



Lexington County Community Engagement Study: A STUDY OF RESIDENT PERCEPTIONS AND PRIORITIES

Spring 2016



Study Specifications

Methodology:	Quantitative Survey
Platforms:	Telephone Survey (with scientific sampling and projectable results) Online Survey (with access to all residents, including hard copies available to those without internet access)
Survey Dates:	April 11 – May 6, 2016
Sample Size:	Telephone Survey = 500 Online Survey = 3,781
Sampling Error:	At the 95% Confidence Level - ± 4.4 percentage points for Telephone Survey only, ± 1.5 points for the Combined Sample



Report Format

- ✓ Unless otherwise indicated, findings in this report are in percent and based on the segment and sample size indicated.
- ✓ Findings labeled as “Total” represent the Telephone Survey only. These findings are statistically valid, representative, and projectable to Lexington County as a whole.
- ✓ Findings for each geographic area represent a combination of Telephone and Online Survey results.
- ✓ Geographic areas have been defined by zip codes as follows:
 - Lexington County = ALL zip codes
 - Lexington = 29072 and 29073
 - Cayce/West Columbia = 29170, 29169, 29033, 29172 and 29171
 - Irmo/Dutch Fork = 29212, 29210 and 29063
 - Western Lexington County = 29054, 29070, 29006 and 29071
 - Southeast Lexington County = 29053, 29123, 29160 and 29112
 - Chapin/Little Mountain = 29036 and 29075



Report Format

- ✓ Question numbers and wording have been provided for each graph/table.
- ✓ Abbreviations have been made for some terms, including:
 - LC = Lexington County
 - NLT = Non-Life-Threatening (crime)
 - CIP = Crime in Progress
 - LCC = Lexington County Council
- ✓ In tables, bolded entries reflect those that are significantly different from the other geographic segments (across the columns) at the 95% confidence level.
- ✓ On questions where respondents choose a rating on a 10-point scale, findings are presented in the form of a mean score. This mean is the average for all respondent ratings, excluding *don't know* responses.



Lexington County Community Engagement Study

KEY FINDINGS



Key Findings

- Lexington County residents generally have positive impressions of public services in the County.
- There are, however, some consistent concerns and recognition that some County services are falling short.
- Road Maintenance is overwhelmingly the top area perceived to be *inadequate* in the County. Additional findings indicate that, for the majority of respondents, concerns are focused on paved roads more than dirt roads.
- When it comes to priorities for spending (IF perceived to be warranted), emergency service response times (Fire Services, EMS, law enforcement) rank higher than County Road Maintenance. Most, however, have the impression that response times are *adequate*.
- Many residents are open to the possibility of lowering levels of service for some County services to save money.



Key Findings

- Most are also open to some form of increase in levies, user fees or taxes – with a sales tax being most amenable.
- The majority of residents feel they are generally informed about what is going on in the County. Television news, friends and family, social media, local newspapers, and the Lexington County website tend to be primary sources of information for this information.
- While most residents indicate they trust Lexington County Council (their decisions, direction and spending), findings also identify concerns and frustrations among many citizens. There are clearly opportunities for strengthening regard for and trust in Lexington's County Council.
- For the most part, residents are reasonable and simply want some evidence that decisions are sound, honest, forward-thinking, and reflect the overall good of the County.



Experiences with and Perceptions of Lexington County Public Services



Experiences with and Perceptions of Lexington County Public Services

- Most residents tend to have favorable impressions of *public services* in Lexington County.
 - ✓ Three out of four rate the quality of public services in Lexington County as *Good*, *Very Good*, or *Exceptional*;
 - ✓ A third give ratings of *Very Good* or *Exceptional*;
 - ✓ One out of five gives a rating of *Fair* or *Poor*.
- With respect to specific public services, the majority of citizens consider most to be *adequate*.

County road maintenance and public transportation are the only exceptions:

- ✓ 83% say that County road maintenance is currently *inadequate* in the County; and
- ✓ 48% say that public transportation is *inadequate*.

Other services with moderately high *inadequate* ratings include: stormwater management (34%), solid waste services (20%), and animal services (19%).



Experiences with and Perceptions of Lexington County Public Services

- Perceptions vary by location throughout the County.
 - ✓ Cayce/West Columbia, Lexington, and Irmo/Dutch Fork areas tend to be more positive than the rural areas.

- Virtually all residents have utilized one or more of the County's public services within the past year. The most widely utilized services (from the list provided) include:
 - ✓ A Lexington County Library (73%);
 - ✓ A Lexington County solid waste facility (72%); and
 - ✓ The Lexington County Treasurer's office (52%).

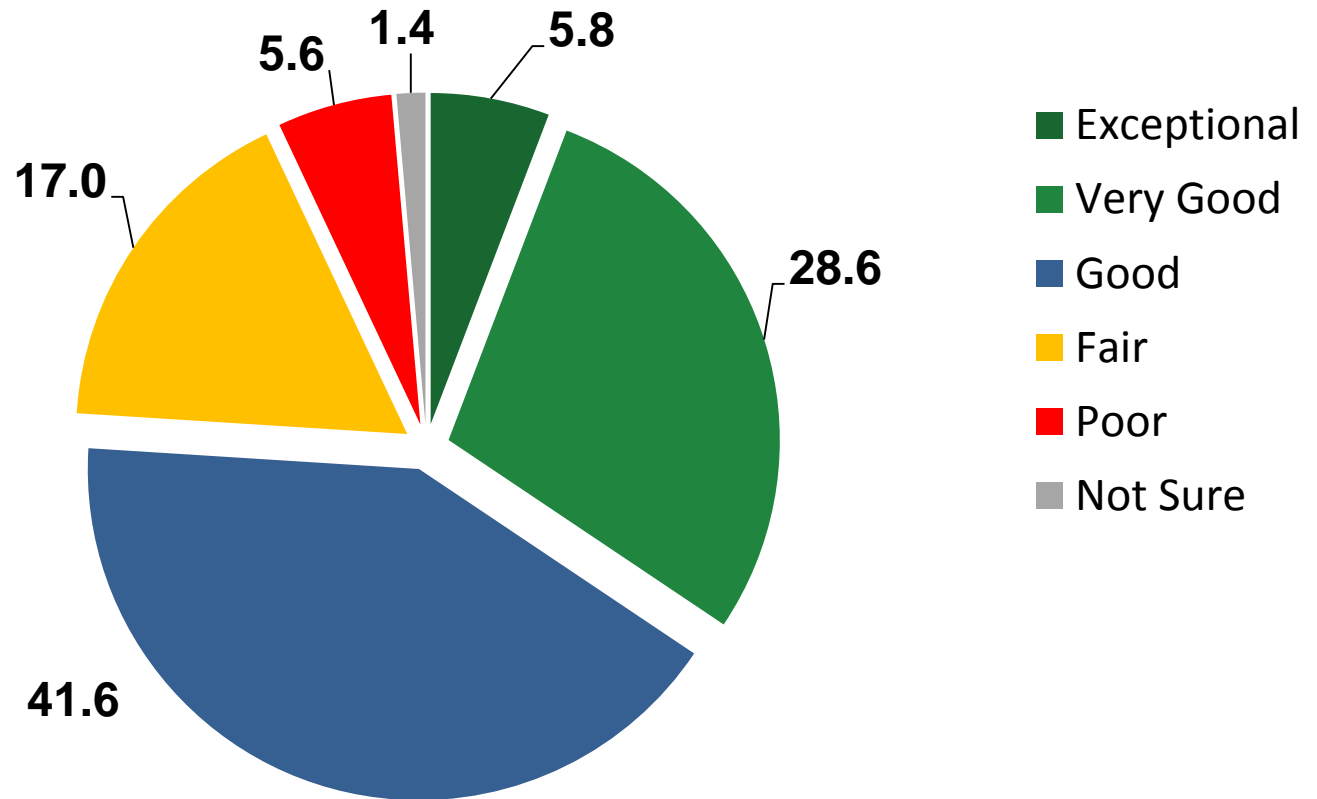
- While most residents feel that the amount of crime in Lexington County has *stayed about the same* over the past year, approximately a third feels it has *increased*. This is particularly relevant for those in:
 - ✓ Southeast Lexington County (46% say crime has *increased*);
 - ✓ Western Lexington County (38%); and
 - ✓ Cayce/West Columbia (36%).



Experiences with and Perceptions of Lexington County Public Services

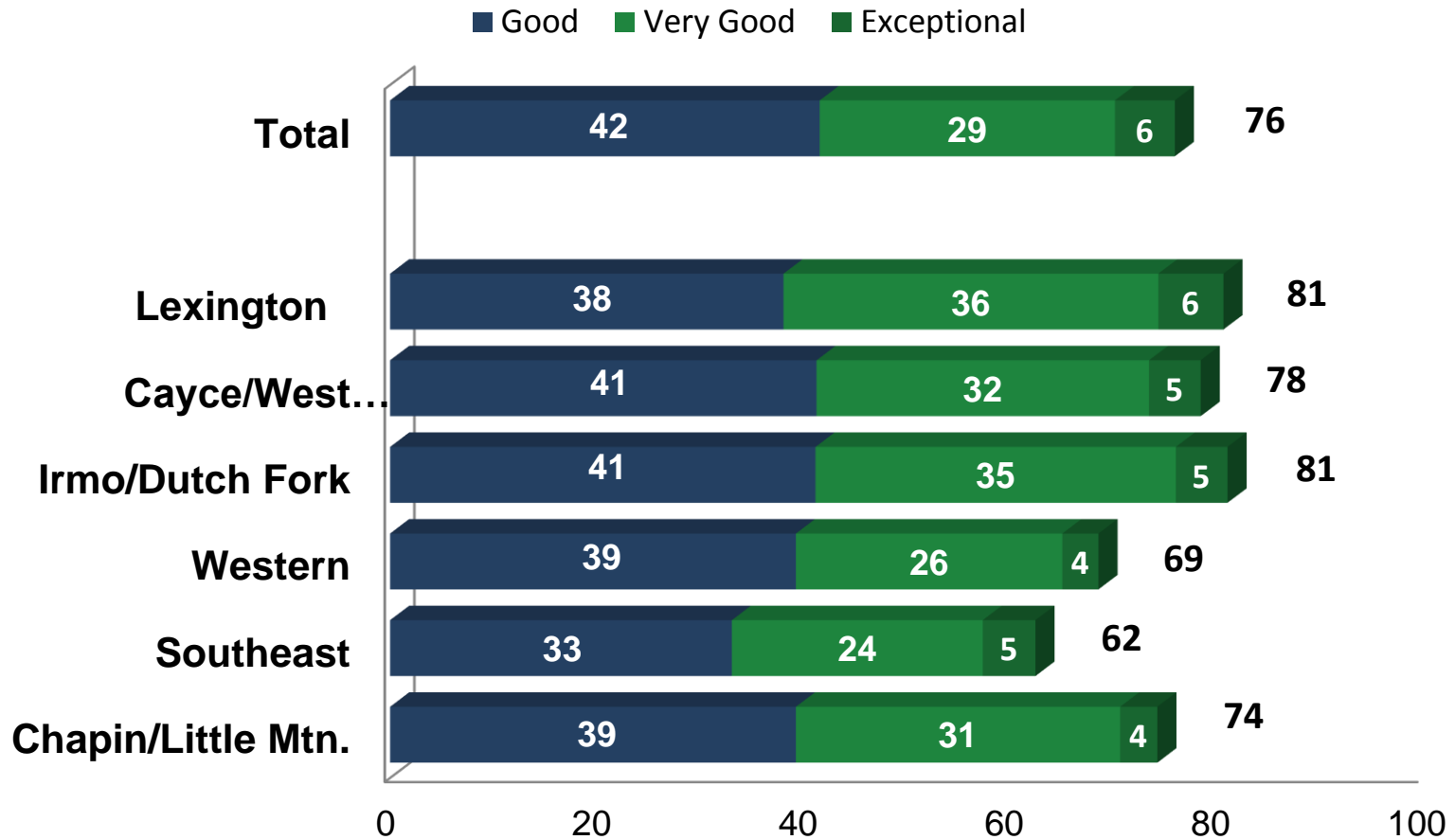
- The top crime concerns include:
 - ✓ Burglary/house break-ins;
 - ✓ DUIs;
 - ✓ Illegal drug use;
 - ✓ Speeding/reckless driving;
 - ✓ Credit card and check fraud;
 - ✓ Organized gangs; and
 - ✓ Robbery.

Perceived Quality of Public Services in Lexington County



Q1: How would you rate the overall quality of public services in Lexington County?
[Telephone Survey results]

Perceived Quality of Public Services in Lexington County



Q1: How would you rate the overall quality of public services in Lexington County? [Total = Telephone only; Regional findings = Telephone and Online combined]

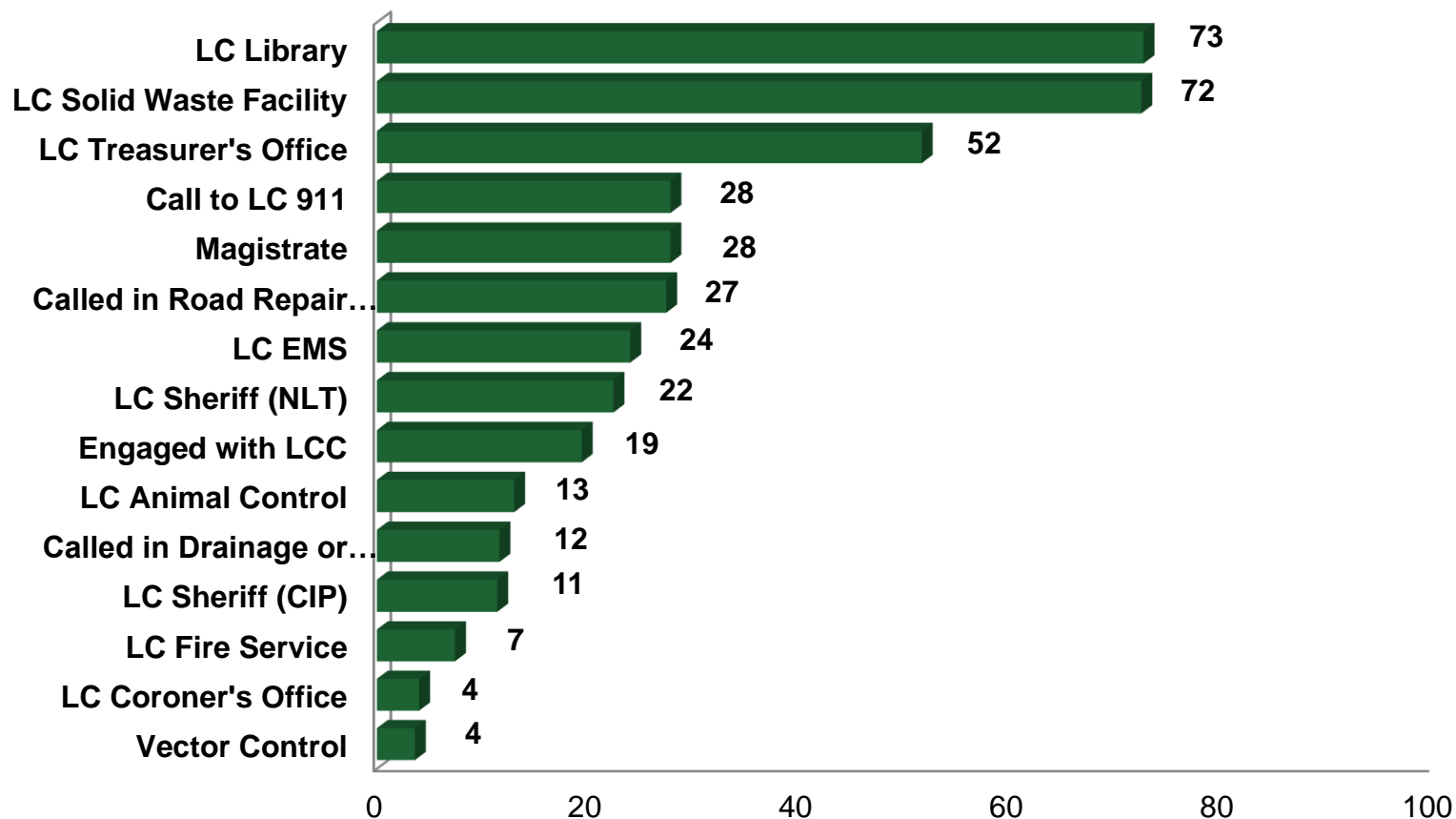
Q1: How would you rate the overall quality of public services in Lexington County? [Total = Telephone only; Regional findings = Telephone and Online combined]

Overall Quality of Public Services in Lexington County

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Exceptional	5.8%	6.3%	5.0%	5.0%	3.5%	5.1%	3.6%
Very Good	28.6	36.3	32.2	34.9	25.8	24.3	31.4
Good	41.6	38.1	41.3	41.2	39.3	33.1	39.3
Fair	17.0	14.3	15.5	12.7	22.3	25.0	20.1
Poor	5.6	4.0	4.7	4.1	8.4	12.1	5.0
Not sure	1.4	1.0	1.3	2.1	0.8	0.4	0.7

Usage of Lexington County Public Services

(% indicating "yes" they have used the service in the past year)



Q7: During the past year, have you or a member of your household _____? [Telephone Survey results]

Q7: During the past year, have you or a member of your household _____? [Total = Telephone only; Regional findings = Telephone and Online combined]

Usage of Lexington County Public Services in the Past Year (1 of 3)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Visited a branch of the LC Library	72.6%	65.0%	62.1%	76.3%	55.8%	62.9%	66.0%
Used a LC Solid Waste facility	72.4	79.8	70.1	80.0	88.1	86.0	80.2
Visited the LC Treasurer's office	51.6	55.3	51.0	45.5	62.4	56.2	44.2
Made a call to LC 911	27.8	24.1	22.2	20.5	24.9	33.5	16.8
Visited LC Magistrate or judicial offices or required their services	27.8	25.5	24.7	18.5	24.5	25.0	18.2
Called in a road repair work order to LC Public Works	27.4	25.2	24.1	23.3	43.4	34.6	28.7

Q7: *continued* During the past year, have you or a member of your household _____?
 [Total = Telephone only; Regional findings = Telephone and Online combined]

Usage of Lexington County Public Services in the Past Year (2 of 3)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Required LC Emergency Medical Services (EMS/ Ambulance)	24.0%	17.1%	16.9%	13.6%	18.4%	22.8%	10.9%
Contacted the LC Sheriff's Department to report a non-life-threatening crime that had already occurred	22.4	22.1	18.5	19.4	24.7	33.8	14.9
Engaged with Lexington County Council or a Council Member	19.4	23.1	20.9	21.1	26.0	14.7	16.5
Utilized the services of LC Animal Control	13.0	12.9	12.7	9.3	16.0	25.0	5.3

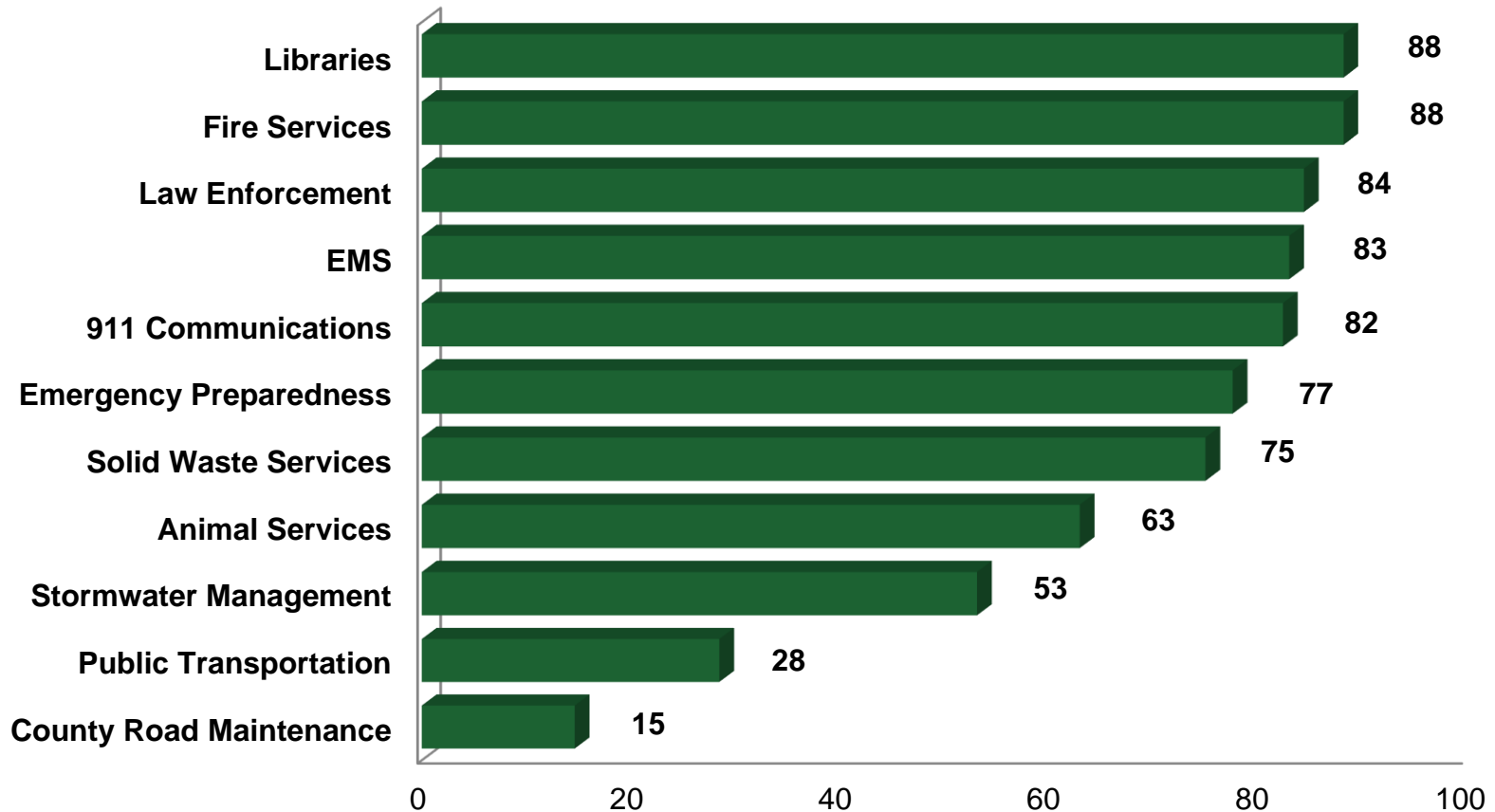
Q7: *continued* During the past year, have you or a member of your household _____?
 [Total = Telephone only; Regional findings = Telephone and Online combined]

Usage of Lexington County Public Services in the Past Year (3 of 3)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Called in a drainage or stormwater work order to LC Public Works	11.6%	9.3%	12.7%	13.6%	14.9%	11.8%	13.5%
Contacted the LC Sheriff's Department to report a crime in progress	11.4	10.9	8.5	8.8	14.1	20.6	7.3
Required response from LC Fire Service	7.4	6.9	5.9	4.7	6.1	8.1	3.0
Required the services of the LC Coroner's office	4.0	3.7	4.6	2.8	4.1	2.9	2.3
Contacted Vector Control for mosquito inspection and/or spraying	3.6	2.9	3.4	4.3	2.5	3.3	0.0

General Perceptions Regarding Lexington County Public Services

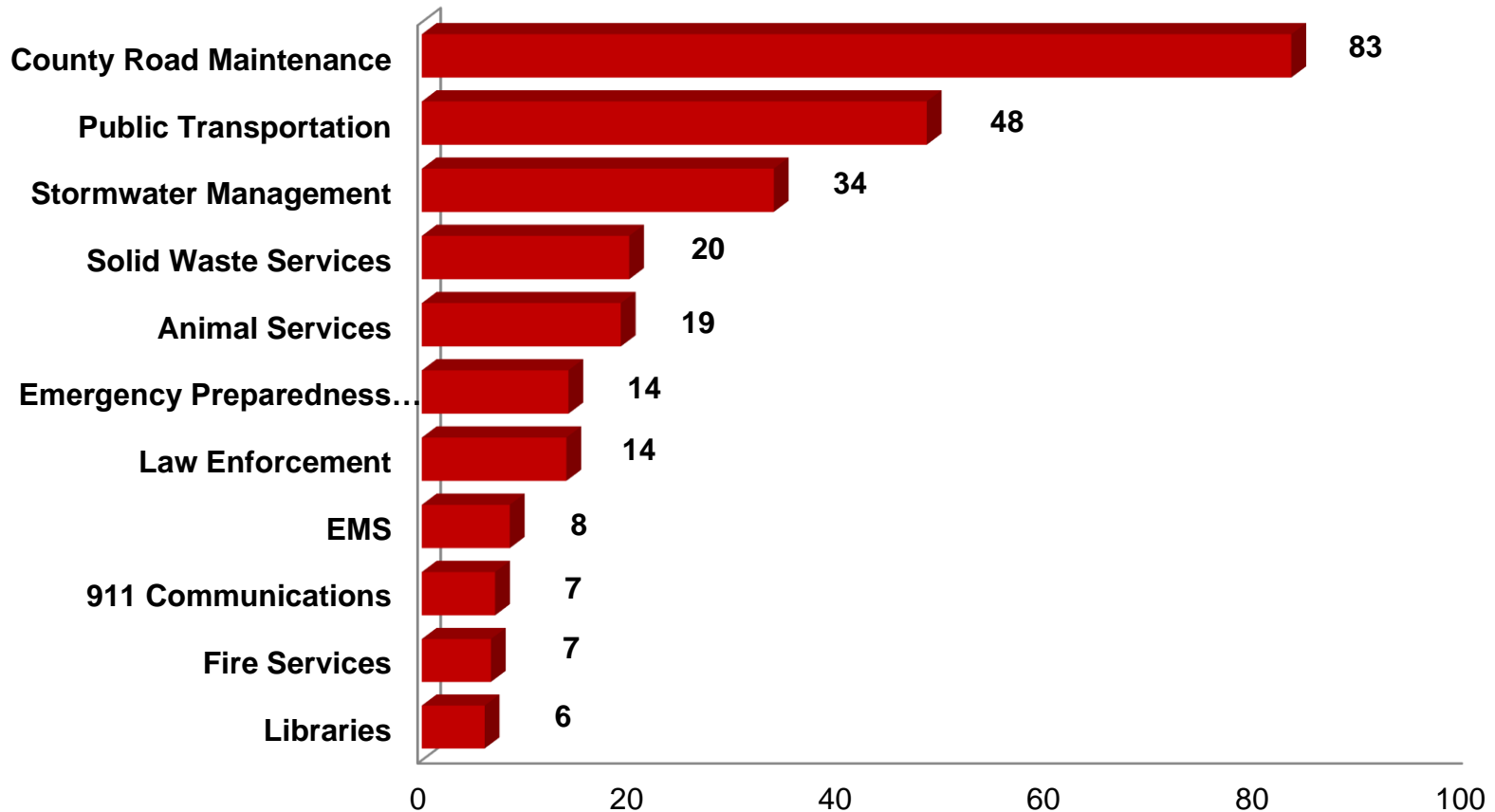
(% indicating service is “Adequate”)



Q3: From your perspective, do you feel each of the following public services in Lexington County is currently adequate or inadequate? [Telephone Survey results]

General Perceptions Regarding Lexington County Public Services

(% indicating service is “Inadequate”)



Q3: From your perspective, do you feel each of the following public services in Lexington County is currently adequate or inadequate? [Telephone Survey results]

Q3: From your perspective, do you feel each of the following public services in Lexington County is currently adequate or inadequate? [Total = Telephone only; Regional findings = Telephone and Online combined]

General Perceptions Regarding Lexington County Public Services (1 of 6)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Libraries							
Adequate	88.0%	86.8%	83.9%	87.5%	82.6%	84.6%	77.6%
Inadequate	6.0	5.3	6.7	5.4	5.9	5.9	11.6
Not sure	6.0	8.0	9.4	7.1	11.5	9.6	10.9
Fire Services							
Adequate	88.0%	79.4%	76.6%	84.1%	74.2%	80.9%	71.3%
Inadequate	6.6	9.9	9.2	3.9	16.2	12.5	15.8
Not sure	5.4	10.7	14.2	11.9	9.6	6.6	12.9

Q3: From your perspective, do you feel each of the following public services in Lexington County is currently adequate or inadequate? [Total = Telephone only; Regional findings = Telephone and Online combined]

General Perceptions Regarding Lexington County Public Services (2 of 6)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Law Enforcement							
Adequate	84.2%	78.9%	72.3%	77.6%	68.5%	64.3%	71.0%
Inadequate	13.8	15.4	19.4	14.2	24.3	32.0	22.1
Not sure	2.0	5.7	8.3	8.2	7.2	3.7	6.9
EMS/Ambulance							
Adequate	82.8%	75.7%	74.1%	75.9%	71.0%	78.3%	59.4%
Inadequate	8.4	11.5	10.0	4.5	16.0	11.8	27.1
Not sure	8/8	12.9	15.9	19.6	13.1	9.9	13.5

Q3: From your perspective, do you feel each of the following public services in Lexington County is currently adequate or inadequate? [Total = Telephone only; Regional findings = Telephone and Online combined]

General Perceptions Regarding Lexington County Public Services (3 of 6)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
911 Communications							
Adequate	82.2%	73.6%	72.6%	69.8%	71.8%	76.8%	61.4%
Inadequate	7.0	7.7	8.3	4.7	11.2	9.6	8.9
Not sure	10.8	18.7	19.2	25.6	17.0	13.6	29.7
Emergency Preparedness							
Adequate	77.4%	65.7%	61.4%	61.6%	57.3%	62.5%	51.8%
Inadequate	14.0	12.0	13.9	11.0	17.2	15.8	15.5
Not sure	8.6	22.4	24.7	27.4	25.6	21.7	32.7

Q3: From your perspective, do you feel each of the following public services in Lexington County is currently adequate or inadequate? [Total = Telephone only; Regional findings = Telephone and Online combined]

General Perceptions Regarding Lexington County Public Services (4 of 6)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Solid Waste Services							
Adequate	74.8%	70.1%	68.6%	68.1%	72.0%	67.6%	68.0%
Inadequate	19.8	21.2	21.8	22.9	19.0	22.8	21.5
Not sure	5.4	8.7	9.6	9.0	9.0	9.6	10.6
Animal Services							
Adequate	62.8%	55.0%	49.6%	49.4%	46.0%	50.0%	44.2%
Inadequate	19.0	18.9	24.5	15.7	25.4	29.8	19.1
Not sure	18.2	26.1	25.9	34.9	28.6	20.2	36.6

Q3: From your perspective, do you feel each of the following public services in Lexington County is currently adequate or inadequate? [Total = Telephone only; Regional findings = Telephone and Online combined]

General Perceptions Regarding Lexington County Public Services (5 of 6)

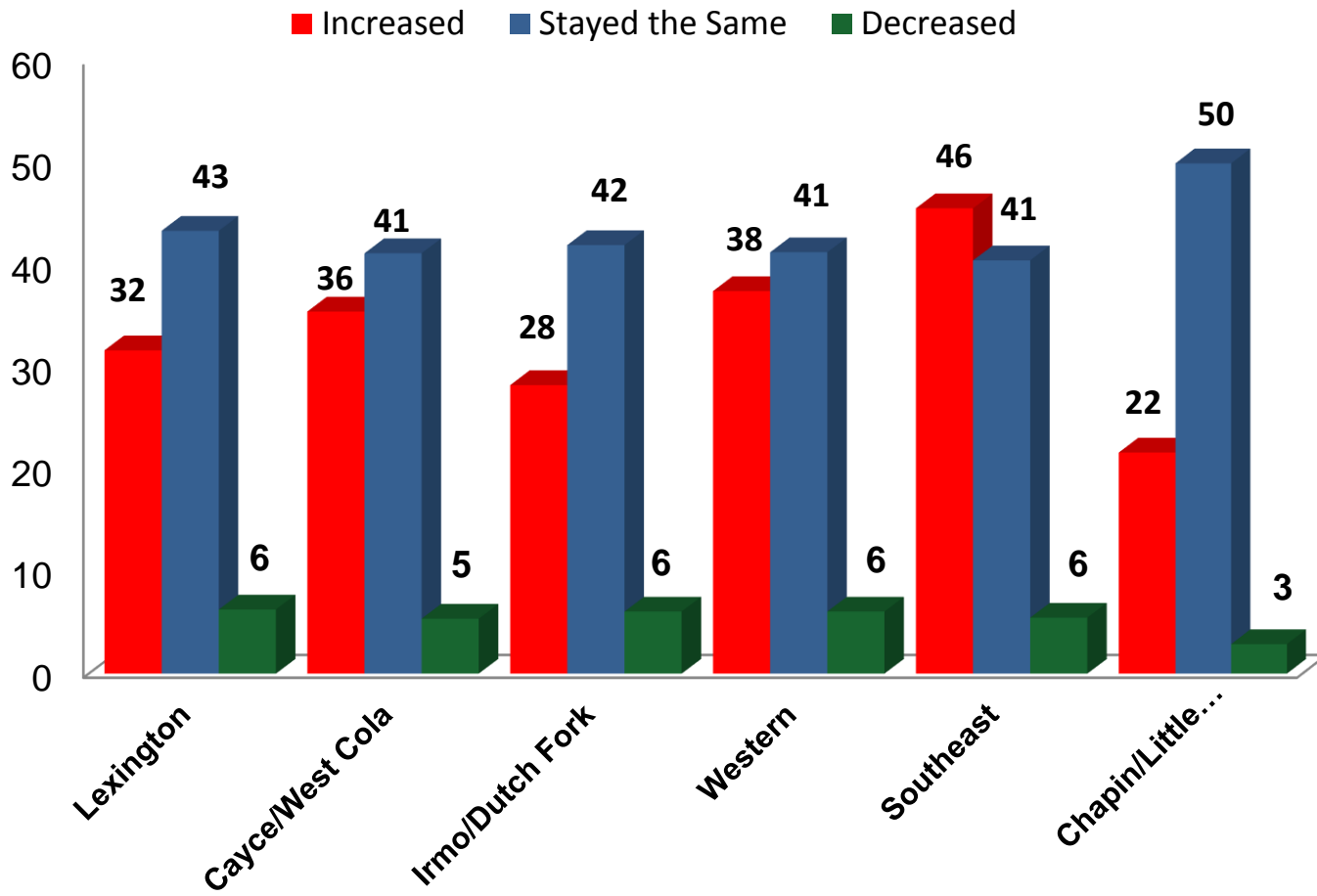
	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Stormwater Management							
Adequate	53.0%	45.5%	36.1%	33.2%	34.4%	40.4%	40.3%
Inadequate	33.6	31.3	37.1	45.1	36.8	32.7	34.3
Not sure	13.4	23.2	26.8	21.6	28.8	26.8	25.4
Public Transportation							
Adequate	28.4%	23.4%	22.3%	30.4%	24.5%	28.3%	22.1%
Inadequate	48.2	50.1	51.6	41.4	42.9	40.4	41.3
Not sure	23.4	26.4	26.1	28.2	32.5	31.2	36.6

Q3: From your perspective, do you feel each of the following public services in Lexington County is currently adequate or inadequate? [Total = Telephone only; Regional findings = Telephone and Online combined]

General Perceptions Regarding Lexington County Public Services (6 of 6)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
County Road Maintenance							
Adequate	14.6%	14.2%	14.3%	14.2%	11.5%	12.1%	10.9%
Inadequate	83.0	81.9	80.4	80.2	85.1	85.3	85.5
Not sure	2.4	3.9	5.2	5.6	3.5	2.6	3.6

Perceptions of Change in Crime Level in Lexington County Over Past Year



Q5: Over the past year, do you feel the amount of crime in Lexington County has increased, decreased, or stayed about the same? [Online Survey results; not asked in Telephone Survey]

Q5: Over the past year, do you feel the amount of crime in Lexington County has increased, decreased, or stayed about the same? [NOTE: Question not asked in Telephone Survey; Regional findings = Online Survey only]

Perceptions of Change in Crime Level over the Past Year

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1739)	(N=629)	(N=459)	(N=445)	(N=237)	(N=272)
Increased	NA	31.7%	35.5%	28.3%	37.5%	45.6%	21.7%
Decreased		6.3	5.4	6.1	6.1	5.5	2.9
Stayed about the same		43.4	41.2	42.0	41.3	40.5	50.0
Not sure		18.7	18.0	23.5	15.1	8.4	25.4

Q6: What crimes, if any, are you particularly concerned with in Lexington County? [NOTE: Question not asked in Telephone Survey; Regional findings = Online Survey only]

Crimes of Particular Concern (1 of 3)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1739)	(N=629)	(N=459)	(N=445)	(N=237)	(N=272)
Burglary/House break-ins	NA	68.2%	68.0%	73.6%	74.2%	78.9%	67.6%
Driving under the influence (DUI)	NA	59.6	54.5	47.1	55.5	60.8	50.4
Illegal drug use	NA	58.3	56.6	47.9	63.4	75.1	51.8
Speeding/reckless driving	NA	45.3	39.3	41.2	44.3	46.8	36.8
Credit card/check fraud	NA	35.3	35.0	35.1	32.1	38.8	33.8
Organized gangs	NA	35.0	41.5	45.5	36.9	43.0	41.5
Robbery	NA	34.7	33.7	36.8	40.4	40.1	32.0
Domestic violence	NA	33.1	39.3	27.7	38.2	35.9	28.3

Q6: What crimes, if any, are you particularly concerned with in Lexington County? [NOTE: Question not asked in Telephone Survey; Regional findings = Online Survey only]

Crimes of Particular Concern (2 of 3)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1739)	(N=629)	(N=459)	(N=445)	(N=237)	(N=272)
Litter	NA	28.1%	31.0%	29.2%	34.6%	43.9%	31.2%
Vandalism	NA	26.1	25.1	29.0	28.8	30.8	27.6
School crime	NA	25.5	25.8	25.5	23.6	28.3	22.8
Assault	NA	19.4	19.9	18.7	21.1	27.8	14.7
Computer/internet problems	NA	16.4	16.5	17.4	15.5	14.3	17.3
Vehicle theft	NA	16.3	17.6	17.2	16.9	21.5	11.4
Harassing/annoying calls	NA	15.3	15.4	18.5	16.0	13.9	15.4
Excessive noise	NA	14.8	14.3	13.7	13.9	19.0	11.0

Q6: What crimes, if any, are you particularly concerned with in Lexington County? [NOTE: Question not asked in Telephone Survey; Regional findings = Online Survey only]

Crimes of Particular Concern (3 of 3)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1739)	(N=629)	(N=459)	(N=445)	(N=237)	(N=272)
Trespassing	NA	13.3%	14.1%	13.1%	18.2%	24.9%	11.4%
Abandoned vehicles	NA	6.6	7.0	10.9	6.5	11.0	7.7
Loitering	NA	6.4	8.6	9.8	7.0	9.7	4.0
Livestock/farm animal problems	NA	3.9	3.5	2.4	4.9	5.1	3.7
Other	NA	7.9	9.1	8.7	8.5	9.3	5.5
None	NA	3.4	3.2	2.2	2.5	1.3	3.3



Public Service Priorities and Expectations for Response Times

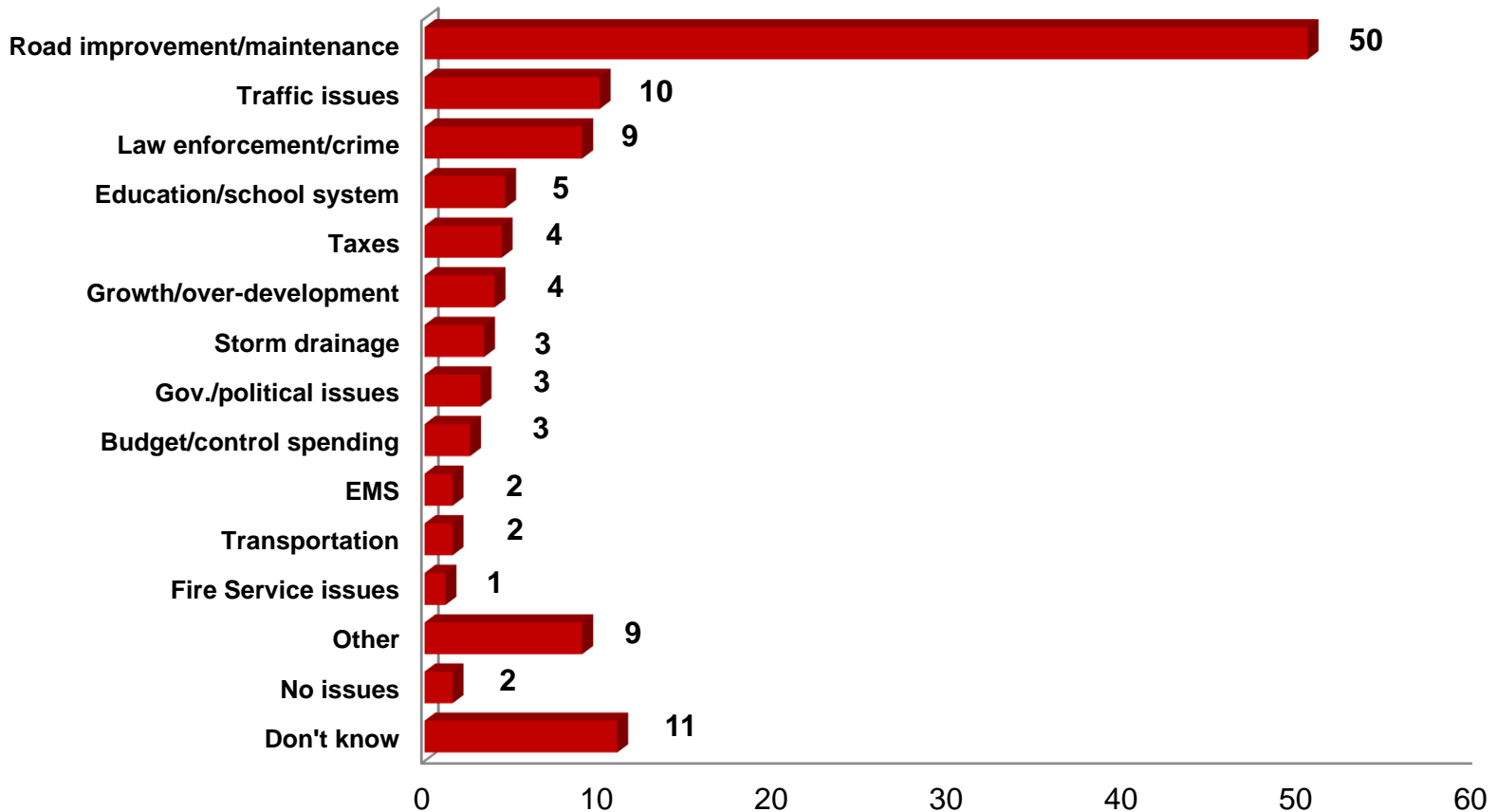


Public Service Priorities and Expectations for Response Times

- Lexington County residents are most likely to put *Road Improvement/Maintenance* at the top of the list of things that need to be addressed in 2016; fully half say it is the single most important issue for 2016.
- When rating the importance of various factors, however, faster response times for Fire Service, EMS/ambulance, and crime-in-progress calls to the Sheriff's Department tend to be rated as more important than increased funding for paved road repairs.
- The majority of citizens expect emergency response services (fire, EMS, Sheriff's Department) to arrive within 10 minutes and calls to Public Works to be addressed within a few days.
- Among those who have actually made these types of calls within the past year, most (approximately three out of four) were satisfied with response times. Satisfaction with Public Works' response, however, is significantly lower than for emergency response times.

Single Most Important Issue Facing Lexington County in 2016

(asked open-ended)



Q4: Among the Public Services for which Lexington County Council is responsible, what do you feel is the single most important issue facing Lexington County in 2016?
[Telephone Survey results]

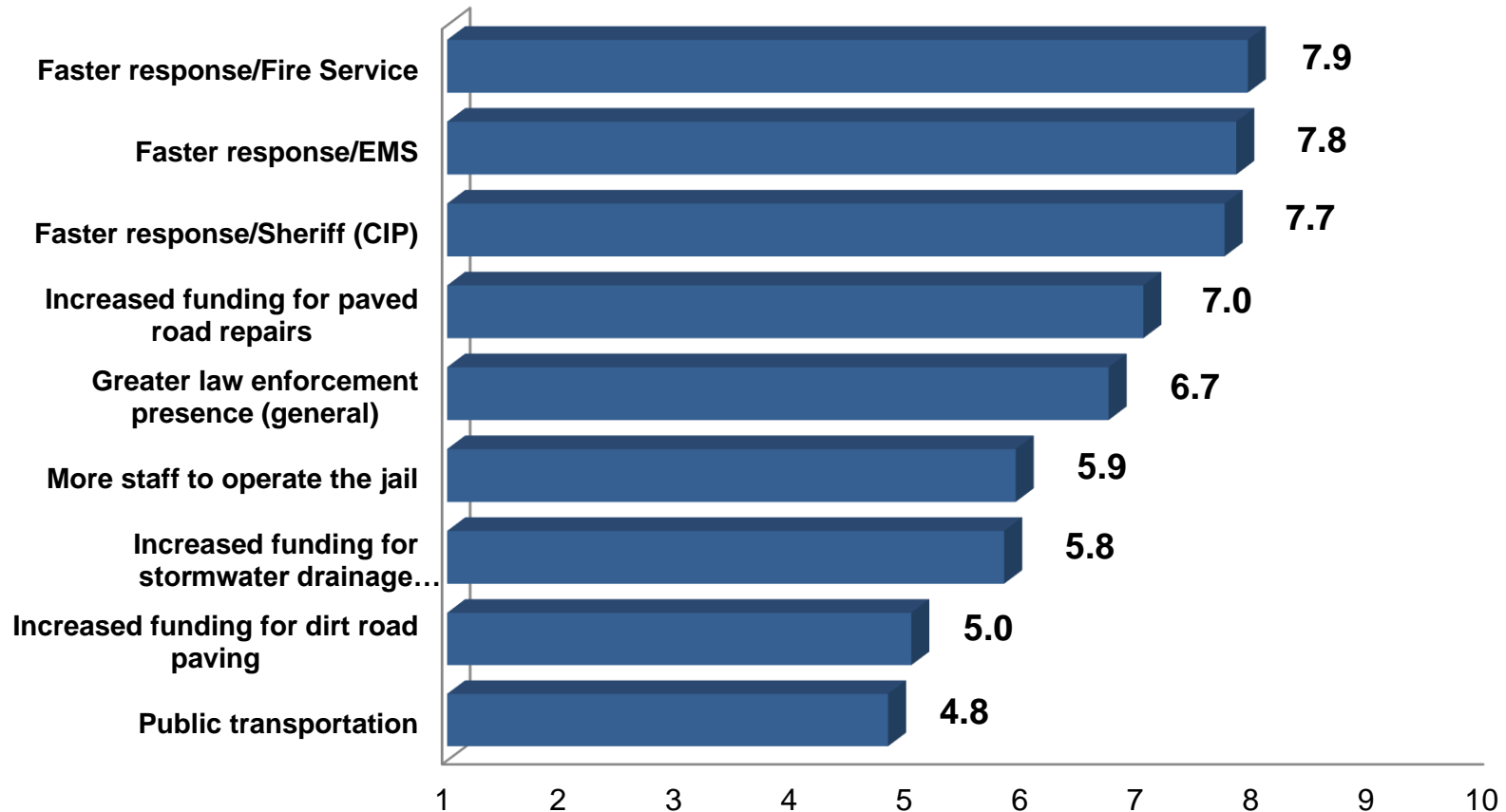
Single Most Important Issue Facing Lexington County in 2016

(open-ended responses from Online Survey, based on word counts/
responses not statistically coded)

- Single most important issue facing Lexington County in 2016> Word counts among the 3,781 online respondents:
 - ✓ Roads (2,068)
 - ✓ Traffic (505)
 - ✓ Law enforcement/Sheriff/Police/Crime (439)
 - ✓ Growth/population (288)
 - ✓ EMS/ambulance (190)
 - ✓ Public safety (140)
 - ✓ Infrastructure (135)
 - ✓ Taxes (125)
 - ✓ Budget/spending (89)
 - ✓ Stormwater/Drainage/Flooding (81)
 - ✓ Dirt roads (63)
 - ✓ Animal control (44)
 - ✓ Planning (40)

Prioritization of Issues

(mean rating on 10-point scale, 10 = *highest priority*)



Q11: Using a scale from 1 to 10, where 1 is the lowest rating and 10 is the highest, please indicate how much priority you feel the County should put on each of the following issues.
[Telephone Survey results]

Q11: Using a scale from 1 to 10, where 1 is the lowest rating and 10 is the highest, please indicate how much priority you feel the County should put on each of the following issues. [Total = Telephone only; Regional findings = Telephone and Online combined]

Prioritization of Issues (1 of 3)
 (mean rating on 10-point scale)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Faster response times for Lexington County Fire Service (within 9 minutes) with the adequate number of Fire Fighters (at least 15) to safely respond to a structure fire	7.9	8.2	8.1	8.2	8.1	8.0	8.1
Faster response times for Lexington County EMS ambulance service	7.8	8.2	8.1	8.3	8.2	8.2	8.5
Faster response times for crime-in-progress law enforcement calls	7.7	8.2	8.2	8.1	8.1	8.3	8.2

Q11: Using a scale from 1 to 10, where 1 is the lowest rating and 10 is the highest, please indicate how much priority you feel the County should put on each of the following issues. [Total = Telephone only; Regional findings = Telephone and Online combined]

Prioritization of Issues (2 of 3)
(mean rating on 10-point scale)

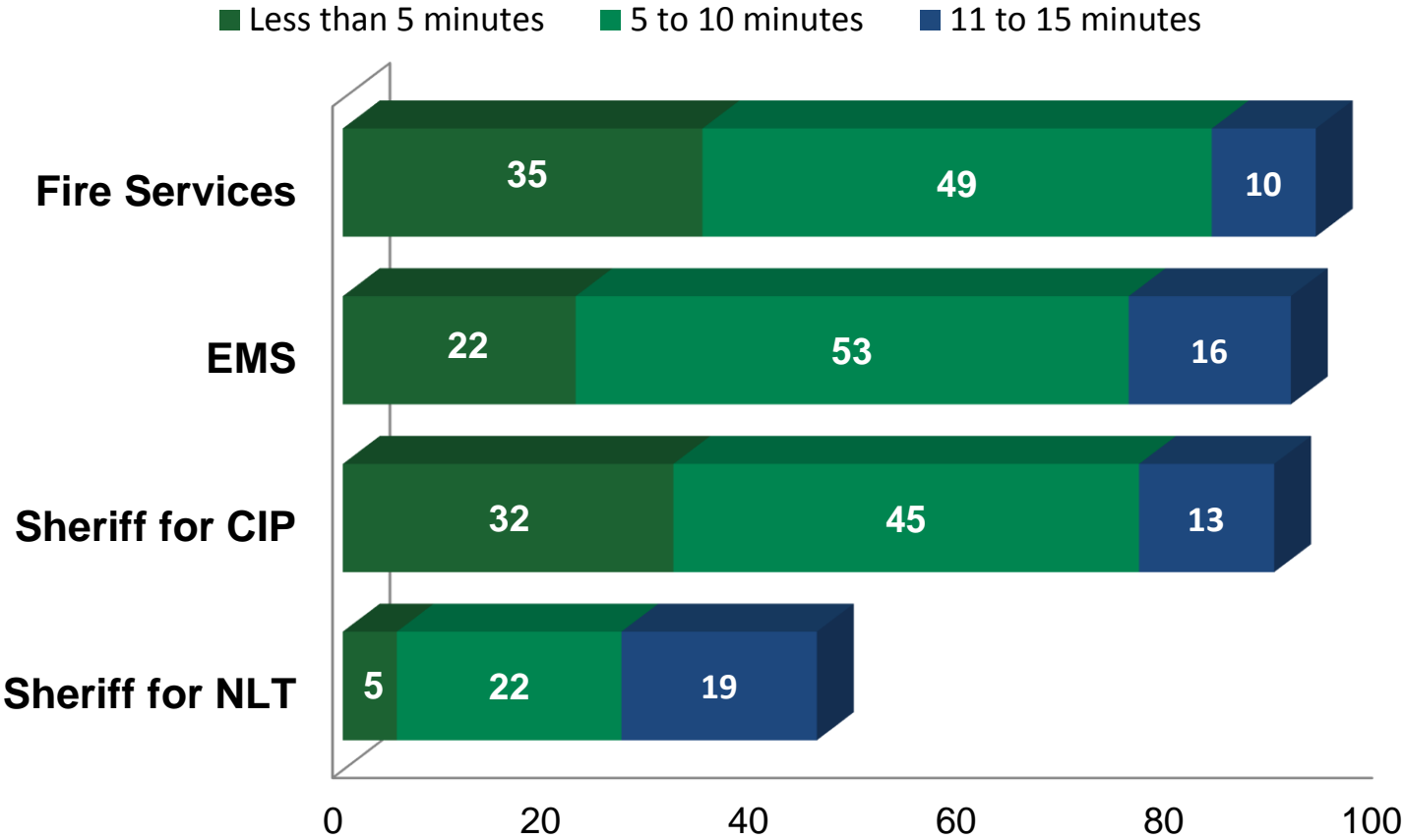
	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Increased funding for Paved Roads Repairs (NOTE: current funding allows for the resurfacing of the 550 miles of County maintained paved roads every fifty (50) years instead of the optimal twenty (20) year cycle)	7.0	7.6	7.3	7.5	7.4	7.3	7.5
Greater law enforcement presence throughout the County	6.7	7.2	7.2	7.1	6.9	7.6	6.8
Hiring more staff to operate the over-crowded jail	5.9	6.1	6.0	5.9	5.5	6.3	5.5

Q11: Using a scale from 1 to 10, where 1 is the lowest rating and 10 is the highest, please indicate how much priority you feel the County should put on each of the following issues. [Total = Telephone only; Regional findings = Telephone and Online combined]

Prioritization of Issues (3 of 3)
(mean rating on 10-point scale)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Increased funding for Stormwater Drainage Improvements (NOTE: the current funding of \$500,000 for stormwater improvements spread over the 700 square miles of County land area equates to about \$1.00 per acre)	5.8	5.9	6.1	6.7	5.6	5.5	5.9
Increased funding for Dirt Road Paving (NOTE: current funding allows for the paving of three (3) miles per year, thus requiring 220 years to pave all 660 miles of dirt roads maintained by Lexington County)	5.0	5.4	5.3	4.6	6.2	6.2	5.4
Public Transportation	4.8	4.2	4.9	4.4	3.7	4.2	3.7

Expected Response Times for Emergency Response Calls



Q9: In general, when you make a call _____, what do you consider to be a reasonable length of time before they arrive? [Total = Telephone only]

Q9: In general, when you make a call _____, what do you consider to be a reasonable length of time before they arrive? [Total = Telephone only; Regional findings = Telephone and Online combined]

Expected Response Times for Emergency Response Calls - Lexington County Sheriff's Department to Report a Crime in Progress

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Less than 5 minutes	31.8%	44.6%	40.4%	45.1%	32.1%	30.1%	38.9%
5 to 10 minutes	44.8	39.1	35.3	36.8	42.3	39.7	40.9
11 to 15 minutes	13.0	8.0	11.4	9.9	14.1	18.0	11.6
16 to 20 minutes	3.4	1.3	1.7	1.1	3.1	3.7	0.7
More than 20 minutes	2.4	0.7	1.6	0.4	2.2	4.4	1.7
Not sure	4.6	6.3	9.6	6.7	6.1	4.0	6.3

Q9: In general, when you make a call _____, what do you consider to be a reasonable length of time before they arrive? [Total = Telephone only; Regional findings = Telephone and Online combined]

Expected Response Times for Emergency Response Calls - Lexington County Sheriff's Department to Report a Non-Life-Threatening Crime That Had Already Occurred

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Less than 5 minutes	5.2%	4.8%	3.8%	4.5%	3.3%	4.8%	3.0%
5 to 10 minutes	21.6	15.2	16.4	17.9	16.2	13.2	9.9
11 to 15 minutes	18.8	22.2	18.9	22.6	19.8	17.6	21.1
16 to 20 minutes	16.4	21.8	21.5	18.5	22.5	20.6	25.7
More than 20 minutes	33.6	28.5	28.9	28.4	30.9	37.5	32.7
Not sure	4.4	7.5	10.5	8.2	7.4	6.2	7.6

Q9: In general, when you make a call _____, what do you consider to be a reasonable length of time before they arrive? [Total = Telephone only; Regional findings = Telephone and Online combined]

Expected Response Times for Emergency Response Calls - Lexington County Fire Services

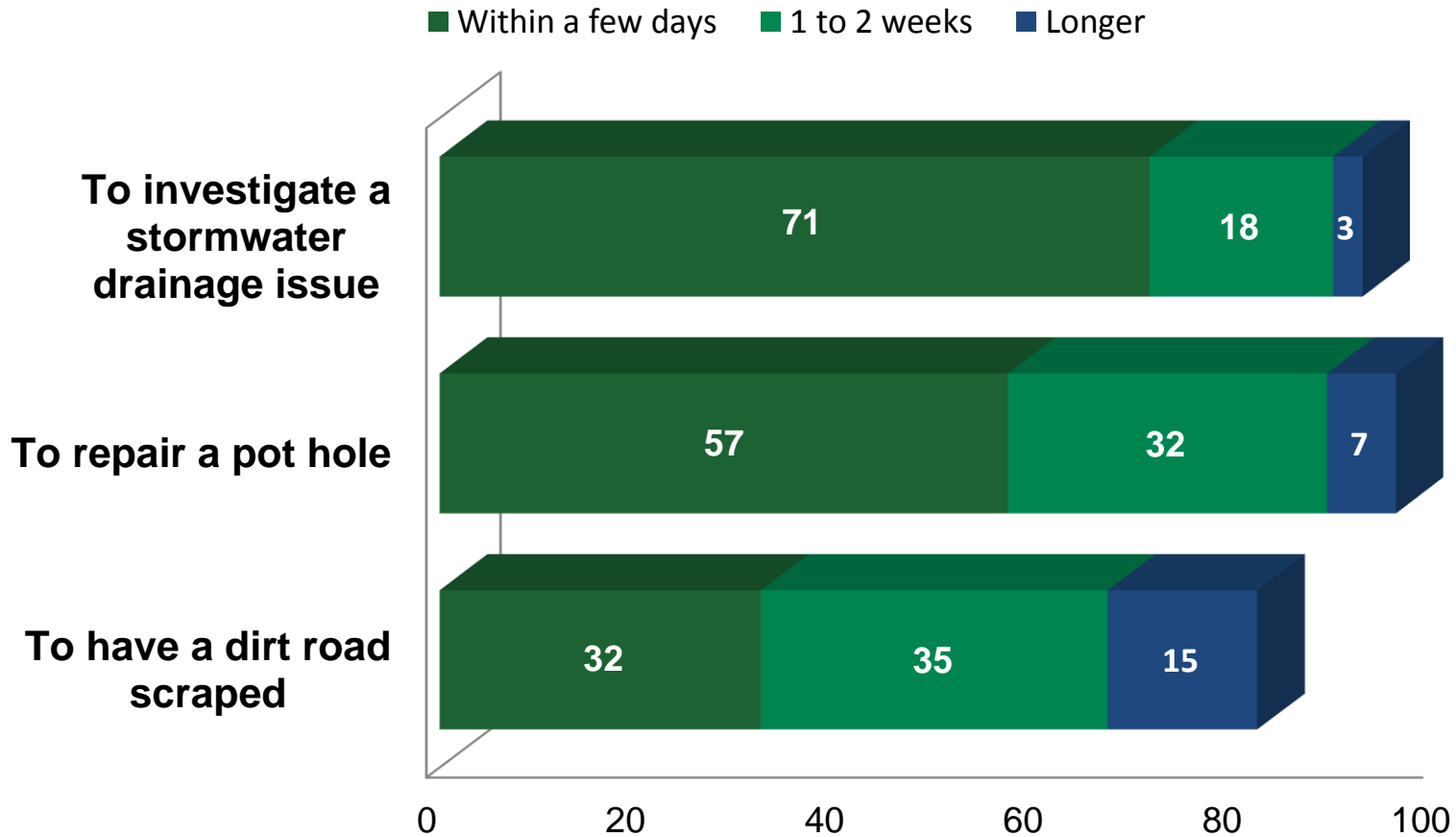
	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Less than 5 minutes	34.6%	42.7%	37.5%	40.7%	32.3%	34.2%	38.9%
5 to 10 minutes	49.0	41.9	42.3	43.1	48.3	41.9	45.9
11 to 15 minutes	10.0	7.7	9.6	7.1	11.7	12.5	6.6
16 to 20 minutes	1.4	1.0	1.4	0.9	2.0	3.3	1.3
More than 20 minutes	1.0	0.5	0.4	0.6	0.2	1.5	0.7
Not sure	4.0	6.2	8.8	7.6	5.5	6.6	6.6

Q9: In general, when you make a call _____, what do you consider to be a reasonable length of time before they arrive? [Total = Telephone only; Regional findings = Telephone and Online combined]

Expected Response Times for Emergency Response Calls - Lexington County Emergency Medical Services (EMS/Ambulance)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Less than 5 minutes	22.4%	37.5%	33.1%	36.9%	27.2%	27.6%	34.3%
5 to 10 minutes	53.2	44.1	44.9	46.1	45.2	42.3	45.9
11 to 15 minutes	15.6	10.5	11.8	9.7	17.2	17.6	11.9
16 to 20 minutes	4.0	1.8	1.6	0.9	3.1	4.8	2.3
More than 20 minutes	1.8	0.4	0.7	0.4	1.8	1.5	0.7
Not sure	3.0	5.7	8.0	6.0	5.5	6.2	5.0

Expected Response Times for Work Order Calls to Public Works



Q10: And, when you make a call _____, what do you consider to be a reasonable length of time before they arrive? [Total = Telephone only]

Q10: And, when you make a call _____, what do you consider to be a reasonable length of time before they arrive? [Total = Telephone only; Regional findings = Telephone and Online combined]

Expected Response Times for Repair Calls to Public Works - To Investigate a Stormwater Drainage Issue

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Within a few days	71.2%	57.9%	59.4%	60.1%	56.6%	58.5%	52.1%
1 to 2 weeks	18.4	24.0	21.9	22.4	27.6	23.2	29.0
3 to 4 weeks	2.0	5.2	5.1	6.0	4.3	4.0	7.3
5 to 6 weeks	0.4	0.8	0.7	0.9	0.2	0.4	0.7
More than 6 weeks	0.6	1.0	0.7	1.1	0.6	0.4	0.0
Not sure	7.4	11.1	12.2	9.5	10.6	13.6	10.9

Q10: And, when you make a call _____, what do you consider to be a reasonable length of time before they arrive? [Total = Telephone only; Regional findings = Telephone and Online combined]

Expected Response Times for Repair Calls to Public Works - Regarding the Repair of a Pothole

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Within a few days	57.0%	52.8%	47.8%	40.5%	58.9%	62.1%	44.6%
1 to 2 weeks	32.0	32.6	35.7	38.6	30.9	24.6	39.3
3 to 4 weeks	3.8	7.9	7.1	12.7	3.5	4.8	7.9
5 to 6 weeks	1.2	0.7	1.4	0.6	1.4	2.2	2.3
More than 6 weeks	2.0	1.0	1.0	1.7	1.2	1.5	0.7
Not sure	5.0	5.0	7.0	6.0	4.1	4.8	5.3

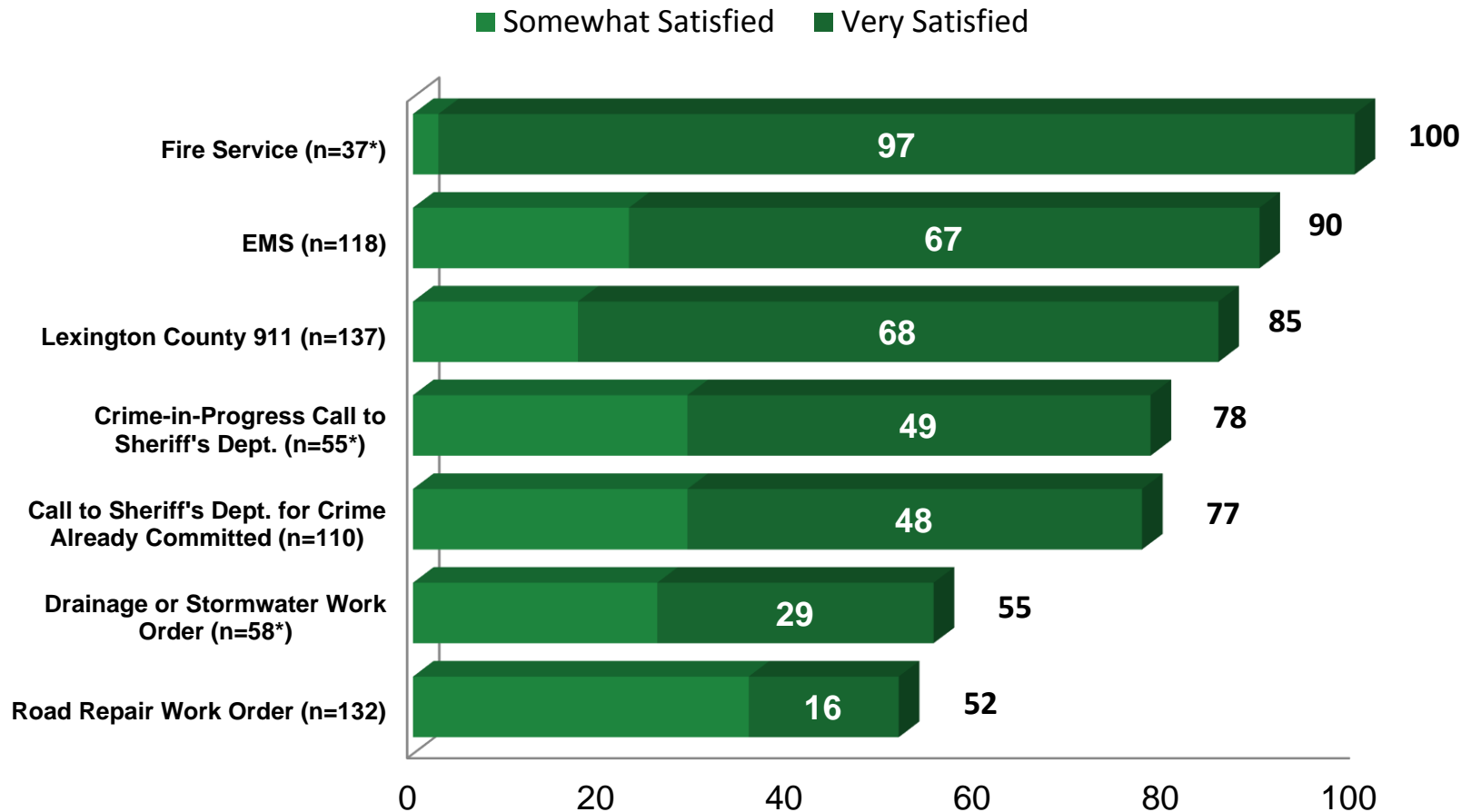
Q10: And, when you make a call _____, what do you consider to be a reasonable length of time before they arrive? [Total = Telephone only; Regional findings = Telephone and Online combined]

Expected Response Times for Repair Calls to Public Works - To Have a Dirt Road Scraped

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Within a few days	32.2%	26.5%	22.8%	13.1%	47.2%	50.4%	18.2%
1 to 2 weeks	34.8	33.5	34.8	31.5	34.6	29.4	37.0
3 to 4 weeks	8.8	11.6	10.6	12.5	6.3	3.3	12.2
5 to 6 weeks	4.0	2.6	3.1	4.3	1.2	2.2	5.6
More than 6 weeks	2.2	2.4	1.8	3.4	1.6	0.4	2.3
Not sure	18.0	23.4	26.8	35.3	9.0	14.3	24.8

Satisfaction with Response Times During Actual Experience

(among those who have utilized specific service within the past year)

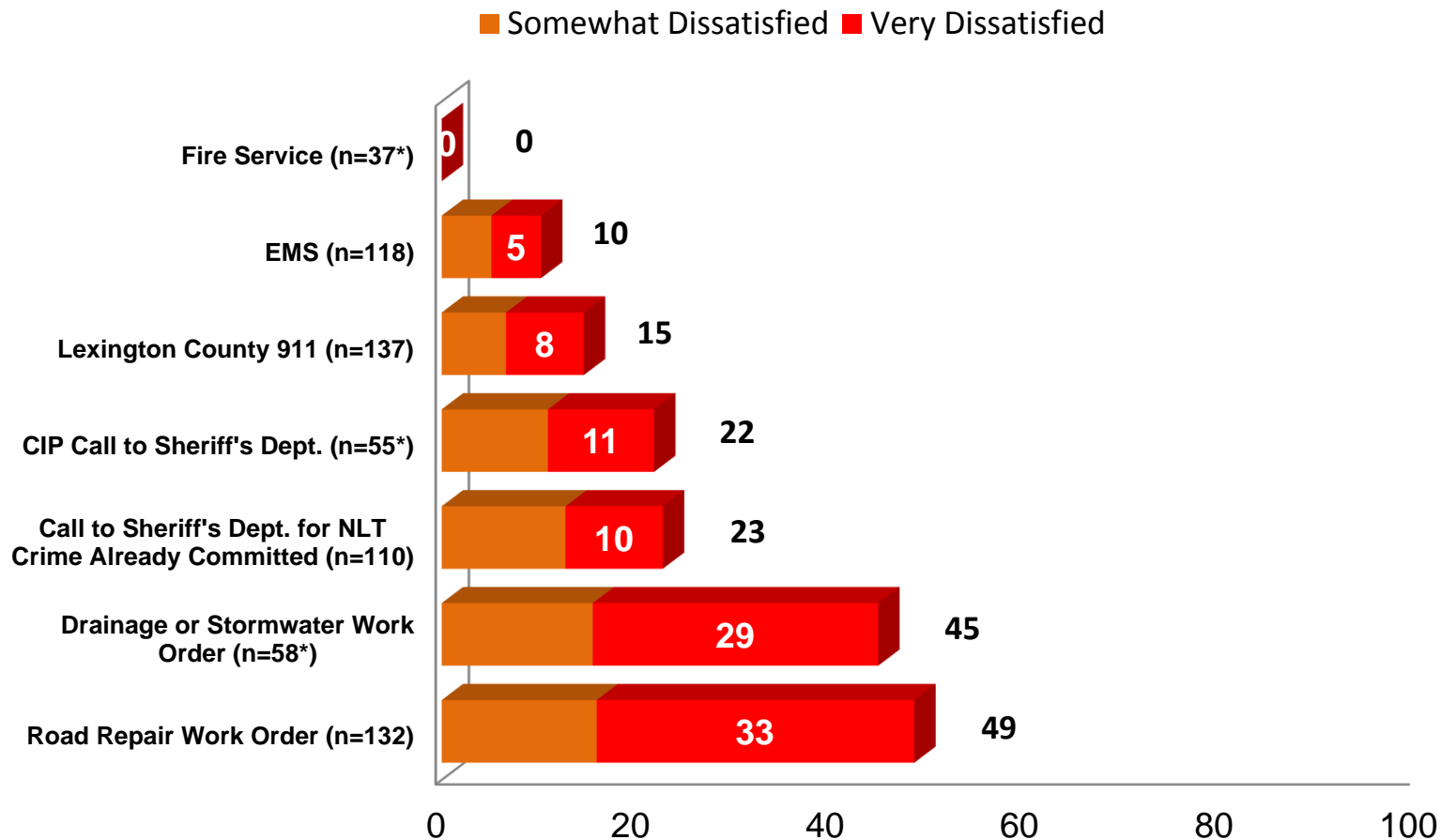


Q8: Thinking specifically about your most recent experience when you _____, how satisfied were you with the response time? [Total = Telephone only]

NOTE: "*" Denotes that small sample size may limit data projectability.

Satisfaction with Response Times During Actual Experience

(among those who have utilized specific service within the past year)



Q8: Thinking specifically about your most recent experience when you _____, how satisfied were you with the response time? [Total = Telephone only]

NOTE: "*" Denotes that small sample size may limit data projectability.

Q8: Thinking specifically about your most recent experience when you _____, how satisfied were you with the response time? [Total = Telephone only]

NOTE: “*” Denotes that small sample size may limit data projectability.

Satisfaction with Response Time
When Requiring Response from Lexington County Fire Service
 (among those who have utilized this service within the past year)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(n=37*)	(n=129)	(n=44*)	(n=25*)	(n30*)	(n=22*)	(n=9*)
Very Satisfied	97.3%	65.1%	70.5%	92.0%	50.0%	77.3%	77.8%
Somewhat Satisfied	2.7	24.0	25.0	8.0	23.3	22.7	0.0
Somewhat Dissatisfied	0.0	6.2	2.3	0.0	13.3	0.0	22.2
Very Dissatisfied	0.0	4.7	2.3	0.0	13.3	0.0	0.0

Q8: Thinking specifically about your most recent experience when you _____, how satisfied were you with the response time? [Total = Telephone only]

NOTE: “*” Denotes that small sample size may limit data projectability.

Satisfaction with Response Time
When Requiring Lexington County Emergency Medical Services (EMS)
 (among those who have utilized this service within the past year)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(n=118)	(n=325)	(n=126)	(n=71*)	(n=90*)	(n=62*)	(n=33*)
Very Satisfied	66.9%	67.4%	65.9%	74.6%	56.7%	61.3%	60.6%
Somewhat Satisfied	22.9	21.2	23.8	15.5	28.9	25.8	27.3
Somewhat Dissatisfied	5.1	7.7	5.6	8.5	8.9	8.1	3.0
Very Dissatisfied	5.1	3.7	4.8	1.4	5.6	4.8	9.1

Q8: Thinking specifically about your most recent experience when you _____, how satisfied were you with the response time? [Total = Telephone only]

NOTE: “*” Denotes that small sample size may limit data projectability.

Satisfaction with Response Time
When a Call was Made to Lexington County 911
 (among those who have utilized this service within the past year)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(n=137)	(n=457)	(n=167)	(n=108)	(n=117)	(n=88*)	(n=49*)
Very Satisfied	67.9%	63.7%	55.7%	70.4%	53.8%	59.1%	59.2%
Somewhat Satisfied	17.5	24.3	26.9	23.1	35.0	26.1	26.5
Somewhat Dissatisfied	6.6	6.8	10.2	4.6	6.0	9.1	6.1
Very Dissatisfied	8.0	5.3	7.2	1.9	5.1	5.7	8.2

Q8: Thinking specifically about your most recent experience when you _____, how satisfied were you with the response time? [Total = Telephone only]

NOTE: “*” Denotes that small sample size may limit data projectability.

Satisfaction with Response Time
When the Lexington County Sheriff’s Department was Contacted to
Report a Crime in Progress
 (among those who have utilized this service within the past year)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(n=55*)	(n=195)	(n=61*)	(n=44*)	(n=62*)	(n=52*)	(n=21*)
Very Satisfied	49.1%	43.6%	39.3%	43.2%	38.7%	17.3%	28.6%
Somewhat Satisfied	29.1	33.8	26.2	29.5	27.4	28.8	42.9
Somewhat Dissatisfied	10.9	12.8	19.7	13.6	12.9	28.8	14.3
Very Dissatisfied	10.9	9.7	14.8	13.6	21.0	25.0	14.3

Q8: Thinking specifically about your most recent experience when you _____, how satisfied were you with the response time? [Total = Telephone only]

NOTE: “*” Denotes that small sample size may limit data projectability.

Satisfaction with Response Time
When the Lexington County Sheriff’s Department was Contacted to Report a Non-Life-Threatening Crime That Had Already Occurred
(among those who have utilized this service within the past year)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(n=110)	(n=415)	(n=139)	(n=102)	(n=118)	(n=91*)	(n=45*)
Very Satisfied	48.2%	46.3%	36.0%	52.9%	33.1%	29.7%	53.3%
Somewhat Satisfied	29.1	33.5	33.8	28.4	40.7	30.8	17.8
Somewhat Dissatisfied	12.7	11.8	15.1	13.7	11.0	17.6	15.6
Very Dissatisfied	10.0	8.4	15.1	4.9	15.3	22.0	13.3

Q8: Thinking specifically about your most recent experience when you _____, how satisfied were you with the response time? [Total = Telephone only]

NOTE: “*” Denotes that small sample size may limit data projectability.

Satisfaction with Response Time
When A Drainage or Stormwater Work Order
Was Called in to Lexington County Public Works
 (among those who have utilized this service within the past year)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(n=58*)	(n=174)	(n=91*)	(n=72*)	(n=69*)	(n=31*)	(n=41*)
Very Satisfied	29.3%	20.7%	18.7%	15.3%	10.1%	6.5%	26.8%
Somewhat Satisfied	25.9	32.8	26.4	29.2	31.9	22.6	19.5
Somewhat Dissatisfied	15.5	20.1	23.1	29.2	18.8	19.4	22.0
Very Dissatisfied	29.3	26.4	31.9	26.4	39.1	51.6	31.7

Q8: Thinking specifically about your most recent experience when you _____, how satisfied were you with the response time? [Total = Telephone only]

NOTE: “*” Denotes that small sample size may limit data projectability.

**Satisfaction with Response Time
When A Road Repair Work Order
Was Called in to Lexington County Public Works
(among those who have utilized this service within the past year)**

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(n=132)	(n=465)	(n=176)	(n=121)	(n=209)	(n=89*)	(n=86*)
Very Satisfied	15.9%	15.3%	16.5%	10.7%	9.6%	14.6%	10.5%
Somewhat Satisfied	35.6	35.7	32.4	37.2	30.6	25.8	27.9
Somewhat Dissatisfied	15.9	25.8	22.2	24.8	20.6	22.5	19.8
Very Dissatisfied	32.6	23.2	29.0	27.3	39.2	37.1	41.9



Support for Additional Levies, Fees and Taxes to Pay for Services



Support for Additional Levies, Fees or Taxes to Pay for Services

- IF the need is considered to be warranted, citizens are more likely to support an increase in sales tax than other options:
 - ✓ 45% say an increase in sales tax is the most acceptable means of generating additional operating funds;
 - ✓ 26% say they prefer an increase in user fees;
 - ✓ 11% say they prefer an increase in property tax; and
 - ✓ 15% say they would not support any additional levies, fees or taxes.

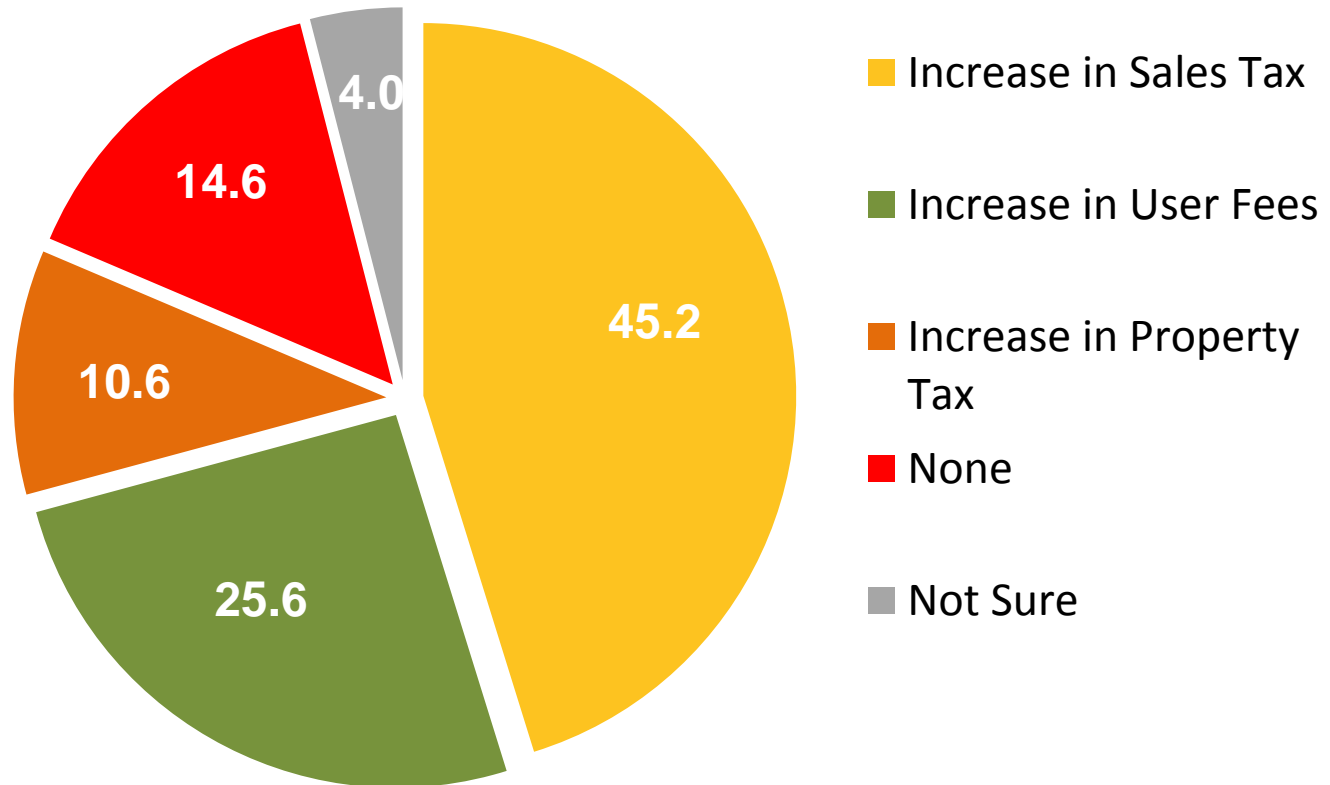
- Consistent with priority rankings, those services which tend to generate the greatest support for additional levies, fees or taxes include:
 - ✓ Faster response time for County Fire Service;
 - ✓ Faster response time for EMS; and
 - ✓ Faster response time for crime-in-progress calls to the Sheriff's Department.



Support for Additional Levies, Fees or Taxes to Pay for Services

- Residents are open to some cost-savings options, including:
 - ✓ The Sheriff's Department gathering information by phone call or email in some instances;
 - ✓ Longer response times for non-emergency/low acuity EMS calls;
 - ✓ Not sending an ambulance for calls that are deemed to be non-emergency and referring callers to their own provider, urgent care, or a doctor's office for treatment;
 - ✓ Municipal police departments contributing to the costs to operate the jail; and
 - ✓ Longer response times from law enforcement for non-emergency calls.

Most Acceptable Means of Generating Additional Operating Funds for Lexington County



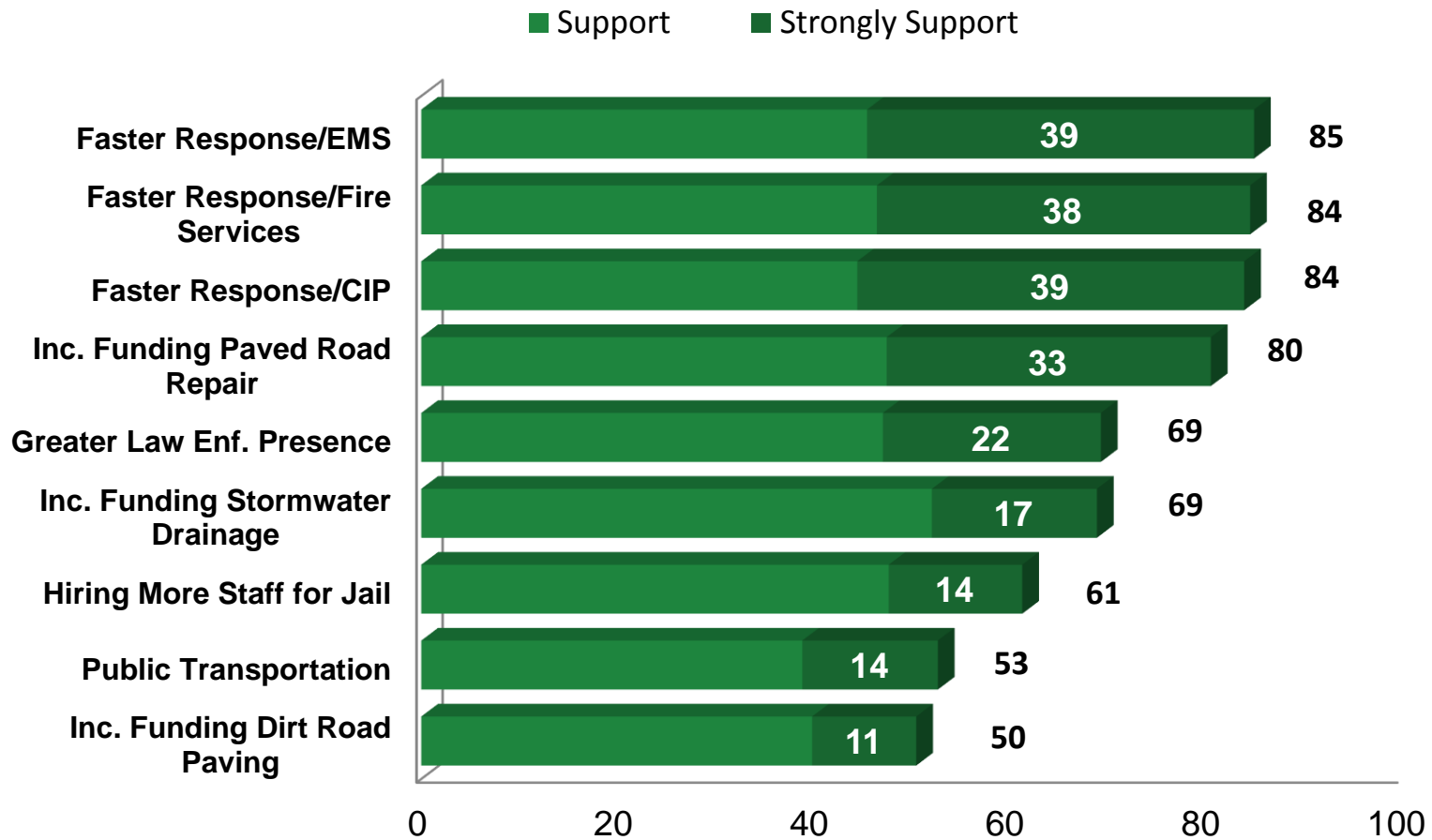
Q13: For the most part, no one wants higher taxes or fees. However, if you felt the need was warranted, which do you feel is the most acceptable means of generating additional operating funds for the County of Lexington? [Telephone Survey results]

Q13: For the most part, no one wants higher taxes or fees. However, if you felt the need was warranted, which do you feel is the most acceptable means of generating additional operating funds for the County of Lexington? [Total = Telephone only; Regional findings = Telephone and Online combined]

Most Acceptable Means of Generating Additional Operating Funds for the County of Lexington IF You Feel the Need Was Warranted

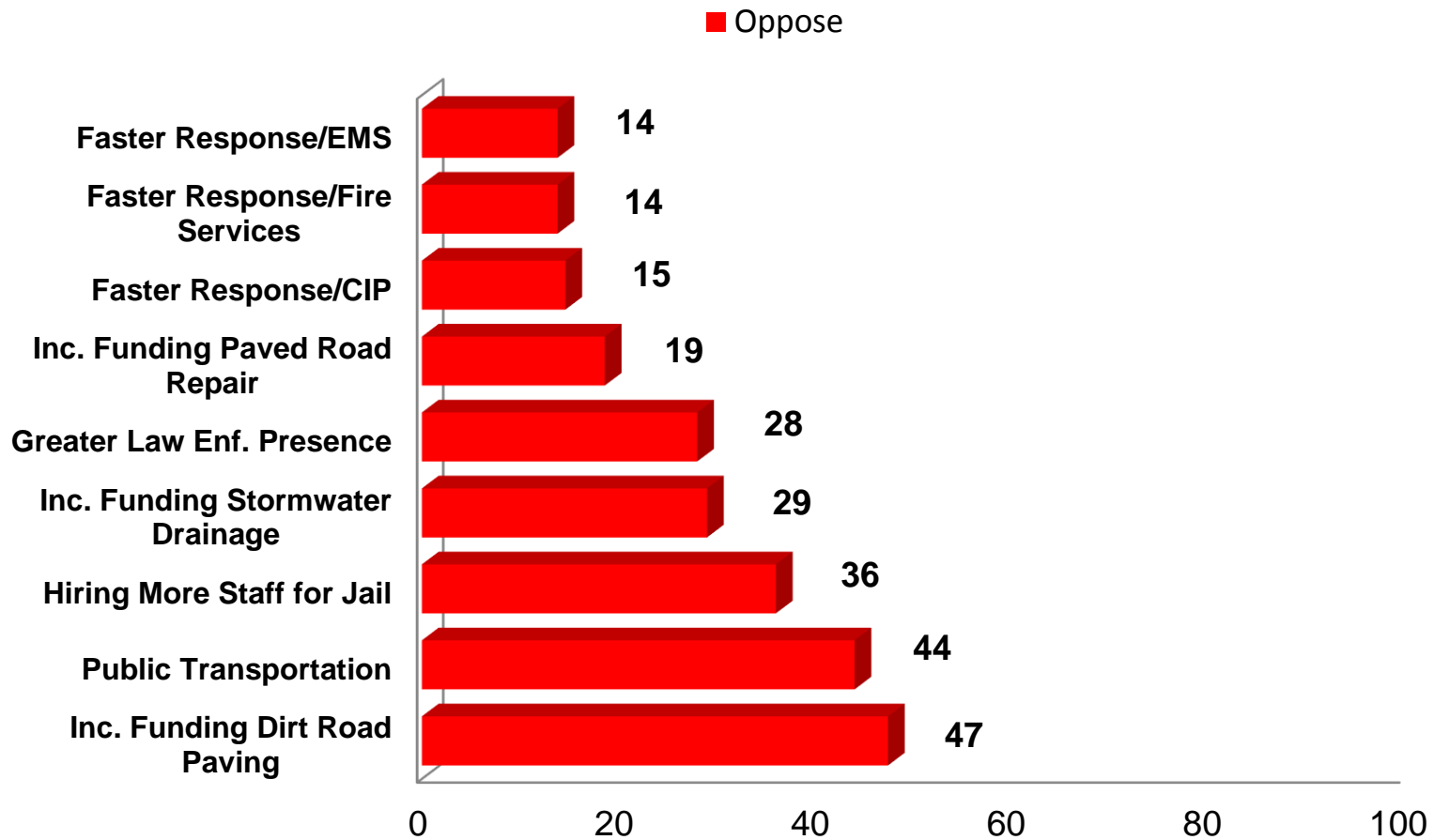
	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
An Increase in Sales Tax	45.2%	39.1%	38.8%	39.6%	40.5%	49.6%	39.9%
An Increase in User Fees	25.6	28.1	25.3	30.2	26.8	15.4	27.1
An Increase in Property Tax	10.6	7.8	8.8	10.4	5.1	5.1	8.6
None	14.6	15.5	17.5	10.3	21.9	18.8	15.2
Not Sure	4.0	9.4	9.6	9.5	5.7	11.0	9.2

Support for Additional Levies, Fees, or Taxes for Specific Services



Q12: To what degree do you support or oppose additional levies, fees or taxes for each of the following? [Total = Telephone only]

Support for Additional Levies, Fees, or Taxes for Specific Services



Q12: To what degree do you support or oppose additional levies, fees or taxes for each of the following? [Total = Telephone only]

Q12: To what degree do you support or oppose additional levies, fees or taxes for each of the following? [Total = Telephone only; Regional findings = Telephone and Online combined]

Support for Additional Levies, Fees or Taxes for Specific Services (1 of 5)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Faster response times for LC EMS/ambulance							
Strongly support	39.4%	43.9%	42.8%	46.8%	39.7%	44.5%	45.5%
Support	45.4	40.6	41.9	40.1	42.1	40.1	40.9
Oppose	13.8	15.5	15.0	12.5	18.0	15.4	13.5
Faster response for LC Fire Service with adequate number of Fire Fighters							
Strongly support	38.0%	41.7%	41.2%	42.9%	39.9%	40.4%	38.9%
Support	46.4	42.1	42.7	44.4	41.7	43.8	44.9
Oppose	13.8	16.1	15.6	12.3	18.4	15.4	16.2

Q12: To what degree do you support or oppose additional levies, fees or taxes for each of the following? [Total = Telephone only; Regional findings = Telephone and Online combined]

Support for Additional Levies, Fees or Taxes for Specific Services (2 of 5)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Faster response times CIP law enforcement calls							
Strongly support	39.4%	42.2%	38.6%	43.7%	36.6%	45.2%	42.2%
Support	44.4	42.4	45.9	43.8	45.6	42.3	42.2
Oppose	14.6	15.3	15.1	12.1	17.8	12.1	15.5
Increased funding for Paved Road Repairs							
Strongly support	33.0%	34.2%	30.6%	35.8%	36.2%	31.6%	36.3%
Support	47.4	45.4	48.7	47.2	40.5	45.2	44.9
Oppose	18.6	20.4	20.3	16.6	23.3	23.2	18.8

Q12: To what degree do you support or oppose additional levies, fees or taxes for each of the following? [Total = Telephone only; Regional findings = Telephone and Online combined]

Support for Additional Levies, Fees or Taxes for Specific Services (3 of 5)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Greater law enforcement presence throughout the County							
Strongly support	22.2%	29.1%	27.6%	27.8%	25.8%	37.1%	27.1%
Support	47.0	46.3	44.4	52.2	45.0	40.4	48.8
Oppose	28.0	24.3	27.3	19.4	29.0	22.4	24.1
Increased funding for Stormwater Drainage							
Strongly support	16.8%	13.0%	14.8%	26.1%	12.1%	13.6%	11.9%
Support	52.0	54.1	56.7	50.4	51.3	52.6	50.2
Oppose	29.0	32.8	28.1	22.9	36.0	33.5	38.0

Q12: To what degree do you support or oppose additional levies, fees or taxes for each of the following? [Total = Telephone only; Regional findings = Telephone and Online combined]

Support for Additional Levies, Fees or Taxes for Specific Services (4 of 5)

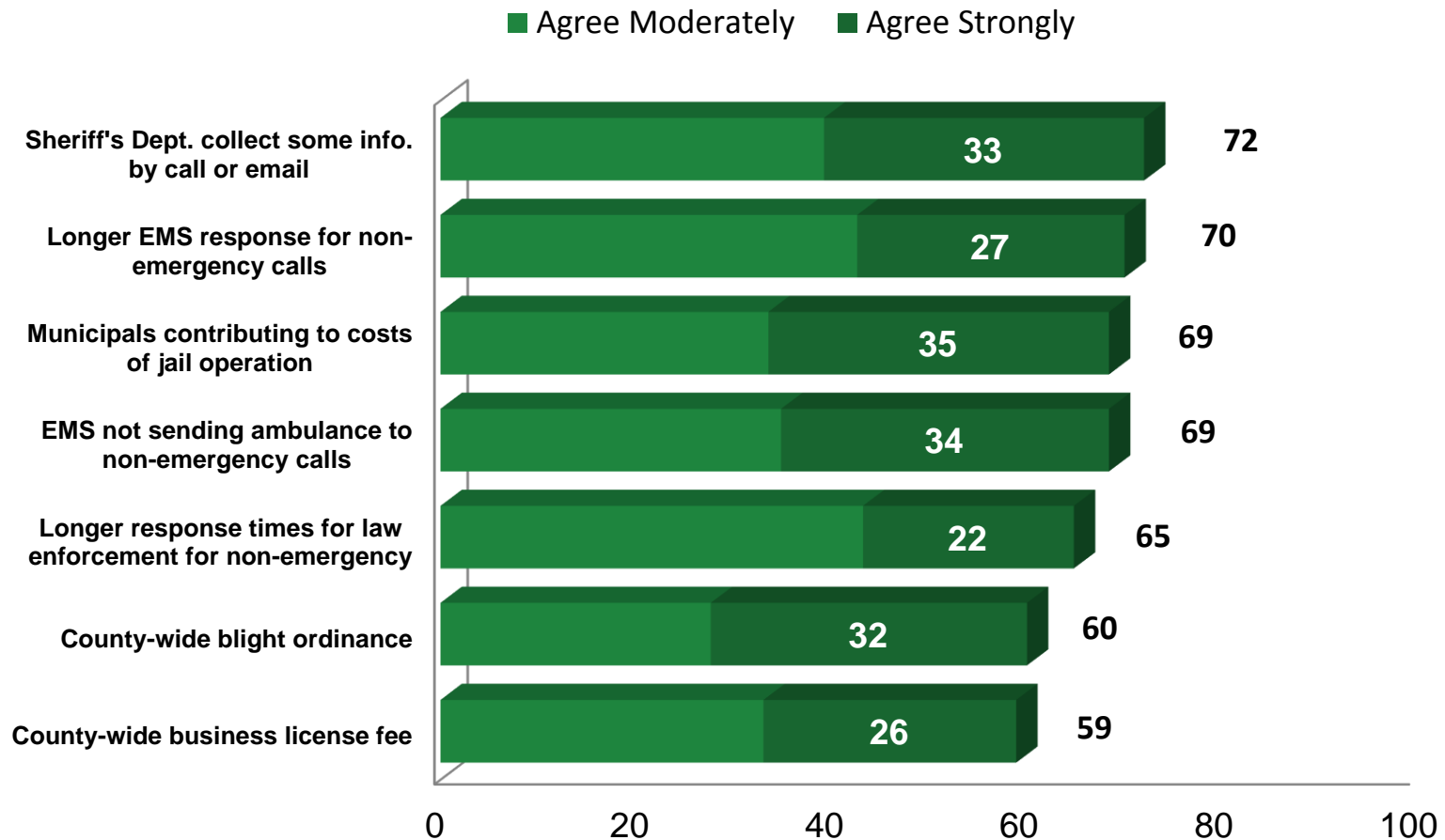
	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Hiring more staff to operate the over-crowded jail							
Strongly support	13.6%	13.0%	13.0%	13.4%	8.4%	19.1%	7.9%
Support	47.6	49.5	46.7	51.5	46.6	45.2	43.2
Oppose	36.0	37.3	39.8	34.5	44.8	35.3	48.5
Public Transportation							
Strongly support	13.8%	10.7%	11.8%	10.1%	5.9%	10.7%	6.3%
Support	38.8	32.4	40.9	42.7	30.5	32.7	29.0
Oppose	44.0	56.8	46.6	46.8	63.0	55.1	64.7

Q12: To what degree do you support or oppose additional levies, fees or taxes for each of the following? [Total = Telephone only; Regional findings = Telephone and Online combined]

Support for Additional Levies, Fees or Taxes for Specific Services (5 of 5)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Increased funding for Dirt Road Paving							
Strongly support	10.6%	12.9%	10.5%	7.8%	25.8%	23.5%	14.9%
Support	39.8	38.1	43.7	40.5	37.2	43.4	36.3
Oppose	47.4	48.9	45.3	50.9	37.0	32.7	48.5

Support for Possible Cost-Saving Changes in Service Levels



Q14: Please indicate the degree to which you agree or disagree with each of the following statements. [Total = ONLINE only; question not included in Telephone Survey]

Q14: “As a way of saving money for the County, there are some instances in which I would be willing to have the Lexington County Sheriff’s Department call or email me to gather information rather than having to come in-person.” [NOTE: Question not asked in Telephone Survey; Regional findings = Online Survey only]

Support for Possible Cost-Saving Changes in Service Levels – Sheriff’s Department Sometimes Collecting Information by Phone or Email

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1739)	(N=629)	(N=459)	(N=445)	(N=237)	(N=272)
Agree Strongly	NA	33.7%	34.0%	34.9%	32.1%	29.5%	32.4%
Agree Moderately		40.3	38.3	39.0	38.4	37.6	42.3
Neither Agree nor Disagree		13.3	15.3	11.5	15.5	15.6	14.0
Disagree Moderately		5.8	6.2	4.6	5.8	6.3	4.0
Disagree Strongly		4.3	3.8	5.2	6.5	9.3	3.7

Q14: “To improve response times for life-threatening calls, I would approve of longer ambulance response times by Lexington County EMS for calls that are deemed to be non-emergency (low acuity).” [NOTE: Question not asked in Telephone Survey; Regional findings = Online Survey only]

Support for Possible Cost-Saving Changes in Service Levels – Longer EMS Response for Non-Emergency Calls

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1739)	(N=629)	(N=459)	(N=445)	(N=237)	(N=272)
Agree Strongly	NA	26.5%	25.3%	25.9%	29.2%	30.4%	26.8%
Agree Moderately		42.3	44.0	46.6	39.3	41.8	42.3
Neither Agree nor Disagree		12.7	13.2	10.2	14.8	9.3	14.3
Disagree Moderately		8.2	8.1	6.5	7.2	8.0	7.0
Disagree Strongly		9.2	7.2	7.4	7.9	8.9	8.5

Q14: “I would favor municipal (city) police departments contributing to the costs to operate the jail.” [NOTE: Question not asked in Telephone Survey; Regional findings = Online Survey only]

Support for Possible Cost-Saving Changes in Service Levels – Municipal Police Departments Contributing to Cost of Operating the Jail

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1739)	(N=629)	(N=459)	(N=445)	(N=237)	(N=272)
Agree Strongly	NA	39.1%	30.8%	33.1%	38.4%	38.8%	29.0%
Agree Moderately		32.8	33.9	35.3	32.6	29.5	37.9
Neither Agree nor Disagree		16.0	19.4	17.4	15.7	18.6	19.1
Disagree Moderately		2.9	5.2	3.9	2.9	4.2	2.2
Disagree Strongly		6.0	6.4	8.1	6.3	5.1	8.5

Q14: “I would approve of Lexington County EMS not sending an ambulance for calls that are deemed to be non-emergency and referring callers to their own provider, urgent care, or doctor’s office for treatment.” [NOTE: Question not asked in Telephone Survey; Regional findings = Online Survey only]

Support for Possible Cost-Saving Changes in Service Levels – EMS Referring Non-Emergency Calls to Urgent Care or Physician

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1739)	(N=629)	(N=459)	(N=445)	(N=237)	(N=272)
Agree Strongly	NA	35.3%	32.3%	29.0%	35.5%	36.7%	32.7%
Agree Moderately		34.6	33.5	39.7	33.5	29.1	39.3
Neither Agree nor Disagree		12.9	14.1	12.4	13.0	13.9	14.3
Disagree Moderately		8.6	11.6	11.1	8.8	11.4	6.2
Disagree Strongly		6.8	5.4	4.8	7.9	6.8	5.9

Q14: “I would approve of longer response times from law enforcement for non-emergency calls as a way of cutting costs for the County.” [NOTE: Question not asked in Telephone Survey; Regional findings = Online Survey only]

Support for Possible Cost-Saving Changes in Service Levels – Longer Response Times from Law Enforcement for Non-Emergency Calls

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1739)	(N=629)	(N=459)	(N=445)	(N=237)	(N=272)
Agree Strongly	NA	20.9%	21.0%	22.7%	20.4%	21.9%	22.4%
Agree Moderately		42.3	44.4	46.6	44.5	37.1	46.0
Neither Agree nor Disagree		13.1	14.5	11.8	13.9	16.0	14.0
Disagree Moderately		11.5	11.3	8.1	11.2	11.4	7.0
Disagree Strongly		11.0	7.5	8.9	9.2	12.7	9.6

Q14: “I would support a county-wide ordinance that controls the upkeep of all property – that includes grass cutting and accumulation of unsightly material in yards.” [NOTE: Question not asked in Telephone Survey; Regional findings = Online Survey only]

Support for Possible Cost-Saving Changes in Service Levels – County-Wide Ordinance Controlling Upkeep of Property (Blight)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1739)	(N=629)	(N=459)	(N=445)	(N=237)	(N=272)
Agree Strongly	NA	33.9%	35.1%	45.1%	23.4%	26.6%	30.1%
Agree Moderately		29.0	32.1	24.0	27.6	24.5	29.4
Neither Agree nor Disagree		14.8	12.6	12.6	14.8	15.6	15.1
Disagree Moderately		9.3	7.9	7.0	12.1	14.3	10.3
Disagree Strongly		11.6	10.5	9.4	20.2	16.9	12.5

Q14: “I would support a county-wide business license fee.” [NOTE: Question not asked in Telephone Survey; Regional findings = Online Survey only]

Support for Possible Cost-Saving Changes in Service Levels – County-Wide Business License Fee

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1739)	(N=629)	(N=459)	(N=445)	(N=237)	(N=272)
Agree Strongly	NA	29.4%	28.6%	25.7%	23.1%	29.5%	19.1%
Agree Moderately		32.3	32.6	34.4	31.9	30.0	37.5
Neither Agree nor Disagree		17.1	19.4	16.6	20.2	18.1	18.8
Disagree Moderately		7.0	3.7	7.0	7.6	6.8	5.9
Disagree Strongly		8.7	8.7	9.6	11.0	8.9	11.4



General Perceptions of Lexington County Council



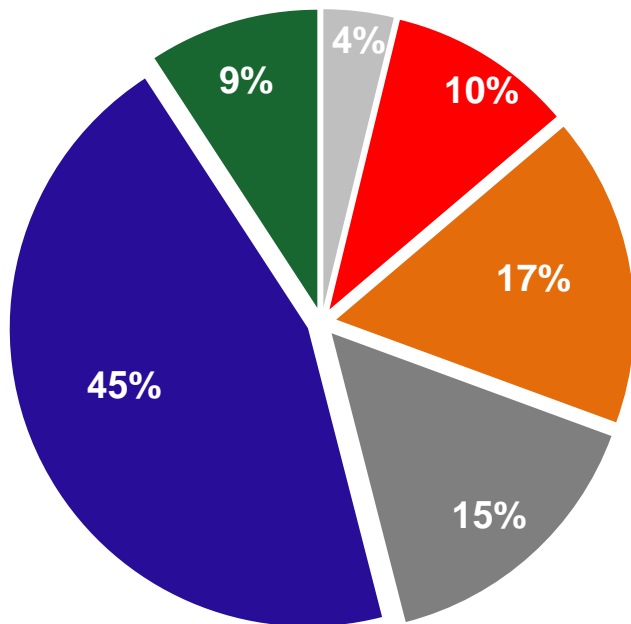
General Perceptions of Lexington County Council

- Most residents trust Lexington County Council, but there is also evidence of reservations, particularly relative to spending.
 - ✓ 54% say they trust Lexington County Council, while 27% indicate they do not;
 - ✓ 44% agree that LCC makes good use of the public service tax dollars for which they are responsible; 35% disagree.

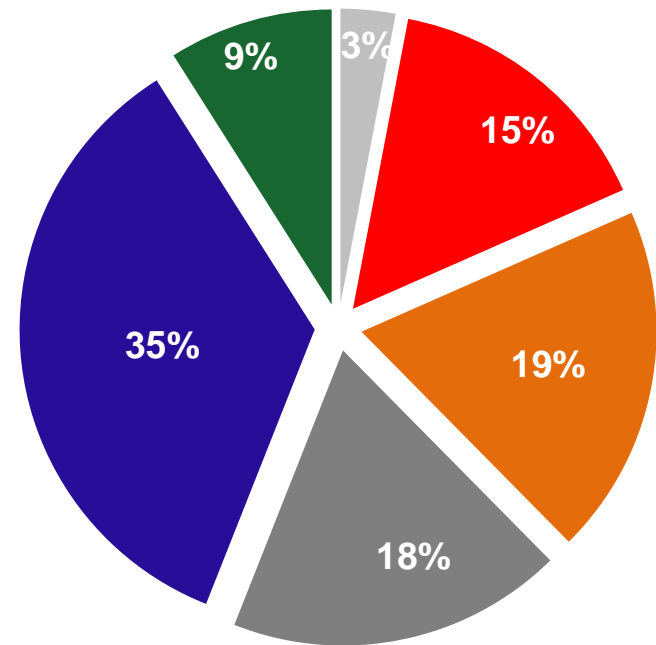
- Perceptions vary by location throughout the County.
 - ✓ Irmo/Dutch Fork, Cayce/West Columbia, and Lexington areas tend to be more supportive and trusting of County Council than the rural areas.

Perceptions of Lexington County Council

“I Trust Lexington County Council”



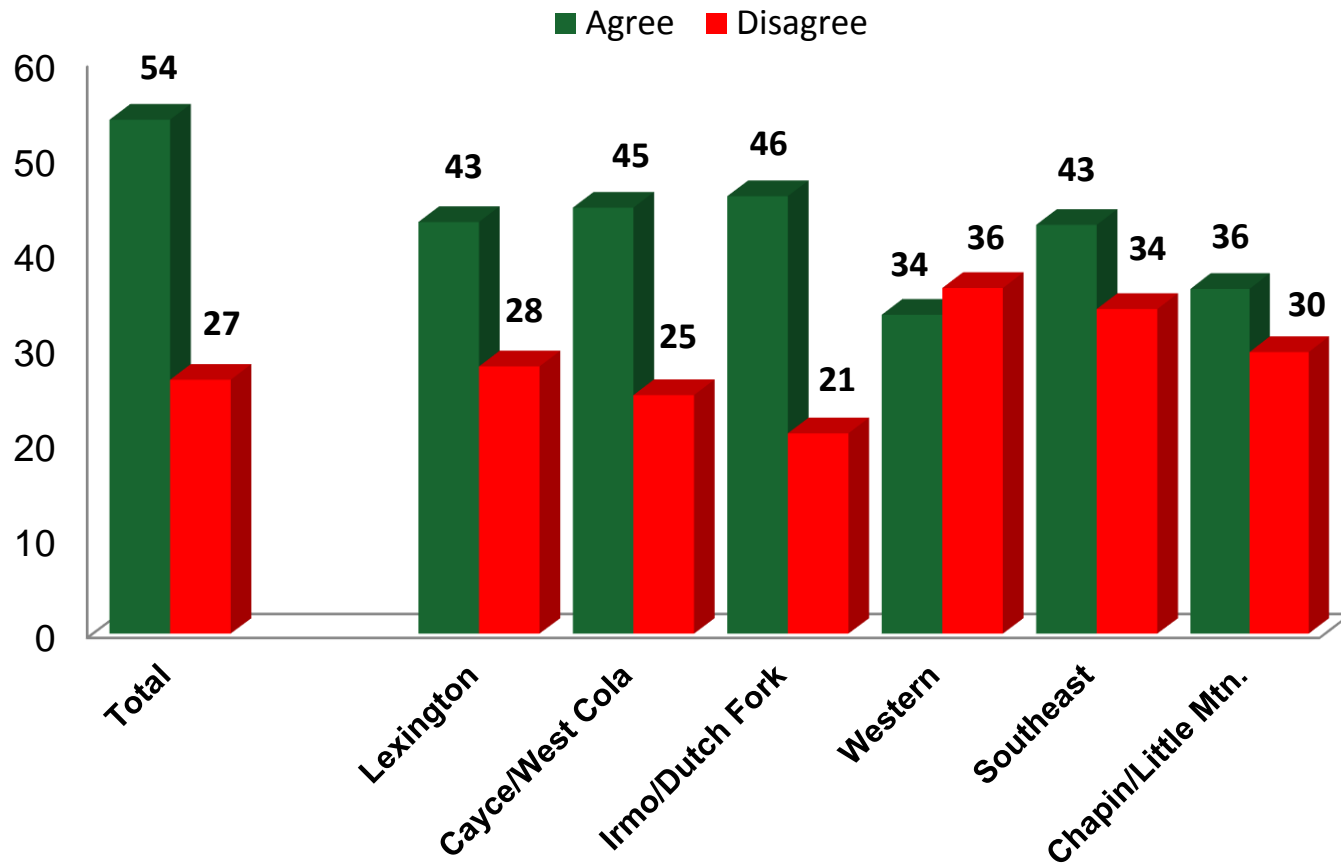
“LCC Makes Good Use of Tax Dollars”



■ Agree Strongly ■ Agree Moderately ■ Neither Agree/Disagree ■ Disagree Moderately ■ Disagree Strongly ■ Don't Know

Q2a & b: “I trust Lexington County Council – their leadership, direction, plans and decisions.” and “I feel Lexington County Council makes good use of the public service tax dollars for which they are responsible.” [Telephone Survey results only]

“I trust Lexington County Council ...”



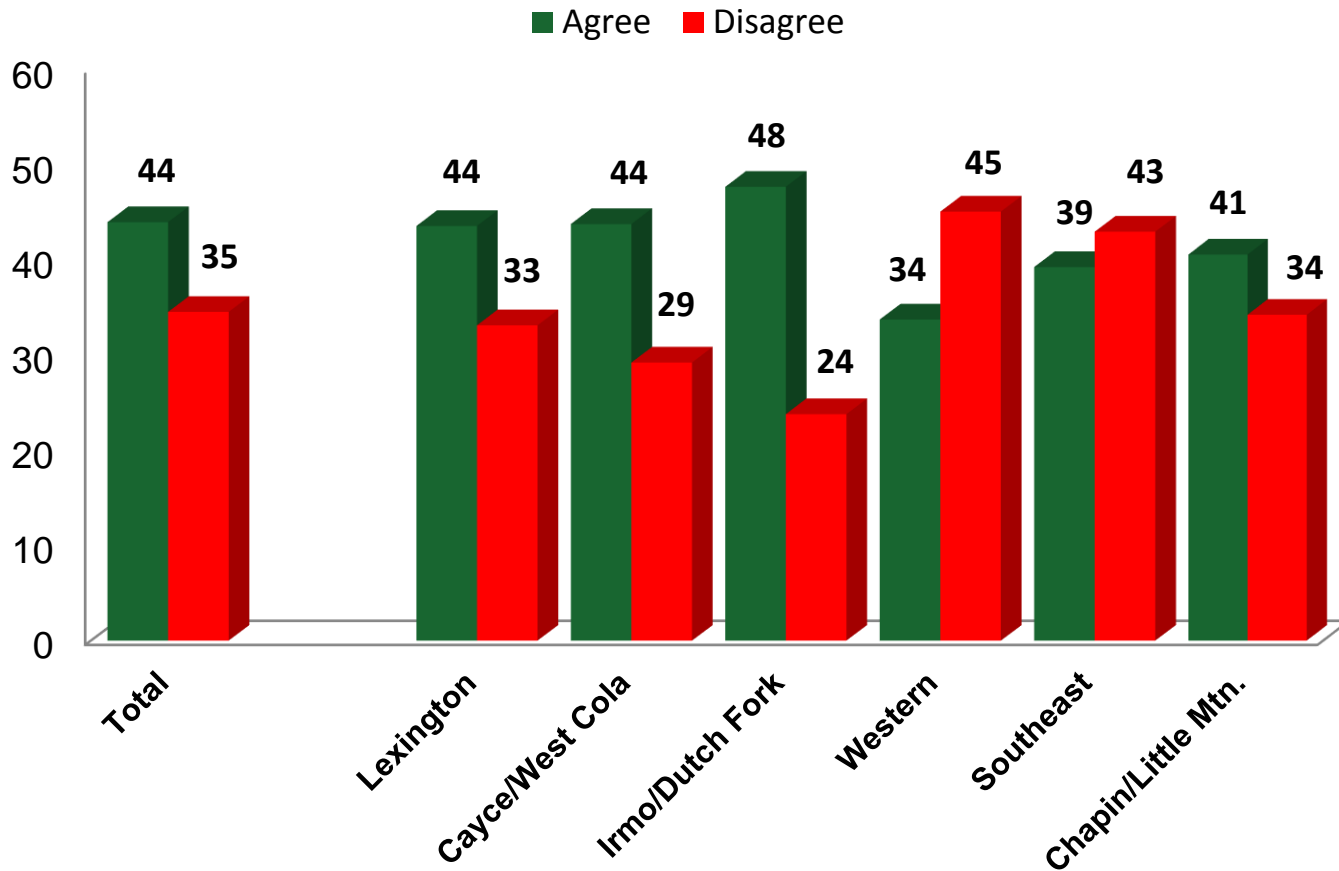
Q2a: “I trust Lexington County Council – their leadership, direction, plans and decisions.”
[Total = Telephone only; Regional findings = Telephone and Online combined]

Q2a: “I trust Lexington County Council – their leadership, direction, plans and decisions.”
 [Total = Telephone only; Regional findings = Telephone and Online combined]

Trust in Lexington County Council Leadership, Direction, Plans and Decisions

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Agree Strongly	9.2%	6.5%	6.0%	7.6%	3.5%	5.9%	5.6%
Agree Moderately	44.8	36.8	38.8	38.4	30.1	37.1	30.7
Neither Agree/ Disagree	15.4	25.9	25.5	28.5	27.4	20.6	28.4
Disagree Moderately	16.8	18.1	16.5	14.7	21.5	19.5	19.8
Disagree Strongly	10.0	10.1	8.7	6.5	14.9	14.7	9.9
No Answer	3.8	2.6	4.5	4.1	2.7	2.2	5.6

“Lexington County Council Makes Good Use of Public Service Tax Dollars”



Q2b: “I feel Lexington County Council makes good use of the public service tax dollars for which they are responsible.” [Total = Telephone only; Regional findings = Telephone and Online combined]

Q2b: “I feel Lexington County Council makes good use of the public service tax dollars for which they are responsible.” [Total = Telephone only; Regional findings = Telephone and Online combined]

Believe that Lexington County Council Makes Good Use of Public Service Tax Dollars for Which They are Responsible

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Agree Strongly	9.0%	7.6%	6.4%	7.8%	3.5%	7.7%	5.6%
Agree Moderately	35.0	36.0	37.4	39.9	30.3	31.6	35.0
Neither Agree/ Disagree	18.4	20.8	21.7	23.7	19.2	16.5	21.1
Disagree Moderately	19.2	21.7	19.6	17.0	29.4	24.6	22.1
Disagree Strongly	15.4	11.5	9.7	6.9	15.7	18.4	12.2
No Answer	3.0	2.4	5.2	4.7	1.8	1.1	4.0



Resident Engagement and Sources of Information

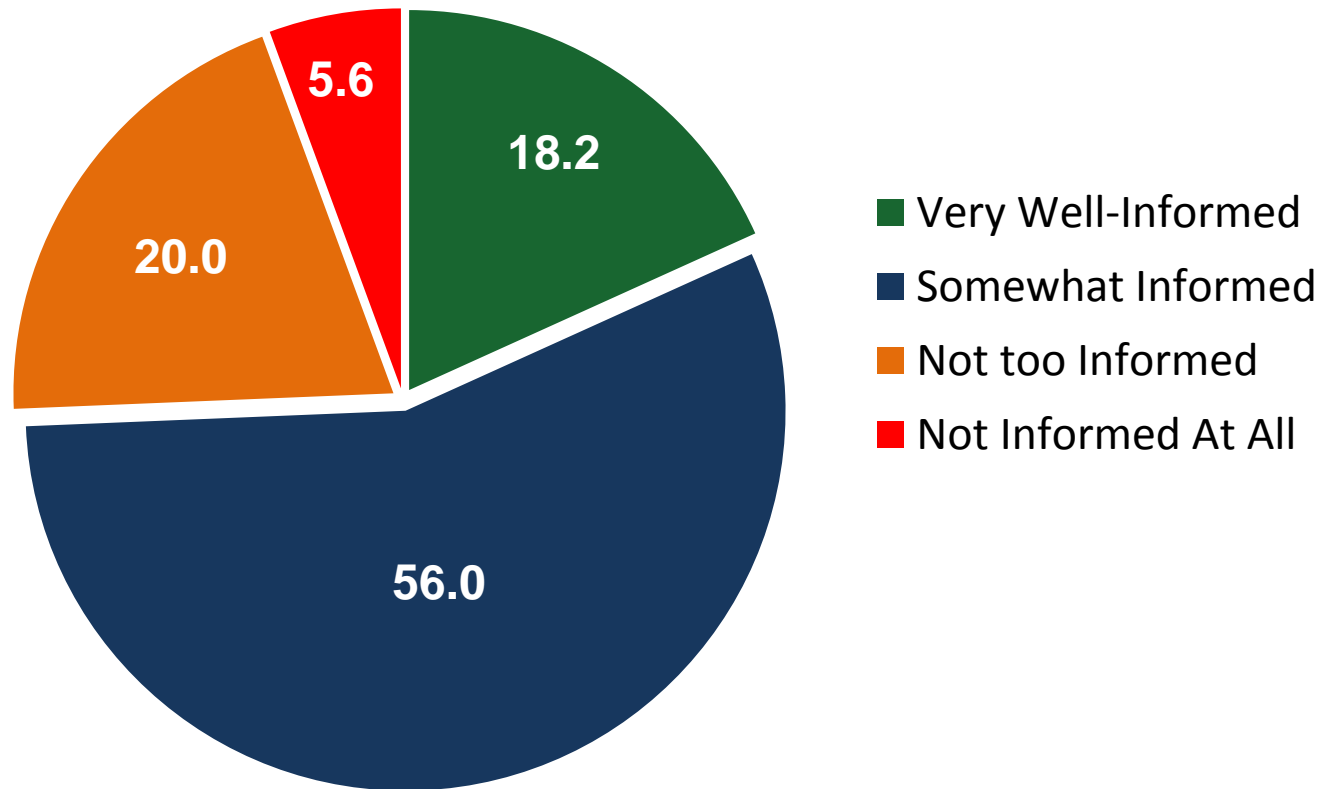


How Well Informed are Residents and Sources of Information

- Three out of four Lexington County residents consider themselves to be at least *somewhat informed* about public services in the County:
 - ✓ 18% say they are *very well-informed*;
 - ✓ 56% say they are *somewhat informed*.

- Local television news is their primary source of information; respondents indicate that friends and family, social media, local newspapers, and the Lexington County website also play an important role in communicating County news.

How Well-Informed Do Residents Feel They Are?



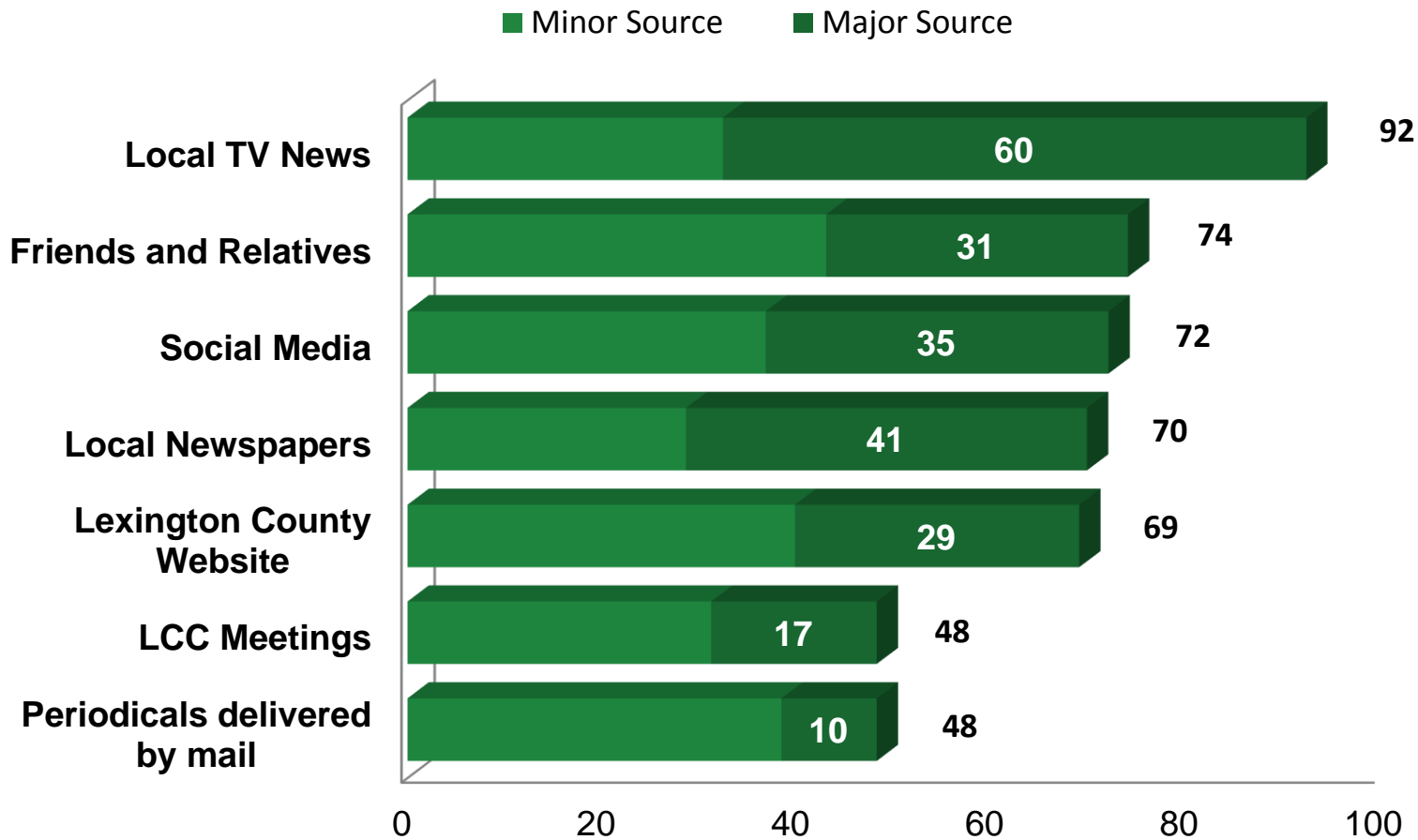
Q15: In general, how well-informed do you feel you are about Lexington County, its direction, and what's going on in terms of public services? [Telephone Survey results]

Q15: In general, how well-informed do you feel you are about Lexington County, its direction, and what's going on in terms of public services? [Total = Telephone only; Regional findings = Telephone and Online combined]

How Well-Informed Residents Feel They Are About Lexington County

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Very Well-Informed	18.2%	14.8%	14.0%	13.4%	17.4%	11.0%	10.2%
Somewhat Informed	56.0	49.7	49.5	53.4	45.2	47.4	53.1
Not Too Informed	20.0	25.6	27.6	24.1	28.2	27.9	27.1
Not Informed At All	5.6	9.0	7.6	7.8	8.2	12.1	8.6
Not Sure	0.2	0.9	1.3	1.3	1.0	1.5	1.0

Reliance on Specific Sources For Information on Lexington County



Q16: To what degree do you rely on _____ for information about Lexington County?
[Total = Telephone only]

Q16: To what degree do you rely on _____ for information about Lexington County?
 [Total = Telephone only; Regional findings = Telephone and Online combined]

Reliance on Specific Sources for Information on Lexington County (1 of 4)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Local TV News							
Major Source	60.0%	56.6%	61.8%	65.1%	61.8%	64.3%	62.4%
Minor Source	32.4	34.7	28.7	27.2	32.3	27.9	28.7
Not a Source	7.4	8.7	9.3	7.6	5.9	7.7	8.9
Friends and Relatives							
Major Source	31.0%	32.1%	29.3%	24.3%	32.7%	28.7%	30.7%
Minor Source	43.0	50.4	50.1	50.7	51.7	51.5	54.5
Not a Source	24.0	17.5	20.1	24.8	14.9	19.9	14.5

Q16: To what degree do you rely on _____ for information about Lexington County?
 [Total = Telephone only; Regional findings = Telephone and Online combined]

Reliance on Specific Sources for Information on Lexington County (2 of 4)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Social Media							
Major Source	35.2%	34.5%	32.9%	25.2%	35.4%	37.1%	32.3%
Minor Source	36.8	37.2	36.7	36.9	37.2	35.7	34.0
Not a Source	27.6	28.3	30.2	37.9	27.4	27.2	33.7
Local Newspapers							
Major Source	41.2%	37.6%	46.1%	50.0%	44.0%	41.2%	42.2%
Minor Source	28.6	38.4	32.0	31.5	36.6	34.9	33.0
Not a Source	30.0	24.1	21.8	18.5	19.4	23.9	24.8

Q16: To what degree do you rely on _____ for information about Lexington County?
 [Total = Telephone only; Regional findings = Telephone and Online combined]

Reliance on Specific Sources for Information on Lexington County (3 of 4)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Lexington County Website							
Major Source	29.2%	30.7%	31.0%	25.4%	30.9%	37.1%	31.7%
Minor Source	39.8	46.5	41.1	44.4	44.0	39.7	41.6
Not a Source	30.6	22.7	28.0	30.2	25.2	23.2	26.7
Lexington County Council Meetings							
Major Source	17.0%	12.6%	13.1%	12.9%	14.1%	16.9%	5.9%
Minor Source	31.2	32.4	30.2	29.9	32.1	32.4	32.0
Not a Source	50.8	54.9	56.6	57.3	53.4	50.7	61.7

Q16: To what degree do you rely on _____ for information about Lexington County?
 [Total = Telephone only; Regional findings = Telephone and Online combined]

Reliance on Specific Sources for Information on Lexington County (4 of 4)

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Magazines and other Periodicals Delivered By Mail							
Major Source	9.8%	14.6%	8.5%	7.8%	11.0%	12.1%	8.3%
Minor Source	38.4	46.2	41.5	42.0	44.6	35.7	40.9
Not a Source	51.4	39.2	50.0	50.0	44.4	52.2	50.8



Summary of Top Concerns and Priorities by Area



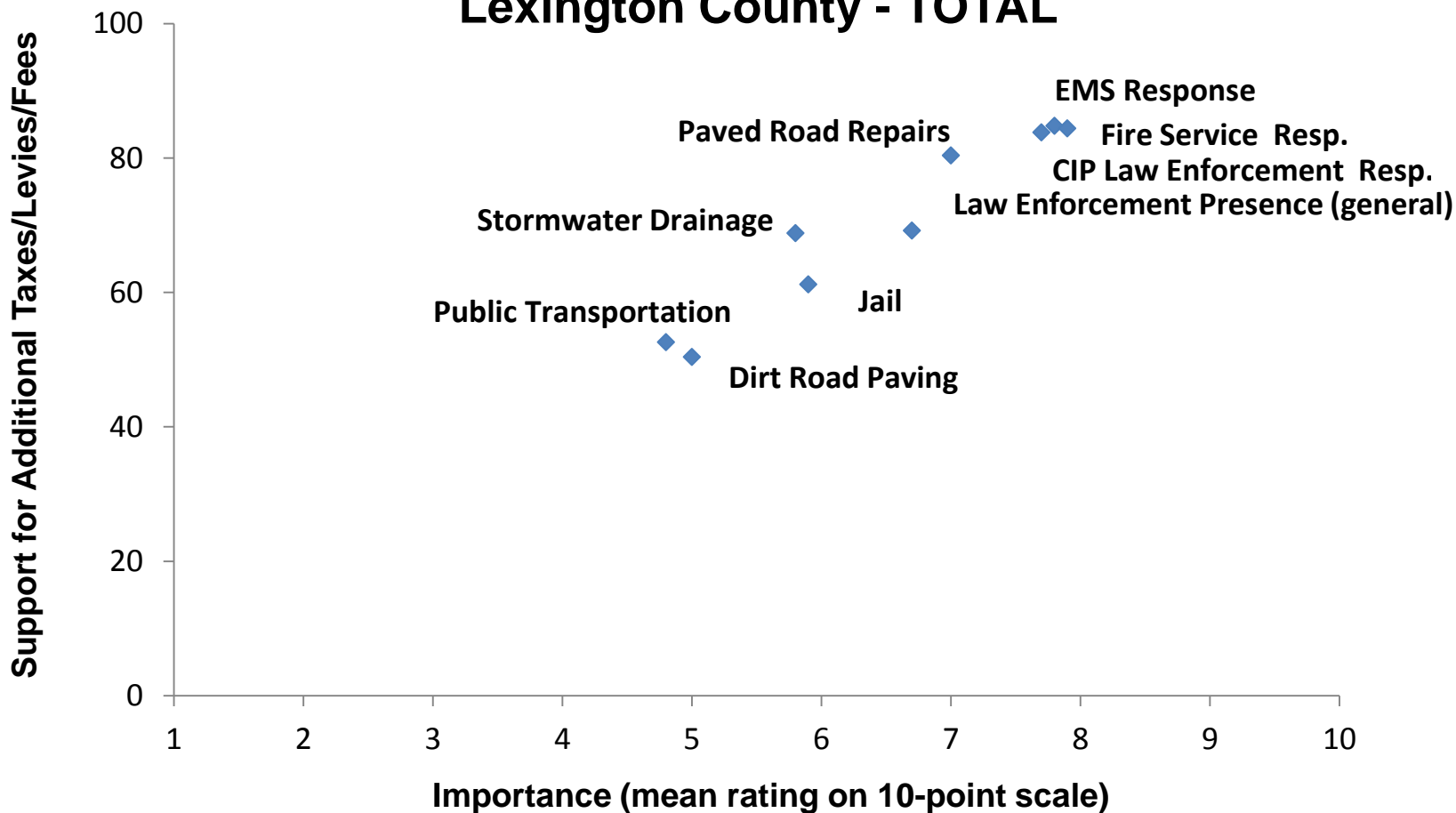
Top Concerns and Priorities

Lexington County - TOTAL

Most Widely Used in Past 12 Months (Q7)	Most Likely to Be Perceived as Inadequate (Q3)	Highest Priority (Q11) (mean rating on 10-point scale)	Generate the Greatest Support for Additional Taxes/Levies/Fees (Q12)
Library (73%)	County Road Maintenance (83%)	Faster response for fire service (7.9 mean rating)	Faster response for EMS (85%)
Solid Waste Facility (72%)	Public Transportation (48%)	Faster response for EMS (7.8)	Faster response for fire service (84%)
Treasurer's Office (52%)	Stormwater Management (34%)	Faster response for "crime-in-progress" calls (7.7)	Faster response for "crime-in-progress" calls (84%)
911 Call (28%)	Solid Waste Services (20%)	Increased funding for paved road repairs (7.0)	Increased funding for paved road repairs (80%)
Magistrate (28%)	Animal Services (19%)	Greater law enforcement presence throughout the County (6.7)	Greater law enforcement presence throughout the County (69%)
Road Repair Request (27%)	Emergency Preparedness (14%)	Hiring more staff for overcrowded jail (5.9)	Increased funding for stormwater drainage (69%)
EMS (24%)	Law Enforcement (14%)	Increased funding for stormwater drainage (5.8)	Hiring more staff for overcrowded jail (61%)



Priority and Support for Additional Taxes/Levies/Fees Lexington County - TOTAL





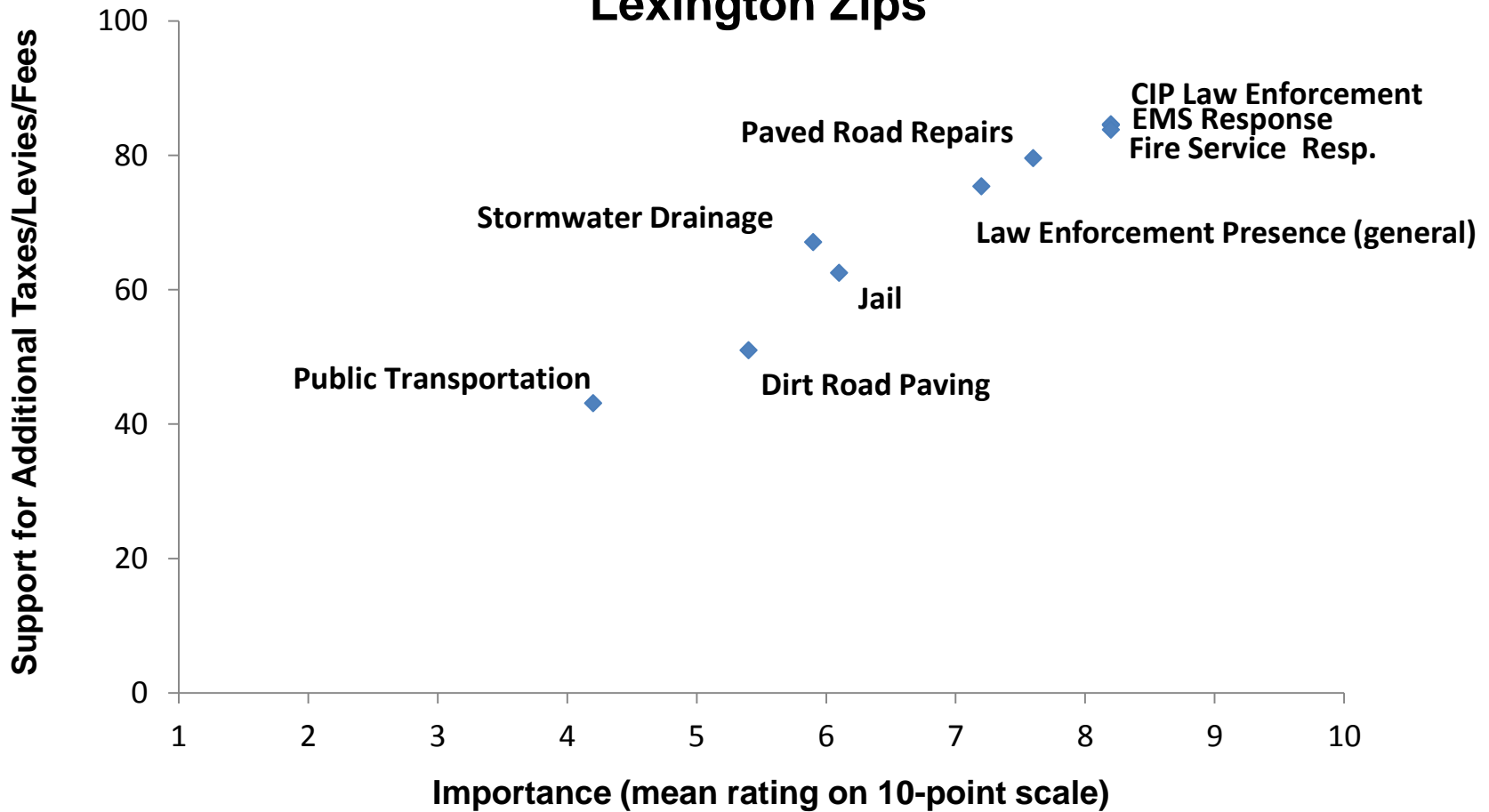
Top Concerns and Priorities

Lexington Zip Codes

Most Widely Used in Past 12 Months (Q7)	Most Likely to Be Perceived as Inadequate (Q3)	Highest Priority (Q11) (mean rating on 10-point scale)	Generate the Greatest Support for Additional Taxes/Levies/Fees (Q12)
Solid Waste Facility (80%)	County Road Maintenance (82%)	Fire Response (8.2)	CIP Law Enforcement Response (85%)
Library (65%)	Public Transportation (50%)	EMS Response (8.2)	EMS Response (84%)
Treasurer's Office (55%)	Stormwater Maintenance (31%)	CIP Law Enforcement Response (8.2)	Fire Response (84%)
Magistrate (25%)	Solid Waste Services (21%)	Paved Road Repair (7.6)	Paved Road Repair (80%)
Road Repair Request (25%)	Animal Services (19%)	Law Enforcement (general) (7.2)	Law Enforcement (general) (75%)
911 Call (24%)	Law Enforcement (15%)	Jail (6.1)	Stormwater Drainage Improvements (67%)
Engaged With LCC (23%)	Emergency Preparedness (12%)	Stormwater Drainage Improvements (5.9)	Jail (62%)



Priority and Support for Additional Taxes/Levies/Fees Lexington Zips





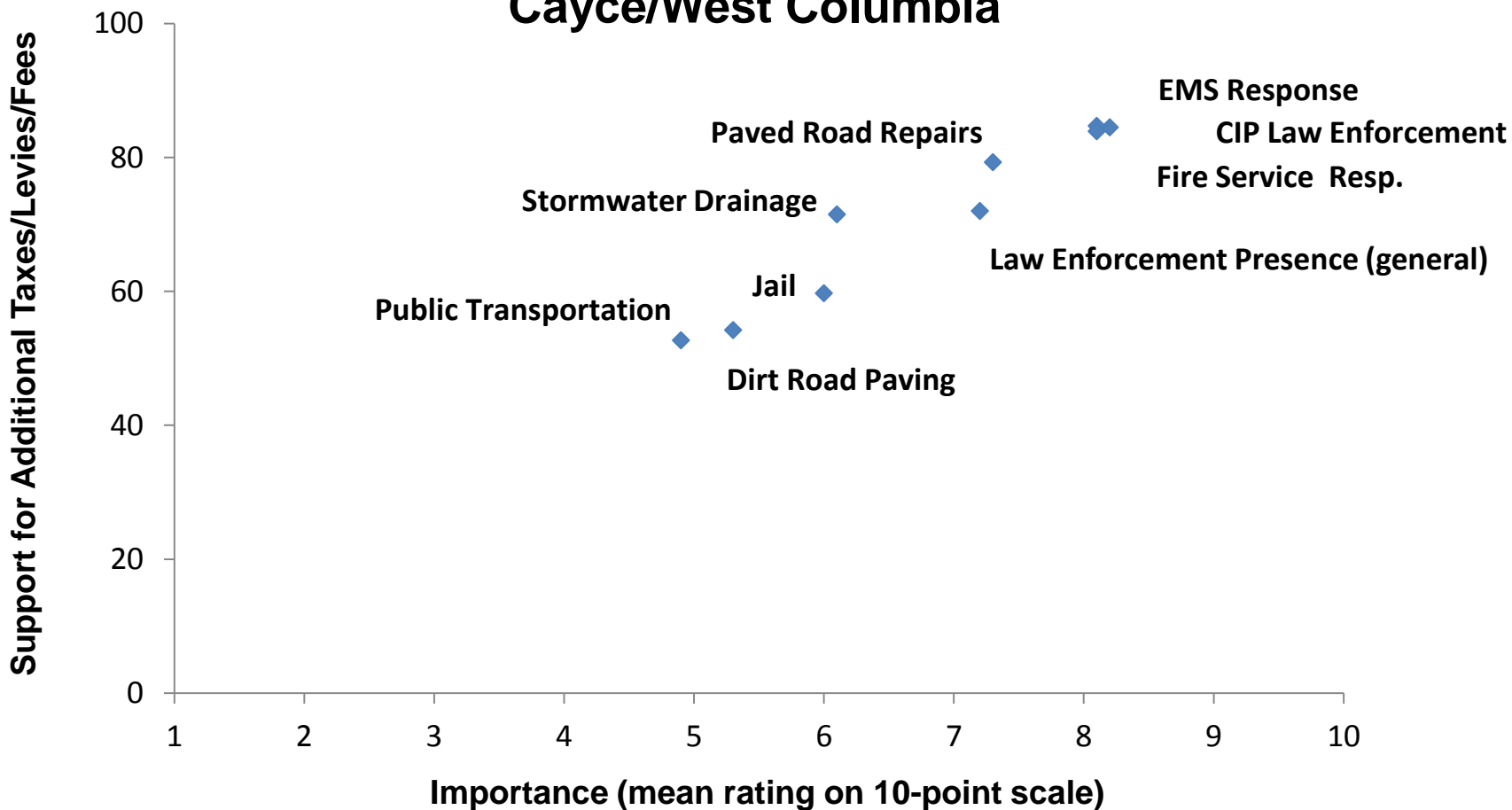
Top Concerns and Priorities

Cayce/West Columbia Zip Codes

Most Widely Used in Past 12 Months (Q7)	Most Likely to Be Perceived as Inadequate (Q3)	Highest Priority (Q11) (mean rating on 10-point scale)	Generate the Greatest Support for Additional Taxes/Levies/Fees (Q12)
Solid Waste Facility (70%)	County Road Maintenance (80%)	CIP Law Enforcement Response (8.2)	EMS Response (85%)
Library (62%)	Public Transportation (52%)	Fire Service Response (8.1)	CIP Law Enforcement Response (84%)
Treasurer's Office (51%)	Stormwater Maintenance (37%)	EMS Response (8.1)	Fire Response (84%)
Magistrate (25%)	Animal Services (24%)	Paved Road Repair (7.3)	Paved Road Repair (79%)
Road Repair Request (24%)	Solid Waste Services (22%)	Law Enforcement (general) (7.2)	Law Enforcement (general) (72%)
911 Call (22%)	Law Enforcement (19%)	Stormwater Drainage Improvements (6.1)	Stormwater Drainage Improvements (72%)
Engaged With LCC (21%)	Emergency Preparedness (14%)	Jail (6.0)	Jail (60%)



Priority and Support for Additional Taxes/Levies/Fees Cayce/West Columbia





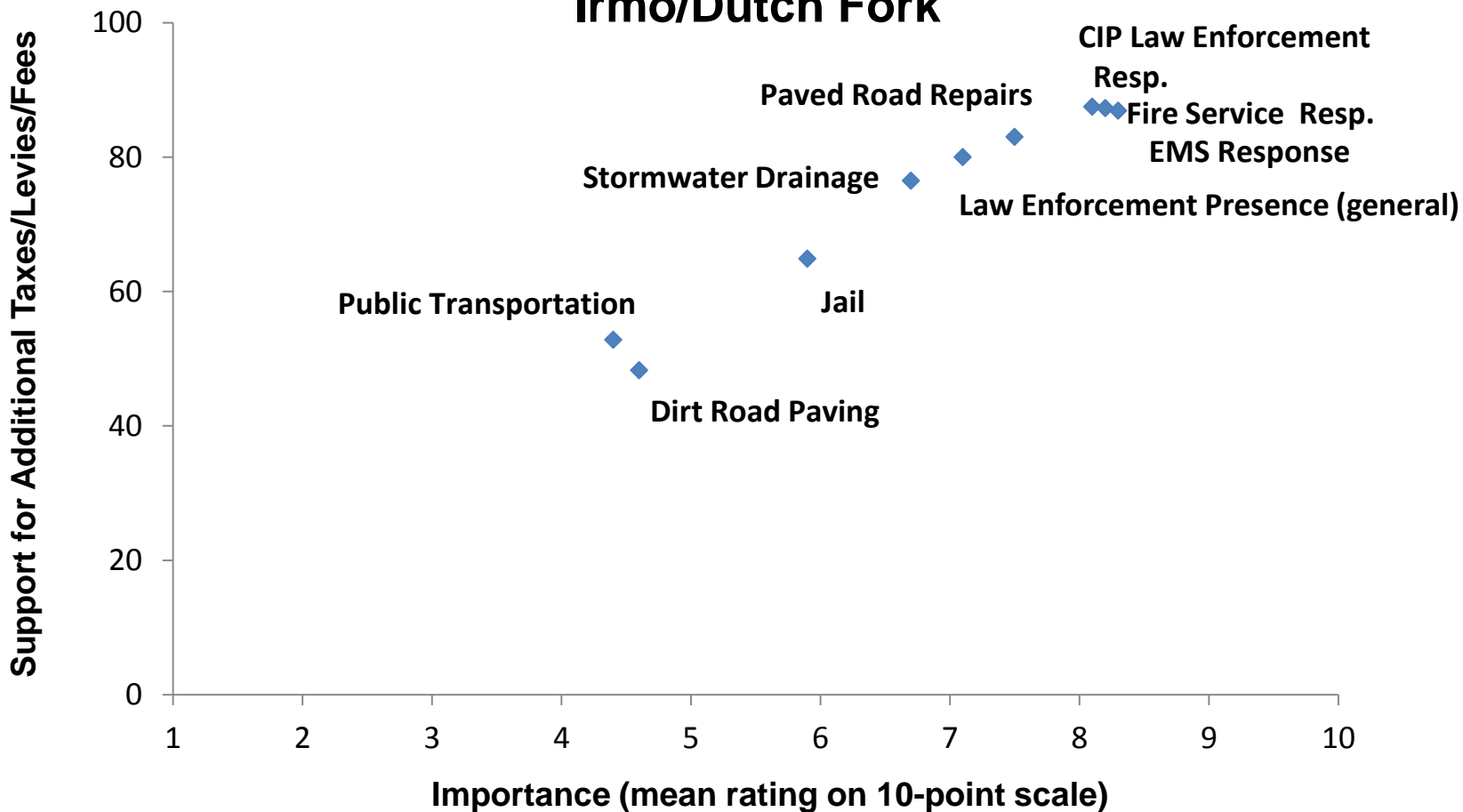
Top Concerns and Priorities

Irmo/Dutch Fork Zip Codes

Most Widely Used in Past 12 Months (Q7)	Most Likely to Be Perceived as Inadequate (Q3)	Highest Priority (Q11) (mean rating on 10-point scale)	Generate the Greatest Support for Additional Taxes/Levies/Fees (Q12)
Solid Waste Facility (80%)	County Road Maintenance (80%)	EMS Response (8.3)	CIP Law Enforcement Response (88%)
Library (76%)	Stormwater Maintenance (45%)	Fire Service Response (8.2)	Fire Response (87%)
Treasurer's Office (46%)	Public Transportation (41%)	CIP Law Enforcement Response (8.1)	EMS Response (87%)
Road Repair Request (23%)	Solid Waste Services (23%)	Paved Road Repair (7.5)	Paved Road Repair (83%)
Engaged With LCC (21%)	Animal Services (16%)	Law Enforcement (general) (7.1)	Law Enforcement (general) (80%)
911 Call (20%)	Law Enforcement (14%)	Stormwater Drainage Improvements (6.7)	Stormwater Drainage Improvements (76%)
Sheriff's Department (non-life-threatening) (19%)	Emergency Preparedness (11%)	Jail (5.9)	Jail (65%)



Priority and Support for Additional Taxes/Levies/Fees Irmo/Dutch Fork





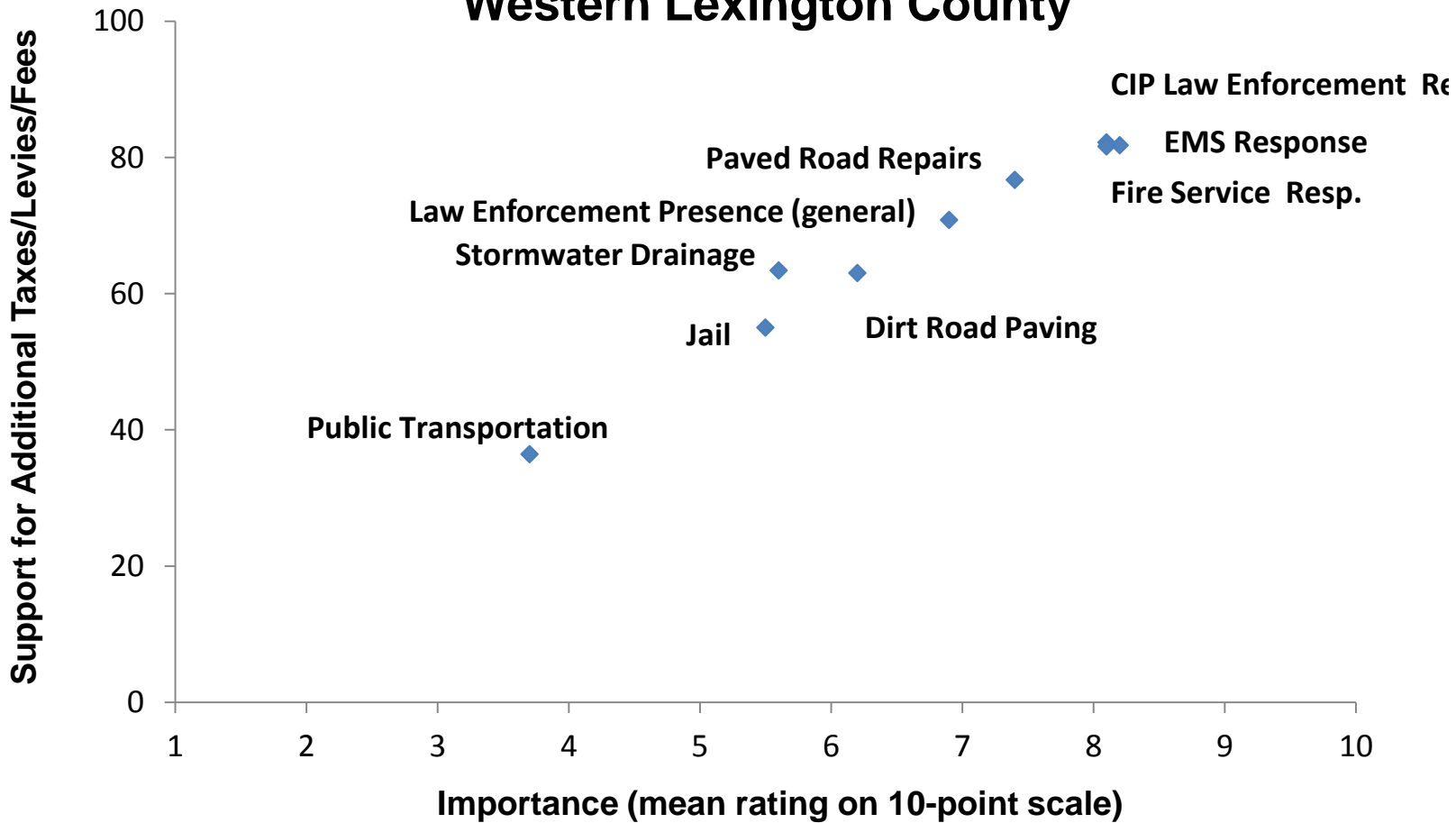
Top Concerns and Priorities

Western Lexington County Zip Codes

Most Widely Used in Past 12 Months (Q7)	Most Likely to Be Perceived as Inadequate (Q3)	Highest Priority (Q11) (mean rating on 10-point scale)	Generate the Greatest Support for Additional Taxes/Levies/Fees (Q12)
Solid Waste Facility (88%)	County Road Maintenance (85%)	EMS Response (8.2)	CIP Law Enforcement Response (82%)
Treasurer's Office (62%)	Public Transportation (43%)	Fire Service Response (8.1)	EMS Response (82%)
Library (56%)	Stormwater Maintenance (37%)	CIP Law Enforcement Response (8.1)	Fire Response (82%)
Road Repair Request (43%)	Animal Services (25%)	Paved Road Repair (7.4)	Paved Road Repair (77%)
Engaged With LCC (26%)	Law Enforcement (24%)	Law Enforcement (general) (6.9)	Law Enforcement (general) (71%)
911 Call (25%)	Solid Waste Services (19%)	Dirt Roads (6.2)	Stormwater Drainage Improvements (63%)
Sheriff's Department (non-life-threatening) (25%)	Emergency Preparedness (17%)	Stormwater Drainage Improvements (5.6)	Dirt Roads (63%)



Priority and Support for Additional Taxes/Levies/Fees Western Lexington County





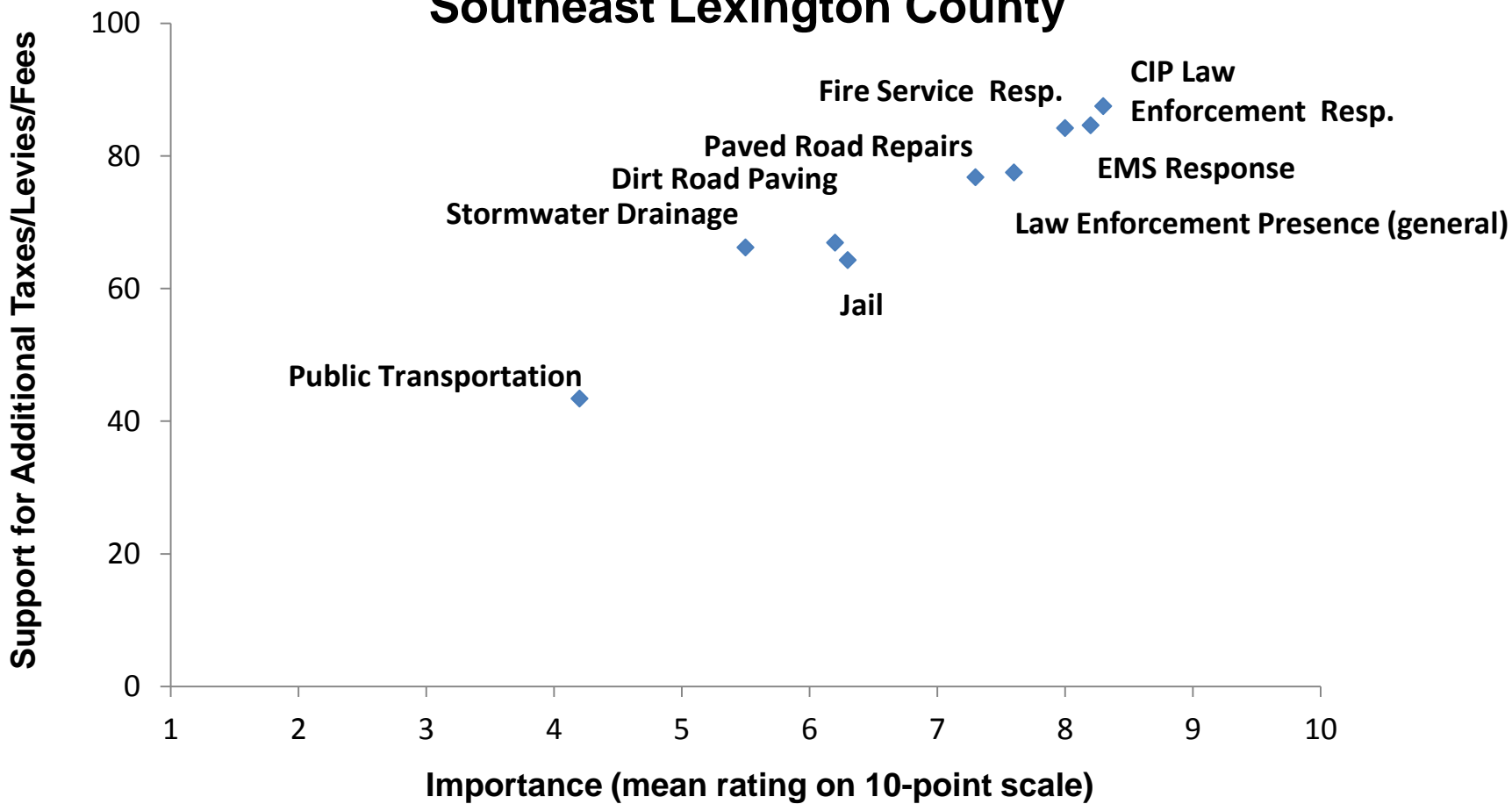
Top Concerns and Priorities

Southeast Lexington County Zip Codes

Most Widely Used in Past 12 Months (Q7)	Most Likely to Be Perceived as Inadequate (Q3)	Highest Priority (Q11) (mean rating on 10-point scale)	Generate the Greatest Support for Additional Taxes/Levies/Fees (Q12)
Solid Waste Facility (86%)	County Road Maintenance (85%)	CIP Law Enforcement Response (8.3)	CIP Law Enforcement Response (88%)
Library (63%)	Public Transportation (40%)	EMS Response (8.2)	EMS Response (85%)
Treasurer's Office (56%)	Stormwater Maintenance (33%)	Fire Service Response (8.0)	Fire Services Response (84%)
Road Repair Request (35%)	Law Enforcement (32%)	Law Enforcement (general) (7.6)	Law Enforcement (general) (78%)
Sheriff's Department (non-life-threatening) (34%)	Animal Services (30%)	Paved Road Repair (7.3)	Paved Road Repair (77%)
911 Call (34%)	Solid Waste Services (23%)	Jail (6.3)	Dirt Road Paving (67%)
Magistrate (25%)	Emergency Preparedness (16%)	Dirt Road Paving (6.2)	Stormwater Drainage Improvements (66%)
Animal Services (25%)			



Priority and Support for Additional Taxes/Levies/Fees Southeast Lexington County





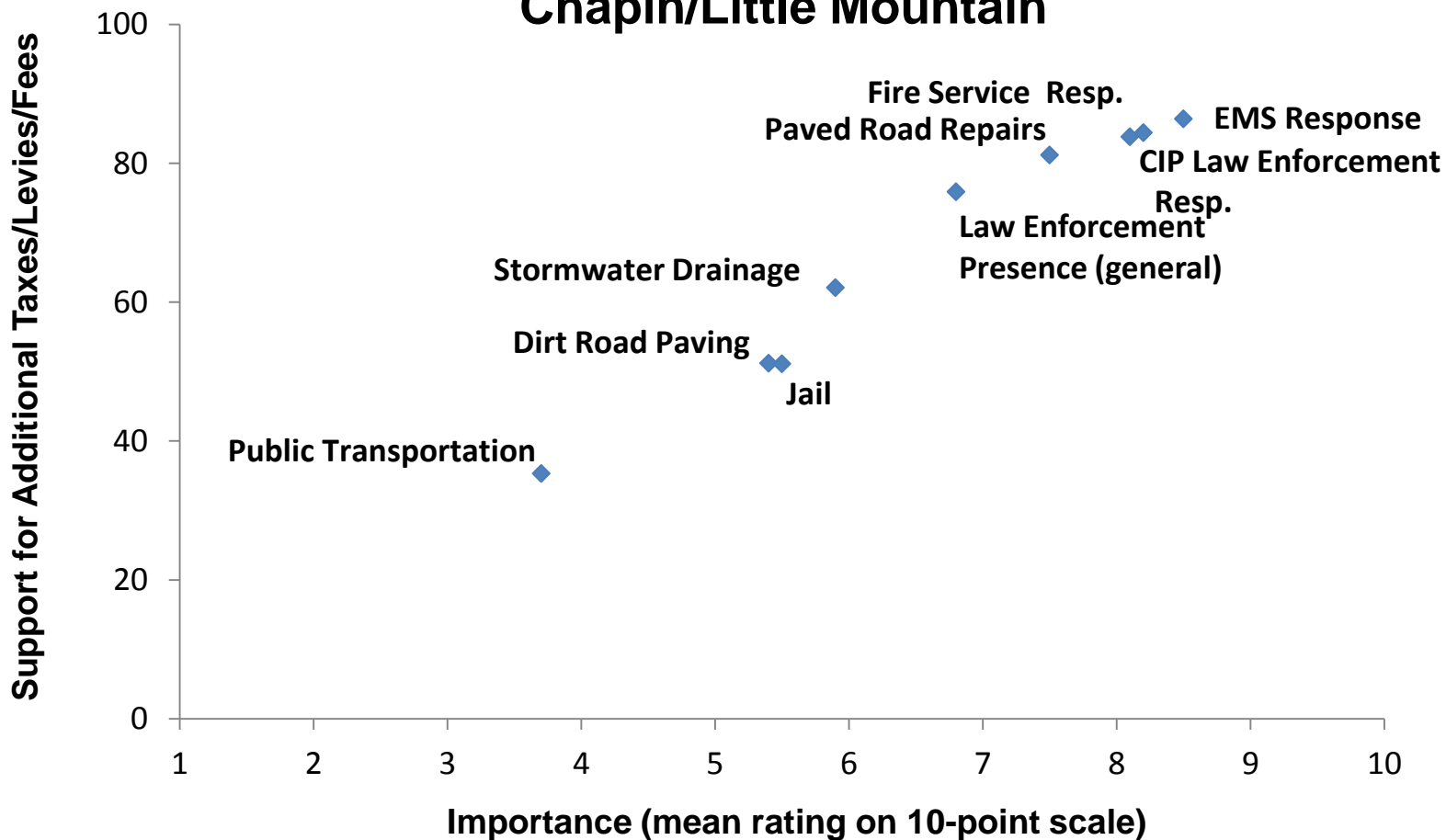
Top Concerns and Priorities

Chapin/Little Mountain Zip Codes

Most Widely Used in Past 12 Months (Q7)	Most Likely to Be Perceived as Inadequate (Q3)	Highest Priority (Q11) (mean rating on 10-point scale)	Generate the Greatest Support for Additional Taxes/Levies/Fees (Q12)
Solid Waste Facility (80%)	County Road Maintenance (86%)	EMS Response (8.5)	EMS Response (86%)
Library (66%)	Public Transportation (41%)	CIP Law Enforcement Response (8.2)	CIP Law Enforcement Response (84%)
Treasurer's Office (44%)	Stormwater Maintenance (34%)	Fire Service Response (8.1)	Fire Service Response (84%)
Road Repair Request (29%)	EMS Response (27%)	Paved Road Repair (7.5)	Paved Road Repair (81%)
Magistrate (18%)	Law Enforcement (22%)	Law Enforcement (general) (6.8)	Law Enforcement (general) (76%)
911 Call (17%)	Solid Waste Services (22%)	Stormwater Drainage Improvements (5.9)	Stormwater Drainage Improvements (62%)
Engaged with LCC (16%)	Animal Services (19%)	Jail (5.5)	Dirt Road Paving (51%)



Priority and Support for Additional Taxes/Levies/Fees Chapin/Little Mountain





Sampling of Respondent Comments



Primary Topics for Additional Comments from Online Respondents

- Additional issues not addressed through the survey > Word counts among the 3,781 online respondents:
 - ✓ No additional comments (2,971)
 - ✓ Law enforcement/Sheriff/Police/Crime (230)
 - ✓ Roads (227)
 - ✓ Traffic (193)
 - ✓ EMS (156)
 - ✓ Council (156)



Additional Comments:

"The county is years behind in all aspects of law enforcement, fire, EMS and 911 center. The county has failed to keep up with the growth in these services."

"We have been pleased with the responsiveness of Lexington County law enforcement personnel – especially outreach to our neighborhood association."

"Child welfare and public safety are of the highest importance. We have too many children who are dying, abused, or neglected . . . Law enforcement and DSS are over-worked and underpaid. Please spend my tax dollars toward something beneficial to help children in need. Thank you for your time!"

"Please keep our Law Enforcement, EMS, and Fire Services the best they can be. Major improvements have already been seen in Law Enforcement and response times for emergency services. Please keep these moving in the right direction."

". . . I strongly feel that the Sheriff's Department needs a stronger presence in the entire county. This alone will reduce crime . . ."

"The increasing population is not seeing a sizeable increase in police, fire and EMS."

"There has been an increase in crime. We need more police."



Additional Comments:

“ . . . You MUST fix our roads!”

“I want safe roads. The potholes have become dangerous as well as being damaging for cars almost daily . . .”

“Expand our roads to stop congestion.”

“Alternative funding needs to be a consideration of the Council. Other counties of the state, as well as other states, are keeping up with the needs of public service and roads without increasing property taxes. This is something that Lexington County has dropped the ball on and needs to be looked at.”

“Overall, the County does a pretty good job but needs to focus more on roads and traffic issues.”

“We need better road maintenance. If the penny tax were for roads only, I’d pay for it. Nothing else.”

“ROADS, ROADS, ROADS!!!! County Council must pay attention to how added neighborhoods and businesses will increase traffic congestion and plan for that congestion AHEAD of time. PLEASE.”



Additional Comments:

"If we want to keep Lexington County the safest county, we must invest in improving manpower and infrastructure in regards to Fire, Police, and EMS."

"I feel that the fire and EMS need help."

"Abuse of 911 EMS calls. Those abusing (citizens being transported to ERs more than 12 times a month) need to be prosecuted. Mental health in Lexington County is an issue for public safety and ERs. A cost effective and proficient system is needed."

"My greatest concern is the lack of budget for first responders (police, fire, EMS)."

". . . I think you are doing a good job. This is a great place to raise a family."

"County Council needs to be more open with information."

"The County Council has to get out of the 20th Century and catch up in the 21st Century. Explore how other jurisdictions, in other states, have tackled and solved these issues. They are leading us into a crisis of unplanned growth for future generations to solve."

"We need a County Council that listens to County residents."



Additional Comments:

“The removal of dilapidated business signs along 378/Sunset and Highway 1 should be a priority for Lexington County. These roads are a gateway to the County and they give one a bad impression of the county.”

“Please slow down the housing developers in this area. We are getting over-crowded and our County is allowing it to happen. Give more restrictions to developers and maybe we can overcome what has happened to the once-before-great small town. Houses on top of houses is not what we need or we are going to turn into a crime-driven area just like the once-before-thriving Bush River Road and now you see Harbison moving in that direction. Why can't this County see this? Please don't push out the Lexington Natives. If you haven't noticed, they are the ones supporting this great county. Please open your EYES!”

“I think Lexington County should: 1) Collect email addresses from all residents interested in learning about county issues, crimes, changes in policy, etc.; 2) make it easier for residents to notify the County of issues they wish to report, like road potholes, stray animals, crime concerns, etc.; 3) if fees are increased for services, then those fees should be used only for that department. If there is a surplus, then discontinue the fees. The use of monies for services should be audited very carefully so things like what happened in Richland County won't happen here . . .”



Additional Comments:

“There should be a flat tax on all new construction, commercial and residential. This would be based on square footage and help create funding for public safety (fire/EMS) and also to be used for road repairs. Fix the traffic problems today rather than 10 years from now. As many dirt roads as there are, many of them are not needed to be paved due to the rural setting. These should be based on where a large subdivision is rather than two houses on a 5 mile road in the middle of nowhere. And a lot of them are in better condition than the paved ones at this point anyway.”

“Unequal distribution of tax dollars – I feel as though some of the most underserved areas of Lexington County are slighted due to socio-economic status-based segregation . . . It would be beneficial to improve the roads, offer a public transportation service (many people have unreliable modes of transportation which affects their ability to work regularly), and increase police presence in these areas that need it most. Thank you all for your work.”



Additional Comments:

“Traffic/Roads and new construction (homes and businesses) decisions. Speed limits; traffic lights; sending fire trucks to car accidents – cost effectiveness?”

“I can only re-state the urgency to address the stormwater drainage issue which has created dangerous sinkholes on my property. This was a problem PRIOR to the October floods. I am concerned for the integrity of my home’s foundation, the safety of my children, and the property value of my home.”

“Lexington County continues to operate from an old time perspective. The enormous growth in the last ten years has made it obvious the County desperately needs to meet the standards required for roads and drainage. Without being addressed, a crippling effect will occur.”



Respondent Profile

Respondent Age

Age							
	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
18 to 23	NA	0.8%	1.2%	0.2%	0.4%	0.7%	0.3%
24 to 34	10.2	12.2	11.8	8.8	11.7	13.6	6.9
35 to 44	21.2	19.2	14.8	9.7	15.7	15.8	13.5
45 to 54	15.4	21.6	18.1	17.4	20.4	21.7	22.8
55 to 64	30.0	22.7	26.8	25.7	26.2	29.4	20.1
65 or Older	23.2	23.4	27.3	38.2	25.6	18.8	36.3

Respondent Gender

Gender							
	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Male	45.0%	49.8%	48.4%	53.5%	46.6%	52.9%	51.8%
Female	55.0	50.2	51.6	46.5	53.4	47.1	48.2

Length of Time Living in Lexington County

Time as a Resident of Lexington County

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
1 Year or Less	1.0%	2.6%	2.8%	1.7%	0.8%	1.1%	5.0%
2 to 5 Years	8.4	11.7	6.7	9.7	6.3	4.0	14.2
6 to 10 Years	11.0	12.8	8.5	12.7	5.9	11.8	13.9
11 to 20 Years	19.4	20.4	16.4	19.4	14.5	15.4	21.1
More than 20 Years	60.2	52.4	65.5	56.3	72.4	67.3	45.5
Not Sure	0.0	0.1	0.1	0.2	0.0	0.4	0.3

Area of Residence

Area of Residence							
	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Suburban	55.4%	67.4%	69.4%	85.8%	10.0%	14.0%	40.6%
Rural	25.8	19.4	9.8	3.0	83.8	82.0	53.5
Urban	15.2	11.3	17.7	10.3	3.7	0.7	3.0
Not Sure/No Answer	3.6	1.9	3.0	0.9	2.5	3.3	3.0

Own or Rent Home?

Own or Rent Home?

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Own	88.6%	92.2%	87.5%	92.5%	92.4%	87.9%	95.0%
Rent	9.0	5.3	9.3	5.8	3.7	5.1	3.0
Neither	1.4	0.8	1.2	0.0	2.5	2.2	0.3
Prefer Not to Answer	1.0	1.7	2.0	1.7	1.4	4.8	1.7

Size of Household

Size of Household							
	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
One	10.4%	12.1%	18.8%	14.4%	11.2%	15.1%	9.2%
Two	36.4	40.0	45.7	53.4	45.8	37.9	52.5
Three	23.0	20.6	16.5	14.7	16.6	21.3	13.2
Four	18.8	16.9	11.5	11.8	16.4	14.7	14.5
Five or More	10.2	8.4	5.3	3.4	7.8	7.8	9.3
Prefer Not to Answer	1.2	1.9	2.2	2.4	2.2	3.3	1.3

Ethnicity

Ethnicity of Respondent

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Caucasian	78.6%	87.5%	82.8%	82.3%	90.2%	83.5%	89.1%
African American	9.8	2.4	5.9	5.6	1.2	4.0	0.3
Hispanic	1.2	0.6	0.8	1.3	0.6	0.0	0.0
Asian/Pacific Islander	0.2	0.7	0.3	0.4	0.2	0.4	1.0
A Combination	4.6	1.3	2.0	1.7	1.4	2.2	2.6
Something Else	2.6	0.7	1.3	0.7	0.2	1.1	0.3
Prefer not to answer	3.0	6.8	6.9	8.0	6.1	8.8	6.6

Household Income

Household Income

	<u>Total</u>	<u>Lexington</u>	<u>Cayce/ West Columbia</u>	<u>Irmo/ Dutch Fork</u>	<u>Western Lex. Cty.</u>	<u>Southeast Lex. Cty.</u>	<u>Chapin/ Little Mtn.</u>
	(N=500)	(N=1919)	(N=762)	(N=536)	(N=489)	(N=272)	(N=303)
Under \$35,000	11.0%	6.8%	10.0%	6.7%	9.8%	20.2%	3.3%
\$35,000 to \$49,999	13.6	11.7	13.1	7.3	13.3	15.8	7.6
\$50,000 to \$74,999	17.4	15.7	20.5	19.0	18.0	23.2	14.2
\$75,000 to \$99,999	14.2	17.9	18.9	17.2	18.0	12.5	16.8
\$100,000 to \$149,999	17.2	19.7	13.9	19.2	13.9	10.3	20.1
\$150,000 or More	8.8	10.3	4.7	9.9	8.6	1.1	15.2
Prefer not to say	17.8	17.9	18.9	20.7	18.4	16.9	22.8



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Thank you!