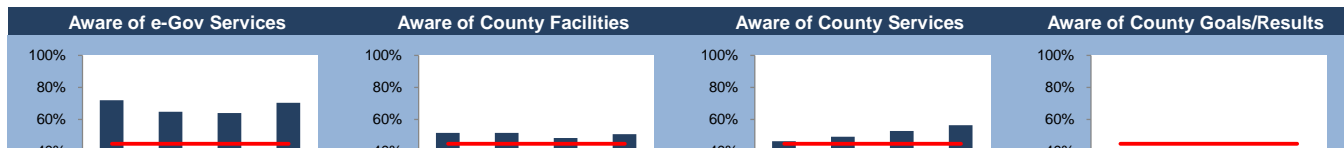
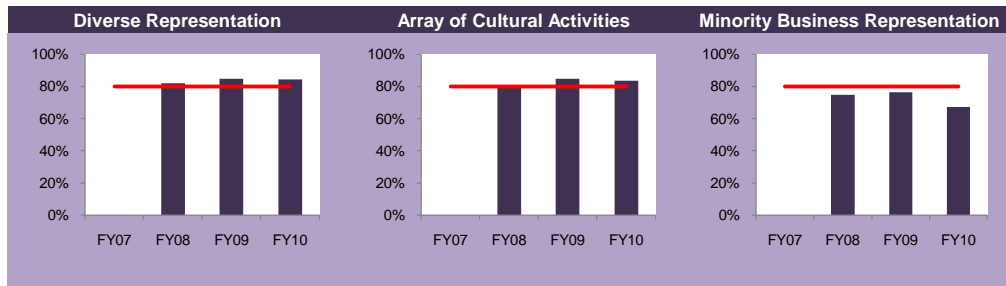
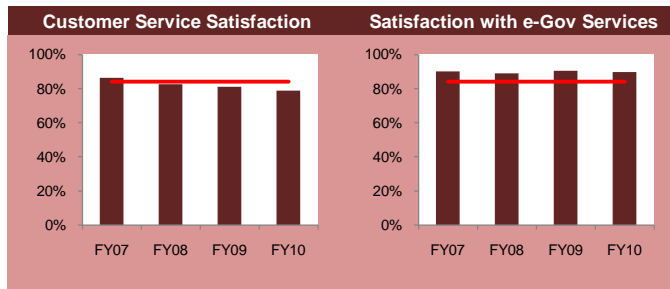
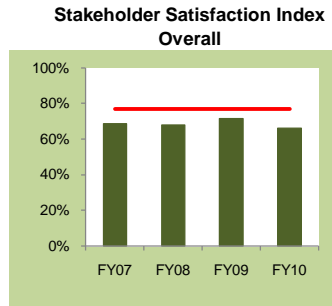
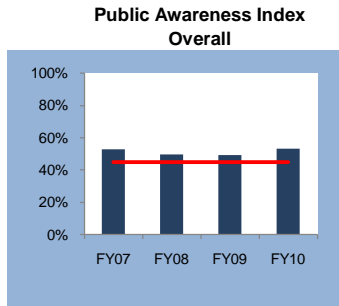
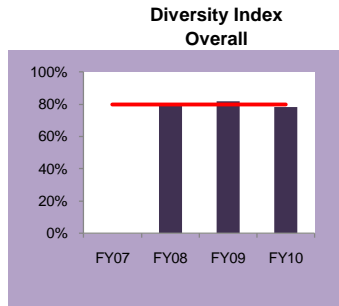
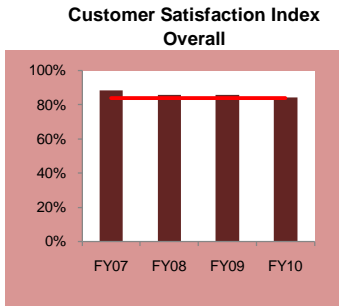
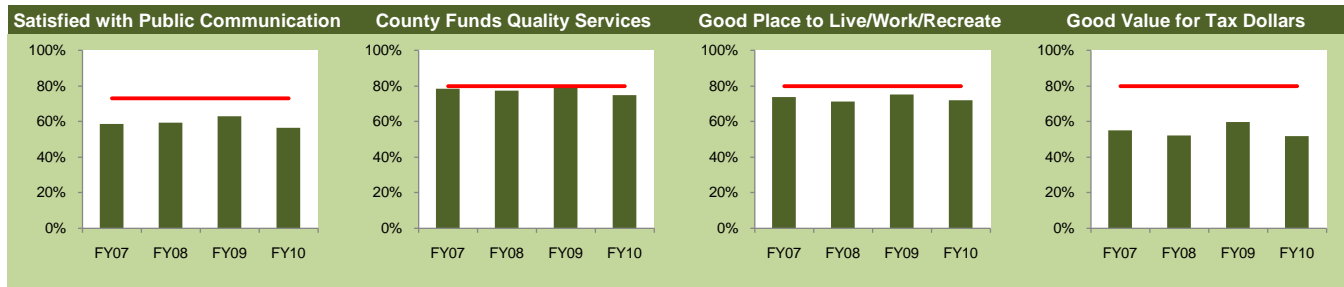
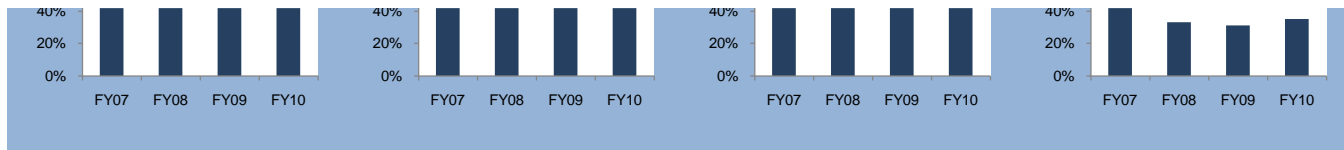


2010 Community Survey - Performance Overview

— Denotes Target





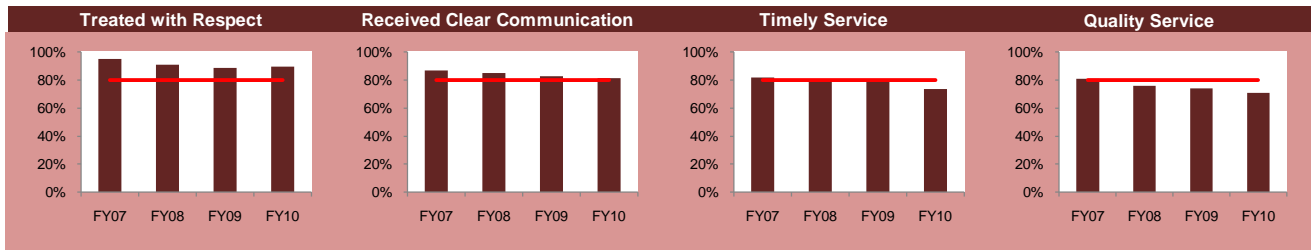
Customer Satisfaction Index - Overview

The Customer Satisfaction Index is composed of the following two equally weighted categories that reflect the percentage of respondents expressing a favorable opinion of:

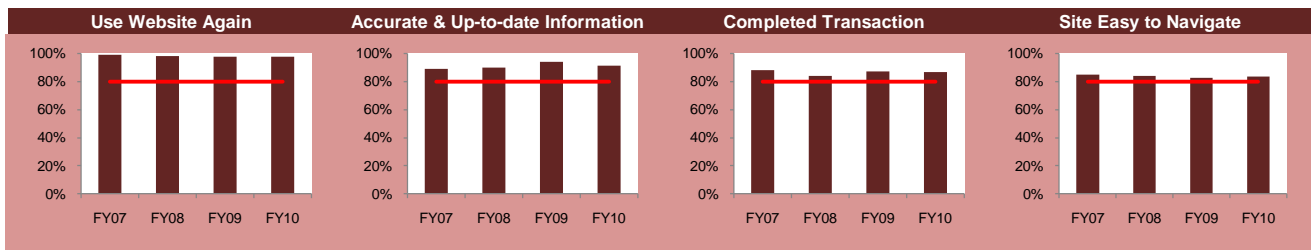
- 1) **Customer Service Satisfaction** - Being treated with respect, receiving clear communication, timely service and quality service by County employees;
- 2) **Satisfaction with e-Gov Services** - Using the County's website again, the site having accurate and up-to-date information, successfully completing their transaction online and believing the site was easy to navigate.

— Denotes Target

Customer Service Satisfaction



Satisfaction with e-Gov Services



Customer Satisfaction Index (Customer Service) by Demographic

| Measure | Gender | | Race | | | Education | | Income | |
|--|--------|--------|------------------|-------|-----------------|--------------------|-----------|------------|-----------|
| | Male | Female | African American | White | Hispanic/Latino | < College Graduate | College + | < \$50,000 | \$50,000+ |
| Treated with respect | 85% | 95% | 98% | 87% | 83% | 87% | 92% | 91% | 89% |
| Communication was clear | 77% | 85% | 87% | 81% | 75% | 76% | 85% | 84% | 77% |
| Service provided in timely manner | 73% | 74% | 80% | 73% | 75% | 68% | 79% | 74% | 75% |
| Service quality met or exceeded expectations | 66% | 76% | 82% | 67% | 75% | 66% | 75% | 74% | 70% |

Customer Satisfaction Index (eGovernment) by Demographic

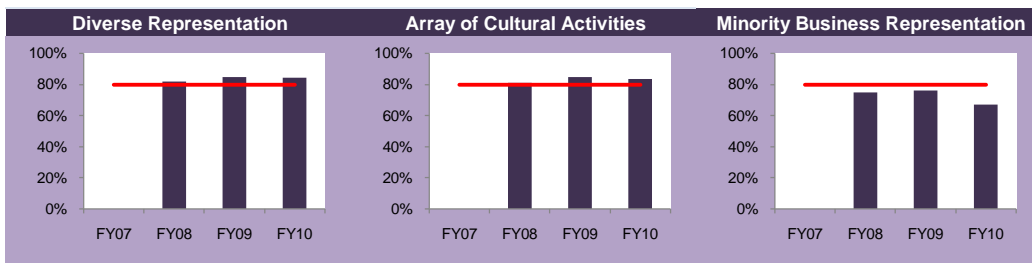
| Measure | Gender | | Race | | | Education | | Income | |
|-----------------------------------|--------|--------|------------------|-------|-----------------|--------------------|-----------|------------|-----------|
| | Male | Female | African American | White | Hispanic/Latino | < College Graduate | College + | < \$50,000 | \$50,000+ |
| Would use website again | 100% | 97% | 100% | 98% | 100% | 100% | 98% | 98% | 99% |
| Accurate & up-to-date information | 92% | 90% | 93% | 89% | 100% | 88% | 93% | 90% | 91% |
| Completed transaction | 92% | 85% | 87% | 87% | 100% | 88% | 88% | 87% | 89% |
| Site easy to navigate | 82% | 76% | 81% | 78% | 67% | 76% | 80% | 71% | 80% |

Diversity Index - Overview

The Diversity Index is composed of three equally weighted categories that reflect the percentage of respondents expressing a favorable opinion of:

- 1) **Diverse Representation** - Having diverse ethnic and racial representation in the community;
- 2) **Array of Cultural Activities** - Having an array of diverse cultural activities in the community;
- 3) **Minority Business Representation** - Having minority owned business well represented in the community.

— Denotes Target



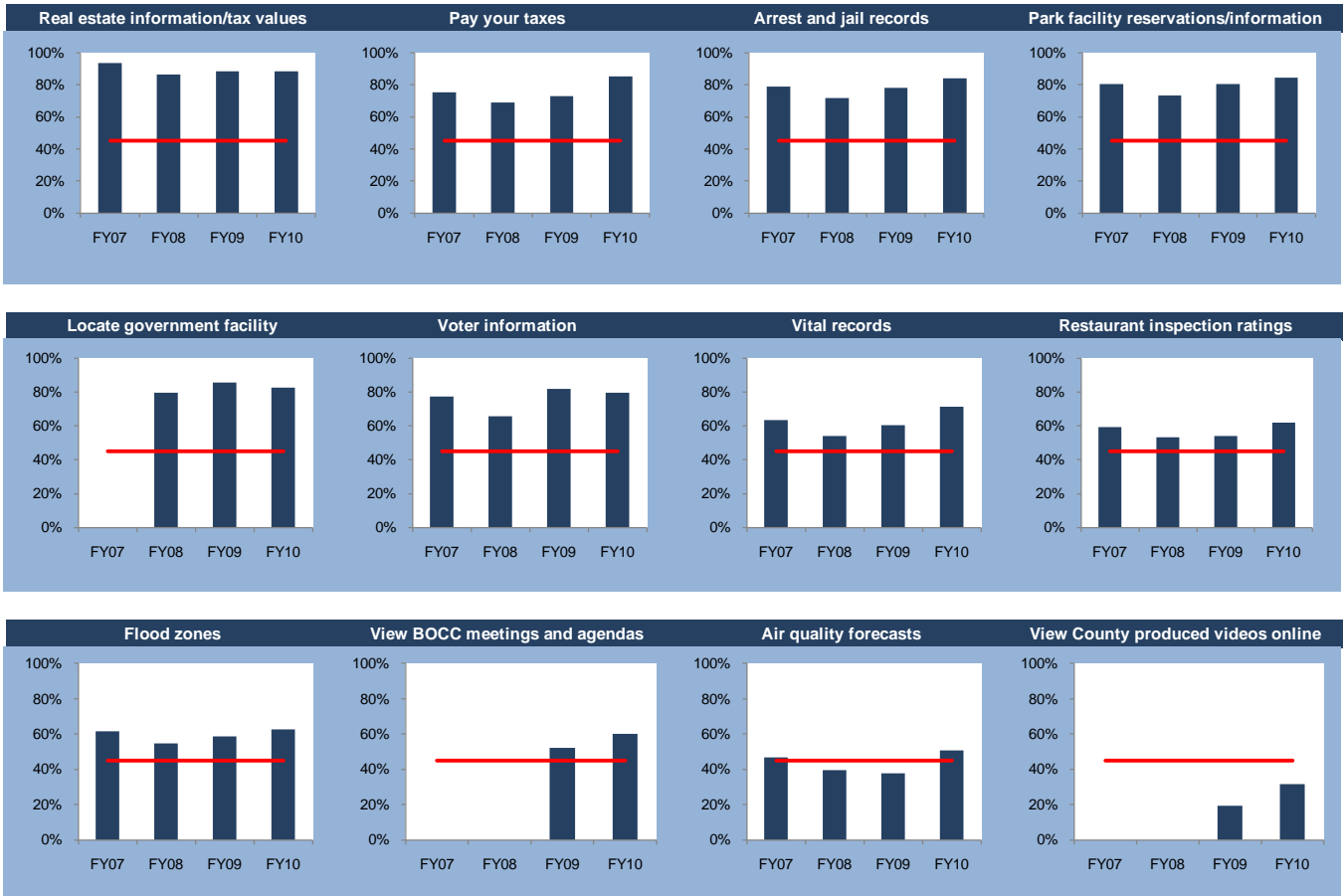
Diversity Index by Demographic

| Measure | Gender | | Race | | | Education | | Income | |
|----------------------------------|--------|--------|------------------|-------|-----------------|--------------------|-----------|------------|-----------|
| | Male | Female | African American | White | Hispanic/Latino | < College Graduate | College + | < \$50,000 | \$50,000+ |
| Diverse Representation | 72% | 70% | 57% | 84% | 43% | 67% | 75% | 64% | 75% |
| Array of Cultural Activities | 71% | 67% | 58% | 81% | 40% | 66% | 72% | 64% | 72% |
| Minority Business Representation | 48% | 46% | 32% | 58% | 40% | 47% | 47% | 46% | 48% |

Public Awareness Index - e-Gov Services

The e-Gov Services component of the Public Awareness Index includes the online services listed in the charts below. Each chart reflects the percentage of respondents that had used or were aware of each of the County's online services.

— Denotes Target



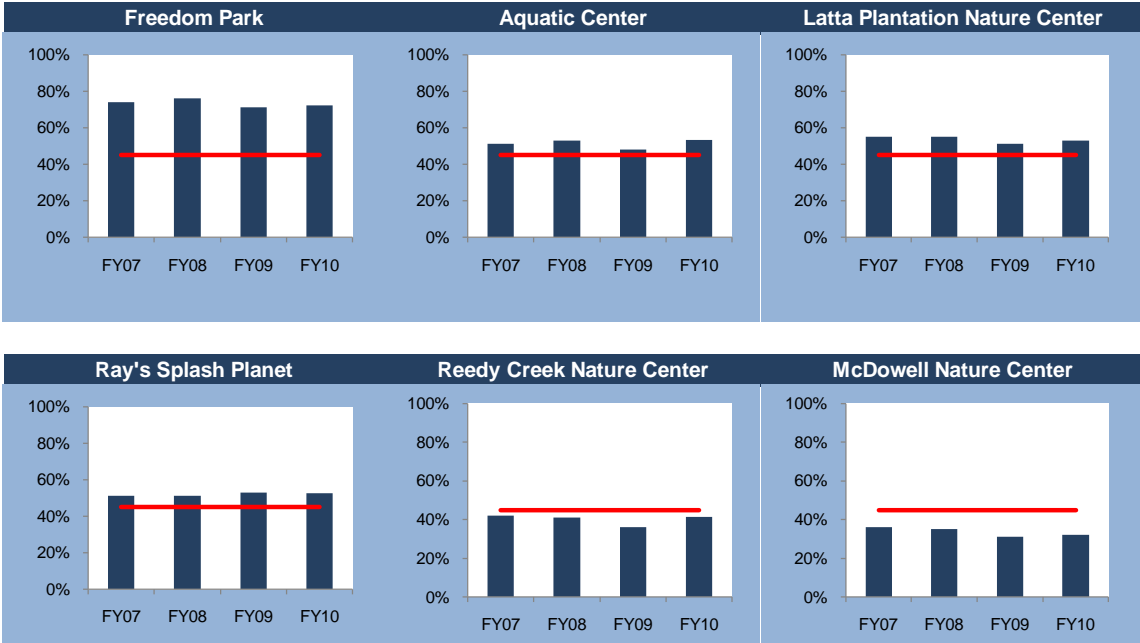
Awareness of e-Government Services by Demographic

| Measure | Gender | | Race | | | Education | | Income | |
|-------------------------------------|--------|--------|------------------|-------|-----------------|--------------------|-----------|------------|-----------|
| | Male | Female | African American | White | Hispanic/Latino | < College Graduate | College + | < \$50,000 | \$50,000+ |
| Real estate information/tax values | 89% | 88% | 84% | 91% | 88% | 84% | 91% | 82% | 91% |
| Pay your taxes | 85% | 86% | 89% | 84% | 85% | 84% | 86% | 86% | 86% |
| Arrest and jail records information | 87% | 82% | 91% | 81% | 82% | 87% | 82% | 86% | 82% |
| Locate a government facility | 81% | 84% | 83% | 84% | 82% | 79% | 85% | 74% | 87% |
| Voter information | 80% | 80% | 79% | 81% | 73% | 76% | 82% | 72% | 83% |
| Vital Records | 72% | 71% | 75% | 68% | 79% | 73% | 70% | 67% | 73% |
| Restaurant inspection ratings | 63% | 61% | 69% | 59% | 64% | 67% | 59% | 60% | 63% |
| Flood zones | 69% | 57% | 55% | 65% | 73% | 59% | 65% | 50% | 68% |
| View BOCC meetings and agendas | 64% | 57% | 61% | 62% | 46% | 54% | 64% | 55% | 61% |
| Air quality forecasts | 51% | 51% | 51% | 48% | 55% | 49% | 52% | 46% | 51% |
| View County produced videos online | 36% | 28% | 35% | 28% | 43% | 36% | 29% | 34% | 29% |

Public Awareness Index - County Facilities

The County Facilities component of the Public Awareness Index includes the following Park & Recreation facilities. Each chart reflects the percentage of respondents familiar with the County

— Denotes Target



Awareness of Park & Recreation Facilities by Demographic

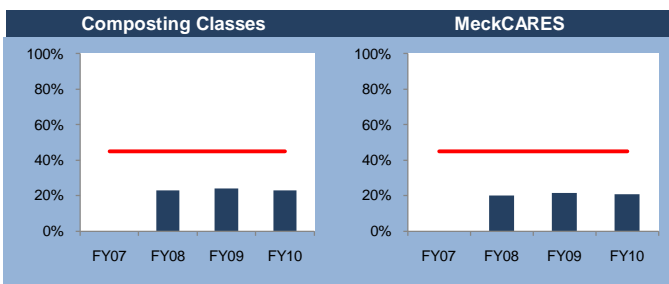
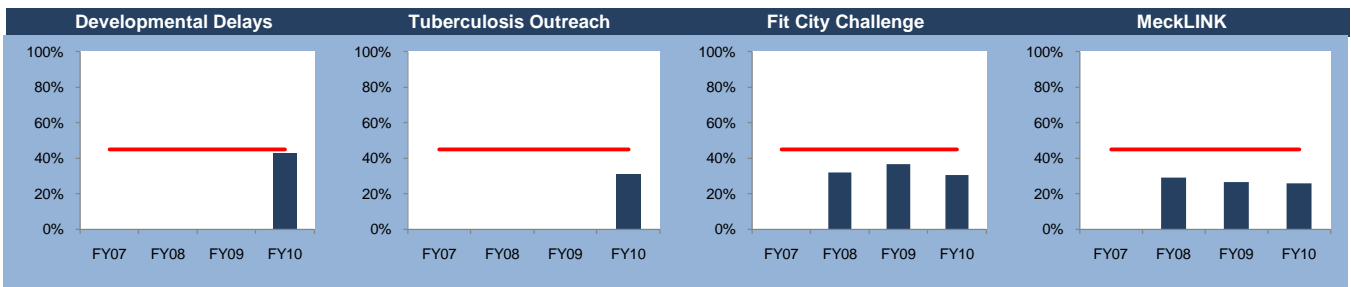
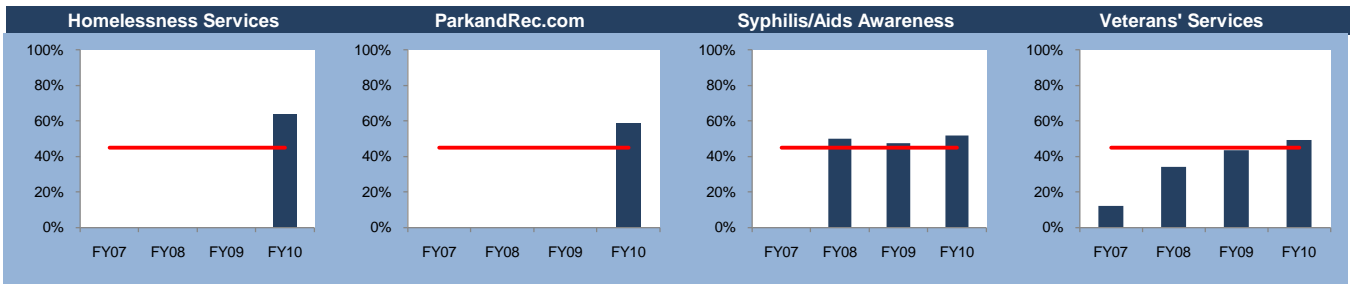
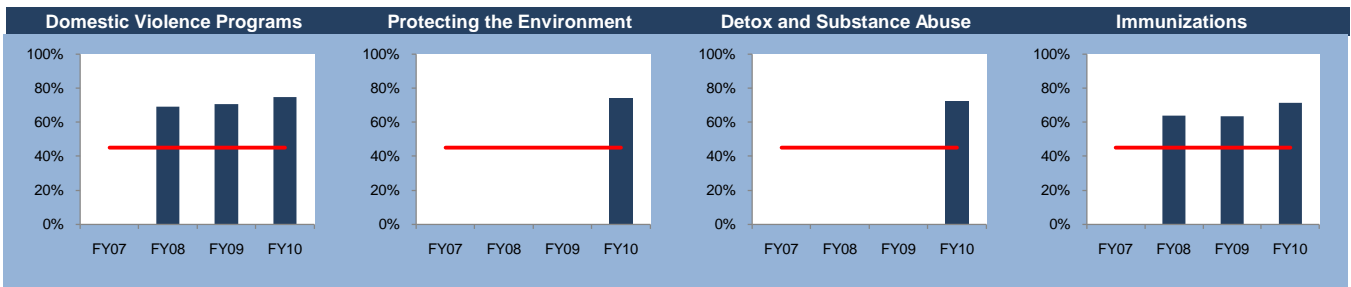
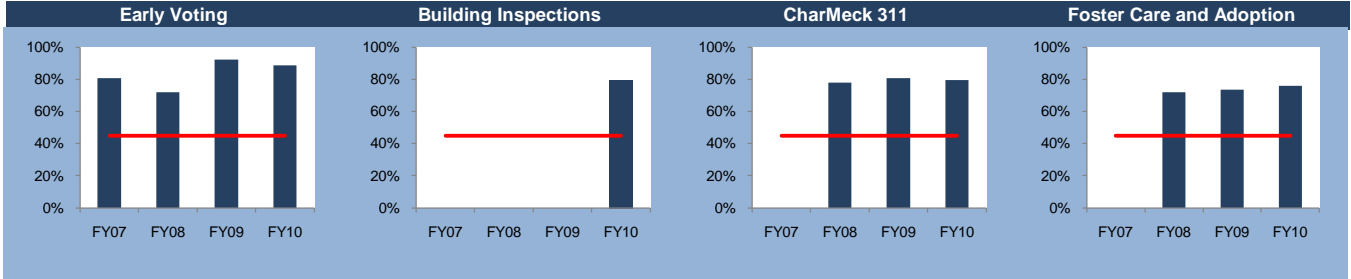
| Measure | Gender | | Race | | | Education | | Income | |
|--------------------------------|--------|--------|------------------|-------|-----------------|--------------------|-----------|------------|-----------|
| | Male | Female | African American | White | Hispanic/Latino | < College Graduate | College + | < \$50,000 | \$50,000+ |
| Freedom Park | 71% | 73% | 73% | 78% | 45% | 67% | 79% | 66% | 78% |
| Aquatic Center | 52% | 55% | 58% | 55% | 39% | 47% | 61% | 46% | 59% |
| Latta Plantation Nature Center | 50% | 56% | 50% | 60% | 28% | 45% | 63% | 44% | 60% |
| Ray's Splash Planet* | 49% | 56% | 64% | 53% | 38% | 52% | 54% | 42% | 60% |
| Reedy Creek Nature Center | 39% | 44% | 50% | 40% | 28% | 38% | 45% | 39% | 45% |
| McDowell Nature Center | 31% | 34% | 32% | 34% | 28% | 29% | 37% | 29% | 36% |

* Based on target population of respondents who have at least one child living in the household.

Public Awareness Index - County Services

The County Services component of the Public Awareness Index includes the following services. Each chart reflects the percentage of respondents that were aware of each County service.

— Denotes Target



Awareness of Community Services & Programs by Demographic

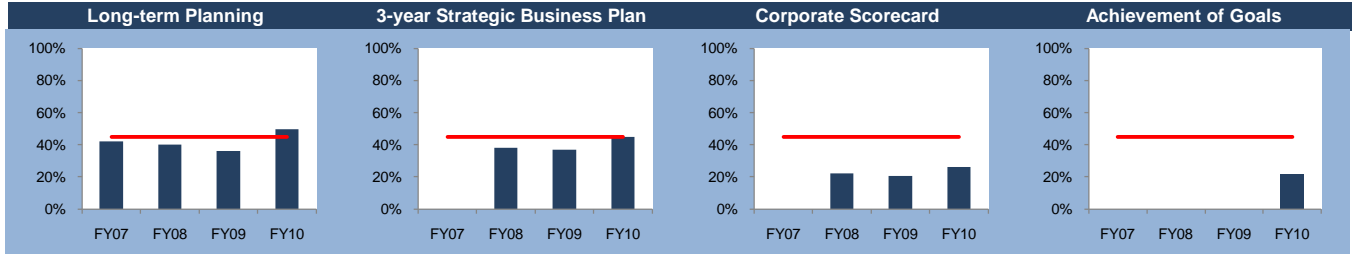
| Measure | Gender | | Race | | | Education | | Income | |
|-----------------------------------|--------|--------|------------------|-------|-----------------|--------------------|-----------|------------|-----------|
| | Male | Female | African American | White | Hispanic/Latino | < College Graduate | College + | < \$50,000 | \$50,000+ |
| Early voting | 86% | 91% | 90% | 94% | 71% | 85% | 94% | 85% | 92% |
| Building Inspections | 83% | 77% | 74% | 86% | 64% | 76% | 84% | 75% | 83% |
| CharMeck 311 | 76% | 83% | 83% | 80% | 70% | 76% | 84% | 80% | 81% |
| Foster Care and adoption programs | 72% | 80% | 88% | 74% | 60% | 76% | 76% | 75% | 78% |
| Protect the Environment | 71% | 78% | 78% | 74% | 75% | 76% | 73% | 78% | 72% |
| Detox and substance abuse | 75% | 74% | 70% | 78% | 65% | 72% | 77% | 73% | 76% |
| Immunizations | 70% | 75% | 81% | 70% | 68% | 73% | 72% | 75% | 71% |
| Homelessness services | 66% | 77% | 71% | 73% | 68% | 70% | 72% | 71% | 71% |
| ParkandRec.com | 63% | 65% | 65% | 67% | 49% | 64% | 64% | 62% | 64% |
| Syphilis/Aids awareness | 55% | 62% | 65% | 59% | 42% | 51% | 67% | 54% | 63% |
| Syphilis/Aids awareness | 50% | 54% | 63% | 47% | 55% | 52% | 52% | 58% | 48% |
| Veterans' services* | 48% | 50% | 52% | 46% | 88% | 52% | 46% | 54% | 46% |
| Developmental delays | 36% | 50% | 50% | 40% | 42% | 46% | 40% | 47% | 39% |
| Tuberculosis outreach | 31% | 32% | 41% | 27% | 30% | 34% | 28% | 35% | 27% |
| Fit City Challenge | 29% | 32% | 34% | 30% | 23% | 29% | 32% | 27% | 32% |
| MeckLINK | 25% | 27% | 38% | 20% | 31% | 31% | 21% | 29% | 23% |
| Composting classes | 22% | 24% | 19% | 27% | 14% | 21% | 25% | 24% | 20% |
| MeckCARES | 19% | 23% | 32% | 15% | 22% | 23% | 18% | 22% | 19% |

* Based on target population of veterans or family members of veterans

Public Awareness Index - County's Goals & Results

The County's Goals & Results component of the Public Awareness Index gauges citizen awareness of the following. Each chart reflects the percentage of respondents that were aware of or had heard about the County's goals and results.

— Denotes Target



Awareness of County Goals & Performance by Demographic

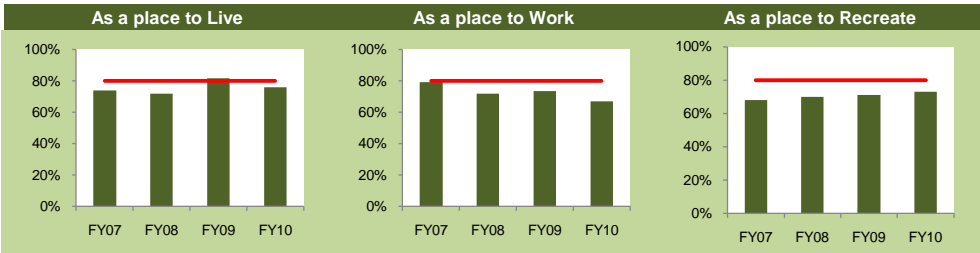
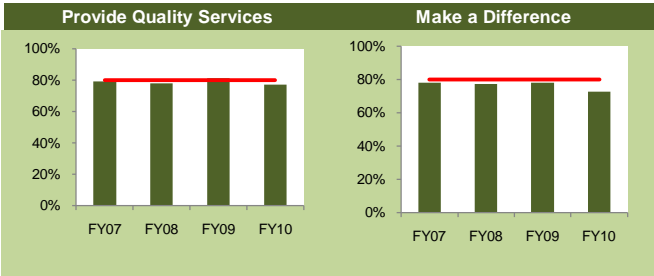
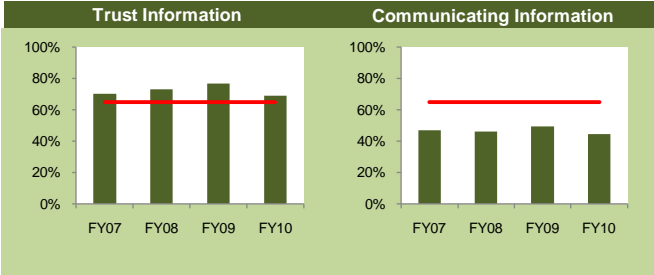
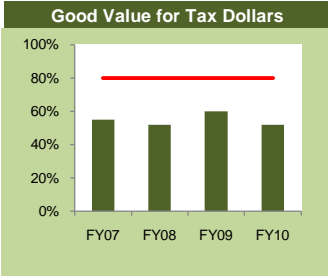
| Measure | Gender | | Race | | | Education | | Income | |
|--------------------------------|--------|--------|------------------|-------|-----------------|--------------------|-----------|------------|-----------|
| | Male | Female | African American | White | Hispanic/Latino | < College Graduate | College + | < \$50,000 | \$50,000+ |
| Long-term planning | 48% | 52% | 48% | 53% | 27% | 44% | 56% | 49% | 49% |
| 3-year Strategic business plan | 46% | 44% | 47% | 48% | 18% | 41% | 50% | 40% | 48% |
| Corporate Scorecard | 26% | 26% | 29% | 26% | 12% | 25% | 28% | 26% | 26% |
| Achievement of goals | 19% | 23% | 25% | 20% | 12% | 24% | 18% | 25% | 17% |

Stakeholder Satisfaction Index

The Stakeholder Satisfaction Index is comprised of four weighted components:

- 1) Good Value for Tax Dollars (10%) - perceptions of receiving good value for their tax dollars;
- 2) Satisfaction with Public Communication (30%) - perceptions of trust in the information received from the County and the job the County does communicating information to the public;
- 3) Fund Quality Services (30%) - perceptions of the County providing quality services and funding services that make a difference in the community;
- 4) Attaining the County's Vision (30%) - perceptions of the County being a good place to Live, Work and Recreate.

— Denotes Target



Stakeholder Satisfaction Index by Demographic

| Measure | Gender | | Race | | | Education | | Income | |
|---|--------|--------|------------------|-------|-----------------|--------------------|-----------|------------|-----------|
| | Male | Female | African American | White | Hispanic/Latino | < College Graduate | College + | < \$50,000 | \$50,000+ |
| Good value for tax dollars | 47% | 56% | 46% | 54% | 56% | 48% | 56% | 52% | 51% |
| Trust information I receive from the County | 67% | 71% | 70% | 65% | 81% | 67% | 71% | 69% | 70% |
| Communicating information to the public | 43% | 46% | 49% | 41% | 52% | 46% | 42% | 50% | 41% |
| Provides quality services | 77% | 77% | 78% | 77% | 75% | 77% | 78% | 76% | 77% |
| Fund services that make a difference | 74% | 72% | 70% | 75% | 65% | 69% | 77% | 71% | 75% |
| Good place to LIVE | 72% | 80% | 75% | 80% | 52% | 71% | 81% | 73% | 78% |
| Good place to WORK | 68% | 66% | 60% | 73% | 55% | 63% | 72% | 58% | 74% |
| Good place to RECREATE | 71% | 75% | 71% | 77% | 62% | 73% | 73% | 74% | 73% |