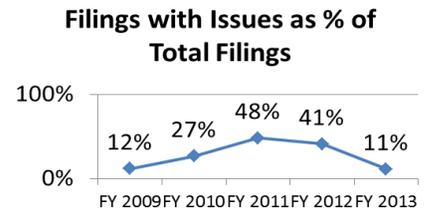
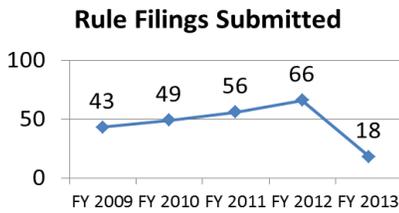


Tax Commission

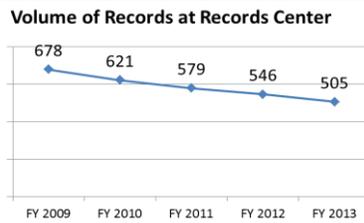
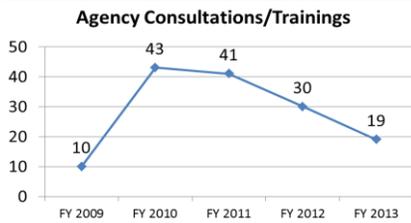


DAS CUSTOMER SERVICES SUMMARY FOR FY 2012-2013

Administrative Rules



Archives and Records Service



Facilities Construction & Management

	FY 2012	FY 2013
Average cost per office square foot (leases)	\$ 20.82	\$ 20.94
Average cost per office square foot (operations & maintenance)	\$ 5.21	\$ 5.21
Total Capital Improvements Budget	\$ 326,776	\$ 799,773

Finance

	FY 2013
Post-Audit Error Rate*	0.36%
Employees with time-based pay NOT using ESS for time entry	2.94%
P-card Dollars Spent**	\$ 462,209

*State Average: 3.59% ** % of State P-card spend: 2.33%

Fleet

	FY 2012	FY 2013
Count of vehicles	70	67
Total miles traveled	846,222	814,960
Underutilized vehicles (mileage below the bottom quartile)	6	11
Annual lease savings from Fleet Operations	\$ 90,720	\$ 86,832

Purchasing and General Services

	FY 2012	FY 2013
Use of State Contracts	\$ 1,789,539	\$ 1,569,898
Pieces of Mail Processed	515,898	596,525
Number of Surplus Items	194	317

Risk Management

