

Sarasota County Government Enterprise Scorecard
High Performance Organization in a High Performance Community

Mission: Sarasota County Government is to provide and enhance quality programs, services, and facilities that reflect the goals of the community while always promoting health, safety, public welfare and quality of life for our citizens.

Vision: Customer focused, continuously improving, accountable team

BOARD STRATEGIC FOCUS AREAS: HUMAN SERVICES NEIGHBORHOOD PRESERVATION & ENHANCEMENT GROWTH MANAGEMENT ECONOMIC DEVELOPMENT MOBILITY WATER RESOURCES MANAGEMENT

Community Perspective

Goal: Enhance Community Health
Promote Healthy Lifestyles and Behavior
 KPI: Health Index
 KPI: Recreation Index
Promote Positive Social Environment
 KPI: Social index
 KPI: Cultural Index

Goal: Preserve and Enhance Neighborhoods
Enhance Neighborhood Character and Value
 KPI: Code Compliance Index
 KPI: Sarasota County Citizen Overall Quality of Life Rating (Citizen Opinion Survey)
Promote Citizen Engagement
 KPI: # of volunteers at Sarasota County Government per 1000 population
 KPI: % of voting age population that cast a valid ballot in the general election
Promote Neighborhood Safety
 KPI: # of fires per 1000 structures
 KPI: Percent of Shelter Spaces Available in Zones A-D

Goal: Promote Economic Opportunity
Diversify and Increase Income Per Capita
 KPI: Average Wage for Sarasota County
 KPI: Total Personal Income Per Capita
Foster Positive Business Climate
 KPI: Jobs Created
Increase Supply of Affordable Housing
 KPI: # of community housing units created
 KPI: Workforce Housing Affordability Index

Goal: Enhance Movement of People & Services
Enhance Infrastructure
 KPI: % of roads exceeding the targeted Overall Condition Index
Improve Commuting
 KPI: % of roads that meet the adopted levels of service

Goal: Safeguard the Environment
Ensure Fishable and Swimmable Water Bodies
 KPI: Fishable Swimmable Water Index
Ensure Safe and Sustainable Water Supply
 KPI: Safe & Sustainable Water Supply Index
Ensure Sustainable Lands and Habitat
 KPI: Lands protected, managed or monitored
 KPI: Parks Index
 KPI: % of county managed waste diverted from landfill disposal

Customer Perspective

Increase Customer Satisfaction
 KPI: Customer Service index

Financial Perspective

Control Operating Expenditures and Capital Costs
 KPI: Cost of government per capita (Net Adopted Budget)
 KPI: Cost of government per capita (Actuals)

Improve Fiscal Sustainability
 KPI: Bond Rating
 KPI: Adherence to Financial Reserves Policy

Utilize Resources Effectively
 KPI: FTE per 1000 population

Process Perspective

Deliver Competitive Services
 KPI: # of activities/deliverables that have undergone competitive analysis

Increase Quality & Productivity
 KPI: Process Maturity Index

Learning & Growth Perspective

Foster a Positive Work Environment
 KPI: Work Climate rating

Develop High Performing Leaders, Teams and Employees
 KPI: Team Assessment rating
 KPI: Employee Health Management Index

