## STATE OF ILLINOIS LEGISLATIVE PRINTING UNIT COMPLIANCE EXAMINATION

For the Two Years Ended June 30, 2011

## STATE OF ILLINOIS LEGISLATIVE PRINTING UNIT COMPLIANCE EXAMINATION For the Two Years Ended June 30, 2011

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## **AGENCY OFFICIALS**

## **LEGISLATIVE PRINTING UNIT**

Director (12/16/10 to present) Mr. Ronald Rhone

Director (1/1/10 to 12/15/10) Vacant

Director (through 12/31/09) Mr. John Rodems

Fiscal Officer Ms. Jenna Williams

Agency office is located at:

105 Stratton Building Springfield, IL 62706



### LEGISLATIVE PRINTING UNIT 105 STRATTON BUILDING SPRINGFIELD, ILLINOIS 62706 217/782-7312

December 12, 2011

Honorable William G. Holland Auditor General State of Illinois Iles Park Plaza 740 East Ash Springfield, IL 62703-3154

We are responsible for the identification of, and compliance with, all aspects of laws, regulations, contracts, or grant agreements that could have a material effect on the operations of the Legislative Printing Unit. We are responsible for and we have established and maintained an effective system of, internal controls over compliance requirements. We have performed an evaluation of the Legislative Printing Unit's compliance with the following assertions during the two-year period ended June 30, 2011. Based on this evaluation, we assert that during the year(s) ended June 30, 2010 and June 30, 2011, the Legislative Printing Unit has materially complied with the assertions below.

- A. The Legislative Printing Unit has obligated, expended, received and used public funds of the State in accordance with the purpose for which such funds have been appropriated or otherwise authorized by law.
- B. The Legislative Printing Unit has obligated, expended, received and used public funds of the State in accordance with any limitations, restrictions, conditions or mandatory directions imposed by law upon such obligation, expenditure, receipt or use.
- C. The Legislative Printing Unit has complied, in all material respects, with applicable laws and regulations, including the State uniform accounting system, in its financial and fiscal operations.
- D. State revenues and receipts collected by the Legislative Printing Unit are in accordance with applicable laws and regulations and the accounting and recordkeeping of such revenues and receipts is fair, accurate and in accordance with law.

Yours very truly,

Legislative Printing Unit

Ronald Rhone, Director

Jenna Williams, Fiscal Officer

## **COMPLIANCE REPORT**

## **SUMMARY**

The compliance testing performed during this examination was conducted in accordance with *Government Auditing Standards* and in accordance with the Illinois State Auditing Act.

## **ACCOUNTANTS' REPORTS**

The Independent Accountants' Report on State Compliance, on Internal Control Over Compliance and on Supplementary Information for State Compliance Purposes does not contain scope limitations, disclaimers, or other significant non-standard language.

## **SUMMARY OF FINDINGS**

	Current	Prior
Number of	<u>Report</u>	Report
Findings	3	1
Repeated findings	1	0
Prior recommendations implemented		
or not repeated	0	0

## **SCHEDULE OF FINDINGS**

Item No.	<u>Page</u>	<u>Description</u>	Finding Type
		FINDINGS (STATE COMPLIANCE)	
11-1	9	Inadequate control over commodities inventory	Significant Deficiency and Noncompliance
11-2	10	Inadequate controls over voucher processing	Significant Deficiency and Noncompliance
11-3	11	Inadequate control over the recording of State property	Significant Deficiency and Noncompliance

## **EXIT CONFERENCE**

A formal exit conference was waived and responses to the recommendations were provided by Ronald Rhone, Director, in a correspondence dated November 29, 2011.

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## OFFICE OF THE AUDITOR GENERAL WILLIAM G. HOLLAND

## INDEPENDENT ACCOUNTANTS' REPORT ON STATE COMPLIANCE, ON INTERNAL CONTROL OVER COMPLIANCE, AND ON SUPPLEMENTARY INFORMATION FOR STATE COMPLIANCE PURPOSES

Honorable William G. Holland Auditor General State of Illinois

## Compliance

We have examined the State of Illinois, Legislative Printing Unit's compliance with the requirements listed below, as more fully described in the Audit Guide for Financial Audits and Compliance Attestation Engagements of Illinois State Agencies (Audit Guide) as adopted by the Auditor General, during the two years ended June 30, 2011. The management of the Legislative Printing Unit is responsible for compliance with these requirements. Our responsibility is to express an opinion on the Legislative Printing Unit's compliance based on our examination.

- A. The Legislative Printing Unit has obligated, expended, received, and used public funds of the State in accordance with the purpose for which such funds have been appropriated or otherwise authorized by law.
- B. The Legislative Printing Unit has obligated, expended, received, and used public funds of the State in accordance with any limitations, restrictions, conditions or mandatory directions imposed by law upon such obligation, expenditure, receipt or use.
- C. The Legislative Printing Unit has complied, in all material respects, with applicable laws and regulations, including the State uniform accounting system, in its financial and fiscal operations.
- D. State revenues and receipts collected by the Legislative Printing Unit are in accordance with applicable laws and regulations and the accounting and recordkeeping of such revenues and receipts is fair, accurate and in accordance with law.

We conducted our examination in accordance with attestation standards established by the American Institute of Certified Public Accountants; the standards applicable to attestation engagements contained in *Government Auditing Standards* issued by the Comptroller General of the United States; the Illinois State Auditing Act (Act); and the Audit Guide as adopted by the Auditor General pursuant to the Act; and, accordingly, included examining, on a test basis, evidence about the Legislative Printing Unit's compliance with those requirements listed in the first paragraph of

this report and performing such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion. Our examination does not provide a legal determination on the Legislative Printing Unit's compliance with specified requirements.

In our opinion, the Legislative Printing Unit complied, in all material respects, with the compliance requirements listed in the first paragraph of this report during the two years ended June 30, 2011. However, the results of our procedures disclosed instances of noncompliance with the requirements, which are required to be reported in accordance with criteria established by the Audit Guide, issued by the Illinois Office of the Auditor General and which are described in the accompanying schedule of findings as findings 11-1 through 11-3.

## **Internal Control**

The management of the Legislative Printing Unit is responsible for establishing and maintaining effective internal control over compliance with the requirements listed in the first paragraph of this report. In planning and performing our examination, we considered the Legislative Printing Unit's internal control over compliance with the requirements listed in the first paragraph of this report as a basis for designing our examination procedures for the purpose of expressing our opinion on compliance and to test and report on internal control over compliance in accordance with the Audit Guide issued by the Illinois Office of the Auditor General, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of the Legislative Printing Unit's internal control over compliance.

A deficiency in an entity's internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct noncompliance with the requirements listed in the first paragraph of this report on a timely basis. A material weakness over compliance is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a requirement listed in the first paragraph of this report will not be prevented, or detected and corrected on a timely basis.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be deficiencies, significant deficiencies, or material weaknesses. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above. However, we identified certain deficiencies in internal control over compliance that we considered to be significant deficiencies as described in the accompanying schedule of findings as findings 11-1 through 11-3. A significant deficiency over compliance is a deficiency, or a combination of deficiencies, in internal control over compliance that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

As required by the Audit Guide, immaterial findings excluded from this report have been reported in a separate letter.

The Legislative Printing Unit's responses to the findings identified in our examination are described in the accompanying schedule of findings. We did not examine the Legislative Printing Unit's responses and, accordingly, we express no opinion on the responses.

## Supplementary Information for State Compliance Purposes

Our examination was conducted for the purpose of forming an opinion on compliance with the requirements listed in the first paragraph of this report. The accompanying supplementary information as listed in the table of contents as Supplementary Information for State Compliance Purposes is presented for purposes of additional analysis. We have applied certain limited procedures as prescribed by the Audit Guide as adopted by the Auditor General to the 2010 and 2011 Supplementary Information for State Compliance Purposes, except for Service Efforts and Accomplishments on which we did not perform any procedures. However, we do not express an opinion on the supplementary information.

We have not applied procedures to the 2009 Supplementary Information for State Compliance Purposes, and accordingly, we do not express an opinion thereon.

This report is intended solely for the information and use of the Auditor General, the General Assembly, the Legislative Audit Commission, the Governor, and agency management and is not intended to be and should not be used by anyone other than these specified parties.

BRUCE L. BULLARD, CPA

Director of Financial and Compliance Audits

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December 12, 2011

## STATE OF ILLINOIS LEGISLATIVE PRINTING UNIT SCHEDULE OF FINDINGS

For the Two Years Ended June 30, 2011

## 11-1. **FINDING** (Inadequate control over commodities inventory)

The Legislative Printing Unit (LPU) did not maintain adequate control over their commodities inventory.

During our test counts of the commodities inventory, we noted 13 of 25 (52%) items counted did not match the perpetual inventory records resulting in the inventory being overstated by \$5,457.

The Illinois Administrative Code (44 Ill Adm. Code 1.6010) requires each State agency to have general supervision and accountability for tangible personal property and other supplies under its control and to conduct a periodic inventory of all warehouses and similar storage areas under its jurisdiction.

LPU management stated discrepancies were due to an outdated system.

Failure to exercise adequate control over commodities inventory and keep accurate records of the amounts of inventory on hand increases the potential for fraud and possible loss or theft of State property. (Finding Code No. 11-1)

## **RECOMMENDATION**

We recommend LPU strengthen internal controls over the recording and tracking of their commodities inventory by reviewing their inventory and recordkeeping practices to ensure accuracy.

## AGENCY RESPONSE

The Legislative Printing Unit agrees with the recommendation. The LPU is currently in the process of updating the Job Tracking System which monitors the LPU commodities inventory. In order to test inventory balances, some test count transactions were entered to increase inventory balances. These test transactions were never deleted thus resulting in an overstatement of some inventory items. When the Job Tracking System update is complete, the LPU will ensure that all commodities balances are correct and that test counts are accurate.

## STATE OF ILLINOIS LEGISLATIVE PRINTING UNIT SCHEDULE OF FINDINGS

For the Two Years Ended June 30, 2011

## 11-2. **FINDING** (Inadequate controls over voucher processing)

The Legislative Printing Unit (LPU) did not exercise adequate controls over voucher processing.

We noted the following:

- Fifty-five of 133 (41%) vouchers tested totaling \$165,215 were approved for payment from 2 to 54 days late. The Illinois Administrative Code (74 Ill. Adm. Code 900.70) requires an agency to review a bill and either approve or deny the bill in whole or in part within 30 days after physical receipt of the bill.
- The required interest totaling \$4,422 was not paid on 16 of 133 (12%) vouchers tested. The State Prompt Payment Act (30 ILCS 540/3-2) requires State agencies to determine whether interest is due and automatically pay interest penalties amounting to \$50 or more to the appropriate vendor when payment is not issued within 60 days after receipt of a proper bill.

LPU management stated that the vouchering approval process took longer in this examination period due to the lack of a director which caused additional job responsibilities for the fiscal officer. Furthermore, interest was not paid on some FY10 vouchers due to the LPU depleting all appropriations before interest could be paid.

Failure to approve vouchers timely could subject the State to unnecessary interest charges. Failure to pay required interest on vouchers is noncompliance with the State Prompt Payment Act. (Finding Code No. 11-2)

## **RECOMMENDATION**

We recommend LPU ensure all interest owed on vouchers is paid and ensure vouchers are approved within the required time frame.

## **AGENCY RESPONSE**

The Legislative Printing Unit agrees with the recommendation. The LPU will more timely complete the voucher process in the future. Also, prompt payment interest will be paid timely on all future vouchers.

## STATE OF ILLINOIS LEGISLATIVE PRINTING UNIT SCHEDULE OF FINDINGS

For the Two Years Ended June 30, 2011

## 11-3. **FINDING** (Inadequate control over recording of State property)

The Legislative Printing Unit (LPU) did not exercise adequate control over the recording of State property.

We noted LPU did not timely record 17 of 25 (68%) equipment additions tested, totaling \$18,042 on its property records. These items were recorded from 13 to 94 days late.

The Illinois Administrative Code (Code) (44 Ill Adm. Code 5010.400) requires agencies to adjust property records within 30 days of acquisition, change or deletion of equipment items.

LPU management stated that the delay in processing the property control records was due to the increase in job responsibilities the fiscal officer had due to a lack of a Director from December 2009 through December 2010.

Failure to timely record additions is noncompliance with the Code and could result in the inaccurate reporting of State property. (Finding Code No. 11-3, 09-1)

In addition, during the prior period, LPU did not properly record an installment purchase and items tested were not located in the physical location on the property records. During the current period, our sample testing showed items were located as noted in LPU's records and installment purchases were properly recorded.

## RECOMMENDATION

We recommend LPU strengthen controls over the recording of State property by ensuring all equipment is timely recorded.

## **AGENCY RESPONSE**

The Legislative Printing Unit agrees with the recommendation. The LPU is currently transferring some job responsibilities regarding property control from the Fiscal Officer to the Inventory Clerk position. This will allow for more timely recording of property additions to property control records.

## SUPPLEMENTARY INFORMATION FOR STATE COMPLIANCE PURPOSES

## **SUMMARY**

Supplementary Information for State Compliance Purposes presented in this section of the report includes the following:

• Fiscal Schedules and Analysis:

Schedule of Appropriations, Expenditures and Lapsed Balances
Comparative Schedule of Net Appropriations, Expenditures
and Lapsed Balances
Schedule of Changes in State Property
Comparative Schedule of Cash Receipts and Reconciliation Schedule of
Cash Receipts to Deposits Remitted to the State Comptroller
Analysis of Significant Variations in Expenditures
Analysis of Significant Lapse Period Spending

• Analysis of Operations:

Agency Functions and Planning Program Average Number of Employees Service Efforts and Accomplishments (Not Examined)

The accountants' report that covers the Supplementary Information for State Compliance Purposes presented in the Compliance Report Section states the auditors have applied certain limited procedures as prescribed by the Audit Guide as adopted by the Auditor General, except for information on the Service Efforts and Accomplishments on which they did not perform any procedures. However, the accountants do not express an opinion on the supplementary information.

## STATE OF ILLINOIS

## LEGISLATIVE PRINTING UNIT

# SCHEDULE OF APPROPRIATIONS, EXPENDITURES AND LAPSED BALANCES

Appropriations for Fiscal Year 2011

## Fourteen Months Ended August 31, 2011

P.A. 96-0956	Ap.	Appropriations (Net After Transfers)	Ex	Expenditures Through 6/30/11	Ap Lag Exg 7/01	Approximate Lapse Period Expenditures 7/01 - 8/31/11	Ap	Approximate Total Expenditures	App	Approximate Balances Lapsed
General Revenue 0001										
Lump Sum: Operating Expenses	8	2,160,000	↔	1,780,325	↔	212,636		\$ 1,992,961	I	\$ 167,039
Total Fiscal Year 2011	↔	2,160,000	↔	1,780,325	↔	212,636	↔	1,992,961	↔	167,039

Note 1: Appropriations, expenditures, and lapsed balances were obtained from State Comptroller records and have been reconciled to the Agency's records. Note 2: Expenditure amounts are vouchers approved for payment by the Agency and submitted to the State Comptroller for payment to the vendor.

Note 3: Approximate lapse period expenditures do not include interest payments approved for payment by the Agency and submitted to the Comptroller for payment after

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## STATE OF ILLINOIS

## LEGISLATIVE PRINTING UNIT

# SCHEDULE OF APPROPRIATIONS, EXPENDITURES AND LAPSED BALANCES

Appropriations for Fiscal Year 2010

Fourteen Months Ended August 31, 2010

P & 96-0042	Ap (	Appropriations (Net After Transfers)	Ex	Expenditures	Lay Exj	Lapse Period Expenditures	Д У	Total	В	Balances
General Revenue 0001		1141131513)		organ of organ		01/16/0	<b>1</b>	Schalance	-	d paced
Personal Services	↔	1,320,000	<del>⊗</del>	1,232,073	↔	2,137	S	1,234,210	↔	85,790
State Contributions to Social Security		101,000		90,823		163		986'06		10,014
Lump Sum: Operating Expenses		739,000		590,636		147,989		738,625		375
Total Fiscal Year 2010	↔	2,160,000	↔	1,913,532	<del>⊗</del>	150,289	↔	\$ 2,063,821	↔	96,179

Note 1: Appropriations, expenditures, and lapsed balances were obtained from State Comptroller records and have been reconciled to the Agency's records.

## COMPARATIVE SCHEDULE OF NET APPROPRIATIONS, EXPENDITURES AND LAPSED BALANCES

For the Fiscal Years Ended June 30,

## Fiscal Year

		2011		2010		2009
General Revenue 0001	P.A	. 96-0956	P.A	a. 96-0042	P.A	95-0731
Appropriations (Net of Transfers)	\$	2,160,000	\$	2,160,000	\$	2,438,182
Expenditures						
Personal Services Employee Retirement	\$	-	\$	1,234,210	\$	1,313,240
Contributions Paid by Employer		-		-		52,188
State Contribution to State						
Employee's Retirement System		-		-		276,614
State Contributions to Social Security		-		90,986		97,471
Contractual Services		-		-		210,907
Travel		-		-		240
Commodities		-		-		148,168
Printing		-		-		80,165
Equipment		-		-		239,145
Telecommunications		-		-		6,878
Lump Sum: Operating Expenses		1,992,961		738,625		
Total Expenditures	\$	1,992,961	\$	2,063,821	\$	2,425,016
Lapsed Balances	\$	167,039	\$	96,179	\$	13,166

Note 1: Fiscal Year 2011 expenditures and related lapsed balances do not reflect any interest payments approved for payment by the Agency and submitted to the Comptroller for payment after August.

## SCHEDULE OF CHANGES IN STATE PROPERTY

For the Two Years Ended June 30, 2011

	E	Equipment
Balance at July 1, 2009	\$	4,285,224
Additions		749,486
Deletions		(428,625)
Net Transfers		(72,194)
Balance at June 30, 2010	\$	4,533,891
Balance at July 1, 2010	\$	4,533,891
Additions		97,270
Deletions		(511)
Net Transfers		(33,834)
Balance at June 30, 2011	\$	4,596,816

Note: The above schedule has been derived from Agency records which have been reconciled to property reports submitted to the Office of the Comptroller.

## COMPARATIVE SCHEDULE OF CASH RECEIPTS AND RECONCILIATION SCHEDULE OF CASH RECEIPTS TO DEPOSITS REMITTED TO STATE COMPTROLLER

For the Fiscal Years Ended June 30,

	20	11	2	010	20	009
Reimbursements/Jury Duty and Recoveries	\$		\$	48	\$	36
Total Receipts (per Agency)	\$		\$	48	\$	36
Deposits Ordered Into State Treasury (per State Comptroller)	\$	<u>-</u>	\$	48	\$	36

## ANALYSIS OF SIGNIFICANT VARIATIONS IN EXPENDITURES

For the Two Years Ended June 30, 2011

## ANALYSIS OF SIGNIFICANT VARIATIONS IN EXPENDITURES BETWEEN FISCAL YEARS 2011 AND 2010

## **General Revenue Fund (001)**

## Personal Services and State Contributions to Social Security

The decrease in personal services and State contributions to Social Security was due to LPU receiving a lump sum appropriation for all General Revenue Fund expenditures in FY11. In FY10, personal services and State contributions were appropriated separately.

## **Lump Sum: Operational Expenditures**

The increase was due to the personal services and State contributions being included in the lump sum appropriation in FY11.

## <u>ANALYSIS OF SIGNIFICANT VARIATIONS IN EXPENDITURES BETWEEN FISCAL</u> YEARS 2010 AND 2009

## **General Revenue Fund (001)**

## Contractual Services, State Contributions to SERS, and other line items

The decrease was due to LPU receiving a lump sum appropriation in FY10 for all items except personal services and State contributions to Social Security.

## <u>Lump Sums – Operating Expenses</u>

The increase was due to LPU receiving a lump sum appropriation in FY10 for its line item appropriations except personal services and the State contribution to Social Security.

## STATE OF ILLINOIS LEGISLATIVE PRINTING UNIT ANALYSIS OF SIGNIFICANT LAPSE PERIOD SPENDING

For the Two Years Ended June 30, 2011

## **FISCAL YEAR 2010**

## **General Revenue Fund (001)**

## **Lump Sum: Operating Expenses**

Specially made paper and paper made for agency letterheads and envelopes were ordered prior to June 30, but the items and invoices were not received and paid for until the lapse period. In addition, a large number of interest payments were made during the lapse period.

## STATE OF ILLINOIS LEGISLATIVE PRINTING UNIT ANALYSIS OF OPERATIONS

For the Two Years Ended June 30, 2011

## AGENCY FUNCTIONS AND PLANNING PROGRAM

The Legislative Printing Unit (LPU) was established as a legislative support service agency by the Legislative Commission Reorganization Act of 1984 (25 ILCS 130/9-1). The Act empowers the Legislative Printing Unit to "provide printing services to members of the General Assembly, legislative committees and commissions and other legislative agencies in accordance with the policies established by the Joint Committee on Legislative Support Services and with reasonable rules promulgated by the Legislative Printing Unit."

The LPU may also provide emergency printing services to other State agencies subject to the prior approval of the Department of Central Management Services. The LPU may make and collect reasonable charges for these services and shall pay any amounts so collected into the General Revenue Fund in the State Treasury (25 ILCS 130/9-2).

The Legislative Printing Unit is mandated to be governed by a bipartisan Board of twelve members of the General Assembly. The appointed Board members as of June 30, 2011 were as follows:

## **SENATE**

Senator Kimberly Lightford Senator Antonio Munoz Senator Ira Silverstein Senator Larry Bomke Senator John Jones Senator Carole Pankau

### **HOUSE**

Rep. Mike McAuliffe Rep. Sandra Pihos Rep. Raymond Poe Vacant Vacant Vacant

## STATE OF ILLINOIS LEGISLATIVE PRINTING UNIT ANALYSIS OF OPERATIONS

For the Two Years Ended June 30, 2011

## **AUTHORITY**

The Legislative Printing Unit is responsible for the designing and printing of a wide range of materials. During legislative sessions, the LPU is responsible for the printing of the Senate and House daily calendars, Senate and House final journals, budget amendments, the Legislative Digest and publishing House journals to CD. For the legislative commissions, the LPU is responsible for the printing of a wide range of materials including newsletters, annual reports, informational books, audits, reports, stationery, envelopes, forms, business cards, etc. The LPU has adopted rules for printing and follows strict adherence to the policy requiring no print job to be performed that is political in content (such as campaign material), or private business items. Other materials designed and printed by the LPU must also follow the printing rules. For example, the LPU uses soybean inks manufactured in Illinois. They also use 50% recycled paper with 50% post consumer waste content, of various colors and weights for the requests for the members and legislative commissions.

## PLANNING PROGRAM

The LPU's short-term planning consists of completing an "Annual Narrative Statement on Specific Programs" report each fiscal year. Any new legislation initiated by the LPU for consideration by the General Assembly, along with applicable cost factors, are identified. Recently enacted State and federal laws, executive orders, court orders, State or federal regulations, or newly mandated changes in organizational structure or operational responsibilities, etc. that will have an impact on the LPU's budget are reported. A notation is also made of implementation plans including dates and cost factors for expansions in areas such as equipment and electronic data processing. Short-term planning also consists of annual budget requests which are submitted to the General Assembly (JCLSS – Joint Committee on Legislative Support Services) for approval.

The LPU's long-term goal is to accomplish the ongoing requests of the General Assembly, committees, commission, and legislative agencies in a cost-effective manner without diminishing the quality of printing products.

## STATE OF ILLINOIS LEGISLATIVE PRINTING UNIT AVERAGE NUMBER OF EMPLOYEES

For the Fiscal Years Ended June 30,

## AVERAGE NUMBER OF EMPLOYEES

The following table, prepared from Agency records, presents the average number of employees, by function, for the Fiscal Years ended June 30,

<u>Position</u>	2011	2010	2009
Administration	4	4	5
Layout Department	4	4	4
Printing Department	19	20	21
Total average full-time employees	27	28	30

## STATE OF ILLINOIS LEGISLATIVE PRINTING UNIT SERVICE EFFORTS AND ACCOMPLISHMENTS (NOT EXAMINED)

The following operating statistics were prepared from Agency records by fiscal year:

	2011	2010	2009
Jobs Completed	3,159	2,846	3,526
Member	9,352,323	14,682,946	17,194,445
Support Staffs	551,705	609,060	1,203,005
Legislative Printing Unit	3,891,820	2,388,391	4,899,000
Legislative Agencies	2,743,124	2,461,076	4,398,346
Total all Sheets	16,538,972	20,141,473	27,694,796

Note: Sheets refers to the numbers of sheets of paper going through the printing process.