## **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 Services <sup>1</sup> (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%
County Facilities <sup>2</sup> (33.3%)	87%	<b>39%</b>	45%	<b>46%</b>	<b>53%</b>	<b>53%</b>	51%	45%
Aquatic Center	95%	43%	47%	47%	53%	53%	48%	45%
Rav's Snlash Planet*								
Ray's Splash Planet*	71%	32%	42%	46%	53%	53%	53%	45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center**	94%	32% 42%	-	-	-	-	-	45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ	94%						-	
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center**	94%						53% - 53%	
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13	94%	42%	-	-	-	-	-	
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%)	94% oold 128%	42% 58%	- 54%	- 55%	-	-	-	45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311	94% oold 128% 198%	42% 58% 89%	- <b>54%</b> 86%	- <b>55%</b> 92%	- 59% -	-	- 53%	45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs	94% oold 128% 198% 175%	42% 58% 89% 79% 75%	- 54% 86% 77%	- 55% 92% 79%	- <b>59%</b> - 80% 75%	- 59% - -	<b>53%</b> - 81% 71%	45% 45% 45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs Foster Care and Adoption	94% aold 128% 198% 175% 166% 171%	42% 58% 89% 79% 75% 77%	- 54% 86% 77% 73% 73%	- <b>55%</b> 92% 79% 73% 77%	- <b>59%</b> - 80% 75% 76%	-	- 53% - 81%	45% 45% 45% 45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs Foster Care and Adoption Protect the Environment	94% oold 128% 198% 175% 166% 171% 159%	42% 58% 89% 79% 75% 77% 72%	- 54% 86% 77% 73% 73% 67%	- 55% 92% 79% 73% 77% 71%	- <b>59%</b> - 80% 75% 76% 74%	- 59% - - 76% -	- 53% - 81% 71% 74%	45% 45% 45% 45% 45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs Foster Care and Adoption Protect the Environment Detox and Substance Abuse	94% oold 128% 198% 175% 166% 171% 159% 169%	42% 58% 89% 79% 75% 77% 72% 76%	- 54% 86% 77% 73% 67% 66%	- 55% 92% 79% 73% 77% 71% 71%	- <b>59%</b> - 80% 75% 76% 74% 72%	- 59% - - 76% - -	- 53% - 81% 71% 74% - New	45% 45% 45% 45% 45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs Foster Care and Adoption Protect the Environment Detox and Substance Abuse Immunizations	94% oold 128% 198% 175% 166% 171% 159% 169% 151%	42% 58% 89% 79% 75% 75% 72% 76% 68%	- 54% 86% 77% 73% 67% 66% 66%	- 55% 92% 79% 73% 71% 71% 68%	- <b>59%</b> - 80% 75% 76% 74% 72% 71%	- 59% - - 76% -	- 53% - 81% 71% 74% - New 64%	45% 45% 45% 45% 45% 45% 45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs Foster Care and Adoption Protect the Environment Detox and Substance Abuse Immunizations Homelessness Services	94% oold 128% 198% 175% 166% 171% 159% 169% 151% 143%	42% 58% 89% 79% 75% 77% 72% 76% 68% 64%	- 54% 86% 77% 73% 67% 66% 65% 60%	- 55% 92% 79% 73% 71% 71% 68% 65%	- <b>59%</b> - 80% 75% 76% 74% 72% 71% 64%	- 59% - - 76% - - - -	- 53% - 81% 71% 74% - New 64% New	45% 45% 45% 45% 45% 45% 45% 45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs Foster Care and Adoption Protect the Environment Detox and Substance Abuse Immunizations Homelessness Services	94% aold 128% 198% 175% 166% 171% 159% 169% 151% 143% 119%	42% 58% 89% 79% 75% 77% 72% 76% 68% 64% 54%	- 54% 86% 77% 73% 73% 67% 66% 65% 60% 53%	- 55% 92% 79% 73% 77% 71% 71% 68% 65% 48%	- <b>59%</b> - 80% 75% 76% 74% 72% 71% 64% 49%	- 59% - - 76% - - - - 49%	- 53% - 81% 71% 74% - New 64% New 44%	45% 45% 45% 45% 45% 45% 45% 45% 45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs Foster Care and Adoption Protect the Environment Detox and Substance Abuse Immunizations Homelessness Services Veterans' Services* STD/AIDS Awareness	94% oold 128% 198% 175% 166% 171% 159% 169% 151% 143% 119% 128%	42% 58% 89% 79% 75% 77% 72% 76% 68% 64% 54% 57%	- 54% 86% 77% 73% 67% 66% 65% 60% 53% 51%	- 55% 92% 79% 73% 71% 71% 71% 68% 65% 48% 52%	- <b>59%</b> - 80% 75% 76% 74% 72% 71% 64% 49% 52%	- 59% - - 76% - - - -	- 53% - 81% 71% 74% - New 64% New 44% 48%	45% 45% 45% 45% 45% 45% 45% 45% 45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs Foster Care and Adoption Protect the Environment Detox and Substance Abuse Immunizations Homelessness Services Veterans' Services* STD/AIDS Awareness Developmental Delays	94% oold 128% 198% 175% 166% 171% 159% 169% 151% 143% 119% 128% 120%	42% 58% 89% 79% 75% 77% 72% 76% 68% 64% 54% 54% 54%	- 54% 86% 77% 73% 67% 66% 65% 60% 53% 51% 46%	- 55% 92% 79% 73% 77% 71% 71% 68% 65% 48% 52% 41%	- <b>59%</b> - 80% 75% 76% 74% 72% 71% 64% 49% 52% 43%	- 59% - - 76% - - - - 49%	- 53% - 81% 71% 74% - New 64% New 44% 48% New	45% 45% 45% 45% 45% 45% 45% 45% 45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs Foster Care and Adoption Protect the Environment Detox and Substance Abuse Immunizations Homelessness Services Veterans' Services* STD/AIDS Awareness Developmental Delays MeckLink	94% oold 128% 198% 175% 166% 171% 159% 169% 151% 169% 151% 143% 119% 128% 120%	42% 58% 89% 79% 75% 75% 72% 76% 68% 64% 54% 57% 54% 33%	- 54% 86% 77% 73% 67% 66% 65% 60% 53% 51% 46% 29%	- 55% 92% 79% 73% 71% 71% 71% 68% 65% 48% 52% 41% 26%	- <b>59%</b> - 80% 75% 76% 74% 72% 71% 64% 49% 52%	- 59% - - 76% - - - - 49%	- 53% - 81% 71% 74% - New 64% New 44% 48%	45% 45% 45% 45% 45% 45% 45% 45% 45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs Foster Care and Adoption Protect the Environment Detox and Substance Abuse Immunizations Homelessness Services Veterans' Services* STD/AIDS Awareness Developmental Delays MeckLink MeckConnect	94% oold 128% 198% 175% 166% 171% 159% 169% 151% 143% 119% 128% 128% 120% 74% 54%	42% 58% 89% 79% 75% 77% 72% 76% 68% 64% 54% 54% 54% 33% 24%	- 54% 86% 77% 73% 67% 66% 66% 65% 60% 53% 51% 46% 29% 23%	- 55% 92% 79% 73% 71% 71% 68% 65% 65% 48% 52% 41% 26% 24%	- <b>59%</b> - 80% 75% 76% 74% 72% 71% 64% 49% 52% 43% 26% -	- - - - - - - - - - - - - - - - - - -	- 53% - 81% 71% 74% - New 64% New 44% 48% New	45% 45% 45% 45% 45% 45% 45% 45% 45% 45%
Latta Plantation Nature Center, McDowell, or Reedy Creek Nature Center** *target population - respondent with children in househ **new survey question for FY13 County Services <sup>3</sup> (33.3%) Process Recyclables CharMeck 311 DV Programs Foster Care and Adoption Protect the Environment Detox and Substance Abuse Immunizations Homelessness Services Veterans' Services* STD/AIDS Awareness Developmental Delays MeckLink	94% oold 128% 198% 175% 166% 171% 159% 169% 151% 169% 151% 143% 119% 128% 120%	42% 58% 89% 79% 75% 75% 72% 76% 68% 64% 54% 57% 54% 33%	- 54% 86% 77% 73% 67% 66% 65% 60% 53% 51% 46% 29%	- 55% 92% 79% 73% 71% 71% 71% 68% 65% 48% 52% 41% 26%	- <b>59%</b> - 80% 75% 76% 74% 72% 71% 64% 49% 52% 43%	- - - - - - - - - - - - - - - - - - -	- 53% - 81% 71% 74% - New 64% New 44% 48% New	45% 45% 45% 45% 45% 45% 45% 45% 45% 45%

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

<sup>1</sup>Results based on % of respondents that had used and % aware of, but had not used the online service

<sup>2</sup> Results based on % of respondents *familiar* with the County facility

<sup>3</sup> Results based on % of respondents *aware* of the County service

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

## **Resident Perception Index**<sup>1</sup>

Measure	% of Target	FY13 Result	FY12	FY11	FY10
<b>Resident Perception Index</b>	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	<mark>92%</mark>	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%

<sup>1</sup>Results 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%

<sup>1</sup>Results based on % agree and % strongly agree