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

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

ETC Institute is the National Leader in Market Research for Local Governmental Organizations.
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
  • A 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
Q1. Importance of the Following Quality of Life Issues in Johnson County Over the Next 20 Years

by percentage of residents surveyed

- Well maintained roads: 80% (Very Important), 18% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Safety, low crime: 86% (Very Important), 11% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Health care access: 85% (Very Important), 11% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Public education (K-12): 88% (Very Important), 8% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Parks, trails, and open space: 69% (Very Important), 26% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Support systems for aging population: 64% (Very Important), 29% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Traffic flow: 54% (Very Important), 39% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Job Opportunities: 60% (Very Important), 31% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- College and post-secondary education: 58% (Very Important), 32% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Support systems for those in need: 61% (Very Important), 29% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Economic development: 48% (Very Important), 41% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Land use planning: 53% (Very Important), 34% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Library services: 55% (Very Important), 32% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Housing: 55% (Very Important), 32% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Environmental stewardship and sustainability: 56% (Very Important), 28% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Workforce development (job training): 43% (Very Important), 40% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Bike lanes, walkability: 37% (Very Important), 43% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Social Justice/Equity/Inclusivity: 57% (Very Important), 20% (Somewhat Important), 2% (Not Sure), 2% (Not Important)
- Pace of growth: 28% (Very Important), 47% (Somewhat Important), 18% (Not Sure), 8% (Not Important)
- Public transit system: 28% (Very Important), 41% (Somewhat Important), 18% (Not Sure), 14% (Not Important)
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
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
Topic 3: Reasons Residents Live in Johnson County
Reasons Residents Decided to Live in Johnson County
Reasons Residents Plan to Stay in Johnson County
Topic 3: Perceptions of Safety
Most Residents Feel Safe in Johnson County
Feeling of Safety

Johnson County Is Setting the Standard in All Areas
Topic 4: How Johnson County Compares to Other Communities
Johnson County Is Setting the Standard in All Areas
Johnson County Is Setting the Standard in All Areas
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
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
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
Satisfaction with County Services

Johnson County Is Setting the Standard in Most Areas
Topic 6: Priorities for County Services
County Services that Are Most Important to Provide
Opportunities for Improvement

**Highest Opportunities**
1. Aging and Human Services (2\textsuperscript{nd} in 2020)
2. Mental Health Services (1\textsuperscript{st} in 2020)
3. Public Health Services (6\textsuperscript{th} in 2020)

**Other Opportunities**
4. Protect Environment/Natural Resources (7\textsuperscript{th} in 2020)
5. Sheriff’s Office (5\textsuperscript{th} in 2020)
6. Developmental supports (11\textsuperscript{th} in 2020)
Topic 7: Other Issues
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

% “Very Important” Has Increased Significantly Since 2020
Ratings for the Quality and Affordability of Housing Are High
The Percentage of Residents Who Thought the County Should Devote More Resources Increased in Most Areas
Overview of the New Survey Dashboard
## Importance-Satisfaction Rating

<table>
<thead>
<tr>
<th>Category of Service</th>
<th>Most Important (%)</th>
<th>Satisfaction (%)</th>
<th>Importance-Satisfaction Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johnson County Aging &amp; Human Services (Aging services, Low Income Household Assistance)</td>
<td>20.9</td>
<td>40.24</td>
<td>0.125</td>
</tr>
<tr>
<td>Johnson County Mental Health services</td>
<td>19.2</td>
<td>40.89</td>
<td>0.112</td>
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<tr>
<td>Johnson County Public Health</td>
<td>31.6</td>
<td>66.77</td>
<td>0.190</td>
</tr>
<tr>
<td>The County’s effort to protect the environment and natural resources</td>
<td>18.2</td>
<td>50.54</td>
<td>0.090</td>
</tr>
<tr>
<td>Johnson County Sheriff’s Office - public safety and jail system</td>
<td>18.3</td>
<td>52.24</td>
<td>0.081</td>
</tr>
<tr>
<td>Johnson County Developmental Supports (ICDS) - provides support for people with intellectual and developmental disabilities</td>
<td>15.5</td>
<td>48.65</td>
<td>0.075</td>
</tr>
<tr>
<td>Johnson County Emergency Medical/Ambulance Service (MEED-ACT)</td>
<td>36.3</td>
<td>81.23</td>
<td>0.068</td>
</tr>
<tr>
<td>Johnson County Election Office</td>
<td>28.3</td>
<td>76.32</td>
<td>0.068</td>
</tr>
<tr>
<td>Housing assistance and services</td>
<td>8.3</td>
<td>27.18</td>
<td>0.008</td>
</tr>
</tbody>
</table>

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.

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