

Details

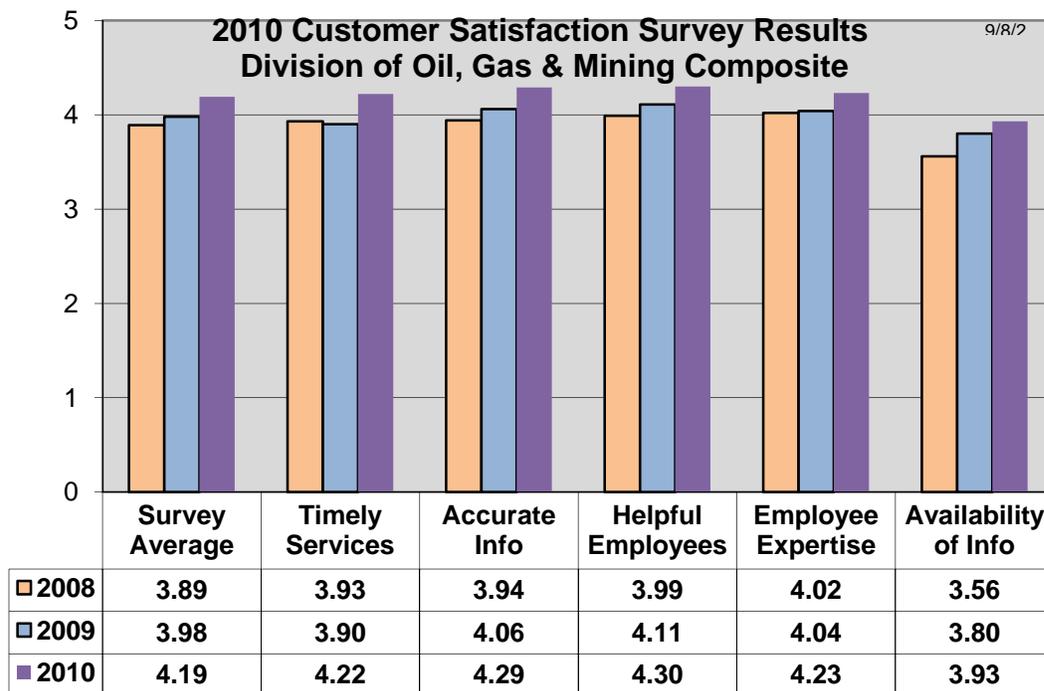
September 16, 2010



Admin

Steve Schneider reported the results of the Division's 2010 customer satisfaction survey to the management team on September 13th. The Division again improved our composite survey rating, rising to 4.19 on a 1 to 5 scale from 3.98 in 2009. Our customers rated us highest in employee helpfulness and accuracy of information and we can continue to improve in ease of information availability. The survey had 218 responses from July 1 to August 31, an increase of 21%.

The Program Managers will now be reviewing the many comments provided by the survey responders, looking for ideas for improvement. Thanks to our employees for their continued focus on customer service, as many survey responders have also provided very positive comments on their experience. For example, a prominent Denver law firm stated "best state agency to work with," a comment from Vernal stated "DOGGM is one of the best agencies of any level of government to work with," and a comment for Minerals asked "why don't you offer your employees to other states to train their work force, so they can be as efficient and helpful!"



In the news...

John Baza upheld the division's approval of a Notice of Intent issued to Earth energy Resources for its planned PR Springs tar sands project. His decision was released earlier this week and was widely reported in local media outlets. Several environmental groups protested the project and made their concerns known during an informal conference in late July. The next level of appeal is the Board and even money bets we'll see the issue resurface.

And a final thought for your Thursday-Payday. Final Last Words, "He's probably just hibernating..." Have a good one!