

EXECUTIVE DIRECTOR'S
ANNUAL REPORT TO THE

CONNECTICUT GENERAL ASSEMBLY
JULY 2011



Legislative Commissioners' Office
Office of Fiscal Analysis
Office of Legislative Research
Program Review and Investigations Staff Office

Office of Legislative Management
Information Technology Services
State Capitol Police Department
Legislative Library

Dear Members of the General Assembly,

During this past year, our nonpartisan staff offices continued to focus on ways to improve service to the General Assembly and implemented several significant initiatives.

The Office of Fiscal Analysis (OFA) worked intensively with Information Technology Services (ITS) on designing and creating specifications for a new budget software system critical to OFA's mission that will allow the office to create budgetary scenarios quickly and completely. OFA and ITS also implemented the Transparency Project, an online searchable database that makes all state expenditures available to public officials, staff, and the public at large.

The Office of Legislative Research (OLR) created teams that conducted in-depth research into important upcoming issues (state government and employees, economic development and jobs, public health and safety, education, and state and local budgets and revenues) and published background papers summarizing the findings. OLR also supplemented its usual coordination of the decennial redistricting process by dedicating a team of staff to support the caucuses and the Reapportionment Committee; the team is committed to carefully documenting current data and activities for guidance ten years from now.

The Legislative Commissioners' Office attorneys and administrative staff reviewed their drafting procedures and examined those of other states with an eye to streamlining and speeding up the production of bills and amendments while maintaining its standards of quality and accuracy. This work will continue, but changes were already implemented this past session that cut the budget bill drafting time significantly.

The Office of Legislative Management continued its ongoing focus on conserving energy, improving health and safety, cutting waste, and saving significant money in both the short- and long-run through several projects that included storm water management, sodium lights replacement, and installation of automatic towel and soap dispensers.

In addition to its major studies, Program Review and Investigations staff assisted the Commission on Enhancing Agency Outcomes; it analyzed proposals to make government more efficient and helped identify over \$470 million in potential savings to the state. Capitol Police, at no cost to the General Assembly, supplemented our video surveillance, electronic badge system, police patrols, and security technicians with the installation of an interactive video and audio communication system. "MutuaLink" is capable of linking our Capitol complex with local police and hospitals in the event of an emergency.

It is our privilege to support the work of the General Assembly, and we look forward to working with you during the coming year.

Sincerely,
D'Ann Mazzocca





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GENERAL ASSEMBLY AT A GLANCE

House – 151

52 Republicans, 99 Democrats

47 women, 104 men

35 new members

112 sessions (25 regular, 84 technical, 3 special)

Roll call votes – 381

Senate – 36

14 Republicans, 22 Democrats

9 women, 27 men

8 new members

110 sessions (23 regular, 84 technical, 3 special)

Roll call votes – 589

Staff – 585

451 permanent (231 nonpartisan, 220 partisan)

134 sessional (of which 16 also have interim appointments)

Old State House

Admissions – 11,000

Events – 22

Committees – 27

Meetings – 384

Public hearings – 184

Favorable reports – 1,389

Total bills and amendments filed – 3,132

Executive and Judicial nominations – 117

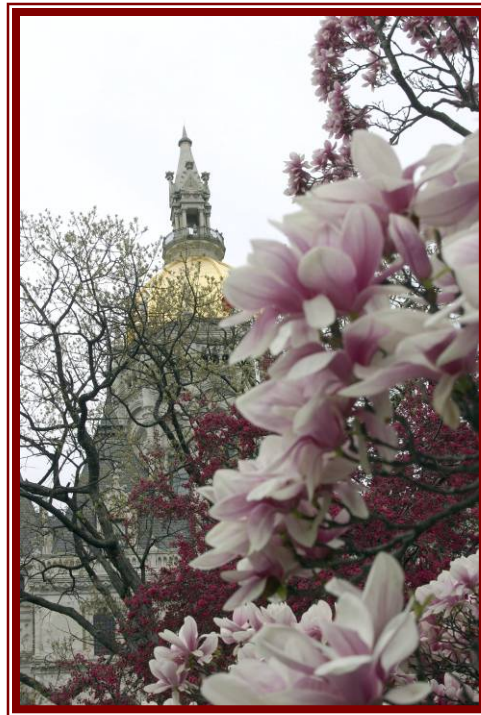
Acts – 274
(273 in regular sessions, 1 in special session)

Pieces of mail sent – 3,544,262

Copies made by central copy service – 3.1 million

Visitors touring the State Capitol (guided or self-guided) – 40,210

FY 11 General Fund expenditure – \$53,919, 619



COLLABORATION AND TEAMWORK

Orientation for New Legislators and Issues Conference

In the fall of 2010, staff from the Legislative Commissioners' Office (LCO), Office of Legislative Research (OLR), Office of Fiscal Analysis (OFA), and Program Review and Investigations (PRI) Committee began meeting with the Office of Legislative Management (OLM), legislators, and caucus and committee staff to prepare for the biennial New Member Orientation and the Issues Conference, which were held on November 17 and December 1, 2010, respectively.



Commission on Enhancing Agency Outcomes (CEAO)

The CEAO, established in February 2009 to identify ways to mitigate the state budget deficit, completed its work in the fall of 2010. PRI Committee staff assisted the commission with its final report and recommendations. LCO, OLR, and OFA staff worked closely with PRI and drafted and analyzed the recommendations.



Redistricting

Staff from the Office of Information Technology Services (ITS), OLM, and OLR worked with the staff of the four legislative caucuses to prepare for decennial redistricting. The nonpartisan redistricting "team" (1) recorded 2010 statewide and legislative election results by town with assistance from LCO's secretarial staff; (2) obtained, validated, and reconciled town and Census Bureau data for

multiple years; (3) contracted with consultants; (4) selected, procured, and installed redistricting software and necessary hardware; (5) coordinated and attended training sessions; (6) established the Reapportionment Committee's website; and (7) set up a public access redistricting workstation in the Legislative Library.



Joint Research Reports

Requests for legislative research frequently require collaboration between OFA and OLR. Most often this is accomplished by researchers and analysts sharing information. Occasionally, the need arises for a joint report. This past year, OFA and OLR collaborated on three such reports: (1) *State Obligations in Order to Receive Federal SFSF Education Funding*, (2) *Capital City Economic Development Authority—Six Pillars of Economic Development*, and (3) *Motor Vehicle Tickets*.



Interoffice Search Function Workgroup

OLR and LCO staff co-chaired a working group that discussed ways to improve the General Assembly's search engine. The group included members from each partisan and nonpartisan office. The discussions led to several improvements, which ITS implemented during the interim. ITS and the Legislative Library organized training sessions to inform employees of the changes.

transparency.CT.gov

PA 10-155 required OFA to establish and maintain a searchable Internet database of state expenditures, including state contracts and grants. Staff from ITS and OFA worked together to develop the website, which the public can now access on the General Assembly's homepage.

Briefings with the Nigerian National Assembly Service Commission



Last month Eastern Connecticut State University Professor Olugbenga Aayeni and Glenn Cassis, African-American Affairs Commission executive director, coordinated a visit by a delegation from the Nigerian National Assembly Service Commission to the General Assembly. Headed by the commission's chairman, Engr. Ahmen Dogondaji, the visitors were formally welcomed by members of the Senate and the House of Representatives. In addition, they met with representatives from OLR, LCO, OFA, OLM and the Legislative Library to learn about each office's responsibilities. Briefings covered the organization and structure of the nonpartisan staff, the legislative process, state budget, services for legislators, relationships between legislators and staff, and best practices. The delegation also toured the Capitol Police dispatch center and control room to learn about our security procedures.

We were saddened to learn that chairman Dogondaji passed away recently at home in Nigeria.

LEGISLATIVE COMMISSIONERS' OFFICE

Mission: To draft clear, concise, and constitutionally sound legislation; provide legal counsel; publish legislative documents; carry out other statutory duties; and provide fast and accurate service to help legislators and legislative staff do their work more effectively.

10 - 11 HIGHLIGHTS

Overview

LCO serves as the legal office for the General Assembly and, as such, drafts all legislation and amendments that the legislature considers and provides legal counsel to members and legislative committees. Attorneys staff each joint standing and select committee and advise chairpersons, committee members, and caucus staff on procedural matters and substantive questions of law. During the legislative session, LCO produces and publishes all file copies of bills that committees report favorably, reprints files that the House amends, and engrosses public and special acts for presentation to the Governor. During the interim, LCO publishes the Public and Special Acts and the General Statutes—a process that requires codifying and indexing new public acts and reviewing case law to update statutory annotations.

Bills, Amendments, and Joint Rules

- Drafted and processed 2,183 proposed bills and 3,027 fully-drafted bills, representing a 6% increase and a 5% increase, respectively, over the previous long (i.e., 2009) session
- Drafted and processed 61,425 pages of bills and amendments
- Drafted and processed 3,043 amendments, 293 of which were drafted during the last three days of the session
- Drafted the Joint, House, and Senate Rules for the 2011 - 2012 biennium and made substantive and technical recommendations to improve the legislative process

Interim Office Projects

LCO attorneys and staff formed numerous workgroups during the interim aimed at improving the office's service and products. One group developed a new "front of the budget" format to reduce processing time for budget bills and amendments. Another group looked at the bill and amendment preparation process and made recommendations to streamline the



flow of documents among attorneys, reviewers, and support staff. In the course of examining our processes, LCO attorneys and staff visited the drafting offices at the Massachusetts and Rhode Island state legislatures and the New York City Council and had discussions with the several other state legislative drafting offices.

Proposed Bills

- Drafted - 2,183
- Filed - 2,097

Bills Drafted

- Full Drafts - 3,027
- Pages - 42,652

Bills Filed

- Number - 1,355
- Pages - 10,925

Favorable Reports

- Committee JFs - 1,389
- File Copies - 903

Amendments

- Drafted - 3,043
- Released - 2,131
- Filed - 1,777
- Called - 426
- Pages Drafted - 18,773

Amendment Volume

- Days with more than 100 drafted – 12
- Number drafted in last three regular session days – 293

Regular Session

- Public Acts – 256
- Special Acts – 17

Proposed State Agency Regulations

- Number reviewed and analyzed for the Regulation Review Committee – 61

Additional workgroups improved and enhanced the office's computer programs and developed a Constitutional issues handbook for drafting attorneys. Another group examined issues involved in merging agencies and creating quasi-public agencies and provided a framework for use by the entire office in drafting such bills, which proved particularly helpful during session.

LCO continued to work with other offices and agencies. For example, attorneys assisted OLR in its Biennial Issues Conference for legislators and staff, participated in training programs for new legislators and legislative interns, and provided rules and procedure training for new legislators and committee leaders. They also staffed the CEAO and served on the legislative Paperless Task Force and the General

Assembly's search engine workgroup. Attorneys and staff met with various state agencies and organizations during the interim to facilitate better working relationships by gaining a mutual understanding of functions, roles within state government, and work processes.

Regulation Review Committee

As legal counsel to the Legislative Regulation Review Committee, LCO attorneys (1) review all proposed state agency regulations; (2) prepare comprehensive reports based on this review, together with a recommendation for committee action; and (3) advise the committee on the Uniform Administrative Procedure Act and procedural rules. Additionally, LCO has been working with the committee administrator, ITS, the Department of Information Technology, and various agency personnel to implement the recommendations of the legislative Paperless Task Force and transition to a "paperless" system. Beginning October 1, 2011, state agencies will be required to submit an "electronic copy" of their proposed regulations, not just the original.

FUTURE PLANS

During the 2011 interim, LCO will continue to work on projects to improve bill and amendment processing and provide training to state agencies on drafting regulations. LCO will also address other legal and legislative issues related to recent agency mergers.



OFFICE OF FISCAL ANALYSIS

Mission: To provide the General Assembly with independent, accurate, and timely financial information to help it make budgetary decisions and assess the fiscal impact of legislation under consideration. This mission is accomplished in a professional, nonpartisan manner.

10 - 11 HIGHLIGHTS

During the 2011 legislative session, OFA experienced several transitions and undertook several new initiatives. Among other things, it:

- Reorganized its unit structure and essential responsibilities to better assist legislators and staff in topic areas demanding greater attention
- With the assistance of ITS, implemented an online searchable database of state expenditures pursuant to PA 10-155 that covers: state agency expenditures, employee compensation, grants, contracts, vendor payments, and pensions
- Established a website team that collected user feedback, researched comparable sites, and explored design best practices and, with the assistance of ITS, rolled out a streamlined, organized, and updated version of OFA's website
- Developed a monthly surplus/deficit report for the General Fund that includes summary and detailed information about expenditures and revenue
- Implemented improvements to the FAC process and report that included uniform style updates and the provision of additional information to policymakers (e.g., projected surpluses and deficiencies by account and tables outlining available funding)



Fiscal Analysis

- Analyzed 94 preliminary bills for the Appropriations and Finance committees
- Analyzed 95 floor referral bills for the Appropriations Committee, indicating whether funding was included in the FY 12 and FY 13 budget
- Analyzed three stipulated agreements and two Memoranda of Understanding, wrote associated fiscal notes and analyses, and provided detailed background information to the Appropriations Committee
- Provided ongoing analysis of the 2011 State Employees Bargaining Agent Coalition (i.e., SEBAC) agreement

Fiscal Notes

- Bills - 810
- Bills as amended - 182
- Amendments - 2,127

Finance Advisory Committee

- Reviewed and analyzed 40 items for seven meetings
- Total Transfers (all funds basis) - \$440.2 million

Results Based Accountability (RBA)

In 2005, the Appropriations Committee started a pilot program to implement RBA—a policy-making method that begins with the identification of societal goals and then moves on to analyze the specific means of achieving those goals. Since then, OFA has assisted the committee and its subcommittees with several RBA initiatives. During the last year, OFA:



- supported the RBA Report Card Forum, a week-long session where 44 agencies presented their 2011 Report Cards to the Appropriations Committee
- developed RBA Report Cards for 80 agency programs (44 new and 36 updated)
- prepared Appropriations Committee members on RBA concepts for the February budget and RBA hearings
- directed 10 training sessions with over 200 people from 37 agencies on best uses of RBA and proper Report Card development

Major Reports

- *FY 11 - FY 14 Fiscal Accountability Report*, November 2010
- *Consensus Revenue*, October 2010, January and April 2011
- *Monthly General Fund Budget Projections*, first monthly statement issued January 25, 2011
- *Synopsis of the Governor's FY 12 - FY 13 Biennial Budget*, February 2011
- *Statutory Formula Grants Program Summaries*, February 2011
- *Appropriations Committee Budget Report for FY 12 - FY 13*, April 2011
- *Estimates of Statutory Formula Grants to Towns*, June 2011
- *FY 12 - FY 13 Biennial Budget (Agency Budgets)*, June 2011

State Bond Commission

Reviewed and analyzed 226 State Bond Commission agenda items for seven meetings totaling:

- \$853.6 million in new General Obligations bonds
- \$154.8 million in reallocated General Obligation bonds
- \$1,073.7 million in Special Tax Obligation bonds

Regulation Review

- Reviewed and analyzed 60 items for 12 Regulation Review meetings

Presentations

- FY 11 - FY 14 Fiscal Accountability Presentation to the Appropriations and Finance committees, November 2011
- Briefings on the status of RBA projects with various state agency personnel and Appropriations Committee members
- How to Read a Budget Sheet: A Workshop for Legislators and Staff, February 2011

OFFICE OF LEGISLATIVE RESEARCH

Mission: To help the General Assembly make policy and serve the public by providing accurate, timely, and objective research, policy analysis, and assistance in the development of legislation.

10 - 11 HIGHLIGHTS

Website Improvements

During the 2010 interim, OLR revamped its website to include more useful information and to make it easier to search. The new site features:

- 2011 Focus Areas—areas the office focused on during the interim in preparation for the session
- Map Room—maps, charts, tables, and graphs on various topics, ranging from town boundaries to bike trails
- 2011 Major Acts
- Hot Topics—reports thought to have broad appeal
- OLReporter—a daily news blog of articles and reports



Reports

- Number - 461
- Pages - 2,747
- OLR Responses (e-mail reports) - 695

Report Requests by Party and Chamber

- Democrats - 291
- Republicans - 100
- House - 221
- Senate - 170

Legislative Analysis

- 2011 bill analyses - 1004 documents representing 4,549 pages written
- 2010 public act summaries - 199 documents representing - 595 pages written

OLR Webpage (daily averages)

- Visitors - 785
- Pages viewed - 1,855
- Session length - 5:58 mins.

Biennial Issues Conference

The 2010 Issues Conference focused on the economy. OLR staff facilitated two sessions: Municipal Fiscal Stress and the State-Local Balance and Developing Connecticut's Economy. Before the conference, OLR staff prepared a series of reports on the state of Connecticut's economy and contacted local experts to serve as panelists.

Traditional and New Approaches to Research

Just as they have for many years, legislators contacted OLR for reports on Major Issues, Major Acts, Bill Tracking, the Veto Package, and Acts Affecting (e.g., real estate, insurance, business, housing, and municipalities).

This year OLR took a different approach to research in an attempt to be more proactive. The entire office was divided into six teams: state employees, economic development and jobs, public health and safety, education, state and local budget and revenue, and state government. Team members met regularly during the interim to discuss different issues and policies and wrote background papers, including:

OLReporter
(since November 2010)

- Blog entries - 350
- Issue areas covered - 23
- Blog visitors - 21,676
- Visitors by country (top five):
 - U.S. - 15,489
 - Iran - 2,048
 - Germany - 117
 - Canada - 115
 - UK - 76

- *Medicaid Provisions in Federal Health Care Reform—Implications for Connecticut*
- *Indicators of Municipal Fiscal Stress*
- *Public Employee Pension Changes in Other States*
- *Guide to State Personal Income Tax*
- *The Future of Transportation Finance*

OLR reports are often used as a resource by reporters, bloggers, and authors. This past fiscal year was no exception as the office's reports were cited by *The Hartford Courant*, *Westport Now*, *Victoria Advocate*, *New Haven Register*, United Way, Federation of Connecticut Taxpayer Organizations, A Connecticut Law Blog, The CT Mirror, Political Capitol, Connecticut Employment Law Blog, the Connecticut Appellate Court, and the Connecticut Supreme Court, among others. An OLR report was also cited in a brief seeking review by the U.S. Supreme Court (see petitioner's brief requesting a writ of certiorari in *Nevada Commission on Ethics v. Carrigan*).

Redistricting

The legislative leaders appointed members to the bipartisan Reapportionment Committee, which is required by federal and state laws to redraw district boundaries. State law requires the committee to submit its redistricting plan by September 15, 2011. A member of OLR staff serves as the committee's public information officer, and the office director is the committee's project coordinator. OLR's redistricting team prepared reports on frequently asked redistricting questions and other stated redistricting websites. Based on information collected for the website report, staff recommended content for the committee's website. OLR also reported recommendations on the use and operations of the public access redistricting terminal. The team arranged and attended the Reapportionment Committee's public hearings in each state congressional district, providing research and other assistance as needed. Lastly, OLR staff assisted the committee by creating a variety of maps, including addresses of newly elected legislators, voting districts, and population shifts by race and ethnicity.



FUTURE PLANS



OLR is constantly looking for ways to improve the contents and delivery of its products and services. The office plans to form a team to evaluate changes to the website, with particular attention on the blog. The office is also evaluating its 2010 teams in an effort to ensure that 2011 teams meet internal and external needs. OLR will staff task forces and study groups that the 2011 General Assembly created, providing research and other assistance as needed. These include task forces on the achievement gap, domestic violence, and paperlessness.

PROGRAM REVIEW AND INVESTIGATIONS COMMITTEE STAFF OFFICE

Mission: Assist the Legislative Program Review and Investigations Committee to fulfill its statutory charge to review state government agencies, programs, and administration to determine if the programs are effective; continue to serve their intended purposes; are conducted in an efficient and effective manner; or require modification, restructuring or elimination.

10 - 11 PROJECT HIGHLIGHTS

- ***Egovernment implementation:*** Looked at e-government initiatives among Connecticut state agencies from the perspective of citizens and businesses, access to state information, and the availability of various electronic interactions. Applying best practices, the committee recommended short-term changes to improve the state’s main portal, CT.gov, and adopting a long-term strategy to deliver “one-stop” online services that cut across agencies.
- ***Higher education governance structure:*** Based on interviews, consultation with national experts, and other study methods, found deficiencies in Connecticut’s higher education policy leadership and accountability mechanisms. The committee recommended that a leadership group develop a public agenda for higher education that assesses higher education needs, creates strategies to meet these needs, sets goals and monitors progress, and changes financial and other policies to better align with the state’s higher education goals.



2010 and 2011 Studies Completed

- *Assessment of Connecticut’s Implementation of E-Government*
- *Higher Education Governance Structure*
- *Connecticut State University System Administrative Functions*
- *RBA Pilot Project: DOT Project Delivery*
- *Connecticut’s Regulation of Propane*
- *Mid-Connecticut Resources Recovery Facility Transfer process Project*
- *Special Project: Staffing CEAO*

- ***Connecticut State University System (CSUS) administrative functions:*** Prompted by a request to examine the administrative functions growth rate, possible duplication of certain administrative functions, and costs of administrative services in Connecticut’s higher education system, the study examined CSUS administrative functions. Among the key findings: there are many, high-level administrators across CSUS four campuses and system office; staff levels vary across the universities; and only two of eight administrative areas (internal audit and government affairs) are performed solely at the system office.

- **RBA pilot project:** Undertaken to fulfill the second phase of the Program Review Committee's effort to test the use of an RBA approach for its legislative oversight work, this pilot focused on project delivery implementation by the Department of Transportation, specifically the process from formal project initiation through completion. Multiple recommendations addressed overarching issues such as the need to embed data-driven management and performance measures within the department, and more specific issues relating to on-time and on-budget performance.
- **CEAO:** Pursuant to Public Act 09-7 (Sept. Sp. Sess.), staff assisted the commission (which included the PRI co-chairs) with its efforts to find budgetary savings in FY 10 (\$3 million) and FY 11 (\$50 million). Staff assisted CEAO with analyzing the 50-plus proposals that the commission explored to save money and make government more efficient. The final report encompassed proposals spanning areas such as personnel, agency functions, consolidation or mergers, contracting and purchasing, and revenue maximization (federal and state) and also identified over \$470 million in potential savings.



Other Activities

2011 Studies Underway

- *Adolescent Healthcare in Connecticut*
- *Provision of Selected Services for Clients with Intellectual Disabilities*
- *Educator Professional Standards Boards*
- Other topic(s) under development

- PRI staff were involved in the Assessment of Connecticut's Implementation of E-Government study and made a presentation regarding its final report to the Connecticut Academy of Science and Engineering (CASE) for a project CASE was conducting on *Guidelines for Development of a Strategic Plan for Accessibility to Broadband Services in Connecticut*.
- Created a comprehensive state government organizational chart and assisted OLR and OFA in compiling individual agency organizational charts as a resource for partisan and nonpartisan staff.

- Became knowledgeable in how to access information stored in CORE-CT (Connecticut state government's core financial and administrative computer system) and analyze personnel, payroll, and other stored data that may be useful to CEAO, other PRI studies, and nonpartisan staff offices.



OFFICE OF LEGISLATIVE MANAGEMENT

Mission: To provide administrative, financial, compensation, and human resources services to the General Assembly and oversee the management and maintenance of all buildings and grounds under its control for the benefit of legislators, staff, and the public.

10 - 11 HIGHLIGHTS

Facilities

- Partnered with the Department of Environmental Protection and the Metropolitan District Commission to implement environmentally-friendly storm water management methods, at no cost to the General Assembly, including replacing a portion of the driveway and parking area with pervious asphalt and installing permeable concrete sidewalks, three rain gardens, a roof garden, and a rainwater capture tank to reduce the amount of irrigation water purchased



Facilities

- Preventative maintenance work orders - 4,791
- Work requests - 9,462
- Legislator office moves - 115
- Workstations modified or built - 159
- Offices painted - 90

Mail (pieces)

- Regular - 1,890,088
- Districtwide - 1,654,174

- Completed several energy reduction projects representing an annual operating expense reduction of \$91,400 and with a net cost after rebates of only \$22,843, including:
 - Replacing 130 watt high pressure sodium light fixtures in the parking garage with 56 watt fluorescent fixtures, resulting in a \$20,000 reduction in energy costs
 - Retrofitting high pressure sodium light fixtures on the parking level to accept 40 watt compact fluorescent bulbs, resulting in a \$20,000 reduction in energy costs
 - Completing a series of energy efficiency projects in the Capitol, resulting in a \$40,000 reduction in utility expenses

- Converted to hands-free paper towel dispensers, which will yield \$7,900, or 39%, in annual savings
- Switched to auto foam soap dispensers, which will yield 52% in annual savings
- Contracted with in-house facilities contractor, Guardian Facilities Services, for the semi-annual roof inspection, resulting in \$11,380 in savings

Front Office

- Building use applications - 335
- Concourse tabletop displays - 135
- Events on grounds - 76
- Concourse wall displays - 54
- Legislator travel requests - 7
- Staff travel requests - 58
- Public hearing transcripts - 184
- Event set-ups - 677
- Stationery orders - 419

Items Sold to Legislators

- Citation frames - 1033
- Pins - 844
- Folders - 3,035
- Flags - 201

Old State House

Over the last year, the Old State House hosted, among other things:

- Visa Championship activities, including gymnastics demonstrations; morning fitness; the Visa Fan Fest, and other hospitality and fan activities
- *Journey's of Identity*—a National Theatre of the Deaf play
- Lear Family Foundation, Declaration of Independence display
- Barnum & Bailey Elephant Brunch
- National 9/11 Flag and Flag Day Celebration
- School visitors from 43% of Connecticut towns, a 38% increase over the previous year
- Eleven lunchtime lectures through the ongoing Lecture Series



Benefits, Wellness, and Charitable Giving

- Introduced the state's new MEDFLEX benefit, enabling legislators and staff to set aside pre-tax dollars for uncovered medical expenses
- With the help of ITS, updated and enhanced the electronic timekeeping system, *HRConneCT*, to include more detailed, self-service features
- Staffed the Wellness, Safety & Health Committee, which sponsored flu shots, mobile mammograms, CPR training, Take the Stairs Day, and the Annual Hands Across the Hall Holiday Breakfast
- Coordinated a successful Campaign for Charitable Giving, raising \$36,572 (an 8% increase over last year) through an auction, used book and bake sale, and Dress Down Day
- Sponsored an ergonomics study in which 109 employees participated
- Implemented the second phase of a new requirement that certain employees contribute 3% to a fund for retired state employees' health care coverage

Benefits

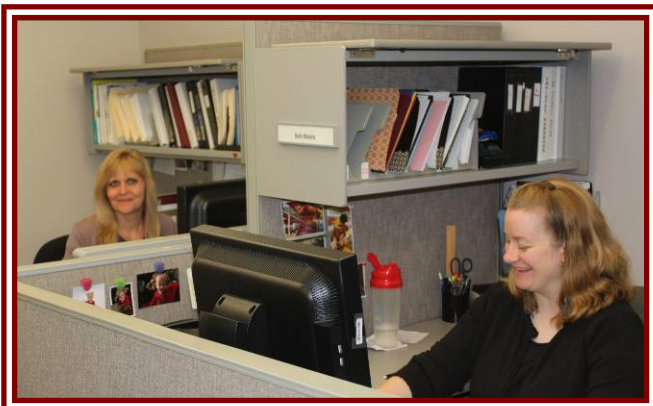
- Paychecks issued – 15,603
- Workers' compensation claims – 8
- Employees participating in the sick leave bank – 58%

Training

- Participants in training offered by DAS or community colleges – 113
- Classes offered through the Legislature's Training and Staff Development Program – 68 (552 participants)
- Training Development Certificates awarded – 27
- Tuition reimbursement program participants – 25
- Diversity awareness program participants – 39

Employees

- Regular employees hired – 42
- Regular employees who terminated – 40
- New legislators processed – 41
- Employees and legislators with direct deposit – 92% and 76%, respectively
- Legislators submitting monthly mileage information online – 57%



Training and Development

- Hosted the 12th Annual Training and Development Recognition Breakfast, awarding 27 certificates and bringing the 12-year total to 265
- Provided mandatory sexual harassment prevention training to supervisors and new legislators
- Coordinated the biennial New Member Orientation in November 2010 and again in March 2011 due to the large number of special elections
- Introduced the 360° Leadership Certificate program to help employees realize their unique ability to have influence in all areas of the organization and capitalize on that influence to create career growth opportunities



Fiscal Items

- Purchased hardware for the Reapportionment Committee's redistricting project and developed a report to track related expenditures
- Implemented a cash receipts system allowing users to issue receipts, create journal entries, and research deposit history in a secure PeopleSoft environment
- Developed a new PeopleSoft report for tracking State Election Enforcement Commission information required to complete the Annual Gift and Campaign Report
- Increased the use of state and federal cooperative purchasing agreements to streamline the bidding process
- Began printing the daily bulletin and engrossed bills in the OLM Service Center to save money

League of Women Voters' Tours

- Provided 1,453 tours to 28,210 visitors
- 24,702 visitors were school age
- Primary focus is on student groups:
 - 1st graders - 27
 - 2nd graders - 107
 - 3rd graders - 2,000
 - 4th graders - 14,243
 - 5th graders - 2,935
 - 6th - 8th graders - 1,827
 - 9th - 12th graders - 2,202
 - College - 346
 - Various ages - 1,015
- Visitors came from 150 Connecticut towns, 48 states, and 65 foreign countries (Hartford, California and Germany, respectively, were the most popular)
- Provided self-guided tour brochures to approximately 12,000 visitors

FUTURE PLANS

- Implement the PeopleSoft Asset Management module to enhance the ability of asset custodians to track asset changes online and increase reporting capabilities
- Provide staff and legislators with benefit information on, and coordinate informational meetings about, a new long term care insurance vendor
- Improve the availability of HR information and forms
- Complete and implement a five year strategic plan for the HR department

INFORMATION TECHNOLOGY SERVICES

Mission: To enhance the productivity and performance of the Connecticut General Assembly by providing the best possible solutions through our offerings of services, support, and technology.

Vision: The Connecticut General Assembly Office of Information Technology Services is the leading model for providing IT services and support to a state legislative branch.

10 - 11 HIGHLIGHTS

- Reconfigured the CGA network and upgraded critical network equipment to improve security, performance, and stability
- Provided data encryption protection for all laptops to protect against unauthorized data access in the event that equipment is lost, stolen, or compromised
- Participated in the Task Force to Study the Conversion of Legislative Documents from Paper to Electronic Form and implemented various changes to support task force decisions, including (1) adding additional PCs and printers for public use and (2) posting electronic reports of file copies, Public Acts, and House and Senate amendment receipts on the General Assembly's homepage
- Made significant modifications to the legislative document search application based on requests and recommendations from the inter-office search function workgroup
- Created new websites for the Capitol Preservation and Restoration Commission and Reapportionment Committee and completed major revisions to existing websites for the Old State House, OFA, OLR, African-American Affairs Commission, and the Appropriations Committee's RBA page
- Implemented workstation power usage policies to achieve significant cost savings associated with a reduction in overall energy consumption



FUTURE PLANS

- Prepare for the Fall of 2012 PC hardware and software rollout
- Collaborate with OFA to implement and support a new Budget Analytics System
- Install and configure a new Storage Area Network to meet rising data storage and performance expectations

CGA Internet Activity

(Daily Averages)

- Visitors - 5,690
- Pages viewed - 34,548
- Session length - 4:05 mins.

Help Desk

- Total Calls - 9,888
- Calls during session - 5,730
- Closed on first contact - 6,144
- Closed within 24 hrs - 8,425

Training

- On-Site Training - 149
- On-Site Attendees - 582
- Off-Site Training - 12
- Off-Site Attendees - 32

STATE CAPITOL POLICE DEPARTMENT

Mission: To support the General Assembly by creating a safe and secure environment in which to conduct the legislative process.

10 - 11 HIGHLIGHTS

- Installed the Mutual-Link system, enhancing the SCPD's ability for interoperable communications with local police and hospitals
- Upgraded ID badge and access systems
- Successfully managed large-scale events in the Capitol complex, including Trooper Hall memorial services, the governor's inauguration, and the UCONN Men's Basketball national championship victory parade and rally



FUTURE PLANS

- Train personnel in new less-lethal weapons systems as an alternative to the use of force
- Department-wide certification in crisis intervention training
- Earn reaccreditation by the National Commission on the Accreditation for Law Enforcement Agencies in the spring of 2012 following an onsite review in the winter of 2011

Incidents

- Demonstrations/Protests – 29
- Threat Complaints – 8
- Suspicious Persons – 42
- Suspicious Packages – 134
- Suspicious Vehicles – 5
- Criminal Arrests – 30
- Medical Calls – 64
- Responses to Hazardous Conditions – 17
- Fire Alarms – 16
- Motorist Assists – 62
- Larcenies – 4
- Motor Vehicle Violations – 373
- Formal Complaints Against Officers – 0
- Responses to Individuals in Crisis – 4



LEGISLATIVE LIBRARY

Mission: To provide professional assistance to General Assembly members and staff by identifying, acquiring, and disseminating information resources relevant to legislative functions; developing and maintaining appropriate bibliographic tools; educating users in the research process; and responding to changing information technology.

10 - 11 HIGHLIGHTS

- Created 17 bi-weekly topical news updates and disseminated to legislators and caucus and nonpartisan staff by email (81 legislators and staff subscribe to one or more updates titles)
- Reorganized library space for better reference service and increased shelf space for our print collection
- Conducted research training workshops for new analysts
- Taught research skills to, and graded research projects of, 75 student interns
- Participated in seminar for UConn Law School legal and legislative clinics
- Developed a series of research courses for legislative staff to be held during the 2011 interim
- Conducted legislative research seminar for Southern New England Law Librarians Association
- Participated in continuing education and professional development webinars and workshops through the Connecticut State Library, American Association of Law Libraries, National Conference of State Legislatures, and Lexis-Nexis
- Continued oversight of mandated reports database, tracking and collecting approximately 650 individual reports required by law to be submitted to the General Assembly
- Maintained the legislative appointments database containing over 133 active boards, commissions, and task forces



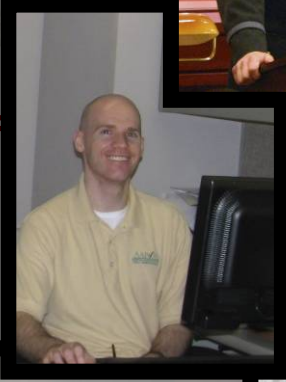
Library Statistics

- Reference requests – 2,071
- Requests requiring more than one librarian to complete within deadline – 118
- New items collected and classified – 2,573
- Periodical tables of contents routed to legislators and staff – 4,800
- E-mail news alerts compiled and disseminated – 832

- Developed and maintained a task force activity status document
- Created a database of historical data on legislators
- Continued to update several legislative information databases
- Advised Paperless Task Force on the use of legislative documents
- Indexed the OLR *Summary of 2010 Public Acts*

FUTURE PLANS

- Launch revamped library website
- Expand outreach to legislative community
- Provide personal Lexis-Nexis training and research instruction



2010 - 2011



MEMO TO READERS

Please let us hear from you. Does this report give you the information you need on the operations of these nonpartisan offices? Is something missing?

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