

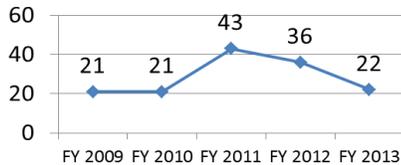
Department of Agriculture and Food



DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

Administrative Rules

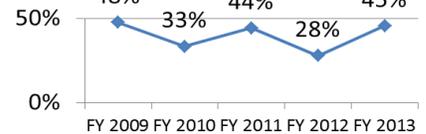
Rule Filings Submitted



Number of Staff Attending Rules Training

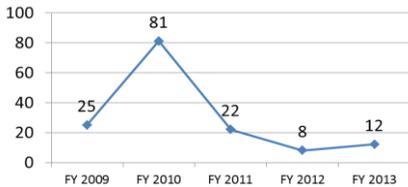


Filings with Issues as % of Total Filings

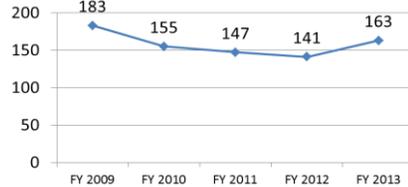


Archives and Records Service

Agency Consultations/Trainings



Volume of Records at Records Center



Facilities Construction & Management

	FY 2012	FY 2013
Average cost per office square foot (leases)	\$ 19.55	\$ 19.72
Average cost per square foot (operations & maintenance)	\$ 6.83	\$ 6.83
Total Capital Improvements Budget	\$ 215,982	\$ 255,485

Finance

	FY 2013
Post-Audit Error Rate*	6.08%
Employees with time-based pay NOT using ESS for time entry	30.30%
P-card Dollars Spent**	\$ 287,286

*State Average: 3.59% ** % of State P-card spend: 1.45%

Fleet

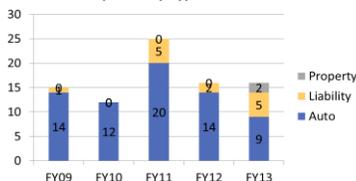
	FY 2012	FY 2013
Count of vehicles	120	116
Total miles traveled	2,193,649	2,116,303
Underutilized vehicles (mileage below the bottom quartile)	11	11
Annual lease savings from Fleet Operations	\$ 155,520	\$ 150,336

Purchasing and General Services

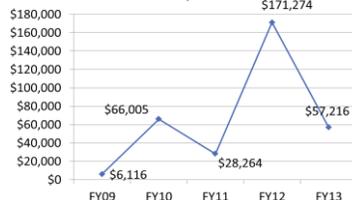
	FY 2012	FY 2013
Use of State Contracts	\$ 126,674	\$ 383,814
Pieces of Mail Processed	45,786	47,338
Number of Surplus Items	83	69

Risk Management

Auto Property & Liability Claims Opened By Type FY09-FY13



Workers Comp Claim Costs



Loss Control Activities FY12-FY13

