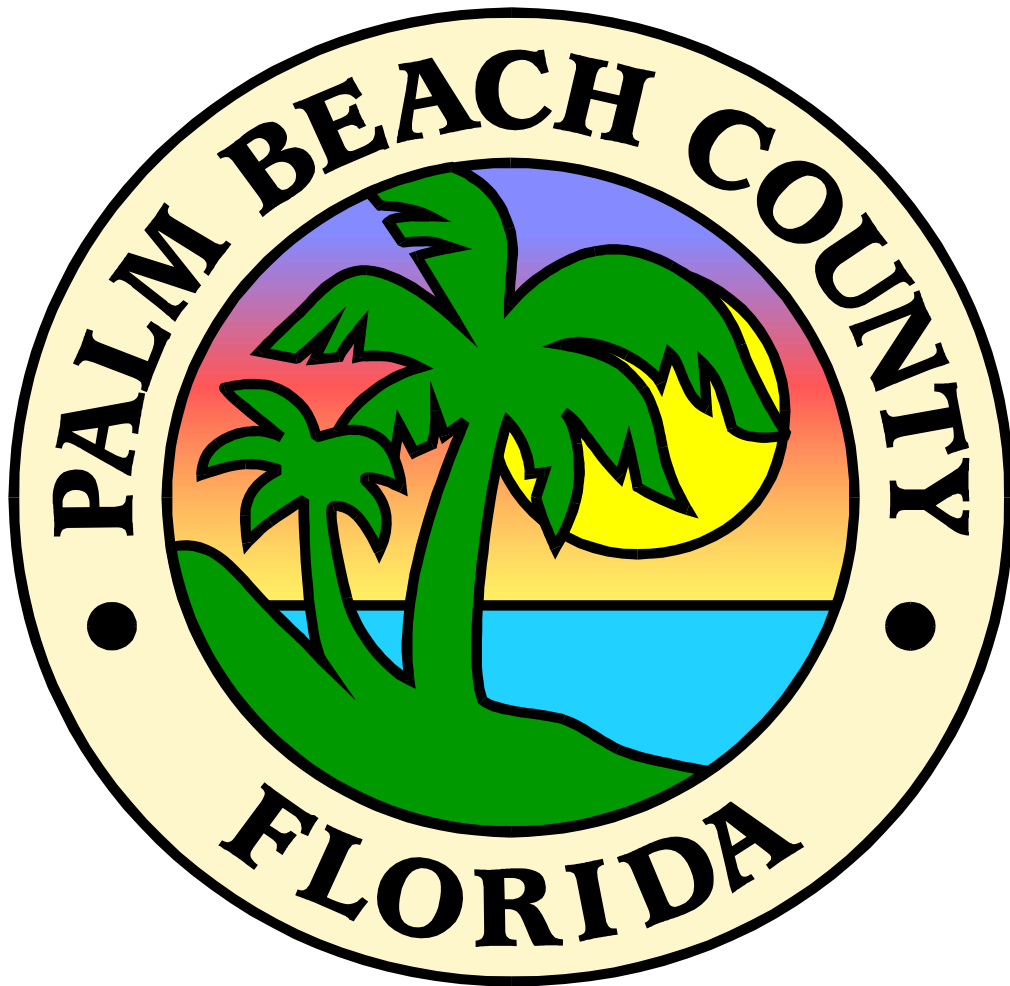


**STRATEGIC PLANNING  
AND  
PERFORMANCE MANAGEMENT  
GUIDE**



**FISCAL YEAR 2024/2025**

**NOTE: Please read this section carefully. Many changes were made in recent years. New features have been added to eKPI to better-align with the County's Strategic Priorities. Please contact Strategic Planning and Performance Management for further training needs in eKPI.**

## **Strategic Plan**

The department's Strategic Plan (Plan) is a big-picture overview of the department, its objectives, targets and goals for the year, and how the department performed overall. Likewise, it projects how well a department aims to perform in the following year. The Strategic Plan can also be a guiding factor in a department's planning process when creating its Budget.

The Strategic Plan will include the Mission Statement, Department Overview and/or Division Description of Services, actuals for FY 2023 Objectives and Performance Measures, FY 2024 Objectives and Performance Measures, *AND* projections (stretch goals) for FY 2025. Performance measures will be reported on balanced scorecards.

Submit your Strategic Plans electronically using the online application system, eKPI. The plans (*informally known as eKPI Reports*) are due to the Strategic Planning and Performance Management Division by **Friday, April 5, 2024**. **The eKPI application system will be locked at 5:00pm on April 5<sup>th</sup> for any updates** to FY 2024 Objectives and Performance Measures, *AND* projections (stretch goals) for FY 2025. *Only data entry capabilities for FY 2024 actuals will be available for the duration of the Fiscal Year (see information below for more details related to specific changes implemented last year).* On **Tuesday, October 15<sup>th</sup>**, all FY 2024 data entry must be completed as the **eKPI application will again be locked at 5:00pm** for any further data updates.

On **October 7<sup>th</sup>**, the Strategic Planning and Performance Management Division will begin to schedule appointments with Departments and Administration to review Performance Measures for the Fiscal Year and projections for objectives, targets and goals for the following Fiscal Years. This process is known as **"Performance October."** Once all Departments have gone through Performance October, eKPI will be opened again in order for new Performance Measures to be created for FY 2026. The potential date for this reopening will be **Monday, November 18, 2024**.

## **Background and Instructions:**

A department's current objectives, targets and goals (or *performance measures/KPI's*) should be created based on its performance during the previous year. For example, performance measures for FY 2024 should consider actuals/data from FY 2023's performance. As previously mentioned, stretch goals are projections of what a department believes it is capable of achieving in the following year. This is based on full data from the previous year, along with the current year's partial data thus far. In this example, FY 2025's performance measures will be created based on complete year actuals from FY 2023, and partial year actuals from FY 2024. Accordingly, *all performance measures should take into account any emerging issues that the department would like to tackle and measure, thus keeping in mind need for additional resources (i.e. supplemental requests) and/or process improvement opportunities.*

Based on changes made in recent years in order to better-coordinate the Strategic Planning process with the Budget Planning cycle, we hope to have created a smoother transition and process going forward. For FY 2024 performance measures, all previously created KPI's will be rolled over from FY 2023 and into FY 2024 in eKPI. *No updates* will be made to these KPI's (unless specifically approved by staff within the Strategic Planning and Performance Management Division). **All Min/Target/Goal scores will remain the same for both FY 2023 and**

**FY 2024 KPI's since these figures were utilized in the projections and approvals of the Budget.** Only NEW performance measures that a department will start tracking in FY 2024 will be allowed to be entered in FY 2024 performance measures. Departments will be given an option to copy that new performance measure into FY 2025 for continued data tracking. When FY 2025 opens in eKPI (upon completion of Performance October in November), all KPI's from FY 2024 will be rolled over into FY 2025. Only at this time will updates be allowed for Min/Target/Goal scores, which will take place in FY 2025 performance measures/KPI's. These updates should be based on a department's performance in FY 2023, FY 2024, and any feedback from Performance October meetings. This process will then continue into FY 2026.

**NOTE:** Every department should consider how its performance measures relate to the overall Mission, Vision and the Strategic Priorities of the County. Continuing this year, *departments must select which Strategic Priority a performance measure relates to.* This will be a drop-down option in eKPI. Understandably, there are Centralized/Supporting departments whose performance measures indirectly reflect each or all of the County's Strategic Priorities. These Centralized departments will automatically be identified as such in eKPI but will also have the option of selecting from the drop down if there is a specific Strategic Priority to highlight for a performance measure. *The County had six Strategic Priorities, but were updated by the Board of County Commissioners at the last Strategic Planning Workshop on January 30, 2024. The County will now have seven Strategic Priorities by separating Housing/Homelessness into Housing and Unsheltered Residents. Updated infographics were created in March 2024 and are ow being shared. The priority summaries are as follows:*

### PALM BEACH COUNTY'S STRATEGIC PRIORITIES

|                                     |   |   |
|-------------------------------------|---|---|
| PUBLIC SAFETY                       |   | To ensure a safe, secure and peaceful community.  |
| INFRASTRUCTURE                      |  | Provide and maintain the needed structures, systems and transportation services that establish the foundation required to enhance the quality of life of every resident.  |
| UNSHELTERED RESIDENTS               |  | Reduce homelessness by providing comprehensive support and resources to unsheltered families and individuals by utilizing evidence-based strategies to connect unsheltered residents with emergency shelter, transitional housing, and permanent housing solutions. |
| HOUSING                             |  | Ensure access to safe, suitable, and affordable housing for all Palm Beach County residents through the development and implementation of targeted programs that address their housing needs.   |
| ENVIRONMENTAL PROTECTION            |  | Promote programs and activities that protect, preserve and enhance natural resources while providing sustainable living and developing a climate of resilience.   |
| ECONOMIC DEVELOPMENT                |  | Promote economic revitalization, business development and retention by driving the creation of employment opportunities while reducing disparities and improving the quality of life for everyone.  |
| SUBSTANCE USE & BEHAVIORAL DISORDER |  | To address the substance misuse crisis and behavior disorders by providing evidence-based prevention, medication-assisted treatment, and recovery support services.   |



Palm Beach County  
Board of County Commissioners

#### OUR MISSION

To drive a continuous improvement culture of excellence that achieves a measurably high level of public satisfaction.

Strategic Planning &  
Performance Management

*Specific instructions on how to create/enter objectives and performance measures into eKPI will be provided through the **ISS eKPI Manual**.* Please contact the Senior Strategic Planning & Performance Analyst should you need assistance with creating and/or better understanding objectives, targets, goals, and performance measures.

## **Mission Statement**

This should be a concise expression of the department’s purpose and expressed in terms of benefit to the intended customer. There should be a link between the mission statement, objectives, and performance measures. For most departments, the mission statement should not change from year to year.

## **Division Summaries**

This section presents a concise statement of services provided by each division within a department. It should include a summary of the programs and services provided by the division and updated to reflect any new services/facilities added during the past year.

## **Department Objectives**

In order to maintain or improve services within the constraints of available funding, it is necessary for each department to carefully examine and think creatively about its purpose and operations. Department objectives are established to set forth specific outcomes to be achieved during the current and upcoming fiscal years.

Defining intended results is a key element of the planning process. The disclosure of department objectives enables management to assess the planned direction of the County and holds the department accountable for achieving the target performance with the resources provided.

Objectives should relate to the core responsibilities of the department and align with the Countywide Strategic Plan. Each element of the department’s mission statement should have a related objective. Most objectives should be fairly consistent from year-to-year with only variations in the desired level of achievement unless there is significant change in the core responsibilities of the department and/or organization as a whole.

Good objectives satisfy certain fairly clear criteria or characteristics. Objectives should meet the “SMART” criteria. That is, to the extent possible, each objective should be:

- S** Specific
- M** Measureable
- A** Attainable
- R** Realistic
- T** Time Oriented

**Specific** – a good objective is narrowly focused on a single activity and is very clearly articulated. The objective should be written in such a way as to be easily understood and what targets have been established (Minimum/Maximum, Target, Goal). The objective must be stated so that someone may clearly determine what conditions must exist to represent achievement of the objective. For example, we might say that we want to increase the number of rounds of golf played at the Osprey Point golf course. That statement does not satisfy the SMART criteria and would be considered an aim – not an objective. However, if we said we wanted to increase the number of rounds of golf played at the Osprey Point golf course by 10% during FY 2022, we would now have an objective that satisfies at least the Specific, Measurable, and Time Oriented elements of the SMART criteria.

At times, data may be simply collected in order to establish a baseline for new objectives. In this case, there won’t be an established minimum/maximum, target, and goal until a substantial amount of time is allowed to determine the progress to be made with that specific objective. For example, we might want to determine how many contracts need to be returned due to insufficient documents. You must first determine how many contracts

are returned over a period of time (usually one fiscal year), then create an objective such as: Decrease number of returned contracts due to insufficient documents by 10% by end of FY 2022.

**Measureable** – You must be able to measure achievement of your objective to know when it has been accomplished. Ideally, periodic measurement would provide an indication of progress toward the desired outcome. For upward trending objectives, the department must identify the minimum (“min.”) score it is willing to achieve, the target score to achieve (“Target”), and the stretch goal (“Goal”), which is usually a score projected to be achieved in the following Fiscal Year. Typically, there should be an upward projection in these scores and the Target and Goals should not be the same number. Conversely, if an objective is in a downward trajectory, (Example: Decrease the response time by 10% for 911 calls by end of FY 2022), then the scores would be aligned as such: “Max” for the highest score the department will allow, “Target” for the score the department wants to achieve, and “Goal” for the stretch goal that the department is ultimately striving for. The scores would be in a downward progression from highest to lowest.

Some objectives can be stated in a “Yes/No” format. The Yes/No format does not support periodic progress checks, but may be useful for some objectives. In these instances, there may not be a linked performance measurement in the documents. The act of measuring implies some kind of data gathering. You need to consider how the data will be gathered and make that gathering a routine part of the work being done.

**Attainable and Realistic** – You should be practical about what your team can accomplish or attain with their existing staffing size, resources, skills and abilities. Your objectives’ minimum/maximum measures, targets and stretch goals should take this into consideration while showing progress from previous years’ measures. In times of shrinking resources, you will have to rethink your objectives accordingly. Also, being realistic takes into account the amount of control you have over accomplishment of the objective.

**Time Oriented** – there should be a sense of urgency about everything your department does. Things need to be done by a certain time. Everything takes a certain amount of time to get done, but without a deadline you have a wish, not an objective.

### **Performance Measures**

Generally, there should be at least one performance measure for each objective, except for those objectives that relate to one-time events. In these cases, the objectives are either accomplished or they are not – “yes or no.” Oftentimes, these objectives might be related to obtaining funding, for example, and therefore, will not have targets and stretch goals that change from year to year. In this example, the objective might be to complete a grant application and obtain required funding for a specific project by end of FY 2024. The metric might be as follows: Minimum = 1, Target = 1, Goal = 1; whereas, 0 = Grant not approved, 1 = Grant approved. In essence, the objective was either accomplished or not. For information on how to establish the Min/Target/Goal for objectives with either an upward or downward trajectory, please refer to the paragraph titled “Measurable” in the previous page.

*Performance measures are specific quantitative and qualitative measures of work performed.* Performance measures should be useful or necessary tools for managing the business operations. These measures should be integral components of each unit’s management information system, and not collected solely for budget reporting purposes. Data gathering and reporting methodology used should be reliable and accurate. The most important performance measures (also known as Key Performance Indicators or “**Key KPI’s**”) should be tracked and reported each year irrespective of whether a related Performance Indicator is included in a particular budget year. For example, “Response Time” will be a Key KPI for Fire-Rescue emergency calls even if an objective related

to response time is not identified for that budget year. *For budget office submissions, it will no longer be possible to show a performance measure without a related objective.*

Departments may still create performance measures for internal tracking purposes that do not necessarily have to be reported to the Management Team, such as task management. These Performance Indicators will not have a “Key” icon selected in the eKPI application (please refer to the eKPI manual section for instructions), they will not go in the Scorecard Performance Measures Book, the Complete Performance Measures Book, or the annual Budget Document. Please refer to the sections below for more details.

### **Performance Measure Comments/Narratives**

Departments may and should enter comments/narratives in eKPI regarding all performance measures. *Comments should explain any discrepancies, anomalies, peaks or valleys in performance measures, whether they are positive or negative outcomes.* For example, if an objective has been reached every month throughout the year, except for one, a comment explaining what happened in that particular “negative” month is warranted. A possible reason that performance measure was not achieved could be due to a shortage in staffing, or termination of funds for a particular program, for example. Conversely, if a performance measure has not been achieved for several months, and suddenly it reaches the Target, a comment explaining the “positive change” would be warranted as well. The comments entered will print on the scorecard reports along with the data for the performance measure. Departments also have the ability to upload supporting documents pertaining their performance measures, although this is not mandatory. For instructions on how to enter comments/narratives and upload documents, please refer to the eKPI manual section.

### **Categories of Performance Measures**

Performance measures may include workload, efficiency and effectiveness (or outcome) indicators, thereby providing both quantitative and qualitative information about a particular program or operational unit. A mix of various types of measures is generally necessary in order to evaluate overall program efficiency and effectiveness. Categories of performance measures (or Measurement Types) and example measures are presented in the following table:

| <b>Category/Type</b>       | <b>Description/Explanation</b>   | <b>Metric</b>   |
|----------------------------|--|---|
| <b>Cost</b>                | Cost per unit or average cost of services rendered   | Avg. Cost per training class                                  |
| <b>Demand</b>              | Operational statistics, item counts, customers   | # Enrolled Participants                                       |
| <b>Effectiveness</b>       | End result of services, projects, objectives; impact   | Increase in client self-sufficiency                           |
| <b>Efficiency</b>          | Ratio (input/output), response time, Return on Investment (ROI)                                    | # of days for completion time                                 |
| <b>Input</b>               | Dollars, hours, quantities, etc.; counting in  | # Staff Hours   |
| <b>Operating Statistic</b> | Activity metrics, process management   | Day-to-day activities required                                |
| <b>Outcome</b>             | End result of services, projects or objectives; change   | % of Repeat Participants                                      |
| <b>Output</b>              | Units produced, # of services delivered; counting out  | # Sessions Provided   |
| <b>Productivity</b>        | Ratio (# output/# input), response time, average producing time of orders; # of products completed | # of closed requests vs. open requests; Avg. hours to produce |
| <b>Quality</b>             | How well a product or service was delivered  | Customer satisfaction   |
| <b>Space</b>               | Square footage, building capacity  | Square footage of facilities maintained                       |
| <b>Workload</b>            | Demand, FTE work capacity  | Caseload size per employee                                    |

Palm Beach County Board of County Commissioners  
**VISION, MISSION, VALUES, GOALS & STRATEGIC PRIORITIES**



For more information, please contact Strategic Planning and Performance Management at (561) 355-4075.

Performance Measures should take into consideration the Countywide Vision, Mission, Core Values and Strategic Priorities\* when being created. Utilize the chart above to ensure that department goals align with the overall goals of Palm Beach County.

*\*The County had six Strategic Priorities, but were updated by the Board of County Commissioners at the last Strategic Planning Workshop on January 30, 2024. The County will now have seven Strategic Priorities by separating Housing/Homelessness into Housing and Unsheltered Residents. Updated infographics were created in March 2024 and are now being shared. County websites are currently being updated with new infographics.*

## Tips to Keep in Mind when Creating Performance Measures:



### *10 Steps* to Identifying Appropriate Performance Measures

As long as governments have tracked performance, there has been confusion about what to measure. Now that GFOA's Distinguished Budget Presentation award criteria require governments to include performance measures in their budget documents, the challenge of finding the most appropriate measures continues.

GFOA has a best practice on performance measures that identifies characteristics of a good measure ([gfoa.org/materials/performance-measures](https://gfoa.org/materials/performance-measures)), but how do you go about selecting one? Or more than one? Follow these ten steps to identify appropriate performance measures for your government and for specific purposes.

- 1 Know your audience.** Measures communicate performance, but not all measures are appropriate for all audiences. Before identifying measures, think about what your intended audience wants to know. Department heads, elected officials, and citizens all have different needs.
- 2 Consult with subject matter experts.** Finance staff should never identify measures without input and collaboration from subject matter experts and program staff in operating departments. Talk to the staff members who are involved in performing services to find what would add value.
- 3 Identify the outcomes.** Identify the purpose or goal of the programs and services your government is providing.
- 4 Identify the service level.** Describe what your government does to produce quality outcomes and think about how services can be performed (timeliness, error free, frequency, superior quality, etc.). Think about how your customers (be they citizens or employees) think about the service level being provided.
- 5 List factors that can influence outcomes.** A variety of factors can influence outcomes. Be clear about which ones (internal or external) could influence the outcome or service level. If necessary, use tools like a factor map to diagram them.
- 6 Select appropriate measures.** Select measures that will help your audience understand the situation. This can be more than one measure and can relate to factors that are or are not controlled by government programs.
- 7 Define your measures.** Be explicit about what you are measuring and how to collect information, and be consistent.
- 8 Determine the frequency of measurement.** Identify how often you will collect and report data. Also, specify who will be responsible for collecting, storing, and sharing data.
- 9 Consider how you will use data you collect.** Think through how the data will be used—for example, who will have access to this information? What decisions or processes does the data support?
- 10 Evaluate the usefulness of the data.** After a set period, evaluate whether the performance measure is useful information. If not, consider tweaking your approach or stop collecting that data in favor of a more useful measure.

Resource: Government Finance Officers Association (GFOA)




## Performance Measures Documents:

All Strategic Plans and Performance Measures information will be entered directly in the County's eKPI Application. This system allows for the entry of unlimited program objectives and performance measures. The system will generate a report for the Management Team and Budget Workshops, which will include all objectives and performance measures entered by your department. **Departments will be required to identify the top 10 key performance indicators (Key KPIs) that will comprise the scorecards (see example in eKPI manual) to be discussed during the Management Team and Budget Workshops.** A Scorecard Performance Measures Book will be created for the Management Team to review during the workshops. The Annual Budget Document (Budget Book Report) will still be limited to one page. Therefore, not all KPI's will be included in the Annual Budget Document. However, **all KPI's submitted for the Annual Budget Book Document must be a Key KPI, have one identified Strategic Priority, and a comment/footnote explaining the information provided.** An electronic Complete Performance Measures Book will be created comprising of all the Key KPI's for each department. This book will be available online in the Strategic Planning and Performance Management Division's website.




Performance Measures selected to be printed in the annual Budget Document (*informally known as the Budget Book*) must have an accompanying comment or narrative explaining the information provided. This comment is entered in the main page in the eKPI application in the KPI edit drop down menu, under the "BB Comment" item. Please refer to the eKPI manual section for details.

## Sample Budget Book Reports:

| Medical Examiner  |                           | Palm Beach County, FL     |                           |                           |  |
|---|---------------------------|---------------------------|---------------------------|---------------------------|--|
| <u>PERFORMANCE MEASUREMENTS</u>   | <u>Actual<br/>FY 2021</u> | <u>Actual<br/>FY 2022</u> | <u>Target<br/>FY 2023</u> | <u>Target<br/>FY 2024</u> |  |
| Average number of autopsies performed by pathologist (Best practice is 225 plus or minus 50 cases per pathologist) <sup>1</sup>                                       | 217.07                    | 233.08                    | 225                       | 225                       |  |
| Average number of business days to complete all records requests for Doctors report of non-exempt cases <sup>2</sup>  | 5.91                      | 5.16                      | 1                         | 1                         |  |
|  Average turnaround time for investigator report completion (in days) <sup>3</sup> | 11                        | 5.58                      | 5                         | 5                         |  |
| Percentage of reports of all postmortem examinations completed within 90 days from the time of autopsy <sup>4</sup>   | 59.13                     | 72.7                      | 90                        | 90                        |  |
| Turnaround time for postmortem examination (hours)  | 15                        | 13.5                      | 24                        | 24                        |  |

### Comments

1. On track to maintain NAME accreditation. The average is based on 6-1/2 doctors. The chief counts as half based on additional administrative duties.
2. New metric created for FY21 with the onboarding of the Administrator Technician II (Records Custodian). FY22 saw a slight improvement, but staffing changes occurred again, and target might be unrealistic based in staff capacity. Will reassess for future.
3. For FY21, the number of days for completion is higher as investigators had an increase in case load (181 cases) and continue to catch up with the backlog created by the COVID-19 mandate. Although there is improvement in FY22, the department is still working through vacancies.
4. For 7 months of FY21, the Forensic Pathologists were understaffed by 21% (1 less doctor) and the office assumed jurisdiction of an additional 181 bodies as compared to FY 2020. FY22 has seen improvements due to filling more vacancies, but there are still vacancies to fill, which will hopefully take place in FY23.

| County Cooperative Extension  |  | Palm Beach County, FL |                   |                   |                   |
|---|--|-----------------------|-------------------|-------------------|-------------------|
| PERFORMANCE MEASUREMENTS  |  | Actual<br>FY 2021     | Actual<br>FY 2022 | Target<br>FY 2023 | Target<br>FY 2024 |
|    | Gross non-grant revenue enhancement generated by the Mounts Botanical Garden <sup>1</sup>  | 955,570               | 1,540,830         | 1,020,000         | 1,020,000         |
|   | Number of 4-H adult/youth volunteer hours <sup>2</sup>   | 3,087                 | 7,856             | 6,000             | 6,000             |
|   | Number of people attending educational programs at Mounts Botanical Garden <sup>3</sup>  | 5,977                 | 6,818             | 5,400             | 5,400             |
|   | Number of people visiting Mounts Botanical Garden <sup>4</sup>   | 44,798                | 98,912            | 36,000            | 36,000            |
|   | Number of students reached by 4-H STEM-related school enrichment educational programs <sup>5</sup>                                     | 17,357                | 24,209            | 7,200             | 7,200             |
|   | Number of youth participating in 4-H youth development activities  | 2,172                 | 2,921             | 3,600             | 3,600             |
|    | Number of clients receiving education in recommended practices and new technologies (agriculture, nurseries, landscaping) <sup>6</sup> | 1,947                 | 1,661             | 2,040             | 2,040             |
|   | Number of discipline-specific CEU's delivered to clientele <sup>7</sup>  | 1,946                 | 1,784             | 1,680             | 1,680             |
|   | Volunteer hours (Master Gardeners) contributed <sup>8</sup>  | 8,374                 | 14,369            | 4,560             | 4,560             |
|  | Number of people receiving safety trainings (agriculture, nurseries, landscaping) <sup>9</sup>   | 1,730                 | 1,748             | 1,440             | 1,440             |
|   | Number of people receiving science-based nutrition education   | 23,937                | 24,247            | 30,000            | 30,000            |

#### Comments

1. FY21 was negatively impacted by Covid-19. Actuals include a gift of \$100k towards the Mounts Gift Shop Expansion Project. Visitors to Mounts Botanical Garden during FY22 (98,912 people) was more than double FY21 (44,798 people). A significant percentage of these visitors were attracted to two nonrecurring attractions that were revenue enhancing events, the 5-month Lego exhibit (Jan-May 2022) and the popular Dec 2021 Holiday of Lights family event. Furthermore, during the daylight hours of the Lego exhibit, other revenue enhancing opportunities were in full force (like the plant nursery and vintage gift shop). Targets for FY23 and FY24 were based on projections as post-covid numbers of visitors began to increase. These will be reassessed based on new actuals.
2. FY21 numbers were negatively impacted by the Covid-19 Pandemic, but FY22 saw an increase as 4H activities recommenced. Before Covid-19, a typical year would get an average of 10,000 volunteer hours. FY23 and FY24 targets were adjusted to be more aligned with post pandemic recovery efforts.
3. During COVID, face-to-face educational opportunities were severely limited, and many normal educational events were not easily addressed with virtual platforms. The absence of major crowd-pleasing exhibits also curtailed educational outreach typically enjoyed in the past. In FY22, an increase in participation is seen as more face-to-face trainings were reintroduced. Targets for FY23 and FY24 remain conservative due to staffing limitations that continue to persist due to non-profit Friends of MBG financial difficulties, and the Education/Outreach Manager position continuing to remain vacant until further notice.
4. Targets for FY23 and FY24 remain conservative due to staffing capacity.
5. Due to Covid-19, several programs provided a virtual platform, therefore allowing for a wider reach of participants. Targets for FY23 and FY24 remain conservative due to staffing capacity, but will be reassessed in the future.
6. FY22 was impacted by staff vacancies.
7. FY23 and FY24 targets were decreased from FY22, a reflection of COVID realities still impacting face-to-face trainings, and staff retirements/resignations that created 3 vacant agriculture/horticulture extension agent positions during late-FY21 and into FY22.
8. Although FY22 actuals surpassed those of FY21, a reflection of COVID realities is still impacting face-to-face volunteer availability, therefore causing FY23 and FY24 targets to remain conservative until numbers reach pre-Covid figures.
9. FY23 and FY24 targets were decreased due to agencies providing their own trainings with material provided by Cooperative Extension.

The eKPI application may be found in the County’s main intranet page: [pbcportal.pbcgov.org](http://pbcportal.pbcgov.org). There is an eKPI tab at the top of the page, as well as on the column titled “Quick Links” on the left of the page. The username and password for eKPI is the same as the SIM information used to log into County computers. However, access to the application for data entry must be granted by ISS via a request from the Senior Strategic Planning & Performance Analyst in OFMB.

Detailed information about the County’s overall Strategic Plan, Mission, Vision and Strategic Priorities may be found in the Strategic Planning and Performance Management Division’s intranet page: <https://pbcportal.pbcgov.org/ofmb/SPPM/default.aspx>.



Strategic Planning and Performance Management is in the Governmental Center, located at:

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