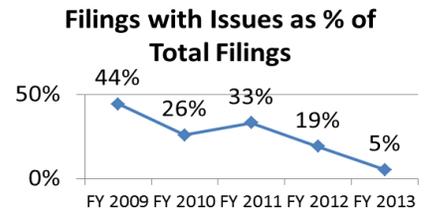
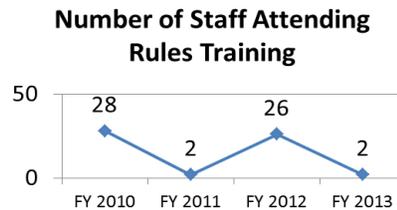
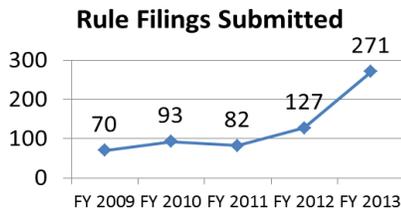


Department of Environmental Quality

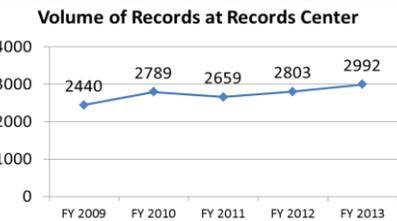
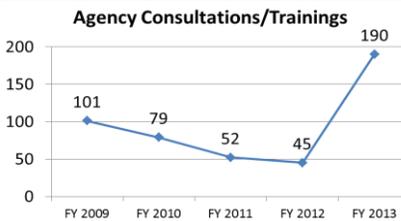


DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

Administrative Rules



Archives and Records Service



Facilities Construction & Management

	FY 2012	FY 2013
Average cost per office square foot (leases)	\$ 8.65	\$ 8.76
Average cost per office square foot (operations & maintenance)	\$ 4.76	\$ 3.79
Total Capital Improvements Budget	\$ -	\$ 600,000

Finance

	FY 2013
Post-Audit Error Rate*	0.84%
Employees with time-based pay NOT using ESS for time entry	0.00%
\$ amount of loans serviced**	\$ 376,623,582
<i>*State Average: 3.59% ** Serviced by State Finance: 30.45%</i>	

Fleet

	FY 2012	FY 2013
Count of vehicles	50	47
Total miles traveled	762,526	664,083
Underutilized vehicles (mileage below the bottom quartile)	-	3
Annual lease savings from Fleet Operations	\$ 64,800	\$ 60,912

Purchasing and General Services

	FY 2012	FY 2013
Use of State Contracts	\$ 186,388	\$ 307,658
Pieces of Mail Processed	48,179	45,041
Number of Surplus Items	57	143

Risk Management

