

2018 JOHNSON COUNTY COMMUNICATIONS SURVEY

FINAL REPORT

Submitted to: **Johnson County, Kansas**

ETC Institute
725 W. Frontier Cir.
Olathe, KS 66061
913-829-1215

May 2018



Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Tabular Data	20
Section 3: Survey Instrument.....	50
Appendix A: Crosstabular Data by Commission District	A-1
Appendix B: Crosstabular Data by Age and Gender	B-1
Appendix C: Crosstabular Data by Race and Years in Johnson County	C-1

2018 Johnson County Communications Survey Executive Summary

Overview and Methodology

During March and April of 2018, ETC Institute administered a survey for Johnson County, Kansas to gather input from residents to improve the quality of County communication with the public. This is the fourth time ETC Institute has administered this survey for the County; the first was conducted in 2014.

Methodology. The survey was administered by phone to a random sample of 408 residents in the County. The results for the random sample of 408 respondents have a 95% level of confidence with a precision of at least +/- 4.8%.

Major Survey Findings. Some of the major findings from the survey are listed below.

- Sixty-nine percent (69%) of those surveyed indicated that they are at least “somewhat interested” in keeping informed about County events and County government.
 - 2% are “very interested”
 - 26% are “interested”
 - 41% are “somewhat interested”
- Thirty-six percent (36%) of those surveyed indicated that they usually hear about County news and information FIRST from an official Johnson County news or communications outlet. Fifty-five percent (55%) indicated that they hear about County news through a source other than the County, and the remaining responded “don’t know.”
- The top four areas for which residents indicated the County provides enough information are: (1) parks and recreation, (2) libraries, (3) special events, and (4) public safety. Residents were least satisfied with the availability of information on the County budget and volunteer opportunities.
- Ninety-two percent (92%) of those surveyed indicated they depend on traditional media either “frequently” or “occasionally” to stay informed about the County. Other types of communication residents depend on include: person-to-person/word of mouth (81%), JoCo Magazine (73%), and the Internet (not including the County website (72%).

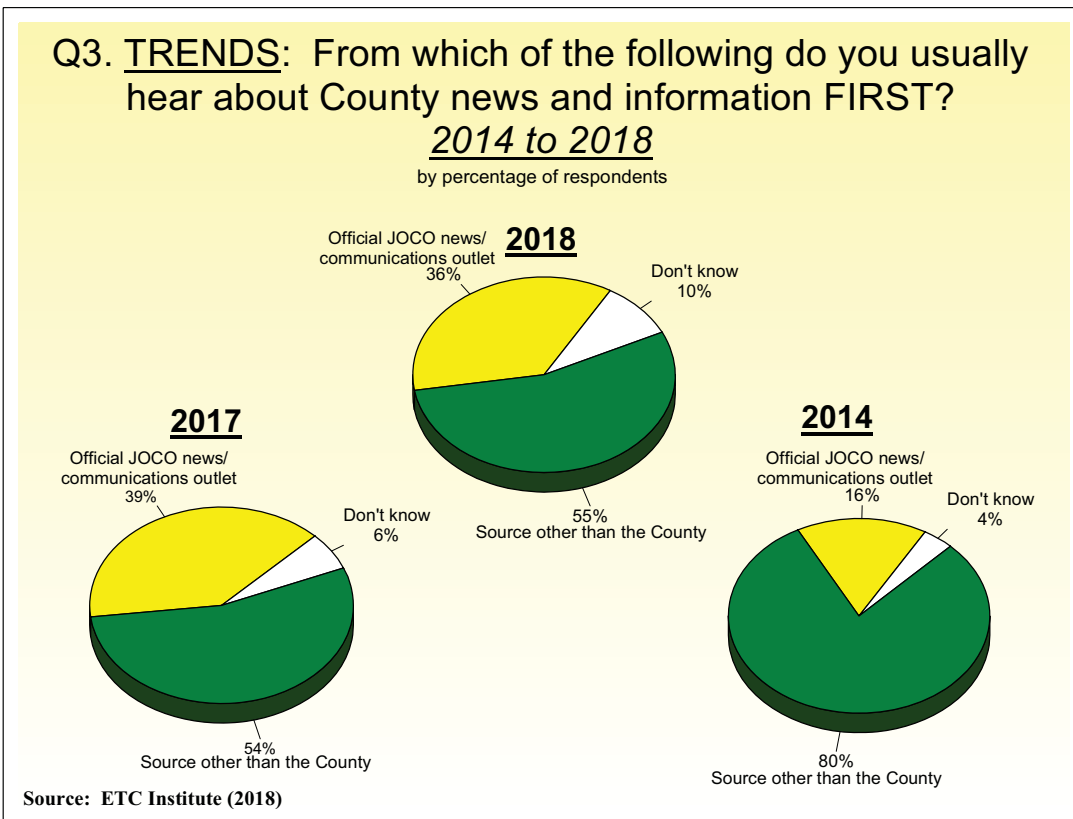
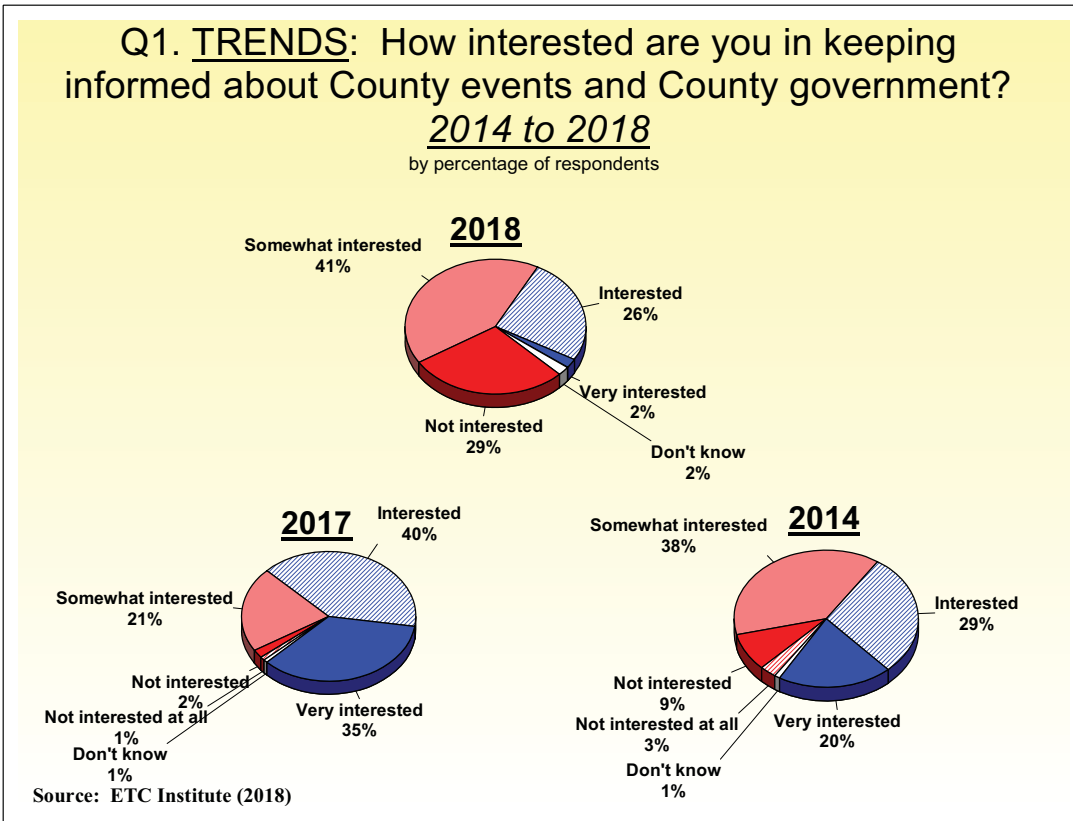
- Of the residents who use the County’s website “frequently” or “occasionally”, 57% agreed that they are satisfied with the information contained on the website. Forty-eight percent (48%) agreed that the County’s website is easy to use, while 45% agreed that it is easy to find the information they are looking for. Additionally, 53% indicated they had visited the County’s website during the past 6 months.
- Of the respondents who are aware of the County’s social media channels, 32% indicated that they subscribe to the County’s Facebook page. Nineteen percent (19%) subscribe to Nextdoor, and 13% subscribe to the County’s Twitter page.
- Fifty-six percent (56%) of residents surveyed are aware of NotifyJoCo for emergency alerts and other alerts. Of those who are aware of NotifyJoCo, 61% have signed up for alerts; 31% indicated they have not signed up, and the remaining 8% did not provide a response. Of those who have not signed up for alerts on Notify JoCo, the reasons given include: “never heard of it” (20%), “I don’t want to receive emergency information” (29%), and “I plan to sign up” (49%). The remaining respondents did not provide a reason.
- Communications that residents would like to see the County use more frequently include: e-newsletter sent to e-mail (48%), text messages/alerts sent to mobile devices (43%), magazines (34%), and NotifyJoCo (33%).
- Some of the ways in which respondents communicated with the County in the past 12 months include: emailed/phoned a County staff person (52%), emailed/phoned an elected County official (44%), and attended a County-hosted public meeting or event (30%).
- Fifty-seven percent (57%) of residents who indicated that they had communicated with the County in the past 12 months rated the experience as either “very good” or “good”.
- In the past 12 months, 46% of those surveyed have received or requested print magazines or brochures from the County. Eighty-four percent (84%) of the residents who indicated they received or requested printed materials from the County recalled receiving JoCo Magazine in the mail; of those, 91% indicated they had read it. Seventy-five percent (75%) of the residents who indicated they received or requested printed materials from the County recalled receiving The Best Times in the mail; of those, 88% indicated they had read it.
- Residents were asked to rate their familiarity with various new County projects. Nearly all (99%) who provided a response were familiar with Lexington Lake Park. Other new County projects that residents were the most familiar with include: Big Bull Creek Park (97%), Tomahawk Creek Wastewater Treatment Facility Expansion (94%), and Meadowbrook Park (94%). When asked if they recalled receiving any written information from the County about the new projects, 29% responded “yes,” with 65% of those indicating they received their news and information from JoCo Magazine.

- When asked which technology-based methods of communication respondents had used or watched in the last week, the responses included: local news on TV (69%), text messaging (53%), website (52%), Facebook (46%), local news in newspaper (38%), and local news on the radio (38%).

Trends. The table below is meant to serve as a quick reference for many of the long-term trends that exist from the 2014 and 2018 communication surveys. The percentage change from the 2014 survey to the 2018 survey is in the far right column of the table. To view all of the trends, please refer to the charts and graphs section of the report. Note: significant changes are changes of +/- 5%.

Long-Term Trends from 2014 to 2018	2018	2014	Change from 2014 to 2018
Combination of "Very Interested," "Interested" and "Somewhat Interested"			
Q1. How interested are you in keeping informed about County events and County government?	69%	87%	-18%
Combination of "Strongly Agree" and "Agree"			
Q4. The County provides enough information on Public Safety	56%	48%	8%
Q4. The County provides enough information on The Environment	49%	35%	14%
Q4. The County provides enough information on The County Budget	34%	28%	6%
Q4. The County provides enough information on Aging/Senior Services	44%	30%	14%
Q4. The County provides enough information on Human Services	40%	29%	11%
Q4. The County provides enough information on Public Health	49%	43%	6%
Q4. The County provides enough information on Transportation	40%	41%	-1%
Q4. The County provides enough information on Libraries	62%	67%	-5%
Q4. The County provides enough information on Parks and Recreation	72%	75%	-3%
Q4. The County provides enough information on Special Events	58%	49%	9%
Q6. Satisfied with the quality of information provided on County's website	57%	62%	-5%
Q6. It is easy to find the information I am looking for	45%	60%	-15%
Combination of "Frequently" and "Occasionally"			
Q5. Frequency with which group e-mail from the County is used to stay informed about the County	39%	17%	22%
Q5. Frequency with which person-to-person/word of mouth is used to stay informed about the County	81%	79%	2%
Q5. Frequency with which non-County traditional media is used to stay informed about the County	92%	91%	1%
Q5. Frequency with which the Internet (not including the County's website) is used to stay informed about the County	72%	64%	8%
Q5. Frequency with which County's social media is used to stay informed about the County	40%	17%	23%
Q5. Frequency with which County's broadcast of Board of Cty. Comm. meetings is used to stay informed about the County	14%	11%	3%
Q5. Frequency with which County staff are used to stay informed about the County	23%	17%	6%
Q5. Frequency with which public meetings are used to stay informed about the County	31%	26%	5%
Q5. Frequency with which Johnson County website is used to stay informed about the County	60%	52%	8%
Q5. Frequency with which events are used to stay informed about the County	63%	58%	5%
Combination of "Very Good" and "Good"			
Q12a. Overall, how would you rate your experience with this (or these) community engagement activity (activities)?	57%	61%	-4%

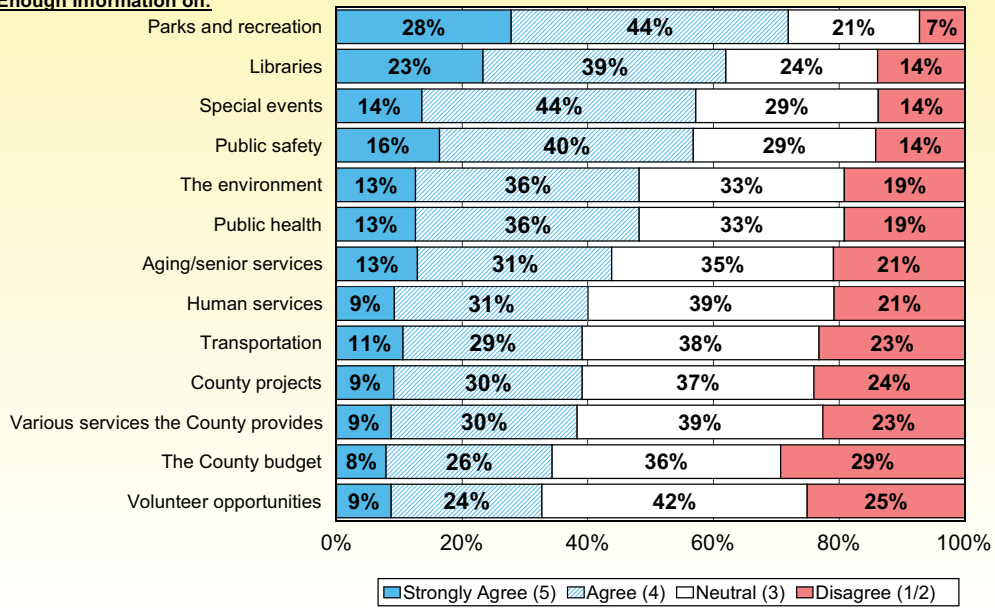
Section 1: Charts and Graphs



Q4. Agreement with Statements About the Amount of Information the County Provides

by percentage of respondents (excluding "don't know" responses)

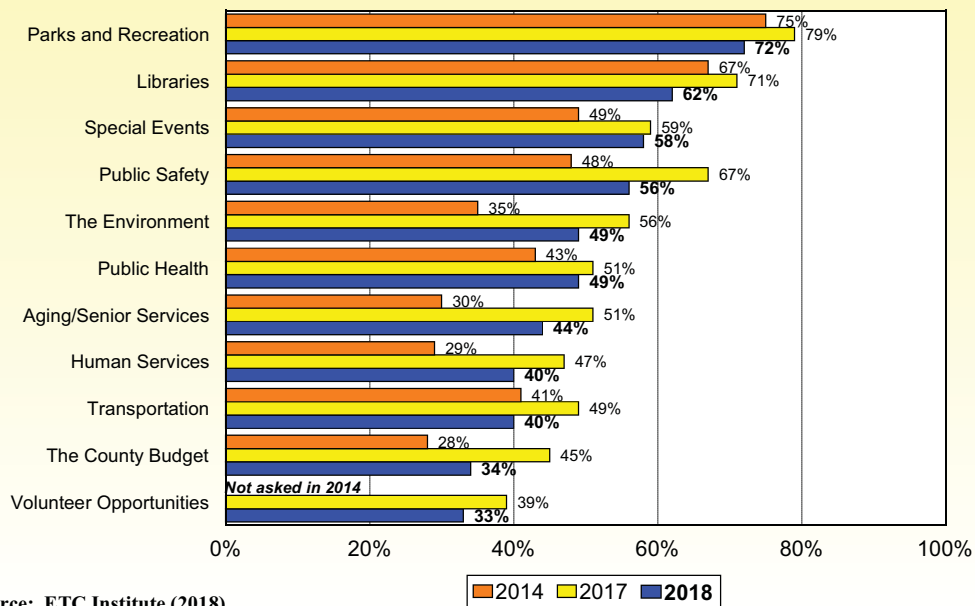
Whether the County Provides Enough Information on:



Source: ETC Institute (2018)

TRENDS: Agreement with Statements About the Amount of Information the County Provides 2014 to 2018

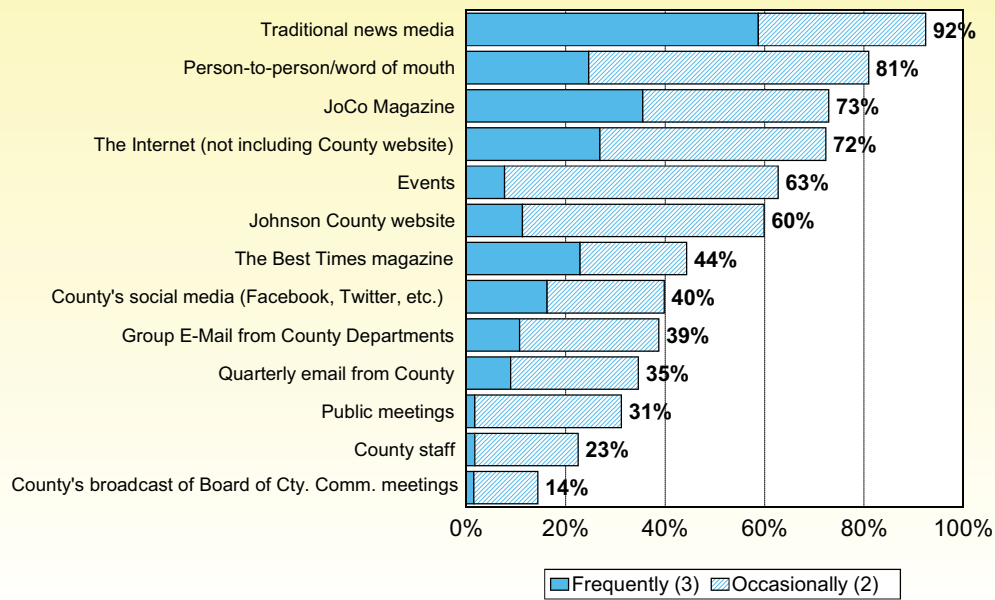
by percentage of respondents who answered "Strongly Agree" or "Agree" (excluding don't knows)



Source: ETC Institute (2018)

Q5. Percentage of Respondents Who Depend On Various Types of Communication to Stay Informed About the County

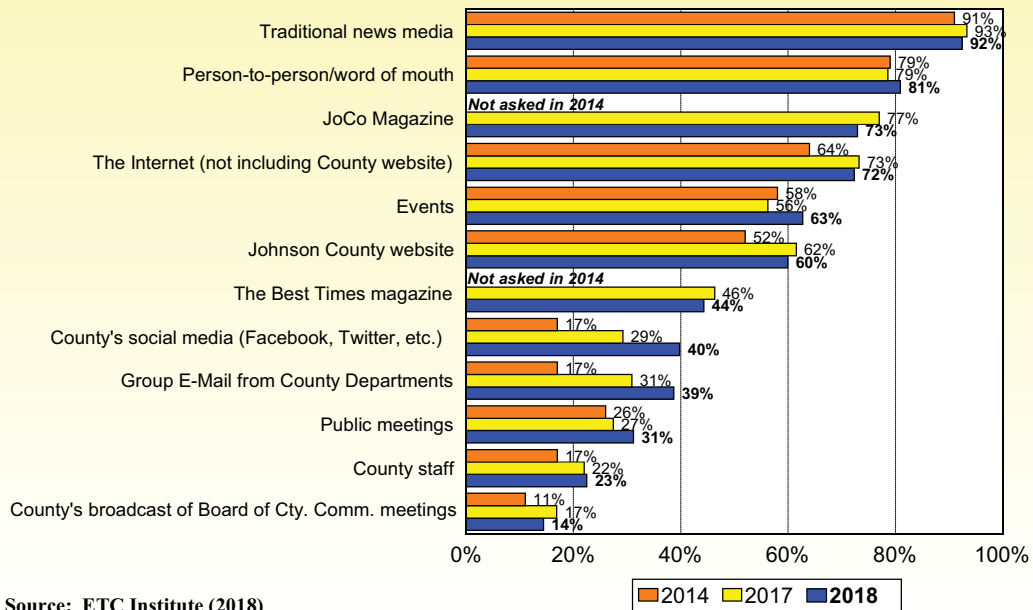
by percentage of respondents who answered "Frequently" or "Occasionally" (excluding don't knows)



Source: ETC Institute (2018)

TRENDS: Percentage of Respondents Who Depend On Various Types of Communication to Stay Informed About the County 2014 to 2018

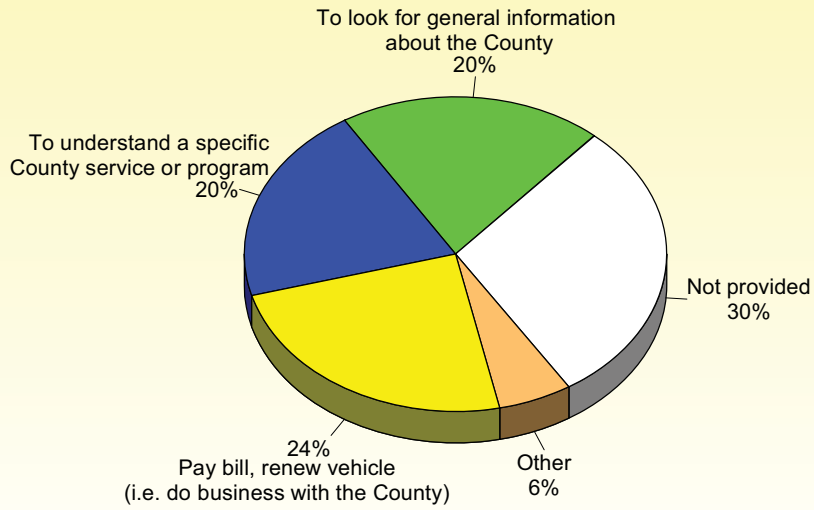
by percentage of respondents who answered "Frequently" or "Occasionally" (excluding don't knows)



Source: ETC Institute (2018)

Q5a. Why have you used the County's website?

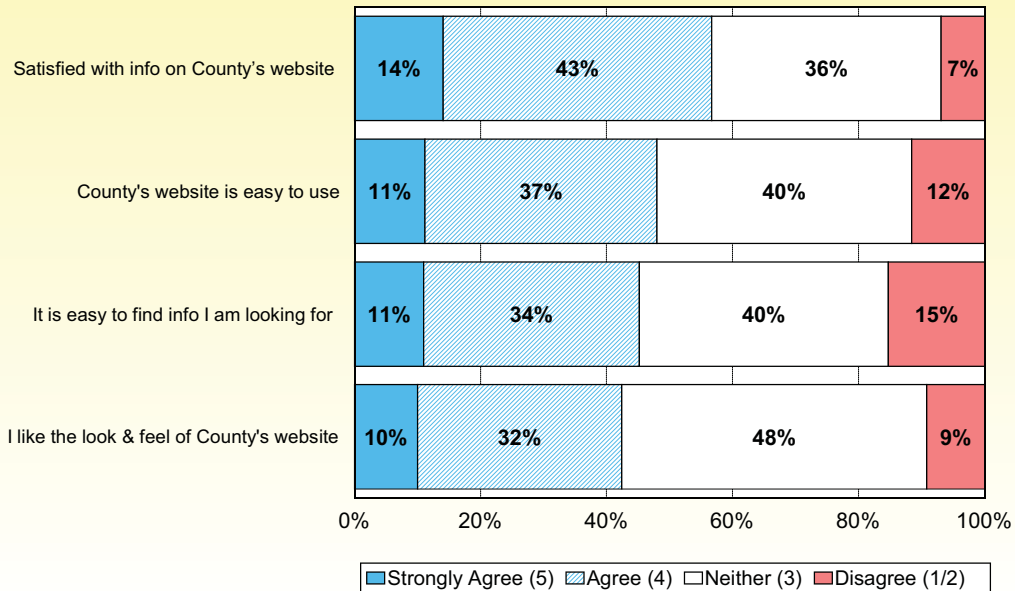
by percentage of respondents who indicated that they use the County's Website "Frequently" or "Occasionally"



Source: ETC Institute (2018)

Q6. Level of Agreement With Various Statements About the County's Website

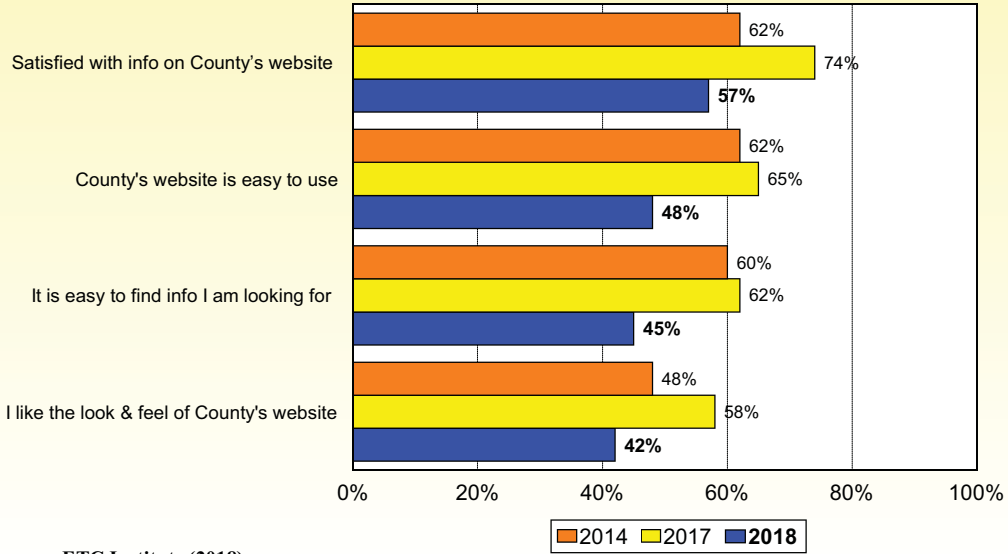
by percentage of respondents who indicated that they use the County's Website "Frequently" or "Occasionally" (excluding don't knows)



Source: ETC Institute (2018)

TRENDS: Level of Agreement With Various Statements About the County's Website
2014 to 2018

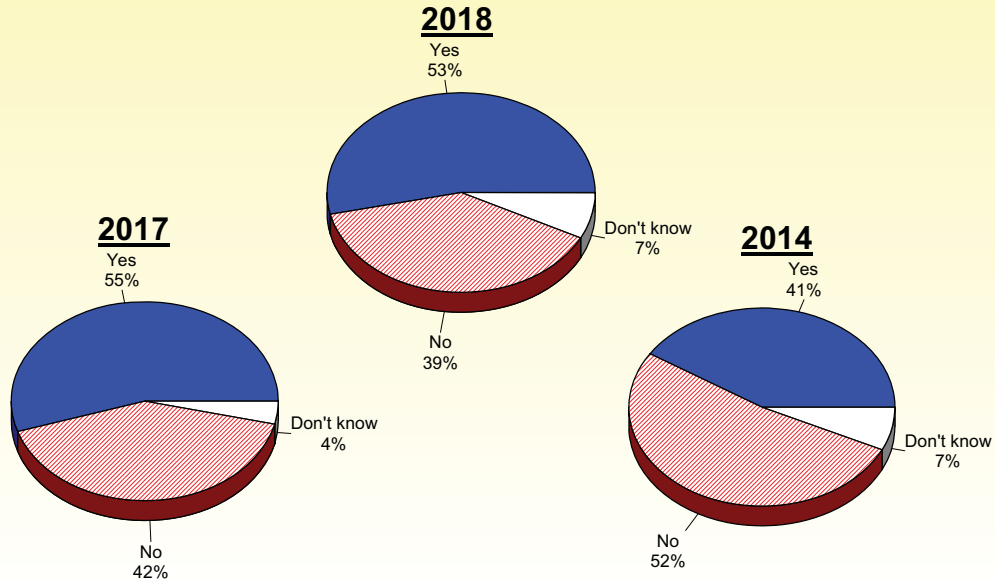
by percentage of respondents who answered "Strongly Agree" or "Agree" and use the County's Website "Frequently" or "Occasionally" (excluding don't knows)



Source: ETC Institute (2018)

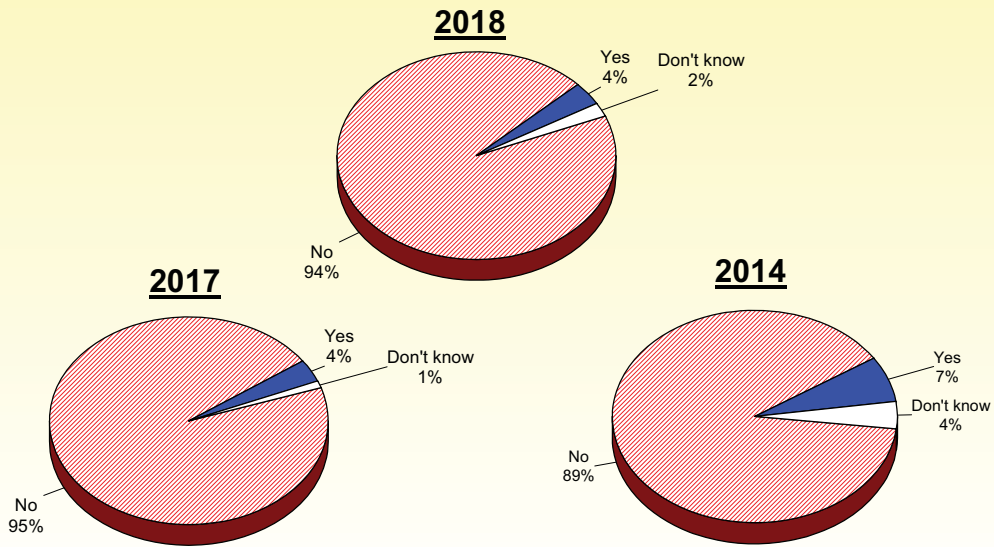
Q7. TRENDS: Have you visited the County's website during the past 6 months?
2014 to 2018

by percentage of respondents



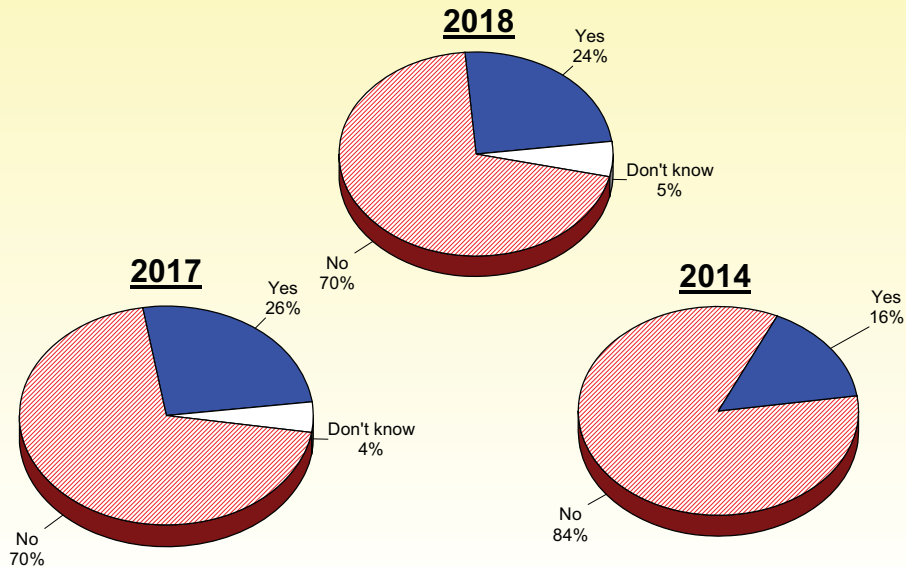
Source: ETC Institute (2018)

Q8. TRENDS: Do you ever watch the County's online broadcast of Board of County Commissioner meetings?
2014 to 2018
 by percentage of respondents



Source: ETC Institute (2018)

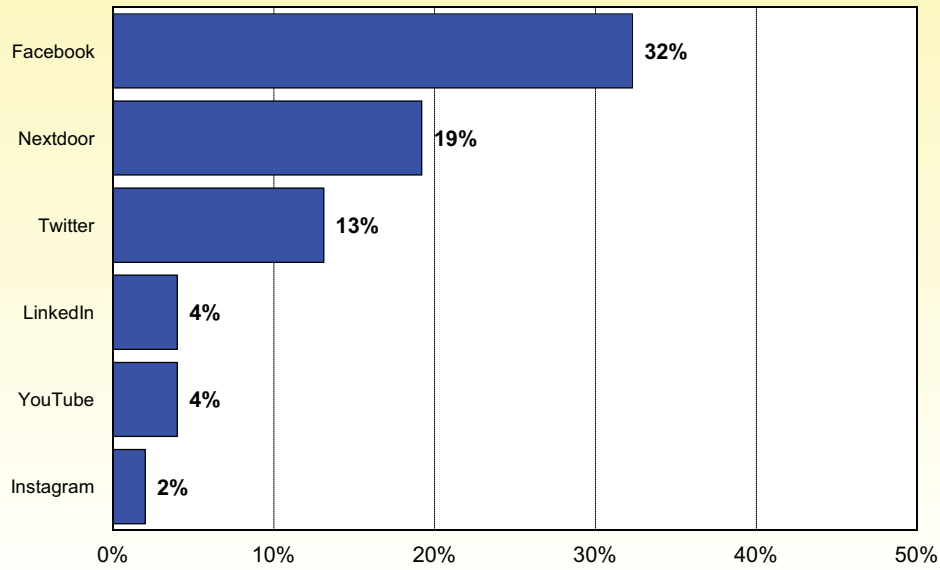
Q9. TRENDS: Are you aware of the County's social media channels?
2014 to 2018
 by percentage of respondents



Source: ETC Institute (2018)

Q9a. Do you subscribe to any of the following County social media outlets?

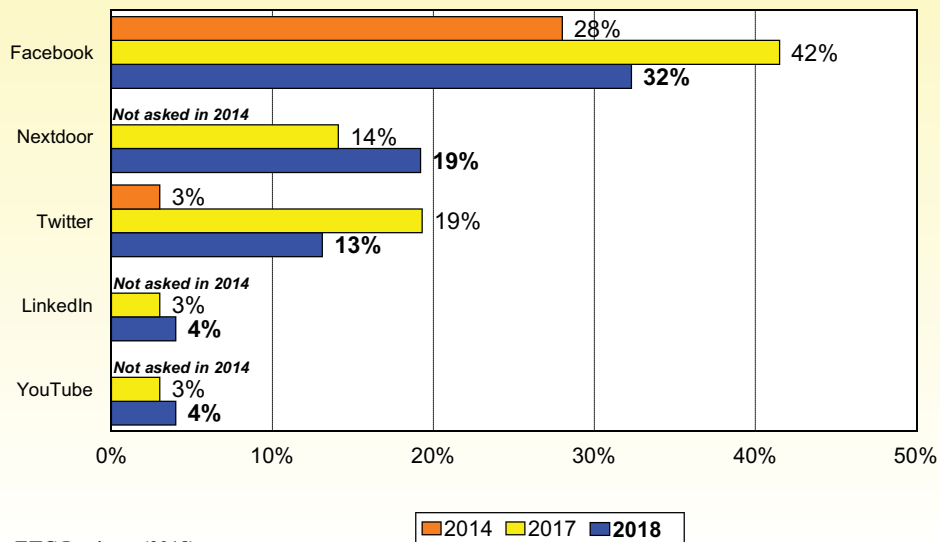
by percentage of respondents who indicated they are aware of the County's social media channels
(multiple choices were allowed)



Source: ETC Institute (2018)

TRENDS: Do you subscribe to any of the following County social media outlets? 2014 to 2018

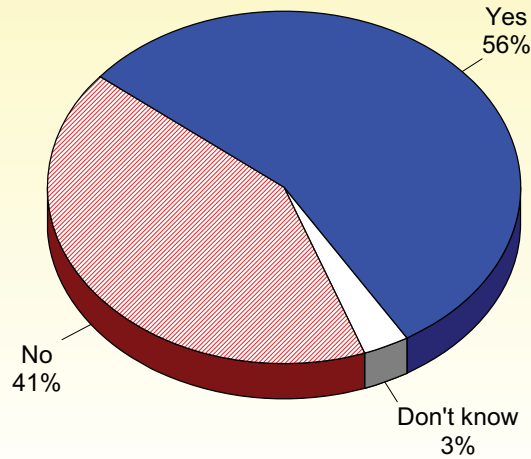
by percentage of respondents who indicated they are aware of the County's social media channels
(multiple choices were allowed)



Source: ETC Institute (2018)

Q10. Are you aware of NotifyJoCo the County uses for emergency alerts and other alerts by text, emails and phone calls?

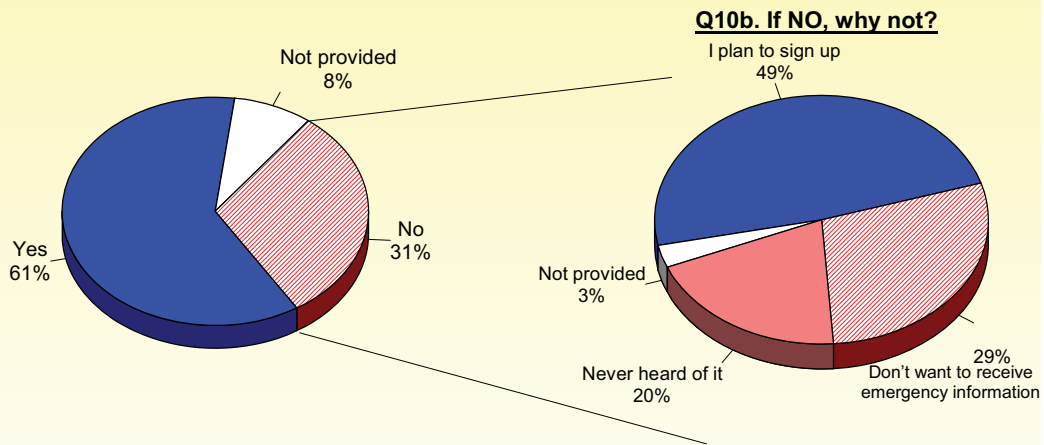
by percentage of respondents



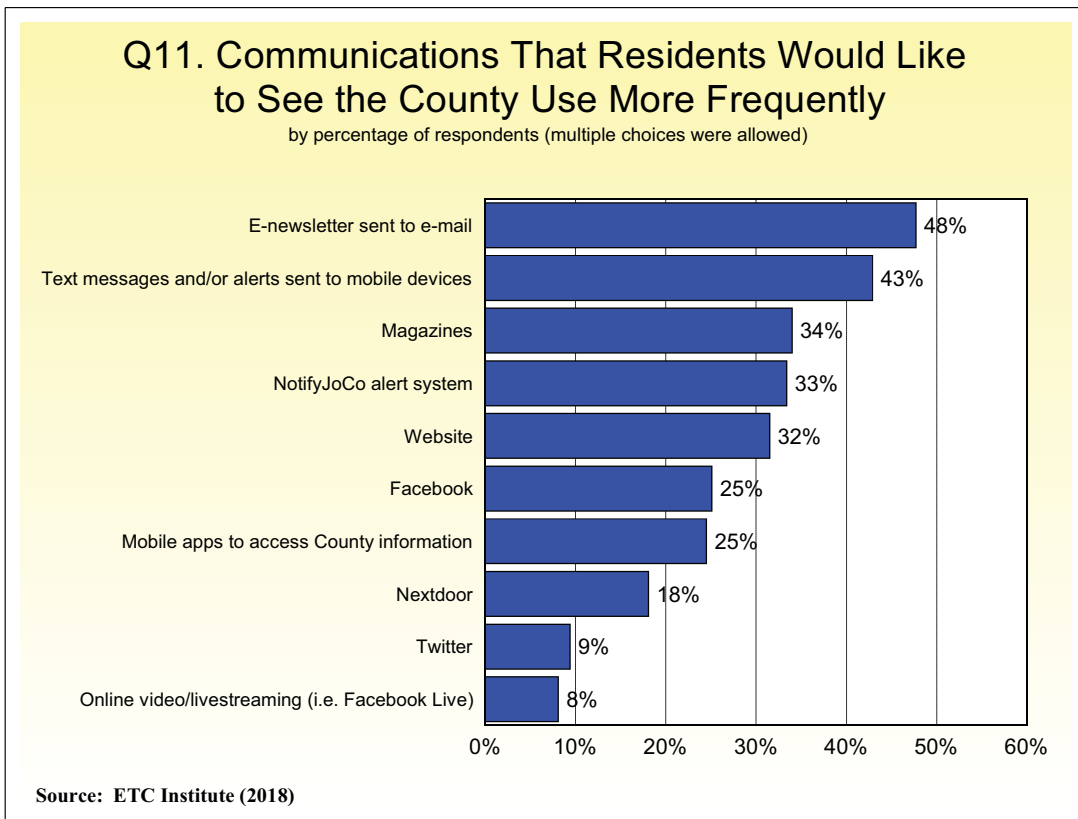
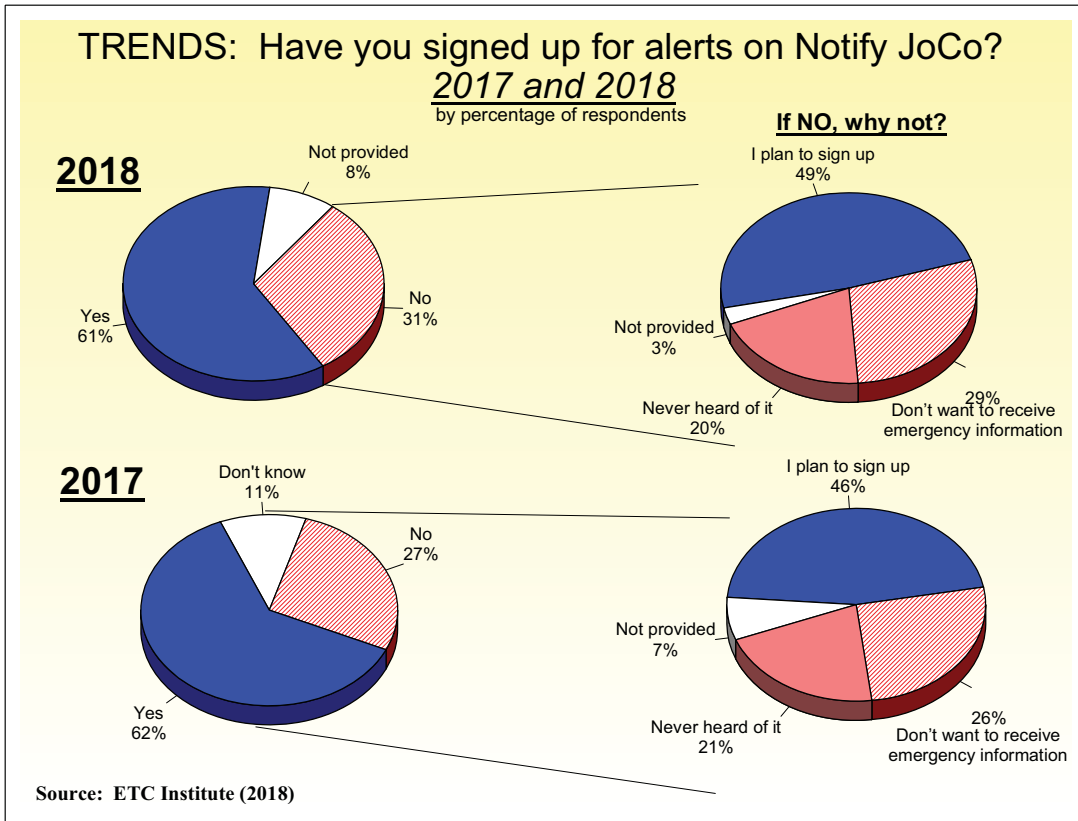
Source: ETC Institute (2018)

Q10a. Have you signed up for alerts on Notify JoCo?

by percentage of respondents

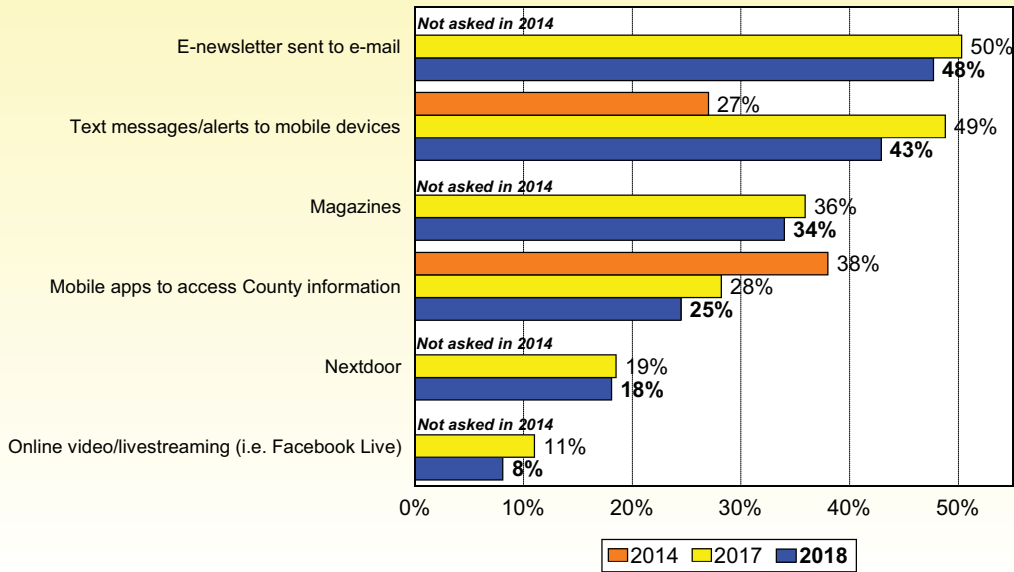


Source: ETC Institute (2018)



TRENDS: Communications That Residents Would Like to See the County Use More Frequently 2014 to 2018

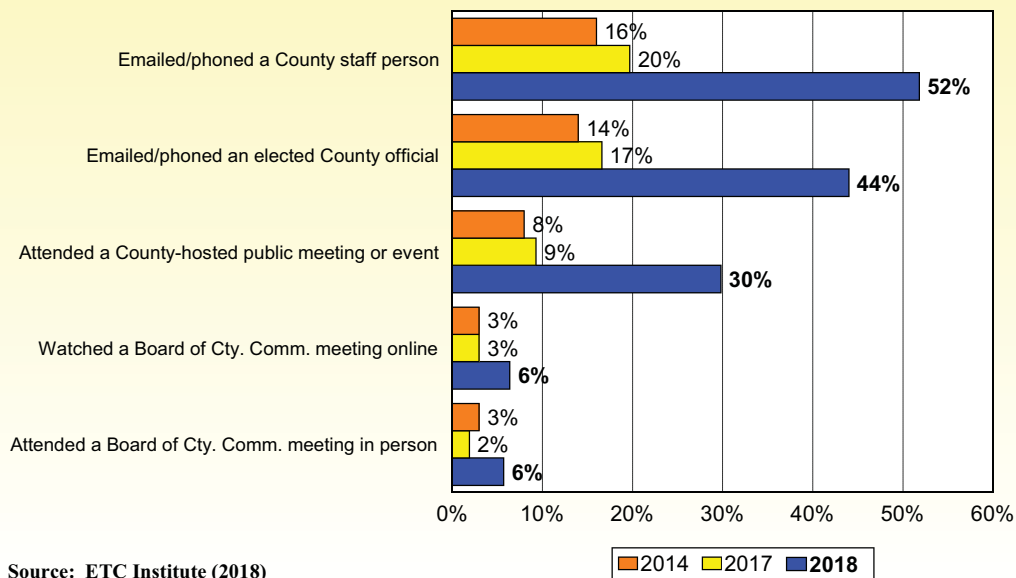
by percentage of respondents (multiple choices were allowed)



Source: ETC Institute (2018)

Q12. TRENDS: Percentage of Respondents Who Participated in the Following During the Past 12 Months 2014 to 2018

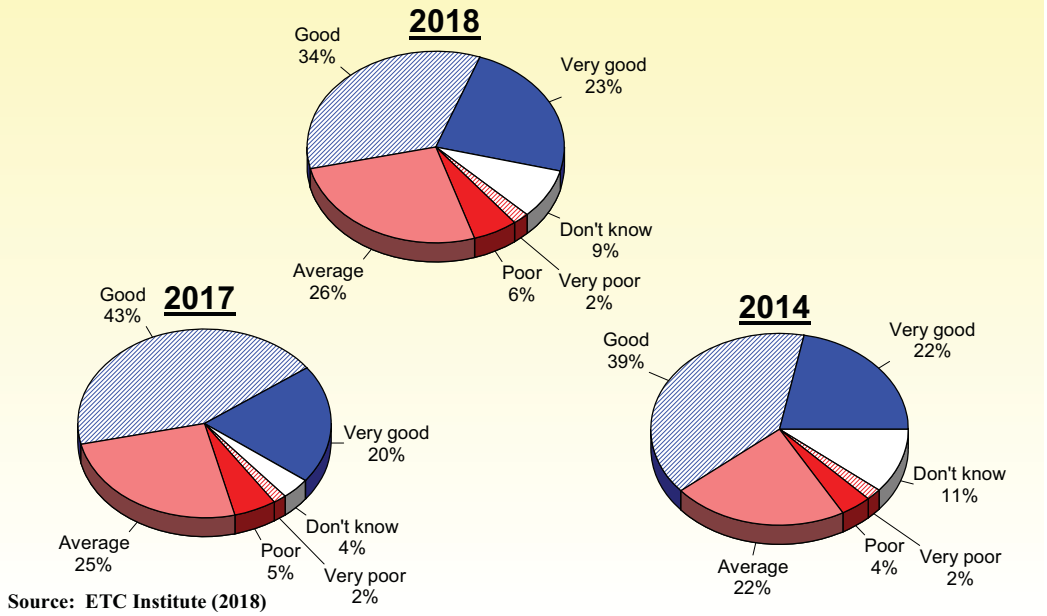
by percentage of respondents (multiple choices were allowed)



Source: ETC Institute (2018)

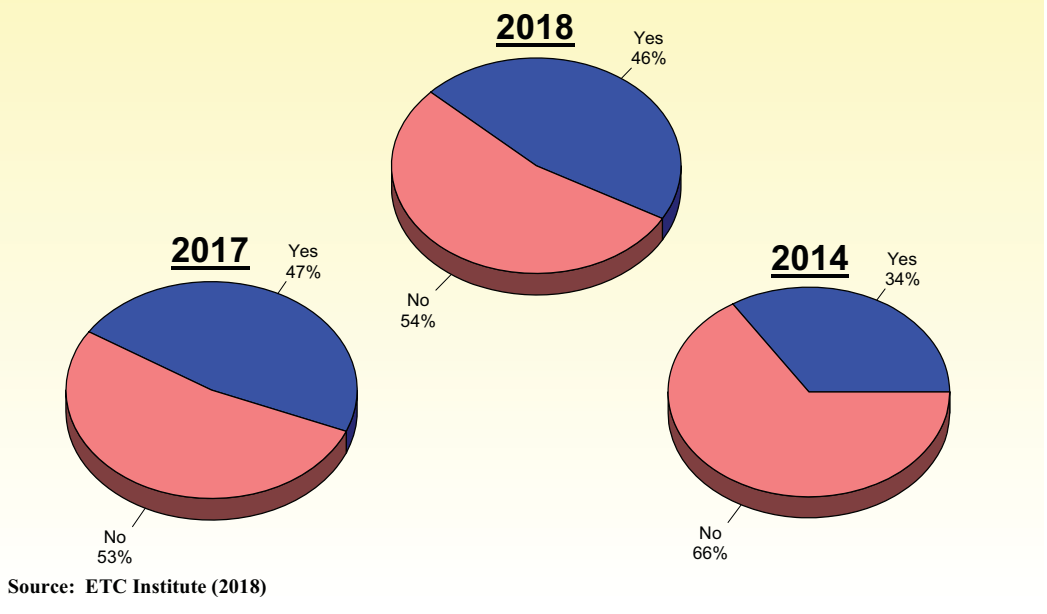
Q12a. TRENDS: How Respondents Rated Their Experience With Community Engagement Activities
2014 to 2018

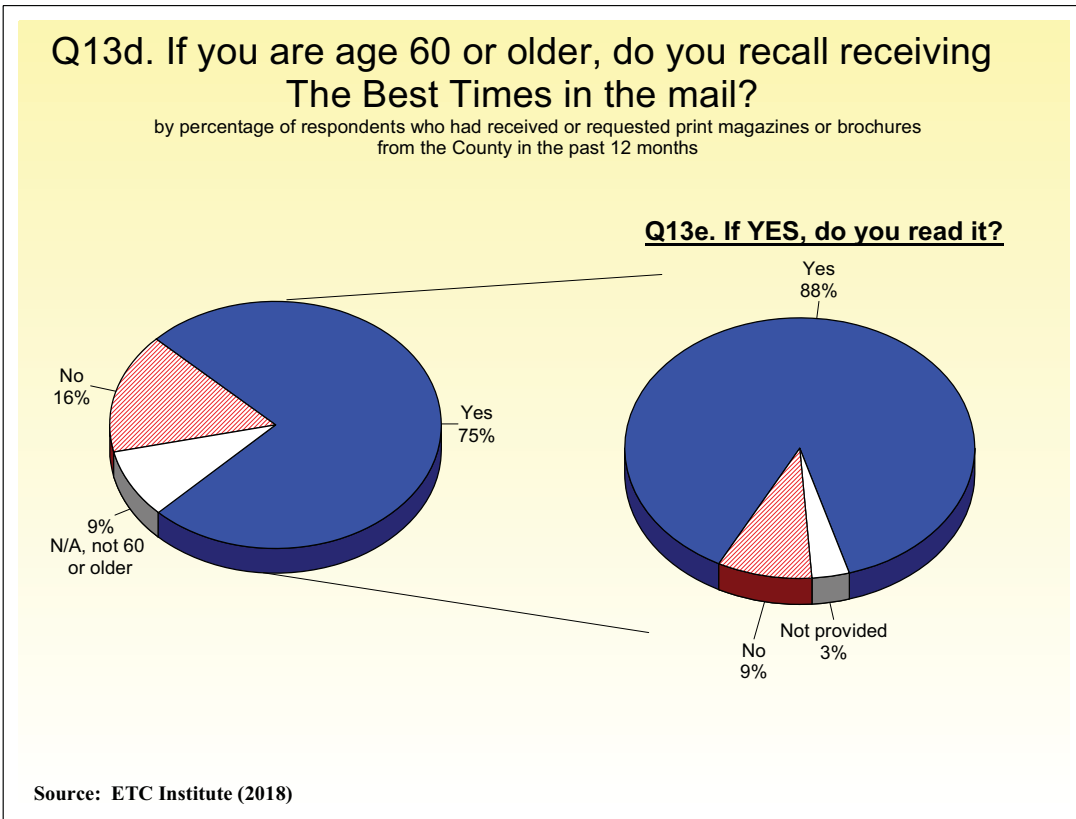
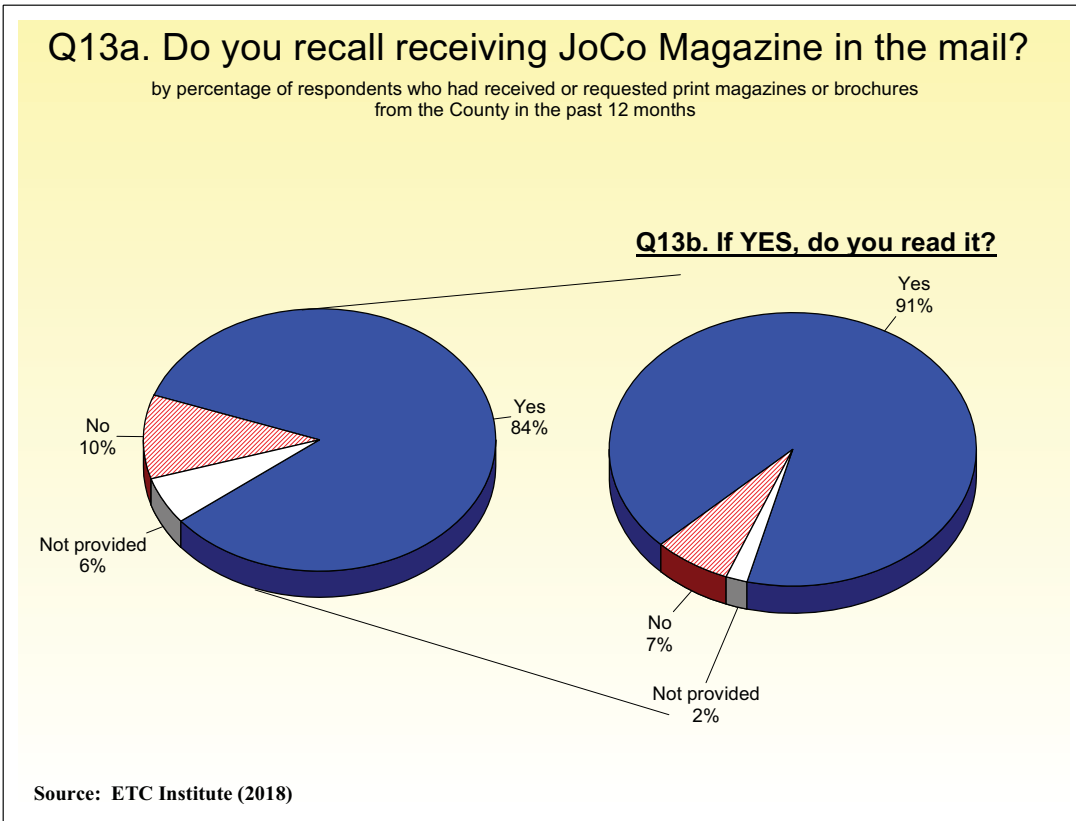
by percentage of respondents who indicated they had participated in any of the activities in Question 12

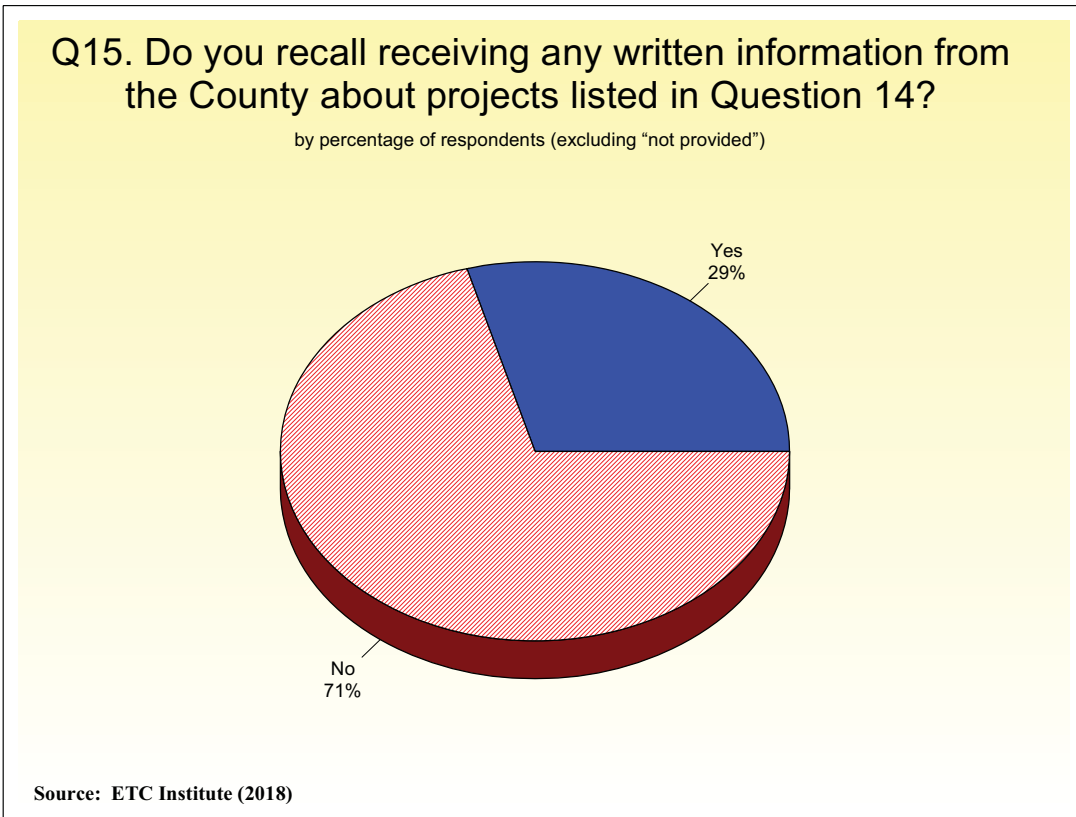
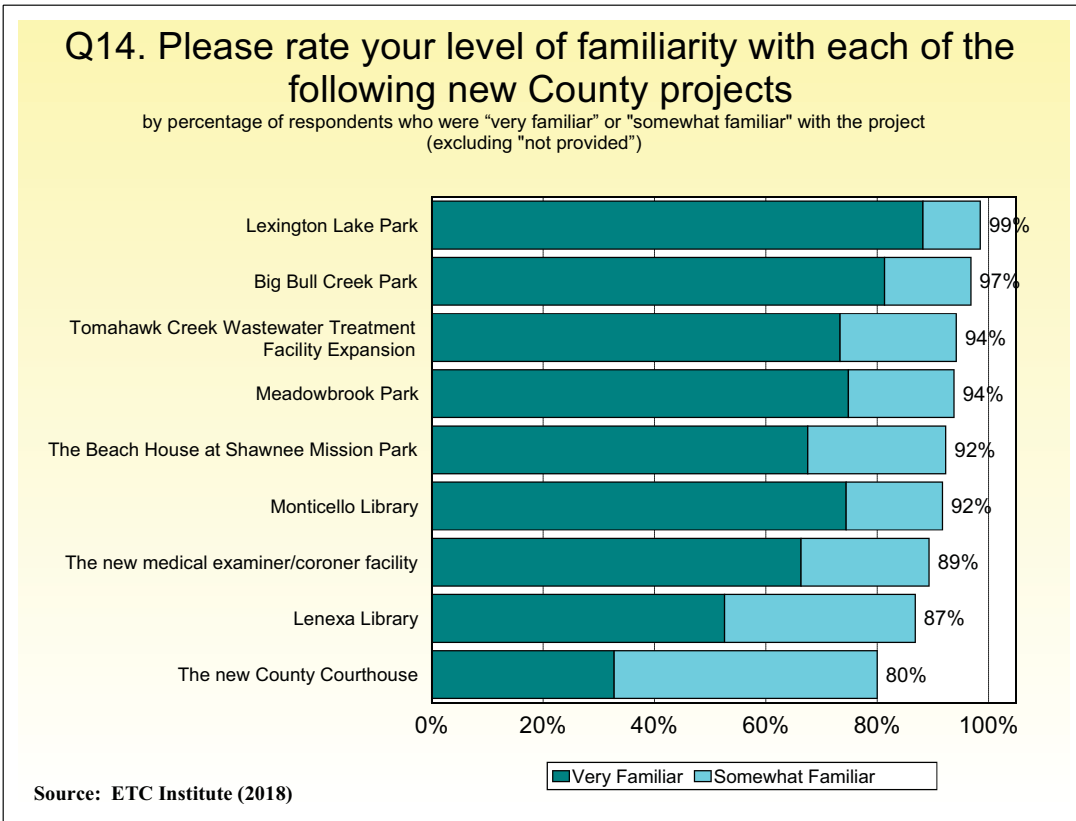


Q13. TRENDS: In the past 12 months, have you received or requested any print magazines or brochures from the County?
2014 to 2018

by percentage of respondents (excluding "not provided")

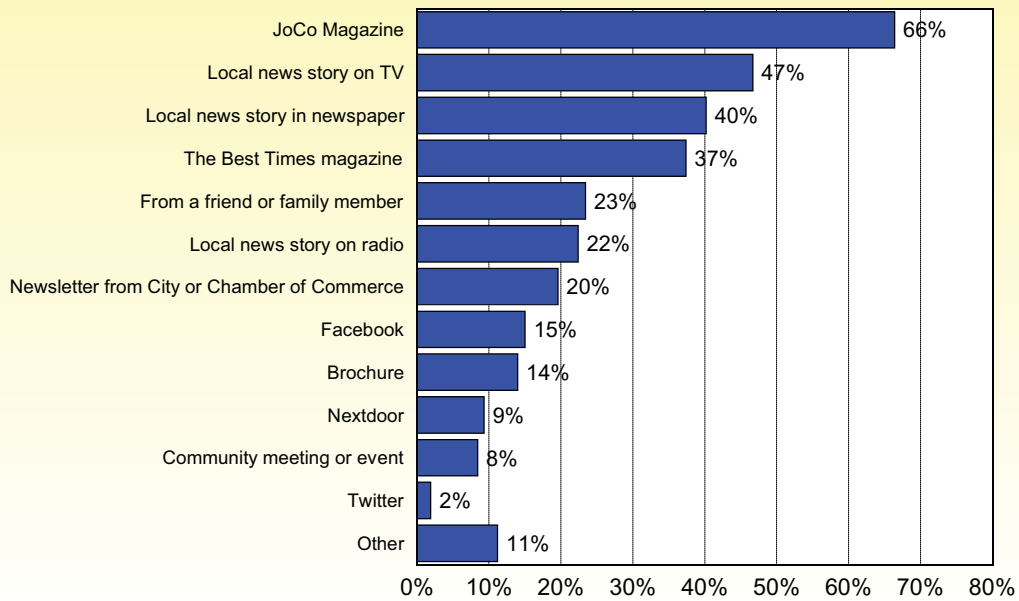






Q15a. Which of the following sources did you receive news or information about the major projects the County is undertaking?

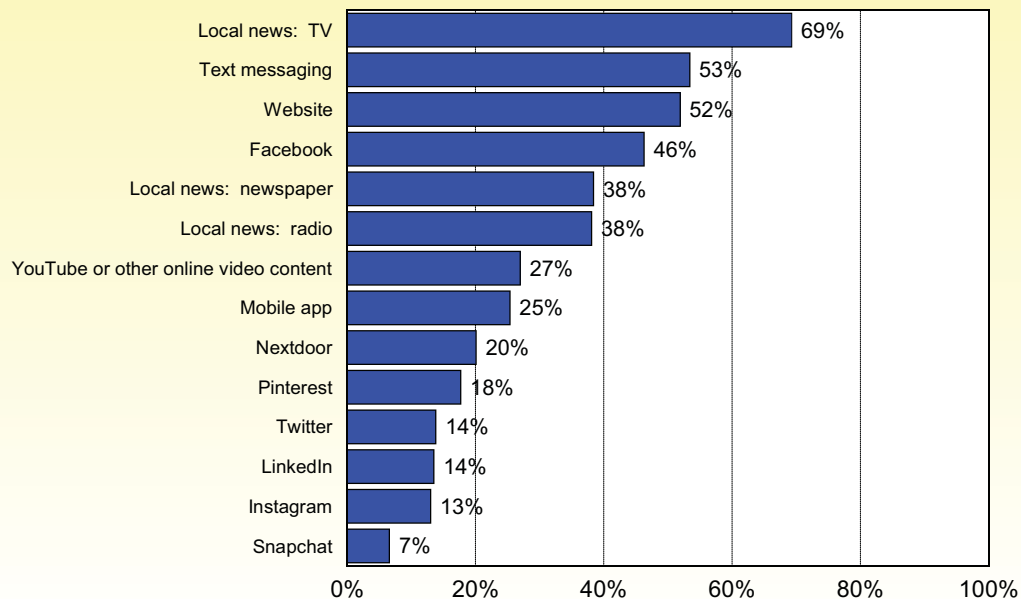
by percentage of respondents who indicated they had received information from the County
(multiple choices were allowed)



Source: ETC Institute (2018)

Q16. Which of the following have you used or watched during the last week?

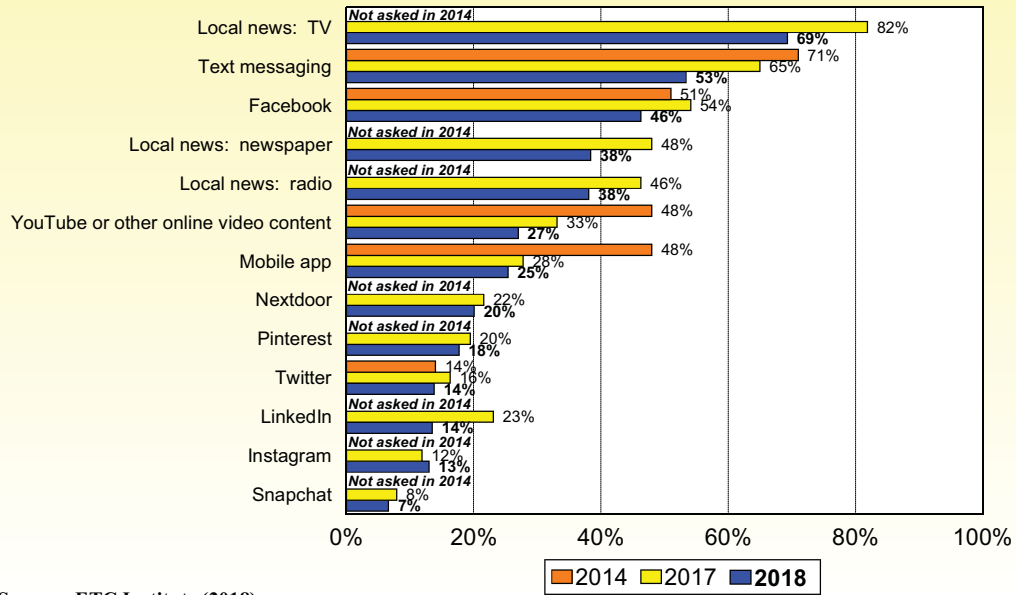
by percentage of respondents (multiple choices were allowed)



Source: ETC Institute (2018)

TRENDS: Which of the following have you used or watched during the last week?
2014 to 2018

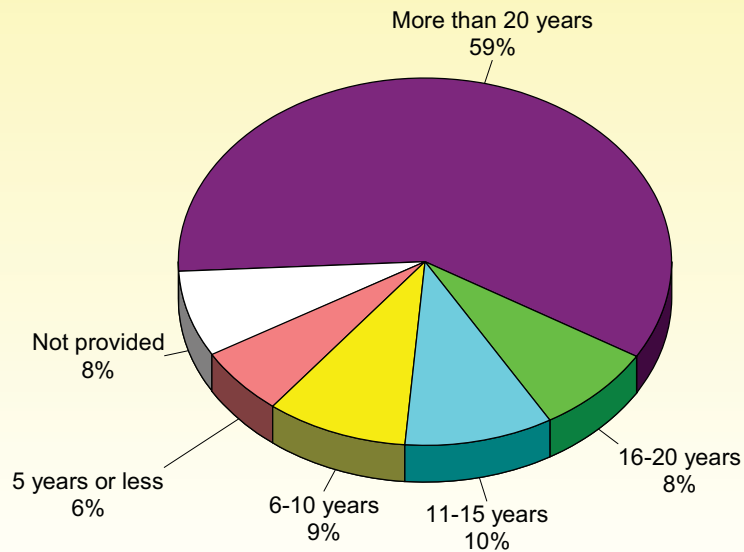
by percentage of respondents (multiple choices were allowed)



Source: ETC Institute (2018)

Q17. Approximately how many years have you been a resident of Johnson County, Kansas?

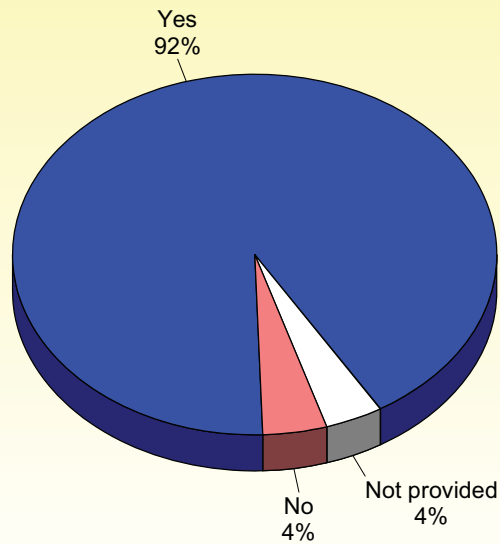
by percentage of respondents



Source: ETC Institute (2018)

Q18. Are you a registered voter?

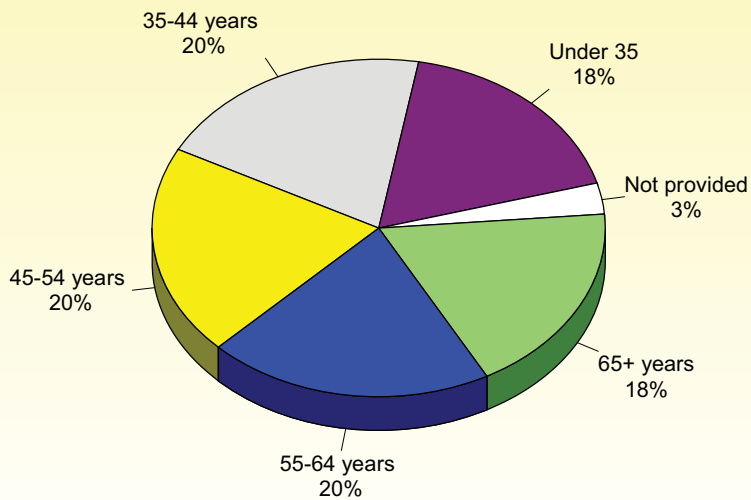
by percentage of respondents



Source: ETC Institute (2018)

Q19. Which of the following categories best describes your age?

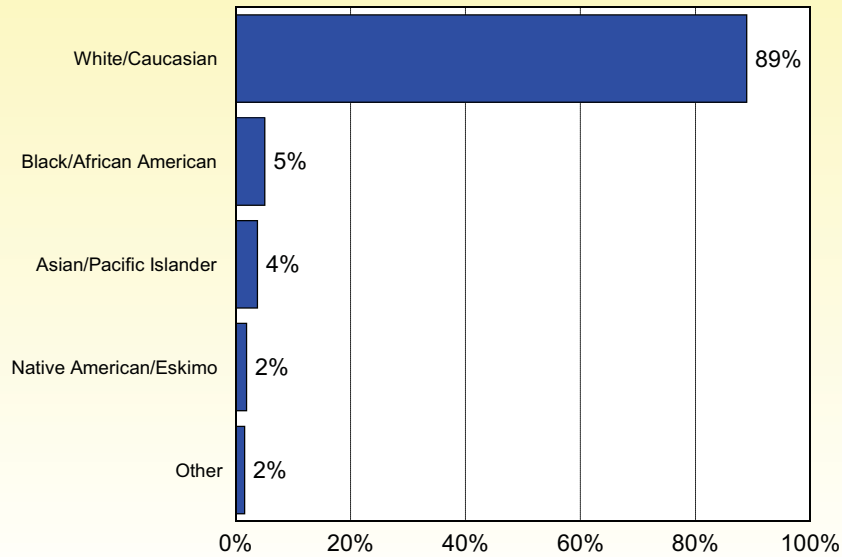
by percentage of respondents



Source: ETC Institute (2018)

Q20. Which of the following categories best describes your race?

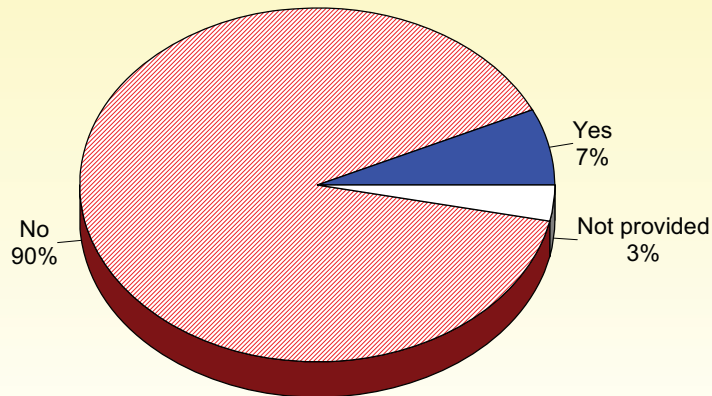
by percentage of respondents (multiple selections could be made)



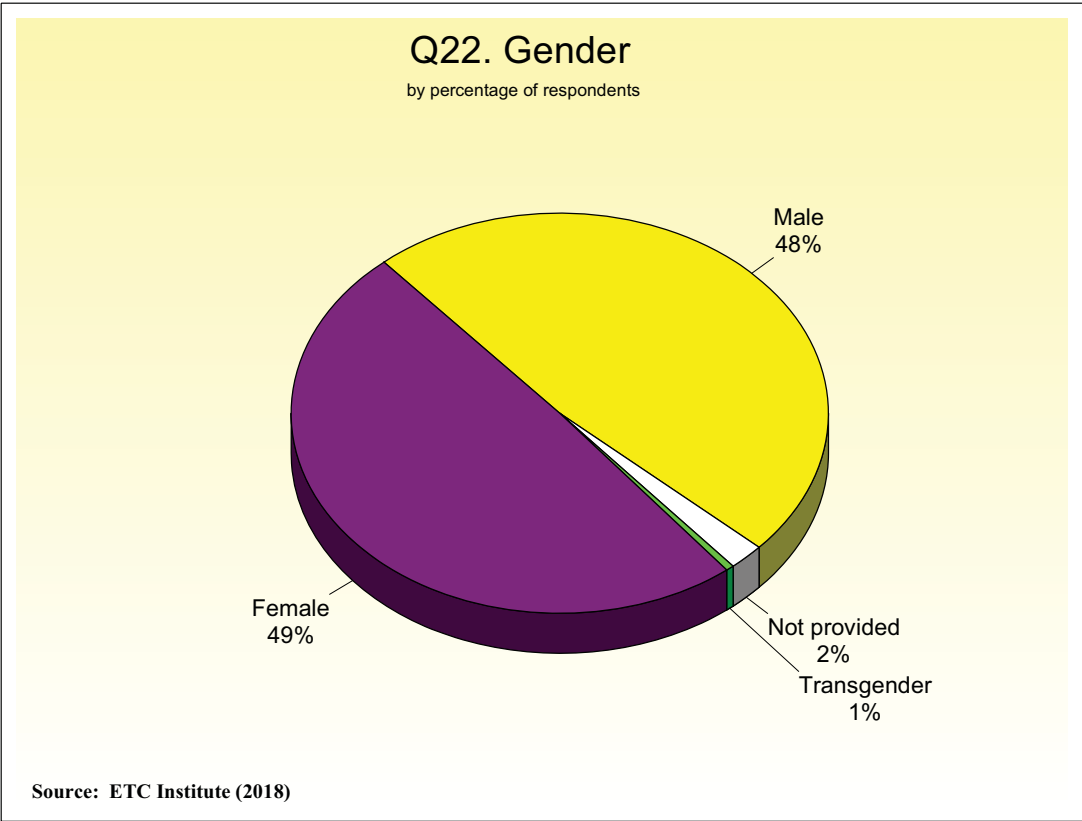
Source: ETC Institute (2018)

Q21. Are you of Hispanic, Latino, or other Spanish ancestry?

by percentage of respondents



Source: ETC Institute (2018)



Section 2: Tabular Data

Q1. How interested are you in keeping informed about Johnson County events and County government services? Would you say you are...

Q1. How interested are you in keeping informed about Johnson County events & County government services?	Number	Percent
Very interested	9	2.2 %
Interested	104	25.5 %
Somewhat interested	169	41.4 %
Not interested	117	28.7 %
Don't know	9	2.2 %
Total	408	100.0 %

WITHOUT "DON'T KNOW"

Q1. How interested are you in keeping informed about Johnson County events and County government services? Would you say you are... (without "don't know")

Q1. How interested are you in keeping informed about Johnson County events & County government services?	Number	Percent
Very interested	9	2.3 %
Interested	104	26.1 %
Somewhat interested	169	42.4 %
Not interested	117	29.3 %
Total	399	100.0 %

Q2. Which single source of information (e.g. people, magazines, events, local news, Johnson County website and Johnson County social media) do you depend on most to stay informed about Johnson County Government?

Q2. Which single source of information do you depend on most to stay informed about Johnson County

Government?	Number	Percent
Local news	60	15.3 %
KC Star	26	6.6 %
Magazines	26	6.6 %
TV news	22	5.6 %
Social media	22	5.6 %
Word of mouth	21	5.4 %
JoCo website	20	5.1 %
Website	18	4.6 %
JoCo Magazine	16	4.1 %
Internet	13	3.3 %
TV	8	2.0 %
Emails	8	2.0 %
Newspapers	7	1.8 %
JoCo social media	7	1.8 %
Newsletter	6	1.5 %
None	5	1.3 %
News	5	1.3 %
Local news, magazines	3	0.8 %
Local magazines	2	0.5 %
Local news, Facebook	2	0.5 %
Local newspaper	2	0.5 %
Shawnee Mission Post	2	0.5 %
The Best Times Magazine	2	0.5 %
Lenexa Magazine	2	0.5 %
Newspapers, JoCo website	2	0.5 %
JoCo Facebook	2	0.5 %
Events	2	0.5 %
Shawnee Mission Post internet	1	0.3 %
Mails	1	0.3 %
Neighbors, JoCo Magazine	1	0.3 %
Bi-monthly City magazine	1	0.3 %
KCUR Radio	1	0.3 %
Local newspapers	1	0.3 %
Pay attention	1	0.3 %
Newspapers, PBS,	1	0.3 %
Text messages	1	0.3 %
Fox 4 App	1	0.3 %
Quarterly magazines	1	0.3 %
Channel 4 news	1	0.3 %
City Facebook	1	0.3 %
Neighborhood news (Nextdoor)	1	0.3 %
Shawnee Nextdoor	1	0.3 %
The Sun	1	0.3 %
KC Star, local TV news, emailed newsletters, texts	1	0.3 %
Local events, new business coming to Jo Co & local news	1	0.3 %
Emails, Facebook	1	0.3 %
Newspapers and social media	1	0.3 %
Local news, social media	1	0.3 %

Q2. Which single source of information (e.g. people, magazines, events, local news, Johnson County website and Johnson County social media) do you depend on most to stay informed about Johnson County Government?

Q2. Which single source of information do you depend on most to stay informed about Johnson County

Government?	Number	Percent
Facebook, local news	1	0.3 %
Local news via my Google news feed	1	0.3 %
City Council	1	0.3 %
Newspapers, TV	1	0.3 %
Nextdoor Valleybrooke Estates social media	1	0.3 %
Local news, radio, TV	1	0.3 %
People, newspapers, TV news	1	0.3 %
Inside JOCO	1	0.3 %
JoCo Alerts	1	0.3 %
Magazines and local news	1	0.3 %
JoCo employee emails	1	0.3 %
Circular and website	1	0.3 %
PBS	1	0.3 %
KC Star online	1	0.3 %
TV news, NPR	1	0.3 %
Newspapers, phone apps	1	0.3 %
TV, JoCo Magazines	1	0.3 %
News sources through internet	1	0.3 %
Mail, email, nextdoor	1	0.3 %
Local news, magazines, social media	1	0.3 %
Newspapers, magazines, people	1	0.3 %
Channel 5 local news	1	0.3 %
98.1 Radio	1	0.3 %
People, Johnson County website	1	0.3 %
Olathe flyer is about all I see	1	0.3 %
Local news and people. Prefer a text for big events.	1	0.3 %
JoCo and OverView magazine and any other mailers	1	0.3 %
Magazines, local news	1	0.3 %
Local news, County website and people	1	0.3 %
I don't read any of them	1	0.3 %
Neighbors	1	0.3 %
Local news, text alerts	1	0.3 %
Local news and local paper, Johnson County Magazine	1	0.3 %
Emails direct to residents	1	0.3 %
Website and neighborhood nextdoor emails	1	0.3 %
Local news and KC Star	1	0.3 %
Magazines, Facebook	1	0.3 %
Radio	1	0.3 %
People and radio	1	0.3 %
Social media and Overview	1	0.3 %
Twitter, Facebook, website	1	0.3 %
Local news and street repairs	1	0.3 %
Facebook	1	0.3 %
Local news, government publications	1	0.3 %
Local news, events	1	0.3 %
Mailers, and social media	1	0.3 %
Magazines, news, Facebook	1	0.3 %
OP magazine received in the mail	1	0.3 %

Q2. Which single source of information (e.g. people, magazines, events, local news, Johnson County website and Johnson County social media) do you depend on most to stay informed about Johnson County Government?

Q2. Which single source of information do you depend on most to stay informed about Johnson County Government?

	Number	Percent
Government website, Twitter, Facebook,	1	0.3 %
NBC news Channel 41 and Fox news Channel 4	1	0.3 %
News, website, magazine	1	0.3 %
City employees, newspaper s	1	0.3 %
JoCo	1	0.3 %
People and the JoCo Magazine	1	0.3 %
Website and social media	1	0.3 %
Local news, people	1	0.3 %
Olathe site, local news and from internet searches	1	0.3 %
Social media and friends	1	0.3 %
Local news, mail	1	0.3 %
Magazines, website	1	0.3 %
Total	392	100.0 %

Q3. How do you usually hear about Johnson County news and information FIRST?

Q3. How do you usually hear about Johnson County news & information first?

	Number	Percent
From an official Johnson County Government news/communications outlet (e.g. County website, email, JoCo Magazine, The Best Times Magazine, County social media, etc.)	146	35.8 %
From a source other than the County (e.g., local news, friends)	223	54.7 %
Don't know	39	9.6 %
Total	408	100.0 %

WITHOUT "DON'T KNOW"

Q3. How do you usually hear about Johnson County news and information FIRST? (without "don't know")

Q3. How do you usually hear about Johnson County news & information first?

	Number	Percent
From an official Johnson County Government news/communications outlet (e.g. County website, email, JoCo Magazine, The Best Times Magazine, County social media, etc.)	146	39.6 %
From a source other than the County (e.g., local news, friends)	223	60.4 %
Total	369	100.0 %

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about:

(N=408)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q4-1. Public safety	15.2%	37.5%	27.0%	9.8%	3.4%	7.1%
Q4-2. The environment	10.5%	31.1%	31.6%	13.0%	5.1%	8.6%
Q4-3. The County budget	7.1%	23.8%	32.8%	16.4%	10.0%	9.8%
Q4-4. Aging/senior services	11.5%	27.5%	31.4%	11.8%	6.9%	11.0%
Q4-5. Human services	8.1%	27.2%	34.6%	13.0%	5.4%	11.8%
Q4-6. Public health	11.5%	32.6%	29.9%	11.3%	6.4%	8.3%
Q4-7. Transportation	9.6%	25.7%	34.1%	11.5%	9.6%	9.6%
Q4-8. Libraries	21.8%	36.3%	22.5%	8.6%	4.4%	6.4%
Q4-9. Parks & recreation	26.5%	41.9%	19.9%	4.4%	2.5%	4.9%
Q4-10. Special events	12.5%	40.2%	26.7%	8.1%	4.7%	7.8%
Q4-11. Volunteer opportunities	7.6%	21.1%	37.0%	14.7%	7.4%	12.3%
Q4-12. County projects	8.1%	26.7%	32.8%	14.0%	7.4%	11.0%
Q4-13. Various services County provides	7.8%	26.7%	35.3%	14.2%	6.1%	9.8%

WITHOUT "DON'T KNOW"

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

(N=408)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q4-1. Public safety	16.4%	40.4%	29.0%	10.6%	3.7%
Q4-2. The environment	11.5%	34.0%	34.6%	14.2%	5.6%
Q4-3. The County budget	7.9%	26.4%	36.4%	18.2%	11.1%
Q4-4. Aging/senior services	12.9%	30.9%	35.3%	13.2%	7.7%
Q4-5. Human services	9.2%	30.8%	39.2%	14.7%	6.1%
Q4-6. Public health	12.6%	35.6%	32.6%	12.3%	7.0%
Q4-7. Transportation	10.6%	28.5%	37.7%	12.7%	10.6%
Q4-8. Libraries	23.3%	38.7%	24.1%	9.2%	4.7%
Q4-9. Parks & recreation	27.8%	44.1%	20.9%	4.6%	2.6%
Q4-10. Special events	13.6%	43.6%	29.0%	8.8%	5.1%
Q4-11. Volunteer opportunities	8.7%	24.0%	42.2%	16.8%	8.4%
Q4-12. County projects	9.1%	30.0%	36.9%	15.7%	8.3%
Q4-13. Various services County provides	8.7%	29.6%	39.1%	15.8%	6.8%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County.

(N=408)

	Frequently	Occasionally	Never	Not provided
Q5-1. Group email from County departments	10.5%	27.7%	60.5%	1.2%
Q5-2. Person-to-person/word of mouth	24.3%	55.6%	18.9%	1.2%
Q5-3. Traditional news media (local newspapers, local television, local radio, area magazines)	58.6%	33.6%	7.6%	0.2%
Q5-4. Internet (not including the County's website)	26.7%	45.1%	27.5%	0.7%
Q5-5. County's social media (Facebook, Twitter, Nextdoor, etc.)	16.2%	23.3%	59.8%	0.7%
Q5-6. County's broadcast of Board of County Commissioners' meetings on the web	1.5%	12.7%	84.8%	1.0%
Q5-7. County staff	1.7%	20.6%	76.7%	1.0%
Q5-8. Public meetings	1.7%	29.2%	67.9%	1.2%
Q5-9. Johnson County website	11.3%	48.5%	40.0%	0.2%
Q5-10. Events	7.6%	54.4%	37.0%	1.0%
Q5-11. Joco Magazine	35.3%	37.3%	27.0%	0.5%
Q5-12. The Best Times magazine	22.5%	21.1%	54.7%	1.7%
Q5-13. Quarterly e-mail from County	8.8%	25.5%	65.0%	0.7%

WITHOUT "NOT PROVIDED"

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

(N=408)

	Frequently	Occasionally	Never
Q5-1. Group email from County departments	10.7%	28.0%	61.3%
Q5-2. Person-to-person/word of mouth	24.6%	56.3%	19.1%
Q5-3. Traditional news media (local newspapers, local television, local radio, area magazines)	58.7%	33.7%	7.6%
Q5-4. Internet (not including the County's website)	26.9%	45.4%	27.7%
Q5-5. County's social media (Facebook, Twitter, Nextdoor, etc.)	16.3%	23.5%	60.2%
Q5-6. County's broadcast of Board of County Commissioners' meetings on the web	1.5%	12.9%	85.6%
Q5-7. County staff	1.7%	20.8%	77.5%
Q5-8. Public meetings	1.7%	29.5%	68.7%
Q5-9. Johnson County website	11.3%	48.6%	40.0%
Q5-10. Events	7.7%	55.0%	37.4%
Q5-11. Joco Magazine	35.5%	37.4%	27.1%
Q5-12. The Best Times magazine	22.9%	21.4%	55.6%
Q5-13. Quarterly e-mail from County	8.9%	25.7%	65.4%

Q5a. If you depend on the Johnson County website "Frequently" or "Occasionally," for which of the following purposes have you used the County's website?

Q5a. For what purposes have you used County's website?	Number	Percent
To look for general information about the County	81	20.1 %
To understand a specific County service or program	82	20.4 %
Pay bill, renew vehicle (i.e. to do business with the County)	97	24.1 %
Other	23	5.7 %
Not provided	119	29.6 %
Total	402	100.0 %

WITHOUT "NOT PROVIDED"

Q5a. If you depend on the Johnson County website "Frequently" or "Occasionally," for which of the following purposes have you used the County's website? (without "not provided")

Q5a. For what purposes have you used County's website?	Number	Percent
To look for general information about the County	81	28.6 %
To understand a specific County service or program	82	29.0 %
Pay bill, renew vehicle (i.e. to do business with the County)	97	34.3 %
Other	23	8.1 %
Total	283	100.0 %

Q5a. Other

Q5a. Other	Number	Percent
I use it for all three listed	5	21.7 %
None of the above	2	8.7 %
To understand a specific County service or program	1	4.3 %
Arrests & unusual happenings	1	4.3 %
Research property taxes for business purposes	1	4.3 %
Never use	1	4.3 %
New things and new things to do in Johnson County	1	4.3 %
Events, bills, vehicles	1	4.3 %
I don't use it	1	4.3 %
Personal	1	4.3 %
DMV information	1	4.3 %
I can't think of a reason I've been on the County website	1	4.3 %
Both options 2 & 3	1	4.3 %
Never	1	4.3 %
County events	1	4.3 %
Don't use website	1	4.3 %
Car licenses	1	4.3 %
Search public records	1	4.3 %
Total	23	100.0 %

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website.

(N=408)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q6-1. I am satisfied with quality of information provided on the County's website	10.0%	30.4%	26.0%	3.7%	1.2%	28.7%
Q6-2. It is easy to find the information I am looking for	8.1%	25.2%	29.2%	9.1%	2.2%	26.2%
Q6-3. County's website is easy to use	7.8%	25.7%	28.2%	5.9%	2.2%	30.1%
Q6-4. I like the look & feel of the County's website	6.9%	22.3%	33.3%	4.2%	2.2%	31.1%

WITHOUT "DON'T KNOW"

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

(N=408)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q6-1. I am satisfied with quality of information provided on the County's website	14.1%	42.6%	36.4%	5.2%	1.7%
Q6-2. It is easy to find the information I am looking for	11.0%	34.2%	39.5%	12.3%	3.0%
Q6-3. County's website is easy to use	11.2%	36.8%	40.4%	8.4%	3.2%
Q6-4. I like the look & feel of the County's website	10.0%	32.4%	48.4%	6.0%	3.2%

Q7. Have you visited the County's website during the past six months?

Q7. Have you visited County's website during past six months?	Number	Percent
Yes	218	53.4 %
No	160	39.2 %
Don't know	30	7.4 %
Total	408	100.0 %

WITHOUT "DON'T KNOW"

Q7. Have you visited the County's website during the past six months? (without "don't know")

Q7. Have you visited County's website during past six months?	Number	Percent
Yes	218	57.7 %
No	160	42.3 %
Total	378	100.0 %

Q8. Do you ever watch the County's online broadcast of Board of County Commissioners' meetings?

Q8. Do you ever watch County's online broadcast of Board of County Commissioners' meetings?	Number	Percent
Yes	15	3.7 %
No	384	94.1 %
Don't know	9	2.2 %
Total	408	100.0 %

WITHOUT "DON'T KNOW"

Q8. Do you ever watch the County's online broadcast of Board of County Commissioners' meetings? (without "don't know")

Q8. Do you ever watch County's online broadcast of Board of County Commissioners' meetings?	Number	Percent
Yes	15	3.8 %
No	384	96.2 %
Total	399	100.0 %

Q9. Are you aware of the County's social media channels?

Q9. Are you aware of County's social media channels?	Number	Percent
Yes	99	24.3 %
No	287	70.3 %
Don't know	22	5.4 %
Total	408	100.0 %

WITHOUT "DON'T KNOW"

Q9. Are you aware of the County's social media channels? (without "don't know")

Q9. Are you aware of County's social media channels?	Number	Percent
Yes	99	25.6 %
No	287	74.4 %
Total	386	100.0 %

Q9a. Do you follow any of the County's social media outlets?

Q9a. Do you follow any County's social media outlets?	Number	Percent
Facebook	32	32.3 %
Twitter	13	13.1 %
Instagram	2	2.0 %
Nextdoor	19	19.2 %
LinkedIn	4	4.0 %
YouTube	4	4.0 %
Total	74	

Q10. Are you aware of NotifyJoCo the County uses for emergency and other alerts by text, emails and phone calls?

Q10. Are you aware of NotifyJoCo?	Number	Percent
Yes	227	55.6 %
No	168	41.2 %
Don't know	13	3.2 %
Total	408	100.0 %

WITHOUT "DON'T KNOW"

Q10. Are you aware of NotifyJoCo the County uses for emergency and other alerts by text, emails and phone calls? (without "don't know")

Q10. Are you aware of NotifyJoCo?	Number	Percent
Yes	227	57.5 %
No	168	42.5 %
Total	395	100.0 %

Q10a. Have you signed up for alerts from NotifyJoCo at www.NotifyJoCo.org?

<u>Q10a. Have you signed up for alerts from NotifyJoCo?</u>	<u>Number</u>	<u>Percent</u>
Yes	138	60.8 %
No	70	30.8 %
Don't know	19	8.4 %
Total	227	100.0 %

WITHOUT "DON'T KNOW"**Q10a. Have you signed up for alerts from NotifyJoCo at www.NotifyJoCo.org? (without "don't know")**

<u>Q10a. Have you signed up for alerts from NotifyJoCo?</u>	<u>Number</u>	<u>Percent</u>
Yes	138	66.3 %
No	70	33.7 %
Total	208	100.0 %

Q10b. If NO to Q10a, why have you not signed up?

<u>Q10b. Why not?</u>	<u>Number</u>	<u>Percent</u>
Never heard of it	14	20.0 %
I don't want to receive emergency information	20	28.6 %
I plan to sign up	34	48.6 %
Not provided	2	2.9 %
Total	70	100.0 %

WITHOUT "NOT PROVIDED"**Q10b. If NO to Q10a, why have you not signed up? (without "not provided")**

<u>Q10b. Why not?</u>	<u>Number</u>	<u>Percent</u>
Never heard of it	14	20.6 %
I don't want to receive emergency information	20	29.4 %
I plan to sign up	34	50.0 %
Total	68	100.0 %

Q11. In the future, which of the following communications would you like to see the County use more frequently for communicating to residents?

Q11. What communications would you like to see County use more frequently for communicating to residents in the future?

	Number	Percent
Magazines	126	30.9 %
Facebook	93	22.8 %
Twitter	35	8.6 %
Text messages and/or alerts sent to mobile devices	159	39.0 %
Mobile apps to access County information	91	22.3 %
Nextdoor	67	16.4 %
E-newsletter to your email	177	43.4 %
Online video/livestreaming (i.e. Facebook Live)	30	7.4 %
Website	117	28.7 %
NotifyJoCo alert system (non-emergency /emergency notifications)	124	30.4 %
Other	30	7.4 %
None	37	9.1 %
Total	1086	

WITHOUT "NONE"

Q11. In the future, which of the following communications would you like to see the County use more frequently for communicating to residents? (without "none")

Q11. What communications would you like to see County use more frequently for communicating to residents in the future?

	Number	Percent
Magazines	126	34.0 %
Facebook	93	25.1 %
Twitter	35	9.4 %
Text messages and/or alerts sent to mobile devices	159	42.9 %
Mobile apps to access County information	91	24.5 %
Nextdoor	67	18.1 %
E-newsletter to your email	177	47.7 %
Online video/livestreaming (i.e. Facebook Live)	30	8.1 %
Website	117	31.5 %
NotifyJoCo alert system (non-emergency /emergency notifications)	124	33.4 %
Other	30	8.1 %
Total	1049	

Q11. Other

<u>Q11. Other</u>	<u>Number</u>	<u>Percent</u>
TV	3	10.0 %
Mail	2	6.7 %
KC Star	2	6.7 %
Shawnee Post	2	6.7 %
Website	1	3.3 %
I have mailing address in Bucyrus	1	3.3 %
Flyers	1	3.3 %
Election office portal	1	3.3 %
RSS Feed from County Government	1	3.3 %
TV and radio	1	3.3 %
Direct mailings	1	3.3 %
More advertising about the County on TV	1	3.3 %
Nextdoor alerts	1	3.3 %
Phone messages	1	3.3 %
Time sensitive info should be delivered through Twitter or JoCo alert	1	3.3 %
Notify JoCo via phone	1	3.3 %
A new and greatly improved website will be outstanding	1	3.3 %
The website could use a little ux research to inform redesign	1	3.3 %
Notify JoCo would be better if it gave general information about the county	1	3.3 %
Fix the county home assessment methods	1	3.3 %
I really rely more on OP website for info rather than JoCo	1	3.3 %
I wish you make the parks and rec website friendly	1	3.3 %
JoCo Magazine	1	3.3 %
All of the above	1	3.3 %
<u>Text messages only for emergencies</u>	<u>1</u>	<u>3.3 %</u>
Total	30	100.0 %

Q12. Community Engagement. Please indicate if you have done any of the following during the past 12 months.

Q12. Have you done any following during past 12 months?	Number	Percent
Attended a County-hosted public meeting or event	42	10.3 %
Emailed or phoned an elected County official	62	15.2 %
Emailed or phoned a County staff person	73	17.9 %
Attended a Board of County Commissioners meeting in person	8	2.0 %
Watched a Board of County Commissioners meeting online	9	2.2 %
None	267	65.4 %
Total	461	

WITHOUT "NONE"**Q12. Community Engagement. Please indicate if you have done any of the following during the past 12 months. (without "none")**

Q12. Have you done any following during past 12 months?	Number	Percent
Attended a County-hosted public meeting or event	42	29.8 %
Emailed or phoned an elected County official	62	44.0 %
Emailed or phoned a County staff person	73	51.8 %
Attended a Board of County Commissioners meeting in person	8	5.7 %
Watched a Board of County Commissioners meeting online	9	6.4 %
Total	194	

Q12a. Overall, how would you rate your experience with this (or these) community engagement activities?

Q12a. How would you rate your experience with these community engagement activities?	Number	Percent
Very good	33	23.4 %
Good	48	34.0 %
Average	37	26.2 %
Poor	8	5.7 %
Very poor	3	2.1 %
Don't know	12	8.5 %
Total	141	100.0 %

WITHOUT "DON'T KNOW"

Q12a. Overall, how would you rate your experience with this (or these) these community engagement activities? (without "don't know")

Q12a. How would you rate your experience with these community engagement activities?	Number	Percent
Very good	33	25.6 %
Good	48	37.2 %
Average	37	28.7 %
Poor	8	6.2 %
Very poor	3	2.3 %
Total	129	100.0 %

Q12b. Do you have any suggestions that could have improved your experience with these community engagement activities?

- AND AD FOR BEING MORE AWARE OF WEB SITE AND WHAT CAN YOU DO
- attention to community property
- BEST TIMES RECONSIDER SUBSCRIPTION NEEDS TO BE SENT TO SENIORS
- better time ... more in evening
- county officials should respond to county residents and if they can't answer a question, they should be able to refer the resident as to whom would have the information/input that the county resident is seeking.
- Elected officials should reach to their constituents or hold local gatherings like a breakfast meetings. County Gov't seems very distant.
- get a follow up on resolution
- Good first step
- had an answer to my question
- I live in a house that backs up to Lackman. We've lived here for 32 years. We have paid to cut down trees, trim trees, remove stumps, clean up that area, water the area. We've paid way too much. We can't do any longer. Our neighbors that live in the middle of the development pay nothing. I voiced my opinions to several people running for office and they agreed that it was unacceptable. YET, we get notices that we have to remove trees, or be fined and even jailed!!! We're retired; we've paid so much; it just isn't right for a homeowner to have to pay for city trees! I would like an answer and help. Use the money from all the fireworks to take care of "our" trees for our beautiful city.
- I wish I could sign up for county newsletters, but I had never heard of it before now. I'll go to the website and look at how to sign-up.
- improved website for information on Commission meetings.
- just to get good news out
- listen to the voters..
- make sure the county employees know what they are doing when someone calls
- more publication & notifications
- more things to do, better equipment
- navigating the website they should anticipate why people are coming and make it easier to do those tasks
- respond back
- social services are horrible, finding phone nbrs and correct locations very hard, not enough information and help to the disabled and elderly.
- that the elected official would have more knowledge about the subject that I was inquiring about.
- the elected officials should pay more attention to constituents--better response; personally, I have never received any response. This becomes discouraging when we've elected these officials and they are not responding to our needs.
- There is a lot of issues going on with immigration and as a citizen and child of immigrants, I am very disappointed with the court system of JOCO. Olathe and surrounding towns are seriously getting out of hand with immigrants. People are leaving their country with the intent of settling in JOCO because "the cops wont do anything" and "you can get a job easily". we are now leaving the family suburb and growing into a city for underage drinking/drugs/etc.
- they could've agreed with me
- Using Twitter more for announcements and notifications.
- You are doing a great job

Q13. In the past 12 months, have you received or requested any print magazines, brochures, or other print materials from the County?

Q13. Have you received or requested any print magazines, brochures, or other print materials from County in past 12 months?

	Number	Percent
Yes	188	46.1 %
No	220	53.9 %
Total	408	100.0 %

Q13a. Do you recall receiving JoCo Magazine in the mail?

Q13a. Do you recall receiving JoCo Magazine in the mail?	Number	Percent
Yes	158	84.0 %
No	19	10.1 %
Don't know	11	5.9 %
Total	188	100.0 %

WITHOUT "DON'T KNOW"

Q13a. Do you recall receiving JoCo Magazine in the mail? (without "don't know")

Q13a. Do you recall receiving JoCo Magazine in the mail?	Number	Percent
Yes	158	89.3 %
No	19	10.7 %
Total	177	100.0 %

Q13b. Do you read JoCo Magazine?

Q13b. Do you read JoCo Magazine?	Number	Percent
Yes	144	91.1 %
No	11	7.0 %
Don't know	3	1.9 %
Total	158	100.0 %

WITHOUT "DON'T KNOW"

Q13b. Do you read JoCo Magazine? (without "don't know")

Q13b. Do you read JoCo Magazine?	Number	Percent
Yes	144	92.9 %
No	11	7.1 %
Total	155	100.0 %

Q13c. What kind of information would you like to see in JoCo Magazine?

- 50 plus
- ageing & growth patterns on housing & economy
- breakdown of local community events
- budget and where the money goes
- children's recreation program/activities; information on health groups with references on where to go
- county services and direct contact info for those services
- dates of heavy disposal and drop off locations for hazardous waste
- different things about and in the community
- dumpster location for recycling. More about volunteering
- education system information
- Events calendar for full year with plenty of dedicated page space
- Events! Parks in county and their amenities
- General Information
- happy with what they have in it.
- horticultural updates for area
- I like the recycle information
- I really like the magazine and feel it is very informative. Any thing that is something I should know I would like it to be in the magazine. Also, I share comments about what I read with others in JoCo.
- I think it is fine now
- information and directions on where to find help for social services
- Information regarding projects and project status
- Jobs
- kids getting involved in the community/helping elderly neighbors
- Local events, new ordinances
- Local info
- local sports info
- more about local events
- More about our successful student, the future of our county
- more about the budget ahead of the spending
- More about the people who work for the county and what they do. I feel that as a resident of western Johnson county we feel we are the forgotten area.
- More about the sheriffs office and ambulance district
- More fun events
- more general articles about recycling and refreshers also would be nice if had a 2 hr. window once a month to drop off recycled items i.e. paint also more recycling and environmental information
- more info on county events
- more visibility from our elected officials--their views and information about them, especially before re-election.
- need to have more events for children
- New business starting, board issues
- New events
- Not sure if it's the monthly thing I get in the mail or not
- physical shape/budget issues of the county

Q13c. What kind of information would you like to see in JoCo Magazine? (cont.)

- Poles a little more
- Programs
- projects
- public safety
- recycling info; parks and rec; community activities
- school information--reporting on local schools' events for the community
- senior information, political candidate information. what is on the counties agenda
- Statistics relative to growth and change
- The "good" things that happen Johnson City
- the news of upcoming projects and events
- Upcoming events
- very informative
- volunteer opportunities & job openings & new jobs
- Who pays for the beautiful tree lined trees?
- Why all roads were closed for a Garmin even. Your female police officer is rude. I pay taxes and my road was closed at 4 a.m. instead of 5 a.m. this morning for the marathon. Since Garmin owns so much ground why didn't they have their marathon on their own grounds? Not happy at all!

Q13d. If you are age 60 or older, do you recall receiving The Best Times magazine in the mail?

Q13d. If you are age 60 or older, do you recall receiving
The Best Times Magazine in the mail?

	Number	Percent
Yes	58	75.3 %
No	12	15.6 %
N/A, not 60 or over	7	9.1 %
Total	77	100.0 %

WITHOUT "N/A, NOT 60 OR OLDER"

Q13d. If you are age 60 or older, do you recall receiving The Best Times magazine in the mail? (without "N/A, not 60 or over")

Q13d. If you are age 60 or older, do you recall receiving
The Best Times Magazine in the mail?

	Number	Percent
Yes	58	82.9 %
No	12	17.1 %
Total	70	100.0 %

Q13e. Do you read The Best Times magazine?

Q13e. Do you read The Best Times Magazine?	Number	Percent
Yes	51	87.9 %
No	5	8.6 %
Don't know	2	3.4 %
Total	58	100.0 %

WITHOUT "DON'T KNOW"

Q13e. Do you read The Best Times magazine? (without "don't know")

Q13e. Do you read The Best Times Magazine?	Number	Percent
Yes	51	91.1 %
No	5	8.9 %
Total	56	100.0 %

Q13f. What kind of information would you like to see in The Best Times magazine?

- 50 plus
- commissioner meetings before it happens. Forward calendar
- information on real estate development throughout the county --how the Board is voting on development of Johnson County
- listing of educational events
- Local events for seniors
- local sports info
- meals on wheels. Food drives.
- more about the budget ahead of the spending
- More help for seniors.
- More history of the county and it's Cities
- new business that are opening in the county, More info on western Johnson county
- nothing
- nothing can think of
- nothing can think of
- senior activities for my 86 year old father

Q14. Please rate your level of familiarity with each of the following new County projects.

(N=408)

	Very familiar	Somewhat familiar	Not at all familiar	Not provided
Q14-1. Big Bull Creek Park	79.9%	15.2%	3.2%	1.7%
Q14-2. Lexington Lake Park	85.8%	10.0%	1.5%	2.7%
Q14-3. The Beach House at Shawnee Mission Park	66.7%	24.5%	7.6%	1.2%
Q14-4. Meadowbrook Park	73.3%	18.6%	6.1%	2.0%
Q14-5. Lenexa Library	52.0%	33.8%	13.0%	1.2%
Q14-6. Monticello Library	72.5%	16.9%	8.1%	2.5%
Q14-7. Tomahawk Creek Wastewater Treatment Facility expansion	72.1%	20.6%	5.6%	1.7%
Q14-8. The new County Courthouse	32.6%	46.8%	19.9%	0.7%
Q14-9. The new medical examiner/coroner facility	65.7%	22.8%	10.5%	1.0%

WITHOUT "NOT PROVIDED"

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

(N=408)

	Very familiar	Somewhat familiar	Not at all familiar
Q14-1. Big Bull Creek Park	81.3%	15.5%	3.2%
Q14-2. Lexington Lake Park	88.2%	10.3%	1.5%
Q14-3. The Beach House at Shawnee Mission Park	67.5%	24.8%	7.7%
Q14-4. Meadowbrook Park	74.8%	19.0%	6.3%
Q14-5. Lenexa Library	52.6%	34.2%	13.2%
Q14-6. Monticello Library	74.4%	17.3%	8.3%
Q14-7. Tomahawk Creek Wastewater Treatment Facility expansion	73.3%	20.9%	5.7%
Q14-8. The new County Courthouse	32.8%	47.2%	20.0%
Q14-9. The new medical examiner/coroner facility	66.3%	23.0%	10.6%

Q15. Do you recall receiving written information from the County about the projects listed in Question 14?

Q15. Do you recall receiving written information from County about projects listed in Question 14?	Number	Percent
Yes	107	26.2 %
No	259	63.5 %
Don't know	42	10.3 %
Total	408	100.0 %

WITHOUT "DON'T KNOW"

Q15. Do you recall receiving written information from the County about the projects listed in Question 14? (without "don't know")

Q15. Do you recall receiving written information from County about projects listed in Question 14?	Number	Percent
Yes	107	29.2 %
No	259	70.8 %
Total	366	100.0 %

Q15a. From which of the following channels did you receive news or information about the major projects the County is undertaking?

Q15a. From what channels did you receive news or information about major projects County is undertaking?	Number	Percent
Facebook	16	15.0 %
Twitter	2	1.9 %
Nextdoor	10	9.3 %
Local news story on TV	50	46.7 %
Local news story on radio	24	22.4 %
Local news story in a newspaper	43	40.2 %
Brochure	15	14.0 %
JoCo Magazine	71	66.4 %
The Best Times Magazine	40	37.4 %
Community meeting or event	9	8.4 %
From a friend or family member	25	23.4 %
Newsletter from City or Chamber of Commerce	21	19.6 %
Information from specific department responsible for project (i.e. library, parks, wastewater, etc.)	7	6.5 %
Other	12	11.2 %
Total	345	

Q15a. Other

Q15a. Other	Number	Percent
Bridge	1	8.3 %
JoCo Fair	1	8.3 %
KC Star	1	8.3 %
League of Women's voters	1	8.3 %
Olathe website	1	8.3 %
Online info	1	8.3 %
Park dept	1	8.3 %
Retired from sheriffs dept newsletter	1	8.3 %
Speaking with the commissioners	1	8.3 %
Treasurers	1	8.3 %
What I know came mostly from the City of Lenexa	1	8.3 %
Work	1	8.3 %
Total	12	100.0 %

Q16. Which of the following have you used or watched during the last week (for any reason, not just when searching for Johnson County information)?

<u>Q16. What have you used or watched during last week?</u>	<u>Number</u>	<u>Percent</u>
Text messaging	202	49.5 %
Facebook	175	42.9 %
Twitter	52	12.7 %
YouTube or other online video content	102	25.0 %
Nextdoor	76	18.6 %
Snapchat	25	6.1 %
Mobile app	96	23.5 %
Instagram	49	12.0 %
LinkedIn	51	12.5 %
Pinterest	67	16.4 %
Local news on TV	262	64.2 %
Local news on radio	144	35.3 %
Local news in a newspaper	145	35.5 %
Website	196	48.0 %
None	30	7.4 %
Total	1672	

WITHOUT "NONE"**Q16. Which of the following have you used or watched during the last week (for any reason, not just when searching for Johnson County information)? (without "none")**

<u>Q16. What have you used or watched during last week?</u>	<u>Number</u>	<u>Percent</u>
Text messaging	202	53.4 %
Facebook	175	46.3 %
Twitter	52	13.8 %
YouTube or other online video content	102	27.0 %
Nextdoor	76	20.1 %
Snapchat	25	6.6 %
Mobile app	96	25.4 %
Instagram	49	13.0 %
LinkedIn	51	13.5 %
Pinterest	67	17.7 %
Local news on TV	262	69.3 %
Local news on radio	144	38.1 %
Local news in a newspaper	145	38.4 %
Website	196	51.9 %
Total	1642	

Q17. Approximately how many years have you been a resident of Johnson County, Kansas?

Q17. How many years have you been a resident of Johnson County, Kansas?	Number	Percent
Less than 5 years	25	6.1 %
6-10 years	38	9.3 %
11-15 years	39	9.6 %
16-20 years	33	8.1 %
20+ years	242	59.3 %
Prefer not to answer	31	7.6 %
Total	408	100.0 %

WITHOUT "PREFER NOT TO ANSWER"**Q17. Approximately how many years have you been a resident of Johnson County, Kansas? (without "prefer not to answer")**

Q17. How many years have you been a resident of Johnson County, Kansas?	Number	Percent
Less than 5 years	25	6.6 %
6-10 years	38	10.1 %
11-15 years	39	10.3 %
16-20 years	33	8.8 %
20+ years	242	64.2 %
Total	377	100.0 %

Q18. Are you a registered voter?

Q18. Are you a registered voter?	Number	Percent
Yes	375	91.9 %
No	17	4.2 %
Prefer not to answer	16	3.9 %
Total	408	100.0 %

WITHOUT "PREFER NOT TO ANSWER"**Q18. Are you a registered voter? (without "prefer not to answer")**

Q18. Are you a registered voter?	Number	Percent
Yes	375	95.7 %
No	17	4.3 %
Total	392	100.0 %

Q19. Which of the following categories best describes your age?

Q19. Your age	Number	Percent
18-34	74	18.1 %
35-44	82	20.1 %
45-54	82	20.1 %
55-64	83	20.3 %
65+	75	18.4 %
Prefer not to answer	12	2.9 %
Total	408	100.0 %

WITHOUT "PREFER NOT TO ANSWER"**Q19. Which of the following categories best describes your age? (without "prefer not to answer")**

Q19. Your age	Number	Percent
18-34	74	18.7 %
35-44	82	20.7 %
45-54	82	20.7 %
55-64	83	21.0 %
65+	75	18.9 %
Total	396	100.0 %

Q20. Which of the following best describes your race?

Q20. Your race	Number	Percent
White/Caucasian	330	80.9 %
Black/African American	19	4.7 %
Native American/Eskimo	7	1.7 %
Asian/Pacific Islander	14	3.4 %
Other	6	1.5 %
Prefer not answer	37	9.1 %
Total	413	

WITHOUT "PREFER NOT TO ANSWER"**Q20. Which of the following best describes your race? (without "prefer not to answer")**

Q20. Your race	Number	Percent
White/Caucasian	330	88.9 %
Black/African American	19	5.1 %
Native American/Eskimo	7	1.9 %
Asian/Pacific Islander	14	3.8 %
Other	6	1.6 %
Total	376	

Q20. Other

Q20. Other	Number	Percent
Mixed	3	50.0 %
Hispanic	1	16.7 %
Latino	1	16.7 %
Filipino, Italian, Spanish, Irish, Danish	1	16.7 %
Total	6	100.0 %

Q21. Are you of Hispanic, Latino, or other Spanish ancestry?

Q21. Are you of Hispanic, Latino, or other Spanish ancestry?	Number	Percent
Yes	28	6.9 %
No	367	90.0 %
Prefer not to answer	13	3.2 %
Total	408	100.0 %

WITHOUT "PREFER NOT TO ANSWER"

Q21. Are you of Hispanic, Latino, or other Spanish ancestry? (without "prefer not to answer")

Q21. Are you of Hispanic, Latino, or other Spanish ancestry?	Number	Percent
Yes	28	7.1 %
No	367	92.9 %
Total	395	100.0 %

Q22. Your gender:

Q22. Your gender	Number	Percent
Male	196	48.0 %
Female	201	49.3 %
Transgender	2	0.5 %
Prefer not to answer	9	2.2 %
Total	408	100.0 %

WITHOUT "PREFER NOT TO ANSWER"

Q22. Your gender: (without "prefer not to answer")

Q22. Your gender	Number	Percent
Male	196	49.1 %
Female	201	50.4 %
Transgender	2	0.5 %
Total	399	100.0 %

Section 3: Survey Instrument

Johnson County Government 2018 Communications Survey

Johnson County Government leaders would like your opinion about the best ways to communicate with residents. Please take a few minutes to complete this survey. Your input is an important part of the city's on-going effort to identify and respond to citizen concerns. Thank you!

1. How interested are you in keeping informed about Johnson County events and County government services? Would you say you are...

(4) Very interested (2) Somewhat interested (9) Don't know
 (3) Interested (1) Not interested

2. Which single source of information (e.g., people, magazines, events, local news, Johnson County website and Johnson County social media) do you depend on most to stay informed about Johnson County Government?

3. How do you usually hear about Johnson County news and information FIRST?

(1) From an official Johnson County Government news/communications outlet (County website, email, JoCo Magazine, The Best Times magazine, County social media, etc.) (2) From a source other than the County (e.g., local news, friends)
 (9) Don't know

4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides:

Johnson County provides enough information about...		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	Public safety	5	4	3	2	1	9
02.	The environment	5	4	3	2	1	9
03.	The County budget	5	4	3	2	1	9
04.	Aging/senior services	5	4	3	2	1	9
05.	Human services	5	4	3	2	1	9
06.	Public health	5	4	3	2	1	9
07.	Transportation	5	4	3	2	1	9
08.	Libraries	5	4	3	2	1	9
09.	Parks and Recreation	5	4	3	2	1	9
10.	Special events	5	4	3	2	1	9
11.	Volunteer opportunities	5	4	3	2	1	9
12.	County projects	5	4	3	2	1	9
13.	Various services the County provides	5	4	3	2	1	9

5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County:

How often do you depend on...		Frequently	Occasionally	Never
01.	Group email from County departments	3	2	1
02.	Person-to-person/word of mouth	3	2	1
03.	Traditional news media (local newspapers, local television, local radio, area magazines)	3	2	1
04.	The Internet (not including the County's website)	3	2	1
05.	The County's social media (Facebook, Twitter, Nextdoor, etc.)	3	2	1
06.	The County's broadcast of Board of County Commissioners' meetings on the web	3	2	1
07.	County staff	3	2	1
08.	Public meetings	3	2	1
09.	Johnson County website	3	2	1
10.	Events	3	2	1
11.	JoCo Magazine	3	2	1
12.	The Best Times magazine	3	2	1
13.	Quarterly e-mail from County	3	2	1

5a. If you depend on the Johnson County website "Frequently" or "Occasionally," for which of the following purposes have you used the County's website? [Check all that apply.]

- (1) To look for general information about the County (3) Pay bill, renew vehicle (i.e. to do business with the County)
 (2) To understand a specific County service or program (4) Other: _____

6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	I am satisfied with the quality of information provided on the County's website	5	4	3	2	1	9
2.	It is easy to find the information I am looking for	5	4	3	2	1	9
3.	The County's website is easy to use	5	4	3	2	1	9
4.	I like the look and feel of the County's website	5	4	3	2	1	9

7. Have you visited the County's website during the past six months?

- (1) Yes (2) No (9) Don't Know

8. Do you ever watch the County's online broadcast of Board of County Commissioners' meetings?

- (1) Yes (2) No (9) Don't Know

9. Are you aware of the County's social media channels?

- (1) Yes [Answer Q9a.] (2) No (9) Don't Know

9a. Do you follow any of the County's social media outlets? [Check all that apply.]

- (1) Facebook (3) Instagram (5) LinkedIn
 (2) Twitter (4) Nextdoor (6) Youtube

10. Are you aware of NotifyJoCo the County uses for emergency and other alerts by text, emails and phone calls?

___(1) Yes [Answer Q10a.] ___(2) No [Skip to Q11.] ___(9) Don't Know [Skip to Q11.]

10a. Have you signed up for alerts from NotifyJoCo at www.NotifyJoCo.org?

___(1) Yes [Skip to Q11.] ___(2) No [Answer Q10b.] ___(9) Don't Know [Skip to Q11.]

10b. If NO to #10a, why have you not signed up?

___(1) Never heard of it ___(3) I plan to sign up
___(2) I don't want to receive emergency information

11. In the future, which of the following communications would you like to see the County use more frequently for communicating to residents? [Check all that apply.]

- ___(01) Magazines
- ___(02) Facebook
- ___(03) Twitter
- ___(04) Text messages and/or alerts sent to mobile devices
- ___(05) Mobile apps to access County information
- ___(06) Nextdoor
- ___(07) E-newsletter to your email
- ___(08) Online video/livestreaming (i.e. Facebook Live)
- ___(09) Website
- ___(10) NotifyJoCo alert system (non-emergency/emergency notification)
- ___(11) Other: _____
- ___(12) None

12. **Community Engagement.** Please indicate if you have done any of the following during the past 12 months. [Check all that apply.]

- ___(1) Attended a County-hosted public meeting or event
- ___(2) Emailed or phoned an elected County official
- ___(3) Emailed or phoned a County staff person
- ___(4) Attended a Board of County Commissioners meeting in person
- ___(5) Watched a Board of County Commissioners meeting online
- ___(6) None [Skip to Q13.]

12a. Overall, how would you rate your experience with this (or these) community engagement activities?

___(1) Very good ___(3) Average ___(5) Very poor
___(2) Good ___(4) Poor ___(9) Don't know

12b. Do you have any suggestions that could have improved your experience with this (or these) community engagement activity (activities)?

13. In the past 12 months, have you received or requested any print magazines, brochures, or other print materials from the County?

___(1) Yes [Answer Q13a-f.] ___(2) No [Skip to Q14.]

13a. Do you recall receiving JoCo Magazine in the mail?

___(1) Yes ___(2) No ___(9) Don't Know

13b. Do you read JoCo Magazine? ___(1) Yes ___(2) No ___(9) Don't Know

13c. What kind of information would you like to see in JoCo Magazine?

13d. **If you are age 60 or older, do you recall receiving *The Best Times* magazine in the mail?**

___(1) Yes [Answer Q13e-f.] ___(2) No [Skip to Q14.] ___(9) N/A, not 60 or older [Skip to Q14.]

13e. **Do you read *The Best Times* magazine?** ___(1) Yes ___(2) No ___(9) Don't Know

13f. **What kind of information would you like to see in *The Best Times* magazine?**

14. **Please rate your level of familiarity with each of the following new County projects.**

	Very Familiar	Somewhat Familiar	Not at All Familiar
1. Big Bull Creek Park	3	2	1
2. Lexington Lake Park	3	2	1
3. The Beach House at Shawnee Mission Park	3	2	1
4. Meadowbrook Park	3	2	1
5. Lenexa Library	3	2	1
6. Monticello Library	3	2	1
7. Tomahawk Creek Wastewater Treatment Facility expansion	3	2	1
8. The new County Courthouse	3	2	1
9. The new medical examiner/coroner facility	3	2	1

15. **Do you recall receiving written information from the County about the projects listed in Question 14?**

___(1) Yes [Answer Q15a.] ___(2) No [Skip to Q16.] ___(9) Don't Know [Skip to Q16.]

15a. **From which of the following channels did you receive news or information about the major projects the County is undertaking? [Check all that apply.]**

- | | |
|---|--|
| ___(01) Facebook | ___(09) <i>The Best Times</i> magazine |
| ___(02) Twitter | ___(10) Community meeting or event |
| ___(03) Nextdoor | ___(11) From a friend or family member |
| ___(04) Local news story on TV | ___(12) Newsletter from the city or the Chamber of Commerce |
| ___(05) Local news story on the radio | ___(13) Information from specific department responsible for project (i.e. library, parks, wastewater, etc.) |
| ___(06) Local news story in a newspaper | ___(14) Other: _____ |
| ___(07) Brochure | |
| ___(08) <i>JoCo Magazine</i> | |

DEMOGRAPHICS

16. **Which of the following have you used or watched during the last week? [check all that apply related to general usage, not just when searching for Johnson County information.]**

- | | | |
|---|--------------------------|-----------------------------------|
| ___(01) Text messaging | ___(06) Snapchat | ___(12) Local news on the radio |
| ___(02) Facebook | ___(07) Mobile app | ___(13) Local news in a newspaper |
| ___(03) Twitter | ___(08) Instagram | ___(14) Website |
| ___(04) Youtube or other online video content | ___(09) LinkedIn | ___(15) None |
| ___(05) Nextdoor | ___(10) Pinterest | |
| | ___(11) Local news on TV | |

17. **Approximately how many years have you been a resident of Johnson County, Kansas?**

- | | | |
|------------------------|--------------------|-----------------------------|
| ___(1) 5 years or less | ___(3) 11-15 years | ___(5) More than 20 years |
| ___(2) 6-10 years | ___(4) 16-20 years | ___(6) Prefer not to answer |

18. **Are you a registered voter?** ___(1) Yes ___(2) No ___(3) Prefer not to answer

19. Which of the following categories best describes your age?

- (1) 18-24 years (3) 35-44 years (5) 55-64 years (7) Prefer not to answer
 (2) 25-34 years (4) 45-54 years (6) 65+ years

20. Which of the following best describes your race? [Check all that apply.]

- (1) White/Caucasian (3) Native American/Eskimo (5) Other: _____
 (2) Black/African American (4) Asian/Pacific Islander (6) Prefer not to answer

21. Are you of Hispanic, Latino, or other Spanish ancestry?

- (1) Yes (2) No (3) Prefer not to answer

22. Your gender:

- (1) Male (2) Female (3) Transgender (4) Prefer not to answer

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 city are having difficulties with city services. If your address is not correct, please provide the correct information. Thank you.

Appendix A: Crosstabular Data by Commission District

Q1. How interested are you in keeping informed about Johnson County events and County government services? Would you say you are... (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
Q1. How interested are you in keeping informed about Johnson County events & County government services?							
Very interested	4.5%	4.8%	1.6%	0.0%	1.4%	1.6%	2.3%
Interested	25.4%	23.8%	27.4%	27.8%	26.8%	25.0%	26.1%
Somewhat interested	41.8%	34.9%	33.9%	50.0%	42.3%	50.0%	42.4%
Not interested	28.4%	36.5%	37.1%	22.2%	29.6%	23.4%	29.3%

Q3. How do you usually hear about Johnson County news and information FIRST? (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
Q3. How do you usually hear about Johnson County news & information first?							
From an official Johnson County Government news/communications outlet (e.g. County website, email, JoCo Magazine, The Best Times Magazine, County social media, etc.)	25.4%	34.9%	37.9%	50.0%	45.8%	43.1%	39.6%
From a source other than the County (e.g., local news, friends)	74.6%	65.1%	62.1%	50.0%	54.2%	56.9%	60.4%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-1. Public safety</u>							
Strongly agree	29.0%	20.0%	8.9%	15.9%	13.2%	10.9%	16.4%
Agree	33.9%	38.3%	41.1%	47.8%	39.7%	40.6%	40.4%
Neutral	24.2%	25.0%	32.1%	21.7%	32.4%	39.1%	29.0%
Disagree	11.3%	11.7%	14.3%	10.1%	10.3%	6.3%	10.6%
Strongly disagree	1.6%	5.0%	3.6%	4.3%	4.4%	3.1%	3.7%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-2. The environment</u>							
Strongly agree	22.2%	16.4%	5.6%	11.9%	9.2%	3.2%	11.5%
Agree	19.0%	27.9%	31.5%	49.3%	33.8%	41.3%	34.0%
Neutral	31.7%	34.4%	40.7%	22.4%	38.5%	41.3%	34.6%
Disagree	22.2%	13.1%	20.4%	13.4%	9.2%	7.9%	14.2%
Strongly disagree	4.8%	8.2%	1.9%	3.0%	9.2%	6.3%	5.6%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-3. The County budget</u>							
Strongly agree	15.0%	10.3%	5.5%	6.0%	6.2%	4.8%	7.9%
Agree	26.7%	24.1%	20.0%	34.3%	26.2%	25.4%	26.4%
Neutral	21.7%	34.5%	41.8%	37.3%	41.5%	41.3%	36.4%
Disagree	21.7%	10.3%	23.6%	14.9%	18.5%	20.6%	18.2%
Strongly disagree	15.0%	20.7%	9.1%	7.5%	7.7%	7.9%	11.1%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-4. Aging/senior services</u>							
Strongly agree	15.6%	21.7%	11.3%	7.9%	14.3%	6.7%	12.9%
Agree	32.8%	30.0%	26.4%	41.3%	22.2%	31.7%	30.9%
Neutral	31.3%	25.0%	39.6%	36.5%	34.9%	45.0%	35.3%
Disagree	10.9%	13.3%	17.0%	7.9%	22.2%	8.3%	13.2%
Strongly disagree	9.4%	10.0%	5.7%	6.3%	6.3%	8.3%	7.7%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-5. Human services</u>							
Strongly agree	18.3%	8.6%	7.3%	7.9%	9.5%	3.3%	9.2%
Agree	28.3%	43.1%	27.3%	33.3%	23.8%	29.5%	30.8%
Neutral	33.3%	27.6%	41.8%	44.4%	38.1%	49.2%	39.2%
Disagree	15.0%	10.3%	18.2%	11.1%	22.2%	11.5%	14.7%
Strongly disagree	5.0%	10.3%	5.5%	3.2%	6.3%	6.6%	6.1%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-6. Public health</u>							
Strongly agree	23.4%	18.0%	8.9%	4.5%	10.8%	9.7%	12.6%
Agree	26.6%	37.7%	28.6%	45.5%	33.8%	40.3%	35.6%
Neutral	31.3%	19.7%	42.9%	31.8%	35.4%	35.5%	32.6%
Disagree	15.6%	11.5%	10.7%	13.6%	12.3%	9.7%	12.3%
Strongly disagree	3.1%	13.1%	8.9%	4.5%	7.7%	4.8%	7.0%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-7. Transportation</u>							
Strongly agree	21.9%	11.5%	3.6%	9.5%	9.4%	6.5%	10.6%
Agree	17.2%	23.0%	34.5%	34.9%	25.0%	37.1%	28.5%
Neutral	34.4%	36.1%	34.5%	39.7%	42.2%	38.7%	37.7%
Disagree	18.8%	11.5%	14.5%	11.1%	9.4%	11.3%	12.7%
Strongly disagree	7.8%	18.0%	12.7%	4.8%	14.1%	6.5%	10.6%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-8. Libraries</u>							
Strongly agree	34.8%	47.6%	19.3%	14.9%	16.4%	6.5%	23.3%
Agree	30.3%	25.4%	35.1%	50.7%	40.3%	50.0%	38.7%
Neutral	16.7%	14.3%	28.1%	20.9%	29.9%	35.5%	24.1%
Disagree	10.6%	6.3%	12.3%	9.0%	11.9%	4.8%	9.2%
Strongly disagree	7.6%	6.3%	5.3%	4.5%	1.5%	3.2%	4.7%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-9. Parks & recreation</u>							
Strongly agree	38.5%	50.8%	22.4%	12.9%	24.3%	19.4%	27.8%
Agree	35.4%	30.2%	34.5%	52.9%	52.9%	56.5%	44.1%
Neutral	21.5%	9.5%	32.8%	28.6%	15.7%	17.7%	20.9%
Disagree	1.5%	6.3%	6.9%	2.9%	5.7%	4.8%	4.6%
Strongly disagree	3.1%	3.2%	3.4%	2.9%	1.4%	1.6%	2.6%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-10. Special events</u>							
Strongly agree	22.7%	18.0%	7.1%	9.1%	10.4%	13.3%	13.6%
Agree	28.8%	45.9%	35.7%	60.6%	47.8%	41.7%	43.6%
Neutral	36.4%	23.0%	35.7%	19.7%	29.9%	30.0%	29.0%
Disagree	6.1%	8.2%	14.3%	6.1%	9.0%	10.0%	8.8%
Strongly disagree	6.1%	4.9%	7.1%	4.5%	3.0%	5.0%	5.1%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-11. Volunteer opportunities</u>							
Strongly agree	13.8%	14.5%	7.4%	7.8%	6.7%	1.7%	8.7%
Agree	23.1%	32.7%	16.7%	23.4%	20.0%	28.3%	24.0%
Neutral	32.3%	30.9%	50.0%	50.0%	50.0%	40.0%	42.2%
Disagree	21.5%	14.5%	14.8%	14.1%	13.3%	21.7%	16.8%
Strongly disagree	9.2%	7.3%	11.1%	4.7%	10.0%	8.3%	8.4%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-12. County projects</u>							
Strongly agree	14.8%	9.8%	7.3%	6.3%	11.1%	5.0%	9.1%
Agree	24.6%	31.1%	23.6%	30.2%	39.7%	30.0%	30.0%
Neutral	24.6%	36.1%	30.9%	46.0%	34.9%	48.3%	36.9%
Disagree	29.5%	14.8%	23.6%	9.5%	7.9%	10.0%	15.7%
Strongly disagree	6.6%	8.2%	14.5%	7.9%	6.3%	6.7%	8.3%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q4-13. Various services County provides</u>							
Strongly agree	17.2%	11.1%	5.5%	6.3%	7.9%	3.4%	8.7%
Agree	25.0%	34.9%	18.2%	35.9%	27.0%	35.6%	29.6%
Neutral	26.6%	27.0%	47.3%	42.2%	44.4%	49.2%	39.1%
Disagree	26.6%	17.5%	20.0%	10.9%	12.7%	6.8%	15.8%
Strongly disagree	4.7%	9.5%	9.1%	4.7%	7.9%	5.1%	6.8%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-1. Group email from County departments</u>							
Frequently	4.5%	9.4%	14.3%	13.9%	8.2%	14.1%	10.7%
Occasionally	17.9%	25.0%	27.0%	30.6%	37.0%	29.7%	28.0%
Never	77.6%	65.6%	58.7%	55.6%	54.8%	56.3%	61.3%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-2. Person-to-person/word of mouth</u>							
Frequently	28.4%	24.6%	27.4%	25.0%	18.9%	23.8%	24.6%
Occasionally	52.2%	55.4%	53.2%	59.7%	55.4%	61.9%	56.3%
Never	19.4%	20.0%	19.4%	15.3%	25.7%	14.3%	19.1%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-3. Traditional news media (local newspapers, local television, local radio, area magazines)</u>							
Frequently	70.1%	76.9%	47.6%	67.1%	44.0%	46.9%	58.7%
Occasionally	25.4%	21.5%	38.1%	28.8%	38.7%	50.0%	33.7%
Never	4.5%	1.5%	14.3%	4.1%	17.3%	3.1%	7.6%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-4. Internet (not including the County's website)</u>							
Frequently	18.2%	20.0%	32.3%	31.5%	36.0%	21.9%	26.9%
Occasionally	39.4%	40.0%	46.8%	45.2%	44.0%	57.8%	45.4%
Never	42.4%	40.0%	21.0%	23.3%	20.0%	20.3%	27.7%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-5. County's social media (Facebook, Twitter, Nextdoor, etc.)</u>							
Frequently	7.5%	12.3%	14.3%	20.8%	20.0%	22.2%	16.3%
Occasionally	16.4%	9.2%	23.8%	31.9%	25.3%	33.3%	23.5%
Never	76.1%	78.5%	61.9%	47.2%	54.7%	44.4%	60.2%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-6. County's broadcast of Board of County Commissioners' meetings on the web</u>							
Frequently	0.0%	1.5%	1.6%	2.8%	2.7%	0.0%	1.5%
Occasionally	6.0%	9.2%	12.9%	11.1%	18.9%	18.8%	12.9%
Never	94.0%	89.2%	85.5%	86.1%	78.4%	81.3%	85.6%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-7. County staff</u>							
Frequently	1.5%	3.1%	0.0%	1.4%	1.4%	3.2%	1.7%
Occasionally	25.4%	24.6%	17.5%	15.3%	13.5%	30.2%	20.8%
Never	73.1%	72.3%	82.5%	83.3%	85.1%	66.7%	77.5%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-8. Public meetings</u>							
Frequently	3.0%	4.6%	0.0%	1.4%	1.3%	0.0%	1.7%
Occasionally	31.8%	36.9%	25.8%	38.0%	17.3%	28.1%	29.5%
Never	65.2%	58.5%	74.2%	60.6%	81.3%	71.9%	68.7%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-9. Johnson County website</u>							
Frequently	7.5%	10.8%	9.5%	13.7%	12.0%	14.1%	11.3%
Occasionally	40.3%	41.5%	55.6%	49.3%	49.3%	56.3%	48.6%
Never	52.2%	47.7%	34.9%	37.0%	38.7%	29.7%	40.0%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-10. Events</u>							
Frequently	10.4%	6.2%	1.6%	9.7%	8.0%	9.7%	7.7%
Occasionally	52.2%	64.6%	52.4%	54.2%	52.0%	54.8%	55.0%
Never	37.3%	29.2%	46.0%	36.1%	40.0%	35.5%	37.4%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-11. Joco Magazine</u>							
Frequently	40.3%	60.0%	32.3%	39.7%	24.0%	17.2%	35.5%
Occasionally	23.9%	27.7%	45.2%	42.5%	36.0%	50.0%	37.4%
Never	35.8%	12.3%	22.6%	17.8%	40.0%	32.8%	27.1%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-12. The Best Times magazine</u>							
Frequently	33.3%	34.4%	14.3%	31.5%	13.7%	9.7%	22.9%
Occasionally	22.7%	20.3%	22.2%	23.3%	21.9%	17.7%	21.4%
Never	43.9%	45.3%	63.5%	45.2%	64.4%	72.6%	55.6%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q5-13. Quarterly e-mail from County</u>							
Frequently	3.0%	6.3%	12.7%	11.0%	8.1%	12.5%	8.9%
Occasionally	13.4%	12.5%	30.2%	32.9%	31.1%	32.8%	25.7%
Never	83.6%	81.3%	57.1%	56.2%	60.8%	54.7%	65.4%

Q5a. If you depend on the Johnson County website "frequently" or "Occasionally," for which of the following purposes have you used the County's website? (without "not provided")

N=402	Commission District						Total
	1	2	3	4	5	6	
<u>Q5a. For what purposes have you used County's website?</u>							
To look for general information about the County	44.4%	22.9%	28.3%	27.5%	16.1%	36.5%	28.6%
To understand a specific County service or program	22.2%	51.4%	30.2%	25.5%	32.1%	17.3%	29.0%
Pay bill, renew vehicle (i.e. to do business with the County)	22.2%	25.7%	34.0%	41.2%	42.9%	32.7%	34.3%
Other	11.1%	0.0%	7.5%	5.9%	8.9%	13.5%	8.1%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q6-1. I am satisfied with quality of information provided on the County's website</u>							
Strongly agree	35.5%	33.3%	5.6%	12.5%	6.6%	7.5%	14.1%
Agree	38.7%	50.0%	35.2%	50.0%	42.6%	39.6%	42.6%
Neutral	25.8%	16.7%	44.4%	33.9%	44.3%	41.5%	36.4%
Disagree	0.0%	0.0%	11.1%	1.8%	3.3%	11.3%	5.2%
Strongly disagree	0.0%	0.0%	3.7%	1.8%	3.3%	0.0%	1.7%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q6-2. It is easy to find the information I am looking for</u>							
Strongly agree	22.6%	27.0%	5.6%	8.5%	7.6%	5.6%	11.0%
Agree	32.3%	40.5%	25.9%	45.8%	25.8%	37.0%	34.2%
Neutral	41.9%	24.3%	44.4%	30.5%	51.5%	38.9%	39.5%
Disagree	3.2%	8.1%	16.7%	13.6%	13.6%	13.0%	12.3%
Strongly disagree	0.0%	0.0%	7.4%	1.7%	1.5%	5.6%	3.0%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q6-3. County's website is easy to use</u>							
Strongly agree	29.0%	24.3%	8.0%	7.1%	5.2%	5.7%	11.2%
Agree	32.3%	45.9%	28.0%	46.4%	36.2%	32.1%	36.8%
Neutral	32.3%	24.3%	46.0%	35.7%	44.8%	50.9%	40.4%
Disagree	6.5%	5.4%	10.0%	8.9%	12.1%	5.7%	8.4%
Strongly disagree	0.0%	0.0%	8.0%	1.8%	1.7%	5.7%	3.2%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q6-4. I like the look & feel of the County's website</u>							
Strongly agree	24.1%	23.5%	6.1%	7.3%	4.9%	5.7%	10.0%
Agree	37.9%	44.1%	24.5%	36.4%	21.3%	37.7%	32.4%
Neutral	37.9%	29.4%	51.0%	52.7%	59.0%	47.2%	48.4%
Disagree	0.0%	2.9%	12.2%	1.8%	11.5%	3.8%	6.0%
Strongly disagree	0.0%	0.0%	6.1%	1.8%	3.3%	5.7%	3.2%

Q7. Have you visited the County's website during the past six months? (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q7. Have you visited County's website during past six months?</u>							
Yes	42.6%	41.7%	67.2%	68.1%	56.1%	68.8%	57.7%
No	57.4%	58.3%	32.8%	31.9%	43.9%	31.3%	42.3%

Q8. Do you ever watch the County's online broadcast of Board of County Commissioners' meetings? (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q8. Do you ever watch County's online broadcast of Board of County Commissioners' meetings?</u>							
Yes	4.8%	6.3%	1.6%	2.7%	4.2%	3.1%	3.8%
No	95.2%	93.7%	98.4%	97.3%	95.8%	96.9%	96.2%

Q9. Are you aware of the County's social media channels? (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q9. Are you aware of County's social media channels?</u>							
Yes	31.7%	35.5%	15.0%	21.7%	23.5%	26.6%	25.6%
No	68.3%	64.5%	85.0%	78.3%	76.5%	73.4%	74.4%

Q9a. Do you follow any of the County's social media outlets?

N=99	Commission District						Total
	1	2	3	4	5	6	
<u>Q9a. Do you follow any County's social media outlets?</u>							
Facebook	10.0%	18.2%	33.3%	46.7%	50.0%	47.1%	32.3%
Twitter	10.0%	4.5%	11.1%	26.7%	6.3%	23.5%	13.1%
Instagram	0.0%	0.0%	0.0%	6.7%	0.0%	5.9%	2.0%
Nextdoor	15.0%	9.1%	22.2%	20.0%	31.3%	23.5%	19.2%
LinkedIn	0.0%	0.0%	22.2%	0.0%	12.5%	0.0%	4.0%
YouTube	0.0%	4.5%	11.1%	0.0%	0.0%	11.8%	4.0%

Q10. Are you aware of NotifyJoCo the County uses for emergency and other alerts by text, emails and phone calls? (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q10. Are you aware of NotifyJoCo?</u>							
Yes	72.7%	69.2%	49.2%	57.4%	43.1%	54.0%	57.5%
No	27.3%	30.8%	50.8%	42.6%	56.9%	46.0%	42.5%

Q10a. Have you signed up for alerts from NotifyJoCo at www.NotifyJoCo.org? (without "don't know")

N=227	Commission District						Total
	1	2	3	4	5	6	
<u>10a. Have you signed up for alerts from NotifyJoCo?</u>							
Yes	78.3%	71.1%	59.3%	57.6%	64.3%	58.6%	66.3%
No	21.7%	28.9%	40.7%	42.4%	35.7%	41.4%	33.7%

Q10b. Why not? (without "not provided")

N=70	Commission District						Total
	1	2	3	4	5	6	
<u>Q10b. Why not?</u>							
Never heard of it	10.0%	30.8%	20.0%	15.4%	10.0%	33.3%	20.6%
I don't want to receive emergency information	40.0%	38.5%	20.0%	23.1%	30.0%	25.0%	29.4%
I plan to sign up	50.0%	30.8%	60.0%	61.5%	60.0%	41.7%	50.0%

Q11. In the future, which of the following communications would you like to see the County use more frequently for communicating to residents? (without "none")

N=371	Commission District						Total
	1	2	3	4	5	6	
<u>Q11. What communications would you like to see County use more frequently for communicating to residents in the future?</u>							
Magazines	43.1%	67.2%	27.1%	34.8%	16.9%	18.6%	34.0%
Facebook	12.1%	22.4%	16.9%	30.3%	35.2%	30.5%	25.1%
Twitter	5.2%	10.3%	13.6%	7.6%	8.5%	11.9%	9.4%
Text messages and/or alerts sent to mobile devices	32.8%	36.2%	45.8%	45.5%	54.9%	39.0%	42.9%
Mobile apps to access County information	17.2%	20.7%	30.5%	22.7%	23.9%	32.2%	24.5%
Nextdoor	17.2%	25.9%	11.9%	24.2%	18.3%	10.2%	18.1%
E-newsletter to your email	37.9%	43.1%	57.6%	51.5%	45.1%	50.8%	47.7%
Online video/livestreaming (i.e. Facebook Live)	12.1%	10.3%	5.1%	7.6%	4.2%	10.2%	8.1%
Website	36.2%	27.6%	39.0%	22.7%	29.6%	35.6%	31.5%
NotifyJoCo alert system (non-emergency /emergency notifications)	29.3%	44.8%	35.6%	22.7%	32.4%	37.3%	33.4%
Other	15.5%	12.1%	6.8%	6.1%	7.0%	1.7%	8.1%

Q12. Community Engagement. Please indicate if you have done any of the following during the past 12 months. (without "none")

N=141

Commission District							Total
1	2	3	4	5	6		

Q12. Have you done any following during past 12 months?

Attended a County-hosted public meeting or event	53.8%	29.2%	15.8%	31.8%	16.7%	26.9%	29.8%
Emailed or phoned an elected County official	50.0%	50.0%	63.2%	36.4%	29.2%	38.5%	44.0%
Emailed or phoned a County staff person	42.3%	54.2%	57.9%	45.5%	41.7%	69.2%	51.8%
Attended a Board of County Commissioners meeting in person	7.7%	12.5%	0.0%	9.1%	0.0%	3.8%	5.7%
Watched a Board of County Commissioners meeting online	7.7%	4.2%	5.3%	4.5%	12.5%	3.8%	6.4%

Q12a. Overall, how would you rate your experience with this (or these) these community engagement activities? (without "don't know")

N=141

	Commission District						Total
	1	2	3	4	5	6	

Q12a. How would you rate your experience with these community engagement activities?

Very good	26.1%	56.5%	22.2%	14.3%	21.1%	12.0%	25.6%
Good	39.1%	17.4%	38.9%	66.7%	31.6%	32.0%	37.2%
Average	17.4%	17.4%	27.8%	9.5%	42.1%	56.0%	28.7%
Poor	13.0%	8.7%	0.0%	9.5%	5.3%	0.0%	6.2%
Very poor	4.3%	0.0%	11.1%	0.0%	0.0%	0.0%	2.3%

Q13. In the past 12 months, have you received or requested any print magazines, brochures, or other print materials from the County?

N=408	Commission District						Total
	1	2	3	4	5	6	

Q13. Have you received or requested any print magazines, brochures, or other print materials from County in past 12 months?

Yes	58.2%	58.5%	38.1%	39.7%	41.3%	41.5%	46.1%
No	41.8%	41.5%	61.9%	60.3%	58.7%	58.5%	53.9%

Q13a. Do you recall receiving JoCo Magazine in the mail? (without "don't know")

N=188	Commission District						Total
	1	2	3	4	5	6	

Q13a. Do you recall receiving JoCo Magazine in the mail?

Yes	81.1%	94.6%	87.0%	96.3%	89.3%	88.0%	89.3%
No	18.9%	5.4%	13.0%	3.7%	10.7%	12.0%	10.7%

Q13b. Do you read JoCo Magazine? (without "don't know")

N=188	Commission District						Total
	1	2	3	4	5	6	

Q13b. Do you read JoCo Magazine?

Yes	100.0%	94.1%	89.5%	100.0%	84.0%	86.4%	92.9%
No	0.0%	5.9%	10.5%	0.0%	16.0%	13.6%	7.1%

Q13d. If you are age 60 or older, do you recall receiving The Best Times magazine in the mail? (without "N/A, not 60 or over")

N=77

	Commission District						Total
	1	2	3	4	5	6	

Q13d. If you are age 60 or older, do you recall receiving The Best Times Magazine in the mail?

Yes	85.7%	76.2%	75.0%	92.9%	85.7%	66.7%	82.9%
No	14.3%	23.8%	25.0%	7.1%	14.3%	33.3%	17.1%

Q13e. Do you read The Best Times magazine? (without "don't know")

N=58

	Commission District						Total
	1	2	3	4	5	6	

Q13e. Do you read The Best Times Magazine?

Yes	100.0%	81.3%	100.0%	91.7%	100.0%	50.0%	91.1%
No	0.0%	18.8%	0.0%	8.3%	0.0%	50.0%	8.9%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408

	Commission District						Total
	1	2	3	4	5	6	
<u>Q14-1. Big Bull Creek Park</u>							
Very familiar	78.8%	70.8%	82.0%	84.3%	89.2%	81.5%	81.3%
Somewhat familiar	15.2%	27.7%	18.0%	15.7%	8.1%	9.2%	15.5%
Not at all familiar	6.1%	1.5%	0.0%	0.0%	2.7%	9.2%	3.2%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408

	Commission District						Total
	1	2	3	4	5	6	
<u>Q14-2. Lexington Lake Park</u>							
Very familiar	86.4%	83.1%	95.0%	88.6%	90.4%	85.7%	88.2%
Somewhat familiar	13.6%	15.4%	3.3%	10.0%	8.2%	11.1%	10.3%
Not at all familiar	0.0%	1.5%	1.7%	1.4%	1.4%	3.2%	1.5%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408

	Commission District						Total
	1	2	3	4	5	6	
<u>Q14-3. The Beach House at Shawnee Mission Park</u>							
Very familiar	63.6%	47.7%	77.0%	67.1%	71.2%	78.5%	67.5%
Somewhat familiar	28.8%	35.4%	16.4%	30.1%	21.9%	15.4%	24.8%
Not at all familiar	7.6%	16.9%	6.6%	2.7%	6.8%	6.2%	7.7%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408

	Commission District						Total
	1	2	3	4	5	6	
<u>Q14-4. Meadowbrook Park</u>							
Very familiar	56.1%	70.8%	82.0%	65.7%	85.1%	89.1%	74.8%
Somewhat familiar	28.8%	24.6%	14.8%	25.7%	10.8%	9.4%	19.0%
Not at all familiar	15.2%	4.6%	3.3%	8.6%	4.1%	1.6%	6.3%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408

	Commission District						Total
	1	2	3	4	5	6	
<u>Q14-5. Lenexa Library</u>							
Very familiar	70.1%	26.2%	67.2%	60.6%	33.8%	60.0%	52.6%
Somewhat familiar	20.9%	43.1%	29.5%	31.0%	43.2%	36.9%	34.2%
Not at all familiar	9.0%	30.8%	3.3%	8.5%	23.0%	3.1%	13.2%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408

	Commission District						Total
	1	2	3	4	5	6	
<u>Q14-6. Monticello Library</u>							
Very familiar	79.1%	44.6%	88.3%	82.9%	70.8%	81.3%	74.4%
Somewhat familiar	11.9%	33.8%	10.0%	12.9%	19.4%	15.6%	17.3%
Not at all familiar	9.0%	21.5%	1.7%	4.3%	9.7%	3.1%	8.3%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408

	Commission District						Total
	1	2	3	4	5	6	
<u>Q14-7. Tomahawk Creek Wastewater Treatment Facility expansion</u>							
Very familiar	69.7%	72.3%	72.1%	70.4%	74.3%	81.3%	73.3%
Somewhat familiar	27.3%	24.6%	23.0%	19.7%	18.9%	12.5%	20.9%
Not at all familiar	3.0%	3.1%	4.9%	9.9%	6.8%	6.3%	5.7%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408

	Commission District						Total
	1	2	3	4	5	6	
<u>Q14-8. The new County Courthouse</u>							
Very familiar	26.9%	24.6%	41.0%	41.1%	32.4%	30.8%	32.8%
Somewhat familiar	43.3%	44.6%	50.8%	46.6%	48.6%	49.2%	47.2%
Not at all familiar	29.9%	30.8%	8.2%	12.3%	18.9%	20.0%	20.0%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q14-9. The new medical examiner/coroner facility</u>							
Very familiar	60.6%	58.5%	75.4%	72.2%	70.7%	60.0%	66.3%
Somewhat familiar	24.2%	30.8%	16.4%	19.4%	20.0%	27.7%	23.0%
Not at all familiar	15.2%	10.8%	8.2%	8.3%	9.3%	12.3%	10.6%

Q15. Do you recall receiving written information from the County about the projects listed in Question 14? (without "don't know")

N=408	Commission District						Total
	1	2	3	4	5	6	
<u>Q15. Do you recall receiving written information from County about projects listed in Question 14?</u>							
Yes	36.7%	36.1%	24.6%	21.0%	20.9%	37.3%	29.2%
No	63.3%	63.9%	75.4%	79.0%	79.1%	62.7%	70.8%

Q15a. From which of the following channels did you receive news or information about the major projects the County is undertaking?

N=107	Commission District						Total
	1	2	3	4	5	6	
Facebook	4.5%	13.6%	21.4%	0.0%	21.4%	27.3%	15.0%
Twitter	4.5%	4.5%	0.0%	0.0%	0.0%	0.0%	1.9%
Nextdoor	9.1%	4.5%	7.1%	0.0%	28.6%	9.1%	9.3%
Local news story on TV	45.5%	59.1%	57.1%	53.8%	28.6%	36.4%	46.7%
Local news story on radio	27.3%	27.3%	21.4%	38.5%	21.4%	4.5%	22.4%
Local news story in a newspaper	59.1%	59.1%	42.9%	46.2%	14.3%	13.6%	40.2%
Brochure	22.7%	18.2%	7.1%	7.7%	7.1%	13.6%	14.0%
JoCo Magazine	59.1%	81.8%	78.6%	76.9%	50.0%	54.5%	66.4%
The Best Times Magazine	50.0%	54.5%	28.6%	53.8%	28.6%	9.1%	37.4%
Community meeting or event	22.7%	13.6%	0.0%	0.0%	7.1%	0.0%	8.4%
From a friend or family member	36.4%	22.7%	28.6%	23.1%	7.1%	18.2%	23.4%
Newsletter from City or Chamber of Commerce	27.3%	22.7%	7.1%	7.7%	21.4%	22.7%	19.6%
Information from specific department responsible for project (i.e. library, parks, wastewater, etc.)	9.1%	18.2%	0.0%	0.0%	0.0%	4.5%	6.5%
Other	13.6%	27.3%	0.0%	0.0%	14.3%	4.5%	11.2%

Q16. Which of the following have you used or watched during the last week (for any reason, not just when searching for Johnson County information)? (without "none")

N=378	Commission District						Total
	1	2	3	4	5	6	
<u>Q16. What have you used or watched during last week?</u>							
Text messaging	64.6%	53.8%	52.6%	43.3%	52.9%	53.6%	53.4%
Facebook	38.5%	43.1%	38.6%	41.8%	52.9%	64.3%	46.3%
Twitter	13.8%	9.2%	12.3%	11.9%	20.6%	14.3%	13.8%
YouTube or other online video content	24.6%	24.6%	22.8%	25.4%	32.4%	32.1%	27.0%
Nextdoor	26.2%	15.4%	15.8%	23.9%	20.6%	17.9%	20.1%
Snapchat	3.1%	0.0%	3.5%	11.9%	8.8%	12.5%	6.6%
Mobile app	38.5%	30.8%	22.8%	14.9%	25.0%	19.6%	25.4%
Instagram	9.2%	7.7%	14.0%	11.9%	25.0%	8.9%	13.0%
LinkedIn	7.7%	9.2%	17.5%	14.9%	20.6%	10.7%	13.5%
Pinterest	10.8%	13.8%	19.3%	22.4%	20.6%	19.6%	17.7%
Local news on TV	83.1%	93.8%	57.9%	59.7%	54.4%	66.1%	69.3%
Local news on radio	55.4%	50.8%	26.3%	35.8%	27.9%	30.4%	38.1%
Local news in a newspaper	63.1%	70.8%	29.8%	28.4%	17.6%	17.9%	38.4%
Website	58.5%	52.3%	50.9%	43.3%	52.9%	53.6%	51.9%

Appendix B: Crosstabular Data by Age and Gender

Q1. How interested are you in keeping informed about Johnson County events and County government services? Would you say you are... (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q1. How interested are you in keeping informed about Johnson County events & County government services?</u>								
Very interested	0.0%	1.2%	2.5%	3.7%	4.2%	2.6%	2.0%	2.3%
Interested	34.7%	32.1%	28.4%	14.8%	16.7%	26.2%	26.9%	26.1%
Somewhat interested	41.7%	37.0%	45.7%	48.1%	40.3%	44.5%	40.1%	42.4%
Not interested	23.6%	29.6%	23.5%	33.3%	38.9%	26.7%	31.0%	29.3%

Q3. How do you usually hear about Johnson County news and information FIRST? (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q3. How do you usually hear about Johnson County news & information first?</u>								
From an official Johnson County Government news/communications outlet (e.g. County website, email, JoCo Magazine, The Best Times Magazine, County social media, etc.)	35.8%	47.3%	34.3%	37.5%	43.5%	36.8%	41.9%	39.6%
From a source other than the County (e.g., local news, friends)	64.2%	52.7%	65.7%	62.5%	56.5%	63.2%	58.1%	60.4%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-1. Public safety</u>								
Strongly agree	6.3%	21.8%	21.8%	19.5%	12.7%	17.1%	16.5%	16.4%
Agree	35.9%	37.2%	37.2%	45.5%	47.9%	39.8%	41.0%	40.4%
Neutral	37.5%	29.5%	28.2%	20.8%	26.8%	28.7%	29.3%	29.0%
Disagree	17.2%	6.4%	9.0%	11.7%	8.5%	11.0%	9.6%	10.6%
Strongly disagree	3.1%	5.1%	3.8%	2.6%	4.2%	3.3%	3.7%	3.7%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-2. The environment</u>								
Strongly agree	3.2%	12.0%	11.7%	16.9%	14.3%	10.6%	13.0%	11.5%
Agree	28.6%	41.3%	39.0%	22.1%	38.6%	34.1%	33.7%	34.0%
Neutral	33.3%	36.0%	32.5%	41.6%	27.1%	37.4%	32.1%	34.6%
Disagree	25.4%	6.7%	10.4%	13.0%	17.1%	12.8%	15.2%	14.2%
Strongly disagree	9.5%	4.0%	6.5%	6.5%	2.9%	5.0%	6.0%	5.6%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-3. The County budget</u>								
Strongly agree	3.3%	16.0%	9.2%	7.7%	2.9%	8.2%	7.9%	7.9%
Agree	15.0%	25.3%	28.9%	32.1%	27.9%	26.9%	24.9%	26.4%
Neutral	41.7%	34.7%	38.2%	29.5%	36.8%	33.5%	38.4%	36.4%
Disagree	28.3%	13.3%	11.8%	19.2%	20.6%	18.7%	18.6%	18.2%
Strongly disagree	11.7%	10.7%	11.8%	11.5%	11.8%	12.6%	10.2%	11.1%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-4. Aging/senior services</u>								
Strongly agree	5.0%	14.5%	13.3%	15.6%	15.5%	11.4%	15.0%	12.9%
Agree	16.7%	27.5%	26.7%	36.4%	47.9%	29.1%	32.2%	30.9%
Neutral	48.3%	39.1%	34.7%	32.5%	19.7%	36.0%	34.4%	35.3%
Disagree	25.0%	10.1%	16.0%	9.1%	8.5%	16.6%	10.6%	13.2%
Strongly disagree	5.0%	8.7%	9.3%	6.5%	8.5%	6.9%	7.8%	7.7%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-5. Human services</u>								
Strongly agree	3.2%	14.9%	9.5%	7.0%	11.8%	6.5%	12.1%	9.2%
Agree	19.4%	25.7%	33.8%	35.2%	41.2%	30.8%	30.8%	30.8%
Neutral	45.2%	41.9%	37.8%	38.0%	29.4%	40.8%	37.9%	39.2%
Disagree	24.2%	10.8%	13.5%	14.1%	11.8%	16.6%	12.6%	14.7%
Strongly disagree	8.1%	6.8%	5.4%	5.6%	5.9%	5.3%	6.6%	6.1%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-6. Public health</u>								
Strongly agree	6.5%	18.2%	11.7%	17.1%	8.5%	13.5%	12.3%	12.6%
Agree	32.3%	36.4%	32.5%	31.6%	47.9%	30.9%	40.1%	35.6%
Neutral	37.1%	24.7%	36.4%	34.2%	25.4%	35.4%	29.4%	32.6%
Disagree	17.7%	14.3%	13.0%	10.5%	8.5%	12.9%	12.3%	12.3%
Strongly disagree	6.5%	6.5%	6.5%	6.6%	9.9%	7.3%	5.9%	7.0%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-7. Transportation</u>								
Strongly agree	6.5%	14.5%	9.1%	13.3%	10.3%	9.1%	12.6%	10.6%
Agree	27.4%	28.9%	28.6%	22.7%	35.3%	25.6%	31.1%	28.5%
Neutral	38.7%	36.8%	41.6%	38.7%	26.5%	40.3%	35.5%	37.7%
Disagree	16.1%	13.2%	7.8%	13.3%	16.2%	14.2%	10.4%	12.7%
Strongly disagree	11.3%	6.6%	13.0%	12.0%	11.8%	10.8%	10.4%	10.6%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-8. Libraries</u>								
Strongly agree	10.6%	21.8%	18.2%	35.0%	31.4%	24.9%	22.5%	23.3%
Agree	42.4%	41.0%	39.0%	32.5%	42.9%	35.1%	41.2%	38.7%
Neutral	25.8%	26.9%	27.3%	20.0%	14.3%	27.0%	21.4%	24.1%
Disagree	15.2%	7.7%	9.1%	6.3%	8.6%	9.7%	9.1%	9.2%
Strongly disagree	6.1%	2.6%	6.5%	6.3%	2.9%	3.2%	5.9%	4.7%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-9. Parks & recreation</u>								
Strongly agree	19.4%	32.1%	23.8%	32.9%	33.3%	25.1%	30.5%	27.8%
Agree	50.7%	38.5%	50.0%	37.8%	46.4%	42.4%	46.0%	44.1%
Neutral	17.9%	24.4%	22.5%	20.7%	13.0%	24.6%	16.6%	20.9%
Disagree	9.0%	2.6%	2.5%	3.7%	5.8%	5.2%	4.3%	4.6%
Strongly disagree	3.0%	2.6%	1.3%	4.9%	1.4%	2.6%	2.7%	2.6%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-10. Special events</u>								
Strongly agree	7.6%	17.6%	14.1%	11.7%	17.4%	11.7%	15.6%	13.6%
Agree	45.5%	47.3%	35.9%	40.3%	52.2%	38.9%	47.3%	43.6%
Neutral	22.7%	25.7%	39.7%	31.2%	21.7%	32.8%	25.8%	29.0%
Disagree	21.2%	5.4%	3.8%	9.1%	4.3%	11.1%	6.5%	8.8%
Strongly disagree	3.0%	4.1%	6.4%	7.8%	4.3%	5.6%	4.8%	5.1%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-11. Volunteer opportunities</u>								
Strongly agree	1.6%	8.3%	11.0%	11.7%	11.1%	8.3%	9.4%	8.7%
Agree	19.4%	22.2%	23.3%	22.1%	33.3%	20.7%	27.2%	24.0%
Neutral	43.5%	44.4%	37.0%	41.6%	41.3%	46.7%	37.2%	42.2%
Disagree	27.4%	15.3%	19.2%	15.6%	7.9%	16.6%	17.2%	16.8%
Strongly disagree	8.1%	9.7%	9.6%	9.1%	6.3%	7.7%	8.9%	8.4%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-12. County projects</u>								
Strongly agree	6.6%	13.7%	7.9%	6.4%	12.5%	7.9%	10.2%	9.1%
Agree	29.5%	30.1%	27.6%	29.5%	35.9%	31.1%	30.1%	30.0%
Neutral	37.7%	38.4%	36.8%	34.6%	34.4%	34.5%	38.6%	36.9%
Disagree	14.8%	9.6%	15.8%	24.4%	12.5%	18.1%	13.6%	15.7%
Strongly disagree	11.5%	8.2%	11.8%	5.1%	4.7%	8.5%	7.4%	8.3%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q4-13. Various services County provides</u>								
Strongly agree	1.7%	13.2%	12.0%	6.4%	10.1%	5.1%	12.6%	8.7%
Agree	23.7%	28.9%	22.7%	37.2%	36.2%	30.3%	29.5%	29.6%
Neutral	47.5%	38.2%	45.3%	29.5%	33.3%	42.3%	36.1%	39.1%
Disagree	22.0%	13.2%	12.0%	17.9%	15.9%	15.4%	15.8%	15.8%
Strongly disagree	5.1%	6.6%	8.0%	9.0%	4.3%	6.9%	6.0%	6.8%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-1. Group email from County departments</u>								
Frequently	12.3%	8.5%	10.1%	7.2%	14.9%	10.4%	10.6%	10.7%
Occasionally	24.7%	31.7%	31.6%	27.7%	23.0%	28.0%	28.1%	28.0%
Never	63.0%	59.8%	58.2%	65.1%	62.2%	61.7%	61.3%	61.3%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-2. Person-to-person/word of mouth</u>								
Frequently	32.4%	23.5%	25.0%	20.5%	21.9%	23.3%	25.6%	24.6%
Occasionally	45.9%	59.3%	58.8%	56.6%	61.6%	56.0%	55.8%	56.3%
Never	21.6%	17.3%	16.3%	22.9%	16.4%	20.7%	18.6%	19.1%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-3. Traditional news media (local newspapers, local television, local radio, area magazines)</u>								
Frequently	41.9%	54.9%	60.5%	66.3%	72.0%	56.4%	61.7%	58.7%
Occasionally	43.2%	40.2%	32.1%	31.3%	18.7%	35.9%	30.8%	33.7%
Never	14.9%	4.9%	7.4%	2.4%	9.3%	7.7%	7.5%	7.6%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-4. Internet (not including the County's website)</u>								
Frequently	37.0%	25.6%	27.2%	24.1%	23.0%	31.3%	23.1%	26.9%
Occasionally	47.9%	52.4%	49.4%	42.2%	29.7%	46.2%	44.2%	45.4%
Never	15.1%	22.0%	23.5%	33.7%	47.3%	22.6%	32.7%	27.7%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-5. County's social media (Facebook, Twitter, Nextdoor, etc.)</u>								
Frequently	31.1%	19.8%	16.0%	3.6%	12.2%	10.8%	22.0%	16.3%
Occasionally	24.3%	32.1%	19.8%	18.1%	20.3%	21.6%	23.5%	23.5%
Never	44.6%	48.1%	64.2%	78.3%	67.6%	67.5%	54.5%	60.2%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-6. County's broadcast of Board of County Commissioners' meetings on the web</u>								
Frequently	0.0%	2.4%	0.0%	0.0%	5.4%	1.5%	1.5%	1.5%
Occasionally	9.5%	22.0%	17.7%	8.4%	5.4%	12.3%	13.6%	12.9%
Never	90.5%	75.6%	82.3%	91.6%	89.2%	86.2%	84.8%	85.6%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408

	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-7. County staff</u>								
Frequently	2.7%	1.2%	3.7%	1.2%	0.0%	2.1%	1.5%	1.7%
Occasionally	11.0%	23.2%	27.2%	22.9%	18.9%	19.2%	22.5%	20.8%
Never	86.3%	75.6%	69.1%	75.9%	81.1%	78.8%	76.0%	77.5%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408

	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-8. Public meetings</u>								
Frequently	0.0%	1.2%	3.8%	2.4%	1.4%	2.6%	1.0%	1.7%
Occasionally	13.5%	27.2%	32.5%	39.8%	35.6%	30.8%	28.9%	29.5%
Never	86.5%	71.6%	63.8%	57.8%	63.0%	66.7%	70.1%	68.7%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-9. Johnson County website</u>								
Frequently	13.5%	15.9%	8.6%	12.0%	5.3%	11.8%	10.4%	11.3%
Occasionally	60.8%	50.0%	53.1%	42.2%	36.0%	52.3%	46.8%	48.6%
Never	25.7%	34.1%	38.3%	45.8%	58.7%	35.9%	42.8%	40.0%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-10. Events</u>								
Frequently	6.8%	7.3%	9.9%	4.8%	9.6%	4.6%	11.1%	7.7%
Occasionally	42.5%	61.0%	61.7%	55.4%	54.8%	55.4%	54.5%	55.0%
Never	50.7%	31.7%	28.4%	39.8%	35.6%	40.0%	34.3%	37.4%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-11. Joco Magazine</u>								
Frequently	21.6%	26.8%	39.5%	44.6%	47.3%	29.2%	43.0%	35.5%
Occasionally	45.9%	43.9%	34.6%	34.9%	27.0%	40.0%	34.5%	37.4%
Never	32.4%	29.3%	25.9%	20.5%	25.7%	30.8%	22.5%	27.1%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-12. The Best Times magazine</u>								
Frequently	4.1%	12.5%	18.5%	32.9%	47.9%	16.2%	29.6%	22.9%
Occasionally	9.5%	17.5%	24.7%	35.4%	19.2%	25.7%	17.6%	21.4%
Never	86.5%	70.0%	56.8%	31.7%	32.9%	58.1%	52.8%	55.6%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5-13. Quarterly e-mail from County</u>								
Frequently	5.4%	8.5%	14.8%	6.1%	10.8%	5.2%	11.0%	8.9%
Occasionally	23.0%	34.1%	28.4%	20.7%	20.3%	25.8%	26.5%	25.7%
Never	71.6%	57.3%	56.8%	73.2%	68.9%	69.1%	62.5%	65.4%

Q5a. If you depend on the Johnson County website "frequently" or "Occasionally," for which of the following purposes have you used the County's website? (without "not provided")

N=402	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q5a. For what purposes have you used County's website?</u>								
To look for general information about the County	26.3%	23.1%	28.8%	32.7%	37.2%	24.8%	32.8%	28.6%
To understand a specific County service or program	29.8%	26.2%	35.6%	30.6%	25.6%	29.1%	29.1%	29.0%
Pay bill, renew vehicle (i.e. to do business with the County)	35.1%	38.5%	35.6%	22.4%	34.9%	35.5%	32.8%	34.3%
Other	8.8%	12.3%	0.0%	14.3%	2.3%	10.6%	5.2%	8.1%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q6-1. I am satisfied with quality of information provided on the County's website</u>								
Strongly agree	8.2%	10.8%	15.6%	17.3%	25.6%	10.9%	18.4%	14.1%
Agree	41.0%	46.2%	31.3%	51.9%	41.0%	45.6%	40.4%	42.6%
Neutral	37.7%	36.9%	45.3%	26.9%	30.8%	35.4%	36.8%	36.4%
Disagree	9.8%	6.2%	4.7%	1.9%	2.6%	5.4%	3.7%	5.2%
Strongly disagree	3.3%	0.0%	3.1%	1.9%	0.0%	2.7%	0.7%	1.7%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q6-2. It is easy to find the information I am looking for</u>								
Strongly agree	6.3%	10.4%	9.4%	13.0%	20.9%	8.5%	14.3%	11.0%
Agree	27.0%	40.3%	26.6%	38.9%	39.5%	34.0%	35.0%	34.2%
Neutral	39.7%	37.3%	43.8%	44.4%	27.9%	41.8%	36.4%	39.5%
Disagree	20.6%	11.9%	14.1%	1.9%	11.6%	11.8%	12.1%	12.3%
Strongly disagree	6.3%	0.0%	6.3%	1.9%	0.0%	3.9%	2.1%	3.0%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q6-3. County's website is easy to use</u>								
Strongly agree	3.3%	10.6%	9.5%	18.8%	21.1%	9.7%	13.5%	11.2%
Agree	35.0%	42.4%	33.3%	33.3%	42.1%	34.0%	40.6%	36.8%
Neutral	45.0%	37.9%	41.3%	41.7%	28.9%	41.7%	37.6%	40.4%
Disagree	10.0%	9.1%	9.5%	4.2%	7.9%	10.4%	6.0%	8.4%
Strongly disagree	6.7%	0.0%	6.3%	2.1%	0.0%	4.2%	2.3%	3.2%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q6-4. I like the look & feel of the County's website</u>								
Strongly agree	3.2%	9.2%	8.2%	15.2%	21.6%	7.0%	13.7%	10.0%
Agree	22.6%	38.5%	34.4%	28.3%	37.8%	32.4%	34.4%	32.4%
Neutral	56.5%	44.6%	45.9%	54.3%	37.8%	49.3%	45.0%	48.4%
Disagree	11.3%	6.2%	6.6%	0.0%	2.7%	7.0%	4.6%	6.0%
Strongly disagree	6.5%	1.5%	4.9%	2.2%	0.0%	4.2%	2.3%	3.2%

Q7. Have you visited the County's website during the past six months? (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q7. Have you visited County's website during past six months?</u>								
Yes	74.6%	66.7%	57.7%	44.6%	41.8%	61.7%	53.2%	57.7%
No	25.4%	33.3%	42.3%	55.4%	58.2%	38.3%	46.8%	42.3%

Q8. Do you ever watch the County's online broadcast of Board of County Commissioners' meetings? (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q8. Do you ever watch County's online broadcast of Board of County Commissioners' meetings?</u>								
Yes	1.4%	2.5%	8.5%	5.1%	1.4%	4.7%	2.5%	3.8%
No	98.6%	97.5%	91.5%	94.9%	98.6%	95.3%	97.5%	96.2%

Q9. Are you aware of the County's social media channels? (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q9. Are you aware of County's social media channels?</u>								
Yes	33.8%	23.7%	27.5%	23.4%	22.2%	24.5%	27.2%	25.6%
No	66.2%	76.3%	72.5%	76.6%	77.8%	75.5%	72.8%	74.4%

Q9a. Do you follow any of the County's social media outlets?

N=99	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q9a. Do you follow any County's social media outlets?</u>								
Facebook	70.8%	44.4%	18.2%	11.1%	0.0%	24.4%	36.5%	32.3%
Twitter	25.0%	16.7%	4.5%	11.1%	0.0%	17.8%	7.7%	13.1%
Instagram	4.2%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	2.0%
Nextdoor	12.5%	38.9%	18.2%	16.7%	12.5%	15.6%	23.1%	19.2%
LinkedIn	4.2%	5.6%	9.1%	0.0%	0.0%	6.7%	1.9%	4.0%
YouTube	4.2%	0.0%	13.6%	0.0%	0.0%	6.7%	1.9%	4.0%

Q10. Are you aware of NotifyJoCo the County uses for emergency and other alerts by text, emails and phone calls? (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q10. Are you aware of NotifyJoCo?</u>								
Yes	46.5%	60.0%	60.8%	60.5%	63.5%	55.3%	59.5%	57.5%
No	53.5%	40.0%	39.2%	39.5%	36.5%	44.7%	40.5%	42.5%

Q10a. Have you signed up for alerts from NotifyJoCo at www.NotifyJoCo.org? (without "don't know")

N=227	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q10a. Have you signed up for alerts from NotifyJoCo?</u>								
Yes	77.4%	65.9%	79.1%	56.5%	57.1%	63.6%	68.9%	66.3%
No	22.6%	34.1%	20.9%	43.5%	42.9%	36.4%	31.1%	33.7%

Q10b. Why not? (without "not provided")

N=70	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q10b. Why not?</u>								
Never heard of it	0.0%	33.3%	0.0%	30.0%	18.8%	25.0%	16.7%	20.6%
I don't want to receive emergency information	28.6%	20.0%	66.7%	25.0%	25.0%	30.6%	30.0%	29.4%
I plan to sign up	71.4%	46.7%	33.3%	45.0%	56.3%	44.4%	53.3%	50.0%

Q11. In the future, which of the following communications would you like to see the County use more frequently for communicating to residents? (without "none")

N=371	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q11. What communications would you like to see County use more frequently for communicating to residents in the future?</u>								
Magazines	19.7%	22.1%	41.3%	45.9%	45.3%	32.4%	36.3%	34.0%
Facebook	49.3%	29.9%	22.7%	12.2%	7.8%	20.1%	29.7%	25.1%
Twitter	19.7%	15.6%	6.7%	1.4%	3.1%	10.1%	8.8%	9.4%
Text messages and/or alerts sent to mobile devices	47.9%	50.6%	46.7%	39.2%	29.7%	39.7%	45.6%	42.9%
Mobile apps to access County information	39.4%	33.8%	25.3%	10.8%	7.8%	23.5%	25.3%	24.5%
Nextdoor	14.1%	20.8%	18.7%	13.5%	25.0%	15.1%	20.9%	18.1%
E-newsletter to your email	40.8%	50.6%	52.0%	44.6%	50.0%	48.6%	46.2%	47.7%
Online video/livestreaming (i.e. Facebook Live)	11.3%	9.1%	8.0%	8.1%	4.7%	7.8%	7.7%	8.1%
Website	40.8%	37.7%	32.0%	24.3%	18.8%	34.6%	28.6%	31.5%
NotifyJoCo alert system (non-emergency /emergency notifications)	42.3%	33.8%	33.3%	29.7%	29.7%	30.2%	35.7%	33.4%
Other	2.8%	6.5%	13.3%	5.4%	14.1%	3.9%	12.6%	8.1%

Q12. Community Engagement. Please indicate if you have done any of the following during the past 12 months. (without "none")

N=141	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q12. Have you done any following during past 12 months?</u>								
Attended a County-hosted public meeting or event	26.9%	25.0%	27.3%	43.8%	20.8%	39.1%	20.3%	29.8%
Emailed or phoned an elected County official	34.6%	29.2%	51.5%	56.3%	41.7%	46.4%	43.5%	44.0%
Emailed or phoned a County staff person	42.3%	58.3%	60.6%	53.1%	41.7%	52.2%	49.3%	51.8%
Attended a Board of County Commissioners meeting in person	0.0%	0.0%	9.1%	12.5%	4.2%	8.7%	1.4%	5.7%
Watched a Board of County Commissioners meeting online	7.7%	16.7%	3.0%	3.1%	4.2%	10.1%	2.9%	6.4%

Q12a. Overall, how would you rate your experience with this (or these) these community engagement activities? (without "don't know")

N=141	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q12a. How would you rate your experience with these community engagement activities?</u>								
Very good	4.5%	36.4%	28.1%	36.7%	19.0%	31.8%	19.7%	25.6%
Good	40.9%	22.7%	37.5%	33.3%	47.6%	34.8%	37.7%	37.2%
Average	54.5%	31.8%	21.9%	26.7%	14.3%	25.8%	32.8%	28.7%
Poor	0.0%	0.0%	9.4%	3.3%	19.0%	4.5%	8.2%	6.2%
Very poor	0.0%	9.1%	3.1%	0.0%	0.0%	3.0%	1.6%	2.3%

Q13. In the past 12 months, have you received or requested any print magazines, brochures, or other print materials from the County?

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13. Have you received or requested any print magazines, brochures, or other print materials from County in past 12 months?</u>								
Yes	47.3%	37.8%	54.9%	45.8%	46.7%	39.8%	50.2%	46.1%
No	52.7%	62.2%	45.1%	54.2%	53.3%	60.2%	49.8%	53.9%

Q13a. Do you recall receiving JoCo Magazine in the mail? (without "don't know")

N=188	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13a. Do you recall receiving JoCo Magazine in the mail?</u>								
Yes	94.1%	81.5%	88.4%	92.1%	87.9%	90.4%	87.6%	89.3%
No	5.9%	18.5%	11.6%	7.9%	12.1%	9.6%	12.4%	10.7%

Q13b. Do you read JoCo Magazine? (without "don't know")

N=188	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q13b. Do you read JoCo Magazine?</u>								
Yes	87.5%	90.5%	94.4%	94.3%	96.6%	89.1%	95.3%	92.9%
No	12.5%	9.5%	5.6%	5.7%	3.4%	10.9%	4.7%	7.1%

Q13d. If you are age 60 or older, do you recall receiving The Best Times magazine in the mail? (without "N/A, not 60 or over")

N=77	Q19. Your age		Q22. Your gender		Total
	55-64	65+	Male	Female	

Q13d. If you are age 60 or older, do you recall receiving The Best Times Magazine in the mail?

Yes	80.0%	85.3%	81.3%	83.8%	82.9%
No	20.0%	14.7%	18.8%	16.2%	17.1%

Q13e. Do you read The Best Times magazine? (without "don't know")

N=58	Q19. Your age		Q22. Your gender		Total
	55-64	65+	Male	Female	

Q13e. Do you read The Best Times Magazine?

Yes	85.2%	96.4%	88.0%	93.3%	91.1%
No	14.8%	3.6%	12.0%	6.7%	8.9%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14-1. Big Bull Creek Park</u>								
Very familiar	84.9%	86.4%	80.0%	73.5%	82.2%	79.3%	83.8%	81.3%
Somewhat familiar	6.8%	13.6%	13.8%	24.1%	17.8%	17.1%	13.6%	15.5%
Not at all familiar	8.2%	0.0%	6.3%	2.4%	0.0%	3.6%	2.5%	3.2%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14-2. Lexington Lake Park</u>								
Very familiar	90.4%	90.0%	88.8%	80.5%	91.5%	85.9%	90.8%	88.2%
Somewhat familiar	6.8%	8.8%	8.8%	19.5%	8.5%	12.0%	9.2%	10.3%
Not at all familiar	2.7%	1.3%	2.5%	0.0%	0.0%	2.1%	0.0%	1.5%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14-3. The Beach House at Shawnee Mission Park</u>								
Very familiar	74.0%	70.7%	64.2%	63.9%	65.8%	65.5%	69.3%	67.5%
Somewhat familiar	21.9%	23.2%	22.2%	26.5%	31.5%	26.8%	23.1%	24.8%
Not at all familiar	4.1%	6.1%	13.6%	9.6%	2.7%	7.7%	7.5%	7.7%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14-4. Meadowbrook Park</u>								
Very familiar	83.6%	82.7%	75.3%	64.6%	65.3%	74.5%	74.2%	74.8%
Somewhat familiar	13.7%	12.3%	16.0%	26.8%	27.8%	19.3%	19.7%	19.0%
Not at all familiar	2.7%	4.9%	8.6%	8.5%	6.9%	6.3%	6.1%	6.3%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14-5. Lenexa Library</u>								
Very familiar	54.8%	47.6%	52.5%	56.1%	49.3%	55.4%	51.0%	52.6%
Somewhat familiar	34.2%	43.9%	31.3%	28.0%	37.3%	30.6%	38.0%	34.2%
Not at all familiar	11.0%	8.5%	16.3%	15.9%	13.3%	14.0%	11.0%	13.2%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14-6. Monticello Library</u>								
Very familiar	76.7%	77.5%	71.3%	70.7%	76.4%	74.6%	74.9%	74.4%
Somewhat familiar	16.4%	17.5%	17.5%	18.3%	16.7%	17.1%	17.9%	17.3%
Not at all familiar	6.8%	5.0%	11.3%	11.0%	6.9%	8.3%	7.2%	8.3%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14-7. Tomahawk Creek Wastewater Treatment Facility expansion</u>								
Very familiar	81.9%	69.5%	76.3%	68.7%	69.9%	73.7%	73.6%	73.3%
Somewhat familiar	12.5%	22.0%	20.0%	27.7%	24.7%	20.6%	21.8%	20.9%
Not at all familiar	5.6%	8.5%	3.8%	3.6%	5.5%	5.7%	4.6%	5.7%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14-8. The new County Courthouse</u>								
Very familiar	46.6%	40.2%	24.7%	24.1%	25.3%	32.5%	32.3%	32.8%
Somewhat familiar	39.7%	43.9%	46.9%	50.6%	57.3%	48.5%	47.3%	47.2%
Not at all familiar	13.7%	15.9%	28.4%	25.3%	17.3%	19.1%	20.4%	20.0%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q14-9. The new medical examiner/coroner facility</u>								
Very familiar	78.1%	70.7%	56.8%	59.0%	67.1%	65.6%	66.8%	66.3%
Somewhat familiar	13.7%	19.5%	23.5%	30.1%	28.8%	23.6%	23.1%	23.0%
Not at all familiar	8.2%	9.8%	19.8%	10.8%	4.1%	10.8%	10.1%	10.6%

Q15. Do you recall receiving written information from the County about the projects listed in Question 14? (without "don't know")

N=408	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q15. Do you recall receiving written information from County about projects listed in Question 14?</u>								
Yes	12.7%	31.2%	28.9%	40.8%	30.8%	30.5%	27.9%	29.2%
No	87.3%	68.8%	71.1%	59.2%	69.2%	69.5%	72.1%	70.8%

Q15a. From which of the following channels did you receive news or information about the major projects the County is undertaking?

N=107	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q15a. From what channels did you receive news or information about major projects County is undertaking?</u>								
Facebook	50.0%	25.0%	27.3%	0.0%	0.0%	7.4%	22.0%	15.0%
Twitter	0.0%	0.0%	4.5%	3.2%	0.0%	1.9%	2.0%	1.9%
Nextdoor	12.5%	8.3%	22.7%	3.2%	5.0%	7.4%	12.0%	9.3%
Local news story on TV	25.0%	41.7%	36.4%	64.5%	45.0%	50.0%	42.0%	46.7%
Local news story on radio	25.0%	8.3%	18.2%	32.3%	30.0%	25.9%	18.0%	22.4%
Local news story in a newspaper	12.5%	12.5%	45.5%	67.7%	35.0%	50.0%	30.0%	40.2%
Brochure	25.0%	12.5%	9.1%	16.1%	15.0%	14.8%	12.0%	14.0%
JoCo Magazine	62.5%	50.0%	72.7%	77.4%	60.0%	68.5%	66.0%	66.4%
The Best Times Magazine	0.0%	8.3%	36.4%	51.6%	65.0%	35.2%	40.0%	37.4%
Community meeting or event	0.0%	4.2%	22.7%	9.7%	0.0%	9.3%	8.0%	8.4%
From a friend or family member	25.0%	25.0%	22.7%	25.8%	15.0%	22.2%	24.0%	23.4%
Newsletter from City or Chamber of Commerce	25.0%	12.5%	45.5%	12.9%	10.0%	16.7%	24.0%	19.6%
Information from specific department responsible for project (i.e. library, parks, wastewater, etc.)	12.5%	0.0%	9.1%	6.5%	10.0%	3.7%	10.0%	6.5%
Other	12.5%	12.5%	0.0%	16.1%	15.0%	9.3%	14.0%	11.2%

Q16. Which of the following have you used or watched during the last week (for any reason, not just when searching for Johnson County information)? (without "none")

N=378	Q19. Your age					Q22. Your gender		Total
	18-34	35-44	45-54	55-64	65+	Male	Female	
<u>Q16. What have you used or watched during last week?</u>								
Text messaging	66.7%	59.7%	61.0%	51.9%	35.2%	50.0%	55.6%	53.4%
Facebook	71.0%	58.3%	48.1%	39.0%	22.5%	38.9%	51.9%	46.3%
Twitter	21.7%	22.2%	11.7%	11.7%	2.8%	15.6%	11.6%	13.8%
YouTube or other online video content	44.9%	33.3%	26.0%	20.8%	14.1%	28.3%	24.9%	27.0%
Nextdoor	13.0%	26.4%	29.9%	14.3%	19.7%	14.4%	24.9%	20.1%
Snapchat	23.2%	6.9%	2.6%	0.0%	1.4%	4.4%	7.4%	6.6%
Mobile app	37.7%	25.0%	33.8%	20.8%	12.7%	22.2%	26.5%	25.4%
Instagram	30.4%	13.9%	11.7%	5.2%	5.6%	8.9%	15.9%	13.0%
LinkedIn	13.0%	27.8%	13.0%	13.0%	2.8%	16.1%	10.1%	13.5%
Pinterest	29.0%	18.1%	20.8%	9.1%	14.1%	8.9%	24.3%	17.7%
Local news on TV	49.3%	63.9%	68.8%	90.9%	81.7%	66.7%	72.0%	69.3%
Local news on radio	30.4%	36.1%	35.1%	51.9%	40.8%	40.6%	36.0%	38.1%
Local news in a newspaper	13.0%	19.4%	42.9%	67.5%	50.7%	37.2%	39.7%	38.4%
Website	72.5%	61.1%	57.1%	44.2%	32.4%	48.9%	53.4%	51.9%

**Appendix C:
Crosstabular Data by
Race and Years in Johnson Co.**

Q1. How interested are you in keeping informed about Johnson County events and County government services? Would you say you are... (without "don't know")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q1. How interested are you in keeping informed about Johnson County events & County government services?</u>								
Very interested	0.0%	2.7%	0.0%	0.0%	2.9%	2.5%	0.0%	2.3%
Interested	43.5%	27.0%	27.0%	42.4%	19.7%	24.2%	35.1%	26.1%
Somewhat interested	34.8%	48.6%	40.5%	39.4%	43.7%	43.8%	29.7%	42.4%
Not interested	21.7%	21.6%	32.4%	18.2%	33.6%	29.5%	35.1%	29.3%

Q3. How do you usually hear about Johnson County news and information FIRST? (without "don't know")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q3. How do you usually hear about Johnson County news & information first?</u>								
From an official Johnson County Government news/communications outlet (e.g. County website, email, JoCo Magazine, The Best Times Magazine, County social media, etc.)	26.1%	50.0%	45.7%	55.2%	35.9%	39.5%	40.0%	39.6%
From a source other than the County (e.g., local news, friends)	73.9%	50.0%	54.3%	44.8%	64.1%	60.5%	60.0%	60.4%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q4-1. Public safety

Strongly agree	10.5%	11.8%	18.9%	25.8%	17.5%	16.9%	15.2%	16.4%
Agree	31.6%	50.0%	37.8%	29.0%	41.0%	39.7%	33.3%	40.4%
Neutral	47.4%	20.6%	24.3%	29.0%	27.5%	28.0%	39.4%	29.0%
Disagree	10.5%	17.6%	18.9%	12.9%	8.3%	11.1%	9.1%	10.6%
Strongly disagree	0.0%	0.0%	0.0%	3.2%	5.7%	4.2%	3.0%	3.7%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?

Q20. Your race

Total

Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
-------------------	------------	-------------	-------------	-----------	-----------------	-------	--

Q4-2. The environment

Strongly agree	5.6%	2.9%	8.3%	10.0%	15.5%	13.3%	5.9%	11.5%
Agree	33.3%	47.1%	30.6%	26.7%	31.0%	31.0%	35.3%	34.0%
Neutral	55.6%	35.3%	27.8%	40.0%	32.7%	35.0%	44.1%	34.6%
Disagree	5.6%	14.7%	19.4%	16.7%	14.6%	15.0%	8.8%	14.2%
Strongly disagree	0.0%	0.0%	13.9%	6.7%	6.2%	5.7%	5.9%	5.6%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q4-3. The County budget

Strongly agree	5.6%	8.8%	12.1%	13.8%	7.5%	7.7%	11.8%	7.9%
Agree	16.7%	26.5%	21.2%	20.7%	27.3%	26.1%	26.5%	26.4%
Neutral	50.0%	35.3%	42.4%	24.1%	35.2%	35.8%	35.3%	36.4%
Disagree	22.2%	23.5%	12.1%	24.1%	18.1%	18.7%	17.6%	18.2%
Strongly disagree	5.6%	5.9%	12.1%	17.2%	11.9%	11.7%	8.8%	11.1%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q4-4. Aging/senior services

Strongly agree	0.0%	6.3%	14.3%	7.4%	16.1%	13.6%	12.5%	12.9%
Agree	38.9%	40.6%	14.3%	22.2%	33.2%	30.8%	25.0%	30.9%
Neutral	50.0%	37.5%	48.6%	33.3%	29.6%	34.9%	37.5%	35.3%
Disagree	5.6%	15.6%	14.3%	25.9%	11.7%	11.9%	18.8%	13.2%
Strongly disagree	5.6%	0.0%	8.6%	11.1%	9.4%	8.8%	6.3%	7.7%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q4-5. Human services

Strongly agree	0.0%	6.1%	8.3%	10.0%	11.7%	9.7%	8.8%	9.2%
Agree	31.6%	36.4%	25.0%	23.3%	30.5%	29.5%	38.2%	30.8%
Neutral	57.9%	42.4%	33.3%	40.0%	37.1%	39.6%	38.2%	39.2%
Disagree	5.3%	15.2%	25.0%	20.0%	13.6%	14.9%	8.8%	14.7%
Strongly disagree	5.3%	0.0%	8.3%	6.7%	7.0%	6.3%	5.9%	6.1%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?

Q20. Your race

Total

Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
-------------------	------------	-------------	-------------	-----------	-----------------	-------	--

Q4-6. Public health

Strongly agree	5.3%	2.9%	10.8%	12.9%	15.2%	11.9%	20.6%	12.6%
Agree	21.1%	50.0%	21.6%	35.5%	36.2%	36.1%	29.4%	35.6%
Neutral	57.9%	29.4%	43.2%	25.8%	29.0%	31.8%	35.3%	32.6%
Disagree	10.5%	11.8%	18.9%	16.1%	12.1%	13.2%	8.8%	12.3%
Strongly disagree	5.3%	5.9%	5.4%	9.7%	7.6%	7.0%	5.9%	7.0%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?

Q20. Your race

Total

Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
-------------------	------------	-------------	-------------	-----------	-----------------	-------	--

Q4-7. Transportation

Strongly agree	6.3%	5.9%	5.9%	13.3%	12.8%	11.1%	15.2%	10.6%
Agree	31.3%	38.2%	26.5%	30.0%	26.5%	29.5%	21.2%	28.5%
Neutral	56.3%	38.2%	38.2%	36.7%	33.6%	34.9%	42.4%	37.7%
Disagree	0.0%	17.6%	11.8%	10.0%	15.0%	13.4%	12.1%	12.7%
Strongly disagree	6.3%	0.0%	17.6%	10.0%	11.9%	11.1%	9.1%	10.6%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q4-8. Libraries

Strongly agree	10.5%	14.7%	18.4%	9.7%	28.6%	24.3%	20.6%	23.3%
Agree	52.6%	58.8%	36.8%	41.9%	35.5%	39.5%	32.4%	38.7%
Neutral	26.3%	20.6%	28.9%	19.4%	21.6%	21.7%	35.3%	24.1%
Disagree	10.5%	2.9%	10.5%	19.4%	9.1%	9.7%	11.8%	9.2%
Strongly disagree	0.0%	2.9%	5.3%	9.7%	5.2%	4.9%	0.0%	4.7%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?

Q20. Your race

Total

Less than

White/

5 years 6-10 years 11-15 years 16-20 years 20+ years

Caucasian Other

Q4-9. Parks & recreation

	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/ Caucasian	Other	Total
Strongly agree	10.5%	22.2%	26.3%	15.6%	33.6%	29.1%	20.0%	27.8%
Agree	52.6%	50.0%	39.5%	50.0%	41.8%	44.4%	42.9%	44.1%
Neutral	26.3%	25.0%	23.7%	25.0%	17.2%	19.2%	31.4%	20.9%
Disagree	5.3%	2.8%	5.3%	3.1%	5.2%	4.8%	2.9%	4.6%
Strongly disagree	5.3%	0.0%	5.3%	6.3%	2.2%	2.6%	2.9%	2.6%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q4-10. Special events

Strongly agree	5.3%	5.9%	13.5%	12.9%	16.4%	13.5%	12.5%	13.6%
Agree	47.4%	64.7%	29.7%	45.2%	42.5%	41.8%	46.9%	43.6%
Neutral	31.6%	26.5%	35.1%	25.8%	27.0%	29.9%	34.4%	29.0%
Disagree	5.3%	2.9%	16.2%	9.7%	8.4%	8.9%	6.3%	8.8%
Strongly disagree	10.5%	0.0%	5.4%	6.5%	5.8%	5.9%	0.0%	5.1%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?

Q20. Your race

Total

Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
-------------------	------------	-------------	-------------	-----------	-----------------	-------	--

Q4-11. Volunteer opportunities

Strongly agree	5.9%	6.1%	8.6%	10.0%	9.8%	8.7%	9.1%	8.7%
Agree	23.5%	30.3%	8.6%	26.7%	24.7%	22.8%	24.2%	24.0%
Neutral	64.7%	45.5%	62.9%	30.0%	36.7%	41.9%	51.5%	42.2%
Disagree	0.0%	18.2%	11.4%	20.0%	18.6%	17.3%	12.1%	16.8%
Strongly disagree	5.9%	0.0%	8.6%	13.3%	10.2%	9.3%	3.0%	8.4%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?

Q20. Your race

Total

Less than

White/

5 years 6-10 years 11-15 years 16-20 years 20+ years

Caucasian Other

Q4-12. County projects

	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/ Caucasian	Other	Total
Strongly agree	0.0%	6.5%	11.8%	17.9%	9.8%	8.9%	9.1%	9.1%
Agree	36.8%	48.4%	17.6%	21.4%	29.0%	30.0%	33.3%	30.0%
Neutral	42.1%	22.6%	47.1%	35.7%	35.3%	35.2%	48.5%	36.9%
Disagree	10.5%	22.6%	11.8%	14.3%	17.0%	17.1%	6.1%	15.7%
Strongly disagree	10.5%	0.0%	11.8%	10.7%	8.9%	8.9%	3.0%	8.3%

Q4. Using a scale of 1 to 5, where 1 means "Strongly Disagree" and 5 means "Strongly Agree," please rate your level of agreement with the following statements about the amount of information the County provides. Johnson County provides enough information about: (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?

Q20. Your race

Total

Less than

White/

5 years 6-10 years 11-15 years 16-20 years 20+ years

Caucasian Other

Q4-13. Various services County provides

	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/ Caucasian	Other	Total
Strongly agree	11.8%	0.0%	11.4%	13.3%	9.7%	9.1%	9.1%	8.7%
Agree	35.3%	46.9%	17.1%	30.0%	28.8%	28.9%	39.4%	29.6%
Neutral	29.4%	34.4%	45.7%	30.0%	38.1%	38.6%	36.4%	39.1%
Disagree	23.5%	18.8%	20.0%	20.0%	14.6%	16.1%	12.1%	15.8%
Strongly disagree	0.0%	0.0%	5.7%	6.7%	8.8%	7.4%	3.0%	6.8%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408

	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q5-1. Group email from County departments</u>								
Frequently	8.0%	10.5%	10.3%	20.0%	9.6%	11.0%	8.3%	10.7%
Occasionally	32.0%	36.8%	28.2%	23.3%	25.8%	26.0%	44.4%	28.0%
Never	60.0%	52.6%	61.5%	56.7%	64.6%	63.0%	47.2%	61.3%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408

	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q5-2. Person-to-person/word of mouth</u>								
Frequently	16.0%	21.6%	23.1%	21.2%	25.9%	25.2%	24.3%	24.6%
Occasionally	48.0%	64.9%	51.3%	51.5%	58.2%	56.4%	45.9%	56.3%
Never	36.0%	13.5%	25.6%	27.3%	15.9%	18.4%	29.7%	19.1%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q5-3. Traditional news media (local newspapers, local television, local radio, area magazines)

Frequently	40.0%	44.7%	48.7%	51.5%	68.5%	61.7%	45.9%	58.7%
Occasionally	44.0%	47.4%	41.0%	36.4%	27.0%	31.0%	45.9%	33.7%
Never	16.0%	7.9%	10.3%	12.1%	4.6%	7.3%	8.1%	7.6%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q5-4. Internet (not including the County's website)

Frequently	28.0%	24.3%	43.6%	39.4%	23.3%	25.4%	24.3%	26.9%
Occasionally	48.0%	54.1%	35.9%	30.3%	44.6%	46.2%	43.2%	45.4%
Never	24.0%	21.6%	20.5%	30.3%	32.1%	28.4%	32.4%	27.7%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q5-5. County's social media (Facebook, Twitter, Nextdoor, etc.)

Frequently	24.0%	24.3%	17.9%	30.3%	11.3%	14.9%	25.0%	16.3%
Occasionally	24.0%	27.0%	30.8%	30.3%	20.4%	23.2%	19.4%	23.5%
Never	52.0%	48.6%	51.3%	39.4%	68.3%	61.9%	55.6%	60.2%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q5-6. County's broadcast of Board of County Commissioners' meetings on the web

Frequently	4.0%	0.0%	2.6%	3.0%	1.3%	1.8%	0.0%	1.5%
Occasionally	16.0%	15.8%	17.9%	24.2%	9.2%	10.1%	18.9%	12.9%
Never	80.0%	84.2%	79.5%	72.7%	89.5%	88.0%	81.1%	85.6%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408

	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q5-7. County staff</u>								
Frequently	4.2%	0.0%	10.3%	0.0%	0.8%	2.1%	0.0%	1.7%
Occasionally	8.3%	21.1%	15.4%	30.3%	22.9%	20.8%	21.6%	20.8%
Never	87.5%	78.9%	74.4%	69.7%	76.3%	77.1%	78.4%	77.5%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408

	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q5-8. Public meetings</u>								
Frequently	4.0%	0.0%	2.6%	0.0%	2.1%	1.8%	2.7%	1.7%
Occasionally	8.0%	21.6%	25.6%	33.3%	34.0%	29.8%	32.4%	29.5%
Never	88.0%	78.4%	71.8%	66.7%	63.9%	68.3%	64.9%	68.7%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408

	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q5-9. Johnson County website</u>								
Frequently	8.0%	15.8%	15.4%	30.3%	8.3%	11.6%	10.8%	11.3%
Occasionally	44.0%	52.6%	46.2%	48.5%	46.5%	48.9%	48.6%	48.6%
Never	48.0%	31.6%	38.5%	21.2%	45.2%	39.5%	40.5%	40.0%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408

	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q5-10. Events</u>								
Frequently	4.0%	5.6%	5.1%	21.2%	7.5%	8.3%	5.4%	7.7%
Occasionally	32.0%	61.1%	56.4%	57.6%	54.2%	54.0%	62.2%	55.0%
Never	64.0%	33.3%	38.5%	21.2%	38.3%	37.7%	32.4%	37.4%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408

	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q5-11. Joco Magazine</u>								
Frequently	12.0%	31.6%	28.2%	30.3%	42.1%	38.1%	29.7%	35.5%
Occasionally	44.0%	39.5%	46.2%	39.4%	33.8%	35.7%	54.1%	37.4%
Never	44.0%	28.9%	25.6%	30.3%	24.2%	26.2%	16.2%	27.1%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408

	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q5-12. The Best Times magazine</u>								
Frequently	4.0%	10.8%	17.9%	9.1%	30.8%	24.5%	17.1%	22.9%
Occasionally	16.0%	21.6%	7.7%	21.2%	24.5%	20.6%	28.6%	21.4%
Never	80.0%	67.6%	74.4%	69.7%	44.7%	54.9%	54.3%	55.6%

Q5. In general, please indicate whether you FREQUENTLY, OCCASIONALLY, or NEVER depend on the following types of communication to stay informed about Johnson County. (without "not provided")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?

Q20. Your race

Total

Less than

White/

5 years

6-10 years

11-15 years

16-20 years

20+ years

Caucasian

Other

Q5-13. Quarterly e-mail from County

	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/ Caucasian	Other	Total
Frequently	4.0%	10.8%	5.1%	12.1%	10.0%	8.6%	10.8%	8.9%
Occasionally	24.0%	27.0%	25.6%	33.3%	22.5%	24.2%	43.2%	25.7%
Never	72.0%	62.2%	69.2%	54.5%	67.5%	67.3%	45.9%	65.4%

Q5a. If you depend on the Johnson County website "frequently" or "Occasionally," for which of the following purposes have you used the County's website? (without "not provided")

N=402

Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q5a. For what purposes have you used County's website?

To look for general information about the County	25.0%	37.5%	29.6%	31.0%	29.2%	31.6%	10.7%	28.6%
To understand a specific County service or program	25.0%	21.9%	18.5%	34.5%	31.2%	28.5%	39.3%	29.0%
Pay bill, renew vehicle (i.e. to do business with the County)	43.8%	40.6%	40.7%	20.7%	31.8%	32.5%	35.7%	34.3%
Other	6.3%	0.0%	11.1%	13.8%	7.8%	7.5%	14.3%	8.1%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?

Q20. Your race

Total

Less than

White/

5 years

6-10 years

11-15 years

16-20 years

20+ years

Caucasian

Other

Q6-1. I am satisfied with quality of information provided on the County's website

	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/ Caucasian	Other	Total
Strongly agree	15.0%	9.7%	10.7%	10.7%	18.1%	15.8%	3.3%	14.1%
Agree	15.0%	54.8%	42.9%	53.6%	39.4%	40.6%	50.0%	42.6%
Neutral	60.0%	29.0%	32.1%	32.1%	36.3%	36.3%	46.7%	36.4%
Disagree	5.0%	6.5%	10.7%	3.6%	5.0%	6.0%	0.0%	5.2%
Strongly disagree	5.0%	0.0%	3.6%	0.0%	1.3%	1.3%	0.0%	1.7%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?

Q20. Your race

Total

Less than

White/

5 years

6-10 years

11-15 years

16-20 years

20+ years

Caucasian

Other

Q6-2. It is easy to find the information I am looking for

	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/ Caucasian	Other	Total
Strongly agree	9.5%	6.3%	9.7%	6.9%	14.1%	12.4%	6.5%	11.0%
Agree	14.3%	43.8%	22.6%	48.3%	33.1%	33.2%	45.2%	34.2%
Neutral	57.1%	46.9%	48.4%	27.6%	35.0%	36.9%	45.2%	39.5%
Disagree	14.3%	3.1%	12.9%	17.2%	14.1%	14.1%	3.2%	12.3%
Strongly disagree	4.8%	0.0%	6.5%	0.0%	3.7%	3.3%	0.0%	3.0%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q6-3. County's website is easy to use

Strongly agree	5.0%	9.7%	10.3%	7.1%	14.2%	12.7%	10.3%	11.2%
Agree	30.0%	51.6%	27.6%	53.6%	34.8%	36.7%	34.5%	36.8%
Neutral	55.0%	35.5%	41.4%	28.6%	38.1%	37.6%	51.7%	40.4%
Disagree	5.0%	3.2%	13.8%	10.7%	9.0%	9.6%	3.4%	8.4%
Strongly disagree	5.0%	0.0%	6.9%	0.0%	3.9%	3.5%	0.0%	3.2%

Q6. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate your level of agreement with the following statements about the County's website. (without "don't know")

N=408

Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q6-4. I like the look & feel of the County's website

Strongly agree	5.0%	3.2%	10.0%	10.7%	12.8%	11.6%	6.7%	10.0%
Agree	20.0%	45.2%	16.7%	42.9%	30.9%	31.3%	36.7%	32.4%
Neutral	70.0%	48.4%	60.0%	35.7%	46.3%	47.3%	53.3%	48.4%
Disagree	0.0%	3.2%	6.7%	10.7%	6.7%	6.7%	3.3%	6.0%
Strongly disagree	5.0%	0.0%	6.7%	0.0%	3.4%	3.1%	0.0%	3.2%

Q7. Have you visited the County's website during the past six months? (without "don't know")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q7. Have you visited County's website during past six months?</u>							
Yes	52.2%	66.7%	71.4%	71.9%	51.3%	57.0%	58.8%	57.7%
No	47.8%	33.3%	28.6%	28.1%	48.7%	43.0%	41.2%	42.3%

Q8. Do you ever watch the County's online broadcast of Board of County Commissioners' meetings? (without "don't know")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q8. Do you ever watch County's online broadcast of Board of County Commissioners' meetings?</u>							
Yes	0.0%	2.6%	5.4%	3.1%	3.8%	2.8%	2.8%	3.8%
No	100.0%	97.4%	94.6%	96.9%	96.2%	97.2%	97.2%	96.2%

Q9. Are you aware of the County's social media channels? (without "don't know")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q9. Are you aware of County's social media channels?</u>							
Yes	33.3%	21.1%	25.0%	32.3%	26.3%	28.2%	17.6%	25.6%
No	66.7%	78.9%	75.0%	67.7%	73.7%	71.8%	82.4%	74.4%

Q9a. Do you follow any of the County's social media outlets?

N=99	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q9a. Do you follow any County's social media outlets?</u>							
Facebook	50.0%	25.0%	44.4%	70.0%	21.7%	31.8%	33.3%	32.3%
Twitter	37.5%	12.5%	33.3%	10.0%	6.7%	12.5%	16.7%	13.1%
Instagram	0.0%	0.0%	22.2%	0.0%	0.0%	2.3%	0.0%	2.0%
Nextdoor	12.5%	25.0%	22.2%	30.0%	16.7%	19.3%	0.0%	19.2%
LinkedIn	0.0%	0.0%	0.0%	30.0%	1.7%	2.3%	16.7%	4.0%
YouTube	12.5%	0.0%	11.1%	0.0%	3.3%	4.5%	0.0%	4.0%

Q10. Are you aware of NotifyJoCo the County uses for emergency and other alerts by text, emails and phone calls? (without "don't know")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q10. Are you aware of NotifyJoCo?</u>							
Yes	34.8%	58.8%	53.8%	48.5%	63.9%	58.7%	45.5%	57.5%
No	65.2%	41.2%	46.2%	51.5%	36.1%	41.3%	54.5%	42.5%

Q10a. Have you signed up for alerts from NotifyJoCo at www.NotifyJoCo.org? (without "don't know")

N=227	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q10a. Have you signed up for alerts from NotifyJoCo?</u>							
Yes	71.4%	55.6%	73.7%	53.3%	67.9%	66.7%	66.7%	66.3%
No	28.6%	44.4%	26.3%	46.7%	32.1%	33.3%	33.3%	33.7%

Q10b. Why not? (without "not provided")

N=70	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q10b. Why not?</u>								
Never heard of it	0.0%	14.3%	40.0%	42.9%	18.2%	21.8%	20.0%	20.6%
I don't want to receive emergency information	50.0%	28.6%	20.0%	14.3%	31.8%	29.1%	20.0%	29.4%
I plan to sign up	50.0%	57.1%	40.0%	42.9%	50.0%	49.1%	60.0%	50.0%

Q11. In the future, which of the following communications would you like to see the County use more frequently for communicating to residents? (without "none")

N=371	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q11. What communications would you like to see County use more frequently for communicating to residents in the future?</u>								
Magazines	18.2%	31.4%	40.0%	18.8%	40.1%	37.9%	17.1%	34.0%
Facebook	40.9%	28.6%	42.9%	28.1%	18.9%	23.9%	22.9%	25.1%
Twitter	22.7%	8.6%	22.9%	12.5%	6.3%	10.0%	11.4%	9.4%
Text messages and/or alerts sent to mobile devices	45.5%	54.3%	37.1%	34.4%	42.8%	41.5%	54.3%	42.9%
Mobile apps to access County information	36.4%	31.4%	31.4%	25.0%	20.3%	23.9%	28.6%	24.5%
Nextdoor	18.2%	11.4%	14.3%	12.5%	20.7%	19.9%	8.6%	18.1%
E-newsletter to your email	45.5%	54.3%	37.1%	50.0%	47.7%	49.2%	42.9%	47.7%
Online video/livestreaming (i.e. Facebook Live)	18.2%	0.0%	11.4%	9.4%	7.7%	8.6%	5.7%	8.1%
Website	22.7%	20.0%	48.6%	59.4%	27.5%	32.2%	28.6%	31.5%
NotifyJoCo alert system (non-emergency /emergency notifications)	36.4%	37.1%	37.1%	31.3%	32.9%	33.9%	28.6%	33.4%
Other	4.5%	5.7%	11.4%	6.3%	9.5%	9.3%	0.0%	8.1%

Q12. Community Engagement. Please indicate if you have done any of the following during the past 12 months. (without "none")

N=141	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q12. Have you done any following during past 12 months?</u>							
Attended a County-hosted public meeting or event	25.0%	10.0%	41.2%	9.1%	30.2%	29.7%	9.1%	29.8%
Emailed or phoned an elected County official	25.0%	40.0%	23.5%	63.6%	50.0%	44.1%	72.7%	44.0%
Emailed or phoned a County staff person	37.5%	60.0%	58.8%	54.5%	52.3%	55.1%	36.4%	51.8%
Attended a Board of County Commissioners meeting in person	0.0%	0.0%	0.0%	9.1%	7.0%	4.2%	9.1%	5.7%
Watched a Board of County Commissioners meeting online	0.0%	20.0%	17.6%	9.1%	3.5%	5.9%	0.0%	6.4%

Q12a. Overall, how would you rate your experience with this (or these) these community engagement activities? (without "don't know")

N=141	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q12a. How would you rate your experience with these community engagement activities?</u>							
Very good	40.0%	20.0%	20.0%	0.0%	30.0%	26.6%	20.0%	25.6%
Good	20.0%	40.0%	26.7%	50.0%	37.5%	37.6%	30.0%	37.2%
Average	40.0%	30.0%	46.7%	30.0%	23.8%	26.6%	40.0%	28.7%
Poor	0.0%	10.0%	0.0%	10.0%	7.5%	6.4%	10.0%	6.2%
Very poor	0.0%	0.0%	6.7%	10.0%	1.3%	2.8%	0.0%	2.3%

Q13. In the past 12 months, have you received or requested any print magazines, brochures, or other print materials from the County?

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q13. Have you received or requested any print magazines, brochures, or other print materials from County in past 12 months?</u>							
Yes	36.0%	44.7%	46.2%	39.4%	50.0%	48.8%	21.6%	46.1%
No	64.0%	55.3%	53.8%	60.6%	50.0%	51.2%	78.4%	53.9%

Q13a. Do you recall receiving JoCo Magazine in the mail? (without "don't know")

N=188	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q13a. Do you recall receiving JoCo Magazine in the mail?</u>							
Yes	88.9%	88.2%	88.2%	100.0%	87.7%	87.7%	100.0%	89.3%
No	11.1%	11.8%	11.8%	0.0%	12.3%	12.3%	0.0%	10.7%

Q13b. Do you read JoCo Magazine? (without "don't know")

N=188	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q13b. Do you read JoCo Magazine?

Yes	75.0%	86.7%	80.0%	84.6%	97.9%	94.0%	71.4%	92.9%
No	25.0%	13.3%	20.0%	15.4%	2.1%	6.0%	28.6%	7.1%

Q13d. If you are age 60 or older, do you recall receiving The Best Times magazine in the mail? (without "N/A, not 60 or over")

N=77	Q17. How many years have you been a resident of Johnson County, Kansas?				Q20. Your race		Total
	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q13d. If you are age 60 or older, do you recall receiving The Best Times Magazine in the mail?

Yes	66.7%	60.0%	100.0%	87.3%	83.6%	100.0%	82.9%
No	33.3%	40.0%	0.0%	12.7%	16.4%	0.0%	17.1%

Q13e. Do you read The Best Times magazine? (without "don't know")

N=58	Q17. How many years have you been a resident of Johnson County, Kansas?				Q20. Your race		Total
	6-10 years	11-15 years	16-20 years	20+ years	White/ Caucasian	Other	
	<u>Q13e. Do you read The Best Times Magazine?</u>						
Yes	100.0%	100.0%	100.0%	89.1%	90.7%	100.0%	91.1%
No	0.0%	0.0%	0.0%	10.9%	9.3%	0.0%	8.9%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q14-1. Big Bull Creek Park</u>							
Very familiar	88.0%	86.5%	87.2%	84.8%	77.8%	81.0%	91.4%	81.3%
Somewhat familiar	12.0%	8.1%	12.8%	12.1%	18.4%	15.9%	8.6%	15.5%
Not at all familiar	0.0%	5.4%	0.0%	3.0%	3.8%	3.1%	0.0%	3.2%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q14-2. Lexington Lake Park</u>							
Very familiar	84.0%	91.4%	82.1%	90.9%	88.2%	88.3%	88.2%	88.2%
Somewhat familiar	16.0%	5.7%	12.8%	9.1%	11.0%	10.8%	11.8%	10.3%
Not at all familiar	0.0%	2.9%	5.1%	0.0%	0.8%	0.9%	0.0%	1.5%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q14-3. The Beach House at Shawnee Mission Park</u>							
Very familiar	76.0%	86.5%	69.2%	72.7%	62.5%	67.1%	77.8%	67.5%
Somewhat familiar	16.0%	10.8%	28.2%	24.2%	27.5%	25.6%	11.1%	24.8%
Not at all familiar	8.0%	2.7%	2.6%	3.0%	10.0%	7.3%	11.1%	7.7%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q14-4. Meadowbrook Park</u>							
Very familiar	84.0%	80.6%	87.2%	78.8%	68.9%	73.8%	86.1%	74.8%
Somewhat familiar	8.0%	16.7%	12.8%	15.2%	22.7%	19.7%	11.1%	19.0%
Not at all familiar	8.0%	2.8%	0.0%	6.1%	8.4%	6.5%	2.8%	6.3%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q14-5. Lenexa Library</u>							
Very familiar	72.0%	56.8%	59.0%	51.5%	48.1%	51.4%	63.9%	52.6%
Somewhat familiar	24.0%	37.8%	33.3%	36.4%	36.1%	37.1%	16.7%	34.2%
Not at all familiar	4.0%	5.4%	7.7%	12.1%	15.8%	11.6%	19.4%	13.2%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q14-6. Monticello Library</u>							
Very familiar	88.0%	80.6%	87.2%	81.3%	67.5%	73.1%	80.6%	74.4%
Somewhat familiar	8.0%	16.7%	12.8%	9.4%	21.1%	18.9%	13.9%	17.3%
Not at all familiar	4.0%	2.8%	0.0%	9.4%	11.4%	8.0%	5.6%	8.3%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q14-7. Tomahawk Creek Wastewater Treatment Facility expansion</u>							
Very familiar	91.7%	75.7%	66.7%	72.7%	73.2%	73.6%	77.8%	73.3%
Somewhat familiar	4.2%	10.8%	28.2%	24.2%	22.2%	22.4%	5.6%	20.9%
Not at all familiar	4.2%	13.5%	5.1%	3.0%	4.6%	4.0%	16.7%	5.7%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
	<u>Q14-8. The new County Courthouse</u>							
Very familiar	56.0%	40.5%	38.5%	36.4%	25.6%	29.4%	52.8%	32.8%
Somewhat familiar	36.0%	43.2%	46.2%	42.4%	50.4%	49.4%	30.6%	47.2%
Not at all familiar	8.0%	16.2%	15.4%	21.2%	24.0%	21.2%	16.7%	20.0%

Q14. Please rate your level of familiarity with each of the following new County projects. (without "not provided")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q14-9. The new medical examiner/coroner facility</u>								
Very familiar	80.0%	70.3%	66.7%	69.7%	62.1%	64.0%	80.6%	66.3%
Somewhat familiar	12.0%	18.9%	25.6%	18.2%	26.3%	25.6%	11.1%	23.0%
Not at all familiar	8.0%	10.8%	7.7%	12.1%	11.7%	10.4%	8.3%	10.6%

Q15. Do you recall receiving written information from the County about the projects listed in Question 14? (without "don't know")

N=408	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	
<u>Q15. Do you recall receiving written information from County about projects listed in Question 14?</u>								
Yes	25.0%	17.6%	32.4%	16.1%	33.6%	31.2%	22.6%	29.2%
No	75.0%	82.4%	67.6%	83.9%	66.4%	68.8%	77.4%	70.8%

Q15a. From which of the following channels did you receive news or information about the major projects the County is undertaking?

N=107	Q17. How many years have you been a resident of Johnson County, Kansas?					Q20. Your race		Total
	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/Caucasian	Other	

Q15a. From what channels did you receive news or information about major projects County is undertaking?

Facebook	20.0%	33.3%	16.7%	60.0%	10.8%	13.8%	14.3%	15.0%
Twitter	20.0%	0.0%	0.0%	0.0%	1.4%	2.1%	0.0%	1.9%
Nextdoor	20.0%	16.7%	25.0%	40.0%	4.1%	8.5%	0.0%	9.3%
Local news story on TV	20.0%	33.3%	58.3%	60.0%	47.3%	45.7%	57.1%	46.7%
Local news story on radio	20.0%	16.7%	25.0%	20.0%	23.0%	21.3%	28.6%	22.4%
Local news story in a newspaper	40.0%	0.0%	25.0%	40.0%	45.9%	40.4%	28.6%	40.2%
Brochure	0.0%	16.7%	16.7%	0.0%	14.9%	12.8%	0.0%	14.0%
JoCo Magazine	60.0%	66.7%	50.0%	60.0%	70.3%	69.1%	28.6%	66.4%
The Best Times Magazine	20.0%	0.0%	16.7%	0.0%	48.6%	40.4%	0.0%	37.4%
Community meeting or event	20.0%	0.0%	16.7%	0.0%	8.1%	9.6%	0.0%	8.4%
From a friend or family member	40.0%	16.7%	16.7%	40.0%	23.0%	24.5%	28.6%	23.4%
Newsletter from City or Chamber of Commerce	20.0%	16.7%	33.3%	0.0%	20.3%	22.3%	0.0%	19.6%
Information from specific department responsible for project (i.e. library, parks, wastewater, etc.)	20.0%	0.0%	0.0%	0.0%	8.1%	7.4%	0.0%	6.5%
Other	20.0%	0.0%	8.3%	0.0%	13.5%	11.7%	14.3%	11.2%

Q16. Which of the following have you used or watched during the last week (for any reason, not just when searching for Johnson County information)? (without "none")

N=378

Q17. How many years have you been a resident of Johnson County, Kansas?

Q20. Your race

Total

Less than

White/

5 years

6-10 years

11-15 years

16-20 years

20+ years

Caucasian

Other

Q16. What have you used or watched during last week?

	Less than 5 years	6-10 years	11-15 years	16-20 years	20+ years	White/ Caucasian	Other	Total
Text messaging	59.1%	61.8%	64.9%	46.7%	57.6%	58.6%	32.4%	53.4%
Facebook	54.5%	55.9%	56.8%	56.7%	46.9%	50.3%	29.4%	46.3%
Twitter	22.7%	11.8%	27.0%	10.0%	12.9%	15.5%	5.9%	13.8%
YouTube or other online video content	36.4%	32.4%	35.1%	33.3%	26.8%	29.3%	14.7%	27.0%
Nextdoor	22.7%	17.6%	13.5%	13.3%	25.0%	22.4%	8.8%	20.1%
Snapchat	4.5%	23.5%	10.8%	10.0%	4.0%	7.9%	0.0%	6.6%
Mobile app	22.7%	29.4%	32.4%	23.3%	27.7%	28.3%	11.8%	25.4%
Instagram	27.3%	17.6%	13.5%	10.0%	12.9%	14.5%	2.9%	13.0%
LinkedIn	18.2%	11.8%	18.9%	16.7%	13.8%	14.5%	11.8%	13.5%
Pinterest	18.2%	35.3%	16.2%	20.0%	17.4%	18.1%	8.8%	17.7%
Local news on TV	50.0%	61.8%	73.0%	63.3%	81.7%	75.7%	44.1%	69.3%
Local news on radio	36.4%	29.4%	37.8%	40.0%	44.6%	42.4%	20.6%	38.1%
Local news in a newspaper	18.2%	17.6%	35.1%	23.3%	51.3%	43.1%	20.6%	38.4%
Website	45.5%	61.8%	64.9%	60.0%	54.5%	57.6%	23.5%	51.9%