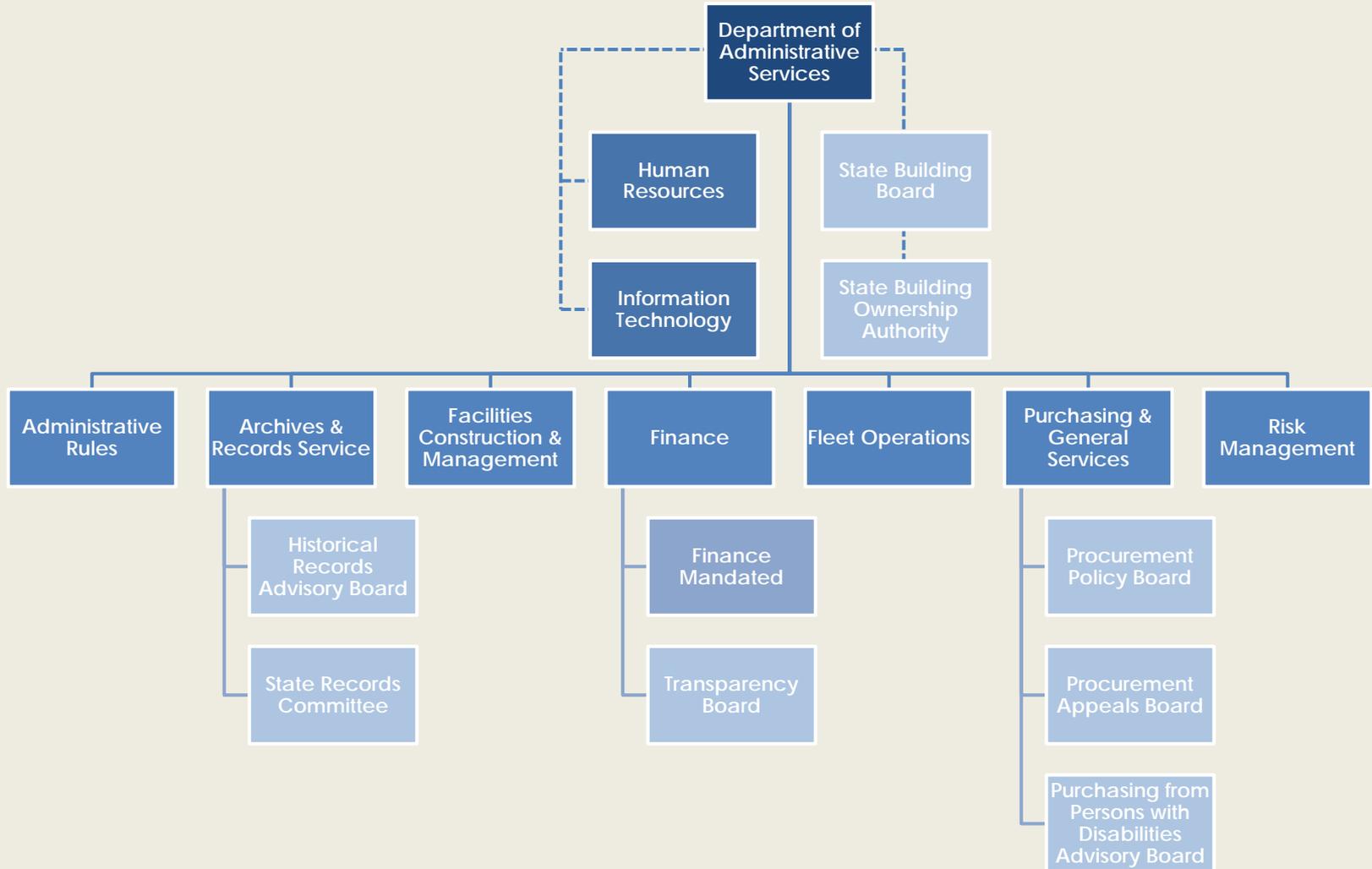


DEPARTMENT OF ADMINISTRATIVE SERVICES

January 27,
2016

DAS ORGANIZATION



MISSION, VISION, VALUES

Mission

- Deliver support services of the highest quality and best value to government agencies and the public.

Vision

- The preferred and most trusted provider of products, services, and innovative solutions to meet customer needs.

Values

- Integrity
- Honesty
- Transparency
- Accountability
- Reliability
- Leadership
- Quality
- Flexibility
- Collaboration
- Teamwork

GOALS

1

Improve the efficiency and effectiveness of DAS operations

2

Develop a quality, high performing workforce

3

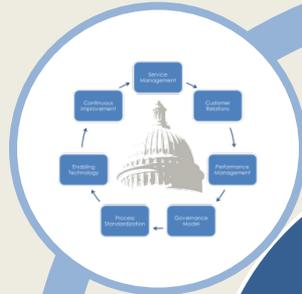
Improve customer relations and communications

4

Institutionalize cyber-security and emergency preparedness

DAS STRUCTURE TO ACHIEVE GOALS

Shared Services



ERM



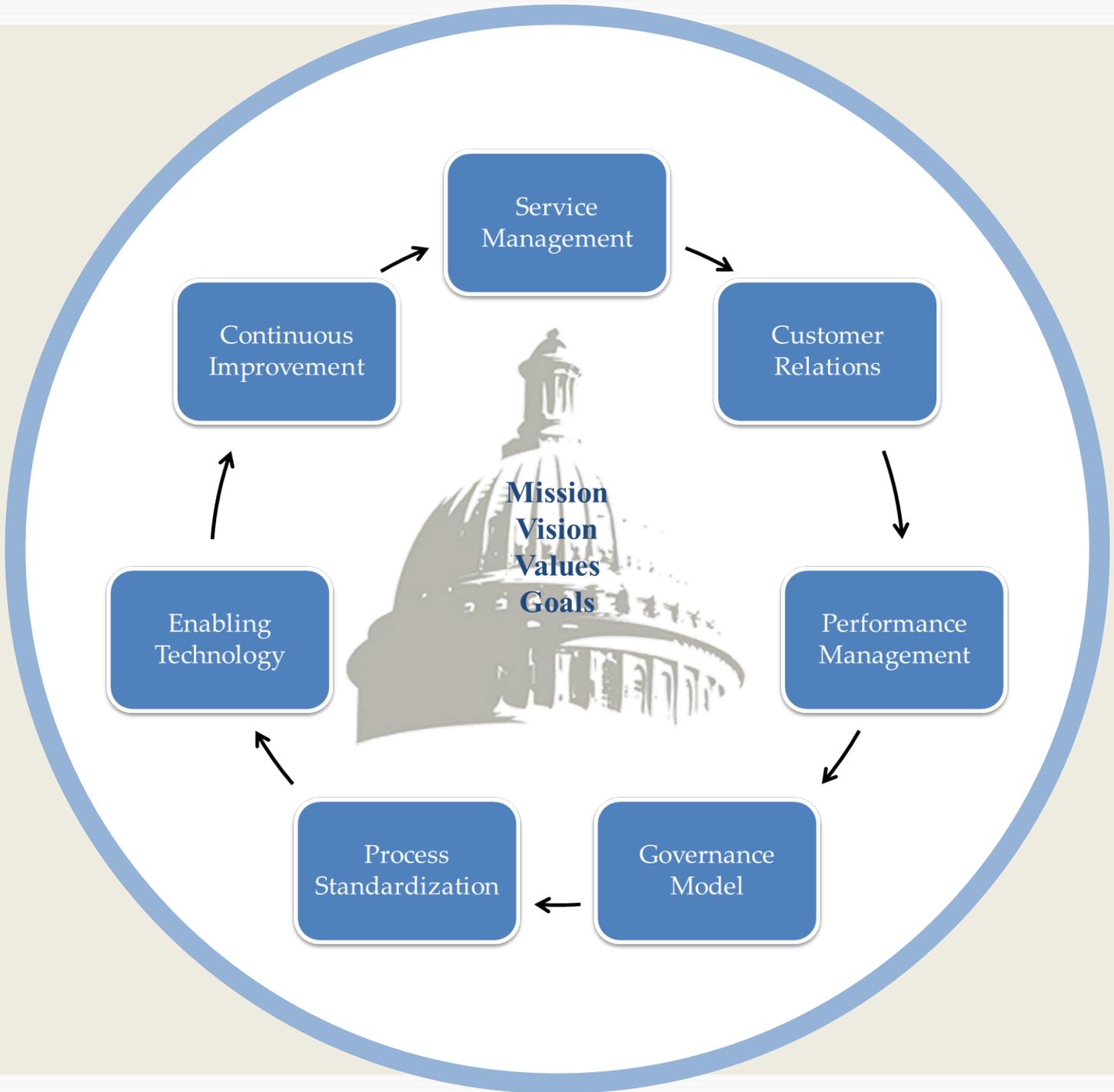
DAS
Goals



DAS University



SUCCESS



Mission
Vision
Values
Goals

Service
Management

Customer
Relations

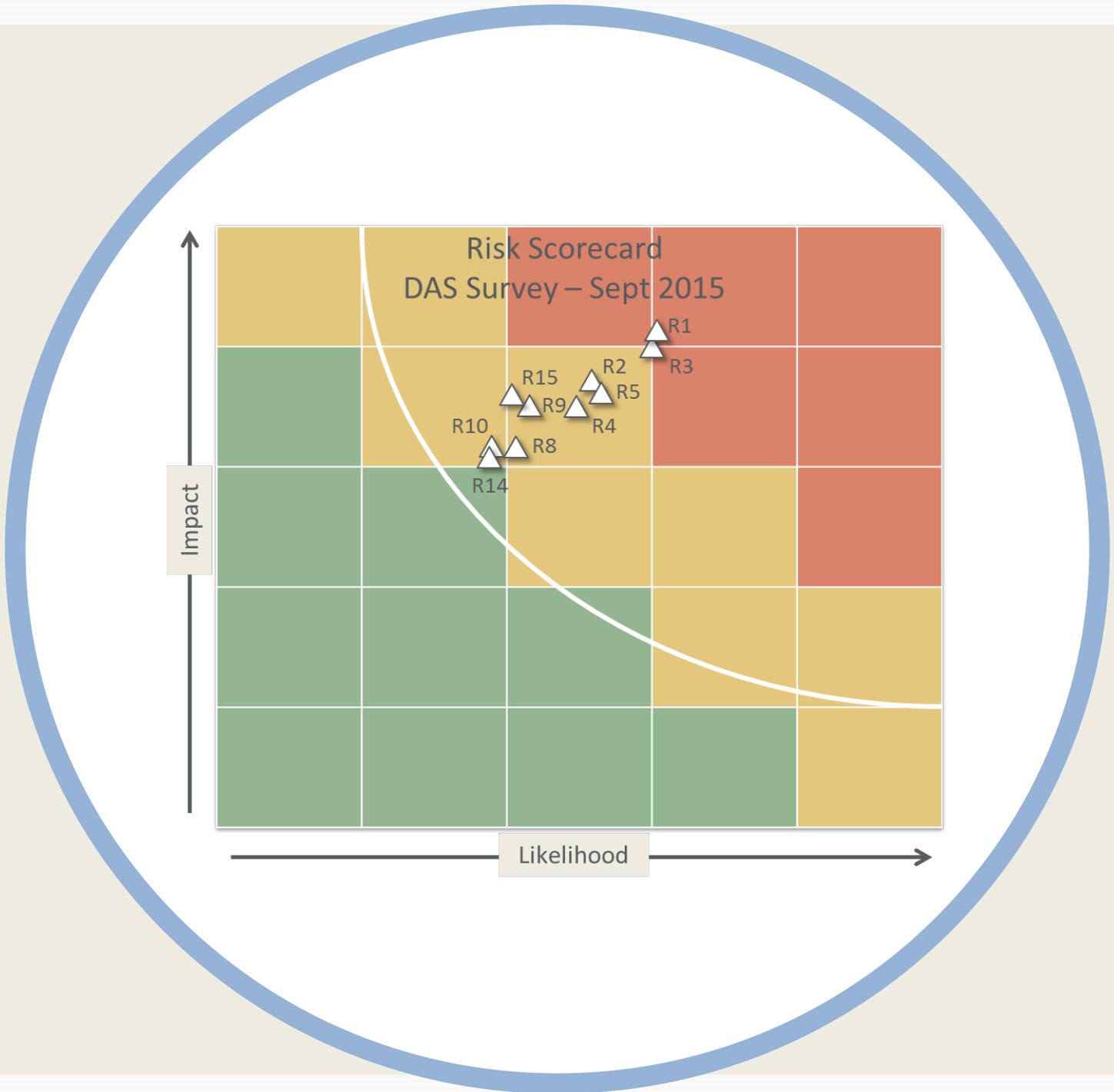
Performance
Management

Governance
Model

Process
Standardization

Enabling
Technology

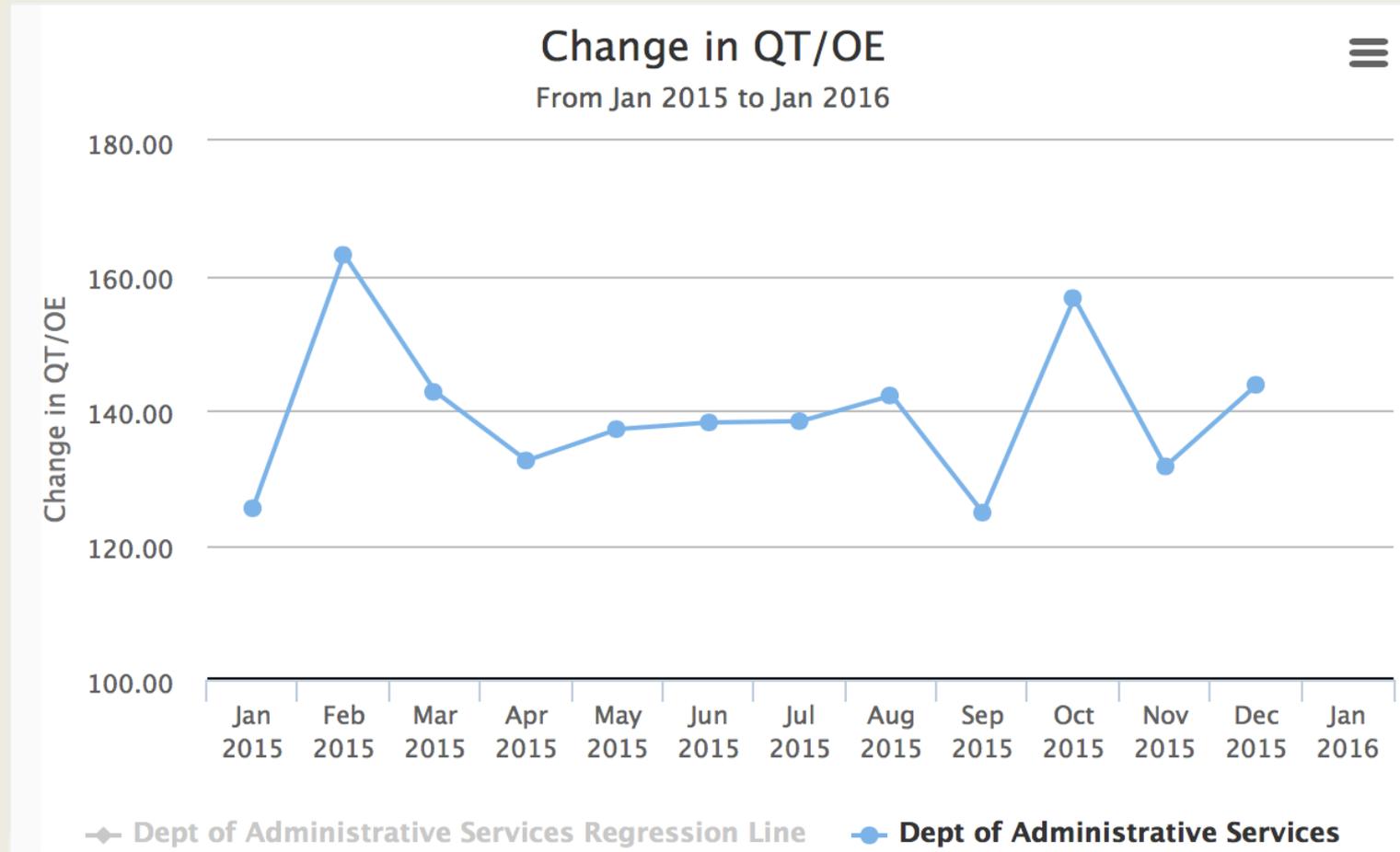
Continuous
Improvement



DAS UNIVERSITY

- October 2014: Defibrillator Training
- November 2014: Customer Service
- December 2014: Cyber Security
- January 2015: Email Retention
- February 2015: Mobile Device Management
- April 2015: CPR Certification
- June 2015: Intermediate Excel

SUCCESS: OVERALL IMPROVEMENT 142% IMPROVEMENT OVER BASELINE



OUR CUSTOMERS

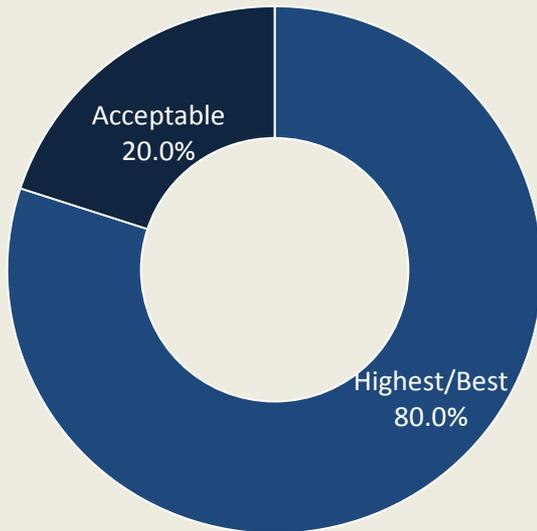
- State Agencies
- Elected Officials
- Legislature
- Courts
- Higher Education
- School Districts and Charter Schools
- Special Service Districts
- Local Governments
- The Public

SERVICES DELIVERED

- Over 170 services
- More than 50 private sector partnerships

EXECUTIVE CUSTOMER SURVEY

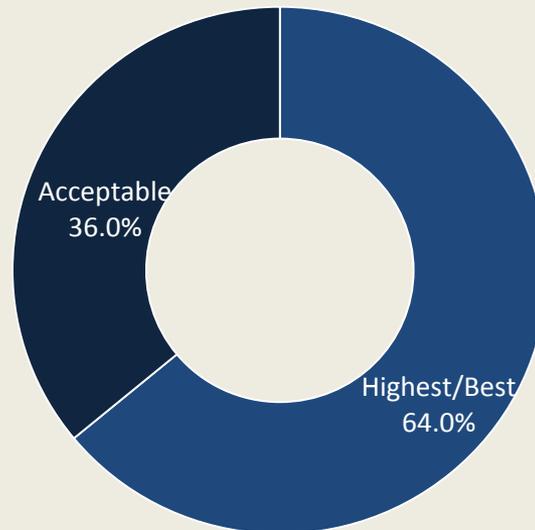
How would you rate the quality of your relationship with DAS, considering all of your experiences with them?



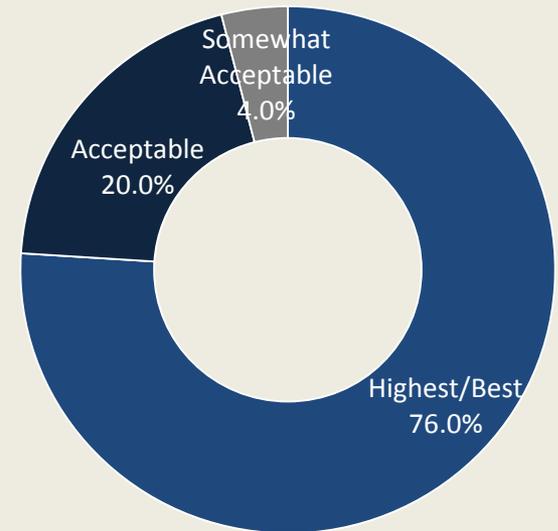
1 Highest/Best	61.5%
2 Acceptable	30.8%
3 Somewhat Acceptable	7.7%
4 Lowest/Unacceptable	0.0%

How satisfied are you with the services you received?

1 Highest/Best	46.2%
2 Acceptable	50.0%
3 Somewhat Acceptable	3.8%
4 Lowest/Unacceptable	0.0%



Overall, do you feel DAS brings value to your agency?



1 Highest/Best	50.0%
2 Acceptable	38.5%
3 Somewhat Acceptable	11.5%
4 Lowest/Unacceptable	0.0%

2016 LEGISLATIVE SESSION

- No new General Fund programs or requests
- Reallocating existing resources to department priorities
- In the Internal Service Funds, requests for:
 - 2 new FTEs,
 - market values for property,
 - an internal increase in shared services accounting center, &
 - adjustments within Fleet Operations and the DFCM building maintenance programs

ACHIEVEMENTS

CYBER SECURITY ACHIEVEMENTS



In-depth analysis of all major systems in DAS

18 security control points



5-year department strategic plan

FACILITIES CONSTRUCTION & MANAGEMENT ACHIEVEMENTS

14 SOLAR PROJECTS INSTALLED THROUGHOUT THE STATE OF UTAH ANNUALLY GENERATING 4.7 MILLION KWH AND SAVING MORE THAN \$260,000

9.3% DECREASE IN THE AVERAGE COST FOR LEASED OFFICE SPACE RENEWALS COMPARED TO PRIOR TERMS

\$437k ESTIMATED ANNUAL ENERGY COST SAVINGS FOR FOUR UNIVERSITY OF UTAH PROJECTS CURRENTLY IN DESIGN OR CONSTRUCTION



NEW DIRECTOR

ERIC THOLEN NAMED NEW DIRECTOR OF THE DIVISION

PRISON RELOCATION

THE UTAH STATE PRISON WILL BE MOVED TO SALT LAKE CITY. THE DIVISION OF FACILITIES CONSTRUCTION AND MANAGEMENT IS MANAGING THE CONTRACTS FOR THAT RELOCATION



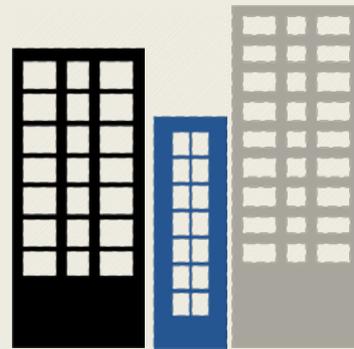
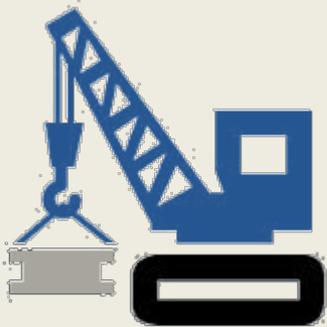
PROJECT MANAGEMENT

SOFTWARE IMPLEMENTED TO STREAMLINE AND PROVIDE CONSISTENCY TO PROCESSES



FY 2016 ECONOMIC IMPACT OF BUILDING CONSTRUCTION

\$2.8
billion



513
UNIQUE
projects

56,000
CURRENT
jobs*



*The RIMS economic model (2013) estimates that approximately 20 jobs are created for every million in construction (this include direct, indirect, and induced jobs).

ECONOMIC IMPACT OF NATURAL HISTORY MUSEUM CONSTRUCTION

\$88.3
million

275
workers

711,000
man hours

60
SUBS &
suppliers

1,766
JOBS*

4,000
benefitted

*The RIMS economic model (2013) estimates that approximately 20 jobs are created for every million in construction (this include direct, indirect, and induced jobs).

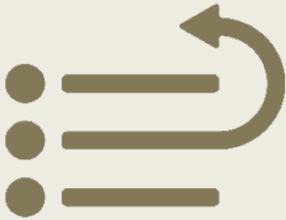
ECONOMIC IMPACT OF JL SORENSON MOLECULAR BIOTECH BUILDING

\$160
million

- 3,200 jobs*
- 87 subcontractors and suppliers
- Average workforce of 285 over the project duration
 - Peak levels just below 700 workers

*The RIMS economic model (2013) estimates that approximately 20 jobs are created for every million in construction (this include direct, indirect, and induced jobs).

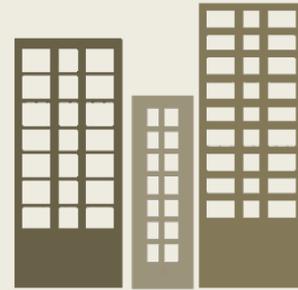
BUILDING BOARD ACHIEVEMENTS



IMPLEMENTED A NEW
PRIORITIZATION PROCESS
FOR CAPITAL IMPROVEMENT
PROJECTS



IMPLEMENTED NEW
PROCEDURES FOR CAPITAL
DEVELOPMENT REQUESTS,
ALLOWING FOR A BETTER



RECOMMENDED A NEW O&M
FUNDING MODEL TO TRACK
O&M EXPENDITURES ON AN
INDIVIDUAL BUILDING LEVEL



IMPLEMENTED NEW
PROCEDURES FOR REPORTING
AND TRACKING O&M
EXPENDITURES

FLEET OPERATIONS ACHIEVEMENTS

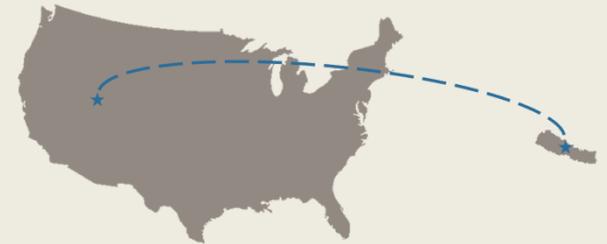
61 VEHICLES LEASED BY FLEET OPERATIONS TO OTHER STATE AGENCIES REMOVED FROM THE MULTI-AGENCY STATE OFFICE BUILDING FOR THE ENTERPRISE RENT-A-CAR PILOT

21.7% IMPROVEMENT IN MAINTENANCE COSTS COMPARED TO VEHICLE MILES FROM THE BASELINE (FY 2014) TO THE END OF FY 2015



TAKE HOME/COMMUTE VEHICLE PROGRAM

COMPLETION OF THE TAKE HOME/COMMUTE VEHICLES PACKET IS REQUIRED FOR 2016 TAKE HOME/COMMUTE VEHICLE PRIVILEGES; THIS NEW REQUIREMENT HAS RESULTED IN A 12.9% REDUCTION (192 VEHICLES) OF THE PROGRAM



STATE TRAVEL WAS QUICKLY ABLE TO IDENTIFY A STATE TRAVELER AFFECTED BY THE APRIL 2015 NEPAL EARTHQUAKE, COMMUNICATE WITH THE INDIVIDUAL, VERIFY THAT THE TRAVELER WAS UNHARMED, AND EXPLAIN WHAT NEEDED TO BE DONE TO GET THE TRAVELER HOME



NEW DIRECTOR

JEFF MOTTISHAW
NAMED NEW
DIRECTOR OF THE
DIVISION OF FLEET
OPERATIONS

FINANCE ACHIEVEMENTS

\$12

COLLECTED BY FINANCE IN DEBTS AND FEES OWED TO THE STATE FOR EVERY ONE DOLLAR SPENT ON COLLECTION PROGRAMS

498

DIFFERENT GOVERNMENT ENTITIES HAVE POSTED 898M RECORDS TO THE FINANCIAL TRANSPARENCY WEBSITE FY 2009 TO FY 2015 THAT TOTAL \$4.6 TRILLION

688%

INCREASE IN EFFICIENCY REALIZED IN THE WAGE MATCH PROGRAM FROM FY 2014 TO FY 2015 USING THE SUCCESS FRAMEWORK

\$14.4M

IN DEBTS COLLECTED THROUGH THE FINDER SYSTEM, INCLUDING \$1.16 MILLION OWED TO THE IRS



THE STATE OF UTAH EARNED THE "CERTIFICATE OF ACHIEVEMENT OF EXCELLENCE IN FINANCIAL REPORTING" FROM THE GOVERNMENTAL FINANCE OFFICERS ASSOCIATION FOR THE 30TH CONSECUTIVE YEAR



18.9% INCREASE IN TOTAL COLLECTIONS RECEIVED BY THE OFFICE OF STATE DEBT COLLECTIONS

ADMINISTRATIVE RULES ACHIEVEMENTS

880 FILINGS RECEIVED AND PROCESSED BY THE DIVISION. OF THESE, 279 OF THE RULE FILINGS WERE SUBMITTED TO COMPLY WITH STATUTORY REVIEW REQUIREMENTS

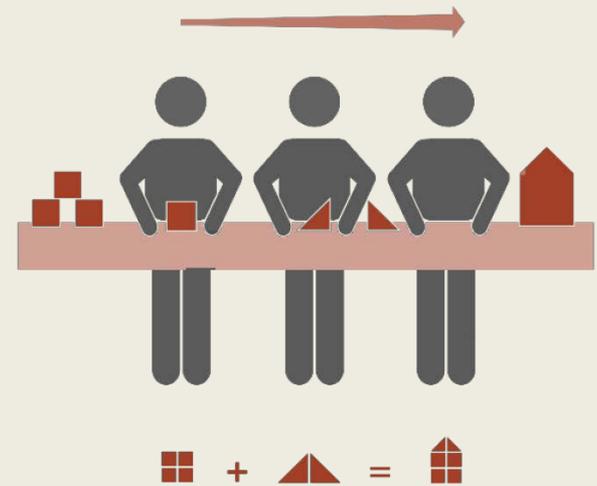
22nd CONSECUTIVE YEAR THE DIVISION OF ADMINISTRATIVE RULES HAS PUBLISHED ALL 24 ISSUES OF THE UTAH STATE BULLETIN ON TIME

ERULES SECURITY

THE DIVISION OF ADMINISTRATIVE RULES WORKED WITH THE DEPARTMENT OF TECHNOLOGY SERVICES TO UPGRADE THE ERULES APPLICATION TO ADDRESS APPLICATION UPDATES AND SECURITY VULNERABILITIES



28.9% IMPROVEMENT
IN TURNAROUND ON
REVIEWING FILINGS



Created by Marie Van den Broeck
from the Noun Project

REALLOCATED RESOURCES
THE DIVISION REALLOCATED RESOURCES
FROM ADMINISTRATION TO THE PRODUCTION
LINE

ARCHIVES & RECORDS SERVICE ACHIEVEMENTS

906

RESPONDERS AND 770 REQUESTERS CONSULTED WITH THE GOVERNMENT RECORDS OMBUDSMAN IN THE OPEN RECORDS REQUEST PROCESS

1,563

RETENTION SCHEDULES UPDATED AS PART OF THE SUCCESS INITIATIVE, MEETING EFFICIENCY TARGET 90% OF THE TIME

6,558

VOLUNTEER HOURS CONTRIBUTED IN THE ACQUISITION, PROCESSING, AND PRESERVATION OF HISTORICAL RECORDS



THE ARCHIVES' OPEN RECORDS PORTAL DEVELOPMENT TEAM WAS PRESENTED WITH THE "2015 GOVERNOR'S AWARD FOR EXCELLENCE FOR INNOVATION AND EFFICIENCY"

614

2014

653

2015

6.4% INCREASE
IN RECORDS OFFICERS
CERTIFIED

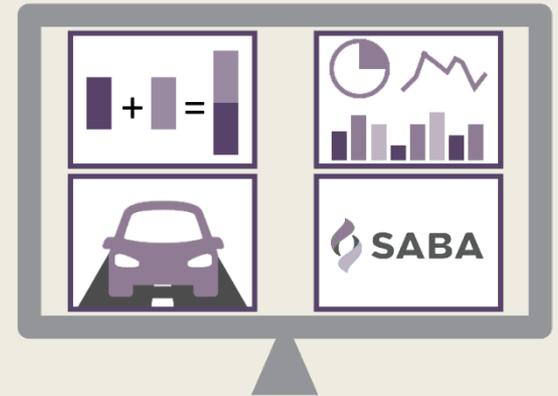
RISK MANAGEMENT ACHIEVEMENTS

61 CHARTER SCHOOLS AND ALL SCHOOL DISTRICTS COVERED BY THE DIVISION, EVEN THOUGH THESE ENTITIES ARE NOT REQUIRED TO USE THE DIVISION OF RISK MANAGEMENT

10 LOSS CONTROL EMPLOYEES ASSIST OVER 160 ENTITIES (STATE AGENCIES, HIGHER EDUCATION, SCHOOL DISTRICTS, AND CHARTER SCHOOLS) WITH RISK MITIGATION EFFORTS

97% (AND HIGHER) CLAIMS ADJUSTER AUDIT SCORE EACH YEAR OVER THE PAST 5 YEARS AS DETERMINED BY AN INDEPENDENT AUDITOR

100% PAPERLESS ANNUAL STATEMENT OF VALUES RELEASED BY THE DIVISION FOR THE FIRST TIME IN FY 2015



TECHNOLOGICAL IMPROVEMENTS
THE DIVISION INTEGRATED RISK BUILDING DATA WITH DFCM'S DATABASE, RELEASED A NEW DRIVER TRAINING, ESTABLISHED 100% ELECTRONIC REPORTING OF PROPERTY, AND IS IMPLEMENTING A LEARNING MANAGEMENT SYSTEM

\$33B IN STATE ASSETS INSURED BY THE DIVISION

PURCHASING & GENERAL SERVICES ACHIEVEMENTS

4 STATE PURCHASING AGENTS SPONSORED BY THE DIVISION IN OBTAINING THEIR CERTIFIED PROFESSIONAL PUBLIC BUYER (CPPB) CERTIFICATION

700 STATEWIDE “BEST VALUE” COOPERATIVE CONTRACTS AND 11 NASPO VALUEPOINT CONTRACT PORTFOLIOS ADMINISTERED BY PURCHASING

1,365 PROCUREMENTS CONDUCTED AND 915 CONTRACTS/ AMENDMENTS PROCESSED ON BEHALF OF STATE AGENCIES



EPROCUREMENT SYSTEM

THE DIVISION IS IN THE PROCESS OF MOVING TO A NEW EPROCUREMENT SYSTEM, SCIQUEST, WHICH WILL ENABLE THE DIVISION TO PROVIDE THE STEPS AND PROCESSES THAT WILL LINK SOURCING, COUNTERACTING, AND PROCUREMENT ALL IN ONE SYSTEM

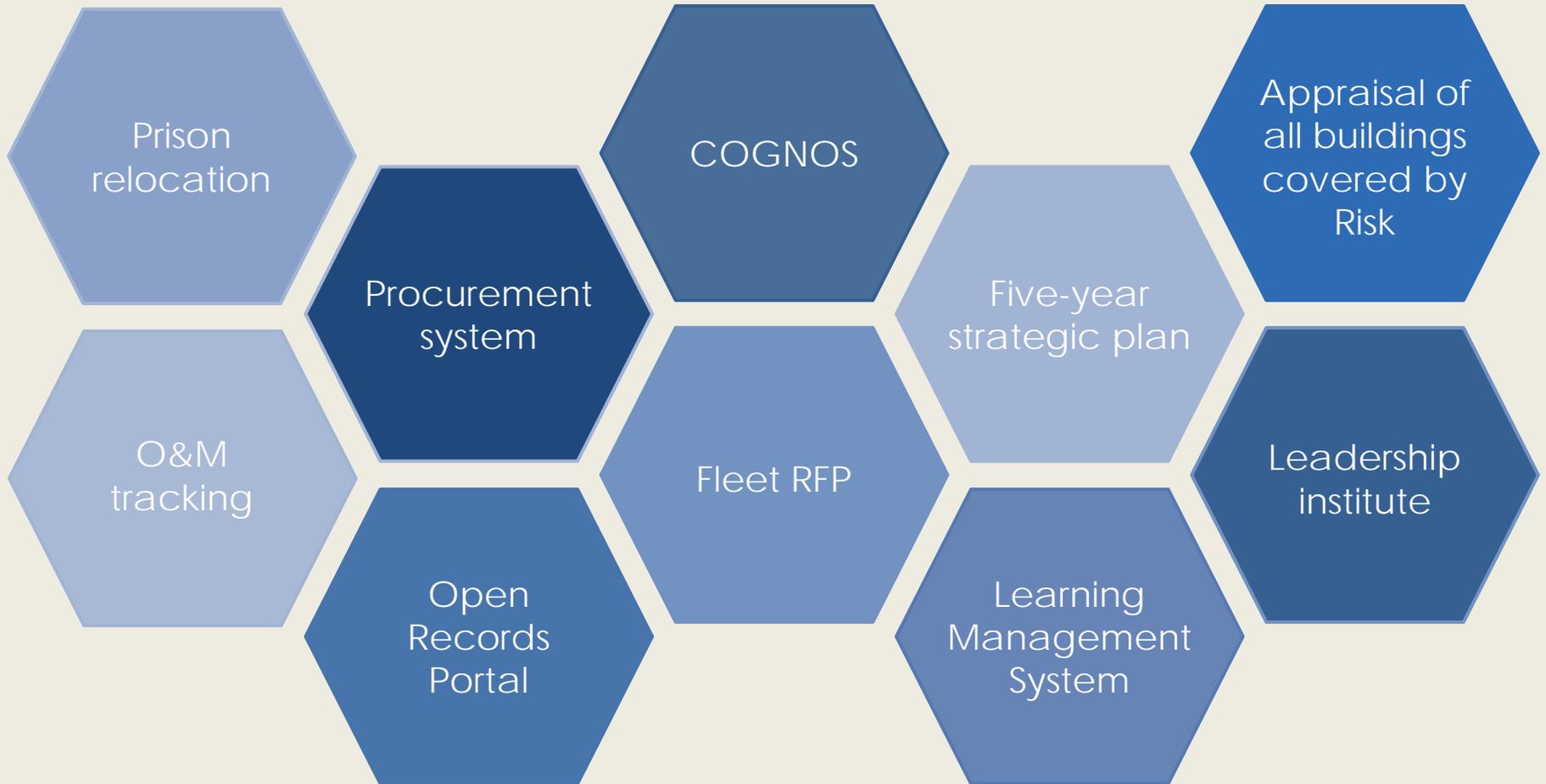


THE DIVISION OF PURCHASING AND GENERAL SERVICES RECEIVED THE “2015 ACHIEVEMENT OF EXCELLENCE IN PROCUREMENT AWARD” FROM THE NATIONAL PURCHASING INSTITUTE



PROCUREMENT COORDINATOR CONTINUED TO MENTOR STATE AGENCIES THROUGH THE PROCUREMENT PROCESS

FY 2017 FUTURE PLANS

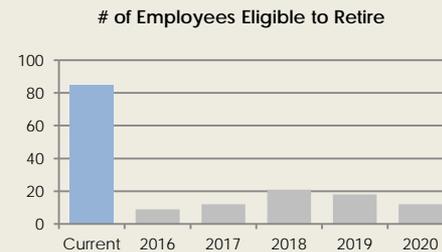
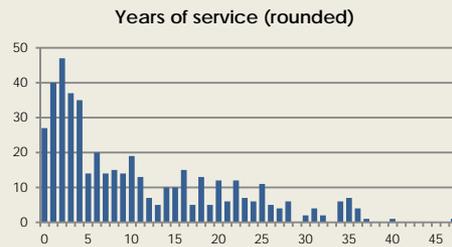
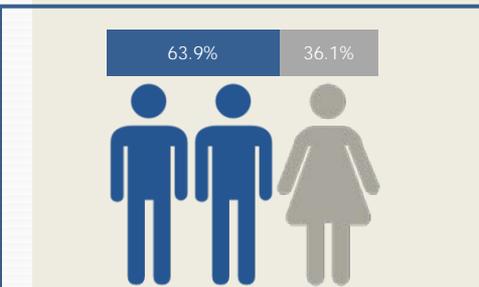
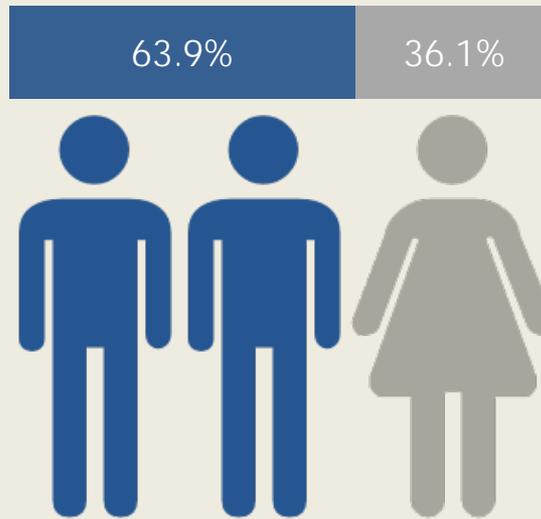


DAS WORKFORCE

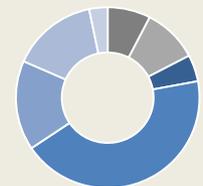
profile

DAS WORKFORCE PROFILE

462
employees



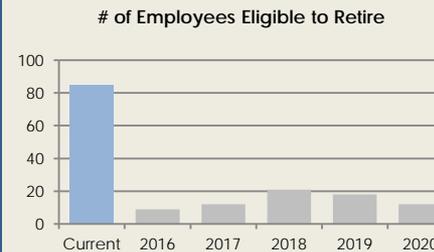
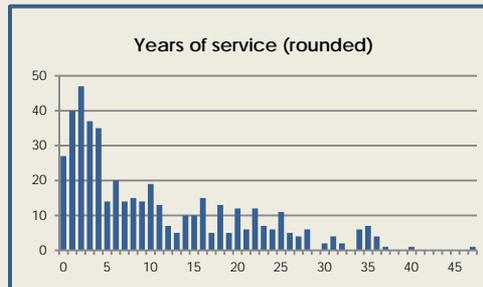
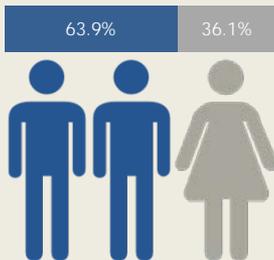
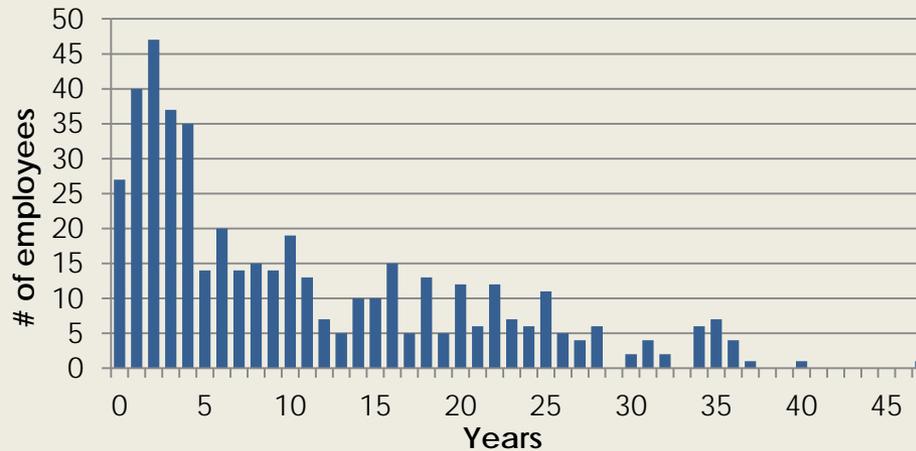
EEO Job Categories



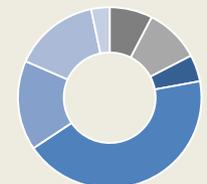
DAS WORKFORCE PROFILE

462
employees

Years of service (rounded)



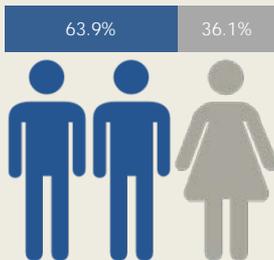
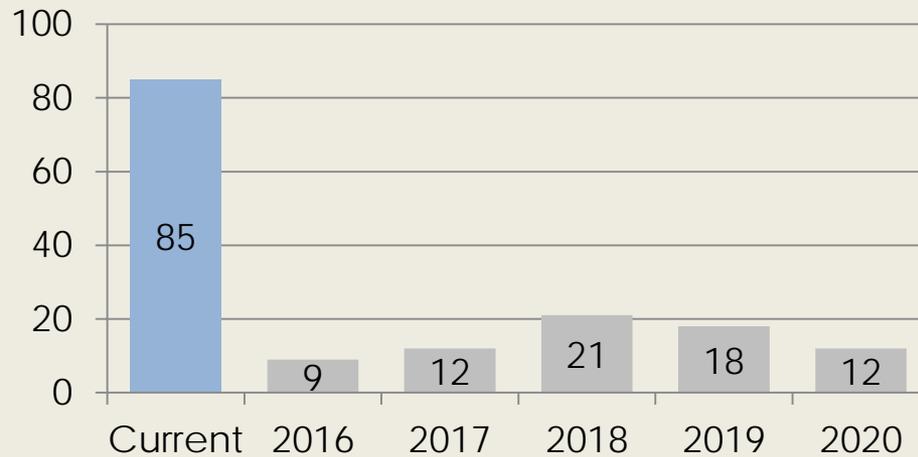
EEO Job Categories



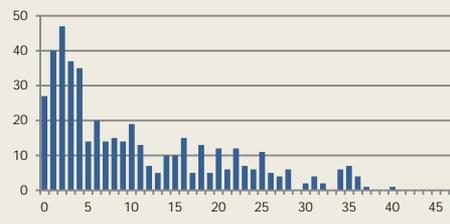
DAS WORKFORCE PROFILE

462
employees

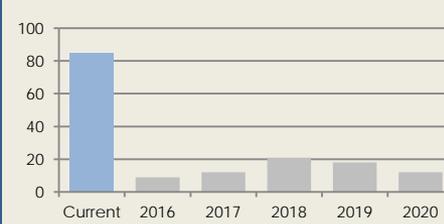
of Employees Eligible to Retire



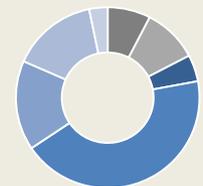
Years of service (rounded)



of Employees Eligible to Retire



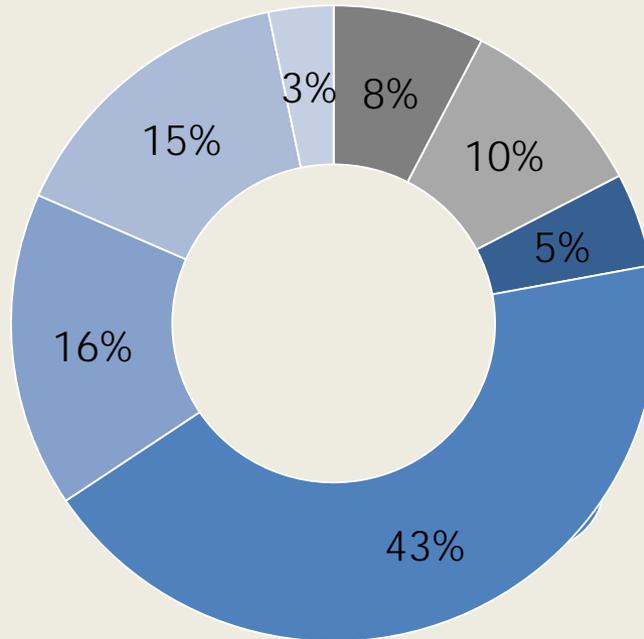
EEO Job Categories



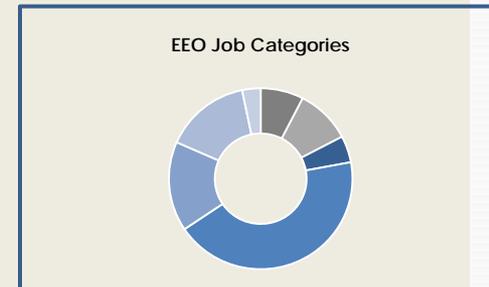
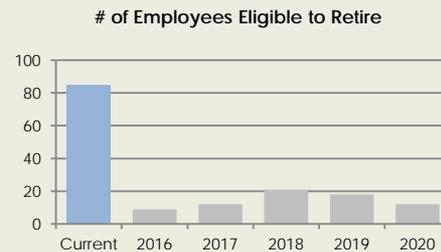
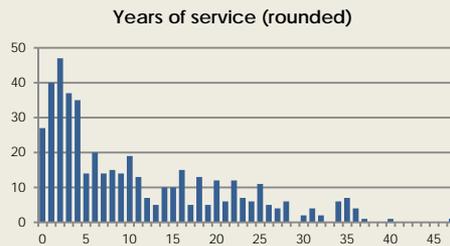
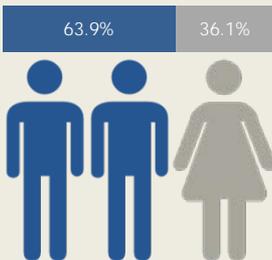
DAS WORKFORCE PROFILE

462
employees

EEO Job Categories



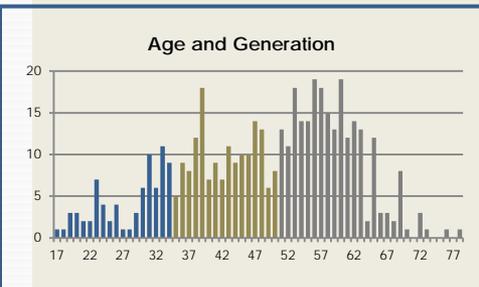
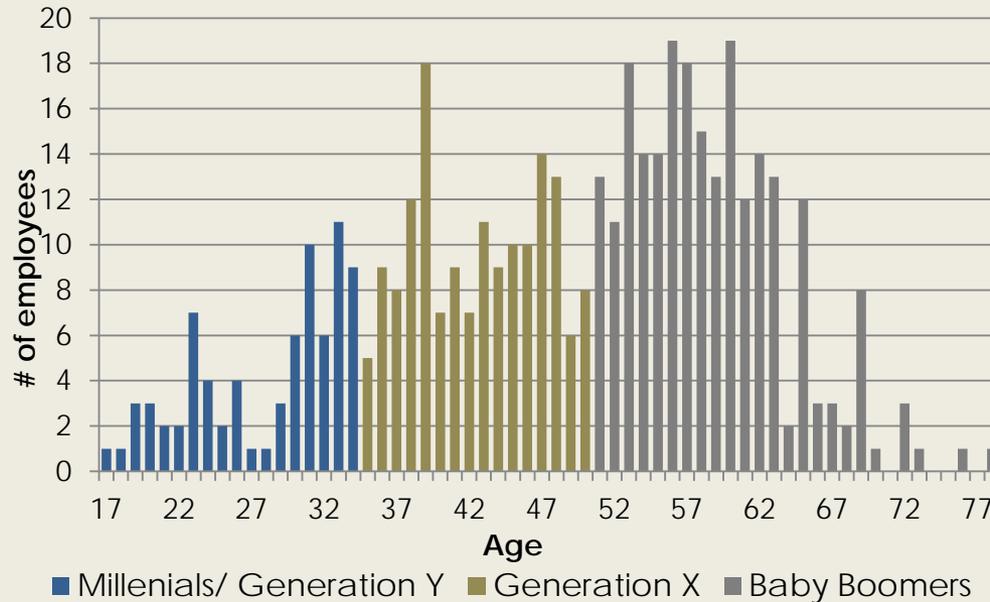
- Clerical
- Officials & Administrators
- Paraprofessional
- Professionals
- Service Maintenance
- Skilled Craft
- Technician



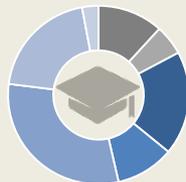
DAS WORKFORCE PROFILE

462
employees

Age and Generation



Highest Level of Education Attained



48
employees

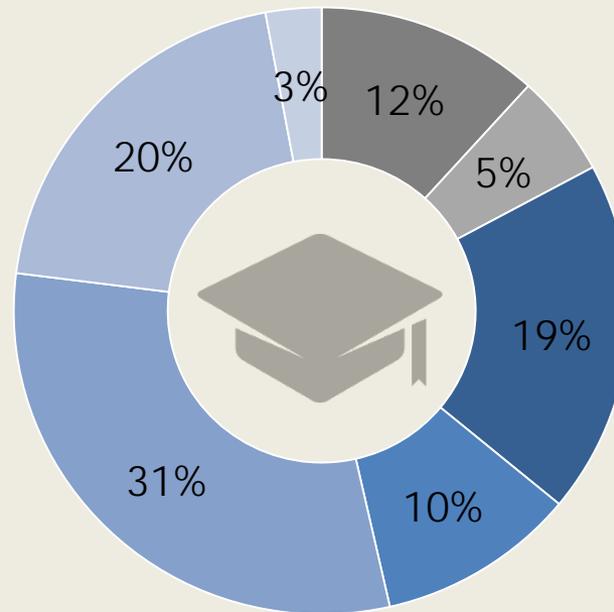
22
languages

- Afrikaans
- Arabic
- ASL
- Bosnian
- Creole
- Croatian
- Dutch
- French
- German
- Greek
- Italian
- Japanese
- Korean
- Laotian
- Norwegian
- Portuguese
- Russian
- Serbian
- Spanish
- Swedish
- Tagalog
- Ukrainian

DAS WORKFORCE PROFILE

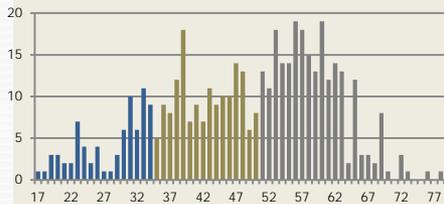
239
employees

Highest Level of Education Attained

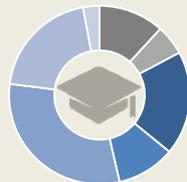


- High school graduate or equivalent
- Technical school
- Some college
- Associate degree
- Bachelor degree
- Master degree
- Doctorate

Age and Generation



Highest Level of Education Attained



48
employees

22
languages

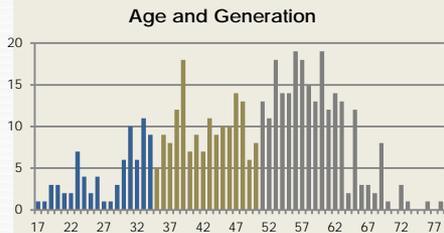
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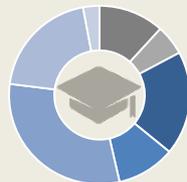
239
employees

48
employees

22
languages



Highest Level of Education Attained



48 | 22
employees | languages

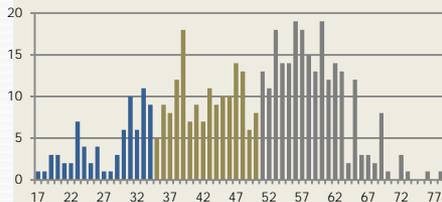
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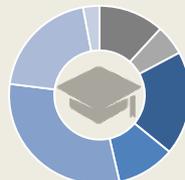
239
employees

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Age and Generation



Highest Level of Education Attained



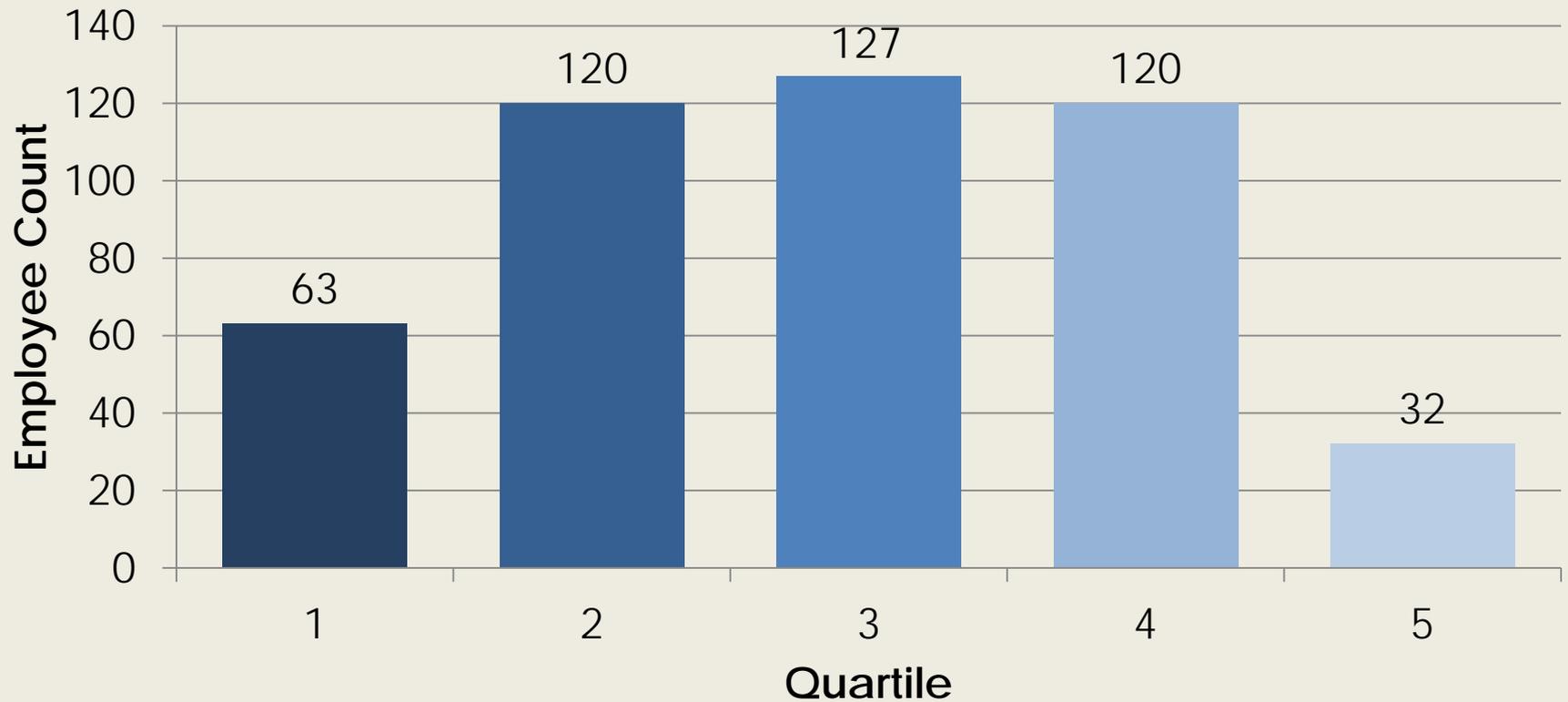
48
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22
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- Ukrainian

WAGE DISTRIBUTION

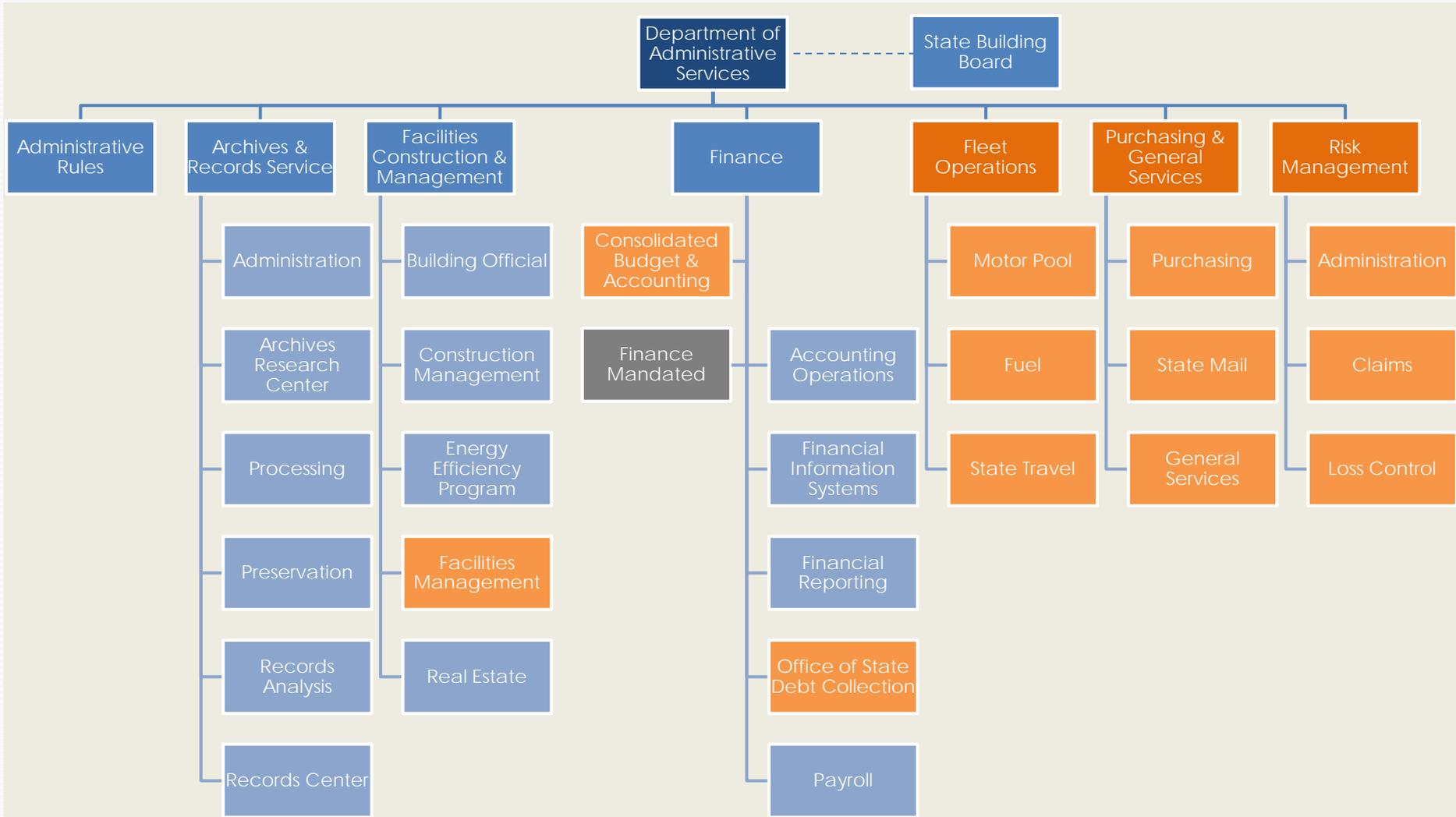
Wage Range Quartile Distribution



DAS BUDGET REQUESTS

FY 2017

DAS ORGANIZATION: PROGRAMS



\$635,000 REALLOCATION

(\$400,000)
one-time
reduction from
Finance non-
lapsing funds

(\$235,000)
one-time
reduction from
DFCM non-
lapsing funds



Administrative Rules

Website reprogramming

State Building Board
Operations &
Maintenance (O&M)
Program - **\$250,000 total**

State Building Energy
Efficiency Program (SBEEP)
energy revolving loan fund

\$920,000 CAPITAL IMPROVEMENTS REALLOCATION

(\$920,000)
ongoing
allocation
from Capital
Improvements



SBEEP operating budget



State Building Board
Infrastructure Condition
Assessment



State Building Board space
utilization employee

INTERNAL SERVICE FUND ADJUSTMENTS

- Move \$2M Fleet capital outlay authorization from FY 2017 to FY 2016 to increase to \$18M FY 2016; \$27M FY 2017
- 2 New FTEs in Risk; ergonomist and LMS administrator
- Building value adjusted to current market value
- DFCM individual building program rate changes
- CBA rate adjustment
- Risk decreased workers compensation rates

DAS & FINANCE MANDATED

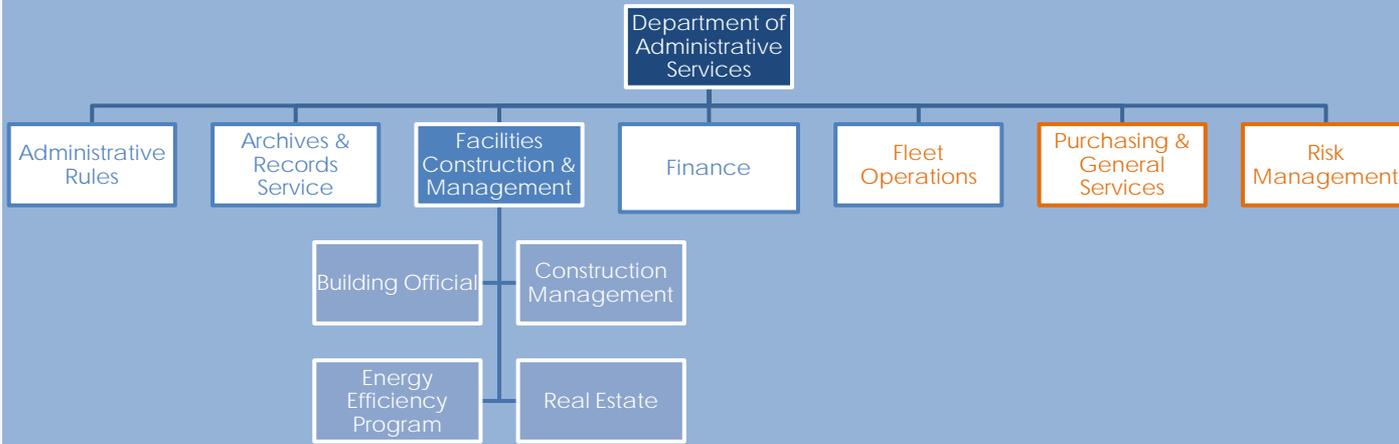
DAS Non-Core Program Budgets	General Fund	Total FY 2017 GF/EF Base
Finance Mandated	\$ 4,500,000	\$ 4,500,000
FKC – Employee Benefits	\$ 0	\$ 3,255,000
FKH – Development Zone Partial Rebates	\$ 0	\$ 1,517,600
FKO – Employee Health Benefits	\$ 1,731,800	\$ 1,731,800
FKP – Computer Aided Dispatch	\$ 0	\$ 2,573,500
KFR – E-911 Emergency Services	\$ 0	\$2,990,600
<i>Subtotal Finance Mandated</i>	<i>\$ 6,231,800</i>	<i>\$ 16,568,500</i>
FKB – Elected Official OPEB	\$ 1,387,600	\$ 1,387,600
FKL – Parental Defense	\$ 85,400	\$120,000
FIA – DAS Inspector General	\$ 1,122,500	\$ 2,345,900
FKA – DAS Post Conviction Indigent Defense	\$ 33,900	\$ 90,000
FKE – DAS Judicial Conduct Commission	\$ 251,100	\$ 265,700
FKI – DAS Executive Branch Ethics	\$ 3,000	\$ 5,400
Total DAS Non-Core Program Budget	\$ 9,115,300	\$ 20,783,100
DAS Core Program Budgets	General Fund	Total FY 2017 GF/EF Base
FAA – DAS Executive Director	\$ 1,091,100	\$ 1,091,100
FDA – DAS Administrative Rules	\$ 420,900	\$ 441,300
FEA – DAS DFCM Admin Budget	\$ 2,445,800	\$ 6,310,800
FGA – DAS Archives	\$ 2,937,800	\$ 3,044,700
FHA – DAS Finance Administration	\$ 6,684,800	\$ 11,338,100
FLA – DAS Purchasing	\$ 648,200	\$ 648,200
Total DAS Core Program Budget	\$ 14,228,600	\$ 22,874,200
DAS Total	\$ 23,343,900	\$ 43,657,300

\$60,000 UCAIR GRANT



DAS APPROPRIATED DIVISIONS

An
overview



FACILITIES CONSTRUCTION & MANAGEMENT



FACILITIES CONSTRUCTION AND MANAGEMENT

Utilization of New Appropriations:

- DFCM did not receive any new appropriations in the 2015 General Session

Short- and Long-Term Issues:

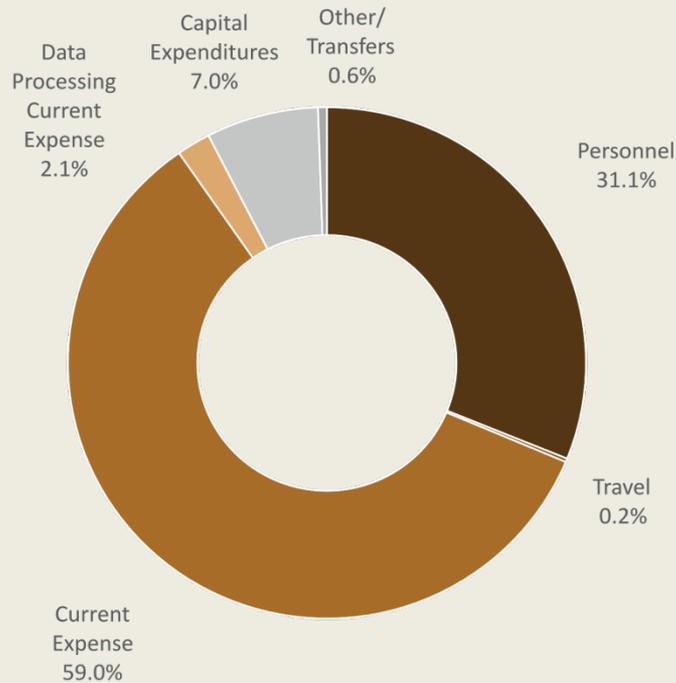
- Staffing
- Prison

Programmatic Changes:

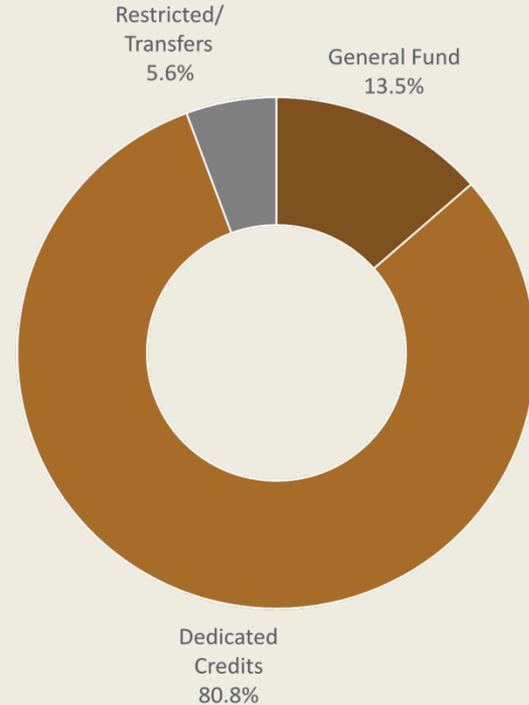
- Healthcare documentation
- Cost difference on lease versus State-owned facilities
- Inventory of vacant land and recommendations on parcels for disposal

EXPENDITURES & REVENUES: APPROPRIATED & ISF

Expenditures
\$ 37,195,400

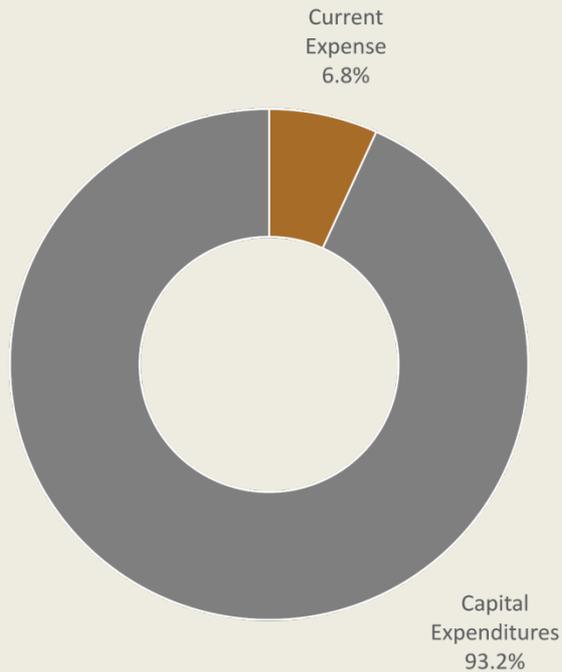


Revenues
\$ 37,053,400

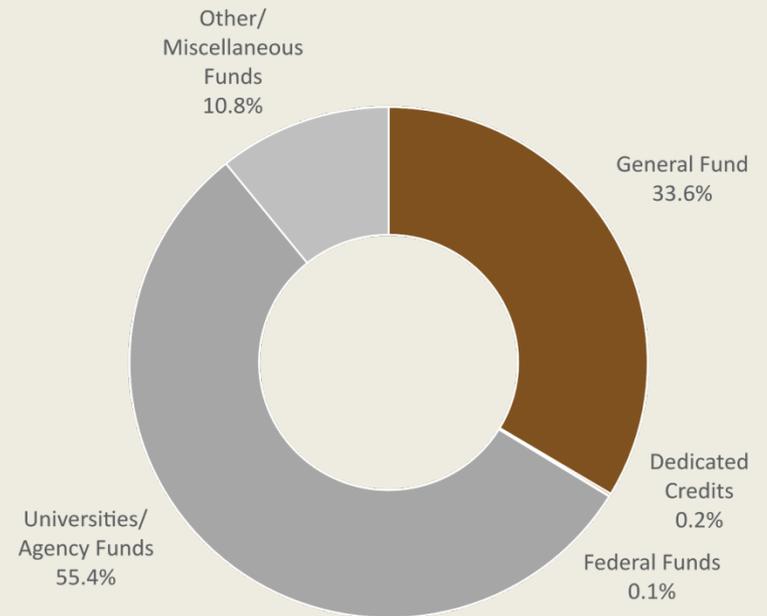


EXPENDITURES & REVENUES: CAPITAL PROJECTS

Expenditures
\$ 454,949,300



Revenues
\$ 454,949,300



CUSTOMER SERVICE SUMMARY

CONSTRUCTION MANAGEMENT

Total projects funded	377
Total allocation of state funds	\$ 255,843,173
Total allocation of non-state funds	\$ 227,286,533
Construction Mgmt Customer Survey avg (0-4)	3.8

OPERATIONS & FACILITIES MAINTENANCE

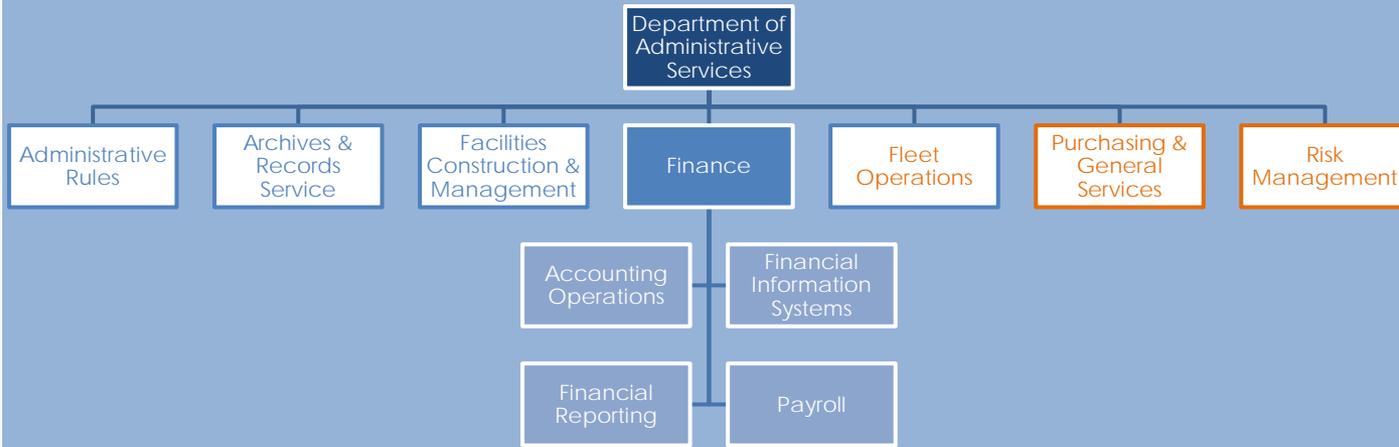
Total number of programs	173
Total managed square feet	6,849,485
Average cost per square foot	\$ 4.59
Percentage below local private sector maintenance cost	28%

REAL ESTATE

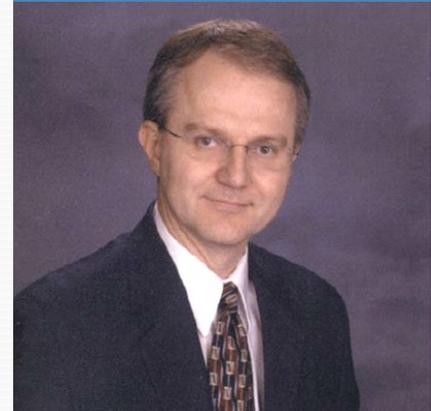
Total active office space leases	200
Average cost per office space square foot	\$ 16.98
Percent change in cost for all office space renewals processed	9.36%

STATE BUILDING ENERGY EFFICIENCY PROGRAM

Total dollars brought in	\$ 7,952,915
Utility incentives	\$ 359,825
Grant funds	\$ 7,593,090
Ongoing annual savings from projects completed in FY 2015	\$ 294,190



FINANCE



FINANCE

Utilization of New Appropriations:

- Finance did not receive any new appropriations in the 2015 General Session
- \$100,000 reallocated to Post-Conviction Indigent Defense
- \$25,000 reallocated to Judicial Conduct Commission

Areas of Improvement:

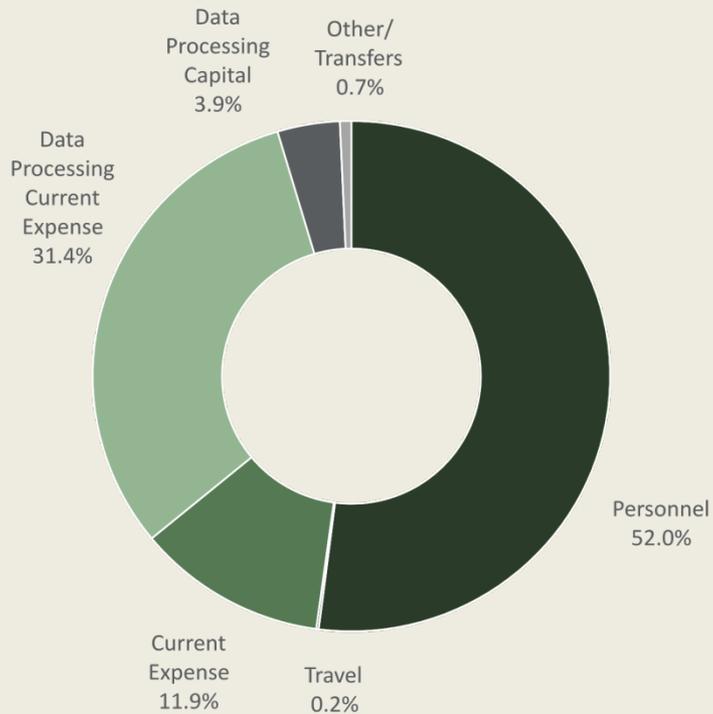
- 688% increase in efficiency in the Wage Match Program
- 898 million records on the Financial Transparency website
- "Certificate of Achievement in Financial Reporting" for the 30th consecutive year

Short- and Long-Term Issues:

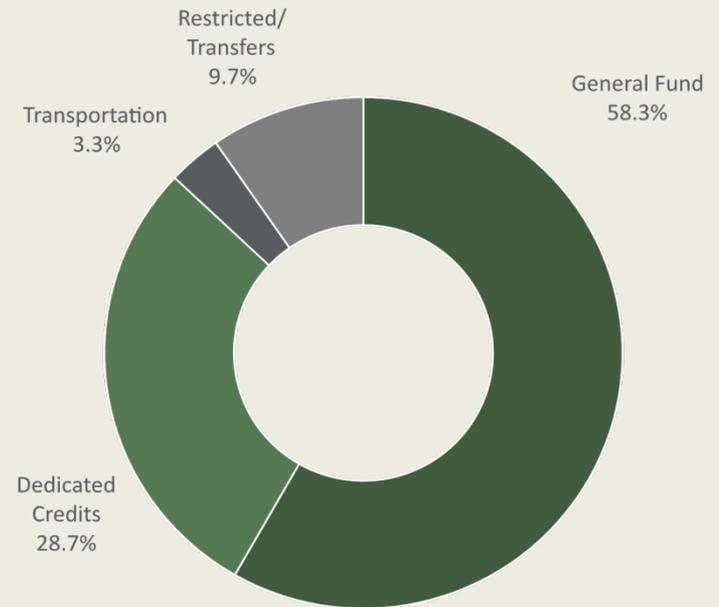
- DTS Staffing
- Increasing annual maintenance of statewide systems

EXPENDITURES & REVENUES: APPROPRIATED & ISF

Expenditures
\$ 13,665,700

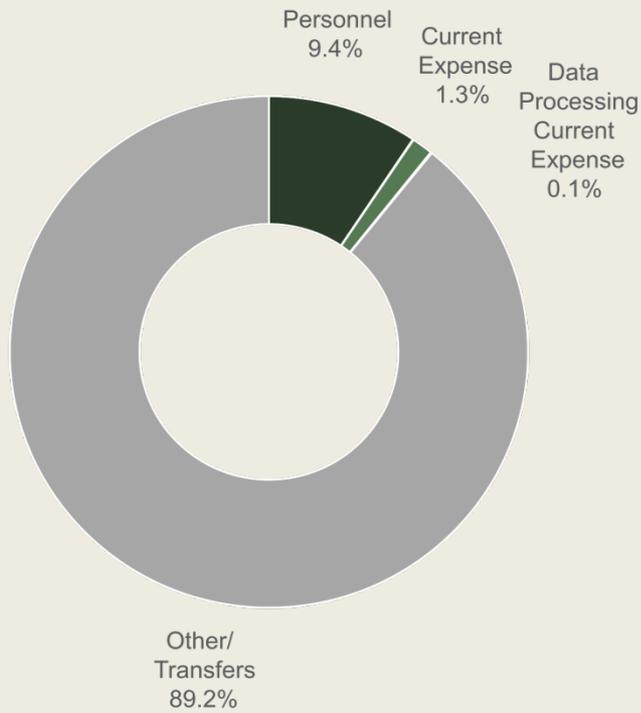


Revenues
\$ 13,466,300

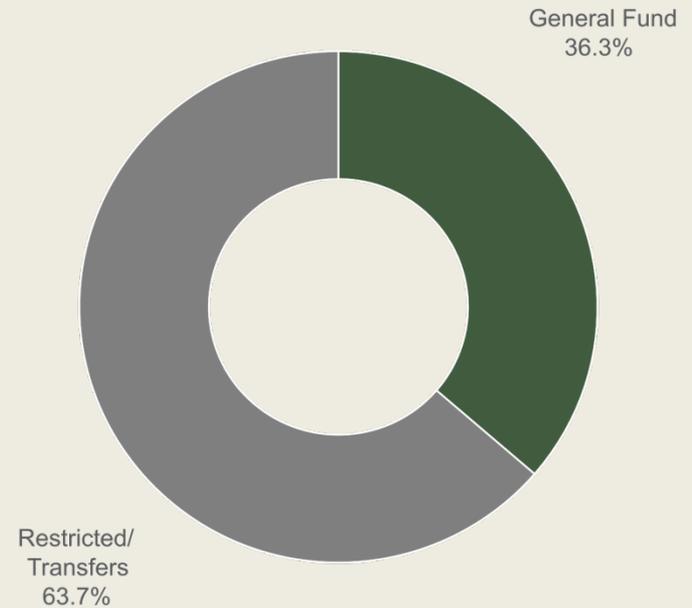


EXPENDITURES & REVENUES: MANDATED

Expenditures
\$ 22,179,000



Revenues
\$ 29,998,000



CUSTOMER SERVICE SUMMARY

ACCOUNTING OPERATIONS

Post-audited payments	11,225
Post-audit findings	160
P-card transactions	129,731
P-card dollars spent (state-managed cards)	\$ 26,629,759

FINANCIAL INFORMATION SYSTEMS

Help Desk calls	7,711
Students attending training	426

PAYROLL

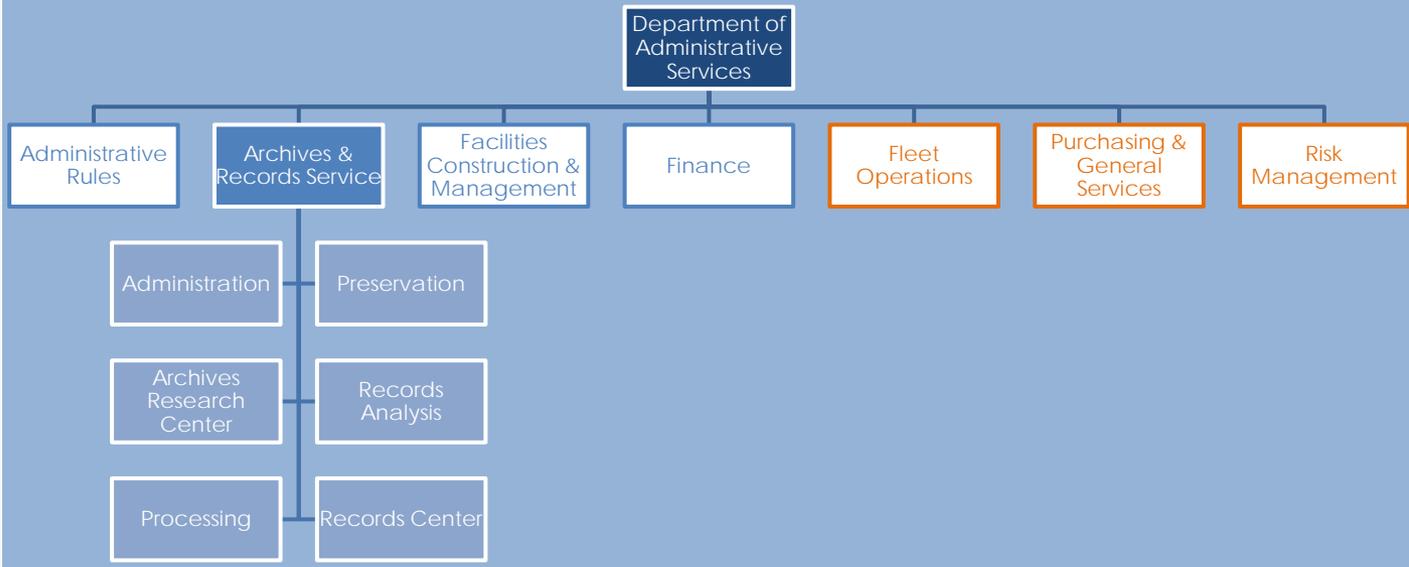
Active employees on SAP	23,707
Employees with access to ESS time entry	17,932
Number of off-cycle checks	263

OFFICE OF STATE DEBT COLLECTION

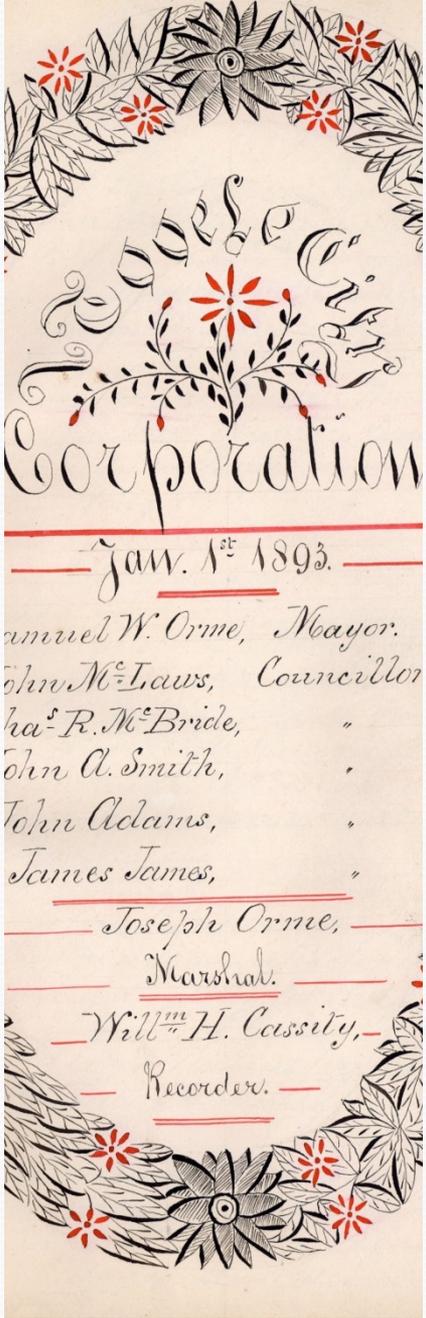
Accounts placed for collection	28,943
Value of accounts placed for collection	\$ 51,310,530
Number of payments received	52,173
Payments received	\$ 9,010,086

FINANCIAL REPORTING

Number of loans serviced	2,314
Serviced loans principle balance	\$ 1,299,831,495



ARCHIVES & RECORDS SERVICE



ARCHIVES AND RECORDS SERVICE

Utilization of New Appropriations:

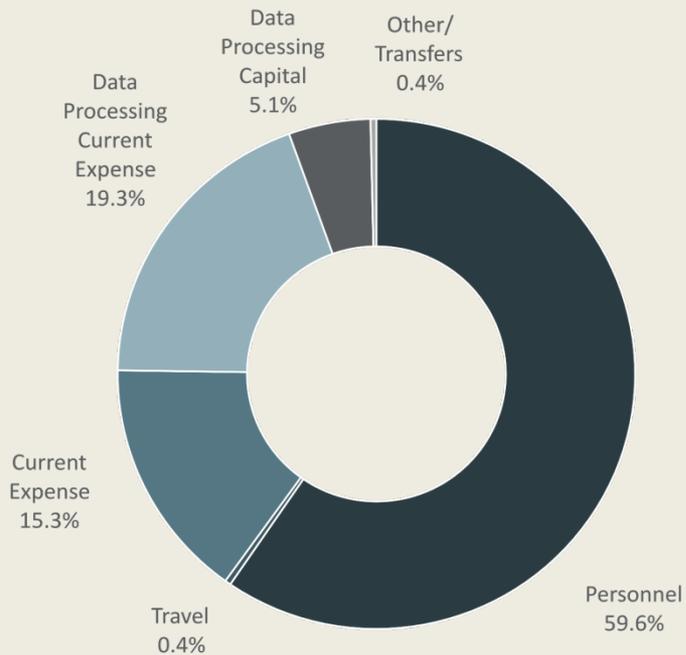
- Archives and Records Service did not receive any new appropriations in the 2015 General Session

Short- and Long- Term Issues:

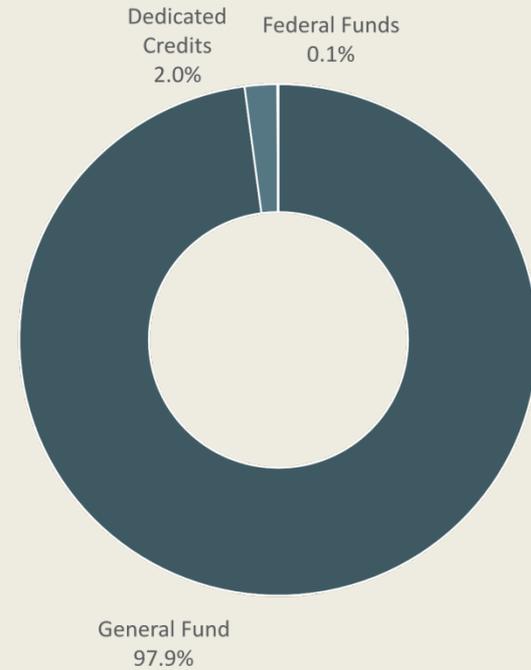
- Expansion of State's archival repository
- Open Records Portal development – expand to include all special districts by January 1, 2017
- Integrated electronic archives

EXPENDITURES & REVENUES

Expenditures \$ 3,029,500



Revenues \$ 3,029,500



CUSTOMER SERVICE SUMMARY

RECORDS MANAGEMENT

Agency consultations/trainings	7,030
Records Officers certified	1,813
Records retention schedules	25,534
Records participation (blog views)	12,551

RECORDS STORAGE

Volume of records	132,366
Accession of records (monthly accessions)	10,471
Retrieval of inactive records (monthly pulls)	6,134
Destruction of obsolete records	4,652

ACCESS OF ESSENTIAL RECORDS

Patron Research Center assistance	7,887
Public use of Public Notice website	147,788
View of research blog	8,871

PRESERVATION OF RECORDS

Historical records volume	44,724
Historical records on microfilm	124,697
Consultations/trainings	147

REFORMATTING

Reformatting	3,079,129
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PUBLIC NOTICES

Public bodies	3,368
Public notices	29,193

STATE RECORDS COMMITTEE

Appeals heard	32
Appeals denied	17
Appeals requested	74

RECORDS OMBUDSMAN

Records assistance	1,704
Mediation	27



ADMINISTRATIVE RULES



ADMINISTRATIVE RULES

Utilization of New Appropriations:

- \$8,100 restored to base for maintenance of eRules system
- \$25,000 reallocated to improve the division's eRules

Short- and Long-Term Issues:

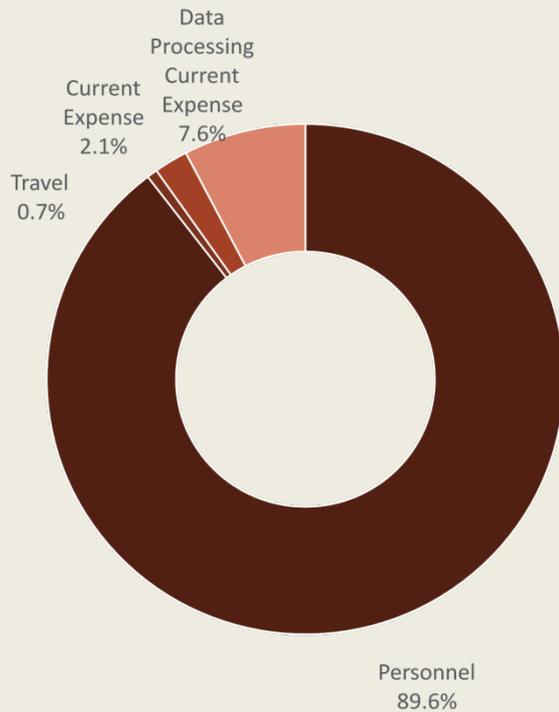
- Upgrade and modernize eRules automation
- Review and update the Utah Administrative Rulemaking Act

Programmatic Changes:

- HB 103 – Change the division to an office

EXPENDITURES & REVENUES

Expenditures
\$ 384,700



Revenues
\$ 384,700



CUSTOMER SERVICE SUMMARY

RULE FILING/DOCUMENT FILING

ADMINISTRATIVE RULE FILING AND AGENCY PUBLIC NOTICE

Rule filings submitted	880
Five-year expiration non-compliance (63G-3-305)	6
Legislative nonreauthorization	0
Five-year reviews	279

EXECUTIVE DOCUMENT FILING

Governor's exec docs submitted for publication	20
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APPLICATION PERFORMANCE

State agency public notices submitted for publication	33
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PUBLICATION OF RULES & OTHER EXECUTIVE BRANCH NOTICES

UTAH STATE BULLETIN

Percentage of complete filings published on time	100%
Publication errors made by the division	0

MAINTENANCE OF UTAH ADMINISTRATIVE CODE

ADMINISTRATIVE CODE REPOSITORY

Rules in July 1 code	2,082
Volume of rules in July 1 code (kilobytes)	30,671

CODIFICATION OF RULES

Codification errors made by the division	0
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RULE MAKING ASSISTANCE TO AGENCIES

TRAINING

Number of staff attending rules training	133
Cumulative hours trained	411.5

PROCEDURAL REVIEW OF RULES

RESOLUTION OF FILES

Filings with issues resolved prior to publication	93
Filings with issues as % of total filings	11%
Total number of issues identified and resolved	123

TIMELY REVIEW OF RULES

Average number of days to review filings	8
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AGENCY NOTIFICATION OF DEADLINES & EVENTS

NOTICE OF RULES DUE FOR FIVE-YEAR REVIEW

Number of rules for which the statutorily required notice was sent	178
Percentage of rules for which statutorily required notice was sent by the statutory deadline	94%

Number of rules due for five-year review for which a second courtesy reminder was sent	83
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NOTICE OF RULES ABOUT TO LAPSE

Number of rules for which notice of rules about to lapse was sent	19
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DAS INTERNAL SERVICE FUNDS DIVISIONS

An
overview

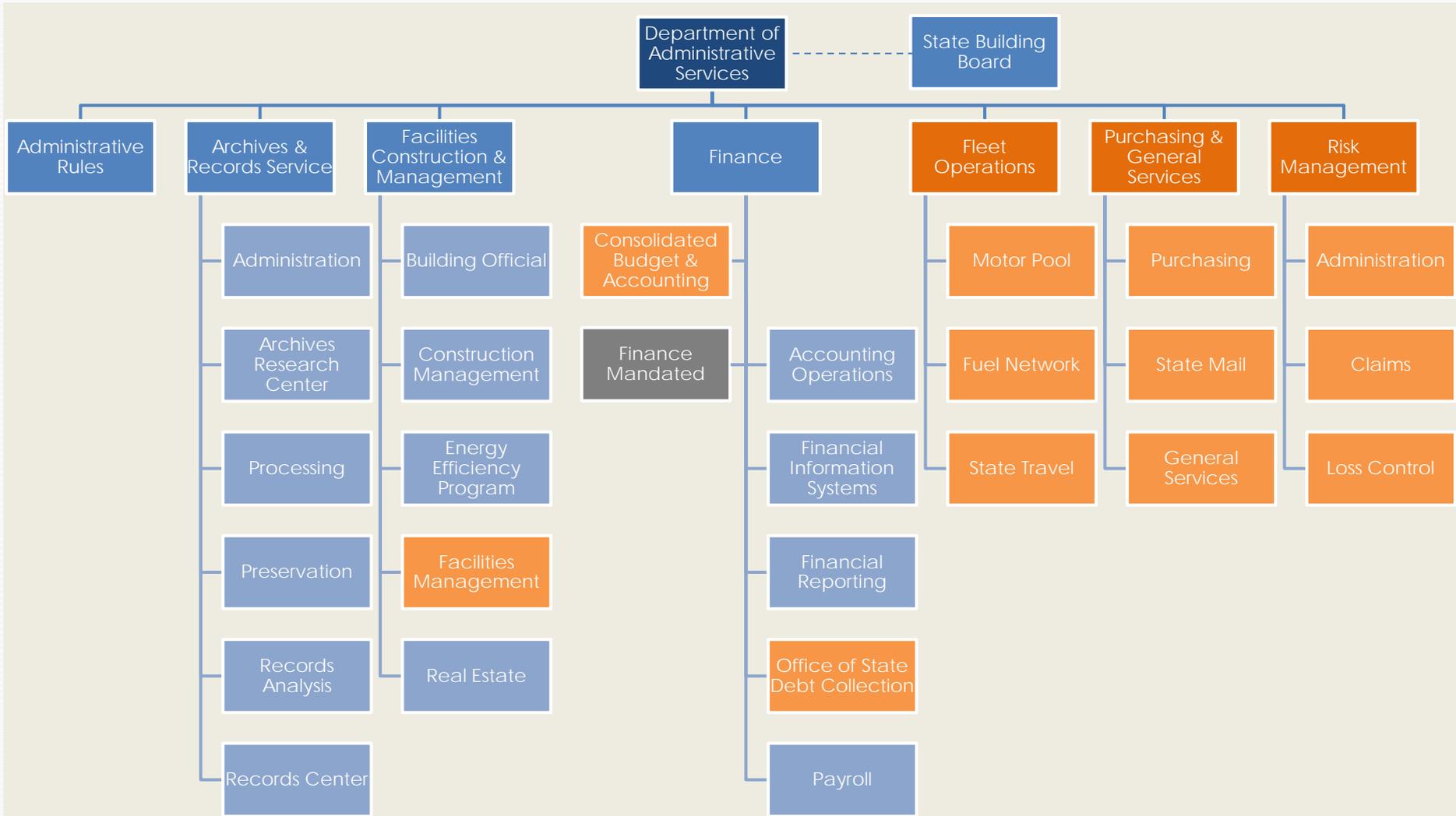
INTERNAL SERVICE FUNDS

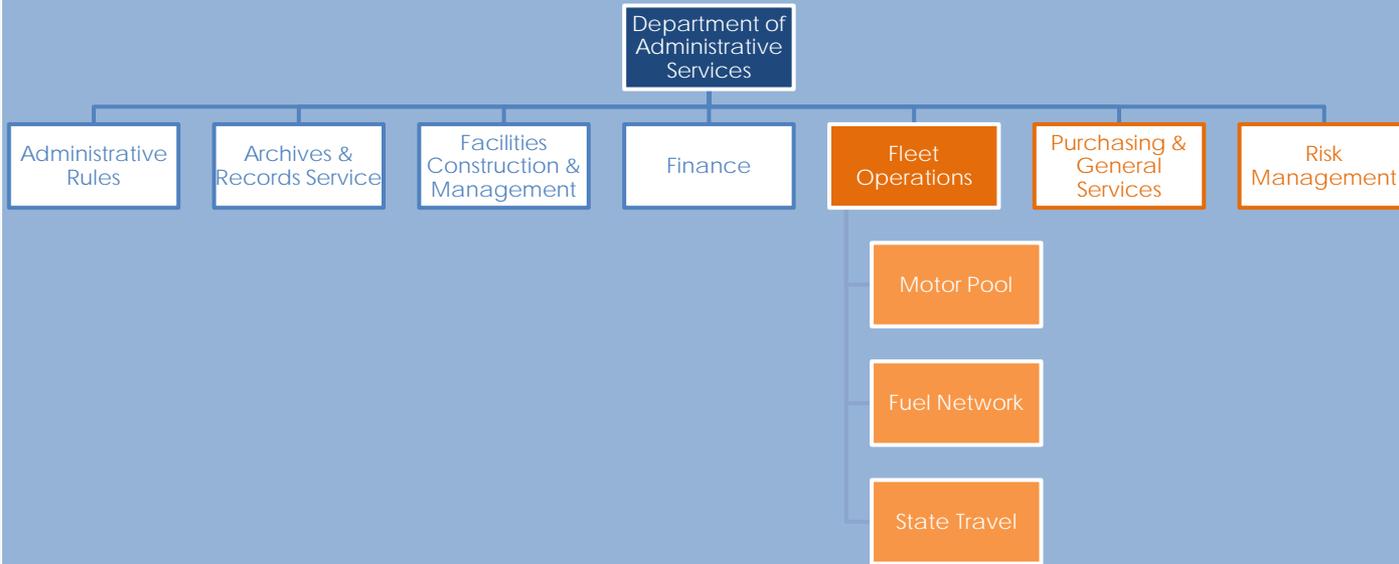
- Business units providing shared services for a fee to government agencies and programs
- Required Legislative Authorization:
 - Budget and Estimated Revenue
 - Rates and Fees
 - FTE
 - Capital Acquisition
- May incur debt from the General Fund up to 90% of net book asset value

DAS Internal Service Funds

- Fleet Operations
 - Motor Pool
 - Fuel Network
 - Travel
- Risk Management
 - Property Insurance
 - Liability Insurance
 - Workers Compensation
- DFCM Facility Maintenance
- Purchasing
 - State Mail
 - Print Services
 - Surplus (Vehicles)
- Finance
 - Purchasing Card
 - Consolidated Budget Accounting

DAS ORGANIZATION: PROGRAMS





FLEET OPERATIONS



FLEET OPERATIONS

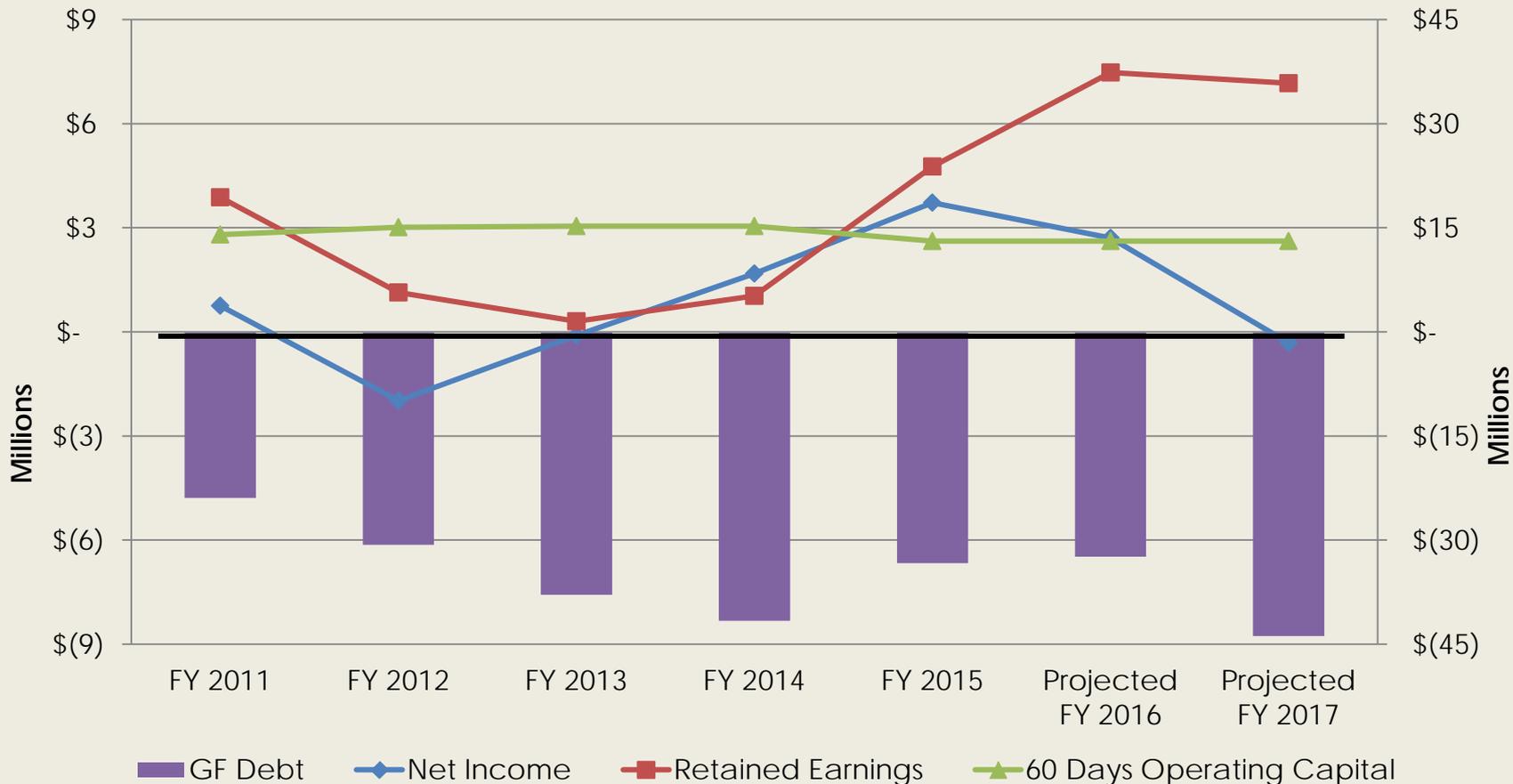
Short- and Long- Term Issues:

- Rate structure
- Vehicle utilization
- Tail-pipe emissions

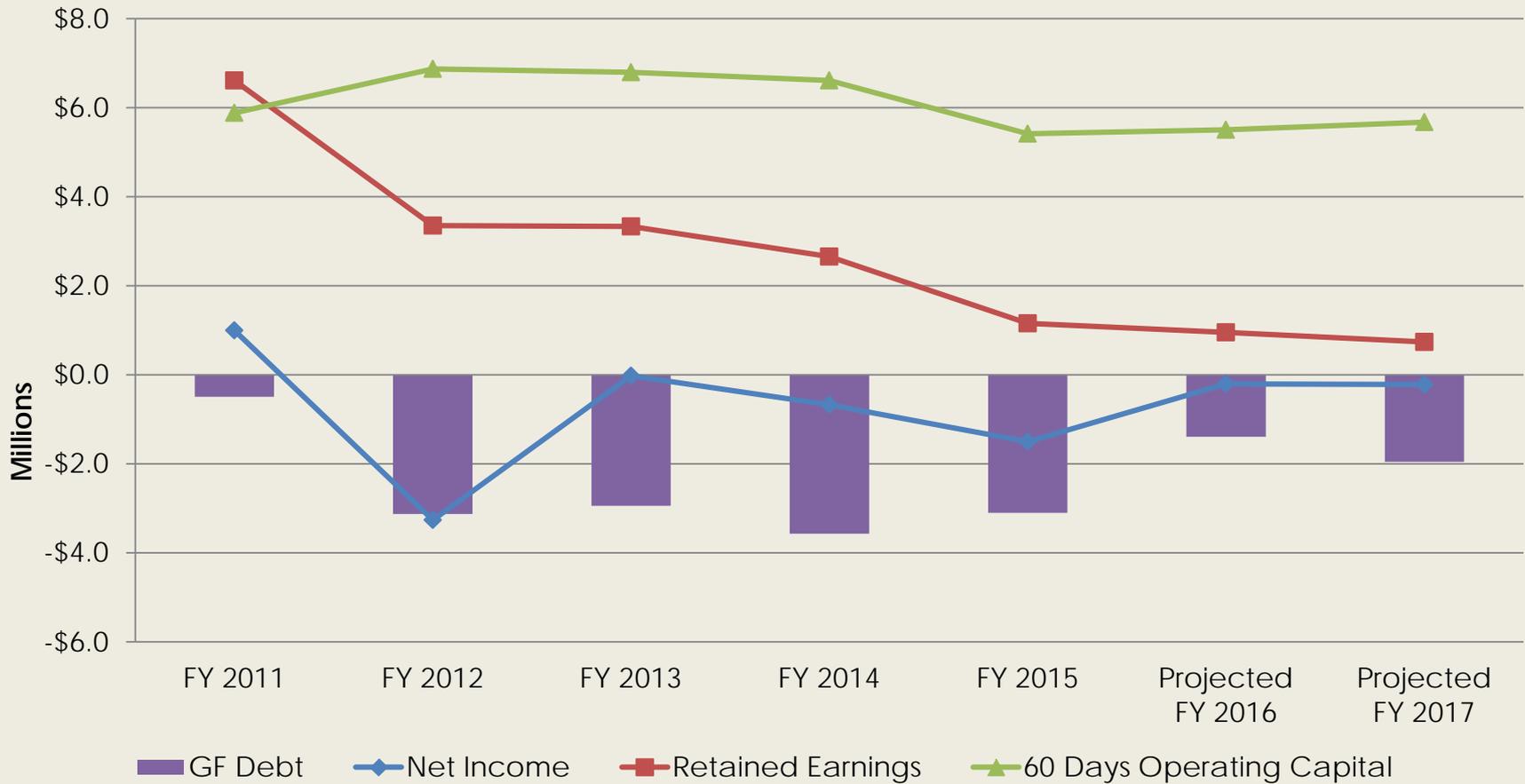
Programmatic Changes:

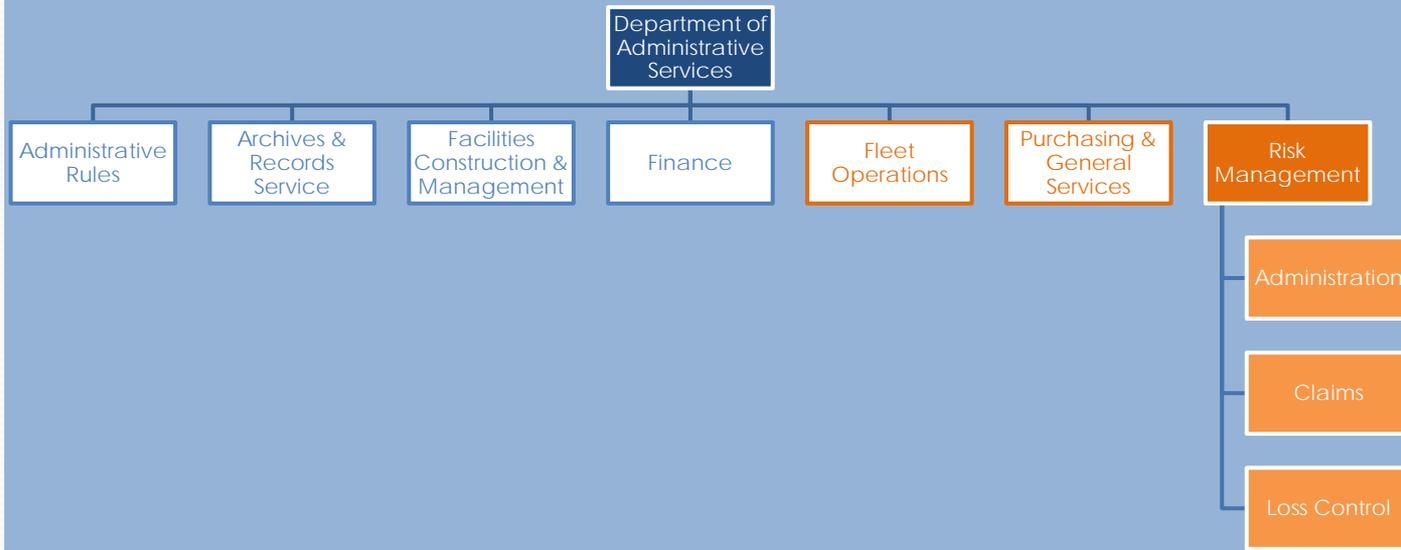
- Expansion of Enterprise pilot to the Heber Wells and DWS buildings
- Future changes as determined to be necessary from the RFP

MOTOR POOL FINANCIALS



FUEL NETWORK FINANCIALS





RISK MANAGEMENT



RISK MANAGEMENT

Short- and Long- Term Issues :

- Covered entities engaging in commercial activities more like a business which the Courts could determine do not qualify for governmental immunity and are not limited by the Governmental immunity caps.

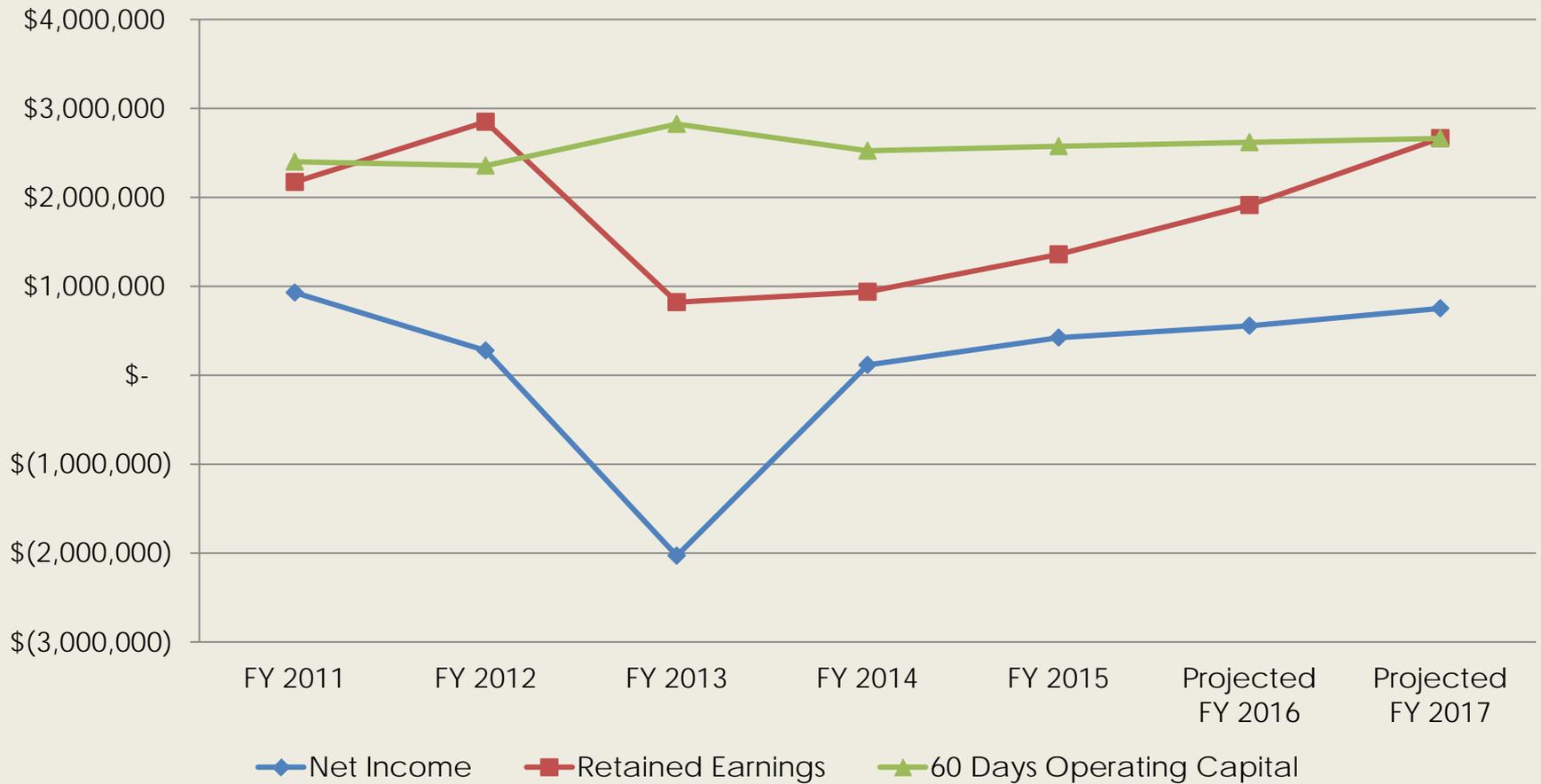
Programmatic Changes:

- Move claims adjusting from a paper system to a paperless system.
- Implement a learning management system (online training).

LIABILITY PREMIUMS

- Premium rates are determined by actuary at a national consulting firm
- Liability premiums will increase \$469,000 in total in FY 2017 (due to factors such as increases in inflation, population, total lane miles, student counts, and budgets as well as increased claims)
- Individual entities will have rate increases/decreases based on loss history and risk exposure
- Charter School rate will be reduced from \$10 per student to \$8 per student

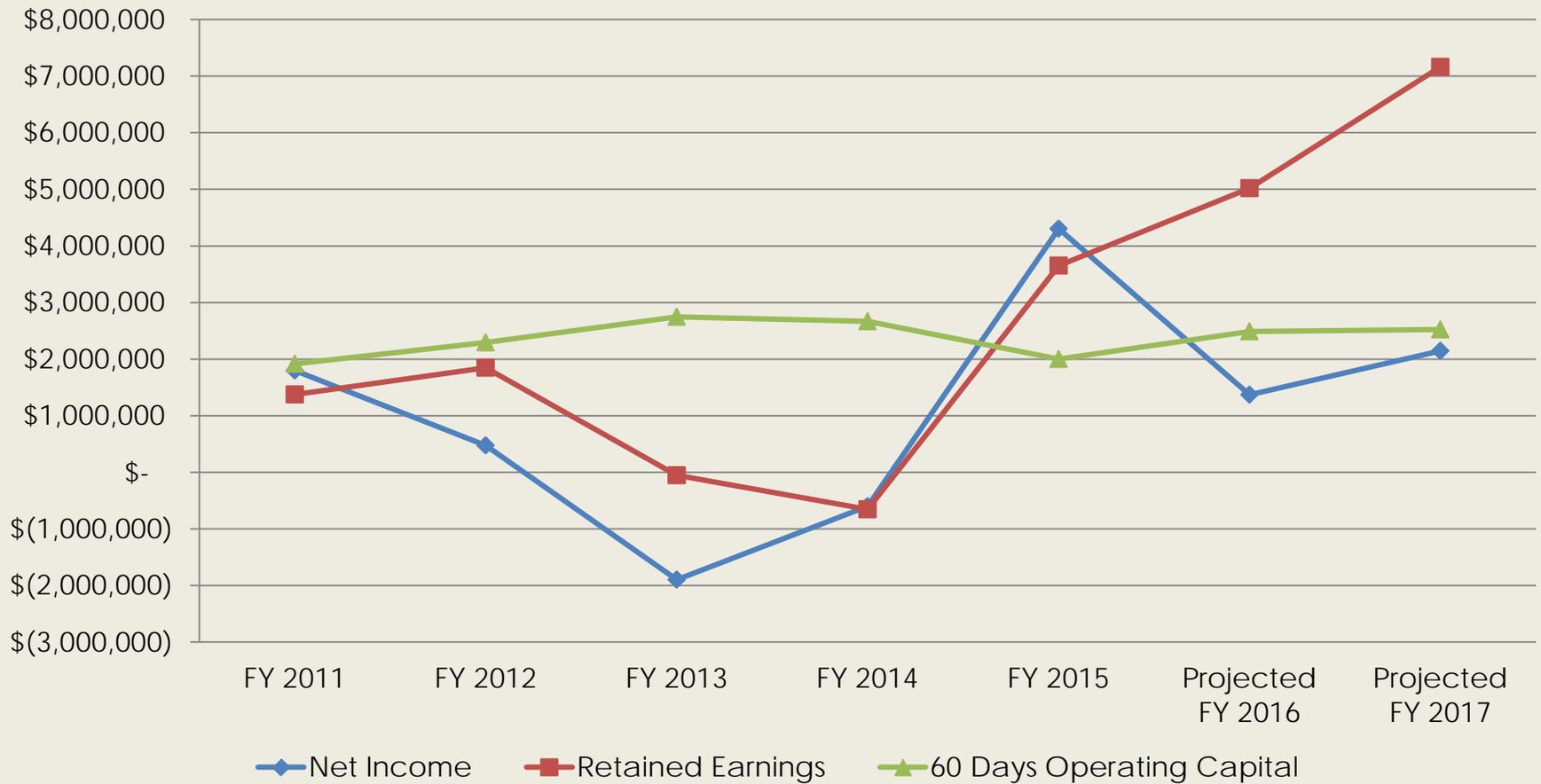
LIABILITY FINANCIALS



PROPERTY PREMIUMS

- Valuation and square footage changes will affect the amount of premium collected for all agencies with property coverage
- Increase in total valuation is due to attribute reporting from insured entities and new construction
 - Increase in total valuation has a cost impact of \$984,000
- No rate changes but overall premiums will increase by \$984,000

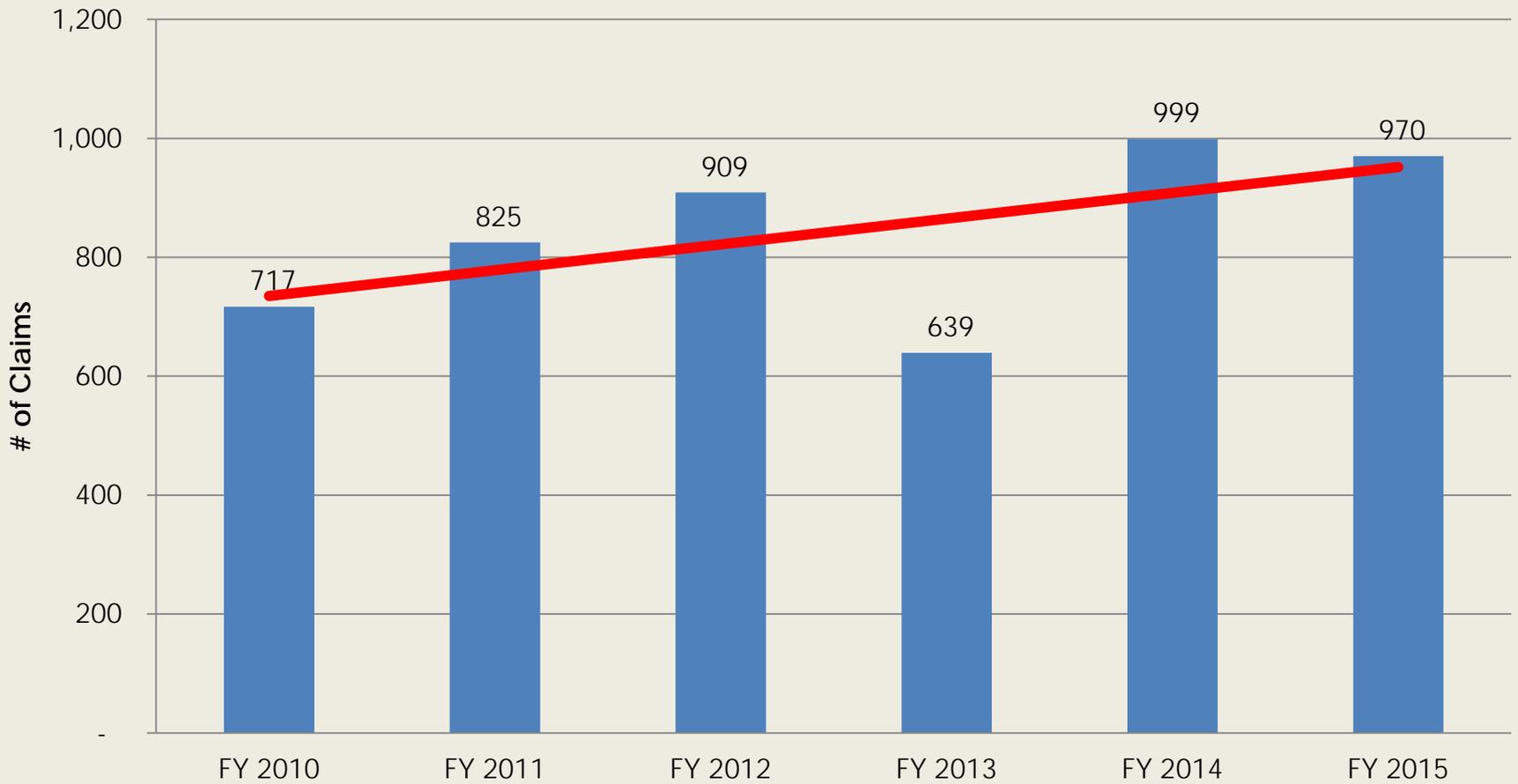
PROPERTY FINANCIALS



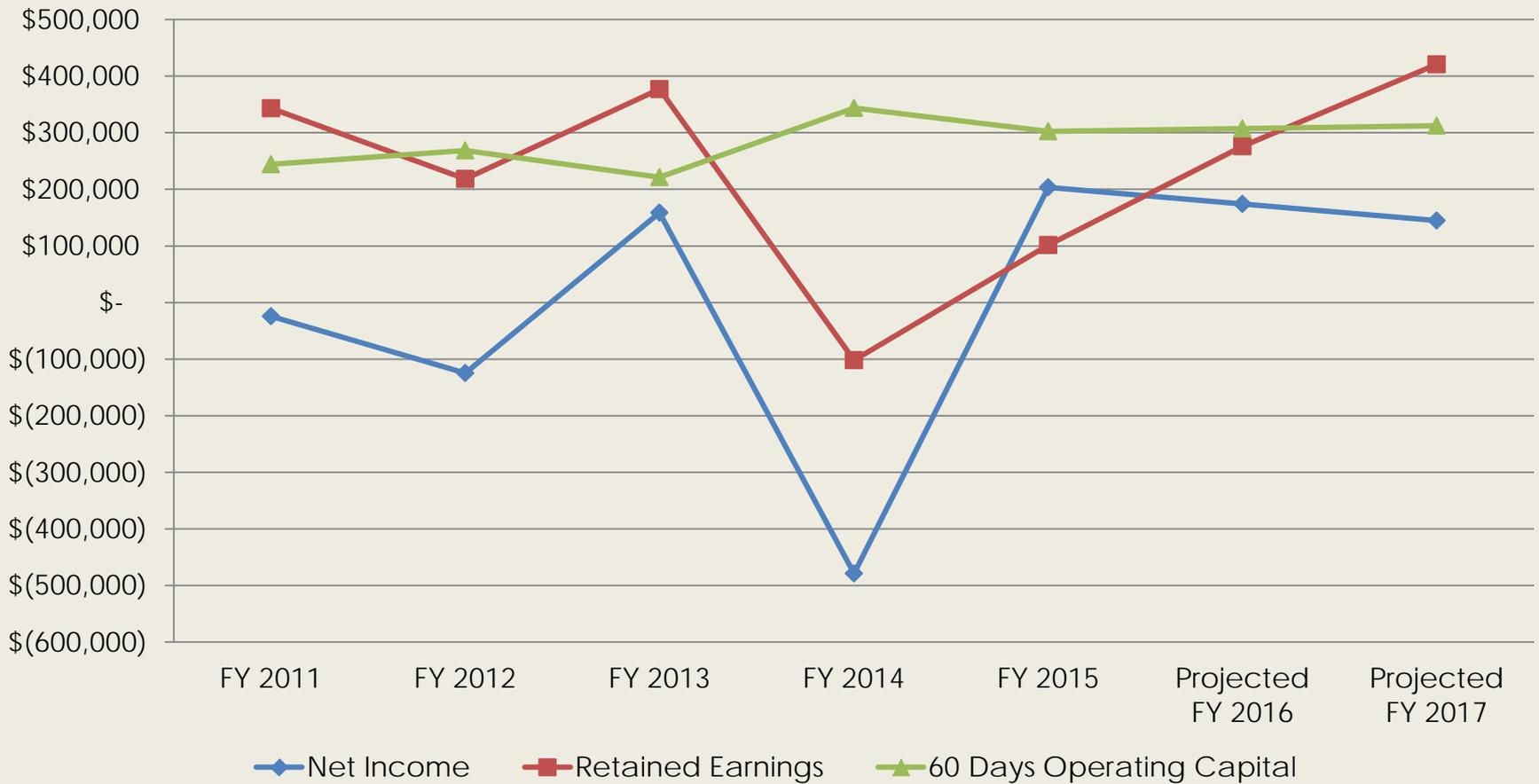
AUTO PREMIUMS

- No rate changes
- No deductible change on non-preventable claims
- Deductible increase from \$750 to \$1,500 per preventable claims/unknowns
- Available discounts on deductible for preventable claims brings it back to \$750 when in compliance with loss prevention measures (i.e. current Risk and Fleet rules)

AUTO CLAIMS FY 2010 TO FY 2015



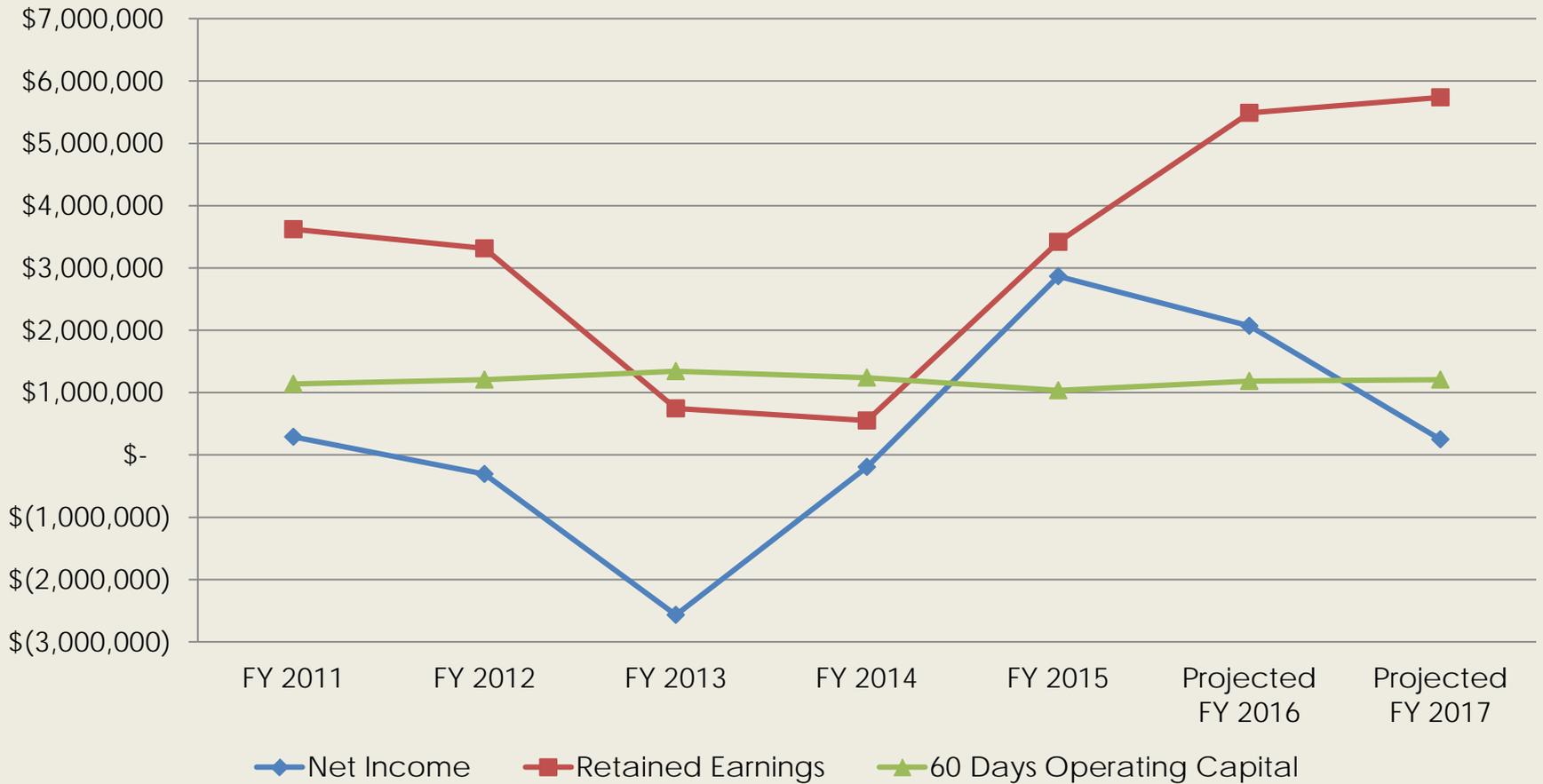
AUTO FINANCIALS

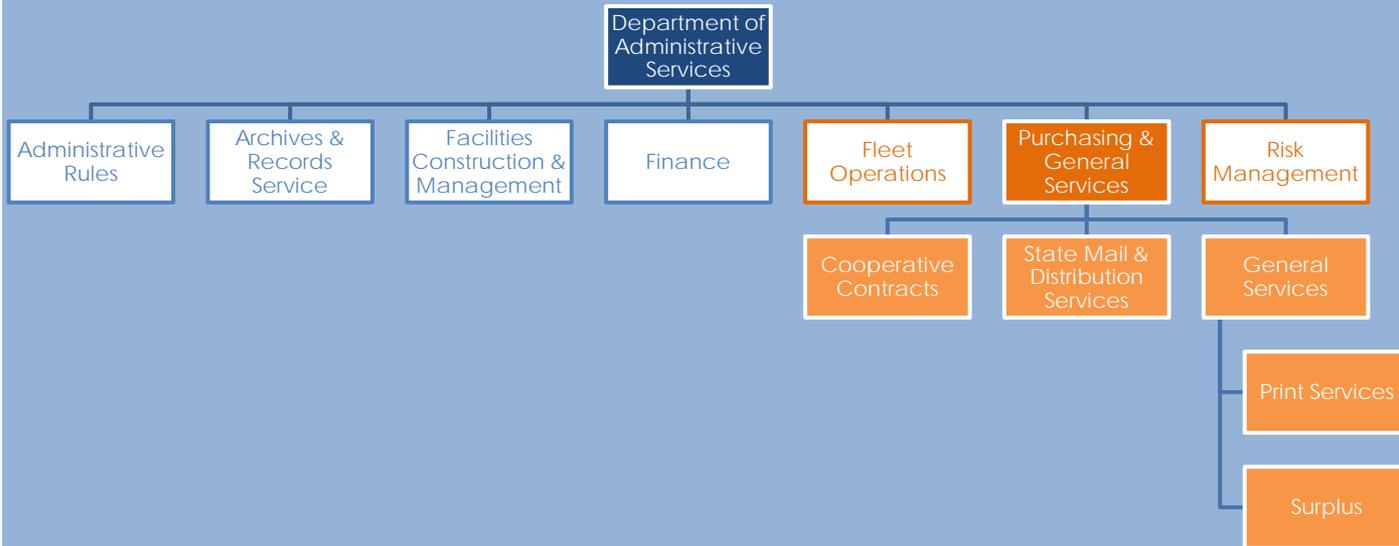


WORKER'S COMPENSATION

- Rate change from \$1.41 to \$1.25 for UDOT and \$0.88 to \$0.70 for all other state agencies (both are per \$100 in wages)
- Rate change created a decrease for agencies from \$9.46 Million to \$7.67 Million or a savings of \$1.79 Million overall

WORKER'S COMPENSATION FINANCIALS





PURCHASING & GENERAL SERVICES



PURCHASING & GENERAL SERVICES

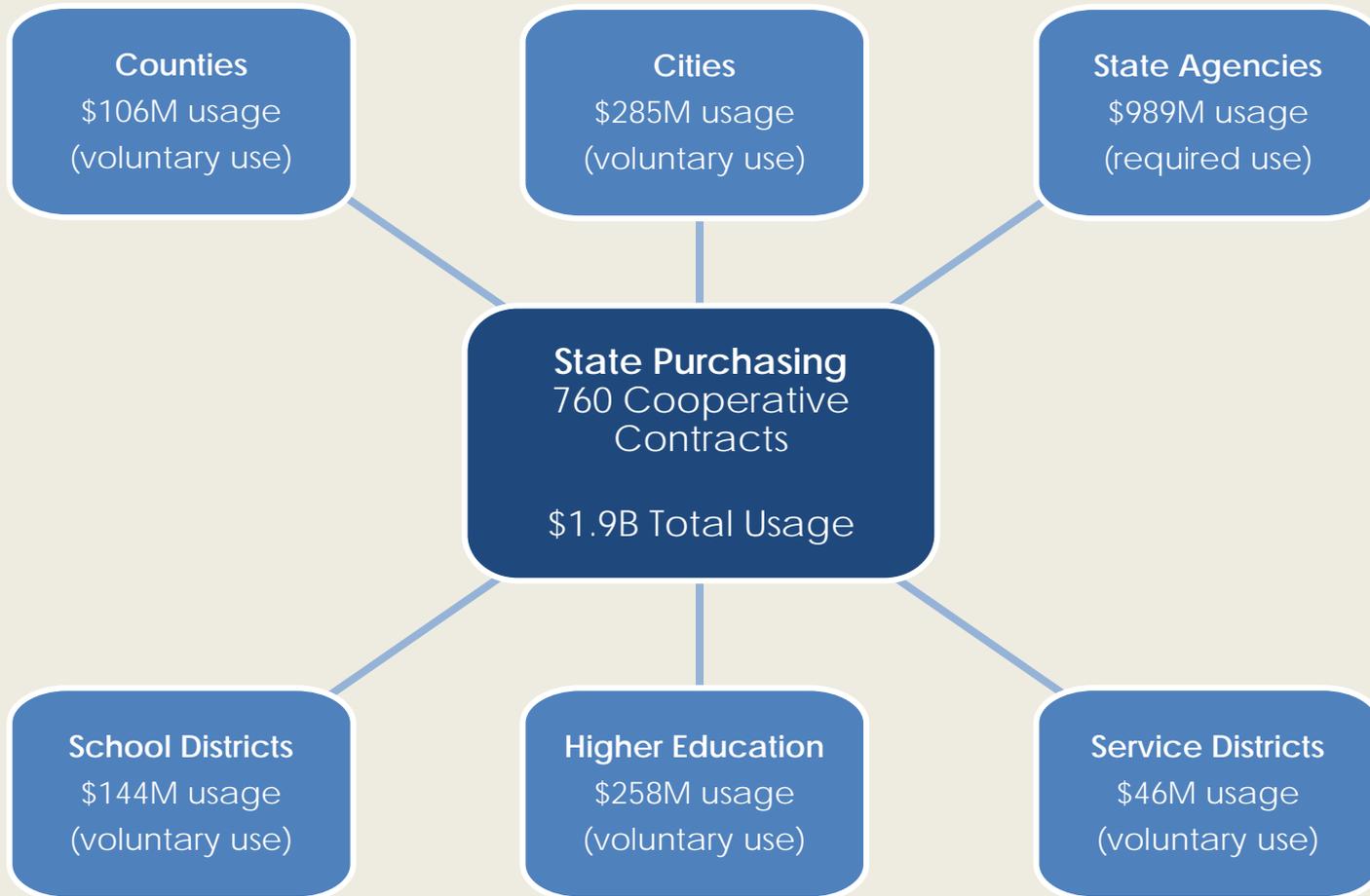
Short- and Long- Term Issues :

- Pilot program to transition information technology contracts issued by the state into statewide cooperative contracts.

Programmatic Changes:

- Implementation of a new e-procurement system.

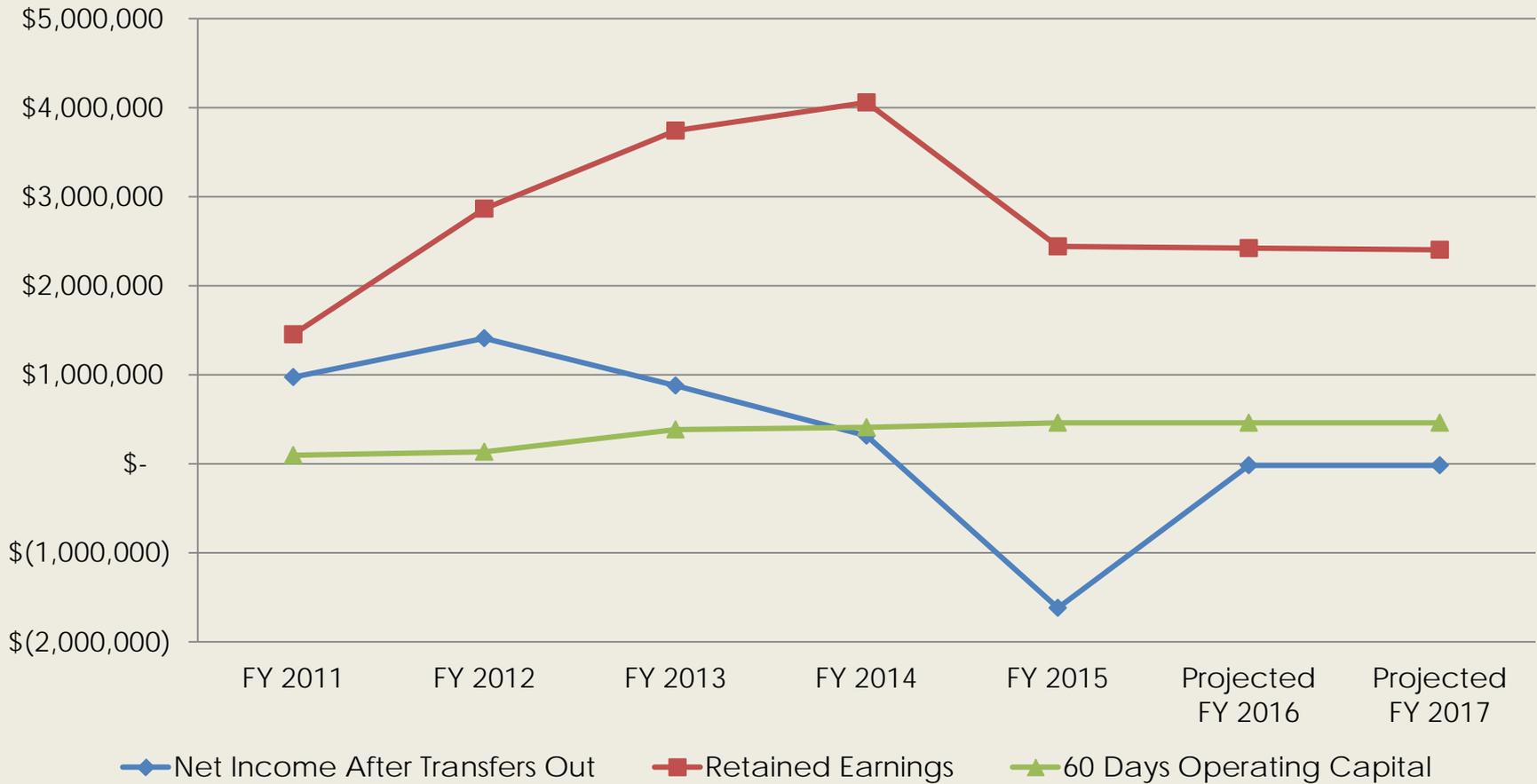
COOPERATIVE CONTRACTS



COOPERATIVE CONTRACTS RATES

- No rate changes
- Current rate structure:
 - Up to 1.0% administrative fee
 - Current average fee = 0.4%
 - Continue to lower all administrative fees by 50% upon contract renewal

COOPERATIVE CONTRACTS FINANCIALS



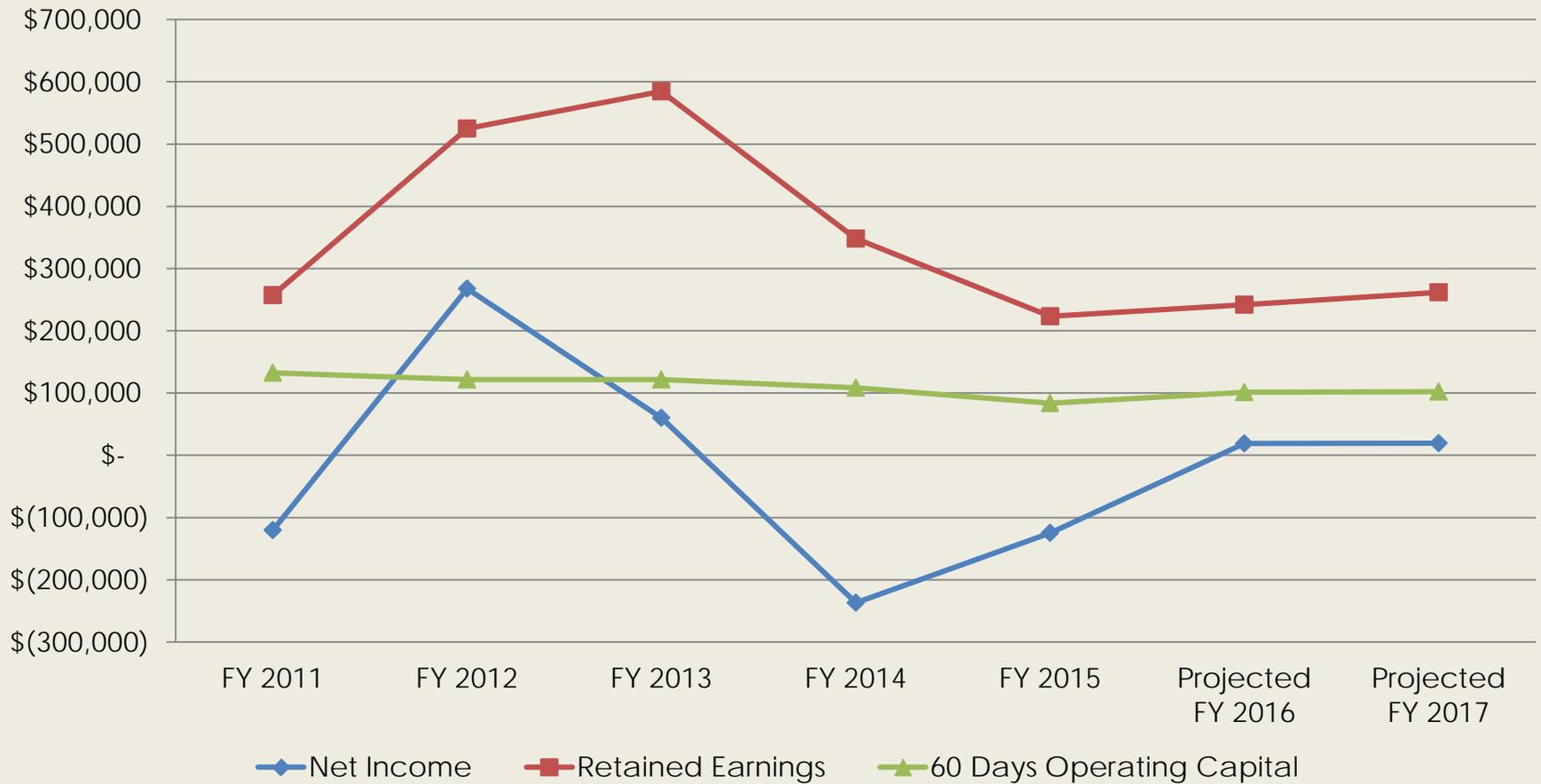
STATE/FEDERAL SURPLUS

- Saved Law Enforcement Agencies of Utah \$1,040,568 through the 1033 program.
- Saved Governmental Agencies of Utah \$1,057,691 through the Federal Donation Program.
- Implemented disposal of non-vehicle items required by S.B. 122 (2015 G.S.)
- Average Price of Vehicle Sales using NADA
 - Outside Vendor = 57%
 - Surplus = 100%

STATE/FEDERAL SURPLUS RATES

- No changes to existing rates
- Rate recommendation: New proposed rate based upon requirements of 2015 legislation
 - SB122 requires non-vehicle sales through online auction unless an exception is granted.
 - Previous rate for non-vehicle sales allowed Surplus to retain 100%
 - Proposed rate for online non-vehicle sales if agencies keep non-vehicle items onsite and Surplus Property conducts the online auction
 - Note: 50% retained by Surplus Property to hire a person to conduct on-line auctions for all state agencies.
 - There is not a quantifiable way to estimate a rate impact to agencies from this new rate, since we don't know which agencies will use the service.

STATE SURPLUS FINANCIALS



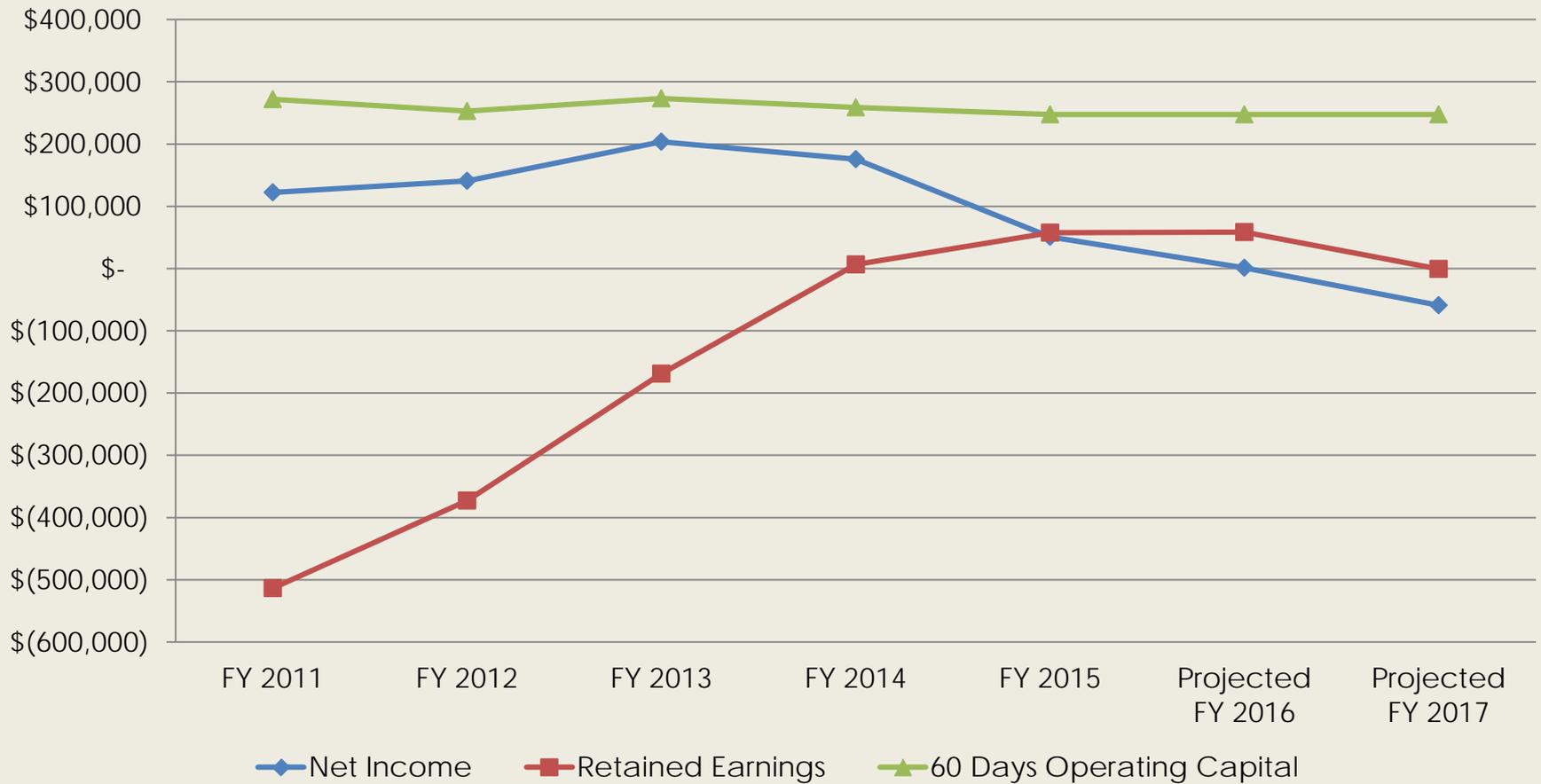
PRINT SERVICES

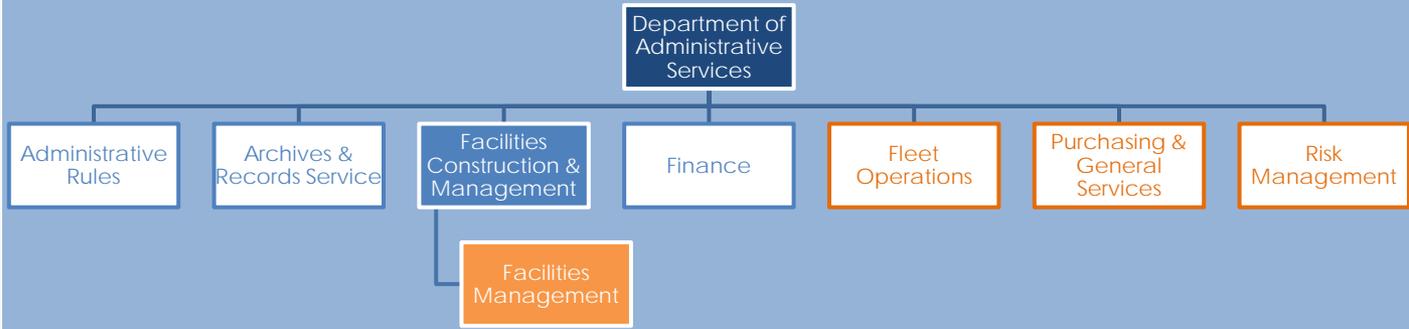
- State Copy Center
 - 1,219 Jobs for the Year
 - 4,600,326 Impressions
 - 99.9% Accuracy
 - 99.9% On-Time Delivery
 - \$364,522 in Savings
- Digital Print Services
 - 1,098 Walk-up Copiers
 - 63,901,271 Impressions

PRINT SERVICES RATES

- No rate changes

PRINT SERVICES FINANCIALS





FACILITIES CONSTRUCTION & MANAGEMENT



DFCM, FACILITY MAINTENANCE

Short- and Long- Term Issues :

- Staffing (retention and recruitment for skilled positions)
- Security control of building automation systems
- Domestic threats to state buildings and tenants

Programmatic Changes:

- No changes recommended

FACILITIES MANAGEMENT

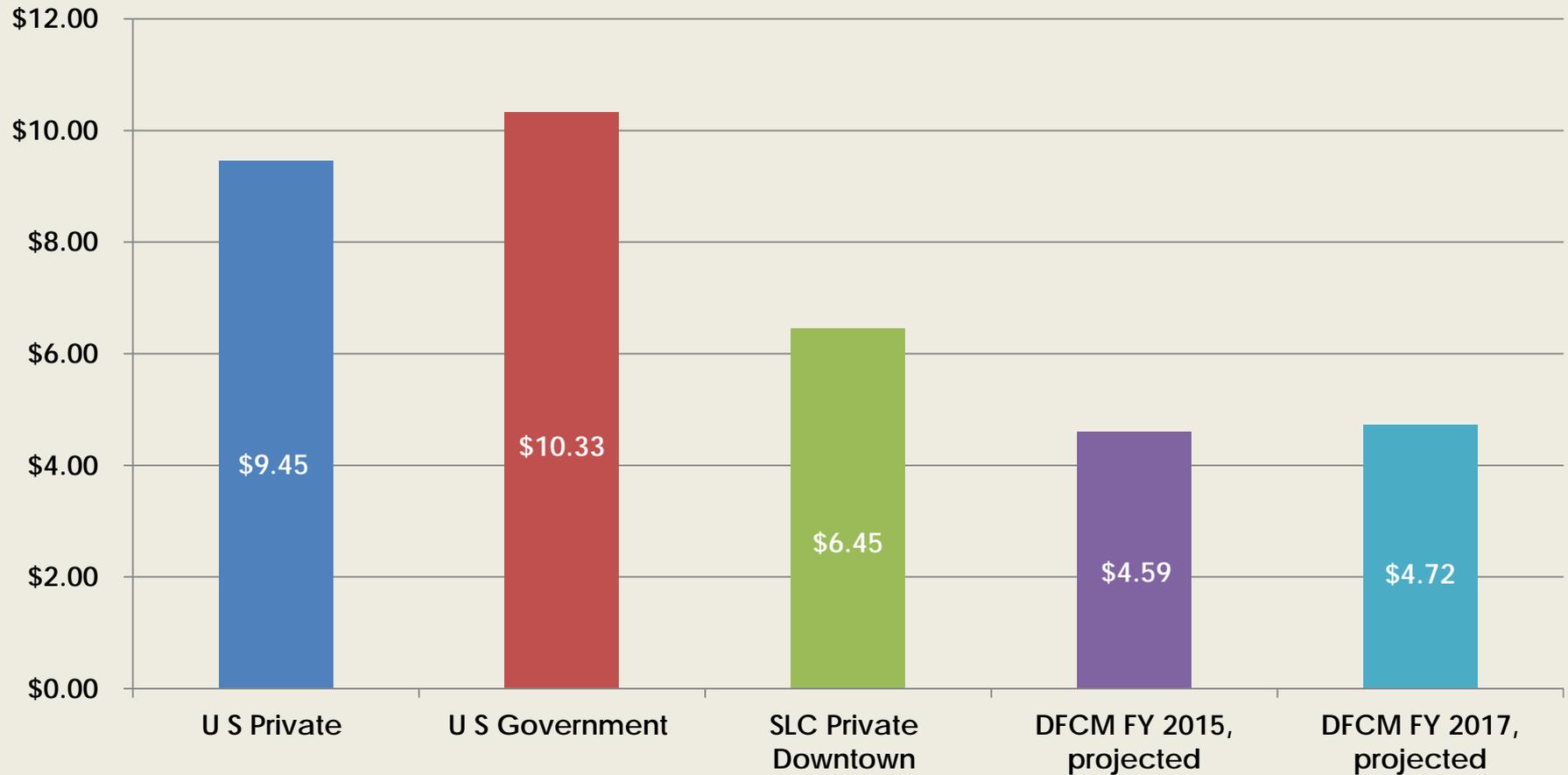
DFCM provides building management service to state agency subscribers. Services include preventative and corrective maintenance, grounds care, energy management, contract management, and accounting services.

- Provide maintenance and management services at over 173 state-owned and leased buildings
- \$29 million FY 2015 adjusted revenue
- Authorized FTE's – 134, Current FTE's – 114
- Manage over 6.8 million square feet of space

FACILITIES MANAGEMENT

- Average operations and maintenance costs 27% below local and 49% below national averages
- Regionalized facilities management groups providing services to state customer agencies.
- Internal Electronics Resource Group provides advanced building automation programming, repair, and required inspection service to all locations

OPERATIONS & MAINTENANCE COST PER SQUARE FOOT



Based on BOMA 2015 Information

FACILITIES MANAGEMENT RATES

FY 2017 Request – Rate adjustments for the following 19 programs:

Program	Amount of Increase/ (Decrease)	Reason
1314 Richfield Regional Center	\$ 25,114	Deficit reduction
1316 Richfield DTS Center	(\$ 10,050)	Normalize rate
1330 DPS Washington County	(\$ 9,945)	Normalize rate
1372 DNR Price	\$ 20,446	Deficit reduction
1373 Juab County Court	\$ 7,561	Deficit reduction
1406 Taylorsville Center for the Deaf	\$ 30,681	Deficit reduction
1502 DWS Administration	\$ 52,339	Deficit reduction
1503 DWS Metro	\$ 31,327	Deficit reduction
1508 Utah Arts Collection	\$ 17,000	Deficit reduction
1509 Archives	(\$ 10,146)	Normalize rate
1568 ICAP	\$ 14,517	Deficit reduction
1569 ABC Administration	\$ 85,454	Deficit reduction
1595 DWS Vernal	\$ 17,550	Deficit reduction
1701 Ogden Regional Center	\$ 52,451	Deficit reduction
1702 DHS Ogden – Academy Square	\$ 50,928	Deficit reduction
1709 DPS – BDO	\$ 5,628	Deficit reduction
1710 State Crime Lab	\$ 18,160	Deficit reduction
1727 Clearfield Warehouse C7	\$ 8,080	Deficit reduction
1729 Ogden Radio Shop	\$ 3,652	Deficit reduction
Total	\$ 410,747	

FACILITIES MANAGEMENT RATES

FY 2016 Authorized – Other Adjustments:

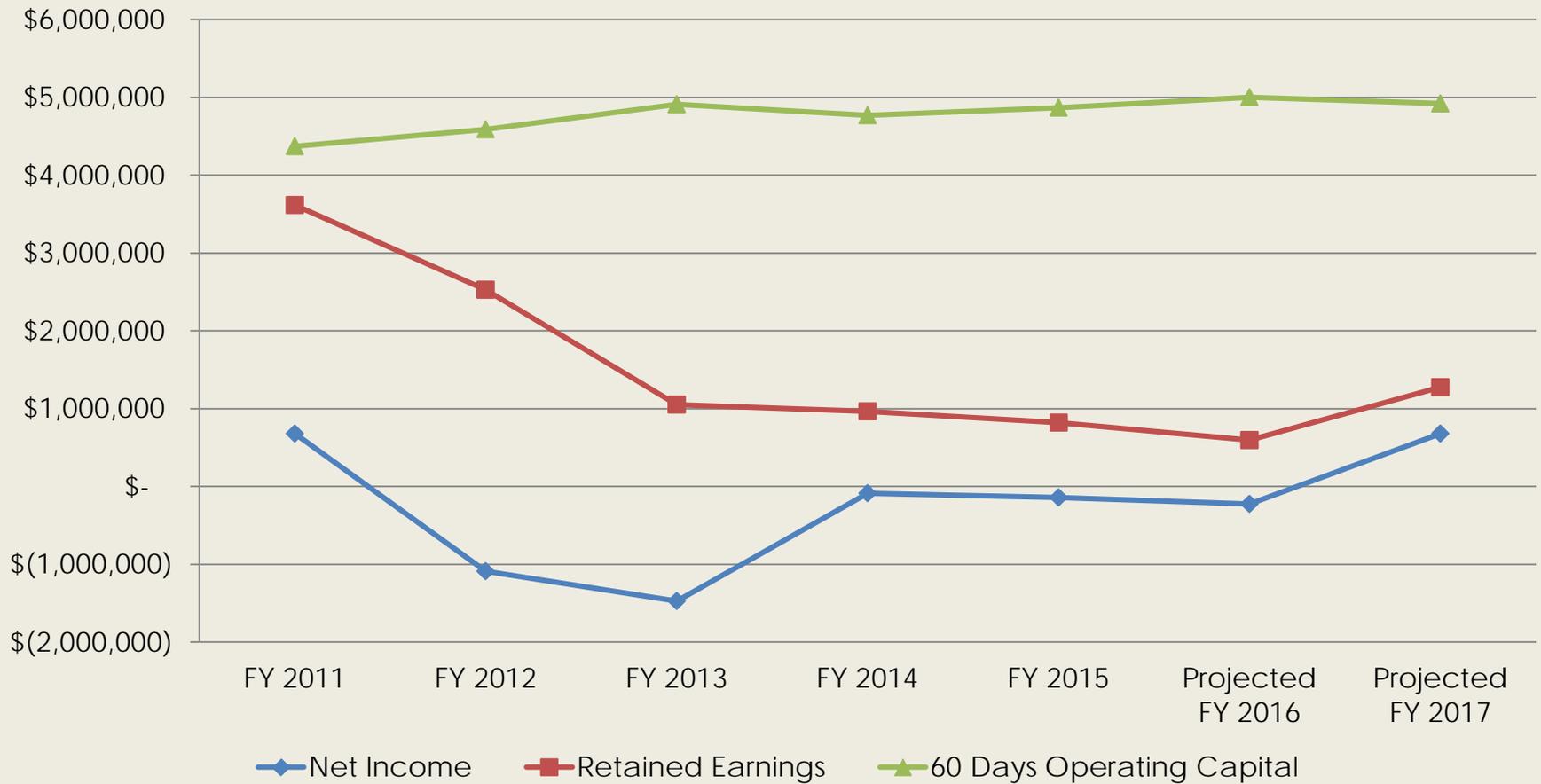
Program	Amount of Increase/ (Decrease)	Reason
1303 Vernal Regional Center	(\$ 14,672)	Tax converted to self-pay lease
1374 Price Public Safety	\$ 38,680	New location
1514 Highland Regional Center	(\$ 60,000)	Scope change – remove parking
1554 DHS 7 th West	(\$ 124,594)	Self-maintaining
1716 DHS Clearfield East	(\$ 2,016)	Clerical error, larger amount never collected
1726 Clearfield Warehouse C6	(\$ 100,681)	One-time revenue rebate
1728 Ogden Juvenile Court	\$ 444,038	New location
Total	\$ 181,436	

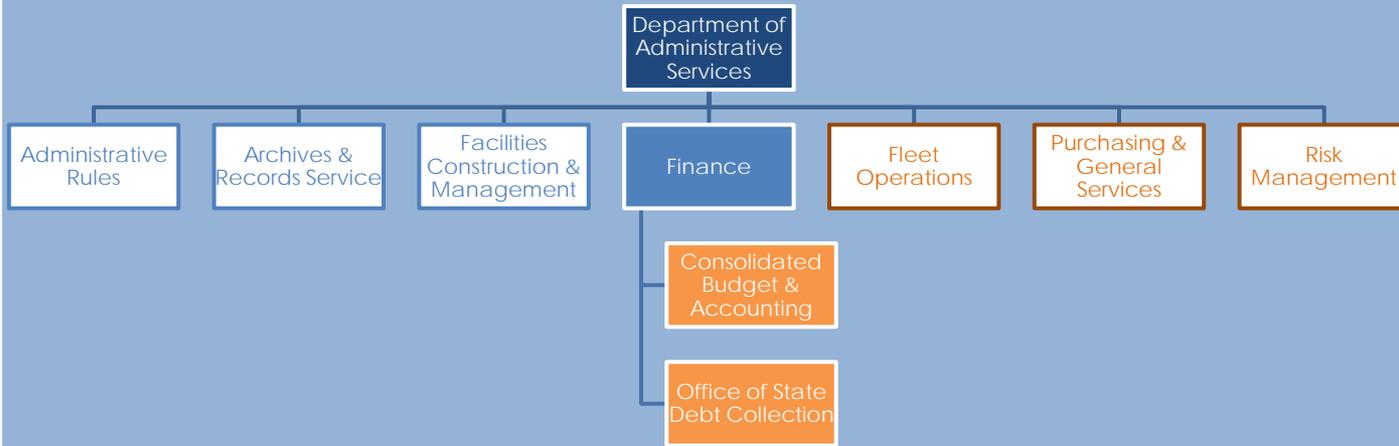
FACILITIES MANAGEMENT LABOR (GARAGE) RATES

FY 2017 Request:

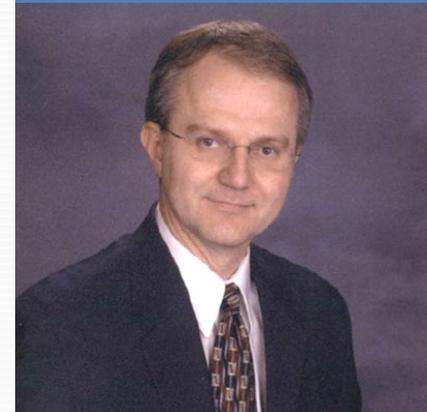
Labor (Garage)	Billable Labor Rate
Administrative Staff	\$ 42.00
Electronics Resource Group	\$ 42.00
Facilities Manager	\$ 52.00
Maintenance Supervisor	\$ 47.00
Office Technician	\$ 36.00
Apprentice Maintenance	\$ 39.00
Journey Maintenance	\$ 44.00
Journey Electrician	\$ 50.00
Journey HVAC	\$ 47.00
Grounds Manager	\$ 38.00
Grounds Supervisor	\$ 34.00
Mechanics	\$ 38.00
Groundskeeper	\$ 32.00
Temp Groundskeeper	\$ 19.00

FACILITIES MANAGEMENT FINANCIALS





FINANCE



FINANCE, CONSOLIDATED BUDGET & ACCOUNTING

Short- and Long- Term Issues :

- Staff Retention
- FTE authorization to address increased workload

Programmatic Changes:

- Rewrite of billing systems for General Services

CONSOLIDATED BUDGET & ACCOUNTING (CBA)

- Formed in May 2011 to centralize DAS budget and accounting functions. Operated as an Internal Service Fund since FY 2013.
- Started FY 2015 with a small retained earnings balance, basically broke even for FY 2015.
- Personnel expenses will increase in FY 2016 by approximately \$80,000 for cost of living and market comparability adjustments. Personnel Services represent 95% of the total CBA budget.
- Processes monthly billings to DAS divisions based on hours worked by division budget activity code multiplied by the appropriate hourly rate. Overhead is recovered as a markup on direct costs.
- NOTE: if the Legislature increases the O&M appropriation from 1.1% to 1.54%, CBA's FTE count by needs to increase by 1.

CBA RATES

FY 2016 Approved Rates

Basic Accounting and Transactions: \$ 34/hour

Financial Management: \$ 60/hour

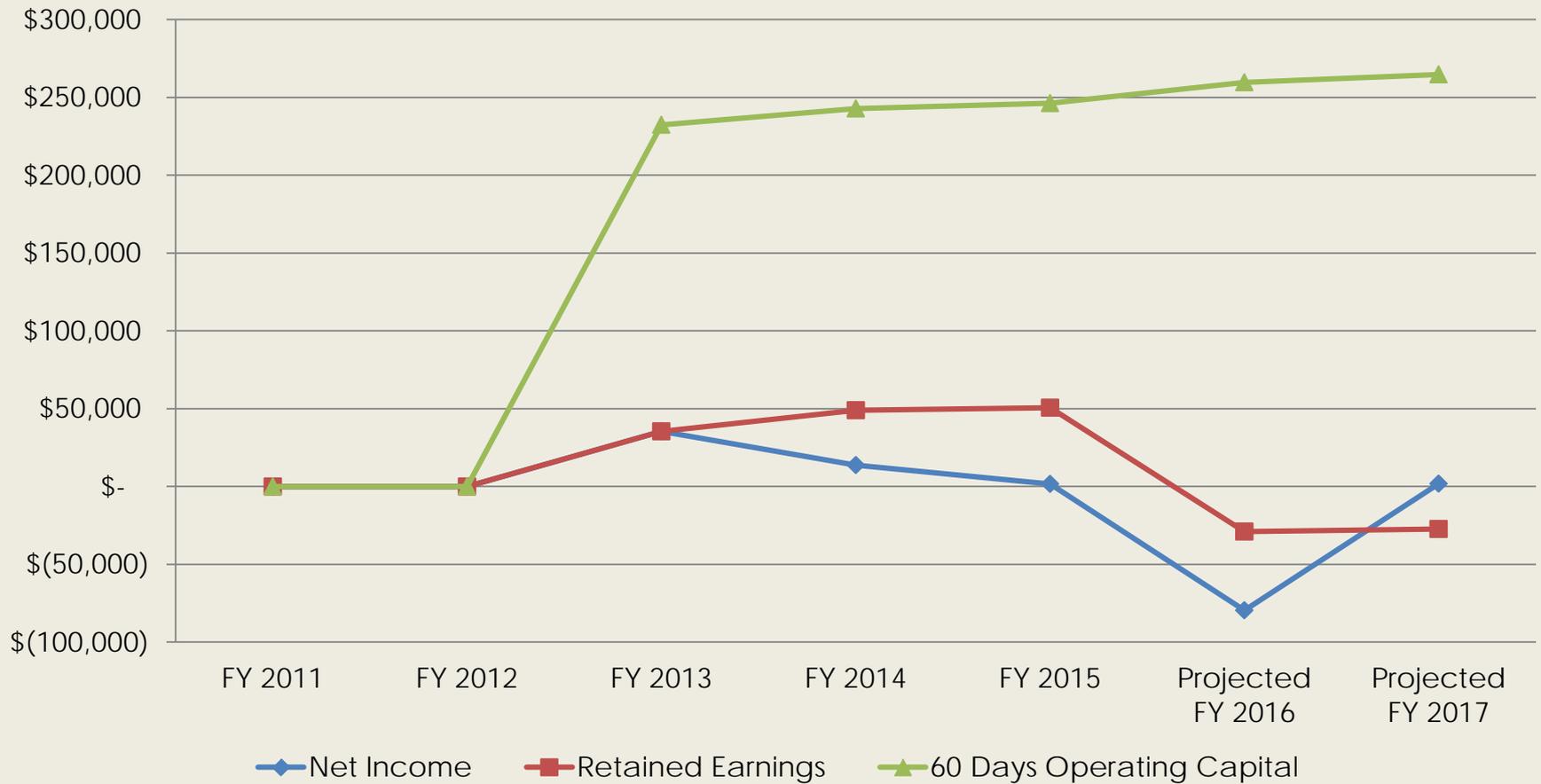
FY 2017 Requested Rates

Basic Accounting and Transactions: \$ 36/hour

Financial Management: \$ 65/hour

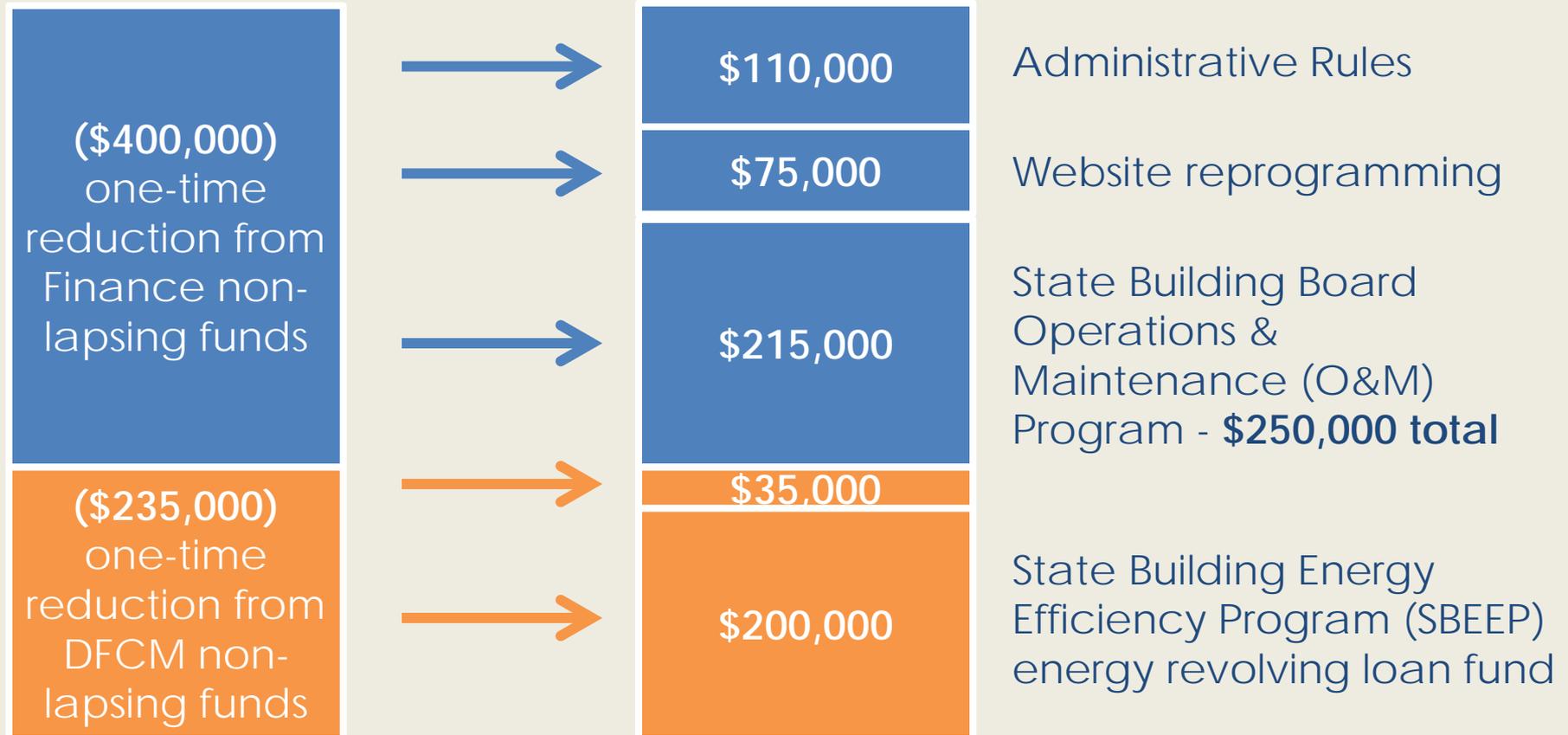
Increase based on FY 2016 Personnel Services increase

CBA FINANCIALS

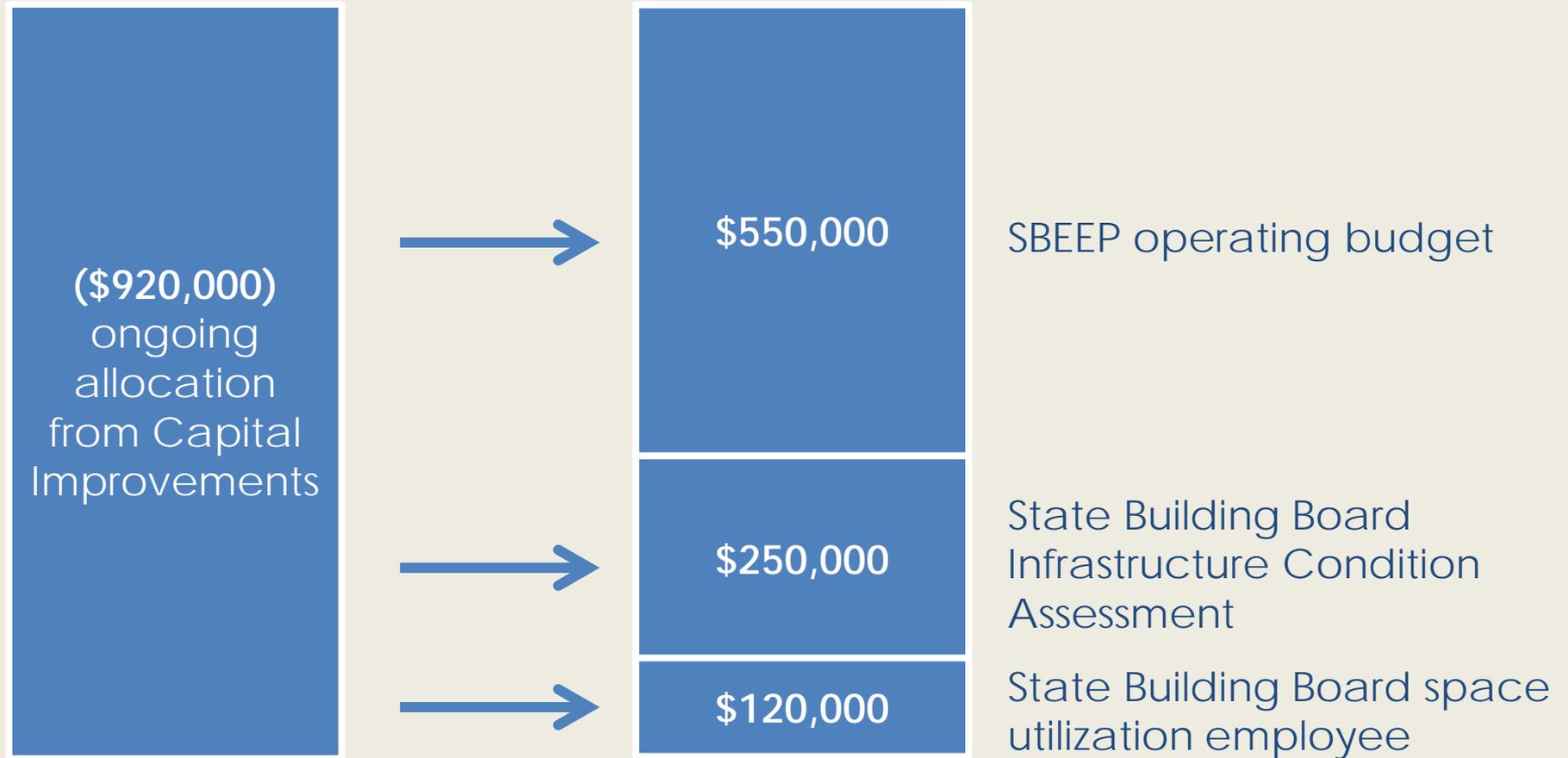


RECAP

\$635,000 REALLOCATION



\$920,000 CAPITAL IMPROVEMENTS REALLOCATION



INTERNAL SERVICE FUND ADJUSTMENTS

- Move \$2M Fleet capital outlay authorization from FY 2017 to FY 2016 to increase to \$18M FY 2016; \$27M FY 2017
- 2 New FTEs in Risk; ergonomist and learning management system administrator
- Building value adjusted to current market value
- DFCM individual building program rate changes
- CBA rate adjustment
- Risk decreased workers compensation rates

THANK YOU

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