

Goal	Macro Measures	Objectives	Tasks/Strategies
<p>Good Governance Achieving the best possible process for making & implementing decisions; characterized by honesty, integrity, accountability, transparency, responsiveness, equitability, inclusion, effectiveness, efficiency and following the rule of law.</p>	<ol style="list-style-type: none"> 1. General Fund Fund Balance 2. 90% Satisfaction rating from the BOS regarding information provided for policy decisions 3. % of audit findings resolved 4. Increase our trust index with the public 5. Employee turnover rate 6. Employee satisfaction rate 		
		<ol style="list-style-type: none"> 1. Establish sound fiscal policies and enable trust and transparency by ensuring accountability, efficiency, flexibility, innovation and excellence in all operations 	<ol style="list-style-type: none"> 1.1 Adopt a structurally balanced budget on an annual basis, which does not include use of fund balance for ongoing operations. 1.2 Develop a Resource Allocation Strategy which will identify where additional General Fund and non-General Fund resources will be invested when available. 1.3 Develop a Fiscal Contingency Strategy which will identify how the County will respond to a reduction in fiscal resources 1.4 Develop a Revenue Enhancement Strategy which will indicate how the County will seek additional revenue to fund needed services 1.5 Establish and maintain state of the art Information Technology 1.6 Establish a countywide "report card" to include departmental services and measurable outcomes
		<ol style="list-style-type: none"> 2. Support decision-making with timely and accurate short and long term analysis 	<ol style="list-style-type: none"> 2.1 Survey the Board of Supervisors regarding adequacy of information in agenda items (researched, analyzed & reasoned for both the short/long-term impacts) 2.2 Implement a process to ensure department recommendations are linked to the Strategic Plan 2.3 Develop a County Legislative Platform
		<ol style="list-style-type: none"> 3. Accountability with respect to laws, regulations and policy compliance 	<ol style="list-style-type: none"> 3.1 Departments develop performance measures in relation to the laws and regulations under their jurisdictions 3.2 Develop a review schedule for County Ordinances to assess the relevancy and consistency with laws and regulations 3.3 Develop a review schedule for County Policies to assess the relevancy and consistency with laws and regulations 3.4 Evaluate departments on their adherence to County Policies and Procedures, State and Federal Laws 3.5 Track and measure departmental performance on internal and external audits 3.6 Provide additional training for supervisors and managers in relation to Human Resource policies. Establish a baseline of total number of employee grievances lost by the County

		<p>4. Provide responsive and accessible leadership and deliver timely and courteous service to all customers, while promoting effective two-way communication.</p>	<p>4.1 Develop and implement mandatory training for all new employees within the first 90 days 4.2 Develop and implement progressive employee development, training and mentorship programs 4.3 Departments required to implement a customer satisfaction feedback mechanism to capture customer satisfaction 4.4 Evaluate the need for a Public Information Officer or another method to help promote good work done by the County 4.5 Explore methods for increasing accessibility for the public (ie. Information desk, 311 system, improved website, etc.)</p>
		<p>5. Attract, motivate, develop and retain a high-quality, engaged and productive workforce.</p>	<p>5.1 Establish/formalize a program focused on identifying, attracting and hiring high-quality employees 5.2 Establish/formalize a program at both the County and department levels, ensuring the following: a) recognition of employees who demonstrate the values of the County and exceed expectations b) successfully engaging our employees 5.3 Establish/formalize a multi-functional program focused on employee individual skills development, team development and leadership development 5.4 Establish a Countywide Succession Plan 5.5 Establish/formalize a countywide mentoring program 5.6 Establish/formalize a countywide exit interview program to determine, evaluate and provide feedback as to why employees leave EDC 5.7 New Employee Evaluation System 5.8 Establish and maintain a fair & equitable compensation program</p>