
***2018 JOHNSON COUNTY
COMMUNITY SURVEY
-Final Report -***

Submitted to:
Johnson County, Kansas

By



725 W. Frontier
Olathe, KS 66061
(913) 829-1215

April 2018

Contents

| | |
|---|----|
| Executive Summary | i |
| Charts and Graphs..... | 1 |
| Benchmarking and Importance-Satisfaction Analysis | 17 |
| Cross-tabulations by District | 26 |
| Survey Instrument..... | 88 |

2018 Johnson County Community Survey

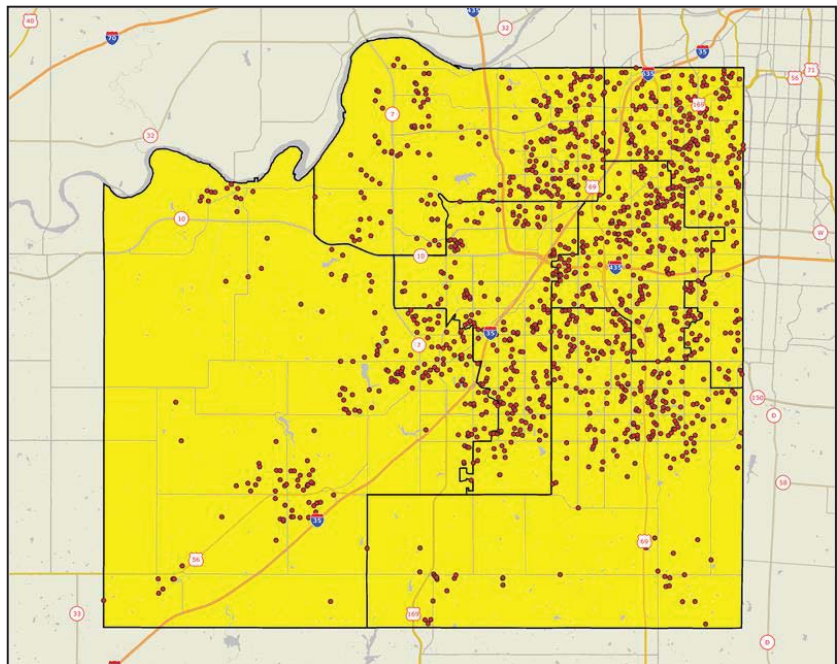
Executive Summary

Purpose and Methodology

Purpose. ETC Institute administered a comprehensive community survey to residents of Johnson County during the winter of 2018. This was the ninth community survey administered by the County; previous surveys were administered in 2005, 2007, 2009, 2011, 2013, 2015, 2016 and 2017. The purpose of the survey was to gather input from residents about a wide range of issues including:

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

Methodology. A survey was mailed to a random sample of households in Johnson County in February of 2018. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone or online (www.JoCoSurvey.org). Of the households that received a survey, a total of 1,429 completed surveys. The results for the random sample of 1,429 households have a 95% level of confidence with a precision of at least +/- 2.6% for the county and +/-6.9% for each of the six commission districts.



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

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

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

This report contains:

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

Printed separately as appendices to this report:

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

General Perceptions of the County

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

- Quality of life (93%)
 - The quality of life rated 20% above the national average and 22% above the large community average.
- Overall image of the County (93%)
 - The image of the County rated 29% above the national average and 30% above the large community average.
- Public safety (89%)
 - Public safety services rated 12% above the national average and 22% above the large community average.
- Overall quality of County services (84%)
 - The quality of county services rated 35% above the national average and 39% above the large community average.
- How well the County is managing growth (77%)
 - How well the County is managing growth rated 27% above the national average and 35% above the large community average.
- Value received for tax dollars (64%)
 - The value received for tax dollars rated 26% above the national average and 33% above the large community average.
- **Trends.** There was a significant increase in satisfaction in one of the general perception items rated from 2017: availability of arts and cultural amenities (+4%). There were two significant decreases in perception from 2017: quality of public safety in Johnson County (-3%) and value received for County taxes (-3%).

Perceptions of Life in Johnson County

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

- As a place to live (98%)
 - Ratings of Johnson County as a place to live were 28% above the national average and 44% above the large community average.
- As a place to raise children (96%)
 - Ratings of Johnson County as a place to raise children were 28% above the national average and 46% above the large community average.
- As a place to work (89%)
 - Ratings of Johnson County as a place to work were 35% above the national average and 45% above the large community average.
- As a place to play (83%)
 - There was no national or large community data available for this question.
- As a place to retire (69%)
 - Ratings of Johnson County as a place to retire were 11% above the national average and 25% above the large community average.

- **Trends.** There were no significant increases or decreases with any of the perception of life items that were assessed in 2017 and 2018.

Feeling of Safety in the County

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

- Feeling of safety in neighborhoods during the day (96%)
- Feeling of safety in neighborhoods at night (90%)
- Feeling of safety in County parks (76%)
- **Trends.** There no were significant increases or decreases with any of the feeling of safety items that were assessed in 2017 and 2018.

Familiarity with County Services

- **Familiarity with County Services.** Residents were asked to rate their familiarity with services provided by 22 Johnson County offices and departments. The services with the highest and lowest levels of familiarity are listed below.
 - Services with the Highest Level of Familiarity. More than 70% of those surveyed were familiar with services provided the following County departments:
 - Johnson County Motor Vehicles Division (93%)
 - Johnson County Park and Recreation District (88%)
 - Johnson County Library System (87%)
 - Johnson County Wastewater (74%)
 - Services with the Lowest Level of Familiarity. Fewer than 30% of those surveyed were familiar with services provided by the following County departments:
 - Johnson County Mental Health Center (27%)
 - Johnson County District Attorney's Office (27%)
 - Johnson County Human Services (24%)
 - Johnson County Developmental Supports (21%)
 - Johnson County Department of Corrections (19%)
 - Transit services provided for disabled populations (18%)

Overall Satisfaction with County Services

- **Overall Satisfaction with County Services.** Residents were asked to rate their satisfaction with services from 22 County departments. The departments with the highest and lowest ratings are listed below based on the percentage of respondents who were satisfied (rating of 4 or 5 on a 5-point scale) with the service *among those who used the department.*

- 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 services from the following County departments:
 - Johnson County Library System (93%)
 - Johnson County Park & Recreation District (89%)
 - Johnson County Emergency Medical/Ambulance Service (Med-Act) (85%)
 - Johnson County K-State Extension and Research (85%)
 - Johnson County Election Office (84%)
 - Johnson County Museums (78%)
 - Johnson County Emergency Management & Communications (74%)
 - Johnson County Sheriff's Office (71%)
 - Johnson County Motor Vehicle Division (69%)
 - Johnson County Health and Environment Department (68%)
 - Johnson County Wastewater (66%)

- Services with the Lowest Satisfaction Ratings. The four County departments that had the lowest levels of satisfaction with services provided (ratings of 4 or 5 on a 5-point scale) were:
 - Johnson County Planning, Inspections and Codes (52%)
 - Johnson County Human Services (52%)
 - Johnson County Department of Corrections (48%)
 - Transit services provided for disabled populations (47%)

Overall Priorities

- **Services that Residents Felt Were Most Important for the County to Provide.** Residents were asked to rate the 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 in the following departments:
 - Johnson County Sheriff's Office
 - Johnson County Emergency Medical/Ambulance Service (Med-Act)
 - Johnson County Park & Recreation District
 - Johnson County Library System

- **Priorities for Improvement.** Importance-Satisfaction Analysis is a tool that helps community leaders objectively assess which services should receive additional emphasis. The analysis incorporates two types of data from the survey: (1) the level of emphasis or importance that residents thought should be placed on improvements to existing services and (2) the level of satisfaction with these services. Importance-Satisfaction analysis is based on the concept that the County will maximize overall satisfaction among residents by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of improvements to the service is relative high (see the Importance-Satisfaction Analysis section later in this report for a more

detailed description of the analysis). The top three priorities for improvement in Johnson County based on the results of the Importance-Satisfaction analysis are listed below:

- Johnson County Sheriff's Office
- Johnson County Human Services
- Johnson County Mental Health Center

Perceptions of Service Delivery

- **Perceptions of Service Delivery.** Residents were asked to rate their level of agreement with 15 issues related to overall perceptions of County service delivery. The issues that residents most agreed with, based upon a combination of “strongly agree” and “agree” responses, were:
 - Polling places in the County are conveniently located and accessible (89%)
 - The County has enough advanced voting locations (80%)
 - Johnson County government is well run (67%)
 - The County's web page is a useful source of information (55%)
- **Trends.** There was one significant increase in the level of agreement for the issues assessed on the survey in both 2017 and 2018: the County should use a mobile app to provide service delivery (+5%). There were nine significant decreases in the level of agreement in the perception issues assessed on the survey; the issues with significant decreases are listed below:
 - Johnson County is prepared for an emergency (down 7% from 2017)
 - Board of County Commissioners effectively manages county resources (down 6% from 2017)
 - Management of juries is professional/efficient (down 5% from 2017)
 - My property is appraised fairly in the County (down 5% from 2017)
 - Johnson County Government is well run (down 4% from 2017)
 - Criminals are competently prosecuted (down 4% from 2017)
 - Growth is managed well in rural areas (down 4% from 2017)
 - The juvenile justice system has adequate resources (down 4% from 2017)
 - Services/facilities for disabled/aging populations are adequate (down 3% from 2017)

Issues Related to Specific County Services

- **Public Transportation.** Residents were asked to indicate their level of agreement with various statements related to public transportation services in the County. The major findings are listed below; the percentages shown only reflect the percentage of respondents who had an opinion about the service.
 - 63% of residents agreed that the County should increase services for transportation for disabled populations

- 61% of residents agreed that the County should enhance transit availability and frequency along major corridors
- 59% of residents agreed that the County should increase services to provide adequate public transit to meet the needs of the community

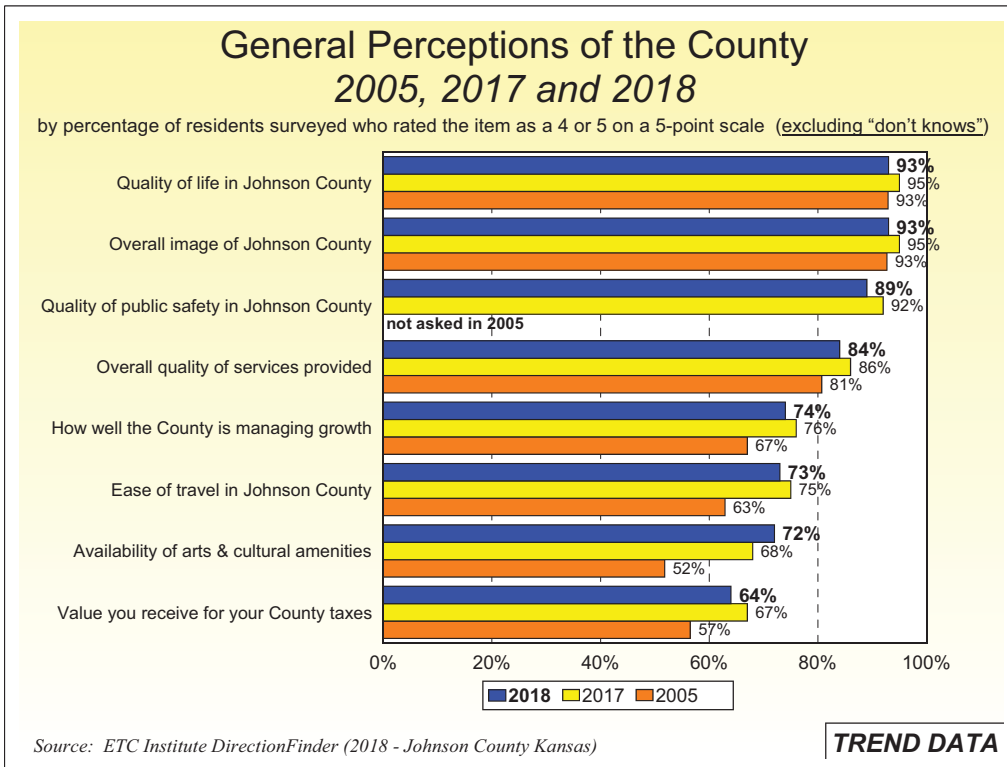
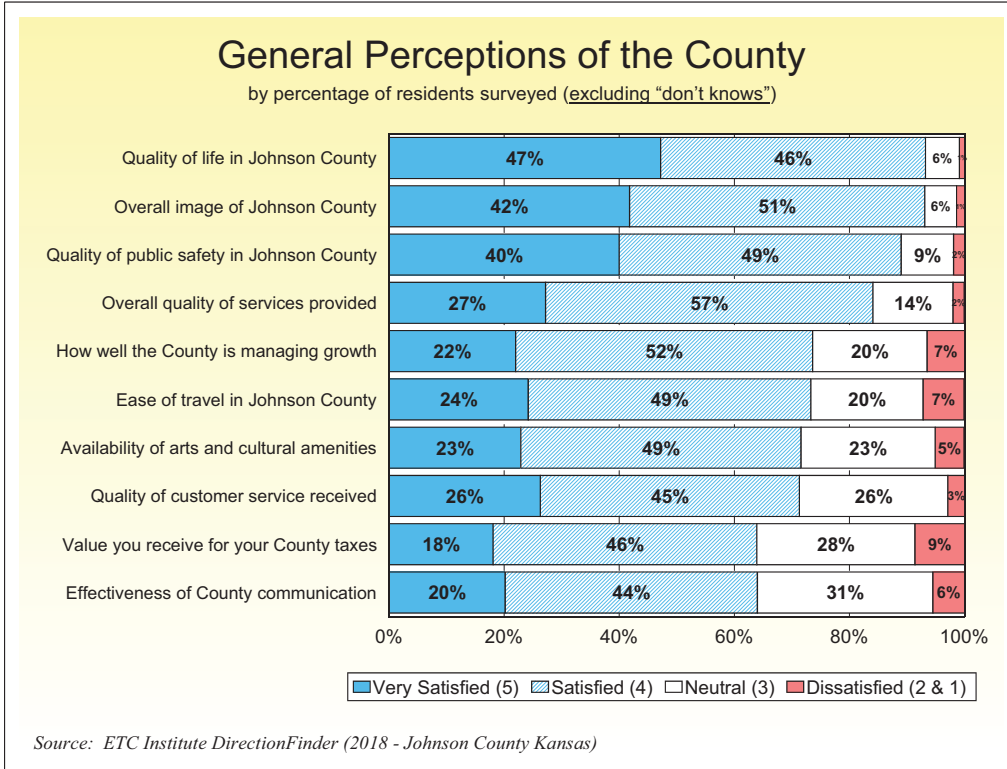
More than half (56%) of the residents surveyed who provided a response indicated they were open to utilizing public transportation provided by Johnson County.

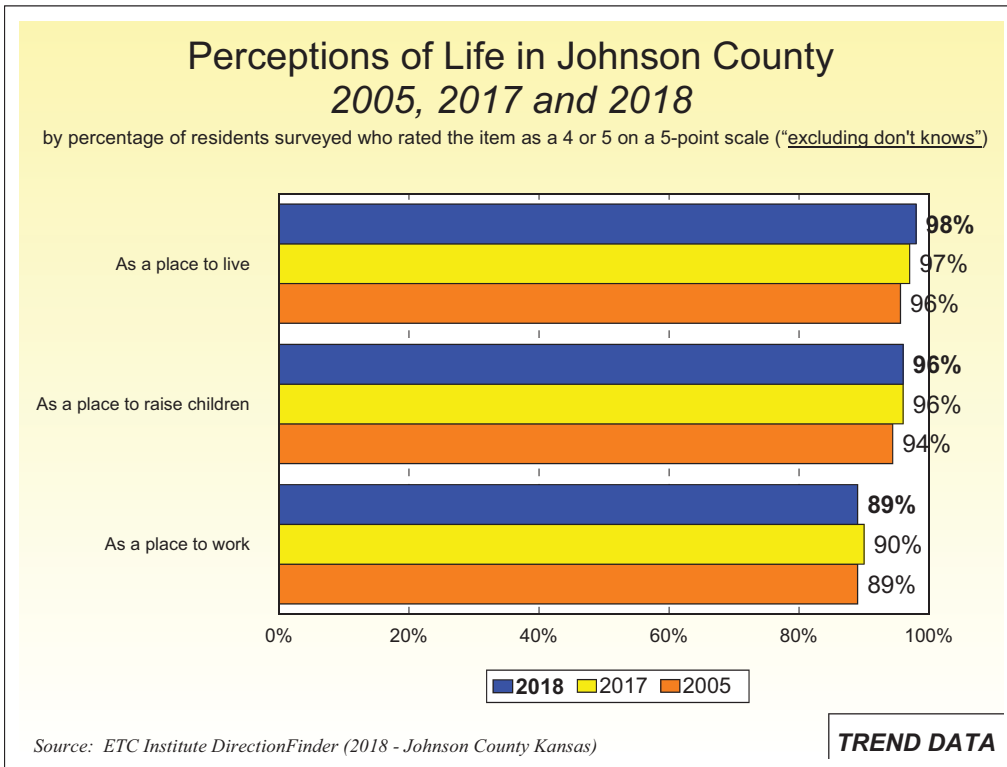
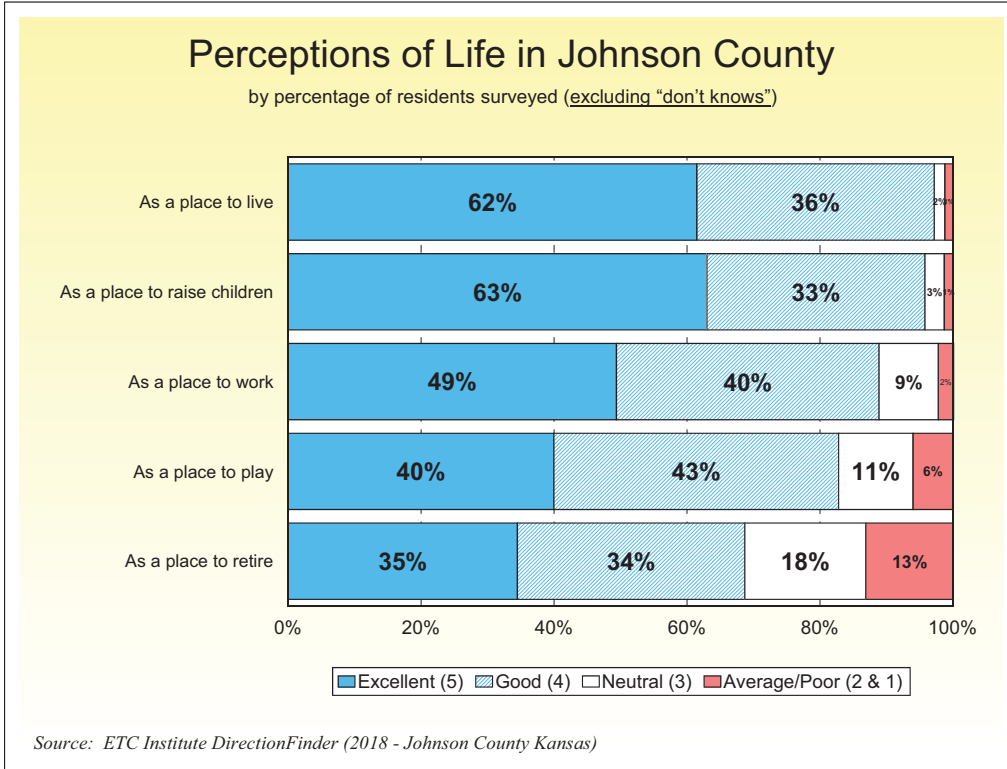
- **Library System.** Residents were asked to indicate their level of agreement with various statements related to library services in the County. The major findings are listed below; the percentages shown only reflect the percentage of respondents who had an opinion about the service.
 - 82% of residents agreed that the County library system is adequate to support the needs of residents
 - 60% of residents agreed that the County should expand digital services
- **County Parks and Recreation System.** Residents were asked to indicate their level of agreement with various statements related to the Johnson County Park & Recreation District. The major findings are listed below; the percentages shown only reflect the percentage of respondents who had an opinion about the issue.
 - 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
 - 72% of residents agreed that Johnson County Park & Recreation District facilities and programs positively impact one's personal health and well-being
 - 70% of residents agreed that Johnson County Park & Recreation District should continue to acquire property to expand the County's parks and trails system

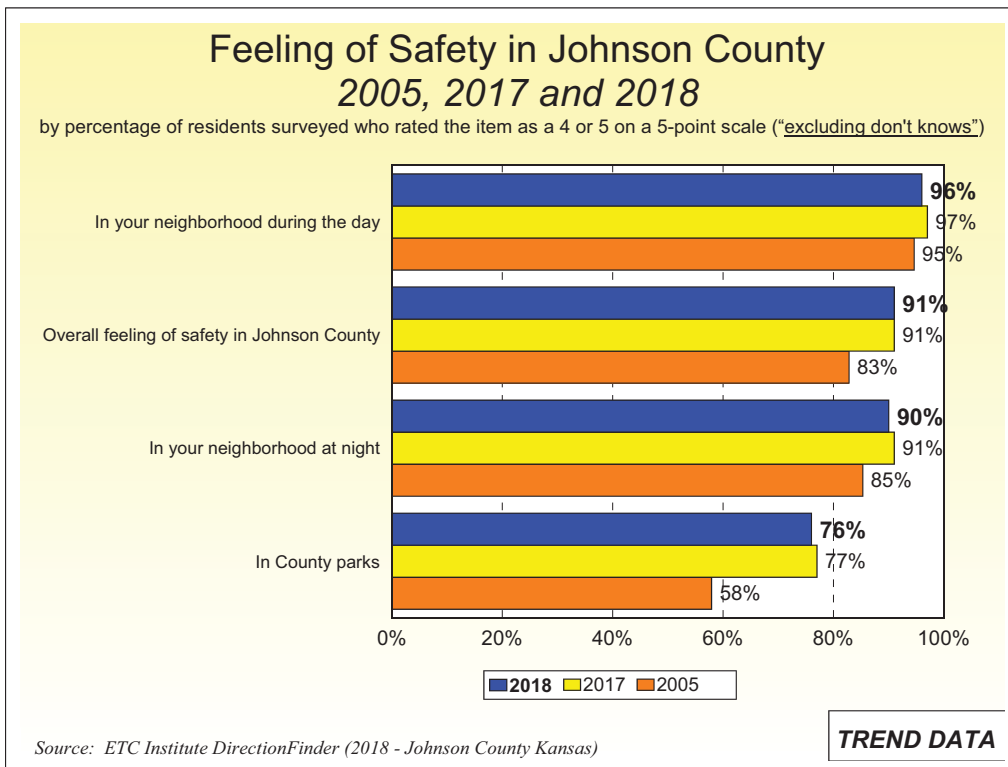
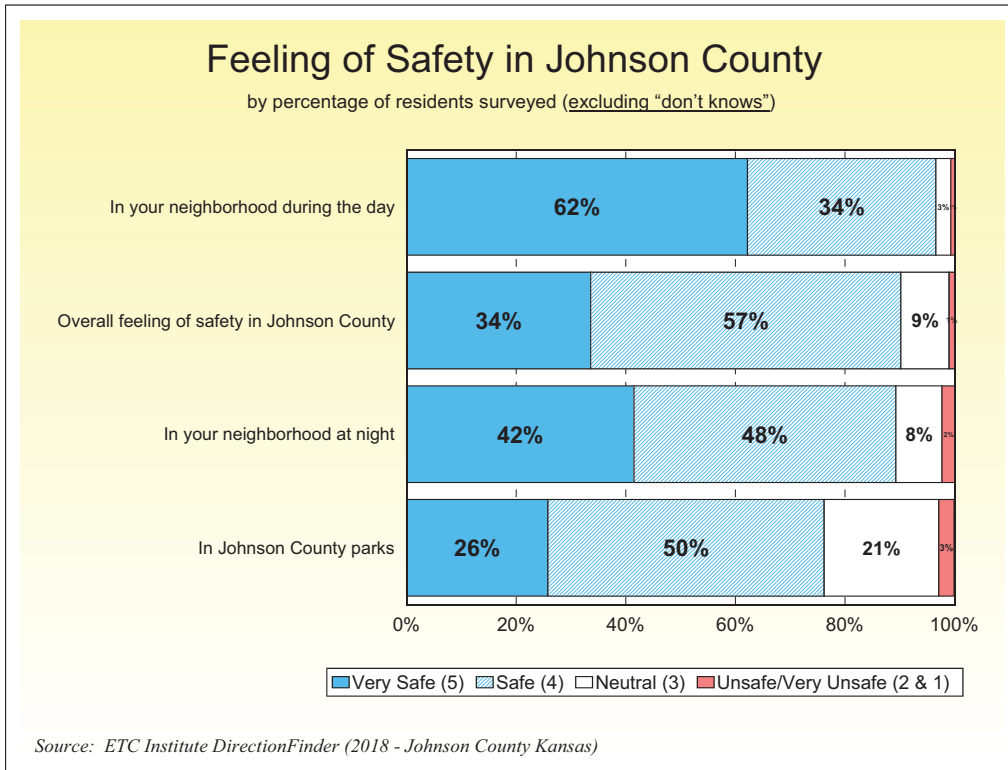
Human Services, Infrastructure and Public Safety Programs

Residents were asked to indicate their level of support for the use of additional County funds to maintain existing service levels for human services, infrastructure and public safety programs if Federal and State funds were reduced. The results showed that residents were most supportive of the use of additional County funds to maintain the County's mental health services (91%), public health services (90%), and aging programs (89%). Eighty-five percent (85%) were supportive of using additional County funds to maintain public safety programs, and 80% supported funding for improvements to county rural and unincorporated roads and bridges. Residents were least supportive of using additional County funds for public transportation services (72%).

Charts and Graphs

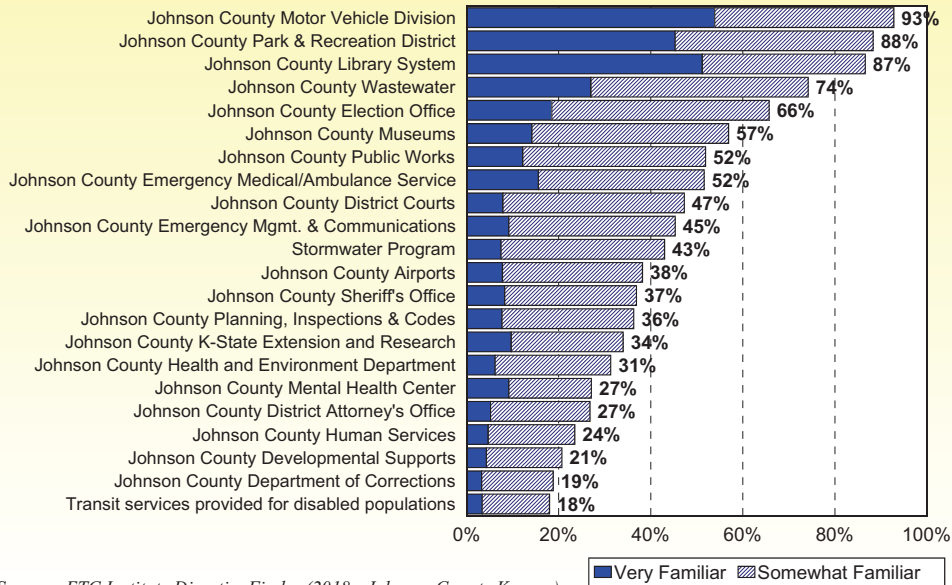






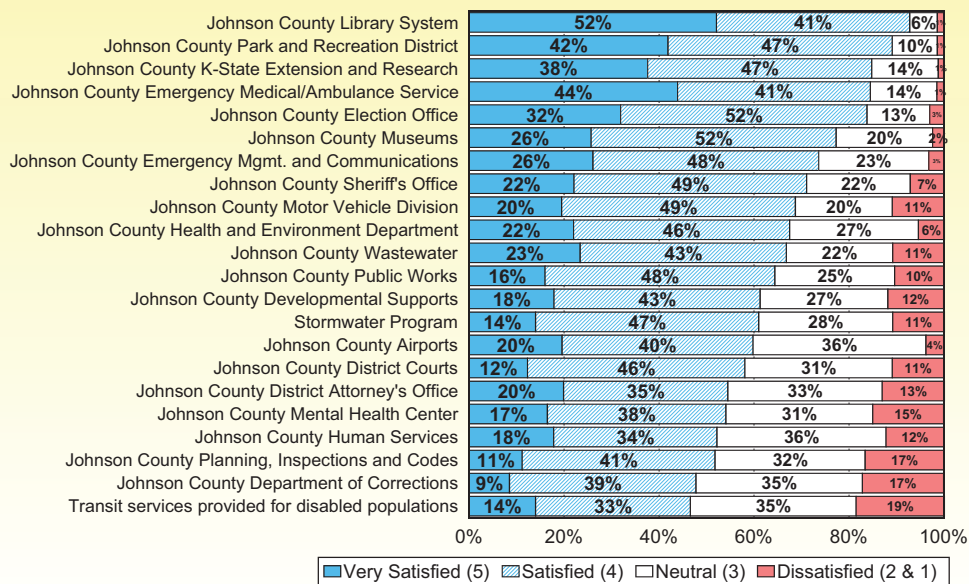
Familiarity with the Services Provided by Each Organization in Johnson County

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



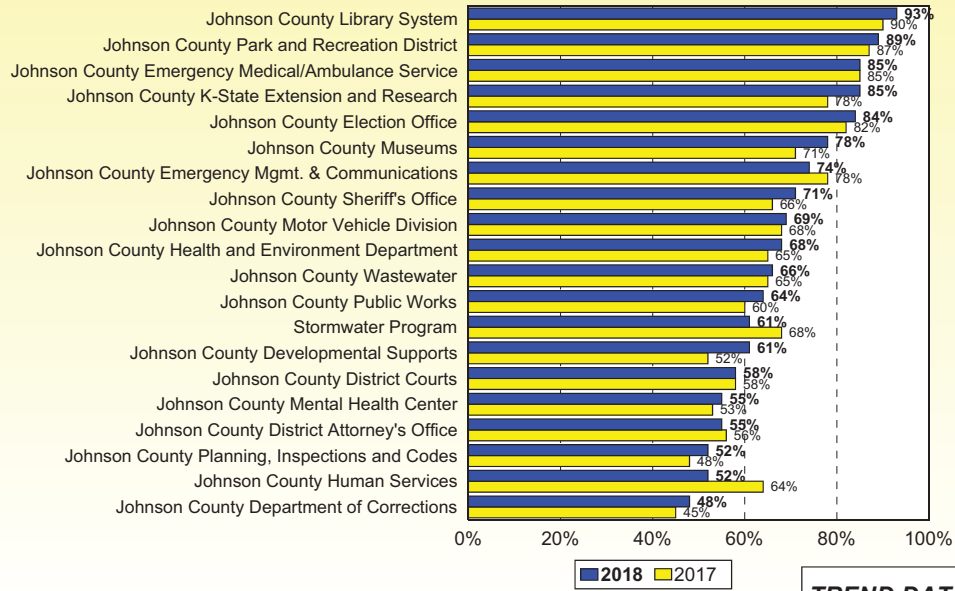
Overall Satisfaction with Services Provided by Various County Departments

by percentage of residents surveyed who used the department



Overall Satisfaction with Various County Services 2017 vs. 2018

by percentage of residents surveyed who used the service and were "very satisfied" or "satisfied" with the service

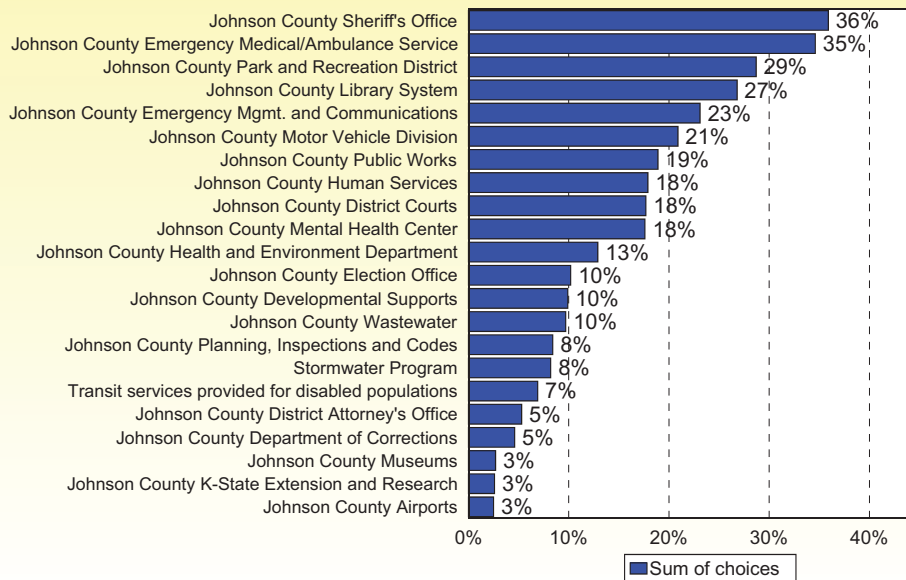


Source: ETC Institute DirectionFinder (2018 - Johnson County Kansas)

TREND DATA

Major Categories of County Services That Are Most Important To Provide

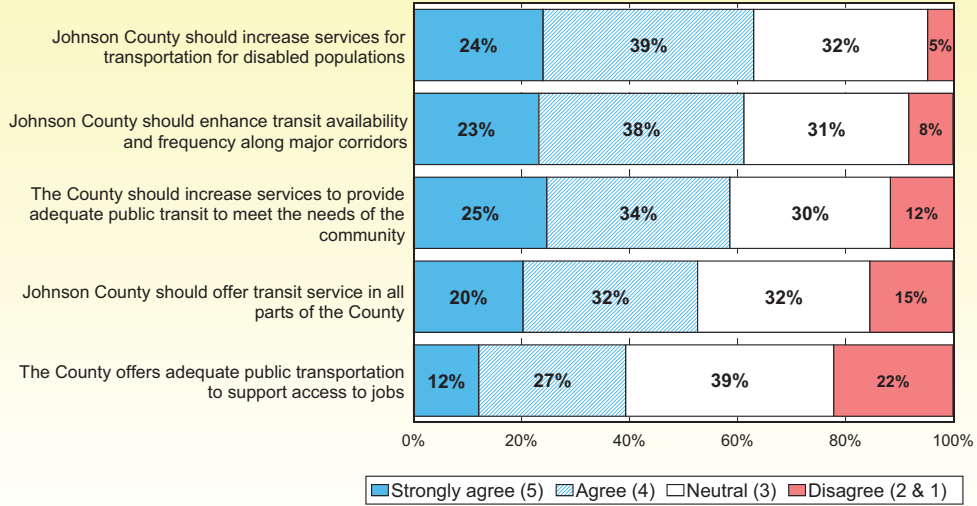
by percentage of residents surveyed who selected the item as one of their top four choices



Source: ETC Institute DirectionFinder (2018 - Johnson County Kansas)

Agreement With Various Statements Related to the County Public Transit System

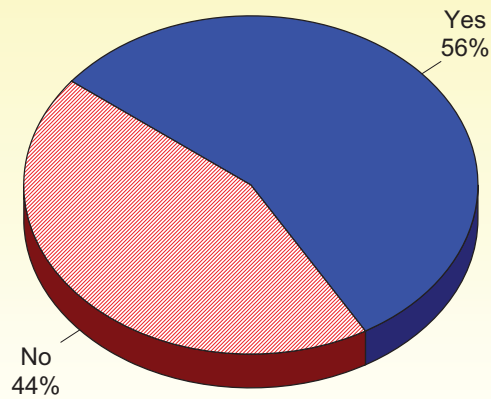
by percentage of residents surveyed (excluding "don't knows")



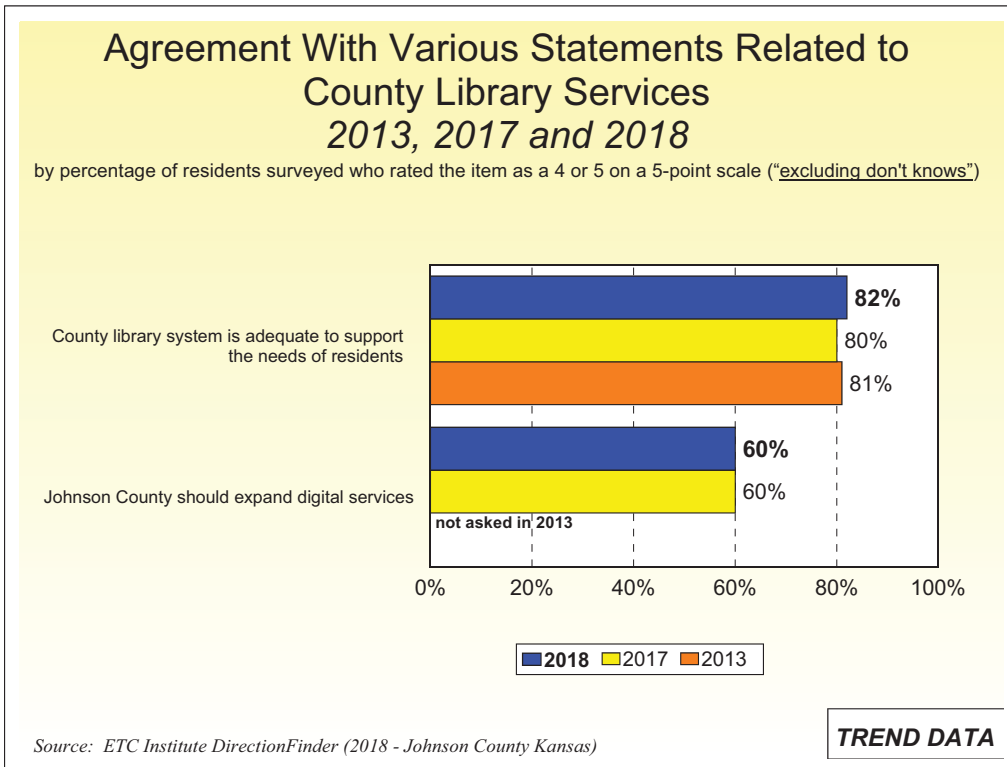
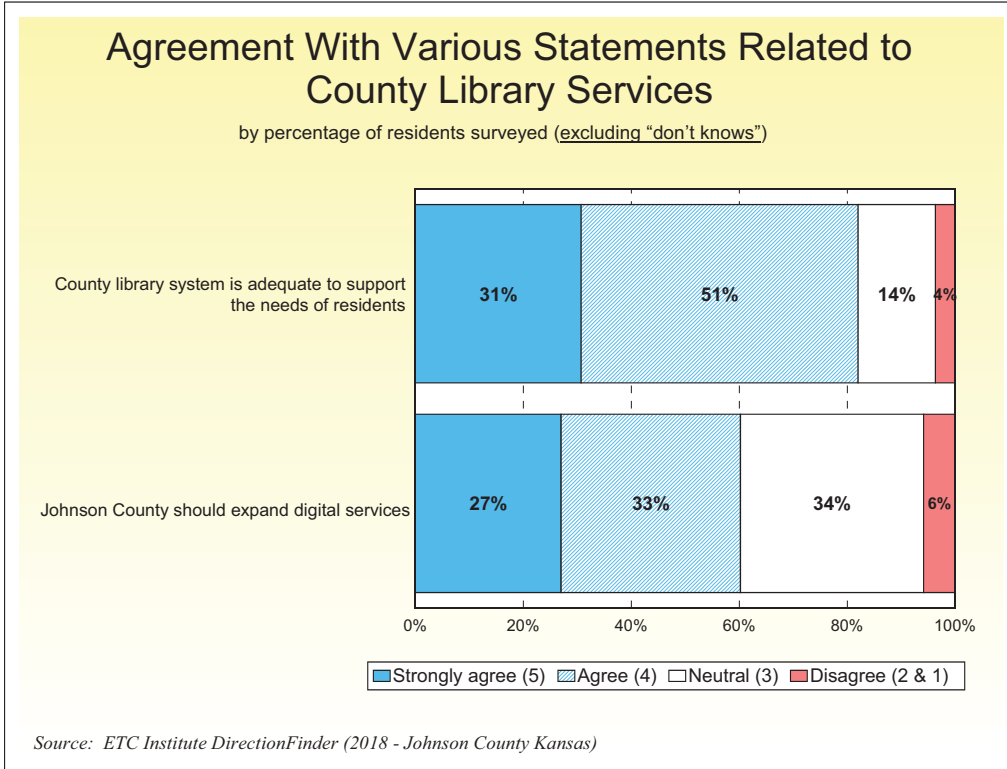
Source: ETC Institute DirectionFinder (2018 - Johnson County Kansas)

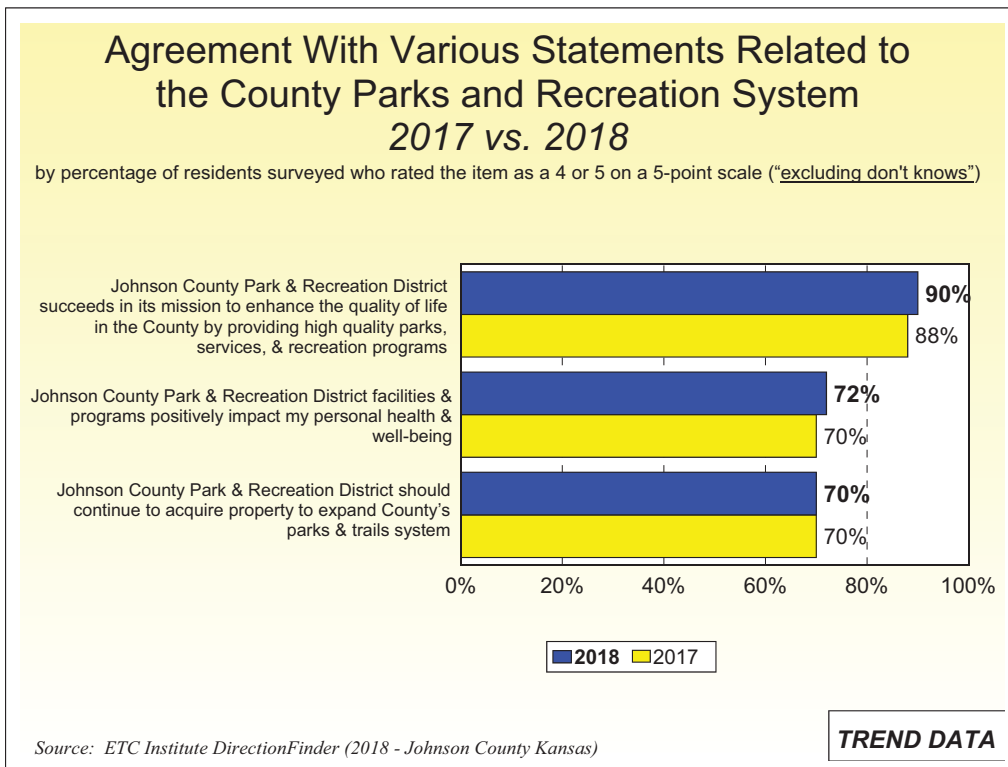
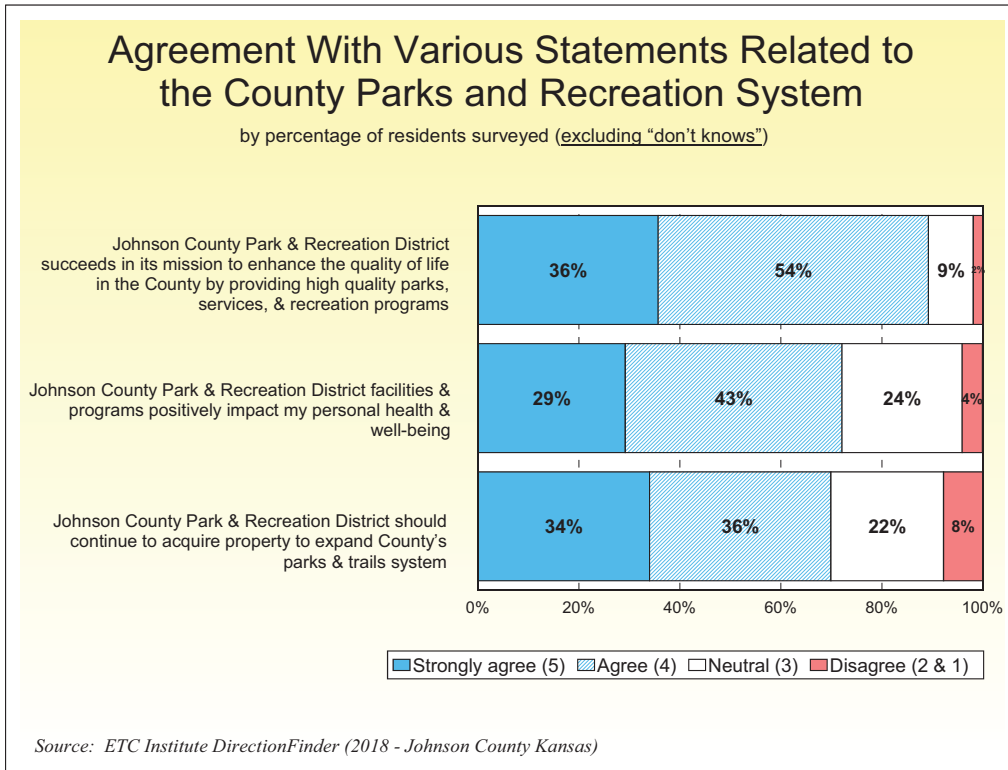
Are you open to utilizing public transportation provided by Johnson County?

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



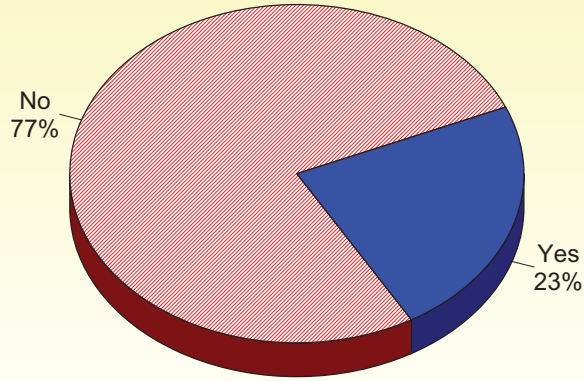
Source: ETC Institute DirectionFinder (2018 - Johnson County Kansas)





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

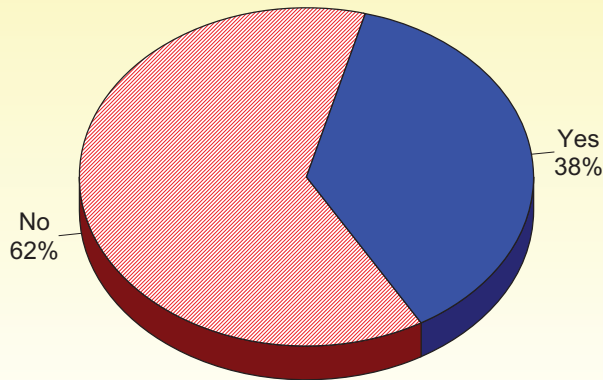
by percentage of residents surveyed (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Johnson County Kansas)

Are you aware that 1 in 16 people, or 34,000 Johnson County residents, live below the federal poverty line?

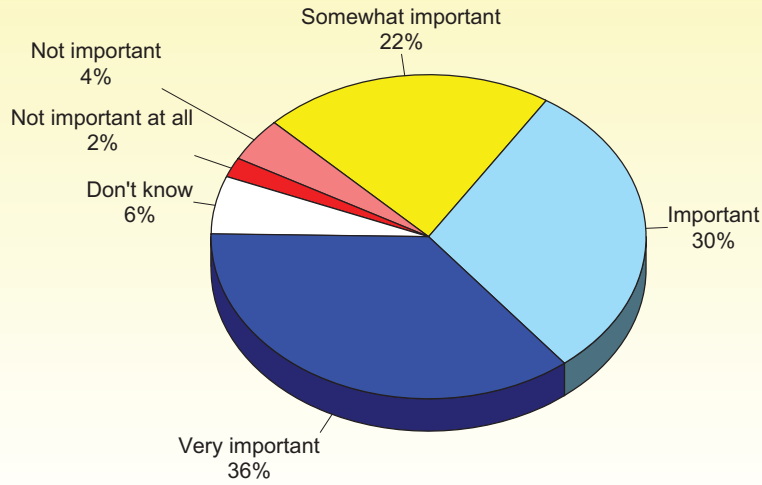
by percentage of residents surveyed (excluding "don't know")



Source: ETC Institute DirectionFinder (2018 - Johnson County Kansas)

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

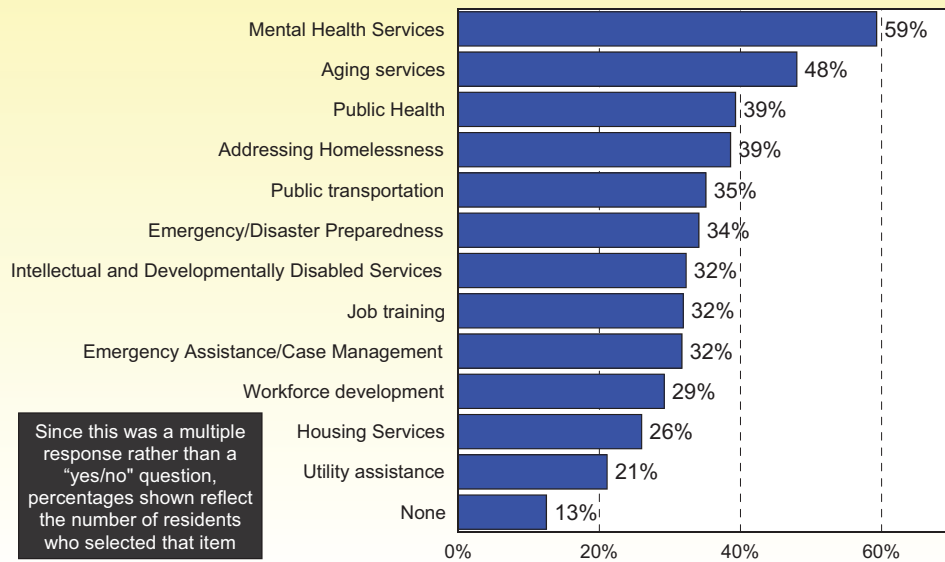
by percentage of residents surveyed



Source: ETC Institute DirectionFinder (2018 - Johnson County Kansas)

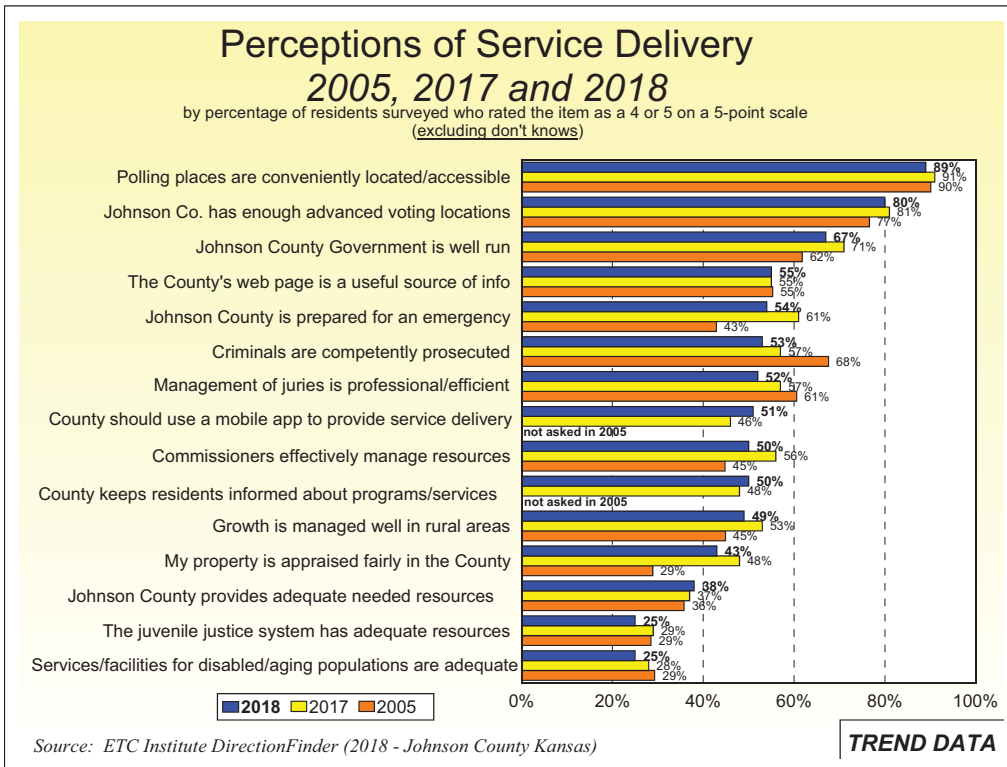
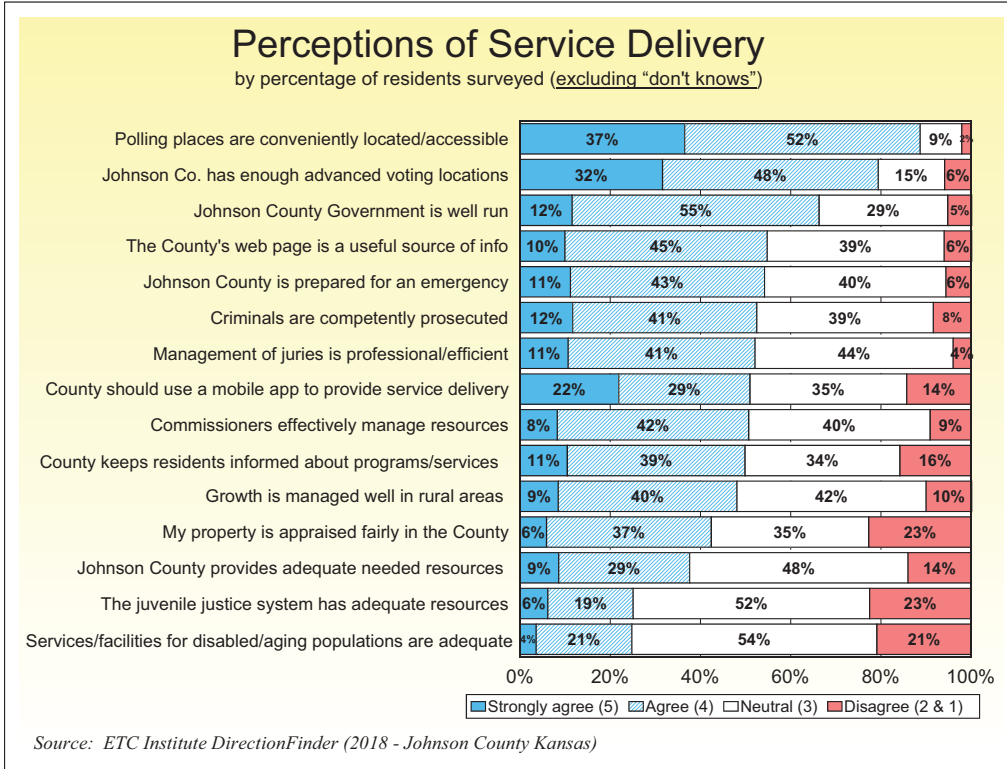
Areas Where Johnson County Should Devote Additional Resources

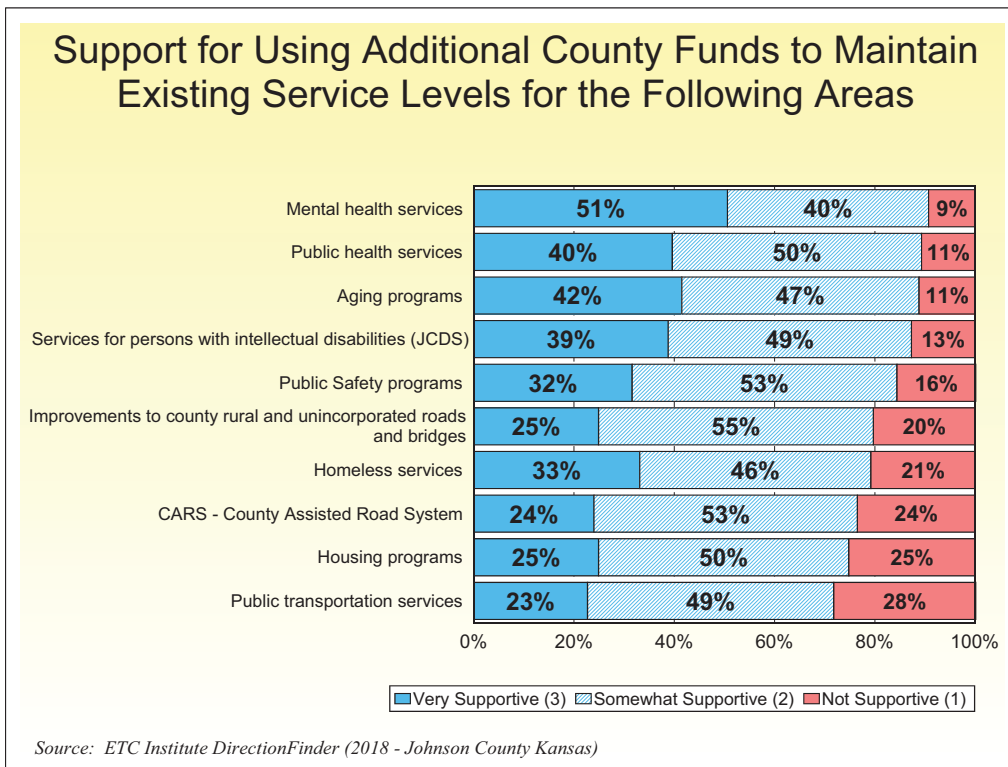
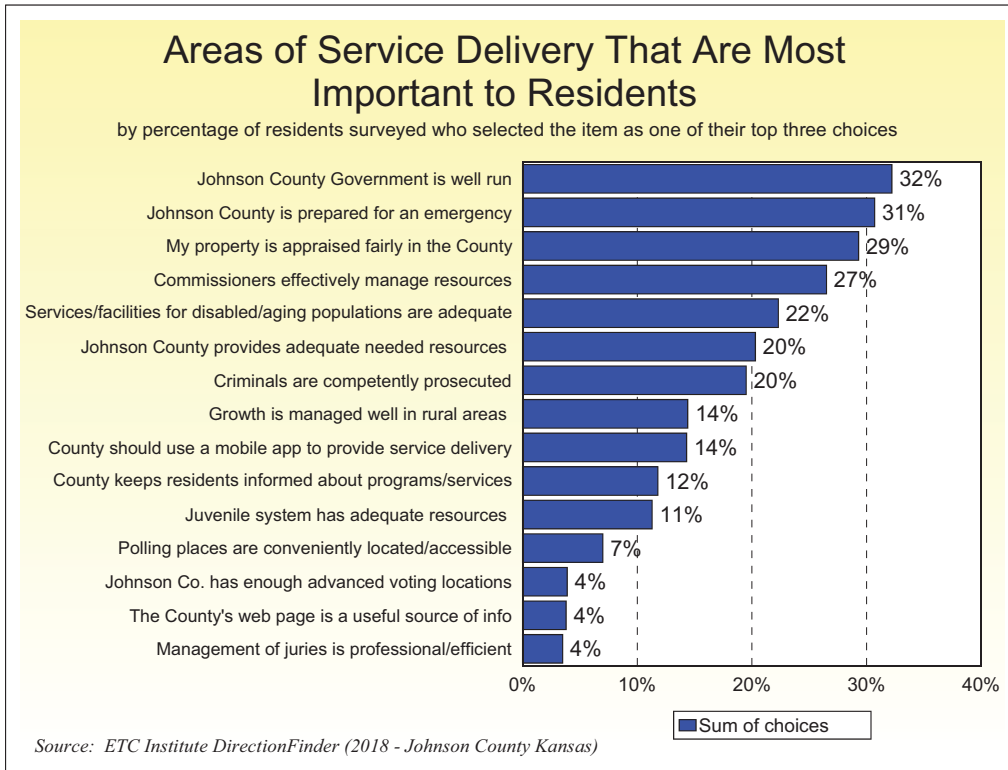
by percentage of residents surveyed (multiple choices could be selected)



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

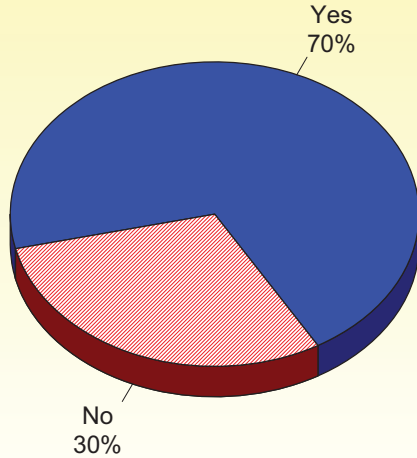
Source: ETC Institute DirectionFinder (2018 - Johnson County Kansas)





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

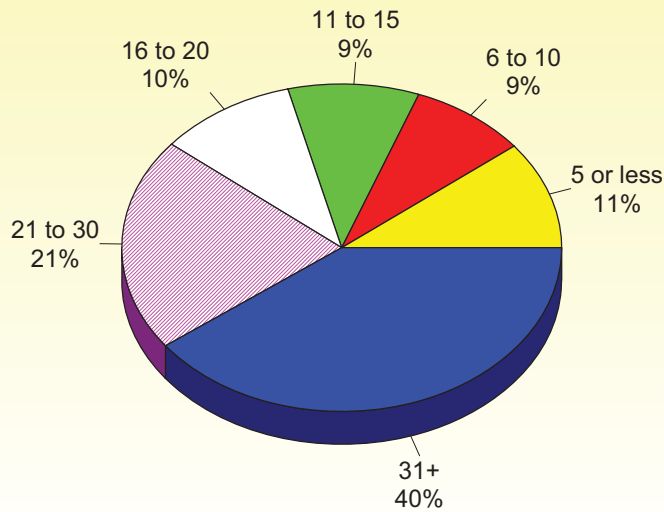
by percentage of residents surveyed (excluding "not provided")



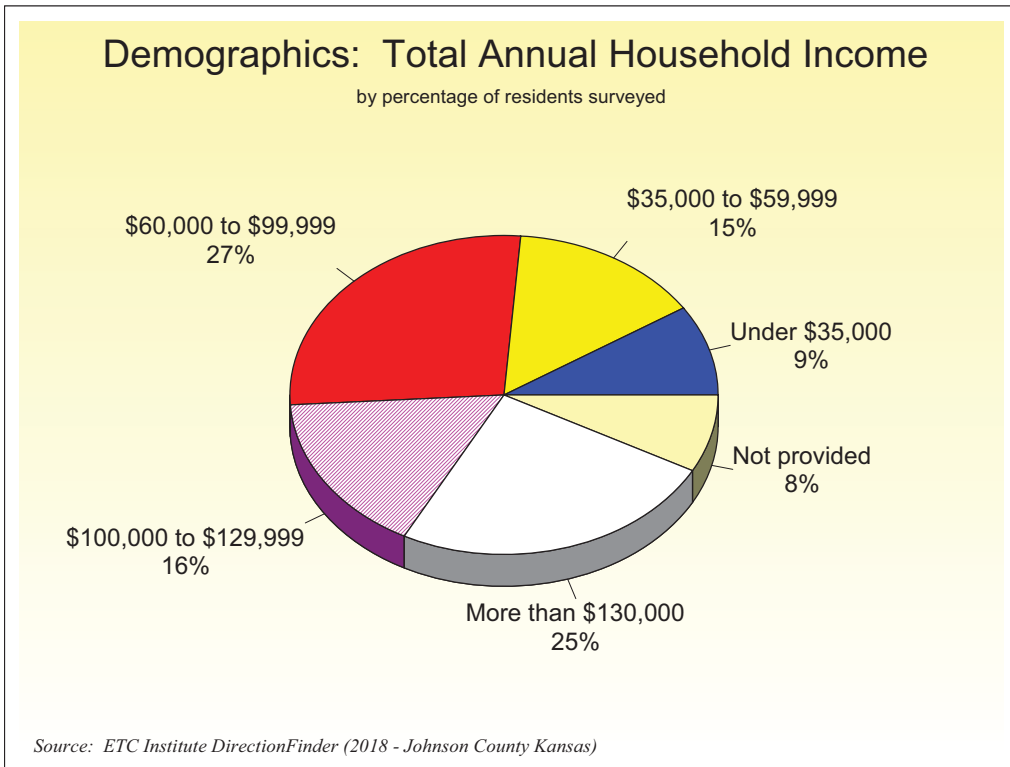
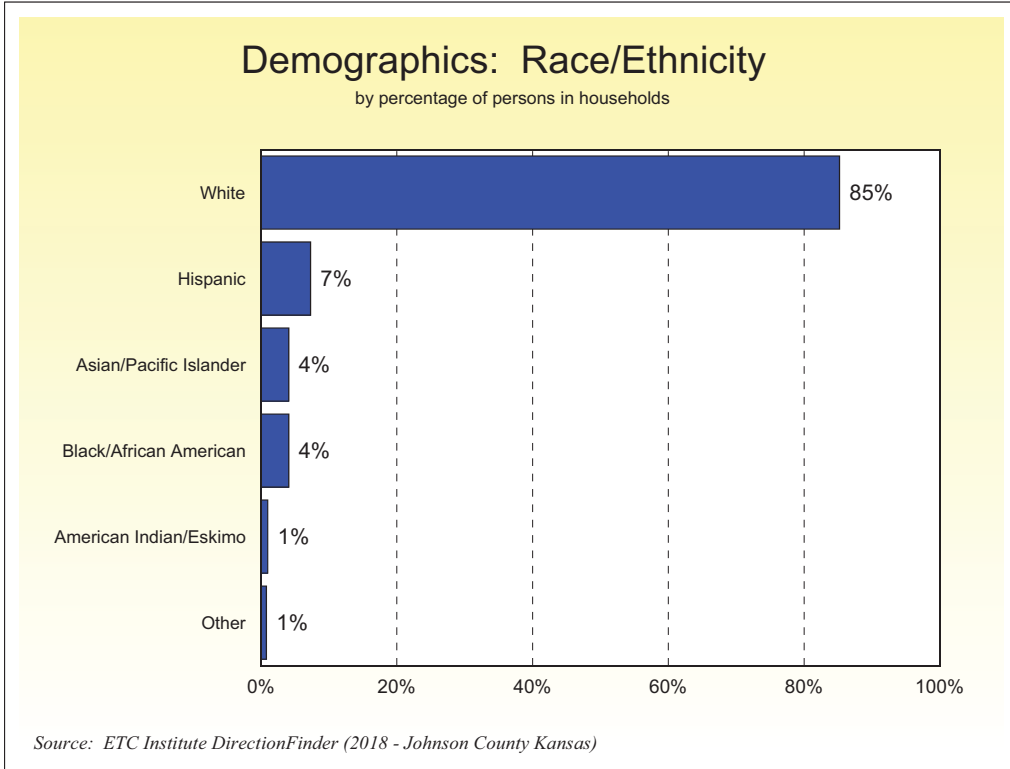
Source: ETC Institute DirectionFinder (2018 - Johnson County Kansas)

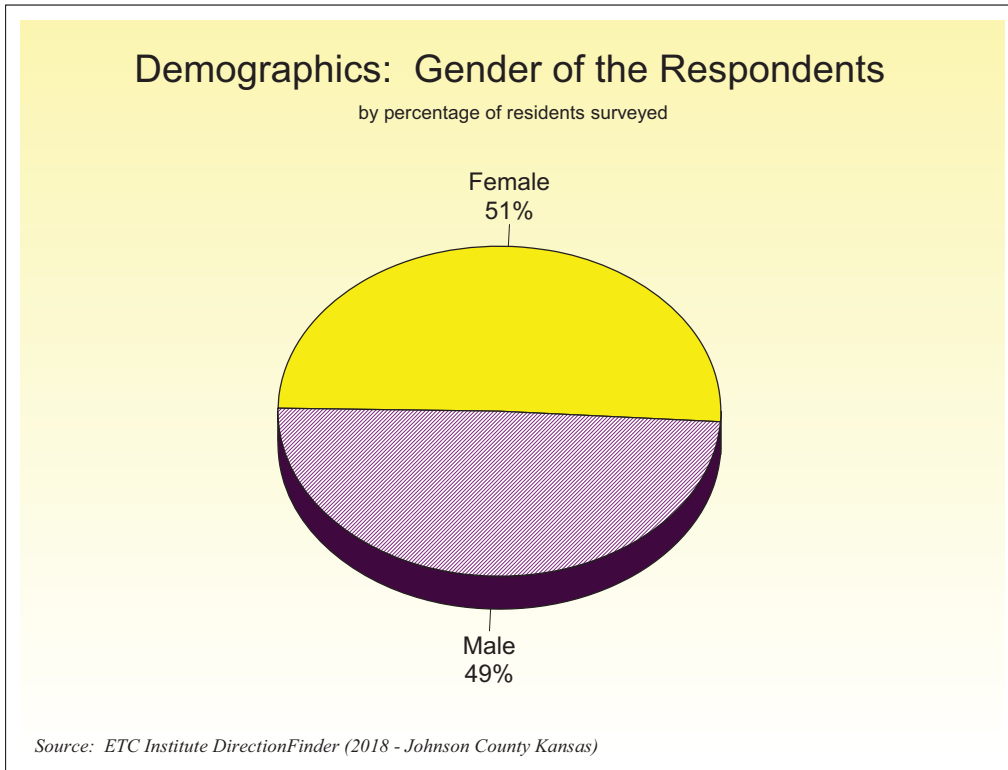
Demographics: Number of Years Lived in Johnson County

by percentage of residents surveyed

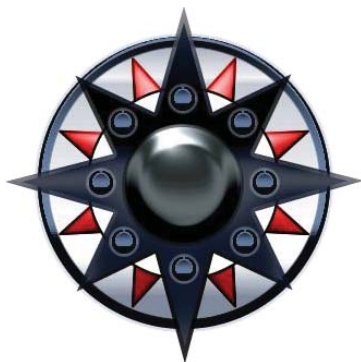


Source: ETC Institute DirectionFinder (2018 - Johnson County Kansas)





*Benchmarking
and Importance-Satisfaction Analysis*



Benchmarking Summary Report 2018 Johnson County, Kansas

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 43 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2015 to a random sample of more than 4,000 residents in the continental United States and (2) a national survey that was administered by ETC Institute during the summer of 2017 to a random sample of more than 500 residents living in large communities (population of 250,000 or more).

Interpreting the Charts

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

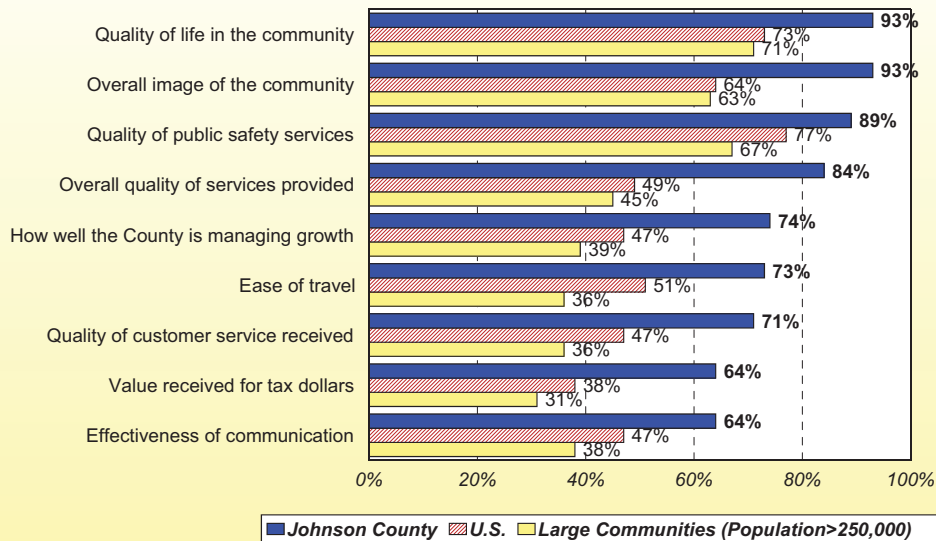
- The blue bars show the results for Johnson County.
- The red/white bars show the results of a national survey that was conducted by ETC Institute.
- The light yellow bars show the results of the national survey that was conducted by ETC Institute with large U.S. communities (population of 250,000 or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

National Benchmarks

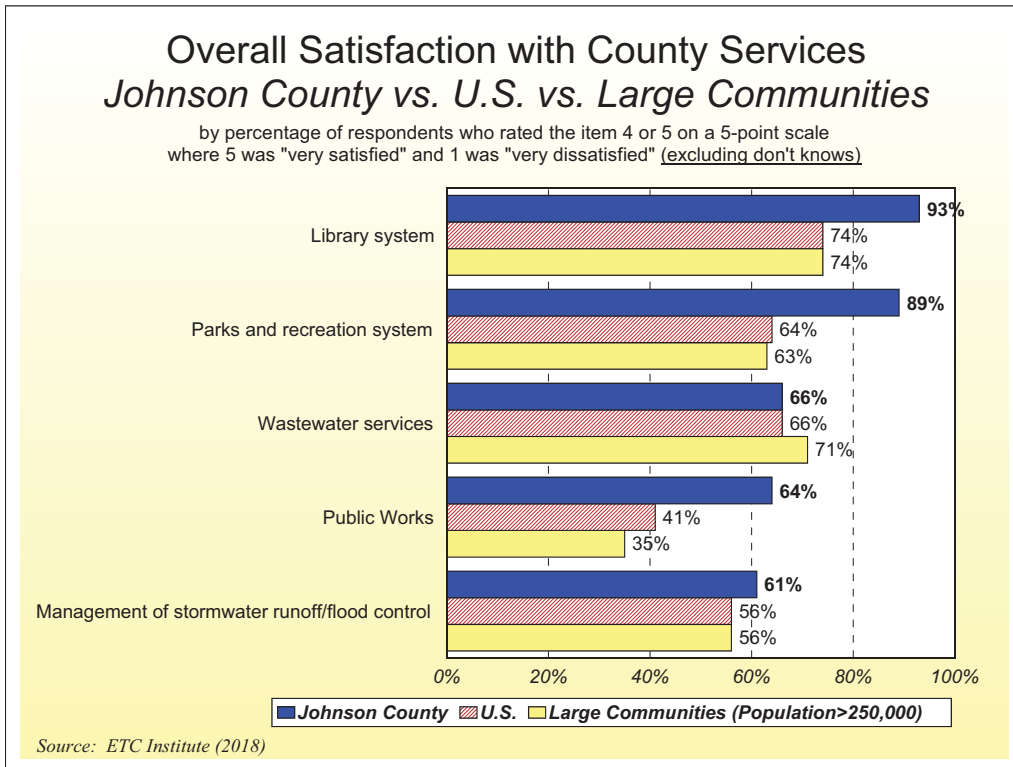
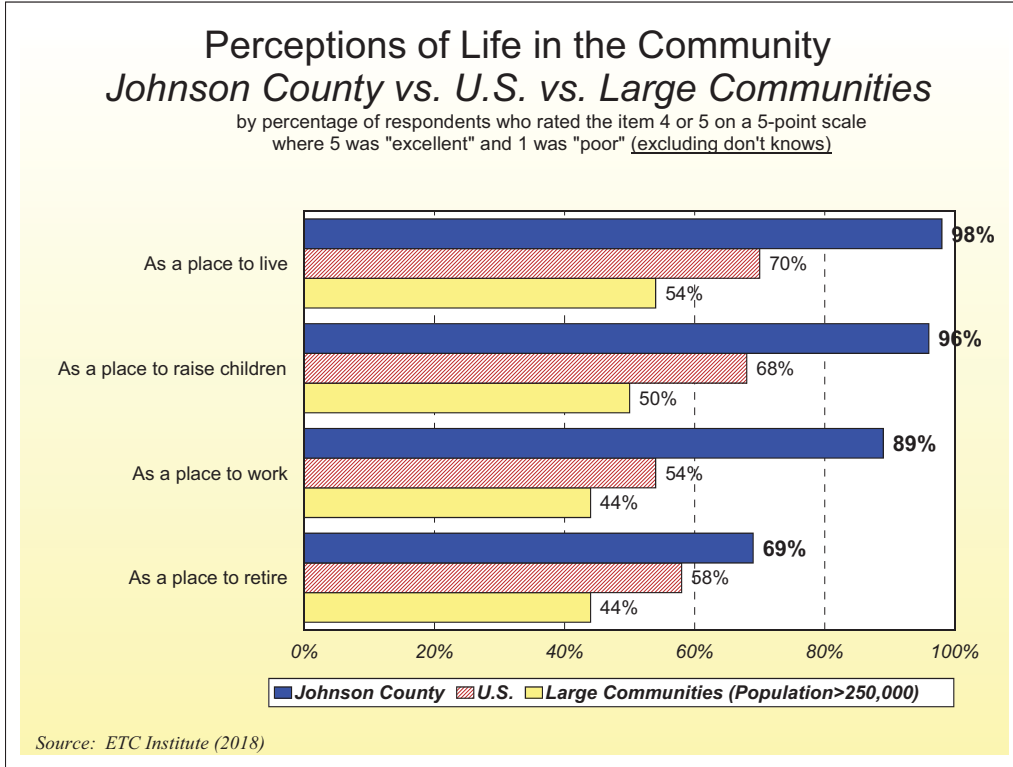
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with Johnson County Government is not authorized without written consent from ETC Institute.

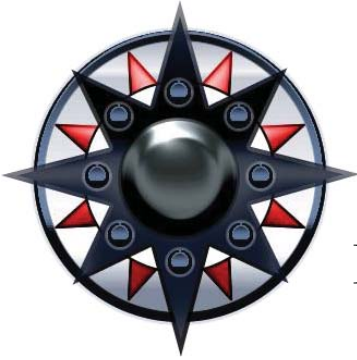
Overall Satisfaction with the County Johnson County vs. U.S. vs. Large Communities

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



Source: ETC Institute (2018)





Importance-Satisfaction Analysis

Johnson County, Kansas

Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their county residents. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to residents; and (2) to target resources toward those services where residents are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that counties will maximize overall resident satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the County to provide. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the County's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

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

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

Example of the Calculation. Respondents were asked to identify the major county services they thought were most important for the County to provide. Approximately thirty-six percent (35.9%) ranked “Sheriff’s Office” as the most important service for the County to provide.

With regard to satisfaction, “Sheriff’s Office” was ranked eighth overall, with 71% rating it a “4” or a “5” on a 5-point scale, excluding “don’t know” responses. The I-S rating for “Sheriff’s Office” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 35.9% was multiplied by 29% (1-0.71). This calculation yielded an I-S rating of **0.1041**, which was ranked first out of 22 major service categories.

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

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

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

Interpreting the Ratings

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

- *Definitely Increase Emphasis ($IS \geq 0.20$)*
- *Increase Current Emphasis ($0.10 \leq IS < 0.20$)*
- *Maintain Current Emphasis ($IS < 0.10$)*

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

| Importance-Satisfaction Rating | | | | | | |
|--|-------------------------|----------------------------|-----------------------|--------------------------|---------------------------------------|------------------------|
| Johnson County, Kansas | | | | | | |
| Overall County Services | | | | | | |
| Category of Service | Most Important % | Most Important Rank | Satisfaction % | Satisfaction Rank | Importance-Satisfaction Rating | I-S Rating Rank |
| High Priority (IS .10 - .20) | | | | | | |
| Johnson County Sheriff's Office | 36% | 1 | 71% | 8 | 0.1041 | 1 |
| Medium Priority (IS <.10) | | | | | | |
| Johnson County Human Services | 18% | 8 | 52% | 19 | 0.0859 | 2 |
| Johnson County Mental Health Center | 18% | 10 | 55% | 18 | 0.0792 | 3 |
| Johnson County District Courts | 18% | 9 | 58% | 16 | 0.0743 | 4 |
| Johnson County Public Works | 19% | 7 | 64% | 12 | 0.0680 | 5 |
| Johnson County Motor Vehicle Division | 21% | 6 | 69% | 9 | 0.0648 | 6 |
| Johnson County Emergency Mgmt. & Communications | 23% | 5 | 74% | 7 | 0.0601 | 7 |
| Johnson County Emergency Medical/Ambulance Service | 35% | 2 | 85% | 4 | 0.0519 | 8 |
| Johnson County Health and Environment Department | 13% | 11 | 68% | 10 | 0.0413 | 9 |
| Johnson County Planning, Inspections and Codes | 8% | 15 | 52% | 20 | 0.0403 | 10 |
| Johnson County Developmental Supports | 10% | 13 | 61% | 13 | 0.0386 | 11 |
| Transit services provided for disabled populations | 7% | 17 | 47% | 22 | 0.0366 | 12 |
| Johnson County Wastewater | 10% | 14 | 66% | 11 | 0.0330 | 13 |
| Stormwater Program | 8% | 16 | 61% | 14 | 0.0320 | 14 |
| Johnson County Park and Recreation District | 29% | 3 | 89% | 2 | 0.0316 | 15 |
| Johnson County Department of Corrections | 5% | 19 | 48% | 21 | 0.0239 | 16 |
| Johnson County District Attorney's Office | 5% | 18 | 55% | 17 | 0.0239 | 17 |
| Johnson County Library System | 27% | 4 | 93% | 1 | 0.0188 | 18 |
| Johnson County Election Office | 10% | 12 | 84% | 5 | 0.0163 | 19 |
| Johnson County Airports | 3% | 22 | 60% | 15 | 0.0100 | 20 |
| Johnson County Museums | 3% | 20 | 78% | 6 | 0.0059 | 21 |
| Johnson County K-State Extension and Research | 3% | 21 | 85% | 3 | 0.0039 | 22 |

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the services they thought were most important for the County to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

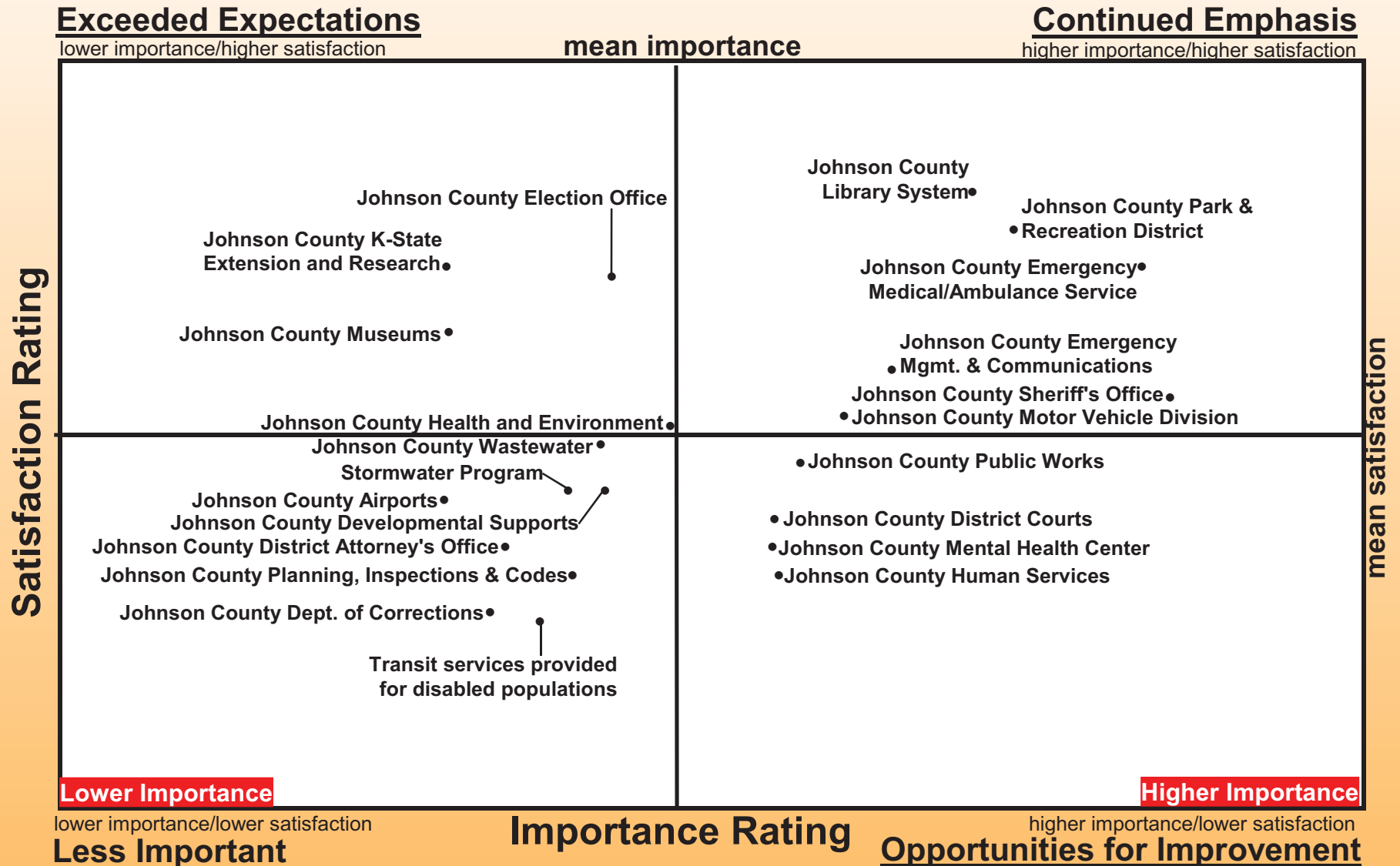
- *Continued Emphasis (above average importance and above average satisfaction).* This area shows where the County is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The County should maintain (or slightly increase) emphasis on items in this area.
- *Exceeding Expectations (below average importance and above average satisfaction).* This area shows where the County is performing significantly better than customers expect the County to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with County services. The County should maintain (or slightly decrease) emphasis on items in this area.
- *Opportunities for Improvement (above average importance and below average satisfaction).* This area shows where the County is not performing as well as residents expect the County to perform. This area has a significant impact on customer satisfaction, and the County should DEFINITELY increase emphasis on items in this area.
- *Less Important (below average importance and below average satisfaction).* This area shows where the County is not performing well relative to the County's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with County services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

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

2018 Johnson County Services Importance-Satisfaction Assessment Matrix

-Overall County Services-

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



Source: ETC Institute (2018)

Cross-tabulations by District

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q1-1. Overall image of Johnson County</u> | | | | | | | |
| Very satisfied | 40.2% | 42.1% | 50.0% | 45.2% | 38.3% | 33.6% | 41.8% |
| Satisfied | 53.3% | 50.6% | 44.4% | 50.0% | 55.8% | 54.5% | 51.3% |
| Neutral | 5.4% | 6.4% | 3.6% | 3.6% | 4.9% | 9.5% | 5.5% |
| Dissatisfied | 0.8% | 0.4% | 2.0% | 0.4% | 1.0% | 1.4% | 1.0% |
| Very dissatisfied | 0.4% | 0.4% | 0.0% | 0.8% | 0.0% | 0.9% | 0.4% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q1-2. How well County is managing growth</u> | | | | | | | |
| Very satisfied | 20.7% | 25.7% | 25.6% | 18.5% | 24.7% | 16.7% | 22.0% |
| Satisfied | 48.0% | 43.5% | 53.3% | 57.1% | 52.5% | 55.3% | 51.6% |
| Neutral | 23.6% | 23.5% | 16.1% | 16.8% | 17.2% | 21.9% | 19.9% |
| Dissatisfied | 7.3% | 6.1% | 4.5% | 5.5% | 4.5% | 5.1% | 5.6% |
| Very dissatisfied | 0.4% | 1.3% | 0.4% | 2.1% | 1.0% | 0.9% | 1.0% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q1-3. Quality of life in Johnson County</u> | | | | | | | |
| Very satisfied | 48.7% | 44.5% | 58.5% | 48.2% | 42.9% | 38.5% | 47.2% |
| Satisfied | 45.6% | 46.6% | 38.3% | 45.0% | 51.7% | 50.5% | 46.0% |
| Neutral | 5.4% | 8.1% | 2.8% | 5.2% | 4.9% | 9.2% | 5.9% |
| Dissatisfied | 0.0% | 0.4% | 0.4% | 1.2% | 0.5% | 0.9% | 0.6% |
| Very dissatisfied | 0.4% | 0.4% | 0.0% | 0.4% | 0.0% | 0.9% | 0.4% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q1-4. Quality of public safety in Johnson County</u> | | | | | | | |
| Very satisfied | 43.7% | 37.0% | 44.9% | 39.8% | 36.6% | 36.5% | 40.0% |
| Satisfied | 44.8% | 50.6% | 47.8% | 48.6% | 51.2% | 52.1% | 49.0% |
| Neutral | 9.2% | 10.6% | 6.5% | 9.6% | 10.7% | 8.2% | 9.1% |
| Dissatisfied | 1.9% | 1.3% | 0.8% | 1.6% | 1.5% | 1.4% | 1.4% |
| Very dissatisfied | 0.4% | 0.4% | 0.0% | 0.4% | 0.0% | 1.8% | 0.5% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q1-5. Value you receive for your County taxes</u> | | | | | | | |
| Very satisfied | 19.5% | 17.7% | 17.8% | 21.4% | 15.6% | 15.8% | 18.1% |
| Satisfied | 46.7% | 42.2% | 46.7% | 49.8% | 46.7% | 42.3% | 45.8% |
| Neutral | 26.8% | 27.2% | 29.3% | 23.0% | 28.6% | 30.7% | 27.5% |
| Dissatisfied | 5.4% | 9.5% | 5.0% | 3.7% | 6.0% | 6.5% | 6.0% |
| Very dissatisfied | 1.6% | 3.4% | 1.2% | 2.1% | 3.0% | 4.7% | 2.6% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q1-6. Ease of travel in Johnson County</u> | | | | | | | |
| Very satisfied | 22.3% | 25.2% | 31.6% | 27.8% | 21.0% | 16.1% | 24.2% |
| Satisfied | 53.1% | 52.6% | 43.7% | 50.4% | 48.3% | 46.1% | 49.1% |
| Neutral | 19.5% | 12.0% | 20.6% | 16.1% | 21.5% | 28.6% | 19.5% |
| Dissatisfied | 4.7% | 9.0% | 3.2% | 4.8% | 6.3% | 6.5% | 5.7% |
| Very dissatisfied | 0.4% | 1.3% | 0.8% | 0.8% | 2.9% | 2.8% | 1.4% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q1-7. Quality of customer service you receive from County employees</u> | | | | | | | |
| Very satisfied | 24.9% | 26.7% | 29.3% | 28.6% | 25.0% | 23.3% | 26.3% |
| Satisfied | 44.4% | 44.4% | 42.5% | 45.2% | 47.4% | 46.6% | 45.0% |
| Neutral | 28.3% | 26.2% | 26.4% | 22.1% | 25.0% | 26.5% | 25.8% |
| Dissatisfied | 2.0% | 2.1% | 1.7% | 3.0% | 1.9% | 2.6% | 2.3% |
| Very dissatisfied | 0.5% | 0.5% | 0.0% | 1.0% | 0.6% | 1.1% | 0.6% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q1-8. Effectiveness of County communication with the public</u> | | | | | | | |
| Very satisfied | 17.6% | 15.8% | 27.1% | 20.9% | 20.2% | 19.4% | 20.2% |
| Satisfied | 40.8% | 44.6% | 38.4% | 41.8% | 48.9% | 50.0% | 43.8% |
| Neutral | 36.1% | 33.3% | 28.4% | 32.0% | 27.1% | 24.8% | 30.5% |
| Dissatisfied | 4.6% | 5.4% | 4.8% | 4.4% | 2.1% | 4.9% | 4.4% |
| Very dissatisfied | 0.8% | 0.9% | 1.3% | 0.9% | 1.6% | 1.0% | 1.1% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q1-9. Availability of arts & cultural amenities</u> | | | | | | | |
| Very satisfied | 22.9% | 23.7% | 27.0% | 26.2% | 19.5% | 17.0% | 22.9% |
| Satisfied | 47.8% | 47.9% | 44.2% | 55.7% | 50.5% | 46.1% | 48.7% |
| Neutral | 22.1% | 24.2% | 23.6% | 13.9% | 24.7% | 33.0% | 23.3% |
| Dissatisfied | 6.4% | 2.7% | 5.2% | 4.2% | 4.7% | 2.9% | 4.4% |
| Very dissatisfied | 0.8% | 1.4% | 0.0% | 0.0% | 0.5% | 1.0% | 0.6% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q1-10. Overall quality of services provided by Johnson County</u> | | | | | | | |
| Very satisfied | 27.1% | 26.1% | 33.6% | 30.6% | 22.5% | 21.8% | 27.2% |
| Satisfied | 57.4% | 54.8% | 49.8% | 57.6% | 63.2% | 60.2% | 56.9% |
| Neutral | 14.0% | 17.0% | 15.0% | 10.6% | 12.3% | 14.8% | 13.9% |
| Dissatisfied | 1.6% | 1.7% | 1.6% | 0.8% | 1.5% | 2.8% | 1.6% |
| Very dissatisfied | 0.0% | 0.4% | 0.0% | 0.4% | 0.5% | 0.5% | 0.3% |

Q2. 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=1429

| | District | | | | | | Total |
|---------------------------------|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q2-1. As a place to live</u> | | | | | | | |
| Excellent | 63.6% | 58.6% | 69.0% | 65.3% | 56.1% | 54.5% | 61.5% |
| Good | 34.8% | 36.8% | 29.8% | 31.5% | 42.0% | 40.9% | 35.7% |
| Neutral | 1.1% | 3.3% | 0.4% | 2.0% | 0.5% | 2.3% | 1.6% |
| Average | 0.4% | 1.3% | 0.8% | 0.8% | 1.5% | 1.8% | 1.1% |
| Poor | 0.0% | 0.0% | 0.0% | 0.4% | 0.0% | 0.5% | 0.1% |

Q2. 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=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q2-2. As a place to raise children</u> | | | | | | | |
| Excellent | 62.2% | 59.3% | 74.6% | 64.1% | 61.1% | 55.7% | 63.0% |
| Good | 35.1% | 34.2% | 24.2% | 32.9% | 35.4% | 35.8% | 32.8% |
| Neutral | 2.4% | 4.8% | 0.8% | 2.5% | 2.0% | 5.2% | 2.9% |
| Average | 0.4% | 1.7% | 0.0% | 0.0% | 1.0% | 2.8% | 1.0% |
| Poor | 0.0% | 0.0% | 0.4% | 0.4% | 0.5% | 0.5% | 0.3% |

Q2. 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=1429

| | District | | | | | | Total |
|---------------------------------|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q2-3. As a place to work</u> | | | | | | | |
| Excellent | 44.5% | 51.2% | 55.0% | 52.4% | 52.4% | 40.9% | 49.4% |
| Good | 39.1% | 35.0% | 36.8% | 40.8% | 37.7% | 47.6% | 39.5% |
| Neutral | 14.3% | 11.1% | 6.9% | 4.7% | 8.4% | 7.7% | 8.9% |
| Average | 2.1% | 2.8% | 0.9% | 1.7% | 1.6% | 1.9% | 1.8% |
| Poor | 0.0% | 0.0% | 0.4% | 0.4% | 0.0% | 1.9% | 0.5% |

Q2. 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=1429

| | District | | | | | | Total |
|---------------------------------|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q2-4. As a place to play</u> | | | | | | | |
| Excellent | 34.0% | 41.5% | 47.3% | 47.2% | 38.6% | 30.2% | 40.0% |
| Good | 44.9% | 43.6% | 38.3% | 38.6% | 44.1% | 47.9% | 42.8% |
| Neutral | 14.8% | 10.6% | 9.5% | 8.5% | 7.9% | 15.8% | 11.2% |
| Average | 3.5% | 3.4% | 3.7% | 4.1% | 8.4% | 4.2% | 4.4% |
| Poor | 2.7% | 0.8% | 1.2% | 1.6% | 1.0% | 1.9% | 1.6% |

Q2. 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=1429

| | District | | | | | | Total |
|-----------------------------------|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q2-5. As a place to retire</u> | | | | | | | |
| Excellent | 33.1% | 37.6% | 35.1% | 39.6% | 34.4% | 25.8% | 34.5% |
| Good | 43.8% | 32.6% | 31.6% | 34.8% | 27.5% | 33.2% | 34.2% |
| Neutral | 14.0% | 15.4% | 21.9% | 16.7% | 22.2% | 20.0% | 18.2% |
| Average | 5.8% | 8.6% | 8.8% | 4.8% | 11.6% | 13.7% | 8.6% |
| Poor | 3.3% | 5.9% | 2.6% | 4.0% | 4.2% | 7.4% | 4.5% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q3-1. In your neighborhood during the day</u> | | | | | | | |
| Very safe | 68.9% | 59.0% | 65.5% | 63.7% | 60.2% | 53.9% | 62.2% |
| Safe | 27.7% | 37.2% | 33.7% | 32.7% | 35.4% | 41.1% | 34.4% |
| Neutral | 2.7% | 2.9% | 0.4% | 3.2% | 3.4% | 3.7% | 2.7% |
| Unsafe | 0.4% | 0.4% | 0.4% | 0.0% | 0.5% | 0.9% | 0.4% |
| Very unsafe | 0.4% | 0.4% | 0.0% | 0.4% | 0.5% | 0.5% | 0.4% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q3-2. In your neighborhood at night</u> | | | | | | | |
| Very safe | 44.7% | 37.1% | 47.8% | 38.6% | 40.3% | 39.7% | 41.5% |
| Safe | 44.7% | 50.6% | 47.8% | 50.0% | 48.1% | 45.7% | 47.8% |
| Neutral | 8.7% | 10.5% | 4.0% | 8.9% | 8.7% | 9.6% | 8.4% |
| Unsafe | 1.5% | 1.3% | 0.4% | 1.6% | 2.4% | 3.7% | 1.8% |
| Very unsafe | 0.4% | 0.4% | 0.0% | 0.8% | 0.5% | 1.4% | 0.6% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q3-3. In Johnson County Parks & Recreation District parks</u> | | | | | | | |
| Very safe | 27.9% | 27.3% | 25.4% | 26.0% | 25.7% | 22.2% | 25.8% |
| Safe | 53.7% | 51.1% | 50.9% | 50.7% | 50.5% | 44.9% | 50.4% |
| Neutral | 14.8% | 20.3% | 20.2% | 22.0% | 21.8% | 27.5% | 20.9% |
| Unsafe | 3.3% | 1.3% | 3.5% | 0.9% | 2.0% | 4.8% | 2.6% |
| Very unsafe | 0.4% | 0.0% | 0.0% | 0.4% | 0.0% | 0.5% | 0.2% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q3-4. Overall feeling of safety in Johnson County</u> | | | | | | | |
| Very safe | 37.6% | 30.1% | 34.5% | 33.3% | 33.2% | 32.3% | 33.6% |
| Safe | 54.8% | 59.0% | 55.8% | 57.8% | 57.6% | 54.5% | 56.6% |
| Neutral | 6.8% | 10.0% | 8.0% | 8.4% | 9.3% | 10.5% | 8.8% |
| Unsafe | 0.4% | 0.4% | 1.2% | 0.0% | 0.0% | 1.8% | 0.6% |
| Very unsafe | 0.4% | 0.4% | 0.4% | 0.4% | 0.0% | 0.9% | 0.4% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-1. Johnson County Airports (New Century Air Center & Executive Airport)</u> | | | | | | | |
| Very familiar | 5.9% | 4.9% | 10.8% | 3.7% | 13.7% | 8.8% | 7.8% |
| Somewhat familiar | 21.5% | 25.6% | 30.3% | 26.4% | 37.7% | 43.3% | 30.4% |
| Not familiar | 72.7% | 69.5% | 58.9% | 69.8% | 48.5% | 47.9% | 61.8% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-2. Johnson County Department of Corrections-Community Supervision Programs</u> | | | | | | | |
| Very familiar | 1.9% | 3.1% | 1.7% | 2.0% | 5.4% | 6.0% | 3.3% |
| Somewhat familiar | 13.2% | 14.3% | 10.4% | 13.9% | 21.7% | 20.8% | 15.5% |
| Not familiar | 84.8% | 82.5% | 87.9% | 84.1% | 72.9% | 73.1% | 81.3% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-3. Johnson County Developmental Supports (JCDS)-provides support for people with intellectual & developmental disabilities</u> | | | | | | | |
| Very familiar | 2.7% | 4.9% | 2.9% | 4.5% | 5.4% | 6.0% | 4.3% |
| Somewhat familiar | 16.3% | 17.9% | 17.2% | 13.6% | 17.2% | 16.1% | 16.4% |
| Not familiar | 80.9% | 77.2% | 79.9% | 81.8% | 77.3% | 77.9% | 79.3% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-4. Johnson County District Courts-(County's Court System)</u> | | | | | | | |
| Very familiar | 7.5% | 7.7% | 7.9% | 3.4% | 11.8% | 9.8% | 7.9% |
| Somewhat familiar | 36.4% | 43.4% | 37.7% | 35.3% | 41.9% | 43.3% | 39.4% |
| Not familiar | 56.1% | 48.9% | 54.4% | 61.3% | 46.3% | 47.0% | 52.7% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-5. Johnson County District Attorney's Office</u> | | | | | | | |
| Very familiar | 3.9% | 3.6% | 5.9% | 4.6% | 5.9% | 7.5% | 5.2% |
| Somewhat familiar | 23.0% | 24.0% | 19.4% | 16.8% | 23.8% | 23.0% | 21.6% |
| Not familiar | 73.0% | 72.4% | 74.7% | 78.6% | 70.3% | 69.5% | 73.2% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-6. Johnson County Election Office</u> | | | | | | | |
| Very familiar | 13.8% | 17.3% | 16.3% | 18.5% | 22.7% | 23.9% | 18.5% |
| Somewhat familiar | 45.1% | 47.7% | 45.2% | 44.6% | 53.7% | 48.4% | 47.2% |
| Not familiar | 41.1% | 35.0% | 38.5% | 36.9% | 23.6% | 27.7% | 34.2% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-7. Johnson County Emergency Medical/Ambulance Service (MED-ACT)</u> | | | | | | | |
| Very familiar | 14.6% | 16.7% | 13.4% | 13.3% | 19.5% | 17.3% | 15.6% |
| Somewhat familiar | 35.0% | 35.3% | 35.1% | 36.7% | 37.5% | 36.4% | 36.0% |
| Not familiar | 50.4% | 48.0% | 51.5% | 50.0% | 43.0% | 46.3% | 48.4% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-8. Johnson County Human Services (Aging, Housing, Low Income Household Assistance)</u> | | | | | | | |
| Very familiar | 3.1% | 6.3% | 4.6% | 3.3% | 3.5% | 7.4% | 4.7% |
| Somewhat familiar | 20.8% | 17.6% | 15.1% | 20.7% | 18.9% | 19.4% | 18.8% |
| Not familiar | 76.1% | 76.1% | 80.3% | 76.0% | 77.6% | 73.3% | 76.6% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

| N=1429 | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-9. Johnson County K-State Extension & Research</u> | | | | | | | |
| Very familiar | 9.8% | 8.9% | 10.3% | 6.6% | 13.8% | 9.3% | 9.7% |
| Somewhat familiar | 24.0% | 21.4% | 23.0% | 24.7% | 22.7% | 30.1% | 24.3% |
| Not familiar | 66.1% | 69.6% | 66.7% | 68.7% | 63.5% | 60.6% | 66.0% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

| N=1429 | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-10. Johnson County Library System</u> | | | | | | | |
| Very familiar | 53.8% | 53.4% | 48.7% | 52.1% | 53.7% | 45.6% | 51.2% |
| Somewhat familiar | 35.6% | 32.9% | 35.3% | 37.0% | 34.8% | 36.4% | 35.4% |
| Not familiar | 10.7% | 13.7% | 16.0% | 10.9% | 11.4% | 18.0% | 13.4% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-11. Johnson County Wastewater</u> | | | | | | | |
| Very familiar | 32.3% | 33.2% | 33.2% | 20.2% | 26.7% | 15.9% | 27.0% |
| Somewhat familiar | 47.0% | 48.8% | 45.5% | 54.2% | 49.5% | 37.4% | 47.2% |
| Not familiar | 20.7% | 18.0% | 21.3% | 25.6% | 23.8% | 46.7% | 25.8% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-12. Johnson County Park & Recreation District-County's Park & Recreation System</u> | | | | | | | |
| Very familiar | 41.7% | 52.5% | 43.6% | 39.9% | 51.3% | 44.2% | 45.3% |
| Somewhat familiar | 45.7% | 38.8% | 42.8% | 46.6% | 42.2% | 40.9% | 43.0% |
| Not familiar | 12.6% | 8.7% | 13.6% | 13.4% | 6.5% | 14.9% | 11.8% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-13. Johnson County Mental Health Center</u> | | | | | | | |
| Very familiar | 11.1% | 8.6% | 8.9% | 6.3% | 9.5% | 10.7% | 9.2% |
| Somewhat familiar | 18.2% | 17.7% | 15.2% | 18.8% | 14.4% | 22.8% | 17.9% |
| Not familiar | 70.8% | 73.6% | 75.9% | 75.0% | 76.1% | 66.5% | 73.0% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-14. Johnson County Motor Vehicle Division-(Motor Vehicle Registration Services)</u> | | | | | | | |
| Very familiar | 52.2% | 57.6% | 55.0% | 45.8% | 59.3% | 55.2% | 53.9% |
| Somewhat familiar | 38.0% | 35.5% | 38.8% | 47.5% | 35.2% | 37.7% | 38.9% |
| Not familiar | 9.8% | 6.9% | 6.3% | 6.7% | 5.5% | 7.1% | 7.1% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|--------------------------------------|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-15. Johnson County Museums</u> | | | | | | | |
| Very familiar | 18.6% | 17.1% | 14.8% | 15.5% | 11.1% | 6.6% | 14.2% |
| Somewhat familiar | 43.1% | 45.6% | 39.4% | 46.9% | 44.4% | 36.6% | 42.7% |
| Not familiar | 38.3% | 37.3% | 45.8% | 37.7% | 44.4% | 56.8% | 43.1% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-16. Johnson County Planning, Inspections & Codes</u> | | | | | | | |
| Very familiar | 7.9% | 9.7% | 8.4% | 5.8% | 6.1% | 8.5% | 7.7% |
| Somewhat familiar | 33.9% | 26.9% | 29.7% | 27.7% | 27.3% | 25.4% | 28.6% |
| Not familiar | 58.3% | 63.4% | 61.9% | 66.5% | 66.7% | 66.2% | 63.7% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-17. Johnson County Public Works (maintenance & traffic control of roads in rural/unincorporated areas)</u> | | | | | | | |
| Very familiar | 8.7% | 12.4% | 15.2% | 9.5% | 11.8% | 16.2% | 12.2% |
| Somewhat familiar | 41.1% | 39.4% | 42.6% | 34.0% | 39.5% | 41.4% | 39.7% |
| Not familiar | 50.2% | 48.2% | 42.2% | 56.4% | 48.7% | 42.4% | 48.2% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-18. Johnson County Sheriff's Office-Public Safety & Jail System</u> | | | | | | | |
| Very familiar | 3.1% | 12.3% | 7.5% | 6.6% | 10.1% | 11.7% | 8.3% |
| Somewhat familiar | 25.2% | 31.8% | 27.6% | 24.5% | 31.2% | 32.7% | 28.6% |
| Not familiar | 71.7% | 55.9% | 64.9% | 68.9% | 58.8% | 55.6% | 63.1% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-19. Johnson County Health & Environment Department-County's effort to protect environment & natural resources</u> | | | | | | | |
| Very familiar | 5.5% | 5.0% | 5.0% | 7.5% | 9.1% | 5.6% | 6.2% |
| Somewhat familiar | 23.1% | 23.3% | 24.7% | 24.3% | 25.3% | 30.7% | 25.1% |
| Not familiar | 71.4% | 71.7% | 70.3% | 68.2% | 65.7% | 63.7% | 68.6% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-20. Johnson County Emergency Management & Communications-Emergency Preparedness Services (for disasters & domestic or foreign terrorist attacks) & NotifyJoCo-County's Mass Communication System</u> | | | | | | | |
| Very familiar | 6.3% | 10.2% | 7.1% | 8.7% | 12.1% | 11.7% | 9.2% |
| Somewhat familiar | 41.2% | 33.3% | 36.1% | 33.6% | 34.7% | 36.9% | 36.1% |
| Not familiar | 52.5% | 56.5% | 56.7% | 57.7% | 53.3% | 51.4% | 54.7% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-21. Stormwater Program-management of stormwater runoff/flood control in County</u> | | | | | | | |
| Very familiar | 9.4% | 10.0% | 5.1% | 4.6% | 8.1% | 7.9% | 7.5% |
| Somewhat familiar | 41.4% | 37.9% | 28.4% | 39.6% | 36.4% | 28.5% | 35.5% |
| Not familiar | 49.2% | 52.1% | 66.5% | 55.8% | 55.6% | 63.6% | 57.0% |

Q4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below. (without "don't know")

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-22. Transit services provided by Johnson County for disabled populations</u> | | | | | | | |
| Very familiar | 2.3% | 4.6% | 4.2% | 2.9% | 3.0% | 3.7% | 3.4% |
| Somewhat familiar | 13.7% | 14.3% | 13.8% | 13.3% | 18.4% | 14.8% | 14.6% |
| Not familiar | 84.0% | 81.1% | 82.0% | 83.8% | 78.6% | 81.5% | 82.0% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-1. Johnson County Airports (New Century Air Center & Executive Airport)</u> | | | | | | | |
| Very satisfied | 26.1% | 12.1% | 20.0% | 21.7% | 26.2% | 14.6% | 19.6% |
| Satisfied | 34.8% | 51.5% | 44.4% | 34.8% | 28.6% | 43.8% | 40.2% |
| Neutral | 39.1% | 36.4% | 33.3% | 30.4% | 42.9% | 35.4% | 36.4% |
| Dissatisfied | 0.0% | 0.0% | 0.0% | 4.3% | 0.0% | 2.1% | 0.9% |
| Very dissatisfied | 0.0% | 0.0% | 2.2% | 8.7% | 2.4% | 4.2% | 2.8% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-2. Johnson County Department of Corrections-Community Supervision Programs</u> | | | | | | | |
| Very satisfied | 12.5% | 4.0% | 0.0% | 14.3% | 13.0% | 7.7% | 8.5% |
| Satisfied | 25.0% | 48.0% | 53.8% | 14.3% | 43.5% | 42.3% | 39.3% |
| Neutral | 50.0% | 20.0% | 23.1% | 57.1% | 34.8% | 34.6% | 35.0% |
| Dissatisfied | 0.0% | 24.0% | 23.1% | 0.0% | 0.0% | 11.5% | 10.3% |
| Very dissatisfied | 12.5% | 4.0% | 0.0% | 14.3% | 8.7% | 3.8% | 6.8% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

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

Q4-3. Johnson County Developmental Supports (JCDS)-provides support for people with intellectual & developmental disabilities

| | | | | | | | |
|-------------------|-------|-------|-------|-------|-------|-------|-------|
| Very satisfied | 12.0% | 25.9% | 11.1% | 15.0% | 40.0% | 7.7% | 17.9% |
| Satisfied | 44.0% | 40.7% | 51.9% | 30.0% | 40.0% | 50.0% | 43.4% |
| Neutral | 36.0% | 22.2% | 22.2% | 30.0% | 20.0% | 30.8% | 26.9% |
| Dissatisfied | 8.0% | 11.1% | 11.1% | 15.0% | 0.0% | 3.8% | 8.3% |
| Very dissatisfied | 0.0% | 0.0% | 3.7% | 10.0% | 0.0% | 7.7% | 3.4% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

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

Q4-4. Johnson County District Courts-(County's Court System)

| | | | | | | | |
|-------------------|-------|-------|-------|-------|-------|-------|-------|
| Very satisfied | 9.0% | 14.3% | 14.1% | 5.5% | 14.1% | 15.2% | 12.3% |
| Satisfied | 52.2% | 40.3% | 46.5% | 50.9% | 43.8% | 43.0% | 45.8% |
| Neutral | 28.4% | 36.4% | 28.2% | 32.7% | 31.3% | 29.1% | 31.0% |
| Dissatisfied | 3.0% | 6.5% | 8.5% | 7.3% | 7.8% | 8.9% | 7.0% |
| Very dissatisfied | 7.5% | 2.6% | 2.8% | 3.6% | 3.1% | 3.8% | 3.9% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-5. Johnson County District Attorney's Office</u> | | | | | | | |
| Very satisfied | 8.8% | 30.8% | 22.6% | 27.8% | 12.9% | 18.4% | 19.9% |
| Satisfied | 52.9% | 17.9% | 22.6% | 22.2% | 48.4% | 39.5% | 34.6% |
| Neutral | 29.4% | 33.3% | 41.9% | 33.3% | 29.0% | 28.9% | 32.5% |
| Dissatisfied | 2.9% | 12.8% | 6.5% | 5.6% | 3.2% | 7.9% | 6.8% |
| Very dissatisfied | 5.9% | 5.1% | 6.5% | 11.1% | 6.5% | 5.3% | 6.3% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-6. Johnson County Election Office</u> | | | | | | | |
| Very satisfied | 27.9% | 29.6% | 37.7% | 37.0% | 29.4% | 30.4% | 31.9% |
| Satisfied | 53.8% | 54.1% | 47.2% | 50.0% | 50.5% | 55.4% | 51.9% |
| Neutral | 14.4% | 14.3% | 13.2% | 7.6% | 17.4% | 11.6% | 13.2% |
| Dissatisfied | 3.8% | 2.0% | 1.9% | 4.3% | 2.8% | 1.8% | 2.7% |
| Very dissatisfied | 0.0% | 0.0% | 0.0% | 1.1% | 0.0% | 0.9% | 0.3% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-7. Johnson County Emergency Medical/Ambulance Service (MED-ACT)</u> | | | | | | | |
| Very satisfied | 41.9% | 50.0% | 45.3% | 51.6% | 40.0% | 35.9% | 43.9% |
| Satisfied | 43.2% | 34.3% | 38.7% | 34.4% | 45.0% | 47.4% | 40.6% |
| Neutral | 13.5% | 15.7% | 14.7% | 12.5% | 15.0% | 12.8% | 14.0% |
| Dissatisfied | 1.4% | 0.0% | 0.0% | 1.6% | 0.0% | 1.3% | 0.7% |
| Very dissatisfied | 0.0% | 0.0% | 1.3% | 0.0% | 0.0% | 2.6% | 0.7% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-8. Johnson County Human Services (Aging, Housing, Low Income Household Assistance)</u> | | | | | | | |
| Very satisfied | 11.1% | 16.0% | 19.4% | 31.0% | 14.3% | 13.3% | 17.8% |
| Satisfied | 29.6% | 32.0% | 38.7% | 34.5% | 33.3% | 36.7% | 34.4% |
| Neutral | 48.1% | 40.0% | 25.8% | 34.5% | 38.1% | 30.0% | 35.6% |
| Dissatisfied | 7.4% | 12.0% | 16.1% | 0.0% | 9.5% | 16.7% | 10.4% |
| Very dissatisfied | 3.7% | 0.0% | 0.0% | 0.0% | 4.8% | 3.3% | 1.8% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-9. Johnson County K-State Extension & Research</u> | | | | | | | |
| Very satisfied | 39.1% | 28.6% | 43.8% | 43.6% | 42.9% | 29.6% | 37.6% |
| Satisfied | 43.5% | 52.4% | 47.9% | 43.6% | 42.9% | 51.9% | 47.2% |
| Neutral | 17.4% | 14.3% | 8.3% | 12.8% | 14.3% | 16.7% | 14.0% |
| Dissatisfied | 0.0% | 4.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.7% |
| Very dissatisfied | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.9% | 0.4% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-10. Johnson County Library System</u> | | | | | | | |
| Very satisfied | 53.8% | 52.0% | 51.9% | 57.5% | 49.7% | 46.9% | 52.1% |
| Satisfied | 40.9% | 41.9% | 41.1% | 34.4% | 42.0% | 44.8% | 40.7% |
| Neutral | 4.8% | 5.4% | 4.4% | 6.3% | 6.3% | 7.7% | 5.8% |
| Dissatisfied | 0.5% | 0.7% | 1.9% | 1.9% | 2.1% | 0.0% | 1.2% |
| Very dissatisfied | 0.0% | 0.0% | 0.6% | 0.0% | 0.0% | 0.7% | 0.2% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-11. Johnson County Wastewater</u> | | | | | | | |
| Very satisfied | 25.2% | 22.5% | 23.1% | 22.2% | 19.8% | 29.1% | 23.4% |
| Satisfied | 40.3% | 38.0% | 43.4% | 50.0% | 46.8% | 44.3% | 43.4% |
| Neutral | 23.9% | 23.9% | 21.0% | 18.3% | 25.2% | 21.5% | 22.4% |
| Dissatisfied | 7.5% | 11.3% | 11.2% | 8.7% | 4.5% | 2.5% | 8.2% |
| Very dissatisfied | 3.1% | 4.2% | 1.4% | 0.8% | 3.6% | 2.5% | 2.6% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-12. Johnson County Park & Recreation District-County's Park & Recreation System</u> | | | | | | | |
| Very satisfied | 44.2% | 48.1% | 41.2% | 46.5% | 38.6% | 31.7% | 41.9% |
| Satisfied | 47.1% | 40.9% | 48.5% | 41.9% | 51.0% | 54.2% | 47.2% |
| Neutral | 7.6% | 9.7% | 9.1% | 11.0% | 8.3% | 12.0% | 9.5% |
| Dissatisfied | 1.2% | 0.6% | 1.2% | 0.6% | 1.4% | 1.4% | 1.1% |
| Very dissatisfied | 0.0% | 0.6% | 0.0% | 0.0% | 0.7% | 0.7% | 0.3% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-13. Johnson County Mental Health Center</u> | | | | | | | |
| Very satisfied | 19.4% | 10.7% | 14.3% | 13.3% | 18.5% | 20.0% | 16.5% |
| Satisfied | 33.3% | 50.0% | 50.0% | 36.7% | 48.1% | 20.0% | 37.6% |
| Neutral | 33.3% | 17.9% | 21.4% | 36.7% | 22.2% | 44.4% | 30.9% |
| Dissatisfied | 11.1% | 14.3% | 7.1% | 6.7% | 7.4% | 13.3% | 10.3% |
| Very dissatisfied | 2.8% | 7.1% | 7.1% | 6.7% | 3.7% | 2.2% | 4.6% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-14. Johnson County Motor Vehicle Division-(Motor Vehicle Registration Services)</u> | | | | | | | |
| Very satisfied | 19.1% | 21.6% | 16.2% | 22.2% | 20.8% | 17.3% | 19.5% |
| Satisfied | 53.7% | 43.8% | 44.9% | 54.0% | 48.7% | 49.4% | 49.2% |
| Neutral | 18.1% | 19.1% | 24.9% | 18.8% | 19.5% | 22.2% | 20.4% |
| Dissatisfied | 5.9% | 11.1% | 8.6% | 3.4% | 9.1% | 8.6% | 7.7% |
| Very dissatisfied | 3.2% | 4.3% | 5.4% | 1.7% | 1.9% | 2.5% | 3.2% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|--------------------------------------|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-15. Johnson County Museums</u> | | | | | | | |
| Very satisfied | 30.3% | 22.0% | 24.5% | 28.7% | 26.8% | 20.8% | 25.7% |
| Satisfied | 55.0% | 53.0% | 45.1% | 56.4% | 52.1% | 47.2% | 51.6% |
| Neutral | 13.8% | 23.0% | 24.5% | 12.8% | 21.1% | 29.2% | 20.3% |
| Dissatisfied | 0.9% | 2.0% | 2.9% | 1.1% | 0.0% | 1.4% | 1.5% |
| Very dissatisfied | 0.0% | 0.0% | 2.9% | 1.1% | 0.0% | 1.4% | 0.9% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-16. Johnson County Planning, Inspections & Codes</u> | | | | | | | |
| Very satisfied | 9.2% | 9.3% | 12.5% | 21.6% | 6.1% | 6.5% | 11.2% |
| Satisfied | 41.5% | 51.9% | 39.1% | 35.3% | 27.3% | 43.5% | 40.6% |
| Neutral | 38.5% | 27.8% | 32.8% | 27.5% | 36.4% | 26.1% | 31.6% |
| Dissatisfied | 7.7% | 5.6% | 15.6% | 5.9% | 21.2% | 17.4% | 11.5% |
| Very dissatisfied | 3.1% | 5.6% | 0.0% | 9.8% | 9.1% | 6.5% | 5.1% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-17. Johnson County Public Works (maintenance & traffic control of roads in rural/unincorporated areas)</u> | | | | | | | |
| Very satisfied | 16.7% | 10.8% | 14.9% | 21.7% | 20.7% | 14.4% | 16.0% |
| Satisfied | 50.0% | 55.4% | 46.8% | 53.3% | 43.1% | 42.2% | 48.4% |
| Neutral | 25.0% | 25.3% | 29.8% | 20.0% | 22.4% | 25.6% | 25.2% |
| Dissatisfied | 7.1% | 7.2% | 7.4% | 3.3% | 10.3% | 15.6% | 8.7% |
| Very dissatisfied | 1.2% | 1.2% | 1.1% | 1.7% | 3.4% | 2.2% | 1.7% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-18. Johnson County Sheriff's Office-Public Safety & Jail System</u> | | | | | | | |
| Very satisfied | 9.8% | 24.1% | 28.8% | 23.1% | 19.5% | 23.9% | 22.1% |
| Satisfied | 46.3% | 53.4% | 44.2% | 43.6% | 53.7% | 50.7% | 49.0% |
| Neutral | 36.6% | 15.5% | 19.2% | 23.1% | 24.4% | 17.9% | 21.8% |
| Dissatisfied | 4.9% | 5.2% | 5.8% | 7.7% | 0.0% | 3.0% | 4.4% |
| Very dissatisfied | 2.4% | 1.7% | 1.9% | 2.6% | 2.4% | 4.5% | 2.7% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-19. Johnson County Health & Environment Department-County's effort to protect environment & natural resources</u> | | | | | | | |
| Very satisfied | 26.8% | 27.0% | 22.7% | 20.5% | 27.9% | 9.8% | 22.0% |
| Satisfied | 46.3% | 54.1% | 40.9% | 43.6% | 37.2% | 51.0% | 45.5% |
| Neutral | 22.0% | 16.2% | 34.1% | 28.2% | 27.9% | 31.4% | 27.1% |
| Dissatisfied | 2.4% | 2.7% | 2.3% | 2.6% | 2.3% | 5.9% | 3.1% |
| Very dissatisfied | 2.4% | 0.0% | 0.0% | 5.1% | 4.7% | 2.0% | 2.4% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-20. Johnson County Emergency Management & Communications-Emergency Preparedness Services (for disasters & domestic or foreign terrorist attacks) & NotifyJoCo-County's Mass Communication System</u> | | | | | | | |
| Very satisfied | 25.0% | 31.7% | 20.3% | 32.8% | 29.8% | 19.7% | 26.1% |
| Satisfied | 44.4% | 48.3% | 50.0% | 52.2% | 38.6% | 50.0% | 47.5% |
| Neutral | 27.8% | 20.0% | 25.7% | 11.9% | 24.6% | 27.6% | 23.2% |
| Dissatisfied | 2.8% | 0.0% | 4.1% | 1.5% | 5.3% | 1.3% | 2.5% |
| Very dissatisfied | 0.0% | 0.0% | 0.0% | 1.5% | 1.8% | 1.3% | 0.7% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-21. Stormwater Program-management of stormwater runoff/flood control in County</u> | | | | | | | |
| Very satisfied | 12.2% | 16.2% | 16.7% | 14.9% | 13.2% | 10.5% | 14.0% |
| Satisfied | 45.1% | 52.9% | 45.0% | 37.8% | 47.2% | 56.1% | 47.0% |
| Neutral | 30.5% | 17.6% | 28.3% | 35.1% | 30.2% | 26.3% | 28.2% |
| Dissatisfied | 12.2% | 8.8% | 8.3% | 8.1% | 7.5% | 3.5% | 8.4% |
| Very dissatisfied | 0.0% | 4.4% | 1.7% | 4.1% | 1.9% | 3.5% | 2.5% |

Q4. Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

N=1383

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q4-22. Transit services provided by Johnson County for disabled populations</u> | | | | | | | |
| Very satisfied | 10.0% | 20.0% | 4.2% | 15.8% | 18.2% | 16.7% | 14.0% |
| Satisfied | 15.0% | 35.0% | 50.0% | 15.8% | 40.9% | 33.3% | 32.6% |
| Neutral | 40.0% | 30.0% | 33.3% | 42.1% | 27.3% | 37.5% | 34.9% |
| Dissatisfied | 30.0% | 10.0% | 12.5% | 10.5% | 9.1% | 8.3% | 13.2% |
| Very dissatisfied | 5.0% | 5.0% | 0.0% | 15.8% | 4.5% | 4.2% | 5.4% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q5. Sum of top 4 choices</u> | | | | | | | |
| Johnson County Airports (New Century Air Center & Executive Airport) | 1.1% | 2.9% | 1.2% | 3.6% | 2.9% | 3.6% | 2.5% |
| Johnson County Department of Corrections-Community Supervision Programs | 3.0% | 6.3% | 4.8% | 3.2% | 5.8% | 5.4% | 4.7% |
| Johnson County Developmental Supports (JCDS)-provides support for people with intellectual & developmental disabilities | 8.3% | 10.0% | 8.0% | 9.6% | 12.1% | 12.2% | 9.9% |
| Johnson County District Courts-(County's Court System) | 20.5% | 16.7% | 16.4% | 16.5% | 22.3% | 13.6% | 17.6% |
| Johnson County District Attorney's Office | 6.4% | 3.3% | 6.4% | 4.8% | 4.4% | 5.9% | 5.2% |
| Johnson County Election Office | 10.6% | 8.4% | 8.0% | 11.2% | 14.1% | 10.0% | 10.3% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q5. Sum of top 4 choices (cont.)</u> | | | | | | | |
| Johnson County Emergency Medical/Ambulance Service (MED-ACT) | 32.6% | 33.5% | 35.2% | 35.3% | 37.9% | 33.9% | 34.6% |
| Johnson County Human Services (Aging, Housing, Low Income Household Assistance) | 19.7% | 15.9% | 14.0% | 18.5% | 21.8% | 18.1% | 17.9% |
| Johnson County K-State Extension & Research | 3.4% | 1.7% | 3.2% | 1.6% | 2.9% | 2.7% | 2.6% |
| Johnson County Library System | 32.2% | 28.5% | 25.2% | 28.5% | 23.8% | 21.3% | 26.8% |
| Johnson County Wastewater | 11.0% | 11.7% | 8.0% | 12.0% | 8.3% | 6.8% | 9.7% |
| Johnson County Park & Recreation District-County's Park & Recreation System | 31.1% | 29.3% | 26.0% | 26.5% | 32.0% | 28.1% | 28.8% |
| Johnson County Mental Health Center | 18.6% | 17.2% | 12.4% | 20.1% | 18.0% | 19.9% | 17.6% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q5. Sum of top 4 choices (cont.)</u> | | | | | | | |
| Johnson County Motor Vehicle Division-(Motor Vehicle Registration Services) | 17.4% | 20.9% | 27.2% | 23.3% | 17.5% | 18.1% | 20.9% |
| Johnson County Museums | 4.2% | 2.5% | 2.8% | 2.4% | 1.9% | 2.3% | 2.7% |
| Johnson County Planning, Inspections & Codes | 10.6% | 5.9% | 12.0% | 8.4% | 5.8% | 7.2% | 8.5% |
| Johnson County Public Works (maintenance & traffic control of roads in rural/unincorporated areas) | 20.5% | 14.2% | 20.4% | 17.7% | 17.0% | 23.1% | 18.8% |
| Johnson County Sheriff's Office-Public Safety & Jail System | 29.2% | 35.1% | 37.2% | 32.5% | 36.9% | 46.6% | 36.0% |
| Johnson County Health & Environment Department-County's effort to protect environment & natural resources | 13.3% | 16.3% | 9.2% | 15.7% | 11.7% | 11.3% | 12.9% |

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

N=1429

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

Q5. Sum of top 4 choices (cont.)

| | | | | | | | |
|--|-------|-------|-------|-------|-------|-------|-------|
| Johnson County Emergency Management & Communications-Emergency Preparedness Services (for disasters & domestic or foreign terrorist attacks) & NotifyJoCo-County's Mass Communication System | 21.6% | 23.4% | 24.4% | 22.9% | 20.4% | 26.2% | 23.2% |
| Stormwater Program-management of stormwater runoff/flood control in County | 10.2% | 10.9% | 6.4% | 8.8% | 5.8% | 6.3% | 8.2% |
| Transit services provided by Johnson County for disabled populations | 6.8% | 4.2% | 6.4% | 8.8% | 6.8% | 9.0% | 7.0% |
| None chosen | 15.5% | 18.8% | 20.0% | 15.3% | 15.5% | 16.3% | 16.9% |

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

| N=1429 | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q6-1. County should increase services to provide adequate public transit to meet needs of community</u> | | | | | | | |
| Strongly agree | 27.9% | 24.0% | 23.0% | 28.3% | 23.3% | 20.6% | 24.7% |
| Agree | 38.9% | 32.4% | 28.6% | 34.4% | 32.4% | 36.6% | 33.9% |
| Neutral | 23.0% | 31.9% | 34.6% | 25.5% | 33.5% | 30.9% | 29.7% |
| Disagree | 7.1% | 7.8% | 8.3% | 10.8% | 7.4% | 7.2% | 8.1% |
| Strongly disagree | 3.1% | 3.9% | 5.5% | 0.9% | 3.4% | 4.6% | 3.6% |

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

| N=1429 | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q6-2. County should increase services for transportation for disabled populations</u> | | | | | | | |
| Strongly agree | 25.0% | 20.7% | 24.1% | 26.6% | 26.2% | 21.4% | 24.0% |
| Agree | 42.7% | 41.4% | 35.9% | 40.2% | 36.0% | 36.8% | 39.0% |
| Neutral | 28.2% | 32.5% | 33.3% | 30.7% | 34.3% | 35.2% | 32.2% |
| Disagree | 3.2% | 3.9% | 4.6% | 1.5% | 2.3% | 3.3% | 3.2% |
| Strongly disagree | 0.9% | 1.5% | 2.1% | 1.0% | 1.2% | 3.3% | 1.6% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q6-3. Johnson County should enhance transit availability & frequency along major corridors</u> | | | | | | | |
| Strongly agree | 23.6% | 20.5% | 24.6% | 24.3% | 24.3% | 21.7% | 23.2% |
| Agree | 45.8% | 37.0% | 31.3% | 39.0% | 37.9% | 36.4% | 38.0% |
| Neutral | 24.4% | 33.5% | 33.6% | 29.0% | 30.5% | 32.6% | 30.5% |
| Disagree | 3.6% | 6.5% | 5.2% | 5.2% | 5.1% | 5.4% | 5.1% |
| Strongly disagree | 2.7% | 2.5% | 5.2% | 2.4% | 2.3% | 3.8% | 3.1% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q6-4. Johnson County should offer transit service in all parts of County</u> | | | | | | | |
| Strongly agree | 18.2% | 18.1% | 19.0% | 25.0% | 20.6% | 21.4% | 20.3% |
| Agree | 33.8% | 35.3% | 26.9% | 29.2% | 32.2% | 37.0% | 32.3% |
| Neutral | 31.6% | 29.9% | 34.7% | 31.1% | 34.4% | 29.7% | 31.9% |
| Disagree | 12.0% | 12.7% | 13.0% | 12.3% | 9.4% | 7.3% | 11.2% |
| Strongly disagree | 4.4% | 3.9% | 6.5% | 2.4% | 3.3% | 4.7% | 4.2% |

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

| N=1429 | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q6-5. County offers adequate public transportation to support access to jobs</u> | | | | | | | |
| Strongly agree | 12.6% | 9.6% | 15.1% | 15.1% | 8.1% | 11.4% | 12.1% |
| Agree | 24.7% | 32.8% | 26.0% | 25.9% | 24.2% | 30.1% | 27.2% |
| Neutral | 36.4% | 36.7% | 38.0% | 40.0% | 45.3% | 34.9% | 38.5% |
| Disagree | 22.7% | 15.8% | 15.6% | 15.7% | 18.0% | 15.1% | 17.2% |
| Strongly disagree | 3.5% | 5.1% | 5.2% | 3.2% | 4.3% | 8.4% | 4.9% |

Q7. Are you open to utilizing public transportation provided by Johnson County (such as buses, van pool, ride share, or mobile app/on demand services)? (without "don't know")

| N=1429 | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q7. Are you open to utilizing public transportation provided by Johnson County?</u> | | | | | | | |
| Yes | 59.3% | 52.3% | 52.7% | 57.8% | 58.6% | 56.7% | 56.2% |
| No | 40.7% | 47.7% | 47.3% | 42.2% | 41.4% | 43.3% | 43.8% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q8-1. Johnson County library system is adequate to support needs of residents</u> | | | | | | | |
| Strongly agree | 30.2% | 31.9% | 33.5% | 30.1% | 30.7% | 27.3% | 30.7% |
| Agree | 49.4% | 54.2% | 47.8% | 51.5% | 49.7% | 55.7% | 51.3% |
| Neutral | 14.5% | 10.2% | 13.8% | 17.5% | 15.9% | 13.9% | 14.3% |
| Disagree | 4.7% | 3.2% | 4.5% | 0.9% | 3.7% | 2.1% | 3.2% |
| Strongly disagree | 1.3% | 0.5% | 0.4% | 0.0% | 0.0% | 1.0% | 0.5% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q8-2. Johnson County should expand digital services such as e-books, e-magazines & e-audiobooks</u> | | | | | | | |
| Strongly agree | 29.4% | 29.1% | 25.5% | 27.5% | 22.3% | 27.7% | 27.0% |
| Agree | 29.0% | 29.1% | 35.0% | 33.5% | 40.8% | 33.0% | 33.2% |
| Neutral | 35.5% | 39.0% | 32.3% | 30.7% | 32.1% | 33.5% | 33.9% |
| Disagree | 5.6% | 1.4% | 5.0% | 6.4% | 3.3% | 3.7% | 4.3% |
| Strongly disagree | 0.4% | 1.4% | 2.3% | 1.8% | 1.6% | 2.1% | 1.6% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q9-1. Johnson County Park & Recreation District succeeds in its mission to enhance quality of life in Johnson County</u> | | | | | | | |
| Strongly agree | 32.0% | 40.0% | 34.6% | 35.3% | 38.0% | 35.1% | 35.7% |
| Agree | 57.4% | 52.9% | 54.9% | 54.7% | 51.0% | 49.0% | 53.5% |
| Neutral | 8.6% | 5.3% | 9.7% | 7.3% | 9.5% | 13.5% | 8.9% |
| Disagree | 1.6% | 1.3% | 0.4% | 2.6% | 1.5% | 1.4% | 1.5% |
| Strongly disagree | 0.4% | 0.4% | 0.4% | 0.0% | 0.0% | 1.0% | 0.4% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q9-2. Johnson County Park & Recreation District facilities & programs positively impact my personal health & well-being</u> | | | | | | | |
| Strongly agree | 28.0% | 34.1% | 27.1% | 28.5% | 33.0% | 25.0% | 29.2% |
| Agree | 47.3% | 38.6% | 42.4% | 46.1% | 37.5% | 44.7% | 42.9% |
| Neutral | 21.0% | 24.1% | 24.5% | 21.9% | 26.5% | 25.5% | 23.8% |
| Disagree | 3.7% | 1.8% | 4.8% | 2.2% | 2.5% | 2.4% | 2.9% |
| Strongly disagree | 0.0% | 1.4% | 1.3% | 1.3% | 0.5% | 2.4% | 1.1% |

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

| N=1429 | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q9-3. Johnson County Park & Recreation District should continue to acquire property to expand County's parks & trails system</u> | | | | | | | |
| Strongly agree | 35.8% | 32.0% | 34.5% | 32.6% | 38.3% | 30.8% | 34.0% |
| Agree | 37.0% | 32.9% | 35.8% | 40.2% | 30.6% | 38.5% | 35.9% |
| Neutral | 20.2% | 25.7% | 20.1% | 25.4% | 21.8% | 20.7% | 22.3% |
| Disagree | 5.3% | 7.2% | 5.7% | 0.9% | 6.7% | 6.3% | 5.3% |
| Strongly disagree | 1.6% | 2.3% | 3.9% | 0.9% | 2.6% | 3.8% | 2.5% |

Q10. Human Services Issues. Are you aware of how to access disability and human services programs in Johnson County? (without "don't know")

| N=1429 | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q10. Are you aware of how to access disability & human services programs in Johnson County?</u> | | | | | | | |
| Yes | 22.2% | 22.5% | 23.0% | 22.7% | 22.9% | 25.0% | 23.0% |
| No | 77.8% | 77.5% | 77.0% | 77.3% | 77.1% | 75.0% | 77.0% |

Q11. Are you aware that 1 in 16 people, or 34,000 Johnson County residents, live below the federal poverty line? (without "don't know")

| N=1429 | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q11. Are you aware that 1 in 16 people, or 34,000 Johnson County residents, live below federal poverty line?</u> | | | | | | | |
| Yes | 41.1% | 40.7% | 29.9% | 33.3% | 39.6% | 41.9% | 37.6% |
| No | 58.9% | 59.3% | 70.1% | 66.7% | 60.4% | 58.1% | 62.4% |

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

| N=1429 | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q12. How important is it for Johnson County to provide safety-net services to low-income individuals/families?</u> | | | | | | | |
| Very important | 48.6% | 36.0% | 34.9% | 38.3% | 36.2% | 32.9% | 38.1% |
| Important | 30.3% | 28.8% | 28.9% | 35.0% | 35.2% | 35.3% | 32.1% |
| Somewhat important | 17.5% | 26.6% | 26.3% | 21.3% | 23.5% | 23.2% | 22.9% |
| Not important | 2.0% | 6.3% | 7.8% | 3.8% | 3.6% | 5.3% | 4.7% |
| Not important at all | 1.6% | 2.3% | 2.2% | 1.7% | 1.5% | 3.4% | 2.1% |

Q13. Please check each of the following services you believe Johnson County should devote additional resources to. (without "none")

N=1250

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q13. What services do you believe Johnson County should devote additional resources to?</u> | | | | | | | |
| Aging Services | 58.6% | 55.9% | 54.5% | 55.3% | 50.0% | 53.8% | 54.9% |
| Housing Services | 34.9% | 24.0% | 26.3% | 26.8% | 31.3% | 35.0% | 29.7% |
| Addressing Homelessness | 50.0% | 41.2% | 40.4% | 44.7% | 43.8% | 43.7% | 44.1% |
| Public Health | 49.6% | 43.6% | 42.7% | 45.2% | 46.6% | 41.6% | 45.0% |
| Intellectual & Developmentally Disabled Services(JCDS) | 37.9% | 35.8% | 35.7% | 36.0% | 43.8% | 33.0% | 36.9% |
| Mental Health Services | 72.8% | 67.2% | 62.0% | 65.4% | 71.0% | 68.5% | 67.8% |
| Utility Assistance | 27.2% | 19.6% | 21.1% | 22.8% | 27.3% | 26.9% | 24.1% |
| Emergency Assistance/Case Management | 37.1% | 33.3% | 34.3% | 34.2% | 38.6% | 40.6% | 36.2% |
| Public Transportation | 49.6% | 36.8% | 39.4% | 38.2% | 40.3% | 35.0% | 40.1% |
| Workforce Development | 29.7% | 31.4% | 30.5% | 32.0% | 40.9% | 37.6% | 33.4% |
| Job Training | 36.6% | 36.8% | 34.3% | 37.3% | 34.7% | 39.1% | 36.5% |
| Emergency/Disaster Preparedness | 38.8% | 43.1% | 36.6% | 36.0% | 42.0% | 38.1% | 39.0% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-1. Johnson County Government is well run</u> | | | | | | | |
| Strongly agree | 8.4% | 11.1% | 16.8% | 12.6% | 12.3% | 8.0% | 11.6% |
| Agree | 58.8% | 52.8% | 52.7% | 51.8% | 58.3% | 53.7% | 54.7% |
| Neutral | 27.7% | 28.7% | 26.1% | 31.5% | 26.7% | 30.3% | 28.5% |
| Disagree | 4.2% | 5.6% | 3.5% | 2.7% | 1.6% | 5.5% | 3.9% |
| Strongly disagree | 0.8% | 1.9% | 0.9% | 1.4% | 1.1% | 2.5% | 1.4% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-2. Board of County Commissioners effectively manages County resources</u> | | | | | | | |
| Strongly agree | 5.8% | 8.9% | 10.9% | 7.8% | 9.9% | 6.7% | 8.3% |
| Agree | 48.1% | 38.0% | 41.3% | 40.1% | 46.3% | 40.8% | 42.4% |
| Neutral | 38.5% | 40.6% | 38.8% | 44.8% | 35.2% | 43.0% | 40.2% |
| Disagree | 5.3% | 9.4% | 7.5% | 5.7% | 5.6% | 5.6% | 6.5% |
| Strongly disagree | 2.4% | 3.1% | 1.5% | 1.6% | 3.1% | 3.9% | 2.6% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-3. Criminals are competently prosecuted in Johnson County</u> | | | | | | | |
| Strongly agree | 7.4% | 11.4% | 11.8% | 12.9% | 18.9% | 9.7% | 11.7% |
| Agree | 43.6% | 38.1% | 44.7% | 34.5% | 40.6% | 43.0% | 40.8% |
| Neutral | 39.4% | 42.0% | 36.5% | 44.4% | 35.0% | 36.4% | 39.1% |
| Disagree | 7.4% | 5.1% | 6.5% | 5.8% | 4.2% | 8.5% | 6.3% |
| Strongly disagree | 2.1% | 3.4% | 0.6% | 2.3% | 1.4% | 2.4% | 2.1% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-4. Management of juries for District Courts is professional & efficient</u> | | | | | | | |
| Strongly agree | 10.3% | 11.0% | 11.5% | 9.0% | 11.8% | 10.6% | 10.7% |
| Agree | 36.4% | 42.3% | 44.6% | 37.2% | 47.2% | 42.3% | 41.4% |
| Neutral | 49.1% | 37.4% | 42.4% | 50.0% | 39.4% | 44.4% | 43.9% |
| Disagree | 2.4% | 7.4% | 1.4% | 1.9% | 1.6% | 1.4% | 2.8% |
| Strongly disagree | 1.8% | 1.8% | 0.0% | 1.9% | 0.0% | 1.4% | 1.2% |

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

| N=1429 | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-5. Johnson County does a good job managing its growth & development in rural (unincorporated) areas of County</u> | | | | | | | |
| Strongly agree | 6.0% | 9.8% | 12.9% | 4.3% | 11.0% | 6.9% | 8.5% |
| Agree | 31.7% | 35.8% | 45.3% | 34.6% | 50.3% | 40.2% | 39.6% |
| Neutral | 52.7% | 41.6% | 30.0% | 50.6% | 34.2% | 42.0% | 41.9% |
| Disagree | 7.2% | 11.0% | 7.6% | 7.4% | 4.5% | 5.7% | 7.3% |
| Strongly disagree | 2.4% | 1.7% | 4.1% | 3.1% | 0.0% | 5.2% | 2.8% |

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

| N=1429 | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-6. Johnson County is prepared for an emergency</u> | | | | | | | |
| Strongly agree | 10.6% | 12.9% | 12.5% | 8.4% | 9.9% | 12.9% | 11.2% |
| Agree | 41.2% | 43.3% | 42.9% | 41.0% | 48.7% | 41.5% | 43.0% |
| Neutral | 43.5% | 35.7% | 39.3% | 46.4% | 36.8% | 39.5% | 40.2% |
| Disagree | 4.7% | 5.8% | 4.2% | 3.6% | 3.3% | 4.1% | 4.3% |
| Strongly disagree | 0.0% | 2.3% | 1.2% | 0.6% | 1.3% | 2.0% | 1.2% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-7. Polling places in Johnson County are conveniently located & accessible</u> | | | | | | | |
| Strongly agree | 37.5% | 31.3% | 43.8% | 38.5% | 34.7% | 32.5% | 36.5% |
| Agree | 52.3% | 56.4% | 46.4% | 51.3% | 50.8% | 56.3% | 52.2% |
| Neutral | 9.8% | 9.7% | 7.3% | 9.4% | 10.6% | 8.3% | 9.2% |
| Disagree | 0.4% | 2.6% | 2.1% | 0.4% | 2.5% | 1.9% | 1.6% |
| Strongly disagree | 0.0% | 0.0% | 0.4% | 0.4% | 1.5% | 1.0% | 0.5% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-8. Johnson County has enough advance voting locations</u> | | | | | | | |
| Strongly agree | 27.2% | 28.2% | 43.1% | 30.8% | 31.2% | 29.4% | 31.6% |
| Agree | 48.5% | 52.1% | 41.2% | 50.9% | 45.2% | 48.5% | 47.8% |
| Neutral | 18.4% | 13.1% | 10.2% | 14.3% | 16.7% | 15.5% | 14.7% |
| Disagree | 5.4% | 6.1% | 5.1% | 4.0% | 5.4% | 4.1% | 5.0% |
| Strongly disagree | 0.4% | 0.5% | 0.5% | 0.0% | 1.6% | 2.6% | 0.9% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-9. Johnson County provides adequate resources to those in need</u> | | | | | | | |
| Strongly agree | 6.1% | 10.3% | 11.0% | 3.9% | 7.7% | 13.0% | 8.6% |
| Agree | 22.4% | 36.1% | 33.5% | 24.8% | 27.3% | 30.1% | 29.0% |
| Neutral | 53.9% | 41.3% | 43.9% | 56.9% | 51.7% | 42.5% | 48.4% |
| Disagree | 11.5% | 10.3% | 9.0% | 12.4% | 11.9% | 9.6% | 10.8% |
| Strongly disagree | 6.1% | 1.9% | 2.6% | 2.0% | 1.4% | 4.8% | 3.2% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-10. Juvenile Justice System has adequate resources to deal with problem of juvenile offenders & their families</u> | | | | | | | |
| Strongly agree | 4.7% | 9.0% | 5.7% | 3.3% | 6.4% | 7.8% | 6.2% |
| Agree | 11.0% | 18.0% | 22.1% | 21.3% | 19.3% | 22.4% | 18.9% |
| Neutral | 58.3% | 51.1% | 47.5% | 50.0% | 57.8% | 50.0% | 52.4% |
| Disagree | 19.7% | 18.0% | 21.3% | 22.1% | 14.7% | 17.2% | 18.9% |
| Strongly disagree | 6.3% | 3.8% | 3.3% | 3.3% | 1.8% | 2.6% | 3.6% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-11. County does a good job keeping residents informed about County programs & services</u> | | | | | | | |
| Strongly agree | 6.7% | 9.4% | 14.4% | 10.2% | 11.2% | 11.9% | 10.5% |
| Agree | 38.8% | 39.0% | 38.7% | 40.9% | 40.4% | 38.8% | 39.4% |
| Neutral | 40.8% | 35.0% | 30.2% | 36.0% | 32.4% | 29.9% | 34.3% |
| Disagree | 11.3% | 13.9% | 11.3% | 11.6% | 15.4% | 14.9% | 12.9% |
| Strongly disagree | 2.5% | 2.7% | 5.4% | 1.3% | 0.5% | 4.5% | 2.8% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-12. My property is appraised fairly in County</u> | | | | | | | |
| Strongly agree | 1.7% | 6.5% | 7.7% | 7.2% | 4.8% | 7.7% | 5.9% |
| Agree | 44.4% | 33.5% | 33.0% | 38.0% | 39.2% | 30.3% | 36.5% |
| Neutral | 32.9% | 32.6% | 34.8% | 39.4% | 32.3% | 37.4% | 34.9% |
| Disagree | 16.2% | 19.1% | 15.8% | 13.0% | 16.9% | 17.4% | 16.4% |
| Strongly disagree | 4.7% | 8.4% | 8.6% | 2.4% | 6.9% | 7.2% | 6.3% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-13. County's web page is a useful source of information</u> | | | | | | | |
| Strongly agree | 9.0% | 10.1% | 10.5% | 11.6% | 10.8% | 7.9% | 10.0% |
| Agree | 45.2% | 44.4% | 43.9% | 44.8% | 47.5% | 43.3% | 44.8% |
| Neutral | 42.9% | 38.8% | 38.0% | 38.1% | 36.1% | 40.9% | 39.2% |
| Disagree | 2.3% | 4.5% | 7.0% | 4.4% | 5.1% | 6.1% | 4.9% |
| Strongly disagree | 0.6% | 2.2% | 0.6% | 1.1% | 0.6% | 1.8% | 1.2% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q14-14. Johnson County's services & facilities for its aging & disabled populations are adequate</u> | | | | | | | |
| Strongly agree | 3.2% | 2.1% | 4.4% | 2.1% | 5.6% | 4.8% | 3.6% |
| Agree | 12.3% | 24.6% | 28.5% | 21.1% | 21.6% | 20.2% | 21.2% |
| Neutral | 56.8% | 53.5% | 45.3% | 59.9% | 56.0% | 54.0% | 54.3% |
| Disagree | 25.2% | 16.9% | 19.0% | 14.8% | 14.4% | 16.9% | 18.1% |
| Strongly disagree | 2.6% | 2.8% | 2.9% | 2.1% | 2.4% | 4.0% | 2.8% |

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

N=1429

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

Q14-15. Johnson County should use a mobile app in order to provide service delivery (e.g. vehicle registration, wastewater bills, reserve books, & pay taxes)

| | | | | | | | |
|-------------------|-------|-------|-------|-------|-------|-------|-------|
| Strongly agree | 20.4% | 23.9% | 25.7% | 15.9% | 26.4% | 19.2% | 21.9% |
| Agree | 28.4% | 24.9% | 30.0% | 32.8% | 30.3% | 28.5% | 29.1% |
| Neutral | 38.7% | 34.1% | 31.9% | 36.8% | 31.5% | 34.2% | 34.7% |
| Disagree | 9.3% | 11.2% | 10.0% | 10.9% | 7.3% | 12.4% | 10.2% |
| Strongly disagree | 3.1% | 5.9% | 2.4% | 3.5% | 4.5% | 5.7% | 4.1% |

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

N=1429

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

Q15. Sum of top 3 choices

| | | | | | | | |
|--|-------|-------|-------|-------|-------|-------|-------|
| Johnson County Government is well run | 31.1% | 28.5% | 33.6% | 33.7% | 34.0% | 32.6% | 32.2% |
| Board of County Commissioners effectively manages County resources | 27.3% | 25.1% | 26.4% | 32.5% | 26.2% | 20.4% | 26.5% |
| Criminals are competently prosecuted in Johnson County | 17.4% | 21.3% | 22.0% | 17.7% | 18.9% | 19.9% | 19.5% |
| Management of juries for District Courts is professional & efficient | 3.0% | 5.4% | 2.8% | 2.4% | 4.4% | 3.2% | 3.5% |
| Johnson County does a good job managing its growth & development in rural (unincorporated) areas of County | 7.2% | 10.0% | 22.0% | 13.7% | 15.0% | 19.5% | 14.4% |
| Johnson County is prepared for an emergency | 26.5% | 32.6% | 31.2% | 34.5% | 29.6% | 29.4% | 30.7% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q15. Sum of top 3 choices (cont.)</u> | | | | | | | |
| Polling places in Johnson County are conveniently located & accessible | 7.6% | 7.9% | 4.0% | 8.4% | 8.3% | 5.9% | 7.0% |
| Johnson County has enough advance voting locations | 3.8% | 3.8% | 1.2% | 5.2% | 3.9% | 5.9% | 3.9% |
| Johnson County provides adequate resources to those in need | 26.1% | 15.1% | 17.2% | 17.7% | 23.8% | 22.2% | 20.3% |
| Juvenile Justice System has adequate resources to deal with problem of juvenile offenders & their families | 11.7% | 14.6% | 8.0% | 10.8% | 10.2% | 12.7% | 11.3% |
| County does a good job keeping residents informed about County programs & services | 13.6% | 9.6% | 11.2% | 10.4% | 12.6% | 13.1% | 11.8% |
| My property is appraised fairly in County | 32.6% | 32.2% | 31.2% | 22.9% | 27.2% | 29.4% | 29.3% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q15. Sum of top 3 choices (cont.)</u> | | | | | | | |
| County's web page is a useful source of information | 1.9% | 4.6% | 3.6% | 5.2% | 2.4% | 5.0% | 3.8% |
| Johnson County's services & facilities for its aging & disabled populations are adequate | 25.8% | 21.8% | 16.4% | 24.9% | 22.3% | 22.6% | 22.3% |
| Johnson County should use a mobile app in order to provide service delivery (e.g. vehicle registration, wastewater bills, reserve books, & pay taxes) | 13.3% | 11.7% | 14.4% | 14.1% | 17.0% | 15.8% | 14.3% |
| None chosen | 14.8% | 15.9% | 16.0% | 12.9% | 12.1% | 12.2% | 14.1% |

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

N=1429

| | District | | | | | | Total |
|--------------------------------------|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q16-1. Public health services</u> | | | | | | | |
| Very supportive | 46.6% | 37.3% | 36.5% | 41.3% | 35.0% | 39.5% | 39.6% |
| Somewhat supportive | 44.0% | 51.4% | 50.7% | 50.7% | 52.2% | 50.3% | 49.7% |
| Not supportive | 9.5% | 11.3% | 12.8% | 8.0% | 12.8% | 10.3% | 10.7% |

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

N=1429

| | District | | | | | | Total |
|--------------------------------------|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q16-2. Mental health services</u> | | | | | | | |
| Very supportive | 54.4% | 46.9% | 46.2% | 53.3% | 47.7% | 54.5% | 50.6% |
| Somewhat supportive | 36.3% | 44.0% | 43.0% | 39.2% | 38.6% | 39.4% | 40.1% |
| Not supportive | 9.3% | 9.1% | 10.9% | 7.5% | 13.6% | 6.1% | 9.3% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q16-3. Services for persons with intellectual disabilities (JCDS)</u> | | | | | | | |
| Very supportive | 39.5% | 38.6% | 37.7% | 35.3% | 41.6% | 40.8% | 38.8% |
| Somewhat supportive | 48.4% | 46.7% | 47.6% | 55.2% | 45.1% | 47.6% | 48.5% |
| Not supportive | 12.1% | 14.7% | 14.6% | 9.5% | 13.3% | 11.5% | 12.6% |

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

N=1429

| | District | | | | | | Total |
|------------------------------|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q16-4. Aging programs</u> | | | | | | | |
| Very supportive | 46.1% | 36.2% | 35.2% | 45.1% | 40.6% | 45.6% | 41.5% |
| Somewhat supportive | 41.3% | 53.1% | 51.4% | 47.6% | 45.7% | 44.6% | 47.3% |
| Not supportive | 12.6% | 10.6% | 13.4% | 7.3% | 13.7% | 9.8% | 11.2% |

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

N=1429

| | District | | | | | | Total |
|--------------------------------|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q16-5. Housing programs</u> | | | | | | | |
| Very supportive | 27.9% | 23.5% | 21.0% | 27.6% | 21.4% | 27.7% | 24.9% |
| Somewhat supportive | 51.6% | 48.5% | 46.8% | 52.3% | 52.6% | 47.9% | 49.9% |
| Not supportive | 20.5% | 28.1% | 32.2% | 20.1% | 26.0% | 24.5% | 25.2% |

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

N=1429

| | District | | | | | | Total |
|---------------------------------|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q16-6. Homeless services</u> | | | | | | | |
| Very supportive | 33.0% | 28.1% | 29.7% | 37.3% | 35.5% | 35.8% | 33.1% |
| Somewhat supportive | 48.2% | 49.0% | 44.5% | 47.1% | 39.6% | 47.2% | 46.1% |
| Not supportive | 18.8% | 23.0% | 25.8% | 15.7% | 24.9% | 17.1% | 20.8% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q16-7. Public transportation services</u> | | | | | | | |
| Very supportive | 21.1% | 17.6% | 27.6% | 24.6% | 24.3% | 21.1% | 22.7% |
| Somewhat supportive | 54.3% | 54.3% | 38.6% | 53.6% | 45.2% | 47.4% | 49.1% |
| Not supportive | 24.7% | 28.1% | 33.8% | 21.7% | 30.5% | 31.4% | 28.3% |

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

N=1429

| | District | | | | | | Total |
|--|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q16-8. CARS-County Assisted Road System</u> | | | | | | | |
| Very supportive | 26.6% | 20.8% | 23.4% | 25.7% | 25.9% | 21.8% | 24.0% |
| Somewhat supportive | 50.3% | 52.5% | 51.0% | 57.1% | 48.3% | 55.7% | 52.5% |
| Not supportive | 23.1% | 26.8% | 25.5% | 17.1% | 25.9% | 22.4% | 23.5% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q16-9. Improvements to County, rural, & unincorporated roads & bridges</u> | | | | | | | |
| Very supportive | 18.2% | 22.5% | 32.2% | 23.2% | 28.8% | 25.3% | 24.9% |
| Somewhat supportive | 56.1% | 55.0% | 51.2% | 56.1% | 49.4% | 60.1% | 54.8% |
| Not supportive | 25.7% | 22.5% | 16.6% | 20.7% | 21.9% | 14.6% | 20.3% |

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

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q16-10. Public Safety Programs (e.g. Community Corrections programs)</u> | | | | | | | |
| Very supportive | 32.2% | 32.5% | 31.3% | 28.2% | 31.8% | 33.2% | 31.6% |
| Somewhat supportive | 53.3% | 50.7% | 50.5% | 56.9% | 52.6% | 52.6% | 52.8% |
| Not supportive | 14.5% | 16.7% | 18.2% | 14.9% | 15.6% | 14.2% | 15.7% |

Q17. Have you ever used Johnson County's webpage, jocogov.org? (without "not provided")

N=1429

| | District | | | | | | Total |
|---|------------|------------|------------|------------|------------|------------|-------|
| | District 1 | District 2 | District 3 | District 4 | District 5 | District 6 | |
| <u>Q17. Have you ever used Johnson County's webpage, jocogov.org?</u> | | | | | | | |
| Yes | 69.1% | 64.9% | 70.6% | 67.4% | 76.8% | 73.6% | 70.2% |
| No | 30.9% | 35.1% | 29.4% | 32.6% | 23.2% | 26.4% | 29.8% |

Survey Instrument



February 2018

Dear Johnson County Resident,

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

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

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

Thank you for your participation in the 2018 Citizen Survey. We appreciate your time, and your efforts will help to improve the future of our community.

BOARD OF COUNTY COMMISSIONERS
JOHNSON COUNTY, KANSAS

A handwritten signature in blue ink, appearing to read "Ed Eilert", is written over a horizontal line.

Ed Eilert, Chairman



2018 Johnson County Community Survey

Thank you for taking time to complete this important survey. The Board of County Commissioners desires your input to help improve the quality of County services. When you are finished, please return your completed survey in the postage-paid envelope provided. If you would prefer to take this survey online, please go to JoCoSurvey.org.

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

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

2. 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 |

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

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

4. Familiarity and Satisfaction with County Services. Please rate your level of familiarity with each of the County Departments, Agencies, Offices, and Divisions listed below.

Then, if you have used services provided by the organization, please rate your satisfaction with the services you received.

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

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

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

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

| | | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Don't Know |
|----|---|----------------|-------|---------|----------|-------------------|------------|
| 1. | The County should increase services to provide adequate public transit (buses, van pool, ride share and mobile app/on demand services) to meet the needs of the community | 5 | 4 | 3 | 2 | 1 | 9 |
| 2. | The County should increase services for transportation for disabled populations | 5 | 4 | 3 | 2 | 1 | 9 |
| 3. | Johnson County should enhance transit availability and frequency along major corridors | 5 | 4 | 3 | 2 | 1 | 9 |
| 4. | Johnson County should offer transit service in all parts of the County | 5 | 4 | 3 | 2 | 1 | 9 |
| 5. | The County offers adequate public transportation to support access to jobs | 5 | 4 | 3 | 2 | 1 | 9 |

7. **Are you open to utilizing public transportation provided by Johnson County (such as buses, van pool, ride share, or mobile app/on demand services)?**

___(1) Yes ___(2) No

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

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

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

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

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

___(1) Yes ___(2) No

11. **Are you aware that 1 in 16 people, or 34,000 Johnson County residents, live below the federal poverty line?**

___(1) Yes ___(2) No

12. 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

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

- | | |
|--|---|
| <input type="checkbox"/> (01) Aging Services | <input type="checkbox"/> (08) Emergency assistance/case management |
| <input type="checkbox"/> (02) Housing Services | <input type="checkbox"/> (09) Public transportation |
| <input type="checkbox"/> (03) Addressing homelessness | <input type="checkbox"/> (10) Workforce development |
| <input type="checkbox"/> (04) Public health | <input type="checkbox"/> (11) Job training |
| <input type="checkbox"/> (05) Intellectual and Developmentally Disabled Services(JCDS) | <input type="checkbox"/> (12) Emergency/Disaster preparedness |
| <input type="checkbox"/> (06) Mental Health Services | <input type="checkbox"/> (99) None – I do not think any of the services need additional funding |
| <input type="checkbox"/> (07) Utility assistance | |

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

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

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

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

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

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

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

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.

18. Approximately how many years have you lived in Johnson County? _____ years
19. Which of the following best describes your race/ethnicity? [Check all that apply.]
- (1) Asian/Pacific Islander (3) Hispanic (5) American Indian/Eskimo
 (2) Black/African American (4) White (6) Other: _____
20. How many persons of each of the following ages, counting yourself, are currently living in your household?
- Under age 10: _____ Ages 11-19: _____ Ages 20-44: _____ Ages 45-64: _____ Ages 65+: _____
21. Which of the following best describes your total annual household income?
- (1) Under \$35,000 (3) \$60,000 - \$99,999 (5) More than \$130,000
 (2) \$35,000 - \$59,999 (4) \$100,000 - \$129,999
22. Your gender: (1) Male (2) Female
23. Do you have any other suggestions for how the County could serve you better?
- _____

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

This concludes the survey – Thank you for your time!

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

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the county are having problems with county services. If your address is not correct, please provide the correct information. Thank you.