

Department of Administrative Services
***Bureau of Central Administration**
***Bureau of Property and Facilities Management**
***Bureau of Enterprise Systems and Technology**



At a Glance

DONALD J. DeFRONZO, Commissioner
Martin Anderson, Ph.D., Deputy Commissioner
Mark Raymond, Chief Information Officer

Established – 1977

Statutory authority – Chapters 57, 58, 58a, 59, 60a, 61, 61a, 61b, 61c, 67, 319s, 319v and 568 of the Connecticut General Statutes.

Central office – 165 Capitol Avenue, Hartford, CT 06106

Average number of full-time employees - 536

Operating expenses for 2011-2012 –

General Fund – \$145,522,945

Capital outlay – \$1,355,325

Revolving fund – \$ 4,973,154

Organizational structure – Office of the Commissioner (including Staff Counsel, Affirmative Action, Communications Office and Strategic Services); Bureau of Central Administration; Bureau of Property and Facilities Management; and the Bureau of Enterprise Systems and Technology.

The Office of the Claims Commissioner, the State Properties Review Board, the State Marshal Commission, and the State Insurance and Risk Management Board are also within DAS but retain independent decision-making authority.

Mission

To provide statewide policy to state agencies on matters related to purchasing, motor vehicle fleet, human resources, information technology, property and facilities management, along with other centralized services, and to supply the best possible people, goods and services to the agencies on time, in accordance with their business needs, and within statutory requirements.

Statutory Authority

In 2011, Governor Malloy proposed, and the General Assembly enacted, a comprehensive reorganization of State government in order to restructure administrative operations, achieve higher levels of efficiency, eliminate duplication of effort and consolidate operations. The intent and the effect of this initiative was to reduce costs and streamline operations in order to deliver better value to the public while maintaining and improving the quality of services. As part of this overall effort, Public Act 11-51 provided for the consolidation of the former Department of Information and Technology (DOIT) and all of the property and facilities management functions of the former Department of Public Works (DPW) into the Department of Administrative Services (DAS).

As a result of the consolidation, virtually all administrative support services of the three agencies have been integrated, eliminating prior agency distinctions. These consolidations occurred in the following areas:

- The former DOIT Fiscal Management Office, DPW Project Accounting Office and DOIT Accounts Payable and Accounts Receivable Units were consolidated into the DAS Business Office.
- The Legal and Legislative activities of the three departments were consolidated into one office operating at the direction of the Commissioner.
- Former DAS and DOIT procurement services and staff, along with procurement-related activities of the DPW Property Management Unit are now consolidated in the new Office of Strategic Procurement.
- Public Information and Communication services provided by all three agencies have been folded into one Communications Office operating at the direction of the Commissioner.
- Similarly, Human Resource Management Services, affirmative action planning and workplace diversity programs have been consolidated into a single office.
- The DPW and DAS IT units have been consolidated and aligned in the new Bureau of Enterprise Systems and Technology to better utilize that staff and provide greater service to small state agencies.
- Facility Management and Security Services at all three agencies are being integrated.
- The separate Internet websites for the three departments have been merged and harmonized.

Under Chapters 57, 58 and 67 of the Connecticut General Statutes, DAS is charged with the establishment of personnel policy and the personnel administration of state employees; the

purchase of supplies, materials, equipment and contractual services; printing; and billing and collection services.

Under Chapter 59 of the Connecticut General Statutes, the Bureau of Property & Facilities Management within DAS is responsible for acquiring property for most state agencies through lease or purchase; providing facility maintenance and security to state buildings in the greater Hartford area as well as to certain properties outside of the Hartford area.

Under Chapter 61 of the Connecticut General Statutes, the Bureau of Enterprise Systems and Technology within DAS is responsible for developing and implementing an information and telecommunication systems strategic plan and developing statewide guidelines and procedures for use of information technology for State agencies.

Public Service

Bureau of Central Administration

The Bureau of Central Administration includes the following: Procurement Services Business Office; Small Agency Resources Team; Workers' Compensation and the Master Insurance Program; Fleet Operations; Statewide Human Resources Management and Collection Services.

Through its Procurement Services Division, DAS establishes and administers contracts for supplies, materials, equipment and contractual services for use by executive branch state agencies. Many municipalities and non-profit organizations also utilize these contracts. These functions are handled by contracting program staff, which currently administers over 1,000 active contracts associated with over 2,000 suppliers. Other procurement programs include the administration of the Set-Aside Program, the state and federal surplus programs, Construction Prequalification Program, and other administrative support programs such as the Purchasing Card (P-card) program, Construction Contracting Resource Support Team, and Core-CT support. Additionally, DAS is responsible for the management of the surplus food the State of Connecticut receives through the Federal Foods Distribution Program, administered by the USDA. DAS distributes the commodities to school districts statewide through the Connecticut Food Distribution Program (FDP).

The DAS Business Office provides purchasing, accounts payable, accounts receivable, grant administration, accounting, asset management, small business set-aside goals development and reporting, budget development, administration services, and mail and courier services to DAS and several other state agencies. The SmART unit provides personnel, payroll and affirmative action services to DAS and several other state agencies.

The statewide Workers' Compensation Program strives to achieve the appropriate balance between cost-effectiveness for the State and the delivery of a responsive program to injured state employees. DAS establishes operational procedures for state agencies to use, assists them in following these procedures, and helps state agencies promote a culture of safety within their respective workforces. Pursuant to Conn. Gen. Stat. § 4a-2b, DAS also administers the

Master Insurance Program on behalf of state and federally-funded housing units operating under the jurisdiction of local housing authorities.

Fleet Operations serves state agencies by providing them with reliable, cost- and fuel-efficient motor vehicles available to serve their business needs, and by maintaining those state vehicles.

Statewide Human Resources Management establishes, maintains and communicates a uniform and equitable system of personnel administration (including but not limited to recruitment, examination, selection, appointment, promotion, transfer, separation, layoff, classification, job evaluation, organizational structure and compensation) for employees and potential employees of the state that secures and retains well qualified employees to provide effective and efficient services and programs.

The Collection Services Division recovers money owed the state in public assistance cases and charges for support of persons cared for or treated in state humane institutions, and provides billing and collection services for state agencies.

Bureau of Property and Facilities Management

The Bureau of Property and Facilities Management provides facility-related services to the majority of Connecticut's state agencies and commissions. Many DAS services, such as fire protection, preventive maintenance, building improvements, environmental and safety compliance, recycling, housekeeping, security, parking and snow and ice removal, also benefit members of the public who visit the facilities.

The Facilities Management Unit manages approximately 5 million square feet of state-owned floor space in occupied and vacant state buildings. The building portfolio includes active office buildings, occupied campus facilities, laboratories, parking lots, the Connecticut Building at the Big E and surplus property.

The Governor's Residence Unit is responsible for the maintenance and care of the Governor's Residence, a 100-year-old building on the register of historic places. The unit is also responsible for coordinating and overseeing tours and the weekly public use of the Residence.

The CAS Management Unit has been operating the Capitol Area Energy System (CAS) district heating and cooling loop which provides hot water for space heating and domestic hot water production, and chilled water for 19 facilities, totaling over 3 million square feet of building space, which houses over 5,500 state employees and up to 4,000 private employees or patrons.

The Leasing and Property Transfer Unit's portfolio consists of approximately 2.6 million square feet of office space for 50 state agencies. There are 152 leases and approximately 85 additional lease-outs for a total of 237 lease agreements.

The Statewide Security Unit provides for the overall physical security of the state employees, clients, visitors and other assets of the State of Connecticut in both state-owned and leased facilities.

Bureau of Enterprise Systems and Technology

The Bureau of Enterprise Systems and Technology (BEST), the former Department of Information Technology, provides quality information technology services and solutions to state agencies, effectively aligning business and technology objectives through collaboration, in order to provide the most cost-effective solutions that facilitate and improve the conduct of businesses for state residents, businesses, visitors and government entities.

Among its many functions, BEST supports the Connecticut Education Network of information technology, the Public Safety Data network, open access broadband services for public agencies, and the Criminal Justice Information System. In addition the bureau is a key participant in the State Emergency Operations Center.

The bureau works collaboratively with state human services agencies on the Integrated Eligibility Program that simplifies and consolidates rules across the various agencies regarding eligibility for state run assistance programs.

BEST provides Internet filtering for the Executive Branch agencies for a safer web searching environment that is customized to each agency's needs and provides global administrator support to the delegated administrators for every agency. It also provides digital forensic and investigative support expertise to State agencies in support of administrative and criminal investigations involving digital evidence.

Additionally, BEST provides a multi-agency service for electronic document storage and content management and operates central e-mail and directory functions for over 50 state agencies, covering more than 29,000 email accounts. The bureau provides hardware and hosting services for some 27 agencies, covering 150 servers, mainframe and over 1,000 desktop machines and annually addresses some 3,000 service requests concerning the state's computing platforms.

Improvements/Achievements 2011-12

During FY 2011-2012, DAS had many opportunities to demonstrate its commitment to excellence in public service, including the following:

- Provided online training videos for potential vendors who are new to the Online Bidding application.
- For the fourth consecutive year surpassed the billion dollar mark in collecting in excess of \$1.12 billion in paid claims due to the state through partnerships with sister state agencies, continued streamlining of processes, and innovative use of technology.
- Successfully migrated and converted all Time and Attendance System (TAS) data from the Virtual Address Extension (VAX) to EPM.
- Completed a thorough review and analysis of our motor vehicle leasing rate structure which should allow agencies to realize a reduction in their expenses.
- Achieved over \$8 million in cost reductions during this fiscal year through negotiation, reverse auction, cooperative contracting or rebates in the administration of over 1,000 contracts for executive branch agencies.

- Implemented the Online Bid Response system, a new user friendly bid submission tool for our vendors and customers which significantly reduced paper, printing, shredding and storage costs.
- The Food Distribution Program (FDP) managed the statewide distribution of USDA Foods to eligible Connecticut school districts and undertook a program to purchase more Connecticut-grown fresh fruits and vegetables. In school year 2011/12, locally grown produce, valued at \$153,000, was purchased through the new program, a 200% increase from the prior school year.
- Partnered with agencies to develop and revise job classifications and reorganize state government in response to numerous legislative changes in 2011.
- Coordinated implementation in Core-CT of all agency consolidations ensuring successful transfer of positions and employees and providing overall assistance and communication to agencies in transition.
- Implemented changes resulting from SEBAC 2011 agreement including creating revised compensation plans for all bargaining units.
- Administered 196 state examinations: 43 exams offered as continuous recruitment (33 open to the public, 3 statewide promotional, 7 agency promotional) and 153 regular exams (78 open to the public, 17 statewide promotional, 58 agency promotional). Processed 23,724 applications.
- Implemented a plan to reduce janitorial services and costs and still meet sanitization standards in various state buildings.
- Upgraded lighting and installed various lighting control elements, and installed new high-efficiency burners in the boilers, at the State Office Building, 165 Capitol Avenue, Hartford.
- Implemented numerous Lead By Example (LBE) projects that improved energy efficiency and provided long-term cost savings.
- Reduced the number of state leases from 176 to 152 and reduced the square footage of leased space by consolidating agencies in state-owned space.
- Saved the state approximately \$913,000 for FY 2012 by reducing leases, renegotiating renewal rates and obtaining credits for unnecessary carpet and paint.
- In collaboration with *CT Cottages and Gardens Magazine*, DAS provided for a complete renovation of the public areas of the Governor's Residence utilizing nine designers to redecorate 17 spaces including the guest cottage and cabana and successfully tripled the public use of the facility.
- Worked in concert with both the facilities management group and contract property managers to identify potential cost savings in the area of contract guard services and implemented agreed upon changes.
- Stood up a new 24/7 security operations center for the Department of Administrative Services to improve overall security services to state employees, assets and visitors to state facilities using more cost effective methods.
- Coordinated the procurement of a multi-agency, internal IT service desk to save over \$650,000 in licensing costs for the state.
- Worked collaboratively with the Department of Construction Services on the new Data Center project that will provide a state-owned data center by 2015 with ongoing savings related to server consolidation and energy efficiency.

- Provided guidance to all state agencies about more efficient ways to comply with the state System Development Methodology requirements.
 - Established and executed technology and policies to prevent unauthorized access to state systems and data from the internet. In FY 2012, the efforts system blocked over 2.1 billion access attempts and approximately 42 million access attempts weekly.
 - Supported and participated in the National Level Exercise sponsored by US Department of Homeland Security to test the nation's ability to coordinate and implement prevention, preparedness, response and recovery plans and capabilities pertaining to a significant cyber event or a series of events.
 - Worked collaboratively with the Secretary of the State on the deployment of a new Voter system.
 - Worked collaboratively with the Department of Motor Vehicles on the new Teen Driver Test scheduling program.
 - Launched a new capability to provide secure access to state e-mail on a variety of smart phones allowing state employees to turn in state-provided devices.
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Boards and Commissions within DAS

Office of the Claims Commissioner

At a Glance

J. PAUL VANCE Jr., Claims Commissioner (as of August 15, 2011)

James R. Smith, Claims Commissioner (retired as of July 1, 2011)

Established – 1959

Statutory authority – Chapter 53 of the Connecticut General Statutes

Central office – 999 Asylum Avenue, Suite 204,

Hartford, CT 06105

Statutory Authority

The state, unlike most of its citizens, is immune from liability and from suit. Unless the legislature has granted its consent the state cannot be held liable in a legal action for any damage or injury or for the cost of any goods, services or benefits received by state officials or agencies.

Article Eleven, §4 of the Connecticut Constitution provides that: “Claims against the state shall be resolved in such manner as may be provided by law.” For certain actions, the Connecticut General Assembly has waived the sovereign immunity of the state by statute:

- Conn. Gen. Stat. § 13a-144 permits persons alleging injuries or losses caused by a defective highway or bridge to file suit against the Commissioner of Transportation in Superior Court.
- Conn. Gen. Stat. § 52-556 grants permission to sue when an alleged injury results from a motor vehicle accident involving an insured state vehicle operated by a state officer or employee.
- Conn. Gen. Stat. § 4-61 authorizes those who have entered into a highway or public works contract with the state to bring disputed claims directly to court.
- Conn. Gen. Stat. § 17a-550 allows a person injured by a violation of the patient’s bill of rights for mentally ill people to sue the state or its commissioners for damages.
- Conn. Gen. Stat. § 19a-24, allows people to sue the commissioners of Public Health and Developmental Services, their staffs, and certain other related entities for official acts or omissions if the damage claims exceed \$7,500.

In most other cases there is no legal remedy available unless the sovereign immunity is waived by the Claims Commissioner or the General Assembly. A person claiming to be injured or damaged as a result of state action must pursue a claim through the Office of the Claims Commissioner. The duties and jurisdiction of the Claims Commissioner, who is appointed by the Governor with approval of the General Assembly, are delineated by Chapter 53 of the Connecticut General Statutes.

Public Service

The Claims Commissioner hears and considers claims made against the state and decides whether a claim is a “just claim.” Conn. Gen. Stat. § 4-141 defines a “just claim” as a claim which in equity and justice the state should pay, provided the state has caused damage or injury or has received a benefit.

Certain claims are “excepted” from the jurisdiction of the Claims Commissioner, including (1) Claims for the periodic payment of disability, pension, retirement or other employment benefits; (2) claims upon which suit otherwise is authorized by law including suits to recover similar relief arising from the same set of facts; (3) claims for which an administrative hearing procedure otherwise is established by law; (4) requests by political subdivisions of the state for the payment of grants in lieu of taxes, and (5) claims for the refund of taxes. If a claim filed is “excepted” by statute the Commissioner lacks jurisdiction and the claim must be dismissed.

For claims under \$5,000 the Commissioner may waive a hearing and proceed upon affidavits filed by the claimant and the state agency concerned. For claims in excess of \$5,000 the Claims Commissioner conducts a formal hearing. After a hearing, if the Claims Commissioner decides that a claim is a “just claim” because the alleged damage or injury was caused by the state, or because the state received a benefit, the Commissioner may either award payment in an amount up to \$7,500 or recommend payment in excess of \$7,500 to the General Assembly. If requested by the claimant, the Commissioner may grant authorization to sue the state in Superior Court if in the Commissioner’s opinion, the claim is just and equitable and presents an issue of law or fact under which the state, were it a private person, could be liable. Those claims are then tried to a court (not a jury). Appeals from decisions of the Commissioner are made to the General Assembly.

The Commissioner exercises jurisdiction only under the precise circumstances and in the manner particularly prescribed in the General Statutes. The parties cannot confer jurisdiction upon the commissioner by agreement, waiver or conduct. Although the State is represented, in most cases, by the Attorney General’s Office, the Claims Commissioner has an independent duty to insure that only “just claims” are granted.

Summary of FY 2012 Claims Activity

- During FY 2012, the Commissioner received 375 new claims. A total of 55 of those new claims were adjudicated or disposed of in FY 2012. A total of 155 total claims were adjudicated in FY 2012.
 - Of the 375 new claims filed in FY 2012, 111 were filed by inmates. Of the 155 claims adjudicated during this year, 24 were claims which arose while the claimant was an inmate and in the custody of the Department of Correction.
 - Of the 155 claims adjudicated in FY 2012, 29 were either abandoned or withdrawn. Of the remaining 126 claims, the Commissioner found that 48 were “just claims.”
 - The Commissioner entered awards totaling \$143,367.21 for 41 claims where the award did not exceed \$7,500. Six additional claimants were granted permission to sue the state.
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State Insurance and Risk Management Board

At a Glance

SETH T. MAHLER, Acting Chairperson

Established – 1963

Statutory authority – CGS Secs. 4a-19 to 4a-21. inclusive

Central office – 165 Capitol Avenue, Hartford, CT 06106

Number of DAS employees assigned to support the Board - 2

Recurring operating expenditures - \$17,324,735.95

Mission

The mission of the State Insurance and Risk Management Board is to protect assets of the State of Connecticut through a comprehensive and cost effective insurance and risk management program.

Statutory Responsibility

Pursuant to C.G.S. Sections 4a-19 to 4a-21 inclusive, the principal duties of the Board are: Determine the method by which the state shall insure itself against losses by the purchase of insurance; obtain the broadest coverage at the most reasonable cost; direct negotiations for the purchase of such insurance and determine the applicability of deductibles and self-insurance; designate the Agent or Agents of Record and select companies from which the insurance coverage shall be purchased; negotiate all elements of insurance premiums and the agent's commission and/or fee for service and establish specifications and request bids for each insurance contract through the Agent of Record. Effective July 1, 1998, House Bill #5622 amended the Board's duties to include the development and implementation of Risk Management Programs.

The Board serves as the focal point of all non-employment related risk management and insurance matters affecting the state. As such, each agency, department, commission and board and its respective employees benefit from the Board's services by minimizing the financial effect of loss to property and providing protection and service for liability claims not precluded by sovereign immunity.

Public Service

Board members are appointed by the Governor, serve as volunteers and receive no compensation for the performance of their duties. The State Comptroller serves as an ex-officio member of the Board.

The staff to the Board make themselves readily available to all state agencies on matters relating to risk management and casualty and property insurance. The focus is to promptly respond to state agencies in an effective, timely and professional manner.

The Board continues to take steps to identify and address the state's unique exposures. The Board has designed an insurance/risk management program to respond to its statutory responsibility and protect the assets of the state. The Board follows basic risk management principles in identifying exposures and examining and selecting techniques. Appropriate levels of insurance for a reasonable cost are currently maintained. Some of the risk management techniques which have been implemented to help reduce the overall cost of risk to the state are large loss review meetings, training sessions for state personnel, monthly property inspections and accident review committee meetings. The Board measures the effectiveness of these techniques by establishing a benchmark of past loss experience and comparing that standard to current loss experience.

Improvements/Achievements 2011-12

- Continued to provide professional training and timely insurance and risk management training and guidance to all state agencies.
- Conducted semi-annual Large Loss Reviews of pertinent Automobile Liability and Highway Liability claims.
- Worked with UConn Health Center and Department of Transportation to provide insurance requirements and risk management initiatives for significant capital projects.
- Prepared RFP, reviewed responses, and interviewed potential candidates and selected a new Third Party Administrator to manage Fleet and Highway Liability claims.
- Solicited and purchased additional named windstorm property damage coverage in response to a new catastrophic model which showed potential of \$500 million of state property at risk in New Haven/Hartford corridor.

Information Reported as Required by State Statute

As statutorily required, the Board continues to assess the feasibility of self-insurance (including deductibles and retentions) as a possible alternative to commercial insurance. Under the present program, these cost effective risk assumptions are maintained by incorporating retentions and deductibles in property and liability policies. Deductibles and/or self-insured retentions are used to reduce the overall cost of risk.

The property insurance program is subject to a \$250,000 per occurrence deductible. This deductible is the responsibility of each state agency. This deductible allows the Board to purchase catastrophic coverage at a cost effective rate. The insurance program provides proactive engineering services to help avoid or mitigate property damage within the deductible. This insurance program with an emphasis on self-retention and engineering has been highly successful.

The Board continues to utilize a \$4,000,000 self-insured retention on the casualty program. The \$4,000,000 self-insured retention is the responsibility of the Board. Claims within the self-

insured retention are trended, developed and estimated with the assistance of independent actuarial projections. Claim payments have been within projected and budgeted amounts. In light of exposures and legal defenses, the casualty limits are appropriate. A proper balance of self-insurance and insurance is maintained. The casualty self-insurance/insurance program is an effective risk management tool. The Board continues to monitor and evaluate the retention level for this policy.

Gross expenditures for the fiscal year amounted to \$19,001,316.52 of which \$6,703,314.98 represents self-insured/deductible and third party administrative fee reimbursements in accordance with various insurance policy provisions. Reimbursements amounted to \$1,676,580.57, which represents refunds including return premiums and reimbursements from departments and agencies for insurance purchased on their behalf and for which reimbursement provisions are made in the statutes or through some other means.

The Board's evaluation of the Agent of Record reinforces the position that the services provided to the State meet and/or exceed the requirements in all areas. The Agent of Record's income for the fiscal year was \$309,166.77 and was paid in monthly installments.

Sedgwick, the state's Third Party Administrator until February 29, 2012, and Constitution State Services, the state's Third Party Administrator effective March 1, 2012 handled liability claims within the self-insured retention. The total amount of fees paid to Sedgwick was \$469,161. The total amount of fees paid to Constitution State Services was \$238,850.

The insurance program is subject to competitive bidding and premiums have been within reasonable parameters. Limits are set based upon historical perspective and industry standards.

The Board reports that it does business only with those insurance companies, which are licensed or approved by the State of Connecticut Insurance Department.

2011-2012 Insurance Expenditures

<u>Category</u>	<u>Amount</u>
Accident & Health	\$ 555,810.22
Agent of Record Fee	\$ 309,166.77
Aircraft/Airport	\$ 192,523.11
Boiler and Machinery	\$ 252,720.00
Fire & Extended Coverage	\$5,363,830.00
Liability & Dram Act	\$ 796,481.35
Highway/Bus/RR Liability	\$5,395,777.69
Motor Vehicles	\$5,868,670.83
Watercraft	\$ 92,968.24
Miscellaneous & Others	\$ 164,796.31
Risk Management Expenses	\$ -0-
Surety Bonds	\$ 8,572.00
TOTAL GROSS EXPENDITURES	\$19,001,316.52

LESS: REIMBURSEMENTS	\$(1,676,580.57)
TOTAL NET EXPENDITURES	\$17,324,735.95

**Status and Disposition of Claims
F.Y. 2011/12**

A) Pending Claims Over \$100,000

<u>Category</u>	<u>Claim Count</u>	<u>Total Outstanding</u>
Automobile Liability	3	670,884.55
General Liability	0	

B) New Claims Filed During F.Y. 2011/12

<u>Category</u>	<u>Claim Count</u>
Automobile Liability	436
General Liability	493

C) Settled Claims Over \$100,000

<u>Category</u>	<u>Claim Count</u>	<u>Total Paid</u>
Automobile Liability	0	
General Liability	0	

State Properties Review Board

At a Glance

EDWIN S. GREENBERG, Chairman

Bennett Millstein, Vice Chairman

Established - 1975

Statutory authority - CGS § 4b-3

Central office - 165 Capitol Avenue, Room #123, Hartford CT 06106

Number of DAS employees assigned to support the Board - 2

Organizational structure - The State Properties Review Board consists of six members, appointed on a bi-partisan basis; three are appointed jointly by the Speaker of the House and the President Pro Tempore of the Senate; and three are appointed jointly by the Minority Leader of the House and the Minority Leader of the Senate. As of June 30, 2012, the members were: Edwin S. Greenberg, Chairman; Bennett Millstein, Vice Chairman; Bruce Josephy, Secretary; Mark A. Norman; Pasquale A. Pepe and John P. Valengavich.

Mission

The mission of the State Properties Review Board is to provide oversight of State real estate activities, acquisition of farm development rights, and the hiring of architects, engineers and other construction-related professionals, as proposed by state executive branch agencies. In accomplishing this legislative mandate, the Board provides guidance and assistance to State client-agencies to ensure that transactions are done in a prudent, business-like manner, that costs are reasonable, and that proposals are in compliance with State laws, regulations and procedures.

Statutory Responsibility

Pursuant to Conn. Gen. Stat. § 4b-3, the Board reviews plans for transactions involving the acquisition, construction, development, assignment to and leasing of offices and other facilities for various agencies of the State. The Board reviews proposals involving the lease or sale of state-owned real estate to third parties. The Board approves both the selection of and contracts with architects, engineers and other consultants for major construction projects proposed by the Department of Construction Services. In addition, the Board reviews, evaluates and approves the acquisition of development rights for farm land proposed by the Commissioner of Agriculture.

Pursuant to Conn. Gen. Stat. § 8-273a, the Board hears appeals from any aggrieved party concerning the amount of compensation paid by the Department of Transportation for outdoor advertising structures.

Under the provisions of Conn. Gen. Stat. § 13a-80i, if requested by an eligible property owner, the State Properties Review Board schedules a mediation conducted by a panel of three designees from the Office of Policy and Management, and the Departments of Administrative

Services and Energy & Environmental Protection. The mediation panel is tasked with assisting the Department of Transportation to reach an agreement concerning the sale of real estate to the eligible owner.

Public Service

In review and approving the various transactions proposed by the client-agencies, the Board has the opportunity to modify and improve the proposals to ensure that they reflect market prices favorable to the state, are financially prudent, and conform to state laws. The Board typically achieves quantifiable savings to state taxpayers, usually in excess of the costs of Board operating expenditures.

Improvements/Achievements 2011-2012

- A total of 311 proposals were reviewed by the Board during the fiscal year.
 - 48% from the Department of Transportation
 - 32% from the Department of Construction Services
 - 15% from the Department of Administrative Services
 - 5% from all other agencies.
 - The average time to review proposals was 14.96 calendar days per contract (including weekends and holidays).
 - The Board's recommendations resulted in quantifiable annual taxpayer savings in third party transaction costs of approximately \$479,101.
 - The Board's staff has been active participants in a Working Group comprised of OPM, DAS and SPRB Staff. The goal of this group has been to improve interagency communication and reduce processing delays associated with administrative returns.
 - The Board's staff has also been working with DAS and OPM to implement the utilization of Sharepoint Software to review and process submittals through a secure electronic file sharing site. The second phase of this implementation began in June 2012 and it is anticipated to be fully operational for the Board by December 2012.
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State Marshal Commission

At a Glance

PETER J. MARTIN, *Chairman*

William W. Cote, *Vice-Chair*

Central office – 165 Capitol Avenue, Room 483, Hartford, CT 06106

Average number of DAS employees assigned to support the Board - 3

Organizational structure – As of June 30, 2012 the Commission’s eight members were Peter J. Martin, William W. Cote, Joel I. Rudikoff, Vincent Mauro Jr., Hon. William T. Cremins, Joseph Ubaldi, Michael Cronin, and Erron Smith. The two Ex-Officio members are Marshal Lisa Stevenson and Marshal Thomas Burke.

Mission

The mission of the State Marshal Commission is to provide oversight of State Marshals and the duties and activities that they perform in order to ensure that marshals are in compliance with State laws, regulations and procedures.

Statutory Authority

Pursuant to Conn. Gen. Stat. § 6-38b and other provisions in Chapter 78 of the General Statutes, the State Marshal Commission is responsible for:

- Establishing professional standards, including training requirements and minimum fees, for the execution and service of process;
- Equitably assigning service of restraining orders to state marshals in each county and ensuring that such restraining orders are served expeditiously;
- Filling vacancies in the position of state marshal in any county;
- Investigating complaints, holding hearings and determining whether just cause exists to remove the appointment of state marshals; and
- Reviewing and auditing marshals’ accounts.

Public Service

The State Marshal Commission (SMC) is a non-partisan commission that oversees the conduct of state marshals, independent contractors who are hired by the general public and who work with the judicial branch to serve and execute civil process, restraining orders, post-judgment remedies, and other legal orders. The Commission adopts policies to regulate the conduct of state marshals and serves as an impartial arbiter of complaints against marshals to ensure that marshals comply with all applicable laws and policies, that critical judicial orders such as restraining orders are timely served, and that marshal clients receive the service the service for which they have contracted in a timely and efficient fashion.

Improvements/Achievements 2011-12

- Completed a Memorandum of Understanding with the DMV to take over address verification responsibilities from DMV to provide this service to state marshals out of the SMC office.
- Updated SMC manual for state marshals.

Other Information Required by Statute

Equal Employment Opportunity Reporting Requirement

The Department of Administrative Services (DAS) is an affirmative action employer and is committed to providing and promoting equal opportunities in all of its activities and services. DAS' Affirmative Action Plan for the period ending May 31, 2011, was approved by the Commission on Human Rights and Opportunities on December 14, 2011.

***Employment Statistics**

Pursuant to Conn. Gen. Stat. § 5-204, the Commissioner of Administrative Services provides the following information:

- The total of all executive branch state employees (full-time, part-time, other): 32,063 full-time, 3,614 part-time, 0 other
- The total of all state employees in classified service (full-time, part-time, other): 31,856 full-time, 3,417 part-time, 0 other
- Total of turnover separation figures statewide (full-time, part-time, other): 8,801 full-time, 6,476 part-time, 0 other
- Total of classified turnover separation figures statewide (full-time, part-time, other): 1,462 full-time, 999 part-time, 0 other
- The total of all state employees (All branches of state government, and including all state agencies and quasi-public agencies for persons listed in any active employment status): 73,995 full-time, 14,259 part-time, 0 other

**Please note that these figures also include temporary employees, graduate assistants, student laborers and seasonal employees.*

Pursuant to C.G.S. Sec. 5-248i, state agencies are required to provide DAS with copies of telecommuting arrangements they have approved for their employees. In FY12, DAS received copies of the following telecommuting arrangements from state agencies:

5-248i(c) Telecommuting Report

AGENCY	# OF AGREEMENTS EXECUTED IN FY 2012
Revenue Services	57

Energy and Environmental Protection	43
Public Health	31
Economic and Community Development	12
Insurance	12
Comptroller	4
Children & Families	2
Treasury	2
Agriculture	1
Governmental Accountability	1
Freedom of Information	1
TOTAL	166

Distribution to the Office of the State Comptroller

- Reporting Package
- Fixed Assets/Property Inventory Report
- Statewide Cost Allocation Plan

Distribution to the Office of Fiscal Analysis

- Annual Financial Statements for Internal Service Funds