

Balanced Scorecard Summary

Category			Jul-2011	Aug-2011	Sep-2011	Oct-2011	Nov-2011	Dec-2011	Jan-2012	Feb-2012	Mar-2012	Apr-2012	May-2012	Jun-2012	Jul-2012	Aug-2012	Sep-2012	Oct-2012	Nov-2012	Dec-2012	Jan-2013	Feb-2013	Mar-2013	Apr-2013	May-2013	Jun-2013
Metric	Frequency	Notes																								
Employee Satisfaction																										
1. Employee Satisfaction*	Annually	Last conducted													Discontinued 9/27/2012											
Customer Service																										
1. Customer Satisfaction*	Annually	Last conducted 8/2010																								
2. Training Satisfaction.	Quarterly	New in FY 2011; no training held as of 2/28/2011			4.79			4.8			4.87		4.55						4.58							
Financial																										
Process Excellence - Effectiveness																										
1. Average time between the publication date and the actual posting of the Bulletin on the Internet.*	Monthly		-2	-4	-2	-2	-3	-2	-2	-2	-2	-5	-5	-2	-2	-2	-2	-3	-1	-1	-4	-2	-2	-3	-2	-2
2. Average time between the 10th of the month and the actual availability of the Utah Administrative Code	Monthly		10	9	7	4	-2	12	9	0	-3	0	0	-2	0	6	0	13	15	9	18	0	4	0	25	28
3. Publication accuracy.	Annually	New in FY 2011; figures reported in July are for prior fiscal year.	99.75%												99.79%											
4. Codification accuracy.	Annually	New in FY 2011; figures reported in July are for prior fiscal year.	99.90%												99.75%											
5. Filings with issues requiring resolution prior to publication as % of total filings.	Monthly		34%	15%	31%	10%	18%	14%	17%	17%	21%	9%	5%	16%	11%	26%	8%	11%	8%	10%	6%	12%	7%	15%	11%	14%