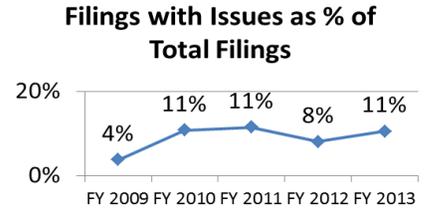
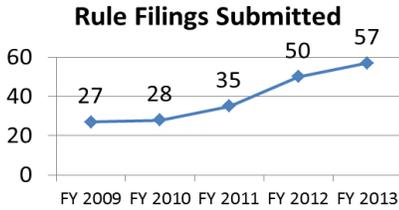


Department of Workforce Services

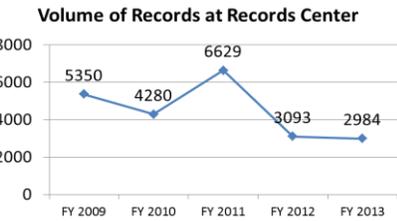
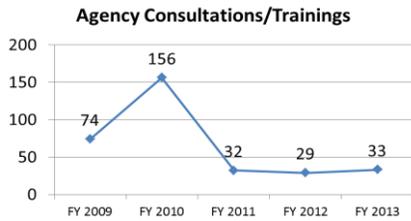


DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

Administrative Rules



Archives and Records Service



Facilities Construction & Management

	FY 2012	FY 2013
Average cost per office square foot (leases)	\$ 19.10	\$ 19.30
Average cost per office square foot (operations & maintenance)	\$ 5.00	\$ 4.97
Total Capital Improvements Budget	\$ 408,949	\$ 360,525

Finance

	FY 2013
Post-Audit Error Rate*	0.44%
\$ amount of loans serviced (housing loans)**	\$ 544,827,724
P-card Dollars Spent***	\$ 900,484

*State Average: 3.59% ** % of \$ of all loans: 44.04% *** % of State P-card spend: 4.55%

Fleet

	FY 2012	FY 2013
Count of vehicles	120	125
Total miles traveled	1,442,950	1,461,831
Underutilized vehicles (mileage below the bottom quartile)	14	5
Annual lease savings from Fleet Operations	\$ 155,520	\$ 162,000

Purchasing and General Services

	FY 2012	FY 2013
Use of State Contracts	\$ 1,360,645	\$ 1,502,835
Pieces of Mail Processed	310,809	252,276
Number of Surplus Items	4,567	6,459

Risk Management

