



FY2019 BALANCED SCORECARD

BRIDGE AND ROADS

We provide solutions to our customer's needs.

COMPASS NAVIGATION

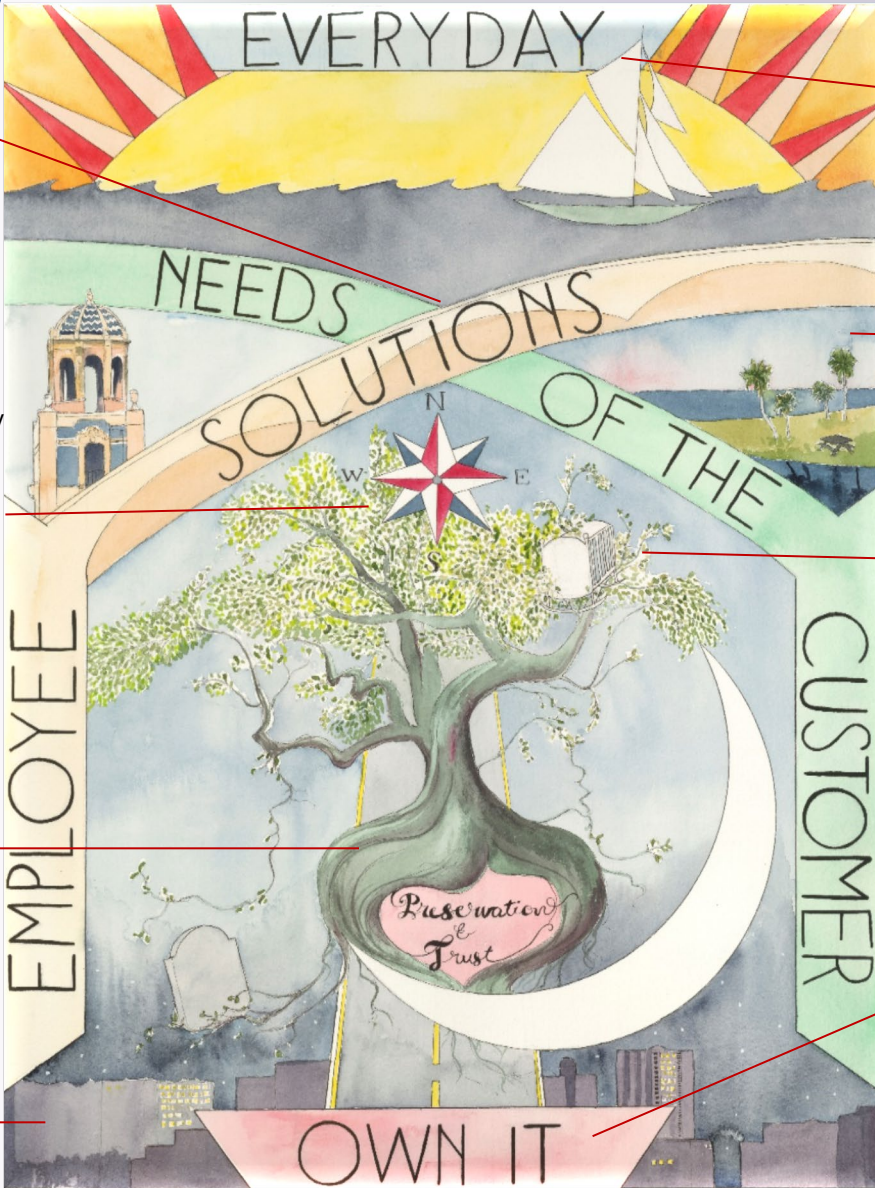
We provide quality service to our customers while navigating regulatory requirements.

HEART SHAPED ROOTS OF THE TREE OF LIFE, FACES

We preserve and value the trust of the community we serve.

CITYSCAPE

We support our local municipalities.



EVERY DAY

We own our role from start to finish, every day.

PARK WITH PALM TREES

We are part of the community, and serve a vital role.

CRADLE, GRAVE, TREE OF LIFE

We are here to serve throughout all life's events.

OWN IT

We provide the highest level of service owning each step and following through.

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

2000 Main Street, Sarasota FL 34230 • 941.861.7400 •

MEASURES	Past Results Compared To FYE Targets**						FY2019 Scorecard	
	FYE 2013 ACTUAL***	FYE 2014 ACTUAL	FYE 2015 ACTUAL	FYE 2016 ACTUAL	FYE 2017 ACTUAL	FYE 2018 ACTUAL	TARGETS FY2019	
							MINIMUM	STRETCH
3) Finance Processes								
a) Unmodified Opinion Comprehensive Annual Financial Report (CAFR)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b) Processing Time of Payments Less Than 7 Days	94%	98%	97%	97%	100%	99%	94%	98%
4) Clerk Finance Processes								
Unmodified Opinion Clerk Annual Financial Report	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
5) Information Services Processes								
a) Application Availability Up Time	100%	100%	100%	100%	100%	100%	98%	99%
b) Court Availability Up Time	100%	100%	100%	100%	100%	100%	98%	99%
c) % of Electronic Records Safeguarded	100%	100%	100%	100%	100%	100%	98%	99%
6) Internal Audit Processes								
Total Audits/Projects Completed to Target	25	41	46	40	34	36	26	33
7) Recording Processes								
a) % Documents Recorded Same Day as Received	New Measure for FY2016			100%	100%	100%	100%	100%
b) Documents eRecorded as % of Total Recorded Documents				36%	41%	44%	30%	40%
Goal 3: Enhance Our Value, Reputation, and Relationships With Stakeholders								
1) % Overall Customer Satisfaction	94%	95%	96%	97%	97%	98%	93%	97%
2) % Feedback Inquiries Closed within 7 Business Days	100%	100%	100%	100%	100%	100%	98%	100%
3) # External National and State Recognitions	2	2	2	3	2	3	2	3
Goal 4: Create a Unified, Engaged, and Productive Culture								
1) % Overall Controllable Employee Retention	100%	99%	99%	99%	99%	99%	95%	100%
2) # Internships Hours	13,193	16,637	18,033	16,560	17,432	19,673	4000	5000

* FY, or fiscal year, is October 1 through September 30.

** Totals are rounded to the nearest whole number

*** Fiscal Year End (FYE) Actual includes the transition period of Jul-Sept. 2013; State Fiscal Year 2013 = 97.03%, and Jul-Sept. 2013= 105.55%

Missed Minimum Target # Met or Exceeded Minimum Target # Met or Exceeded Stretch Target



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



MAXIMIZE
FINANCIAL PERFORMANCE

ENHANCE
SERVICE DELIVERY

ENHANCE
our VALUE, REPUTATION,
and RELATIONSHIP with
stakeholders

CREATE
A UNIFIED, ENGAGED, and
PRODUCTIVE culture



INTEGRITY:
BEING FORTHRIGHT WITH
STRONG ETHICAL VALUES

MAKING A DIFFERENCE:
ALWAYS GOING THE EXTRA MILE

PROFICIENCY:
DEMONSTRATING KNOWLEDGE
AND EXPERIENCE

ACCOUNTABILITY:
BEING RESPONSIBLE AND
ANSWERABLE FOR OUR ACTIONS

COMMITMENT:
PLEGGED TO BE CONSISTENT
AND DEDICATED

TRUSTWORTHINESS:
TAKING ACTIONS THAT ARE
RELIABLE AND RESPONSIBLE

The **FOUNDATION** of our **STRATEGIC PLANNING EFFORTS** and of our **CORPORATE CULTURE**.

SYSTEMATIC APPROACH TO STRATEGIC PLANNING

The Clerk and Comptroller uses a Strategic Planning Committee comprised of the executive leadership team, representing each functional area of the organization: The Chief Operations Officer, Clerk Finance Officer, Human Resources Officer, Enterprise Information Officer, Director of Court Services, Director of Finance and Board Services, Director of Audit and Inspector General, and the General Counsel.

Working as a collective body, the Strategic Planning Committee's role is to establish a strategy framework that focuses on enhancing the service culture of the Clerk and Comptroller's organization.

Karen E. Rushing, Clerk of the Circuit Court and County Comptroller
Janet C. Cantees, Chief Operations Officer ♦ *Irene Baxter-Plank, General Counsel*
Katherine Plante, Director of Court Services ♦ *Nicole Jovanovski, CPA, Director of Finance*
David Beirau, CFE, CIG, CIGA, Director of Internal Audit / Office of Inspector General
David Winiecki, PMP, Enterprise Information Officer ♦ *Peter H. Ramsden, Clerk Finance Officer*