



2021 Jefferson County Community Survey Findings Report

Presented to Jefferson County,
Alabama

February 2022

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Executive Summary

2021 Jefferson County Community Survey

Executive Summary



Purpose

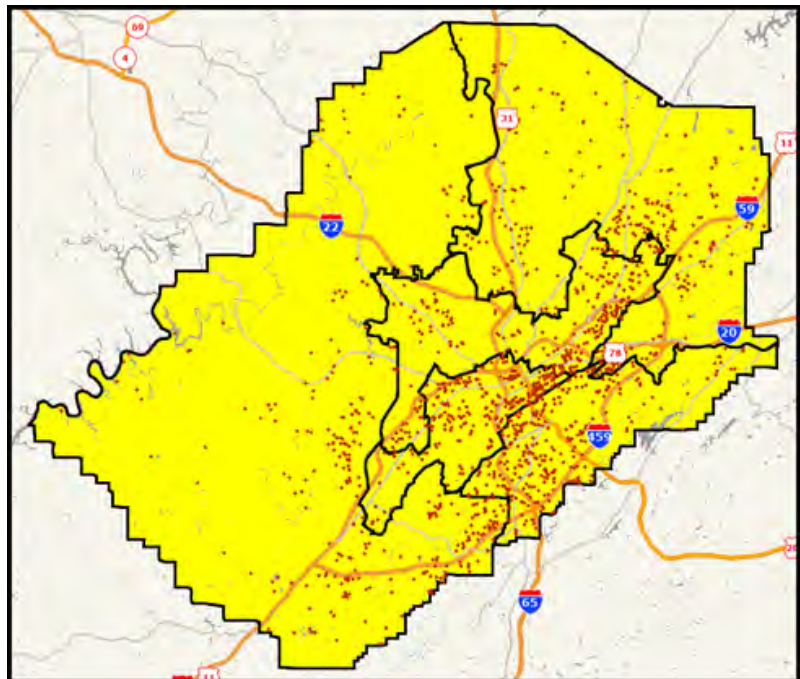
ETC Institute administered a survey to residents of Jefferson County between December 2021 and January 2022. The purpose of the survey was to gather resident opinion and feedback in order to evaluate and improve County services and determine the needs of residents. This is the first community survey ETC Institute has administered for Jefferson County.

Methodology

The six-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in Jefferson County. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of Jefferson County from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 1,250 residents. This goal was far exceeded, with a total of 1,362 residents completing the survey. The overall results for the sample of 1,362 households have a precision of at least +/-2.6% at the 95% level of confidence. To understand how well services are being delivered in different areas of the County, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the survey based on the location of their home.



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The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report. Since the number of “don’t know” responses often reflects the utilization and awareness of County services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for all questions on the survey (Section 1)
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the County to address based upon the survey results (Section 2)
- tables that show the results of the random sample for each question on the survey (Section 3)
- cross-tabular data that show the results of the survey by Commission District (Section 4)
- a copy of the survey instrument (Section 5)

Satisfaction With Perceptions of the County

The overall perceptions of Jefferson County that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of life (44%), ease of travel in the County (40%), and customer service from County employees (35%).

Satisfaction With County Services

The categories of County services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: emergency preparedness services (62%), County effort to protect environment/natural resources (25%), and Jefferson County Planning, Inspections, and Codes (25%).

Based on the sum of their top four choices, the categories of County services that residents thought were most important to provide were: 1) Jefferson County Roads and Transportation, 2) emergency preparedness services, 3) Jefferson County Senior Services, and 4) stormwater program.

Aspects of County Government

Residents were asked to provide their level of agreement with various statements about Jefferson County government. The statements that had the highest levels of agreement, based upon the combined percentage of “strongly agree” and “agree” responses among residents *who had an opinion*,

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were: polling places are conveniently located/accessible (65%), Jefferson County is prepared for an emergency (40%), and the County's web page is a useful source of information (34%).

Based on the sum of their top four choices, the statements related to County government that residents thought were most important were: 1) Jefferson County is prepared for an emergency, 2) Jefferson County Government is well run, 3) Jefferson County does a good job keeping residents informed, and 4) Jefferson County does a good job managing growth and development in rural areas.

Response to the COVID-19 Pandemic

Residents were asked the importance of various investment opportunities to help the community respond to and recover from the COVID-19 pandemic. The areas that had the highest levels of importance, based upon the combined percentage of "very important" and "somewhat important" responses among residents *who had an opinion*, were: safe and reliable drinking water (95%), access to healthcare (88%), education (87%), and behavioral healthcare and substance abuse (87%).

Based on the sum of their top five choices, the investments related to COVID-19 recovery that residents thought should receive the highest priorities were: 1) access to healthcare, 2) education, 3) behavioral healthcare and substance abuse, 4) healthy childhood environments, and 5) safe and reliable drinking water.

Forty-five percent (45%) of residents *who had an opinion* thought the County did "very well" or "well" in communicating information related to COVID-19; 36% thought the County did "somewhat well" and 19% "not well at all."

Online Services

Residents were asked to select which online services they were aware of or used. The services that had the highest levels of awareness or use were: TAGIT – Jefferson County online vehicle tag renewal (88%), JobsQuest.org – online job applications (59%), E-Ring – pay property taxes/search property information (56%), and public records request (50%).

Residents who used various online services were then asked to rate their satisfaction with each. The services that had the highest levels of satisfaction, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: TAGIT (91%), Jefferson County GIS maps (84%), online streaming of Commission meetings (82%), Everbridge – EMA Emergency Alert/Sewer Overflow Alert System (81%), and Benchmark Web – probate court e-filing (79%).

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Communication

Thirty-eight percent (38%) of residents surveyed, *who had an opinion*, thought Jefferson County government does an “excellent” or “good” job of communicating information about County issues to the public; 32% felt the County does a “fair” job and 31% thought it does a “poor” job. Forty percent (40%) of residents surveyed, *who had an opinion*, consider Jefferson County government to be open and transparent with information about County issues, services, and performance.

Twenty-eight percent (28%) of residents are aware that Jefferson County Commissioner meetings are broadcast online at jccal.org as well as on county social media channels. When asked which County social media resources they have used, the top response was Facebook (51%). The *most preferred* sources for receiving Jefferson County news and announcements among those *who had an opinion* were television and Facebook.

Importance of Visioning Issues

Residents were asked the importance of various characteristics and services in Jefferson County over the next twenty years. The areas that had the highest levels of importance, based upon the combined percentage of “very important” and “somewhat important” responses among residents *who had an opinion*, were: well maintained roads (98%), safety, low crime (98%), economic development (97%), job opportunities (97%), public education (K-12) (96%), health care access (96%), traffic flow (94%), and services for senior citizens (94%).

Based on the sum of their top four choices, the items that residents thought should be the County’s top priorities for the next five years were: 1) safety, low crime, 2) public education (K-12), 3) health care access, and 4) job opportunities.

Other Findings

- Most residents (92%) *who had an opinion* were “very supportive” or “supportive” of Jefferson County becoming a mandatory pickup County if it meant cleaner roadways and less illegal dumping.
- When residents were asked if various work-related circumstances occurred in their household due to the COVID-19 pandemic, 51% of those who responded indicated they worked remotely or from home more than usual; 42% indicated they worked normal hours, and 27% worked more hours than usual. Twelve percent (12%) indicated they lost their job, while 11% were furloughed and 7% worked with reduced pay.

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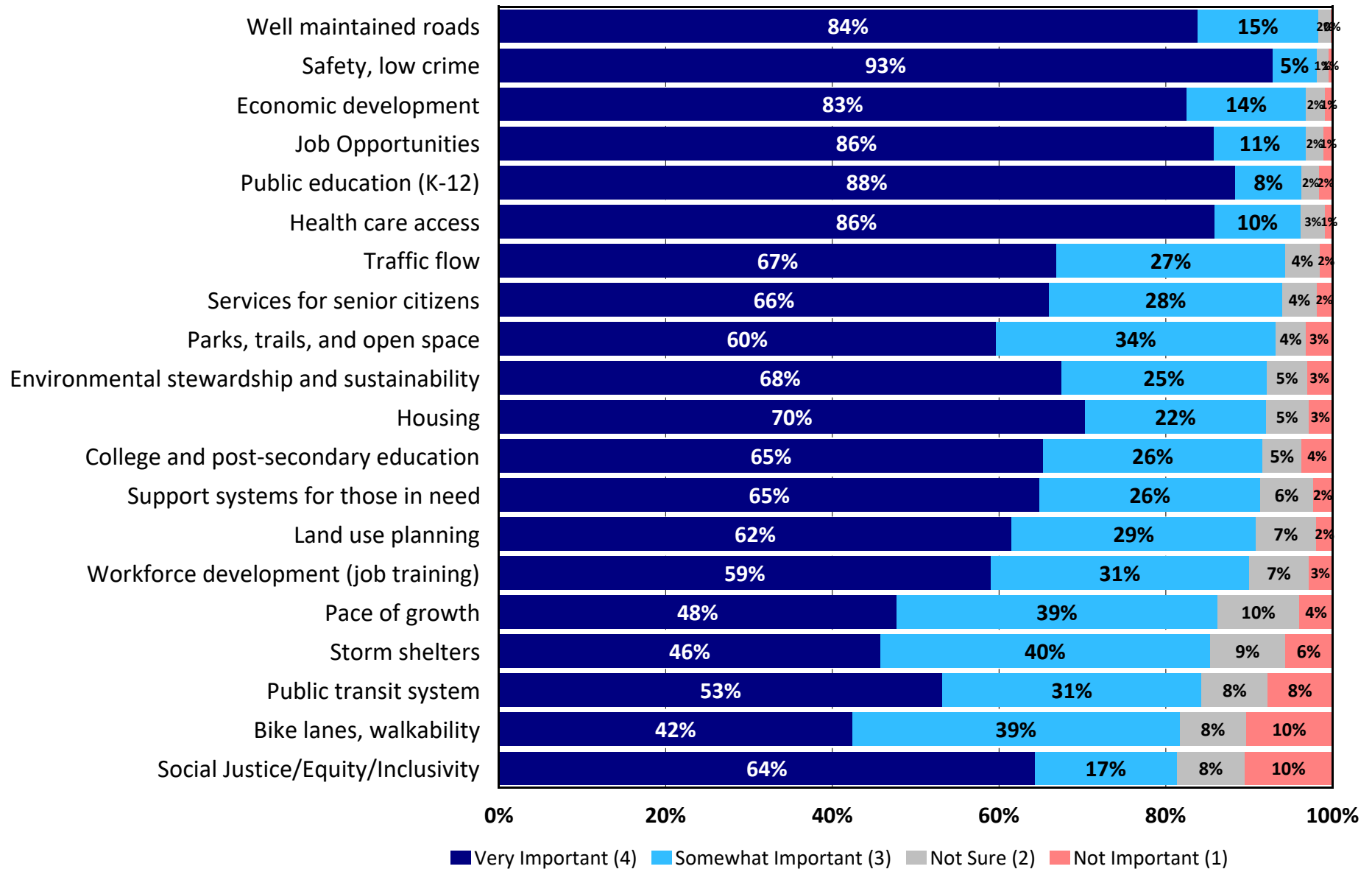
- Sixty-five percent (65%) of residents indicated they prefer to pay their property tax online via credit/debit card; 28% prefer to pay by mail, 22% by phone via credit/debit card, and 22% prefer to pay via an app.



Charts and Graphs:

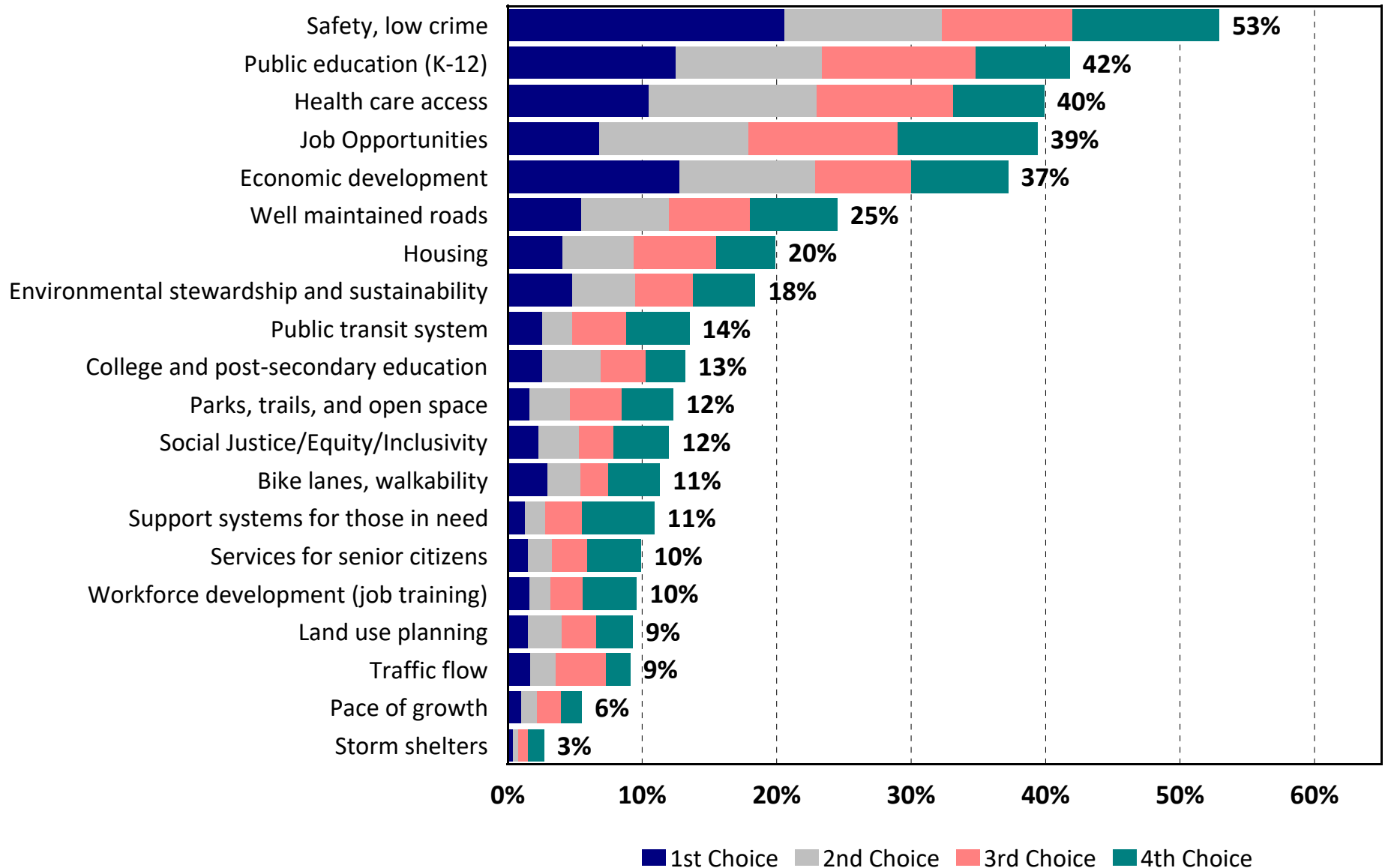
Q1. Importance of the Following in Jefferson County Over the Next 20 Years

by percentage of respondents



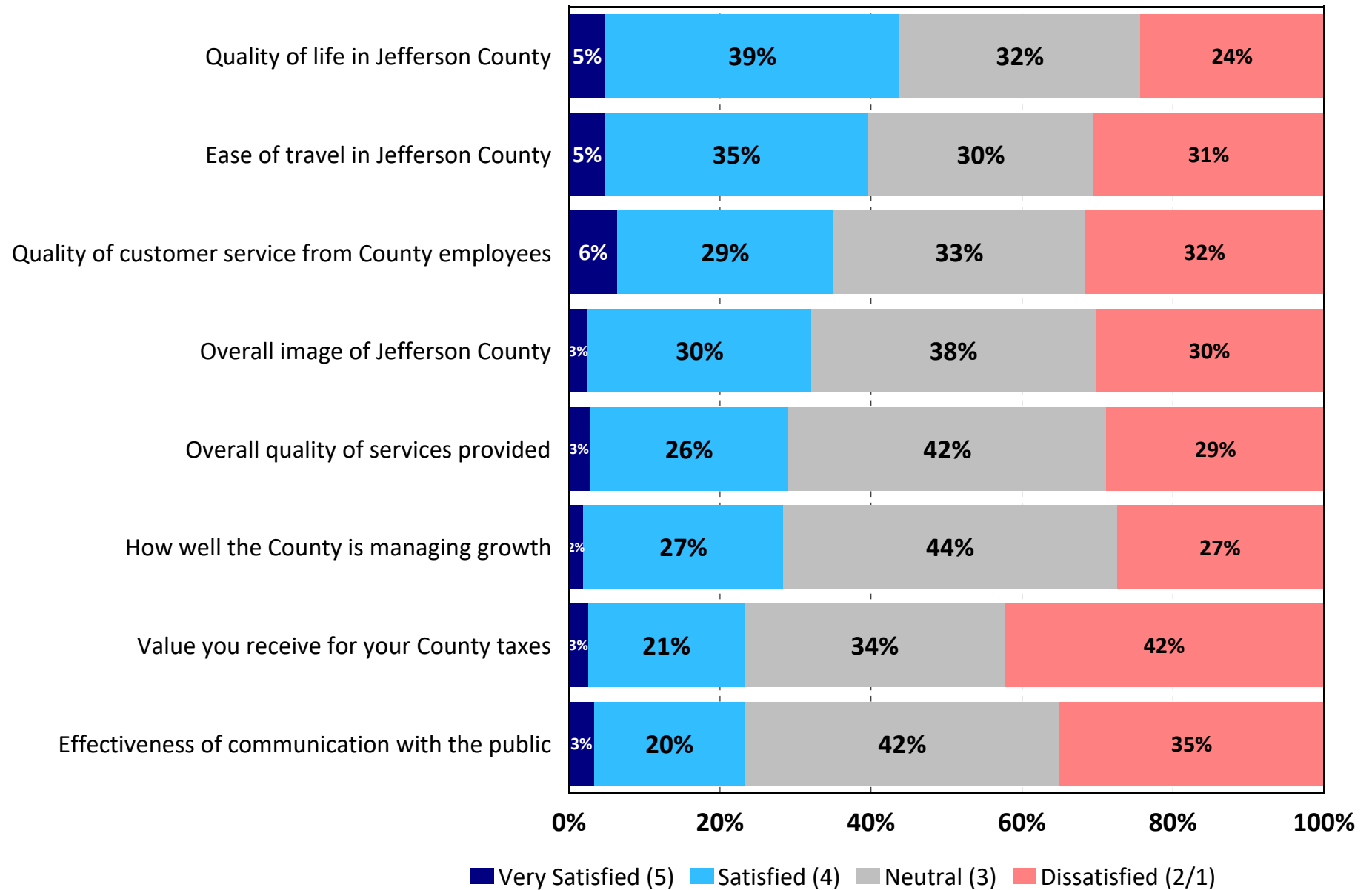
Q2. Items That Should be the County's Top Priorities for the Next 5 Years

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



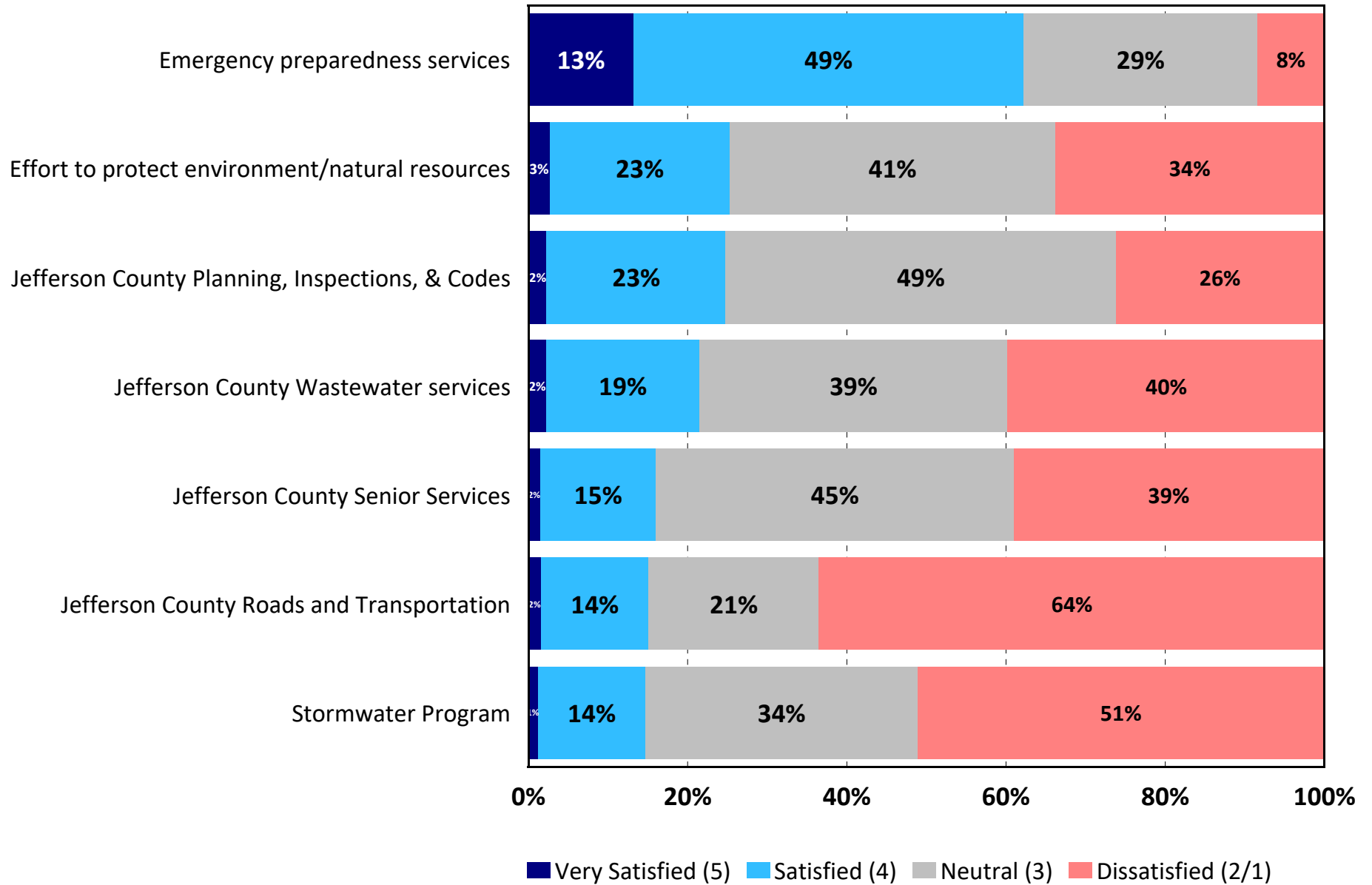
Q3. Satisfaction with Various Perceptions of the County

by percentage of respondents (excluding don't knows)



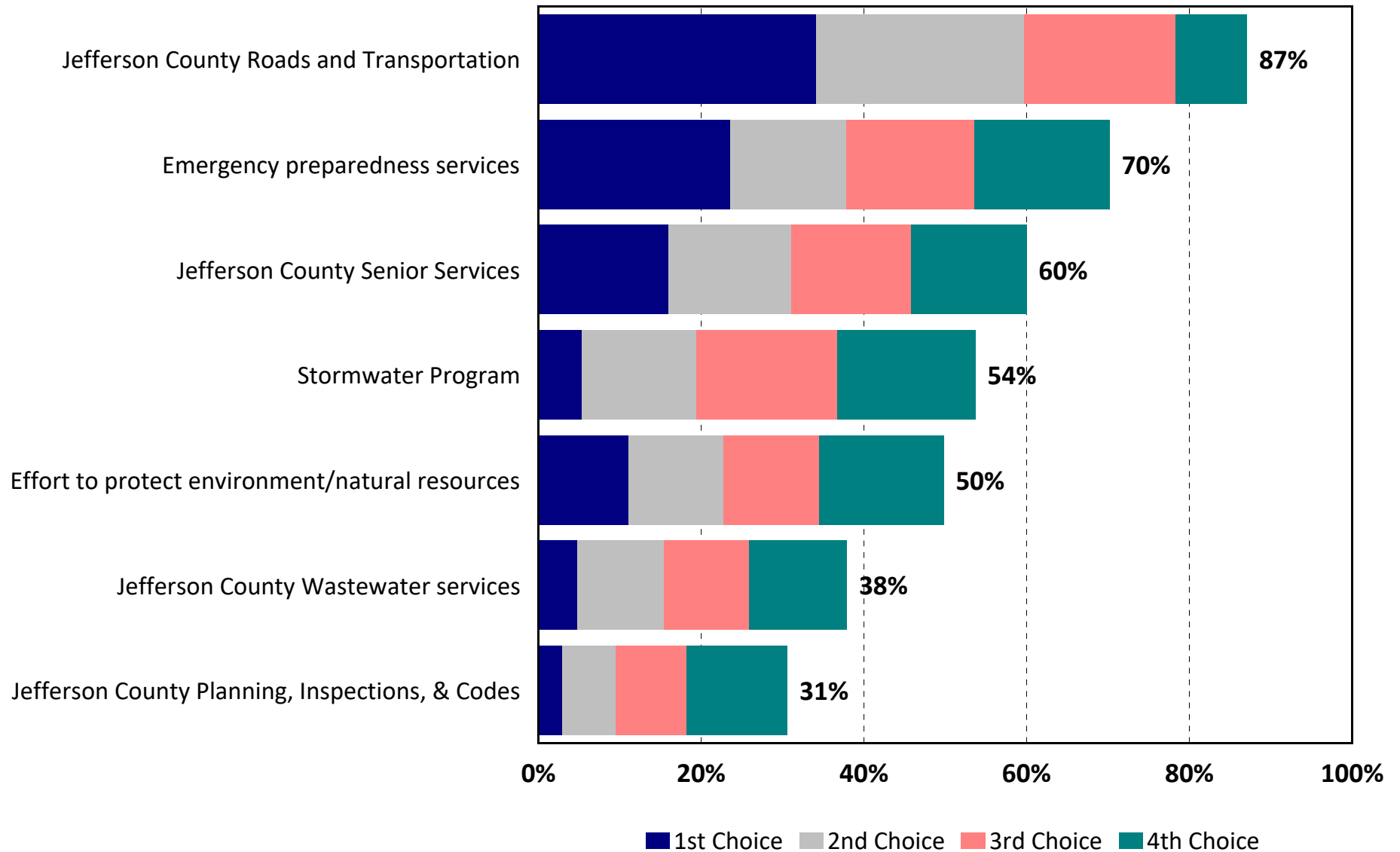
Q4. Satisfaction with County Services

by percentage of respondents (excluding don't knows)



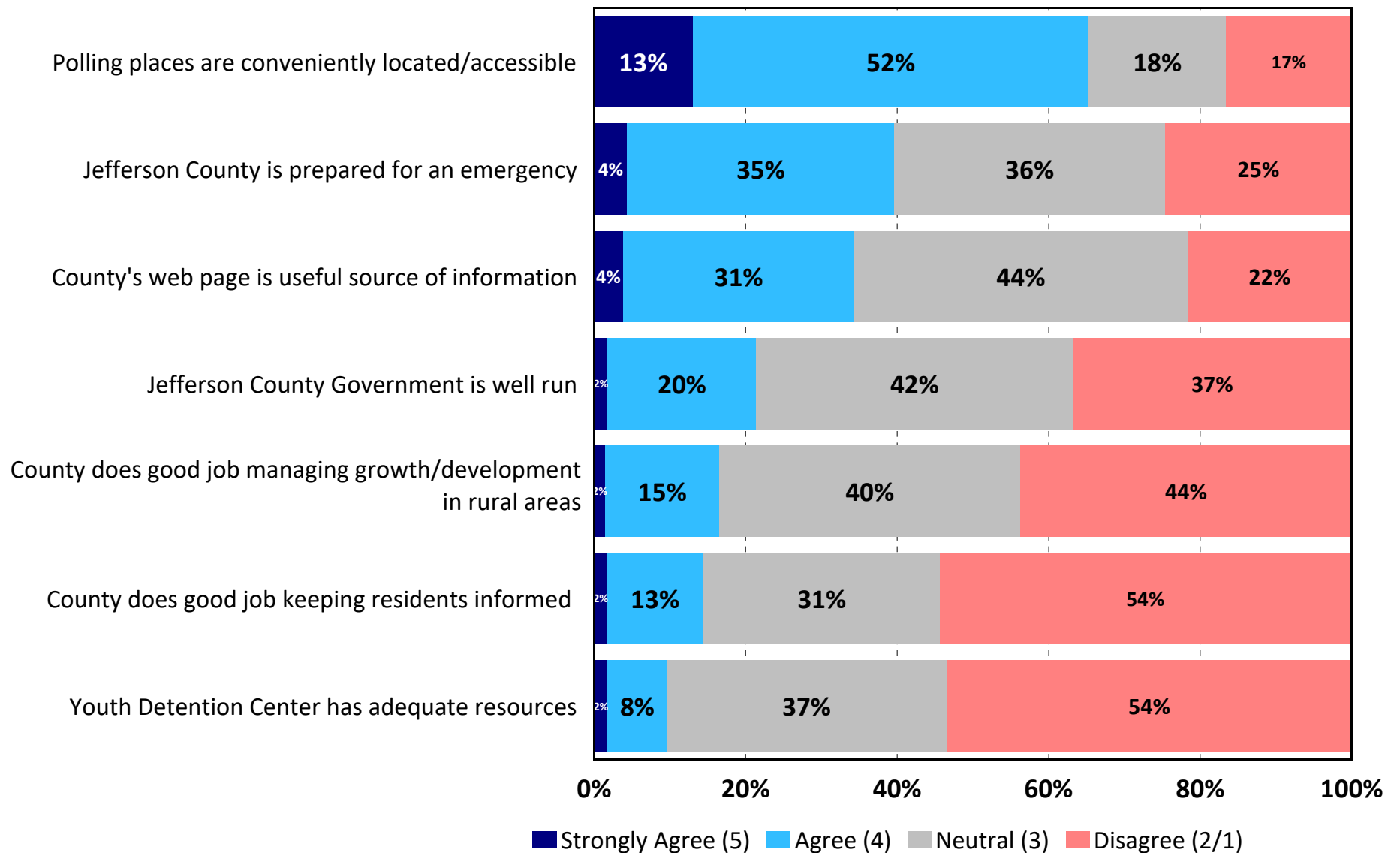
Q5. Services That Are Most Important for the County to Provide

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



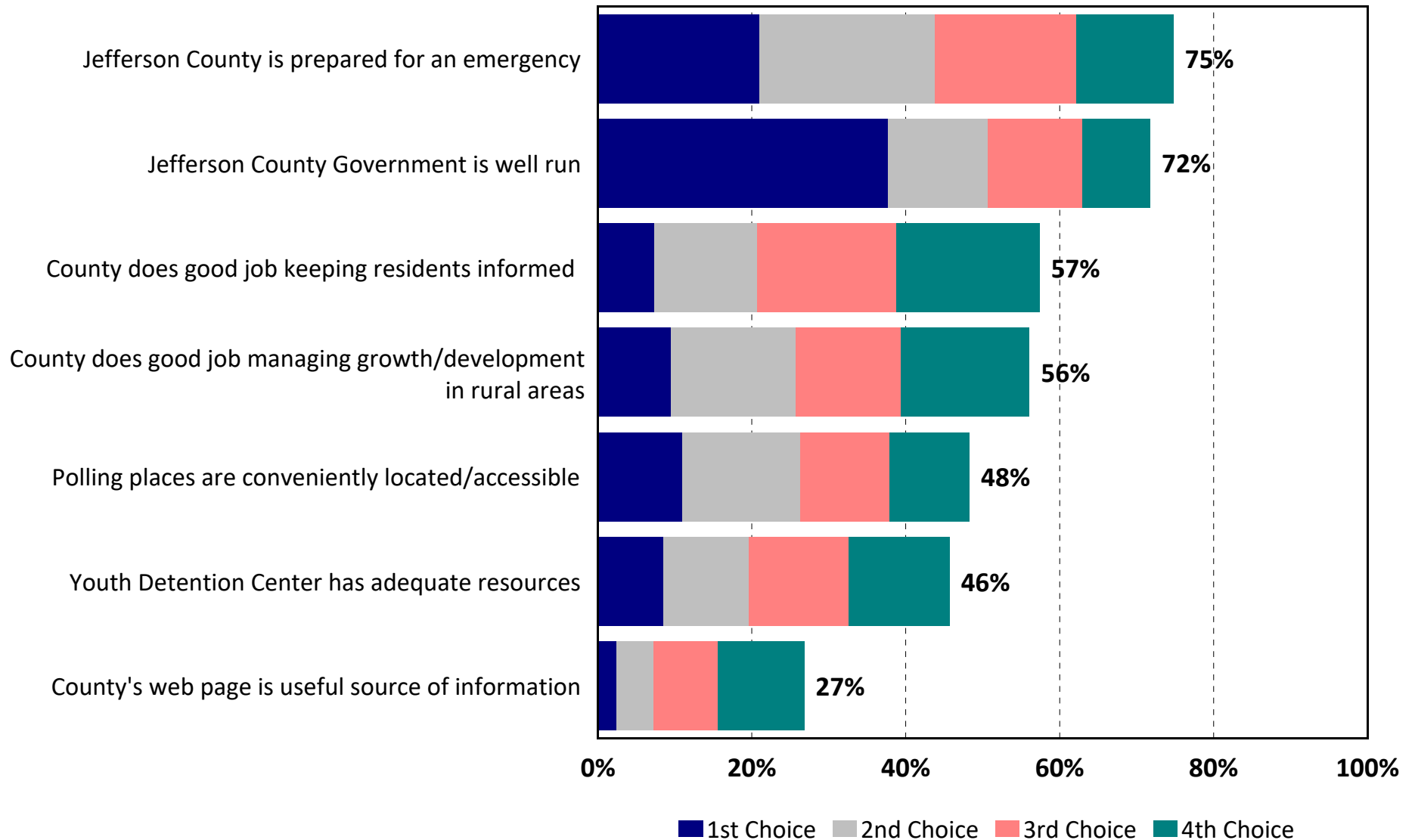
Q6. Agreement with the Following Statements Regarding County Government

by percentage of respondents (excluding don't knows)



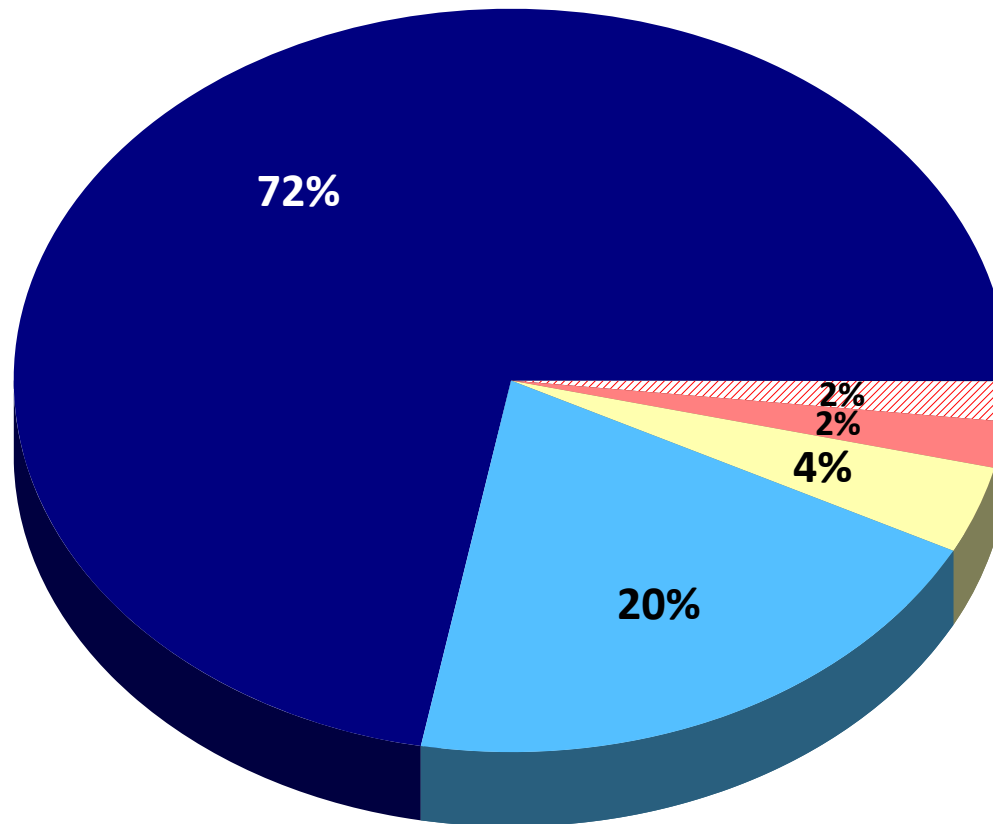
Q7. Statements Related to County Government That Are Most Important

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



Q8. How supportive would you be of Jefferson County becoming a mandatory pickup County if it meant cleaner roadways and less illegal dumping?

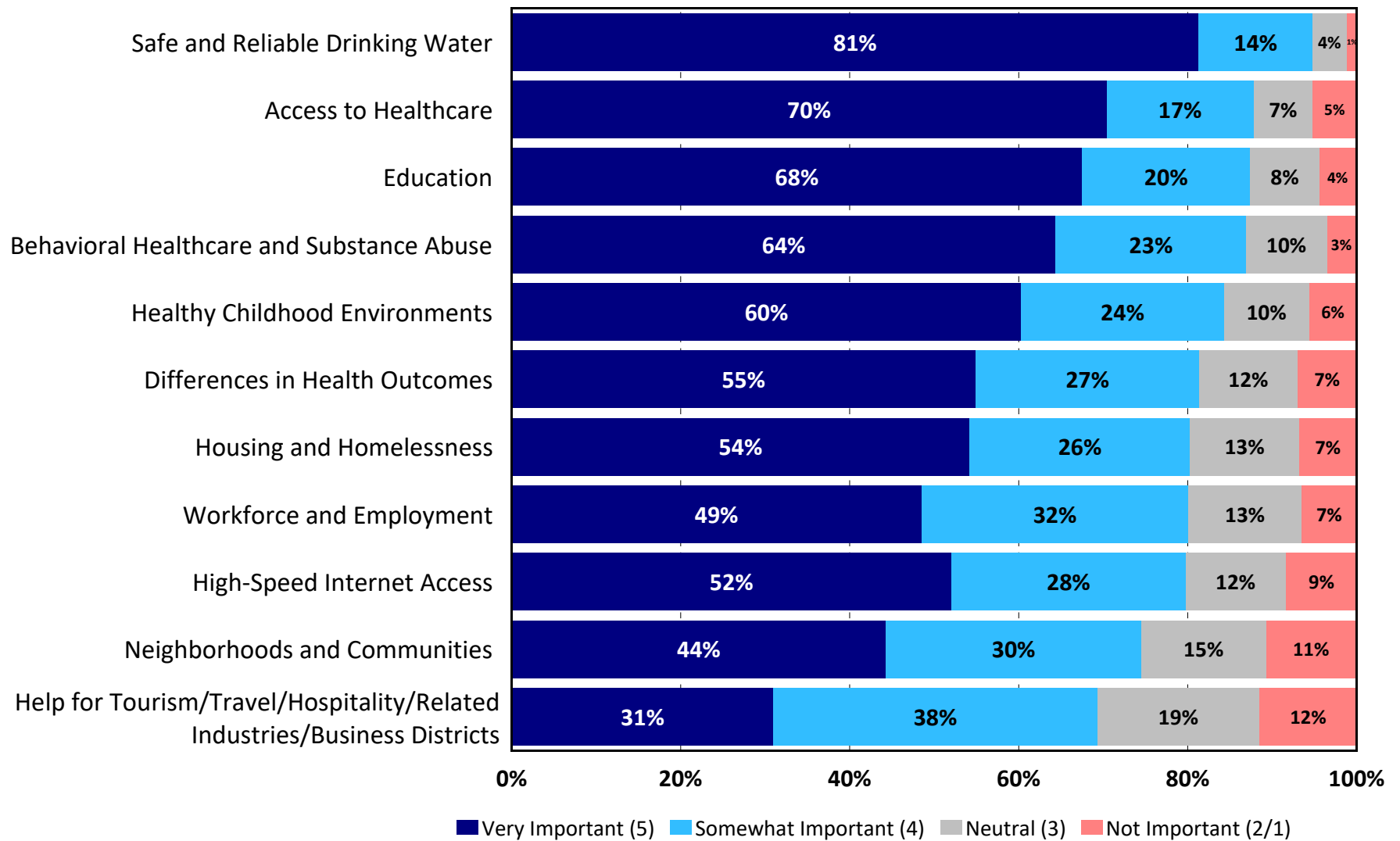
by percentage of respondents (excluding not sure)



■ Very supportive ■ Supportive ■ Neutral ■ Not supportive ■ Not at all supportive

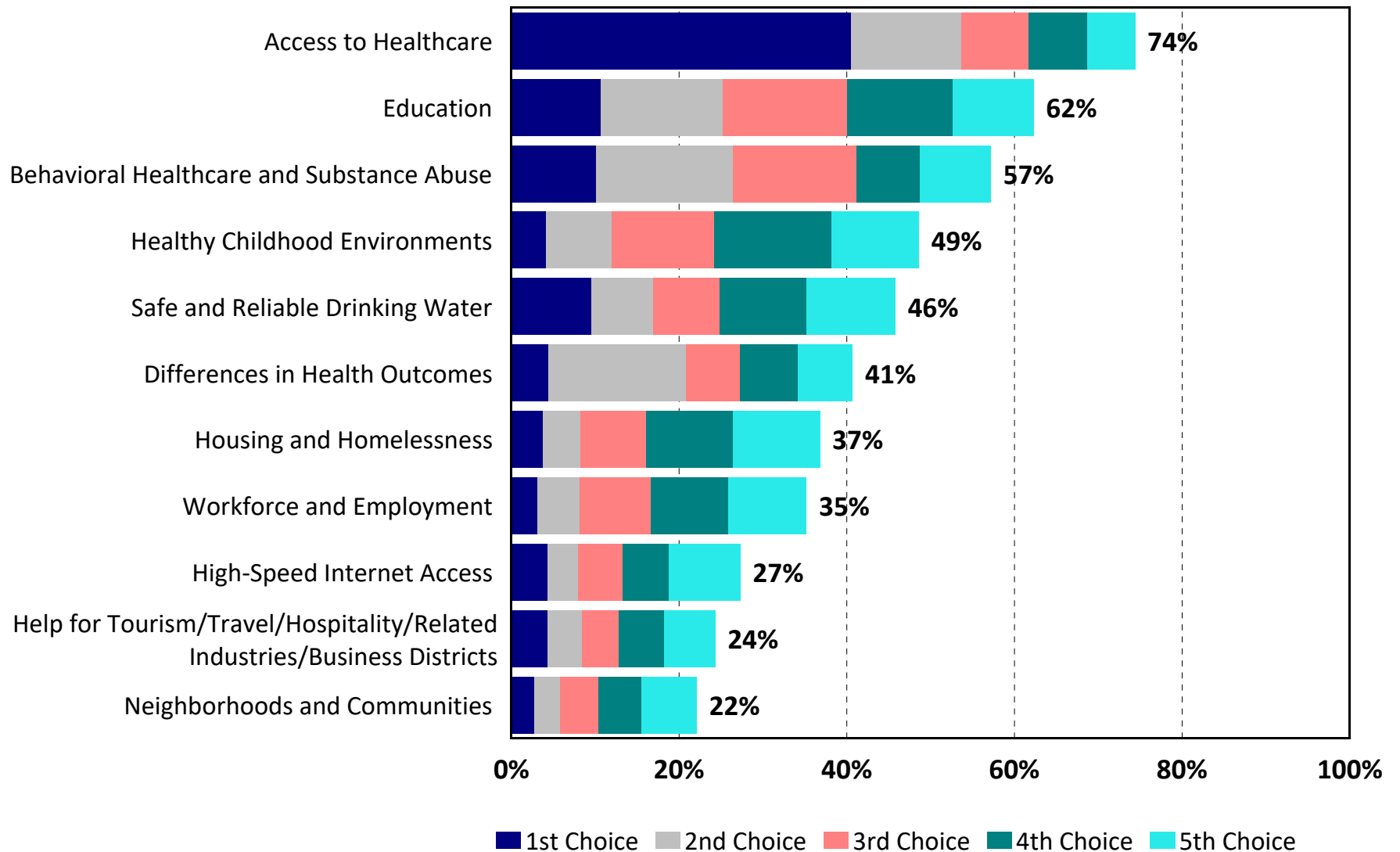
Q9. Importance of Investing in Each of the Following Areas to Help the Community Respond to and Recover from COVID-19 Pandemic

by percentage of respondents (excluding don't knows)



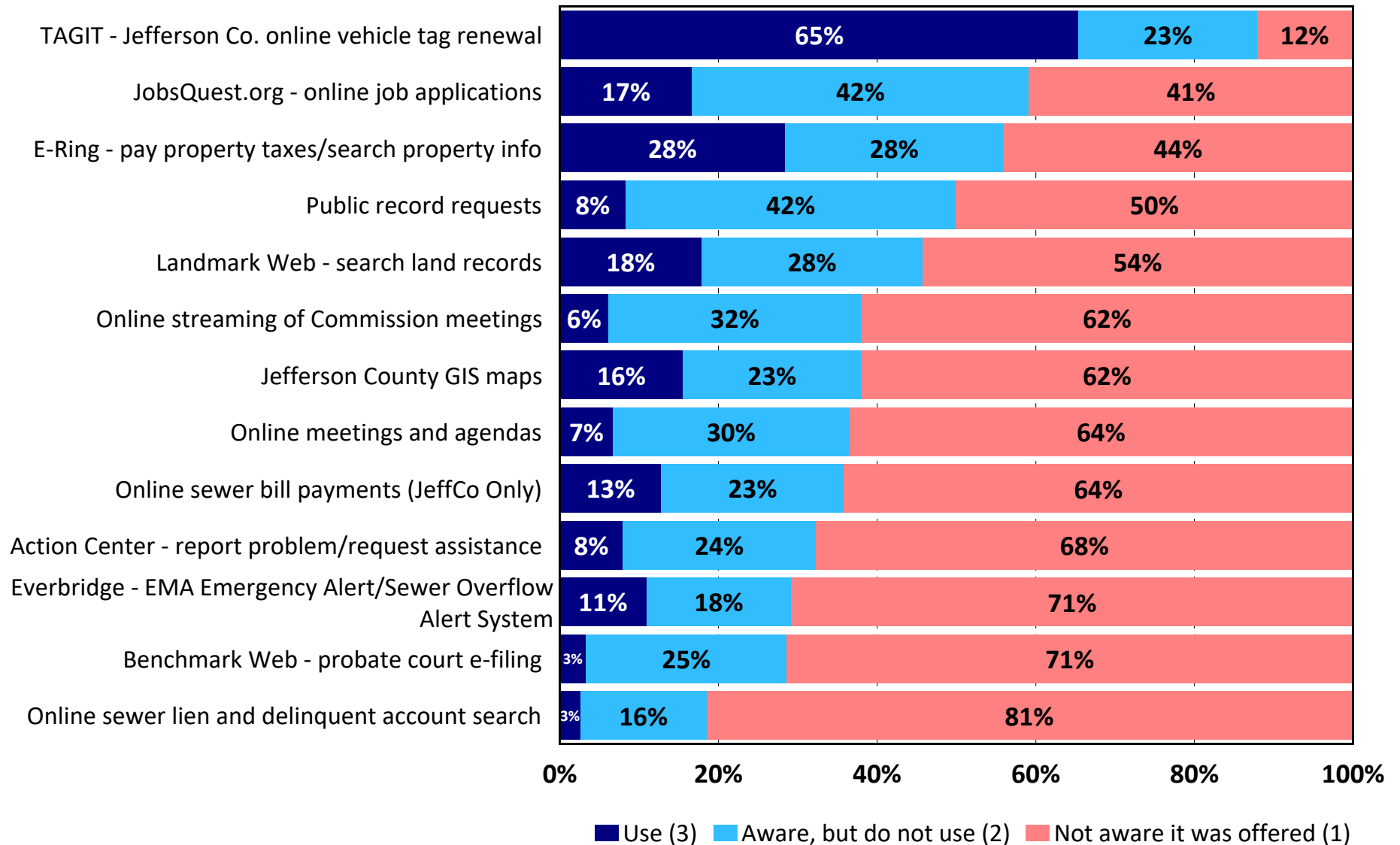
Q10. Areas That Should Receive the Highest Priorities for Investment

by percentage of respondents who selected the item as one of their top five choices



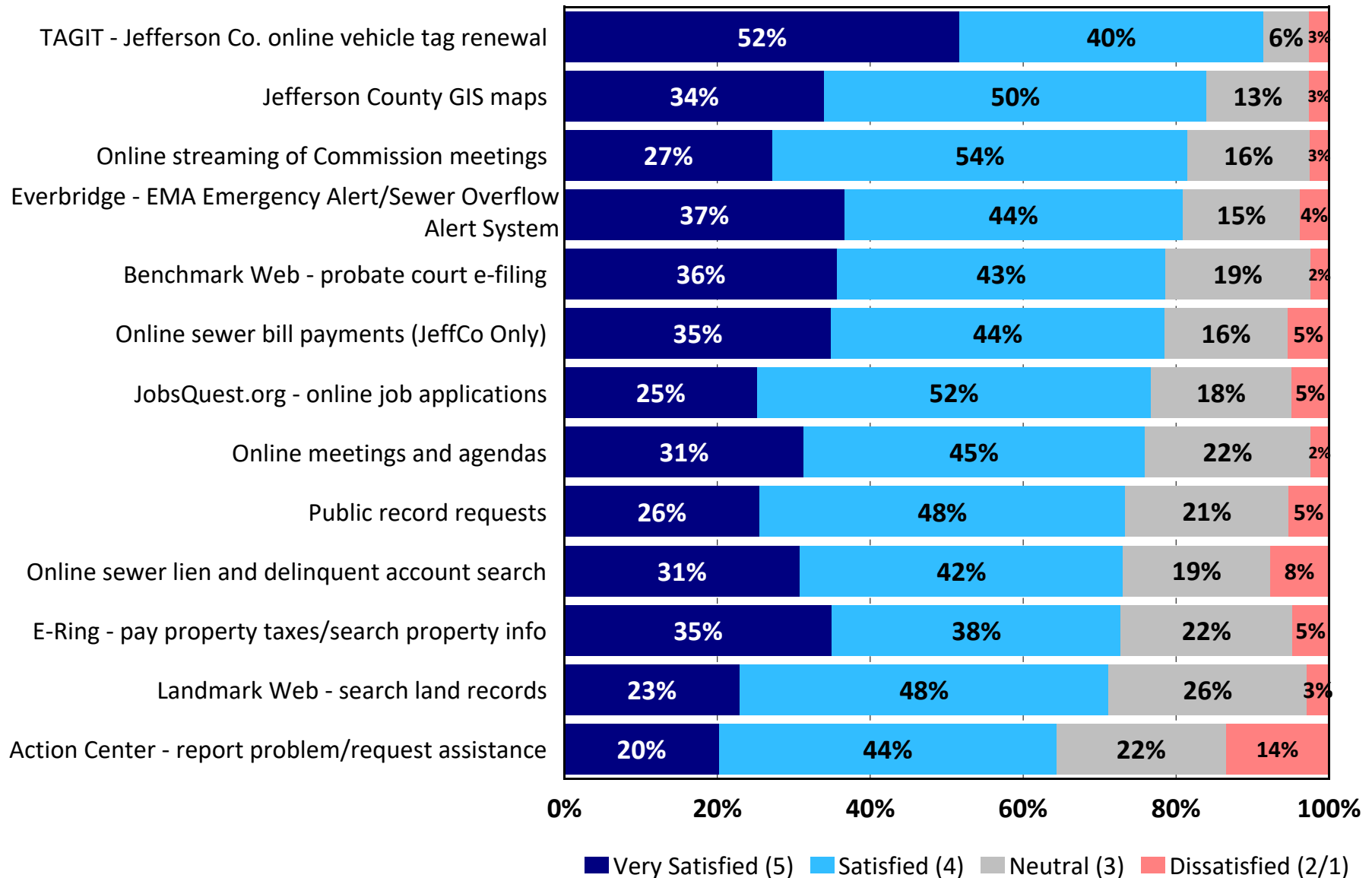
Q11[1]. Use and Awareness of the Following Online Services

by percentage of respondents



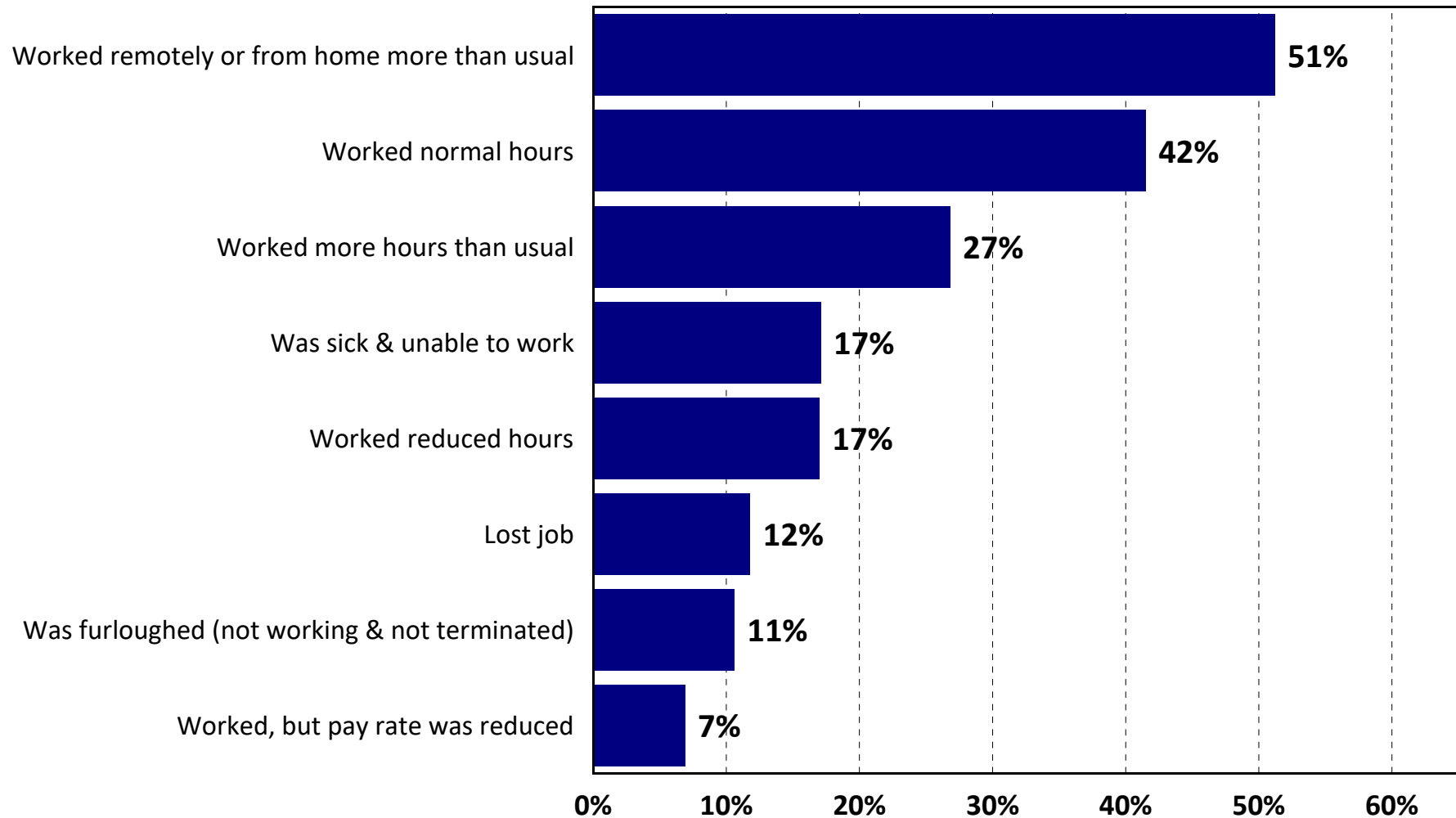
Q11[2]. Satisfaction With the County's Online Services

by percentage of respondents who used the service (excluding don't knows)



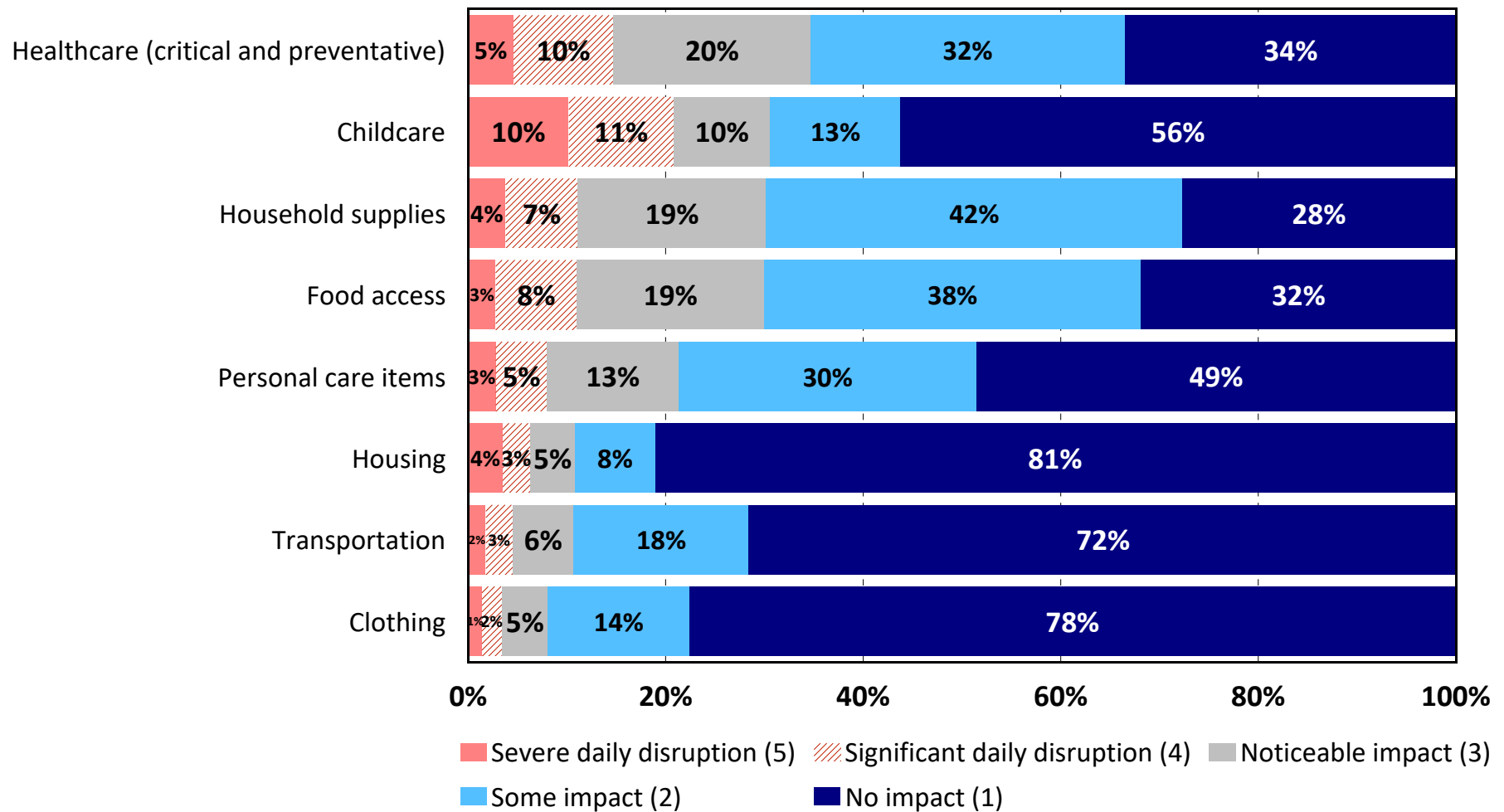
Q12. Did any of the following happen to you or someone in your household's employment due to the COVID-19 pandemic?

by percentage of respondents (excluding not applicable - multiple selections could be made)



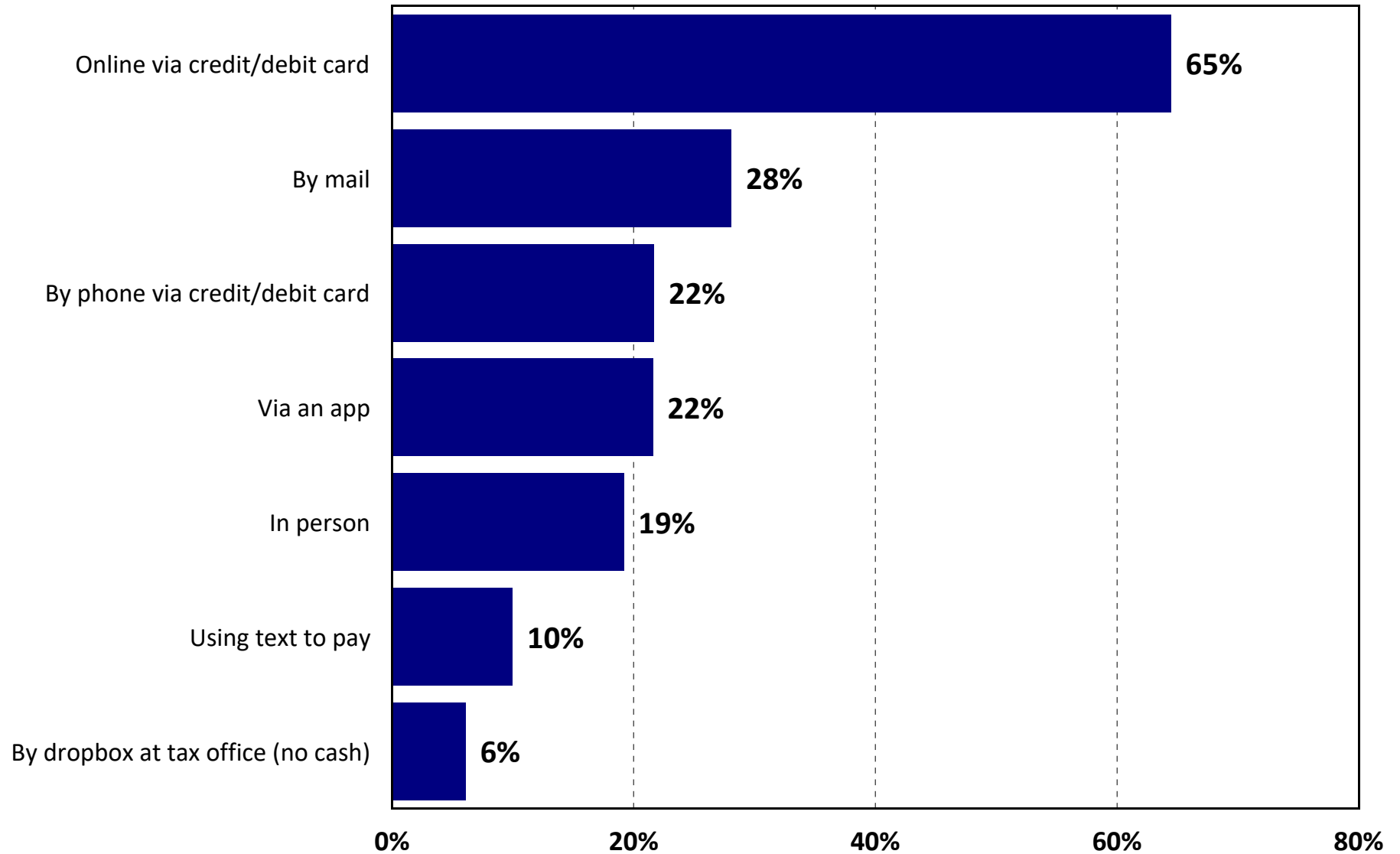
Q13. To what degree have you and your immediate household been impacted by access to the following due to COVID-19?

by percentage of respondents (excluding don't knows)



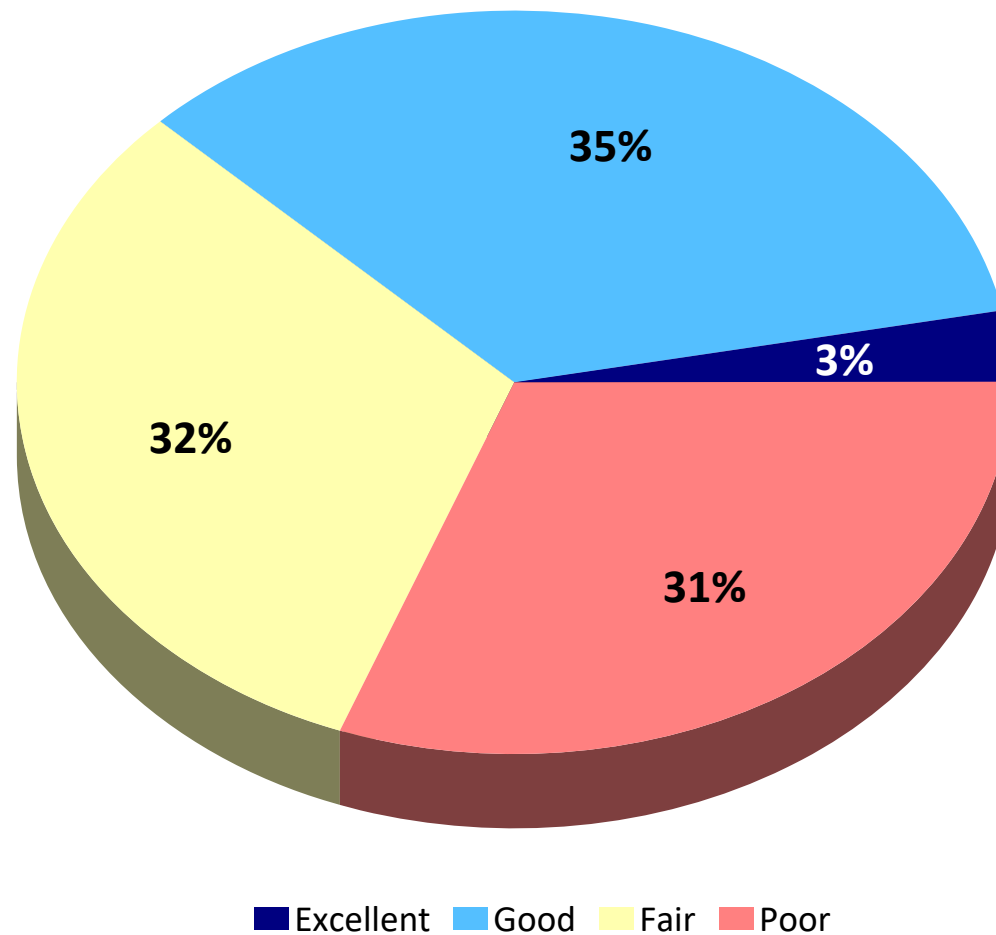
Q14. Preferred Property Tax Payment Methods

by percentage of respondents (multiple selections could be made)



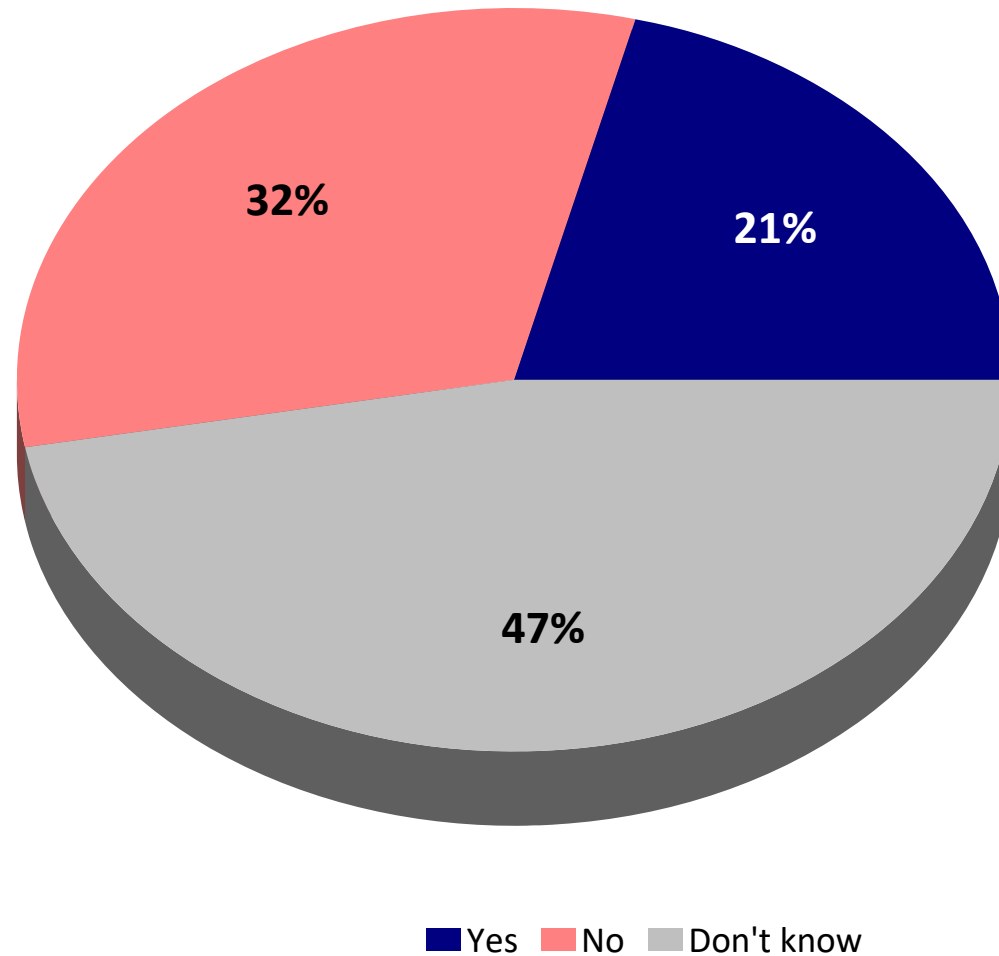
Q15. How good of a job does Jefferson County government do communicating information about County issues to the public?

by percentage of respondents (excluding don't knows)



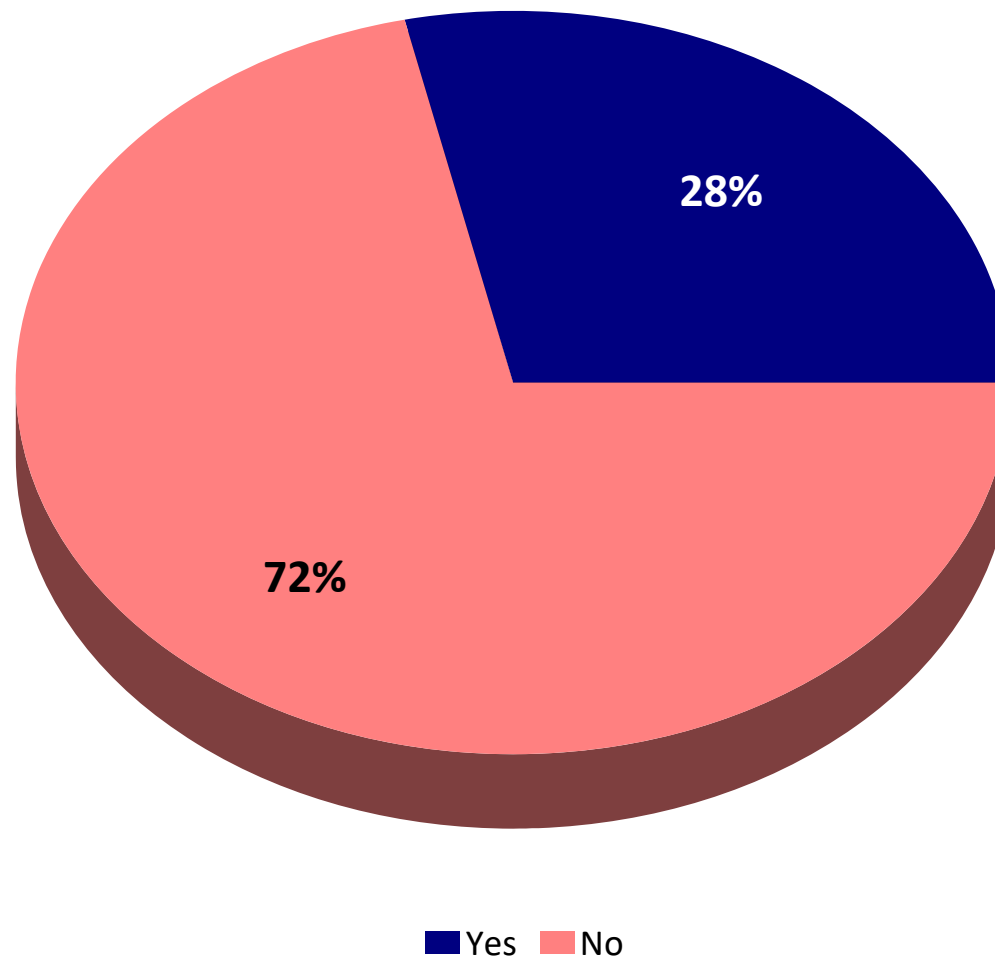
Q16. Do you consider Jefferson County government to be open and transparent with information about County issues, services, and performance?

by percentage of respondents



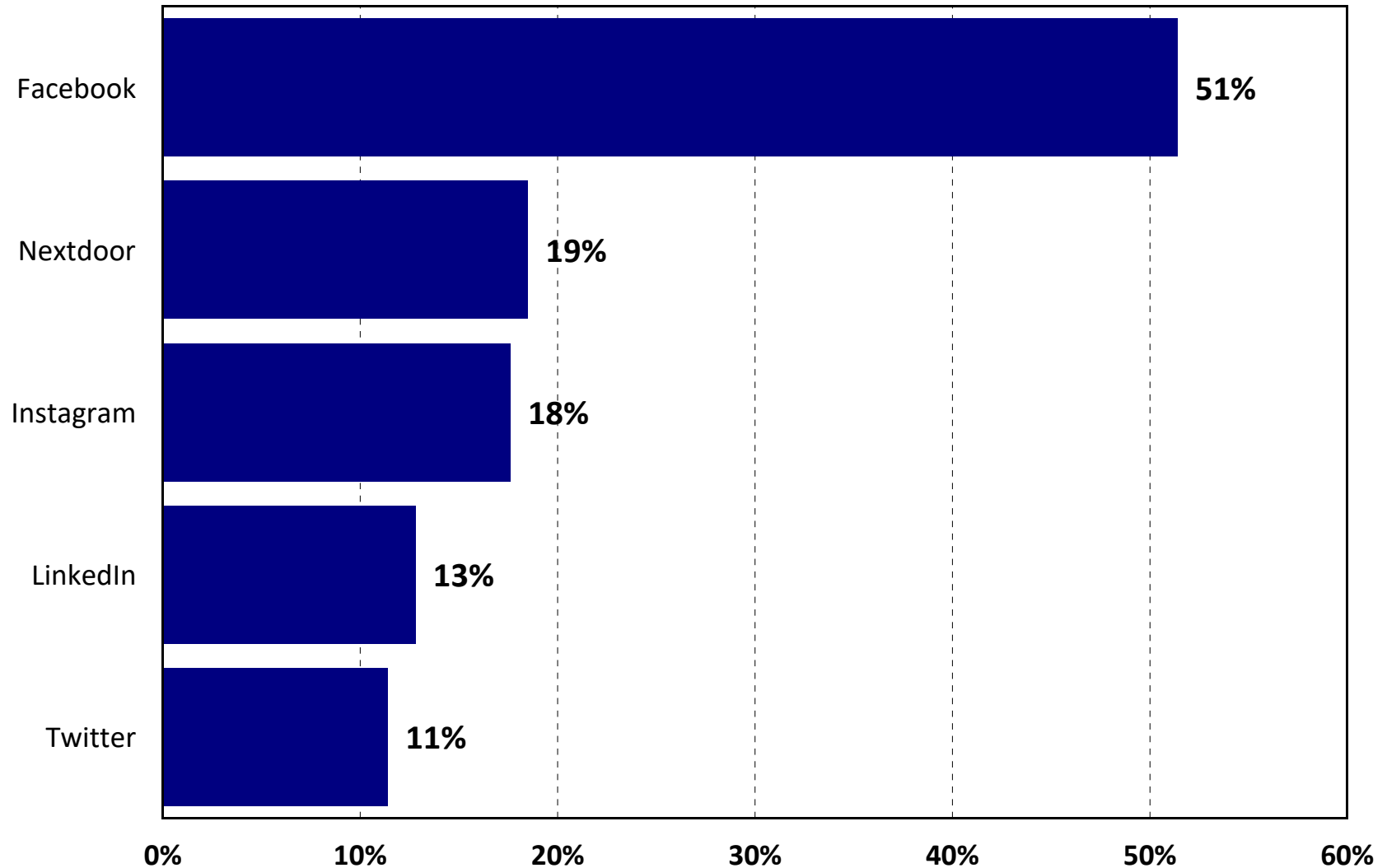
Q17. Are you aware that Jefferson County Commissioner meetings are broadcast online at jccal.org as well as on county social media channels?

by percentage of respondents (excluding don't knows)



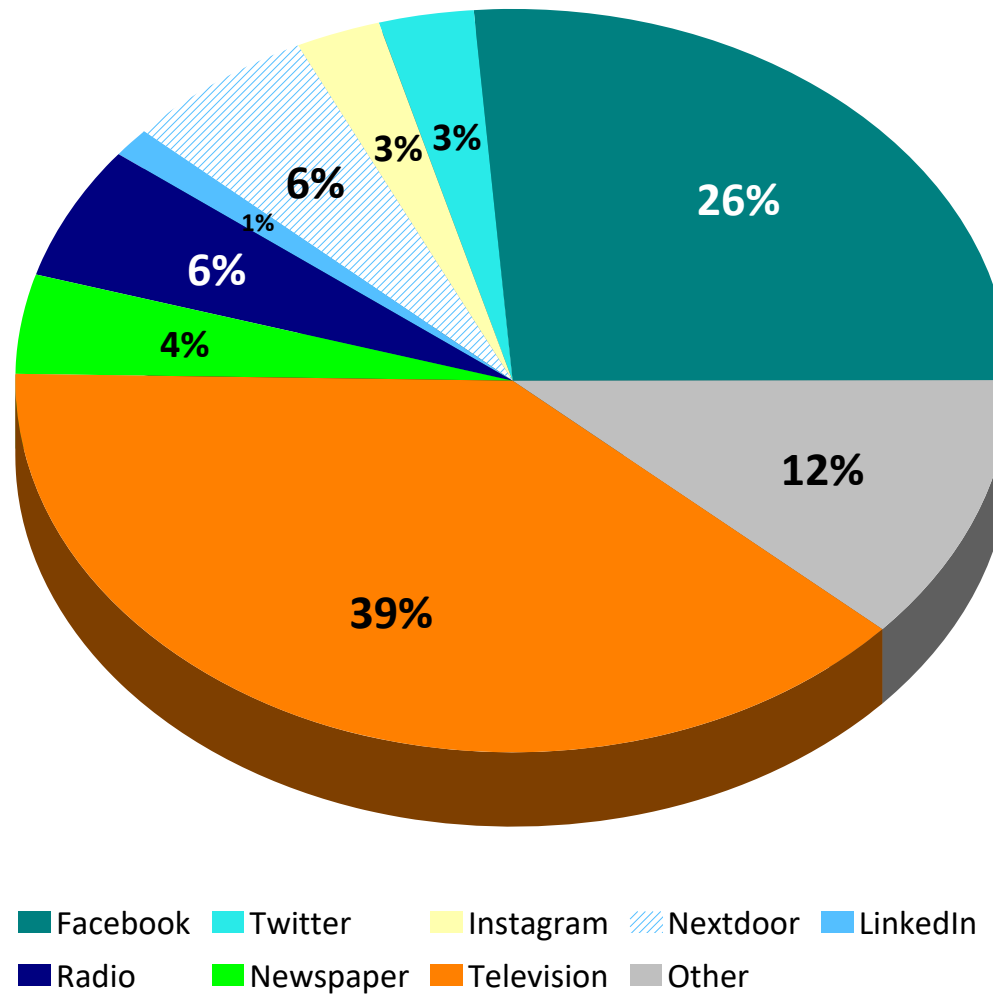
Q18. Which Jefferson County social media resources have you used?

by percentage of respondents (multiple selections could be made)



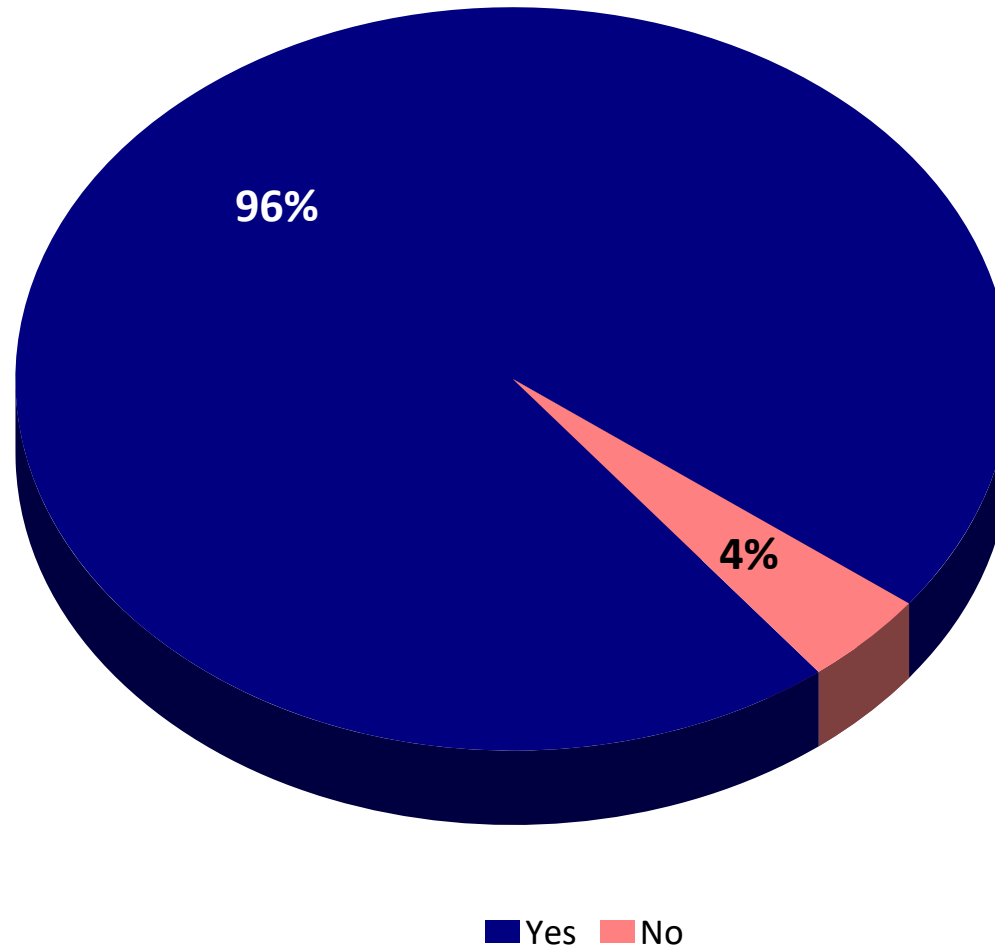
Q19. Which is your PREFERRED SOURCE for receiving Jefferson County news and announcements?

by percentage of respondents (excluding don't knows)



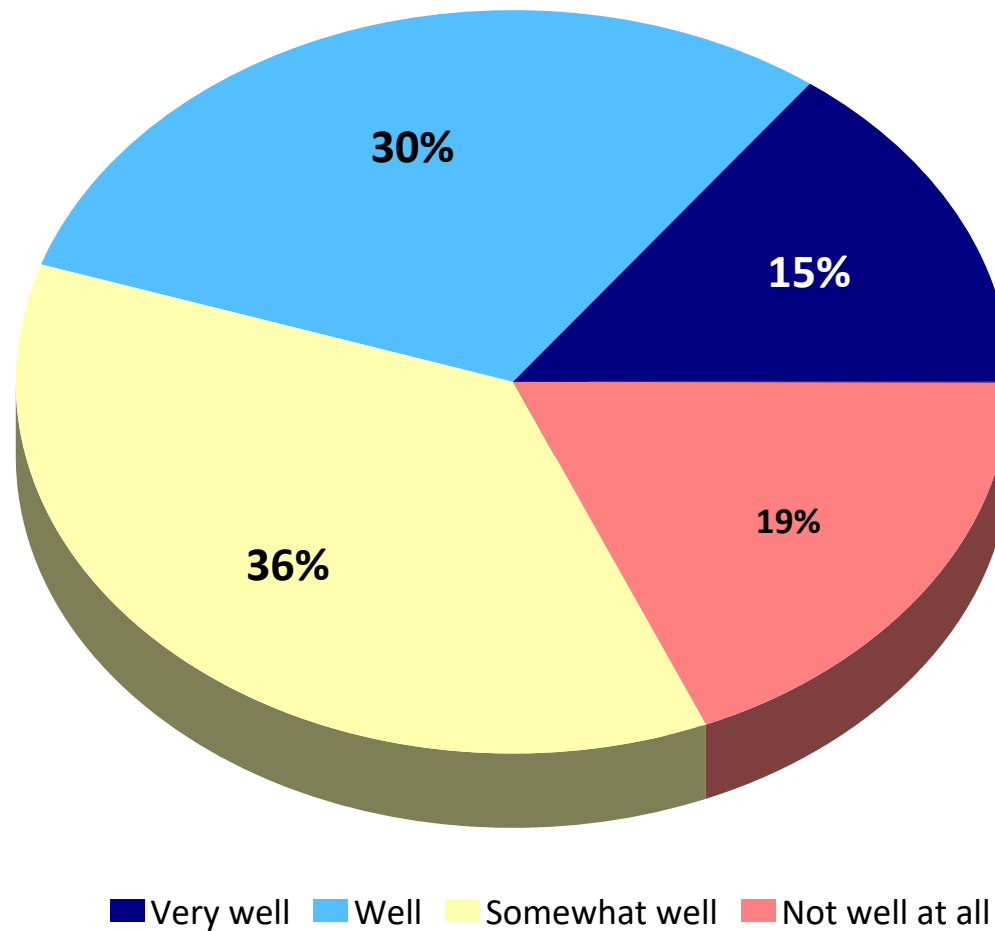
Q20. Do you have access to the internet at your residence?

by percentage of respondents (excluding not provided)



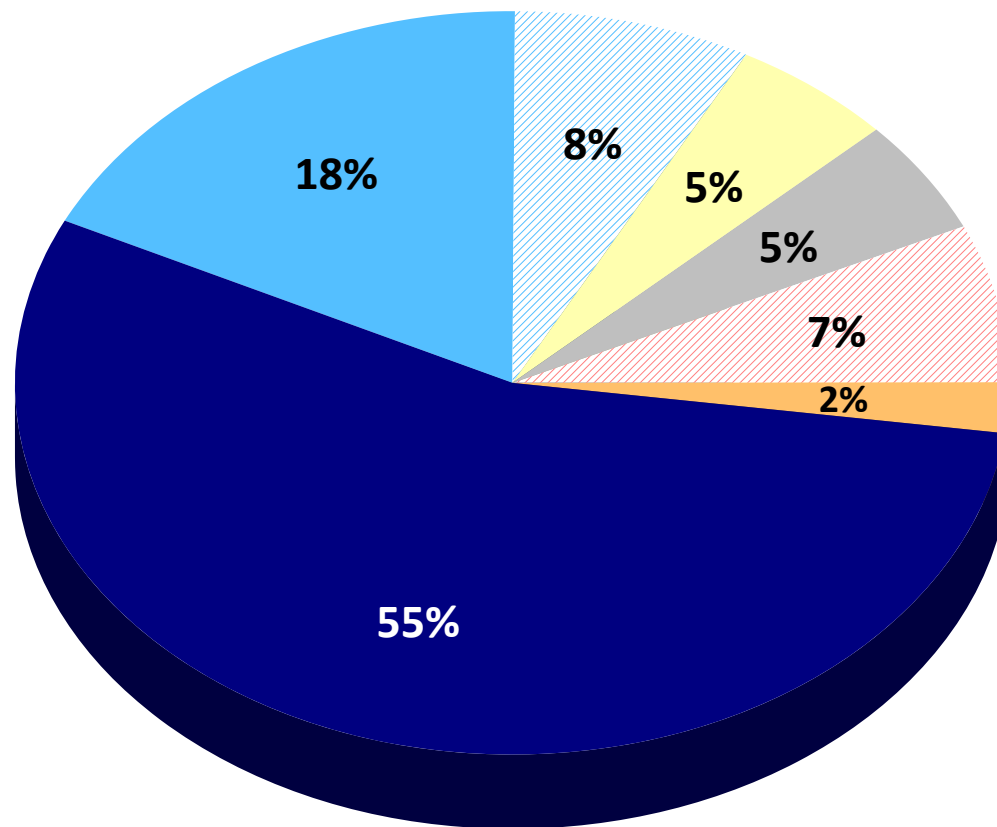
Q21. How well did Jefferson County government communicate information to you with regards to COVID-19?

by percentage of respondents (excluding don't knows)



Q22. Demographics: Approximately how many years have you lived in Jefferson County?

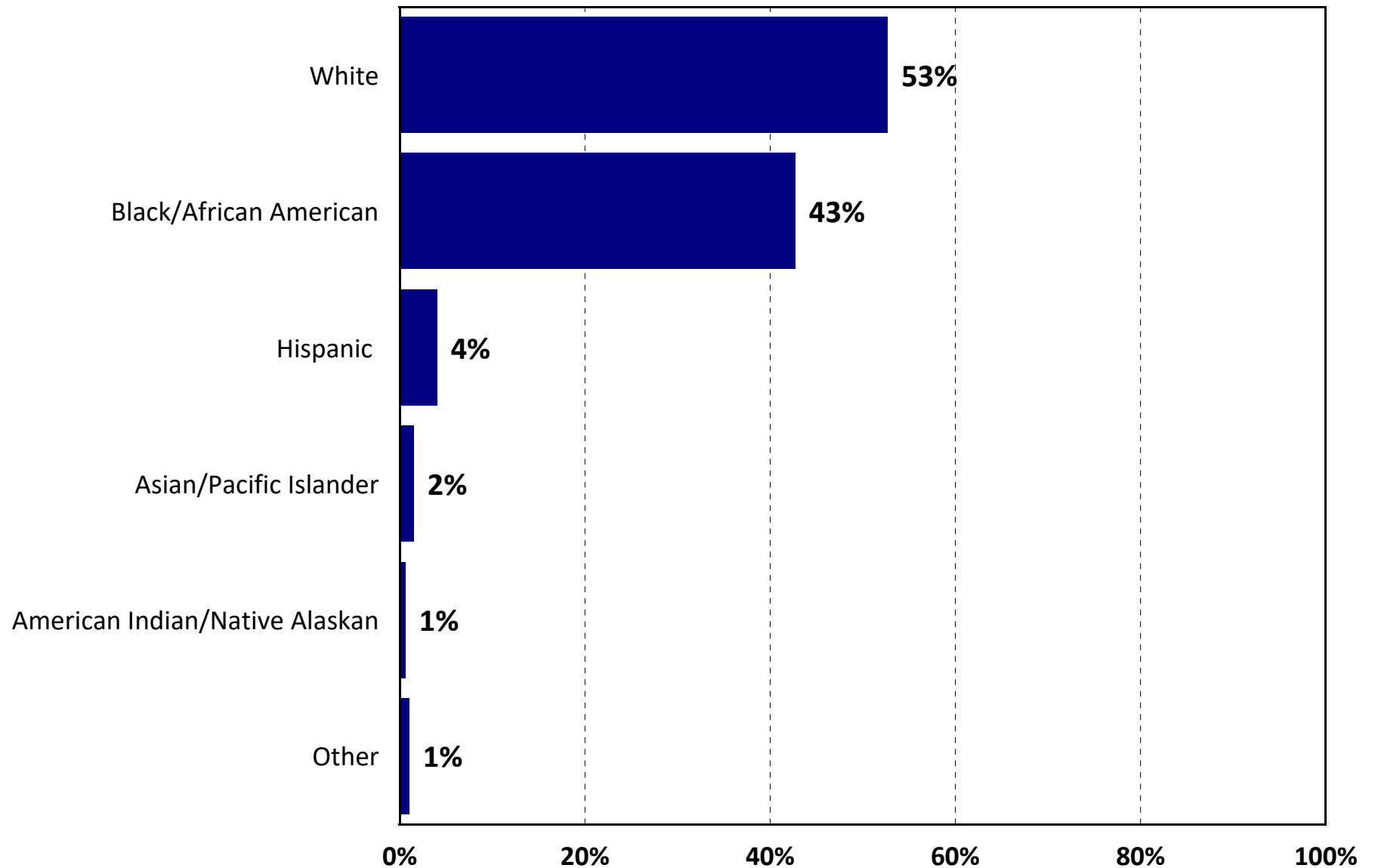
by percentage of respondents



5 years or less 6-10 years 11-15 years 16-20 years
21-30 years 31+ years Not provided

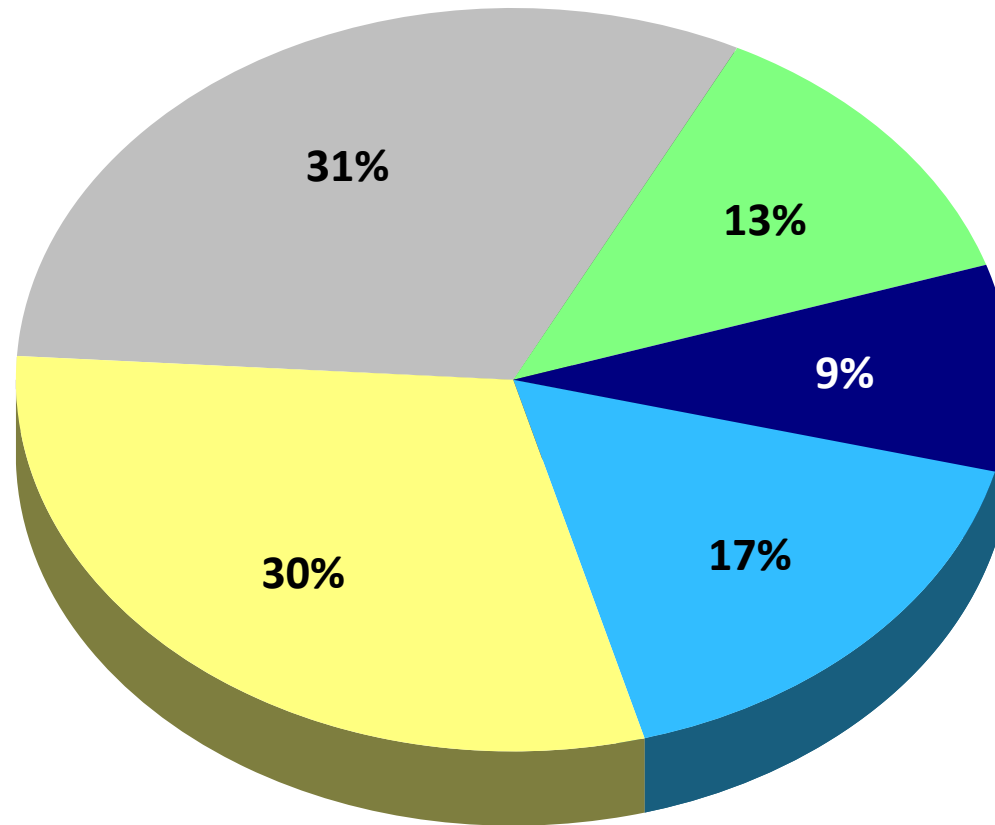
Q23. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



Q24. Demographics: Including yourself, how many persons of each age are currently living in your household?

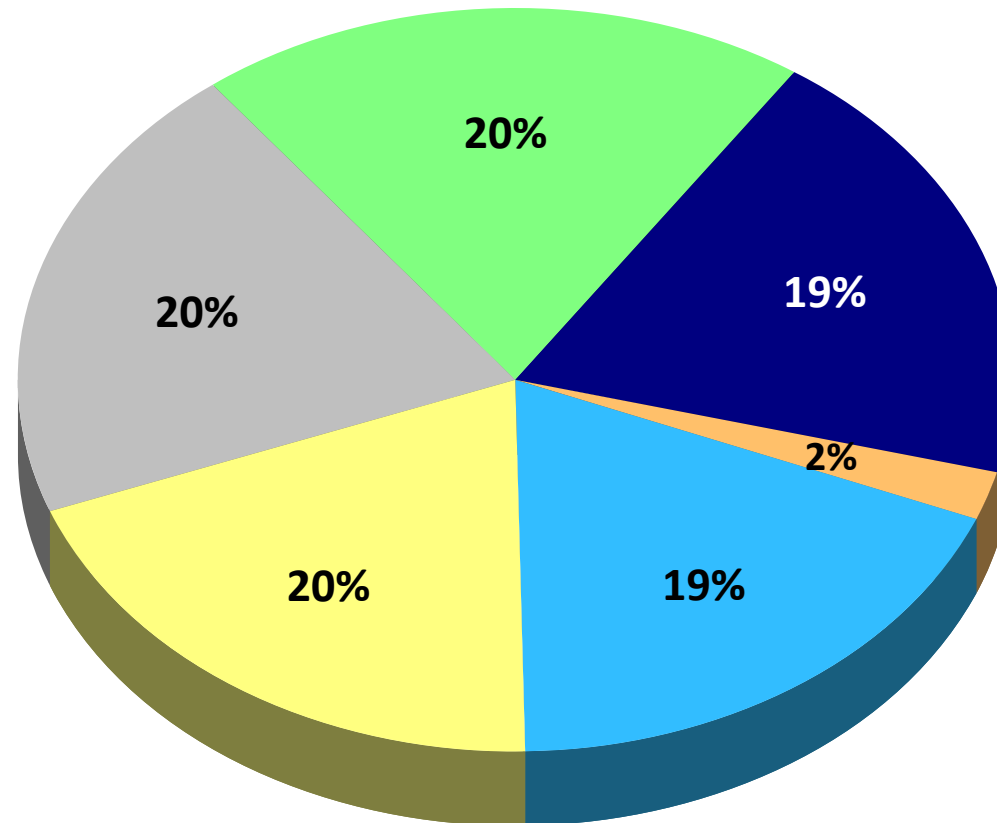
by percentage of persons in the household



■ Under age 10 ■ Ages 10-19 ■ Ages 20-44 ■ Ages 45-64 ■ Ages 65+

Q25. Demographics: What is your age?

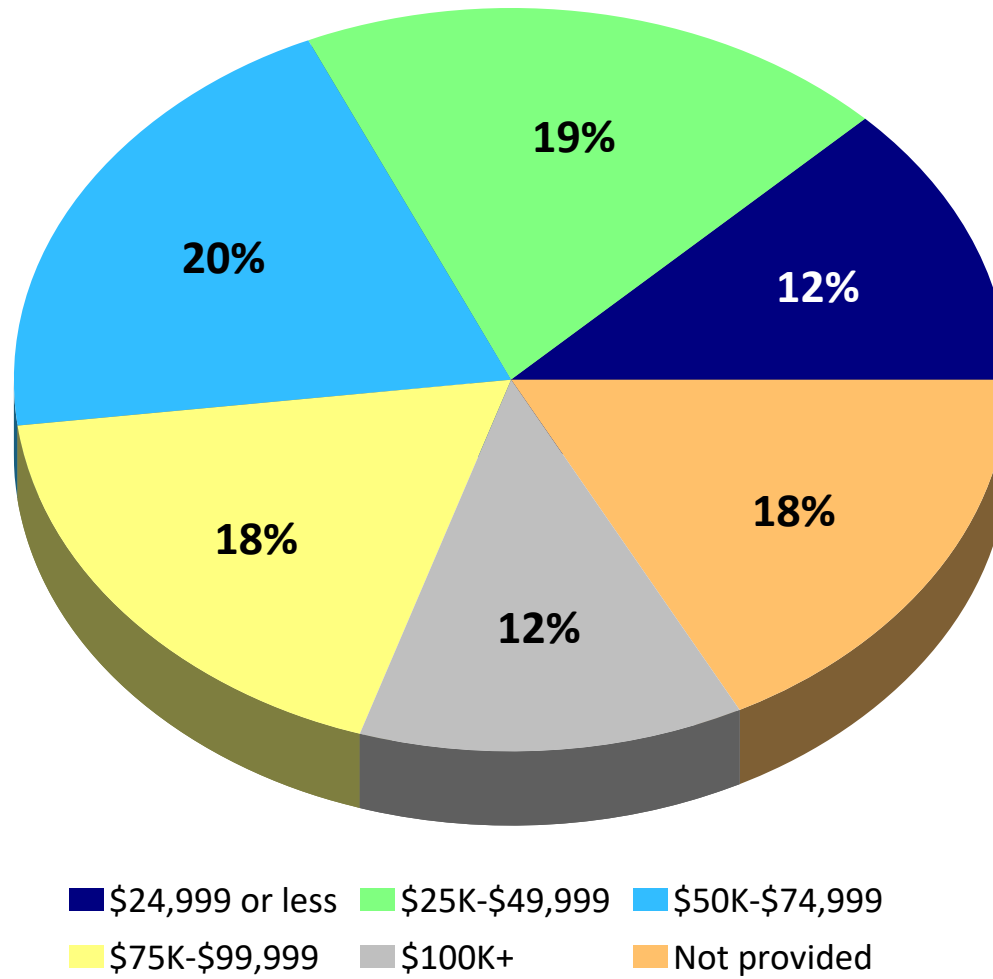
by percentage of respondents



■ Under 35 ■ 35-44 ■ 45-54 ■ 55-64 ■ 65+ ■ Not provided

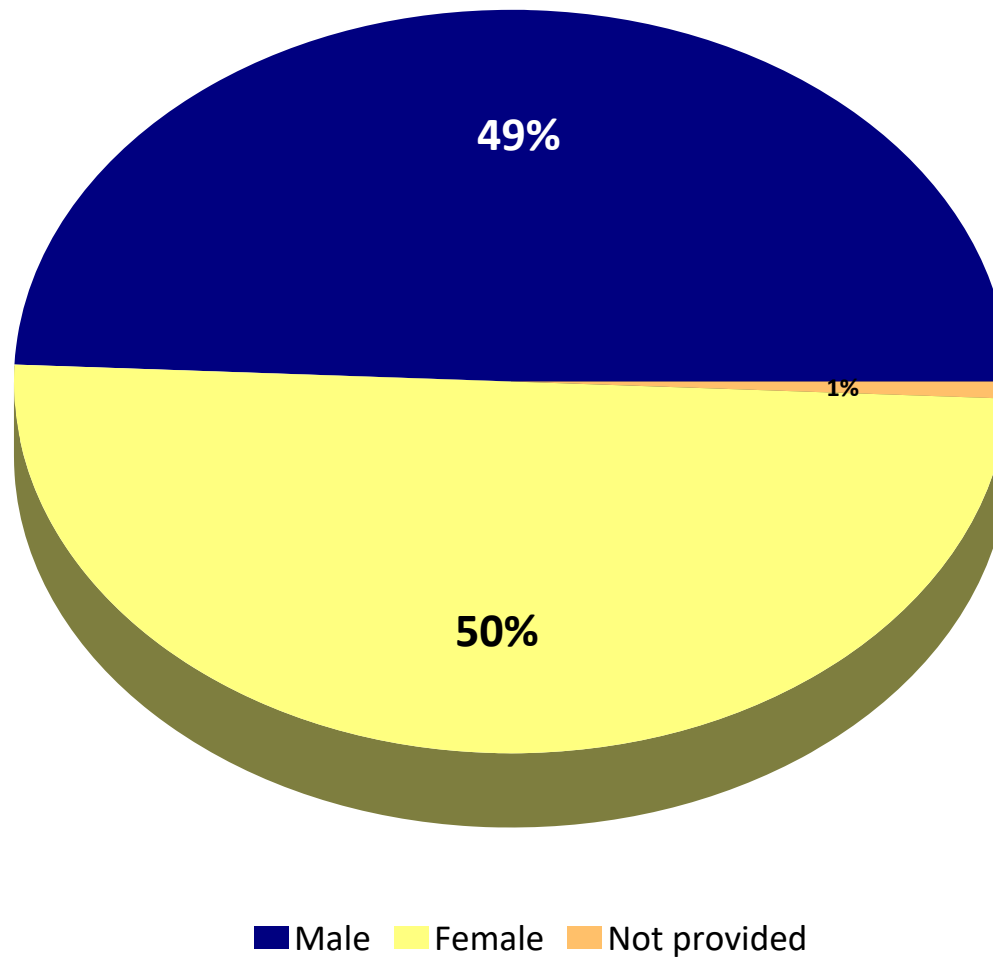
Q26. Demographics: Total Household Income

by percentage of respondents



Q27. Demographics: Gender

by percentage of respondents





2 Importance-Satisfaction Analysis

Overview

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

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

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

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the County services that were most important to provide. Approximately eighty-seven percent (87.1%) of households selected "*Jefferson County Roads and Transportation*" as one of the most important services for the County to provide.

With regard to satisfaction, 15.1% of respondents surveyed rated "*Jefferson County Roads and Transportation*" as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 87.1% was multiplied by 84.9% (1-0.151). This calculation yielded an I-S rating of 0.7395, which ranked first out of seven categories of County services analyzed.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

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

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 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 (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

A table showing the results for Jefferson County is provided on the following page.

Importance-Satisfaction Rating

Jefferson County, AL

Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Very High Priority (IS >.20)</i>						
Jefferson County Roads and Transportation	87%	1	15%	6	0.7395	1
Jefferson County Senior Services	60%	3	16%	5	0.5040	2
Stormwater Program	54%	4	15%	7	0.4581	3
Effort to protect environment/natural resources	50%	5	25%	2	0.3720	4
Jefferson County Wastewater services	38%	6	22%	4	0.2975	5
Emergency preparedness services	70%	2	62%	1	0.2654	6
Jefferson County Planning, Inspections, & Codes	31%	7	25%	3	0.2301	7

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

Most Important %:

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

Satisfaction %:

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

A large, dark blue circle with a white outline, containing the number '3' in a bold, dark blue font.

Tabular Data

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

(N=1362)

	Very important	Somewhat important	Not sure	Not important
Q1-1. Bike lanes, walkability	42.4%	39.3%	7.9%	10.4%
Q1-2. College & post-secondary education	65.3%	26.3%	4.7%	3.7%
Q1-3. Economic development	82.5%	14.3%	2.3%	0.9%
Q1-4. Environmental stewardship & sustainability	67.5%	24.6%	4.9%	2.9%
Q1-5. Health care access	85.8%	10.4%	2.9%	1.0%
Q1-6. Housing	70.3%	21.7%	5.1%	2.9%
Q1-7. Job opportunities	85.8%	11.0%	2.1%	1.2%
Q1-8. Land use planning	61.5%	29.3%	7.2%	2.1%
Q1-9. Pace of growth	47.7%	38.5%	9.8%	4.1%
Q1-10. Parks, trails, & open space	59.6%	33.6%	3.6%	3.2%
Q1-11. Public education (K-12)	88.3%	8.0%	2.1%	1.5%
Q1-12. Public transit system	53.2%	31.1%	7.9%	7.8%
Q1-13. Safety, low crime	92.8%	5.3%	1.4%	0.5%
Q1-14. Services for senior citizens	66.0%	28.0%	4.1%	1.8%
Q1-15. Social justice/equity/inclusivity	64.3%	17.0%	8.2%	10.4%
Q1-16. Storm shelters	45.8%	39.5%	9.0%	5.7%
Q1-17. Support systems for those in need	64.9%	26.4%	6.4%	2.3%
Q1-18. Traffic flow	66.9%	27.4%	4.2%	1.5%
Q1-19. Well maintained roads	83.8%	14.5%	1.5%	0.3%
Q1-20. Workforce development (job training)	59.0%	31.0%	7.1%	2.9%

Q2. Which FOUR of the items listed in Question 1 do you think should be the County's top priorities for the next 5 years?

Q2. Top choice	Number	Percent
Bike lanes, walkability	41	3.0 %
College & post-secondary education	35	2.6 %
Economic development	175	12.8 %
Environmental stewardship & sustainability	66	4.8 %
Health care access	143	10.5 %
Housing	56	4.1 %
Job opportunities	93	6.8 %
Land use planning	21	1.5 %
Pace of growth	13	1.0 %
Parks, trails, & open space	22	1.6 %
Public education (K-12)	170	12.5 %
Public transit system	36	2.6 %
Safety, low crime	281	20.6 %
Services for senior citizens	20	1.5 %
Social justice/equity/inclusivity	31	2.3 %
Storm shelters	6	0.4 %
Support systems for those in need	18	1.3 %
Traffic flow	23	1.7 %
Well maintained roads	75	5.5 %
Workforce development (job training)	22	1.6 %
None chosen	15	1.1 %
Total	1362	100.0 %

Q2. Which FOUR of the items listed in Question 1 do you think should be the County's top priorities for the next 5 years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Bike lanes, walkability	33	2.4 %
College & post-secondary education	59	4.3 %
Economic development	138	10.1 %
Environmental stewardship & sustainability	64	4.7 %
Health care access	170	12.5 %
Housing	72	5.3 %
Job opportunities	151	11.1 %
Land use planning	34	2.5 %
Pace of growth	16	1.2 %
Parks, trails, & open space	41	3.0 %
Public education (K-12)	148	10.9 %
Public transit system	30	2.2 %
Safety, low crime	159	11.7 %
Services for senior citizens	24	1.8 %
Social justice/equity/inclusivity	41	3.0 %
Storm shelters	5	0.4 %
Support systems for those in need	21	1.5 %
Traffic flow	26	1.9 %
Well maintained roads	89	6.5 %
Workforce development (job training)	22	1.6 %
None chosen	19	1.4 %
Total	1362	100.0 %

Q2. Which FOUR of the items listed in Question 1 do you think should be the County's top priorities for the next 5 years?

Q2. 3rd choice	Number	Percent
Bike lanes, walkability	28	2.1 %
College & post-secondary education	46	3.4 %
Economic development	97	7.1 %
Environmental stewardship & sustainability	58	4.3 %
Health care access	137	10.1 %
Housing	83	6.1 %
Job opportunities	151	11.1 %
Land use planning	36	2.6 %
Pace of growth	25	1.8 %
Parks, trails, & open space	53	3.9 %
Public education (K-12)	155	11.4 %
Public transit system	55	4.0 %
Safety, low crime	132	9.7 %
Services for senior citizens	36	2.6 %
Social justice/equity/inclusivity	36	2.6 %
Storm shelters	9	0.7 %
Support systems for those in need	37	2.7 %
Traffic flow	51	3.7 %
Well maintained roads	82	6.0 %
Workforce development (job training)	33	2.4 %
None chosen	22	1.6 %
Total	1362	100.0 %

Q2. Which FOUR of the items listed in Question 1 do you think should be the County's top priorities for the next 5 years?

Q2. 4th choice	Number	Percent
Bike lanes, walkability	52	3.8 %
College & post-secondary education	40	2.9 %
Economic development	98	7.2 %
Environmental stewardship & sustainability	62	4.6 %
Health care access	92	6.8 %
Housing	60	4.4 %
Job opportunities	142	10.4 %
Land use planning	37	2.7 %
Pace of growth	20	1.5 %
Parks, trails, & open space	52	3.8 %
Public education (K-12)	95	7.0 %
Public transit system	64	4.7 %
Safety, low crime	149	10.9 %
Services for senior citizens	55	4.0 %
Social justice/equity/inclusivity	56	4.1 %
Storm shelters	17	1.2 %
Support systems for those in need	74	5.4 %
Traffic flow	24	1.8 %
Well maintained roads	89	6.5 %
Workforce development (job training)	55	4.0 %
None chosen	29	2.1 %
Total	1362	100.0 %

SUM OF TOP 4 CHOICES**Q2. Which FOUR of the items listed in Question 1 do you think should be the County's top priorities for the next 5 years? (top 4)**

Q2. Sum of Top 4 Choices	Number	Percent
Bike lanes, walkability	154	11.3 %
College & post-secondary education	180	13.2 %
Economic development	508	37.3 %
Environmental stewardship & sustainability	250	18.4 %
Health care access	542	39.8 %
Housing	271	19.9 %
Job opportunities	537	39.4 %
Land use planning	128	9.4 %
Pace of growth	74	5.4 %
Parks, trails, & open space	168	12.3 %
Public education (K-12)	568	41.7 %
Public transit system	185	13.6 %
Safety, low crime	721	52.9 %
Services for senior citizens	135	9.9 %
Social justice/equity/inclusivity	164	12.0 %
Storm shelters	37	2.7 %
Support systems for those in need	150	11.0 %
Traffic flow	124	9.1 %
Well maintained roads	335	24.6 %
Workforce development (job training)	132	9.7 %
None chosen	15	1.1 %
Total	5378	

Q3. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1362)

	Very satisfied	Satisfied	Neutral	Dissati- sified	Very dissatisf- ied	Don't know
Q3-1. Overall image of Jefferson County	2.5%	29.2%	37.3%	23.6%	6.2%	1.2%
Q3-2. How well County is managing growth	1.8%	25.1%	41.9%	22.5%	3.5%	5.2%
Q3-3. Quality of life in Jefferson County	4.7%	38.5%	31.5%	20.4%	3.6%	1.2%
Q3-4. Value you receive for your County taxes	2.4%	20.0%	33.2%	30.0%	10.7%	3.6%
Q3-5. Ease of travel in Jefferson County	4.8%	34.6%	29.7%	25.6%	4.8%	0.6%
Q3-6. Quality of customer service you receive from County employees	5.9%	26.1%	30.4%	18.9%	9.8%	8.9%
Q3-7. Effectiveness of County communication with the public	3.1%	18.9%	39.4%	26.0%	7.0%	5.5%
Q3-8. Overall quality of services provided by Jefferson County	2.6%	25.5%	40.5%	22.7%	5.1%	3.7%

WITHOUT DON'T KNOW

Q3. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1362)

	Very satisfied	Satisfied	Neutral	Dissatisfi- ed	Very dissatisfi- ed
Q3-1. Overall image of Jefferson County	2.5%	29.6%	37.7%	23.9%	6.2%
Q3-2. How well County is managing growth	1.9%	26.5%	44.2%	23.7%	3.6%
Q3-3. Quality of life in Jefferson County	4.8%	39.0%	31.9%	20.7%	3.6%
Q3-4. Value you receive for your County taxes	2.5%	20.8%	34.4%	31.2%	11.1%
Q3-5. Ease of travel in Jefferson County	4.8%	34.8%	29.9%	25.7%	4.8%
Q3-6. Quality of customer service you receive from County employees	6.4%	28.6%	33.4%	20.8%	10.8%
Q3-7. Effectiveness of County communication with the public	3.3%	20.0%	41.7%	27.5%	7.5%
Q3-8. Overall quality of services provided by Jefferson County	2.7%	26.4%	42.1%	23.6%	5.3%

Q4. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the county services listed below.

(N=1362)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q4-1. Jefferson County Emergency Preparedness Services	12.0%	44.6%	26.7%	6.8%	1.0%	9.0%
Q4-2. County's effort to protect the environment & natural resources	2.4%	20.2%	36.6%	23.2%	7.0%	10.6%
Q4-3. Jefferson County Senior Services (Aging, Housing, Low Income Household Assistance)	1.2%	11.1%	34.4%	23.3%	6.5%	23.5%
Q4-4. Jefferson County Planning, Inspections, & Codes	1.8%	17.9%	39.1%	16.5%	4.4%	20.3%
Q4-5. Jefferson County Roads & Transportation: maintenance of roads, signs, & signals	1.5%	13.1%	20.9%	42.0%	20.1%	2.3%
Q4-6. Jefferson County Wastewater Services	1.8%	16.4%	33.0%	20.0%	14.0%	14.8%
Q4-7. Stormwater Program: management of stormwater runoff/flood control in the County	1.0%	11.6%	29.4%	30.7%	13.2%	14.0%

WITHOUT DON'T KNOW

Q4. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the county services listed below. (without "don't know")

(N=1362)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Jefferson County Emergency Preparedness Services	13.2%	49.0%	29.4%	7.4%	1.0%
Q4-2. County's effort to protect the environment & natural resources	2.7%	22.6%	40.9%	26.0%	7.8%
Q4-3. Jefferson County Senior Services (Aging, Housing, Low Income Household Assistance)	1.5%	14.5%	45.0%	30.4%	8.5%
Q4-4. Jefferson County Planning, Inspections, & Codes	2.3%	22.5%	49.0%	20.7%	5.5%
Q4-5. Jefferson County Roads & Transportation: maintenance of roads, signs, & signals	1.6%	13.5%	21.4%	43.0%	20.6%
Q4-6. Jefferson County Wastewater Services	2.2%	19.3%	38.7%	23.4%	16.5%
Q4-7. Stormwater Program: management of stormwater runoff/flood control in the County	1.2%	13.5%	34.2%	35.7%	15.4%

Q5. Which FOUR of the services listed in Question 4 do you think are most important for the County to provide?

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Jefferson County Emergency Preparedness Services	322	23.6 %
County's effort to protect the environment & natural resources	151	11.1 %
Jefferson County Senior Services (Aging, Housing, Low Income Household Assistance)	218	16.0 %
Jefferson County Planning, Inspections, & Codes	40	2.9 %
Jefferson County Roads & Transportation: maintenance of roads, signs, & signals	465	34.1 %
Jefferson County Wastewater Services	66	4.8 %
Stormwater Program: management of stormwater runoff/ flood control in the County	74	5.4 %
None chosen	26	1.9 %
Total	1362	100.0 %

Q5. Which FOUR of the services listed in Question 4 do you think are most important for the County to provide?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Jefferson County Emergency Preparedness Services	194	14.2 %
County's effort to protect the environment & natural resources	159	11.7 %
Jefferson County Senior Services (Aging, Housing, Low Income Household Assistance)	206	15.1 %
Jefferson County Planning, Inspections, & Codes	90	6.6 %
Jefferson County Roads & Transportation: maintenance of roads, signs, & signals	348	25.6 %
Jefferson County Wastewater Services	144	10.6 %
Stormwater Program: management of stormwater runoff/ flood control in the County	191	14.0 %
None chosen	30	2.2 %
Total	1362	100.0 %

Q5. Which FOUR of the services listed in Question 4 do you think are most important for the County to provide?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Jefferson County Emergency Preparedness Services	215	15.8 %
County's effort to protect the environment & natural resources	160	11.7 %
Jefferson County Senior Services (Aging, Housing, Low Income Household Assistance)	200	14.7 %
Jefferson County Planning, Inspections, & Codes	119	8.7 %
Jefferson County Roads & Transportation: maintenance of roads, signs, & signals	253	18.6 %
Jefferson County Wastewater Services	143	10.5 %
Stormwater Program: management of stormwater runoff/ flood control in the County	236	17.3 %
None chosen	36	2.6 %
Total	1362	100.0 %

Q5. Which FOUR of the services listed in Question 4 do you think are most important for the County to provide?

<u>Q5. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Jefferson County Emergency Preparedness Services	226	16.6 %
County's effort to protect the environment & natural resources	209	15.3 %
Jefferson County Senior Services (Aging, Housing, Low Income Household Assistance)	194	14.2 %
Jefferson County Planning, Inspections, & Codes	169	12.4 %
Jefferson County Roads & Transportation: maintenance of roads, signs, & signals	120	8.8 %
Jefferson County Wastewater Services	164	12.0 %
Stormwater Program: management of stormwater runoff/ flood control in the County	232	17.0 %
None chosen	48	3.5 %
Total	1362	100.0 %

SUM OF TOP 4 CHOICES**Q5. Which FOUR of the services listed in Question 4 do you think are most important for the County to provide? (top 4)**

<u>Q5. Sum of Top 4 Choices</u>	<u>Number</u>	<u>Percent</u>
Jefferson County Emergency Preparedness Services	957	70.3 %
County's effort to protect the environment & natural resources	679	49.9 %
Jefferson County Senior Services (Aging, Housing, Low Income Household Assistance)	818	60.1 %
Jefferson County Planning, Inspections, & Codes	418	30.7 %
Jefferson County Roads & Transportation: maintenance of roads, signs, & signals	1186	87.1 %
Jefferson County Wastewater Services	517	38.0 %
Stormwater Program: management of stormwater runoff/ flood control in the County	733	53.8 %
None chosen	26	1.9 %
Total	5334	

Q6. County Government Issues. Using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please indicate your level of agreement with each of the following statements.

(N=1362)

	Strongl- y agree	Agree	Neutral	Disagr- ee	Strongl- y disagree	Don't know
Q6-1. Jefferson County Government is well run	1.7%	18.4%	39.3%	25.4%	9.2%	6.0%
Q6-2. Jefferson County does a good job managing its growth & development in rural (unincorporated) areas of the County	1.2%	12.6%	33.6%	26.7%	10.2%	15.7%
Q6-3. Jefferson County is prepared for an emergency	3.9%	31.1%	31.6%	16.8%	4.8%	11.8%
Q6-4. Polling places in Jefferson County are conveniently located & accessible	12.3%	49.3%	17.1%	10.6%	5.0%	5.7%
Q6-5. Youth Detention Center has adequate resources to deal with juvenile offenders & their families	1.0%	4.2%	19.9%	19.2%	9.7%	46.0%
Q6-6. County does a good job keeping residents informed about County programs & services	1.6%	11.7%	28.9%	37.2%	12.9%	7.6%
Q6-7. County's web page is a useful source of information	2.8%	22.6%	32.5%	11.7%	4.4%	26.0%

WITHOUT DON'T KNOW

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

(N=1362)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q6-1. Jefferson County Government is well run	1.8%	19.6%	41.8%	27.0%	9.8%
Q6-2. Jefferson County does a good job managing its growth & development in rural (unincorporated) areas of the County	1.5%	15.0%	39.8%	31.6%	12.1%
Q6-3. Jefferson County is prepared for an emergency	4.4%	35.2%	35.8%	19.1%	5.5%
Q6-4. Polling places in Jefferson County are conveniently located & accessible	13.0%	52.3%	18.1%	11.3%	5.3%
Q6-5. Youth Detention Center has adequate resources to deal with juvenile offenders & their families	1.8%	7.8%	36.9%	35.6%	18.0%
Q6-6. County does a good job keeping residents informed about County programs & services	1.7%	12.7%	31.3%	40.2%	14.0%
Q6-7. County's web page is a useful source of information	3.8%	30.6%	43.9%	15.8%	6.0%

Q7. Which FOUR of the items listed in Question 6 are MOST IMPORTANT to you?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Jefferson County Government is well run	513	37.7 %
Jefferson County does a good job managing its growth & development in rural (unincorporated) areas of the County	130	9.5 %
Jefferson County is prepared for an emergency	286	21.0 %
Polling places in Jefferson County are conveniently located & accessible	150	11.0 %
Youth Detention Center has adequate resources to deal with juvenile offenders & their families	116	8.5 %
County does a good job keeping residents informed about County programs & services	99	7.3 %
County's web page is a useful source of information	33	2.4 %
None chosen	35	2.6 %
Total	1362	100.0 %

Q7. Which FOUR of the items listed in Question 6 are MOST IMPORTANT to you?

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Jefferson County Government is well run	177	13.0 %
Jefferson County does a good job managing its growth & development in rural (unincorporated) areas of the County	221	16.2 %
Jefferson County is prepared for an emergency	311	22.8 %
Polling places in Jefferson County are conveniently located & accessible	208	15.3 %
Youth Detention Center has adequate resources to deal with juvenile offenders & their families	151	11.1 %
County does a good job keeping residents informed about County programs & services	182	13.4 %
County's web page is a useful source of information	66	4.8 %
None chosen	46	3.4 %
Total	1362	100.0 %

Q7. Which FOUR of the items listed in Question 6 are MOST IMPORTANT to you?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Jefferson County Government is well run	167	12.3 %
Jefferson County does a good job managing its growth & development in rural (unincorporated) areas of the County	187	13.7 %
Jefferson County is prepared for an emergency	251	18.4 %
Polling places in Jefferson County are conveniently located & accessible	158	11.6 %
Youth Detention Center has adequate resources to deal with juvenile offenders & their families	177	13.0 %
County does a good job keeping residents informed about County programs & services	246	18.1 %
County's web page is a useful source of information	114	8.4 %
None chosen	62	4.6 %
Total	1362	100.0 %

Q7. Which FOUR of the items listed in Question 6 are MOST IMPORTANT to you?

<u>Q7. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Jefferson County Government is well run	120	8.8 %
Jefferson County does a good job managing its growth & development in rural (unincorporated) areas of the County	228	16.7 %
Jefferson County is prepared for an emergency	172	12.6 %
Polling places in Jefferson County are conveniently located & accessible	141	10.4 %
Youth Detention Center has adequate resources to deal with juvenile offenders & their families	179	13.1 %
County does a good job keeping residents informed about County programs & services	254	18.6 %
County's web page is a useful source of information	153	11.2 %
None chosen	115	8.4 %
Total	1362	100.0 %

SUM OF TOP 4 CHOICES**Q7. Which FOUR of the items listed in Question 6 are MOST IMPORTANT to you? (top 4)**

<u>Q7. Sum of Top 4 Choices</u>	<u>Number</u>	<u>Percent</u>
Jefferson County Government is well run	977	71.7 %
Jefferson County does a good job managing its growth & development in rural (unincorporated) areas of the County	766	56.2 %
Jefferson County is prepared for an emergency	1020	74.9 %
Polling places in Jefferson County are conveniently located & accessible	657	48.2 %
Youth Detention Center has adequate resources to deal with juvenile offenders & their families	623	45.7 %
County does a good job keeping residents informed about County programs & services	781	57.3 %
County's web page is a useful source of information	366	26.9 %
None chosen	35	2.6 %
Total	5225	

Q8. Currently Jefferson County is not a mandatory garbage pickup county, which results in littered roadways and illegal dumping. How supportive would you be of Jefferson County becoming a mandatory pickup county if it meant cleaner roadways and less illegal dumping?

Q8. How supportive would you be of Jefferson County becoming a mandatory pickup County	Number	Percent
Very supportive	948	69.6 %
Supportive	267	19.6 %
Neutral	50	3.7 %
Not supportive	26	1.9 %
Not at all supportive	22	1.6 %
Not sure	49	3.6 %
Total	1362	100.0 %

WITHOUT NOT SURE

Q8. Currently Jefferson County is not a mandatory garbage pickup county, which results in littered roadways and illegal dumping. How supportive would you be of Jefferson County becoming a mandatory pickup county if it meant cleaner roadways and less illegal dumping? (without "not sure")

Q8. How supportive would you be of Jefferson County becoming a mandatory pickup County	Number	Percent
Very supportive	948	72.2 %
Supportive	267	20.3 %
Neutral	50	3.8 %
Not supportive	26	2.0 %
Not at all supportive	22	1.7 %
Total	1313	100.0 %

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic.

(N=1362)

	Very important	Somewhat important	Neutral	Not important	Not at all important	Don't know
Q9-1. Access to Healthcare: enhance capacity of public healthcare facilities & resident access to healthcare services to meet pandemic operational needs, prevent pandemic's spread, & address the short & long term health impacts of pandemic	68.7%	17.0%	6.8%	3.2%	1.9%	2.3%
Q9-2. Differences in Health Outcomes: investments in resources to meet health needs, care for those impacted by the virus, & services that address differences in health that are closely linked with social, economic, and/or environmental disadvantage	53.0%	25.6%	11.2%	3.7%	3.1%	3.5%
Q9-3. Behavioral Healthcare & Substance Abuse: including mental health treatment, crisis intervention, & substance misuse treatment	62.8%	22.0%	9.4%	2.1%	1.2%	2.6%
Q9-4. Education: investments in support services for students' academic, social, emotional, & mental health needs to address educational disparities made worse by pandemic	65.9%	19.5%	8.0%	2.9%	1.4%	2.4%
Q9-5. Healthy Childhood Environments: investments in childcare, home visiting programs for families with young children, & enhanced services for child welfare involved families & foster youth	58.7%	23.3%	9.8%	3.4%	2.1%	2.7%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic.

	Very important	Somewhat important	Neutral	Not important	Not at all important	Don't know
Q9-6. Help for Tourism, Travel, Hospitality, Related Industries, & Business Districts: support to help businesses, attractions, & business districts reopen & resume services to reverse negative economic impacts from pandemic	30.2%	37.4%	18.8%	7.5%	3.7%	2.3%
Q9-7. Workforce & Employment: investments to support unemployed or underemployed residents such as certification, credential, or degree attainment; & other related investments for unemployed or underemployed residents to promote employment & economic mobility	47.2%	30.8%	13.0%	3.6%	2.7%	2.7%
Q9-8. Housing & Homelessness: investments in services to address housing instability & homelessness such as supportive housing, improved access to affordable & stable housing, & eviction diversion	52.9%	25.5%	12.6%	4.5%	2.1%	2.4%
Q9-9. Neighborhoods & Communities: investments to support healthy, safe built & connected living environments & outdoor recreation & socialization spaces to mitigate spread of COVID-19	43.0%	29.3%	14.4%	6.8%	3.5%	2.9%
Q9-10. Safe & Reliable Drinking Water: investments in access to clean drinking water, wastewater systems, & stormwater systems	79.7%	13.2%	3.9%	0.7%	0.6%	1.9%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic.

	Very important	Somewhat important	Neutral	Not important	Not at all important	Don't know
Q9-11. High-Speed Internet Access: investments in access to & expansion of high-speed internet access for unserved & underserved households & businesses	50.9%	27.2%	11.5%	5.0%	3.3%	2.1%

WITHOUT DON'T KNOW

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

(N=1362)

	Very important	Somewhat important	Neutral	Not important	Not at all important
Q9-1. Access to Healthcare: enhance capacity of public healthcare facilities & resident access to healthcare services to meet pandemic operational needs, prevent pandemic's spread, & address the short & long term health impacts of pandemic	70.4%	17.4%	7.0%	3.2%	2.0%
Q9-2. Differences in Health Outcomes: investments in resources to meet health needs, care for those impacted by the virus, & services that address differences in health that are closely linked with social, economic, and/or environmental disadvantage	54.9%	26.5%	11.6%	3.8%	3.2%
Q9-3. Behavioral Healthcare & Substance Abuse: including mental health treatment, crisis intervention, & substance misuse treatment	64.4%	22.5%	9.6%	2.1%	1.3%
Q9-4. Education: investments in support services for students' academic, social, emotional, & mental health needs to address educational disparities made worse by pandemic	67.5%	19.9%	8.2%	2.9%	1.4%
Q9-5. Healthy Childhood Environments: investments in childcare, home visiting programs for families with young children, & enhanced services for child welfare involved families & foster youth	60.3%	24.0%	10.1%	3.5%	2.1%
Q9-6. Help for Tourism, Travel, Hospitality, Related Industries, & Business Districts: support to help businesses, attractions, & business districts reopen & resume services to reverse negative economic impacts from pandemic	31.0%	38.3%	19.2%	7.7%	3.8%

WITHOUT DON'T KNOW

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

	Very important	Somewhat important	Neutral	Not important	Not at all important
Q9-7. Workforce & Employment: investments to support unemployed or underemployed residents such as certification, credential, or degree attainment; & other related investments for unemployed or underemployed residents to promote employment & economic mobility	48.5%	31.6%	13.4%	3.7%	2.8%
Q9-8. Housing & Homelessness: investments in services to address housing instability & homelessness such as supportive housing, improved access to affordable & stable housing, & eviction diversion	54.2%	26.1%	12.9%	4.6%	2.2%
Q9-9. Neighborhoods & Communities: investments to support healthy, safe built & connected living environments & outdoor recreation & socialization spaces to mitigate spread of COVID-19	44.3%	30.2%	14.8%	7.0%	3.6%
Q9-10. Safe & Reliable Drinking Water: investments in access to clean drinking water, wastewater systems, & stormwater systems	81.3%	13.5%	4.0%	0.7%	0.6%
Q9-11. High-Speed Internet Access: investments in access to & expansion of high-speed internet access for unserved & underserved households & businesses	52.0%	27.8%	11.8%	5.1%	3.4%

Q10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment?

Q10. Top choice	Number	Percent
Access to Healthcare: enhance capacity of public healthcare facilities & resident access to healthcare services to meet pandemic operational needs, prevent pandemic's spread, & address the short & long term health impacts of pandemic	551	40.5 %
Differences in Health Outcomes: investments in resources to meet health needs, care for those impacted by the virus, & services that address differences in health that are closely linked with social, economic, and/or environmental disadvantage	60	4.4 %
Behavioral Healthcare & Substance Abuse: including mental health treatment, crisis intervention, & substance misuse treatment	137	10.1 %
Education: investments in support services for students' academic, social, emotional, & mental health needs to address educational disparities made worse by pandemic	146	10.7 %
Healthy Childhood Environments: investments in childcare, home visiting programs for families with young children, & enhanced services for child welfare involved families & foster youth	56	4.1 %
Help for Tourism, Travel, Hospitality, Related Industries, & Business Districts: support to help businesses, attractions, & business districts reopen & resume services to reverse negative economic impacts from pandemic	59	4.3 %
Workforce & Employment: investments to support unemployed or underemployed residents such as certification, credential, or degree attainment	42	3.1 %
Housing & Homelessness: investments in services to address housing instability & homelessness such as supportive housing, improved access to affordable & stable housing, & eviction diversion	52	3.8 %
Neighborhoods & Communities: investments to support healthy, safe built & connected living environments & outdoor recreation & socialization spaces to mitigate spread of COVID-19	38	2.8 %
Safe & Reliable Drinking Water: investments in access to clean drinking water, wastewater systems, & stormwater systems	131	9.6 %
High-Speed Internet Access: investments in access to & expansion of high-speed internet access for unserved & underserved households & businesses	59	4.3 %
None chosen	31	2.3 %
Total	1362	100.0 %

Q10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment?

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Access to Healthcare: enhance capacity of public healthcare facilities & resident access to healthcare services to meet pandemic operational needs, prevent pandemic's spread, & address the short & long term health impacts of pandemic	180	13.2 %
Differences in Health Outcomes: investments in resources to meet health needs, care for those impacted by the virus, & services that address differences in health that are closely linked with social, economic, and/or environmental disadvantage	224	16.4 %
Behavioral Healthcare & Substance Abuse: including mental health treatment, crisis intervention, & substance misuse treatment	222	16.3 %
Education: investments in support services for students' academic, social, emotional, & mental health needs to address educational disparities made worse by pandemic	198	14.5 %
Healthy Childhood Environments: investments in childcare, home visiting programs for families with young children, & enhanced services for child welfare involved families & foster youth	108	7.9 %
Help for Tourism, Travel, Hospitality, Related Industries, & Business Districts: support to help businesses, attractions, & business districts reopen & resume services to reverse negative economic impacts from pandemic	57	4.2 %
Workforce & Employment: investments to support unemployed or underemployed residents such as certification, credential, or degree attainment	69	5.1 %
Housing & Homelessness: investments in services to address housing instability & homelessness such as supportive housing, improved access to affordable & stable housing, & eviction diversion	60	4.4 %
Neighborhoods & Communities: investments to support healthy, safe built & connected living environments & outdoor recreation & socialization spaces to mitigate spread of COVID-19	41	3.0 %
Safe & Reliable Drinking Water: investments in access to clean drinking water, wastewater systems, & stormwater systems	99	7.3 %
High-Speed Internet Access: investments in access to & expansion of high-speed internet access for unserved & underserved households & businesses	51	3.7 %
None chosen	53	3.9 %
Total	1362	100.0 %

Q10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment?

<u>Q10. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Access to Healthcare: enhance capacity of public healthcare facilities & resident access to healthcare services to meet pandemic operational needs, prevent pandemic's spread, & address the short & long term health impacts of pandemic	109	8.0 %
Differences in Health Outcomes: investments in resources to meet health needs, care for those impacted by the virus, & services that address differences in health that are closely linked with social, economic, and/or environmental disadvantage	89	6.5 %
Behavioral Healthcare & Substance Abuse: including mental health treatment, crisis intervention, & substance misuse treatment	202	14.8 %
Education: investments in support services for students' academic, social, emotional, & mental health needs to address educational disparities made worse by pandemic	203	14.9 %
Healthy Childhood Environments: investments in childcare, home visiting programs for families with young children, & enhanced services for child welfare involved families & foster youth	166	12.2 %
Help for Tourism, Travel, Hospitality, Related Industries, & Business Districts: support to help businesses, attractions, & business districts reopen & resume services to reverse negative economic impacts from pandemic	59	4.3 %
Workforce & Employment: investments to support unemployed or underemployed residents such as certification, credential, or degree attainment	115	8.4 %
Housing & Homelessness: investments in services to address housing instability & homelessness such as supportive housing, improved access to affordable & stable housing, & eviction diversion	108	7.9 %
Neighborhoods & Communities: investments to support healthy, safe built & connected living environments & outdoor recreation & socialization spaces to mitigate spread of COVID-19	63	4.6 %
Safe & Reliable Drinking Water: investments in access to clean drinking water, wastewater systems, & stormwater systems	109	8.0 %
High-Speed Internet Access: investments in access to & expansion of high-speed internet access for unserved & underserved households & businesses	72	5.3 %
<u>None chosen</u>	<u>67</u>	<u>4.9 %</u>
Total	1362	100.0 %

Q10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment?

<u>Q10. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Access to Healthcare: enhance capacity of public healthcare facilities & resident access to healthcare services to meet pandemic operational needs, prevent pandemic's spread, & address the short & long term health impacts of pandemic	95	7.0 %
Differences in Health Outcomes: investments in resources to meet health needs, care for those impacted by the virus, & services that address differences in health that are closely linked with social, economic, and/or environmental disadvantage	94	6.9 %
Behavioral Healthcare & Substance Abuse: including mental health treatment, crisis intervention, & substance misuse treatment	103	7.6 %
Education: investments in support services for students' academic, social, emotional, & mental health needs to address educational disparities made worse by pandemic	172	12.6 %
Healthy Childhood Environments: investments in childcare, home visiting programs for families with young children, & enhanced services for child welfare involved families & foster youth	191	14.0 %
Help for Tourism, Travel, Hospitality, Related Industries, & Business Districts: support to help businesses, attractions, & business districts reopen & resume services to reverse negative economic impacts from pandemic	73	5.4 %
Workforce & Employment: investments to support unemployed or underemployed residents such as certification, credential, or degree attainment	127	9.3 %
Housing & Homelessness: investments in services to address housing instability & homelessness such as supportive housing, improved access to affordable & stable housing, & eviction diversion	140	10.3 %
Neighborhoods & Communities: investments to support healthy, safe built & connected living environments & outdoor recreation & socialization spaces to mitigate spread of COVID-19	70	5.1 %
Safe & Reliable Drinking Water: investments in access to clean drinking water, wastewater systems, & stormwater systems	140	10.3 %
High-Speed Internet Access: investments in access to & expansion of high-speed internet access for unserved & underserved households & businesses	75	5.5 %
None chosen	82	6.0 %
Total	1362	100.0 %

Q10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment?

Q10. 5th choice	Number	Percent
Access to Healthcare: enhance capacity of public healthcare facilities & resident access to healthcare services to meet pandemic operational needs, prevent pandemic's spread, & address the short & long term health impacts of pandemic	77	5.7 %
Differences in Health Outcomes: investments in resources to meet health needs, care for those impacted by the virus, & services that address differences in health that are closely linked with social, economic, and/or environmental disadvantage	89	6.5 %
Behavioral Healthcare & Substance Abuse: including mental health treatment, crisis intervention, & substance misuse treatment	114	8.4 %
Education: investments in support services for students' academic, social, emotional, & mental health needs to address educational disparities made worse by pandemic	131	9.6 %
Healthy Childhood Environments: investments in childcare, home visiting programs for families with young children, & enhanced services for child welfare involved families & foster youth	141	10.4 %
Help for Tourism, Travel, Hospitality, Related Industries, & Business Districts: support to help businesses, attractions, & business districts reopen & resume services to reverse negative economic impacts from pandemic	83	6.1 %
Workforce & Employment: investments to support unemployed or underemployed residents such as certification, credential, or degree attainment	126	9.3 %
Housing & Homelessness: investments in services to address housing instability & homelessness such as supportive housing, improved access to affordable & stable housing, & eviction diversion	142	10.4 %
Neighborhoods & Communities: investments to support healthy, safe built & connected living environments & outdoor recreation & socialization spaces to mitigate spread of COVID-19	90	6.6 %
Safe & Reliable Drinking Water: investments in access to clean drinking water, wastewater systems, & stormwater systems	145	10.6 %
High-Speed Internet Access: investments in access to & expansion of high-speed internet access for unserved & underserved households & businesses	116	8.5 %
None chosen	108	7.9 %
Total	1362	100.0 %

SUM OF TOP 5 CHOICES**Q10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment? (top 5)**

<u>Q10. Sum of Top 5 Choices</u>	<u>Number</u>	<u>Percent</u>
Access to Healthcare: enhance capacity of public healthcare facilities & resident access to healthcare services to meet pandemic operational needs, prevent pandemic's spread, & address the short & long term health impacts of pandemic	1012	74.3 %
Differences in Health Outcomes: investments in resources to meet health needs, care for those impacted by the virus, & services that address differences in health that are closely linked with social, economic, and/or environmental disadvantage	556	40.8 %
Behavioral Healthcare & Substance Abuse: including mental health treatment, crisis intervention, & substance misuse treatment	778	57.1 %
Education: investments in support services for students' academic, social, emotional, & mental health needs to address educational disparities made worse by pandemic	850	62.4 %
Healthy Childhood Environments: investments in childcare, home visiting programs for families with young children, & enhanced services for child welfare involved families & foster youth	662	48.6 %
Help for Tourism, Travel, Hospitality, Related Industries, & Business Districts: support to help businesses, attractions, & business districts reopen & resume services to reverse negative economic impacts from pandemic	331	24.3 %
Workforce & Employment: investments to support unemployed or underemployed residents such as certification, credential, or degree attainment	479	35.2 %
Housing & Homelessness: investments in services to address housing instability & homelessness such as supportive housing, improved access to affordable & stable housing, & eviction diversion	502	36.9 %
Neighborhoods & Communities: investments to support healthy, safe built & connected living environments & outdoor recreation & socialization spaces to mitigate spread of COVID-19	302	22.2 %
Safe & Reliable Drinking Water: investments in access to clean drinking water, wastewater systems, & stormwater systems	624	45.8 %
High-Speed Internet Access: investments in access to & expansion of high-speed internet access for unserved & underserved households & businesses	373	27.4 %
None chosen	31	2.3 %
Total	6500	

Q11. On-Line Services. Please indicate whether you use and are aware of each of the following online services on the County's website www.jccal.org.

(N=1362)

	Use	Aware, but do not use	Not aware it was offered
Q11-1. TAGIT-Jefferson County online vehicle tag renewal	65.4%	22.5%	12.0%
Q11-2. Action Center-report a problem or request assistance	7.9%	24.4%	67.7%
Q11-3. Online streaming of Commission meetings	6.1%	31.9%	62.0%
Q11-4. Online meetings & agendas	6.7%	29.8%	63.5%
Q11-5. E-Ring-pay property taxes & search property information	28.4%	27.5%	44.1%
Q11-6. JobsQuest.org-online job applications	16.7%	42.4%	41.0%
Q11-7. Landmark Web-search land records	17.9%	27.8%	54.3%
Q11-8. Benchmark Web-probate court e-filing	3.3%	25.3%	71.4%
Q11-9. Public record requests	8.3%	41.6%	50.1%
Q11-10. Jefferson County GIS maps	15.5%	22.5%	62.0%
Q11-11. Everbridge-EMA Emergency Alert System & Sewer Overflow Alert System	10.9%	18.3%	70.8%
Q11-12. Online sewer lien & delinquent account search	2.6%	15.9%	81.4%
Q11-13. Online sewer bill payments (JeffCo only-not Birmingham Water Works or Bessemer Utilities)	12.8%	23.0%	64.2%

Q11. On-Line Services. If you have used the service, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=1095)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. TAGIT-Jefferson County online vehicle tag renewal	50.8%	39.1%	5.9%	2.1%	0.4%	1.6%
Q11-2. Action Center-report a problem or request assistance	19.4%	42.6%	21.3%	12.0%	0.9%	3.7%
Q11-3. Online streaming of Commission meetings	26.5%	53.0%	15.7%	2.4%	0.0%	2.4%
Q11-4. Online meetings & agendas	28.6%	40.7%	19.8%	2.2%	0.0%	8.8%
Q11-5. E-Ring-pay property taxes & search property information	30.0%	32.3%	19.1%	2.6%	1.6%	14.5%
Q11-6. JobsQuest.org-online job applications	22.9%	46.7%	16.7%	3.5%	0.9%	9.3%
Q11-7. Landmark Web-search land records	19.3%	40.6%	21.7%	2.5%	0.0%	16.0%
Q11-8. Benchmark Web-probate court e-filing	33.3%	40.0%	17.8%	2.2%	0.0%	6.7%
Q11-9. Public record requests	21.2%	39.8%	17.7%	4.4%	0.0%	16.8%
Q11-10. Jefferson County GIS maps	31.3%	46.0%	12.3%	2.4%	0.0%	8.1%
Q11-11. Everbridge-EMA Emergency Alert System & Sewer Overflow Alert System	32.2%	38.9%	13.4%	3.4%	0.0%	12.1%
Q11-12. Online sewer lien & delinquent account search	22.2%	30.6%	13.9%	5.6%	0.0%	27.8%
Q11-13. Online sewer bill payments (JeffCo only-not Birmingham Water Works or Bessemer Utilities)	29.9%	37.4%	13.8%	2.3%	2.3%	14.4%

WITHOUT DON'T KNOW

Q11. On-Line Services. If you have used the service, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=1095)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. TAGIT-Jefferson County online vehicle tag renewal	51.7%	39.7%	6.0%	2.2%	0.5%
Q11-2. Action Center-report a problem or request assistance	20.2%	44.2%	22.1%	12.5%	1.0%
Q11-3. Online streaming of Commission meetings	27.2%	54.3%	16.0%	2.5%	0.0%
Q11-4. Online meetings & agendas	31.3%	44.6%	21.7%	2.4%	0.0%
Q11-5. E-Ring-pay property taxes & search property information	35.0%	37.8%	22.4%	3.0%	1.8%
Q11-6. JobsQuest.org-online job applications	25.2%	51.5%	18.4%	3.9%	1.0%
Q11-7. Landmark Web-search land records	22.9%	48.3%	25.9%	2.9%	0.0%
Q11-8. Benchmark Web-probate court e-filing	35.7%	42.9%	19.0%	2.4%	0.0%
Q11-9. Public record requests	25.5%	47.9%	21.3%	5.3%	0.0%
Q11-10. Jefferson County GIS maps	34.0%	50.0%	13.4%	2.6%	0.0%
Q11-11. Everbridge-EMA Emergency Alert System & Sewer Overflow Alert System	36.6%	44.3%	15.3%	3.8%	0.0%
Q11-12. Online sewer lien & delinquent account search	30.8%	42.3%	19.2%	7.7%	0.0%
Q11-13. Online sewer bill payments (JeffCo only-not Birmingham Water Works or Bessemer Utilities)	34.9%	43.6%	16.1%	2.7%	2.7%

Q12. Did any of the following happen to you or someone in your household's employment due to the COVID-19 pandemic?

Q12. What following happened to you or someone in your household's employment due to COVID-19 pandemic

	Number	Percent
Worked normal hours	461	33.8 %
Worked remotely or from home more than usual	569	41.8 %
Worked more hours than usual	298	21.9 %
Worked reduced hours	189	13.9 %
Worked, but pay rate was reduced	77	5.7 %
Lost job	131	9.6 %
Was furloughed (not working & not terminated)	118	8.7 %
Was sick & unable to work	190	14.0 %
Not applicable	250	18.4 %
Total	2283	

WITHOUT NOT APPLICABLE

Q12. Did any of the following happen to you or someone in your household's employment due to the COVID-19 pandemic? (without "not applicable")

Q12. What following happened to you or someone in your household's employment due to COVID-19 pandemic

	Number	Percent
Worked normal hours	461	41.5 %
Worked remotely or from home more than usual	569	51.2 %
Worked more hours than usual	298	26.8 %
Worked reduced hours	189	17.0 %
Worked, but pay rate was reduced	77	6.9 %
Lost job	131	11.8 %
Was furloughed (not working & not terminated)	118	10.6 %
Was sick & unable to work	190	17.1 %
Total	2033	

Q13. Affects From the COVID-19 Pandemic. To what degree have you and your immediate household been impacted by access to the following due to the COVID-19 outbreak?

(N=1362)

	Severe daily disrupti- on, imme...	Signific- ant daily disrupti- on, re...	Notice- able impact, plannin- g for r...	Some impact, does not signifi...	No impact, no change	Not applica- ble
Q13-1. Food access	2.6%	7.8%	18.1%	36.2%	30.4%	4.9%
Q13-2. Transportation	1.5%	2.3%	5.4%	15.6%	63.2%	11.9%
Q13-3. Childcare	4.2%	4.3%	4.0%	5.4%	23.1%	59.0%
Q13-4. Housing	2.7%	2.2%	3.5%	6.4%	63.0%	22.2%
Q13-5. Personal care items	2.5%	4.7%	12.0%	27.1%	43.5%	10.2%
Q13-6. Household supplies	3.6%	6.8%	17.9%	39.6%	26.0%	6.1%
Q13-7. Healthcare (critical & preventative)	4.3%	9.4%	18.6%	29.7%	31.4%	6.6%
Q13-8. Clothing	1.2%	1.8%	4.2%	12.8%	69.7%	10.2%

WITHOUT NOT APPLICABLE**Q13. Affects From the COVID-19 Pandemic. To what degree have you and your immediate household been impacted by access to the following due to the COVID-19 outbreak? (without "not applicable")**

(N=1362)

	Severe daily disruption, immedi- e need	Significan- t daily disruption, reduced access	Noticeab- le impact, planning for reduced...	Some impact, does not significant- ly chang...	No impact, no change
Q13-1. Food access	2.8%	8.2%	19.0%	38.1%	32.0%
Q13-2. Transportation	1.8%	2.7%	6.2%	17.7%	71.8%
Q13-3. Childcare	10.2%	10.6%	9.8%	13.2%	56.2%
Q13-4. Housing	3.5%	2.8%	4.5%	8.2%	80.9%
Q13-5. Personal care items	2.8%	5.2%	13.3%	30.2%	48.5%
Q13-6. Household supplies	3.8%	7.3%	19.1%	42.1%	27.7%
Q13-7. Healthcare (critical & preventative)	4.6%	10.1%	20.0%	31.8%	33.6%
Q13-8. Clothing	1.4%	2.0%	4.7%	14.3%	77.6%

Q14. The County provides multiple methods for residents to pay property taxes. Which of the following payment methods would you prefer to use to pay your property taxes?

Q14. Which following payment methods would you prefer to use to pay your property taxes

	Number	Percent
By phone via credit/debit card	295	21.7 %
In person	262	19.2 %
By mail	383	28.1 %
Using text to pay	136	10.0 %
Via an app	294	21.6 %
Online via credit/debit card	878	64.5 %
By dropbox at tax office (no cash)	83	6.1 %
Total	2331	

Q15. County Communication. How good of a job would you say the Jefferson County government does communicating information about County issues, services, and performance to the public?

Q15. How good of a job does Jefferson County government do communicating information about County issues to public

	Number	Percent
Excellent	32	2.3 %
Good	366	26.9 %
Fair	336	24.7 %
Poor	323	23.7 %
Don't know	305	22.4 %
Total	1362	100.0 %

WITHOUT DON'T KNOW

Q15. County Communication. How good of a job would you say the Jefferson County government does communicating information about County issues, services, and performance to the public? (without "don't know")

Q15. How good of a job does Jefferson County government do communicating information about County issues to public

	Number	Percent
Excellent	32	3.0 %
Good	366	34.6 %
Fair	336	31.8 %
Poor	323	30.6 %
Total	1057	100.0 %

Q16. Do you consider Jefferson County government to be open and transparent with information about County issues, services, and performance?

Q16. Is Jefferson County government open & transparent with information about County issues, services, & performance

	Number	Percent
Yes	289	21.2 %
No	430	31.6 %
Don't know	643	47.2 %
Total	1362	100.0 %

WITHOUT DON'T KNOW

Q16. Do you consider Jefferson County government to be open and transparent with information about County issues, services, and performance? (without "don't know")

Q16. Is Jefferson County government open & transparent with information about County issues, services, & performance

	Number	Percent
Yes	289	40.2 %
No	430	59.8 %
Total	719	100.0 %

Q17. Are you aware that the Jefferson County Commissioner meetings are broadcast online at jccal.org as well as on county social media channels?

Q17. Are you aware that Jefferson County Commissioner meetings are broadcasted online at jccal.org & on County social media channels

	Number	Percent
Yes	349	25.6 %
No	882	64.8 %
Don't know	131	9.6 %
Total	1362	100.0 %

WITHOUT DON'T KNOW

Q17. Are you aware that the Jefferson County Commissioner meetings are broadcast online at jccal.org as well as on county social media channels? (without "don't know")

Q17. Are you aware that Jefferson County Commissioner meetings are broadcasted online at jccal.org & on County social media channels

	Number	Percent
Yes	349	28.4 %
No	882	71.6 %
Total	1231	100.0 %

Q18. Jefferson County uses social media to communicate information to the public. Please check all of the following Jefferson County social media resources you have used.

Q18. What are Jefferson County social media resources you have used

	Number	Percent
Facebook	700	51.4 %
Twitter	155	11.4 %
Instagram	240	17.6 %
Nextdoor	252	18.5 %
LinkedIn	174	12.8 %
Total	1521	

Q19. Which ONE of the following is your PREFERRED SOURCE for receiving Jefferson County news and announcements?

Q19. What is your preferred source for receiving Jefferson County news & announcements

	Number	Percent
Facebook	303	22.2 %
Twitter	35	2.6 %
Instagram	32	2.3 %
Nextdoor	73	5.4 %
LinkedIn	15	1.1 %
Radio	68	5.0 %
Newspaper	49	3.6 %
Television	447	32.8 %
Other	135	9.9 %
Don't know	205	15.1 %
Total	1362	100.0 %

WITHOUT DON'T KNOW

Q19. Which ONE of the following is your PREFERRED SOURCE for receiving Jefferson County news and announcements? (without "don't know")

Q19. What is your preferred source for receiving Jefferson County news & announcements

	Number	Percent
Facebook	303	26.2 %
Twitter	35	3.0 %
Instagram	32	2.8 %
Nextdoor	73	6.3 %
LinkedIn	15	1.3 %
Radio	68	5.9 %
Newspaper	49	4.2 %
Television	447	38.6 %
Other	135	11.7 %
Total	1157	100.0 %

Q20. Do you have access to the internet at your residence?

Q20. Do you have access to internet at your residence	Number	Percent
Yes	1293	94.9 %
No	57	4.2 %
Not provided	12	0.9 %
Total	1362	100.0 %

WITHOUT DON'T KNOW**Q20. Do you have access to the internet at your residence? (without "not provided")**

Q20. Do you have access to internet at your residence	Number	Percent
Yes	1293	95.8 %
No	57	4.2 %
Total	1350	100.0 %

Q21. How well did Jefferson County government communicate information to you with regards to COVID-19?

Q21. How well did Jefferson County government communicate information to you with regards to COVID-19

	Number	Percent
Very well	176	12.9 %
Well	357	26.2 %
Somewhat well	429	31.5 %
Not well at all	222	16.3 %
Don't know	178	13.1 %
Total	1362	100.0 %

WITHOUT DON'T KNOW**Q21. How well did Jefferson County government communicate information to you with regards to COVID-19? (without "don't know")**

Q21. How well did Jefferson County government communicate information to you with regards to COVID-19

	Number	Percent
Very well	176	14.9 %
Well	357	30.2 %
Somewhat well	429	36.2 %
Not well at all	222	18.8 %
Total	1184	100.0 %

Q22. Approximately how many years have you lived in Jefferson County?

Q22. How many years have you lived in Jefferson

<u>County</u>	<u>Number</u>	<u>Percent</u>
0-5	93	6.8 %
6-10	69	5.1 %
11-15	73	5.4 %
16-20	104	7.6 %
21-30	245	18.0 %
31+	749	55.0 %
Not provided	29	2.1 %
Total	1362	100.0 %

Q23. Which of the following best describes your race/ethnicity?

<u>Q23. What best describes your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian/Pacific Islander	21	1.5 %
Black/African American	582	42.7 %
Hispanic	55	4.0 %
White	718	52.7 %
American Indian/Native Alaskan	8	0.6 %
Other	14	1.0 %
Total	1398	

Q23-6. Self-describe your race/ethnicity:

<u>Q23-6. Other</u>	<u>Number</u>	<u>Percent</u>
Mixed	8	57.1 %
Multi-racial	4	28.6 %
Iran, Egyptian Irish	1	7.1 %
European American	1	7.1 %
Total	14	100.0 %

Q24. Including yourself, how many persons of each age are currently living in your household?

	Mean	Sum
number	2.52	3365
Under age 10	0.22	295
Ages 10-19	0.32	430
Ages 20-44	0.79	1055
Ages 45-64	0.76	1013
Ages 65+	0.43	572

Q25. What is your age?

Q25. Your age	Number	Percent
18-34	265	19.5 %
35-44	269	19.8 %
45-54	276	20.3 %
55-64	268	19.7 %
65+	255	18.7 %
Not provided	29	2.1 %
Total	1362	100.0 %

Q26. Which of the following best describes your total annual household income?

Q26. What best describes your total annual household income	Number	Percent
Under \$24,999	169	12.4 %
\$25K to \$49,999	261	19.2 %
\$50K to \$74,999	277	20.3 %
\$75K to \$99,999	249	18.3 %
\$100K+	168	12.3 %
Not provided	238	17.5 %
Total	1362	100.0 %

Q27. Your gender:

<u>Q27. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	671	49.3 %
Female	681	50.0 %
Not provided	10	0.7 %
Total	1362	100.0 %

District

<u>District</u>	<u>Number</u>	<u>Percent</u>
1	246	18.1 %
2	249	18.3 %
3	293	21.5 %
4	281	20.6 %
5	293	21.5 %
Total	1362	100.0 %

A graphic consisting of a white circle with a dark blue outline containing the number '4', followed by a dark blue horizontal bar containing the text 'Cross-Tabular Data by Commission District' in white.

4 Cross-Tabular Data by
Commission District

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

N=1362	District					Total
	1	2	3	4	5	
<u>Q1-1. Bike lanes, walkability</u>						
Very important	46.7%	52.2%	32.4%	33.1%	49.5%	42.4%
Somewhat important	36.2%	32.9%	44.7%	42.3%	38.9%	39.3%
Not sure	6.9%	7.6%	10.9%	8.9%	5.1%	7.9%
Not important	10.2%	7.2%	11.9%	15.7%	6.5%	10.4%
 <u>Q1-2. College & post-secondary education</u>						
Very important	69.9%	71.5%	59.0%	64.8%	62.8%	65.3%
Somewhat important	23.2%	21.3%	30.4%	26.3%	29.0%	26.3%
Not sure	3.7%	4.4%	4.8%	4.3%	6.1%	4.7%
Not important	3.3%	2.8%	5.8%	4.6%	2.0%	3.7%

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

N=1362	District					Total
	1	2	3	4	5	
<u>Q1-3. Economic development</u>						
Very important	86.6%	84.3%	84.3%	77.9%	80.2%	82.5%
Somewhat important	10.6%	11.6%	11.6%	19.2%	17.7%	14.3%
Not sure	1.2%	4.0%	2.4%	2.5%	1.4%	2.3%
Not important	1.6%	0.0%	1.7%	0.4%	0.7%	0.9%

Q1-4. Environmental stewardship & sustainability

Very important	78.0%	75.1%	61.1%	60.9%	65.2%	67.5%
Somewhat important	19.1%	16.1%	28.7%	26.7%	30.4%	24.6%
Not sure	2.4%	6.4%	6.5%	5.7%	3.4%	4.9%
Not important	0.4%	2.4%	3.8%	6.8%	1.0%	2.9%

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

N=1362

	District					Total
	1	2	3	4	5	
<u>Q1-5. Health care access</u>						
Very important	91.5%	87.1%	86.3%	85.1%	80.2%	85.8%
Somewhat important	5.7%	9.6%	9.2%	10.0%	16.4%	10.4%
Not sure	1.6%	2.8%	3.8%	3.2%	2.7%	2.9%
Not important	1.2%	0.4%	0.7%	1.8%	0.7%	1.0%

Q1-6. Housing

Very important	82.5%	83.5%	65.5%	61.9%	61.8%	70.3%
Somewhat important	13.0%	11.2%	24.9%	28.1%	28.3%	21.7%
Not sure	2.8%	3.6%	4.8%	6.0%	7.5%	5.1%
Not important	1.6%	1.6%	4.8%	3.9%	2.4%	2.9%

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

N=1362

	District					Total
	1	2	3	4	5	
<u>Q1-7. Job opportunities</u>						
Very important	88.2%	89.2%	85.3%	86.1%	80.9%	85.8%
Somewhat important	8.9%	8.0%	9.9%	11.7%	15.7%	11.0%
Not sure	1.6%	2.4%	3.1%	1.4%	1.7%	2.1%
Not important	1.2%	0.4%	1.7%	0.7%	1.7%	1.2%

Q1-8. Land use planning

Very important	67.9%	63.9%	59.0%	55.5%	62.1%	61.5%
Somewhat important	25.2%	25.3%	31.7%	32.7%	30.4%	29.3%
Not sure	6.5%	8.8%	7.5%	6.4%	6.8%	7.2%
Not important	0.4%	2.0%	1.7%	5.3%	0.7%	2.1%

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

N=1362

	District					Total
	1	2	3	4	5	
<u>Q1-9. Pace of growth</u>						
Very important	59.8%	53.8%	45.4%	44.5%	37.5%	47.7%
Somewhat important	28.9%	33.7%	38.9%	42.7%	46.1%	38.5%
Not sure	9.3%	9.2%	10.2%	7.8%	11.9%	9.8%
Not important	2.0%	3.2%	5.5%	5.0%	4.4%	4.1%

Q1-10. Parks, trails, & open space

Very important	65.9%	63.9%	54.3%	49.1%	66.2%	59.6%
Somewhat important	30.5%	29.7%	35.8%	41.6%	29.7%	33.6%
Not sure	2.8%	4.4%	5.1%	3.2%	2.4%	3.6%
Not important	0.8%	2.0%	4.8%	6.0%	1.7%	3.2%

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

N=1362	District					Total
	1	2	3	4	5	
<u>Q1-11. Public education (K-12)</u>						
Very important	88.2%	87.6%	87.0%	90.7%	88.1%	88.3%
Somewhat important	7.3%	6.8%	8.2%	8.2%	9.2%	8.0%
Not sure	2.0%	2.8%	2.7%	0.7%	2.4%	2.1%
Not important	2.4%	2.8%	2.0%	0.4%	0.3%	1.5%

Q1-12. Public transit system

Very important	70.3%	72.3%	42.0%	42.7%	44.0%	53.2%
Somewhat important	21.5%	19.3%	36.5%	37.0%	38.2%	31.1%
Not sure	3.3%	5.2%	10.6%	10.7%	8.5%	7.9%
Not important	4.9%	3.2%	10.9%	9.6%	9.2%	7.8%

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

N=1362	District					Total
	1	2	3	4	5	
<u>Q1-13. Safety, low crime</u>						
Very important	93.1%	90.4%	93.9%	94.7%	91.8%	92.8%
Somewhat important	4.1%	7.6%	3.4%	3.9%	7.5%	5.3%
Not sure	1.6%	2.0%	1.7%	1.1%	0.7%	1.4%
Not important	1.2%	0.0%	1.0%	0.4%	0.0%	0.5%

Q1-14. Services for senior citizens

Very important	76.8%	71.1%	66.9%	64.8%	52.9%	66.0%
Somewhat important	19.5%	21.3%	27.0%	31.0%	39.2%	28.0%
Not sure	3.3%	4.8%	4.4%	2.8%	5.1%	4.1%
Not important	0.4%	2.8%	1.7%	1.4%	2.7%	1.8%

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

N=1362	District					Total
	1	2	3	4	5	
<u>Q1-15. Social justice/equity/inclusivity</u>						
Very important	80.5%	76.7%	57.0%	57.3%	54.3%	64.3%
Somewhat important	13.8%	11.2%	21.2%	19.2%	18.4%	17.0%
Not sure	2.4%	6.4%	8.5%	7.5%	15.0%	8.2%
Not important	3.3%	5.6%	13.3%	16.0%	12.3%	10.4%

Q1-16. Storm shelters

Very important	54.1%	48.6%	51.5%	48.4%	28.3%	45.8%
Somewhat important	37.0%	34.1%	36.5%	38.1%	50.5%	39.5%
Not sure	5.3%	10.0%	8.2%	7.8%	13.3%	9.0%
Not important	3.7%	7.2%	3.8%	5.7%	7.8%	5.7%

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

N=1362	District					Total
	1	2	3	4	5	
<u>Q1-17. Support systems for those in need</u>						
Very important	76.8%	75.1%	61.4%	59.8%	54.6%	64.9%
Somewhat important	19.5%	16.5%	29.7%	28.5%	35.2%	26.4%
Not sure	2.4%	6.0%	7.8%	7.8%	7.2%	6.4%
Not important	1.2%	2.4%	1.0%	3.9%	3.1%	2.3%

Q1-18. Traffic flow

Very important	65.4%	65.9%	67.9%	73.0%	62.1%	66.9%
Somewhat important	27.2%	26.9%	27.6%	22.8%	32.1%	27.4%
Not sure	5.3%	6.0%	3.1%	2.1%	4.8%	4.2%
Not important	2.0%	1.2%	1.4%	2.1%	1.0%	1.5%

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

N=1362	District					Total
	1	2	3	4	5	
<u>Q1-19. Well maintained roads</u>						
Very important	87.0%	83.9%	85.0%	85.1%	78.5%	83.8%
Somewhat important	13.0%	12.9%	12.6%	13.5%	19.8%	14.5%
Not sure	0.0%	2.8%	2.0%	1.4%	1.0%	1.5%
Not important	0.0%	0.4%	0.3%	0.0%	0.7%	0.3%

Q1-20. Workforce development (job training)

Very important	71.5%	70.3%	57.3%	55.9%	43.3%	59.0%
Somewhat important	22.4%	22.5%	33.1%	31.7%	42.7%	31.0%
Not sure	4.1%	5.2%	7.2%	8.5%	9.9%	7.1%
Not important	2.0%	2.0%	2.4%	3.9%	4.1%	2.9%

Q2. Which FOUR of the items listed in Question 1 do you think should be the County's top priorities for the next 5 years? (top 4)

N=1362

	District					Total
	1	2	3	4	5	
<u>Q2. Sum of Top 4 Choices</u>						
Bike lanes, walkability	13.0%	12.4%	7.5%	8.5%	15.4%	11.3%
College & post-secondary education	12.2%	14.9%	14.7%	14.9%	9.6%	13.2%
Economic development	39.4%	35.7%	38.6%	32.0%	40.6%	37.3%
Environmental stewardship & sustainability	17.5%	20.1%	15.4%	15.7%	23.2%	18.4%
Health care access	44.7%	42.6%	39.6%	42.3%	31.1%	39.8%
Housing	26.8%	32.1%	16.0%	12.1%	15.0%	19.9%
Job opportunities	38.2%	42.6%	43.3%	44.5%	29.0%	39.4%
Land use planning	5.7%	8.8%	8.9%	11.0%	11.9%	9.4%
Pace of growth	5.3%	3.6%	5.8%	5.0%	7.2%	5.4%
Parks, trails, & open space	9.8%	8.4%	11.3%	11.7%	19.5%	12.3%
Public education (K-12)	33.3%	34.1%	45.4%	48.0%	45.4%	41.7%
Public transit system	16.7%	15.7%	8.5%	13.2%	14.7%	13.6%
Safety, low crime	51.6%	48.6%	57.3%	54.4%	51.9%	52.9%

Q2. Which FOUR of the items listed in Question 1 do you think should be the County's top priorities for the next 5 years? (top 4) (cont.)

N=1362	District					Total
	1	2	3	4	5	
<u>Q2. Sum of Top 4 Choices (cont.)</u>						
Services for senior citizens	14.2%	12.0%	10.6%	7.5%	6.1%	9.9%
Social justice/equity/ inclusivity	17.1%	14.9%	9.6%	8.5%	11.3%	12.0%
Storm shelters	1.2%	1.6%	4.8%	4.3%	1.4%	2.7%
Support systems for those in need	11.0%	13.7%	8.5%	11.4%	10.9%	11.0%
Traffic flow	2.8%	5.2%	9.9%	13.2%	13.0%	9.1%
Well maintained roads	21.1%	17.7%	28.3%	28.5%	25.9%	24.6%
Workforce development (job training)	9.8%	8.8%	10.6%	9.3%	9.9%	9.7%
None chosen	1.2%	1.2%	1.0%	0.7%	1.4%	1.1%

Q3. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q3-1. Overall image of Jefferson County</u>						
Very satisfied	4.1%	2.0%	3.1%	1.8%	1.7%	2.5%
Satisfied	27.2%	32.7%	28.2%	27.7%	32.1%	29.6%
Neutral	42.8%	33.9%	36.6%	36.3%	39.3%	37.7%
Dissatisfied	18.1%	27.4%	25.1%	28.4%	20.3%	23.9%
Very dissatisfied	7.8%	4.0%	7.0%	5.8%	6.6%	6.2%

Q3-2. How well County is managing growth

Very satisfied	3.0%	2.5%	2.2%	1.1%	1.1%	1.9%
Satisfied	22.4%	29.5%	24.4%	27.8%	28.3%	26.5%
Neutral	47.3%	44.7%	44.0%	40.7%	44.9%	44.2%
Dissatisfied	24.5%	20.7%	24.7%	25.6%	22.8%	23.7%
Very dissatisfied	3.0%	2.5%	4.7%	4.8%	2.9%	3.6%

Q3. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q3-3. Quality of life in Jefferson County</u>						
Very satisfied	4.5%	5.7%	4.9%	3.6%	5.2%	4.8%
Satisfied	32.0%	34.1%	39.2%	34.8%	53.1%	39.0%
Neutral	32.4%	34.6%	33.6%	33.0%	26.6%	31.9%
Dissatisfied	26.2%	22.0%	18.5%	25.4%	12.4%	20.7%
Very dissatisfied	4.9%	3.7%	3.8%	3.2%	2.8%	3.6%

Q3-4. Value you receive for your County taxes

Very satisfied	3.7%	3.0%	2.5%	1.8%	1.8%	2.5%
Satisfied	19.5%	18.2%	19.0%	19.1%	27.7%	20.8%
Neutral	34.9%	35.6%	29.6%	32.7%	39.8%	34.4%
Dissatisfied	27.8%	33.9%	35.6%	36.3%	21.9%	31.2%
Very dissatisfied	14.1%	9.3%	13.4%	10.1%	8.8%	11.1%

Q3. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q3-5. Ease of travel in Jefferson County</u>						
Very satisfied	5.7%	4.8%	5.2%	3.6%	4.8%	4.8%
Satisfied	34.0%	32.7%	36.9%	32.4%	37.5%	34.8%
Neutral	32.4%	29.4%	29.3%	32.0%	26.8%	29.9%
Dissatisfied	22.5%	26.6%	24.8%	26.7%	27.5%	25.7%
Very dissatisfied	5.3%	6.5%	3.8%	5.3%	3.4%	4.8%

Q3-6. Quality of customer service you receive from County employees

Very satisfied	6.2%	5.8%	6.3%	5.7%	8.1%	6.4%
Satisfied	27.1%	32.6%	28.6%	25.9%	29.2%	28.6%
Neutral	36.4%	34.8%	30.9%	32.3%	33.1%	33.4%
Dissatisfied	17.3%	17.0%	22.3%	25.5%	20.8%	20.8%
Very dissatisfied	12.9%	9.8%	11.9%	10.6%	8.8%	10.8%

Q3. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q3-7. Effectiveness of County communication with the public</u>						
Very satisfied	4.6%	4.2%	2.9%	2.2%	2.6%	3.3%
Satisfied	21.1%	22.6%	18.1%	20.1%	18.7%	20.0%
Neutral	39.7%	40.6%	43.1%	39.9%	44.9%	41.7%
Dissatisfied	28.3%	25.1%	24.6%	30.6%	28.8%	27.5%
Very dissatisfied	6.3%	7.5%	11.2%	7.1%	4.9%	7.5%

Q3-8. Overall quality of services provided by Jefferson County

Very satisfied	2.9%	3.4%	3.2%	2.2%	1.8%	2.7%
Satisfied	25.5%	27.0%	25.5%	23.1%	31.0%	26.4%
Neutral	40.6%	40.1%	44.7%	42.9%	41.6%	42.1%
Dissatisfied	25.1%	25.3%	22.3%	24.5%	21.0%	23.6%
Very dissatisfied	5.9%	4.2%	4.3%	7.3%	4.6%	5.3%

Q4. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the county services listed below. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q4-1. Jefferson County Emergency Preparedness Services</u>						
Very satisfied	8.2%	12.7%	14.6%	16.2%	13.8%	13.2%
Satisfied	46.8%	48.2%	48.1%	46.3%	55.1%	49.0%
Neutral	34.2%	27.6%	29.9%	29.3%	26.0%	29.4%
Dissatisfied	10.4%	10.1%	6.0%	6.9%	4.3%	7.4%
Very dissatisfied	0.4%	1.3%	1.5%	1.2%	0.8%	1.0%

Q4-2. County's effort to protect the environment & natural resources

Very satisfied	3.9%	4.1%	3.8%	2.0%	0.0%	2.7%
Satisfied	17.7%	21.9%	23.2%	27.0%	22.8%	22.6%
Neutral	42.2%	39.3%	39.5%	45.1%	38.6%	40.9%
Dissatisfied	27.2%	24.7%	27.0%	21.3%	29.3%	26.0%
Very dissatisfied	9.1%	10.0%	6.5%	4.5%	9.3%	7.8%

Q4. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the county services listed below. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q4-3. Jefferson County Senior Services (Aging, Housing, Low Income Household Assistance)</u>						
Very satisfied	2.4%	3.1%	0.4%	0.9%	1.0%	1.5%
Satisfied	12.6%	14.6%	13.7%	17.8%	13.5%	14.5%
Neutral	41.7%	37.5%	49.8%	42.0%	53.6%	45.0%
Dissatisfied	34.5%	33.3%	27.9%	32.0%	24.5%	30.4%
Very dissatisfied	8.7%	11.5%	8.2%	7.3%	7.3%	8.5%

Q4-4. Jefferson County Planning, Inspections, & Codes

Very satisfied	3.3%	3.1%	2.9%	1.3%	0.9%	2.3%
Satisfied	25.5%	22.2%	16.0%	26.7%	22.6%	22.5%
Neutral	46.7%	45.9%	56.7%	42.7%	52.1%	49.0%
Dissatisfied	21.2%	23.2%	16.8%	24.0%	18.9%	20.7%
Very dissatisfied	3.3%	5.7%	7.6%	5.3%	5.5%	5.5%

Q4. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the county services listed below. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q4-5. Jefferson County Roads & Transportation: maintenance of roads, signs, & signals</u>						
Very satisfied	3.7%	1.2%	2.1%	0.7%	0.4%	1.6%
Satisfied	8.7%	12.8%	15.9%	14.7%	14.4%	13.5%
Neutral	23.1%	16.9%	20.1%	20.2%	26.0%	21.4%
Dissatisfied	43.0%	41.7%	43.6%	43.0%	43.5%	43.0%
Very dissatisfied	21.5%	27.3%	18.3%	21.3%	15.8%	20.6%

Q4-6. Jefferson County Wastewater Services

Very satisfied	3.6%	1.4%	1.2%	1.7%	2.9%	2.2%
Satisfied	14.9%	17.9%	18.0%	22.4%	22.7%	19.3%
Neutral	44.8%	34.8%	44.0%	41.9%	27.7%	38.7%
Dissatisfied	23.5%	26.1%	22.8%	18.3%	26.9%	23.4%
Very dissatisfied	13.1%	19.8%	14.0%	15.8%	19.8%	16.5%

Q4. Satisfaction with County Services. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please rate your satisfaction with the county services listed below. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q4-7. Stormwater Program: management of stormwater runoff/flood control in the County</u>						
Very satisfied	2.3%	1.8%	0.8%	0.9%	0.4%	1.2%
Satisfied	10.1%	12.0%	11.4%	17.9%	15.8%	13.5%
Neutral	36.2%	31.3%	36.9%	42.7%	24.3%	34.2%
Dissatisfied	34.4%	38.7%	37.6%	26.9%	40.5%	35.7%
Very dissatisfied	17.0%	16.1%	13.3%	11.5%	19.0%	15.4%

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

N=1362

	District					Total
	1	2	3	4	5	

Q5. Sum of Top 4 Choices

Jefferson County Emergency Preparedness Services	71.5%	61.0%	77.1%	75.8%	64.8%	70.3%
County's effort to protect the environment & natural resources	53.7%	47.4%	49.1%	43.4%	55.6%	49.9%
Jefferson County Senior Services (Aging, Housing, Low Income Household Assistance)	70.7%	63.9%	59.7%	63.0%	45.4%	60.1%
Jefferson County Planning, Inspections, & Codes	25.6%	32.5%	30.4%	32.4%	32.1%	30.7%
Jefferson County Roads & Transportation: maintenance of roads, signs, & signals	83.3%	87.1%	89.4%	87.2%	87.7%	87.1%
Jefferson County Wastewater Services	30.9%	37.3%	37.5%	38.4%	44.4%	38.0%
Stormwater Program: management of stormwater runoff/flood control in the County	52.0%	55.0%	52.6%	49.1%	60.1%	53.8%
None chosen	2.4%	2.4%	0.7%	2.1%	2.0%	1.9%

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

N=1362	District					Total
	1	2	3	4	5	
<u>Q6-1. Jefferson County Government is well run</u>						
Strongly agree	2.2%	2.2%	2.9%	0.4%	1.5%	1.8%
Agree	17.2%	19.8%	15.7%	22.3%	22.7%	19.6%
Neutral	47.8%	40.5%	40.9%	39.9%	40.5%	41.8%
Disagree	25.9%	26.7%	29.6%	24.9%	27.9%	27.0%
Strongly disagree	6.9%	10.8%	10.9%	12.5%	7.4%	9.8%

Q6-2. Jefferson County does a good job managing its growth & development in rural (unincorporated) areas of the County

Strongly agree	3.3%	2.5%	2.0%	0.0%	0.0%	1.5%
Agree	13.3%	11.3%	14.5%	17.7%	17.3%	15.0%
Neutral	40.0%	43.3%	32.9%	37.0%	47.3%	39.8%
Disagree	33.8%	29.6%	36.9%	31.9%	25.2%	31.6%
Strongly disagree	9.5%	13.3%	13.7%	13.4%	10.2%	12.1%

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

N=1362	District					Total
	1	2	3	4	5	
<u>Q6-3. Jefferson County is prepared for an emergency</u>						
Strongly agree	6.0%	4.1%	5.4%	4.6%	2.0%	4.4%
Agree	30.7%	32.9%	32.2%	36.5%	43.1%	35.2%
Neutral	34.4%	33.8%	39.8%	37.7%	32.5%	35.8%
Disagree	23.3%	21.0%	19.2%	15.8%	17.1%	19.1%
Strongly disagree	5.6%	8.2%	3.4%	5.4%	5.3%	5.5%

Q6-4. Polling places in Jefferson County are conveniently located & accessible

Strongly agree	9.7%	9.8%	16.3%	14.6%	13.7%	13.0%
Agree	49.4%	50.0%	55.1%	50.7%	55.6%	52.3%
Neutral	22.4%	20.1%	16.3%	14.9%	17.8%	18.1%
Disagree	13.1%	14.5%	8.3%	13.1%	8.1%	11.3%
Strongly disagree	5.5%	5.6%	4.0%	6.7%	4.8%	5.3%

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

N=1362	District					Total
	1	2	3	4	5	
<u>Q6-5. Youth Detention Center has adequate resources to deal with juvenile offenders & their families</u>						
Strongly agree	3.3%	1.3%	1.9%	2.0%	0.0%	1.8%
Agree	9.2%	9.0%	7.6%	6.8%	5.7%	7.8%
Neutral	38.8%	29.0%	37.3%	43.5%	35.8%	36.9%
Disagree	33.6%	41.3%	35.4%	32.0%	35.8%	35.6%
Strongly disagree	15.1%	19.4%	17.7%	15.6%	22.8%	18.0%

Q6-6. County does a good job keeping residents informed about County programs & services

Strongly agree	3.4%	2.1%	1.9%	0.8%	0.8%	1.7%
Agree	10.7%	15.0%	10.4%	11.7%	15.9%	12.7%
Neutral	29.2%	32.1%	29.4%	30.3%	35.7%	31.3%
Disagree	42.1%	34.6%	46.5%	40.2%	37.2%	40.2%
Strongly disagree	14.6%	16.2%	11.9%	17.0%	10.5%	14.0%

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

N=1362	District					Total
	1	2	3	4	5	
<u>Q6-7. County's web page is a useful source of information</u>						
Strongly agree	3.6%	6.5%	4.5%	2.4%	2.0%	3.8%
Agree	30.4%	33.7%	29.7%	32.9%	26.4%	30.6%
Neutral	41.8%	38.6%	43.7%	47.3%	47.8%	43.9%
Disagree	19.1%	16.8%	14.9%	11.6%	16.9%	15.8%
Strongly disagree	5.2%	4.3%	7.2%	5.8%	7.0%	6.0%

Q7. Which FOUR of the items listed in Question 6 are MOST IMPORTANT to you? (top 4)

N=1362	District					Total
	1	2	3	4	5	
<u>Q7. Sum of Top 4 Choices</u>						
Jefferson County Government is well run	69.5%	66.7%	72.7%	74.0%	74.7%	71.7%
Jefferson County does a good job managing its growth & development in rural (unincorporated) areas of the County	50.0%	51.0%	64.8%	57.7%	56.0%	56.2%
Jefferson County is prepared for an emergency	76.4%	69.1%	74.7%	76.2%	77.5%	74.9%
Polling places in Jefferson County are conveniently located & accessible	50.0%	53.0%	45.7%	46.3%	47.1%	48.2%
Youth Detention Center has adequate resources to deal with juvenile offenders & their families	50.0%	52.6%	42.0%	43.8%	42.0%	45.7%
County does a good job keeping residents informed about County programs & services	58.1%	55.0%	63.5%	56.6%	53.2%	57.3%
County's web page is a useful source of information	28.5%	25.3%	24.9%	26.7%	29.0%	26.9%
None chosen	2.0%	3.6%	1.4%	2.5%	3.4%	2.6%

Q8. Currently Jefferson County is not a mandatory garbage pickup county, which results in littered roadways and illegal dumping. How supportive would you be of Jefferson County becoming a mandatory pickup county if it meant cleaner roadways and less illegal dumping? (without "not sure")

N=1362	District					Total
	1	2	3	4	5	
<u>Q8. How supportive would you be of Jefferson County becoming a mandatory pickup County</u>						
Very supportive	73.7%	70.7%	69.3%	69.6%	77.5%	72.2%
Supportive	22.9%	23.0%	18.7%	18.5%	19.3%	20.3%
Neutral	2.1%	4.2%	6.4%	4.4%	1.8%	3.8%
Not supportive	0.8%	0.8%	2.8%	4.1%	1.1%	2.0%
Not at all supportive	0.4%	1.3%	2.8%	3.3%	0.4%	1.7%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	

Q9-1. Access to Healthcare: enhance capacity of public healthcare facilities & resident access to healthcare services to meet pandemic operational needs, prevent pandemic's spread, & address the short & long term health impacts of pandemic

Very important	78.7%	79.2%	66.3%	65.3%	64.8%	70.4%
Somewhat important	14.2%	11.8%	18.9%	20.4%	20.6%	17.4%
Neutral	4.2%	4.9%	7.0%	9.1%	9.1%	7.0%
Not important	2.1%	2.4%	4.9%	2.6%	3.8%	3.2%
Not at all important	0.8%	1.6%	2.8%	2.6%	1.7%	2.0%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q9-2. Differences in Health Outcomes: investments in resources to meet health needs, care for those impacted by the virus, & services that address differences in health that are closely linked with social, economic, and/or environmental disadvantage</u>						
Very important	65.5%	68.9%	47.7%	50.2%	45.6%	54.9%
Somewhat important	22.7%	20.5%	28.3%	26.2%	33.2%	26.5%
Neutral	8.4%	7.0%	16.1%	14.8%	11.0%	11.6%
Not important	2.5%	0.8%	4.7%	5.2%	5.3%	3.8%
Not at all important	0.8%	2.9%	3.2%	3.7%	4.9%	3.2%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q9-3. Behavioral Healthcare & Substance Abuse: including mental health treatment, crisis intervention, & substance misuse treatment</u>						
Very important	73.0%	69.4%	60.8%	59.6%	61.2%	64.4%
Somewhat important	17.4%	21.5%	24.0%	22.5%	26.2%	22.5%
Neutral	7.5%	6.2%	10.2%	12.7%	10.8%	9.6%
Not important	1.7%	2.1%	2.8%	2.9%	1.0%	2.1%
Not at all important	0.4%	0.8%	2.1%	2.2%	0.7%	1.3%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q9-4. Education: investments in support services for students' academic, social, emotional, & mental health needs to address educational disparities made worse by pandemic</u>						
Very important	74.5%	72.1%	65.7%	65.5%	61.5%	67.5%
Somewhat important	13.0%	16.7%	22.4%	20.1%	25.9%	19.9%
Neutral	9.6%	7.5%	7.0%	9.7%	7.3%	8.2%
Not important	2.5%	2.5%	2.8%	3.6%	3.1%	2.9%
Not at all important	0.4%	1.3%	2.1%	1.1%	2.1%	1.4%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	

Q9-5. Healthy Childhood Environments: investments in childcare, home visiting programs for families with young children, & enhanced services for child welfare involved families & foster youth

Very important	70.8%	67.6%	57.1%	52.9%	55.5%	60.3%
Somewhat important	16.3%	19.7%	24.5%	28.6%	29.3%	24.0%
Neutral	8.3%	7.8%	11.7%	11.6%	10.6%	10.1%
Not important	3.3%	3.3%	4.6%	2.9%	3.2%	3.5%
Not at all important	1.3%	1.6%	2.1%	4.0%	1.4%	2.1%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	

Q9-6. Help for Tourism, Travel, Hospitality, Related Industries, & Business Districts: support to help businesses, attractions, & business districts reopen & resume services to reverse negative economic impacts from pandemic

Very important	35.0%	34.8%	29.0%	29.5%	27.7%	31.0%
Somewhat important	40.4%	36.9%	37.8%	37.8%	38.9%	38.3%
Neutral	14.6%	20.9%	20.6%	20.0%	19.6%	19.2%
Not important	6.3%	5.3%	9.1%	8.4%	8.8%	7.7%
Not at all important	3.8%	2.0%	3.5%	4.4%	4.9%	3.8%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q9-7. Workforce & Employment: investments to support unemployed or underemployed residents such as certification, credential, or degree attainment; & other related investments for unemployed or underemployed residents to promote employment & economic mobility</u>						
Very important	60.0%	60.2%	43.7%	42.0%	39.9%	48.5%
Somewhat important	25.8%	28.3%	35.6%	30.4%	36.7%	31.6%
Neutral	10.4%	9.4%	15.5%	15.6%	14.9%	13.4%
Not important	2.5%	1.6%	2.5%	7.2%	4.3%	3.7%
Not at all important	1.3%	0.4%	2.8%	4.7%	4.3%	2.8%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	

Q9-8. Housing & Homelessness: investments in services to address housing instability & homelessness such as supportive housing, improved access to affordable & stable housing, & eviction diversion

Very important	70.0%	71.3%	47.2%	43.2%	43.8%	54.2%
Somewhat important	21.3%	18.4%	26.1%	28.4%	34.6%	26.1%
Neutral	6.7%	7.4%	17.6%	17.3%	14.1%	12.9%
Not important	1.3%	1.2%	6.0%	8.6%	4.9%	4.6%
Not at all important	0.8%	1.6%	3.2%	2.5%	2.5%	2.2%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q9-9. Neighborhoods & Communities: investments to support healthy, safe built & connected living environments & outdoor recreation & socialization spaces to mitigate spread of COVID-19</u>						
Very important	61.9%	57.2%	36.5%	37.5%	32.9%	44.3%
Somewhat important	25.5%	23.5%	31.6%	29.4%	39.2%	30.2%
Neutral	8.8%	14.4%	18.9%	16.9%	14.1%	14.8%
Not important	2.1%	3.7%	9.1%	10.3%	8.8%	7.0%
Not at all important	1.7%	1.2%	3.9%	5.9%	4.9%	3.6%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q9-10. Safe & Reliable Drinking Water: investments in access to clean drinking water, wastewater systems, & stormwater systems</u>						
Very important	84.8%	85.1%	81.7%	77.2%	78.7%	81.3%
Somewhat important	10.7%	9.9%	12.8%	16.3%	16.8%	13.5%
Neutral	3.3%	4.1%	4.5%	4.0%	3.8%	4.0%
Not important	0.8%	0.0%	0.7%	1.4%	0.3%	0.7%
Not at all important	0.4%	0.8%	0.3%	1.1%	0.3%	0.6%

Q9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs. Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover immediately and over the long term from the pandemic. (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q9-11. High-Speed Internet Access: investments in access to & expansion of high-speed internet access for unserved & underserved households & businesses</u>						
Very important	58.6%	58.8%	50.5%	46.2%	47.7%	52.0%
Somewhat important	24.7%	26.7%	29.1%	26.5%	31.0%	27.8%
Neutral	10.5%	9.1%	13.0%	14.0%	11.8%	11.8%
Not important	3.3%	2.5%	4.9%	9.3%	4.9%	5.1%
Not at all important	2.9%	2.9%	2.5%	3.9%	4.5%	3.4%

Q10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment? (top 5)

N=1362

	District					Total
	1	2	3	4	5	

Q10. Sum of Top 5 Choices

Access to Healthcare:

enhance capacity of public healthcare facilities & resident access to healthcare services to meet pandemic operational needs, prevent pandemic's spread, & address the short & long term health impacts of pandemic

79.3%	73.1%	74.4%	75.8%	69.6%	74.3%
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Differences in Health

Outcomes: investments in resources to meet health needs, care for those impacted by the virus, & services that address differences in health that are closely linked with social, economic, and/or environmental disadvantage

47.6%	47.0%	34.8%	42.0%	34.8%	40.8%
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Q10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment? (top 5) (cont.)

N=1362

	District					Total
	1	2	3	4	5	

Q10. Sum of Top 5 Choices (cont.)

Behavioral Healthcare &
Substance Abuse: including
mental health treatment, crisis
intervention, & substance
misuse treatment

62.6%	55.4%	60.1%	57.3%	50.9%	57.1%
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Education: investments in
support services for students'
academic, social, emotional, &
mental health needs to
address educational
disparities made worse by
pandemic

61.8%	58.6%	65.9%	60.9%	64.2%	62.4%
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Healthy Childhood
Environments: investments in
childcare, home visiting
programs for families with
young children, & enhanced
services for child welfare
involved families & foster
youth

45.1%	45.0%	51.5%	52.0%	48.5%	48.6%
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Q10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment? (top 5) (cont.)

N=1362

	District					Total
	1	2	3	4	5	

Q10. Sum of Top 5 Choices (cont.)

Help for Tourism, Travel, Hospitality, Related Industries, & Business Districts: support to help businesses, attractions, & business districts reopen & resume services to reverse negative economic impacts from pandemic

19.9%	21.3%	25.3%	27.0%	27.0%	24.3%
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Workforce & Employment: investments to support unemployed or underemployed residents such as certification, credential, or degree attainment

37.0%	36.1%	35.2%	37.4%	30.7%	35.2%
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Q10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment? (top 5) (cont.)

N=1362

	District					Total
	1	2	3	4	5	

Q10. Sum of Top 5 Choices (cont.)

Housing & Homelessness: investments in services to address housing instability & homelessness such as supportive housing, improved access to affordable & stable housing, & eviction diversion	41.5%	47.0%	30.7%	33.1%	34.1%	36.9%
Neighborhoods & Communities: investments to support healthy, safe built & connected living environments & outdoor recreation & socialization spaces to mitigate spread of COVID-19	26.4%	25.7%	17.7%	15.7%	26.3%	22.2%
Safe & Reliable Drinking Water: investments in access to clean drinking water, wastewater systems, & stormwater systems	34.6%	34.9%	55.6%	45.9%	54.6%	45.8%

Q10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment? (top 5) (cont.)

N=1362

	District					Total
	1	2	3	4	5	

Q10. Sum of Top 5 Choices (cont.)

High-Speed Internet Access:

investments in access to &
 expansion of high-speed
 internet access for unserved &
 underserved households &
 businesses

	24.4%	22.5%	30.0%	25.6%	33.1%	27.4%
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None chosen

	1.6%	4.4%	1.7%	1.4%	2.4%	2.3%
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Q11. On-Line Services. Please indicate whether you use and are aware of each of the following online services on the County's website www.jccal.org.

N=1362	District					Total
	1	2	3	4	5	
<u>Q11-1. TAGIT-Jefferson County online vehicle tag renewal</u>						
Use	61.4%	59.8%	70.3%	60.1%	73.7%	65.4%
Aware, but do not use	22.8%	26.9%	19.1%	25.6%	19.1%	22.5%
Not aware it was offered	15.9%	13.3%	10.6%	14.2%	7.2%	12.0%
<u>Q11-2. Action Center-report a problem or request assistance</u>						
Use	10.6%	12.0%	5.1%	2.8%	9.9%	7.9%
Aware, but do not use	24.0%	26.1%	21.5%	21.0%	29.4%	24.4%
Not aware it was offered	65.4%	61.8%	73.4%	76.2%	60.8%	67.7%
<u>Q11-3. Online streaming of Commission meetings</u>						
Use	10.6%	6.8%	4.4%	5.7%	3.8%	6.1%
Aware, but do not use	35.8%	33.3%	28.0%	28.1%	35.2%	31.9%
Not aware it was offered	53.7%	59.8%	67.6%	66.2%	61.1%	62.0%

Q11. On-Line Services. Please indicate whether you use and are aware of each of the following online services on the County's website www.jccal.org.

N=1362	District					Total
	1	2	3	4	5	
<u>Q11-4. Online meetings & agendas</u>						
Use	10.2%	6.4%	4.8%	5.3%	7.2%	6.7%
Aware, but do not use	32.5%	32.1%	24.6%	28.1%	32.4%	29.8%
Not aware it was offered	57.3%	61.4%	70.6%	66.5%	60.4%	63.5%
<u>Q11-5. E-Ring-pay property taxes & search property information</u>						
Use	24.0%	27.3%	29.7%	26.0%	34.1%	28.4%
Aware, but do not use	31.7%	26.1%	27.6%	27.0%	25.6%	27.5%
Not aware it was offered	44.3%	46.6%	42.7%	47.0%	40.3%	44.1%
<u>Q11-6. JobsQuest.org-online job applications</u>						
Use	21.1%	18.1%	15.0%	22.4%	7.8%	16.7%
Aware, but do not use	43.1%	42.6%	42.7%	41.3%	42.3%	42.4%
Not aware it was offered	35.8%	39.4%	42.3%	36.3%	49.8%	41.0%

Q11. On-Line Services. Please indicate whether you use and are aware of each of the following online services on the County's website www.jccal.org.

N=1362	District					Total
	1	2	3	4	5	
<u>Q11-7. Landmark Web-search land records</u>						
Use	17.1%	16.9%	15.7%	17.1%	22.5%	17.9%
Aware, but do not use	28.0%	31.3%	28.0%	26.0%	26.3%	27.8%
Not aware it was offered	54.9%	51.8%	56.3%	56.9%	51.2%	54.3%
<u>Q11-8. Benchmark Web-probate court e-filing</u>						
Use	3.7%	4.0%	1.4%	3.2%	4.4%	3.3%
Aware, but do not use	27.6%	25.3%	27.0%	22.1%	24.9%	25.3%
Not aware it was offered	68.7%	70.7%	71.7%	74.7%	70.6%	71.4%
<u>Q11-9. Public record requests</u>						
Use	8.5%	11.2%	7.2%	7.5%	7.5%	8.3%
Aware, but do not use	41.9%	42.6%	42.3%	36.3%	45.1%	41.6%
Not aware it was offered	49.6%	46.2%	50.5%	56.2%	47.4%	50.1%

Q11. On-Line Services. Please indicate whether you use and are aware of each of the following online services on the County's website www.jccal.org.

N=1362	District					Total
	1	2	3	4	5	
<u>Q11-10. Jefferson County GIS maps</u>						
Use	14.2%	10.0%	14.0%	16.7%	21.5%	15.5%
Aware, but do not use	24.4%	23.7%	25.6%	18.1%	20.8%	22.5%
Not aware it was offered	61.4%	66.3%	60.4%	65.1%	57.7%	62.0%

Q11-11. Everbridge-EMA Emergency Alert System & Sewer Overflow Alert System

Use	10.2%	9.6%	9.6%	14.6%	10.6%	10.9%
Aware, but do not use	18.7%	19.7%	18.1%	18.9%	16.4%	18.3%
Not aware it was offered	71.1%	70.7%	72.4%	66.5%	73.0%	70.8%

Q11-12. Online sewer lien & delinquent account search

Use	3.7%	4.0%	2.0%	2.1%	1.7%	2.6%
Aware, but do not use	17.5%	16.1%	14.0%	15.7%	16.7%	15.9%
Not aware it was offered	78.9%	79.9%	84.0%	82.2%	81.6%	81.4%

Q11. On-Line Services. Please indicate whether you use and are aware of each of the following online services on the County's website www.jccal.org.

N=1362	District					Total
	1	2	3	4	5	
<u>Q11-13. Online sewer bill payments (JeffCo only-not Birmingham Water Works or Bessemer Utilities)</u>						
Use	13.8%	12.4%	9.6%	17.4%	10.9%	12.8%
Aware, but do not use	21.5%	20.9%	25.3%	23.8%	22.9%	23.0%
Not aware it was offered	64.6%	66.7%	65.2%	58.7%	66.2%	64.2%

Q11. On-Line Services. If you have used the service, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1095	District					Total
	1	2	3	4	5	
<u>Q11-1. TAGIT-Jefferson County online vehicle tag renewal</u>						
Very satisfied	47.0%	50.0%	54.5%	53.6%	51.9%	51.7%
Satisfied	43.0%	39.9%	38.1%	39.8%	38.7%	39.7%
Neutral	7.4%	7.4%	4.5%	3.6%	7.5%	6.0%
Dissatisfied	2.7%	1.4%	2.0%	3.0%	1.9%	2.2%
Very dissatisfied	0.0%	1.4%	1.0%	0.0%	0.0%	0.5%

Q11-2. Action Center-report a problem or request assistance

Very satisfied	24.0%	13.8%	42.9%	25.0%	10.7%	20.2%
Satisfied	44.0%	31.0%	35.7%	50.0%	60.7%	44.2%
Neutral	16.0%	34.5%	21.4%	25.0%	14.3%	22.1%
Dissatisfied	16.0%	17.2%	0.0%	0.0%	14.3%	12.5%
Very dissatisfied	0.0%	3.4%	0.0%	0.0%	0.0%	1.0%

Q11. On-Line Services. If you have used the service, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1095	District					Total
	1	2	3	4	5	
<u>Q11-3. Online streaming of Commission meetings</u>						
Very satisfied	23.1%	23.5%	38.5%	35.7%	18.2%	27.2%
Satisfied	69.2%	35.3%	53.8%	57.1%	45.5%	54.3%
Neutral	7.7%	29.4%	7.7%	7.1%	36.4%	16.0%
Dissatisfied	0.0%	11.8%	0.0%	0.0%	0.0%	2.5%

Q11-4. Online meetings & agendas

Very satisfied	32.0%	21.4%	30.8%	38.5%	33.3%	31.3%
Satisfied	48.0%	42.9%	53.8%	46.2%	33.3%	44.6%
Neutral	16.0%	35.7%	15.4%	7.7%	33.3%	21.7%
Dissatisfied	4.0%	0.0%	0.0%	7.7%	0.0%	2.4%

Q11. On-Line Services. If you have used the service, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1095	District					Total
	1	2	3	4	5	
<u>Q11-5. E-Ring-pay property taxes & search property information</u>						
Very satisfied	18.9%	43.9%	41.6%	35.0%	33.3%	35.0%
Satisfied	43.4%	33.3%	28.6%	43.3%	41.7%	37.8%
Neutral	30.2%	19.3%	23.4%	16.7%	22.6%	22.4%
Dissatisfied	5.7%	1.8%	3.9%	5.0%	0.0%	3.0%
Very dissatisfied	1.9%	1.8%	2.6%	0.0%	2.4%	1.8%

Q11-6. JobsQuest.org-online job applications

Very satisfied	31.9%	27.0%	27.5%	22.6%	10.0%	25.2%
Satisfied	44.7%	45.9%	42.5%	62.9%	60.0%	51.5%
Neutral	21.3%	18.9%	20.0%	14.5%	20.0%	18.4%
Dissatisfied	2.1%	8.1%	5.0%	0.0%	10.0%	3.9%
Very dissatisfied	0.0%	0.0%	5.0%	0.0%	0.0%	1.0%

Q11. On-Line Services. If you have used the service, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1095	District					Total
	1	2	3	4	5	
<u>Q11-7. Landmark Web-search land records</u>						
Very satisfied	30.6%	21.6%	21.1%	20.5%	21.8%	22.9%
Satisfied	50.0%	45.9%	34.2%	61.5%	49.1%	48.3%
Neutral	19.4%	29.7%	36.8%	17.9%	25.5%	25.9%
Dissatisfied	0.0%	2.7%	7.9%	0.0%	3.6%	2.9%

Q11-8. Benchmark Web-probate court e-filing

Very satisfied	50.0%	33.3%	75.0%	33.3%	16.7%	35.7%
Satisfied	37.5%	44.4%	0.0%	44.4%	58.3%	42.9%
Neutral	12.5%	22.2%	0.0%	22.2%	25.0%	19.0%
Dissatisfied	0.0%	0.0%	25.0%	0.0%	0.0%	2.4%

Q11. On-Line Services. If you have used the service, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1095	District					Total
	1	2	3	4	5	
<u>Q11-9. Public record requests</u>						
Very satisfied	37.5%	19.2%	23.5%	23.5%	27.8%	25.5%
Satisfied	43.8%	46.2%	41.2%	76.5%	33.3%	47.9%
Neutral	18.8%	30.8%	29.4%	0.0%	22.2%	21.3%
Dissatisfied	0.0%	3.8%	5.9%	0.0%	16.7%	5.3%

Q11-10. Jefferson County GIS maps

Very satisfied	20.6%	19.0%	39.5%	41.9%	37.9%	34.0%
Satisfied	67.6%	42.9%	44.7%	39.5%	53.4%	50.0%
Neutral	11.8%	28.6%	10.5%	18.6%	6.9%	13.4%
Dissatisfied	0.0%	9.5%	5.3%	0.0%	1.7%	2.6%

Q11. On-Line Services. If you have used the service, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1095	District					Total
	1	2	3	4	5	
<u>Q11-11. Everbridge-EMA Emergency Alert System & Sewer Overflow Alert System</u>						
Very satisfied	39.1%	34.8%	32.0%	43.2%	30.4%	36.6%
Satisfied	43.5%	47.8%	48.0%	37.8%	47.8%	44.3%
Neutral	8.7%	17.4%	16.0%	18.9%	13.0%	15.3%
Dissatisfied	8.7%	0.0%	4.0%	0.0%	8.7%	3.8%

Q11-12. Online sewer lien & delinquent account search

Very satisfied	66.7%	28.6%	20.0%	20.0%	0.0%	30.8%
Satisfied	16.7%	42.9%	60.0%	60.0%	33.3%	42.3%
Neutral	16.7%	28.6%	0.0%	20.0%	33.3%	19.2%
Dissatisfied	0.0%	0.0%	20.0%	0.0%	33.3%	7.7%

Q11. On-Line Services. If you have used the service, please rate your satisfaction using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=1095	District					Total
	1	2	3	4	5	
<u>Q11-13. Online sewer bill payments (JeffCo only-not Birmingham Water Works or Bessemer Utilities)</u>						
Very satisfied	34.5%	39.3%	39.1%	30.2%	34.6%	34.9%
Satisfied	41.4%	39.3%	39.1%	53.5%	38.5%	43.6%
Neutral	13.8%	21.4%	13.0%	11.6%	23.1%	16.1%
Dissatisfied	6.9%	0.0%	4.3%	2.3%	0.0%	2.7%
Very dissatisfied	3.4%	0.0%	4.3%	2.3%	3.8%	2.7%

Q12. Did any of the following happen to you or someone in your household's employment due to the COVID-19 pandemic? (without "not applicable")

N=1112	District					Total
	1	2	3	4	5	
<u>Q12. Which of the following happened to you or someone in your household's employment due to COVID-19 pandemic</u>						
Worked normal hours	35.1%	41.7%	48.0%	43.8%	38.2%	41.5%
Worked remotely or from home more than usual	42.4%	48.1%	47.6%	51.5%	64.3%	51.2%
Worked more hours than usual	26.8%	24.8%	25.6%	31.8%	24.9%	26.8%
Worked reduced hours	21.0%	16.0%	16.7%	20.6%	11.2%	17.0%
Worked, but pay rate was reduced	8.8%	6.3%	5.3%	9.0%	5.4%	6.9%
Lost job	15.6%	12.6%	11.9%	12.4%	7.1%	11.8%
Was furloughed (not working & not terminated)	10.7%	9.2%	11.0%	12.4%	9.5%	10.6%
Was sick & unable to work	20.0%	20.4%	16.7%	19.7%	9.5%	17.1%

Q13. Affects from the COVID-19 Pandemic. To what degree have you and your immediate household been impacted by access to the following due to the COVID-19 outbreak? (without "not applicable")

N=1362	District					Total
	1	2	3	4	5	
<u>Q13-1. Food access</u>						
Severe daily disruption, immediate need	5.2%	5.2%	0.4%	3.3%	0.7%	2.8%
Significant daily disruption, reduced access	10.8%	9.9%	8.2%	9.3%	3.6%	8.2%
Noticeable impact, planning for reduced access	22.0%	16.3%	23.2%	17.5%	16.0%	19.0%
Some impact, does not significantly change daily behavior	35.8%	39.5%	39.3%	40.9%	34.9%	38.1%
No impact, no change	26.3%	29.2%	28.9%	29.0%	44.8%	32.0%

Q13. Affects from the COVID-19 Pandemic. To what degree have you and your immediate household been impacted by access to the following due to the COVID-19 outbreak? (without "not applicable")

N=1362	District					Total
	1	2	3	4	5	
<u>Q13-2. Transportation</u>						
Severe daily disruption, immediate need	4.1%	2.4%	1.2%	1.6%	0.0%	1.8%
Significant daily disruption, reduced access	3.6%	3.8%	2.4%	2.4%	1.5%	2.7%
Noticeable impact, planning for reduced access	10.0%	8.6%	4.7%	6.4%	2.2%	6.2%
Some impact, does not significantly change daily behavior	19.5%	17.6%	18.6%	17.7%	15.3%	17.7%
No impact, no change	62.7%	67.6%	73.1%	71.9%	81.0%	71.8%

Q13. Affects from the COVID-19 Pandemic. To what degree have you and your immediate household been impacted by access to the following due to the COVID-19 outbreak? (without "not applicable")

N=1362	District					Total
	1	2	3	4	5	
<u>Q13-3. Childcare</u>						
Severe daily disruption, immediate need	12.9%	18.0%	7.3%	11.9%	3.4%	10.2%
Significant daily disruption, reduced access	18.3%	2.2%	8.1%	14.2%	9.2%	10.6%
Noticeable impact, planning for reduced access	7.5%	11.2%	10.5%	11.2%	8.4%	9.8%
Some impact, does not significantly change daily behavior	7.5%	4.5%	18.5%	10.4%	21.8%	13.2%
No impact, no change	53.8%	64.0%	55.6%	52.2%	57.1%	56.2%

Q13. Affects from the COVID-19 Pandemic. To what degree have you and your immediate household been impacted by access to the following due to the COVID-19 outbreak? (without "not applicable")

N=1362	District					Total
	1	2	3	4	5	
<u>Q13-4. Housing</u>						
Severe daily disruption, immediate need	6.3%	5.2%	0.9%	4.6%	1.3%	3.5%
Significant daily disruption, reduced access	5.2%	4.1%	2.7%	1.8%	0.8%	2.8%
Noticeable impact, planning for reduced access	4.2%	7.2%	5.0%	4.6%	2.1%	4.5%
Some impact, does not significantly change daily behavior	15.7%	8.2%	5.4%	8.8%	4.2%	8.2%
No impact, no change	68.6%	75.3%	86.0%	80.2%	91.5%	80.9%

Q13. Affects from the COVID-19 Pandemic. To what degree have you and your immediate household been impacted by access to the following due to the COVID-19 outbreak? (without "not applicable")

N=1362	District					Total
	1	2	3	4	5	
<u>Q13-5. Personal care items</u>						
Severe daily disruption, immediate need	3.2%	5.0%	1.5%	2.8%	1.9%	2.8%
Significant daily disruption, reduced access	5.5%	7.3%	4.1%	8.4%	1.5%	5.2%
Noticeable impact, planning for reduced access	18.9%	11.8%	13.1%	14.1%	9.6%	13.3%
Some impact, does not significantly change daily behavior	27.6%	30.9%	30.7%	30.1%	31.1%	30.2%
No impact, no change	44.7%	45.0%	50.6%	44.6%	55.9%	48.5%

Q13. Affects from the COVID-19 Pandemic. To what degree have you and your immediate household been impacted by access to the following due to the COVID-19 outbreak? (without "not applicable")

N=1362	District					Total
	1	2	3	4	5	
<u>Q13-6. Household supplies</u>						
Severe daily disruption, immediate need	6.5%	5.8%	1.4%	3.4%	2.8%	3.8%
Significant daily disruption, reduced access	8.2%	10.2%	6.1%	10.7%	2.1%	7.3%
Noticeable impact, planning for reduced access	21.6%	21.8%	17.9%	19.1%	16.0%	19.1%
Some impact, does not significantly change daily behavior	34.5%	36.0%	47.7%	45.0%	45.2%	42.1%
No impact, no change	29.3%	26.2%	26.9%	21.8%	33.8%	27.7%

Q13. Affects from the COVID-19 Pandemic. To what degree have you and your immediate household been impacted by access to the following due to the COVID-19 outbreak? (without "not applicable")

N=1362	District					Total
	1	2	3	4	5	
<u>Q13-7. Healthcare (critical & preventative)</u>						
Severe daily disruption, immediate need	7.0%	7.6%	2.2%	5.0%	2.1%	4.6%
Significant daily disruption, reduced access	9.6%	10.7%	10.1%	13.1%	7.1%	10.1%
Noticeable impact, planning for reduced access	18.9%	17.8%	19.2%	22.7%	20.8%	20.0%
Some impact, does not significantly change daily behavior	30.3%	32.4%	31.9%	32.3%	31.8%	31.8%
No impact, no change	34.2%	31.6%	36.6%	26.9%	38.2%	33.6%

Q13. Affects from the COVID-19 Pandemic. To what degree have you and your immediate household been impacted by access to the following due to the COVID-19 outbreak? (without "not applicable")

N=1362	District					Total
	1	2	3	4	5	
<u>Q13-8. Clothing</u>						
Severe daily disruption, immediate need	2.3%	2.3%	0.0%	2.0%	0.7%	1.4%
Significant daily disruption, reduced access	3.2%	2.8%	2.2%	2.4%	0.0%	2.0%
Noticeable impact, planning for reduced access	6.8%	4.7%	4.1%	4.3%	3.7%	4.7%
Some impact, does not significantly change daily behavior	17.6%	13.6%	15.4%	14.2%	11.2%	14.3%
No impact, no change	70.3%	76.5%	78.3%	77.1%	84.3%	77.6%

Q14. The County provides multiple methods for residents to pay property taxes. Which of the following payment methods would you prefer to use to pay your property taxes?

N=1362	District					Total
	1	2	3	4	5	
<u>Q14. Which following payment methods would you prefer to use to pay your property taxes</u>						
By phone via credit/debit card	23.6%	26.1%	22.5%	21.0%	16.0%	21.7%
In person	21.1%	19.7%	20.8%	21.4%	13.7%	19.2%
By mail	28.5%	26.1%	25.9%	28.8%	31.1%	28.1%
Using text to pay	10.6%	12.0%	9.2%	10.0%	8.5%	10.0%
Via an app	20.7%	22.1%	23.5%	21.0%	20.5%	21.6%
Online via credit/debit card	60.6%	64.3%	64.5%	65.8%	66.6%	64.5%
By dropbox at tax office (no cash)	7.7%	6.4%	5.1%	6.4%	5.1%	6.1%

Q15. County Communication. How good of a job would you say the Jefferson County government does communicating information about County issues, services, and performance to the public? (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q15. How good of a job does Jefferson County government do communicating information about County issues to public</u>						
Excellent	4.0%	3.1%	4.0%	2.8%	1.3%	3.0%
Good	33.3%	35.8%	35.1%	31.7%	37.2%	34.6%
Fair	37.9%	31.1%	27.6%	30.7%	32.3%	31.8%
Poor	24.7%	30.1%	33.3%	34.9%	29.1%	30.6%

Q16. Do you consider Jefferson County government to be open and transparent with information about County issues, services, and performance? (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q16. Is Jefferson County government open & transparent with information about County issues, services, & performance</u>						
Yes	40.3%	43.4%	37.8%	38.3%	41.6%	40.2%
No	59.7%	56.6%	62.2%	61.7%	58.4%	59.8%

Q17. Are you aware that the Jefferson County Commissioner meetings are broadcast online at jccal.org as well as on county social media channels? (without "don't know")

N=1362	District					Total
	1	2	3	4	5	

Q17. Are you aware that Jefferson County Commissioner meetings are broadcasted online at jccal.org & on County social media channels

Yes	33.0%	33.8%	23.0%	25.1%	28.2%	28.4%
No	67.0%	66.2%	77.0%	74.9%	71.8%	71.6%

Q18. Jefferson County uses social media to communicate information to the public. Please check all of the following Jefferson County social media resources you have used.

N=1362	District					Total
	1	2	3	4	5	

Q18. What are Jefferson County social media resources you have used

Facebook	55.7%	44.2%	56.7%	57.3%	43.0%	51.4%
Twitter	11.8%	9.2%	11.3%	10.0%	14.3%	11.4%
Instagram	18.7%	17.3%	14.0%	18.5%	19.8%	17.6%
Nextdoor	21.5%	24.1%	16.4%	13.9%	17.7%	18.5%
LinkedIn	11.8%	12.4%	8.5%	14.6%	16.4%	12.8%

Q19. Which ONE of the following is your PREFERRED SOURCE for receiving Jefferson County news and announcements? (without "don't know")

N=1362	District					Total
	1	2	3	4	5	
<u>Q19. What is your preferred source for receiving Jefferson County news & announcements</u>						
Facebook	30.1%	19.9%	31.4%	28.7%	20.4%	26.2%
Twitter	2.9%	2.8%	3.5%	0.8%	4.9%	3.0%
Instagram	2.9%	2.8%	1.6%	2.5%	4.1%	2.8%
Nextdoor	7.8%	10.0%	7.0%	3.0%	4.5%	6.3%
LinkedIn	1.5%	1.4%	0.0%	0.8%	2.9%	1.3%
Radio	7.8%	4.7%	4.3%	5.1%	7.8%	5.9%
Newspaper	3.9%	4.3%	3.1%	3.0%	6.9%	4.2%
Television	32.5%	42.7%	40.7%	43.5%	33.5%	38.6%
Other	10.7%	11.4%	8.5%	12.7%	15.1%	11.7%

Q20. Do you have access to the internet at your residence? (without "not provided")

N=1362	District					Total
	1	2	3	4	5	

Q20. Do you have access to internet at your residence

Yes	95.1%	95.1%	94.5%	95.0%	99.0%	95.8%
No	4.9%	4.9%	5.5%	5.0%	1.0%	4.2%

Q21. How well did Jefferson County government communicate information to you with regards to COVID-19? (without "don't know")

N=1362	District					Total
	1	2	3	4	5	

Q21. How well did Jefferson County government communicate information to you with regards to COVID-19

Very well	14.2%	18.1%	13.7%	14.8%	14.0%	14.9%
Well	29.2%	32.9%	29.3%	28.8%	30.7%	30.2%
Somewhat well	38.2%	31.0%	39.5%	36.2%	35.8%	36.2%
Not well at all	18.4%	18.1%	17.6%	20.2%	19.5%	18.8%

A graphic consisting of a white circle with a dark blue border containing the number '5', followed by a dark blue horizontal bar containing the text 'Survey Instrument' in white.

5 Survey Instrument



Office of the County Manager
716 Richard Arrington Blvd. N
Suite 260 Courthouse
Birmingham, AL 35203

Dear Fellow Citizens,

This survey marks a new day in Jefferson County. It is the first citizen survey in our history. We have firmly placed the bankruptcy and corruption in the rear-view mirror and are looking forward to a new era in Jefferson County government.

If we are to fulfill the County Commission's vision of being a model local government that meets and exceeds the needs of our residents – we need your input. Your response will help us stay focused on what you want and need from the County. It will serve as a benchmark to let us know where we are, and how we can move that needle forward. It will also help us shape the future of our Strategic Plan. If you've not had a chance to review it, it can be found here: performance.jccal.org.

We know we have a long way to go, but the County is in good financial shape and we are trying hard, each and every day, to be better, and provide you with the services you need. Better roads, more infrastructure, and consistent friendly service when you visit us.

Thank you in advance for your time and consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read "Cal Markert". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Cal Markert
County Manager
Jefferson County, AL



Jefferson County Community Survey (2021)

Thank you in advance for taking the time to complete this important survey. The Jefferson County Commission wants your input to help improve the quality of County services, get feedback on what you would like us to focus on in the coming years, and input on how to spend federal American Rescue Act dollars. When you are finished, please return your completed survey in the postage-paid envelope provided or you may fill it out online at jeffersoncountysurvey.org.

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

	Very Important	Somewhat Important	Not Sure	Not Important
01. Bike lanes, walkability	4	3	2	1
02. College and post-secondary education	4	3	2	1
03. Economic development	4	3	2	1
04. Environmental stewardship and sustainability	4	3	2	1
05. Health care access	4	3	2	1
06. Housing	4	3	2	1
07. Job Opportunities	4	3	2	1
08. Land use planning	4	3	2	1
09. Pace of growth	4	3	2	1
10. Parks, trails, and open space	4	3	2	1
11. Public education (K-12)	4	3	2	1
12. Public transit system	4	3	2	1
13. Safety, low crime	4	3	2	1
14. Services for senior citizens	4	3	2	1
15. Social Justice/Equity/Inclusivity	4	3	2	1
16. Storm shelters	4	3	2	1
17. Support systems for those in need	4	3	2	1
18. Traffic flow	4	3	2	1
19. Well maintained roads	4	3	2	1
20. Workforce development (job training)	4	3	2	1

2. Which FOUR of the items listed above do you think should be the County's top priorities for the next 5 years? [Write in your answers below using the numbers from the list in Question 1.]

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

3. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied":

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

4. **Satisfaction with County Services.** Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your satisfaction with the county services listed below. If you are not familiar with the service, circle "9".

County Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Jefferson County-emergency preparedness services	5	4	3	2	1	9
2. The County's effort to protect the environment and natural resources	5	4	3	2	1	9
3. Jefferson County Senior Services (Aging, Housing, Low Income Household Assistance)	5	4	3	2	1	9
4. Jefferson County Planning, Inspections, and Codes	5	4	3	2	1	9
5. Jefferson County Roads and Transportation, maintenance of roads, signs, and signals	5	4	3	2	1	9
6. Jefferson County Wastewater services	5	4	3	2	1	9
7. Stormwater Program-management of stormwater runoff/flood control in the County	5	4	3	2	1	9

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

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

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

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. Jefferson County Government is well run	5	4	3	2	1	9
2. Jefferson County does a good job managing its growth and development in rural (unincorporated) areas of the County	5	4	3	2	1	9
3. Jefferson County is prepared for an emergency	5	4	3	2	1	9
4. Polling places in Jefferson County are conveniently located and accessible	5	4	3	2	1	9
5. The Youth Detention Center has adequate resources to deal with juvenile offenders and their families	5	4	3	2	1	9
6. The County does a good job keeping residents informed about County programs and services	5	4	3	2	1	9
7. The County's web page is a useful source of information	5	4	3	2	1	9

7. Which FOUR of the items listed in Question 6 are MOST IMPORTANT to you? [Write in your answers below using the numbers from the list in Question 6.]

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

8. Currently Jefferson County is not a mandatory garbage pickup county, which results in littered roadways and illegal dumping. How supportive would you be of Jefferson County becoming a mandatory pickup county if it meant cleaner roadways and less illegal dumping?

____(1) Very Supportive ____ (3) Neutral ____ (5) Not at All Supportive
 ____ (2) Supportive ____ (4) Not Supportive ____ (9) Not Sure

9. As many of you know, Jefferson County is slated to receive about \$127 million in federal COVID Recovery Funds to directly address COVID response efforts and peripheral economic fallout from the pandemic. Jefferson County is committed to investing these funds in projects that reflect community needs.

Listed below are several investment categories that can be paid for with federal COVID Recovery Funds. On a scale of 1 to 5, where 5 means "Very Important" and 1 means "Not at All Important," please indicate how important you feel it is to invest in each of the following areas to help our residents and community respond to and recover – immediately and over the long-term - from the pandemic.

How important is...	Very Important	Somewhat Important	Neutral	Not Important	Not at All Important	Don't Know
1. <i>Access to Healthcare: enhance capacity of public healthcare facilities and resident access to healthcare services to meet pandemic operational needs, prevent the pandemic's spread, and address the short- and long-term health impacts of the pandemic</i>	5	4	3	2	1	9
2. <i>Differences in Health Outcomes: investments in resources to meet health needs, care for those impacted by the virus, and services that address differences in health that are closely linked with social, economic, and/or environmental disadvantage.</i>	5	4	3	2	1	9
3. <i>Behavioral Healthcare and Substance Abuse: including mental health treatment, crisis intervention, and substance misuse treatment.</i>	5	4	3	2	1	9
4. <i>Education: investments in support services for students' academic, social, emotional, and mental health needs to address educational disparities made worse by the pandemic</i>	5	4	3	2	1	9
5. <i>Healthy Childhood Environments: investments in childcare, home visiting programs for families with young children, and enhanced services for child welfare-involved families and foster youth</i>	5	4	3	2	1	9
6. <i>Help for Tourism, Travel, Hospitality, Related Industries, and Business Districts: support to help businesses, attractions, and business districts reopen and resume services to reverse negative economic impacts from the pandemic.</i>	5	4	3	2	1	9
7. <i>Workforce and Employment: investments to support unemployed or underemployed residents such as certification, credential, or degree attainment; and other related investments for unemployed or underemployed residents to promote employment and economic mobility</i>	5	4	3	2	1	9
8. <i>Housing and Homelessness: investments in services to address housing instability and homelessness such as supportive housing, improved access to affordable and stable housing, and eviction diversion</i>	5	4	3	2	1	9
9. <i>Neighborhoods and Communities: investments to support healthy, safe built and connected living environments and outdoor recreation and socialization spaces to mitigate the spread of COVID-19</i>	5	4	3	2	1	9
10. <i>Safe and Reliable Drinking Water: investments in access to clean drinking water, wastewater systems, and stormwater systems</i>	5	4	3	2	1	9
11. <i>High-Speed Internet Access: investments in access to and expansion of high-speed internet access for unserved and underserved households and businesses</i>	5	4	3	2	1	9

10. Which FIVE of the areas listed in Question 9 do you think should receive the highest priorities for investment? [Write in your answers below using the numbers on the left of the list in Question 9.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ 5th: ____

11. On-Line Services. Please indicate whether you use and are aware of each of the following online services on the County’s website www.jccal.org. If you have used the service, please rate your satisfaction using a scale of 1 to 5, where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

		Do you use/are you aware of this service?			If you’ve used the service, how satisfied were you?					
		Use	Aware, but do Not Use	Not Aware It Was Offered	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don’t Know
01.	TAGIT – Jefferson County online vehicle tag renewal	1	2	3	5	4	3	2	1	9
02.	Action Center – report a problem or request assistance	1	2	3	5	4	3	2	1	9
03.	Online streaming of Commission meetings	1	2	3	5	4	3	2	1	9
04.	Online meetings and agendas	1	2	3	5	4	3	2	1	9
05.	E-Ring – pay property taxes and search property information	1	2	3	5	4	3	2	1	9
06.	JobsQuest.org – online job applications	1	2	3	5	4	3	2	1	9
07.	Landmark Web – search land records	1	2	3	5	4	3	2	1	9
08.	Benchmark Web – probate court e-filing	1	2	3	5	4	3	2	1	9
09.	Public record requests	1	2	3	5	4	3	2	1	9
10.	Jefferson County GIS maps	1	2	3	5	4	3	2	1	9
11.	Everbridge – EMA Emergency Alert System and Sewer Overflow Alert System	1	2	3	5	4	3	2	1	9
12.	Online sewer lien and delinquent account search	1	2	3	5	4	3	2	1	9
13.	Online sewer bill payments (JeffCo Only – Not Birmingham Water Works or Bessemer Utilities)	1	2	3	5	4	3	2	1	9

COVID-19 PANDEMIC AFFECTS AND PRIORITIES

12. Did any of the following happen to you or someone in your household’s employment due to the COVID-19 pandemic? (Select all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> (1) Worked normal hours | <input type="checkbox"/> (6) Lost job |
| <input type="checkbox"/> (2) Worked remotely or from home more than usual | <input type="checkbox"/> (7) Was furloughed (not working and not terminated) |
| <input type="checkbox"/> (3) Worked more hours than usual | <input type="checkbox"/> (8) Was sick and unable to work |
| <input type="checkbox"/> (4) Worked reduced hours | <input type="checkbox"/> (9) Not applicable |
| <input type="checkbox"/> (5) Worked, but pay rate was reduced | |

13. Affects From the COVID-19 Pandemic. To what degree have you and your immediate household been impacted by access to the following due to the COVID-19 outbreak?

		Severe daily disruption, immediate need	Significant daily disruption, reduced access	Noticeable impact, planning for reduced access	Some impact, does not significantly change daily behavior	No impact, no change	Not Applicable
1.	Food access	5	4	3	2	1	9
2.	Transportation	5	4	3	2	1	9
3.	Childcare	5	4	3	2	1	9
4.	Housing	5	4	3	2	1	9
5.	Personal care items	5	4	3	2	1	9
6.	Household supplies	5	4	3	2	1	9
7.	Healthcare (critical and preventative)	5	4	3	2	1	9
8.	Clothing	5	4	3	2	1	9

COMMUNICATION

14. The County provides multiple methods for residents to pay property taxes. Which of the following payment methods would you prefer to use to pay your property taxes? [Check any that apply]

- (1) By phone via credit/debit card
- (2) In person
- (3) By mail
- (4) Using text to pay
- (5) Via an app
- (6) Online via credit/debit card
- (7) By Dropbox at the tax office (no cash)

15. County Communication. How good of a job would you say the Jefferson County government does communicating information about county issues, services, and performance to the public?

- (1) Excellent
- (2) Good
- (3) Fair
- (4) Poor
- (9) Don't know

15a. If you chose "Fair" or "Poor" in Question 15, please provide your reason below.

16. Do you consider Jefferson County government to be open and transparent with information about county issues, services, and performance?

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

17. Are you aware that the Jefferson County Commissioner meetings are broadcast online at www.jccal.org as well as on county social media channels?

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

18. Jefferson County uses social media to communicate information to the public. Please check all of the following Jefferson County social media resources you have used. [Check all that apply.]

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

19. Which ONE of the following is your PREFERRED SOURCE for receiving Jefferson County news and announcements?

- (01) Facebook
- (02) Twitter
- (03) Instagram
- (04) Nextdoor
- (05) LinkedIn
- (06) Radio
- (07) Newspaper
- (08) Television
- (09) Other: _____
- (99) Don't know

20. Do you have access to the internet at your residence? (1) Yes (2) No

21. How well did Jefferson County government communicate information to you with regards to COVID-19?

____(1) Very well ____ (2) Well ____ (3) Somewhat well ____ (4) Not well at all ____ (9) Don't know

DEMOGRAPHICS. *To help ensure that the people who respond to this survey accurately represent the residents of Jefferson County, please provide the demographic information listed below.*

22. Approximately how many years have you lived in Jefferson County? _____ years

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

____(1) Asian/Pacific Islander ____ (3) Hispanic ____ (5) American Indian/Native Alaskan
____(2) Black/African American ____ (4) White ____ (6) Other: _____

24. Including yourself, how many persons of each age are currently living in your household?

Under age 10: ____ Ages 10-19: ____ Ages 20-44: ____ Ages 45-64: ____ Ages 65+: ____

25. What is your age? _____ years

26. Which of the following best describes your total annual household income?

____(1) Under \$24,999 ____ (3) \$50,000 to \$74,999 ____ (5) More than \$100,000
____(2) \$25,000 to \$49,999 ____ (4) \$75,000 to \$99,999

27. Your gender: ____ (1) Male ____ (2) Female

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential unless you choose to provide contact information. The information printed to the right will ONLY be used to help identify location. If your address is not correct, please provide the correct information. Thank you.