

# Sarasota County Government Enterprise Scorecard FY2010

High Performance Organization in a High Performance Community



Mission:	Vision:	Values:	Core Services:	Support Services:
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.	Customer focused, continuously improving, accountable team	<ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Cooperation &amp; Teamwork</li> <li>• Honesty &amp; Integrity</li> <li>• Quality</li> <li>• Stewardship</li> <li>• Innovation</li> <li>• Accountability</li> </ul>	<ul style="list-style-type: none"> <li>• Community Health and Human Services</li> <li>• Parks and Recreation</li> <li>• Community Information and Education</li> <li>• Planning and Community Development</li> <li>• Mobility</li> <li>• Facilities Services</li> <li>• Integrated Water Resource Mgmt</li> <li>• Environmental Resource Mgmt</li> <li>• Public Safety</li> <li>• Capital Management Services</li> <li>• Operations &amp; Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Communications</li> <li>• Fiscal Resources Management</li> <li>• Process and Service Automation</li> <li>• Talent and Performance Management</li> </ul>

## Community Perspective

<p><b>Goal: Enhance Community Health</b></p> <p><b>Promote Healthy Lifestyles and Behavior</b> KPI: Health Index KPI: Recreation Index</p> <p><b>Promote Positive Social Environment</b> KPI: Social index</p>	<p><b>Goal: Preserve and Enhance Neighborhoods</b></p> <p><b>Enhance Neighborhood Character and Value</b> KPI: Code Compliance Index KPI: Sarasota County Citizen Overall Quality of Life Rating (Citizen Opinion Survey)</p> <p><b>Promote Citizen Engagement</b> KPI: # of volunteers at Sarasota County Government per 1000 population KPI: % of voting age population that cast a valid ballot in county-wide election</p> <p><b>Promote Neighborhood Safety</b> KPI: # of fires per 1000 structures KPI: Percent of Shelter Spaces Available</p>	<p><b>Goal: Promote Economic Opportunity</b></p> <p><b>Diversify and Increase Income Per Capita</b> KPI: Average Wage for Sarasota County KPI: Total Personal Income Per Capita</p> <p><b>Foster Positive Business Climate</b> KPI: Jobs Created</p> <p><b>Promote Opportunities for Affordable Living</b> KPI: % of population within 1/4 mile of a gallon of milk KPI: Workforce Housing Affordability Index</p>	<p><b>Goal: Enhance Movement of People &amp; Services</b></p> <p><b>Enhance Infrastructure</b> KPI: % of roads exceeding the targeted Overall Condition Index</p> <p><b>Improve Commuting</b> KPI: % of roads that meet the adopted levels of service</p>	<p><b>Goal: Safeguard the Environment</b></p> <p><b>Ensure Fishable and Swimable Water Bodies</b> KPI: Fishable Swimable Water Index</p> <p><b>Ensure Safe and Sustainable Water Supply</b> KPI: Safe &amp; Sustainable Water Supply Index</p> <p><b>Ensure Sustainable Lands and Habitat</b> KPI: Lands Protected, Managed or Monitored KPI: Parks Accessibility Index KPI: % of county managed waste diverted from landfill disposal</p>
--	---	--	---	--

## Customer Perspective

<p><b>Increase Customer Satisfaction</b> KPI: Customer Service index</p>
--

## Financial Perspective

<p><b>Control Operating Expenditures and Capital Costs</b> KPI: Cost of government per capita (Amended)</p>	<p><b>Improve Fiscal Sustainability</b> Bond Rating KPI: Adherence to Financial Reserves Policy</p>	<p><b>Utilize Resources Effectively</b> FTE per 1000 population</p>
---	---	---

## Process Perspective

<p><b>Deliver Competitive Services</b> # of activities/deliverables that have undergone competitive analysis</p>	<p><b>Increase Quality &amp; Productivity</b> KPI: Process Maturity Index</p>
--	---

## Learning and Growth Perspective

<p><b>Foster a Positive Work Environment</b> KPI: % perf evaluations completed on time</p>	<p><b>Develop High Performing Leaders, Teams and Employees</b> KPI: Team Assessment rating KPI: Employee Health Management Index</p>
--	--