OFFICE OF PLANNING AND BUDGET

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 care 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
Shelley C. Nickel, Director
Governor's Office of Planning and Budget
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Georgia Maintains Highest Credit Rating
Human Resources
State Government Employment by Function FY2006
Commission for a New Georgia
CNG—Highlights of Innovation in Action
Customer Service in Georgia State Government: Faster, Friendlier, Easier

Sources
GEORGIA IN PERSPECTIVE

A GROWING GEORGIA
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.

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

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.

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.
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

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.

<table>
<thead>
<tr>
<th>Age Group Shift 2000-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age Group</td>
</tr>
<tr>
<td>Age &lt;20</td>
</tr>
<tr>
<td>Age 20-64</td>
</tr>
<tr>
<td>Age 65+</td>
</tr>
</tbody>
</table>

Age Group Shift by Race/Ethnicity 2000 and 2015

<table>
<thead>
<tr>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Race/Ethnicity</td>
<td>White</td>
<td>White</td>
<td>African-American &amp; Other Minority</td>
<td>African-American &amp; Other Minority</td>
<td>Hispanic</td>
<td>Hispanic</td>
</tr>
<tr>
<td>Age &lt;20</td>
<td>26.1%</td>
<td>29.1%</td>
<td>35.1%</td>
<td>39.6%</td>
<td>36.3%</td>
<td>46.1%</td>
</tr>
<tr>
<td>Age 20-64</td>
<td>62.0%</td>
<td>51.9%</td>
<td>58.6%</td>
<td>54.2%</td>
<td>61.7%</td>
<td>50.6%</td>
</tr>
<tr>
<td>Age 65+</td>
<td>11.9%</td>
<td>19.1%</td>
<td>6.3%</td>
<td>6.2%</td>
<td>1.9%</td>
<td>3.3%</td>
</tr>
</tbody>
</table>

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

Georgians over 65 describes a rapidly growing population.
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

Geogia’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).

<table>
<thead>
<tr>
<th>Year</th>
<th>GA</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990</td>
<td>$34,372</td>
<td>$39,949</td>
</tr>
<tr>
<td>1995</td>
<td>$33,623</td>
<td>$39,931</td>
</tr>
<tr>
<td>2000</td>
<td>$42,057</td>
<td>$43,848</td>
</tr>
<tr>
<td>2001</td>
<td>$42,006</td>
<td>$42,900</td>
</tr>
<tr>
<td>2002</td>
<td>$42,359</td>
<td>$42,409</td>
</tr>
<tr>
<td>2003</td>
<td>$42,421</td>
<td>$43,318</td>
</tr>
<tr>
<td>2004</td>
<td>$43,695</td>
<td>$45,893</td>
</tr>
<tr>
<td>2005</td>
<td>$44,140</td>
<td>$46,071</td>
</tr>
</tbody>
</table>

Source: U.S. Census—American Community Survey

Source: Bureau of Economic Analysis—Regional Economic Accounts
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.

Number of Non-Agricultural Jobs 1990-2005

Source: Georgia Statistics System—University of Georgia

Job Sector Mix

Source: Georgia Statistics System—University of Georgia

Unemployment Rate

Source: Bureau of Labor Statistics—State and Local Unemployment
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.

<table>
<thead>
<tr>
<th>Year</th>
<th>Value of Georgia's Exports</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>$13,749,000,000</td>
</tr>
<tr>
<td>2000</td>
<td>$14,925,000,000</td>
</tr>
<tr>
<td>2001</td>
<td>$14,634,000,000</td>
</tr>
<tr>
<td>2002</td>
<td>$14,413,000,000</td>
</tr>
<tr>
<td>2003</td>
<td>$16,286,000,000</td>
</tr>
<tr>
<td>2004</td>
<td>$19,633,000,000</td>
</tr>
<tr>
<td>2005</td>
<td>$20,577,000,000</td>
</tr>
</tbody>
</table>

Source: US Department of Commerce—Trade Stats Express

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.

Note: Direct Tourism Expenditures is the amount spent by visitors to the state.
A GROWING GEORGIA

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

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

Source: Georgia Ports Authority
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.

<table>
<thead>
<tr>
<th>Hartsfield-Jackson International Airport Total Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
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<tr>
<td>2001</td>
</tr>
<tr>
<td>2002</td>
</tr>
<tr>
<td>2003</td>
</tr>
<tr>
<td>2004</td>
</tr>
<tr>
<td>2005</td>
</tr>
</tbody>
</table>

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

Highway Vehicle Miles Traveled

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 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).

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.

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

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%.

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Georgia</th>
<th>US</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>0.938</td>
<td>1.023</td>
</tr>
<tr>
<td>2005</td>
<td>0.889</td>
<td>0.960</td>
</tr>
<tr>
<td>2003</td>
<td>0.917</td>
<td>0.974</td>
</tr>
<tr>
<td>2001</td>
<td>0.950</td>
<td>1.002</td>
</tr>
<tr>
<td>1996</td>
<td>0.889</td>
<td>1.020</td>
</tr>
</tbody>
</table>

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.

Source: US Census Bureau—American Community Survey

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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%.
GEORGIA IN PERSPECTIVE

An Educated Georgia
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.

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.

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.

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.
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.

Since the 2001-2002 school year, 12% of Georgia’s public school population has consisted of students with disabilities.
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.

**Fourth Grade NAEP Math Score**

<table>
<thead>
<tr>
<th>Year</th>
<th>Score</th>
<th>Percentage at Basic Level and Above</th>
</tr>
</thead>
<tbody>
<tr>
<td>1992</td>
<td>216</td>
<td></td>
</tr>
<tr>
<td>1996</td>
<td>215</td>
<td></td>
</tr>
<tr>
<td>2002</td>
<td>219</td>
<td></td>
</tr>
<tr>
<td>2003</td>
<td>230</td>
<td></td>
</tr>
<tr>
<td>2005</td>
<td>234</td>
<td></td>
</tr>
<tr>
<td>Nation</td>
<td>237</td>
<td></td>
</tr>
</tbody>
</table>

**Eighth Grade NAEP Math Score**

<table>
<thead>
<tr>
<th>Year</th>
<th>Score</th>
<th>Percentage at Basic Level and Above</th>
</tr>
</thead>
<tbody>
<tr>
<td>1992</td>
<td>259</td>
<td></td>
</tr>
<tr>
<td>1996</td>
<td>262</td>
<td></td>
</tr>
<tr>
<td>2000</td>
<td>265</td>
<td></td>
</tr>
<tr>
<td>2003</td>
<td>270</td>
<td></td>
</tr>
<tr>
<td>2005</td>
<td>272</td>
<td></td>
</tr>
<tr>
<td>Nation</td>
<td>278</td>
<td></td>
</tr>
</tbody>
</table>

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

- 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.

**Fourth Grade NAEP Reading Score**

<table>
<thead>
<tr>
<th>Year</th>
<th>Score</th>
<th>Percentage at Basic Level and Above</th>
</tr>
</thead>
<tbody>
<tr>
<td>1992</td>
<td>212</td>
<td></td>
</tr>
<tr>
<td>1994</td>
<td>207</td>
<td></td>
</tr>
<tr>
<td>1998</td>
<td>209</td>
<td></td>
</tr>
<tr>
<td>2002</td>
<td>213</td>
<td></td>
</tr>
<tr>
<td>2003</td>
<td>214</td>
<td></td>
</tr>
<tr>
<td>2005</td>
<td>214</td>
<td></td>
</tr>
<tr>
<td>Nation</td>
<td>217</td>
<td></td>
</tr>
</tbody>
</table>

**Eighth Grade NAEP Reading Score**

<table>
<thead>
<tr>
<th>Year</th>
<th>Score</th>
<th>Percentage at Basic Level and Above</th>
</tr>
</thead>
<tbody>
<tr>
<td>1998</td>
<td>257</td>
<td></td>
</tr>
<tr>
<td>2002</td>
<td>258</td>
<td></td>
</tr>
<tr>
<td>2003</td>
<td>258</td>
<td></td>
</tr>
<tr>
<td>2005</td>
<td>260</td>
<td></td>
</tr>
<tr>
<td>Nation</td>
<td>271</td>
<td></td>
</tr>
</tbody>
</table>

- 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 (GHSGT) in four content areas—English, math, social studies, and science—as well as pass the Georgia High School Writing Assessment.

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.

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.

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.
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**

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.

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.

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.

- 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.

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.
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.

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Awards Conferred</th>
<th>Employed In Field or Related Field</th>
<th>Employed Out of Field</th>
<th>Continuing Education</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>In Field or Related Field</td>
<td>Total</td>
<td>Out of Field</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total</td>
<td>Percent</td>
<td>Total</td>
</tr>
<tr>
<td>2000</td>
<td>15,304</td>
<td>11,435</td>
<td>75%</td>
<td>1,057</td>
</tr>
<tr>
<td>2001</td>
<td>23,093</td>
<td>14,515</td>
<td>63%</td>
<td>1,388</td>
</tr>
<tr>
<td>2002</td>
<td>27,200</td>
<td>15,905</td>
<td>58%</td>
<td>2,274</td>
</tr>
<tr>
<td>2003</td>
<td>31,354</td>
<td>19,674</td>
<td>63%</td>
<td>4,593</td>
</tr>
<tr>
<td>2004</td>
<td>33,050</td>
<td>19,867</td>
<td>60%</td>
<td>4,159</td>
</tr>
<tr>
<td>2005</td>
<td>34,626</td>
<td>20,998</td>
<td>61%</td>
<td>3,758</td>
</tr>
</tbody>
</table>

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.
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.

**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.

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.

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

* 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

Source: Georgia Department of Technical and Adult Education

*After Graduating* | *Before Graduating*
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.

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.

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.

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.

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

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.

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.
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.

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.

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

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

<table>
<thead>
<tr>
<th>State</th>
<th>Median Tuition Cost</th>
<th>Tuition as % of Median Household</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States</td>
<td>$4,579</td>
<td>10.3%</td>
</tr>
<tr>
<td>SREB States</td>
<td>$4,043</td>
<td>10.3%</td>
</tr>
<tr>
<td>Georgia</td>
<td>$2,906</td>
<td>7.1%</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>$3,007</td>
<td>7.6%</td>
</tr>
<tr>
<td>Florida</td>
<td>$3,092</td>
<td>7.6%</td>
</tr>
<tr>
<td>Louisiana</td>
<td>$3,240</td>
<td>8.9%</td>
</tr>
<tr>
<td>North Carolina</td>
<td>$3,273</td>
<td>8.1%</td>
</tr>
<tr>
<td>West Virginia</td>
<td>$3,621</td>
<td>10.9%</td>
</tr>
<tr>
<td>Mississippi</td>
<td>$3,837</td>
<td>11.0%</td>
</tr>
<tr>
<td>Tennessee</td>
<td>$4,134</td>
<td>10.8%</td>
</tr>
<tr>
<td>Kentucky</td>
<td>$4,176</td>
<td>11.7%</td>
</tr>
<tr>
<td>Texas</td>
<td>$4,182</td>
<td>10.1%</td>
</tr>
<tr>
<td>Alabama</td>
<td>$4,243</td>
<td>11.6%</td>
</tr>
<tr>
<td>Arkansas</td>
<td>$4,468</td>
<td>12.8%</td>
</tr>
<tr>
<td>Virginia</td>
<td>$5,291</td>
<td>10.3%</td>
</tr>
<tr>
<td>Delaware</td>
<td>$5,965</td>
<td>12.4%</td>
</tr>
<tr>
<td>Maryland</td>
<td>$5,976</td>
<td>10.4%</td>
</tr>
<tr>
<td>South Carolina</td>
<td>$6,100</td>
<td>15.7%</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Type of Educational Institution</th>
<th>HOPE Scholarship</th>
<th>HOPE Grant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total HOPE Scholarship Dollars</td>
<td>Total Number of Scholarship Recipients</td>
</tr>
<tr>
<td>Public Colleges &amp; Universities</td>
<td>$2,201,437,769</td>
<td>388,288</td>
</tr>
<tr>
<td>Public Technical Colleges</td>
<td>$40,453,084</td>
<td>27,600</td>
</tr>
<tr>
<td>Private Colleges &amp; Universities</td>
<td>$458,794,736</td>
<td>121,016</td>
</tr>
<tr>
<td>Total</td>
<td>$2,700,685,589</td>
<td>536,904</td>
</tr>
</tbody>
</table>

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 though 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.
What Determines Health?

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.

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

<table>
<thead>
<tr>
<th></th>
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<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Georgia</td>
<td>11%</td>
<td>10%</td>
<td>12%</td>
<td>13%</td>
<td>15%</td>
<td>13%</td>
<td>12%</td>
<td>14%</td>
<td>19%</td>
<td>21%</td>
<td>22%</td>
<td>23%</td>
<td>24%</td>
<td>25%</td>
<td>25%</td>
</tr>
<tr>
<td>US</td>
<td>12%</td>
<td>13%</td>
<td>13%</td>
<td>14%</td>
<td>14%</td>
<td>16%</td>
<td>17%</td>
<td>17%</td>
<td>18%</td>
<td>20%</td>
<td>20%</td>
<td>21%</td>
<td>22%</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

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.
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.

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

![Graph showing vaccination rates over time in Georgia and the United States.](image)

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

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

![Graph showing mammogram rates from 1993 to 2004.](image)

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**

![Graph showing pneumococcal vaccination rates from 1997 to 2004.](image)

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**

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**

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Metropolitan Statistical Areas</th>
<th>Non-Metropolitan Statistical Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
<td>Rate*</td>
</tr>
<tr>
<td>Family Practice</td>
<td>1633</td>
<td>18.8</td>
</tr>
<tr>
<td>Internal Medicine</td>
<td>2122</td>
<td>24.4</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>1309</td>
<td>15.1</td>
</tr>
<tr>
<td>OB/GYN</td>
<td>934</td>
<td>10.8</td>
</tr>
<tr>
<td>General Surgery</td>
<td>579</td>
<td>6.7</td>
</tr>
</tbody>
</table>

*Rate per 100,000 population

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.
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)

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

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 Diseases
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.

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]
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.

Cancer Mortality Rates (per 100,000) in Georgia

Lung Cancer Mortality Rates—Georgia and the United States

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

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

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.
GEORGIA IN PERSPECTIVE

A SAFE GEORGIA
Public Safety

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.

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.
Judicial Branch of Georgia

**Magistrate Court**
159 courts, 159 chief magistrates, 354 magistrates.

Jurisdiction (limited):
- Search and arrest warrants, felony and misdemeanor preliminaries, misdemeanor bad check violations, county ordinances.
- Civil claims of $15,000 or less, dispossessionaries, distress warrants.
No jury trials.

**Probate Court**
159 courts, 159 judges.

Jurisdiction (limited):
- Exclusive jurisdiction in probate of wills, administration of estates, appointment of guardians, involuntary hospitalizations, marriage licenses.
- Traffic in some counties.
- Truancy in some counties.
- Hold courts of inquiry.
- Search warrants and arrest warrants in certain cases.
- Some misdemeanors.

**Juvenile Court**
159 courts, 120 judges and associate judges

Jurisdiction (limited):
- Deprived, unruly, delinquent juveniles.
- Juvenile traffic.
No jury trials.

**State Court**
71 courts, 110 judges

Jurisdiction (limited):
- Civil law actions except cases within the exclusive jurisdiction of superior court.
- Misdemeanors, traffic, felony preliminaries.
Jury trials.

**Superior Court**
49 circuits, 193 judges

Jurisdiction (general):
- Civil law actions, misdemeanors, and other cases.
- Exclusive jurisdiction over cases of divorce, title to land, equity.
- Exclusive felony jurisdiction.

**Court of Appeals**
12 judges (4 divisions)

Jurisdiction:
Appellate jurisdiction over trial courts in cases in which Supreme Court has no exclusive appellate jurisdiction.

**Supreme Court**
7 justices

Jurisdiction:
- Appellate jurisdiction over cases of constitutional issue, title to land, validity of and construction of wills, habeas corpus, extraordinary remedies, convictions of capital felonies, equity, divorce, alimony, election contest.
- Certified questions and certiorari from Court of Appeals.

As of January 2006.
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.

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.

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.

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%.
**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.

---

**Juvenile Justice FY06 Placements**

- Non-Secure Residential: 5%
- YDC: 6%
- RYDC: 6%
- Community: 83%

Source: Georgia Department of Juvenile Justice

**DJJ FY06 Admissions by Offense**

- Drugs: 8%
- Property: 21%
- Public Order: 15%
- Status: 19%
- Violent and Sex: 18%
- Other: 19%

Source: Georgia Department of Juvenile Justice

**YDC FY06 Placements by Offense**

Source: Georgia Department of Juvenile Justice
Juvenile Crime

**Juvenile Arrests 1996-2005**

![Graph showing juvenile arrest rates from 1996 to 2005.](source: Georgia Bureau of Investigation—Georgia Crime Information Center (GCIC))

- 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).

**Juvenile Arrest Dispositions 2001-2005**

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

(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).
Adult Corrections
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.
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).

<table>
<thead>
<tr>
<th>Prison Inmates</th>
<th>Current Probationers</th>
</tr>
</thead>
<tbody>
<tr>
<td>49,127 Men*</td>
<td>107,995 Men*</td>
</tr>
<tr>
<td>3,508 Women*</td>
<td>31,752 Women*</td>
</tr>
<tr>
<td>Black/White: 63%/37%</td>
<td>Black/White: 51%/48%</td>
</tr>
<tr>
<td>Average age = 36</td>
<td>Average age = 35</td>
</tr>
<tr>
<td>61% single</td>
<td>53% single</td>
</tr>
<tr>
<td>Highest grade: 10</td>
<td>Highest grade: 11</td>
</tr>
<tr>
<td>Absent father: 42%</td>
<td>Absent father: 32%</td>
</tr>
<tr>
<td>58% are parents</td>
<td>73% are parents</td>
</tr>
<tr>
<td>Number of children: 62,890</td>
<td>Number of children: 6,952</td>
</tr>
<tr>
<td>Offense:</td>
<td>Offense:</td>
</tr>
<tr>
<td>59% violent/sex</td>
<td>39% violent/sex</td>
</tr>
<tr>
<td>20% property</td>
<td>34% property</td>
</tr>
<tr>
<td>16% drug</td>
<td>25% drug</td>
</tr>
</tbody>
</table>

*As of Nov. 2006

Source: Georgia Department of Corrections

<table>
<thead>
<tr>
<th>2006 State Daily Cost by Offender Placement</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1.29 Regular Probation Supervision</td>
</tr>
<tr>
<td>$3.40 Intensive Probation Supervision</td>
</tr>
<tr>
<td>$9.15 Day Reporting Centers</td>
</tr>
<tr>
<td>$30.21 Diversion Centers</td>
</tr>
<tr>
<td>$39.19 Transitional Centers</td>
</tr>
<tr>
<td>$42.29 Detention Centers</td>
</tr>
<tr>
<td>$43.59 Private Prisons</td>
</tr>
<tr>
<td>$46.06 State Prisons</td>
</tr>
</tbody>
</table>

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.
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.
A SAFE GEORGIA

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.
GEORGIA IN PERSPECTIVE

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

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

<table>
<thead>
<tr>
<th>Debt Ratio</th>
<th>Maximum Levels Without GARVEEs</th>
<th>Maximum Levels With GARVEEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debt Service to Prior Year Revenues</td>
<td>7.0%</td>
<td>8.0%</td>
</tr>
<tr>
<td>Debt to Personal Income</td>
<td>3.5%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Debt per Capita</td>
<td>$1,200</td>
<td>$1,500</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Debt Ratio</th>
<th>Maximum Levels Without GARVEEs</th>
<th>Maximum Levels With GARVEEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debt Service to Prior Year Revenues</td>
<td>NA*</td>
<td>8.0%</td>
</tr>
<tr>
<td>Debt to Personal Income</td>
<td>3.3%</td>
<td>2.67%</td>
</tr>
<tr>
<td>Debt per Capita</td>
<td>$915</td>
<td>$1,200</td>
</tr>
</tbody>
</table>

Note:

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

<table>
<thead>
<tr>
<th>Debt Ratio</th>
<th>Maximum Levels Without GARVEEs</th>
<th>Maximum Levels With GARVEEs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debt Service to Prior Year Revenues</td>
<td>NA*</td>
<td>8.0%</td>
</tr>
<tr>
<td>Debt to Personal Income</td>
<td>3.3%</td>
<td>2.84%</td>
</tr>
<tr>
<td>Debt per Capita</td>
<td>$915</td>
<td>$1,500</td>
</tr>
</tbody>
</table>

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.”
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.

A copy of the Laffer Report is available at www.gov.state.ga.us.

![Laffer Report: State and Local Tax Revenue by Type of Tax (FY 2003)]

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

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:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Moody’s Investors Service</td>
<td>Aaa</td>
</tr>
<tr>
<td>Standard &amp; Poor’s Corporation</td>
<td>AAA</td>
</tr>
<tr>
<td>Fitch’s Investor’s Service Incorporated</td>
<td>AAA</td>
</tr>
</tbody>
</table>
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**

<table>
<thead>
<tr>
<th>Function</th>
<th>Number of Employees</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Government</td>
<td>6,779</td>
</tr>
<tr>
<td>Education</td>
<td>1,129</td>
</tr>
<tr>
<td>Health and Welfare</td>
<td>22,170</td>
</tr>
<tr>
<td>Transportation</td>
<td>5,769</td>
</tr>
<tr>
<td>Public Safety</td>
<td>23,266</td>
</tr>
<tr>
<td>Economic Development and Assistance</td>
<td>4,589</td>
</tr>
<tr>
<td>Culture and Recreation</td>
<td>2,945</td>
</tr>
<tr>
<td>Conservation</td>
<td>742</td>
</tr>
<tr>
<td>Georgia Technology Authority</td>
<td>562</td>
</tr>
<tr>
<td>Higher Education Fund</td>
<td>74,635</td>
</tr>
</tbody>
</table>

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.
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.)

[Government] 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:

<table>
<thead>
<tr>
<th>Tourism</th>
<th>Receivables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement</td>
<td>Space Management</td>
</tr>
<tr>
<td>Capital Construction</td>
<td>Fleet Management I and II</td>
</tr>
<tr>
<td>Workforce Development</td>
<td>Administrative Services</td>
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<tr>
<td>Strategic Industries</td>
<td>Leadership Development</td>
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<tr>
<td>Customer Service</td>
<td>Aviation</td>
</tr>
<tr>
<td>Public Finance Options</td>
<td>Competitiveness</td>
</tr>
<tr>
<td>Eminent Scholars Think Tank Session</td>
<td>Community Care for Behavioral Health, and Developmental Disabilities</td>
</tr>
<tr>
<td>Telecommunications &amp; Technology</td>
<td>State Health Benefits Plan</td>
</tr>
</tbody>
</table>
Highlights of Innovation in Action

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 1994; 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 $59 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 surpassing aging and underutilized aircraft.

See complete Task Force Reports @ www.newgeorgia.org

Updated 8-30-06
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

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.

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
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 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/
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
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.decal.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/
Kaiser Foundation http://www.kff.org/
National Campaign to Prevent Teen Pregnancy http://www.teenpregnancy.org/
Georgia Department of Human Resources http://dhr.georgia.gov/portal/site/DHR/
Georgia Department of Community Health http://dch.georgia.gov/
Georgia Division of Family and Children Services http://dfcs.dhr.georgia.gov/portal/site
Georgia Division of Public Health http://health.state.ga.us/
Georgia Division of Mental Health, Developmental Disabilities and Addictive Disease http://mhddad.dhr.georgia.gov/portal/site/DHR-MHDDAD/
Georgia Board for Physician Workforce  
http://gbpw.georgia.gov/02/gbpw/home/0,2515,49259818,00.html

Georgia Comprehensive Cancer Registry  

Voices for Georgia’s Children  
http://www.georgiavoices.org/

**A Safe Georgia**

Federal Bureau of Investigation  
http://www.fbi.gov/

Bureau of Justice Statistics  
http://www.ojp.usdoj.gov/bjs/

Bureau of Justice Statistics Bulletin May 2006, NCJ 213133

U.S. Department of Justice Office of Justice Programs Highlights Prison and Jail Inmates at Midyear 2005

National Institute of Justice  
http://www.ojp.usdoj.gov/nij/

Substance Abuse and Mental Health Services Administration (SAMHSA)  

National Criminal Justice Reference Service  
http://www.ncjrs.gov/

National Criminal Justice Reference Service substance abuse  
http://www.ncjrs.gov/pdffiles1/jr000244e.pdf

Office of National Drug Control Policy  
http://www.whitehousedrugpolicy.gov/

National Highway Traffic Safety Association  
http://www.nhtsa.dot.gov/

Child fatalities  
http://www-nrd.nhtsa.dot.gov/Pubs/CHILDRENTSFO5.PDF

Seat belt usage  
http://www-nrd.nhtsa.dot.gov/Pubs/809970.PDF

http://www-nrd.nhtsa.dot.gov/Pubs/810690.PDF

Traffic fatalities 1975-2005  
http://www-nrd.nhtsa.dot.gov/Pubs/STATETRAFFICDATA05.PDF

Youth Internet Safety Survey  
http://www.unh.edu/ccrc/

Georgia Department of Corrections  
http://www.dcor.state.ga.us/

Georgia Department of Juvenile Justice  
http://www.djj.state.ga.us/

Georgia Board of Pardons and Paroles  
http://www.pap.state.ga.us/opencms/opencms/

Georgia Bureau of Investigation  
http://www.state.ga.us/gbi/

Georgia Bureau of Investigation juvenile arrests  
http://www.state.ga.us/gbi/2005ucrsum.html#juvarrestdis

Georgia Bureau of Investigation crime data  
http://www.ganet.org/gbi/sterime_100k.html

Georgia Criminal Justice Coordinating Council  
http://www.state.ga.us/cjcc/index.html

Georgia Alliance for Drug Endangered Children  
http://www.georgiadec.org/

“The Impact of Methamphetamine on Georgia” Applied Research Services  
http://www.ars-corp.com/

**Best Managed State**

Laffer Associates, Laffer State Competitive Environment, A Supply-Side Ranking of the States As of March 2006 Report  
http://www.gov.state.ga.us