UTAH DIVISION OF OIL, GAS AND MINING - Balanced Scorecard

April 2011 Report

Mission Statement: Regulates and ensures industry compliance and site restoration while facilitating oil, gas and mining activities.

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Metric	Status	Trend	Target	Current	Previous	Frequency	Definition/Comments
I. Ensuring compliance with established rules (Quality of Life)							
O&G: Percentage of well drilling inspections without violations		↑	100%	100%	95%	quarterly	Target set for 100% compliance in well drilling inspections.
Coal: Percentage of mines with no off-site environmental impact		↓	100%	94%	100%	quarterly	Target set for no off-site impacts from coal mines.
Minerals: Percentage of mines in compliance		↑	100%	100%	99%	quarterly	Target set for 100% compliance in mineral mine inspections.
AMR: Percentage of areas secured from abandoned mine hazards		→	14.0%	15.2%	15.2%	annual	Square miles secured vs. potential hazard area in state. Current data is FY10 end.
II. Timeliness of permitting activities (Governance, Economic Development)							
O&G: Percentage of new drilling permits issued within 45 days		↓	85%	67%	78%	quarterly	Measure reflects the timeliness of permits issued within the quarter.
Coal: Percentage of mine applications approved within rule timeframes		↑	100%	100%	97%	quarterly	Measure reflects the applications approved within rule timeframes within the quarter.
Minerals: Percentage of mine applications approved within rule timeframes		↑	100%	64%	55%	quarterly	Measure reflects the applications approved within rule timeframes within the quarter in the Minerals program.
III. Customer Satisfaction (Governance)							
Customer Satisfaction Survey		↑	4.1	4.2	4.0	annual	Customer survey for 7-8/2010 completed. Scale of 1 to 5 (High). 21% reply increase.
4-10 Customer Impact: Contacts		→		4	4	monthly	Customer contacts 7-8am and 5-6pm to Public Information Center/Reception.
4-10 Customer Impact: Complaints				0	0	monthly	Number of customer complaints received on 4-10 schedule.
IV. Public outreach and education (Education)							
Division Website Usage		↑	44,105	46,146	43,029	quarterly	Number of website user sessions. Target is set 2.5% above previous quarter.

Status Ranges: Over 90% = green, 75% - 90% = yellow, under 75% = red.

Quarterly Data Period: Jan. to March 2011