



OUR VALUE PROPOSITION

What You Get as a Taxpayer and a Stakeholder in our Community

Leon County Government leverages partnerships, embraces efficiency and innovation, and demands performance to the benefit of our taxpayers. We actively engage our citizens, not only as taxpayers, but as stakeholders and co-creators of our community – providing meaningful opportunities to capitalize on their talents in making important decisions and shaping our community for future generations.

HOW LEON COUNTY LEADS

Leon LEADS was instituted throughout Leon County Government over the course of Fiscal Year 2012. This approach resulted in the alignment of the Leon County Board of County Commissioners' Vision for the Leon County community, with Strategic Priorities that advance the County toward that Vision, and the County's optimized resources. As reflected in the graphic on the next page, Leon LEADS is a continuous process by which Leon County Government looks inward to strengthen what works and abandon what does not; looks outward to receive feedback from citizens and leverage partnerships; and adjusts as conditions change.

LEON LEADS

The first step, of what is now an ongoing process, was taken in December of 2011 when the Board identified its Vision Statement composed of four Strategic Priorities that support and advance that Vision, and organizational Values which form the basis for Leon County Government's "People Focused, Performance Driven" culture. The Board's Strategic Priorities are: Economy, Environment, Quality of Life and Governance.

To start, Leon County strategic planning teams conducted LEADS



LEADS Meeting

Review meetings in early 2012. Each LEADS Review meeting was a facilitated process, during which participants conducted a SWOT Analysis, identifying Strengths, Weaknesses, Opportunities and Threats, and responded to targeted, open-ended questions to identify opportunities for improvement. Each team then prepared a report, identifying workplace improvements and Strategic Initiatives, each of which supports and advances one or more of the Board's four Strategic Priorities.

Staff then drafted their work areas' Strategic Plans, which identify the work area's Mission, Strategic Initiatives for which it has lead responsibility, and planned workplace improvements. The work areas' Strategic Plans, which set the broad course of action for the same two-year period as the Board's Strategic Plan, were approved by the Board in 2012.

During the 2016 LEADS Listening Session cycle, approximately 30 sessions were conducted, involving input from more than 350 key stakeholders. Through the Listening Sessions, work areas identified customer perceptions with regard to service delivery, quality, efficiency, relevance, and customer experience. Sessions resulted in the identification of actionable recommendations to improve business operations, employee satisfaction and customer experience. Some recommendations may also reduce costs through increased efficiencies or by streamlining processes.

The Leon LEADS process enables Leon County to continue to be a model 21st century county government that is in a constant state of becoming the highest performing organization by conveying greater relevance and delivering more value in the many ways county government touches citizens.



Leadership Team Recognition

Listens for Changing Needs
Engages Citizens and Employees
Aligns Key Strategic Processes
Delivers Results & Relevance
Strives for Continuous Improvement



INNOVATOR AND INSPIRATOR AWARDS INTRODUCE COST SAVINGS AND NEW EFFICIENCIES

Leon County is an organization that rewards its employees for innovative ideas, teamwork, strategic processes, efficiency and the ability to achieve positive results. Employee ideas are an integral part of innovation and inspiration. Leon County is committed not only to its citizens, but is equally committed to its employees as a part of its “People Focused, Performance Driven” culture.

The I² (Innovator/Inspirator) Award conveys the value Leon County Government places on employee-led improvements that result in increased efficiencies or that enhance and support the delivery of county services, which significantly contribute to reinforcing Leon County’s relevance in the community and our Core Practices in the workplace. Examples of such improvements include the following:

- The Solid Waste Management Division determined that the leachate processing and treatment at the Waste Water Treatment facility was not being measured properly. The team compared the number of gallons being billed versus the number of gallons being pumped from the facility. Once the meter was changed, the County was charged for actual gallons disposed. This saved Leon County approximately \$18,000 per month (\$216,000 per year).
- Leon County Animal Control received a recommendation from the 2014 LEAD Listening session to increase the number of Animal Control Officers within the division in order to increase the service level to citizens. The team developed a schedule, utilizing existing resources that added sixteen hours of coverage, to increase availability of Animal Control Officers to cover weekends without having to work overtime or hire an additional officer.
- The Library, Facilities Management and County Administration came together to explore alternatives to save the 160 year old live oak tree in front of the Main Library that was determined to be in poor health and posed a danger to the public. After considering options that would bring greater value to the community and reducing the sense of loss, the team decided to transform the tree trunk into a work of art utilizing a local artist.

