



**SOUTH CAROLINA
REVENUE AND FISCAL AFFAIRS OFFICE**

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

FRANK A. RAINWATER
Executive Director

RFA BOARD AGENDA

August 24, 2017

**3:00pm or Upon Adjournment of BEA Meeting
Bowers Conference Room
Room 417, Rembert C. Dennis Building**

- I. Welcome
- II. Adoption of Meeting Minutes for June 20, 2017
- III. Employee Recognition
 - A. Tom Hall – Retirement (25 years)
- IV. Agency Matters
 - A. Customer Survey Results
 - B. FY 2017 Accountability Report – George Kokolis
 - C. FY 2018-19 Budget Plans – Diane Porter
 - D. RFA Organization
- V. Personnel Matter (Possible Executive Session §30-4-70 (a)(1))
 - A. Discussion of Agency Head FY 2016-17 Evaluation and FY 2017-18 Planning Stages
- VI. Other Business
- VII. Future Meetings
 - A. September 21, 2017, (If necessary; Upon adjournment of BEA Meeting), WebEx possible for Members
 - B. October 19, 2017, (If necessary; Upon adjournment of BEA Meeting)
 - C. November 9, 2017, (Upon adjournment of BEA Meeting), E9-1-1 Fee
 - D. December 14, 2017, (If necessary – Members via WebEx)
 - E. 2017 Calendar at <http://rfa.sc.gov/calendar>
- VIII. Adjournment

Please note that the Agenda is subject to change.



EMPLOYEE RECOGNITION

RETIREMENT

Tom Hall
Chief of Field Operations
Geodetic Survey



CUSTOMER SURVEY RESULTS



Byron Kirby
Lisa Jolliff



2017 Legislative Satisfaction Survey:

○ Surveys were emailed to 238 RFA legislative customers (56 responses, 24%)

- Member of the House: 124 sent, 26 responses (21%)
- Members of the Senate: 46 sent, 13 responses (28%)
- Legislative staff: 68 sent, 17 responses (25%)

○ Core areas of focus:

- Overall: Agency Satisfaction & Quality of Customer Service
- Assessment of:

Information received from RFA

Helpful

Informative/Thorough

Understandable

Meets your needs

Interaction with RFA Staff

Courteous

Professional

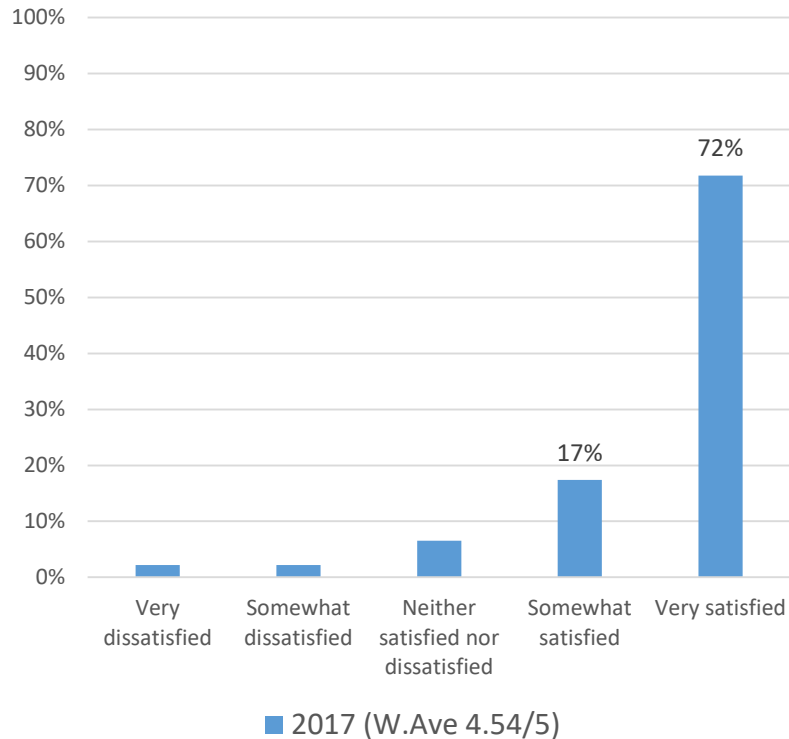
Knowledgeable

Timeliness of response

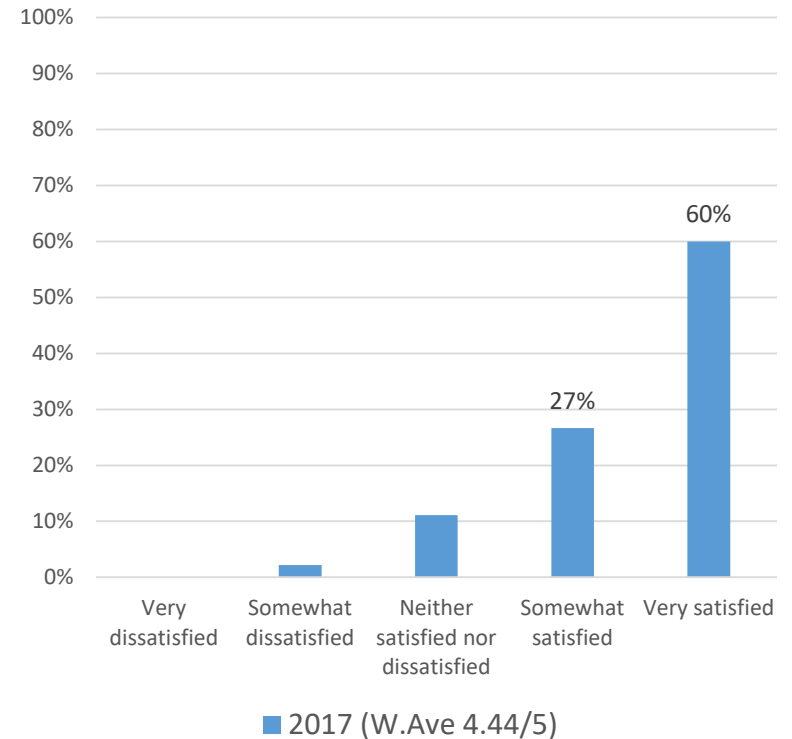


Legislative Satisfaction Survey:

Overall, how satisfied or dissatisfied are you with our agency?



How would you rate the quality of the customer service we provide?



Legislative Satisfaction Survey:

Information received from RFA

Programmatic focus areas:	Response %	Range ¹
• Appropriations Act process	51% (25)	4.00 - 4.12
• Fiscal impact statements/letters	94% (47)	3.93 - 4.15
• Economic analysis and reports – web	44% (22)	4.18 - 4.32
• Mapping or redistricting issues	28% (13)	4.31 - 4.38
• Web based Maps or Mapping Info.	13% (6)	4.17 - 4.50
• Other services	40% (19)	4.53 - 4.58

1: Rating scale: 1-Poor, 2-Fair, 3-Good, 4-Very Good, 5-Excellent



Legislative Satisfaction Survey:

Interaction with RFA Staff

Programmatic focus areas:	% Interaction ²	Range ¹
• Appropriations Act process	52% (13)	4.15 - 4.46
• Fiscal impact statements/letters	35% (17)	4.12 - 4.53
• Economic analysis and reports	NA	
• Mapping or redistricting issues	92% (12)	4.75 - 4.92
• Web based Maps or Mapping Info.	NA	
• Other services	36% (7)	4.57 - 4.57

1: Rating scale: 1-Poor, 2-Fair, 3-Good, 4-Very Good, 5-Excellent

2: Subset of those respondents who received information from RFA



Legislative Satisfaction Survey:

Takeaways:

- Overall, legislative customers are very satisfied
- Staff have developed strong relationships with customer base
- Customers reported concerns regarding timeliness
- Customers desire more in-depth analysis
- Customers are unaware of the scope of services that can be provided by RFA



Legislative Satisfaction Survey:

Lessons Learned:

- There was a need for additional control questions
- Timing of survey was an issue; survey should be sent in late May at the latest

Next scheduled Legislative Survey planned for 2019/2020



Legislative Satisfaction Survey:

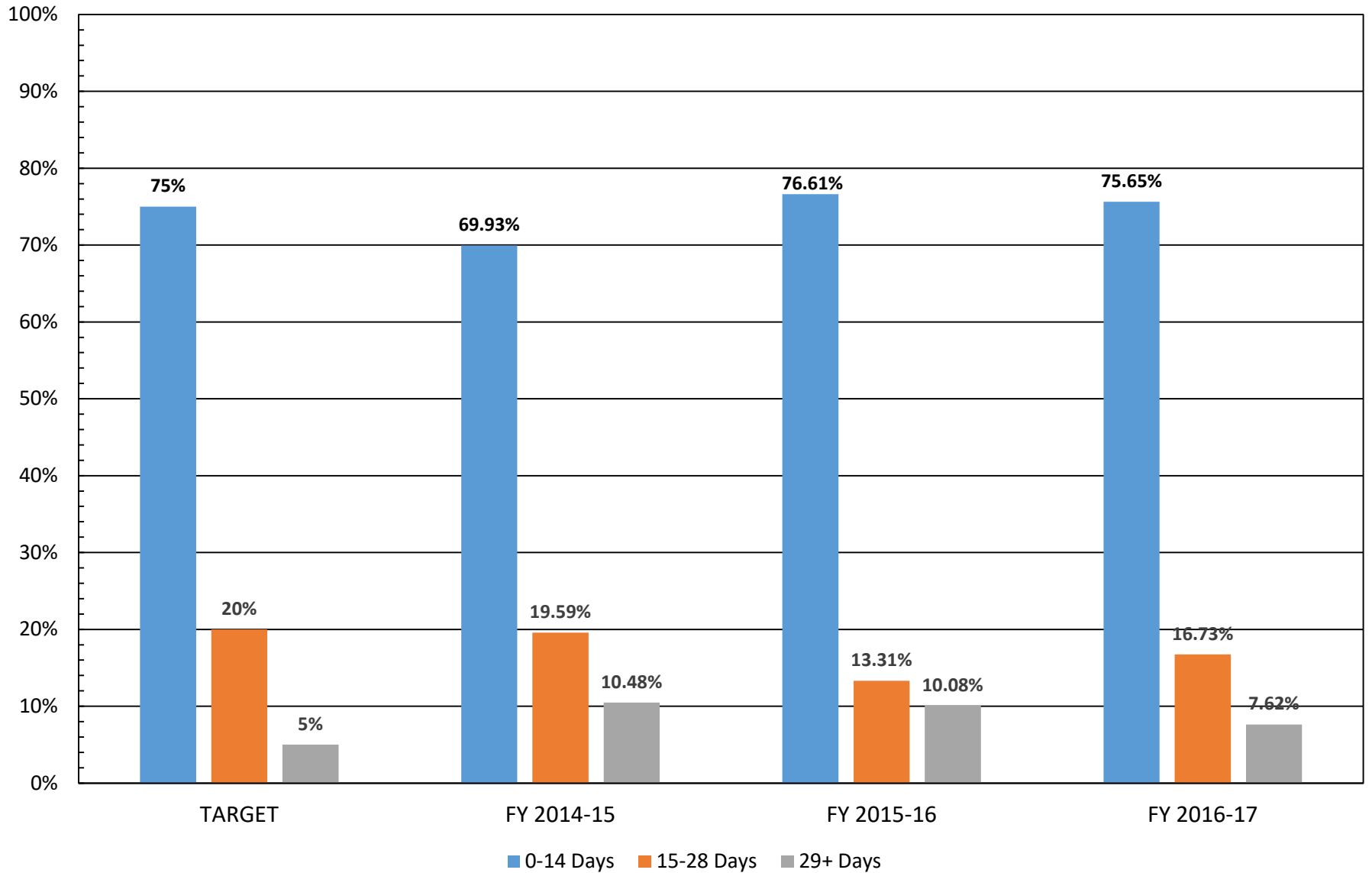
Survey Issues

- Timeliness
 - Expectations and ability to meet those expectations

- Quality of Information
 - How can we improve?



RESPONSE TIME FOR COMPLETED FISCAL IMPACTS AND ADVISORY LETTERS



Legislative Satisfaction Survey:

Timeliness

- Communicate with members and staff about our 14-day objective
 - How do we use those 14 days?

- Review sample of impacts
 - What are agency response times?
 - Do we need to change our internal timelines?
 - Are particular agencies or committees slower?

- Fill vacancies and formalize training



Legislative Satisfaction Survey:

Quality of Information

- Communicate with members and staff about purpose of fiscal impact statements
 - Policy statement for website
- Increase focus on data-driven conclusions and long-term impacts
- Collaborate with Health & Demographics to plan ahead for permission to use aggregate data
- Increase information provided on our website to improve customer access



FY 2016-17 ACCOUNTABILITY REPORT



George Kokolis

FY 2018-19 BUDGET PLAN

Diane Porter



FY 2018-19 Budget Plans

- RFA is requesting two FTE's and \$197,700 in order to comply with the recently enacted H.3969. The agency worked with the House Education and Public Works Committee and relevant agencies to prepare development of a Longitudinal Data System, regarding education and workforce in order for policy makers to better understand and evaluate student performance and career outcomes. RFA was assigned the responsibility to develop this system, coordinate and collect the data from other agencies, and provide analysis and statistics. The request represents the personnel cost of two statisticians to provide this work.
- No Changes to provisos are being requested. If the General Assembly introduces a codification bill to make current provisos into permanent, we will identify and request several of our provisos to be considered.



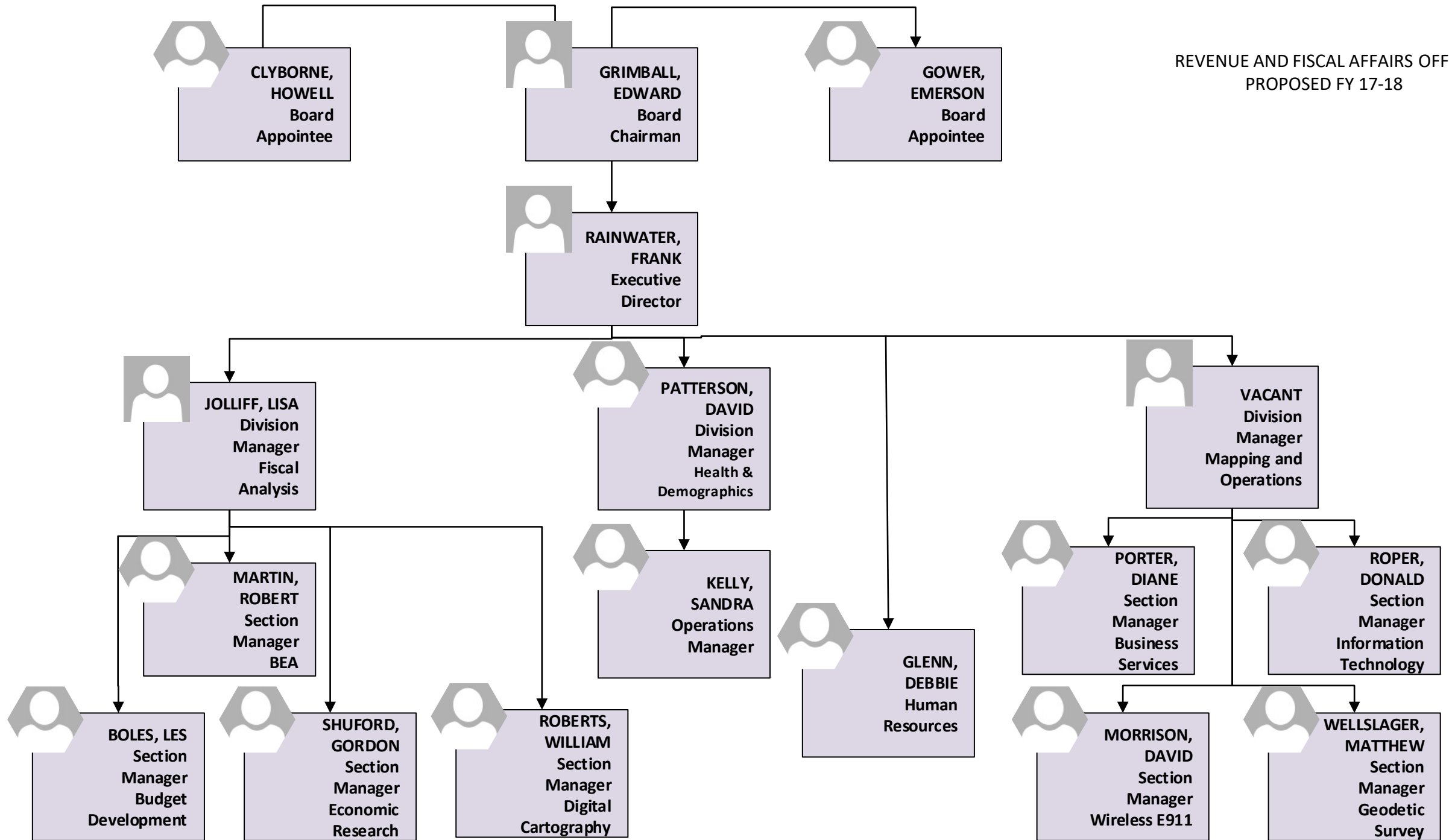
**Comparison of
FY 2017-18 Appropriations to FY 2018-19**

Budget Program		FY 2017-18 Appropriations			FY 2018-19 Appropriations		
		General Funds	Earmarked Funds	Total Funds	General Funds	Earmarked Funds	Total Funds
Category							
I.	ADMINISTRATION	162,708		162,708	162,708		162,708
	Executive Director						
	Special Items:						
	BEA Chairman's Allowance	10,000		10,000	10,000		10,000
	BEA Appointee Allowance	16,000		16,000	16,000		16,000
TOTAL ADMINISTRATION		188,708		188,708	188,708		188,708
II.	PROGRAM SERVICES						
	Classified Positions	2,610,532	2,187,157	4,797,689	2,730,532	2,187,157	4,917,689
	Unclassified Positions	130,621		130,621	130,621		130,621
	Other Personal Services	47,500	496,658	544,158	47,500	496,658	544,158
	Other Operating	829,966	2,281,289	3,111,255	859,666	2,281,289	3,140,955
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III.	Employee Benefits	1,088,886	949,170	2,038,056	1,136,886	949,170	2,086,056
TOTAL PROGRAM SERVICES		4,707,505	5,914,274	10,621,779	4,905,205	5,914,274	10,819,479
TOTAL REVENUE & FISCAL AFFAIRS		4,896,213	5,914,274	10,810,487	5,093,913	5,914,274	11,008,187

1)The difference is in General Funds due to request H.3969 ofr \$197,700

RFA ORGANIZATIONAL CHART





**PERSONNEL MATTER -
AGENCY HEAD EVALUATION
(Possible Executive Session)**



OTHER BUSINESS

