

Office of Legislative Research  
and General Counsel

# Mission and Performance Measurements

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Presented by Michael E. Christensen, PhD.

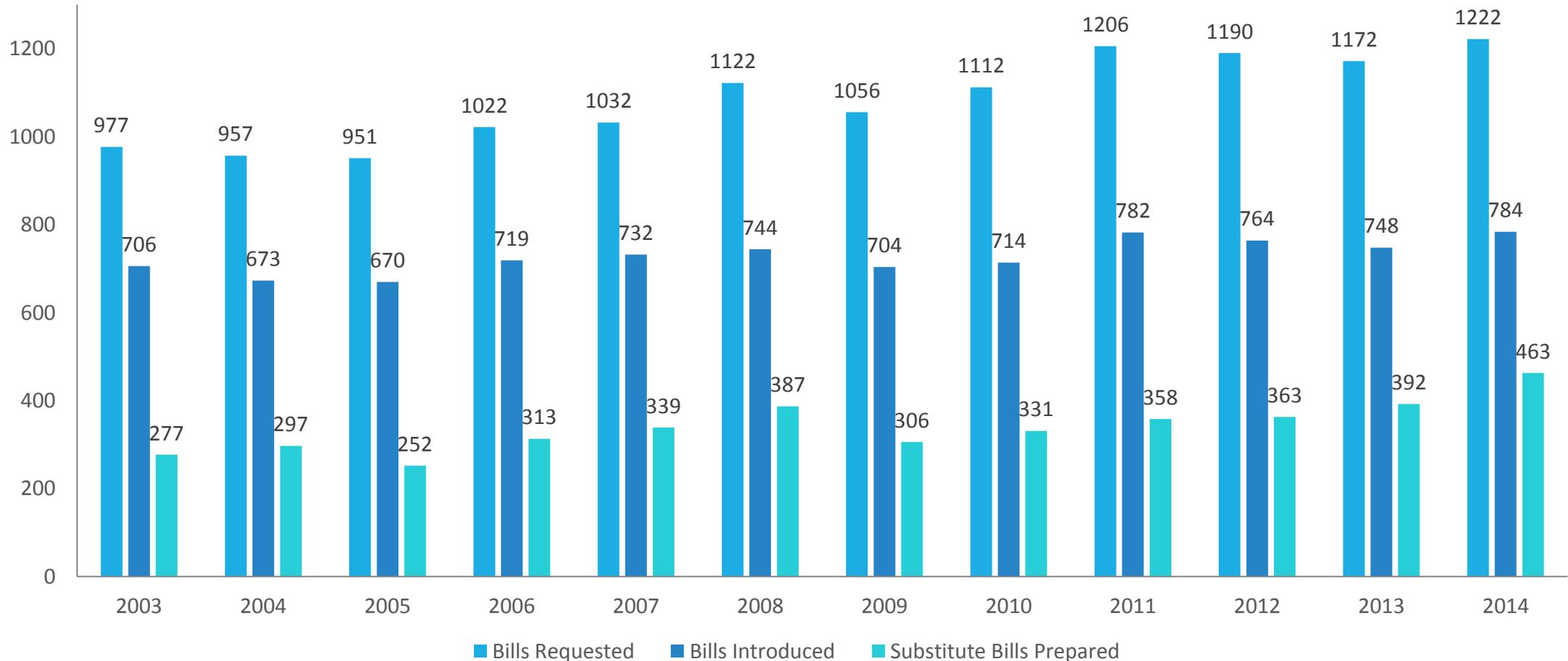
Director

Office of Legislative Research and General Counsel

Utah Legislature

# Bills Requested, Introduced, and Substituted

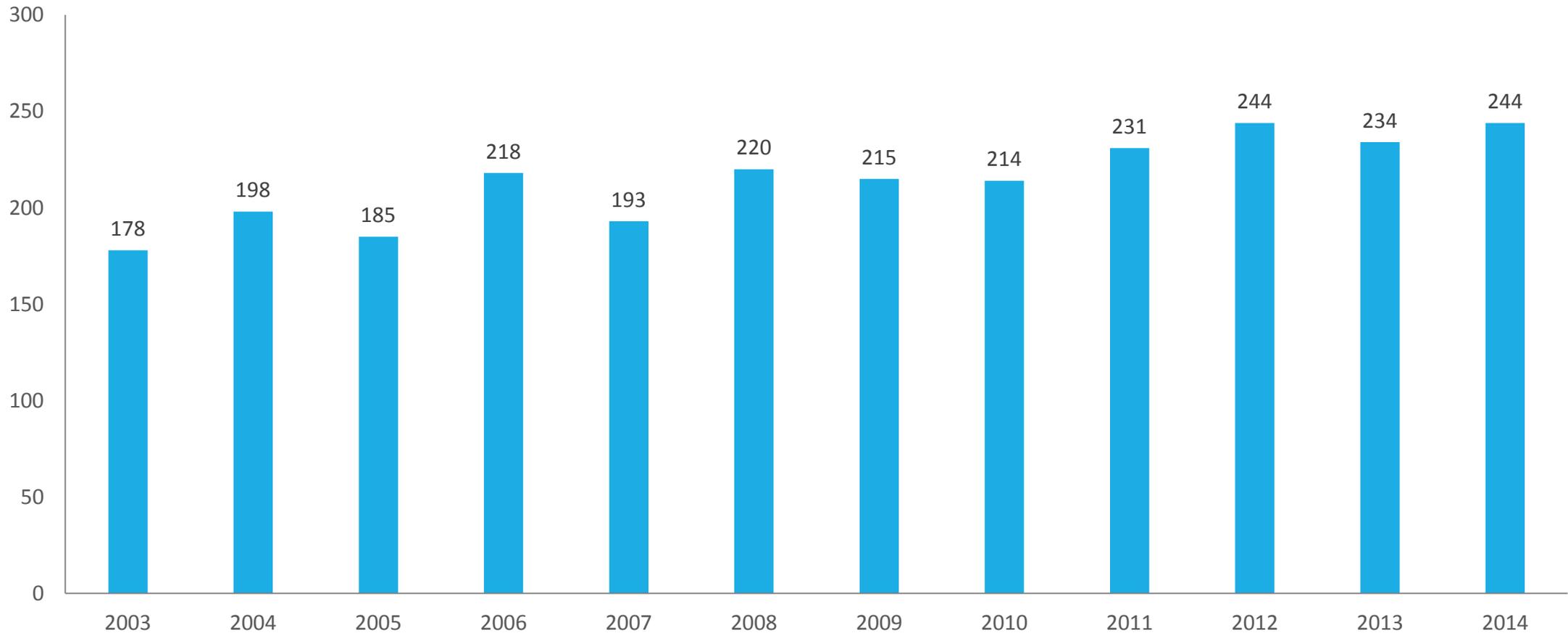
2003 to 2014 General Session



# Utah Legislature Priority Bills Requested

## 2003 to 2014 General Session

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# Information Technology Projects

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- Managed purchase/integration of cell phones into legislative environment
- Voting system developed in-house after purchased system had problems
- Assisted in website redesign
- Updated bill tracking system
- Inserted code section links in bills
- Automation of documents into SharePoint
- Migrated from Novell to Microsoft Office 365
- Replaced legislative phone system with current technology (Mitel)
- Pushed bill information system to Utah Interactive
- Managed shift from Real Audio to cloud-based streaming system

# Other Legal Services

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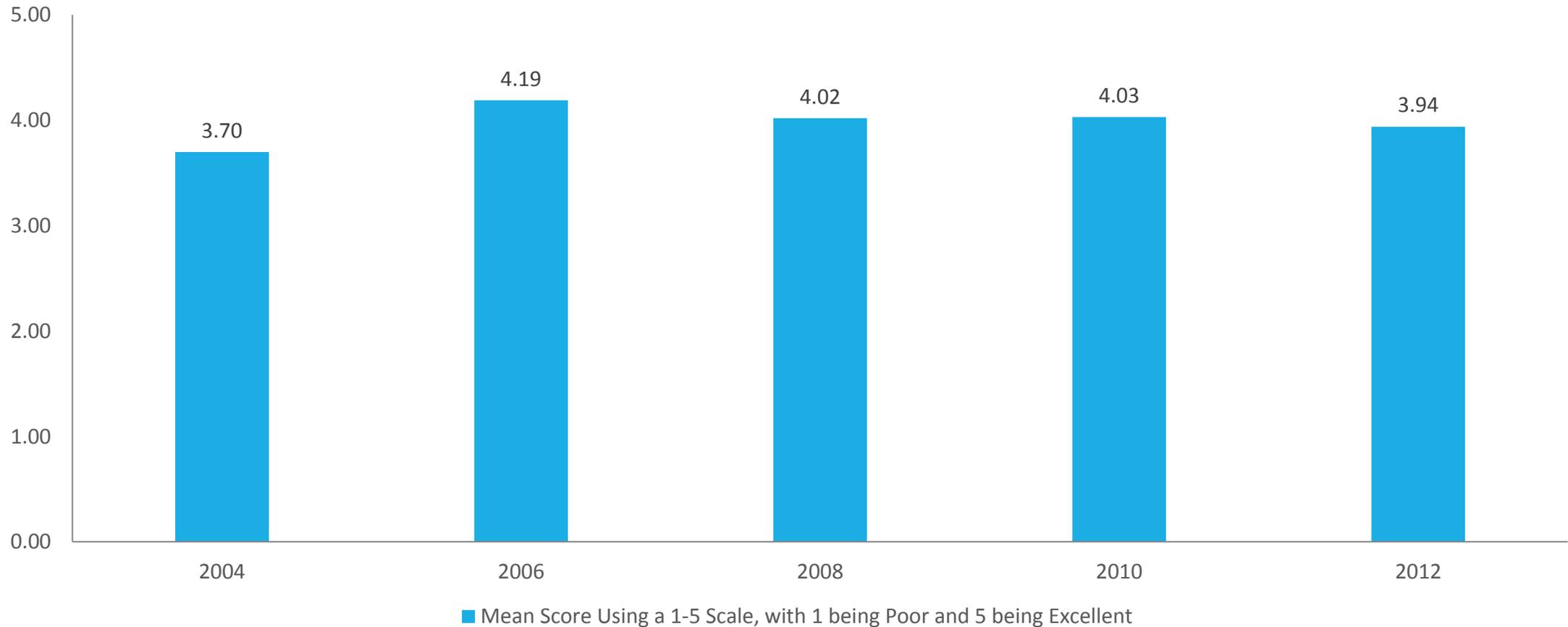
- Litigation – represented the Legislative institution’s interest in court as a plaintiff, defendant, or “friend of the court.” (Number and scope have dramatically increased since 2008.)
  - 2 Briefs and Arguments to the Utah Supreme Court (S.B. 2; ethics initiative)
  - 7 Briefs and Arguments to the State District Courts
- Issues Involving Substantial Legal Analysis
  - GRAMA requests
  - Ethics initiative analysis
  - Navajo Trust Fund Settlement
  - Health care reform
  - Federalism issues
  - FLDS trust fund issues
  - Others

## Legislator Survey

# Are your bills provided in a timely manner?

Biennial Survey: 2004 to 2012

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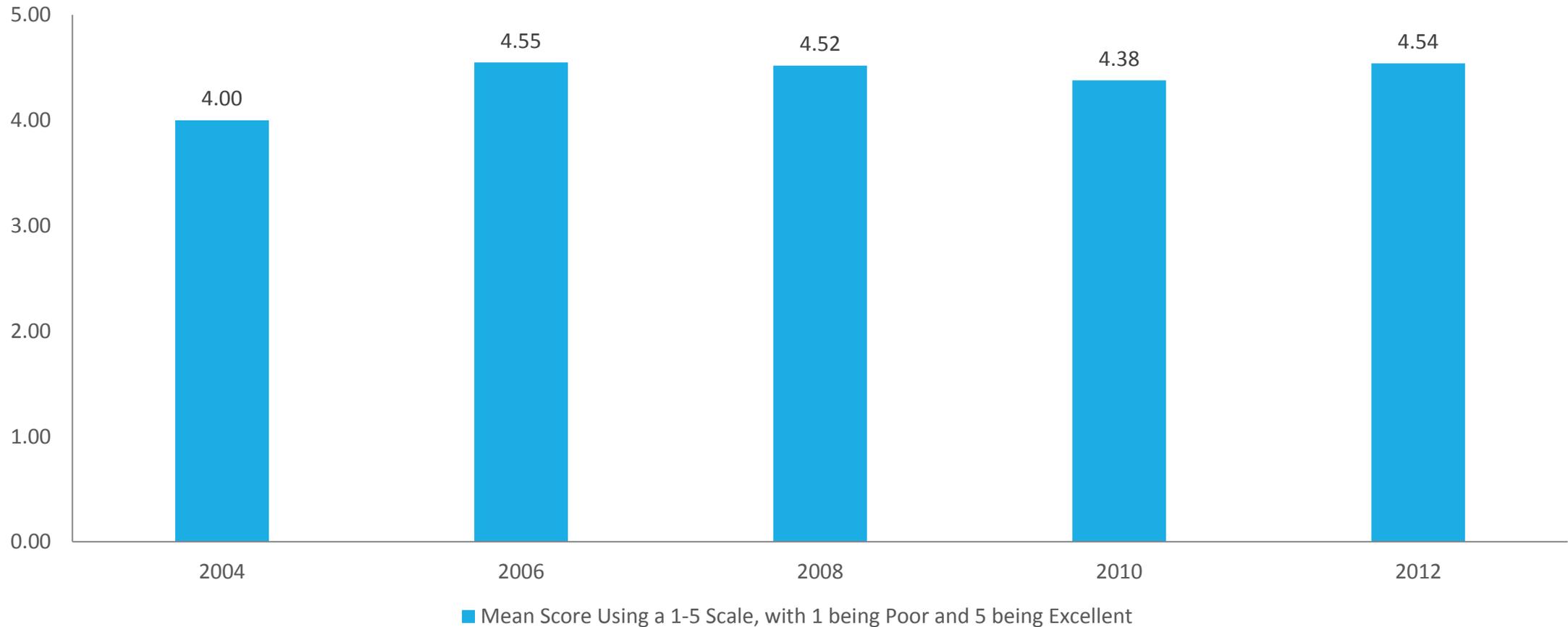


Legislator Survey

# Are your bill drafting policy objectives met?

Biennial Survey: 2004 to 2012

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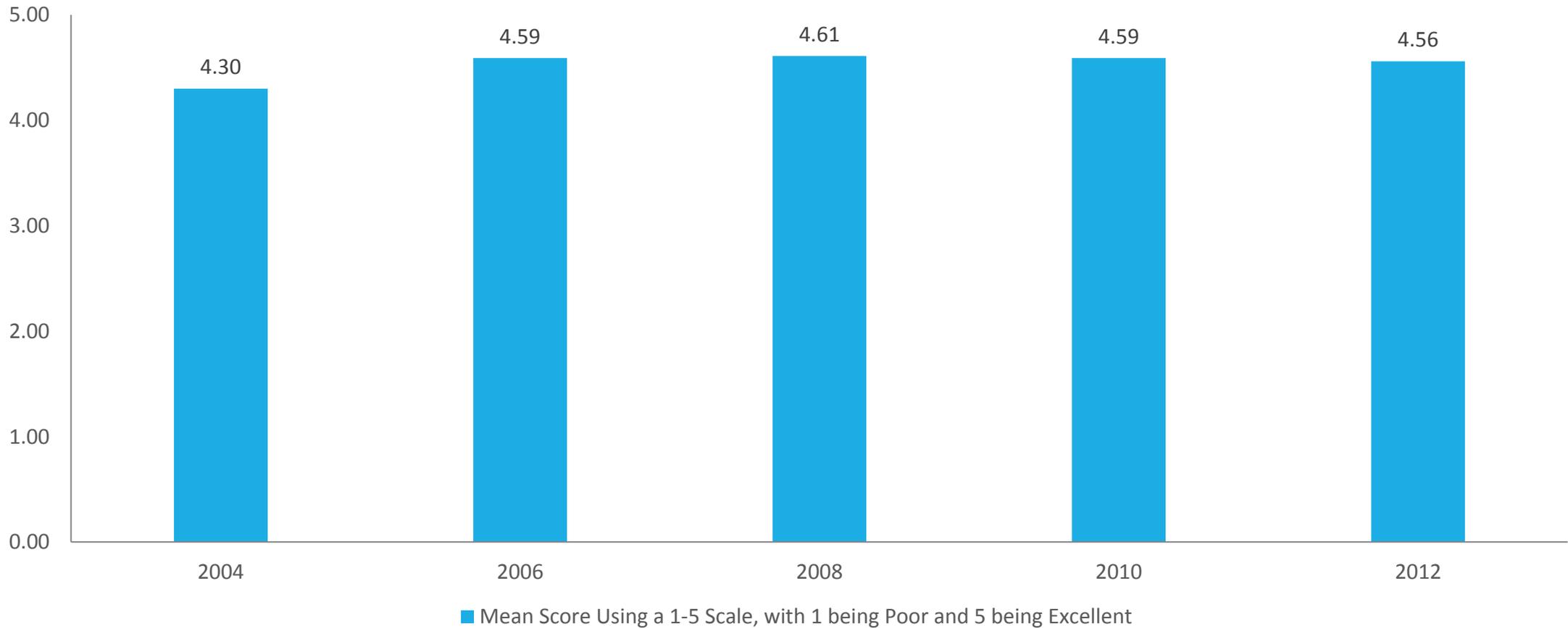


Legislator Survey

# Was the bill drafter helpful?

Biennial Survey: 2004 to 2012

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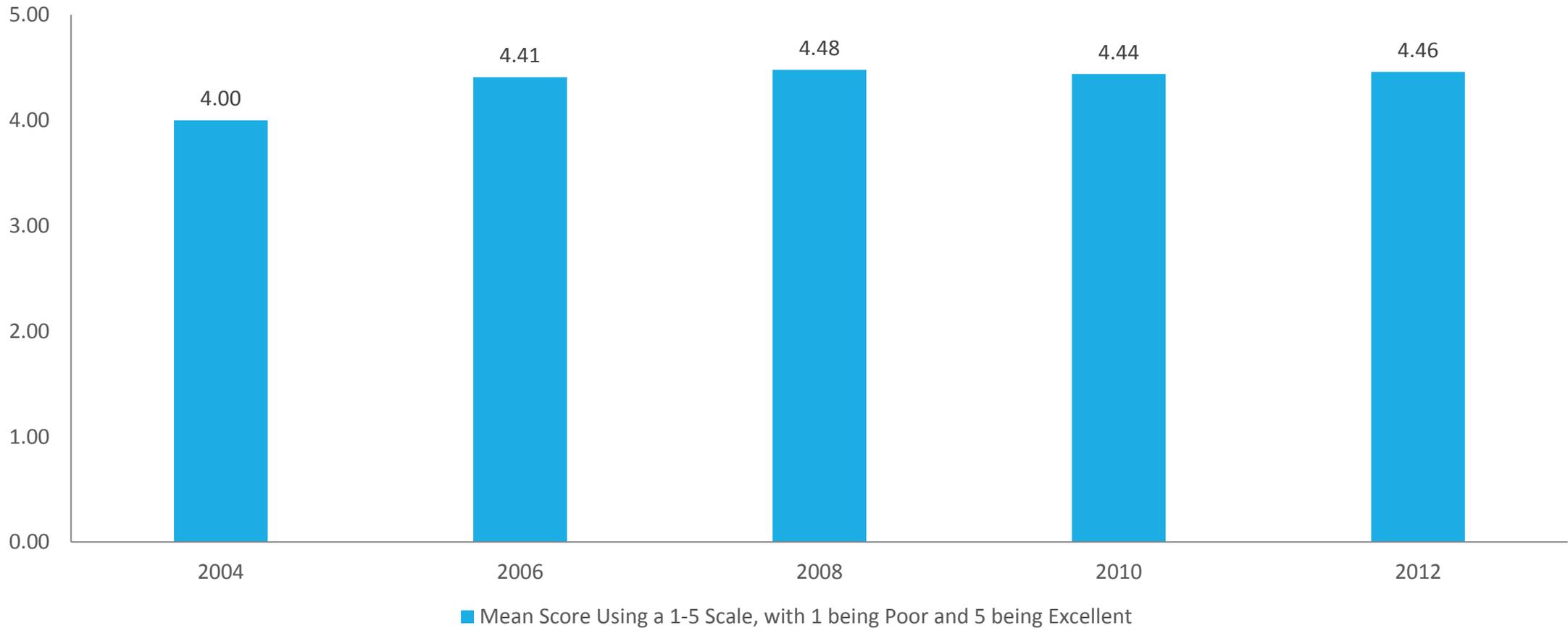


Legislator Survey

# Overall Bill Quality

Biennial Survey: 2004 to 2012

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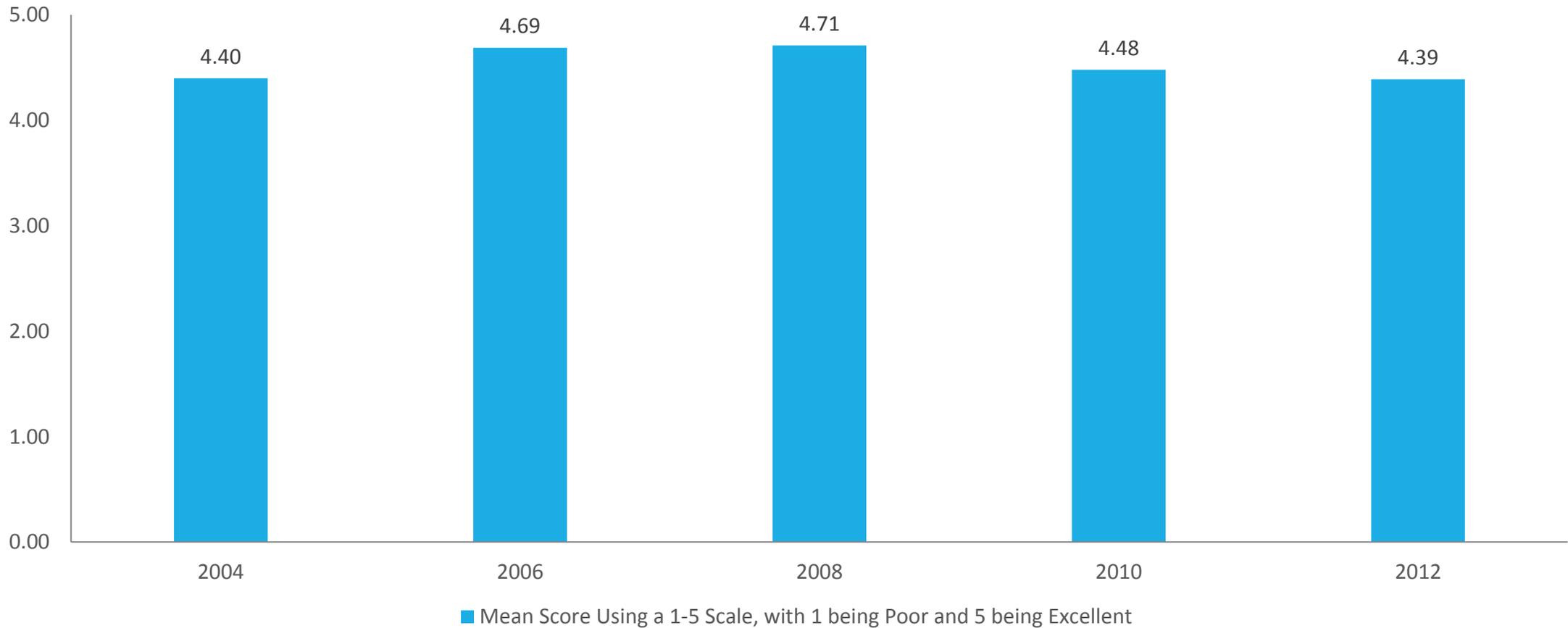


Legislator Survey

# Quality of Staff Support for Interim Committees

Biennial Survey: 2004 to 2012

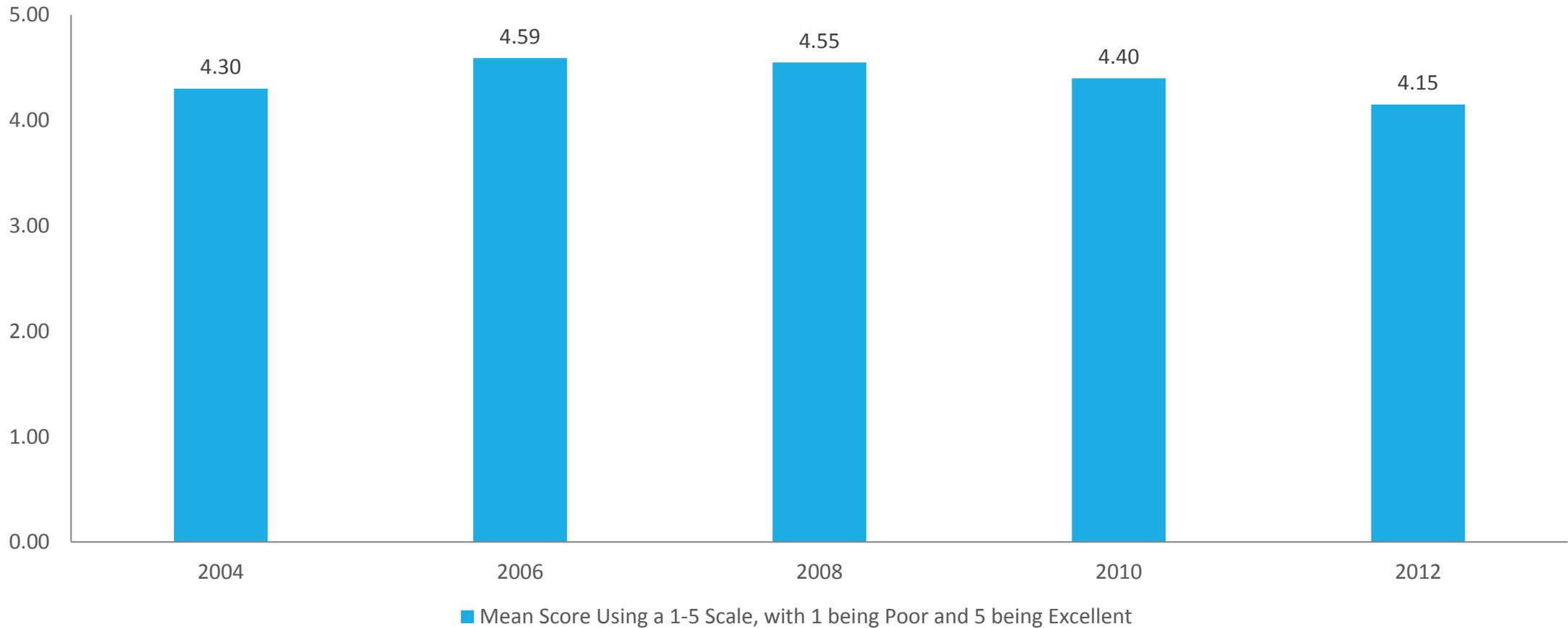
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Legislator Survey

# Quality of Staff Presentations in Interim Committees

Biennial Survey: 2004 to 2012

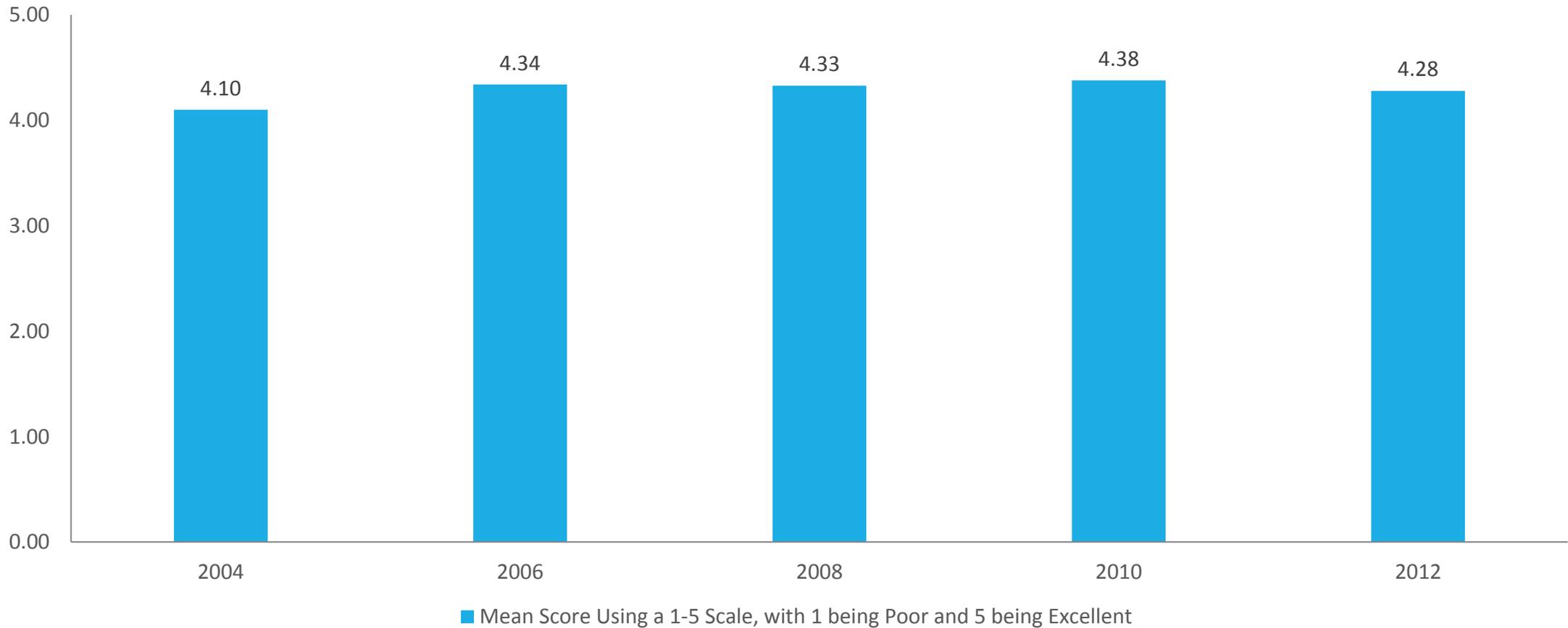


Legislator Survey

# Quality Rating of Research

Biennial Survey: 2004 to 2012

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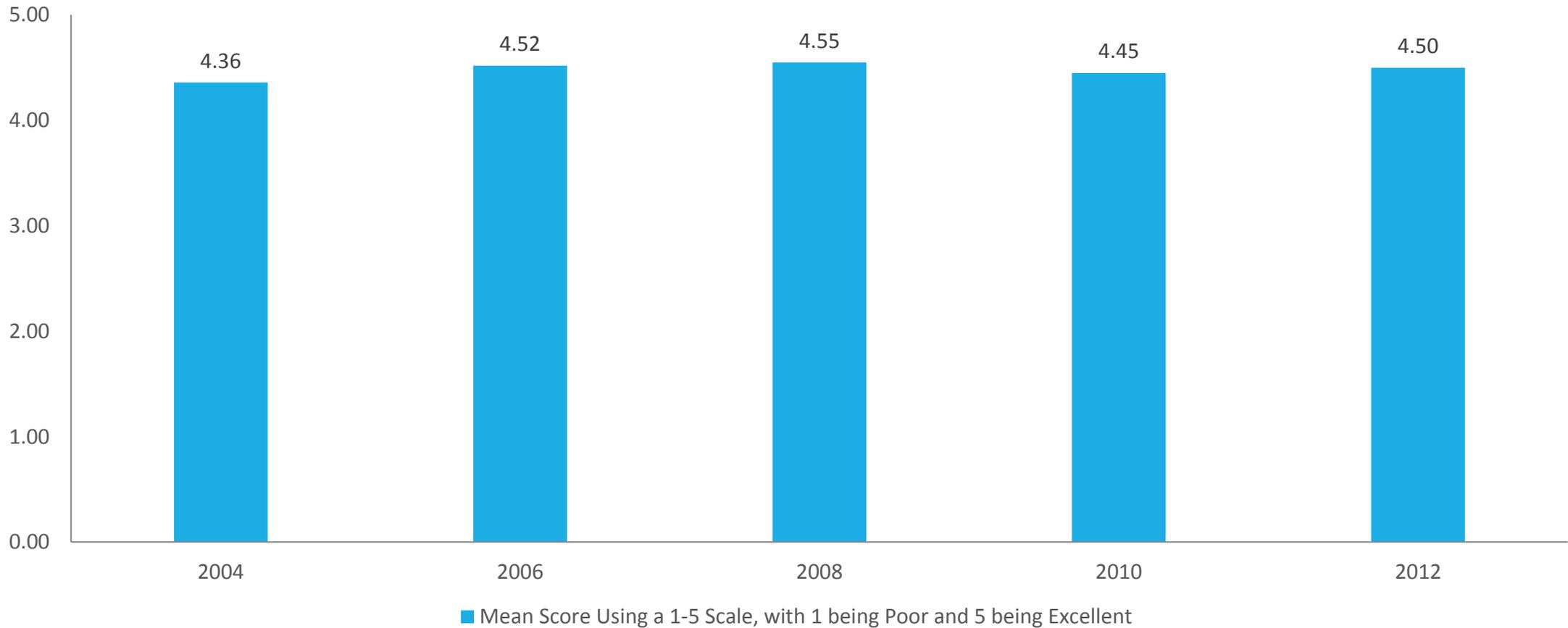


Legislator Survey

# Quality Rating for All Attorneys

Biennial Survey: 2004 to 2012

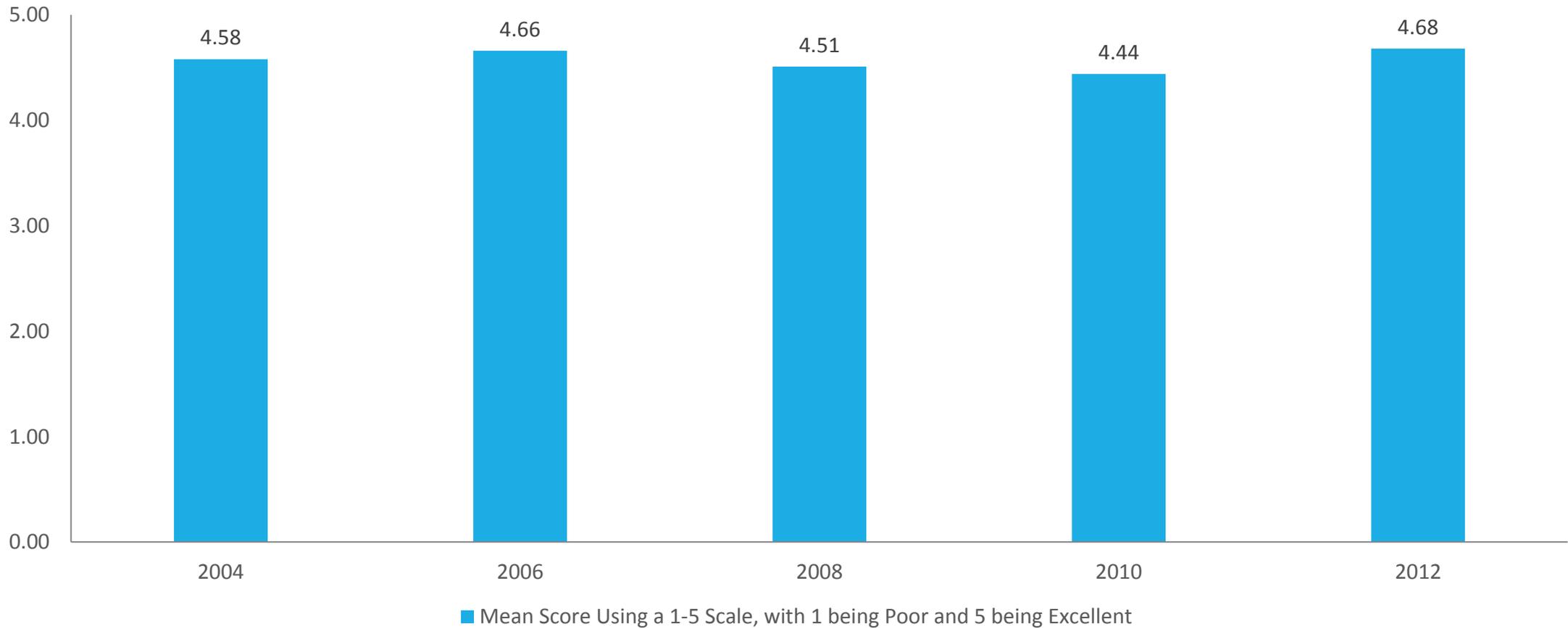
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Legislator Survey

# Quality Rating for All Policy Analysts

Biennial Survey: 2004 to 2012

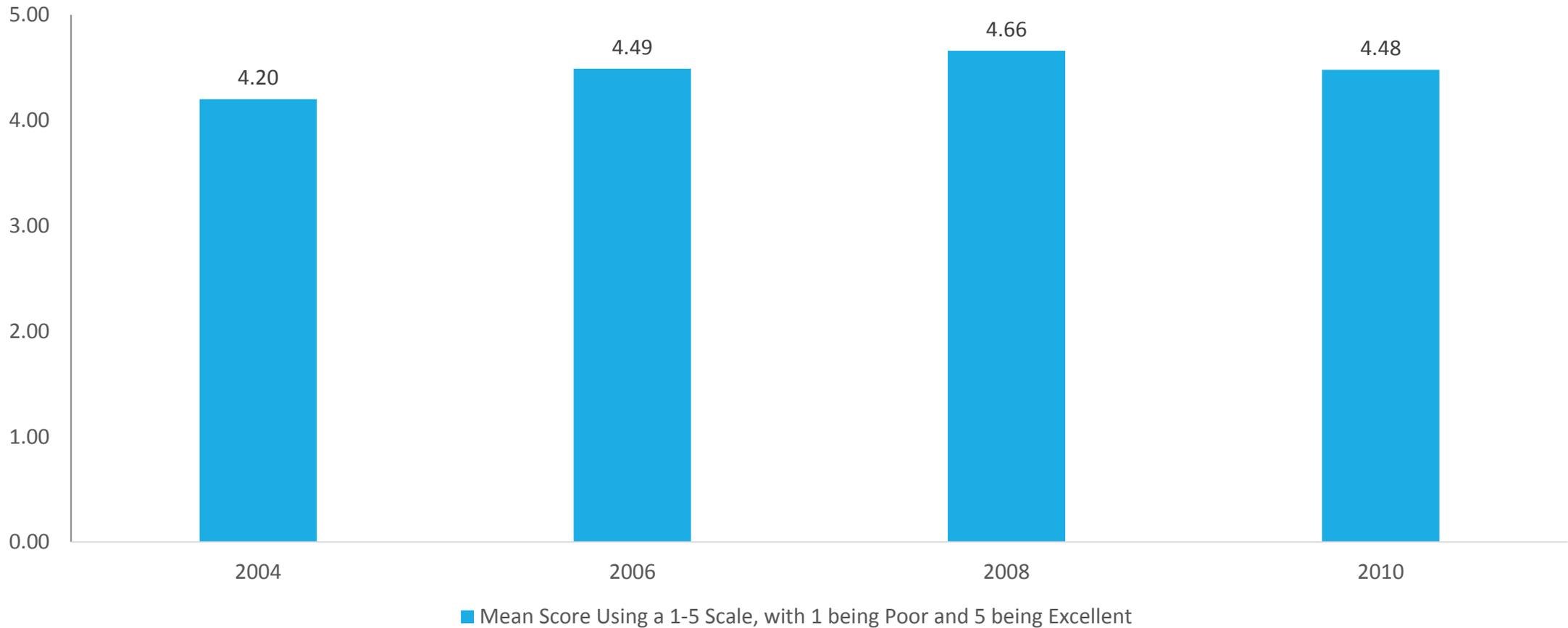


## Legislator Survey

# Rating of OLRGC's Ability to Provide Nonpartisan Services

Biennial Survey: 2004 to 2010

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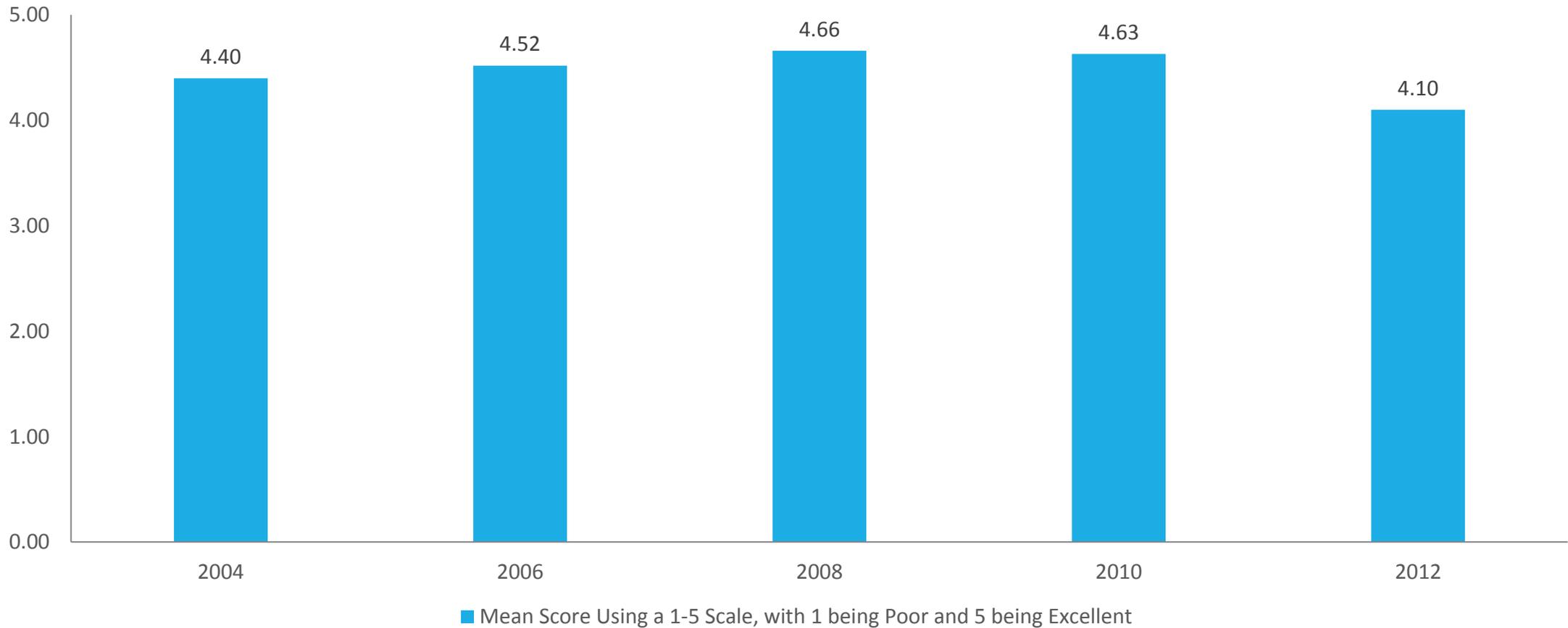


Legislator Survey

# Quality Rating of the Legislative Website

Biennial Survey: 2004 to 2012

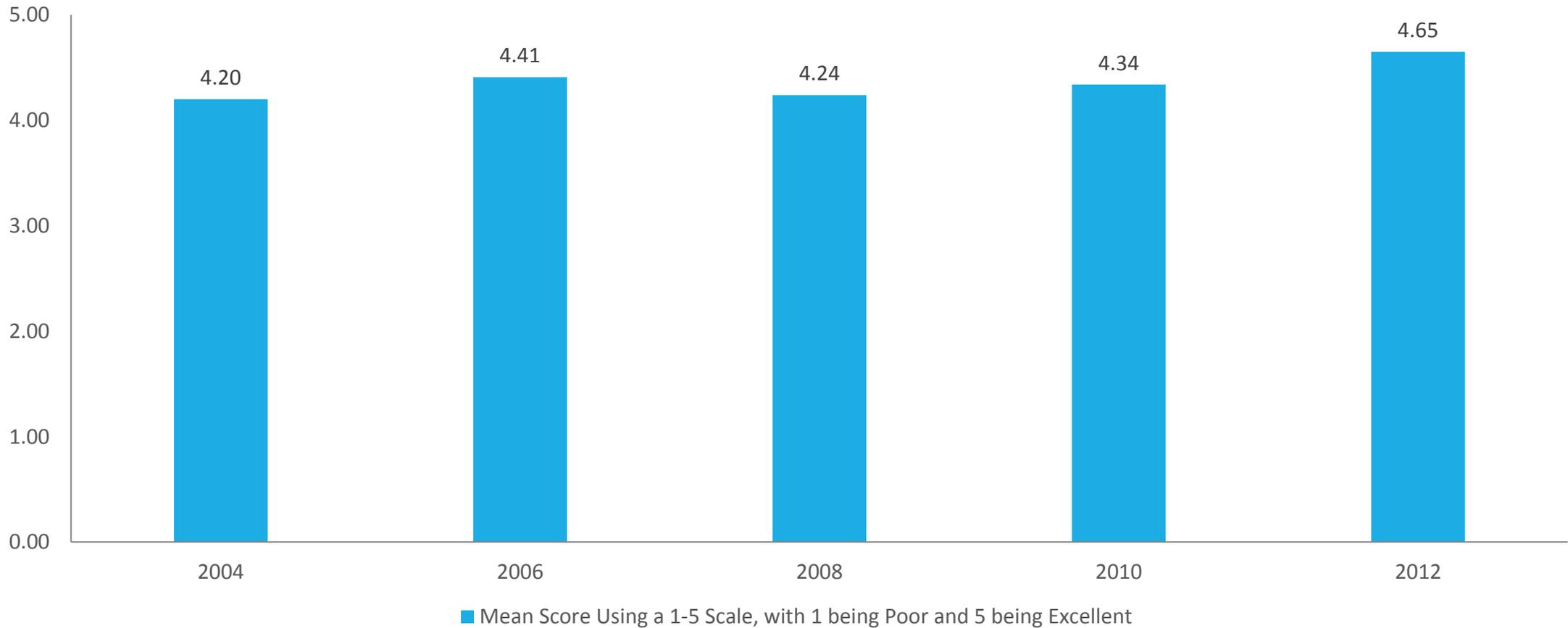
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Legislator Survey

# Quality Rating of Briefing Papers

Biennial Survey: 2004 to 2012



# Award-winning Briefing Papers

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- September 2010 – A History of the Property Tax in Utah
  - 2011 NCSL Notable Document Award
- November 2009 – Utah’s Economy: What Happened & Where Do We Go From Here?
  - 2010 NCSL
- March 2007 – Tax Relief and Reform
  - 2007 NCSL
- March 2007 – Understanding Medicaid: A Policymaker’s Introduction
  - 2006 NCSL
- 2 awards in 2003
- 2 awards in 2002

Interim Committee Chair Survey

# Committee A

Bi-annual Survey: 2012

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- Senate Chair

- She's an excellent drafter and very responsive.
- He not only does what is asked, he anticipates things.
- They are awesome.

- House Chair

- He is first-rate; top notch.

# Committee B

Bi-annual Survey: 2012

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- Senate Chair

- They are all great, so collaborative, so complimentary of each other. Absolutely wonderful.

- House Chair

- She is very good, pleasant, smart.
- She is great, responsive, pleasant, good drafter, sharp.
- She seems pleasant and professional.

# Committee C

Bi-annual Survey: 2012

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- Senate Chair

- He is great – excellent. He worked really hard contacting all the agencies. “No complaints about that guy.”

- House Chair

- Very approachable, very conscientious, works hard. Not as knowledgeable as some of your more seasoned staff in their areas, but that is just because of time.

# Committee D

Bi-annual Survey: 2012

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- Senate Chair

- Simply outstanding. She has done some really hard things for me and done them well. Just terrific.
- Simply outstanding. He has just been great.

- House Chair

- She is outstanding – worked very hard for me, just outstanding.
- Outstanding, first rate. I have worked with him for so long I think he can read my mind.

# Committee E

Bi-annual Survey: 2012

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- Senate Chair

- They were fabulous. Give them high marks. They were always waiting on me, not the other way around. Just excellent. Your whole staff is wonderful.

- House Chair

- He is absolutely outstanding. Could not ask for more. Did everything.

# Committee F

Bi-annual Survey: 2012

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- Senate Chair

- He is just great. We have been a team for years and he is terrific. Give him the highest mark and add 10%.
- No complaints. Very good. Bright and capable, excellent. “In fact, across the board, your staff is just outstanding.”

- House Chair

- He is just amazing, so smart, so quick to pick things up. His ability to do spreadsheet work is unbelievable, outstanding.

# Committee G

Bi-annual Survey: 2010

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- House Chair

- Very knowledgeable. More than helpful, very capable, interested, engaged and I appreciate that. I really appreciate how she tells me, “This has got to be up to you, not me the drafting attorney. This is a policy issue.” It lets me be clearly engaged in the important stuff.
- My first experience with him was that he was dry and dull. But someone told me that if I gave him a chance I would find out that he is a good attorney that is very fun to be around. She was right. He has turned out to be delightful and fun to work with. I appreciate him very much.

# Committee H

Bi-annual Survey: 2008

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- Senate Chair

- I keep thinking that I can't get better than I have had in the past, but he is exceptional. He is as good as any I have ever had. I am not one who is a big user of email, but I found myself emailing him two to three times a week last summer because he is so responsive. He is emailing me with information or thoughts about things and asked if I had thought of this or that. He is on top of it.

# Committee I

Bi-annual Survey: 2008

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- House Chair

- He is excellent. Let me tell you how great he is. Yesterday (February 25, 2009) I blew it and did not get an amendment ready for my bill, which was third from the top on Third Reading. When I realized it I called him and asked him to get the amendment over to me as soon as he could, not thinking he could possibly get it done and in the system in time. Five minutes later he came over to me with the amendment and had it entered in the system. I was so grateful and so amazed. He is terrific.

# Committee J

Bi-annual Survey: 2008

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- Senate Chair

- Speaking of all the staff of Committee J, he said, “I think I have the best staff (of any committee chair). They are the best – very competent people. I am very happy (with their services).”
- He is just tremendous – knows how to respond to legislators and stakeholders and what his position is.
- She did great work this last summer. She is very bright and I think works very hard. I appreciate her a great deal.

Interim Committee Chair Survey

# Committee K

Bi-annual Survey: 2008

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- House Chair

- All are excellent. They are life savers to me as the chair. They are like Radar O'Reilly, as soon as I think of something they have it done for me. They are amazing that way.

Interim Committee Chair Survey

# Committee L

Bi-annual Survey: 2010

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- House Chair

- Whenever I have interacted with your staff I have always been treated as if I am number one. I don't know how you instill this in your employees, but it is appreciated.

Interim Committee Chair Survey

# Committee M

Bi-annual Survey:

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- Senate Chair

- You have created a very high standard over there Mike, and your people are measuring up to it.