



# County Strategy

## A Balanced Scorecard for Cumberland County, PA

### Mission:

The most livable community with the most efficient and effective public services in Pennsylvania.

### Smart Growth & the Environment

### Efficient Government

### Safe & Healthy Communities

Smart Growth	Economy & Jobs	Transportation	Efficient Government	Healthy Community	Criminal Justice	Emergency Preparedness
<b>GOAL 1:</b> Manage our natural resources	<b>GOAL 2:</b> Promote sound economic development & quality job growth	<b>GOAL 3:</b> Improve transportation alternatives	<b>GOAL 4:</b> Promote quality efficient & effective county services	<b>GOAL 5:</b> Promote healthy community	<b>GOAL 6:</b> Promote criminal justice process improvements	<b>GOAL 7:</b> Promote safety partnerships

### SERVING THE CUSTOMER

Promote sound planning practices that integrate planning & transportation	Preserve farmland & promote agriculture as a key industry	Champion I-81 Corridor initiative	Maintain one of the lowest county tax rates in south central Pennsylvania	Integrate & coordinate human services to achieve favorable outcomes	Improve criminal justice processes to achieve efficient outcomes	Promote public safety communication interoperability
Promote planning practices supporting a balance of land uses	Encourage entrepreneurial activity in county	Support rail & intermodal movement of freight through the county	Implement communication strategy (2 way)	Participate in partnerships to promote clean environment	Implement effective intermediate punishment strategies	Promote local public safety solutions through partnerships
Preserve open space & create recreational opportunities	Foster partnerships to develop diversified employment opportunities	Promote cost-effective mass transit & other infrastructure enhancements	Improve & modernize customer service transactions	Improve system-wide services for older adults	Expand prison to accommodate need	Stabilize emergency services through "best practices"

### RUNNING THE BUSINESS

Implement outcome-oriented budgeting & management	Create a system of services responsive to shifting needs	Ensure quality & cost-effective county services
---	--	---

### MANAGING RESOURCES

Streamline service delivery (e.g. e-government)	Utilize R.O.I. for decision-making & cost-benefit measurement	Match infrastructure to service needs
---	---	---------------------------------------

### DEVELOPING EMPLOYEES

Recruit & retain skilled workforce	Promote learning & growth	Achieve & maintain positive employee climate
------------------------------------	---------------------------	--