

Public Awareness Index

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

*new survey question for FY13

**question removed for FY13 survey

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

*target population - respondent with children in household

**new survey question for FY13

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

*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

FY09

59%

64%

78%
73%
59%
88%
80%
86%
-
82%
60%
54%
52%
38%
-
-
19%

53%

53%
53%
-

59%

-
-
-
76%
-
-
-
-
49%
52%
-
-
-
-
-

FY08	Target
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50%

65%

72%	45%
69%	45%
55%	45%
86%	45%
74%	45%
80%	45%
-	45%
66%	45%
54%	45%
53%	45%
-	45%
39%	45%
-	45%
-	45%
-	45%

51% **45%**

48%	45%
53%	45%
-	45%

53%

-	45%
81%	45%
71%	45%
74%	45%
-	45%
New	45%
64%	45%
New	45%
44%	45%
48%	45%
New	45%
27%	45%
-	45%
21%	45%
-	45%