

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

April 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%	100%	quarterly	Target set for 100% compliance in well drilling inspections.
Coal: Percentage of mines with no off-site environmental impact	Green	→	100%	100%	100%	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%	15.2%	annual	Square miles secured vs. potential hazard area in state. Current data is FY11 end.
<b>II. Timeliness of permitting activities (Governance, Economic Development)</b>							
O&G: Percentage of new drilling permits issued within 45 days	Red	↑	85%	59%	53%	quarterly	Measure reflects the timeliness of permits issued within the quarter.
Coal: Percentage of mine applications approved within rule timeframes	Green	↑	100%	99%	88%	quarterly	Measure reflects the applications approved within rule timeframes within the quarter.
Minerals: Percentage of mine applications approved within rule timeframes	Red	↑	100%	60%	56%	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	↑	35,258	40,201	34,398	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: January to March 2012