

# A Survey of Citizen Attitudes in Johns Creek, Georgia

Conducted by Doug Thompson  
&  
The Tarrance Group  
for  
Johns Creek, GA

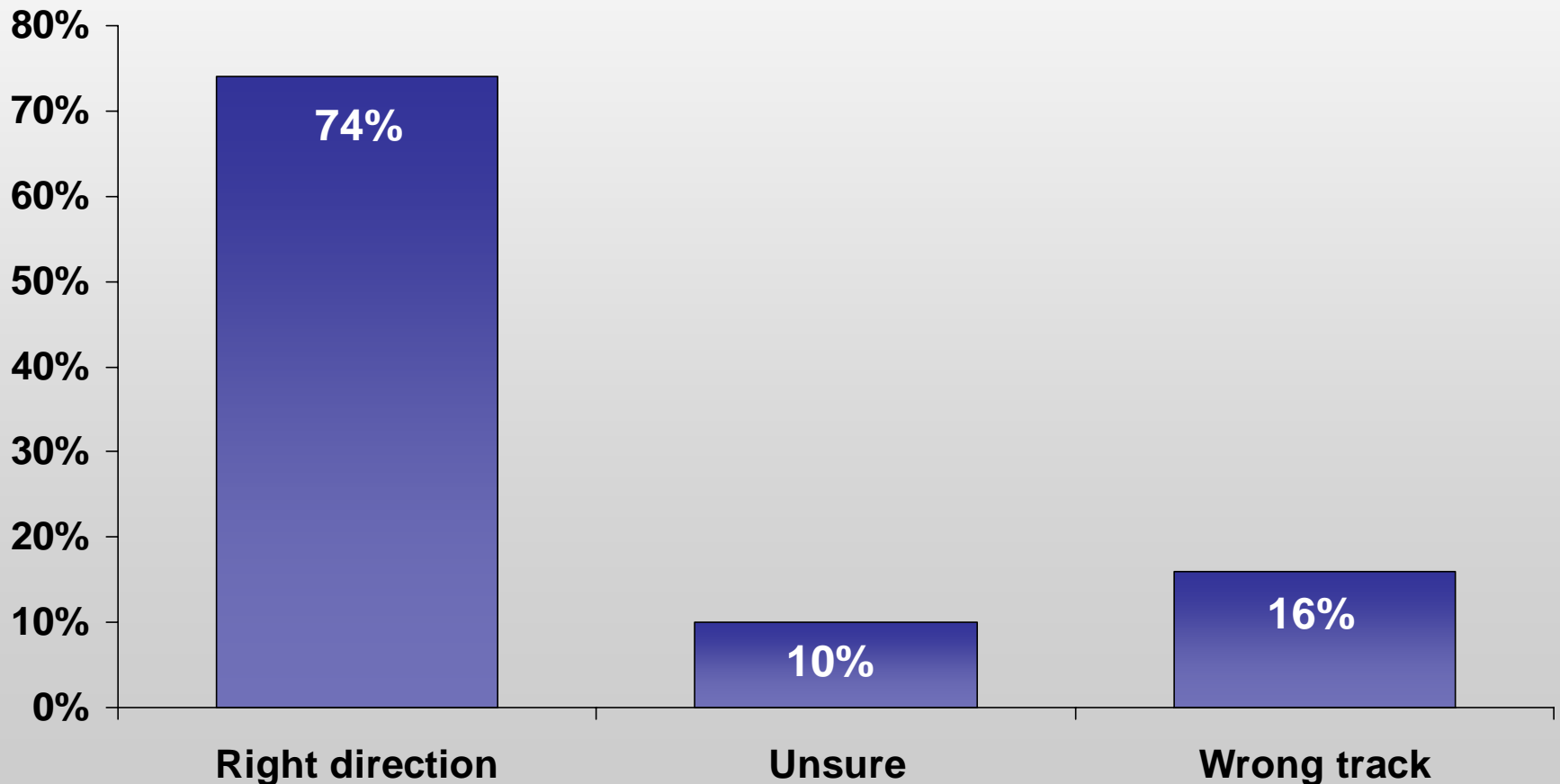
# Methodology

- Research into city's background & history
- Interviews with city officials, staff
- Interviews with city residents, business owners
- Survey
- Analysis
- Recommendations

# Findings

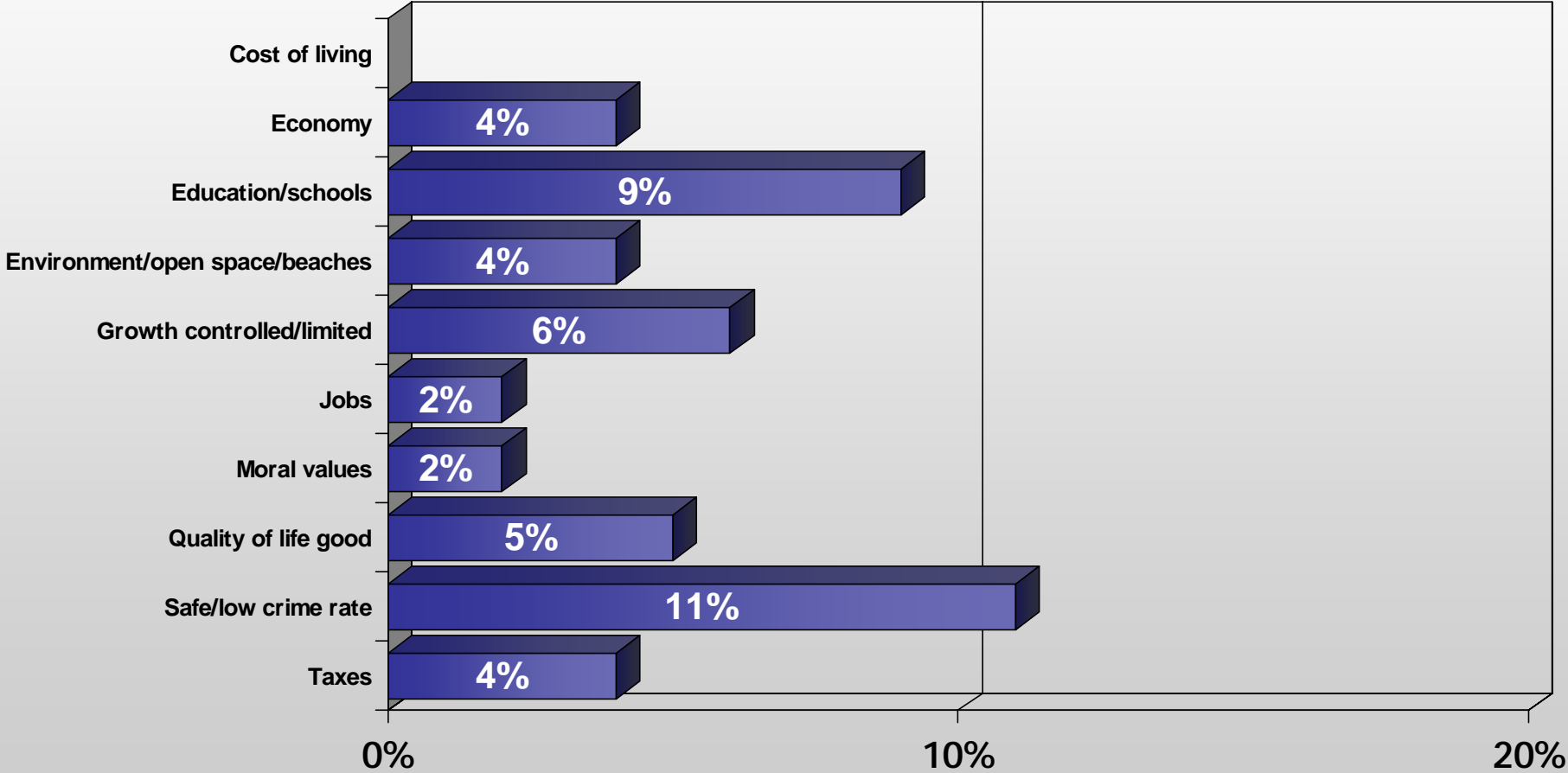
- High approval of job performance of city government
- Extremely high approval of job performance of police department
- High level of contentment over quality of life
- Concern over traffic, roads
- Secondary concern over taxes

Do you feel the quality of life in Johns Creek is heading in the right direction, or do you feel it has gotten off on the wrong track?



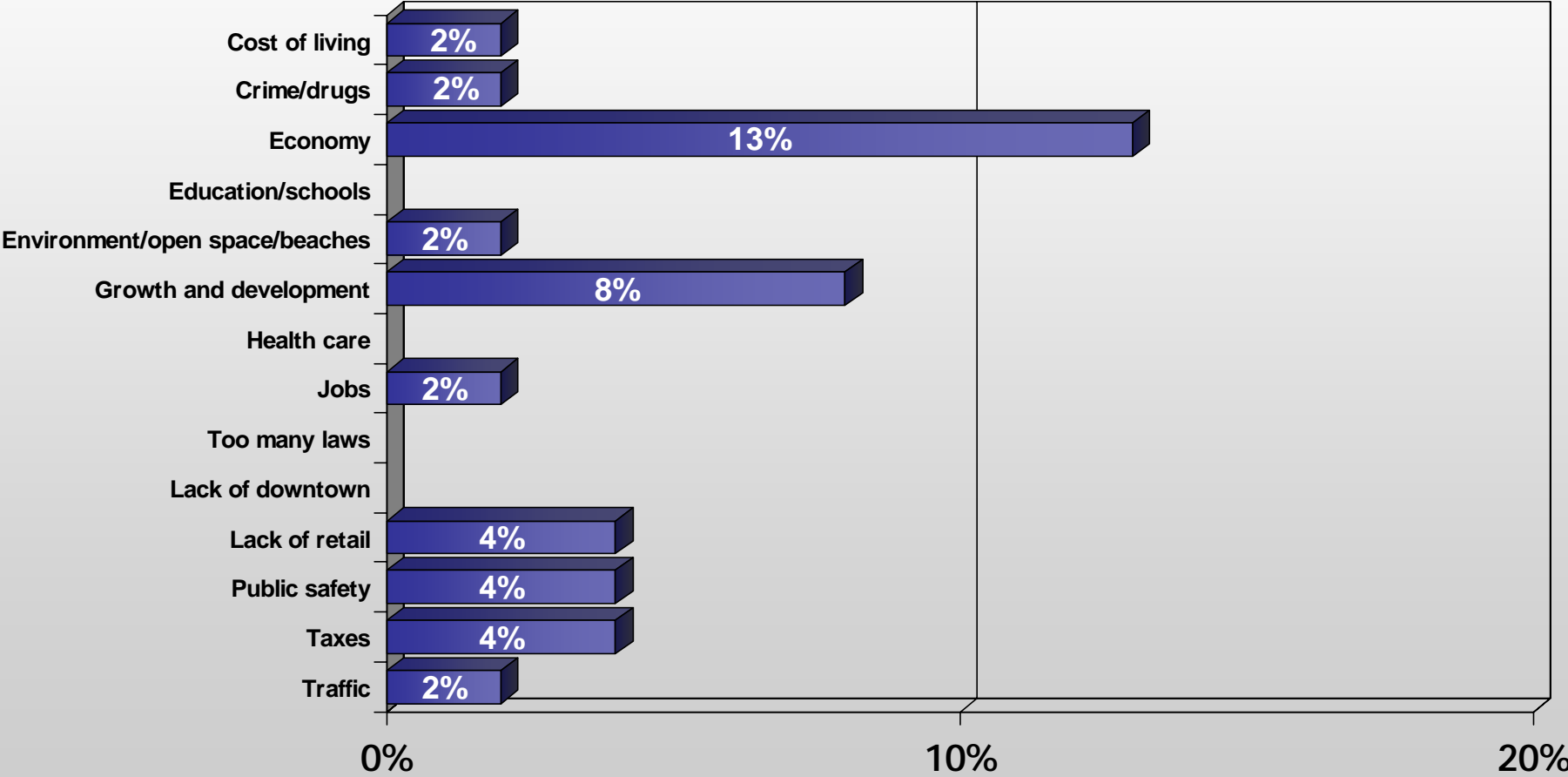
# Being as specific as you can, what is the most important reason why you feel the quality of life here in Johns Creek is headed in the right direction?

*(If answered "Right direction" in Q1, N=223 or 74.3%)*

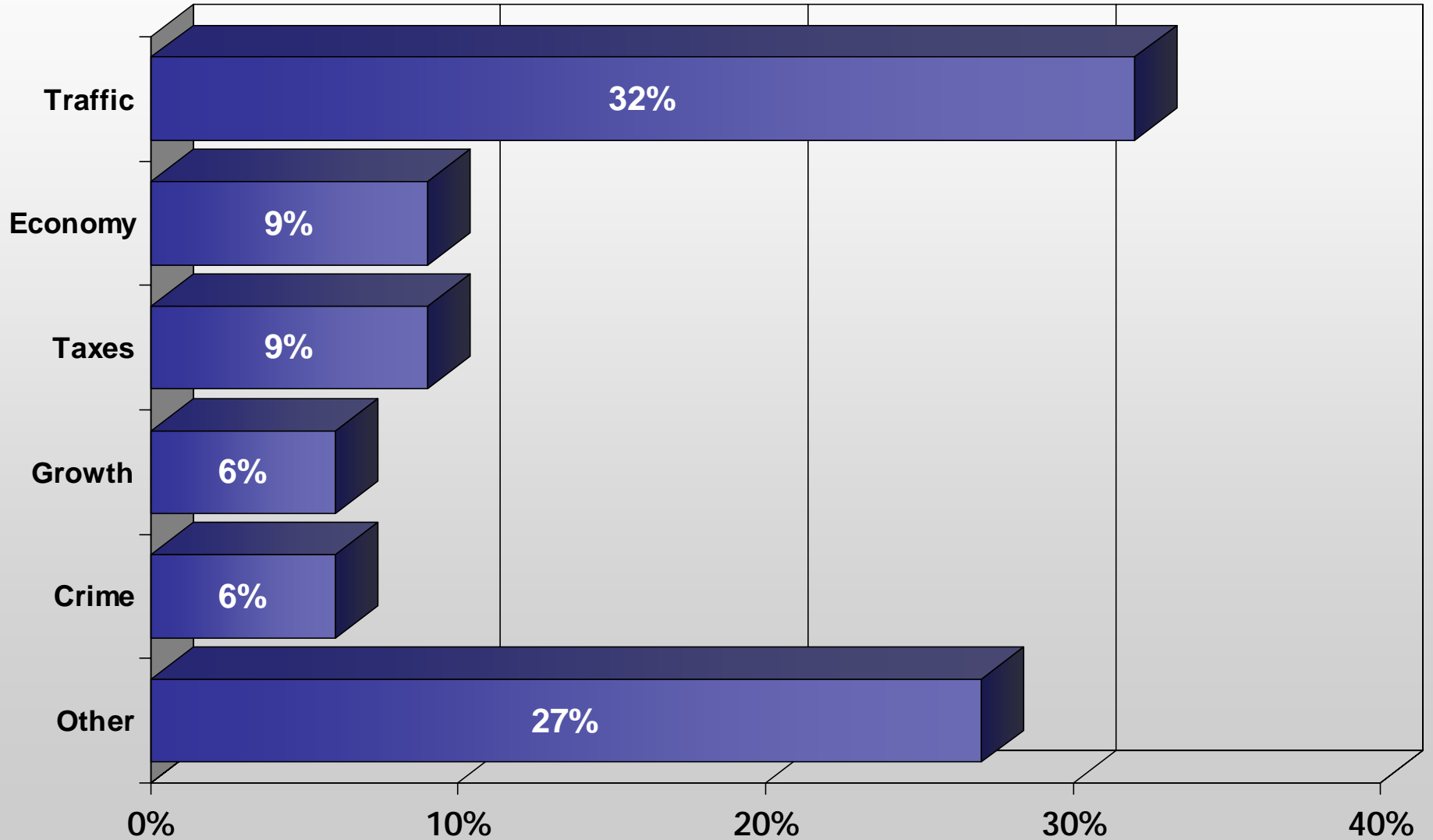


Being as specific as you can, what is the most important reason why you feel the quality of life here in Johns Creek has gotten off on the wrong track?

*(If answered "Wrong track" in Q1, N=48 or 16.0%)*

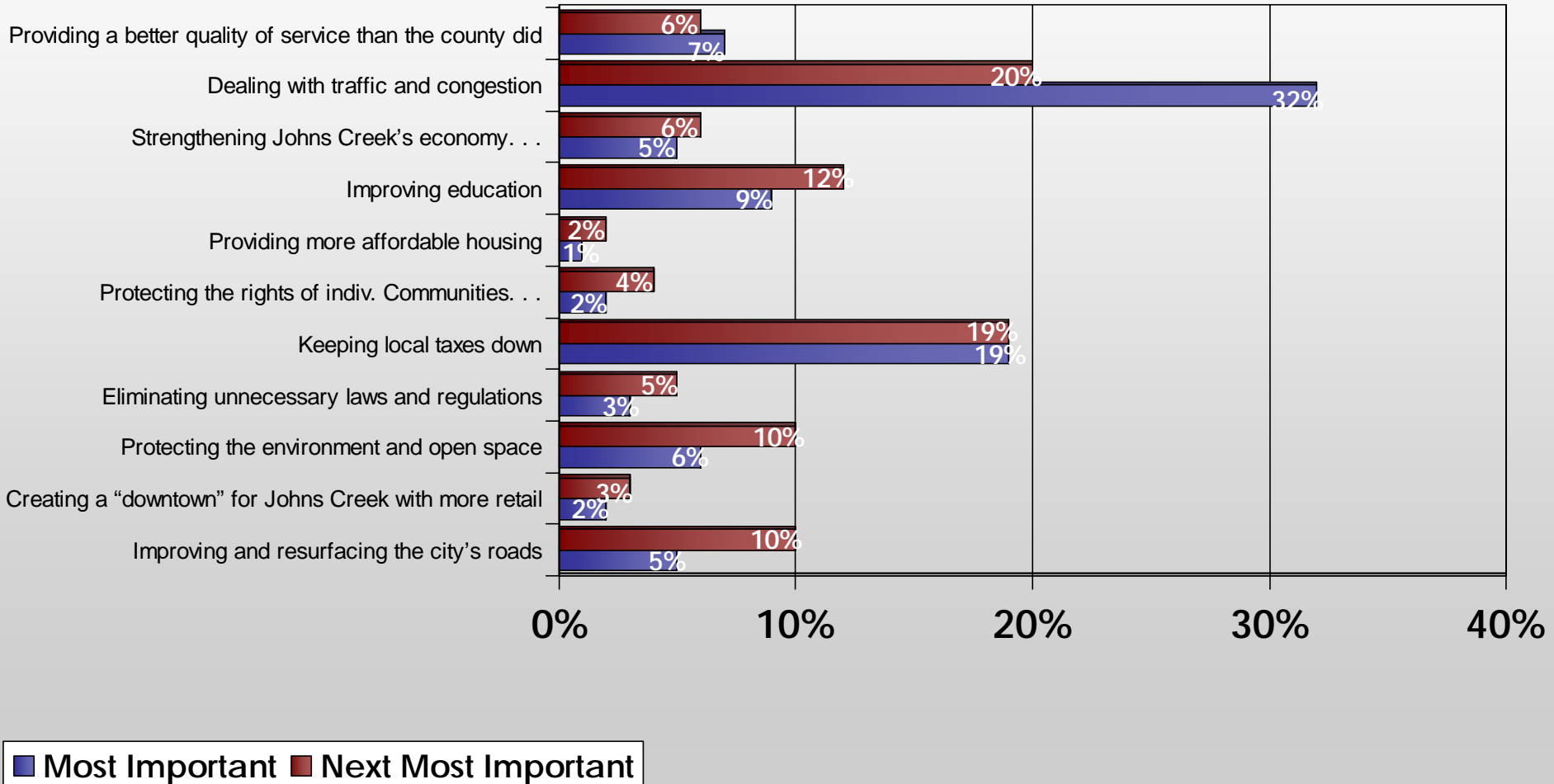


What do you think is the number one problem facing Johns Creek today -- that is, what is the problem that you and your family are most concerned about?

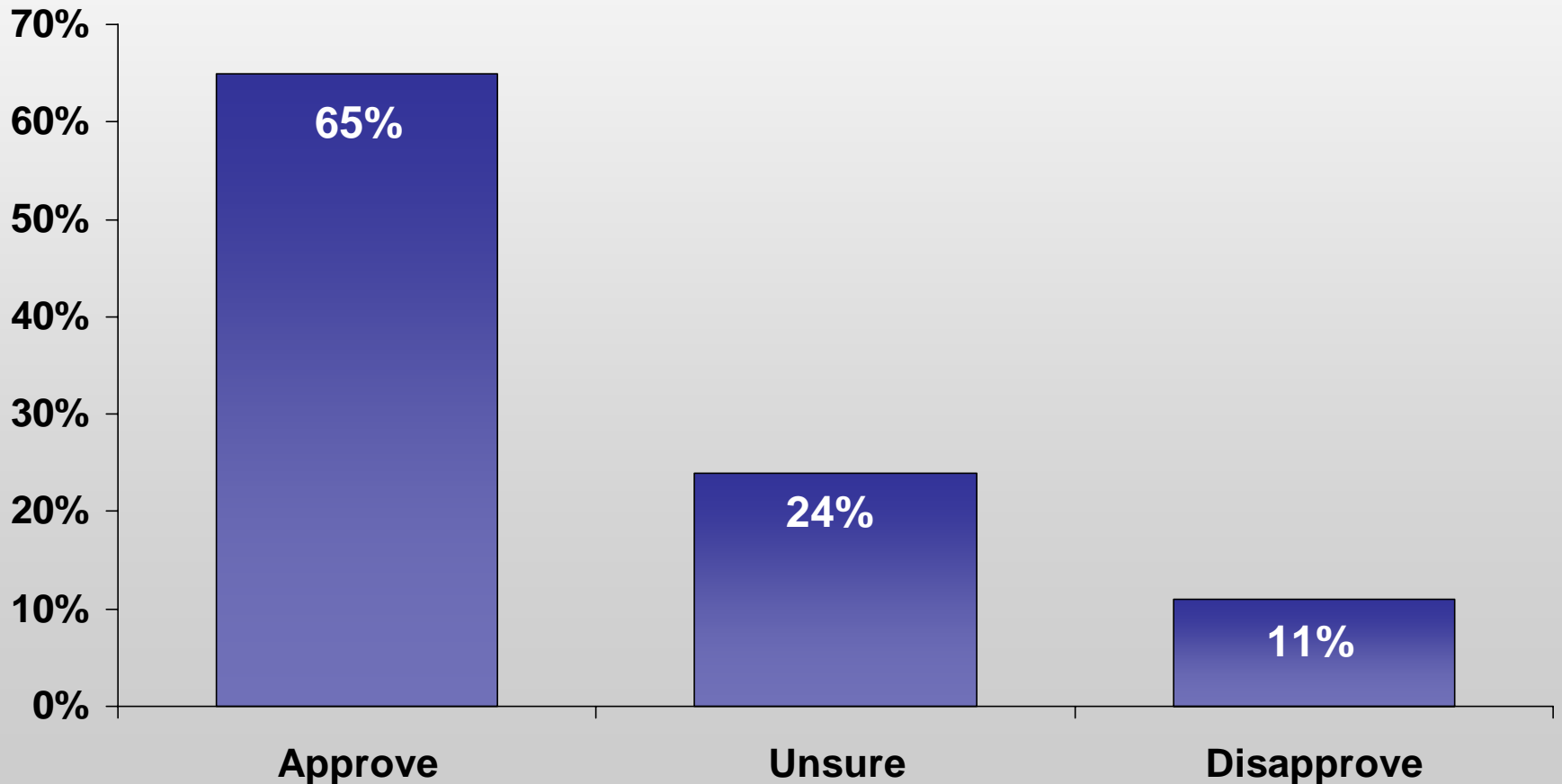


Now I would like to read you a list of issues that some people from Johns Creek have said are important for local government to deal with. Please listen as I read the list and tell me which one issue you think is most important.

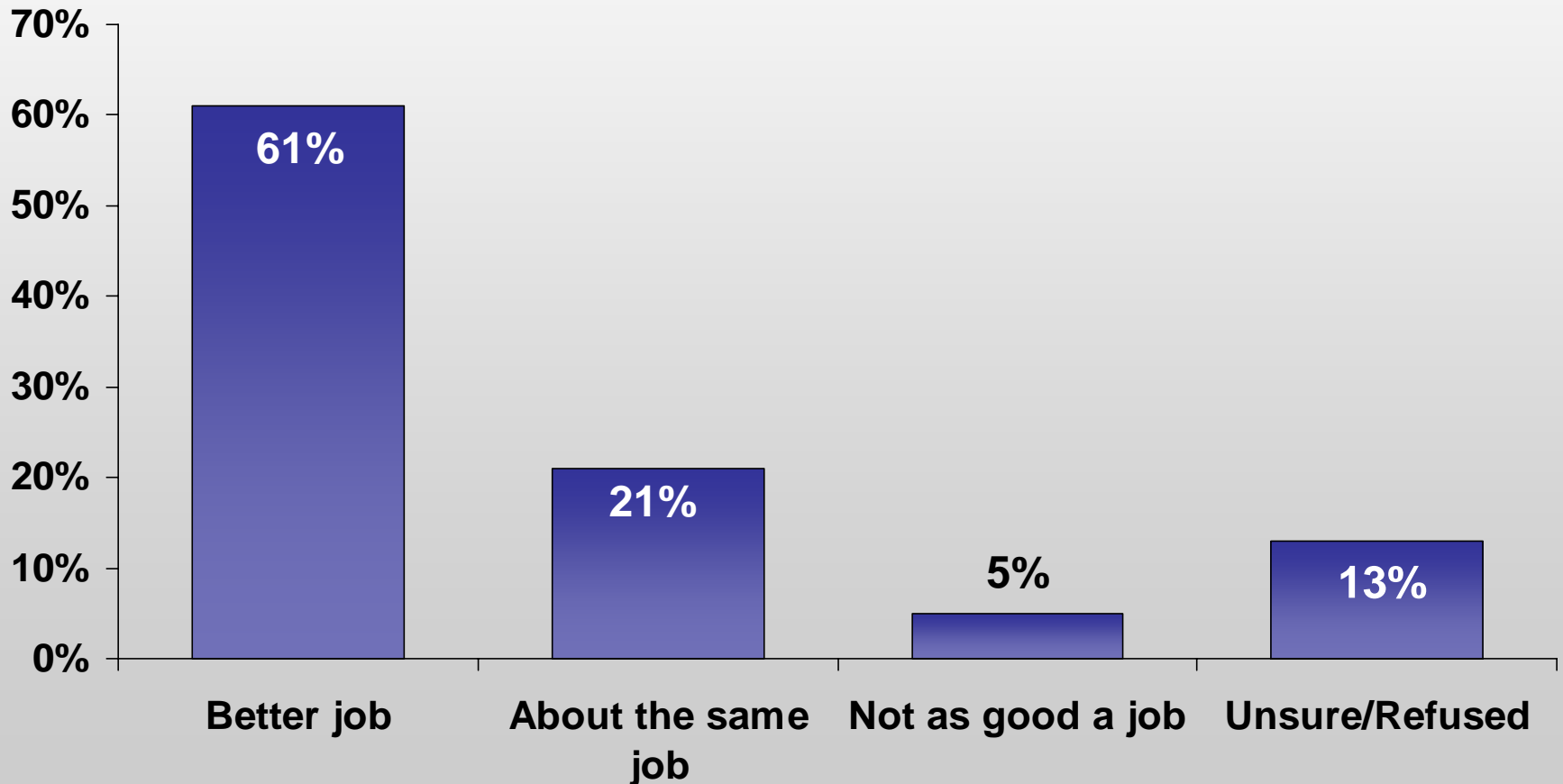
*IF CHOICE MADE, ASK: And which issue do you think is next most important?*



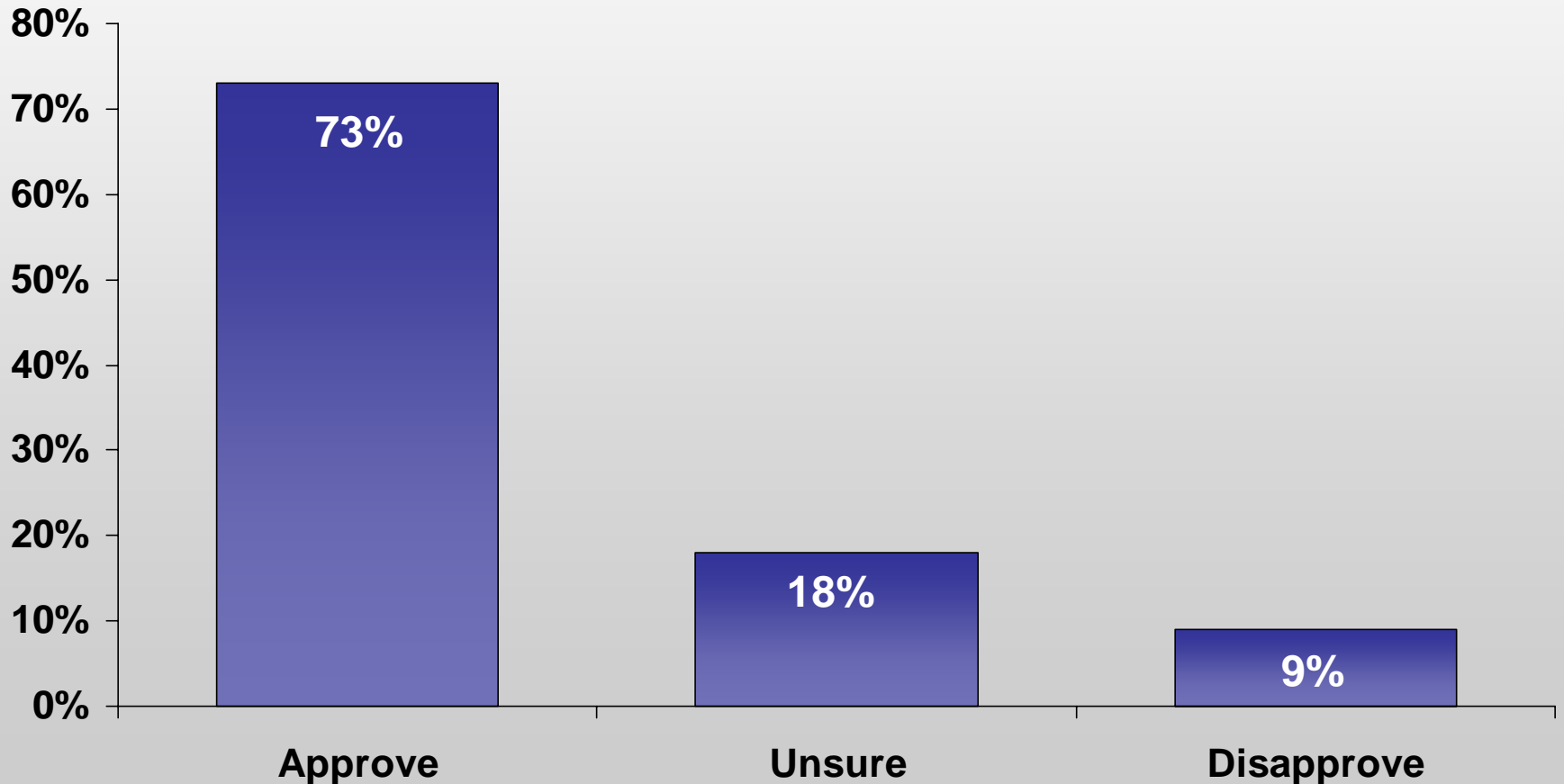
Do you approve or disapprove of the job that the Mayor and City Council are doing of dealing with issues and problems facing Johns Creek?



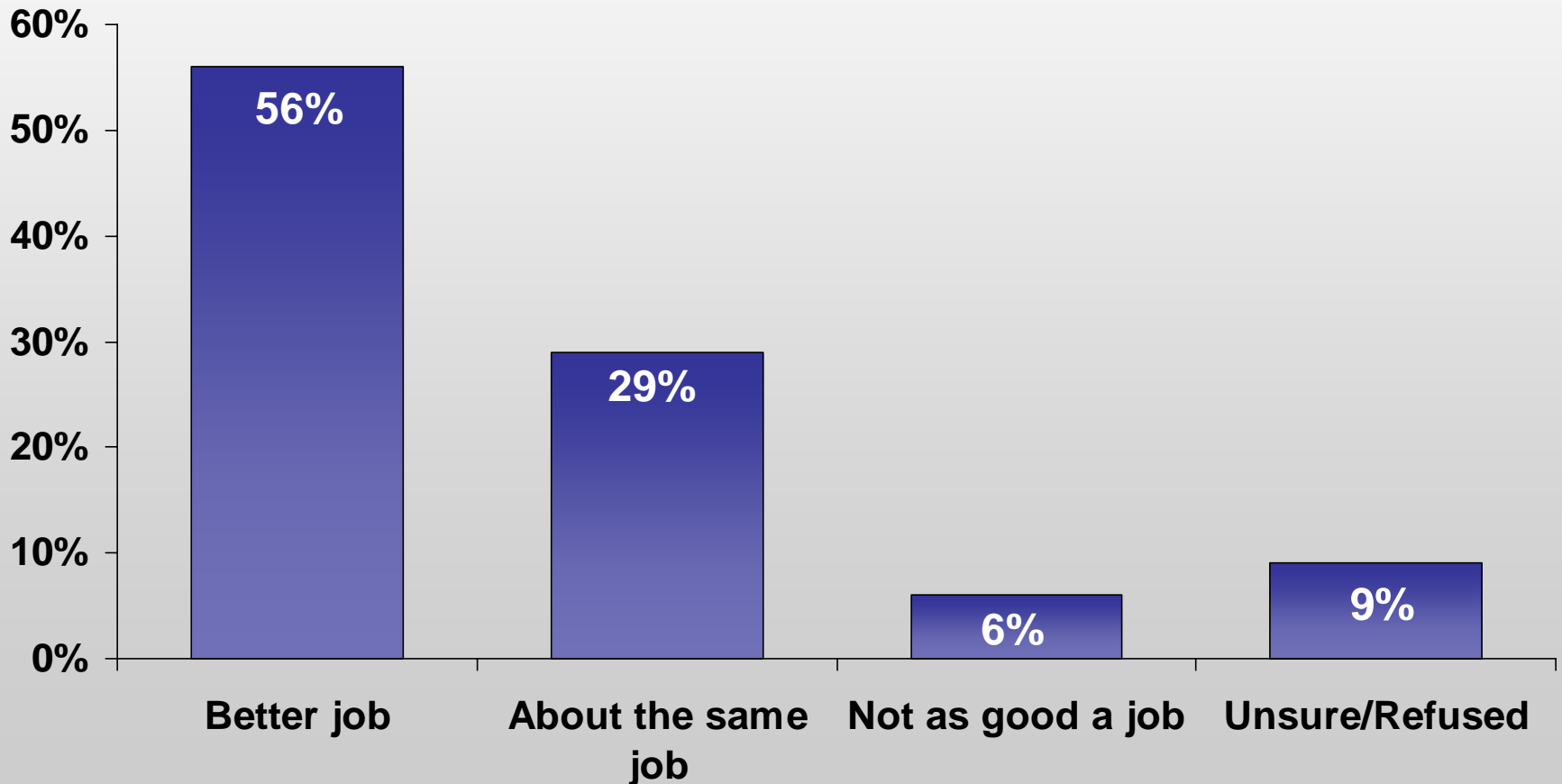
Do you think that the Mayor and City Council of Johns Creek are doing a better job, about the same job, or not as good a job of providing services for Johns Creek than Fulton County did?



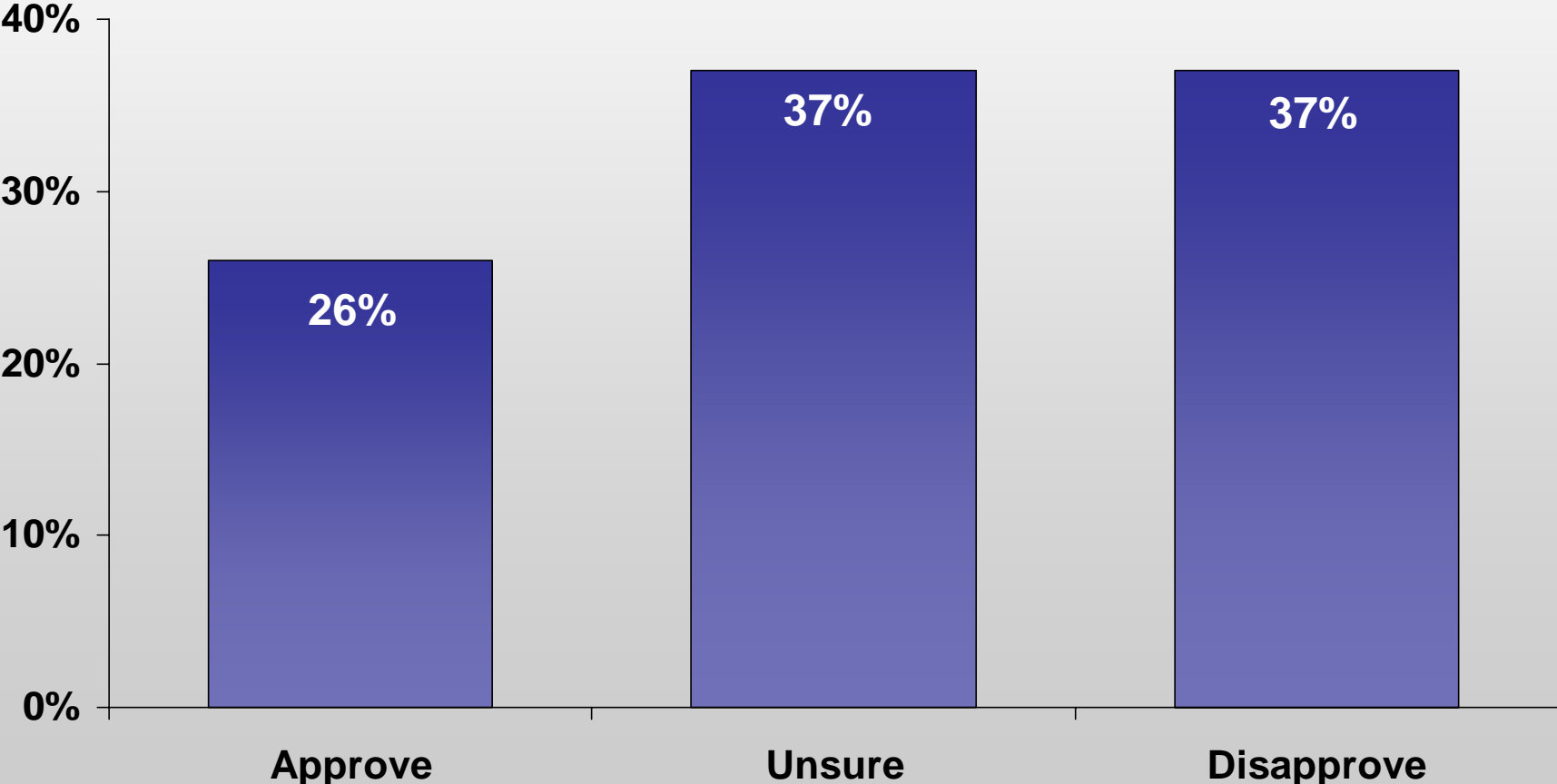
Do you approve or disapprove of the job that the Police Department is doing of fighting crime and improving public safety?



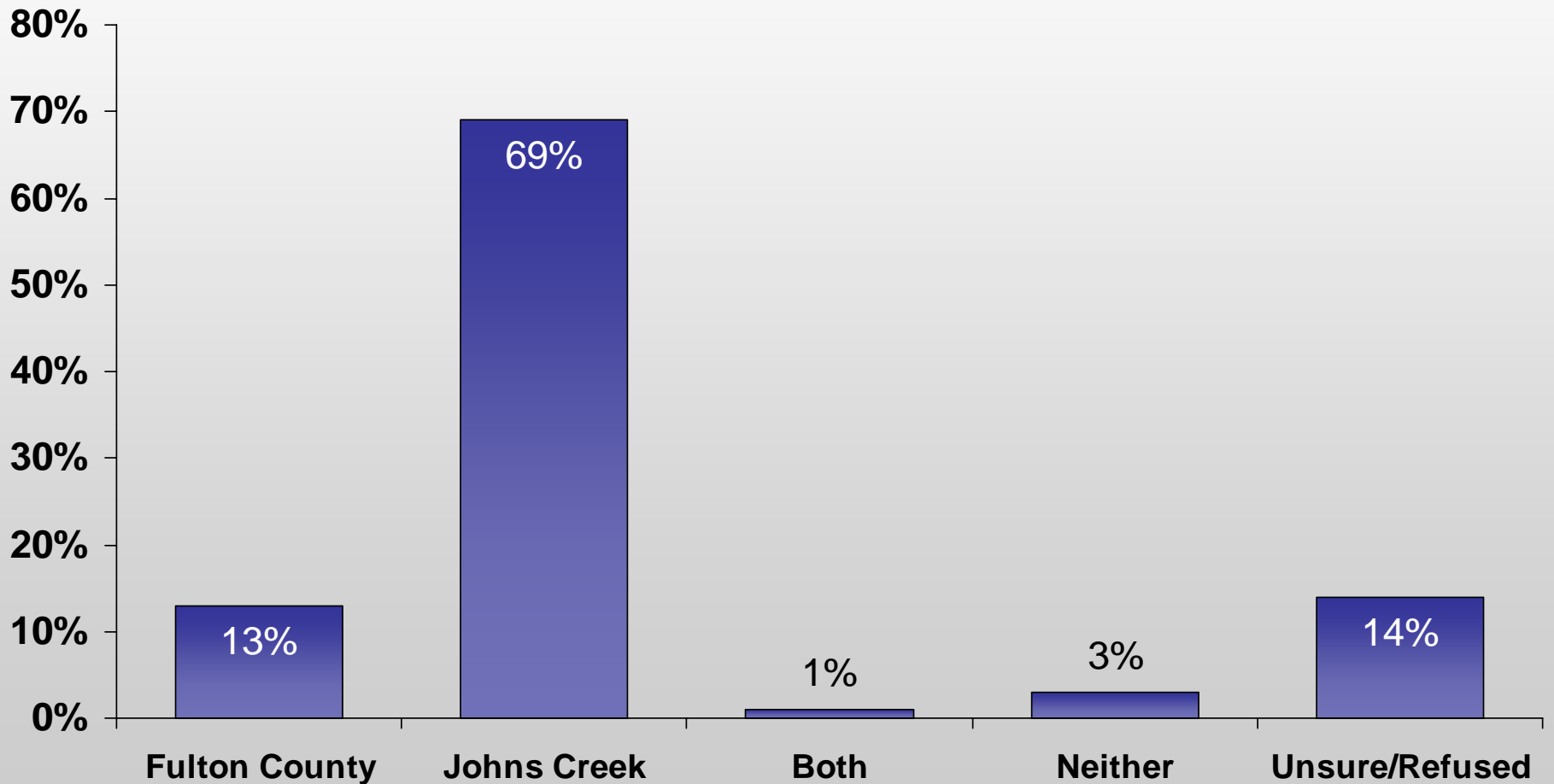
Do you think that the Police Department of Johns Creek is doing a better job, about the same job, or not as good a job than Fulton County did?



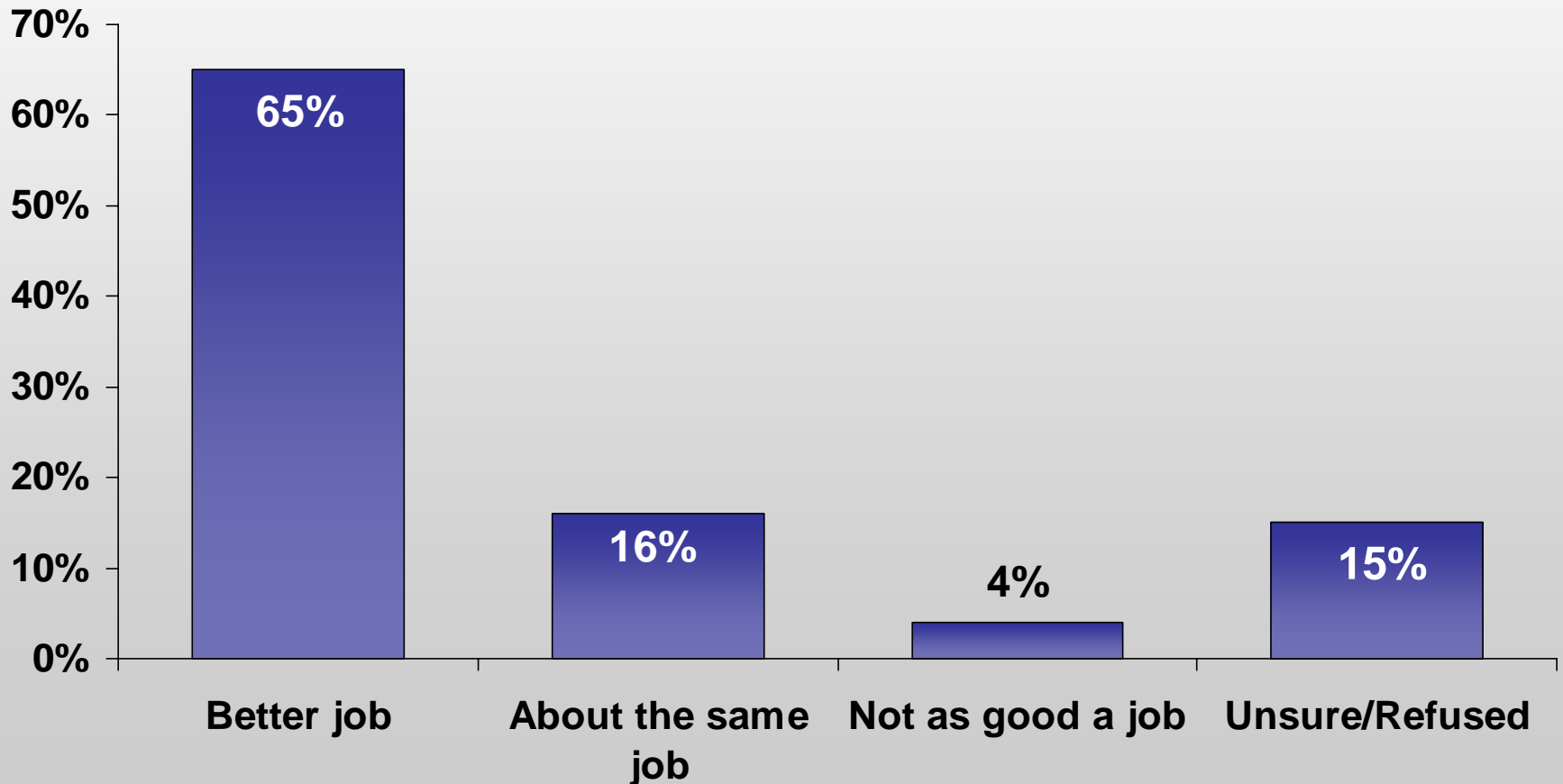
Do you approve or disapprove of the job that Fulton County is doing in operating a 911 emergency call center?



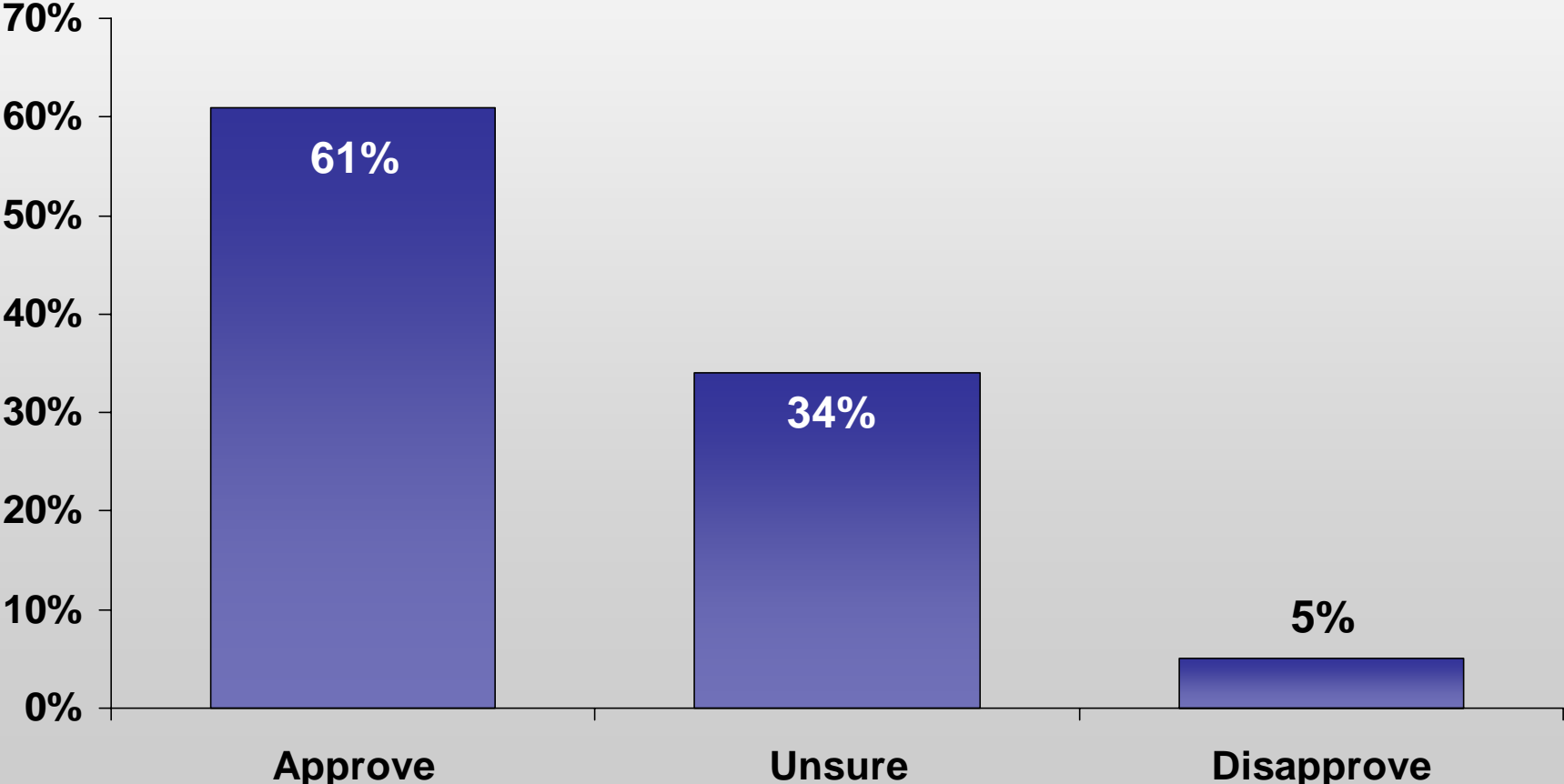
Do you think that the 911 system for Johns Creek should be operated by Fulton County, or the City of Johns Creek?



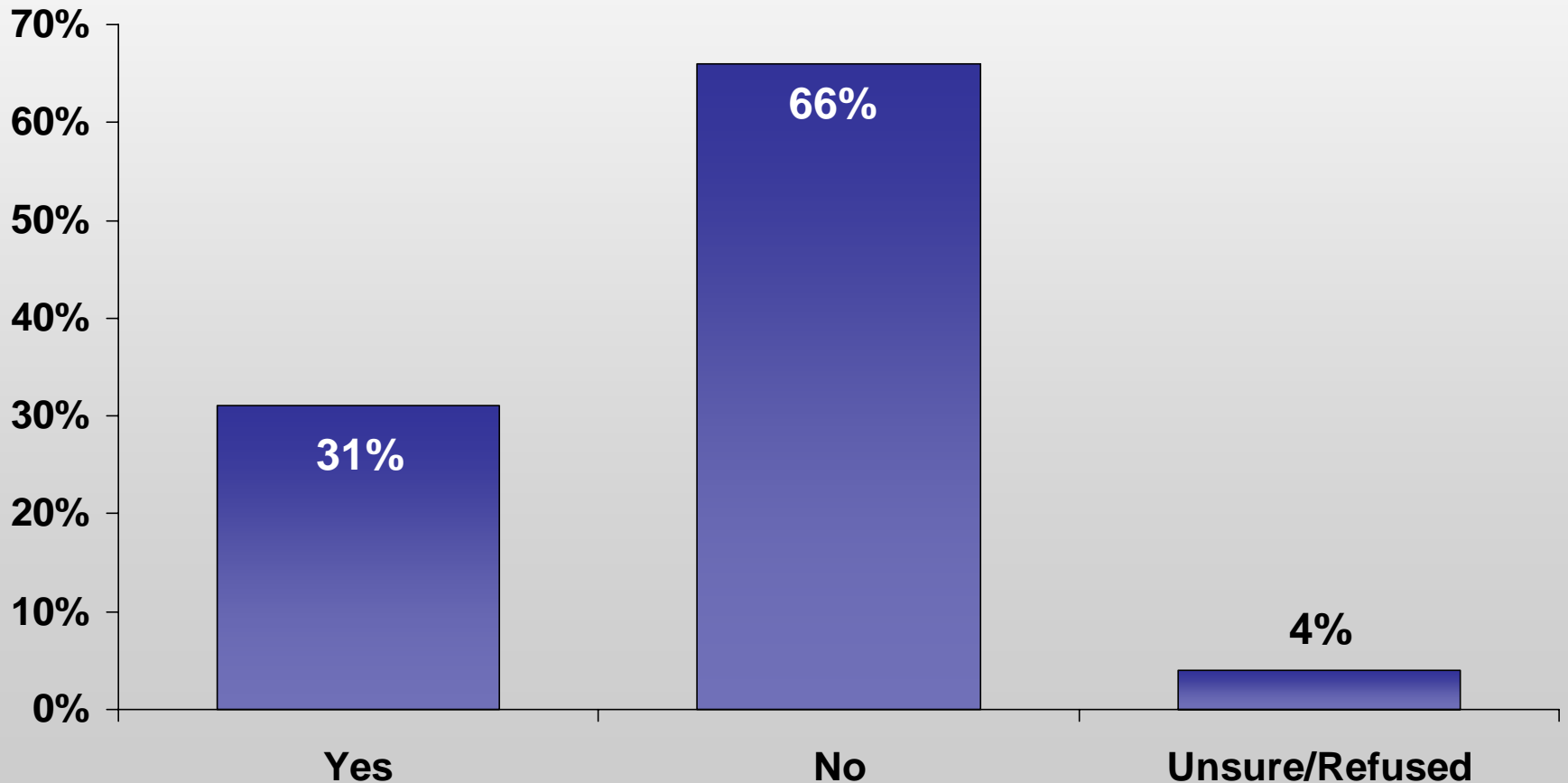
Do you think that the city of Johns Creek would do a better job, about the same job, or not as good a job of operating the 911 system as Fulton County does?



Do you approve or disapprove of the job that the Public Works Department of Johns Creek is doing?

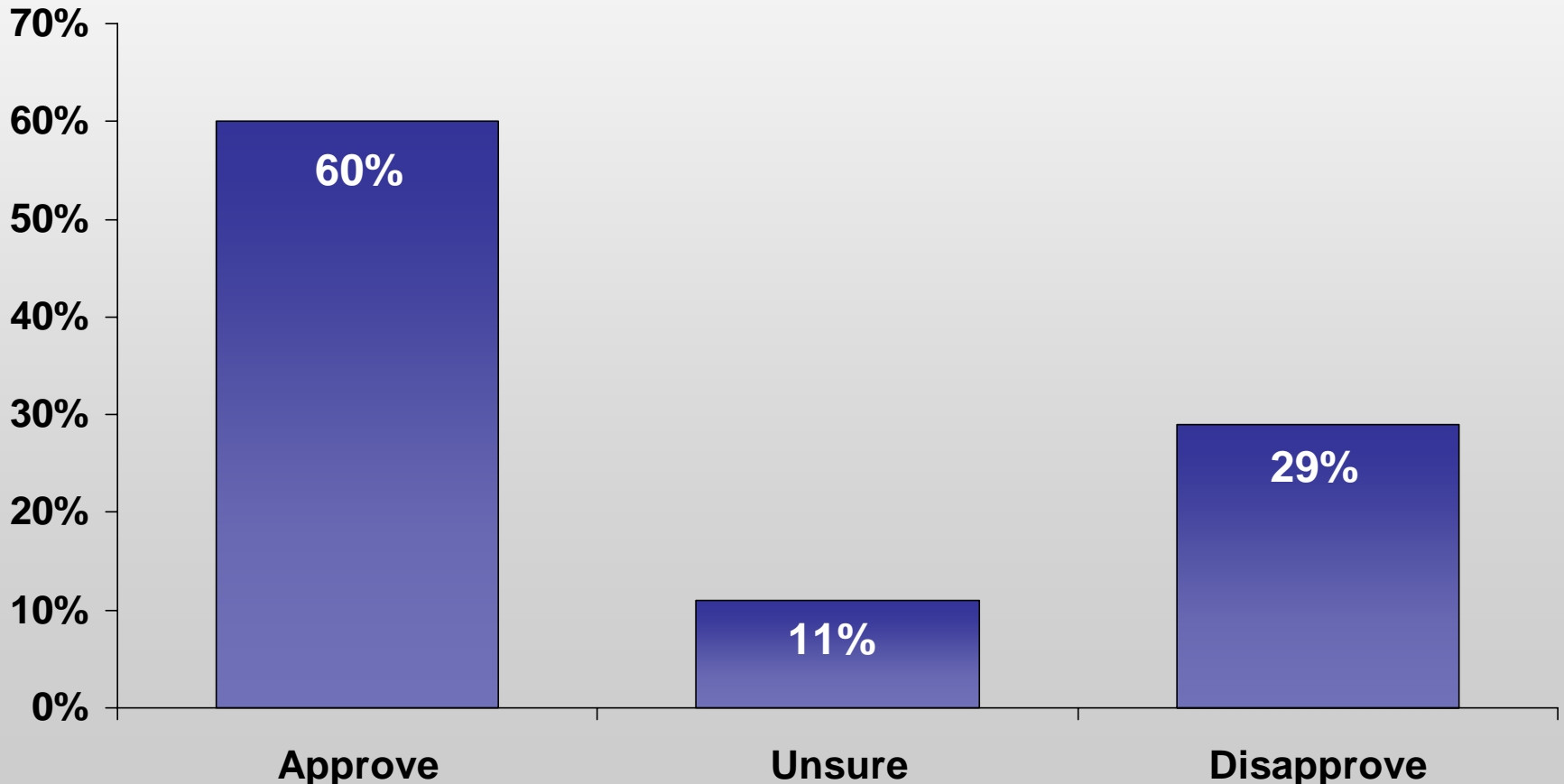


Have you seen, read, or heard anything in recent months about the city of Johns Creek being a “privatized” city?

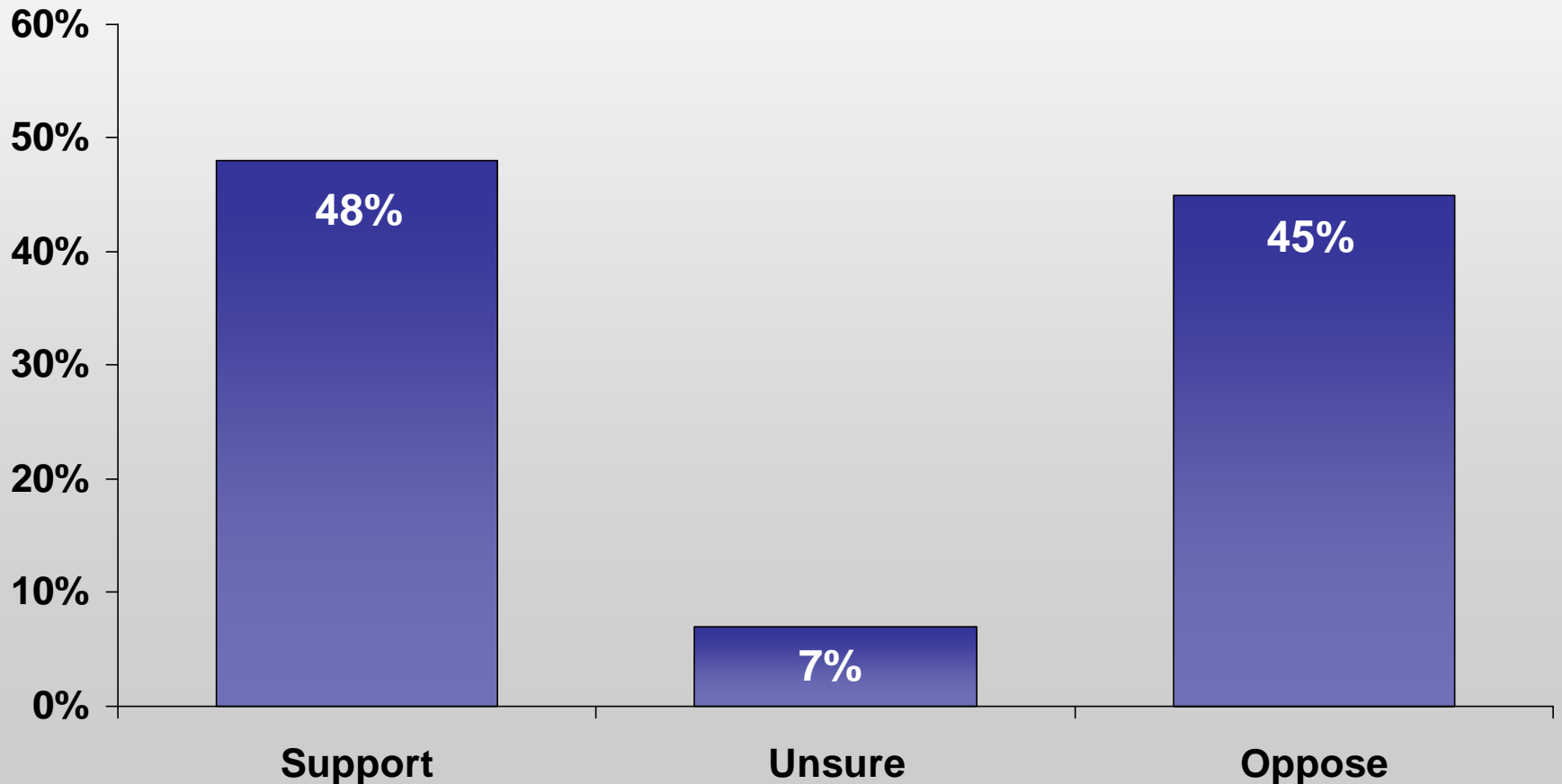


As you may or may not know, city government in Johns Creek is a “privatized” city government. Most city employees work for a private company that has a five year contract to provide services to Johns Creek. The Mayor, City Council, City Manager, and the police and fire departments are public servants, and do not work for this private company. Thinking about this issue –

**Do you approve or disapprove of Johns Creek having a system where most city employees work for a private company that has a contract to provide services to Johns Creek?**



Would you support or oppose a voter referendum on increasing local taxes to pay for road improvements and resurfacing in Johns Creek?



# Recommendations

- A public information campaign that promotes both department heads and city employees to the residents of Johns Creek. This could include an advertising campaign and increased use of city employees at public appearances.
- Increased signage not only on Medlock Bridge Road but also on other city thoroughfares pointing visitors to City Hall and other city departments.

# Recommendations

- Define an area as "downtown" and work with private developers to create a "Main Street" business district.
- Work with city merchants and business associations to create a "Shop Johns Creek/Buy Local" campaign to build a sense of community pride.
- A targeted public information campaign to educate the public on the need for a program to ease traffic congestion as quickly as possible and the reality that such relief does not come cheap.

# Recommendations

- Use the city web site to increase dialog between residents and the city. Adding an interactive public forum for the discussion of issues is one way. So is adding a feature like "Ask the Mayor" or a "Report a problem" form that is more detailed than the current "Contact Us" page.
- While many city documents are online as PDF (Portable Document Format) files, we recommend the city considering expanding the forms to include online applications, utilizing the standardized "Electronic Signature Format" for form submission.
- We also recommend the city consider a "Community Bulletin Board" on the web site where organizations and citizens can post notices of events.