

2022 Resident Satisfaction Survey Results

April 14, 2022



PRESENTED BY



ETC Institute is the National
Leader in Market Research for
Local Governmental Organizations

Since 2011,
ETC Institute Has
Surveyed More
Than 3,000,000
People for More
Than 1,000
communities
on 4 continents
around the world!

For more than 35 years, **our mission** has
been to help city and county governments
gather and use survey data to enhance
organizational performance.

Agenda

Purpose and Methodology



Long-Range Planning Priorities



Satisfaction with County Services



Opportunities for Improvement



Other Issues

Purpose

- Objectively assess resident priorities and satisfaction with county services
- Measure trends over time
- Compare the County's performance with regional and national norms

Methodology

- **Survey Description**

- Survey took most people about 10-15 minutes to complete
- The survey contained many questions from the 2020 Resident Survey

- **Administration**

- By mail, email, and text to a random sample of residents in each of the County's 6 commission districts
- At total of 1,649 residents completed the survey with at least 200-300 respondents from each commission district

- **Margin of Error**

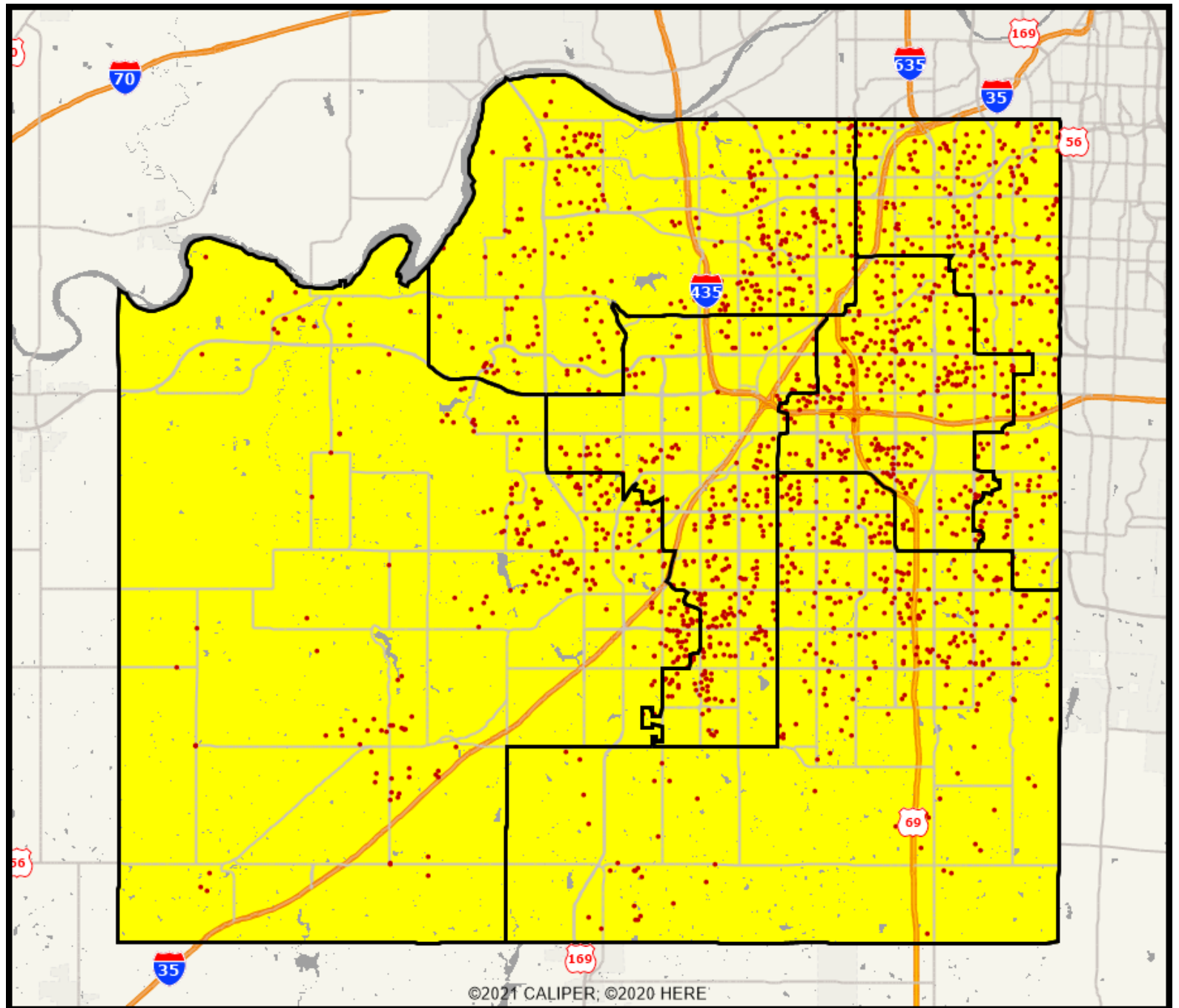
- +/-2.4% at the 95% level of confidence

- **Dashboard/Maps**

- ETC Institute will provide the County with a dashboard and maps later this month

Location of Survey Respondents

Sample Is Representative of the County's Population When Compared to the U.S. Census Both Geographically and Demographically

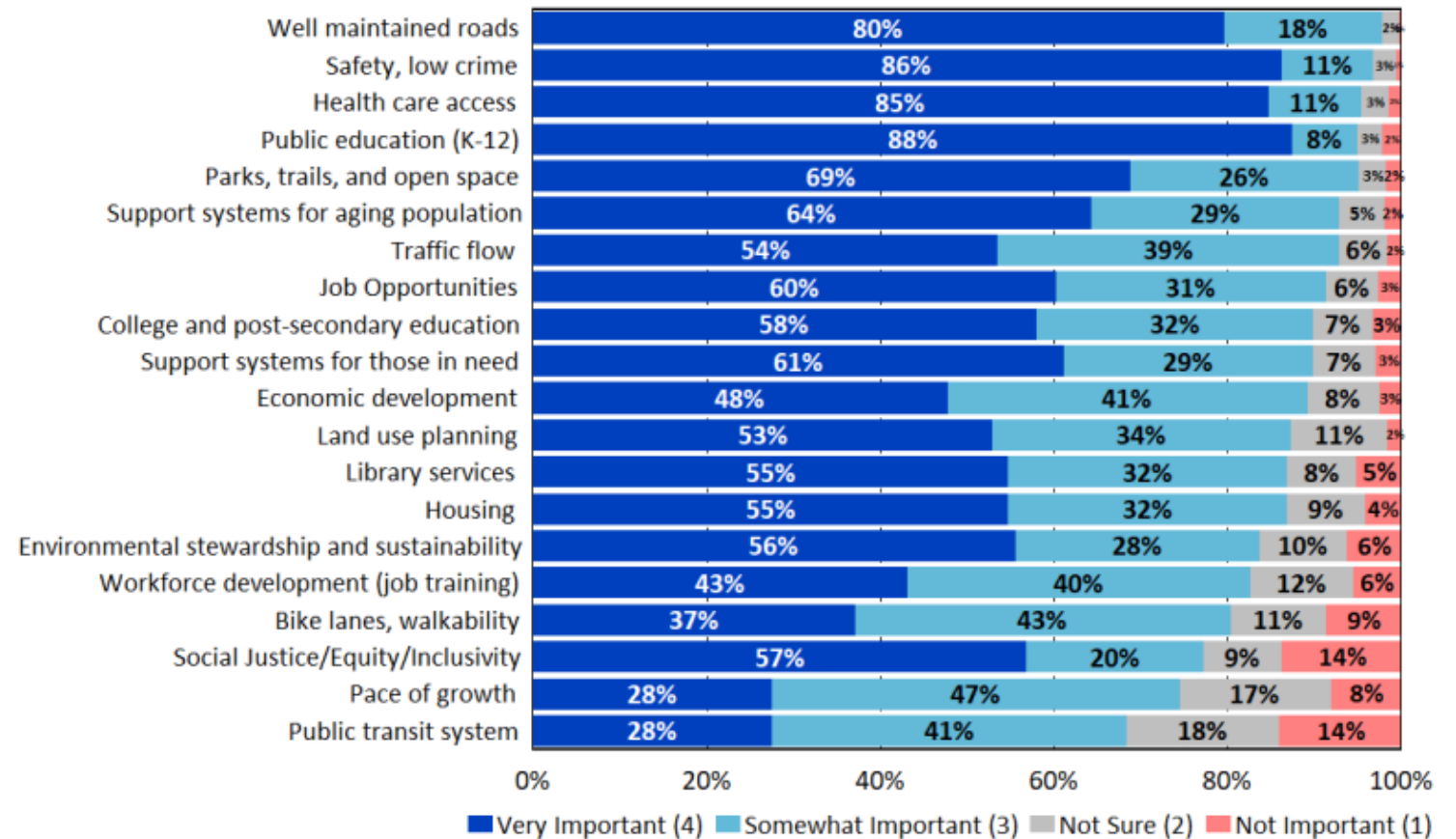


Topic 1: Long-Range Planning Priorities

Long-Range Priorities for Quality of Life

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

by percentage of residents surveyed



Trends in the Priority for Various Quality of Life Issues

Largest Increases

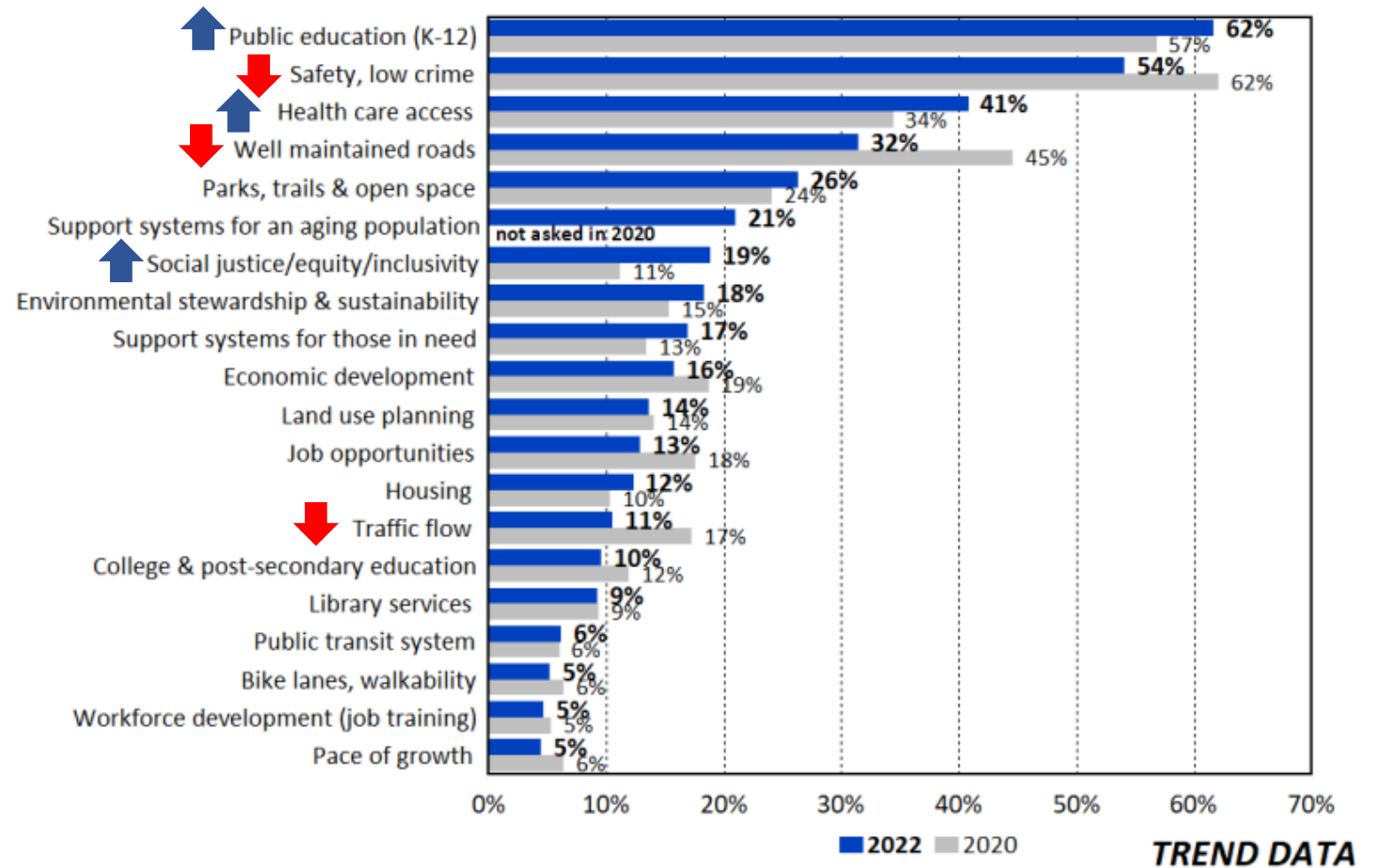
- Social justice/equity
- Health care access
- Public education (K-12)

Biggest Decreases

- Well maintained roads
- Safety, low crime
- Traffic flow

Q2. Items That Should Be the County's Top Priorities For the Next 5 Years - 2020 vs. 2022

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



Topic 2: Roles for Johnson County Government

Roles for County Government

More Important

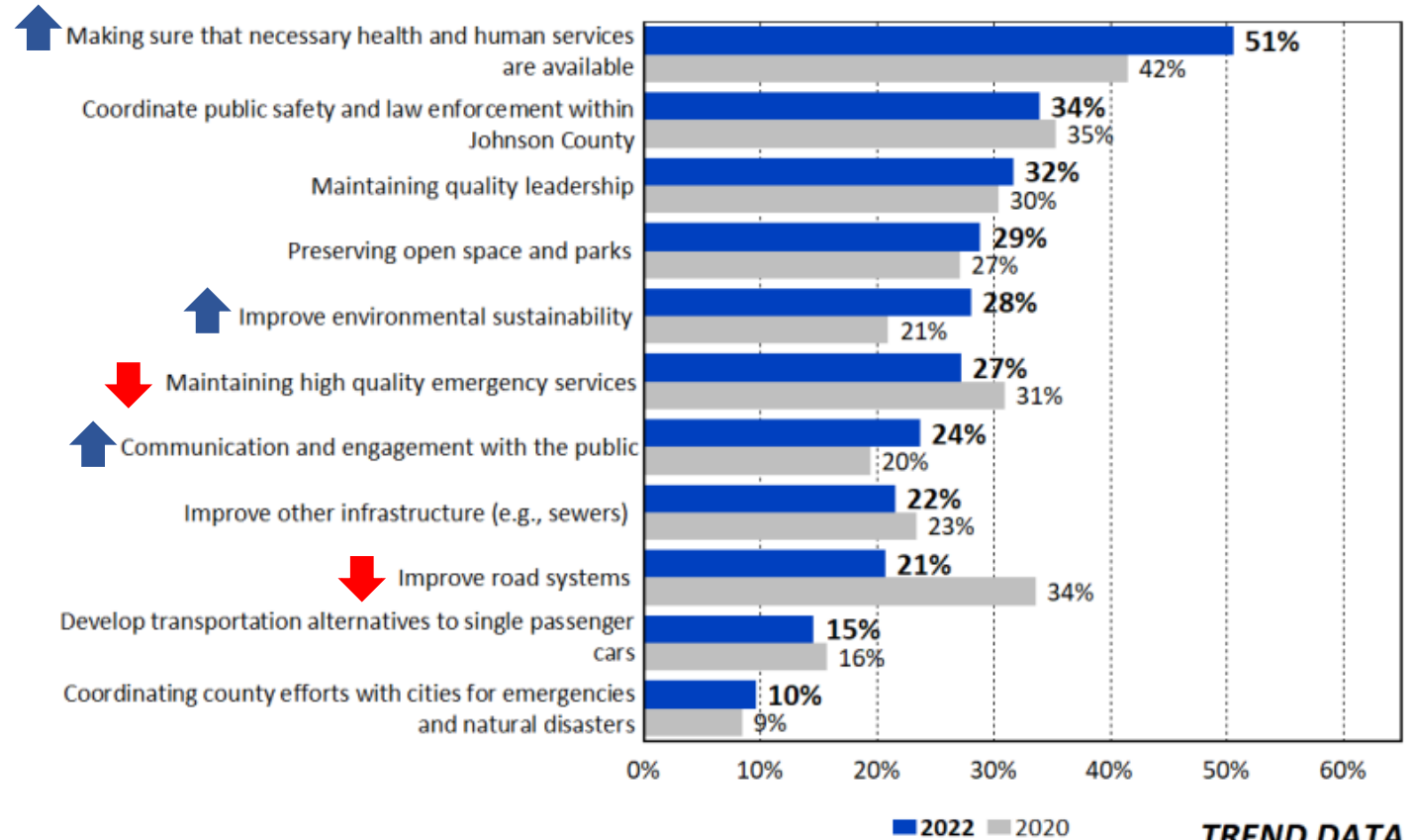
- Ensuring the availability of health/human services
- Environmental sustainability
- Communication and engagement with the public

Less Important

- Improving road systems
- Maintaining high quality emergency services

Q3. Most Critical Roles for Johnson County Government in the Next 10 to 20 Years - 2020 vs. 2022

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

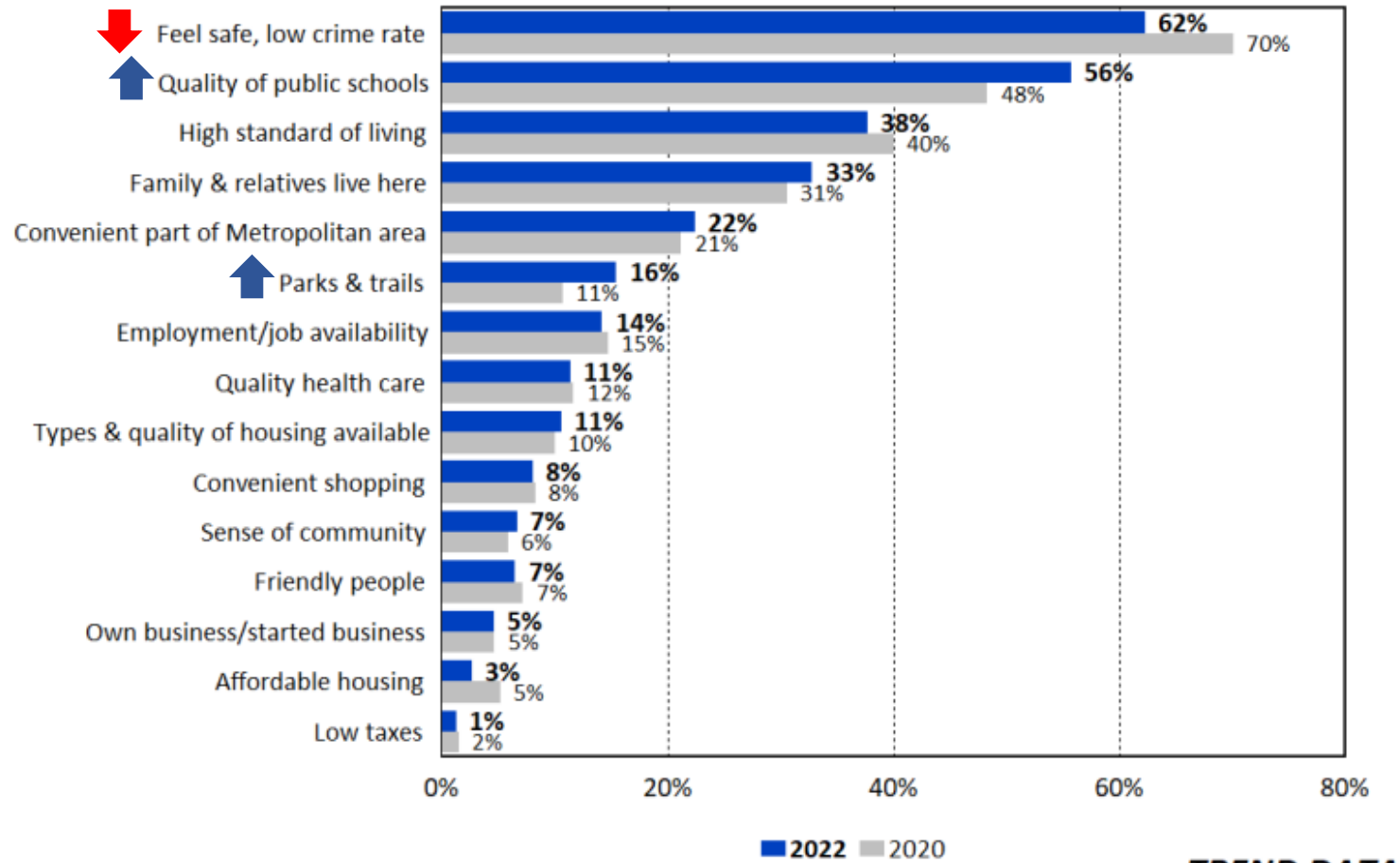


Topic 3: Reasons Residents Live in Johnson County

Reasons Residents Decided to Live in Johnson County

Q5. Primary Reasons For Living in Johnson County 2020 vs. 2022

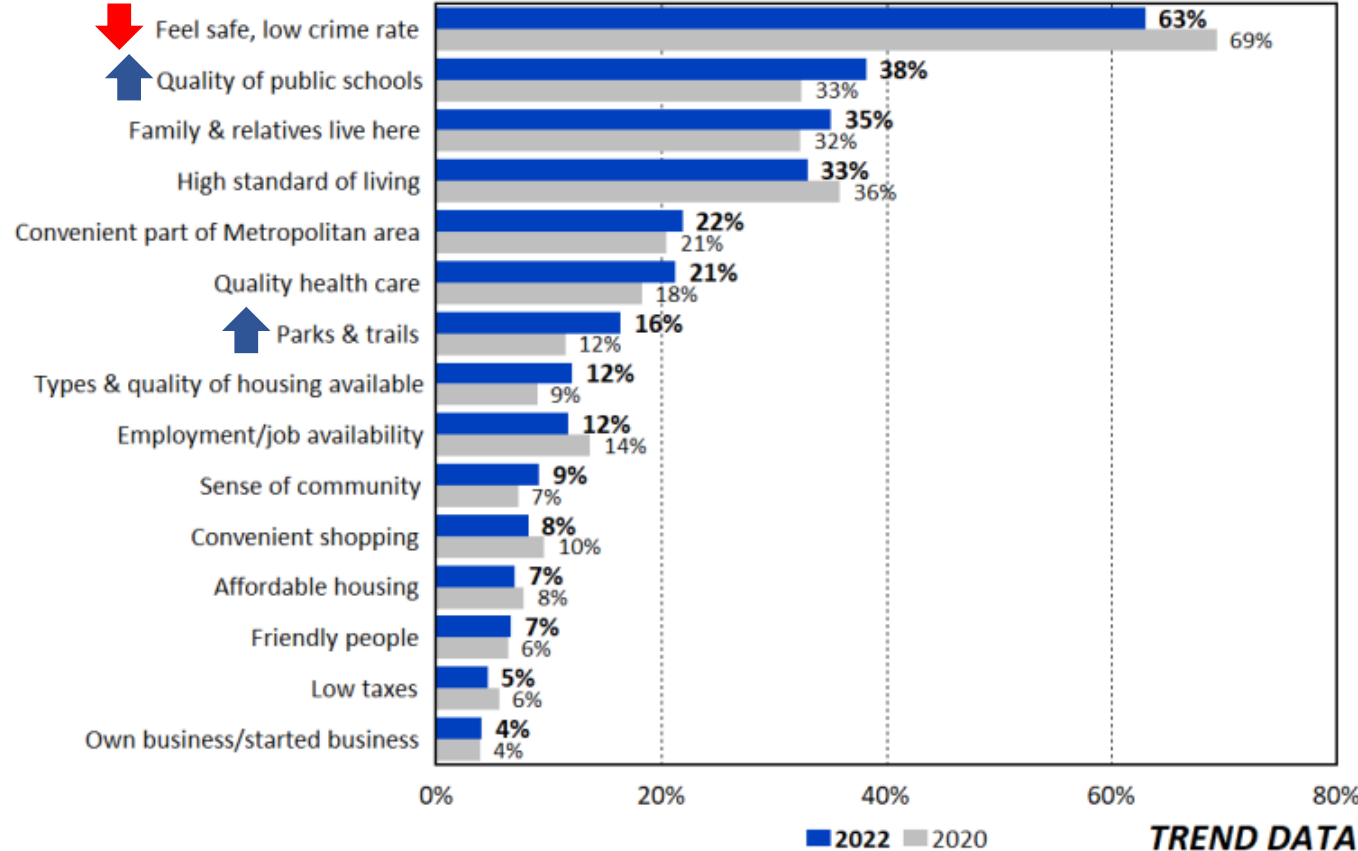
by percentage of residents surveyed (three selections could be made)



TREND DATA

Q6. Most Important Reasons to Stay in Johnson County for the Next 10 Years - 2020 vs. 2022

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



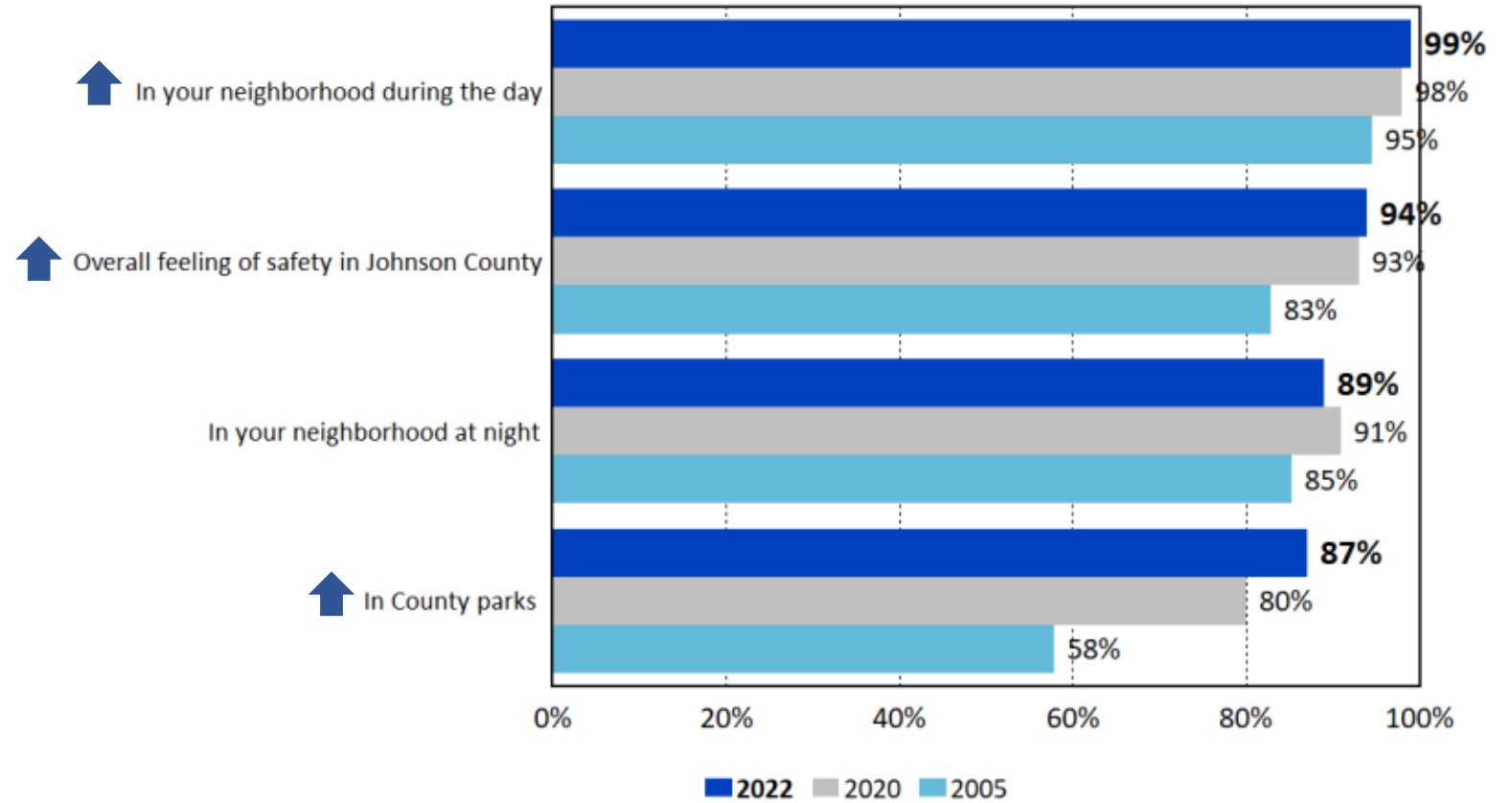
Reasons Residents Plan to Stay in Johnson County

Topic 3: Perceptions of Safety

Most Residents Feel Safe in Johnson County

Feeling of Safety in Johnson County 2005 to 2020

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



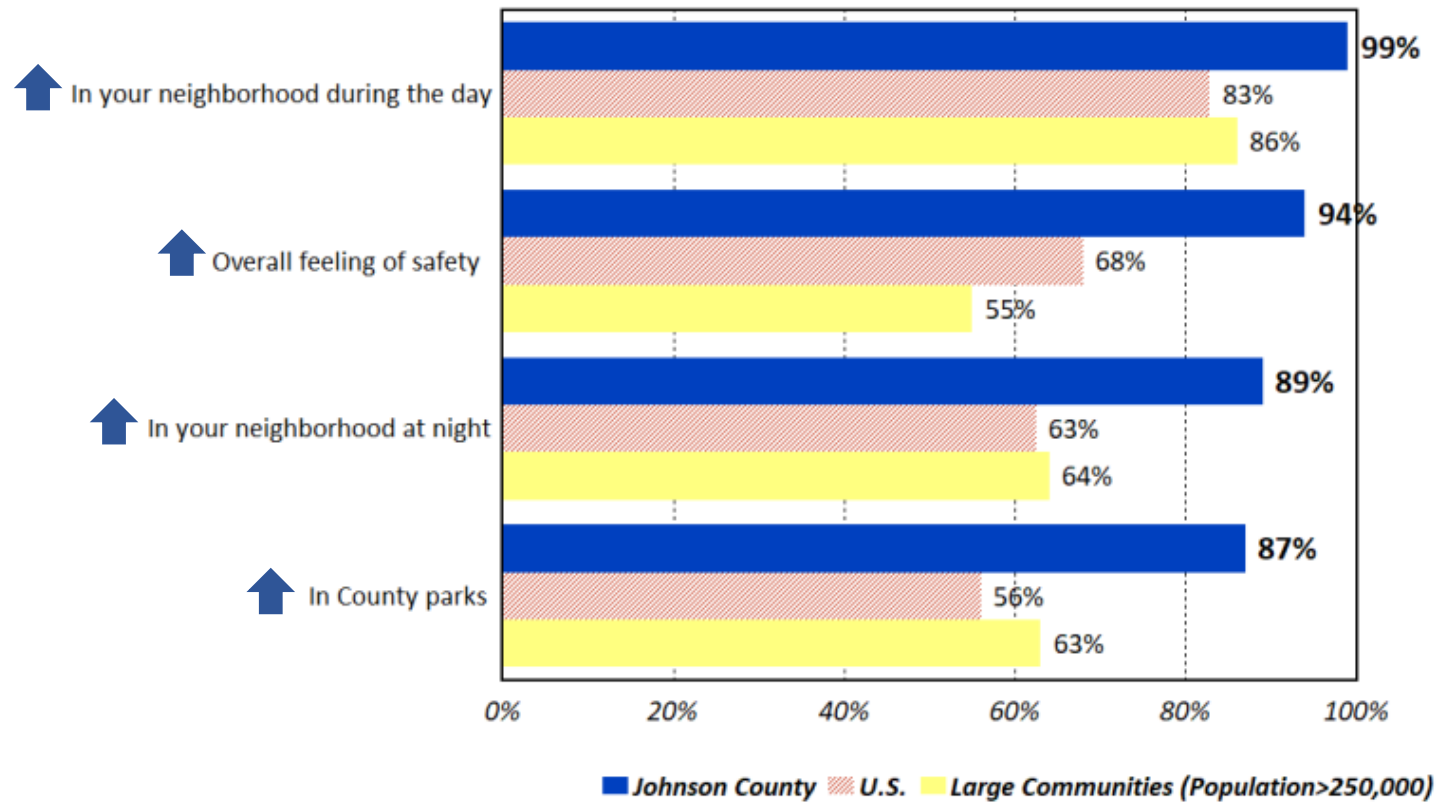
TREND DATA

Feeling of Safety

Johnson County Is Setting the Standard in All Areas

Feeling of Safety in the Community *Johnson County vs. U.S. vs. Large Communities*

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

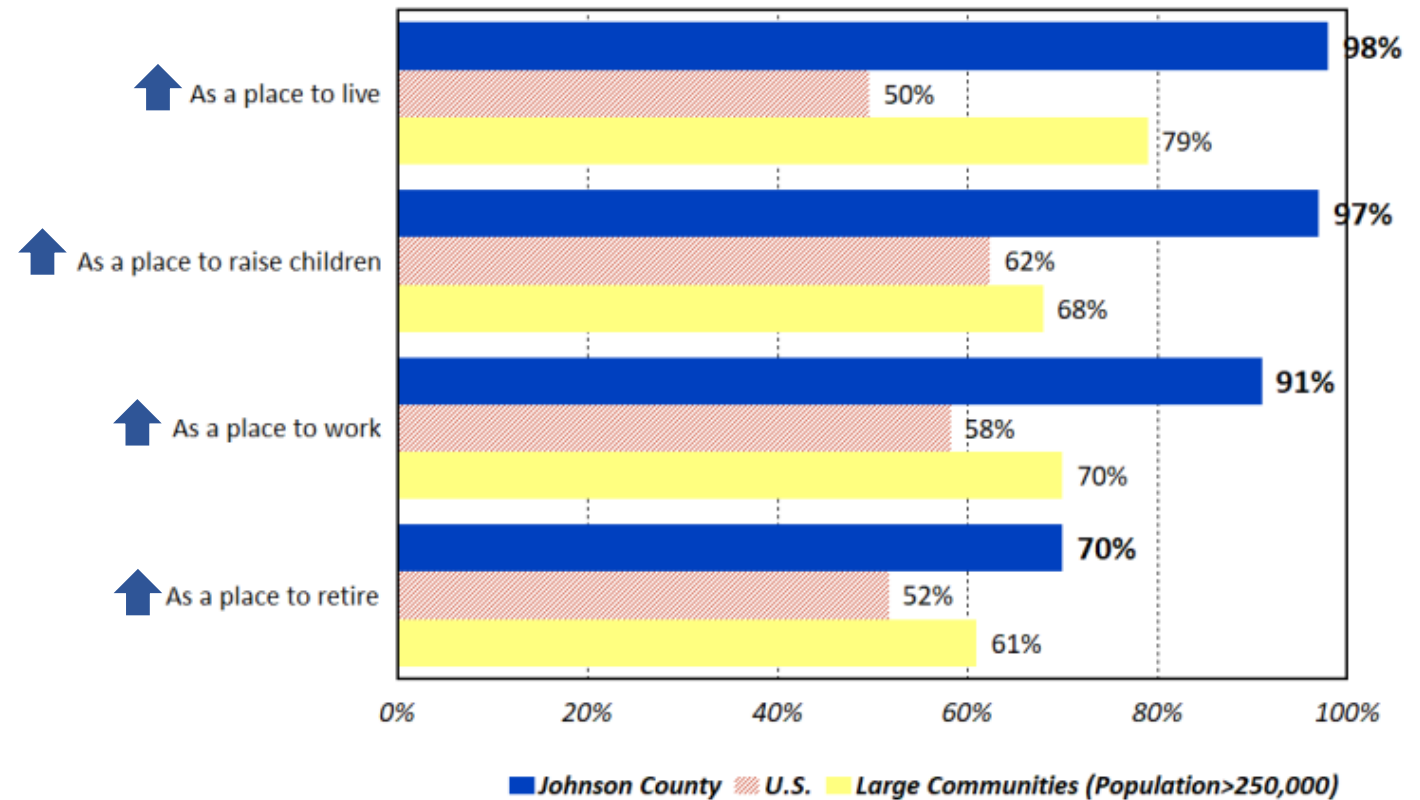


Topic 4: How Johnson County Compares to Other Communities

Johnson County Is Setting the Standard in All Areas

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

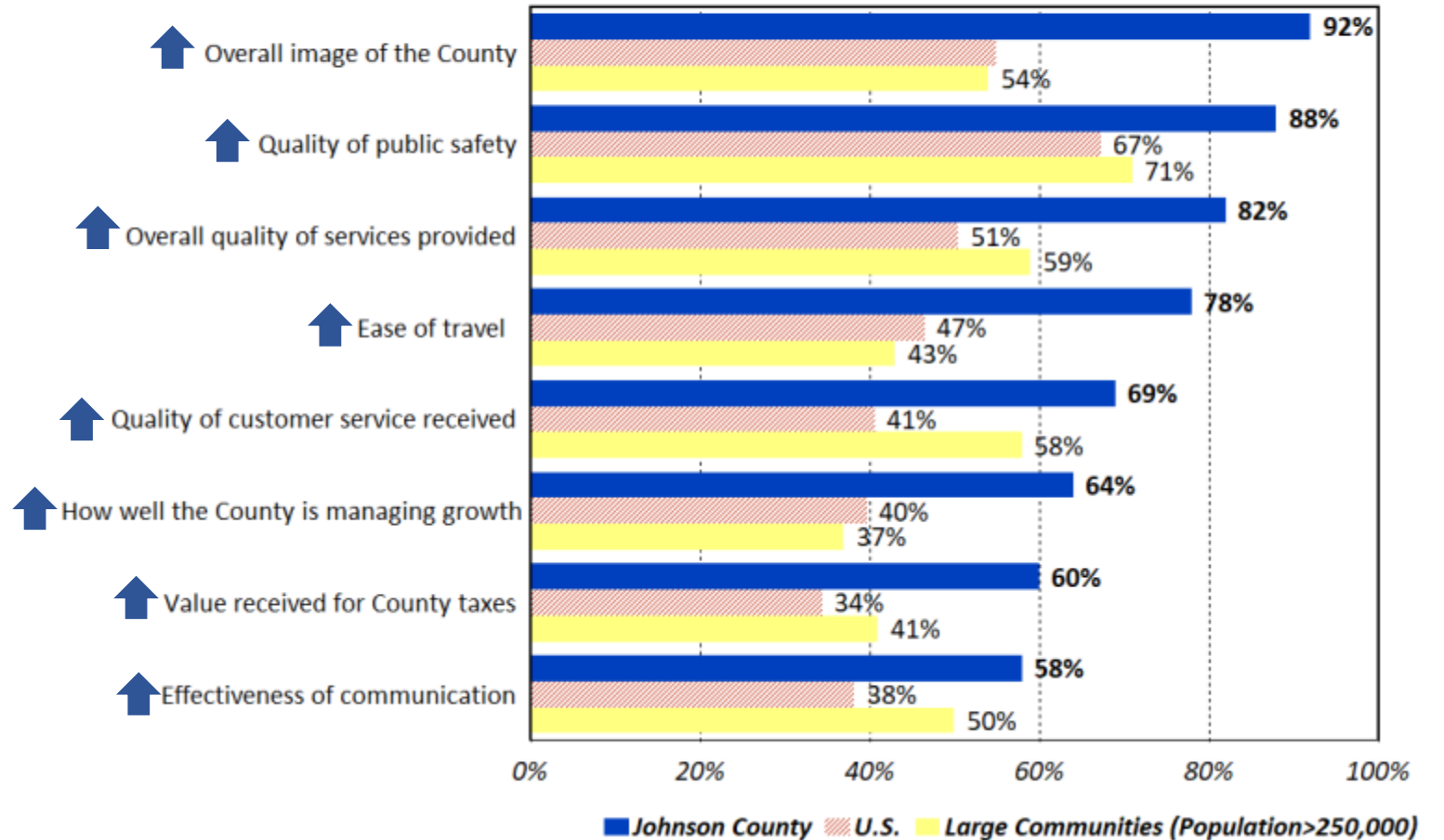
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Johnson County Is Setting the Standard in All Areas

Satisfaction with Various Aspects of the County *Johnson County vs. U.S. vs. Large Communities*

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



Topic 5: Satisfaction with County Services

Overall Satisfaction with County Services

Highest Rated Services

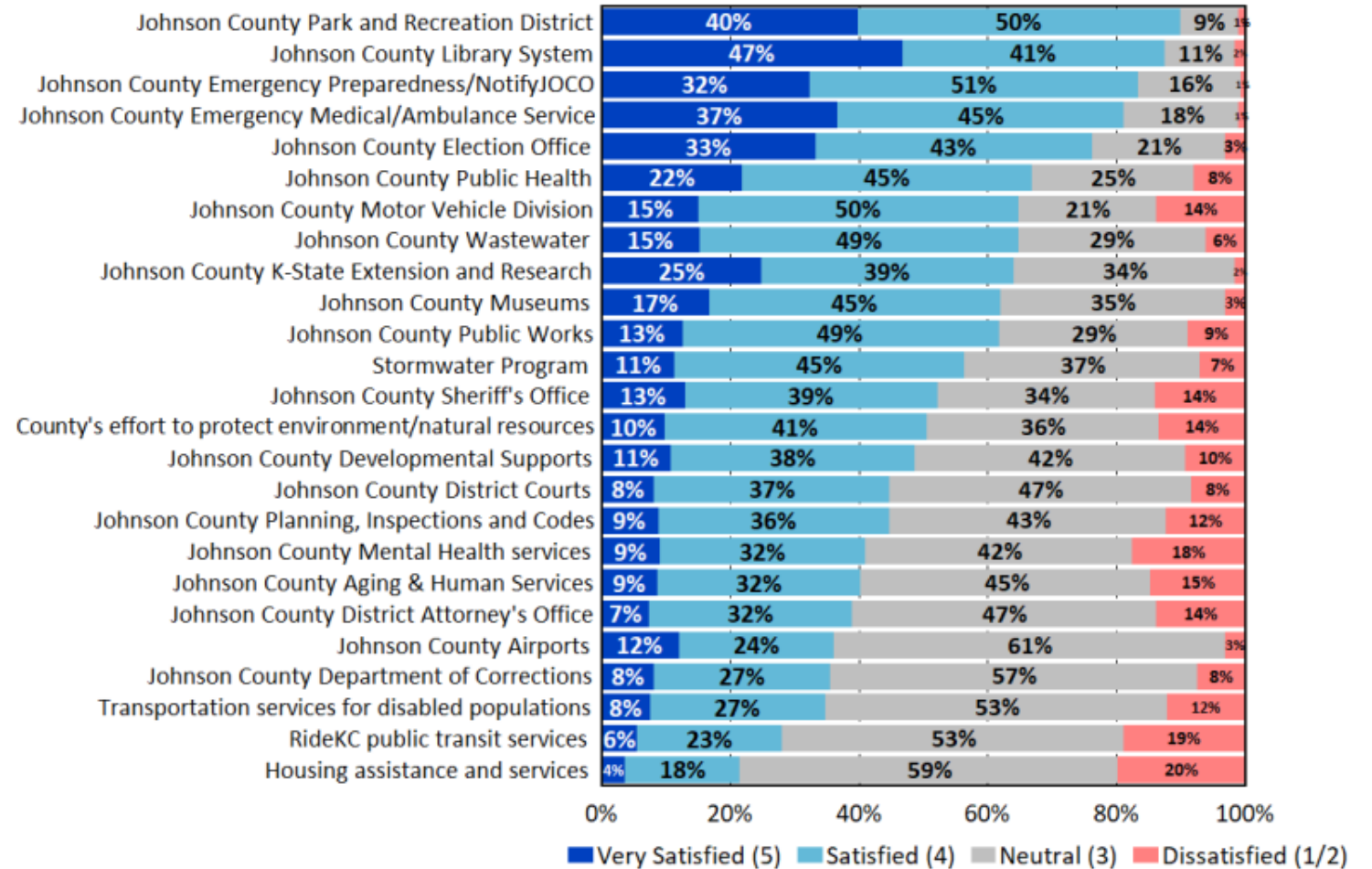
- Parks and Recreation
- Library System
- Emergency Preparedness

Lowest Rated Services

- Housing Assistance
- RideKC Public Transit
- Transportation services for persons with disabilities

Q8. Overall Satisfaction with Various County Services

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



Largest Increases/ Decreases in Satisfaction

Largest Increases

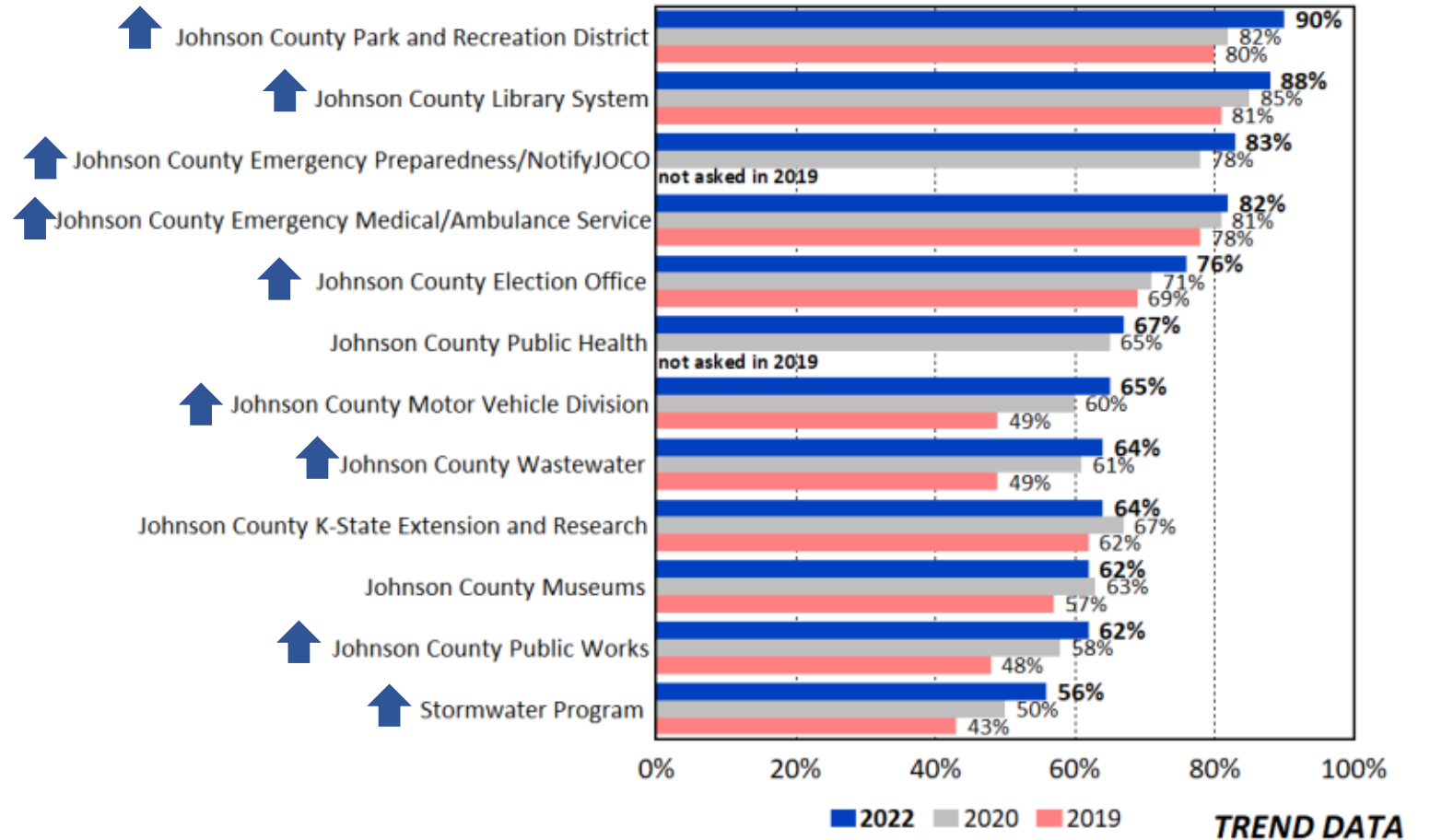
- Motor Vehicle Division
- Wastewater
- Public Works
- Stormwater Program
- Park and Recreation

Largest Decreases

- District Attorney's Office
- Sheriff's Office
- District Courts

Overall Satisfaction with Various County Services 2019 to 2022

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



Largest Increases/ Decreases in Satisfaction

Largest Increases

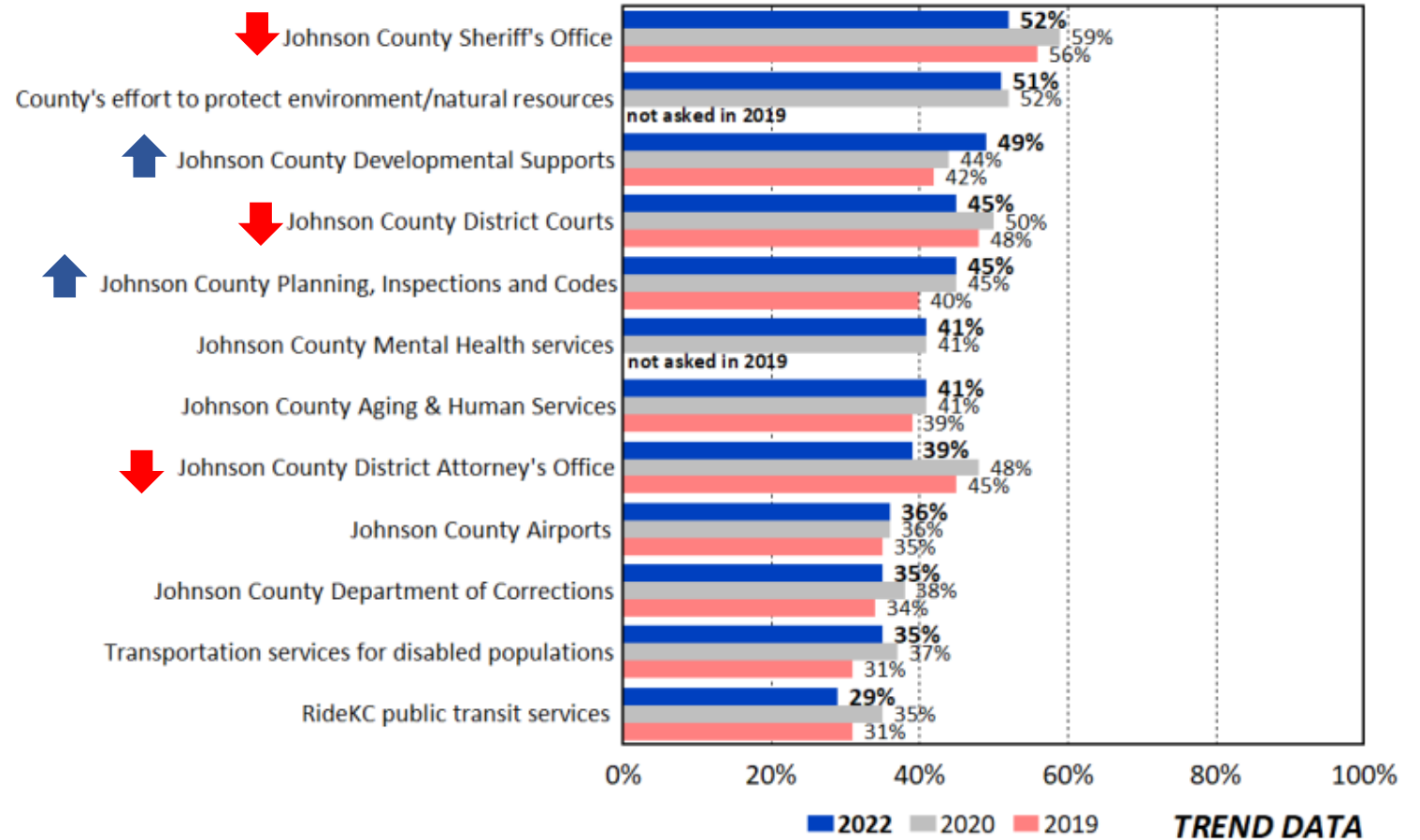
- Motor Vehicle Division
- Wastewater
- Public Works
- Stormwater Program
- Park and Recreation

Largest Decreases

- District Attorney's Office
- Sheriff's Office
- District Courts

Overall Satisfaction with Various County Services (cont.) 2019 to 2022

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

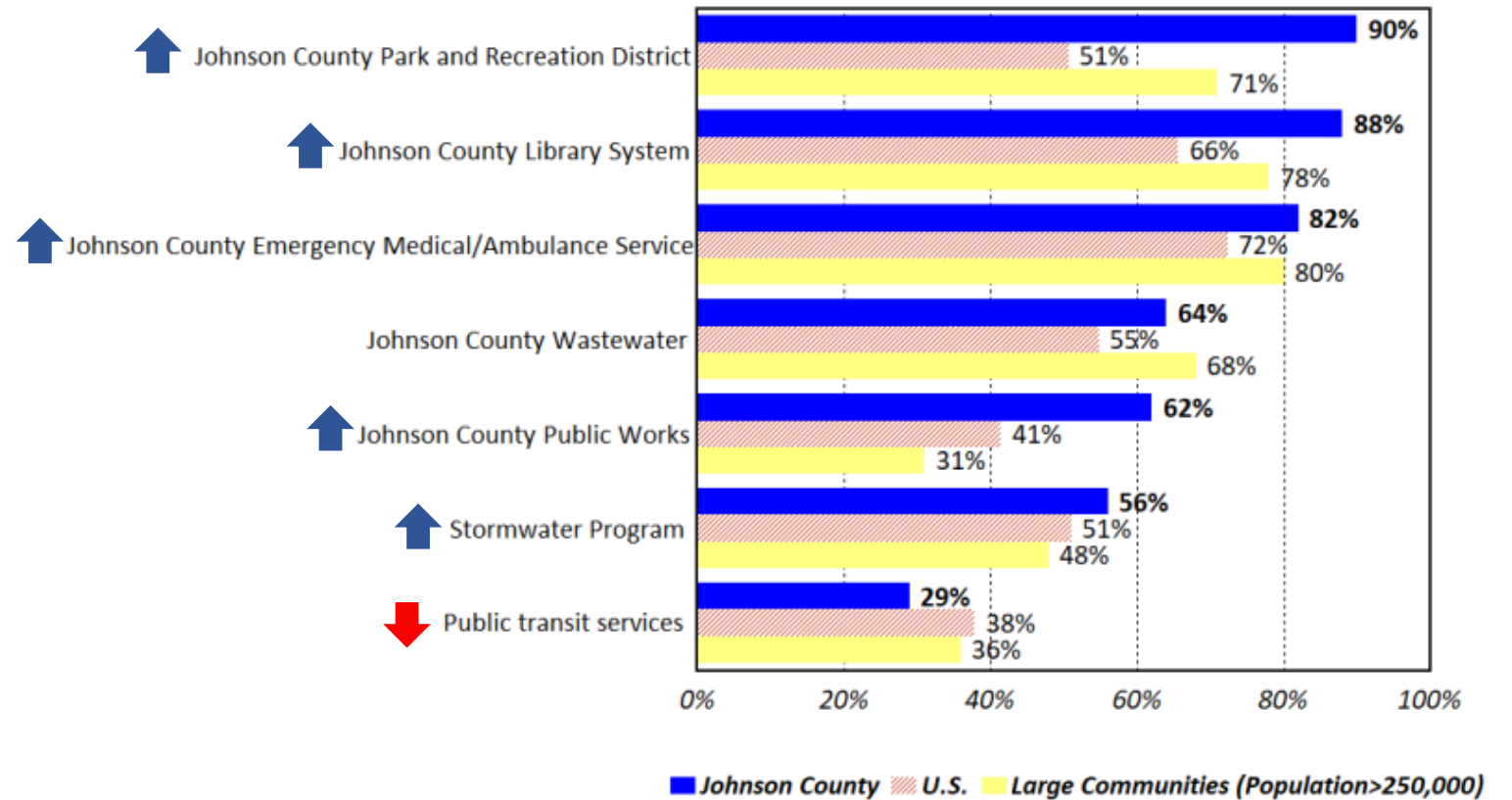


Satisfaction with County Services

Johnson County Is Setting the Standard in Most Areas

Overall Satisfaction with County Services *Johnson County vs. U.S. vs. Large Communities*

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

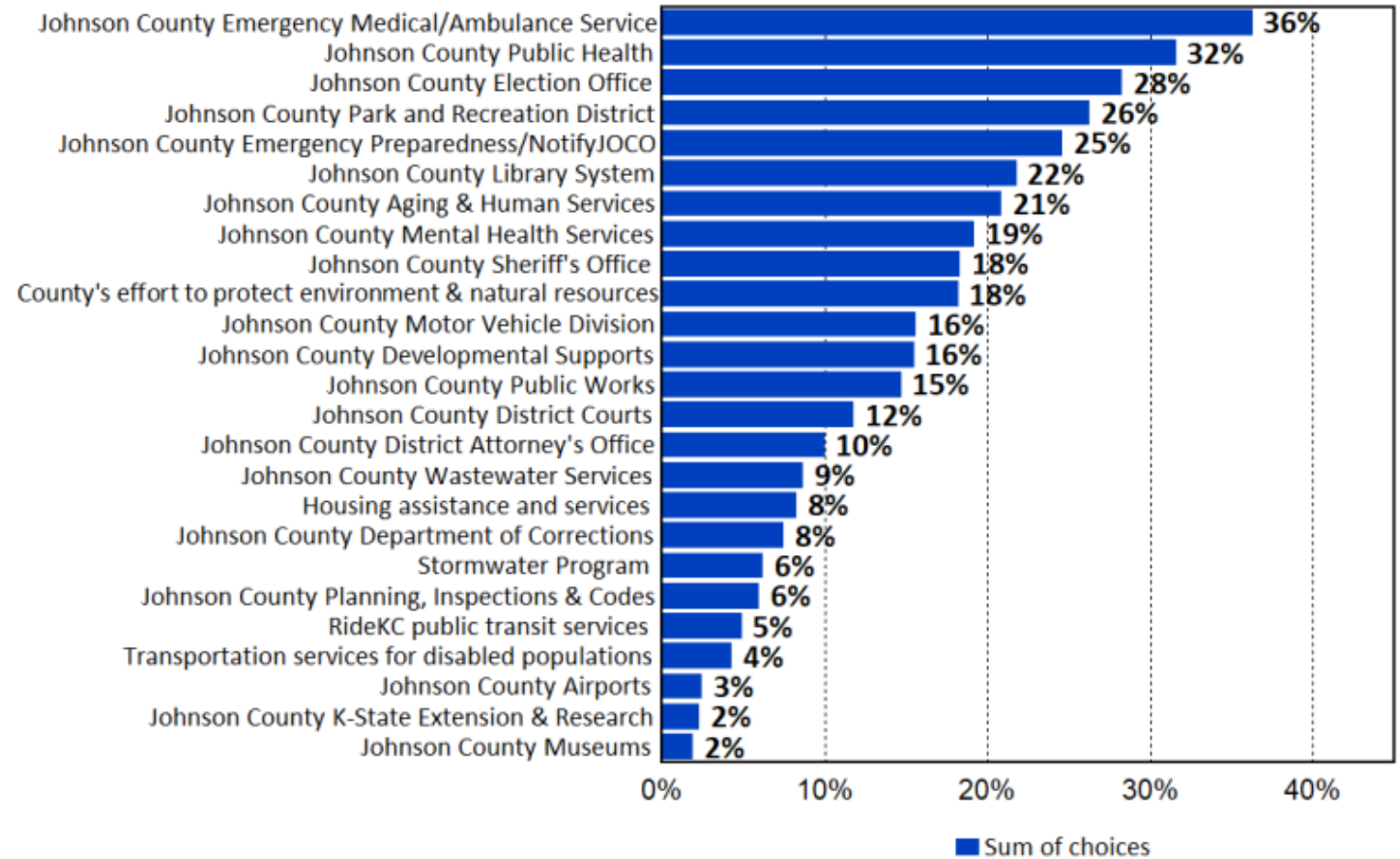


Topic 6: Priorities for County Services

County Services that Are Most Important to Provide

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

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



Opportunities for Improvement

Highest Opportunities

1. Aging and Human Services (2nd in 2020)
2. Mental Health Services (1st in 2020)
3. Public Health Services (6th in 2020)

Other Opportunities

4. Protect Environment/Natural Resources (7th in 2020)
5. Sheriff's Office (5th in 2020)
6. Developmental supports (11th in 2020)

Importance-Satisfaction Rating

Johnson County, Kansas

Overall County Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Johnson County Aging and Human Services	21%	7	41%	19	0.1233	1
Johnson County Mental Health services	19%	8	41%	18	0.1133	2
Johnson County Public Health	32%	2	67%	6	0.1043	3
Medium Priority (IS <.10)						
County's effort to protect environment/natural resources	18%	10	51%	14	0.0892	4
Johnson County Sheriff's Office	18%	9	52%	13	0.0878	5
Johnson County Developmental Supports	16%	12	49%	15	0.0791	6
Johnson County Election Office	28%	3	76%	5	0.0679	7
Johnson County Emergency Medical/Ambulance Service	36%	1	82%	4	0.0653	8
Johnson County District Courts	12%	14	45%	16	0.0649	9
Housing assistance and services	8%	17	22%	25	0.0647	10
Johnson County District Attorney's Office	10%	15	39%	20	0.0610	11
Johnson County Public Works	15%	13	62%	11	0.0559	12
Johnson County Motor Vehicle Division	16%	11	65%	7	0.0546	13
Johnson County Department of Corrections	8%	18	35%	22	0.0488	14
Johnson County Emergency Preparedness/NotifyJOCO	25%	5	83%	3	0.0418	15
RideKC public transit services	5%	21	29%	24	0.0348	16
Johnson County Planning, Inspections and Codes	6%	20	45%	17	0.0330	17
Johnson County Wastewater	9%	16	64%	8	0.0313	18
Transportation services for disabled populations	4%	22	35%	23	0.0280	19
Stormwater Program	6%	19	56%	12	0.0273	20
Johnson County Park and Recreation District	26%	4	90%	1	0.0263	21
Johnson County Library System	22%	6	88%	2	0.0262	22
Johnson County Airports	3%	23	36%	21	0.0160	23
Johnson County K-State Extension and Research	2%	24	64%	9	0.0083	24
Johnson County Museums	2%	25	62%	10	0.0072	25

Top Opportunities for Improvement in 2020

- | | |
|--|--|
| 1. Mental Health Services (now 2 nd) | 4. Public Works (now 12 th) |
| 2. Human Services (now 1 st) | 5. Sheriff's Office (now 5 th) |
| 3. Motor Vehicle (now 13 th) | 6. Public Health (now 3 rd) |

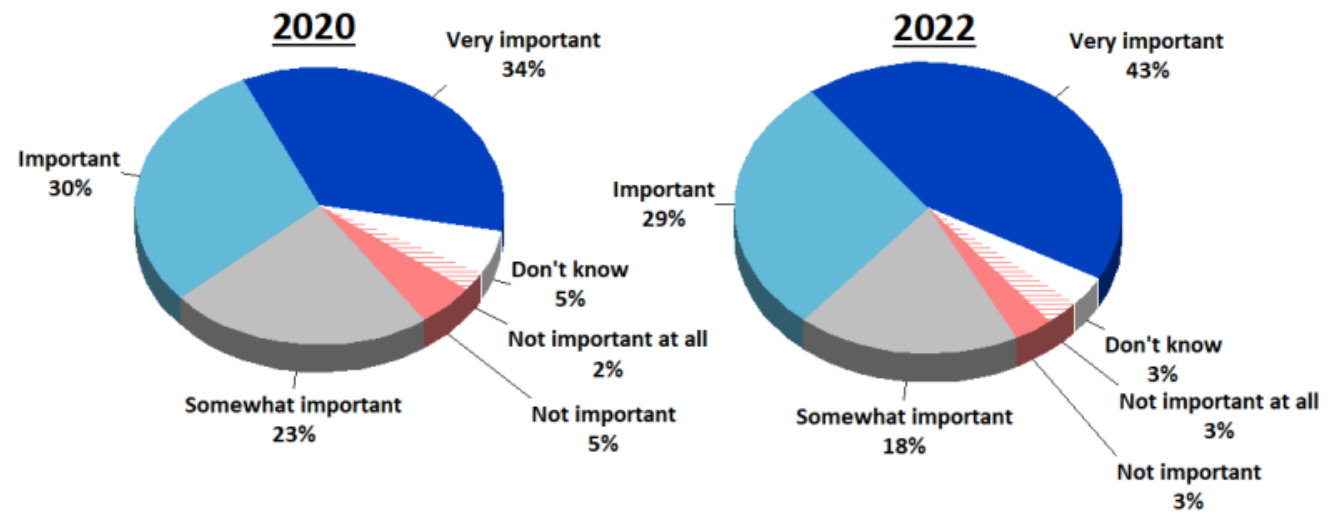
Topic 7: Other Issues

% “Very Important”
Has Increased
Significantly
Since 2020

**Q14. How important do you think it is for Johnson County
to provide safety-net services to low income
individuals/families?**

2020 vs. 2022

by percentage of residents surveyed

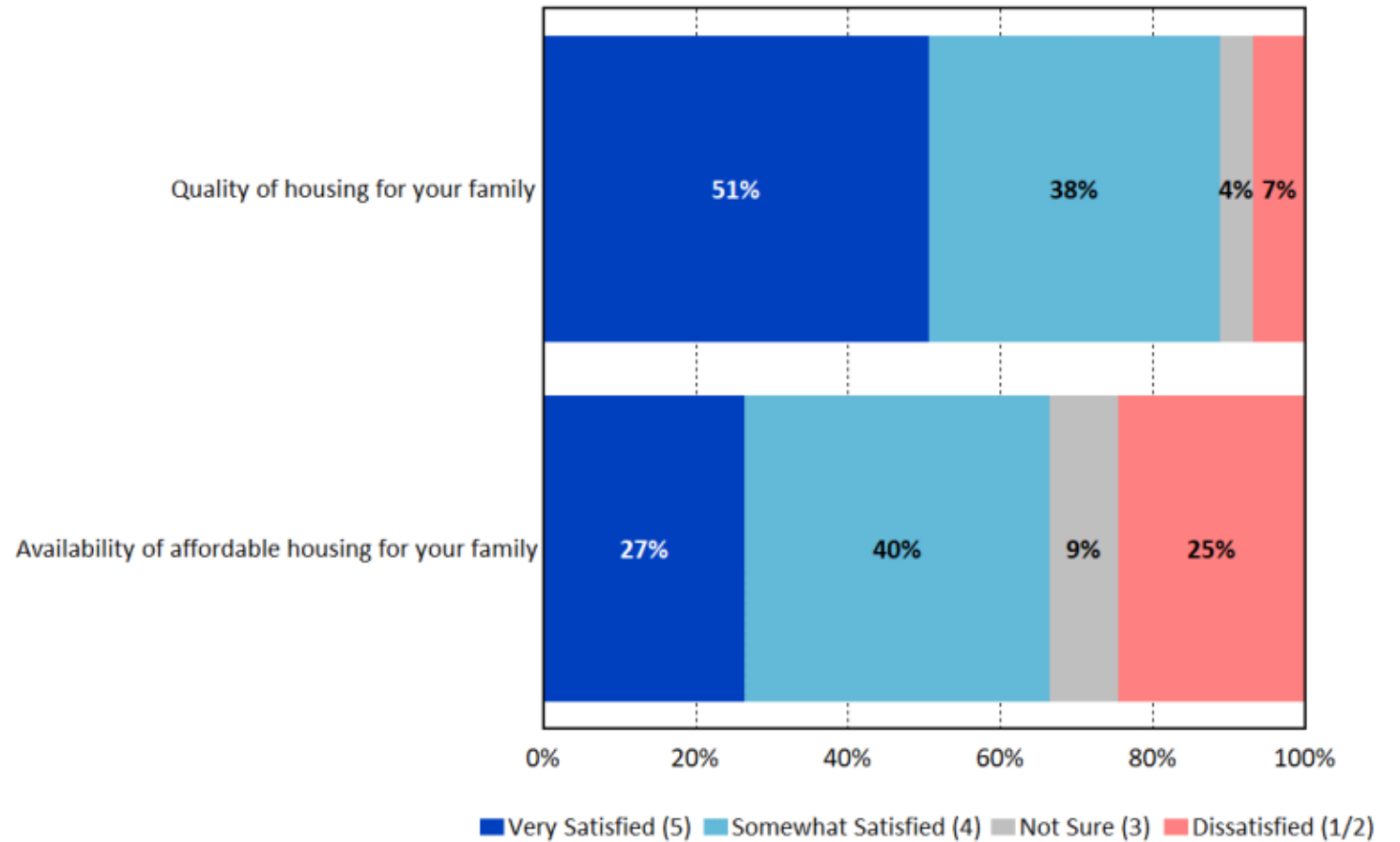


TREND DATA

Ratings for the Quality and Affordability of Housing Are High

Q4. Satisfaction With Housing

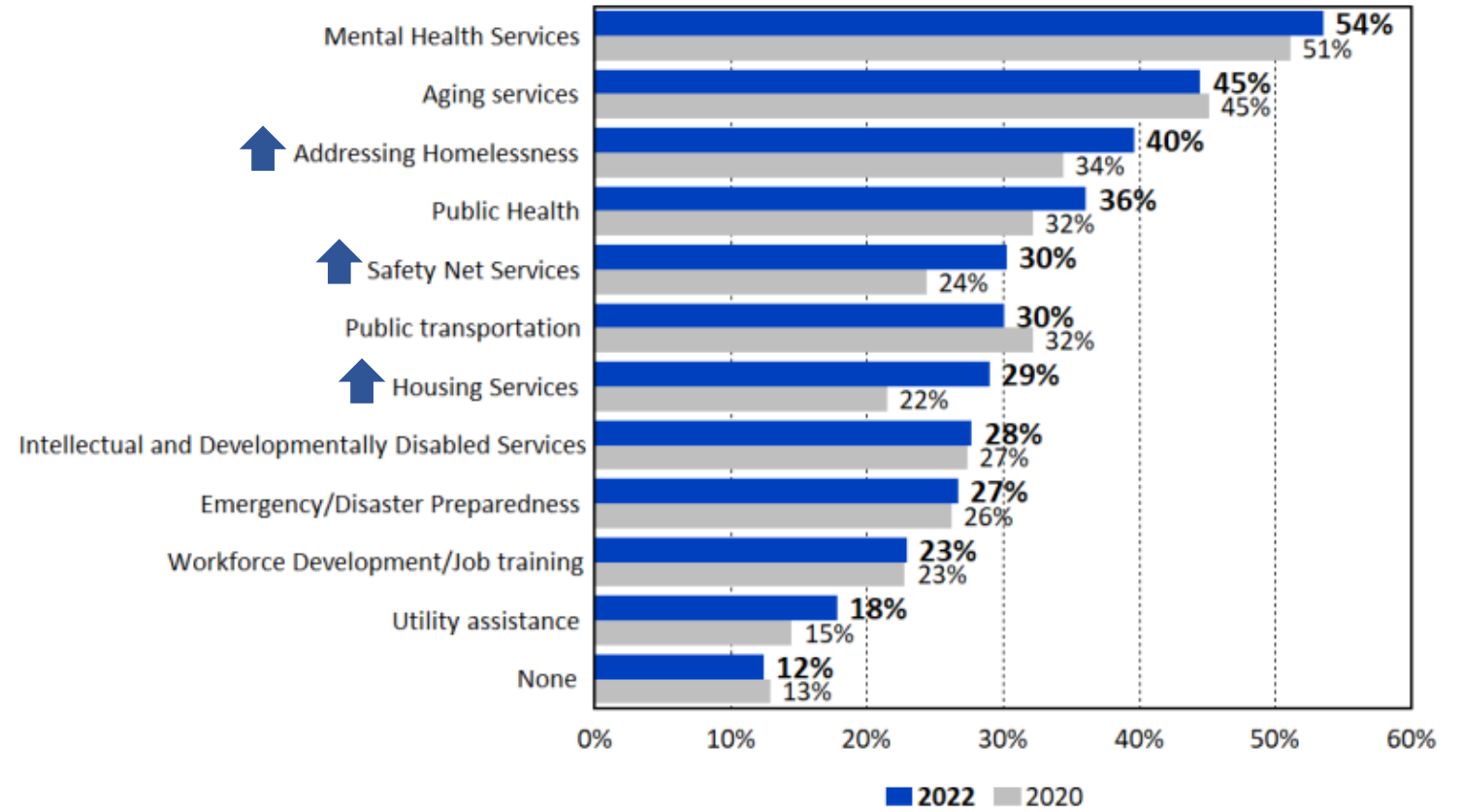
by percentage of residents surveyed (excluding "not provided")



The Percentage of Residents Who Thought the County Should Devote More Resources *Increased* in Most Areas

Q15. Areas Where Johnson County Should Devote Additional Resources - 2020 vs. 2022

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



TREND DATA

Overview of the New Survey Dashboard



Johnson County Kansas Community Survey

01

COUNTY PERFORMANCE


Find out how citizens rated services



02

WHO RESPONDED


Access your demographic questions here



03

MAPPING

Access County maps showing overall results



04

INVESTMENT PRIORITIES


Find out the recommended priorities for services



05

BENCHMARKS

Access comparisons to National, Regional, Population, and Age Benchmarks



Legend for "Age of Data"		Age of Data
■	Data is up-to-date	1
■	Prepare for next survey	Month(s) Old
■	Data needs updating	



Johnson County Kansas

Community Survey

Results by Key Demographics

Home Page

Filter Page

Clear Filter

of Records
1649
2022

Select survey a topic from the drop down menu below to begin:

...or select a survey question

Survey Topic [Key Demographic Page]

Questions [Key Demographic Page]

County Services

Johnson County Motor Vehicle Division - (motor vehicle regis...

64.8

Overall Results %

COUNTY PERFORMANCE



Results



Results by Key Demographics



TREND DATA COMING SOON



Importance



WHO RESPONDED



MAPPING



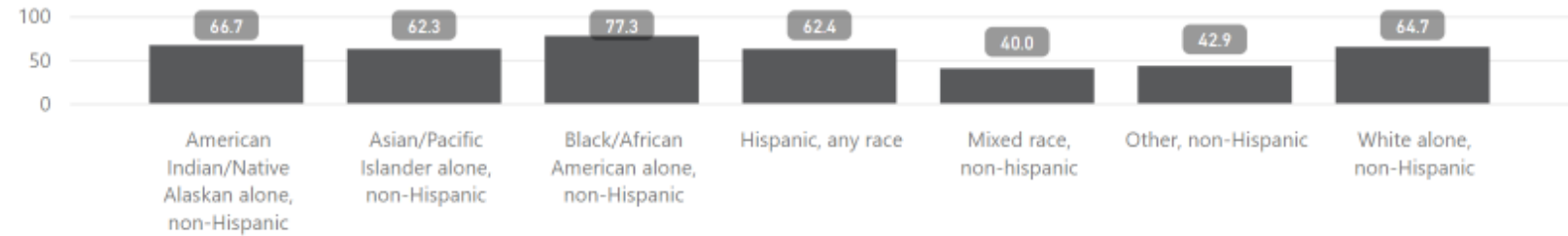
INVESTMENT PRIORITIES



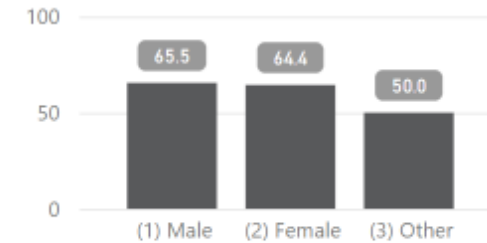
BENCHMARKS



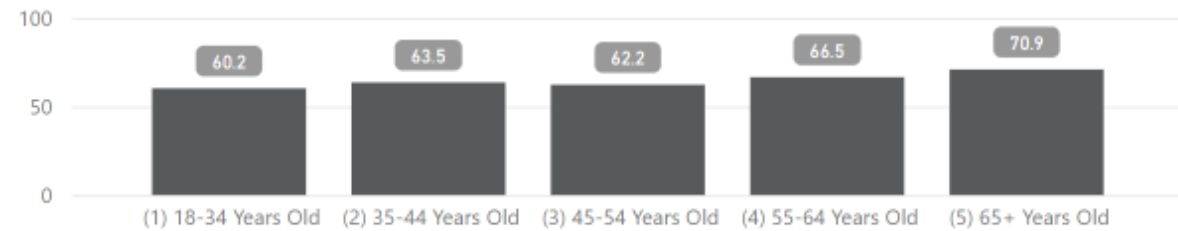
Survey Results by Race/Ethnicity



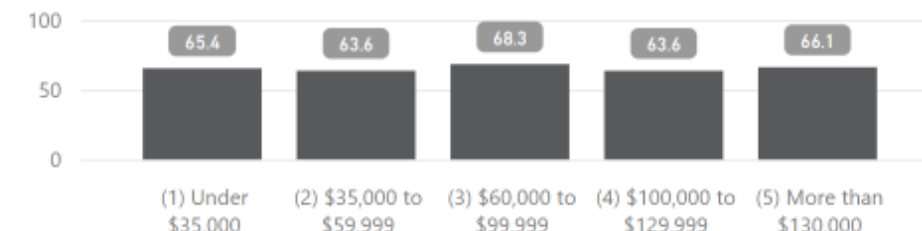
Survey Results by Gender



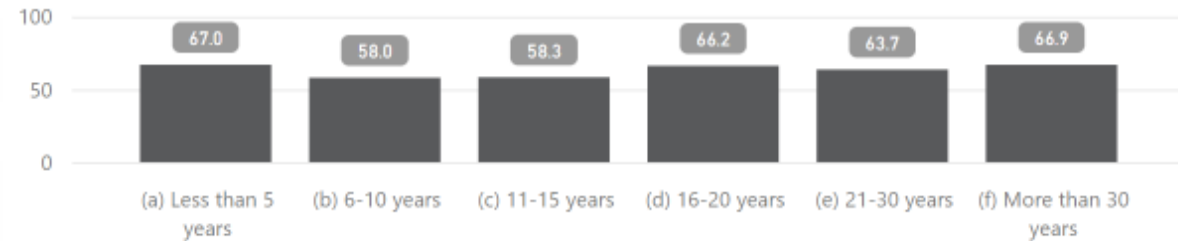
Survey Results by Age



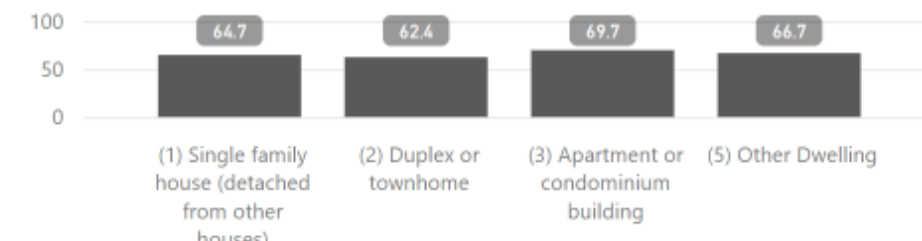
Survey Results by Income



Survey Results by Years Lived in Area



Survey Results by Residence Type





Johnson County Kansas

Community Survey

Investment Priorities Page

Home Page

Filter Page

Clear Filter

of Records
1649
2022

Select survey a topic from the drop down menu below to begin:

Question [Importance-Satisfaction Page]

County Services ▼

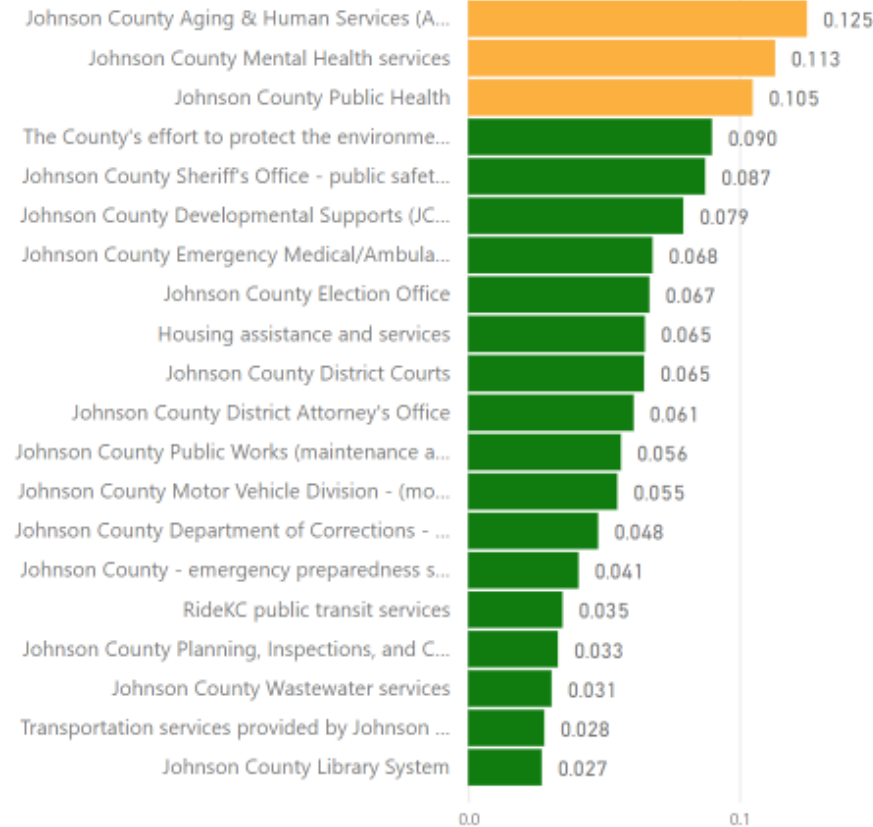
Importance-Satisfaction Rating

Category of Service:	Most Important (%)	Satisfaction (%)	Importance-Satisfaction Rating
Johnson County Aging & Human Services (Aging services, Low Income Household Assistance)	20.9	40.24	0.125
Johnson County Mental Health services	19.2	40.89	0.113
Johnson County Public Health	31.6	66.77	0.105
The County's effort to protect the environment and natural resources	18.2	50.54	0.090
Johnson County Sheriff's Office - public safety and jail system	18.3	52.24	0.087
Johnson County Developmental Supports (JCDS) - provides support for people with intellectual and developmental disabilities	15.5	48.65	0.075
Johnson County Emergency Medical/Ambulance Service (MED-ACT)	36.3	81.23	0.068
Johnson County Election Office	28.3	76.32	0.067
Housing assistance and services	8.3	21.48	0.065

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

■ Definitely Increase Emphasis (≥ 0.20)
 ■ Increase Current Emphasis (≥ 0.10 & < 0.20)
 ■ Maintain Current Emphasis (< 0.10)

Importance-Satisfaction Rating



COUNTY PERFORMANCE

WHO RESPONDED

MAPPING

INVESTMENT PRIORITIES

BENCHMARKS

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



Johnson County Kansas

Community Survey

Results Mapping [District]

Home Page



of Records

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2022

Select a survey topic from the menu below to begin:

Survey Topic [Mapping Page]

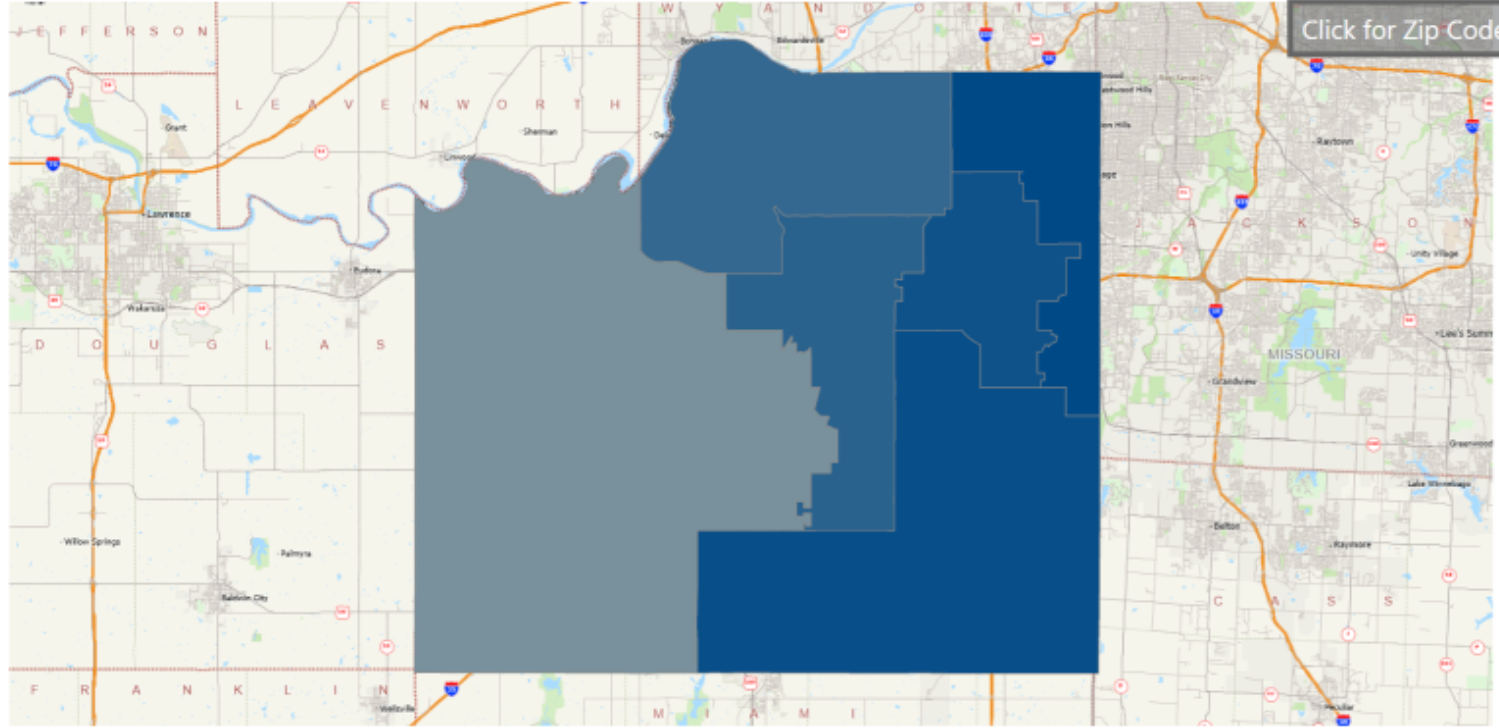
All

...or select a survey question

Questions [Mapping Page]

How Satisfied/Dissatisfied are you with the following aspects of Viewpoint of the County

Ease of travel in Johnson County



■ High Satisfaction Rating
 ■ Medium Satisfaction Rating
 ■ Low Satisfaction Rating

The maps on this page represents citizen satisfaction results by geographic characteristics.

Ease of travel in Johnson County

- Bike lanes, walkability
- College and post-secondary education
- Criminals are competently prosecuted in Johnson County
- Ease of travel in Johnson County
- Economic development
- Effectiveness of County communication with the public
- Environmental stewardship and sustainability
- Health care access
- Housing
- Housing assistance and services
- How well the County is managing growth
- In Johnson County Park & Recreation District parks



77.6

Overall Results %

Answer Option:	%
(1) Very Dissatisfied	0.98%
(2) Dissatisfied	5.55%
(3) Neutral	15.91%
(4) Satisfied	53.90%
(5) Very Satisfied	23.66%

Results by Zone



% Change by

TREND DATA COMING SOON



COUNTY PERFORMANCE

WHO RESPONDED

MAPPING

INVESTMENT PRIORITIES


BENCHMARKS



Johnson County Kansas

Community Survey

Benchmarks - Regional - Topics

Home Page 

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2022

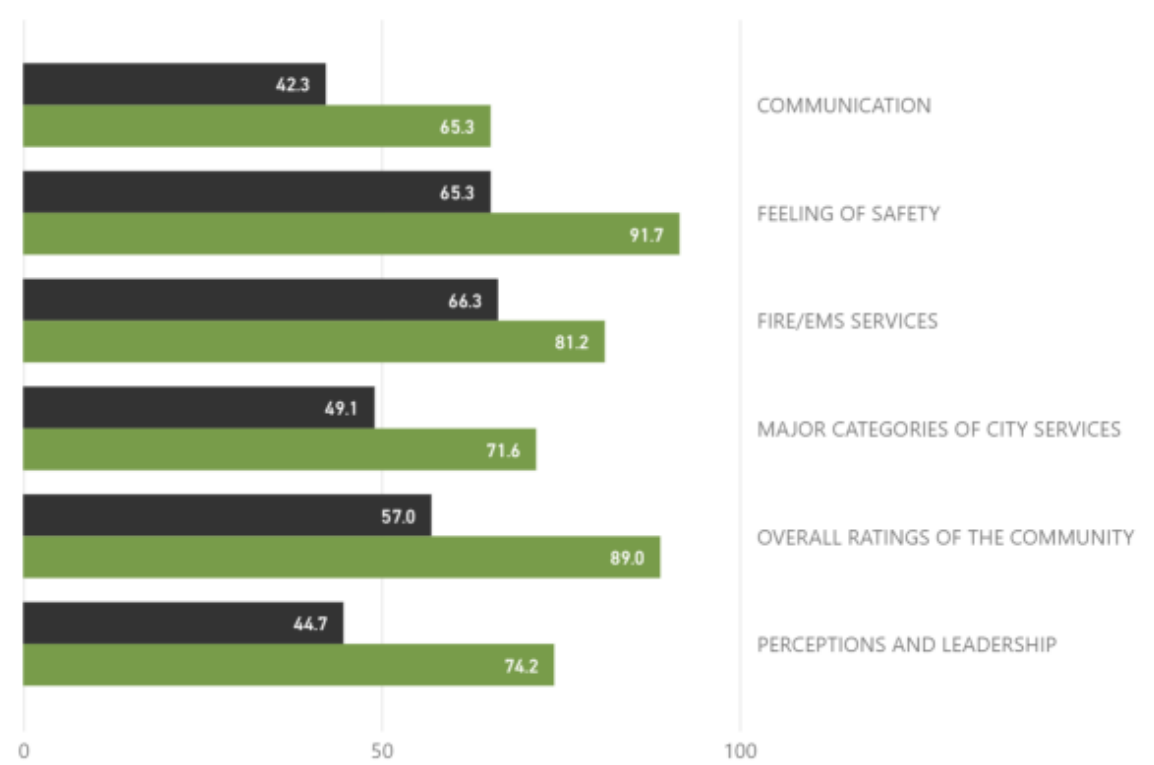
Select a Region Here:

Region
All



Overall Satisfaction per category in comparison to the National Overall Satisfaction by Region/Category

● Regional Satisfaction (%) ● County Satisfaction (%)



COUNTY PERFORMANCE 

WHO RESPONDED 

MAPPING 

INVESTMENT PRIORITIES 

BENCHMARKS 

National 

Regional 

Population 

Age of Residents 

ETC 2022 National DirectionFinder Benchmarking Database

CLICK FOR BENCHMARK QUESTION RESULTS



National Benchmark Questions

My Benchmark Questions

Summary

Satisfaction with County Services Has Increased in Most Areas

Johnson County is Setting the Standard for the Delivery of Most County Services

Since 2020, the priority for Public Works and Motor Vehicle Services Has Declined While the Priority for Public Health Services Has Increased

The Reasons Residents Are Coming to Johnson County and the Reasons They Plan to Stay in Johnson County Did Not Change Significantly as a Result of the Pandemic

Residents Are Significantly More Likely to Think It is “Very Important” for the County to Provide Safety-Net Services for Low Income Residents Compared to Two Years Ago

Questions?

Thank
you!

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