STATE OF UTAH
Department of Administrative Services
SERVICES ELEVATED

2009 ANNUAL REPORT & DIRECTORY OF SERVICES
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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
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.
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.
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

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
MISSION STATEMENT

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

- Kimberly K. Hood, Executive Director
  khood@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
  eburk@utah.gov  801-538-3310
- Christopher Bruhn, Internal Auditor
  ebruhn@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

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.
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

- Personnel Services: 81%
- Data Processing Current Expense: 6%
- Current Expense: 13%
- Travel/Out of State: 0.19%

Executive Director’s Office Revenue
$793,700

- Beginning Balance: 5%
- Closing Balance: -5%
- General Fund: 100%
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

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.

Sal Petilos,
Program Manager

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

Current Expense 100%

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
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.”
DIVISION DIRECTOR’S MESSAGE

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/](http://erules.rules.utah.gov/)

• Executive document filing (accessible to authorized individuals from the Governor’s Office) [http://erules.rules.utah.gov/](http://erules.rules.utah.gov/)

Publication of Rules and other Executive Branch Notices


Maintenance of the Utah Administrative Code


Rulemaking Assistance to Agencies

• Training – provided rulemaking process training to 65 agency rulewriters in 7 different sessions


• 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

## Services Provided

<table>
<thead>
<tr>
<th>Document (Rule) Filing</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rule filings submitted</td>
<td>1,199</td>
</tr>
<tr>
<td>Rule filings made effective</td>
<td>1,142</td>
</tr>
<tr>
<td>Rule filings withdrawn</td>
<td>40</td>
</tr>
<tr>
<td>Rule filings invalidated</td>
<td>1</td>
</tr>
<tr>
<td>Rule filings lapsed</td>
<td>14</td>
</tr>
<tr>
<td>Rule filings still in process (as of 10/28/2009)</td>
<td>2</td>
</tr>
</tbody>
</table>

### Types of Rule Filings

<table>
<thead>
<tr>
<th>Types of Filings</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>New rules</td>
<td>73</td>
</tr>
<tr>
<td>Repealed rules</td>
<td>11</td>
</tr>
<tr>
<td>Amendments</td>
<td>489</td>
</tr>
<tr>
<td>Repealed and reenacted rules</td>
<td>15</td>
</tr>
<tr>
<td>Changes in proposed rules (response to comment)</td>
<td>21</td>
</tr>
<tr>
<td>Emergency rules</td>
<td>47</td>
</tr>
<tr>
<td>Five-year notices of review/stmts of continuation</td>
<td>228</td>
</tr>
<tr>
<td>Five-year extension</td>
<td>7</td>
</tr>
<tr>
<td>Five-Year expiration for failure to comply</td>
<td>1</td>
</tr>
<tr>
<td>Legislative nonreauthorization (H.B. 197 (2009))</td>
<td>3</td>
</tr>
<tr>
<td>Nonsubstantive changes</td>
<td>304</td>
</tr>
</tbody>
</table>

## Publication of Rules and Notices

- Complete rule filing notices published in the *Utah State Bulletin* on time: 100%

## Maintenance of Utah Administrative Code

- Rules in July 1, 2009 code: 1,942

## 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
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.”
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
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.

Patricia Smith-Mansfield, Director
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 Revenue
$2,550,200

Archives Expenditures

- Personnel Services: 66%
- Current Expense: 24%
- Data Processing: 8%
- Other Charges/Pass Through: 2%
- Travel/Out of State: 0.26%
- Travel/In State: 0.31%

General Fund: 91%
Beginning Balance: 4%
Closing Balance: -1%
Dedicated Credits: 2%
Federal Funds: 2%
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](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](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](http://archives.utah.gov/research)

**Public Outreach**

Provides outreach, training, research workshops, papers, and presentations. [http://archives.utah.gov/archivesmonth](http://archives.utah.gov/archivesmonth)

Provides support for network of approved regional repositories and assistance to local repositories [http://archives.utah.gov/USHRAB](http://archives.utah.gov/USHRAB)

Maintains public records and manages grants programs. [http://archives.utah.gov/USHRAB](http://archives.utah.gov/USHRAB)

**Preservation Services**

Operates a microfilming imaging center. Reformats records to preserve permanent records. [http://archives.utah.gov/recordsmanagement](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](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 regrants 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.
<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Records Management</strong></td>
<td></td>
</tr>
<tr>
<td>Agency consultations/trainings</td>
<td>2,994</td>
</tr>
<tr>
<td>Record retentions schedules</td>
<td>26,427</td>
</tr>
<tr>
<td><strong>Records Storage</strong></td>
<td></td>
</tr>
<tr>
<td>Volume of records, cubic feet</td>
<td>113,550</td>
</tr>
<tr>
<td>Cost avoidance</td>
<td>$1,660,101</td>
</tr>
<tr>
<td>Retrieval of inactive records, cubic feet</td>
<td>8,556</td>
</tr>
<tr>
<td>Destruction of records, cubic feet</td>
<td>9,680</td>
</tr>
<tr>
<td>Cost avoidance</td>
<td>$141,552</td>
</tr>
<tr>
<td><strong>Public Notices</strong></td>
<td></td>
</tr>
<tr>
<td>Public bodies</td>
<td>1,820</td>
</tr>
<tr>
<td>Public notices posted</td>
<td>22,526</td>
</tr>
<tr>
<td><strong>Preservation of Essential Records</strong></td>
<td></td>
</tr>
<tr>
<td>Historical records volume, cubic feet</td>
<td>29,040</td>
</tr>
<tr>
<td>Historical records volume on microfilm, est cubic feet</td>
<td>351,960</td>
</tr>
<tr>
<td>(Microfilm reel numbers)</td>
<td>117,320</td>
</tr>
<tr>
<td>Total cubic feet</td>
<td>381,000</td>
</tr>
<tr>
<td>Record series/collections</td>
<td>26,397</td>
</tr>
<tr>
<td>Reformatting number of images</td>
<td>965,191</td>
</tr>
<tr>
<td><strong>Access of Essential Records</strong></td>
<td></td>
</tr>
<tr>
<td>Patron research center assistance</td>
<td>11,318</td>
</tr>
<tr>
<td>Public research use of digital archives</td>
<td>725,689</td>
</tr>
<tr>
<td>Public use of public notice website</td>
<td>51,024</td>
</tr>
<tr>
<td><strong>State Records Committee</strong></td>
<td></td>
</tr>
<tr>
<td>Appeals heard</td>
<td>18</td>
</tr>
<tr>
<td>Appeals requested, not heard</td>
<td>34</td>
</tr>
</tbody>
</table>
DIVISION OF FACILITIES CONSTRUCTION AND MANAGEMENT

4110 State Office Building
Salt Lake City, UT 84114
801-538-3018
Fax: 801-538-3267
www.dfcm.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
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
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.
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

- Personnel/Services: 32%
- Travel/In State: 0.009%
- Travel/Out of State: 0.01%
- Other Charges/Pass Through: 1%
- Data Processing Current Expense: 1%
- Capital Expenditure: 0.15%
- Current Expense: 66%

DFCM Facilities Management Revenue
$26,569,400

- Transfers: 0.05%
- Dedicated Credits: 99.95%
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.

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
## Real Estate Current Leases

<table>
<thead>
<tr>
<th>Type</th>
<th>Total number of leases</th>
<th>Total square feet</th>
<th>Total annual rent</th>
<th>Average rent per square foot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ground Leases</td>
<td>20</td>
<td>11,928,992</td>
<td>$83,735</td>
<td>$0.01</td>
</tr>
<tr>
<td>Non-Ground Leases</td>
<td>397</td>
<td>2,569,841</td>
<td>$27,136,553.60</td>
<td>$10.56</td>
</tr>
<tr>
<td>Total, All Leases</td>
<td>417</td>
<td>14,498,833</td>
<td>$27,220,288.60</td>
<td>$1.88</td>
</tr>
</tbody>
</table>

## 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
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  
  brendalee@utah.gov  801-538-3102
- 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
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.
FY 2009 DIVISION HIGHLIGHTS

- Implemented the Utah Public Finance website [www.transparent.utah.gov](http://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

Data Processing Current Expense 35%
Data Processing Capital Expenditure 7%
Personnel Services 44%
Current Expense 14%

Finance Revenue
$11,645,800
Includes Office of State Debt Collection, Excludes Finance Mandated

General Fund 57%
Restricted Revenue 11%
Transportation Fund 4%
Beginning/Ending Balances 1%
Dedicated Credits 27%
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](http://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](http://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](http://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](http://www.finance.utah.gov/finet)  

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](http://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
## Services Provided

### Accounting Operations

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>FINDER intercepts</td>
<td>41,694</td>
</tr>
<tr>
<td>FINDER intercept collections</td>
<td>$11,430,654</td>
</tr>
<tr>
<td>New contracts reviewed and processed</td>
<td>3,322</td>
</tr>
<tr>
<td>Contract modifications processed</td>
<td>4,149</td>
</tr>
<tr>
<td>Post-audited payments</td>
<td>10,475</td>
</tr>
<tr>
<td>Post-audit findings</td>
<td>190</td>
</tr>
<tr>
<td>Airline tickets booked</td>
<td>16,481</td>
</tr>
<tr>
<td>Rental cars booked</td>
<td>3,094</td>
</tr>
<tr>
<td>Total rental car days rented</td>
<td>9,566</td>
</tr>
<tr>
<td>Hotels booked</td>
<td>3,299</td>
</tr>
<tr>
<td>Total hotel nights booked</td>
<td>9,411</td>
</tr>
</tbody>
</table>

### Financial Information systems

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interfaces processed (approximate)</td>
<td>10,418</td>
</tr>
<tr>
<td>FINET documents processed via interface</td>
<td>545,638</td>
</tr>
<tr>
<td>FINET documents processed (total)</td>
<td>1,623,064</td>
</tr>
<tr>
<td>Accounting lines processed in FINET</td>
<td>7,169,496</td>
</tr>
</tbody>
</table>

### Payroll

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active employees on SAP</td>
<td>29,711</td>
</tr>
<tr>
<td>Employees with access to ESS time entry</td>
<td>15,074</td>
</tr>
<tr>
<td>Number of off-cycle checks</td>
<td>267</td>
</tr>
</tbody>
</table>

### Office of State Debt Collection

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts placed for collection</td>
<td>18,636</td>
</tr>
<tr>
<td>Value of accounts placed for collection</td>
<td>$43,471,077</td>
</tr>
<tr>
<td>Number of payments received</td>
<td>26,088</td>
</tr>
<tr>
<td>Payments received</td>
<td>$4,453,200</td>
</tr>
</tbody>
</table>

### Financial Reporting

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of loans serviced</td>
<td>2,083</td>
</tr>
<tr>
<td>Serviced loans principle balance</td>
<td>$986,559,614</td>
</tr>
</tbody>
</table>
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
EXECUTIVE TEAM

- Margaret Chambers, Director
  margareetchambers@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
  jeffdone@utah.gov
  801-583-3695

- Dan Martinez, Surplus Property Manager
  danmartinez@utah.gov
  801-619-7219
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. Secondarily, 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.”

Margaret Chambers,
Director
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.

- 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.
FISCAL YEAR ENDING JUNE 30, 2009
(Unaudited)

Fleet Operations & Surplus Expenditures

Fleet Operations & Surplus Revenue
$61,285,900
SERVICES AND FUNCTIONS


- 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](http://fleet.utah.gov/reports/index.html)


- Fuel card services used at state fuel network and commercial fuel sites. [http://fleet.utah.gov/fuel/index.html](http://fleet.utah.gov/fuel/index.html)


- Fuel dispensing services to the public at state owned CNG fueling locations. [http://fleet.utah.gov/fuel/PublicCNGUserInformation.htm](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

### Services Provided

#### State Surplus

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average days pick up</td>
<td>8</td>
</tr>
<tr>
<td>SP1 picked up</td>
<td>1,384</td>
</tr>
<tr>
<td>SP1 delivered</td>
<td>495</td>
</tr>
<tr>
<td>Vehicles sold</td>
<td>694</td>
</tr>
</tbody>
</table>

#### Federal Surplus

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of compliance items federal</td>
<td>1</td>
</tr>
<tr>
<td>Number of eligible agencies</td>
<td>9</td>
</tr>
<tr>
<td>Number of eligible law enforcement agencies</td>
<td>13</td>
</tr>
</tbody>
</table>

#### Fuel Network

<table>
<thead>
<tr>
<th>Fuel Type</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>CNG</td>
<td>186,202</td>
</tr>
<tr>
<td>Unleaded</td>
<td>3,641,866</td>
</tr>
<tr>
<td>Diesel</td>
<td>1,871,697</td>
</tr>
<tr>
<td>Biodiesel</td>
<td>172,980</td>
</tr>
</tbody>
</table>

#### Fleet Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital lease vehicle count</td>
<td>943</td>
</tr>
<tr>
<td>Full service lease vehicle count</td>
<td>3,531</td>
</tr>
<tr>
<td>Vehicle count with a &quot;loan&quot; state</td>
<td>22</td>
</tr>
<tr>
<td>&quot;Owned by agency vehicle count(not by DFO)</td>
<td>2,957</td>
</tr>
<tr>
<td>Total vehicle count</td>
<td>7,447</td>
</tr>
<tr>
<td>Miles traveled</td>
<td>79,110,924</td>
</tr>
<tr>
<td>Fuel used</td>
<td>5,863,487</td>
</tr>
<tr>
<td>Alternative fuel used (CNG and biodiesel)</td>
<td>274,580</td>
</tr>
<tr>
<td>Average miles per gallon</td>
<td>19.65</td>
</tr>
<tr>
<td>Average cost per mile driven</td>
<td>$0.37</td>
</tr>
<tr>
<td>Number of vehicles overdue for preventative maintenance</td>
<td>172</td>
</tr>
<tr>
<td>Percent of vehicles overdue for preventative maintenance</td>
<td>0.033%</td>
</tr>
<tr>
<td>Approved take home drivers</td>
<td>884</td>
</tr>
<tr>
<td>Non-preventable accidents</td>
<td>589</td>
</tr>
<tr>
<td>Preventable accidents</td>
<td>514</td>
</tr>
<tr>
<td>Unknown accidents</td>
<td>213</td>
</tr>
<tr>
<td>Total accidents</td>
<td>1,316</td>
</tr>
<tr>
<td>Average miles between preventable accidents</td>
<td>153,912</td>
</tr>
</tbody>
</table>
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
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 Services janrogerson@utah.gov  
  (801) 537-9241

- Paul Mash, Purchasing Manager  
  pmash@utah.gov (801) 538-3138

- Sue Hoskins, Front Office (801) 538-3156
DIVISION DIRECTOR’S MESSAGE

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.

Kent Beers, Director
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

### Services Provided

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>State Purchasing</strong></td>
<td></td>
</tr>
<tr>
<td>Use of State cooperative contracts</td>
<td>$445,450,000</td>
</tr>
<tr>
<td>% use by State agencies</td>
<td>38%</td>
</tr>
<tr>
<td>Voluntary use of State Cooperative Contracts by other public entities (higher and public education, cities, and counties)</td>
<td>$277,804,000</td>
</tr>
<tr>
<td>% use by other public entities</td>
<td>62%</td>
</tr>
<tr>
<td>Cost savings to State agencies for goods and services purchased through State Purchasing</td>
<td>$22,590,000</td>
</tr>
<tr>
<td><strong>State Mail and Distribution Services</strong></td>
<td></td>
</tr>
<tr>
<td>Percent of mis-sorts and mis-deliveries</td>
<td>0.000037%</td>
</tr>
<tr>
<td>Pieces of mail processed</td>
<td>24,498,000</td>
</tr>
<tr>
<td>Savings from freight and postage discounts</td>
<td>$1,896,000</td>
</tr>
<tr>
<td><strong>State Print Services</strong></td>
<td></td>
</tr>
<tr>
<td>Number of jobs</td>
<td>5,560</td>
</tr>
<tr>
<td>Percent of jobs completed on time</td>
<td>100%</td>
</tr>
<tr>
<td>Accuracy of completed jobs</td>
<td>99.98%</td>
</tr>
<tr>
<td><strong>Purchasing Card Program</strong></td>
<td></td>
</tr>
<tr>
<td>Dollar amount of use</td>
<td>$103,159,000</td>
</tr>
<tr>
<td>Number of transactions</td>
<td>555,256</td>
</tr>
</tbody>
</table>
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
bnelson@utah.gov  801-538-9576
- Brian Spencer, Administrative Manager
bspencer@utah.gov  801-538-3213
- Lisa Adams, Receptionist
lisaadams@utah.gov  801-538-9560

Jeff Coates, Brian Spencer, Tani Downing, Steve Hewlett, Brian Nelson
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*
Training Presentations – During FY 2009, loss control professionals provided 199 training presentations to 5,400 participants from our covered public schools, 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.
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

### Services Provided

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

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 administering a scholarship program.

- Administer and protect the assets of the fund.