

Public Awareness Index

Measure	% of Target	FY13 Result	FY12	FY11	FY10	FY09	FY08	Target
Public Awareness Index	129%	58%	52%	54%	61%	59%	50%	
e-Gov Services¹ (33.3%)	172%	78%	58%	60%	70%	64%	65%	
Arrest and Jail Records	196%	88%	71%	79%	84%	78%	72%	45%
Pay Your Taxes	186%	84%	68%	74%	85%	73%	69%	45%
Flood Zones	148%	66%	67%	53%	63%	59%	55%	45%
Real estate information/tax values	189%	85%	67%	81%	88%	88%	86%	45%
Park or Rec Facility Res/Info	181%	82%	65%	69%	84%	80%	74%	45%
Locate a Government Facility	190%	86%	64%	74%	83%	86%	80%	45%
Locate Recycling Centers and Info	183%	82%	63%	-	-	-	-	45%
Voter Information	186%	84%	58%	64%	80%	82%	66%	45%
Vital Records in Meck County	175%	79%	56%	57%	71%	60%	54%	45%
Restaurant Inspection Ratings	143%	64%	52%	50%	62%	54%	53%	45%
Watch BOCC Meetings and Agendas	146%	66%	50%	52%	60%	52%	-	45%
Local Air Quality Forecasts	141%	63%	45%	41%	51%	38%	39%	45%
Apply for a job with Meck county*	184%	83%	-	-	-	-	-	45%
Make a public records request*	164%	74%	-	-	-	-	-	45%
View County Produced Videos**		-	33%	25%	32%	19%	-	45%

*new survey question for FY13

**question removed for FY13 survey

County Facilities² (33.3%)	87%	39%	45%	46%	53%	53%	51%	45%
Aquatic Center	95%	43%	47%	47%	53%	53%	48%	45%
Ray's Splash Planet*	71%	32%	42%	46%	53%	53%	53%	45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center**	94%	42%	-	-	-	-	-	45%

*target population - respondent with children in household

**new survey question for FY13

County Services³ (33.3%)	128%	58%	54%	55%	59%	59%	53%	
Process Recyclables	198%	89%	86%	92%	-	-	-	45%
CharMeck 311	175%	79%	77%	79%	80%	-	81%	45%
DV Programs	166%	75%	73%	73%	75%	-	71%	45%
Foster Care and Adoption	171%	77%	73%	77%	76%	76%	74%	45%
Protect the Environment	159%	72%	67%	71%	74%	-	-	45%
Detox and Substance Abuse	169%	76%	66%	71%	72%	-	New	45%
Immunizations	151%	68%	65%	68%	71%	-	64%	45%
Homelessness Services	143%	64%	60%	65%	64%	-	New	45%
Veterans' Services*	119%	54%	53%	48%	49%	49%	44%	45%
STD/AIDS Awareness	128%	57%	51%	52%	52%	52%	48%	45%
Developmental Delays	120%	54%	46%	41%	43%	-	New	45%
MeckLink	74%	33%	29%	26%	26%	-	27%	45%
MeckConnect	54%	24%	23%	24%	-	-	-	45%
MeckCares	55%	25%	23%	21%	21%	-	21%	45%
Open Mecklenburg	35%	16%	16%	15%	-	-	-	45%

*target population - respondent a veteran or family member of a veteran

¹ Results based on % of respondents that had *used* and % *aware of, but had not used* the online service

² Results based on % of respondents *familiar* with the County facility

³ Results based on % of respondents *aware* of the County service

Note: The weight of each category of measures is listed in parentheses

Resident Perception Index¹

Measure	% of Target	FY13 Result	FY12	FY11	FY10
Resident Perception Index	97%	78%	73%		
Fund Quality Services (50%)	96%	77%	72%	0%	0%
Value in the services provided	108%	86%	82%	0%	0%
Tax dollars help residents improve their lives	88%	70%	66%	0%	0%
Tax dollars for services that improve community	92%	74%	66%	0%	0%
Attaining the County's Vision (50%)	99%	79%	75%	72%	72%
As a place to LIVE	103%	82%	79%	75%	76%
As a place to RECREATE	98%	79%	74%	74%	73%
As a place to WORK	96%	77%	71%	67%	67%

¹Results based on % agree and strongly agree

Satisfaction with Opportunities for Citizen Participation

Measure	% of Target	FY13 Result	FY12	FY11	FY10	FY09	FY08
Satisfied with opportunities for Citizen	111%	72%	64%	0%	0%	0%	0%

¹Results based on % agree and % strongly agree