

INDIANOLA CITIZENS SURVEY - January 2015

Respondents: 242 Delivered: 900  
26.9%

I. OPINION QUESTIONS

	AGREE	DISAGREE	NO OPINION	AGREE	DISAGREE	NO OPINION	
1. I enjoy living in Indianola.	225	6	11	93.0%	2.5%	4.5%	242
2. I am pleased with the overall direction that the city is taking.	152	41	49	62.8%	16.9%	20.2%	242
3. I receive good value for the city taxes I pay.	123	53	66	50.8%	21.9%	27.3%	242
4. I see positive value in Indianola being connected to the Des Moines metro area.	188	32	22	77.7%	13.2%	9.1%	242
5. I support a taxpayer subsidy for mass transit opportunities between Indianola and Des Moines.	76	106	60	31.4%	43.8%	24.8%	242
6. I am well informed on major issues in Indianola.	123	57	62	50.8%	23.6%	25.6%	242
7. Indianola's government welcomes citizen involvement.	118	43	81	48.8%	17.8%	33.5%	242
8. I would like to see additional options for curbside appliance pick-up.	108	44	90	44.6%	18.2%	37.2%	242
9. The Mayor meets the expectations of the citizens of Indianola.	113	15	114	46.7%	6.2%	47.1%	242
10. The City Council meets the expectations of the citizens of Indianola.	86	53	103	35.5%	21.9%	42.6%	242

II. QUALITY OF SERVICE

	VERY SATIS.	SATIS	NOT SATIS	VERY DISSATIS	UNSURE/NO OPINION		VERY SATIS.	SATIS	NOT SATIS	VERY DISSATIS	UNSURE/NO OPINION
1. Brush Facility	66	101	19	3	53	242	27.3%	41.7%	7.9%	1.2%	21.9%
2. Building Inspection	19	75	17	7	124	242	7.9%	31.0%	7.0%	2.9%	51.2%
3. Emergency Medical Services (Ambulance)	100	89	5	1	47	242	41.3%	36.8%	2.1%	0.4%	19.4%
4. Fire Dept	113	91	2	1	35	242	46.7%	37.6%	0.8%	0.4%	14.5%
5. Library	103	98	13	2	26	242	42.6%	40.5%	5.4%	0.8%	10.7%
6. Parks/Trails/Open Space	109	100	10	3	20	242	45.0%	41.3%	4.1%	1.2%	8.3%
7. Police Department	90	122	8	5	17	242	37.2%	50.4%	3.3%	2.1%	7.0%
8. Recreation Programs	110	105	5	1	21	242	45.5%	43.4%	2.1%	0.4%	8.7%
9. Recycling Programs	106	108	10	5	13	242	43.8%	44.6%	4.1%	2.1%	5.4%
10. Sanitary Sewer	65	107	21	7	42	242	26.9%	44.2%	8.7%	2.9%	17.4%
11. Senior Programs	58	77	6	1	100	242	24.0%	31.8%	2.5%	0.4%	41.3%
12. Snow Removal	76	119	27	5	15	242	31.4%	49.2%	11.2%	2.1%	6.2%
13. Street Repair	51	118	41	13	19	242	21.1%	48.8%	16.9%	5.4%	7.9%
14. Stormwater/Drainage	53	110	33	13	33	242	21.9%	45.5%	13.6%	5.4%	13.6%
15. Spring & Fall Cleanup	92	118	10	4	18	242	38.0%	48.8%	4.1%	1.7%	7.4%
16. Indianola Magazine	101	91	5	1	44	242	37.6%	41.7%	2.1%	0.4%	18.2%
17. City Website	40	84	12	2	104	242	16.5%	34.7%	5.0%	0.8%	43.0%
18. Water Quality	74	124	22	7	15	242	30.6%	51.2%	9.1%	2.9%	6.2%

III. CAPITAL IMPROVEMENTS PRIORITIES

	HIGH	MEDIUM	LOW	DO NOT FUND	NO OPINION		HIGH	MEDIUM	LOW	DO NOT FUND	NO OPINION
1. Commercial/Industrial development	95	87	15	10	35	242	39.3%	36.0%	6.2%	4.1%	14.5%
2. Major street improvements	102	107	17	4	12	242	42.1%	44.2%	7.0%	1.7%	5.0%
3. Hiking/biking trails	32	85	89	16	20	242	13.2%	35.1%	36.8%	6.6%	8.3%
4. Brush Facility / E-Cycling	44	98	70	5	25	242	18.2%	40.5%	28.9%	2.1%	10.3%
5. Neighborhood parks	37	138	50	6	11	242	15.3%	57.0%	20.7%	2.5%	4.5%
6. City exploring mass transit opportunities that are not taxpayer funded	57	79	51	25	30	242	23.6%	32.6%	21.1%	10.3%	12.4%
7. Park shelters	19	100	93	9	21	242	7.9%	41.3%	38.4%	3.7%	8.7%
8. Library	86	87	51	2	16	242	35.5%	36.0%	21.1%	0.8%	6.6%
9. Public Safety building expansion (Police & Fire Dept)	79	90	41	16	16	242	32.6%	37.2%	16.9%	6.6%	6.6%
10. Waste Water Treatment Plant	91	102	22	4	23	242	37.6%	42.1%	9.1%	1.7%	9.5%

IV. NEIGHBORHOOD CONCERNS

	NOT A PROBLEM	SOMEWHAT OF A PROBLEM	A BIG PROBLEM		NOT A PROBLEM	SOMEWHAT OF A PROBLEM	A BIG PROBLEM
1. Crime	198	36	8	242	81.8%	14.9%	3.3%
2. Abandoned/junked cars	200	32	10	242	82.6%	13.2%	4.1%
3. Abandoned/run-down buildings	193	31	18	242	79.8%	12.8%	7.4%
4. Appearance of properties (trash, tall grass, weeds, etc.)	154	69	19	242	63.6%	28.5%	7.9%
5. Street repair	164	58	20	242	67.8%	24.0%	8.3%
6. Sidewalk repair	189	40	13	242	78.1%	16.5%	5.4%
7. Lack of sidewalks	190	35	17	242	78.5%	14.5%	7.0%
8. Problems with neighbors	203	31	8	242	83.9%	12.8%	3.3%
9. Noise	188	40	14	242	77.7%	16.5%	5.8%
10. Animals running at large	189	43	10	242	78.1%	17.8%	4.1%
11. Storm water runoff	166	54	22	242	68.6%	22.3%	9.1%

V. COMMUNITY CHARACTERISTICS

	EXCELLENT	GOOD	FAIR	POOR	NO OPINION		EXCELLENT	GOOD	FAIR	POOR	NO OPINION
1. Sense of community	57	127	39	7	12	242	23.6%	52.5%	16.1%	2.9%	5.0%
2. Opportunity for cultural activities	51	110	50	12	19	242	21.1%	45.5%	20.7%	5.0%	7.9%
3. Opportunities for leisure time activities	64	132	29	7	10	242	26.4%	54.5%	12.0%	2.9%	4.1%
4. Shopping opportunities	18	72	98	49	5	242	7.4%	29.8%	40.5%	20.2%	2.1%
5. Job opportunities	2	39	95	60	46	242	0.8%	16.1%	39.3%	24.8%	19.0%
6. Opportunities for city govt input	18	87	61	27	49	242	7.4%	36.0%	25.2%	11.2%	20.2%
7. Opportunities to serve on city boards and commissions	14	79	52	19	78	242	5.8%	32.6%	21.5%	7.9%	32.2%

IV. OPEN-ENDED QUESTIONS (Responses receiving 4% or more)

1. Things like most about Indianola

Small town atmosphere; size	77	31.8%
Location to Des Moines/ convenience to shopping/medical employment	44	18.2%
Schools	34	14.0%
Safety/low crime rate	25	10.3%
Friendly/nice people	24	9.9%
Clean/quiet city	18	7.4%
Parks	18	7.4%
Trails - biking/hiking	16	6.6%
Community activities/festivals	15	6.2%
Simpson College	13	5.4%
Community spirit/involvement	12	5.0%
YMCA	12	5.0%
Town Square	8	3.3%
Medical Facilities	6	2.5%
Library	5	2.1%
Churches	4	1.7%
Restaurants	4	1.7%
Cultural Opportunities	3	1.2%
Amount of grocery stores	2	0.8%
Balloons	2	0.8%
Cost of living	2	0.8%
Senior Center	2	0.8%
Street maintenance/repair	2	0.8%
Swimming Pool	2	0.8%
Amenities of a larger city	1	0.4%
Bluegrass Tuesdays	1	0.4%
Brush Facility	1	0.4%
Chamber of Commerce	1	0.4%
City Council	1	0.4%
City employees friendliness	1	0.4%
City Services	1	0.4%
Cleanup Days	1	0.4%
DM Opera	1	0.4%
Ease of getting around town	1	0.4%
Facilities	1	0.4%
Family	1	0.4%
Family oriented	1	0.4%
Fareway	1	0.4%
Fire Dept	1	0.4%
Good services provided to citizens	1	0.4%
Hwy Improvements	1	0.4%
Light Traffic	1	0.4%
Mix of city and farm culture	1	0.4%
Movie Theatre	1	0.4%
Municipal Utilities	1	0.4%
No Parking Meters	1	0.4%
Nothing	1	0.4%
Police/Fire/Snow Removal	1	0.4%
Recreation Dept	1	0.4%
Taxes - low	1	0.4%
Water	1	0.4%

**2. Things like least about Indianola**

Restaurants - lack of good, sit-down	25	10.3%
Lack of shopping opportunities	22	9.1%
Lack of economic development	11	4.5%
Property taxes - high	11	4.5%
Traffic congestion/Traffic lights	11	4.5%
Simpson College	9	3.7%
Lack of jobs/low paying jobs	8	3.3%
Leadership allowing citizen input	8	3.3%
Attractive corridor - lack	7	2.9%
Attractive residential properties - lack	7	2.9%
Local politics get somewhat self serving	5	2.1%
Recreation opportunities for youth	5	2.1%
Noise	4	1.7%
Police dept - friendliness	4	1.7%
Streets need repairs	4	1.7%
Too close to Des Moines	4	1.7%
Town Square	4	1.7%
65/69 traffic	3	1.2%
One way streets	3	1.2%
Stormwater Drainage	3	1.2%
Bowling alley - lack	2	0.8%
Businesses leaving town	2	0.8%
Lack of help for handicapped	2	0.8%
Passing tax dollars to support YMCA	2	0.8%
Poor construction/maintenance	2	0.8%
Snow removal - lack	2	0.8%
24 hour street parking	1	0.4%
Bike Night	1	0.4%
Budget - short term thinking	1	0.4%
Catering to special interest	1	0.4%
City Government	1	0.4%
Cost of living	1	0.4%
Crowded	1	0.4%
Decreased funding for the library	1	0.4%
Direction the city is going/econ development	1	0.4%
Electric rates too high	1	0.4%
Expansion	1	0.4%
How I&I was handled	1	0.4%
Indianola Ready Mix, Co-op, heavy machinery noise	1	0.4%
Internet choices	1	0.4%
Kading property townhomes	1	0.4%
Lack of enforcement of ordinances by police (3 day street parking)	1	0.4%
Lack of entertainment	1	0.4%
Lack of mass transit to Des Moines	1	0.4%
Lack of progress in town	1	0.4%
Lack of spring/fall cleanup	1	0.4%
Lack of traffic signals	1	0.4%
Lack of upkeep along nature trail	1	0.4%
Local newspaper lacking	1	0.4%
Need more cleanup days	1	0.4%
Need our own radio station	1	0.4%
Need resources for renting spaces for gatherings at reasonable/afordable prices	1	0.4%
Neighbors	1	0.4%
New housing developments	1	0.4%
New library needed	1	0.4%
Not a small business friendly town	1	0.4%
Not enough apartments for elderly	1	0.4%
Overhead electric and phone lines	1	0.4%
Parking	1	0.4%
Past City management	1	0.4%
pedestrian crossing signals	1	0.4%
Politics	1	0.4%
Priorities for spending money	1	0.4%
Rental properties not inspected	1	0.4%
Roadways taking too long to construct	1	0.4%
Schools	1	0.4%
Sewer	1	0.4%
Speed Limit on Kenwood & 15th Street	1	0.4%
Street markings	1	0.4%
The city building scam when letting go employees	1	0.4%
Too many bars	1	0.4%
Too many closed door meetings	1	0.4%
Too many street projects at one time	1	0.4%
Trailer park is scary	1	0.4%
Trying to be like neighboring communities (West DM, Ankeny, Altoona)	1	0.4%
Water quality	1	0.4%
YMCA cut programs offered by Park/Rec	1	0.4%

**3. Indianola's highest priority needs**

Economic development/jobs/industries	51	21.1%
Street maintenance/repair	21	8.7%
Shopping opportunities - more	15	6.2%
Sewer maintenance/repair/expansion	12	5.0%
Better/More Restaurants	10	4.1%
Lower taxes	10	4.1%
City-wide fiber system for high speed internet	5	2.1%
Schools	5	2.1%
Library	4	1.7%
Government of the people	3	1.2%
Hiking/bike trails	3	1.2%
Stay within budget/get out of debt	3	1.2%
Stormwater runoff	3	1.2%
Traffic flow	3	1.2%
Transit to Des Moines	3	1.2%
Water quality	3	1.2%
Cleanup rundown properties	2	0.8%
Housing costs	2	0.8%
Job opportunities	2	0.8%
Need to work on dilapidated buildings and properties	2	0.8%
New Police	2	0.8%
Police/Fire Building	2	0.8%
Reinstate budgets for library, parks/rec and pool	2	0.8%
Revitalize Town Square	2	0.8%
Safety	2	0.8%
Traffic lights on Hwy 92	2	0.8%
Transportation	2	0.8%
Additional ambulances	1	0.4%
Assure continued high quality police and fire forces	1	0.4%
Change planning & zoning board	1	0.4%
Children safety in school areas	1	0.4%
Cleaning streets & sidewalks in the winter	1	0.4%
Curbside brush pickup	1	0.4%
Curbside Leaf/Garden Waste	1	0.4%
Cut out favoritism for old businesses	1	0.4%
Develop city budget that doesn't cut services yet keeps tax rates desirable	1	0.4%
Dilapidated structures that need taken care of	1	0.4%
Electric lines underground	1	0.4%
Expand highways	1	0.4%
Expand tax base to reduce tax rates for homeowners and businesses (not to increase government budgets first)	1	0.4%
Finish road construction	1	0.4%
General maintenance	1	0.4%
Hotel options	1	0.4%
I&I Work	1	0.4%
Impeach city council	1	0.4%
Improved corridor to the North side of town	1	0.4%
Infrastructure	1	0.4%
Keep small businesses happy	1	0.4%
Keeping crime low between Indianola and Des Moines	1	0.4%
Keeping young adults from wanting to move away	1	0.4%
Larger facility for fire dept	1	0.4%
Less closed door meetings	1	0.4%
Less low income people	1	0.4%
Limited low income housing	1	0.4%
Looking into needs of the people in the old McCord Manor	1	0.4%
Maintain a family oriented commuter town	1	0.4%
New City Council	1	0.4%
Open brush facility earlier in the spring	1	0.4%
Open C Street to the public	1	0.4%
Pave or blacktop all gravel roads in city limits	1	0.4%
Recycling/Disposal facilities	1	0.4%
Services for at risk children	1	0.4%
Sidewalks	1	0.4%
Stick with small town values	1	0.4%
Stop backroom politics	1	0.4%
Sustainability	1	0.4%
Transportation for elderly/disabled	1	0.4%
Widening Jefferson and Hwy 92	1	0.4%

**4. Any services currently provided that should be reduced or eliminated.**

Too many parks/trails that are not being utilized	4	1.7%
Police Dept could be reduced in size	3	1.2%
Giving Simpson College property and/or money	2	0.8%
Low income housing	2	0.8%
All industrial businesses need to move to industry area instead of residential	1	0.4%
Des Moines connections	1	0.4%
Discontinue city-wide internet (city can't afford it)	1	0.4%
Eliminate Bike night - noise, traffic, drinking, litter, etc.	1	0.4%
I Magazine	1	0.4%
Parking ban	1	0.4%
Question whether IMU is economically feasible. Consider outsourcing Electric utility	1	0.4%
Quite spending tax payer money	1	0.4%
Recreation programs	1	0.4%
Sewer repairs (get it right the 1st time)	1	0.4%
Street sweeper	1	0.4%
Tax Abatements	1	0.4%
Too many pizza places	1	0.4%
Too many trash companies traveling the same streets	1	0.4%
YMCA	1	0.4%

**5. Any services that are currently not available that should be provided by the city**

Curbside leaf pickup	10	4.1%
Better transportation for retired/handicapped people	5	2.1%
Continued expansion of city internet	5	2.1%
Bowling Alley	3	1.2%
Free leaf dumping full time	3	1.2%
High speed internet throughout community	3	1.2%
Transportation to Des Moines	3	1.2%
Curbside leaf vacuum system to compost and then sell the compost	2	0.8%
Financial Counseling	2	0.8%
More Restaurants	2	0.8%
Transportation	2	0.8%
24/7 Urgent care	1	0.4%
Ambulance services provided to the 2 west hospitals with no extra charge.	1	0.4%
Animal Control	1	0.4%
Appliance Pickup	1	0.4%
Availability to sit while voting	1	0.4%
Better transportation for school aged children when buses aren't available	1	0.4%
Bigger Library	1	0.4%
Can't hear at council meetings	1	0.4%
Change sewer reduction meter cost - needs to be cheaper	1	0.4%
Chickens should be allowed	1	0.4%
Christmas tree removal	1	0.4%
City infrastructure needs to improve before looking to add anything	1	0.4%
Cleaning streets/sidewalks in winter	1	0.4%
Disposal of latex paints, motor oils etc. that cannot go into waste	1	0.4%
Fall Cleanup	1	0.4%
General site for recycling	1	0.4%
Grants to enhance community services	1	0.4%
Library needs it's money back	1	0.4%
More for youth to do	1	0.4%
More robust city website where all community events could be posted	1	0.4%
More street sweeping	1	0.4%
Need a sidewalk from Kenwood on Hwy 92 by the fairgrounds	1	0.4%
Need a stoplight at Kenwood/Hwy 92	1	0.4%
Ordinance look up on website	1	0.4%
Park/Rec tumbling class	1	0.4%
Parks need more trash cans	1	0.4%
Police need to patrol more of the neighborhoods	1	0.4%
Recycling/Disposal improvements	1	0.4%
Senior Activities	1	0.4%
Sidewalks from South G west to Y Street.	1	0.4%
Skating/Ice Rink	1	0.4%
Stoplight at Orchard/Hwy 65/69	1	0.4%
Stoplights on West end of town	1	0.4%
Tire dropoff	1	0.4%
Year round ice cream truck	1	0.4%

VI. BACKGROUND

1. Did you fill this survey out as a:

Resident	219	90.5%
Business Owner	2	0.8%
Both	21	8.7%
	242	

2. At what location are you registered to vot:

Indianola Church of Christ	20	8.3%
County Admin Bldg	49	20.2%
Community of Christ Church	10	4.1%
St. Thomas Aquinas Church	21	8.7%
Masonic Hall	28	11.6%
First Assembly of God Church	13	5.4%
Indianola American Legion Hall	37	15.3%
Absentee	26	10.7%
Don't Know	21	8.7%
Not Registered	8	3.3%
Didn't Answer	9	3.7%
	242	

3. Sex

Male	115	47.5%
Female	121	50.0%
No Answer	6	2.5%
	242	

4. Age

18-25	26-35	36-45	46-55	56-65	66+	NA	
4	18	27	48	61	82	2	242
1.7%	7.4%	11.2%	19.8%	25.2%	33.9%	0.8%	

5. Years lived in Indianola

0-2	3-5	6-10	11-20	21+
18	22	24	43	135
7.4%	9.1%	9.9%	17.8%	55.8%
				242

6. Have you always lived in Indianola

Yes	No	Warren Co	Eisewhere IA	Outside IA	Des Moines Metro
23	219	36	115	52	36
9.5%	90.5%	14.9%	47.5%	21.5%	14.9%
	242				

7. Do you have access to a computer w/ internet

At Home	At Work	No Internet Access
181	97	36
74.8%	40.1%	14.9%

8. Interested in news or info about Ind. city govt

Yes	No
197	45
81.4%	18.6%
	242

9. News or Info re Ind. from:

Record Herald Tribune	167	69.0%
Indianola Magazine	180	74.4%
City Website	61	25.2%
City Meetings/City Officials	25	10.3%
City Hall Message Board	3	1.2%
Des Moines Register	86	35.5%
City of Indianola Weekly Update	33	13.6%
Government Access Channel	14	5.8%
Coversations with Friends/Family	148	61.2%
Radio Stations	28	11.6%
Television News	83	34.3%
Twitter/Facebook	20	8.3%
Other	9	3.7%
No Answer	2	0.8%

Talking to City Staff and Business Owners, Gossip, The Leader

## COMMENTS REGARDING MAYOR (Question #1 - 9)

Expectations have improved with our new mayor. He is a much better listener.  
I feel the new Mayor will be a big asset  
Hoping the new Mayor and Council will be more receptive to those that have concerns and questions.  
Think Mayor is going with money. Doesn't really care about values and quality of life in Indianola. Whatever puts a feather in his cap.  
Both the City and it's people are what America stands for.  
Has no concern for the common ordinary people nor the handicapped citizens  
The city must get active in letting more free market activities take place instead of working the subsidy angle. Promote strong business.  
Doing a good job.  
Has greatly improved compared to the last 20 years.  
He is much more community minded than what we had before. He will listen.  
I feel that if there are any issues I have with our community, I can get them resolved. Hopefully we will stay a small town community.  
I think it is too early to say whether our current leadership welcomes input or meets expectations, given that their primary campaign promises were only to be different than the incumbents they were running against.  
More time needed in office to give an opinion.  
Mayor Shaw is doing a great job. Refreshing new leadership that we needed.  
I'm not familiar enough with the Mayor to know. Appears to be doing a fine job.  
Put up a traffic light on Hwy 92 in front of Vander Linden Apts. Very dangerous.  
Mayor is new enough, thus too early to know  
My interactions with the City have not been positive. In one interaction where I was hung up on by Jean Furler during a discussion concerning utilities.  
The former Mayor did not meet the expectations of a majority of our citizens and a repeat of what occurred with "C" Street is unlikely to re-occur After the last election, the improvement by electing Kelly Shaw has been enormous  
Do something about electricity and sewer costs  
He is open to all citizens - he is very approachable and willing to listen to all  
Indianola should not get too big. Need to keep Indianola's small town atmosphere. That's why we love it here.  
Sometimes the Council is not very welcoming to citizen involvement. It is different than what the Council members want.  
Expectations need to be raised! We need to take pride in our city, and make it stand tall!  
How about giving the public library back it's budget for starts  
Much better than before  
We must continue to think local  
Taxes shouldn't be raised, more businesses and industry to balance the tax rolls  
Kelly Shaw has been very good for Indianola. The Mayor deals with Council members who seem or come off as confrontational.  
They listen to 1 unhappy resident over the many issues and ordinances - Base decision on who they know  
However there are some areas zoned residential where business has been grandfathered in and outgrown their boundaries  
Indianola is a great city to live in. I have watched this city grow for 33 years and am proud to be a resident.  
City needs more growth for bigger businesses  
The past did not meet expectations, have high hopes for the current mayor  
Too much farmland being developed into suburban housing  
Former mayor sucked  
Taxes are too high. Other communities in the Des Moines area are much better served at a lower tax rate.  
I am impressed with the Mayor's interest in making our city even better  
Not sure where this fits - the Indian head emblem on the new police car is an embarrassment. It is not appropriate and should be removed  
Doing a great job  
Our City Council & Mayor do not listen to the taxpayers such as C Street. We need landlords regulated. Too many slumlords in Indianola.  
We need to get the streets fixed first.  
Recent problems have made us look bad

**COMMENTS REGARDING CITY COUNCIL (Question #1 - 10)**

Closing C St. Council did not vote with majority of Indianola residents. Bad safety issues for elementary students.  
Council is improving. Appears to be more open.  
No opinion at this time because I hope things are changing with the Mayor's help.  
They already have everything figured out before the meeting. Council does not really listen. They have an agenda.  
Need to bring in new businesses to our community to keep our tax base.  
They have no concern for the common ordinary citizens or the handicapped citizens.  
If you are Simpson College, maybe the City is meeting expectations. Streets are still in poor shape. Need to make city services more efficient and less costly to taxpayer.  
With the past election it provided a spark with the next election maybe we'll get the fire building.  
Council lets you voice your opinions, then do whatever they want. Why speak out?  
There was so much denigration of their opponents and every action the council took at that time, that it has been difficult to determine what current leadership's vision actually is.  
Need a new treasurer.  
This Council seems more compatible or cohesive than those in the past. Fiscally responsible!  
I'm not familiar enough with the City Council to know. Appear to be doing a fine job.  
Should not have closed C Street  
I was informed by the City Manager that the City Council would not listen to a new resident's request for leniency on a utility bill.  
No comment on the current council  
The Council turned the corner on the last election and after the next election, I hope we'll be back on the fast track to growth  
They do what they want. Simpson College has them in their back pocket. It's all about good ol' boys taking care of each other  
The closing of C Street for Simpson was not the right thing to do  
Do something about electricity and sewer costs.  
Open to all citizens - they are very approachable and willing to listen to all  
Several of the Council members have their minds made up on issues before citizen comment and sometimes represent a minority of citizens.  
Expectations need to be raised! We need to take pride in our city and make it stand tall! Lets clean up this city, push for run down property to be repaired or removed.  
Too much back room deals being made  
Somewhat better  
No more 2-5am parking ban  
Some members on the Council tend to be defensive and looking for conflict where none exists. Council seems to be small minded and uninformed on certain topics  
However there are some areas zoned residential where business has been grandfathered in and outgrown their boundaries  
Extremely disappointed in budget management. One doesn't get into debt in a short time period and apparently nothing was done until it was too late.  
Rumor has it, someone on council was ignorant enough to suggest lowering taxes while budget is still not in black  
The past did not meet expectations, have high hopes for the current mayor  
Too much farmland being developed into suburban housing, crime is on the rise  
The City Council seems to only want to listen to citizen involvement when they feel strongly in favor of that point of view. Certain issues get tossed aside because certain council members don't want to get involved.  
Don't listen to citizens wishes. Take C Street for example  
Because of the cities policies the value of my home has decreased, yet I'm taxed at the value of what my home should be if it weren't for the low income housing at 1210 North 9th Street  
Whatever the City wants it gets. They don't care about the citizens.  
They don't listen to the voters. C Street is a prime example and we voted down several items and the council went ahead and did them anyway.  
Greg Marchant went to Simpson and shouldn't have voted on C Street.  
More positive image needed.  
Need more female input as council members and on commissions and boards



## LIKE LEAST

	#	%
Restaurants - lack of good, sit-down	25	10.5%
Lack of shopping opportunities	22	9.3%
Lack of economic development	11	4.6%
Property taxes - high	11	4.6%
Traffic congestion/Traffic lights	11	4.6%
Simpson College	9	3.8%
Lack of jobs/low paying jobs	8	3.4%
Leadership allowing citizen input	8	3.4%
Attractive corridor - lack	7	3.0%
Attractive residential properties - lack	7	3.0%
Local politics get somewhat self serving	5	2.1%
Recreation opportunities for youth	5	2.1%
Noise	4	1.7%
Police dept - friendliness	4	1.7%
Streets need repairs	4	1.7%
Too close to Des Moines	4	1.7%
Town Square	4	1.7%
65/69 traffic	3	1.3%
One way streets	3	1.3%
Stormwater Drainage	3	1.3%
Bowling alley - lack	2	0.8%
Businesses leaving town	2	0.8%
Lack of help for handicapped	2	0.8%
Passing tax dollars to support YMCA	2	0.8%
Poor construction/maintenance	2	0.8%
Snow removal - lack	2	0.8%
24 hour street parking	1	0.4%
Bike Night	1	0.4%
Budget - short term thinking	1	0.4%
Catering to special interest	1	0.4%
City Government	1	0.4%
Cost of living	1	0.4%
Crowded	1	0.4%
Decreased funding for the library	1	0.4%
Direction the city is going/econ development	1	0.4%
Electric rates too high	1	0.4%
Expansion	1	0.4%
How I&I was handled	1	0.4%
Indianola Ready Mix, Co-op, heavy machinery noise	1	0.4%
Internet choices	1	0.4%
Kading property townhomes	1	0.4%
Lack of enforcement of ordinances by police (3 day stre	1	0.4%
Lack of entertainment	1	0.4%
Lack of mass transit to Des Moines	1	0.4%
Lack of progress in town	1	0.4%
Lack of spring/fall cleanup	1	0.4%
Lack of traffic signals	1	0.4%
Lack of upkeep along nature trail	1	0.4%
Local newspaper lacking	1	0.4%

Need more cleanup days	1	0.4%
Need our own radio station	1	0.4%
Need resources for renting spaces for gatherings at rea	1	0.4%
Neighbors	1	0.4%
New housing developments	1	0.4%
New library needed	1	0.4%
Not a small business friendly town	1	0.4%
Not enough apartments for elderly	1	0.4%
Overhead electric and phone lines	1	0.4%
Parking	1	0.4%
Past City management	1	0.4%
pedestrian crossing signals	1	0.4%
Politics	1	0.4%
Priorities for spending money	1	0.4%
Rental properties not inspected	1	0.4%
Roadways taking too long to construct	1	0.4%
Schools	1	0.4%
Sewer	1	0.4%
Speed Limit on Kenwood & 15th Street	1	0.4%
Street markings	1	0.4%
The city building scam when letting go employees	1	0.4%
Too many bars	1	0.4%
Too many closed door meetings	1	0.4%
Too many street projects at one time	1	0.4%
Trailer park is scary	1	0.4%
Trying to be like neighboring communities (West DM, Al	1	0.4%
Water quality	1	0.4%
YMCA cut programs offered by Park/Rec	1	0.4%

## PRIORITIES

	#	%
Economic development/jobs/industries	51	21.5%
Street maintenance/repair	21	8.9%
Shopping opportunities - more	15	6.3%
Sewer maintenance/repair/expansion	12	5.1%
Better/More Restaurants	10	4.2%
Lower taxes	10	4.2%
City-wide fiber system for high speed internet	5	2.1%
Schools	5	2.1%
Library	4	1.7%
Government of the people	3	1.3%
Hiking/bike trails	3	1.3%
Stay within budget/get out of debt	3	1.3%
Stormwater runoff	3	1.3%
Traffic flow	3	1.3%
Transit to Des Moines	3	1.3%
Water quality	3	1.3%
Cleanup rundown properties	2	0.8%
Housing costs	2	0.8%
Job opportunities	2	0.8%
Need to work on dilapidated buildings and properties	2	0.8%
New Police	2	0.8%
Police/Fire Building	2	0.8%
Reinstate budgets for library, parks/rec and pool	2	0.8%
Revitalize Town Square	2	0.8%
Safety	2	0.8%
Traffic lights on Hwy 92	2	0.8%
Transportation	2	0.8%
Additional ambulances	1	0.4%
Assure continued high quality police and fire forces	1	0.4%
Change planning & zoning board	1	0.4%
Children safety in school areas	1	0.4%
Cleaning streets & sidewalks in the winter	1	0.4%
Curbside brush pickup	1	0.4%
Curbside Leaf/Garden Waste	1	0.4%
Cut out favoritism for old businesses	1	0.4%
Develop city budget that doesn't cut services yet keeps	1	0.4%
Dilapidated structures that need taken care of	1	0.4%
Electric lines underground	1	0.4%
Expand highways	1	0.4%
Expand tax base to reduce tax rates for homeowners and	1	0.4%
Finish road construction	1	0.4%
General maintenance	1	0.4%
Hotel options	1	0.4%

I&I Work	1	0.4%
Impeach city council	1	0.4%
Improved coordior to the North side of town	1	0.4%
Infrastructure	1	0.4%
Keep small businesses happy	1	0.4%
Keeping crime low between Indianola and Des Moines	1	0.4%
Keeping young adults from wanting to move away	1	0.4%
Larger facility for fire dept	1	0.4%
Less closed door meetings	1	0.4%
Less low income people	1	0.4%
Limited low income housing	1	0.4%
Looking into needs of the people in the old McCord Mar	1	0.4%
Maintain a family oriented commuter town	1	0.4%
New City Council	1	0.4%
Open brush facility earlier in the spring	1	0.4%
Open C Street to the public	1	0.4%
Pave or blacktop all gravel roads in city limits	1	0.4%
Recycling/Disposal facilities	1	0.4%
Services for at risk children	1	0.4%
Sidewalks	1	0.4%
Stick with small town values	1	0.4%
Stop backroom politics	1	0.4%
Sustainability	1	0.4%
Transportation for elderly/disabled	1	0.4%
Widening Jefferson and Hwy 92	1	0.4%