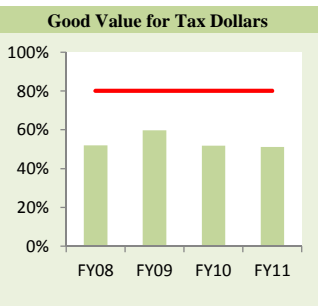
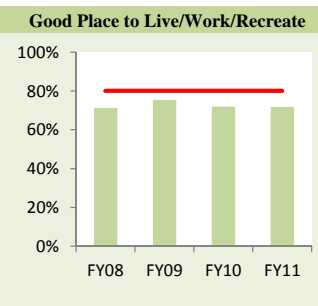
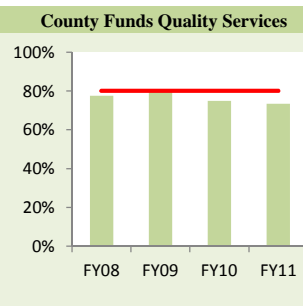
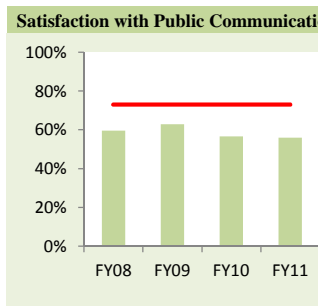
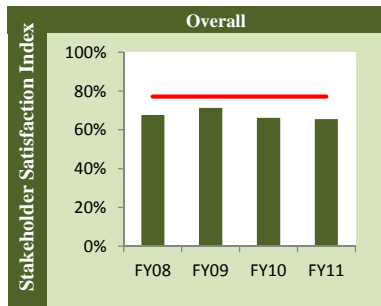
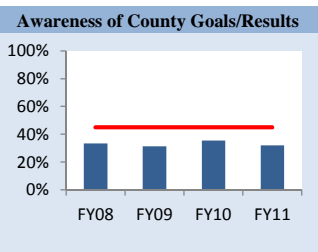
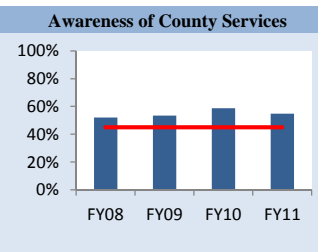
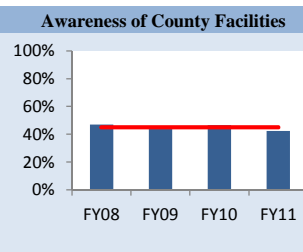
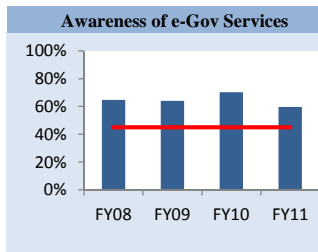
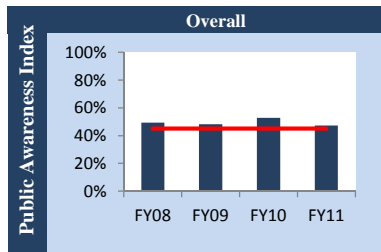
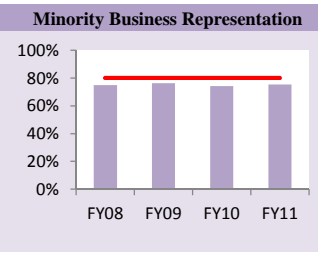
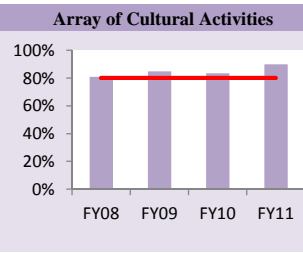
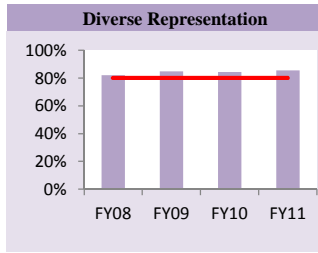
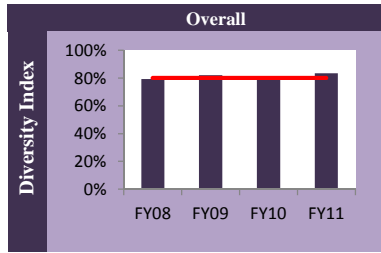


Mecklenburg County - 2011 Community Survey - Performance Summary

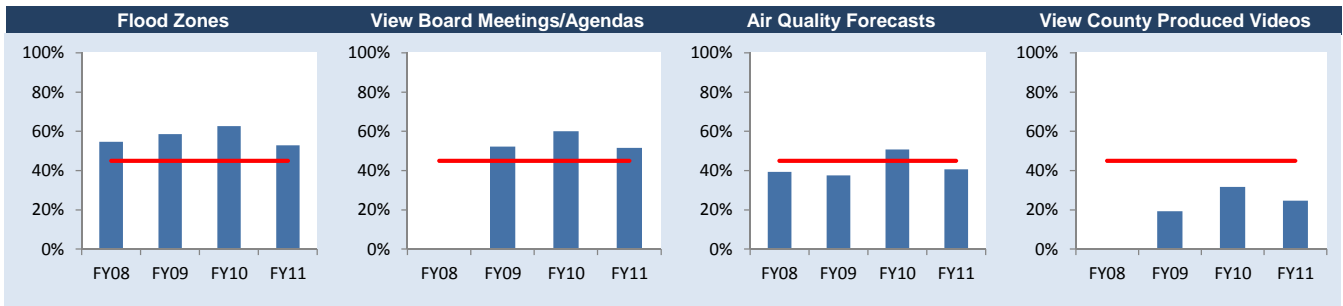
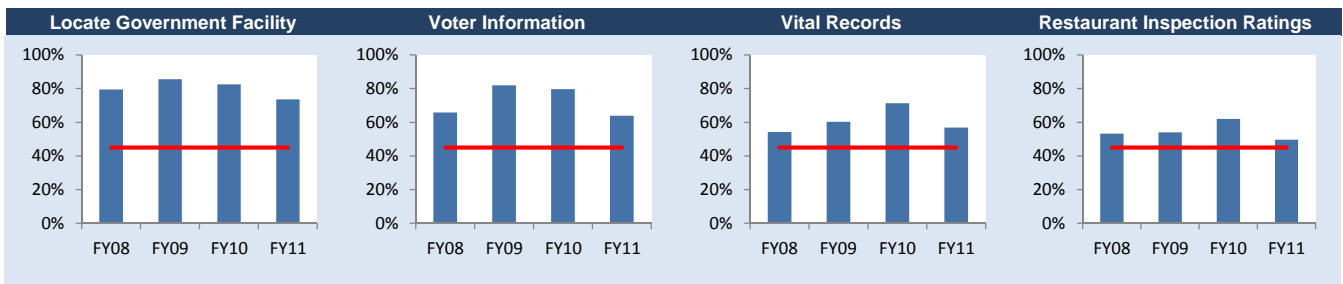
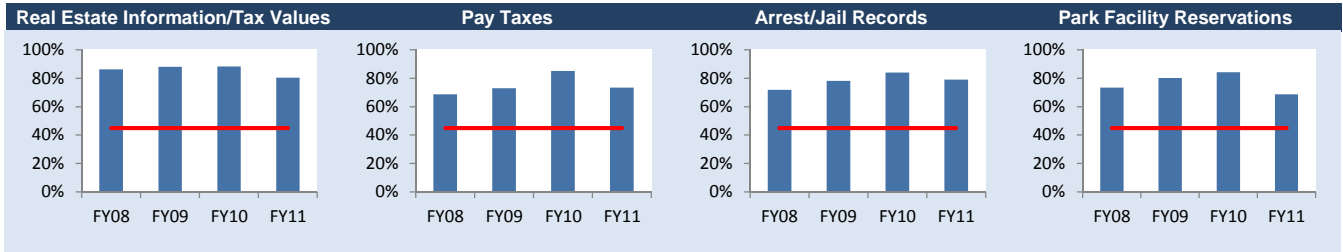
— Denotes Target



Public Awareness Index - e-Gov Services

The E-Gov Services component of the Public Awareness Index includes the following online services. The charts below reflect the percentage of respondents that had used or were aware of each service. The charts below reflect the percentage of respondents that had used or were aware of each service.

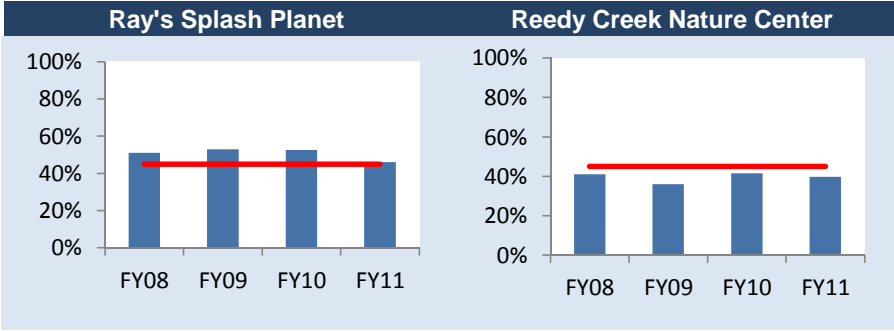
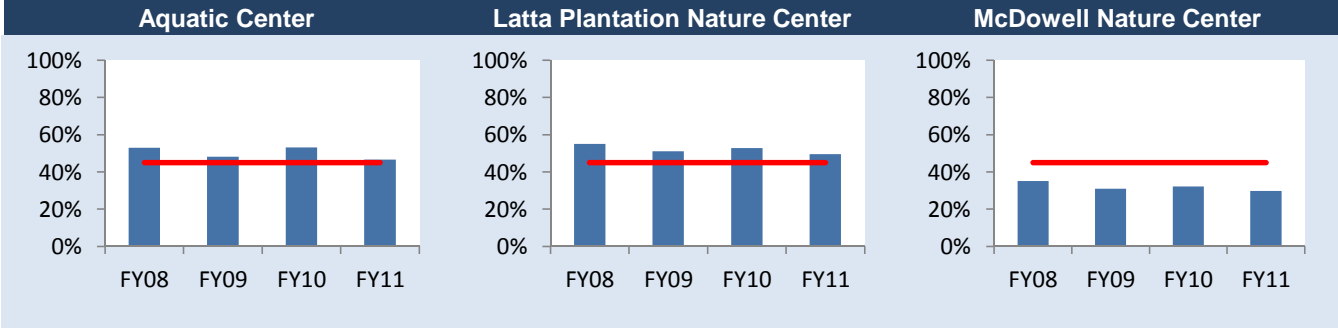
— Denotes Target



Public Awareness Index - County Facilities

The County Facilities component of the Public Awareness Index includes the following Park & Recreation facilities. The charts below reflect the percentage of respondents familiar with each

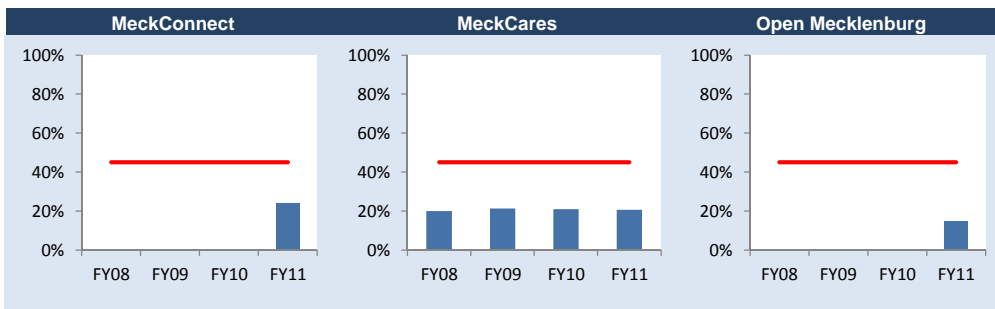
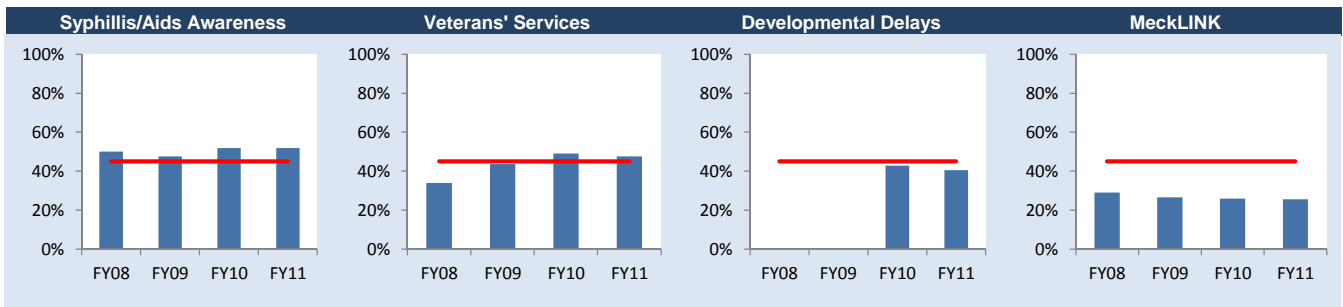
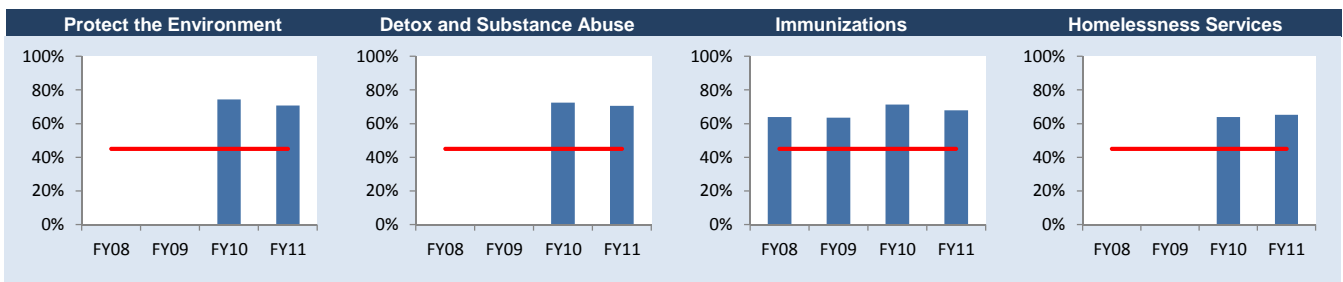
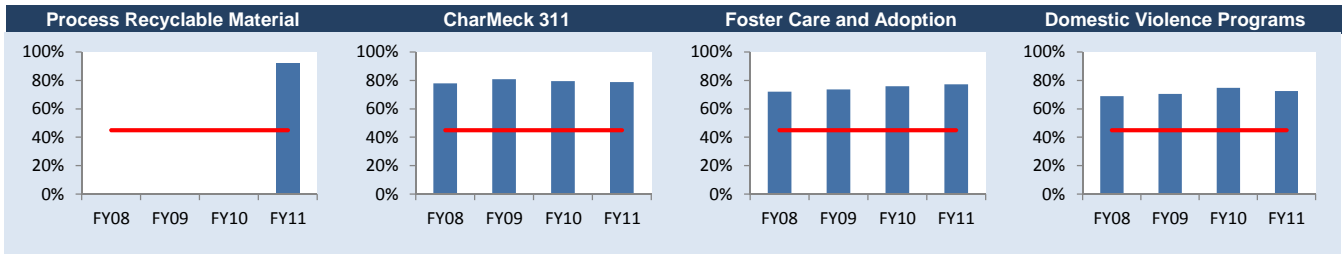
— Denotes Target



Public Awareness Index - County Services

The County Services component of the Public Awareness Index includes the following services. The charts below reflect the percentage of respondents that were aware of each service.

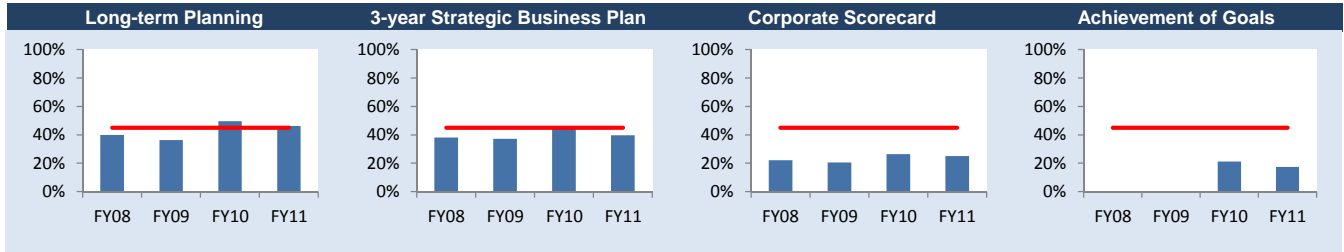
— Denotes Target



Public Awareness Index - County's Goals & Results

The County Goals & Results component of the Public Awareness Index gauges citizen awareness of the following. The charts below reflect the percentage of respondents that were aware of or had heard about each component.

— Denotes Target

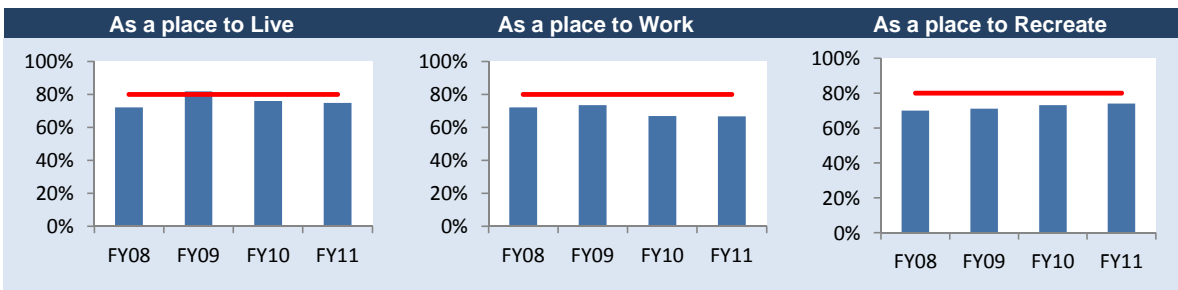
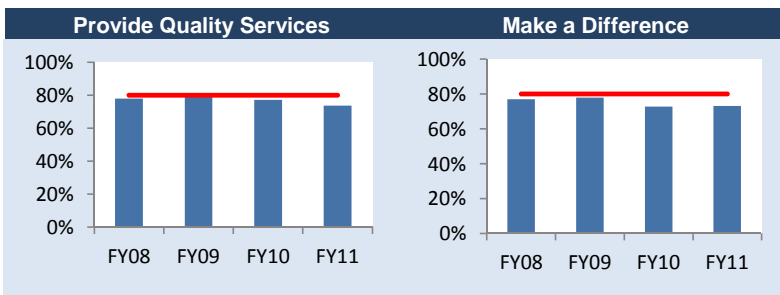
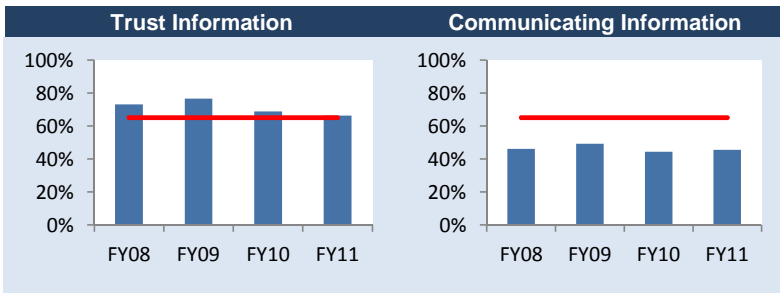
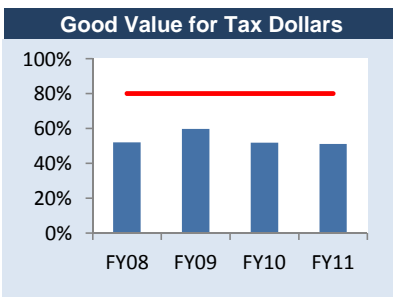


Stakeholder Satisfaction Index

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



Diversity Index

The Diversity Index is comprised of three equally weighted components:

- 1) Diverse Representation - perceptions regarding diverse ethnic and racial representation in the community;
- 2) Array of Cultural Activities - perceptions regarding an array of diverse cultural activities in the community;
- 3) Minority Business Representation - perceptions regarding the representation of minority-owned businesses in the community.

— Denotes Target

