



**A Message From
Lois Wexler
Broward County Commissioner
District 5**

The Broward County Board of County Commissioners is always looking for ways to make government more efficient and at the same time improve the many services it provides. In 1998, the Broward County Charter was amended to create the Management and Efficiency Study Committee (MESC), a seventeen-member group appointed every six years. The MESC is an advisory body authorized and empowered to conduct a comprehensive study of all aspects of County government in order to produce a study and analysis of the most cost-effective means to provide services to our residents.

Following two years of study, the second Management and Efficiency Study Committee has compiled its final report. A number of interesting findings were derived from their work. The MESC recommendations will be taken into consideration as the Commission makes policy decisions. The recommendations came after two years of studying six key topics of interest: Affordable/Attainable Housing; Transportation; Governance; Service Delivery; Growth Management and Emergency Preparedness.

A goal of the MESC was to conduct an independent survey of Broward County residents. This survey randomly sampled more than 1,600 households over the phone and through the mail. The purpose was to assess residents' satisfaction with County services and obtain input on community priorities. The countywide survey was performed by ETC Institute, Inc. from Olathe, KS, one of the nation's leading independent community-based market research firms.

The results of the survey show that overall satisfaction with County services is fifteen percent higher than the national average for large communities such as Fairfax County, VA and San Diego County, CA. Broward County services rated above the national average for large communities include parks and recreation, public transit, public communication and libraries. **Taken as a whole, seventy-six percent of respondents ranked Broward County as an excellent or good place to live.**

The overall satisfaction level of Broward residents with County services is fifteen percent higher than the national average. However, as is the case with every community, there were some respondents who had a less positive perception of life in Broward County. Thirty-five percent of those polled said they were "dissatisfied" with the public school system. Thirty-four percent said they were "dissatisfied" with how Broward County's officials are planning for growth and thirty-one percent said they were not satisfied with the value received for the taxes and fees paid. These

critiques are most important. They will be taken into account as the Commission makes policy decisions in the future concerning growth and how tax dollars are spent.

ETC Institute, Inc. staff also polled more than 600 vendors, suppliers and contractors that have done business with Broward County. These vendors were asked how satisfied they are with a number of different factors associated with Broward County's procurement process. **Sixty-seven percent of respondents rated Broward County's procurement process as efficient as or more efficient than the procurement policies of other governmental organizations. In addition, over seventy percent of respondents said they were satisfied or very satisfied with both the quality and professionalism of County employees and the quality and professionalism of county procurement.** There was dissatisfaction with the length of time it takes vendors to get paid by the County and how the County solicits bids for business. As Chair of the Select Committee on the Government Procurement Process, I can tell you we are working diligently on these and many other procurement issues.

Surveys were just one of the many ways that the Management and Efficiency Study Committee gathered the data that they then analyzed in order to complete their report. If you are interested in MESC's report, please go to the website at <http://www.broward.org/efficiency/> for detailed information.

Should you have any questions or concerns, please call my office at (954) 357-7005.

Regards,

Lois Wexler
Commissioner, District 5
Broward County