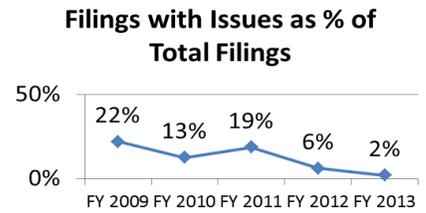
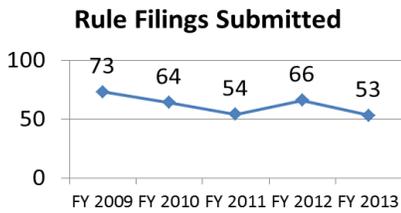


# Department of Insurance

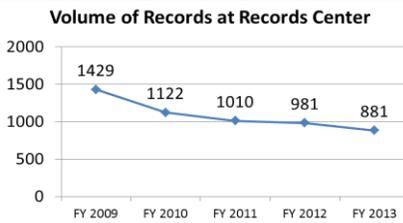
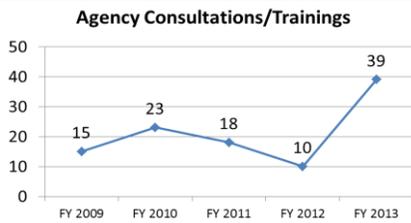


## DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

### Administrative Rules



### Archives and Records Service



### Facilities Construction & Management

	FY 2012	FY 2013
Average cost per office square foot (leases)	\$ 18.88	\$ 19.37
<i>*No Operations and Maintenance Space</i>		
<i>*No Capital Improvement Projects</i>		

### Finance

	FY 2013
Post-Audit Error Rate*	3.16%
Employees with time-based pay NOT using ESS for time entry	0.00%
P-card Dollars Spent**	\$ 89,190
<i>*State Average: 3.66%</i>	
<i>** % of State P-card spend: 0.45%</i>	

### Fleet

	FY 2012	FY 2013
Count of vehicles	11	11
Total miles traveled	173,250	186,516
Underutilized vehicles (mileage below the bottom quartile)	1	0
Annual lease savings from Fleet Operations	\$ 14,124	\$ 14,124

### Purchasing and General Services

	FY 2012	FY 2013
Use of State Contracts	\$ 15,386	\$ 22,379
Pieces of Mail Processed	7,410	6,023
Number of Surplus Items	170	229

### Risk Management

