

UTAH DIVISION OF OIL, GAS AND MINING - Balanced Scorecard

October 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
I. Ensuring compliance with established rules (Quality of Life)							
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		↓	100%	97%	100%	quarterly	Target set for no off-site impacts from coal mines.
Minerals: Percentage of mines in compliance		↓	100%	99%	100%	quarterly	Target set for 100% compliance in mineral mine inspections.
AMR: Percentage of areas secured from abandoned mine hazards		→	16.2%	15.9%	15.9%	annual	Square miles secured vs. potential hazard area in state. Current data is FY12 end.
II. Timeliness of permitting activities (Governance, Economic Development)							
O&G: Percentage of new drilling permits issued within 45 days	Red	↓	85%	33%	76%	quarterly	Measure reflects the timeliness of permits issued in quarter. APD's up 30% in 3Q.
Coal: Percentage of mine applications approved within rule timeframes	Green	↓	100%	98%	100%	quarterly	Measure reflects the applications approved within rule timeframes within the quarter.
Minerals: Percentage of mine applications approved within rule timeframes	Red	↑	100%	71%	66%	quarterly	Measure reflects the applications approved within rule timeframes within the quarter in the Minerals program.
III. Customer Satisfaction (Governance)							
Customer Satisfaction Survey	Green	↑	4.3	4.3	4.1	annual	Customer survey for 7-8/2012 completed. 192 Responses. Scale of 1 to 5 (High).
IV. Public outreach and education (Education)							
Division Website Usage	Yellow	↓	41,478	37,089	40,466	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: July to September 2012