

SARASOTA COUNTY GOVERNMENT
Office of the County Administrator

INTEROFFICE MEMORANDUM

TO: Sarasota County Employees
FROM: Randall H. Reid, County Administrator *RHR*
DATE: February 2, 2012
SUBJECT: **County Administrator's Vision**

Sarasota County Government will be the premier county government in Florida. We will be known as an ethical and value driven organization dedicated to responsive customer service. In every service program, Sarasota County will be viewed locally, statewide and nationally as an innovative, progressive leader in the provision of cost effective county services. We will be known as the employer of choice, meaning people choose to work here because of the work environment and quality of our organization. We will successfully engage our citizenry and employees in the decision making of government. Other jurisdictions will benchmark against Sarasota County as the example of the best practices in local government services. Our citizens and Board of County Commissioners will be proud of the staff, their professionalism and expertise, and have a high degree of trust in the integrity of the organization.

CITIZENS

- Trust local government, and believe we are credible to accomplish what we say we will accomplish,
- Are involved and participate on the county team by actively engaging in the charting of the course for the future of the county and the decisions of the government,
- Feel they get their money's worth from county programs,
- Even when told no, citizens feel that they were told the reason why; and believe that they were treated with respect, and
- Observe that staff are responsible stewards of the county's resources.

COUNTY COMMISSIONERS

- Trust staff, and respect employees for their ethics and impartial advice,
- Sincerely believe that the organization provides well thought out alternatives for service delivery and that the organization can be counted on to fairly and positively implement the policies adopted by the Board of County Commissioners,
- Believe that staff is continuously striving to improve service delivery and to challenge status quo in a constructive manner,
- Adopt short and long range strategic goals and objectives to guide staff in delivering county services,

- Believe that staff is totally committed to customer service and respects the role of elected officials as representatives of the community in the creation of policy,
- Observes that county employees at all levels are pro-active problem solvers and have a contagious "I want to serve" attitude,
- Are proud of their staff and maintain positive, mutually respecting relationships, and
- Are convinced by our attitude and our actions that their staff is the best local government staff in the nation.

EMPLOYEES OF SARASOTA COUNTY

- Respect citizens and the views of citizens contrary to their own,
- Enjoy working for Sarasota County and appreciate the diversity of our workforce,
- Honor the direction of the Board of County Commissioners and the rule of the majority in decision making,
- Understand and are committed to the organization's vision, mission and reflect its values in our actions,
- Live by and deliver services based upon mutually shared values which guide the actions of all employees,
- Have a feeling of ownership for the actions of the organization,
- Feel appreciated and proud to work for the county government and its leadership,
- Believe that County Administration, Business Center Directors and Division Managers actively communicate with them,
- Work in meaningful teams to anticipate and solve problems through their individual expertise in collaboration with coworkers,
- Are never satisfied with second best and are always striving to improve customer service delivery,
- Value innovation and are constantly seeking to benchmark Sarasota County's services to the best service providers in the nation,
- Are responsible risk takers and work for leaders who understand the necessity of allowing occasional failure,
- Are persons of integrity working in an organization concerned with ethics and trust, are recognized for their accomplishments and held accountable for their actions, are proud of their individual contribution to the community, and are treated with respect and dignity, and
- Become involved in community projects as individuals that reflect well on county employees,
- Will, at all times, conduct themselves professionally and with civility in their relationships with others.