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**Danielle Pettit-Majewski, Director**

12/21/21

The Johnson County Public Health Food Safety Program continually works to meet the nine standards that make up the Voluntary National Retail Food Regulatory Program Standards, to provide the highest quality of service. Retail Food Program Standard 7 applies to industry and community outreach activities utilized by a regulatory program to solicit input. From this standard, the Food Program wishes to enhance communication and relationships with industry and consumers alike and to use the input to improve the food safety program.

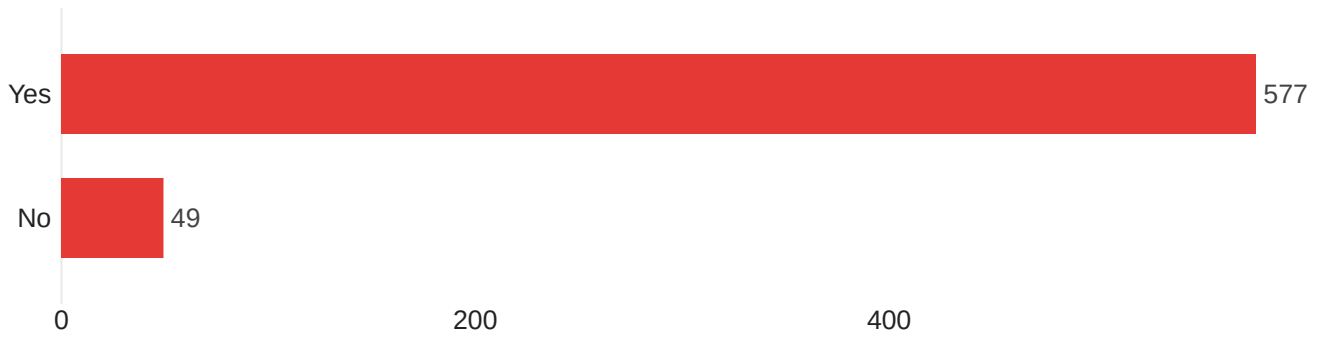
The last community/industry survey was conducted in 2016 and three projects were developed and carried out based on the survey comments and results. The results of this survey have been compared to those from the 2016 survey to see if additional improvement projects are needed, or if past projects need to be re-evaluated. Look for future social media posts from the Food Program for updates on how the public's input has implemented.

### Q3 - Do you view food inspections as a valuable service?



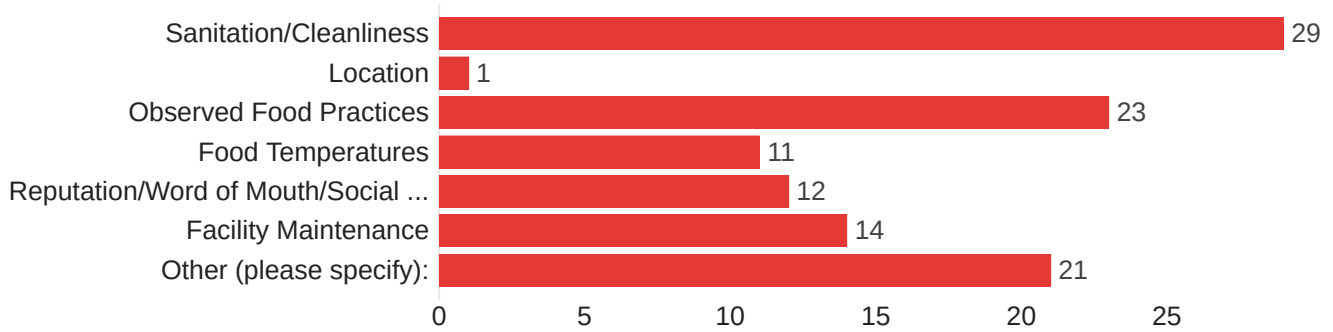
Field	Choice Count
Yes	97.60% 611
No	2.40% 15
Total	626

### Q4 - Do you feel safe eating at Johnson County restaurants?



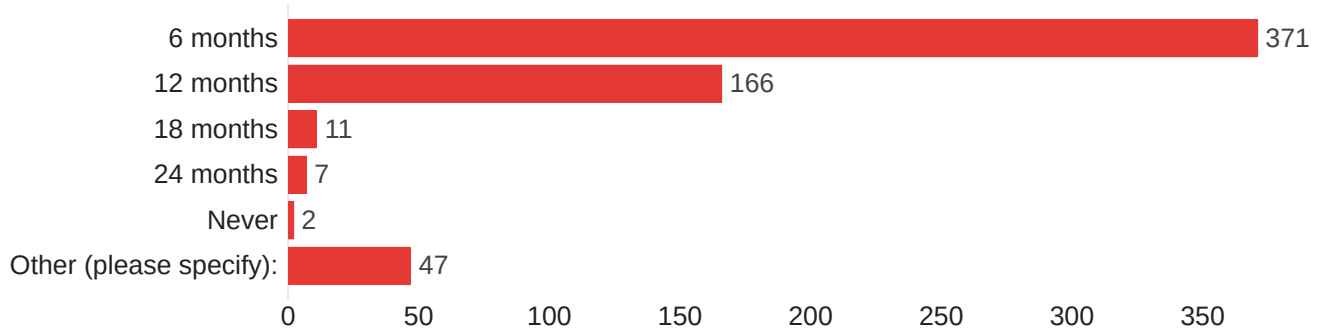
Field	Choice Count
Yes	92.17% 577
No	7.83% 49
Total	626

Q5 - Please select the reason(s) that you do not feel safe eating at a Johnson County restaurant.



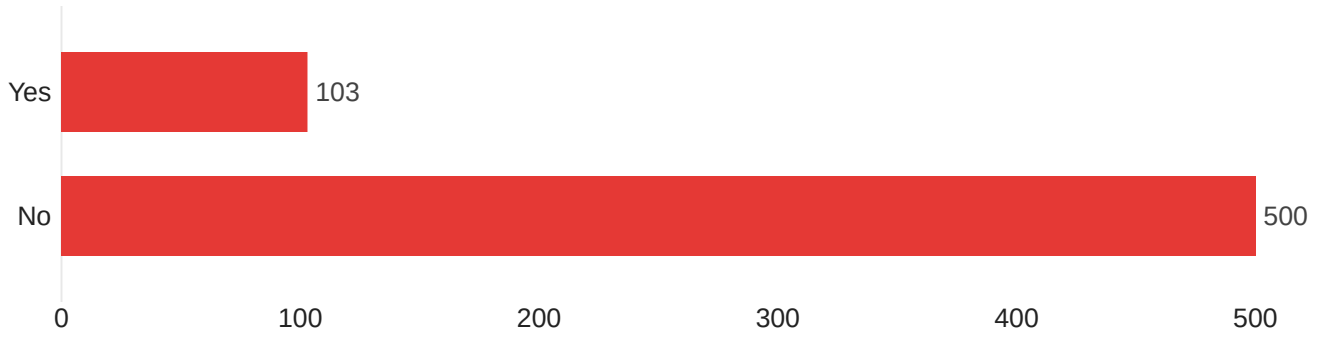
Field	Choice Count
Sanitation/Cleanliness	26.13% 29
Location	0.90% 1
Observed Food Practices	20.72% 23
Food Temperatures	9.91% 11
Reputation/Word of Mouth/Social Media	10.81% 12
Facility Maintenance	12.61% 14
Other (please specify):	18.92% 21
Total	111

### Q6 - How often do you feel a restaurant should be inspected?



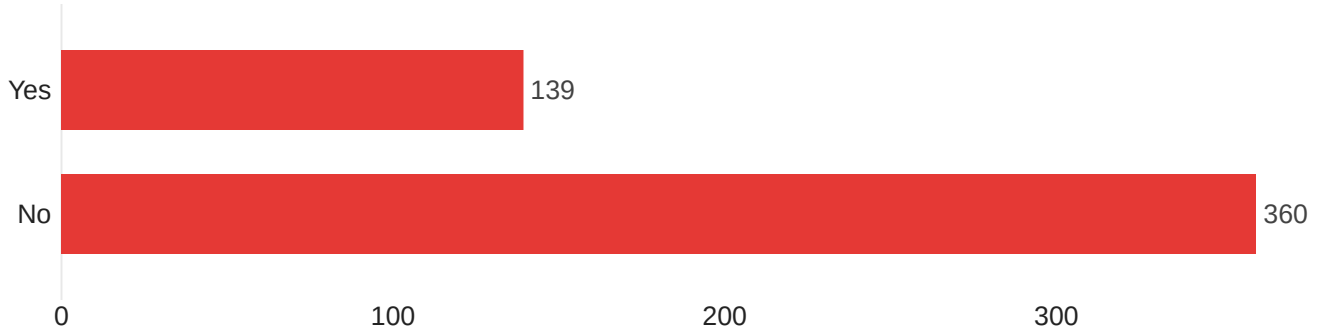
Field	Choice Count
6 months	61.42% 371
12 months	27.48% 166
18 months	1.82% 11
24 months	1.16% 7
Never	0.33% 2
Other (please specify):	7.78% 47
Total	604

### Q7 - In the past year, do you suspect you have become ill eating at a Johnson County restaurant?



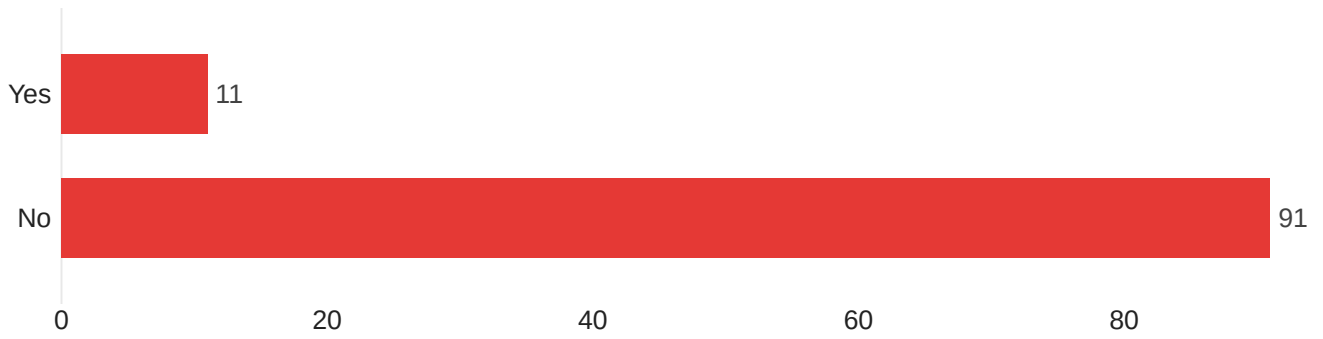
Field	Choice Count
Yes	17.08% 103
No	82.92% 500
Total	603

### Q8 - Do you know where to report suspected foodborne illness information?



Field	Choice Count
Yes	27.86% 139
No	72.14% 360
Total	499

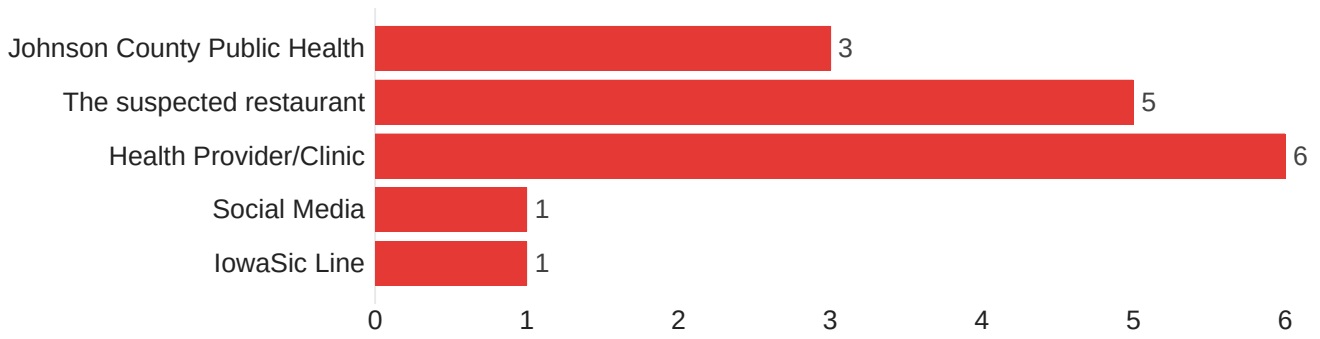
### Q9 - Did you report the suspected foodborne illness?



Field	Choice Count
Yes	10.78% 11
No	89.22% 91
Total	102

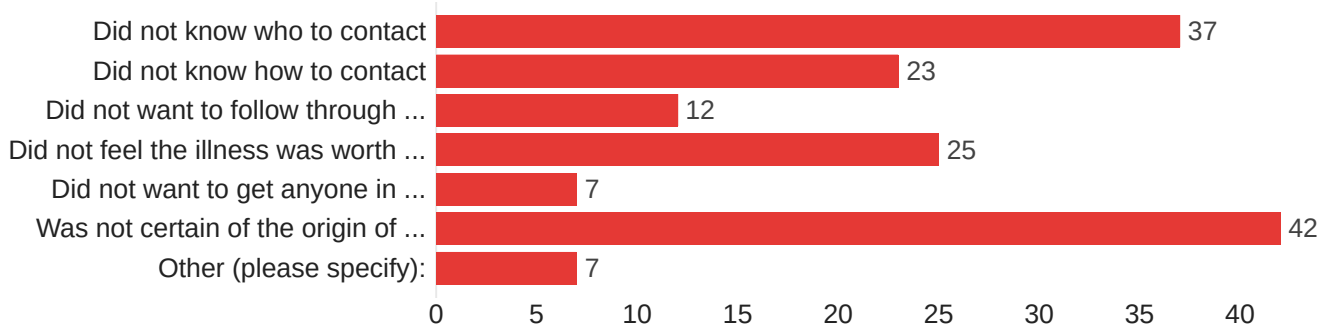


### Q10 - I reported my suspected illness to:



Field	Choice Count
Johnson County Public Health	18.75% 3
The suspected restaurant	31.25% 5
Health Provider/Clinic	37.50% 6
Social Media	6.25% 1
IowaSic Line	6.25% 1
Total	16

### Q11 - Choose the best answer as to why you did not report your suspected illness:



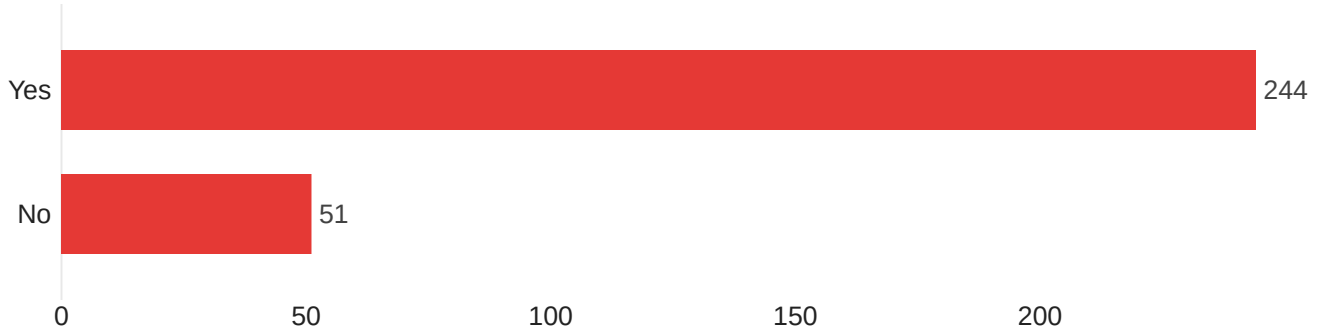
Field	Choice Count
Did not know who to contact	24.18% 37
Did not know how to contact	15.03% 23
Did not want to follow through with the reporting process	7.84% 12
Did not feel the illness was worth reporting	16.34% 25
Did not want to get anyone in trouble	4.58% 7
Was not certain of the origin of the illness	27.45% 42
Other (please specify):	4.58% 7
Total	153

### Q13 - Have you ever viewed a restaurant inspection report?



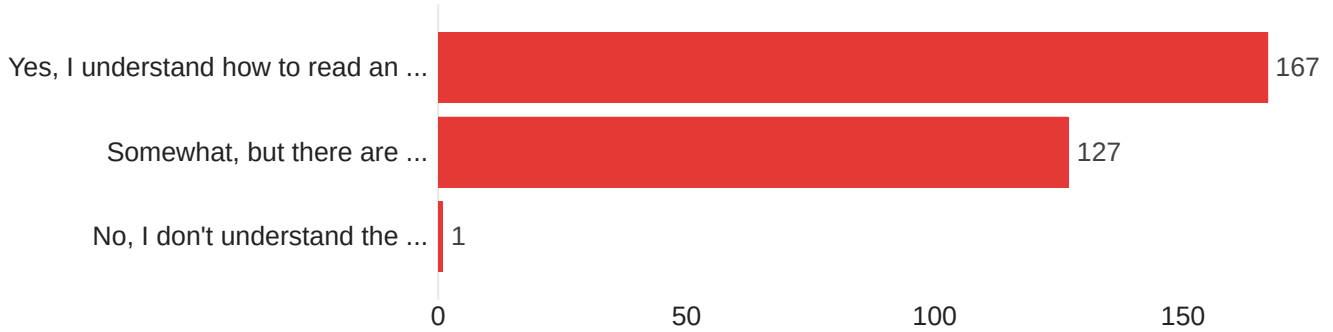
Field	Choice Count
Yes	50.50% 302
No	49.50% 296
Total	598

### Q14 - Has viewing a restaurant report impacted your decision to eat at a restaurant in Johnson County?



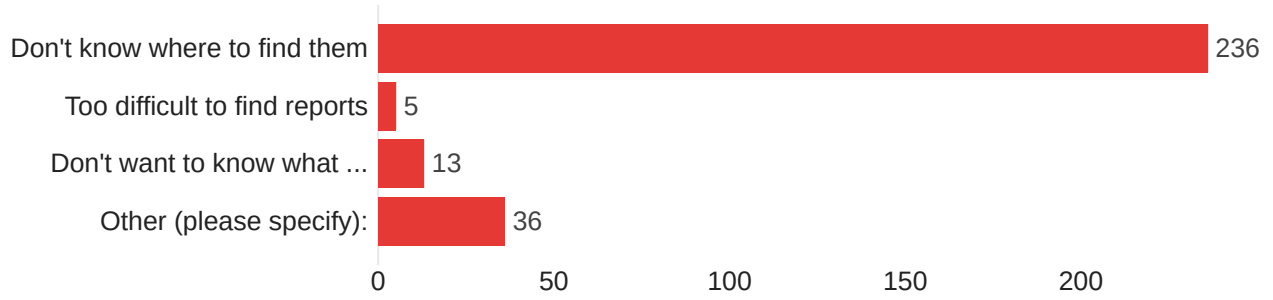
Field	Choice Count
Yes	82.71% 244
No	17.29% 51
Total	295

### Q52 - Do you have a general understanding of what is presented when reviewing an inspection report?



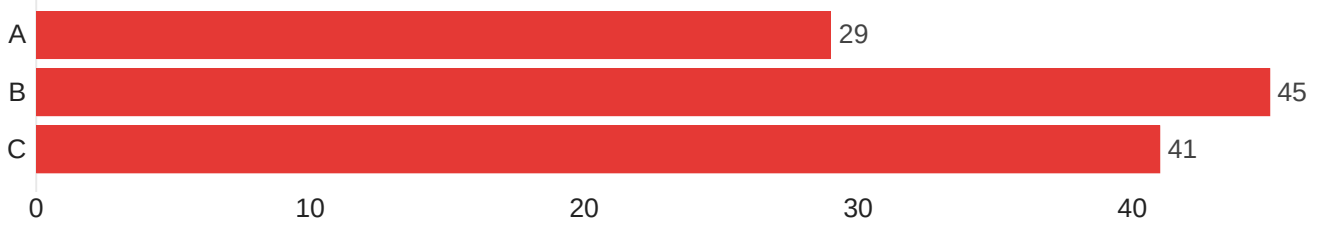
Field	Choice Count
Yes, I understand how to read an inspection report	56.61% 167
Somewhat, but there are sections I don't fully understand	43.05% 127
No, I don't understand the reports I view	0.34% 1
Total	295

### Q51 - Which of the following best describes the reason you don't read inspection reports:



Field	Choice Count
Don't know where to find them	81.38% 236
Too difficult to find reports	1.72% 5
Don't want to know what violations may have been observed	4.48% 13
Other (please specify):	12.41% 36
Total	290

# Q53 - Which of the following sections (A, B, C) are unclear when you view an inspection report?



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**Food Establishment Inspection Report**

Johnson County Public Health  
 888 & Duquesne ST STE 217  
 New City, IA 52408-0083

Ins. Of Risk Factor/Intervention Violations: 3 Date: 8/28/2021  
 Ins. Of Repeat Factor/Intervention Violations: 0 Time In: 2:45 PM  
 Time Out: 3:10 PM

Establishment: \_\_\_\_\_ Address: \_\_\_\_\_ City/State: \_\_\_\_\_ Zip: \_\_\_\_\_ Telephone: \_\_\_\_\_

License/Perm ID: \_\_\_\_\_ Permit Holder: \_\_\_\_\_ Inspection \_\_\_\_\_ Ext. Type: \_\_\_\_\_ Risk Category/Risk \_\_\_\_\_  
 51921 - Food Service Establishment License Business Routine Level 3 (Medium)

**FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS**

IN = In compliance OUT = Not in compliance N/A = Not observed N/A = Not applicable (\*) = Corrected on site during inspection (COS) R = Repeat violation

1. Person in charge present, demonstrates knowledge, and performs duties	IN	15. Food separated and protected (Cross Contamination and Environment)	IN
2. Certified Food Protection Manager	OUT	16. Food contact surfaces: cleaned and sanitized	IN
3. Management, food employee and conditional employee knowledge, responsibilities and reporting	IN	17. Proper disposition of returned, previously served, nonconforming, and unsafe food	IN
4. Proper use of exclusions and restrictions	IN	18. Proper cooking time and temperatures	IN
5. Procedures for responding to vomiting and diarrhea events	IN	19. Proper reheating procedures of hot holding	IN
6. Proper eating, eating, drinking, or tobacco use	IN	20. Proper cooling time and temperatures	IN
7. No discharge from eyes, nose, and mouth	IN	21. Proper hot holding temperatures	IN
8. Control of Hands as a Vehicle of Contamination	IN	22. Proper cold holding temperatures	IN
9. Hands clean and properly washed	IN	23. Proper date marking and disposition	OUT (*)
10. No bare hand contact with ready-to-eat foods	IN	24. Time as a public health control: procedures and records	N/A
11. Hand-washing sinks properly equipped and accessible	IN	25. Consumer advisory provided for raw or undercooked foods	N/A
12. Approved Source	IN	26. Highly Susceptible Populations	N/A
13. Foods obtained from an approved source	IN	27. Pasteurized foods used, prohibited foods not offered	N/A
14. Foods received at proper temperature	N/A	28. FoodColor Additives and Toxic Substances	N/A
15. Food in good condition, safe, and unadulterated	IN	29. Food address associated, properly stored, and used	N/A
16. Required reports available: shellstock tags, parasite destruction	N/A	30. Toxic substances properly identified, stored and used	IN
17. Protection from Contamination	N/A	31. Compliance with Approved Procedures	IN
18. Compliance with variance, specialized process, reduced oxygen packaging systems, and HACCP plan	N/A	32. Compliance with variance, specialized process, reduced oxygen packaging systems, and HACCP plan	N/A

**GOOD RETAIL PRACTICES**

Good Retail Practices are preventative measures to control the addition of pathogens, chemicals, and physical objects into foods.

19. Proper use of utensils	IN	33. Proper use of hand sanitizer	IN
20. Utensils, equipment, and linens: properly stored, dried and handled	IN	34. Utensils, equipment, and linens: properly stored, dried and handled	IN
21. Single-use service articles: properly stored and used	IN	35. Single-use service articles: properly stored and used	IN
22. Dishware, equipment, and linens	IN	36. Dishware, equipment, and linens	IN
23. Food and non-food contact surfaces are cleanable, properly designed, constructed, and used	OUT (*)	37. Food and non-food contact surfaces are cleanable, properly designed, constructed, and used	OUT (*)
24. Warewashing facilities: installed, maintained, and used	IN	38. Warewashing facilities: installed, maintained, and used	IN
25. Non-food contact surfaces clean	IN	39. Non-food contact surfaces clean	IN
26. Hot and Cold water available, adequate pressure	IN	40. Hot and Cold water available, adequate pressure	IN
27. Plumbing installed, proper backflow devices	IN	41. Plumbing installed, proper backflow devices	IN
28. Sewage and waste water properly disposed	IN	42. Sewage and waste water properly disposed	IN
29. Toilet facilities: properly constructed, supplied, and cleaned	IN	43. Toilet facilities: properly constructed, supplied, and cleaned	IN
30. Garbage and refuse properly disposed: facilities maintained	IN	44. Garbage and refuse properly disposed: facilities maintained	IN
31. Physical facilities: installed, maintained, and clean	OUT (*)	45. Physical facilities: installed, maintained, and clean	OUT (*)
32. Adequate ventilation and lighting: designated areas used	IN	46. Adequate ventilation and lighting: designated areas used	IN
33. Littering, posting licenses and reports, smoking	IN	47. Littering, posting licenses and reports, smoking	IN

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P - Priority PF - Priority Foundation C - Core

**FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS**

Item Number	Violation of Code	Priority Level	Comment	Correct By Date
2	3-102.12(A)	C	Observation: Current CFPM's certification has expired.	8/17/2021
23	3-501.17	PF	Observation: Commercially processed sauce containers open and held beyond 24 hours lacked date marking. Corrected by: Person in charge labeled containers.	COS

**GOOD RETAIL PRACTICES**

Good Retail Practices are preventative measures to control the addition of pathogens, chemicals, and physical objects into foods.

Item Number	Violation of Code	Priority Level	Comment	Correct By Date
37	3-302.12	C	Observation: Spice blend shaker lacks label with name of contents.	8/17/2021
47	4-101.19	C	Observation: Cardboard used as liner in cartons holding backup sauce bottles. Corrected by: Person in charge replaced cartons container with clean container. All non food contact surfaces shall be smooth, cleanable and non-absorbent.	COS
55	6-501.11	C	Observation: Missing signs above registers. Water leak from ceiling above registers where customers pick up orders.	8/17/2021

**Inspection Published Comment:**  
 This onsite visit is routine. A physical recheck will occur on or after 10/8/2021 to verify corrections have been made.  
 The person in charge agrees to the following: **Signature of at least one certified food protection manager by 8/27/21.**  
 Inspector discussed lack of CFPM with District Manager. Manager stated employee is studying for exam to be administered before 10/12/21 upon completion provide inspector with proof of certification.

Follow-up will be completed on or after 10/8/2021 by Physical Recheck.

The following guidance documents have been issued:

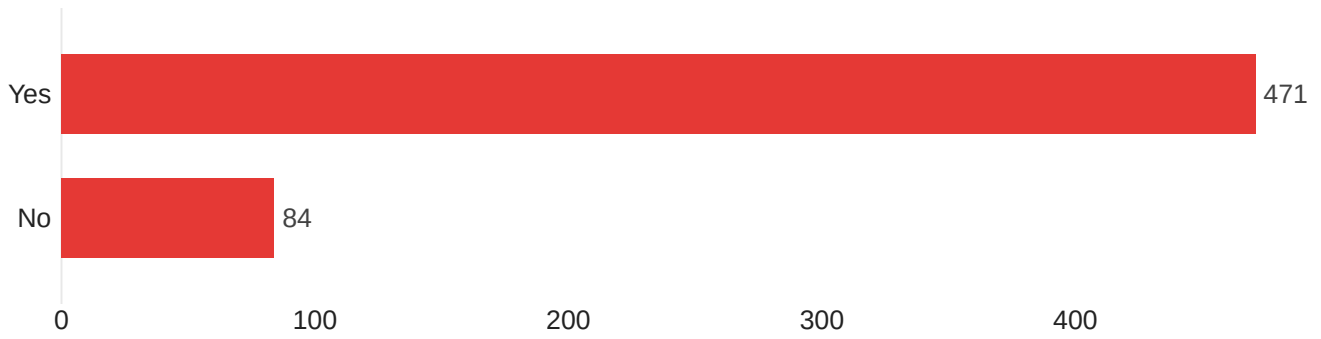
Document Name	Description
DA_2019septclean	23 Proper Determing and Disposition
DA_23tempandc	23 Temperature Control For Safety Deviation
DA_2certifiedfo	2 Certified Food Protection Manager

Person in Charge \_\_\_\_\_ Inspector \_\_\_\_\_

Visit food.iowa.gov

Field	Choice Count
A	25.22% 29
B	39.13% 45
C	35.65% 41
Total	115

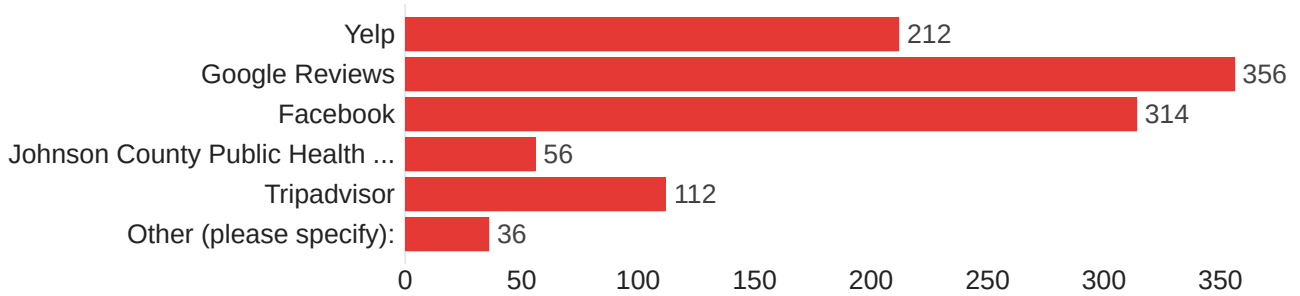
### Q15 - Do you use online websites/apps to determine where to eat?



Field	Choice Count
Yes	84.86% 471
No	15.14% 84
Total	555

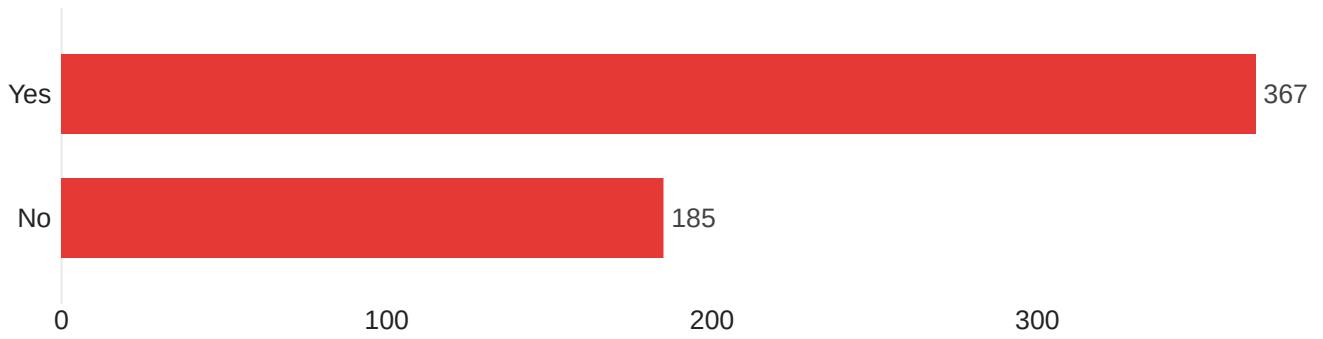


Q16 - Select the services that you use to determine where to eat:



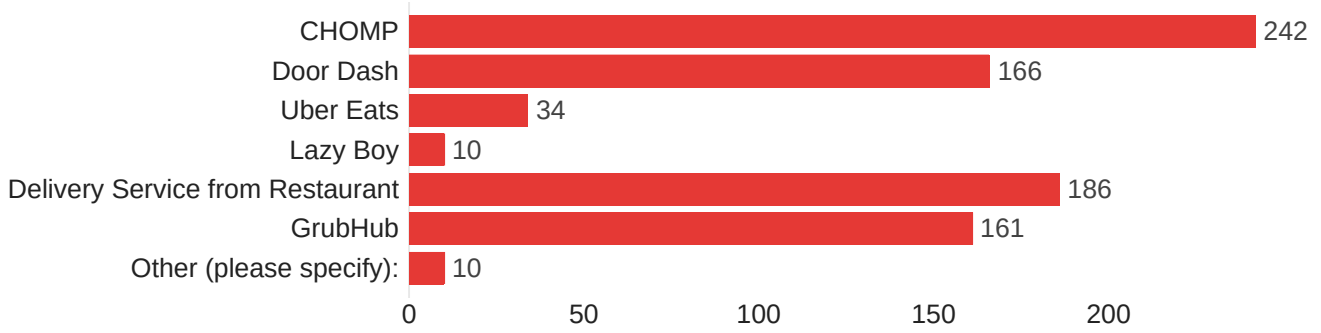
Field	Choice Count
Yelp	19.52% 212
Google Reviews	32.78% 356
Facebook	28.91% 314
Johnson County Public Health Inspection Reports	5.16% 56
Tripadvisor	10.31% 112
Other (please specify):	3.31% 36
Total	1086

### Q17 - Have you used a delivery service in the past year?



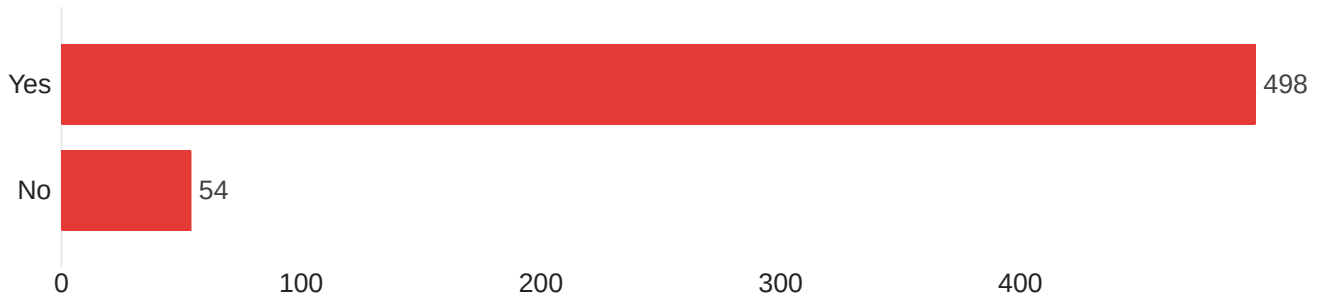
Field	Choice Count
Yes	66.49% 367
No	33.51% 185
Total	552

Q18 - What type of delivery service have you used in the past year (select all):



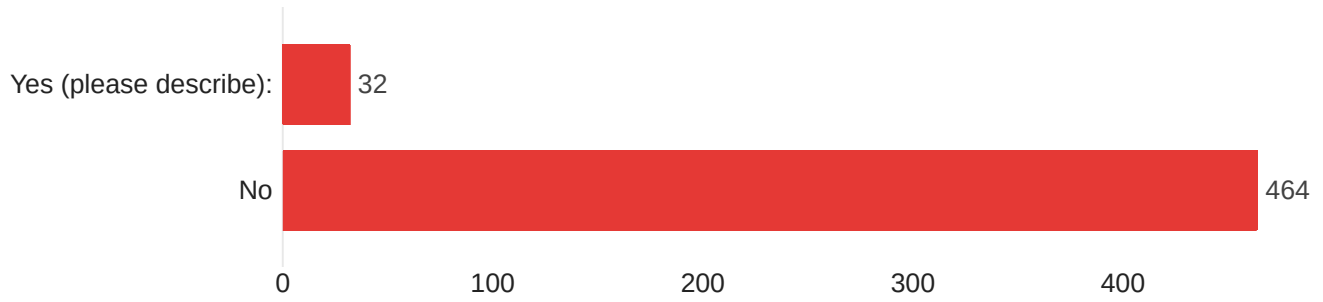
Field	Choice Count
CHOMP	29.91% 242
Door Dash	20.52% 166
Uber Eats	4.20% 34
Lazy Boy	1.24% 10
Delivery Service from Restaurant	22.99% 186
GrubHub	19.90% 161
Other (please specify):	1.24% 10
Total	809

### Q19 - Have you ordered to-go meals from any Johnson County restaurant(s)?



Field	Choice Count
Yes	90.22% 498
No	9.78% 54
Total	552

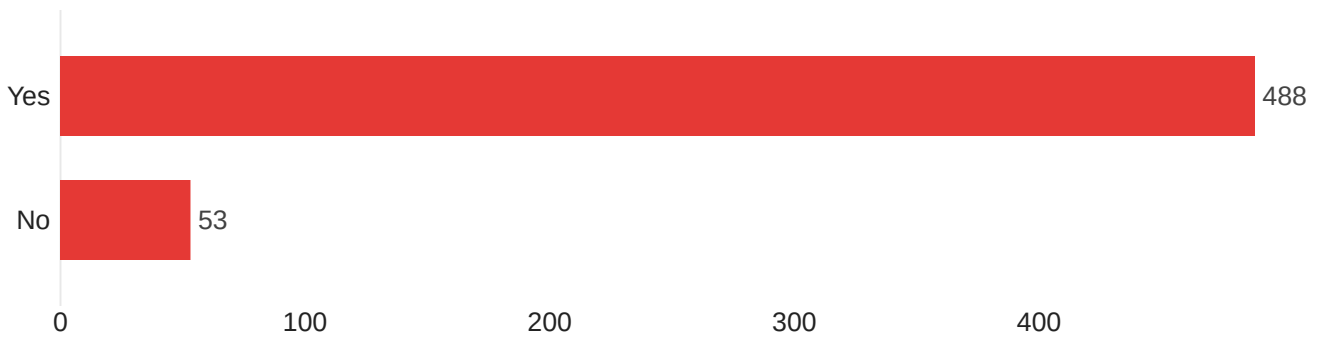
### Q21 - Do you feel there were issues related to food safety after receiving the food?



Field	Choice Count
Yes (please describe):	6.45% 32
No	93.55% 464
Total	496

Yes (please describe): - Text

Q23 - Would you like to see Johnson County restaurants participate in a voluntary Partner in Food Safety program with Johnson County Public Health? NOTE: This program would be new to Johnson County and enrollment would be completely voluntary. Restaurants that meet the requirements would be provided documentation to post publicly showing processes are in place leading to Active Managerial Control as it relates to food safety.



Field	Choice Count
Yes	90.20% 488
No	9.80% 53
Total	541