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Subject: Press Conference: Agency Announcent
Location: 1st Floor Lobby, Statehouse
When: 8/8/2016 2:00:00 PM - 2:20:00 PM

EVENT: LLR Announcement

DATE: Monday, August 8, 2016

TIME: 2:00 PM

LOCATION: Statehouse, first floor lobby, Columbia, S.C.

PURPOSE: to announce Emily Farr as the new LLR Director

ATTENDEES:

SPEAKING ORDER/LINE-BY-LINE:

- Governor Haley
- Emily Farr
- Richele Taylor

BACKGROUND/ACCOMPLISHMENTS UNDER RICHELE:

Business Friendly

- Partnering OSHA with high school students to provide job training prior to graduation. A pilot program was successfully introduced in Greenville and will be rolled out throughout SC.
- OSHA enters into voluntary, cooperative relationships with employers who want OSHA to help encourage, assist and recognize efforts to eliminate serious hazards and promote a high level of worker safety and health. OSHA has strengthened its voluntary efforts and entered into partnerships with several new companies, including a company with 5 major construction sites at one time. These partnerships allow OSHA to assist employers with safety standards and reach hundreds of sub contractors it may not otherwise reach.
- OSHA helped over 900 businesses and saved them over 1.8 million in fines through its voluntary program where it helps businesses become OSHA compliant upon the request of the business.

Improved Customer Service

- Implementing a new continuing education feature for our licensees that will allow show compliance status, license number and expiration date, reported CE hours/exemptions, search for approved courses and ultimately provide better services to over 400,000 licensees.

- Developed the agency's first ever business continuity plan that will insure that services are delivered to customers in the event of a disaster.
- Continued to enhance LLR's online capabilities. Now, those companies with an elevator can use the online portal to request an inspection, pay a bill for the inspection, or update company records.
- Also, consumers who would like to file a wage payment claim may do so online.
- Customers will soon be able to pay and renew at kiosks at LLR. LLR is working with a third party to install kiosks so that customers who come in to LLR's office make changes can also pay any licensing fees due rather than requiring cash or money orders.
- At the beginning of Haley's tenure, wait times for answering the phones was 4-5 minutes at LLR. Director Templeton reduced the wait times to an average of 33 seconds per call. Director Pisarik reduced the average to under 30 seconds per call. Richele has continued this trend and the wait period has fallen further to a one year average (August 2015-July 2016) of an 18 second wait period per call. This has been done by restructuring board staff to make boards more efficient, rotating a pool of staff to assist those boards that are in the process of renewal and have a high call volume; and continued training of staff on both customer service and the boards they represent so that they can provide accurate information quickly.

Cutting Agency Costs

- Improved process to reduce operational costs by approximately \$85,000
 - Revamped how we assign and provide mobile phones –saved approximately \$7,000 (6,687.73)
 - Reduced travel mileage and meal reimbursements by approximately \$19,000 (\$10,186 mileage plus \$8,430 for meals)
 - Reduced the use of leased vehicles by approximately \$9,000 (\$8,902)
 - Changed how we use desktop phones from landline to internet and saved approximately \$10,000.
 - 66% of the agency now has virtual desktop to a savings of \$20,000 (but an overall savings of \$50,000).
 - Reduced electricity costs at the Fire Academy by approximately \$18,000 (\$18,347.88)

Other:

- **DV:** LLR's resource page on domestic violence, which assists professional board members find education links and information to support their patients/clients.
- **Board Issues:** Worked with the Boards to increase education about domestic violence and ensure CE courses available to licenses. Also worked with the public and the Boards regarding telemedicine services in SC. (Background: We provide services including a dedicated policy attorney, and that helped the board be forward thinking in regards to telemedicine which ultimately led to the bill, and that in turn will give thousands of SC people access to health care and also helped from a business perspective because now we have a new business model and many companies offering these services are coming to our state.)
- **Faster Time for Amusement Ride Inspections:** Inspections are now documented through electronic report submissions, and field inspectors can submit inspections from anywhere in the field. This capability reduces inspection time.
- **Additional Accreditation for Fire Fighter Classes:** The Fire Academy previously certified new fire fighters with IFSAC certification. It now also certifies fire fighters with Pro Board accreditation. This makes LLR's Academy training more valuable for neighboring states and corporations to take advantage of our classes, which provide dual certifications.
- **Inclusion of Small Business - Labor Safety Awards:** Revamped Safety Awards to include a

- category for small businesses with attainable safety standards for companies of a smaller size.
Provides a way to recognize small SC businesses with limited resources and smaller employee sizes.
- **OSHA: Low Injuries/Illness Rates:** South Carolina's on-the-job injury/illness rate for private industry was 2.8 injuries/illnesses per 100 full-time equivalent workers in 2014, a decline from 2013's rate of 2.9 and 2012's rate of 3.0. SC remains one of the lowest in the nation for injuries/illness in the workplace. The U.S. rate for private industry in 2014 was 3.2.

BACKGROUND on Emily Farr:

- Graduate of University of North Carolina at Chapel Hill
- Received J.D. from the University of South Carolina School of Law
- Shareholder (Partner) at Haynsworth Sinkler Boyd, P.A., where she has worked since graduating from Law school in 2003.
- Areas of Expertise:
 - Employment Advice and Counsel; Employment Law Regulatory Compliance; Employment Contracts, Policies and Procedures; Consumer Financial Litigation
 - Member of the firm's Manufacturing Industry Group Team
 - Member of the firm's Financial Services Practice Team and Employment Law Team
- 38 years old, married with three children.

SUGGESTED TALKING POINTS:

- It's another great day in South Carolina today as we here today to introduce the newest member of Team Haley.
- When we came into office in 2011, LLR was a mess. There were issues throughout the agency that made it hard to do business with them.
- Just like in all of my agencies, we knew that LLR needed to be in the customer service business.
- Companies that had to go through LLR needed to be able to do their business quickly and efficiently instead of being burdened by the cumbersome bureaucracy of the agency.
- So, we started a tradition of having people from the private sector, who knew what it was like to be on the other side of things, leading the agency into a more efficient and business-friendly time.
- That's why, since the beginning of our administration, we have been able to improve customer service industry by reducing wait times for constituents and cutting costs at the agency while still becoming more efficient in services provided.
- That's why, today, we're excited to announce that Emily Farr, who has been a labor and employment attorney in private practice for her entire career, is going to be our next director at the Department of Labor, Licensing and Regulation.