

**ACCOUNTABILITY REPORT
OF THE LEGISLATIVE COUNCIL
OF THE SOUTH CAROLINA GENERAL ASSEMBLY
FISCAL YEAR 2004-2005**

Accountability Report Transmittal Form

Agency Name **Legislative Council of the South Carolina General Assembly**

Date of Submission **September 15, 2005**

Agency Director **Stephen T. Draffin**

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Agency Contact's Telephone Number **734-2145**

Section I. Executive Summary

1. Missions and Values.

(a) The Legislative Council's mission is fourfold:

First, it provides research, reference, and bill drafting services to the General Assembly.

Second, it codifies the statutory laws of this State into various publications mandated by state law.

Third, it establishes and implements all procedures for carrying out the provisions of the Administrative Procedures Act relating to the General Assembly review of regulations and the publication of the *State Register*.

Fourth, it maintains a legislative library which distributes over one thousand annual code of laws supplements to various public sector recipients upon their subscription and where the United States Code, and the acts and joint resolutions, Senate and House Journals, and various other books, publications, and documents are maintained.

(b) The mission statement of the Legislative Council is as follows: "To provide high quality bill drafting and legal services to the General Assembly and others on a timely basis in compliance with the highest ethical standards and to accurately publish enactments of the General Assembly in codified form for use by government, the courts, and general public."

(c) The values of the Legislative Council include the following:

(1) compliance with the highest ethical standards required by rule and by law and the performance of our duties with integrity and confidentiality;

(2) use of the highest degree of legal skill and professionalism combined with innovative ideas and solutions to members' requests and problems;

(3) respect for all employees in our office, and the members and staffs we serve, and respect for the institutions of which we are a part;

(4) performance of our work with pride where employees are justly rewarded for their efforts through material and nonmaterial means.

2. Key strategic goals for present and future years.

There are seven key strategic goals for present and future years as follows:

(a) higher utilization of technology to offset personnel losses;

(b) complete accuracy in all print publications and legislative drafting;

(c) timely responses to all legislative requests;

(d) higher visibility in the community consistent with confidentiality rules;

(e) effective coordination with other parties with whom we work with particular emphasis on committee staffs;

(f) comprehensive development of younger staff;

(g) achievement of sufficient funding for the agency's mission.

3. Opportunities and barriers that may affect the agency's success in fulfilling its mission and achieving its strategic goals.

Four opportunities or barriers that may affect the agency's success in fulfilling its mission and strategic goals are:

(a) Improvements in technology have substantially helped the agency in its legislative drafting functions. The office of Legislative Printing, Information & Technology Systems (LPITS) assist us with our technology needs and major improvements in computer macros, use of software programs such as "Compare Write" and top of the line equipment has enabled us to meet our drafting obligations on a more accurate and timely basis. Continued external improvements in this area need to occur.

(b) In addition to item (a), the agency has also improved its internal systems to more successfully track and monitor workflow. For example, all drafting requests are entered on the agency's internally-developed software system (Brass) which provides immediate information regarding drafting status and progress. With the volume we do, this is a very important management tool. Continued internal improvements in this area need to occur.

(c) One barrier to providing accuracy in all drafting work and print materials is that a number of functions are not performed within the agency and are done by outside parties including other staffs and the Thomson West Group. While this assists in completing the work required, some loss in control and consistency of the final work product does result.

(d) As state agency funding improves, it will allow us to replenish existing positions which are now unfilled and perhaps add new positions to give us a staff of sufficient size to meet the demands placed upon us especially during the legislative session.

4. Major achievements from past year. The following are some major achievements from the past year.

(a) Completion of major drafting assignments involving state governmental restructuring and property tax relief which will be the basis of proposals debated during the 2006 session of the General Assembly.

(b) The continuation of the project began five years ago when two volumes a year of the South Carolina Code of Laws, 1976, were replaced with new volumes thereby reducing the lengthy cumulative supplements of those volumes resulting in a reduction in the annual code supplement cost. A total cost savings of approximately \$100,000.00 was realized from this project as shown by the chart in Category 7(2)(B).

(c) A substantial redirection of and training in areas of specialty for the professional staff of the Legislative Council to compensate for the activation of one attorney for the military operations in Iraq. For example, law clerks and support staff have been given larger responsibilities to help meet bill drafting requirements. Also a doubling up of some staff assignments and a recruitment of retired employees to fill in during the legislative session has also helped keep production output on schedule.

(d) Joint efforts to streamline procedures have also been a major emphasis for the Legislative Council and other legislative entities serving the General Assembly this past year. Several examples of this include sharing scarce

statehouse office space, joint coordination of required duties including proofreading and development of committee amendments and development of procedures where amendments and documents produced by this office or the Senate desk could be immediately accessed and modified if necessary when not produced by that entity. Previously, hard copies first had to be obtained and internal transfers then made while at the same time preserving confidentiality. Sometimes accessing these documents took too much time.

5. How the accountability report is used to improve organizational performance.

The accountability report is used to improve organizational performance in a number of ways. For example, it is distributed or made available to all employees whose input is solicited regarding all duties and functions of the agency. A number of worthwhile suggestions have resulted from this practice. Secondly, the accountability report and especially the strategic goals stated therein are compared by the senior leaders of the agency against actual performance to determine where the agency succeeded or did not in all cases meet stated expectations. Improvements or corrective action are then made. Lastly, through the use of the Baldrige Criteria, input from our customers and stakeholders has been solicited (most recently through a survey asking if public sector recipients wanted to continue receiving annual code supplements) thereby improving the overall performance of the agency and a lowering of costs.

SECTION II.

Business Overview

1. **Number of employees** 38
2. **Operation locations** Suite 434 Dennis Building,
1000 Assembly Street
Columbia, South Carolina 29201
and
First and Second Floor, State House
Columbia, South Carolina 29201
3. **Expenditures/appropriations chart (See attached)**
4. **Major program areas chart (See attached)**
5. **Key customer segments linked to key products/services**
 - (a) **Members and staffs of the General Assembly and other agencies of state government in the executive and judicial branches.**
 - (b) **Public sector and private sector recipients of Code and *State Register* publications.**
6. **Key stakeholders. (See Item 5 above)**
7. **Key suppliers**

Thomson West Publishing Company
Xerox and Lanier Corporations
State Budget and Control Board
Legislative Printing, Information and Technology Systems (LPITS)
8. **Organization Structure (See attached chart)**

Report Appropriations/Expenditures Chart Example

The chart form is available at www.state.sc.us/osb. Use the chart for Section II Business Overview Item 3 in the accountability report.

Base Budget Expenditures and Appropriations

Major Budget Categories	03-04 Actual Expenditures		04-05 Actual Expenditures		05-06 Appropriations Act	
	Total Funds	General Funds	Total Funds	General Funds	Total Funds	General Funds
Personal Service	\$1,603,830	\$1,603,830	\$1,641,986	\$1,641,986	\$1,822,990	\$1,822,990
Other Operating	\$549,221	\$310,802	\$428,766	\$88,025	\$565,994	\$315,994
Special Items	\$	\$	\$	\$	\$	\$
Permanent Improvements	\$	\$	\$	\$	\$	\$
Case Services	\$	\$	\$	\$	\$	\$
Distributions to Subdivisions	\$	\$	\$	\$	\$	\$
Fringe Benefits	\$402,041	\$402,041	\$415,094	\$415,094	\$442,845	\$442,845
Non-recurring	\$	\$	\$180,281	\$180,281	\$	\$
Total	\$2,555,092	\$2,316,673	\$2,666,127	\$2,325,386	\$2,831,329	\$2,581,829

Other Expenditures

Sources of Funds	03-04 Actual Expenditures	04-05 Actual Expenditures
Supplemental Bills	\$0	\$0
Capital Reserve Funds	\$0	\$0
Bonds	\$0	\$0

In the above organization chart all positions are unclassified, no salary ranges apply because the salary for each position is shown as a line item in our section of the appropriations bill. The source of funding for each of these positions is from state appropriated funds.

Major Program Areas

Program Number and Title	Major Program Area Purpose (Brief)	FY 03-04 Budget Expenditures	FY 04-05 Budget Expenditures	Key Cross References for Financial Results*
Legislative Bill Drafting	Legislative bill drafting and research services for the General Assembly	State: 2,069,210.00 Federal: Other: Total: 2,069,210.00 % of Total Budget: 81%	State: 2,251,858.00 Federal: Other: Total: 2,251,858.00 % of Total Budget: 84%	Category 7 (3)
		State: Federal: Other: Total: % of Total Budget:	State: Federal: Other: Total: % of Total Budget:	
		State: Federal: Other: Total: % of Total Budget:	State: Federal: Other: Total: % of Total Budget:	
		State: Federal: Other: Total: % of Total Budget:	State: Federal: Other: Total: % of Total Budget:	

Below: List any programs not included above and show the remainder of expenditures by source of funds.

Code Codification Responsibilities: Codification of annual code supplement and other related publications containing the sessional enactments of the General Assembly.

Remainder of Expenditures:	State:		State:	
Code codification	Federal:		Federal:	
	Other:	238,418.00	Other:	252,442.00
	Total:	367,754.00	Total:	294,861.00
	14% of Total Budget:		11% of Total Budget:	

Below: List any programs not included above and show the remainder of expenditures by source of funds.

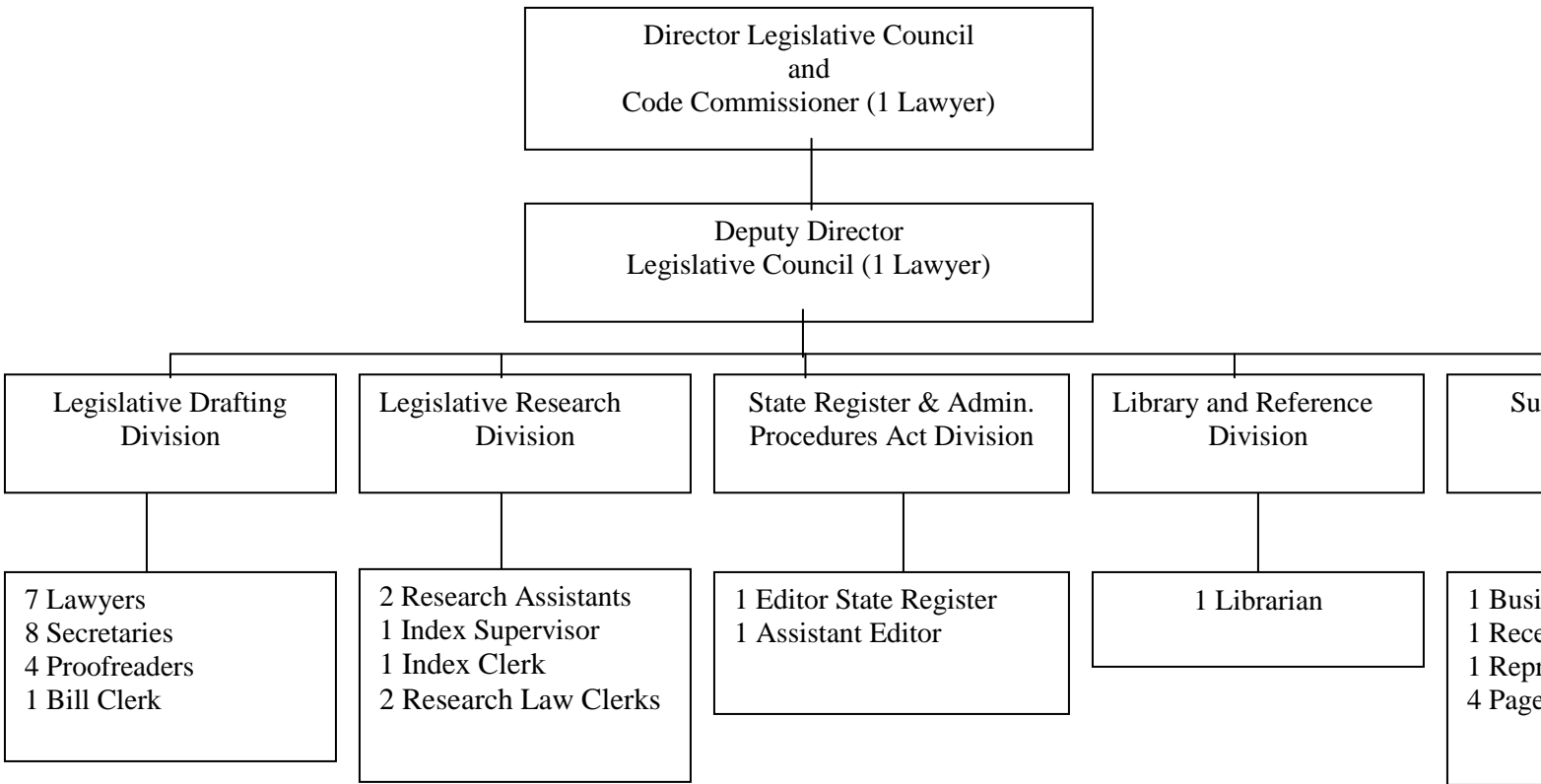
Administrative Procedures Act Responsibilities and publication of State Register: Establishment and implementation of procedures or carrying out the provisions of the Administrative Procedures Act relating to submission of regulations to the General Assembly and publication of the State Register each month.

Key Cross-References are a link to the Category 7 - Business Results. These References provide a Chart number that is included in the 7th section of this document.

Remainder of Expenditures:	State:		State:	
State Register	Federal:		Federal:	
	Other:		Other:	
	Total:	118,120.00	Total:	120,408.00
	5% of Total Budget:		5% of Total Budget:	

STRATEGIC PLANNING

Program Number and Title	Supported Agency Strategic Planning Goal/Objective	Related FY 04-05 Key Agency Action Plan/Initiative(s)	Key Cross References for Performance Measures*
Legislative bill drafting	Increase drafting output and quality with fewer personnel	(a) increase training; (b) revise work assignments; (c) cooperate more with House/Senate staff; (d) better utilize technology	Category 7 (2)



In the above organization chart all positions are unclassified, no salary ranges apply because the salary for each position is shown as a line item in our section of the appropriations bill. The source of funding for each of these positions is from state appropriated funds.

Section III. Elements of Malcolm Baldrige Award Criteria

Category 1. Leadership

The Leadership Category explains the organization's leadership system and senior leaders' personal leadership skills. It describes how senior leaders set direction, performance expectations and address values, as well as how they focus on measures and responsibilities to their community.

1. How do senior leaders set, deploy, and ensure two-way communication for: a) short and long term direction, b) performance expectations, c) organizational values, d) empowerment and innovation, e) organizational and employee learning, and f) ethical behavior?

The direction of this agency is set by its five person governing board which consists of the Speaker of the House of Representatives, the Lieutenant Governor, the Secretary of State, and the Chairmen of the Senate and House Judiciary Committees. The Chairman of the Council for FY 2004-2005 was then Speaker of the House, David H. Wilkins. The Director of the Legislative Council executes the policies of the governing board in addition to supervising those functions required to be performed by state law. On a day-to-day basis during the legislative session, the agency rotates into its State House offices on a weekly basis alternate teams headed by the deputy director and chief counsel, respectively, who are empowered to make all necessary decisions, as would the director. The agency also has adopted a number of different procedures to ensure the timeliness and accuracy of its legislative drafting work product. These procedures reinforce the understanding of each employee as it relates to his role in this process. Each employee is authorized and expected to take whatever actions may be necessary on his own to correct any problems identified.

2. How do senior leaders establish and promote a focus on customers and other stakeholders?

Senior leaders meet weekly on Monday during the legislative session to establish goals and work requirements for that week taking into account the needs and requests of the General Assembly to date. These are then reduced to writing and communicated to each employee on that Monday by e-mail.

3. How do senior leaders maintain fiscal, legal, and regulatory accountability?

Fiscal accountability is maintained through weekly and monthly reviews of expenditures and receipts to ensure accuracy and compliance with existing appropriations. Also, strong internal fiscal controls have been put into place to ensure proper accountability. Legal responsibility is met both by following and implementing outside communications received from the Human Resources Division of the Budget and Control Board and from other entities such as the standing committees and the Attorney General. We also develop our own procedures as required. For example, we modified a number of internal documents to reflect the new at-will employment provisions. This office does not have regulatory responsibilities.

4. What key performance measures are regularly reviewed by your senior leaders?

Weekly bill introductions, internal work assignments per attorney and the age of each assignment, and weekly act ratifications. In the code codification area, the number of errata sheets necessary per year to correct acts or printing mistakes. We also monitor the number and length of acts forwarded to the print publisher of the code since the annual code supplement cost is determined in part by the number of pages in the supplement.

5. How do senior leaders use organizational performance review findings and employee feedback to improve their own leadership effectiveness and the effectiveness of management throughout the organization?

We get a lot of employee feedback and outside suggestions. Responses are given immediately and implemented where possible. These are then communicated throughout the agency.

6. How does the organization address the current and potential impact on the public of its products, programs, services, facilities, and operations, including associated risks?

Under our mandate we work only for the General Assembly and do not directly serve the general public.

7. How does senior leadership set and communicate key organizational priorities for improvement?

Through employee communications and communications to our legislative leaders through procedures outlined in Question 2 of this category.

8. How does senior leadership actively support and strengthen the community?

We are active in the community in a number of ways. By attendance of senior leaders at annual bar meetings, we have identified a desire on the part of a number of members of the bar for a new Code of Laws. Also, senior leaders participate in local and state meetings and conferences through service on panels, etc., where a lot of feedback is obtained. We have an attorney participating with the joint committees of the House and Senate considering revisions to the property tax, and this attorney will assist in the development of new property tax proposals. This is how we determine areas of emphasis.

Category 2. Strategic Planning

The Strategic Planning Category describes your organization's strategy development process and how strategy and plans are deployed and performance is tracked.

1. What is your Strategic Planning process, including key participants, and how does it account for:

(a) Customer needs and expectations?

Our strategic planning process is developed annually by the Director and key staff and is submitted annually to the Chairman of the Legislative Council for his review and approval. It accounts for customer needs and expectations through oral and written interaction with and visits to members of the General Assembly and the staffs of the standing committees of the General Assembly.

(b) Financial, regulatory, societal and other potential risks?

Financial areas are monitored through close review of the monthly reports of the Board of Economic Advisors and what guidance is given to state agencies from the Budget Division of the State Budget and Control Board as well as other applicable entities. Societal concerns are monitored by the Director and senior leaders and communicated to staff. We have no regulatory responsibilities.

(c) Human resource capabilities and needs?

Human resource capabilities and needs are planned annually by the Director and key staff within the needs of the agency and within the appropriations made to the agency by the General Assembly.

(d) Operational capabilities and needs?

Operational capabilities and needs are planned annually by the Director and key staff within the needs of the agency and within the appropriations made to the agency by the General Assembly.

(e) Supplies/contractor/partner capabilities and needs?

The major supplier for the agency is the Thomson West Publishing Company, which by contract is the print publisher of the 1976 Code. In addition the Thomson West Publishing Company and other vendors through licensing agreements also provides electronic, CD Rom, and Internet distribution of the 1976 Code. The capabilities and needs of each of these suppliers is monitored through

daily or weekly contact with the key personnel of these suppliers as well as appropriate modifications to existing contracts and agreements when required. One example of this is in order to save money, the hard copy printed format of the *South Carolina State Register* is no longer available to members of the General Assembly, officers, and employees of the State or state agencies, clerks of court, and county libraries. This happened as a result of communications with Register subscribers. This has resulted in a significant cost reduction of paper, printing, and postage to the State. The five-year lease-purchase contract on the one hundred pages per minute Xerox copier was not renewed. Instead, of the fixed-price agreement which it had with Xerox for the copier which was needed when the *State Register* was available in hard copy format, a slower machine was acquired from the Lanier Corporation at a much reduced price per copy. This action will impact our budget by reducing copying costs now and in future years as the demand for hard copy format documents is further reduced.

2. What are your key strategic objectives?

See Section I, Item 2.

3. How do you develop and track action plans that address your key strategic objectives?

Action plans that address the agency's key strategic objectives are developed by the Director together with key staff. These are then communicated to staff both orally at staff meetings and in writing and are tracked by personnel assigned to that particular activity or objective.

4. What are your key action plans/initiatives?

See Strategic Planning Chart - Section II, Item 4.

5. How do you communicate and deploy your strategic objectives, action plans and performance measures?

Strategic objectives, action plans, and performance measures are communicated and deployed both orally and in writing to affected personnel and outside recipients.

6. If the agency's strategic plan is available to the public through the agency's Internet homepage, please provide an address for that plan on the website.

We do not have an Internet homepage. Our information is contained on the Statehouse home page at www.myscgov.com or www.scstatehouse.net

Category 3. Customer Focus

The Customer Focus Category describes how your organization identifies its customers and their requirements and the continued relevance of these requirements. Also examined is how your organization builds relationships with customers and determines their satisfaction.

1. How do you determine who your customers are and what are their key requirements?

Our customers are determined by the statutory provisions of law and our customers' key requirements are determined through daily and session interaction with them.

2. How do you keep your listening and learning methods current with changing customer/business needs?

Our listening and learning methods are kept current with changing customer and business needs through a monitoring of these needs through electronic, written correspondence, and face-to-face means.

3. How do you use information from customers/stakeholders to keep services or programs relevant and provide for continuous improvements?

Information to customers and stakeholders to improve services or programs is incorporated into the agency's procedures, products, or services to provide the best possible legal products and services. We meet at least monthly with Thomson West representative for South Carolina to go over needs, requirements, and results.

Additionally, we receive a number of inquiries from the bench and bar and constituent groups regarding various questions about the provisions of South Carolina law. As a result of some of these inquiries, we developed and made available on the Internet the Code of Laws of South Carolina, 1976, for general public use.

4. How do you measure customer/stakeholder satisfaction?

Customer/stakeholder satisfaction is measured through solicited comments and surveys.

5. How do you build positive relationships with customers and stakeholders? Indicate any key distinctions between different customer groups.

Positive relationships with customers and stakeholders are built through daily and session interaction with them in the case of the General Assembly, and by written and electronic correspondence with public sector and private sector publication recipients. The agency has two state customer groups broadly grouped as the General Assembly and secondly public sector publication recipients.

Category 4. Measurement, Analysis, and Knowledge Management

The Measurement, Analysis, and Knowledge Management category describes your organization's performance measurement system and how your organization selects, aggregates, and analyzes performance data and information. It also describes how the organization manages, transfers, and maintains the accumulated knowledge possessed by its employees in the form of information, ideas, learning, and understanding, memory, insights, work skills, and capabilities.

1. How do you decide which operations, processes and systems to measure?

As agency operations, processes, and systems are limited to providing legal and research services for the General Assembly and the dissemination of publications, all operations, processes, and systems are measured, and it is not necessary to decide which to measure.

2. What are your key measures?

- (a) number of bills drafted and introduced;**
- (b) backlog of requests;**
- (c) corrections required;**
- (d) staff required to produce bills;**
- (e) ratifications enacted**
- (f) length of publications required containing laws enacted.**

3. How do you ensure data integrity, timeliness, accuracy, security, and availability for decision-making?

Data integrity, reliability, completeness, and availability for decision-making is ensured through development of trained personnel, review by supervisory personnel, and through checks against outside sources. Our computer system may only be accessed through special procedures and all our records and files are secured.

4. **How do you use data/information analysis to provide effective support for decision-making?**
Data/information analysis is used to provide effective support for decision-making primarily in the areas of business and finance management through comparative analysis with internal and external sources.
5. **How do you select and use comparative data and information?**
Comparative data and information are selected and used essentially through the acquisition of comparative data and information from other sources in the agency's bill drafting operations (from what other states have done or model legislation) and then used to develop appropriate legislative proposals for South Carolina.
6. **How do you manage organizational knowledge to accomplish the collection and transfer and maintenance of accumulated employee knowledge, and identification and sharing of best practices?**
This is done through systems in place to preserve and commit to paper organizational knowledge of our staff. For example, we recently committed to paper a legislative process training and instructional manual which contains substantial institutional knowledge developed by this office over the years and which is used not only by us but by legislative leaders, committees, and the courts.

Category 5. Human Resources

This Category describes how your organization enables employees to develop and utilize their full potential, aligned with the organization's objectives. It also describes how work environment and organizational climate improvement efforts are used to ensure full employee participation, growth and satisfaction.

1. **How do you and your managers/supervisors encourage and motivate employees (formally and/or informally) to develop and utilize their full potential?**
This agency is a small agency that provides legal services and research to the General Assembly. Employees are encouraged and motivated through annual reviews and compensation increases based on individual performances and through formal and informal recognition for their performances.
2. **How do you identify and address key developmental and training needs, including job skills training, performance excellence training, diversity training, management/leadership development, new employee orientation and safety training?**
This agency has invested considerable resources, effort, and expense to develop a training and drafting manual developed by our training coordinator/human resource director that is used by us and which has been requested by many outside agencies including standing committees of the General Assembly and members of the court system. A strong effort to achieve diversity has been undertaken in hiring and new employees are given a sponsor to whom they may go to with questions or problems. Lastly, safety training is accomplished through an annual review of safety inspections including procedures and routes required in the case of fire or other evacuation.
3. **How does your employee performance management system, including feedback to and from employees, support high performance?**
We have one employee who functions as a combination business manager, account and payroll clerk, and human resource coordinator. Therefore, as a small agency, it is possible and encouraged for all individual employees to provide immediate feedback to this business manager or to the Director in order to support high performance.

4. What formal and/or informal assessment methods and measures do you use to determine employee well being, satisfaction, and motivation?

A number of formal and informal assessments and measures are used to ensure employee well-being, satisfaction, and motivation. These include a procedure for employee suggestions as well as a procedure for appropriate supervisors to brief all employees on key activities of the agency. For example, as a result of an employee's suggestion that a way be found to become more familiar with local government issues since we work primarily with state government, a plan was developed to bring local officials before the entire agency to share the requirements of their office. We have had various local government and state officials address our staff describing their duties and functions.

5. How do you maintain a safe, secure, and healthy work environment?

We maintain a safe and healthy work environment through constant inspections and improvements to ensure employee safety in many areas. In regard to employee physical safety, mechanisms have been developed in consultation with House and Senate Security to ensure the safety of all employees and their property while working at any hour. A healthy work environment is ensured through similar procedures including the monitoring of radon levels in the State House in areas where employees are located in spaces with large granite blocks.

6. What activities are employees involved with that make a positive contribution to the community?

The agency's involvement in the community is substantial. Employees of the agency speak at many local functions to include service clubs, churches, municipal and county organizations, and before other state agencies. We also participate in a number of continuing legal education programs. In addition, employees of the agency offer their time and talents to the community through such things as pro bono programs and school, civic, and church endeavors.

Category 6. Process Management

This Category describes key aspects of your organization's process management.

1. What are your key processes for produce, create, or add value for your customers and your organization, and how do they contribute to success?

We have designed our bill drafting procedures to ensure timeliness and accuracy. First, an attorney takes the request and develops a draft. It is then checked by a supervising attorney and then edited for grammar and content. After a bill has gone through the General Assembly, the review process is again completed before ratification.

The technology of this agency is provided not by the agency but by a separate agency known as Legislative Printing and Information Technology Systems (LPITS). Therefore, the improvements to the technology delivery system of this agency are handled by LPITS.

2. How do you incorporate organizational knowledge, new technology, changing customer and mission-related requirements, cost controls, and other efficiency and effectiveness factors into process design and delivery?

Our mission does not generally change because it is set by statute and not by policy determinations of a decision-maker. With this said, some requirements of our mission may have modified by the General Assembly by law. For example, new requirements for impact statements were recently added to the process under which state agency regulations are approved. Using our institutional knowledge, we incorporated these changes into the drafting manual for regulations that we publish and disseminated this to our subscribers electronically so that it could be used by them most effectively.

We also from time to time are required to modify some policies or processes as a result of court decisions. These decisions are incorporated into our processes as required.

3. How does your day-to-day operation of these processes ensure meeting key performance requirements?

The day-to-day operation of key production/delivery processes ensuring the meeting key performances requirements are essentially monitored through the bill introduction sheets of both the House and the Senate to ensure accuracy and correctness of all documents produced not only by this agency but by both the House and Senate as well. Indexing is done on a daily basis by our indexing department and provided to LPITS which prints the *Legislative Digest* as an aid to drafting legislation.

4. What are your key support processes, and how do you improve and update these processes to achieve better performance?

Key support processes to achieve and ensure better performance are updated daily and periodically through such things as constant updating of House and Senate rosters and addresses, constant updating and modification of publication recipients, and close review of applicable court decisions.

We have several key support processes in our bill drafting procedures. We developed and use a computer tracking system for all our bills keyed to the names of individual members of the General Assembly so we can access this information immediately. Secondly, we maintain cross-indexed files to provide accurate references to all work products. Also, we have at least three different checks that a bill goes through in our system to ensure accuracy and correctness.

5. How do you manage and support your key supplier/contractor/partner interactions and processes to improve performance?

Key supplier interactions to improve performance are managed through constant verbal, electronic, and written contact through the personnel in this agency assigned such duties and the supplier involved in the performance of those duties.

Each fall after the General Assembly has adjourned, the print publisher of the 1976 Code transmits to us computer data known as grid sheets from which we with them make editorial decisions determining the content of the annual cumulative supplement to be distributed that December. This also helps ensure the accuracy and correctness of our publication.

Category 7. Results

This category describes your organization's performance and improvements in: customer satisfaction, product and service performance, financial, mission accomplishment, employee results, supplier and partner results and operational performance. Information is typically displayed by the use of performance measures.

1. What are your performance levels and trends for the key measures of customer satisfaction?

Performance levels and trends for customer satisfaction are difficult to quantitatively measure because of the nature of what we do and whom we serve (the General Assembly and not the general public). We receive many letters of thanks from General Assembly members each year and from time to time do get a complaint or concern which we handle immediately. Each year we go over our operations with our chairman, the director or senior leaders call on each committee chairman to go over future intentions and comments, and each of our attorneys calls on his/her counterparts at the various standing committees for coordination. Finally, we of course each year communicate with the members of the General Assembly to solicit their work and ideas for the upcoming session.

In our code codification work, we have written the public sector recipients of the code identifying their code publication needs and this has resulted in substantial savings in code supplement costs as evidenced by chart contained in Category 7(B)(2).

2. What are your performance levels and trends for the key measures of mission accomplishment and organizational effectiveness?

The performance levels, trends, and results for each mission as enumerated in Section I, Item (1)(a) are as follows:

(A) Research, Reference, and Bill Drafting

(1)(a) This office during fiscal year 2004-2005, including the 2005 Session of the General Assembly, produced several thousand documents, including bills, amendments, and resolutions, which resulted in 1,518 bills and resolutions being introduced and 209 acts being ratified and enrolled during the 2005 session.

(b) For comparison purposes, the following chart indicates the number of bills and joint resolutions introduced and ratified over the past five years. It should be noted that even-numbered years generally have fewer introductions because they are carryover years (the second year of a two-year General Assembly). Based on this chart, legislative drafting functions are increasing.

	<u>Introduced</u>	<u>Ratified</u>
2005	1518	209
2004	1,558	257
2003	2,167	178
2002	1,531	298
2001	2,116	163

(2)(a) The legislative research section during fiscal year 2004-2005 handled 1,847 research requests. These research requests came from members, their staffs, agencies with whom they were working, and constituents and were questions concerning the laws of this State or what the General Assembly has done in the past on certain issues. These requests were responded to both verbally and in writing on a timely basis.

(b) For comparison purposes, the following chart indicates the number of research requests over the past five years. The number of research requests has been decreasing because this is an area where we have reduced personnel and reassigned other personnel to drafting responsibilities. We handle all those we can on a priority basis.

	<u>Research Requests</u>
2005	1847
2004	1,767
2003	1,830
2002	2,007
2001	2,493

(3) The Index Supervisor of the research section also prepares an index of the bills and resolutions introduced during a particular session of the General Assembly. This index is updated daily during the session to reflect introductions of the previous day. This index is the basis for the *Legislative Digest* prepared by LPITS as well as all other indices reflecting the legislative actions of the General Assembly during a particular session. The index for the 2005 session of the General Assembly contained in the latest 2005 *Legislative Digest* consists of 111 pages.

(B) Code Codification

(1) Quantifiable performance measures of this mission include the timely meeting of all deadlines set by contract and by statute, high editorial quality of the compilation of the public statutes, and a low cost of accomplishing this objective. For example, beginning several years ago and continuing into the current fiscal year, the Council in conjunction with the print publisher of the 1976 Code began a process to provide replacement volumes for the largest volumes in the Code with a goal of reducing the cost of the annual cumulative supplements. As noted under the Legislative Library, this year over one thousand copies of the annual cumulative Code supplement are distributed to the public sector recipients. Approximately 750 copies of the annual Acts and Joint Resolutions and Advance Sheets of statutes are also distributed to these recipients.

(2) The following chart indicates the agency's expenses with regard to the preparation of the annual code supplement over the past five years. We have reduced these expenses substantially during this period.

<u>Code Supplement Expenses</u>	
2005	\$294,861
2004	\$367,754
2003	\$308,179
2002	\$431,581
2001	\$480,937

(C) The State Register:

(1)(a) The *State Register* was established in 1977 when the Administrative Procedures Act was enacted.

(b) The work of this office involves the establishment and implementation of procedures for carrying out the provisions of the Administrative Procedures Act relating to the publication and distribution of the *State Register*. Twelve issues and an annual index are published each fiscal year. The total number of pages published for FY 2004-2005 was 997. Electronic on-line subscriptions are available free of charge to clerks of court, county libraries, state agencies, members of the General Assembly, and state libraries. The annual subscription fee for all hardcopy or private electronic subscriptions is \$95.00.

(c) The work of this office also involves the establishment and implementation of procedures for carrying out the provisions of the Administrative Procedures Act relating to the submission of regulations to the General Assembly. The *State Register* editor prepares indices of approved regulations of the Acts and Joint Resolutions; edits the *Standards Manual for Drafting and Filing Regulations*, and maintains a database.

(d) The number of documents processed by the State Register during fiscal year 2004-2005:

Proposed regulations

58

Emergency regulations		10
General Assembly review		66
Approved	42	
Disapproved	0	
Withdrawn	3	
Pending	21	
Total		134

(e) In an effort to reduce the costs of paper, printing, and postage to the State, the *South Carolina State Register* is no longer available to members of the General Assembly, officers, and employees of the State or state agencies, clerks of court, and county libraries in a hard copy printed format. These nonpaying subscribers are given on-line access via an access code to the State *Register* through the South Carolina Legislature Online website. In addition, paying subscribers are offered electronic subscriptions in addition to, or in lieu of, the printed format.

(2) The following chart indicates the number of state agency regulations filed and approved by the General Assembly over the past five years. Excluded from this are emergency regulations and regulations required for federal compliance which do not follow the normal approval process. The number of state agency regulations from year to year remains fairly constant.

	<u>Regulations Filed</u>	<u>Regulations Approved</u>
2005	62	42
2004	54	39
2003	89	65
2002	88	66
2001	84	56

(D) Legislative Library:

(1) The Legislative Library maintains a comprehensive legislative library for use by the General Assembly. In addition, the Acts and Joint Resolutions, the House and Senate Journals, legislative digests, and other historic and legislative publications for each session of the General Assembly dating back to the early 1800's are maintained. The United States Code Annotated as well as other state and federal publications also are maintained.

(2) This year the Legislative Library distributed over one thousand copies of the annual cumulative supplement to the public sector recipients. Also, the Legislative Library distributed approximately 750 copies of the annual Acts and Joint Resolutions and Advance Sheets of statutes to the recipients.

3. What are your performance levels for the key measures of financial performance?

If the agency can perform its assigned missions within the funds the General Assembly provides each year in the general appropriations act, the financial performance of this agency in any year should be considered successful. This the agency has been able to do even with fewer personnel than five years ago. The following five-year listing shows the decrease in total available funds to this agency:

Appropriations

<u>FY</u>	<u>State</u>	<u>Federal</u>	<u>Other</u>	<u>Nonrecurring</u>
00-01	2,765,922		100,000	
01-02	2,543,847		100,000	
02-03	2,354,796		100,000	
03-04	2,502,042		100,000	
04-05	2,316,645		100,000	180,281

4. What are your performance levels and trends for the key measures of Human Resource Results?

Performance levels and trends for the key measures of employee satisfaction, involvement and development are measured through increases in employee compensation and in employee retention. Employee compensation trends based on a review of the July 2003 compensation manual published by the Office of Human Resources of the State Budget and Control Board and the opinions of our employees indicate that they are comparably compensated with employees of other agencies. Employee retention is also good as evidenced by the fact that several retired employees have applied to continue to work for the agency after retirement. The recent fiscal downturn in state revenue collection has naturally concerned agency employees but with a process to involve them in all decision concerning employee matters has somewhat softened this concern.

5. What are your performance levels and trends for the key measures of regulatory/legal compliance and community support?

This agency has little regulatory or legal compliance issues. Community support is at a good performance level and is rising as previously explained in Category 5, Question 6.