FY2019 BALANCED SCORECARD

BRIDGE AND ROADS

We provide solutions to our customer's needs.

COMPASS NAVIGATION

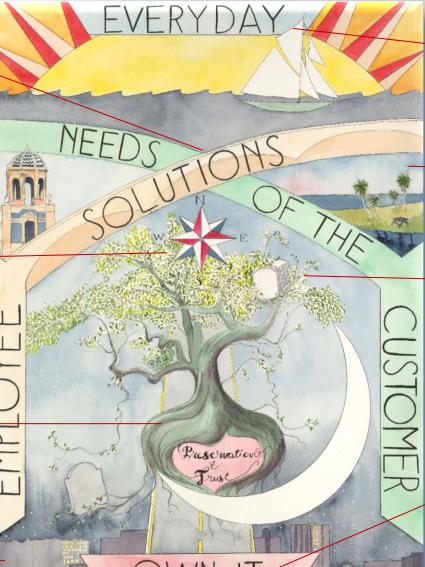
We provide quality service to our customers while navigating regulatory requirements.

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 •



Clerk of the Circuit Court and County Comptroller Sarasota County, Florida

"To Meet the Needs and Exceed the Expectations of Those We Serve, in Fulfilling Our Constitutional Obligations"

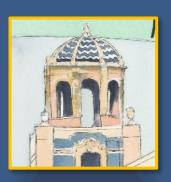
BALANCED SCORECARD ***** FY 2019*

COURT AND COURT	Past Results Compared To FYE Targets**						FY2019 Scorecard					
MEASURES	FYE 2013	FYE 2014	FYE 2015	FYE 2016	FYE 2017	FYE 2018	TARGETS FY2019					
	ACTUAL***	ACTUAL	ACTUAL	ACTUAL	ACTUAL	ACTUAL	MINIMUM	STRETCH				
Goal 1: Maximize Financial Performance												
1) FY Collection Rates	T		1				1	I				
a. Criminal – Circuit (9% Mandate)	9%	9%	12%	11%	7%	9%	11%	16%				
b. Criminal – County (40% Mandate)	34%	32%	29%	32%	32%	32%	40%	45%				
c. Criminal – Juvenile Delinquency (9% Mandate)	62%	49%	38%	44%	52%	51%	58%	66%				
d. Criminal – Traffic (40% Mandate)	69%	69%	65%	64%	63%	65%	65%	70%				
e. Civil – Circuit (90% Mandate)	100%	100%	99%	99%	100%	100%	98%	99.50%				
f. Civil – County (90% Mandate)	100%	99%	99%	100%	100%	100%	99%	99.50%				
g. Civil – Traffic (90% Mandate)	90%	90%	90%	89%	87%	87%	90%	95%				
h. Civil – Probate (90% Mandate)	98%	99%	100%	100%	98%	100%	99%	99.50%				
i. Civil – Family (75% Mandate)	98%	97%	97%	98%	99%	99%	98%	99.50%				
2) # of Criminal Collections Above Clerk Minimum Target Levels	10	7	7	5	2	5	9	16				
3) # of Civil Collections Above Clerk Minimum Target Levels	18	13	14	16	15	16	11	20				
Investment Principal at or above FMV	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes				
5) Benchmark Investment against 2 Year Treasury	142	103	89	66	29	86	10	45				
6) +/- 0.2% Prior Year CPI with Change	0	0	0	0	0	0	0	0				
Goal 2: Enhanced Serv	rice Delive	у										
1) % Key Business Processes Meeting Targets	98%	96%	96%	96%	95%	96%	95%	100%				
2) Court Processes												
a) % of Public Access Requests Completed in 72 Hours	96%	99%	98%	99%	100%	98%	100%	100%				
b) % Storage Capacity of Records Center	83%	83%	83%	89%	92%	99%	90%	85%				
c) % Judgments Completed within 15 Days	100%	100%	100%	100%	100%	100%	100%	100%				

	Past Results								
	Compared To FYE Targets**							FY2019 Scorecard	
MEASURES	FYE 2013	FYE 2014 ACTUAL	FYE 2015 ACTUAL	FYE 2016 ACTUAL	FYE 2017 ACTUAL	FYE 2018 ACTUAL	TARGETS FY2019		
	ACTUAL***						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 Process	es								
Unmodified Opinion Clerk Annual Financial Report	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
5) Information Services P	rocesses								
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 Process	es								
Total Audits/Projects Completed to Target	25	41	46	40	34	36	26	33	
7) Recording Processes									
a) % Documents Recorded Same Day as Received				100%	100%	100%	100%	100%	
b) Documents eRecorded as % of Total Recorded Documents	New N	leasure for I	FY2016	36%	41%	44%	30%	40%	
Goal 3: Enhance Our \	/alue, Repu	tation, and	Relations	hips With S	Stakeholde	rs			
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 Unifie	d, Engaged	d, and Proc	ductive Cul	ture					
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%



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:

PLEDGED 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