

2020 Johnson County Community Survey

Findings Report

...helping organizations make better decisions since 1982

Submitted to Johnson County, Kansas

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

March 2020





Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Benchmarking and Importance-Satisfaction Analysis	28
Section 3: Cross-Tabulations by District	39
Section 4: Survey Instrument	99

2020 Johnson County Community Survey

Executive Summary

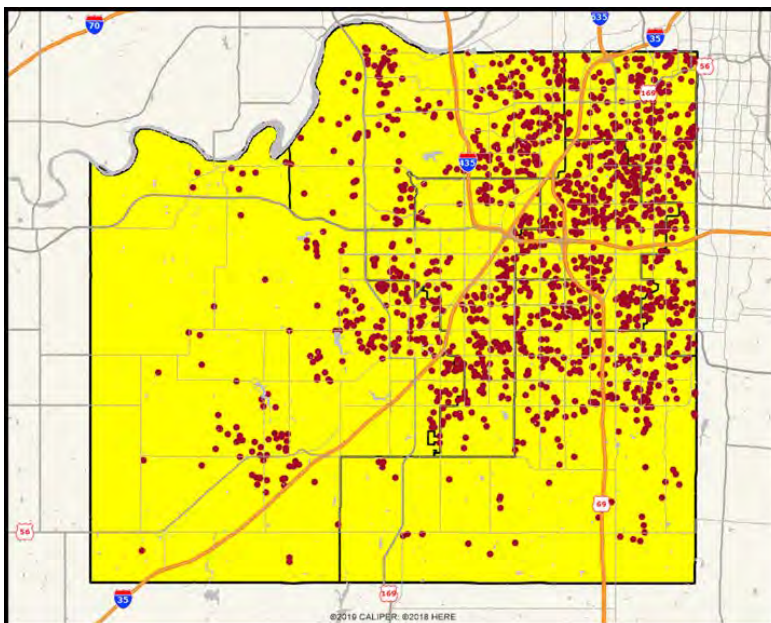
Purpose and Methodology

Purpose. ETC Institute administered a comprehensive community survey to residents of Johnson County during the winter of 2020. This was the eleventh 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 six-page survey and cover letter were mailed to a random sample of households in Johnson County in January of 2020. Approximately ten 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 1,527 completed surveys. The results for the random sample of 1,527 households have a 95% level of confidence with a precision of at least $\pm 2.5\%$ 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 knows*” should be reported separately when the results for a given question are presented. The percentage of “*don’t know*” responses has been provided in 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 21% above the national average and 23% above the large community average.
- Overall image of the County (92%)
 - The image of the County rated 31% above the national average and 29% above the large community average.
- Public safety (92%)
 - Public safety services rated 18% above the national average and 28% above the large community average.
- Overall quality of County services (81%)
 - The quality of county services rated 33% above the national average and 39% above the large community average.

- Ease of travel (72%)
 - Ease of travel in the County rated 21% above the national average and 35% above the large community average.
- **Trends.** There were significant increases in satisfaction in four of the general perception items rated from 2019. The items with significant increases are listed below:
 - Availability of arts and cultural amenities (up 8% from 2019)
 - Value received for County taxes (up 8% from 2019)
 - Quality of customer service received (up 7% from 2019)
 - Effectiveness of County communication (up 7% from 2019)

There were no significant decreases in any of the general perception items that were assessed in 2019 and 2020.

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 26% above the national average and 46% 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 43% above the large community average.
- As a place to work (91%)
 - Ratings of Johnson County as a place to work were 37% above the national average and 46% 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 (72%)
 - Ratings of Johnson County as a place to retire were 16% above the national average and 26% above the large community average.
- **Trends.** There was a significant increase in one of the perception of life items that were assessed in 2019 and 2020: as a place to retire (up 3% from 2019). There were no significant decreases in any of the perception of life items that were assessed in 2019 and 2020.

Feeling of Safety in the County

Residents generally felt safe (rating of 4 or 5 on a 5-point scale); 93% had an overall feeling of safety in the County. All other items are listed below:

- Feeling of safety in neighborhoods during the day (98%)
- Feeling of safety in neighborhoods at night (91%)
- Feeling of safety in County parks (80%)
- **Trends.** There a significant increase in one feeling of safety item that was assessed in 2019 and 2020: in County parks (up 6% from 2019). There no were significant decreases in any of the feeling of safety items between 2019 and 2020.

Satisfaction with County Services

- **Overall Satisfaction with County Services.** Residents were asked to rate their satisfaction with 24 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 (85%)
 - Johnson County Park & Recreation District (82%)
 - Johnson County Emergency Medical/Ambulance Service (Med-Act) (81%)
 - Johnson County Emergency Preparedness/NotifyJOCO (78%)
 - Johnson County Election Office (71%)
 - Johnson County K-State Extension and Research (67%)
 - 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 Department of Corrections (38%)
 - Transportation services provided for disabled populations (37%)
 - Johnson County Airports (36%)
 - RideKC public transit services (35%)

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 Library System
 - 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 priority for improvement in Johnson County, based on the results of the Importance-Satisfaction analysis, is Johnson County Mental Health services.

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 (91%)
 - The County has enough advanced voting locations (83%)
 - Johnson County government is well run (71%)
 - Johnson County is prepared for an emergency (67%)
- **Trends.** There were ten significant increases in the level of agreement for the issues assessed on the survey in both 2019 and 2020; the issues with significant increases are listed below:
 - Criminals are competently prosecuted (up 9% from 2019)
 - County Commissioners effectively manage County resources (up 9% from 2019)
 - Growth is managed well in rural areas (up 9% from 2019)

- My property is appraised fairly in the County (up 9% from 2019)
- County does a good job keeping residents informed about programs/services (up 6% from 2019)
- Johnson County's services/facilities for its aging/disabled populations are adequate (up 6% from 2019)
- Management of juries for District Courts is professional/efficient (up 5% from 2019)
- Juvenile justice system has adequate resources (up 5% from 2019)
- Johnson County is prepared for an emergency (up 4% from 2019)
- Johnson County Government is well run (up 3% from 2019)

There was only one significant decrease in the level of agreement in the perception issues assessed on the survey: Johnson County provides adequate needed resources (down 3% from 2019).

Issues Related to Specific County Services

- **County Library and Parks and Recreation System.** Residents were asked to indicate their level of agreement with various statements related to library services and the parks and recreation system 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.
 - 90% 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
 - 85% of residents agreed that the County library system is adequate to support the needs of residents
 - 73% of residents agreed that Johnson County Park & Recreation District should continue to acquire property to expand the County's parks and trails system
 - 73% of residents agreed that Johnson County Park & Recreation District facilities and programs positively impact one's personal health and well-being

Human Services

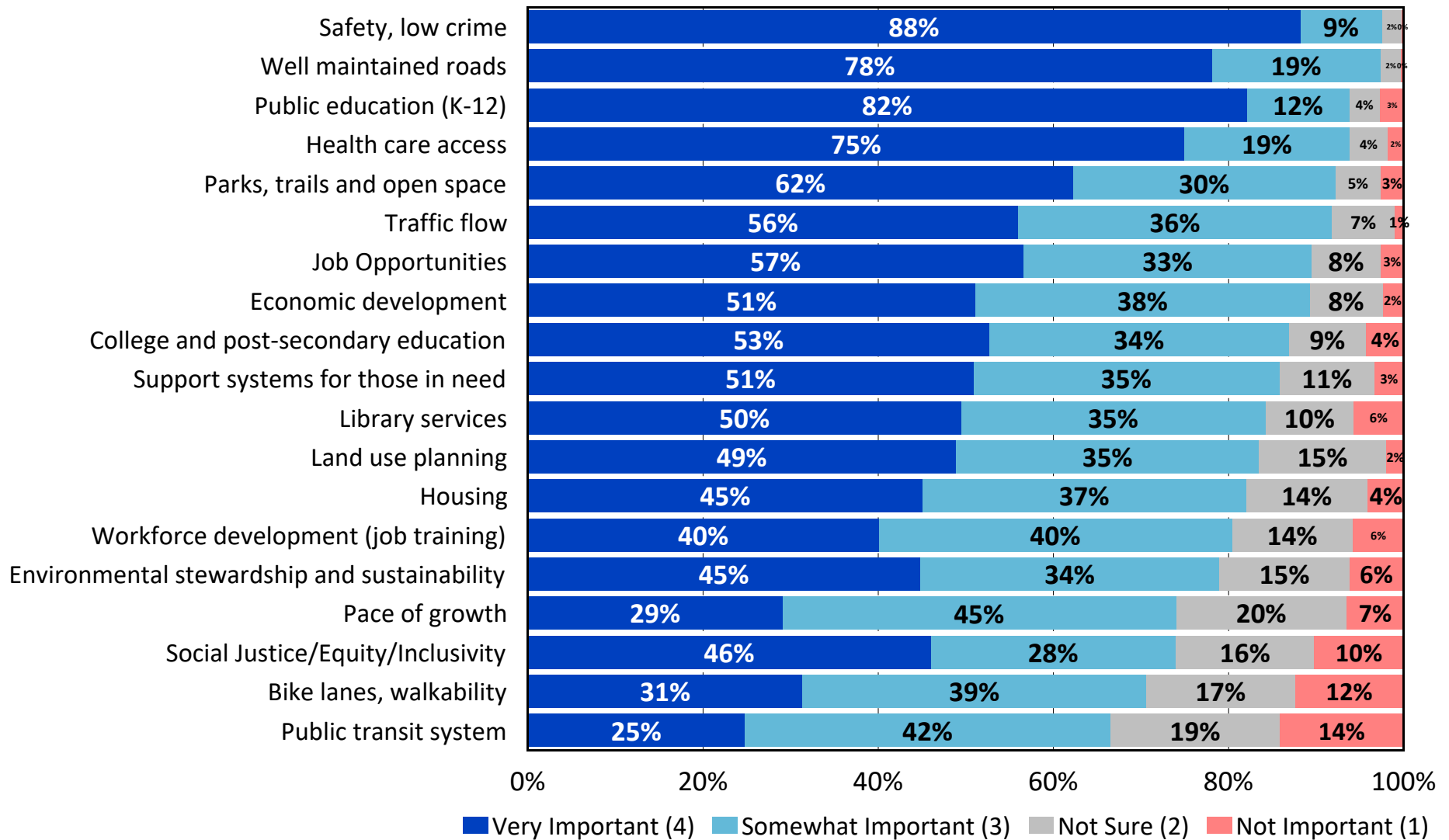
Residents were asked to indicate which areas Johnson County should devote additional resources. The results showed that residents were most supportive of the use of additional resources for the County's mental health services (51%), aging services (45%), addressing homelessness (34%), and public health services (32%). Residents were least supportive of using additional resources to provide utility assistance (15%).

Section 1:

Charts and Graphs

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

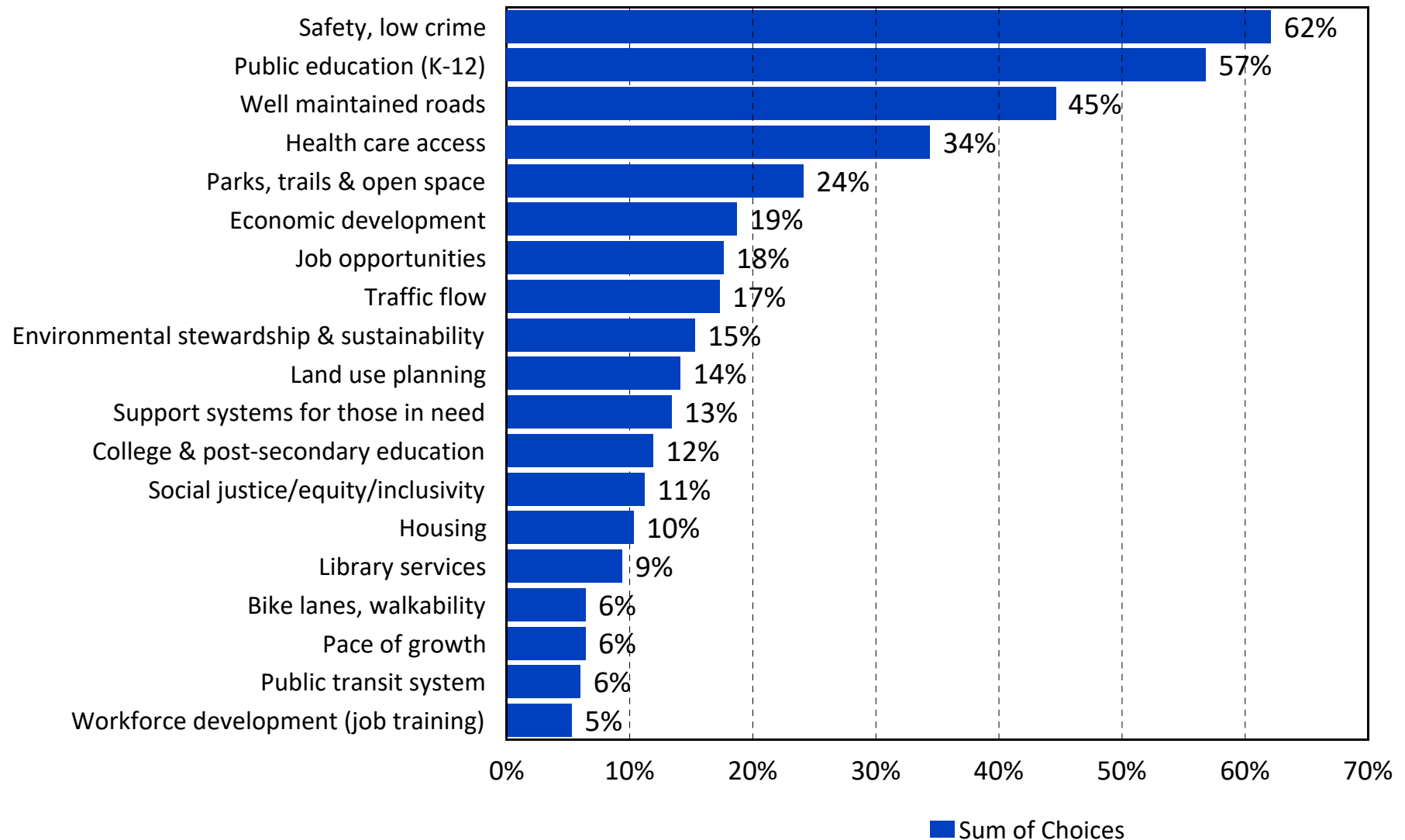
by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

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

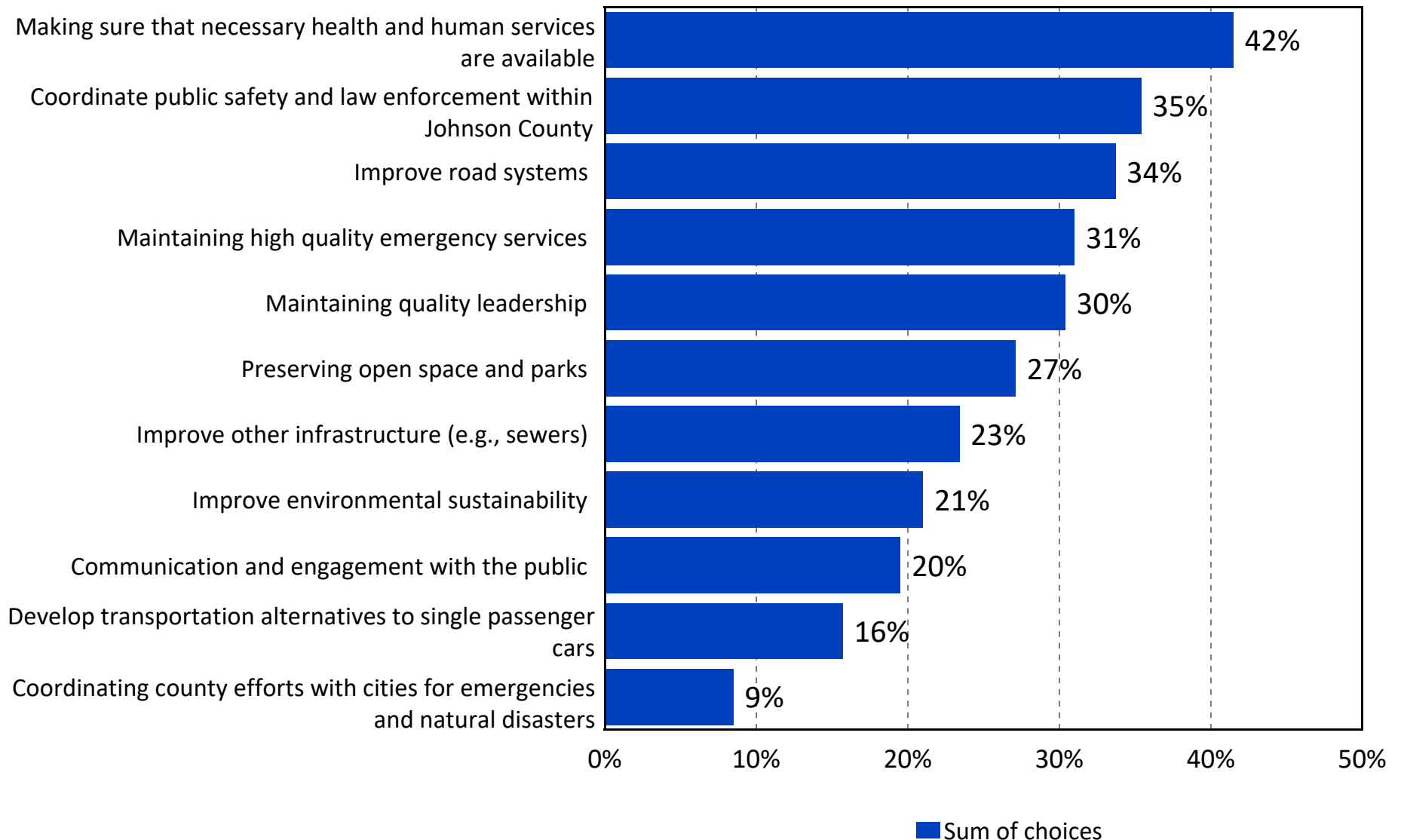
by percentage of residents surveyed who selected the item as one of their top four choices



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Q3. Most Critical Roles for Johnson County Government in the Next 10 to 20 Years

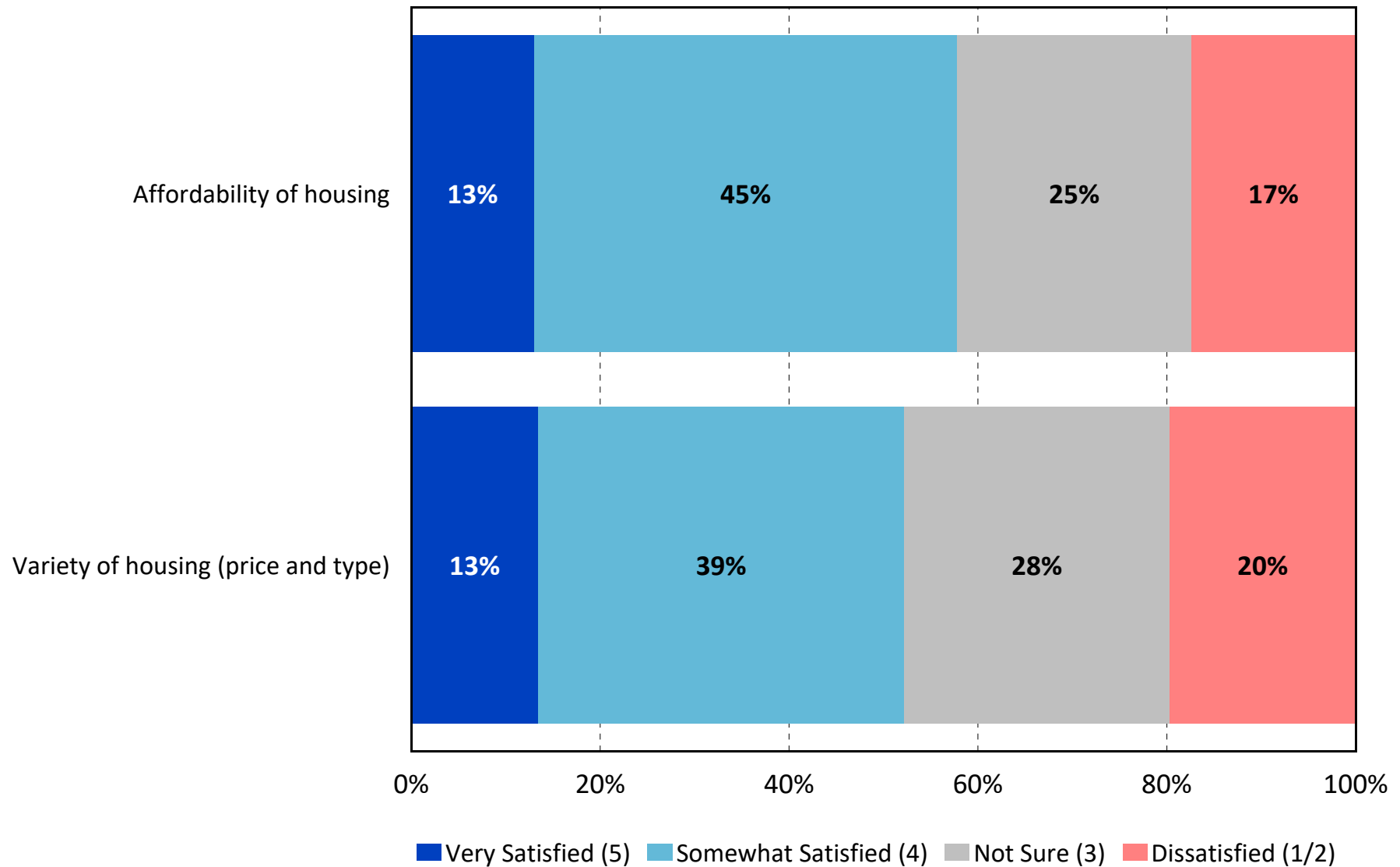
by percentage of residents surveyed (three selections could be made)



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Q4. Satisfaction With Housing

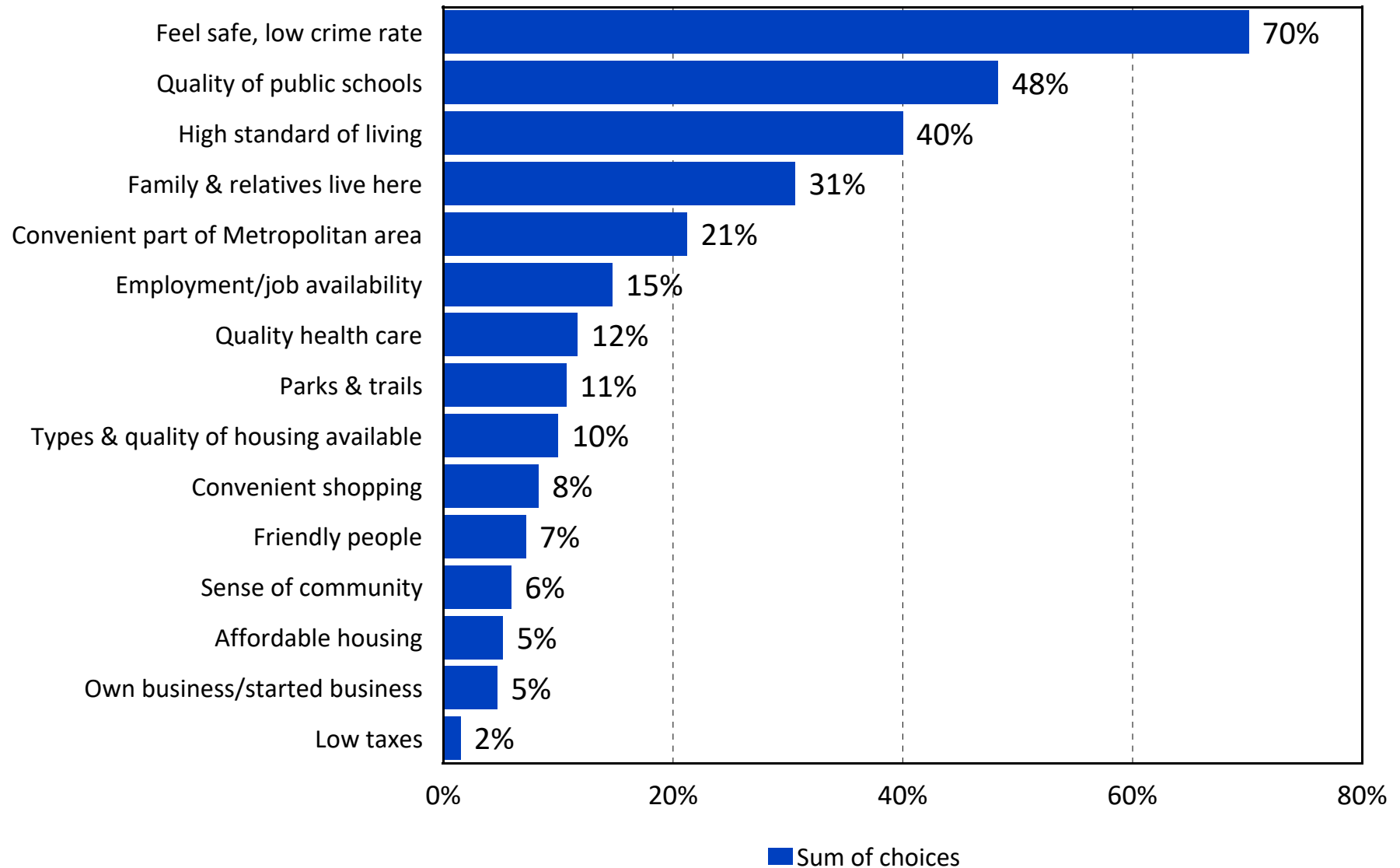
by percentage of residents surveyed (excluding “don’t knows”)



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Q5. Primary Reasons For Living in Johnson County

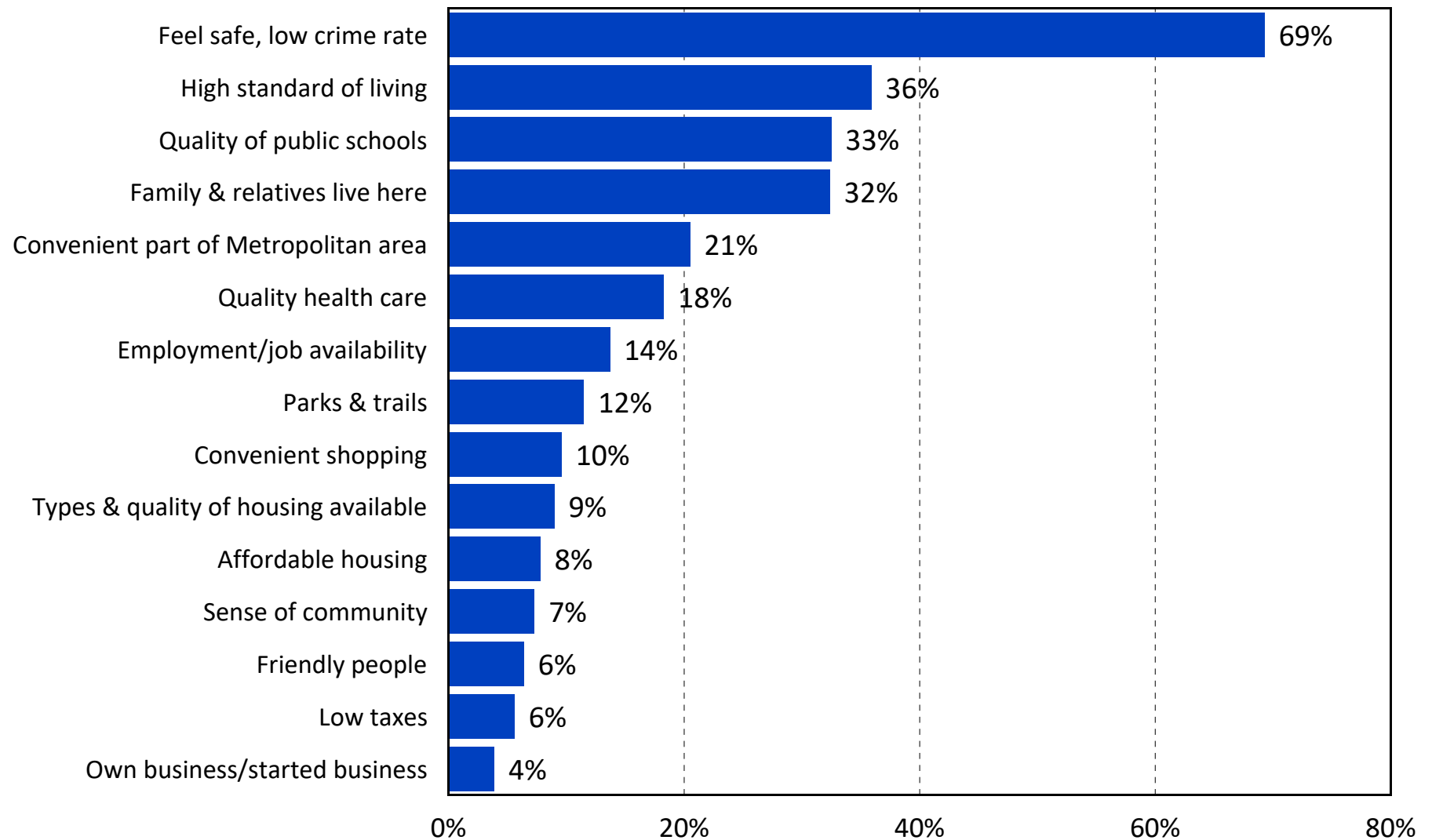
by percentage of residents surveyed (three selections could be made)



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Q6. Most Important Reasons to Stay in Johnson County for the Next 10 Years

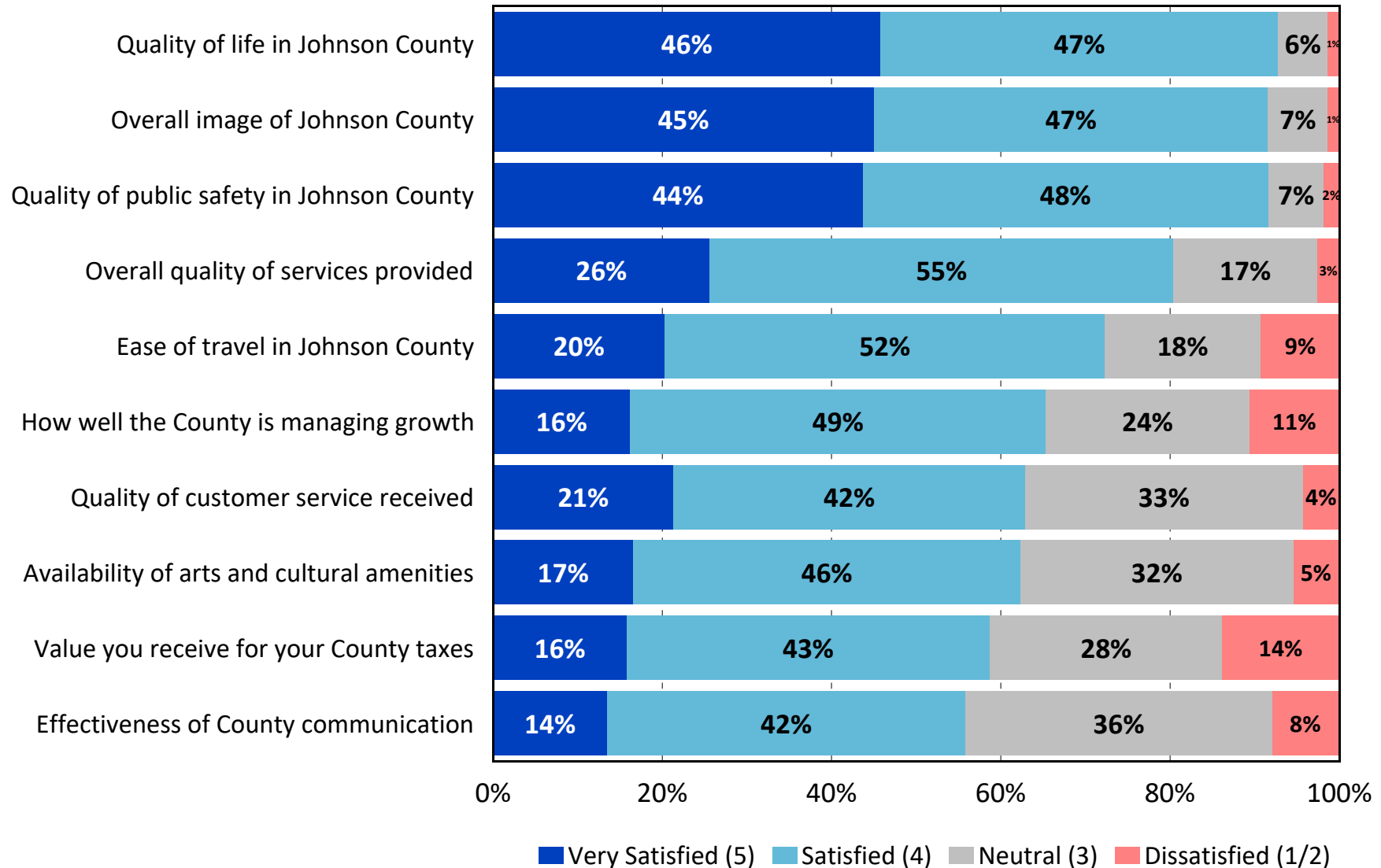
by percentage of residents surveyed who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Q7. General Perceptions of the County

by percentage of residents surveyed (excluding “don’t knows”)

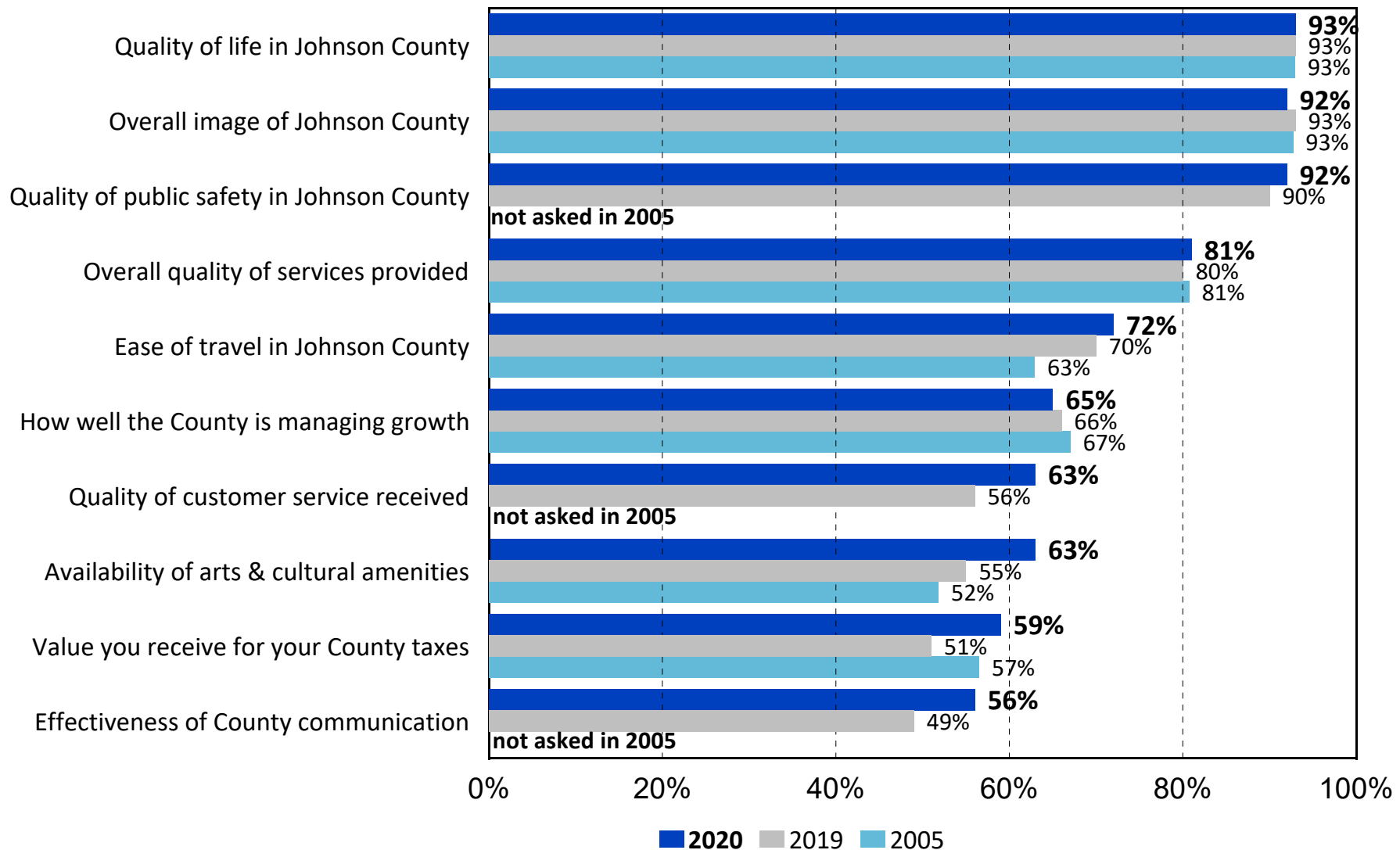


Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

General Perceptions of the County

2005 to 2020

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

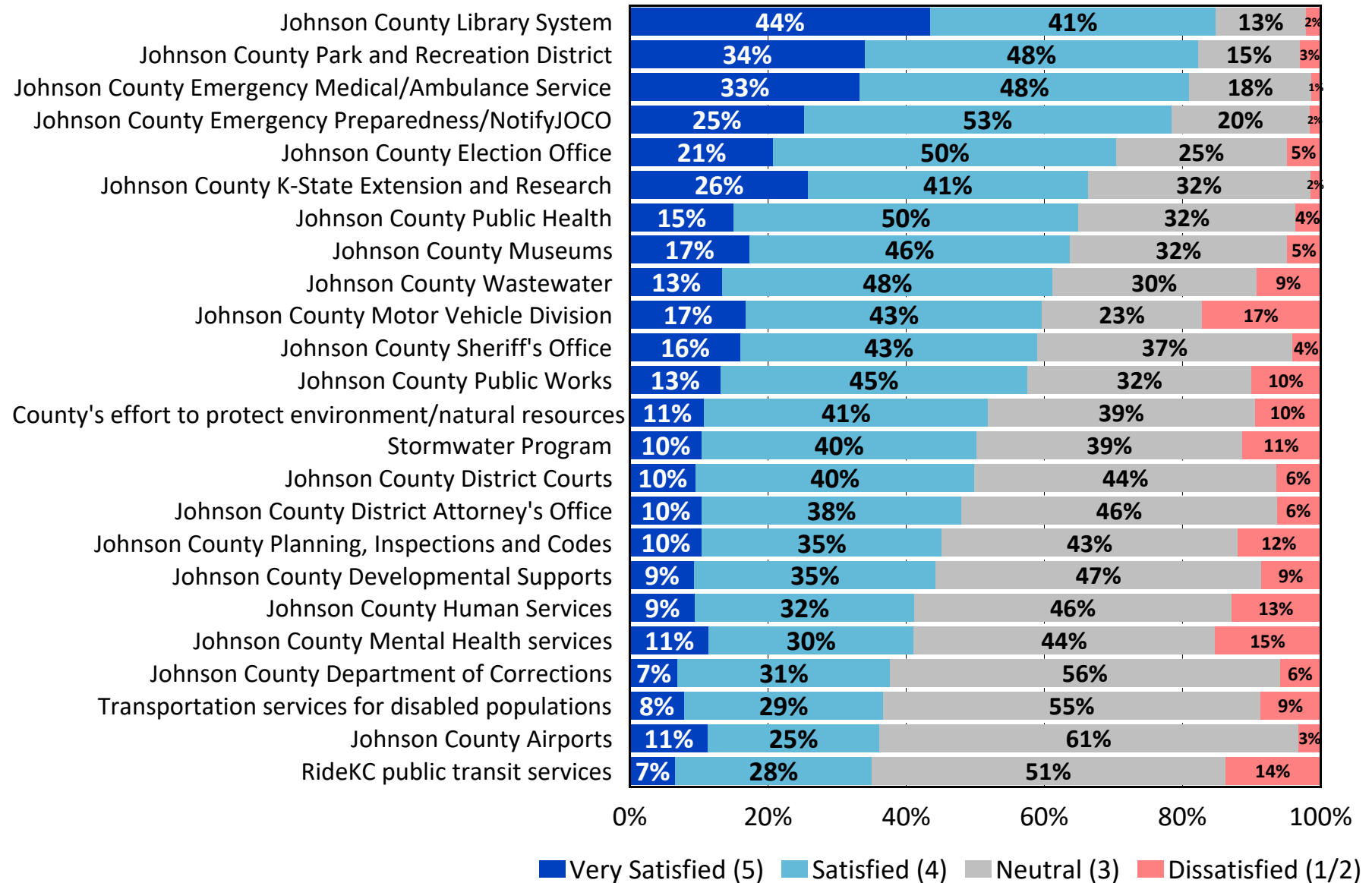


Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

TREND DATA

Q8. Overall Satisfaction with Various County Services

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

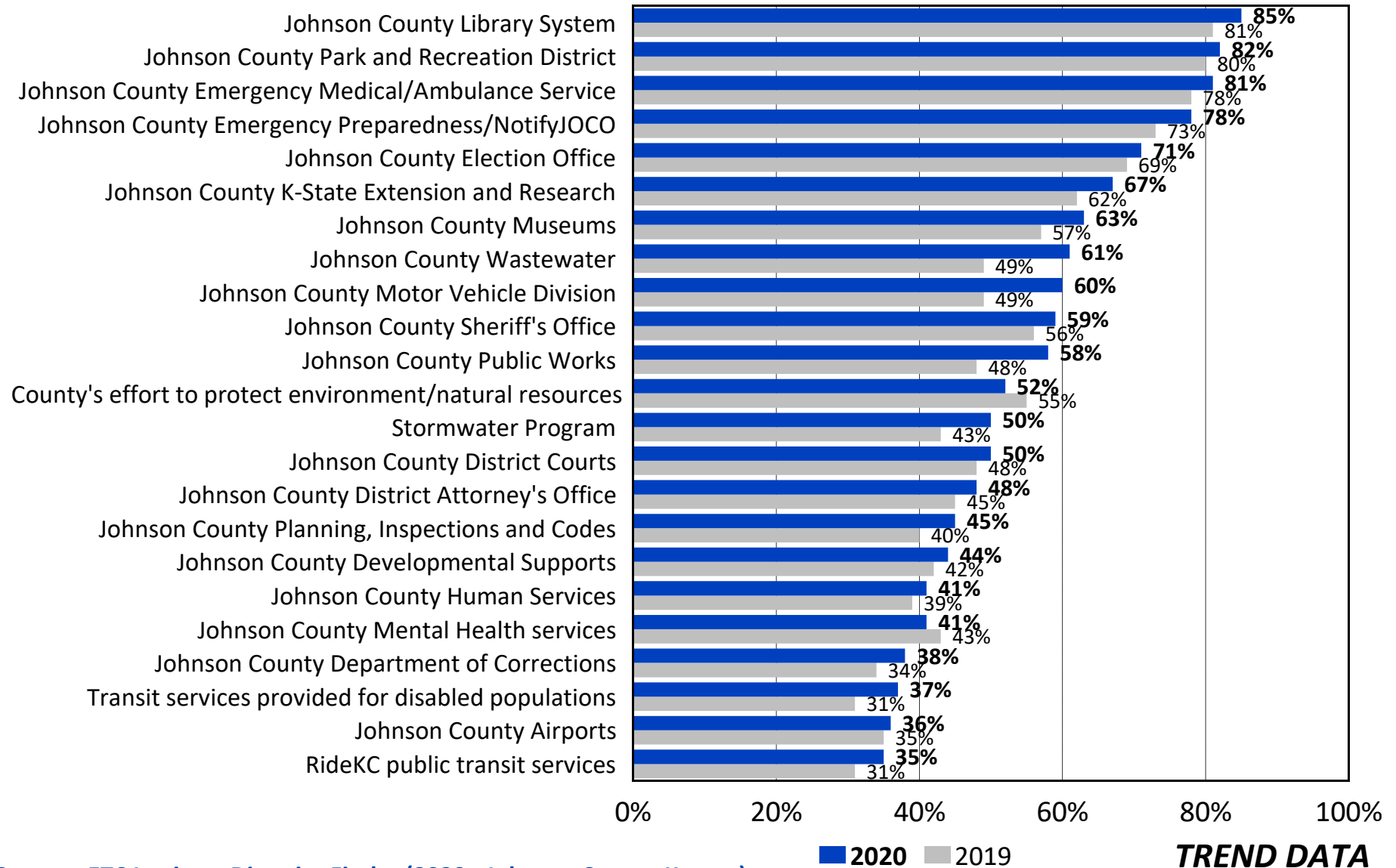


Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Overall Satisfaction with Various County Services

2019 vs. 2020

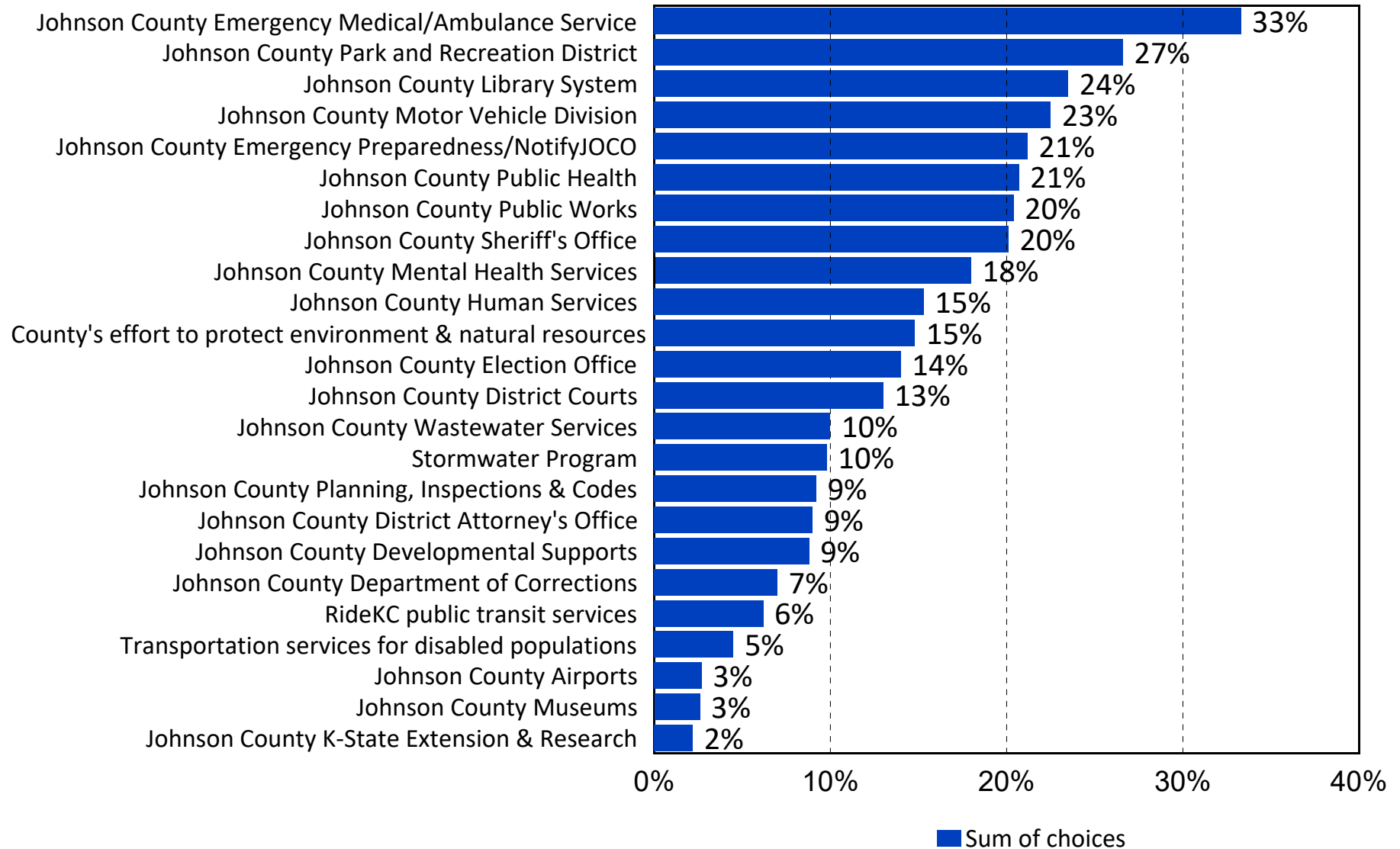
by percentage of residents surveyed who rated the item as a 4 or 5 on a 5-point scale (excluding "not familiar with the service")



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

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

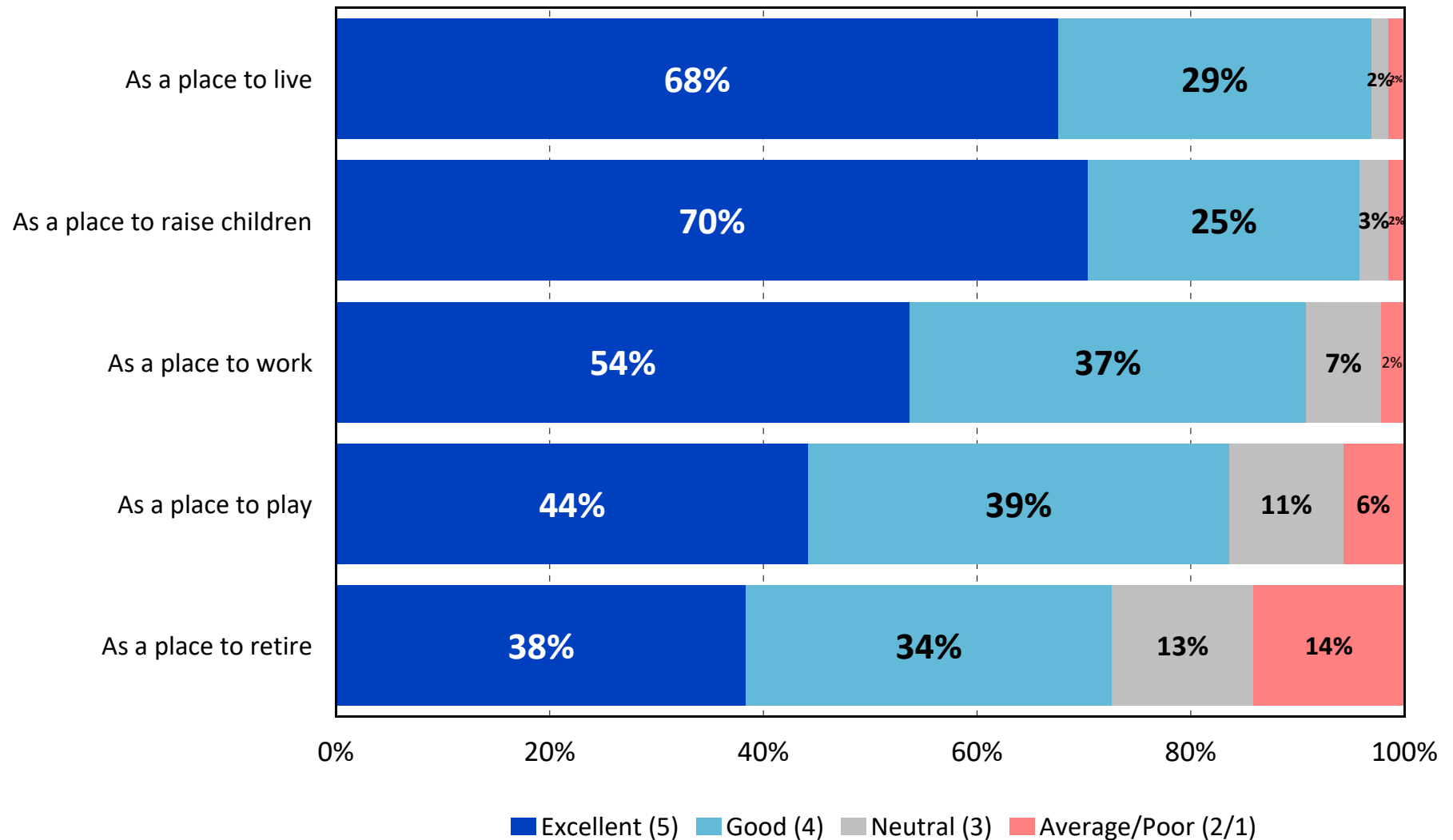
by percentage of residents surveyed who selected the item as one of their top four choices



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Q10. Perceptions of Life in Johnson County

by percentage of residents surveyed (excluding “don’t knows”)

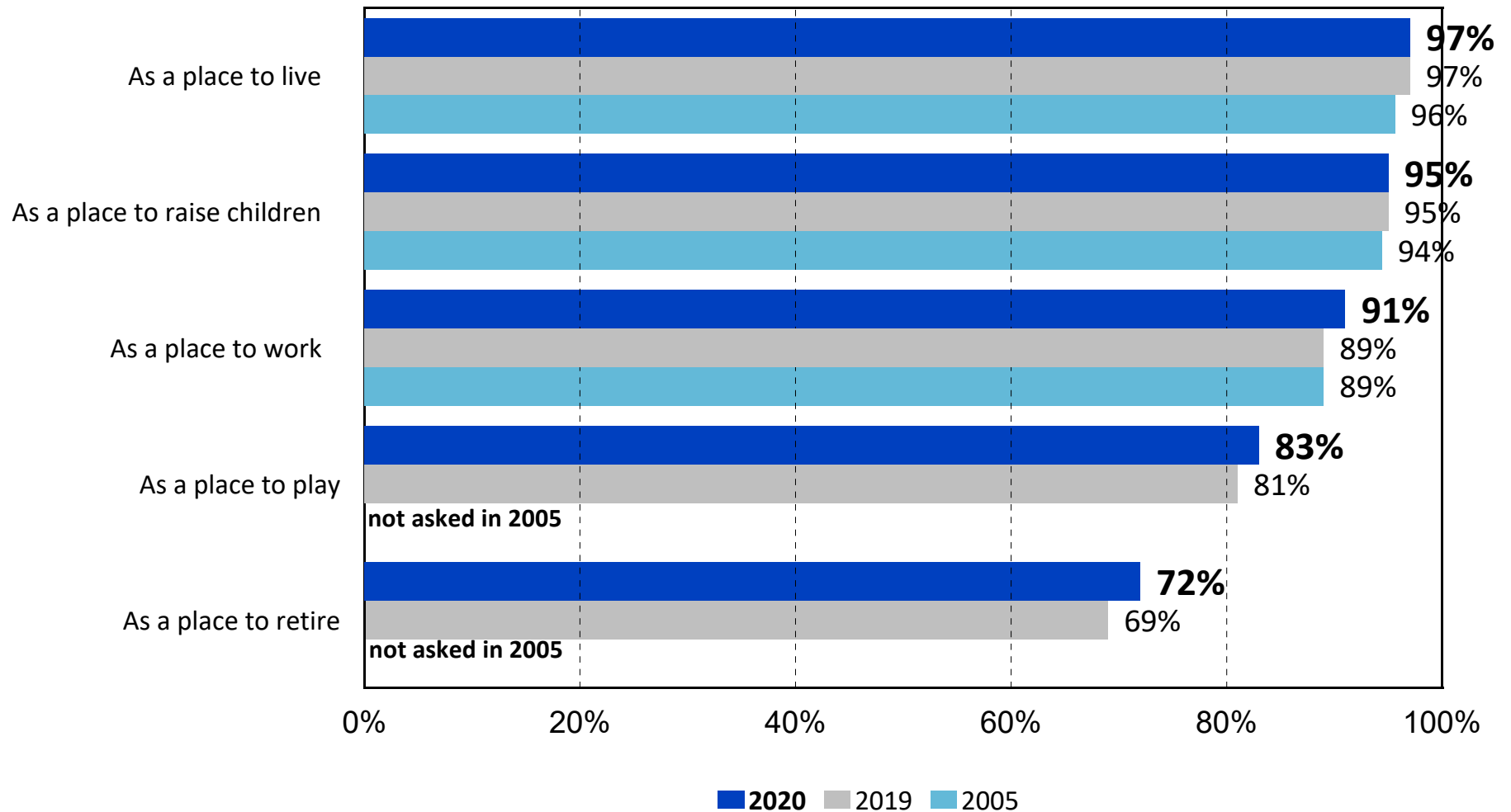


Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Perceptions of Life in Johnson County

2005 to 2020

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

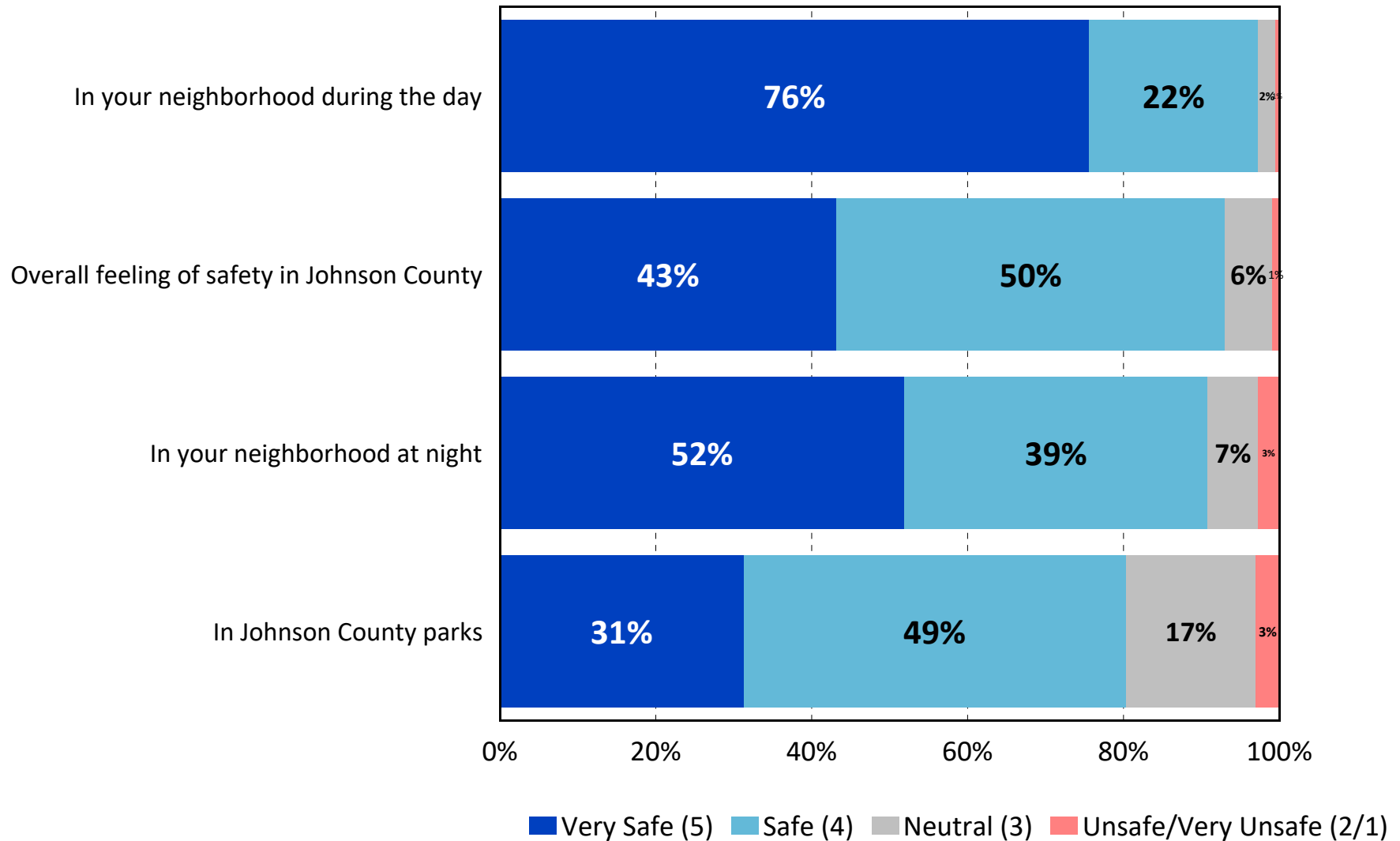


Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

TREND DATA

Q11. Feeling of Safety in Johnson County

by percentage of residents surveyed (excluding “don’t knows”)

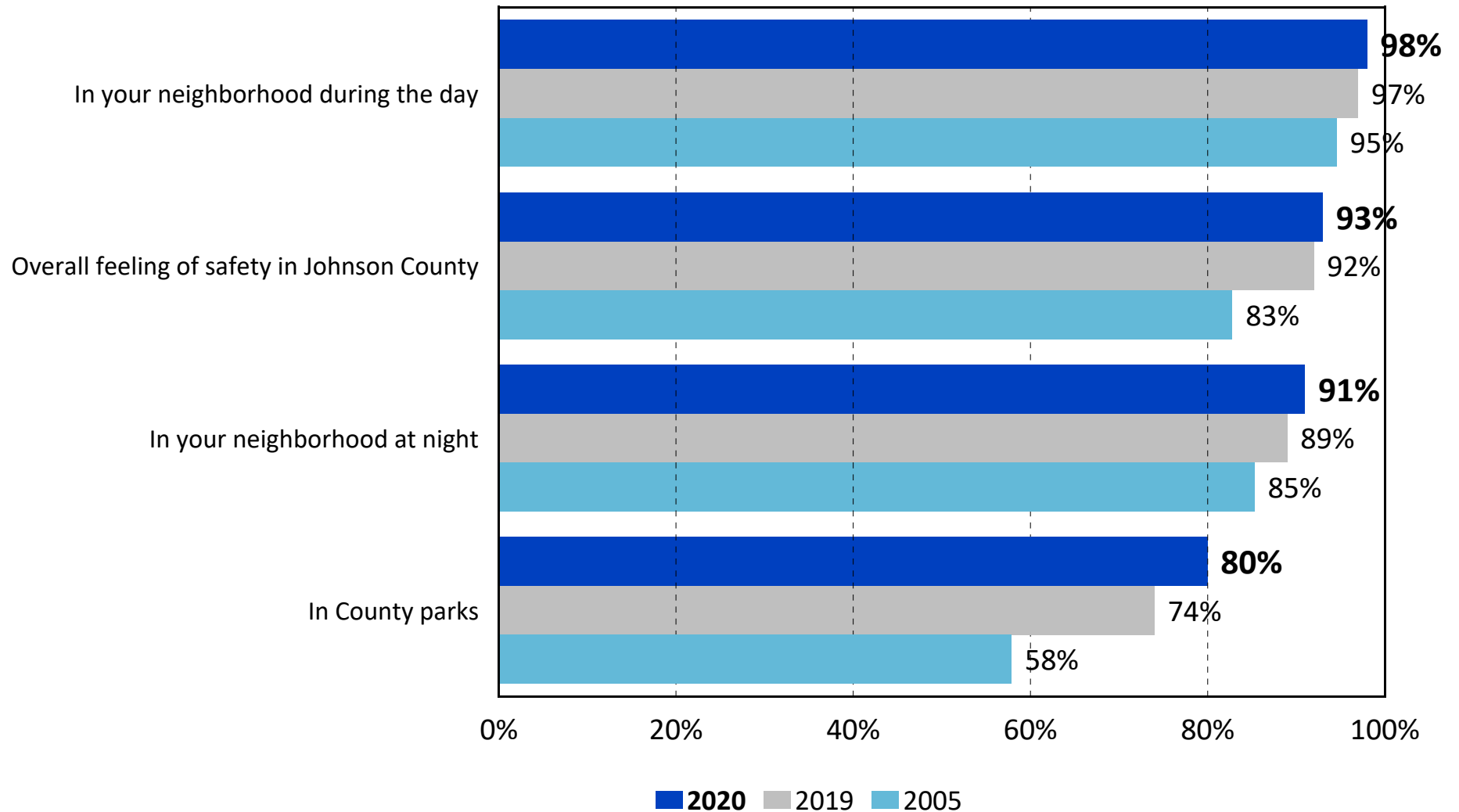


Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Feeling of Safety in Johnson County

2005 to 2020

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

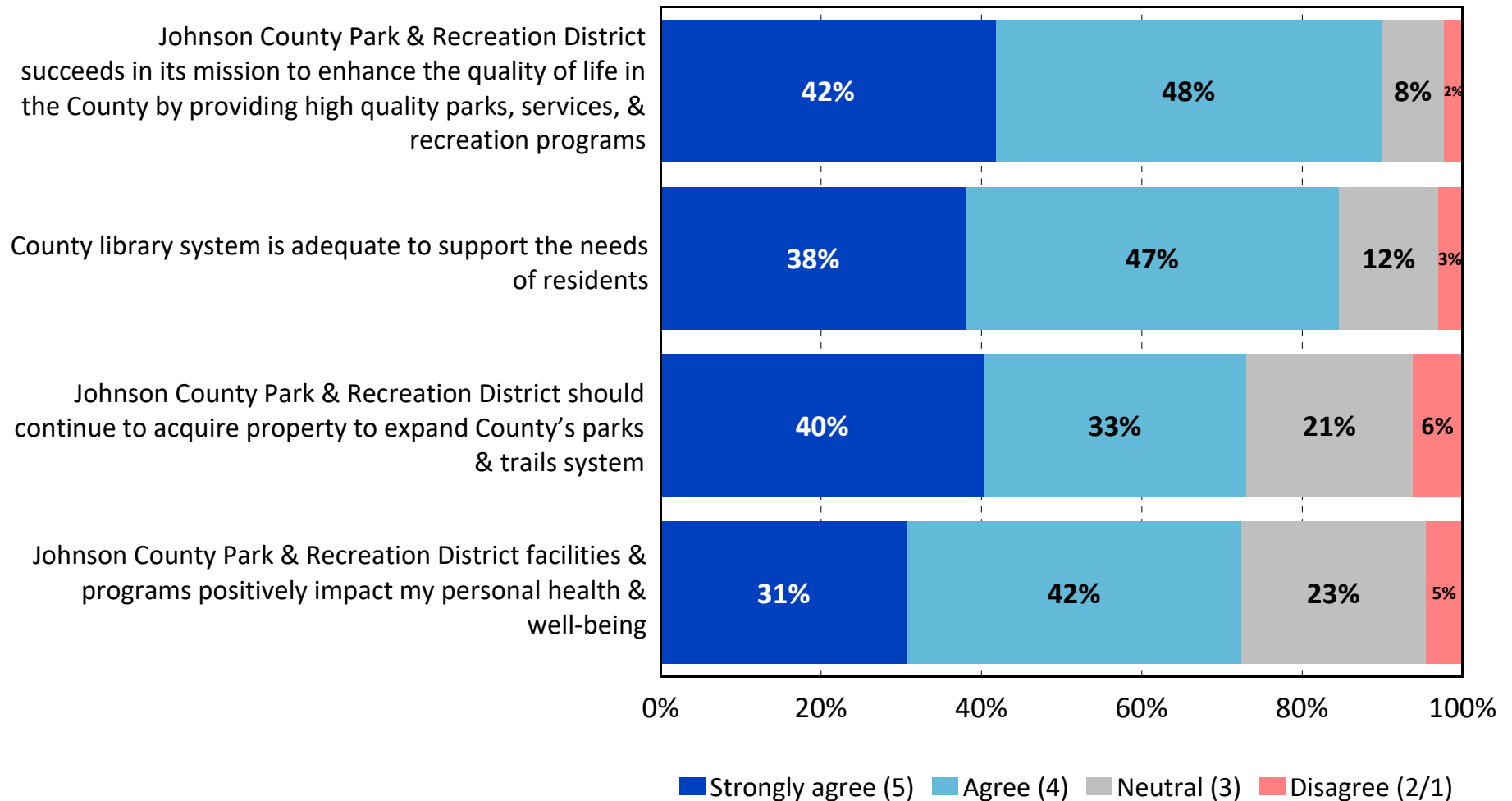


Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

TREND DATA

Q12. Agreement With Various Statements Related to the County Library/Parks and Recreation System

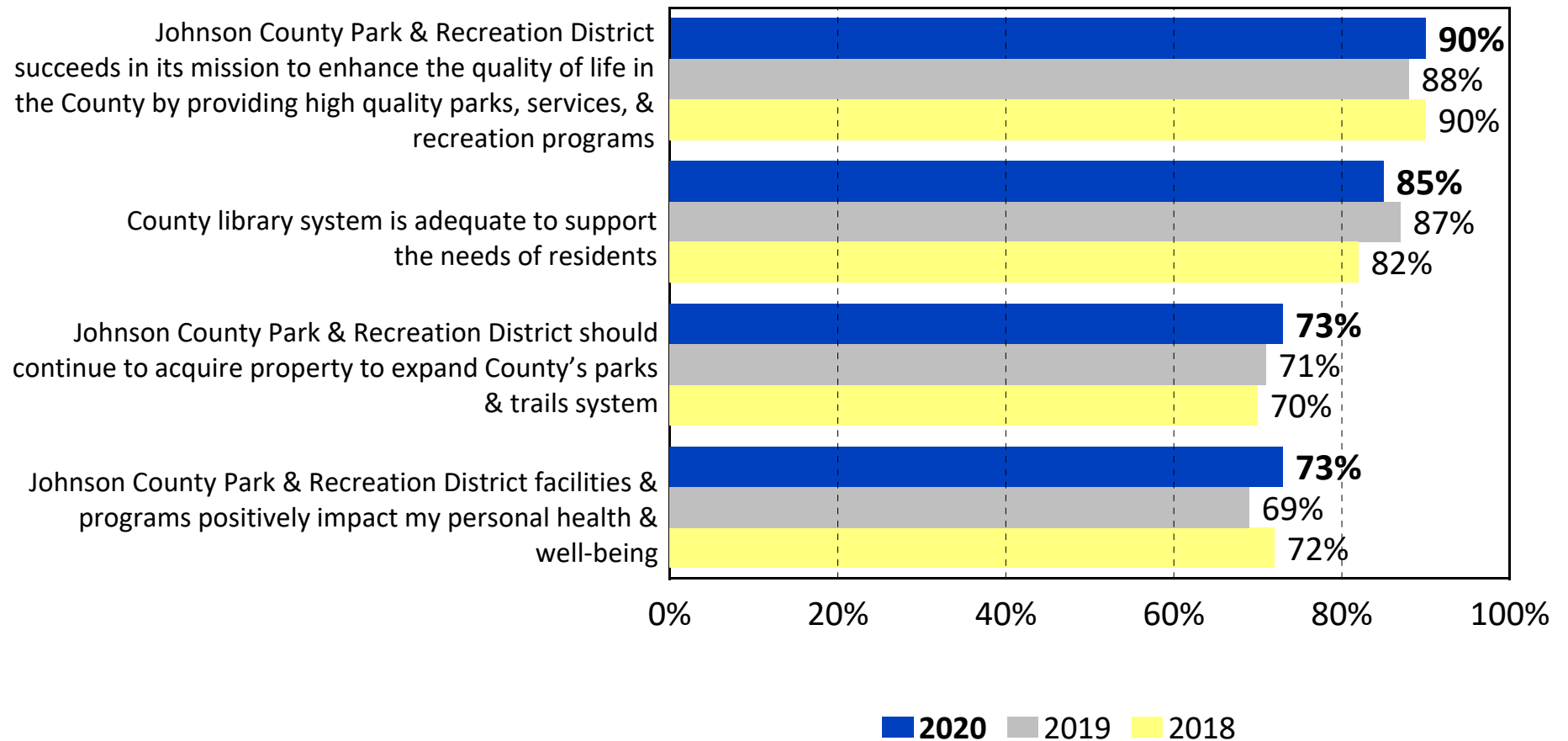
by percentage of residents surveyed (excluding “don’t knows”)



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Agreement With Various Statements Related to the County Parks and Recreation System *2018 to 2020*

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

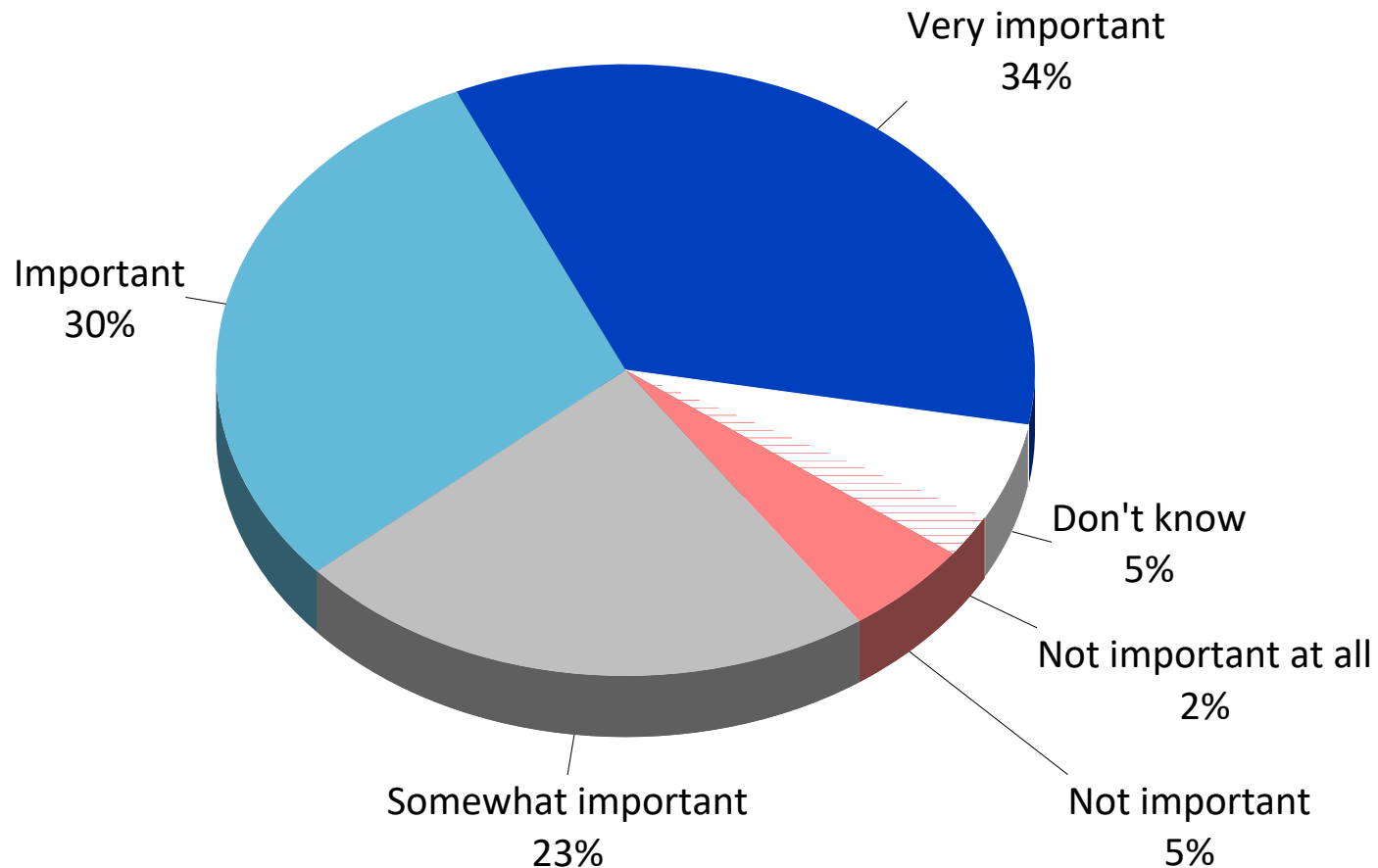


Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

TREND DATA

Q13. How important do you think it is for Johnson County to provide safety-net services to low income individuals/families?

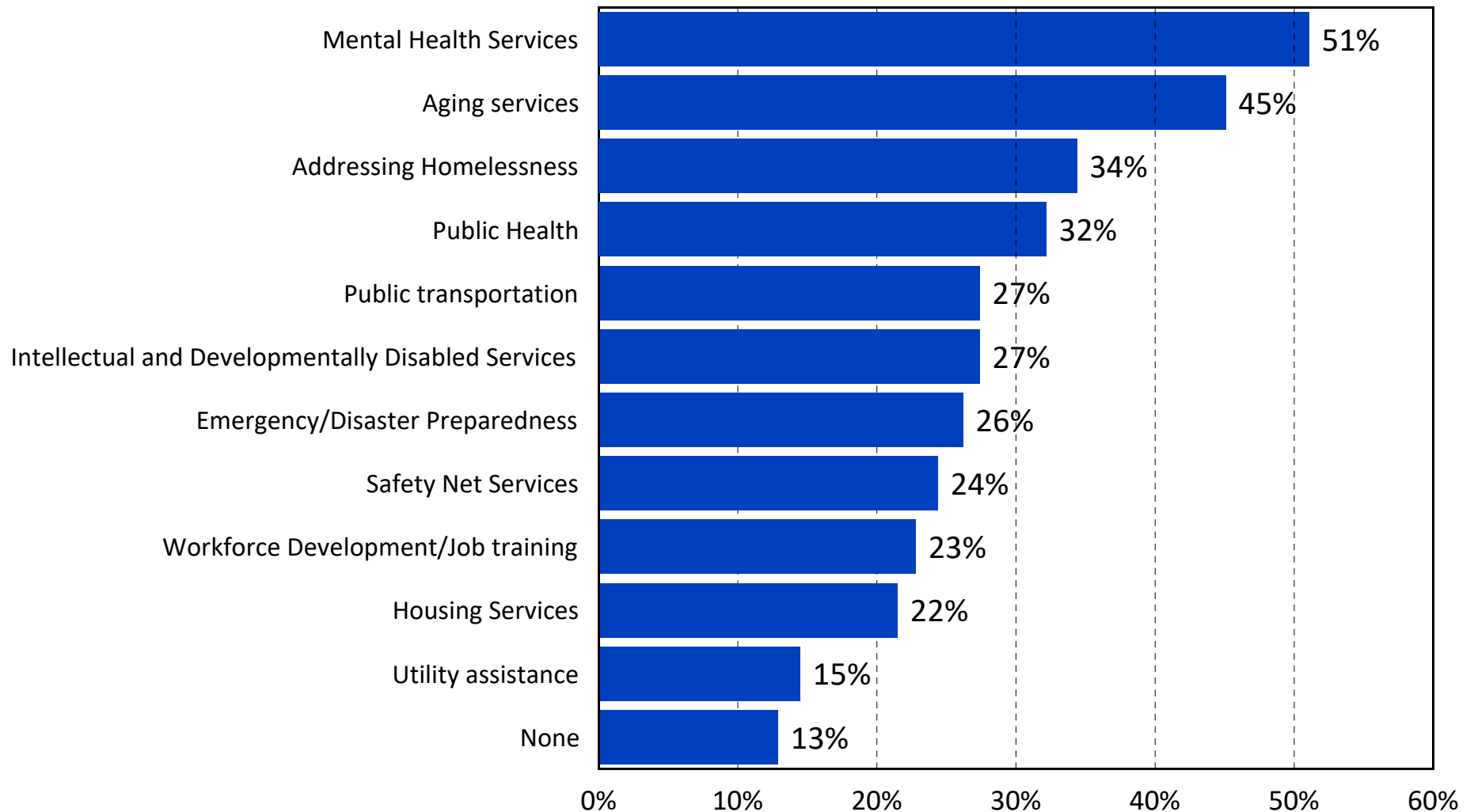
by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Q14. Areas Where Johnson County Should Devote Additional Resources

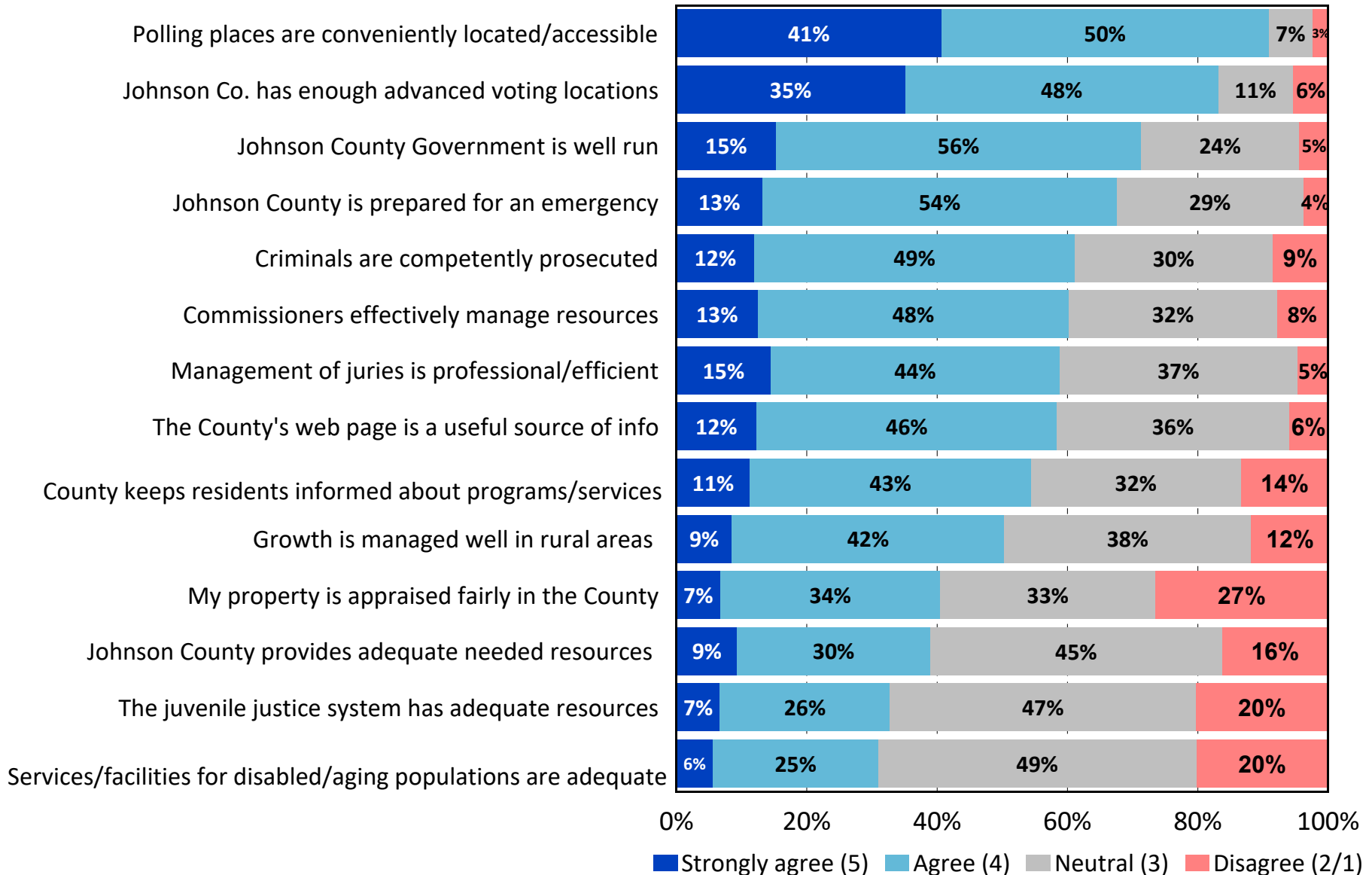
by percentage of residents surveyed (multiple choices could be selected)



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Q15. Perceptions of Service Delivery

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

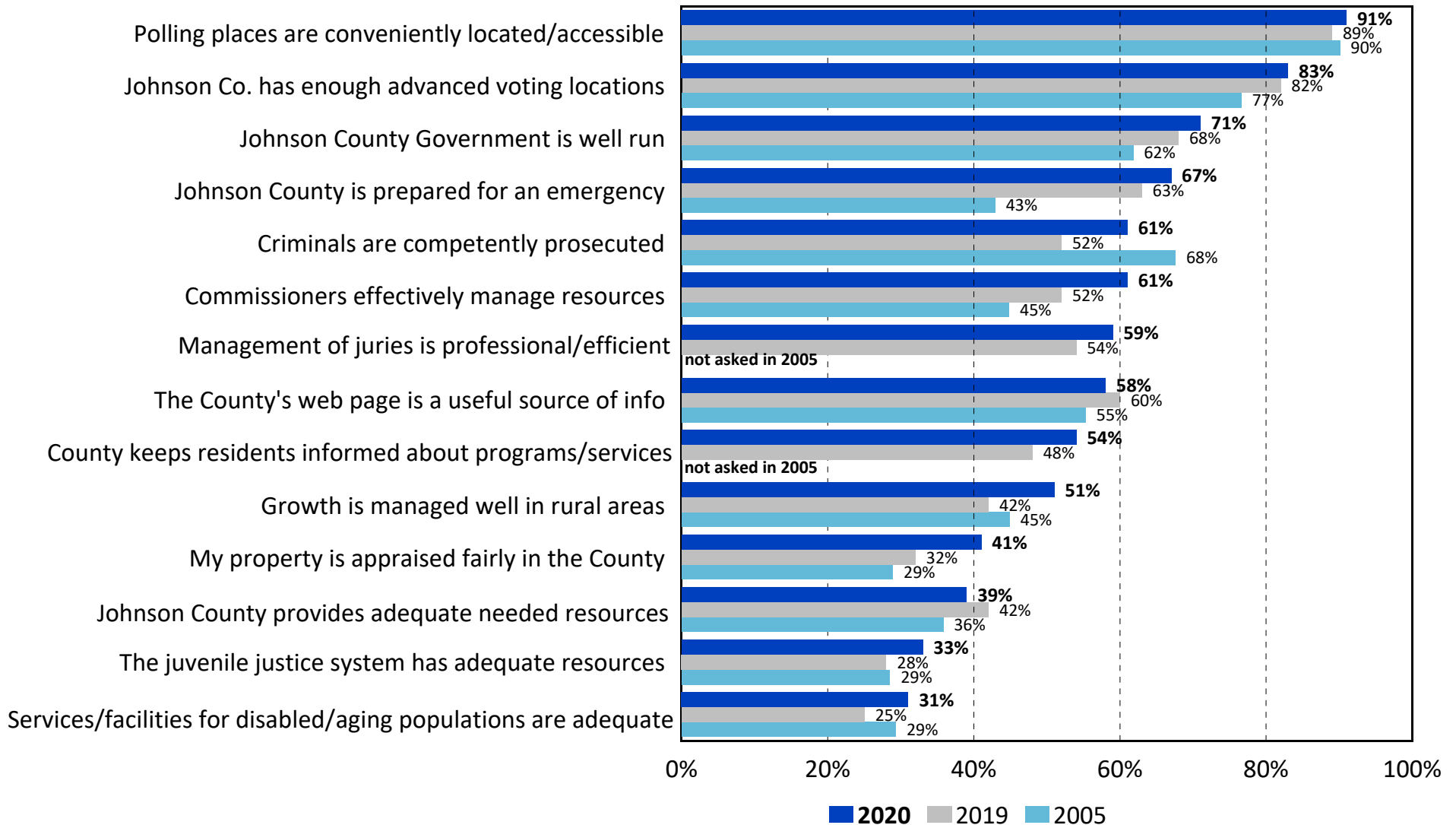


Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Perceptions of Service Delivery

2005 to 2020

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

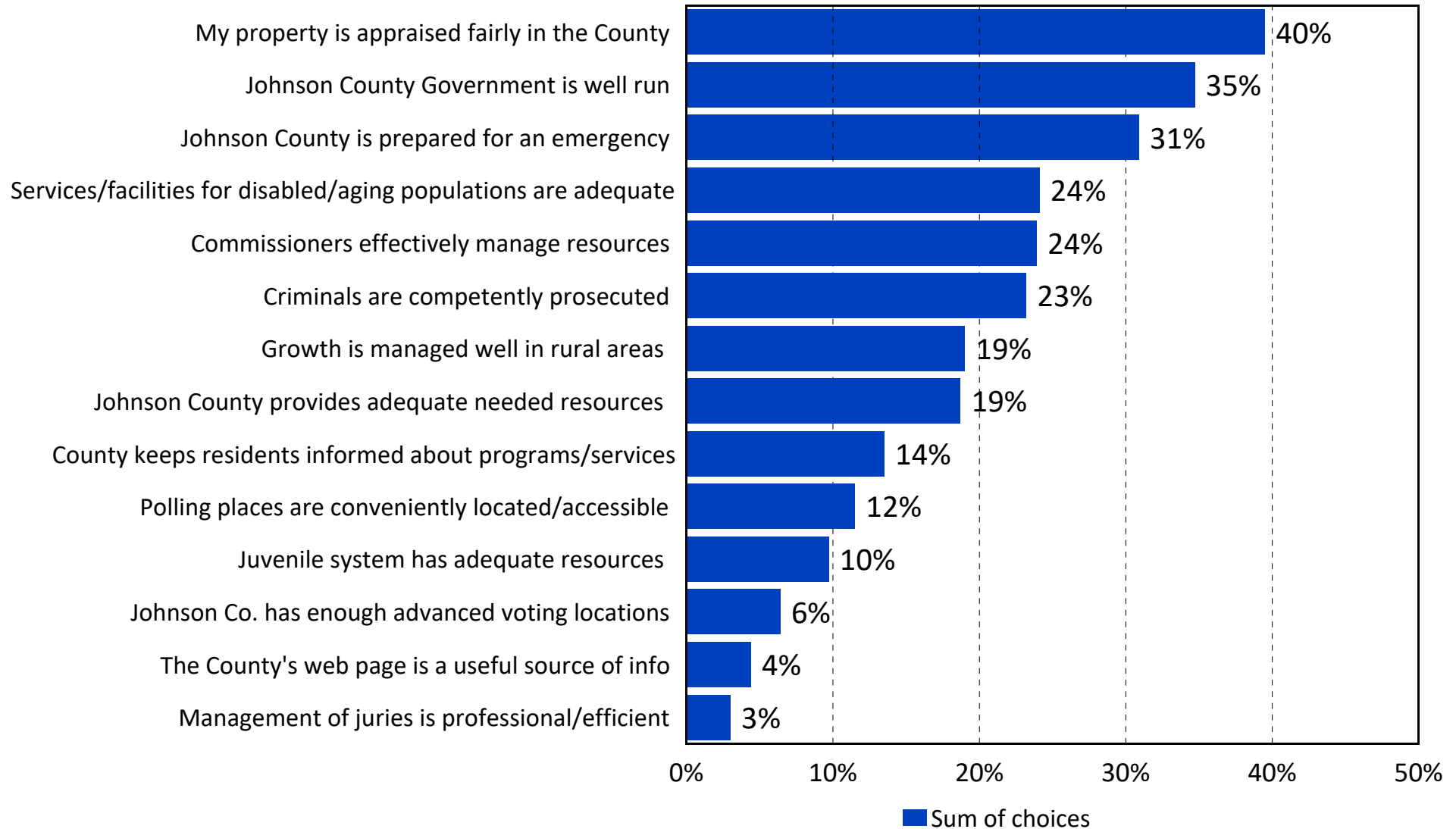


Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

TREND DATA

Q16. Areas of Service Delivery That Are Most Important to Residents

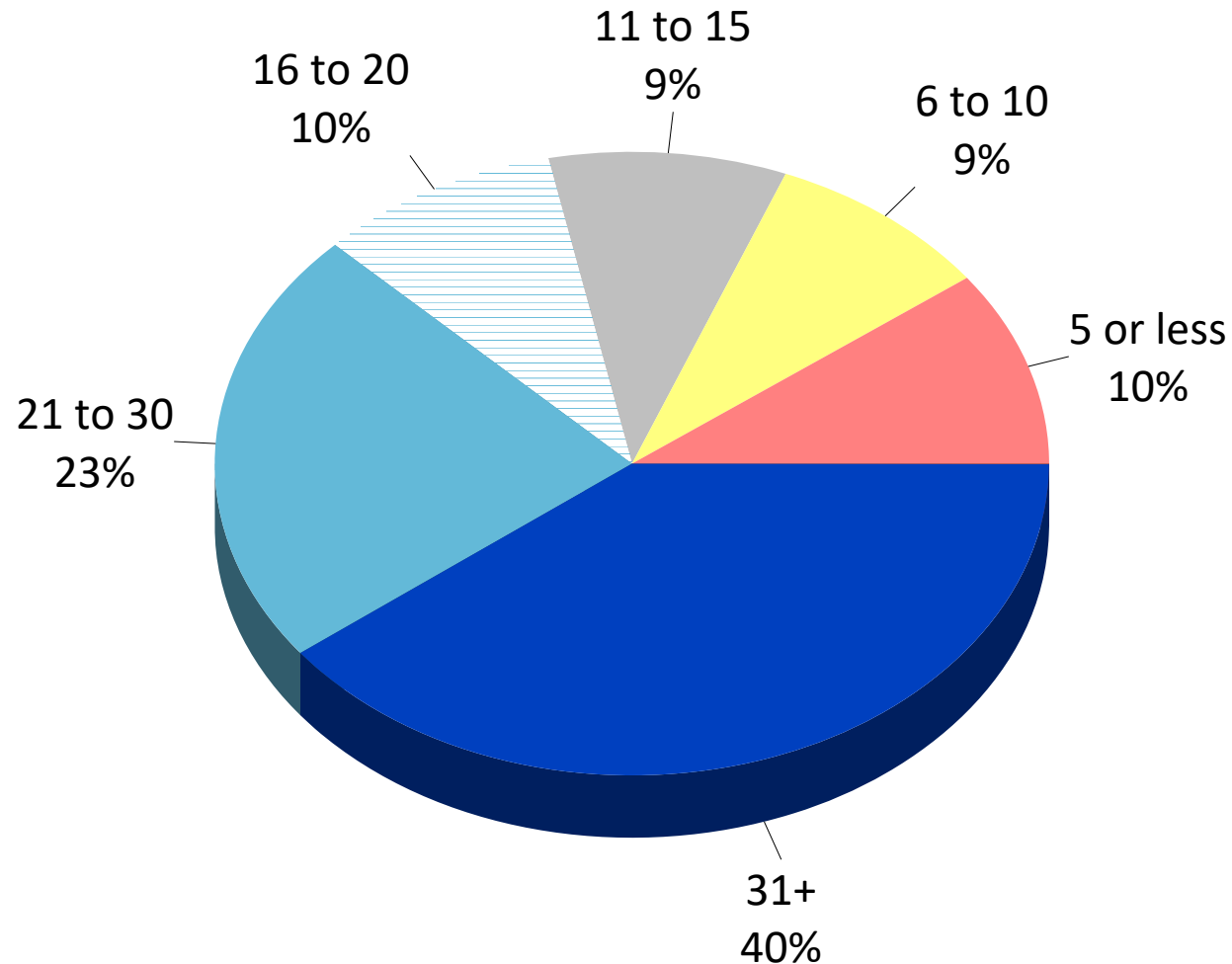
by percentage of residents surveyed who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Demographics: Number of Years Lived in Johnson County

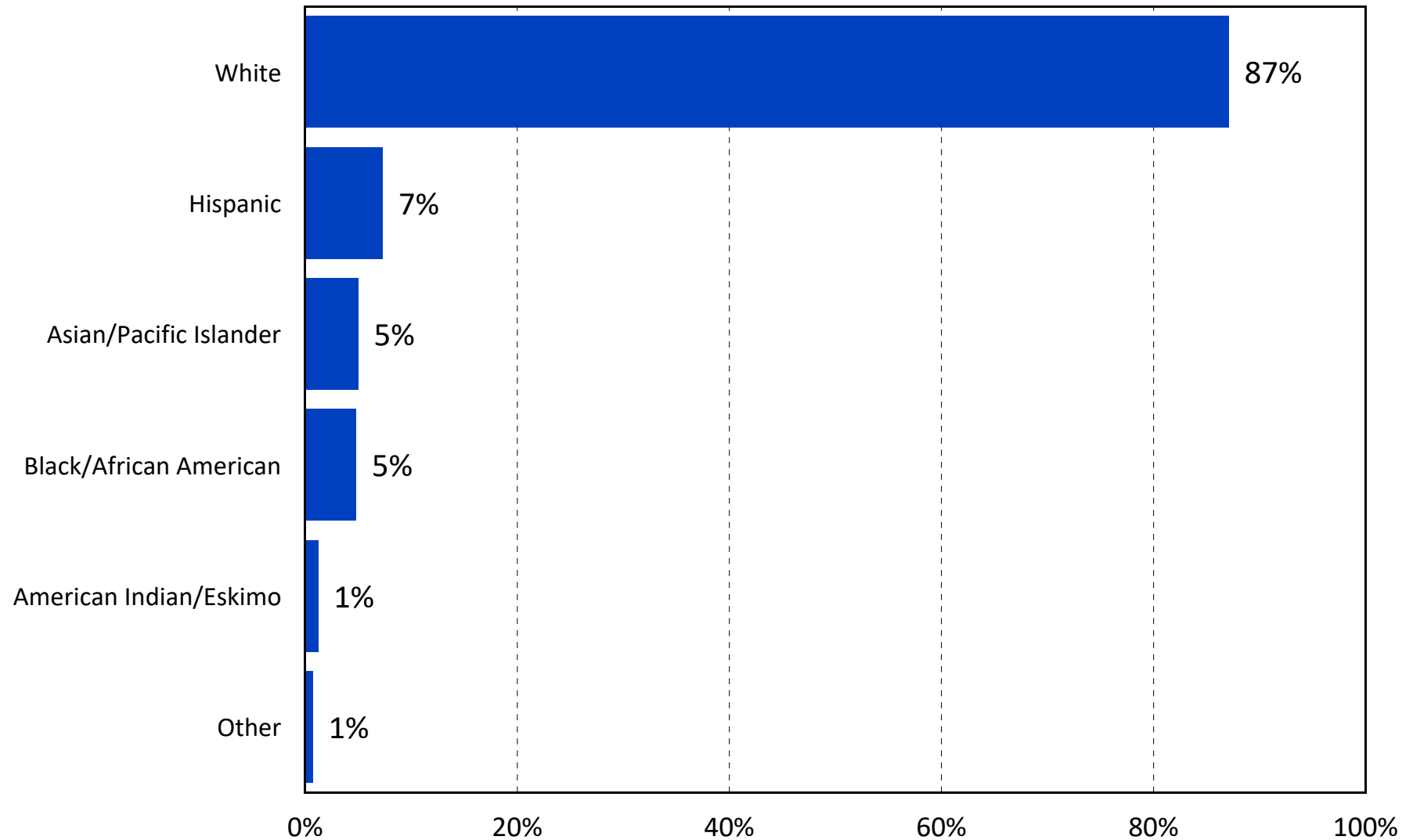
by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Demographics: Race/Ethnicity

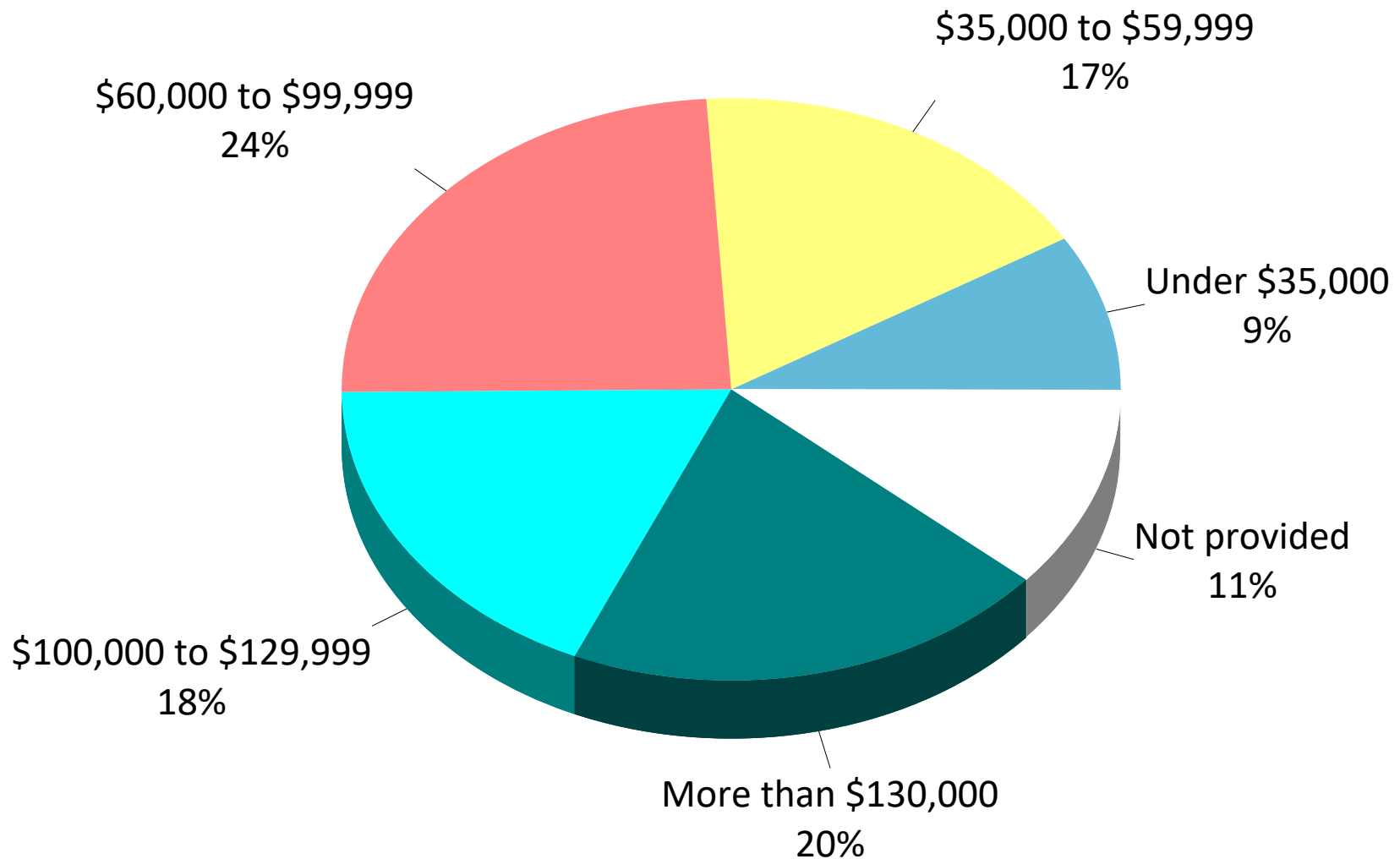
by percentage of persons in households



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Demographics: Total Annual Household Income

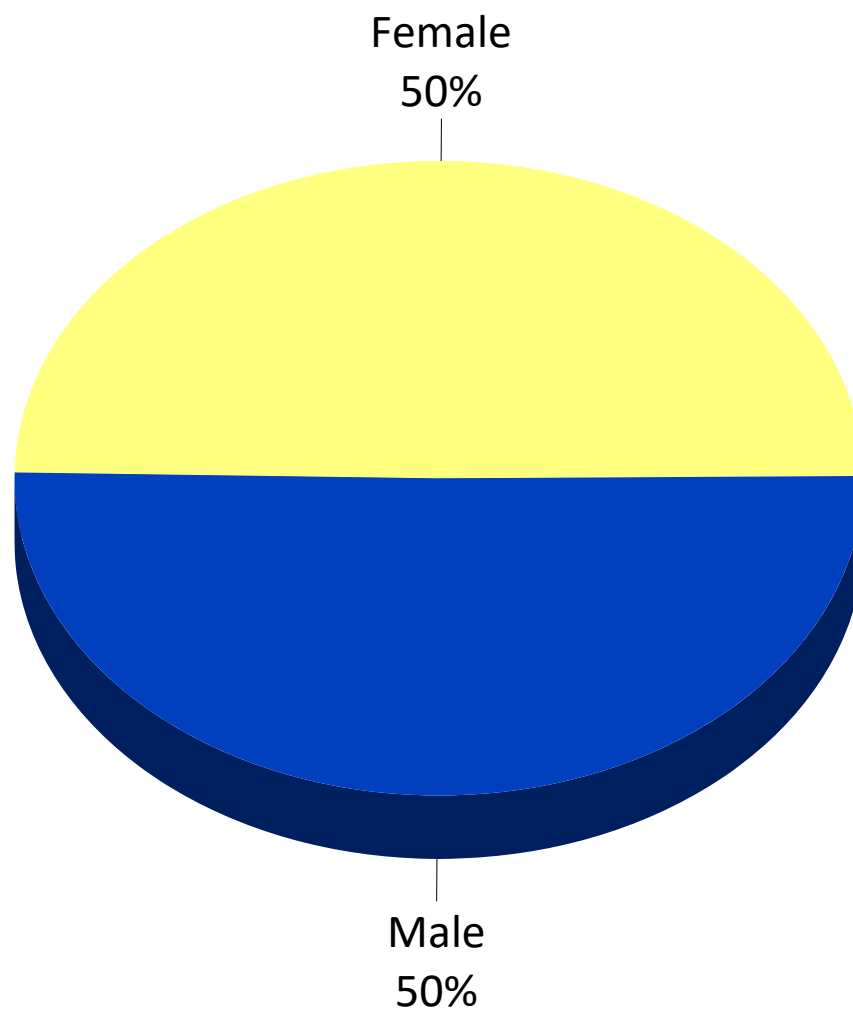
by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Demographics: Gender of Respondents

by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2020 - Johnson County Kansas)

Section 2: Benchmarking & Importance-Satisfaction Analysis



Benchmarking Summary Report

2020 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 2019 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 2019 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).

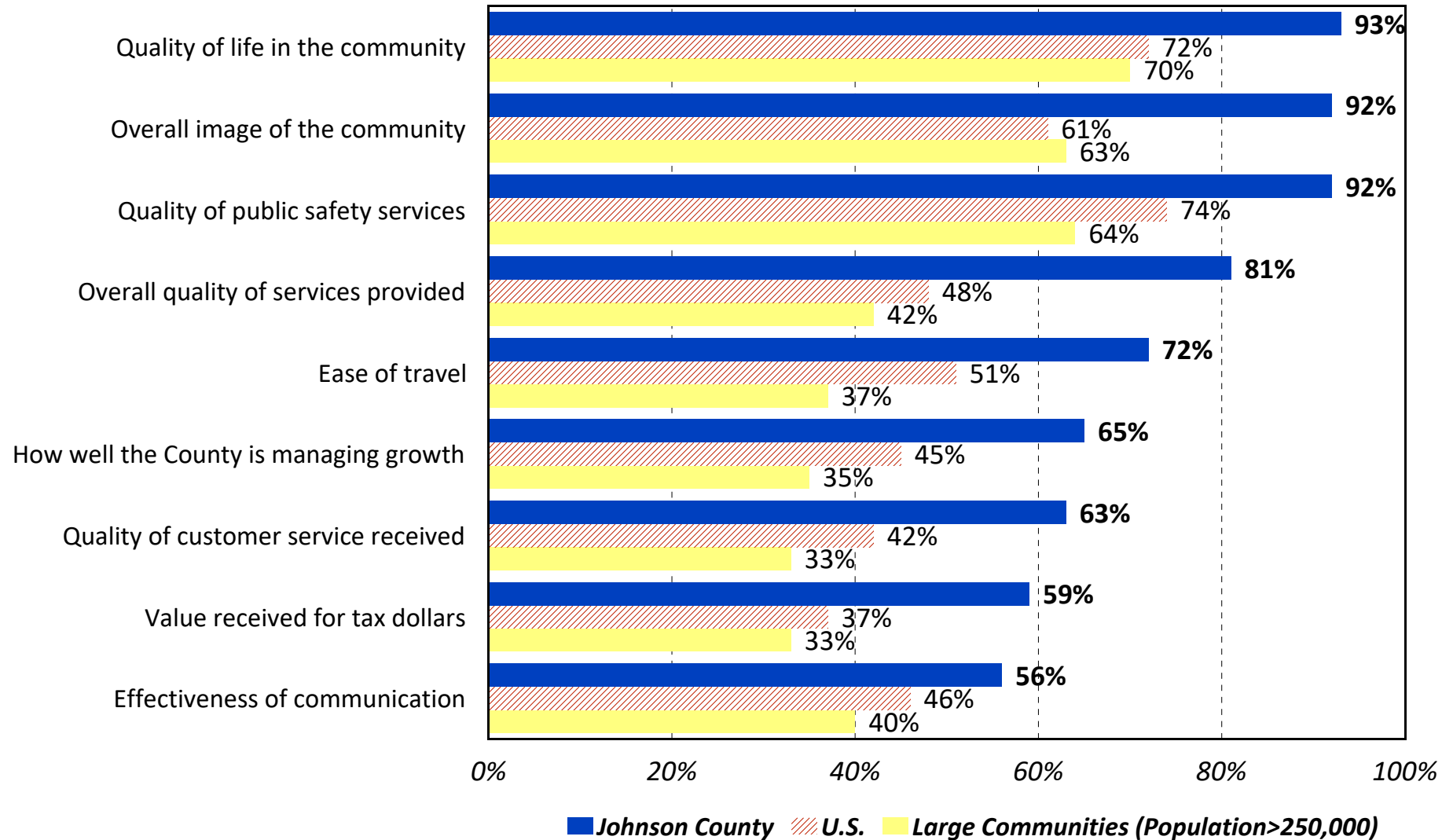
National Benchmarks

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)

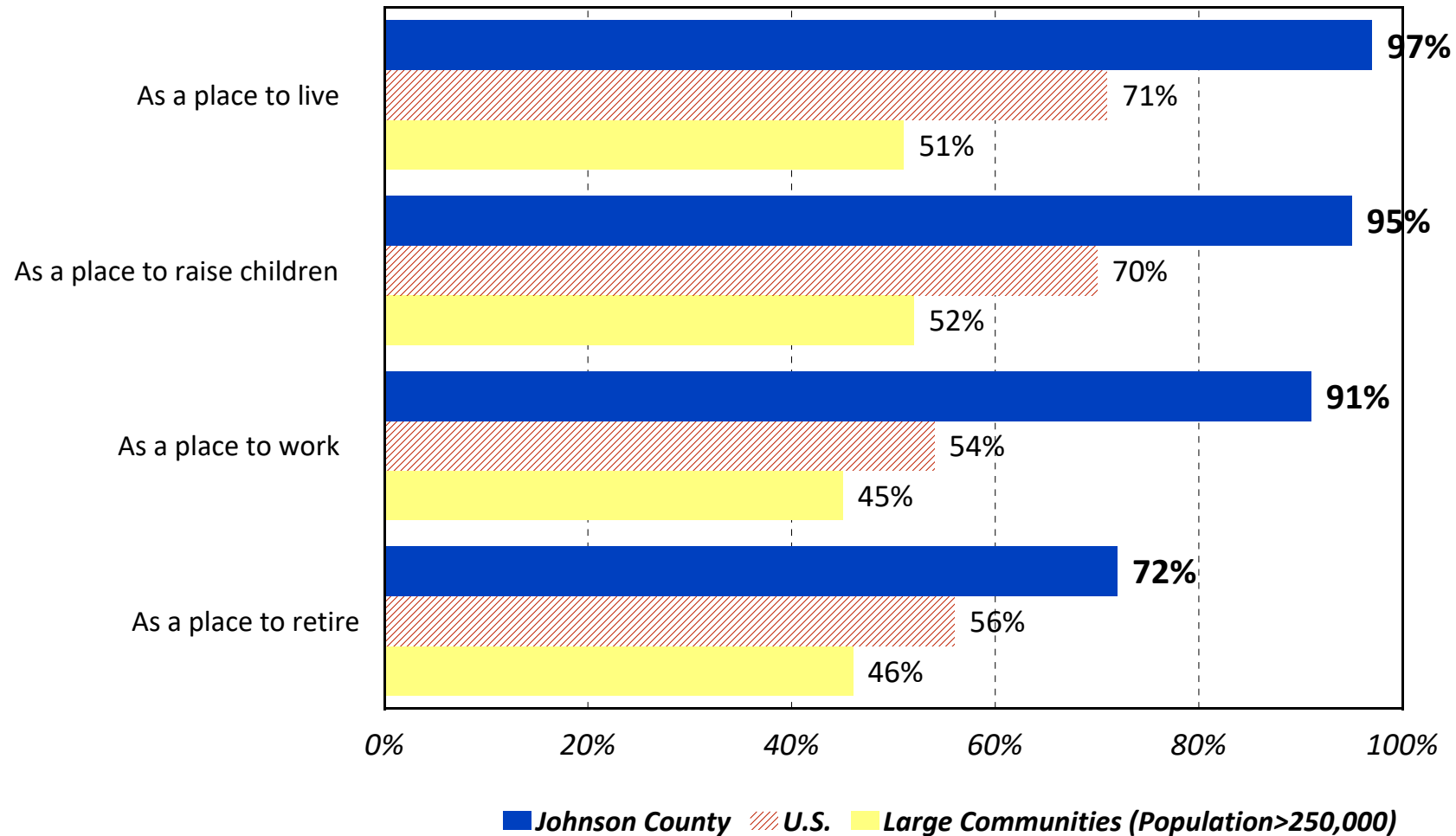


Source: ETC Institute (2020)

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)

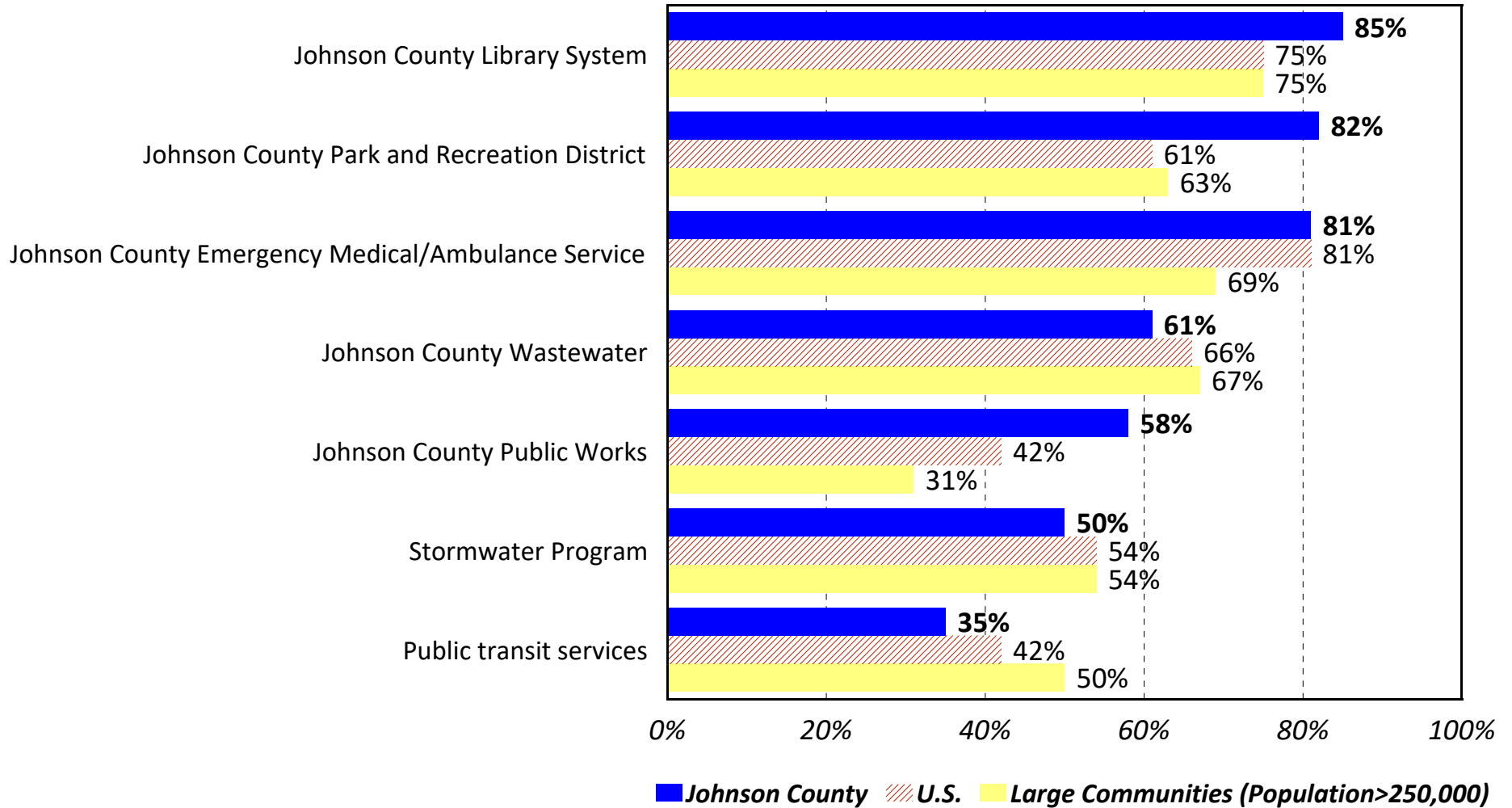


Source: ETC Institute (2020)

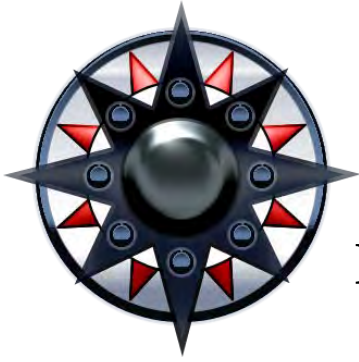
Overall Satisfaction with County Services

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 (2020)



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 B 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. Eighteen percent (18%) ranked “Johnson County Mental Health services” as the most important service for the County to provide.

With regard to satisfaction, “Johnson County Mental Health services” was ranked twentieth overall, with 41% rating it a “4” or a “5” on a 5-point scale, excluding “don’t know” responses. The I-S rating for “Johnson County Mental Health services” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 18% was multiplied by 59% (1-0.41). This calculation yielded an I-S rating of **0.1062**, which was ranked first out of 24 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an activity as one of their top choices for the County to provide and 0% indicates that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the four most important services for the County to provide.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis (IS>0.20)*
- *Increase Current Emphasis (IS = 0.10 - 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 Mental Health services	18%	9	41%	20	0.1062	1
Medium Priority (IS <.10)						
Johnson County Human Services	15%	10	41%	19	0.0903	2
Johnson County Motor Vehicle Division	23%	4	60%	10	0.0900	3
Johnson County Public Works	20%	7	58%	12	0.0857	4
Johnson County Sheriff's Office	20%	8	59%	11	0.0824	5
Johnson County Public Health	21%	6	65%	7	0.0725	6
County's effort to protect environment/natural resources	15%	11	52%	13	0.0710	7
Johnson County District Courts	13%	13	50%	15	0.0650	8
Johnson County Emergency Medical/Ambulance Service	33%	1	81%	3	0.0633	9
Johnson County Planning, Inspections and Codes	9%	16	45%	17	0.0506	10
Johnson County Developmental Supports	9%	18	44%	18	0.0493	11
Stormwater Program	10%	15	50%	14	0.0490	12
Johnson County Park and Recreation District	27%	2	82%	2	0.0479	13
Johnson County District Attorney's Office	9%	17	48%	16	0.0468	14
Johnson County Emergency Preparedness/NotifyJOCO	21%	5	78%	4	0.0466	15
Johnson County Department of Corrections	7%	19	38%	21	0.0434	16
Johnson County Election Office	14%	12	71%	5	0.0406	17
RideKC public transit services	6%	20	35%	24	0.0403	18
Johnson County Wastewater	10%	14	61%	9	0.0390	19
Johnson County Library System	24%	3	85%	1	0.0353	20
Transportation services for disabled populations	5%	21	37%	22	0.0284	21
Johnson County Airports	3%	22	36%	23	0.0173	22
Johnson County Museums	3%	23	63%	8	0.0096	23
Johnson County K-State Extension and Research	2%	24	67%	6	0.0073	24

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 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.

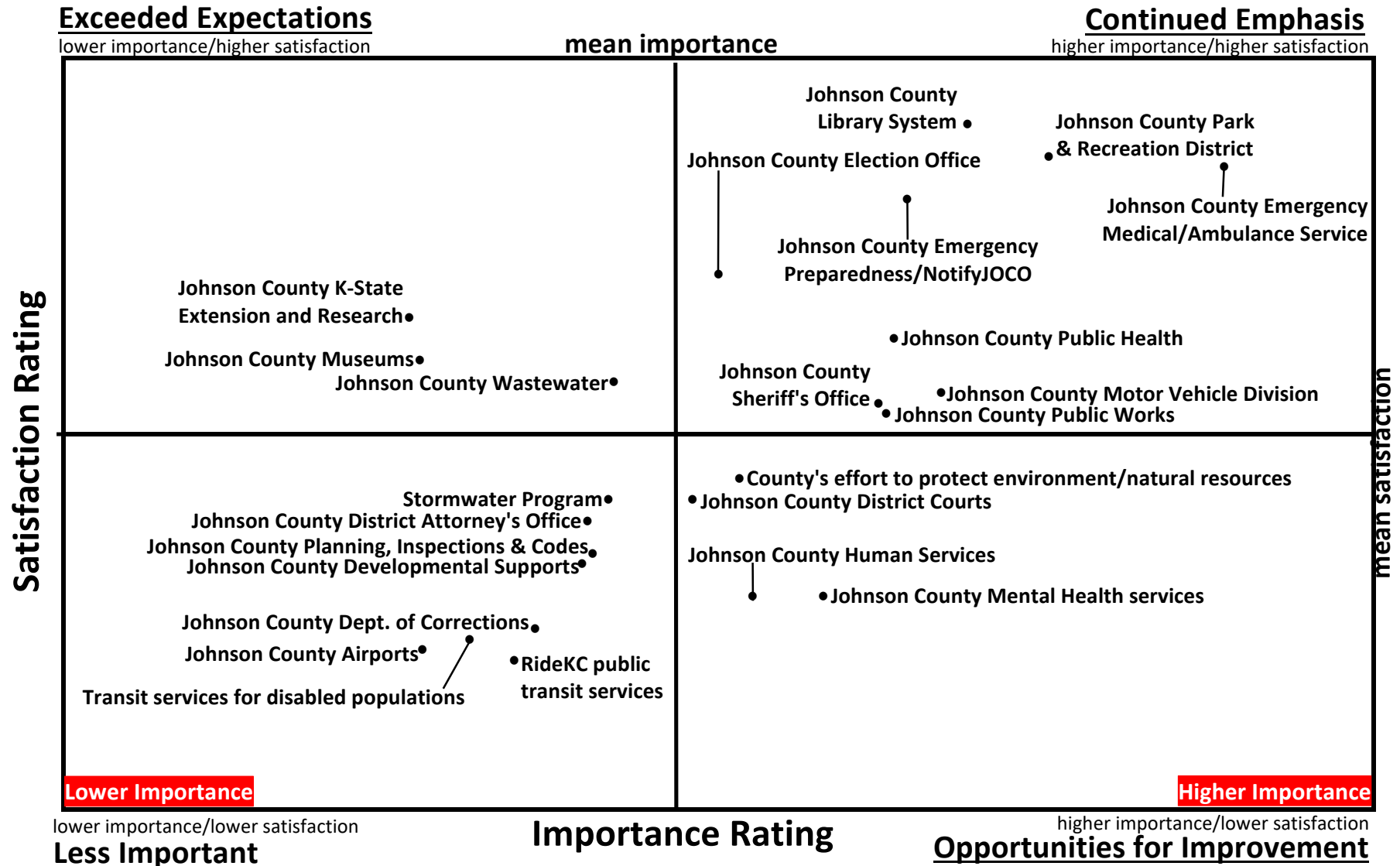
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the County is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The County should maintain (or slightly increase) emphasis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

2020 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)



Section 3:

Cross-Tabulations by District

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

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-1. Parks, trails & open space</u>							
Very important	63.4%	61.2%	68.9%	61.4%	62.2%	55.1%	62.3%
Somewhat important	30.3%	29.8%	26.2%	29.5%	31.3%	33.3%	29.9%
Not sure	4.9%	5.0%	3.4%	6.0%	5.0%	7.4%	5.2%
Not important	1.4%	3.9%	1.5%	3.0%	1.5%	4.2%	2.6%

Q1-2. Library services

Very important	55.7%	48.1%	47.2%	52.3%	49.3%	42.1%	49.5%
Somewhat important	30.0%	36.4%	34.1%	34.9%	35.3%	38.9%	34.7%
Not sure	9.8%	9.3%	9.7%	8.1%	10.9%	13.9%	10.1%
Not important	4.5%	6.2%	9.0%	4.7%	4.5%	5.1%	5.7%

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

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-3. Public education (K-12)</u>							
Very important	87.1%	81.0%	79.8%	82.6%	79.1%	81.5%	82.1%
Somewhat important	9.1%	12.4%	12.0%	11.4%	13.9%	12.0%	11.7%
Not sure	2.8%	3.1%	3.7%	3.7%	3.5%	4.2%	3.5%
Not important	1.0%	3.5%	4.5%	2.3%	3.5%	2.3%	2.8%

Q1-4. College & post-secondary education

Very important	52.3%	54.7%	50.6%	56.4%	46.3%	54.2%	52.7%
Somewhat important	35.9%	27.9%	35.6%	32.9%	41.3%	32.9%	34.2%
Not sure	9.1%	10.9%	6.4%	7.7%	10.4%	8.8%	8.8%
Not important	2.8%	6.6%	7.5%	3.0%	2.0%	4.2%	4.4%

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

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-5. Health care access</u>							
Very important	78.0%	76.7%	73.0%	74.5%	73.1%	73.6%	75.0%
Somewhat important	16.0%	20.2%	19.9%	17.1%	19.9%	20.8%	18.8%
Not sure	4.9%	2.3%	5.6%	5.7%	4.0%	3.2%	4.4%
Not important	1.0%	0.8%	1.5%	2.7%	3.0%	2.3%	1.8%

Q1-6. Land use planning

Very important	49.8%	48.1%	56.6%	49.0%	45.3%	42.1%	48.9%
Somewhat important	36.2%	34.9%	27.7%	35.6%	35.8%	38.0%	34.6%
Not sure	12.9%	14.3%	13.1%	13.1%	16.9%	18.1%	14.5%
Not important	1.0%	2.7%	2.6%	2.3%	2.0%	1.9%	2.1%

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

N=1527

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

Q1-7. Well maintained roads

Very important	78.7%	77.5%	75.7%	76.8%	79.6%	81.5%	78.1%
Somewhat important	18.5%	20.9%	20.6%	21.1%	18.4%	15.3%	19.3%
Not sure	2.8%	1.6%	2.6%	2.0%	2.0%	2.8%	2.3%
Not important	0.0%	0.0%	1.1%	0.0%	0.0%	0.5%	0.3%

Q1-8. Public transit system

Very important	23.7%	25.2%	21.0%	29.2%	24.4%	24.5%	24.8%
Somewhat important	46.0%	38.8%	40.1%	41.9%	42.8%	40.3%	41.7%
Not sure	17.8%	20.9%	21.0%	17.1%	19.4%	21.3%	19.4%
Not important	12.5%	15.1%	18.0%	11.7%	13.4%	13.9%	14.1%

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

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-9. Traffic flow</u>							
Very important	53.7%	51.9%	54.7%	54.0%	60.7%	63.9%	56.0%
Somewhat important	36.9%	40.7%	36.0%	37.6%	32.8%	28.2%	35.8%
Not sure	8.0%	6.6%	7.9%	8.1%	5.0%	6.9%	7.2%
Not important	1.4%	0.8%	1.5%	0.3%	1.5%	0.9%	1.0%

Q1-10. Bike lanes, walkability

Very important	38.3%	30.2%	32.6%	28.2%	30.8%	27.3%	31.4%
Somewhat important	39.4%	36.0%	36.7%	41.9%	40.3%	40.7%	39.2%
Not sure	15.0%	16.7%	16.5%	17.8%	17.4%	19.4%	17.0%
Not important	7.3%	17.1%	14.2%	12.1%	11.4%	12.5%	12.4%

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

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-11. Safety, low crime</u>							
Very important	87.5%	91.1%	88.8%	85.9%	88.6%	88.0%	88.2%
Somewhat important	9.8%	7.4%	8.6%	11.1%	9.5%	9.3%	9.3%
Not sure	2.8%	1.2%	2.2%	2.7%	2.0%	2.8%	2.3%
Not important	0.0%	0.4%	0.4%	0.3%	0.0%	0.0%	0.2%

Q1-12. Economic development

Very important	49.5%	52.3%	54.7%	47.3%	50.7%	53.2%	51.1%
Somewhat important	40.1%	38.8%	32.6%	39.9%	42.3%	36.1%	38.2%
Not sure	8.4%	8.5%	8.6%	9.4%	6.0%	8.3%	8.3%
Not important	2.1%	0.4%	4.1%	3.4%	1.0%	2.3%	2.3%

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

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-13. Support systems for those in need</u>							
Very important	56.4%	48.1%	47.9%	50.3%	50.7%	51.4%	50.9%
Somewhat important	31.4%	32.9%	36.0%	35.9%	37.8%	36.6%	34.9%
Not sure	9.4%	14.3%	12.7%	10.7%	9.0%	8.3%	10.9%
Not important	2.8%	4.7%	3.4%	3.0%	2.5%	3.7%	3.3%

Q1-14. Housing

Very important	45.3%	44.6%	40.4%	48.0%	45.8%	46.3%	45.1%
Somewhat important	37.3%	34.1%	38.2%	35.9%	38.3%	38.0%	36.9%
Not sure	12.9%	17.4%	15.7%	12.1%	12.4%	12.5%	13.9%
Not important	4.5%	3.9%	5.6%	4.0%	3.5%	3.2%	4.2%

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

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-15. Environmental stewardship & sustainability</u>							
Very important	51.6%	48.1%	40.1%	44.6%	44.8%	38.0%	44.8%
Somewhat important	29.6%	32.2%	35.6%	31.9%	38.8%	39.8%	34.2%
Not sure	13.6%	13.6%	16.5%	17.1%	10.0%	17.1%	14.8%
Not important	5.2%	6.2%	7.9%	6.4%	6.5%	5.1%	6.2%

Q1-16. Pace of growth

Very important	25.1%	30.2%	34.5%	26.2%	28.4%	31.0%	29.1%
Somewhat important	49.5%	41.9%	40.4%	47.7%	45.8%	43.1%	44.9%
Not sure	19.9%	19.8%	18.7%	19.1%	18.9%	20.8%	19.5%
Not important	5.6%	8.1%	6.4%	7.0%	7.0%	5.1%	6.5%

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

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-17. Social justice/equity/inclusivity</u>							
Very important	52.3%	47.3%	40.8%	46.3%	43.3%	44.9%	46.0%
Somewhat important	25.4%	26.7%	30.3%	28.5%	27.9%	29.2%	28.0%
Not sure	15.0%	14.7%	16.1%	14.8%	19.4%	15.7%	15.8%
Not important	7.3%	11.2%	12.7%	10.4%	9.5%	10.2%	10.2%

Q1-18. Job opportunities

Very important	55.1%	51.6%	53.6%	55.7%	61.7%	65.3%	56.6%
Somewhat important	32.8%	35.7%	36.0%	33.9%	29.9%	27.3%	32.9%
Not sure	9.4%	10.5%	8.2%	7.4%	5.5%	5.6%	7.9%
Not important	2.8%	2.3%	2.2%	3.0%	3.0%	1.9%	2.6%

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

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q1-19. Workforce development (job training)</u>							
Very important	36.2%	39.5%	38.6%	39.3%	44.3%	45.4%	40.1%
Somewhat important	44.3%	40.3%	40.8%	40.3%	33.8%	40.3%	40.3%
Not sure	12.5%	15.5%	15.0%	13.1%	16.9%	10.2%	13.8%
Not important	7.0%	4.7%	5.6%	7.4%	5.0%	4.2%	5.8%

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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q2. Sum of top 4 choices</u>							
Parks, trails & open space	25.1%	27.5%	29.6%	21.8%	22.4%	16.7%	24.1%
Library services	10.1%	9.7%	11.2%	11.4%	5.5%	6.9%	9.4%
Public education (K-12)	60.6%	52.3%	56.6%	62.1%	57.2%	49.5%	56.8%
College & post-secondary education	8.7%	13.2%	10.5%	13.1%	13.4%	13.0%	11.9%
Health care access	36.6%	37.2%	28.5%	32.9%	37.3%	35.2%	34.4%
Land use planning	15.3%	14.7%	19.5%	15.4%	8.5%	8.8%	14.1%
Well maintained roads	41.1%	45.0%	48.3%	42.6%	42.3%	49.1%	44.6%
Public transit system	4.9%	4.3%	4.9%	7.4%	8.0%	6.9%	6.0%
Traffic flow	12.9%	12.4%	20.6%	12.4%	23.9%	25.5%	17.3%
Bike lanes, walkability	8.0%	7.4%	3.7%	6.4%	7.0%	6.0%	6.4%
Safety, low crime	58.5%	58.5%	62.9%	63.4%	62.2%	68.5%	62.1%
Economic development	18.1%	22.1%	22.8%	13.4%	19.9%	16.2%	18.7%
Support systems for those in need	12.5%	15.5%	11.6%	11.7%	14.4%	15.3%	13.4%

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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q2. Sum of top 4 choices (cont.)</u>							
Housing	9.8%	9.3%	7.9%	13.8%	11.4%	9.7%	10.3%
Environmental stewardship & sustainability	21.3%	18.2%	12.0%	13.1%	14.4%	11.6%	15.3%
Pace of growth	5.9%	5.4%	9.4%	8.1%	5.0%	3.7%	6.4%
Social justice/equity/inclusivity	14.6%	12.0%	7.1%	13.4%	9.0%	9.7%	11.2%
Job opportunities	12.9%	16.3%	16.1%	18.8%	19.9%	23.6%	17.6%
Workforce development (job training)	4.2%	5.8%	4.9%	4.0%	6.0%	7.9%	5.3%
None chosen	3.5%	2.3%	1.9%	3.0%	2.5%	3.2%	2.8%

Q3. Which THREE of the following do you believe will be the MOST critical roles for Johnson County government in the next 10 to 20 years?

N=1527	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q3. Most critical roles for Johnson County government in next 10 to 20 years</u>							
Maintaining quality leadership	31.0%	31.8%	31.8%	30.9%	27.9%	27.8%	30.4%
Communication & engagement with the public	19.5%	20.2%	15.0%	22.1%	17.4%	22.7%	19.5%
Making sure that necessary health & human services are available	48.1%	37.2%	37.8%	41.6%	43.8%	39.8%	41.5%
Preserving open space & parks	29.3%	27.9%	33.3%	26.5%	23.9%	19.4%	27.1%
Maintaining high quality emergency services	26.1%	30.2%	34.5%	27.2%	32.3%	38.0%	31.0%
Develop transportation alternatives to single passenger cars	16.0%	15.1%	15.4%	17.4%	16.9%	12.5%	15.7%
Coordinating County efforts with cities for emergencies & natural disasters	7.0%	10.5%	7.1%	10.4%	8.0%	7.9%	8.5%
Improve road systems	26.1%	36.0%	37.1%	28.5%	34.3%	43.5%	33.7%

Q3. Which THREE of the following do you believe will be the MOST critical roles for Johnson County government in the next 10 to 20 years? (cont.)

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
Improve other infrastructure (e.g., sewers)	24.0%	24.8%	19.1%	27.5%	21.4%	22.7%	23.4%
Coordinate public safety & law enforcement within Johnson County	27.5%	28.7%	38.2%	36.9%	44.3%	39.8%	35.4%
Improve environmental sustainability	31.0%	22.1%	14.6%	19.5%	22.9%	14.4%	21.0%
Other	5.2%	3.1%	5.2%	3.7%	3.0%	5.1%	4.3%

Q4. Perceptions of the County. As a resident of Johnson County, how would you rate your satisfaction with each of the following? (without "not provided")

N=1527

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

Q4-1. Affordability of housing

Very satisfied	12.1%	13.0%	18.5%	13.4%	11.6%	8.5%	13.0%
Satisfied	47.5%	44.7%	48.1%	45.2%	47.0%	34.7%	44.8%
Neutral	24.6%	26.9%	21.5%	24.3%	19.7%	31.9%	24.8%
Dissatisfied	12.9%	12.6%	10.0%	14.0%	19.2%	20.7%	14.5%
Very dissatisfied	2.9%	2.8%	1.9%	3.1%	2.5%	4.2%	2.9%

Q4-2. Variety of housing options with regard to price & type

Very satisfied	13.9%	10.7%	19.5%	13.4%	13.8%	7.9%	13.4%
Satisfied	40.7%	43.1%	41.4%	39.4%	34.2%	31.8%	38.8%
Neutral	28.6%	26.9%	26.1%	28.1%	25.0%	34.6%	28.1%
Dissatisfied	13.2%	16.6%	11.1%	14.7%	24.0%	22.0%	16.4%
Very dissatisfied	3.6%	2.8%	1.9%	4.5%	3.1%	3.7%	3.3%

Q5. Which THREE of the following are the PRIMARY reasons you live in Johnson County (rather than elsewhere in Metropolitan Kansas City?)

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q5. Primary reasons you live in Johnson County</u>							
Family & relatives live here	26.1%	31.8%	26.2%	31.2%	30.3%	39.8%	30.6%
High standard of living	40.4%	38.0%	53.2%	42.6%	39.8%	22.2%	40.0%
Employment/job availability	8.0%	14.0%	13.1%	11.7%	16.9%	28.2%	14.7%
Feel safe, low crime rate	70.0%	65.9%	74.5%	70.1%	69.7%	69.9%	70.1%
Types & quality of housing available	11.1%	10.9%	11.2%	6.4%	12.4%	8.3%	10.0%
Friendly people	6.3%	9.7%	4.1%	7.4%	8.0%	8.3%	7.2%
Own business/started business	5.6%	3.9%	5.6%	4.4%	3.5%	5.1%	4.7%
Convenient part of Metropolitan area	27.9%	25.2%	15.4%	21.5%	14.9%	19.9%	21.2%
Quality of public schools	51.2%	45.0%	53.2%	48.7%	49.3%	40.7%	48.3%
Low taxes	0.3%	2.3%	0.7%	3.0%	1.5%	0.9%	1.5%
Quality health care	9.8%	11.6%	8.6%	14.4%	11.4%	14.8%	11.7%
Convenient shopping	8.4%	5.8%	6.7%	10.7%	8.5%	9.7%	8.3%

Q5. Which THREE of the following are the PRIMARY reasons you live in Johnson County (rather than elsewhere in Metropolitan Kansas City)? (cont.)

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q5. Primary reasons you live in Johnson County (cont.)</u>							
Affordable housing	2.8%	3.1%	3.4%	7.0%	8.0%	7.9%	5.2%
Parks & trails	11.8%	14.0%	9.0%	8.7%	11.4%	9.7%	10.7%
Sense of community	8.7%	5.8%	3.4%	5.7%	5.5%	6.0%	5.9%
Other	2.8%	4.3%	3.4%	2.0%	3.0%	2.3%	2.9%

Q6. Which THREE of the reasons listed in Question 5 are the MOST IMPORTANT reasons you would stay in Johnson County for the next 10 years? (top 3)

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q6. Sum of top 3 choices</u>							
Family & relatives live here	27.2%	33.7%	31.5%	34.6%	30.3%	37.5%	32.4%
High standard of living	38.7%	35.7%	44.9%	36.6%	35.3%	20.8%	35.9%
Employment/job availability	8.7%	12.0%	11.2%	10.4%	16.9%	26.9%	13.7%
Feel safe, low crime rate	72.1%	67.1%	73.4%	67.4%	67.7%	67.1%	69.3%
Types & quality of housing available	9.4%	9.3%	11.6%	6.4%	11.9%	5.6%	9.0%
Friendly people	4.9%	8.5%	6.7%	5.4%	5.5%	7.4%	6.4%
Own business/started business	4.2%	3.9%	3.7%	4.0%	1.5%	5.6%	3.9%
Convenient part of Metropolitan area	27.5%	22.9%	13.5%	22.8%	18.9%	15.3%	20.5%
Quality of public schools	35.5%	31.8%	35.2%	31.2%	32.8%	27.3%	32.5%
Low taxes	4.2%	4.7%	3.7%	9.1%	5.5%	6.5%	5.6%
Quality health care	15.3%	17.4%	17.6%	21.8%	19.4%	18.5%	18.3%
Convenient shopping	8.7%	7.8%	9.0%	11.7%	10.9%	9.7%	9.6%

Q6. Which THREE of the reasons listed in Question 5 are the MOST IMPORTANT reasons you would stay in Johnson County for the next 10 years? (top 3) (cont.)

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q6. Sum of top 3 choices (cont.)</u>							
Affordable housing	4.5%	7.8%	4.5%	10.1%	10.9%	10.2%	7.8%
Parks & trails	10.5%	14.3%	11.6%	10.1%	14.4%	8.8%	11.5%
Sense of community	11.8%	7.0%	4.5%	7.0%	6.5%	6.5%	7.3%
Other	2.4%	3.5%	3.0%	2.0%	2.0%	2.8%	2.6%
None chosen	2.8%	3.1%	3.0%	2.7%	1.0%	5.6%	3.0%

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=1527

	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	41.0%	39.1%	56.4%	49.0%	44.5%	38.0%	45.0%
Satisfied	50.2%	49.6%	37.1%	45.3%	48.5%	50.2%	46.6%
Neutral	7.4%	8.6%	5.3%	5.4%	6.0%	9.9%	7.0%
Dissatisfied	1.4%	2.0%	1.1%	0.0%	1.0%	1.9%	1.2%
Very dissatisfied	0.0%	0.8%	0.0%	0.3%	0.0%	0.0%	0.2%

Q7-2. How well County is managing growth

Very satisfied	15.0%	12.3%	20.5%	15.0%	20.7%	14.6%	16.2%
Satisfied	52.2%	48.8%	43.3%	47.4%	53.0%	50.9%	49.1%
Neutral	21.5%	30.2%	22.8%	24.0%	20.2%	25.5%	24.1%
Dissatisfied	9.9%	6.3%	10.3%	10.1%	5.6%	7.1%	8.4%
Very dissatisfied	1.5%	2.4%	3.0%	3.5%	0.5%	1.9%	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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q7-3. Quality of life in Johnson County</u>							
Very satisfied	49.5%	38.7%	53.4%	48.8%	47.7%	34.4%	45.8%
Satisfied	43.5%	53.9%	41.3%	46.1%	45.7%	52.6%	47.0%
Neutral	5.7%	5.1%	4.2%	4.4%	6.0%	10.7%	5.8%
Dissatisfied	1.1%	1.6%	1.1%	0.3%	0.5%	0.9%	0.9%
Very dissatisfied	0.4%	0.8%	0.0%	0.3%	0.0%	1.4%	0.5%

Q7-4. Quality of public safety in Johnson County

Very satisfied	46.4%	36.9%	50.4%	45.9%	45.2%	35.5%	43.7%
Satisfied	46.8%	53.7%	41.7%	45.6%	49.2%	52.3%	47.9%
Neutral	5.7%	6.7%	7.1%	6.4%	4.0%	9.8%	6.6%
Dissatisfied	1.1%	2.7%	0.8%	1.4%	1.5%	1.9%	1.5%
Very dissatisfied	0.0%	0.0%	0.0%	0.7%	0.0%	0.5%	0.2%

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=1527

	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	15.7%	15.0%	17.9%	19.7%	14.4%	10.4%	15.8%
Satisfied	50.0%	34.3%	42.4%	49.5%	47.2%	31.8%	42.9%
Neutral	26.8%	31.9%	24.8%	20.4%	27.7%	36.0%	27.5%
Dissatisfied	6.8%	12.2%	9.2%	6.9%	10.3%	17.1%	10.1%
Very dissatisfied	0.7%	6.7%	5.7%	3.5%	0.5%	4.7%	3.7%

Q7-6. Ease of travel in Johnson County

Very satisfied	20.2%	19.8%	23.2%	24.7%	20.0%	11.3%	20.3%
Satisfied	51.8%	48.2%	56.3%	53.2%	52.5%	49.5%	52.0%
Neutral	18.4%	21.8%	13.3%	13.6%	20.0%	25.5%	18.4%
Dissatisfied	7.4%	8.6%	6.5%	6.8%	6.0%	9.9%	7.5%
Very dissatisfied	2.1%	1.6%	0.8%	1.7%	1.5%	3.8%	1.9%

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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q7-7. Quality of customer service you receive from County employees</u>							
Very satisfied	22.8%	15.3%	22.9%	19.1%	28.8%	21.4%	21.3%
Satisfied	45.1%	33.5%	40.1%	41.9%	45.1%	44.5%	41.6%
Neutral	29.1%	44.0%	31.3%	35.3%	24.8%	29.7%	32.8%
Dissatisfied	2.5%	3.3%	4.7%	2.1%	1.3%	3.8%	3.0%
Very dissatisfied	0.4%	3.8%	1.0%	1.7%	0.0%	0.5%	1.3%

Q7-8. Effectiveness of County communication with the public

Very satisfied	10.5%	11.8%	15.8%	12.8%	17.6%	13.9%	13.5%
Satisfied	47.3%	29.0%	45.4%	42.9%	48.1%	42.1%	42.3%
Neutral	35.3%	48.3%	28.8%	36.3%	31.0%	37.6%	36.3%
Dissatisfied	6.6%	5.5%	7.9%	5.9%	3.2%	5.0%	5.8%
Very dissatisfied	0.4%	5.5%	2.1%	2.2%	0.0%	1.5%	2.0%

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=1527

	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	17.2%	14.0%	19.8%	17.5%	17.0%	13.1%	16.6%
Satisfied	46.7%	39.3%	45.2%	53.3%	44.7%	42.9%	45.7%
Neutral	30.3%	38.0%	31.0%	25.8%	35.1%	36.9%	32.3%
Dissatisfied	5.5%	6.6%	3.6%	2.7%	2.7%	6.1%	4.5%
Very dissatisfied	0.4%	2.1%	0.4%	0.7%	0.5%	1.0%	0.8%

Q7-10. Overall quality of services provided by Johnson County

Very satisfied	25.9%	22.3%	29.0%	25.3%	29.8%	21.4%	25.6%
Satisfied	57.8%	49.4%	53.8%	57.3%	55.1%	54.8%	54.8%
Neutral	13.8%	25.1%	14.1%	14.7%	14.6%	20.5%	17.0%
Dissatisfied	2.5%	2.0%	2.7%	1.7%	0.5%	2.9%	2.1%
Very dissatisfied	0.0%	1.2%	0.4%	1.0%	0.0%	0.5%	0.5%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	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	9.8%	5.3%	16.5%	8.5%	13.9%	12.6%	11.3%
Satisfied	16.3%	19.1%	26.0%	24.0%	27.7%	34.0%	24.8%
Neutral	71.7%	72.3%	53.5%	64.3%	53.5%	51.5%	60.7%
Dissatisfied	1.1%	2.1%	3.1%	2.3%	4.0%	1.9%	2.5%
Very dissatisfied	1.1%	1.1%	0.8%	0.8%	1.0%	0.0%	0.8%

Q8-2. Johnson County Department of Corrections-Community Supervision programs

Very satisfied	8.9%	7.1%	6.0%	2.3%	8.2%	10.2%	6.9%
Satisfied	25.7%	22.4%	27.0%	30.5%	34.1%	45.9%	30.8%
Neutral	61.4%	64.3%	62.0%	61.8%	52.9%	33.7%	56.4%
Dissatisfied	3.0%	4.1%	4.0%	3.1%	4.7%	6.1%	4.1%
Very dissatisfied	1.0%	2.0%	1.0%	2.3%	0.0%	4.1%	1.8%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	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	13.1%	5.3%	11.7%	3.5%	10.4%	13.3%	9.3%
Satisfied	37.7%	31.0%	29.7%	35.2%	41.7%	35.2%	35.0%
Neutral	38.5%	53.1%	53.2%	53.5%	40.6%	41.9%	47.1%
Dissatisfied	10.0%	7.1%	5.4%	4.2%	4.2%	8.6%	6.6%
Very dissatisfied	0.8%	3.5%	0.0%	3.5%	3.1%	1.0%	2.0%

Q8-4. Johnson County District Attorney's Office

Very satisfied	8.2%	9.9%	11.0%	7.5%	15.1%	11.8%	10.4%
Satisfied	44.5%	34.4%	30.1%	39.4%	39.5%	37.0%	37.6%
Neutral	40.4%	47.3%	52.9%	48.1%	38.7%	46.2%	45.7%
Dissatisfied	4.8%	5.3%	2.9%	3.1%	5.0%	2.5%	3.9%
Very dissatisfied	2.1%	3.1%	2.9%	1.9%	1.7%	2.5%	2.3%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-5. Johnson County District Courts</u>							
Very satisfied	8.5%	9.9%	9.1%	7.9%	13.7%	8.8%	9.5%
Satisfied	48.2%	34.9%	39.6%	39.5%	44.4%	35.8%	40.4%
Neutral	37.8%	45.4%	46.1%	49.2%	36.3%	46.0%	43.7%
Dissatisfied	3.7%	6.6%	3.2%	1.7%	4.0%	5.1%	4.0%
Very dissatisfied	1.8%	3.3%	1.9%	1.7%	1.6%	4.4%	2.4%

Q8-6. Johnson County Election Office

Very satisfied	18.3%	16.0%	24.9%	20.2%	21.7%	24.9%	20.8%
Satisfied	49.4%	50.2%	50.7%	48.1%	53.6%	45.9%	49.6%
Neutral	24.7%	26.9%	22.2%	27.2%	21.7%	24.9%	24.7%
Dissatisfied	6.0%	5.9%	1.8%	3.3%	2.4%	3.3%	3.9%
Very dissatisfied	1.7%	0.9%	0.5%	1.2%	0.6%	1.1%	1.0%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-7. Johnson County-emergency preparedness services & NotifyJoCo</u>							
Very satisfied	21.8%	18.7%	29.6%	24.8%	28.0%	29.7%	25.2%
Satisfied	54.5%	51.7%	49.8%	54.9%	57.8%	50.9%	53.2%
Neutral	20.5%	27.6%	20.2%	19.0%	13.0%	18.3%	20.0%
Dissatisfied	2.7%	1.5%	0.5%	0.4%	1.2%	1.1%	1.3%
Very dissatisfied	0.5%	0.5%	0.0%	0.9%	0.0%	0.0%	0.3%

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

Very satisfied	31.2%	26.9%	37.3%	36.5%	34.0%	33.7%	33.3%
Satisfied	53.8%	42.9%	48.1%	45.7%	48.7%	47.1%	47.7%
Neutral	12.6%	29.1%	14.6%	16.0%	16.0%	18.6%	17.7%
Dissatisfied	1.5%	0.5%	0.0%	1.4%	1.3%	0.6%	0.9%
Very dissatisfied	1.0%	0.5%	0.0%	0.5%	0.0%	0.0%	0.4%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-9. Johnson County Public Health</u>							
Very satisfied	16.2%	11.5%	17.1%	12.4%	17.7%	16.0%	15.0%
Satisfied	54.3%	44.2%	53.0%	49.5%	50.4%	48.1%	49.9%
Neutral	26.6%	40.0%	28.7%	33.5%	26.2%	33.3%	31.5%
Dissatisfied	2.3%	3.0%	1.2%	3.1%	5.7%	2.6%	2.9%
Very dissatisfied	0.6%	1.2%	0.0%	1.5%	0.0%	0.0%	0.6%

Q8-10. County's effort to protect environment & natural resources

Very satisfied	8.1%	9.5%	12.5%	8.5%	14.5%	12.7%	10.8%
Satisfied	37.1%	39.3%	42.5%	42.5%	40.3%	44.8%	41.0%
Neutral	42.9%	38.1%	35.5%	40.6%	39.0%	35.2%	38.7%
Dissatisfied	10.0%	10.7%	8.0%	6.6%	5.0%	5.5%	7.7%
Very dissatisfied	1.9%	2.4%	1.5%	1.9%	1.3%	1.8%	1.8%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-11. Johnson County Human Services (Aging, Housing, Low Income Household Assistance)</u>							
Very satisfied	9.9%	7.8%	11.8%	8.8%	5.7%	12.0%	9.4%
Satisfied	29.8%	27.9%	34.6%	33.3%	41.5%	24.8%	31.8%
Neutral	45.0%	46.5%	44.9%	46.5%	39.6%	52.0%	45.9%
Dissatisfied	11.9%	16.3%	7.4%	8.8%	8.5%	8.0%	10.2%
Very dissatisfied	3.3%	1.6%	1.5%	2.5%	4.7%	3.2%	2.7%

Q8-12. Johnson County K-State Extension & Research

Very satisfied	26.7%	24.7%	23.6%	27.3%	26.7%	25.8%	25.8%
Satisfied	41.3%	40.0%	43.6%	41.0%	39.2%	37.1%	40.5%
Neutral	30.7%	34.0%	32.1%	29.5%	33.3%	34.7%	32.2%
Dissatisfied	0.7%	0.7%	0.7%	2.2%	0.8%	1.6%	1.2%
Very dissatisfied	0.7%	0.7%	0.0%	0.0%	0.0%	0.8%	0.3%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-13. Johnson County Library System</u>							
Very satisfied	46.4%	45.7%	38.5%	45.5%	47.8%	36.5%	43.5%
Satisfied	42.5%	39.1%	47.0%	40.4%	36.0%	41.8%	41.3%
Neutral	9.6%	14.0%	12.6%	11.6%	15.1%	17.5%	13.1%
Dissatisfied	1.1%	0.4%	1.6%	2.2%	1.1%	4.2%	1.7%
Very dissatisfied	0.4%	0.8%	0.4%	0.4%	0.0%	0.0%	0.4%

Q8-14. Johnson County Mental Health Services

Very satisfied	16.4%	8.2%	10.2%	9.1%	12.7%	12.4%	11.4%
Satisfied	26.4%	28.4%	31.5%	29.1%	33.6%	30.2%	29.7%
Neutral	40.0%	44.0%	48.0%	48.5%	40.9%	38.8%	43.6%
Dissatisfied	12.9%	14.9%	7.9%	9.1%	8.2%	14.0%	11.2%
Very dissatisfied	4.3%	4.5%	2.4%	4.2%	4.5%	4.7%	4.1%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-15. Johnson County Motor Vehicle Division (motor vehicle registration services)</u>							
Very satisfied	21.6%	10.5%	21.9%	17.5%	12.9%	14.5%	16.8%
Satisfied	39.4%	44.8%	39.6%	48.3%	49.5%	35.5%	42.9%
Neutral	23.8%	24.6%	21.9%	21.7%	20.1%	26.5%	23.1%
Dissatisfied	11.2%	11.7%	12.7%	11.5%	12.9%	17.5%	12.7%
Very dissatisfied	4.1%	8.5%	3.8%	1.0%	4.6%	6.0%	4.5%

Q8-16. Johnson County Museums

Very satisfied	20.5%	12.4%	19.2%	18.8%	17.9%	12.9%	17.3%
Satisfied	46.6%	40.9%	50.2%	49.6%	44.9%	44.2%	46.4%
Neutral	25.6%	38.9%	28.2%	28.8%	34.6%	36.2%	31.5%
Dissatisfied	6.4%	6.7%	1.4%	1.5%	2.6%	6.1%	4.0%
Very dissatisfied	0.9%	1.0%	0.9%	1.2%	0.0%	0.6%	0.8%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-17. Johnson County Park & Recreation District-County's park & recreation system</u>							
Very satisfied	38.7%	32.7%	32.7%	38.3%	36.3%	23.4%	34.0%
Satisfied	45.1%	48.4%	53.1%	47.7%	46.3%	49.2%	48.3%
Neutral	14.6%	17.3%	11.0%	11.2%	14.2%	21.3%	14.7%
Dissatisfied	1.6%	1.6%	2.4%	1.4%	2.6%	5.1%	2.3%
Very dissatisfied	0.0%	0.0%	0.8%	1.4%	0.5%	1.0%	0.6%

Q8-18. Johnson County Planning, Inspections & Codes

Very satisfied	14.9%	6.7%	10.8%	10.4%	7.7%	10.2%	10.4%
Satisfied	35.6%	28.2%	40.3%	31.8%	36.9%	36.7%	34.8%
Neutral	40.2%	46.0%	36.9%	43.3%	47.7%	44.9%	42.8%
Dissatisfied	6.7%	12.3%	8.0%	11.4%	6.2%	7.5%	8.8%
Very dissatisfied	2.6%	6.7%	4.0%	3.0%	1.5%	0.7%	3.2%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-19. Johnson County Public Works (maintenance & traffic control of roads in rural/unincorporated areas)</u>							
Very satisfied	15.9%	10.2%	14.6%	10.6%	11.5%	15.6%	13.1%
Satisfied	43.2%	38.3%	44.6%	49.1%	53.9%	38.7%	44.5%
Neutral	34.5%	36.7%	29.6%	33.2%	27.9%	31.7%	32.4%
Dissatisfied	4.5%	11.2%	7.0%	4.9%	6.7%	10.8%	7.4%
Very dissatisfied	1.8%	3.6%	4.2%	2.2%	0.0%	3.2%	2.6%

Q8-20. Johnson County Sheriff's Office-public safety & jail system

Very satisfied	15.4%	12.7%	18.7%	11.0%	16.5%	22.4%	16.0%
Satisfied	40.8%	34.4%	46.0%	45.7%	48.1%	44.1%	43.0%
Neutral	40.8%	45.2%	33.3%	37.0%	32.3%	31.6%	36.9%
Dissatisfied	1.8%	7.0%	1.3%	4.6%	3.0%	1.3%	3.2%
Very dissatisfied	1.2%	0.6%	0.7%	1.7%	0.0%	0.7%	0.9%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-21. Johnson County Wastewater Services</u>							
Very satisfied	14.9%	9.1%	15.4%	11.0%	12.9%	18.5%	13.4%
Satisfied	46.0%	40.0%	48.4%	53.7%	52.8%	45.2%	47.8%
Neutral	28.2%	34.1%	29.9%	26.3%	28.7%	31.0%	29.5%
Dissatisfied	8.1%	10.0%	5.9%	6.7%	4.5%	4.8%	6.8%
Very dissatisfied	2.8%	6.8%	0.5%	2.4%	1.1%	0.6%	2.5%

Q8-22. RideKC public transit services

Very satisfied	7.0%	4.2%	8.8%	5.4%	7.2%	7.7%	6.6%
Satisfied	28.2%	28.6%	26.4%	30.5%	28.8%	26.9%	28.4%
Neutral	48.6%	52.1%	49.6%	48.5%	56.8%	53.8%	51.2%
Dissatisfied	10.6%	10.1%	9.6%	11.4%	5.4%	7.7%	9.4%
Very dissatisfied	5.6%	5.0%	5.6%	4.2%	1.8%	3.8%	4.4%

Q8. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the County services listed below. (without "not familiar with the service")

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q8-23. Transportation services provided by Johnson County for disabled populations</u>							
Very satisfied	6.8%	7.9%	9.6%	7.7%	6.2%	8.6%	7.8%
Satisfied	24.3%	25.7%	34.0%	30.8%	32.1%	27.2%	28.9%
Neutral	58.3%	57.4%	53.2%	52.1%	54.3%	51.9%	54.6%
Dissatisfied	9.7%	5.0%	2.1%	6.8%	7.4%	8.6%	6.6%
Very dissatisfied	1.0%	4.0%	1.1%	2.6%	0.0%	3.7%	2.1%

Q8-24. Stormwater Program-management of stormwater runoff/flood control in County

Very satisfied	8.1%	12.4%	13.5%	7.7%	9.2%	13.1%	10.4%
Satisfied	38.4%	29.7%	40.0%	39.9%	50.3%	43.1%	39.8%
Neutral	38.9%	46.5%	36.5%	37.0%	35.9%	35.0%	38.5%
Dissatisfied	10.0%	8.1%	7.1%	12.5%	3.3%	5.1%	8.1%
Very dissatisfied	4.7%	3.2%	2.9%	2.9%	1.3%	3.6%	3.2%

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

N=1527

	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)	2.1%	1.2%	4.9%	2.0%	4.5%	1.9%	2.7%
Johnson County Department of Corrections-Community Supervision programs	6.3%	7.0%	3.7%	7.4%	7.5%	11.1%	7.0%
Johnson County Developmental Supports (JCDS)-provides support for people with intellectual & developmental disabilities	10.8%	8.9%	7.9%	5.7%	8.5%	11.6%	8.8%
Johnson County District Attorney's Office	8.7%	10.1%	7.5%	8.1%	7.5%	12.5%	9.0%
Johnson County District Courts	11.5%	14.0%	13.1%	14.8%	11.4%	13.0%	13.0%
Johnson County Election Office	14.3%	14.7%	15.0%	14.4%	12.4%	12.5%	14.0%

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=1527

	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 preparedness services & NotifyJoCo	17.8%	19.0%	20.6%	21.8%	26.4%	23.1%	21.2%
Johnson County Emergency Medical/Ambulance Service (MED-ACT)	30.3%	29.8%	34.8%	34.6%	34.8%	36.1%	33.3%
Johnson County Public Health	19.2%	23.3%	18.0%	19.8%	23.4%	21.8%	20.7%
County's effort to protect environment & natural resources	14.6%	15.1%	14.2%	14.4%	16.4%	14.4%	14.8%
Johnson County Human Services (Aging, Housing, Low Income Household Assistance)	16.7%	14.0%	13.1%	13.8%	20.4%	15.3%	15.3%
Johnson County K-State Extension & Research	1.7%	2.3%	1.9%	2.3%	3.5%	1.4%	2.2%
Johnson County Library System	25.8%	24.4%	20.2%	26.5%	24.4%	18.5%	23.5%

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=1527

	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 Mental Health Services	20.2%	14.0%	16.5%	19.1%	18.9%	19.4%	18.0%
Johnson County Motor Vehicle Division (motor vehicle registration services)	22.3%	23.6%	24.3%	19.8%	23.4%	21.8%	22.5%
Johnson County Museums	3.8%	1.9%	1.9%	3.7%	2.0%	1.4%	2.6%
Johnson County Park & Recreation District-County's park & recreation system	27.2%	27.5%	30.3%	24.8%	24.9%	24.1%	26.6%
Johnson County Planning, Inspections & Codes	10.1%	7.0%	12.0%	11.7%	7.5%	5.1%	9.2%
Johnson County Public Works (maintenance & traffic control of roads in rural/unincorporated areas)	17.8%	19.0%	23.6%	18.5%	22.4%	22.7%	20.4%
Johnson County Sheriff's Office-public safety & jail system	17.8%	19.4%	18.7%	15.8%	22.9%	29.2%	20.1%

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=1527

	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 Wastewater Services	10.1%	9.7%	13.1%	10.7%	7.0%	8.3%	10.0%
RideKC public transit services	5.9%	5.0%	5.2%	9.1%	5.5%	5.6%	6.2%
Transportation services provided by Johnson County for disabled populations	5.6%	3.1%	3.7%	4.4%	5.0%	5.6%	4.5%
Stormwater Program-management of stormwater runoff/flood control in County	14.3%	7.8%	9.4%	11.4%	7.5%	6.9%	9.8%
None chosen	13.9%	17.4%	13.1%	14.4%	11.9%	12.0%	13.9%

Q10. Please rate Johnson County using 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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q10-1. As a place to live</u>							
Excellent	70.9%	61.1%	74.4%	70.4%	70.9%	55.8%	67.6%
Good	27.7%	36.6%	22.9%	27.3%	26.1%	36.3%	29.3%
Neutral	0.7%	0.8%	1.1%	1.3%	3.0%	3.7%	1.6%
Average	0.4%	0.4%	1.5%	0.7%	0.0%	3.7%	1.1%
Poor	0.4%	1.2%	0.0%	0.3%	0.0%	0.5%	0.4%

Q10-2. As a place to raise children

Excellent	73.7%	62.0%	80.5%	74.1%	68.9%	59.7%	70.4%
Good	24.1%	32.4%	17.2%	22.7%	27.4%	30.8%	25.4%
Neutral	1.5%	3.6%	1.9%	1.7%	2.6%	5.7%	2.7%
Average	0.7%	2.0%	0.4%	1.0%	1.1%	3.8%	1.4%
Poor	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%

Q10. Please rate Johnson County using 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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q10-3. As a place to work</u>							
Excellent	51.2%	48.3%	61.0%	58.4%	52.6%	49.0%	53.7%
Good	41.9%	39.7%	32.7%	34.1%	38.0%	36.9%	37.1%
Neutral	5.8%	9.1%	4.3%	6.8%	7.3%	9.2%	7.0%
Average	0.8%	2.1%	2.0%	0.4%	2.1%	3.9%	1.7%
Poor	0.4%	0.8%	0.0%	0.4%	0.0%	1.0%	0.4%

Q10-4. As a place to play

Excellent	45.3%	40.0%	51.0%	45.8%	46.7%	35.2%	44.2%
Good	40.2%	41.6%	38.0%	38.6%	37.4%	40.5%	39.4%
Neutral	8.3%	12.2%	6.1%	11.9%	10.3%	16.7%	10.7%
Average	5.1%	2.0%	3.4%	2.4%	5.1%	4.3%	3.6%
Poor	1.1%	4.3%	1.5%	1.4%	0.5%	3.3%	2.0%

Q10. Please rate Johnson County using 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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q10-5. As a place to retire</u>							
Excellent	40.4%	35.2%	45.2%	42.2%	38.6%	25.7%	38.4%
Good	37.5%	38.5%	27.6%	34.1%	34.8%	32.5%	34.2%
Neutral	10.1%	11.3%	11.6%	11.5%	16.3%	21.4%	13.3%
Average	8.2%	8.1%	8.0%	7.3%	8.2%	10.7%	8.3%
Poor	3.7%	6.9%	7.6%	4.9%	2.2%	9.7%	5.8%

Q11. Please rate how safe you feel in each of the following situations using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")

N=1527

	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	81.2%	73.2%	83.8%	74.5%	71.1%	66.8%	75.6%
Safe	17.4%	22.2%	15.1%	22.5%	25.4%	30.4%	21.7%
Neutral	1.4%	4.3%	0.8%	1.7%	3.0%	2.3%	2.2%
Unsafe	0.0%	0.4%	0.4%	1.3%	0.5%	0.5%	0.5%

Q11-2. In your neighborhood at night

Very safe	48.6%	48.6%	60.0%	54.0%	49.8%	49.1%	51.9%
Safe	44.3%	38.9%	34.3%	37.2%	37.8%	41.1%	38.9%
Neutral	5.0%	8.9%	4.2%	5.4%	9.5%	7.0%	6.5%
Unsafe	2.1%	3.5%	1.5%	2.7%	3.0%	2.3%	2.5%
Very unsafe	0.0%	0.0%	0.0%	0.7%	0.0%	0.5%	0.2%

Q11. Please rate how safe you feel in each of the following situations using a scale of 1 to 5, where 5 means "Very Safe" and 1 means "Very Unsafe." (without "don't know")

N=1527

	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	34.5%	27.0%	30.5%	36.6%	29.3%	28.0%	31.3%
Safe	49.6%	50.0%	53.7%	42.9%	48.7%	49.5%	49.0%
Neutral	14.8%	19.3%	14.2%	17.2%	18.3%	17.0%	16.7%
Unsafe	0.8%	3.7%	1.6%	3.0%	3.7%	5.0%	2.8%
Very unsafe	0.4%	0.0%	0.0%	0.4%	0.0%	0.5%	0.2%

Q11-4. Overall feeling of safety in Johnson County

Very safe	46.3%	35.8%	44.3%	48.0%	44.7%	38.7%	43.2%
Safe	50.2%	54.5%	49.2%	47.3%	48.2%	49.5%	49.8%
Neutral	3.6%	8.6%	6.1%	3.7%	6.0%	9.9%	6.1%
Unsafe	0.0%	1.2%	0.4%	0.7%	1.0%	1.9%	0.8%
Very unsafe	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%

Q12. Using a scale of 1 to 5, 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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q12-1. Johnson County Park & Recreation District succeeds in its mission to enhance quality of life in Johnson County by providing high quality parks, services, & recreation programs</u>							
Strongly agree	40.9%	43.0%	41.8%	42.9%	47.7%	34.8%	41.8%
Agree	51.1%	46.6%	50.6%	48.4%	44.0%	46.1%	48.1%
Neutral	7.2%	8.8%	5.7%	5.6%	6.7%	13.7%	7.8%
Disagree	0.4%	0.8%	1.5%	2.4%	1.6%	3.4%	1.6%
Strongly disagree	0.4%	0.8%	0.4%	0.7%	0.0%	2.0%	0.7%

Q12-2. Johnson County Park & Recreation District facilities & programs positively impact my personal health & well-being

Strongly agree	30.2%	28.9%	32.4%	31.5%	36.0%	25.0%	30.7%
Agree	44.9%	47.2%	43.5%	37.7%	42.5%	33.7%	41.7%
Neutral	20.0%	18.3%	20.6%	26.8%	19.4%	33.7%	23.0%
Disagree	3.4%	3.4%	3.2%	2.2%	2.2%	6.6%	3.4%
Strongly disagree	1.5%	2.1%	0.4%	1.8%	0.0%	1.0%	1.2%

Q12. Using a scale of 1 to 5, 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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q12-3. Johnson County Park & Recreation District should continue to acquire property to expand County's parks & trails system</u>							
Strongly agree	42.7%	40.5%	43.4%	36.0%	39.9%	39.6%	40.3%
Agree	33.3%	30.4%	34.0%	36.7%	33.2%	26.7%	32.7%
Neutral	19.5%	19.8%	17.6%	22.1%	23.3%	23.8%	20.8%
Disagree	3.0%	5.3%	4.3%	4.5%	2.1%	8.4%	4.5%
Strongly disagree	1.5%	4.0%	0.8%	0.7%	1.6%	1.5%	1.7%

Q12-4. Johnson County library system adequately supports needs of residents

Strongly agree	35.5%	36.9%	39.1%	42.4%	44.2%	29.4%	38.0%
Agree	48.3%	49.0%	47.2%	43.5%	41.1%	50.8%	46.6%
Neutral	13.6%	10.4%	10.9%	10.9%	12.1%	17.3%	12.4%
Disagree	2.3%	2.1%	1.2%	2.5%	2.6%	2.0%	2.1%
Strongly disagree	0.4%	1.7%	1.6%	0.7%	0.0%	0.5%	0.8%

Q13. 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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q13. How important is it for Johnson County to provide safety-net services to low income individuals/families</u>							
Very important	41.7%	32.9%	30.2%	37.8%	35.4%	39.4%	36.3%
Important	31.7%	27.6%	35.3%	32.5%	31.3%	28.8%	31.3%
Somewhat important	20.1%	27.6%	24.6%	22.3%	25.0%	28.8%	24.4%
Not important	5.0%	7.7%	7.9%	5.7%	4.7%	1.0%	5.5%
Not important at all	1.4%	4.1%	2.0%	1.8%	3.6%	2.0%	2.4%

Q14. Do you think Johnson County should devote additional resources to any of the following services? (without "none")

N=1330

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q14. Should Johnson County devote additional resources to any following services</u>							
Aging Services	53.8%	46.8%	48.6%	55.1%	50.8%	54.7%	51.8%
Housing Services	26.7%	22.3%	20.2%	25.5%	23.2%	30.0%	24.7%
Addressing Homelessness	42.4%	36.8%	33.9%	39.2%	41.2%	43.7%	39.5%
Public Health	40.8%	38.2%	32.6%	32.7%	36.7%	41.1%	36.9%
Intellectual & Developmentally Disabled Services	37.8%	33.2%	31.2%	25.5%	27.7%	33.2%	31.5%
Mental Health Services	63.4%	59.1%	52.8%	53.2%	58.8%	65.8%	58.6%
Utility Assistance	20.6%	12.7%	11.9%	14.8%	18.1%	22.1%	16.6%
Safety Net Services	33.2%	25.5%	23.9%	28.1%	32.2%	24.2%	28.0%
Public Transportation	34.0%	31.8%	28.0%	35.0%	31.6%	26.8%	31.5%
Workforce Development/Job Training	27.5%	25.0%	21.6%	25.9%	25.4%	32.1%	26.2%
Emergency/Disaster Preparedness	26.3%	32.3%	29.4%	30.0%	32.2%	31.6%	30.1%

Q15. County Government Issues. Using a scale of 1 to 5, 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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q15-1. Johnson County Government is well run</u>							
Strongly agree	15.1%	12.8%	19.7%	12.6%	19.6%	12.4%	15.3%
Agree	59.9%	45.7%	55.0%	61.3%	59.8%	52.8%	56.0%
Neutral	22.6%	35.2%	18.9%	20.7%	18.4%	31.1%	24.3%
Disagree	2.0%	4.6%	5.0%	5.0%	1.1%	3.1%	3.6%
Strongly disagree	0.4%	1.8%	1.3%	0.4%	1.1%	0.5%	0.9%

Q15-2. Board of County Commissioners effectively manages County resources

Strongly agree	13.3%	9.9%	16.2%	9.3%	17.1%	9.8%	12.5%
Agree	48.8%	41.1%	49.0%	50.8%	48.8%	47.0%	47.7%
Neutral	32.2%	38.5%	25.2%	30.1%	31.1%	36.6%	32.0%
Disagree	5.2%	7.3%	5.2%	6.8%	1.8%	6.1%	5.5%
Strongly disagree	0.5%	3.1%	4.3%	3.0%	1.2%	0.6%	2.2%

Q15. County Government Issues. Using a scale of 1 to 5, 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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q15-3. Criminals are competently prosecuted in Johnson County</u>							
Strongly agree	12.3%	9.4%	17.8%	8.3%	15.2%	9.9%	12.0%
Agree	52.0%	47.5%	46.5%	52.5%	43.9%	50.7%	49.1%
Neutral	27.5%	36.9%	31.2%	29.8%	30.3%	27.0%	30.4%
Disagree	7.0%	4.4%	3.2%	7.2%	6.8%	9.9%	6.4%
Strongly disagree	1.2%	1.9%	1.3%	2.2%	3.8%	2.6%	2.1%

Q15-4. Management of juries for District Courts is professional & efficient

Strongly agree	16.6%	12.9%	16.2%	11.9%	15.8%	13.8%	14.5%
Agree	47.0%	33.3%	45.8%	46.9%	45.6%	46.3%	44.3%
Neutral	32.5%	45.5%	36.6%	33.8%	34.2%	37.4%	36.5%
Disagree	4.0%	4.5%	0.7%	5.0%	2.6%	2.4%	3.3%
Strongly disagree	0.0%	3.8%	0.7%	2.5%	1.8%	0.0%	1.5%

Q15. County Government Issues. Using a scale of 1 to 5, 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=1527	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q15-5. Johnson County does a good job managing its growth & development in rural (unincorporated) areas of County</u>							
Strongly agree	9.2%	6.5%	9.9%	6.4%	9.6%	9.0%	8.5%
Agree	39.1%	33.1%	45.8%	41.7%	48.1%	42.8%	41.8%
Neutral	42.4%	45.5%	27.6%	42.8%	33.3%	36.7%	37.9%
Disagree	6.5%	12.3%	9.4%	5.9%	5.9%	9.6%	8.3%
Strongly disagree	2.7%	2.6%	7.4%	3.2%	3.0%	1.8%	3.6%

Q15-6. Johnson County is prepared for an emergency

Strongly agree	12.5%	7.8%	15.3%	12.1%	15.6%	16.6%	13.2%
Agree	52.1%	54.5%	53.4%	57.8%	57.8%	51.0%	54.4%
Neutral	31.8%	34.1%	28.0%	24.8%	23.1%	29.9%	28.6%
Disagree	3.1%	3.0%	2.1%	4.4%	3.4%	2.5%	3.1%
Strongly disagree	0.5%	0.6%	1.1%	1.0%	0.0%	0.0%	0.6%

Q15. County Government Issues. Using a scale of 1 to 5, 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=1527	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q15-7. Polling places in Johnson County are conveniently located & accessible</u>							
Strongly agree	38.9%	35.3%	50.0%	43.6%	37.9%	36.4%	40.7%
Agree	53.1%	51.0%	43.8%	49.5%	49.5%	54.9%	50.2%
Neutral	4.7%	10.8%	4.3%	5.2%	10.0%	6.3%	6.7%
Disagree	2.2%	2.1%	1.2%	1.0%	2.1%	2.4%	1.8%
Strongly disagree	1.1%	0.8%	0.8%	0.7%	0.5%	0.0%	0.7%

Q15-8. Johnson County has enough advance voting locations

Strongly agree	31.3%	30.8%	42.5%	39.9%	32.6%	30.6%	35.1%
Agree	52.6%	46.9%	45.2%	45.5%	49.7%	49.5%	48.1%
Neutral	10.8%	14.3%	8.7%	9.7%	12.6%	13.4%	11.4%
Disagree	4.0%	7.6%	2.4%	3.7%	5.1%	5.9%	4.7%
Strongly disagree	1.2%	0.4%	1.2%	1.1%	0.0%	0.5%	0.8%

Q15. County Government Issues. Using a scale of 1 to 5, 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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q15-9. Johnson County provides adequate resources to those in need</u>							
Strongly agree	7.5%	6.1%	12.6%	10.2%	9.9%	9.4%	9.3%
Agree	24.8%	25.2%	35.8%	33.1%	28.1%	30.4%	29.6%
Neutral	44.7%	48.3%	45.7%	41.0%	47.1%	43.5%	44.9%
Disagree	19.9%	16.3%	5.3%	12.0%	11.6%	14.5%	13.3%
Strongly disagree	3.1%	4.1%	0.7%	3.6%	3.3%	2.2%	2.8%

Q15-10. Juvenile Justice system has adequate resources to deal with problem of juvenile offenders & their families

Strongly agree	5.8%	4.6%	6.1%	6.8%	7.4%	9.1%	6.6%
Agree	18.3%	19.3%	28.7%	24.2%	31.9%	36.4%	26.2%
Neutral	52.5%	50.5%	53.0%	47.0%	48.9%	29.1%	46.9%
Disagree	19.2%	22.0%	8.7%	15.9%	7.4%	19.1%	15.6%
Strongly disagree	4.2%	3.7%	3.5%	6.1%	4.3%	6.4%	4.7%

Q15. County Government Issues. Using a scale of 1 to 5, 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=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q15-11. County does a good job keeping residents informed about County programs & services</u>							
Strongly agree	10.7%	8.6%	13.4%	11.6%	14.1%	9.5%	11.3%
Agree	41.5%	40.5%	42.4%	44.4%	50.5%	40.0%	43.1%
Neutral	32.4%	34.1%	29.9%	36.2%	26.6%	32.5%	32.2%
Disagree	14.2%	11.2%	10.0%	6.0%	7.6%	15.5%	10.7%
Strongly disagree	1.2%	5.6%	4.3%	1.9%	1.1%	2.5%	2.8%

Q15-12. My property is appraised fairly in County

Strongly agree	4.2%	5.7%	7.2%	7.4%	10.2%	6.1%	6.7%
Agree	33.6%	27.6%	29.3%	43.4%	38.0%	29.9%	33.8%
Neutral	34.0%	36.4%	34.5%	29.0%	32.6%	32.0%	33.0%
Disagree	21.6%	21.9%	18.9%	15.1%	12.8%	21.8%	18.8%
Strongly disagree	6.6%	8.3%	10.0%	5.1%	6.4%	10.2%	7.7%

Q15. County Government Issues. Using a scale of 1 to 5, 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=1527	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q15-13. County's web page is a useful source of information</u>							
Strongly agree	11.7%	7.3%	15.5%	12.2%	14.8%	12.0%	12.3%
Agree	45.8%	43.3%	47.6%	48.2%	48.3%	43.0%	46.1%
Neutral	36.9%	42.1%	29.9%	35.0%	32.9%	37.3%	35.6%
Disagree	5.0%	4.9%	4.3%	3.6%	2.7%	7.0%	4.5%
Strongly disagree	0.6%	2.4%	2.7%	1.0%	1.3%	0.6%	1.5%

Q15-14. Johnson County's services & facilities for its aging & disabled populations are adequate

Strongly agree	6.1%	5.3%	5.9%	4.3%	6.0%	6.3%	5.6%
Agree	19.6%	17.6%	27.9%	27.8%	36.2%	24.6%	25.4%
Neutral	48.6%	53.4%	51.5%	49.4%	44.0%	45.2%	48.8%
Disagree	21.6%	17.6%	13.2%	13.6%	10.3%	22.2%	16.5%
Strongly disagree	4.1%	6.1%	1.5%	4.9%	3.4%	1.6%	3.7%

Q16. Which THREE of the items listed in Question 15 are MOST IMPORTANT to you? (top 3)

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q16. Sum of top 3 choices</u>							
Johnson County Government is well run	38.3%	31.8%	34.8%	34.2%	40.3%	29.2%	34.8%
Board of County Commissioners effectively manages County resources	24.0%	24.0%	29.6%	25.2%	18.9%	19.0%	23.8%
Criminals are competently prosecuted in Johnson County	19.2%	24.8%	21.0%	23.5%	24.4%	28.2%	23.2%
Management of juries for District Courts is professional & efficient	3.5%	3.5%	3.0%	2.0%	3.0%	3.2%	3.0%
Johnson County does a good job managing its growth & development in rural (unincorporated) areas of County	15.3%	14.0%	27.7%	18.8%	20.9%	17.6%	19.0%
Johnson County is prepared for an emergency	24.7%	36.8%	27.7%	31.2%	31.8%	33.8%	30.8%

Q16. Which THREE of the items listed in Question 15 are MOST IMPORTANT to you? (top 3) (cont.)

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q16. Sum of top 3 choices (cont.)</u>							
Polling places in Johnson County are conveniently located & accessible	12.5%	11.6%	13.1%	12.1%	10.4%	7.9%	11.5%
Johnson County has enough advance voting locations	9.4%	7.4%	6.7%	5.0%	5.0%	4.6%	6.5%
Johnson County provides adequate resources to those in need	22.3%	15.9%	11.6%	19.8%	20.9%	22.7%	18.7%
Juvenile Justice system has adequate resources to deal with problem of juvenile offenders & their families	8.0%	9.7%	5.6%	10.7%	10.9%	14.8%	9.8%
County does a good job keeping residents informed about County programs & services	13.2%	13.6%	12.7%	15.1%	12.9%	13.0%	13.5%
My property is appraised fairly in County	34.5%	39.9%	43.1%	37.9%	42.3%	41.2%	39.6%

Q16. Which THREE of the items listed in Question 15 are MOST IMPORTANT to you? (top 3) (cont.)

N=1527

	District						Total
	District 1	District 2	District 3	District 4	District 5	District 6	
<u>Q16. Sum of top 3 choices (cont.)</u>							
County's web page is a useful source of information	3.1%	3.5%	5.6%	4.7%	5.0%	4.2%	4.3%
Johnson County's services & facilities for its aging & disabled populations are adequate	28.9%	21.3%	19.5%	27.9%	22.9%	23.1%	24.2%
None chosen	11.5%	11.6%	9.7%	8.7%	8.5%	10.6%	10.2%

Section 4:

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. **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. Your responses will allow Johnson County leaders to identify 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 2020 Community Survey. We appreciate your time, and your efforts will help to improve the future of our community.

Sincerely,



Ed Eilert, Chairman of the Board



2020 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.

1. Visioning Issues. 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, trails 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. Traffic flow	4	3	2	1
10. Bike lanes, walkability	4	3	2	1
11. Safety, low crime	4	3	2	1
12. Economic development	4	3	2	1
13. Support systems for those in need	4	3	2	1
14. Housing	4	3	2	1
15. Environmental stewardship and sustainability	4	3	2	1
16. Pace of growth	4	3	2	1
17. Social Justice/Equity/Inclusivity	4	3	2	1
18. Job Opportunities	4	3	2	1
19. Workforce development (job training)	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: ____

3. Which THREE of the following do you believe will be the MOST critical roles for Johnson County government in the next 10 to 20 years?

- ____ (01) Maintaining quality leadership
- ____ (02) Communication and engagement with the public
- ____ (03) Making sure that necessary health and human services are available
- ____ (04) Preserving open space and parks
- ____ (05) Maintaining high quality emergency services
- ____ (06) Develop transportation alternatives to single passenger cars
- ____ (07) Coordinating county efforts with cities for emergencies and natural disasters
- ____ (08) Improve road systems
- ____ (09) Improve other infrastructure (e.g., sewers)
- ____ (10) Coordinate public safety and law enforcement within Johnson County
- ____ (11) Improve environmental sustainability
- ____ (12) Other: _____

4. **Perceptions of the County.** As a resident of Johnson County, how would you rate your satisfaction with each of the following?

Housing Issues	Very Satisfied	Satisfied	Neutral	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

5. 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 & trails |
| ____(07) Own business/started business | ____(15) Sense of community |
| ____(08) Convenient part of Metropolitan area | ____(16) Other: _____ |

6. 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 5.]

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

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

8. **Satisfaction with County Services.** Using a scale of 1 to 5, 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	5	4	3	2	1	9
06. Johnson County Election Office	5	4	3	2	1	9
07. Johnson County-emergency preparedness services and NotifyJoCo	5	4	3	2	1	9
08. Johnson County Emergency Medical/Ambulance Service (MED-ACT)	5	4	3	2	1	9
09. Johnson County Public Health	5	4	3	2	1	9
10. The County's effort to protect the environment and natural resources	5	4	3	2	1	9
11. Johnson County Human Services (Aging, Housing, Low Income Household Assistance)	5	4	3	2	1	9
12. Johnson County K-State Extension and Research	5	4	3	2	1	9
13. Johnson County Library System	5	4	3	2	1	9
14. Johnson County Mental Health services	5	4	3	2	1	9
15. Johnson County Motor Vehicle Division-(motor vehicle registration services)	5	4	3	2	1	9
16. Johnson County Museums	5	4	3	2	1	9
17. Johnson County Park & Recreation District-the county's park and recreation system	5	4	3	2	1	9
18. Johnson County Planning, Inspections and Codes	5	4	3	2	1	9
19. Johnson County Public Works (maintenance and traffic control of roads in rural/unincorporated areas)	5	4	3	2	1	9
20. Johnson County Sheriff's Office-public safety and jail system	5	4	3	2	1	9
21. Johnson County Wastewater services	5	4	3	2	1	9
22. RideKC public transit services	5	4	3	2	1	9
23. Transportation services provided by Johnson County for disabled populations	5	4	3	2	1	9
24. Stormwater Program-management of stormwater runoff/flood control in the County	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 using 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

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

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

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

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

- 13. 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

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

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

15. **County Government Issues.** Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

Statement	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

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

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

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.

17. **Approximately how many years have you lived in Johnson County?** _____ years
18. **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: _____
19. **Including yourself, how many persons of each age are currently living in your household?**
 Under age 10: _____ Ages 10-19: _____ Ages 20-44: _____ Ages 45-64: _____ Ages 65+: _____
20. **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
21. **Your gender:** _____(1) Male _____(2) Female
22. **Do you have any other suggestions for how the County could serve you better?**

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

This concludes the survey. Thank you for your time!

Please return your survey in the postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061