

**OFFICE OF PUBLIC AND GOVERNMENTAL RELATIONS
GOVERNMENTAL RELATIONS**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To develop and coordinate Federal and State initiatives to influence decisions favorable to Broward County; to develop, foster and improve intergovernmental relations in order to enhance the quality of life for Broward County departments, other governmental entities, business, community and civic groups as well as individual citizens; and to maintain accurate records of County Commission board appointments.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of Federal and State legislative bills, and amendments tracked	853	1,170	1,500	
Number of legislative bills and amendments assigned per three legislative coordinators	744	344	500	
Percent of filled positions on boards appointed by the Broward County Commission	85	82	85	
Internal customer satisfaction rating	N/A	N/A	N/A	1,2

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually in the third quarter.