

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

**Fiscal Year 2008**

**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.

<b>Performance Measures</b>	<b>FY06 Actual</b>	<b>FY07 Actual</b>	<b>FY08 Budget</b>	<b>FY08 Actual</b>	<b>% Change FY07-FY08</b>	<b>Variance Number</b>
Number of Federal and State legislative bills, and amendments tracked	N/A	1,770	1,500	1,224	-31%	<b>1</b>
Number of legislative bills and amendments assigned per three legislative coordinators	N/A	591	500	408	-31%	<b>1</b>
Percent of filled positions on boards appointed by the Broward County Commission	N/A	84	85	82	-2%	
Internal customer satisfaction rating (%)	N/A	N/A	N/A	4.79	N/A	<b>2</b>

**Explanation of variances greater than 15 percent:**

- 1** Congress is in session for two years beginning January 3, 2007 to January 3, 2009. During session, more bills and resolutions are usually proposed during the first year than the second. Additionally, there were fewer bills that impacted Broward County this session.
- 2** 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.