
2019 JOHNSON COUNTY COMMUNITY SURVEY

Final Report

Submitted to:
Johnson County, Kansas

By



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Final Report Contents

Executive Summary	i
Charts and Graphs.....	1
Benchmarking and Importance-Satisfaction Analysis	18
Cross-tabulations by District	27
Survey Instrument.....	96

2019 Johnson County Community Survey

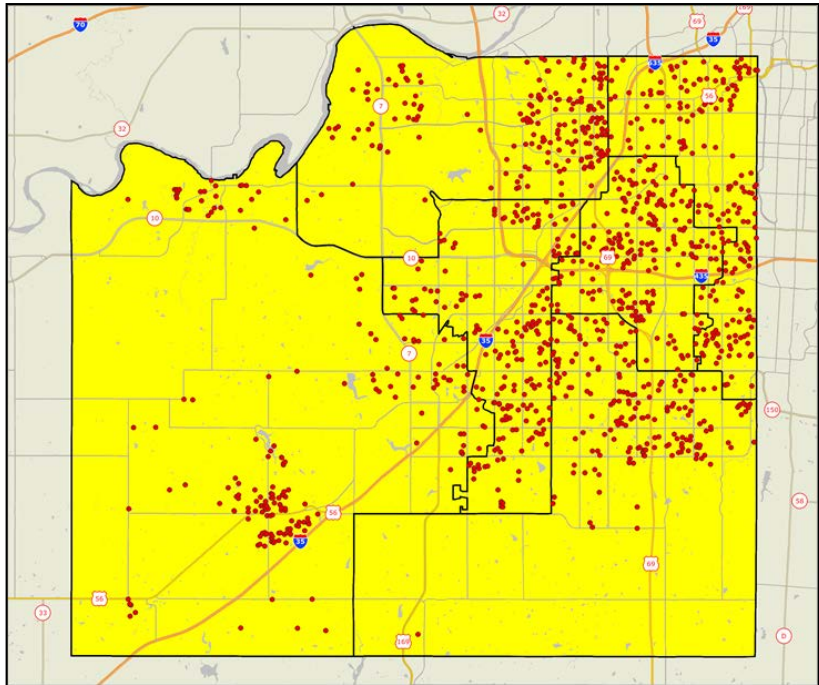
Executive Summary

Purpose and Methodology

Purpose. ETC Institute administered a comprehensive community survey to residents of Johnson County during the winter of 2019. This was the tenth community survey administered by the County; the first survey was administered in 2005. The purpose of the survey was to gather input from residents about a wide range of issues including:

- Importance of various quality of life issues in the County
- Perceptions of living in Johnson County
- Feelings of safety in the County
- Overall satisfaction with County services
- Perceptions of service delivery
- Issues related to specific county services in Parks and Recreation and the Library System
- Human services

Methodology. A survey and cover letter were mailed to a random sample of households in Johnson County in February of 2019. A URL link was provided for those who preferred to take the survey online (www.JoCoSurvey.org). Approximately seven days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation. Of the households that received a survey, a total of 1,201 completed surveys. The results for the random sample of 1,201 households have a 95% level of confidence with a precision of at least $\pm 2.8\%$ for the county and $\pm 6.9\%$ for each of the six commission districts.



There were no statistically significant differences in the results based on the method of administration (mail vs. email). 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 above shows the physical distribution of survey respondents based on the location of the respondent's home. GIS maps by district are provided as an appendix to 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 as an appendix to 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 know*” should be reported separately when the results for a given question are presented. The percentage of “*don’t know*” responses has been provided in the tabular data appendix to this report.

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

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 (93%)
 - The quality of life rated 18% above the national average and 22% above the large community average.
- Overall image of the County (93%)
 - The image of the County rated 29% above the national average and 31% above the large community average.
- Public safety (90%)
 - Public safety services rated 14% above the national average and 24% above the large community average.
- Overall quality of County services (80%)
 - The quality of county services rated 30% above the national average and 36% above the large community average.
- Ease of travel (70%)
 - Ease of travel in the County rated 18% above the national average and 33% above the large community average.

- **Trends.** There was a slight increase in satisfaction in one of the general perception items rated from 2018: quality of public safety (+1%). There were five significant decreases in perception from 2018: availability of arts and cultural amenities (-17%), value received for County taxes (-13%), how well the County is managing growth (-8%), overall quality of services provided (-4%), and ease of travel in Johnson County (-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 45% above the large community average.
- As a place to raise children (95%)
 - Ratings of Johnson County as a place to raise children were 25% above the national average and 44% above the large community average.
- As a place to work (89%)
 - Ratings of Johnson County as a place to work were 36% above the national average and 44% above the large community average.
- As a place to play (83%)
 - There was no national or large community data available for this question.
- As a place to retire (69%)
 - Ratings of Johnson County as a place to retire were 11% above the national average and 23% above the large community average.
- **Trends.** There were no significant increases or decreases with any of the perception of life items that were assessed in 2018 and 2019.

Feeling of Safety in the County

Residents generally felt safe (rating of 4 or 5 on a 5-point scale); 92% 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 (89%)
- Feeling of safety in County parks (74%)
- **Trends.** There no were significant increases or decreases with any of the feeling of safety items that were assessed in 2018 and 2019.

Satisfaction with County Services

- **Overall Satisfaction with County Services.** Residents were asked to rate their satisfaction with 23 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 were familiar with 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 (81%)
 - Johnson County Park & Recreation District (80%)
 - Johnson County Emergency Medical/Ambulance Service (Med-Act) (78%)
 - Johnson County Emergency Management and Communications (73%)
 - Johnson County Election Office (69%)
 - Services with the Lowest Satisfaction Ratings. The four County services that had the lowest levels of satisfaction (ratings of 4 or 5 on a 5-point scale) were:
 - Johnson County Airports (35%)
 - Johnson County Department of Corrections (34%)
 - Transit services provided for disabled populations (31%)
 - RideKC public transit services (31%)

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 Park & Recreation District
 - Johnson County Emergency Management and Communications
 - Johnson County Motor Vehicle Division
- **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 relatively 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 Motor Vehicle Division
- Johnson County Human Services
- Johnson County Public Works

Perceptions of Service Delivery

- **Perceptions of Service Delivery.** Residents were asked to rate their level of agreement with 14 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 (89%)
 - The County has enough advanced voting locations (82%)
 - Johnson County government is well run (68%)
 - Johnson County is prepared for an emergency (63%)
- **Trends.** There were five significant increases in the level of agreement for the issues assessed on the survey in both 2018 and 2019; the issues with significant increases are listed below:
 - Johnson County is prepared for an emergency (up 9% from 2018)
 - The County’s web page is a useful source of information (up 5% from 2018)
 - Johnson County provides adequate needed resources (up 4% from 2018)
 - Management of juries is professional/efficient (up 3% from 2018)
 - The juvenile justice system has adequate resources (up 3% from 2018)

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

- My property is appraised fairly in the County (down 11% from 2018)
- Growth is management well in rural areas (down 7% from 2018)

Issues Related to Specific County Services

- **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.
 - 87% of residents agreed that the County library system is adequate to support the needs of residents
 - 63% 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
 - 71% of residents agreed that Johnson County Park & Recreation District should continue to acquire property to expand the County's parks and trails system
 - 69% of residents agreed that Johnson County Park & Recreation District facilities and programs positively impact one's personal health and well-being

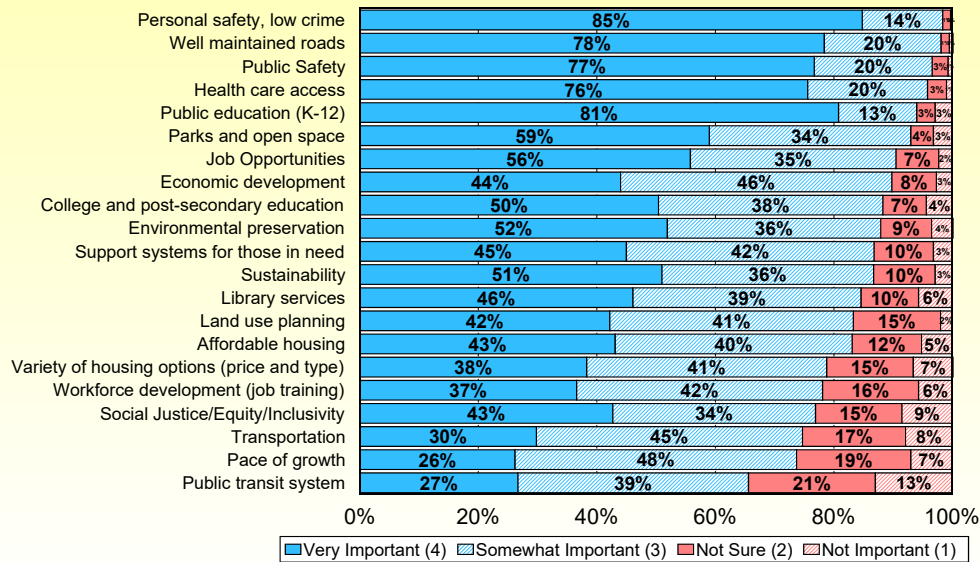
Human Services

Residents were asked to indicate which areas Johnson County should devote additional resources. The results showed that residents were most supportive of the use of additional resources for the County's mental health services (46%), aging services (45%), public health services (34%), and addressing homelessness (34%). Residents were least supportive of using additional resources to provide utility assistance (18%).

Charts and Graphs

Q1. Importance of the Following Quality of Life Issues in Johnson County Over the Next 20 Years

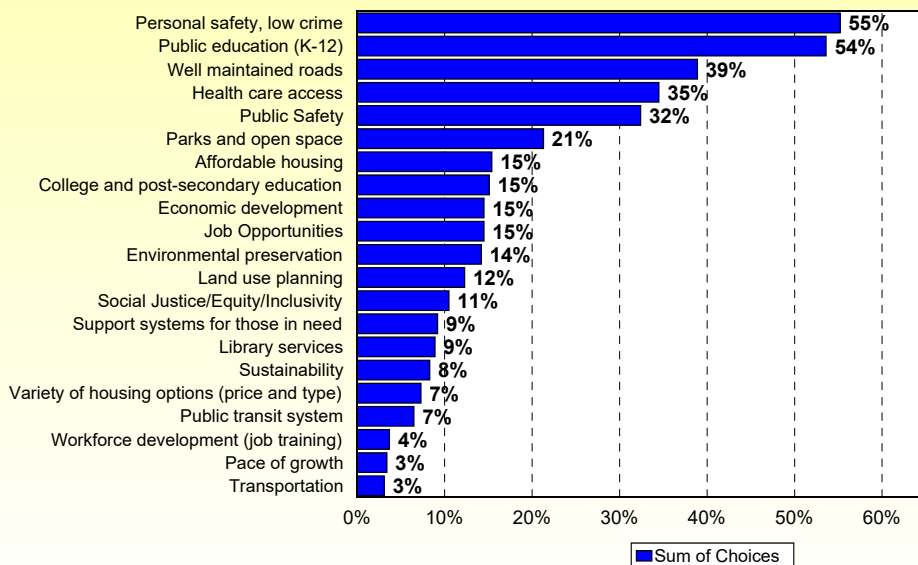
by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Q2. Items That Should Be the County's Top Priorities For the Next 5 Years

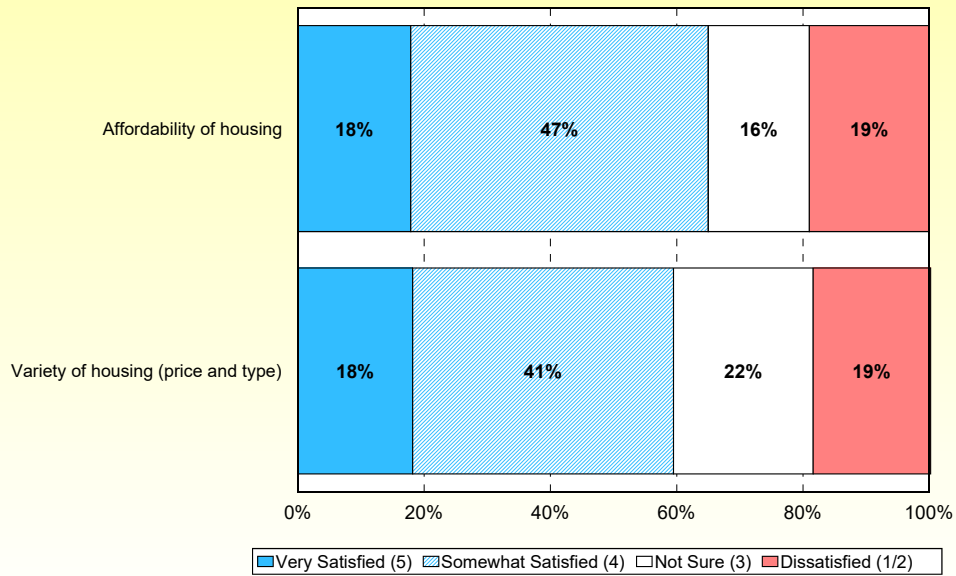
by percentage of residents surveyed who selected the item as one of their top four choices



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Q3. Satisfaction With Housing

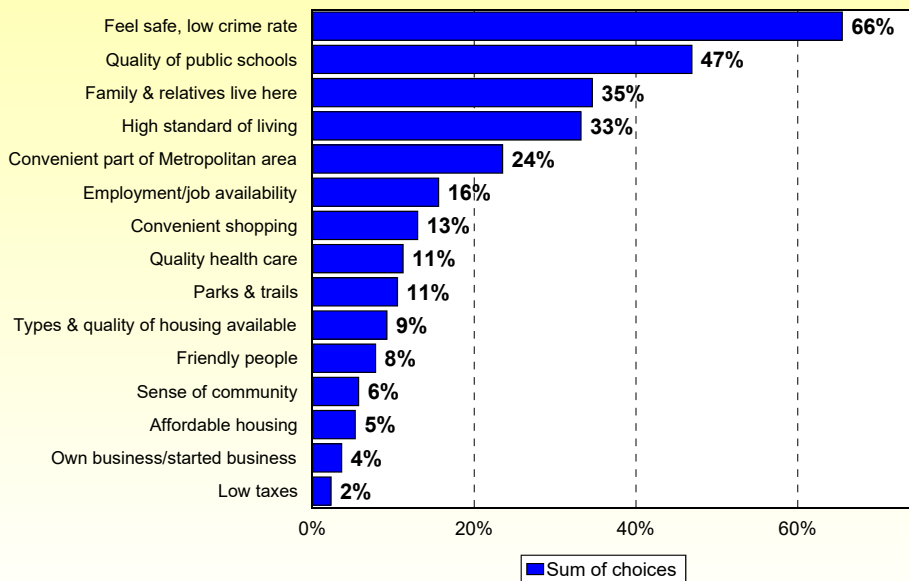
by percentage of residents surveyed (excluding "don't knows")



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Q4. Primary Reasons For Living in Johnson County

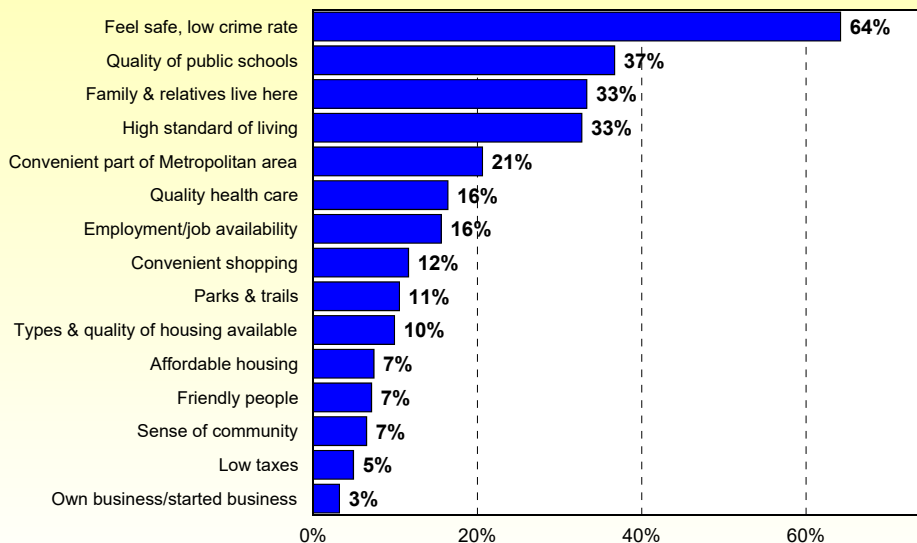
by percentage of residents surveyed (three selections could be made)



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Q5. Most Important Reasons to Stay in Johnson County for the Next 10 Years

by percentage of residents surveyed who selected the item as one of their top three choices

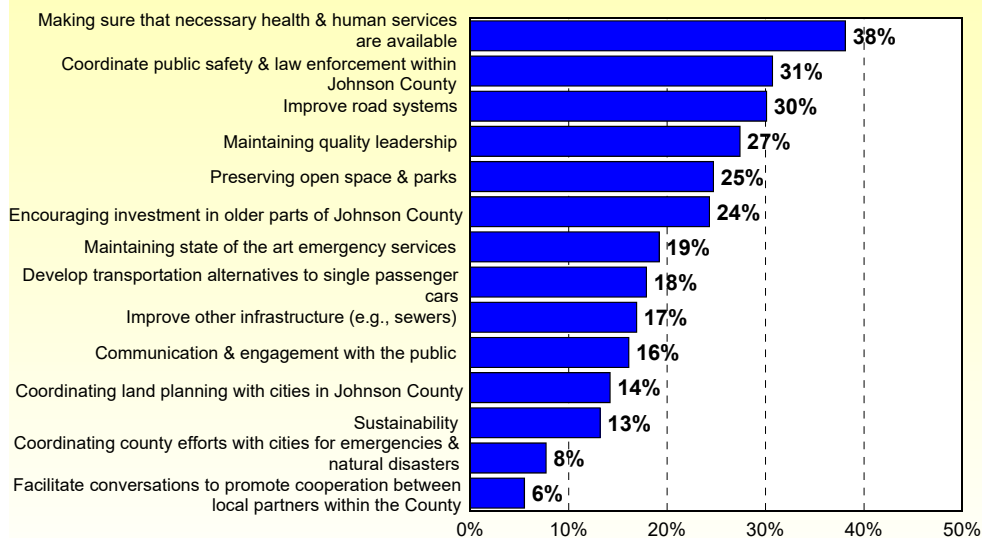


Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Sum of Choices

Q6. Most Critical Roles for Johnson County Government in the Next 10 to 20 Years

by percentage of residents surveyed (three selections could be made)

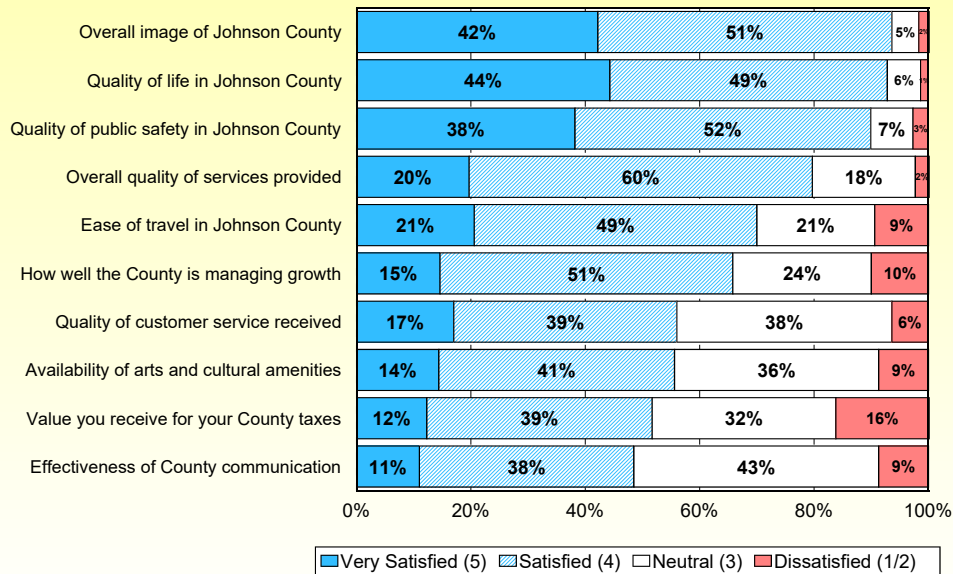


Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Sum of choices

Q7. General Perceptions of the County

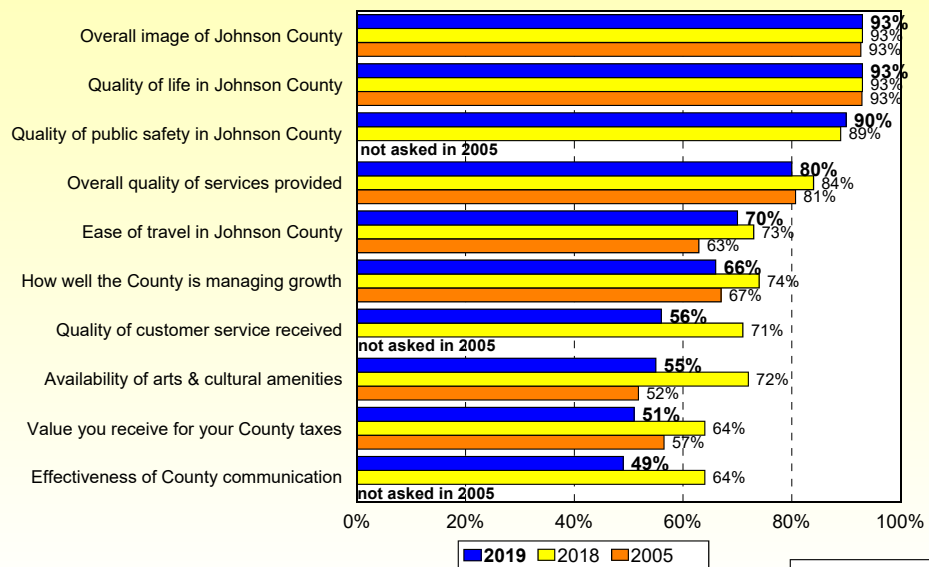
by percentage of residents surveyed (excluding "don't knows")



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

General Perceptions of the County 2005 to 2019

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

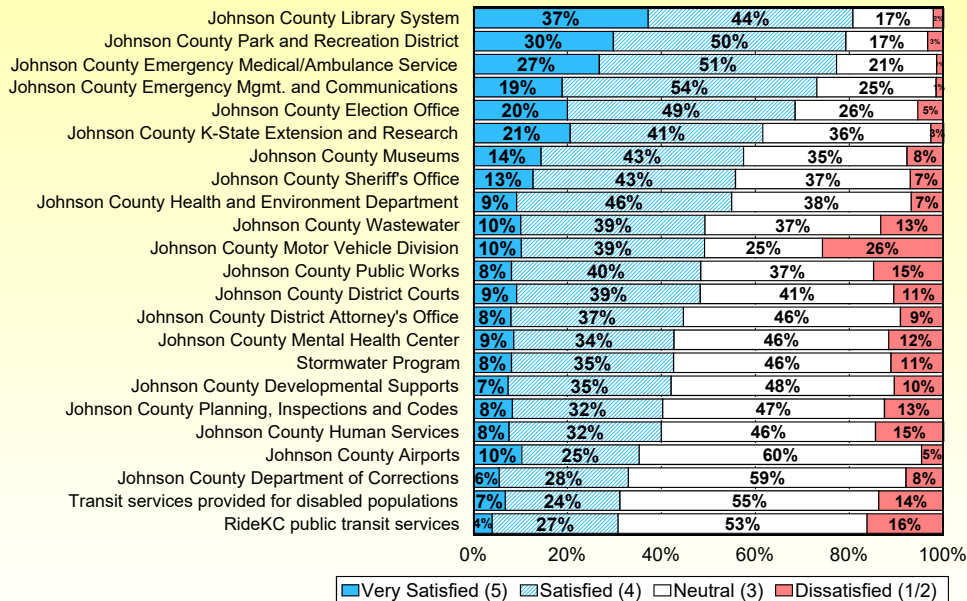


Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

TREND DATA

Q8. Overall Satisfaction with Various County Services

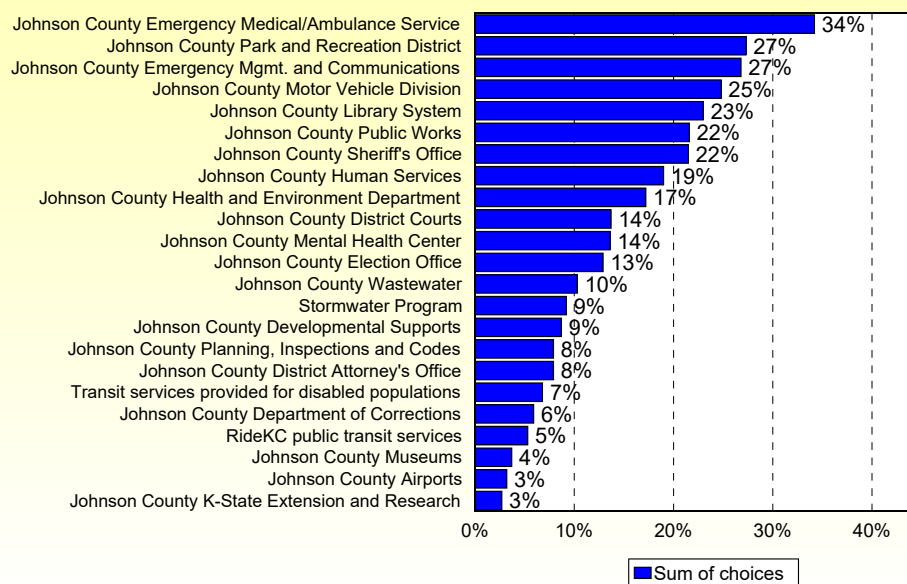
by percentage of residents surveyed (excluding "not familiar with the service")



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Q9. Major Categories of County Services That Are Most Important To Provide

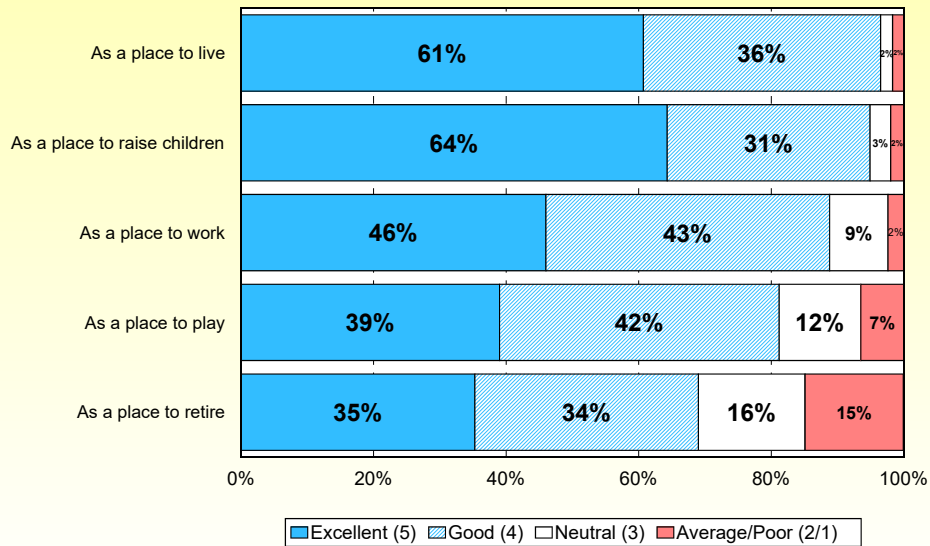
by percentage of residents surveyed who selected the item as one of their top four choices



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Q10. Perceptions of Life in Johnson County

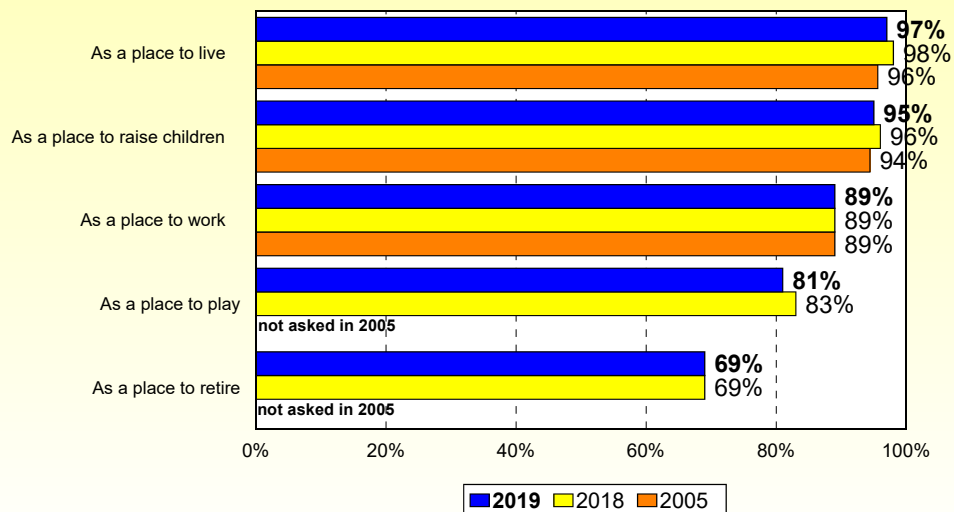
by percentage of residents surveyed (excluding "don't knows")



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Perceptions of Life in Johnson County 2005 to 2019

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

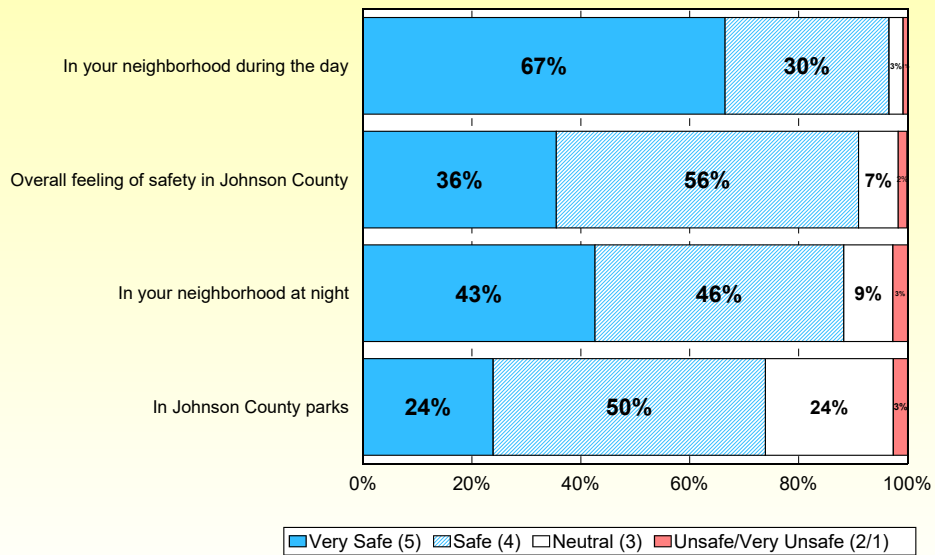


Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

TREND DATA

Q11. Feeling of Safety in Johnson County

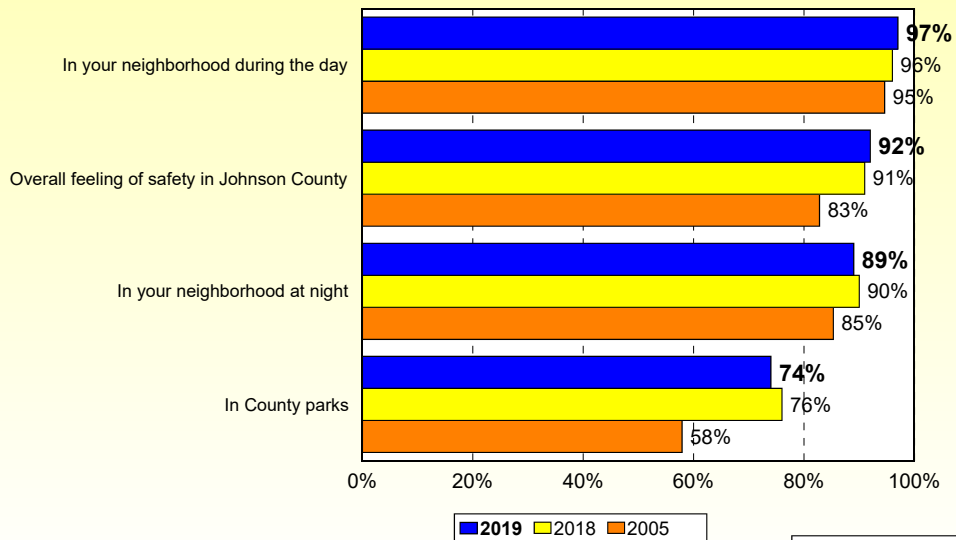
by percentage of residents surveyed (excluding "don't knows")



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Feeling of Safety in Johnson County 2005 to 2019

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

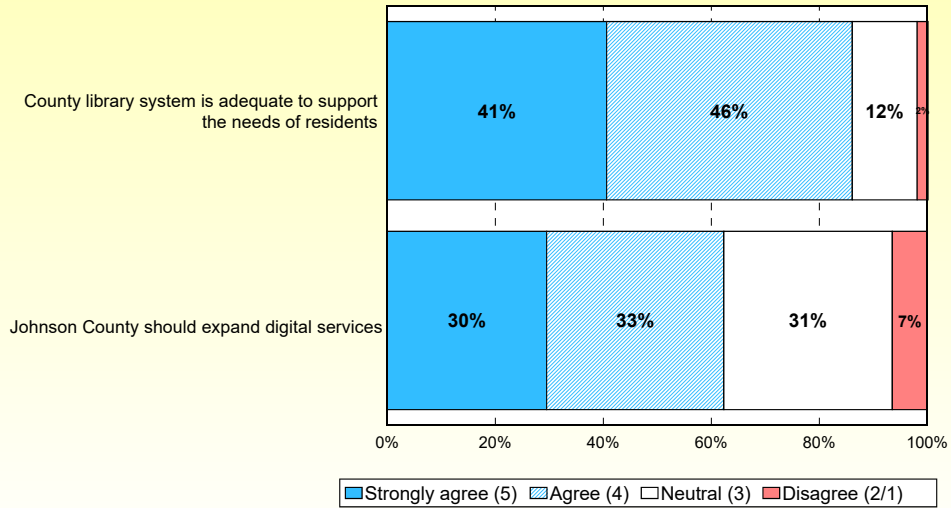


Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

TREND DATA

Q12. Agreement With Various Statements Related to County Library Services

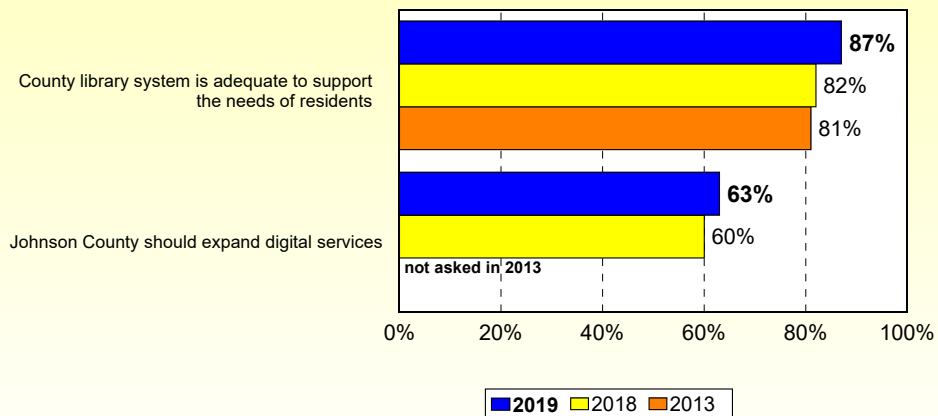
by percentage of residents surveyed (excluding "don't knows")



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Agreement With Various Statements Related to County Library Services 2013 to 2019

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

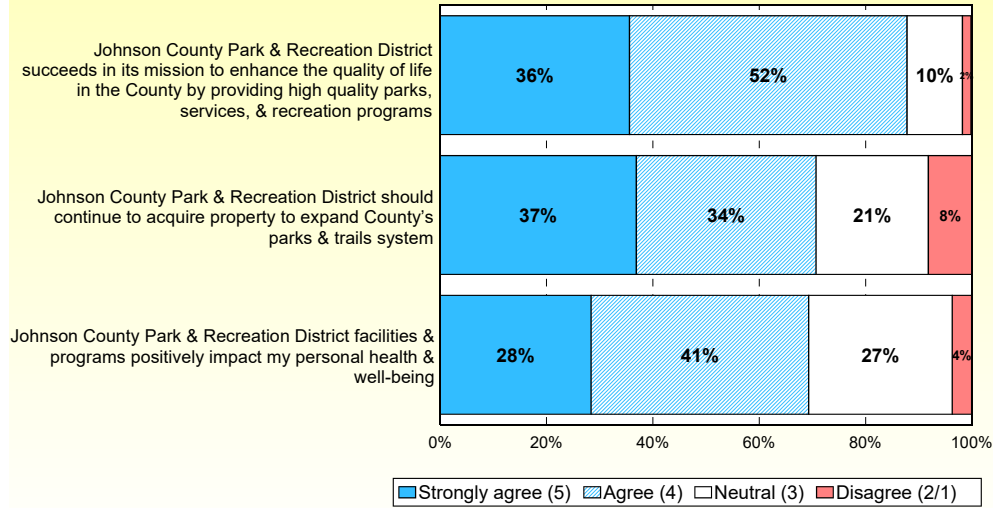


Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

TREND DATA

Q13. Agreement With Various Statements Related to the County Parks and Recreation System

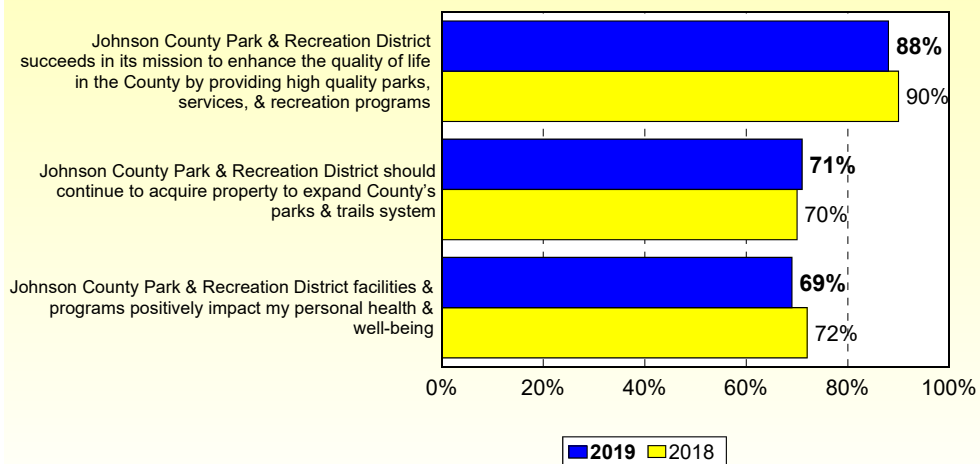
by percentage of residents surveyed (excluding "don't knows")



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Agreement With Various Statements Related to the County Parks and Recreation System 2018 vs. 2019

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

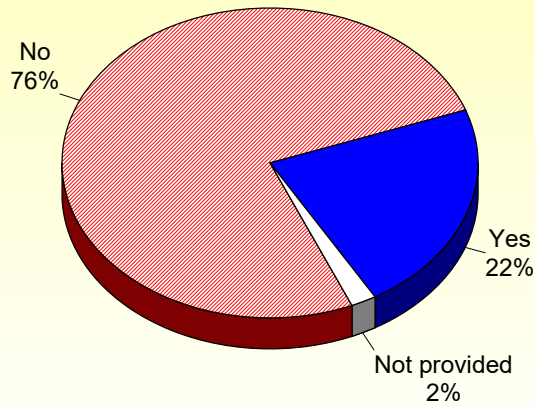


Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

TREND DATA

Q14. Are you aware of how to access disability and human services programs in Johnson County?

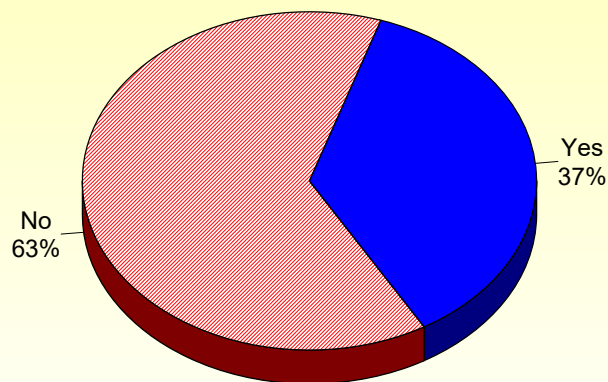
by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Q15. Are you aware that 1 in 18 people, or 32,267 Johnson County residents, live below the federal poverty line?

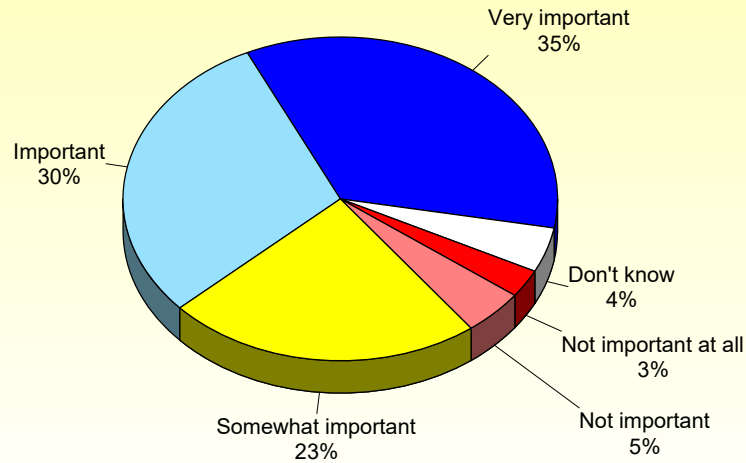
by percentage of residents surveyed (excluding "not provided")



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Q16. How important do you think it is for Johnson County to provide safety-net services to low income individuals/families?

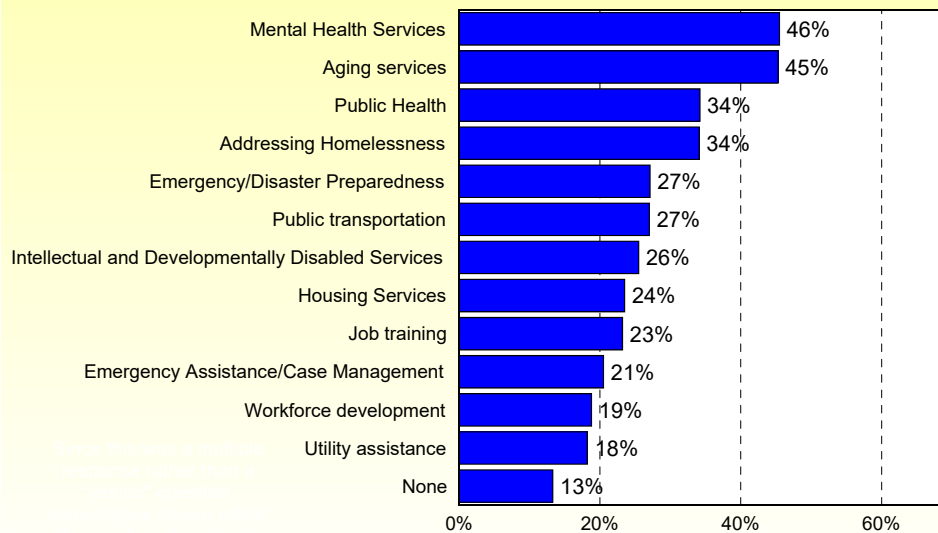
by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Q17. Areas Where Johnson County Should Devote Additional Resources

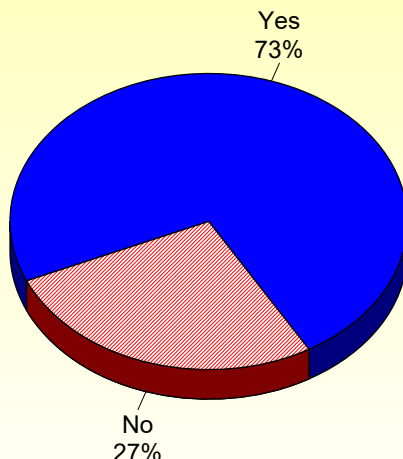
by percentage of residents surveyed (multiple choices could be selected)



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Q18. Have you ever used Johnson County's webpage, www.jocogov.org?

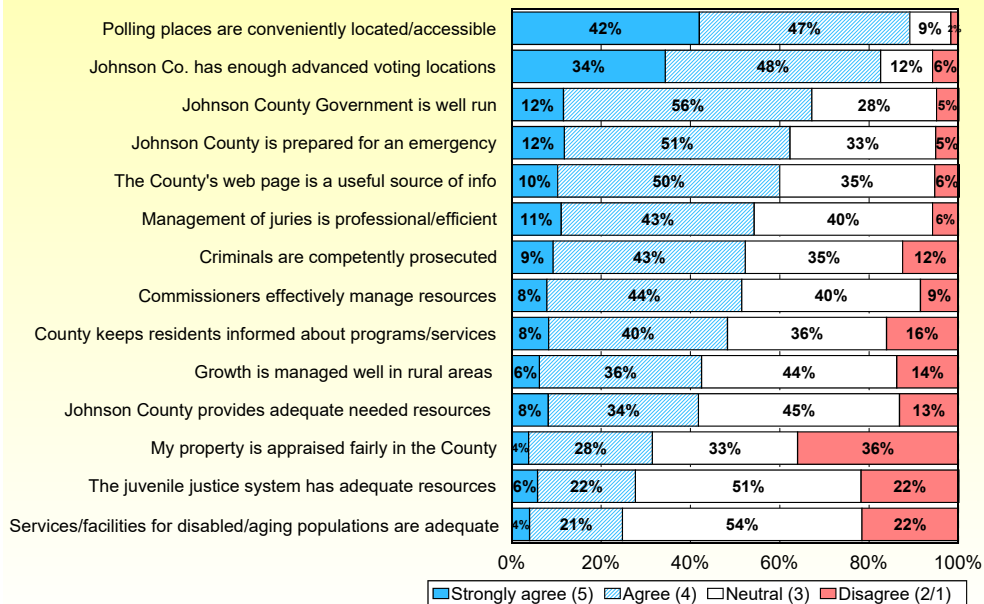
by percentage of residents surveyed (excluding "not provided")



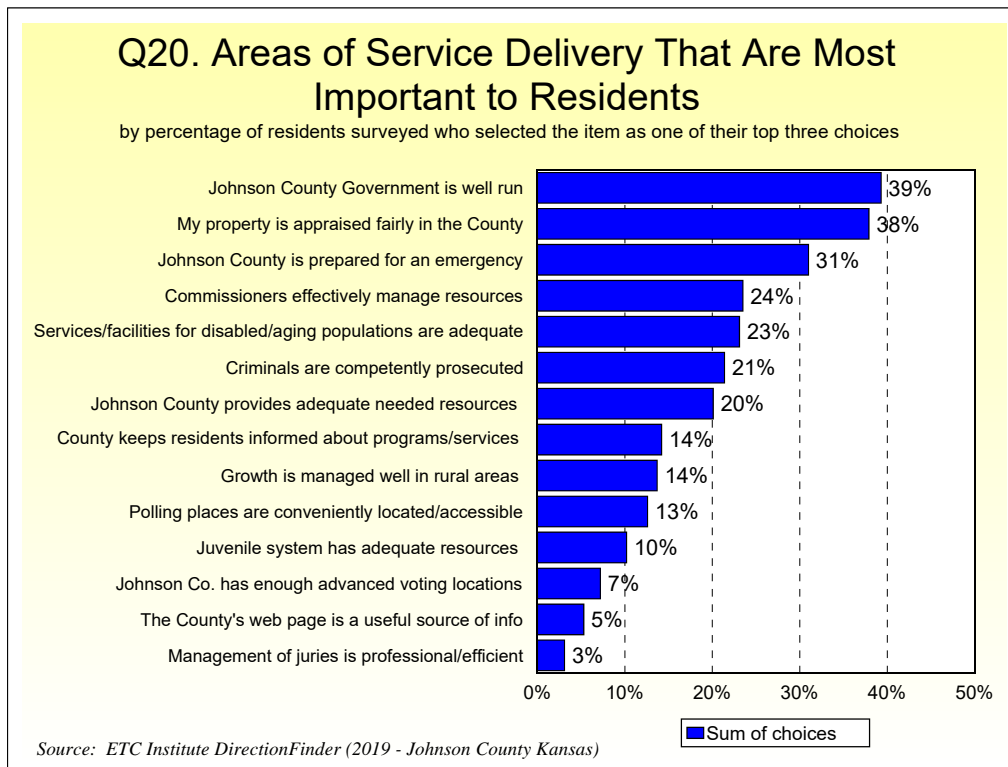
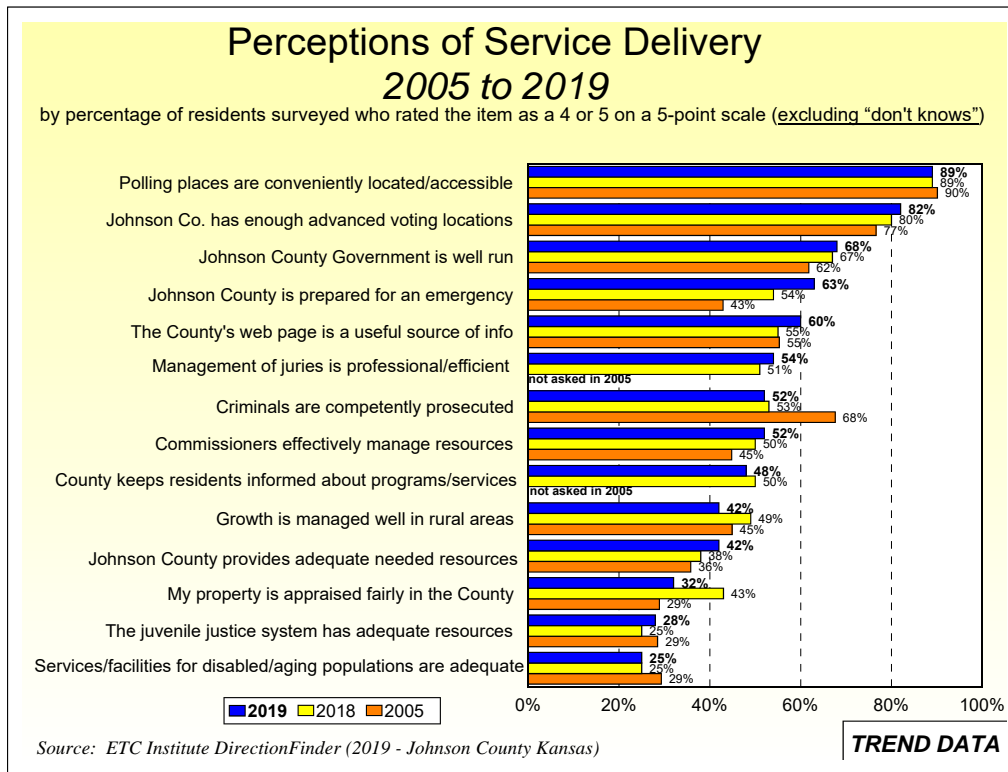
Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

Q19. Perceptions of Service Delivery

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

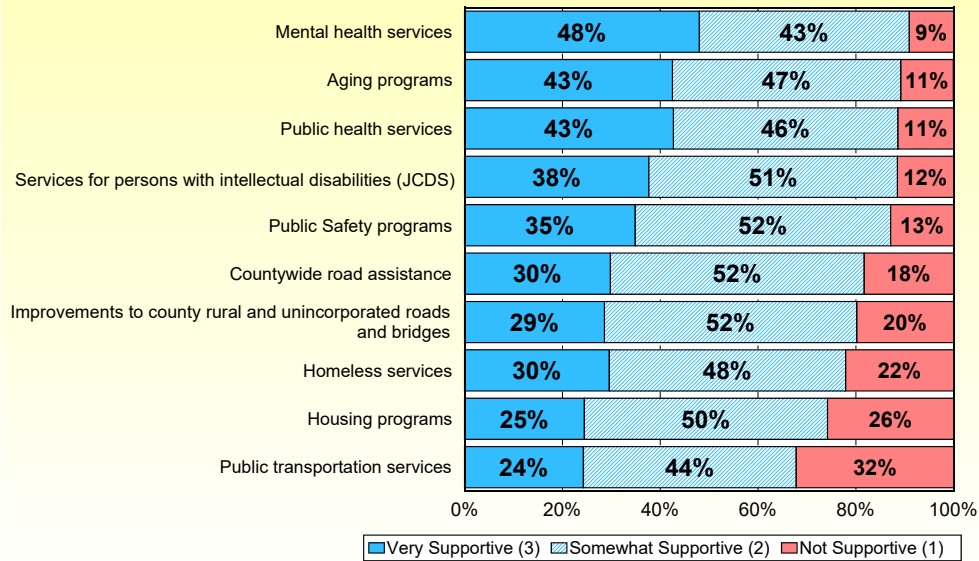


Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)



Q21. Support for Using Additional County Funds to Maintain Existing Service Levels for the Following Areas

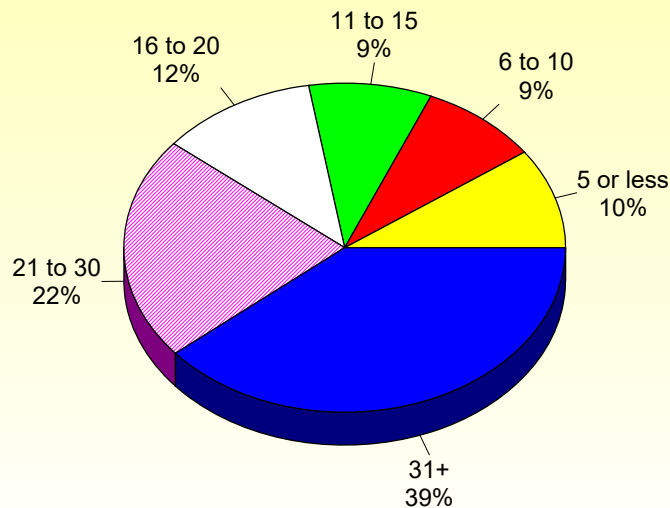
by percentage of residents surveyed (excluding "don't knows")



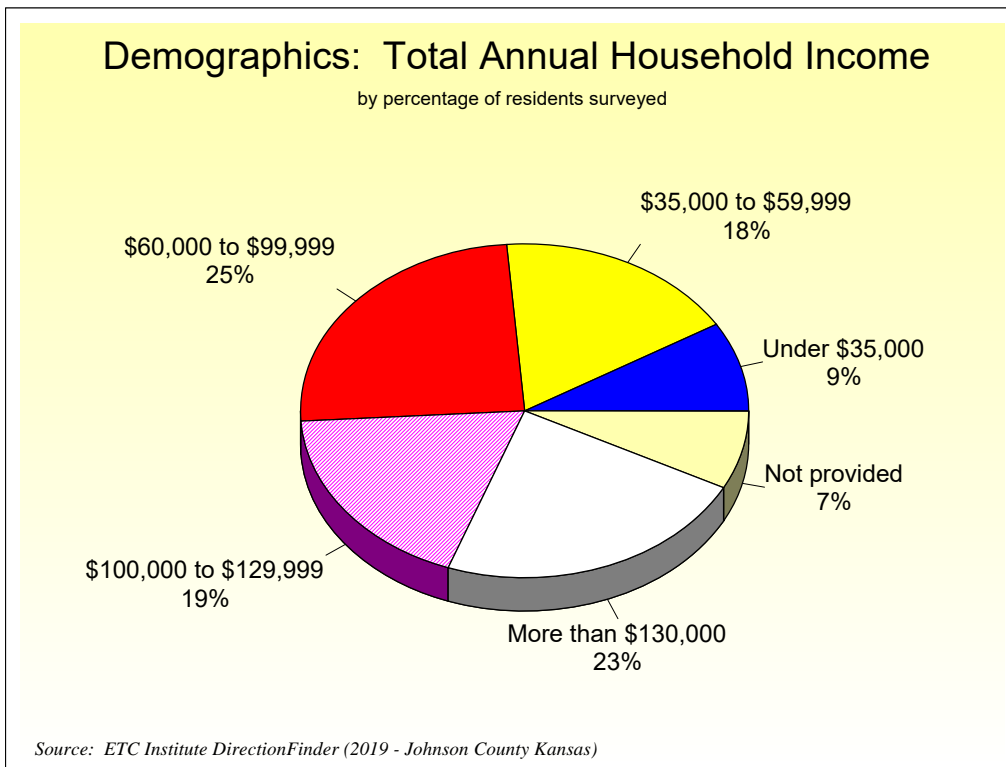
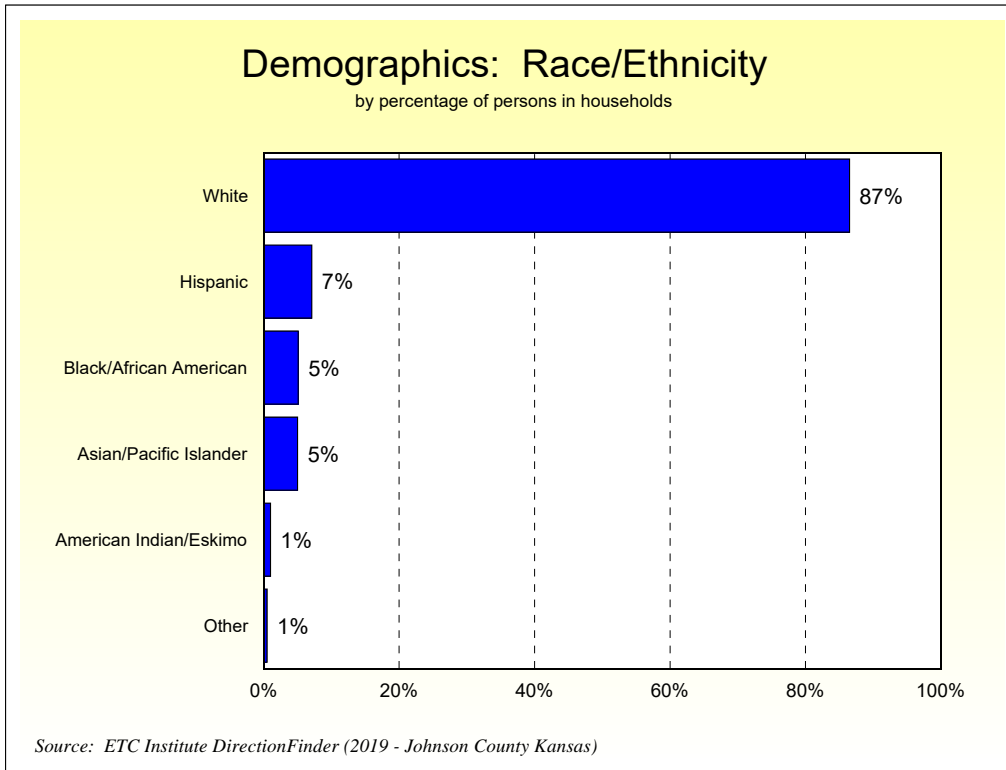
Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)

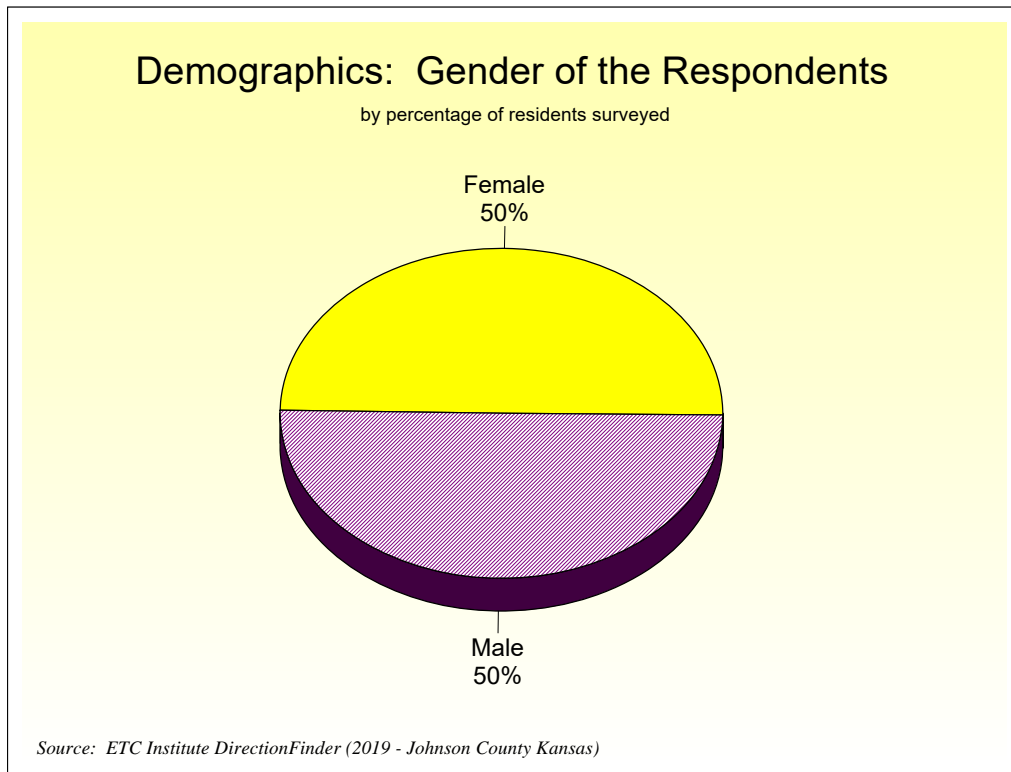
Demographics: Number of Years Lived in Johnson County

by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2019 - Johnson County Kansas)





***Benchmarking
and Importance-Satisfaction Analysis***



Benchmarking Summary Report

2019 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 2018 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 2018 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:

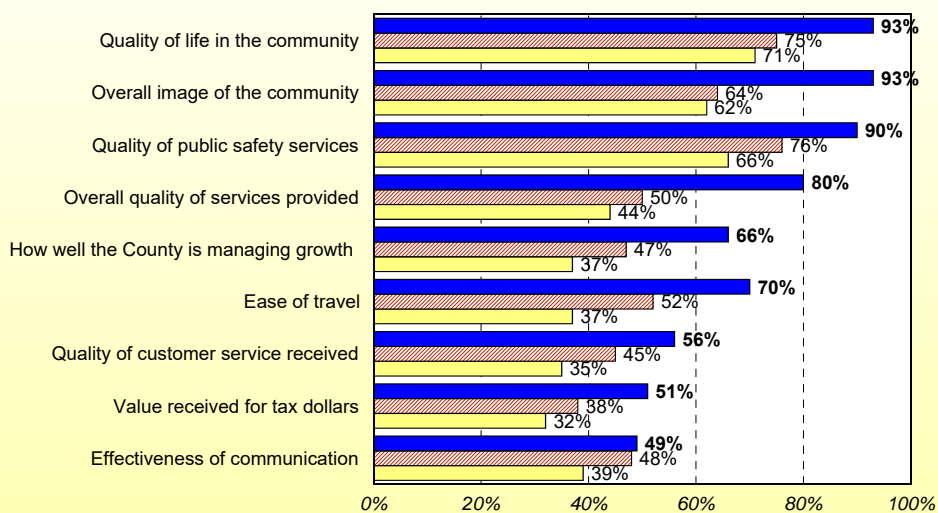
- The blue bars show the results for Johnson County.
- The red/white bars show the results of a national survey that was conducted by ETC Institute.
- The light yellow bars show the results of the national survey that was conducted by ETC Institute with large U.S. communities (population of 250,000 or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

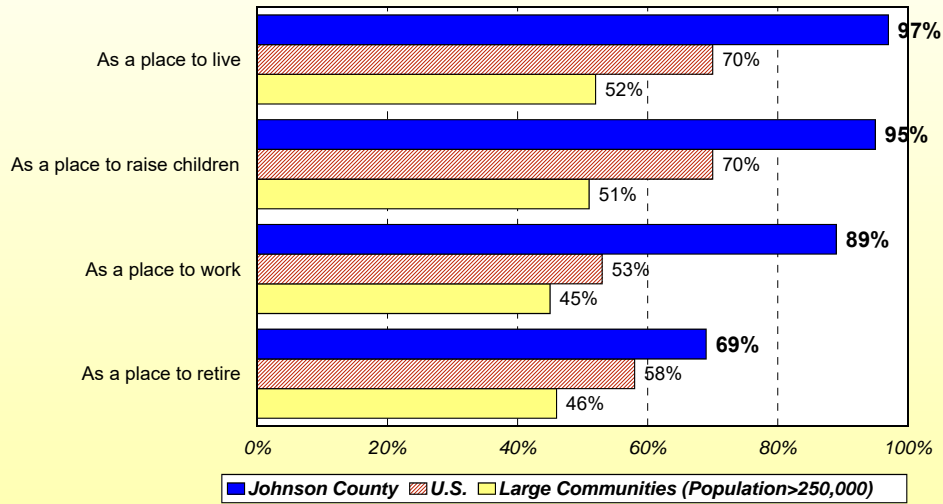
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute (2019)

Perceptions of Life in the Community *Johnson County vs. U.S. vs. Large Communities*

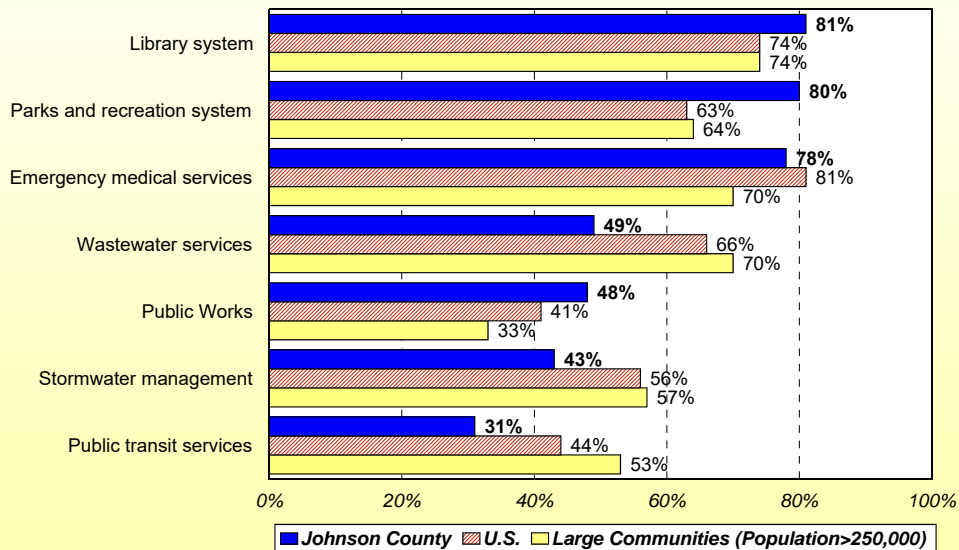
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)



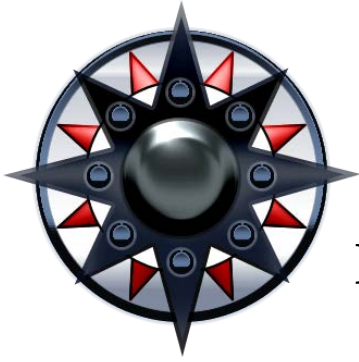
Source: ETC Institute (2019)

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)



Source: ETC Institute (2019)



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. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

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 twenty-two percent (21.6%) ranked “Public Works” as the most important service for the County to provide.

With regard to satisfaction, “Public Works” was ranked twelfth overall, with 48% rating it a “4” or a “5” on a 5-point scale, excluding “don’t know” responses. The I-S rating for “Public Works” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 21.6% was multiplied by 52% ($1 - 0.48$). This calculation yielded an I-S rating of **0.1123**, which was ranked third out of 23 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 ($IS \geq 0.20$)*
- *Increase Current Emphasis ($0.10 \leq IS < 0.20$)*
- *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 Motor Vehicle Division	25%	4	49%	11	0.1265	1
Johnson County Human Services	19%	8	40%	19	0.1140	2
Johnson County Public Works	22%	6	48%	12	0.1123	3
Medium Priority (IS <.10)						
Johnson County Sheriff's Office	22%	7	56%	8	0.0946	4
Johnson County Mental Health Center	14%	11	43%	15	0.0775	5
Johnson County Health and Environment Department	17%	9	55%	9	0.0774	6
Johnson County Emergency Medical/Ambulance Service	34%	1	78%	3	0.0752	7
Johnson County Emergency Mgmt. and Communications	27%	3	73%	4	0.0724	8
Johnson County District Courts	14%	10	48%	13	0.0712	9
Johnson County Park and Recreation District	27%	2	80%	2	0.0546	10
Johnson County Wastewater	10%	13	49%	10	0.0525	11
Stormwater Program	9%	14	43%	16	0.0524	12
Johnson County Developmental Supports	9%	15	42%	17	0.0505	13
Johnson County Planning, Inspections and Codes	8%	16	40%	18	0.0474	14
Transit services provided for disabled populations	7%	18	31%	22	0.0469	15
Johnson County Library System	23%	5	81%	1	0.0437	16
Johnson County District Attorney's Office	8%	17	45%	14	0.0435	17
Johnson County Election Office	13%	12	69%	5	0.0400	18
Johnson County Department of Corrections	6%	19	34%	21	0.0389	19
RideKC public transit services	5%	20	31%	23	0.0366	20
Johnson County Airports	3%	22	35%	20	0.0208	21
Johnson County Museums	4%	21	57%	7	0.0159	22
Johnson County K-State Extension and Research	3%	23	62%	6	0.0103	23

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 services they thought were most important for the County to provide.

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.

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.

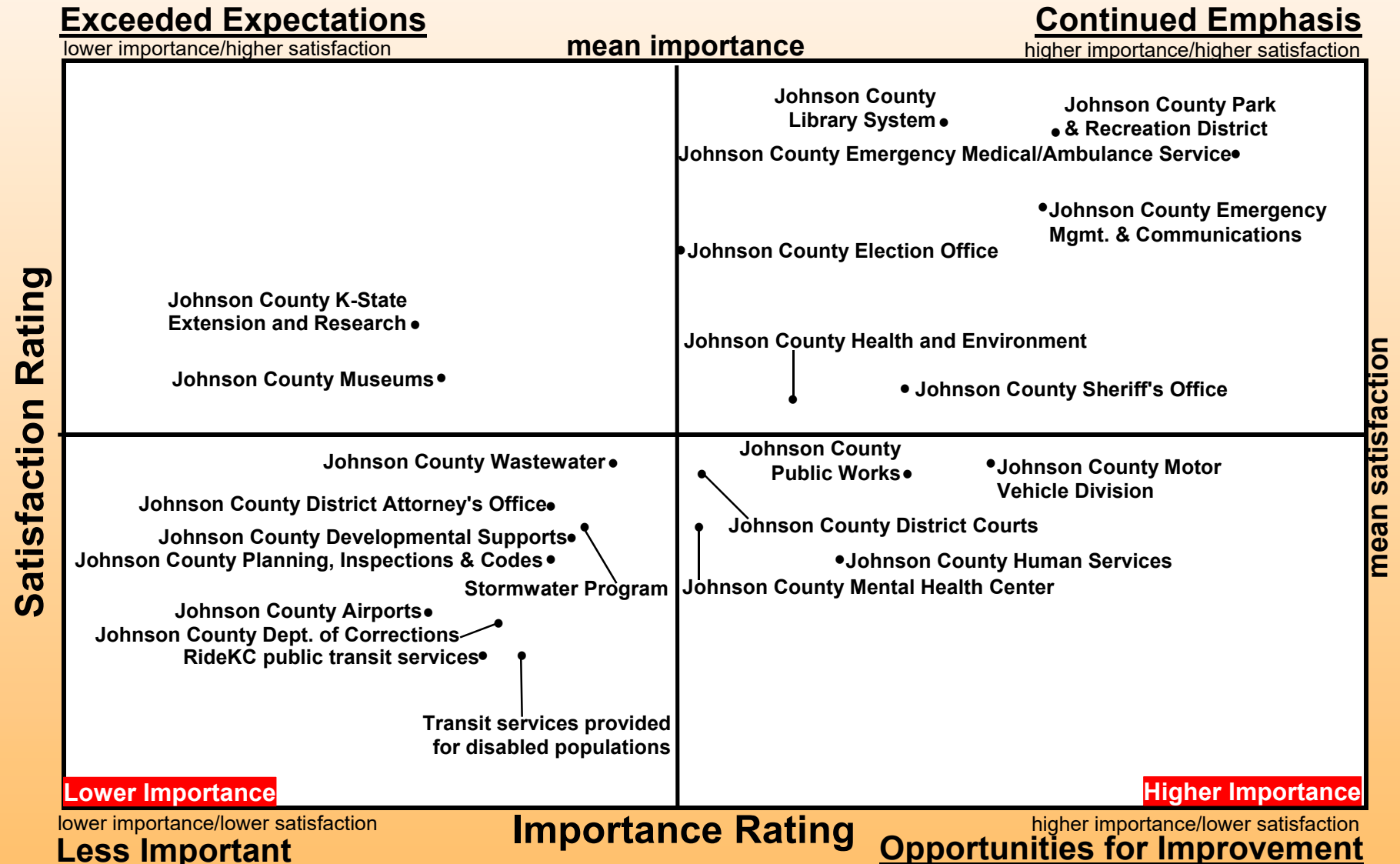
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the County is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The County should maintain (or slightly increase) emphasis 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.

2019 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 (2019)

Cross-tabulations by District

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q1-1. Parks & open space

Very important	62.5%	50.5%	61.0%	60.5%	65.2%	54.5%	59.0%
Somewhat important	32.5%	41.0%	34.0%	32.5%	28.4%	35.5%	34.0%
Not sure	4.5%	4.5%	2.0%	5.0%	4.0%	3.0%	3.8%
Not important	0.5%	4.0%	3.0%	2.0%	2.5%	7.0%	3.2%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q1-2. Library services

Very important	48.5%	46.0%	36.5%	57.0%	48.3%	40.5%	46.1%
Somewhat important	38.0%	39.0%	42.5%	34.0%	34.3%	43.0%	38.5%
Not sure	9.5%	11.0%	12.5%	4.5%	10.9%	10.0%	9.7%
Not important	4.0%	4.0%	8.5%	4.5%	6.5%	6.5%	5.7%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-3. Public education (K-12)</u>							
Very important	86.5%	76.5%	81.5%	81.5%	80.6%	78.5%	80.8%
Somewhat important	10.0%	17.5%	13.0%	13.0%	10.4%	15.0%	13.2%
Not sure	1.5%	3.5%	2.5%	4.0%	5.0%	2.0%	3.1%
Not important	2.0%	2.5%	3.0%	1.5%	4.0%	4.5%	2.9%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-4. College & post-secondary education</u>							
Very important	52.5%	47.0%	48.5%	54.5%	46.8%	53.0%	50.4%
Somewhat important	36.5%	42.0%	39.5%	39.0%	37.8%	32.5%	37.9%
Not sure	6.5%	5.0%	6.0%	5.0%	11.4%	10.0%	7.3%
Not important	4.5%	6.0%	6.0%	1.5%	4.0%	4.5%	4.4%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q1-5. Health care access

Very important	75.5%	72.0%	73.5%	79.0%	80.1%	73.5%	75.6%
Somewhat important	19.5%	22.0%	23.0%	18.5%	16.4%	22.0%	20.2%
Not sure	4.0%	5.5%	3.0%	1.5%	2.5%	3.0%	3.2%
Not important	1.0%	0.5%	0.5%	1.0%	1.0%	1.5%	0.9%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q1-6. Land use planning

Very important	42.5%	43.0%	49.0%	43.0%	42.8%	33.0%	42.2%
Somewhat important	44.0%	33.5%	38.0%	44.0%	38.3%	49.0%	41.1%
Not sure	12.5%	21.5%	9.5%	12.5%	17.9%	14.5%	14.7%
Not important	1.0%	2.0%	3.5%	0.5%	1.0%	3.5%	1.9%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q1-7. Well maintained roads

Very important	73.0%	76.0%	82.0%	76.0%	84.6%	78.5%	78.4%
Somewhat important	26.5%	21.5%	15.5%	23.0%	12.4%	19.0%	19.7%
Not sure	0.5%	2.5%	1.5%	0.0%	2.0%	2.0%	1.4%
Not important	0.0%	0.0%	1.0%	1.0%	1.0%	0.5%	0.6%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q1-8. Public transit system

Very important	28.5%	24.5%	22.0%	32.0%	26.4%	27.0%	26.7%
Somewhat important	35.5%	43.0%	39.0%	36.0%	40.8%	39.0%	38.9%
Not sure	25.0%	19.5%	24.5%	22.0%	18.4%	19.0%	21.4%
Not important	11.0%	13.0%	14.5%	10.0%	14.4%	15.0%	13.0%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-9. Personal safety, low crime</u>							
Very important	85.0%	83.5%	87.0%	84.0%	88.6%	81.0%	84.8%
Somewhat important	15.0%	14.5%	12.5%	13.0%	10.0%	16.5%	13.6%
Not sure	0.0%	2.0%	0.5%	2.5%	1.0%	2.0%	1.3%
Not important	0.0%	0.0%	0.0%	0.5%	0.5%	0.5%	0.2%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-10. Economic development</u>							
Very important	42.0%	39.0%	49.0%	46.0%	43.8%	44.5%	44.0%
Somewhat important	51.0%	49.0%	38.5%	43.5%	46.3%	46.5%	45.8%
Not sure	6.0%	9.5%	9.0%	7.0%	7.0%	6.5%	7.5%
Not important	1.0%	2.5%	3.5%	3.5%	3.0%	2.5%	2.7%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-11. Support systems for those in need</u>							
Very important	48.0%	44.5%	37.0%	49.0%	47.8%	44.0%	45.0%
Somewhat important	42.0%	43.0%	46.5%	42.5%	36.3%	40.5%	41.8%
Not sure	9.5%	9.5%	10.5%	6.5%	11.9%	12.0%	10.0%
Not important	0.5%	3.0%	6.0%	2.0%	4.0%	3.5%	3.2%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-12. Affordable housing</u>							
Very important	40.5%	41.0%	33.5%	50.5%	42.8%	50.5%	43.1%
Somewhat important	41.5%	42.0%	44.0%	37.0%	41.3%	34.0%	40.0%
Not sure	12.5%	10.5%	14.0%	10.5%	10.4%	12.5%	11.7%
Not important	5.5%	6.5%	8.5%	2.0%	5.5%	3.0%	5.2%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-13. Variety of housing options with regard to price & type</u>							
Very important	40.5%	32.5%	27.0%	46.5%	37.8%	45.5%	38.3%
Somewhat important	41.0%	43.5%	44.5%	38.0%	40.3%	35.5%	40.5%
Not sure	12.5%	18.0%	17.0%	12.5%	12.9%	14.5%	14.6%
Not important	6.0%	6.0%	11.5%	3.0%	9.0%	4.5%	6.7%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-14. Environmental preservation</u>							
Very important	56.0%	46.0%	51.5%	58.5%	50.7%	48.5%	51.9%
Somewhat important	35.5%	38.5%	35.5%	32.0%	37.8%	36.5%	36.0%
Not sure	6.0%	11.0%	7.5%	6.5%	8.5%	12.0%	8.6%
Not important	2.5%	4.5%	5.5%	3.0%	3.0%	3.0%	3.6%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q1-15. Pace of growth

Very important	27.0%	20.5%	25.5%	32.0%	27.9%	24.5%	26.2%
Somewhat important	52.0%	46.5%	53.0%	43.0%	44.3%	46.5%	47.5%
Not sure	16.5%	24.0%	16.5%	18.0%	19.4%	21.5%	19.3%
Not important	4.5%	9.0%	5.0%	7.0%	8.5%	7.5%	6.9%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q1-16. Social justice/equity/inclusivity

Very important	47.0%	36.0%	42.0%	49.0%	45.3%	37.0%	42.7%
Somewhat important	35.0%	41.0%	32.0%	31.5%	34.8%	31.0%	34.2%
Not sure	12.0%	15.5%	15.0%	13.0%	10.4%	21.5%	14.6%
Not important	6.0%	7.5%	11.0%	6.5%	9.5%	10.5%	8.5%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-17. Transportation</u>							
Very important	25.5%	30.0%	31.0%	32.5%	30.8%	29.0%	29.8%
Somewhat important	50.5%	43.0%	40.0%	47.5%	46.3%	42.0%	44.9%
Not sure	18.5%	18.5%	18.0%	14.5%	15.4%	19.5%	17.4%
Not important	5.5%	8.5%	11.0%	5.5%	7.5%	9.5%	7.9%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-18. Public safety</u>							
Very important	78.0%	73.5%	83.0%	74.0%	76.1%	75.5%	76.7%
Somewhat important	20.0%	22.5%	15.0%	23.5%	18.4%	20.0%	19.9%
Not sure	2.0%	3.5%	1.0%	2.0%	4.5%	3.5%	2.7%
Not important	0.0%	0.5%	1.0%	0.5%	1.0%	1.0%	0.7%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q1-19. Job opportunities

Very important	51.0%	51.0%	59.0%	59.0%	56.2%	58.5%	55.8%
Somewhat important	39.0%	39.5%	33.0%	35.0%	32.3%	29.5%	34.7%
Not sure	8.5%	6.0%	5.5%	5.0%	8.0%	10.0%	7.2%
Not important	1.5%	3.5%	2.5%	1.0%	3.5%	2.0%	2.3%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q1-20. Workforce development (job training)

Very important	38.5%	41.5%	32.0%	38.0%	31.3%	38.0%	36.6%
Somewhat important	40.0%	34.5%	45.5%	46.0%	45.3%	38.0%	41.5%
Not sure	16.0%	18.5%	16.5%	13.5%	16.9%	16.0%	16.2%
Not important	5.5%	5.5%	6.0%	2.5%	6.5%	8.0%	5.7%

Q1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-21. Sustainability</u>							
Very important	53.5%	50.0%	48.0%	60.5%	48.8%	45.0%	51.0%
Somewhat important	36.0%	34.0%	39.5%	32.5%	35.8%	36.5%	35.7%
Not sure	8.5%	13.5%	9.5%	5.0%	11.4%	14.5%	10.4%
Not important	2.0%	2.5%	3.0%	2.0%	4.0%	4.0%	2.9%

Q2. Which FOUR of the items listed in Question 1 do you think should be the County's top priorities for the next 5 years? (top 4)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q2. Sum of top 4 choices</u>							
Parks & open space	23.5%	20.5%	25.5%	21.0%	21.9%	16.0%	21.4%
Library services	11.5%	9.5%	7.5%	10.5%	8.0%	6.5%	8.9%
Public education (K-12)	61.5%	49.5%	55.5%	57.0%	46.8%	51.5%	53.6%
College & post-secondary education	15.5%	14.5%	13.0%	19.0%	13.9%	15.0%	15.2%
Health care access	32.5%	32.5%	29.5%	39.5%	35.8%	36.5%	34.4%
Land use planning	12.5%	14.5%	13.5%	11.0%	10.4%	12.0%	12.3%
Well maintained roads	33.5%	33.5%	39.5%	27.0%	50.2%	50.0%	39.0%
Public transit system	6.0%	8.0%	9.0%	6.5%	4.5%	5.5%	6.6%
Personal safety, low crime	51.0%	60.0%	58.0%	48.5%	61.7%	51.5%	55.1%
Economic development	17.5%	15.0%	18.0%	14.5%	13.4%	9.0%	14.6%
Support systems for those in need	9.0%	11.0%	7.0%	11.5%	11.4%	5.5%	9.2%
Affordable housing	10.0%	16.0%	8.0%	17.5%	16.4%	24.0%	15.3%
Variety of housing options with regard to price & type	13.0%	5.5%	5.0%	6.0%	4.5%	10.0%	7.3%

Q2. Which FOUR of the items listed in Question 1 do you think should be the County's top priorities for the next 5 years? (top 4) (cont.)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q2. Sum of top 4 choices (cont.)</u>							
Environmental preservation	18.5%	13.5%	12.0%	18.5%	12.9%	10.0%	14.2%
Pace of growth	2.5%	2.5%	4.5%	3.5%	3.5%	4.5%	3.5%
Social justice/equity/ inclusivity	9.0%	11.5%	10.0%	13.5%	10.9%	8.5%	10.6%
Transportation	4.5%	4.5%	1.5%	2.5%	3.5%	2.5%	3.2%
Public safety	28.5%	35.0%	33.5%	25.5%	35.8%	36.5%	32.5%
Job opportunities	9.0%	15.5%	19.5%	13.0%	13.4%	17.0%	14.6%
Workforce development (job training)	4.0%	5.5%	4.0%	2.0%	4.0%	3.0%	3.7%
Sustainability	8.5%	7.5%	11.5%	11.5%	7.0%	4.0%	8.3%
None chosen	3.5%	2.5%	3.5%	4.0%	2.0%	3.5%	3.2%

Q3. As a resident of Johnson County, how would you rate your SATISFACTION with each of the following? (without "not provided")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q3-1. Affordability of housing</u>							
Very satisfied	21.2%	17.3%	20.2%	21.3%	17.6%	9.6%	17.9%
Somewhat satisfied	40.4%	47.4%	52.0%	44.7%	48.7%	49.5%	47.1%
Not sure	21.7%	17.9%	15.2%	13.2%	14.6%	13.6%	16.0%
Somewhat dissatisfied	14.6%	14.3%	9.6%	17.3%	14.6%	20.2%	15.1%
Very dissatisfied	2.0%	3.1%	3.0%	3.6%	4.5%	7.1%	3.9%

Q3. As a resident of Johnson County, how would you rate your SATISFACTION with each of the following? (without "not provided")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q3-2. Variety of housing options with regard to price & type</u>							
Very satisfied	21.7%	17.3%	20.7%	20.3%	17.2%	11.7%	18.2%
Somewhat satisfied	39.4%	41.3%	45.5%	35.5%	44.9%	40.8%	41.3%
Not sure	23.2%	26.0%	18.7%	22.8%	19.7%	21.9%	22.1%
Somewhat dissatisfied	13.1%	11.7%	13.1%	19.3%	14.1%	18.4%	15.0%
Very dissatisfied	2.5%	3.6%	2.0%	2.0%	4.0%	7.1%	3.6%

Q4. Which THREE of the following are the PRIMARY reasons you live in Johnson County (rather than elsewhere in Metropolitan Kansas City)?

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q4. Primary reasons why you live in Johnson County</u>							
Family & relatives live here	29.5%	37.0%	24.0%	36.5%	29.9%	50.5%	34.6%
High standard of living	40.5%	25.5%	50.5%	27.5%	32.8%	22.5%	33.2%
Employment/job availability	7.5%	15.5%	14.5%	13.0%	17.4%	25.5%	15.6%
Feel safe, low crime rate	67.0%	65.5%	72.5%	63.5%	67.2%	57.5%	65.5%
Types & quality of housing available	13.0%	9.5%	10.0%	6.5%	8.0%	8.5%	9.2%
Friendly people	6.5%	8.5%	6.0%	8.5%	9.5%	8.0%	7.8%
Own business/started business	3.5%	5.0%	3.0%	3.5%	4.5%	2.0%	3.6%
Convenient part of Metropolitan area	36.5%	26.0%	15.0%	23.0%	22.9%	17.5%	23.5%
Quality of public schools	51.5%	45.0%	56.0%	47.0%	42.8%	39.0%	46.9%
Low taxes	1.5%	0.5%	2.5%	6.0%	1.0%	2.5%	2.3%
Quality health care	10.5%	8.5%	7.5%	17.0%	12.4%	11.5%	11.2%
Convenient shopping	8.5%	16.0%	12.0%	15.5%	16.4%	9.5%	13.0%

Q4. Which THREE of the following are the PRIMARY reasons you live in Johnson County (rather than elsewhere in Metropolitan Kansas City)? (cont.)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q4. Primary reasons why you live in Johnson County (cont.)</u>							
Affordable housing	3.5%	4.5%	3.5%	4.5%	9.0%	7.0%	5.3%
Parks & trails	5.5%	11.5%	10.0%	13.5%	12.4%	10.0%	10.5%
Sense of community	5.0%	4.5%	5.0%	6.0%	7.0%	7.0%	5.7%
Other	2.5%	2.0%	2.0%	2.5%	3.0%	4.0%	2.7%

Q5. Which THREE of the reasons listed in Question 4 are the MOST IMPORTANT REASONS you would stay in Johnson County for the next 10 years? (top 3)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q5. Sum of top 3 choices</u>							
Family & relatives live here	29.0%	37.5%	23.0%	32.0%	29.9%	48.5%	33.3%
High standard of living	41.5%	28.5%	46.5%	25.5%	30.8%	23.0%	32.6%
Employment/job availability	7.5%	18.0%	12.5%	18.5%	15.4%	21.5%	15.6%
Feel safe, low crime rate	67.0%	61.0%	73.0%	61.0%	68.7%	54.5%	64.2%
Types & quality of housing available	15.0%	9.5%	7.5%	8.0%	9.5%	10.5%	10.0%
Friendly people	7.0%	8.0%	3.5%	8.0%	6.5%	9.5%	7.1%
Own business/started business	3.0%	4.5%	2.5%	3.5%	4.0%	2.0%	3.2%
Convenient part of Metropolitan area	27.0%	22.0%	16.0%	19.0%	21.9%	18.0%	20.6%
Quality of public schools	45.0%	34.0%	46.0%	33.5%	29.4%	32.5%	36.7%
Low taxes	1.5%	5.0%	6.0%	7.5%	5.0%	4.5%	4.9%
Quality health care	13.5%	12.5%	15.0%	25.5%	17.9%	14.5%	16.5%
Convenient shopping	10.5%	13.5%	13.0%	12.0%	10.9%	9.5%	11.6%

Q5. Which THREE of the reasons listed in Question 4 are the MOST IMPORTANT REASONS you would stay in Johnson County for the next 10 years? (top 3) (cont.)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q5. Sum of top 3 choices (cont.)</u>							
Affordable housing	6.0%	7.0%	5.5%	7.5%	10.4%	8.0%	7.4%
Parks & trails	5.5%	13.5%	11.5%	12.5%	12.4%	7.5%	10.5%
Sense of community	7.5%	3.5%	6.0%	6.0%	7.0%	9.0%	6.5%
Other	3.0%	2.0%	1.0%	2.0%	3.5%	3.5%	2.5%
None chosen	3.0%	5.5%	3.5%	5.0%	4.5%	5.0%	4.4%

Q6. What do you believe will be the THREE MOST critical roles for Johnson County government in the next 10 to 20 years?

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q6. Most critical roles for Johnson County government in next 10 to 20 year</u>							
Maintaining quality leadership	30.0%	27.5%	31.0%	26.5%	26.4%	23.0%	27.4%
Communication & engagement with the public	13.0%	17.5%	15.0%	18.0%	19.4%	13.5%	16.1%
Making sure that necessary health & human services are available	35.0%	34.0%	34.5%	44.5%	37.8%	42.5%	38.1%
Preserving open space & parks	29.0%	20.0%	30.0%	26.5%	22.4%	20.5%	24.7%
Coordinating land planning with cities in Johnson County	22.0%	14.5%	15.5%	12.5%	11.9%	9.0%	14.2%
Encouraging investment in older parts of Johnson County	27.5%	34.5%	18.5%	22.0%	19.4%	24.0%	24.3%
Maintaining state of the art emergency services	19.5%	18.0%	15.5%	21.5%	20.4%	20.0%	19.2%

Q6. What do you believe will be the THREE MOST critical roles for Johnson County government in the next 10 to 20 years? (cont.)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Develop transportation alternatives to single passenger cars	21.5%	19.5%	15.5%	17.0%	19.4%	14.5%	17.9%
Coordinating county efforts with cities for emergencies & natural disasters	8.5%	6.5%	6.0%	8.5%	8.5%	8.0%	7.7%
Improve road systems	17.5%	27.0%	33.0%	23.0%	36.3%	43.5%	30.1%
Improve other infrastructure (e.g., sewers)	20.5%	21.5%	16.5%	16.5%	12.9%	13.5%	16.9%
Coordinate public safety & law enforcement within Johnson County	23.5%	28.5%	35.5%	32.0%	31.8%	33.0%	30.7%
Facilitate conversations to promote cooperation between local partners within the County	9.0%	2.5%	5.5%	5.5%	7.0%	3.5%	5.5%
Sustainability	13.5%	12.0%	16.5%	14.5%	12.4%	10.5%	13.2%
Other	2.5%	4.5%	3.5%	3.5%	3.5%	5.5%	3.8%

Q7. 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=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q7-1. Overall image of Johnson County</u>							
Very satisfied	54.3%	34.2%	49.2%	46.2%	38.0%	30.7%	42.2%
Satisfied	40.1%	57.0%	47.2%	48.7%	58.0%	57.3%	51.4%
Neutral	4.6%	6.2%	1.5%	4.0%	3.0%	8.9%	4.7%
Dissatisfied	0.5%	2.6%	1.5%	1.0%	0.5%	2.1%	1.4%
Very dissatisfied	0.5%	0.0%	0.5%	0.0%	0.5%	1.0%	0.4%

Q7. 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=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q7-2. How well County is managing growth</u>							
Very satisfied	14.7%	11.2%	19.1%	15.5%	14.1%	12.7%	14.6%
Satisfied	51.1%	55.6%	50.0%	48.7%	53.1%	48.7%	51.2%
Neutral	25.8%	20.9%	23.2%	23.3%	25.0%	27.0%	24.2%
Dissatisfied	7.4%	11.2%	3.6%	10.4%	5.2%	6.9%	7.4%
Very dissatisfied	1.1%	1.1%	4.1%	2.1%	2.6%	4.8%	2.6%

Q7. 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=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q7-3. Quality of life in Johnson County

Very satisfied	51.5%	33.7%	53.3%	48.0%	46.2%	32.6%	44.3%
Satisfied	44.4%	59.2%	41.6%	44.4%	47.7%	53.9%	48.5%
Neutral	4.0%	5.1%	3.6%	6.6%	4.5%	11.4%	5.8%
Dissatisfied	0.0%	1.5%	1.5%	1.0%	1.0%	0.0%	0.8%
Very dissatisfied	0.0%	0.5%	0.0%	0.0%	0.5%	2.1%	0.5%

Q7. 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=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q7-4. Quality of public safety in Johnson County

Very satisfied	41.9%	30.1%	39.4%	42.9%	39.8%	34.9%	38.2%
Satisfied	53.0%	58.7%	52.5%	47.5%	49.8%	49.0%	51.7%
Neutral	4.5%	8.7%	5.1%	7.6%	8.5%	10.4%	7.4%
Dissatisfied	0.5%	1.5%	3.0%	2.0%	1.0%	4.2%	2.0%
Very dissatisfied	0.0%	1.0%	0.0%	0.0%	1.0%	1.6%	0.6%

Q7. 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=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q7-5. Value you receive for your County taxes</u>							
Very satisfied	13.6%	11.3%	9.7%	20.5%	12.7%	5.8%	12.3%
Satisfied	40.9%	36.6%	45.9%	35.9%	42.6%	34.2%	39.4%
Neutral	33.8%	38.1%	28.1%	30.8%	27.9%	33.7%	32.1%
Dissatisfied	9.1%	10.8%	10.7%	10.3%	11.7%	18.9%	11.9%
Very dissatisfied	2.5%	3.1%	5.6%	2.6%	5.1%	7.4%	4.4%

Q7. 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=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q7-6. Ease of travel in Johnson County</u>							
Very satisfied	23.5%	20.8%	19.2%	26.0%	17.8%	16.1%	20.6%
Satisfied	50.0%	49.0%	50.0%	49.5%	50.8%	47.2%	49.4%
Neutral	15.8%	24.0%	21.7%	18.0%	19.3%	24.9%	20.6%
Dissatisfied	10.2%	5.2%	8.1%	3.5%	10.7%	8.8%	7.7%
Very dissatisfied	0.5%	1.0%	1.0%	3.0%	1.5%	3.1%	1.7%

Q7. 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=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q7-7. Quality of customer service you receive from County employees

Very satisfied	20.3%	17.5%	12.8%	17.8%	19.9%	13.9%	17.0%
Satisfied	36.7%	41.6%	37.8%	35.5%	42.8%	39.8%	39.0%
Neutral	38.6%	38.0%	37.8%	40.8%	34.3%	36.1%	37.6%
Dissatisfied	2.5%	1.8%	8.3%	4.7%	2.4%	5.4%	4.2%
Very dissatisfied	1.9%	1.2%	3.2%	1.2%	0.6%	4.8%	2.1%

Q7. 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=1201

District						Total
District 1	District 2	District 3	District 4	District 5	District 6	

Q7-8. Effectiveness of County communication with the public

Very satisfied	11.7%	11.2%	11.2%	14.0%	11.8%	5.7%	11.0%
Satisfied	36.3%	34.3%	36.0%	37.1%	41.7%	39.8%	37.5%
Neutral	44.4%	44.4%	43.3%	43.0%	39.0%	42.6%	42.8%
Dissatisfied	6.4%	8.4%	7.9%	3.8%	5.9%	6.8%	6.5%
Very dissatisfied	1.2%	1.7%	1.7%	2.2%	1.6%	5.1%	2.2%

Q7. 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=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q7-9. Availability of arts & cultural amenities</u>							
Very satisfied	16.0%	11.7%	15.0%	17.7%	12.5%	12.9%	14.4%
Satisfied	43.1%	34.1%	40.6%	49.0%	39.1%	41.0%	41.2%
Neutral	35.1%	43.6%	33.7%	28.6%	39.1%	34.8%	35.7%
Dissatisfied	5.9%	7.8%	10.2%	4.7%	8.2%	9.6%	7.7%
Very dissatisfied	0.0%	2.8%	0.5%	0.0%	1.1%	1.7%	1.0%

Q7. 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=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q7-10. Overall quality of services provided by Johnson County</u>							
Very satisfied	23.2%	15.5%	20.9%	25.1%	17.3%	15.5%	19.7%
Satisfied	63.4%	56.7%	59.2%	56.9%	65.8%	57.8%	60.0%
Neutral	11.9%	25.1%	17.9%	17.4%	16.8%	19.3%	18.0%
Dissatisfied	1.5%	2.1%	1.0%	0.5%	0.0%	3.7%	1.5%
Very dissatisfied	0.0%	0.5%	1.0%	0.0%	0.0%	3.7%	0.9%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-1. Johnson County Airports (New Century Air Center & Executive Airport)</u>							
Very satisfied	7.0%	11.4%	13.3%	13.1%	10.0%	6.8%	10.3%
Satisfied	36.8%	16.5%	22.9%	19.0%	21.1%	35.0%	25.0%
Neutral	52.6%	70.9%	55.4%	63.1%	64.4%	53.4%	60.1%
Dissatisfied	3.5%	1.3%	4.8%	4.8%	1.1%	1.0%	2.6%
Very dissatisfied	0.0%	0.0%	3.6%	0.0%	3.3%	3.9%	2.0%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-2. Johnson County Department of Corrections-Community Supervision programs</u>							
Very satisfied	1.7%	8.7%	5.9%	3.7%	6.5%	5.3%	5.5%
Satisfied	33.3%	19.6%	19.1%	23.5%	33.7%	35.1%	27.5%
Neutral	61.7%	62.0%	66.2%	63.0%	55.4%	50.0%	59.1%
Dissatisfied	3.3%	6.5%	8.8%	4.9%	3.3%	8.5%	6.0%
Very dissatisfied	0.0%	3.3%	0.0%	4.9%	1.1%	1.1%	1.8%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-3. Johnson County Developmental Supports (JCDS)-provides support for people with intellectual & developmental disabilities</u>							
Very satisfied	5.2%	12.8%	3.5%	11.7%	7.9%	3.0%	7.4%
Satisfied	42.9%	24.5%	30.2%	33.0%	36.0%	42.4%	34.7%
Neutral	42.9%	55.3%	51.2%	46.8%	46.1%	42.4%	47.5%
Dissatisfied	9.1%	5.3%	12.8%	6.4%	9.0%	9.1%	8.5%
Very dissatisfied	0.0%	2.1%	2.3%	2.1%	1.1%	3.0%	1.9%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-4. Johnson County District Attorney's Office</u>							
Very satisfied	10.8%	6.3%	8.4%	10.4%	4.8%	7.8%	8.0%
Satisfied	49.5%	42.9%	30.5%	34.0%	34.6%	30.2%	36.7%
Neutral	34.4%	42.9%	48.4%	47.2%	47.1%	55.2%	46.2%
Dissatisfied	5.4%	3.6%	8.4%	2.8%	7.7%	6.0%	5.6%
Very dissatisfied	0.0%	4.5%	4.2%	5.7%	5.8%	0.9%	3.5%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-5. Johnson County District Courts-(County's court system)</u>							
Very satisfied	11.1%	8.9%	9.0%	11.8%	8.5%	6.3%	9.2%
Satisfied	47.2%	41.9%	37.8%	32.8%	38.5%	37.0%	39.1%
Neutral	34.3%	36.3%	38.7%	49.6%	43.1%	44.1%	41.2%
Dissatisfied	7.4%	10.5%	9.0%	3.4%	5.4%	10.2%	7.6%
Very dissatisfied	0.0%	2.4%	5.4%	2.5%	4.6%	2.4%	2.9%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-6. Johnson County Election Office</u>							
Very satisfied	22.0%	19.1%	19.9%	22.7%	23.7%	12.5%	20.0%
Satisfied	50.3%	52.0%	48.4%	42.9%	44.5%	53.0%	48.5%
Neutral	22.6%	25.4%	28.0%	27.6%	24.9%	28.0%	26.1%
Dissatisfied	3.8%	2.3%	1.9%	5.5%	5.8%	5.4%	4.1%
Very dissatisfied	1.3%	1.2%	1.9%	1.2%	1.2%	1.2%	1.3%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Very satisfied	22.9%	18.9%	18.2%	20.8%	19.6%	13.2%	18.9%
Satisfied	54.3%	52.0%	55.9%	58.4%	49.7%	55.3%	54.2%
Neutral	22.1%	28.4%	23.8%	20.1%	27.5%	30.3%	25.4%
Dissatisfied	0.7%	0.7%	1.4%	0.7%	3.3%	0.7%	1.2%
Very dissatisfied	0.0%	0.0%	0.7%	0.0%	0.0%	0.7%	0.2%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Very satisfied	33.6%	25.8%	24.3%	28.7%	23.5%	25.5%	26.8%
Satisfied	49.3%	49.0%	49.3%	52.7%	50.3%	52.3%	50.5%
Neutral	17.2%	23.2%	25.0%	18.0%	24.8%	19.6%	21.3%
Dissatisfied	0.0%	2.0%	1.4%	0.7%	1.3%	1.3%	1.1%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.2%

Q8-8. Johnson County Emergency Medical/Ambulance Service (MED-ACT)

Very satisfied	33.6%	25.8%	24.3%	28.7%	23.5%	25.5%	26.8%
Satisfied	49.3%	49.0%	49.3%	52.7%	50.3%	52.3%	50.5%
Neutral	17.2%	23.2%	25.0%	18.0%	24.8%	19.6%	21.3%
Dissatisfied	0.0%	2.0%	1.4%	0.7%	1.3%	1.3%	1.1%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.2%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-9. Johnson County Health & Environment Department-County's effort to protect environment & natural resources</u>							
Very satisfied	11.6%	8.7%	6.1%	13.6%	9.1%	5.9%	9.2%
Satisfied	43.8%	47.8%	50.0%	40.7%	47.0%	45.9%	45.8%
Neutral	37.2%	38.4%	36.8%	39.3%	37.1%	40.0%	38.2%
Dissatisfied	7.4%	2.9%	4.4%	6.4%	5.3%	5.9%	5.4%
Very dissatisfied	0.0%	2.2%	2.6%	0.0%	1.5%	2.2%	1.4%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-10. Johnson County Human Services (Aging, Housing, Low Income Household Assistance)</u>							
Very satisfied	13.0%	7.7%	3.3%	9.8%	6.5%	5.5%	7.6%
Satisfied	26.1%	35.9%	33.7%	31.3%	32.7%	33.6%	32.4%
Neutral	53.3%	44.4%	48.9%	42.0%	47.7%	39.1%	45.6%
Dissatisfied	7.6%	10.3%	12.0%	11.6%	9.3%	13.6%	10.8%
Very dissatisfied	0.0%	1.7%	2.2%	5.4%	3.7%	8.2%	3.7%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-11. Johnson County K-State Extension & Research</u>							
Very satisfied	28.6%	19.1%	17.0%	23.0%	19.3%	16.8%	20.6%
Satisfied	39.8%	40.9%	42.6%	41.6%	42.2%	38.9%	41.0%
Neutral	27.6%	39.1%	37.2%	35.4%	36.7%	38.1%	35.8%
Dissatisfied	4.1%	0.0%	3.2%	0.0%	1.8%	5.3%	2.4%
Very dissatisfied	0.0%	0.9%	0.0%	0.0%	0.0%	0.9%	0.3%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-12. Johnson County Library System</u>							
Very satisfied	40.2%	37.2%	36.8%	43.8%	37.6%	27.4%	37.2%
Satisfied	37.9%	47.3%	42.3%	41.6%	43.1%	49.1%	43.6%
Neutral	17.8%	13.3%	20.9%	12.9%	18.2%	19.4%	17.1%
Dissatisfied	4.1%	1.1%	0.0%	1.7%	1.1%	2.3%	1.7%
Very dissatisfied	0.0%	1.1%	0.0%	0.0%	0.0%	1.7%	0.5%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-13. Johnson County Mental Health Center</u>							
Very satisfied	12.1%	11.6%	4.4%	7.3%	8.3%	7.5%	8.6%
Satisfied	34.1%	33.9%	25.6%	35.8%	33.3%	40.2%	34.1%
Neutral	46.2%	43.8%	56.7%	44.0%	50.0%	36.4%	45.7%
Dissatisfied	7.7%	9.8%	7.8%	8.3%	6.0%	13.1%	8.9%
Very dissatisfied	0.0%	0.9%	5.6%	4.6%	2.4%	2.8%	2.7%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-14. Johnson County Motor Vehicle Division-(motor vehicle registration services)</u>							
Very satisfied	12.0%	13.4%	9.3%	9.1%	10.0%	7.6%	10.2%
Satisfied	38.0%	40.7%	41.5%	41.9%	37.4%	34.6%	39.0%
Neutral	29.3%	24.2%	22.8%	28.5%	23.2%	22.7%	25.1%
Dissatisfied	12.5%	14.9%	19.2%	15.6%	19.5%	22.2%	17.3%
Very dissatisfied	8.2%	6.7%	7.3%	4.8%	10.0%	13.0%	8.3%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-15. Johnson County Museums</u>							
Very satisfied	16.0%	13.1%	11.4%	17.1%	14.4%	13.9%	14.4%
Satisfied	45.5%	39.9%	44.3%	50.0%	37.7%	40.4%	43.1%
Neutral	33.3%	39.2%	34.9%	26.8%	39.7%	35.8%	34.8%
Dissatisfied	5.1%	5.2%	8.1%	3.7%	7.5%	6.0%	5.9%
Very dissatisfied	0.0%	2.6%	1.3%	2.4%	0.7%	4.0%	1.8%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-16. Johnson County Park & Recreation District-County's park & recreation system</u>							
Very satisfied	32.4%	33.2%	28.1%	31.3%	29.6%	24.4%	29.8%
Satisfied	44.7%	51.6%	51.9%	50.5%	53.2%	45.0%	49.5%
Neutral	21.2%	13.0%	17.8%	14.8%	15.6%	22.2%	17.4%
Dissatisfied	0.6%	1.1%	1.6%	1.6%	1.6%	6.1%	2.1%
Very dissatisfied	1.1%	1.1%	0.5%	1.6%	0.0%	2.2%	1.1%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-17. Johnson County Planning, Inspections & Codes</u>							
Very satisfied	9.9%	10.1%	7.1%	7.9%	9.2%	5.8%	8.3%
Satisfied	35.1%	25.6%	33.6%	36.2%	32.8%	29.2%	32.0%
Neutral	44.3%	50.4%	49.6%	48.0%	46.2%	45.3%	47.2%
Dissatisfied	9.2%	11.6%	6.2%	4.7%	7.6%	13.1%	8.9%
Very dissatisfied	1.5%	2.3%	3.5%	3.1%	4.2%	6.6%	3.6%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-18. Johnson County Public Works (maintenance & traffic control of roads in rural/unincorporated areas)</u>							
Very satisfied	12.8%	7.5%	6.3%	9.9%	8.9%	4.5%	8.1%
Satisfied	47.0%	35.6%	45.6%	44.7%	37.3%	33.0%	40.3%
Neutral	31.5%	47.5%	33.8%	34.2%	39.2%	34.6%	36.8%
Dissatisfied	7.4%	7.5%	11.3%	7.2%	9.5%	18.4%	10.4%
Very dissatisfied	1.3%	1.9%	3.1%	3.9%	5.1%	9.5%	4.3%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-19. Johnson County Sheriff's Office-public safety & jail system</u>							
Very satisfied	11.7%	15.6%	9.3%	13.0%	9.6%	16.0%	12.7%
Satisfied	46.8%	36.7%	43.5%	43.1%	48.9%	40.3%	43.1%
Neutral	38.7%	39.1%	38.9%	36.6%	37.8%	33.3%	37.2%
Dissatisfied	2.7%	7.0%	4.6%	5.7%	2.2%	6.3%	4.8%
Very dissatisfied	0.0%	1.6%	3.7%	1.6%	1.5%	4.2%	2.1%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-20. Johnson County Wastewater</u>							
Very satisfied	8.7%	9.9%	8.7%	10.1%	12.0%	11.5%	10.1%
Satisfied	42.2%	33.9%	41.6%	39.6%	39.5%	38.1%	39.2%
Neutral	32.3%	39.8%	38.5%	34.9%	38.9%	40.3%	37.4%
Dissatisfied	11.8%	12.9%	6.8%	11.8%	4.2%	4.3%	8.8%
Very dissatisfied	5.0%	3.5%	4.3%	3.6%	5.4%	5.8%	4.5%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-21. RideKC public transit services</u>							
Very satisfied	2.0%	7.6%	5.5%	1.8%	3.2%	3.8%	4.0%
Satisfied	30.6%	26.7%	22.0%	27.2%	25.3%	29.5%	26.8%
Neutral	52.0%	51.4%	52.3%	57.9%	52.6%	51.4%	53.0%
Dissatisfied	11.2%	11.4%	13.8%	6.1%	10.5%	10.5%	10.5%
Very dissatisfied	4.1%	2.9%	6.4%	7.0%	8.4%	4.8%	5.6%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-22. Stormwater Program-management of stormwater runoff/flood control in the County</u>							
Very satisfied	8.1%	8.4%	10.7%	10.3%	8.1%	2.5%	8.1%
Satisfied	33.3%	34.8%	31.3%	38.2%	38.2%	30.6%	34.5%
Neutral	43.7%	47.1%	49.6%	41.9%	41.2%	55.4%	46.3%
Dissatisfied	11.1%	9.0%	5.3%	8.1%	8.1%	6.6%	8.1%
Very dissatisfied	3.7%	0.6%	3.1%	1.5%	4.4%	5.0%	2.9%

Q8. Using a scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with service")

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Very satisfied	3.0%	10.8%	8.5%	5.6%	5.8%	6.4%	6.8%
Satisfied	28.4%	12.0%	21.1%	25.4%	24.6%	35.9%	24.4%
Neutral	58.2%	66.3%	56.3%	59.2%	56.5%	34.6%	55.1%
Dissatisfied	9.0%	9.6%	11.3%	7.0%	4.3%	15.4%	9.6%
Very dissatisfied	1.5%	1.2%	2.8%	2.8%	8.7%	7.7%	4.1%

Q9. Which FOUR of the services listed in Question 8 do you think are most important for the County to provide? (top 4)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q9. Sum of top 4 choices</u>							
Johnson County Airports (New Century Air Center & Executive Airport)	2.5%	4.0%	3.5%	2.0%	5.0%	2.5%	3.2%
Johnson County Department of Corrections-Community Supervision programs	3.5%	8.0%	6.0%	6.5%	4.0%	7.5%	5.9%
Johnson County Developmental Supports (JCDS)-provides support for people with intellectual & developmental disabilities	5.0%	10.0%	9.5%	9.5%	8.0%	10.5%	8.7%
Johnson County District Attorney's Office	9.0%	7.5%	5.5%	9.5%	9.5%	6.5%	7.9%
Johnson County District Courts-(County's court system)	13.5%	13.0%	14.5%	13.5%	17.4%	10.0%	13.7%
Johnson County Election Office	17.0%	12.5%	13.5%	14.0%	12.4%	8.0%	12.9%

Q9. Which FOUR of the services listed in Question 8 do you think are most important for the County to provide? (top 4) (cont.)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q9. Sum of top 4 choices (cont.)</u>							
Johnson County Emergency Management & Communications-emergency preparedness services (for disasters & domestic or foreign terrorist attacks) & NotifyJoCo-County's mass communication system	24.0%	26.0%	25.0%	29.5%	25.4%	31.0%	26.8%
Johnson County Emergency Medical/Ambulance Service (MED-ACT)	37.0%	30.5%	26.5%	36.5%	35.8%	39.0%	34.2%
Johnson County Health & Environment Department-County's effort to protect environment & natural resources	19.5%	16.0%	16.5%	18.0%	19.4%	13.5%	17.2%
Johnson County Human Services (Aging, Housing, Low Income Household Assistance)	16.0%	17.5%	16.0%	18.5%	23.4%	22.5%	19.0%

Q9. Which FOUR of the services listed in Question 8 do you think are most important for the County to provide? (top 4) (cont.)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q9. Sum of top 4 choices (cont.)</u>							
Johnson County K-State Extension & Research	3.5%	1.5%	1.5%	3.0%	4.5%	2.0%	2.7%
Johnson County Library System	22.0%	23.0%	24.5%	30.0%	22.4%	16.0%	23.0%
Johnson County Mental Health Center	13.5%	17.5%	14.5%	8.5%	13.4%	14.0%	13.6%
Johnson County Motor Vehicle Division-(motor vehicle registration services)	25.5%	23.0%	26.5%	21.0%	28.4%	24.5%	24.8%
Johnson County Museums	4.5%	4.5%	4.0%	4.0%	3.0%	2.0%	3.7%
Johnson County Park & Recreation District-County's park & recreation system	28.5%	27.5%	33.0%	27.5%	26.4%	21.0%	27.3%
Johnson County Planning, Inspections & Codes	10.0%	6.5%	10.5%	8.0%	6.0%	6.5%	7.9%

Q9. Which FOUR of the services listed in Question 8 do you think are most important for the County to provide? (top 4) (cont.)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q9. Sum of top 4 choices (cont.)</u>							
Johnson County Public Works (maintenance & traffic control of roads in rural/unincorporated areas)	18.0%	18.5%	24.0%	20.0%	22.9%	26.0%	21.6%
Johnson County Sheriff's Office-public safety & jail system	17.5%	21.0%	23.0%	18.0%	18.9%	30.5%	21.5%
Johnson County Wastewater	12.0%	12.5%	11.0%	13.5%	9.0%	4.0%	10.3%
RideKC public transit services	6.5%	6.0%	3.5%	4.0%	7.5%	4.5%	5.3%
Stormwater Program-management of stormwater runoff/flood control in the County	12.5%	10.5%	11.0%	8.0%	8.0%	5.5%	9.2%
Transportation services provided by Johnson County for disabled populations	3.5%	9.5%	6.0%	6.0%	7.5%	8.5%	6.8%
None chosen	18.5%	17.0%	15.5%	16.5%	13.9%	19.5%	16.8%

Q10. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q10-1. As a place to live</u>							
Excellent	73.3%	55.3%	70.5%	63.3%	55.0%	46.4%	60.7%
Good	25.1%	40.7%	26.5%	36.2%	42.0%	44.3%	35.8%
Neutral	0.5%	2.5%	2.5%	0.0%	1.0%	4.1%	1.8%
Average	1.0%	1.5%	0.5%	0.5%	1.5%	3.6%	1.4%
Poor	0.0%	0.0%	0.0%	0.0%	0.5%	1.5%	0.3%

Q10. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q10-2. As a place to raise children</u>							
Excellent	76.2%	59.7%	74.4%	67.5%	57.9%	48.9%	64.3%
Good	21.2%	35.6%	21.5%	30.4%	35.8%	40.0%	30.6%
Neutral	1.6%	3.1%	2.6%	1.6%	2.6%	7.2%	3.1%
Average	1.1%	0.0%	1.5%	0.5%	3.2%	3.3%	1.6%
Poor	0.0%	1.6%	0.0%	0.0%	0.5%	0.6%	0.4%

Q10. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q10-3. As a place to work</u>							
Excellent	49.5%	44.0%	53.2%	47.9%	40.2%	41.1%	46.0%
Good	37.9%	45.1%	36.6%	43.1%	48.9%	45.1%	42.8%
Neutral	12.1%	7.7%	9.1%	8.5%	7.1%	8.0%	8.8%
Average	0.5%	2.2%	1.1%	0.5%	2.2%	2.9%	1.5%
Poor	0.0%	1.1%	0.0%	0.0%	1.6%	2.9%	0.9%

Q10. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q10-4. As a place to play</u>							
Excellent	44.3%	38.4%	43.5%	44.6%	29.4%	33.5%	39.0%
Good	36.5%	42.4%	39.0%	40.5%	49.7%	44.9%	42.2%
Neutral	14.1%	14.1%	11.0%	12.3%	10.7%	11.9%	12.3%
Average	3.1%	4.0%	5.5%	2.1%	6.6%	7.6%	4.8%
Poor	2.1%	1.0%	1.0%	0.5%	3.6%	2.2%	1.7%

Q10. 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=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q10-5. As a place to retire</u>							
Excellent	39.7%	35.1%	39.7%	39.7%	26.5%	31.0%	35.3%
Good	34.8%	30.3%	30.7%	38.6%	38.6%	29.3%	33.7%
Neutral	15.2%	18.1%	17.5%	10.6%	16.9%	18.5%	16.1%
Average	6.5%	11.2%	10.1%	8.5%	11.6%	8.7%	9.4%
Poor	3.8%	5.3%	2.1%	2.6%	6.3%	12.5%	5.4%

Q11. Please rate your satisfaction with each of the following on a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe." (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q11-1. In your neighborhood during the day</u>							
Very safe	76.2%	57.8%	68.0%	66.2%	66.7%	64.3%	66.5%
Safe	22.8%	34.7%	31.0%	30.3%	29.9%	31.6%	30.1%
Neutral	0.0%	6.5%	1.0%	2.5%	1.5%	4.1%	2.6%
Unsafe	0.5%	1.0%	0.0%	1.0%	2.0%	0.0%	0.8%
Very unsafe	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%

Q11. Please rate your satisfaction with each of the following on a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe." (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q11-2. In your neighborhood at night</u>							
Very safe	50.8%	35.4%	40.0%	43.9%	45.0%	40.7%	42.6%
Safe	42.5%	46.5%	50.5%	42.4%	46.5%	45.9%	45.7%
Neutral	5.2%	12.6%	9.0%	10.6%	5.0%	11.3%	9.0%
Unsafe	1.6%	5.6%	0.5%	2.5%	2.5%	1.5%	2.4%
Very unsafe	0.0%	0.0%	0.0%	0.5%	1.0%	0.5%	0.3%

Q11. Please rate your satisfaction with each of the following on a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe." (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q11-3. In Johnson County Park & Recreation District parks</u>							
Very safe	32.6%	27.0%	22.7%	23.9%	19.4%	17.5%	23.9%
Safe	46.6%	49.7%	49.7%	48.9%	56.7%	48.6%	50.0%
Neutral	20.8%	21.1%	27.6%	22.2%	20.6%	28.8%	23.5%
Unsafe	0.0%	2.2%	0.0%	5.1%	3.3%	4.5%	2.5%
Very unsafe	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.1%

Q11. Please rate your satisfaction with each of the following on a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe." (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q11-4. Overall feeling of safety in Johnson County</u>							
Very safe	45.4%	29.6%	34.5%	40.4%	34.2%	29.2%	35.5%
Safe	49.5%	58.8%	61.0%	49.5%	57.8%	56.4%	55.5%
Neutral	4.6%	9.5%	3.5%	7.6%	6.5%	12.3%	7.3%
Unsafe	0.5%	2.0%	1.0%	2.5%	1.0%	2.1%	1.5%
Very unsafe	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.1%

Q12. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q12-1. The Johnson County library system adequately supports the needs of residents</u>							
Strongly agree	42.2%	49.2%	34.7%	46.3%	37.5%	33.1%	40.6%
Agree	43.5%	41.4%	51.7%	44.1%	43.2%	49.4%	45.5%
Neutral	11.8%	7.7%	12.5%	9.0%	16.5%	14.5%	12.0%
Disagree	2.5%	0.6%	0.6%	0.6%	1.7%	1.2%	1.2%
Strongly disagree	0.0%	1.1%	0.6%	0.0%	1.1%	1.7%	0.8%

Q12. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q12-2. Johnson County should expand digital services such as e-books, e-magazines & e-audiobooks</u>							
Strongly agree	26.3%	31.0%	30.1%	31.5%	26.3%	31.5%	29.5%
Agree	35.6%	29.9%	30.6%	37.5%	35.7%	28.0%	32.8%
Neutral	33.1%	32.2%	34.1%	26.2%	30.4%	31.0%	31.2%
Disagree	4.4%	5.2%	4.0%	3.0%	4.7%	5.4%	4.4%
Strongly disagree	0.6%	1.7%	1.2%	1.8%	2.9%	4.2%	2.1%

Q13. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q13-1. Johnson County Park & Recreation District succeeds in its mission to enhance quality of life in Johnson County</u>							
Strongly agree	35.9%	45.3%	35.8%	34.9%	35.6%	26.3%	35.6%
Agree	54.3%	46.8%	55.4%	53.6%	52.6%	50.5%	52.2%
Neutral	9.2%	5.8%	7.3%	10.9%	11.3%	18.3%	10.4%
Disagree	0.5%	2.1%	1.6%	0.5%	0.5%	2.2%	1.2%
Strongly disagree	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.4%

Q13. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q13-2. Johnson County Park & Recreation District facilities & programs positively impact my personal health & well-being</u>							
Strongly agree	33.7%	34.1%	26.3%	30.1%	29.0%	17.0%	28.4%
Agree	39.4%	36.8%	45.8%	40.4%	39.8%	43.3%	40.9%
Neutral	24.0%	26.9%	24.2%	27.9%	29.6%	29.8%	27.0%
Disagree	1.7%	1.6%	2.1%	0.0%	1.6%	5.3%	2.0%
Strongly disagree	1.1%	0.5%	1.6%	1.6%	0.0%	4.7%	1.6%

Q13. 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=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q13-3. Johnson County Park & Recreation District should continue to acquire property to expand County's parks & trails system</u>							
Strongly agree	40.5%	37.9%	42.5%	42.6%	32.8%	25.3%	36.9%
Agree	31.9%	26.8%	35.8%	33.5%	39.6%	34.9%	33.8%
Neutral	22.7%	23.2%	14.5%	18.1%	21.9%	26.3%	21.1%
Disagree	4.3%	9.5%	4.7%	3.7%	4.7%	7.0%	5.6%
Strongly disagree	0.5%	2.6%	2.6%	2.1%	1.0%	6.5%	2.6%

Q14. Are you aware of how to access disability and human services programs in Johnson County?

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q14. Are you aware of how to access disability & human services programs in Johnson County</u>							
Yes	16.0%	25.0%	20.0%	26.0%	22.4%	23.5%	22.1%
No	81.0%	73.5%	80.0%	73.0%	74.6%	73.0%	75.9%
Not provided	3.0%	1.5%	0.0%	1.0%	3.0%	3.5%	2.0%

Q15. Are you aware that 1 in 18 people, or 32,267 Johnson County residents, live below the federal poverty line? (without "not provided")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q15. Are you aware that 1 in 18 people, or 32,267 Johnson County residents, live below federal poverty line</u>							
Yes	31.8%	41.4%	30.0%	36.2%	40.2%	40.5%	36.7%
No	68.2%	58.6%	70.0%	63.8%	59.8%	59.5%	63.3%

Q16. 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=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q16. How important is it for Johnson County to provide safety-net services to low income individuals/families</u>							
Very important	42.3%	32.8%	28.9%	42.5%	37.7%	33.9%	36.4%
Important	28.6%	36.5%	32.1%	29.0%	32.5%	28.6%	31.2%
Somewhat important	21.2%	22.9%	30.5%	22.3%	19.9%	30.7%	24.6%
Not important	5.8%	5.2%	5.3%	3.6%	6.3%	3.1%	4.9%
Not important at all	2.1%	2.6%	3.2%	2.6%	3.7%	3.6%	3.0%

Q17. Do you think Johnson County should devote additional resources to any of the following services? (without "none")

N=1041

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q17. What following services should Johnson County devote additional resources to</u>							
Aging Services	46.2%	48.9%	51.1%	53.9%	49.7%	62.9%	52.2%
Housing Services	22.8%	28.2%	23.0%	32.0%	23.1%	33.1%	27.1%
Addressing Homelessness	39.2%	42.5%	37.4%	40.4%	36.1%	40.6%	39.4%
Public Health	38.6%	42.0%	35.6%	38.2%	40.2%	42.3%	39.5%
Intellectual & Developmentally Disabled Services (JCDS)	33.3%	27.0%	29.3%	27.0%	25.4%	34.3%	29.4%
Mental Health Services	53.2%	52.9%	57.5%	54.5%	46.7%	49.7%	52.4%
Utility Assistance	16.4%	23.0%	17.2%	22.5%	18.3%	28.0%	20.9%
Emergency Assistance/Case Management	22.8%	21.8%	22.4%	24.7%	21.3%	28.6%	23.6%
Public Transportation	33.9%	32.2%	33.3%	27.5%	27.8%	32.0%	31.1%
Workforce Development	21.1%	21.8%	19.5%	21.9%	24.3%	21.7%	21.7%
Job Training	25.7%	29.3%	21.8%	31.5%	20.7%	31.4%	26.8%
Emergency/Disaster Preparedness	28.1%	27.6%	31.6%	35.4%	26.6%	38.3%	31.3%

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

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q18. Have you ever used Johnson County's webpage, www.jocogov.org</u>							
Yes	74.9%	67.0%	80.6%	67.5%	76.4%	72.2%	73.1%
No	25.1%	33.0%	19.4%	32.5%	23.6%	27.8%	26.9%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-1. Johnson County Government is well run</u>							
Strongly agree	13.6%	9.7%	13.7%	15.6%	9.0%	7.9%	11.6%
Agree	65.3%	51.7%	51.4%	58.3%	55.9%	50.6%	55.6%
Neutral	18.8%	34.1%	29.1%	22.2%	30.5%	32.6%	27.9%
Disagree	2.3%	4.5%	4.6%	2.8%	2.8%	5.1%	3.7%
Strongly disagree	0.0%	0.0%	1.1%	1.1%	1.7%	3.9%	1.3%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-2. Board of County Commissioners effectively manages County resources</u>							
Strongly agree	7.6%	6.8%	12.1%	9.7%	7.4%	3.9%	7.9%
Agree	50.0%	40.1%	44.3%	50.0%	41.2%	36.4%	43.6%
Neutral	38.9%	44.9%	34.9%	35.7%	40.5%	44.8%	40.0%
Disagree	2.1%	6.1%	5.4%	3.2%	9.5%	11.0%	6.3%
Strongly disagree	1.4%	2.0%	3.4%	1.3%	1.4%	3.9%	2.2%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-3. Criminals are competently prosecuted in Johnson County</u>							
Strongly agree	10.7%	7.3%	8.5%	10.1%	9.3%	10.1%	9.3%
Agree	50.4%	40.9%	41.5%	39.5%	48.1%	38.9%	43.0%
Neutral	29.8%	38.0%	38.1%	36.4%	31.0%	37.6%	35.2%
Disagree	7.4%	8.8%	10.2%	10.1%	7.8%	6.7%	8.4%
Strongly disagree	1.7%	5.1%	1.7%	3.9%	3.9%	6.7%	4.0%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-4. Management of juries for District Courts is professional & efficient</u>							
Strongly agree	6.2%	10.7%	14.8%	16.1%	8.0%	10.0%	11.1%
Agree	49.5%	42.0%	38.0%	44.1%	49.1%	37.5%	43.2%
Neutral	40.2%	44.6%	41.7%	32.2%	38.4%	42.5%	39.9%
Disagree	2.1%	1.8%	5.6%	5.9%	3.6%	7.5%	4.5%
Strongly disagree	2.1%	0.9%	0.0%	1.7%	0.9%	2.5%	1.3%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-5. Johnson County does a good job managing its growth & development in rural (unincorporated) areas of County</u>							
Strongly agree	5.0%	5.3%	6.8%	9.0%	7.5%	4.0%	6.2%
Agree	40.8%	34.4%	40.1%	32.8%	38.3%	31.8%	36.3%
Neutral	41.7%	48.1%	40.1%	48.4%	42.9%	41.7%	43.7%
Disagree	11.7%	9.9%	9.5%	8.2%	8.3%	13.9%	10.3%
Strongly disagree	0.8%	2.3%	3.4%	1.6%	3.0%	8.6%	3.5%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-6. Johnson County is prepared for an emergency</u>							
Strongly agree	9.6%	11.7%	12.0%	14.9%	16.5%	5.8%	11.8%
Agree	57.4%	47.4%	49.3%	47.8%	51.1%	50.4%	50.5%
Neutral	31.6%	33.6%	35.2%	33.6%	27.3%	34.3%	32.6%
Disagree	1.5%	6.6%	2.1%	3.7%	3.6%	8.8%	4.4%
Strongly disagree	0.0%	0.7%	1.4%	0.0%	1.4%	0.7%	0.7%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-7. Polling places in Johnson County are conveniently located & accessible</u>							
Strongly agree	45.7%	41.1%	45.6%	49.0%	42.2%	28.0%	42.0%
Agree	49.5%	47.9%	42.6%	40.1%	46.0%	57.0%	47.1%
Neutral	4.3%	10.0%	10.3%	9.9%	11.2%	9.7%	9.2%
Disagree	0.5%	1.1%	1.0%	1.0%	0.5%	4.3%	1.4%
Strongly disagree	0.0%	0.0%	0.5%	0.0%	0.0%	1.1%	0.3%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-8. Johnson County has enough advance voting locations</u>							
Strongly agree	36.0%	34.1%	37.2%	39.9%	37.0%	21.4%	34.4%
Agree	47.8%	48.1%	44.0%	46.1%	49.7%	54.2%	48.2%
Neutral	10.1%	13.0%	13.1%	7.9%	9.8%	16.1%	11.6%
Disagree	4.5%	3.8%	5.2%	4.5%	2.9%	7.1%	4.7%
Strongly disagree	1.7%	1.1%	0.5%	1.7%	0.6%	1.2%	1.1%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-9. Johnson County provides adequate resources to those in need</u>							
Strongly agree	8.7%	11.3%	10.7%	6.8%	8.2%	3.8%	8.2%
Agree	33.0%	27.4%	36.4%	30.8%	34.4%	39.2%	33.6%
Neutral	43.5%	50.8%	43.8%	49.6%	43.4%	39.2%	45.0%
Disagree	13.9%	8.1%	8.3%	9.4%	11.5%	13.1%	10.7%
Strongly disagree	0.9%	2.4%	0.8%	3.4%	2.5%	4.6%	2.5%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-10. The Juvenile Justice system has adequate resources to deal with the problem of juvenile offenders & their families</u>							
Strongly agree	1.2%	5.4%	10.6%	5.7%	6.1%	5.6%	5.8%
Agree	21.2%	18.3%	24.7%	25.3%	20.7%	21.5%	21.9%
Neutral	58.8%	49.5%	43.5%	48.3%	52.4%	50.5%	50.5%
Disagree	14.1%	18.3%	14.1%	12.6%	13.4%	15.0%	14.7%
Strongly disagree	4.7%	8.6%	7.1%	8.0%	7.3%	7.5%	7.2%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-11. County does a good job keeping residents informed about County programs & services</u>							
Strongly agree	6.2%	8.4%	8.4%	10.3%	11.4%	5.5%	8.3%
Agree	41.8%	39.1%	40.8%	43.8%	37.5%	36.8%	40.0%
Neutral	36.2%	34.6%	38.0%	34.1%	35.8%	35.2%	35.6%
Disagree	14.1%	16.8%	9.5%	8.6%	10.8%	17.0%	12.8%
Strongly disagree	1.7%	1.1%	3.4%	3.2%	4.5%	5.5%	3.2%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q19-12. My property is appraised fairly in County</u>							
Strongly agree	3.9%	4.4%	2.2%	6.7%	2.8%	2.9%	3.8%
Agree	30.7%	27.6%	26.0%	32.3%	25.4%	24.3%	27.7%
Neutral	33.5%	32.0%	33.7%	26.8%	32.8%	35.8%	32.5%
Disagree	19.0%	24.3%	19.9%	23.2%	23.2%	22.0%	21.9%
Strongly disagree	12.8%	11.6%	18.2%	11.0%	15.8%	15.0%	14.1%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q19-13. County's web page is a useful source of information							
Strongly agree	10.2%	10.6%	11.5%	12.8%	10.4%	6.4%	10.3%
Agree	48.9%	51.4%	48.1%	51.8%	51.3%	46.8%	49.7%
Neutral	33.6%	33.8%	37.8%	30.5%	33.1%	38.5%	34.7%
Disagree	7.3%	3.5%	2.6%	4.3%	1.9%	4.5%	4.0%
Strongly disagree	0.0%	0.7%	0.0%	0.7%	3.2%	3.8%	1.5%

Q19. 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=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Q19-14. Johnson County's services & facilities for its aging & disabled populations are adequate							
Strongly agree	3.8%	4.6%	6.6%	1.7%	5.2%	2.4%	4.0%
Agree	19.2%	21.3%	20.8%	27.4%	18.6%	17.1%	20.8%
Neutral	57.7%	56.5%	48.1%	50.4%	56.7%	52.8%	53.6%
Disagree	18.3%	11.1%	18.9%	17.1%	12.4%	17.9%	16.0%
Strongly disagree	1.0%	6.5%	5.7%	3.4%	7.2%	9.8%	5.6%

Q20. Which THREE of the items listed in Question 19 are most important to you? (top 3)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q20. Sum of top 3 choices</u>							
Johnson County Government is well run	43.5%	30.0%	46.5%	38.5%	41.8%	35.5%	39.3%
Board of County Commissioners effectively manages County resources	26.5%	21.0%	28.0%	22.5%	23.9%	19.0%	23.5%
Criminals are competently prosecuted in Johnson County	17.0%	27.5%	23.0%	15.5%	24.4%	21.0%	21.4%
Management of juries for District Courts is professional & efficient	2.5%	5.0%	1.5%	4.0%	3.0%	2.5%	3.1%
Johnson County does a good job managing its growth & development in rural (unincorporated) areas of County	15.0%	10.5%	18.0%	13.0%	9.5%	16.5%	13.7%
Johnson County is prepared for an emergency	27.5%	30.0%	33.5%	35.0%	30.3%	29.5%	31.0%

Q20. Which THREE of the items listed in Question 19 are most important to you? (top 3) (cont.)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q20. Sum of top 3 choices (cont.)</u>							
Polling places in Johnson County are conveniently located & accessible	12.0%	14.5%	11.0%	17.5%	8.0%	12.5%	12.6%
Johnson County has enough advance voting locations	9.0%	7.0%	5.0%	7.5%	9.0%	5.5%	7.2%
Johnson County provides adequate resources to those in need	20.0%	21.5%	18.0%	25.0%	18.9%	17.5%	20.1%
The Juvenile Justice system has adequate resources to deal with the problem of juvenile offenders & their families	9.0%	10.0%	10.5%	11.5%	9.0%	11.5%	10.2%
County does a good job keeping residents informed about County programs & services	12.0%	18.0%	13.0%	15.0%	15.9%	11.5%	14.2%
My property is appraised fairly in County	40.5%	37.5%	37.5%	32.5%	38.3%	41.0%	37.9%

Q20. Which THREE of the items listed in Question 19 are most important to you? (top 3) (cont.)

N=1201

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q20. Sum of top 3 choices (cont.)</u>							
County's web page is a useful source of information	5.5%	6.0%	5.0%	5.5%	5.5%	4.5%	5.3%
Johnson County's services & facilities for its aging & disabled populations are adequate	23.0%	20.5%	22.0%	26.5%	19.9%	26.5%	23.1%
None chosen	10.5%	11.0%	6.5%	8.0%	12.4%	13.0%	10.2%

Q21. The Federal government and the State of Kansas help fund many County programs and services. If Federal and State funds were reduced, how supportive would you be of using additional County funds to maintain existing service levels for the following areas? (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q21-1. Public health services</u>							
Very supportive	47.5%	40.8%	35.0%	51.7%	47.1%	33.7%	42.7%
Somewhat supportive	41.4%	45.8%	49.7%	38.1%	44.2%	56.6%	45.9%
Not supportive	11.0%	13.4%	15.3%	10.2%	8.7%	9.6%	11.4%

Q21. The Federal government and the State of Kansas help fund many County programs and services. If Federal and State funds were reduced, how supportive would you be of using additional County funds to maintain existing service levels for the following areas? (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q21-2. Mental health services</u>							
Very supportive	54.1%	46.2%	45.0%	55.3%	44.3%	42.6%	48.0%
Somewhat supportive	38.9%	41.8%	42.6%	38.8%	47.3%	48.5%	42.9%
Not supportive	7.0%	12.1%	12.4%	5.9%	8.4%	8.9%	9.1%

Q21. The Federal government and the State of Kansas help fund many County programs and services. If Federal and State funds were reduced, how supportive would you be of using additional County funds to maintain existing service levels for the following areas? (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q21-3. Services for persons with intellectual disabilities (JCDS)</u>							
Very supportive	40.3%	39.2%	34.1%	42.0%	32.3%	37.8%	37.7%
Somewhat supportive	47.7%	47.7%	52.7%	48.5%	57.3%	51.2%	50.8%
Not supportive	11.9%	13.1%	13.2%	9.5%	10.4%	11.0%	11.5%

Q21. The Federal government and the State of Kansas help fund many County programs and services. If Federal and State funds were reduced, how supportive would you be of using additional County funds to maintain existing service levels for the following areas? (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q21-4. Aging programs</u>							
Very supportive	47.1%	40.9%	36.9%	48.6%	37.9%	44.0%	42.5%
Somewhat supportive	42.5%	46.6%	49.7%	41.6%	51.5%	48.6%	46.7%
Not supportive	10.3%	12.5%	13.4%	9.8%	10.7%	7.4%	10.7%

Q21. The Federal government and the State of Kansas help fund many County programs and services. If Federal and State funds were reduced, how supportive would you be of using additional County funds to maintain existing service levels for the following areas? (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q21-5. Housing programs</u>							
Very supportive	27.3%	24.9%	14.1%	34.7%	18.4%	27.4%	24.5%
Somewhat supportive	50.0%	46.2%	53.5%	44.7%	55.8%	48.2%	49.7%
Not supportive	22.7%	28.9%	32.4%	20.6%	25.8%	24.4%	25.8%

Q21. The Federal government and the State of Kansas help fund many County programs and services. If Federal and State funds were reduced, how supportive would you be of using additional County funds to maintain existing service levels for the following areas? (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q21-6. Homeless services</u>							
Very supportive	28.3%	29.3%	23.9%	38.7%	27.1%	30.9%	29.6%
Somewhat supportive	48.6%	46.6%	51.1%	41.1%	52.9%	49.4%	48.3%
Not supportive	23.1%	24.1%	25.0%	20.2%	20.0%	19.8%	22.1%

Q21. The Federal government and the State of Kansas help fund many County programs and services. If Federal and State funds were reduced, how supportive would you be of using additional County funds to maintain existing service levels for the following areas? (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q21-7. Public transportation services</u>							
Very supportive	30.5%	22.5%	22.9%	26.2%	22.4%	20.9%	24.3%
Somewhat supportive	38.4%	45.7%	40.6%	47.0%	42.9%	46.6%	43.5%
Not supportive	31.1%	31.8%	36.6%	26.8%	34.7%	32.5%	32.3%

Q21. The Federal government and the State of Kansas help fund many County programs and services. If Federal and State funds were reduced, how supportive would you be of using additional County funds to maintain existing service levels for the following areas? (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q21-8. Countywide road assistance</u>							
Very supportive	29.2%	28.4%	26.9%	32.6%	28.9%	32.7%	29.8%
Somewhat supportive	54.4%	52.1%	48.0%	47.7%	56.0%	53.6%	51.9%
Not supportive	16.4%	19.5%	25.1%	19.8%	15.1%	13.7%	18.3%

Q21. The Federal government and the State of Kansas help fund many County programs and services. If Federal and State funds were reduced, how supportive would you be of using additional County funds to maintain existing service levels for the following areas? (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q21-9. Improvements to County rural & unincorporated roads & bridges</u>							
Very supportive	24.7%	28.1%	24.4%	31.2%	26.7%	36.6%	28.6%
Somewhat supportive	58.2%	50.3%	47.7%	48.8%	55.2%	49.4%	51.6%
Not supportive	17.1%	21.6%	27.9%	20.0%	18.2%	14.0%	19.8%

Q21. The Federal government and the State of Kansas help fund many County programs and services. If Federal and State funds were reduced, how supportive would you be of using additional County funds to maintain existing service levels for the following areas? (without "don't know")

N=1201	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q21-10. Public safety programs (e.g. Community Corrections Programs)</u>							
Very supportive	33.3%	35.9%	30.5%	40.1%	33.5%	36.3%	34.9%
Somewhat supportive	57.3%	48.8%	56.3%	47.9%	54.0%	48.5%	52.2%
Not supportive	9.4%	15.3%	13.2%	12.0%	12.4%	15.2%	12.9%

Survey Instrument

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 2019 Citizen Survey. We appreciate your time, and your efforts will help to improve the future of our community.

Sincerely,



Ed Eilert, Chairman of the Board

2019 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 prefer to take this survey online, please go to JoCoSurvey.org.

Visioning Issues

1. How important will each of the following be to the overall quality of life in Johnson County over the next 20 years?

		Very Important	Somewhat Important	Not Sure	Not Important
01.	Parks and open space	4	3	2	1
02.	Library services	4	3	2	1
03.	Public education (K-12)	4	3	2	1
04.	College and post-secondary education	4	3	2	1
05.	Health care access	4	3	2	1
06.	Land use planning	4	3	2	1
07.	Well maintained roads	4	3	2	1
08.	Public transit system	4	3	2	1
09.	Personal safety, low crime	4	3	2	1
10.	Economic development	4	3	2	1
11.	Support systems for those in need	4	3	2	1
12.	Affordable housing	4	3	2	1
13.	Variety of housing options with regard to price and type	4	3	2	1
14.	Environmental preservation	4	3	2	1
15.	Pace of growth	4	3	2	1
16.	Social Justice/Equity/Inclusivity	4	3	2	1
17.	Transportation	4	3	2	1
18.	Public Safety	4	3	2	1
19.	Job Opportunities	4	3	2	1
20.	Workforce development (job training)	4	3	2	1
21.	Sustainability	4	3	2	1

2. Which FOUR of the items listed above do you think should be the County's top priorities for the next 5 years? *[Write in your answers below using the numbers from the list in Question 1.]*

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

Housing Issues

3. As a resident of Johnson County, how would you rate your SATISFACTION with each of the following?

Housing Issues	Very Satisfied	Somewhat Satisfied	Not Sure	Somewhat Dissatisfied	Very Dissatisfied
1. Affordability of housing	5	4	3	2	1
2. Variety of housing options with regard to price and type	5	4	3	2	1

4. Which THREE of the following are the PRIMARY reasons you live in Johnson County (rather than elsewhere in Metropolitan Kansas City)?

- | | |
|---|------------------------------------|
| ____(01) Family and relatives live here | ____(09) Quality of public schools |
| ____(02) High standard of living | ____(10) Low taxes |
| ____(03) Employment/job availability | ____(11) Quality health care |
| ____(04) Feel safe, low crime rate | ____(12) Convenient shopping |
| ____(05) Types and quality of housing available | ____(13) Affordable housing |
| ____(06) Friendly people | ____(14) Parks and trails |
| ____(07) Own business/started business | ____(15) Sense of community |
| ____(08) Convenient part of Metropolitan area | ____(16) Other: _____ |

5. Which THREE of the reasons listed above are the MOST IMPORTANT REASONS you would stay in Johnson County for the next 10 years? [Write in your answers below using the numbers from the list in Question 4.]

1st: _____ 2nd: _____ 3rd: _____

6. What do you believe will be the THREE MOST critical roles for Johnson County government in the next 10 to 20 years?

- | | |
|---|---|
| ____(01) Maintaining quality leadership | ____(09) Coordinating county efforts with cities for emergencies and natural disasters |
| ____(02) Communication and engagement with the public | ____(10) Improve road systems |
| ____(03) Making sure that necessary health and human services are available | ____(11) Improve other infrastructure (e.g., sewers) |
| ____(04) Preserving open space and parks | ____(12) Coordinate public safety and law enforcement within Johnson County |
| ____(05) Coordinating land planning with cities in Johnson County | ____(13) Facilitate conversations to promote cooperation between local partners within the County |
| ____(06) Encouraging investment in older parts of Johnson County | ____(14) Sustainability |
| ____(07) Maintaining state of the art emergency services | ____(15) Other: _____ |
| ____(08) Develop transportation alternatives to single passenger cars | |

Perceptions of the County

7. 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...	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 and cultural amenities	5	4	3	2	1	9
10. Overall quality of services provided by Johnson County	5	4	3	2	1	9

Satisfaction with County Services

8. Using a scale where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the county services listed below. If you are not familiar with the service, circle 9.

County Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Familiar with the Service
01. Johnson County Airports (New Century Air Center and Executive Airport)	5	4	3	2	1	9
02. Johnson County Department of Corrections-Community Supervision programs	5	4	3	2	1	9
03. Johnson County Developmental Supports (JCDS)-provides support for people with intellectual and developmental disabilities	5	4	3	2	1	9
04. Johnson County District Attorney's Office	5	4	3	2	1	9
05. Johnson County District Courts-(the County's court system)	5	4	3	2	1	9
06. Johnson County Election Office	5	4	3	2	1	9
07. Johnson County Emergency Management and Communications-emergency preparedness services (for disasters and domestic or foreign terrorist attacks) and NotifyJoCo-the County's mass communication system	5	4	3	2	1	9
08. Johnson County Emergency Medical/Ambulance Service (MED-ACT)	5	4	3	2	1	9
09. Johnson County Health and Environment Department-the County's effort to protect the environment and natural resources	5	4	3	2	1	9
10. Johnson County Human Services (Aging, Housing, Low Income Household Assistance)	5	4	3	2	1	9
11. Johnson County K-State Extension and Research	5	4	3	2	1	9
12. Johnson County Library System	5	4	3	2	1	9
13. Johnson County Mental Health Center	5	4	3	2	1	9
14. Johnson County Motor Vehicle Division-(motor vehicle registration services)	5	4	3	2	1	9
15. Johnson County Museums	5	4	3	2	1	9
16. Johnson County Park and Recreation District-the County's park and recreation system	5	4	3	2	1	9
17. Johnson County Planning, Inspections and Codes	5	4	3	2	1	9
18. Johnson County Public Works (maintenance and traffic control of roads in rural/unincorporated areas)	5	4	3	2	1	9
19. Johnson County Sheriff's Office-public safety and jail system	5	4	3	2	1	9
20. Johnson County Wastewater	5	4	3	2	1	9
21. RideKC public transit services	5	4	3	2	1	9
22. Stormwater Program-management of stormwater runoff/flood control in the County	5	4	3	2	1	9
23. Transportation services provided by Johnson County for disabled populations	5	4	3	2	1	9

9. Which FOUR of the services listed above in Question 8 do you think are most important for the County to provide? *[Write in your answers below using the numbers from the list in Question 8.]*

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

- 10. 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	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

Safety

- 11. Please rate your satisfaction with each of the following on 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 Park and Recreation District parks	5	4	3	2	1	9
4. Overall feeling of safety in Johnson County	5	4	3	2	1	9

County Library System Issues

- 12. 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 adequately supports 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

- 13. 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 and 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 and Recreation District facilities and programs positively impact my personal health and well-being	5	4	3	2	1	9
3. Johnson County Park and 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

- 14. Are you aware of how to access disability and human services programs in Johnson County?**
 ____ (1) Yes ____ (2) No
- 15. Are you aware that 1 in 18 people, or 32,267 Johnson County residents, live below the federal poverty line?**
 ____ (1) Yes ____ (2) No

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

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

17. Do you think Johnson County should devote additional resources to any of the following services? [Check all that apply.]

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

County Government Issues

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

19. 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 advance 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

20. Which THREE of the items listed in Question 19 are most important to you? [Write in your answers below using the numbers from the list in Question 19.]

1st: _____ 2nd: _____ 3rd: _____

Funding

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

		Very Supportive	Somewhat Supportive	Not Supportive	Don't Know
01.	Public health services	3	2	1	9
02.	Mental health services	3	2	1	9
03.	Services for persons with intellectual disabilities (JCDS)	3	2	1	9
04.	Aging programs	3	2	1	9
05.	Housing programs	3	2	1	9
06.	Homeless services	3	2	1	9
07.	Public transportation services	3	2	1	9
08.	Countywide Road Assistance	3	2	1	9
09.	Improvements to county rural and unincorporated roads and bridges	3	2	1	9
10.	Public Safety programs (e.g. Community Corrections Programs)	3	2	1	9

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.

22. Approximately how many years have you lived in Johnson County? _____ years
23. Which of the following best describes your race/ethnicity? [Check all that apply.]
 _____(1) Asian/Pacific Islander _____(3) Hispanic _____(5) American Indian/Native Alaskan
 _____(2) Black/African American _____(4) White _____(6) Other: _____
24. How many persons of each age, counting yourself, are currently living in your household?
 Under age 10: _____ Ages 20-44: _____ Ages 65+: _____
 Ages 11-19: _____ Ages 45-64: _____
25. Which of the following best describes your total annual household income?
 _____(1) Under \$35,000 _____(3) \$60,000 to \$99,999 _____(5) More than \$130,000
 _____(2) \$35,000 to \$59,999 _____(4) \$100,000 to \$129,999
26. Your gender: _____(1) Male _____(2) Female
27. 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 completed survey in the enclosed return-reply envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The address printed to the right will ONLY be used to help identify areas with special interests. Thank you.