

# 2011 LEGISLATIVE ASSEMBLY REVIEW

*Secretarial Service* ♦ *Bill & Journal Room*

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***Presented By:***

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- During the 2011 Legislative Session, Spherion staffed the Secretarial Service as requested in bid specifications.
  - 1 Supervisor (Managed both the Secretarial department and the Bill and Journal room)
  - 3 Employees
- Actual legislative days staffed were 81 days (January 3<sup>rd</sup> – April 28<sup>th</sup>)
- Crossover dates included February 24, 28<sup>th</sup> and March 1<sup>st</sup>, 2011
- Spherion was able to manage the staff according to the workload with four core employees, including one supervisor.
- Summary of numbers of documents & copies is attached.
- Pay rates were increased on March 14<sup>th</sup>, 2011 by \$ .25 per hour due to the head count being reduced by one employee.
- Secretarial Services employees were cross-trained to assist in the Bill and Journal department. They helped out during periods of high document requests.
- The Supervisor was replaced early in the session with another Legislative Secretary (Jenny Forrest) whose skills more closely met the job responsibilities.
- One Secretary was reduced mid-session due to low volume of documents to prepare by Legislators.



**2011 LEGISLATIVE SESSION**  
**Secretarial Service**

Week Ending	Test / Speeches		Press Releases		Chart		Letter		Faxes		Mail Merges		Misc.		Messages	
	# Docs	# Copies	# Docs	# Copies	# Docs	# Copies	# Docs	# Copies	# Docs	# Copies	# Docs	# Copies	# Docs	# Copies	# Msgs	
1/07/11	3	0	3	2	12	186	3	1	5	1	2	2	20	107	27	
1/14/11	0	0	0	0	2	75	5	3	1	1	1	2	17	1000	92	
1/21/11	5	66	1	1	4	3	12	23	0	0	2	0	335	0	332	
1/28/11	2	26	3	10	11	8	47	111	10	8	28	8	136	88	515	
2/04/11	1	0	2	8	0	4	22	6	3	11	3	2	268	120	585	
2/11/11	3	3	1	7	0	0	73	1677	13	1	53	1	46	262	1276	
2/18/11	6	2	0	0	30	2	39	19	4	0	5	1698	226	60	1134	
2/25/11	1	0	0	0	0	0	23	0	0	0	0	0	19	33	359	
3/04/11	CROSS	OVER														
3/11/11	2	0	1	7	3	3	29	29	7	7	0	0	30	15	180	
3/18/11	14	14	1	7	6	6	17	17	7	7	0	0	25	10	423	
3/25/11	2	1	1	7	2	0	22	6	6	5	3	11	47	19	298	
4/01/11	3	16	2	2	0	0	25	25	0	0	3	3	20	6	237	
4/08/11	4	12	1	1	1	1	16	20	0	0	0	0	18	94	110	
4/15/11	0	0	0	0	5	5	58	63	0	0	11	481	11	11	147	
4/22/11	0	0	0	0	2	2	31	60	0	0	7	1203	78	78	160	
4/29/11	0	0	0	0	0	0	11	0	0	0	1	40	0	0	15	
<b>TOTAL</b>	<b>46</b>	<b>140</b>	<b>16</b>	<b>52</b>	<b>78</b>	<b>295</b>	<b>433</b>	<b>2060</b>	<b>56</b>	<b>41</b>	<b>119</b>	<b>3451</b>	<b>1296</b>	<b>1903</b>	<b>6025</b>	



**2011 LEGISLATIVE SESSION**  
***Bill & Journal Room***

- During the 2011 Legislative Session, Spherion staffed the Bill & Journal Room as requested in bid specifications.
  - 1 Supervisor (Managed both the Bill and Journal room and the Secretarial department)
  - 2 Employees
- Actual legislative days staffed were 81 days. (January 3<sup>rd</sup> – April 28<sup>th</sup>)
- Crossover dates included February 24, 28<sup>th</sup> and March 1<sup>st</sup>, 2011
- One employee, Muriel Kisse, worked 13 days prior to the session
- Cost savings were realized due to Spherion's ability to flex employee hours and abbreviated work schedules to better manage workload requirements and individual needs.
- There was **no turnover** in the Bill & Journal Room



**2011 LEGISLATIVE SESSION**  
**Combined Analysis**  
 Secretarial Service ♦ Bill & Journal Room

*During the 2011 Legislative Session, Spherion staffed the Legislative Departments per bid specifications as follows:*

	Number of Supervisors	Number of Employees	TOTAL
Secretarial	1	3	4
Bill & Journal	0	2	2
<b>TOTAL</b>	<b>1</b>	<b>5</b>	<b>6</b>

*Using flexible scheduling, Spherion was successful at saving \$5,799.26 for the 2011 Legislative Session.*

Estimated Dollars Per Bid Specifications	Actual Dollars Billed by Spherion	Total
<i>COMBINED: Secretarial and Bill &amp; Journal Room</i>		
Secretarial \$563.82/day x 75 days	\$ 42,286.50	Secretarial \$514.20/day x 75 days \$ 38,565.24
Bill & Journal \$89.10/day x 14 days	\$ 1,247.40	Bill & Journal \$89.10 / day x 13 days \$ 1,158.56
<b>Subtotal</b>	<b>\$ 43,533.90</b>	<b>Subtotal</b> <b>\$ 39,723.80</b>
Extra Days (\$563.82/day x 6 Days)	\$ 3,382.92	Extra Days (\$514.20/day x 6 Days) \$ 3,085.22
<b>TOTAL</b>	<b>\$ 46,916.82</b>	<b>TOTAL</b> <b>\$ 42,809.02</b>
<b>TOTAL SAVINGS</b>		<b>\$ 4,107.80</b>

**Cost per Day Analysis:**

Bid (75 Days)	Actual (81 Days)
\$563.82 per day	\$ 514.20 per day

**Cost Savings Summary:**

	2011
<b>2011 Total Dollars Saved</b>	\$ 4,107.80
<b>Savings</b>	8.8%



**2011 Legislative Session**  
***Spherion***

<b><u>Week Ending</u></b>	<b><u>Total</u></b>
12/19/10	\$ 445.60
12/26/10	\$ 502.04*
01/02/11	\$ 356.48
01/09/11	\$ 2,819.12
01/16/11	\$ 2,818.30
01/23/11	\$ 2,692.44
01/30/11	\$ 2,772.20
02/06/11	\$ 2,559.20
02/13/11	\$ 2,709.20
02/20/11	\$ 2,492.70
02/27/11	\$ 2,200.94
03/06/11	\$ 1,609.32
03/13/11	\$ 2,744.45
03/20/11	\$ 2,484.95
03/27/11	\$ 2,282.36
04/03/11	\$ 2,528.20
04/10/11	\$ 2,463.59
04/17/11	\$ 2,406.70
04/24/11	\$ 2,090.91
05/01/11	\$ 1,975.88
<b>Totals</b>	<b>\$ 42,954.58</b>

*\* Includes \$145.56 for December training for Secretarial Service*

## **Bid Process**

- ◇ Spherion understands the staffing logistics and will continue to make recommendations with each session.
- ◇ Spherion recommends that the Legislative Assembly set the minimum pay rate for each position to be filled in order to ensure the staffed employees are of the highest quality.  
For example:
  - Supervisor should be at a minimum of \$12.00/hour
  - Secretarial Services should be at a minimum of \$11.50/hour
  - Bill and Journal Room should be at a minimum of \$11.00/hour

## **Staffing Recommendations**

### **Secretarial Services**

- ◇ Spherion recommends the following level of staffing for the next Legislative Session:
  - 1 Supervisor
  - 1 Full-time Secretary and 1 Part-time Secretary
  - The part-time person would work core hours from 11:00 AM – 3:00 PM to cover lunches and also float between Secretarial Services and the Bill and Journal room.
- ◇ All 3 to cross-train for the Bill and Journal room with overflow during heavy volume.
- ◇ Provide more training on what legislators may request. For example, be more specific on how to deliver finished requests to the legislators and have sample copies of the most usual requests from the legislators. Include instructions or specific format for testimonies, floor speeches, press releases and mail merges.
- ◇ A policy manual outlining specific formats for documents and the general legislative process would be helpful for the employees. Since the session is every other year, returning employees, as well as first-time session employees, would find this helpful.



### **Bill & Journal Room**

- ◇ Spherion recommends staffing 2 people for the Bill & Journal room with the part-time Secretary to assist as needed. We also recommend that all individuals from the Secretarial Services department be cross-trained by the Supervisor to assist the Bill & Journal.
  
- ◇ Spherion recommends hours in the Bill and Journal room to cover the earlier rush, 7:00 AM – 4:00 PM and a 7:30 AM – 4:30 PM.
  
- ◇ Spherion recommends that the Supervisor have one week of training from a veteran Bill & Journal employee. The Supervisor can then train the additional staff members.