

balanced scorecard

FY 2007 (Year 2) Update

2006-2008

Measures	FY2005	FY2006	FY2007		FY2008	
	Baseline	Actual Performance	Minimum Target	Stretch Target	Minimum Target	Stretch Target
Goal 1: Maximize financial performance						
1.1: Collection Rate – Court Costs						
a. Criminal – Circuit (9% Mandate)	32%	31%	30%	32%	31%	34%
b. Criminal – County (40% Mandate)	55%	45%	48%	50%	49%	51%
c. Criminal – Juvenile Delinquency (9% Mandate)	40%	36%	40%	44%	40%	45%
d. Criminal – Traffic (40% Mandate)	45%	69%	70%	72%	71%	73%
e. Civil – Circuit (90% Mandate)	90%	97%	95%	98%	96%	98%
f. Civil – County (90% Mandate)	90%	99%	98%	99%	98%	99%
g. Civil – Traffic (90% Mandate)	90%	83%	90%	93%	92%	95%
h. Civil – Probate (90% Mandate)	90%	96%	95%	98%	96%	98%
i. Civil – Family (75% Mandate)	75%	93%	94%	95%	94%	95%
1.2: Investment Performance Benchmarked Against 2-Year Treasury	+33	-27	+10	+35	+10	+35
Goal 2: Enhance service delivery through automation						
2.1: Percentage of Chartered Projects Completed	60%	70%	90%	100%	95%	100%
2.2: E-documents as a Percentage of Total Documents	2.5%	5.7%	10%	15%	25%	35%
2.3: Personnel Expenditures as a Percentage of Total Expenditures	76.3%	81.1%	80%	79%	79%	78%
2.4: Self-service Transactions as a Percentage of all Transactions	0%	3.9%	7.0%	10.0%	37%	50.0%
Goal 3: Enhance our value, reputation and relationships with stakeholders						
3.1: External Recognitions – National/State	2	1	2	3	2	4
3.2: Stakeholder Feedback						
a. Customer Service Feedback – Courts and Recording	New Measure	92.3%	94%	95%	95%	97%
b. Customer Service Feedback – Finance	New Measure	New Measure	85%	87%	87%	89%
c. Customer Service Feedback – Internal Audit	100%	100%	100%	100%	100%	100%
Goal 4: Create a unified, engaged and productive culture						
4.1: Project Team Composition	40%	58%	65%	70%	70%	75%
4.2: Sterling Navigator Performance Assessment	68.5%	74.0%	74.5%	77%	75.5%	80%
4.3: Percentage Online Training Successfully Completed	New Measure	96%	96%	100%	98%	100%
Goal 5: Mitigate mission critical business risks						
5.1: Risk Mitigation Factor	2.5	2.2	2.1	1.9	2.0	1.8



KAREN E. RUSHING
 Clerk of the Circuit Court
 and County Comptroller
 SARASOTA COUNTY

To meet the needs and exceed the expectations of those we serve, in fulfilling our constitutional obligations

FY 2007 (Year 2) Update

A comprehensive strategic plan covering the period from October 1, 2005 to September 30, 2008

A comprehensive strategic plan covering the period from October 1, 2005 to September 30, 2008

goals and strategies

2006 - 2008

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Strategic Direction Statement

While meeting the challenge of budget constraints, we will become a recognized leader in maximizing the development and use of our human talent and pioneering automated methods of service delivery. By doing so, we will enhance the overall value and reputation of our office in the eyes of our stakeholders.



Karen E. Rushing
Clerk of the Circuit Court and
County Comptroller, Sarasota County

goal 1

Maximize Financial Performance

- ▶ STRATEGY 1.1: Reduce labor costs
- ▶ STRATEGY 1.2: Reduce controllable operating costs
- ▶ STRATEGY 1.3: Enhance internal financial reporting
- ▶ STRATEGY 1.4: Improve project and vendor performance

goal 2

Enhance Service Delivery through Automation

- ▶ STRATEGY 2.1: Automate labor intensive processes
- ▶ STRATEGY 2.2: Maximize availability of public information
- ▶ STRATEGY 2.3: Enhance usage of automated processes

goal 3

Enhance Value, Reputation, and Relationships with Stakeholders

- ▶ STRATEGY 3.1: Continuous execution of an enterprise marketing plan
- ▶ STRATEGY 3.2: Meet or exceed the needs of those we serve
- ▶ STRATEGY 3.3: Participate in awards and recognition programs
- ▶ STRATEGY 3.4: Establish benchmark comparisons

goal 4

Create a Unified, Engaged and Productive Culture

- ▶ STRATEGY 4.1: Create and implement "total rewards" program
- ▶ STRATEGY 4.2: Create a self-directed workforce
- ▶ STRATEGY 4.3: Increase volunteer and internship opportunities

goal 5

Mitigate Mission Critical Business Risks

- ▶ STRATEGY 5.1: Develop an understanding of business risk mitigation throughout the organization
- ▶ STRATEGY 5.2: Conduct periodic measurements of risk mitigation
- ▶ STRATEGY 5.3: Implement necessary actions to reduce business risks
- ▶ STRATEGY 5.4: Assess and communicate County Administration business risks



STRATEGIC PLANNING COMMITTEE MEMBERS:

Greg Brock, Information Services Officer
Kimberly D. Barnhill, CPA, Fiscal Officer
Janet C. Cantees, Chief Deputy Clerk
Karen E. Rushing, Clerk of the Circuit Court and County Comptroller
Pete Ramsden, Director of Finance
Irene G. Plank, Attorney At Law - Director of Court Services
Mark R. Simmons, CIA, CFE, Director of Internal Audit