



EDWARD B. GRIMBALL, Chairman
HOWELL CLYBORNE, JR.
EMERSON F. GOWER, JR.

SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE

FRANK A. RAINWATER
Executive Director

RFA BOARD AGENDA

April 8, 2019

**2:30pm or Upon Adjournment of BEA Meeting
Bowers Conference Room
Room 417, Rembert C. Dennis Building**

- I. Welcome
- II. Adoption of Meeting Minutes for January 17, 2019
- III. Employee Recognition – Years of Service
 - A. Ragan Griffith, Fiscal Analysis – 5 years
- IV. Agency Matters
 - A. Carry-forward Update (Morgan O'Donnell)
 - B. Education Funding Model (Frank Rainwater)
 - C. Customer Survey Results Presentation (Byron Kirby)
 - D. Strategic Plan Update (Paul Athey)
- V. Other Business
- VI. Future Meetings
 - A. May 16, 2019, Upon Adjournment of BEA Meeting (if necessary)
 - B. June 13, 2019, Upon Adjournment of BEA Meeting (Fiscal Year Review)
 - C. July 25, 2019, Upon Adjournment of BEA Meeting (if necessary)
- VII. Adjournment

Please note the Agenda is subject to change.



SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE
Transforming data into solutions for South Carolina

RFA BOARD MEETING

April 8, 2019



ADOPTION OF MINUTES



EMPLOYEE RECOGNITION

5 Years

- Ragan Griffith – Fiscal Analysis, Economic Research



FY 2018-19 CARRY FORWARD UPDATE



CARRY FORWARD – GENERAL FUNDS FY 2018-19 – \$283,824*

Revamped Budgeting Model Effectiveness

- Improved model brings us closer to our goal of carrying forward 5% of our General Funds. Projected to carry forward 5.6% of General Funds compared to 9.4% in FY 2017-18

Sources of Carry Forward

- FY 2017-18 Carry Forward of \$461,342
- Majority of website redesign and intranet pushed to FY 2019-20
- Retirements, position vacancies, and delay in hiring new positions

* Projected

CARRY FORWARD – GENERAL FUNDS FY 2018-19 – \$283,824*

Anticipated Utilization of Funds:

- External website redesign (remaining costs)
- Internal SharePoint site redevelopment
- Investments in IT infrastructure and security
 - equipment/system upgrades
 - risk assessment auditing
- Investments in human resources
 - training and development

Guiding Principle:

- Maintain sufficient reserves for capital planning and infrastructure needs

* Projected

EDUCATION FUNDING MODEL



EDUCATION FUNDING MODEL

Status Update:

- Spending a significant amount of time attempting to gather and organize data
 - The letter requested eleven items; some have more available data than others
- Met with the Department of Education, Education Oversight Committee staff, and local school officials on budget and data issues

Approach:

- A reference point will be based on FY 2016-17 actual expenditures and revenues
- Model will be based on current practices
- One key focus will be equity in funding
- Stakeholders required to make policy decisions

EDUCATION FUNDING MODEL

Next Steps:

- Waiting on data
- Brief Key Stakeholders
 - Governor's Office
 - Legislative Offices
 - Department of Education
 - Education Oversight Committee
 - School Boards Association
 - School Superintendents
 - School Business Officials
 - Teacher Groups

CUSTOMER SATISFACTION SURVEY REPORT

CUSTOMER SATISFACTION SURVEY REPORT FY 2018-19

Surveys were emailed to 1,459 customers agencywide

- 380 responses; 27% response rate

Core Metrics:

- Overall satisfaction
- Customer service provided
- Products, services, and information detail
 - Quality
 - Timeliness
 - Meeting customer needs
 - Value

Section specific survey cycle – 3 year rotation:

- E911
- Precinct Demographics

CUSTOMER SATISFACTION SURVEY REPORT FY 2018-19

Additions and enhancements:

- Question segmentation into staff assisted and online services
- Response scale standardization

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	N/A
Staff assisted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web accessible (http://rfa.sc.gov/)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

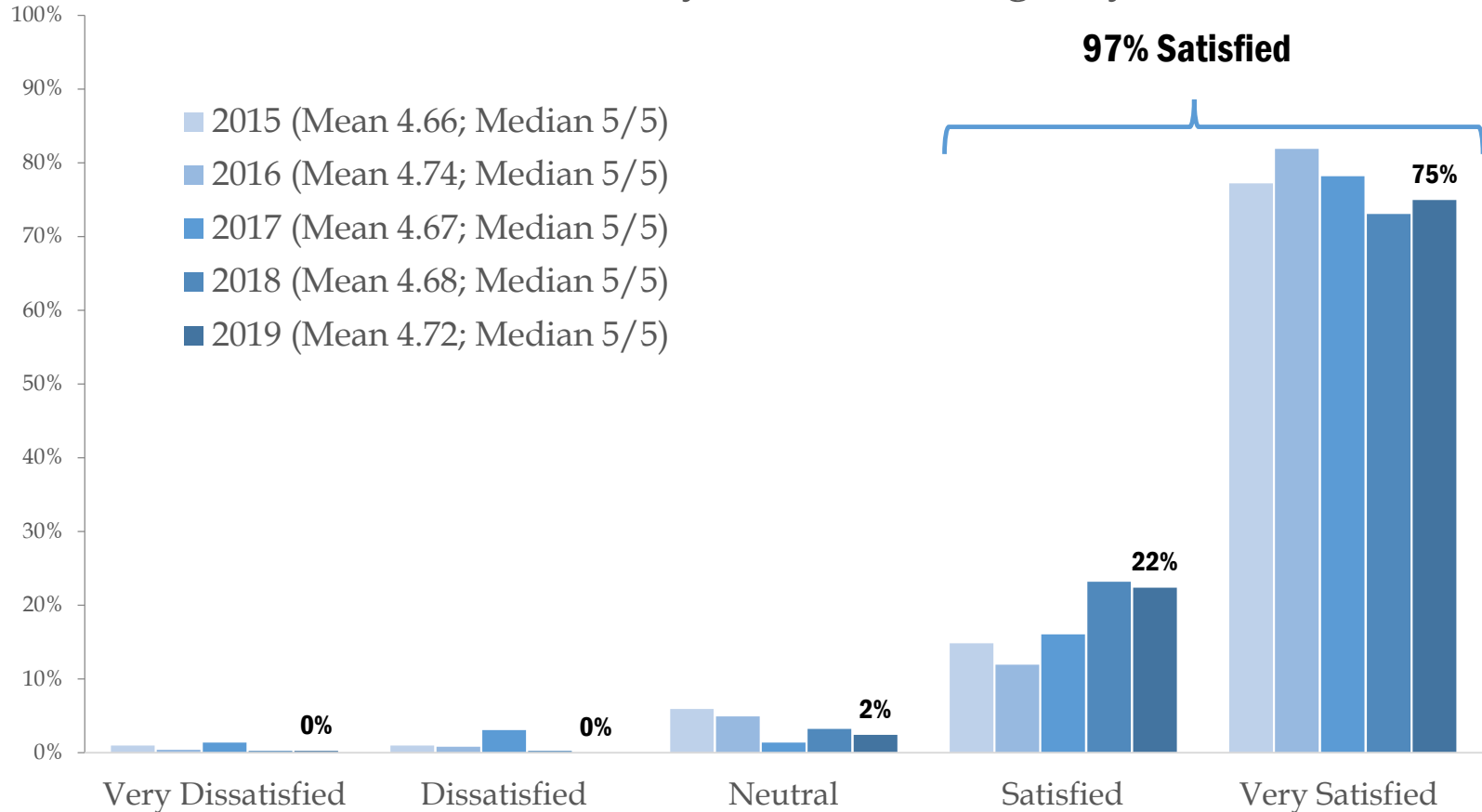
- New question assessing agency commitment to core values

7. Please rate your level of satisfaction with the RFA staff's commitment to:

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	N/A
Integrity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Excellence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Innovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impartiality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

AGENCYWIDE SURVEY METRICS

Overall, how satisfied are you with our agency?

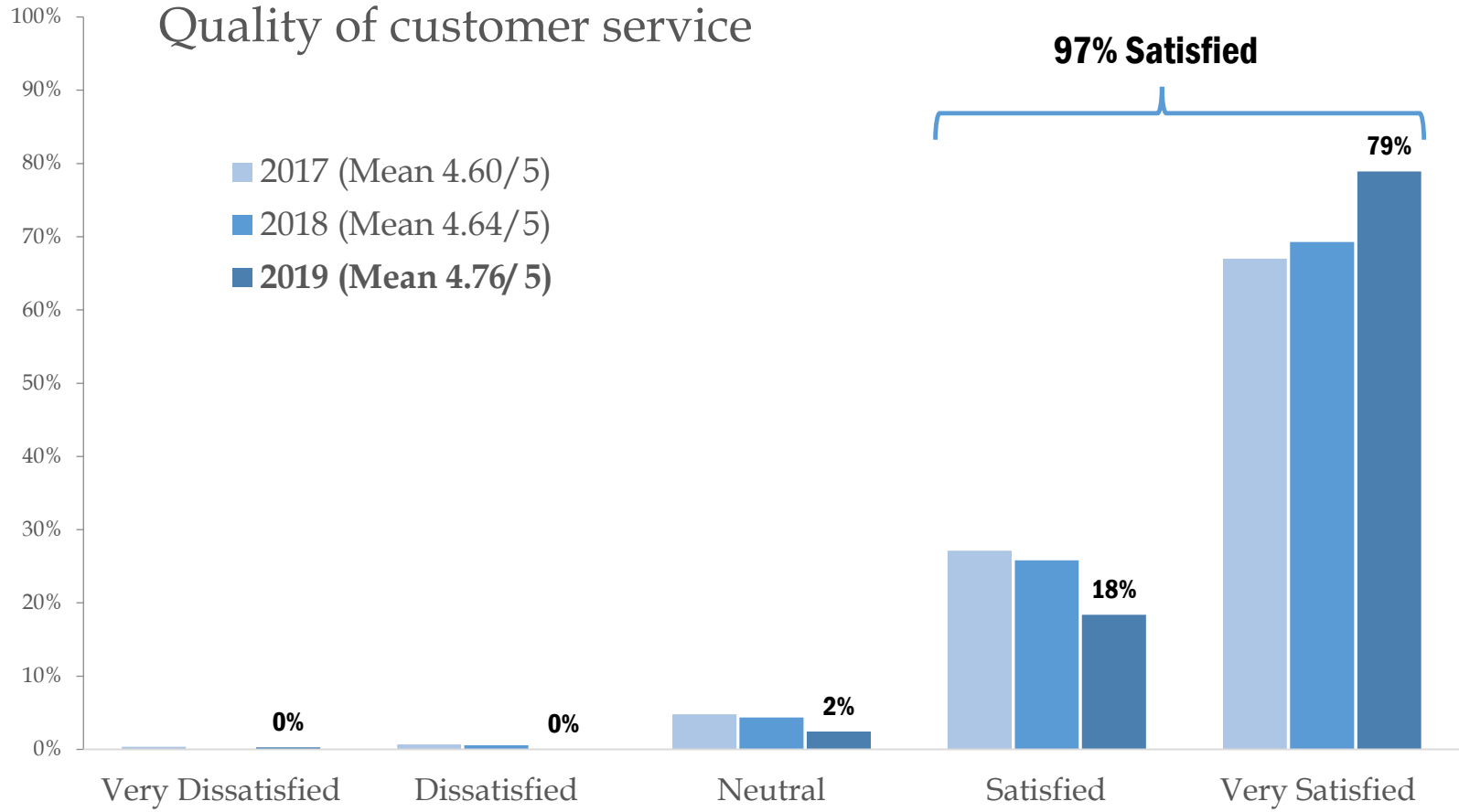


Through FY 2016-17:

Very dissatisfied Somewhat Dissatisfied Neutral Somewhat Satisfied Very Satisfied

Note: 6 surveys removed for response inconsistency.

AGENCYWIDE SURVEY METRICS



Through FY 2017-18:

Very low quality

Low quality

Neither high nor low quality

High quality

Very high quality

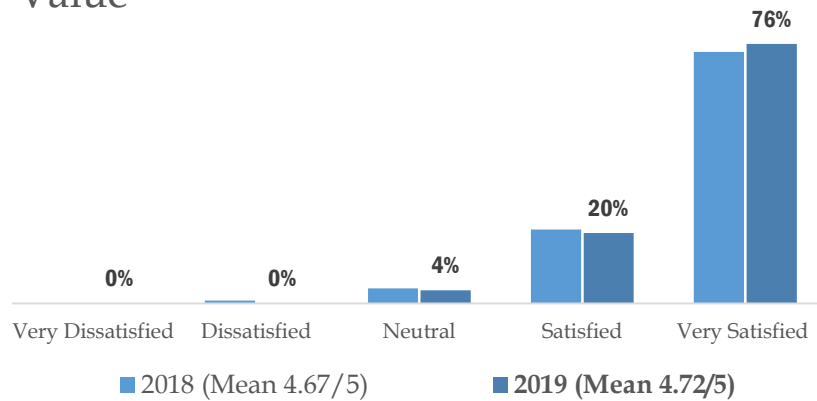
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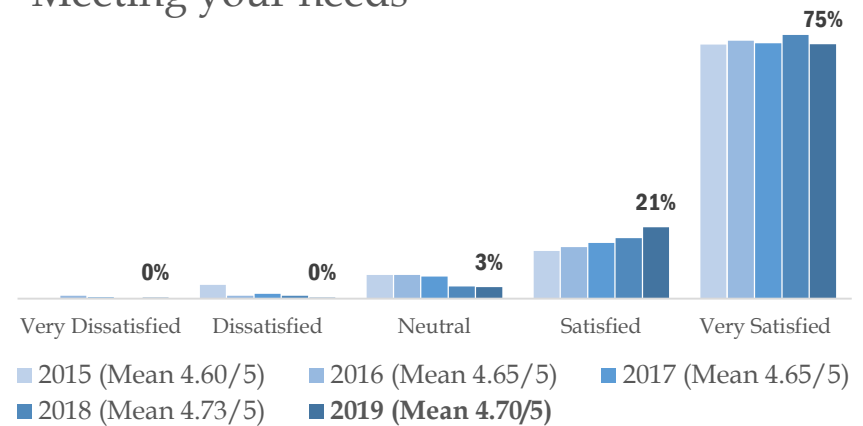
AGENCYWIDE SURVEY METRICS

Concerning products, services, and information provided by staff

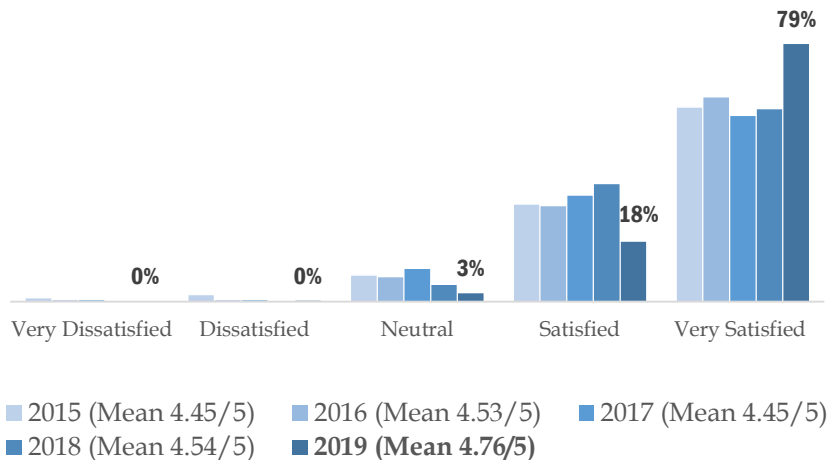
Value



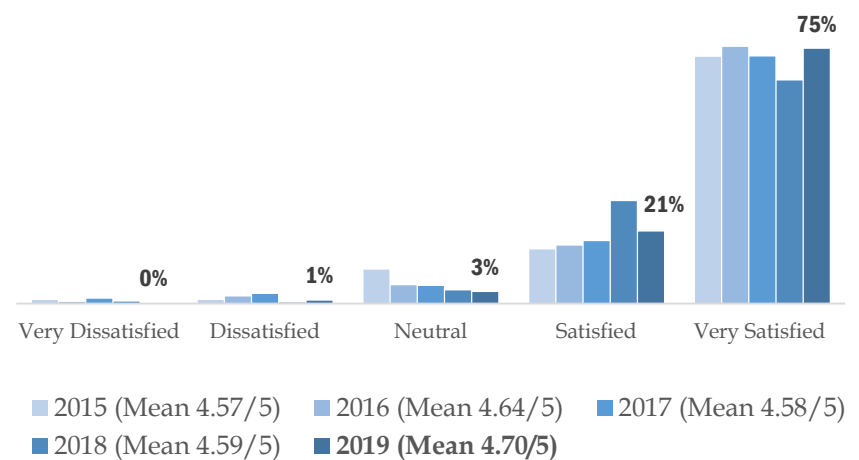
Meeting your needs



Quality

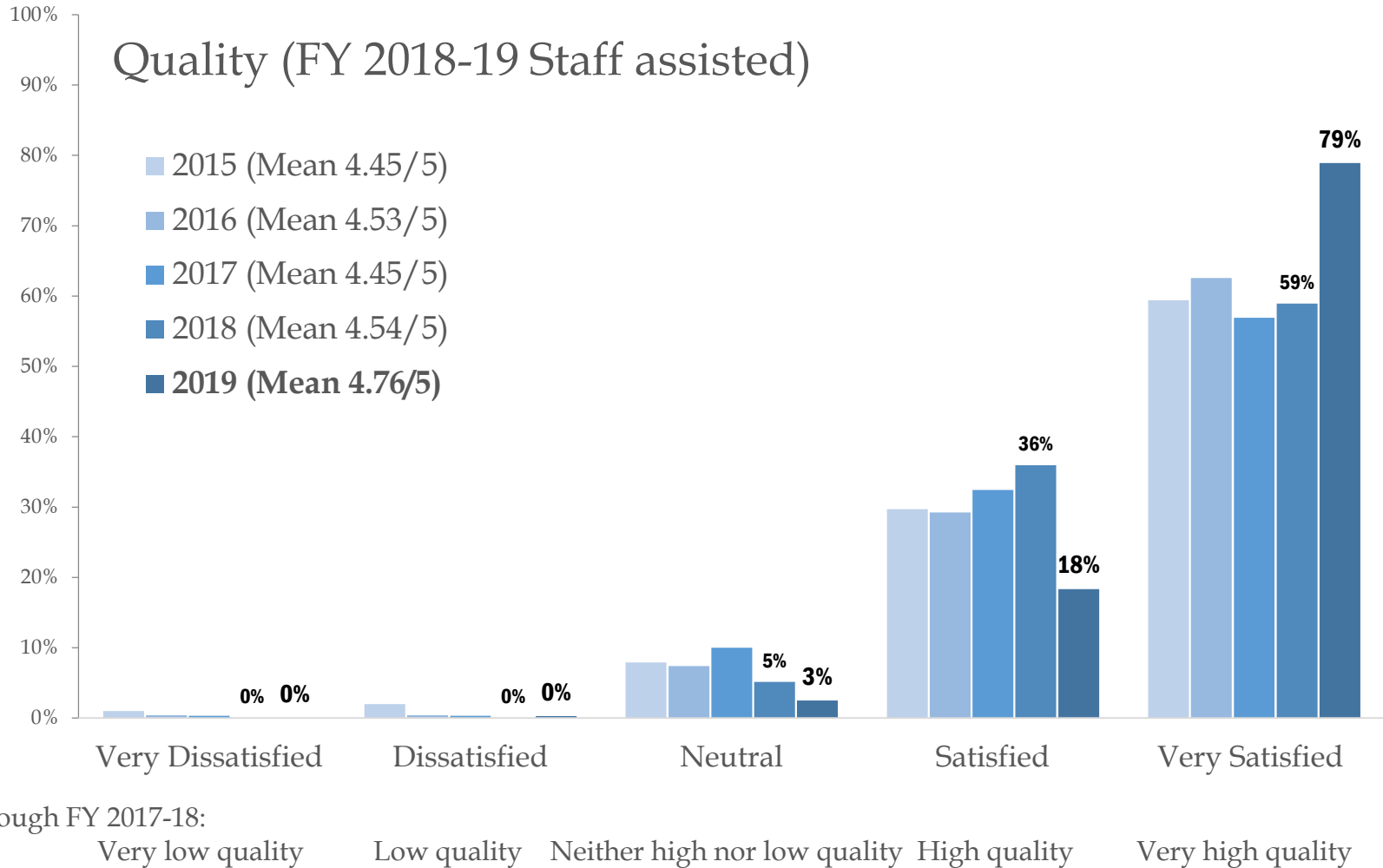


Timeliness



AGENCYWIDE SURVEY METRICS

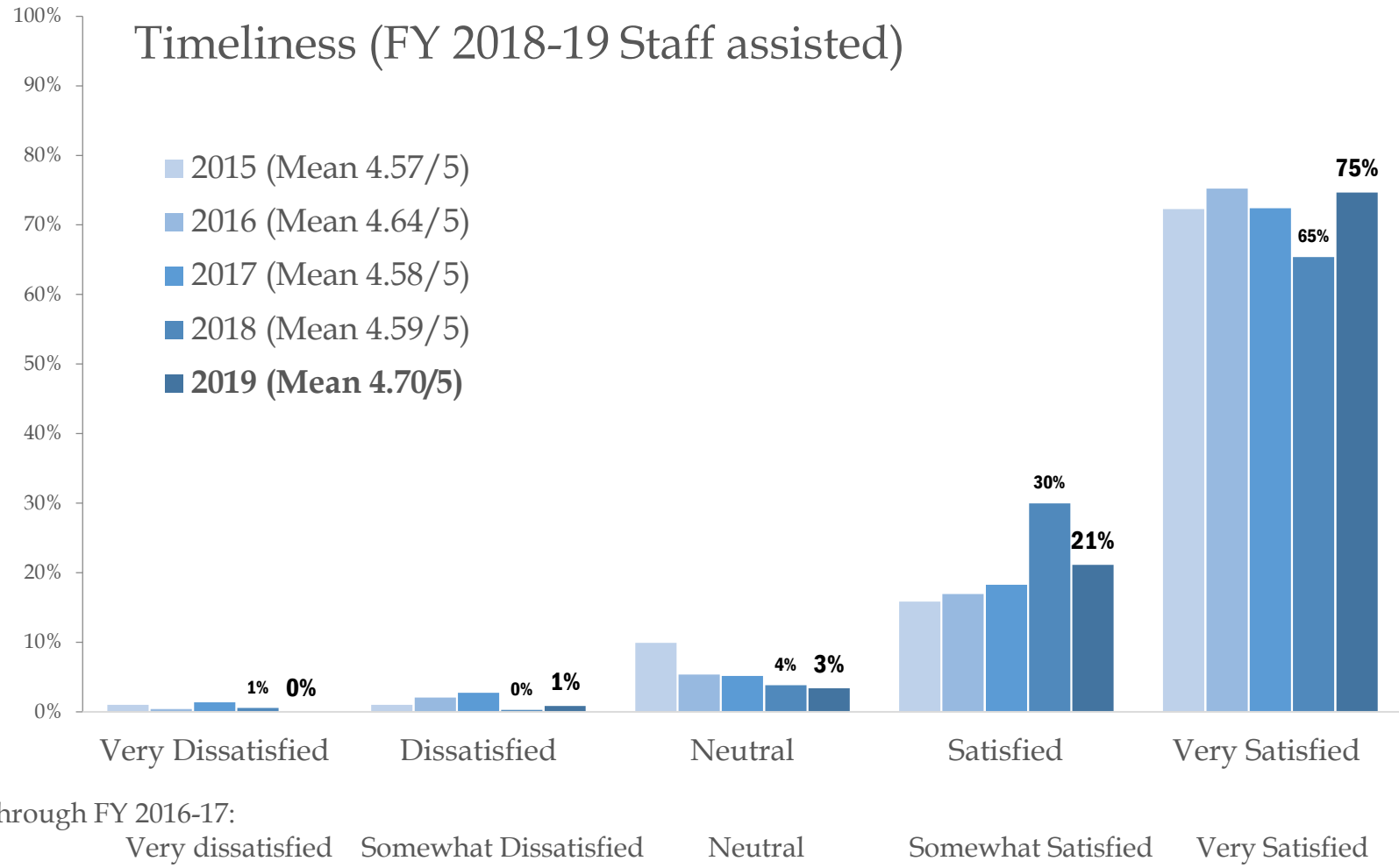
Concerning products, services, and information provided by staff



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AGENCYWIDE SURVEY METRICS

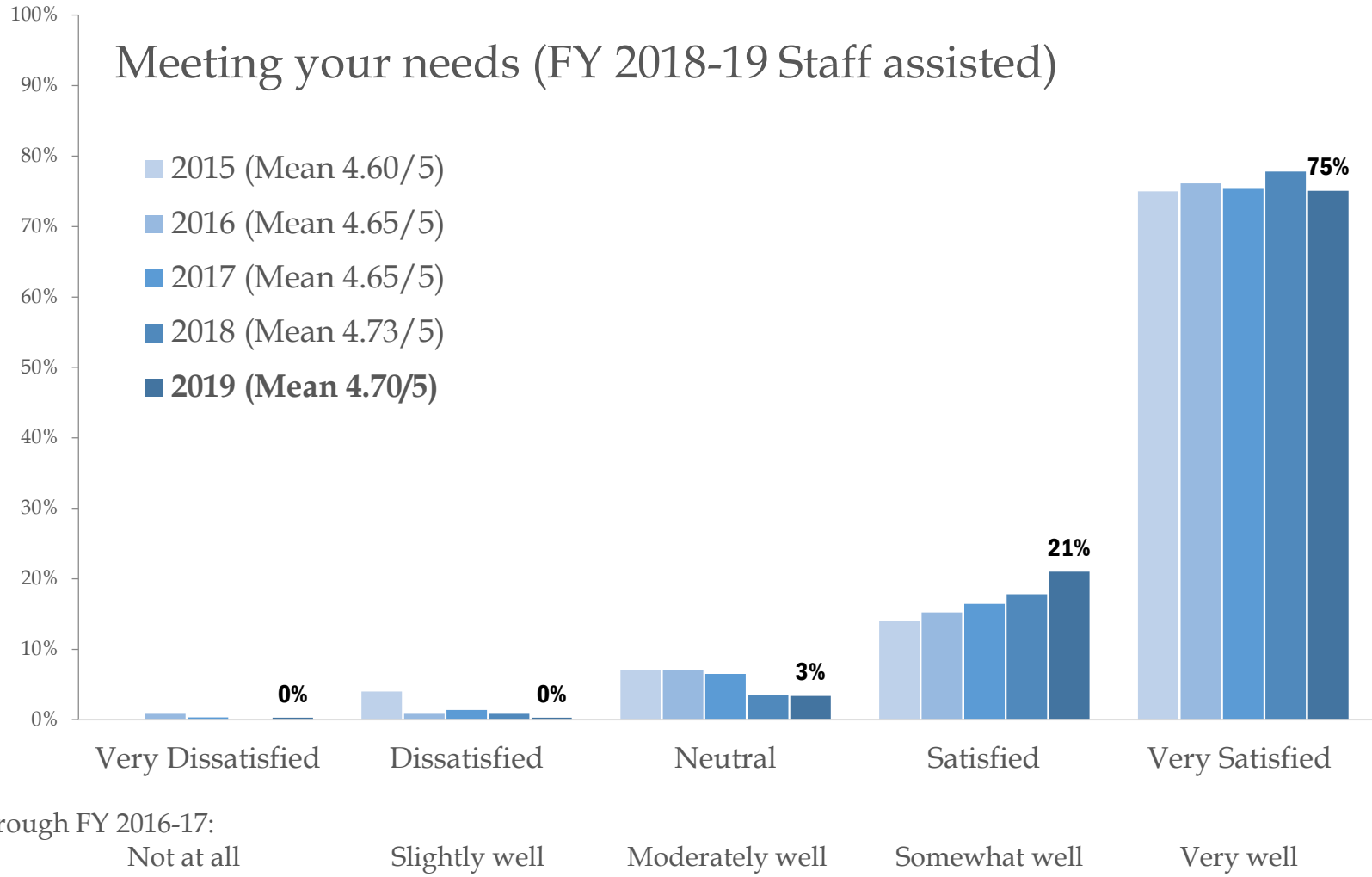
Concerning products, services, and information provided by staff



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AGENCYWIDE SURVEY METRICS

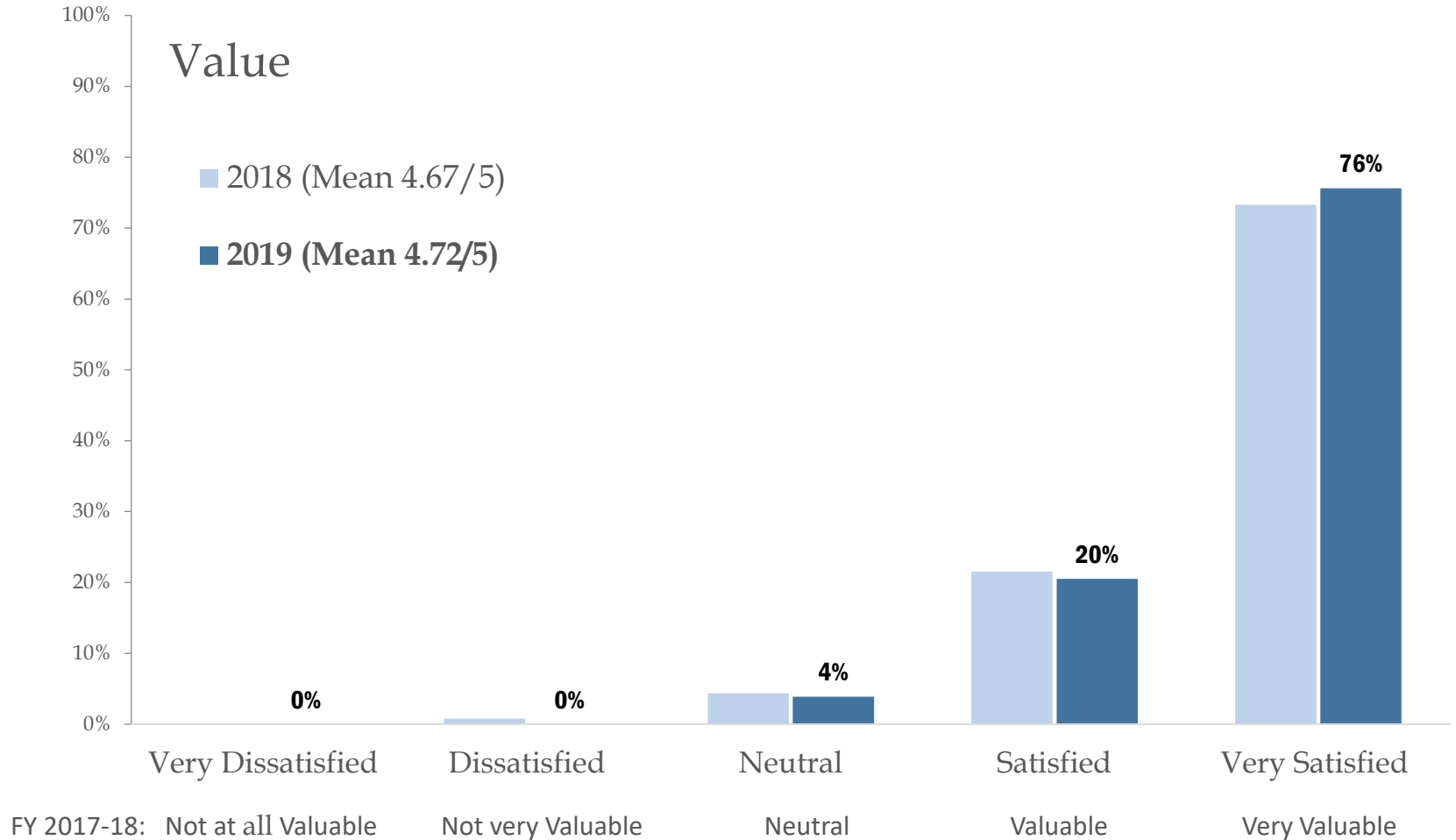
Concerning products, services, and information provided by staff



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AGENCYWIDE SURVEY METRICS

Concerning products, services, and information provided by staff



Note: 6 surveys removed for response inconsistency.





South Carolina Revenue and Fiscal Affairs Office

Transforming data into solutions for South Carolina

Mission

To provide independent research, analysis, and resources to facilitate informed policy decisions and administration of services

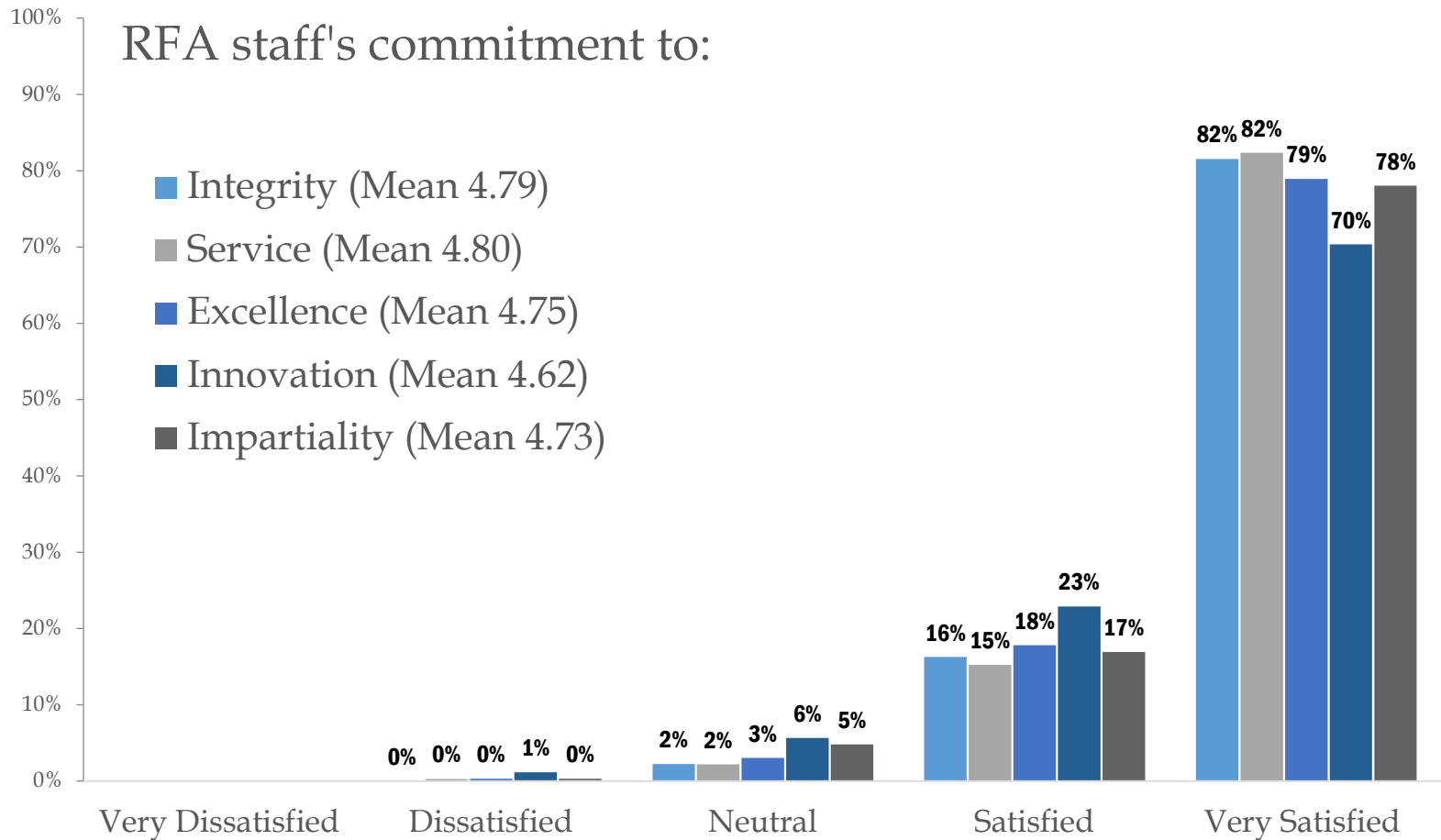
Vision

A team of trained professionals committed to providing innovative analysis and information

Values

Integrity • Service • Excellence • Innovation

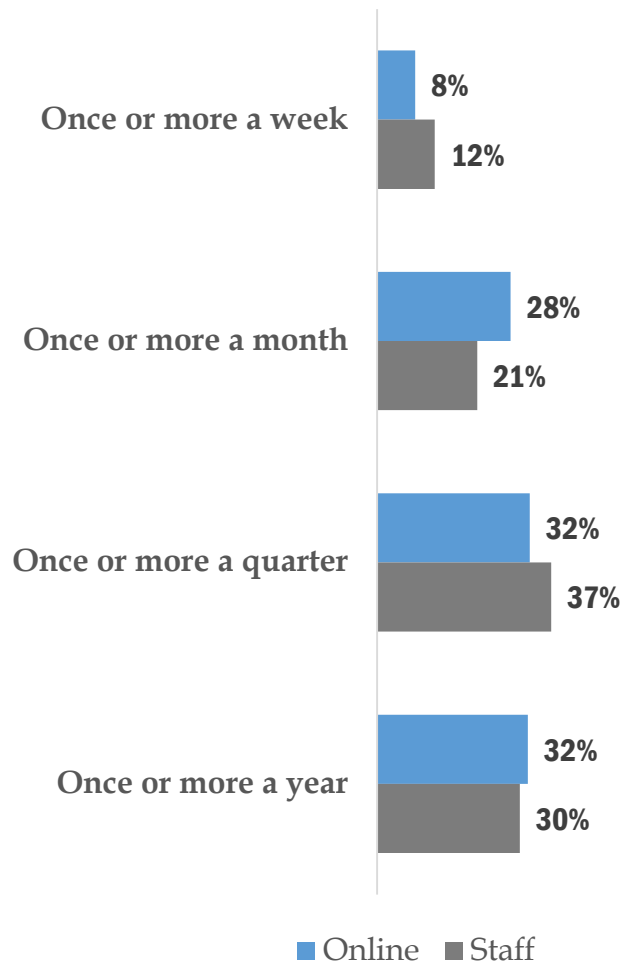
AGENCYWIDE SURVEY METRICS – VALUES



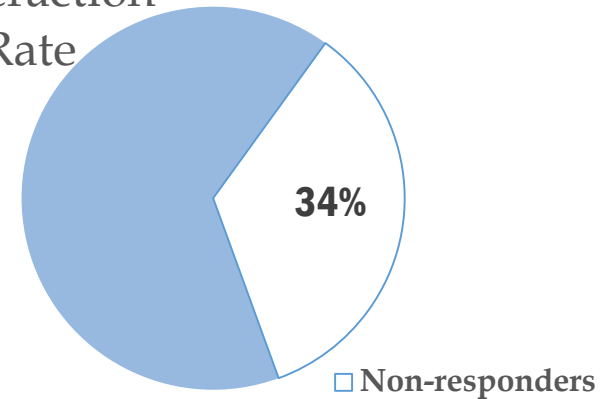
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AGENCYWIDE SURVEY METRICS

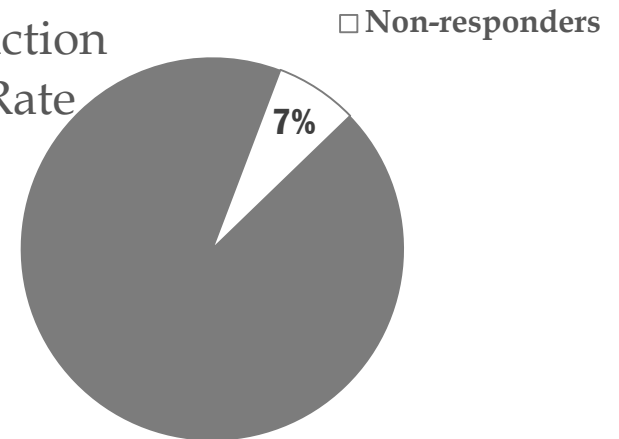
How often do you interact with RFA – Online vs. Staff



Online Interaction Response Rate



Staff Interaction Response Rate

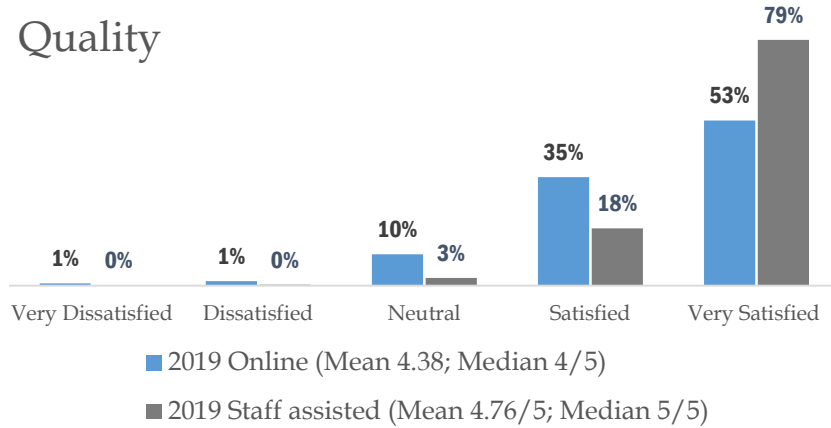


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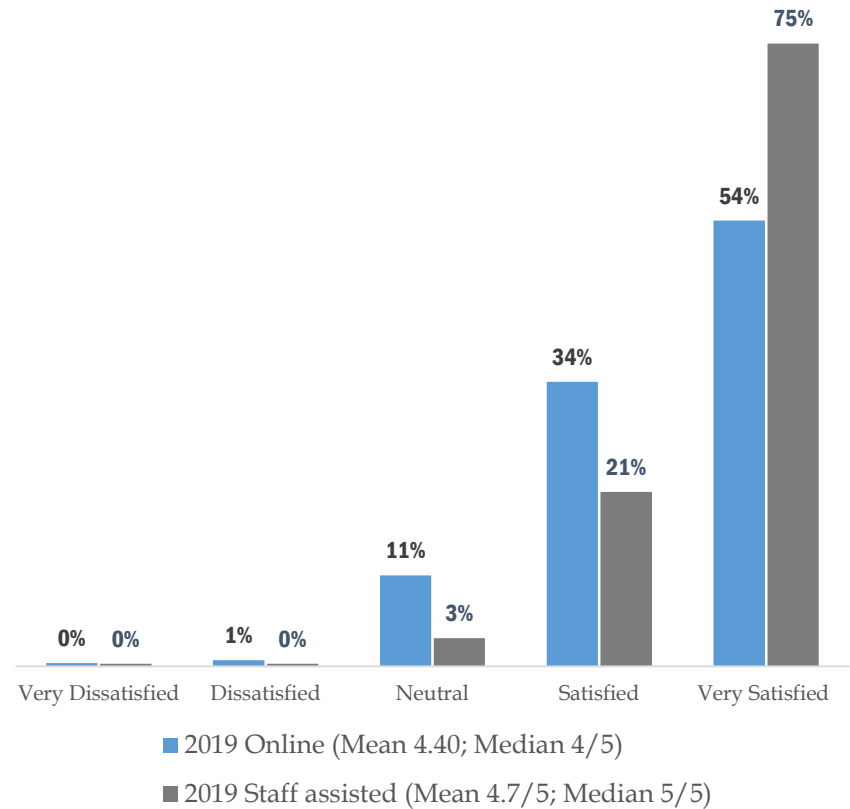
AGENCYWIDE SURVEY METRICS

Online vs. Staff assisted

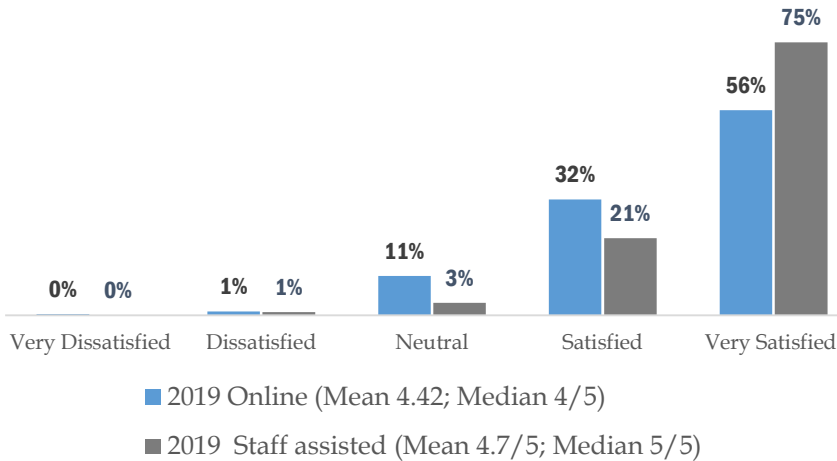
Quality



Meets your needs



Timeliness



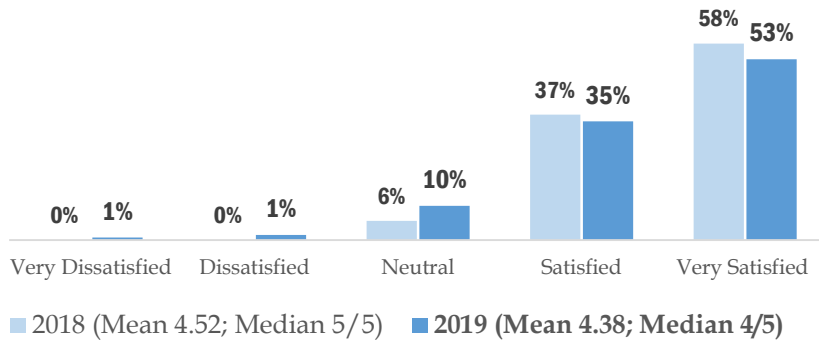
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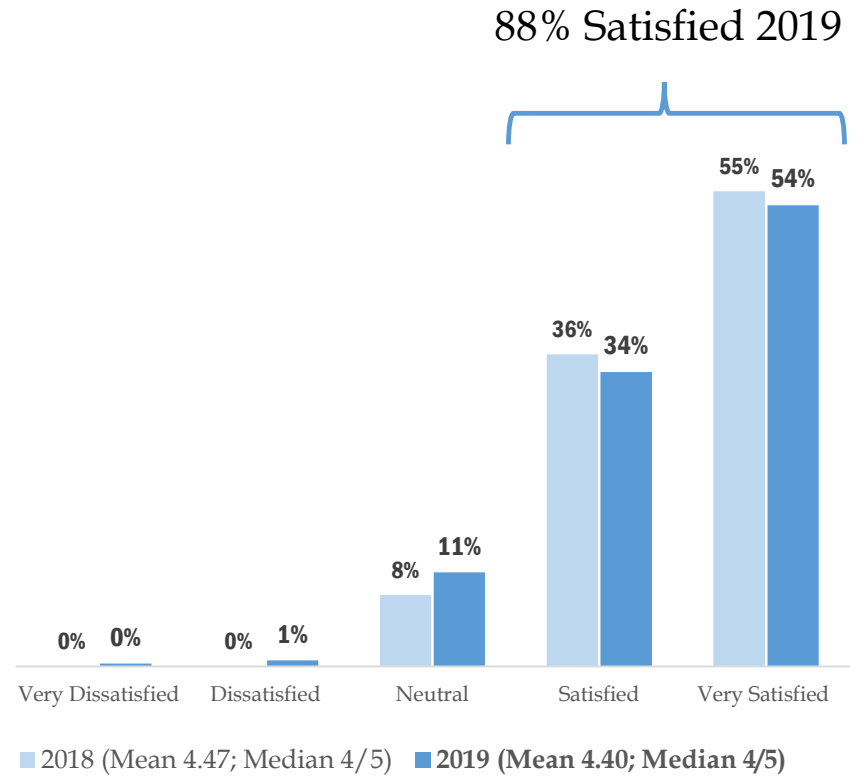
AGENCYWIDE SURVEY METRICS

Concerning products, services, and information provided online

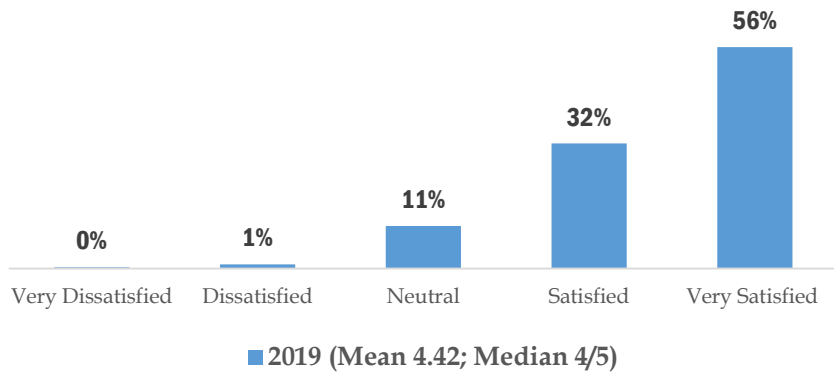
Quality



Meets your needs



Timeliness



Note: 6 surveys removed for response inconsistency.



CUSTOMER SATISFACTION SURVEY REPORT FY 2018-19

SC Wireless E911 Survey

- Survey was sent to 91 RFA Customers – 42 responses (48%)
- Survey was specific to customer satisfaction with:
 - Cost recovery process
 - Down from 4.83 to 4.68/5
 - Possibly attributable to call volume reporting requirements
 - Training provided by RFA staff for determining reimbursement eligibility
 - Up from 4.56 to 4.68/5
 - Quality communication of the staff
 - Up from 4.57 to 4.85/5
 - Outreach to 911 community regarding the implementation of NG-E911
 - Up from 4.44 during the planning stage to 4.64/5

CUSTOMER SATISFACTION SURVEY REPORT FY 2018-19

Precinct Demographics

- Survey was sent to 151 RFA Customers – 65 responses (43%)
- Survey was specific to customer satisfaction with:
 - Variety of maps available online
 - Up from 4.22 to 4.57/5
 - Quality of maps available online
 - Maintaining – 4.33 and 4.35/5
 - Responsiveness to inquiries and request
 - Maintaining – 4.83 and 4.84/5

Note: 6 surveys removed for response inconsistency.



CUSTOMER SATISFACTION SURVEY REPORT FY 2018-19

Takeaways:

- Customers continue to be very satisfied
 - No negative feedback regarding interactions with staff
- Staff interactions yield higher satisfaction
- Result distribution impacted by rating scale enhancements
 - No net effect on overall satisfaction
- Open lines of communication and fostering relationships with customers are keys to success
- Continuous review of processes and procedures in order to increase efficiency/timeliness without sacrificing quality standards

CUSTOMER SATISFACTION SURVEY REPORT FY 2018-19

New Survey Strategies/Content For Consideration

- Attaching a survey directly to the public website
- Assessing length of the customer relationship
- Assessing customer expectations from RFA over the next 3-5 years

Next Steps:

- Continue working with managers for ongoing improvement
- Conduct internal Information Technology Section survey

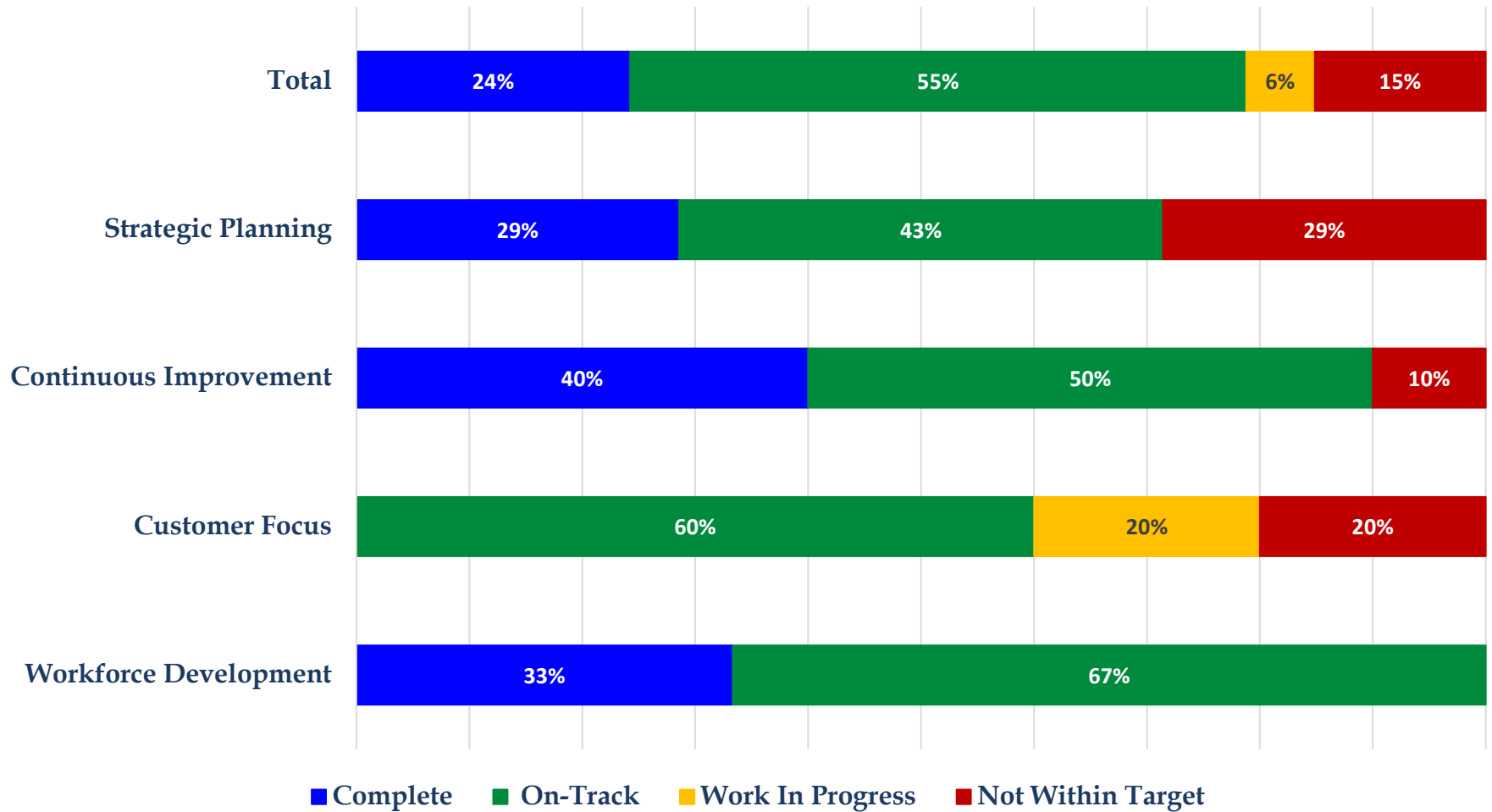
Future Detailed Survey Schedule

- February 2020: Geodetic Survey

STRATEGIC PLAN UPDATE



STATUS OF AGENCY GOALS BY PILLAR JULY 2018 - MARCH 2019



OTHER BUSINESS



THANK YOU!

SOUTH CAROLINA REVENUE AND FISCAL AFFAIRS OFFICE



Our mission is to provide independent research, analysis, and resources to facilitate informed policy decisions and administration of services.