



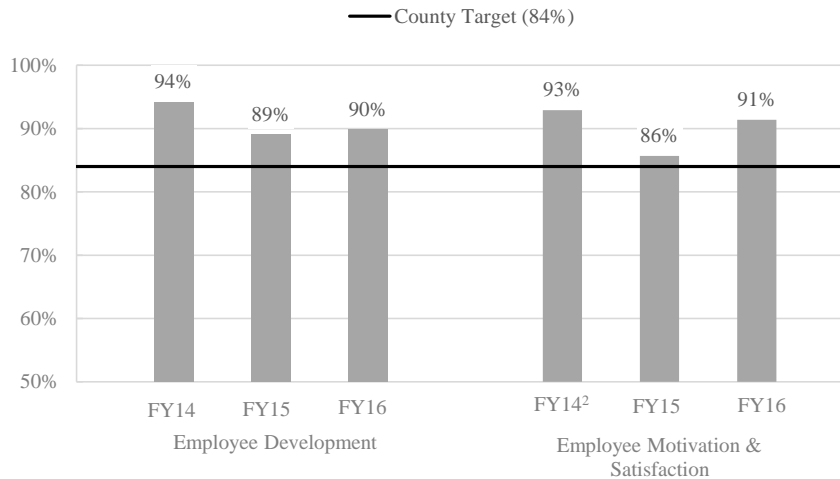
Enterprise Scorecard Measures

Fiscal Year 2016

CSS - Community Support Services
N = 80

Employee Development	FY16 Results	FY15 Results	FY14 Results	FY16 County Overall
My supervisor supports my participation in professional development opportunities.	97%	93%	93%	93% ●
I have a workplan that includes an individual development plan (IDP). ¹	94%	92%	90%	90% ●
My supervisor annually assesses progress on my individual development plan. ^{1,3}	88%	98%	100%	95% ●
My supervisor provides sufficient feedback regarding my performance.	86%	84%	93%	87% ○
My supervisor provides timely feedback about my performance.	85%	78%	95%	85% ○
Employee Motivation & Satisfaction				
My supervisor treats me with respect.	96%	89%	93%	93% ●
My supervisor provides the flexibility I need to balance work and personal life.	95%	89%	98%	93% ●
I would recommend Mecklenburg County to others as a good place to work.	92%	89%	96%	88% ●
My supervisor encourages an open exchange of ideas.	92%	86%	91%	87% ○
My supervisor encourages creative thinking.	92%	87%	91%	87% ○
Most days I feel good about coming to work.	91%	83%	94%	86% ○
I am able to openly communicate concerns to my supervisor.	90%	85%	89%	87% ○
My supervisor treats me fairly.	90%	82%	93%	91% ●
My supervisor acknowledges my achievements.	90%	84%	91%	87% ○
My co-workers are respectful of each other.	89%	84%	93%	88% ●
My co-workers are willing to assist each other.	87%	85%	91%	90% ●

Average Scores Trend (FY14 - FY16)



Results ■ = Exemplary performance ■ = Successful performance ■ = Mixed results ■ = Needs improvement
Results reflect % Strongly Agree/Agree responses, unless otherwise noted.

¹ Results reflect % Yes response. ² Prior year averages have been updated based on revisions to the index.

³ Only those who respond "yes" to "I have a workplan that includes an individual development plan (IDP)" receive this question.



Supplemental Information

Fiscal Year 2016

CSS - Community Support Services
N = 80

Questions	FY16 Results	FY15 Results	FY14 Results	FY16 County Overall
The work I do is important.	99%	100%	100%	99% ●
I am able to apply skills I learn in trainings to better perform my job.	96%	93%	96%	92% ●
I am comfortable talking about safety hazards with my supervisor.	96%	92%	95%	95% ●
My supervisor respects individuals by valuing their differences (backgrounds, values & beliefs).*	96%	87%	---	93% ●
I have electronic access to the information I need to do my job well.	96%	87%	85%	93% ●
My supervisor values me. ²	95%	90%	95%	91% ●
My co-workers respect individuals by valuing their differences (backgrounds, values & beliefs).*	94%	87%	---	91% ●
Overall, I feel secure going to my vehicle during regular business hours.	94%	93%	78%	91% ●
I have the necessary technology (hardware and software) to do my job well.	93%	82%	84%	88% ●
The executive leadership of Mecklenburg County values County employees. ²	93%	90%	86%	85% ○
My department director values employees in our department.	90%	77%	91%	85% ○
The technology (hardware and software) I use on the job is reliable.	88%	80%	80%	80% ○
The Board of County Commissioners values County employees.	88%	87%	74%	79% ●
Information Technology solves my technology problems effectively.	86%	78%	78%	88% ●
I have received adequate training needed to perform my job safely.	83%	82%	87%	94% ●
Overall, I feel secure at my workplace during regular business hours.	82%	86%	76%	88% ●
My workload is reasonable.	81%	76%	91%	78% ●
My department director clearly communicates what is going on in my department.	81%	74%	91%	78% ●
Information Technology solves my technology problems quickly.	78%	78%	68%	85% ○
Overall, I am satisfied with the security personnel presence at the facility where I work.	76%	79%	72%	80% ○
Workplace safety is a priority in my department.	75%	86%	89%	90% ●
Overall, I feel secure at my workplace after regular business hours.	75%	66%	54%	74% ●
Overall, I feel secure going to my vehicle after regular business hours.	74%	64%	56%	70% ●
I have been trained to effectively identify safety hazards in the workplace.	73%	76%	81%	91% ●
I have received info about what to do in the event of an emergency (tornado, bomb threat). ¹	64%	72%	82%	86% ○

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.