

# UTAH DIVISION OF OIL, GAS AND MINING - Balanced Scorecard

July 2012 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   |
|---|--------|-------|--------|---------|----------|-----------|---|
| <b>I. Ensuring compliance with established rules (Quality of Life)</b>            |        |       |        |         |          |           |   |
| O&G: Percentage of well drilling inspections without violations                   | Green  | →     | 100%   | 96%     | 96%      | quarterly | Target set for 100% compliance in well drilling inspections.  |
| Coal: Percentage of mines with no off-site environmental impact                   | Green  | ↑     | 100%   | 100%    | 97%      | quarterly | Target set for no off-site impacts from coal mines.   |
| Minerals: Percentage of mines in compliance                                       | Green  | →     | 100%   | 100%    | 100%     | quarterly | Target set for 100% compliance in mineral mine inspections.   |
| AMR: Percentage of areas secured from abandoned mine hazards                      | Green  | →     | 16.2%  | 15.9%   | 15.9%    | annual    | Square miles secured vs. potential hazard area in state. Current data is FY12 end.                            |
| <b>II. Timeliness of permitting activities (Governance, Economic Development)</b> |        |       |        |         |          |           |   |
| O&G: Percentage of new drilling permits issued within 45 days                     | Yellow | ↑     | 85%    | 76%     | 59%      | quarterly | Measure reflects the timeliness of permits issued within the quarter.   |
| Coal: Percentage of mine applications approved within rule timeframes             | Green  | ↑     | 100%   | 100%    | 99%      | quarterly | Measure reflects the applications approved within rule timeframes within the quarter.                         |
| Minerals: Percentage of mine applications approved within rule timeframes         | Red    | ↑     | 100%   | 66%     | 60%      | quarterly | Measure reflects the applications approved within rule timeframes within the quarter in the Minerals program. |
| <b>III. Customer Satisfaction (Governance)</b>                                    |        |       |        |         |          |           |   |
| Customer Satisfaction Survey  | Green  | ↓     | 4.3    | 4.1     | 4.2      | annual    | Customer survey for 7-8/2011 completed. Scale of 1 to 5 (High).   |
| <b>IV. Public outreach and education (Education)</b>                              |        |       |        |         |          |           |   |
| Division Website Usage  | Green  | ↑     | 41,206 | 40,466  | 40,201   | 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: April to June 2012