

17-3801



Mecklenburg County Board of Commissioners

Register to speak at a REGULAR BOCC Meeting

Instructions for Speakers

The Mecklenburg County Board of Commissioners invites all residents to Connect with Mecklenburg County by participating in the governing process. There is a Public Appearance agenda item near the beginning of every regular meeting for the purpose of allowing residents to address the Board on matters not appearing on the agenda. Residents also may sign up to speak about specific agenda items as the Board discusses them. Speakers may not use their time for campaign purposes or make budget requests. Budget requests must be addressed at Budget Public Hearings.

Speaker sign-up is now available anytime online using the form on this page. Please complete all the questions on the sign-up form. Those who include an email address will get an email confirming their registration.

Members of the public appearing before the Board will each be given three minutes to speak unless there are four or more speakers who wish to speak concerning the same matter. In that case, all persons wishing to speak on the same matter will be considered a group and given a total of ten minutes in which to speak. The group (four or more speakers) would divide the ten minutes among themselves or the ten minutes will be divided equally among the speakers by the Board Chairman.

The Board reserves the right to alter these rules on a case-by-case basis as necessary for the efficient and effective conduct of business.

Those with questions can contact Tonette Spears, Deputy Clerk at 980-314-2914 or Tonette.Spears@MecklenburgCountyNC.gov

Register Date:

2/20/2017

Speaker List

Meeting Date:

02/21/2017 6:00PM

Agenda Item #:

Public Appearance

Subject:

Delay Park Project for 3 months

Please select one regarding the agenda item you will address:

☐ In Favor☒ In Opposition☐ Neither

Additional Comments:

Delay is necessary for nthe dozens of
unaddressed problems with the plans,
timetable and widespread opposition from

First Name:

Richard

Last Name:

Shaw

Suffix:

Home Address (House/Apt# and Street):

7103 preston court

City:

charlotte

Zip Code:

28215

Daytime Phone:

(704)-568-0463

Secondary Phone:

(000)-__-__

Email:

net2868@gmail.com

Special Assistance Needed at Meeting:

☐ Yes☒ No

Specify:

Update

Back to Home

TO: Board Of County Commissioners Mecklenburg County NC

BY: Richard Shaw 704-568-0463 net2868@gmail.com

ON: Tuesday Feb. 21, 2017

RE: Advocacy Presentation #5 at BOCC Meeting at 6PM at Gov.Ctr. Charlotte

Thanks for this opportunity to make this REQUEST again, with new information.

Central Issue: DELAY plans for the new "Linda Lake Neighborhood Park"

Background Issue: FALL Ballot results are done: 60% OPPOSED and 40% in FAVOR (800 families).

BUT still hearing from community residents that other 2016 "votes were conducted by MCPR" and showed "highly favorable support." Yet MCPR Project Manager Kevin Brickman has failed (over 30 days) to provide any documentation and details of these purported votes. I never participated. And BOCC Commissioner Dunlap has not responded to my NOTE passed to him at the last BOCC meeting on Feb. 7, 2017, which requested the same info on "vote(s) showing highly favorable support." Strangely, even the several residents who said they participated in such votes are NOW unable to recall when and where! Maybe like the small ad-hoc nabe committee that voted to NAME-THAT-PARK!

Contents:

Advocacy objectives and people represented

January 2016 BOCC Document - Objectives >>> Data Driven Decisions => NOT in my experience

Haz/Tox concerns are still un-answered by MCPR or other City/ County Agencies

Retrospective Look at where our communities lost our way in dealing with MCPR

Thank you all for your valuable time in considering this request.

Richard

JEOPARDIZING RISING PROPERTY VALUES*WITH A NEW PARK and THE NEW RISKS.*

WHAT IS AT STAKE: Investment value of home ownership - up to 25% loss overnight *

Example: \$138,000 average goes DOWN to \$103,000 in months

AND the 800-home COMMUNITY impact is over \$26,000,000 ! <<<

WHAT CAN CAUSE A DOWNTURN: Serious, sensational incident in or near the new park

Example: Drug gang shooting with multiple homicides

WHAT CAN BE DONE TO LIMIT EXPOSURE: Super-safe park (or no park at all)

Example: FLIR cameras to make park safer than home-sweet-home

WHAT CAN BE DONE TO ELIMINATE EXPOSURE: Cancel the park project entirely.

Example: Use 6 other parks, 5 minutes away and ERRC in Jan.2019

REAL ESTATE DATA

* Zillow Home Value Index

\$137,600 MHV for home in 28215 Zip Code

8.8% 1-year change and 4.4% 1-year forecast to 2018

Market temperature = Very Hot The median home value in 28215 is \$137,600.

Median list price per square foot in 28215 is \$85 (lower than the Charlotte average of \$123)

MPPS History: Jan-2014-\$64/sf 2015-\$67/sf 2016-\$77/sf 2017-\$85/sf [2018-\$92]

Avg Home Value \$98k 109k \$125k \$138k [\$149k]

FALL_BALLOT_2016_RESULTSUpdated
Feb.13, 2017Referenda on A Park for Delta Creek WoodsNov-Dec 2016
Voluntary and Anonymous800 Homes with 4-page Ballot
Delivered to front or back doors

BALLOT	Actual Votes	Percent %	Extrapolated * Community Vote	Resident Count	Win/Lose Ratio (% : %)
-- YES --	52	39.7	230	632	4 to 6
-- NO --	79	60.3	349	960	6 to 4 <<<<<<
-MAYBE-	0	0.0			N/A

See Page 2 for original ballot details.

TOTAL 131

ABSTAINERS, incl Silents 221 & 608 *

(per QOL-Study, C-M voter,
and C-M demog data: &)

800 +/-
Homes

2200
Residents *

& Silents are 71+

* Projections comply with standard AICPA approved sampling methods for
creating valid statistical analysis. Using AU-Section-350 procedures per
Public Company Accounting Oversight Board.

ADVOCATING

FOR THE RIGHT PARK AT THE RIGHT TIME AT THE RIGHT PLACE

Who is this Advocate?

Richard Shaw, residing in Charlotte East

A senior citizen with a history of public service at the grass roots level, who has the time, experience and technology to mount a campaign for the fair treatment of community residents by an autocratic agency of local government. Especially after discovering the ugly underbelly of some 2016 Park-And-Rec projects.

Why Advocating for mostly strangers?

1. Ethic: When you see a problem and can do something about it - then do it justice.
2. Empathy: Put yourself in their situation and act according to your own values.
3. Energy: Listen, prepare, think, partner, produce, present, cooperate, complete.
4. Experience: Victims become accomplices to injustice, if they fail to report the problem.
5. Elections: Fall 2016 survey shows park REJECTION by 60% to 40%; but popular vote fails to rule.

Who benefits from this Advocacy?

Those who are too old to speak up for themselves,
who are disabled or too shy to make a public plea for assistance,
who are culturally sensitive or afraid of opposing any government agency,

who have been bullied, don't like it and so want to keep their opinions private,
who are discouraged by previous demonstrations of the department's insensitive behavior,
who could suffer from retaliation by employers (with government contracts),

who are disheartened by the apparent inevitability of plans and thus stop caring,
who want to avoid confrontations with friends and neighbors over the issues,
who are minorities and too busy working on their own social equity rights,

who feel despairing because previous dealings with the department ended poorly,
who are working three jobs and have absolutely no time for community affairs,
who want to get involved in "helping the nabors" but have very busy family lives,

who have given up because they have "never been able to fight city hall," and
who know little to nothing about the situation but could suffer negative impacts from it.

ADVOCATING

FOR THE RIGHT PARK AT THE RIGHT TIME AT THE RIGHT PLACE

Topic of Interest: Park & Recreation Projects

1. How are the projects in the Park & Recreation Master Plan prioritized?
2. Explain the decision making process regarding the "slotting" of projects by fiscal years.
3. Explain the involvement of the Park & Recreation Advisory Board.

Response:

There are guiding principles that the Park & Recreation Department followed in 2007 to rank projects within categories and select projects from those categories in preparation for the bond package that should continue to be used. All of these projects were submitted for consideration after the Great Recession. The process utilized by the Board of County Commissioners to rank projects resulted in the Park & Recreation projects not being completed in the priority order that was initially planned. The impact of this outcome was not as critical for the Park & Recreation Department in comparison to Charlotte-Mecklenburg Schools (CMS) and Central Piedmont Community College (CPCC). Consistency in the park and recreation prioritization process is important for credibility with all involved and most importantly the citizens.

Guiding Principles:

- 1. Make data driven decisions based on the master plan and current conditions: The 2008 Master Plan and the 2014 update are citizen driven with input from professional staff, advisory boards and the Park and Recreation Commission. The plan sets standards, identifies gaps in service and is comprehensive by covering all aspects of the park and recreation department.**
2. Provide geo equitable distribution of projects: this guiding principle assist with filling gaps in services and facilities work to ensure projects are occurring in all three regions (North, Central and South) of the county.
3. Include projects in all categories based on priorities in the master plan: The plan identifies a clear list of needs so projects should fit those needs. Consider service gaps, completing phased projects, partnership opportunities and building on land banked properties.
4. Address deferred maintenance: All projects are not new. The master plan identifies and ranks maintenance and repair needs for all facility types so a reasonable funding allocation to address these needs is warranted.

NOT
2016
DATA

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The Park and Recreation Department utilizes these four guiding principles during discussions with the Park and Recreation Commission; the six towns; and, our partners to select projects out of the following categories when funding is available:

1. Greenways
2. Parks – Regional; Community; Neighborhood; Park/School; and, Nature Preserves
3. Community Centers – new and expansion of existing facilities
4. Nature Centers
5. Aquatic Facilities
6. Specialized Facilities, Skate parks, sports plex, stadiums etc.
7. Deferred Maintenance – various projects

One remaining caveat for this next capital funding round is to complete the remaining projects in the 2008 Bond Issue. The projects approved in the 2008 Bond represents funding commitments to the citizens that we serve.

NEED for SOIL AND WATER ANALYSES ON THE COMBINED PARK PROPERTIES

1. NO EIS/ EIRs ever done

MC Water Quality Program Manager Rusty Rozzelle (980-314-3217) at the Mecklenburg County EPD (Enviro Protection Div) reported on 3/1/2016 that during his 36 years (since 1980) there has never been an EIS or EIR requested or done for the park area.

2. NO known contamination ever reported

MC-EPD reports there is definitely no known record of hazardous or toxic contamination of the land.

3. SOIL TYPE(S)/ COMPOSITION

The PID#107-181-24 (park) and PID#107-181-10 (Linda Lake house) properties share monacam loam soil, typical in Charlotte and the NC Piedmont region. SEE more.

4. WATER QUALITY TESTING

Mr. Rozzelle said the Water Purity Tests for the entire Reedy Creek Watershed are made near I-485 where all the tributaries join the main Reedy Creek, which flows into Cabarrus County.

And the EPA does have the watershed on its Impaired Stream List, but that is to insure regular testing gets done to catch any incidents of pollution.

TANKER TRUCK DUMPING PRIOR TO 1960 (before Charlotte annexed Hickory Grove)

March 2016

1. Two long-time residents (one in GP and one in RW) reported witnessing or hearing about illegal dumping by truckers at the end of James Road and the Delta Creek Woods, when they were children.

2. Other residents have relayed stories they heard from "original" Grove-Park family members or friends who lived here in the 1960s, like the Stegalls and the Whitesides, The consensus is that there was illegal dumping of industrial chemical and petro-chemical wastes after World War II for 20 years - around this area and especially near the creeks.

3. MCPR has not formally addressed these issues, nor proposed plans for investigation of possible contamination problems (just below the surface of the 11-acre park/ forest area). The sooner the better.

Conclusion: A park in this staid quiet community does not bode well for a vibrant park!

1. How did they lose their way and think they could speak for ALL the 2200 residents?

Jane Jacobs knows how: In her 1961 blockbuster - The Death and Life of Great American Cities

"[Neighborhood Associations] are not lacking in natural leaders,' [Ellen Lurie, a social worker in East Harlem] says of Public Housing residents: 'They contain people with real ability, wonderful people many of them, but the typical sequence is that in the course of organizing, leaders have found each other, gotten all involved in each others' social lives, and have ended up talking to nobody but each other. They have not found their followers. Everything tends to degenerate into ineffective cliques, as a natural course. There is no normal public life. Just the mechanics of people learning what's going on is so difficult. It all makes the simplest social gain extra hard for these people.'

Words of Wisdom: All neighborhood organizations have histories of cyclic successes and shortcomings which directly relate to the periodic refreshing of the leadership with new blood. Thomas Carlson, CHOA

2. Why did they fail to attract and include all the residents, beyond a core 25% of all 800 households?

Since 2012 with the help of the city BND people, the 2 communities have made significant strides in getting self-organized, building bridges to local merchants, sharing public art with area communities such as Ascension sculpture and the B+G Club obelisk, increasing sense-of-community with a regular network of communications, opening business opportunities for entrepreneurial residents, conducting regular special events to bring nabors together, creating ways for residents to turn their hobbies and craft skills into entertaining education vehicles and contributing time and effort to many critically important charitable projects for the city and county.

A great track record of organizing and conducting naborhood activities is remarkable, but those activities were self-initiated and locally directed. With an outside agency moving on its own since 2014, the leadership teams were not prepared to deal with an outside project directed by professionals in a historically autocratic park and recreation department. In the face of an "our way or the highway" attitude from the Park Project Team (JBB) and MCPR management, the leadership teams quickly got into line with the plan for the naborhood park. They missed the chance to really take care of all residents.

They failed to get themselves ready by doing research on small parks, learning from the experiences of other communities, consulting local (free) recreation veterans for advice and guidance, and educating all 800 households about the options available and then finding out exactly how all those households felt about a new public park. **They lost the chance to hear the voice of the people and instead took the easy road to travel by deferring to a few voices at MCPR instead.**

Words of Wisdom: It is hard to imagine a more stupid or more dangerous way of making decisions than by putting those decisions in the hands of people who pay no price for being wrong. - Thomas Sowell, Senior Fellow, Hoover Institution, Stanford University, 1980 – present

3. Why did they let MCPR design a park for children when the residents are mostly child-free?
They missed the essential ingredient of creating a successful park - per Jane Jacobs.

FYR: Jane Jacobs was all about upending conventional thinking about cities and urban planning.
— Jane Jacobs, *The Death and Life of Great American Cities* [Jacobs: “Diversity”]

Excerpt from Jane Jacobs 1961 book:

Chapter entitled “The uses of neighborhood parks”–

Conventionally, neighborhood parks or park-like open spaces are considered boons conferred on the deprived populations of cities. Let us turn this thought around, and consider city parks as deprived places that need the boon of life and appreciation conferred on them. (1961).

Basically, Jacobs is saying that parks are often created to become sites of diverse activity with a diverse group of residents. Yet, she argues, what makes a park successful in this way is diverse activity already happening in the area. A vibrant, successful park, in other words, comes from a vibrant, successful neighborhood — not the other way around.

Words of Wisdom: Who can tell this truth better than the woman who discovered it herself.

Conclusion: A park in this staid quiet community does not bode well for a vibrant park!

MECKLENBURG COUNTY

2017 Communication Plan



Telling the Mecklenburg County Story



What is a Communication Plan?

A communication plan is a living, breathing document used to align public information activities with the goals, objectives, and key communication messages of the organization. The plan prioritizes needs, identifies audiences, determines the message and how it is delivered, and measures whether or not the effort was successful.

The plan is assessed and updated annually and includes measurable objectives and outcomes.

The Mecklenburg County Public Information Department

HISTORY OF PUBLIC INFORMATION

Before 2006, public information in Mecklenburg County government was primarily decentralized with a small central office and other public information officers (PIOs) working in various departments.

To enhance transparency, consistency and accuracy, department PIOs were transferred into the centralized Public Information Department, where they remain, along with web services.

THE PUBLIC INFORMATION DEPARTMENT MISSION:

Telling the Mecklenburg County Story

GOALS

- 1) To inform, educate and engage residents and stakeholders about County responsibilities, services and results.
- 2) To inform, educate and engage County employees about the policies, procedures and information they need to be successful at their jobs.

STRUCTURE

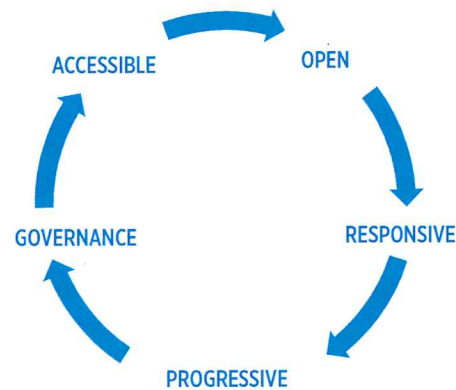
The Public Information Department is composed of one part-time and 19 full-time staff members and divided into four Centers of Excellence:

1. Mass and Targeted Communications
2. Digital and Multimedia Communications
3. Web Services
4. Community Relations

COMMUNICATIONS STRATEGY

Mecklenburg County communications will consist of a continuum of information that is connected and consistently:

- Open – Provide for government transparency for all audiences
- Responsive – Put individuals before processes or rules; respond quickly to change
- Progressive – Embrace change and look for ways to innovate
- Has clear governance – Set clear goals and written ways to provide information
- Accessible – Make information easy to find



COMMUNICATION RESOURCES

All Public Information employees provide services and resources to the following efforts.

DIRECT COMMUNICATIONS

Strategy: Provide important, timely and accurate information to residents and customers using a variety of communication channels.

Action Steps:

- Raise public awareness of the decisions made by the County Commission and the County Manager using multiple channels.
- Provide County information via the web, social media, and the news media.
- Stream County Commission meetings live online and the Government Channel.
- Respond to public records requests.
- Develop County-wide branding and marketing strategy.
- Utilize video, digital and multimedia content to enhance communication.
- Design and produce printed materials.
- Manage events.
- Develop marketing and advertising campaigns for County departments.
- Publish a weekly Board Bulletin newsletter from the County Manager to the BOCC that includes timely news for elected officials and public subscribers.
- Create custom communication plans products to address client needs.
- Speech writing/coaching.

MEDIA RELATIONS:

Strategy: To be responsive, timely and accurate regarding media inquiries, proactively promote County information as media stories, and seek media coverage for special events and programs.

Action Steps:

- Distribute media releases to more than 500 contacts.
- Use Cision and GovDelivery to create subscription lists for the media and residents.
- Direct communication in person, on the phone, via email, etc. with reporters to deliver information, discuss stories and schedule interviews.
- Customize media relations efforts for specific outlets like Hispanic media and WFAE.
- Hold one-on-one meetings with County departments to develop and plan media strategies.
- Conduct media training for department directors/staff to prepare for interviews.
- Collect daily media inquiries from around the County and send a daily media inquiry summary email to the Executive Team.

COMMUNITY RELATIONS:

Strategy: Encourage proactive community engagement with County leadership and Departments early and often. Community engagement campaigns will encourage increased awareness, transparency and active citizen participation. Community engagement activities will be focused around County initiatives and delivered based on community interest.

Action Steps:

- * Implement strategic community relations plan to guide current and future efforts.
- * Hold community meetings and meet with key stakeholders specifically related to major County initiatives.
- * Speak to groups and organizations proactively and regularly about Mecklenburg County services.
- * Help plan and execute community meetings for Board of County Commissioners as needed.
- * Communicate using direct communication methods tailoring outreach to fit all demographic groups.
- * Help plan and execute special event planning and facilitation as needed.
- * Participate and facilitate youth outreach through the Generation Nation's Youth Council.

Appendix

2016 Community Survey: Report to Departments

Public Information

FY16 Question #	Survey Question	FY08 Result	FY09 Result	FY10 Result	FY11 Result	FY12 Result	FY13 Result	FY14 Result	FY15 Results	FY16 Results	FY16 (N)**
Q9	Would you say Meck County does a (Excellent/Good/Fair/Poor) job communicating information to the public? (percent Excellent + Good)	46%	49%	44%	46%	47%	52%	45%	46%	35%	1,196
Q10	Trust information I receive from the County (percent Strongly Agree + Agree)	73%	77%	69%	66%	-	-	-	80%	68%	1,021
Q11	Consider Mecklenburg County to be open and transparent? (percent Yes)								50%	46%	832
Mecklenburg County also uses social media to communicate information to the public. Indicate whether you have used the following Meck Co resources (percent yes)											
Q12-1	Facebook						31%	13%	17%	19%	1,283
Q12-2	Twitter						15%	4%	6%	6%	1,283
Q12-3	YouTube						22%	7%	8%	9%	1,283
Q12-4	Instagram								4%	4%	1,283
Q12-5	Nextdoor									17%	1,283
Q12-6	LinkedIn									6%	1,283
n/a	Flickr						3%	1%	-	-	n/a
n/a	Pinterest							2%	-	-	n/a
Q12a	If Yes to any part of Q12, do you agree or disagree: Meck Co. social media keeps me informed									71%	313
Within the last 12 months, how often have you used the County's website (www.MecklenburgCountyNC.gov) to access County news, programs, and services? (often + sometimes + rarely)											
Q13	Used the County's website for services within the last 12 months	-	-	-	-	63%	50%	65%	66%	63%	1,198
Q13a	Find what you are looking for on website	-	-	-	-	-	-	99%	93%	97%	716
Programs, services and initiatives offered by Mecklenburg County. (Are you familiar with these programs? Percent yes.)											
Q14-1	Seen the County's Annual Performance Report	-	12%	11%	11%	-	11%	7%	8%	5%	1,283
Q14-2	Know that the County has a Master Facility Plan called "Bringing Meck. Co. to you"	-	-	-	-	-	-	-	8%	8%	1,283
Q14-3	Immunizations	64%	64%	71%	68%	65%	68%	70%	61%	57%	1,283
Q14-4	Test, diagnose, provide case management for HIV, syphilis, and other STDs	50%	48%	52%	52%	51%	57%	50%	49%	43%	1,283
Q14-5	Domestic Violence Programs (individual & group cooounseling)	69%	71%	75%	73%	73%	75%	73%	64%	60%	1,283
Q14-6	Youth prevention, education for teen dating violence	-	-	-	-	-	-	-	43%	35%	1,283
Q14-7	Homelessness Services "Coordinated Assessment" to assist homeless (phrase added FY16)	-		64%	65%	60%	64%	67%	59%	47%	1,283
Q14-8	Program designed to end veteran homelessness called "Housing our Heroes"	-	-	-	-	-	-	-	32%	31%	1,283
Q14-9	Program to end chronic homelessness called "Housing First Charlotte Meck 2016?	-	-	-	-	-	-	-	26%	27%	1,283
Q14-10	New tobacco free parks and smoke free Gov. Facilities plan implemented Mar 2015	-	-	-	-	-	-	-	61%	68%	1,283
Q14-11	Developmental Delays	-	New	43%	41%	46%	54%	47%	-	29%	1,283
Q14-12	Provides family planning services at cost based on residents' ability to pay	-	-	-	-	-	-	-	-	34%	1,283

**Total valid responses for each question. Survey (n) was 1283, (n) for each question excludes nulls and 'no answer' responses as well as filtered responses for the calculation of positive results.

PUBLIC INFORMATION - SERVICE LEVEL INDICATORS

Measure	Calculation Methodology	Type	Target	FY15	FY16
Products/services completed within agreed upon timeframe	Strongly Agree and Agree Responses/Total Responses	Efficiency	88%	100%	100%
Customer satisfaction rating	Strongly Agree and Agree Responses/Total Responses	Customer	84%	99.29%	99.90%
Advertising value resulting from covered news story [reported in millions of dollars]	# stories * number of times the story is repeated for these types of media: print	Outcome	\$20 Mil	\$24.3 Mil	\$35 Mil
Social media reach	# of retweets, # of Facebook shares	Output	no target	10495	16976
Social Media Engagement	# interactions with posts and social profiles/(# of retweets and face book shares)	Outcome	70%	n/a	69.7%
MeckWeb availability rate	(potential uptime-downtime)/potential uptime	Efficiency	88%	99.98%	99.0%
Customer satisfaction rating	Strongly Agree and Agree Responses/Total Responses	Customer	84%	97.21%	99.6%
CharMeck availability rate	(potential uptime - downtime)/potential uptime	Efficiency	99.8%	99.37%	99.4%
Website Engagement Rate	(Number of visitors who visit between 3 and 7 pages on the website)/(total number of visitors to the website)	Outcome	25%	26.00%	62.5%
Website Visitors Satisfaction Survey	Average rating of website visitor satisfaction	Customer	84%	86.00%	n/a

PUBLIC INFORMATION - CONTEXTUAL INDICATORS

Measure	Calculation Methodology	Type	Target	FY15	FY16
Number of Meck County news stories	Count from Google Analytics	Contextual	no target	345	487
Number of BOCC meetings live broadcasts	Count from Granicus Report	Contextual	no target	45	50
Number of community meetings arranged by Community Relations Coordinator	Count from spreadsheet	Contextual	no target	23	49
Number of interactions with posts and social profiles [social media engagement]	Count	Contextual	no target	32465	24352
number of unique visitors to County website (MecklenburgCountyNC.gov)	Count from Google Analytics	Contextual	no target	2281171	2764528
MeckWeb availability rate	(potential uptime-downtime)/potential uptime	Contextual	no target	99.98%	99.00%
CharMeck availability rate	(potential uptime-downtime)/potential uptime	Contextual	no target	99.37%	99.36%
YouTube Views	Google Analytics	Contextual	no target	baseline	40,000

Appendix



Supplemental Information

Fiscal Year 2016

PID - Public Information Department

N = 16

Questions	FY16 Results	FY15 Results	FY14 Results	FY16 County Overall
The work I do is important.	100%	100%	100%	99% ●
I am comfortable talking about safety hazards with my supervisor.	100%	100%	100%	95% ●
I have received adequate training needed to perform my job safely.	100%	100%	100%	94% ●
My supervisor respects individuals by valuing their differences (backgrounds, values & beliefs).*	100%	94%	---	93% ●
Overall, I feel secure going to my vehicle during regular business hours.	100%	100%	100%	91% ●
My supervisor values me. ²	100%	94%	100%	91% ●
Workplace safety is a priority in my department.	100%	92%	93%	90% ●
Overall, I feel secure at my workplace during regular business hours.	100%	93%	100%	88% ●
My department director values employees in our department.	100%	88%	94%	85% ○
I am able to apply skills I learn in trainings to better perform my job.	94%	100%	100%	92% ●
My co-workers respect individuals by valuing their differences (backgrounds, values & beliefs).*	94%	100%	---	91% ●
The executive leadership of Mecklenburg County values County employees. ²	94%	94%	75%	85% ○
My department director clearly communicates what is going on in my department.	94%	94%	100%	78% ●
I have electronic access to the information I need to do my job well.	93%	100%	100%	93% ●
I have the necessary technology (hardware and software) to do my job well.	93%	100%	94%	88% ●
The technology (hardware and software) I use on the job is reliable.	93%	87%	69%	80% ○
The Board of County Commissioners values County employees.	93%	88%	47%	79% ●
My workload is reasonable.	88%	94%	94%	78% ●
Overall, I am satisfied with the security personnel presence at the facility where I work.	81%	87%	88%	80% ○
I have been trained to effectively identify safety hazards in the workplace.	80%	92%	94%	91% ●
Information Technology solves my technology problems effectively.	75%	100%	81%	88% ●
I have received info about what to do in the event of an emergency (tornado, bomb threat). ¹	71%	69%	64%	86% ○
Information Technology solves my technology problems quickly.	69%	93%	75%	85% ○
Overall, I feel secure at my workplace after regular business hours.	57%	69%	57%	74% ●
Overall, I feel secure going to my vehicle after regular business hours.	57%	69%	38%	70% ●

Results ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs Improvement

Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

* = New measure in FY 2015.

¹ Results reflect % Yes response. ² Question worded differently on 2014 survey.