

**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

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 & Recreational Index

**Goal: Preserve and Enhance Neighborhoods**

**Enhance Neighborhood Character and Value**  
KPI: # of code violations

**Promote Citizen Engagement**  
KPI: Citizen Engagement Index

**Promote Neighborhood Safety**  
KPI: # of fires per 1000 structures  
KPI: Hurricane Shelter Index

**Goal: Promote Economic Opportunity**

**Diversify and Increase Income Per Capita**  
KPI: Average wage  
KPI: Total Personal Income Per Capita (SCOPE)  
KPI: Earned Income Per Capita (SCOPE)  
KPI: Mean Earnings Per Job (SCOPE)  
KPI: Consumer Price Index

**Foster Positive Business Climate**  
KPI: Jobs Created (by Job Classifications)

**Increase Supply of Affordable Housing**  
KPI: # of community housing units created  
KPI: Housing Affordability Index

**Goal: Enhance Movement of People & Services**

**Enhance Infrastructure**  
KPI: Transportation Infrastructure Index

**Improve Commuting**  
KPI: Mobility Index

**Goal: Safeguard the Environment**

**Ensure Fishable and Swimable Water Bodies**  
KPI: Fishable Swimable Water Index

**Ensure Safe and Sustainable Water Supply**  
KPI: Water supply index

**Ensure Sustainable Lands and Habitat**  
KPI: Acres of land preserved, protected or restored  
KPI: Parks Index  
KPI: Tons of waste diverted from landfill

Customer  
Perspective

**Increase Customer Satisfaction**  
KPI: Customer Service index

Financial  
Perspective

**Control Operating Expenditures and Capital Costs**  
KPI: Cost of government per capita (Adopted Budget)  
KPI: Cost of government per capita (Amended Figures)

**Improve Fiscal Sustainability**  
KPI: Bond Rating  
KPI: Fund Balance Health Index

**Utilize Resources Effectively**  
KPI: FTE per 1000 population

Process  
Perspective

**Deliver Competitive Services**  
KPI: # of services that have undergone competitive analysis

**Increase Quality & Productivity**  
KPI: Process maturity index

Learning & Growth  
Perspective

**Foster a Positive Work Environment**  
KPI: Work Climate Index

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