

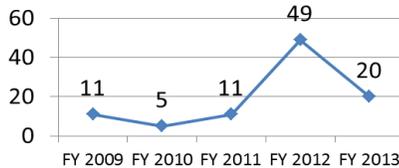
# Department of Heritage and Arts



## DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

### Administrative Rules

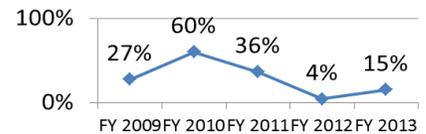
Rule Filings Submitted



Number of Staff Attending Rules Training

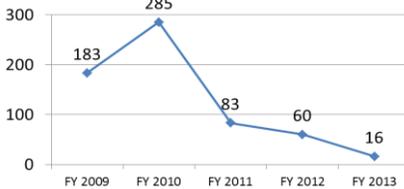


Filings with Issues as % of Total Filings

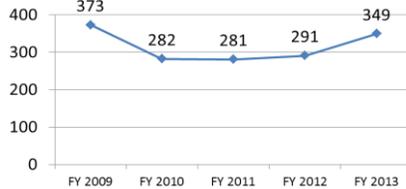


### Archives and Records Service

Agency Consultations/Trainings



Volume of Records at Records Center



### Facilities Construction & Management

	FY 2012	FY 2013
Average cost per office square foot (leases)	\$ -	\$ -
Average cost per square foot (operations & maintenance)	\$ 3.11	\$ 3.11
Total Capital Improvements Budget	\$ 80,000	\$ 102,000

### Finance

	FY 2013
Post-Audit Error Rate*	5.26%
Employees with time-based pay NOT using ESS for time entry	0.00%
P-card Dollars Spent**	\$ 189,385

\*State Average: 3.59%      \*\* % of State P-card spend: 0.94%

### Fleet

	FY 2012	FY 2013
Count of vehicles	27	20
Total miles traveled	293,661	196,733
Underutilized vehicles (mileage below the bottom quartile)	5	4
Annual lease savings from Fleet Operations	\$ 34,668	\$ 25,680

### Purchasing and General Services

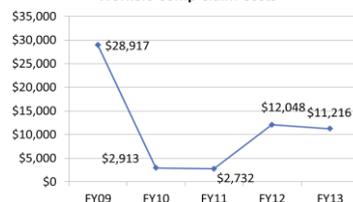
	FY 2012	FY 2013
Use of State Contracts	\$ 169,777	\$ 76,016
Pieces of Mail Processed	20,444	12,749
Number of Surplus Items	1,725	1,249

### Risk Management

Auto Property & Liability Claims Opened By Type FY09-FY13



Workers Comp Claim Costs



Loss Control Activities FY12-FY13

