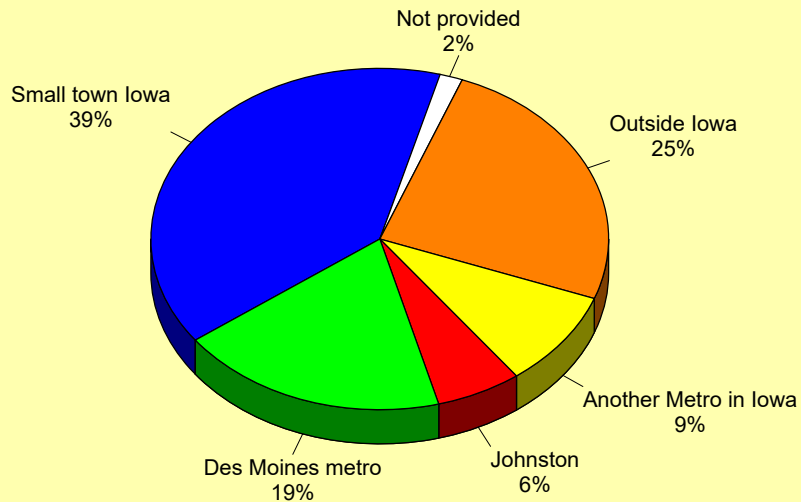
by percentage of respondents who were employed outside the home



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q36. What best describes the town where you grew up?

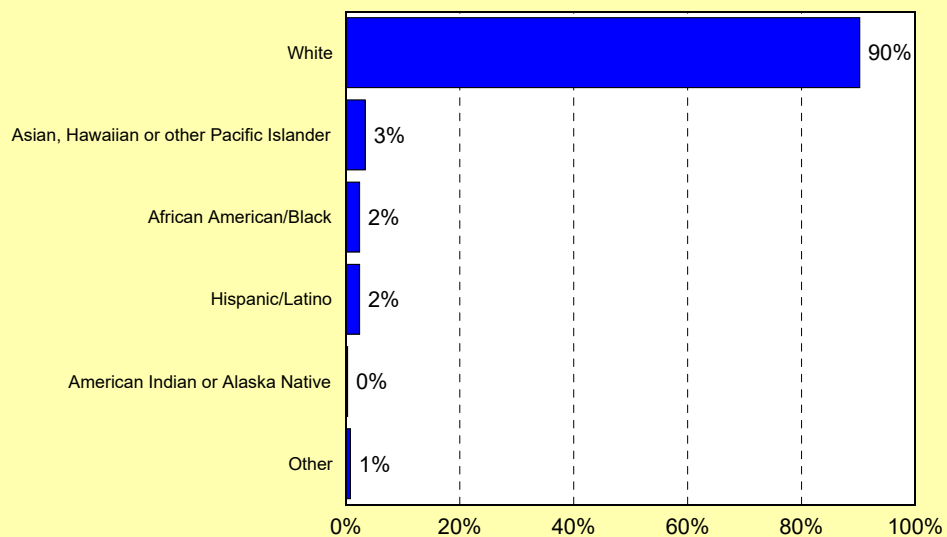
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q37. Which of the following describes your race?

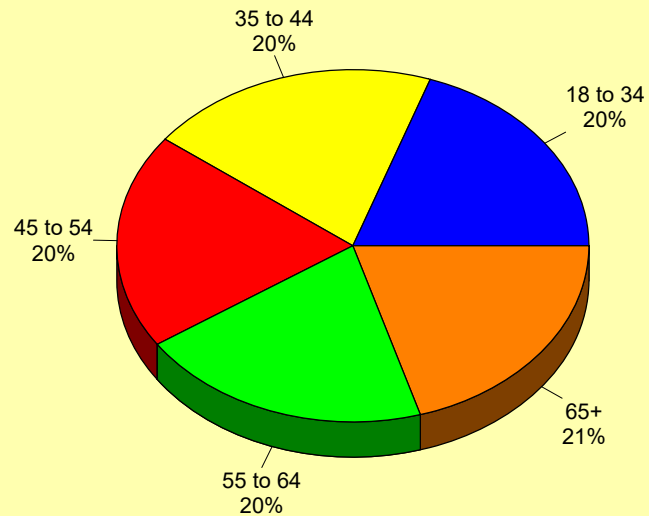
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q38. Age of Respondents

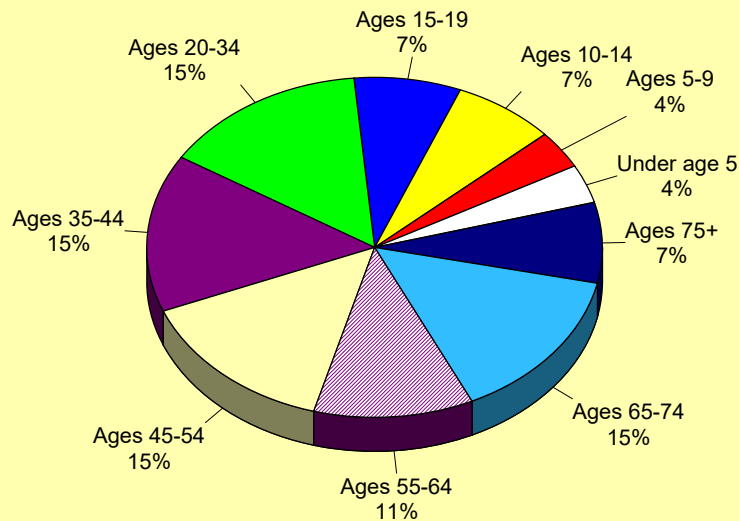
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q39. Counting yourself, how many people in your household are:

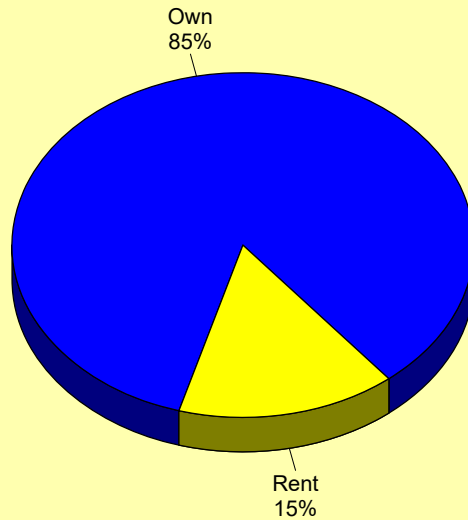
by percentage of persons in households



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q40. Do you own or rent your current residence?

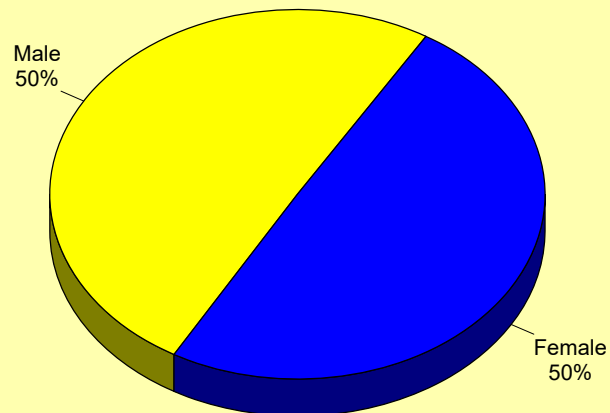
by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

### Q41. Gender of Respondents

by percentage of respondents



Source: ETC Institute DirectionFinder (2018 - Johnston, IA)

## Section 2:

# Benchmarking Analysis

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## Benchmarking Summary Report

### Johnston, Iowa

#### 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 210 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2018 to a random sample of more than 4,000 residents across the United States and (2) individual communities with a population of less than 50,000 where ETC Institute had administered the *DirectionFinder Survey* between January 2015 and July 2018; the 34 communities included in this comparisons are listed below.

- Auburn, CA
- Branson, MO
- Cedar Hill, TX
- Chickasha, OK
- Clayton, MO
- Cleveland Heights, OH
- Gladstone, MO
- Glencoe, IL
- Glenview, IL
- Hallandale Beach, FL
- Hyattsville, MD
- Johnston, IA
- Kennesaw, GA
- Kirkwood, MO
- Lawrenceburg, IN
- Lenexa, KS
- Manassas, VA
- Mission, KS
- Newport, RI
- Oswego, IL
- Perryville, MO
- Pflugerville, TX
- Pinecrest, FL
- Pinehurst, NC
- Pitkin County, CO
- Portland, TX
- Raymore, MO
- Rifle, CO
- Roeland Park, KS
- Rolla, MO
- Spring Hill, KS
- Wauwatosa, WI
- Wentzville, MO
- Westlake, TX

## Interpreting the Charts

**National Benchmarks.** The first set of charts on the following pages show how the overall results for Johnston compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents.

**Performance Ranges.** The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 34 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the 34 communities. The actual ratings for Johnston are listed to the right of each chart. The dot on each bar shows how the results for Johnston compare to the other communities with a population of less than 50,000 where the DirectionFinder® survey has been administered since 2015.

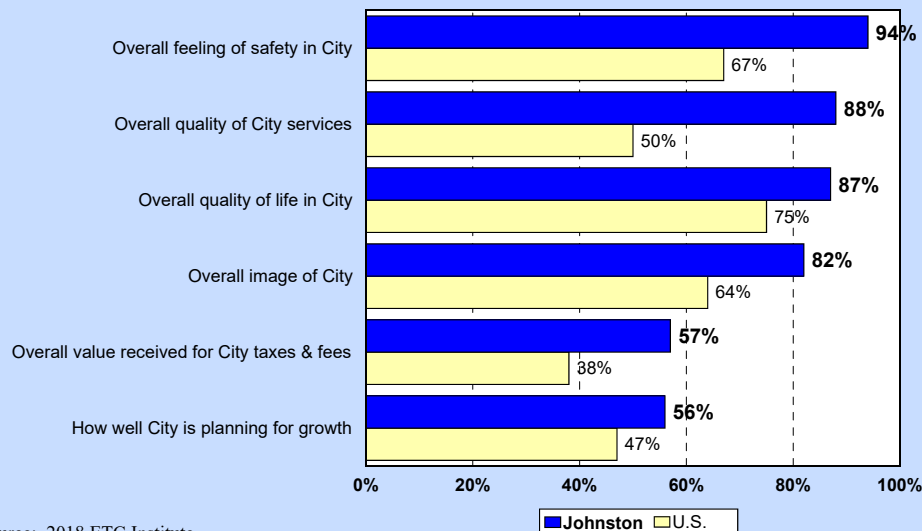


# National Benchmarks

**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 the City of Johnston, IA is not authorized without written consent from ETC Institute.**

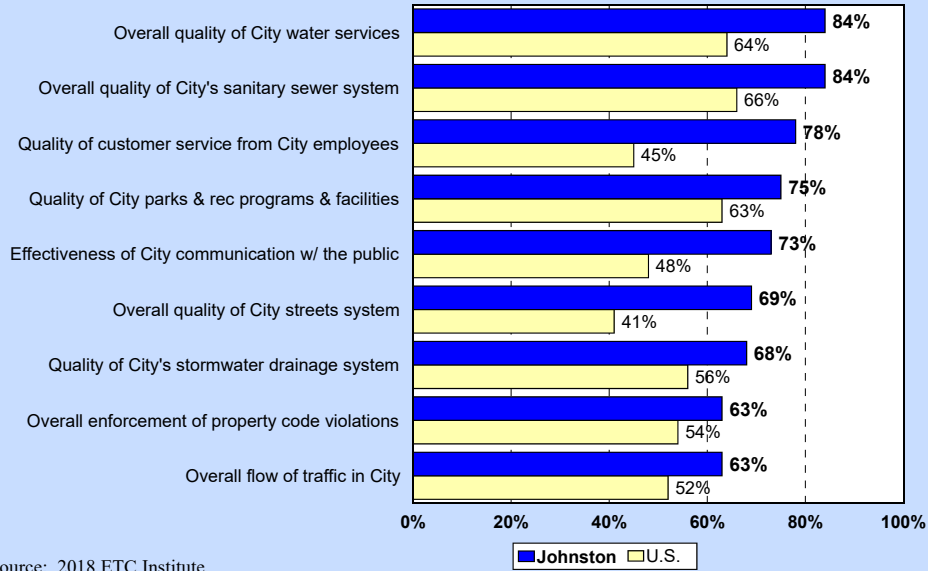
## Satisfaction with Issues that Influence Perceptions of the City Johnston vs. the U.S.

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)



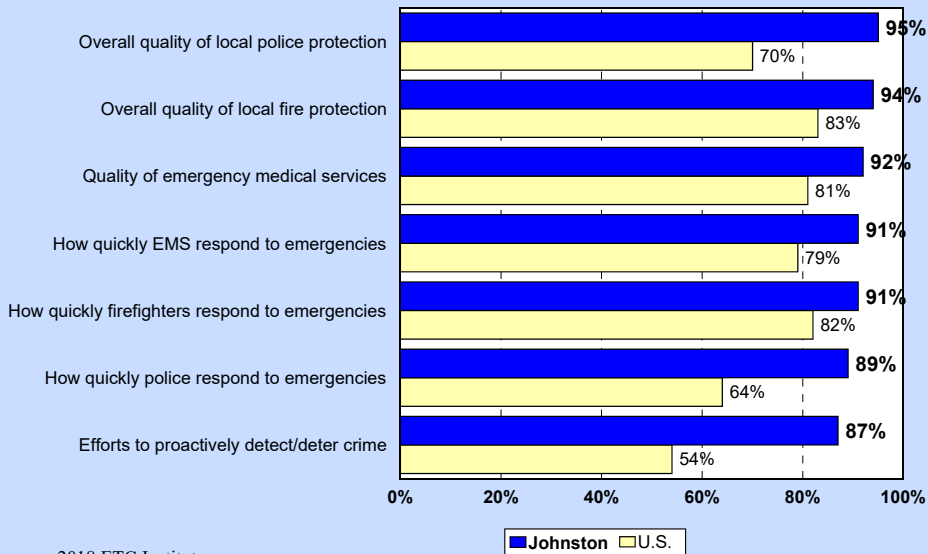
## Overall Satisfaction with Major City Services Johnston vs. the U.S.

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)



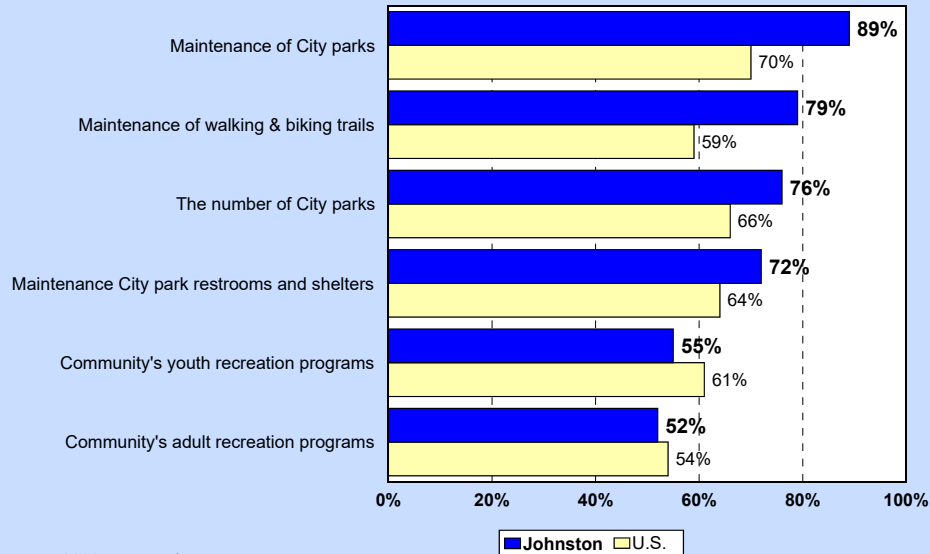
## Overall Satisfaction with Public Safety Johnston vs. the U.S.

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)



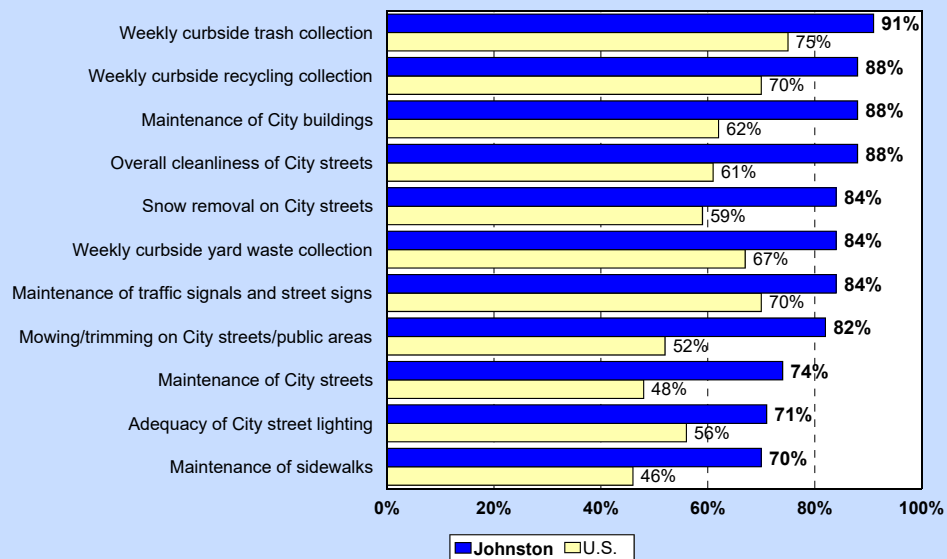
## Overall Satisfaction with Parks and Recreation Johnston vs. the U.S.

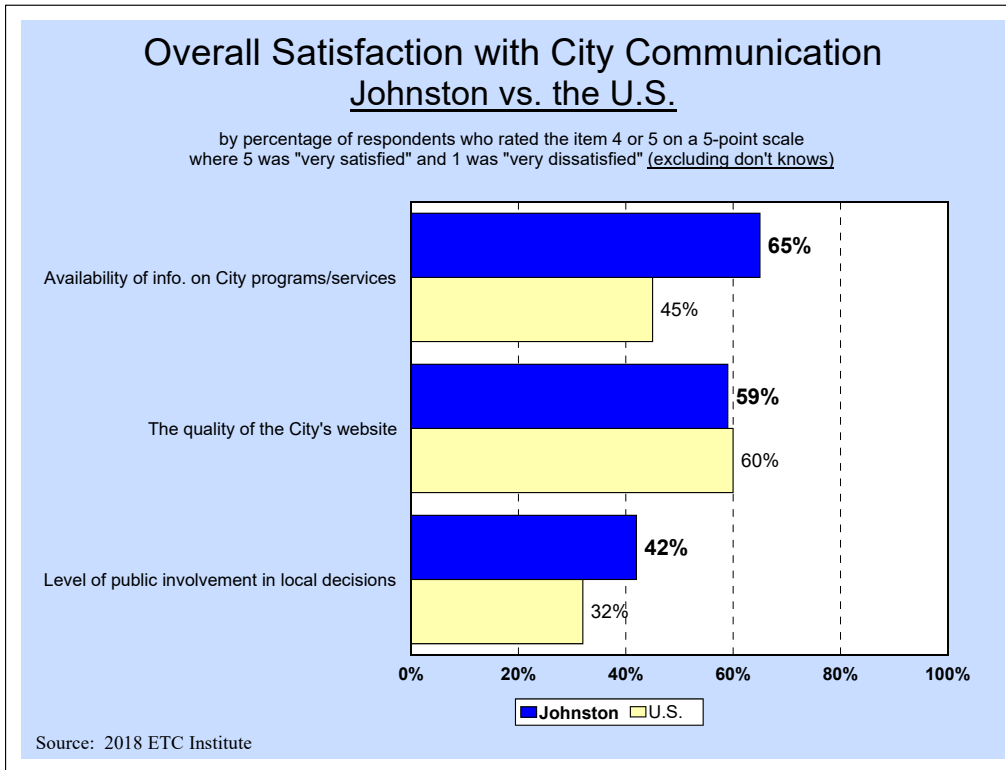
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



## Overall Satisfaction with City Maintenance Johnston 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)





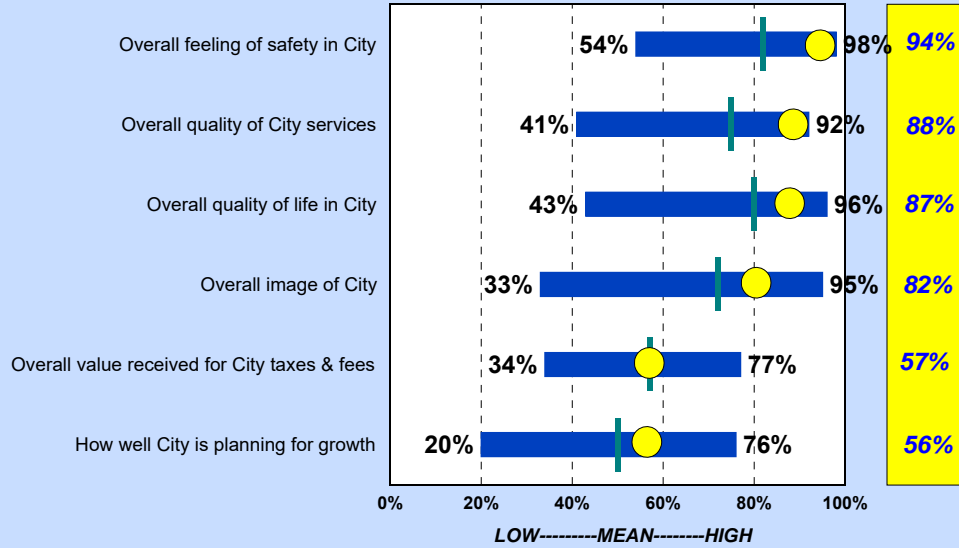
## Performance Ranges

## Overall Satisfaction with Issues that Influence Perceptions of the City

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

DirectionFinder Communities with a Population of Less than 50,000

Johnston

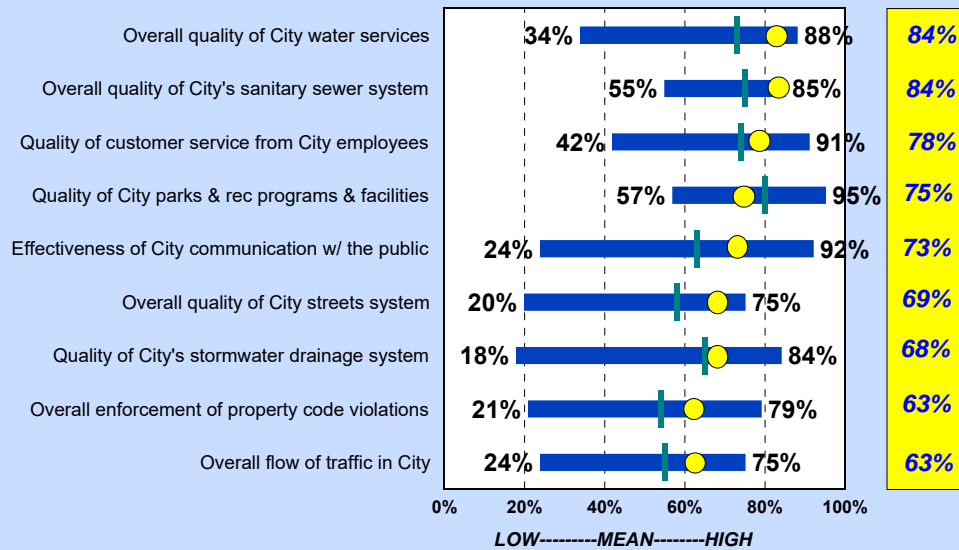


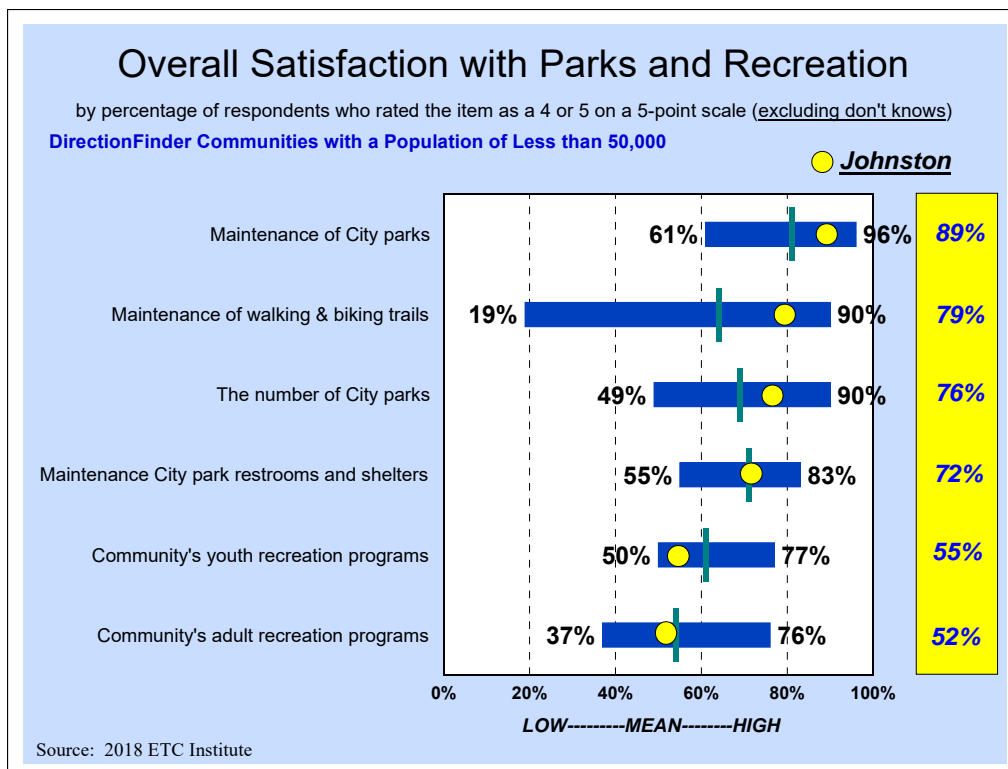
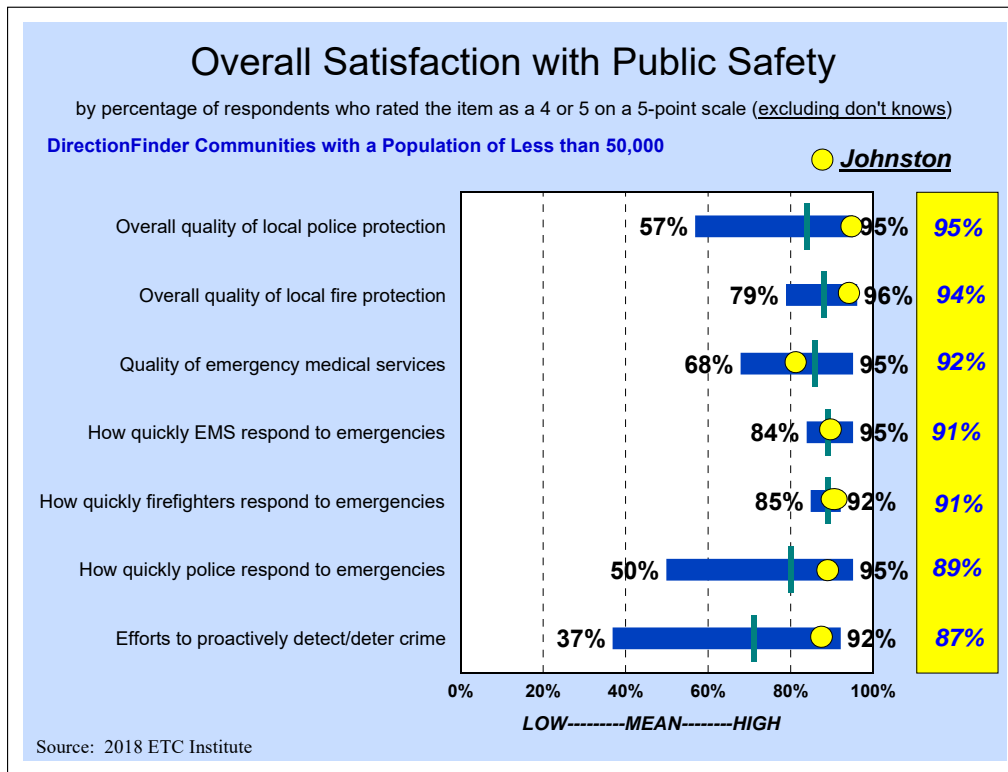
## Overall Satisfaction with Major City Services

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

DirectionFinder Communities with a Population of Less than 50,000

Johnston



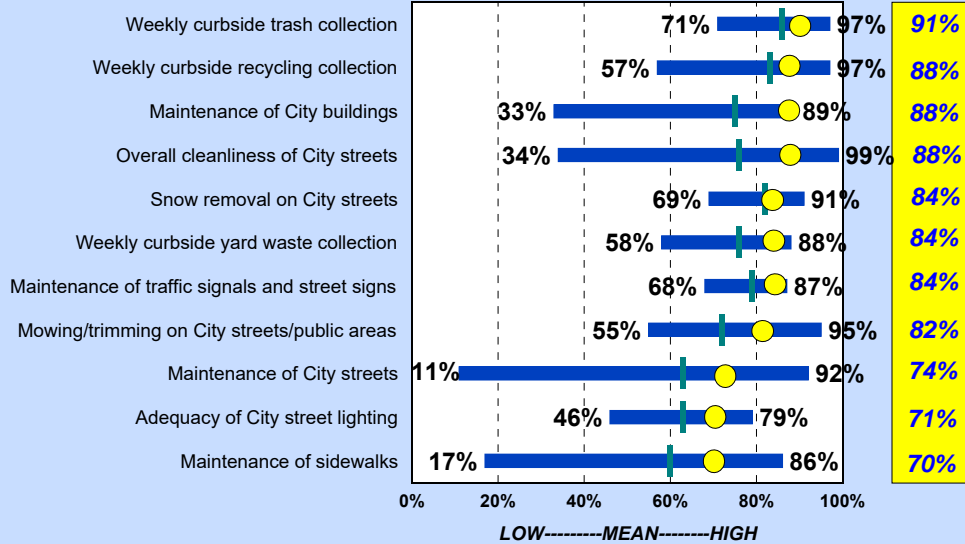


## Overall Satisfaction with City Maintenance

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

DirectionFinder Communities with a Population of Less than 50,000

● **Johnston**

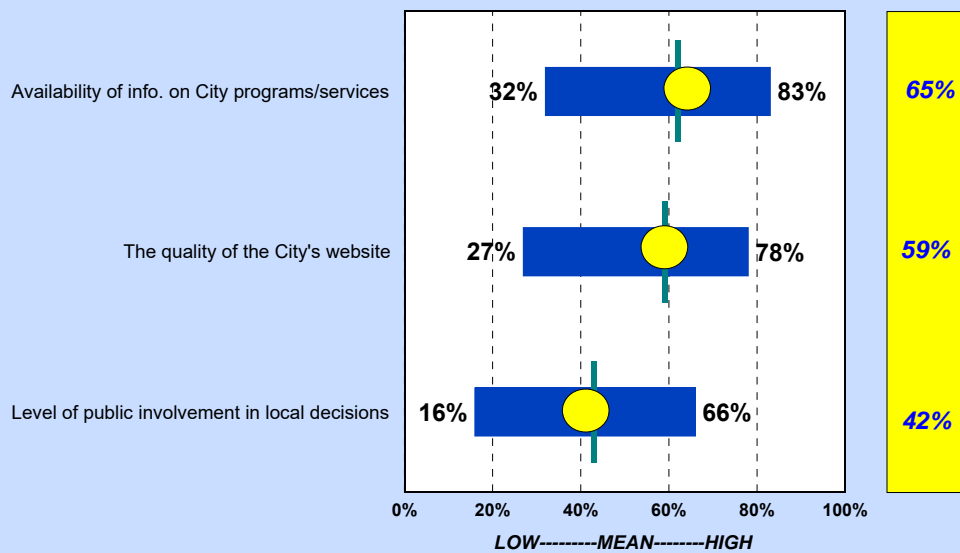


## Overall Satisfaction with City Communication

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

DirectionFinder Communities with a Population of Less than 50,000

● **Johnston**



## Section 3:

# Importance-Satisfaction Analysis

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## Importance-Satisfaction Analysis

### The City of Johnston, IA

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#### Overview

Today, city 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 cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

#### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City'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 that 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 services they thought were the most important for the City to provide. Approximately thirty-three percent (33.3%) of residents selected the "overall flow of traffic in the City" as one of the most important major services to provide.

With regard to satisfaction, sixty-three percent (63%) of the residents surveyed rated their overall satisfaction with the “overall flow of traffic in the City” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “overall flow of traffic in the City” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 33.3% was multiplied by 37% (1-0.63). This calculation yielded an I-S rating of 0.1232, which ranked first out of thirteen major City services.

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

The lowest rating is 0.00 and could be achieved under either one 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 of the three most important areas for the City 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 .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ( $IS \geq 0.20$ )
- Increase Current Emphasis ( $0.10 \leq IS < 0.20$ )
- Maintain Current Emphasis ( $IS < 0.10$ )

The results for Johnston are provided on the following pages.

## Importance-Satisfaction Rating

City of Johnston, Iowa

### Major City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>High Priority (IS .10-.20)</u></b>						
Overall flow of traffic in City	33%	1	63%	13	0.1232	1
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Overall quality of City streets system	24%	2	69%	10	0.0729	2
Overall enforcement of property code violations	19%	4	63%	12	0.0692	3
Quality of City's stormwater drainage system	16%	5	68%	11	0.0499	4
Quality of City parks & rec programs & facilities	20%	3	75%	8	0.0495	5
Overall quality of City trail system	15%	6	79%	6	0.0305	6
Effectiveness of City communication w/ the public	10%	8	73%	9	0.0257	7
Overall quality of City water services	6%	10	84%	4	0.0102	8
Overall maintenance of City buildings/facilities	4%	11	85%	3	0.0065	9
Quality of customer service from City employees	3%	13	78%	7	0.0064	10
Overall quality of police services	10%	7	94%	2	0.0057	11
Overall quality of City's sanitary sewer system	4%	12	84%	5	0.0056	12
Overall quality of fire & EMS	8%	9	96%	1	0.0030	13

**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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

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

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## Importance-Satisfaction Rating

### City of Johnston, Iowa

### Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Medium Priority (IS &lt; .10)</u></b>						
Efforts to proactively detect/deter crime	29%	1	87%	9	0.0371	1
Officers' attitudes and behaviors toward citizens	13%	3	88%	8	0.0156	2
How quickly police respond to emergencies	11%	5	89%	7	0.0117	3
How quickly EMS respond to emergencies	11%	4	91%	4	0.0097	4
Overall quality of local police protection	18%	2	95%	1	0.0092	5
How quickly firefighters respond to emergencies	8%	8	91%	6	0.0074	6
Quality of emergency medical services	9%	7	92%	3	0.0071	7
Overall competence of police department employees	7%	9	91%	5	0.0060	8
Overall quality of local fire protection	10%	6	94%	2	0.0059	9

**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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

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

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## Importance-Satisfaction Rating

### City of Johnston, Iowa

### City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b><u>Medium Priority (IS &lt;.10)</u></b>						
Maintenance of City streets	36%	1	74%	9	0.0936	1
Maintenance of sidewalks	25%	2	70%	11	0.0735	2
Adequacy of City street lighting	20%	3	71%	10	0.0589	3
Snow removal on City streets	16%	4	84%	5	0.0250	4
Mowing/trimming on City streets/public areas	9%	6	82%	8	0.0167	5
Maintenance of traffic signals and street signs	10%	5	84%	7	0.0165	6
Overall cleanliness of City streets	6%	7	88%	4	0.0074	7
Weekly curbside yard waste collection	4%	10	84%	6	0.0061	8
Maintenance of City buildings	4%	8	88%	3	0.0048	9
Weekly curbside recycling collection	4%	9	88%	2	0.0046	10
Weekly curbside trash collection	3%	11	91%	1	0.0024	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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

**Satisfaction %:**

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

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## Importance-Satisfaction Matrix Analysis

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. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

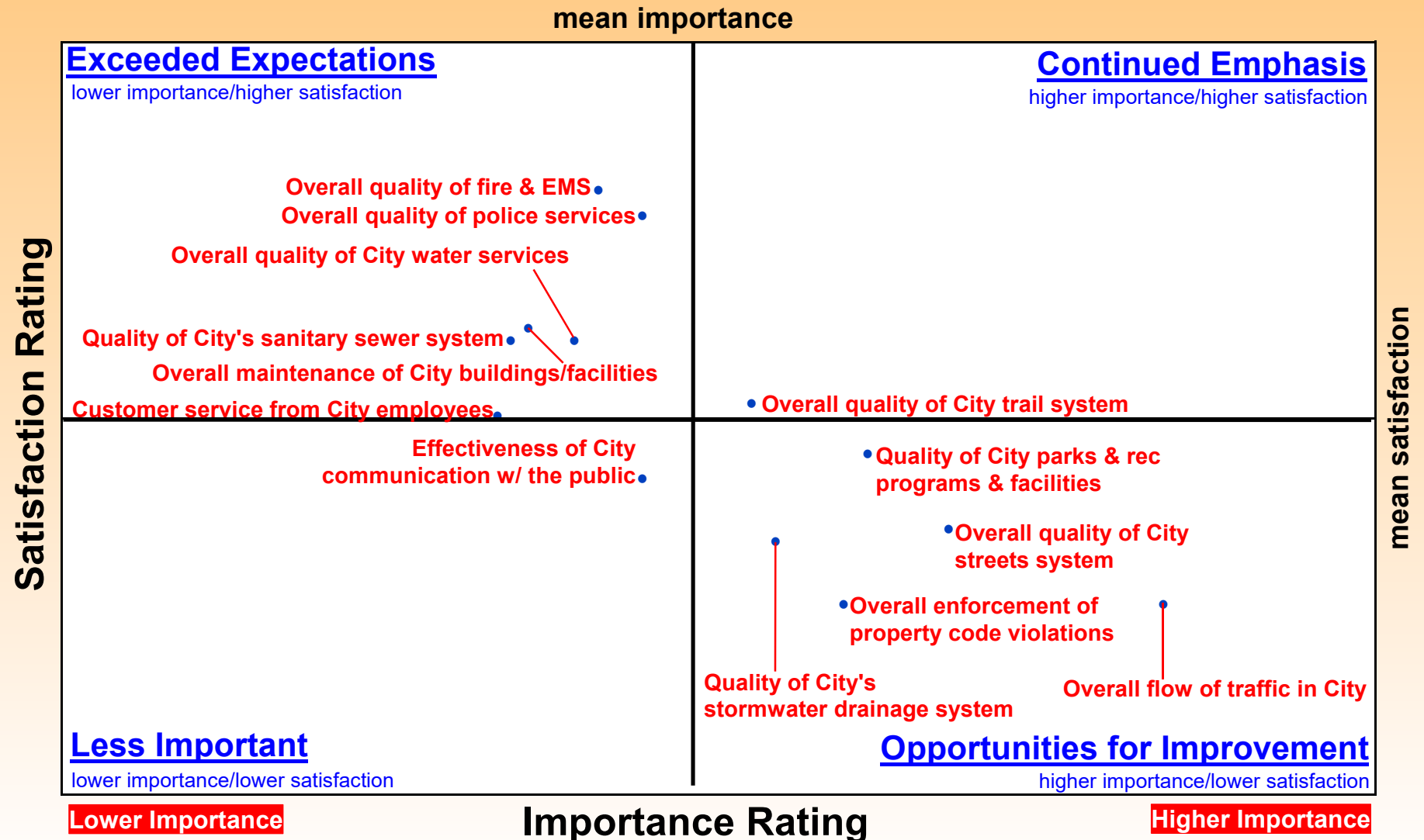
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Johnston are provided on the following pages.

# 2018 City of Johnston DirectionFinder Importance-Satisfaction Assessment Matrix

## -Major City Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



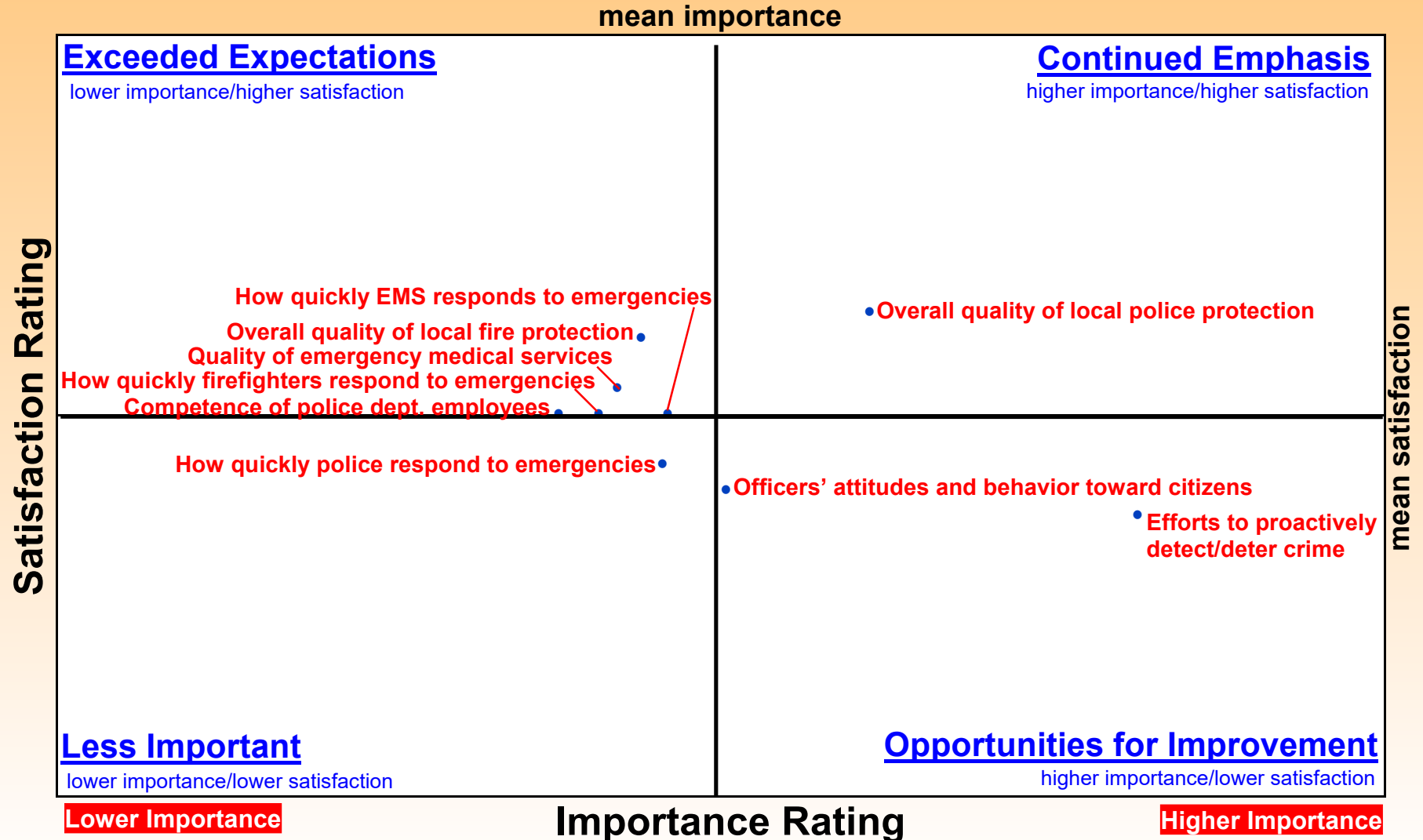
Source: ETC Institute (2018)

ETC Institute (2018)

# 2018 City of Johnston DirectionFinder Importance-Satisfaction Assessment Matrix

## -Public Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



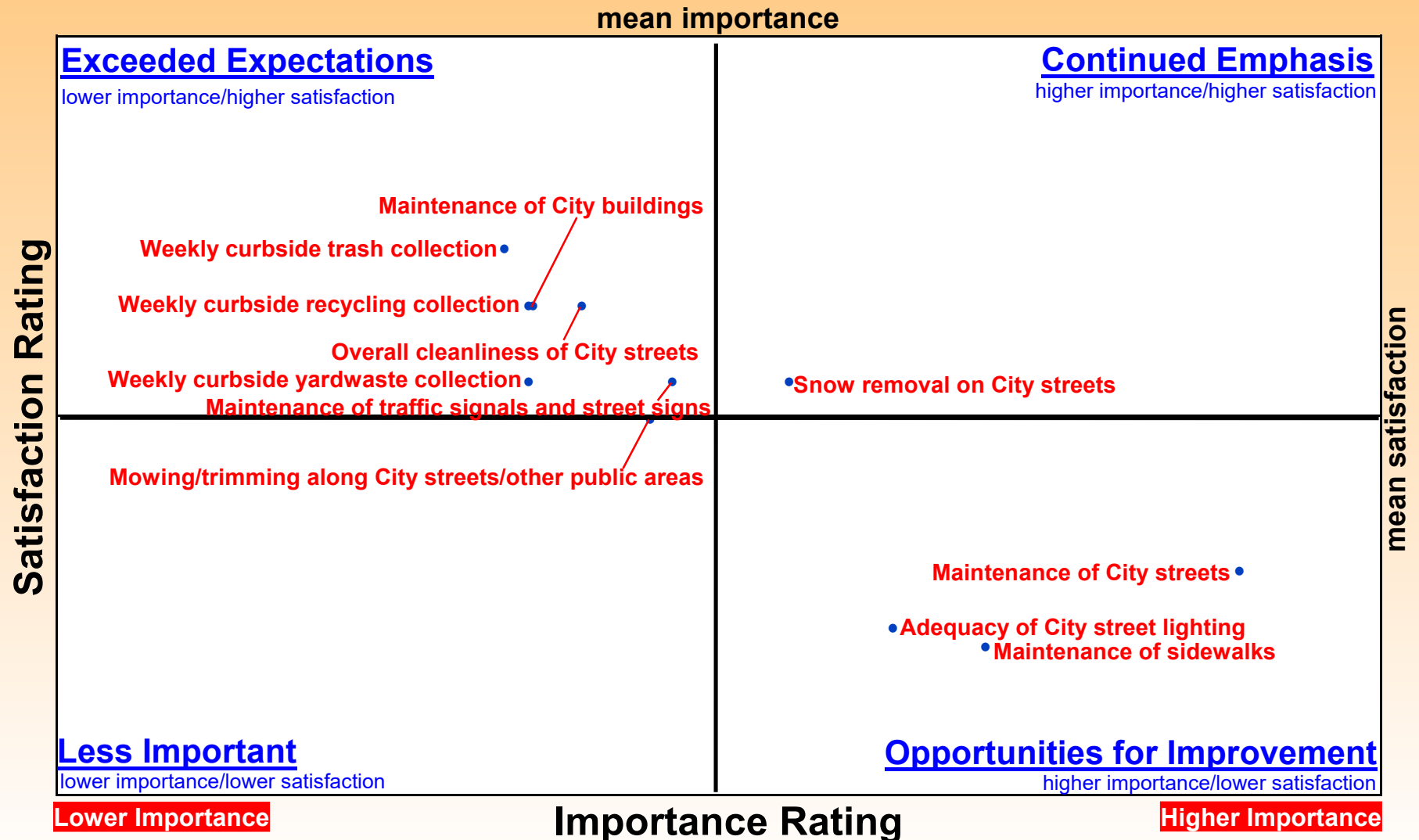
Source: ETC Institute (2018)



# 2018 City of Johnston DirectionFinder Importance-Satisfaction Assessment Matrix

## -City Maintenance-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2018)

ETC Institute (2018)

## Section 4:

# Tabular Data

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**Q1. Perception of the City. Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall quality of City services	30.5%	54.2%	8.2%	2.5%	0.8%	3.7%
Q1-2. Overall feeling of safety in City	46.9%	45.5%	3.7%	1.6%	0.6%	1.8%
Q1-3. Overall value that you receive for your City tax & fees	14.3%	39.8%	27.8%	10.5%	3.4%	4.2%
Q1-4. Overall image of City	28.9%	51.1%	13.3%	3.5%	1.0%	2.1%
Q1-5. How well City is planning for growth	15.0%	34.6%	23.5%	11.5%	3.8%	11.6%
Q1-6. Overall quality of life in City	33.7%	51.7%	9.1%	2.7%	0.8%	2.0%

**WITHOUT "DON'T KNOW"**

**Q1. Perception of the City. Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall quality of City services	31.6%	56.3%	8.5%	2.6%	0.9%
Q1-2. Overall feeling of safety in City	47.8%	46.3%	3.8%	1.6%	0.6%
Q1-3. Overall value that you receive for your City tax & fees	14.9%	41.6%	29.0%	10.9%	3.6%
Q1-4. Overall image of City	29.5%	52.2%	13.6%	3.6%	1.0%
Q1-5. How well City is planning for growth	17.0%	39.1%	26.6%	13.0%	4.3%
Q1-6. Overall quality of life in City	34.4%	52.7%	9.2%	2.7%	0.9%

**Q2. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q2-1. Overall quality of police services	52.0%	38.5%	4.5%	0.6%	0.7%	3.7%
Q2-2. Overall quality of fire & emergency medical services	53.0%	34.0%	3.3%	0.4%	0.0%	9.3%
Q2-3. Overall quality of City parks, recreation, programs & facilities	30.0%	47.9%	12.6%	4.2%	1.0%	4.2%
Q2-4. Overall maintenance of City buildings & facilities	28.5%	49.7%	12.0%	1.0%	0.1%	8.6%
Q2-5. Overall enforcement of property code violations (e.g. regulation of weed control, junk cars, trash in yards)	17.0%	39.1%	22.2%	7.4%	3.0%	11.3%
Q2-6. Overall quality of customer service you receive from City employees	30.5%	38.8%	17.0%	1.8%	1.1%	10.8%
Q2-7. Overall effectiveness of City communication with the public	24.4%	44.6%	21.0%	4.0%	1.6%	4.5%
Q2-8. Overall quality of City water services	30.3%	51.1%	12.2%	2.7%	1.0%	2.7%
Q2-9. Overall quality of City's sanitary sewer system	29.0%	49.4%	11.8%	2.5%	1.1%	6.1%
Q2-10. Overall quality of City's stormwater drainage system	21.5%	42.2%	17.1%	9.2%	3.5%	6.4%
Q2-11. Overall flow of traffic in City	15.6%	45.8%	21.5%	12.5%	3.1%	1.6%
Q2-12. Overall quality of City streets system	18.6%	48.9%	19.7%	8.2%	2.8%	1.8%
Q2-13. Overall quality of City trail system	29.7%	43.7%	15.1%	2.3%	1.4%	7.8%

**WITHOUT "DON'T KNOW"**

**Q2. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q2-1. Overall quality of police services	54.0%	40.0%	4.7%	0.6%	0.7%
Q2-2. Overall quality of fire & emergency medical services	58.4%	37.5%	3.6%	0.5%	0.0%
Q2-3. Overall quality of City parks, recreation, programs & facilities	31.4%	50.0%	13.2%	4.4%	1.0%
Q2-4. Overall maintenance of City buildings & facilities	31.2%	54.4%	13.2%	1.1%	0.2%
Q2-5. Overall enforcement of property code violations (e.g. regulation of weed control, junk cars, trash in yards)	19.2%	44.1%	25.1%	8.3%	3.4%
Q2-6. Overall quality of customer service you receive from City employees	34.1%	43.5%	19.0%	2.1%	1.3%
Q2-7. Overall effectiveness of City communication with the public	25.5%	46.7%	22.0%	4.2%	1.6%
Q2-8. Overall quality of City water services	31.1%	52.5%	12.5%	2.8%	1.0%
Q2-9. Overall quality of City's sanitary sewer system	30.9%	52.6%	12.5%	2.7%	1.2%
Q2-10. Overall quality of City's stormwater drainage system	23.0%	45.1%	18.3%	9.8%	3.8%
Q2-11. Overall flow of traffic in City	15.8%	46.5%	21.9%	12.7%	3.2%
Q2-12. Overall quality of City streets system	18.9%	49.8%	20.1%	8.4%	2.9%
Q2-13. Overall quality of City trail system	32.2%	47.3%	16.4%	2.5%	1.6%

**Q3. Which TWO of the items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q3. Top choice	Number	Percent
Overall quality of police services	44	6.2 %
Overall quality of fire & emergency medical services	17	2.4 %
Overall quality of City parks, recreation, programs & facilities	89	12.6 %
Overall maintenance of City buildings & facilities	19	2.7 %
Overall enforcement of property code violations (e.g. regulation of weed control, junk cars, trash in yards)	69	9.8 %
Overall quality of customer service you receive from City employees	11	1.6 %
Overall effectiveness of City communication with the public	31	4.4 %
Overall quality of City water services	24	3.4 %
Overall quality of City's sanitary sewer system	8	1.1 %
Overall quality of City's stormwater drainage system	58	8.2 %
Overall flow of traffic in City	134	19.0 %
Overall quality of City streets system	84	11.9 %
Overall quality of City trail system	38	5.4 %
None chosen	80	11.3 %
Total	706	100.0 %

**Q3. Which TWO of the items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q3. 2nd choice	Number	Percent
Overall quality of police services	23	3.3 %
Overall quality of fire & emergency medical services	36	5.1 %
Overall quality of City parks, recreation, programs & facilities	51	7.2 %
Overall maintenance of City buildings & facilities	11	1.6 %
Overall enforcement of property code violations (e.g. regulation of weed control, junk cars, trash in yards)	63	8.9 %
Overall quality of customer service you receive from City employees	9	1.3 %
Overall effectiveness of City communication with the public	36	5.1 %
Overall quality of City water services	21	3.0 %
Overall quality of City's sanitary sewer system	17	2.4 %
Overall quality of City's stormwater drainage system	52	7.4 %
Overall flow of traffic in City	101	14.3 %
Overall quality of City streets system	82	11.6 %
Overall quality of City trail system	64	9.1 %
None chosen	140	19.8 %
Total	706	100.0 %

**SUM OF TOP 2 CHOICES****Q3. Which TWO of the items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

<u>Q3. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	67	9.5 %
Overall quality of fire & emergency medical services	53	7.5 %
Overall quality of City parks, recreation, programs & facilities	140	19.8 %
Overall maintenance of City buildings & facilities	30	4.2 %
Overall enforcement of property code violations (e.g. regulation of weed control, junk cars, trash in yards)	132	18.7 %
Overall quality of customer service you receive from City employees	20	2.8 %
Overall effectiveness of City communication with the public	67	9.5 %
Overall quality of City water services	45	6.4 %
Overall quality of City's sanitary sewer system	25	3.5 %
Overall quality of City's stormwater drainage system	110	15.6 %
Overall flow of traffic in City	235	33.3 %
Overall quality of City streets system	166	23.5 %
Overall quality of City trail system	102	14.4 %
None chosen	80	11.3 %
Total	1272	

**Q7. Public Safety. Please rate your satisfaction with each of the public safety services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. Overall quality of local police protection	52.7%	37.7%	3.8%	0.6%	0.3%	5.0%
Q7-2. How quickly police respond to emergencies	39.4%	26.3%	7.2%	0.8%	0.0%	26.2%
Q7-3. Overall competence of police department employees	44.2%	32.6%	6.5%	0.7%	0.4%	15.6%
Q7-4. Officers' attitudes & behavior toward citizens	44.2%	31.9%	9.3%	0.8%	0.6%	13.2%
Q7-5. Police Department's ongoing efforts to proactively detect & deter crime in community	40.4%	33.9%	9.1%	1.7%	0.1%	14.9%
Q7-6. Overall quality of local fire protection	46.5%	33.3%	4.7%	0.3%	0.0%	15.3%
Q7-7. How quickly firefighters respond to emergencies	38.4%	25.1%	6.4%	0.3%	0.0%	29.9%
Q7-8. Overall quality of emergency medical services	43.6%	27.1%	5.7%	0.4%	0.0%	23.2%
Q7-9. How quickly emergency medical services respond to emergencies	38.5%	25.1%	6.1%	0.1%	0.1%	30.0%



**WITHOUT "DON'T KNOW"**

**Q7. Public Safety. Please rate your satisfaction with each of the public safety services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. Overall quality of local police protection	55.4%	39.6%	4.0%	0.6%	0.3%
Q7-2. How quickly police respond to emergencies	53.4%	35.7%	9.8%	1.2%	0.0%
Q7-3. Overall competence of police department employees	52.3%	38.6%	7.7%	0.8%	0.5%
Q7-4. Officers' attitudes & behavior toward citizens	50.9%	36.7%	10.8%	1.0%	0.7%
Q7-5. Police Department's ongoing efforts to proactively detect & deter crime in community	47.4%	39.8%	10.6%	2.0%	0.2%
Q7-6. Overall quality of local fire protection	54.8%	39.3%	5.5%	0.3%	0.0%
Q7-7. How quickly firefighters respond to emergencies	54.7%	35.8%	9.1%	0.4%	0.0%
Q7-8. Overall quality of emergency medical services	56.8%	35.2%	7.4%	0.6%	0.0%
Q7-9. How quickly emergency medical services respond to emergencies	55.1%	35.8%	8.7%	0.2%	0.2%

**Q8. Which TWO of the public safety items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q8. Top choice	Number	Percent
Overall quality of local police protection	88	12.5 %
How quickly police respond to emergencies	48	6.8 %
Overall competence of police department employees	22	3.1 %
Officers' attitudes & behavior toward citizens	57	8.1 %
Police Department's ongoing efforts to proactively detect & deter crime in community	151	21.4 %
Overall quality of local fire protection	7	1.0 %
How quickly firefighters respond to emergencies	16	2.3 %
Overall quality of emergency medical services	23	3.3 %
How quickly emergency medical services respond to emergencies	22	3.1 %
None chosen	272	38.5 %
Total	706	100.0 %

**Q8. Which TWO of the public safety items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?**

Q8. 2nd choice	Number	Percent
Overall quality of local police protection	42	5.9 %
How quickly police respond to emergencies	27	3.8 %
Overall competence of police department employees	25	3.5 %
Officers' attitudes & behavior toward citizens	35	5.0 %
Police Department's ongoing efforts to proactively detect & deter crime in community	50	7.1 %
Overall quality of local fire protection	62	8.8 %
How quickly firefighters respond to emergencies	42	5.9 %
Overall quality of emergency medical services	40	5.7 %
How quickly emergency medical services respond to emergencies	54	7.6 %
None chosen	329	46.6 %
Total	706	100.0 %

**SUM OF TOP 2 CHOICES****Q8. Which TWO of the public safety items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

Q8. Sum of top 2 choices	Number	Percent
Overall quality of local police protection	130	18.4 %
How quickly police respond to emergencies	75	10.6 %
Overall competence of police department employees	47	6.7 %
Officers' attitudes & behavior toward citizens	92	13.0 %
Police Department's ongoing efforts to proactively detect & deter crime in community	201	28.5 %
Overall quality of local fire protection	69	9.8 %
How quickly firefighters respond to emergencies	58	8.2 %
Overall quality of emergency medical services	63	8.9 %
How quickly emergency medical services respond to emergencies	76	10.8 %
None chosen	272	38.5 %
Total	1083	

**Q9. Have you visited a Johnston park during the past year?**

Q9. Have you visited a Johnston park during past year	Number	Percent
Yes	551	78.0 %
No	155	22.0 %
Total	706	100.0 %

**Q10. Have you or a member of your family participated in a Johnston recreation program during the past year?**

Q10. Have you participated in a Johnston recreation program during past year	Number	Percent
Yes	221	31.3 %
No	485	68.7 %
Total	706	100.0 %

**Q11. Have you used a Johnston trail during the past year?**

Q11. Have you used a Johnston trail during past year	Number	Percent
Yes	519	73.5 %
No	187	26.5 %
Total	706	100.0 %

**Q12. Parks and Recreation. Please rate your satisfaction with each of the park services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of City parks	28.5%	48.2%	8.9%	1.0%	0.0%	13.5%
Q12-2. Number of City parks	22.1%	43.2%	14.7%	5.7%	0.8%	13.5%
Q12-3. Maintenance of City park restrooms & shelters	16.7%	35.7%	17.6%	2.5%	0.3%	27.2%
Q12-4. Number of City park restrooms & shelters	14.9%	32.3%	22.0%	6.2%	0.4%	24.2%
Q12-5. Maintenance of walking & biking trails in City	25.4%	41.9%	14.4%	3.1%	1.1%	14.0%
Q12-6. Number of walking & biking trails in City	27.1%	37.5%	14.9%	6.4%	0.6%	13.6%
Q12-7. Safety of trails & parks in City	23.9%	41.9%	15.2%	1.7%	0.8%	16.4%
Q12-8. Crown Point Community Center	14.9%	26.2%	16.4%	1.6%	0.6%	40.4%
Q12-9. Simpson Barn	15.6%	29.6%	17.0%	0.0%	0.3%	37.5%
Q12-10. Lew Clarkson Park	11.5%	25.6%	17.0%	1.7%	0.3%	43.9%
Q12-11. Terra Park	26.9%	34.6%	10.9%	1.4%	0.4%	25.8%

**WITHOUT "DON'T KNOW"**

**Q12. Parks and Recreation. Please rate your satisfaction with each of the park services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of City parks	32.9%	55.6%	10.3%	1.1%	0.0%
Q12-2. Number of City parks	25.5%	49.9%	17.0%	6.5%	1.0%
Q12-3. Maintenance of City park restrooms & shelters	23.0%	49.0%	24.1%	3.5%	0.4%
Q12-4. Number of City park restrooms & shelters	19.6%	42.6%	29.0%	8.2%	0.6%
Q12-5. Maintenance of walking & biking trails in City	29.5%	48.8%	16.8%	3.6%	1.3%
Q12-6. Number of walking & biking trails in City	31.3%	43.4%	17.2%	7.4%	0.7%
Q12-7. Safety of trails & parks in City	28.6%	50.2%	18.1%	2.0%	1.0%
Q12-8. Crown Point Community Center	24.9%	43.9%	27.6%	2.6%	1.0%
Q12-9. Simpson Barn	24.9%	47.4%	27.2%	0.0%	0.5%
Q12-10. Lew Clarkson Park	20.5%	45.7%	30.3%	3.0%	0.5%
Q12-11. Terra Park	36.3%	46.6%	14.7%	1.9%	0.6%

**Q13. Please rate your satisfaction with each of the following recreation items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Your accessibility to desired destinations via bike & trail system	22.8%	35.6%	17.7%	5.7%	0.8%	17.4%
Q13-2. Community's youth recreation programs	8.5%	20.8%	19.4%	3.8%	0.6%	46.9%
Q13-3. Community's adult recreation & education programs	7.9%	22.9%	23.1%	4.2%	0.8%	40.9%
Q13-4. Community's senior citizen recreation programs	8.1%	16.6%	19.5%	1.8%	0.3%	53.7%
Q13-5. Overall variety of recreation program services provided for children	9.6%	21.4%	19.8%	3.3%	0.6%	45.3%
Q13-6. Overall variety of recreation program services provided for adults	8.8%	20.1%	22.4%	5.1%	1.3%	42.4%
Q13-7. Overall variety of recreation program services provided for senior citizens	7.4%	15.3%	20.0%	2.7%	0.3%	54.4%

**WITHOUT "DON'T KNOW"**

**Q13. Please rate your satisfaction with each of the following recreation items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Your accessibility to desired destinations via bike & trail system	27.6%	43.1%	21.4%	6.9%	1.0%
Q13-2. Community's youth recreation programs	16.0%	39.2%	36.5%	7.2%	1.1%
Q13-3. Community's adult recreation & education programs	13.4%	38.8%	39.1%	7.2%	1.4%
Q13-4. Community's senior citizen recreation programs	17.4%	35.8%	42.2%	4.0%	0.6%
Q13-5. Overall variety of recreation program services provided for children	17.6%	39.1%	36.3%	6.0%	1.0%
Q13-6. Overall variety of recreation program services provided for adults	15.2%	34.9%	38.8%	8.8%	2.2%
Q13-7. Overall variety of recreation program services provided for senior citizens	16.1%	33.5%	43.8%	5.9%	0.6%

**Q15. City Maintenance. Please rate your satisfaction with each of the following city maintenance items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Maintenance of City streets	20.4%	52.1%	15.6%	8.5%	1.7%	1.7%
Q15-2. Maintenance of sidewalks	17.1%	50.1%	16.6%	10.5%	1.4%	4.2%
Q15-3. Maintenance of traffic signals & street signs	25.1%	56.8%	11.5%	3.5%	0.7%	2.4%
Q15-4. Adequacy of City street lighting	21.1%	47.6%	17.8%	9.3%	1.6%	2.5%
Q15-5. Maintenance of City buildings, such as City Hall, library & fire stations	32.9%	47.5%	9.6%	0.6%	0.1%	9.3%
Q15-6. Snow removal on City streets	31.9%	49.6%	9.2%	3.8%	2.0%	3.5%
Q15-7. Mowing & trimming along City streets & other public areas	27.8%	51.3%	11.2%	5.7%	1.3%	2.8%
Q15-8. Overall cleanliness of City streets	31.4%	55.4%	8.2%	2.0%	1.1%	1.8%
Q15-9. Overall satisfaction with weekly curbside trash collection	37.0%	48.9%	6.1%	1.6%	0.8%	5.7%
Q15-10. Overall satisfaction with weekly curbside recycling collection	36.4%	47.7%	6.7%	2.0%	2.0%	5.2%
Q15-11. Overall satisfaction with weekly curbside yard waste collection	31.9%	39.9%	10.1%	1.8%	1.4%	14.9%



**WITHOUT "DON'T KNOW"**

**Q15. City Maintenance. Please rate your satisfaction with each of the following city maintenance items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Maintenance of City streets	20.7%	53.0%	15.9%	8.6%	1.7%
Q15-2. Maintenance of sidewalks	17.9%	52.4%	17.3%	10.9%	1.5%
Q15-3. Maintenance of traffic signals & street signs	25.7%	58.2%	11.8%	3.6%	0.7%
Q15-4. Adequacy of City street lighting	21.7%	48.8%	18.3%	9.6%	1.6%
Q15-5. Maintenance of City buildings, such as City Hall, library & fire stations	36.3%	52.3%	10.6%	0.6%	0.2%
Q15-6. Snow removal on City streets	33.0%	51.4%	9.5%	4.0%	2.1%
Q15-7. Mowing & trimming along City streets & other public areas	28.6%	52.8%	11.5%	5.8%	1.3%
Q15-8. Overall cleanliness of City streets	32.0%	56.4%	8.4%	2.0%	1.2%
Q15-9. Overall satisfaction with weekly curbside trash collection	39.2%	51.8%	6.5%	1.7%	0.9%
Q15-10. Overall satisfaction with weekly curbside recycling collection	38.4%	50.4%	7.0%	2.1%	2.1%
Q15-11. Overall satisfaction with weekly curbside yard waste collection	37.4%	46.9%	11.8%	2.2%	1.7%

**Q16. Which TWO of the City maintenance items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?**

Q16. Top choice	Number	Percent
Maintenance of City streets	188	26.6 %
Maintenance of sidewalks	81	11.5 %
Maintenance of traffic signals & street signs	35	5.0 %
Adequacy of City street lighting	67	9.5 %
Maintenance of City buildings, such as City Hall, library & fire stations	17	2.4 %
Snow removal on City streets	50	7.1 %
Mowing & trimming along City streets & other public areas	34	4.8 %
Overall cleanliness of City streets	12	1.7 %
Overall satisfaction with weekly curbside trash collection	11	1.6 %
Overall satisfaction with weekly curbside recycling collection	22	3.1 %
Overall satisfaction with weekly curbside yard waste collection	8	1.1 %
None chosen	181	25.6 %
Total	706	100.0 %

**Q16. Which TWO of the City maintenance items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years?**

Q16. 2nd choice	Number	Percent
Maintenance of City streets	66	9.3 %
Maintenance of sidewalks	92	13.0 %
Maintenance of traffic signals & street signs	38	5.4 %
Adequacy of City street lighting	76	10.8 %
Maintenance of City buildings, such as City Hall, library & fire stations	11	1.6 %
Snow removal on City streets	60	8.5 %
Mowing & trimming along City streets & other public areas	32	4.5 %
Overall cleanliness of City streets	32	4.5 %
Overall satisfaction with weekly curbside trash collection	8	1.1 %
Overall satisfaction with weekly curbside recycling collection	5	0.7 %
Overall satisfaction with weekly curbside yard waste collection	19	2.7 %
None chosen	267	37.8 %
Total	706	100.0 %

**SUM OF TOP 2 CHOICES****Q16. Which TWO of the City maintenance items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 2)**

Q16. Sum of top 2 choices	Number	Percent
Maintenance of City streets	254	36.0 %
Maintenance of sidewalks	173	24.5 %
Maintenance of traffic signals & street signs	73	10.3 %
Adequacy of City street lighting	143	20.3 %
Maintenance of City buildings, such as City Hall, library & fire stations	28	4.0 %
Snow removal on City streets	110	15.6 %
Mowing & trimming along City streets & other public areas	66	9.3 %
Overall cleanliness of City streets	44	6.2 %
Overall satisfaction with weekly curbside trash collection	19	2.7 %
Overall satisfaction with weekly curbside recycling collection	27	3.8 %
Overall satisfaction with weekly curbside yard waste collection	27	3.8 %
None chosen	181	25.6 %
Total	1145	

**Q17. How satisfied are you with the roundabouts in the City?**

Q17. How satisfied are you with roundabouts in City	Number	Percent
Very satisfied	124	17.6 %
Satisfied	191	27.1 %
Neutral	147	20.8 %
Dissatisfied	102	14.4 %
Very dissatisfied	128	18.1 %
Don't know	14	2.0 %
Total	706	100.0 %

**WITHOUT "DON'T KNOW"****Q17. How satisfied are you with the roundabouts in the City? (without "don't know")**

Q17. How satisfied are you with roundabouts in City	Number	Percent
Very satisfied	124	17.9 %
Satisfied	191	27.6 %
Neutral	147	21.2 %
Dissatisfied	102	14.7 %
Very dissatisfied	128	18.5 %
Total	692	100.0 %

**Q18. Do you feel that roundabouts are accomplishing their goal of improving safety and keeping traffic moving?**

Q18. Are roundabouts accomplishing their goal of improving safety & keeping traffic moving	Number	Percent
Yes	342	48.4 %
No	191	27.1 %
Not sure	162	22.9 %
Not provided	11	1.6 %
Total	706	100.0 %

**WITHOUT "NOT PROVIDED"****Q18. Do you feel that roundabouts are accomplishing their goal of improving safety and keeping traffic moving? (without "not provided")**

Q18. Are roundabouts accomplishing their goal of improving safety & keeping traffic moving	Number	Percent
Yes	342	49.2 %
No	191	27.5 %
Not sure	162	23.3 %
Total	695	100.0 %

**Q19. City Growth. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Rate of growth in Johnston	14.2%	44.1%	21.7%	9.1%	3.1%	7.9%
Q19-2. Quality of business development	7.5%	30.0%	30.2%	18.6%	5.5%	8.2%
Q19-3. Quality of residential development	12.6%	39.2%	24.2%	11.2%	5.9%	6.8%
Q19-4. Diversity of residential development	12.2%	29.5%	30.9%	11.6%	6.2%	9.6%
Q19-5. Availability of affordable housing for sale	8.9%	26.3%	28.0%	12.0%	3.4%	21.2%
Q19-6. Availability of affordable housing for rent	7.4%	15.6%	27.3%	7.6%	3.1%	39.0%

**WITHOUT "DON'T KNOW"**

**Q19. City Growth. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Rate of growth in Johnston	15.4%	47.8%	23.5%	9.8%	3.4%
Q19-2. Quality of business development	8.2%	32.7%	32.9%	20.2%	6.0%
Q19-3. Quality of residential development	13.5%	42.1%	26.0%	12.0%	6.4%
Q19-4. Diversity of residential development	13.5%	32.6%	34.2%	12.9%	6.9%
Q19-5. Availability of affordable housing for sale	11.3%	33.5%	35.6%	15.3%	4.3%
Q19-6. Availability of affordable housing for rent	12.1%	25.5%	44.8%	12.5%	5.1%

**Q20. Library Services. Have you visited the Johnston Public Library in the past year?**

Q20. Have you visited Johnston Public Library in past

year	Number	Percent
Yes	480	68.0 %
No	226	32.0 %
Total	706	100.0 %

**Q20a. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q20a-1. Quality of library programs, story hours & book discussion	45.8%	32.3%	6.3%	0.6%	0.0%	15.0%
Q20a-2. Quality of library materials, books, DVDs, magazines, etc.	53.1%	36.5%	5.2%	1.0%	0.2%	4.0%
Q20a-3. Overall satisfaction with Johnston Public Library	58.5%	34.6%	4.2%	0.8%	0.0%	1.9%

**WITHOUT "DON'T KNOW"****Q20a. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=480)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20a-1. Quality of library programs, story hours & book discussion	53.9%	38.0%	7.4%	0.7%	0.0%
Q20a-2. Quality of library materials, books, DVDs, magazines, etc.	55.3%	38.0%	5.4%	1.1%	0.2%
Q20a-3. Overall satisfaction with Johnston Public Library	59.7%	35.2%	4.2%	0.8%	0.0%

**Q21. Please CHECK ALL of the following information sources you have used to get information about the City of Johnston during the past year.**

Q21. Sources you have used to get City information

during past year	Number	Percent
City's website	481	68.1 %
City's Facebook page	207	29.3 %
City's Twitter feed	40	5.7 %
Des Moines Register	306	43.3 %
Des Moines Business Record	61	8.6 %
Johnston Living magazine	558	79.0 %
City's weekly/monthly e-newsletter	222	31.4 %
My utility bill	401	56.8 %
Informational videos shared on social media	54	7.6 %
E-notifications from City website	110	15.6 %
Other	29	4.1 %
Total	2469	

**Q21-11. Other**

Q21-11. Other	Number	Percent
Electric signs	1	3.4 %
Seniors and neighbors	1	3.4 %
Internet searches	1	3.4 %
NEIGHBORS	1	3.4 %
MAILINGS ARE BEST	1	3.4 %
JOHNSTON ADVISOR	1	3.4 %
POLICE FACEBOOK PAGE	1	3.4 %
URBANDALE/JOHNSTON WEEKLY PAPER	1	3.4 %
Emails	1	3.4 %
Word of mouth, Lions Club, library bulletin board	1	3.4 %
Winwood Apartments monthly newsletter	1	3.4 %
Talking with residents	1	3.4 %
Johnston paper, store ads	1	3.4 %
Seeing what is going on in person	1	3.4 %
Crown Point	1	3.4 %
CITY HALL	1	3.4 %
Telephone	1	3.4 %
Emails from city development updates	1	3.4 %
RADIO AND TV	1	3.4 %
LIBRARY WEBSITE	1	3.4 %
Presentation to my day program by the mayor	1	3.4 %
New to the community	1	3.4 %
Crown Point and library resources	1	3.4 %
Johnston paper	1	3.4 %
Neighbors/friends	1	3.4 %
City workers	1	3.4 %
Visiting the library	1	3.4 %
School, recreation infor	1	3.4 %
Community greeting Facebook page	1	3.4 %
Total	29	100.0 %

**Q22. City Communications. Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q22-1. Availability of information about City programs & services	13.9%	43.8%	25.4%	5.8%	0.7%	10.5%
Q22-2. Level of public involvement in local decision making	8.2%	25.6%	30.2%	12.5%	2.8%	20.7%
Q22-3. Quality of City's website	10.6%	36.8%	27.9%	3.8%	0.7%	20.1%
Q22-4. Online services offered on City's website	9.1%	34.7%	25.9%	3.7%	0.8%	25.8%

**WITHOUT "DON'T KNOW"**

**Q22. City Communications. Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=706)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Availability of information about City programs & services	15.5%	48.9%	28.3%	6.5%	0.8%
Q22-2. Level of public involvement in local decision making	10.4%	32.3%	38.0%	15.7%	3.6%
Q22-3. Quality of City's website	13.3%	46.1%	34.9%	4.8%	0.9%
Q22-4. Online services offered on City's website	12.2%	46.8%	34.9%	5.0%	1.1%



**Q23. Have you ever listened to the audio recording/stream of a Johnston City Council meeting?**

Q23. Have you ever listened to audio recording/stream  
of a Johnston City Council meeting

	Number	Percent
Yes	18	2.5 %
No	688	97.5 %
Total	706	100.0 %

**Q24. Please CHECK ALL of the following information sources you are currently using in daily life.**

Q24. Information sources you are currently using in  
daily life

	Number	Percent
Facebook	471	66.7 %
Twitter	131	18.6 %
YouTube	249	35.3 %
Instagram	142	20.1 %
Snapchat	94	13.3 %
Smart phone apps	436	61.8 %
Text message	605	85.7 %
Email	632	89.5 %
Other	72	10.2 %
Total	2832	

**Q24-9. Other**

<u>Q24-9. Other</u>	<u>Number</u>	<u>Percent</u>
Newspapers	11	15.5 %
TV, radio	7	9.9 %
Word of mouth	5	7.0 %
TV	4	5.6 %
Mail	4	5.6 %
Phone	3	4.2 %
LinkedIn	3	4.2 %
Radio	3	4.2 %
Whats App	2	2.8 %
LOCAL NEWS	1	1.4 %
WEB NEWS SITES	1	1.4 %
Nextdoor digest	1	1.4 %
TV news	1	1.4 %
Posted mails	1	1.4 %
People from Senior Center	1	1.4 %
TV, radio, newspapers, Crown Point, friends	1	1.4 %
Phone, mail	1	1.4 %
Des Moines Register, Johnston Living magazine	1	1.4 %
Paper, local TV	1	1.4 %
NEWSLETTER	1	1.4 %
News channel 8	1	1.4 %
WEBSITES	1	1.4 %
Local TV news	1	1.4 %
Reddit	1	1.4 %
Media and newspapers	1	1.4 %
Newspaper DM Register	1	1.4 %
Register DM	1	1.4 %
CELL PHONE	1	1.4 %
PODCASTS	1	1.4 %
Skype	1	1.4 %
IPR and NPR	1	1.4 %
Google news	1	1.4 %
Newspaper/TV	1	1.4 %
Print materials	1	1.4 %
Des Moines Register	1	1.4 %
Local TV	1	1.4 %
Internet sources	1	1.4 %
<u>Newspaper, TV, radio, community talks</u>	<u>1</u>	<u>1.4 %</u>
Total	71	100.0 %

**Q25. Economic Development. Which TWO of the following benefits of economic development are MOST IMPORTANT to you?**

Q25. Most important benefits of economic development	Number	Percent
More jobs in Johnston	163	23.1 %
New & existing companies opening/expanding in Johnston	378	53.5 %
Improved awareness (reputation) of City	80	11.3 %
More tourists visiting the region	14	2.0 %
Better lifestyle amenities	282	39.9 %
Better educational opportunities	76	10.8 %
Higher standard of living	75	10.6 %
Increased tax base	169	23.9 %
Other	18	2.5 %
Total	1255	

**Q25-9. Other**

Q25-9. Other	Number	Percent
Restaurants	2	11.1 %
Be able to provide bus transportation to younger kids in Elementary	1	5.6 %
RETAIL/RESTAURANTS, ENTERTAINMENT	1	5.6 %
IGNORING THE DRUG PROBLEM INSIDE POLICE AND COMMUNITY	1	5.6 %
MORE RETAIL	1	5.6 %
Need more townhomes, less apts	1	5.6 %
Dollar Tree	1	5.6 %
Leave them alone	1	5.6 %
Small retail businesses for shopping, entertainment and eating	1	5.6 %
RESTAURANTS OF HIGHER CALIBER	1	5.6 %
MORE SENIOR PROGRAMS	1	5.6 %
KEEP PROPERTY VALUES HIGH	1	5.6 %
AFFORDABLE HOUSING	1	5.6 %
Better restaurants	1	5.6 %
More homes less than \$150K	1	5.6 %
More restaurants	1	5.6 %
Reduce property tax	1	5.6 %
Total	18	100.0 %

**Q26. How often do you typically go outside Johnston city limits to shop?**

Q26. How often do you typically go outside Johnston

City limits to shop	Number	Percent
Every day	162	22.9 %
A few times per week	307	43.5 %
At least once a week	148	21.0 %
A few times per month	72	10.2 %
A few times per year	5	0.7 %
Seldom or never	6	0.8 %
Not provided	6	0.8 %
Total	706	100.0 %

**WITHOUT "NOT PROVIDED"****Q26. How often do you typically go outside Johnston city limits to shop? (without "not provided")**

Q26. How often do you typically go outside Johnston

City limits to shop	Number	Percent
Every day	162	23.1 %
A few times per week	307	43.9 %
At least once a week	148	21.1 %
A few times per month	72	10.3 %
A few times per year	5	0.7 %
Seldom or never	6	0.9 %
Total	700	100.0 %

**Q27. Should the City put an emphasis on bringing retail to the City?**

Q27. Should City put an emphasis on bringing retail to

City	Number	Percent
Yes	509	72.1 %
No	157	22.2 %
Not provided	40	5.7 %
Total	706	100.0 %

**WITHOUT "NOT PROVIDED"****Q27. Should the City put an emphasis on bringing retail to the City? (without "not provided")**

Q27. Should City put an emphasis on bringing retail to

City	Number	Percent
Yes	509	76.4 %
No	157	23.6 %
Total	666	100.0 %

**Q28. Should the City put an emphasis on bringing restaurants to the City?**

Q28. Should City put an emphasis on bringing restaurants to City	Number	Percent
Yes	586	83.0 %
No	89	12.6 %
Not provided	31	4.4 %
Total	706	100.0 %

**WITHOUT "NOT PROVIDED"****Q28. Should the City put an emphasis on bringing restaurants to the City? (without "not provided")**

Q28. Should City put an emphasis on bringing restaurants to City	Number	Percent
Yes	586	86.8 %
No	89	13.2 %
Total	675	100.0 %

**Q29. Please CHECK ALL of the following types of retail and restaurant options you would like to see in Johnston.**

Q29. Types of retail & restaurant options you would like to see in Johnston	Number	Percent
Clothing stores	277	39.2 %
Casual dining	564	79.9 %
Fine dining	296	41.9 %
Fast Food	138	19.5 %
Big box retail	186	26.3 %
Specialty shops	395	55.9 %
Other	49	6.9 %
Total	1905	

**Q29-7. Other**

Q29-7. Other	Number	Percent
Costco	2	4.1 %
Menards	2	4.1 %
Strip Clubs	1	2.0 %
Closer hardware store	1	2.0 %
Brewery	1	2.0 %
Outdoors outfitter	1	2.0 %
Fitness/gym	1	2.0 %
Coffee shops, ice cream shops, delis	1	2.0 %
Outdoor golf range	1	2.0 %
LEAVE OUT BIG BOX RETAIL	1	2.0 %
Keep small town feeling	1	2.0 %
CAFES	1	2.0 %
SPORTING GOODS	1	2.0 %
Better car wash, dollar stores	1	2.0 %
Dollar Tree, Dollar General	1	2.0 %
BAKERY	1	2.0 %
Office parks and warehouses	1	2.0 %
Another post office	1	2.0 %
Health food stores	1	2.0 %
Larger food pantry or food bank	1	2.0 %
Hobby	1	2.0 %
Dollar Tree	1	2.0 %
More specialty grocers, i.e. Trader Joe's, Fresh Thyme, Aldi,		
Sprouts	1	2.0 %
Donuts	1	2.0 %
Brewery, concert hall venue	1	2.0 %
BETTER GROCERY OPTION	1	2.0 %
Small/private retail	1	2.0 %
NOT BURGER RESTAURANTS	1	2.0 %
YMCA COSTCO	1	2.0 %
SPORTS BARS	1	2.0 %
Aquatic center/gym	1	2.0 %
More restaurants	1	2.0 %
ENTERTAINMENT CONCERTS AND SPORTS	1	2.0 %
Use vacant spots for rent or sale	1	2.0 %
DEPARTMENT STORE	1	2.0 %
Mardel or other christian store	1	2.0 %
BIGGER HY-VEE	1	2.0 %
La Mie, Fresh Thyme Store, Whole Foods	1	2.0 %
Bar and Grill	1	2.0 %
Healthy eating	1	2.0 %
Whole Foods store	1	2.0 %
CVS Pharmacy	1	2.0 %
Jobs to increase taxbase	1	2.0 %
Bars	1	2.0 %
Aldi	1	2.0 %
Auto parts store	1	2.0 %
Trader Joes	1	2.0 %
Total	49	100.0 %

**Q30. Please CHECK ALL of the following that you have done in Johnston over the past year.**

Q30. What have you done in Johnston over past year	Number	Percent
Eaten out at a restaurant (fast food)	566	80.2 %
Eaten out at a restaurant (other than fast food)	628	89.0 %
Attended a live music performance, concert, parade or festival	310	43.9 %
Visited City government offices	342	48.4 %
Gone shopping	485	68.7 %
Used professional services (banking, legal)	467	66.1 %
Gone to work/employment	137	19.4 %
Gone to church	152	21.5 %
None of these	4	0.6 %
Total	3091	

**WITHOUT "NONE OF THESE"****Q30. Please CHECK ALL of the following that you have done in Johnston over the past year. (without "none of these")**

Q30. What have you done in Johnston over past year	Number	Percent
Eaten out at a restaurant (fast food)	566	80.6 %
Eaten out at a restaurant (other than fast food)	628	89.5 %
Attended a live music performance, concert, parade or festival	310	44.2 %
Visited City government offices	342	48.7 %
Gone shopping	485	69.1 %
Used professional services (banking, legal)	467	66.5 %
Gone to work/employment	137	19.5 %
Gone to church	152	21.7 %
Total	3087	

**Q31. Living in Johnston. Have you used DART (Des Moines Area Regional Transit Authority) bus services in the past 2 years?**

Q31. Have you used DART (Des Moines Area Regional Transit Authority) bus services in past 2 years	Number	Percent
Yes	40	5.7 %
No	666	94.3 %
Total	706	100.0 %

**Q32. Please CHECK ALL of the following items that would make you try DART or cause you to ride more often.**

Q32. What would make you try DART or cause you to ride more often	Number	Percent
Nothing	389	55.1 %
More frequent buses	42	5.9 %
More convenient routes	62	8.8 %
Inter-suburb routes	47	6.7 %
More park-&-ride locations	28	4.0 %
Express buses	41	5.8 %
Don't know	152	21.5 %
Total	761	

**WITHOUT "DON'T KNOW"****Q32. Please CHECK ALL of the following items that would make you try DART or cause you to ride more often. (without "don't know")**

Q32. What would make you try DART or cause you to ride more often	Number	Percent
Nothing	389	70.2 %
More frequent buses	42	7.6 %
More convenient routes	62	11.2 %
Inter-suburb routes	47	8.5 %
More park-&-ride locations	28	5.1 %
Express buses	41	7.4 %
Total	609	

**Q33. How often do you work from home?**

Q33. How often do you work from home	Number	Percent
Never	456	64.6 %
1 or 2 days a week	92	13.0 %
Almost every day	125	17.7 %
Not provided	33	4.7 %
Total	706	100.0 %

**WITHOUT "NOT PROVIDED"****Q33. How often do you work from home? (without "not provided")**

Q33. How often do you work from home	Number	Percent
Never	456	67.8 %
1 or 2 days a week	92	13.7 %
Almost every day	125	18.6 %
Total	673	100.0 %



**Q34. Which ONE of the following is the primary reason you have chosen to live in Johnston?**

Q34. Primary reason you have chosen to live in Johnston	Number	Percent
Grew up in the region	51	7.2 %
Close to work	98	13.9 %
Great quality of life	106	15.0 %
School system	161	22.8 %
Close to family	77	10.9 %
Affordable cost of living	26	3.7 %
Like the small town feel	84	11.9 %
Heard great things about the community	30	4.2 %
Other	52	7.4 %
Not provided	21	3.0 %
Total	706	100.0 %

**WITHOUT "NOT PROVIDED"****Q34. Which ONE of the following is the primary reason you have chosen to live in Johnston? (without "not provided")**

Q34. Primary reason you have chosen to live in Johnston	Number	Percent
Grew up in the region	51	7.4 %
Close to work	98	14.3 %
Great quality of life	106	15.5 %
School system	161	23.5 %
Close to family	77	11.2 %
Affordable cost of living	26	3.8 %
Like the small town feel	84	12.3 %
Heard great things about the community	30	4.4 %
Other	52	7.6 %
Total	685	100.0 %

**Q34-9. Other**

Q34-9. Other	Number	Percent
Location	2	3.8 %
Found great deal on a house	1	1.9 %
Found a good deal on a big house	1	1.9 %
House we liked and purchased was in Johnston	1	1.9 %
Best town house community availabale at the time	1	1.9 %
Housing	1	1.9 %
Like the area where our home is located	1	1.9 %
JUST HAPPENED TO BE IN JOHNSTON AND I LOVED THE HOUSE	1	1.9 %
MY TOWNHOME WAS AFFORDABLE 3 YEARS AGO	1	1.9 %
SENIOR LIVING	1	1.9 %
Moved to a bigger place to rent was less expensive 4 years ago	1	1.9 %
FOUND A CONDO HERE	1	1.9 %
This is where we found a townhouse on our budget	1	1.9 %
Johnston was the place for me, quiet and easy way of living	1	1.9 %
DIFFERENT HOUSING DESIGNS, GREEN MEADOWS	1	1.9 %
30 YRS AGO A GOOD PLACE TO LIVE	1	1.9 %
FOUND A TOWNHOME I LIKED	1	1.9 %
Used to be a really nice place to live	1	1.9 %
We moved here to be in Polk county on an acreage and Johnston annexed us	1	1.9 %
Liked the house I bought	1	1.9 %
Really liked particular house and neighborhood, large, wooded lots	1	1.9 %
Retirement facilities	1	1.9 %
Found a town we liked	1	1.9 %
BEST DEAL ON HOUSE AT THE TIME	1	1.9 %
Close to interstate	1	1.9 %
Best location for our life style and quiet	1	1.9 %
Single family home community	1	1.9 %
Rural feel, live near Camp Dodge	1	1.9 %
Townhome	1	1.9 %
Only place we could find a lot we liked	1	1.9 %
HOUSING/LAKE	1	1.9 %
Close to Camp Dodge	1	1.9 %
FOUND A HOUSE WE LIKED	1	1.9 %
LOCATION OF HOUSE	1	1.9 %
Found our dream home	1	1.9 %
House availability	1	1.9 %
Close to church. Easy to get to Ankeny, Grimes and West Des Moines.	1	1.9 %
Wooded lot	1	1.9 %
Great move-in special on an apartment	1	1.9 %
Size of lot	1	1.9 %
Found a townhouse we liked for retirement	1	1.9 %
It is where I found the house I liked	1	1.9 %
Open lots were available to build on close to our school and church	1	1.9 %
Found an area to build that fit our likes	1	1.9 %
Bldg lot available	1	1.9 %
Senior citizen living	1	1.9 %

**Q34-9. Other**

Q34-9. Other	Number	Percent
Notice available in WDSM	1	1.9 %
Retired here	1	1.9 %
Found house we liked here	1	1.9 %
Safe	1	1.9 %
We love it here	1	1.9 %
Total	52	100.0 %

**Q35. Which of the following best describes your current place of employment?**

Q35. What best describes your current place of employment	Number	Percent
Employed outside home	405	57.4 %
Self-employed/work out of home	81	11.5 %
Student/retired/not currently employed	199	28.2 %
Not provided	21	3.0 %
Total	706	100.0 %

**WITHOUT "NOT PROVIDED"****Q35. Which of the following best describes your current place of employment? (without "not provided")**

Q35. What best describes your current place of employment	Number	Percent
Employed outside home	405	59.1 %
Self-employed/work out of home	81	11.8 %
Student/retired/not currently employed	199	29.1 %
Total	685	100.0 %

**Q35a. Where do you work?**

Q35a. Where do you work	Number	Percent
In Johnston	110	27.2 %
In downtown Des Moines	93	23.0 %
In a suburb of Des Moines	143	35.3 %
Somewhere else	50	12.3 %
Not provided	9	2.2 %
Total	405	100.0 %

**WITHOUT "NOT PROVIDED"****Q35a. Where do you work? (without "not provided")**

Q35a. Where do you work	Number	Percent
In Johnston	110	27.8 %
In downtown Des Moines	93	23.5 %
In a suburb of Des Moines	143	36.1 %
Somewhere else	50	12.6 %
Total	396	100.0 %

**Q35a-4. Other**

Q35a-4. Where	Number	Percent
Des Moines	6	15.4 %
Des Moines not downtown	4	10.3 %
Ames	4	10.3 %
West Des Moines	3	7.7 %
Urbandale	3	7.7 %
Ankeny	3	7.7 %
Home	2	5.1 %
WORK REMOTELY AND HUSBAND WORKS IN		
URBANDALE	1	2.6 %
SOUTH DES MOINES	1	2.6 %
Central Iowa	1	2.6 %
Iowa State University	1	2.6 %
BEAVERDALE	1	2.6 %
GRIMES	1	2.6 %
Washington DC	1	2.6 %
Rural Polk County	1	2.6 %
Remote employee	1	2.6 %
DM/Territory Iowa	1	2.6 %
Everywhere in construction	1	2.6 %
Merle Hay Mall, Kohls	1	2.6 %
Huxley	1	2.6 %
South side	1	2.6 %
Total	39	100.0 %

**Q36. What best describes the town where you grew up?**

Q36. What best describes the town where you grew up	Number	Percent
Small town Iowa	277	39.2 %
Des Moines metro	134	19.0 %
Johnston	43	6.1 %
Another Metro in Iowa	66	9.3 %
Outside Iowa	175	24.8 %
Not provided	11	1.6 %
Total	706	100.0 %

**WITHOUT "NOT PROVIDED"****Q36. What best describes the town where you grew up? (without "not provided")**

Q36. What best describes the town where you grew up	Number	Percent
Small town Iowa	277	39.9 %
Des Moines metro	134	19.3 %
Johnston	43	6.2 %
Another Metro in Iowa	66	9.5 %
Outside Iowa	175	25.2 %
Total	695	100.0 %

**Q37. Which of the following best describes your race?**

Q37. Your race	Number	Percent
African American/Black	17	2.4 %
American Indian/Alaska Native	2	0.3 %
Asian/Hawaiian/other Pacific Islander	24	3.4 %
White	637	90.2 %
Hispanic/Latino	17	2.4 %
Other	6	0.8 %
Total	703	

**Q37-6. Other**

Q37-6. Other	Number	Percent
Mixed	4	66.7 %
Italian	1	16.7 %
Irish	1	16.7 %
Total	6	100.0 %

**Q38. What is your age?**

Q38. Your age	Number	Percent
18-34	136	19.3 %
35-44	137	19.4 %
45-54	135	19.1 %
55-64	138	19.5 %
65+	141	20.0 %
Not provided	19	2.7 %
Total	706	100.0 %

**WITHOUT "NOT PROVIDED"****Q38. What is your age? (without "not provided")**

Q38. Your age	Number	Percent
18-34	136	19.8 %
35-44	137	19.9 %
45-54	135	19.7 %
55-64	138	20.1 %
65+	141	20.5 %
Total	687	100.0 %

**Q39. Counting yourself, how many people in your household are...**

	Mean	Sum
number	2.6	1772
Under age 5	0.1	100
Ages 5-9	0.1	101
Ages 10-14	0.2	146
Ages 15-19	0.2	133
Ages 20-24	0.1	57
Ages 25-34	0.3	186
Ages 35-44	0.4	242
Ages 45-54	0.4	251
Ages 55-64	0.3	197
Ages 65-74	0.4	241
Ages 75+	0.2	118

**Q40. Do you own or rent your current residence?**

Q40. Do you own or rent your current residence	Number	Percent
Own	598	84.7 %
Rent	107	15.2 %
Not provided	1	0.1 %
Total	706	100.0 %

**WITHOUT "NOT PROVIDED"****Q40. Do you own or rent your current residence? (without "not provided")**

Q40. Do you own or rent your current residence	Number	Percent
Own	598	84.8 %
Rent	107	15.2 %
Total	705	100.0 %

**Q41. Your gender:**

Q41. Your gender	Number	Percent
Male	355	50.3 %
Female	350	49.6 %
Not provided	1	0.1 %
Total	706	100.0 %

**WITHOUT "NOT PROVIDED"****Q41. Your gender: (without "not provided")**

Q41. Your gender	Number	Percent
Male	355	50.4 %
Female	350	49.6 %
Total	705	100.0 %

## Section 5:

# Survey Instrument

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November 5, 2018

Dear Johnston Resident,

City of Johnston leaders have a vision for the future. We are charged with many duties and responsibilities. One of our duties is to ensure the future of the City is always a priority and is looked upon as an opportunity for improvement. Another is to make certain that services provided are to a level of your satisfaction. In order for us to accomplish these two tasks, we need to hear from you!

The enclosed survey will give you the opportunity to tell us how you rate the services you receive from the City, as well as a chance for your input for the future of Johnston. We realize that this survey takes time out of your busy schedule to complete, but we are asking for your assistance to make us better.

Please complete the survey within two weeks. If you prefer, our community survey may also be completed online by visiting this link; [www.johnston2018citizensurvey.org](http://www.johnston2018citizensurvey.org). Each survey is limited to one per household and your address will need to be entered in the online link. False and duplicate addresses will not count.

If you have any questions, please contact Communications Specialist Janet Wilwerding at [jwilwerding@cityofjohnston.com](mailto:jwilwerding@cityofjohnston.com) or 515.727.7781.

Thank you for helping to make Johnston an even better City. We appreciate your help and look forward to sharing the results in the upcoming weeks.

Sincerely,

A handwritten signature in black ink, appearing to read "Paula Dierenfeld". The signature is fluid and stylized, with a large loop at the end.

Mayor Paula Dierenfeld  
City of Johnston



## 2018 City of Johnston Community Survey

City leaders would like your opinion about how well the City is delivering services to residents. Your input will be used to help set community priorities so that tax dollars are spent wisely. Please take a few minutes to complete this survey. If you have questions, please contact Janet Wilwerding, City of Johnston Communications, at (515) 727-7781 or [jwilwerding@cityofjohnston.com](mailto:jwilwerding@cityofjohnston.com).

1. **Perception of the City.** Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of City services	5	4	3	2	1	9
2. Overall feeling of safety in the City	5	4	3	2	1	9
3. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
4. Overall image of the City	5	4	3	2	1	9
5. How well the City is planning for growth	5	4	3	2	1	9
6. Overall quality of life in the City	5	4	3	2	1	9

2. **Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	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 and emergency medical services	5	4	3	2	1	9
03. Overall quality of City parks, recreation, programs and facilities	5	4	3	2	1	9
04. Overall maintenance of City buildings and facilities	5	4	3	2	1	9
05. Overall enforcement of property code violations (e.g. regulation of weed control, junk cars, trash in yards)	5	4	3	2	1	9
06. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
07. Overall effectiveness of City communication with the public	5	4	3	2	1	9
08. Overall quality of City water services	5	4	3	2	1	9
09. Overall quality of the City's sanitary sewer system	5	4	3	2	1	9
10. Overall quality of the City's stormwater drainage system	5	4	3	2	1	9
11. Overall flow of traffic in the City	5	4	3	2	1	9
12. Overall quality of the City streets system	5	4	3	2	1	9
13. Overall quality of the City trail system	5	4	3	2	1	9

3. **Which TWO of the items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?** *[Write in your answers below using the numbers from the list in Question 2.]*

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

4. **What do you like most about the City of Johnston?**

5. **If you could change one thing about the City of Johnston, what would it be?**

6. **What do you see in other cities that you would like to have in the City of Johnston?**

7. **Public Safety.** Please rate your satisfaction with each of the public safety services listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of local police protection	5	4	3	2	1	9
2.	How quickly police respond to emergencies	5	4	3	2	1	9
3.	Overall competence of police department employees	5	4	3	2	1	9
4.	Officers' attitudes and behavior toward citizens	5	4	3	2	1	9
5.	Police Department's ongoing efforts to proactively detect and deter crime in the community	5	4	3	2	1	9
6.	Overall quality of local fire protection	5	4	3	2	1	9
7.	How quickly firefighters respond to emergencies	5	4	3	2	1	9
8.	Overall quality of emergency medical services	5	4	3	2	1	9
9.	How quickly emergency medical services respond to emergencies	5	4	3	2	1	9

8. Which TWO of the public safety items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? *[Write in your answers below using the numbers from the list in Question 7.]*

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

9. Have you visited a Johnston park during the past year? \_\_\_\_ (1) Yes \_\_\_\_ (2) No
10. Have you or a member of your family participated in a Johnston recreation program during the past year?  
\_\_\_\_ (1) Yes \_\_\_\_ (2) No
11. Have you used a Johnston trail during the past year? \_\_\_\_ (1) Yes \_\_\_\_ (2) No
12. **Parks and Recreation.** Please rate your satisfaction with each of the park services listed below using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City parks	5	4	3	2	1	9
02.	The number of City parks	5	4	3	2	1	9
03.	Maintenance of City park restrooms and shelters	5	4	3	2	1	9
04.	Number of City park restrooms and shelters	5	4	3	2	1	9
05.	Maintenance of walking and biking trails in the City	5	4	3	2	1	9
06.	Number of walking and biking trails in the City	5	4	3	2	1	9
07.	Safety of trails and parks in the City	5	4	3	2	1	9
08.	Crown Point Community Center	5	4	3	2	1	9
09.	Simpson Barn	5	4	3	2	1	9
10.	Lew Clarkson Park	5	4	3	2	1	9
11.	Terra Park	5	4	3	2	1	9

- 13. Please rate your satisfaction with each of the following recreation items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Your accessibility to desired destinations via the bike and trail system	5	4	3	2	1	9
2.	The community's youth recreation programs	5	4	3	2	1	9
3.	The community's adult recreation and education programs	5	4	3	2	1	9
4.	The community's senior citizen recreation programs	5	4	3	2	1	9
5.	Overall variety of recreation program services provided for children	5	4	3	2	1	9
6.	Overall variety of recreation program services provided for adults	5	4	3	2	1	9
7.	Overall variety of recreation program services provided for senior citizens	5	4	3	2	1	9

- 14. What kinds of additional recreational opportunities are needed?**
- 

- 15. City Maintenance. Please rate your satisfaction with each of the following city maintenance items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of City streets	5	4	3	2	1	9
02.	Maintenance of sidewalks	5	4	3	2	1	9
03.	Maintenance of traffic signals and street signs	5	4	3	2	1	9
04.	Adequacy of City street lighting	5	4	3	2	1	9
05.	Maintenance of City buildings, such as City Hall, the library and fire stations	5	4	3	2	1	9
06.	Snow removal on City streets	5	4	3	2	1	9
07.	Mowing and trimming along City streets and other public areas	5	4	3	2	1	9
08.	Overall cleanliness of City streets	5	4	3	2	1	9
09.	Overall satisfaction with weekly curbside trash collection	5	4	3	2	1	9
10.	Overall satisfaction with weekly curbside recycling collection	5	4	3	2	1	9
11.	Overall satisfaction with weekly curbside yard waste collection	5	4	3	2	1	9

- 16. Which TWO of the city maintenance items listed above do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? [Write in your answers below using the numbers from the list in Question 15.]**

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

- 17. How satisfied are you with the roundabouts in the city?**

\_\_\_\_(1) Very satisfied      \_\_\_\_ (3) Neutral      \_\_\_\_ (5) Very dissatisfied  
 \_\_\_\_ (2) Satisfied      \_\_\_\_ (4) Dissatisfied      \_\_\_\_ (9) Don't know

- 18. Do you feel that roundabouts are accomplishing their goal of improving safety and keeping traffic moving?**

\_\_\_\_(1) Yes      \_\_\_\_ (2) No      \_\_\_\_ (3) Not Sure

19. **City Growth.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Rate of growth in Johnston	5	4	3	2	1	9
2.	Quality of business development	5	4	3	2	1	9
3.	Quality of residential development	5	4	3	2	1	9
4.	Diversity of residential development	5	4	3	2	1	9
5.	Availability of affordable housing for sale	5	4	3	2	1	9
6.	Availability of affordable housing for rent	5	4	3	2	1	9

20. **Library Services.** Have you visited the Johnston Public Library in the past year?

\_\_\_\_(1) Yes [Answer Q20a.]      \_\_\_\_ (2) No [Skip to Q21.]

- 20a. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The quality of library programs, story hours and book discussion	5	4	3	2	1	9
2.	The quality of library materials, books, DVDs, magazines, etc.	5	4	3	2	1	9
3.	Overall satisfaction with the Johnston Public Library	5	4	3	2	1	9

21. Please CHECK ALL of the following information sources you have used to get information about the City of Johnston during the past year.

\_\_\_\_(01) The City's website      \_\_\_\_ (07) The City's weekly/monthly e-newsletter  
 \_\_\_\_ (02) The City's Facebook page      \_\_\_\_ (08) My utility bill  
 \_\_\_\_ (03) The City's Twitter feed      \_\_\_\_ (09) Informational videos shared on social media  
 \_\_\_\_ (04) Des Moines Register      \_\_\_\_ (10) E-notifications from City website  
 \_\_\_\_ (05) Des Moines Business Record      \_\_\_\_ (11) Other: \_\_\_\_\_  
 \_\_\_\_ (06) Johnston Living magazine

22. **City Communications.** Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City programs and services	5	4	3	2	1	9
2.	The level of public involvement in local decision making	5	4	3	2	1	9
3.	The quality of the City's website	5	4	3	2	1	9
4.	The online services offered on the City's website	5	4	3	2	1	9

23. Have you ever listened to the audio recording/stream of a Johnston City Council meeting?

\_\_\_\_(1) Yes      \_\_\_\_ (2) No

24. Please CHECK ALL of the following information sources you are currently using in daily life.

\_\_\_\_(1) Facebook      \_\_\_\_ (4) Instagram      \_\_\_\_ (7) Text message  
 \_\_\_\_ (2) Twitter      \_\_\_\_ (5) Snapchat      \_\_\_\_ (8) Email  
 \_\_\_\_ (3) YouTube      \_\_\_\_ (6) Smart phone apps      \_\_\_\_ (9) Other: \_\_\_\_\_

25. **Economic Development. Which TWO of the following benefits of economic development are MOST IMPORTANT to you?**

- |   |   |
|---|---|
| <input type="checkbox"/> (1) More jobs in Johnston                                    | <input type="checkbox"/> (6) Better educational opportunities |
| <input type="checkbox"/> (2) New and existing companies opening/expanding in Johnston | <input type="checkbox"/> (7) Higher standard of living        |
| <input type="checkbox"/> (3) Improved awareness (reputation) of the City              | <input type="checkbox"/> (8) Increased tax base               |
| <input type="checkbox"/> (4) More tourists visiting the region                        | <input type="checkbox"/> (9) Other: _____                     |
| <input type="checkbox"/> (5) Better lifestyle amenities                               |   |

26. **How often do you typically go outside Johnston city limits to shop?**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> (1) Every day            | <input type="checkbox"/> (3) At least once a week  | <input type="checkbox"/> (5) A few times per year |
| <input type="checkbox"/> (2) A few times per week | <input type="checkbox"/> (4) A few times per month | <input type="checkbox"/> (6) Seldom or never      |

27. **Should the City put an emphasis on bringing retail to the City?** ☐ (1) Yes ☐ (2) No

28. **Should the City put an emphasis on bringing restaurants to the City?** ☐ (1) Yes ☐ (2) No

29. **Please CHECK ALL of the following types of retail and restaurant options you would like to see in Johnston.**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> (1) Clothing stores | <input type="checkbox"/> (4) Fast Food       | <input type="checkbox"/> (7) Other: _____ |
| <input type="checkbox"/> (2) Casual dining   | <input type="checkbox"/> (5) Big Box Retail  |   |
| <input type="checkbox"/> (3) Fine dining     | <input type="checkbox"/> (6) Specialty Shops |   |

30. **Please CHECK ALL of the following that you have done in Johnston over the past year.**

- |   |  |
|---|--|
| <input type="checkbox"/> (1) Eaten out at a restaurant (fast food)                          | <input type="checkbox"/> (5) Gone shopping                               |
| <input type="checkbox"/> (2) Eaten out at a restaurant (other than fast food)               | <input type="checkbox"/> (6) Used professional services (banking, legal) |
| <input type="checkbox"/> (3) Attended a live music performance, concert, parade or festival | <input type="checkbox"/> (7) Gone to work/employment                     |
| <input type="checkbox"/> (4) Visited City government offices                                | <input type="checkbox"/> (8) Gone to church                              |
|   | <input type="checkbox"/> (9) None of these                               |

31. **Living in Johnston. Have you used DART (Des Moines Area Regional Transit Authority) bus services in the past 2 years?**

- ☐ (1) Yes ☐ (2) No

32. **Please CHECK ALL of the following items that would make you try DART or cause you to ride more often.**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> (1) Nothing                | <input type="checkbox"/> (4) Inter-suburb routes          | <input type="checkbox"/> (9) Don't know |
| <input type="checkbox"/> (2) More frequent buses    | <input type="checkbox"/> (5) More park-and-ride locations |   |
| <input type="checkbox"/> (3) More convenient routes | <input type="checkbox"/> (6) Express buses                |   |

33. **How often do you work from home?**

- ☐ (1) Never ☐ (2) 1 or 2 days a week ☐ (3) Almost every day

34. **Which ONE of the following is the primary reason you have chosen to live in Johnston?**

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> (1) Grew up in the region | <input type="checkbox"/> (4) School system             | <input type="checkbox"/> (7) Like the small town feel               |
| <input type="checkbox"/> (2) Close to work         | <input type="checkbox"/> (5) Close to family           | <input type="checkbox"/> (8) Heard great things about the community |
| <input type="checkbox"/> (3) Great quality of life | <input type="checkbox"/> (6) Affordable cost of living | <input type="checkbox"/> (9) Other: _____                           |

## Demographics

### 35. Which of the following best describes your current place of employment?

\_\_\_\_(1) Employed outside the home *[Answer Q35a.]*

\_\_\_\_(3) Student/Retired/Not currently employed *[Skip to Q36.]*

\_\_\_\_(2) Self-employed/work out of home *[Skip to Q36.]*

#### 35a. Where do you work?

\_\_\_\_(1) In Johnston

\_\_\_\_(3) In a suburb of Des Moines

\_\_\_\_(2) In downtown Des Moines

\_\_\_\_(4) Somewhere else: \_\_\_\_\_

### 36. What best describes the town where you grew up?

\_\_\_\_(1) Small town Iowa

\_\_\_\_(3) Johnston

\_\_\_\_(5) Outside Iowa

\_\_\_\_(2) Des Moines metro

\_\_\_\_(4) Another Metro in Iowa

### 37. Which of the following best describes your race? *[Check all that apply.]*

\_\_\_\_(1) African American/Black

\_\_\_\_(4) White

\_\_\_\_(2) American Indian/Alaska Native

\_\_\_\_(5) Hispanic/Latino

\_\_\_\_(3) Asian/Hawaiian/Other Pacific Islander

\_\_\_\_(6) Other: \_\_\_\_\_

### 38. What is your age? \_\_\_\_\_ years

### 39. Counting 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: \_\_\_\_\_

### 40. Do you own or rent your current residence? \_\_\_\_\_(1) Own \_\_\_\_\_(2) Rent

### 41. Your gender: \_\_\_\_\_(1) Male \_\_\_\_\_(2) Female

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

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

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with City services. If your address is not correct, please provide the correct information. Thank you.

# 2018 City of Johnston Community Survey *Appendix A – GIS Maps*

*...helping organizations make better decisions since 1982*

**Submitted to the City of Johnston, Iowa by:**

ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**January 2019**





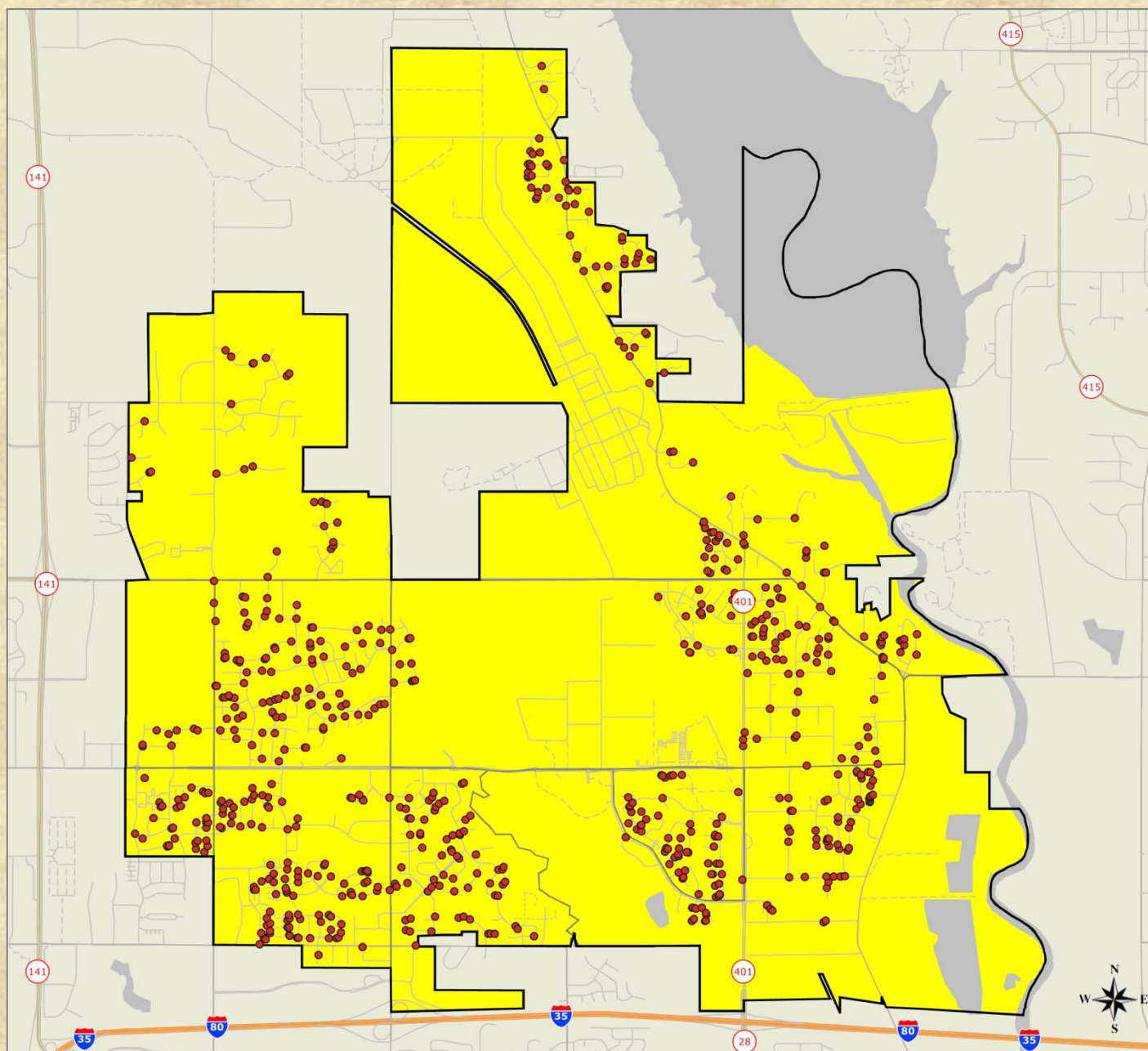
## Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

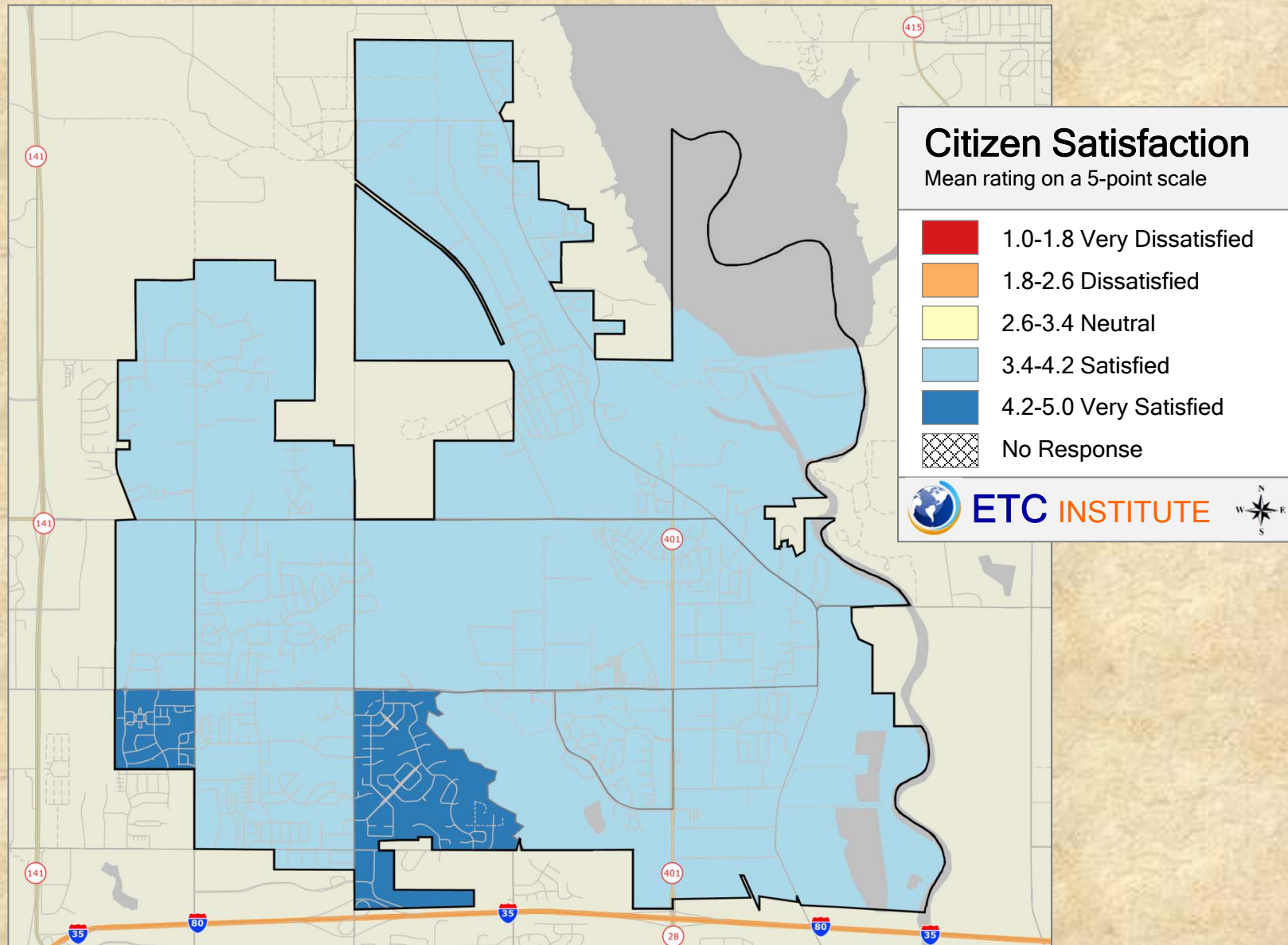
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

## Location of Survey Respondents



**2018 City of Johnston Community Survey**

## Q1-01 Level of Satisfaction with: Overall quality of city services

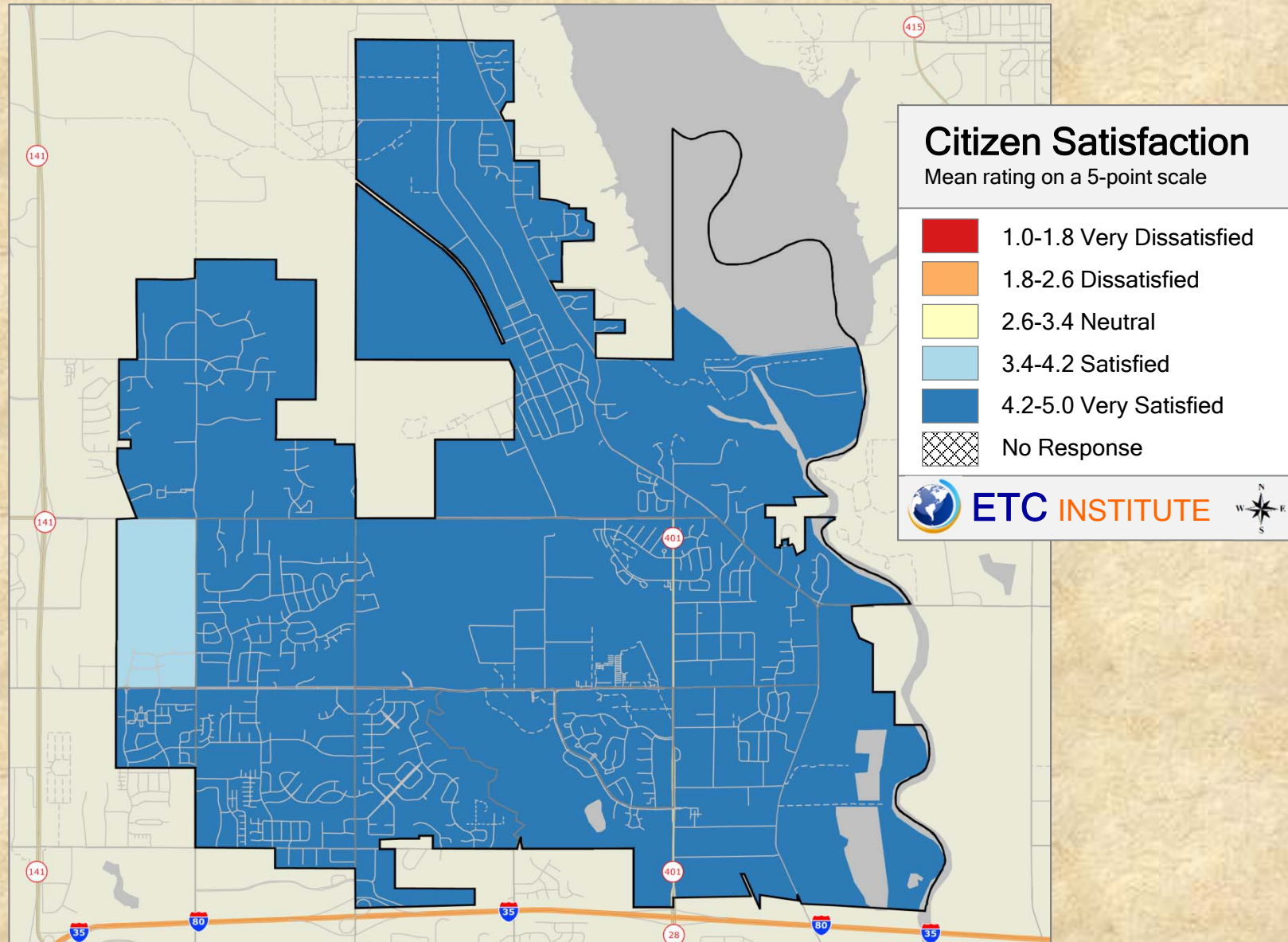


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



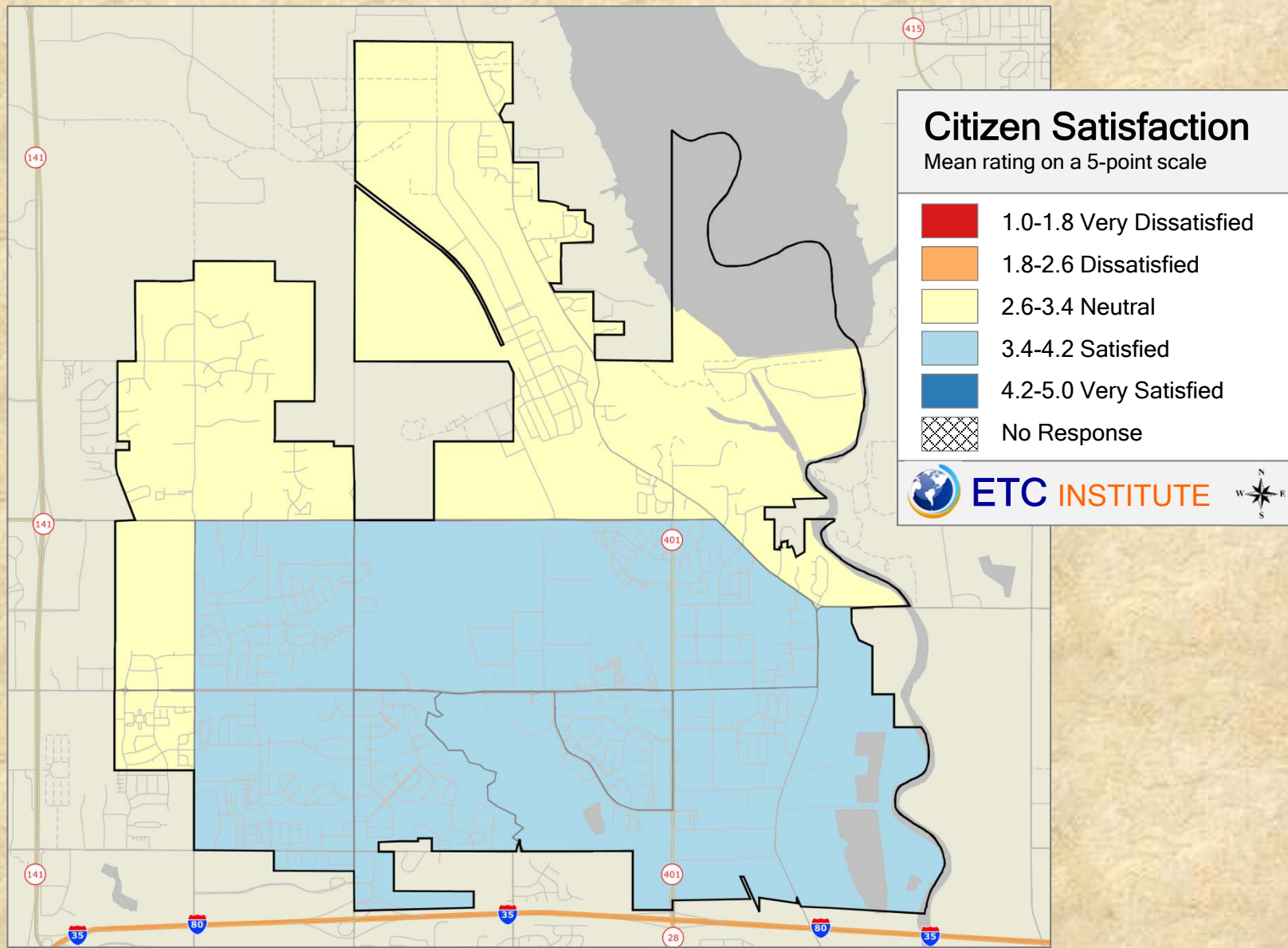
## Q1-02 Level of Satisfaction with: Overall feeling of safety in the City



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-03 Level of Satisfaction with: Overall value that you receive for your City tax dollars/fees

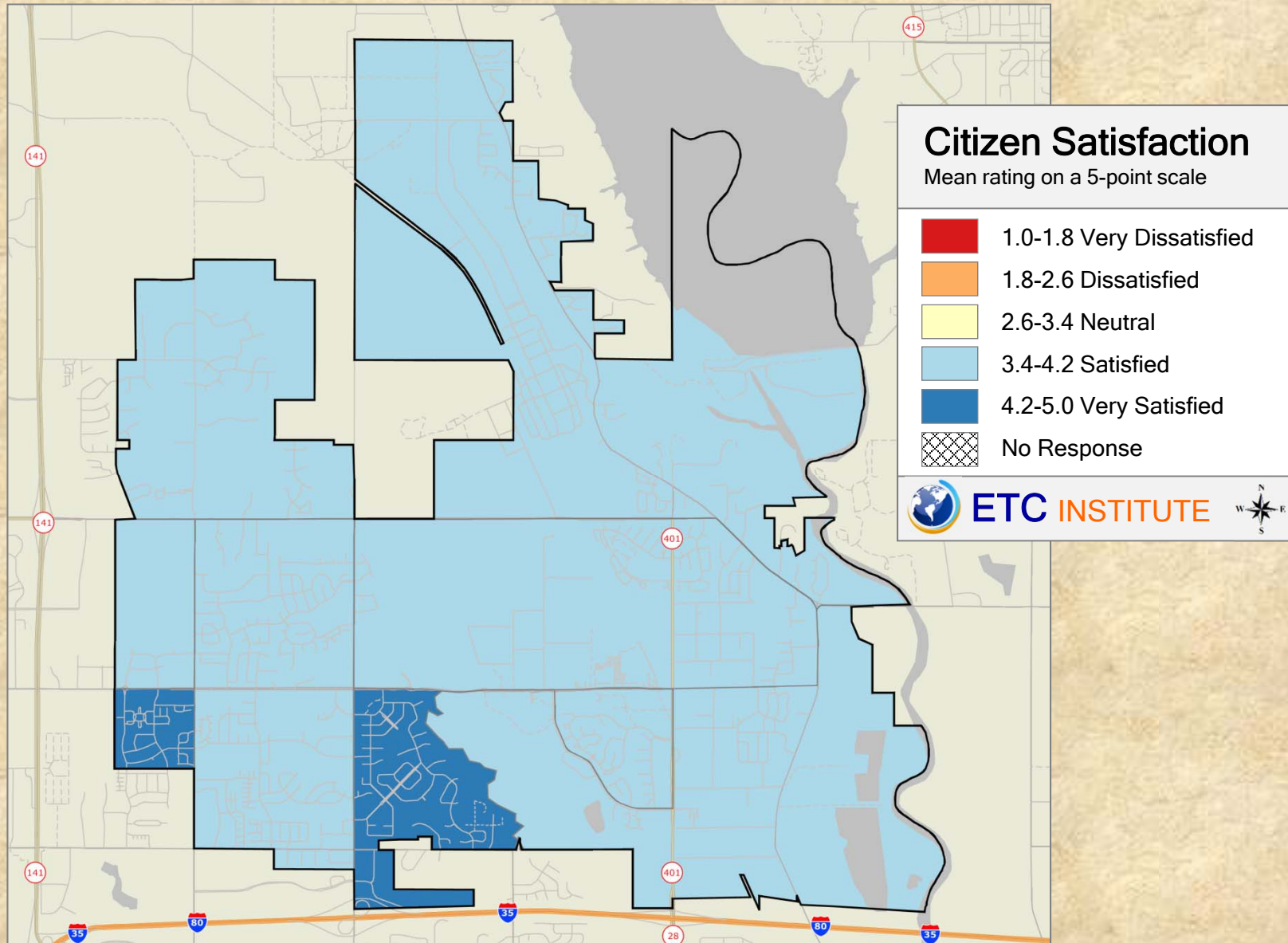


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



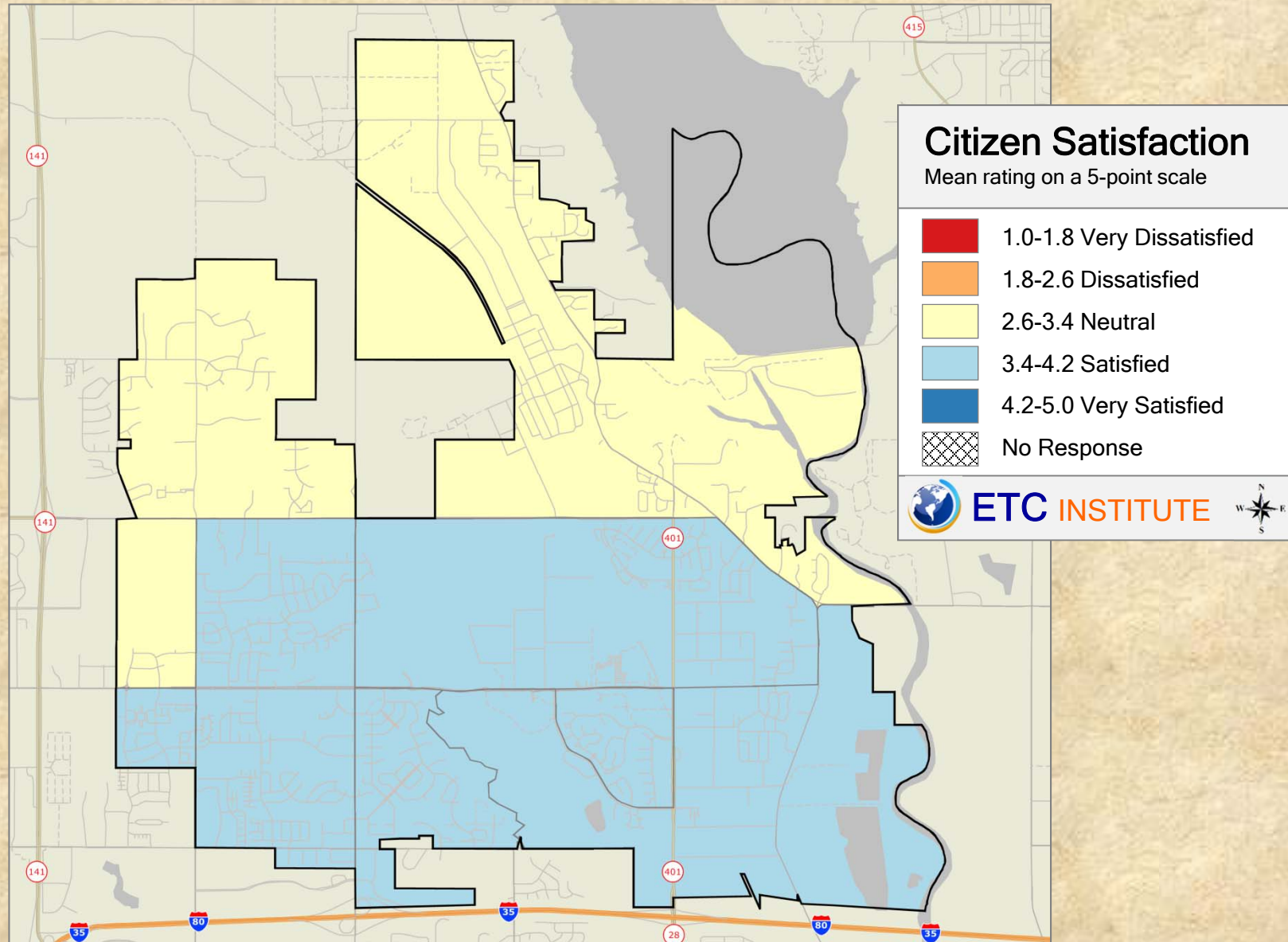
## Q1-04 Level of Satisfaction with: Overall image of the city



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

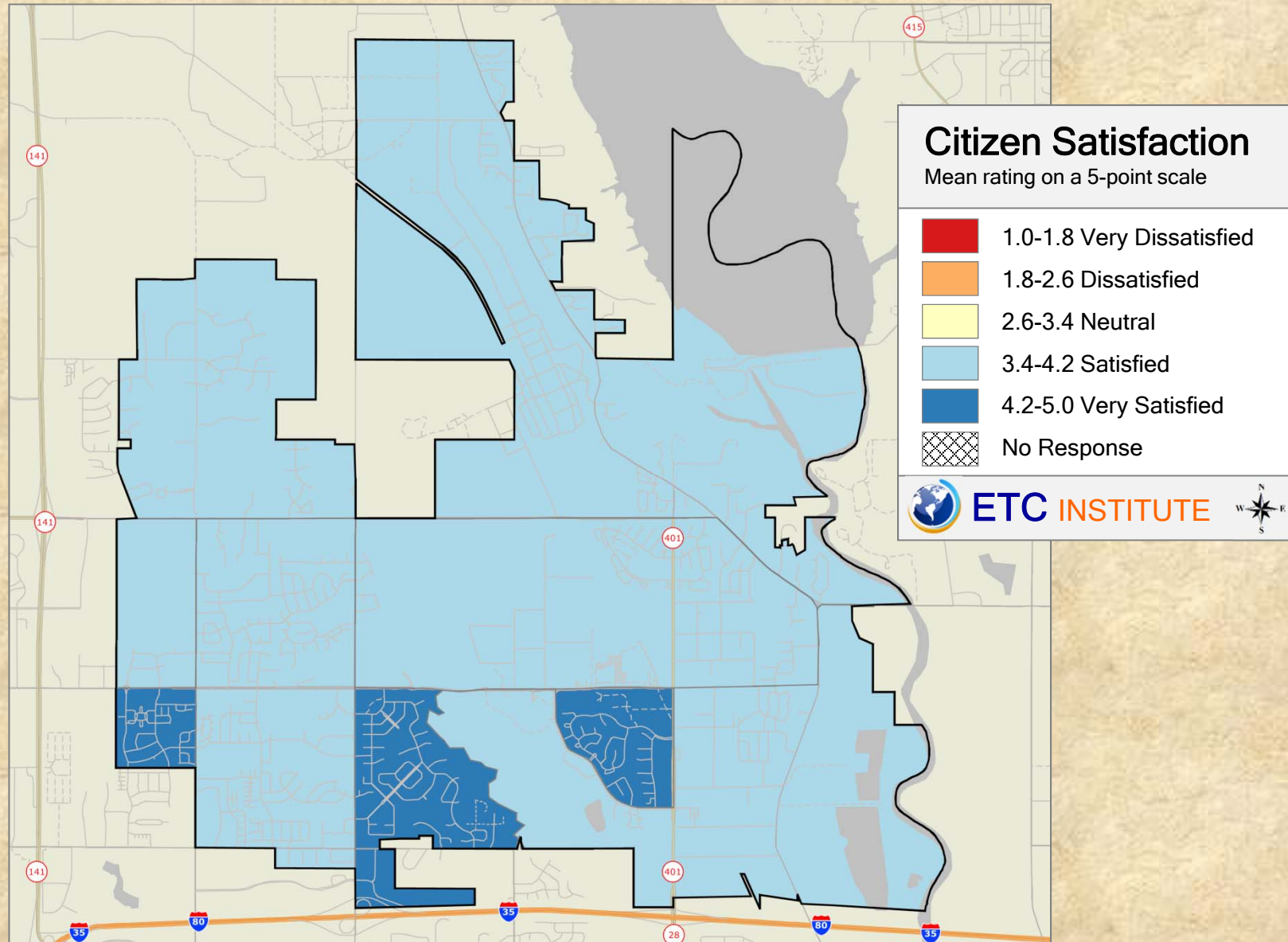
## Q1-05 Level of Satisfaction with: How well the City is planning for growth



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q1-06 Level of Satisfaction with: Overall quality of life in the City

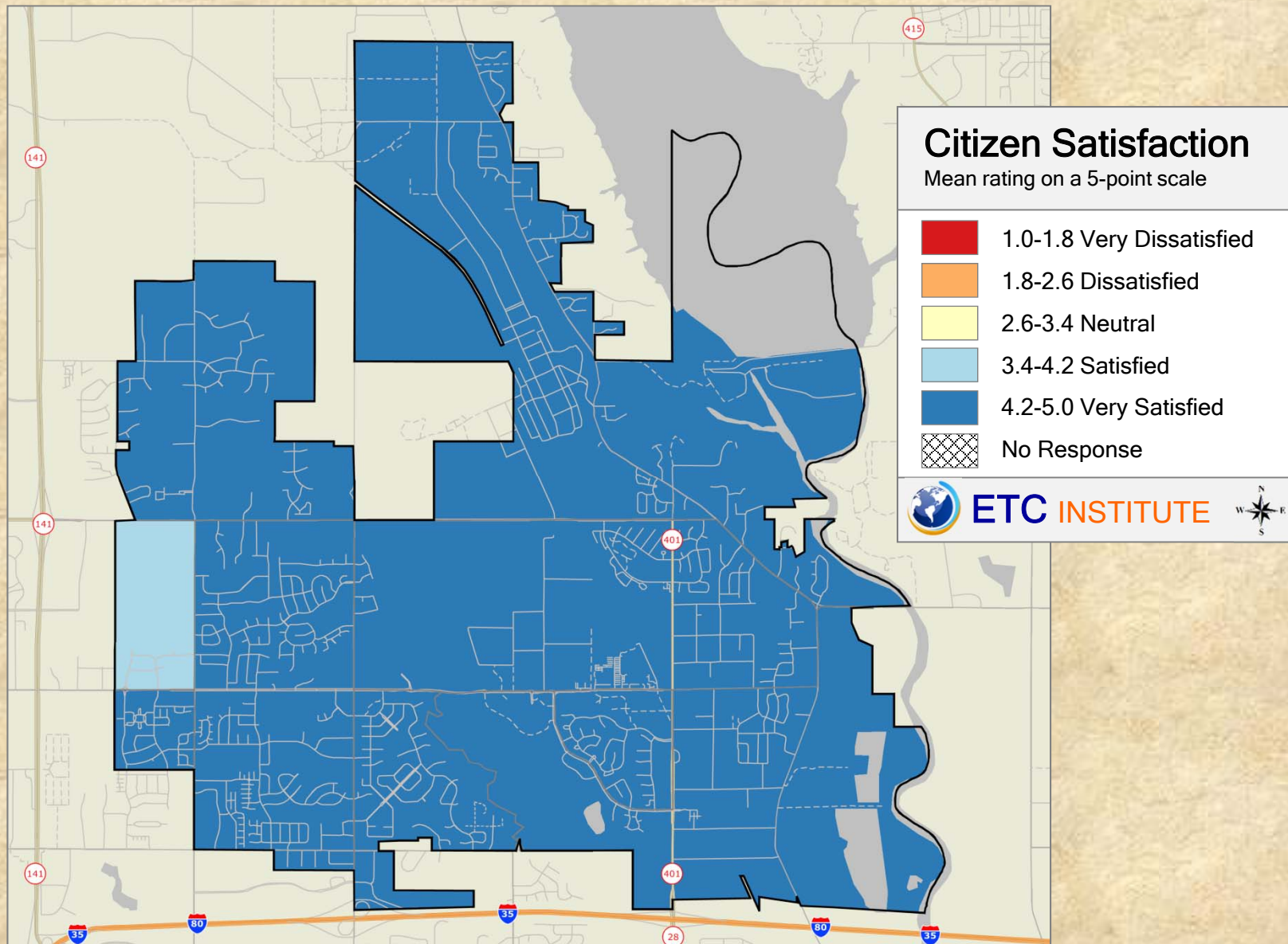


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



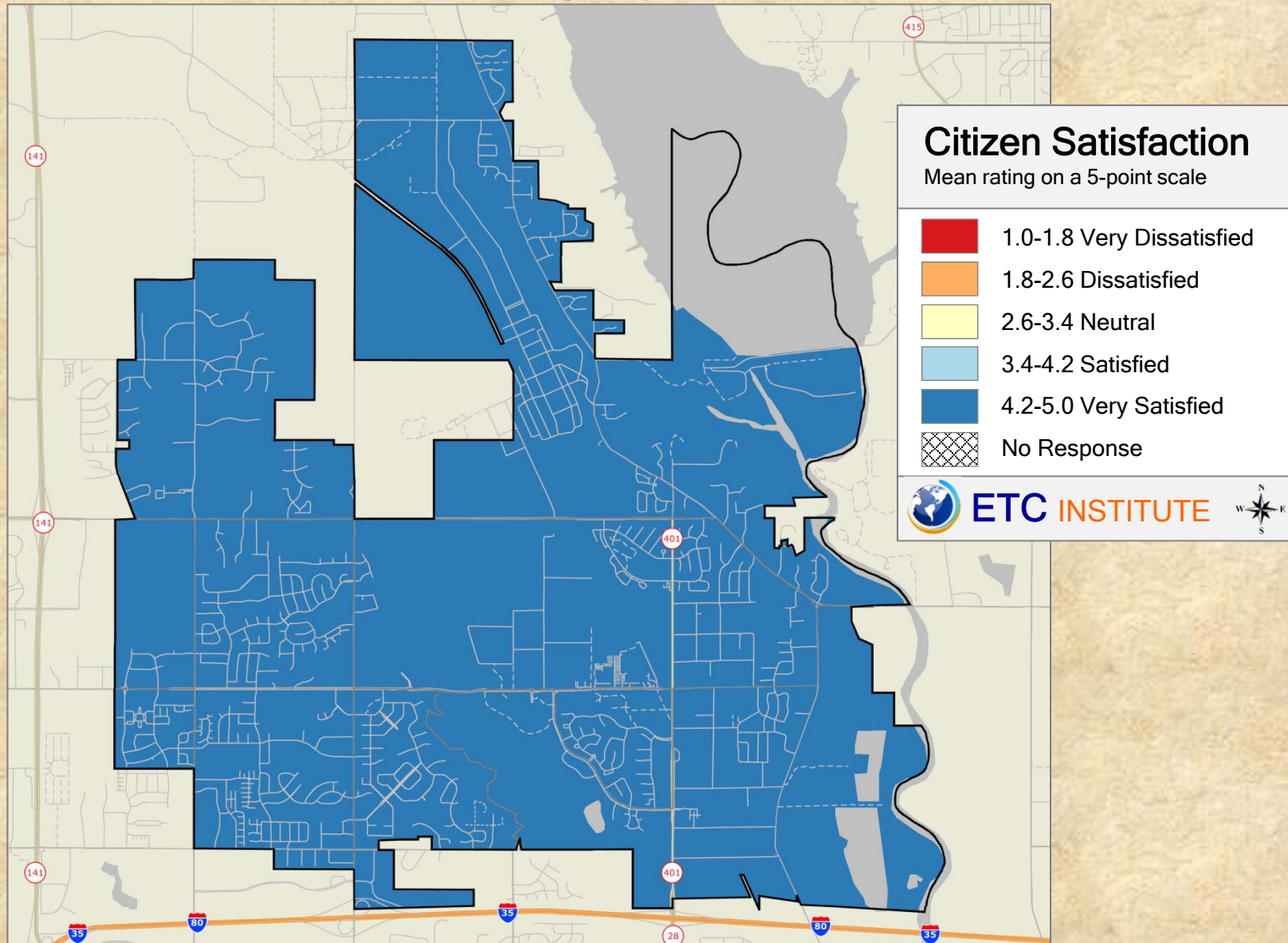
## Q2-01 Level of Satisfaction with: Overall quality of police services



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q2-02 Level of Satisfaction with: Overall quality of fire and emergency medical services

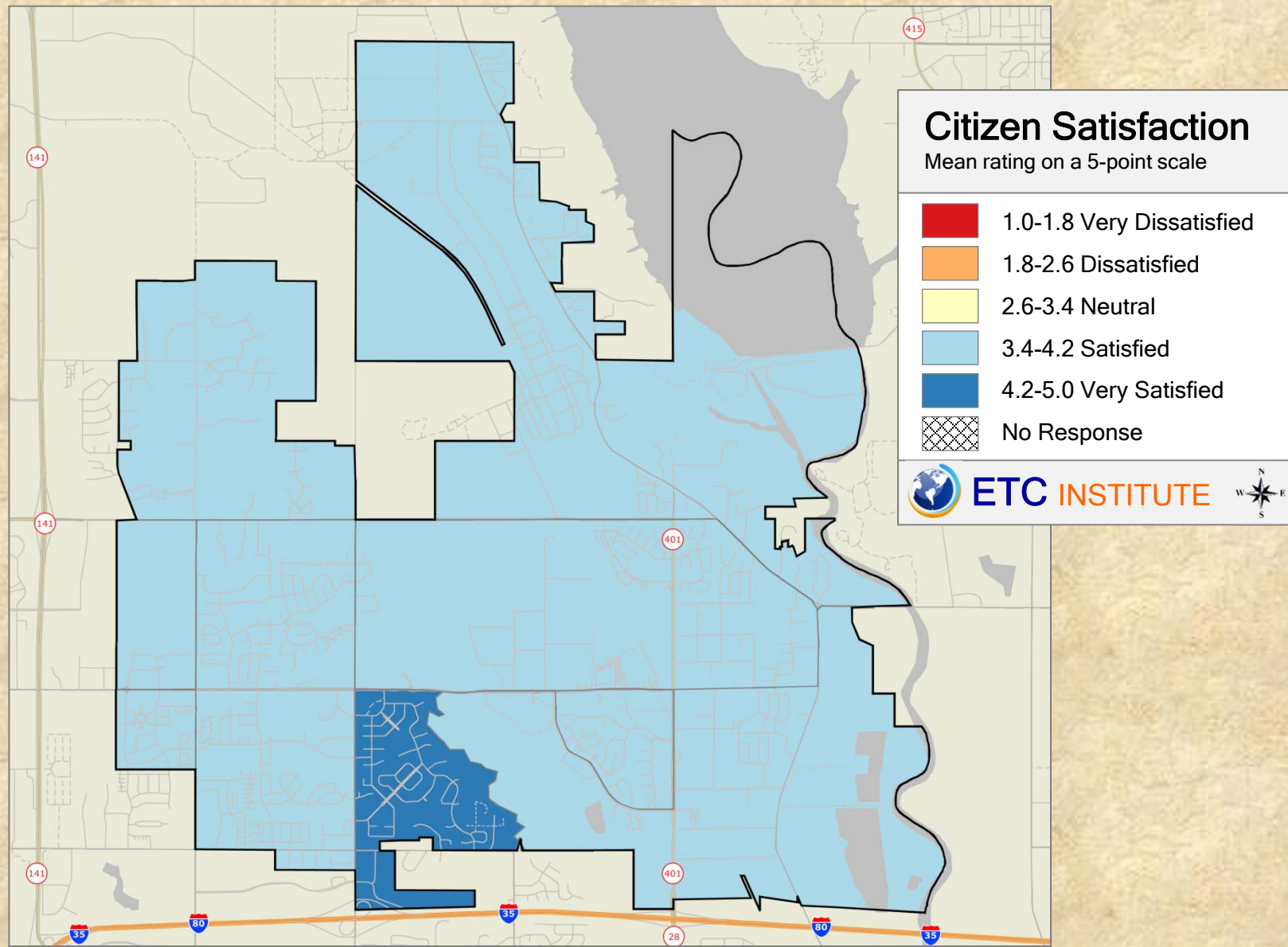


## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



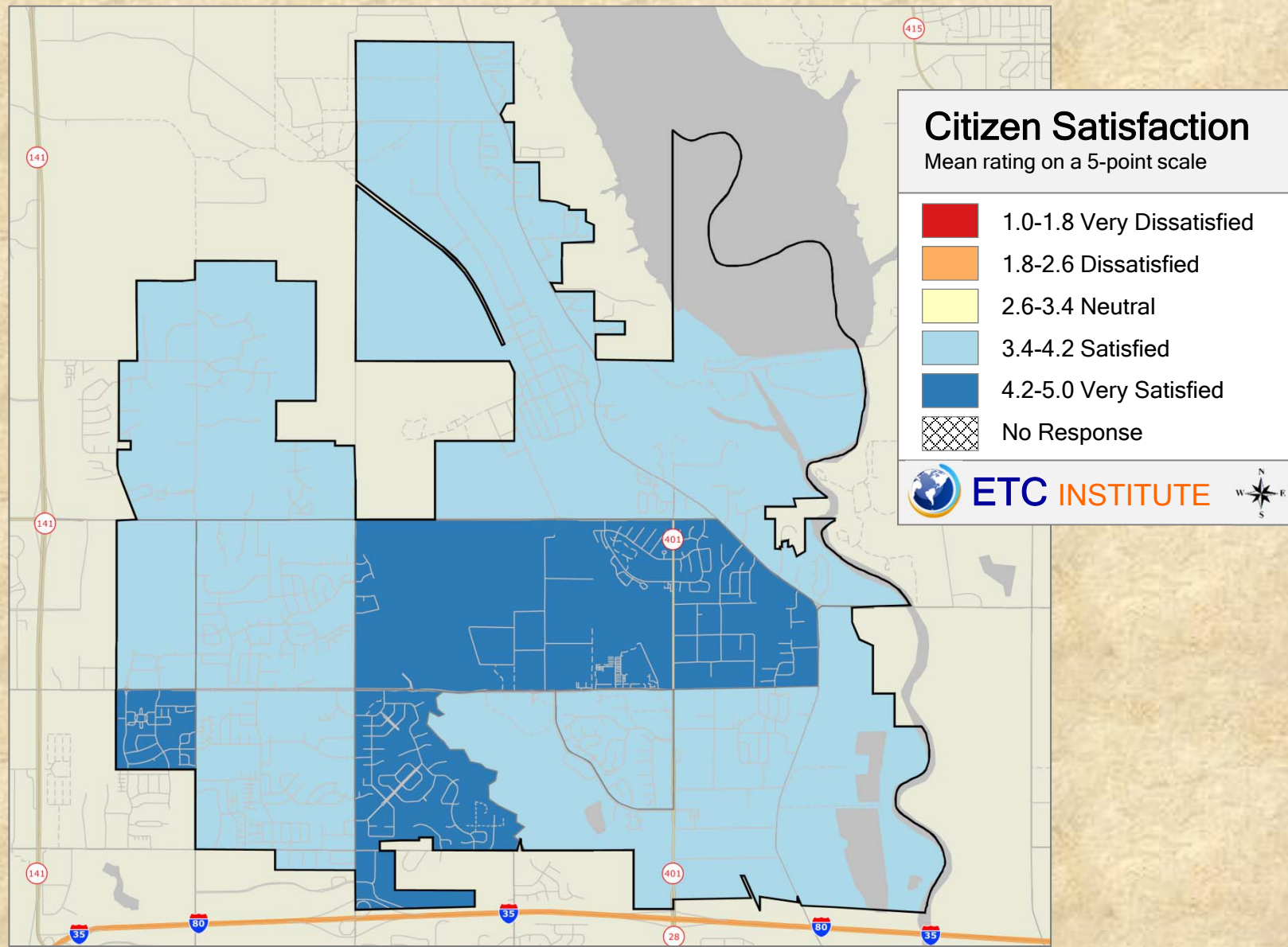
## Q2-03 Level of Satisfaction with: Overall quality of City parks, recreation, programs and facilities



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

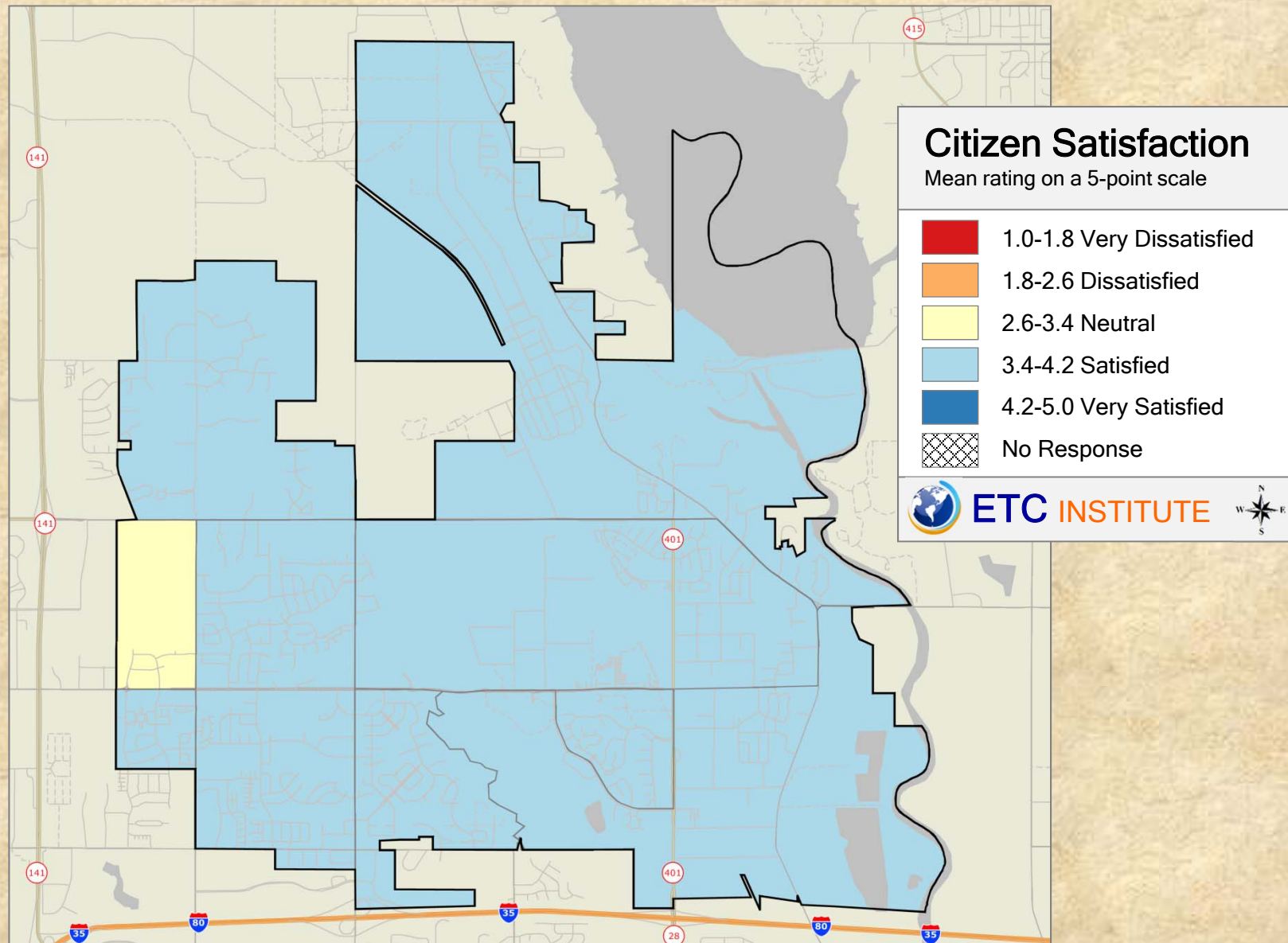
## Q2-04 Level of Satisfaction with: Overall maintenance of City buildings and facilities



## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q2-05 Level of Satisfaction with: Overall enforcement of property code violations

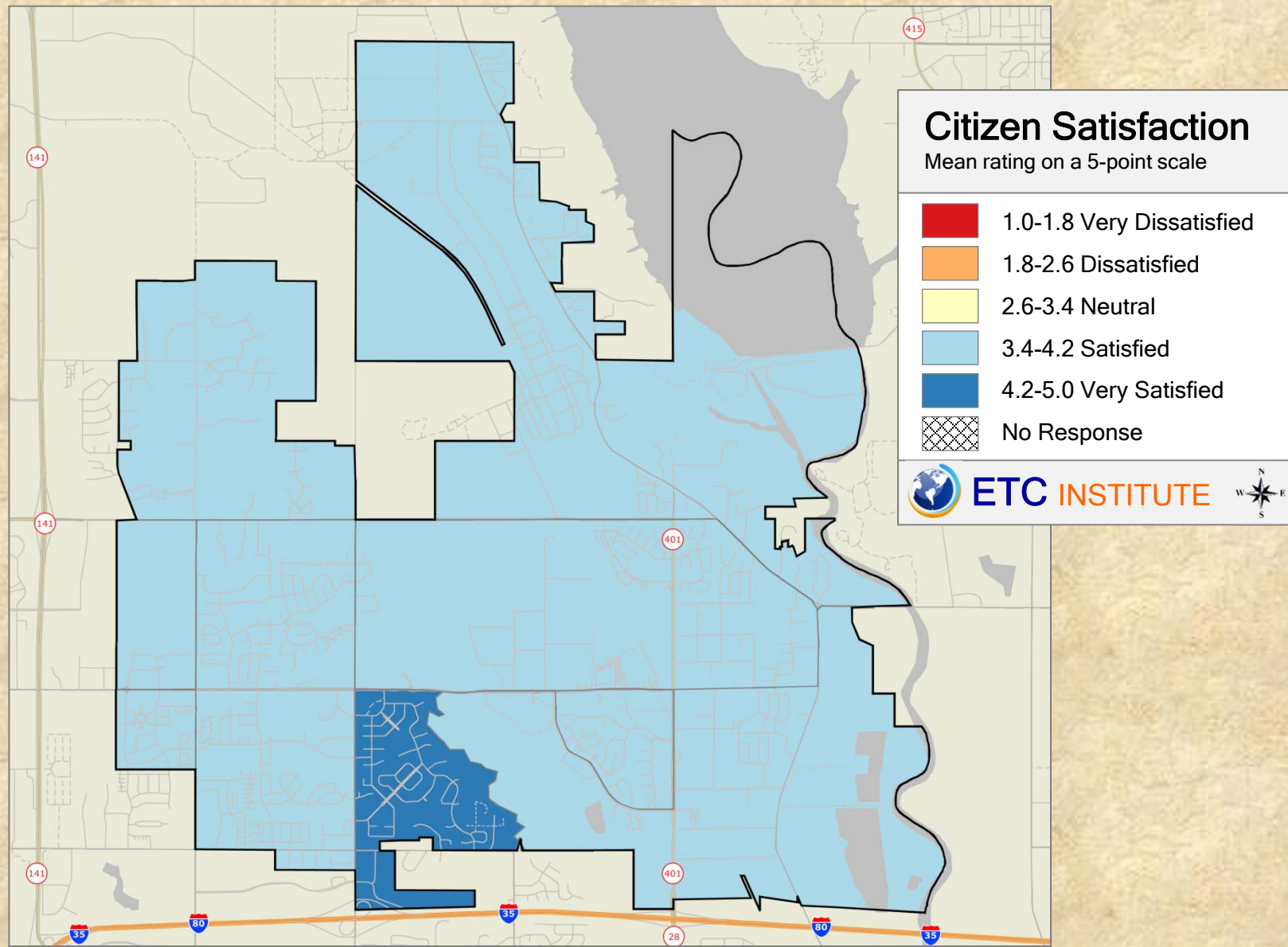


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



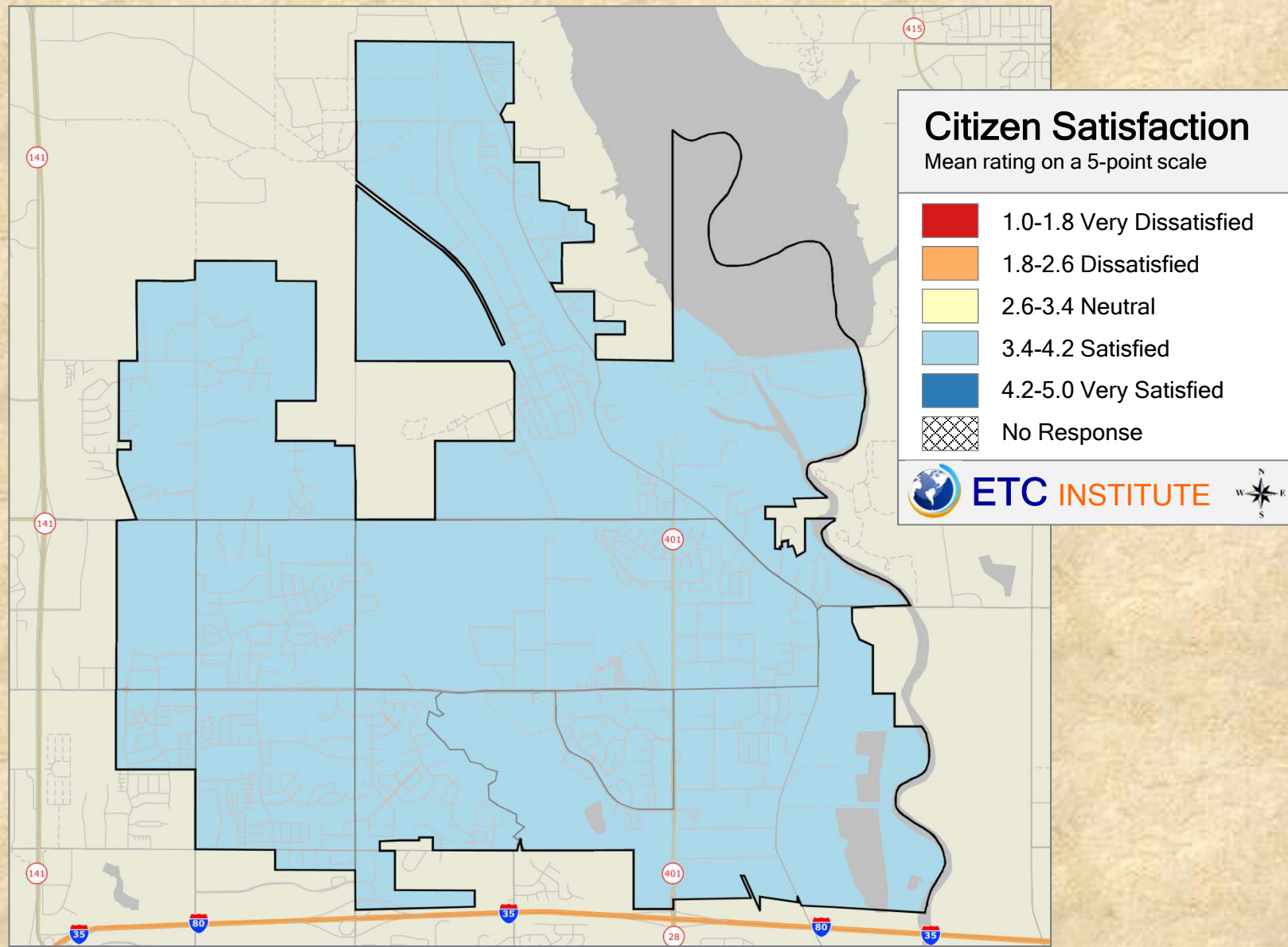
## Q2-06 Level of Satisfaction with: Overall quality of customer service you receive from City employees



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

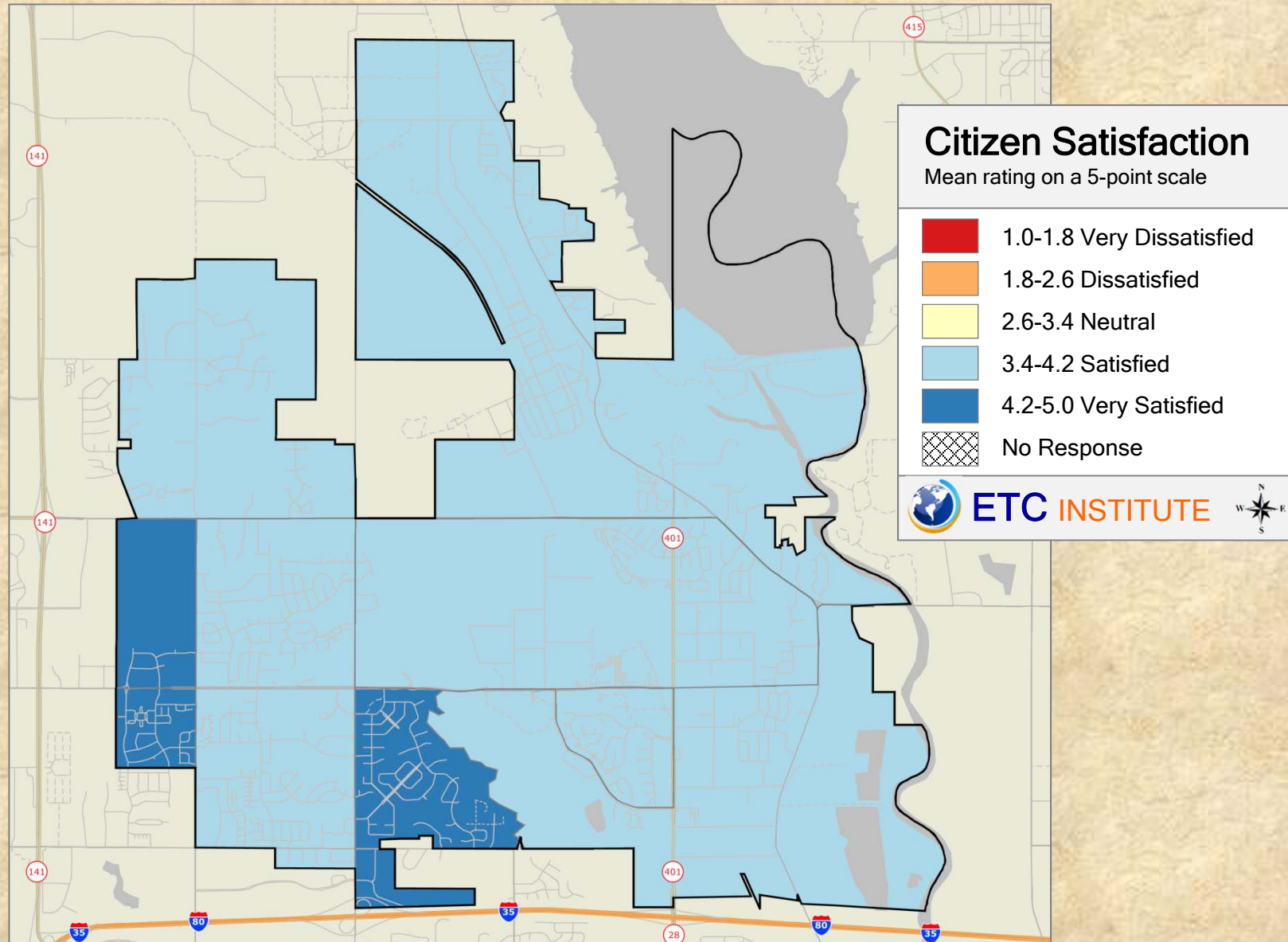
## Q2-07 Level of Satisfaction with: Overall effectiveness of City communication with the public



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q2-08 Level of Satisfaction with: Overall quality of City water services

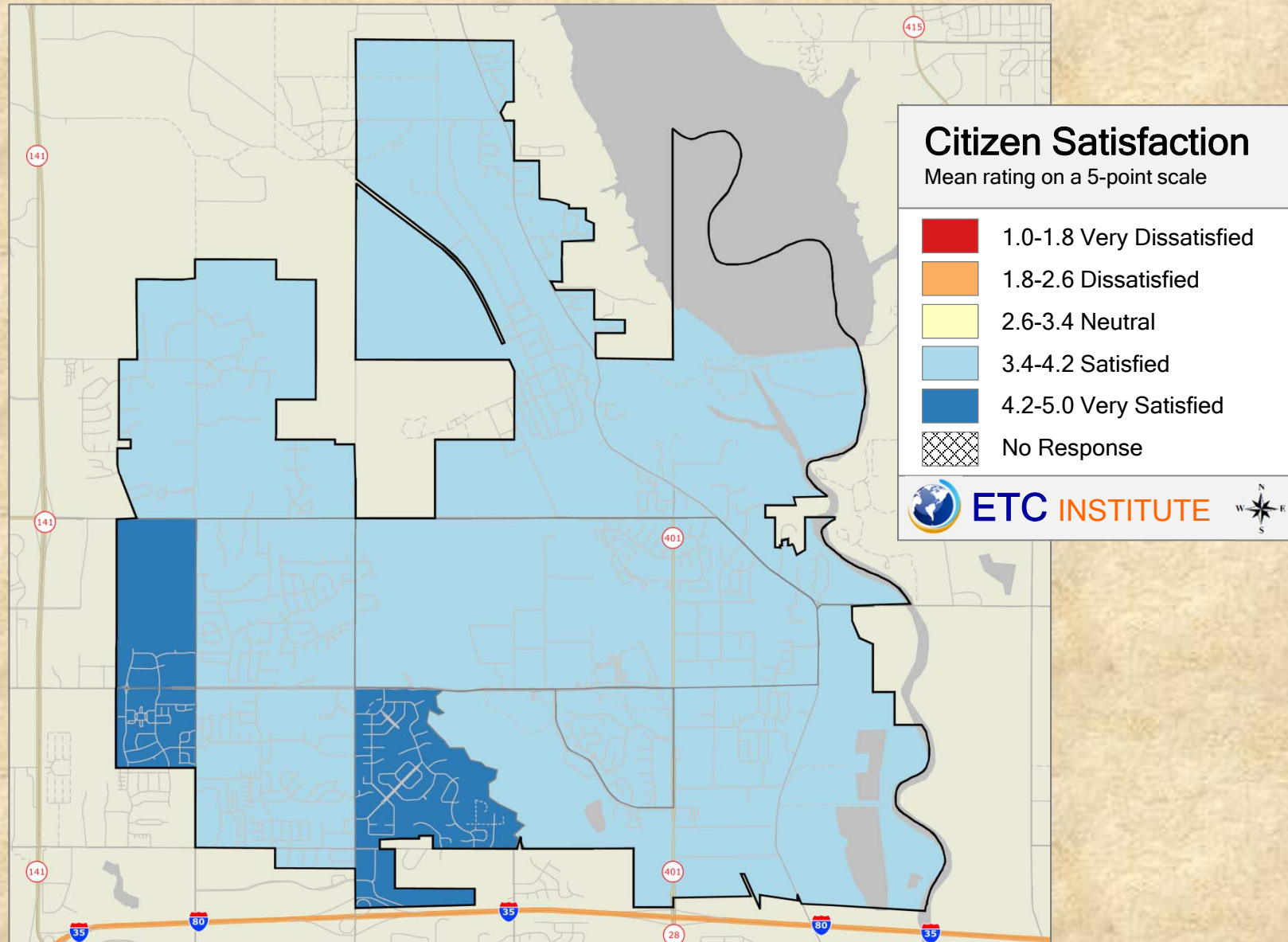


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



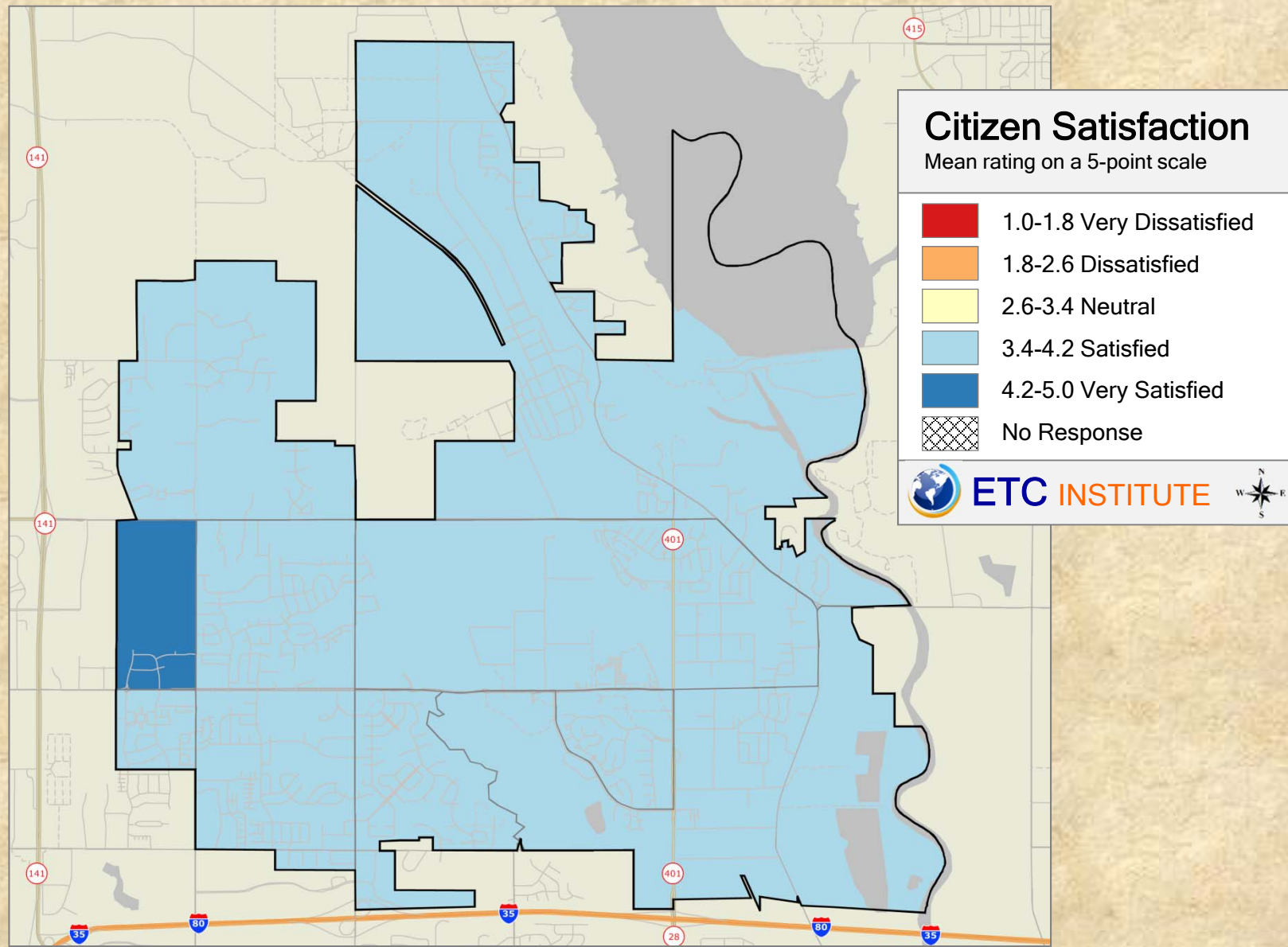
## Q2-09 Level of Satisfaction with: Overall quality of the City's sanitary sewer system



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

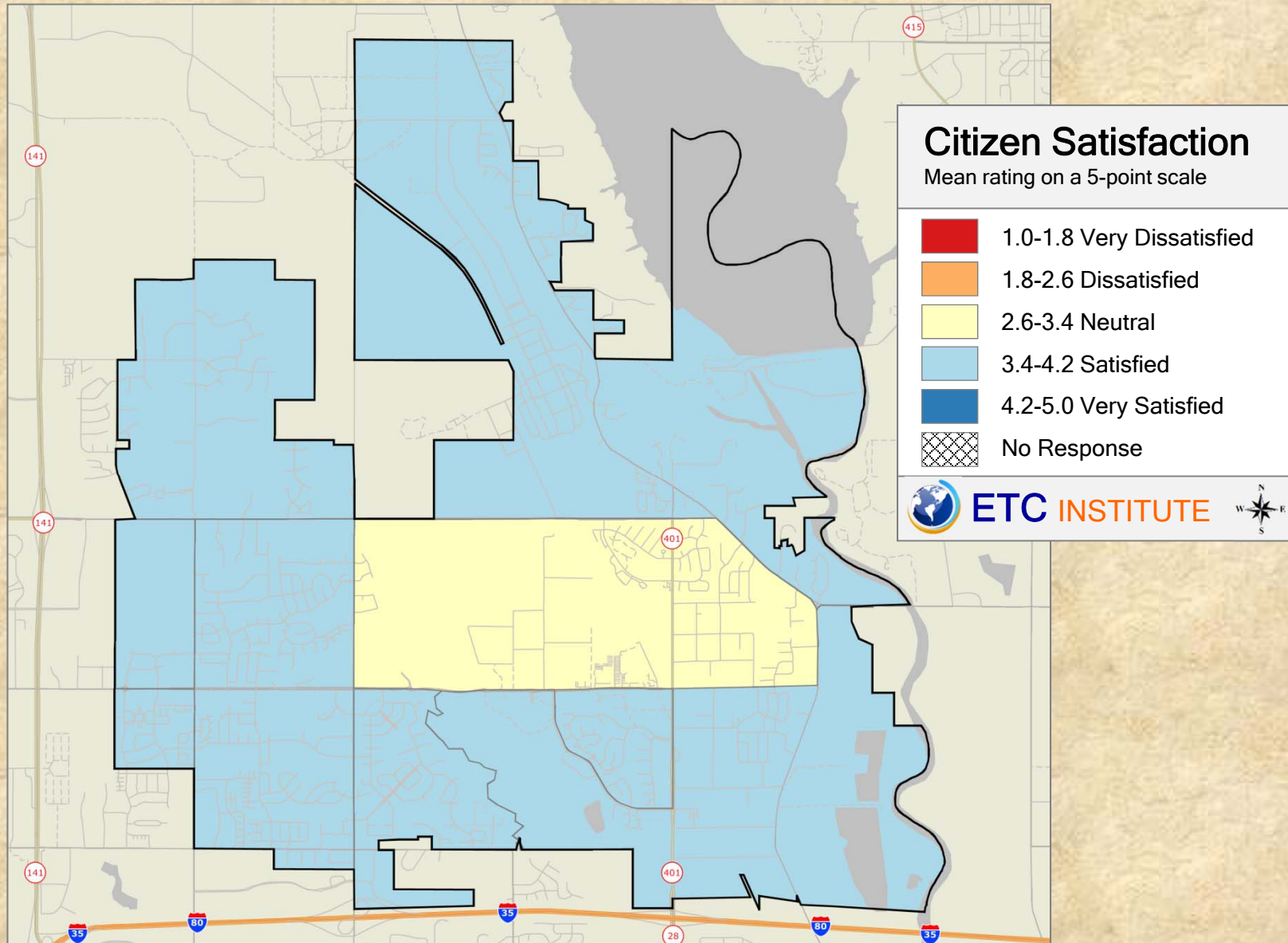
## Q2-10 Level of Satisfaction with: Overall quality of the City's stormwater drainage system



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q2-11 Level of Satisfaction with: Overall flow of traffic in the City

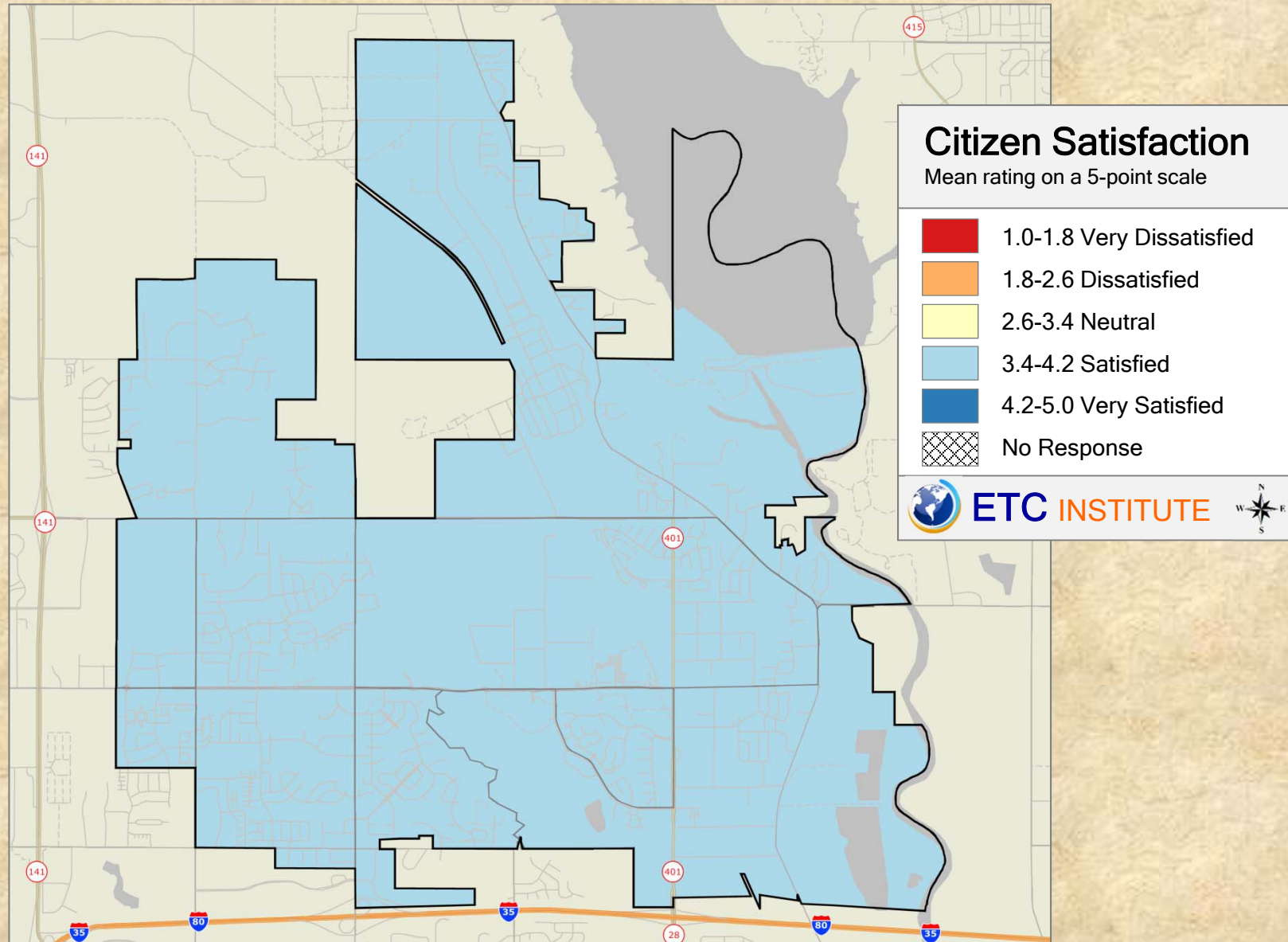


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



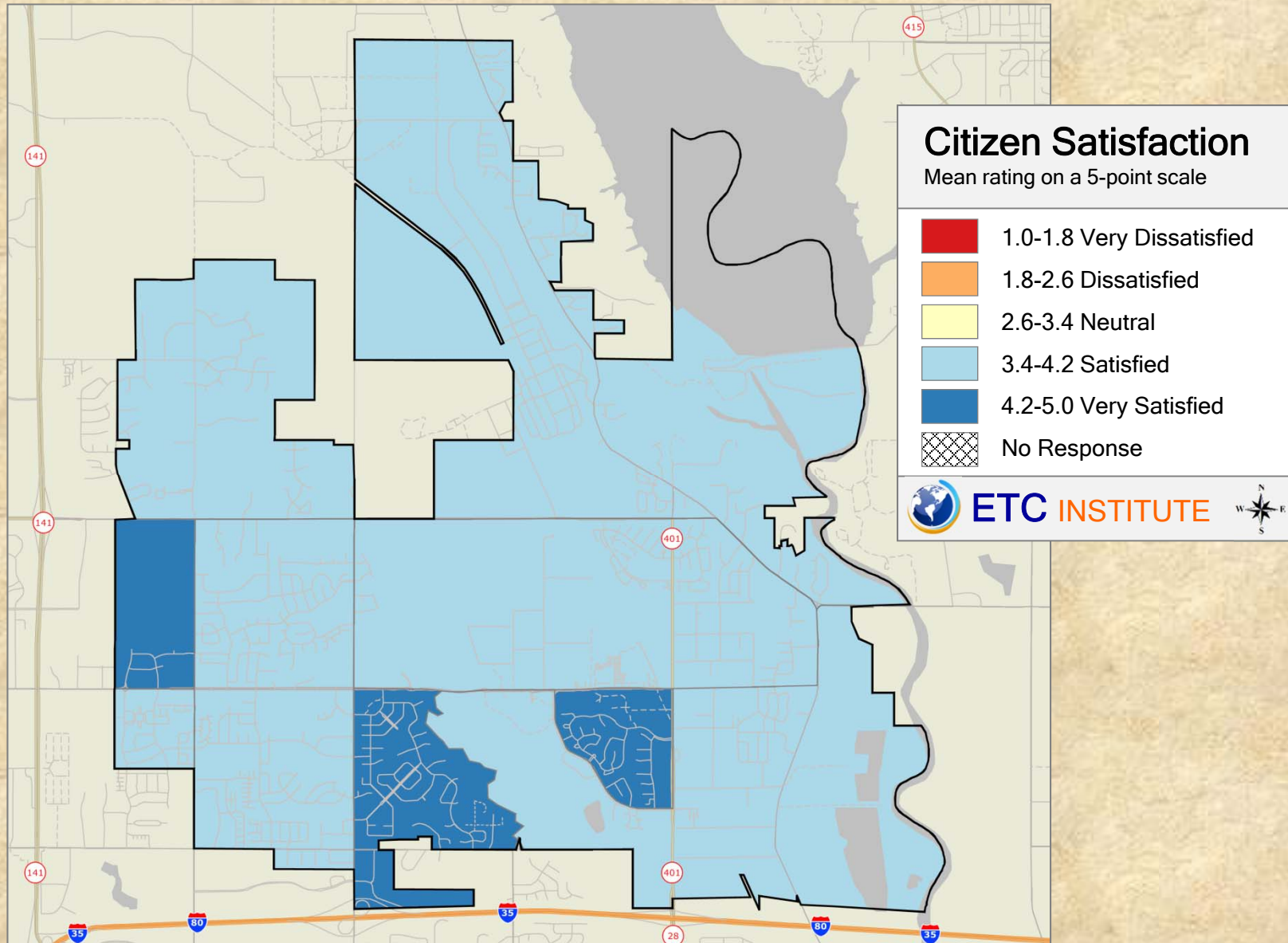
## Q2-12 Level of Satisfaction with: Overall quality of the City streets system



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q2-13 Level of Satisfaction with: Overall quality of the City trail system

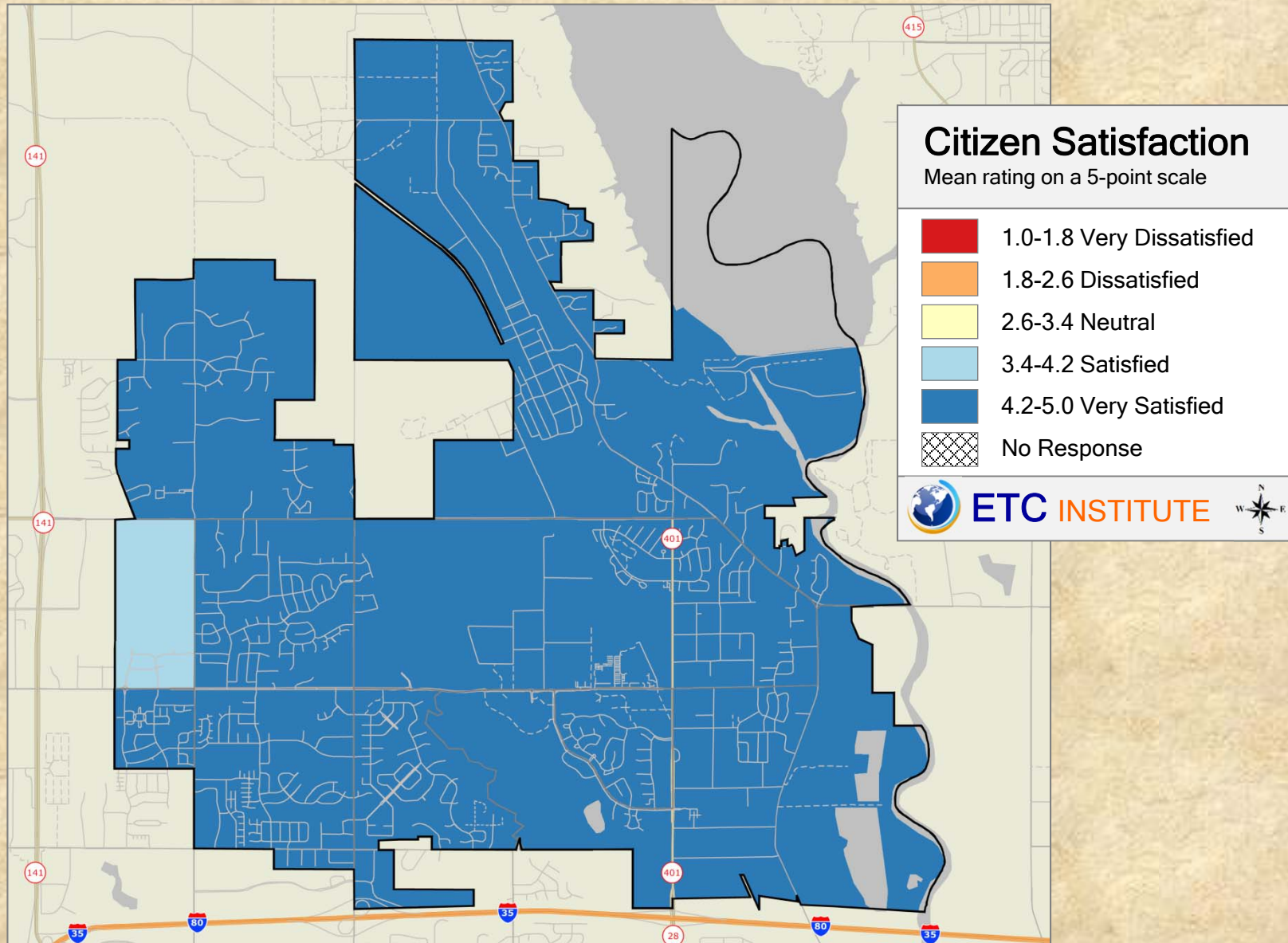


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



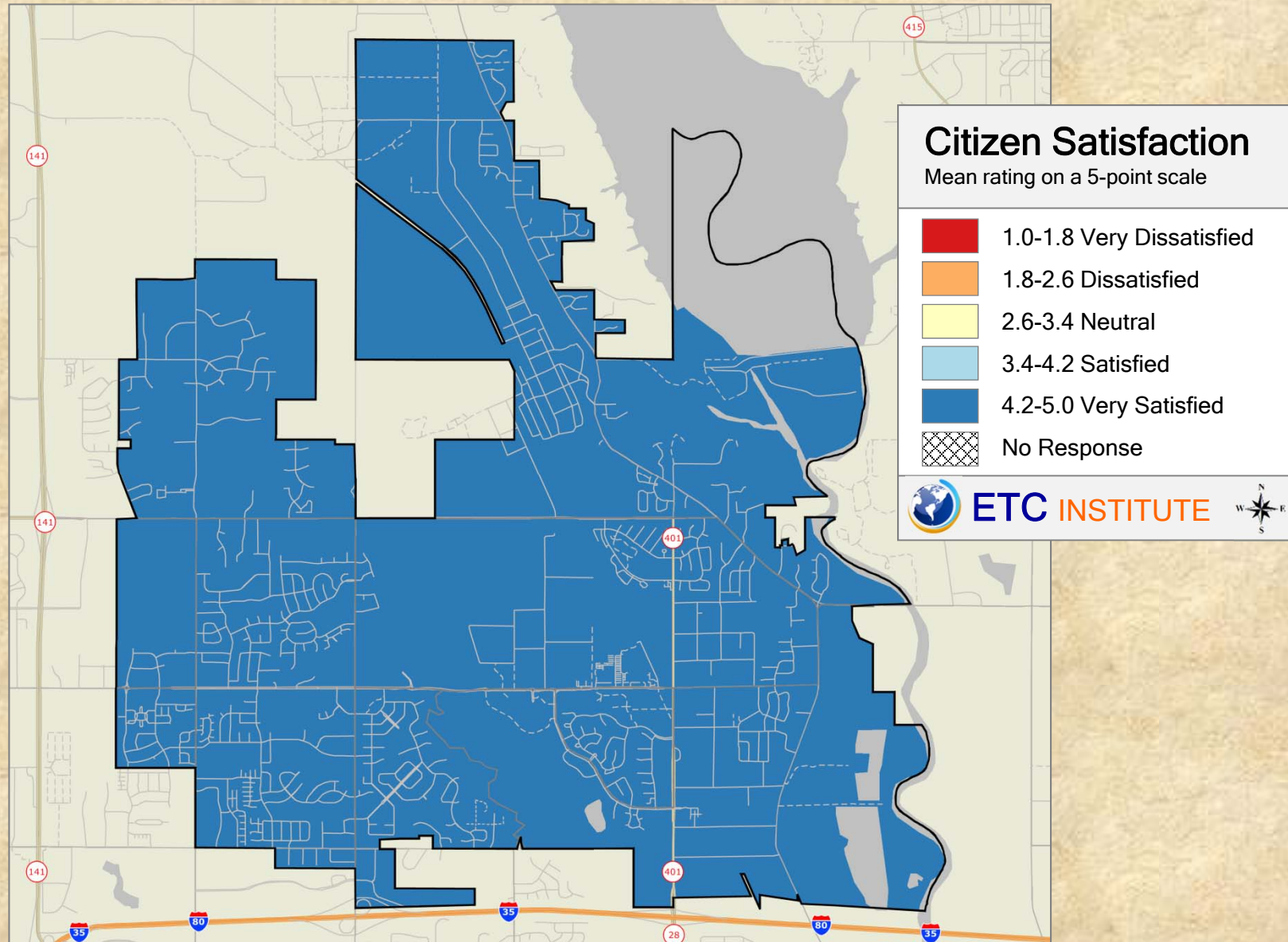
## Q7-01 Level of Satisfaction with: Overall quality of local police protection



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q7-02 Level of Satisfaction with: How quickly police respond to emergencies

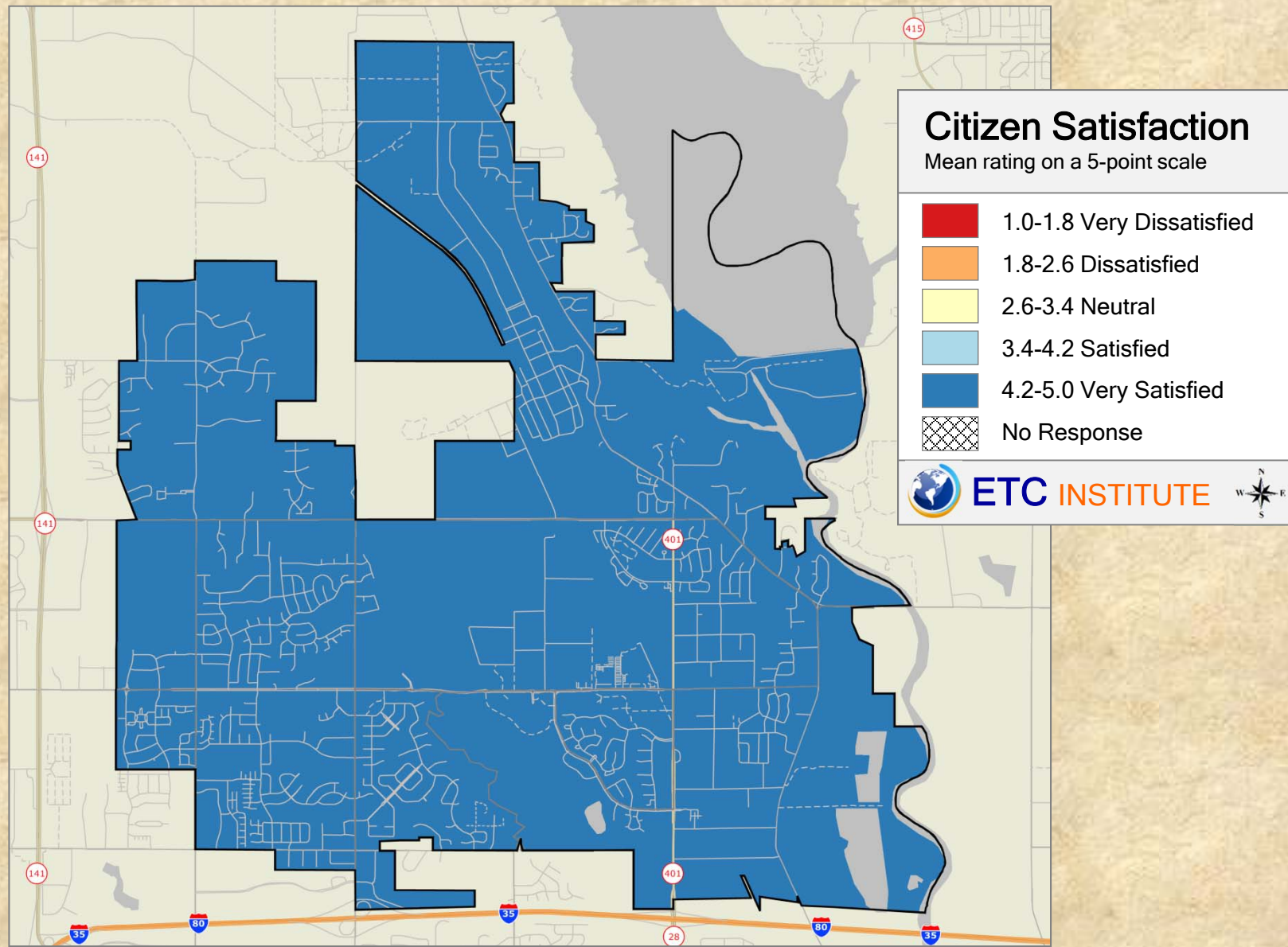


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



## Q7-03 Level of Satisfaction with: Overall competence of police department employees

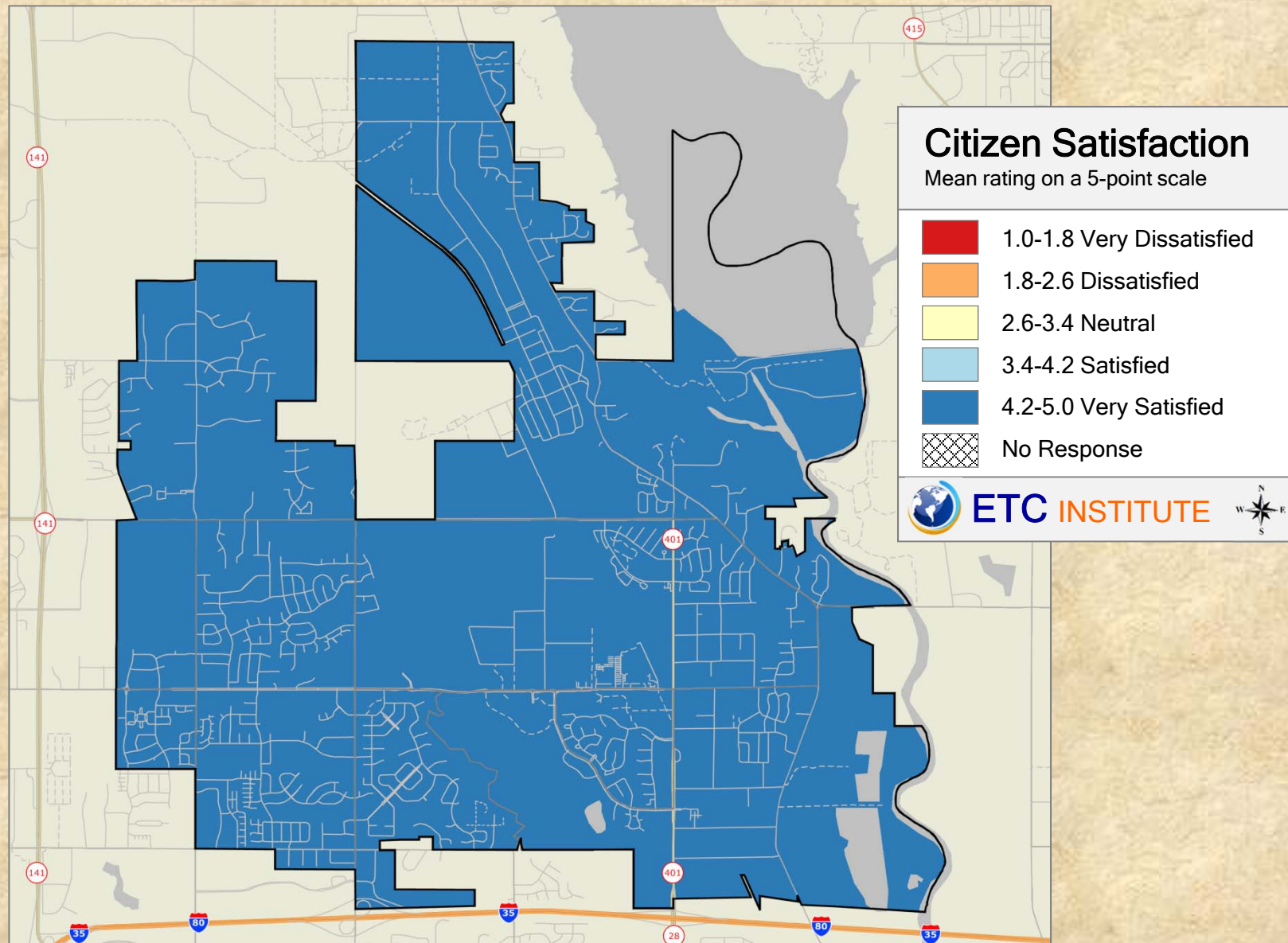


## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



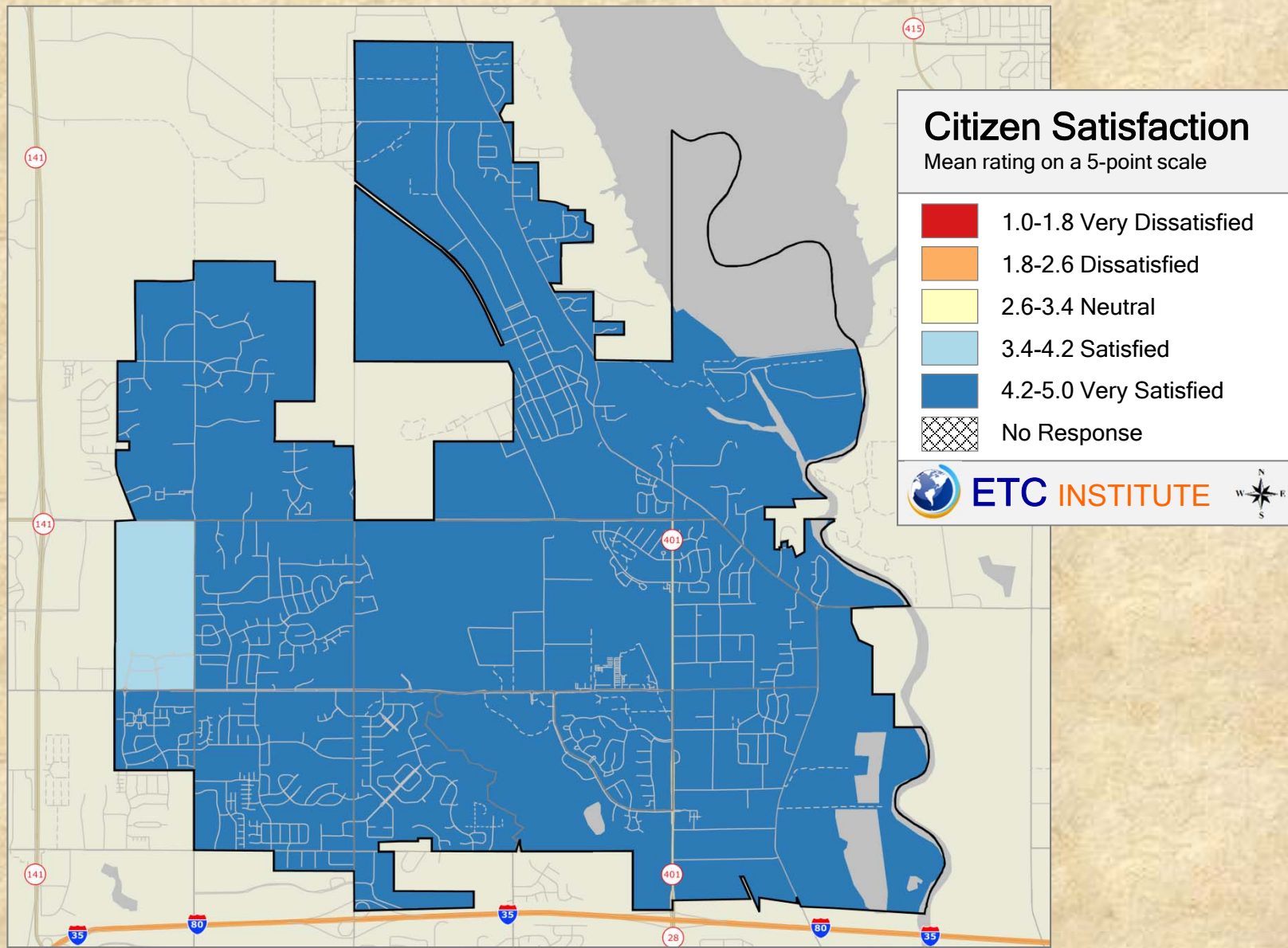
## Q7-04 Level of Satisfaction with: Officers' attitudes and behavior toward citizens



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q7-05 Level of Satisfaction with: Police Department's ongoing efforts to proactively detect and deter crime in the community

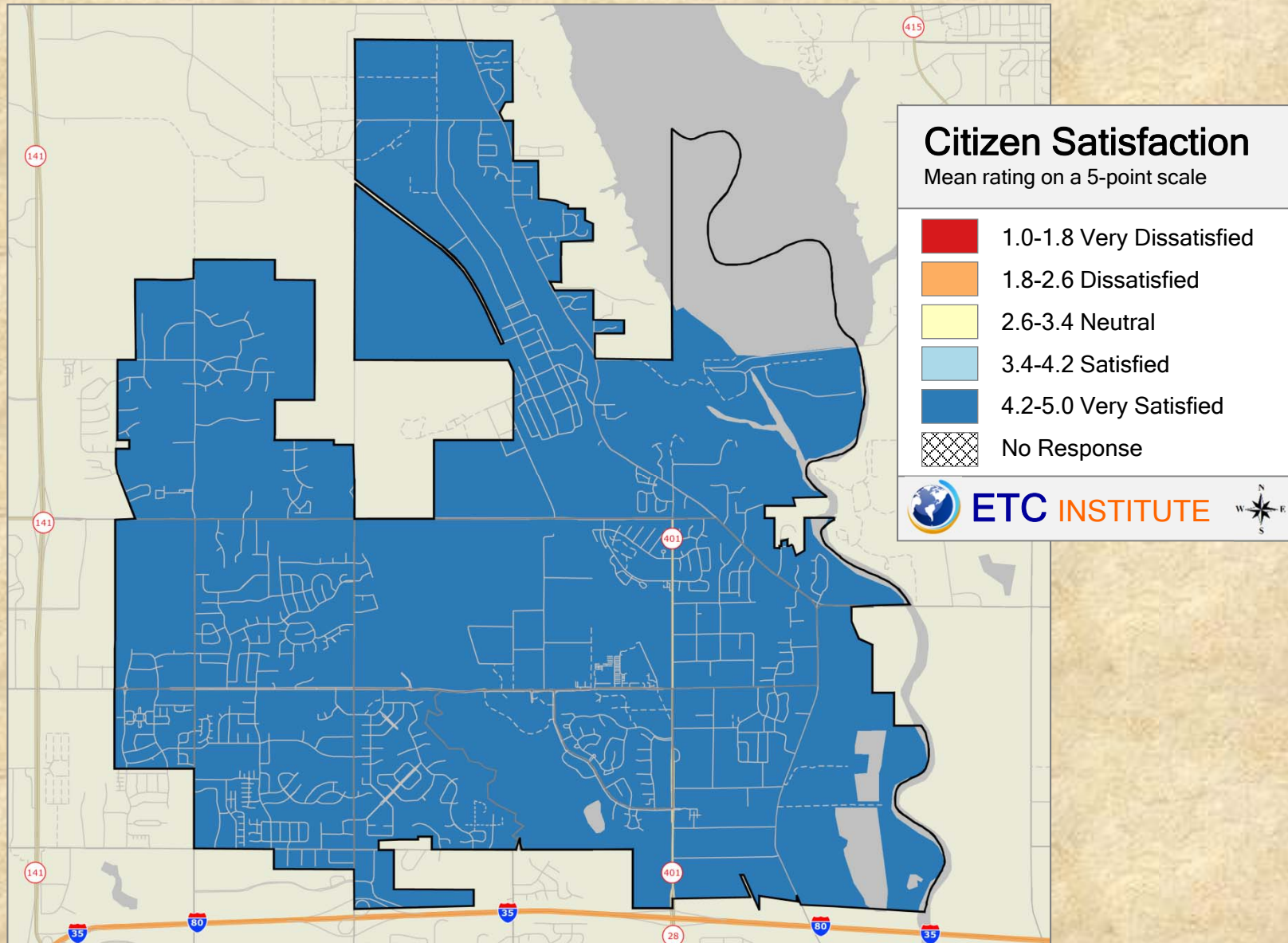


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



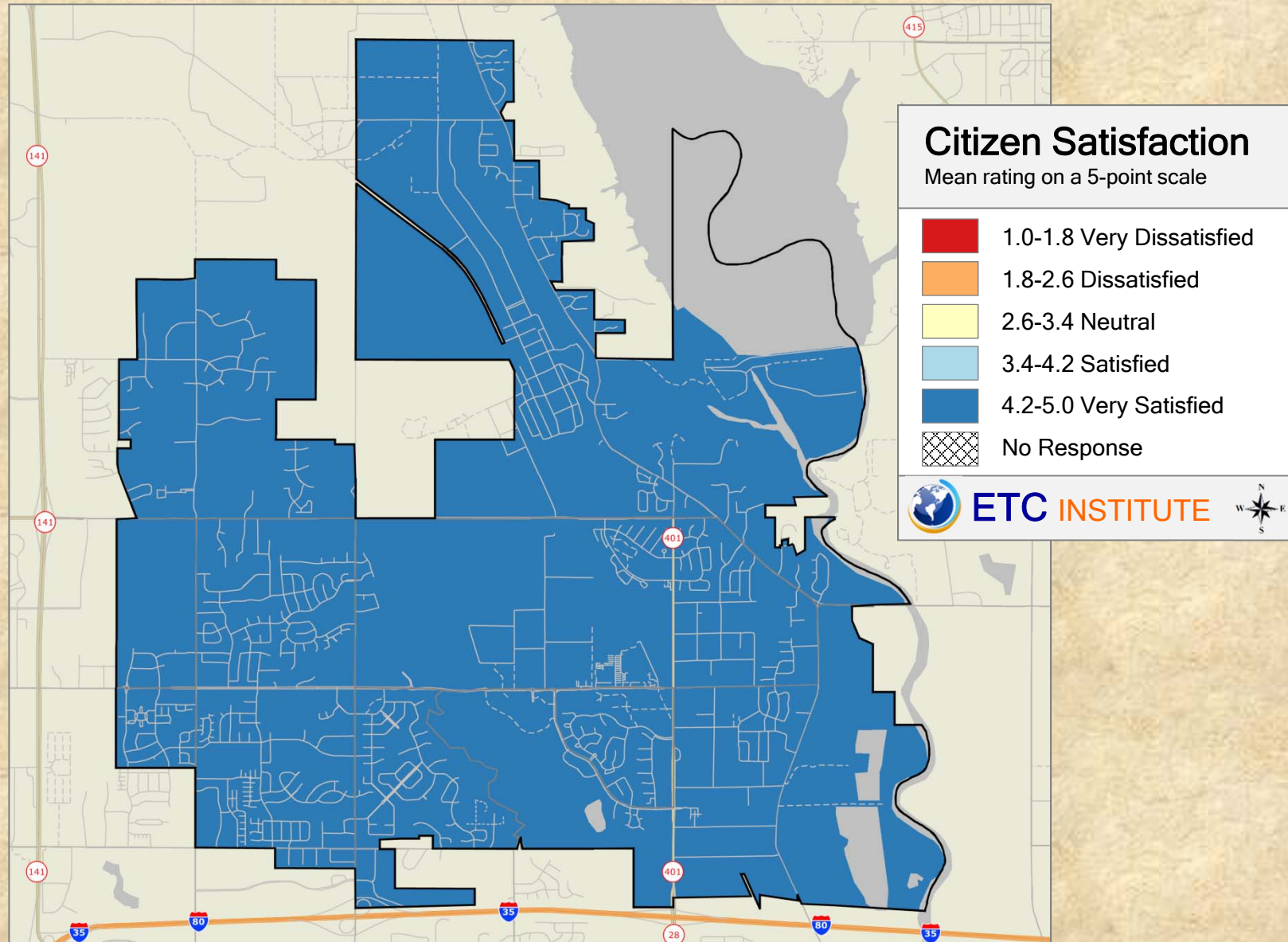
## Q7-06 Level of Satisfaction with: Overall quality of local fire protection



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q7-07 Level of Satisfaction with: How quickly firefighters respond to emergencies

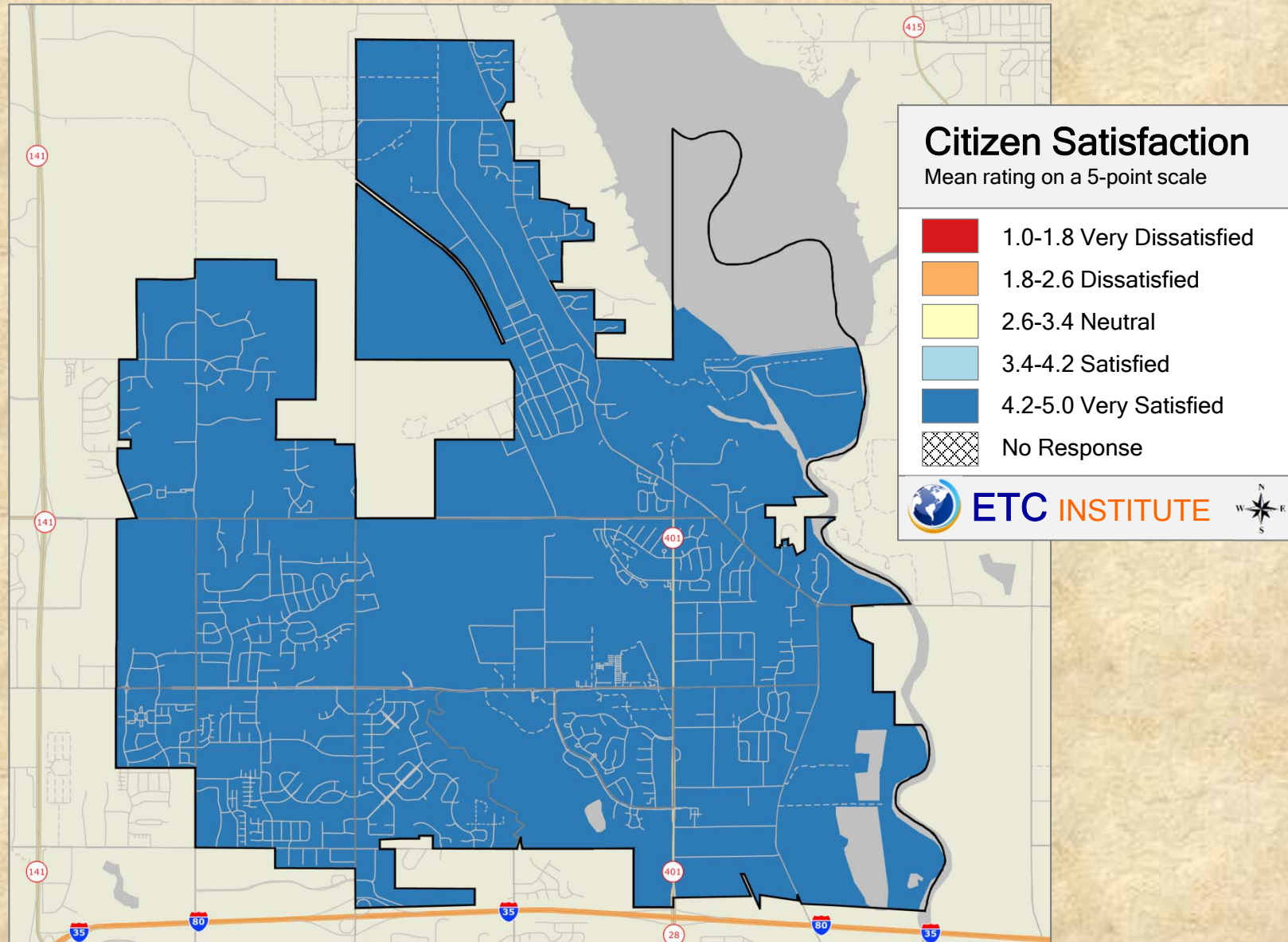


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



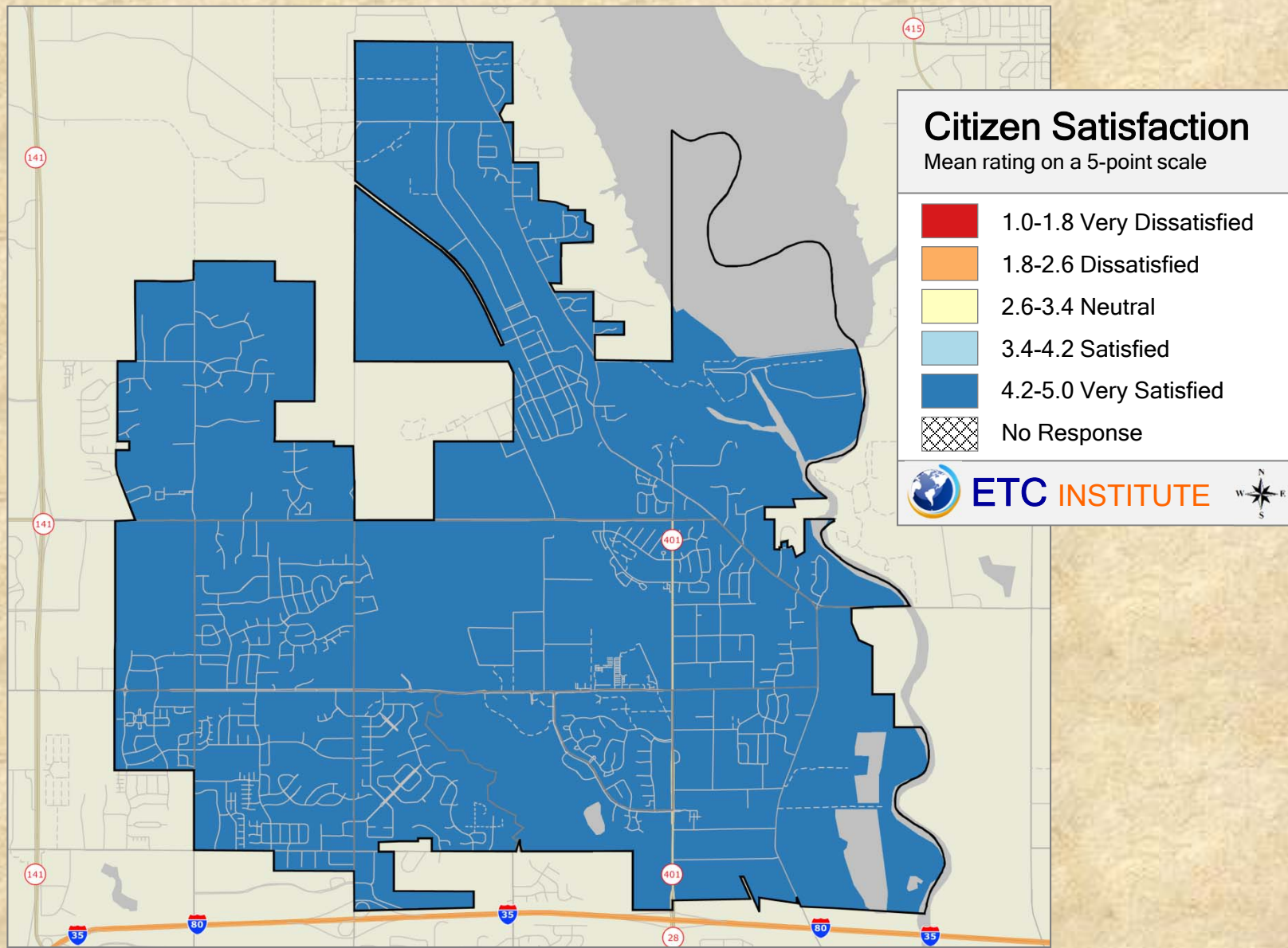
## Q7-08 Level of Satisfaction with: Overall quality of emergency medical services



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q7-09 Level of Satisfaction with: How quickly emergency medical services respond to emergencies

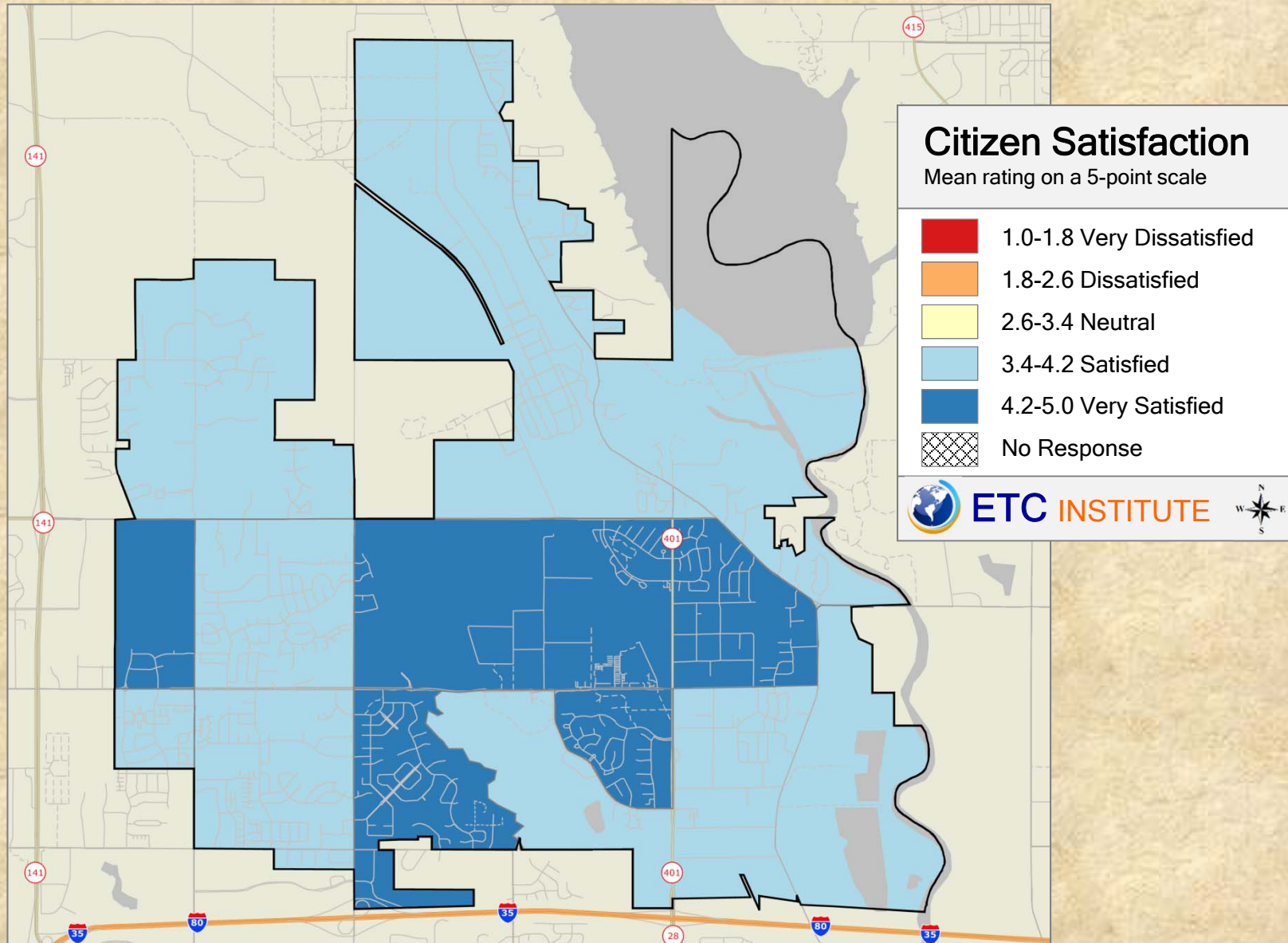


## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



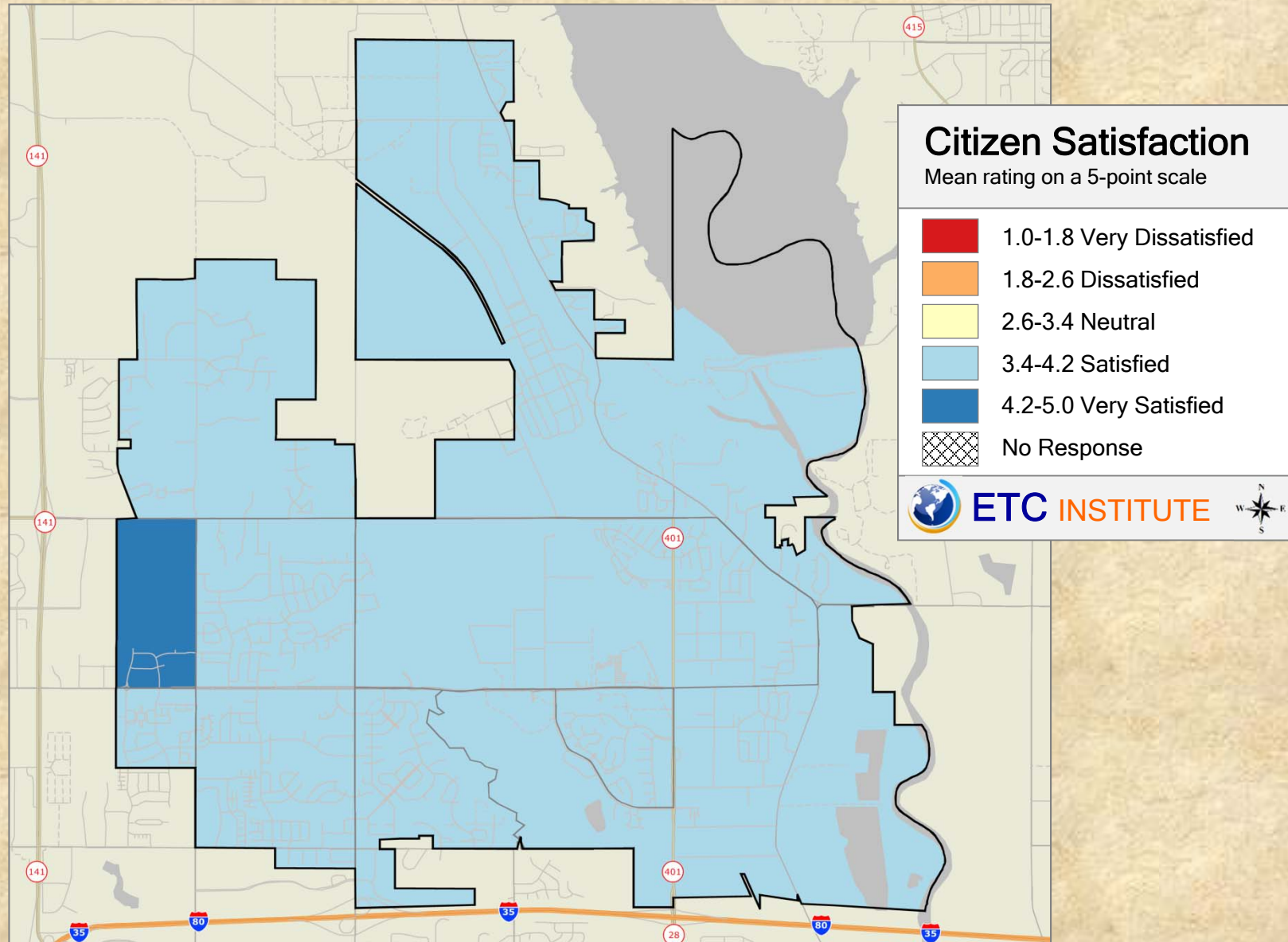
## Q12-01 Level of Satisfaction with: Maintenance of City parks



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q12-02 Level of Satisfaction with: The number of City parks

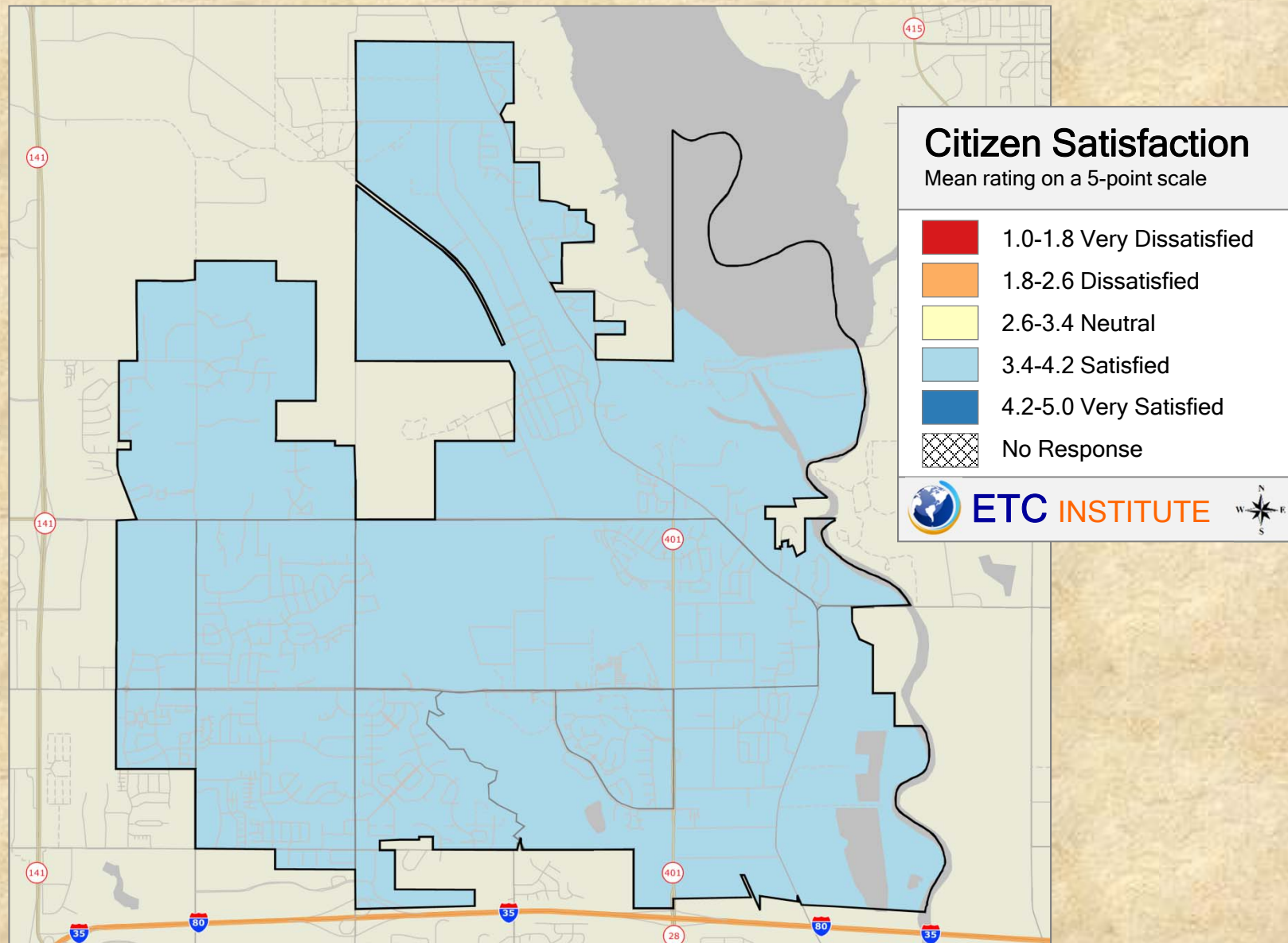


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



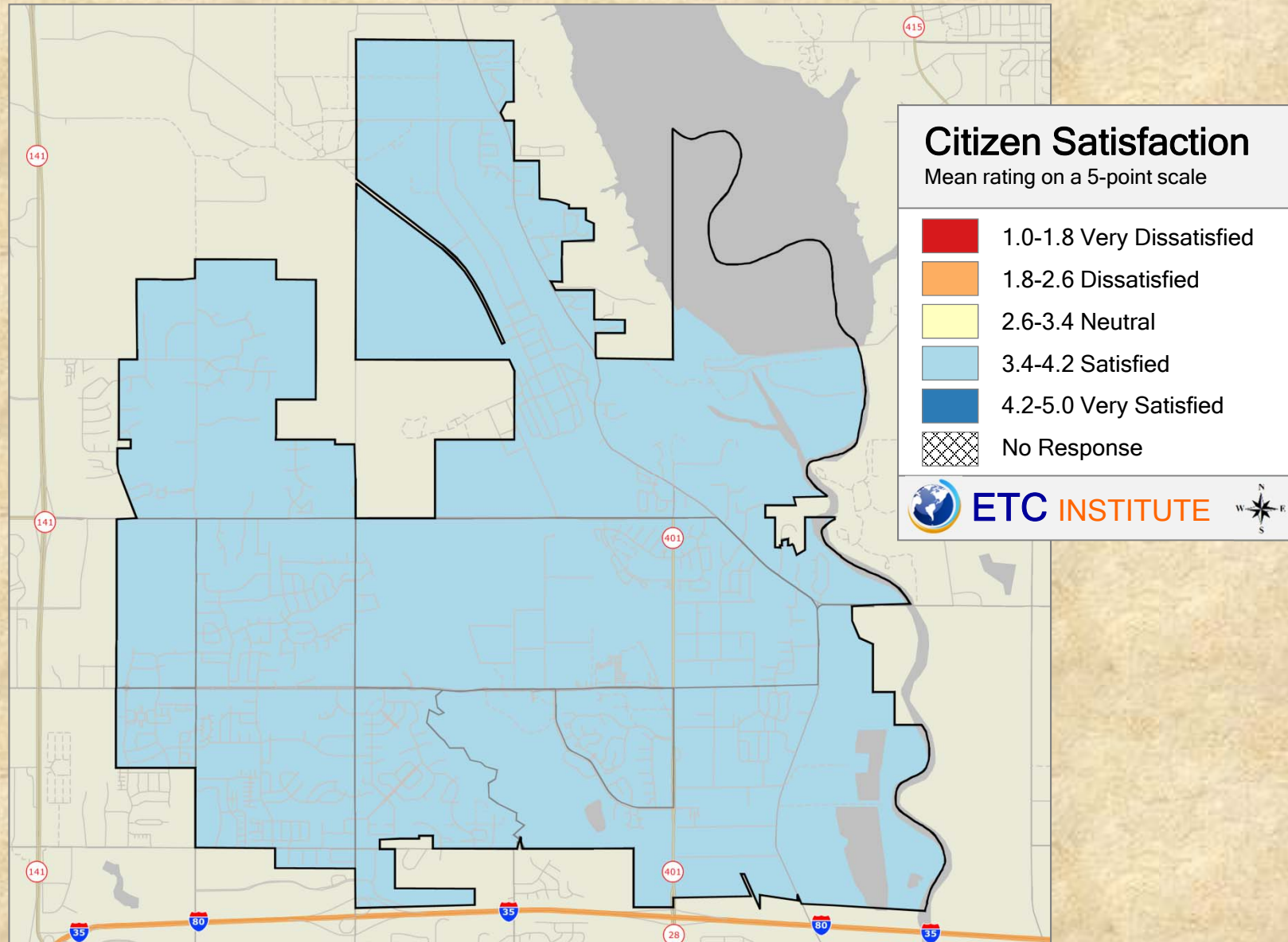
# Q12-03 Level of Satisfaction with: Maintenance of City park restrooms and shelters



## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

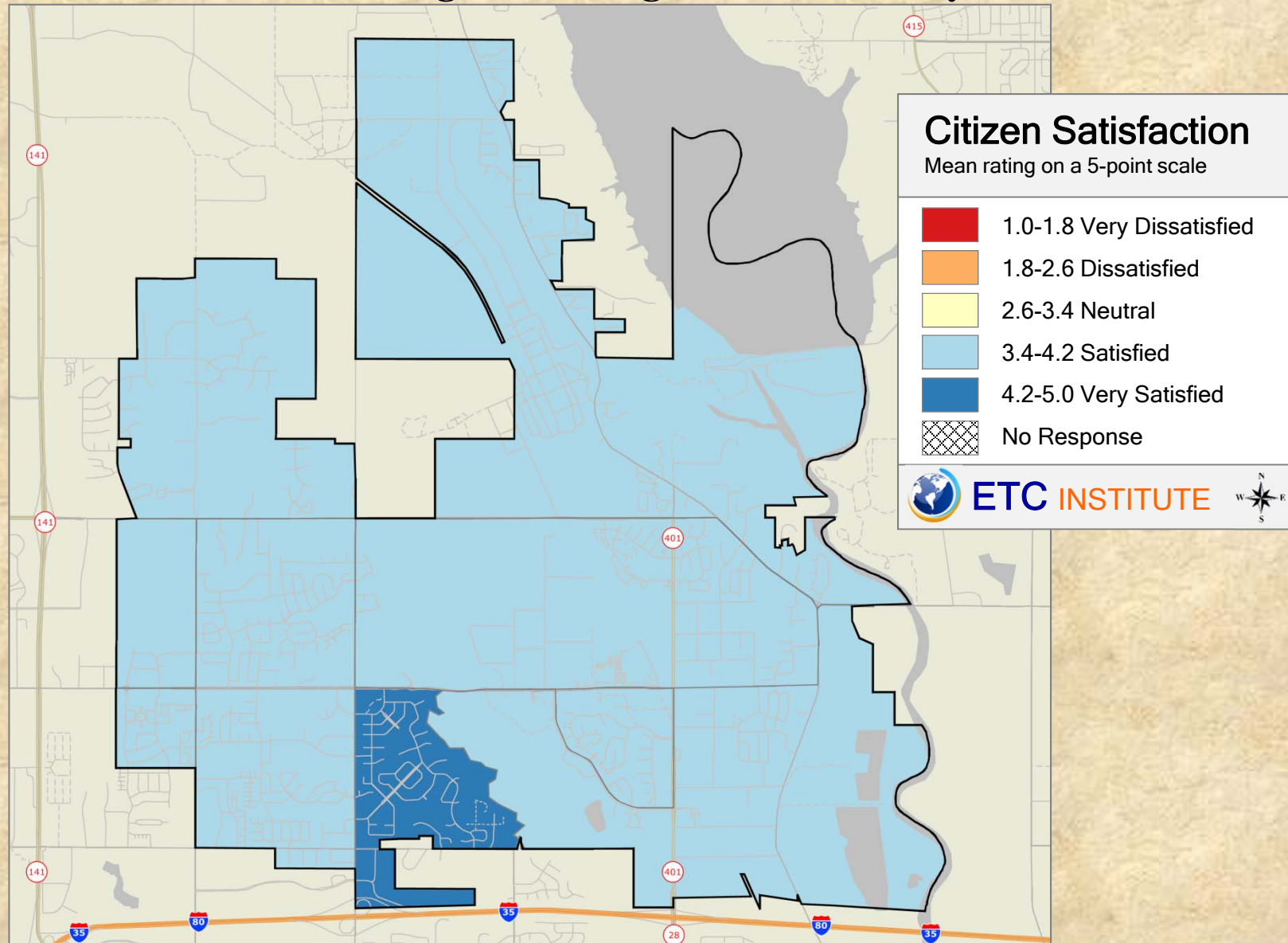
## Q12-04 Level of Satisfaction with: Number of City park restrooms and shelters



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q12-05 Level of Satisfaction with: Maintenance of walking and biking trails in the City

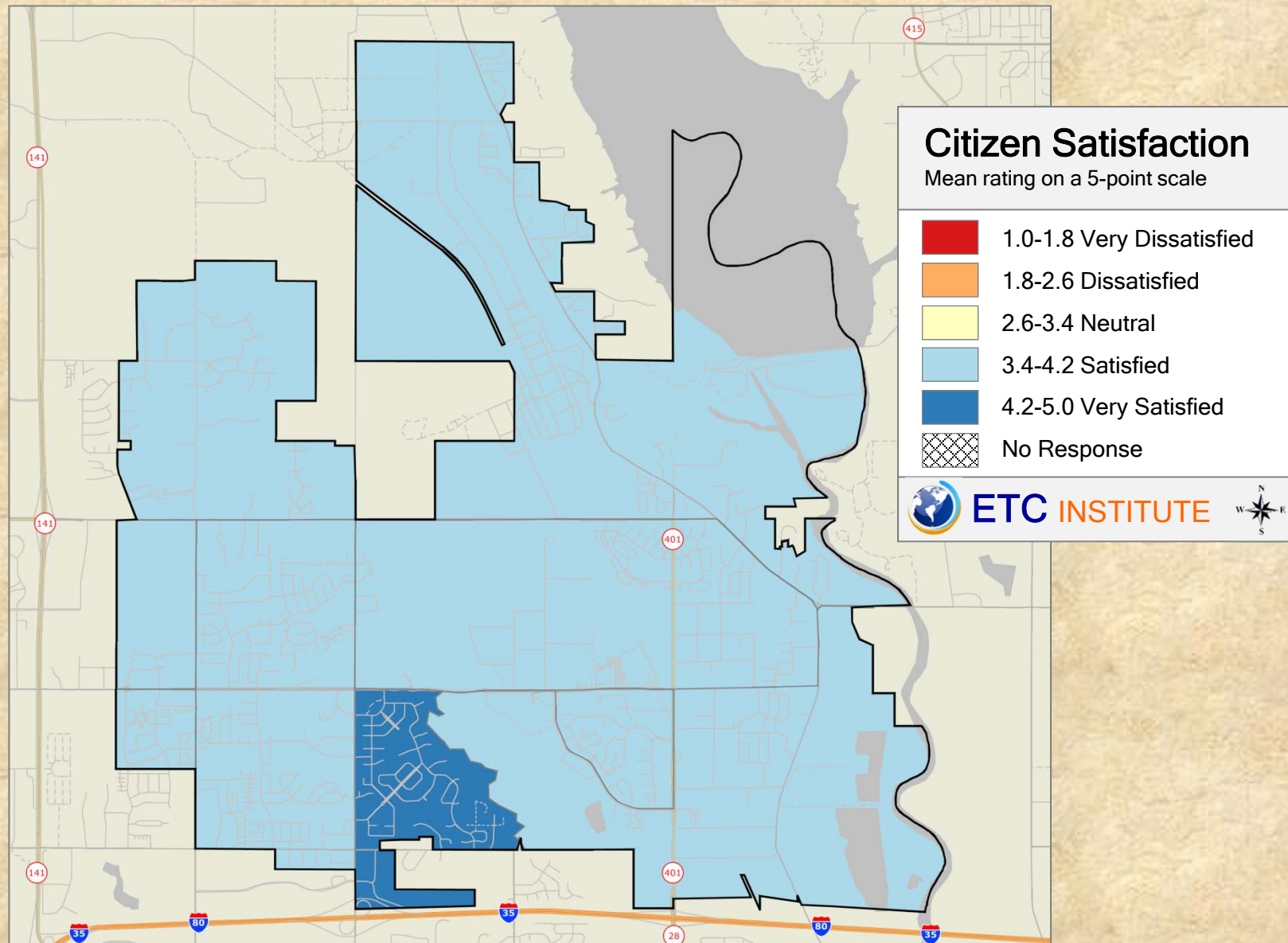


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



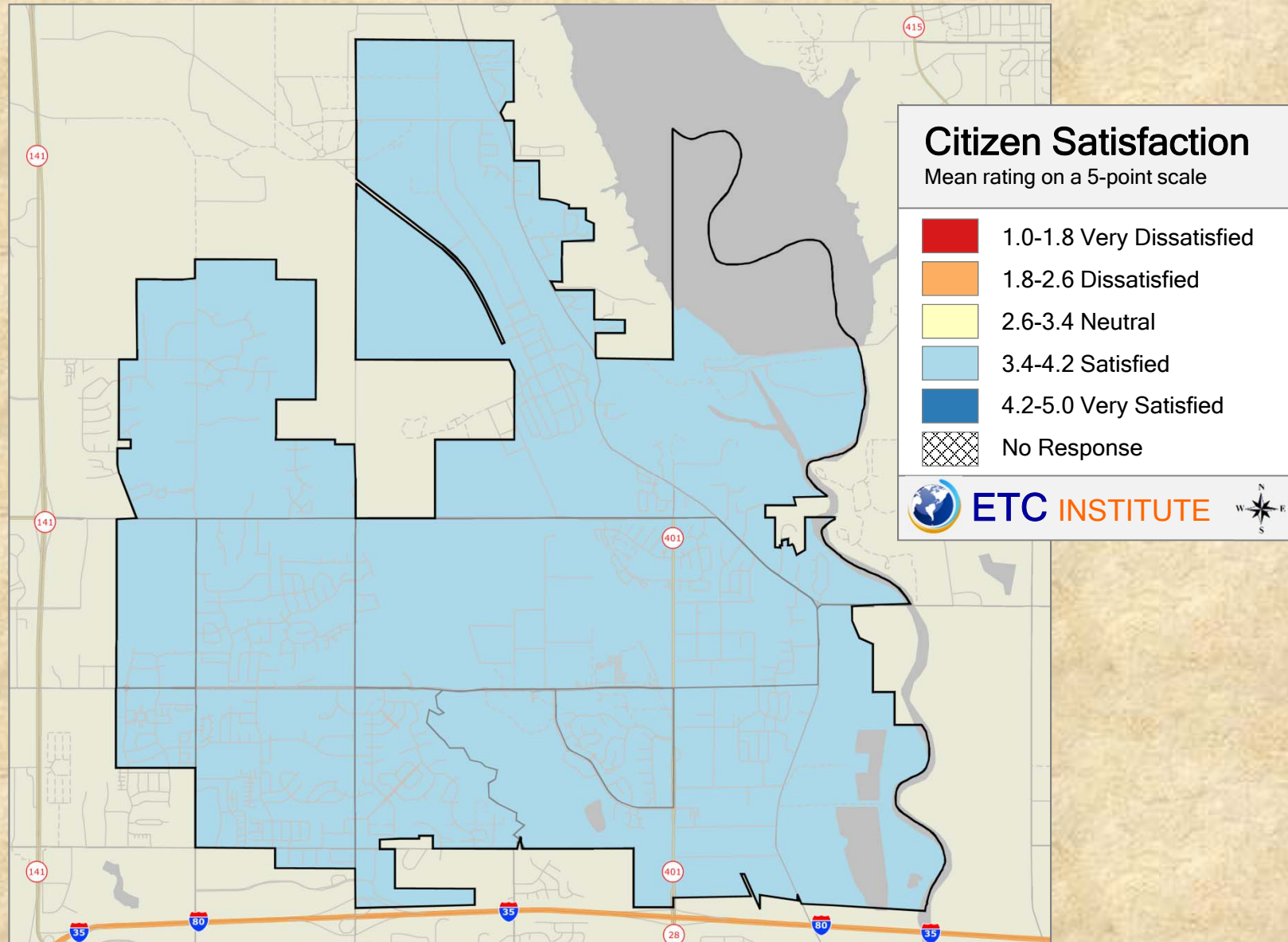
## Q12-06 Level of Satisfaction with: Number of walking/biking trails in the City



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

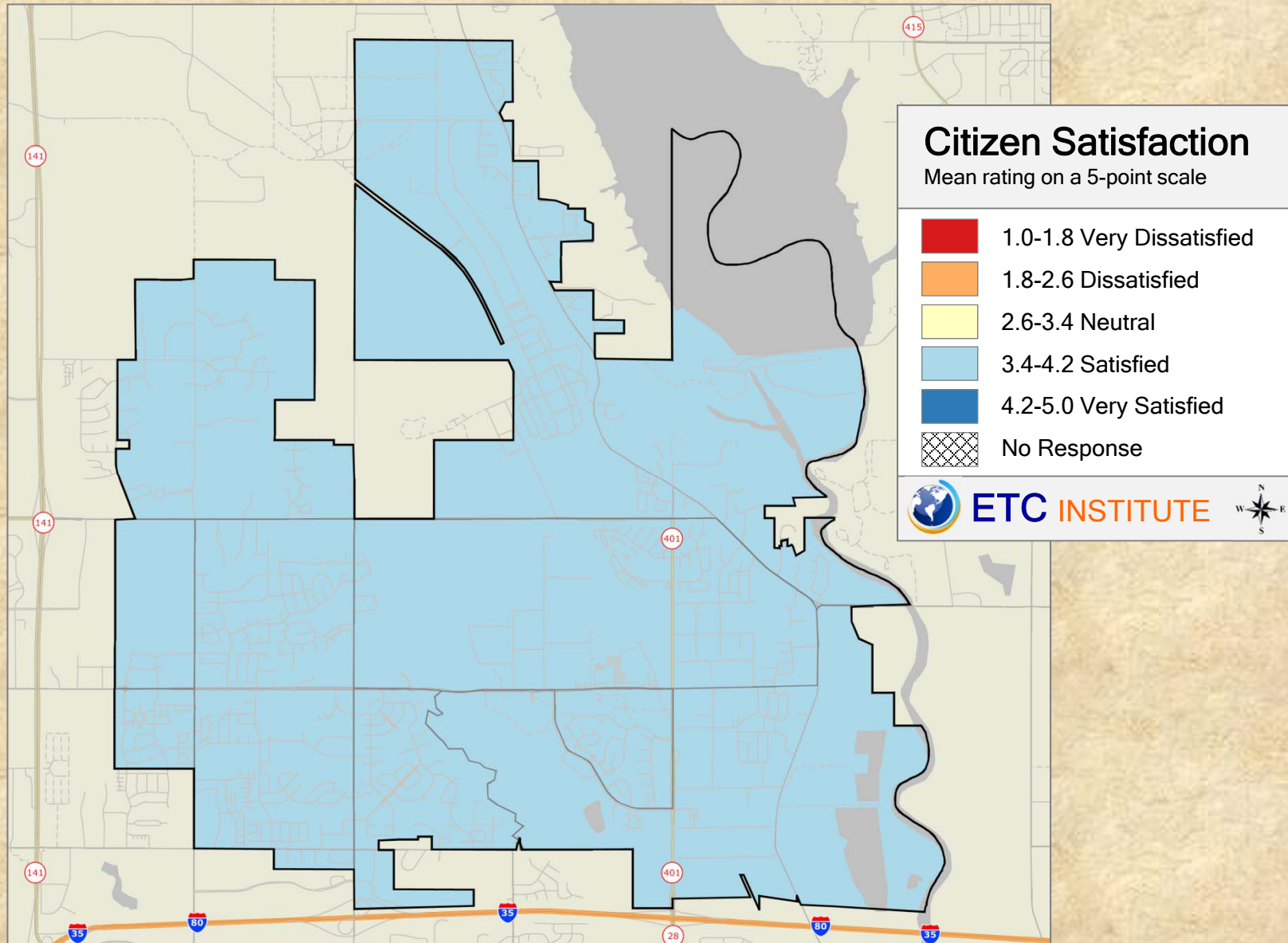
## Q12-07 Level of Satisfaction with: Safety of trails/parks in the City



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q12-08 Level of Satisfaction with: Crown Point Community Center

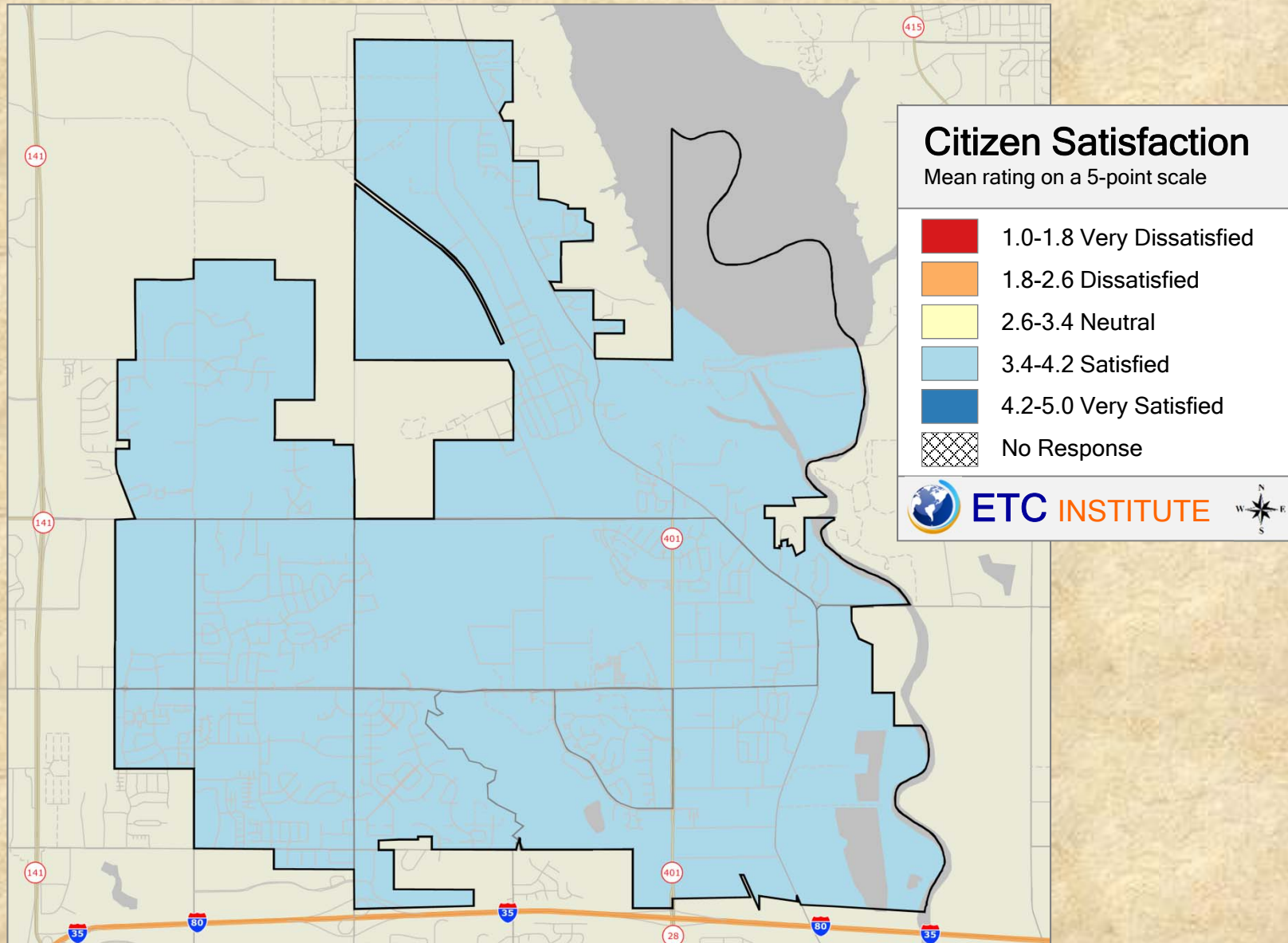


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



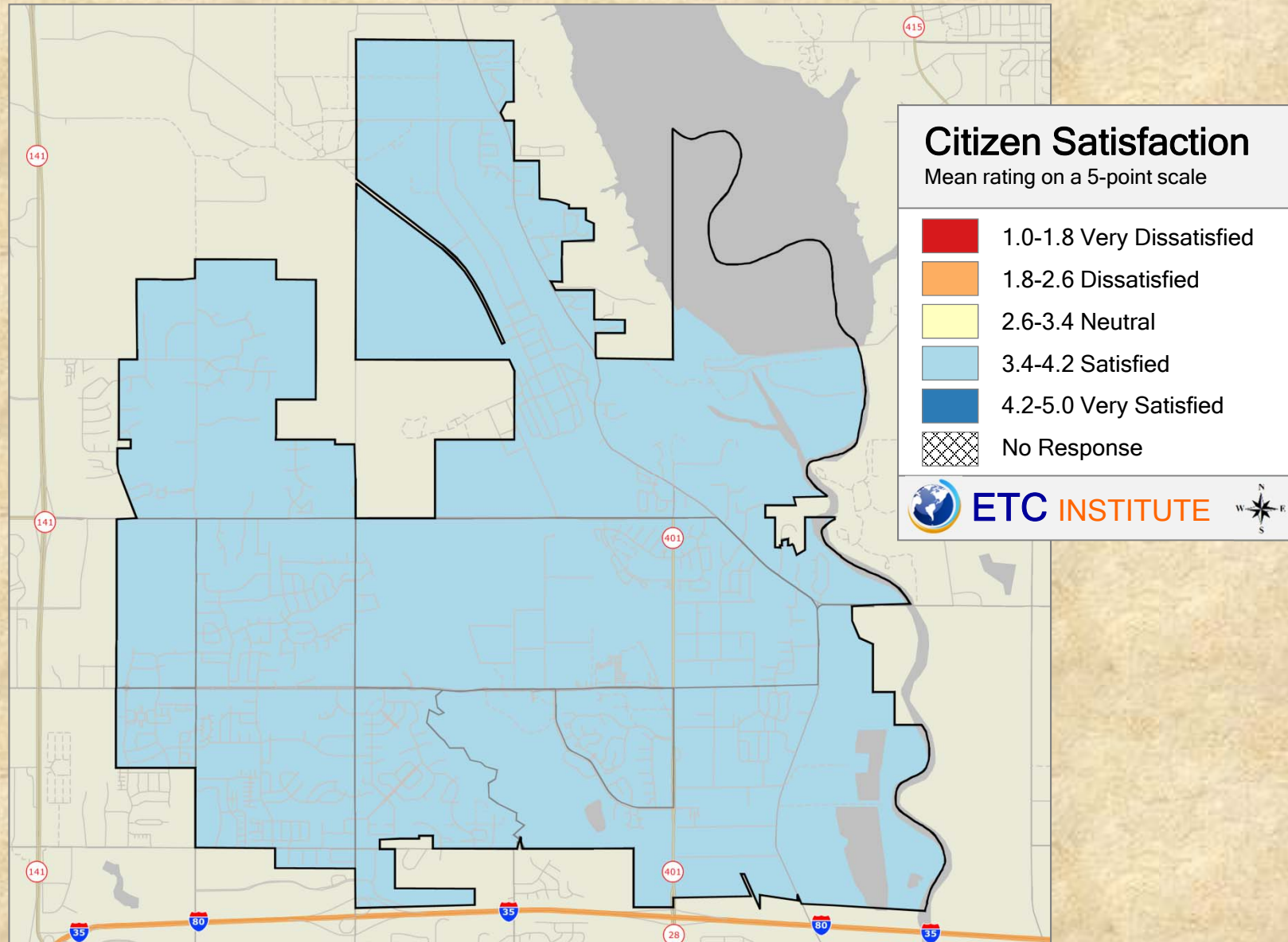
## Q12-09 Level of Satisfaction with: Simpson Barn



## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q12-10 Level of Satisfaction with: Lew Clarkson Park

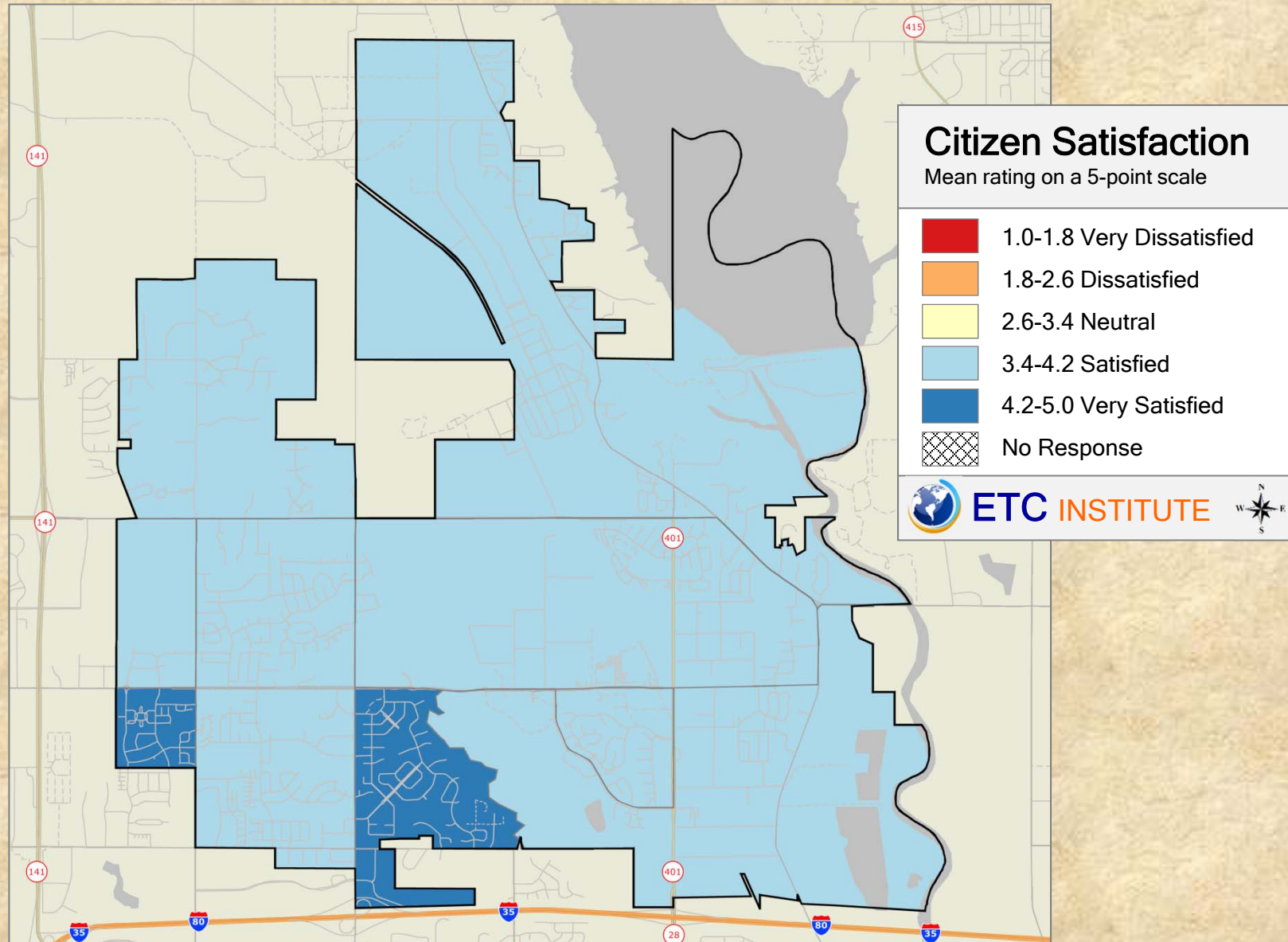


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



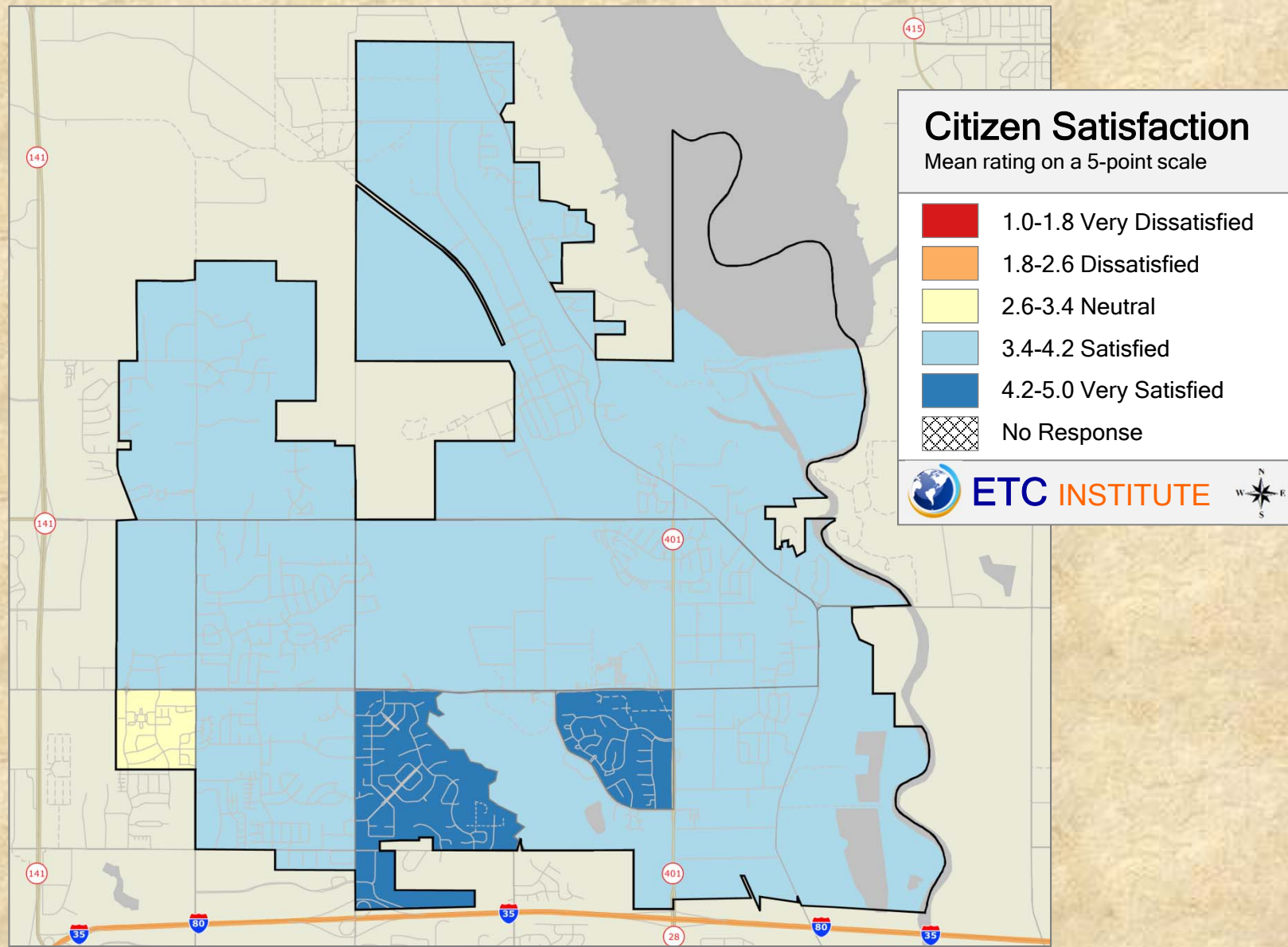
## Q12-11 Level of Satisfaction with: Terra Park



## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

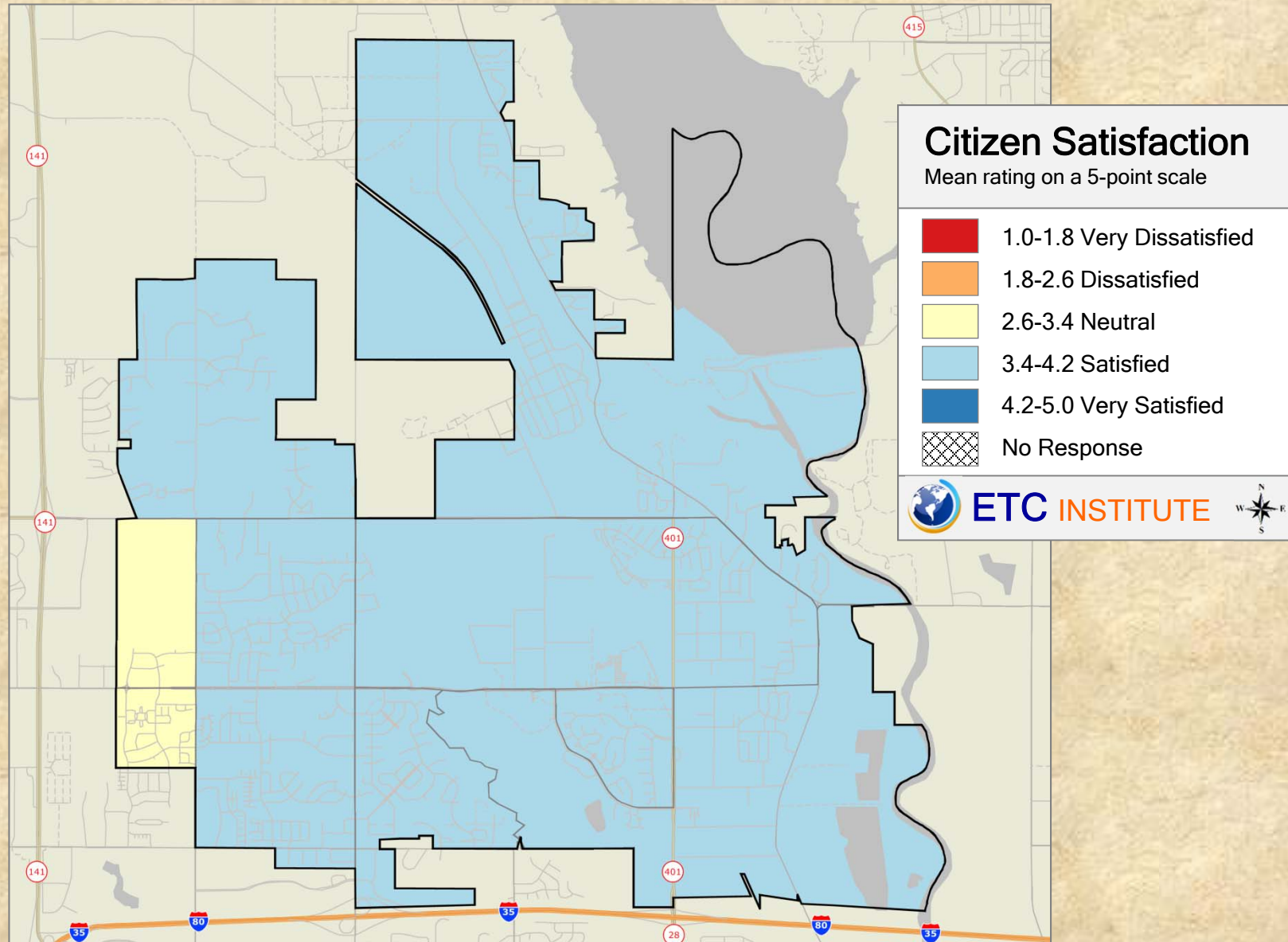
## Q13-01 Level of Satisfaction with: Accessibility to desired destinations via the bike/trail system



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q13-02 Level of Satisfaction with: The community's youth recreation programs

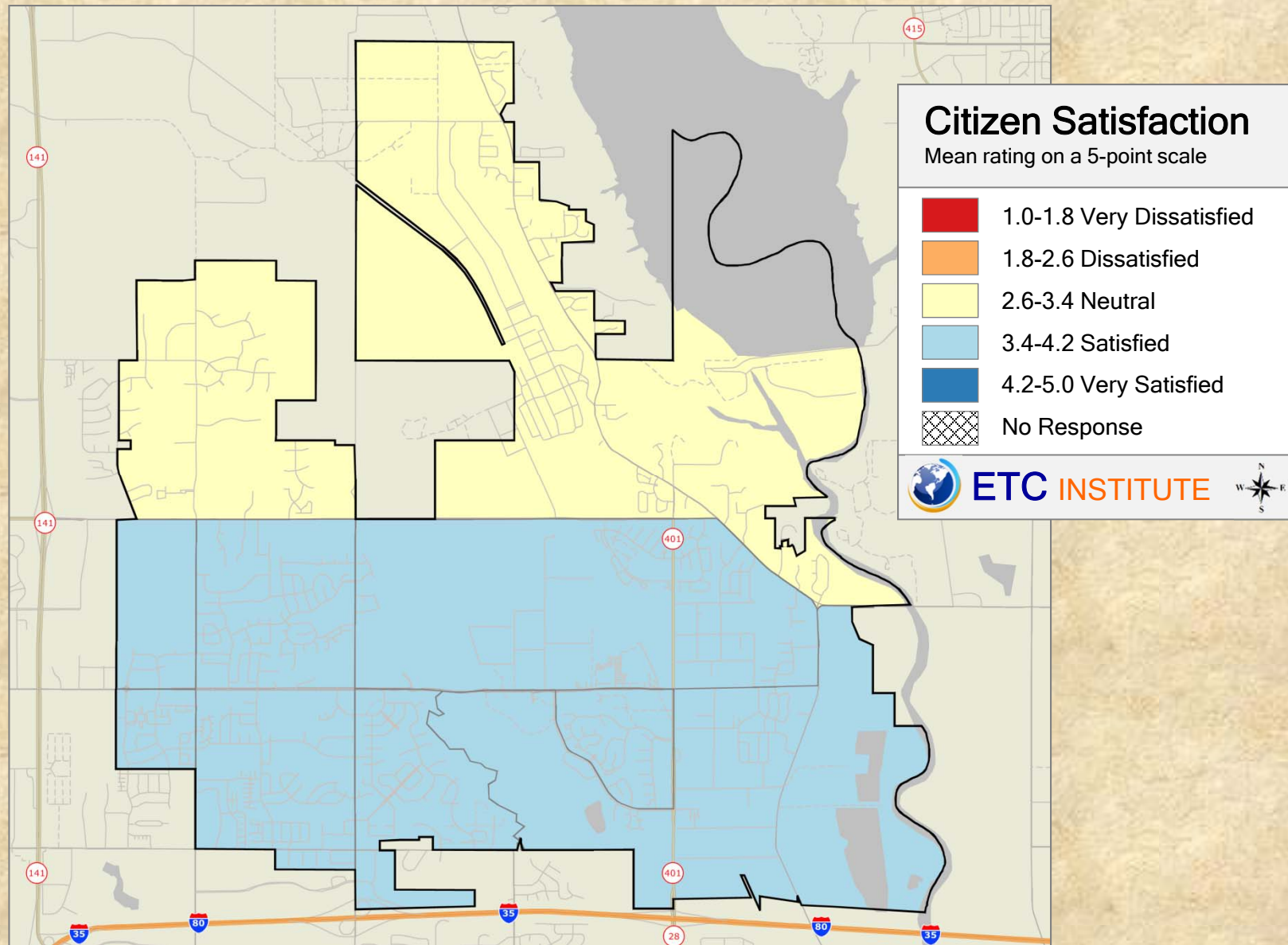


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



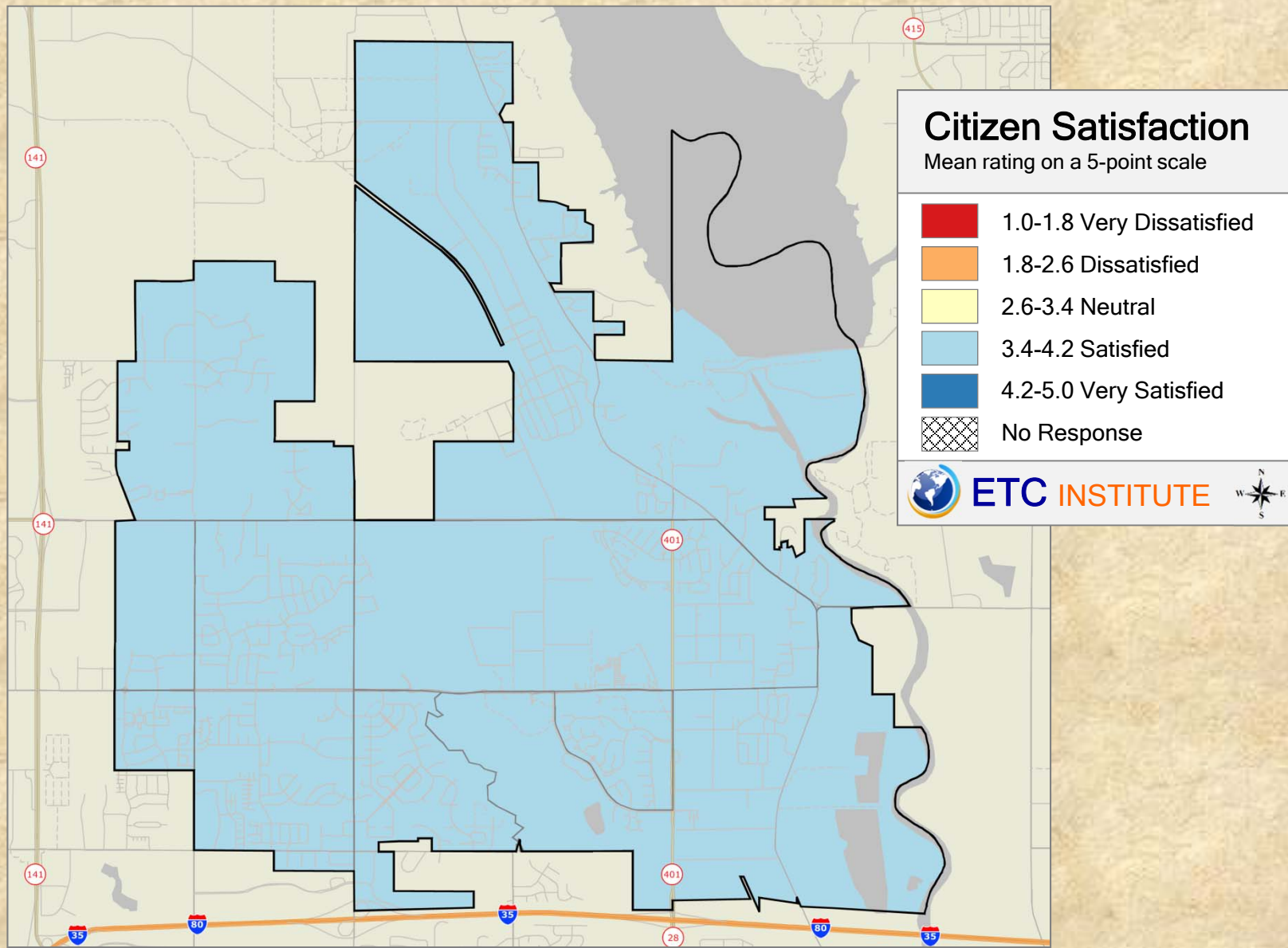
## Q13-03 Level of Satisfaction with: The community's adult recreation/education programs



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

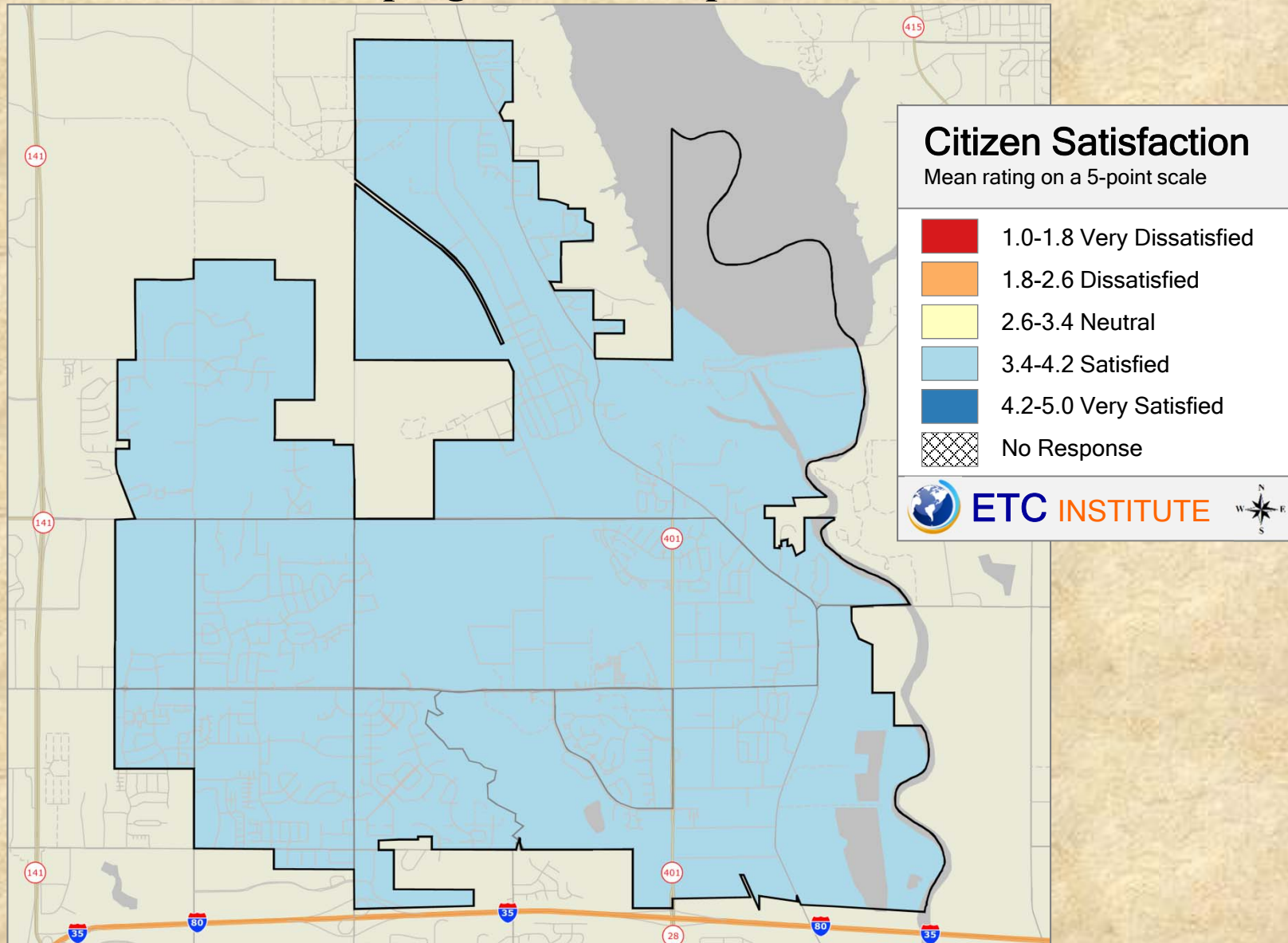
## Q13-04 Level of Satisfaction with: The community's senior citizen recreation programs



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q13-05 Level of Satisfaction with: Overall variety of recreation program services provided for children

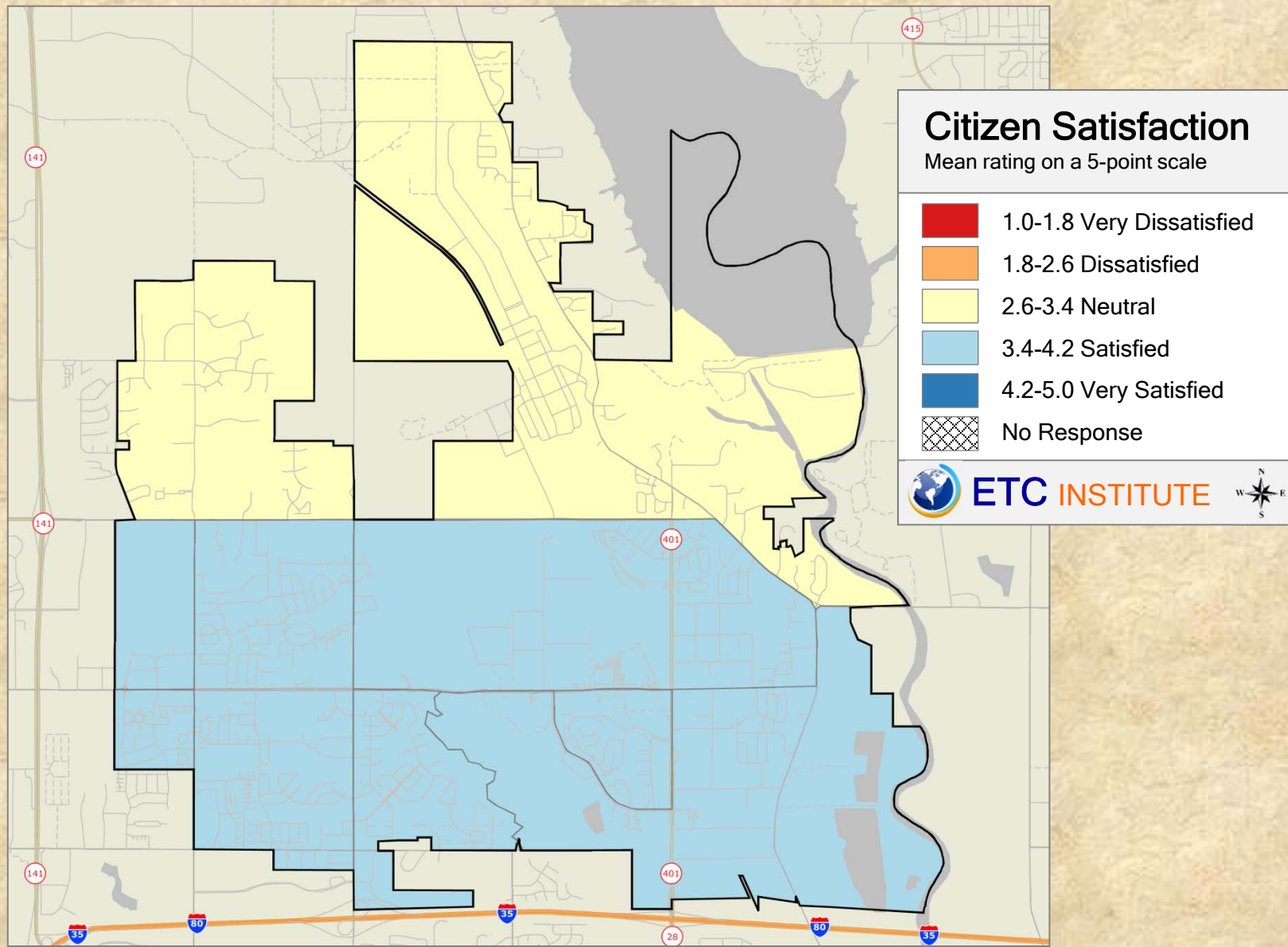


## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



## Q13-06 Level of Satisfaction with: Overall variety of recreation program services provided for adults

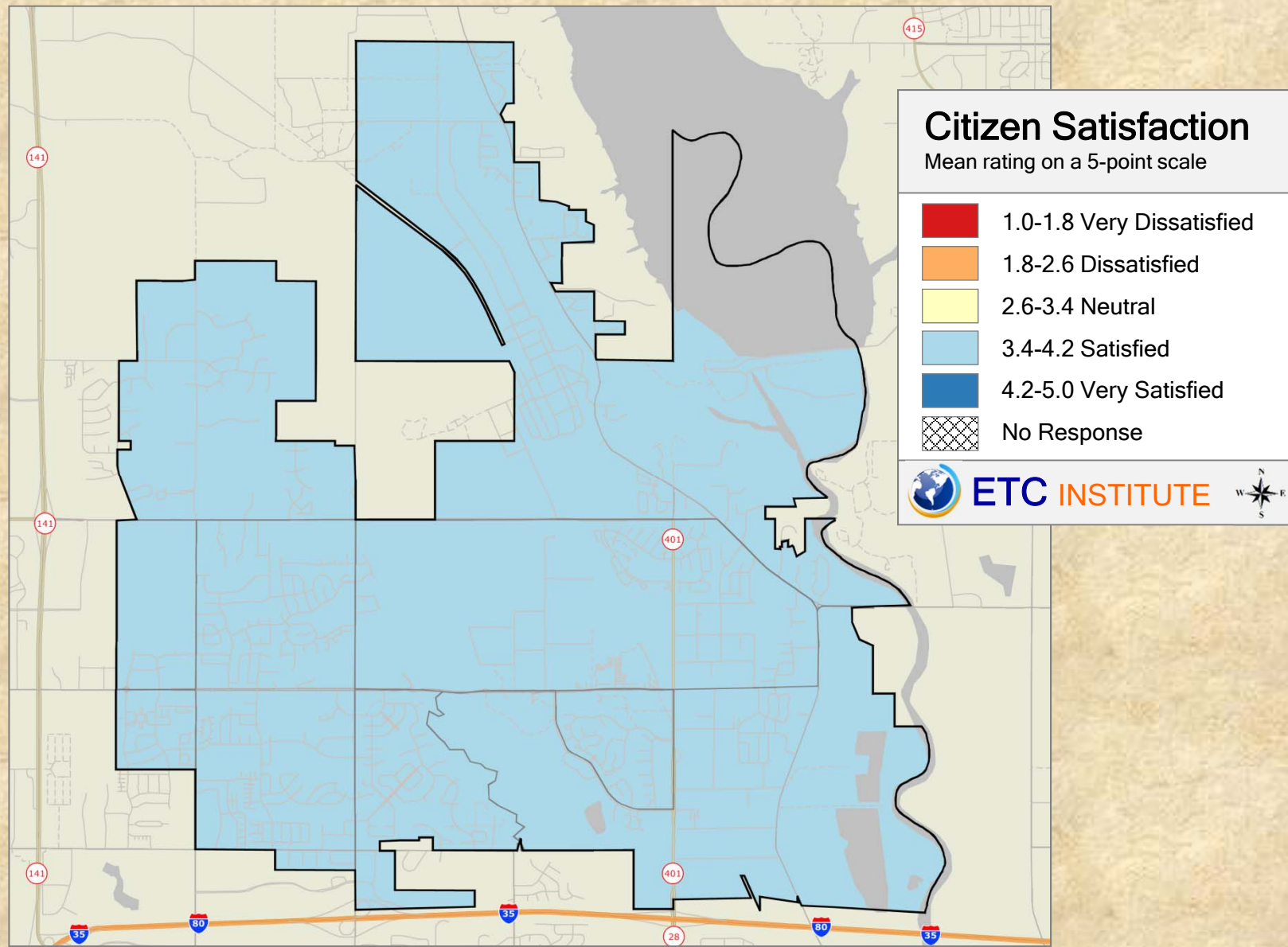


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



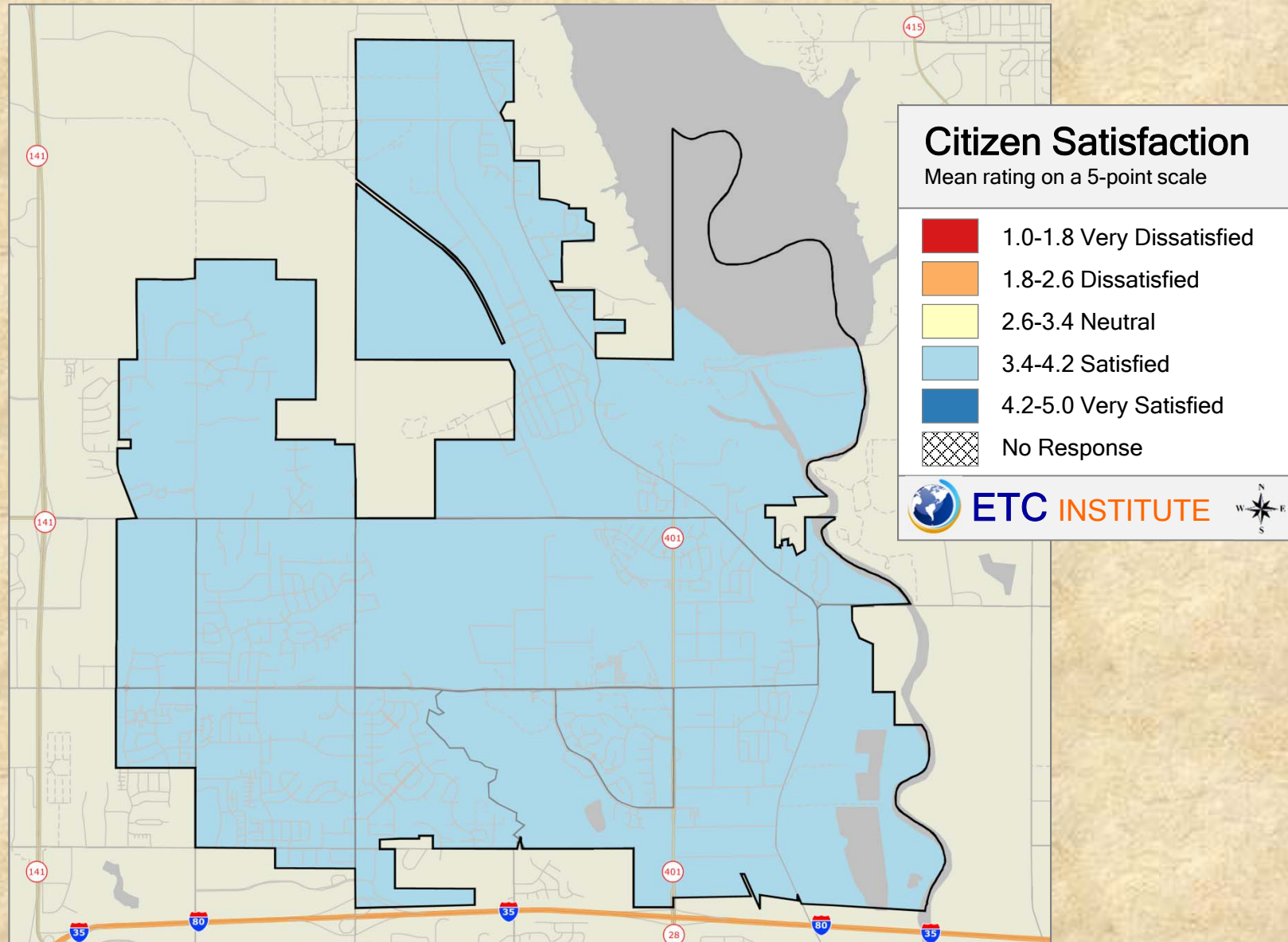
## Q13-07 Level of Satisfaction with: Overall variety of recreation program services provided for senior citizens



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

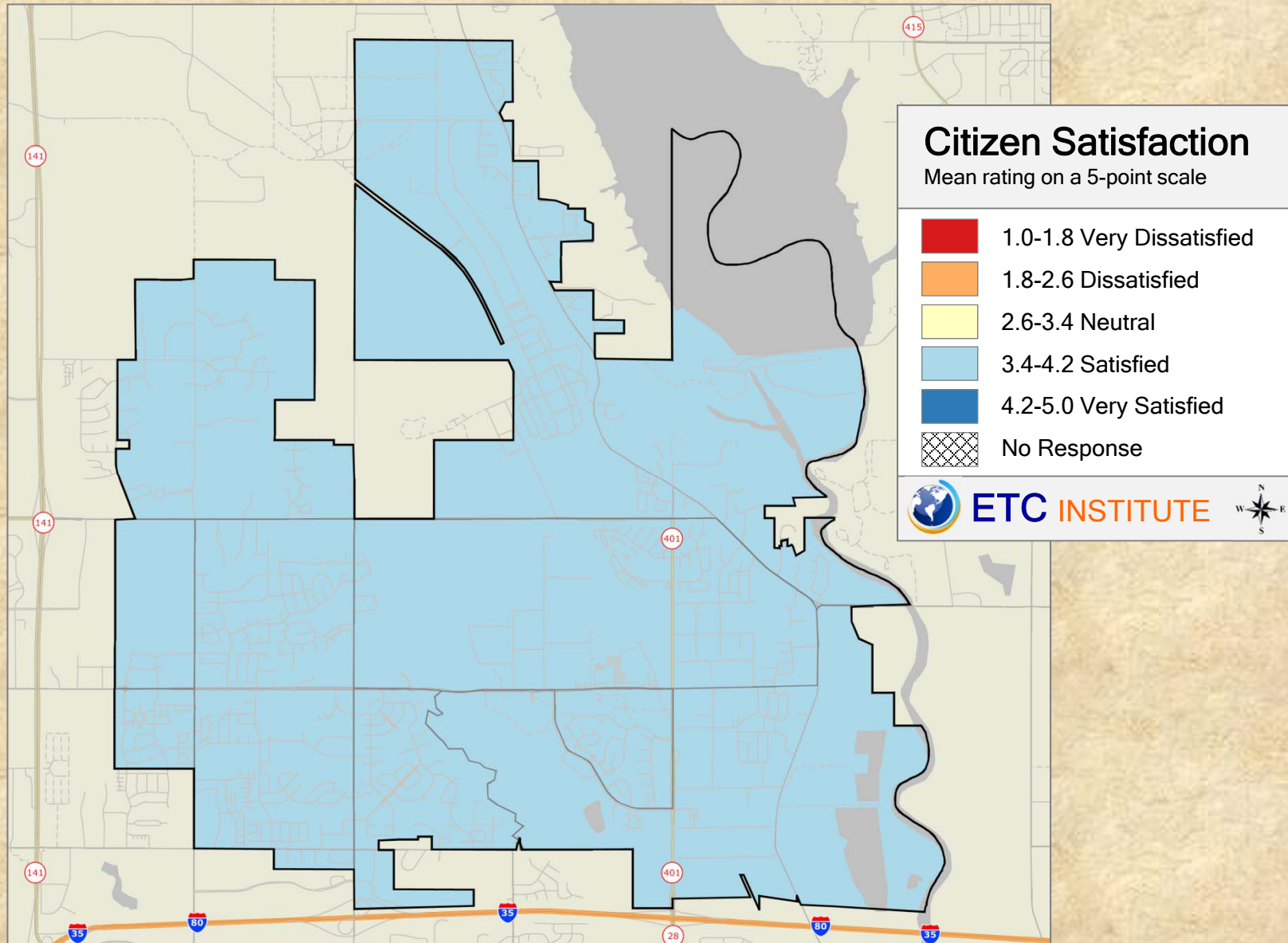
## Q15-01 Level of Satisfaction with: Maintenance of City streets



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15-02 Level of Satisfaction with: Maintenance of sidewalks

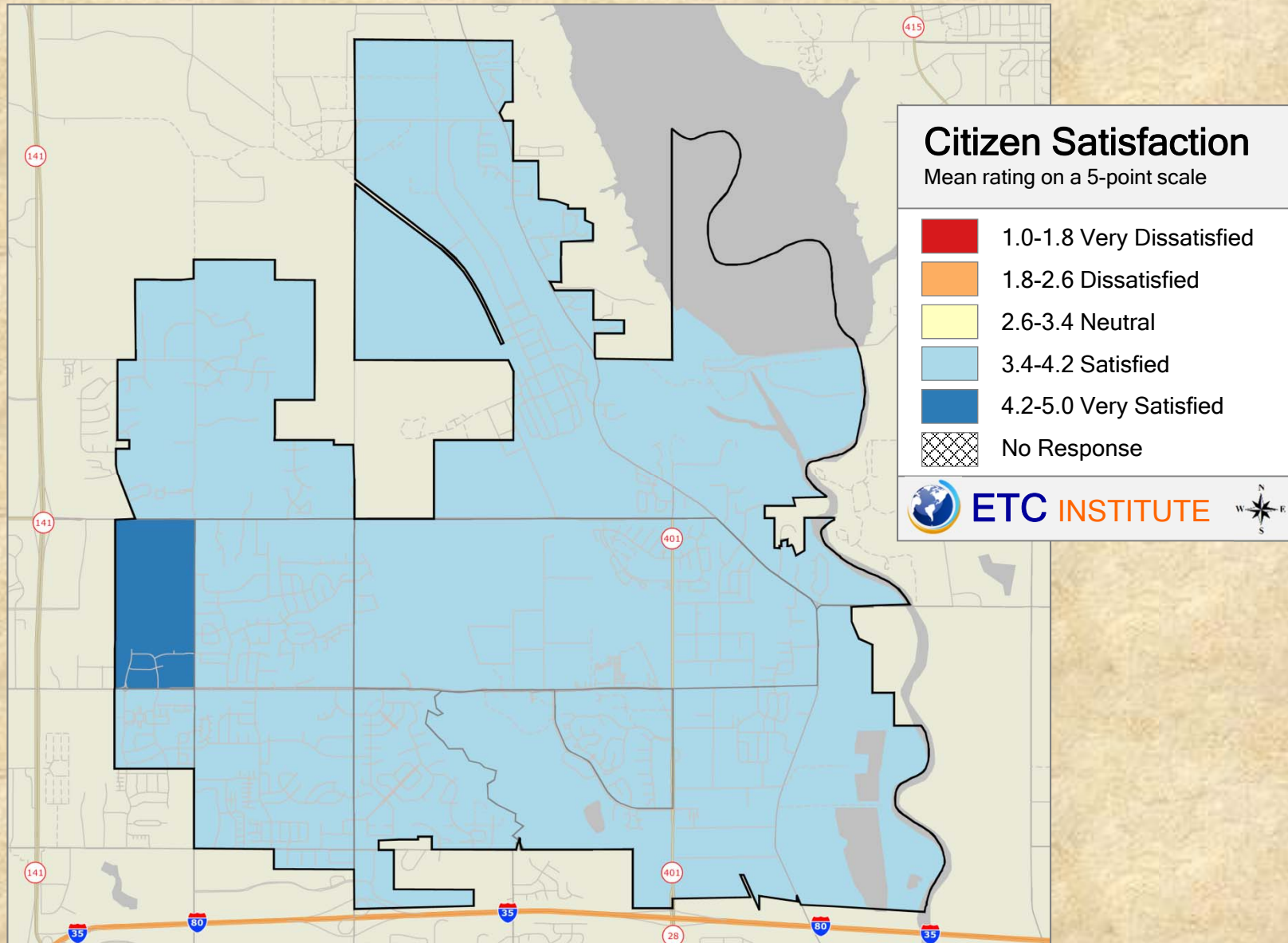


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



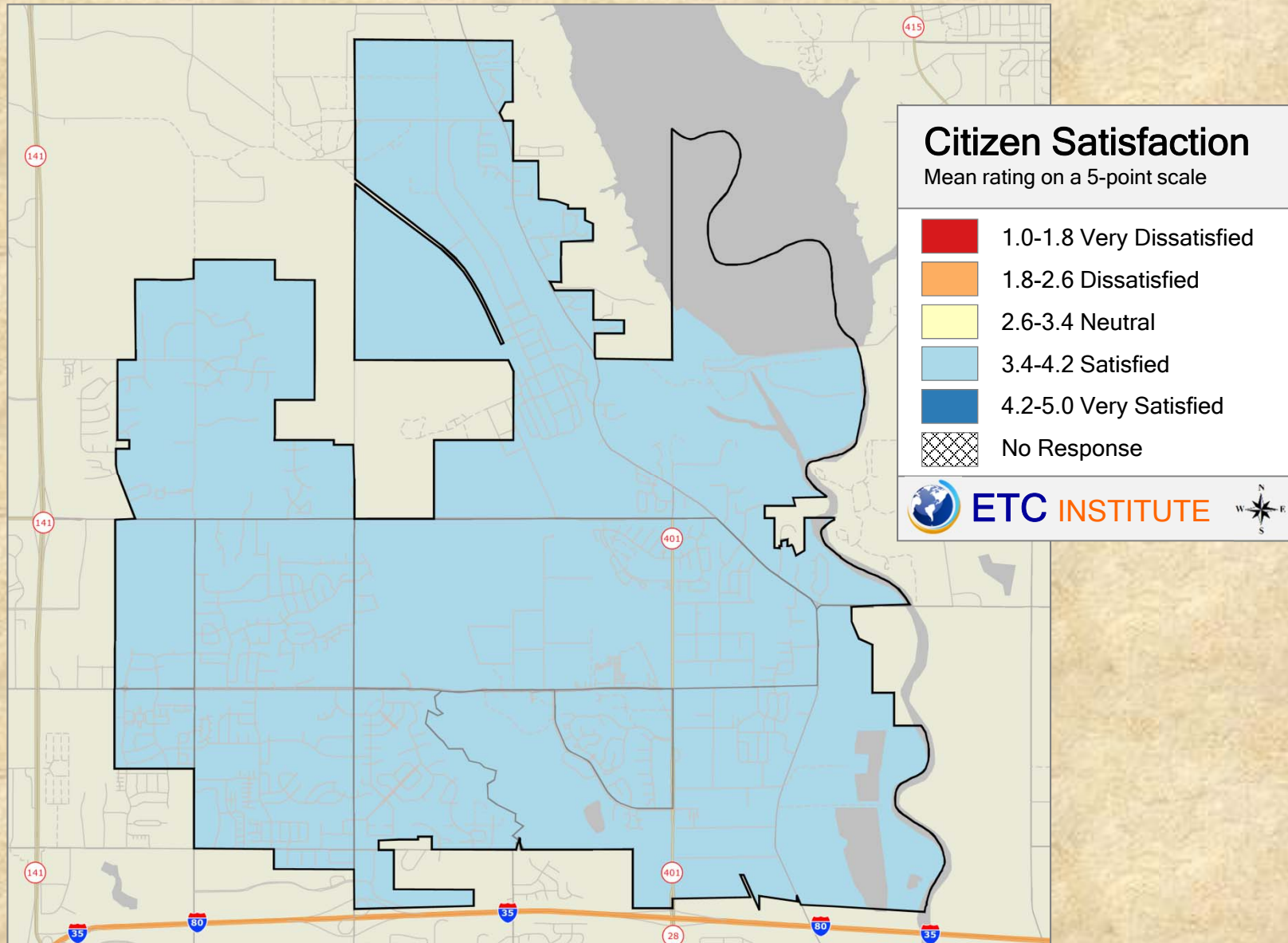
## Q15-03 Level of Satisfaction with: Maintenance of traffic signals/street signs



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15-04 Level of Satisfaction with: Adequacy of City street lighting

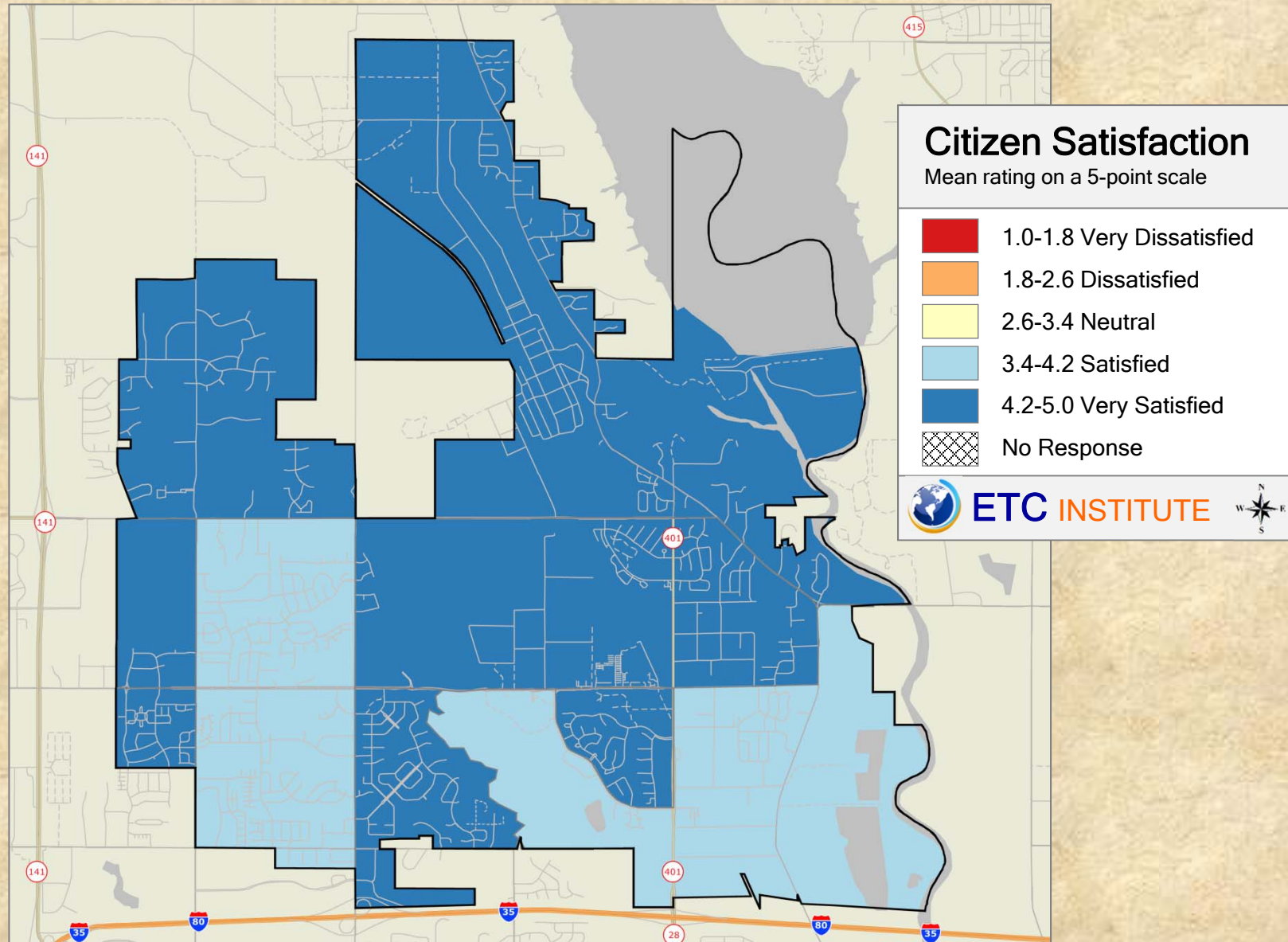


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



## Q15-05 Level of Satisfaction with: Maintenance of City buildings

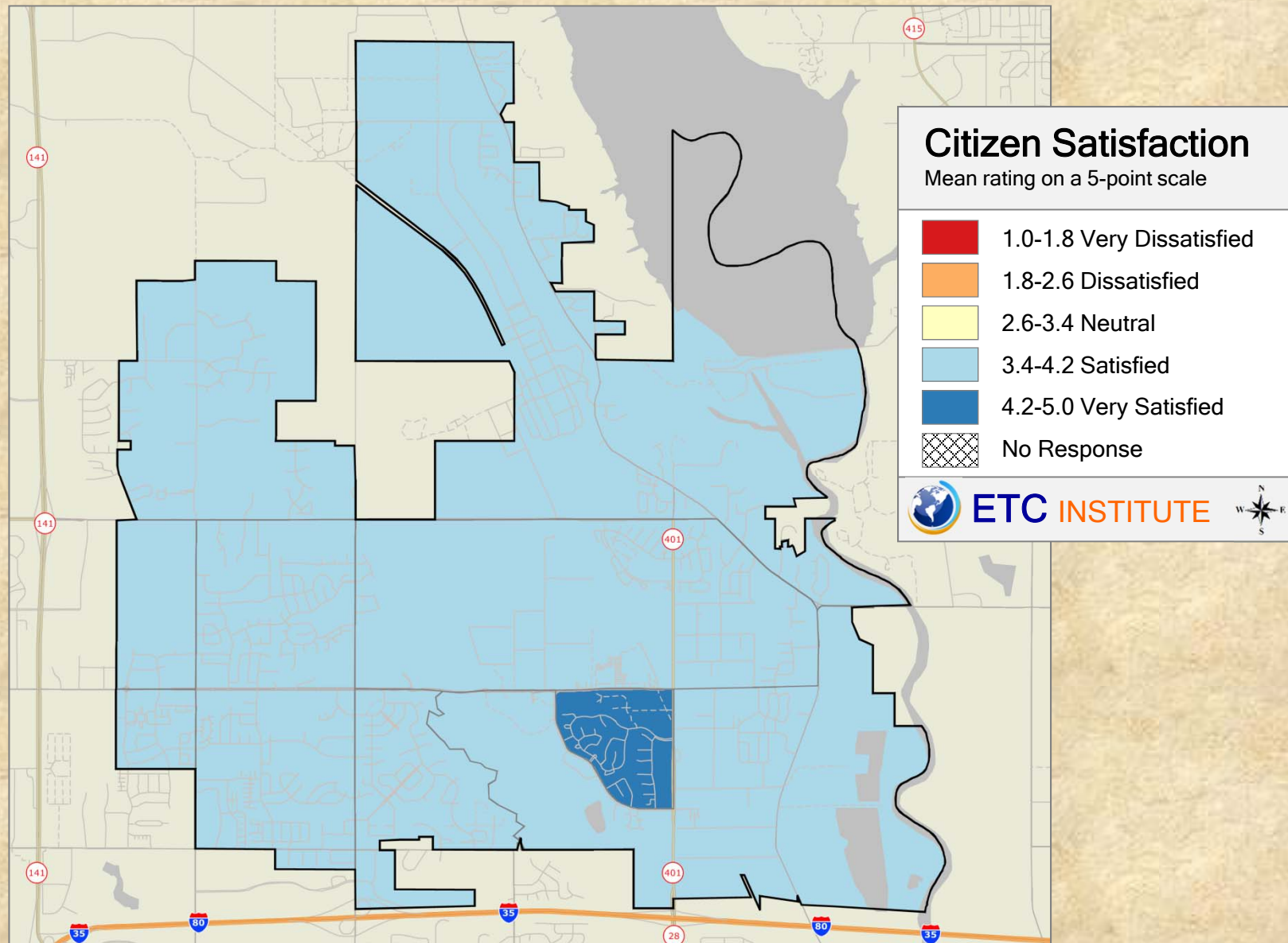


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



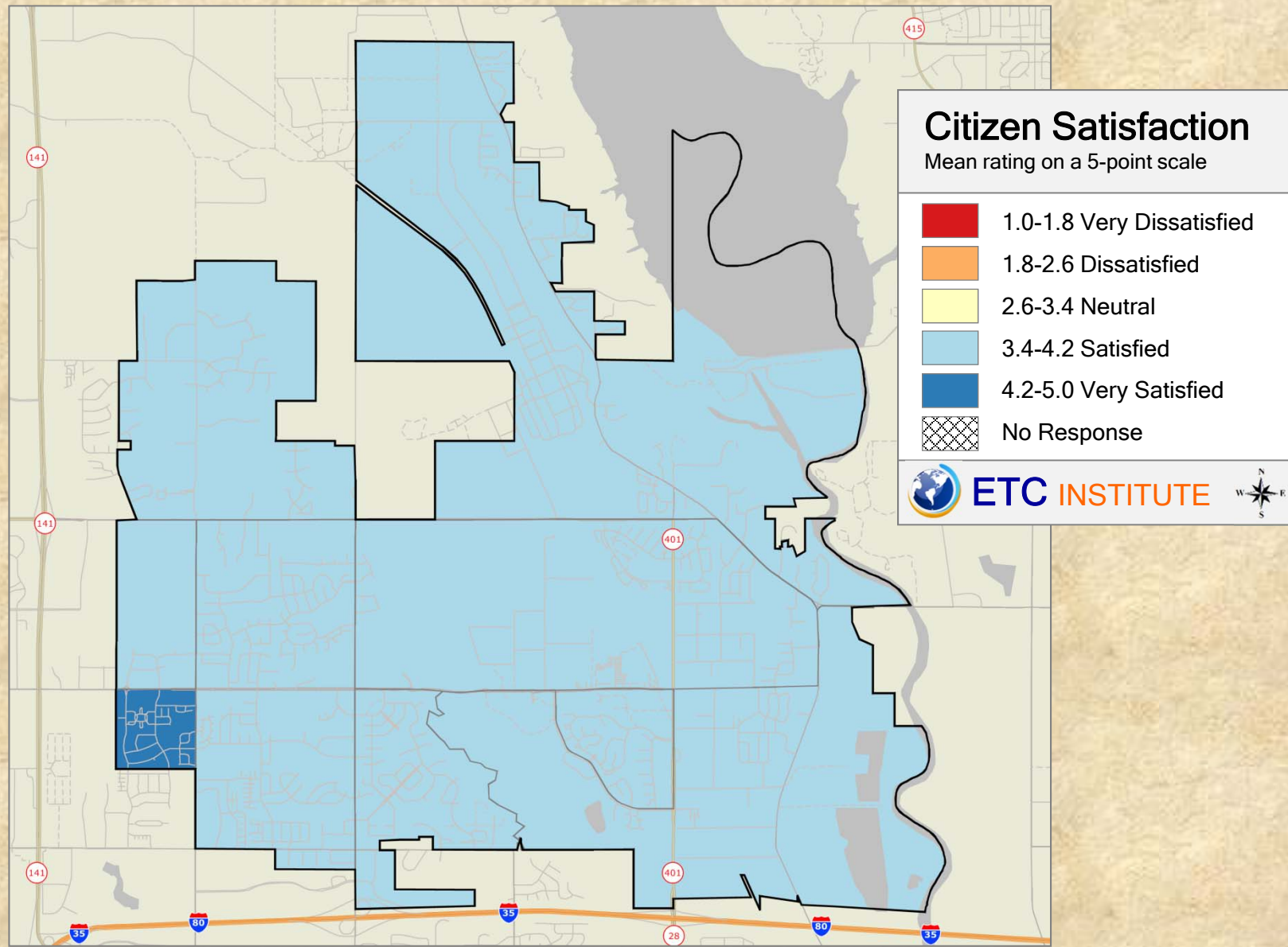
## Q15-06 Level of Satisfaction with: Snow removal on City streets



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

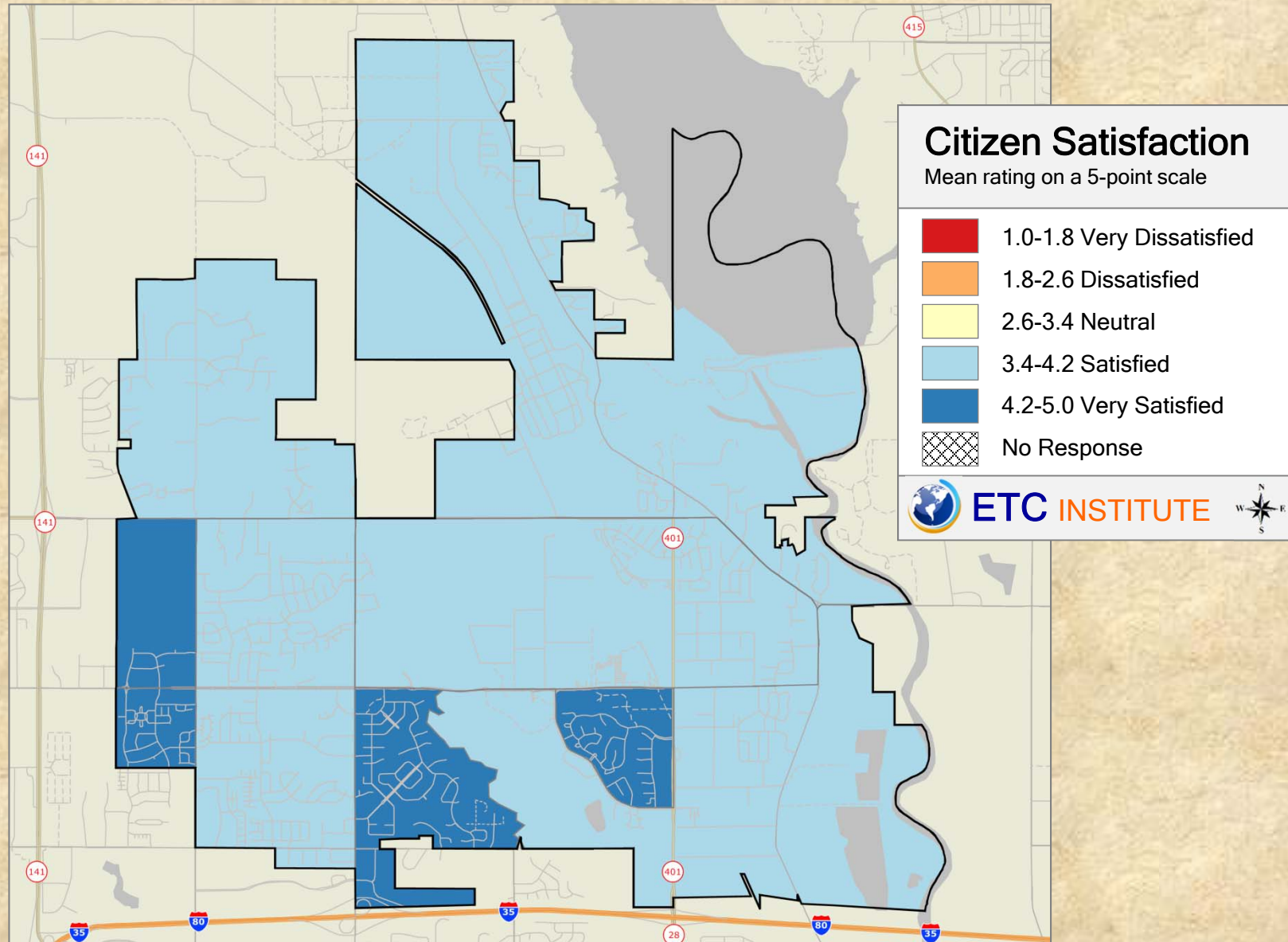
## Q15-07 Level of Satisfaction with: Mowing/trimming along City streets and other public areas



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q15-08 Level of Satisfaction with: Overall cleanliness of City streets

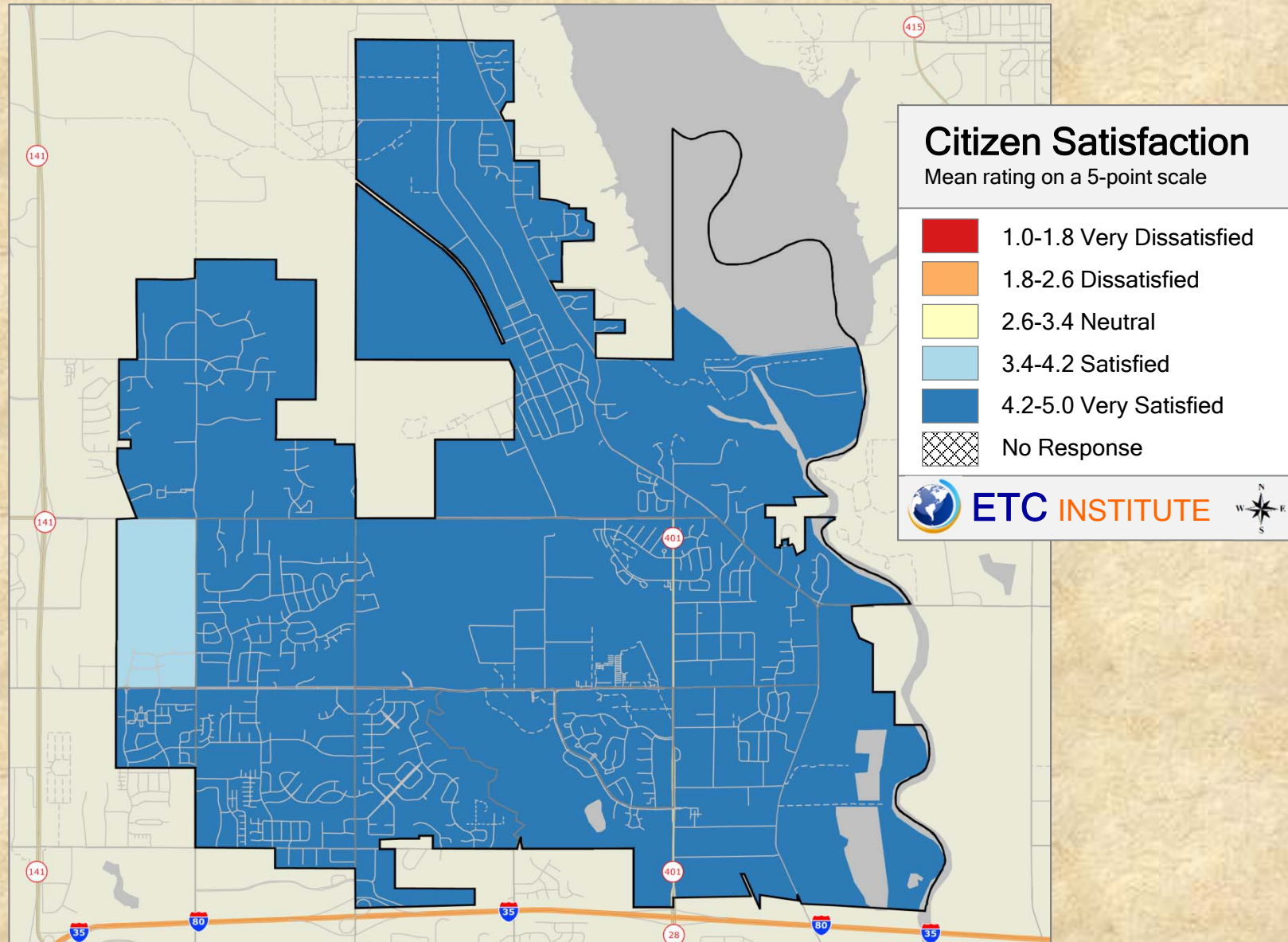


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



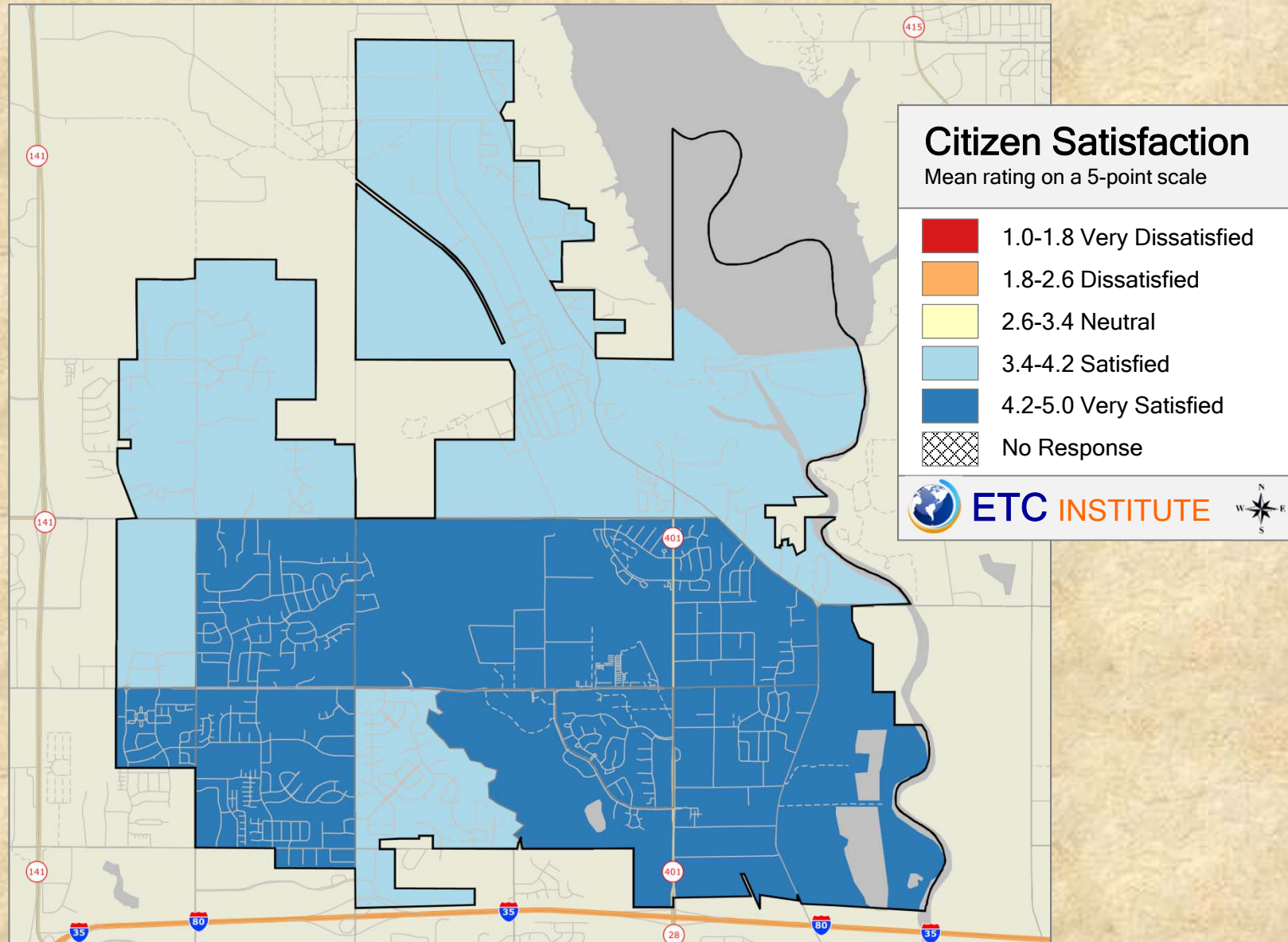
## Q15-09 Level of Satisfaction with: Weekly curbside trash collection



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q15-10 Level of Satisfaction with: Weekly curbside recycling collection

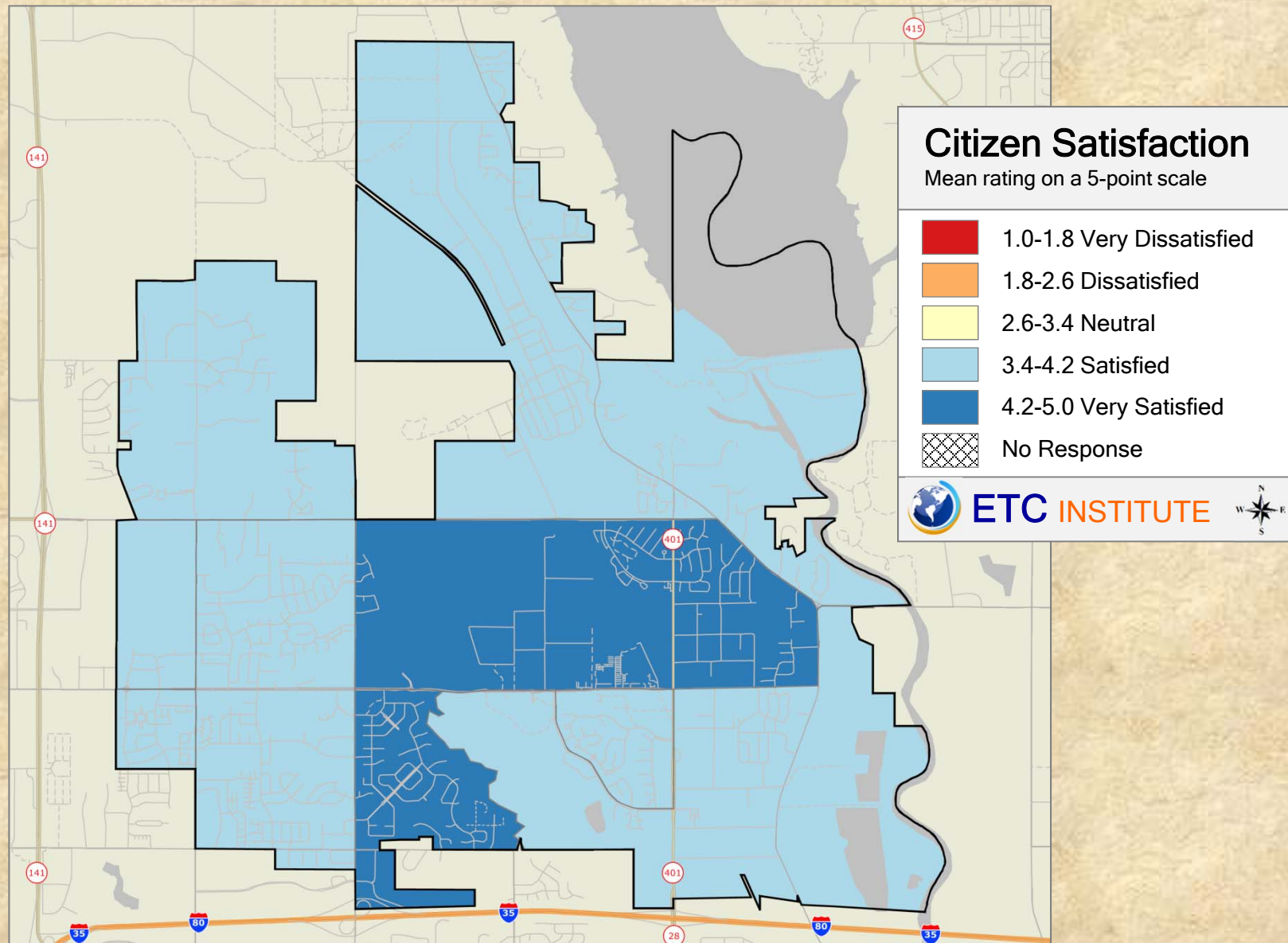


## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



## Q15-11 Level of Satisfaction with: Weekly curbside yardwaste collection

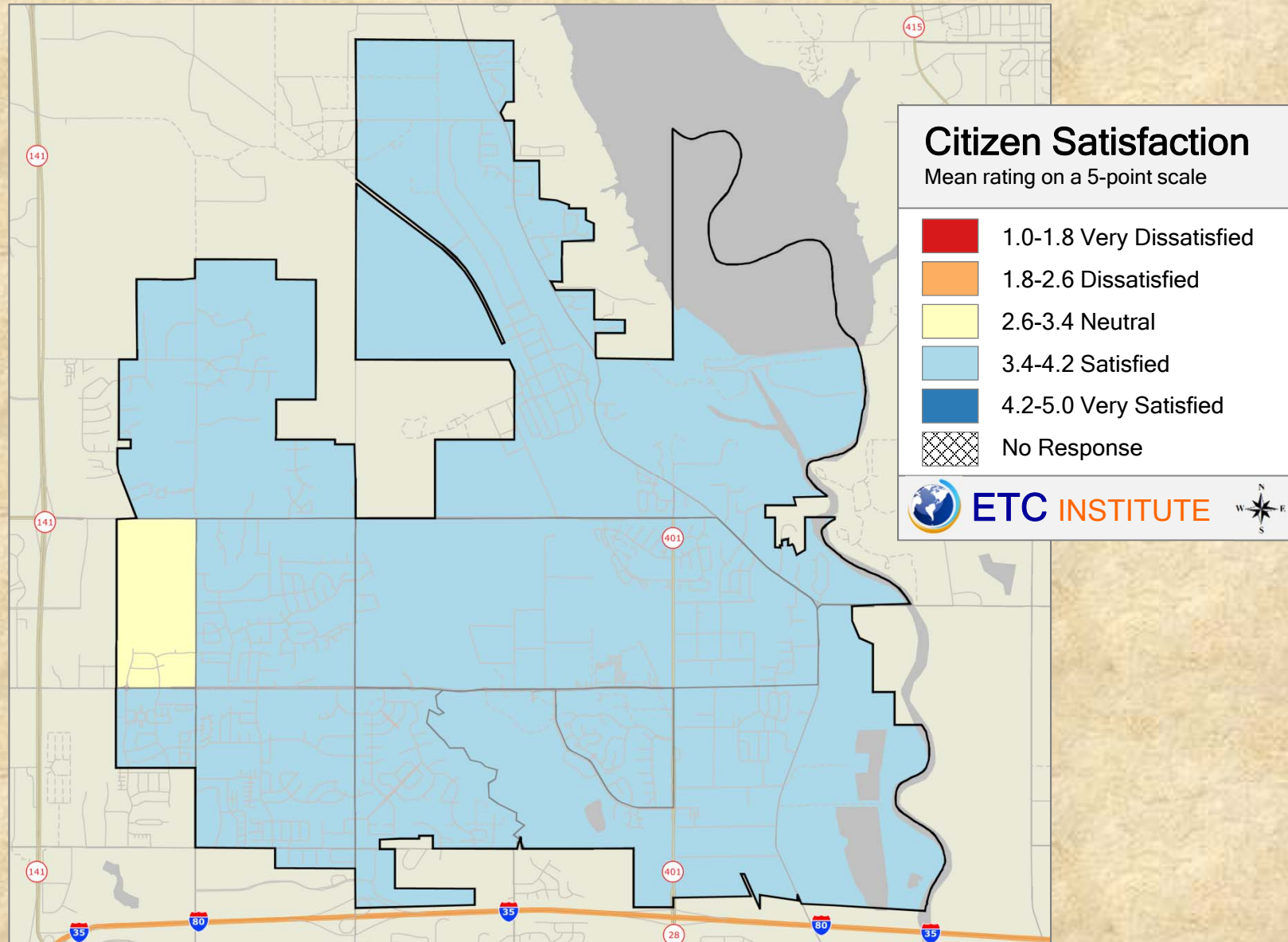


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



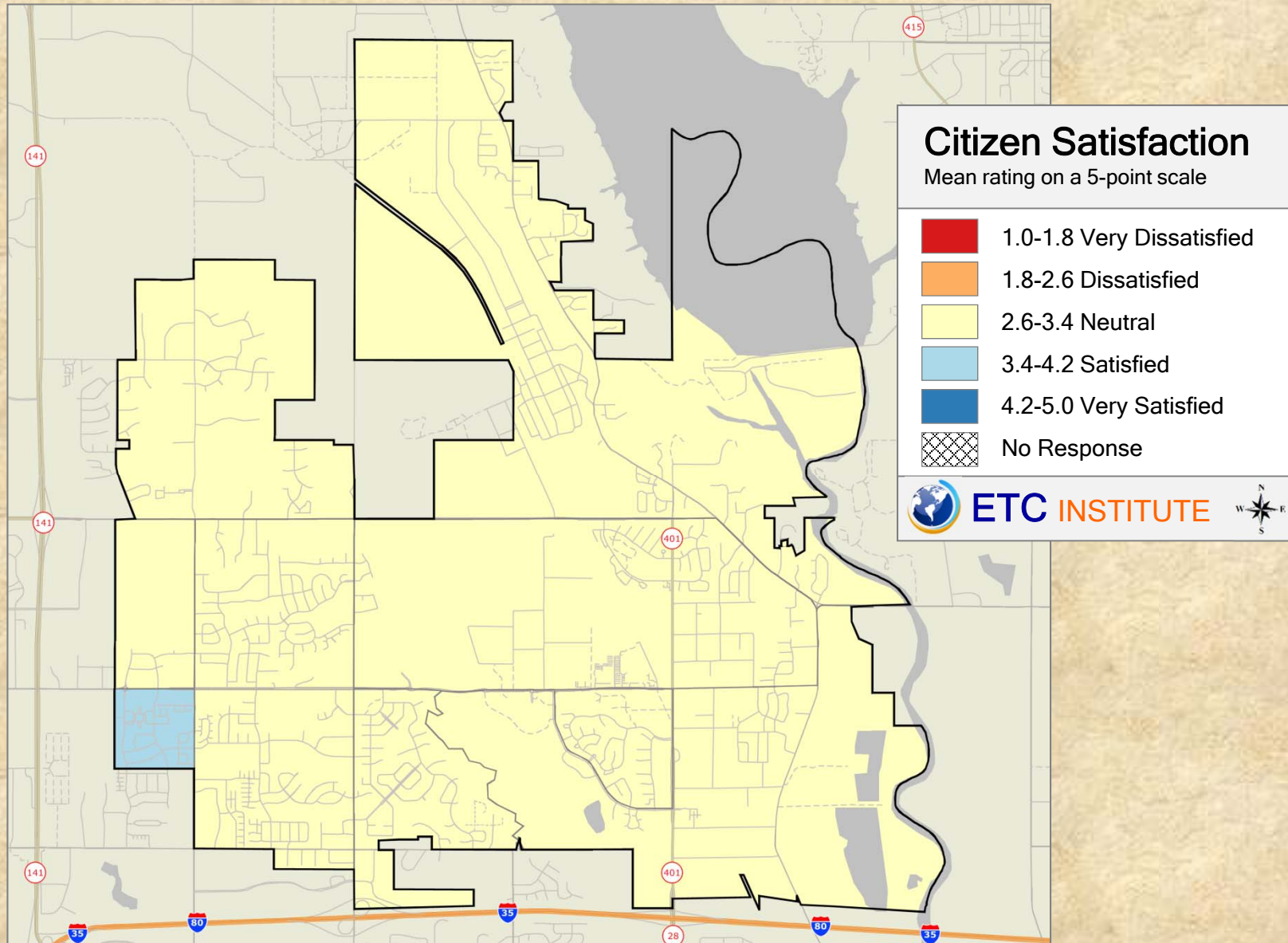
## Q19-01 Level of Satisfaction with: Rate of growth in Johnston



## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

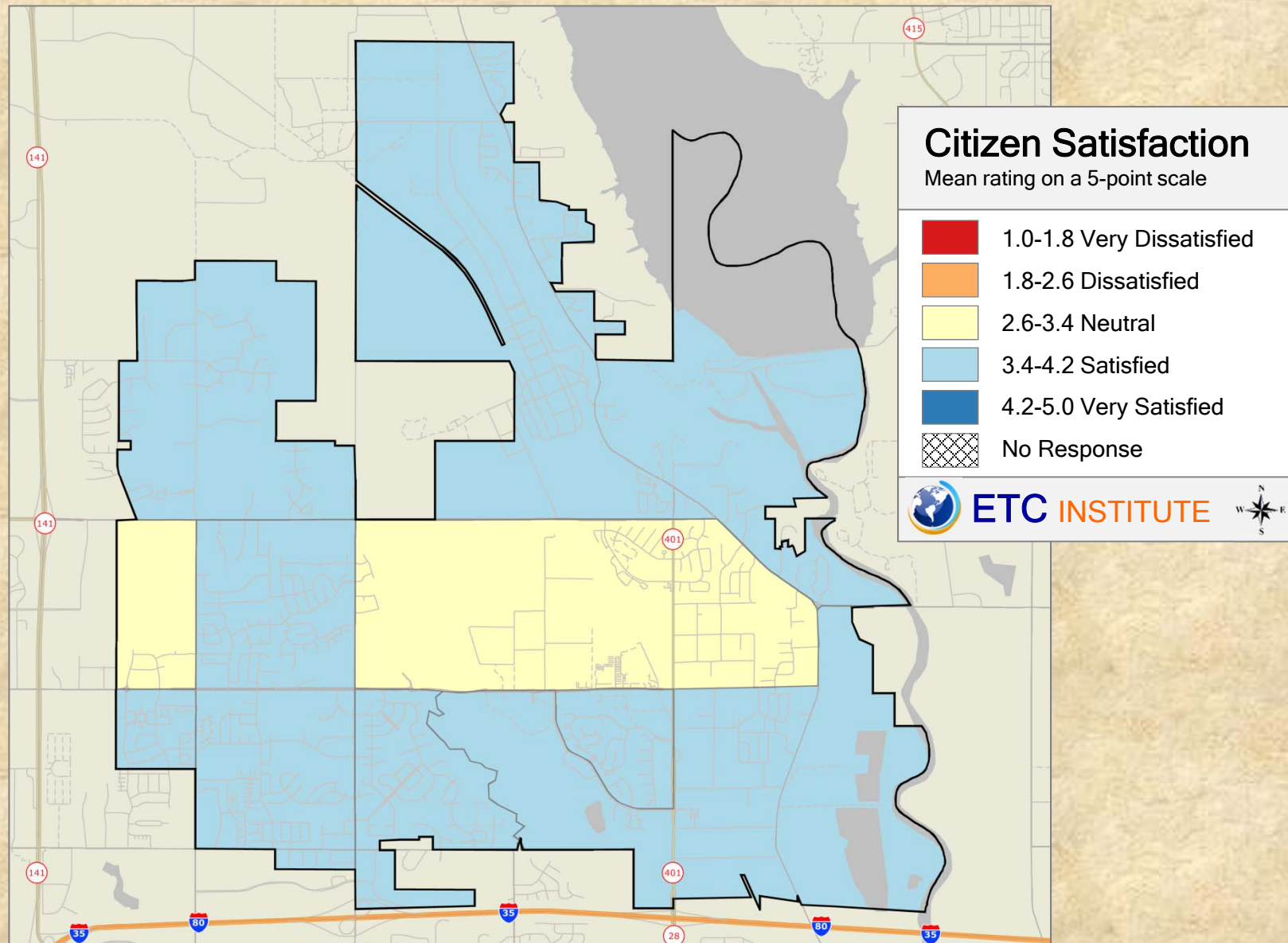
## Q19-02 Level of Satisfaction with: Quality of business development



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q19-03 Level of Satisfaction with: Quality of residential development

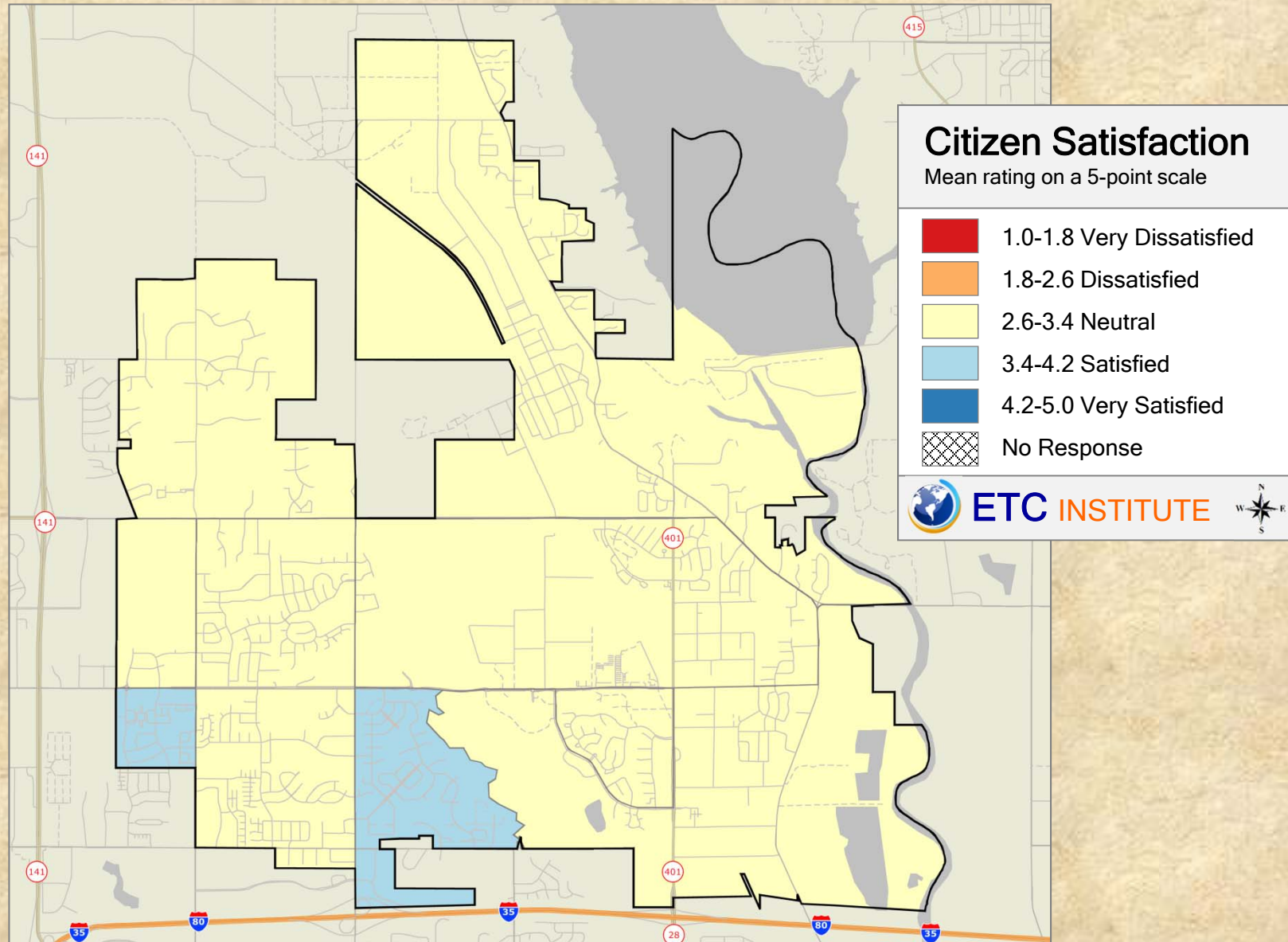


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



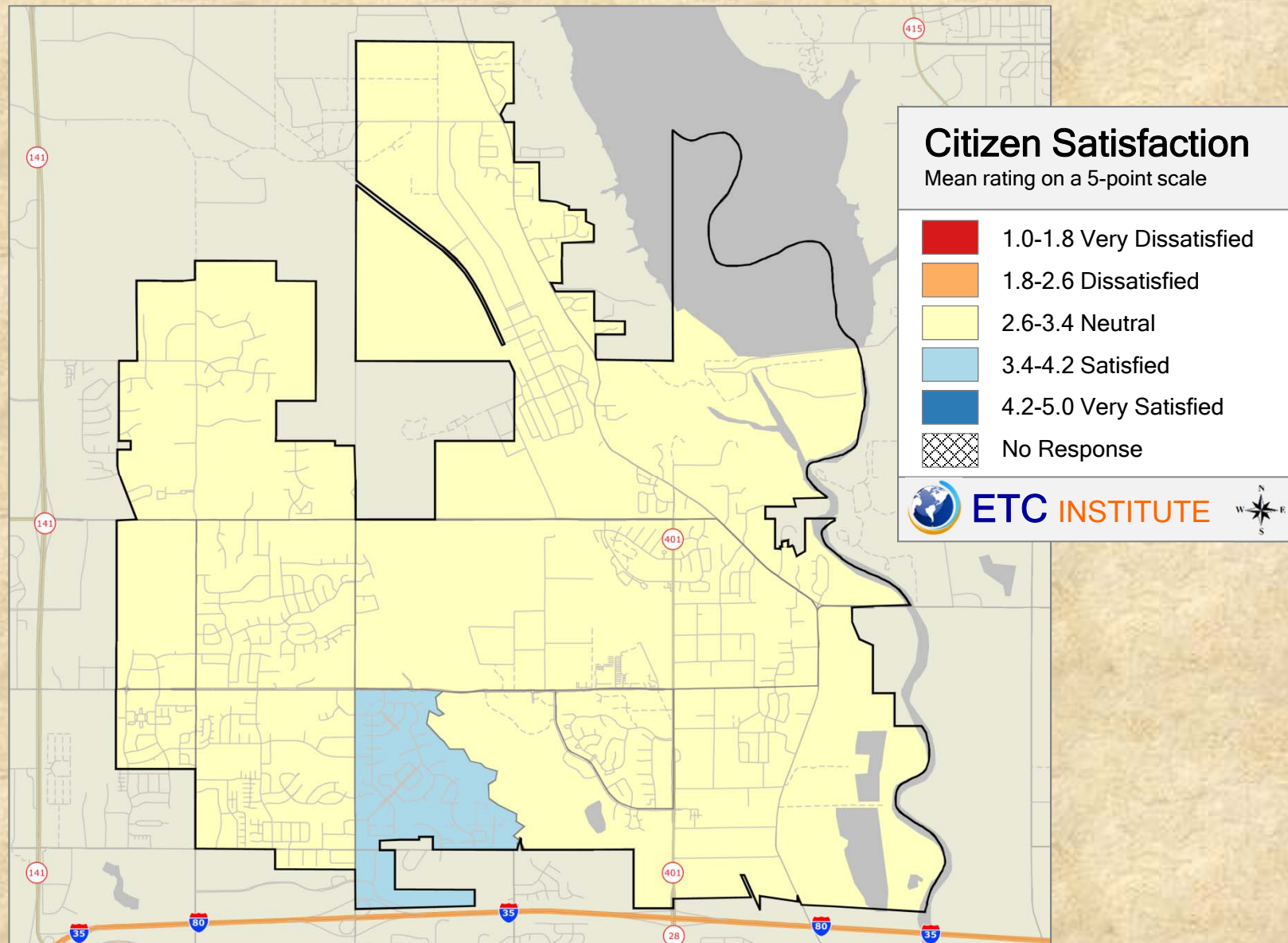
## Q19-04 Level of Satisfaction with: Diversity of residential development



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# Q19-05 Level of Satisfaction with: Availability of affordable housing for sale

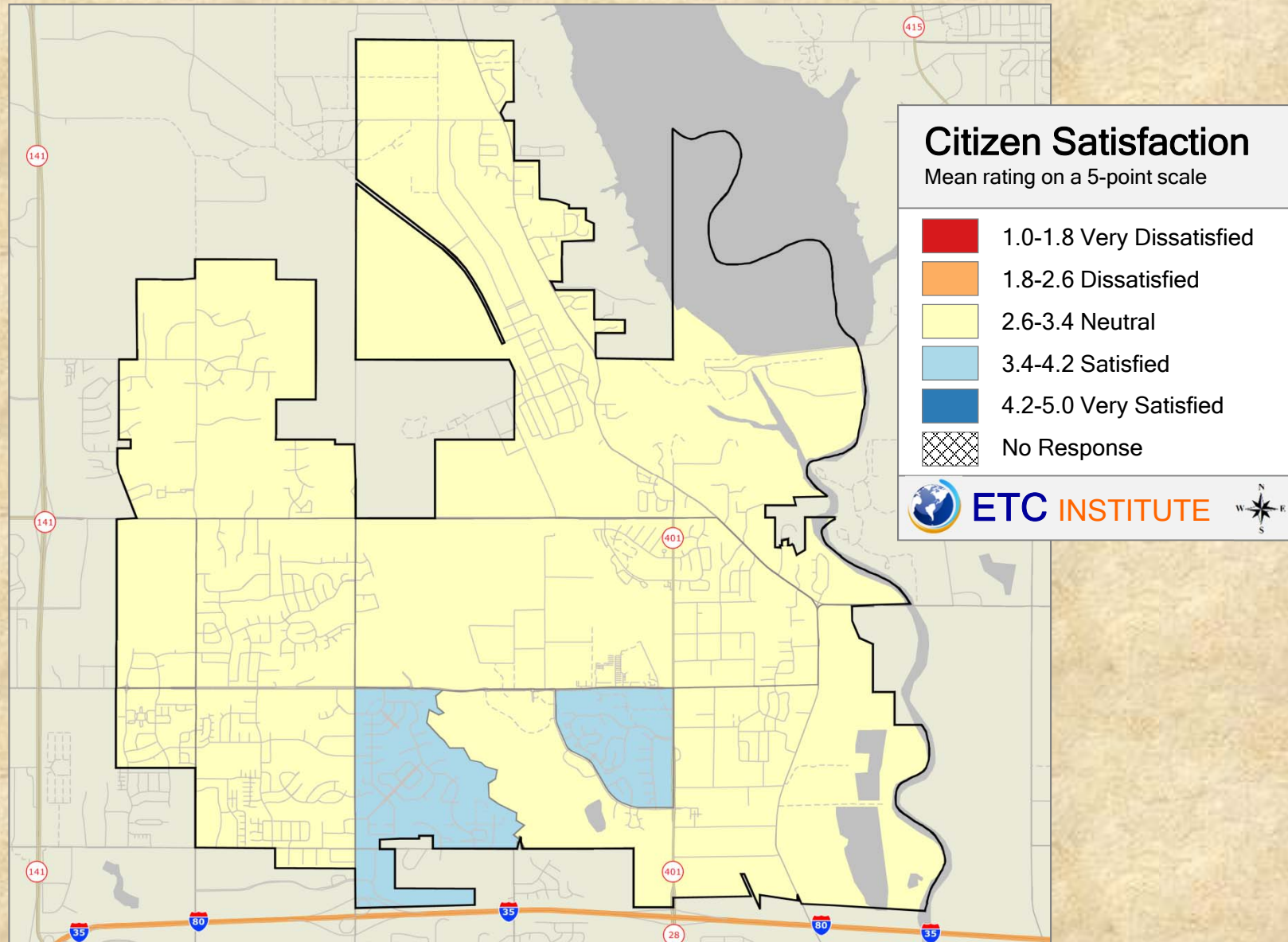


## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



# Q19-06 Level of Satisfaction with: Availability of affordable housing for rent

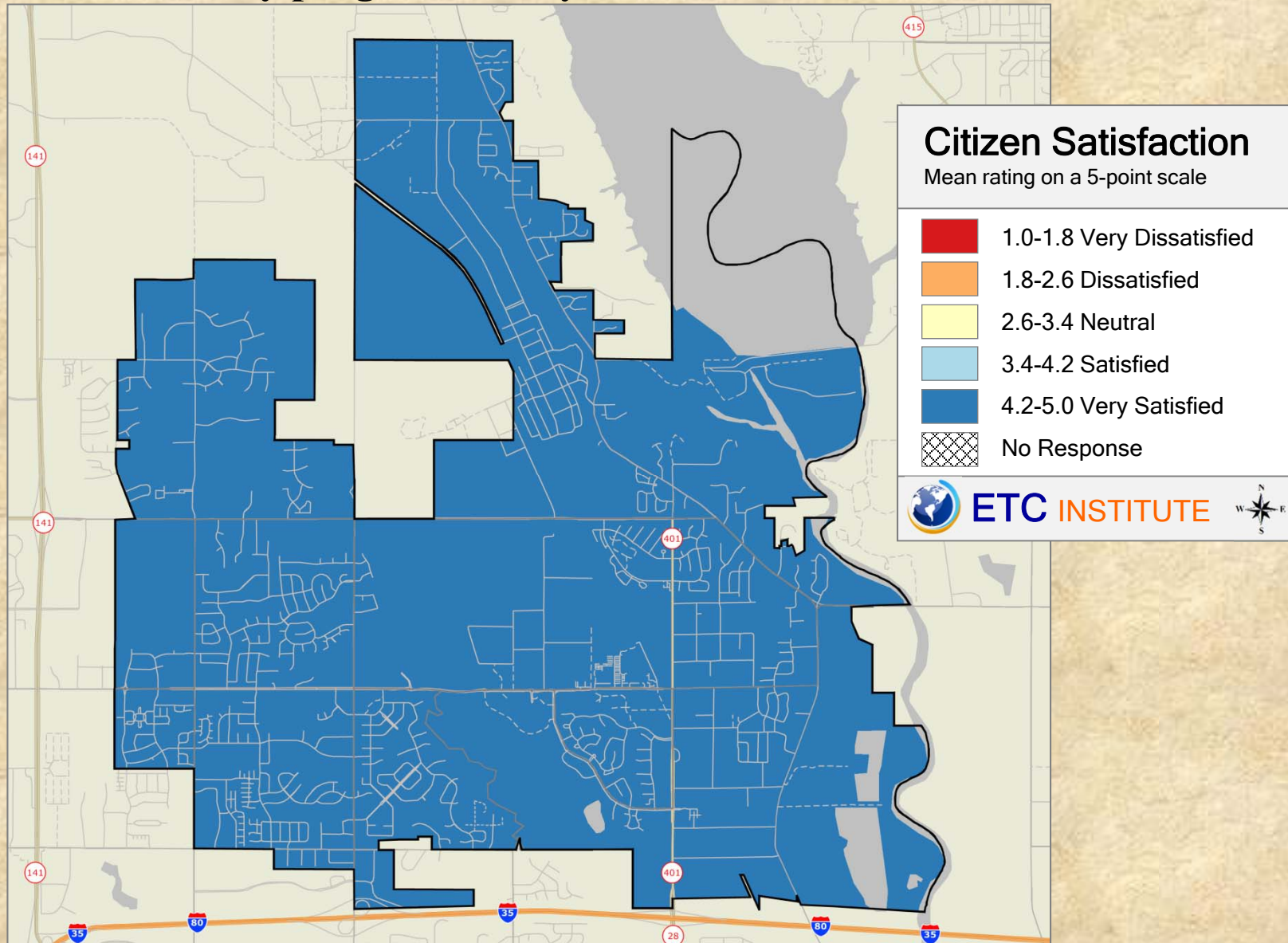


## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



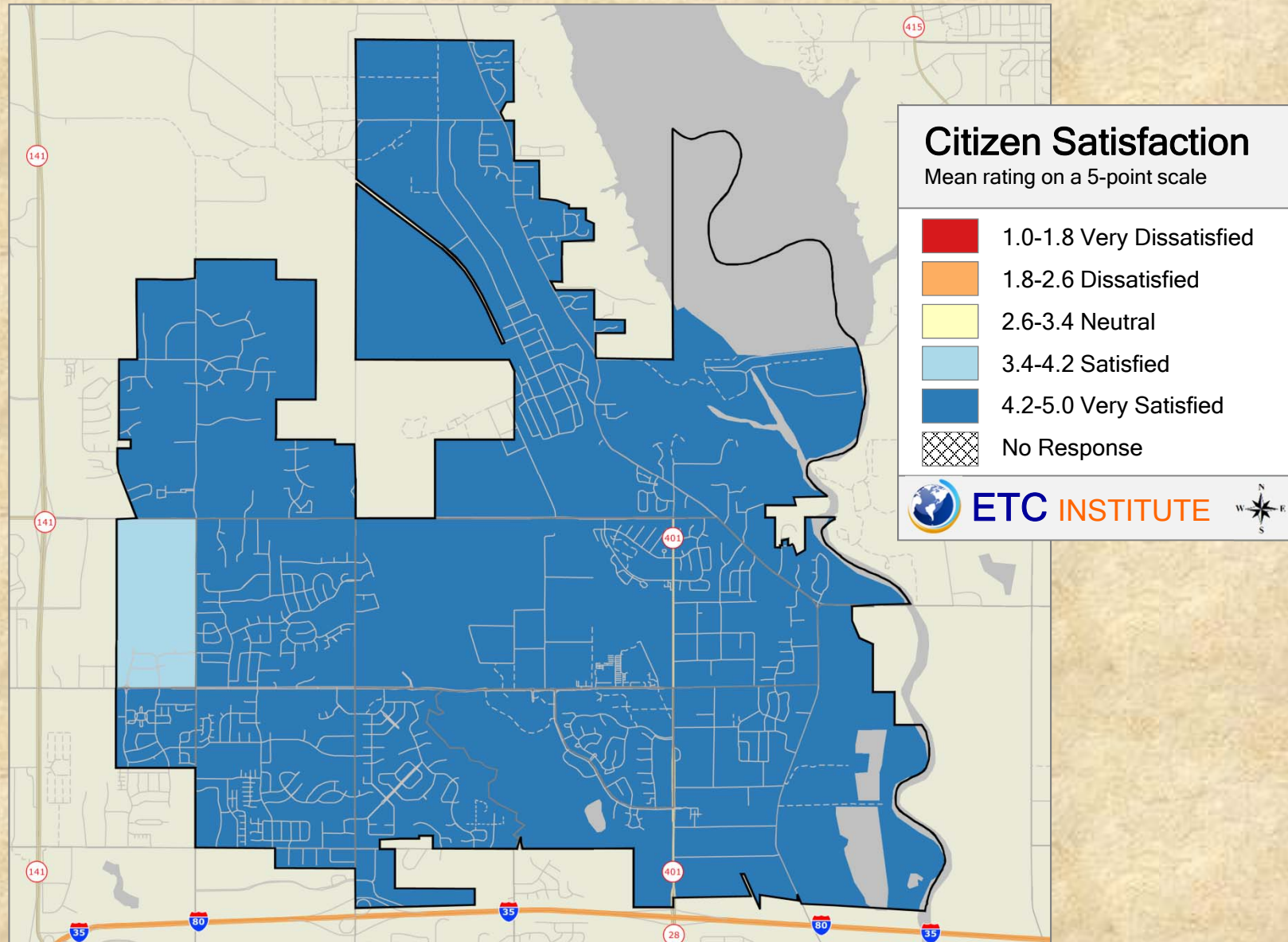
## Q20a-01 Level of Satisfaction with: The quality of library programs, story hours, and book discussion



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q20a-02 Level of Satisfaction with: The quality of library materials

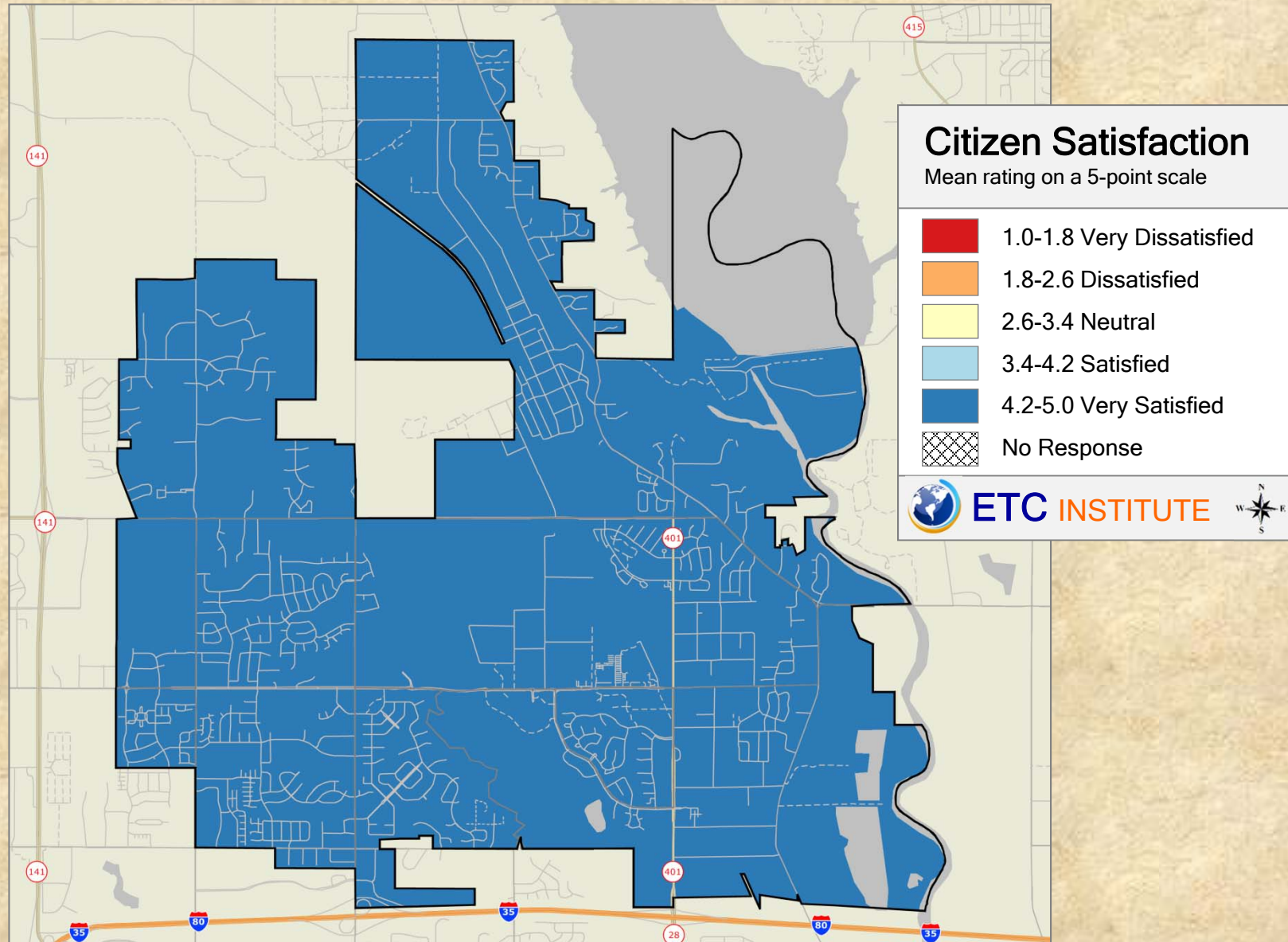


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



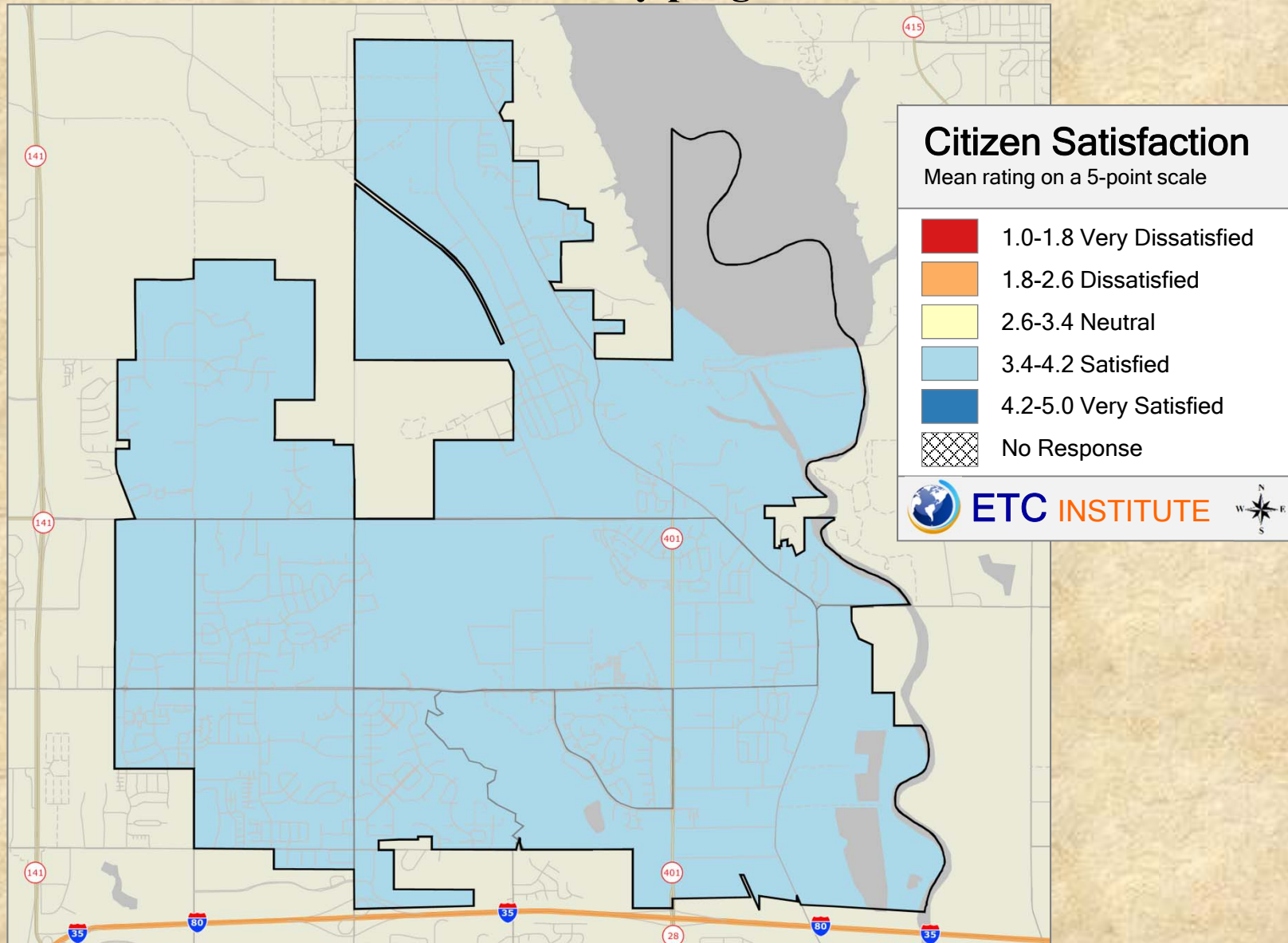
## Q20a-03 Level of Satisfaction with: the Johnston Public Library



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q22-01 Level of Satisfaction with: The availability of information about City programs/services

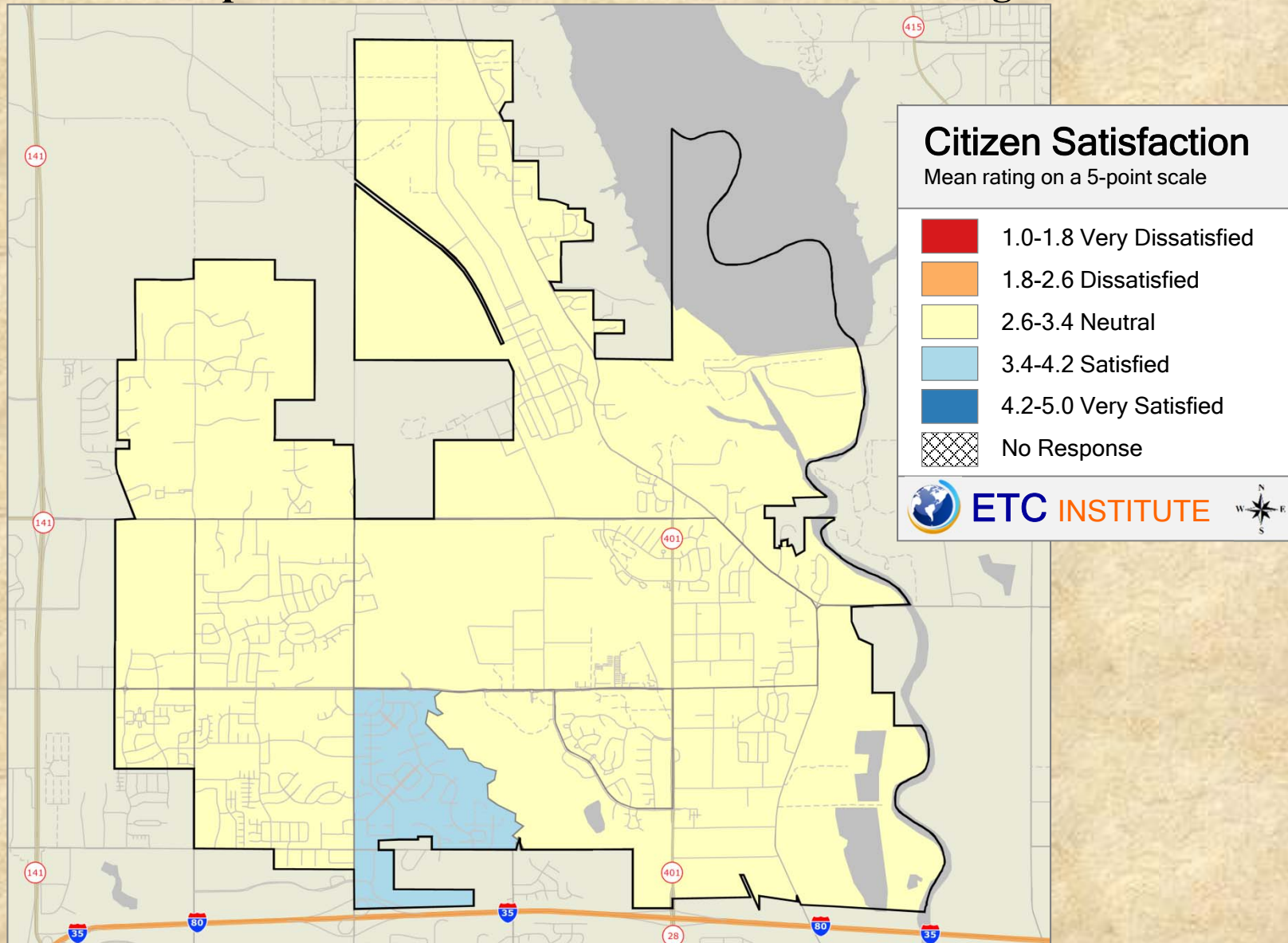


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



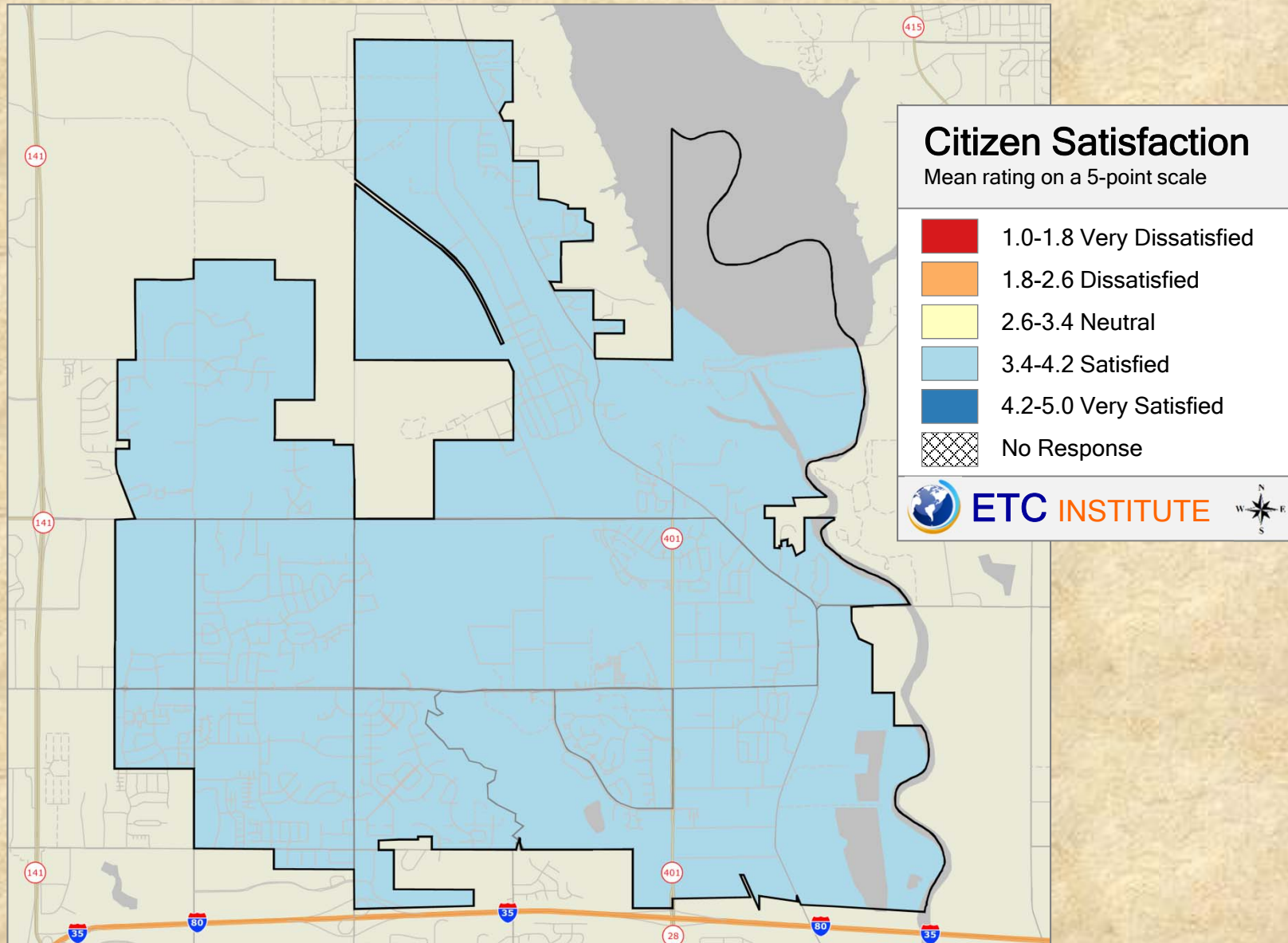
## Q22-02 Level of Satisfaction with: The level of public involvement in local decision making



## 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

## Q22-03 Level of Satisfaction with: The quality of the City's website

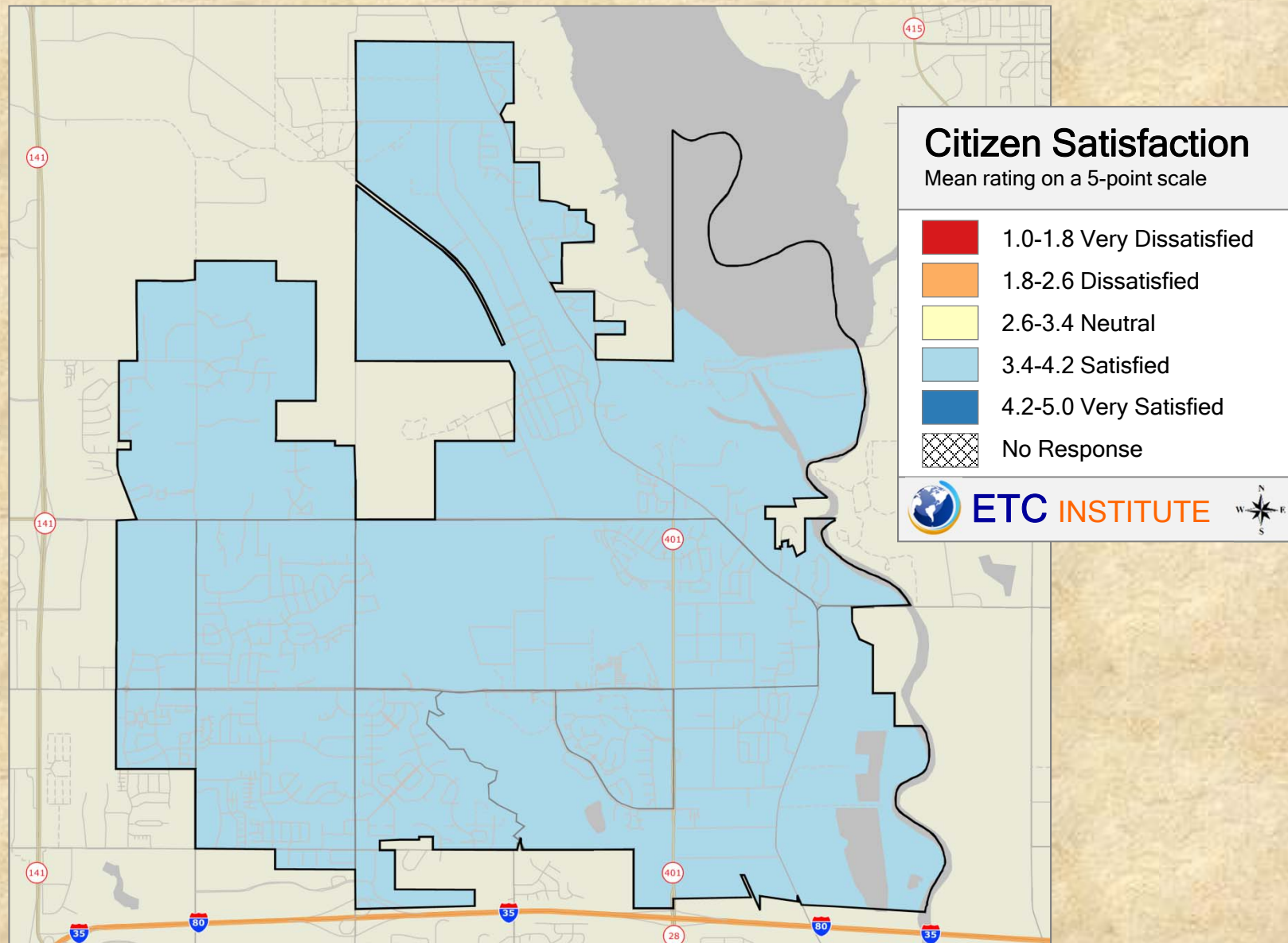


### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



## Q22-04 Level of Satisfaction with: The online services offered on the City's website



### 2018 City of Johnston Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

# 2018 City of Johnston Community Survey *Appendix B – Cross-Tabular Data by Age of Respondent*

*...helping organizations make better decisions since 1982*

**Submitted to the City of Johnston, Iowa by:**

ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**January 2019**



**Q1. Perception of the City. Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-1. Overall quality of City services</u>						
Very satisfied	38.9%	24.4%	25.8%	36.8%	33.8%	31.6%
Satisfied	47.3%	65.2%	62.9%	50.4%	54.1%	56.3%
Neutral	8.4%	6.7%	9.1%	10.5%	9.0%	8.5%
Dissatisfied	3.1%	3.0%	2.3%	0.8%	3.0%	2.6%
Very dissatisfied	2.3%	0.7%	0.0%	1.5%	0.0%	0.9%
<u>Q1-2. Overall feeling of safety in City</u>						
Very satisfied	46.6%	46.3%	45.5%	52.2%	47.1%	47.8%
Satisfied	47.4%	48.5%	47.0%	42.6%	47.1%	46.3%
Neutral	3.8%	1.5%	4.5%	4.4%	4.3%	3.8%
Dissatisfied	0.8%	2.9%	3.0%	0.0%	1.4%	1.6%
Very dissatisfied	1.5%	0.7%	0.0%	0.7%	0.0%	0.6%

**Q1. Perception of the City. Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-3. Overall value that you receive for your City tax &amp; fees</u>						
Very satisfied	14.3%	11.9%	15.3%	17.2%	16.7%	14.9%
Satisfied	46.8%	42.2%	41.2%	35.8%	42.4%	41.6%
Neutral	27.0%	28.9%	23.7%	33.6%	31.1%	29.0%
Dissatisfied	9.5%	16.3%	13.7%	6.7%	8.3%	10.9%
Very dissatisfied	2.4%	0.7%	6.1%	6.7%	1.5%	3.6%

Q1-4. Overall image of City

Very satisfied	31.8%	21.3%	24.6%	36.8%	31.7%	29.5%
Satisfied	53.0%	55.9%	57.7%	44.1%	51.1%	52.2%
Neutral	9.8%	16.9%	13.1%	15.4%	13.7%	13.6%
Dissatisfied	4.5%	3.7%	4.6%	2.2%	2.9%	3.6%
Very dissatisfied	0.8%	2.2%	0.0%	1.5%	0.7%	1.0%

**Q1. Perception of the City. Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q1-5. How well City is planning for growth</u>						
Very satisfied	23.5%	11.1%	19.5%	17.4%	12.9%	17.0%
Satisfied	37.8%	36.5%	33.9%	39.7%	46.8%	39.1%
Neutral	23.5%	30.2%	28.0%	24.0%	28.2%	26.6%
Dissatisfied	10.9%	16.7%	15.3%	13.2%	9.7%	13.0%
Very dissatisfied	4.2%	5.6%	3.4%	5.8%	2.4%	4.3%
<u>Q1-6. Overall quality of life in City</u>						
Very satisfied	36.8%	28.7%	33.3%	38.8%	34.5%	34.4%
Satisfied	54.1%	54.4%	50.8%	47.8%	55.4%	52.7%
Neutral	6.8%	8.1%	15.2%	9.0%	7.9%	9.2%
Dissatisfied	1.5%	7.4%	0.8%	3.0%	1.4%	2.7%
Very dissatisfied	0.8%	1.5%	0.0%	1.5%	0.7%	0.9%



**Q2. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-1. Overall quality of police services</u>						
Very satisfied	58.1%	48.1%	48.1%	57.1%	58.8%	54.0%
Satisfied	34.9%	46.6%	43.6%	36.8%	37.5%	40.0%
Neutral	4.7%	4.6%	6.0%	4.5%	3.7%	4.7%
Dissatisfied	0.8%	0.8%	0.8%	0.8%	0.0%	0.6%
Very dissatisfied	1.6%	0.0%	1.5%	0.8%	0.0%	0.7%
<u>Q2-2. Overall quality of fire &amp; emergency medical services</u>						
Very satisfied	60.5%	52.8%	54.5%	61.1%	62.9%	58.4%
Satisfied	34.5%	43.2%	39.7%	35.7%	34.8%	37.5%
Neutral	5.0%	2.4%	5.0%	3.2%	2.3%	3.6%
Dissatisfied	0.0%	1.6%	0.8%	0.0%	0.0%	0.5%

**Q2. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-3. Overall quality of City parks, recreation, programs &amp; facilities</u>						
Very satisfied	36.8%	24.2%	24.4%	35.1%	34.9%	31.4%
Satisfied	47.4%	50.8%	55.7%	50.0%	47.3%	50.0%
Neutral	12.8%	11.4%	13.7%	12.7%	14.7%	13.2%
Dissatisfied	2.3%	11.4%	6.1%	1.5%	1.6%	4.4%
Very dissatisfied	0.8%	2.3%	0.0%	0.7%	1.6%	1.0%

Q2-4. Overall maintenance of City buildings & facilities

Very satisfied	37.3%	21.9%	31.4%	36.5%	28.6%	31.2%
Satisfied	48.4%	66.4%	56.2%	48.4%	54.0%	54.4%
Neutral	11.1%	10.2%	12.4%	14.3%	16.7%	13.2%
Dissatisfied	2.4%	1.6%	0.0%	0.8%	0.8%	1.1%
Very dissatisfied	0.8%	0.0%	0.0%	0.0%	0.0%	0.2%

**Q2. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-5. Overall enforcement of property code violations (e.g. regulation of weed control, junk cars, trash in yards)</u>						
Very satisfied	21.6%	17.1%	17.8%	23.4%	16.4%	19.2%
Satisfied	41.6%	50.4%	44.9%	37.1%	47.5%	44.1%
Neutral	24.8%	22.0%	28.8%	25.8%	25.4%	25.1%
Dissatisfied	7.2%	8.1%	8.5%	8.9%	6.6%	8.3%
Very dissatisfied	4.8%	2.4%	0.0%	4.8%	4.1%	3.4%

Q2-6. Overall quality of customer service you receive from City employees

Very satisfied	38.1%	26.4%	32.3%	37.6%	35.7%	34.1%
Satisfied	42.5%	52.1%	43.5%	42.4%	37.2%	43.5%
Neutral	14.2%	19.0%	22.6%	15.2%	25.6%	19.0%
Dissatisfied	2.7%	1.7%	0.8%	3.2%	0.8%	2.1%
Very dissatisfied	2.7%	0.8%	0.8%	1.6%	0.8%	1.3%

**Q2. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-7. Overall effectiveness of City communication with the public</u>						
Very satisfied	28.1%	21.4%	24.8%	29.1%	23.9%	25.5%
Satisfied	46.1%	48.9%	48.1%	43.3%	47.8%	46.7%
Neutral	20.3%	24.4%	24.0%	20.9%	20.1%	22.0%
Dissatisfied	4.7%	3.1%	1.6%	4.5%	6.7%	4.2%
Very dissatisfied	0.8%	2.3%	1.6%	2.2%	1.5%	1.6%

Q2-8. Overall quality of City water services

Very satisfied	31.8%	30.1%	29.9%	34.3%	31.1%	31.1%
Satisfied	52.7%	58.1%	51.5%	50.7%	48.1%	52.5%
Neutral	14.7%	8.8%	14.2%	9.0%	16.3%	12.5%
Dissatisfied	0.0%	2.2%	3.7%	4.5%	3.7%	2.8%
Very dissatisfied	0.8%	0.7%	0.7%	1.5%	0.7%	1.0%

**Q2. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-9. Overall quality of City's sanitary sewer system</u>						
Very satisfied	31.0%	30.0%	28.5%	34.6%	31.3%	30.9%
Satisfied	50.4%	60.8%	53.8%	52.0%	44.5%	52.6%
Neutral	14.7%	8.5%	14.6%	7.1%	18.8%	12.5%
Dissatisfied	2.3%	0.8%	1.5%	4.7%	3.9%	2.7%
Very dissatisfied	1.6%	0.0%	1.5%	1.6%	1.6%	1.2%

Q2-10. Overall quality of City's stormwater drainage system

Very satisfied	28.1%	19.7%	21.9%	25.2%	18.9%	23.0%
Satisfied	43.0%	56.8%	43.0%	43.3%	39.4%	45.1%
Neutral	14.8%	14.4%	19.5%	14.2%	28.3%	18.3%
Dissatisfied	10.2%	8.3%	12.5%	9.4%	9.4%	9.8%
Very dissatisfied	3.9%	0.8%	3.1%	7.9%	3.9%	3.8%



**Q2. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-11. Overall flow of traffic in City</u>						
Very satisfied	19.3%	12.5%	14.2%	17.3%	14.5%	15.8%
Satisfied	43.0%	47.8%	44.8%	48.9%	48.6%	46.5%
Neutral	22.2%	24.3%	23.1%	16.5%	24.6%	21.9%
Dissatisfied	12.6%	13.2%	14.2%	12.0%	10.9%	12.7%
Very dissatisfied	3.0%	2.2%	3.7%	5.3%	1.4%	3.2%
<u>Q2-12. Overall quality of City streets system</u>						
Very satisfied	21.8%	15.4%	19.7%	21.5%	15.2%	18.9%
Satisfied	51.9%	53.7%	43.9%	48.9%	51.4%	49.8%
Neutral	19.5%	22.8%	21.2%	14.1%	23.2%	20.1%
Dissatisfied	6.0%	4.4%	12.1%	11.1%	8.0%	8.4%
Very dissatisfied	0.8%	3.7%	3.0%	4.4%	2.2%	2.9%

**Q2. Please rate your satisfaction with each of the services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q2-13. Overall quality of City trail system</u>						
Very satisfied	41.4%	26.4%	29.1%	34.9%	30.3%	32.2%
Satisfied	46.9%	52.0%	50.4%	42.1%	45.4%	47.3%
Neutral	9.4%	16.8%	15.7%	17.5%	21.0%	16.4%
Dissatisfied	2.3%	4.0%	3.1%	0.8%	2.5%	2.5%
Very dissatisfied	0.0%	0.8%	1.6%	4.8%	0.8%	1.6%

**Q3. Which TWO of the items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=706

Q38. Your age

Total

18-34	35-44	45-54	55-64	65+	
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**Q3. Top choice**

Overall quality of police services	5.9%	8.0%	14.1%	10.9%	9.2%	9.5%
Overall quality of fire & emergency medical services	3.7%	2.2%	7.4%	14.5%	9.9%	7.5%
Overall quality of City parks, recreation, programs & facilities	27.2%	30.7%	19.3%	13.0%	11.3%	19.8%
Overall maintenance of City buildings & facilities	3.7%	2.9%	4.4%	3.6%	6.4%	4.2%
Overall enforcement of property code violations (e.g. regulation of weed control, junk cars, trash in yards)	22.1%	16.1%	13.3%	21.7%	19.9%	18.7%
Overall quality of customer service you receive from City employees	3.7%	1.5%	3.0%	3.6%	2.1%	2.8%
Overall effectiveness of City communication with the public	11.8%	5.1%	9.6%	8.7%	12.8%	9.5%

**Q3. Which TWO of the items listed in Question 2 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=706

Q38. Your age

Total

18-34	35-44	45-54	55-64	65+	
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**Q3. Top choice (Cont.)**

Overall quality of City water services	4.4%	3.6%	5.2%	11.6%	6.4%	6.4%
Overall quality of City's sanitary sewer system	2.9%	0.7%	3.7%	7.2%	3.5%	3.5%
Overall quality of City's stormwater drainage system	15.4%	12.4%	20.7%	15.2%	15.6%	15.6%
Overall flow of traffic in City	34.6%	35.0%	37.8%	29.7%	29.8%	33.3%
Overall quality of City streets system	22.8%	24.8%	25.2%	16.7%	28.4%	23.5%
Overall quality of City trail system	20.6%	21.2%	16.3%	14.5%	1.4%	14.4%
None chosen	8.1%	12.4%	8.1%	8.7%	16.3%	11.3%

**Q7. Public Safety. Please rate your satisfaction with each of the public safety services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q7-1. Overall quality of local police protection</u>						
Very satisfied	52.8%	50.4%	53.5%	58.3%	62.2%	55.4%
Satisfied	40.9%	45.0%	40.2%	37.9%	33.3%	39.6%
Neutral	3.9%	4.6%	4.7%	3.0%	4.4%	4.0%
Dissatisfied	1.6%	0.0%	0.8%	0.8%	0.0%	0.6%
Very dissatisfied	0.8%	0.0%	0.8%	0.0%	0.0%	0.3%
<u>Q7-2. How quickly police respond to emergencies</u>						
Very satisfied	51.6%	53.2%	49.0%	54.7%	56.5%	53.4%
Satisfied	36.8%	36.2%	38.0%	33.0%	34.8%	35.7%
Neutral	7.4%	10.6%	12.0%	11.3%	8.7%	9.8%
Dissatisfied	4.2%	0.0%	1.0%	0.9%	0.0%	1.2%

**Q7. Public Safety. Please rate your satisfaction with each of the public safety services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q7-3. Overall competence of police department employees</u>						
Very satisfied	51.8%	55.0%	48.2%	52.9%	54.8%	52.3%
Satisfied	41.2%	34.9%	43.9%	36.1%	35.5%	38.6%
Neutral	5.3%	8.3%	7.0%	9.2%	8.9%	7.7%
Dissatisfied	0.0%	1.8%	0.9%	0.8%	0.8%	0.8%
Very dissatisfied	1.8%	0.0%	0.0%	0.8%	0.0%	0.5%

Q7-4. Officers' attitudes & behavior toward citizens

Very satisfied	48.7%	53.0%	52.9%	50.8%	49.2%	50.9%
Satisfied	41.0%	35.0%	33.6%	33.6%	39.3%	36.7%
Neutral	6.8%	11.1%	11.8%	13.1%	11.5%	10.8%
Dissatisfied	2.6%	0.9%	0.8%	0.8%	0.0%	1.0%
Very dissatisfied	0.9%	0.0%	0.8%	1.6%	0.0%	0.7%



**Q7. Public Safety. Please rate your satisfaction with each of the public safety services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q7-5. Police Department's ongoing efforts to proactively detect &amp; deter crime in community</u>						
Very satisfied	47.5%	47.9%	43.8%	50.4%	48.3%	47.4%
Satisfied	40.7%	41.0%	38.4%	37.2%	39.0%	39.8%
Neutral	6.8%	9.4%	15.2%	11.6%	11.9%	10.6%
Dissatisfied	4.2%	1.7%	2.7%	0.8%	0.8%	2.0%
Very dissatisfied	0.8%	0.0%	0.0%	0.0%	0.0%	0.2%

Q7-6. Overall quality of local fire protection

Very satisfied	55.0%	54.3%	50.9%	56.9%	57.0%	54.8%
Satisfied	40.5%	38.8%	42.7%	36.2%	37.5%	39.3%
Neutral	4.5%	6.0%	5.5%	6.9%	5.5%	5.5%
Dissatisfied	0.0%	0.9%	0.9%	0.0%	0.0%	0.3%

**Q7. Public Safety. Please rate your satisfaction with each of the public safety services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q7-7. How quickly firefighters respond to emergencies</u>						
Very satisfied	54.4%	58.4%	50.0%	51.5%	56.1%	54.7%
Satisfied	37.8%	33.7%	37.8%	35.4%	36.0%	35.8%
Neutral	7.8%	7.9%	10.0%	13.1%	7.9%	9.1%
Dissatisfied	0.0%	0.0%	2.2%	0.0%	0.0%	0.4%

Q7-8. Overall quality of emergency medical services

Very satisfied	54.2%	55.3%	54.2%	56.0%	61.3%	56.8%
Satisfied	39.6%	35.0%	39.6%	31.2%	33.1%	35.2%
Neutral	5.2%	9.7%	5.2%	11.9%	5.6%	7.4%
Dissatisfied	1.0%	0.0%	1.0%	0.9%	0.0%	0.6%

**Q7. Public Safety. Please rate your satisfaction with each of the public safety services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q7-9. How quickly emergency medical services respond to emergencies</u>						
Very satisfied	52.4%	57.8%	49.4%	55.1%	57.0%	55.1%
Satisfied	39.3%	31.1%	42.7%	32.7%	35.5%	35.8%
Neutral	8.3%	11.1%	7.9%	11.2%	6.6%	8.7%
Dissatisfied	0.0%	0.0%	0.0%	1.0%	0.0%	0.2%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.8%	0.2%

**Q8. Which TWO of the public safety items listed in Question 7 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 2)**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q8. Top choice</u>						
Overall quality of local police protection	14.0%	19.0%	23.7%	20.3%	16.3%	18.4%
How quickly police respond to emergencies	13.2%	8.8%	14.1%	9.4%	9.2%	10.6%
Overall competence of police department employees	5.9%	9.5%	4.4%	6.5%	6.4%	6.7%
Officers' attitudes & behavior toward citizens	17.6%	16.8%	11.1%	12.3%	7.8%	13.0%
Police Department's ongoing efforts to proactively detect & deter crime in community	32.4%	30.7%	25.2%	26.1%	29.8%	28.5%
Overall quality of local fire protection	9.6%	7.3%	12.6%	9.4%	10.6%	9.8%
How quickly firefighters respond to emergencies	8.1%	8.8%	8.1%	9.4%	7.8%	8.2%
Overall quality of emergency medical services	7.4%	9.5%	6.7%	9.4%	12.1%	8.9%
How quickly emergency medical services respond to emergencies	13.2%	8.0%	9.6%	12.3%	12.1%	10.8%
None chosen	35.3%	35.8%	37.0%	38.4%	42.6%	38.5%

**Q9. Have you visited a Johnston park during the past year?**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q9. Have you visited a Johnston park during past year</u>						
Yes	88.2%	84.7%	81.5%	77.5%	61.0%	78.0%
No	11.8%	15.3%	18.5%	22.5%	39.0%	22.0%

**Q10. Have you or a member of your family participated in a Johnston recreation program during the past year?**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q10. Have you participated in a Johnston recreation program during past year</u>						
Yes	37.5%	46.7%	30.4%	25.4%	19.1%	31.3%
No	62.5%	53.3%	69.6%	74.6%	80.9%	68.7%

**Q11. Have you used a Johnston trail during the past year?**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q11. Have you used a Johnston trail during past year</u>						
Yes	87.5%	77.4%	80.7%	68.1%	56.7%	73.5%
No	12.5%	22.6%	19.3%	31.9%	43.3%	26.5%

**Q12. Parks and Recreation. Please rate your satisfaction with each of the park services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-1. Maintenance of City parks</u>						
Very satisfied	39.7%	26.8%	29.8%	34.2%	34.0%	32.9%
Satisfied	50.0%	64.2%	57.0%	56.7%	50.0%	55.6%
Neutral	10.3%	6.5%	11.6%	7.5%	16.0%	10.3%
Dissatisfied	0.0%	2.4%	1.7%	1.7%	0.0%	1.1%

Q12-2. Number of City parks

Very satisfied	30.2%	22.4%	22.8%	24.0%	25.7%	25.5%
Satisfied	46.0%	53.6%	48.8%	52.9%	48.5%	49.9%
Neutral	18.3%	11.2%	20.3%	15.7%	21.8%	17.0%
Dissatisfied	5.6%	11.2%	6.5%	6.6%	3.0%	6.5%
Very dissatisfied	0.0%	1.6%	1.6%	0.8%	1.0%	1.0%



**Q12. Parks and Recreation. Please rate your satisfaction with each of the park services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-3. Maintenance of City park restrooms &amp; shelters</u>						
Very satisfied	26.1%	19.8%	22.2%	27.2%	18.8%	23.0%
Satisfied	49.5%	52.8%	51.5%	45.6%	44.7%	49.0%
Neutral	20.7%	18.9%	24.2%	22.3%	36.5%	24.1%
Dissatisfied	3.6%	7.5%	2.0%	3.9%	0.0%	3.5%
Very dissatisfied	0.0%	0.9%	0.0%	1.0%	0.0%	0.4%

Q12-4. Number of City park restrooms & shelters

Very satisfied	23.3%	13.9%	24.8%	20.7%	14.8%	19.6%
Satisfied	48.3%	49.1%	35.6%	41.4%	35.2%	42.6%
Neutral	19.0%	25.0%	33.7%	28.8%	42.0%	29.0%
Dissatisfied	9.5%	10.2%	5.9%	8.1%	8.0%	8.2%
Very dissatisfied	0.0%	1.9%	0.0%	0.9%	0.0%	0.6%

**Q12. Parks and Recreation. Please rate your satisfaction with each of the park services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-5. Maintenance of walking &amp; biking trails in City</u>						
Very satisfied	34.6%	26.9%	24.2%	35.0%	25.0%	29.5%
Satisfied	48.0%	58.8%	52.4%	35.0%	50.9%	48.8%
Neutral	11.8%	10.1%	19.4%	21.4%	21.3%	16.8%
Dissatisfied	5.5%	4.2%	1.6%	4.3%	2.8%	3.6%
Very dissatisfied	0.0%	0.0%	2.4%	4.3%	0.0%	1.3%

Q12-6. Number of walking & biking trails in City

Very satisfied	33.9%	28.7%	25.6%	31.6%	33.6%	31.3%
Satisfied	40.9%	45.1%	47.2%	41.0%	44.9%	43.4%
Neutral	18.9%	11.5%	17.6%	22.2%	16.8%	17.2%
Dissatisfied	6.3%	14.8%	9.6%	2.6%	3.7%	7.4%
Very dissatisfied	0.0%	0.0%	0.0%	2.6%	0.9%	0.7%

**Q12. Parks and Recreation. Please rate your satisfaction with each of the park services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-7. Safety of trails &amp; parks in City</u>						
Very satisfied	35.0%	24.1%	28.6%	28.2%	26.7%	28.6%
Satisfied	47.2%	59.5%	48.7%	47.0%	47.5%	50.2%
Neutral	15.4%	12.9%	21.0%	17.9%	24.8%	18.1%
Dissatisfied	2.4%	2.6%	0.8%	3.4%	1.0%	2.0%
Very dissatisfied	0.0%	0.9%	0.8%	3.4%	0.0%	1.0%

Q12-8. Crown Point Community Center

Very satisfied	26.8%	17.1%	18.9%	25.8%	33.3%	24.9%
Satisfied	43.7%	55.3%	44.6%	38.2%	38.2%	43.9%
Neutral	25.4%	25.0%	33.8%	32.6%	24.5%	27.6%
Dissatisfied	4.2%	1.3%	0.0%	2.2%	3.9%	2.6%
Very dissatisfied	0.0%	1.3%	2.7%	1.1%	0.0%	1.0%

**Q12. Parks and Recreation. Please rate your satisfaction with each of the park services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-9. Simpson Barn</u>						
Very satisfied	30.6%	21.4%	21.7%	26.4%	26.1%	24.9%
Satisfied	44.7%	57.1%	48.2%	46.2%	39.8%	47.4%
Neutral	24.7%	20.2%	28.9%	27.5%	34.1%	27.2%
Very dissatisfied	0.0%	1.2%	1.2%	0.0%	0.0%	0.5%

Q12-10. Lew Clarkson Park

Very satisfied	25.9%	18.8%	24.3%	18.2%	15.7%	20.5%
Satisfied	48.2%	58.8%	39.2%	39.0%	38.6%	45.7%
Neutral	22.4%	15.3%	31.1%	42.9%	44.3%	30.3%
Dissatisfied	3.5%	5.9%	4.1%	0.0%	1.4%	3.0%
Very dissatisfied	0.0%	1.2%	1.4%	0.0%	0.0%	0.5%

**Q12. Parks and Recreation. Please rate your satisfaction with each of the park services listed below using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q12-11. Terra Park</u>						
Very satisfied	40.4%	33.7%	35.6%	36.9%	32.6%	36.3%
Satisfied	46.5%	56.7%	49.5%	39.8%	39.3%	46.6%
Neutral	11.4%	6.7%	11.9%	20.4%	27.0%	14.7%
Dissatisfied	1.8%	1.9%	2.0%	1.9%	1.1%	1.9%
Very dissatisfied	0.0%	1.0%	1.0%	1.0%	0.0%	0.6%

**Q13. Please rate your satisfaction with each of the following recreation items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706

Q38. Your age

Total

18-34	35-44	45-54	55-64	65+	
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**Q13-1. Your accessibility to desired destinations via bike & trail system**

Very satisfied	35.5%	21.2%	23.8%	36.2%	17.5%	27.6%
Satisfied	36.4%	50.8%	44.3%	33.6%	53.6%	43.1%
Neutral	19.8%	16.1%	23.0%	22.4%	26.8%	21.4%
Dissatisfied	7.4%	11.9%	7.4%	5.2%	2.1%	6.9%
Very dissatisfied	0.8%	0.0%	1.6%	2.6%	0.0%	1.0%

**Q13-2. Community's youth recreation programs**

Very satisfied	25.6%	12.6%	15.9%	14.8%	8.2%	16.0%
Satisfied	40.2%	52.4%	33.3%	26.2%	36.1%	39.2%
Neutral	23.2%	23.3%	46.0%	52.5%	50.8%	36.5%
Dissatisfied	9.8%	9.7%	4.8%	4.9%	4.9%	7.2%
Very dissatisfied	1.2%	1.9%	0.0%	1.6%	0.0%	1.1%



**Q13. Please rate your satisfaction with each of the following recreation items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q13-3. Community's adult recreation &amp; education programs</u>						
Very satisfied	20.0%	12.1%	16.0%	13.6%	6.0%	13.4%
Satisfied	40.0%	45.1%	29.3%	33.3%	43.4%	38.8%
Neutral	30.0%	31.9%	48.0%	40.7%	47.0%	39.1%
Dissatisfied	8.8%	9.9%	6.7%	7.4%	3.6%	7.2%
Very dissatisfied	1.3%	1.1%	0.0%	4.9%	0.0%	1.4%

Q13-4. Community's senior citizen recreation programs

Very satisfied	22.8%	18.2%	15.4%	18.1%	13.8%	17.4%
Satisfied	31.6%	38.6%	19.2%	34.7%	45.7%	35.8%
Neutral	42.1%	43.2%	63.5%	40.3%	33.0%	42.2%
Dissatisfied	3.5%	0.0%	1.9%	4.2%	7.4%	4.0%
Very dissatisfied	0.0%	0.0%	0.0%	2.8%	0.0%	0.6%

**Q13. Please rate your satisfaction with each of the following recreation items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706

Q38. Your age

Total

18-34	35-44	45-54	55-64	65+	
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**Q13-5. Overall variety of recreation program services provided for children**

Very satisfied	25.8%	16.2%	15.2%	16.7%	11.5%	17.6%
Satisfied	40.4%	48.5%	33.3%	28.8%	39.3%	39.1%
Neutral	22.5%	25.3%	43.9%	51.5%	49.2%	36.3%
Dissatisfied	11.2%	6.1%	7.6%	3.0%	0.0%	6.0%
Very dissatisfied	0.0%	4.0%	0.0%	0.0%	0.0%	1.0%

**Q13-6. Overall variety of recreation program services provided for adults**

Very satisfied	20.5%	11.6%	15.6%	13.9%	12.8%	15.2%
Satisfied	33.3%	45.3%	31.2%	24.1%	37.2%	34.9%
Neutral	34.6%	27.9%	45.5%	46.8%	43.6%	38.8%
Dissatisfied	10.3%	11.6%	7.8%	8.9%	6.4%	8.8%
Very dissatisfied	1.3%	3.5%	0.0%	6.3%	0.0%	2.2%

**Q13. Please rate your satisfaction with each of the following recreation items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q13-7. Overall variety of recreation program services provided for senior citizens</u>						
Very satisfied	23.1%	16.7%	13.7%	14.9%	12.5%	16.1%
Satisfied	25.0%	37.5%	21.6%	31.1%	43.2%	33.5%
Neutral	44.2%	43.8%	64.7%	43.2%	36.4%	43.8%
Dissatisfied	7.7%	2.1%	0.0%	8.1%	8.0%	5.9%
Very dissatisfied	0.0%	0.0%	0.0%	2.7%	0.0%	0.6%

**Q15. City Maintenance. Please rate your satisfaction with each of the following city maintenance items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q15-1. Maintenance of City streets</u>						
Very satisfied	23.5%	23.3%	24.4%	17.6%	15.7%	20.7%
Satisfied	52.2%	52.6%	46.6%	57.4%	55.0%	53.0%
Neutral	15.4%	14.3%	13.7%	18.4%	17.9%	15.9%
Dissatisfied	7.4%	8.3%	12.2%	4.4%	10.7%	8.6%
Very dissatisfied	1.5%	1.5%	3.1%	2.2%	0.7%	1.7%
<u>Q15-2. Maintenance of sidewalks</u>						
Very satisfied	23.0%	19.7%	18.1%	14.4%	13.4%	17.9%
Satisfied	54.8%	56.1%	48.0%	50.0%	53.0%	52.4%
Neutral	14.8%	15.2%	11.8%	21.2%	23.1%	17.3%
Dissatisfied	5.9%	8.3%	18.1%	12.9%	10.4%	10.9%
Very dissatisfied	1.5%	0.8%	3.9%	1.5%	0.0%	1.5%

**Q15. City Maintenance. Please rate your satisfaction with each of the following city maintenance items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q15-3. Maintenance of traffic signals &amp; street signs</u>						
Very satisfied	31.9%	28.4%	23.8%	27.2%	17.6%	25.7%
Satisfied	52.6%	57.5%	54.6%	60.3%	64.7%	58.2%
Neutral	12.6%	6.0%	17.7%	8.1%	14.7%	11.8%
Dissatisfied	2.2%	7.5%	3.8%	2.2%	2.9%	3.6%
Very dissatisfied	0.7%	0.7%	0.0%	2.2%	0.0%	0.7%

Q15-4. Adequacy of City street lighting

Very satisfied	23.0%	23.9%	21.5%	21.3%	18.4%	21.7%
Satisfied	45.9%	46.3%	49.2%	56.6%	46.3%	48.8%
Neutral	18.5%	17.2%	18.5%	11.8%	25.0%	18.3%
Dissatisfied	11.9%	10.4%	7.7%	8.1%	10.3%	9.6%
Very dissatisfied	0.7%	2.2%	3.1%	2.2%	0.0%	1.6%

**Q15. City Maintenance. Please rate your satisfaction with each of the following city maintenance items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q15-5. Maintenance of City buildings, such as City Hall, library &amp; fire stations</u>						
Very satisfied	42.1%	36.3%	35.3%	36.9%	32.0%	36.3%
Satisfied	45.2%	57.3%	53.8%	51.5%	52.8%	52.3%
Neutral	11.9%	6.5%	10.9%	9.2%	14.4%	10.6%
Dissatisfied	0.8%	0.0%	0.0%	1.5%	0.8%	0.6%
Very dissatisfied	0.0%	0.0%	0.0%	0.8%	0.0%	0.2%

Q15-6. Snow removal on City streets

Very satisfied	34.1%	32.1%	34.6%	36.6%	30.0%	33.0%
Satisfied	49.6%	54.5%	49.6%	47.8%	54.3%	51.4%
Neutral	10.9%	7.5%	7.9%	10.4%	10.7%	9.5%
Dissatisfied	3.1%	4.5%	3.9%	3.0%	4.3%	4.0%
Very dissatisfied	2.3%	1.5%	3.9%	2.2%	0.7%	2.1%



**Q15. City Maintenance. Please rate your satisfaction with each of the following city maintenance items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q15-7. Mowing &amp; trimming along City streets &amp; other public areas</u>						
Very satisfied	37.9%	26.1%	28.5%	29.4%	21.9%	28.6%
Satisfied	44.7%	56.0%	53.8%	52.2%	56.2%	52.8%
Neutral	10.6%	10.4%	12.3%	11.8%	12.4%	11.5%
Dissatisfied	5.3%	6.0%	3.1%	5.1%	9.5%	5.8%
Very dissatisfied	1.5%	1.5%	2.3%	1.5%	0.0%	1.3%

Q15-8. Overall cleanliness of City streets

Very satisfied	40.0%	30.6%	30.8%	34.8%	24.8%	32.0%
Satisfied	52.6%	59.7%	57.7%	50.4%	61.7%	56.4%
Neutral	5.9%	7.5%	9.2%	10.4%	9.2%	8.4%
Dissatisfied	0.0%	2.2%	1.5%	1.5%	3.5%	2.0%
Very dissatisfied	1.5%	0.0%	0.8%	3.0%	0.7%	1.2%

**Q15. City Maintenance. Please rate your satisfaction with each of the following city maintenance items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q15-9. Overall satisfaction with weekly curbside trash collection</u>						
Very satisfied	45.0%	36.8%	36.4%	46.5%	31.5%	39.2%
Satisfied	46.6%	57.1%	51.9%	43.3%	60.0%	51.8%
Neutral	6.9%	3.0%	8.5%	7.1%	6.9%	6.5%
Dissatisfied	1.5%	0.8%	3.1%	0.8%	1.5%	1.7%
Very dissatisfied	0.0%	2.3%	0.0%	2.4%	0.0%	0.9%

Q15-10. Overall satisfaction with weekly curbside recycling collection

Very satisfied	43.5%	34.1%	36.4%	45.0%	33.6%	38.4%
Satisfied	45.0%	54.5%	50.4%	45.7%	55.7%	50.4%
Neutral	5.3%	4.5%	8.5%	6.2%	9.9%	7.0%
Dissatisfied	3.8%	2.3%	3.9%	0.0%	0.8%	2.1%
Very dissatisfied	2.3%	4.5%	0.8%	3.1%	0.0%	2.1%

**Q15. City Maintenance. Please rate your satisfaction with each of the following city maintenance items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q15-11. Overall satisfaction with weekly curbside yard waste collection</u>						
Very satisfied	45.2%	35.2%	35.7%	41.4%	28.4%	37.4%
Satisfied	41.1%	56.6%	47.0%	43.1%	47.7%	46.9%
Neutral	10.5%	5.7%	12.2%	9.5%	22.0%	11.8%
Dissatisfied	2.4%	0.8%	4.3%	0.9%	1.8%	2.2%
Very dissatisfied	0.8%	1.6%	0.9%	5.2%	0.0%	1.7%

**Q16. Which TWO of the City maintenance items listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next TWO Years? (top 2)**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q16. Top choice</u>						
Maintenance of City streets	34.6%	35.0%	36.3%	36.2%	39.7%	36.0%
Maintenance of sidewalks	23.5%	26.3%	30.4%	26.1%	19.9%	24.5%
Maintenance of traffic signals & street signs	11.0%	8.8%	10.4%	9.4%	12.8%	10.3%
Adequacy of City street lighting	24.3%	23.4%	17.0%	19.6%	19.1%	20.3%
Maintenance of City buildings, such as City Hall, library & fire stations	6.6%	2.2%	3.7%	5.1%	2.8%	4.0%
Snow removal on City streets	20.6%	12.4%	17.0%	18.8%	9.9%	15.6%
Mowing & trimming along City streets & other public areas	7.4%	10.2%	9.6%	10.9%	9.9%	9.3%
Overall cleanliness of City streets	8.8%	4.4%	7.4%	5.8%	5.0%	6.2%
Overall satisfaction with weekly curbside trash collection	4.4%	2.2%	2.2%	1.4%	3.5%	2.7%
Overall satisfaction with weekly curbside recycling collection	8.1%	4.4%	3.0%	1.4%	2.8%	3.8%
Overall satisfaction with weekly curbside yard waste collection	5.9%	2.9%	2.2%	4.3%	3.5%	3.8%
None chosen	16.2%	27.7%	23.7%	25.4%	29.1%	25.6%

**Q17. How satisfied are you with the roundabouts in the City? (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q17. How satisfied are you with roundabouts in City</u>						
Very satisfied	19.3%	14.9%	23.3%	17.6%	13.9%	17.9%
Satisfied	34.1%	23.1%	35.3%	21.3%	25.5%	27.6%
Neutral	20.0%	32.1%	15.8%	17.6%	20.4%	21.2%
Dissatisfied	11.9%	11.9%	9.0%	21.3%	19.7%	14.7%
Very dissatisfied	14.8%	17.9%	16.5%	22.1%	20.4%	18.5%

**Q18. Do you feel that roundabouts are accomplishing their goal of improving safety and keeping traffic moving? (without "not provided")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q18. Are roundabouts accomplishing their goal of improving safety &amp; keeping traffic moving</u>						
Yes	52.9%	49.6%	64.4%	39.7%	39.1%	49.2%
No	22.8%	28.6%	19.3%	32.4%	33.3%	27.5%
Not sure	24.3%	21.8%	16.3%	27.9%	27.5%	23.3%

**Q19. City Growth. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q19-1. Rate of growth in Johnston</u>						
Very satisfied	15.7%	14.5%	14.5%	21.1%	11.5%	15.4%
Satisfied	49.6%	45.8%	48.9%	41.5%	53.3%	47.8%
Neutral	18.9%	22.1%	25.2%	23.6%	27.0%	23.5%
Dissatisfied	13.4%	13.7%	8.4%	8.1%	6.6%	9.8%
Very dissatisfied	2.4%	3.8%	3.1%	5.7%	1.6%	3.4%

Q19-2. Quality of business development

Very satisfied	7.0%	6.1%	10.1%	8.9%	9.9%	8.2%
Satisfied	31.0%	36.6%	27.1%	33.3%	36.4%	32.7%
Neutral	34.9%	26.0%	32.6%	33.3%	34.7%	32.9%
Dissatisfied	19.4%	22.9%	26.4%	17.9%	14.9%	20.2%
Very dissatisfied	7.8%	8.4%	3.9%	6.5%	4.1%	6.0%



**Q19. City Growth. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q19-3. Quality of residential development</u>						
Very satisfied	16.3%	8.3%	15.3%	15.6%	13.9%	13.5%
Satisfied	41.1%	47.0%	38.2%	39.8%	43.4%	42.1%
Neutral	25.6%	18.2%	27.5%	28.9%	29.5%	26.0%
Dissatisfied	10.9%	18.2%	13.0%	9.4%	9.0%	12.0%
Very dissatisfied	6.2%	8.3%	6.1%	6.3%	4.1%	6.4%

Q19-4. Diversity of residential development

Very satisfied	16.4%	12.4%	10.2%	15.3%	13.8%	13.5%
Satisfied	30.5%	37.2%	33.9%	34.7%	25.0%	32.6%
Neutral	33.6%	24.8%	37.8%	32.3%	44.0%	34.2%
Dissatisfied	10.9%	17.1%	13.4%	9.7%	13.8%	12.9%
Very dissatisfied	8.6%	8.5%	4.7%	8.1%	3.4%	6.9%

**Q19. City Growth. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q19-5. Availability of affordable housing for sale</u>						
Very satisfied	16.9%	8.4%	9.4%	12.6%	8.7%	11.3%
Satisfied	37.3%	34.6%	36.8%	29.7%	28.8%	33.5%
Neutral	24.6%	39.3%	34.9%	39.6%	41.3%	35.6%
Dissatisfied	16.1%	15.0%	15.1%	11.7%	18.3%	15.3%
Very dissatisfied	5.1%	2.8%	3.8%	6.3%	2.9%	4.3%

<u>Q19-6. Availability of affordable housing for rent</u>						
Very satisfied	16.7%	13.8%	15.6%	10.3%	4.6%	12.1%
Satisfied	28.9%	33.8%	24.7%	21.8%	19.5%	25.5%
Neutral	31.1%	36.3%	45.5%	56.3%	55.2%	44.8%
Dissatisfied	15.6%	11.3%	11.7%	5.7%	17.2%	12.5%
Very dissatisfied	7.8%	5.0%	2.6%	5.7%	3.4%	5.1%

**Q20. Library Services. Have you visited the Johnston Public Library in the past year?**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q20. Have you visited Johnston Public Library in past year						
Yes	69.1%	72.3%	64.4%	65.2%	68.1%	68.0%
No	30.9%	27.7%	35.6%	34.8%	31.9%	32.0%

**Q20a. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=480	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
Q20a-1. Quality of library programs, story hours & book discussion						
Very satisfied	57.8%	53.3%	52.9%	50.6%	51.3%	53.9%
Satisfied	31.3%	40.0%	39.7%	41.6%	40.0%	38.0%
Neutral	8.4%	5.6%	7.4%	7.8%	8.8%	7.4%
Dissatisfied	2.4%	1.1%	0.0%	0.0%	0.0%	0.7%

**Q20a. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=480

Q38. Your age					Total
18-34	35-44	45-54	55-64	65+	

**Q20a-2. Quality of library materials, books, DVDs, magazines, etc.**

Very satisfied	55.4%	52.6%	56.1%	57.3%	52.2%	55.3%
Satisfied	37.0%	44.2%	35.4%	34.8%	41.1%	38.0%
Neutral	6.5%	3.2%	7.3%	5.6%	5.6%	5.4%
Dissatisfied	1.1%	0.0%	1.2%	1.1%	1.1%	1.1%
Very dissatisfied	0.0%	0.0%	0.0%	1.1%	0.0%	0.2%

**Q20a-3. Overall satisfaction with Johnston Public Library**

Very satisfied	61.3%	57.1%	57.1%	62.2%	57.6%	59.7%
Satisfied	32.3%	41.8%	36.9%	31.1%	37.0%	35.2%
Neutral	6.5%	1.0%	4.8%	4.4%	4.3%	4.2%
Dissatisfied	0.0%	0.0%	1.2%	2.2%	1.1%	0.8%

**Q21. Please CHECK ALL of the following information sources you have used to get information about the City of Johnston during the past year.**

N=706

Q38. Your age

Total

18-34	35-44	45-54	55-64	65+	
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**Q21. Sources you have used to get City information during past year**

City's website	73.5%	76.6%	74.1%	67.4%	50.4%	68.1%
City's Facebook page	52.9%	38.7%	25.9%	15.9%	14.9%	29.3%
City's Twitter feed	6.6%	11.7%	8.1%	1.4%	0.7%	5.7%
Des Moines Register	38.2%	33.6%	38.5%	48.6%	56.7%	43.3%
Des Moines Business Record	9.6%	8.8%	7.4%	10.1%	7.1%	8.6%
Johnston Living magazine	76.5%	78.8%	78.5%	79.0%	83.0%	79.0%
City's weekly/monthly e-newsletter	23.5%	26.3%	29.6%	39.9%	37.6%	31.4%
My utility bill	63.2%	54.0%	56.3%	58.0%	53.2%	56.8%
Informational videos shared on social media	14.7%	12.4%	5.2%	2.2%	5.0%	7.6%
E-notifications from City website	15.4%	19.7%	13.3%	15.2%	14.2%	15.6%
Other	5.9%	3.6%	0.7%	3.6%	7.1%	4.1%

**Q22. City Communications. Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q22-1. Availability of information about City programs &amp; services</u>						
Very satisfied	19.8%	17.2%	13.9%	19.0%	9.1%	15.5%
Satisfied	50.0%	50.0%	41.8%	44.6%	55.4%	48.9%
Neutral	23.8%	25.0%	39.3%	23.1%	30.6%	28.3%
Dissatisfied	6.3%	7.8%	3.3%	12.4%	3.3%	6.5%
Very dissatisfied	0.0%	0.0%	1.6%	0.8%	1.7%	0.8%

Q22-2. Level of public involvement in local decision making

Very satisfied	15.5%	10.4%	13.4%	6.6%	6.7%	10.4%
Satisfied	35.5%	33.9%	28.6%	33.0%	32.4%	32.3%
Neutral	30.9%	34.8%	39.3%	37.7%	45.7%	38.0%
Dissatisfied	16.4%	16.5%	16.1%	18.9%	9.5%	15.7%
Very dissatisfied	1.8%	4.3%	2.7%	3.8%	5.7%	3.6%



**Q22. City Communications. Please rate your satisfaction with each of the following using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q22-3. Quality of City's website</u>						
Very satisfied	15.8%	10.2%	16.5%	12.8%	12.4%	13.3%
Satisfied	45.0%	50.8%	45.9%	40.4%	47.4%	46.1%
Neutral	31.7%	35.6%	33.0%	40.4%	33.0%	34.9%
Dissatisfied	6.7%	2.5%	4.6%	5.5%	5.2%	4.8%
Very dissatisfied	0.8%	0.8%	0.0%	0.9%	2.1%	0.9%

Q22-4. Online services offered on City's website

Very satisfied	14.5%	11.1%	13.6%	15.7%	4.5%	12.2%
Satisfied	45.5%	52.8%	47.6%	37.3%	50.0%	46.8%
Neutral	30.0%	31.5%	35.0%	39.2%	42.0%	34.9%
Dissatisfied	9.1%	3.7%	2.9%	6.9%	1.1%	5.0%
Very dissatisfied	0.9%	0.9%	1.0%	1.0%	2.3%	1.1%

**Q23. Have you ever listened to the audio recording/stream of a Johnston City Council meeting?**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q23. Have you ever listened to audio recording/stream of a Johnston City Council meeting</u>						
Yes	3.7%	4.4%	3.7%	0.0%	0.7%	2.5%
No	96.3%	95.6%	96.3%	100.0%	99.3%	97.5%

**Q24. Please CHECK ALL of the following information sources you are currently using in daily life.**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q24. Information sources you are currently using in daily life</u>						
Facebook	82.4%	71.5%	66.7%	59.4%	58.2%	66.7%
Twitter	22.1%	34.3%	23.0%	8.7%	6.4%	18.6%
YouTube	47.1%	43.1%	34.1%	31.2%	22.7%	35.3%
Instagram	37.5%	29.9%	21.5%	8.0%	6.4%	20.1%
Snapchat	30.9%	19.7%	14.8%	2.2%	1.4%	13.3%
Smart phone apps	74.3%	79.6%	59.3%	51.4%	46.1%	61.8%
Text message	91.2%	94.2%	92.6%	84.8%	68.1%	85.7%
Email	94.1%	93.4%	91.1%	87.7%	82.3%	89.5%
Other	3.7%	8.8%	12.6%	10.9%	14.2%	10.2%

**Q25. Economic Development. Which TWO of the following benefits of economic development are MOST IMPORTANT to you?**

N=706

Q38. Your age

Total

	18-34	35-44	45-54	55-64	65+	
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**Q25. Most important benefits of economic development**

More jobs in Johnston	23.5%	23.4%	24.4%	24.6%	21.3%	23.1%
New & existing companies opening/expanding in Johnston	55.1%	51.8%	57.0%	47.1%	58.2%	53.5%
Improved awareness (reputation) of City	5.9%	6.6%	9.6%	16.7%	16.3%	11.3%
More tourists visiting the region	3.7%	2.2%	0.7%	0.7%	2.1%	2.0%
Better lifestyle amenities	52.2%	50.4%	44.4%	38.4%	17.7%	39.9%
Better educational opportunities	19.9%	11.7%	7.4%	9.4%	5.7%	10.8%
Higher standard of living	13.2%	13.1%	10.4%	8.7%	7.8%	10.6%
Increased tax base	13.2%	21.9%	31.1%	23.2%	29.1%	23.9%
Other	2.2%	2.9%	1.5%	2.9%	3.5%	2.5%

**Q26. How often do you typically go outside Johnston city limits to shop? (without "not provided")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q26. How often do you typically go outside Johnston City limits to shop</u>						
Every day	24.3%	24.3%	30.4%	20.0%	15.7%	23.1%
A few times per week	42.6%	44.9%	36.3%	45.2%	52.1%	43.9%
At least once a week	19.1%	20.6%	21.5%	20.7%	22.9%	21.1%
A few times per month	12.5%	9.6%	10.4%	11.9%	7.9%	10.3%
A few times per year	0.7%	0.0%	1.5%	1.5%	0.0%	0.7%
Seldom or never	0.7%	0.7%	0.0%	0.7%	1.4%	0.9%

**Q27. Should the City put an emphasis on bringing retail to the City? (without "not provided")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q27. Should City put an emphasis on bringing retail to City</u>						
Yes	70.7%	76.3%	77.3%	75.0%	84.0%	76.4%
No	29.3%	23.7%	22.7%	25.0%	16.0%	23.6%

**Q28. Should the City put an emphasis on bringing restaurants to the City? (without "not provided")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q28. Should City put an emphasis on bringing restaurants to City</u>						
Yes	92.6%	90.2%	87.9%	82.6%	81.5%	86.8%
No	7.4%	9.8%	12.1%	17.4%	18.5%	13.2%

**Q29. Please CHECK ALL of the following types of retail and restaurant options you would like to see in Johnston.**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q29. Types of retail &amp; restaurant options you would like to see in Johnston</u>						
Clothing stores	48.5%	36.5%	45.2%	30.4%	39.0%	39.2%
Casual dining	92.6%	84.7%	80.0%	74.6%	71.6%	79.9%
Fine dining	55.1%	49.6%	44.4%	33.3%	29.1%	41.9%
Fast Food	22.1%	21.2%	19.3%	21.0%	15.6%	19.5%
Big box retail	25.7%	29.2%	25.9%	24.6%	27.7%	26.3%
Specialty shops	55.9%	67.2%	58.5%	52.9%	48.2%	55.9%
Other	8.1%	4.4%	5.9%	12.3%	4.3%	6.9%



**Q30. Please CHECK ALL of the following that you have done in Johnston over the past year.**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q30. What have you done in Johnston over past year</u>						
Eaten out at a restaurant (fast food)	86.8%	81.0%	79.3%	79.0%	78.0%	80.2%
Eaten out at a restaurant (other than fast food)	88.2%	89.8%	90.4%	89.9%	87.9%	89.0%
Attended a live music performance, concert, parade or festival	52.9%	51.8%	43.0%	39.9%	33.3%	43.9%
Visited City government offices	49.3%	46.7%	51.9%	51.4%	43.3%	48.4%
Gone shopping	66.9%	70.1%	72.6%	71.7%	65.2%	68.7%
Used professional services (banking, legal)	61.8%	66.4%	70.4%	65.9%	67.4%	66.1%
Gone to work/employment	22.1%	28.5%	26.7%	15.2%	6.4%	19.4%
Gone to church	19.1%	23.4%	17.8%	17.4%	30.5%	21.5%
None of these	0.7%	0.7%	0.0%	0.7%	0.7%	0.6%

**Q31. Living in Johnston. Have you used DART (Des Moines Area Regional Transit Authority) bus services in the past 2 years?**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q31. Have you used DART (Des Moines Area Regional Transit Authority) bus services in past 2 years</u>						
Yes	8.8%	2.2%	7.4%	2.9%	5.7%	5.7%
No	91.2%	97.8%	92.6%	97.1%	94.3%	94.3%

**Q32. Please CHECK ALL of the following items that would make you try DART or cause you to ride more often. (without "don't know")**

N=554	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q32. What would make you try DART or cause you to ride more often</u>						
Nothing	67.6%	74.1%	72.8%	68.2%	72.6%	70.2%
More frequent buses	7.2%	7.4%	7.8%	8.2%	7.5%	7.6%
More convenient routes	16.2%	7.4%	10.7%	11.8%	10.4%	11.2%
Inter-suburb routes	11.7%	9.3%	7.8%	5.5%	8.5%	8.5%
More park-&-ride locations	8.1%	6.5%	3.9%	3.6%	2.8%	5.1%
Express buses	9.0%	12.0%	6.8%	5.5%	2.8%	7.4%

**Q33. How often do you work from home? (without "not provided")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q33. How often do you work from home</u>						
Never	57.9%	62.7%	62.4%	70.6%	86.3%	67.8%
1 or 2 days a week	21.1%	20.1%	15.0%	8.7%	3.1%	13.7%
Almost every day	21.1%	17.2%	22.6%	20.6%	10.7%	18.6%

**Q34. Which ONE of the following is the primary reason you have chosen to live in Johnston? (without "not provided")**

N=706	Q38. Your age					Total
	18-34	35-44	45-54	55-64	65+	
<u>Q34. Primary reason you have chosen to live in Johnston</u>						
Grew up in the region	9.8%	7.5%	7.6%	5.9%	6.7%	7.4%
Close to work	19.5%	17.2%	16.7%	12.6%	5.2%	14.3%
Great quality of life	14.3%	17.2%	18.2%	17.0%	11.1%	15.5%
School system	36.8%	33.6%	25.8%	13.3%	9.6%	23.5%
Close to family	4.5%	3.7%	5.3%	14.1%	28.1%	11.2%
Affordable cost of living	2.3%	0.0%	1.5%	5.9%	8.9%	3.8%
Like the small town feel	6.0%	9.7%	12.9%	16.3%	15.6%	12.3%
Heard great things about the community	3.0%	5.2%	5.3%	5.2%	3.0%	4.4%
Other	3.8%	6.0%	6.8%	9.6%	11.9%	7.6%

# 2018 City of Johnston Community Survey *Appendix C – Open Ended Comments*

*...helping organizations make better decisions since 1982*

**Submitted to the City of Johnston, Iowa by:**

ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**February 2019**





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**Q4. What do you like most about the City of Johnston?**

- A 10-minute drive so I can be at any needed business.
- Ability for growth.
- Access to basic services and ease to get on the interstate.
- Access to healthcare, entertainment, and the people.
- Access to the metro and a town feeling.
- Access, schools.
- Access, size, and school system.
- Accessibility to trails, parks, schools, and shopping.
- All areas feel like a connected neighbor.
- All is good.
- All of the bike and walking trails.
- Ashton Point neighborhood.
- Availability of everything we want and need.
- Beauty and bridge.
- Big enough to have what we want and not too big for the issues that come with that.
- Business district is mostly small privately owned.
- Business is separated from residential.
- Camp Dodge.
- City employees are exceptional, and make positive impact.
- City parks, trails.
- Clean. (Mentioned twice.)
- Clean and safe; wonderful trail system and parks.
- Clean and well-maintained city.
- Clean and friendly. (Mentioned twice.)
- Clean and safe city. Convenient to attractions.
- Clean and safe feeling. (Mentioned twice.)
- Clean and welcoming.
- Clean appearance and good schools.
- Clean city.
- Clean city, safe to live in.
- Clean community.
- Clean, lots of trails and nature, makes the city feel more open.
- Clean, lots of grass.
- Clean, peaceful trails.
- Clean, good schools, nice trails.
- Clean, safe city to raise a family.
- Clean, safe community.
- Clean, green image.
- Clean, everything is handy.
- Cleanliness. (Mentioned twice.)
- Cleanliness and beauty.
- Cleanliness and neatness of yards and houses.
- Cleanliness and safety.
- Cleanliness and upkeep of public areas.
- Cleanliness of the city. (Mentioned twice.)

## City of Johnston 2018 Community Survey - Open Ended Comments

- Cleanliness, well maintained city.
- Close proximity to everything surrounding Johnston.
- Close proximity to major companies like Pioneer and John Deere.
- Close to a big city with a small-town feel.
- Close to amenities but out of the fray.
- Close to Des Moines, yet outside of traffic congestion, available services.
- Close to everything, but small-town feel.
- Close to everything. (Mentioned twice.)
- Close to recreation activities.
- Close to the city.
- Close to the lake.
- Commercial.
- Community engagement and cleanliness.
- Community feel/togetherness.
- Community feeling.
- Community involvement from law enforcement, trees, safety, community events, parks.
- Community schools.
- Community size.
- Compactness/ease of getting around.
- Camaraderie of the city's senior help services.
- Convenient, quiet. Deer.
- Continual upkeep of town.
- Convenience. (Mentioned twice.)
- Convenience and friendliness.
- Convenience of living here.
- Convenience to everything.
- Convenience to work.
- Convenient and small-town community feel.
- Convenient location.
- Convenient to many services.
- County life.
- Diversity.
- Doesn't have growth problems like Ankeny or Nankee.
- Ease of getting around.
- Ease of living.
- Easy access to areas, most areas kept clean.
- Easy to get around.
- Everything. (Mentioned twice.)
- Everything is accessible, small community feel.
- Family friendly.
- Family oriented. School system.
- Far enough away from the bustle, but still close.
- Feel safe.
- Feeling of community.
- Feeling of safety. (Mentioned four times.)
- Feeling of safety and business access in town.



## City of Johnston 2018 Community Survey - Open Ended Comments

- Feeling of security, friendliness of the merchants, city employees.
- Feeling of small town.
- Feels like small town.
- Feels safe and friendly.
- Fire department.
- Flow of people.
- Forward thinking of city fathers and mothers.
- Friendliness and convenience of goods and services.
- Friendly neighborhood.
- Friendly neighborhoods and residents; a real sense of community.
- Friendly people. (Mentioned four times.)
- Friendly people and I feel safe here.
- Friendly people, availability of private services.
- Friendly people, growth of community.
- Friendly people, lots of trees.
- Friendly people, quiet neighborhood.
- Friendly people, right sized.
- Friendly people, size.
- Friendly people. Access to grocery, hardware, pharmacy, and restaurants.
- Friendly police, fire, and city workers.
- Friendly, clean, safe place to live.
- Friendly, open spaces.
- Good area to live from Des Moines.
- Good atmosphere, pleasant people.
- Good location out of traffic, but just a ten-minute drive to stores.
- Good planning.
- Good reputation, clean, safe.
- Good school system.
- Good schools. (Mentioned three times.)
- Great community and amazing schools.
- Great location in metro and good place to live.
- Great neighbors.
- Great place to raise a family.
- Great place to raise our family.
- Great public schools, safe streets, great road maintenance.
- Great school system. (Mentioned twice.)
- Great sense of community, great public works, and police/fire services. Safe community.
- Great streets and prompt care, e.g. repair, snow plowing, treatment.
- Green grass and trees, open spaces.
- Green space, parks, and trails.
- Growth and cleanliness.
- Has a community feel like a smaller town.
- Has a small-town feel. (Mentioned twice.)
- Have repeatedly asked for curb to be fixed, no response.
- Hometown feel.
- Hometown feel, safe.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Housing.
- How comfortable I feel in the community and friendly people.
- How Johnston has continued to grow and bring new businesses to town.
- How safe it feels here.
- How safe it is and how it really has a small-town feel (both in look, in the way people act, and the sense of community).
- I am close to the country.
- I can live here safely, and properties are kept well.
- I feel safe. (Mentioned five times.)
- I feel safe and having great shopping close by.
- I feel safe in Johnston and I like that it is close to Des Moines, but far enough out that it doesn't feel like city living.
- I like that it is clean.
- I like that it is close to the lake and we have acreage.
- I like the city overall, but it is lacking an exercise place. A downtown area.
- I like the layout, planned city environment; I'm safe.
- I love the feeling of community living in Johnston. We also love the trail system and would like to see it expanded even more.
- Image of the city.
- It feels like a family community.
- It has a hometown feel.
- It is a cleaned-up place to live and work, easy access to rest of metro.
- It is centrally located to DSM area.
- It is clean and well-designed, and I have been impressed with the police force.
- It is clean, Farmers Market, Green Days.
- It is easy to get out to other cities.
- It is a great community for our family.
- It is not Des Moines.
- It is quiet and close to Saylorville Lake.
- It is safe and growing.
- It is where I grew up, home.
- It used to be a nice small community, but it is growing too fast, the traffic can't handle it.
- It used to be small. Hate all the apartment buildings.
- It's clean and safe.
- It's friendly, small-town atmosphere.
- It's location.
- It's location in the metro and ease of getting around, banks, groceries, schools are all just five to ten minutes away.
- It's modern with a small-town feel.
- It's my hometown.
- It's part of a bigger city, but yet maintains a small-town feel.
- It's safety.
- It's size.
- It's small.
- Johnston has a small suburb feel to it. Johnston does not try to outgrow itself.
- Johnston is a safe and quiet city.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Johnston is a small city in the northwest Des Moines metro area. It has a good vibe, the “downtown” area has a core of essential businesses, and the parks and trails are superb.
- Johnston is quiet to live in, but yet convenient to go everywhere. A short commute to go to other parts of the city.
- Johnston is very convenient to the interstate, and other suburbs for shopping.
- Johnston is a very enjoyable place to live.
- Johnston Public School System.
- Keep it small and quiet.
- Lack of diversity.
- Laid back.
- Landscaping and beautification efforts. Trails.
- Large, but small-town atmosphere.
- Layout, trees, beautiful small-town feel.
- Less pollution.
- Less traffic and congestion than West Des Moines, but not by much.
- Library and community offerings are very good.
- Library and kid activities there.
- Living here is convenient to work.
- Living here.
- Location. (Mentioned thirteen times.)
- Location and is a respectable place to live.
- Location and quiet place to live.
- Location and the people. (Mentioned twice.)
- Location between lake and Des Moines.
- Location in central Iowa, close to large city.
- Location in metro.
- Location is central to services and shopping.
- Location to amenities in the metro.
- Location to other areas of metro.
- Location to the interstate system.
- Location, access.
- Location, information provided in online newsletter.
- Location, not overcrowded.
- Location, schools.
- Location, trails. (Mentioned twice.)
- Love the proximity to many services without the congestion often encountered in our neighboring communities.
- Love the smaller city feel and the feeling of comfort that provides.
- Love the trail systems and the walkability. Also, quiet, but close to interstate and everywhere in metro.
- Love the trails.
- Low crime.
- Low crime rate.
- Low crime rate and low traffic.
- Low crime, safe for families.
- Majority single family homes.
- Mayor.
- Mayor’s presence to the public. Parks, planting of trees in the city.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Most everything.
- My neighbors.
- Nearby grocery stores.
- Neatness.
- Neighborhood community, schools.
- Neighborhoods.
- Neighbors are friendly and neighborhood feels safe.
- Neighbors.
- Neutral.
- Nice and quiet.
- Nice area schools, city police, and firefighters.
- Nice city.
- Nice community.
- Nice community and close to everything.
- Nice mix of residential business.
- Nice neighborhood.
- Nice neighborhoods.
- Nice parks and trail system.
- Nice parkway with trees, green meadows.
- Nice place to live.
- Not congested like West Des Moines.
- Not growing too fast, keeping infrastructure up with development.
- Not over populated, friendly community.
- Not sure right now, I would move if I could.
- Not too congested like Ankeny.
- Nothing anymore.
- Open spaces.
- Openness and bike trails.
- Original green meadows living/development.
- Overall quality of life. (Mentioned three times.)
- Overall quality of life. Schools and neighbors.
- Overall quality of life; size, green spaces, schools, library.
- Parks.
- Parks and outdoor spaces/programming.
- Parks and schools.
- Parks and trails.
- Parks and trails system.
- Parks, green spaces.
- Parks, schools, and trails.
- Part of metro Des Moines area, yet separate.
- Peaceful. (Mentioned twice.)
- People.
- People are nice.
- People who live here.
- People, easy access to surrounding shopping, etc.
- Police and emergency services.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Police and fire services.
- Police department.
- Police services.
- Progressive atmosphere.
- Progressive/looking forward.
- Proximity to Des Moines.
- Proximity to Des Moines and also rural activities.
- Proximity to DSM, small feel with everything I need.
- Proximity to metro and lake area.
- Proximity to shopping.
- Proximity to work.
- Public library.
- Public safety.
- Public schools.
- Quality of amenities, schools, quietness.
- Quality of life. (Mentioned five times.)
- Quality of life and the safety.
- Quality of living and feeling safe in our community.
- Quality of school system.
- Quality schools, public safety, and property values.
- Quick reaction time to valid concerns.
- Quiet. (Mentioned six times.)
- Quiet and good neighborhood.
- Quiet city, easy to navigate around.
- Quiet neighborhoods.
- Quiet neighborhoods, trails.
- Quiet, availability of shopping.
- Quiet, but willing to help.
- Quiet, not focused on massive retail like West Des Moines and Ankeny.
- Quiet, peaceful.
- Quiet, peaceful, mostly friendly.
- Quiet, quality.
- Quiet, safe place, but it is changing downward.
- Quiet, safe, easy to get to store, gas, bank, library, etc.
- Relative safety, cleanliness.
- Responsible and friendly.
- Rural feel. (Mentioned three times.)
- Safe. (Mentioned five times.)
- Safe and clean.
- Safe and clean community.
- Safe and good schools.
- Safe and quiet.
- Safe and quiet community.
- Safe community, small-town feel.
- Safe community, friendly neighbors.
- Safe place for families.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Safe place to live.
- Safe, clean, good location. Proximity to trail system to access other parts of Des Moines.
- Safe, quiet.
- Safe, quiet community with a small town feel and little traffic.
- Safety. (Mentioned thirteen times.)
- Safety and calm city.
- Safety and clean.
- Safety and education.
- Safety and emergency management services.
- Safety and green space access.
- Safety and homey feeling of a small-town community.
- Safety and quietness.
- Safety and trails.
- Safety factor.
- Safety, clean.
- Safety, clean, and schools.
- Safety, great schools.
- Safety, quiet family atmosphere, get close to everything, major highways.
- Safety, low crime.
- School district. (Mentioned twice.)
- School system. (Mentioned nine times.)
- School system, safety.
- Schools. (Mentioned twenty-two times.)
- Schools and friendly community.
- Schools and neighborhoods.
- Schools and small-town feel.
- Schools clean and safe.
- Schools, friendly.
- Schools, market.
- Schools, parks, and trails.
- Schools, people.
- Schools, safe community.
- Schools, safety, community feel.
- Schools, trails, neighborhood we live in.
- Schools, trails, safety.
- Sense of community.
- Sense of community and safety for my family.
- Sense of safety and security.
- Shopping.
- Size. (Mentioned seven times.)
- Size and neighborhoods.
- Size and safety. (Mentioned three times.)
- Size and traffic flow.
- Size, available basic services.
- Size of the community.
- Size, availability of grocery stores, library, other merchants.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Small city feel.
- Small community feel. (Mentioned four times.)
- Small community feeling and friendly people.
- Small community identity with big city professionalism.
- Small feeling. We don't want it to feel like West Des Moines. If we did, we would move there.
- Small quaint city, the new Terra Park.
- Small residential, excellent schools.
- Small town atmosphere. (Mentioned thirty-one times.)
- Small town atmosphere, safety, and cleanliness.
- Small town, close to everything, roads, shopping, recreation.
- Small town feel and quality schools.
- Small town feel but connected to larger city.
- Small town feel, close to big city.
- Small town feel in a big city.
- Small town feel in a growing city, quality of assistance I have received from police and fire. City facilities.
- Small town feel in my corner.
- Small town feel near big city.
- Small town feel with access to bigger city.
- Small town feel with access to city.
- Small town feel with ease of access to larger markets.
- Small town feel with good services.
- Small town feel with large town resources.
- Small town feel yet close to Des Moines.
- Small town feel, access to Des Moines metro.
- Small town feel, but too many traffic lights.
- Small town feel, proximity to everything.
- Small town feel, that has everything you need and convenient access to the "busier" parts of town.
- Small town feel, trails and parks, schools.
- Small town feel, while offering large town amenities.
- Small town feel, yet near to adjacent bigger cities.
- Small town feeling close to the city, the feeling of safety at home and the great trails all over the city.
- Small town feeling with large city services.
- Small town feeling, neighborly.
- Small town feeling, nice looking neighborhoods, and easy access to wherever you need to go (which includes using recreation trails and streets).
- Small town feeling, very classy and beautiful areas.
- Small town with city feeling.
- Small town, close to metro.
- Small town, friendly environment, great school system.
- Small town, friendly, safe, clean.
- Small town, feels safe.
- Small, cozy, quiet.
- Smaller community with great access around the metro.
- Small than Des Moines, less traffic.
- Smaller, safe community.
- Still like a small town in a way.



## City of Johnston 2018 Community Survey - Open Ended Comments

- Street kept in good repair; always clean. Great communication with city employees. Terrific police and rescue folks.
- Street paving and restoration.
- Suburb, green space, parks, small town feel, trails.
- Suburban bedroom community with a small town feel to it.
- Terra parking, especially events that are using the space such as yoga in the park.
- The feeling of safety.
- The amount of greenspace that has been retained.
- The bank, post office, grocery store are nearby in the village.
- The city is very good overall. One of us uses the bike trails quite a bit, and they are very good.
- The City of Johnston has a very good trail system and excellent park and recreation department.
- The cityscape (landscape), it is peaceful.
- The close proximity of needed services and shopping.
- The community.
- The community and people.
- The ease of going to other areas of the metro community.
- The feeling of community.
- The first responders, police, firefighters, etc.
- The friendly feel, the library.
- The friendly people.
- The friendly people. Almost small town friendly.
- The great trail system.
- The greenspace trails, easy access to trails, great small town.
- The growth.
- The growth of retail stores and restaurants.
- The high sense of pride in the city and the apparent work to control growth in a rational way.
- The library and Terra Park.
- The location.
- The neighborhood feel while having close proximity to other larger communities. Excellent schools.
- The neighborhood I live in.
- The people. (Mentioned three times.)
- The people and the proximity to everything.
- The people in the community. The schools and the small-town feel in a larger suburb.
- The quiet, beautiful nature trails. Safe. Excellent city personnel including first responders, easy access to freeway.
- The safe feeling.
- The safe, secure community that comes from single family homes.
- The safety and cleanliness.
- The schools.
- The schools, trails.
- The size. (Mentioned twice.)
- The size and peacefulness.
- The size and the proximity to many areas like Saylorville.
- The small-town feel. (Mentioned three times.)
- The small-town feel and school system.
- The small-town feel while still near the big city. And I love Terra Park.
- The small-town feel with big city amenities.

## City of Johnston 2018 Community Survey - Open Ended Comments

- The small-town feeling and safety of residents.
- The snow plowing and tree staff. They rock.
- The trails, since my son and I love to bike.
- The way it was more than a decade ago.
- Trail system. (Mentioned six times.)
- Trail system and library are fantastic.
- Trail system and parks.
- Trail systems with mowed trails, parks.
- Trails. (Mentioned eight times.)
- Trails (especially the wide ones), cleanliness, low crime.
- Trails and clean community.
- Trails to Saylorville.
- Trails, parks.
- Trails, public library, feeling of safety, police, schools.
- Trails, schools.
- Trees. (Mentioned twice.)
- Trees and green areas.
- Trees and nice library.
- Trees, distinct houses that are not all cookie cutter.
- Variety of businesses and restaurants.
- Very progressive leadership and management.
- Walkability to schools.
- Walkability, ease of getting around on streets.
- Walking trails. (Mentioned twice.)
- Water smells bad and don't feel it is safe and healthy.
- We don't have Des Moines problems, violence, drugs, gangs.
- We feel safe and comfortable living here.
- We have been stationed in many places over the years (Army) and we have to admit that Johnston is the best one.
- We like our quiet neighborhood.
- We like that Johnston has maintained some of its small town feel that it had when we moved here 23 years ago. There is a strong sense of community.
- We really like that it still (mostly) feels like a small town in a lot of ways, where you can just call up a city employee and actually talk to them.
- Well-kept community.
- Well kept, clean, good schools.
- Well maintained. (Mentioned twice.)
- Well maintained, clean, good reputation, and schools.
- Well maintained, safe, schools.

**Q5. If you could change one thing about the City of Johnston, what would it be?**

- 24/7 snow removal on major streets.
- 4 lane streets that suddenly change into 2 lane streets.
- 5<sup>th</sup> Street between 86<sup>th</sup> and 100<sup>th</sup> has always been poorly patched. It is always bumpy and unpleasant to travel.
- 80<sup>th</sup> and 70<sup>th</sup> Avenue crossing for pedestrians is dangerous.
- A city less divided.
- A community pool.
- A dog park.
- A dog park so people would quit bringing their dogs to the library site to exercise them off-leash. I don't appreciate when I walk my dog, being confronted with this type of situation.
- A few more restaurants and less apartment buildings being built.
- A First Watch restaurant.
- A greater emphasis (or even mention of) on sustainability and the environment.
- A nicer and smoother surface of city streets. Johnston portion of 86<sup>th</sup> Street looks terrible.
- A park in my neighborhood.
- A splash pad at Terra Park. Would be tremendous addition and get our family there more often.
- A town center where the community could meet.
- Access to commercial and retail businesses.
- Add a dog park and recreation soon.
- Add a fitness/recreation center, swimming pool, YMCA.
- Add a pond between Timber Ridge and Merle Way.
- Add a public swimming pool.
- Add a recreation center with a pool.
- Add a splash pad, more places for kids to play.
- Add a swimming pool.
- Add a swimming pool, water park, recreation center.
- Add a YMCA.
- Add an outdoor pool.
- Add dog waste receptacles and bags on more trails, Terra Park, and the trail behind John Deere.
- Add housing and a little more "upbeat" to our image to attract young, professional generations.
- Add more fine dining restaurants, specialty grocery stores, i.e. Trader Joe's.
- Add more parks (similar to Dewey) west of 86<sup>th</sup> and south of 62<sup>nd</sup>.
- Add more parks, playgrounds, and restaurants.
- Adding a through street west to east on NW 54<sup>th</sup> Avenue from Grimes to Beaver.
- Additional "foodie" type of restaurants so we don't always have to travel downtown or to other West DSM.
- Advanced planning and upgrade infrastructure.
- All the entrance points to the city (should have) bold statement letting people know you are now in Johnston, especially I-80 entrances.
- All turnabouts, hate them.
- All we are is a bedroom community. There aren't really businesses here.
- An outdoor shopping center.
- Appearance of city along MHR.
- Appearance of Merle Hay Road.
- Area along Beaver Creek and interstate could be developed.
- Attention to older neighborhoods, lighting, street repair, and traffic control.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Attract high end business, all we do is add apartments. We need to find a way to attract business, commerce, and improve image.
- Attract more dining options, light commercial/retail.
- Attract more retail and non-chain restaurants.
- Avoid apartments and crowding.
- Be on top of this city growing fast. Plan on traffic, routing, shopping, restaurants.
- Being able to provide transportation for my second grader to and from school.
- Better communication about tap water conditions.
- Better communication in monthly magazine, for those not on Facebook.
- Better drainage to flooding basements.
- Better economic development.
- Better fireworks on 4<sup>th</sup> of July.
- Better flow of traffic when busy.
- Better grocery stores. Need a Hy-Vee like Douglas.
- Better maintenance of walking trails and roads, lower taxes.
- Better parks and recreation.
- Better prepared roads and traffic slows sooner.
- Better restaurants and entertainment.
- Better service of yard waste in spring and fall. It's bull when you have to pay to get rid of leaves and branches.
- Better sidewalks on east part of town.
- Better snow removal, use salt.
- Better storm sewers.
- Better stormwater and ravine maintenance.
- Better traffic flow.
- Better traffic flow and better landscape on Merle Hay Road.
- Better traffic flow on Merle Hay Road.
- Better traffic flow on MHR. Red light cameras on MHR.
- Better traffic light coordination.
- Better water quality.
- Bike trails/routes on Pioneer Parkway.
- Block annexing the new area south of 54<sup>th</sup> by Timer Ridge.
- Bring in restaurants and retail.
- Bring more retail business, restaurants, nightlife, etc. to the city. There is not enough entertainment in Johnston.
- Bringing YMCA in Johnston will open variety of services and businesses in city.
- Build more townhomes for purchase, less apartments.
- Chief Clark and the FD need funding for the personnel expansion to match the jurisdictions' growth. Stop jerking his chain.
- City listening to us on drainage.
- City planning, more vision to future long term for retaining quality of life for people who invested in buying property here for good schools and lifestyle.
- City pool.
- City pool park, YMCA.
- City pool/aquatic center.
- City square.
- Clean city streets of dirt.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Clean up Merle Hay Road area, and junky houses and yards.
- Cleaner Merle Hay Corridor. Re-time lights at MH and I-80.
- Commerce, restaurants, and shopping; traffic flow.
- Commercial buildings match, look more alike.
- Communication on construction more frequent.
- Community aquatic center, more family activities or parks and rec activities.
- Complete incomplete sidewalks and crossings.
- Complete road expansion prior to demand.
- Completion of street projects in a timely manner, i.e. NW Beaver Drive.
- Congestion down Merle Hay.
- Connect bike trails.
- Connect bike trails, outdoor public pool facility, stop building apartments.
- Connect the trails and sidewalks to make it easier on families.
- Consistently repair city streets that are in need.
- Construct trails alongside 62<sup>nd</sup> Street east of Merle Hay, alongside Pioneer Parkway, along Beaver east of Merle Hay and create a PDF of our city's trail system for all to use.
- Construction in streets be faster.
- Continued on Merle Hay and 86<sup>th</sup> areas, development, and cohesiveness.
- Could use better grass seed on new areas, especially in peoples easements.
- Cut back on roundabouts near high school.
- Cut back on the multi-family developments (apartments, etc.)
- Cut the proliferation of multiple family housing.
- Decrease drug dealing in school kids, criminal activity around AMC, Goodwill, and Price Chopper area.
- Delete the stop sign near the schools that are during the total school hours. Arrival and departing of the kids is ok, but all day is not a good idea for cost as safety is not in question.
- Development of a town center.
- Diverse shopping and restaurants, bowling alley.
- Diversity in tax base.
- Do not grow too fast.
- Dog park.
- Don't allow any more apartment complexes.
- Don't like the traffic rounds.
- Don't overdevelop.
- Drainage through the green area.
- Easier website to navigate and find information.
- East of Merle Hay.
- Eliminate Pioneer roundabouts.
- Eliminate the number of roundabouts.
- Enforcement of roundabout rules.
- Enforcement of speed limits.
- Enhanced entertainment, restaurants.
- Enough with the new apartment buildings. Our schools are overflowing, test scores are decreasing, and yet the city keeps approving new apartment buildings that aren't building our tax base. Enough already.
- Ensure that Dow-Dupont Pioneer pays taxes.
- Entrance from I-80 to Merle Hay.
- Entrance to the city from the freeway needs to enhance. Car dealerships, is this what Johnston promotes?

## City of Johnston 2018 Community Survey - Open Ended Comments

- Exercise caution in continued permitting and development of lower income housing and associated demographic issues.
- Extend NW 54<sup>th</sup> from 86<sup>th</sup> Street to Merle Hay Road.
- Fewer apartment buildings.
- Fewer apartment complexes and more single-family dwelling neighborhoods.
- Fewer apartments. (Mentioned twice.)
- Fewer apartments being jammed into vacant spaces.
- Fewer apartments, too many already.
- Fewer high-density housing units.
- Fewer new apartment buildings on Merle Hay too close to street. Too congested around library. Too many apartments with too many people in congested area.
- Fewer rental properties.
- Fewer roundabouts. (Mentioned twice.)
- Find ways to unite west of 86<sup>th</sup> with east of Merle Hay and everything in between.
- Finish project timely on NW Beaver, fewer apartments, and more value for tax money. Need to improve Merle Hay Road.
- Flooding, stormwater drainage comes downhill from Beaver and runs through my yard.
- Flow of traffic.
- Focus on east of Merle Hay, entrance to city.
- Follow up on commitments of developers to maintain their buffers and drainage facilities.
- For our family, walkability is very important, and I am not clear on why the lack of continuity of sidewalks in Johnston. Being a bus rider getting off at NW 54<sup>th</sup> and NW 86<sup>th</sup> (east side of street) during the week, and walking northbound by Veridian Credit Union have sidewalks but continuing north it suddenly stops. Also, the stretch between Chambery and close to NW 62<sup>nd</sup> Ave, no sidewalks. Assuming it is some kind of funding issues but not sure why it never gets done. We need to keep in mind it is also a safety issue as well and whenever we can improve walkability, it is a good thing.
- Four lane roads where major arteries are.
- Get rid of and stop all the apartments. We need to build shopping and restaurants, not more apartments.
- Get rid of most of the roundabouts. Also, need more east/west main streets.
- Get rid of roundabouts. (Mentioned twice.)
- Get rid of the apartment housing across City Hall. Build way, way too close to the street. Who approved this? Trees will be growing into balconies, sidewalk close to street and narrow. This should have been set back 100 feet at least. A blight on the planning department.
- Get rid of the low-income apartments.
- Get rid of the roundabouts. (Mentioned four times.)
- Get rid of the roundabouts. Most people think it is a reason to race you around them. Half of them do not yield as they should.
- Get rid of roundabouts and jut outs on newly paved side streets east side of Merle Hay.
- Get the flow of traffic on Merle Hay and 86<sup>th</sup> better regulated at busy times of the day.
- Getting rid of the trash and empty bins in the Mexican restaurant on 86<sup>th</sup> Street.
- Giving us a “heads up” on things going on in the city.
- Greater efforts to provide affordable housing.
- Have a city center area.
- Have a city sports complex.
- Have a downtown area.
- Have a few more restaurants or amenities within the city.
- Have a library book drop-off at Food Chopper for us, not close to the library.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Have consistent sidewalks (continued on the same side of the street) for runners and walkers.
- Have fewer apartments. We have too many.
- Have incentives to a restaurant, not fast food.
- Have street lights installed on 70<sup>th</sup> from Merle Hay to 86<sup>th</sup> Street.
- Have the Mayor live on the east side, things would be better.
- Have turning lanes, no mediums.
- High density apartments.
- High property taxes. (Mentioned twice.)
- High school noise ordinance and regulated parking for students as well as monitoring of drug use on and around school grounds.
- Higher speed limits, less speeding tickets.
- Highly lit and landscaped walkways/greenways/parkways for walking and biking within and between neighborhoods.
- Have lower taxes.
- I can't think of any.
- I don't think it is a very friendly welcoming area.
- I have been all over Polk County and have never seen anything like the curbs that they put in lower Beaver by Hyperion. They did not allow much forgiveness if you have a problem with on-going traffic. You have no place to go but over the curb. I know that this is to protect the bikers; which they would only be using a few months of the year. While those of us that drive it a lot have to deal with the fear of crashing into the oncoming cars, since it is only a two-lane road. I have not heard anyone say that they like this construction design. I wish it would have been reviewed for another design. If you lived on the road, you would know what I am talking about.
- I wish our recycling got picked up every week and our garbage every other.
- I would like to plant street trees in Green Meadows to replace arches. I have funds to contribute to this effort.
- I would make sure residential streets remained a safe place for our children to play.
- I would not have this number of apartments. It is not a real town. It is a town of apartments.
- I wouldn't change anything.
- I'd add a public swimming pool.
- I'm worried about traffic and crime with all the new apartments and condos going up in every field.
- Improve 54<sup>th</sup> Street between 86<sup>th</sup> Street and 100<sup>th</sup> Street.
- Improve 86<sup>th</sup> Street gateway to town.
- Improve Merle Hay Road business and lower taxes.
- Improve Merle Hay Road areas. Clean up junky properties.
- Improve roads prior to growth.
- Improve streets.
- Improve the Merle Hay Corridor.
- Improved stormwater issues, east of Merle Hay, north of 62<sup>nd</sup>.
- Improved traffic flow.
- Improved traffic flow ahead of major changes such as the on/off ramps at 100<sup>th</sup>. Why is 100<sup>th</sup> still two-lane with knowledge the ramps were being added?
- Increase business to lower property taxes.
- Increased single family growth south of 70<sup>th</sup>.
- Indoor recreation area like YMCA or outdoor aquatic center. Also, stop building apartments. Need single residential areas more than apartments.



## City of Johnston 2018 Community Survey - Open Ended Comments

- It is a bedroom community, not a destination. We have far too much affluence to not have any reason to come to Johnston.
- It is not growing in population in the west.
- It seems that all construction (street/trail) projects take two or three times as long as they are scheduled for and have to be done and then re-done because of errors.
- Its recent emphasis on high density housing.
- Johnston needs a true city center. The Merle Hay corridor is an embarrassment.
- Johnston needs some different restaurants, like a Tasty Tacos or Long John Silvers.
- Just one or two big box retailers so my tax dollars can stay within city limits.
- Keep expenses/property taxes in check. Excessive expenditures on new high school.
- Keep Hubbell out of Johnston. This was a nice community until you let them in and allowed them to build such low-quality developments.
- Keep taxes low.
- Keep the small-town feel, getting too busy.
- Keep traffic speed down.
- Lack of retail and needing to drive to other cities to find services needed.
- Lack of retail and restaurants.
- Landscaping/beautification of public areas.
- Less apartment building projects, more land for single family homes.
- Less apartment buildings. (Mentioned three times.)
- Less apartment buildings. Seems like we are approving every apartment building that is proposed.
- Less apartments.
- Less apartments being built.
- Less apartments, better traffic flow, turn traffic signals to flashing in the evening.
- Less apartment complexes.
- Less commercial growth, some preservation of country feel.
- Less concentration of multi-family housing.
- Less high-density housing. It brings in a massive amount of families and children to our fantastic schools with no increased revenue from property taxes. This puts a huge strain on property owners like me to fund the schools, roads, and other city services that the individuals who live in the high-density housing put the most strain on.
- Less large apartment complexes.
- Less mixture of residential and industrial in same area.
- Less new apartment buildings. This keeps adding to the increased use of school system and will eventually lead to overcrowded classrooms.
- Less potholes in the roads.
- Less public housing.
- Less roundabouts.
- Less roundabouts, no one uses them correctly.
- Less taxes. (Mentioned four times.)
- Less traffic on Merle Hay.
- Like it the way it is.
- Limit growth, add sidewalks along Pioneer Parkway.
- Limit multi-housing units.
- Limit police patrol overkill.
- Lots of multi-family housing with no visible infrastructure to support the population influx.
- Low tax.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Lower property taxes. (Mentioned nine times.)
- Lower property taxes and stormwater runoff tax.
- Lower property taxes, current tax is way too high.
- Lower property taxes. I'm a senior citizen on a fixed income and every year my property taxes go up, but my income doesn't.
- Lower residential property taxes.
- Lower taxes. (Mentioned ten times.)
- Lower taxes. We can't compete with younger families.
- Lower water and tax rates.
- Lower water cost, fees are outrageous.
- Lower water rates.
- Lowering of property taxes, our taxes have now surpassed our house payment and with lack of deduction on federal income tax, we are thinking of selling our home and moving.
- Maintain consistency in business building design, especially strip malls.
- Maintain streets, curbs, and gutters in HOAs. HOAs maintain own and pay taxes to maintain everybody else.
- Make 100<sup>th</sup> Street four lanes from 54<sup>th</sup> to 70<sup>th</sup>.
- Make Merle Hay Road in Johnston more attractive.
- Many more family services. There is a significant lack of things to do as a resident, so we are all forced to go to other cities to do them.
- Maybe traffic flow.
- Merle Hay is so busy.
- Merle Hay Road looks junk. Need a face lift of all the businesses and lots.
- Merle Hay Road, the entrance to the city.
- Merle Hay Road corridor looks old and tired.
- Merle Hay Road is a nightmare.
- Merle Hay Road more aesthetically pleasing.
- Merle Hay Road should be more attractive and a city (center) destination.
- Merle Hay seems to be a dying area. Rejuvenate the older part of the city before expanding.
- More four lane streets, higher speed limits.
- More activities for kids with autism.
- More activities, recreation, YMCA location or gym.
- More affordable housing.
- More bike paths.
- More business.
- More business and less apartment buildings.
- More business to lower individual property taxes.
- More businesses and street lights.
- More casual dining and bars.
- More commerce on Merle Hay. Restaurants and shops.
- More commercial development to help the tax base.
- More commercial development for retail and dining.
- More community events. (Mentioned twice.)
- More community events like Kites on the Green, more family events.
- More community programs.
- More connecting bike and walking trails.
- More continuous trails that don't end abruptly. Should continue and connect to other trails.

## City of Johnston 2018 Community Survey - Open Ended Comments

- More control of traffic. Doesn't always mean a roundabout.
- More defined downtown.
- More diversity.
- More east/west access across the city.
- More economic development. For a town our size with the number of families, more restaurants/shops would be lovely.
- More effort to attract single family as opposed to multi-family housing.
- More emphasis on residential quality of life.
- More entertainment options.
- More high-end dining and retail on west side.
- More large employers.
- More local places to eat, local restaurants.
- More local restaurants and healthy eating options.
- More locally owned restaurants and shops.
- More of a "downtown".
- More options for eating and retail. Leave the city daily for more options.
- More parks and recreation options from public and private sector.
- More parks.
- More pedestrian friendly.
- More places to eat.
- More police patrols.
- More police presence in neighborhoods, seems like Merle Hay side doesn't see police as much as 86<sup>th</sup> side.
- More poop stations (dogs) on trails west of Terra Park, South Drive area to Lewis Clark.
- More public transportation.
- More quality shopping and entertainment.
- More recreation facilities.
- More recreation parks on West side.
- More recreational opportunities, trails.
- More restaurant choices on Merle Hay so tax money stays here instead of neighboring towns.
- More restaurant options north of 62<sup>nd</sup> on Merle Hay.
- More restaurants. (Mentioned six times.)
- More restaurants along Merle Hay Road. Less apartments.
- More restaurants and commercial development.
- More restaurants and entertainment.
- More restaurants and less apartments.
- More restaurants and lower taxes.
- More restaurants and retail shops.
- More restaurants and retail stores.
- More restaurants and shopping. (Mentioned twice.)
- More restaurants, shopping.
- More restaurants. Deal with the drain water as washing out our backyards.
- More restaurants/commerce.
- More retail. (Mentioned twice.)
- More retail and more dining options.
- More retail and restaurants.
- More retail business.

## City of Johnston 2018 Community Survey - Open Ended Comments

- More retail space for restaurants.
- More retail/businesses to relieve property taxes.
- More retail/eating establishments.
- More right turn lanes on major streets, such as 86<sup>th</sup> and NW 62<sup>nd</sup>.
- More shopping. (Mentioned twice.)
- More shopping and restaurants.
- More shopping local.
- More shopping/restaurants.
- More sidewalks. (Mentioned twice.)
- More sidewalks and trails.
- More sidewalks and trails on busy roads like 62<sup>nd</sup>, Merle Hay, and 86<sup>th</sup>.
- More sidewalks to connect 100<sup>th</sup> to 86<sup>th</sup>, also down Merle Hay and 100<sup>th</sup>.
- More sit-down dining and restaurant options.
- More sports complexes or swimming pool.
- More strict enforcement of junk cars, etc. in yards.
- More support for homebound seniors.
- More things to do.
- More through streets going east to west. Hard to get west to east to west without using the interstate.
- More to do recreation-wise, shops, restaurants.
- More traffic lighting.
- More services, shops, restaurants for residents.
- My neighborhood needs city sewer and streets. Relying on sump pumps in a city of this size and with its tax revenue, is backwards.
- My water wouldn't be so hard.
- Names of streets.
- Need more convenient restaurants.
- Need more restaurants.
- Need more restaurants and it shouldn't be part of a 20-year plan, make the city so we can enjoy it now.
- Need more retail.
- Need more stormwater systems.
- Need a central shopping/gathering social area.
- Need to hire more police officers. The city is growing and having only a couple officers working on some shifts is not safe for the officers or the community. It would only take one incident to tie up the officers and the rest of the city would have no officers to respond to an emergency.
- Never take on a waterway drainage effort like what has occurred in GMW. Waste of money and total disruption to families bordering the project. Lower rates for services, water, sewer, etc.
- No downtown.
- No low-income homes near the library.
- No low-income housing. 86<sup>th</sup> Street and Merle Hay traffic.
- No more apartment buildings.
- No more apartment buildings. Creates huge traffic issues.
- No more apartments on Merle Hay. It's a huge eyesore to see so many multi-level dwellings right up next to the road. Way too much traffic now on Merle Hay.
- No more apartments. They are overloading the schools, roads, and are an eyesore.
- No more condensed housing.
- No more high-density housing.
- No more large apartment complexes.

## City of Johnston 2018 Community Survey - Open Ended Comments

- No more roundabouts. (Mentioned twice.)
- No more roundabouts, they are too small, and snow and ice are not cleared. There were three accidents at the same time in one roundabout.
- No roundabouts. (Mentioned four times.)
- Not over building apartment complexes.
- Nor really a city of Johnston issue, but taxes are a killer.
- Not so many apartments.
- Not so spread out, unclear of city boundaries.
- Not thrilled with all the new apartments going up.
- Number of restaurants and no more roundabouts.
- NW 54<sup>th</sup> Ave between 86<sup>th</sup> and 100<sup>th</sup>. Half the cars drive on the shoulder to reduce the jarring. Hopefully it will be replaced soon as I don't think patching is working.
- NW 60<sup>th</sup> would be barricaded east of NW 54<sup>th</sup> Ct before the newer housing. They have plenty of egresses. It would eliminate the problem of running the stop sign at NW 54<sup>th</sup> Ct and NW 60<sup>th</sup> Ave also eliminate traffic tie-ups at NW 60<sup>th</sup> and Merle Hay Road.
- Off and on ramps to interstate from Beaver Drive.
- Once and for all, get Merle Hay Road construction done.
- Our reputation for being a white, rich, suburb.
- Over building of apartment complexes.
- Over development, I moved here for the country feel.
- Overall appearance of Merle Hay Road.
- Oversight on all fire hydrants and repairs, replacements.
- Parking around schools.
- Patching roads at some point creates an awfully bumpy road.
- Plan better for media growth.
- Plan for traffic future.
- Please do not do road construction on major routes in and out of Johnston at the same time. Also, please stop building apartment buildings all over the city. Our schools will be overflowing, less homeowner tax base, and traffic constraints will result.
- Please stop allowing building of apartments/condos. It's really hurting our schools.
- Please stop building so many multi-family dwellings.
- Police being proactive in safety of Johnston's homes.
- Pool/aquatic center. Have plenty parks and trails now.
- Preserve the forest slopes.
- Pretty landlocked.
- Prices of apartments. Too expensive.
- Programs, recreation, outdoor business mall area.
- Property codes.
- Property taxes. (Mentioned twice.)
- Property taxes are high, also the cost of water.
- Property taxes are way too high.
- Property taxes are too high.
- Property values.
- Proximity to interstate, update city hall.
- Public city pool.
- Public golf course.
- Public pool/water center.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Quality and quickness of renovation and improvement of city streets. It appears that the engineering and oversight of the contractors regarding the resurfacing of NW Beaver was terribly subpar. It appeared that work was done one week and then four weeks later that was reviewed and changed. It was an example of terrible scheduling and even a lack of overall planning from the perspective of the engineering aspects. The final result seems to be a combination of mickey mouse ideas. Case in point, drainage of surface water on the portion across from the pallet business looks like water will run down the street on the south side. The grading did not provide a ditch for the water to run in. Also, placing the mailboxes on the south side of the street, requiring residents to cross a busy street to pick-up mail, is unsafe, when the mailboxes could have been planted in the island between the street and the trail. It seems that the contractors selected for these large projects spend one week on the job and then go someplace else for the next week and return whenever they chose too. It takes forever to get a completed project. Perhaps the City Council should look for a more effective engineering group.
- Quality of water.
- Quit building apartments, Johnston is big enough.
- Quit spending money, lower taxes. It is becoming too expensive to live in Johnston.
- Quit trying to be something we will never be again.
- Quit trying to make us like where you came from.
- Real estate taxes are getting out of control, way too high.
- Reduce property tax and utility bills.
- Reduce property taxes.
- Reduce taxes.
- Reduce taxes as compared to other surrounding communities. We have little to show for extreme property taxes.
- Reduce the heavy emphasis on multi-family housing projects and more emphasis on project selection, planning, and project management.
- Removal of vacant properties in disrepair, and possibly closer enforcement of property code violations.
- Remove roundabouts. (Mentioned three times.)
- Repair Merle Hay Road.
- Repair the Crown Point Center tennis courts (pickleball).
- Repave 54<sup>th</sup> Street (86<sup>th</sup> to Hwy 141) and make 100<sup>th</sup> four lanes (Interstate to 72<sup>nd</sup> Street).
- Replace 54<sup>th</sup> Avenue to 100<sup>th</sup> Street. Currently, the worst street in Johnston and traffic is now very heavy with 100<sup>th</sup> Street interchange open.
- Replace roundabouts with stoplights.
- Reputation of being rich and snobby.
- Require apartments to provide recycling services.
- Restrict market rate apartment building project.
- Road connecting Merle Hay and 86<sup>th</sup> between Meredith and NW 62<sup>nd</sup>.
- Road construction not done on time.
- Road construction projects never seem to be coordinated. It was an awful idea to close 70<sup>th</sup> Street just before school started.
- Roundabouts.
- School size.
- Shopping mall.
- Should have an outdoor swimming pool.
- Sidewalks along all streets.
- Sidewalks are very bad, and the city does not respond or take action.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Sidewalks. My husband fell on the uneven sidewalks resulting in a meniscus tear requiring surgery that we had to pay for.
- Sidewalks/bike trail on Merle Hay Road and Pioneer Parkway.
- Slow down development, we don't need any more apartment complexes.
- Slow down the multi-unit apartment buildings.
- Slow down the growth.
- Slow down the growth, no more strip malls.
- Some areas along Merle Hay Road look messy.
- Speed of traffic on Windsor, 100<sup>th</sup>, 94<sup>th</sup> in am/pm.
- Spend less on trails and schools.
- Spend money more wisely. The pond on 86<sup>th</sup> is a joke.
- Spray for mosquitos more.
- Stay in budget on road projects.
- Stay on daylight savings time.
- Stop building so many apartments, don't allow more than one family to occupy.
- Stop building apartment buildings.
- Stop building apartments, they bring trouble.
- Stop building apartments.
- Stop building large apartment buildings.
- Stop building massive apartment complexes, sync the traffic lights, enforce some kind of noise ordinance between 8 am and 6 pm, and no more roundabouts.
- Stop building more apartments, we have enough.
- Stop building places that are subsidized, brings in the trash.
- Stop building so many apartment buildings, especially those within a stones' throw of our grade schools. You are only inviting trouble into our city and schools.
- Stop Dart use; very little use, taxes are too high.
- Stop light turning left from Fareway.
- Stop narrowing streets.
- Stop putting in apartments.
- Stop the amount of new apartment complexes being built.
- Stop the apartment building. It adds nothing to the city but increased traffic and increased police calls.
- Stoplights on Merle Hay Road, too many.
- Storm sewers.
- Stormwater drainage.
- Stormwater drainage system in Crosshaven area.
- Stormwater fees, I have a smaller house and large yard, my yard can take the water.
- Street and sidewalk projects seem to take an unusually long time to complete; seems like a lot of down time.
- Street repair.
- Street roundabouts.
- Street roundabouts NW 5<sup>th</sup> to 86<sup>th</sup> West.
- Subsidized housing, lessen or eliminate.
- Synchronize stop lights, lower property taxes.
- Take out the roundabouts.
- Taxes. (Mentioned four times.)
- Taxes are ridiculously high. Many homeowners have sold in my neighborhood over the last year.
- Taxes are too high. (Mentioned three times.)



## City of Johnston 2018 Community Survey - Open Ended Comments

- Taxes too high, reduce taxes.
- That darn stormwater tax on all of us.
- That we could get the drugs and vaping out of our schools.
- The addition of multiple apartment buildings.
- The address two doors down from us have had a large dumpster in their driveway for months. It should be removed.
- The amount of time it takes to improve infrastructure.
- The apartments on 62<sup>nd</sup> need a face life.
- The building of apartment complexes with no way to reduce through traffic.
- The city code for drainage in neighborhoods. I have a home built by Jerry's Home and every time it rains, I have a river running through my back yard. It is very unattractive and not what I was promised when I purchased the home. Jerry's blames the city and the DNR. I think the city should insist that Jerry's Homes install French Drains or at the minimum, better drainage solutions so we do not have water problems in our backyards.
- The city should take over the maintenance of all streets and water mains leading into homes, including associations.
- The crazy high taxes. Stop building new bike paths when the ones we have are in terrible shape. Plus, we have sidewalks that need installed, repaired, or replaced.
- The customer service from city employees and their services.
- The flow of traffic down Merle Hay Road during busy times. It can take 15 minutes to get from the intersection of Pioneer Parkway to the interstate.
- The influx of unassimilated immigrants that you can't communicate with and safety.
- The lack of recreational activities for kids, some programs are offered during the summer are held during the workweek and day hours; makes being the child of a single parent feel isolated.
- The Merle Hay area of Johnston needs more growth for shopping and dining.
- The new roundabouts have caused some serious speeding problems and dangerous environment for the kids in my neighborhood.
- The overwhelming amount of apartment complexes they've allowed to be built.
- The paving on NW 54<sup>th</sup> Street between 86<sup>th</sup> Street and 93<sup>rd</sup> Street.
- The perception of affluence and arrogance/racial bias.
- The perception that Merle Hay Road is Johnston center.
- The property taxes are going up faster than we can afford.
- The ridiculously high property taxes.
- The stadium noise.
- The traffic pattern on Merle Hay, the succession of traffic lights so close.
- The traffic, time the lights.
- The trash consistently found in our yard.
- The turnabouts are awful.
- Their plan for road development. They just finish a road and then the next year they are making changes to it.
- There is no retail in Johnston to speak of. Each weekend I have to visit Ankeny, Grimes, West Des Moines, and even Des Moines for my shopping needs.
- There is nothing to do, no new restaurants or stores.
- To add more restaurants for family dining.
- To change the lane at Pioneer Parkway and Merle Hay Road. Left lane to cross Merle Hay Road and right lane right turn only. Have sidewalk on Pioneer Parkway for safety.
- Too much spending money on "non-common sense" items.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Too many apartment buildings. Please stop permits for more.
- Too many apartments. (Mentioned twice.)
- Too many apartments on Merle Hay.
- Too many traffic lights on Merle Hay Road.
- Too much emphasis on image, bike trails, wanting to be like West Des Moines.
- Too much property tax.
- Town center.
- Traffic. (Mentioned twice.)
- Traffic and lights on 86<sup>th</sup> Street.
- Traffic and snow removal specifically.
- Traffic and traffic noise.
- Traffic backed up on Merle Hay and 86<sup>th</sup> at key times.
- Traffic circles.
- Traffic enforcement.
- Traffic flow during evening commute, stopped at every red light on Merle Hay northbound.
- Traffic flow, need another east/west main road.
- Traffic flow. Bad traffic because of bad planning.
- Traffic flow, control lights.
- Traffic is awful at work hours.
- Traffic lanes and no roundabouts.
- Traffic light timings, drainage between moonlight and dusk, floods to house during normal heavy rain.
- Traffic lights have no flow.
- Traffic lights need to be changed on Merle Hay.
- Traffic lights on multi-family residential.
- Traffic on Merle Hay Road.
- Traffic patterns stink in old Johnston.
- Traffic patterns, bike lanes are dangerous on NW Beaver Drive.
- Traffic, we are closed in by roundabouts.
- Traffic, roundabouts. Lack of east/west thoroughfares, and their desire to “keep up” with the larger suburbs.
- Trail extended from Merle Hay/Beaver to the SE to Beaver/NW 66<sup>th</sup>.
- Trails always flood.
- Trash collection providers.
- Treat those of us who live in townhomes with more respect and appreciation.
- Turning lanes on Merle Hay north from Hy-Vee to library.
- Up its image and a city elderly transport at a reasonable price.
- Update Merle Hay Road off interstate. Add businesses to the vacant land. It looks trashy.
- Update street signs in the original green meadows, the style of some make them difficult to read and see.
- Update the pond to include a park along 86<sup>th</sup> Street. My kids have been disappointed that we were promised a park and it hasn’t been built.
- Use less brine.
- Using better contractors who once start a major project, keep it staffed and complete it.
- Water is too expensive.
- Water park or swimming for families.
- We feel the overall plan for new developments is not great. Too many multi-family housing complexes, while for instance the “gateway” section at I-80/35 just sits.

## City of Johnston 2018 Community Survey - Open Ended Comments

- We have issues with flooding in our back yard whenever there is heavy rain. The way the city graded after house was built is ineffective.
- We need a splash pad or wading pool. Please.
- We need a town square, nicer restaurants, and boutiques.
- We are not politicians.
- Widen 100<sup>th</sup> Street to four lanes from NW 54<sup>th</sup> to NW 62<sup>nd</sup> Ave.
- Widen some of 86<sup>th</sup> and 100<sup>th</sup>.
- Wider and more sidewalks.
- Winter street cleaning.
- Would be great if 100<sup>th</sup> Street would be widened to four lanes through to 62<sup>nd</sup> Street now that the 35 Interchange was added. Would love to see more developments for restaurants and activities that keep people spending time and money in Johnston rather than going to Waukee or Ankeny.
- Would have a city center.
- Would like to see more of town center for Johnston. We really do not have an identity.
- Zoning too dense for apartment buildings.

**Q6. What do you see in other cities that you would like to have in the City of Johnston?**

- 4<sup>th</sup> of July celebration.
- 911 markers on trails.
- A better senior center. Urbandale's is fantastic.
- A bike-friendly attitude.
- A bit more amenities but not crazy like Ankeny or WDM.
- A brewery.
- A central downtown area with shops and services.
- A city center. (Mentioned twice.)
- A city center or community commons more robust than the Johnston commons.
- A city center/downtown area.
- A city sports complex.
- A community feel, feels like a suburb and not a district city.
- A community pool or splash pad.
- A council that understands how to properly implement a vision for growth.
- A couple more restaurants.
- A decent place for farmer's market. Why not set up at our new Terra Park area to actually draw people for a fun experience.
- A dog park.
- A downtown area. (Mentioned twice.)
- A downtown shopping/restaurant/bar district.
- A downtown/uptown area.
- A focus on community art installations.
- A large swimming pool and a theme park.
- A larger Hy-Vee.
- A larger variety of places to eat.
- A main street that's walkable with local businesses.
- A nice dog park with a pond.
- A place to take yard waste, better shopping.
- A place where they have concerts.
- A place where you can take leaves and branches, not just one weekend. If it rains on that weekend, you are out of luck getting rid of them.
- A pool.
- A pool or water park for kids.
- A public outdoor pool with slides.
- A recreation center.
- A recognizable center, or town square, with restaurants and shops.
- A recycling center. Live music venues.
- A shopping center.
- A shopping district like Prairie Trail in Ankeny or West Glen in West Des Moines.
- A signature event like an annual concert, race, etc.
- A strip mall and new Hy-Vee on west end of Johnston.
- A town center.
- A true downtown/Main Street area.
- A vibrant venue for arts events.

## City of Johnston 2018 Community Survey - Open Ended Comments

- A volunteer transportation system. Both Grimes and Urbandale have one. Also, it was voted as a top three priority item by the community needs assessment report dated 11-2016 by the Johnston community education and Johnston partnership. We need one.
- A YMCA.
- Add a splash park for summer and a dog park.
- Add a splash pad and have hours scheduled that are convenient for working families.
- Administration like Ankeny and Waukee.
- Adult lifestyle venues with wine, beer, and food.
- Affordable and accessible mental health care.
- Aldi.
- An aquatic center.
- An effort to include, welcome, and celebrate diversity.
- An organized city center that mixes entertainment and shopping.
- An outdoor aquatic complex for people to enjoy in the summer. Options now are Clive, Ankeny, and NW Des Moines.
- An outdoor aquatic center and more restaurant choices.
- Ankeny City Center type area.
- Ankeny has a lot of ponds and parks. Grimes has a lot of adult leagues for recreation sports.
- Another “date night” restaurant besides Greenbriar.
- Aquatic center. (Mentioned five times.)
- Aquatic center would be fun, like Ankeny has.
- Aquatic center, lower taxes.
- Aquatic center, sports fields, pickleball courts for seniors and all ages. Be more friendly to businesses that would like to locate in Johnston.
- Aquatic centers, strong community, community involvement, retail business.
- Area with shops and restaurants similar to Valley Junction or East Village.
- Areas of shopping and dining, and an aquatic center.
- Attractive main entrances, Merle Hay for example. Still pretty junky.
- Better communication regarding construction.
- Better control of public housing.
- Better facilities at Lew Clarkson for softball/baseball such as field lights.
- Better parks, not at the schools.
- Better parks. Bring back Camp Dodge swimming pool.
- Better planning and zoning.
- Better playgrounds. Could use better communication regarding water quality alerts.
- Better public transportation.
- Better public transportation. As I age, I will soon have to give up driving myself.
- Better real town center. More crosswalks, especially in front of public library.
- Better restaurant options.
- Better restaurants, less power lines in old part of town and Merle Hay.
- Better shopping. (Mentioned twice.)
- Better snow removal.
- Better street maintenance in snow; winter.
- Better streetscapes. Recent new street projects have been a bit of a disappointment from an aesthetics standpoint.
- Better tax base.
- Better tennis and pickleball courts.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Better traffic control and better synchronized stoplights. People are cutting through Johnston to get elsewhere. Where is all this traffic coming from?
- Better traffic engineering on Merle Hay Road.
- Better traffic flow.
- Better trail systems and connection throughout the city.
- Bicycle lanes and sidewalks.
- Bigger post office.
- Bike trails.
- Bocce courts.
- Bookstore, local coffee shop.
- Botanical gardens and map of walking trails.
- Bringing business to town retail and restaurant.
- Can't think of anything.
- Cars off the street by apartments and condos.
- Catering to people who live in Johnston. We have become a drive-through city.
- Catholic church.
- Central area.
- Central city center.
- Central downtown park.
- Central hub.
- Check out Bentonville, Arkansas for great ideas.
- Children's museum or child activities.
- City beautification, add flowers/prairie grass along 86<sup>th</sup>, respond to dilapidated homes on 86<sup>th</sup>.
- City center. (Mentioned twice.)
- City center or renewal of old downtown area.
- City pool, more senior activities.
- City pool, baseball park.
- City sewers and streets.
- City square.
- Commercial buildings look more uniform like a cohesive community.
- Commercial growth.
- Commercial income.
- Community center pool. More restaurants. Stop with apartments.
- Community gatherings/family friendly activities, live music, etc.
- Community outdoor pool.
- Completed sidewalks, trails along major streets.
- Concerts.
- Continue expanding trail system.
- Cool restaurants and bars.
- Denver and its suburbs route their trails under or over streets to provide a continuous trail. Usually in conjunction with river or creek. Would like to see better baseball parks, aquatic center, also.
- Diners and restaurants coordinate look with city.
- Do away with fence requirements for pools if the owner has a locking cover.
- Does Johnston have a dog park? If not, that would be a nice addition.
- Dog park. (Mentioned seven times.)
- Dog park or public pool.
- Dog park, and interstate and 141 tax bases, instead of all those funds going to Urbandale and Grimes.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Don't let the design interfere with other structures like the ugly apartments.
- Downtown area. (Mentioned twice.)
- Drive thru coffee places and more fast food choices.
- Electric scooters for public transportation.
- Enhanced bus service.
- Entertainment district.
- Entertainment district-restaurants, bars, shopping.
- Fewer roundabouts.
- Fiber optic in every home as they have in the small towns.
- Flag programs offered in Clive for holidays.
- Fresh look. Don't look like a downy farm town. No more apartments. Have a good-looking city center.
- Full multi-tenant commercial space. We often have a "ghost town" feel in our commercial real estate sectors.
- Fully connected bike trails.
- Get dog park.
- Good retail stores.
- Good traffic light timing on the major arteries.
- Greater cooperation regionally with the other communities in the area.
- Health food stores like Trader Joes and Natural Grocers.
- Healthier restaurant options.
- Higher speed limits.
- Holiday festival, city art.
- Hospital with emergency room.
- I know it is not possible but a downtown square that gives the city a focal point for city offices and unique stops.
- I think life is good here.
- I think we are fine.
- I used to live in Ankeny, and they did a better job with retention pond in my neighborhood that allowed the residents to have decent yards.
- I would like to see more businesses that are not in the heart of residential neighborhoods. Be wary of the number of low-income apartment complexes allowed.
- I would like to see more of Johnston's in other cities.
- I would love to have a city center.
- Improving/updating image of Johnston.
- Indoor park/play area for kids, public swimming pool.
- Indoor tennis.
- Indoor water park.
- Infrastructure that is capable of supporting its population.
- It needs a downtown area. Some place to stop other than Walgreen's to get odds and ends. I wanted to have a spa experience and none. I wanted to have an exercise place to go to and non.
- It would be nice to have a city square where folks can gather, and community events are held.
- Johnston trails behind Urbandale and West Des Moines in speed of snow removal and maintenance of street pavements.
- Landscaping/beautification of public areas.
- Large bike/pedestrian sidewalks along main thoroughfares.
- Larger retail businesses.
- Larger variety of restaurants.



## City of Johnston 2018 Community Survey - Open Ended Comments

- Less abandoned lots/buildings on Merle Hay.
- Less apartments. (Mentioned twice.)
- Less apartments and higher median income level.
- Less liberals.
- Less overhead powerlines.
- Less traffic, a more environment focused plan for all city activities, less focus on commercial development.
- Library with more books.
- Like previously stated, a splash pad or other aquatic type place would be great.
- Limit the number of apartment complexes, increase speed limits on major street, the synchronizing of the traffic lights on Merle Hay Road was a great improvement.
- Local restaurants, roof top bar/restaurant, breweries, wineries.
- Local town center with movies, dining, etc. near Merle Hay Road area.
- Look at Ankeny, Waukee's growth. Johnston is stagnant.
- Lower fuel prices.
- Lower property taxes. We moved from Urbandale a year ago. Our Johnston home is 1.8 times higher in sales price/assessed value, but our property taxes in Johnston are four times higher.
- Lower property taxes.
- Lower taxes. (Mentioned three times.)
- Lower taxes like Urbandale.
- Lower water bills. Highest I've ever paid in any city I've lived in.
- Main Street feel which has always been lacking.
- Make sure it is updated as to signage, plants, etc. so that Johnston has a great feel as you enter the city.
- Make Terra Park into a destination park, the flagship of the Johnston park system. It looks like you guys fund and manage it like Sears and Kmart.
- Make the city more beautiful, better streets, roads, and city parks.
- Malls.
- Many things.
- Maximizing your growth in tax-base and offerings to residents.
- Medians, like on Fleur Drive.
- Medical facility.
- More beautifying planters flowers like Merle Hay Road.
- More beauty salons.
- More big box stores.
- More bike lanes, not on sidewalks. Example: Boulder, Co.
- More bike paths.
- More bike trails and a YMCA.
- More bus routes to city central.
- More business.
- More businesses in West Johnston.
- More businesses, tax base and restaurants. Not rely on rentals for taxes.
- More cafes.
- More casual sit-down dining.
- More casual dining and shopping.
- More central and attractive downtown sector.
- More choices of good restaurants.
- More clothing stores.
- More commercial business to bring in jobs in Johnston.

## City of Johnston 2018 Community Survey - Open Ended Comments

- More commercial development retail.
- More community activities.
- More community events.
- More community gatherings.
- More community get together days, i.e. fairs, public events.
- More community programs for kids like parks and recreation cooking classes, sport classes, summer childcare programs (like Polk city parks and recreation offers).
- More community wide family events.
- More concerts and/or art venues.
- More corporations which contribute to the tax base. Our property taxes are getting way out of control.
- More desirable entrance off I-80/35.
- More dining choices. (Mentioned twice.)
- More eating establishments. (Mentioned twice.)
- More entertainment options. (Mentioned three times.)
- More entertainment options, restaurants, etc.
- More events.
- More family involvement.
- More family restaurants and small businesses.
- More fast, casual eating options.
- More flower beautification.
- More food services.
- More for active senior citizens to do.
- More good restaurants.
- More green places; less car dealerships.
- More green space.
- More growth in restaurants, family-friendly places.
- More healthy restaurants, entertainment, dog park, and pool.
- More high-end dining/bar options.
- More info.
- More lanes of traffic in busy areas. Longer streetlights in the busy times.
- More local commerce like Sarah's Hallmark, etc.
- More local restaurants.
- More local shopping.
- More mini malls.
- More non-chain restaurants.
- More of a town image.
- More of a town square.
- More online transparency.
- More options for eating and retail.
- More options for restaurants.
- More outdoor live entertainment.
- More parks. (Mentioned twice.)
- More parks oriented towards family/children's activities on west side.
- More pizza delivery and connected bike trails.
- More places to eat and more shopping.
- More places to eat.

- More places to shop and buy locally.
- More public art.
- More public transportation.
- More recreational activities for younger children; true baseball and soccer programs, etc.
- More recreational amenities on Beaver Creek.
- More recreational facilities.
- More restaurant choices, and entertainment choices.
- More restaurants. (Mentioned twenty-one times.)
- More restaurants and better public recreation facilities, pools, softball, and soccer fields, etc.
- More restaurants and chains.
- More restaurants and commercial development.
- More restaurants and development along Merle Hay.
- More restaurants and retail shops.
- More restaurants and services.
- More restaurants and shopping.
- More restaurants on Merle Hay. (Mentioned twice.)
- More restaurants, do more with the band shell like Shakespeare in the Park/Jazz in July, etc.
- More restaurants, good variety from fast food to sit down.
- More restaurants, retail.
- More restaurants, shopping.
- More restaurants, shopping on Merle Hay.
- More restaurants, top notch bars, shopping.
- More restaurants/businesses.
- More retail. (Mentioned six times.)
- More retail and dining options.
- More retail and fast food.
- More retail and quality restaurants.
- More retail and restaurants.
- More retail stores, less apartments.
- More retail, Costco, more restaurants.
- More retail, specifically grocery stores on west side of town.
- More retail. Less apartments. More apartments does not equal better.
- More services.
- More shopping. (Mentioned four times.)
- More shopping, an outdoor water park, pool, and a dog park.
- More shopping and restaurants.
- More shopping, bars, eateries.
- More shopping opportunities and restaurants.
- More shopping, restaurants.
- More shops and things to do.
- More shops like Hallmark and Ace Hardware.
- More shops to shop in.
- More sidewalks and trails, pickleball courts.
- More small business opportunity.
- More stores.
- More trails, expanded bus service, and bike trails.

## City of Johnston 2018 Community Survey - Open Ended Comments

- More trees and green spaces, and more small retail businesses.
- More urgent care.
- More variable shopping.
- More varied restaurant choices locally, especially moving north in Johnston.
- More variety of restaurants.
- Music and movies in the parks.
- My impression is that WDM is your main competition when it comes to recreation. In particular, I would like to see archery and canoeing/kayaking (water trails) opportunities in our town as well. I think there are plans (hopefully still true) in the next few years for Beaver Creek, and if so, kudos.
- Need for shopping opportunities.
- Need to make it easier for online bill pay with no fee for Johnston utilities.
- Neighborhoods, not apartments.
- Nice looking public and private buildings, i.e. library. Public safety buildings, and the ugly apartment complexes recently built.
- Nicer dining places, not just fast food.
- Nightlife, music, meaningful festivals, decent restaurants, some sort of city center.
- No burn law.
- No empty strip malls.
- No roundabouts.
- No roundabouts. Public works efficiency.
- Non-chain restaurants, specialty grocery stores.
- On main streets like 86<sup>th</sup> and Merle Hay, three lanes in each direction. No telephone poles and lines.
- Open forum meetings with mayor, council, and public.
- Outdoor concerts.
- Outdoor music venues.
- Outdoor pool.
- Outdoor pool or small splash park, YMCA.
- Outdoor swimming pool and aquatic center.
- Outdoor waterparks.
- Outdoor/indoor water park area.
- Parades. (Mentioned twice.)
- Park with a splash pad.
- Parks and recreation program with more adult activity options.
- Pedestrian focus.
- Pocket parks that are small and inviting for me to sit and read and enjoy nature.
- Police pay needs to be up to standards with other cities.
- Pool. (Mentioned four times.)
- Pool and splash pad, we go to Clive and Urbandale now.
- Pool, center of town.
- Pool or kiddie pool, skate park.
- Pool or splash pad.
- Pool/aquatic center.
- Pretty happy with what we have.
- Priority to residents in schools.
- Public city pool.
- Public pool or water park.
- Public swimming pool. (Mentioned three times.)

## City of Johnston 2018 Community Survey - Open Ended Comments

- Public transportation.
- Recreation center.
- Recreation center or community pool, no place for kids to even play basketball.
- Recreation facilities, water parks.
- Recreation facility.
- Recreational areas like Clive water park.
- Recreation, especially winter recreation.
- Red-light cameras at Merle Hay and I-80/35. I-80 east exit ramp to Merle Hay. Better physical enforcement.
- Restaurants. (Mentioned four times.)
- Restaurants and entertainment venues and stores to shop in.
- Restaurants and nice bars.
- Restaurants and shopping.
- Restaurants, very limited with choices.
- Restaurants, nightlife, and retail business.
- Restaurants, sports facilities, pools.
- Restaurants/shopping.
- Retail and good restaurants.
- Retail and restaurants.
- Retail and restaurants. I take most of my business outside of Johnston, but I want to spend money here.
- Retail area, town square.
- Retail other than on Merle Hay Road. Closer to NW 100<sup>th</sup>. Coffee shops, sandwich stores, etc. Non-chain would be great. Place you could bike to and hang out with friends or family.
- Retail shopping. (Mentioned twice.)
- Retail shopping. Aquatic center.
- Retail, no Target, TJ Maxx, Home Depot. Less Salvation Army and donation centers.
- Retail, restaurants, town centers, more yield to cyclists.
- Roundabouts, more connected walking paths, more restaurants on Merle Hay. All new growth is west of Merle Hay, east is ignored. We need a YMCA.
- Senior independent living, assisted living, and nursing care facilities.
- Sense of community.
- Shopping. (Mentioned twice.)
- Shopping and restaurants.
- Shopping, big, and small stores, downtown district.
- Shopping/retail areas that encourage walking.
- Shops, Costco, and restaurants.
- Sidewalks on major roads (Beaver).
- Small neighborhood parks.
- Small playgrounds and park.
- Smoother roads and increase some speeds.
- Snow removal here isn't as good as other places I've lived, and I sort of expected better for the high taxes here.
- Softball/baseball complex with integration of trails, parks, services.
- Some sort of entertainment "draw." Most cities have something (Jordan Creek Mall, movie theater, outlet mall, etc.).
- Something like a Riverwalk.
- Something like the Johnston Town Center, which we hope is developed.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Something similar to “The District” in Ankeny would be nice to have. Utilizing Saylorville scenery would even enhance it.
- Sorry, I don’t have any ideas because I don’t travel to other places.
- Speed control of traffic. Cars go 45 or 50 right past the police station on Merle Hay.
- Spend money on retail and business, not residential.
- Spend the money to tear down old, neglected buildings/homes. Make the entrances to the city more appealing.
- Splash pad.
- Splash pad and outdoor swimming pool.
- Splash pad and pool.
- Splash pad at Terra Park.
- Splash pad for public use.
- Splash pad, recreational programs for adults and seniors.
- Splash spray pads for kids.
- Stop so many apartment buildings.
- Stops where pedestrians cross bike trails/lanes.
- Street lights, traffic signals.
- Street planning. We have so many roads that go from four lane to two lanes, back to four lanes. Plan ahead and put in more lanes than we need, and it will make life so much easier five years down the road.
- Suburb infrastructure.
- Swimming pool. (Mentioned twice.)
- Swimming pool, fireworks, mini-golf, outdoor entertainment center, downtown area.
- Swimming pool, recreation center, volleyball courts, better youth facilities for soccer.
- TBK Bank, sports complex.
- The district in Ankeny/West Glen in West Des Moines type scene.
- The downtown/city center concept seems like that is in the works. I voted on the plans and they all seemed good.
- The Urbandale Parks and Recreation department offers a lot of adult education classes that we’d love to see Johnston have; classes focused on things like tree care, plantings, etc.
- The way Ankeny has all of their youth sports in a single location, Prairie Ridge.
- There is not a downtown. Also, there are limited restaurant choices.
- Town Center. (Mentioned four times.)
- Town Center, better streets, and trails.
- Town Center complex. A real Farmers Market with parking and more vendors. Our current Farmers Market is a joke. Outdoor craft fair or pop-up market type shows. Races, running, biking, etc.
- Town Center where one can shop, indoor affordable recreation facility (includes lifetime sports like pickleball, bocce ball, shuffleboard, etc.).
- Town center with more shops and restaurants.
- Town center with restaurants, etc.
- Town center, significant water features.
- Town center, a place that is the center of town.
- Town square and nicer restaurants.
- Traffic enforcement cameras.
- Trails, community center, pool, aquatic center.
- Trolley/shuttle.
- Turf field facility.
- Understanding who we are and being content with that.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Update on the older part of Johnston.
- Urbandale does a much better job of snow removal and preparing the city streets for winter snow.
- Variety of restaurants, more parks, better bike trail system.
- Visible addresses, bus system.
- Walmart, less circle drives, street repairs completed quicker.
- Want a TJ Maxx or Marshalls. Would love a Jamba Juice.
- Water park facilities. (Mentioned twice.)
- Water/aquatic center or ice arena.
- We are good.
- We need a city pool for residents (outdoor).
- We need a dog park. It is 2018. No excuse not to have one in this city.
- We need more restaurants (nice ones).
- Wide sidewalks on all streets.
- Winter carnival centered around library commons.
- Would like to have a downtown restaurant, bakery, banks, brewery, shopping, salons, exercise, etc.
- YMCA. (Mentioned four times.)
- YMCA, more gym options.
- YMCA or facility like it.
- YMCA with a pool and exercise/wellness center.
- YMCA, aquatic center, downtown area.
- YMCA, Orange Theory, downtown area.
- YMCA. Great for community and kids. Closest ones are too far away.
- Zoning restrictions on high density housing.



**Q14. What kinds of additional recreational opportunities are needed?**

- A basic swimming pool that operates in summer, outdoors.
- A city swimming pool.
- A community pool or aquatic center would be nice.
- A community pool, opened year-round with a small fee.
- A gym like Waukee YMCA.
- A nine-hole walking golf course that is not too expensive.
- A volunteer transportation service would enable more seniors to benefit from recreation programs.
- Actual programs, not just camps. Offer it when working parents can have their children participate.
- Actual restrooms at more parks.
- Additional bike trails on west side of Johnston.
- Additional hiking and trails.
- Additional trails with yielding from vehicles, roundabouts are scary on bikes.
- Adult basketball, and other recreation leagues. We have plenty of space to do it. Or soccer in Johnston commons areas.
- Adult leagues.
- Adult leagues for sports like basketball, volleyball, etc.
- Adult leagues, softball, kickball.
- Adult photography and youth volleyball.
- Adult sports.
- Aerobics, Pilates.
- After school programs.
- All club sports, many varieties not available.
- An aquatic center. With this tax base, its criminal to not have one.
- An eventual trail from the soccer fields in the northeast to the trestle bridge across Beaver Creek would be a great addition.
- An indoor running track.
- Aquatic center.
- As seniors, we have not been involved. Maybe we should.
- Awareness of programs.
- Believe that on the NW side, trail access is very poor.
- Better connections to Urbandale/Grimes trail near new high school.
- Better coordination of youth sports and better training for coaches.
- Better senior center.
- Better trail connections going south and west into western suburbs trail system (Urbandale and Grimes).
- Bike paths don't seem consistent, some end randomly and I have to cut to the other side of the road. Could use improvement.
- Bike rental place.
- Bike trail connection is lacking.
- Bike trails along 86<sup>th</sup> and Merle Hay.
- Canoeing on the creek, which would mean it would have to be cleaned and dredged.
- Children learning and development.
- City marathons.
- City wide "caring camp."
- City yoga once a week in summer like Ankeny.
- Clubs.
- Communication of services.
- Community pool/recreation center.
- Community recreation/workout, yoga, stand up paddleboard rentals.
- Community recreation events, adult rec sports leagues, expand availability for children's programs.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Concerts.
- Connect Johnston trails to western ones, like Clive Greenbelt, Colby Woods, and Raccoon River Valley.
- Connect the trails. (Mentioned twice.)
- Connecting trails.
- Continued expansion and upgrading of trail.
- Continued maintenance/expansion of trail system.
- Continued progression of trails and connections of trails.
- Cooking/babysitting courses/craft classes for pre-teens/teens/more nights in summer months.
- Cyclists need to be fined for riding on the roads when they are right next to a bike trail.
- Designated pickle ball courts.
- Did not know they had programs for senior citizens.
- Dog park. (Mentioned four times.)
- Dog park, at least 7 acres with a pond.
- Early senior adult programs.
- Easier internet access, not so many websites to have to navigate.
- Exercise.
- Exercise programs for seniors.
- Exercise, fitness for seniors.
- Facilities are needed and not enough programs.
- Facilities for existing recreational parks.
- Facilities that could be used during the day and that are not connected with the school.
- Fewer bike trails. They don't use them.
- Figure skating. There is a lack of quality ice facilities in Johnston.
- Financial education, cooking, artist crafts, hobbies.
- Finish the link up of the Beaver Trail to the soccer fields.
- Fitness center for seniors.
- Fitness center like a YMCA, Life Time Fitness.
- For disabled kids.
- Get the word out as to what's available for adults and seniors.
- Get together for senior to meet.
- Get trails connected.
- Group bike rides, except your trail system would have to be less fragmented.
- Horseback riding, golf.
- How do I find out about the opportunities?
- I don't know if handicapped activities for adults are available.
- I enjoy disc golf, fishing, golf, camping for recreation.
- I think what we have is great.
- I would like to see some exercise classes at the Senior Center.
- I'd prefer more community classes for DSM community education.
- Improved parking for bikes.
- Improvement on awareness.
- Indoor kids area.
- Indoor play opportunities for young children to get energy out during winter months.
- Indoor tennis.
- Indoor water park/pool.
- Indoor/outdoor ice-skating rink.
- Inner city baseball teams and bowling alley in Johnston.
- It may not be additional opportunities but may be the communication about them.
- Johnston has great programs for children, but Urbandale far outpaces Johnston when it comes to adults and seniors.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Johnston needs a youth sports program similar to Grimes.
- Johnston should have its own water park.
- Kayak access points on Beaver Creek.
- Kayak and canoeing. Both at Terra Park, and Beaver Creek from a dock at Lew Clarkson Park. Let's get this water recreation going. Sooner and more efficient then Terra Park.
- Kayak trail.
- Kayaking/canoeing at Saylorville Lake.
- Keep adding children's activities.
- Keep adding connections to trails.
- Keep improving the walking bike trails. Add more trails.
- Keeping drugs out of the community would be good.
- Local swimming pool for the kids who can't drive but don't attend KTC.
- Look to Clive for ideas.
- Looking forward to the City working with JGSA on improvements/additions to Lew Clarkson Park.
- Love the trails that have been redone, especially around Terra Park. Appreciate seeing the sidewalk being completed on the West side of Merle Hay Road north of 62<sup>nd</sup>.
- Many great opportunities for children. I wish sports-wise it was more recreation and less clubs in Johnston.
- Maybe a sand volleyball court at the Commons or Terra Park.
- Maybe city swimming pool.
- Maybe more adult education classes like how to use a camera, calligraphy, how to trace your ancestry.
- More activities and recreation opportunities for kids. Softball fields at Lew Clarkson Park are embarrassing for our city.
- More activities for senior citizens.
- More activities that would be geared towards special needs individuals.
- More adult and senior citizen recreation programs.
- More adult education classes.
- More adult exercises.
- More adult only lap swimming opportunities.
- More and well-connected bike trails.
- More bike/hiking trails.
- More city support of little league, girls softball, soccer.
- More classes.
- More concerts and music opportunities; as well as more group bike rides; and senior events, such as Tai Chi.
- More connection between trails with sidewalks. A pool.
- More connection within the city.
- More cycling and hiking trails, including to/from common areas such as grocery stores (along 86<sup>th</sup> or Merle Hay, for instance).
- More daytime activities for senior citizens.
- More DNR stuff, programs to get kids outdoors and enjoy trails/Saylorville.
- More extensive network of trails.
- More family events.
- More for active seniors.
- More for under privileged children.
- More for youth.
- More funded exercise classes at the Community Center for seniors.
- More healthy activities and choices.
- More hours for swimming pool.
- More indoor swimming pools.
- More opportunities for single senior citizens to feel welcome to city programs.

## City of Johnston 2018 Community Survey - Open Ended Comments

- More outdoor music concerts, maybe with food carts and interactive vendors.
- More parking options for people whose neighborhoods don't touch a trail.
- More parks, bike trail connections.
- More pickleball.
- More pickleball courts.
- More recreation programs for young children.
- More soccer or baseball areas to play in parks.
- More soccer, basketball, softball, and swimming opportunities.
- More swim lessons available that don't fill up within 30 seconds.
- More swimming lessons/swimming team.
- More things for children ages 5-10.
- More trails.
- More trails that connect to each other.
- More trails to get to the library.
- Mountain bike trails.
- Music.
- Music in the park. (Mentioned twice.)
- Need a park district program that offers a variety of kid and adult programs.
- Need a trail along Pioneer Parkway. Connecting Merle Hay and 62<sup>nd</sup> via Pioneer Parkway. It would also connect Terra Park, Green Meadows, and Green Meadows West.
- Need ADA, wheelchair swings and equipment at all parks.
- Need more opportunities for youth always.
- Needs to be athletic options for kids who aged out of recreation programs and school sports.
- Obviously more advertisement as I don't know any of these exist here.
- Open to all community centers.
- Open up trail system for winter use, where one can go cross country skiing.
- Outdoor golf driving range.
- Outdoor winter park activity areas.
- Parade.
- Park with water feature for children.
- Parks with pond, places to fish & fish stocking, so kids can have fun fishing.
- Partner with businesses.
- Partner with community providers and host events.
- Pickleball courts. (Mentioned three times.)
- Pickleball classes for kids and adults.
- Pickleball league.
- Plant more trees. Bus trips to other state parks and historical sites. Education programs or classes at Crown Point.
- Pool. (Mentioned four times.)
- Pool needed for seniors.
- Pool, walking track.
- Pool/aquatic center.
- Pool/water park, soccer fields, softball fields, skate park.
- Pools, arcade, bowling.
- Public aquatic center.
- Public pool. (Mentioned twice.)
- Public pool or dog park.
- Public pool/aquatic center.
- Quality indoor and outdoor facilities that includes lifetime sports for all ages. Improve the pickleball and tennis courts at Crown Point.

## City of Johnston 2018 Community Survey - Open Ended Comments

- Recreation for senior citizens & help get them more involved in the community.
- Restrooms available at tennis courts.
- Safe trail access from Northwoods neighborhood.
- Sand volleyball courts.
- Sand volleyball courts, YMCA.
- Shelters with coverage overhead like Terra Park.
- Single adult activities.
- Skate park, aquatic center.
- Skateboard park.
- Social gatherings.
- Some facility to work out. Our city limited classes or none, very safe for a city this size, need YMCA.
- Some type of sport/recreation facility like YMCA.
- Splash pad Terra Park.
- Splash pad or swimming options.
- Sports complexes, pools, tennis courts.
- Summer childcare options centered on field trips.
- Swim lessons for children under three would be a welcomed addition. It appears lessons don't start till kids are 3 right now, however introducing kids earlier has many benefits. More activities built around families would be great.
- Swimming pool.
- Swimming pool and park area.
- Swimming pool or aquatic center and YMCA.
- Swimming pool, mini-golf, outdoor concert area, sand volleyball.
- Swimming, additional senior exercise.
- Swimming, water sports for senior citizens.
- Tai Chi.
- Teenage hangouts beside restaurants.
- The city website does not have an easy way of finding you programs. I have 2 young kids and cannot find programs that would be a good fit for them. I go to the Urbandale and Grimes sites, because they have easy website.
- The current situation is good.
- The planned river access will be great for kayakers and recreation.
- The trails need to be cleaned after construction and quickly cleared of snow.
- There needs to be some kind of trail to get kids/adults that are in the North side Beaver/east of Merle Hay across Beaver. There is no way for kids/adults to safely cross Beaver to get to existing trails/parks.
- There should be more events such as running races and triathlons.
- They are all taken care of.
- Town swimming pool; adult sports leagues.
- Trail system to connect soccer fields to NW 70<sup>th</sup> or Beaver Drive.
- Trails are good, but more are needed such as around new high school, and more between NW 72<sup>nd</sup> and 62<sup>nd</sup> near MS.
- Unlink children activates thru schools, people from other communities and think they can participate, because they don't live here.
- Vocational classes for adults, e.g. computers, typing, etc.
- Wallyball courts.
- Water park.
- Water parks, winter recreation.
- Water trails on Beaver Creek.
- We absolutely love the recreation and events here.
- We don't use recreation services yet so are uninformed.

## City of Johnston 2018 Community Survey - Open Ended Comments

- We have all we need. No more so can lower taxes. Stop taxes and spending.
- We need a calendar with locations and dates and times of events so we can participate in some.
- We need a nice outdoor pool.
- We need a swimming pool.
- We really need a recreation center. The “yoga in the park” classes were great. Would love to see more of those type of things.
- While there are a lot of trails, many of them connect to nothing or dead end. They should be connected.
- Winter activities for kids.
- Winter occasional board game/playing chess likewise activities in library for kids, just a thought.
- Would like to learn more. I need a map of the trails. Searched Google but nothing.
- Would like water aerobics for seniors.
- Would love to see free adult fitness classes somewhere that don’t already exist.
- YMCA.
- YMCA, Orange Theory, gym besides school.
- Yoga class.
- Yoga in The Park was a great idea. I’d love to see something like that offered on a mid-week evening as well.
- You need to advertise more here, not aware of programs.
- Youth sports for 6<sup>th</sup> and 7<sup>th</sup> grade, more than summer or after school.