



# Performance Scorecard

R E P O R T T O T H E C I T I Z E N S

## WHO'S KEEPING SCORE?



Pitt County, that's who! Accountability and improvement are essential parts of our operation. The County began its initial stages of performance measurement in Fiscal Year 1996-97 with only a few departments participating in the initial phase of identifying annual objectives. Each successive year, additional departments were included in the process of identifying and reporting their objectives for the coming year and summarizing accomplishments from the previous year.

In 2010, financial assistance was provided by the National Center for Civic Innovation through the Government Trailblazers Program to better align our programs, priorities and performance with the views of the public. An opportunity to communicate effectively, in non-confrontational, mutually informative ways were afforded through a telephone survey and focus group sessions.

The information gained throughout interacting with the community has resulted in the production of this performance scorecard.

In August, the County received the results of its 2011 telephone survey and focus group discussions from East Carolina University Center for Survey Research. The Pitt County Services Survey was administered to a random sample of Pitt County residents during May 2011 and was completed by 400 Pitt County residents. Demographic results for this survey are found below.

### PRIORITY AREAS FOR PITT COUNTY

- Education / Schools
- Community Safety / Emergency Services
- Economic Development
- Health / Welfare
- Facilities / Space Needs
- Infrastructure
- Recreation & Parks

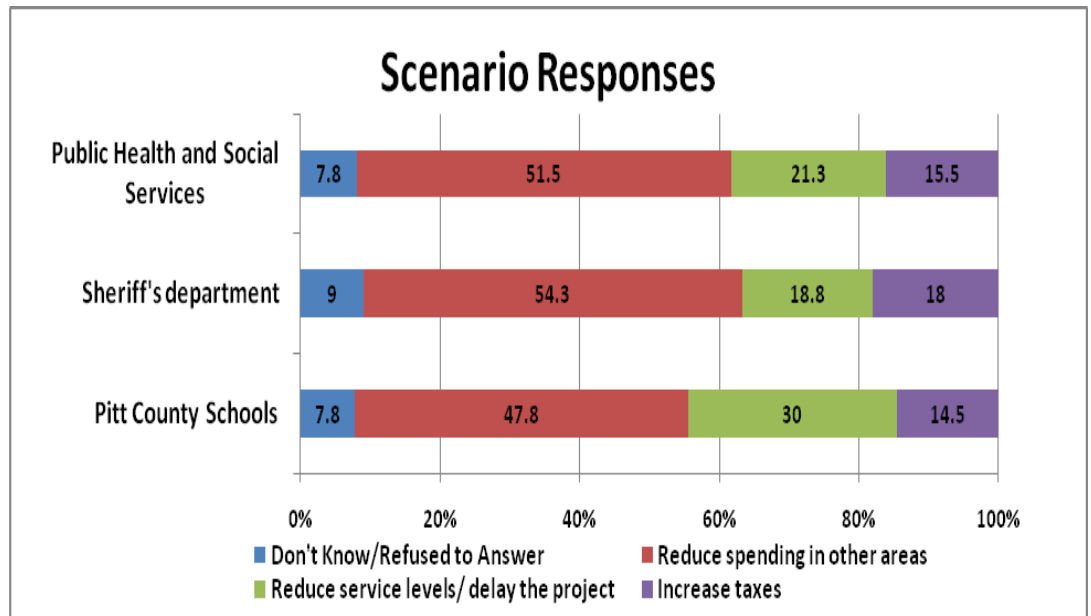
Gender	Percent
Total Respondents	400
Male	31.8
Female	68.2

Age	Percent
18-24	3.8
25-34	12.9
35-44	21.3
45-54	17.7
55-64	18.5
65+	25.8

Education Level	Percent
Less than High School	5.9
High School/GED	19.8
Some College	15.2
2-year College Degree	13.4
4-year College Degree	27
Master's Degree	11.3
Doctoral Degree	4.1
Professional degree (JD, MD)	2.3

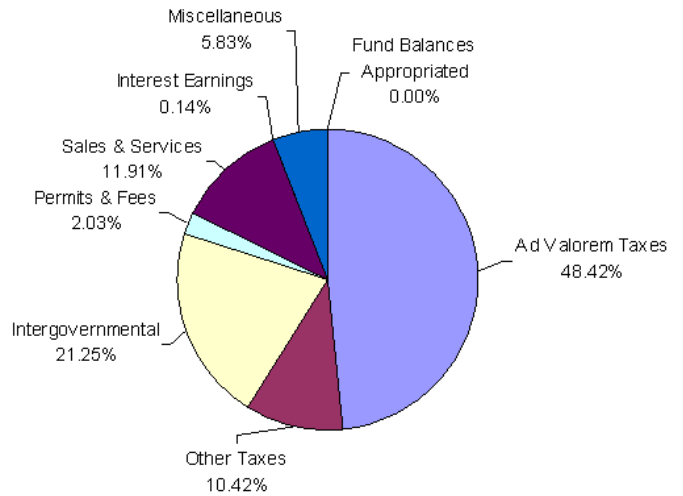
Employment Status	Percent
Employed full-time	43
Employed part-time	6.4
Student	4.3
Retired	29.6
Unemployed	16

Respondents were given several scenarios requiring them to act as if they were an elected commissioner. Three of the scenarios asked respondents how they would handle needs with Public Health and Social Services, Sheriff's Department, and Pitt County Schools if there was not sufficient funding available. The majority in all three scenarios chose to reduce spending in other areas regardless of how great the need was. There is further breakdown of the responses in the chart to the right.

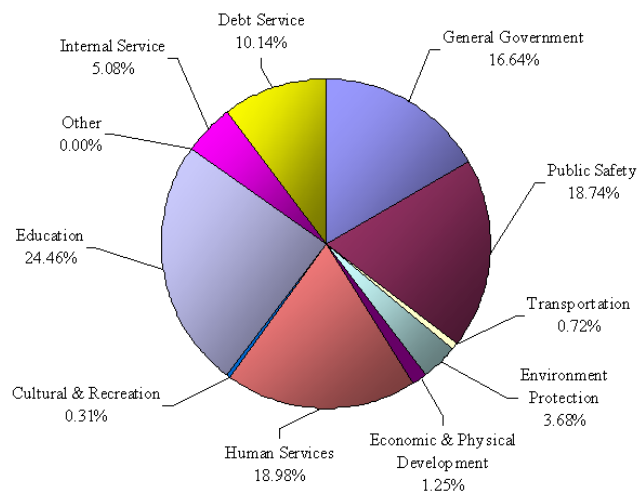


## P I T T C O U N T Y F I N A N C I A L P I C T U R E

2010-11 Actual Revenues	
AD VALOREM TAXES	\$79,980,986
OTHER TAXES	\$17,212,694
INTERGOVERNMENTAL	\$35,100,081
PERMITS & FEES	\$3,351,199
SALES & SERVICES	\$19,667,304
INTEREST EARNINGS	\$229,550
MISCELLANEOUS	\$9,629,460
FUND BALANCES APPROPRIATED	\$0
INTERFUND TRANSFERS	\$46,833,232
<b>TOTAL BUDGET</b>	<b>\$212,004,506</b>



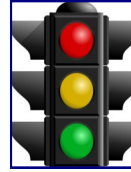
2010-11 Actual Expenditures	
GENERAL GOVERNMENT	\$35,395,438
PUBLIC SAFETY	\$39,850,493
TRANSPORTATION	\$1,531,707
ENVIRONMENTAL PROTECTION	\$7,829,204
ECON & PHYSICAL DEVELOPMENT	\$2,662,323
HUMAN SERVICES	\$40,352,474
CULTURAL & RECREATIONAL	\$654,435
EDUCATION	\$52,005,270
OTHER	\$0
INTERNAL SERVICE	\$10,803,278
DEBT SERVICE	\$21,564,471
<b>TOTAL BUDGET</b>	<b>\$212,649,093</b>



# Performance Scorecard

The intent of the following table is to provide the citizens of Pitt County with data on the performance of selected county services. It is Pitt County's intention to create an enhanced communication between government and citizens, build public support for our local government goals and develop a public trust in government.

## Scorecard Key

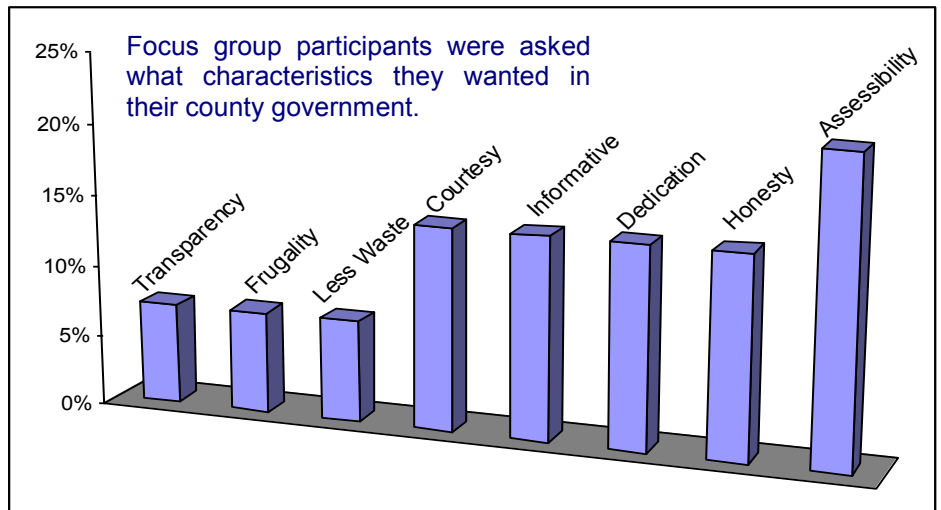


Not within 10% of target  
 Within 10% of target  
 Met or exceeded target

Performance Category	2009	2010	2011	Target	2011 Status
<b>Public Safety</b>					
Patrol Avg Response Time (minutes)*	19.0	18.0	19.4	<15.0	●
Deputy Avg Reaction Time (minutes)*	14.7	14.1	12.7	<12.0	●
EMS Average Response Time (minutes)	9:24	9:11	10:04	10:00	●
9-1-1 Average Dispatch Time (seconds)	45.0	41.1	41.9	<0.60	●
<b>Public Health</b>					
2-Year Olds fully immunized	98%	95%	95%	95%	●
Prenatal Care Clinic Visits	4,665	4,692	5,069	5,000	●
Community Awareness Campaigns	18	13	27	2	●
<b>Social Services</b>					
Reports with 72 hour Response (Child Protective Services)	57.5%	64.7%	63%	62%	●
Children in Legal Custody where permanence is established	19	27	43	>20	●
Number of Foster Homes	37	45	46	45	●
Clients Remaining off Work First once employed (average)	96%	80%	85%	80%	●
<b>Financial Services</b>					
Bond Rating (Fitch's)	AA	AA+	AA+	AA+	●

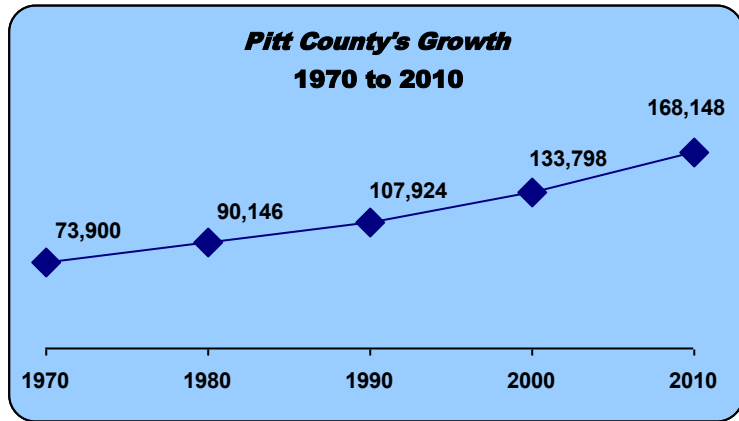
Pitt County holds rating in AA range from 3 major rating agencies.

\*Measures were established by previous Sheriff administration. New administration took place in December 2010.



A S N A P S H O T O F P I T T C O U N T Y

Pitt County was formed in 1760 and has a land area of approximately 656 square miles. Greenville, the County seat and largest city, is centrally located in the County. There are nine other incorporated municipalities within Pitt County. Between the 2000 and 2010 census reports, the population for Pitt County increased by 25.7% and ranks as the 14th most populous county in North Carolina.



2010 Census Data		
Total Population	168,148	
Total Housing Units	74,990	
Median Age (years)	31.0	
Female Population	88,788	52.8%
Male Population	79,360	47.2%

Race		
White	99,075	58.9%
Black or African American	57,257	34.1%
American Indian and Alaska Native	582	0.3%
Asian	2,613	1.6%
Native Hawaiian and Other Pacific Islander	97	0.1%
Other race/two or more races	8,524	5.0%

**We want to hear from you**

Do you like this report and find it informative? Do you have any suggestions for improvement or additional information that you'd like to see included? Please let us know by contacting Shelley Leach at (252) 902-3009 or [szleach@pittcountync.gov](mailto:szleach@pittcountync.gov).

Pitt County uses a number of media / advertising methods to share information with its taxpayers about local government and its functions. The chart to the right illustrates the methods that respondents were aware of.

