

7.1 Citizen Trust in Government

7.1.1 Public trust in government

Measurement: Public trust in government is measured by telephone survey of a statistically valid sample of 2,400 Broward County adults age 18 and older. Specifically, the survey asks,

How much of the time do you think you can trust Florida state government to do what is right? Would you say just about always, most of the time, only some of the time, never, or don't know. The margin of error for the survey is $\pm 2.2\%$.

Explanation: Greater trust in government reflects public confidence that tax dollars are spent wisely with the intended results. As trust in government improves, people will be more likely to participate in representative government and to support government-funded services such as public education and transportation improvements.

Broward data sources: *Quality of Life Assessment: 1997 PRC Community Health Survey, Broward County, Florida; and 1999 PRC Quality of Life Assessment: Broward County, Florida*, Professional Research Consultants, Inc., Omaha, Nebraska.

Florida data source: Florida State University, Survey Research Laboratory, *Florida Annual Policy Survey*, available online at www.fsu.edu/~survey/FAPS/index.htm

7.1.2 Public rating of local government

Measurement: The general public's rating of local government is measured by telephone survey of a statistically valid sample of 2,400 Broward County adults age 18 and older. Specifically, the survey asks, Would you rate the job your local government is doing as excellent, good, fair, or poor? The margin of error for the survey is $\pm 2.2\%$.

Explanation: Higher ratings of government performance reflect public confidence that tax dollars are spent wisely with the intended results. As the public perception of government improves, people will be more likely to participate in representative government and to support government-funded services such as public education and transportation improvements.

Broward data sources: *Quality of Life Assessment: 1997 PRC Community Health Survey, Broward County, Florida; and 1999 PRC Quality of Life Assessment: Broward County, Florida*, Professional Research Consultants, Inc., Omaha, Nebraska.

Florida data source: Florida State University, Survey Research Laboratory, *Florida Annual Policy Survey*, available online at www.fsu.edu/~survey/FAPS/index.htm

7.2 Public Satisfaction

7.2.1 Public satisfaction with government services

Measurement: Public satisfaction with government services is measured by telephone survey of a statistically valid sample of 2,400 Broward County adults age 18 and older. Specifically, the survey asks, In general, would you say that government services where you live are: excellent, good, fair, poor, or don't know or not sure? The margin of error for the survey is $\pm 2.2\%$.

Explanation: Citizen satisfaction with government services is an important outcome to consider in judging government performance.

Broward data source: *Quality of Life Assessment: 1997 PRC Community Health Survey, Broward County, Florida*, Professional Research Consultants, Inc., Omaha, Nebraska.

7.3 Government Spending

7.3.1 Taxes

7.3.2 Taxes relative to personal income

7.3.3 Ranking in local taxes

Measurement: State taxes include sales, excise, corporate income, intangible property, license and documentary stamp taxes. Lottery proceeds are excluded. Local taxes include ad valorem (property) taxes and local option taxes. Impact fees and charges for municipal services are excluded. Federal taxes include personal income, social insurance, corporate income, excise and estate taxes. Totals include all tax collections by each level of government. There are two accepted measures of tax burden, per capita taxes (7.3.1) and taxes as a percentage of personal income (7.3.2). Per capita taxes are calculated in each year by dividing tax collections by the population.

Explanation: Taxation and government spending are major concerns of the public. Floridians voiced that concern in 1994, when they voted in favor of a state constitutional amendment that limits the growth in state revenue to the growth in Floridians' personal income. These indicators show the growth in the tax burden in actual dollars as well as the growth relative to their personal income and the growth in other areas.

Florida data source: Florida Tax Watch, Inc., Tallahassee, FL, as reported in the Florida Commission of Government Accountability to the People's *Florida Benchmarks* (February 1998).



7.4 Waste in Government

7.4.1 Public perception of government waste

Measurement: The general public's perception of waste in government is measured by telephone survey of a statistically valid sample of 2,400 Broward County adults age 18 and older. Specifically, the survey asks, How much of each tax dollar you pay to state government would you say is wasted, all of it, most of it, some of it, hardly any of it, or don't know? The margin of error for the survey is $\pm 2.2\%$.

Explanation: Citizen satisfaction with government will not improve unless people are convinced that their tax dollars are not being wasted.

Broward data sources: *Quality of Life*

Assessment: 1997 PRC Community Health Survey, Broward County, Florida; and 1999 PRC Quality of Life Assessment: Broward County, Florida, Professional Research Consultants, Inc., Omaha, Nebraska.

Florida data source: Florida State University, Survey Research Laboratory, *Florida Annual Policy Survey*, available online at www.fsu.edu/~survey/FAPS/index.htm

7.5 Government Employment

7.5.1 Size of government relative to size of the population

Measurement: The number of local government employees per 100 county residents is the (1) average number of full-time and part-time jobs reported by local government to the Florida Unemployment Compensation program (ES-202), divided by (2) the county population, multiplied by (3) 100. The number of government employees per 100 county residents is (1) the average number of full-time

and part-time jobs reported by federal, state and local government to the Florida Unemployment Compensation Program, divided by (2) the county population, multiplied by (3) 100.

Explanation: Government has come under increasing scrutiny by many who believe that the size and cost of government has grown too much.

Data Source: Florida Agency for Workforce Innovation, Employment and Wage Reports, <http://lmi.floridajobs.org/es202/es202.htm>

7.5.2 Broward County's rank in size of local government

Measurement: Broward County's ranking among the 67 counties in the number of state government employees per 100 county residents (1st=highest number of local government employees per 100 county residents).

Explanation: Increasing government efficiency should enable Broward County to lower its rank among Florida's counties.

Data Source: Florida Agency for Workforce Innovation, Employment and Wage Reports, <http://lmi.floridajobs.org/es202/es202.htm>.

7.6 Financial Management

7.6.1 National ranking

Measurement: Since 1990, *Financial World* magazine has ranked the 50 states based on three major criteria: (1) Managing for Results, which assesses state efforts in evaluating the efficiency and effectiveness of its service delivery; (2) Financial Management, which assesses the state's ability to forecast revenues and expenditures, to wisely spend and invest and to practice generally accepted accounting procedures; and (3) Infrastructure Maintenance,

which assesses the quality of the state's long term capital planning and maintenance practices. Information is gathered from state budget offices, the National Governors Association, the National Association of State Budget Officers, the Council of State Governments, and other organizations.

Explanation: Well-managed organizations in the public or private sector use practices that ensure financial stability, efficiency and effectiveness.

Florida data source: *Financial World*, New York, NY.

7.6.2 Debt

Measurement: Debt is a measure of long-term liabilities. For Florida, it is the total amount of money, including principal and interest, owed by state government over the next five years. For Broward County it is the net general obligation bonded debt per capita. Expressing the debt as a per capita measure controls for growth in the population or tax base.

Explanation: Debt reflects government's continuing ability to meet its financial obligations. Debt also influences the cost of government through its indirect effect on borrowing costs.

Broward data source: Broward County Finance and Administrative Services Department, Accounting Division, *Comprehensive Annual Financial Report*, Fort Lauderdale, FL. This report is available at www.broward.org/accounting.htm.

Florida data source: Florida Office of the Comptroller, *Schedule of Outstanding Bonds and Future Debt Service*.



7.6.3 Credit rating

Measurement: Bond ratings for all 50 states are determined annually by Standard & Poor's Corporation based on each state's economic base, financial management and long-term debt.

Explanation: The bond rating indicates the creditworthiness to individuals or institutions purchasing bonds and influences borrowing costs.

Broward data source: Broward County Office of Management and Budget, Fort Lauderdale, FL.

Florida data source: Standard & Poor's Ratings Group, Public Finance Department, New York, NY.

7.6.4 Rainy day funds

Measurement: By constitution and statute, the state is required to set aside revenue to respond to emergencies, such as hurricanes or tornadoes, and to continue the operation of state government in the event of a revenue shortfall.

Explanation: Rainy day funds are a financial cushion against events or situations that threaten the ability to meet financial obligations.

Broward data source: Broward County Office of Management and Budget, Fort Lauderdale, FL.

Florida data source: Executive Office of the Governor, Office of Planning and Budgeting, Revenue and Economic Analysis Unit, *General Revenue Fund Retrospect Statement*.

7.7 Use of Outcome Measures

7.7.1 Outcomes in strategic plans

Measurement: Outcomes are measures that indicate how people benefit from government programs and services. Agency strategic plans, updated annually, state how each agency expects to carry out its mission over the next five years. Objectives are reviewed and scored as an outcome or not an outcome.

Explanation: Government should be judged by the benefits it produces. If government is held accountable for outcomes, it can be motivated to respond with improved levels of service to citizens.

Broward data source: Broward County Office of Management and Budget, Fort Lauderdale, FL.

Florida data source: Executive Office of the Governor, Office of Planning and Budgeting.

7.7.2 Budget tied to performance measures

Measurement: Under the Government Performance and Accountability Act of 1994, state agencies are to be held accountable for achieving results with the dollars they receive for their services and programs.

Explanation: Holding agencies accountable for outcomes ensures that tax dollars are spent on services and programs that produce results.

Broward data source: Broward County Office of Management and Budget, Fort Lauderdale, FL.

Florida data source: Executive Office of the Governor, Office of Planning and Budgeting.

7.8 Achievement of Results

7.8.1 Achievement of results by local agencies

Measurement: Achievement of outcomes is determined by whether agencies meet or exceed the performance standards for major programs specified in their agency budgets.

Explanation: Tax dollars should be spent on services and programs that produce results.

Broward data source: Broward County Department of Human Services, *Partnerships 99: Contracted Services Report* (tabulated by Juliette Love).

Florida data source: Executive Office of the Governor, Office of Planning and Budgeting.

7.9 Presidential Elections

7.9.1 Voter registration in presidential election years

7.9.2 Registered voter turnout in presidential election years

7.9.3 Overall voter turnout in presidential election years

Measurement: The voting age population, as estimated by the Florida Consensus Estimating Conference, consists of all people age 18 and older regardless of whether they meet Florida voter registration requirements. Estimates are based on the April 1 population in each election year. Registered voters are people who (1) meet age, residency and citizenship requirements, (2) do not have a criminal history, and (3) do not claim the right to vote in another state. In Florida, citizens may register to vote by mail, at county election offices, during official voter registration drives, or at drivers license offices. Counts for each year are taken at the close of registration, just prior to each election. Voter



turnout is number of registered voters who voted at the polls or by absentee ballot divided by the number of registered voters. In these indicators, turnout is reported only for presidential election years in which the President and Vice President, members of the U.S. House of Representatives, Florida House members, one-half the Florida Senate and a portion of the constitutional county officials are on the ballot. U.S. Senators are elected every six years.

Explanation: Those who register to vote are likely to have a greater interest in their governance than those who do not. The turnout on election day indicates the level of interest citizens have in their governance.

Data sources: Florida Department of State, Division of Elections, *Official General Election Returns* (election years), as published in University of Florida, Bureau of Economic and Business Research, *Florida Statistical Abstract* (annual, Tables 21.25 Voting Age Population, 21.30 Registered Voters, and 21.31 Voter Turnout); some data is available online at <http://election.dos.state.fl.us/voterreg/>; some data was provided through personal communications from the Florida Department of State, Division of Elections and the Office of the Broward County Supervisor of Elections.

7.10 Non-Presidential Elections

7.10.1 Voter registration in non-presidential election years

7.10.2 Registered voter turnout in non-presidential election years

7.10.3 Overall voter turnout in non-presidential election years

Measurement: The voting age population, as estimated by the Florida Consensus Estimating

Conference, consists of all people age 18 and older regardless of whether they meet Florida voter registration requirements. Estimates are based on the April 1 population in each election year. Registered voters are people who (1) meet age, residency and citizenship requirements, (2) do not have a criminal history, and (3) do not claim the right to vote in another state. In Florida, citizens may register to vote by mail or at county elections offices, official voter registration drives, or drivers license offices. Counts for each year are taken at the close of registration, just prior to each election. In these indicators, turnout is reported only for non-presidential election years, which include the election of the governor and lieutenant governor, Florida cabinet members, one-half of the Florida Senate, all members of the Florida House of Representatives, U.S. House of Representatives, and a portion of the state's constitutional county officials. U.S. Senators are elected every six years.

Explanation: Those who register to vote are likely to have a greater interest in their governance than those who do not. The turnout on election day indicates the level of interest citizens have in their governance.

Data sources: Florida Department of State, Division of Elections, *Official General Election Returns* (election years), as published in University of Florida, Bureau of Economic and Business Research, *Florida Statistical Abstract* (annual, Tables 21.25 Voting Age Population, 21.30 Registered Voters, and 21.31 Voter Turnout); some data is available online at <http://election.dos.state.fl.us/voterreg/>; some data was provided through personal communications from the Florida Department of State, Division of Elections and the Office of the Broward County Supervisor of Elections.

7.11 Representation

7.11.1 Racial representation

7.11.2 Gender representation

Measurement: State officials include the highest elected officers: Governor, Lieutenant Governor, the Florida House of Representatives, the Florida Senate, and Florida's congressional delegation (U.S. House and Senate). Race and gender breakdowns for the Florida population are obtained from annual estimates prepared by the Bureau of Economic and Business Research at the University of Florida under contract with the Governor's Office.

Explanation: Government should represent the citizens it serves. Citizens often feel better represented when people similar to themselves are making policy and budget decisions that affect their lives.

Florida data sources: Congressional Yellow Book, Leadership Directories Inc.; The Florida Handbook, Allen Morris and Joan Perry Morris; Clerk's Manual, The Florida House of Representatives; Revenue and Economic Analysis Policy Unit, Governor's Office of Planning and Budgeting (race and gender data).

