

A livable
Spokane County
 where people choose to...



live



work



play

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



Customer Service

Enhance citizen access
 Improve customer satisfaction
 Enhance collaboration and partnerships

Financial Stewardship

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

Public Engagement

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

Employee Development

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

Spokane County

- Visionary Leadership
- Integrity and Professionalism
- Results Oriented
- Collaboration
- Innovation
- High Quality Customer Services
- Continuous Improvement
- Accountability