

**ACCOUNTABILITY REPORT  
OF THE LEGISLATIVE COUNCIL  
OF THE SOUTH CAROLINA GENERAL ASSEMBLY  
FISCAL YEAR 2005-2006**

**Accountability Report Transmittal Form**

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

**Date of Submission**   **September 15, 2006**

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

(a) Completion of major drafting assignments involving property tax relief and other matters which will be the basis of proposals debated during the 2007 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.

**3. 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.

**4. 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.

**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. Organizational Profile**

1. **Organization's main products and services.** The Legislative Council provides research, reference, library, and bill drafting services to the General Assembly and related public entities, codifies the statutory laws of this State into various publications mandated by state law and distributes these publications where required, and receives, prints, distributes, and publishes regulations of state agencies.
2. **Key customers and their requirements.** (a) Members and staffs of the General Assembly and other agencies of state government in the executive and judicial branches requiring bill drafting services.  
(b) Public sector and private sector recipients of the 1976 Code and State Register publications.
3. **Key stakeholders.** None other than customers referred to in item (2).
4. **Key suppliers and partners.**  
Thomson West Publishing Company  
Xerox and Lanier Corporations  
State Budget and Control Board  
Legislative Printing, Information and Technology Systems (LPITS)
5. **Operation locations.** Suite 434 Dennis Building,  
1000 Assembly Street  
Columbia, South Carolina 29201  
and  
First and Second Floor, State House  
Columbia, South Carolina 29201
6. **Number of Employees.** 38 (all unclassified)
7. **Regulatory environment.** Not applicable
8. **Key strategic challenges.** (1) to provide timely and quality research and bill drafting services to the members of the General Assembly and its standing committees, and to timely compile and cause to have published and distributed the public statutes of the State of South Carolina including the South Carolina Code of Laws, annual cumulative supplements to the Code, revised volumes of the Code, annual advance sheets of statutes, and the annual Acts and Joint Resolutions of the General Assembly; and  
(2) to timely and accurately receive, print, and distribute the regulations of state agencies required to be submitted to the General Assembly for its review under the Administrative Procedures Act and incorporate them in the *State Register* and the Code of State Regulations after they are adopted or take effect.
9. **Performance improvement systems include:**
  - (1) Redesigning our bill drafting procedures to allocate more responsibility to support staff including law clerks, thereby saving attorney time due to not having a full staff of attorneys (one staff attorney is still activated for the Iraq conflict).
  - (2) Working with other legislative agencies to consolidate certain functions we do jointly with them.
  - (3) Writing each recipient of 1976 Code supplements, pursuant to authorization of the General Assembly, to inform them that they would now be required to reimburse us for our cost of securing these code supplements. This has substantially reduced our cost of the annual cumulative supplement and has eliminated the distribution of unnecessary supplement sets.

(4) Continuing 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.

(5) Discontinuance of the hard copy printed format of the *South Carolina State Register* to members of the General Assembly, officers, and employees of the State or state agencies, clerks of court, and county libraries. Instead, it became available electronically.

10. **Organizational Structure.**                      see attached.
11. **Appropriations/Expenditures Chart.**            see attached
12. **Major Program Area Chart.**                      see attached

### **Section III. Elements of Malcolm Baldrige Award Criteria**

#### **Category 1. Leadership**

**The Leadership Category describes how your organization's senior leaders guide and sustain your organizational. 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 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. As a small agency, communication is done through e-mails following through on the direction set.**

**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 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.**

**4. 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.**

**5. 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.

6. 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? How do their personal actions reflect a commitment to the organizational values?

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. Hopefully senior leaders by their actions embody the organization's values.

7. How do senior leaders promote and personally participate in succession planning and the development of future organizational leaders?

Succession planning is not a matter for this agency but is a prerogative of the governing body of the Legislative Council consisting of five elected public officials. Development of future organizational leaders is a function of the agency and this development is done by identifying those future leaders and providing them with training and responsibilities suitable for their present assignments which will benefit them in future assignments.

8. How do senior leaders create an environment for performance improvement, accomplishment of strategic objectives and innovation?

Through employee communications and communications to our legislative leaders through procedures outlined above.

9. How does senior leadership actively support and strengthen the communities in which your organization operates? Include how senior leaders and employees contribute to improving these communities.?

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 attorneys participating with joint committees of the House and Senate, and this assists in the development of new 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 address:

(a) Organization's strengths, weaknesses, opportunities and threats:

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. It addresses strengths and weaknesses identified by them.

(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) Shifts in technology or the regulatory environment:**

The regulatory environment is not applicable to this agency and shifts in technology are the responsibility of the agency providing our computer and information technology needs; specifically LPITS.

**(d) 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.

**(e) Opportunities and barriers described in the Executive Summary (question 4).  
See answer to item (a) above.**

**(f) Business continuity in emergencies.**

As a staff support agency to the General Assembly our business continuity in emergencies is a part of the overall emergency planning done by the General Assembly which we follow.

**(g) Ability to execute the strategic plan.**

Our strategic planning process affects the agency's ability to execute our strategic plan by allocating resources and management attention to the relevant data and information identified as important in the strategic plan.

**2. What are your key strategic objectives?  
See Strategic Planning Chart.**

**3. What are your key action plans/initiatives?  
See Strategic Planning Chart.**

**4. 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.**

**5. How do you communicate and deploy your strategic objectives, action plans and related performance measures?  
Strategic objectives, action plans, and performance measures are communicated and deployed both orally and in writing to affected personnel and outside recipients. As a small agency, this is done in agency meetings or by e-mail.**

**6. How do you measure progress on your action plans?  
Progress is measured by the degree of success we have in implementing the action plan. For example, can we produce a set number of legislative drafting requests with a finite number of people.**

**7. How do your strategic objectives address the strategic challenges you identified in your Organizational Profile?  
The strategic objectives address the strategic challenges by formulating the objectives to fit the requirements necessary to meet the strategic challenges.**



8. 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](http://www.myscgov.com) or [www.scstatehouse.net](http://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 and expectations?

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. Generally, this happens face to face with members of the General Assembly.

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. Finally, we interact daily with members of the General Assembly and this helps us keep in touch with their needs.

4. How do you measure customer/stakeholder satisfaction and dissatisfaction, and use this information to improve?

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

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 for tracking financial and operational performance, including progress relative to strategic objectives and action plans?

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. How do you use data/information analysis to provide effective support for decision-making throughout your organization?

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. Data is generally not relevant in bill drafting other than for staffing needs.

3. What are your key measures, how do you review them, and how do you keep them current with business needs and direction? Our key measures are:

- (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.

They are revised daily at the end of the session to ensure timeliness.

4. How do you select and use key comparative data and information to support operational and strategic decision-making and innovation?

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.

5. 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.

6. How do you translate organizational performance review findings into priorities for continuous improvement? This is accomplished through after session or after project analysis to determine what worked and what did not.

7. How do you collect, transfer, and maintain organizational and employee knowledge (your knowledge assets)? How do you identify and share 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. We also do continuing education training sessions within and without the agency to improve employee knowledge.

#### **Category 5. Human Resources**

This Category describes how your organization's work systems and your employee learning and motivation enable employees to develop and utilize their full potential in alignment with your organization's overall objectives, strategies, and action plans. It also describes your organization's efforts to build and maintain a work environmental and employee support climate conducive to performance excellence and to personal and organizational growth.

1. How do you organize and manage work: to enable employees to develop and utilize their full potential, aligned with the organization's objectives, strategies, and action plans; and to promote cooperation, initiative, empowerment, innovation and your desired organizational culture?

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. Drafting work is assigned by and monitored by senior leaders to ensure an even workload to be performed by employees knowledgeable in that area.

2. How do you evaluate and improve your organization's human resource related processes?

This is a small agency without a human resource position, we evaluate and improve our human resource related processes by relying on the state Office of Human Resources to advise us when requested of the procedures we need to follow when dealing with specific human resource problems.

3. 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? How do you evaluate the effectiveness of this education and training? How do you encourage on the job use of the new knowledge and skills?

This agency has invested considerable resources, effort, and expense to develop a training and drafting manual developed by our training coordinator 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.

In addition, due to the expected retirement over the next two to four years of several senior level attorneys and other personnel, we have actively recruited and phased-in younger attorneys and other staff to train with them and take their place as their time with the state comes to a close.

4. How does your employee performance management system, including feedback to and from employees, support high performance and contribute to the achievement of your action plans?

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.

5. How do you motivate your employees to develop and utilize their full potential?

Our employees are motivated to develop their full potential through merit based compensation adjustments, nonmonetary recognition, and reviews done at least annually to identify the employees strengths in those areas which need improvement.

6. What formal and/or informal assessment methods and measures do you use to determine employee well being, satisfaction, and motivation? How do you use other measures such as employee retention and grievances? How do you determine priorities for improvement?

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.

7. How do you maintain a safe, secure, and healthy work environment? (Include your workplace preparedness for emergencies and disasters.)

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. Preparedness for emergencies and disasters is accomplished through such things as fire drills and emergency procedures to ensure employees are knowledgeable in these areas.

## Category 6. Process Management

This Category describes key aspects of your organization's process management, including key product, service, organizational, and support processes (as it encompasses the design process and all work units).

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? How do you ensure that these processes are used?

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 such as cycle time 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. How do you systematically evaluate and improve your key product and service related processes?

The products and services this agency produces are bill drafting services for the General Assembly and related matters and these are evaluated by internally and externally through peer review and by review of appropriate members of the General Assembly.

5. 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.

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: mission accomplishment and organizational effectiveness, customer satisfaction financial performance, human resource results, regulatory/legal compliance and community support. Information is typically displayed by the use of performance measures.

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

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 customer satisfaction?**

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 2005-2006, including the 2006 Session of the General Assembly, produced several thousand documents, including bills, amendments, and resolutions, which resulted in 1,549 bills and resolutions being introduced and 247 acts being ratified and enrolled during the 2006 session.

(b) For comparison purposes, the following chart indicates the number of bills and joint resolutions introduced and ratified over the past five years.

<u>Bills and Joint Resolutions</u>		
	<u>Introduced</u>	<u>Ratified</u>
2006	1549	247
2005	1518	209
2004	1,558	257
2003	2,167	178
2002	1,531	298

(2)(a) The legislative research section during fiscal year 2005-2006 handled 2,115 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>	
2006	2115
2005	1847
2004	1,767
2003	1,830

(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 2006 session of the General Assembly contained in the latest 2006 *Legislative Digest* consists of 884 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>	
2006	\$287,291
2005	\$294,861
2004	\$367,754
2003	\$308,179
2002	\$431,581

**(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 2005-2006 was 1,068. 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 2005-2006 are:

Proposed regulations	62
Emergency regulations	19
General Assembly review	73
Approved	66
Disapproved	0
Withdrawn	0
Pending	11
<b>Total</b>	<b>154</b>

(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>
2006	73	62
2005	62	42
2004	54	39
2003	89	65
2002	88	66

**(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 this even with fewer personnel than five years ago. The general fund appropriation level for fiscal year 2005-2006 (\$2,581,829) is also still less than it was in fiscal year 2000-2001 (\$2,765,922).

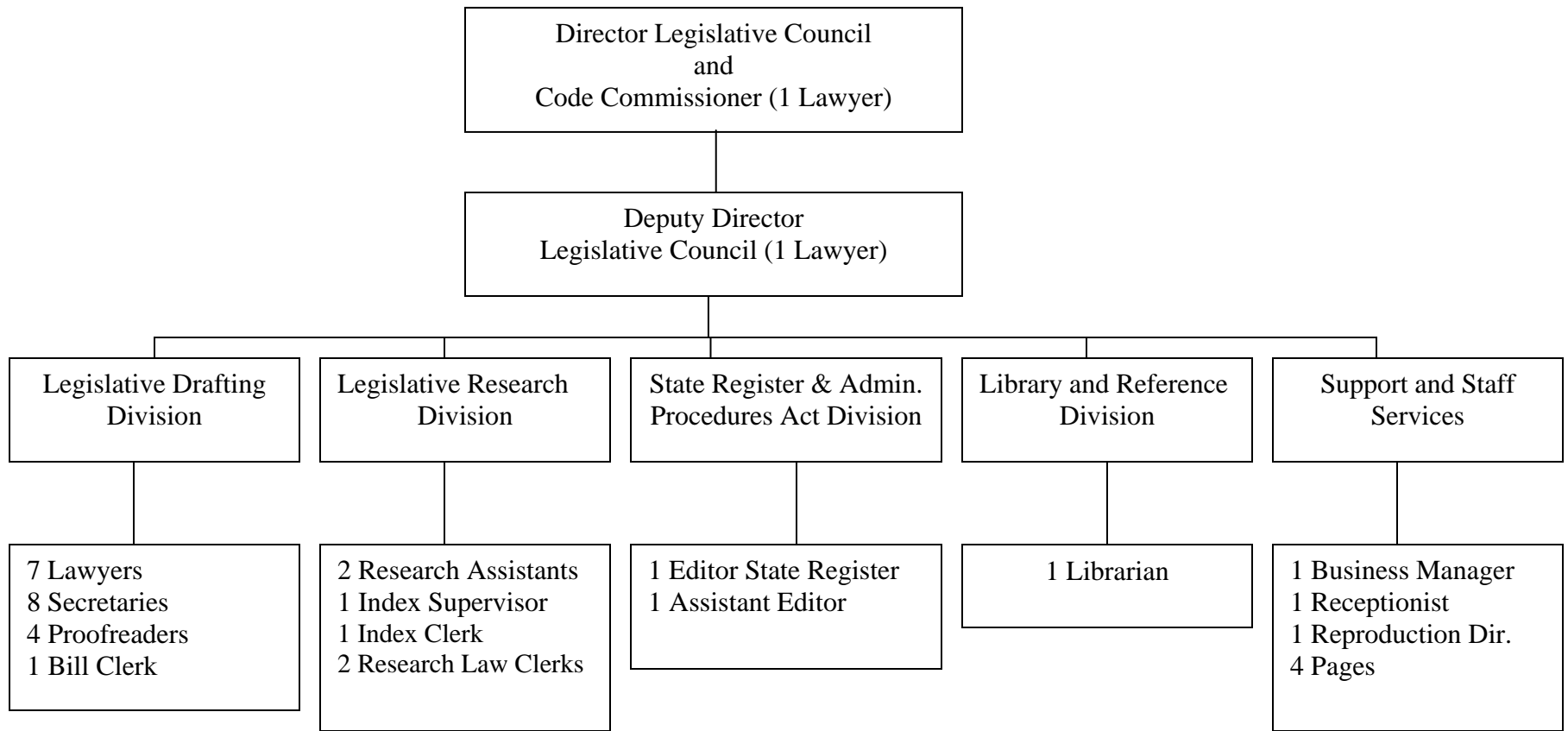


**4. What are your performance levels and trends for the key measures of Human Resource Results?**

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.



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 04-05 Budget Expenditures	FY 05-06 Budget Expenditures	Key Cross References for Financial Results*
Legislative Bill Drafting	Legislative bill drafting and research services for the General Assembly	State: 2,251,858.00 Federal: Other: 2,251,858.00 Total: 84% of Total Budget:	State: 2,325,867.00 Federal: Other: 23,258,867.00 Total: 83% of Total Budget:	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:	
		State: Federal: Other: Total: 84% of Total Budget:	State: Federal: Other: Total: 83% of Total Budget:	

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

<b>Remainder of Expenditures:</b> Code codification	State: 42,419.00 Federal: Other: 252,442.00 Total: 294,861.00 11% of Total Budget:	State: 46,874.00 Federal: Other: 287,291.00 Total: 334,165.00 12% of Total Budget:
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\* 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.

<b>Remainder of Expenditures:</b> State Register	State: 120,408.00 Federal: Other: Total: 120,408.00 5% of Total Budget:	State: 123,934.00 Federal: Other: Total: 123,934.00 5% of Total Budget:
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