

balanced scorecard

FY 2008 (Year 3) Update

2006 - 2008

Measures	FY2005	FY2006	FY2007	FY2008	
	Baseline	Actual Performance	Actual Performance	Minimum Target	Stretch Target
Goal 1: Maximize financial performance					
1.1: Collection Rate – Court Costs					
a. Criminal – Circuit (9% Mandate)	9%	13%	14.6%	14%	15%
b. Criminal – County (40% Mandate)	40%	38%	40.7%	40%	45%
c. Criminal – Juvenile Delinquency (9% Mandate)	9%	53%	45.9%	45.5%	49%
d. Criminal – Traffic (40% Mandate)	40%	69%	72%	72%	74%
e. Civil – Circuit (90% Mandate)	90%	98%	92.6%	97%	99%
f. Civil – County (90% Mandate)	90%	99%	99.4%	98%	99.5%
g. Civil – Traffic (90% Mandate)	90%	91%	90.7%	90.5%	93%
h. Civil – Probate (90% Mandate)	90%	96%	95.6%	95.5%	98%
i. Civil – Family (75% Mandate)	75%	95%	94%	94%	96%
1.2: Assessments to Date – Criminal Circuit	32%	31%	33%	32%	34%
1.3: Investment Performance Benchmarked Against 2-Year Treasury	+33	-27	+45	+10	+45
Goal 2: Enhance service delivery					
2.1: E-filed as a Percentage of Total Documents	2.5%	5.7%	6.5%	6.5%	12%
2.2: Personnel Expenditures as a Percentage of Total Expenditures	76.3%	81.1%	78%	84%	78%
2.3: Automated Customer Service Transactions as a Percentage of all Transactions – <i>Source Data: Marriage Licenses, Small Claims, and Evictions</i>	0%	3.9%	37%	38%	50%
Goal 3: Enhance our value, reputation and relationships with stakeholders					
3.1: External Recognitions – National/State	2	1	1	2	4
3.2: Stakeholder Feedback					
a. Customer Service Feedback – Courts and Recording	94%	92.3%	96%	95%	97%
b. Customer Service Feedback – Finance	New Measure	New Measure	85%	87%	89%
c. Customer Service Feedback – Internal Audit	100%	100%	100%	100%	100%
Goal 4: Create a unified, engaged and productive culture					
4.1: Sterling Navigator Performance Assessment	68.5%	74.0%	72.4%	70%	75%
4.2: Percentage Online Training Successfully Completed	New Measure	96%	98%	98%	100%



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 2008 (Year 3) 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

FY 2008 (Year 3) Update

Strategic Direction Statement

While meeting the challenge of controlling costs, we will be recognized as a leader in quality service through the innovative use of technology and a high performance workforce. In doing so, we will enhance the value and reputation of the office in the eyes of the community.



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:
Increase revenue
collections

goal 2

*Enhance Service
Delivery*

- ▶ STRATEGY 2.1:
Automate labor intensive
processes
- ▶ STRATEGY 2.2:
Maximize availability of
public information
- ▶ STRATEGY 2.3:
Enhance usage of
automated processes
- ▶ STRATEGY 2.4:
Assess, communicate and
mitigate business risks

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:
Increase productivity
- ▶ STRATEGY 4.3:
Increase volunteer and
internship opportunities



STRATEGIC PLANNING COMMITTEE MEMBERS:

Mark R. Simmons, CIA, CFE, Director of Internal Audit
Irene G. Plank, Attorney At Law - Director of Court Services
Janet C. Cantees, Chief Deputy Clerk
Karen E. Rushing, Clerk of the Circuit Court and County Comptroller
Gregory P. Brock, Director of Information Services
Jeanette Phillips, CPA, Director of Fiscal Services
Peter M. Ramsden, Director of Finance

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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:
Increase revenue collections

goal 2

Enhance Service Delivery

- ▶ STRATEGY 2.1:
Automate labor intensive processes
- ▶ STRATEGY 2.2:
Maximize availability of public information
- ▶ STRATEGY 2.3:
Enhance usage of automated processes
- ▶ STRATEGY 2.4:
Assess, communicate and mitigate business risks

goal 3

Enhance Value, Reputation, and Relationships with Stakeholders

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