



Department of Administrative Services Balanced Scorecard

Division of Administrative Rules

Mission: Enabling citizen participation in their own government by supporting agency rulemaking and ensuring compliance with the Utah Administrative Rulemaking Act.

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THROUGH MAY 2013

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition	Warning	Critical	Range	Associated Benchmark	Service Plan	CSS	Strategic Plan	UPM
Customer Service															
1. Customer Satisfaction*	Green	Down	4.5	4.66	4.70	Annually - August	Level of Customer Satisfaction (Scale of 1 to 5, with 5 being the highest)	95.0%	90.0%	<3 = red 3 to 4 = yellow >4 = green	Management: The target of 4.5 was set as a management goal. No similar benchmark was found in other states' administrative rules offices.	4.5.1			10010123, 10010124, 10010125, 10010135
2. Training Satisfaction.	Green	Up	4.5	4.58	4.55	Quarterly	Level of Customer Satisfaction (Scale of 1 to 5, with 5 being the highest)	95.0%	90.0%	<3 = red 3 to 4 = yellow >4 = green	Management: The target of 4.5 was set as a management goal. No similar benchmark was found in other states' administrative rules offices.	4.1.4			10010125
Process Excellence - Effectiveness															
1. Average time between the publication date and the actual posting of the Bulletin on the Internet.*	Green	Down	0	-2	-3	Monthly	Measurement has an Inverse relationship to target. Average number of days (early) late. (A zero means the target was met -- information was posted on time. A negative number means the target was exceeded -- information was posted early. A positive number means the target was missed -- information was posted late.)	0.0	1.0	>1 = red 1 to 0 = yellow <=0 = green	Statute and Rule: Section 63G-3-402 requires the Division to publish the Utah State Bulletin "at least monthly". Section R15-4-3 requires publication on the 1st and 15th of each month.	2.1.3			10010124, 10010135
2. Average time between the 10th of the month and the actual availability of the Utah Administrative Code on the Internet. *	Red	Down	0	25	0	Monthly	Measurement has an Inverse relationship to target. Average number of days (early) late. (A zero means the target was met -- information was posted on time. A negative number means the target was exceeded -- information was posted early. A positive number means the target was missed -- information was posted late.)	0.0	5.0	>5 = red 5 to 0 = yellow <=0 = green	Statute: Section 63G-3-402 requires the Division to "periodically publish that code and supplements or revisions" to the Administrative Code.	2.2.1			10010125, 10010135
3. Publication accuracy.	Green	Up	99.50%	99.79%	99.75%	Annual (July)	The Division accurately publishes 99.5% of rules in the Utah State Bulletin. Percent (errors/filings-100%). (99.50% means the target was met. 99.51% or lower means the target was exceeded. 99.49% or higher means the target was missed.)	99.75%	99.50%	>99.75= green 99.5 to 99.74 = yellow < 99.5 = red	Management: The target of 99.5% is set as a management goal. No similar benchmark was found in other state administrative rules offices.	2.1.2	2.1.2		10010124
4. Codification accuracy.	Green	Down	99.50%	99.75%	99.90%	Annual (July)	The Division accurately codifies 99.5% of rules in the Utah Administrative Code. Percent (errors/filings-100%). (99.50% means the target was met. 99.51% or lower means the target was exceeded. 99.49% or higher means the target was missed.)	99.75%	99.50%	>99.75= green 99.5 to 99.74 = yellow < 99.5 = red	Management: The target of 99.5% was set as a management goal. No similar benchmark was found in other state administrative rules offices.	3.2.1	3.2.1		10010125
5. Filings with issues requiring resolution prior to publication as % of total filings.	Yellow	Up	10.0%	11.0%	15.0%	Monthly	Measurement has an Inverse relationship to target. Filings with issues requiring resolution as a percentage of rule filings. (10% means the target was met. 9% or lower means the target was exceeded. 11% or higher means the target was missed.)	100.0%	250.0%	>25% = red 25% to 10% = yellow <=10% = green	Management: The target of 10% was set as a management goal. No similar benchmark was found in other state administrative rules offices.	5.1.2	5.1.2		10010124, 10010125

Note:
 Department Key Measurements
 Divisions Key Measurements

DEFINITIONS:

Status - compares "current measurement" relative to "target" and illustrates whether agency has met defined levels of success.

Trend - compares "current measurement" to "Beginning Baseline" except in cases where a "Previous Measurement" exists. Where a "Previous Measurement" exists, "Current Measurement" is compared to "Previous Measurement for "Trend."