

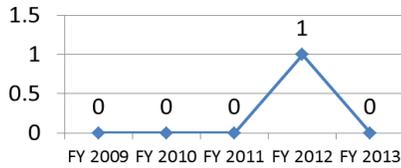
Department of Veterans Affairs



DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

Administrative Rules

Rule Filings Submitted

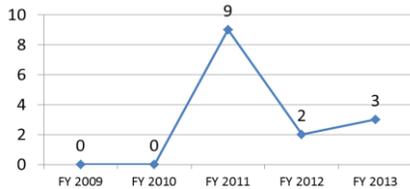


Number of Staff Attending Rules Training

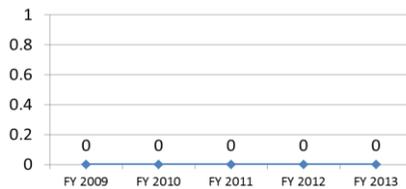


Archives and Records Service

Agency Consultations/Trainings



Volume of Records at Records Center



Facilities Construction & Management

Total Capital Improvements Budget

	FY 2012	FY 2013
Total Capital Improvements Budget	\$ 120,000	\$ -

No Lease Space

No Operations and Maintenance Space

Finance

	FY 2013
Post-Audit Error Rate*	7.41%
Employees with time-based pay NOT using ESS for time entry	0.00%
P-card Dollars Spent**	\$ 47,564
*State Average: 3.59% ** % of State P-card spend: 0.24%	

Fleet

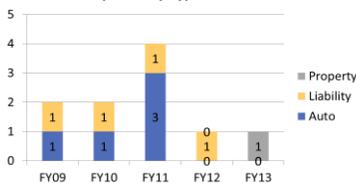
	FY 2012	FY 2013
Count of vehicles	7	8
Total miles traveled	47,698	44,195
Underutilized vehicles (mileage below the bottom quartile)	3	2
Annual lease savings from Fleet Operations	\$ 8,988	\$ 10,272

Purchasing and General Services

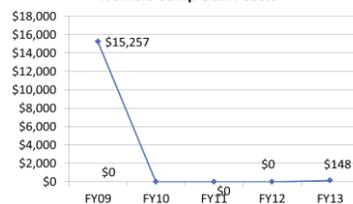
	FY 2012	FY 2013
Use of State Contracts	\$ 12,950	\$ 7,225
Pieces of Mail Processed	1,146	3,644
Number of Surplus Items	323	102

Risk Management

Auto Property & Liability Claims Opened By Type FY09-FY13



Workers Comp Claim Costs



Loss Control Activities FY12-FY13

