

## DAS Statewide Customer Services Summary for FY 2015

### RECORDS MANAGEMENT

Agency consultations/trainings	7,030
Records Officers certified	1,813
Records retention schedules	27,534
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
Views 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	28,193

### STATE RECORDS COMMITTEE

Appeals heard	32
Appeals denied	17
Appeals requested	74

### RECORDS OMBUDSMAN

Records Assistance	1,704
Mediation	27