

STATE OF UTAH



Department of
**Administrative
Services**

SERVICES ELEVATED



**2009 ANNUAL REPORT &
DIRECTORY OF SERVICES**

Contents

DAS – Commitment to Customer Service	4
Annual Awards Program.....	6
Honors and Recognitions	7
Department of Administrative Services.....	8
Office of Child Welfare Parental Defense.....	13
Division of Administrative Rules	17
Division of Archives & Records Service.....	23
Division of Facilities Construction & Management.....	32
Division of Finance	41
Division of Fleet Operations & Surplus Services.....	50
Division of Purchasing & General Services	58
Division of Risk Management.....	66
Utah Navajo Royalties Holding Fund.....	74



It is my pleasure to present this Annual Report for the Department of Administrative Services (DAS). Despite a year of demanding fiscal challenges, DAS employees displayed tremendous commitment to “Services Elevated” and clearly demonstrated their commitment to deliver the highest quality products and services to state agencies.

These important services are an integral element to our initiatives of infrastructure, energy security, public and higher education, and economic development. Administrative Services’ employees, at all levels, have responded to these challenges with new efficiencies, creativity and innovation.

I would like to personally extend my appreciation to all DAS employees for their commitment to excellence in public service. Their efforts are recognized and appreciated throughout the State of Utah.

**Gary R. Herbert – Governor
State of Utah**

FY 2009 stretched every dollar and employee to do more with less, pushed for the greatest possible efficiency gains and demanded more effective work. Hundreds of hours were spent, thoughtfully and wisely, sculpting a fiscally responsible budget preparing for a prolonged recession; balancing the need to provide vital services with the need to reduce spending. Resources were redirected to strengthen our internal accountability and expand government transparency.



With a solid vision, strategy, and commitment to serving our customer, we honed access to information, products and services and aligned with the operational needs of government agencies. Early investment in automation, designed to modernize data retrieval, sharpened the focus on customer service plans, performance measures, and improved our Balanced Scorecard.

In addition, interdepartmental cooperation expedited the development of the Customer Services Summary business intelligence project to provide mission critical data. For the coming year, our can-do employees will seek new and innovative methods to deliver, no frills, critical services to the customer.

**Kimberly K. Hood – Executive Director
Department of Administrative Services**

DEPARTMENT OF ADMINISTRATIVE SERVICES

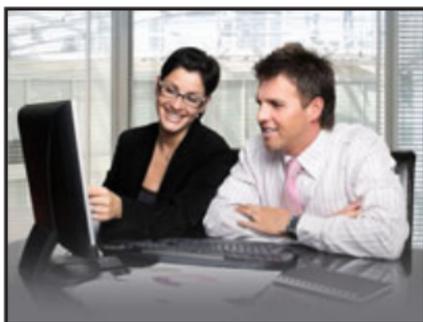
COMMITMENT TO CUSTOMER SERVICE

The mission of the Department of Administrative Services (DAS) is to “deliver support services of the highest quality and best value to government agencies and the public.” For FY 2010, DAS is implementing its automated Customer Services Summary Project (CSS) – an initiative using business intelligence technology with dashboard capability. The department’s ability to deliver top quality support services has a significant impact on every agency in the state.

It is critical for DAS to be able to measure services, identify opportunities to improve efficiency and effectiveness, and optimize the delivery of services to the agencies and the public we serve. DAS anticipates that the CSS project will be completely automated July 1, 2010.

Category	Item	Actual	Target	Variance %	Time Period
Fleet	Capital Lease Vehicle Count	940			Jun 2009
	Full Service Lease Vehicle Count	46			Jun 2009
	Vehicle Counts with Loan Status	32			Jun 2009
	Owned by Agency Vehicle Count	36			Jun 2009
	Total Vehicle Count by Agency	36			Jun 2009
	Miles Traveled	7994			Jun 2009
	Total Fuel Used	694			Jun 2009
	Total Alternative Fuel Used	2796			Jun 2009
	Average Miles per Gallon	794.3			Jun 2009
	Average Cost per Mile	55817.25			Jun 2009
	Total Number of Vehicles Overdue for Title	372			Jun 2009
	Percent of Vehicles Overdue for Title	186.1800%			Jun 2009
	Count of Title Home Drivers Approved	684			Jun 2009
	Non-Preventable Accidents	589			Jun 2009
	Preventable Accidents	514			Jun 2009
Unknown Accidents	213			Jun 2009	
Total Accident Counts	36			Jun 2009	
Miles Between Preventable Accidents	5,71464			Jun 2009	
Fuel	Fuel - CNG	203,2456			Jun 2009
	Fuel - UNLEADED	50,9498			Jun 2009
	Fuel - DIESEL	7,9394			Jun 2009
	Fuel - BIODIESEL	494,2456			Jun 2009
	Supplies	Avg Drive Pickup	299.2		
SP1 Picked Up		36			Jun 2009
SP1 Delivered		506			Jun 2009
Vehicles Issd		710			Jun 2009
Total # of Compliance Items Federal		3			Jun 2009
Total # of Perpetual Items Federal & LEISD		7			Jun 2009
Total # of Weapons Federal		89			Jun 2009

Screen from new Customer Services Summary Project



When fully operational, CSS will automate the collection of service measure data, and provide decision makers with historical and current views of financial, transactional,

and operational data. In effect, DAS divisions can set targets, see results, identify either beneficial or detrimental trends, and understand the underlying drivers of performance on a myriad of measures. Access to current, accurate data should enhance decision making capabilities and lead to improved service efficiency and effectiveness as managers align their decisions with the goals of their respective divisions and the department.

CSS will be accessible to DAS employees and the agencies we serve. Making the data available to all stakeholders serves several purposes. First, it provides transparency and accountability since business goals and actual performances against targets are communicated not only department-wide, but state-wide. Second, sharing intelligence sets the stage for significantly enhancing DAS' relationships with our business partners.

On the one hand, employees and customers gain an understanding of how business decisions affect performance. On the other hand, our business partners will have access to data they need to meet their organizational goals. Insights, both from within DAS and from our business partners, resulting from the analysis of available data should result in greater collaboration and a more responsive organization as DAS drives to improve efficiency and effectiveness, and optimize the delivery of support services.

For your reference, each DAS division has included an abstract of the type of data that they will be able to monitor and maintain when the CSS project is completed.

DAS ANNUAL AWARD PROGRAM “SERVICES ELEVATED”



2009 DAS EMPLOYEE OF THE YEAR

Tim Villnave
State Ergonomic Specialist
Division of Risk Management



2009 DAS MANAGER OF THE YEAR

Brian Nelson
Loss Control Manager
Division of Risk Management



2009 DAS TEAM OF THE YEAR

Brian Carpenter, Darrel
Pierce, Nathan Gardner, and
Melody Yearsley
Micrographic Group
Division of State Archives



2009 DAS HEROISM AWARD

Joel Sim
Maintenance Specialist
Division of Facilities Construction and
Management
For heroic efforts to save a life in our
community

HONORS AND RECOGNITIONS



Scott Bingham pictured with Kim Hood

2009 GOVERNOR'S AWARD FOR EXCELLENCE Individual Nomination for "Innovation and Efficiency"

Scott Bingham, Research Analyst
Division of Fleet Operations
and Surplus Services



2009 DAS "INNOVATIONS ELEVATED" AWARD

Marilee Richins, Technical Writer
Division of Finance

STATE OF UTAH



Department of Administrative Services

SERVICES ELEVATED

**DEPARTMENT OF ADMINISTRATIVE
SERVICES**

**3120 State Office Building
Salt Lake City, UT 84114**

801-538-3010

Fax: 801-538-3844

www.das.utah.gov

MISSION STATEMENT

“To deliver support services of the highest quality and best value to government agencies and the public.”



Back Row: Christopher Bruhn, Sal Petilos, Curtis Burk, Front Row: Yolanda Nance, Kimberly Hood, Victoria Schoenfeld

DAS EXECUTIVE TEAM

- Kimberly K. Hood, Executive Director
khoo@utah.gov 801-538-3010
- Sal Petilos, Deputy Director
spetilos@utah.gov 801-538-3091
- John Reidhead, Chief Financial Officer
jreidhead@utah.gov 801-538-3082
- Curtis Burk, Financial Manager
cburk@utah.gov 801-538-3310
- Christopher Bruhn, Internal Auditor
cbruhn@utah.gov 801-538-9714
- Victoria Schoenfeld, Public Information Officer
vschoenfeld@utah.gov 801-538-3215
- Yolanda Nance, Front Desk
ynance@utah.gov 801-538-3010



Nikki Broadhead, Brent Cleverly, Mary Ann Davis

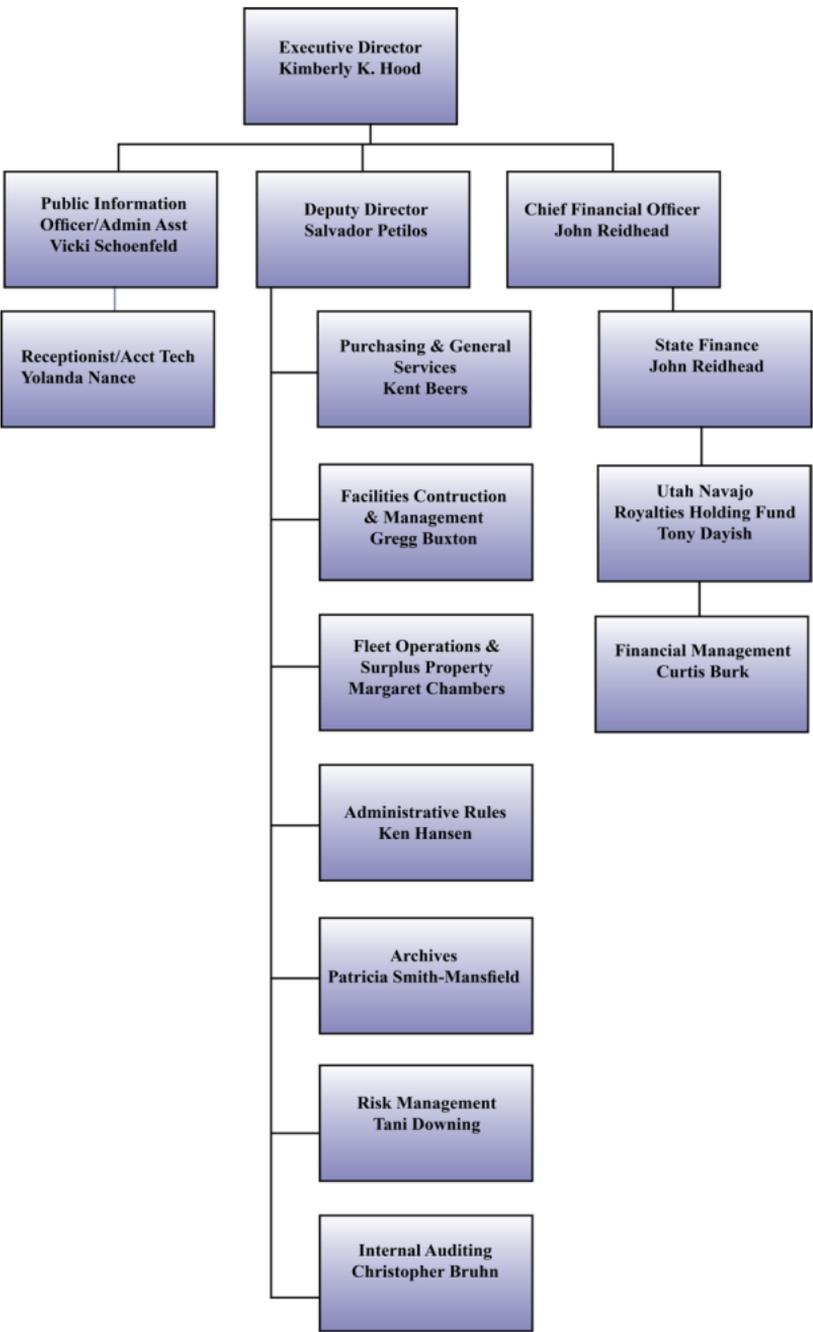
DAS ADMINISTRATIVE TEAM

- Mary Ann Davis, Human Resource Specialist
madavis@utah.gov 801-538-3062
- Brent Cleverly, Information Technology Director
bcleverly@utah.gov 801-538-3132
- Nikki Broadhead, Human Resource Technician
nbeckham@utah.gov 801-538-3208

FY 2009 DEPARTMENT HIGHLIGHTS

- **CUSTOMER PROFILES** – Implemented program designed to provide the executive management team of state agencies with the opportunity to review service measures and candidly discuss areas of concern regarding the delivery of services.
- **CUSTOMER SERVICES SUMMARY PROJECT** – In the process of implementing a business intelligence technology with dashboard capability to enhance decision making capabilities; improve service efficiency and effectiveness; automate data collection; and provide transparency and accountability. Project is scheduled to be fully operational on July 1, 2010.
- **PERFORMANCE MANAGEMENT** – Began process of strategically aligning employee performance with division service plans, as well as, department mission and goals.
- **QUALITY TEAMS** – Involved cross-department teams to provide recommendations regarding business operations that are well vetted and appropriate across all divisions. Team recommendations have resulted in consistent department branding, consistent policies, community involvement, and the creation of a training curriculum for department employees.
- **STATEWIDE EFFICIENCIES** – During difficult budget restrictions, efficiencies and innovations were implemented including electronic filing of administrative rules, online defensive driver training and financial training, video construction teleconferencing, the Utah Public Notice Website, energy savings through the Working 4 Utah, 4-10 work week implementation and the new State Transparency Website.

Department of Administrative Services Organizational Chart



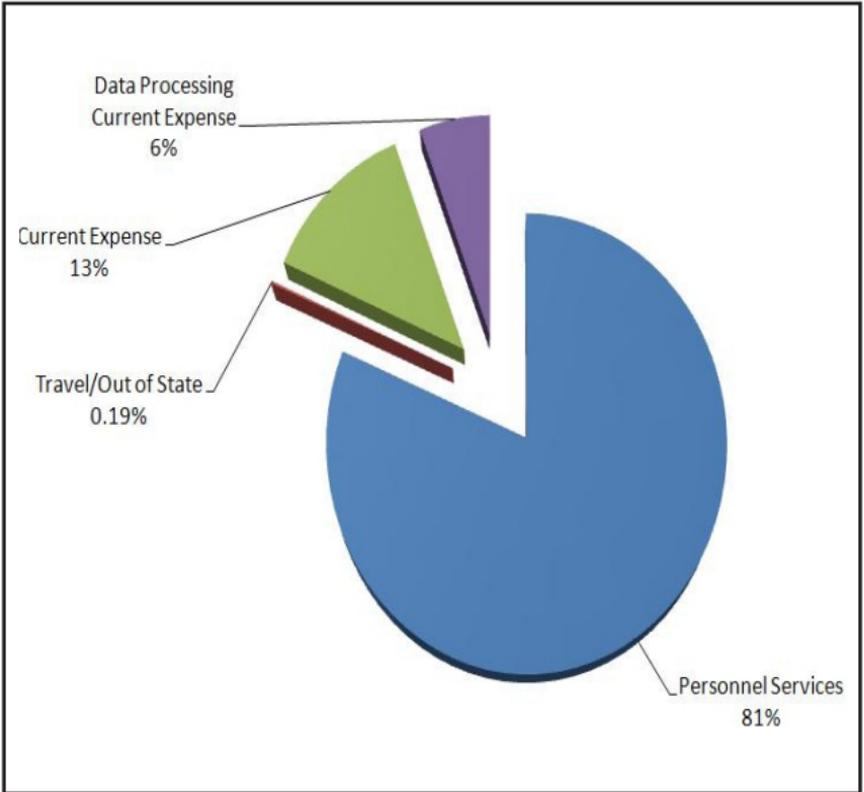
Employee Count: 417

FY 2009 Operating Budget: \$43,402,900

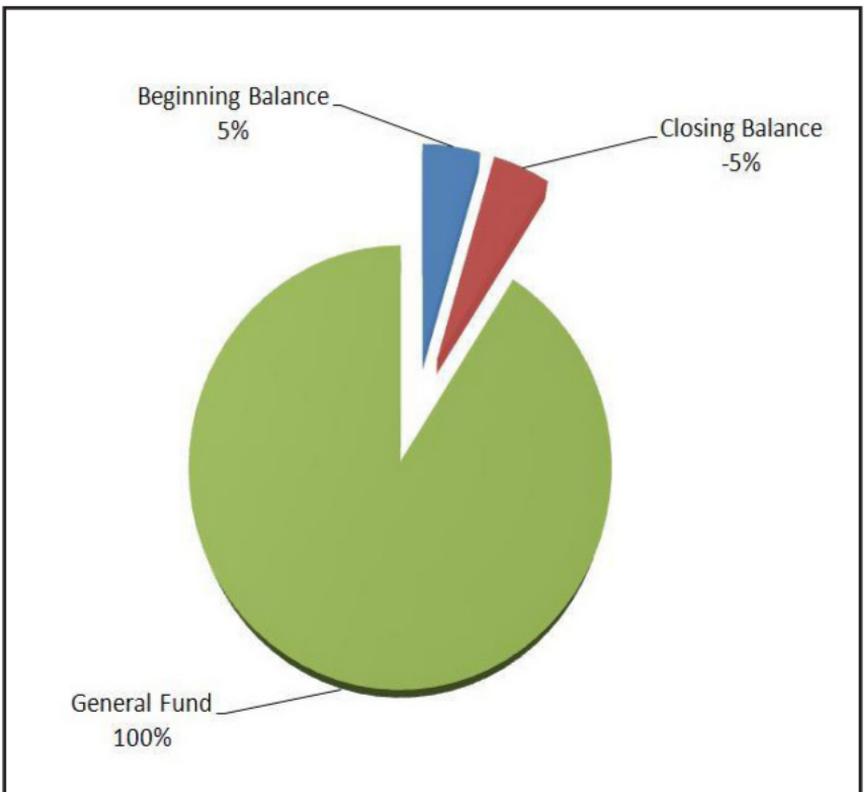
FY 2009 Capital Budget: \$298,017,942

FISCAL YEAR ENDING JUNE 30, 2009 (Unaudited)

Executive Director's Office Expenditures



Executive Director's Office Revenue \$793,700





Child Welfare Parental Defense

an office of the Department of Administrative Services

OFFICE OF CHILD WELFARE PARENTAL DEFENSE

3120 State Office Building
Salt Lake City, UT 84114

801-538-3010

Fax: 801-538-3844

www.das.utah.gov

MISSION STATEMENT

“Dedicated to helping improve outcomes for Utah’s families by providing education and support to attorneys who represent parents in welfare proceedings.”



EXECUTIVE TEAM

- Salvador Petilos, Program Manager
spetilos@utah.gov 801-538-3091
- Yolanda Nance, Assistant
ynance@utah.gov 801-538-3010
- John Norman, Administrator
john@parentaldefense.org

DIRECTOR'S MESSAGE



*Sal Petilos,
Program Manager*

The Office of Child Welfare Parental Defense (CWPD), is charged with providing training, assistance, and advice to parental defense attorneys. CWPD has contracted with the Parental Defense Alliance of Utah to provide assistance to defense attorneys in an effort to ensure that families receive skilled, competent legal representation.

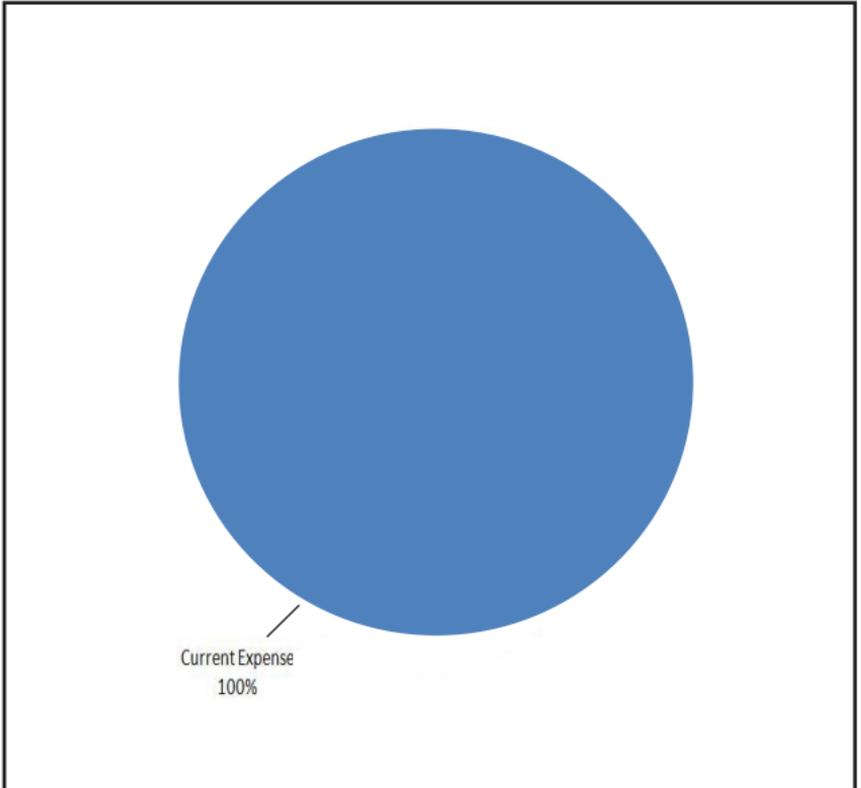
FY 2009 HIGHLIGHTS

Services to parental defense attorneys are currently provided through a contract with the Parental Defense Alliance of Utah (PDA). In FY 2009, the PDA:

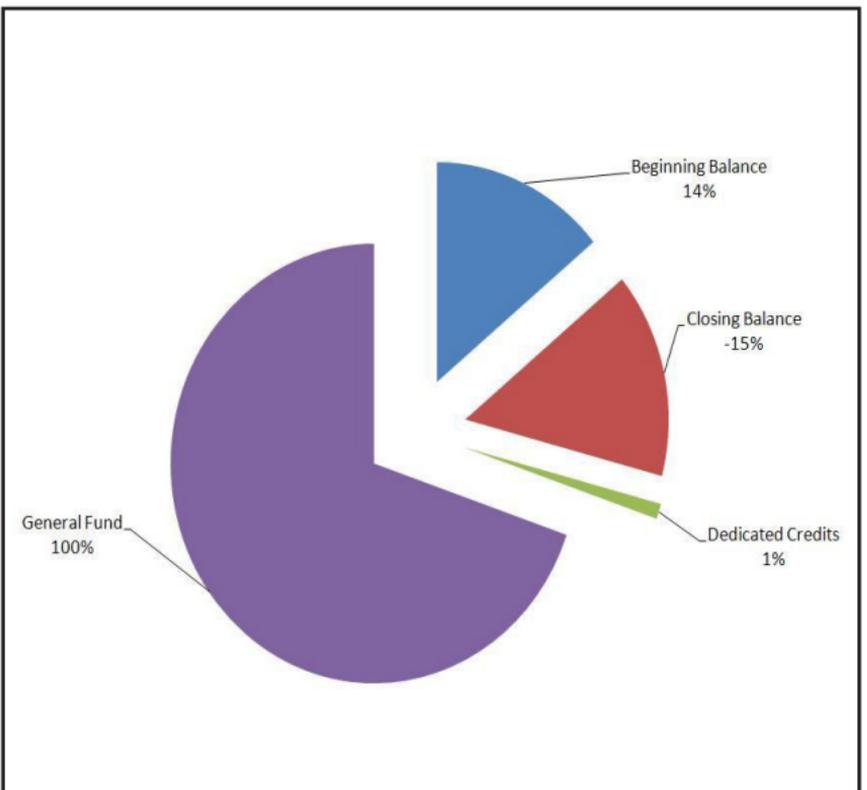
- Provided hands-on trial advocacy training to 23 Utah parental defenders through the National Institute of Trial Advocacy.
- Produced and held a two-day conference for parental defense attorneys.
- Conferred with, observed court proceedings, and acted as a resource for parental defense attorneys.
- Provided limited financial assistance to parental defenders for costs related to appeals.

**FISCAL YEAR ENDING JUNE 30, 2009
(Unaudited)**

Child Welfare Parental Defense Expenditures



**Child Welfare Parental Defense Revenue
\$119,900**



SERVICES AND FUNCTIONS

- Annual Conference and training seminars (CLE credits provided)
- eBulletin and newsletter
- PDA website www.parentaldefense.org

BOARDS AND COMMITTEES

- Child Welfare Parental Defense Oversight Committee



*John Norman
Executive Director
Parental Defense Alliance of Utah*



Administrative Rules

a division of the Department of Administrative Services

DIVISION OF ADMINISTRATIVE RULES

4120 State Office Building

Salt Lake City, UT 84114

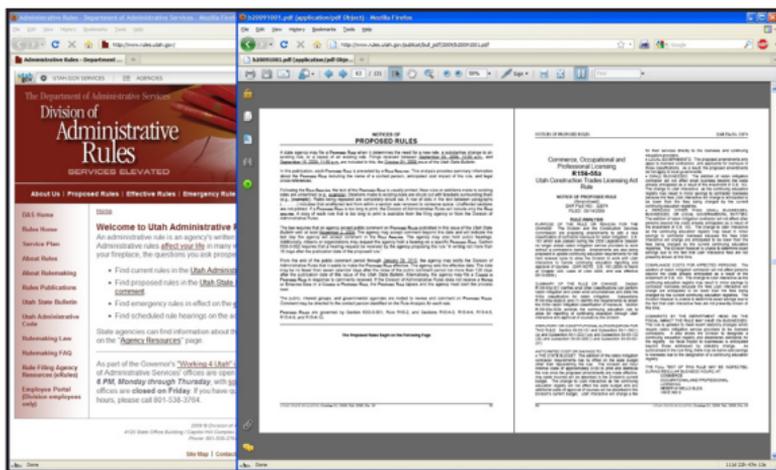
801-538-3764

Fax: 801-538-1773

<http://www.rules.utah.gov>

MISSION STATEMENT

“To facilitate excellence in government by promoting agency compliance with the procedures of the Utah Administrative Rulemaking Act, enhancing universal access to state regulatory information, and promoting participation in the regulatory process.”



EXECUTIVE TEAM

- Kenneth A. Hansen, Director
khansen@utah.gov 801-538-3777
- Michael G. Broschinsky, Code Editor
mbroschi@utah.gov 801-538-3003
- Nancy Lancaster, Publications Editor
nllancaster@utah.gov 801-538-3218
- Sophia Manousakis, Executive Secretary
smanousa@utah.gov 801-538-3764



Left to Right: Ken Hansen, Nancy Lancaster, Mike Broschinsky, and Sophia Manousakis

DIVISION DIRECTOR'S MESSAGE



Ken Hansen, Director

Regulatory transparency, or public access to Utah's regulatory process, is at the heart of the Division of Administrative Rules' statutory mandate. Public access to, and involvement in, all of the state regulatory processes are possible because the division collects, assembles, and publishes administrative rules from 160 state agencies. Administrative rules inform citizens of state regulatory requirements. The rulemaking process provides opportunities for citizens to have meaningful input in the development of rules, provides valuable feedback and information to state agencies, encourages broad compliance with state regulations, and enables oversight by the Governor's Office and Legislature and review by the Courts.

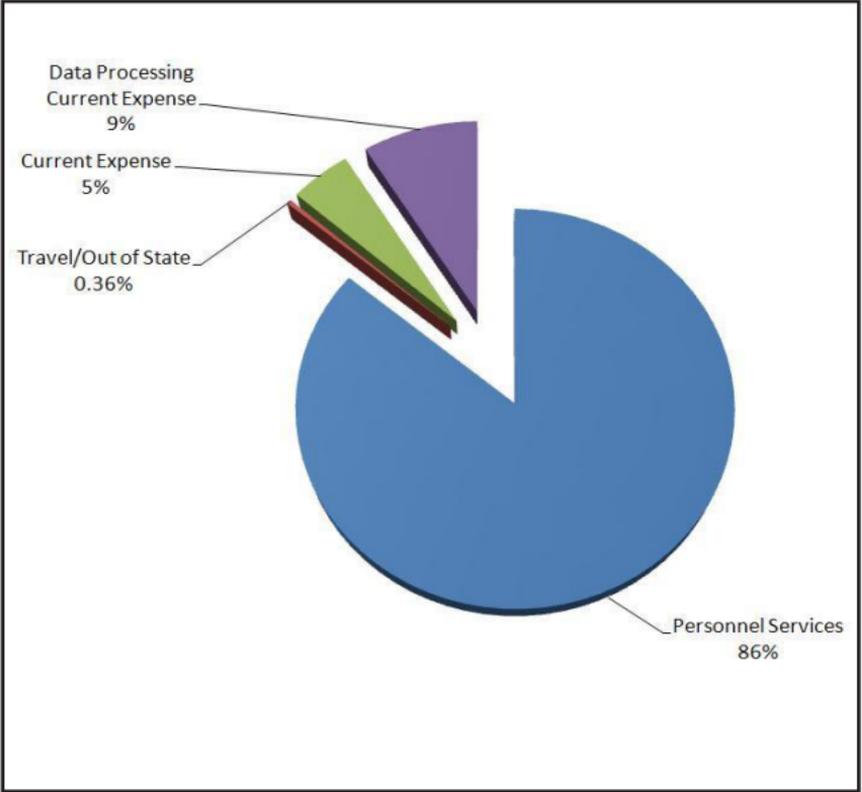
The division's experienced staff and the working relationship they have developed with the state's regulatory agencies is key to meeting the regulatory transparency mandate. State regulatory agencies must respond to statutory mandates to regulate. Those agencies rely on the division to keep them informed of statutory notice requirements, publication requirements, and deadlines. The division provides tools, training, and resources to enable accurate rule filing. The division publishes proposed and emergency rules accurately and on time so citizens have a full opportunity to review, comment, and be aware of the administrative rules that affect them, their profession, or their industry.

The rulemaking process is the messenger that informs citizens how state government functions and provides citizens the opportunity to become involved, have a voice, take action, and make a difference.

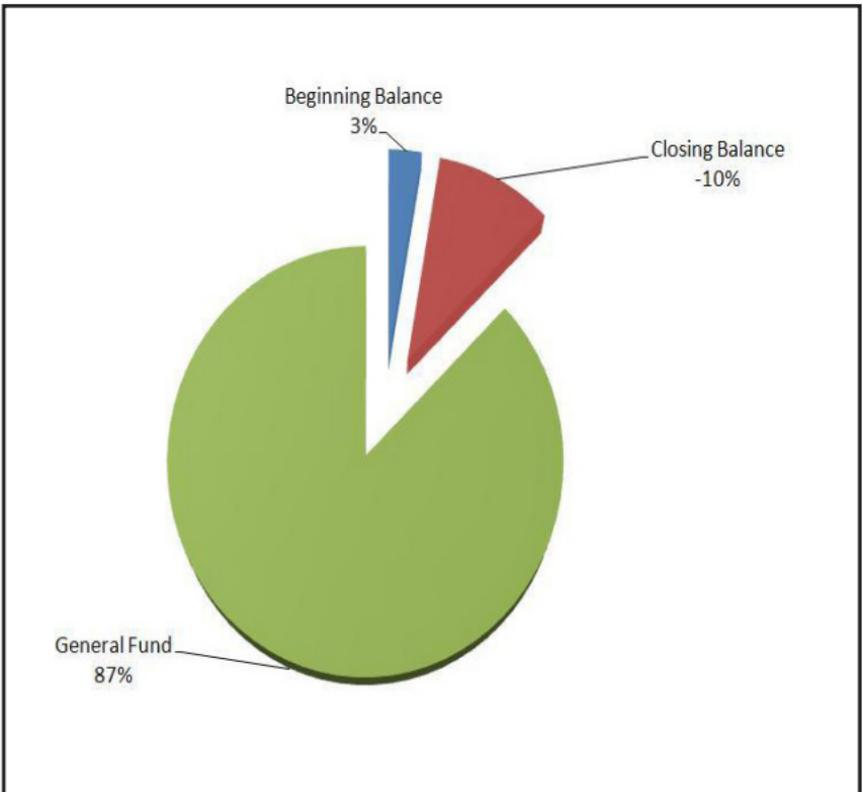
FY 2009 DIVISION HIGHLIGHTS

- Division staff issued all 24 issues of the Utah State Bulletin on time for the 16th year in a row. This is essential. The public becomes aware of administrative rules issued by state agencies by means of the Utah State Bulletin.
- The division neared completion of a major update to eRules, its rule filing and publication web-based application (released on July 16th, 2009). The application it replaces was eight years old. eRules v.2 resolves significant reliability and data integrity issues.
- The division processed 1,199 rules during FY 2009. Of these, 1,142 became effective and were codified into the Utah Administrative Code.

**FISCAL YEAR ENDING JUNE 30, 2009
(Unaudited)**



**Administrative Rules Revenue
\$357,400**



SERVICES AND FUNCTIONS

Document Filing

- Administrative rule filings – agencies submitted 1,199 rule filings (accessible to authorized state employees) <http://erules.rules.utah.gov/>
- Executive document filing (accessible to authorized individuals from the Governor’s Office) <http://erules.rules.utah.gov/>

Publication of Rules and other Executive Branch Notices

- Proposed and emergency administrative rule publication – <http://www.rules.utah.gov/publicat/bulletin.htm>
- Effective administrative rules – <http://www.rules.utah.gov/publicat/code.htm>
- Index of changes – <http://www.rules.utah.gov/publicat/rulesindex.htm>
- Executive document publication – <http://www.rules.utah.gov/executivedocuments.htm>
- Publication of other administrative agency material – <http://www.rules.utah.gov/publicat/bulletin.htm>

Maintenance of the Utah Administrative Code

<http://www.rules.utah.gov/publicat/code.htm>

Rulemaking Assistance to Agencies

- Training – provided rulemaking process training to 65 agency rulewriters in 7 different sessions
- Rulewriting Manual for Utah – <http://www.rules.utah.gov/agencyresources/manual.htm>
- Notices of rules due for review; notified agencies of 158 rules due for five-year review

Procedural Review of Rules

- Procedural review of rule analyses and other rule forms – reviewed 1,199 rule filings and identified 212 issues in 194 rules related to the information provided on the required forms. These issues were resolved prior to publication.
- Procedural review of rule text – Reviewed 1,199 rule filings and identified 114 text issues in 108 rules. These issues were resolved prior to publication.

DAS STATEWIDE CUSTOMER SERVICE SUMMARIES FOR FY 2009



Administrative Rules
a division of the Department of Administrative Services

Services Provided

Total

Document (Rule) Filing

Rule filings submitted	1,199
Rule filings made effective	1,142
Rule filings withdrawn	40
Rule filings invalidated	1
Rule filings lapsed	14
Rule filings still in process (as of 10/28/2009)	2
Types of Rule Filings	1,199
New rules	73
Repealed rules	11
Amendments	489
Repealed and reenacted rules	15
Changes in proposed rules (response to comment)	21
Emergency rules	47
Five-year notices of review/stmts of continuation	228
Five-year extension	7
Five-Year expiration for failure to comply	1
Legislative nonreauthorization (H.B. 197 (2009))	3
Nonsubstantive changes	304

Publication of Rules and Notices

Complete rule filing notices published in the <i>Utah State Bulletin</i> on time	100%
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Maintenance of Utah Administrative Code

Rules in July 1, 2009 code	1,942
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Rulemaking Assistance to Agencies

Number of staff attending rules training	63
Cumulative hours	130

Procedural Review of Rules

Rules with issues resolved prior to publication	281
Filings with issues as % of filings	23%
Total number of issues identified and resolved	348

Notification of Filing Deadlines

Number of rules due for five-year review for which notice was sent in FY 2009	131
Number of rules due for five-year review for which a 2nd reminder was sent in FY 2009	103
Number of rules for which notice of rules about to lapse was sent in FY 2009	35



Archives & Records Service

a division of the Department of Administrative Services

DIVISION OF ARCHIVES ADMINISTRATIVE OFFICES

346 South Rio Grande
Salt Lake City, UT 84101-1106
Phone: 801-531-3848
Fax: 801-531-3854
Monday - Thursday 7am - 6pm

RESEARCH CENTER
300 South Rio Grande
Salt Lake City, UT 84101
Phone: 801-533-3535
Fax: 801-533-3504
Monday - Thursday 8am - 6pm

RECORDS CENTER
2341 South 2300 West
West Valley City, UT 84119
Phone: 801-975-4016
Fax: 801-974-0336
Monday - Thursday 7am - 6pm

www.archives.utah.gov

MISSION STATEMENT

“To assist Utah government agencies in the efficient management of their records, to preserve those records of enduring value, and to provide quality access to public information.”



Top Row: Ken Williams, Gregg Evans; Bottom Row: Rosemary Cundiff, Patricia Smith-Mansfield

EXECUTIVE TEAM

- Patricia Smith-Mansfield, Director
pmansfield@utah.gov 801-531-3850
- Ken Williams, Deputy Director
kenwilliams@utah.gov 801-531-3840
- Gregg Evans, Administrative Services Manager, greggevans@utah.gov
801-531-3865
- Rosemary Cundiff, Deputy Historical Records Coordinator, rcundiff@utah.gov
801-531-3866



Archives Research Center

DIVISION DIRECTOR'S MESSAGE



*Patricia Smith-Mansfield,
Director*

The Division of Archives permanently preserves and provides access to the records of enduring value created by state, county, municipal governments, and other local government entities. State laws provide that government meetings, decisions, and records be made available to the public. This history belongs to the citizens of the state and they

have a legal right to open and fair access. The State Archives is mandated to provide this transparency and accountability in government.

The Archives has a strategic plan which provides a framework for the next five years. Our objectives are aligned with our mandated responsibilities and daily work of preserving and providing access to the state's public records.

To improve intellectual control of government records, the Archives inventory the state's microfilm and reappraise its holdings to identify non-essential, essential, vital, and historical records. We also develop Continuity of Operations Planning (COOP) plans.

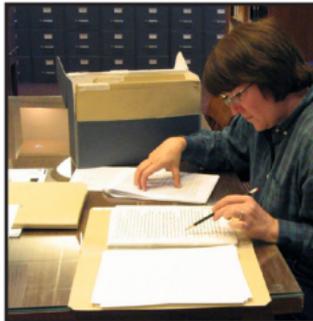
To increase the efficiency of the state, the Archives provide access to the state's historical records through an electronic catalog system and promote efficiency in records management with electronic training tools.

The Archives is conducting a statewide preservation assessment with an Institute of Museum and Library Services grant, which will provide an assessment of the state's archival records.

Record collections are essential to protecting life, property, and the rights of citizens; records provide the informational infrastructure necessary to maintain order and accountability in government; and collections provide the documentation of the infrastructure of society and government.

FY 2009 DIVISION HIGHLIGHTS

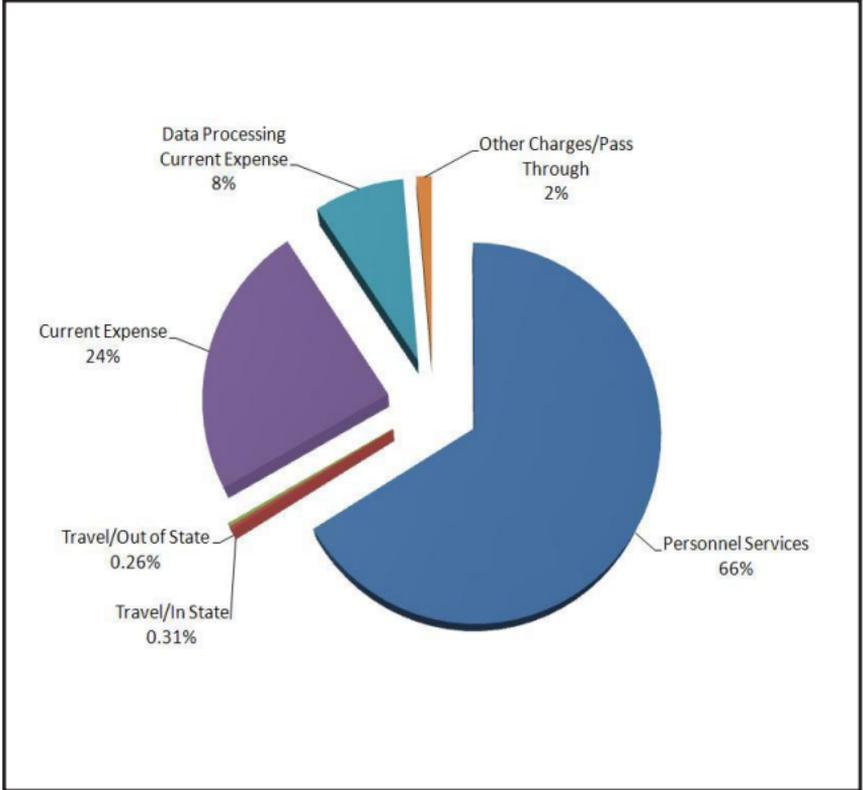
- **Geospatial Multistate Archive and Preservation Partnership (GeoMAPP)** – The Archives partnered with other states and the Library of Congress to preserve historic geographic information system (GIS) records, transferring thousands of historical datasets for preservation
- **Regional Repository Training and Development** – The Utah State Historical Records Advisory Board approved \$76,000 in regrants to local repositories, funded by the National Historical Publications and Records Commission and the 2007 General Session of the Utah Legislature.
- **Digital Archives** – With more than 500,000 images online, including birth and death certificates and Working Bill Files, our Digital Archives was named one of *Family Tree Magazine's* 101 Best Web Sites and earned a listing in *Ancestry Magazine*. We received 726,000 public visits.
- **Electronic Records – Email Guidelines:** The Archives led an advisory group of state agency partners to develop email guidelines.



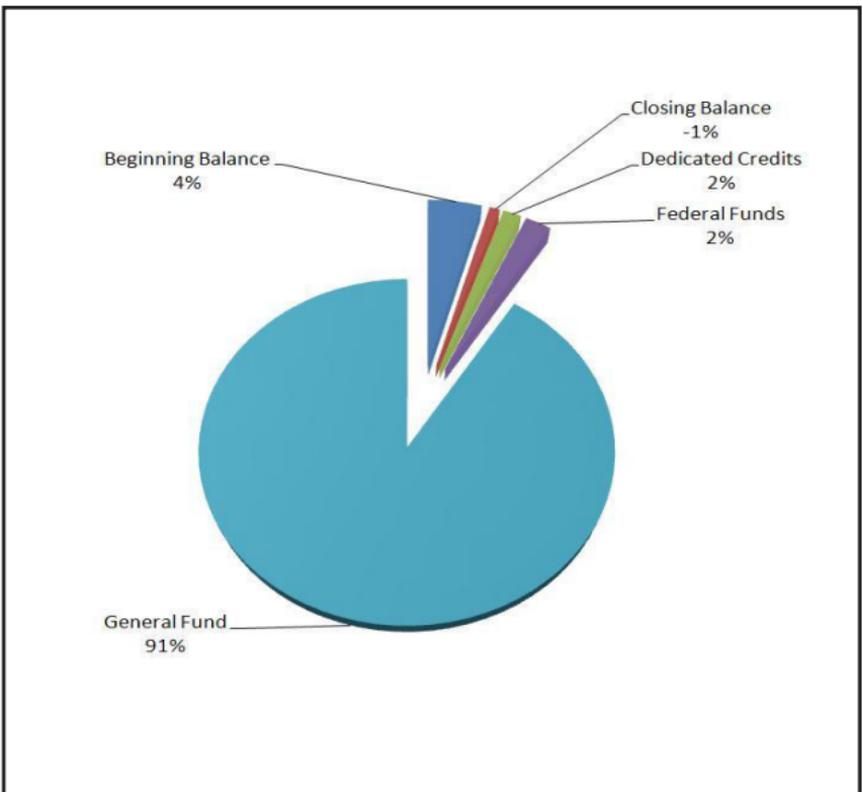
- **Image Conversion and Reformatting** – The Archives provides a new service in format conversion in digital-to-microfilm and microfilm-to-digital.
- **Public Meeting Notice Website** – Over 18,000 notices from 2,100 public bodies are online. The site was awarded the *2009 Digital Government Achievement Award Winner for Best Fit Integrators* and the *2009 Center for Digital Government Achievement Award* winner. There were 50,000 public visits.

FISCAL YEAR ENDING JUNE 30, 2009 (Unaudited)

Archives Expenditures



Archives Revenue \$2,550,200



SERVICES AND FUNCTIONS

Records Management Services

Provides consulting services, research, and surveys to state and local government agencies in records management. Establishes guidelines and standards.

<http://archives.utah.gov/recordsmanagement>

Provides training on the Government Records Access and Management Act (GRAMA) and records management. <http://archives.utah.gov/recordsmanagement>

Provides GRAMA information (appeals, classification) and staff support and services to the State Records Committee. <http://archives.utah.gov/recordsmanagement>

Stores and retrieves inactive records for governmental entities. Properly destroys obsolete records according to legal retention periods. <http://archives.utah.gov/recordsmanagement>

Archives Services and Public Access

Appraises state records and assists governmental entities and repositories with appraisal of historical records. <http://archives.utah.gov/archivistresources>



State of the art Archives record storage and retrieval system

Maintains non-current records of permanent historical value. Preserves the original record. <http://archives.utah.gov/research>

Maintains and provides access to public records in Archives' custody, assisting patrons through research room services and online. Provides copies of historical records in a variety of formats. <http://archives.utah.gov/research>

Creates guides, finding aids, and indexes. Arranges, describes, and catalogs historical records in Archives' custody. <http://archives.utah.gov/research>

Public Outreach

Provides outreach, training, research workshops, papers, and presentations. <http://archives.utah.gov/archivesmonth>

Provides support for network of approved regional repositories and assistance to local repositories <http://archives.utah.gov/USHRAB>

Maintains public records and manages grants programs. <http://archives.utah.gov/USHRAB>

Preservation Services

Operates a microfilming imaging center. Reformats records to preserve permanent records. <http://archives.utah.gov/recordsmanagement>

Establishes and maintains standards of quality control. Provides access to microfilmed records. <http://archives.utah.gov/recordsmanagement>

Public Notice and Assistance

Administers the Utah Public Meeting Notice Website. Maintains and provides access to all governmental entities' public meeting and hearing notices, minutes, and agendas. <http://www.utah.gov/pmn>

BOARDS AND COMMITTEES

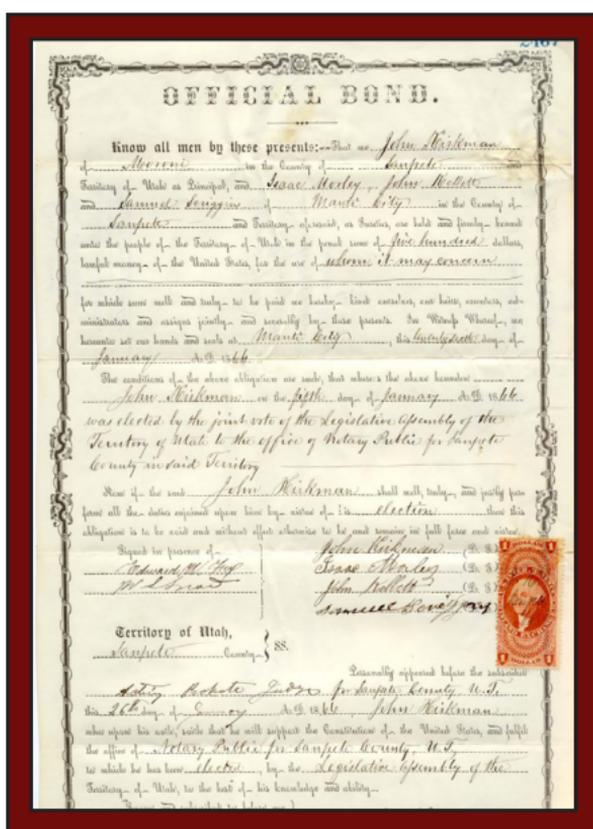
- State Records Committee
- Utah State Historical Records Advisory Board

GRANTS COMPLETED IN 2009

- Library Services and Technology Act Grant, \$101,873, partnership grant with six state repository institutions to upgrade Encoded Archival Description (EAD) Finding Aids to new standards.

GRANTS IN FY 2009 AND CONTINUING THROUGH FY 2010

- National Historical Publications and Records Commission Grant, \$50,000 in re grants to local and regional repositories throughout the state.
- Library of Congress, \$20,000 extension of a partnership grant with North Carolina and to continue GIS historical records preservation.



DAS STATEWIDE CUSTOMER SERVICE SUMMARIES FOR FY 2009



Total

Services Provided

Records Management

Agency consultations/trainings	2,994
Record retentions schedules	26,427

Records Storage

Volume of records, cubic feet	113,550
Cost avoidance	\$1,660,101
Retrieval of inactive records, cubic feet	8,556
Destruction of records, cubic feet	9,680
Cost avoidance	\$141,552

Public Notices

Public bodies	1,820
Public notices posted	22,526

Preservation of Essential Records

Historical records volume, cubic feet	29,040
Historical records volume on microfilm, est cubic feet	351,960
(Microfilm reel numbers)	117,320
Total cubic feet	381,000
Record series/collections	26,397
Reformatting number of images	965,191

Access of Essential Records

Patron research center assistance	11,318
Public research use of digital archives	725,689
Public use of public notice website	51,024

State Records Committee

Appeals heard	18
Appeals requested, not heard	34



Facilities Construction & Management

a division of the Department of Administrative Services

DIVISION OF FACILITIES CONSTRUCTION AND MANAGEMENT

4110 State Office Building
Salt Lake City, UT 84114

801-538-3018

Fax: 801-538-3267

www.dfcu.utah.gov

MISSION STATEMENT

“To provide professional services to assist state entities in meeting their facility needs for the benefit of the public.”



Grounds staff prepare flower beds at the Utah State Capitol



Lynn Hinrichs, Gregg Buxton, Bruce Whittington

EXECUTIVE TEAM

- David G. Buxton, Director
gbuxton@utah.gov 801-538-3304
- Lynn A. Hinrichs, Assistant Director Construction Management, lynnhinrichs@utah.gov
801-538-3255
- Bruce Whittington, Assistant Director Facilities Management, bwhittington@utah.gov
801-538-3547
- Shiela McCollum, Receptionist
smccollum@utah.gov 801-538-3018



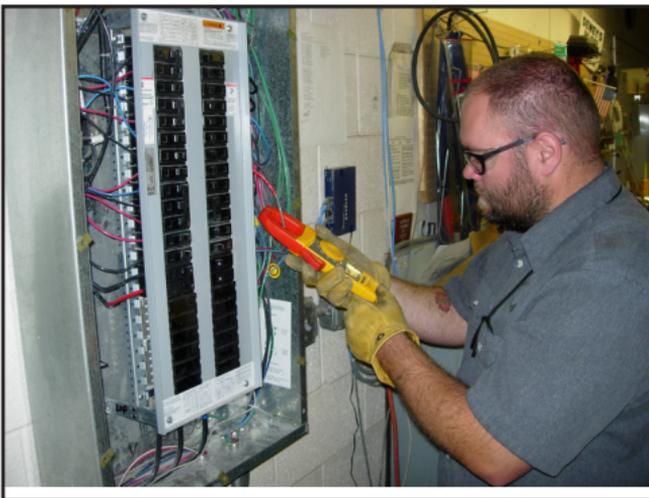
DFCM CAD employee plots a building floor plan

DIVISION DIRECTOR'S MESSAGE



Gregg Buxton, Director

The Division of Facilities Construction and Management (DFCM) has oversight responsibilities for all state owned and occupied facilities. Responsibilities include all aspects of construction, maintenance, leasing, and energy services. We assist the Utah State Building Board in developing its recommendations for Capital Development projects and allocating Capital Improvement funds. We oversee all non-higher education and non-judicial branch leases as well as controlling the allocation of state owned space. Our most important initiative is to provide energy reduction assistance to state agencies in meeting the Governor's energy conservation goals. Our strategic plan outlines our goals as providing the highest quality both in service and management and best value solutions to our clients. We strive to maintain high quality relationships with our clients and promote and create greater efficiencies.



DFCM maintenance employee troubleshoots an electrical problem

FY 2009 DIVISION HIGHLIGHTS

- U of U Marriott Library and University Hospital Expansion
- Camp Williams Tass Barracks
- UNG North Salt Lake Readiness Center
- WSU Hurst Lifelong Learning Center
- WSU New Classroom Building
- DATC Barlow Manufacturing Engineering Building
- UBATC Bingham Building
- U of U Sutton Geology Building
- USDC Developmental Center Housing
- Multi-Agency State Office Building
- Lynn Hinrichs awarded Project Manager of the Year from Associated General Contractors
- Audio/Video Conference Room created and in use to save travel costs

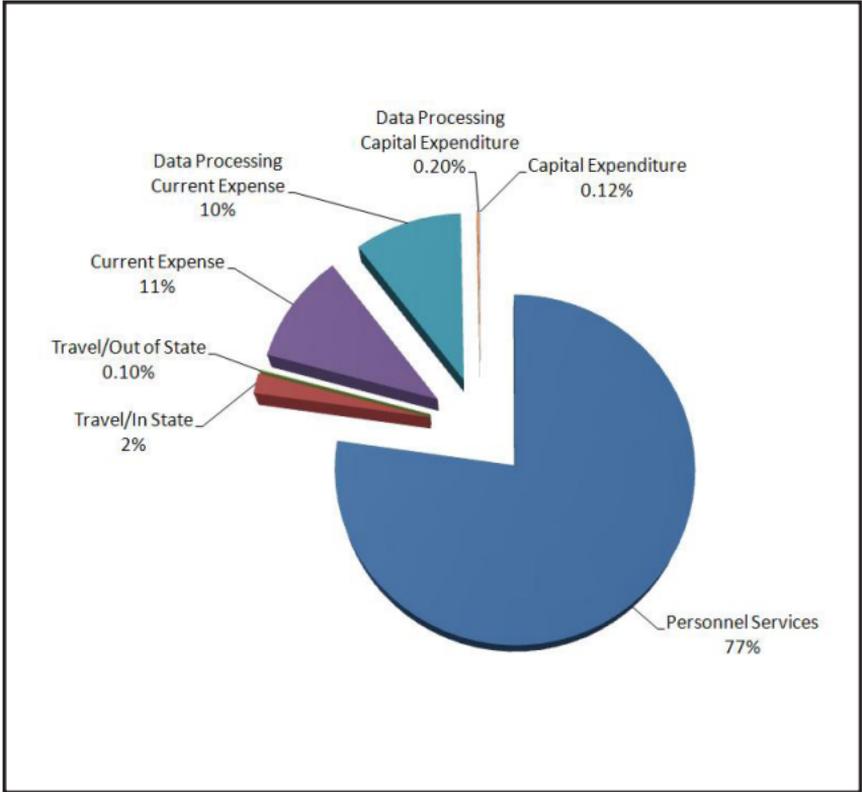


New Construction Management Video System

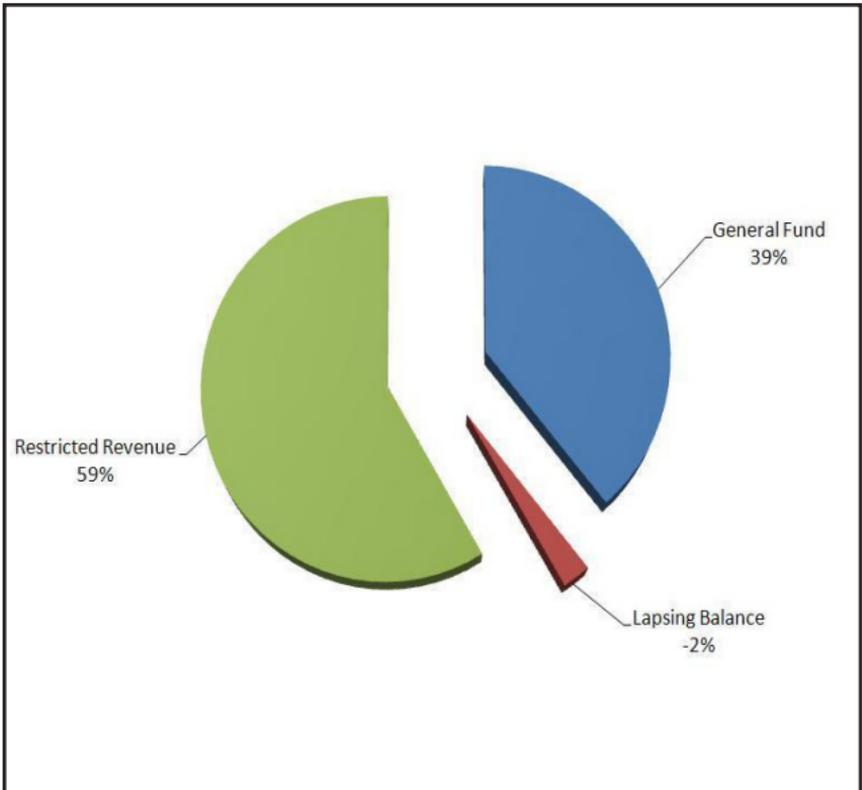
- 44 buildings managed by DFCM were verified as exceeding the national energy star label rating standard
- DFCM's average operation and maintenance costs were significantly below the local average and is currently 46% below the national average (published by BOMA)
- 98% of improvement projects were completed or under contract within 12 months of funding
- Real estate leases were calculated to be 7.9% less than industry average in the last reporting period

FISCAL YEAR ENDING JUNE 30, 2009 (Unaudited)

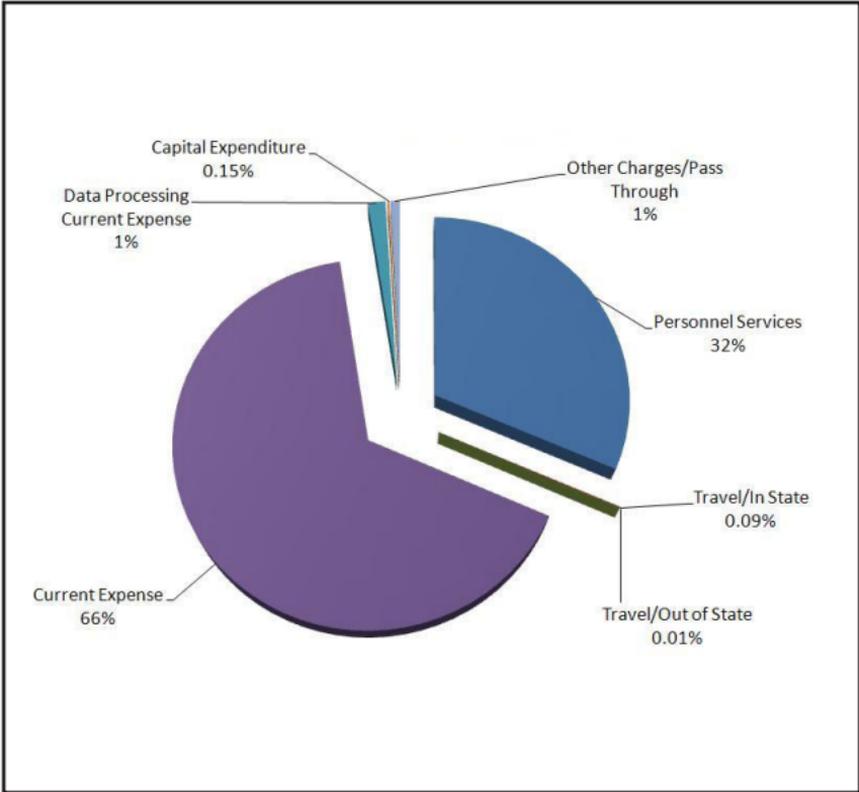
DFCM Administration Expenditures



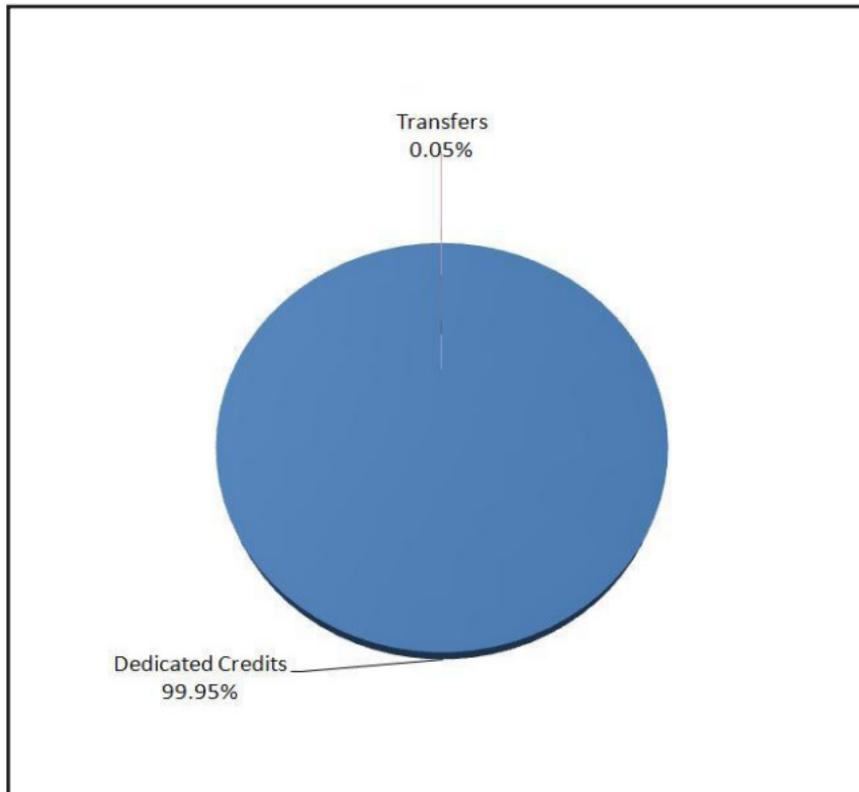
DFCM Administration Revenue \$5,250,000



DFCM Facilities Management Expenditures



DFCM Facilities Management Revenue \$26,569,400



SERVICES AND FUNCTIONS

The Construction Management section of DFCM is responsible for constructing state facilities. After buildings are approved and funded by the Utah State Legislature, the Construction Management team is responsible for architectural programming design and selection; construction management and selection, testing and inspections services; and monitoring warranty period.



Orem UDOT building

The Facilities Management section within DFCM provides comprehensive building maintenance and management services. This service consists of several different sections within the organization working to meet the needs of both the tenant agencies and the state building asset. These sections consist of management and maintenance services; central contract and accounting services; and energy management and electronics resource support.

The Real Estate Group of DFCM manages and negotiates all real property leases for most state agencies and institutions.

Through the Real Estate Group, DFCM controls over \$25 million of state agency budgets appropriated for rent. This group manages real property acquisitions, sales, rights of way, easements, lease and general obligation bonds and any other property related issues.

The State Building Energy Efficiency Program (SBEEP) promotes energy savings and efficiency in state buildings. The program provides funding resources as well as tools and cost-effective methods for energy efficient design, construction and operation. Programs include energy design standards, rating system, product analysis, performance tracking, recommissioning, and ESCO loan programs.

BOARDS AND COMMITTEES

The following boards or committees oversee DFCM operations or provide advisory support:

- State Building Board
- State Rate Committee
- Utah State Legislative Capital Facilities & Government Offices Appropriations Committee
- Utah State Code Commission
- Utah State Seismic Safety Commission
- State Building Ownership Authority



Matheson Courthouse

DAS STATEWIDE CUSTOMER SERVICE SUMMARIES FOR FY 2009



<u>Services Provided</u>	Total
Real Estate Current Leases	
Ground Leases	
Total number of leases	20
Total square feet	11,928,992
Total annual rent	\$83,735
Average rent per square foot	\$0.01
Non-Ground Leases	
Total number of leases	397
Total square feet	2,569,841
Total annual rent	\$27,136,553.60
Average rent per square foot	\$10.56
Total, All Leases	
Total number of leases	417
Total square feet	14,498,833
Total annual rent	\$27,220,288.60
Average rent per square foot	\$1.88
Construction Management - Improvement Projects	
Number of projects	370
Project budget	\$138,900,000
Construction Management - Development Projects	
Number of projects	43
Project budget	\$1,194,100,000
Construction Management	
Inspection contracts	185
Number of value based selections/yr	60
Operation and Facilities Maintenance	
Maintenance cost	\$26,569,400
Cost per square foot	\$4.28



Finance

a division of the Department of Administrative Services

DIVISION OF FINANCE

2110 State Office Building
Salt Lake City, UT 84114
801-538-3082

Fax: 801-538-3244

www.finance.utah.gov

MISSION STATEMENT

“The Division of Finance serves Utah citizens and state agencies with fiscal leadership and quality financial systems, processes, and information.”



Transparent.utah.gov was launched May 15, 2009 with state revenue and expenditure data. Employee compensation information as well as federal stimulus data has since been added.

EXECUTIVE TEAM

- John Reidhead, Director
jreidhead@utah.gov 801-538-3095
- Brenda Lee, Assistant Director
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- Barbara Sutherland, Administrative Secretary
bsutherland@utah.gov
801-538-3020
- Rick Beckstead, State Accountant
rbeckstead@utah.gov 801-538-3100
- Marcie Handy, Assistant Comptroller
mhandy@utah.gov 801-538-1678
- Jerry Gearheart, Financial Information Systems Manager, jgearheart@utah.gov
801-538-1023
- Mark Austin, State Payroll Coordinator
maustin@utah.gov 801-538-3023
- Judd Houser (DTS), IT Manager
jhouser@utah.gov 801-538-9674



*Back Row: Jerry Gearheart, John Reidhead, Judd Houser
Front Row: Rick Beckstead, Brenda Lee, Marcie Handy, Barbara Sutherland, Mark Austin*

DIVISION DIRECTOR'S MESSAGE



John Reidhead, Director

The Division of Finance serves Utah citizens and state agencies with fiscal leadership and quality financial systems, processes, and information. This includes maintaining the State's central accounting and payroll systems; ensuring compliance with state financial laws; maintaining a statewide data warehouse of financial information; producing the State's official financial statements; processing the State's payments; operating the State's travel office; running the Office of State Debt Collection; and maintaining the State's financial transparency website.

Fiscal year 2010 goals include coordinating and regulating the posting of financial information for school districts, charter schools, higher education institutions, and public transit districts to the State's transparency website by May 15, 2010, as required by statute; ensuring stability and recoverability of the critical statewide accounting and payroll systems during the DTS server consolidation and virtualization project; upgrading the statewide payroll system and improving the time entry process; upgrading the FINDER system to increase automation and streamline processes; implementing a statewide program for assessing, reporting, and monitoring internal controls; and implementing an automated and electronic statewide process to scan, approve, and pay invoices.



Transparency website project team

FY 2009 DIVISION HIGHLIGHTS

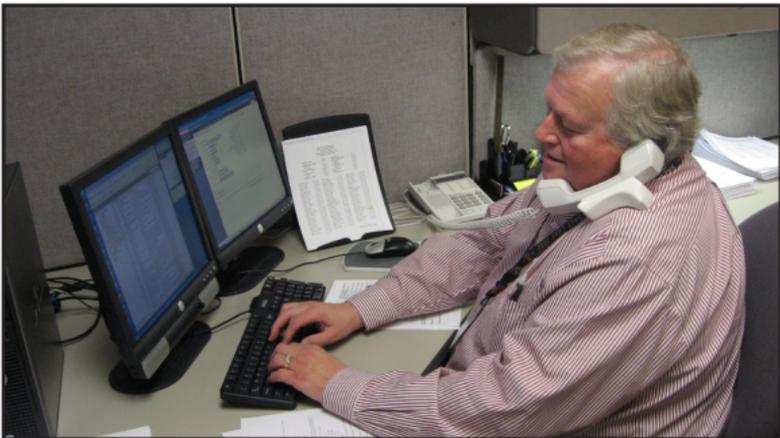
- Implemented the Utah Public Finance website www.transparent.utah.gov by the statutory deadline. This financial transparency website includes the State's revenues and expenditures down to the detail transaction level and has recently been tapped to report the State's federal stimulus revenues and expenditures.
- Received a national award from Government Computer News (GCN) magazine as one of its winners of the Best of 2009 Government Agency IT projects for the transparent.utah.gov website. The Division was the only non-federal award winner.



Wyatt Kash, GCN; Michael Rice, Utah Interactive; Brenda Lee, Division of Finance; Linda Gooden, Lockheed Martin

- Consolidated the Office of State Debt Collection into the Division of Finance's Disbursements section.
- Collected \$11.4 million in debts through the FINDER system, including \$1.2 million owed to the IRS.
- Reduced printing of pay statements by an additional 5,000 each pay period for a total of 13,100 or 57% since online pay statements were added to Employee Self Service (ESS) in FY 08.

- Earned the Certificate of Achievement of Excellence in Financial Reporting for the Comprehensive Annual Financial Report (CAFR) for FY 2008. This was the 24th consecutive year the Division has received this award.
- Processed 1,623,064 documents in FINET and handled 5,955 calls through the Help Desk.
- Jerry Gearheart, FIS Manager, elected chair of the national CGI Advantage user's group.
- Returned \$4,075,000 to the General Fund from Finance's nonlapsing balances.
- Returned \$1,250,000 to the General Fund from Office of State Debt Collection funds.
- Collected \$4,453,200 in state receivables, fees, and interest that would have been written off otherwise through the Office of State Debt Collection.

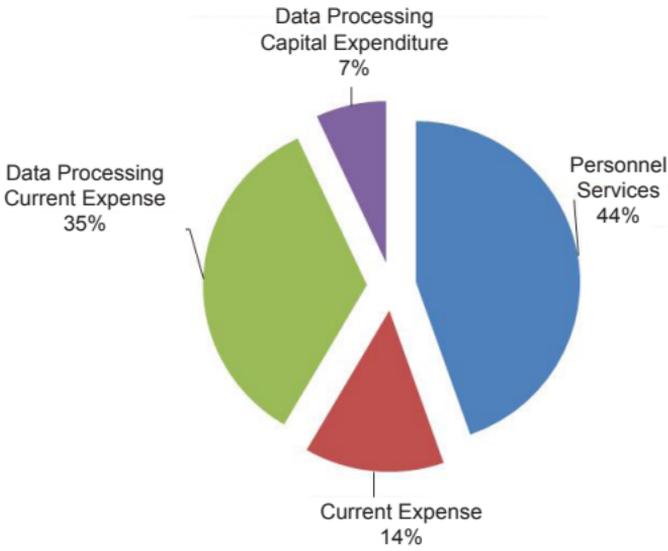


Ken Roner - FINET Helpdesk

FISCAL YEAR ENDING JUNE 30, 2009 (Unaudited)

Finance Expenditures

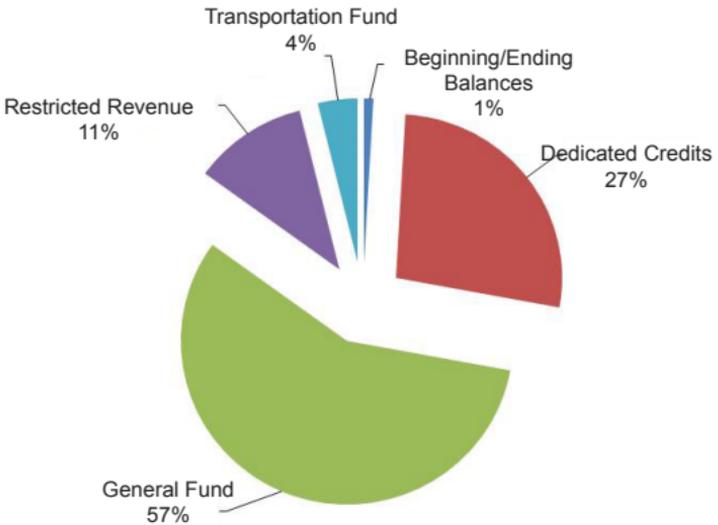
Includes Office of State Debt Collection, Excludes Finance Mandated



Finance Revenue

\$11,645,800

Includes Office of State Debt Collection, Excludes Finance Mandated



SERVICES AND FUNCTIONS

Disbursements – Audits travel and payment vouchers. Manages over 70,000 vendors in the FINET Accounting System. Processes and submits 1099 reportable income information to the IRS each calendar year end. Processes tax refund payments and the mailing and distribution of all centrally processed payments made from state funds. Administers the FINDER program which matches tax refunds and vendor payments with outstanding receivables due to the State. Those receivables include tax bills, child support, student loans, court fines, and unemployment insurance.

Office of State Debt Collection (OSDC) – Collects and manages state receivables, develops consistent policies, procedures and guidelines for accounting, reporting, collecting and writing-off monies owed to the state. Prepares quarterly and annual reports of the State's receivables. Oversees and monitors state agencies receivable programs to ensure that state agencies follow established policies and procedures and collection of accounts receivable is efficient. www.finance.utah.gov/debt

Travel Office – Using a private, contracted travel agency, arranges travel for state employees and employees of political subdivisions of the state that choose to participate. Airline tickets, hotels, rental vehicles, and conference sites are ticketed and arranged for by this office. www.finance.utah.gov/travel

Financial Reporting – Issues the State's audited Comprehensive Annual Financial Report (CAFR). Coordinates budget setup, monitors agency budgets, and prepares the statewide cost allocation plan. Provides accounting, servicing, and safeguarding of original loan documents for loans issued by state agencies. Establishes and monitors detailed revenue reporting. Monitors the Payment Tracking System (PTS) that interfaces with state agencies and the bank to insure that only approved payments are paid by the State's bank. Monitors the statewide Fixed Asset System. Develops and maintains Accounting Policies and Procedures for the State. www.finance.utah.gov/reporting

Financial Information Systems – Maintains and operates FINET, the statewide accounting system, including providing a help desk and training to state agency personnel. Maintains systems for tax and wage garnishments, payment tracking, 1099 reporting, unclaimed property, and Check Writer. Maintains the division’s data warehouse which contains financial, personnel, and payroll information. Provides data to the State’s financial transparency website. www.finance.utah.gov/finet
www.finance.utah.gov/warehouse

Payroll – Produces and maintains the State’s payroll. Processes employee pay, benefits, and deduction data such as regular wages, other pay, overtime, insurance fees, retirement, salary deferrals, charitable fund contributions, etc. www.finance.utah.gov/payroll



Anne McNally - Front desk receptionist

BOARDS AND COMMITTEES

- Utah Transparency Advisory Board
- Indigent Defense Funds Board
- Post Retirement Benefits Trust Board
- Judicial Conduct Commission

DAS STATEWIDE CUSTOMER SERVICE SUMMARIES FOR FY 2009



Services Provided

	Total
Accounting Operations	
FINDER intercepts	41,694
FINDER intercept collections	\$ 11,430,654
New contracts reviewed and processed	3,322
Contract modifications processed	4,149
Post-audited payments	10,475
Post-audit findings	190
Airline tickets booked	16,481
Rental cars booked	3,094
Total rental car days rented	9,566
Hotels booked	3,299
Total hotel nights booked	9,411
Financial Information systems	
Interfaces processed (approximate)	10,418
FINET documents processed via interface	545,638
FINET documents processed (total)	1,623,064
Accounting lines processed in FINET	7,169,496
Payroll	
Active employees on SAP	29,711
Employees with access to ESS time entry	15,074
Number of off-cycle checks	267
Office of State Debt Collection	
Accounts placed for collection	18,636
Value of accounts placed for collection	\$ 43,471,077
Number of payments received	26,088
Payments received	\$ 4,453,200
Financial Reporting	
Number of loans serviced	2,083
Serviced loans principle balance	\$ 986,559,614



Fleet Operations & Surplus Services

a division of the Department of Administrative Services

DIVISION OF FLEET OPERATIONS AND SURPLUS SERVICES

4120 State Office Building
Salt Lake City, UT 84114
801-538-3014
Fax- 801-538-1773
www.fleet.utah.gov

SURPLUS PROPERTY
447 West 13800 South
Draper, UT 84020
801-619-7200
Fax: 801-619-7229
www.surplus.utah.gov

MISSION STATEMENT

“Emphasizing customer service, we provide safe, efficient, dependable, and cost effective services.”



Division of Fleet maintains the Utah Highway Patrol fleet of vehicles



Left to Right: Dan Martinez, Gary Robertson, Margaret Chambers, Jeff Done, Sam Lee

EXECUTIVE TEAM

- Margaret Chambers, Director
margareтчambers@utah.gov
801-538-9675
- Sam Lee, Deputy Director
samlee@utah.gov
801-538-3452
- Gary Robertson, Admin. Services Dir.
garyrobertson@utah.gov
801-538-3792
- Jeff Done, Fuel Network Manager
jeffdоne@utah.gov
801-583-3695
- Dan Martinez, Surplus Property Manager
danmartinez@utah.gov
801-619-7219

DIVISION DIRECTOR MESSAGE



*Margaret Chambers,
Director*

The Division of Fleet and Surplus Services offers services to both the general public and internal state customers. The division is made up of three programs including fleet management, the state fuel network and state surplus property.

Fleet Management is the largest of the three programs in the division servicing 4,500 vehicles statewide.

The core functions in the program include: purchasing new vehicles, accident repair services, repair and maintenance coordination with an outsource vendor, annual registration renewals, daily pool vehicle services and the administration of the statewide fleet information system for all state vehicles.

The State Fuel Network program offers an independent fuel resource for state vehicles and political subdivisions that choose to join the state fuel network. Currently the program owns and maintains 111 fuel sites scattered around the state from Logan to St. George. Included in the fuel network are six fuel sites that offer compressed natural gas. Because natural gas refueling options for the public is quite limited in the private sector, the state fuel network also allows the public to refuel at its six fuel sites as long as they obtain a fuel card from state fuel network staff. The state fuel network is also responsible to ensure all state owned underground storage tanks (UST) are in compliance with all state and federal laws and regulations.

State Surplus Property is the third program in the division. Its primary purpose is the accounting and ethical disposal of state-owned property. Property sent to state surplus is first offered for reutilization to state and other government agencies. Secondly, it is offered for public sale at the surplus property warehouse in Draper. Public sales are conducted on a retail sales basis. As needed, some property in high demand is also sold through the use of sealed bids and/or auctions sites including “Ebay” and “Govdeals.”

FY 2009 DIVISION HIGHLIGHTS

Fleet Management

- Implemented new driver eligibility standards in administrative rule that potentially suspend state driving privileges for up to three years for serious motor vehicle violations and multiple preventable accidents within three years.
- Implemented a new vehicle replacement standard set at 105,000 miles (up 15,000 miles from 90,000 miles) that will add an additional year of service for most vehicles leased from Fleet Operations.
- Safety trained more than 500 state employees to drive full size passenger vans or in defensive driver practices.
- Implemented teleconferencing options to customers invited to fleet meetings that allows them to participate in live presentations via their work phone/computer. Fleet staff is determined to set the example in the use of technology that will allow for an overall reduction in state miles traveled.

State Fuel Network

- Worked with Fuelman (gascard provider) to get all Maverik stores in Utah on the fuel network.



State owned fuel site

- Installed remote access software kits to state fuel sites. This has significantly improved the maintenance of state fuel sites as the site technicians are able to diagnosis and resolve many fuel site problems over the phone.

- All six state owned compressed natural gas (CNG) fuel sites have been upgraded to meet the higher demand for natural gas. The higher demand for natural gas fuel is coming mainly from private citizens who are now allowed to use the state CNG sites.
- The state fuel network has partnered with the private sector in many ways over the last year to provide better fuel services to state customers and private citizens wanting CNG. Specifically, the state has partnered with Questar gas to allow the state fuel card to be used at all Questar fuel sites.
- Implemented an automatic tank monitor system to pull fuel inventories at all automated state fuel sites.
- The state fuel network dispenses bio-diesel at a blend of 5% (B-5) where practical. Last year the state dispensed 278,537 gallons of (B-5) bio-diesel and 216,468 gallons of B-20 biodiesel.

State Surplus Property

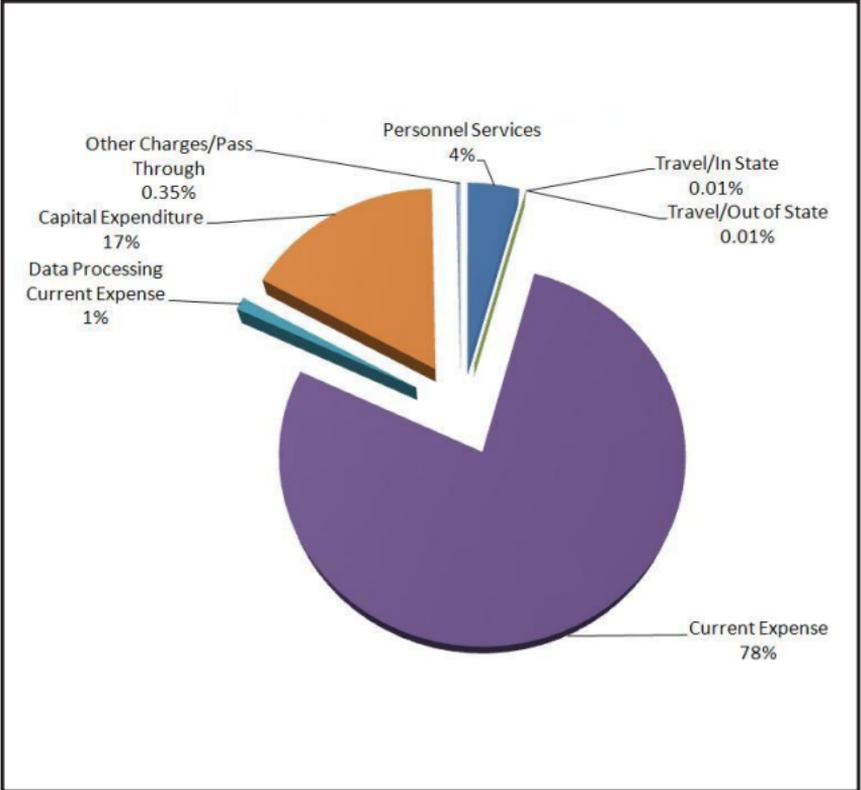
- Completed an intensive project on Surplus Vehicle Sales which encompassed the process of selling, displaying, marketing and the potential to increase revenue for agencies.
- Completed policies that work in conjunction with DTS policy for decommission of data storage devices.
- Updated the Surplus Property website to become a more user friendly website and to provide live vehicle sales information. Sold Capitol Hill Lions on eBay for \$24,000.



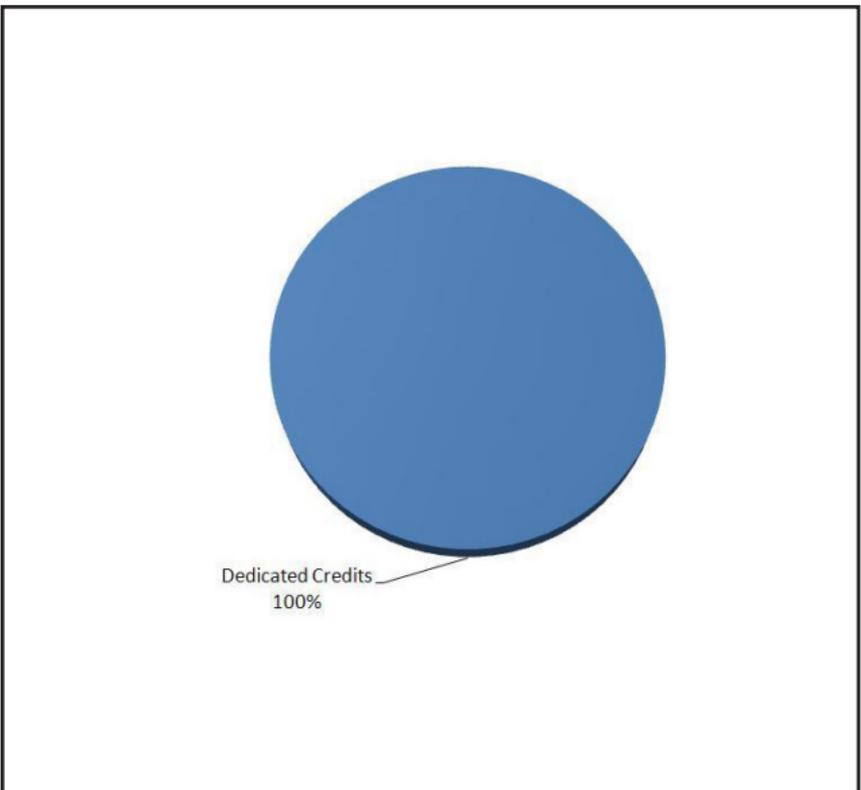
Historic State Capitol Lions

FISCAL YEAR ENDING JUNE 30, 2009 (Unaudited)

Fleet Operations & Surplus Expenditures



Fleet Operations & Surplus Revenue \$61,285,900



SERVICES AND FUNCTIONS

- Procurement, maintenance, repair, fueling, and sales of all light duty vehicles in the state fleet. <http://fleet.utah.gov/fleet/index.html>
- Inventory management and up-fitting coordination of all Department of Public Safety vehicles.
- Numerous online fleet vehicle data reports. <http://fleet.utah.gov/reports/index.html>
- Fuel dispensing services from state owned fuel sites. <http://fleet.utah.gov/fuel/index.html>
- Fuel card services used at state fuel network and commercial fuel sites. <http://fleet.utah.gov/fuel/index.html>
- Online and warehouse vehicle and property sales. <http://fleet.utah.gov/surplus/index.html>
- Fuel dispensing services to the public at state owned CNG fueling locations. <http://fleet.utah.gov/fuel/PublicCNGUserInformation.htm>

BOARDS AND COMMITTEES

- State Motor Vehicle Review Committee
- State Fuel Network Manager Represents Emergency Support Function (ESF) – Transportation for Homeland Security



DAS STATEWIDE CUSTOMER SERVICE SUMMARIES FOR FY 2009



<u>Services Provided</u>	<u>Total</u>
State Surplus	
Average days pick up	8
SP1 picked up	1,384
SP1 delivered	495
Vehicles sold	694
Federal Surplus	
Number of compliance items federal	1
Number of eligible agencies	9
Number of eligible law enforcement agencies	13
Fuel Network	
CNG	186,202
Unleaded	3,641,866
Diesel	1,871,697
Biodiesel	172,980
Fleet Services	
Capital lease vehicle count	943
Full service lease vehicle count	3,531
Vehicle count with a "loan" state	22
"Owned by agency vehicle count(not by DFO)	2,957
Total vehicle count	7,447
Miles traveled	79,110,924
Fuel used	5,863,487
Alternative fuel used (CNG and biodiesel)	274,580
Average miles per gallon	19.65
Average cost per mile driven	\$0.37
Number of vehicles overdue for preventative maintenance	172
Percent of vehicles overdue for preventative maintenance	0.033%
Approved take home drivers	884
Non-preventable accidents	589
Preventable accidents	514
Unknown accidents	213
Total accidents	1,316
Average miles between preventable accidents	153,912



Purchasing & General Services

a division of the Department of Administrative Services

DIVISION OF PURCHASING & GENERAL SERVICES

3150 State Office Building
Salt Lake City, UT 84114

801-538-3026

Fax: 801-538-3882

www.purchasing.utah.gov

MISSION STATEMENT

“To provide our customers best value goods and services.”



Purchasing Agent, Terri O'Toole reviews carpet bids



Jan Rogerson, Kent Beers, Nancy Orton, Paul Mash

EXECUTIVE TEAM

- Kent Beers, Division Director/
Chief Procurement Officer
kbeers@utah.gov (801) 538-3143
- Nancy Orton, Assistant Director
nancyo@utah.gov (801) 538-3148
- Jan Rogerson, Assistant Director, General
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(801) 537-9241
- Paul Mash, Purchasing Manager
ISF Procurement pmash@utah.gov
(801) 538-3138
- Sue Hoskins, Front Office (801) 538-3156



Print Services

DIVISION DIRECTOR'S MESSAGE



Kent Beers, Director

The Division of Purchasing administers public procurement services for state agencies, institutions of higher education, school districts as well as city and county governments throughout the state. The division manages over \$1 billion dollars in public spend for goods and services. The division also serves private sector businesses by ensuring fair and equitable treatment of all those wanting to do business with the state.

The Division of General Services operates three Internal Service Fund (ISF) programs that provide services to state agencies, political subdivisions, and education. These programs include: State Mail and Distribution Services, Print Services, and Procurement Services. Rates charged by these programs are set by the Legislature. These programs provide tremendous value by generating significant cost and labor savings to their customers.

Many of the programs and processes within the division have been recognized nationally for having “Best Practices” within the public procurement industry. In 2005 and 2008, the State of Utah received an “A” grade from *The Pew Center on the States* for “Best Practices in public procurement which contributed to the overall recognition of Utah being the best managed state in the nation.

The division continues to explore new and innovative ideas to help reduce the cost of goods and services purchased by state and local governments. In 2009, the division began teaching a comprehensive procurement training program to purchasing agents employed by other state agencies to help ensure that procurement “Best Practices” are used at all levels of state government.

FY 2009 DIVISION HIGHLIGHTS

- The Purchasing section conducted over 3,700 procurements on behalf of state agencies and manages approximately 650 State Cooperative Contracts with mandatory usage by state agencies and voluntary usage by political subdivisions of the state.
- The Internal Service Fund Procurement manages the State Purchasing Card or P-Card Visa program. By joining in a multi-state cooperative contract, the section was able to increase the rebate to the state from 1.07% to nearly 1.25%.
- Paul Mash, Purchasing Manager, was elected President, National Institute of Governmental Purchasing Utah Chapter.
- Terri O'Toole, Purchasing Agent, initiated an "Environmentally Intelligent Procurement" program for state agencies.

Print Services

- The Print Services section continually pursues new accounts and opportunities. The group consistently delivered projects 100% on time.

State Mail Services

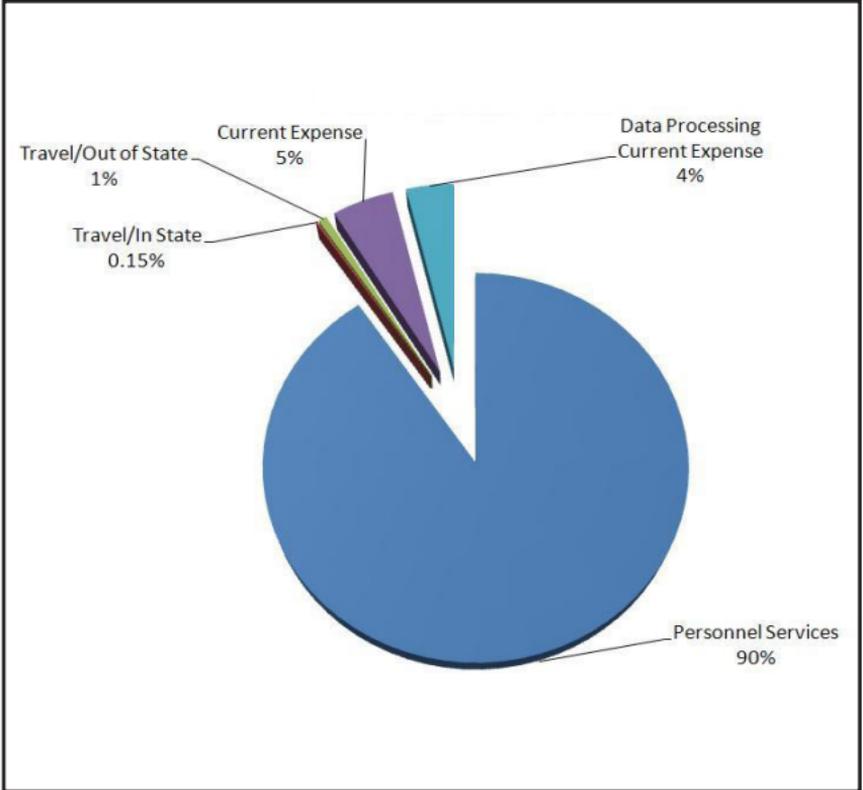
- Energy savings plan implemented; route reduction and energy reduction.
- Implementation of Intelligent Bar Code for mail integrity.



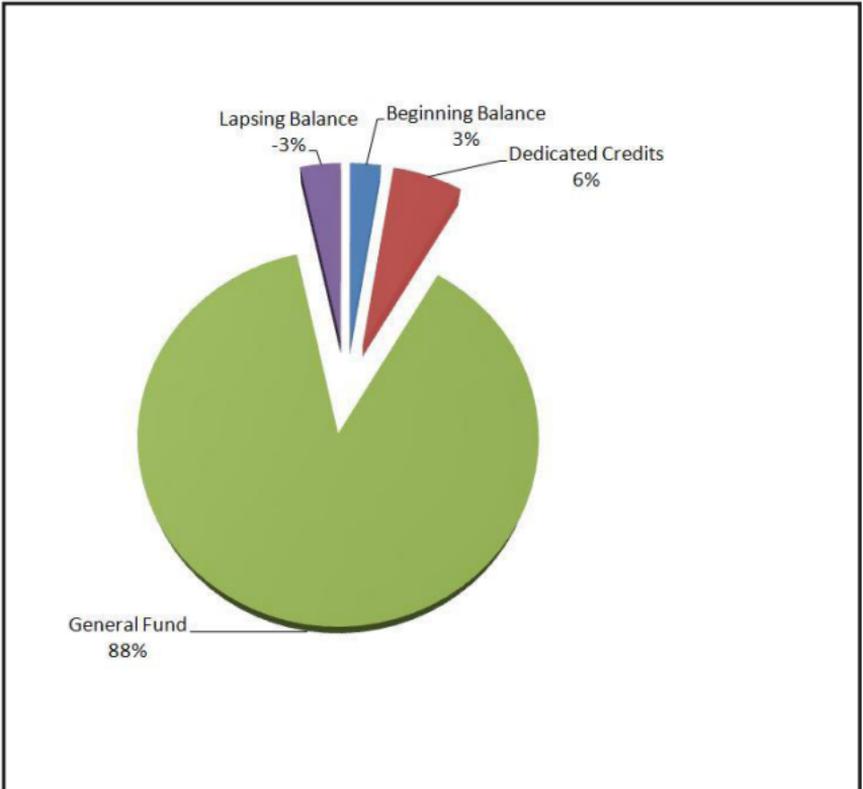
New electric state mail van

FISCAL YEAR ENDING JUNE 30, 2009 (Unaudited)

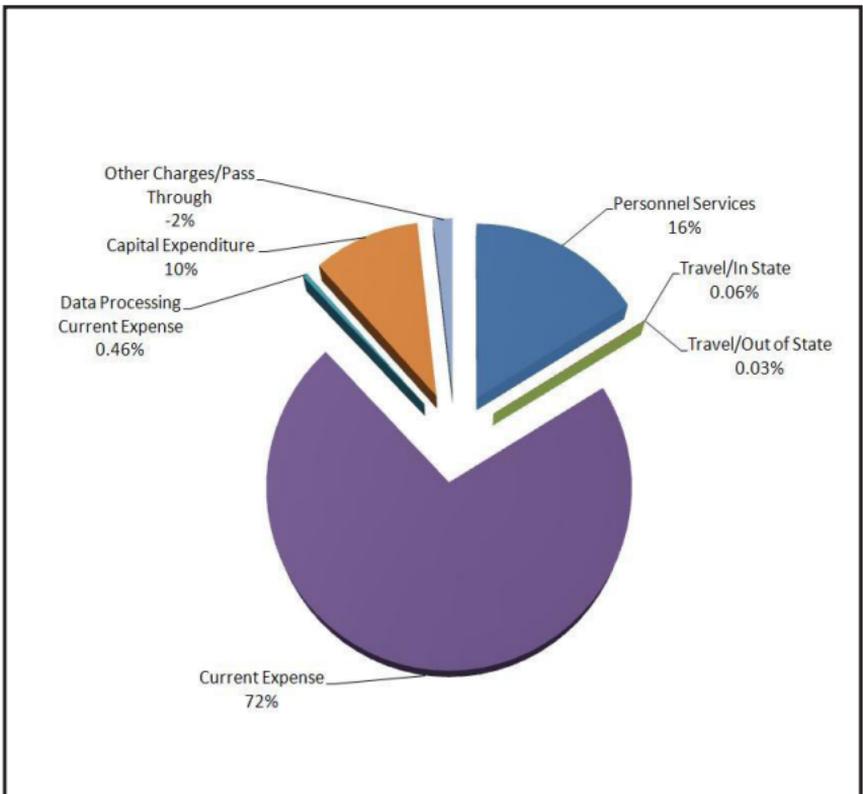
Purchasing Expenditures



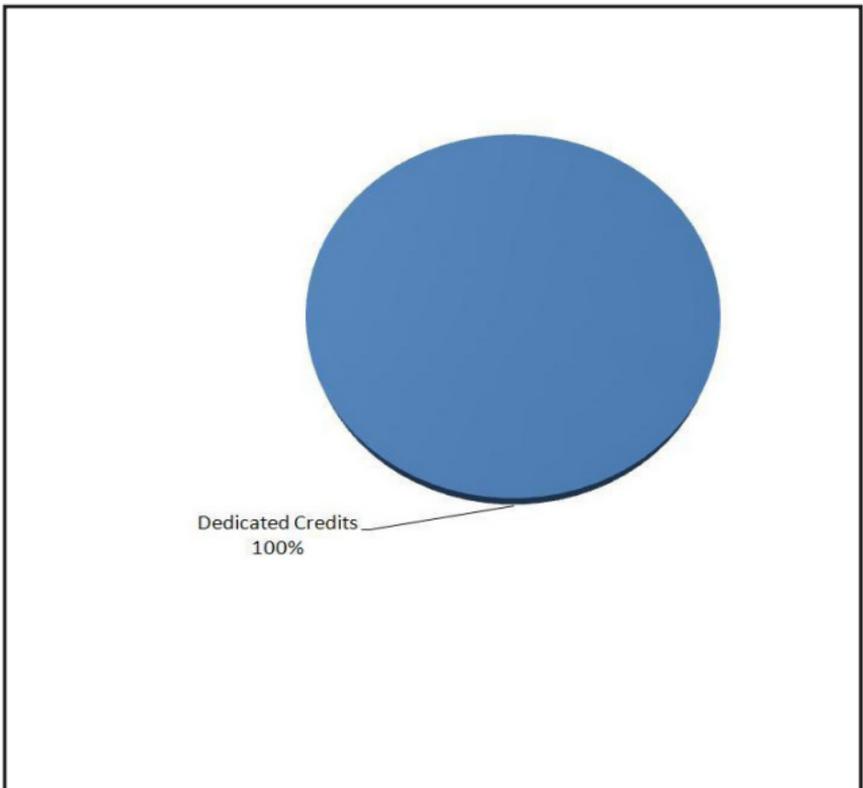
Purchasing Revenue \$1,649,700



General Services Expenditures



General Services Revenue \$16,534,100



SERVICES AND FUNCTIONS

The division is comprised of the following areas:

- **Purchasing** – As a centralized purchasing function for all state agencies, the division processes requests for goods and services, aids in writing of specifications, solicits and awards bids from suppliers and manages state cooperative contracts.
- **General Services** – provides the following services:

Print Services – Manages essential document production services including Digital Print Services and the State Copy Center.

State Mail & Distribution Services – A full service mail processing and distribution operation.

Internal Service Fund (ISF) Procurement Services – Provides an efficient and effective source of office supplies, industrial supplies, and management of the Purchasing Card program.

BOARDS AND COMMITTEES

- Utah Purchasing From People With Disabilities Advisory Board (PDAB)
- Utah Privatization Policy Board
- Educational Purchasing Advisory Committee (EdPac)
- Utah Procurement Advisory Council (UPAC)
- Cities and Counties Purchasing Advisory Committee (CPAC)

DAS STATEWIDE CUSTOMER SERVICE SUMMARIES FOR FY 2009



<u>Services Provided</u>	<u>Total</u>
State Purchasing	
Use of State cooperative contracts	\$445,450,000
% use by State agencies	38%
Voluntary use of State Cooperative Contracts by other public entities (higher and public education, cities, and counties)	\$277,804,000
% use by other public entites	62%
Cost savings to State agencies for goods and services purchased through State Purchasing	\$22,590,000
State Mail and Distribution Services	
Percent of mis-sorts and mis-deliveries	0.000037%
Pieces of mail processed	24,498,000
Savings from freight and postage discounts	\$1,896,000
State Print Services	
Number of jobs	5,560
Percent of jobs completed on time	100%
Accuracy of completed jobs	99.98%
Purchasing Card Program	
Dollar amount of use	\$103,159,000
Number of transactions	555,256



Risk Management

a division of the Department of Administrative Services

DIVISION OF RISK MANAGEMENT

5120 State Office Building
Salt Lake City, UT 84114
801-538-9560
Fax – 801-538-9597
www.risk.utah.gov

MISSION STATEMENT

“To protect State assets, promote safety, and prevent losses through proactive, collaborative loss control and claims management, in partnership with the participating entities of the Risk Fund.”



Risk Management inspects all public schools

EXECUTIVE TEAM

- Tani Pack Downing, Director
tdowning@utah.gov 801-538-9598
- Stephen Hewlett, Assistant Director
shewlett@utah.gov 801-538-9572
- Jeff Coates, Claims Manager
jcoates@utah.gov 801-538-9568
- Brian Nelson, Loss Control Manager
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- Brian Spencer, Administrative Manager
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*Jeff Coates, Brian Spencer, Tani Downing, Steve Hewlett,
Brian Nelson*

DIVISION DIRECTOR'S MESSAGE



Tani Downing, Director

State Risk Management is committed to protecting State assets, promoting safety, and preventing losses through proactive, collaborative loss control and claims management. This includes managing the State Risk Fund in accordance with economically sound actuarial principles to ensure adequate reserves to pay claims against the State.

While only state agencies and institutions of Higher Education are mandated by statute to participate in the State Risk Fund, all public schools and 67 of 72 charter schools have voluntarily elected to participate because of the service they receive from the division in loss prevention and claims management as well as the reasonable premiums charged for coverage.

We provide general liability coverage for over 120,000 employees and workers compensation coverage to state agency employees. We insure \$24 billion dollars of property, including over 6,000 buildings.

The division recently received a 98% “Superior” rating by an independent audit in use of best practices, timeliness, and quality of claims handled by our internal adjusters. The division also received recognition for innovative state agency enterprise-wide loss control initiatives launched this year. These include the online Self-inspection Survey which assists our insureds to routinely evaluate and maintain their facilities between inspections performed by our staff, as well as the web-based Driver’s Safety Training to assist all employees in reducing automobile accidents.

Additionally, the division negotiated a new workers compensation coverage contract at a 13% savings to the State of \$1 million a year. All of these services and the insurance coverage have been provided efficiently and effectively and at a low cost as compared to other states’ risk management entities and the private sector.

FY 2009 DIVISION HIGHLIGHTS

Loss Control Services – The purpose of loss control is to prevent claims from occurring with our governmental entities. In addition to site inspections and training presentations, our experienced loss control professionals provide:

- building, fire and safety inspections and recommendations;
- engineering services;
- ergonomic and disability prevention evaluations; and
- consultations regarding all coverage related losses including, but not limited to, physical hazards, workplace security, occupational and environmental safety, human resource/employment/civil rights actions, Americans with Disabilities Act, Family and Medical Leave Act, and Workers Compensation.

Site Inspections – Loss control professionals conducted 489 site inspections of covered public and charter schools, institutions of higher education, and state agencies during FY 2009—an average of 41 inspections per month.



Risk Management ensures state vehicles are properly covered should accidents occur



Brian Nelson conducts sexual harrassment prevention education

Training

Presentations –

During FY 2009, loss control professionals provided 199 training presentations to 5,400 participants from our covered public shools, institutions of higher education, and state agencies—a monthly average of 17 presentations to 450 participants.

Claims Services – The claims unit investigates, adjusts and oversees the payment of all reported claims. The claims section is audited annually by an independent national consulting firm and consistently ranks as one of the best in the country. In the 2009 audit, the Claims section received a 98% or “Superior” adjusting standard compliance rating. The audit found that the “program continues to exceed industry best practices and statutory requirements.”

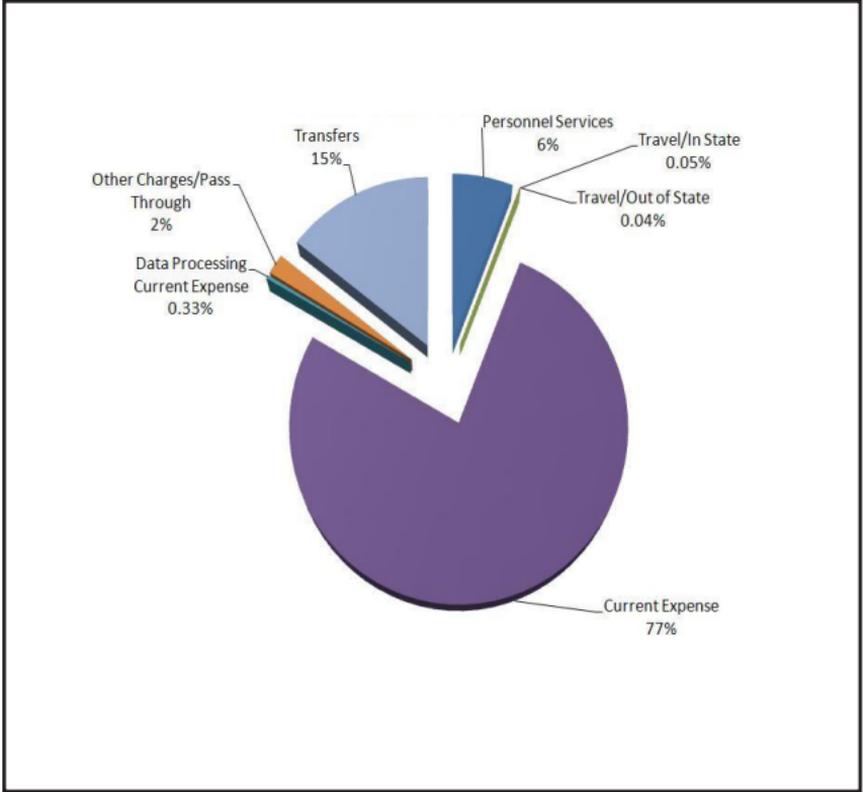
Cost of Risk Surveys – Risk was evaluated by two separate cost of risk surveys performed by national consulting firms. These surveys show that Utah’s Risk Management is saving over \$32 million annually over the average cost of risk services provided by other states participating in the survey. Specifically one survey found the cost to insure the State’s property is 54% below the average of the other states participating in the survey, the State’s general liability coverage cost is 29% below, and the State’s workers compensation coverage cost is 50% below.



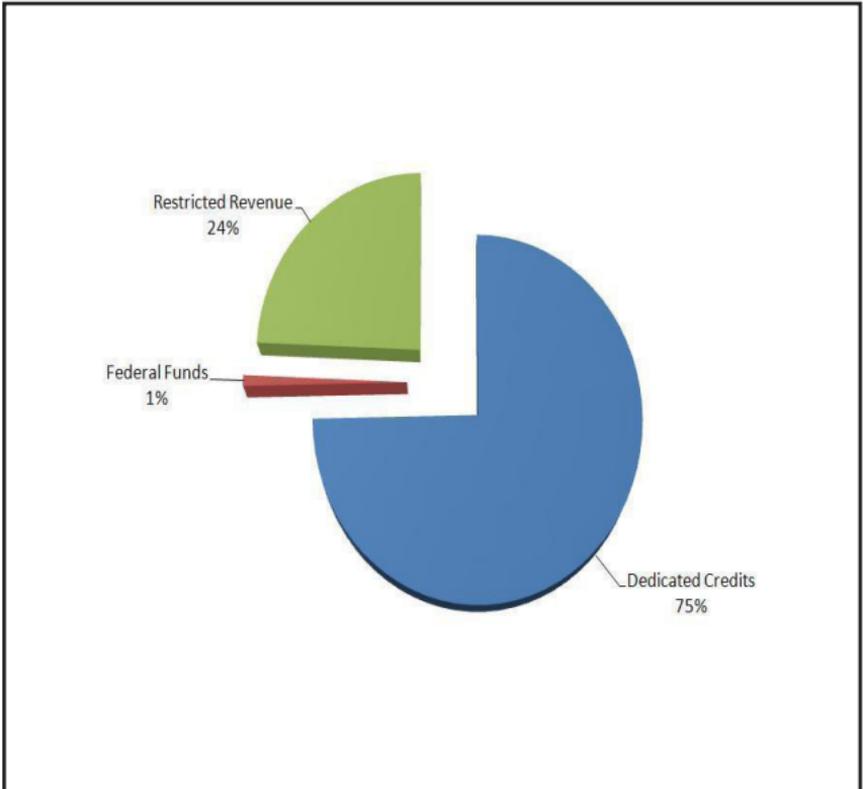
Risk Management investigates potential road hazards

FISCAL YEAR ENDING JUNE 30, 2009 (Unaudited)

Risk Management Expenditures

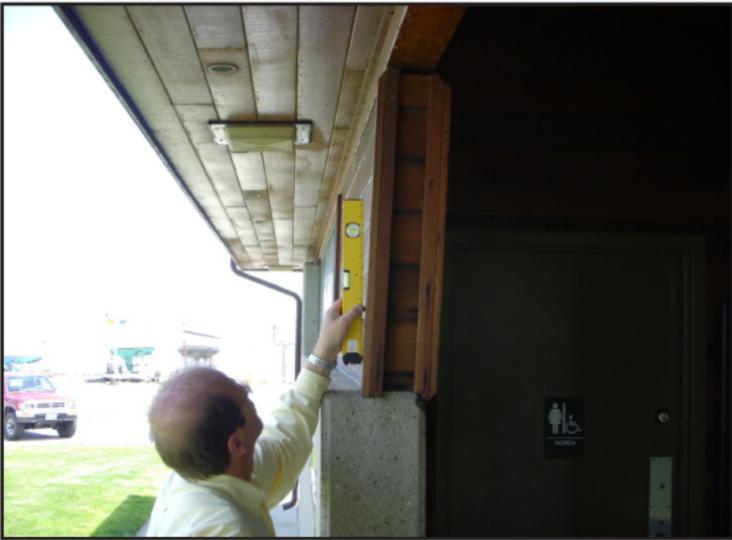


Risk Revenue \$34,806,000



SERVICES AND FUNCTIONS

- **Loss Control Services:** Skilled, experienced loss control professionals spend most of their time providing consulting services to covered entities. Among the issues addressed are workplace safety and security; safe routes for schools; structural integrity for facilities; workers compensation oversight; human resource/employment, including civil rights protections; OSHA and environmental safety; and ergonomics.
- **Claims Services:** Working with participating entities of the Risk Fund, the claims unit adjusts and oversees the payment of claims. In compliance with the highest professional and ethical standards, the claims process effectively handles claims against our insureds.



Risk Management conducts safety inspections on state owned buildings

DAS STATEWIDE CUSTOMER SERVICE SUMMARIES FOR FY 2009



<u>Services Provided</u>	Total
Inspections	
Site inspections	497
Property and Casualty	
FY 09 Claims Opened	2,566
FY09 Claims Closed	2,019
Workers Compensation	
FY09 Workers compensation claims	1,084
FY09 Workers compensation costs	\$3,357,017
Prevention	
Disability Prevention Evaluations – State Agencies	374
Consultations	1,375
Training	
Sessions	122
Participants	3,558
Training Hours	8,069
Online self inspection surveys completed by entities	81%



UTAH NAVAJO ROYALTIES HOLDING FUND

151 East 500 North
Blanding, UT 84511
800-378-2050
Fax: 435-678-1464
www.unrhf.utah.gov

Mission Statement

“We are committed to completing existing projects, protecting Holding Fund assets, and continuing support of the Navajo scholarship program until such time as a new trustee is appointed.”



Back Row: Tony Dayish, Stephen Smith, Middle: Jaimee Little, Dorothy Phillips, Front Row: Cherry Menard, Marilyn Holiday

EXECUTIVE TEAM

- Tony Dayish, Administrator
tdayish@utah.gov, 435-678-1468
- Stephen M. Smith, Financial Manager
smsmith@utah.gov, 435-678-1461
- Dorothy Phillips, Office Manager
dphillip@utah.gov, 435-678-1471

DIVISION DIRECTOR'S MESSAGE

The Utah Navajo Royalties Holding Fund is committed to completing the list of over 300 projects approved by the former Dineh Committee and Board of Trustees. These projects include new housing, housing renovations, housing additions, power lines, house wiring, road projects and water projects. We are also committed to helping the San Juan County Utah Navajo students attending colleges throughout the United States with our scholarship program.

—Tony Dayish, Administrator



Monument Valley Clinic

2009 HIGHLIGHTS

- Utah Navajo Trust Fund becomes Utah Navajo Royalties Holding Fund as a result of HB352 and the State of Utah's decision to request the appointment of a new trustee. As a result of HB352, the Trust Fund is put under the oversight of the Department of Administrative Services.
- The Department of Administrative Services completed the first year of oversight of the Utah Navajo Royalties Holding Fund.
- 282 students received scholarships for post secondary education in fiscal year 2009.
- Monument Valley Vendor Village opened for business.



Montezuma Creek Office Building

SERVICES AND FUNCTIONS

- Develop and complete projects that will benefit Navajo communities and families such as new housing, housing renovation and repairs, new facilities, water, power and sewer lines.
- Support education by funding and administrating a scholarship program.
- Administer and protect the assets of the fund.



CREDITS

2009 Annual Report & Directory of Services for
The Department of Administrative Services

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