



FY 2011

Customer Service Summary

	Total	EDUCATION					EXECUTIVE BRANCH		
		Colleges and Universities					Elected Officers		
		Subtotal	Subtotal	College of Eastern Utah	Salt Lake Community College	University of Utah	Subtotal	Subtotal	Attorney General
1. Rule Filing / document Filing									
1.1 Administrative rule filing and agency public notice filing									
1.1.1 Rule filings submitted.	1,214	2	2	-	-	2	1,212	35	-
1.1.2 Rule filings as a percentage of total rule filings submitted.	100%	0%	0%	0%	0%	0%	100%	0	0%
1.1.2.1 Five-year expiration for noncompliance (63G-3-305).	4	-	-	-	-	-	4	-	-
1.1.2.2 Legislative nonreauthorization (S.B. 31 (2010)).	2	-	-	-	-	-	2	-	-
1.1.3 Complaints received because the system is down.	-	-	-	-	-	-	-	-	-
1.1.4 Complaints received because staff is unavailable.	-	-	-	-	-	-	-	-	-
1.2 Executive document filing									
1.2.1 Governor's executive documents submitted for publication.	18	-	-	-	-	-	18	18	-
1.3 Application performance									
1.3.1 State agency public notices submitted for publication.	26	-	-	-	-	-	26	-	-
2. Publication of rules, and other executive branch notices									
2.1 Utah State Bulletin									
2.1.1 Percentage of complete filings published on time.	100%	100%	100%	N/A	N/A	100%	100%	100%	N/A
2.1.2 Publication errors made by the division.	3	-	-	-	-	-	3	1	-
3. Maintenance of Utah Administrative Code									
3.1 Administrative code repository									
3.1.1 Rules in July 1, 2011, Code.	1,981	16	16	1	1	14	1,965	38	2
3.1.2 Volume of rules in July 1 Code (in kilobytes).	29,511	65	65	6	4	55	29,446	380	27
3.1.3 Volume of rules as a percentage of total volume.	100%	0%	0%	0%	0%	0%	100%	1%	0%
3.2 Codification of Rules									
3.2.1 Codification errors made by the division.	1	1	1	-	-	1	-	-	-
4. Rulemaking assistance to state agencies									
4.1 Training									
4.1.1 Number of staff attending rules training.	31	-	-	-	-	-	31	-	-
4.1.2 Cumulative hours trained.	71	-	-	-	-	-	71	-	-
5. Procedural review of rules									
5.1 Resolution of issues									
5.1.1 Filings with issues resolved prior to publication.	292	1	1	-	-	1	291	10	-
5.1.2 Filings with issues as % of total agency filings.	24%	50%	50%	-	-	50%	24%	29%	0%
5.1.3 Total number of issues identified and resolved.	354	3	3	-	-	3	351	10	-
6. Agency notification of deadlines and events									
6.1 Notice of rules due for five-year review									
6.1.1 Number of rules for which the statutorily required notice was sent.	298	-	-	-	-	-	298	5	1
6.1.2 Percentage of rules for which statutorily required notice was sent by the statutory deadline.	100%	N/A	N/A	N/A	N/A	N/A	100%	100%	100%
6.1.3 Number of rules due for five-year review for which a 2nd courtesy reminder was sent.	99	-	-	-	-	-	99	9	-
6.2 Notice of rules about to lapse									
6.2.1 Number of rules for which notice of rules about to lapse was sent	16	-	-	-	-	-	16	2	-

State Agency			Independent/Quasi-Independent State Agency																	
Governor's Office	State Treasurer	Utah State Auditor	Subtotal	Utah Housing Corporation	Utah State Fair Corporation	Subtotal	Board of Pardons and Parole	Capitol Preservation Board	Career Service Review Office	Dept of Administrative Services	Dept of Agriculture & Food	Dept of Alcoholic Beverage Control	Dept of Commerce	Dept of Community and Culture	Dept of Corrections	Dept of Environmental Quality	Dept of Financial Institutions	Dept of Health	Dept of Human Resource Management	
26	9	-	10	1	9	1,167	3	9	1	33	43	21	119	11	39	82	3	191	21	
2%	1%	0%	1%	0%	1%	96%	0%	1%	0%	3%	4%	2%	10%	1%	3%	7%	0%	16%	2%	
-	-	-	-	-	-	4	-	-	-	-	-	-	-	-	-	-	-	1	-	
-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	26	-	-	-	-	-	1	5	-	-	1	-	17	-	
100%	100%	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
1	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	1	-	
21	12	3	13	8	5	1,914	36	13	2	83	76	18	118	33	30	189	44	226	15	
263	79	11	82	58	24	28,984	97	259	60	861	914	338	2,287	207	163	6,183	269	3,513	176	
1%	0%	0%	0%	0%	0%	98%	0%	1%	0%	3%	3%	1%	8%	1%	1%	21%	1%	12%	1%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	31	-	-	-	4	-	-	4	2	-	2	-	3	1	
-	-	-	-	-	-	71	-	-	-	11	-	-	9	5	-	6	-	7	3	
9	1	-	4	1	3	277	3	4	-	7	19	2	26	4	10	27	1	23	10	
35%	11%	-	40%	100%	33%	24%	100%	44%	0%	21%	44%	10%	22%	36%	26%	33%	33%	12%	48%	
9	1	-	7	1	6	334	5	4	-	7	21	2	26	5	19	31	1	30	12	
3	1	-	5	-	5	288	-	3	1	7	18	11	21	10	14	31	2	11	1	
100%	100%	N/A	100%	N/A	100%	100%	N/A	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
3	6	-	-	-	-	90	-	1	-	5	9	-	-	1	10	8	-	4	-	
2	-	-	-	-	-	14	-	-	-	1	-	-	2	-	-	4	-	6	-	

Dept of Human Services	Dept of Insurance	Dept of Natural Resources	Dept of Public Safety	Dept of Technology Services	Dept of Transportation	Dept of Workforce Services	Labor Commission	Public Service Commission	School and Institutional Trust Lands Administration	State Board of Regents	Tax Commission	Utah Science Technology and Research	Utah State Board of Education
48	54	160	60	15	27	35	18	8	14	6	56	-	90
4%	4%	13%	5%	1%	2%	3%	1%	1%	1%	0%	5%	0%	7%
1	-	1	1	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	1	-	1	-	-	-	-	-	-	-	-	-	-
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	100%
-	-	-	-	-	-	-	-	-	-	-	1	-	-
140	131	244	93	12	69	41	44	42	30	13	19	2	151
1,320	1,937	3,643	950	58	666	753	855	711	381	131	831	9	1,412
4%	7%	12%	3%	0%	2%	3%	3%	2%	1%	0%	3%	0%	5%
-	-	-	-	-	-	-	-	-	-	-	-	-	-
5	-	7	-	-	-	-	-	-	-	-	3	-	-
14	-	15	-	-	-	-	-	-	-	-	4	-	-
16	10	31	21	13	2	4	3	4	1	4	27	-	5
33%	19%	19%	35%	87%	7%	11%	17%	50%	7%	67%	48%	-	6%
18	17	36	26	13	2	4	3	6	1	5	34	-	6
14	18	47	13	5	30	2	9	1	3	3	2	-	11
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	N/A	100%
6	10	14	2	-	2	3	-	3	-	2	-	-	10
-	1	-	-	-	-	-	-	-	-	-	-	-	-