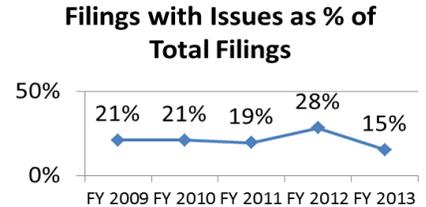
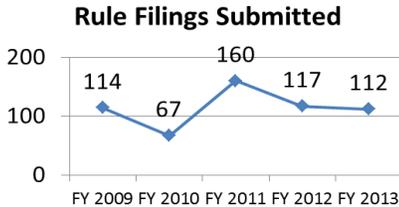


Department of Natural Resources

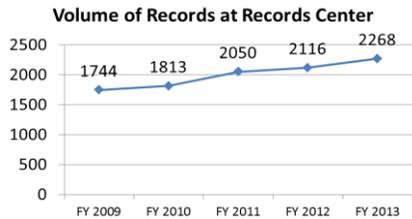


DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

Administrative Rules



Archives and Records Service



Facilities Construction & Management

	FY 2012	FY 2013
Average cost per office square foot (leases)	\$ 12.68	\$ 12.80
Average cost per office square foot (operations & maintenance)	\$ 3.84	\$ 3.84
Total Capital Improvements Budget	\$ -	\$ 287,580

Finance

	FY 2013
Post-Audit Error Rate*	4.39%
Employees with time-based pay NOT using ESS for time entry	19.06%
\$ amount of loans serviced**	\$ 312,513,282

*State Average: 3.59% ** Serviced by State Finance: 25.26%

Fleet

	FY 2012	FY 2013
Count of vehicles	769	761
Total miles traveled	9,688,491	9,534,928
Underutilized vehicles (mileage below the bottom quartile)	113	101
Annual lease savings from Fleet Operations	\$ 996,624	\$ 986,256

Purchasing and General Services

	FY 2012	FY 2013
Use of State Contracts	\$ 3,393,817	\$ 4,333,807
Pieces of Mail Processed	125,940	107,970
Number of Surplus Items	1,229	1,665

Risk Management

