

# Mecklenburg County Community & Corporate Scorecard

## Desired Results View



Focus Area	Community Health & Safety	Effective & Efficient Government	Sustainable Community	Social, Education & Economic Opportunity
Customer/ Stakeholder	<p>Reduce Health Risks &amp; Diseases</p> <p>Improve Management of Mental Illness, Developmental Disabilities &amp; Substance Abuse</p> <p>Increase Safety &amp; Security of Residents</p> <p>Increase Efficiency &amp; Effectiveness of Criminal Justice Services</p>	<p>Increase Customer &amp; Stakeholder Satisfaction</p> <p>Increase Citizen Awareness of County Responsibilities, Services &amp; Results</p>	<p>Improve Air, Water &amp; Land Quality</p> <p>Improve/Expand Parks, Open Spaces, Greenways &amp; Recreational Opportunities</p> <p>Preserve Historic Sites &amp; Landmarks</p> <p>Improve Access to Public Facilities</p> <p>Increase Economic Development &amp; Job Opportunities</p>	<p>Increase Literacy &amp; Workforce Development</p> <p>Increase Citizen Self-Sufficiency</p> <p>Increase Respect/Appreciation of Ethnic &amp; Cultural Diversity</p>
Internal Business Process	<p>Improve Employee Efficiency</p> <p>Increase Employee Access to Information</p> <p>Enhance Citizen Involvement</p>			
Financial	<p>Reduce/Avoid Costs</p>	<p>Improve Financial Management</p>	<p>Maintain Triple-A Bond Rating</p>	<p>Maintain Affordable &amp; Competitive Tax Rate</p>
Employee & Organization Capacity	<p>Enhance Workforce Retention &amp; Recruitment</p>	<p>Increase Employee Motivation &amp; Satisfaction</p>	<p>Increase Employee Knowledge, Skills &amp; Abilities</p>	<p>Improve Technology-Related Capacities</p>

**KEY** Solid Line County Is Primary Service Provider Dotted Line County Is Not Primary Service Provider