2017 Johnson County Community Survey

-Final Report -

Submitted to:

Johnson County, Kansas

By

ETC Institute

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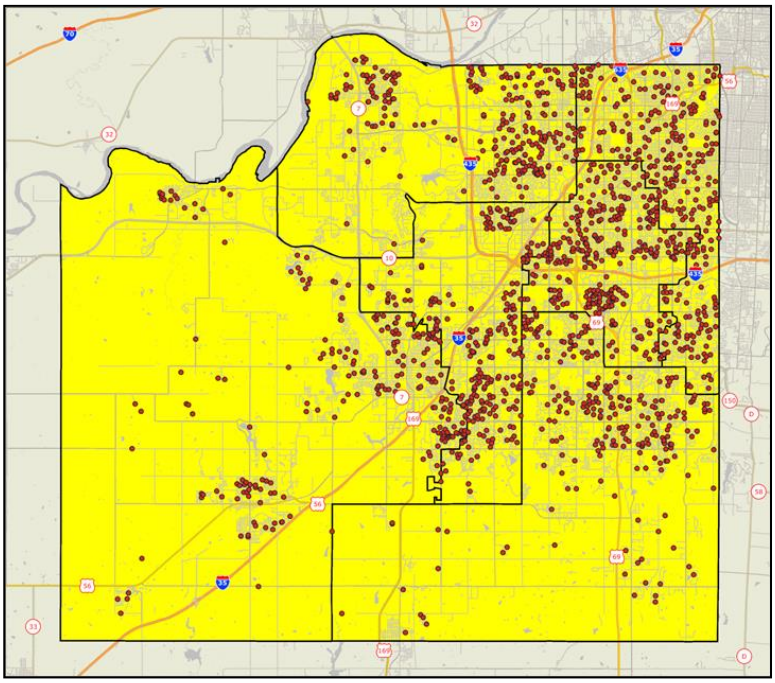
Purpose and Methodology

Purpose. ETC Institute administered a comprehensive community survey to residents of Johnson County during the winter of 2017. This was the eighth community survey administered by the County; previous surveys were administered in 2005, 2007, 2009, 2011, 2013, 2015 and 2016. The purpose of the survey was to gather input from residents about a wide range of issues including:

- Perceptions of living in Johnson County
- Feelings of safety in the County
- Familiarity with county services
- Overall satisfaction with county services
- Perceptions of service delivery
- Expectations for County services
- Issues related to specific county services in Parks and Recreation, Public Transit, and the Library System
- Human services
- Partnership opportunities
- Familiarity with new state legislation and how residents think it will affect the County

Methodology. A survey was mailed to a random sample of households in Johnson County in February of 2017. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone or online (www.JoCoGovernment.org). Of the households that received a survey, a total of 1,644 completed surveys. The results for the random sample of 1,644 households have a 95% level of confidence with a precision of at least +/- 2.4% for the county and +/-6.9% for each of the six commission districts.



There were no statistically significant differences in the results based on the method of administration (phone vs. mail). In order to better understand how well services are being delivered by the county, ETC Institute geocoded the home address of respondents to the survey. The map on the previous page shows the physical distribution of survey respondents based on the location of the respondent's home. GIS maps by district are provided in Appendix B of this report.

Interpretation of "Don't Know" and "Neutral" Responses. The percentage of "*don't know*" responses have been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Johnson County with the results from other communities in ETC Institute's national benchmarking database. Since the number of "*don't know*" responses often reflects the utilization and awareness of county services, the percentage of "*don't know*" responses have been provided in Appendix C of this report. "*Neutral*" responses (or ratings of 3 on a 5-point scale) typically indicate that basic expectations for the services that are rated are being met. Residents who give "*neutral*" ratings typically are familiar with the service, but have not had a strongly positive or negative experience.

In cases where the "*don't know*" percentages are shown in the charts and graphs, the percentage of "*don't knows*" should be reported separately when the results for a given question are presented. The percentage of "*don't know*" responses has been provided in Appendix C (tabular data).

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- benchmarking data that shows how the results for Johnson County compared to the national average and to other large communities
- importance-satisfaction analysis
- crosstabulations that show the results for each question on the survey by county commission district
- a copy of the survey instrument

Printed separately as appendices to this report:

- Appendix A: Customer Satisfaction Index
- Appendix B: GIS Maps by District
- Appendix C: Tabular Data
- Appendix D: Open-ended Comments
- Appendix E: Crosstabulations of the Survey Data by Years Lived in the County
- Appendix F: Crosstabulations of the Survey Data by Total Annual Household Income
- Appendix G: Crosstabulations of the Survey Data by Race/Ethnicity and Gender

General Perceptions of the County

Residents were generally satisfied (rating of 4 or 5 on a 5-point scale) with a wide range of factors that influence perceptions of living in Johnson County. All of the general perception items rated significantly above the national and large community averages:

- Quality of life (95%)
  - The quality of life rated 22% above the national average and 24% above the large community average.
- Overall image of the County (95%)
  - The image of the County rated 31% above the national average and 32% above the large community average.
- Public safety (92%)
  - Public safety services rated 15% above the national average and 25% above the large community average.
- Overall quality of County services (86%)
  - The quality of county services rated 37% above the national average and 41% above the large community average.
- How well the County is managing growth (76%)
  - How well the County is planning growth rated 29% above the national average and 37% above the large community average.
- Value received for tax dollars (67%)
  - The value received for tax dollars rated 29% above the national average and 36% above the large community average.

- **Trends**. Satisfaction increased or stayed the same in all 8 general perception items rated from 2016. Two of the increases were significant: ease of travel in Johnson County (+5%) and availability of arts and cultural amenities (+3%).

Perceptions of Life in Johnson County

Most residents were satisfied (rating of 4 or 5 on a 5-point scale) with Johnson County as a place to live, raise children, and work. All of these items rated significantly above the national and large community averages:

- As a place to live (97%)
  - Ratings of Johnson County as a place to live were 27% above the national average and 43% above the large community average.
- As a place to raise children (96%)
  - Ratings of Johnson County as a place to raise children were 28% above the national average and 46% above the large community average.
- As a place to work (90%)
  - Ratings of Johnson County as a place to work were 36% above the national average and 46% above the large community average.

- As a place to play (85%)
  - There was no national or large community data available for this question.
- As a place to retire (72%)
  - Ratings of Johnson County as a place to retire were 14% above the national average and 28% above the large community average.

- **Trends**. All 3 of the perception of life items that were assessed in 2016 and 2017 showed increases; the most significant increase was in ratings of the County as a place to work (+3%).

Feeling of Safety in the County

Residents generally felt safe (rating of 4 or 5 on a 5-point scale); 91% had an overall feeling of safety in the County. All other items are listed below:

- Feeling of safety in neighborhoods during the day (97%)
- Feeling of safety in neighborhoods at night (91%)
- Feeling of safety in County parks (77%)

- **Trends**. All 4 of the feeling of safety items that were assessed in 2016 and 2017 stayed the same or showed increases; none of the increases were significant.

Familiarity with County Services

- **Familiarity with County Services**. Residents were asked to rate their familiarity with services provided by 21 Johnson County offices and departments. The offices and departments with the highest and lowest levels of familiarity are listed below.

  - Services with the Highest Level of Familiarity**.** More than 70% of those surveyed were familiar with services provided by the following:
    - Johnson County Motor Vehicles Division (94%)
    - Johnson County Library System (89%)
    - Johnson County Parks and Recreation District (86%)
    - Johnson County Wastewater (78%)
    - Johnson County Election Office (73%)

  - Services with the Lowest Level of Familiarity**.** Fewer than 30% of those surveyed were familiar with services provided by the following:
    - Johnson County Airport Commission (28%)
    - Johnson County Department of Corrections (27%)
    - Johnson County Mental Health Center (26%)
    - Johnson County Human Services (26%)
    - Johnson County Developmental Supports (23%)

  Trends. Since the questions in this category differ slightly from previous surveys, the 2017 results will provide a baseline for comparisons to future survey data.

Overall Satisfaction with County Services

- **Overall Satisfaction with County Services**. Residents were asked to rate their satisfaction with 21 services provided by the County. The services with the highest and lowest ratings are listed below based on the percentage of respondents who were satisfied (rating of 4 or 5 on a 5-point scale) with the service among those *who used the service*.

  - Services with the Highest Satisfaction Ratings**.** At least two-thirds of those surveyed *who had an opinion* were satisfied (ratings of 4 or 5 on a 5-point scale) with the following County services:
    - Johnson County Library System (90%)
    - Johnson County Park & Recreation District (87%)
    - Johnson County Emergency Medical/Ambulance Service (Med-Act) (85%)
    - Johnson County Election Office (82%)
    - Johnson County K-State Extension and Research (78%)
    - Johnson County Emergency Management and Communications (78%)
    - Johnson County Museums (71%)
    - Johnson County Motor Vehicle Division (68%)
    - Stormwater Program (68%)
    - Johnson County Sheriff's Office (66%)

  - Services with the Lowest Satisfaction Ratings**.** The five County services that had the lowest levels of satisfaction (ratings of 4 or 5 on a 5-point scale) were:
    - Johnson County Planning, Inspections and Codes (48%)
    - Johnson County Department of Corrections (45%)

  Trends. Since the questions in this category differ slightly from previous surveys, the 2017 results will provide a baseline for comparisons to future survey data.

Overall Priorities

- **Services that Residents Felt Were Most Important for the County to Provide.** Residents were asked to rate the County services they thought were most important for the County to provide. The top four services that residents thought should be emphasized most over the next two years based on the sum of the top choices given by respondents were:

  - Johnson County Emergency Medical/Ambulance Service (Med-Act)
  - Johnson County Sheriff's Office
  - Johnson County Park & Recreation District
  - Johnson County Emergency Management and Communications

- **Priorities for Improvement.** Importance-Satisfaction Analysis is a tool that helps community leaders objectively assess which services should receive additional emphasis. The analysis incorporates two types of data from the survey: (1) the level of emphasis or importance that residents thought should be placed on improvements to existing services and (2) the level of satisfaction with these services. Importance-Satisfaction analysis is

based on the concept that the County will maximize overall satisfaction among residents by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of improvements to the service is relative high (see the Importance-Satisfaction Analysis section later in this report for a more detailed description of the analysis). The top priorities for improvement in Johnson County based on the results of the Importance-Satisfaction analysis are listed below:

- Johnson County Sheriff's Office
- Johnson County Public Works

Perceptions of Service Delivery

- **Perceptions of Service Delivery.** Residents were asked to rate their level of agreement with several issues related to overall perceptions of County service delivery. The issues that residents most agreed with, based upon a combination of "strongly agree" and "agree" responses, were:

  - Polling places in the County are conveniently located and accessible (91%)
  - The County has enough advanced voting locations (81%)
  - Johnson County government is well run (71%)
  - Johnson County is prepared for an emergency (61%)

- **Trends**. There were significant increases in the level of agreement for 8 of the 15 issues assessed on the survey in 2016 and 2017; the significant increases are listed below:

  - The County has enough advanced voting locations (up 12% from 2016)
  - Polling places are conveniently located and accessible (up 6% from 2016)
  - Johnson County Government is well run (up 6% from 2016)
  - Growth is managed well in rural areas (up 5% from 2016)
  - County keeps residents informed about programs and services (up 5% from 2016)
  - Management of juries is professional and efficient (up 4% from 2016)
  - Commissioners effectively manage resources (up 4% from 2016)
  - Property is appraised fairly in the County (up 4% from 2016)

  There were four significant decreases in the level of agreement in the perception issues assessed on the survey; the issues with significant decreases are listed below:

  - The County should use a mobile app in order to provide service delivery (down 10% from 2016)
  - Johnson County provides adequate needed resources (down 10% from 2016)
  - Johnson County's services and facilities for its aging and disabled populations are adequate (down 8% from 2016)
  - The juvenile justice system has adequate resources (down 3% from 2016)

Issues Related to Specific County Services

- **Public Transportation**. Residents were asked to indicate their level of agreement with various statements related to public transportation services in the County. The major findings are listed below; the percentages shown only reflect the percentage of respondents who had an opinion about the service.

    - 61% of residents agreed that the County should enhance transit availability and frequency along major corridors
    - 52% of residents agreed that the County should offer transit service in all parts of the County
    - 32% of residents agreed that the County offers adequate public transit services to meet the needs of the community

  More than half (57%) of the residents surveyed who provided a response indicated they did not know that the name of Johnson County's Transit System had been changed from "The JO" to "Ride KC" before receiving the survey.

- **Library System**. Residents were asked to indicate their level of agreement with various statements related to library services in the County. The major findings are listed below; the percentages shown only reflect the percentage of respondents who had an opinion about the service.

    - 80% of residents agreed that the County library system is adequate to support the needs of residents
    - 60% of residents agreed that the County should expand digital services

- **County Parks and Recreation System**. Residents were asked to indicate their level of agreement with various statements related to the Johnson County Park & Recreation District. The major findings are listed below; the percentages shown only reflect the percentage of respondents who had an opinion about the issue.

    - 88% of residents agreed that the Johnson County Park & Recreation District succeeds in its mission to enhance the quality of life in the County by providing high quality parks, services, and recreation programs
    - 70% of residents agreed that Johnson County Park & Recreation District facilities and programs positively impact one's personal health and well-being
    - 70% of residents agreed that Johnson County Park & Recreation District should continue to acquire property to expand the County's parks and trails system

Human Services

Residents were asked to indicate their level of support for the use of additional County funds to maintain existing service levels for human services programs, infrastructure programs and public safety programs if Federal and State funds were reduced. The results showed that residents were most supportive of the use of additional County funds to maintain the County's aging programs (89%), mental health services (88%), and public health services (88%). Residents were least supportive of using additional County funds to maintain housing programs (73%).

Partnership Opportunities

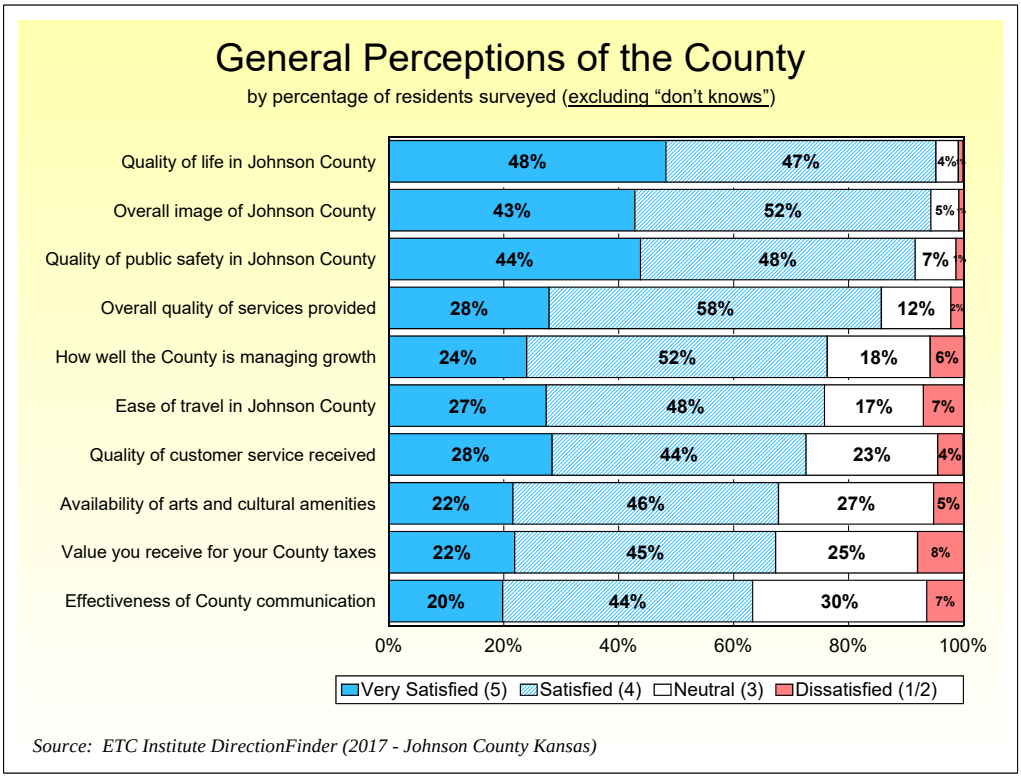
Residents were asked to indicate their level of agreement with various statements related to county partnership opportunities. The results showed that eighty-three percent (83%) of the residents surveyed agreed that Johnson County should facilitate the coordination of shared functions with cities. Eighty-two percent (82%) of the residents surveyed agreed that Johnson County should facilitate the coordination of shared functions with school districts, and 73% of residents felt Johnson County should facilitate the coordination of shared functions between area counties and the Kansas City region.

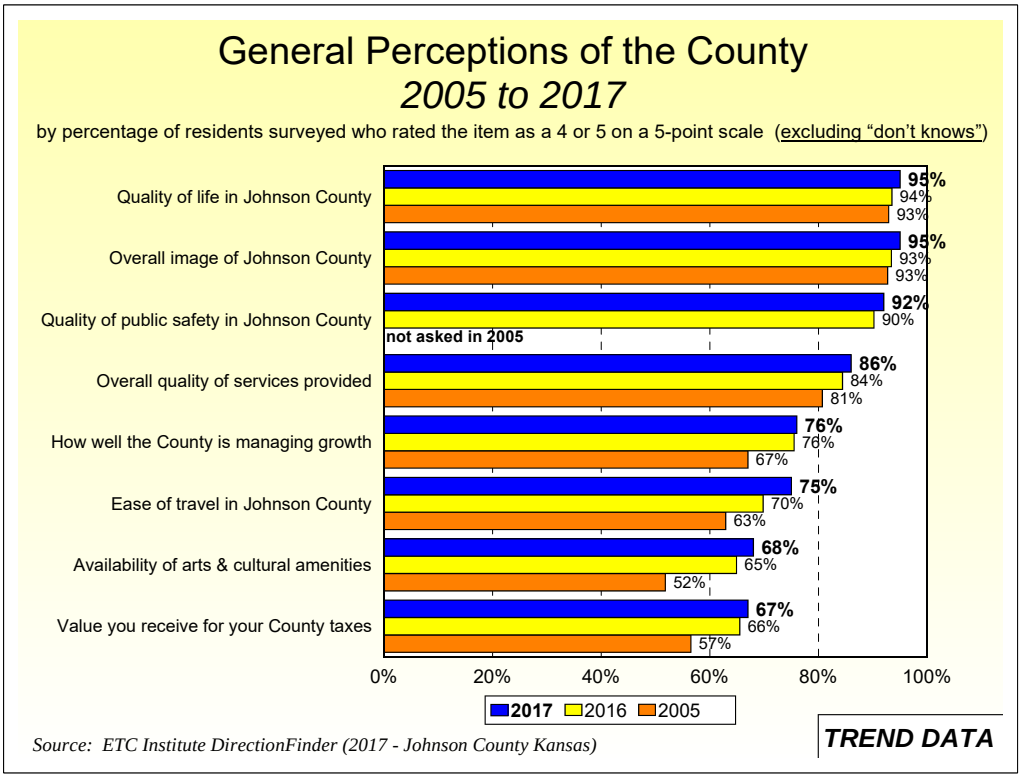
New State Legislation

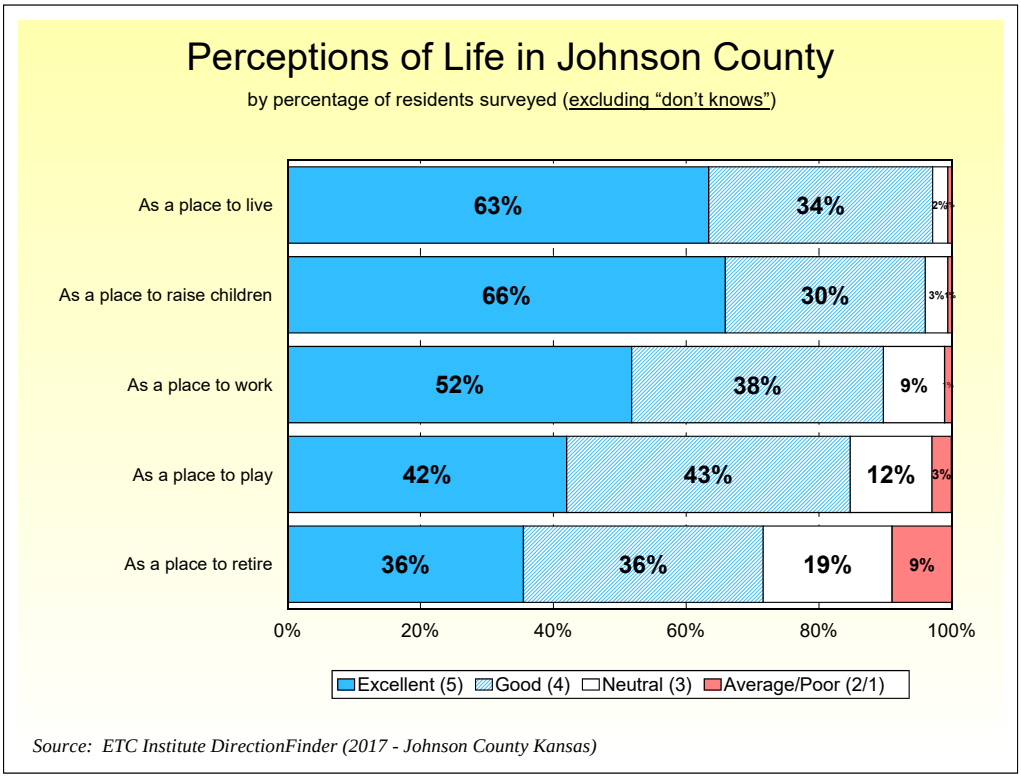
Residents were asked to indicate their level of familiarity with new State legislation on various issues. Sixty-one percent (61%) of residents were familiar with new gun laws, 29% were familiar with new tax lids on local spending, and 17% were familiar with new zoning laws.

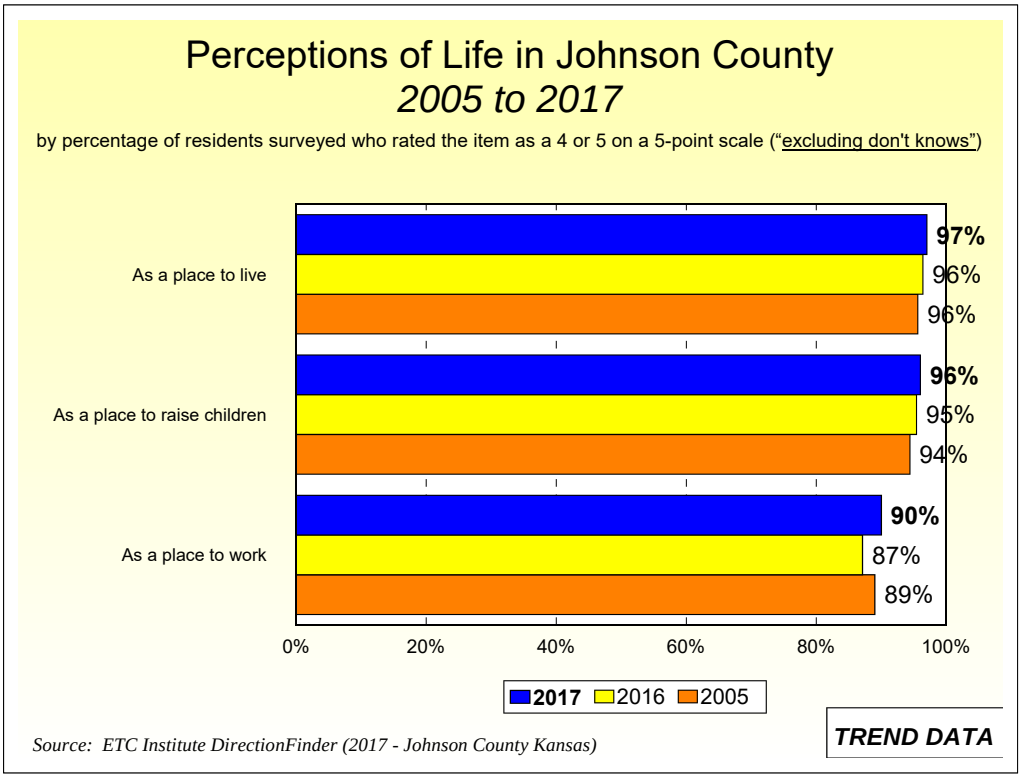
Those who were familiar with these issues were also asked how they thought the new laws/legislation would impact Johnson County. With regard to the new zoning laws, 35% of residents indicated they would be positive, 32% thought they would have no impact, and 33% felt they would have a negative impact in the County. With regard to new tax lids on local spending, 30% indicated they would be positive, 12% thought they would have no impact, and 57% felt they would have a negative impact. Twenty-six percent (26%) of residents thought the new gun laws would be positive, 14% thought they would have no impact, and 60% felt they would have a negative impact on Johnson County.

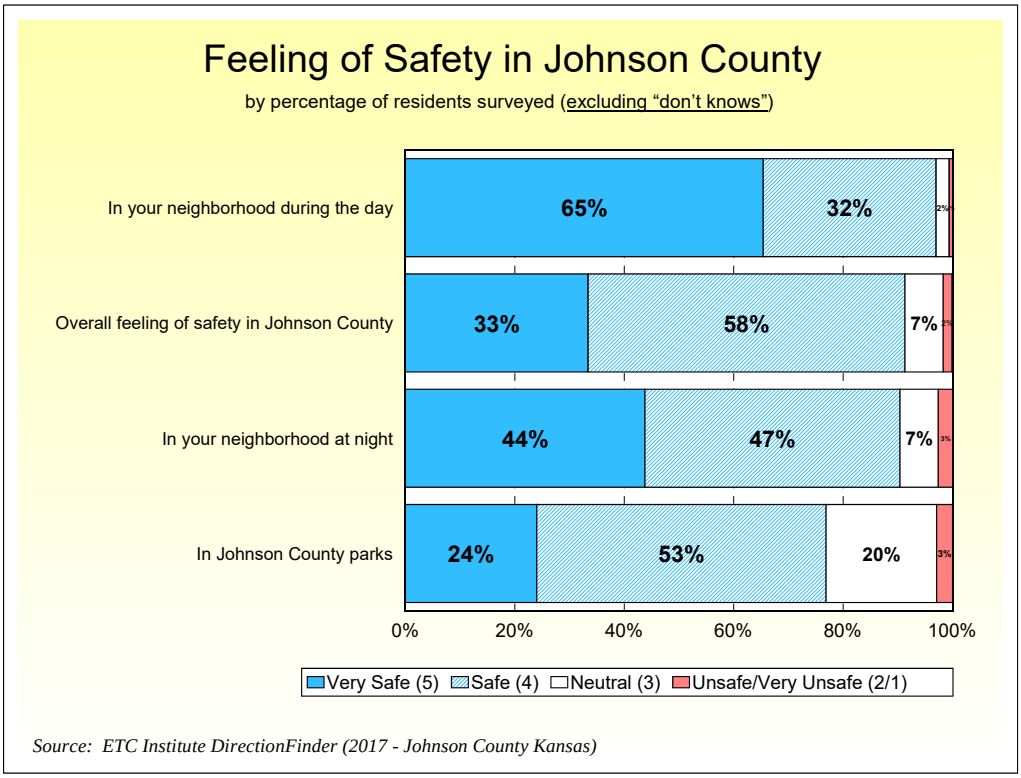
Charts and Graphs

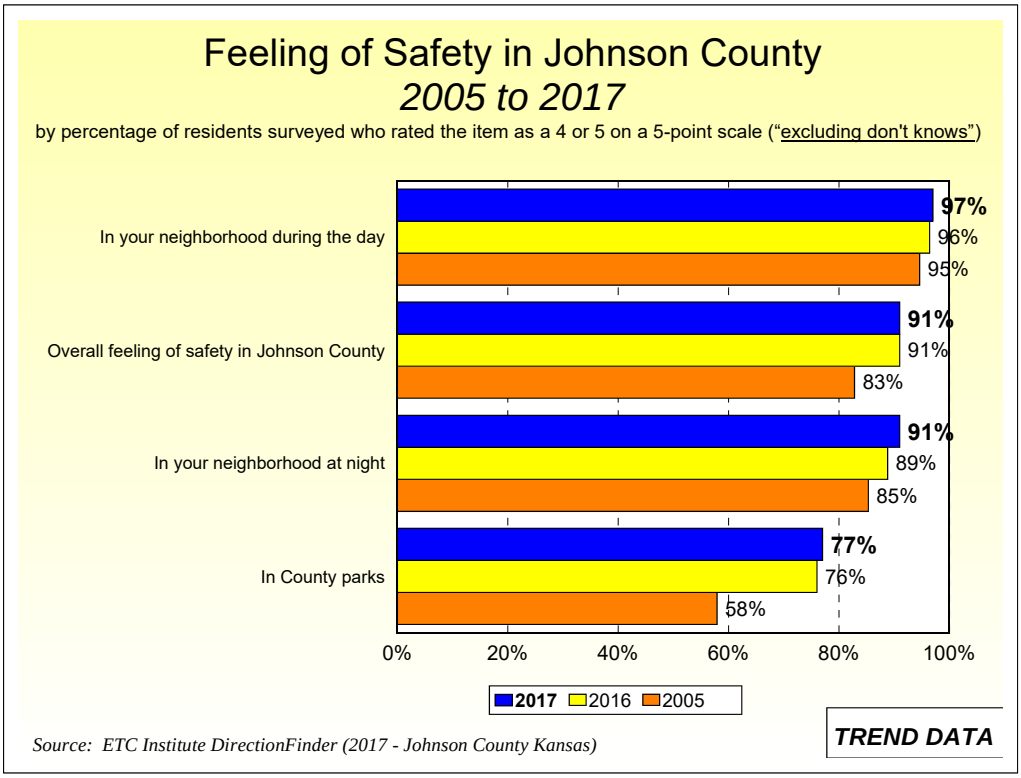

General Perceptions of the County
by percentage of residents surveyed (excluding "don't knows")
Quality of life in Johnson County
48%
47%
4%
Overall image of Johnson County
43%
52%
5%
Quality of public safety in Johnson County
44%
48%
7%
Overall quality of services provided
28%
58%
12%
2%
How well the County is managing growth
24%
52%
18%
6%
Ease of travel in Johnson County
27%
48%
17%
7%
Quality of customer service received
28%
44%
23%
4%
Availability of arts and cultural amenities
22%
46%
27%
5%
Value you receive for your County taxes
22%
45%
25%
8%
Effectiveness of County communication
20%
44%
30%
7%
0%
20%
40%
60%
80%
100%
Very Satisfied (5)
Satisfied (4)
Neutral (3)
Dissatisfied (1/2)
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)


General Perceptions of the County
2005 to 2017
by percentage of residents surveyed who rated the item as a 4 or 5 on a 5-point scale (excluding "don't knows")
Quality of life in Johnson County
95%
94%
93%
Overall image of Johnson County
95%
93%
93%
Quality of public safety in Johnson County
92%
90%
not asked in 2005
Overall quality of services provided
86%
84%
81%
How well the County is managing growth
76%
76%
67%
Ease of travel in Johnson County
75%
70%
63%
Availability of arts & cultural amenities
68%
65%
52%
Value you receive for your County taxes
67%
66%
57%
0%
20%
40%
60%
80%
100%
2017
2016
2005
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)
TREND DATA


Perceptions of Life in Johnson County
by percentage of residents surveyed (excluding "don't knows")
As a place to live
63%
34%
2%
As a place to raise children
66%
30%
3%
As a place to work
52%
38%
9%
As a place to play
42%
43%
12%
3%
As a place to retire
36%
36%
19%
9%
0%
20%
40%
60%
80%
100%
Excellent (5)
Good (4)
Neutral (3)
Average/Poor (2/1)
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

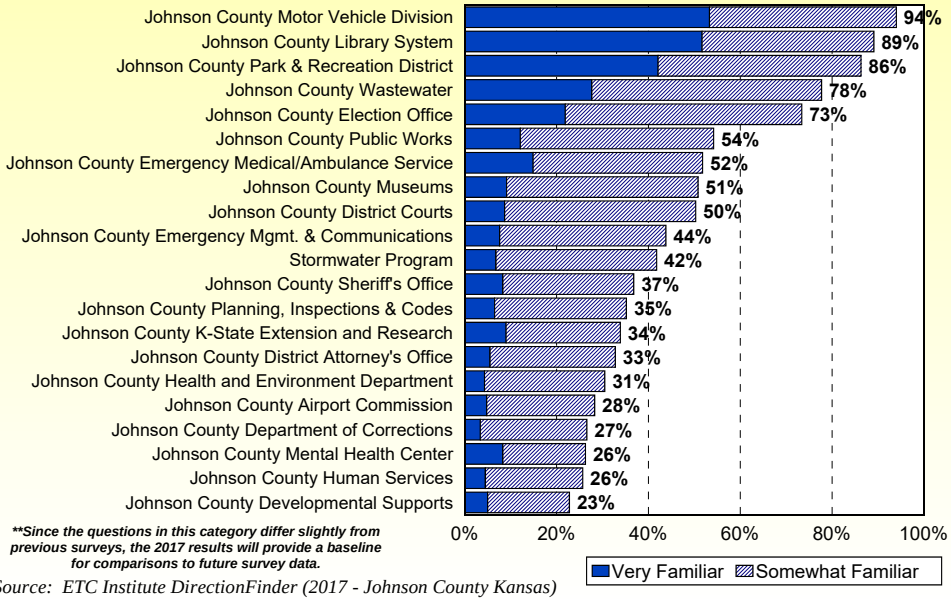

Perceptions of Life in Johnson County
2005 to 2017
by percentage of residents surveyed who rated the item as a 4 or 5 on a 5-point scale ("excluding don't knows")
As a place to live
97%
96%
96%
As a place to raise children
96%
95%
94%
As a place to work
90%
87%
89%
0%
20%
40%
60%
80%
100%
2017
2016
2005
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)
TREND DATA


Feeling of Safety in Johnson County
by percentage of residents surveyed (excluding "don't knows")
In your neighborhood during the day
65%
32%
2%
Overall feeling of safety in Johnson County
33%
58%
7%
2%
In your neighborhood at night
44%
47%
7%
3%
In Johnson County parks
24%
53%
20%
3%
0%
20%
40%
60%
80%
100%
Very Safe (5)
Safe (4)
Neutral (3)
Unsafe/Very Unsafe (2/1)
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)


Feeling of Safety in Johnson County
2005 to 2017
by percentage of residents surveyed who rated the item as a 4 or 5 on a 5-point scale ("excluding don't knows")
In your neighborhood during the day
97%
96%
95%
Overall feeling of safety in Johnson County
91%
91%
83%
In your neighborhood at night
91%
89%
85%
In County parks
77%
76%
58%
0%
20%
40%
60%
80%
100%
2017
2016
2005
TREND DATA
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

Familiarity with the Services Provided by Each Organization in Johnson County**

by percentage of residents surveyed who were "very familiar" or "somewhat familiar" with the services provided by each organization

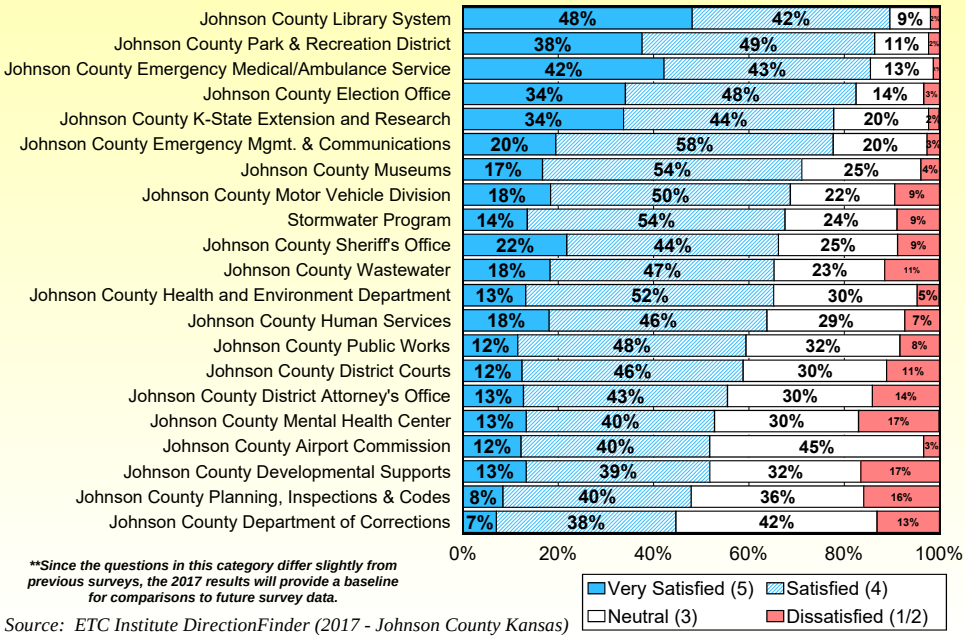


***Since the questions in this category differ slightly from previous surveys, the 2017 results will provide a baseline for comparisons to future survey data.**

Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

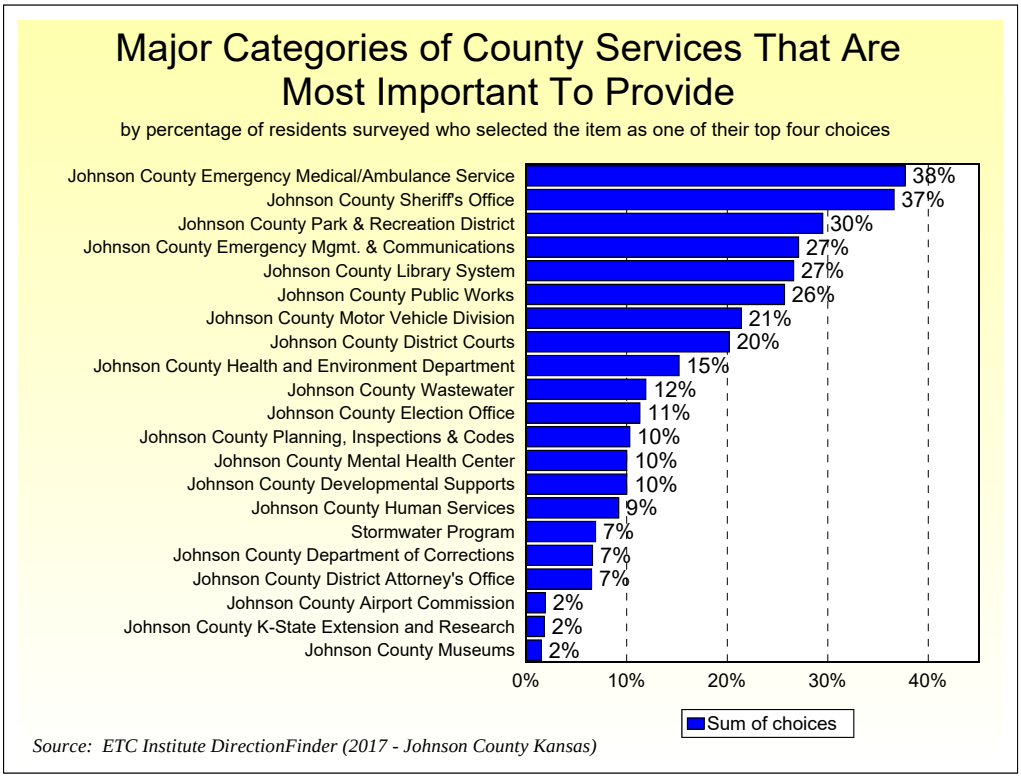
Overall Satisfaction with Various County Services**

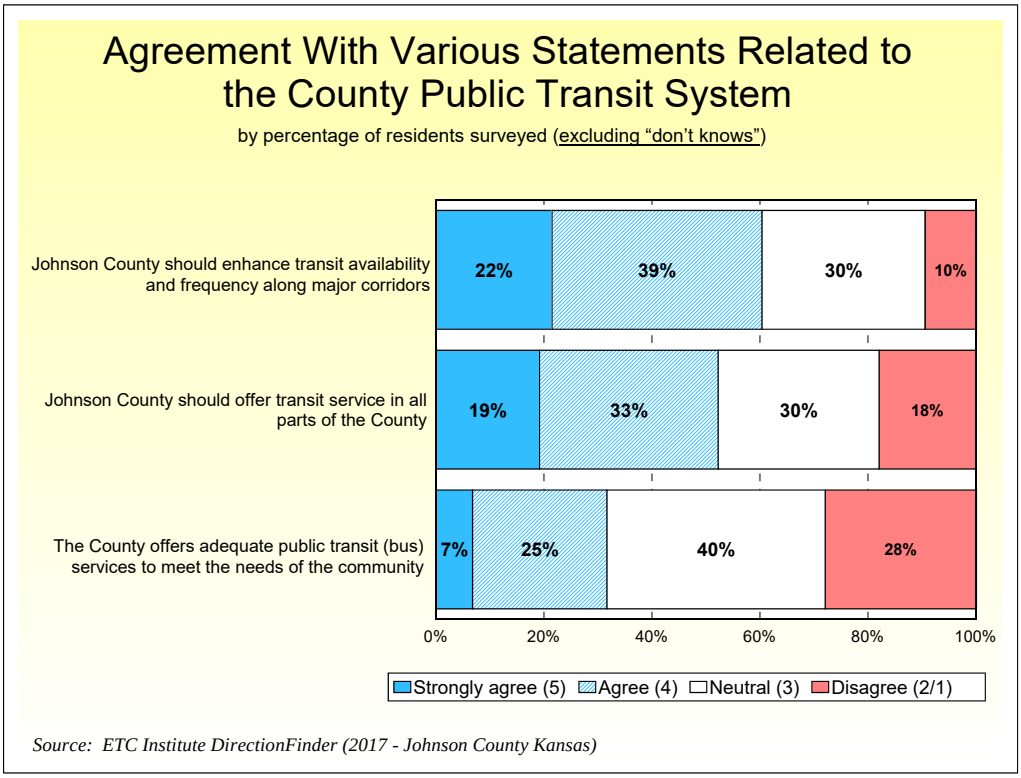
by percentage of residents surveyed who used the service



***Since the questions in this category differ slightly from previous surveys, the 2017 results will provide a baseline for comparisons to future survey data.**

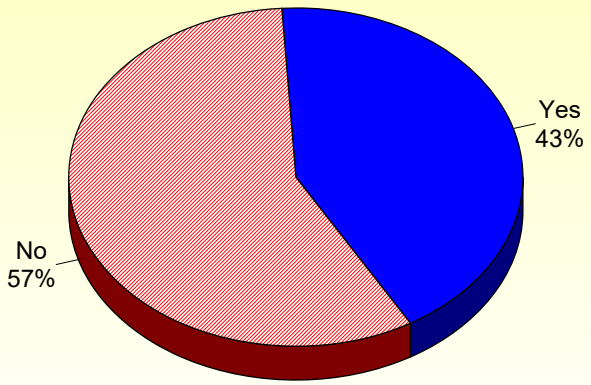
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)


Major Categories of County Services That Are Most Important To Provide
by percentage of residents surveyed who selected the item as one of their top four choices
Johnson County Emergency Medical/Ambulance Service 38%
Johnson County Sheriff's Office 37%
Johnson County Park & Recreation District 30%
Johnson County Emergency Mgmt. & Communications 27%
Johnson County Library System 27%
Johnson County Public Works 26%
Johnson County Motor Vehicle Division 21%
Johnson County District Courts 20%
Johnson County Health and Environment Department 15%
Johnson County Wastewater 12%
Johnson County Election Office 11%
Johnson County Planning, Inspections & Codes 10%
Johnson County Mental Health Center 10%
Johnson County Developmental Supports 10%
Johnson County Human Services 9%
Stormwater Program 7%
Johnson County Department of Corrections 7%
Johnson County District Attorney's Office 7%
Johnson County Airport Commission 2%
Johnson County K-State Extension and Research 2%
Johnson County Museums 2%
0%
10%
20%
30%
40%
Sum of choices
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)


Agreement With Various Statements Related to the County Public Transit System
by percentage of residents surveyed (excluding "don't knows")
Johnson County should enhance transit availability and frequency along major corridors
22%
39%
30%
10%
Johnson County should offer transit service in all parts of the County
19%
33%
30%
18%
The County offers adequate public transit (bus) services to meet the needs of the community
7%
25%
40%
28%
0%
20%
40%
60%
80%
100%
Strongly agree (5)
Agree (4)
Neutral (3)
Disagree (2/1)
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

Did you know that the name of Johnson County's Transit System has been changed from "The JO" to "Ride KC" before receiving this survey?

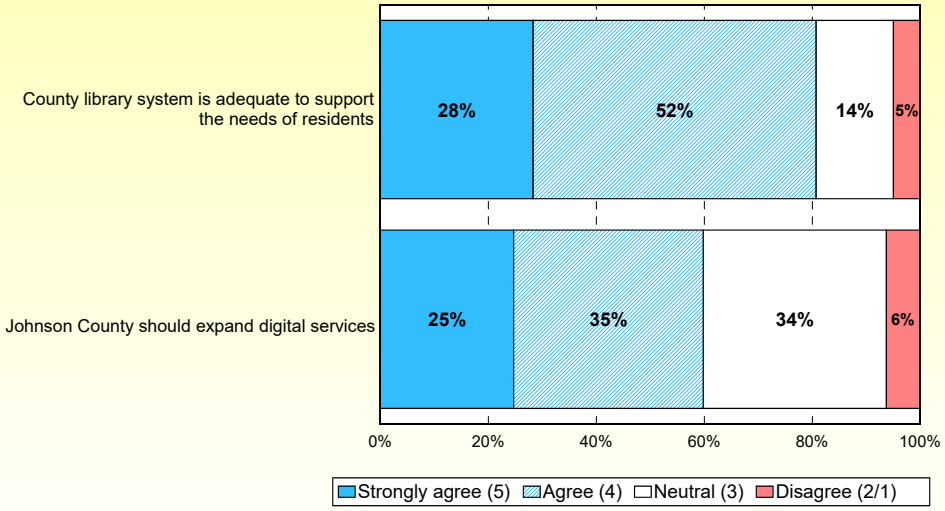
by percentage of residents surveyed (excluding "not provided")



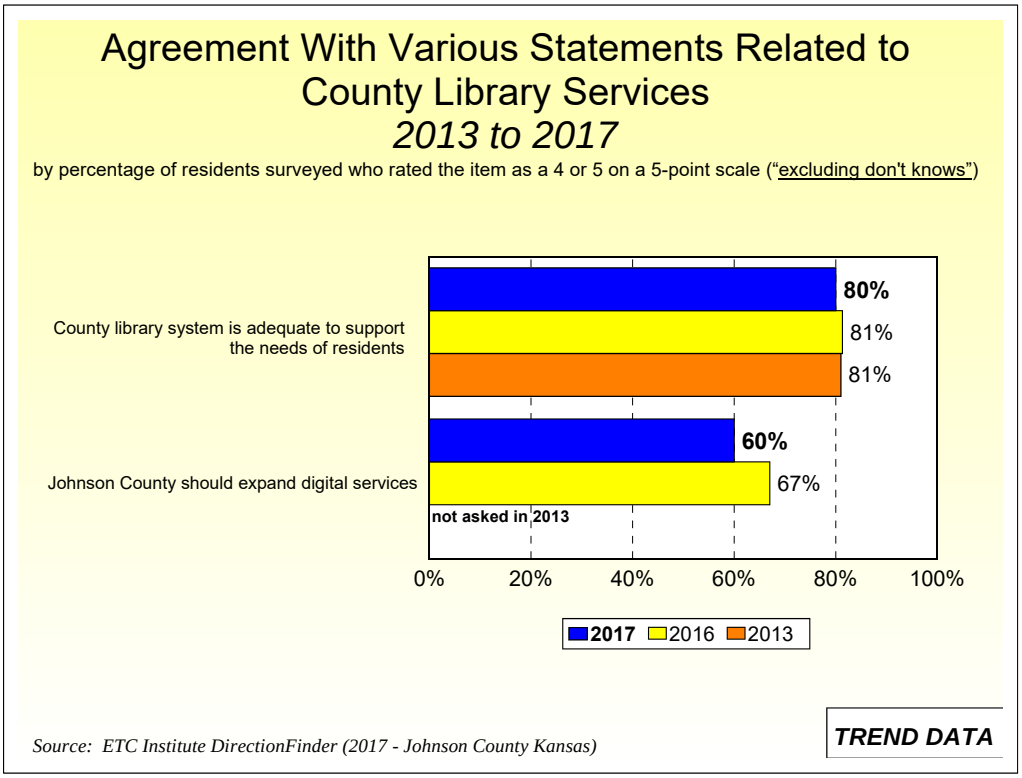
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

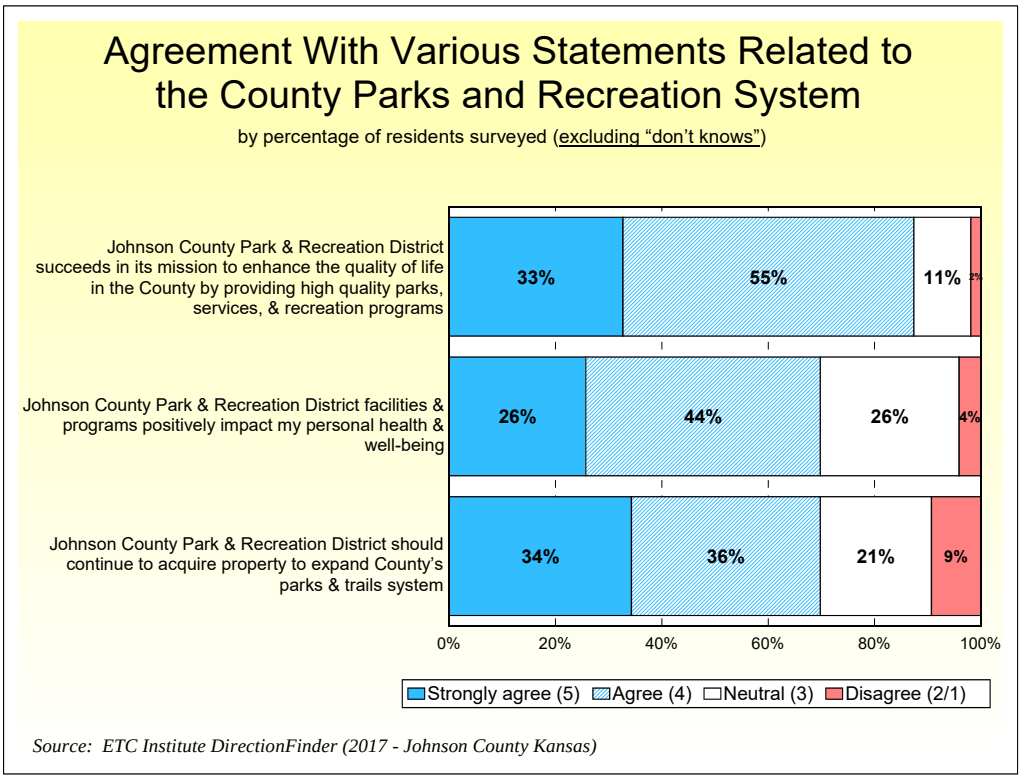
Agreement With Various Statements Related to County Library Services

by percentage of residents surveyed (excluding "don't knows")



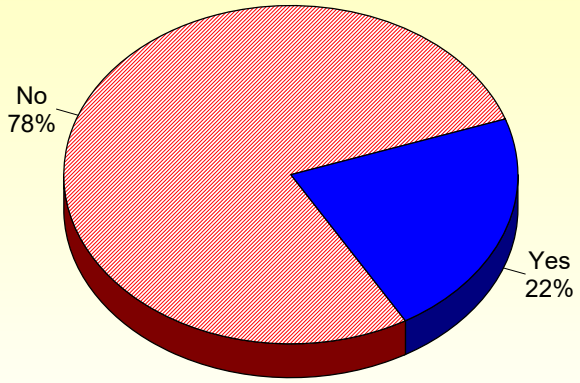
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)


Agreement With Various Statements Related to County Library Services
2013 to 2017
by percentage of residents surveyed who rated the item as a 4 or 5 on a 5-point scale ("excluding don't knows")
County library system is adequate to support the needs of residents
80%
81%
81%
Johnson County should expand digital services
60%
67%
not asked in 2013
0%
20%
40%
60%
80%
100%
2017
2016
2013
TREND DATA
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)


Agreement With Various Statements Related to the County Parks and Recreation System
by percentage of residents surveyed (excluding "don't knows")
Johnson County Park & Recreation District succeeds in its mission to enhance the quality of life in the County by providing high quality parks, services, & recreation programs
33%
55%
11%
2%
Johnson County Park & Recreation District facilities & programs positively impact my personal health & well-being
26%
44%
26%
4%
Johnson County Park & Recreation District should continue to acquire property to expand County's parks & trails system
34%
36%
21%
9%
0%
20%
40%
60%
80%
100%
Strongly agree (5)
Agree (4)
Neutral (3)
Disagree (2/1)
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

Are you aware of how to access disability and human services programs in Johnson County?

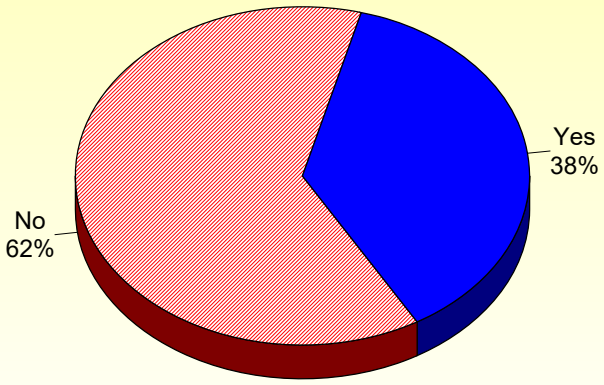
by percentage of residents surveyed (excluding "not provided")



Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

Are you aware that 1 in 16 people, or 34,560 Johnson County residents, live below the federal poverty line?

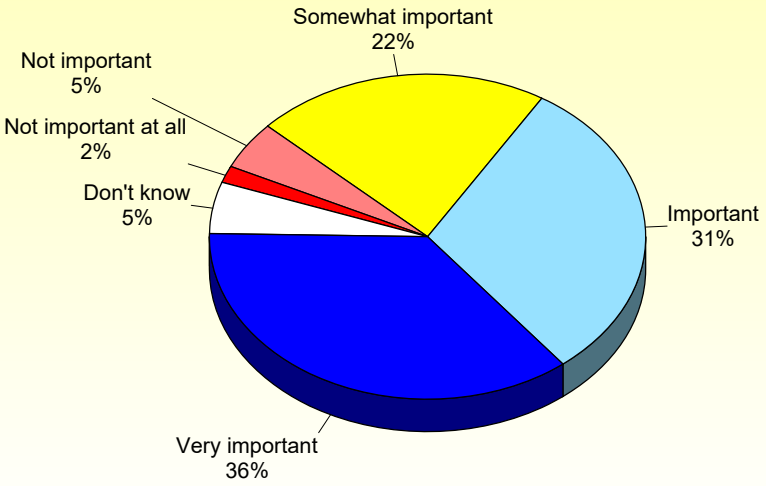
by percentage of residents surveyed (excluding "not provided")



Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

How important do you think it is for Johnson County to provide safety-net services to low income individuals/families?

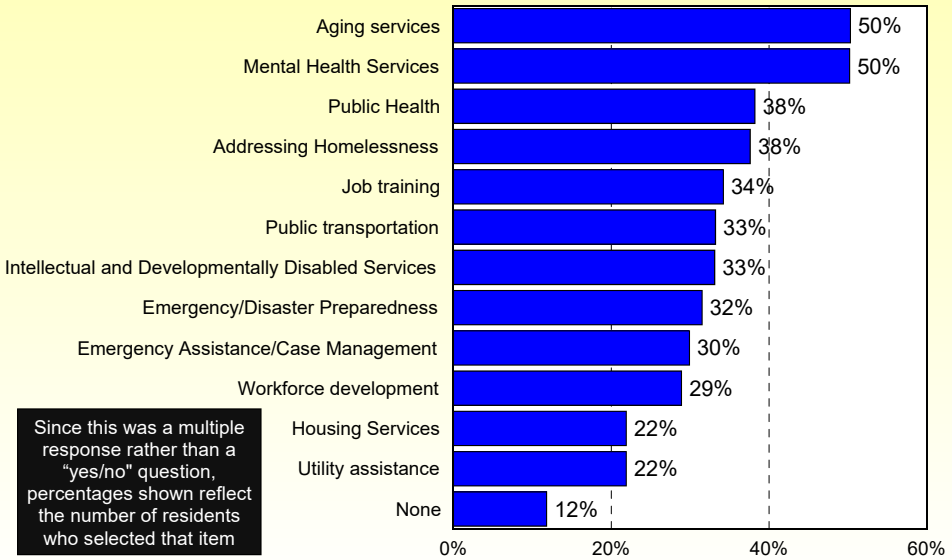
by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

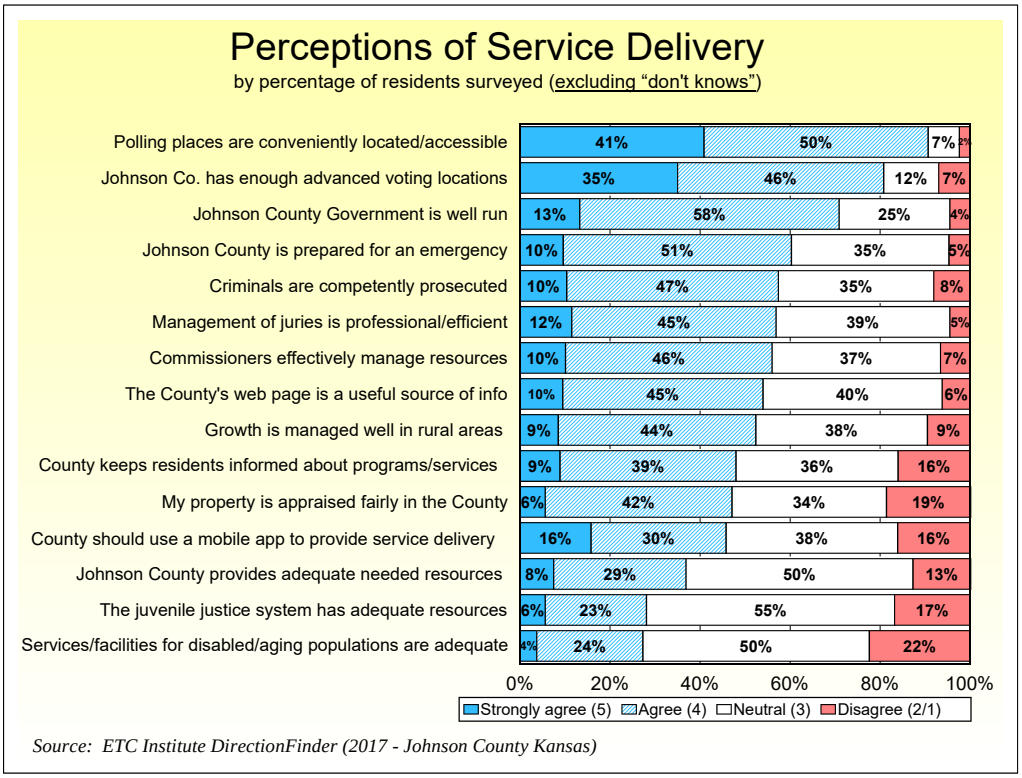
Areas Where Johnson County Should Devote Additional Resources

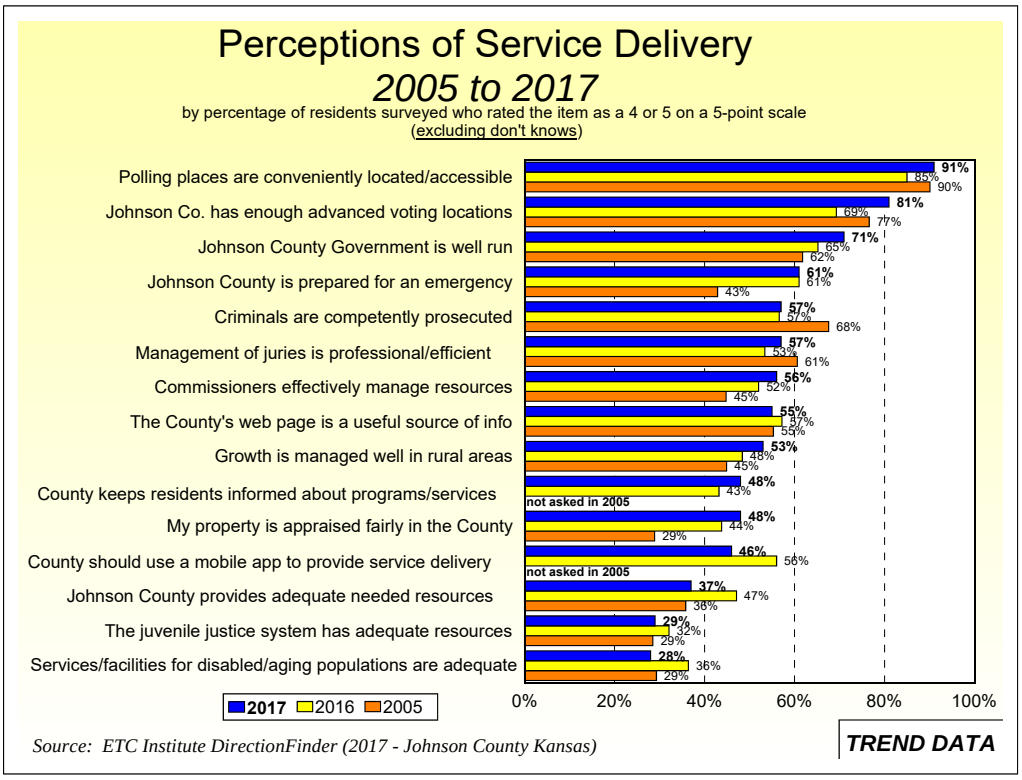
by percentage of residents surveyed (multiple choices could be selected)

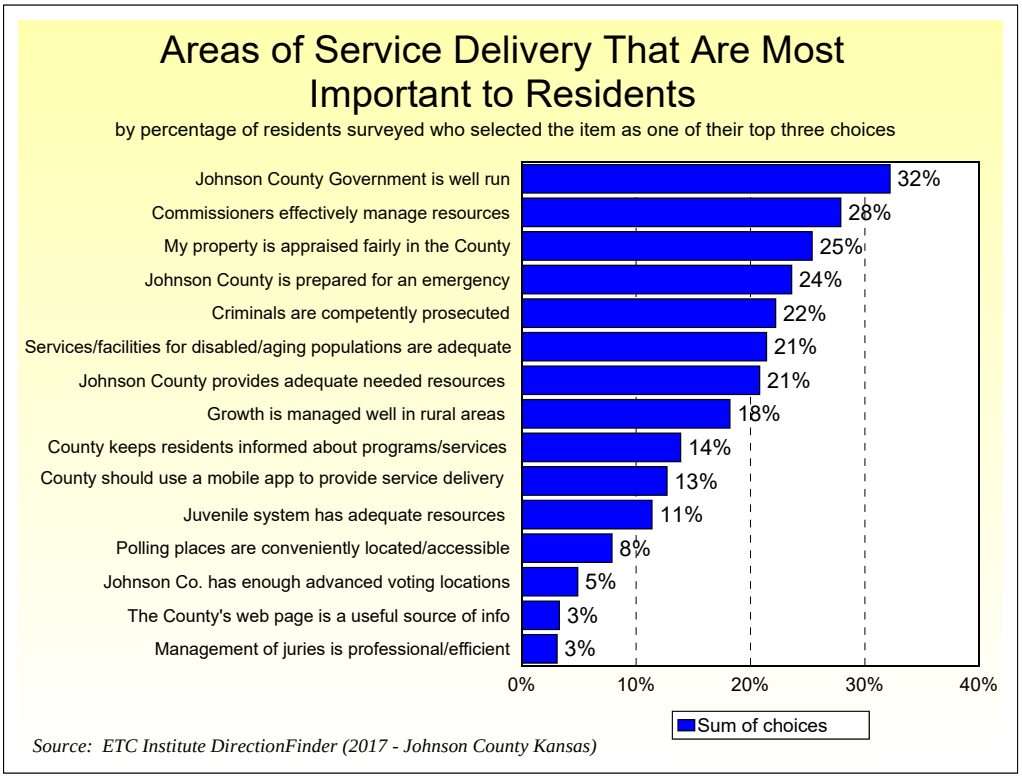


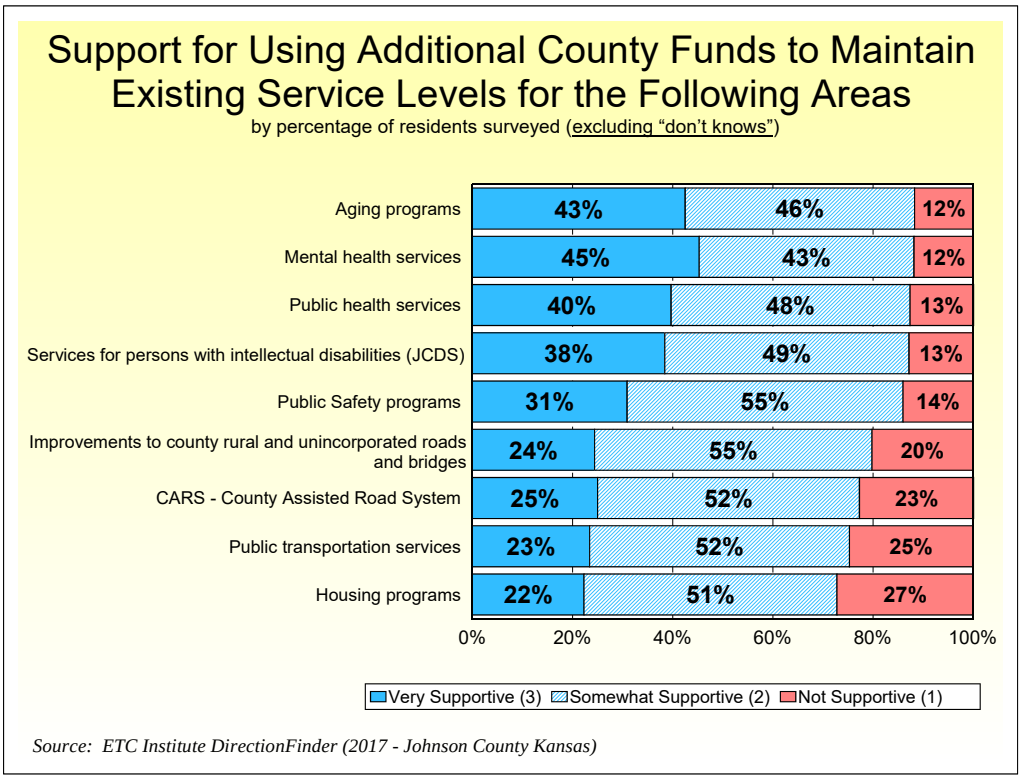
Since this was a multiple response rather than a "yes/no" question, percentages shown reflect the number of residents who selected that item

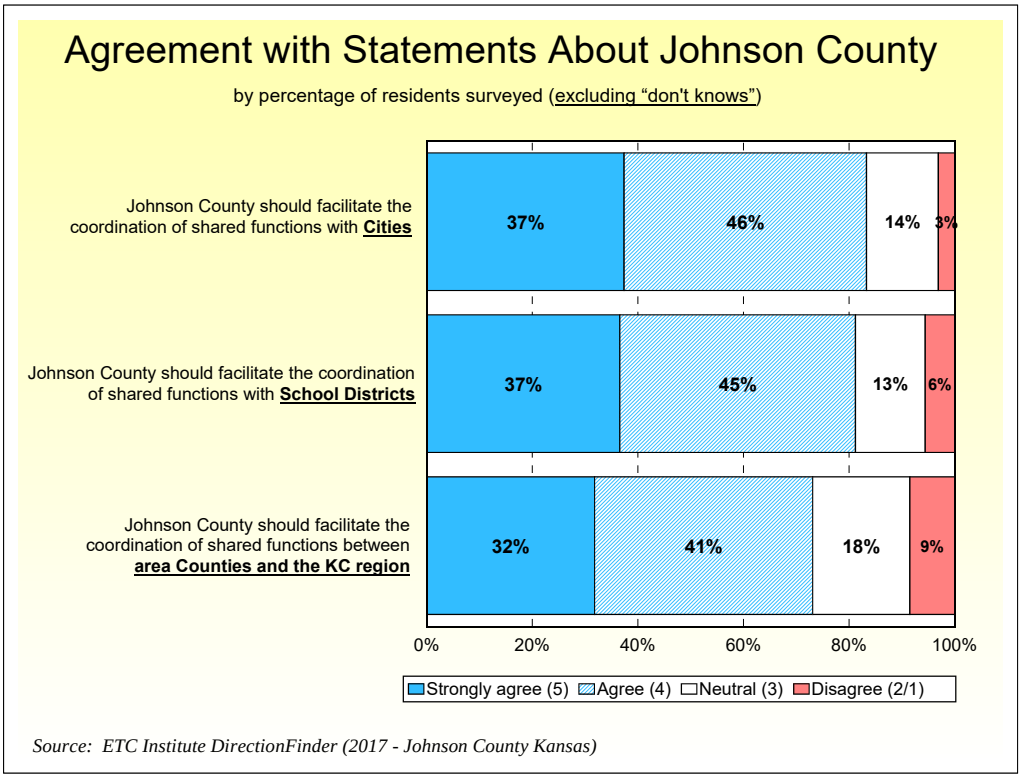
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

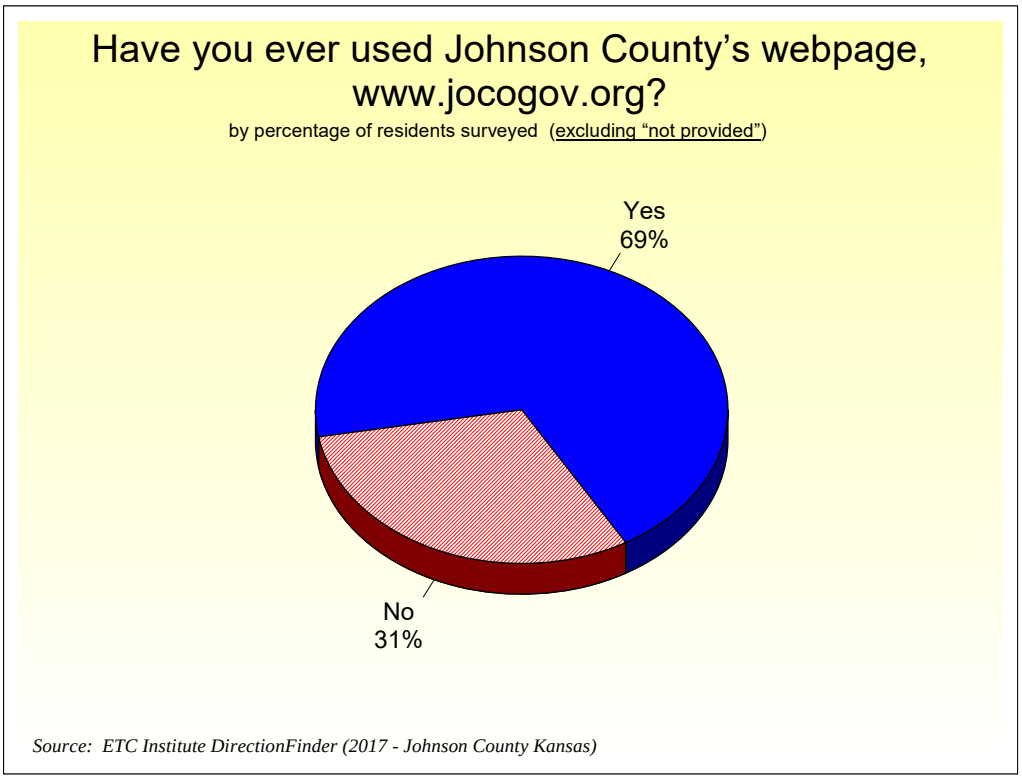

Perceptions of Service Delivery
by percentage of residents surveyed (excluding "don't knows")
Polling places are conveniently located/accessible 41% 50% 7% 2%
Johnson Co. has enough advanced voting locations 35% 46% 12% 7%
Johnson County Government is well run 13% 58% 25% 4%
Johnson County is prepared for an emergency 10% 51% 35% 5%
Criminals are competently prosecuted 10% 47% 35% 8%
Management of juries is professional/efficient 12% 45% 39% 5%
Commissioners effectively manage resources 10% 46% 37% 7%
The County's web page is a useful source of info 10% 45% 40% 6%
Growth is managed well in rural areas 9% 44% 38% 9%
County keeps residents informed about programs/services 9% 39% 36% 16%
My property is appraised fairly in the County 6% 42% 34% 19%
County should use a mobile app to provide service delivery 16% 30% 38% 16%
Johnson County provides adequate needed resources 8% 29% 50% 13%
The juvenile justice system has adequate resources 6% 23% 55% 17%
Services/facilities for disabled/aging populations are adequate 4% 24% 50% 22%
0% 20% 40% 60% 80% 100%
Strongly agree (5) Agree (4) Neutral (3) Disagree (2/1)
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

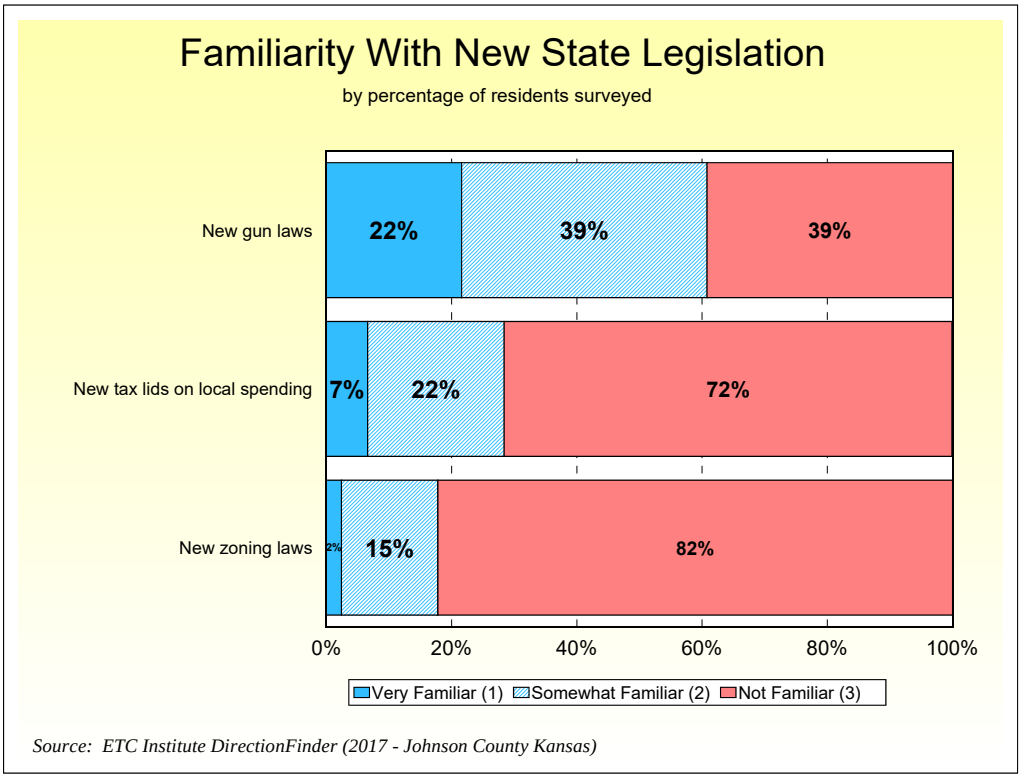

Perceptions of Service Delivery
2005 to 2017
by percentage of residents surveyed who rated the item as a 4 or 5 on a 5-point scale
(excluding don't knows)
Polling places are conveniently located/accessible 91% 85% 90%
Johnson Co. has enough advanced voting locations 81% 69% 77%
Johnson County Government is well run 71% 65% 62%
Johnson County is prepared for an emergency 61% 61% 43%
Criminals are competently prosecuted 57% 57% 68%
Management of juries is professional/efficient 57% 53% 61%
Commissioners effectively manage resources 56% 52% 45%
The County's web page is a useful source of info 55% 57% 54%
Growth is managed well in rural areas 53% 48% 45%
County keeps residents informed about programs/services 48% 43% not asked in 2005
My property is appraised fairly in the County 48% 44% 29%
County should use a mobile app to provide service delivery 46% 56% not asked in 2005
Johnson County provides adequate needed resources 37% 47% 38%
The juvenile justice system has adequate resources 29% 32% 29%
Services/facilities for disabled/aging populations are adequate 28% 36% 29%
2017 2016 2005
0% 20% 40% 60% 80% 100%
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)
TREND DATA

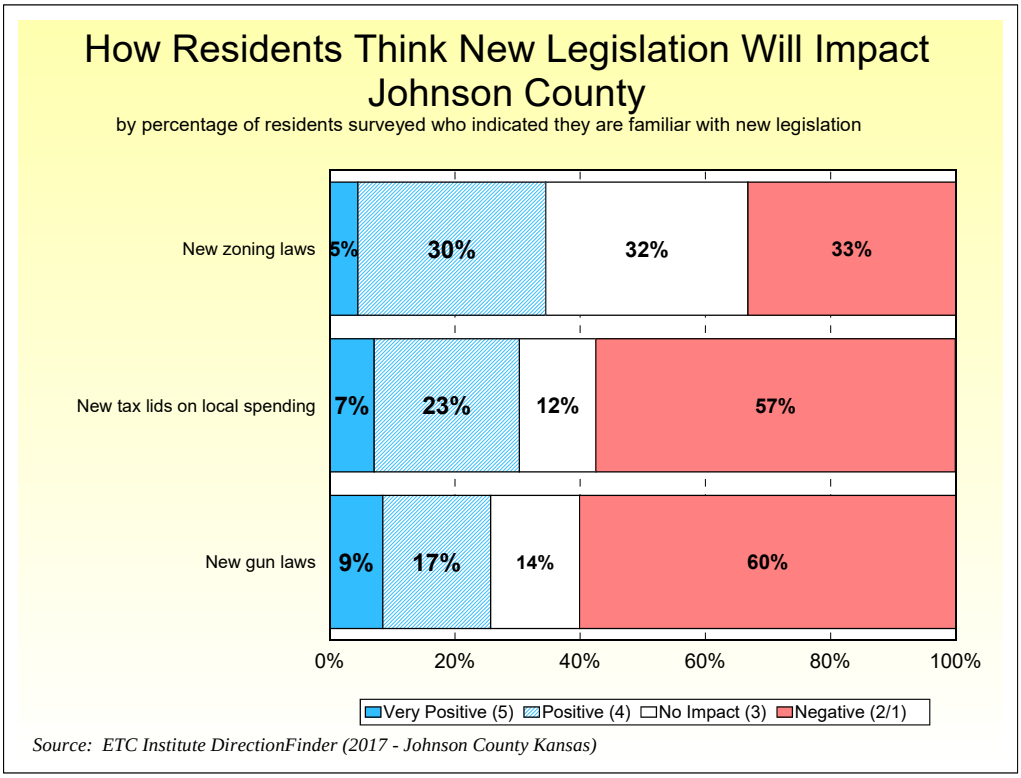

Areas of Service Delivery That Are Most Important to Residents
by percentage of residents surveyed who selected the item as one of their top three choices
Johnson County Government is well run 32%
Commissioners effectively manage resources 28%
My property is appraised fairly in the County 25%
Johnson County is prepared for an emergency 24%
Criminals are competently prosecuted 22%
Services/facilities for disabled/aging populations are adequate 21%
Johnson County provides adequate needed resources 21%
Growth is managed well in rural areas 18%
County keeps residents informed about programs/services 14%
County should use a mobile app to provide service delivery 13%
Juvenile system has adequate resources 11%
Polling places are conveniently located/accessible 8%
Johnson Co. has enough advanced voting locations 5%
The County's web page is a useful source of info 3%
Management of juries is professional/efficient 3%
0%
10%
20%
30%
40%
Sum of choices
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

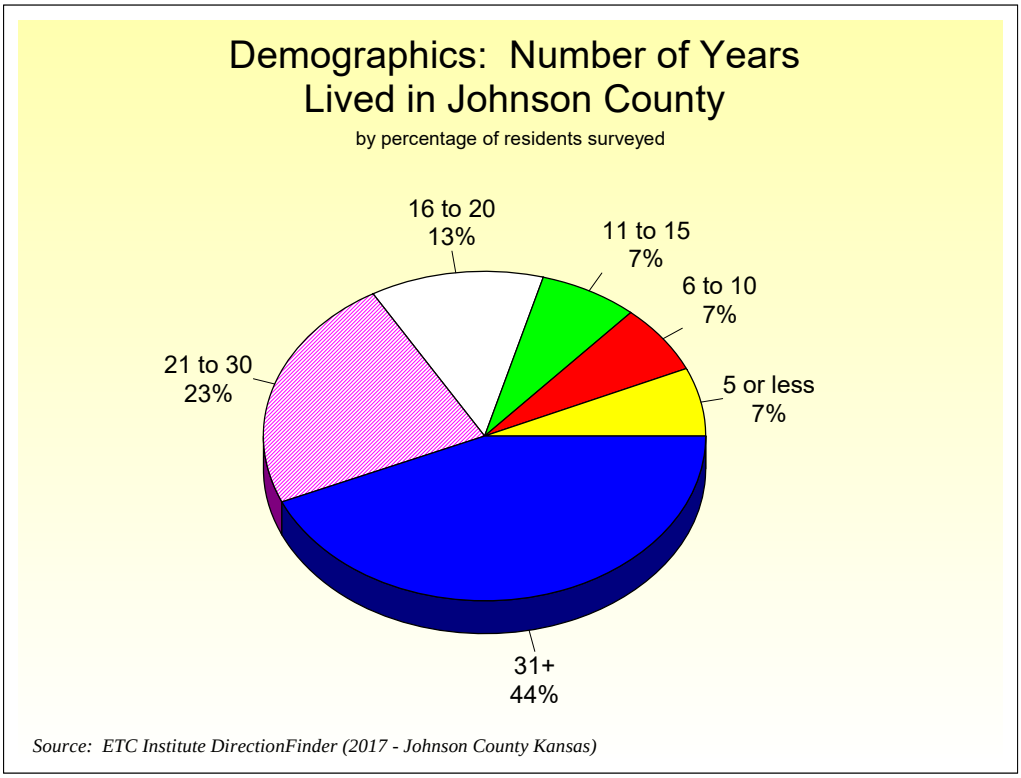

Support for Using Additional County Funds to Maintain Existing Service Levels for the Following Areas
by percentage of residents surveyed (excluding "don't knows")
Aging programs 43% 46% 12%
Mental health services 45% 43% 12%
Public health services 40% 48% 13%
Services for persons with intellectual disabilities (JCDS) 38% 49% 13%
Public Safety programs 31% 55% 14%
Improvements to county rural and unincorporated roads and bridges 24% 55% 20%
CARS - County Assisted Road System 25% 52% 23%
Public transportation services 23% 52% 25%
Housing programs 22% 51% 27%
0%
20%
40%
60%
80%
100%
Very Supportive (3)
Somewhat Supportive (2)
Not Supportive (1)
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

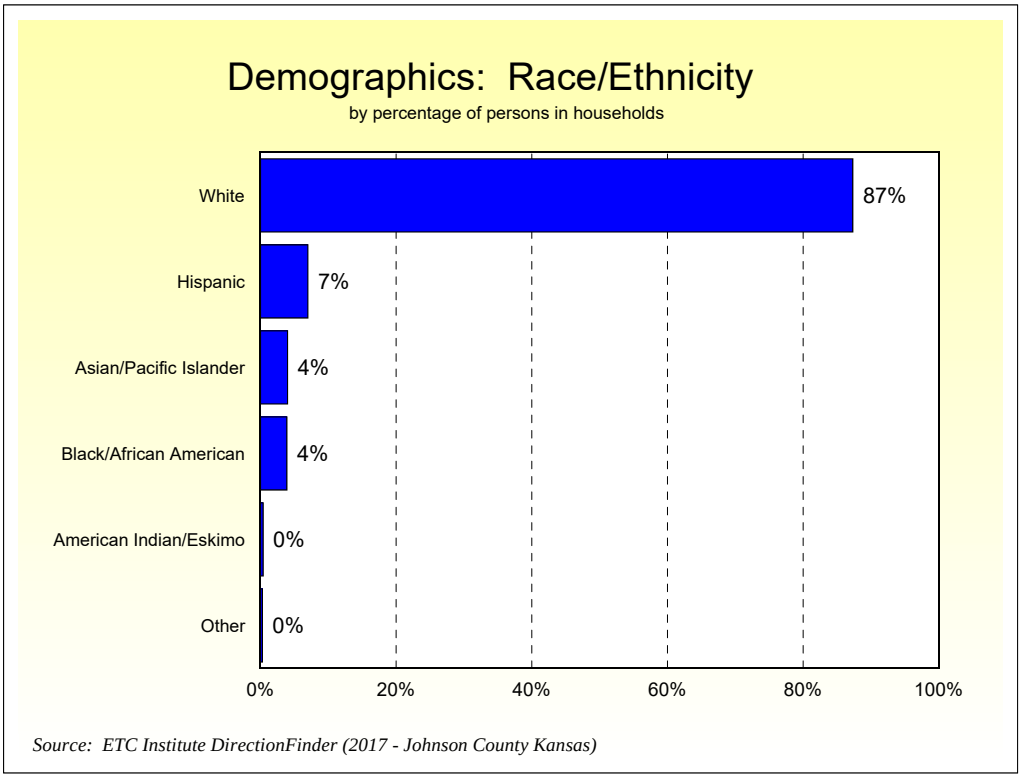

Agreement with Statements About Johnson County
by percentage of residents surveyed (excluding "don't knows")
Johnson County should facilitate the coordination of shared functions with Cities
37%
46%
14%
3%
Johnson County should facilitate the coordination of shared functions with School Districts
37%
45%
13%
6%
Johnson County should facilitate the coordination of shared functions between area Counties and the KC region
32%
41%
18%
9%
0%
20%
40%
60%
80%
100%
Strongly agree (5)
Agree (4)
Neutral (3)
Disagree (2/1)
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)


Have you ever used Johnson County's webpage, www.jocogov.org?
by percentage of residents surveyed (excluding "not provided")
Yes
69%
No
31%
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)


Familiarity With New State Legislation
by percentage of residents surveyed
New gun laws
22%
39%
39%
New tax lids on local spending
7%
22%
72%
New zoning laws
2%
15%
82%
0%
20%
40%
60%
80%
100%
Very Familiar (1)
Somewhat Familiar (2)
Not Familiar (3)
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

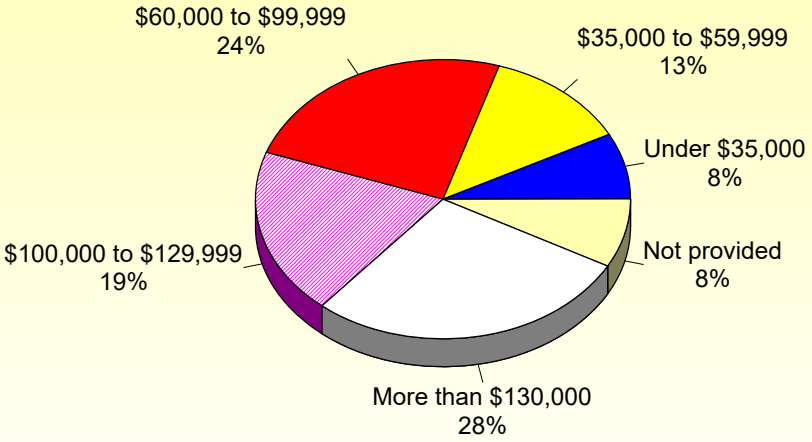

How Residents Think New Legislation Will Impact Johnson County
by percentage of residents surveyed who indicated they are familiar with new legislation
New zoning laws
5%
30%
32%
33%
New tax lids on local spending
7%
23%
12%
57%
New gun laws
9%
17%
14%
60%
0%
20%
40%
60%
80%
100%
Very Positive (5)
Positive (4)
No Impact (3)
Negative (2/1)
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)


Demographics: Number of Years Lived in Johnson County
by percentage of residents surveyed
16 to 20
13%
11 to 15
7%
6 to 10
7%
5 or less
7%
21 to 30
23%
31+
44%
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)


Demographics: Race/Ethnicity
by percentage of persons in households
White
87%
Hispanic
7%
Asian/Pacific Islander
4%
Black/African American
4%
American Indian/Eskimo
0%
Other
0%
0%
20%
40%
60%
80%
100%
Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

Demographics: Total Annual Household Income

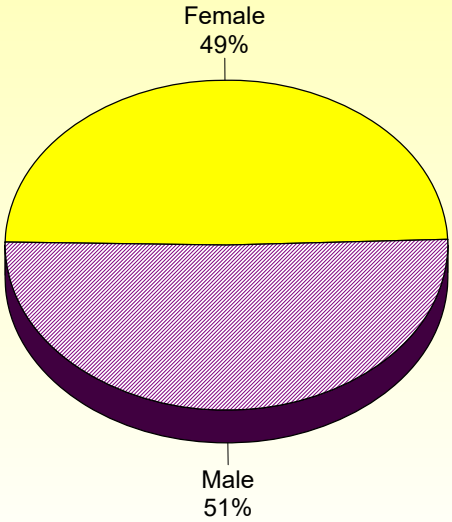
by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

Demographics: Gender of the Respondents

by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2017 - Johnson County Kansas)

Benchmarking and Importance-Satisfaction Analysis

Benchmarking Summary Report
2017 Johnson County, Kansas

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 300 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 2015 to a random sample of more than 4,000 residents in the continental United States and (2) a national survey that was administered by ETC Institute during the summer of 2017 to a random sample of more than 500 residents living in large communities (population of 250,000 or more).

Interpreting the Charts

The charts on the following pages provide comparisons for several items that were rated on the survey. The percentages shown reflect the sum of the positive ratings given by respondents excluding "*don't knows*" for the three groups listed below:

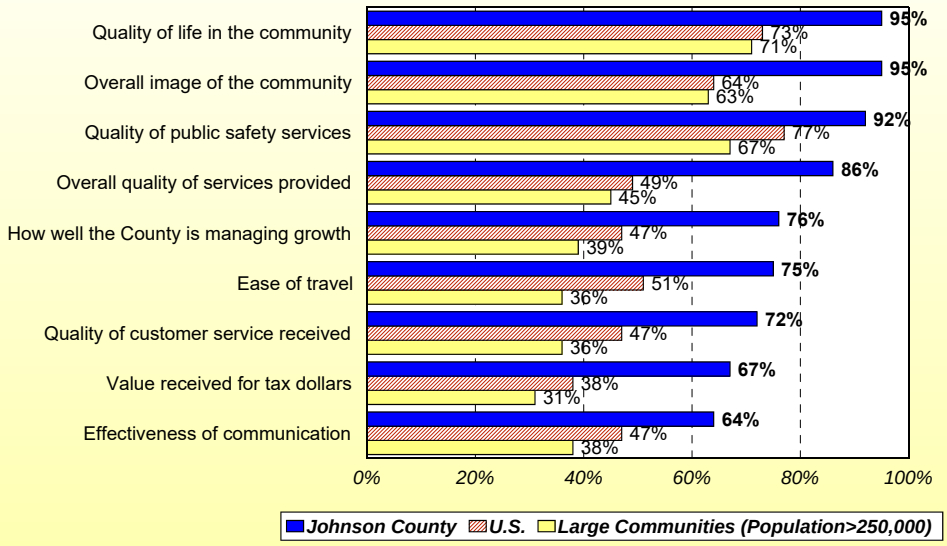
- The blue bars show the results for Johnson County.
- The red/white bars show the results of a national survey that was conducted by ETC Institute.
- The light yellow bars show the results of the national survey that was conducted by ETC Institute with large U.S. communities (population of 250,000 or more).

National Benchmarks

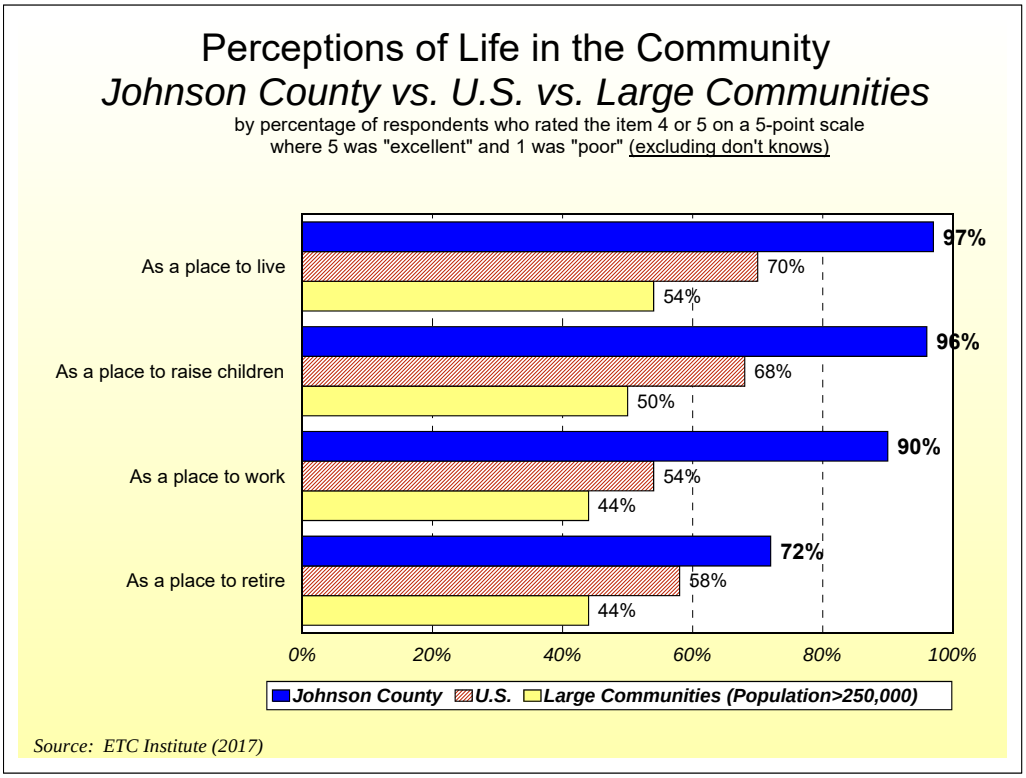
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Johnson County Government is not authorized without written consent from ETC Institute.

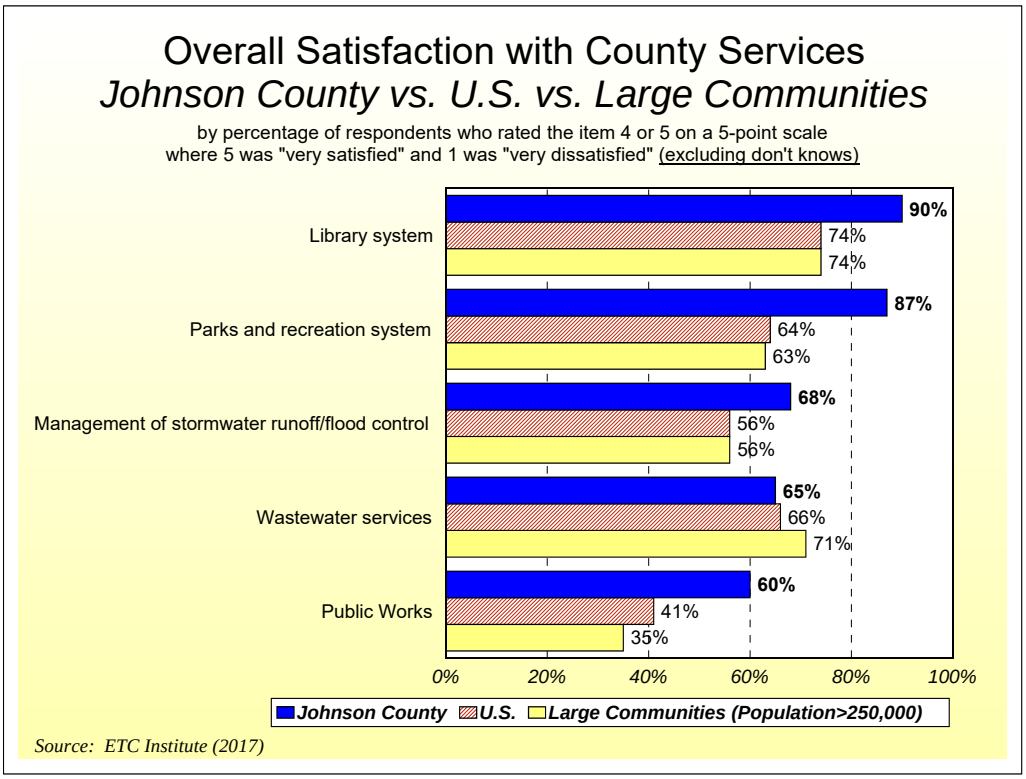
Overall Satisfaction with the County
Johnson County vs. U.S. vs. Large Communities

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)



Source: ETC Institute (2017)


Perceptions of Life in the Community
Johnson County vs. U.S. vs. Large Communities
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)
As a place to live
97%
70%
54%
As a place to raise children
96%
68%
50%
As a place to work
90%
54%
44%
As a place to retire
72%
58%
44%
0%
20%
40%
60%
80%
100%
Johnson County
U.S.
Large Communities (Population>250,000)
Source: ETC Institute (2017)


Overall Satisfaction with County Services
Johnson County vs. U.S. vs. Large Communities
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)
Library system
90%
74%
74%
Parks and recreation system
87%
64%
63%
Management of stormwater runoff/flood control
68%
56%
56%
Wastewater services
65%
66%
71%
Public Works
60%
41%
35%
0%
20%
40%
60%
80%
100%
Johnson County
U.S.
Large Communities (Population>250,000)
Source: ETC Institute (2017)

Importance-Satisfaction Analysis
Johnson County, Kansas

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their county residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents 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 counties will maximize overall resident 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 County to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the County's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Interpretation of "Don't Know" and "Neutral" Responses. The percentage of "*don't know*" responses have been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Johnson County with the results from other communities in ETC Institute's national benchmarking database. Since the number of "*don't know*" responses often reflects the utilization and awareness of county services, the percentage of "*don't know*" responses have been provided in Appendix C of this report. "Neutral" responses (or ratings of 3 on a 5-point scale) typically indicate that basic expectations for the services that are rated are being met. Residents who give "neutral" ratings typically are familiar with the service, but have not had a strongly positive or negative experience.

In cases where the "don't know" percentages are shown in the charts and graphs, the percentage of "don't knows" should be reported separately when the results for a given question are presented.

Example of the Calculation. Respondents were asked to identify the major county services they thought were most important for the County to provide. Approximately thirty-seven percent (36.6%) ranked "Sheriff's Office" as the most important service for the County to provide.

With regard to satisfaction, "Sheriff's Office" was ranked tenth overall, with 66% rating it a "4" or a "5" on a 5-point scale, excluding "don't know" responses. The I-S rating for "Sheriff's Office" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 36.6% was multiplied by 34% (1-0.66). This calculation yielded an I-S rating of **0.1244**, which was ranked first out of 21 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices for the County to provide and 0% indicates 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 four most important services for the County to provide.

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

The results for Johnson County are provided on the following page.

Importance-Satisfaction Rating
Johnson County, Kansas
Overall County Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Johnson County Sheriff's Office	37%	2	66%	10	0.1244	**1**
Johnson County Public Works	26%	6	60%	14	0.1028	**2**
Medium Priority (IS <.10)						
Johnson County District Courts	20%	8	58%	15	0.0848	**3**
Johnson County Motor Vehicle Division	21%	7	68%	8	0.0685	**4**
Johnson County Emergency Mgmt. & Communications	27%	4	78%	6	0.0596	**5**
Johnson County Emergency Medical/Ambulance Service	38%	1	85%	3	0.0566	**6**
Johnson County Planning, Inspections & Codes	10%	12	48%	20	0.0536	**7**
Johnson County Health and Environment Department	15%	9	65%	12	0.0532	**8**
Johnson County Developmental Supports	10%	14	52%	19	0.0480	**9**
Johnson County Mental Health Center	10%	13	53%	17	0.0470	**10**
Johnson County Wastewater	12%	10	65%	11	0.0417	**11**
Johnson County Park & Recreation District	30%	3	87%	2	0.0384	**12**
Johnson County Department of Corrections	7%	17	45%	21	0.0363	**13**
Johnson County Human Services	9%	15	64%	13	0.0331	**14**
Johnson County District Attorney's Office	7%	18	56%	16	0.0286	**15**
Johnson County Library System	27%	5	90%	1	0.0266	**16**
Stormwater Program	7%	16	68%	9	0.0221	**17**
Johnson County Election Office	11%	11	82%	4	0.0203	**18**
Johnson County Airport Commission	2%	19	52%	18	0.0091	**19**
Johnson County Museums	2%	21	71%	7	0.0044	**20**
Johnson County K-State Extension and Research	2%	20	78%	5	0.0040	**21**

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, third and fourth 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 County is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The County 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 County is performing significantly better than customers expect the County to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with County services. The County should maintain (or slightly decrease) emphasis on items in this area.

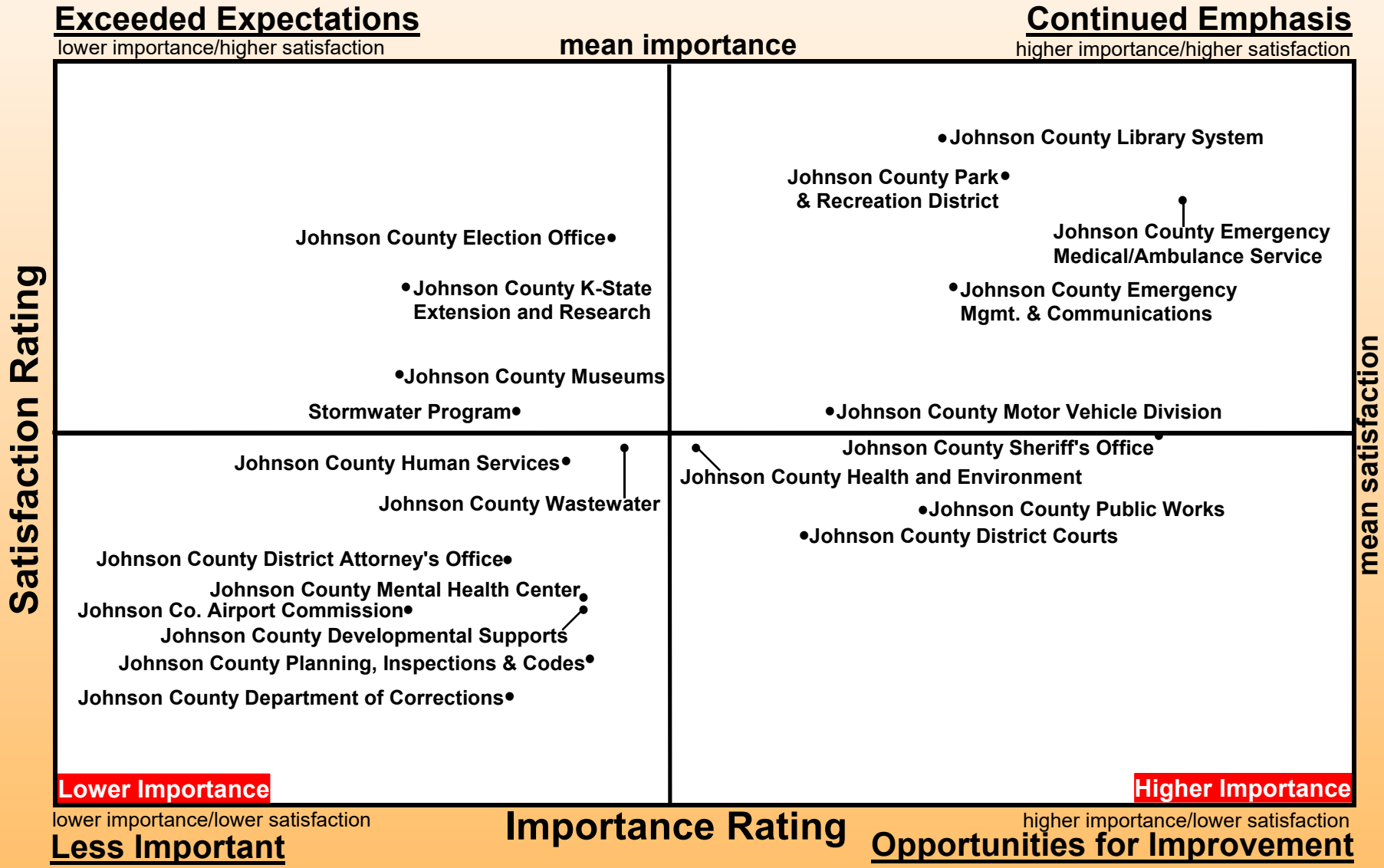
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the County is not performing as well as residents expect the County to perform. This area has a significant impact on customer satisfaction, and the County should DEFINITELY increase emphasis on items in this area.

- *Less Important (below average importance and below average satisfaction).* This area shows where the County is not performing well relative to the County'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 County services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

The matrix showing the results for Johnson County is provided on the following page.

2017 Johnson County Services
Importance-Satisfaction Assessment Matrix
-Overall County Services-

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



Source: ETC Institute (2017)

Cross-tabulations by District

Q1. Several items that may influence your overall perception of Johnson County are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q1a. Overall image of Johnson County							
Very Satisfied	40.3%	39.9%	46.8%	46.8%	44.3%	37.9%	42.8%
Satisfied	53.7%	52.3%	48.0%	48.6%	52.0%	55.1%	51.5%
Neutral	5.4%	7.0%	4.8%	3.3%	3.3%	5.7%	4.9%
Dissatisfied	0.3%	0.4%	0.4%	0.9%	0.0%	1.3%	0.6%
Very Dissatisfied	0.3%	0.4%	0.0%	0.3%	0.4%	0.0%	0.2%
Q1b. How well County is managing growth							
Very Satisfied	18.0%	22.6%	27.6%	22.8%	31.5%	22.9%	24.0%
Satisfied	53.7%	51.2%	48.0%	52.5%	53.5%	54.6%	52.3%
Neutral	21.3%	21.8%	16.7%	18.1%	11.6%	16.5%	17.9%
Dissatisfied	5.3%	3.6%	6.1%	5.6%	2.9%	6.0%	5.0%
Very Dissatisfied	1.7%	0.8%	1.6%	0.9%	0.4%	0.0%	1.0%

Q1. Several items that may influence your overall perception of Johnson County are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q1c. Quality of life in Johnson County							
Very Satisfied	48.7%	38.3%	52.8%	48.9%	53.1%	47.6%	48.2%
Satisfied	46.5%	56.6%	42.8%	47.4%	42.9%	45.4%	47.0%
Neutral	3.8%	4.7%	4.0%	2.7%	3.3%	5.3%	3.9%
Dissatisfied	1.0%	0.4%	0.4%	0.6%	0.4%	1.8%	0.7%
Very Dissatisfied	0.0%	0.0%	0.0%	0.3%	0.4%	0.0%	0.1%
Q1d. Quality of public safety in Johnson County							
Very Satisfied	40.9%	36.5%	47.6%	43.2%	49.6%	46.7%	43.8%
Satisfied	49.8%	54.5%	45.2%	49.2%	43.4%	42.7%	47.8%
Neutral	8.0%	7.5%	6.8%	5.4%	6.6%	8.9%	7.1%
Dissatisfied	1.0%	1.2%	0.4%	1.5%	0.0%	0.9%	0.9%
Very Dissatisfied	0.3%	0.4%	0.0%	0.6%	0.4%	0.9%	0.4%

Q1. Several items that may influence your overall perception of Johnson County are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q1e. Value you receive for your County taxes							
Very Satisfied	21.4%	19.5%	20.6%	23.7%	25.1%	20.5%	21.9%
Satisfied	47.6%	44.7%	43.5%	47.1%	48.5%	39.3%	45.4%
Neutral	24.6%	25.2%	27.0%	22.8%	18.4%	31.3%	24.7%
Dissatisfied	4.9%	6.9%	8.1%	5.8%	5.9%	8.0%	6.5%
Very Dissatisfied	1.6%	3.7%	0.8%	0.6%	2.1%	0.9%	1.6%
Q1f. Ease of travel in Johnson County							
Very Satisfied	24.9%	28.9%	29.7%	30.9%	25.2%	23.5%	27.4%
Satisfied	54.4%	46.9%	43.4%	46.4%	49.2%	49.3%	48.4%
Neutral	13.6%	21.1%	18.5%	17.3%	15.7%	18.1%	17.2%
Dissatisfied	4.9%	2.7%	7.2%	4.8%	9.5%	7.7%	6.0%
Very Dissatisfied	2.3%	0.4%	1.2%	0.6%	0.4%	1.4%	1.1%

Q1. Several items that may influence your overall perception of Johnson County are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q1g. Quality of customer service you receive from County employees							
Very Satisfied	24.5%	27.9%	24.5%	28.5%	36.2%	30.2%	28.4%
Satisfied	41.8%	45.2%	41.5%	49.2%	44.9%	41.8%	44.2%
Neutral	29.7%	20.3%	29.8%	18.8%	14.6%	23.8%	22.9%
Dissatisfied	3.2%	3.6%	3.2%	2.7%	2.7%	4.2%	3.2%
Very Dissatisfied	0.8%	3.0%	1.1%	0.8%	1.6%	0.0%	1.2%
Q1h. Effectiveness of County communication with the public							
Very Satisfied	15.7%	20.4%	20.1%	20.0%	22.0%	21.3%	19.8%
Satisfied	43.0%	46.3%	38.4%	45.2%	49.3%	38.0%	43.5%
Neutral	33.9%	28.3%	34.5%	28.7%	22.9%	33.5%	30.3%
Dissatisfied	6.3%	3.8%	5.7%	4.2%	4.4%	6.8%	5.2%
Very Dissatisfied	1.0%	1.3%	1.3%	1.9%	1.3%	0.5%	1.3%

Q1. Several items that may influence your overall perception of Johnson County are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q1i. Availability of arts & cultural amenities							
Very Satisfied	20.8%	20.7%	23.0%	24.2%	20.3%	19.8%	21.6%
Satisfied	46.6%	44.3%	44.7%	49.1%	48.6%	42.5%	46.2%
Neutral	25.2%	31.3%	27.7%	22.3%	27.5%	30.2%	27.0%
Dissatisfied	6.7%	2.8%	4.3%	4.1%	2.7%	7.5%	4.7%
Very Dissatisfied	0.7%	0.8%	0.4%	0.3%	0.9%	0.0%	0.5%
Q1j. Overall quality of services provided by Johnson County							
Very Satisfied	25.2%	26.1%	29.2%	29.3%	31.4%	26.2%	27.9%
Satisfied	60.0%	58.1%	56.8%	56.5%	58.7%	56.4%	57.8%
Neutral	12.3%	13.4%	12.4%	12.7%	7.4%	14.2%	12.1%
Dissatisfied	1.9%	1.6%	1.6%	1.5%	2.1%	3.1%	1.9%
Very Dissatisfied	0.6%	0.8%	0.0%	0.0%	0.4%	0.0%	0.3%

Q2. Please rate Johnson County on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q2a. As a place to live							
Excellent	64.4%	60.0%	65.3%	63.2%	72.0%	55.1%	63.4%
Good	30.6%	36.5%	31.9%	35.6%	26.4%	41.9%	33.7%
Neutral	4.1%	3.1%	2.0%	0.6%	1.6%	2.2%	2.3%
Below Average	0.6%	0.4%	0.8%	0.3%	0.0%	0.9%	0.5%
Poor	0.3%	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%
Q2b. As a place to raise children							
Excellent	67.6%	60.9%	70.2%	66.4%	73.0%	56.3%	65.9%
Good	26.5%	33.6%	26.5%	30.9%	24.9%	39.3%	30.1%
Neutral	5.2%	4.0%	2.4%	2.5%	2.1%	4.0%	3.4%
Below Average	0.0%	1.2%	0.8%	0.0%	0.0%	0.4%	0.4%
Poor	0.7%	0.4%	0.0%	0.3%	0.0%	0.0%	0.3%

Q2. Please rate Johnson County on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q2c. As a place to work							
Excellent	50.5%	46.9%	51.3%	52.9%	59.0%	50.5%	51.8%
Good	36.5%	40.3%	37.9%	39.1%	34.2%	39.0%	37.9%
Neutral	10.9%	12.3%	9.9%	7.7%	5.6%	8.7%	9.2%
Below Average	0.7%	0.0%	0.9%	0.0%	0.4%	1.4%	0.5%
Poor	1.4%	0.4%	0.0%	0.3%	0.9%	0.5%	0.6%
Q2d. As a place to play							
Excellent	39.1%	41.4%	39.4%	42.7%	48.0%	42.0%	42.0%
Good	43.9%	42.2%	40.6%	44.5%	42.6%	41.6%	42.7%
Neutral	13.1%	14.5%	15.7%	10.6%	7.4%	12.8%	12.3%
Below Average	3.2%	1.6%	4.0%	1.8%	1.2%	3.5%	2.5%
Poor	0.6%	0.4%	0.4%	0.3%	0.8%	0.0%	0.4%

Q2. Please rate Johnson County on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q2e. As a place to retire							
Excellent	33.8%	31.5%	32.0%	39.0%	41.7%	34.6%	35.5%
Good	37.0%	35.3%	36.8%	38.6%	34.0%	33.2%	36.1%
Neutral	20.7%	22.8%	19.7%	15.6%	17.0%	21.5%	19.4%
Below Average	5.9%	9.1%	8.8%	6.2%	6.8%	7.9%	7.3%
Poor	2.6%	1.2%	2.6%	0.6%	0.4%	2.8%	1.7%

Q3. Please rate how safe you feel in each of the following situations using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q3a. In your neighborhood during the day							
Very Safe	65.9%	61.2%	67.3%	64.9%	68.7%	64.3%	65.4%
Safe	30.0%	36.5%	30.3%	31.5%	29.3%	32.2%	31.6%
Neutral	3.5%	1.2%	1.6%	2.7%	2.0%	3.1%	2.4%
Unsafe	0.3%	0.8%	0.8%	0.3%	0.0%	0.4%	0.4%
Very Unsafe	0.3%	0.4%	0.0%	0.6%	0.0%	0.0%	0.2%
Q3b. In your neighborhood during at night							
Very Safe	43.5%	40.4%	48.6%	38.9%	45.9%	47.3%	43.8%
Safe	46.1%	49.2%	44.2%	49.7%	45.5%	43.4%	46.6%
Neutral	6.6%	6.5%	5.2%	9.3%	7.0%	7.1%	7.0%
Unsafe	3.2%	3.5%	2.0%	1.2%	1.6%	2.2%	2.3%
Very Unsafe	0.6%	0.4%	0.0%	0.9%	0.0%	0.0%	0.4%

Q3. Please rate how safe you feel in each of the following situations using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q3c. In Johnson County parks							
Very Safe	27.0%	19.6%	22.8%	22.5%	29.7%	22.5%	24.0%
Safe	52.7%	55.2%	49.6%	53.9%	49.5%	56.0%	52.9%
Neutral	18.0%	21.6%	26.3%	20.6%	19.4%	15.3%	20.2%
Unsafe	1.7%	3.2%	1.3%	2.3%	1.4%	5.3%	2.4%
Very Unsafe	0.7%	0.4%	0.0%	0.7%	0.0%	1.0%	0.5%
Q3d. Overall feeling of safety in Johnson County							
Very Safe	35.6%	28.7%	34.7%	30.0%	38.2%	33.9%	33.4%
Safe	55.5%	62.8%	56.6%	61.9%	55.3%	54.2%	57.9%
Neutral	7.6%	6.6%	7.2%	6.3%	6.1%	8.8%	7.0%
Unsafe	0.6%	1.6%	1.6%	1.2%	0.4%	2.2%	1.2%
Very Unsafe	0.6%	0.4%	0.0%	0.6%	0.0%	0.9%	0.4%

Q4. Part A: FAMILIARITY. Please indicate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "not provided")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4a. Johnson County Airport Commission (New Century Air Center & Executive Airport)							
Very Familiar	3.9%	5.4%	3.7%	2.7%	5.0%	9.5%	4.8%
Somewhat Familiar	21.9%	17.8%	27.8%	21.0%	23.9%	31.1%	23.5%
Not Familiar	74.2%	76.7%	68.6%	76.2%	71.0%	59.5%	71.6%
Q4b. Johnson County Department of Corrections							
Very Familiar	2.0%	2.8%	2.9%	1.8%	4.7%	7.8%	3.4%
Somewhat Familiar	21.3%	25.6%	24.2%	19.9%	21.6%	28.8%	23.2%
Not Familiar	76.7%	71.7%	73.0%	78.3%	73.7%	63.5%	73.4%
Q4c. Johnson County Developmental Supports (JCDS)-provides support for people with intellectual & developmental disabilities							
Very Familiar	4.3%	5.4%	4.9%	6.1%	4.7%	4.6%	5.0%
Somewhat Familiar	19.1%	13.6%	15.9%	18.5%	19.1%	20.5%	17.8%
Not Familiar	76.6%	80.9%	79.2%	75.4%	76.3%	74.9%	77.2%

Q4. Part A: FAMILIARITY. Please indicate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "not provided")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4d. Johnson County District Courts (County's court system)							
Very Familiar	10.7%	8.9%	8.6%	6.4%	6.4%	11.6%	8.7%
Somewhat Familiar	36.3%	43.6%	43.2%	42.1%	42.3%	43.5%	41.6%
Not Familiar	53.0%	47.5%	48.1%	51.5%	51.3%	44.9%	49.7%
Q4e. Johnson County District Attorney's Office							
Very Familiar	5.6%	5.0%	4.9%	5.5%	5.1%	6.8%	5.5%
Somewhat Familiar	29.2%	27.9%	27.6%	23.2%	29.2%	27.9%	27.3%
Not Familiar	65.2%	67.1%	67.5%	71.3%	65.7%	65.3%	67.2%
Q4f. Johnson County Election Office							
Very Familiar	19.0%	20.5%	22.5%	19.9%	26.1%	25.5%	21.9%
Somewhat Familiar	53.3%	49.6%	47.1%	50.9%	50.0%	58.3%	51.5%
Not Familiar	27.7%	29.9%	30.4%	29.1%	23.9%	16.2%	26.6%

Q4. Part A: FAMILIARITY. Please indicate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "not provided")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4g. Johnson County Emergency Medical/Ambulance Service (MED-ACT)							
Very Familiar	13.3%	16.9%	13.2%	15.8%	14.8%	15.6%	14.9%
Somewhat Familiar	39.9%	36.5%	35.1%	38.5%	34.7%	35.3%	36.9%
Not Familiar	46.8%	46.7%	51.7%	45.8%	50.4%	49.1%	48.2%
Q4h. Johnson County Human Services (Aging)							
Very Familiar	4.9%	3.5%	2.5%	4.9%	4.2%	7.3%	4.5%
Somewhat Familiar	18.6%	20.3%	20.6%	24.1%	20.3%	23.2%	21.2%
Not Familiar	76.5%	76.2%	77.0%	71.0%	75.5%	69.5%	74.3%
Q4i. Johnson County K-State Extension & Research							
Very Familiar	7.2%	5.1%	9.8%	10.0%	10.5%	12.3%	9.0%
Somewhat Familiar	24.2%	20.2%	23.2%	23.6%	29.5%	30.6%	24.9%
Not Familiar	68.6%	74.7%	67.1%	66.5%	59.9%	57.1%	66.0%

Q4. Part A: FAMILIARITY. Please indicate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "not provided")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4j. Johnson County Library System							
Very Familiar	55.2%	52.6%	50.2%	55.2%	47.1%	47.7%	51.7%
Somewhat Familiar	34.8%	39.9%	41.8%	35.5%	37.8%	35.9%	37.4%
Not Familiar	10.0%	7.5%	7.9%	9.4%	15.1%	16.4%	10.8%
Q4k. Johnson County Wastewater							
Very Familiar	32.8%	29.0%	31.9%	30.0%	22.4%	16.7%	27.7%
Somewhat Familiar	48.0%	54.0%	46.6%	52.8%	55.2%	42.1%	50.0%
Not Familiar	19.3%	16.9%	21.4%	17.2%	22.4%	41.2%	22.3%
Q4l. Johnson County Park & Recreation District (County's park & recreation system)							
Very Familiar	40.9%	46.2%	40.6%	47.1%	37.6%	37.9%	42.1%
Somewhat Familiar	45.3%	44.2%	47.7%	41.6%	43.6%	43.4%	44.2%
Not Familiar	13.9%	9.6%	11.7%	11.3%	18.8%	18.7%	13.7%

Q4. Part A: FAMILIARITY. Please indicate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "not provided")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4m. Johnson County Mental Health Center							
Very Familiar	9.3%	7.0%	5.8%	9.9%	8.1%	9.2%	8.3%
Somewhat Familiar	18.3%	19.9%	15.8%	19.5%	16.6%	17.4%	18.0%
Not Familiar	72.4%	73.0%	78.4%	70.6%	75.3%	73.4%	73.6%
Q4n. Johnson County Motor Vehicle Division (motor vehicle registration services)							
Very Familiar	52.4%	52.2%	58.2%	53.5%	51.5%	51.9%	53.3%
Somewhat Familiar	39.1%	43.4%	37.6%	40.3%	40.9%	43.5%	40.7%
Not Familiar	8.5%	4.4%	4.2%	6.2%	7.6%	4.6%	6.0%
Q4o. Johnson County Museums							
Very Familiar	10.0%	9.6%	10.3%	9.6%	7.8%	6.6%	9.1%
Somewhat Familiar	38.7%	49.2%	39.7%	41.0%	39.2%	42.9%	41.7%
Not Familiar	51.3%	41.2%	50.0%	49.4%	53.0%	50.5%	49.2%

Q4. Part A: FAMILIARITY. Please indicate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "not provided")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4p. Johnson County Planning, Inspections & Codes							
Very Familiar	5.3%	6.7%	8.7%	6.7%	3.4%	8.2%	6.5%
Somewhat Familiar	33.4%	26.4%	29.9%	28.1%	23.7%	29.7%	28.7%
Not Familiar	61.3%	66.9%	61.4%	65.1%	72.9%	62.1%	64.9%
Q4q. Johnson County Public Works (maintenance & traffic control of roads in rural/unincorporated areas)							
Very Familiar	11.3%	10.7%	15.5%	8.4%	13.5%	15.5%	12.1%
Somewhat Familiar	38.2%	41.5%	50.2%	40.2%	40.9%	43.2%	42.1%
Not Familiar	50.5%	47.8%	34.3%	51.4%	45.6%	41.3%	45.8%
Q4r. Johnson County Sheriff's Office (public safety & jail system)							
Very Familiar	5.8%	6.6%	9.1%	4.6%	8.5%	18.1%	8.3%
Somewhat Familiar	24.7%	28.4%	33.5%	24.0%	27.7%	36.6%	28.5%
Not Familiar	69.5%	65.0%	57.4%	71.4%	63.8%	45.4%	63.2%

Q4. Part A: FAMILIARITY. Please indicate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "not provided")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4s. Johnson County Health & Environment Department (County's effort to protect environment & natural resources)							
Very Familiar	3.3%	3.5%	3.7%	3.4%	4.3%	8.3%	4.3%
Somewhat Familiar	25.7%	23.6%	27.4%	26.1%	25.1%	30.0%	26.2%
Not Familiar	71.0%	72.8%	68.9%	70.6%	70.6%	61.8%	69.5%
Q4t. Johnson County Emergency Management & Communications (emergency preparedness services for disasters & domestic/foreign terrorist attacks, & NotifyJoCo, County's mass communication system)							
Very Familiar	7.9%	8.7%	7.4%	6.2%	6.8%	9.2%	7.6%
Somewhat Familiar	37.3%	34.5%	36.4%	35.3%	35.9%	37.8%	36.2%
Not Familiar	54.8%	56.7%	56.2%	58.5%	57.3%	53.0%	56.2%
Q4u. Stormwater Program (management of stormwater runoff/flood control in County)							
Very Familiar	7.9%	8.4%	4.6%	7.8%	5.5%	6.0%	6.8%
Somewhat Familiar	37.7%	34.8%	34.9%	32.4%	38.1%	31.8%	35.0%
Not Familiar	54.3%	56.8%	60.6%	59.8%	56.4%	62.2%	58.2%

Q4. Part B: SATISFACTION. If you have used services provided by the organization listed below, please rate your satisfaction with the services you received.

N=1593	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4a. Johnson County Airport Commission (New Century Air Center & Executive Airport)							
Very Satisfied	12.2%	12.5%	15.9%	10.4%	7.4%	13.2%	12.2%
Satisfied	56.1%	31.3%	38.6%	29.2%	51.9%	35.8%	39.6%
Neutral	29.3%	46.9%	43.2%	60.4%	33.3%	49.1%	44.9%
Dissatisfied	2.4%	9.4%	2.3%	0.0%	7.4%	1.9%	3.3%
Q4b. Johnson County Department of Corrections							
Very Satisfied	9.8%	9.5%	5.4%	2.3%	3.3%	10.0%	7.0%
Satisfied	31.7%	45.2%	29.7%	34.1%	46.7%	40.0%	37.7%
Neutral	41.5%	31.0%	48.6%	54.5%	30.0%	44.0%	42.2%
Dissatisfied	9.8%	14.3%	10.8%	6.8%	13.3%	2.0%	9.0%
Very Dissatisfied	7.3%	0.0%	5.4%	2.3%	6.7%	4.0%	4.1%

Q4. Part B: SATISFACTION. If you have used services provided by the organization listed below, please rate your satisfaction with the services you received.

N=1593	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4c. Johnson County Developmental Supports (JCDS)-provides support for people with intellectual & developmental disabilities							
Very Satisfied	8.5%	0.0%	25.0%	13.5%	7.4%	24.2%	13.3%
Satisfied	36.2%	40.7%	21.9%	40.4%	59.3%	36.4%	38.5%
Neutral	31.9%	33.3%	31.3%	34.6%	22.2%	33.3%	31.7%
Dissatisfied	14.9%	25.9%	12.5%	3.8%	7.4%	3.0%	10.6%
Very Dissatisfied	8.5%	0.0%	9.4%	7.7%	3.7%	3.0%	6.0%
Q4d. Johnson County District Courts (County's court system)							
Very Satisfied	13.1%	11.0%	12.8%	11.3%	11.8%	14.6%	12.4%
Satisfied	49.5%	48.4%	44.7%	42.6%	44.1%	50.0%	46.4%
Neutral	22.2%	29.7%	28.7%	37.4%	29.4%	31.7%	30.1%
Dissatisfied	12.1%	8.8%	9.6%	7.8%	11.8%	2.4%	8.7%
Very Dissatisfied	3.0%	2.2%	4.3%	0.9%	2.9%	1.2%	2.4%

Q4. Part B: SATISFACTION. If you have used services provided by the organization listed below, please rate your satisfaction with the services you received.

N=1593	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4e. Johnson County District Attorney's Office							
Very Satisfied	11.1%	12.8%	10.0%	11.9%	18.4%	15.0%	12.7%
Satisfied	47.2%	44.7%	28.0%	44.1%	50.0%	42.5%	42.8%
Neutral	27.8%	27.7%	38.0%	33.9%	15.8%	37.5%	30.4%
Dissatisfied	9.7%	10.6%	18.0%	8.5%	10.5%	5.0%	10.5%
Very Dissatisfied	4.2%	4.3%	6.0%	1.7%	5.3%	0.0%	3.6%
Q4f. Johnson County Election Office							
Very Satisfied	31.9%	28.9%	35.1%	33.5%	44.1%	31.9%	34.1%
Satisfied	49.7%	53.3%	45.5%	51.4%	41.9%	47.5%	48.4%
Neutral	12.9%	14.8%	13.4%	14.5%	11.8%	17.7%	14.2%
Dissatisfied	3.1%	3.0%	4.5%	0.6%	1.5%	2.8%	2.5%
Very Dissatisfied	2.5%	0.0%	1.5%	0.0%	0.7%	0.0%	0.8%

Q4. Part B: SATISFACTION. If you have used services provided by the organization listed below, please rate your satisfaction with the services you received.

N=1593	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4g. Johnson County Emergency Medical/Ambulance Service (MED-ACT)							
Very Satisfied	44.5%	46.4%	36.5%	37.6%	46.8%	41.8%	42.2%
Satisfied	43.6%	39.3%	43.2%	48.7%	41.8%	40.3%	43.3%
Neutral	9.1%	13.1%	20.3%	13.7%	8.9%	16.4%	13.2%
Dissatisfied	1.8%	1.2%	0.0%	0.0%	1.3%	0.0%	0.8%
Very Dissatisfied	0.9%	0.0%	0.0%	0.0%	1.3%	1.5%	0.6%
Q4h. Johnson County Human Services (Aging)							
Very Satisfied	19.0%	14.7%	19.4%	8.9%	22.6%	30.3%	18.1%
Satisfied	40.5%	38.2%	41.7%	58.9%	45.2%	42.4%	45.7%
Neutral	26.2%	38.2%	33.3%	26.8%	25.8%	24.2%	28.9%
Dissatisfied	11.9%	8.8%	2.8%	1.8%	3.2%	3.0%	5.2%
Very Dissatisfied	2.4%	0.0%	2.8%	3.6%	3.2%	0.0%	2.2%

Q4. Part B: SATISFACTION. If you have used services provided by the organization listed below, please rate your satisfaction with the services you received.

N=1593	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4i. Johnson County K-State Extension & Research							
Very Satisfied	30.0%	35.9%	32.7%	33.8%	34.9%	35.5%	33.7%
Satisfied	48.3%	56.4%	43.6%	37.7%	46.0%	38.7%	44.1%
Neutral	16.7%	7.7%	23.6%	26.0%	17.5%	22.6%	19.9%
Dissatisfied	1.7%	0.0%	0.0%	2.6%	1.6%	1.6%	1.4%
Very Dissatisfied	3.3%	0.0%	0.0%	0.0%	0.0%	1.6%	0.8%
Q4j. Johnson County Library System							
Very Satisfied	51.6%	46.4%	43.0%	53.8%	51.0%	39.2%	48.1%
Satisfied	39.1%	41.3%	47.3%	35.0%	40.6%	49.0%	41.5%
Neutral	7.0%	8.9%	7.0%	10.7%	7.7%	9.8%	8.5%
Dissatisfied	1.9%	3.4%	2.7%	0.4%	0.6%	2.1%	1.8%
Very Dissatisfied	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%

Q4. Part B: SATISFACTION. If you have used services provided by the organization listed below, please rate your satisfaction with the services you received.

N=1593	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4k. Johnson County Wastewater							
Very Satisfied	15.8%	21.8%	18.6%	18.5%	17.8%	17.1%	18.3%
Satisfied	46.3%	42.4%	45.5%	44.9%	54.1%	54.9%	47.0%
Neutral	22.1%	23.6%	25.6%	24.1%	20.0%	23.2%	23.2%
Dissatisfied	10.0%	9.7%	9.6%	9.3%	6.7%	4.9%	8.8%
Very Dissatisfied	5.8%	2.4%	0.6%	3.2%	1.5%	0.0%	2.6%
Q4l. Johnson County Park & Recreation District (County's park & recreation system)							
Very Satisfied	37.6%	39.0%	33.9%	43.3%	33.3%	34.8%	37.6%
Satisfied	50.2%	47.6%	49.4%	44.9%	55.6%	47.0%	48.8%
Neutral	8.9%	12.8%	12.1%	10.6%	10.5%	14.4%	11.3%
Dissatisfied	2.3%	0.5%	4.0%	1.2%	0.7%	3.0%	1.9%
Very Dissatisfied	0.9%	0.0%	0.6%	0.0%	0.0%	0.8%	0.4%

Q4. Part B: SATISFACTION. If you have used services provided by the organization listed below, please rate your satisfaction with the services you received.

N=1593	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4m. Johnson County Mental Health Center							
Very Satisfied	11.5%	11.1%	18.8%	10.5%	17.2%	15.2%	13.3%
Satisfied	38.5%	44.4%	31.3%	40.4%	41.4%	39.4%	39.5%
Neutral	28.8%	26.7%	28.1%	31.6%	34.5%	33.3%	30.2%
Dissatisfied	15.4%	15.6%	12.5%	10.5%	6.9%	9.1%	12.1%
Very Dissatisfied	5.8%	2.2%	9.4%	7.0%	0.0%	3.0%	4.8%
Q4n. Johnson County Motor Vehicle Division (motor vehicle registration services)							
Very Satisfied	19.8%	15.5%	19.5%	22.2%	17.8%	13.8%	18.4%
Satisfied	50.9%	55.8%	44.1%	50.2%	53.0%	47.1%	50.3%
Neutral	21.6%	19.4%	28.2%	21.1%	19.5%	22.4%	21.9%
Dissatisfied	6.0%	7.8%	6.7%	4.6%	6.5%	10.3%	6.8%
Very Dissatisfied	1.7%	1.5%	1.5%	1.9%	3.2%	6.3%	2.6%

Q4. Part B: SATISFACTION. If you have used services provided by the organization listed below, please rate your satisfaction with the services you received.

N=1593	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4o. Johnson County Museums							
Very Satisfied	17.0%	18.4%	12.8%	18.0%	11.0%	22.1%	16.7%
Satisfied	50.9%	57.3%	55.3%	53.4%	60.3%	50.6%	54.4%
Neutral	25.9%	21.4%	28.7%	26.3%	26.0%	20.8%	25.0%
Dissatisfied	6.3%	1.0%	3.2%	2.3%	2.7%	5.2%	3.4%
Very Dissatisfied	0.0%	1.9%	0.0%	0.0%	0.0%	1.3%	0.5%
Q4p. Johnson County Planning, Inspections & Codes							
Very Satisfied	6.7%	9.8%	12.9%	7.1%	5.3%	7.7%	8.4%
Satisfied	30.0%	45.9%	34.3%	39.3%	57.9%	42.3%	39.5%
Neutral	42.2%	29.5%	32.9%	41.7%	23.7%	38.5%	36.2%
Dissatisfied	16.7%	11.5%	14.3%	8.3%	10.5%	7.7%	11.9%
Very Dissatisfied	4.4%	3.3%	5.7%	3.6%	2.6%	3.8%	4.1%

Q4. Part B: SATISFACTION. If you have used services provided by the organization listed below, please rate your satisfaction with the services you received.

N=1593	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4q. Johnson County Public Works (maintenance & traffic control of roads in rural/unincorporated areas)							
Very Satisfied	7.2%	10.5%	11.0%	11.8%	11.8%	17.3%	11.5%
Satisfied	46.8%	45.3%	48.0%	46.2%	57.6%	44.9%	47.9%
Neutral	36.0%	33.7%	29.9%	37.0%	25.9%	29.6%	32.3%
Dissatisfied	7.2%	10.5%	9.4%	4.2%	3.5%	6.1%	6.9%
Very Dissatisfied	2.7%	0.0%	1.6%	0.8%	1.2%	2.0%	1.4%
Q4r. Johnson County Sheriff's Office (public safety & jail system)							
Very Satisfied	16.1%	19.2%	19.0%	26.2%	9.3%	34.2%	21.8%
Satisfied	35.5%	51.9%	46.8%	41.0%	53.5%	41.8%	44.4%
Neutral	30.6%	23.1%	26.6%	26.2%	23.3%	20.3%	25.0%
Dissatisfied	9.7%	3.8%	3.8%	1.6%	9.3%	1.3%	4.5%
Very Dissatisfied	8.1%	1.9%	3.8%	4.9%	4.7%	2.5%	4.3%

Q4. Part B: SATISFACTION. If you have used services provided by the organization listed below, please rate your satisfaction with the services you received.

N=1593	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4s. Johnson County Health & Environment Department (County's effort to protect environment & natural resources)							
Very Satisfied	5.1%	16.7%	11.8%	14.1%	14.3%	20.0%	13.2%
Satisfied	57.6%	44.4%	47.1%	54.9%	48.6%	54.0%	52.0%
Neutral	33.9%	36.1%	33.3%	23.9%	34.3%	24.0%	30.1%
Dissatisfied	0.0%	2.8%	5.9%	5.6%	2.9%	2.0%	3.3%
Very Dissatisfied	3.4%	0.0%	2.0%	1.4%	0.0%	0.0%	1.3%

Q4t. Johnson County Emergency Management & Communications (emergency preparedness services for disasters & domestic/foreign terrorist attacks, & NotifyJoCo, County's mass communication system)							
Very Satisfied	12.9%	24.7%	15.4%	19.4%	15.7%	33.3%	19.5%
Satisfied	61.4%	52.1%	59.0%	63.3%	62.9%	46.0%	58.2%
Neutral	19.8%	20.5%	21.8%	16.3%	21.4%	19.0%	19.7%
Dissatisfied	5.0%	1.4%	3.8%	1.0%	0.0%	1.6%	2.3%
Very Dissatisfied	1.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.4%

Q4. Part B: SATISFACTION. If you have used services provided by the organization listed below, please rate your satisfaction with the services you received.

N=1593	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q4u. Stormwater Program (management of stormwater runoff/flood control in County)							
Very Satisfied	11.3%	12.0%	8.3%	17.3%	15.6%	17.3%	13.5%
Satisfied	55.7%	56.0%	55.6%	51.0%	57.8%	48.1%	54.1%
Neutral	17.9%	24.0%	27.8%	22.1%	20.3%	34.6%	23.5%
Dissatisfied	9.4%	6.7%	5.6%	8.7%	4.7%	0.0%	6.6%
Very Dissatisfied	5.7%	1.3%	2.8%	1.0%	1.6%	0.0%	2.3%

Q5. Which FOUR of the services listed above in Question 4 do you think are MOST IMPORTANT for the County to provide? (top 4)

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q5. Sum of top 4 choices							
Johnson County Airport Commission (New Century Air Center & Executive Airport)	2.2%	1.9%	2.0%	1.2%	2.0%	2.6%	1.9%
Johnson County Department of Corrections	5.4%	7.7%	7.1%	6.5%	4.9%	8.3%	6.6%
Johnson County Developmental Supports (JCDS)-provides support for people with intellectual & developmental disabilities	9.1%	12.3%	9.9%	10.9%	9.7%	7.9%	10.0%
Johnson County District Courts (County's court system)	23.3%	23.1%	17.1%	20.4%	18.6%	17.5%	20.2%
Johnson County District Attorney's Office	8.2%	7.3%	6.3%	6.5%	4.0%	6.1%	6.5%
Johnson County Election Office	12.9%	9.2%	11.9%	10.0%	11.7%	11.8%	11.3%

Q5. Which FOUR of the services listed above in Question 4 do you think are MOST IMPORTANT for the County to provide? (top 4) (cont.)

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q5. Sum of top 4 choices (cont.)							
Johnson County Emergency Medical/Ambulance Service (MED-ACT)	33.1%	35.4%	40.5%	38.1%	43.3%	37.1%	37.7%
Johnson County Human Services (Aging)	9.5%	7.3%	7.1%	9.1%	10.9%	11.8%	9.2%
Johnson County K-State Extension & Research	1.6%	1.9%	3.2%	0.6%	2.0%	2.2%	1.8%
Johnson County Library System	28.4%	25.4%	24.2%	31.3%	23.9%	24.0%	26.6%
Johnson County Wastewater	11.7%	12.7%	11.9%	12.7%	12.6%	9.2%	11.9%
Johnson County Park & Recreation District (County's park & recreation system)	28.4%	31.9%	31.7%	33.0%	30.4%	19.7%	29.5%
Johnson County Mental Health Center	8.8%	11.5%	7.9%	12.4%	9.7%	8.7%	10.0%
Johnson County Motor Vehicle Division (motor vehicle registration services)	18.3%	20.8%	26.2%	21.2%	23.9%	18.3%	21.4%

Q5. Which FOUR of the services listed above in Question 4 do you think are MOST IMPORTANT for the County to provide? (top 4) (cont.)

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q5. Sum of top 4 choices (cont.)							
Johnson County Museums	2.8%	2.3%	1.6%	0.6%	0.8%	0.4%	1.5%
Johnson County Planning, Inspections & Codes	12.6%	8.1%	12.3%	10.3%	6.9%	10.9%	10.3%
Johnson County Public Works (maintenance & traffic control of roads in rural/ unincorporated areas)	22.1%	24.2%	31.3%	23.6%	29.6%	25.3%	25.7%
Johnson County Sheriff's Office (public safety & jail system)	30.3%	38.1%	42.1%	25.7%	40.5%	49.3%	36.6%
Johnson County Health & Environment Department (County's effort to protect environment & natural resources)	18.3%	13.1%	11.9%	15.0%	15.4%	17.0%	15.2%

Q5. Which FOUR of the services listed above in Question 4 do you think are MOST IMPORTANT for the County to provide? (top 4) (cont.)

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q5. Sum of top 4 choices (cont.)							
Johnson County Emergency Management & Communications (emergency preparedness services for disasters & domestic/foreign terrorist attacks, & NotifyJoCo, County's mass communication system)	25.2%	28.1%	28.2%	25.1%	29.6%	27.5%	27.1%
Stormwater Program (management of stormwater runoff/flood control in County)	6.9%	6.2%	3.6%	7.7%	8.9%	7.9%	6.9%
None chosen	19.2%	16.9%	14.7%	17.4%	12.6%	17.5%	16.5%

Q6. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q6a. County offers adequate public transit (bus) services to meet the needs of community							
Strongly Agree	7.6%	5.2%	3.3%	5.4%	8.5%	11.2%	6.8%
Agree	22.7%	23.0%	28.0%	25.6%	25.0%	25.3%	24.9%
Neutral	42.0%	45.0%	37.9%	39.1%	42.6%	35.3%	40.4%
Disagree	16.8%	18.3%	22.5%	22.9%	17.6%	21.8%	20.0%
Strongly Disagree	10.9%	8.4%	8.2%	7.0%	6.4%	6.5%	8.0%
Q6b. Johnson County should enhance transit availability & frequency along major corridors							
Strongly Agree	25.3%	15.9%	23.6%	18.1%	22.9%	23.8%	21.5%
Agree	36.2%	38.8%	35.7%	40.9%	39.1%	43.1%	38.9%
Neutral	30.6%	36.4%	26.6%	31.5%	29.7%	24.9%	30.2%
Disagree	5.3%	5.6%	9.5%	4.3%	5.7%	6.1%	6.0%
Strongly Disagree	2.6%	3.3%	4.5%	5.1%	2.6%	2.2%	3.5%

Q6. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q6c. Johnson County should offer transit service in all parts of County							
Strongly Agree	23.5%	17.1%	18.0%	12.2%	22.4%	23.8%	19.2%
Agree	22.8%	30.6%	30.3%	39.9%	34.6%	41.5%	33.1%
Neutral	36.2%	34.2%	26.1%	31.3%	26.8%	21.2%	29.8%
Disagree	12.3%	11.3%	19.4%	11.5%	12.7%	9.8%	12.8%
Strongly Disagree	5.2%	6.8%	6.2%	5.2%	3.4%	3.6%	5.1%

Q7. Before receiving this survey, did you know that the name of Johnson County's Transit System has been changed from "The JO" to "Ride KC"? (without "not provided")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q7. Did you know that the name of Johnson County's Transit System has been changed from "The JO" to "Ride KC" before receiving this survey							
Yes	47.6%	39.9%	38.8%	43.0%	43.7%	41.4%	42.6%
No	52.4%	60.1%	61.3%	57.0%	56.3%	58.6%	57.4%

Q8. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q8a. Johnson County library system is adequate to support the needs of residents							
Strongly Agree	27.5%	30.8%	28.9%	31.5%	24.8%	24.6%	28.3%
Agree	51.3%	49.8%	51.5%	51.7%	55.0%	56.2%	52.4%
Neutral	17.1%	12.1%	13.0%	11.8%	16.5%	15.8%	14.3%
Disagree	3.7%	7.3%	5.9%	4.4%	3.7%	3.4%	4.7%
Strongly Disagree	0.3%	0.0%	0.8%	0.6%	0.0%	0.0%	0.3%
Q8b. Johnson County should expand digital services such as e-books, e-magazines & e-audiobooks							
Strongly Agree	25.8%	22.6%	26.1%	24.2%	25.5%	24.3%	24.7%
Agree	33.3%	35.8%	35.6%	36.6%	35.2%	34.2%	35.1%
Neutral	35.7%	36.2%	31.5%	33.4%	31.5%	34.7%	33.9%
Disagree	3.8%	4.1%	5.4%	5.1%	6.0%	5.4%	4.9%
Strongly Disagree	1.4%	1.2%	1.4%	0.6%	1.9%	1.5%	1.3%

Q9. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements. (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q9a. Johnson County Park & Recreation District succeeds in its mission to enhance the quality of life in Johnson County by providing high quality parks, services, & recreation programs							
Strongly Agree	29.6%	33.3%	32.6%	36.2%	31.9%	31.9%	32.7%
Agree	57.2%	57.1%	49.6%	53.2%	57.4%	53.2%	54.7%
Neutral	12.2%	8.7%	14.0%	8.8%	8.9%	12.0%	10.7%
Disagree	0.0%	0.8%	3.7%	1.5%	1.7%	2.3%	1.6%
Strongly Disagree	1.0%	0.0%	0.0%	0.3%	0.0%	0.5%	0.3%
Q9b. Johnson County Park & Recreation District facilities & programs positively impact my personal health & well-being							
Strongly Agree	24.2%	25.2%	24.8%	29.8%	22.9%	25.9%	25.7%
Agree	45.8%	42.8%	43.3%	43.3%	47.2%	42.0%	44.1%
Neutral	26.8%	25.6%	27.3%	23.9%	25.1%	28.8%	26.1%
Disagree	2.0%	4.8%	3.4%	2.8%	4.8%	2.8%	3.3%
Strongly Disagree	1.3%	1.6%	1.3%	0.3%	0.0%	0.5%	0.8%

Q9. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements. (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q9c. Johnson County Park & Recreation District should continue to acquire property to expand County's parks & trails system							
Strongly Agree	40.0%	29.4%	30.5%	38.5%	30.5%	33.8%	34.3%
Agree	37.7%	33.3%	38.1%	32.0%	42.8%	29.7%	35.5%
Neutral	15.2%	22.2%	21.3%	23.1%	20.3%	24.2%	20.9%
Disagree	5.5%	8.3%	7.5%	4.9%	5.1%	5.5%	6.1%
Strongly Disagree	1.6%	6.7%	2.5%	1.5%	1.3%	6.8%	3.2%

Q10. Are you aware of how to access disability and human services programs in Johnson County? (without "not provided")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q10. Are you aware of how to access disability & human services programs in Johnson County							
Yes	20.6%	21.8%	20.4%	22.1%	20.2%	27.3%	21.9%
No	79.4%	78.2%	79.6%	77.9%	79.8%	72.7%	78.1%

Q11. Are you aware that 1 in 16 people, or 34,560 Johnson County residents, live below the federal poverty line? (without "not provided")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q11. Are you aware that 1 in 16 people, or 34,560 Johnson County residents, live below the federal poverty line							
Yes	39.0%	35.9%	28.8%	41.3%	33.5%	46.3%	37.6%
No	61.0%	64.1%	71.2%	58.7%	66.5%	53.7%	62.4%

Q12. How important do you think it is for Johnson County to provide safety-net services to low income individuals/families? (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q12.How important is it for Johnson County to provide safety-net services to low income individuals/families							
Very important	40.8%	33.5%	31.8%	43.2%	37.2%	38.0%	37.8%
Important	31.9%	32.6%	33.1%	31.2%	31.6%	34.3%	32.3%
Somewhat important	21.7%	24.8%	24.4%	20.7%	24.4%	22.7%	22.9%
Not important	3.6%	6.2%	8.7%	4.3%	5.6%	2.8%	5.1%
Not important at all	2.0%	2.9%	2.1%	0.6%	1.3%	2.3%	1.8%

Q13. Please select each of the following services that you think Johnson County should devote additional resources to.

N=1583	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q13. Services that Johnson County should devote additional resources to							
Aging Services	53.3%	45.0%	43.8%	57.4%	48.3%	51.4%	50.3%
Housing Services	21.2%	15.1%	16.5%	25.0%	22.7%	30.6%	21.9%
Addressing Homelessness	34.0%	33.1%	33.9%	40.4%	39.1%	45.9%	37.6%
Public Health	40.5%	33.5%	37.6%	39.2%	40.8%	36.5%	38.2%
Intellectual & Developmentally Disabled Services(JCDS)	35.9%	31.5%	27.3%	42.6%	24.4%	32.9%	33.1%
Mental Health Services	54.9%	49.8%	44.2%	56.8%	42.9%	48.6%	50.2%
Utility Assistance	23.2%	20.3%	16.5%	22.8%	20.6%	27.9%	21.9%
Emergency Assistance/Case Management	34.3%	29.1%	29.8%	29.6%	23.9%	32.0%	29.9%
Public Transportation	35.0%	29.9%	32.6%	33.6%	36.6%	31.1%	33.2%
Workforce Development	32.4%	27.5%	22.3%	27.2%	31.9%	32.0%	28.9%
Job Training	34.0%	33.1%	28.9%	35.2%	37.0%	36.9%	34.2%
Emergency/Disaster Preparedness	31.7%	30.3%	33.1%	29.3%	26.9%	39.2%	31.5%
None (I do not think any of services need additional funding)	12.1%	11.2%	16.9%	9.6%	11.8%	9.9%	11.8%

Q14. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q14a. Johnson County Government is well run							
Strongly Agree	15.3%	11.3%	13.8%	11.7%	16.3%	11.6%	13.3%
Agree	55.2%	56.1%	52.6%	62.2%	62.4%	56.5%	57.6%
Neutral	26.7%	27.0%	27.2%	22.8%	16.3%	27.8%	24.6%
Disagree	2.1%	4.8%	5.6%	3.3%	4.1%	3.7%	3.8%
Strongly Disagree	0.7%	0.9%	0.9%	0.0%	0.9%	0.5%	0.6%
Q14b. Board of County Commissioners effectively manages County resources							
Strongly Agree	10.2%	10.7%	9.7%	8.3%	12.4%	10.1%	10.1%
Agree	42.2%	42.0%	41.7%	53.1%	53.5%	41.2%	45.9%
Neutral	43.4%	39.0%	39.4%	33.1%	28.2%	41.2%	37.4%
Disagree	3.5%	5.9%	8.3%	5.2%	4.5%	7.0%	5.6%
Strongly Disagree	0.8%	2.4%	0.9%	0.3%	1.5%	0.5%	1.0%

Q14. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q14c. Criminals are competently prosecuted in Johnson County							
Strongly Agree	8.8%	12.7%	7.5%	8.6%	12.8%	13.5%	10.4%
Agree	56.1%	38.7%	44.9%	48.7%	48.9%	41.2%	47.0%
Neutral	26.8%	38.7%	38.0%	36.6%	31.7%	37.1%	34.5%
Disagree	5.9%	7.7%	7.5%	5.2%	5.6%	7.1%	6.4%
Strongly Disagree	2.5%	2.2%	2.1%	0.9%	1.1%	1.2%	1.7%
Q14d. Management of juries for District Courts is professional & efficient							
Strongly Agree	14.0%	10.5%	6.7%	9.2%	11.5%	17.7%	11.5%
Agree	46.5%	44.2%	42.4%	46.5%	53.5%	38.1%	45.4%
Neutral	33.5%	39.5%	47.3%	41.0%	30.6%	40.1%	38.6%
Disagree	4.7%	5.2%	3.0%	3.2%	3.2%	2.7%	3.7%
Strongly Disagree	1.4%	0.6%	0.6%	0.0%	1.3%	1.4%	0.8%

Q14. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q14e. Johnson County does a good job managing its growth & development in rural (unincorporated) areas of County							
Strongly Agree	7.0%	6.9%	10.4%	7.6%	7.8%	11.9%	8.5%
Agree	42.3%	38.3%	44.1%	41.6%	60.3%	38.4%	43.9%
Neutral	39.9%	49.5%	31.2%	41.6%	24.6%	40.7%	38.1%
Disagree	7.5%	4.8%	11.4%	7.6%	6.1%	6.8%	7.4%
Strongly Disagree	3.3%	0.5%	3.0%	1.6%	1.1%	2.3%	2.0%
Q14f. Johnson County is prepared for an emergency							
Strongly Agree	9.3%	9.2%	9.2%	9.1%	10.1%	11.2%	9.6%
Agree	52.0%	48.9%	48.9%	49.0%	58.7%	46.7%	50.7%
Neutral	32.9%	37.0%	38.0%	38.2%	26.8%	36.7%	35.0%
Disagree	4.9%	4.3%	3.8%	3.3%	3.9%	4.1%	4.1%
Strongly Disagree	0.9%	0.5%	0.0%	0.4%	0.6%	1.2%	0.6%

Q14. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q14g. Polling places in Johnson County are conveniently located & accessible							
Strongly Agree	39.0%	39.8%	43.3%	43.7%	43.2%	35.7%	40.9%
Agree	50.0%	53.9%	48.6%	48.3%	47.0%	51.5%	49.8%
Neutral	8.1%	3.9%	6.1%	6.4%	6.0%	11.0%	6.9%
Disagree	2.3%	2.4%	2.0%	1.2%	3.8%	1.8%	2.2%
Strongly Disagree	0.6%	0.0%	0.0%	0.3%	0.0%	0.0%	0.2%
Q14h. Johnson County has enough advanced voting locations							
Strongly Agree	31.0%	36.5%	39.4%	33.8%	38.9%	31.9%	35.0%
Agree	47.6%	45.1%	41.6%	47.5%	42.9%	49.3%	45.8%
Neutral	13.9%	12.3%	13.4%	11.9%	9.3%	12.2%	12.2%
Disagree	5.8%	5.7%	5.2%	6.6%	8.8%	5.6%	6.3%
Strongly Disagree	1.7%	0.4%	0.4%	0.3%	0.0%	0.9%	0.7%

Q14. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q14i. Johnson County provides adequate resources to those in need							
Strongly Agree	5.0%	6.3%	8.4%	7.1%	10.1%	8.9%	7.5%
Agree	24.0%	27.3%	34.8%	27.9%	38.6%	25.9%	29.4%
Neutral	54.0%	51.7%	46.5%	52.7%	43.7%	51.9%	50.4%
Disagree	13.0%	14.2%	5.8%	9.7%	5.7%	12.0%	10.3%
Strongly Disagree	4.0%	0.6%	4.5%	2.7%	1.9%	1.3%	2.5%
Q14j. Juvenile Justice system has adequate resources to deal with the problem of juvenile offenders & their families							
Strongly Agree	4.3%	4.8%	3.3%	2.9%	8.3%	11.0%	5.6%
Agree	20.2%	20.7%	23.3%	21.8%	28.8%	21.3%	22.5%
Neutral	54.6%	60.0%	54.2%	56.5%	45.5%	59.1%	55.1%
Disagree	16.0%	11.7%	15.0%	16.5%	12.1%	7.9%	13.4%
Strongly Disagree	4.9%	2.8%	4.2%	2.4%	5.3%	0.8%	3.4%

Q14. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q14k. County does a good job keeping residents informed about County programs & services							
Strongly Agree	6.1%	8.0%	10.0%	8.1%	10.7%	12.3%	8.9%
Agree	33.2%	37.4%	39.1%	43.1%	46.2%	35.8%	39.1%
Neutral	41.4%	40.8%	28.7%	35.9%	30.7%	36.8%	36.0%
Disagree	18.0%	11.8%	18.7%	10.0%	9.8%	12.3%	13.4%
Strongly Disagree	1.4%	2.1%	3.5%	2.8%	2.7%	2.8%	2.5%
Q14l. My property is appraised fairly in County							
Strongly Agree	4.1%	5.8%	5.1%	4.8%	6.3%	8.5%	5.6%
Agree	40.6%	39.9%	37.4%	47.3%	48.0%	33.6%	41.5%
Neutral	33.8%	34.2%	34.5%	35.0%	29.9%	38.4%	34.3%
Disagree	14.7%	14.4%	17.0%	10.6%	11.8%	15.6%	13.9%
Strongly Disagree	6.8%	5.8%	6.0%	2.3%	4.1%	3.8%	4.8%

Q14. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q14m. County's web page is a useful source of information							
Strongly Agree	10.1%	8.3%	8.8%	8.0%	9.7%	12.7%	9.5%
Agree	40.6%	41.4%	45.0%	46.9%	49.7%	44.0%	44.5%
Neutral	42.9%	44.2%	40.4%	39.4%	33.9%	36.7%	39.8%
Disagree	6.0%	5.0%	4.1%	4.0%	5.5%	5.4%	5.0%
Strongly Disagree	0.5%	1.1%	1.8%	1.8%	1.2%	1.2%	1.2%
Q14n. Johnson County's services & facilities for its aging & disabled populations are adequate							
Strongly Agree	4.3%	5.0%	3.5%	0.9%	4.1%	5.5%	3.7%
Agree	23.0%	23.8%	23.2%	23.8%	27.9%	20.0%	23.6%
Neutral	51.9%	54.4%	48.6%	51.9%	46.3%	46.9%	50.3%
Disagree	16.0%	13.1%	22.5%	20.1%	16.3%	24.1%	18.6%
Strongly Disagree	4.8%	3.8%	2.1%	3.3%	5.4%	3.4%	3.8%

Q14. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q14o. Johnson County should use a mobile app in order to provide service delivery (i.e. vehicle registration, wastewater bills, reserve books, & pay taxes)							
Strongly Agree	15.2%	14.6%	14.7%	14.8%	16.2%	20.1%	15.8%
Agree	24.5%	31.3%	33.6%	28.3%	33.3%	30.9%	30.0%
Neutral	41.6%	37.3%	35.5%	41.4%	34.7%	36.3%	38.1%
Disagree	11.9%	10.7%	12.4%	12.8%	10.2%	9.8%	11.4%
Strongly Disagree	6.7%	6.0%	3.7%	2.8%	5.6%	2.9%	4.6%

Q15. Which THREE of the items listed in Question 14 are MOST IMPORTANT to you? (top 3)

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q15. Sum of top 3 choices							
Johnson County Government is well run	33.4%	33.8%	34.1%	28.9%	32.4%	31.0%	32.2%
Board of County Commissioners effectively manages County resources	29.7%	26.5%	32.9%	27.7%	25.1%	24.9%	27.9%
Criminals are competently prosecuted in Johnson County	21.1%	26.9%	24.2%	20.4%	21.9%	19.2%	22.2%
Management of juries for District Courts is professional & efficient	4.4%	3.1%	3.2%	2.9%	1.2%	3.5%	3.1%
Johnson County does a good job managing its growth & development in rural (unincorporated) areas of County	15.8%	15.4%	27.0%	18.9%	12.6%	20.5%	18.2%
Johnson County is prepared for an emergency	20.8%	24.6%	20.6%	24.8%	30.0%	21.0%	23.6%

Q15. Which THREE of the items listed in Question 14 are MOST IMPORTANT to you? (top 3) (cont.)

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q15. Sum of top 3 choices (cont.)							
Polling places in Johnson County are conveniently located & accessible	6.6%	8.1%	7.5%	10.9%	6.5%	7.0%	7.9%
Johnson County has enough advanced voting locations	6.0%	5.0%	4.0%	4.4%	3.6%	6.1%	4.9%
Johnson County provides adequate resources to those in need	23.3%	18.1%	14.3%	23.6%	24.7%	19.2%	20.8%
Juvenile Justice system has adequate resources to deal with the problem of juvenile offenders & their families	10.4%	15.0%	10.3%	10.0%	11.7%	11.8%	11.4%
County does a good job keeping residents informed about County programs & services	11.7%	13.5%	13.9%	14.2%	15.0%	16.2%	13.9%
My property is appraised fairly in County	23.0%	29.6%	23.8%	25.1%	25.1%	26.6%	25.4%

Q15. Which THREE of the items listed in Question 14 are MOST IMPORTANT to you? (top 3) (cont.)

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q15. Sum of top 3 choices (cont.)							
County's web page is a useful source of information	3.5%	3.5%	2.4%	3.2%	4.9%	2.6%	3.3%
Johnson County's services & facilities for its aging & disabled populations are adequate	23.0%	16.5%	17.5%	24.2%	19.4%	26.6%	21.4%
Johnson County should use a mobile app in order to provide service delivery (i.e. vehicle registration, wastewater bills, reserve books, & pay taxes)	10.4%	11.2%	13.9%	13.0%	10.5%	17.9%	12.7%
None chosen	17.4%	14.6%	14.7%	14.5%	15.0%	12.2%	14.8%

Q16. The Federal government and the State of Kansas help fund many County programs and services. Please indicate how supportive you would be of using additional County funds to maintain existing service levels for the following areas, if Federal and State funds were reduced. (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q16a. Public health services							
Very Supportive	44.1%	35.5%	32.9%	44.7%	41.1%	36.3%	39.7%
Somewhat Supportive	42.3%	51.3%	49.8%	46.7%	47.7%	50.2%	47.7%
Not Supportive	13.6%	13.2%	17.4%	8.6%	11.2%	13.4%	12.7%
Q16b. Mental health services							
Very Supportive	54.4%	44.4%	38.1%	45.4%	45.8%	40.5%	45.3%
Somewhat Supportive	35.1%	44.4%	46.0%	44.8%	42.5%	46.7%	42.9%
Not Supportive	10.5%	11.2%	15.8%	9.8%	11.7%	12.8%	11.8%
Q16c. Services for persons with intellectual disabilities (JCDS)							
Very Supportive	42.9%	35.5%	35.1%	40.7%	37.5%	36.6%	38.4%
Somewhat Supportive	44.7%	53.6%	45.4%	49.8%	49.5%	50.3%	48.8%
Not Supportive	12.5%	10.9%	19.5%	9.5%	13.0%	13.1%	12.8%

Q16. The Federal government and the State of Kansas help fund many County programs and services. Please indicate how supportive you would be of using additional County funds to maintain existing service levels for the following areas, if Federal and State funds were reduced. (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q16d. Aging programs							
Very Supportive	46.2%	39.8%	38.6%	42.2%	42.3%	45.1%	42.5%
Somewhat Supportive	41.7%	50.0%	44.5%	50.6%	44.6%	42.2%	45.8%
Not Supportive	12.2%	10.2%	16.8%	7.1%	13.1%	12.7%	11.7%
Q16e. Housing programs							
Very Supportive	26.2%	18.5%	16.4%	23.3%	22.5%	25.9%	22.3%
Somewhat Supportive	45.3%	52.1%	47.3%	54.1%	53.1%	50.8%	50.5%
Not Supportive	28.5%	29.4%	36.2%	22.6%	24.4%	23.3%	27.2%
Q16f. Public transportation services							
Very Supportive	26.0%	19.6%	20.5%	26.6%	23.9%	21.9%	23.4%
Somewhat Supportive	48.3%	56.2%	51.6%	50.7%	50.2%	56.2%	51.9%
Not Supportive	25.7%	24.2%	27.9%	22.7%	25.8%	21.9%	24.6%

Q16. The Federal government and the State of Kansas help fund many County programs and services. Please indicate how supportive you would be of using additional County funds to maintain existing service levels for the following areas, if Federal and State funds were reduced. (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q16g. CARS-County Assisted Road System							
Very Supportive	30.5%	26.7%	28.3%	20.1%	21.6%	22.2%	25.0%
Somewhat Supportive	48.0%	46.6%	46.5%	62.6%	49.7%	58.7%	52.3%
Not Supportive	21.5%	26.7%	25.1%	17.3%	28.6%	19.2%	22.8%
Q16h. Improvements to County rural & unincorporated roads & bridges							
Very Supportive	26.9%	22.1%	29.8%	16.8%	23.4%	29.6%	24.4%
Somewhat Supportive	50.2%	55.3%	51.4%	62.4%	56.0%	56.1%	55.4%
Not Supportive	22.9%	22.6%	18.8%	20.8%	20.6%	14.3%	20.1%
Q16i. Public Safety programs (e.g. Community Corrections Programs)							
Very Supportive	31.2%	28.3%	29.1%	28.4%	33.5%	36.6%	30.9%
Somewhat Supportive	54.9%	58.0%	52.9%	59.3%	55.8%	47.5%	55.1%
Not Supportive	13.8%	13.7%	18.0%	12.4%	10.7%	15.8%	13.9%

Q17. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q17a. Johnson County should facilitate coordination of shared functions with Cities (i.e. Information Technology, Maintenance, Fleet Services, etc.)							
Strongly Agree	41.2%	37.3%	34.3%	38.9%	39.4%	31.6%	37.4%
Agree	40.5%	46.4%	47.8%	47.4%	44.6%	49.8%	45.9%
Neutral	15.0%	13.3%	16.1%	11.4%	11.7%	14.4%	13.6%
Disagree	1.7%	2.1%	0.9%	1.6%	2.3%	3.8%	2.0%
Strongly Disagree	1.7%	0.9%	0.9%	0.7%	1.9%	0.5%	1.1%
Q17b. Johnson County should facilitate coordination of shared functions with School Districts (i.e. Information Technology, Maintenance, Fleet Services, etc.)							
Strongly Agree	39.2%	38.6%	31.3%	39.4%	39.1%	30.1%	36.6%
Agree	42.6%	38.6%	49.6%	44.5%	45.0%	48.1%	44.6%
Neutral	13.9%	14.4%	13.9%	11.6%	10.9%	14.8%	13.2%
Disagree	2.4%	5.1%	3.5%	3.2%	2.7%	6.0%	3.7%
Strongly Disagree	2.0%	3.4%	1.7%	1.3%	2.3%	0.9%	1.9%

Q17. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements: (without "don't know")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q17c. Johnson County should facilitate coordination of shared functions between area Counties & Kansas City region							
Strongly Agree	35.1%	33.3%	27.9%	33.2%	33.3%	25.8%	31.8%
Agree	38.9%	40.7%	42.0%	41.8%	39.4%	45.9%	41.3%
Neutral	17.6%	18.2%	19.9%	17.1%	20.8%	17.7%	18.4%
Disagree	4.7%	4.8%	7.5%	5.9%	3.2%	7.2%	5.5%
Strongly Disagree	3.7%	3.0%	2.7%	2.0%	3.2%	3.3%	3.0%

Q18. Have you ever used Johnson County's webpage, www.jocogov.org? (without "not provided")

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q18. Have you ever used Johnson County's webpage, www.jocogov.org							
Yes	65.8%	64.5%	80.1%	66.9%	71.6%	69.6%	69.4%
No	34.2%	35.5%	19.9%	33.1%	28.4%	30.4%	30.6%

Q19. Part A: FAMILIARITY. Please rate your level of familiarity with new State legislation affecting the areas below.

N=1644	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q19a. New gun laws							
Very Familiar	29.3%	22.3%	17.9%	19.8%	18.2%	20.5%	21.6%
Somewhat Familiar	37.2%	35.8%	40.1%	44.2%	37.2%	39.3%	39.2%
Not Familiar	33.4%	41.9%	42.1%	36.0%	44.5%	40.2%	39.2%
Q19b. New zoning laws							
Very Familiar	3.5%	0.8%	2.8%	1.5%	2.4%	3.5%	2.4%
Somewhat Familiar	17.0%	17.7%	15.9%	15.3%	13.4%	12.2%	15.4%
Not Familiar	79.5%	81.5%	81.3%	83.2%	84.2%	84.3%	82.2%
Q19c. New tax lids on local spending							
Very Familiar	9.8%	5.0%	7.5%	4.7%	5.7%	7.0%	6.6%
Somewhat Familiar	23.0%	23.1%	19.8%	23.9%	23.5%	16.2%	21.8%
Not Familiar	67.2%	71.9%	72.6%	71.4%	70.9%	76.9%	71.5%

Q19. Part B: IMPACT. If you are familiar with the legislation, please indicate if you think the new legislation will have a positive, negative, or no impact on Johnson County.

N=1035	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q19a. New gun laws							
Very Positive	5.6%	16.8%	7.0%	5.5%	8.6%	10.0%	8.5%
Positive	13.4%	14.5%	18.8%	12.7%	21.9%	26.7%	17.2%
No Impact	10.1%	13.7%	19.5%	11.0%	14.3%	20.0%	14.2%
Negative	27.9%	25.2%	32.0%	33.1%	28.6%	24.2%	28.8%
Very Negative	43.0%	29.8%	22.7%	37.6%	26.7%	19.2%	31.3%
Q19b. New zoning laws							
Very Positive	2.1%	10.5%	0.0%	2.4%	7.7%	8.0%	4.5%
Positive	29.2%	26.3%	35.7%	22.0%	46.2%	24.0%	30.0%
No Impact	33.3%	36.8%	28.6%	31.7%	26.9%	36.0%	32.3%
Negative	29.2%	13.2%	33.3%	39.0%	11.5%	28.0%	26.8%
Very Negative	6.3%	13.2%	2.4%	4.9%	7.7%	4.0%	6.4%

Q19. Part B: IMPACT. If you are familiar with the legislation, please indicate if you think the new legislation will have a positive, negative, or no impact on Johnson County.

N=1035	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q19c. New tax lids on local spending							
Very Positive	4.7%	7.8%	10.8%	4.9%	10.5%	5.0%	7.1%
Positive	14.1%	28.1%	24.6%	21.0%	28.1%	30.0%	23.2%
No Impact	11.8%	15.6%	9.2%	13.6%	10.5%	12.5%	12.2%
Negative	34.1%	25.0%	40.0%	37.0%	28.1%	25.0%	32.4%
Very Negative	35.3%	23.4%	15.4%	23.5%	22.8%	27.5%	25.0%

Survey Instrument

JOHNSON COUNTY
KANSAS

January 2017

Dear Johnson County Resident,

The Board of County Commissioners conducts a survey to gain feedback from residents on a number of County services. As the County considers issues that affect our citizens, we want to ensure our priorities are aligned with the needs of our citizens. **Your input on the enclosed survey is extremely important; we need to know what you think.**

We realize this survey takes some time to complete, but every question is important. The time you invest in this survey will influence decisions that will be made about the future of Johnson County. Our responses will also allow Johnson County leaders to identify and address the many opportunities and challenges facing the community.

Please return your survey within the next week in the enclosed postage-paid envelope. Your responses will remain confidential.

Thank you for your participation in the 2017 Citizen Survey. We appreciate your time, and your efforts will help to improve the future of our community.

BOARD OF COUNTY COMMISSIONERS
JOHNSON COUNTY, KANSAS

Ed Eilert, Chairman

Ed Eilert
Chairman of the Board

(913) 715-0500 office
(913) 715-0440 fax
jocogov.org

111 S Cherry Street Suite 3300
Olathe, Kansas 66061

2017 Johnson County Community Survey

Thank you for taking time to complete this important survey. The Board of County Commissioners desires your input to help improve the quality of County services.

When you are finished, please return your completed survey in the postage-paid envelope provided. If you would prefer to take this survey online, you can do so at *www.JoCoGovernment.org*

Perceptions of the County

1. Several items that may influence your overall perception of Johnson County are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".

	How satisfied are you with the:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall image of Johnson County	5	4	3	2	1	9
02.	How well the County is managing growth	5	4	3	2	1	9
03.	Quality of life in Johnson County	5	4	3	2	1	9
04.	Quality of public safety in Johnson County	5	4	3	2	1	9
05.	Value you receive for your County taxes	5	4	3	2	1	9
06.	Ease of travel in Johnson County	5	4	3	2	1	9
07.	Quality of customer service you receive from County employees	5	4	3	2	1	9
08.	Effectiveness of County communication with the public	5	4	3	2	1	9
09.	Availability of arts & cultural amenities	5	4	3	2	1	9
10.	Overall quality of services provided by Johnson County	5	4	3	2	1	9

2. Please rate Johnson County on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor," with regard to each of the following.

	How would you rate Johnson County:	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9
4	As a place to play	5	4	3	2	1	9
5.	As a place to retire	5	4	3	2	1	9

3. Please rate how safe you feel in each of the following situations using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe".

	How safe do you feel:	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	In your neighborhood during the day	5	4	3	2	1	9
2.	In your neighborhood at night	5	4	3	2	1	9
3.	In Johnson County parks	5	4	3	2	1	9
4.	Overall feeling of safety in Johnson County	5	4	3	2	1	9

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Familiarity and Satisfaction with County Services

4. Part A: FAMILIARITY. Please indicate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below.

Part B: SATISFACTION. *If you have used services provided by the organization listed below*, please rate your satisfaction with the services you received.

	Organization	How familiar are you with this organization?			*If you have used the services from this organization*, how satisfied were you with the services provided?				
		Very Familiar	Somewhat Familiar	Not Familiar	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
01.	Johnson County Airport Commission (New Century Air Center & Executive Airport)	1	2	3	5	4	3	2	1
02.	Johnson County Department of Corrections	1	2	3	5	4	3	2	1
03.	Johnson County Developmental Supports (JCDS) –provides support for people with intellectual & developmental disabilities	1	2	3	5	4	3	2	1
04.	Johnson County District Courts (the County's court system)	1	2	3	5	4	3	2	1
05.	Johnson County District Attorney's Office	1	2	3	5	4	3	2	1
06.	Johnson County Election Office	1	2	3	5	4	3	2	1
07.	Johnson County Emergency Medical/Ambulance Service (MED-ACT)	1	2	3	5	4	3	2	1
08.	Johnson County Human Services (Aging)	1	2	3	5	4	3	2	1
09.	Johnson County K-State Extension and Research	1	2	3	5	4	3	2	1
10.	Johnson County Library System	1	2	3	5	4	3	2	1
11.	Johnson County Wastewater	1	2	3	5	4	3	2	1
12.	Johnson County Park & Recreation District (the County's park and recreation system)	1	2	3	5	4	3	2	1
13.	Johnson County Mental Health Center	1	2	3	5	4	3	2	1
14.	Johnson County Motor Vehicle Division (motor vehicle registration services)	1	2	3	5	4	3	2	1
15.	Johnson County Museums	1	2	3	5	4	3	2	1
16.	Johnson County Planning, Inspections and Codes	1	2	3	5	4	3	2	1
17.	Johnson County Public Works (maintenance & traffic control of roads in rural/unincorporated areas)	1	2	3	5	4	3	2	1
18.	Johnson County Sheriff's Office (public safety and jail system)	1	2	3	5	4	3	2	1
19.	Johnson County Health and Environment Department (the County's effort to protect the environment & natural resources)	1	2	3	5	4	3	2	1
20.	Johnson County Emergency Management and Communications (emergency preparedness services for disasters & domestic/foreign terrorist attacks, & NotifyJoCo, the County's mass communication system)	1	2	3	5	4	3	2	1
21.	Stormwater Program (management of stormwater runoff/flood control in the County)	1	2	3	5	4	3	2	1

5. Which FOUR of the services listed above in Question 4 do you think are MOST IMPORTANT for the County to provide? *[Write-in your answers below using the numbers from the list in Question 4.]*

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

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County Public Transit System Issues

6. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The County offers adequate public transit (bus) services to meet the needs of the community	5	4	3	2	1	9
2.	Johnson County should enhance transit availability and frequency along major corridors	5	4	3	2	1	9
3.	Johnson County should offer transit service in all parts of the County	5	4	3	2	1	9

7. Before receiving this survey, did you know that the name of Johnson County's Transit System has been changed from "The JO" to "Ride KC"?

____(1) Yes ____(2) No

County Library System Issues

8. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	The Johnson County library system is adequate to support the needs of residents	5	4	3	2	1	9
2.	Johnson County should expand digital services such as e-books, e-magazines and e-audiobooks	5	4	3	2	1	9

County Parks and Recreation System Issues

9. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Johnson County Park & Recreation District succeeds in its mission to enhance the quality of life in Johnson County by providing high quality parks, services, and recreation programs.	5	4	3	2	1	9
2.	Johnson County Park & Recreation District facilities and programs positively impact my personal health and well-being.	5	4	3	2	1	9
3.	Johnson County Park & Recreation District should continue to acquire property to expand the county's parks and trails system.	5	4	3	2	1	9

Human Services Issues

10. Are you aware of how to access disability and human services programs in Johnson County?

____(1) Yes ____(2) No

11. Are you aware that 1 in 16 people, or 34,560 Johnson County residents, live below the federal poverty line?

____(1) Yes ____(2) No

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12. How important do you think it is for Johnson County to provide safety-net services to low income individuals/families?

____(5) Very important ____(3) Somewhat important ____(1) Not important at all
____(4) Important ____(2) Not important ____(9) Don't Know

13. Please select each of the following services that you think Johnson County should devote additional resources to. *[Check all that apply.]*

____(01) Aging Services
____(02) Housing Services
____(03) Addressing Homelessness
____(04) Public Health
____(05) Intellectual and Developmentally Disabled Services(JCDS)
____(06) Mental Health Services
____(07) Utility assistance
____(08) Emergency Assistance/Case Management
____(09) Public transportation
____(10) Workforce development
____(11) Job training
____(12) Emergency/disaster preparedness
____(99) None (I do not think any of the services need additional funding)

County Government Issues

14. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	Johnson County Government is well run	5	4	3	2	1	9
02.	The Board of County Commissioners effectively manages County resources	5	4	3	2	1	9
03.	Criminals are competently prosecuted in Johnson County	5	4	3	2	1	9
04.	Management of juries for District Courts is professional and efficient	5	4	3	2	1	9
05.	Johnson County does a good job managing its growth and development in rural (unincorporated) areas of the County	5	4	3	2	1	9
06.	Johnson County is prepared for an emergency	5	4	3	2	1	9
07.	Polling places in Johnson County are conveniently located and accessible	5	4	3	2	1	9
08.	Johnson County has enough advanced voting locations	5	4	3	2	1	9
09.	Johnson County provides adequate resources to those in need	5	4	3	2	1	9
10.	The Juvenile Justice system has adequate resources to deal with the problem of juvenile offenders and their families	5	4	3	2	1	9
11.	The County does a good job keeping residents informed about County programs and services	5	4	3	2	1	9
12.	My property is appraised fairly in the County	5	4	3	2	1	9
13.	The County's web page is a useful source of information	5	4	3	2	1	9
14.	Johnson County's services and facilities for its aging and disabled populations are adequate	5	4	3	2	1	9
15.	Johnson County should use a mobile app in order to provide service delivery (i.e. vehicle registration, wastewater bills, reserve books, and pay taxes)	5	4	3	2	1	9

15. Which THREE of the items listed in Question 14 are MOST IMPORTANT to you? *[Write-in your answers below using the numbers from the list in Question 14.]*

1st: ____ 2nd: ____ 3rd: ____

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16. The Federal government and the State of Kansas help fund many County programs and services. Please indicate how supportive you would be of using additional County funds to maintain existing service levels for the following areas, if Federal and State funds were reduced.

		Very Supportive	Somewhat Supportive	Not Supportive	Don't Know
1.	Public health services	3	2	1	9
2.	Mental health services	3	2	1	9
3.	Services for persons with intellectual disabilities (JCDS)	3	2	1	9
4.	Aging programs	3	2	1	9
5.	Housing programs	3	2	1	9
6.	Public transportation services	3	2	1	9
7.	CARS – County Assisted Road System	3	2	1	9
8.	Improvements to county rural and unincorporated roads and bridges	3	2	1	9
9.	Public Safety programs (e.g. Community Corrections Programs)	3	2	1	9

17. Using a 5-point scale, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Johnson County should facilitate the coordination of shared functions with Cities (i.e. Information Technology, Maintenance, Fleet Services, etc.)	5	4	3	2	1	9
2.	Johnson County should facilitate the coordination of shared functions with School Districts (i.e. Information Technology, Maintenance, Fleet Services, etc.)	5	4	3	2	1	9
3.	Johnson County should facilitate the coordination of shared functions between area Counties and the Kansas City region (i.e. Information Technology, Maintenance, Fleet Services, etc.)	5	4	3	2	1	9

18. Have you ever used Johnson County's webpage, *www.jocogov.org*? ____(1) Yes ____(2) No

Familiarity with New State Legislation

19. Part A: FAMILIARITY. Please rate your level of familiarity with new State legislation affecting the areas below.

Part B: IMPACT. *If you are familiar with the legislation,* please indicate if you think the new legislation will have a positive, negative, or no impact on Johnson County.

	Organization	How familiar are you with the new laws/legislation?			If you are familiar with the legislation, how do you think the new laws/legislation will affect Johnson County?				
		Very Familiar	Somewhat Familiar	Not Familiar	Very Positive	Positive	No Impact	Negative	Very Negative
01.	New gun laws	1	2	3	5	4	3	2	1
02.	New zoning laws	1	2	3	5	4	3	2	1
03.	New Tax lids on local spending	1	2	3	5	4	3	2	1

DEMOGRAPHICS: *To help us ensure that the people who respond to this survey accurately represent the residents of Johnson County, please provide the demographic information listed below.*

20. Approximately how many years have you lived in Johnson County? _____ years

21. Which of the following best describes your race/ethnicity? *[Check all that apply.]*

____(1) Asian/Pacific Islander
____(2) Black/African American
____(3) Hispanic
____(4) White
____(5) American Indian/Eskimo
____(6) Other: _____

22. How many persons of each age, counting yourself, are currently living in your household?

Under age 10: ____ Ages 11-19: ____ Ages 20-44: ____ Ages 45-64: ____ Ages 65+: ____

23. Which of the following best describes your total annual household income?

____(1) Under $35,000
____(2) $35,000 to $59,999
____(3) $60,000 to $99,999
____(4) $100,000 to $129,999
____(5) More than $130,000

24. Your gender: ____(1) Male ____(2) Female

25. Do you have any other suggestions for how the County could serve you better?

_____

_____

_____

If you have a specific question for the County about the survey or any other issues, please send it directly to questions@jocogov.org

This concludes the survey—Thank you for your time!

Please return your survey in the 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 County are having problems with County services. If your address is not correct, please provide the correct information.
Thank you.

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