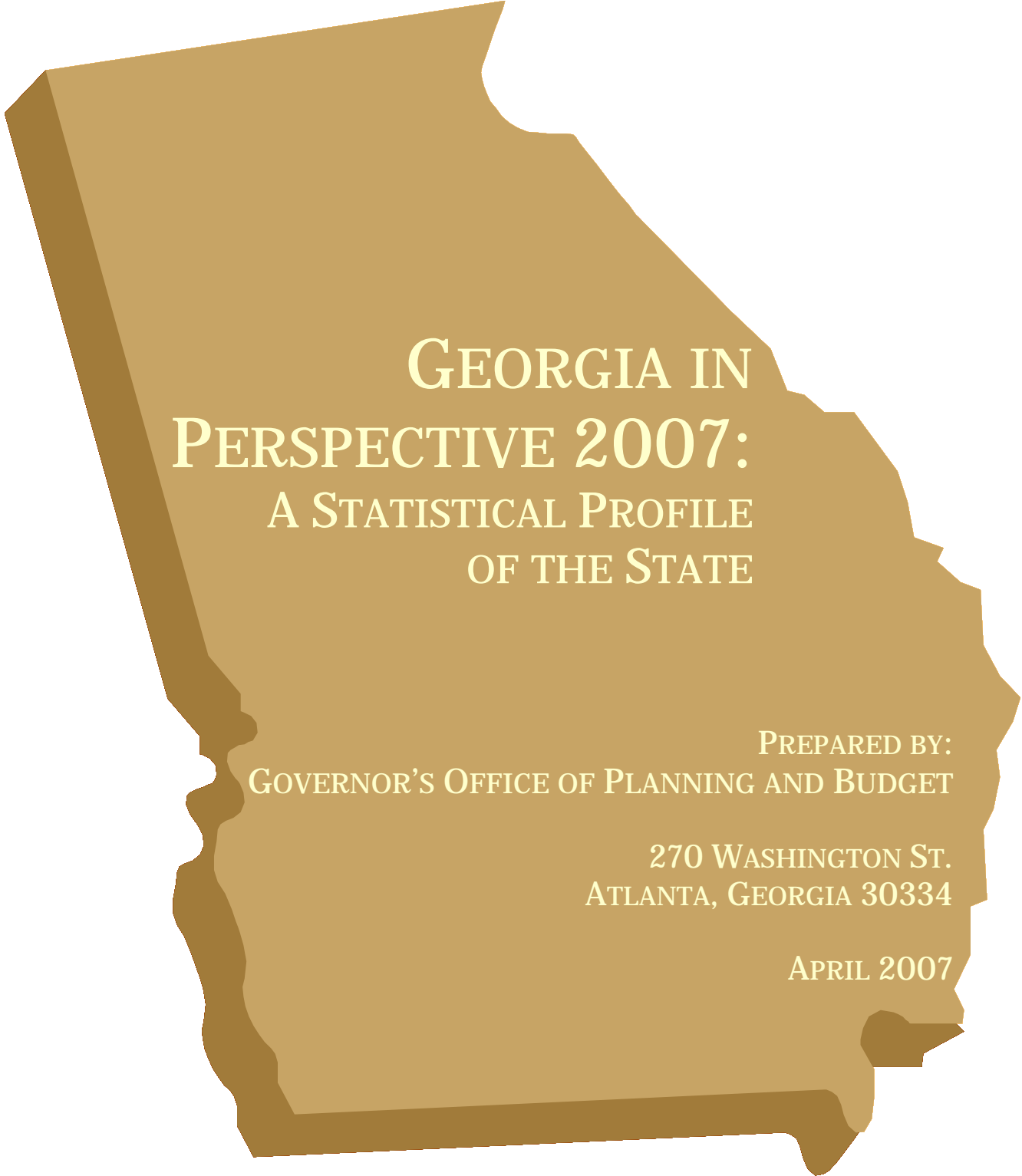




GEORGIA IN PERSPECTIVE  
2007



**OP** GOVERNOR'S OFFICE  
**B** OF PLANNING AND BUDGET  
"EDUCATE, ADVOCATE, EVALUATE"



GEORGIA IN  
PERSPECTIVE 2007:  
A STATISTICAL PROFILE  
OF THE STATE

PREPARED BY:  
GOVERNOR'S OFFICE OF PLANNING AND BUDGET

270 WASHINGTON ST.  
ATLANTA, GEORGIA 30334

APRIL 2007





## OFFICE OF PLANNING AND BUDGET

**Sonny Perdue**  
Governor

**Shelley C. Nickel**  
Director

April 17, 2007

Dear Fellow Georgians:

We are fortunate to live in one of the most dynamic states in the nation. Our foundation of solid economic growth, based on policies that encourage business investment and job growth, have encouraged hundreds of thousands of people to pick Georgia as their home in this decade. Today, Georgia has almost 9.4 million residents, an increase of 1.2 million in only six years. Our growth of more than 14% from 2000 to 2006 was more than twice the national average and the third fastest growing state in the nation. We are now the ninth largest state in the country.

With this growth has come increasing demands on state government to provide necessary services in such areas as education, transportation, health care, and environmental protection. Even as we work to encourage effectiveness and efficiency at all levels of state government, there are ongoing increases in costs based on more students in our schools, more cars on our highways, and more public safety officers on our streets.

In state dollars our budget now totals \$20 billion annually. This amount of spending can be done adeptly only by providing decision makers with the facts necessary to allocate funds in the most efficient manner for the benefit of all the people of Georgia. For the first time since 1998, this summary information is being made available in published form. *Georgia in Perspective* is a concise summary of the type of data that is used both to make decisions and to determine if the policies implemented are having the desired effect.

The information is presented by policy area: Growing Georgia, Educated Georgia, Healthy Georgia, Safe Georgia, and Best Managed State. These five policy areas are used by Governor Sonny Perdue in developing the state budget and in setting spending priorities. By grouping agencies by policy area it is possible to gain a quick overview of the allocation of state resources, not only by individual agency but by agencies that often have interrelated needs and responsibilities to their customers – the public and taxpayers of this state.

The data offered in this publication can help to provide us with an understanding of where we are as a state today. We will be able to see the changes occurring from a variety of social and economic perspectives. We can then make decisions to insure that a future generation of Georgians will enjoy increasing prosperity based on policies that sustain growth.

Sincerely,

Shelley C. Nickel, Director  
Governor's Office of Planning and Budget



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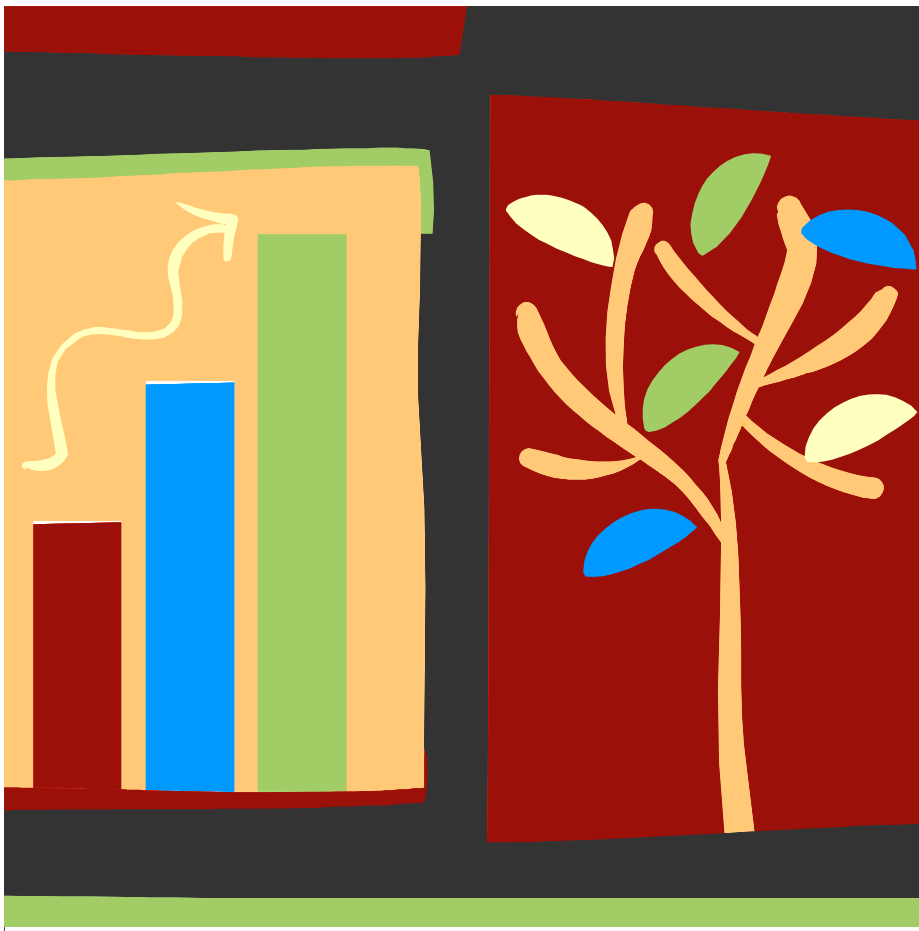
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GEORGIA  
IN  
PERSPECTIVE

*A GROWING GEORGIA*



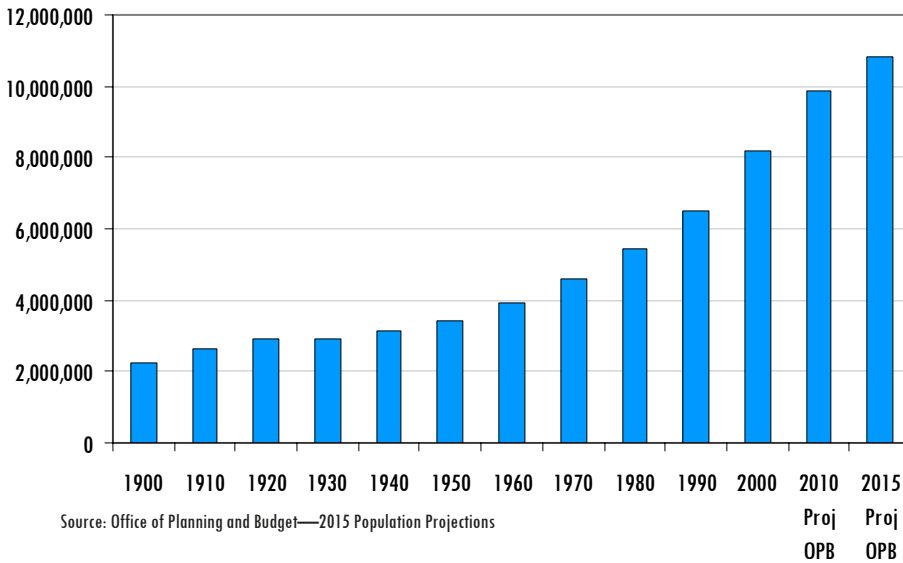
## Georgia's Population Growth and Change

### Georgia's Population 1900 to 2015

† The state's population doubled in the period from 1960 to 2000.

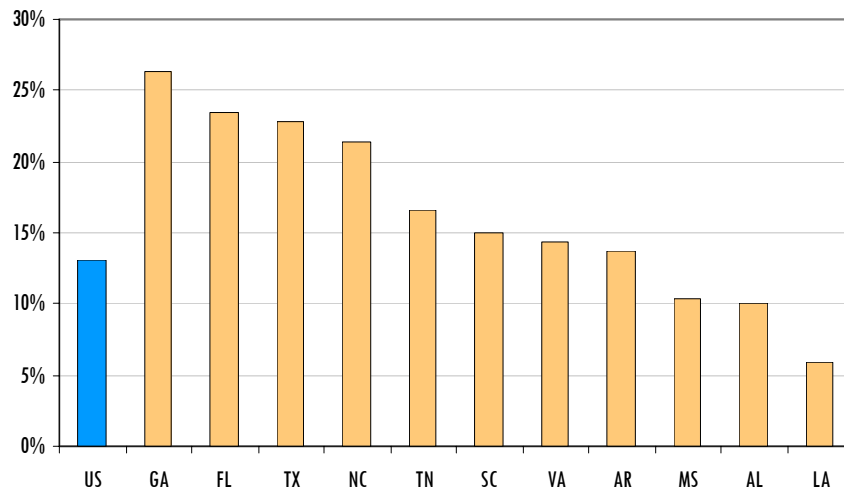
† The Census Bureau estimate places Georgia's population at 9,363,941 residents in 2006.

† Georgia grew by almost 1,177,488 people between 2000 and 2006, a growth of 14.4% and third fastest in the nation.



† Georgia now has 15 Metropolitan Statistical Areas and 20 Micropolitan Statistical Areas.

### Population Growth in the Southeast During the 1990s

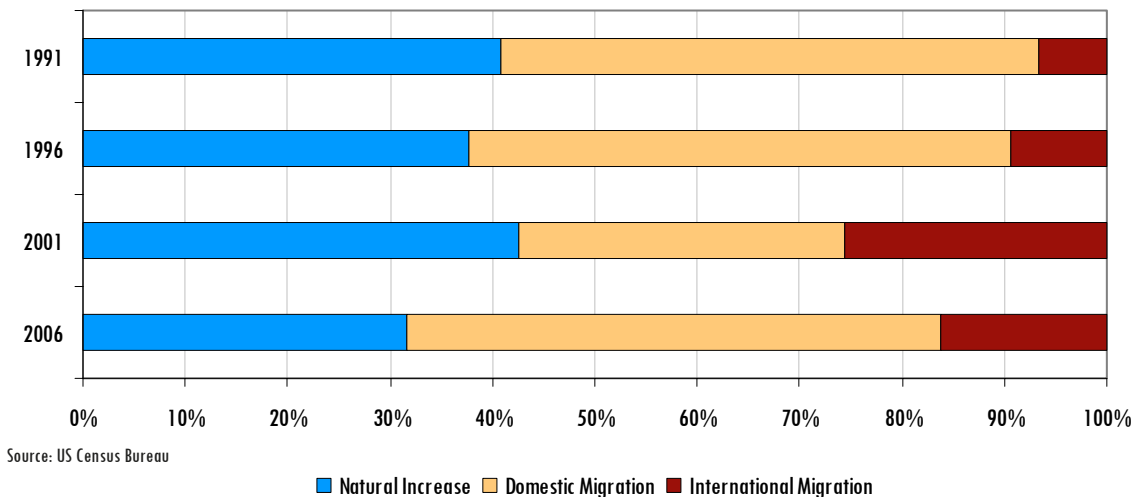


† During the 1990s, the Southeastern states grew at a faster rate than the national average.

† Also during the 1990s, Georgia grew 26% while the United States grew 13%.

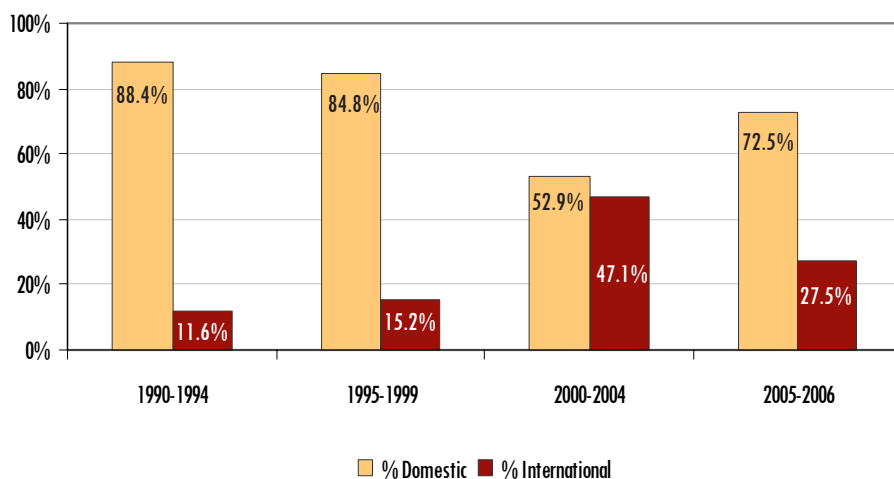
## Migration Patterns

### Components of Population Growth 1991-2006



- 👤 An area's population grows by natural increase and net migration. Less than half of Georgia's growth has been due to natural increase (more births than deaths).
- 👤 Migration accounts for more than half of Georgia's growth. Hurricane Katrina evacuees increased domestic migration in 2005 and 2006.
- 👤 During the period from 2005-2006, about 120,953 domestic migrants and 37,451 international migrants moved to Georgia.

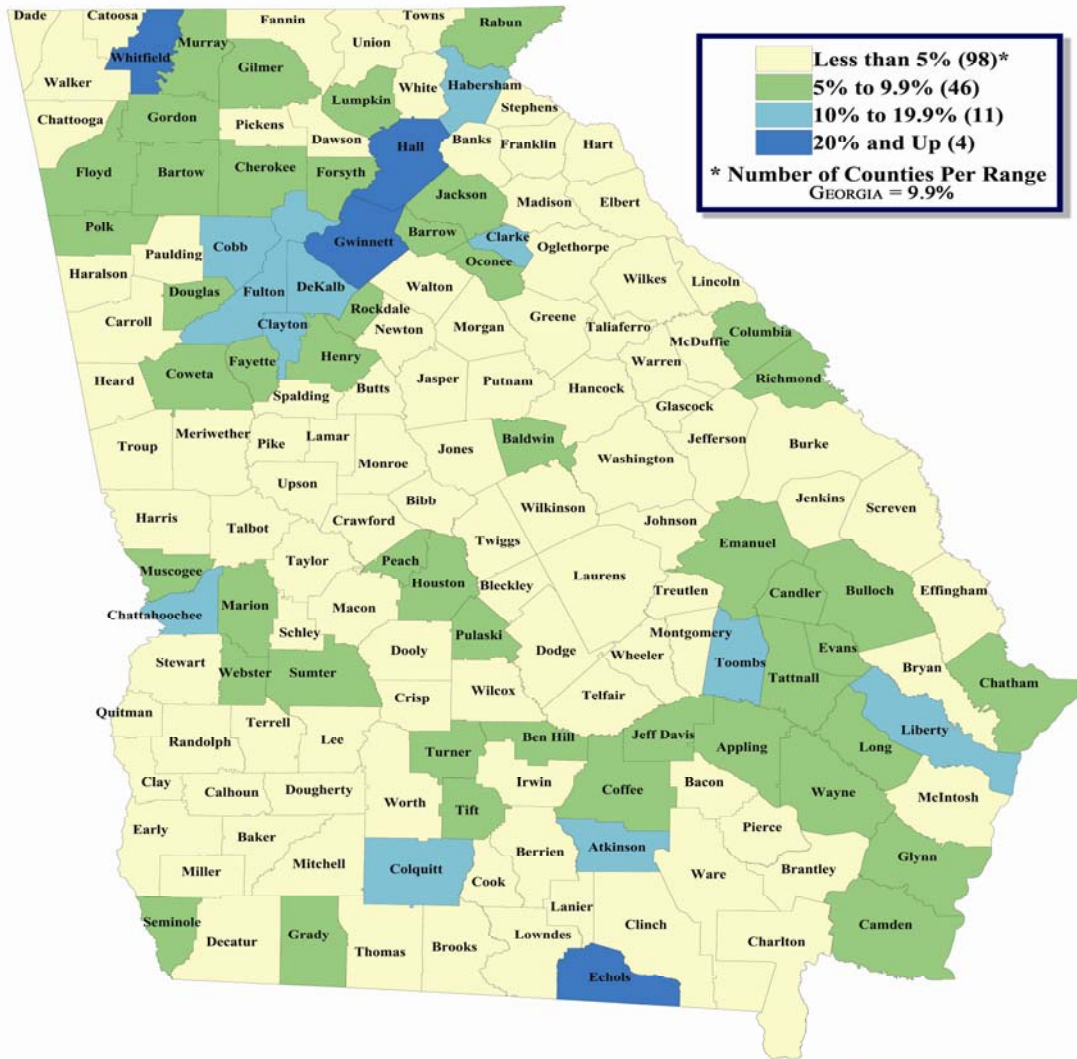
### Domestic and International Migration



- 👤 About four out of 10 people moving to Georgia are international migrants.
- 👤 An estimated yearly average of 36,500 people moved to Georgia from another country between 2000 and 2006.

- 👤 120,953 domestic migrants and 37,451 international migrants moved to Georgia in the period from 2005-2006.
- 👤 Although most international migrants to Georgia are from Mexico, the state also has many immigrants from other countries.
- 👤 Domestic migrants include foreign born who first lived in another state.

CENSUS 2000  
FOREIGN LANGUAGE SPOKEN AT HOME



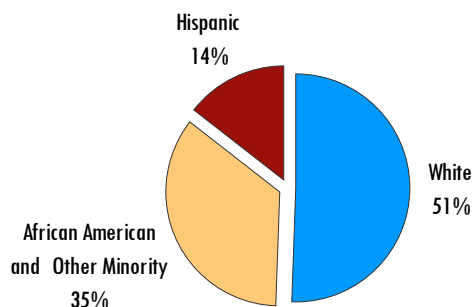
Map Prepared by the  
Office of Planning & Budget  
[www.opb.state.ga.us](http://www.opb.state.ga.us)

SOURCE: US CENSUS BUREAU

- † The 2000 Census data shows the percentage of Georgia residents who speak a language other than English at home.
- † In 2000, at least 1 out of 10 residents in 15 counties spoke a language other than English at home.

## Demographics

### 2004 Georgia Births by Race/Ethnicity

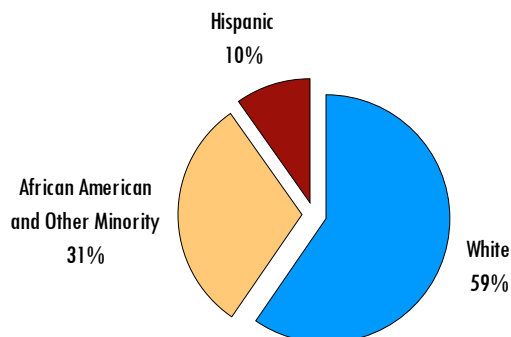


Source: Georgia Department of Human Resources, Division of Public Health

† In addition to changes caused by the growing immigrant population, the demographics of Georgia's population will continue to change because of differing birth rates.

† The proportion of Georgia's population that is White declined from 70% in 1990 to 62% in 2000 and is expected to decline to 59% by 2015.

### 2015 Georgia Population Projection by Race/Ethnicity



Source: Governor's Office of Planning and Budget

Age Group Shift 2000-2015		
Age Group	2000	2015
Age <20	29.5%	34.0%
Age 20-64	60.9%	52.5%
Age 65+	9.6%	13.6%

Source: Governor's Office of Planning and Budget—2015 Population Projections

† Georgia has a relatively young population: by 2015 the percentage of residents under age 20 is expected to grow to 34%, compared with 26% nationally.

† During the same time-frame the proportion of Georgians over age 65 will grow to 13.6%, compared to 16% nationally.

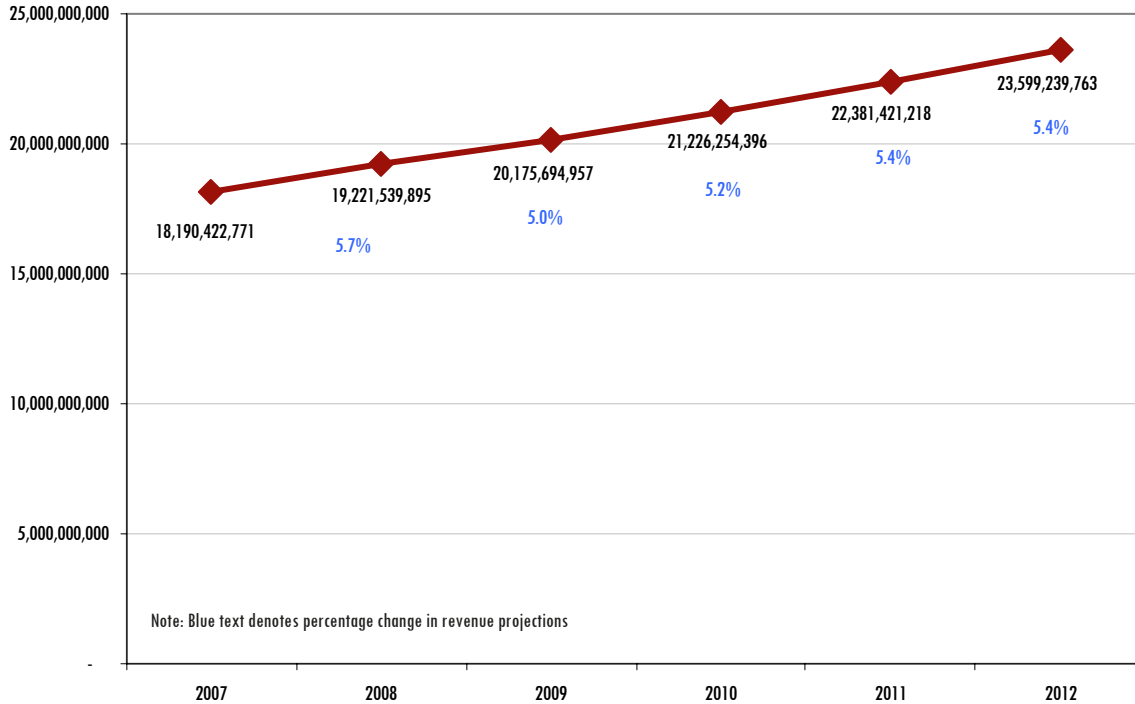
† Thirty-five counties are expected to have at least 20% of their county population age 65 or older.

† The age spread is not uniform across the racial/ethnic groups—the White population has a lower percentage of youth (under 20 years of age) and a higher percentage of elderly (age 65 and older) than Hispanics and African Americans.

Age Group Shift by Race/Ethnicity 2000 and 2015						
Age Group	2000	2015	2000	2015	2000	2015
Race/Ethnicity	White	White	African-American & Other Minority	African-American & Other Minority	Hispanic	Hispanic
Age <20	26.1%	29.1%	35.1%	39.6%	36.3%	46.1%
Age 20-64	62.0%	51.9%	58.6%	54.2%	61.7%	50.6%
Age 65+	11.9%	19.1%	6.3%	6.2%	1.9%	3.3%

Source: Governor's Office of Planning and Budget—2015 Population Projections

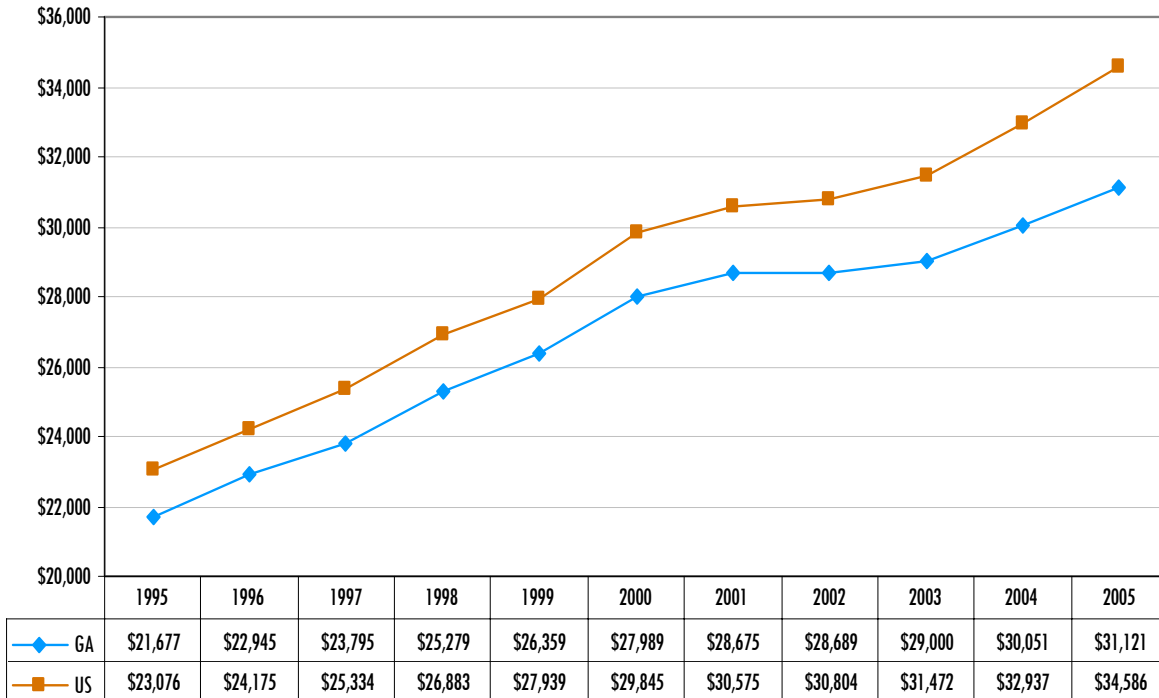
## Georgia Revenue Estimates FY 2007 and FY 2008 and Revenue Projections FY 2009 to FY 2012



- § The estimates and projections are for General Fund revenue only and do not include estimates for the Georgia Lottery, Tobacco Settlement Funds and the Brain and Spinal Injury Trust Fund.
- § The Governor's proposed budgets for Amended FY 2007 and FY 2008 are based on the General Fund revenue estimate shown above.
- § The Georgia Constitution, Article 3 Section 9, Paragraph 4, provides that the General Assembly "shall not appropriate funds for any given year which, in aggregate, exceed a sum equal to the amount of unappropriated surplus...together with an amount not greater than the total treasury receipts from existing revenue sources anticipated to be collected in the fiscal year, less refunds, as estimated in the budget report and amendments thereto."
- § These revenue projections are used to assist the Governor and the Governor's Office of Planning and Budget in meeting this constitutional requirement for a balanced budget through the management of overall state spending. *Budgets will be managed within the constraints of available revenue.*

## Georgians' Income Continues to Rise

**Per Capita Income 1995-2005**



Source: Bureau of Economic Analysis—Regional Economic Accounts

- \$ Georgia's per capita income increased by 43.5% from \$21,677 in 1995 to \$31,121 in 2005.
- \$ Georgia's median household income of \$44,140 in 2005 was second highest among Southeastern states (Virginia's was highest).



Median Household Income	GA	US
1990	\$34,372	\$39,949
1995	\$33,623	\$39,931
2000	\$42,057	\$43,848
2001	\$42,006	\$42,900
2002	\$42,359	\$42,409
2003	\$42,421	\$43,318
2004	\$43,695	\$45,893
2005	\$44,140	\$46,071

Source: U.S. Census—American Community Survey

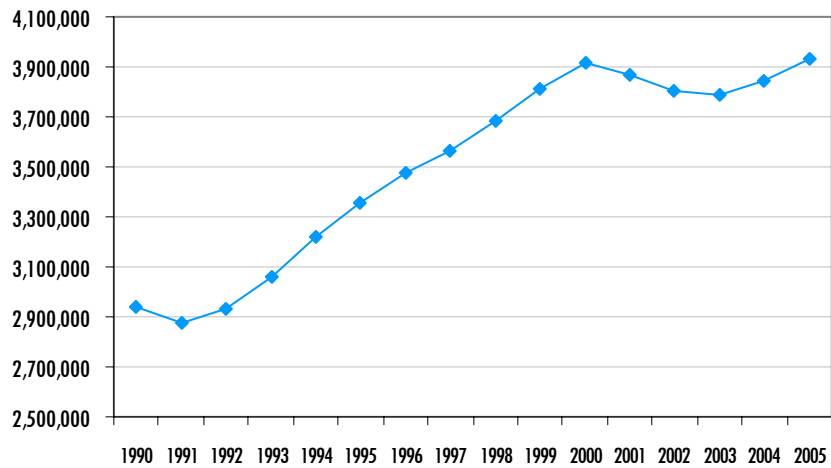


## Job Growth in Georgia

### Number of Non-Agricultural Jobs 1990-2005

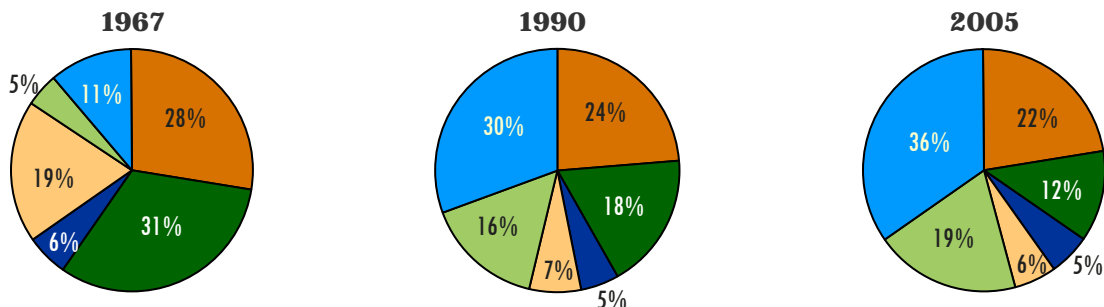
§ The number of non-agricultural jobs declined from 3,913,547 in 2000 to 3,786,976 in 2003 (-3.2%).

§ During the next two years the number of non-agricultural jobs increased 3.8% to 3,933,307 jobs in 2005.



Source: Georgia Statistics System—University of Georgia

### Job Sector Mix



Source: Georgia Statistics System—University of Georgia

■ Trade, Transportation, and Utility    
 ■ Manufacturing    
 ■ Construction    
 ■ Public Administration  
■ Financial, Professional, and Business Services    
 ■ Leisure and Hospitality, Education, Health, and Information Services

### Unemployment Rate

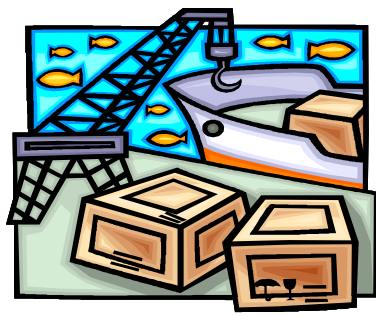
	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
US	5.6%	5.4%	4.9%	4.5%	4.2%	4.0%	4.7%	5.8%	6.0%	5.5%	5.1%	4.6%
GA	4.7%	4.6%	4.4%	4.2%	3.8%	3.5%	4.0%	4.9%	4.8%	4.8%	5.3%	4.7%

Source: Bureau of Labor Statistics—State and Local Unemployment

Value of Georgia's Exports	
1999	\$ 13,749,000,000
2000	\$ 14,925,000,000
2001	\$ 14,634,000,000
2002	\$ 14,413,000,000
2003	\$ 16,286,000,000
2004	\$ 19,633,000,000
2005	\$ 20,577,000,000

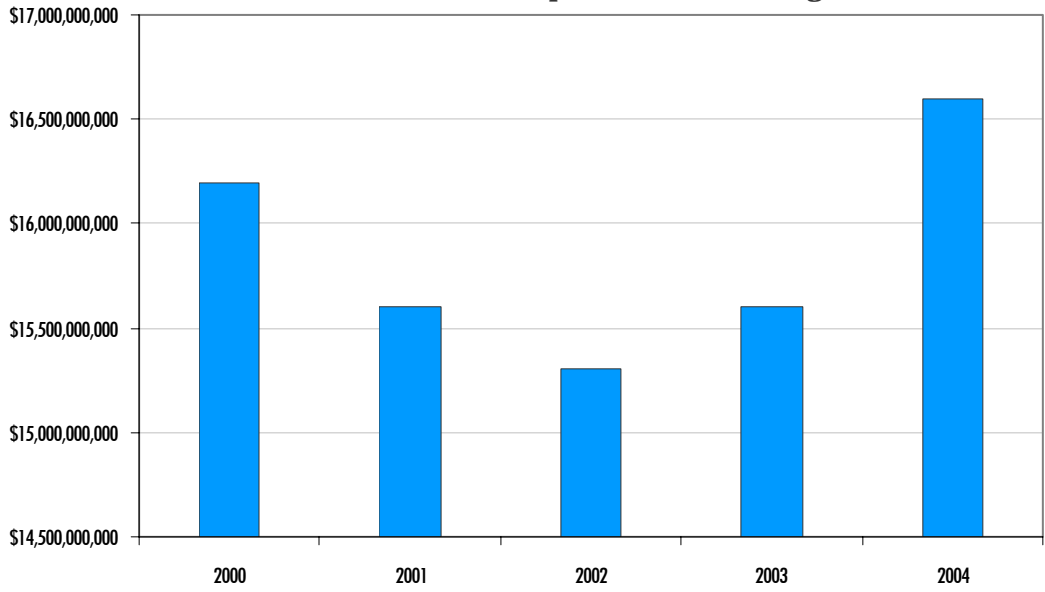
Source: US Department of Commerce—Trade Stats Express

- § Georgia ranks 11th among states in total value of exports.
- § Canada, Japan, and Mexico are Georgia's top three trade partners.
- § Top three Georgia exports: transportation equipment, computer and electronic products, and machinery.



- § Studies by Georgia's Department of Economic Development indicate that companies that export create and/or retain twice as many jobs as domestic-market companies.

**Direct Tourism Expenditures in Georgia**

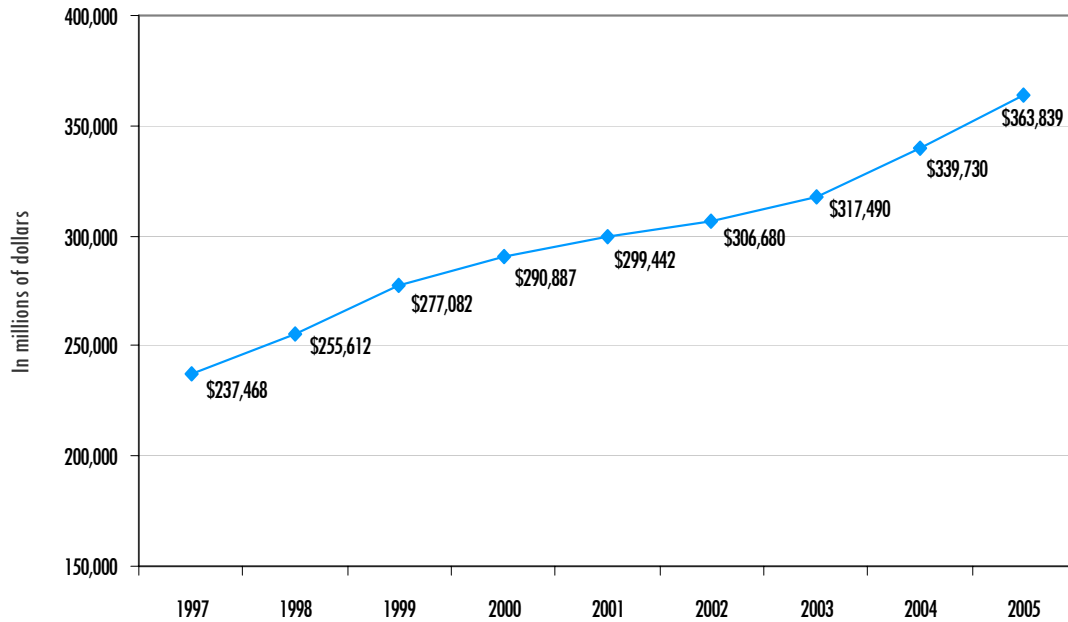


Source: Travel Industry Association of America and Georgia Department of Economic Development

Note: *Direct Tourism Expenditures* is the amount spent by visitors to the state

- § Georgia's direct tourism expenditures grew from \$15.3 million in 2002 to \$16.6 million in 2004, an increase of 8.4%.
- § Georgia consistently ranks 8th in the nation in tourism expenditures.

## Gross Domestic Product of Georgia

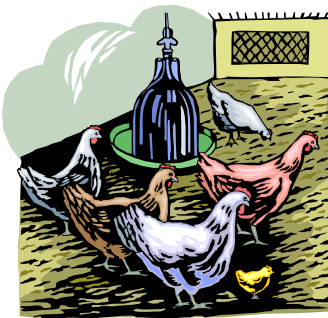


Source: Bureau of Economic Analysis—Regional Economic Accounts

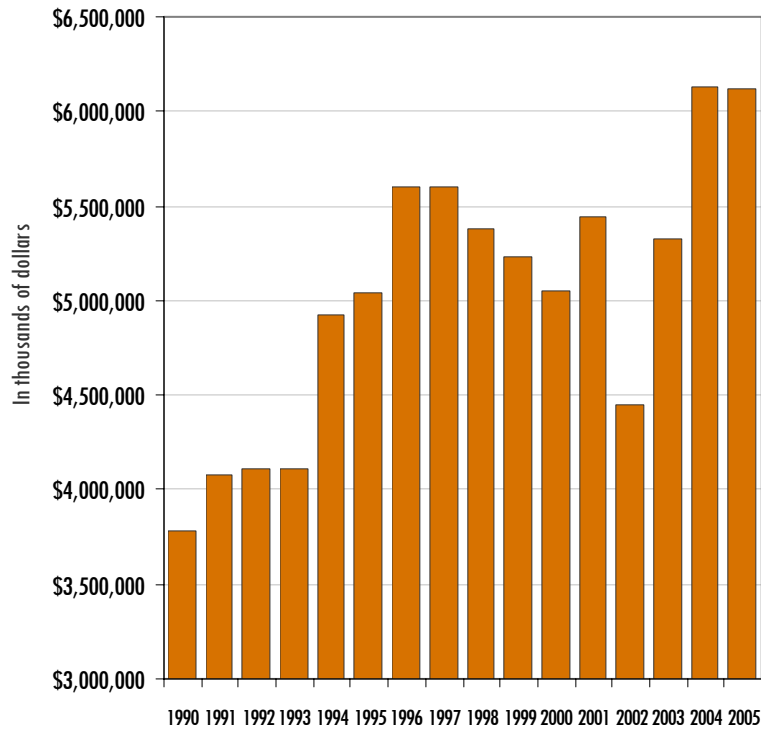
Note: Gross Domestic Product by state is the total value of goods and services produced by a state

### Top 5 Agricultural Commodities (2005):

- Broilers
- Cotton
- Greenhouse/nursery
- Peanuts
- Cattle & calves



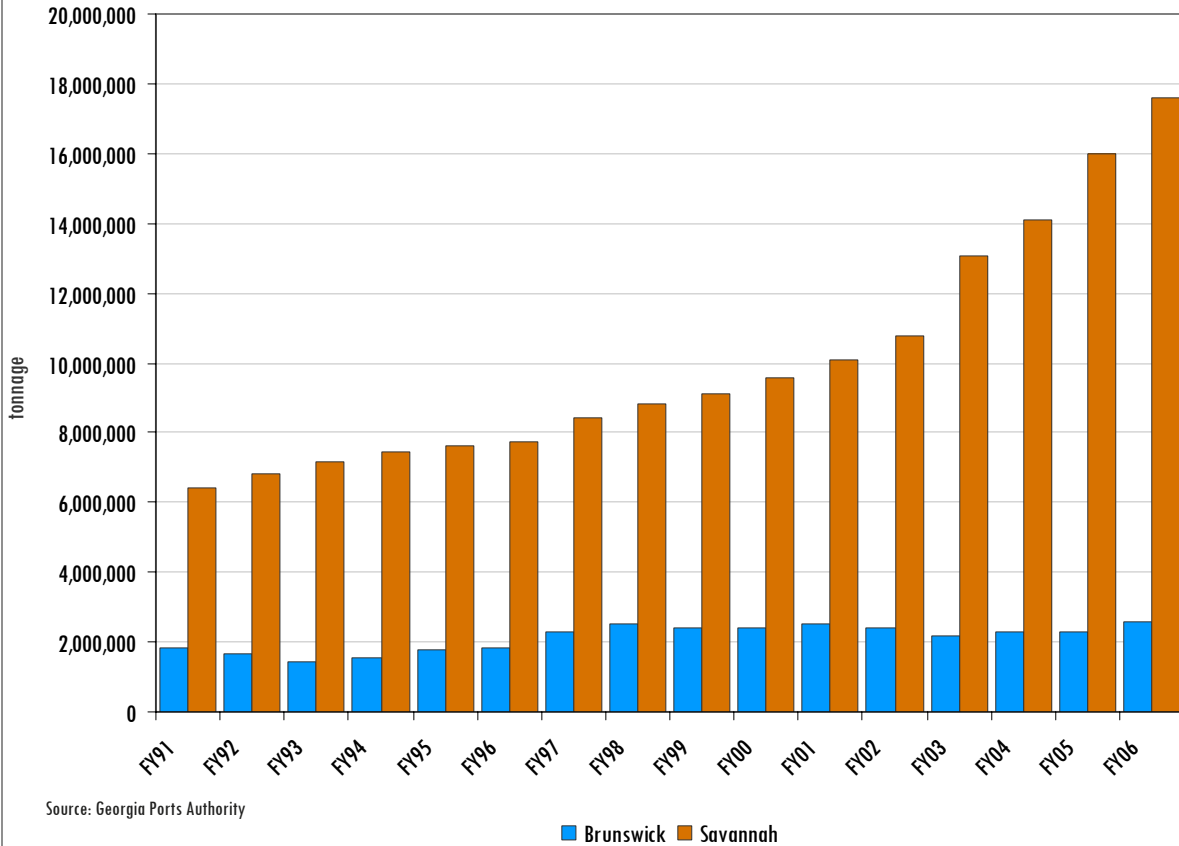
## Value of Agricultural Production



Source: US Department of Agriculture—Economic Research Service

## Georgia is a Major Transportation and Logistics Hub for the SE and Nation

### Georgia Ports—Annual Tonnage



- § Currently, the Port of Savannah is the fourth busiest port in the US (measured in Twenty-foot Equivalent Units—TEUs).
- § Since FY03, annual tonnage at both Brunswick & Savannah has increased 59.2%.
- § The University of Georgia’s study, *The Economic Impact of Georgia’s Deepwater Ports in Georgia’s Economy*, determined the ports contribute:
  - more than 286,000 jobs
  - \$14.9 billion in income to the economy
  - \$55.7 billion in sales

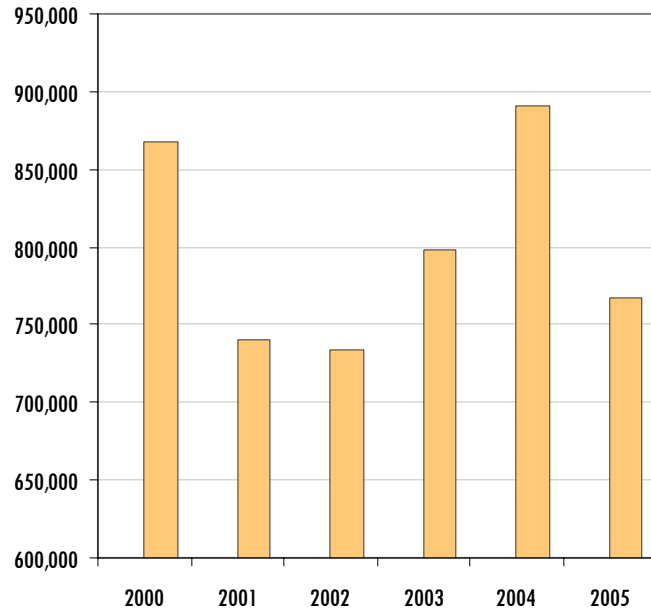
§ Hartsfield-Jackson International Airport's economic impact was more than \$18.7 billion in 2005.

§ In 2005, the airport was #1 in the nation in total passengers and #9 for total cargo.

Hartsfield-Jackson International Airport Total Passengers	
2000	80,162,407
2001	75,858,500
2002	76,876,128
2003	79,086,792
2004	83,605,218
2005	85,907,423

Source: Hartsfield Jackson International Airport Annual Report

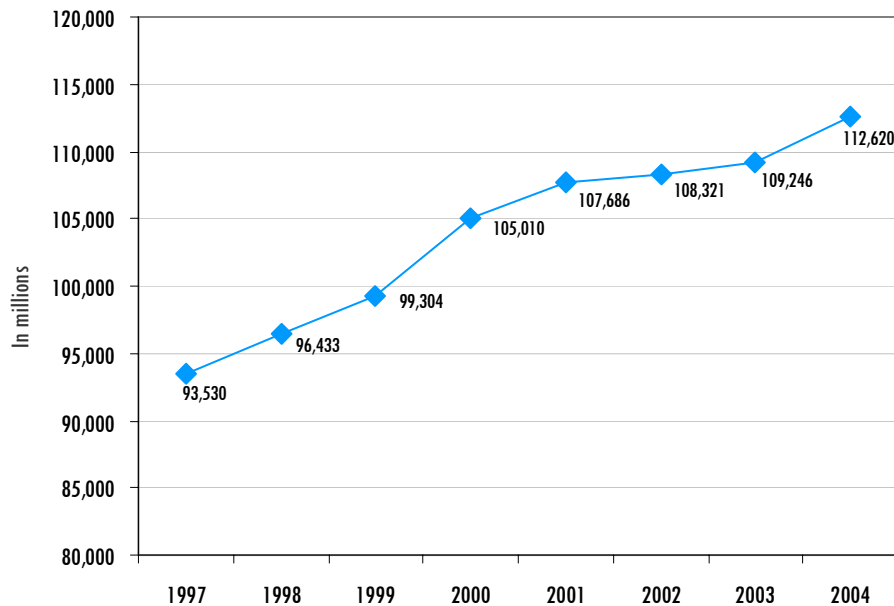
## Total Cargo (in metric tons) Hartsfield-Jackson International Airport



Source: Hartsfield Jackson International Airport Annual Report

Note: The decrease in 2005 was due to a loss of a cargo carrier.

## Highway Vehicle Miles Traveled



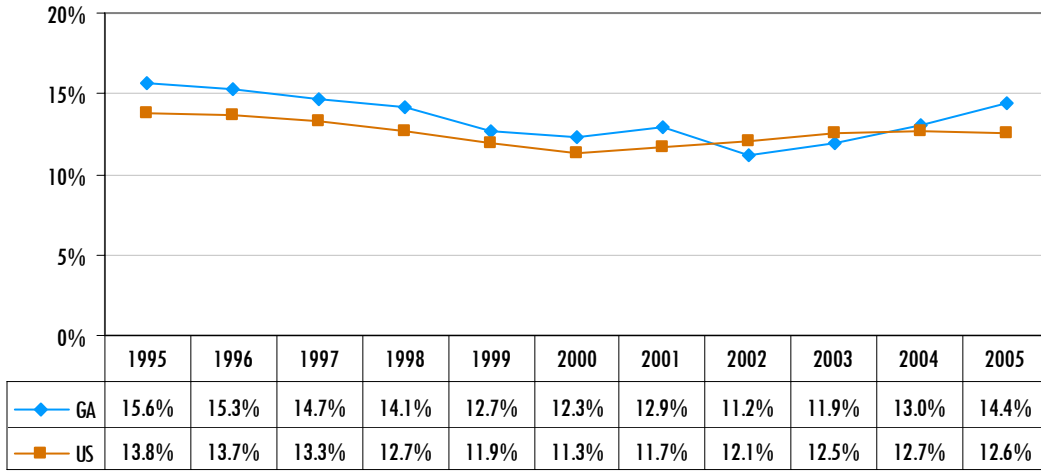
Source: Bureau of Transportation Statistics—State Transportation Profile

§ Highway Vehicle Miles Traveled (VMT) is a common measure of highway usage and can provide a general measure of an area's economic activity.

§ VMT in Georgia has increased at an average of 2.7% per year.

§ In 2004, Georgia was 2nd in the Southeast in VMT; the national VMT was 2,962,513 million miles.

### Poverty Rate—Georgia and the United States



Source: US Census Bureau

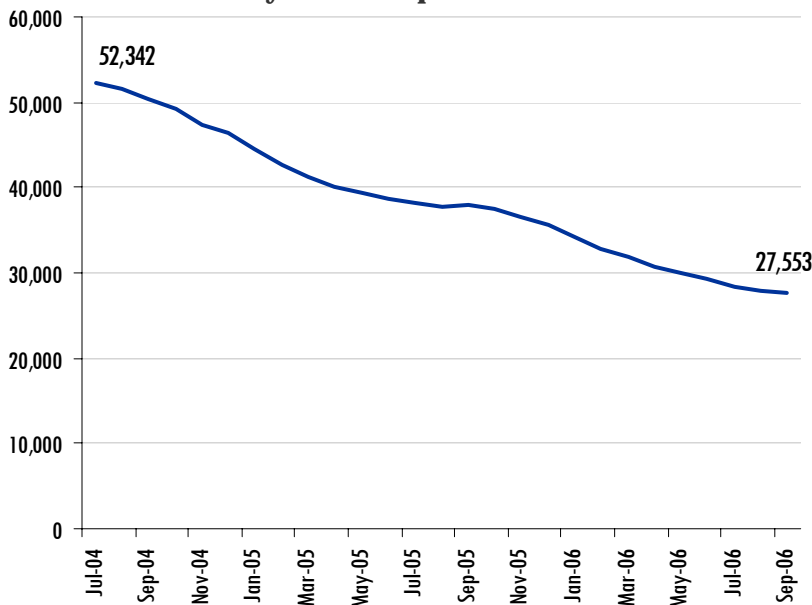
**\$** Poverty rate measures the percentage of people or families who are below an income threshold specified by the federal government. This threshold varies by family size and composition (see chart).

Size of family unit	Threshold (\$) - 2005
One person	9,973
Two persons	12,755
Three persons	15,577
Four persons	19,971
Five persons	23,613
Six persons	26,683
Seven persons	30,849
Eight persons	33,610
Nine persons or more	40,488

**\$** TANF is a monthly cash assistance program for low-income families and children under age 18.

**\$** Work is a major component of TANF; adult recipients are required to work in order to become self sufficient.

### TANF Cases July 2004—September 2006



**\$** The number of TANF cases decreased 47%, from 52,342 in July 2004 to 27,553 in September 2006. Much of the decline is due to adult recipients moving into the workforce.

## Georgia Housing is 8.3% More Affordable Than the Average US Housing

### Median Housing Values 2000-2005



Source: US Census Bureau—American Community Survey

§ The median housing value in Georgia grew at an average of 6.8% compared to 8.6% nationally.

### Cost of Housing Index

	Georgia	US
<b>Current</b>	0.938	1.023
<b>2005</b>	0.889	0.960
<b>2003</b>	0.917	0.974
<b>2001</b>	0.950	1.002
<b>1996</b>	0.889	1.020

Source: Laffer Report

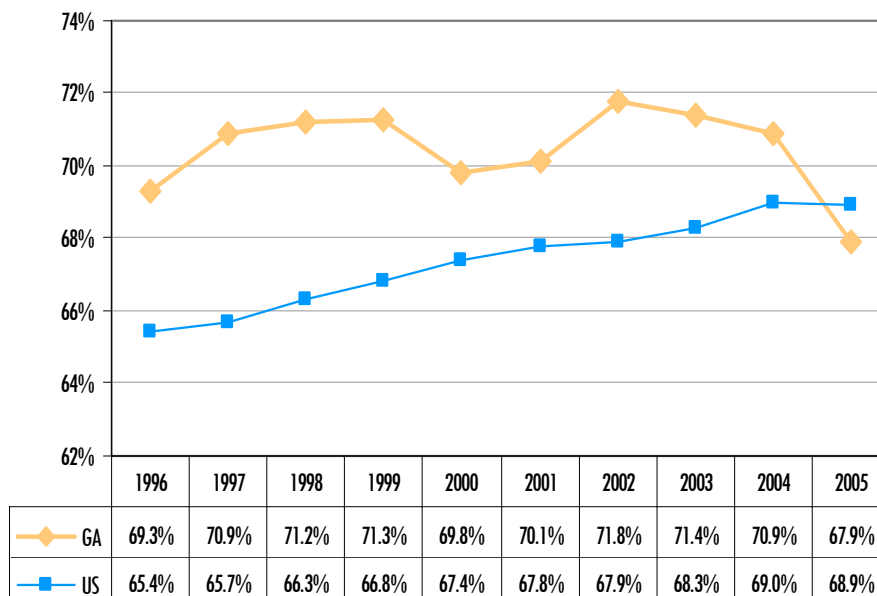
§ The *Cost of Housing Index* measures homeownership costs adjusted for incomes, mortgage rates, and applicable taxes.

§ A higher index level indicates higher cost/ lower affordability.

### Homeownership Rates—Georgia and the United States

§ Homeownership rates are the number of owner-occupied housing units divided by the total number of occupied housing units.

§ In 2005, Georgia's homeownership rate was 67.9%, slightly lower than the national rate of 68.9%.



Source: US Census Bureau—American Community Survey

# GEORGIA IN PERSPECTIVE

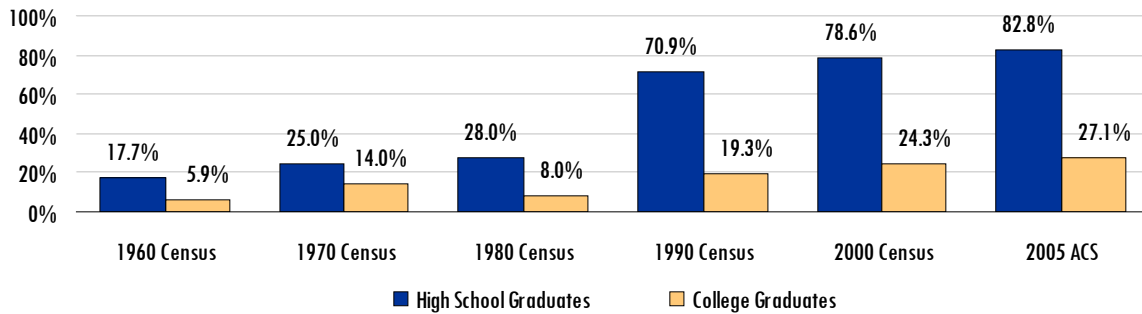
## *AN EDUCATED GEORGIA*





Educational Attainment

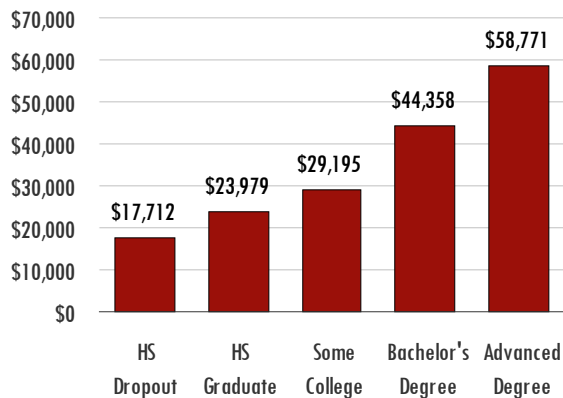
Educational Attainment of Georgians Ages 25 and Older: 1960-2005



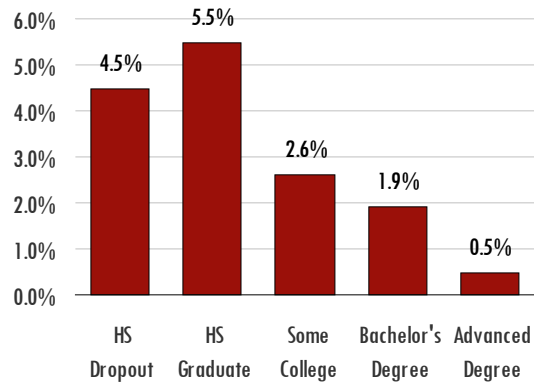
Note: 2005 American Community Survey data (ACS) do not include populations of persons living in group quarters (e.g., dormitories); Census totals do include group quarters.

- Almost 83% of Georgians over age 25 have at least a high school education compared to 84% nationally.
- As of 2005, 27% of both Georgia residents and United States residents 25 and older had a bachelor's degree or higher.

Georgia Median Earnings 2004



Georgia Unemployment Rate 2004

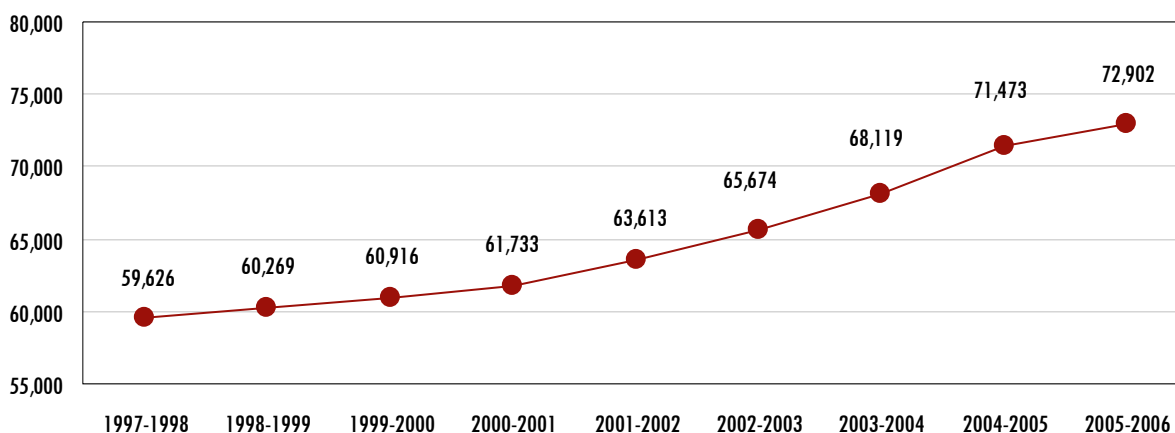


Source: Institute for Higher Education Policy

- A college graduate with a bachelor's degree in Georgia earns, on average, \$20,379 more per year than a high school graduate, and will earn over one million dollars more over a lifetime than a high school dropout.
- A study from the Institute for Higher Education Policy reveals that earnings increase 84.9%, unemployment rates drop 100%, good health increases 12.7%, volunteerism increases 90.3%, and voting rates increase 31% for Georgians who have a bachelor's degree compared to Georgians who have a high school diploma.

In 1993, the State of Georgia established a statewide Pre-K program for at-risk four-year-old children. Today all of Georgia's four-year-old children can attend pre-school for free, regardless of parental income.

### Pre-K Students by School Year

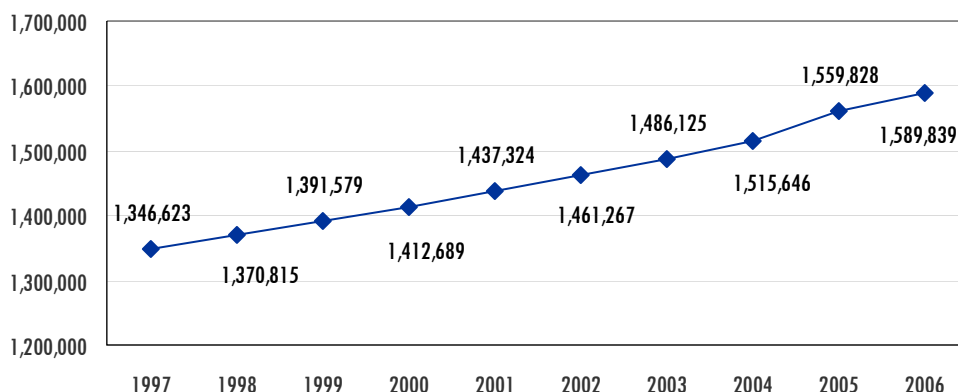


Source: Georgia Department of Early Care and Learning

- The number of students enrolled in Georgia's Pre-K program has increased more than seven-fold since its inception.
- Children enrolled in the statewide program come from all socioeconomic backgrounds with 55 % of the students, 39,833 students, coming from families that qualify for some form of state assistance.
- Georgia is one of only three states that meets all of the Preschool Education standards identified by *Quality Counts 2007*. These standards identify contributors to a child's chance for success in life.
- Georgia's Pre-K program operates statewide, in public and private locations, with funds provided by the state lottery.
- In the 2005-2006 school year, 42,112 students (58%) enrolled in Georgia Pre-Kindergarten were either Black, Hispanic, Asian, or multi-racial.



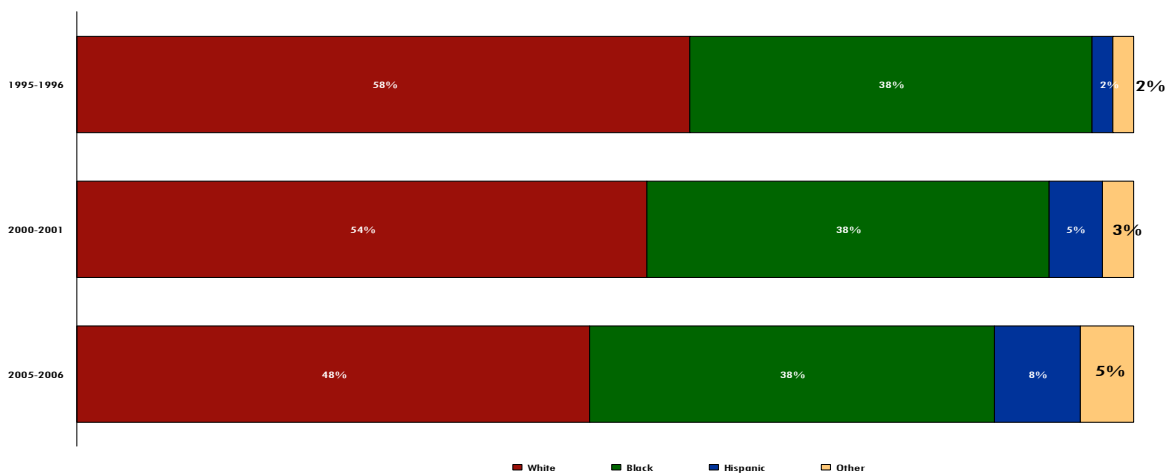
### K-12 Total Enrollment 1994-2006



Source: Governor's Office of Student Achievement, Annual Report Cards on K-12 Public Schools

- Enrollment in K-12 reached 1,589,839 in the 2006 school year with 755,038 of those children in elementary schools, 372,152 in middle schools, and 462,649 in high schools.
- Over the past 10 years, public school enrollment increased by almost a quarter of a million students (18%).
- The greatest increase in enrollment has taken place in high school with an increase of 26.6% between 1997 and 2006. Elementary and middle school enrollment has increased 12.4% and 13.2%, respectively, since 1997.
- Georgia's public school enrollment is projected to grow 7% , close to 112,000 students more, between years 2006 and 2012 according to the National Center for Education Statistics.

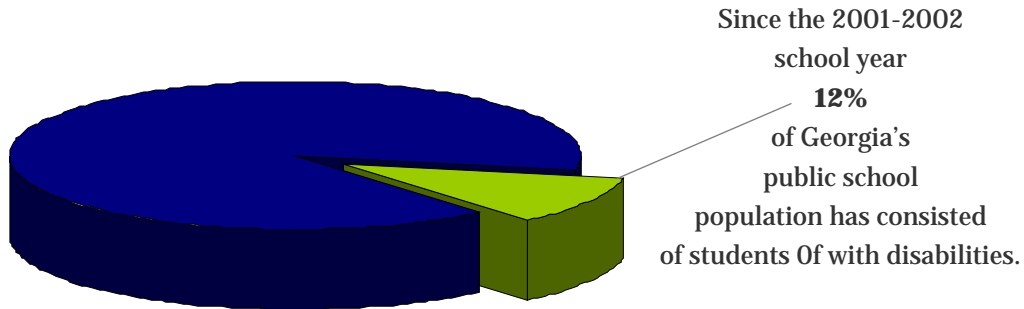
### K-12 Students by Race and Ethnicity



Source: Governor's Office of Student Achievement, Annual Report Cards on K-12 Public Schools

- The Hispanic K-12 student population has grown 400%, since the 1995-1996 school year and is projected to become 29% of the graduating senior population in 2018, according to the Southern Regional Education Board.

## Students with Disabilities

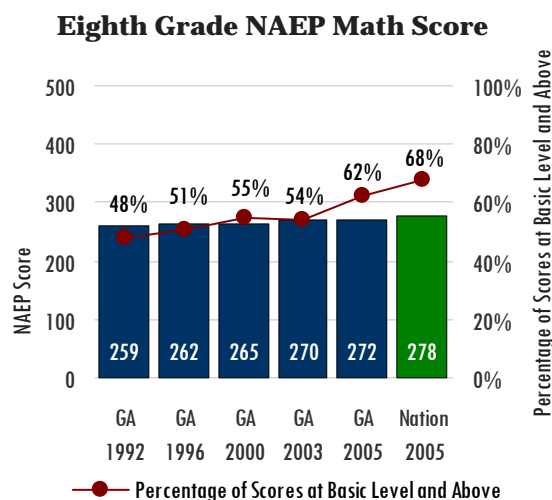
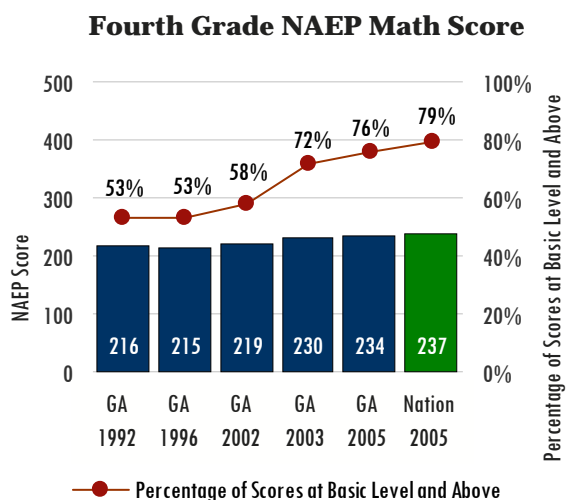


Source: The Governor's Office of Student Achievement, Annual Report Cards on K-12 Public Schools, 2000-2006

- 📖 Georgia public school students with disabilities receive individualized instruction and other supportive services (e.g., transportation) at no additional cost to parents.
- 📖 The No Child Left Behind (NCLB) Act requires states to ensure that all students, including students with cognitive disabilities, have access to a general curriculum that encompasses challenging academic standards.
- 📖 During the 2005-2006 school year, 186,272 students with disabilities were enrolled in K-12 classes; an additional 10,960 students with disabilities were enrolled in Pre-K.
- 📖 During the 2005-2006 school year, in place of taking the standard state assessment aligned with NCLB, 0.08% of Georgia public students took the Georgia Alternate Assessment—an exam available only to students with severe cognitive disability.
- 📖 The graduation gap between students with disabilities and students without disabilities declined from 40% to 38.4% from the 2004-2005 school year to the 2005-2006 school year.
- 📖 During the 2005-2006 school year 32.4% (3,307) of students with an Individual Education Plan graduated from high school with a standard high school diploma.

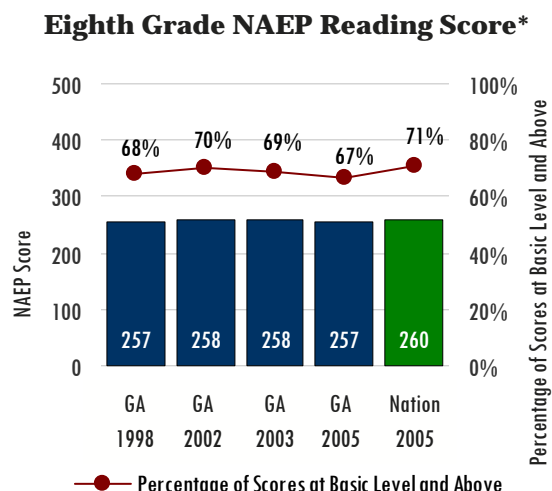
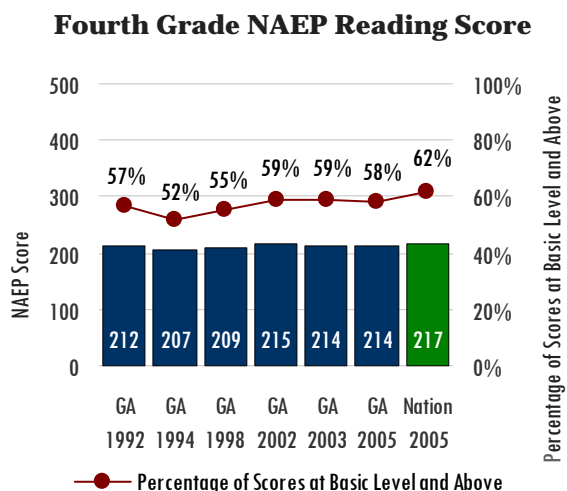
## National Assessment of Fourth- and Eighth- Graders

The National Center for Education Statistics (NCES) administers the National Assessment of Educational Progress (NAEP) test of elementary and secondary students in various subject areas. Under the No Child Left Behind Act, all states must participate in the biennial NAEP test for fourth and eighth grade reading and mathematics. The most recent tests were held in 2005.



Source: National Center on Education Statistics, National Assessment of Educational Progress, Nation's Report Card

- Higher percentages of Georgia students are performing at the basic level and above in math than they did when the test was first administered on the state level in 1992.
- In 2005, fourth grade students scored 18 points higher in math than in 1992.
- Eighth grade students scored 13 points higher in math in 2005 than they did in 1992.



Source: National Center on Education Statistics, National Assessment of Educational Progress, Nation's Report Card

\* The Eighth Grade NAEP Reading test was not assessed on the state level until 1998.

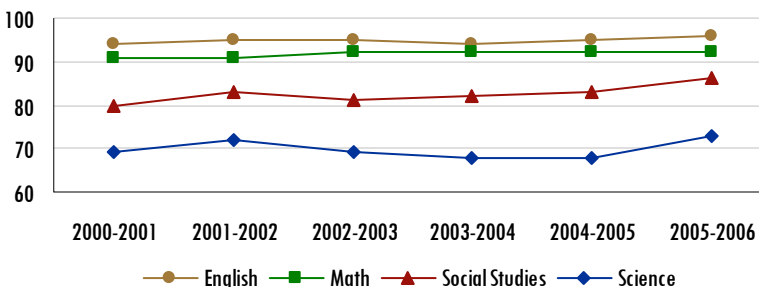
- Georgia's fourth- and eighth-grade reading scores have remained fairly consistent since 2002.

## Georgia High School Graduation Test

All students in Georgia who seek a high school diploma are required to pass the Georgia High School Graduation Test (GHS GT) in four content areas—English, math, social studies, and science—as well as pass the Georgia High School Writing Assessment.

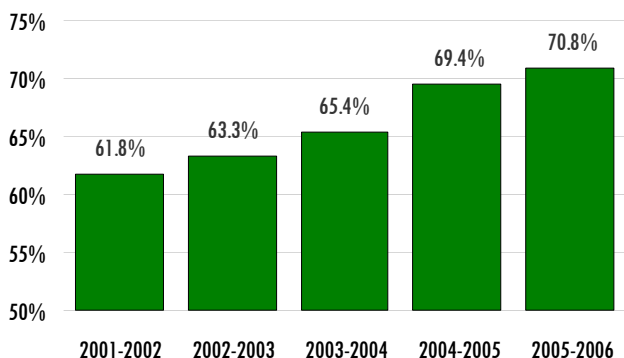
**Percentage Passing GHS GT Sections**  
Eleventh Grade First-Time Takers

In 2005, eleventh grade first-time test takers passed English, social studies, and science portions of the exam in greater proportions than in prior years.



Source: The Governor's Office of Student Achievement, Annual Report Cards on K-12 Public Schools, 2001-2006

### High School Graduation Rate



Source: The Governor's Office of Student Achievement, Annual Report Cards on K-12 Public Schools

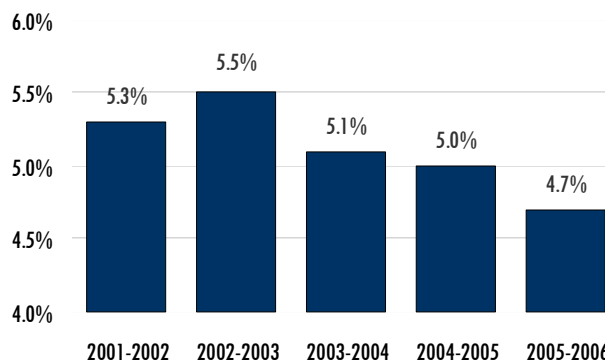
Georgia's high school graduation rate increased from 61.8% to 70.8% between the 2001-2002 and 2005-2006 school years.

The high school graduation rate reflects the percentage of students who entered ninth grade in a given year and were in the graduating class four years later.

### High School Dropout Rate

Georgia's high school dropout rate decreased from 5.5% to 4.7% between the 2002-2003 and 2005-2006 school years.

The high school dropout rate reflects the number of students who officially dropped out of school divided by the number of students who attended school.



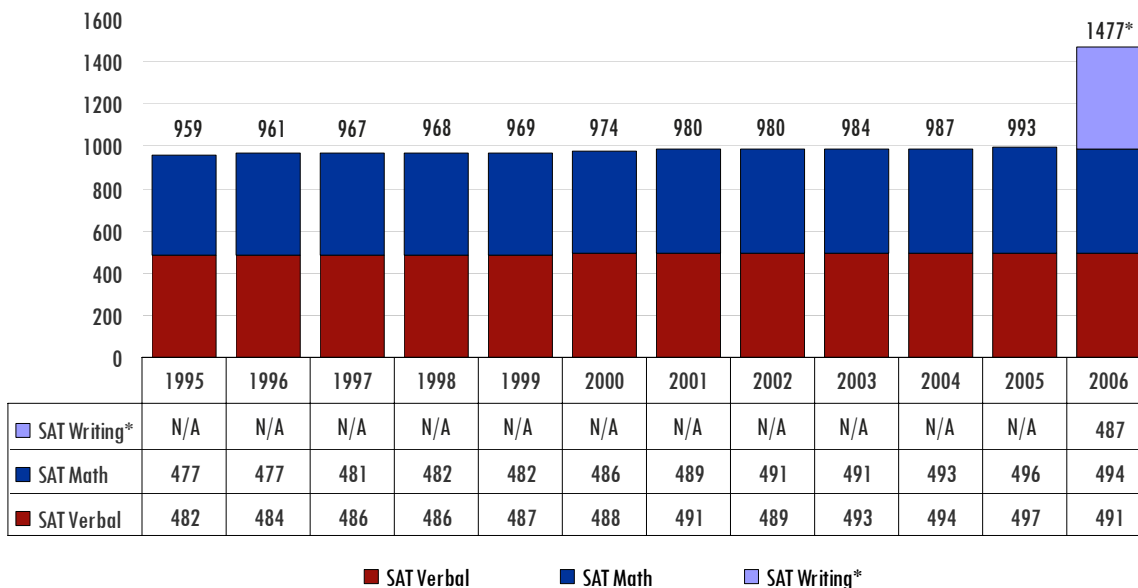
Source: The Governor's Office of Student Achievement, Annual Report Cards on K-12 Public Schools

## SAT Scores and Ranking

The Scholastic Aptitude Test (SAT) is a standardized test used by most colleges to determine admittance along with other deciding factors including coursework, grades, letters of recommendations, and other criteria.

The SAT tests critical thinking in three sections: verbal, math, and writing.

**Georgia Average SAT Scores 1995-2006**



Source: The College Board

Note: Georgia's average SAT score reflects scores of public and private high school students characterized as graduating seniors.

\* The SAT was initially designed to measure verbal and mathematic skills, and was scored out of a possible total of 1600 points: 800 points for verbal and 800 points for math. In 2006, the SAT was modified to include a writing section, thus increasing the total possible score on the exam to 2400: 800 points for verbal, 800 for math, and 800 for writing.

📖 Between 2005 and 2006, Georgia's national SAT ranking improved 3 positions from 49th to 46th.

📖 A higher percentage of Georgia's students (65%) take the SAT test compared to the national average (41%).

📖 In 2006, Black students in Georgia scored an average of 1,293 on the test, ranking 34th among Black students across the nation.

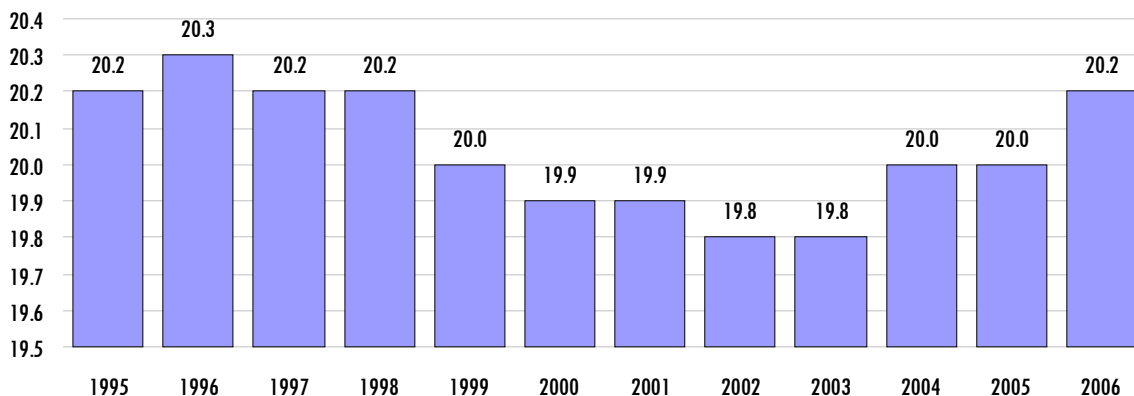
📖 Georgia's Hispanic students improved their SAT performance in 2006 with an average score of 1,419—48 points higher than the national average for Hispanic students.

## Georgia ACT Scores Highest in Eight Years

The ACT—formerly known as *American College Testing*—is a standardized test that colleges use comparably to the SAT to determine admittance. The ACT assesses students' general educational development and ability to complete college-level work.

The ACT tests four subjects—English, reading, mathematics, and science; each section is scored on a range between 1 and 36. The overall, or composite, score is the average score of all the four sections. Students may also take an optional writing assessment which does not affect the composite ACT score.

**Georgia Average ACT Score 1995-2006**



Source: ACT, Inc.

NOTE: Georgia's average ACT score reflects scores of public and private high school students characterized as graduating seniors.

- 📖 In 2006, Georgia's average score on the ACT rose to 20.2, a 0.4-point increase from 2003.
- 📖 The number of students taking the ACT rose 7.5% between 2005 and 2006 to a total of 25,064 students.
- 📖 Student performance improved on all sections of the exam in 2006, with a 0.2-point increase in science and reading, a 0.3-point increase in mathematics, and a 0.4-point increase in English from 2005.
- 📖 Between 2005 and 2006, Hispanic and White students in Georgia showed greater improvement than the nation with increased scores of 0.5 and 0.3 points, respectively.
- 📖 Georgia's Black students and Asian students showed similar gains as the nation between 2005 and 2006 with increased scores of 0.1 and 0.2 points, respectively.



## Nearly 80% of Georgia Schools Made Adequate Yearly Progress in 2006

The No Child Left Behind Act of 2001 (NCLB) is a federal law that seeks to help close the achievement gap between disadvantaged students, minority students, and their peers.

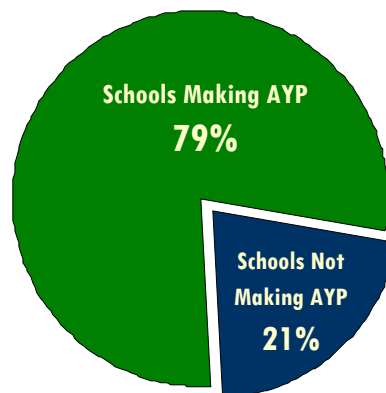
NCLB significantly raises expectations for states, local school districts, and schools in that all students will meet or exceed state standards in reading and mathematics by 2013.

Adequate Yearly Progress (AYP) is a measure of year-to-year student performance based on student achievement of goals set by the state in math and reading.

📖 During the 2005-2006 school year, 1,630 schools made AYP, approximately 79% of Georgia schools.

📖 Fifty-four of Georgia's 183 school districts had every school in its district make AYP in the 2005-2006 school year.

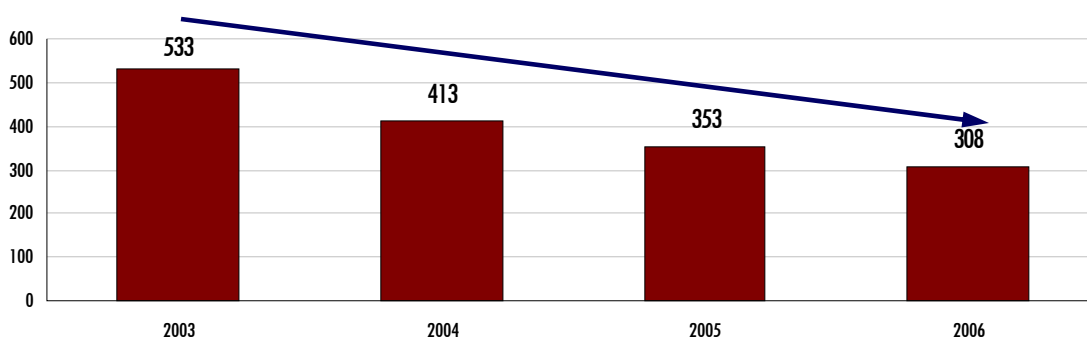
### Adequate Yearly Progress (AYP) of Georgia Schools 2005-2006



Source: Georgia Department of Education

Schools that do not meet AYP in the same subject for two or more consecutive years are placed in Needs Improvement (NI) status. NI schools receive extra help to improve student performance. Furthermore, students in NI schools may transfer to a higher performing public school and receive extra help with schoolwork based on eligibility.

### Number of Georgia Schools in Needs Improvement Status 2003-2006



Source: Georgia Department of Education

📖 Since 2003, the percentage of Georgia schools in “Needs Improvement” status has decreased by 40%.

📖 In the 2005-2006 school year, 99 Georgia schools were removed from “Needs Improvement” status, dropping the net total of NI schools to 308—Georgia’s lowest total ever.

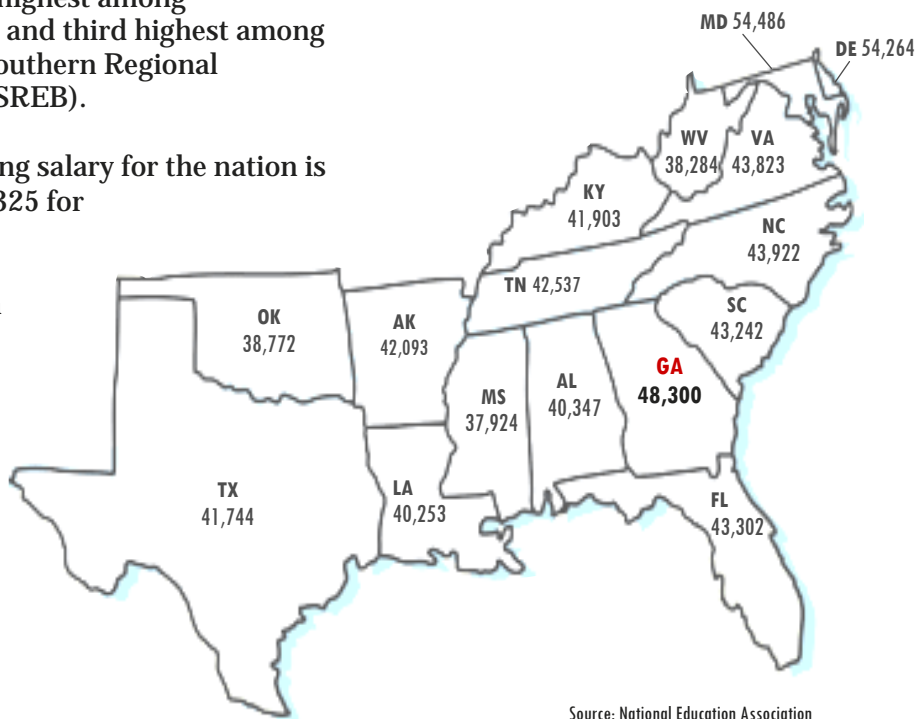
## Average salaries of Teachers Remain Competitive

The salaries of Georgia's K-12 teachers continue to be the highest among surrounding states and third highest among states within the Southern Regional Education Board (SREB).

The average teaching salary for the nation is \$49,109 and \$43,325 for SREB states.

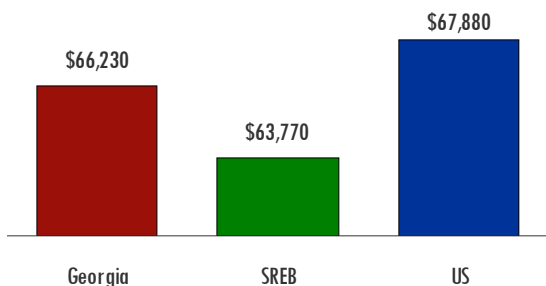
Georgia ranks 18th in the nation for teacher pay.

2005-2006 Salaries of SREB States

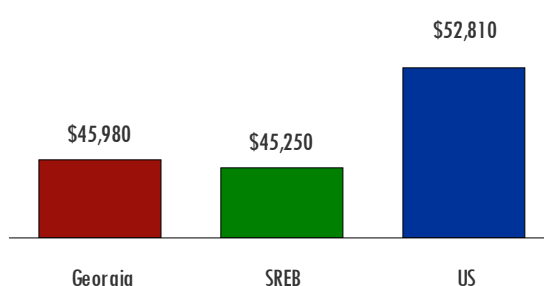


Source: National Education Association

Average Instructor Salary at Four-Year Institutions, 2005



Average Instructor Salary at Two-Year Institutions, 2005



Source: Southern Regional Education Board

In 2005, the average instructor salary at four-year colleges and universities in Georgia was \$1,650 less than the national average, but \$2,460 more than the SREB average in 2005. Georgia ranked fifth in four-year college instructor salary among the SREB states.

The average salary for faculty at two-year colleges in Georgia was \$6,830 lower than the national average, but \$730 higher than the SREB average in 2005. Georgia ranked sixth in two-year college instructor salary among the SREB states.

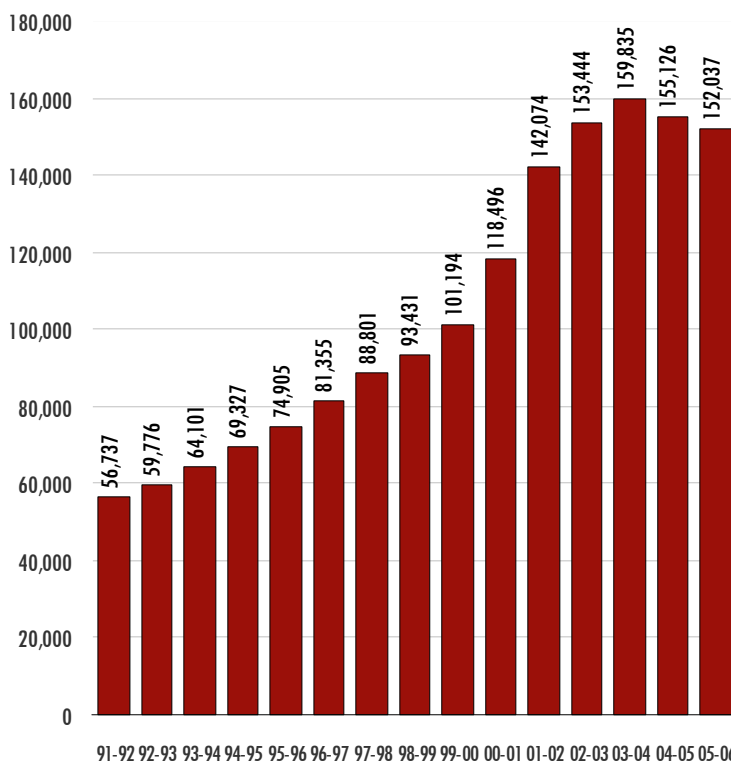
## Technical and Adult Education

Georgia's technical college system consists of 34 technical colleges and four joint University System technical divisions that offer instruction at 87 sites across the state and online through the Georgia Virtual Technical College.

Students may enroll in programs leading to an associate degree, a diploma, or a technical certificate.

During the 2005-6 school year, more than one-third of Georgia technical college students (53,924 students) enrolled in programs addressing the state's six strategic industries: aerospace, agribusinesses, energy and environment, healthcare and eldercare, life sciences, and logistics and transportation.

### Technical College Enrollment



Source: Georgia Department of Technical and Adult Education

### Employment of Technical College Award Recipients

Year	Total Awards Conferred	Employed In Field or Related Field		Employed Out of Field		Continuing Education	
		Total	Percent	Total	Percent	Total	Percent
2000	15,304	11,435	75%	1,057	7%	1,677	11%
2001	23,093	14,515	63%	1,388	6%	5,583	24%
2002	27,200	15,905	58%	2,274	8%	7,349	27%
2003	31,354	19,674	63%	4,593	15%	9,470	30%
2004	33,050	19,867	60%	4,159	13%	10,523	32%
2005	34,626	20,998	61%	3,758	11%	11,333	33%

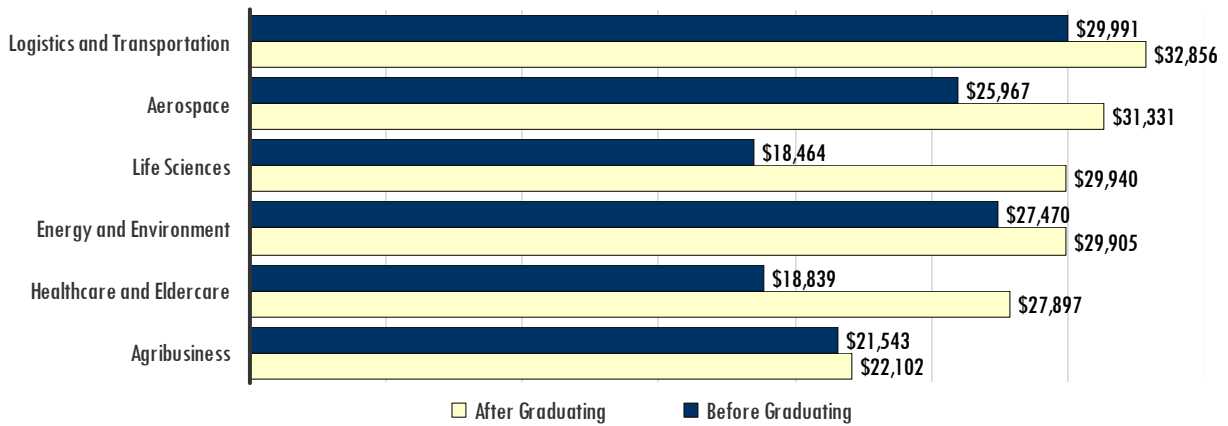
Source: Georgia Department of Technical and Adult Education, Annual Reports

Note: Columns do not add up to the total due to duplication of graduates who are both employed and continuing education.

Of the 34,626 award recipients in 2005, about 61% (20,988) are working in their field of study, 11% (3,758) are working in another field, and close to 33% (11,333) are continuing their education.

In 2005, those who entered technical college programs in 2003 and graduated in 2004 increased their earnings by a total of \$123 million and added 3,991 full-time employees to Georgia's state economy.

### Earnings of Technical College Strategic Industry Graduates Before And After Graduating



Source: Georgia Department of Technical and Adult Education

- ☞ The 3,086 graduates of strategic industry programs in Georgia technical colleges earned \$46 million more in one year after their graduation in 2004 than they did when they began their technical college programs in 2003.
- ☞ Earnings of graduates in all six strategic industry programs increased, with the greatest increase of 62% (\$11,476) occurring in the Life Sciences programs.

Adults throughout the State of Georgia have access to literacy programs that provide basic, general, or specialized skills instruction through three programs: Adult Basic Education (ABE), General Education Development (GED), and the English Literacy Program (ELP).

- ☞ Adult Basic Education (ABE) provides instruction on six educational levels to help adult Georgians acquire necessary basic skills in reading, writing, computation, speaking, and listening.

#### Adult Literacy Program Graduates

Year*	ABE Graduates	GED Graduates	ELP Graduates	Total Graduates
2000	29,348	18,073	15,362	<b>62,783</b>
2001	30,232	24,646	15,389	<b>70,267</b>
2002	33,357	13,220**	12,915	<b>59,492</b>
2003	36,800	18,087	13,215	<b>68,138</b>
2004	27,391	18,562	14,006	<b>59,959</b>
2005	27,045	19,735	17,887	<b>64,667</b>

Source: Georgia Department of Technical and Adult Education

\* GED graduate figures are for a calendar year; ABE and ELP figures are for a fiscal year

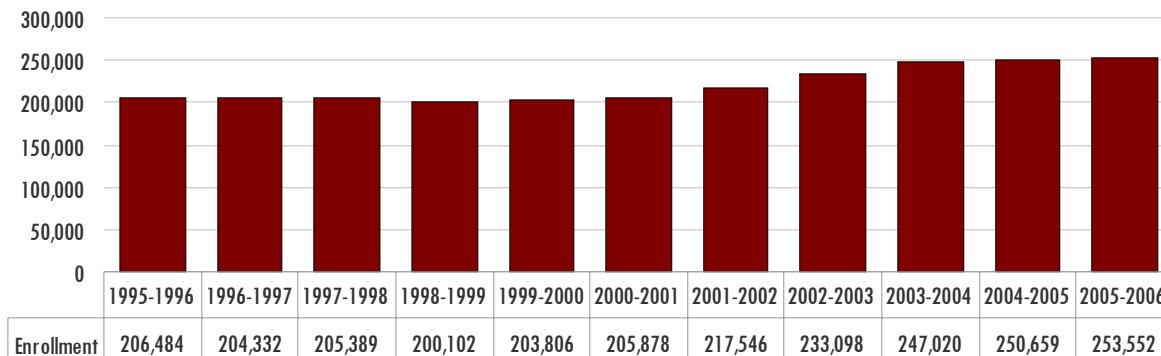
\*\* Significant decline in GED graduates primarily due to new mandate requiring students to pass all sections of the exam

- ☞ General Education Development (GED) provides adults at least 16 years of age the opportunity to earn a high school equivalency diploma.
- ☞ The English Literacy Program (ELP) helps individuals of limited English proficiency achieve competence in English as a second language.

## University System's Student Body Growing in Number and Diversity

Georgia's 35 public colleges and universities operate under the umbrella of the University System of Georgia (USG). The system consists of four research universities, two regional universities, 13 state universities, four state colleges and 12 two-year colleges.

### Enrollment in the University System of Georgia



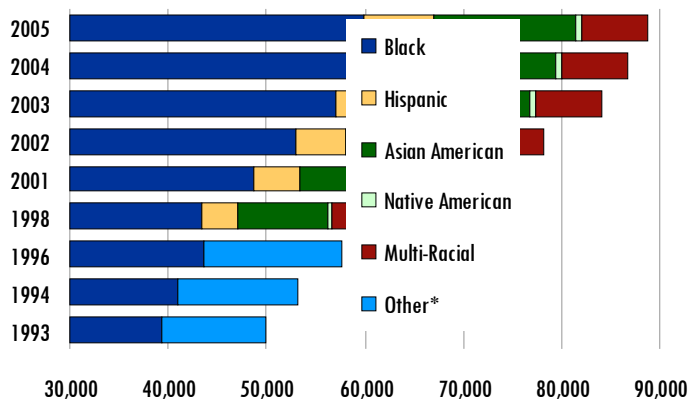
Source: Board of Regents Annual Reports, 1988-1989, 2005-2006

Between the 1995-1996 school year and the 2005-2006 school year, USG student enrollment increased 23%, from 206,484 students to 253,552 students.

### University System Minority Enrollment

The minority student population of the University System has nearly doubled over the past ten years.

The most significant enrollment growth has occurred within the Black student population.



Source: Board of Regents

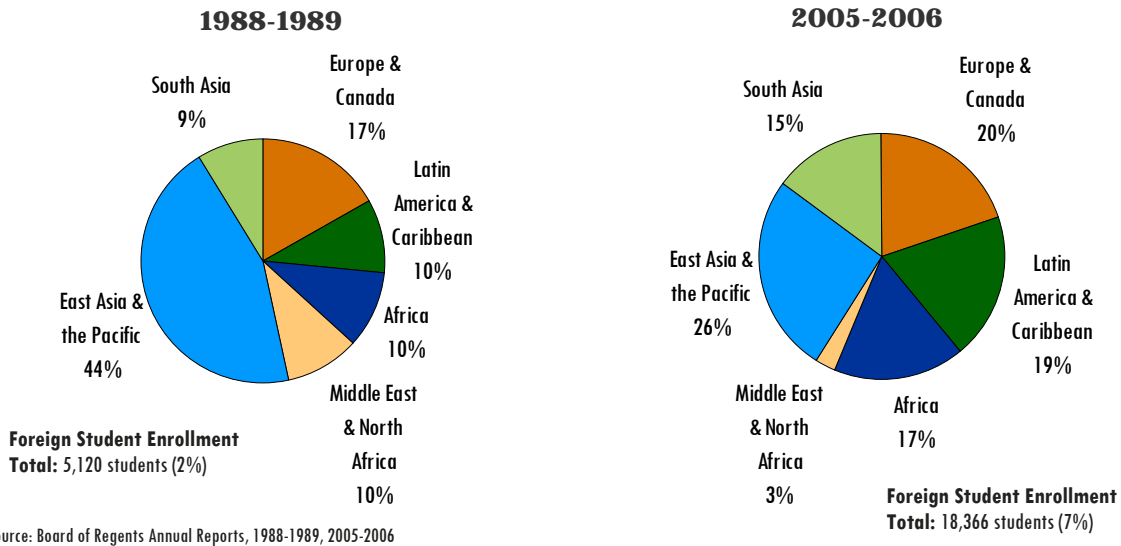
\* Until 1996, Hispanic, Asian, American Indian, and multi-racial students were collectively reported as "Other."

In 1993, Black students represented 19% (39,378 students) of the University System. In the fall of 2005, the percentage of Black students had risen to 24% (59,890 students).

The proportion of other minority students—Hispanic, Asian-American, Native American, Multi-Racial students—in the University System doubled, increasing from 5% (10,621 students) in 1993 to 11% (28,972 students) in 2005.

In 2005, about 3% (7,088 students) of the college population was Hispanic and about 6% (59,890 students) was Asian.

### Foreign Student Enrollment

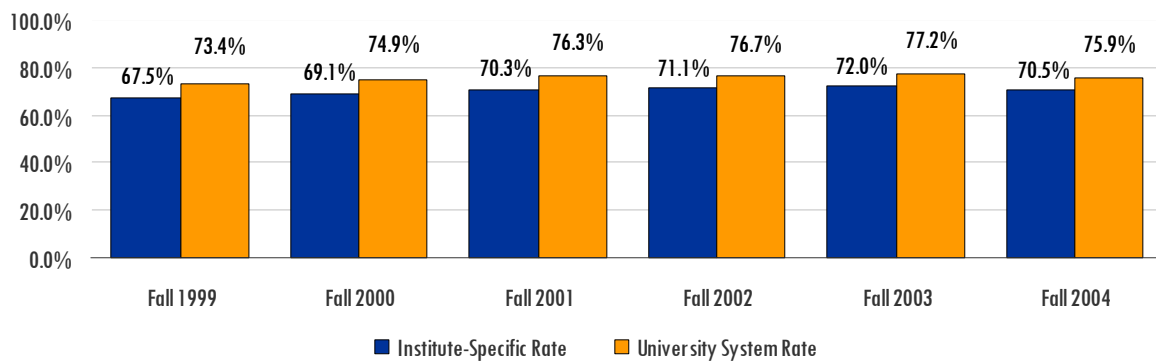


International students comprised about 7% (18,366) of students within the University System of Georgia during the 2005-2006 school year, up 5% (13,246) from the 1988-1989 school year.

The proportion of foreign students from each region has changed significantly over time.

The first-year retention rate reflects the percentage of all fall-semester, first-time freshmen who re-enrolled the following Fall semester in the same institution or in another institution within the University System of Georgia.

### USG First-Year Retention Rates: Fall 1999 to Fall 2004



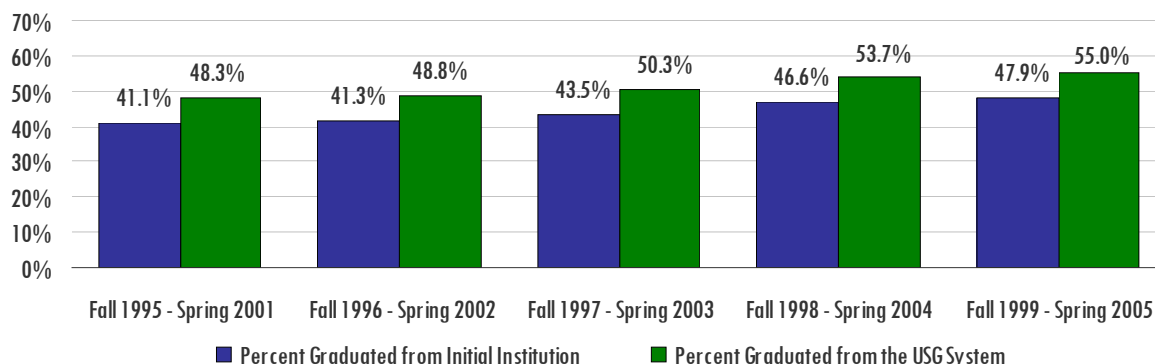
Source: Board of Regents Annual Report, 2005-2006 Publication

Of the 11,414 degree-seeking, first-time freshmen who entered a USG institution in Fall 2004, 70.5% returned to the same USG institution in Fall of the next year, and 75.8% returned to the same or another USG institution in Fall of the next year.

## College Graduation Rates

The six-year graduation rate for first-time, full-time freshmen at four-year colleges and the three-year graduation rate for first-time, full-time freshmen at two-year colleges are key national indicators of post-secondary performance.

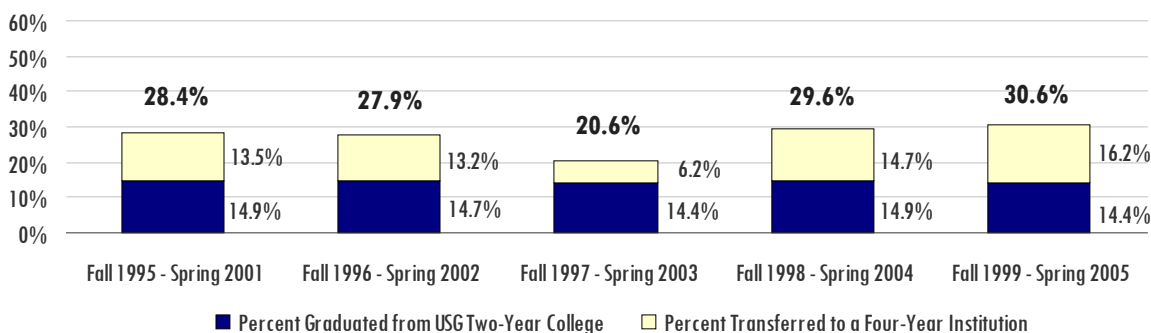
### Six-Year Graduation Rates of Freshmen Attending Four-Year USG Institutions



Source: Board of Regents Annual Reports, 2005-2006

- Of the 21,229 first-time, full-time freshmen who entered a four-year USG college or university in Fall 1999, 47.9% graduated from the same institution in 2005 and 55% graduated from the same or another institution within the University System.
- Six-year graduation rates for first-time full-time freshmen enrolled in University System of Georgia institutions increased 16.5 % between fall 1995 and fall 1999.

### Three-Year Graduation & Transfer Rates of Freshmen Attending USG Two-Year Colleges

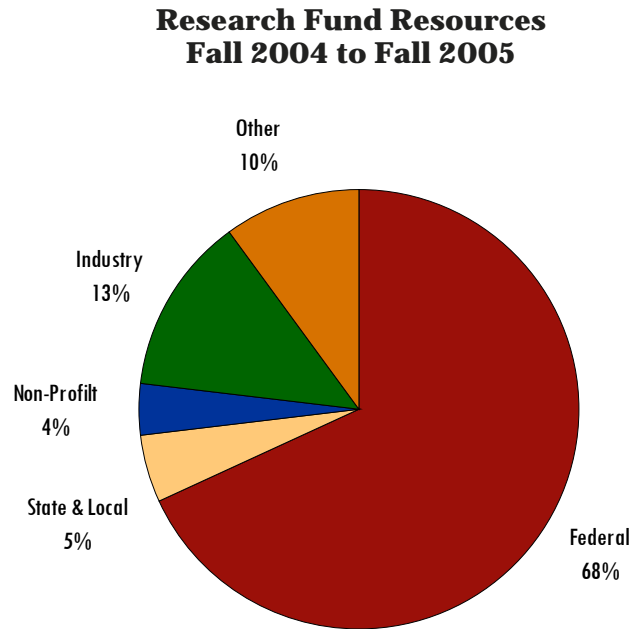


Source: Board of Regents Annual Reports, 2005-2006

- An increasing proportion of first-time, full-time freshmen are continuing their education at a four-year institution than in years prior.
- Out of 9,322 first-time, full-time freshmen who sought an associate degree at a two-year USG institution in fall 2002, 14.4% graduated in three years and an additional 16.2% transferred to four-year institutions.

## Research Awards Received by the University System of Georgia

Research within the University System of Georgia spans many subject areas and is primarily concentrated in its four research universities: the University of Georgia, Georgia Institute of Technology, Georgia State University, and the Medical College of Georgia.



### Total Awards Received by the University System of Georgia Fall 2001 to Fall 2005

Year	Total Awards
Fall 2001	\$686,139,500
Fall 2002	\$794,474,800
Fall 2003	\$860,501,000
Fall 2004	\$847,035,700
Fall 2005	\$805,362,200
<b>Total</b>	<b>\$3,993,513,200</b>

The majority of University System of Georgia (USG) research awards come from federal sources.

Between FY01 and FY05, the USG received almost \$4 billion in external grants and contracts.

During FY05, USG received \$805 million: \$623.5 million for research, \$88 million for instruction, and close to \$94 million for public service grants.

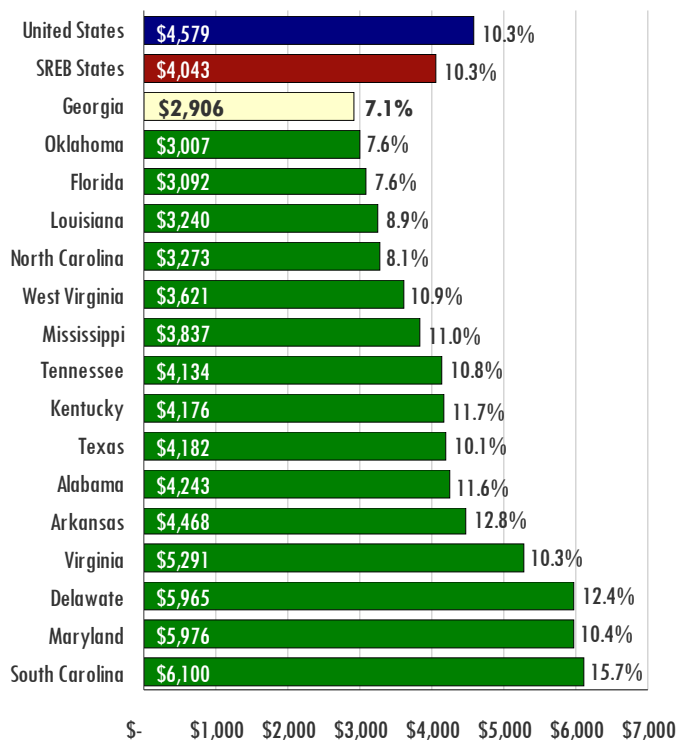
Source: Board of Regents Annual Report, 2005-2006 Publication



## Georgia College Tuition Lowest, Most Affordable Among Southern States

Affordable tuition rates of Georgia's four-year public colleges and universities increase access to higher education for students.

**Annual College Tuition Costs And Tuition as Percent of Median Household 2004-2005**



Source: Southern Regional Education Board

- The average annual tuition costs of public four-year colleges in Georgia was lowest among the 16 states of the Southern Regional Education Board (SREB) during the 2004-2005 school year.
- Georgia's average annual tuition is \$2,906 compared to \$4,043 for the SREB states, and \$4,579 for the nation.
- Georgia families spend 7.1% of household income on annual tuition at a four-year college in comparison to 10.3% for SREB states and the nation.

Note: The medians for the United States and SREB states are the middle values of all institutions by type. The medians for each state are the middle values of the institutions by type in that state.

According to the National Association of Student Grant and Aid programs, Georgia ranks second in the nation in providing scholarships and grants to college students. Service-Cancelable loans, Hope Scholarships and Grants, and Tuition Equalization Grants are a few of the many options available to help Georgia students cover the costs of attending college.

### Service-Cancelable Loans

Service-cancelable loans are provided in critical fields of study that a graduate can pay back in cash or by serving the field of study. Critical fields include teaching, health care, agriculture education, military service, veterinary medicine, engineering, and social work.

- Over \$3 million has been awarded in nursing service-cancelable loans during the 2006-2007 school year.
- More than 12,300 students have received HOPE Teacher service-cancelable loans to obtain advanced education degrees in critical shortage areas.

## HOPE Scholarship and Grant Program

Georgia’s HOPE (Helping Outstanding Pupils Educationally) Program is Georgia’s most reputable college finance program. The HOPE Program is a unique merit scholarship and grant program that rewards students in degree, diploma and certificate programs at eligible Georgia public and private colleges and public technical colleges.

<b>Georgia’s HOPE Program Disbursements September 1993 to January 2007</b>				
<b>Type of Educational Institution</b>	<b>HOPE Scholarship</b>		<b>HOPE Grant</b>	
	<b>Total HOPE Scholarship Dollars</b>	<b>Total Number of Scholarship Recipients</b>	<b>Total HOPE Grant Dollars</b>	<b>Total Number of Grant Recipients</b>
Public Colleges & Universities	\$ 2,201,437,769	388,288	\$ 65,891,494	36,670
Public Technical Colleges	\$ 40,453,084	27,600	\$ 740,342,574	509,667
Private Colleges & Universities	\$ 458, 794,736	121,016	N/A	N/A
<b>Total</b>	<b>\$2,700,685,589</b>	<b>536,904</b>	<b>\$806,234,068</b>	<b>546,337</b>

Source: Georgia Student Finance Commission

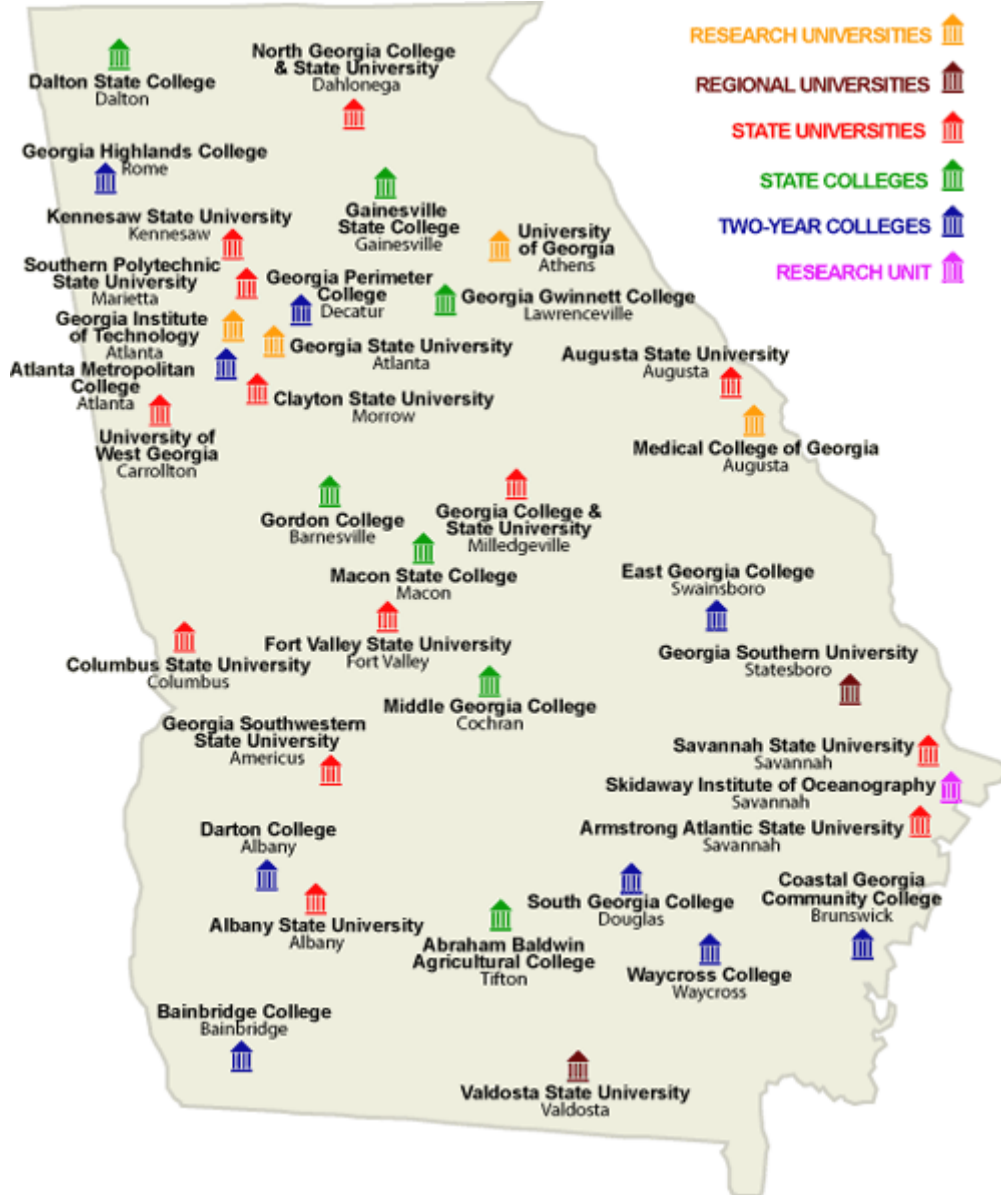
- 📖 Georgia’s HOPE Program began in September 1993, and as of February 2007 more than \$3 billion in HOPE funds has been disbursed to more than one million Georgia students.
- 📖 Out of the 74,059 high school graduates in 2006, 62% were eligible to receive the HOPE Scholarship.
- 📖 Georgia’s HOPE GED Grant Program has further provided close to \$27 million to offset the cost of higher education for Georgians who earned their General Education Development (GED/high school equivalency) diploma through a Georgia public technical college after June 1993.
- 📖 About 63.5% of HOPE Scholarship dollars went to Georgia public colleges and universities, 13.5% went to private colleges, and 23% went to public technical schools.

### Tuition Equalization Grants (TEG)

In addition to the HOPE Scholarship for private colleges and universities, students who attend certain private and public colleges may be eligible for up to \$1,000 a year through the Tuition Equalization Grants (TEG).

- 📖 In 2006, more than 32,000 students received Tuition Equalization Grants.
- 📖 Georgia residents who live near the state’s borders may receive TEGs to attend out-of-state, public four-year colleges within 50 miles of their home.

University System of Georgia: Facility Locations

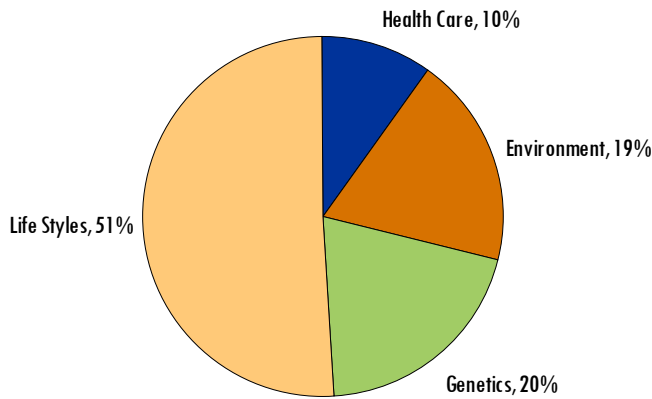


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***A HEALTHY GEORGIA***



## What Determines Health?

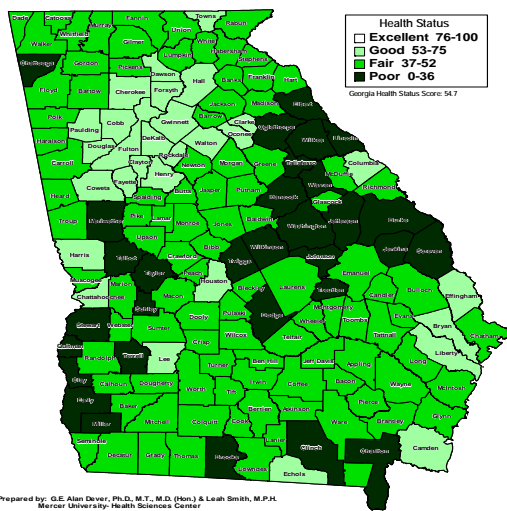


Source: Centers for Disease Control and Prevention

According to the Centers for Disease Control and Prevention, life style choices have the greatest impact on a person's health.

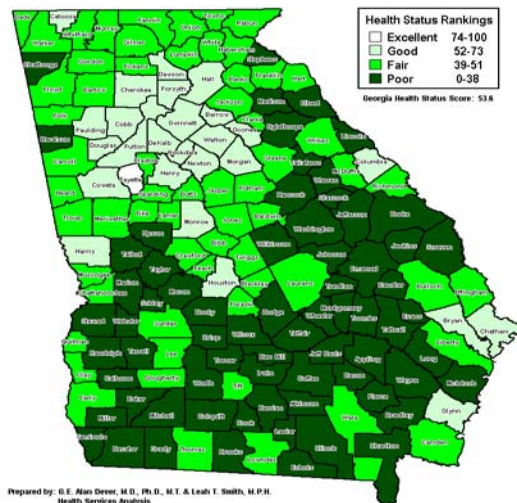
Life style choices such as eating nutritious foods, being physically active, and avoiding tobacco use can positively affect a person's health status.

Health Status by County, Georgia, 2003



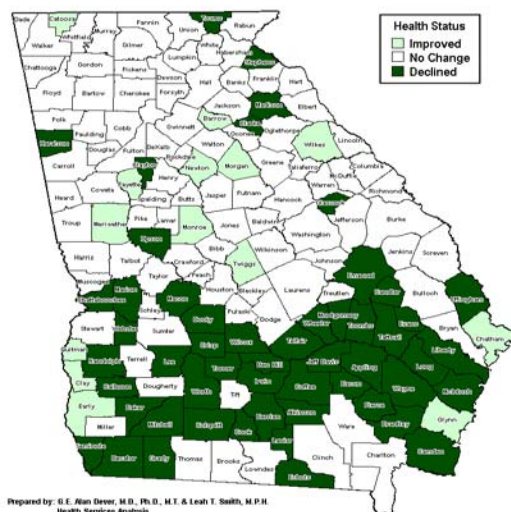
Prepared by: G.E. Alan Dever, Ph.D., M.T., M.D. (Hon.) & Leah Smith, M.P.H.  
Mercer University Health Sciences Center  
Data Source: Inforum, 2004

Health Status by County, Georgia 2006



Prepared by: G.E. Alan Dever, M.D., Ph.D., M.T., M.T. & Leah T. Smith, M.P.H.  
Health Services Analysis  
Data Source: Claritas Inc. & Thomson Medical, 2006

Health Status Change, Georgia, 2003 & 2006



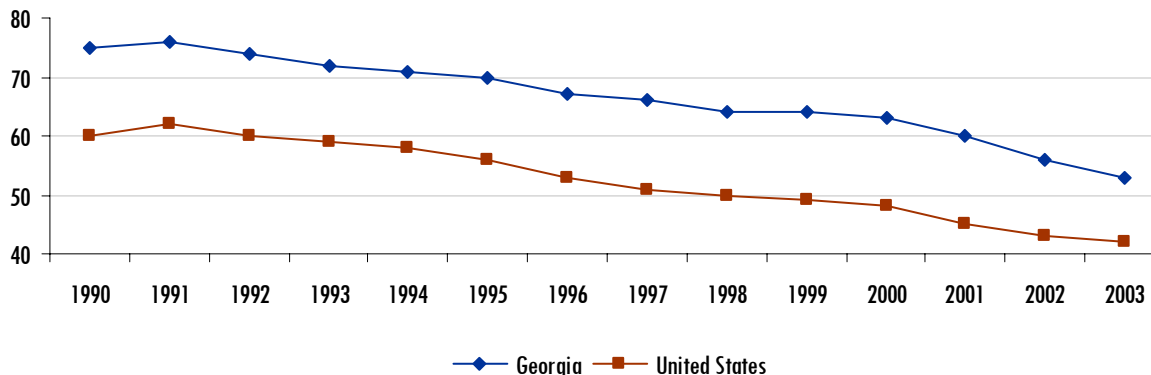
Prepared by: G.E. Alan Dever, M.D., Ph.D., M.T., M.T. & Leah T. Smith, M.P.H.  
Health Services Analysis  
Data Source: Claritas Inc. & Thomson Medical, 2006

These Health Status Maps, produced by Dr. Alan Dever at Mercer University, reflect self-reported health status. The maps are a composite score of:

- presence of disease (e.g., diabetes, cancer)
- self report of health; and
- health behaviors (e.g., smoking, exercise, nutrition).

## Lifestyle

**Teen Pregnancy Rates (per 1,000) Ages 15 to 19  
Georgia and the United States**



Source: 2006 Kids Count-The Annie E. Casey Foundation

🚗 Teen birth rate in Georgia declined 30% between 1990 and 2003.

🚗 Georgia ranks 41st nationally in teen births.

**Percentage of Adults 18 and Older Who Are Obese—  
Georgia and the United States**

Year	1990	1991	1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
Georgia	11%	10%	12%	13%	15%	13%	12%	14%	19%	21%	22%	23%	24%	25%	25%
US	12%	13%	13%	14%	14%	16%	17%	17%	18%	20%	20%	21%	22%	N/A	N/A

Source: Georgia Department of Human Resources, Division of Public Health, Annual Health Status Measures 2006

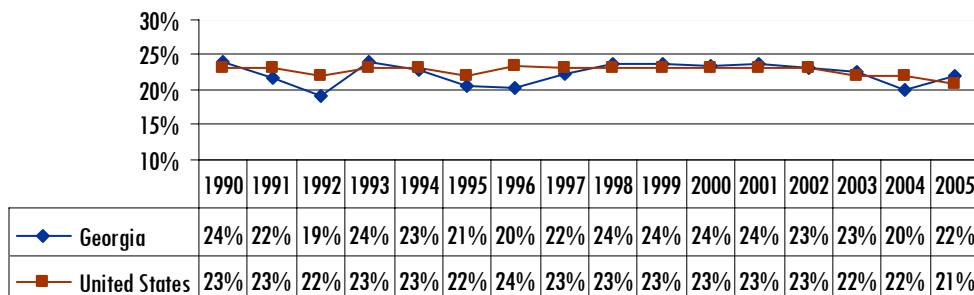
Note: *Obesity* is self-reported and defined as Body Mass Index equal to or greater than 30.0.

🚗 In 2003, 25% of Georgia adults were obese, two and one-half times the number in 1990.

🚗 One in five Georgians smoke.

🚗 The percentage of smokers in both Georgia and the U.S. is relatively unchanged since 1990.

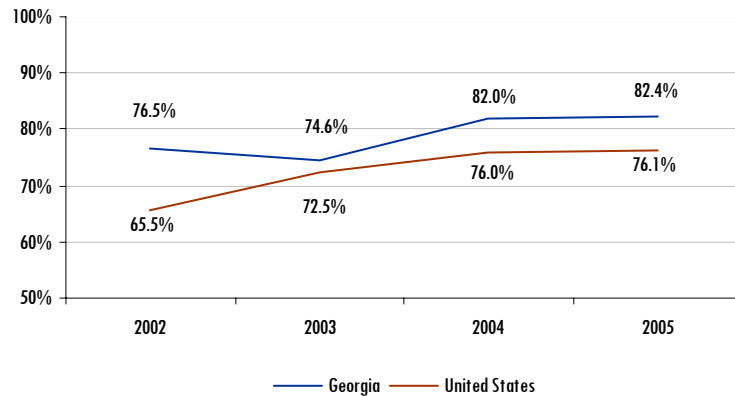
**Percentage of Adults 18 and Older Who Smoke—  
Georgia and the United States**



Source: Georgia Department of Human Resources, Division of Public Health, Annual Health Status Measures 2006

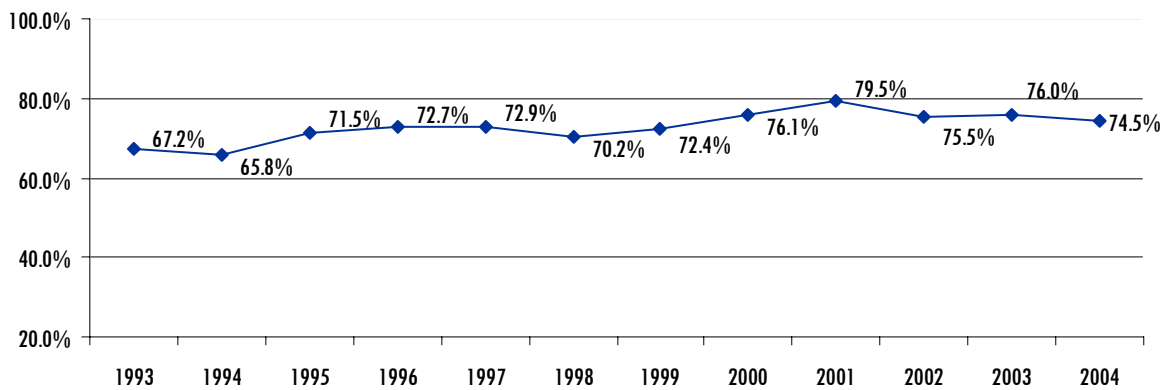
**Children's Vaccination Rate—Georgia and the United States**

- 🏠 Georgia ranks 1st in the Southeast and 3rd in the nation in vaccination coverage for children.
- 🏠 All children attending day care or school are required to receive vaccines to protect against these diseases: diphtheria, hepatitis B, Hib, measles, mumps, rubella, pertussis, tetanus, varicella and polio.



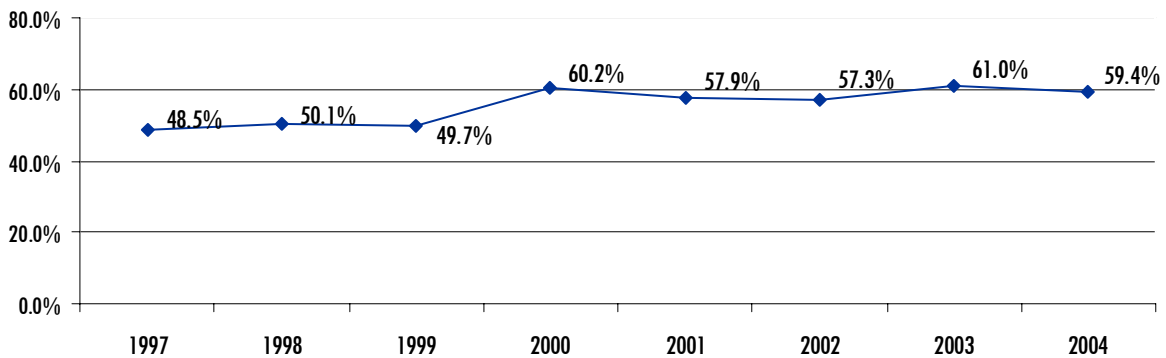
Source: National Immunization Survey-Centers for Disease Control and Prevention

**Percentage of Women 40 Years of Age and Older Who Have Received a Mammogram within the Past Two Years**



Source: Georgia Department of Human Resources, Division of Public Health, Annual Health Status Measures 2006

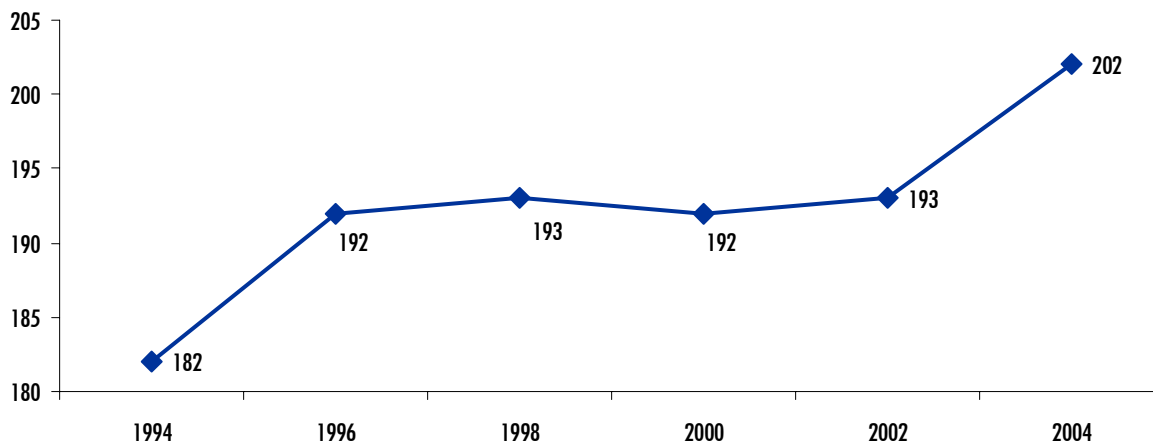
**Percentage of Adults 65 Years of Age and Older Ever Vaccinated for Pneumococcal Disease**



Source: Georgia Department of Human Resources, Division of Public Health, Annual Health Status Measures 2006

## Georgia's Supply of Physicians Has Increased Over the Past Ten Years

**Total Rate of Physicians per 100,000 Population in Georgia**



Source: Georgia Board for Physician Workforce

Although the supply of physicians has increased in Georgia, there has been a decline in per capita rates in the following specialties: anesthesiology, cardiovascular disease, gastroenterology, general surgery, neurological surgery, pulmonary disease, radiology, rheumatology, and urological surgery.

**Geographic Distribution of Georgia's Physician Workforce**

Specialty	Metropolitan Statistical Areas		Non-Metropolitan Statistical Areas	
	Number	Rate*	Number	Rate*
Family Practice	1633	18.8	660	7.6
Internal Medicine	2122	24.4	530	6.1
Pediatrics	1309	15.1	279	3.2
OB/GYN	934	10.8	237	2.7
General Surgery	579	6.7	154	1.8
*Rate per 100,000 population				

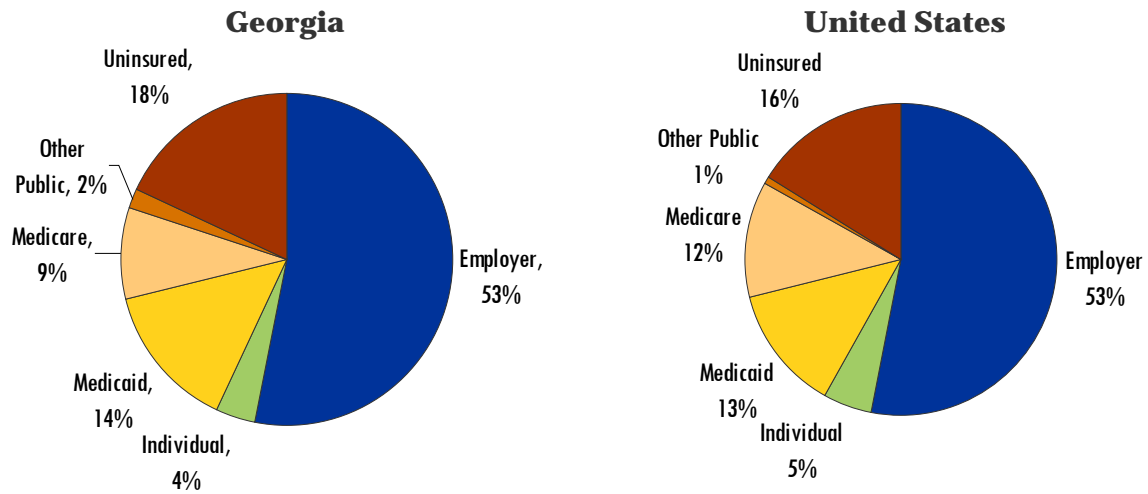
Source: Georgia Board for Physician Workforce

- Access to physicians is more favorable in urban areas than in rural areas of the state.
- The rate of pediatricians per 100,000 population is five times greater in urban areas than in rural areas.



Health Insurance Coverage

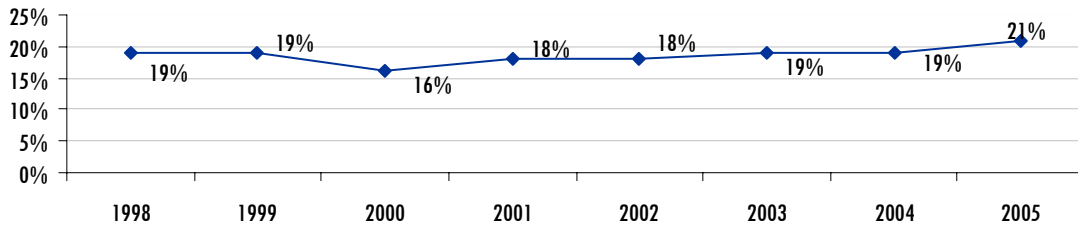
Health Insurance Coverage—2005



Source: Kaiser Family Foundation, State Health Facts

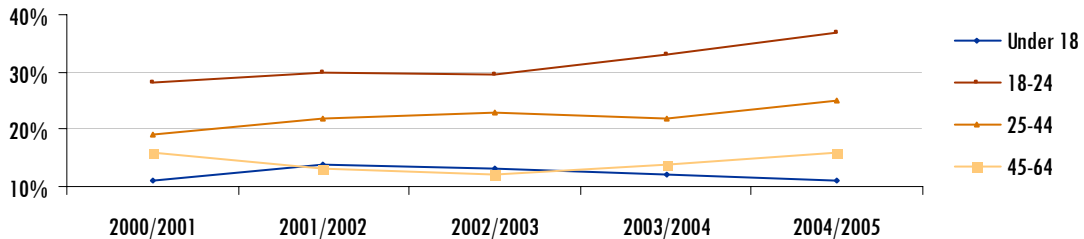
- 🏠 The number of uninsured in Georgia increased by 13% between 2004 and 2005 compared to a 2% increase in the number of uninsured nationwide.
- 🏠 Approximately 1.7 million Georgians are uninsured.
- 🏠 82% of Georgians have some form of health insurance.

Uninsured in Georgia (non-elderly)



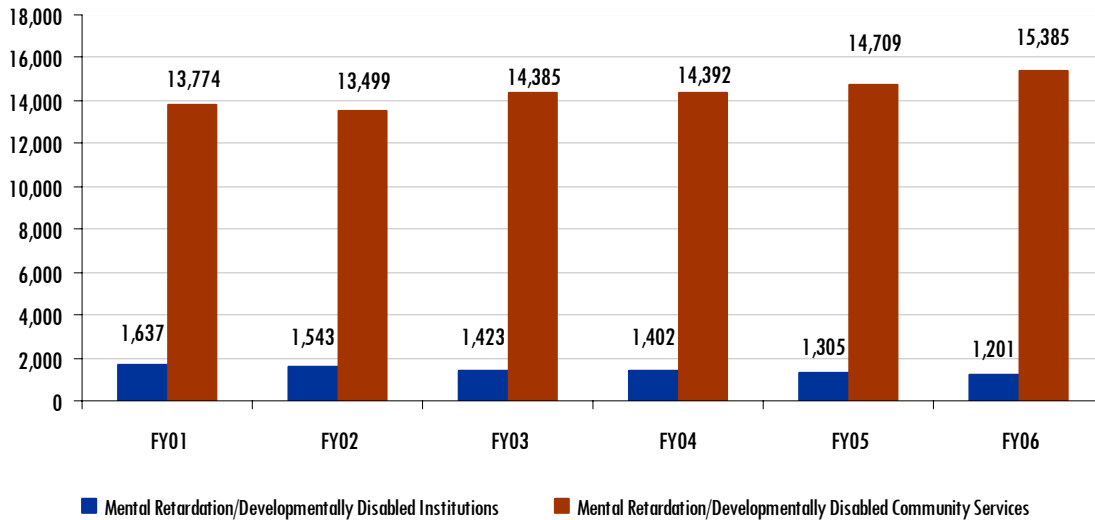
Source: Custer and Ketsche, Robinson College, Georgia State University

Change in Uninsured Rate by Age: 2 Year Moving Average



Source: Custer and Ketsche, Robinson College, Georgia State University

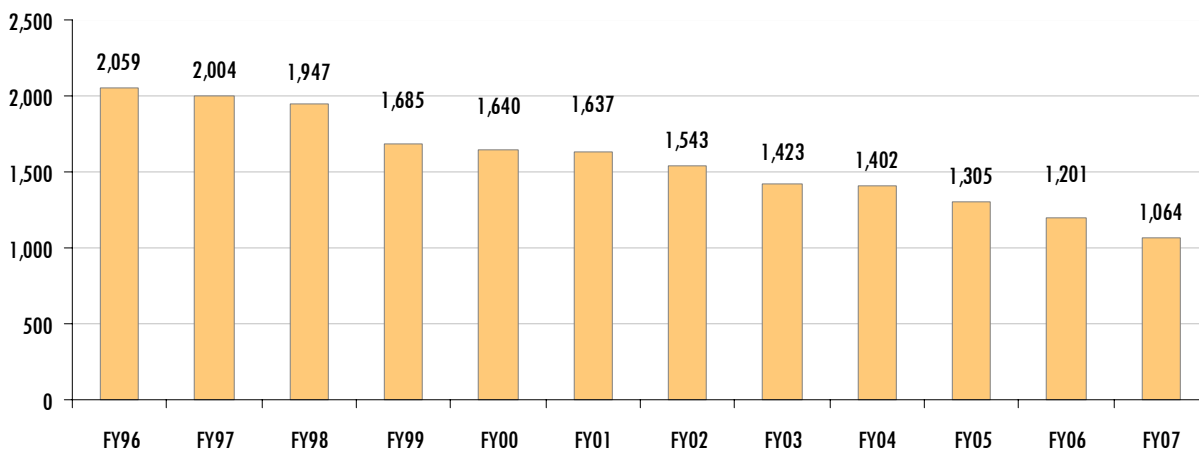
## More Developmentally Disabled Consumers Are Served in the Community



Source: Georgia Department of Human Resources, Division of Mental Health, Developmental Disabilities and Addictive Diseases

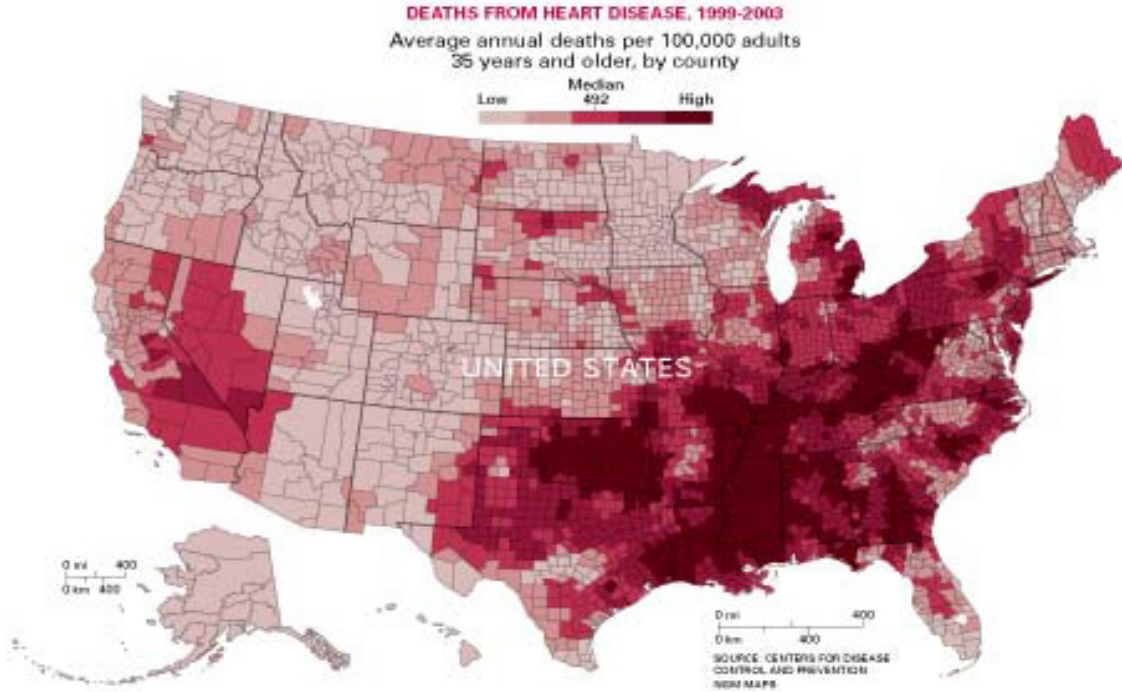
- 📊 The number of developmentally disabled consumers served in state hospitals has steadily declined due to the emphasis on community services and placements.
- 📊 In Georgia, 16,586 individuals have mental retardation or a developmental disability. In FY06, nearly 93% of these individuals received state services in the community.

### Developmentally Disabled Consumers Served in Hospitals



Source: Georgia Department of Human Resources, Division of Mental Health, Developmental Disabilities and Addictive Disease

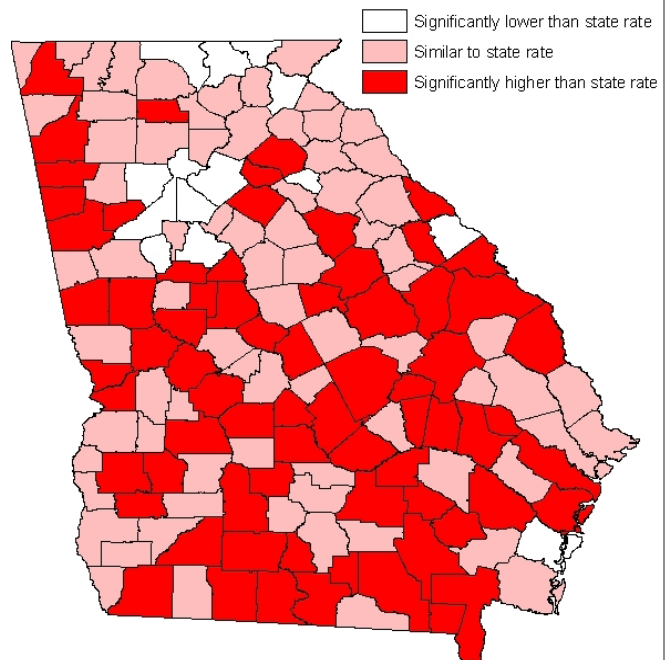
❏ Chronic diseases, such as heart disease, cancer, and diabetes, are the leading causes of death and disability in the United States and in Georgia. These diseases account for 7 of every 10 deaths and are preventable through adoption of healthy behaviors. [Centers for Disease Control and Prevention ]



Cardiovascular disease (CVD) includes all diseases of the heart and blood vessels, including ischemic heart disease, stroke, congestive heart failure, hypertensive disease, and atherosclerosis.

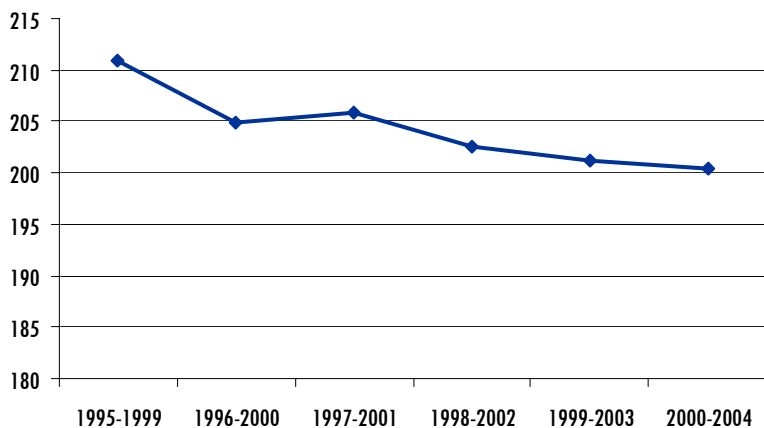
- ❏ In 2004 in Georgia:
  - ❏ Cardiovascular disease accounted for 34% (22,378) of deaths.
  - ❏ The CVD death rate was 14% higher than the national rate.
  - ❏ CVD death rates were 1.4 times higher for men than for women.
  - ❏ CVD death rates were 1.3 times higher for Blacks than for Whites.

**Cardiovascular Disease Death Rates by County: 2000-2004**



Source: Department of Human Resources, Division of Public Health, August 2006

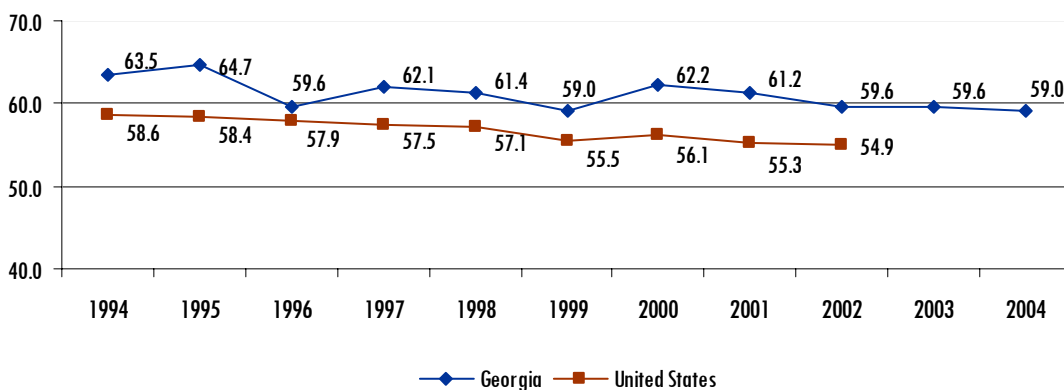
### Cancer Mortality Rates (per 100,000) in Georgia



Source: Georgia Comprehensive Cancer Registry

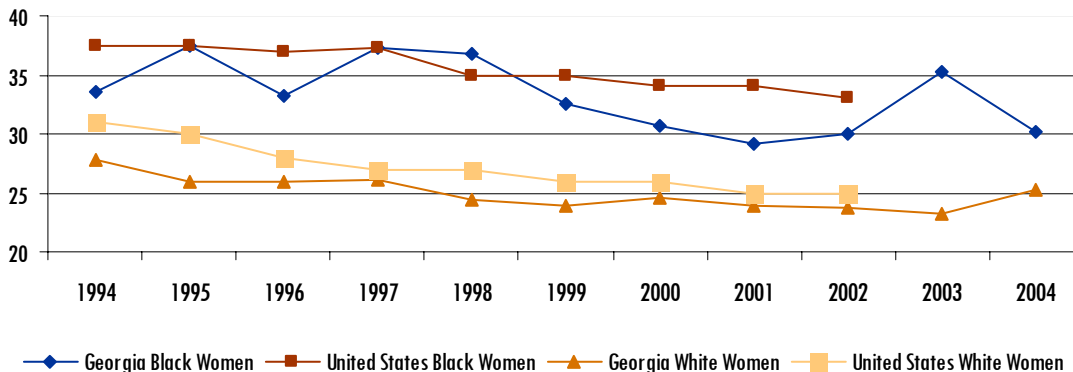
- Cancer is the second leading cause of death in Georgia.
- Cancer mortality rates in Georgia have declined at an average annual rate of 1.2% since 1990.
- Lung, colorectal, breast, and prostate cancers account for 57% of all cancer diagnosed and for 53% of all cancer deaths.

### Lung Cancer Mortality Rates—Georgia and the United States



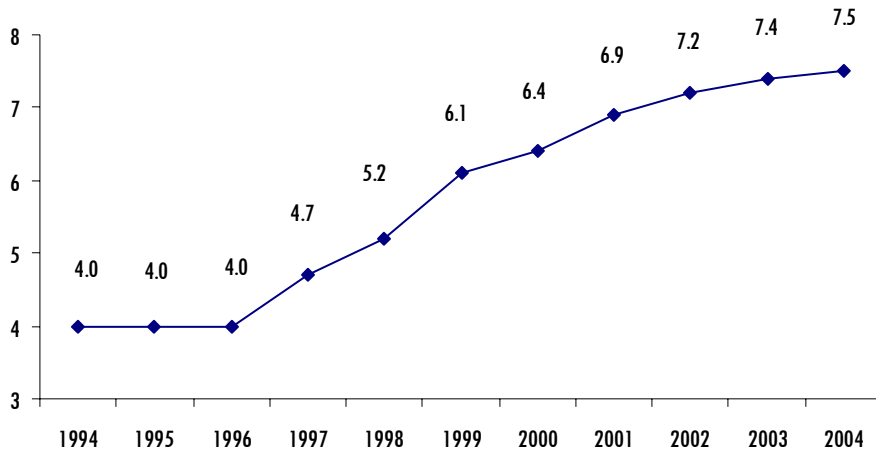
Source: Georgia Department of Human Resources, Division of Public Health, Annual Health Status Measures 2006

### Breast Cancer Mortality Rates—Georgia and the United States Women by Race



Source: Georgia Department of Human Resources, Division of Public Health, Annual Health Status Measures 2006

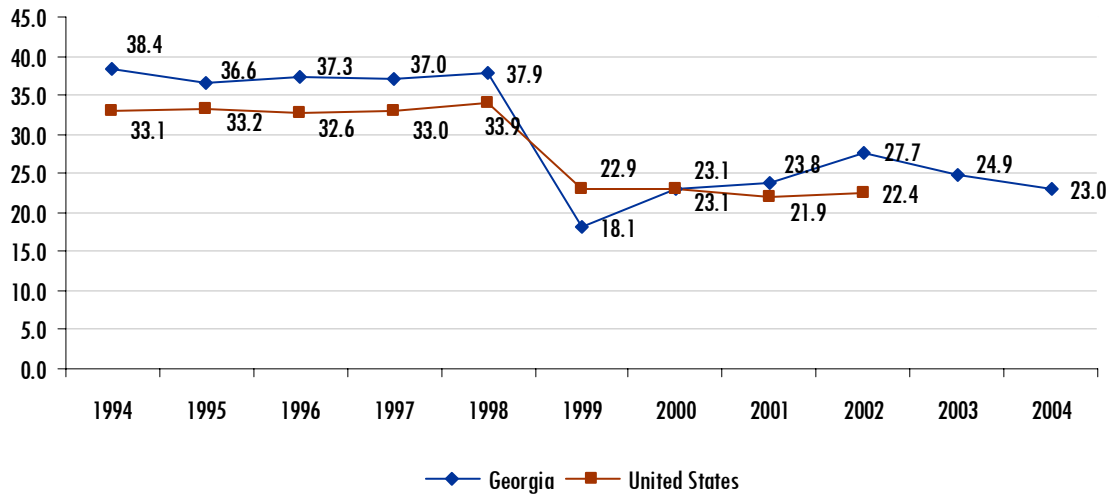
### Prevalence of Diagnosed Diabetes per 100 Adult Population in Georgia



- More than 7% of Georgians are diabetic.
- 20.8 million people or 7% of the U.S. population have diabetes.
- Diabetes is the sixth leading cause of death in the U.S.

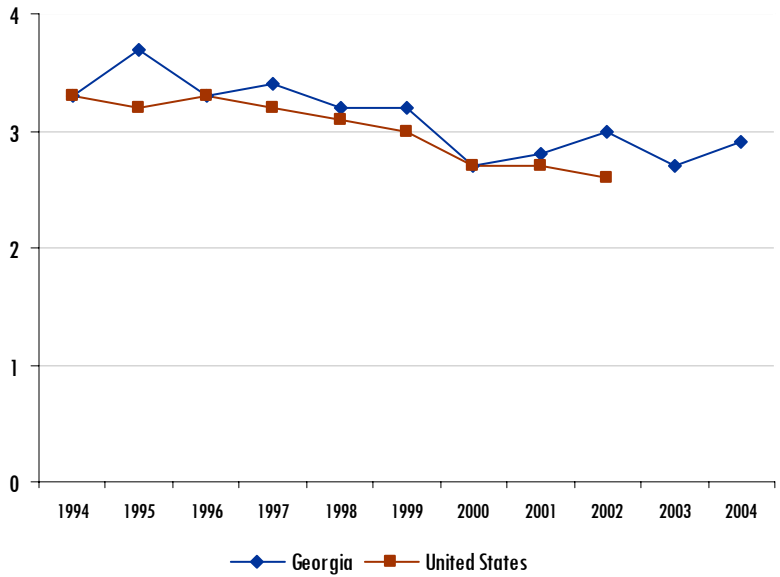
Source: National Center for Chronic Disease and Health Prevention

### Pneumonia Mortality Rates—Georgia and the United States



Source: Georgia Department of Human Resources, Division of Public Health, Annual Health Status Measures 2006

### Cervical Cancer Mortality Rates— Georgia and the United States

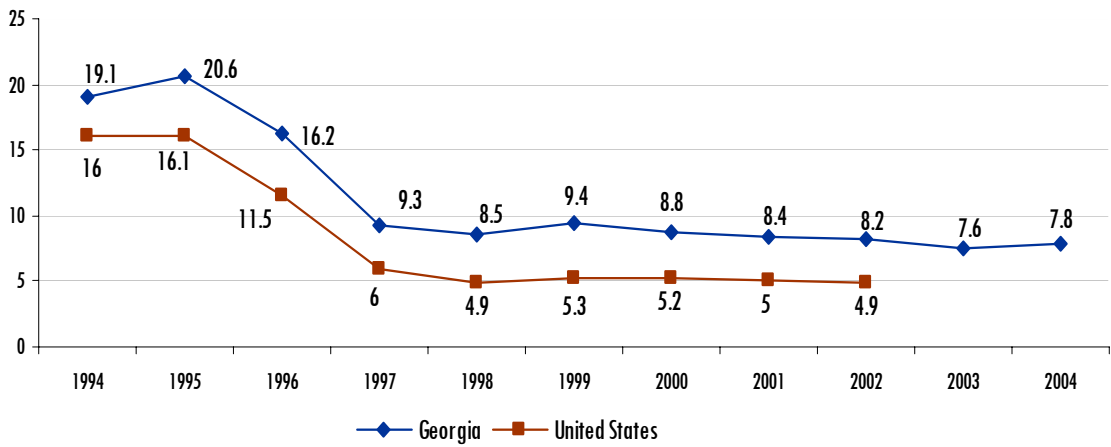


- Cervical cancer is the eighth most common cancer in Georgia women.
- The cervical cancer mortality rate has decreased from 3.3 to 2.9 from 1994 to 2004.
- Each year from 1999 to 2003, about 120 Georgia women died from cervical cancer.

	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
Georgia	3.3	3.7	3.3	3.4	3.2	3.2	2.7	2.8	3	2.7	2.9

Source: Georgia Department of Human Resources, Division of Public Health, Annual Health Status Measures 2006

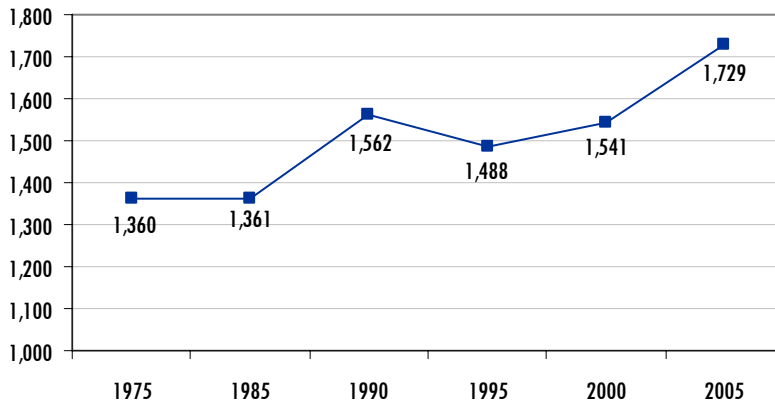
### HIV/AIDS Mortality Rates—Georgia and the United States



Source: Georgia Department of Human Resources, Division of Public Health, Annual Health Status Measures 2006

## Traffic Fatalities and Seat Belt Use

### Traffic Fatalities in Georgia 1975– 2005



Source: Federal Highway Administration

🚗 Traffic fatalities in Georgia have increased 16% since 1995.

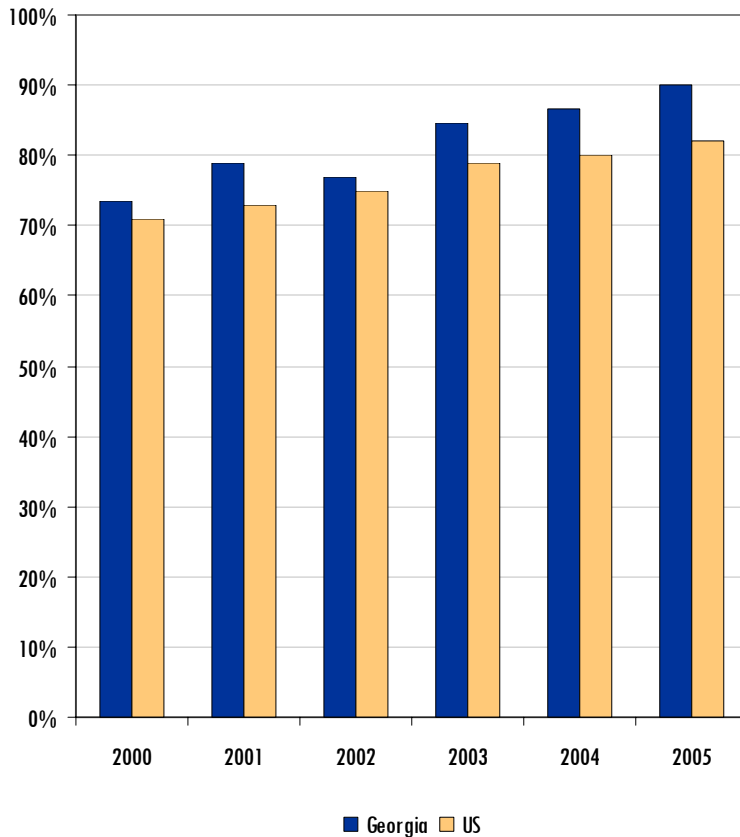
🚗 Motor vehicle crashes are the leading cause of death for the age group 3 to 14 years old.

### Seat Belt Use—Georgia and the United States

🚗 According to the National Highway Traffic Safety Administration's (NHTSA) study, *The Economic Impact of Motor Vehicle Crashes 2000*, the use of safety belts saved society \$585 billion in medical care, lost productivity, and other injury-related economic costs since 1975.

🚗 NHTSA's studies indicate that when lap/shoulder safety belts are used properly, they reduce the risk of fatal injury to front seat occupants by 45% and the risk of moderate to critical injury by 50%.

🚗 Seat belt use by Georgia drivers has increased 16.3% since 2000.




Source: National Highway Traffic Safety Administration


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- 


The Georgia Office of Homeland Security leads and directs the preparation, employment, and management of state resources to safeguard Georgia and its citizens against threats or acts of terrorism and the effects of natural disasters. This office also houses the Homeland Security Agency and the Georgia Emergency Management Agency (GEMA).
- 

GEMA's State Operations Center is the focal point for state response to emergencies in Georgia as well as coordinating a state response for disasters to other states such as Hurricane Katrina. The center is staffed by state, federal, local, volunteer, and private agencies.
- 

Georgia's Criminal Justice Coordinating Council (CJCC) brings together many parts of the criminal justice community. Members represent the citizens, police, sheriffs, city and county officials, the school system, judges and other court officials as well as adult and juvenile corrections.
- 

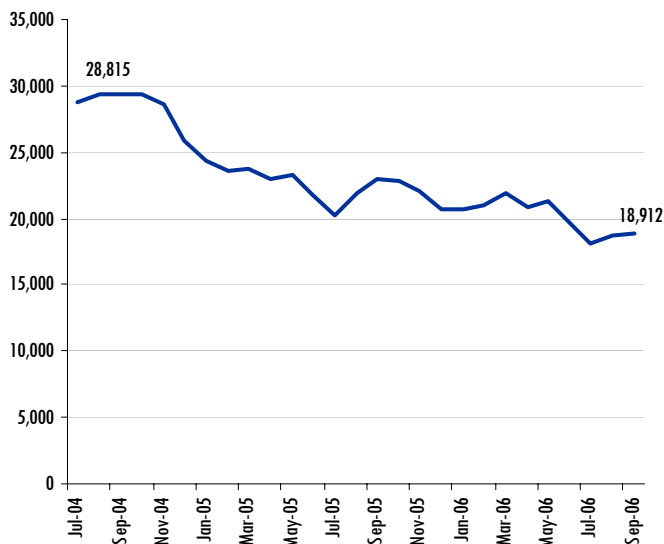
The CJCC administers about \$30,000,000 in Federal grants annually. About half of the grant money goes to law enforcement and criminal justice system improvement. The remainder of the money goes to Georgia crime victims. In FY2006, the CJCC served 187,257 crime victims.
- 


The Georgia Sheriffs' Association is a non-profit organization comprised of the 159 county elected Georgia sheriffs. GSA also sponsors Georgia Sheriff's Youth Homes, which provides five residences for about 100 children.
- 


The Georgia Association of Chiefs of Police includes more than 1,000 municipal and county law enforcement agencies, college and university police departments, corporate and private security firms, citizens, and numerous state and federal agencies.
- 

There are jails in 147 counties and several cities. Georgia has a jail capacity for more than 39,000 offenders.

**Active Child Protective Services Cases**

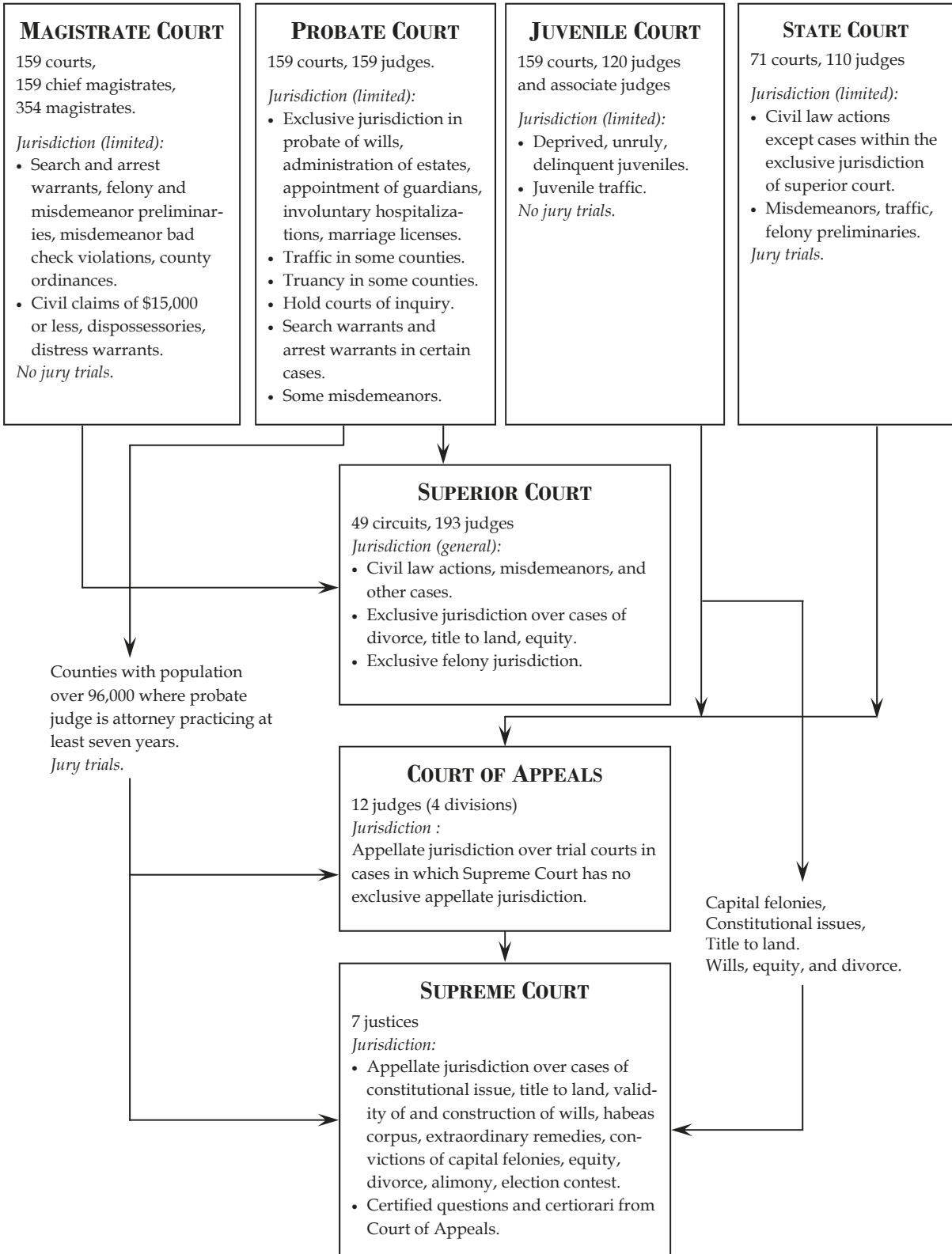



 Additionally, the Department of Human Resources' Child Protective Services responds to reports of child abuse or neglect. More than 72,000 cases were investigated in FY2005.


 The number of Child Protective Services active cases decreased 34%, from 28,815 in July 2004 to 18,912 in September 2006.

Source: Outcome Measures and Results, Child Welfare, September 2006, Georgia Department of Human Resources, Division of Family and Children Services

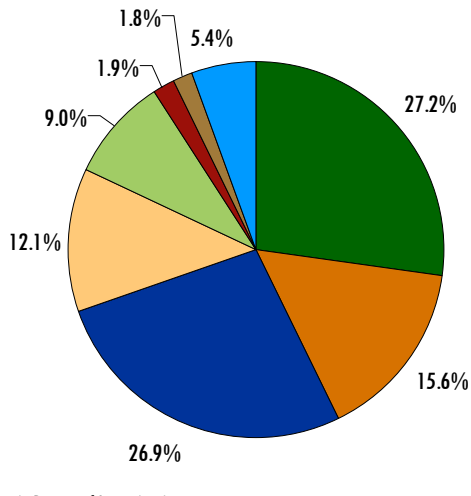
# Judicial Branch of Georgia



As of January 2006.

## Georgia Bureau of Investigation

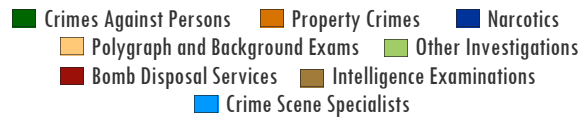
### Investigative Hours Allocation—December 2006



Source: Georgia Bureau of Investigation

The GBI spends most of its time investigating crimes against persons, including deaths, child abuse, sex crimes, assaults, kidnappings, robberies, and terrorist acts.

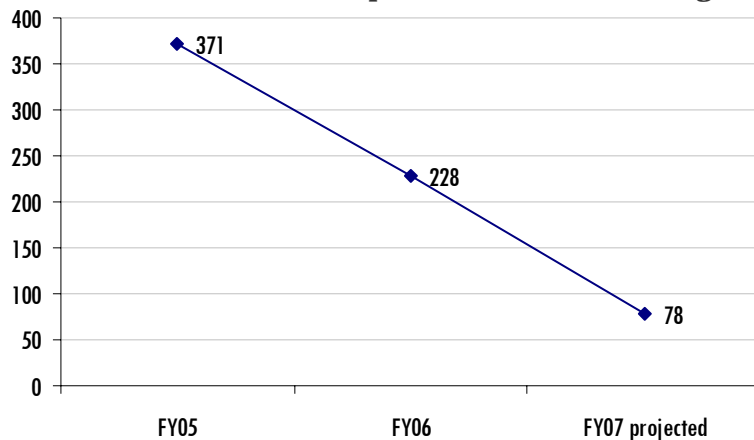
About 1/4 of GBI's investigative hours are spent investigating narcotics.



Of the 6,223 investigative hours used to investigate narcotics, only 28 were used to investigate clandestine methamphetamine labs.

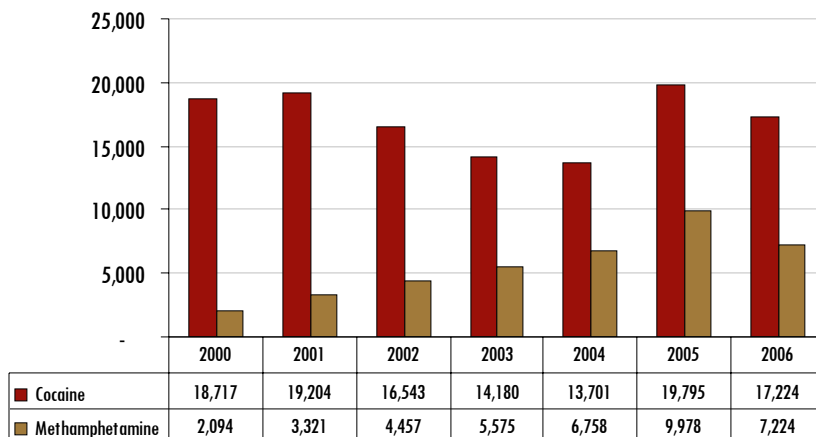
The number of clandestine meth labs in Georgia has decreased by 79% (projected) in 2 years, suggesting that meth is now entering Georgia already manufactured.

### Clandestine Methamphetamine Labs in Georgia



Source: Georgia Bureau of Investigation

### Drug Cases Submitted to the GBI



Source: Georgia Bureau of Investigation

The GBI receives more cocaine cases than methamphetamine cases.

Cocaine cases decreased from 2001-2004 by 32%, and 13% from 2005-2006.

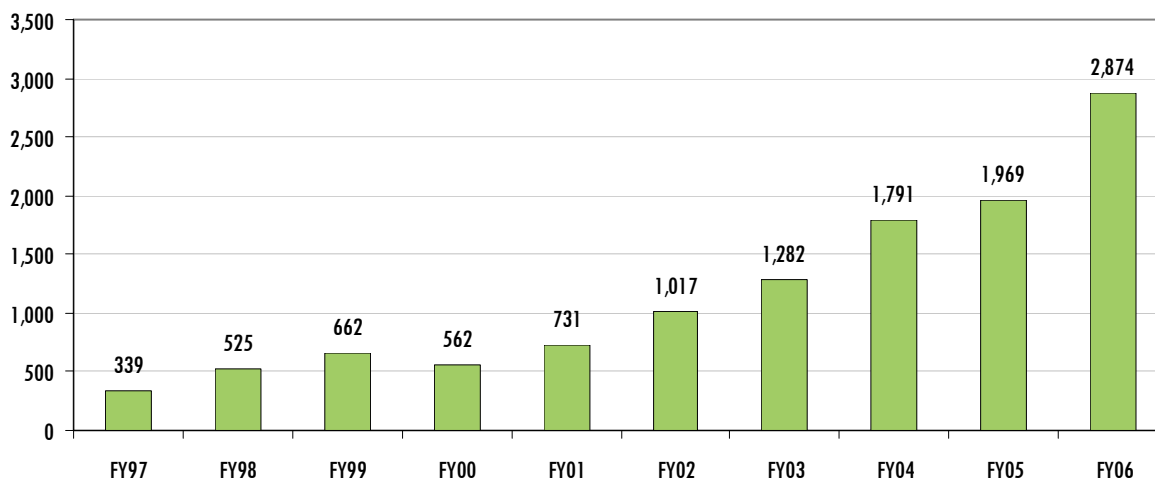
Methamphetamine cases have increased 377% from 2000-2005, but decreased by 28% in 2006.

## Drug Offenses

- ☛ According to the National Institute of Justice, up to 80% of offenders have some substance abuse problem related to their criminal activity.
- ☛ The Office of National Drug Control Policy states that in-prison treatment followed by post-incarceration supervision can reduce recidivism by about 50%.
- ☛ About one in three inmates admitted to Georgia prisons in FY2006 were sentenced for drug offenses. Many other inmates (about 37%) reported having substance abuse problems.



**Methamphetamine-Related Admissions to Prison FY97-FY06**



Source: Georgia Department of Corrections

- ☛ Of all drug arrests in Georgia in 2005:
  - ◆ 11% were methamphetamine-related (more than 7,200)
  - ◆ 60% were marijuana-related and
  - ◆ 36% were cocaine-related.
- ☛ Although most of the inmates admitted to prison on drug offenses in FY06 were convicted of cocaine-related offenses, methamphetamine-related offenses are a growing problem.
- ☛ Prison admissions for methamphetamine-related offenses increased from 339 in FY96 to 2,874 in FY06—more than 700%.

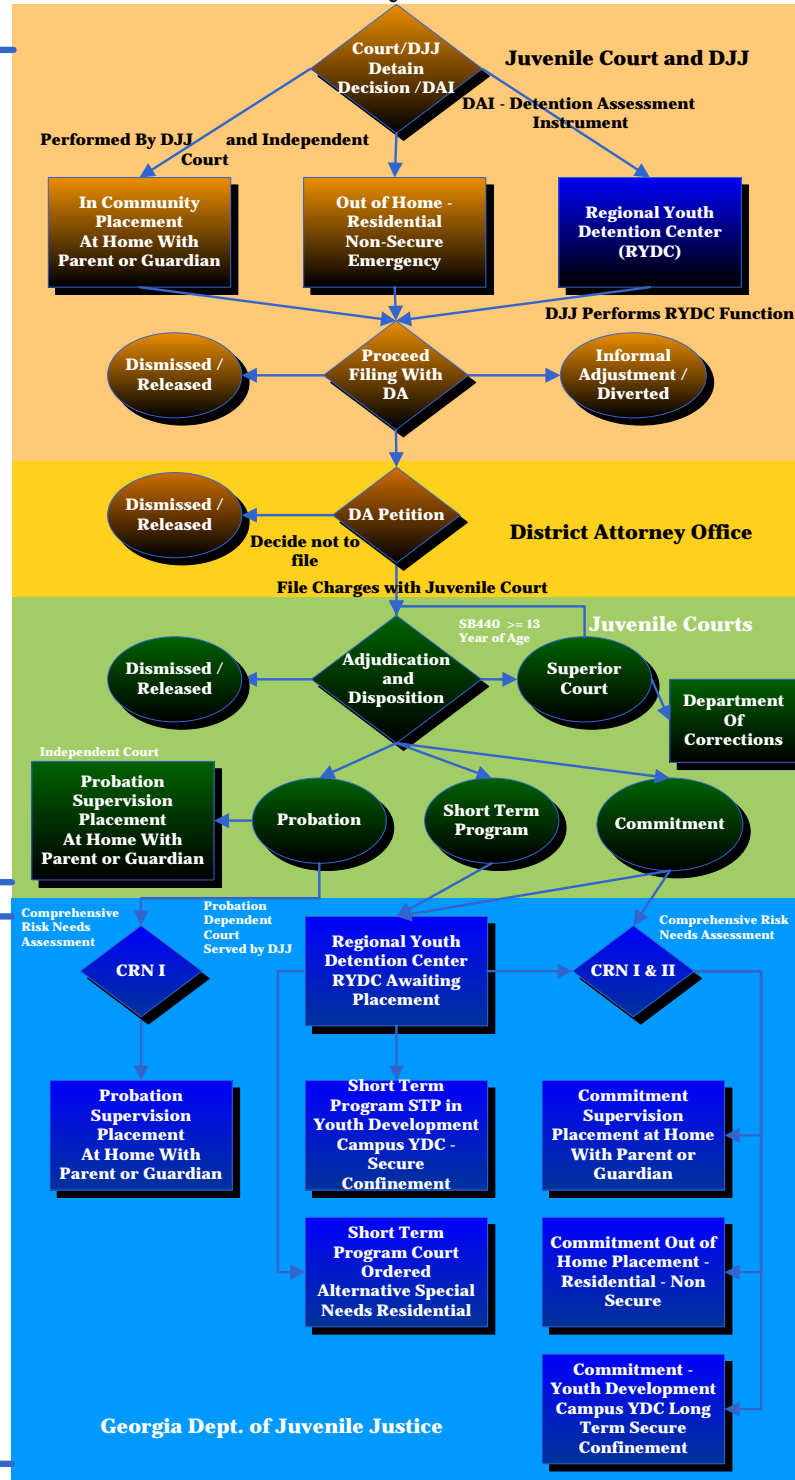
# GEORGIA JUVENILE JUSTICE SYSTEM FLOW

*State of Georgia Juvenile Intake Process*

*State of Georgia Assessment and Placements for Adjudicated Juveniles Under 17 Years of Age*



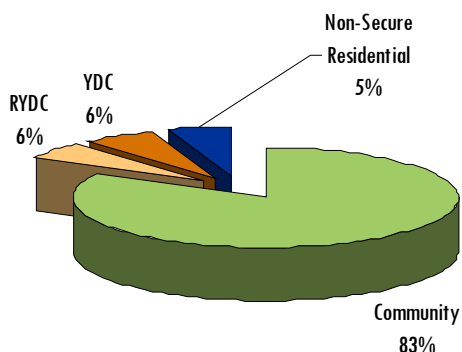
## Taken Into Custody or Referral of Youth



Source: Georgia Department of Juvenile Justice

## Department of Juvenile Justice

### Juvenile Justice FY06 Placements



Source: Georgia Department of Juvenile Justice

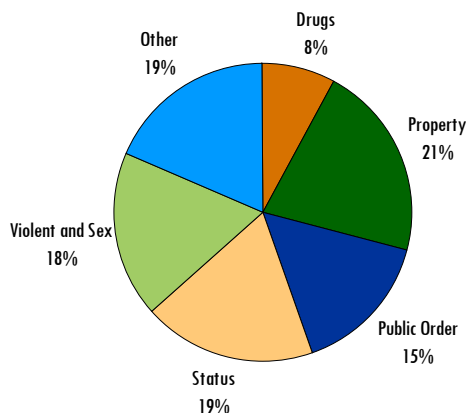
- ☛ 83% (17,051) juveniles referred to the Department of Juvenile Justice (DJJ) are placed in community settings.
- ☛ Another 1,111 (5%) of the juveniles referred to DJJ are placed in non-secure residential settings.
- ☛ 6% (1,240) go to youth development campuses (YDCs), the most secure juvenile corrections facilities in Georgia.

☛ Only 18% of youth were referred to DJJ for violent offenses or violent sex offenses.

☛ However, 39% of the youth placed in YDCs during FY06 were serving sentences for violent offenses or violent sex offenses.

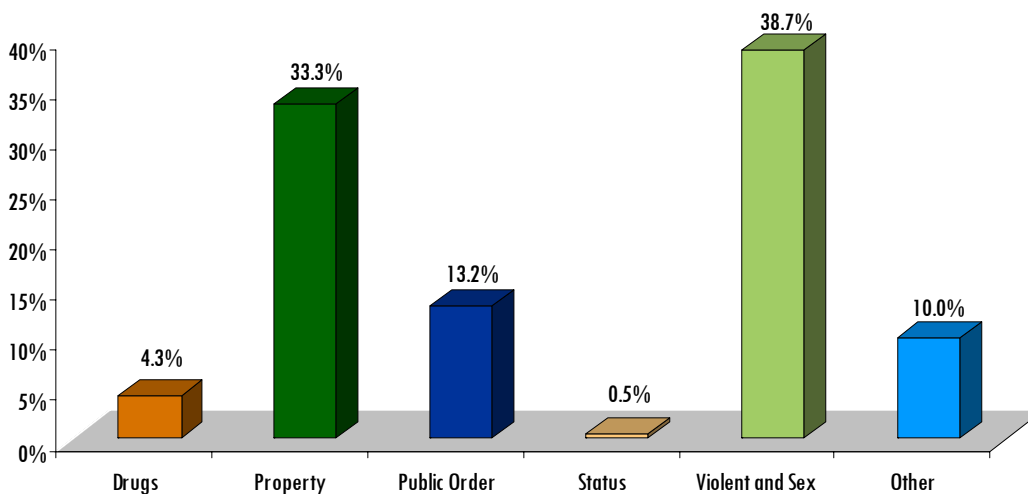
☛ Status offenses include runaway, truancy, ungovernable and unruly.

### DJJ FY06 Admissions by Offense



Source: Georgia Department of Juvenile Justice

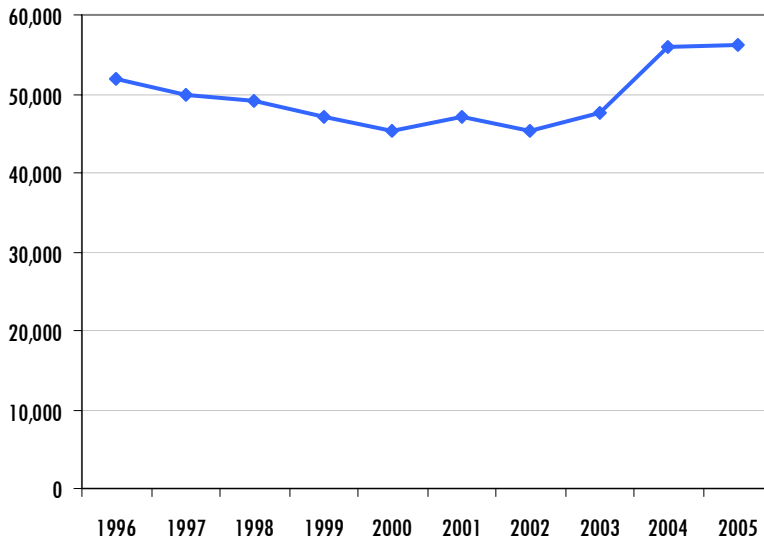
### YDC FY06 Placements by Offense



Source: Georgia Department of Juvenile Justice

## Juvenile Crime

**Juvenile Arrests 1996-2005**



- ☛ The juvenile arrest rate decreased during the late nineties but began increasing again in 2001.
- ☛ About 76% of juvenile arrests are referred to court.
- ☛ About 22% of the arrests are handled within the police department, and about 2% of the offenders are referred to the Division of Family and Children Services (DFCS).

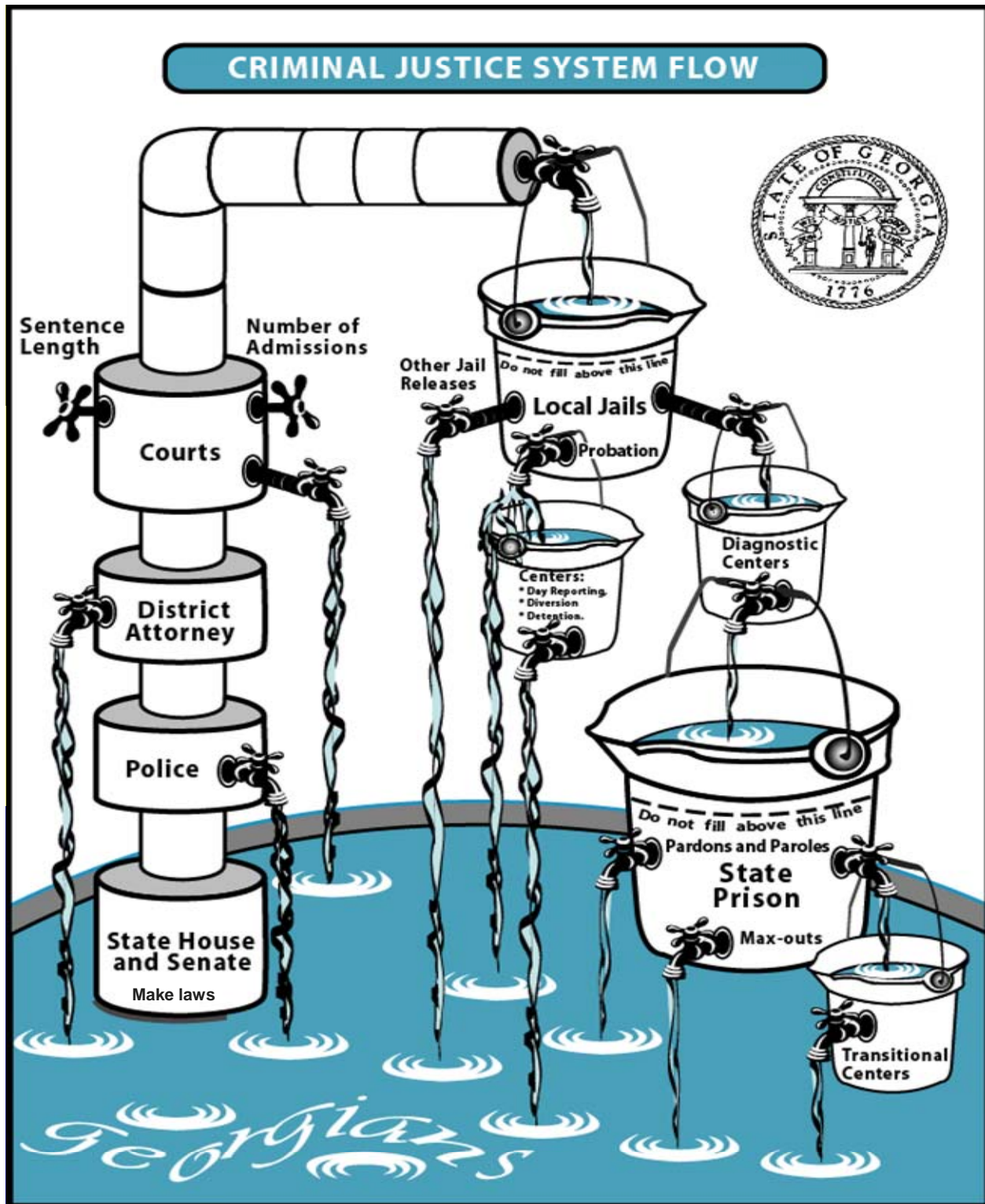
Source: Georgia Bureau of Investigation—Georgia Crime Information Center (GCIC)

**Juvenile Arrest Dispositions 2001-2005**

Year	Handled Within Dept.	Referred to Juvenile Court	Referred to DFCS	Referred to Other Police Dept.	Referred to Adult/Criminal Court	Total Dispositions	% to Court
2001	7,558	26,653	1,144	292	4,086	39,731	77.4%
2002	8,714	26,762	970	443	4,751	41,640	75.7%
2003	8,792	28,562	930	706	4,171	43,161	75.8%
2004	9,453	32,105	2,070	856	5,292	49,776	75.1%
2005	9,133	30,161	893	831	4,233	45,251	76.0%

Source: Georgia Bureau of Investigation—Georgia Crime Information Center (GCIC)

- ☛ In FY06, the Department of Juvenile Justice (DJJ) served more than 55,000 youth.
- ☛ Very few juveniles who are under age 13 are referred to DJJ. More than half of the 2005 referrals to DJJ were youth age 15 or 16.
- ☛ Two-thirds of these youth were boys.
- ☛ About 45% of the youth were White, the rest were minority youth (49% Black, 4% Hispanic, and 2% some other race).



Conceptualized by Dr. Timothy Carr  
Georgia Department of Corrections



## Adult Corrections

Adult Offenders in Georgia—2006	
Prisoners	55,869
Parolees	23,556
State Probationers	143,800
Private/County Probationers*	228,216
Federal Probationers*	3,254
Jail Inmates	36,785
<b>Total *</b>	<b>488,045</b>
* estimate Nov. 2006	

Source: Georgia State Board of Pardons and Paroles

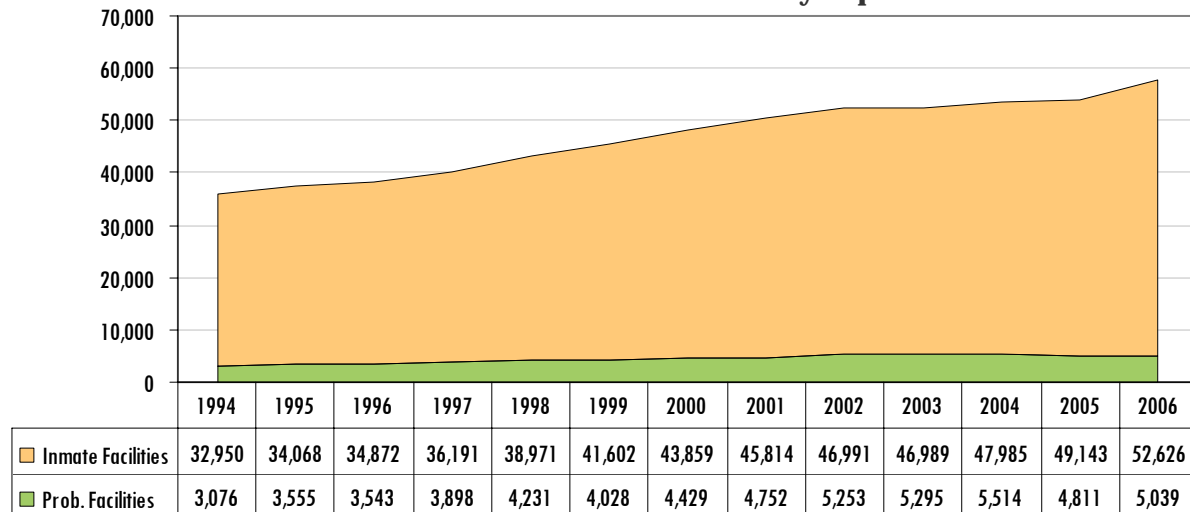
- 🔦 About 488,000 Georgians are under some form of correctional supervision.
- 🔦 Georgia ranks 6th in the nation in prison incarceration rate.
- 🔦 The number of inmates in state prison and probationers in state community correctional facilities increased 87.2% between 1994 & 2006, growing from 30,810 in 1994 to 57,665 in December 2006.



Year-End 2005 Prison Incarceration Rates per 100,000 Residents		
Rank	Rate	Place
	491	United States
1	797	Louisiana
2	691	Texas
3	682	Mississippi
4	652	Oklahoma
5	591	Alabama
<b>6</b>	<b>533</b>	<b>Georgia</b>
7	529	Missouri
8	525	South Carolina
9	521	Arizona
10	499	Florida

Source: US Department of Justice—Bureau of Justice Statistics

### Inmate and Probation Facility Population






Source: Georgia Department of Corrections

### Profile of Current Prison Inmates and Current Probationers

Prison Inmates		Current Probationers	
49,127 Men*	3,508 Women*	107,995 Men*	31,752 Women*
Black/White: 63%/37%	Black/White: 47%/53%	Black/White: 51%/48%	Black/White: 44%/55%
Average age = 36	Average age = 36	Average age = 35	Average age = 35
61% single	53% single	Offense:	Offense:
Highest grade: 10	Highest grade: 11	23% violent/sex	12% violent/sex
Absent father: 42%	Absent father: 32%	31% property	48% property
58% are parents	73% are parents	37% drug	35% drug
Number of children: 62,890	Number of children: 6,952	*As of Nov. 2006	
Offense:	Offense:	Source: Georgia Department of Corrections	
59% violent/sex	39% violent/sex		
20% property	34% property		
16% drug	25% drug		
*As of Nov. 2006			

Source: Georgia Department of Corrections

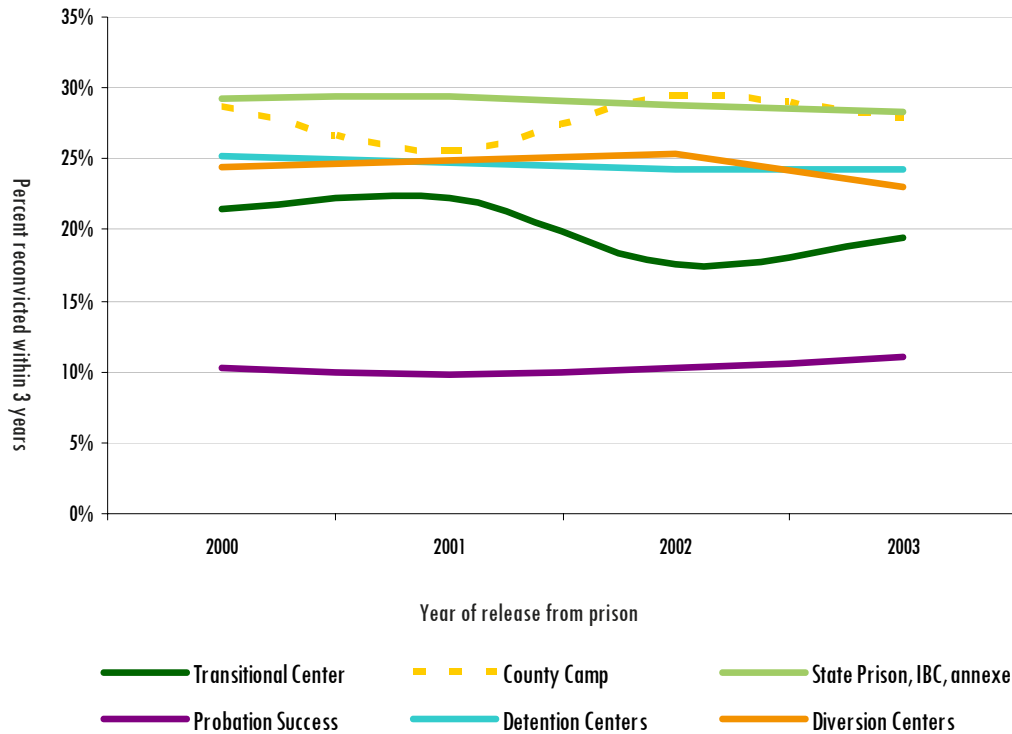
### 2006 State Daily Cost by Offender Placement

-  The various center placement options are less costly than prison placement. Many offenders in these centers are able to hold jobs and pay for part of their upkeep.
-  Prison placement is the most expensive form of offender supervision (\$46.06 per offender per day).
-  Security and medical costs account for most of this expense (45% and 22%, respectively).

\$1.29	Regular Probation Supervision
\$3.40	Intensive Probation Supervision
\$9.15	Day Reporting Centers
\$30.21	Diversion Centers
\$39.19	Transitional Centers
\$42.29	Detention Centers
\$43.59	Private Prisons
\$46.06	State Prisons

Source: Georgia Department of Corrections

**Three-year Felony Reconviction Rate by Facility Type**

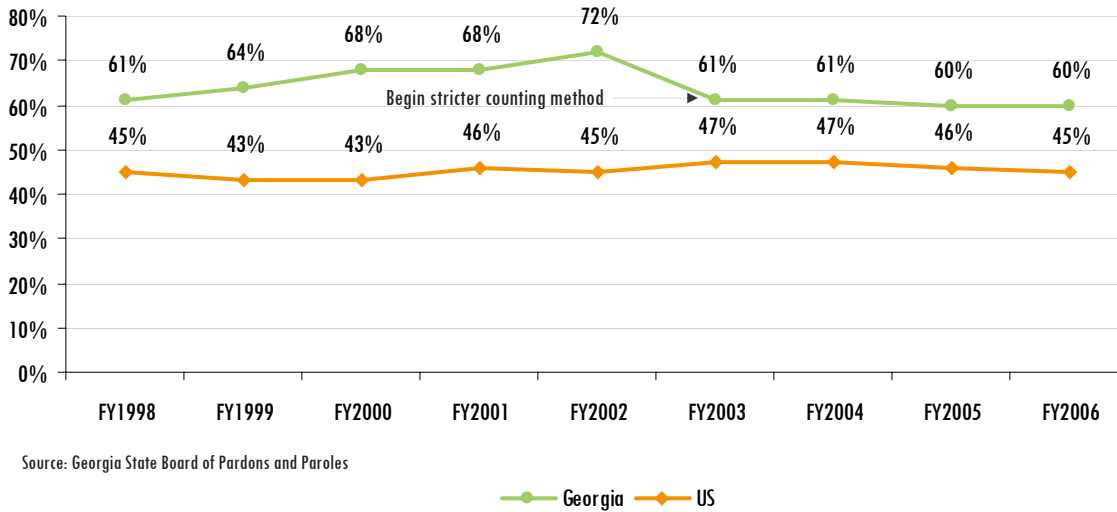


Source: Georgia Department of Corrections

- ☛ Georgia defines offender recidivism as reconviction for a felony offense. Typically, the data are reported as a three-year rate (i.e., offenders released from prison who return to prison on a felony reconviction within three years).
- ☛ Probation is the least costly form of offender supervision and has the lowest felony reconviction rate.
- ☛ Offenders who successfully complete probation have the lowest 3-year felony reconviction rate (about 10%).
- ☛ Offenders released from state prisons, inmate boot camps and prison annexes have the highest 3-year felony reconviction rate (about 28%).
- ☛ Offenders released from transitional centers have about a 20% 3-year felony reconviction rate.
- ☛ Some variations in these felony reconviction rates can be explained by the type of offender serving a sentence on probation in the community versus the type of offender serving a sentence in prison.

## Georgia Board of Pardons and Paroles

### Average Parole Completion Rates—Georgia and U.S.

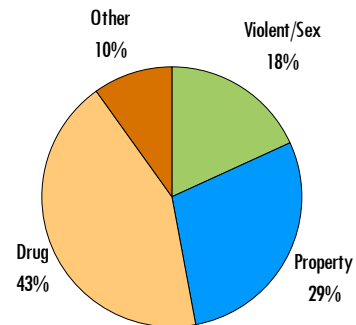


### Profile of Current Parolees (as of Nov. 2006)

21,207 Men	2,659 Women
Black/White: 63%/37%	Black/White: 47%/53%
Average age = 38	Average age = 39
Offense:	Offense:
18% violent/sex	12% violent/sex
28% property	42% property
41% drug	36% drug

Source: Georgia State Board of Pardons and Paroles

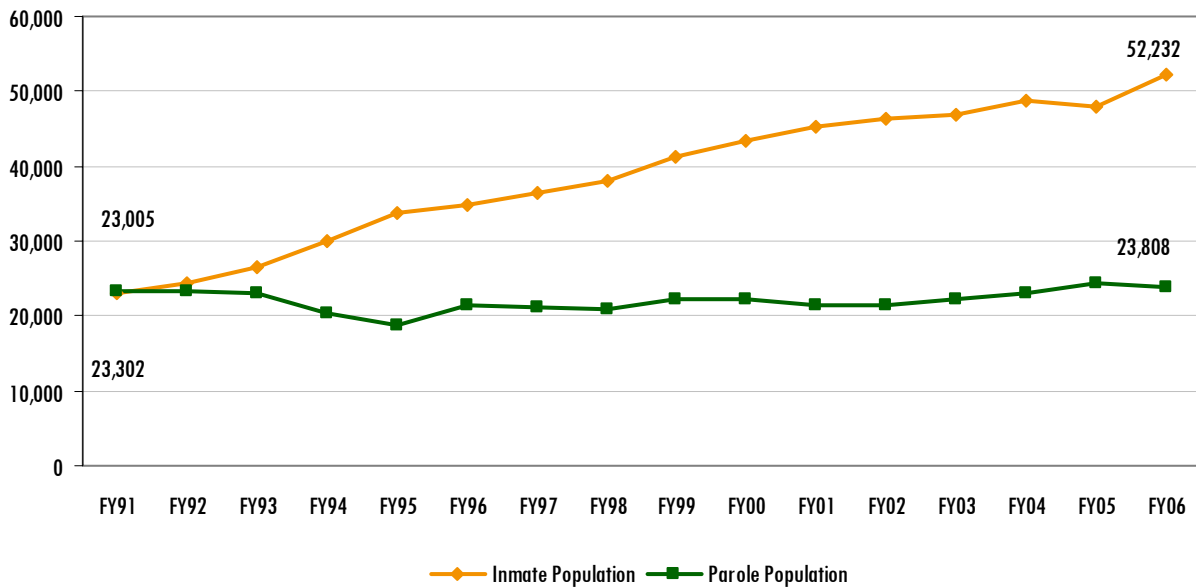
### Crime Type of Active Parolees



Source: Georgia State Board of Pardons and Paroles

- Seven out of ten parolees are serving sentences for drug or property crimes.
- Many parolees over age 60 are serving sentences for violent crimes as these crimes often have life sentences. In January 2007, there were 627 parolees age 60 and older.
- More than 80% of parolees are employed. Each day of employment while on parole reduces the parolee's likelihood of arrest by 1%. Only 49% of parolees were employed prior to incarceration.
- 7,866 parolees entered drug treatment in FY06. About 76% of parolees have substance abuse problems. Each month of attending treatment programs during parole means a 2% reduction in the likelihood of arrest.
- In FY06, parolees paid \$4.35 million back into the state treasury in parole supervision fees, restitution, and victims' compensation fees.

### Prison Population and Parole Population FY91—FY06



Source: Georgia State Board of Pardons and Paroles

#### FY06 Cost Per Day

Probation Supervision	\$ 1.29
Parole Supervision	\$ 4.08
Prison Incarceration	\$46.06

🏛️ Georgia has the 7th highest parole population in the United States.

🏛️ Georgia's FY06 cost per day of parolee supervision (\$4.08) is 42% less than the 2002 national average of \$6.94.

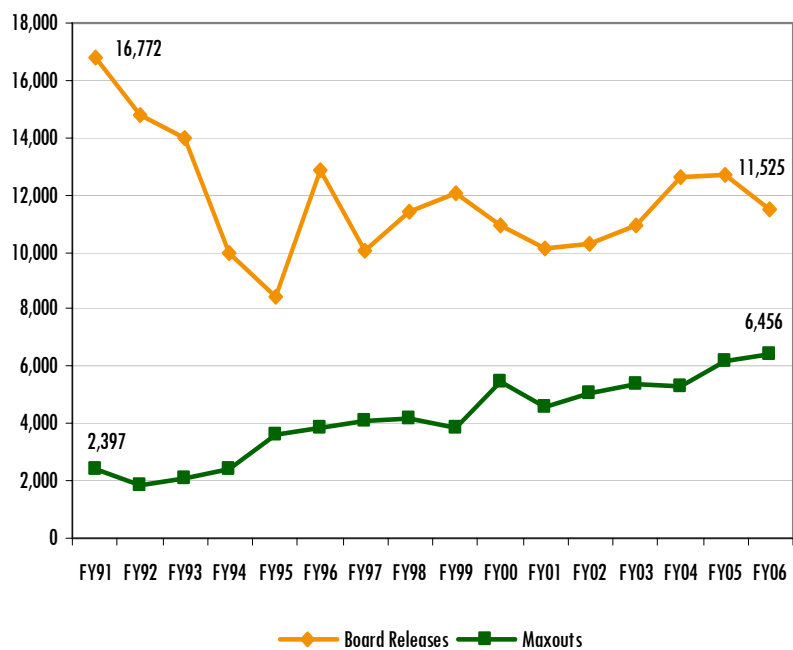
🏛️ Inmates who leave prison at the expiration of their sentence are known as “maxouts”.

🏛️ The number of maxouts more than doubled over the past 15 years.

🏛️ Maxouts account for 36% of all releases, up from 13% in FY91.

🏛️ In FY91, there were almost as many offenders on parole as there were in prison. By FY06 there were twice as many offenders in prison as on parole.

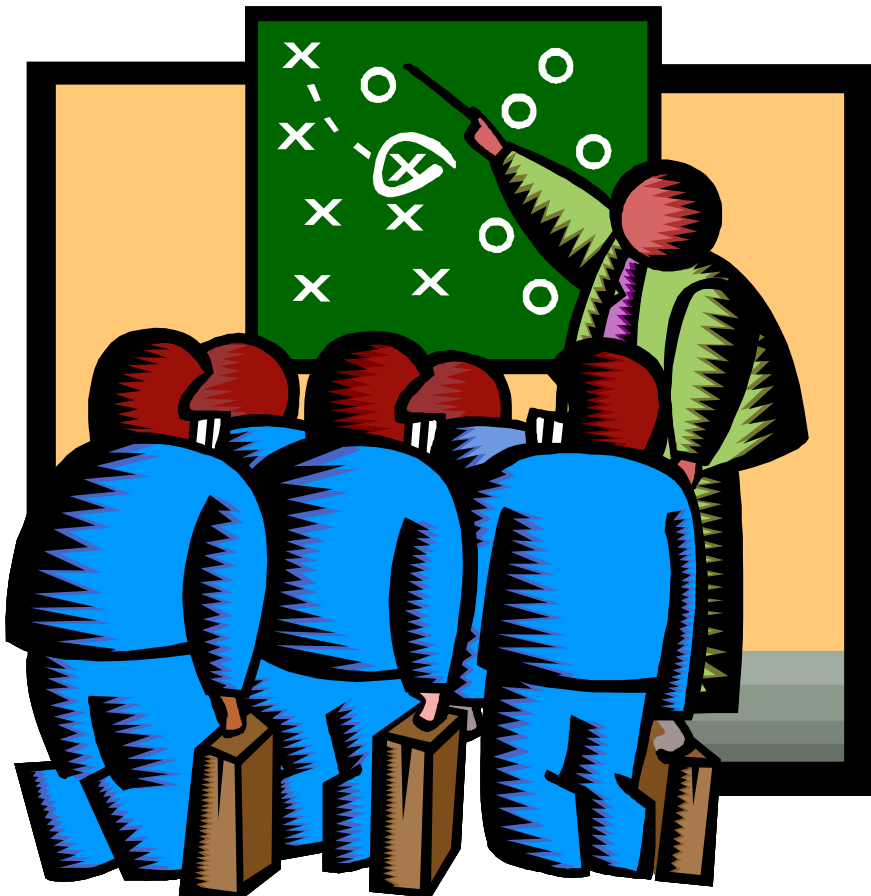
### Parole Releases and Prison Maxouts FY91—FY06



Source: Georgia State Board of Pardons and Paroles

GEORGIA  
IN  
PERSPECTIVE

*BEST MANAGED STATE*



## Best Managed State

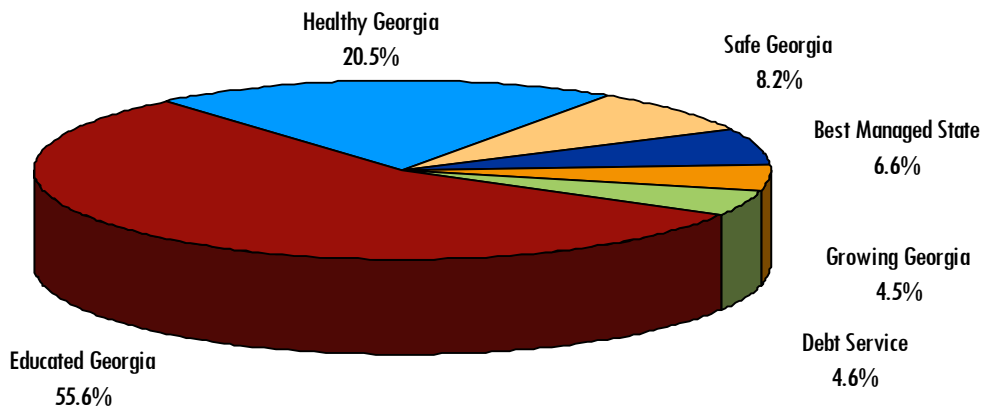
Governor Sonny Perdue has set a goal to make Georgia the *Best Managed State in America*.

The Governor’s vision is clear— to ensure that in all endeavors, stewards of the state are mindful of some very basic principles that:

- Inspire innovation and productivity by empowering our state employees on the frontlines by cutting unnecessary bureaucracy, cutting unnecessary regulation, and providing incentives for an effective and efficient state government; and,
- Ensure that the state is a good steward of the public treasury by creating a results-oriented government where productivity and outcomes carry a higher priority than the politics-of-the-day.

Georgia is now the nation’s ninth-largest state with a budget of \$20 billion.

**How State Dollars Are Spent (FY2007) HB 1027**



<b>Policy Area:</b>	
Educated Georgia	\$10,375,458,536
Healthy Georgia	3,825,853,820
Safe Georgia	1,523,835,506
Best Managed State	1,226,320,822
Growing Georgia	835,732,897
Debt Service	867,362,477
<b>Total: State Funds Appropriations</b>	<b>\$18,654,564,058</b>

## Debt Management Plan

- † Georgia has implemented a formal debt management plan to help the State fund ongoing spending priorities for projects such as new schools and highways.
- † The plan guides the State in determining the proper level of bonds that can be sold to meet these needs without jeopardizing its triple-A rating. The better a state's bond rating, the lower the interest it must pay for borrowing.
- † The 2007 Debt Management Plan sets three limits: maximum debt ratios as measured by debt service to prior year revenues, debt to personal income, and debt per capita. The plan then uses these limits as benchmarks for determining the estimated bond obligations the state can incur during the plan years.

Debt Ratio	Maximum Levels Without GARVEEs	Maximum Levels With GARVEEs
Debt Service to Prior Year Revenues	7.0%	8.0%
Debt to Personal Income	3.5%	4.0%
Debt per Capita	\$1,200	\$1,500

*Note: GARVEE bonds are tax-exempt debt instrument financing mechanisms backed by annual federal appropriations for federal-aid transportation projects.*

- † The 2006 Debt Management Plan showed debt ratio levels comfortably below maximum levels set by the State:

### Projected Debt Ratios without GARVEEs

	Triple-A Average	Maximum Plan Level	2007	2008	2009	2010	2011	2012
Debt Service to Prior Year Receipts**	NA*	7.0%	<b>6.45%</b>	6.19%	6.30%	6.42%	6.33%	6.03%
Debt Service to Current Year Receipts**	NA*	NA	<b>6.16%</b>	5.88%	6.01%	6.10%	6.01%	5.73%
Debt to Personal Income	3.3%	3.5%	2.67%	<b>2.71%</b>	2.71%	2.63%	2.54%	2.47%
Debt per Capita	\$915	\$1,200	\$881	\$935	\$973	\$981	\$985	<b>\$990</b>
Debt to Actual Value	----	NA	0.99%	1.03%	<b>1.06%</b>	1.05%	1.03%	1.02%

*Note: Peak debt ratios shown in bold. Based on debt outstanding at the end of the year.*

*\*Georgia's constitutional debt limit is for both general obligation and guaranteed revenue debt, the highest aggregate annual debt service requirements, including proposed debt, for the current year or any subsequent year, cannot exceed 10 percent of the prior year's total treasury receipts. In addition, 10 percent is the standard used by rating agency analysts as a warning level that should not be exceeded, as a greater percentage could place too heavy a fixed-cost burden on the budget, thereby limiting fiscal flexibility.*

*\*\*Debt service includes amounts authorized, but currently unissued.*

### Projected Debt Ratios with GARVEEs

	Triple-A Average	Maximum Plan Level	2007	2008	2009	2010	2011	2012
Debt Service to Prior Year Receipts + Federal Reimbursements	NA*	8.0%	6.43%	6.51%	7.00%	7.44%	<b>7.55%</b>	7.18%
Debt Service to Current Year Receipts + Federal Reimbursements	NA*	NA	6.15%	6.19%	6.68%	7.08%	<b>7.17%</b>	6.83%
Debt to Personal Income	3.3%	4.0%	2.84%	3.03%	3.19%	<b>3.25%</b>	3.22%	3.06%
Debt per Capita	\$915	\$1,500	\$934	\$1,043	\$1,147	\$1,213	<b>\$1,247</b>	\$1,228
Debt to Actual Value	----	NA	1.05%	1.15%	1.25%	1.29%	<b>1.31%</b>	1.26%

*Note: Peak debt ratios shown in bold. Based on debt outstanding at the end of the year.*

*\*Georgia's constitutional debt limit is for both general obligation and guaranteed revenue debt, the highest aggregate annual debt service requirements, including proposed debt, for the current year or any subsequent year, cannot exceed 10 percent of the prior year's total treasury receipts. In addition, 10 percent is the standard used by rating agency analysts as a warning level that should not be exceeded, as a greater percentage could place too heavy a fixed-cost burden on the budget, thereby limiting fiscal flexibility.*



## Laffer Report Ranks Georgia's Economic Outlook #1 in the Nation

Economist Arthur Laffer ranked Georgia's economic outlook first in the nation as of March 2006, followed by Virginia, Delaware, Arkansas and North Carolina.

- Georgia's ranking has risen to number one over the past four years from 24th in 2002.
- Georgia's success is credited in large part to its commitment to reducing the tax burden on its citizens and businesses over the past four years. This comes over a four-year period during which states as a whole have raised taxes annually.
- Laffer also praised Georgia's 2005 decision to determine corporate income taxes based on sales alone, a move that he predicts might save businesses \$100 million annually.

Arthur Laffer is the developer of the "Laffer Curve," which illustrates the theory that cutting taxes in certain situations can lead to an increase in economic activity and government revenue.

For more than two decades, Laffer Associates has specialized in the analysis of state and local economic policies.

Laffer's annual study is a seven-category analysis that compares state tax and fiscal policies.

### Laffer Report: State and Local Tax Revenue by Type of Tax (FY 2003)

<u>Tax Type</u>	<u>GA</u>	<u>US</u>
Individual Income Taxes	25.80%	21.20%
Corporate Income / Corporate License Taxes	2.20%	4.00%
Property Taxes	29.10%	31.60%
General Sales Taxes	31.00%	24.40%
Selective Sales Taxes		
* Motor Fuel Taxes	2.80%	3.60%
* Alcoholic Beverage Taxes	1.10%	0.50%
* Tobacco Taxes	0.50%	1.30%
* Public Utility Taxes	0.90%	2.20%
* Other Selective Sales Taxes	3.10%	4.00%
Motor Vehicle License Taxes	0.90%	1.90%
Other Taxes	2.80%	5.30%
	100.00%	100.00%

A copy of the *Laffer Report* is available at [www.gov.state.ga.us](http://www.gov.state.ga.us).

### Georgia Maintains Highest Credit Rating

- During September 2005, the Georgia State Financing and Investment Commission (GSFIC) approved \$506 million in new bonds and refinanced \$425 million in existing bonds, resulting in the largest bond issuance in state history or more than \$931 million.
- Georgia is one of only seven states currently rated triple-A by all three of the major bond rating agencies.
- Through sound financial management the refinancing of existing bonds at a low interest rate of 3.9% will save \$27.2 million.
- As of June 30, 2006, the State of Georgia maintained these investment service bond ratings:

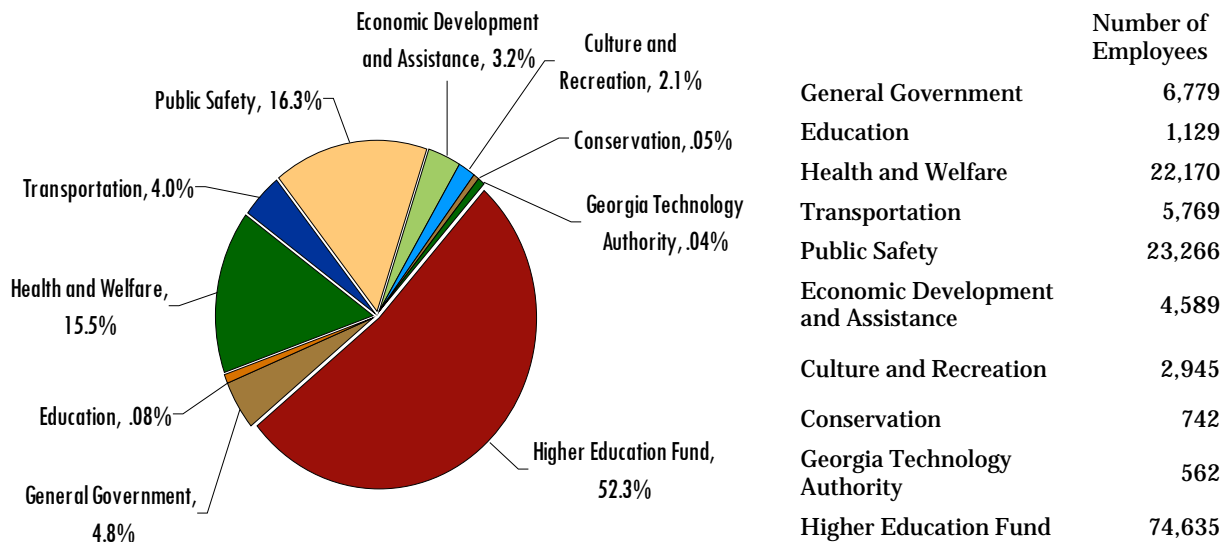
Moody's Investors Service	Aaa
Standard & Poor's Corporation	AAA
Fitch's Investor's Service Incorporated	AAA

## Human Resources

- ♣ **With the best managed human resources system in the nation**, Georgia boasts strengths in four of the five areas of personnel management: Strategic Workforce Planning, Hiring, Retaining Employees, Managing Employee Performance and Training and Development.
  - ♣ Workforce planning is required by law for executive agencies in the state. Agency strategic planning incorporates business, technology, workforce, and budget planning at the same time, allowing for a truly comprehensive and interlinked strategic direction. Future workforce gaps can be identified by the agency and incorporated into the budget process. The state places great emphasis on competencies by maintaining and building on a centralized database.
  - ♣ Aided by its interactive recruitment website, Georgia hires new employees quickly. Every state employee is evaluated through a pay for performance system that rewards workers with bonuses for their respective rating and achievements.
- Government Performance Project

♣ As of July 2006, the State of Georgia employed 142,024 people.

### State Government Employment by Function FY2006



Source: Comprehensive Annual Financial Report for the Fiscal Year Ended June 30, 2006, reported by Georgia Department of Audits and Accounts

Note: Employees of certain business-type activities organizations are included in Governmental Activities as follows:

- Employees of the State Employees' Health Benefit Plan are included as employees of the Department of Community Health in Health and Welfare.
- Employees of the Unemployment Compensation Fund are included as employees of the Department of Labor in Economic Development and Assistance.

## Commission for a New Georgia

Governor Perdue created the Commission for a New Georgia in 2003, as an independent, privately-funded business-sector advisory council, to streamline government operations, and to analyze state government for increased efficiency.

The Commission brings an outside perspective and enterprise thinking to the workings of state government, and recommends business-tested tools and best practices to increase efficiency and effectiveness.

- Commission objectives are directed at best value for the tax dollar, operational cost savings that will free up funds for higher priorities, increased accountability and transparency in managing state assets, streamlined management capabilities through enterprise-wide systems, and customer-centered services.
- Since 2003, the Commission has launched 17 short-term task forces of private-sector experts and pro bono consultants to analyze administrative processes and modernize business systems and strategies.
- The Governor's Office of Implementation was established in 2004 to lead inter-agency efforts to put the initiatives into action.
- As of December 2006, Commission initiatives implemented in government have generated \$21.9 million in estimated savings. (This amount does not include cost avoidance and proceeds from property sales used to renovate state office buildings.)

[Governor] Perdue has taken some important first steps. His foremost effort so far has been the creation of the Commission for a New Georgia, a public-private partnership to analyze state government for increased efficiency.

With more permanent status than a traditional blue-ribbon group, the commission is divided into a dozen smaller task forces that focus on issues ranging from procurement of supplies to tourism promotion and workforce training. The commission has come out for restructured management of state-owned property and a leadership institute to better develop the state's workforce.

One change already in place is the appointment of a Director of Implementation — which in itself provides hope that the commission recommendations won't languish on a shelf.

—Governing: Grading the States '05

The *Commission for a New Georgia* Task Forces engaged more than 300 knowledgeable citizens and reported key findings, issues, and recommendations for:

Tourism	Receivables
Procurement	Space Management
Capital Construction	Fleet Management I and II
Workforce Development	Administrative Services
Strategic Industries	Leadership Development
Customer Service	Aviation
Public Finance Options	Competitiveness
Eminent Scholars Think Tank Session	Community Care for Behavioral Health, and Developmental Disabilities
Telecommunications & Technology	State Health Benefits Plan



## Highlights of Innovation in Action



FASTER. FRIENDLIER. EASIER.



### BETTER MANAGING THE BUSINESS OF STATE GOVERNMENT

- The **fleet** of state vehicles has been reduced by almost 10 % -- 1,867 vehicles -- avoiding \$2.7 million in operating costs.
- The sale of **surplus** equipment and vehicles has so far generated \$8.9 million in proceeds -- a 30% increase coming from internet sales.
- Georgia's first **State Property Officer** was appointed to manage all real estate assets in one agency instead of four. The SPO has produced the state's first comprehensive inventory of government land, more than 19,000 buildings, and all leases. The data is available to the public online.
- **Surplus real estate** has been identified and sold for more than \$20 million; renegotiating leases has redirected \$7.7 million on rented space.
- Georgia's first-ever **State Construction Manual** updates contracting standards *for the first time since 1954*; uniform best practices will reduce project costs by **\$12-20 million** a year.
- Rising **energy costs** were offset \$2.3 million by correcting rates.
- **Telecom rates** for high-speed network and phone services have been renegotiated, saving agencies \$6 million a year. The new contract also guarantees rapid resolution of service interruptions.
- New **collection processes** have captured \$250 million in seriously delinquent taxes.
- New strategic **procurement** practices are leveraging the state's purchasing power to get the best value for billions of dollars spent on goods and services. Annual savings will total \$135 million, with the first wave of new contracts now being awarded.
- Georgia's first **State Accounting Office** was established by the Governor and General Assembly to create statewide standards and practices and to improve financial management systems. Projects implemented include Streamlined Banking and a major Financial Management System upgrade.
- Georgia's first **Tourism Foundation** is pooling public and private marketing resources to create a bigger advertising splash for attractions all over Georgia. Tax revenues generated by tourism are projected to increase \$69 million a year.
- The new **Georgia Leadership Institute** is building state government's "bench strength," as 25% of senior administrators retire in the next few years. GLI prepares high-potential state employees to become highly effective administrators -- principle-centered, customer-focused, and results-oriented.
- The **Governor's Office of Workforce Development** is unifying the efforts of education, employment, and economic development to capture the jobs of the 21st Century. The strategy asserts the role of education at all levels in building a workforce that can attract high-growth, high-paying jobs. The new *Georgia: Ready-to-Work* program certifies workers' skill levels and community workforce profiles, assuring a job-ready employment base.
- The **Governor's Office of Customer Service** is working with agencies statewide to make services faster, friendlier, and easier. Improvements will mean answered phones, shorter lines, and no-hassle help. Plans are in progress for a single toll-free phone number to reach any state office and ready assistance from a live operator. *Georgia is the first state to make customer service a government-wide initiative.*
- The **Aviation Task Force** has identified definite economies of scale to be gained in consolidating the state's aviation fleet. A key component will be surplus aging and underutilized aircraft.

See complete Task Force Reports @ [www.newgeorgia.org](http://www.newgeorgia.org) Updated 8-30-06

BEST MANAGED STATE

## Customer Service in Georgia State Government:



Governor Sonny Perdue appointed Georgia's Customer Service Task Force in January 2005. Its recommendations followed several months later:

- ☛ Develop a customer-focused culture
- ☛ Imbed a process improvement methodology to speed up service delivery
- ☛ Improve the performance of existing call centers
- ☛ Create a General Information Center (GIC) as a single point of access for state services

Each Georgia citizen who walks through our door for a government service is an opportunity. It is my intention that Georgia government employees will take advantage of those opportunities, showing citizens that we respect and value their time.

—Governor Sonny Perdue

In January 2006, Governor Perdue endorsed the recommendations, and the plans were shared with agency heads during the Governor's Customer Service Summit.

In July 2006, 42 executive agencies, including the University System of Georgia, launched their Customer Service Improvement Plans in conjunction with Governor Perdue's kickoff event. Employees all over the state, more than 130,000 strong, joined in this effort, proving that we are one organization, with one goal – "Team Georgia. Ready to Serve."

### First Year Results:

#### Driver Services

- ☛ Typical waits of 1 to 2 hours have been eliminated. Average time to be served now just over 6 minutes.
- ☛ In June 2005, only 79% of Department of Driver Services (DDS) customers were served within 30 minutes. Currently about 97% of DDS customers are served within 30 minutes.

#### Child Support Services

- ☛ Developed a process to slash the time to prepare a child support order for court action from 4 months to same day service.
- ☛ Process time for enforcement actions is being reduced by 2/3 (90 days to 30 days).
- ☛ Statewide implementation of these new processes began in April, 2006.

#### Call Center Improvement

- ☛ The average time to answer a call has been reduced from 4:42 minutes to 1:39 minutes. The target time is 0:37 minute.
- ☛ The percentage of calls not answered decreased from 17.3% to 11%. The target percentage is 7.5%.
- ☛ Time on hold was reduced by 65%, from 5 minutes to 2 minutes, saving constituents 3 minutes per call.
- ☛ Abandonment rates down; 600,000 more constituent calls were answered.
- ☛ These improvements were accomplished with the same staff, same amount of money.
- ☛ The General Information Call Center will begin implementation in May 2007.
- ☛ A directory of services and information to help call center staff answer and direct questions is currently being developed.

GEORGIA  
IN  
PERSPECTIVE

*SOURCES*

## **A Growing Georgia**

Governor's Office of Planning and Budget <http://www.opb.state.ga.us/>  
US Census Bureau <http://www.census.gov>  
Bureau of Economic Analysis – Regional Economic Accounts  
<http://bea.gov/bea/regional/data.htm>  
Bureau of Labor Statistics <http://www.bls.gov/home.htm>  
Bureau of Transportation Statistics <http://www.bts.gov/>  
US Commerce Department – Exports <http://tse.export.gov/>  
US Agriculture Department <http://www.usda.gov/wps/portal/usdahome>  
American Community Survey <http://www.census.gov/acs/www/>  
American Housing Survey  
<http://www.census.gov/hhes/www/housing/ahs/ahs.html>  
UGA – Georgia Statistics System <http://www.georgiastats.uga.edu/>  
Atlanta Hartsfield-Jackson Airport <http://www.atlanta-airport.com/>  
GA Ports Authority <http://www.gaports.com/index2.html>  
GA Department of Economic Development <http://www.georgia.org/>  
Georgia Trend Magazine <http://georgiatrend.com/>

## **An Educated Georgia**

Georgia Department of Education <http://public.doe.k12.ga.us/>  
Georgia Student Finance Commission  
[http://www.gsfc.org/Main/dsp\\_main.cfm](http://www.gsfc.org/Main/dsp_main.cfm)  
Georgia Board of Regents <http://www.usg.edu/>  
Georgia Department of Technical and Adult Education <http://www.dtae.org/>  
Governor's Office of Student Achievement <http://www.gaosa.org/>  
Bright from the Start <http://www.dec.state.ga.us/>

## **A Healthy Georgia**

Centers for Disease Control and Prevention <http://www.cdc.gov/>  
Annie E. Casey Foundation Kids Count <http://www.aecf.org/kidscount/>  
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## **A Safe Georgia**

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