Spokane County is dedicated to enhancing and protecting the quality of life for all citizens through the pursuit of excellence in responsive, cost-effective and customer-driven services.

County Balanced Scorecard

**Strategic Objectives**

- Enhance citizen access
- Improve customer satisfaction
- Enhance collaboration and partnerships

- Keep the cost of doing business down
- Enhance financial management practices and performance
- Fiscally sustain immediate and long-term service objectives

- Enhance our brand
- Improve public awareness
- Expand opportunities to directly engage with citizens

- Effectively attract, recruit and retain employees
- Expand employee skill development opportunities
- Increase leadership effectiveness and employee engagement