



STRATEGIC PLAN

FISCAL YEAR 2011-12

to

FISCAL YEAR 2015-16



Department of Natural Resources Strategic Plan

Fiscal Year 2011-12 to 2015-16

DEPARTMENT OF NATURAL RESOURCES STRATEGIC PLAN

VISION: Louisiana’s rich natural resources will be protected and managed prudently. The Department of Natural Resources (DNR) will provide for coastal ecosystem sustainability and be recognized nationally and **internationally** for environmentally sensitive and progressive natural resource management. Louisiana will continue to become a more beautiful state and a safer place to live, work and play, and DNR will be known as “the agency that gets it done.”

MISSION: The mission of the Louisiana Department of Natural Resources is to manage, protect and preserve the state’s natural resources which include oil, gas, groundwater and wind and wetlands through conservation, regulation and scientifically sound management, in a manner that builds satisfying relationships with our stakeholders who are citizens, business and industry customers, educational communities, other State, Federal and local agencies, employees and the State Legislature.

The citizens of Louisiana are DNR’s primary customers. Each deserves fair, safe and equitable utilization of the State’s natural resources and the assurance that those resources are around to be appreciated, used and enjoyed by future generations of Louisianans.

Business and industry rely on DNR for efficient, effective and fair regulation design and practice. Interactions with business and industry should encourage trust and confidence in the expertise of the Agency.

DNR’s employees are the core of success for building positive relationships with citizens and business and industry customers. Employees nurture these relationships with friendliness, fairness, courtesy and responsiveness, and with concern about each citizen’s or other customer’s needs and expectations. Each



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employee is counted on to contribute to the quality service and success of the Agency. In turn, DNR will provide a work environment that motivates employees to do a superior job and stimulates their pride. Each employee will have the opportunity to learn, upgrade their skills and progress to positions of greater responsibility.

Stakeholders count on DNR to achieve outcomes that consider their legitimate interests. DNR is committed to collaborating and coordinating with stakeholders to define and reach mutual goals.

DNR was created in 1976 by R.S. 36:351 by the State Legislature and is a department within the Executive branch of State government. DNR is dedicated to ensuring that the State of Louisiana maximizes job creation through efficient and effective regulation of the natural resources under the stewardship of the Department.

Constant attention to these relationships with citizens, business and industry, Federal and State agencies, stakeholders, and the Legislature will enable DNR to continue as a recognized leader with respected expertise in the conservation, coastal restoration and overall management and development of natural resources.

PHILOSOPHY

- ◆ To attain the mission of the Department of Natural Resources by providing superior customer service, sound resource stewardship, efficiency and fairness in regulation.
- ◆ To strive for objectivity, consistency and balance in interactions with our stakeholders.
- ◆ To choose an adaptive management strategy to ensure that projects have the best chance for success.



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- ◆ To optimize the value of the State's non-recurring natural resources and our level of expertise and knowledge.
- ◆ To adopt a proactive approach in protecting our natural environment.

DEPARTMENT OF NATURAL RESOURCES OVERALL GOALS

- I. Manage and preserve the natural resources in the State under the stewardship of the Department, such as oil, gas, lignite and groundwater, and Louisiana's vegetated wetlands, to ensure the maximum benefits to all Louisiana citizens.
- II. Manage the State's natural resources to maximize revenues – directly and indirectly – to the State from oil, gas, minerals and other sources.
- III. Provide the public, industry, the Governor and the Legislature with scientifically- sound and timely information on energy, coastal conservation and management, and development of the State's natural resources under the stewardship of the Department.
- IV. Develop and implement business processes, information systems and management practices to enhance the Department's reputation as a leader in technical, cost efficient, proficient and effective program operations.



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The Department of Natural Resources is comprised of four offices, each of which operates separate programs.

- ◆ The Office of the Secretary is comprised of the Executive, Management and Finance, Atchafalaya Basin Program and the Technology Assessment Division, which includes Energy Conservation.
- ◆ The Office of Conservation is comprised of the Oil and Gas Regulatory and the Public Safety programs.
- ◆ The Office of Mineral Resources houses Mineral Resource Management.
- ◆ The Office of Coastal Restoration Management is comprised of a program by the same name.

Each of these four offices, as well as the Office of Management and Finance, has prepared its own plan based upon the mission, vision, philosophy and goals of DNR.



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OFFICE OF THE SECRETARY and EXECUTIVE PROGRAM

The following staff members of the Office of the Secretary participated in the construction of this plan:

William Delmar, Jr.	Assistant Director, Technology Assessment Division
Mary Ginn	Acting Undersecretary
Robert Harper	Secretary
Isaac Jackson, Jr.	General Counsel
Marjorie McClinton	Deputy Undersecretary
Angelin Morgan	Policy Director
Gwendolyn Thomas	Fiscal Officer
Lori LeBlanc	Deputy Secretary
Julie Raiford	Contracts & Grants Reviewer Supr.
Rhonda Coston	Internal Auditor
Phyllis Darensbourg	Public Information Director

MISSION: The Office of the Secretary was created by R.S. 36:354(A)(4) and provides leadership, guidance, and coordination to ensure consistency within the Department, as well as externally. The program serves to promote the Department, implement the Governor's and Legislature's directives, and functions as Louisiana's natural resources ambassador to the world. Its customers are the Governor, Legislature, oil and gas industry, alternative energy industries, coastal management stakeholders, employees of the Department and the Office of Coastal Protection and Restoration, other governmental entities and the citizens of the state of Louisiana.



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GOALS

- I. **GOAL:** Uphold and implement the mission and vision of the Department.

State Outcome Goal: Transparent, Accountable and Effective

OBJECTIVE I.1 Assess customer satisfaction for at least five sections in the Department by 2016

Program Activity: Executive Administration

STRATEGY I.1.1 Identify which sections of the Department have the greatest public contact and develop a survey to assess the level of satisfaction of those customers annually.

PERFORMANCE INDICATOR

Outcome Number of sections assessed for customer satisfaction.

Outcome: Percentage of customer who rate services as satisfactory or better



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OFFICE OF MANAGEMENT AND FINANCE

The following staff members of the Office of Management and Finance participated in the construction of this plan:

William Delmar, Jr.	Assistant Director, Technology Assessment Division
Robert D. Harper	Secretary, Department of Natural Resources
Mary Ginn	Acting Undersecretary
Isaac Jackson, Jr.	General Counsel
Marjorie McClinton	Deputy Undersecretary
Angelin Morgan	Director of Policy and Planning
Gwendolyn Thomas	Fiscal Officer
Rhonda Coston	Internal Auditor
Julie Raiford	Contracts & Grants Reviewer Supervisor



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MISSION: The Office of Management and Finance was created by R.S.36:356 and is responsible for the timely and cost-effective administration of accounting and budget control, procurement and contract management, ~~data processing~~ Information Technology, management and program analysis, ~~personnel~~ Human Resource management, and grants management to assure compliance with state and federal laws, and generally accepted accounting practices and assure that the Department's offices have the resources to perform their program missions. Its primary customers and users include the offices and employees of the Department and Office of Coastal Protection and Restoration, Division of Administration, legislature, auditors, Treasurer's Office, federal agencies, local political subdivisions, and other governmental entities as well as ultimately the citizens of Louisiana who expect sound and efficient business practices.

GOALS

- I. **GOAL:** Improve the quality of the DNR's services through increased investment in the Department's human resources assets. (**State Outcome Goal:** Transparent, Accountable and Effective Government)

Objective I.1 Provide agency management with the support and tools necessary to ensure that the performance planning and review process functions in a manner that encourages (80%) employees to meet or exceed expectations.

Program Activity: Business Support Services

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|----------------|---|
| Strategy I.1.1 | Provide accurate information on anniversary dates |
| Strategy 1.2.1 | Assist in monitoring timely completion (i.e. within applicable windows) |



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- Strategy I.3.1 Provide a mechanism whereby training is provided to achieve employee performance goals, including compliance with mandatory supervisory and/or other required training.
- Strategy I.4.1 Provide additional support for supervisors dealing with problem employees to ensure employee improvement or alternative options (placement in other positions, discipline, dismissal, etc.)
- Strategy I.5.1 Encourage and support use of performance appraisals when making personnel decisions such as promotion, position changes, et.

Performance Indicators:

Percentage of employees who receive a rating of meet or exceed performance expectations.

- Objective I.2. Based on Civil Service rules, implement a program that assures that 100% of employees achieve mandatory training standards.

Program Activity: Business Support Services

- Strategy I.2.1 Encourage cross-training and training of employees in areas where vacancies may be anticipated due to potential retirements, etc.
- Strategy I.2.2 Assist managers in identifying training requirements and training needs for their employees
- Strategy I.2.2 Provide information regarding availabilities including opportunities for computer-based training, at low or no cost to the agency.



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Strategy I.2.3 Maintain information on employees trained in specific areas so that their skills may be tapped when needed for projects, temporary assignments, etc.

Strategy I.2.4 Develop information for an Executive Training program/handbook, etc. which could be made available for unclassified appointees or high level managers, particularly those appointed after gubernatorial administration changes.

Performance Indicators:

Outcome: Percentage of employees who meet mandatory training requirements

Objective 1.3. Ensure the quality of human resource information through the data integrity program which will ensure that future Civil Service audits and reviews continue to meet or exceed the Civil Service requirements.

Program Activity: Business Support Services

Strategy 1.3.1 Establish consistent methods for completion of personnel and payroll actions with a clear audit trail, keeping in mind the different types of audits and/or reviews conducted by outside persons/agencies.

Strategy 1.3.2 Establish structure for maintenance of personnel and payroll information in appropriate folders (i.e., what to keep in folder(s) and where and in what order.)

Strategy 1.3.3 Develop/update retention schedule for personnel/payroll information and ensure that a schedule is followed.

Strategy 1.3.4 Develop a plan to obtain and review specific ISIS- HR reports on a regular basis (possibly



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bi-weekly), aimed at catching errors and/or missing information. (Develop or follow established procedure to correct errors identified on Civil Service Data Discrepancy reports.)

Performance Indicators:

Outcome: Number of Audits Successfully Passed

Objective 1.4: Continue to develop the agency's Safety Program to Ensure appropriate safety training is provided to employees and to ensure a safe and healthy environment for all employees.

Program Activity: Business Support Services

Strategy 1.4.1: Develop resources for quarterly safety meetings/education, addressing any needs Identified due to statistics on accidents, worker's comp claims, etc.

Strategy 1.4.2: Continue to monitoring to ensure employees take ORM-required training courses on defensive driving, sexual harassment, violence in the workplace, etc., according to the established schedule (e.g., once every three years for defensive driving.)

Strategy 1.4.3: Continue to review accident/incident reports and make recommendations where appropriate to rectify workplace conditions which are resulting in injuries.

Performance Indicators:

Outcome: Percentage of Annual premium Credit from Office of Risk Management



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II. GOAL: Utilize Information Technologies to provide an efficient information exchange mechanism with the oil and gas industry and other DNR partners. (**State Outcome Goal:** Natural Resources & Transparent, Accountable and Effective Government)

Objective II.1: Have 75 % of the oil and gas industry and other DNR partners reporting online by 2016.

Program Activity: Business Support Services

Strategy II.1.1: Develop an online system with training to compensate for their employee turnover issues to allow our customers to enter information directly into the DNR database.

Performance Indicators:

Outcome: Percentage of total royalty reporting online.

Objective II.2: Have 100 % of the oil and gas industry production and other DNR partners reporting online by 2016.

Program Activity: Business Support Services

Strategy II.2.1: Develop an online system with training to compensate for the DNR employee turnover issues to allow our customers to enter information directly into the DNR database.

Performance Indicators:

Outcome: Percentage of total production reporting online.



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III. GOAL: Streamline and coordinate Department functions and services to provide a cost effective administration of accounting and budget controls, procurement and contract management, data processing (SONRIS) , Management and program analysis, personnel management and grants management that complies with state and federal laws and account principles and become an exemplary department in the areas of service delivery, cost efficiency, and internal operations. (**State Outcome Goal:** Transparent, Accountable, and Effective Government)

Objective III.1: Eliminate repeat audit exceptions by 2016.

Program Activity: Business Support Services

Strategy III.1.1: Review prior year audit findings and conduct internal audits to ensure that adequate controls exist to help eliminate repeat findings.

Performance Indicators:

Outcome Number of repeat audit exceptions.

Output Number of annual audit exceptions

Objective III.2: Ensure that 100% of the checks received by the Department are deposited within 24 work hours of receipt

Program Activity: Business Support Services



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Strategy III.2.1: Review, evaluate, and revise as necessary the internal accounting policies and procedures to assure the process allows for timely deposits.

Performance Indicators:

Efficiency Percentage of required checks deposited within 24 hours.

Objective III.3: Maintain a process to assure that 100% of all valid Fisherman Gear claims are paid within 90 days of receipt by June 2016.

Program Activity: Business Support Services

Strategy III.3.1: Review, evaluate and revise, if necessary, the internal accounting policies and procedures to assure the process allows for timely processing of claim

Performance Indicators:

Outputs: Number of claims paid.

Number of claims denied.

Efficiency: Percentage of valid claims processed within 90 days of receipt.

Objective III.4: Achieve a greater than 10% delegation of authority from the Office of Contractual Review by 2016.

Program Activity: Business Support Services



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Strategy III.4.1: Secure special delegation to approve new federal cost share agreements, on behalf of the Division of Administration, Office of Contractual Review in accordance with R. S. 39:14

Performance Indicators:

Outcome	Percentage of contracts processed under special delegation authority.
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TECHNOLOGY ASSESSMENT DIVISION

MISSION: The mission of the Technology Assessment Division is to promote and encourage the exploration, production, conservation, and efficient use of energy and natural resources in the state of Louisiana. Wise use in the conservation of energy and natural resources improves the environment, enhances economic development, and ensures a better quality of life for this and future generations. R.S. 36:354A(6) to (11), (13), B(6), (8), (10), (12), E(1), (2)

GOALS

I. GOAL: Promote efficient use of natural resources and energy, and develop renewable, non-renewable, and alternative sources of energy by providing training, technical assistance, information, and policy analysis. ((**State Outcome Goals:** Diversified Economic Growth; Natural Resources)

Objective I.1 Meet 100% of the information and analysis requests of the Secretary, and other Departmental officials, Legislature, Governor, and the U.S. Department of Energy (U.S. D.O.E.) within the requested deadline by 2016.

Program Activity: State Energy Program

Strategy I.1.1: Meet frequently with the Secretary and at the Secretary's or their request, meet with Legislators and Governor.

Strategy I.1.2: Meet regularly with federal energy and environmental officials.

Strategy I.1.3: Educate architects, engineers, facility managers, the



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business community, and other energy professionals.

Strategy I.1.4: Implement energy conservation and environmental enhancement programs.

Performance Indicators:

Outcome Percentage of reports completed within the requested deadline.

Objective I.2 To aggressively support statewide commercial, industrial and residential energy conservation to achieve compliance with state laws and meet applicable federal energy conservation mandates.

Strategy I.2.1: Meet regularly with Federal energy and environmental officials

Strategy I.2.2: Educate architects, engineers, facility managers, the business community and other energy professionals.

Strategy I.2.3: Implement energy conservation and environmental enhancement programs.

PERFORMANCE INDICATORS

Outcome: Amount of energy saved annually. (8.0 trillion BTUs.)



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ATCHAFALAYA BASIN PROGRAM

MISSION: The mission of the Atchafalaya Basin Program is to coordinate the development and implementation of a cooperative plan for the Atchafalaya Basin that provides recreation opportunities to the public, while at the same time, protecting its unique value. This program works with other departments and local governmental agencies through interagency agreements to assist in carrying out its goals and objectives. The goal of the Atchafalaya Basin Program is to conserve, restore (where possible), and enhance the natural habitat of the Atchafalaya Basin, in order to give all people the opportunity to enjoy the Atchafalaya experience. And, in addition, the goal is to develop and implement a plan that satisfies the needs and aspirations of stakeholders and the public, in a manner that protects landowner rights and protects the unique environmental values of the entire area. R.S. 30:2001.4(B), 2000.9 and 2000.10

GOALS

- I. GOAL:** Conserve and restore, where possible, the natural habitat of the Atchafalaya Basin, and offer enhanced opportunities for the public's enjoyment of the Atchafalaya Basin experience. *Vision 2020* Objectives III.5 and III.6 Improved water quality is the key component in the restoration of the ecosystem of the Atchafalaya Basin and will lead to improved fisheries and habitat for wildlife which will lead to greater enjoyment and use of the resources of the Basin. (**State Outcome Goal:** Natural Resources)

Objective I.1: Toward the goal of restoring the water quality in the Atchafalaya Basin, the program will work with the Technical Advisory Group to identify water quality projects in the Basin and will construct said projects resulting in an increase in the water quality in the surrounding areas.



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Program Activity: Atchafalaya Basin

Strategy I.1.1: In 2008, The Louisiana Legislature adopted Act 606, authorizing an Annual Plan for the Basin that will include water management and access projects consistent with the mission statement of the Atchafalaya Basin Master Plan.

Performance Indicator:

Outcome Percentage of water quality projects that result in a documented increase in the water quality in the surrounding area.

Objective 1.2: Toward the goal of enhancing opportunities for the public's enjoyment of the Atchafalaya Basin experience, the program will work to increase the utilization of the Basin as a result of constructing new or rehabilitated access points such as boat launches and roadways adjacent to levees.

STRATEGY I.2.1: The construction of new and rehabilitated access points will increase the opportunities for Louisiana's citizens and visitors to enjoy the vast natural resources of the Atchafalaya Basin through activities such as fishing, hunting, boating, paddling, bird watching and other outdoor activities.



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Performance Indicators:

Outcome	Number of new or rehabilitated access points constructed
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OFFICE OF CONSERVATION

The following staff members of the Office of Conservation participated in the construction of this plan:

James H. Welsh	Commissioner of Conservation and Assistant Secretary
Gary Ross	Assistant Commissioner of Conservation and Deputy Assistant Secretary
Joe Ball	Director, Injection and Mining Division
Dale Bergquist	Geologist Supervisor, Injection and Mining Division, Surface Mining Section
Laurence Bland	Assistant Director, Injection and Mining Division
Kjel Brothen	Engineer 6, Engineering Division, Oilfield Site Restoration Section
Brent Campbell	Director, Pipeline Division
Gary Snellgrove	Director, Environmental Division
Jeffrey Jones	Assistant Director, Environmental Division
James Magee	Engineer 7, Engineering Division, Regulatory Section
Chris Sandoz	Engineer 7, Engineering Division, Environmental Section
Todd Keating	Director, Engineering Division
Madhurendu Kumar	Director, Geological Oil and Gas Division
Pam LeBlanc	Geologist Supervisor, Geological Oil and Gas Division
James Mergist	Assistant Director, Pipeline Division
Kay O'Brien	Executive Staff Officer, Executive Division
Steven Giambrone	Petroleum Analyst, Pipeline Division



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Michael Peikert	Engineer 6, Engineering Division, Inspection, Enforcement and UWO Section
Jeff Wells	Petroleum Analyst Manager, Permits
Marjorie McClinton	Deputy Undersecretary, Office of Management and Finance
Angelin Morgan	Policy & Planning Director, Office of Management and Finance
Rhonda Costen	Internal Auditor, Office of Management and Finance
Janice Selders	DNR, Accountant Manager
Pat Derozan	Information Technology Management Consultant



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MISSION: The mission of the Office of Conservation is to regulate the exploration and production of oil, gas, and other natural resources, and thereby protect public health and the environment. (Louisiana Constitution Article IX, Section 1; L.S.A.-R.S.30:1 et seq) The Department of Conservation was originally created in 1912 by the Legislature and eventually several entities were incorporated into the current Department of Natural Resources. L.S.A.-R.S.36:351

OIL AND GAS REGULATORY MISSION: To protect the correlative rights of all parties involved in the exploration and production of non-renewable oil, gas, and other natural resources, while preventing the waste of these resources; and thereby protecting the public and the environment.

I. GOAL: Manage the conservation and development of the non-renewable natural resources in the state, while minimizing the negative environmental impact of the development. **(State Outcome Goal:** Natural Resources, Public Safety and Transparent, Accountable, and Effective Government)

Program Activity: Oil and Gas Administration

Objective I.1 Demonstrate success in protecting the correlative rights of all parties involved in oil and gas exploration and production by ensuring that 90% of the Conservation Orders issued as a result of oil and gas hearings are issued within 30 days of the hearing date; that 99% of the Critical Date Requests are issued within the requested time frame, annually through 2016.

Strategy I.1.1 Ensure Conservation Orders issued as a result of oil and gas hearings are processed timely.



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PERFORMANCE INDICATORS

Efficiency: Percentage of Conservation Orders issued within 30 days.

Percentage of Conservation Orders with Critical Dates issued within the requested time frame.

Outcome: Production from Unitization Wells.

General: Number of legal challenges on Conservation Orders issued.

Program Activity: Oil and Gas Administration

Objective I.2 To ensure that 95% of permits for new oil and gas well drilling application are issued within 30 days of receipt resulting in a permitting process that is efficiently and effectively conducted to serve the public and industry while protecting citizens' rights, safety, and the production and conservation of the state's non-renewable resources and to ensure that 95% of the annual production fees due the Office of Conservation relating to oil and gas production is collected.

Strategy I.2.1 Ensure the permitting and production audit activities are processed timely to monitor drilling activity and adjust to increases in drilling and production.

Performance Indicators:

Efficiency: Percentage of permits to drill oil and gas wells issued within 30 days.



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Outcome: Production from permitted Wells

Percent of annual production fee revenue collected of the total amount invoiced.

Program Activity: Inspection

Objective 1.3 Ensure that 93% of wellsites inspected are in compliance with OC regulations and that 80% of Field Violation Compliance Orders are resolved by the specified date, annually through 2016

Strategy 1.3.1 Conduct periodic inspection of existing wells and ensure timely resolution of resulting Field Violation Compliance Orders.

Performance Indicators:

Outcome: Percentage of well sites inspected which are in violation of applicable rules.

Efficiency: Percentage of Field Violation Compliance Orders resolved by the specified date.

General: Number of field inspection reports

Program Activity: Oilfield Site Restoration

Objective 1.4 Eventuate zero reported public safety incidents involving orphaned well sites by means of the organized plugging, abandonment, and restoration of a cumulative 700 (+/- 100) orphan wells by June 30, 2016, also thereby protecting the environment and rendering previously unusable oilfield sites



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suitable for redevelopment.

Strategy I.4.1 Maximize the number of sites restored/wells plugged annually with available funds by achieving cost-savings through bidding multiple sites in large packages (average 120 to 160 sites/wells per fiscal year), and distribute available resources to address sites in multiple geographic areas across the State.

Performance Indicator

Output Number of orphaned wells restored during fiscal year

Outcome Number of public safety incidents reported involving orphaned well sites.

General Newly identified orphaned well sites during fiscal year.

Unrestored orphaned well sites.

Wells restored by other means.



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PUBLIC SAFETY MISSION: Provide regulation, surveillance, and enforcement activities to ensure the safety of the public and the integrity of the environment.

GOAL

- I. GOAL:** Ensure protection of public health and the environment from hazards associated with the transportation of hazardous liquids and with the exploration, production, transportation, distribution, and disposition of oil, gas, lignite, and associated wastes, and conservation of ground water resources. (**State Outcome Goals:** Natural Resources, Public Safety, Transparent, Accountable and Effective Government)

Program Activity: Pipeline (including Underwater Obstructions)

Objective I.1 Ensure the level of protection to the public and compliance in the pipeline transportation of crude oil, natural gas, and related products by ensuring the ratio of Louisiana reportable accidents per 1,000 miles of jurisdictional pipeline is at or below the federal/national ratio of reportable accidents per 1,000 miles of jurisdictional pipeline, annually through 2016.

Strategy I.1.1 Perform pipeline safety inspections on jurisdictional operators to ensure compliance with the regulations and a safer pipeline system.

Performance Indicators:

Outcome Percent of current units in compliance with regulations

Cost (Dollar Amount) of property damage due to reportable accidents related to Louisiana jurisdictional



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pipelines.

Efficiency Rate of reportable accidents on Louisiana jurisdictional pipelines.

Program Activity: Pipeline (including Underwater Obstructions)

Objective I.2 Demonstrate success in ensuring adequate competitive gas supplies are available for public and industry use by ensuring 98% of Conservation Pipeline Orders issued as a result of pipeline applications and/or hearings are issued within 30 days from the effective date or from the hearing date, annually through 2015.

Strategy I.2.1 Continue to improve the data collection process for maintenance of a comprehensive pipeline information database.

Performance Indicators:

Efficiency Percentage of Pipeline Orders issued within 30 days from the effective date.

General Number of Legal Challenges on Pipeline Orders.

Program Activity: Pipeline (including Underwater Obstructions)

Objective I.3 Ensure the State's water bottoms are as free of obstructions to public safety and navigation as possible by removing 10 underwater obstructions per year relative to the Underwater Obstructions (UWO) Program



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Strategy I.3.1 Investigate, document, characterize, and remove existing potential underwater obstructions, including those that may have been the result of drilling and production activities.

Performance Indicators:

Outcome Number of underwater obstructions removed.

Outputs Number of newly-verified underwater obstructions.

Program Activity: Injection and Mining

Objective I.4 Ensure the protection of underground sources of drinking water, public health and the environment from degradation by regulating subsurface injection of waste, other fluids and gases, and surface coal mining resulting in **zero** verified unauthorized releases from injection waste wells and **zero** off-site impacts from surface coal mining, annually through 2015

Strategy I.4.1 Conduct inspections at each surface coal mining facility to identify and correct violations before they endanger public health and the environment.

Performance Indicators:

Outcome Percent of permitted wells that result in verified unauthorized releases into the environment annually

Number of off-site impacts.



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Percentage of active surface coal mines or fluid injection wells that cause unauthorized degradation of underground sources of drinking water, surface waters, or land surface resulting in activity-mandated remediation of the impacted media.

Program Activity: Injection and Mining

Objective I.5 In a long-range effort to protect the environment and the public from the hazards posed by abandoned mine sites, this program will prepare one Reclamation Project Plan for an abandoned mine site **to identify land degraded by abandoned mines and to develop specific strategies to restore (remediate) the sites**, annually through 2016.

Strategy I.5.1 Prepare one Reclamation Project Plan for an abandoned mine site that has been found to meet eligibility requirements for inclusion in the U.S. Office of Surface Mining's (OSM) Abandoned Mine Land (AML) Program.

Performance Indicators

Outcome Number of Reclamation Project Plans completed.



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Program Activity: Environmental

Objective I.6 Ensure the protection of public health, safety, welfare, the environment and groundwater resources by regulating offsite storage, treatment and disposal of oil and gas exploration and production waste (E&P waste) resulting in zero verified incidents of improper handling and disposal of E&P waste; and by managing and regulating groundwater resources resulting in zero new Areas of Ground Water Concern, annually through 2016.

Strategy I.6.1 Ensure proper implementation of E&P waste generator requirements, waste tracking, commercial waste facility location, design, and operational criteria, and E&P waste facility closure funding and pollution liability coverage requirements to prevent environmental damage to land and water resources from unauthorized releases of E&P waste, and to provide for a means to adequately address such incidents should they occur. Maintain adequate E&P waste facility permitting, periodic site inspections, enforcement and permit compliance reviews and waste tracking (manifest) audits to manage offsite E&P waste activities in a manner protective of the environment; and provide transparency through public hearings and public comment periods. Ensure proper implementation of groundwater laws and regulations to preserve and manage the State's groundwater and aquifer systems by evaluating and assessing



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groundwater use for the prevention or alleviation of damaging or potentially damaging salt water intrusion, water level decline, land subsidence and loss of aquifer sustainability and by carefully monitoring groundwater production and water levels within the three established Areas of Groundwater Concern in the Sparta aquifer.

Performance Indicators

Outcome Number of verified incidents of improper handling and disposal of exploration and production waste resulting in unauthorized releases or impacts to the environment that have necessitated evaluation or remediation activities above and beyond initial response activities.

New Areas of Ground Water Concern determined or issued by the Commissioner of Conservation.

Program Activity: Environmental

Objective I.7 Ensure the protection of public health, safety, welfare, and the environment through the evaluation and remediation of E&P waste impacted sites resulting in 85% of Act 312 settlement or court referral evaluation or remediation plans are reviewed and approved by the Division and implemented by the responsible party, annually through 2016.



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Strategy I.7.1

Manage the Legacy Site Remediation program to ensure that responsible parties address environmental damages to environmental media in a manner protective of public health, safety, welfare and the environment by evaluating and, where necessary, remediating such environmental media to applicable standards under the regulatory oversight of the Agency, thus ensuring that the property owner's land, sediments, surface water and groundwater are adequately protected for future use and value.

Performance Indicators

Outcome Percentage of Act 312 settlement or court referral evaluation or remediation plans reviewed and approved by the Division and implemented.



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Office of Mineral Resources

The following staff members of the Office of Mineral Resources participated in the construction of this plan:

Louis Buatt	Assistant Secretary
Lori LeBlanc	Deputy Secretary
John Schott	Auditor Supervisor
Victor Vaughn	Geologist Administrator, Geological and Engineering Division
Frederick D. Heck	Director of Petroleum Lands Division
Stacey Talley	Deputy Assistant Secretary
Rhonda Coston	Internal Auditor, Office of Management and Finance
Angelin Morgan	Director of Policy and Planning, Office of Management and Finance
Marjorie McClinton	Deputy Undersecretary, Office of Management and Finance



Department of Natural Resources Strategic Plan

Fiscal Year 2011-12 to 2015-16

MISSION: To prudently manage state-owned lands and water bottoms by managing and administering mineral and renewable energy assets in an environmentally-sound manner, primarily through the production and development of oil, gas, and alternative energy resources. These functions are performed under the authority and direction of the State Mineral and Energy Board. The primary customers of this Office are the citizens of Louisiana, the oil and gas industry, mineral right holders, alternative energy producers, and the Legislature. Louisiana Constitution Article IX, Section 3-6, R.S. 36351, R.S. 30121.

GOALS

- I. **GOAL:** Ensure that the state-owned lands and water bottoms produce an optimal return on investment for the state of Louisiana. (**State Outcome Goal:** Natural Resources and Transparent. Accountable and Effective Government)

Program Activity: Lease Sales and Administration

OBJECTIVE I.1 Aggressively pursue a development program to increase mineral productive acreage on state-owned lands and water bottoms by 1% over prior year actual

Strategy I.1.1 Continue to hold monthly State Mineral and Energy Board committee meetings and State Lease Sale.

Strategy I.1.2 Meeting with members of the oil and gas industry, on request, to pursue establishment of Operating Agreements, where warranted, for the development of oil and gas on state-owned lands and water bottoms when leasing is not feasible.

Strategy I.1.3 Compel each state oil, gas, and mineral lessee and every Operating Agreement operator to provide and



Department of Natural Resources Strategic Plan

Fiscal Year 2011-12 to 2015-16

execute a plan of development.

Strategy I.1.4 Continue to review the processing time between the nomination deadline and the lease sale date to address industry concerns.

Strategy I.1.5 Work aggressively with industry and other state agencies to identify and remove barriers to oil and gas activity on state water bottoms.

Performance Indicators

Inputs: State acreage under contract.

Productive state acreage.

Outcomes: Percentage of productive acreage to total acreage under contract.

Program Activity: Lease Sales and Administration

Objective: 1.2 Encourage the development of alternative energy resources on state owned land and waterbottoms

Strategy 1.2.1 Monitor alternative energy research and development in other states and federal agencies

Strategy 1.2.2 Promote legislation and promulgate rules that support development of alternative energy resources that benefit the State of La and its citizens.

Strategy 1.2.3 Timely process applications for alternative energy leases.



Department of Natural Resources Strategic Plan

Fiscal Year 2011-12 to 2015-16

PERFORMANCE INDICATOR

Outcome: Number of Alternative Energy Applications

Program Activity: Revenue Classification and Audit

Objective I.3 Increase the percentage of royalties audited to total royalties paid by 1% per year up to 25%.

Strategy I.3.1 Timely audit and aggressively pursue the collection of royalties from state oil, gas, and mineral leases.

Strategy 1.3.2 Timely audit and report severance tax under payments in conjunction with royalty audits.

Performance Indicators

Efficiency: Percentage of royalties audited to total royalties paid.

Outcome: Percentage of repeat audit findings



Department of Natural Resources Strategic Plan

Fiscal Year 2011-12 to 2015-16

OFFICE OF COASTAL MANAGEMENT

The following staff members of the Office of Coastal Management participated in the construction of this plan:

Stephen Chustz	Deputy Assistant Secretary
Karl Morgan	Administrator, Division of Permits, Mitigation & Support
Gregory DuCote	Administrator, Division of Interagency Affairs/Compliance & Field Services
Linda Pace	Coastal Resources Scientist Manager

MISSION: The Office of Coastal Management is the agency responsible for the conservation, protection, and management of Louisiana's coastal resources. It implements the Louisiana Coastal Resources Program (LCRP), established by Act 361 of the 1978 Louisiana Legislature. The LCRP is Louisiana's federally approved coastal zone management program. The OCM also coordinates with various federal and state task forces, other federal and state agencies, the office of the Governor, the public, the Louisiana Legislature and the Louisiana Congressional Delegation on matters relating to the protection, conservation, enhancement, and management of Louisiana's coastal resources. Its clients include the U.S. Congress, legislature, federal agencies, state agencies, the citizens and political subdivision of the coastal parishes within Louisiana's coastal zone and ultimately all the citizens of Louisiana and the nation whose economy is impacted by the sustainability of Louisiana's coastal wetlands.



Department of Natural Resources Strategic Plan

Fiscal Year 2011-12 to 2015-16

GOALS

- I. GOAL:** Conserve coastal wetlands by carrying out the no net loss of wetlands policies of the State and Local Coastal Resources Management Act and the Coastal Wetlands Conservation Plan.

Program Activity: Coastal Zone Management

Objective I.1 Ensure the loss of wetlands resulting from activities regulated by the program will be offset by actions that fully compensate for their loss (as stipulated by permit conditions) on an annual basis.

Strategy I.1.1 Utilize local, state, and federal regulatory processes to ensure that developmental activities cause minimal impacts to wetlands, and that unavoidable wetland impacts are mitigated for the duration of the strategic planning period.

Strategy I.1.2 Work with local, state, and federal agency partners to resolve mitigation issues requiring interagency coordination for the duration of the strategic planning period.

Performance Indicators:

Input: Number of permit applications received.

Outcomes: Percentage of disturbed wetland area mitigated by full compensation of habitat loss.

Efficiency: Percentage reduction of permit processing times



Department of Natural Resources Strategic Plan

Fiscal Year 2011-12 to 2015-16

OFFICE OF COASTAL PROTECTION & RESTORATION

The following staff members of the Office of Coastal Restoration and Management participated in the construction of this plan:

Steve Mathies,	O CPR Executive Director
Janice Lansing,	CP&R Program Finance Director
David Fruge,	CP&R Program Senior Project Specialist
Chris Knotts,	CP&R Program Senior Project Specialist
Norwyn Johnson,	CPRA Program Senior Project Specialist
Richard Raynie,	CP&R Program LACES Chief
Chris Williams,	CP&R Program Project Mgmt. Administrator
Clifton Bingham,	CPRA Program General Counsel
Sandy Trahan,	CP&R Program Exec. Staff Officer
Karim Belhadjali,	CP&R Program Planning Division



Department of Natural Resources Strategic Plan

Fiscal Year 2011-12 to 2015-16

MISSION: The Office of Coastal Restoration and Management (OCRM) was created by Act 6 of the 1989 2nd Extraordinary Session of the Louisiana Legislature. That Office assumed responsibility for the conservation, restoration, enhancement, and management of Louisiana's coastal wetlands and resources. Fulfillment of those responsibilities required coordination with various federal and state task forces, other federal and state agencies, the Coastal Protection and Restoration Authority (CPRA), the Governor's Office of Coastal Activities (GOCA), the Governor's Advisory Commission on Coastal Protection, Restoration and Conservation, the public, the Louisiana Legislature, and the Louisiana Congressional Delegation. Prior to establishment of the Office of Coastal Restoration and Protection (OCPR), OCRM fulfilled its mission through its three major OCRM divisions – Coastal Engineering Division, Coastal Management Division, and Coastal Restoration Division.

The CPRA, created via Act 8 of the Second Extraordinary Session of the Louisiana Legislature in 2005, is authorized to articulate priorities and focus development and implementation efforts to achieve comprehensive coastal protection and restoration for Louisiana. OCPR was subsequently formed to implement the CPRA's mandates. That Office was provisionally established in July 2008 with the signing of Act 545 of the 2008 Legislature. OCPR combined employees from two State agencies: the Department of Natural Resources, which directed coastal restoration activities and the Department of Transportation and Development, which coordinated coastal flood control measures. OCPR's creation was formalized by the Legislature in 2009 with the passage of Act 523. OCPR's staff of 152 is responsible for planning, designing, constructing, and operating, maintaining, and monitoring projects and activities authorized by the CPRA.



Department of Natural Resources Strategic Plan

Fiscal Year 2011-12 to 2015-16

With the transfer of OCRM's coastal restoration and coastal engineering functions to OCPR, DNR's coastal management functions are now carried out by DNR's Office of Coastal Management. Its clients include the U.S. Congress, Legislature, federal agencies, state agencies, the citizens and political subdivisions of the 19 coastal parishes in Louisiana, and ultimately all the citizens of Louisiana and the nation whose economy is impacted by the sustainability of Louisiana's coastal wetlands.

Goal I: Protect, conserve, enhance, and restore coastal Louisiana by implementing integrated coastal protection and restoration projects and programs. (State Outcome Goal: Natural Resources and Hurricane Protection and Emergency Preparedness)

Program Activity: Restoration and Flood Protection

Objective I.1: Implement strategies, projects and activities, set forth in the Coastal Protection and Restoration Authority's Comprehensive Master Plan for Sustainable Coast and Annual Plan as approved by the Louisiana Legislature.

Strategy I.1.1 Implement, via partnerships with federal, state and local government entities and other stakeholders, high priority projects to protect, restore, create and enhance coastal wetlands

Strategy I.1.2 Implement, via partnerships with federal, state and local government entities and other stakeholders, high priority projects to reduce economic losses from storm based flooding



Department of Natural Resources Strategic Plan

Fiscal Year 2011-12 to 2015-16

Performance Indicators:

Outcomes: Acres Directly Benefitted by
Projects Constructed

Percentage of Acres Benefitted
Coast Wide Compared to Total
Percentage Acres Projected by
the Annual Plan

Percentage of Miles of Levee
Improved Compared to Total
Potential Miles of Levee
Improved Projected by the
Annual Plan

APPENDIX

PRIMARY PERSON BENEFITING FROM EACH OBJECTIVE

	Governor	Legislature	Industry	Environmental Community	Employees of DNR	Citizens	Recreational Users
Secretary – Executive							
I.1		x	x	X	X	x	x
Secretary – Management and Finance							
I.1					X	X	
I.2					X	X	
I.3					X	X	
I.4					X	X	
II.1			x				
II.2			x		X		
III.1					X	x	
III.2		x				x	
III.3						x	
III.4	x	x				x	
Secretary – Atchafalaya Basin							
I.1				x		x	x
I.2				x		x	x
Secretary – Technology Assessment							
I.1	x	x			X		
Conservation – Oil and Gas Regulatory							
I.1			x	x		x	
I.2			x	x		x	
I.3			x	x		x	
I.4			x	x		x	
Conservation – Public Safety							
I.1			x	x		x	
I.2			x	x		x	
I.3			x	x		x	
I.4			x	x		x	
I.5			x	x		x	
I.6				x		x	
I.7			x	x		x	
Mineral Resources							
I.1	x	x	x	x		x	
I.2	x	x	x	x		x	
I.3	x	x	x	x		x	
Coastal Management							
I.1	x	x	x	x		x	x
Office of Coastal Protection and Restoration							
I.1	X	X	X	X	X	X	x

STRATEGIC PLANNING WORKSHEET

Office: Office of the Secretary

Program: Executive

Goal: I. Uphold and implement the mission and vision of the Department.

Statutory Requirement: R.S.36:354(A)(4)

Principal Clients and Users of Program:

- Governor
- Legislature
- Various industries
- Employees of the Department
- Citizens of the state of Louisiana

Specific Services or Benefits Derived:

- Compliance with legislative and executive mandates as it relates to preservation of Louisiana's natural resources and economic development.

External Factors That Could Affect Goal Achievement:

- Legislative or executive changes in funding priorities.

Duplication with Other Programs: No

STRATEGIC PLANNING WORKSHEET

Office: Office of the Secretary

Program: Office of Management and Finance

Goal: I. Improve the quality of the DNR's services through increased investment in the Department's human resource assets.

Statutory Requirement: R.S.36:356

Principal Clients and Users of Program:

- DNR managers
- DNR supervisors
- DNR employees

Specific Services or Benefits Derived:

- Flexibility of management to avoid unnecessary layers of supervision.
- Ability of managers to reward employees with particular expertise and skills.
- Protect the Department and state of Louisiana from litigation associated with workplace employee conduct.

External Factors That Could Affect Goal Achievement:

- Desire of the appointing authority to utilize DCL.

Duplication with Other Programs: No

STRATEGIC PLANNING WORKSHEET

Office: Office of the Secretary

Program: Office of Management and Finance

Goal: II. Utilize information technologies to provide an efficient information exchange mechanism with the oil and gas industry and other DNR partners.

Statutory Requirement: R.S.36:356

Principal Clients and Users of Program:

- Public (oil and gas customers)
- Environmental community

Specific Services or Benefits Derived:

- Online access to the majority of oil and gas and environmental public records in the Department and facilitation of business transactions through the use of technology.

External Factors That Could Affect Goal Achievement:

- Failure of the public and customers to adapt to the new technology.

Duplication with Other Programs: No

STRATEGIC PLANNING WORKSHEET

Office: Office of the Secretary

Program: Office of Management and Finance

Goal: III. Streamline and coordinate Department functions and services to become an exemplary Department in the areas of service delivery, cost efficiency, and internal operations.

Statutory Requirement: R.S.36:356

Principal Clients and Users of Program:

- DNR managers
- DNR supervisors
- DNR employees
- Legislative Oversight staff

Specific Services or Benefits Derived:

- A Department that is efficiently run, goal oriented, and seeks cost-saving measures.

External Factors That Could Affect Goal Achievement:

- Desire of the appointing authority to utilize DCL.

Duplication with Other Programs: No

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of the Secretary

Program: Executive

Objective Name: Assess customer satisfaction for at least five (5) sections in the Department by 2016.

Activity: Executive Administration

Indicator Name: Number of sections assessed for customer satisfaction.

Indicator LaPAS Code: 10584

- 1. Type and Level:** Outcome – Key.
- 2. Rationale:** This Performance Indicator provides documentation of the Department's commitment to mission, with attention to customer satisfaction.
- 3. Use:** This Performance Indicator is used to identify and address areas of customer concerns.
- 4. Clarity:** Clear.
- 5. Validity, Reliability, and Accuracy:** This Performance Indicator has not been audited, but is a clear measure of attention to customer satisfaction.
- 6. Data Source, Collection, and Reporting:** This information is collected in an internal database and is reported annually.
- 7. Calculation Methodology:** Simple count of the number of sections surveyed.
- 8. Scope:** Aggregate.
- 9. Caveats:** None at this time.
- 10. Responsible Person:** Angelin Morgan, Director of Policy and Planning; AngelinM@dnr.state.la.us; Phone (225) 342-4274; Fax (225) 242-3326

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of the Secretary

Program: Executive

Objective Name: Assess customer satisfaction for at least five (5) sections in the Department by 2016.

Activity: Executive Administration

Indicator Name: Percentage of Customer reporting satisfaction with services delivered

Indicator LaPAS Code: 23099

- 1. Type and Level:** Outcome – Key.
- 2. Rationale:** This Performance Indicator provides documentation of the Department's commitment to mission, with attention to customer satisfaction.
- 3. Use:** This Performance Indicator is used to identify and address areas of customer concerns.
- 4. Clarity:** Clear.
- 5. Validity, Reliability, and Accuracy:** This Performance Indicator has not been audited, but is a clear measure of attention to customer satisfaction.
- 6. Data Source, Collection, and Reporting:** This information is collected using a Survey developed and evaluated through the online software Survey Monkey
- 7. Calculation Methodology:** Percentage calculation of responses received
- 8. Scope:** Aggregate.
- 9. Caveats:** None at this time.
- 10. Responsible Person:** Angelin Morgan, Director of Policy and Planning;
AngelinM@dnr.state.la.us; Phone (225) 342-4274; Fax (225) 242-3326

PERFORMANCE INDICATOR DOCUMENTATION

Office: Office of the Secretary

Program: Office of Management and Finance

Activity: Business Support Services

Objective Name: Provide agency management with the support and tools necessary to ensure that the performance planning and review process functions in a manner that encourages (80%) employees to meet or exceed expectations.

Indicator Name: Percentage of employees who receive a rating of meets or exceeds expectations

Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome/Key
2. **Rationale:** The rationale for monitoring this area is that the quality of department's services will be improved by ensuring that employees are performing their duties at acceptable or better levels and that supervisors are provided with tools and support for evaluating employee performance and for using employee appraisals in making good personnel decisions such as promotion and placement of individuals.
3. **Use:** Use of employee performance appraisals supports personnel decision-making and will assist supervisors and employees by improved, regular communication regarding expectations for job performance
4. **Clarity:** This indicator is clear because it is a straightforward count of performance evaluations at specific levels during an applicable fiscal year.
5. **Validity, Reliability and Accuracy:** Not audited by the Legislative Auditor, but the performance appraisal process is audited by the Department of State Civil Service, in addition to internal review of the process by Human Resources.
6. **Data Source, Collection and Reporting:** Information on individual employee performance appraisals is entered into the ISIS HR system after rating forms are reviewed by the Human Resource Office. This is done on a daily basis as evaluations are received and reviewed throughout the year. An annual report on the number of ratings at each level is prepared for submission to the Department of Civil Service no later than July 31 each year, immediately following the end of each fiscal year.
7. **Calculation Methodology:** The numbers are derived by obtaining counts of employee performance ratings by level during the applicable fiscal year.
8. **Scope:** This indicator is aggregated as it represents the total number of ratings at various levels completed by all supervisors on their employees.
9. **Caveats:** Performance evaluations are subjective judgments by supervisors. Therefore there could be inter-rater reliability issues; however, differences among raters are lessened by providing continued supervisory training in this area, as well as open communication and consultation with Human Resources.
10. **Responsible Person:** Mary Ginn, Human Resources Director

PERFORMANCE INDICATOR DOCUMENTATION

Office: Office of the Secretary

Program: Office of Management and Finance

Activity: Business Support Services

Objective Name: Based on Civil Services rules, implement a program that assures that 100% of employees achieve mandatory training standards.

Indicator Name: Percentage of employees who meet mandatory training requirements.

Indicator LaPAS PI Code: New

1. **Type and Level:** Outcome/Key
2. **Rationale:** In addition to adhering to the training mandates imposed by Civil Service, the rationale for monitoring this area is to ensure a staff of well-trained supervisors and managers, which, in turn, should result in improved employee productivity and performance. This supervisory training covers areas such as effective performance planning and review techniques, job interviewing, documentation and discipline, controlling absenteeism and tardiness, Civil Service rules, and general elements of supervisory and managerial practices
3. **Use:** Use of supervisory/managerial training programs improves the quality of supervision within the agency and should improve overall work quality and productivity.
4. **Clarity:** This indicator is clear because it is based on the percentage of supervisors/managers who have completed the specified course work.
5. **Validity, Reliability and Accuracy:** Not audited by the Legislative Auditor, but compliance with the mandatory training program is monitored by Human Resources, is audited by the Department of State Civil Service, with oversight by the State Civil Service Commission which can sanction agencies for non-compliance.
6. **Data Source, Collection and Reporting:** Information on individual supervisor/manager training is maintained through the Comprehensive Public Training Program and information is captured for agency use in monitoring the classes taken. From that information, the agency prepares an annual compliance report on Minimum Supervisory Training for submission to the Department of State Civil Service on a fiscal year basis by September 30 each year.
7. **Calculation Methodology:** The percentage is derived by obtaining the total number of supervisors and managers versus the number completing the required classes for their supervisory group by the applicable deadline, and calculating the percentage in compliance.
8. **Scope:** The indicator is aggregated as it represents the percentage of supervisors/managers in compliance with the mandatory training for the whole
9. **Caveats:** Compliance with mandatory training by supervisors/managers is dependent on the time available for an individual based on work load, priorities, etc.
10. **Responsible Person:** Mary Ginn, Human Resources Director

PERFORMANCE INDICATOR DOCUMENTATION

- Office:** Office of the Secretary
- Program:** Office of Management and Finance
- Activity:** Business Support Services
- Objective Name:** **Ensure the quality of human resource information through the data integrity** program which will ensure that future Civil Service audits and reviews continue meet or exceed the Civil Service requirements.
- Indicator Name:** Number of audits successfully passed
- Indicator LaPAS PI Code:** New
1. **Type and Level:** **Outcome/Key**
 2. **Rationale:** The rationale for monitoring this area is to ensure accuracy of data on department employees used in decision-making and for planning purposes, etc.
 3. **Use:** ISIS/HR reports are frequently used to monitor compliance with Civil Service rules and the Office of State Uniform Payroll as well as other agencies. Data is also used for decision-making, planning, etc.
 4. **Clarity:** This indicator is clear because it is based on the outcome of the Civil Service audit report to the Appointing Authority
 5. **Validity, Reliability and Accuracy:** Data entered into ISIS/HR by Human Resource staff is reviewed by the manager for accuracy, etc. Reports are provided by the Department of State Civil Service whenever there are apparent discrepancies. Discrepancies are reviewed and any required corrections are made.
 6. **Data Source, Collection and Reporting:** _Documentation is required for entry of data into ISIS/HR, the primary electronic collection of HR information. Backup documentation is retained according to retention schedules. Reports are generally obtained through data entered into ISIS/HR
 7. **Calculation Methodology:** There is no calculation required. Civil Service audits the data and backup documentation maintained by Human Resources and reports how well information was maintained in a report to the Appointing Authority.
 8. **Scope:** This indicator is aggregated as it represents the agency's data integrity of all human resource information maintained.
 9. **Caveats:** None
 10. **Responsible Person:** Mary Ginn, Human Resources Director

PERFORMANCE INDICATOR DOCUMENTATION

Office: Office of the Secretary
Program: Office of Management & Finance
Activity Business Support Services
Objective Name: Continue to develop the agency's Safety Program to ensure appropriate safety training is provided to employees and to ensure a safe and healthy environment.

Indicator Name: Percentage of annual premium credit from Office of Risk Management

Indicator LaPAS PI Code: New

1. **Type & Level:** Outcome/Key
2. **Rationale:** The rationale for monitoring this area is to improve the safety program for the agency and to lower the cost of premiums paid to Risk Management.
3. **Use:** The safety program is used to ensure appropriate employee training with the intent of making the work place safer and limiting the agency's liability for injury and accidents.
4. **Clarity:** This indicator is clear because it involves granting of the legislatively allowed premium credit for the next year by the Office of Risk Management on an annual basis when the agency passes the ORM Safety Audit.
5. **Validity, Reliability and Accuracy:** Safety training is provided to employees in addition to quarterly safety meetings/education. Information is recorded on incidents and accidents through ORM's STARS reporting. That information is reviewed in Human Resources by the Safety Officer/Coordinator to ensure accuracy.
6. **Data Source, Collection and Reporting:** Information is collected in several ways for compliance with safety training requirements and also for reporting incidents/accidents which occur throughout the year.
7. **Calculation Methodology:** There is not a calculation because the Office of Risk Management determines whether or not the legislatively allowed 5% credit is granted, based on the results of their audit.
8. **Scope:** This is aggregated because it represents a potential legislatively allowed 5% premium credit for the entire agency.
9. **Caveats:** _ NONE
10. **Responsible Person:** Mary Ginn, Human Resources Director

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of the Secretary

Program: Management and Finance

Objective Name: Have 100% of the oil and gas industry and other partners of the DNR reporting online by 2016.

Program Activity: Business Support Services

Indicator Name: Percentage of total royalty reporting online.

Indicator LaPAS PI Code: 20906

- 1. Type and Level:** Efficiency – Key.
- 2. Rationale:** Measures level of service and this is one of our departmental goals.
- 3. Use:** Determines the success of our goal of improved customer services.
- 4. Clarity:** This Performance Indicator measures the percentage of DNR partners and oil and gas partner reporting. No unclear jargon.
- 5. Validity, Reliability, and Accuracy:** This Performance Indicator is calculated in an automated system.
- 6. Data Source, Collection, and Reporting:** Generated by the SONRIS database.
- 7. Calculation Methodology:** Number of automated transactions divided by the number of total transactions.
- 8. Scope:** Aggregate of all transactions.
- 9. Caveats:** Industry may choose not to participate. Industry cannot be forced to utilize the automated input by the Office of Mgt. & Finance. However, Office of Conservation is in the process to mandate online reporting
- 10. Responsible Person:** Rizwan Ahmed, CIO, Rizwan.Ahmed@la.gov; Phone: (225) 342-1446; Fax (225) 342-4471

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of the Secretary

Program: Management and Finance

Objective Name: Have 75% of the oil and gas industry production and other DNR partners reporting online by 2016.

Program Activity: Business Support Services

Indicator Name: Percentage of total production reporting online.

Indicator LaPAS PI Code: 20906

- 1. Type and Level:** Efficiency – Key.
- 2. Rationale:** Measures level of service and this is one of our departmental goals.
- 3. Use:** Determines the success of our goal of improved customer services.
- 4. Clarity:** This Performance Indicator clearly identifies what is being measured.
- 5. Validity, Reliability, and Accuracy:** This Performance Indicator is calculated in an automated system.
- 6. Data Source, Collection, and Reporting:** Generated by the SONRIS database.
- 7. Calculation Methodology:** Number of automated transactions divided by the number of total transactions.
- 8. Scope:** Aggregate of all transactions.
- 9. Caveats:** Industry may choose not to participate. Industry cannot be forced to utilize the automated input by the Office of Management and Finance.
- 10. Responsible Person:** Rizwan Ahmed, CIO, Rizwan.Ahmed@la.gov; Phone: (225) 342-1446; Fax (225) 342-4471

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of the Secretary

Program: Management and Finance

Objective Name: Eliminate repeat audit exceptions by 2016.

Program Activity: Business Support Services

Indicator Name: Number of repeat audit exceptions.

Indicator LaPAS PI Code: 6763

- 1. Type and Level:** Outcome – Key.
- 2. Rationale:** Determining effectiveness of internal controls and employee knowledge of rules and regulations.
- 3. Use:** Determine internal control weaknesses and appropriate staffing patterns and education of employees.
- 4. Clarity:** Calculation involves several prior years.
- 5. Validity, Reliability, and Accuracy:** This is a product of the Legislative Auditor's Office. It has been duplicated by other Departments.
- 6. Data Source, Collection, and Reporting:** Annual Legislative Audit Reports, reported annually.
- 7. Calculation Methodology:** Simple count of repeat exceptions. On July 1 of the fiscal year that the indicator is reported, the Legislative Audit from the year before the prior year is examined to determine if the Department has been cited for a repeat audit finding.
- 8. Scope:** Aggregate of repeat exceptions.
- 9. Caveats:** Assumption is made that all audit exceptions are valid. Audit exceptions are in fact an opinion and by definition it is possible and reasonable that a difference of opinion may occur with agency management.
- 10. Responsible Person:** Marjorie McClinton, Deputy Undersecretary; Marjorie.Mcclinton@la.gov; Phone (225) 342-1649; Fax (225) 342-4313

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of the Secretary

Program: Management and Finance

Objective Name: Eliminate repeat audit exceptions by 2016.

Program Activity: Business Support Services

Indicator Name: Number of audit exceptions

Indicator LaPAS PI Code: New

- 1. Type and Level:** Output
- 2. Rationale:** Determining effectiveness of internal controls and employee knowledge of rules and regulations.
- 3. Use:** Determine internal control weaknesses and appropriate staffing patterns and education of employees.
- 4. Clarity:** Very Clear
- 5. Validity, Reliability, and Accuracy:** This is a product of the Legislative Auditor's Office. It has been duplicated by other Departments.
- 6. Data Source, Collection, and Reporting:** Annual Legislative Audit Reports, reported annually.
- 7. Calculation Methodology:** Simple count of exceptions noted in Legislative Auditors Report
- 8. Scope:** Number of audit exceptions
- 9. Caveats:** Assumption is made that all audit exceptions are valid. Audit exceptions are in fact an opinion and by definition it is possible and reasonable that a difference of opinion may occur with agency management.
- 10. Responsible Person:** Marjorie McClinton, Deputy Undersecretary; Marjorie.Mcclinton@la.gov; Phone (225) 342-1649; Fax (225) 342-4313

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of the Secretary

Program: Management and Finance

Objective Name: Ensure that 100% of the checks received by the Department are deposited within 24 hours of receipt.

Program Activity: Business Support Services

Indicator Name: Percentage of required checks deposited within 24 hours.

Indicator LaPAS PI Code: New

- 1. Type and Level:** Efficiency – Key.
- 2. Rationale:** Rapid turnaround on deposits ensures maximum interest due to the state.
- 3. Use:** Determine internal control weaknesses and appropriate staffing.
- 4. Clarity:** This Performance Indicator clearly identifies what is being measured.
- 5. Validity, Reliability, and Accuracy:** No, it has not been audited by the Legislative Auditor, but the Internal Auditor does test quarterly for timely deposits.
- 6. Data Source, Collection, and Reporting:** SONRIS database.
- 7. Calculation Methodology:** Number of required checks received and deposited within 24 hours divided by the total number of required checks received.
- 8. Scope:** Aggregate.
- 9. Caveats:** Mail delivery and accuracy of the data entry.
- 10. Responsible Person:** Marjorie McClinton, Accountant Manager; Marjorie.Mcclinton@la.gov; Phone (225) 342-1649; Fax (225) 342-6104

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of the Secretary

Program: Management and Finance

Objective Name: Maintain a 10% delegation of authority from the Office of Contractual Review by 2016.

Program Activity: Business Support Services

Indicator Name: Percentage of contracts processed under special delegation authority.

Indicator LaPAS PI Code: 6766

- 1. Type and Level:** Efficiency – Key.
- 2. Rationale:** Valid measure of efficient processing of contracts and demonstrates the utilization of increased decentralization of contracting authority.
- 3. Use:** Measures general compliance with contracting rules and regulations.
- 4. Clarity:** Very.
- 5. Validity, Reliability, and Accuracy:** Reported quarterly to the Office of Contractual Review.
- 6. Data Source, Collection, and Reporting:** SONRIS database.
- 7. Calculation Methodology:** Number of contracts approved under special delegation divided by the total number of contracts.
- 8. Scope:** Aggregate.
- 9. Caveats:** Number of submitted contracts eligible for approval under special delegation cannot be controlled.
- 10. Responsible Person:** Karen Lewis, Contracts and Grants Director; Karen.Lewis@la.gov; Phone (225) 342-4518; Fax (225) 342-8700

PERFORMANCE INDICATOR DOCUMENTATION

Office:	Office of the Secretary
Program:	Management and Finance
Activity:	Business Support Services
Objective Name:	Maintain a process to assure that 100% of all valid Fishermen's Gear claims ¹ are paid within 90 days of receipt of complete required documentation by June 2016.
Indicator Name:	The number of valid Fishermen's Gear claims ¹ paid.
Indicator LaPAS PI Code:	6766
1. Type and Level:	Output – Supporting.
2. Rationale:	Measure efficiency of process.
3. Use:	Monitor the number of valid Fishermen's Gear claims ¹ paid in order to review, evaluate, and revise the policy, if necessary to ensure that the success level of the Fishermen's Gear Program is being achieved.
4. Clarity:	Term defined: "Valid Fishermen's Gear claim" means all the required documentation based on the guidelines of the program have been met and the claim has been investigated by the assigned in-house investigator. Performance indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy:	Audited by Internal Auditor and Legislative Auditor.
6. Data Source, Collection and Reporting:	Generated by SONRIS database.
7. Calculation Methodology:	Count the number of valid Fishermen's Gear claims ¹ paid using the simple counting method.
8. Scope:	Aggregate.
9. Caveats:	The Fishermen's Gear claims are limited to underwater obstruction in Louisiana waters within the coastal zone. The number of claims paid varies with the number of claims filed, uncontrollable events such as hurricanes, and economic conditions.

10. **Responsible Person:**

Gwendolyn Thomas, Fiscal Officer;
Gwen.Thomas@la.gov; Phone (225) 342-4840; Fax
(225) 342-8210

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Office of the Secretary
Program:	Management and Finance
Activity:	Business Support Services
Objective Name:	Maintain a process to assure that 100% of all valid Fishermen's Gear claims ¹ are paid within 90 days of receipt of complete required documentation by June 2016.
Indicator Name:	The number of valid Fishermen's Gear claims ¹ denied.
Indicator LaPAS PI Code:	6765
1. Type and Level:	Output – Supporting.
2. Rationale:	Measures the level of efficiency of the fishermen's gear process based on the goals of the Department.
3. Use:	Monitor the number of valid Fishermen's Gear claims ¹ denied in order to review, evaluate, and revise the policy, if necessary to ensure that the success level of the fishermen's gear program is being achieved.
4. Clarity:	¹ Term defined: "Valid Fishermen's Gear claim" means all the required documentation based on the guidelines of the program have been met and the claim has been investigated by the assigned in-house investigator. Performance indicator name clearly identifies what is being measured.
5. Validity, Reliability and Accuracy:	Audited by Internal Auditor and Legislative Auditor.
6. Data Source, Collection and Reporting:	Generated by SONRIS database.
7. Calculation Methodology:	Count the number of valid Fishermen's Gear claims ¹ denied using the simple counting method.
8. Scope:	Aggregate.
9. Caveats:	The Fishermen's Gear claims are limited to underwater obstruction in Louisiana waters within the coastal zone. The number of claims denied is based on the claimant not meeting the regulations set- forth for the Fishermen's Gear program. Not in control of claims submitted and claims tend to rise after uncontrollable events such as hurricanes.
10. Responsible Person:	Gwendolyn Thomas, Fiscal Officer; Gwen.Thomas@la.gov; Phone (225) 342-4840; Fax (225) 342-8210

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Office of the Secretary
Program:	Management and Finance
Activity:	Business Support Services
Objective Name:	Maintain a process to assure that 100% of all valid Fishermen's Gear claims ¹ are paid within 90 days of receipt of complete required documentation by June 2016.
Indicator Name:	Percentage of valid Fishermen's Gear claims paid within 90 days of receipt of completed documentation by June 20__.
Indicator LaPAS PI Code:	3733
1. Type and Level:	Efficiency – Key
2. Rationale:	Demonstrates and measures the level of efficiency of the Fishermen's Gear process based on the goals and mission of the Department.
3. Use:	Monitors the success of the level of customer services being delivered to its customers in accordance with the goals of the Department.
4. Clarity:	<p>¹Term defined: "Valid Fishermen's Gear claim" means that all the required documentation based on the guidelines of the program have been met and the claim has been investigated by the assigned in-house investigator.</p> <p>Process is claim paid or denied.</p>
5. Validity, Reliability and Accuracy:	Audited by Internal Auditor and Legislative Auditor.
6. Data Source, Collection and Reporting:	Generated by SONRIS database.
7. Calculation Methodology:	The number of valid Fishermen's Gear claims ¹ paid within 90 days divided by the total number of valid Fishermen's Gear claims received.
8. Scope:	Aggregate.
9. Caveats:	Scheduling investigation activity is not controllable, especially during shrimping season.
10. Responsible Person:	Gwendolyn Thomas, Fiscal Officer; Gwen.Thomas@la.gov; Phone (225) 342-4840; Fax (225) 342-8210

PERFORMANCE INDICATOR DOCUMENTATION

Office: Secretary

Program: Technology Assessment

Activity: State Energy Program

Objective Name: To meet information and analysis request of the Secretary and other departmental officials, Legislature, Governor, U.S. Department of Energy as well as other government and business officials.

Indicator Name: Percentage of customers who rate the Division responses satisfactory on accuracy and timeliness

Indicator LaPAS PI Code:

1. **Type and Level:** Outcome – Key
 2. **Rationale:** The usefulness of these products based on accurate information and timely delivery.
 3. **Use:** This is used as a measure of individual performance to measure each employees's work product, summarized and accumulated to measure the Divisions performance
 4. **Clarity:** not applicable
 5. **Validity, Reliability and Accuracy:** This is a direct measure of work product and has been reviewed by DNR management and has been used in past years
 6. **Data Source, Collection and Reporting:** The data is from a survey of random report recipients and other Division clients.
- Calculation Methodology:** Tabulation of responses and percentage of those ranking satisfactory or better
8. **Scope:** The indicator is an aggregate of all Division employees but can be broken down if needed. The meaning changes somewhat since many employees work on projects as a team.
 9. **Caveats:** Requests from outside the Department are often unpredictable and may occur at peak load occasion and may create resource allocation changes.
 10. **Responsible Person:** Bill Delmar, Assistant Director (acting director)

PERFORMANCE INDICATOR DOCUMENTATION

Office: Secretary

Program: Technology Assessment

Activity: State Energy Program

Objective Name: To support statewide commercial, industrial and residential energy conservation
To achieve compliance with state laws and meet applicable federal energy conservation mandates

Indicator Name: Amount of energy saved annual. (in trillion BTUs)

Indicator LaPAS PI Code:

1. **Type and Level:** **Outcome/Key**
2. **Rationale:** This directly reflects energy saved in the conservation program_
3. **Use:** The is an overall measure of program performance
4. **Clarity:** not appropriate
5. **Validity, Reliability and Accuracy:** This energy saved is a direct comparison of energy used by an existing or comparable system and the energy used
6. **Data Source, Collection and Reporting:** _The data is detailed reports from architects, engineers or energy raters as to the energy saved or from reports of the personnel involved in replacing or installing equipment or appliances
7. **Calculation Methodology:** Tabulation of responses and multiplication of energy saving per unit by units affected
8. **Scope:** The indicator is an aggregate of all energy saved statewide. This aggregation is across fuel sources, by turning this into equivalent energy saved in BTUs.
9. **Caveats:** As with some technical measures the results are often calculated rated that directly_measured.
10. **Responsible Person:** Bill Delmar, Assistant Director (acting director)

PERFORMANCE INDICATOR DOCUMENTATION SHEET

- Office:** Office of the Secretary
- Program:** Atchafalaya Basin Program
- Activity:** Atchafalaya Basin
- Objective Name:** Toward the goal of restoring the water quality and hydrology in the Atchafalaya Basin, the Program will work with the Technical Advisory Group to identify water quality projects in the Basin and will construct said projects resulting in an increase in the water quality.
- Indicator Name:** Percentage of water quality projects constructed that result in a documented increase in water Quality in surrounding area.
- Indicator LaPAS Code:** 23105
- Type & Level:** This indicator is outcome based and a Key level Indicator.
 - Rationale:** This indicator demonstrates improved water quality from constructed projects, in keeping with the Program's objective of restoring water quality and hydrology in the Atchafalaya Basin.
 - Use:** This performance indicator provides a way to track and monitor improvements to water quality as a result of constructed projects.
 - Clarity:** All water management projects constructed should reflect a measurable level of improvement to water quality, interior circulation, water access (reduced sedimentation), or improvements to general ecosystem functions by means of sediment reduction, removal, or diversion.
 - Validity, Reliability & Accuracy:** This is a new performance indicator that should prove to be a reliable measure of the Program's ability to use the Natural Resource Total Inventory and Assessment Tool to successfully identify, plan and construct water quality improvement projects within the Atchafalaya Basin.
 - Data Source,** **Collection and Reporting:** Each project will have pre and post-construction monitoring to determine base level environmental conditions and improved environmental conditions following construction of any project. Data will be collected and analyzed by a team of interagency scientists and contractors. All data will be analyzed, environmental assessments will be made, and written reports will be delivered to the Program quarterly by each agency or contractor collecting data.
 - Calculation & Methodology:** Pre and post-construction monitoring and data analysis will be used to measure improvements to water quality post-construction. Key indicators used to measure improvements to water quality are nutrients, microalgal growth, water clarity (suspended solids, turbidity), oxygen, pH, and conductivity (salinity).

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8. Scope: All constructed water management projects with regard to improved water quality will meet the intent of the current legislation, the Programs objective, and shall be in keeping with the intent of the Program's Annual Plan process.
 9. Caveats: This indicator is based upon the Technical Advisory Group's (TAG) determination of which proposed projects should be recommended for inclusion in the ABP Annual Plan. Projects placed in the Annual Plan will be approved by the Research & Promotion Board, submitted to CPRA for approval, then to the Legislature for approval and funding. If approved and funded, projects will be planned, designed, constructed and monitored.
 10. Responsible Person: Stephen Chustz, Acting Director, ABP (225) 342-6940
stephen.chustz@la.gov

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of the Secretary

Program: Atchafalaya Basin

Activity: Atchafalaya Basin

Objective Name: Toward the goal of enhancing opportunities for the public's enjoyment of the Atchafalaya Basin experience, the Program will work to increase the utilization of the basin as a result of constructing new or rehabilitated existing access points.

Indicator Name: Number of new or rehabilitated access points constructed annually.

LaPAS PI Code: 23106

1. Type and Level: This indicator is outcome based and a Key level indicator.
2. Rationale: This indicator demonstrates and measures the increased utilization of the Atchafalaya Basin by keeping track of the number of new or rehabilitated access points constructed by the Program in and around the Atchafalaya Basin.
3. Use: This indicator will be used to measure the need for increased access into the Atchafalaya Basin by the public and all stakeholders (consumptive and non-consumptive users - commercial and non-commercial fishermen, hunters, bird watchers, hikers and others).
4. Clarity: The number of access points constructed or renovated means the number of boat launches or roads that provide public access to public areas of the Atchafalaya Basin in compliance with the provisions of the current legislation and state master plan.
5. Validity, Reliability and Accuracy: This is a new performance indicator that should prove to be a reliable measure of the Program's efforts to increase the utilization of the Basin by increasing the public's ability to access the Basin through construction of new access points or renovation of existing ones.
6. Data Source, Collection and Reporting: The Annual Plan Process affords the public an opportunity each year to nominate access projects that they believe will enhance their recreational or commercial opportunities in the Atchafalaya Basin. In keeping with the new legislation and as part of the Annual Plan Process, the data source will be the project nomination sheets collected from the public before, during, and after the first round of public meetings held each year. All project nomination sheets will be collected by staff of the Program and compiled for review and consideration by the Research and Promotion Board. Once reviewed, if chosen, the project moves forward for inclusion in the Program's Annual Plan for that given fiscal year.

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7. Calculation & Methodology: Toward the goal of enhancing opportunities for the public's enjoyment of the Atchafalaya Basin, a physical count will be made of the projects constructed that allow or improve public access into the Basin and or allow access to public lands, waters, parks, recreation areas and wildlife management areas around the Basin.
8. Scope: All constructed access projects with regard to enhancing opportunities for the public's enjoyment of the Atchafalaya Basin will meet the intent of the current legislation, the Programs objective, and shall be in keeping with the intent of the Program's Annual Plan process.
9. Caveats: This indicator is based upon the Research and Promotion Board's determination of which proposed projects should be recommended for inclusion in the ABP Annual Plan. Projects placed in the Annual Plan will be approved by the Research & Promotion Board, submitted to CPRA for approval, then to the Legislature for approval and funding. If approved and funded, projects will be planned, designed and constructed.
10. Responsible Person: Stephen Chustz, Acting Director, ABP (225) 342-6940
stephen.chustz@la.gov

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Oil and Gas Regulatory

Objective: Demonstrate success in protecting the correlative rights of all parties involved in oil and gas exploration and production by ensuring that 90% of the Conservation Orders issued as a result of oil and gas hearings are issued within 30 days of the hearing date; and that 99% of the Conservation Orders with Critical Date Requests are issued within the requested time frame, annually through 2016.

Activity: Oil and Gas Administration

Indicator Name: Percentage of Conservation Orders issued within 30 days.

Indicator LaPAS Code: 6785

- 1. Type and Level:** Efficiency – Key.
- 2. Rationale:** It is required in Title 30 and a party could sue if the agency doesn't meet these deadlines. Affected parties would potentially lose their mineral interests. Facilitates commerce.
- 3. Use:** Determine if reallocation of personnel/resources or additional staffing is required. Also, determine if agency policies or regulations require revision.
- 4. Clarity:** Conservation Orders refers specifically to those Orders issued by the Geological Division, Orders Management Section, as a result of oil and gas hearings held before the Commissioner of Conservation.

Thirty days from hearing date is calculated as "the first day counted would be the day immediately following the date of the hearing, and in the event the thirtieth day falls on a weekend, or a state legal holiday, then the thirtieth day shall be considered the first business day immediately thereafter."

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- 5. Validity, Reliability, and Accuracy:**

This Performance Indicator has been audited on several occasions by the Legislative Auditor's Office. A formal report of the results of the audits was not submitted to this agency; however, the program staff went through every step-by-step aspect, for this Performance Indicator with the Legislative Auditor's staff and they verbally expressed their approval of same.

The accuracy of the values reported for this Performance Indicator is audited each reporting period by the Department of Natural Resources Internal Auditor.
 - 6. Data Source, Collection, and Reporting:**

Internal database (Microsoft Excel); collected daily and reported quarterly.
 - 7. Calculation Methodology:**

Number of Conservation Orders issued within 30 days divided by the total number of Conservation Orders issued.
 - 8. Scope:**

Aggregate.
 - 9. Caveats:**

Complexity of the hearing dockets' geological, engineering, and/or legal review process, as well as other issues that may be controversial in nature to applicants and/or opponents, may lengthen the review process. Sustained increases in oil and gas prices result in increased activity, and are evident by an increased number of oil and gas hearing dockets to be reviewed, with the same level of staffing. Additionally, applicants' delays in submitting requested information after the hearing may delay the issuance of an Order. Any reduced level of staffing may lengthen the time for completion of Orders.
 - 10. Responsible Person:**

Pam LeBlanc, Geologist Supervisor; Pam.LeBlanc@la.gov; Phone (225) 342-5520; Fax (225) 342-8199

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Office of Conservation
Program:	Oil and Gas Regulatory
Objective:	Demonstrate success in protecting the correlative rights of all parties involved in oil and gas exploration and production by ensuring that 90% of the Conservation Orders issued as a result of oil and gas hearings are issued within 30 days of the hearing date; and that 99% of the Conservation Orders with Critical Date Requests are issued within the requested time frame, annually through 2016.
Activity:	Oil and Gas Administration
Indicator Name:	Percentage of Conservation Orders with Critical Dates issued within the requested time frame.
Indicator LaPAS Code:	6786
1. Type and Level:	Efficiency – Key.
2. Rationale:	Failure of the agency to issue the Orders by the requested date could result in a substantial negative economic impact to the oil and gas industry. Affected parties may also potentially lose their mineral interests. Timely issuance facilitates commerce and economic development.
3. Use:	Determine if reallocation of personnel/resources or additional staffing is required. Also, determine if agency policies or regulations require revision.
4. Clarity:	Conservation Orders refers specifically to those Orders issued by the Geological Division, Orders Management Section, as a result of oil and gas hearings held before the Commissioner of Conservation. Critical date requests are defined as "requests from Applicants of oil and gas hearings to obtain an Order by a specified date due to factors such as lease expiration and rig availability."

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- 5. Validity, Reliability, and Accuracy:**

This Performance Indicator has been audited on several occasions by the Legislative Auditor's Office. A formal report of the results of the audits was not submitted to this agency; however, the program staff went through every step-by-step aspect, for this Performance Indicator with the Legislative Auditor's staff and they verbally expressed their approval of same.

The accuracy of the values reported for this Performance Indicator is audited each reporting period by the Department of Natural Resources Internal Auditor.
 - 6. Data Source, Collection, and Reporting:**

Internal database (Microsoft Excel) and paper copies of Critical Date Requests – Economic Impact Forms submitted to agency by affected parties; collected daily and reported quarterly.
 - 7. Calculation Methodology:**

Number of Conservation Orders with Critical Dates issued by requested date divided by the total number of Conservation Orders with Critical Date Requests.
 - 8. Scope:**

Aggregate.
 - 9. Caveats:**

The requested critical date may be inappropriate due to the complexity of the hearing dockets' geological, engineering, and/or legal review process, as well as other issues that may be controversial in nature to applicants and/or opponents, which may lengthen the review process. Sustained increases in oil and gas prices result in increased activity, and are evidenced by an increased number of oil and gas hearing dockets to be reviewed, with the same level of staffing. Additionally, applicants' delays in submitting requested information after the hearing may delay the issuance of an Order. Any reduced level of staffing may lengthen the time for completion of Orders.
 - 10. Responsible Person:**

Pam LeBlanc, Geologist Supervisor; Pam.LeBlanc@la.gov; Phone (225) 342-5520; Fax (225) 342-8199

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Oil and Gas Regulatory

Objective: Demonstrate success in protecting the correlative rights of all parties involved in oil and gas exploration and production by ensuring that 90% of the Conservation Orders issued as a result of oil and gas hearings are issued within 30 days of the hearing date; and that 99% of the Conservation Orders with Critical Date Requests are issued within the requested time frame, annually through 2016.

Activity: Oil and Gas Administration

Indicator Name: Production from Unitization Wells

Indicator LaPAS Code: New

1. **Type and Level:** Outcome – Key.
2. **Rationale:** Reflects the positive economic impact to the State that the Unitization Activity contributes to, via the management of the non-renewable natural resources of the State and all collateral impacts that include the wise use of those resources and the benefits of the Unitization Activity to the citizens of Louisiana
3. **Use:** To determine the total production of oil and gas, measured in BOE that is attributed to unit production, with units being the mechanism by which the proceeds from oil and gas exploration are ultimately distributed when contributing acreage is pooled and integrated in drilling and production units. This total production value is an indicator of how well the State is benefiting from the oil and gas industry, based on the gross production derived from units, which is itself a major portion of all production in the State. Lease production is the other component of the total oil and gas production in the State.
4. **Clarity:** Barrel of Oil Equivalent is derived from the conversion of the produced gas volumes into an equivalent energy value, as defined by the U.S. Department of Energy and added to the oil volumes to yield the total BOE for the Unitization activity.

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5. Validity, Reliability, and Accuracy:

This outcome indicator is a new indicator related to the request for Natural Resources outcome goals. There has been no previous history recorded for this activity's outcome but historical oil and gas production values have been a significant impact on the State's economy and will continue to be. It is a reliable and valid indicator of economic impact related to the Unitization Activity and its accuracy is determined by the Production Audit Activity.
 6. Data Source, Collection, and Reporting:

Data source is oil and gas unitization production from oil and gas operators that is reported to the Office of Conservation. This production is then audited and corrected by the Production Audit Activity. Data is collected by electronic and hard copy reporting to the Office of Conservation. Reported annually and adjusted for fiscal year breakdown.
 7. Calculation Methodology:

Production from unitization wells for a calendar year is totaled, separated for fiscal year compilation and then total unitization well gas produced is converted to BOE and added to total unitization well oil production and reported as "Production from Unitization Wells" for a given fiscal year period. May be reported quarterly, but is subject to the conditions stated in the "Caveats" section herein. Unreliable forecasting may result from such conditions.
 8. Scope:

Cumulative
 9. Caveats:

This outcome indicator, which is directly linked to the oil and gas industry activity, will change up or down due to normal fluctuations in oil and gas prices as well as the related supply and demand issues worldwide. The Office of Conservation has no control over the level of oil and gas industry activity. The Unitization Production is calculated after an audit is completed with the exception of reported but unaudited production due the fact that Operators and Transporters have 60 days to send production reports in to the Office of Conservation and the Office of Conservation has 60 days to audit the reported production. This time lag is a necessary part of the production re-reporting/auditing process at this time.
 10. Responsible Person:

Madhurendu B. Kumar, Geologist Administrator, Geological Oil and Gas Division, Office of Conservation 225-342-5501. Madhurendu.Kumar@la.gov

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Office of Conservation
Program:	Oil and Gas Regulatory
Objective:	To ensure that 95% of permits for new oil and gas well drilling application are issued within 30 days of receipt resulting in a permitting process that is efficiently and effectively conducted to serve the public and industry while protecting citizens' rights, safety, and the production and conservation of the state's non-renewable resources and to ensure that 95% of the annual production fees due the Office of Conservation relating to oil and gas production is collected.
Activity:	Oil and Gas Administration
Indicator Name:	Percentage of Permits to Drill Oil and Gas Wells issued within 30 days.
Indicator LaPAS Code:	21106
1. Type and Level:	Efficiency – Key.
2. Rationale:	LSA R.S.30:28 requires a permit be obtained for the drilling of wells in search of minerals. Affected parties would potentially lose their mineral interests if a permit is not issued timely. Facilitates commerce.
3. Use:	Determine if reallocation of personnel/resources or additional staffing is required. Also, determine if agency policies or regulations require revision.
4. Clarity:	The 30-day period begins upon the receipt date of an Application to Drill. Additionally, an Application for Permit to Drill for Oil or Gas Well only refers to those applications received by the Main Office (Baton Rouge), Office of Conservation that are in full compliance with Office of Conservation policies, rules, and regulations and are not subsequently withdrawn by the applicant.
5. Validity, Reliability, and Accuracy:	This new Performance Indicator added to the Agency's Strategic Plan in compliance with Vision 2020, Action Plan 2004 (No. 26), namely the timely issuance of oil and gas drilling permits has been recognized as a valid priority by the Governor's Office; therefore, a related Objective and Key Performance Indicator has been added to the Agency's Strategic Plan. The values reported herein will provide valid data reflecting possible

weaknesses/strengths in insuring the timely issuance of Permits to Drill for Oil and Gas Wells.

The accuracy of the values reported for this Performance Indicator will be audited each reporting period by the Department of Natural Resources Internal Auditor.

6. Data Source, Collection, and Reporting:

On-line database (SONRIS); collected daily and reported quarterly.

7. Calculation Methodology:

Number of Permits to Drill Oil and Gas Wells issued within 30 days divided by the total number of oil and gas well drilling permits issued during reporting period.

8. Scope:

Aggregate.

9. Caveats:

This Performance Indicator will require revisions in the Agency's current database to capture the receipt date of the application and sufficient resource allocation to update and maintain this data.

This Performance Indicator requires sufficient state budget allocations and the ability to employ/retain adequate numbers of Engineers and Mineral Production Analysts and to accomplish the projected activities.

Complexity of various geological, engineering, and/or legal factors relative to the area(s) impacted by the Application for a Permit to Drill an Oil or Gas Well may delay the issuance of a permit. May also be impacted by other issues that may be controversial in nature to applicants and/or opponents, and further lengthen the review process.

Sustained increases in oil and gas prices normally result in increased drilling, as evidenced by increased Applications to Drill Oil or Gas Wells, which must be reviewed with the same level of staffing.

Additionally, applicants' delays in submitting requested information after receipt of the initial application by the Main Office (Baton Rouge), Office of Conservation, may delay the issuance of a Permit to Drill.

10. Responsible Person:

Todd Keating, Engineer 8; Todd.Keating@la.gov; Phone (225) 342-5507; Fax (225) 342-8701

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Oil and Gas Regulatory

Activity: Oil and Gas Administration

Objective: To ensure that 95% of permits for new oil and gas well drilling application are issued within 30 days of receipt resulting in a permitting process that is efficiently and effectively conducted to serve the public and industry while protecting citizens' rights, safety, and the production and conservation of the state's non-renewable resources and to ensure that 95% of the annual production fees due the Office of Conservation relating to oil and gas production is collected.

Indicator Name: Production from Permitted Wells.

Indicator LaPAS Code: New

1. Type and Level: Outcome – Key.
2. Rationale: Total reported Oil & Gas Production is reflective of the well permitting process.
3. Use: Utilize total reported Oil and Gas Production as outcome indicator to monitor well permitting. Increases/decreases in oil and gas production are reflective of increases/decreases in well permitting.
4. Clarity: Oil and Gas production cannot occur without an effective well permitting process.
5. Validity, Reliability and Accuracy: This is a valid Outcome based Performance Indicator because the ultimate goal of well permitting is the production of non-renewable oil and gas resources through a permitting process that takes into account mineral owners rights, environmental and safety concerns, and conducted in an effort to avoid waste and unnecessary wells. This Performance Indicator is

new, but oil and gas production is reliable and accurate because the data reported is audited by the Office of Conservation.

6. Data Source, Collection and Reporting: Internal database (SONRIS); collected monthly and reported quarterly.
7. Calculation Methodology: Volumetric oil and gas BOE production (BOE) will be reported over a specified period of time.
8. Scope: Cumulative.
9. Caveats: This performance indicator is highly dependent on economic factors that are not within the control of the Office of Conservation.

The data used for the current quarterly reporting performance period is reflective of oil and gas production from a previous period.

10. Responsible Person: Jeffrey G. Wells, Permits Section Manager, Permits & Reservoir Section; Jeff.Wells@la.gov; Phone (225) 342-5638, Fax (225) 242-3717

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Oil and Gas Regulatory

Objective: To ensure that 95% of permits for new oil and gas well drilling application are issued within 30 days of receipt resulting in a permitting process that is efficiently and effectively conducted to serve the public and industry while protecting citizens' rights, safety, and the production and conservation of the state's non-renewable resources and to ensure that 95% of the annual production fees due the Office of Conservation relating to oil and gas production is collected..

Activity: Oil and Gas Administration

Indicator Name: Percent of annual production fee revenue collected of the total amount invoiced

Indicator LaPAS Code: 23107

- 1. Type and Level:** Outcome – Key.
- 2. Rationale:** Demonstrates the effectiveness of the Office of Conservation in providing an actual source of revenue from capable oil wells and capable gas wells.
- 3. Use:** Used to fund Oil and Gas Regulatory actives.
- 4. Clarity:** Yes.
- 5. Validity, Reliability and Accuracy:** Yes. At present, this Performance Indicator has not been audited by the Legislative Auditor's Office, therefore, the reliability of the values reported for this Performance Indicator have not been evaluated. The accuracy of the values reported for this Performance Indicator will be audited each Fiscal Year by the Department of Natural Resources Internal Auditor.
- 6. Data Source, Collection and Reporting:** Annual production fees report.

7. Calculation Methodology:

Cumulative percentage of the production fees collected within a fiscal year. Total invoiced amount is defined as the total amount of correct and/or revised invoices' amounts collected. Revised invoices result when status codes, condition codes and transporter codes changed on a well. This Performance Indicator will be reported in the 4th Quarter only.

8. Scope:

Aggregate.

9. Caveats:

The Production Fee is an annual fee payable to the Office of Conservation, in a form and schedule prescribed by the Office of Conservation, by oil and gas operators on capable oil wells and capable gas wells based on a tiered system to establish parity on a dollar amount between the wells. The tiered system shall be established annually by rule on capable oil and capable gas production, including nonexempt wells reporting zero production during the annual base period, in an amount not to exceed the CAP. This Performance Indicator will be reported in the fourth quarter of each Fiscal Year ending June 30th.

10. Responsible Person:

Evelyn Lambert, Mineral Production Manager,
Production Audit; Evelyn.Lambert@la.gov; Phone (225)
342- 5539, Fax (225) 342-4076

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Oil and Gas Regulatory

Objective: Ensure that 93% of wells inspected are in compliance with OC regulations and the 80% of Field Violation Compliance Orders are resolved by the specified date, annually through 2016.

Activity: Inspection

Indicator Name: Percentage of wellsites inspected which are in violation of applicable rules.

Indicator LaPAS Code: 23109

- 1. Type and Level:** Outcome – Key.
- 2. Rationale:** Demonstrates the effectiveness of the Office of Conservation in encouraging compliance with rules and regulation through wellsite inspection.
- 3. Use:** Used to determine if reallocation of personnel/resources or additional staffing is required. Also used to determine the effectiveness agency policies or regulations and as an indicator of the regulated community's familiarity with these policies and regulations.
- 4. Clarity:** An existing wellsite is defined as a well with an active permit to drill that was drilled or will be drilled for the purpose of oil and/or natural gas production which has not been plugged and abandoned according to OOC rules and regulations or classified by the OOC as "unable to locate" following a diligent inspection effort by a agent. Each serial number is assumed to be one (1) well.
- 5. Validity, Reliability, and Accuracy:** This is a valid Performance Indicator because it reflects the program's efforts to identify operations that are non-compliant with agency rules and regulations, thereby minimizing potential hazards to the public and the environment. The values reported for this performance indicator are reliable because they are maintained in the Department's database. This Performance Indicator is new and has not been audited by the Department of Natural Resources Internal Auditor for accuracy.

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6. **Data Source, Collection, and Reporting:** Internal database (SONRIS); collected daily and reported quarterly.
 7. **Calculation Methodology:** Over a specified period of time, the number of distinct wells inspected which are in violation of applicable rules divided by the number of distinct wells inspected.
 8. **Scope:** Cumulative.
 9. **Caveats:** Figures utilized are a snapshot of the database in time and may not be duplicated at any other time.

This Performance Indicator requires the ability to employ and retain adequate number of trained field agents along with sufficient travel and equipment funds to accomplish projected inspection, enforcement and surveillance activities.

Adverse weather conditions (i.e., excessive rain, hurricanes, tropical storms, etc.) may impact the values reported for this Performance Indicator since these conditions may hamper the field agents' ability to engage in field travel and conduct field inspections, enforcement, and surveillance activities.

This performance indicator is also dependent on several factors that are not within the control of the Office of Conservation, including, but not limited to, operator culture, operator finances and energy prices.

10. **Responsible Person:** Michael Peikert, Engineer 6; Michael.Peikert@la.gov; Phone (225) 342-5548; Fax (225) 342-2584

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Oil and Gas Regulatory

Objective: Ensure that 93% of wells inspected are in compliance with OC regulations and the 80% of Field Violation Compliance Orders are resolved by the specified date, annually through 2016.

Activity: Inspection

Indicator Name: Percentage of Field Violation Compliance Orders resolved by the specified date.

Indicator LaPAS Code: 10634

- 1. Type and Level:** Efficiency – Key.
- 2. Rationale:** Ensuring the Field Violation Compliance Orders are resolved by the specified date demonstrates the staff's efficiency and effectiveness in returning non-compliant operators to compliance; thereby reducing potential hazards associated with non-compliant operations.
- 3. Use:** Determine if reallocation of personnel/resources or additional staffing is required. Also used to determine if agency policies or regulations require revisions.
- 4. Clarity:** Resolved – doesn't necessarily mean the field violation was returned to compliance since it could also reflect the final resolution of designation as an orphaned well site.
- 5. Validity, Reliability, and Accuracy:**

This is a valid Performance Indicator because it reflects the program's adherence to the timely resolution of operators non-compliant with agency rules and regulations to minimize potential hazards to the public and environment. The values reported for this Performance Indicator are reliable because they are entered timely and maintained in the Department's database to insure consistent follow-up activity is conducted for all field violation compliance issues.

The accuracy of the values reported for this Performance Indicator is audited each reporting period by the Department of Natural Resources Internal Auditor.

6. Data Source, Collection, and Reporting:

Internal database (SONRIS); collected daily and reported quarterly.

7. Calculation Methodology:

Number of Field Compliance Violation Orders resolved by the specified date divided by the total number of Field Violation Compliance Orders due during the reporting period.

8. Scope:

Aggregate.

9. Caveats:

It should be noted that the final resolution of a Field Violation Compliance Order may require additional time from the date originally specified in the Compliance Order, due to various factors, such as: the inability of the agency to locate the Operator of Record; during periods of sustained increased oil and gas prices, the inability of operators to timely locate contractors available to perform the work, etc. When deemed necessary, the program will extend the original date specified in the Order to allow sufficient time for adequate resolution of the violation; therefore, the new specified resolution date would be the actual date submitted for Performance Indicator supporting documentation.

There is also a time lag between when an action that affects the data utilized occurs and when it is reflected in the database. Figures utilized are a snapshot of the database in time and may not be duplicated at any other time.

This Performance Indicator requires the ability to employ/retain adequate numbers of trained agents of Conservation and sufficient travel and equipment funds to accomplish projected inspection, enforcement and surveillance activities.

Adverse weather conditions (i.e., excessive rain, hurricanes, tropical storms, etc.) may impact the values reported for this Performance Indicator since these conditions may hamper the field agents' ability to engage in field travel and conduct field inspections, enforcement, and surveillance activities.

10. Responsible Person:

Michael Peikert, Engineer 6; Michael.Peikert@la.gov; Phone (225) 342-5548; Fax (225) 342-2584

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Oil and Gas Regulatory

Objective: Eventuate zero reported public safety incidents involving orphaned well sites by means of the organized plugging, abandonment, and restoration of a cumulative 700 (+/- 100) orphan wells by June 30, 2015, also thereby protecting the environment and rendering previously unusable oilfield sites suitable for redevelopment.

Activity: Oilfield Site Restoration

Indicator Name: Number of orphaned well sites restored during fiscal year.

Indicator LaPAS Code: 3401

- 1. Type and Level:** Output – Key.
- 2. Rationale:** Reflects the program’s effectiveness in administering the Louisiana Oilfield Site Restoration Law (LSA R.S.30:80, et seq.); thus, preventing further environmental degradation by restoring orphaned well sites during the fiscal year, as well as efficiency in awarding competitive bid contracts to accomplish restoration activities using the program’s limited available funds.
- 3. Use:** Determination of the priority order for orphaned well sites to be restored due to the potential for environmental or public safety, as well as the amount of funds required for future site restoration. May also determine if reallocation of personnel/ resources or additional staffing is required. This Performance Indicator could also be used to address the need for revision of agency policies or regulations, or statutory revisions.
- 4. Clarity:** For purposes of the values reported for this Performance Indicator, the words orphaned well sites restored refers only to those wells that have been assigned a unique serial number by the agency, including multiply completed wells. The values reported for this Performance Indicator do not include pits or facilities, which may also be restored.

5. Validity, Reliability, and Accuracy:

This is a valid Performance Indicator because it reflects the program's effectiveness in administering the Louisiana Oilfield Site Restoration Law (LSA R.S.30:80, et seq.). This is a valid Performance Indicator because it reports the actual number of orphaned well sites restored by the Office of Conservation Oilfield Site Restoration Program during the fiscal year. The values reported for this Performance Indicator are also verified by the background data reported with the contracts awarded by the Department of Natural Resources to contractors to provide restoration activities for the orphaned well sites. This background data includes Form P&A submitted by the contractor and signed off as approved by the agents of Conservation. In addition, there are also daily contractor reports and daily CES reports to back up the Form P&A.

Additionally, the accuracy of the values reported for this Performance Indicator is audited each reporting period by the Department of Natural Resources Internal Auditor.

6. Data Source, Collection, and Reporting:

On-line database (SONRIS); collected daily and reported quarterly.

7. Calculation Methodology: Cumulative counting.

8. Scope: Aggregate.

9. Caveats: The cost of restoration of the projected number of orphaned well sites can result in a lower than projected result due to the potential for huge restoration costs to restore some sites, limiting the funds available to restore additional sites.

Additionally, the projected year-end performance standard may vary substantially due to potential restoration activities initiated by other funding sources (i.e., EPA, Coast Guard) and the amount of funds available for removal projects through these sources is not available to OSR Program staff until the projects begin. This program would be required to add the number of unanticipated restored orphaned well sites by these other funding sources for the year-end actual values since the program staff would be instrumental in managing these restoration projects.

This Performance Indicator requires the ability to employ/retain adequate numbers of Engineers and trained agents of Conservation, in addition to sufficient travel, equipment and restoration funds to accomplish projected restoration activities.

Adverse weather conditions (i.e., excessive rain, hurricanes, tropical storms, etc.) may impact the values reported for this Performance Indicator since these conditions may hamper the agents of Conservations' ability to engage in field travel and conduct field inspections necessary for restoration activities. Additionally, adverse weather conditions may delay restoration activities by contractors since they may not be able to access the restoration site or bring necessary heavy equipment on-site until ground conditions are favorable (i.e., extremely wet ground can't handle the excessive weight of some equipment, etc.).

As noted in item No. 4 above, for purposes of the values reported for this Performance Indicator, the words "orphaned well sites restored" refers only to those sites on which a well is located, as opposed to sites that have only pits or facilities that remain. This practice stems from the fact that only the well is permitted by the operator with the Office of Conservation. Pits and production facilities are allowed to be constructed by rule. These components of oilfield sites are generally associated by the Office of Conservation to the nearest well. Generally, when a site restoration project is evaluated, all impoundments and structures tied to the well are included. Since the main objective of the program is to plug orphaned wells, sites which contain only pits and facilities are restored usually only when a contractor is working at plugging wells in the general vicinity. Since the Agency's database only captures a well serial number, the Oilfield Site Restoration Program could potentially restore more sites than the actual reported values reflect. Conversely, a multiply completed wellbore having more than one unique serial number is counted as a well site restored for each such serial number.

10. Responsible Person:

Kjel C. Brothen, Engineer 6 Staff; kjel.brothen@la.gov;
Phone (225) 342-6397; Fax (225) 342-2584

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Oil and Gas Regulatory

Objective: Eventuate zero reported public safety incidents involving orphaned well sites by means of the organized plugging, abandonment, and restoration of a cumulative 700 (+/- 100) orphan wells by June 30, 2015, also thereby protecting the environment and rendering previously unusable oilfield sites suitable for redevelopment.

Activity: Oilfield Site Restoration

Indicator Name: Number of public safety incidents reported involving orphaned well sites.

Indicator LaPAS Code: 23108

- 1. Type and Level:** Output – Key.
- 2. Rationale:** Reflects the Program’s effectiveness in administering the Louisiana Oilfield Site Restoration Law (LSA R.S.30:80 et seq.); thus, preventing further environmental degradation and public safety incidents by restoring orphaned well sites during the fiscal year.
- 3. Use:** Determination of the priority order for orphaned well sites to be restored due to the potential for environmental or public safety incidents, as well as the amount of funds required for future site restoration activity. May also determine if reallocation of personnel/resources or additional staffing is required. This Performance Indicator could also be used to address the need for revision of agency policies or regulations, or statutory revisions.
- 4. Clarity:** For purposes of the values reported for this Performance Indicator, a public safety incident refers to a marine vessel allision, a blowout, or an incident which results in serious physical harm to a member of the public.
- 5. Validity, Reliability, and Accuracy:** This is a valid Performance Indicator because it reflects the Program’s effectiveness in administering the Louisiana Oilfield Site Restoration Law (LSAR.S.30:80 et seq.). Additionally, this is a valid Performance Indicator because it reports the documented number of orphaned well site related public safety incidents. The values reported for this Indicator are the number

of public safety incidents as defined in Item No. 4 that are reported to the Office of Conservation.

The accuracy of the values reported for this Performance Indicator is audited each reporting period by the Department of Natural Resources Internal Auditor.

- 6. Data Source, Collection, and Reporting:** Internal database (Microsoft Excel); collected on an ongoing basis and reported quarterly.
- 7. Calculation Methodology:** Cumulative counting.
- 8. Scope:** Aggregate.
- 9. Caveats:** For purpose of the values reported for this Performance Indicator, the words orphaned well site will be inclusive of sites on which a well is located, a registered production pit is located, a production facility is located, or any combination thereof.
- 10. Responsible Person:** Kjel C. Brothen, Engineer 6 Staff; kjel.brothen@la.gov; Phone (225) 342-6397; Fax (225) 342-2584

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Public Safety

Objective: Ensure that the level of protection to the public and compliance in the pipeline transportation of crude oil, natural gas, and related products by ensuring that the ratio of Louisiana reportable accidents per 1,000 miles of jurisdictional pipeline is at or below the federal/national ratio of reportable accidents per 1,000 miles of jurisdictional pipeline, annually through 2016.

Activity: Pipeline (Including Underwater Obstructions)

Indicator Name: Percent of current units in compliance with regulations.

Indicator LaPAS Code: 15387

- 1. Type and Level:** Output
- 2. Rationale:** In accordance with LSA R.S.30:501, et seq., LSA R.S.30:701, et seq., and 49 CFR, Parts 191, 192, 195, and 199, this agency is statutorily mandated to administer a comprehensive regulatory and enforcement program relative to the State's regulated jurisdictional gas pipelines and hazardous liquids pipelines. Also used to discover where operators may need to direct attention to meet the Program's public safety requirements, and by insuring their compliance, the result should reflect fewer violations and ultimately prevent accidents that may present potential hazards to the public.
- 3. Use:** Determine if reallocation of personnel, resources, and/or additional staffing and other resources (i.e., funds for travel, professional services, equipment, etc.) are required. Increased violations may also reflect the necessity to increase program emphasis on educating industry on program public safety practices or determine if there is a need to revise program policies and regulations.
- 4. Clarity:** Yes.
- 5. Validity, Reliability, and Accuracy:** The values reported for this Performance Indicator are reliable and accurate as they are reported and audited annually by the State's federal oversight agency, the U.S. Department of Transportation/Office of Pipeline Safety (U.S. DOT). This is a valid Performance Indicator in that it compares the state of Louisiana's job performance with those of the other states under

the jurisdiction of the U.S. DOT, and any discrepancies noted may result in penalties by the U.S. DOT by proportionally reducing the annual federal award granted to the State's program if it feels Louisiana's Pipeline Safety Program didn't adequately perform its mandated duties or if inaccuracies are noted during the annual review process.

Additionally, the accuracy of the values reported for this Performance Indicator is audited each reporting period by the Department of Natural Resources Internal Auditor.

6. Data Source, Collection, and Reporting:

Internal database (Microsoft Excel); collected on an ongoing basis and reported quarterly.

7. Calculation Methodology:

[The number of current units in compliance with regulations ÷ the total number of operator inspection units] X 100.

8. Scope:

Aggregate.

9. Caveats:

Citations issued for non-compliance issues may span multiple quarters before all of the non-compliance issues are brought into compliance. Therefore, an operator inspection unit is counted as a unit with non-compliance issues until a re-inspection is performed verifying compliance, closing the citation, which may span multiple quarters.

This Performance Indicator requires sufficient federal and/or state budget allocations to employ/retain adequate numbers of trained agents of Conservation and sufficient travel, equipment, and professional services funds to accomplish inspection, enforcement, and surveillance activities.

Additionally, as new federal and/or state regulations are adopted, additional inspections may be required that will require additional staff, travel funds, and professional services funds to accomplish mandated inspection, enforcement, and surveillance activities. Since the correction of non-compliance issues is noted during re-inspections, the federal mandate to conduct additional inspections without sufficient resources will require that the program prioritize inspections by conducting "first inspections only, hereby, potentially reducing the values reported for this Performance Indicator to correct the non-compliance issues would be conducted only if sufficient time allows."

10. Responsible Person:

James Mergist, Assistant Director, Pipeline Division; James.Mergist@la.gov; Phone (225) 342-9137; Fax (225) 342-5529

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Public Safety

Objective: To ensure that the level of protection to the public and compliance in the pipeline transportation of crude oil, natural gas and related products by ensuring the ratio of Louisiana reportable accidents per 1,000 miles of jurisdiction pipeline is at or below the Federal/National ratio of reportable accidents per 1,000 miles of jurisdiction pipeline, annually through 2016.

Activity: Pipeline (Including Underwater Obstructions)

Indicator Name: Cost (dollar amount) of property damage due to Reportable accidents on Louisiana Jurisdictional Pipelines, annually.

Indicator LaPAS Code: New

- 1. Type and Level:** Efficiency - Key.
- 2. Rationale:** In accordance with LAS R.S. 30:501, et seq., LAS R.S. 30:701 et seq., and 49 CFR Parts 191, 192, 195, and 199, this Agency is statutorily mandated to administer a comprehensive regulatory and enforcement program relative to the State's regulated jurisdictional gas and hazardous liquid pipelines. Also used to determine the level of protection of property related to regulated pipeline activity.
- 3. Use:** Used to determine if reallocation of personnel, resources and/or additional staffing and other resources (i.e. travel, professional services, equipment, etc.) are required. May also indicate necessity to increase emphasis on operator's education and awareness of the Pipeline Program's public safety practices and requirements.
- 4. Clarity:** Jurisdictional Pipeline as per 101.1 (excluding those pipeline facilities not included in 49 CFR Parts 192 and 195).
- 5. Validity, Reliability, and Accuracy:** The values reported for this Performance Indicator are

reliable and accurate as they are reported and audited annually by the U.S. Department of Transportation/Office of Pipeline Safety (U.S. DOT). This is a valid Performance Indicator in that it charts the property damage costs, as a result of reportable accidents on regulated Louisiana pipelines, to assess the effectiveness of the program and industry's damage prevention efforts. The reported cost for an accident, entered on the initial report, is subject to change as additional information is evaluated through completion of the repair process.

Additionally, the accuracy of the values reported for this Performance Indicator is audited each reporting period by the Department of Natural Resources Internal Auditor.

6. Data Source, Collection and Reporting:

Internal database (Microsoft Excel); collected daily from Federal sources and operator reports - reported quarterly.

7. Calculation Methodology:

Actual dollar amount of property damage (cost of loss product plus damage to property) reported by pipeline operators.

8. Scope:

Cumulative.

9. Caveats:

This program activity educates and regulates pipeline operators on pipeline safety issues; however, there is always the potential for accidents beyond the control of the operators. Historically, the highest category of accidents has been due to third party damages which are outside the control of the State's Pipeline Safety Program and for which the operators have little control.

Additionally, this Performance Indicator requires sufficient Federal and/or budget allocations to employ/retain adequate numbers of trained field inspectors and sufficient travel, equipment and professional services funds to accomplish inspection, enforcement and surveillance activities.

10. Responsible Person:

James Mergist, Assistant Director, Pipeline Division; James.Mergist@la.gov; Phone (225) 342-9137, Fax (225) 342-5529.

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Public Safety

Objective: Ensure the level of protection to the public and compliance in the pipeline transportation of crude oil, natural gas, and related products by ensuring that the ratio of Louisiana reportable accidents per 1,000 miles of jurisdictional pipeline is at or below the federal/national ratio of reportable accidents per 1,000 miles of jurisdictional pipeline, annually through 2016.

Activity: Pipeline (Including Underwater Obstructions)

Indicator Name: Rate of reportable accidents on Louisiana jurisdictional pipelines.

Indicator LaPAS Code: 10402

- 1. Type and Level:** Efficiency – Key.
- 2. Rationale:** In accordance with LSA R.S.30:501, et seq., LSA R.S.30:701, et seq., and 49 CFR, Parts 191, 192, 195, and 199, this Agency is statutorily mandated to administer a comprehensive regulatory and enforcement program relative to the State’s regulated jurisdictional gas pipelines and hazardous liquids pipelines. Also used to determine if public safety is being protected at or above national level.
- 3. Use:** Determine if reallocation of personnel, resources and/or additional staffing, and other resources (i.e. travel, professional services, equipment, etc.) are required. May also indicate necessity to increase program emphasis on operators’ education and awareness of the Pipeline Program’s public safety practices and requirements.
- 4. Clarity:** Jurisdictional Pipeline as per Pipeline Safety Regulations 101.A (excluding those pipeline facilities not included in 49 CFR Part 192) and 195.1.

For hazardous liquid pipelines, accidents meeting the reporting criteria are limited to the following: Accidents with gross loss greater than or equal to 50 barrels; those involving any fatality or injury; fire/explosion not intentionally set; Highly Volatile Liquid releases with gross loss of five (5) barrels; or those involving total costs greater than or equal to \$50,000.

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- Also, accidents must be determined reportable by the end of the quarter in order to be included as a reportable accident in the quarter.
- 5. Validity, Reliability, and Accuracy:**
- The values reported for this Performance Indicator are reliable and accurate as they are reported and audited annually by the State's federal oversight agency, the U.S. Department of Transportation/Office of Pipeline Safety (U.S. DOT). This is a valid Performance Indicator in that it compares the state of Louisiana's job performance with those of the other states under the jurisdiction of the U.S. Department of Transportation, and any discrepancies noted may result in penalties by the U.S. DOT by proportionally reducing the annual federal award granted to the State's program if it feels Louisiana's Pipeline Safety Program didn't adequately perform its mandated duties or if inaccuracies are noted during the annual review process.
- Additionally, the accuracy of the values reported for this Performance Indicator is audited each reporting period by the Department of Natural Resources Internal Auditor.
- 6. Data Source, Collection, and Reporting:**
- Internal database (Microsoft Excel); collected on an ongoing basis and reported quarterly.
- 7. Calculation Methodology:** [Cumulative number of reportable accidents divided by miles of Louisiana Jurisdictional pipelines] x 1,000.
- 8. Scope:** Aggregate.
- 9. Caveats:**
- This program actively educates and regulates pipeline operators on pipeline safety issues; however, there is always the potential for accidents due to factors beyond the control of the operators. Historically, the highest category of accidents has been due to third-party damages which are outside the control of the state's Pipeline Safety Program and for which the operators have little control.
- Additionally, this Performance Indicator requires sufficient federal and/or state budget allocations to employ/retain adequate numbers of trained agents of Conservation and sufficient travel, equipment and professional services funds to accomplish inspection, enforcement, and surveillance activities.
- 10. Responsible Person:** James Mergist, Assistant Director, Pipeline Division;
James.Mergist@la.gov; Phone (225) 342-9137; Fax (225) 342-5529

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Public Safety

Objective: Demonstrate success in ensuring adequate competitive gas supplies are available for public and industry use by ensuring 98% of Conservation Pipeline Orders issued as a result of pipeline applications and/or hearings are issued within 30 days from the effective date or from the hearing date, annually through 2016.

Activity: Pipeline (Including Underwater Obstructions)

Indicator Name: Percentage of Pipeline Orders issued within 30 days from the effective date.

Indicator LaPAS Code: 6803

- 1. Type and Level:** Efficiency – Key.
- 2. Rationale:** It is required in Title 30 and a party could sue if the Agency doesn't meet these deadlines. Additionally, the Orders issued ensure adequate competitive gas supplies are available for use by the public and industry. Facilitates commerce. Affected parties would potentially suffer economic loss.
- 3. Use:** Determine if reallocation of personnel, resources, and/or additional staffing and other resources (i.e., funds for travel, professional services, equipment, etc.) is required. Also, if applications are consistently in error, evaluate the need for additional educational or informational opportunities that would benefit the industry served.
- 4. Clarity:** Pipeline Orders refers to those Orders issued for applications that require special hearings, or for applications processed administratively, such as Notices and Protests, Gas Supply Service Area (GSSA), or Gas Supply Acquisition Service Area (GSASA).

Thirty days from effective date is calculated "as the first day counted would be the day immediately following the date of the public hearing, or for a Notice and Protest, twelve (12) days from the date received, or for a GSSA and GSASA, twenty (20) days from the date received. In the event the thirtieth day falls on a weekend, or a state legal holiday, the thirtieth day shall be considered the first business day immediately thereafter."

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- 5. Validity, Reliability, and Accuracy:** The values reported for this Performance Indicator are audited quarterly by the Department's Internal Auditor. This Performance Indicator is in reporting the staff's efficiency in timely issuing Pipeline Orders and is in compliance with *Vision 2020*, Action Plan 2004 (No. 26), namely the timely issuance of permits related to pipeline activities. The values reported herein will provide valid data reflecting possible weaknesses/strengths in insuring the timely issuance of Conservation Orders relative to pipeline activities as referenced in item No. 4 above.
 - 6. Data Source, Collection, and Reporting:** Internal database (Microsoft Excel); collected continuously and reported quarterly.
 - 7. Calculation Methodology:** Number of Orders issued within 30 days of hearing date or effective date divided by total number of Orders issued.
 - 8. Scope:** Aggregate.
 - 9. Caveats:** None.
 - 10. Responsible Person:** Steven Giambrone, Petroleum Analyst ; Steven.Giambrone@la.gov; Phone. (225) 342-2989 ; Fax (225) 342-5529

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Public Safety

Objective: Ensure that the State's water bottoms are as free of obstructions to public safety and navigation as possible by removing 10 underwater obstructions per year relative to the Underwater Obstructions Program.

Activity: Pipeline (Including Underwater Obstructions)

Indicator Name: Number of underwater obstructions removed.

Indicator LaPAS Code: 6801

- 1. Type and Level:** Outcome – Key.
- 2. Rationale:** Removal of certain facilities is required by LSA R.S.30:4(D)[3] and L.C. 43:XI.311, which could be potential threats to public safety and navigation, if allowed to remain. Reflects the program's success by indicating the actual number (volume) of underwater obstructions removed by the program each year, thereby, reducing the known volume of underwater obstructions in the State's water bottoms that potentially pose threats to public safety and navigation.
- 3. Use:** Resource allocation and workload adjustments to meet goals and objectives. Also to analyze program's overall effectiveness and future funding requirements.
- 4. Clarity:** Underwater obstructions are sites as determined by field survey and described in the scope of services for contract removal.
- 5. Validity, Reliability, and Accuracy:**

This is a valid Performance Indicator because removal is mandated by statute, as noted in item No. 2 above. This Performance Indicator has been reviewed by the Legislative Fiscal Office, resulting in the Agency revising procedures to insure the values reported for this Performance Indicator are in compliance with their recommendations to insure reliability of the reported values.

The accuracy of the values reported for this Performance Indicator is audited each reporting period by the Department of Natural Resources Internal Auditor.

6. Data Source, Collection, and Reporting:

Internal log or database; collected on an ongoing basis and reported quarterly.

7. Calculation Methodology:

Cumulative counting.

8. Scope:

Aggregate.

9. Caveats:

The cost of removing the projected number of underwater obstructions can result in a lower than projected number due to the potential for more expensive removal costs to remove some of the underwater obstructions, limiting the funds available to remove the remaining projected number of underwater obstructions.

Additionally, the projected year-end performance standard can vary substantially due to the program's ability to secure other funding sources for removal projects. Also, the program can sometimes verify and locate underwater obstructions based on reliable reports from other regulatory bodies, with no additional cost to the Underwater Obstruction Removal Program, therefore, the funds originally allocated for location/verification purposes can be used to increase the number of obstructions removed.

Additionally, this Performance Indicator requires sufficient federal and/or State budget allocations to employ/retain adequate numbers of engineers and funds allocated for "Other Charges – Non-Employee Compensation" to accomplish program activities.

The funds that pay for this program are appropriated by the Legislature through legislation which historically has only authorized funds from the Fisherman's Gear Compensation Fund for a stipulated time period (i.e., three years). Should the Legislature not reauthorize the funds for this program, or extend the program's activities for an additional time period, then no funds would be available to fund the Underwater Obstruction Removal Program's projected activities. At the start of FY08, as a result of Hurricanes Katrina and Rita and then continued after Hurricanes Gustav and Ike, the funding for the UWO Program was redirected to a comprehensive marine debris clean-up mission, the Coast Guard, as the contracting agency, has been responsible for debris removal and DNR as the applicant agency to FEMA has monitored debris removal. As reimbursements are received, the UWO Program has and will fund the Office of Conservation's UWO Program's objective for the verification and removal of underwater obstructions.

Adverse weather conditions (i.e., excessive rain, hurricanes, tropical storms, etc.) may impact the values reported for this Performance Indicator since these conditions may hamper the contractors' ability to engage in field activities required for identification, verification, and removal of underwater obstructions.

10. Responsible Person:

Michael Peikert, Engineer 6; Michael.Peikert@la.gov; Phone (225) 342-5548; Fax (225) 342-2584

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Public Safety

Objective: Ensure that the State's water bottoms are as free of obstructions to public safety and navigation as possible by removing 10 underwater obstructions per year relative to the Underwater Obstructions Program.

Activity: Pipeline (Including Underwater Obstructions)

Indicator Name: Number of newly verified underwater obstructions.

Indicator LaPAS Code: 10425

- Type and Level:** Output – Supporting.
- Rationale:** Removal of certain facilities is required by LSA R.S.30:4(D)[3] and L.C. 43:XI.311, which could be potential threats to public safety and navigation, if allowed to remain. Reflects the effectiveness of the program, as evidenced by the volume of newly verified underwater obstructions discovered through field survey contracts issued by the program. Also reflects future funding requirements to remove the newly-discovered volume of verified underwater obstructions in the state's water bottoms, thereby, reducing these potential threats to public safety and navigation.
- Use:** Resource allocation and workload adjustments to meet goals and objectives. Also to analyze program's overall effectiveness and future funding requirements.
- Clarity:** Underwater obstructions are sites as determined by field survey and described in the scope of services for contract removal.
- Validity, Reliability, and Accuracy:**

This is a valid Performance Indicator because removal is mandated by statute, as noted in item No. 2 above. This Performance Indicator has been reviewed by the Legislative Fiscal Office, resulting in the Agency revising procedures to insure the values reported for this Performance Indicator are in compliance with their recommendations to insure reliability of the reported values.

The accuracy of the values reported for this Performance Indicator is audited by the Department of Natural Resources Internal Auditor.

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6. **Data Source, Collection, and Reporting:** Internal log or database; collected on an ongoing basis and reported quarterly.
 7. **Calculation Methodology:** Cumulative counting.
 8. **Scope:** Aggregate.
 9. **Caveats:** The cost of removing the projected number of underwater obstructions can result in a lower than projected number due to the potential for more expensive removal costs to remove some of the underwater obstructions, limiting the funds available to remove the remaining projected number of underwater obstructions.

Additionally, the projected year-end performance standard can vary substantially due to the program's ability to secure other funding sources for removal projects. Also, the program can sometimes verify and locate underwater obstructions based on reliable reports from other regulatory bodies, with no additional cost to the Underwater Obstruction Removal Program, therefore, the funds originally allocated for location/verification purposes can be used to increase the number of obstructions removed

Additionally, this Performance Indicator requires sufficient federal and/or State budget allocations to employ/retain adequate numbers of engineers and funds allocated for "Other Charges – Non-Employee Compensation" to accomplish program activities.

The funds that pay for this program are appropriated by the Legislature through legislation which historically has only authorized funds from the Fisherman's Gear Compensation Fund for a stipulated time period (i.e., three years). Should the Legislature not reauthorize the funds for this program, or extend the program's activities for an additional time period, then no funds would be available to fund the Underwater Obstruction Removal Program's projected activities. At the start of FY08, as a result of Hurricanes Katrina and Rita and then continued after Hurricanes Gustav and Ike, the funding for the UWO Program was redirected to a comprehensive marine debris clean-up mission, the Coast Guard, as the contracting agency, has been responsible for debris removal and DNR as the applicant agency to FEMA has monitored debris removal. As reimbursements are received, the UWO Program has and will fund the Office of Conservation's UWO Program's objective for the verification and removal of underwater obstructions.

Adverse weather conditions (i.e., excessive rain, hurricanes, tropical storms, etc.) may impact the values reported for this Performance Indicator since these conditions may hamper the contractors' ability to engage in field activities required for identification, verification and removal of underwater obstructions.

10. Responsible Person:

Michael Peikert, Engineer 6; Michael.Peikert@la.gov; Phone (225) 342-5548; Fax (225) 342-2584

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Public Safety

Objective: Ensure the protection of underground sources of drinking water, public health and the environment from degradation by regulating subsurface injection of waste, other fluids and gases, and surface coal mining resulting in zero verified unauthorized releases from injection waste wells and zero off-site impacts from surface coal mining, annually through 2016.

Activity: Injection and Mining

Indicator Name: Percent of permitted wells that result in verified unauthorized releases into the environment annually

Indicator LaPAS Code: 23113

- 1. Type and Level:** Outcome – Key.
- 2. Rationale:** Quantifies the overall viability and safety of injection wells as a means of subsurface fluid injection or waste fluid management.
- 3. Use:** To determine the need for resource allocation, workload adjustments, rulemaking, or policy amendments to meet goals and objectives for protecting underground sources of drinking water.
- 4. Clarity:**

Permitted Wells is defined as injection wells authorized by the Underground Injection Control Program for subsurface fluid injection and with such wells assigned an Office of Conservation Well Status Code of:

 - a. 09 - Active Injection,
 - b. 11 - Active Producing / Cyclic Injection, or
 - c. 64 - Active Producing / Annular SWD.

Verified is defined as being documented with actual field inspections on reports prepared and filed by Office of Conservation field personnel.

Unauthorized Releases is defined as the movement of the program approved injected material into an underground source of drinking water or onto the land surface that is directly attributable to the operation of the permitted injection well.

Annually means the current state fiscal year beginning July 1 and ending June 30.

5. Validity, Reliability, and Accuracy:

The accuracy of the values reported for this Performance Indicator are subject to audit by the Department of Natural Resources Internal Auditor.

The values reported for this Performance Indicator are reported and audited annually by the state's federal oversight agency, the U.S. Environmental Protection Agency (USEPA). Any discrepancies noted in the audits may result in penalties by the USEPA by proportionally reducing the annual federal award granted to the state's program if it determines the state's Underground Injection Control Program is not effective in environmental protection.

6. Data Source, Collection, and Reporting:

Internal log or database.

7. Calculation Methodology:

(number of injection wells verified with unauthorized releases during the current state fiscal year)

divided by

(number of injection wells in the program's inventory at the end of the reporting period) ***times*** (100)

8. Scope:

Aggregate.

9. Caveats:

This indicator requires sufficient federal and state budget allocations to employ/retain adequate numbers of trained personnel and secure sufficient field travel and equipment funds to perform field inspection, enforcement and surveillance activities.

Adverse weather conditions (i.e., excessive rain, hurricanes, tropical storms, etc.) or other Acts of God may impact the values reported for this Performance Indicator since these conditions may hamper the field agents ability to engage in field travel and conduct field inspections, enforcement and surveillance activities.

10. Responsible Person:

Joe Ball, Director, Injection and Mining Division; Joe.Ball@la.gov; Phone (225) 342-5569; Fax (225) 342-3094

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Public Safety

Objective: Ensure the protection of underground sources of drinking water, public health and the environment from degradation by regulating subsurface injection of waste, other fluids and gases, and surface coal mining resulting in zero verified unauthorized releases from injection waste wells and zero off-site impacts from surface coal mining, annually through 2016.

Activity: Injection and Mining

Indicator Name: Number of off-site impacts

LaPAS PI Code: New

- 1. Type and Level:** Output – Key.
- 2. Rationale:** Quantifies the number of off-site impacts to people, land, water, or structures outside the mine permit area in violation of agency regulations issued to each surface coal mining and reclamation operation as identified through onsite field inspections conducted by the staff. This shows the ability of the Agency to identify and take compliance action against operators that do not comply with rules and regulations for their specific operation. This potentially averts problems that may endanger public health and the environment. Good field presence boosts public confidence in the Agency.
- 3. Use:** Resource allocation and workload adjustments to meet goals and objectives. Increased off-site impacts may also reflect the necessity to increase program emphasis on educating industry on program public safety practices or determine if there is a need to revise program policies and regulations to increase impacts and/or penalties.
- 4. Clarity:** An off-site impact is defined as anything resulting from coal mining that causes a negative effect on resources (people, land, water, structures). The impact must also be regulated or controlled by the state regulatory program. The impact must be coal mine related and must occur outside the area authorized by the permit for conducting mining and reclamation activities.
- 5. Validity, Reliability, and Accuracy:** This Performance Indicator is considered valid and reliable as it is one of the Performance Indicators reported annually to the

State's federal oversight agency, the U.S. Department of the Interior, Office of Surface Mining (OSM). Any major inconsistencies found during the annual Federal Inspections and Review Process may result in the federal oversight agency assuming control of the State's Surface Mining Program if it feels Louisiana's program does not adequately perform its mandated duties. The accuracy of the values reported for this Performance Indicator is audited by the Department of Natural Resources Internal Auditor.

- 6. Data Source, Collection, and Reporting:** Documented on inspection reports prepared by staff; collected on an ongoing basis and reported annually.
- 7. Calculation Methodology:** Distinct count of individual well serial numbers.
- 8. Scope:** Simple counting.
- 9. Caveats:**
- This Performance Indicator requires sufficient federal and/or State budget allocations to employ/retain adequate numbers of trained agents of Conservation and sufficient travel, equipment, and professional services funds to accomplish inspection, enforcement, and surveillance activities.
- Additionally, as new federal and/or State regulations are adopted, additional inspections may be required that will require additional staff, travel funds, and professional services funds to accomplish inspection, enforcement, and surveillance activities.
- Adverse weather conditions (i.e., excessive rain, hurricanes, tropical storms, etc.) may impact the values reported for this Performance Indicator since these conditions may hamper the staff agents' ability to engage in field travel and conduct field inspections, enforcement, and surveillance activities. Additionally, adverse weather conditions could potentially negatively influence the mine operators' activities and result in additional off-site impacts.
- Could potentially be impacted by the industry's economy, since the lack of funds may limit the operators' ability to make necessary improvements to comply with program requirements.
- 10. Responsible Person:** Dale Bergquist, Geologist Supervisor, Surface Mining Section, Injection and Mining Division; Dale.Bergquist@la.gov; Phone (225) 342-5586; Fax (225) 342-3094

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Office of Conservation
Program:	Public Safety
Objective:	Ensure the protection of underground sources of drinking water, public health and the environment from degradation by regulating subsurface injection of waste, other fluids and gases, and surface coal mining resulting in zero verified unauthorized releases from injection waste wells and zero off-site impacts from surface coal mining, annually through 2016.
Activity:	Injection and Mining
Indicator Name:	Percentage of active surface coal mines or fluid injection wells that annually cause an unauthorized degradation of underground sources of drinking water, surface waters, or the land surface to the extent that results in the initiation of activity-mandated remediation of the impacted media.
Indicator LaPAS Code:	NEW
1. Type and Level:	Outcome – Key.
2. Rationale:	Quantifies the ability of activity personnel to regulate fluid injection wells and surface coal mining to prevent degradation of underground sources of drinking water, surface waters, and the land surface to protect the environment, natural resources of the state, and the public health and welfare
3. Use:	To determine the need for resource allocation, workload adjustments, rulemaking, or policy amendments to meet goals and objectives for environmental and public protection.
4. Clarity:	<p><u>Fluid Injection Well</u> is defined as an injection well authorized by the Underground Injection Control Program to inject various fluids into the subsurface and with such wells assigned an Office of Conservation Well Status Code of:</p> <ul style="list-style-type: none">a. 09 - Active Injection,b. 11 - Active Producing / Cyclic Injection, orc. 64 - Active Producing / Annular SWD. <p><u>Unauthorized Degradation</u> is defined as a non-permitted negative impact in the quality and character to underground sources of drinking water, surface water, the land surface, or off-site impact that is directly attributed to the operation of a fluid injection well or a surface coal mining operation, and activity</p>

personnel has confirmed using sound scientific data from site assessment reports that the impact exceeds applicable federal or state environmental or health standards.

Unauthorized Releases is defined as the movement of the program approved injected material into an underground source of drinking water or onto the land surface that is directly attributable to the operation of the permitted injection well.

Annually means the current state fiscal year beginning July 1 and ending June 30.

5. Validity, Reliability, and Accuracy:

The accuracy of the values reported for this Performance Indicator are subject to audit by the Department of Natural Resources Internal Auditor.

The values reported for this Performance Indicator are reported and audited annually by the activity's federal oversight agencies, the U.S. Environmental Protection Agency (USEPA) and the U.S. Department of the Interior, Office of Surface Mining (OSM). Any discrepancies noted in the audits may result in penalties by the USEPA or OSM by proportionally reducing the annual federal award granted to the activity's programs if they determine the activities are not effective in environmental protection.

6. Data Source, Collection, and Reporting:

Internal log or database.

7. Calculation Methodology:

(number of fluid injection wells and surface coal mines verified as causing unauthorized degradation during the current state fiscal year) **divided by** (number of fluid injection wells and surface coal mines in the activity's inventory at the end of the reporting period) **multiplied by** (100).

8. Scope:

Aggregate.

9. Caveats:

This indicator requires sufficient federal and state budget allocations to employ/retain adequate numbers of trained personnel and secure sufficient field travel and equipment funds to perform field inspection, enforcement and surveillance activities.

Adverse weather conditions (i.e., excessive rain, hurricanes, tropical storms, etc.) or other Acts of God may impact the values reported for this Performance Indicator since these conditions may hamper the field agents ability to engage in field travel and conduct field inspections, enforcement and surveillance activities.

10. Responsible Person:

Joe Ball, Director, Injection and Mining Division;
Joe.Ball@la.gov; Phone (225) 342-5569; Fax (225) 342-3094

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Public Safety

Objective: In a long-range effort to protect the environment and the public from the hazards posed by abandoned mine sites, this program will prepare one Reclamation Project Plan for an abandoned mine site to identify land degraded by abandoned mines and to develop specific strategies to restore (remediate) the sites, annually through 2016.

Activity: Injection and Mining

Indicator Name: Number of Reclamation Project Plans completed.

Indicator LaPAS Code: 22019

- 1. Type and Level:** Outcome – Key.
- 2. Rationale:** Reflects the number of Reclamation Project Plans that have been prepared for abandoned mine sites in the State that have been found to meet eligibility requirements for inclusion in the U.S. Office of Surface Mining's (OSM) Abandoned Mine Land (AML) Program. This is a critical component of the Surface Mining Section's long-range effort to protect the public and the environment from the hazards posed by the abandoned mine sites in the state.
- 3. Use:** Site-specific Reclamation Project Plans will serve as the guide for conduct of site restoration activities as funding becomes available. Requirements for project plans are found in the State Abandoned Mine Reclamation Plan. As plans are completed, the implementation phase of each reclamation project can be initiated through preparation of construction grant applications and through development of conservation partnerships to facilitate reclamation efforts as part of long-range program plans to protect the environment and the public from hazards posed by the abandoned mine sites.
- 4. Clarity:**

State Abandoned Mine Reclamation Plan: contains policies and procedures to be followed in conducting reclamation operations at abandoned mine sites.

Reclamation Project Plan: contains a description of the reclamation activities to be conducted at a specific abandoned mine site, including a description of the problems occurring at the

site and how the problems will be addressed, an estimate of the construction costs, coordination with other state and federal agencies that may have jurisdiction, ownership determinations, and other information that may be required by the U.S. Office of Surface Mining.

5. Validity, Reliability, and Accuracy:

The Performance Indicator is considered valid and reliable as it reflects the logical progression of program efforts towards accomplishment of the long-range objective of restoring lands and waters adversely affected by surface mining without contemporaneous reclamation efforts which have been conducted throughout the State. Project Plans developed will be reported annually to the State's federal oversight agency, the U.S. Department of the Interior, Office of Surface Mining (OSM) as a reflection of program accomplishments. The accuracy of the values reported for this Performance Indicator will be subject to periodic audit by the Department of Natural Resource Internal Auditor.

6. Data Source, Collection, and Reporting:

Document through reports and summaries prepared by staff, collected on an ongoing basis, and reported annually.

7. Calculation Methodology:

Simple counting.

8. Scope:

Coordination with the U.S. Office of Surface Mining.

9. Caveats:

Current funding for the program is solely from federal grant funds awarded annually by OSM. Since the amount of funds allocated to this program by OSM annually is dependent upon varying factors, and the program's fiscal year allocation is not secured until October, the award of insufficient funds can severely impede the program's ability to accomplish projected performance standards.

10. Responsible Person:

Dale Bergquist, Geologist Supervisor, Surface Mining Section, Injection and Mining Division; Dale.Bergquist@la.gov; Phone (225) 342-5586; Fax (225) 342-3408

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Public Safety

Objective: Ensure the protection of public health, safety, welfare, the environment and groundwater resources by regulating offsite storage, treatment and disposal of oil and gas exploration and production waste (E&P waste) resulting in zero verified incidents of improper handling and disposal of E&P waste; and by managing and regulating groundwater resources resulting in zero new Areas of Ground Water Concern, annually through 2016.

Activity: Environmental

Indicator Name: Number of verified incidents of improper handling and disposal of exploration and production waste resulting in unauthorized releases or impacts to the environment that have necessitated evaluation or remediation activity beyond initial response activities.

Indicator LaPAS Code: 23112

- 1. Type and Level:** Outcome – Key.
- 2. Rationale:** Provides a means to quantify the overall effectiveness of exploration and production waste (E&P waste) commercial facility and transfer station operator’s waste management policies and practices in protecting the environmental and public safety from unauthorized E&P waste releases or impacts.
- 3. Use:** To determine the need for resource allocation, workload adjustments, rule-making, or policy amendments to meet goals and objectives for protecting the environment and public safety.
- 4. Clarity:**

Unauthorized Releases is defined as the movement of any E&P waste material defined in LAC 43:XIX.501 beyond the boundaries of approved spill collection or containment areas at permitted commercial facility or transfer station sties.

Verified is defined as being documented with actual field inspections on reports prepared and filed by Office of Conservation (Conservation) field personnel or as reported in writing to Conservation by commercial facility or transfer station operators.

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- 5. Validity, Reliability, and Accuracy:** The accuracy of the values reported for this Performance Indicator are subject to audit by the Department of Natural Resources Internal Auditor.
 - 6. Data Source, Collection, and Reporting:** Internal log or database
 - 7. Calculation Methodology:** The number of plans approved and implemented divided by the number of plans approved.
 - 8. Scope:** Cumulative counting.
 - 9. Caveats:** This indicator requires sufficient budget allocations to employ/retain adequate numbers of trained personnel and secure sufficient field travel and equipment funds to perform field inspection, enforcement and surveillance activities.

Adverse weather conditions (i.e., excessive rain, hurricanes, tropical storms, etc.) or other Acts of God may impact the values reported for this Performance Indicator since these conditions may cause for unauthorized releases to occur or hamper the field agents ability to engage in field travel and conduct field inspections, enforcement and surveillance activities.
 - 10. Responsible Person:** Gary Snellgrove, Division Director, Environmental Division;
Gary.Snellgrove@la.gov; Phone (225) 342-7222; Fax (225) 342-3094

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Conservation

Program: Public Safety

Objective: Ensure the protection of public health, safety, welfare, the environment and groundwater resources by regulating offsite storage, treatment and disposal of oil and gas exploration and production waste (E&P waste) resulting in zero verified incidents of improper handling and disposal of E&P waste; and by managing and regulating groundwater resources resulting in zero new Areas of Ground Water Concern, annually through 2016.

Activity: Environmental

Indicator Name: New Areas of Ground Water Concern determined or issued by the Commissioner of Conservation.

Indicator LaPAS Code: NEW

- 1. Type and Level:** Outcome – Key.
- 2. Rationale:** Provides a means to quantify the overall effectiveness of the Ground Water Resources Program and statutory authority granted to the agency to manage the state's ground water aquifer systems for resource sustainability.
- 3. Use:** To determine the need for resource allocation, workload adjustments, or policy, rule-making, or statutory amendments to meet goals and objectives for ground water resource sustainability
- 4. Clarity:** New Areas of Ground Water Concern is defined as any Area of Ground Water Concern issued by order of the commission of Conservation in accordance with LAC 43:VI.Subpart 1 and made effective on or after October 29, 2009.
- 5. Validity, Reliability, and Accuracy:** The accuracy of the values reported for this Performance Indicator are subject to audit by the Department of Natural Resources Internal Auditor.
- 6. Data Source, Collection, and Reporting:** Internal log or database.
- 7. Calculation Methodology:** Cumulative counting.

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- 8. Scope:** Aggregate.
- 9. Caveats:** This indicator requires sufficient budget allocations to employ/retain adequate numbers of trained personnel and secure sufficient field travel and equipment funds to perform adequate aquifer modeling, water well production evaluations, complaint and compliance investigations, and inspections, regulator enforcement and related administrative, regulatory and policy activities.
- Adverse weather conditions (i.e., excessive drought conditions, hurricane and tropical storm surges, etc.) or other Acts of God may impact the values of this Performance Indicator since these conditions may result in environmental conditions necessitating the issuance of Areas of Ground Water Concern.
- 10. Responsible Person:** Gary Snellgrove, Division Director, Environmental Division;
Gary.Snellgrove@la.gov; Phone (225) 342-7222; Fax (225) 342-3094

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Office of Conservation
Program:	Public Safety
Objective:	Ensure the protection of public health, safety, welfare, and the environment through the evaluation and remediation of E&P waste impacted sites resulting in 85% of Act 312 settlement or court referral evaluation or remediation plans are reviewed and approved by the Division and implemented by the responsible party, annually through 2016.
Activity:	Environmental
Indicator Name:	Percentage of ACT 312 settlement or court referral evaluation and remediation plans reviewed and approved by the division and implemented.
Indicator LaPAS Code:	NEW
1. Type and Level:	Outcome – Key.
2. Rationale:	To quantify and ensure implementation of approved evaluation or remediation plans as required under R.S.30:29 to resolve any remaining legacy site public health or environmental issues.
3. Use:	Resource allocation and workload adjustments to meet goals and objectives. May also be used in determining the need for amending or writing regulations or policies.
4. Clarity:	Legacy site means oil field site or exploration and production (E&P) site as defined in R.S.30:29 and LAC 43:XIX.603. Plan(s) means any submittal made in accordance with R.S.30:29 and LAC 43:XIX.Subpart 1.Chapter 6 for the evaluation and remediation of an affected tract. Affected tract means any real property known or reasonably believed to have suffered environmental damage as defined in R.S.30:29.
5. Validity, Reliability, and Accuracy:	The accuracy of the values reported for this Performance Indicator are expected to be audited by the Department of Natural Resources Internal Auditor. Additional confirmation

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- could be accessed through public court records which will include court directive to initiate plan approval or development by the agency and agency correspondence to respective courts to provide agency approved or developed plans.
- 6. Data Source, Collection, and Reporting:** Internal log or database, correspondence files, collected on an ongoing basis and reported quarterly.
- 7. Calculation Methodology:** The number of plans approved and implemented divided by the number of plans approved.
- 8. Scope:** Aggregate.
- 9. Caveats:** This Performance Indicator requires sufficient State budget allocations to employ/retain experienced and knowledgeable staff, as well as to secure sufficient travel, equipment, and professional services funds to ensure the timely review, approval, or development of evaluation or remediation plans anticipated to be referred to the agency following enactment of applicable provisions R.S.30:29.
- The Performance Indicator could be impacted by legal challenges to the provisions of R.S.30:29 or other litigious circumstances which may prevent or delay plan approval or development within prescribed time limits.
- Acts of God preventing timely completion of plan approval or development.
- 10. Responsible Person:** Gary Snellgrove, Division Director, Environmental Division;
Gary.Snellgrove@la.gov; Phone (225) 342-7222; Fax (225) 342-3094

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Mineral Resources

Program: Office of Mineral Resources

Objective: Aggressively pursue a development program to increase mineral productive acreage on state-owned land and water bottoms, which are under contract, by 1% per year.

Activity: Lease Sales and Administration

Indicator Name: Percentage of productive state acreage to total acreage under contract.

Indicator LaPAS Code: 3424

- 1. Type and Level:** Key – Outcome.
- 2. Rationale:** Lets the Office of Mineral Resources know how effective its program of leasing and granting operating agreements is, in optimizing revenue to the State, as compared to the prior year.
- 3. Use:** Performance Indicator is used to determine priorities and resources needed and allocations made within the Agency.
- 4. Clarity:** Prior year is defined as the year for which actual numbers are available which will generally be the prior year at the time the initial calculation is made.
- 5. Validity, Reliability, and Accuracy:** Yes. The Legislative Auditor audits the Supporting Indicators data, which are used to derive this Key Indicator each year. The DNR Internal Audit staff monitors this as well.
- 6. Data Source, Collection, and Reporting:** The data is collected into a database monthly and is kept current. The data is reported annually.
- 7. Calculation Methodology:** The total productive state-leased acreage under contract from the prior year as defined above is divided by the total state-leased acreage under contract to derive a percentage.
- 8. Scope:** Aggregate.

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- 9. Caveats:** Because the indicator is a percentage, there is an inherent problem, because, as either of the inputting indicators change, the percentage will change. The price of energy may affect this Performance Indicator, as well as the availability of investment capital for industry.
- 10. Responsible Person:** Rick Heck and Victor Vaughn as backup

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Office of Mineral Resources
Program:	Office of Mineral Resources
Objective:	Aggressively pursue a development program to increase mineral productive acreage on state-owned land and water bottoms, which are under contract, by 1% per year.
Activity:	Lease Sales and Administration
Indicator Name:	Productive state acreage.
Indicator LaPAS Code:	3426
1. Type and Level:	Input – Supporting.
2. Rationale:	Add acreage to productive acreage for State, which is an actual source of revenue to the state. Demonstrates the effectiveness of the Office of Mineral Resources' geologists in identifying which acreage is productive for the State in State Lease and Operating Agreements.
3. Use:	Performance Indicator is used to determine priorities and resources needed and allocations made within the Agency.
4. Clarity:	Yes.
5. Validity, Reliability, and Accuracy:	Yes. The Legislative Auditor collects data on this every year and the DNR Internal Audit staff monitors this as well.
6. Data Source, Collection, and Reporting:	The geologists will identify all state acreage drained by producing wells and enters identified information into a database. The data is collected into a database monthly and is kept current. The data is reported annually.
7. Calculation Methodology:	Use prior month's balance and subtract the acreage that was released and add new acreage that was leased. Or, the current active leases acreage total could be used.
8. Scope:	Aggregate.
9. Caveats:	This Performance Indicator depends upon leased land, lease language, and funds available to industry for drilling.

10. Responsible Person: Victor Vaughn and Jason Talbot

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Mineral Resources

Program: Office of Mineral Resources

Objective: Aggressively pursue a development program to increase mineral-productive acreage on State-owned land and water bottoms, which are under contract, by 1% per year.

Activity: Lease Sales and Administration

Indicator Name: Total state acreage under contract.

Indicator LaPAS Code: 3425

- 1. Type and Level:** Input – Supporting.
- 2. Rationale:** Demonstrates the effectiveness of the Office of Mineral Resources in providing an actual source of revenue from productive State-owned lands and water bottoms as a potential revenue base for the state of Louisiana.
- 3. Use:** Performance Indicator is used to determine priorities and resources needed and allocations made within the Agency.
- 4. Clarity:** Yes.
- 5. Validity, Reliability, and Accuracy:** Yes. The Legislative Auditor collects data on this every year and the DNR Internal Audit staff monitors this as well.
- 6. Data Source, Collection, and Reporting:** The data is collected into a database monthly and is kept current. The data is reported semi-annually.
- 7. Calculation Methodology:** Use last month's balance and subtract the acreage that was released and add new acreage that was leased. Or, the current active leases acreage total could be used.
- 8. Scope:** Aggregate.
- 9. Caveats:** This Performance Indicator is beyond the control of the agency and is based on industry activity.
- 10. Responsible Person:** Victor Vaughn (Jason Talbot as backup).

PERFORMANCE INDICATOR DOCUMENTATION

Office:	Office of Mineral Resources
Program:	Office of Mineral Resources
Objective:	Increase the percentage of royalties audited to total royalties paid by 1% per year up to 25% in order to maximize revenue derived from mineral production.
Activity:	Revenue Classification and Audit
Indicator Name:	Percentage of royalties audited to total royalties paid.
Indicator LaPAS Code:	3428
1. Type and Level:	Efficiency – Key.
2. Rationale:	Ensures that over a period of time we are maximizing income due to the State from royalties; accuracy, ensure the one who pays more is audited more.
3. Use:	Performance Indicator is used to determine priorities and resources needed and allocations made within the agency, as well as the allocation of staff auditors. The allocation of staff auditors is based on which companies are to be audited. There is a direct correlation between audit coverage decisions and the staffing levels needed.
4. Clarity:	Yes.
5. Validity, Reliability, and Accuracy:	Yes. The Legislative Auditor audits the process, summaries, and collection of numbers. The DNR Internal Audit staff monitors this as well.
6. Data Source, Collection, and Reporting:	The data is collected into an internal database monthly and is kept current. The data is reported annually.
7. Calculation Methodology:	Audited payor companies total royalty dollars for fiscal year are divided by total royalty dollars for all payors for the fiscal year.
8. Scope:	Aggregate.

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- 9. Caveats:** The scope of the problem is not necessarily proportionate to the royalties paid. May fluctuate with staffing level, special projects associated with lawsuits, and bankruptcies.
- 10. Responsible Person:** Rachel Newman (Mary Sanders as backup).

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office: Office of Mineral Resources

Program: Office of Mineral Resources

Objective: Increase the percentage of royalties audited to total royalties paid by 1% per year up to 25% in order to maximize revenue derived from mineral production.

Activity: Revenue Classification and Audit

Indicator Name: Percentage of repeat audit findings.

Indicator LaPAS Code: 23114

- 1. Type and Level:** Outcome – Key.
- 2. Rationale:** Ensures that over a period of time payor companies learn from the auditing process and do not continue to make the same mistakes in paying royalties.
- 3. Use:** Performance Indicator is used to determine priorities and resources needed and allocations made within the agency, as well as the allocation of staff auditors. The allocation of staff auditors is based on which companies are to be audited. There is a direct correlation between audit coverage decisions and the staffing levels needed.
- 4. Clarity:** Yes.
- 5. Validity, Reliability, and Accuracy:** Yes. The Legislative Auditor audits the process, summaries, and collection of numbers. The DNR Internal Audit staff monitors this as well.
- 6. Data Source, Collection, and Reporting:** The data is collected into an internal database monthly and is kept current. The data is reported annually.
- 7. Calculation Methodology:** Repeat audit findings reported during the fiscal year are divided by total audit findings for all payors for the fiscal year.
- 8. Scope:** Aggregate.

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- 9. Caveats:** The scope of the problem is not necessarily proportionate to the royalties paid. May fluctuate with staffing level, special projects associated with lawsuits, and bankruptcies.
- 10. Responsible Person:** Rachel Newman (Mary Sanders as backup).

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Office of Mineral Resources
Program:	Office of Mineral Resources
Objective:	Encourage the development of alternative energy resources on state owned land and water bottoms.
Activity:	Lease Sales and Administration
Indicator Name:	Number of Alternative Energy Applications.
Indicator LaPAS Code:	N/A – this indicator will not be part of the executive budget
1. Type and Level:	Outcome – Key.
2. Rationale:	Lets the Office of Mineral Resources know how effective it has been in disseminating information about and encouraging development of alternative energy resources. .
3. Use:	Performance Indicator is used to determine priorities and resources needed and allocations made within the Agency.
4. Clarity:	Yes.
5. Validity, Reliability, and Accuracy:	Yes. The Legislative Auditor audits the process, summaries, and collection of numbers. The DNR Internal Audit staff monitors this as well.
6. Data Source, Collection, and Reporting:	The data is collected into an internal database monthly and is kept current. The data will be reported annually when and if it is included in the executive budget.
7. Calculation Methodology:	Add the number of alternative energy applications received during the year.
8. Scope:	Aggregate.
9. Caveats:	This Performance Indicator depends upon the growth of the alternative energy industry, which is still in its infancy. It also depends upon a company’s ability to secure resources for

implementing alternative energy resources. These factors are beyond the control of the agency.

10. Responsible Person: Rick Heck, Administrator, Petroleum Lands Division

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Coastal Management
Program:	Coastal Management
Objective:	Ensure that the loss of wetlands resulting from activities regulated by the program will be offset by actions that fully compensate for their loss (as stipulated by permit conditions) on an annual basis.
Indicator Name:	Number of permit applications received.
Indicator LaPAS Code:	3435
1. Type and Level:	Input – Supporting.
2. Rationale:	This Performance Indicator provides OCM with information on the total amount of Coastal Use Permit applications received. This enables OCM to keep track of its workload.
3. Use:	This Performance Indicator provides a way to allocate staff resources and determine priorities. It can indicate the health of the coastal economy during that period. There is usually a correlation between the number of applications and the health of the economy.
4. Clarity:	N/A.
5. Validity, Reliability, and Accuracy:	The Performance Indicator has been audited by the Legislative Auditor and found to be reliable in measuring what it was intended to measure.
6. Data Source, Collection, and Reporting:	Each permit application is assigned a number when it is received. The data is entered into the OCM Permit Tracking System (PTS) database. The Performance Indicator report information is derived from the PTS. Collection is daily and reporting is quarterly.
7. Calculation Methodology:	The Performance Indicator is calculated by using a computer program to extract the data and calculate the total.
8. Scope:	Aggregate.

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- 9. Caveats:** This Performance Indicator is completely based upon outside factors reflecting the level of economic activity and the price of oil and gas. About 60% of all applications are for oil and gas.
- 10. Responsible Person:** Karl Morgan, Administrator, Office of Coastal Management, Permits & Mitigation; Karl.Morgan@la.gov Phone (225) 342-6470,; Ana Young, Information Technology Geographic Senior Support Analyst, Ana.Young@la.gov, Phone (225) 342-8918; Fax (225) 342-9439.

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Coastal Management
Program:	Coastal Management
Objective:	Ensure that the loss of wetlands resulting from activities regulated by the program will be offset by actions that fully compensate for their loss (as stipulated by permit conditions) on an annual basis.
Activity:	Coastal Zone Management
Indicator Name:	Percentage of disturbed wetland area mitigated by full compensation of habitat loss.
Indicator LaPAS Code:	3432
1. Type and Level:	Outcome – key.
2. Rationale:	R.S. 49:214.41 of the State and local Coastal Resources Management Act requires that compensatory mitigation be required to replace or substitute for the ecological value of the wetlands lost as a result of each permitted activity. The Louisiana Coastal Wetlands Conservation Plan (LCWCP) which was created pursuant to the Federal Breaux Act provides that wetland values unavoidably lost to regulated activities will be replaced through mitigation. The existence of the LCWCP, and Louisiana’s compliance with it, ensures that Louisiana’s cost share for coastal restoration projects will be 15% instead of 25%.
3. Use:	This Performance Indicator is used to evaluate the effectiveness of the program. It also is useful to document no net loss of wetlands as required to maintain the 85% to 15% match ratio for CWPPRA funding.
4. Clarity	Impacts and benefits to wetlands are measured in habitat units. Habitat value is a biologically-accepted term as defined by the Breaux Act. It is designed to provide a common denominator to indicate equivalency of habitat loss and gain. Acres of impacts are tracked and reported.
5. Validity, Reliability, and Accuracy:	N/A .
6. Data Source, Collection, and Reporting:	The data from each Coastal Use Permit is entered into the CMD Permit Tracking System (PTS) database. The Performance Indicator report information is derived from the PTS. Collection is daily and reporting is quarterly.

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- 7. Calculation Methodology:** For all permits issued during the report period, the total number of habitat value units lost is added together and the total number of habitat value units gained by mitigation is added together. Then the total amount of mitigation is divided by the total amount of loss.
 - 8. Scope:** Aggregate.
 - 9. Caveats:** These are projections. Both the wetland loss due to the permitted activity and the mitigation that will be performed to offset that loss are projections based on what is proposed rather than actual observed field conditions. This Performance Indicator is intended to measure the regulatory process. Another caveat is that the data is presented in habitat value units rather than acres, so it is not an acre-to-acre comparison.
 - 10. Responsible Person:** Karl Morgan, Administrator, Office of Coastal Management, Permits & Mitigation; Karl.Morgan@la.gov; Phone (225) 342-6470; Fax (225) 342-9439

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Coastal Management
Program:	Coastal Management
Objective:	Ensure that the loss of wetlands resulting from activities regulated by the program will be offset by actions that fully compensate for their loss (as stipulated by permit conditions) on an annual basis.
Activity:	Coastal Zone Management
Indicator Name:	Percentage reduction in permit processing times
Indicator LaPAS Code:	23,115
1. Type and Level:	Efficiency – Supporting
2. Rationale:	To measure the effect of newly implemented procedures, the Percentage reduction in processing time for permits is to be measured. Permit applicant types are divided into Oil and Gas, Other industry, Commercial, Individual, and Government Agencies.
3. Use:	This Performance Indicator is used to evaluate the effectiveness of new procedures of the program.
4. Clarity:	The results show directly the effect of procedures and Staff effort on process times. Individual permit authorizations are not a good reporting indicator and short time lines would not be either, as individual projects vary. But over a few months time, the indicators are valuable.
5. Validity, Reliability, and Accuracy:	N/A
6. Data Source, Collection, and Reporting:	The data from each Coastal Use Permit is entered into the OCM Permit Tracking System (PTS) database, and critical dates are automatically stored by the system. The Performance Indicator report information is derived from the PTS. Collection is daily and reporting is quarterly.
7. Calculation Methodology:	The system calculates the processing times using system dates established by actions on the permit application. These time

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- period include total time of processing, time of active processing, and time on hold for information.
- 8. Scope:** Aggregate.
- 9. Caveats:** This indicator will quickly go down in value as the intended effects are successful. Each successive report will indicate a number closer to maximum efficiency. After a time period there will be no further gains in efficiency.
- 10. Responsible Person:** Karl Morgan, Administrator, Permits & Mitigation, Karl.Morgan@la.gov; Phone (225) 342-6470; Fax (225) 342-9439

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Office of Coastal Protection and Restoration
Program:	Coastal Protection and Restoration
Objective:	Benefit through, protecting, restoring, enhancing or creating vegetated wetlands, annually from fiscal year 2011-2012 through fiscal year 2015-2016 as provided in the Annual Plan.
Activity:	Restoration
Indicator Name:	Acres directly benefited by projects constructed
Indicator LaPAS Code:	3436
1. Type and Level:	Outcome – Key.
2. Rationale:	CRD/CED's goal is to build projects to protect, restore, enhance, or create vegetated wetlands and thereby benefit a given acreage for each project.
3. Use:	This is an important number as it indicates the absolute measure of progress in addressing coastal wetland loss.
4. Clarity:	N/A.
5. Validity, Reliability, and Accuracy:	This Performance Indicator also includes data from projects performed by other outside agencies such as the Corps of Engineers.
6. Data Source, Collection, and Reporting:	CRD/CED uses an internal database (SONRIS) as well as an external database (Wetlands Value Assessment). The internal data is derived from information provided on the status of projects by the assigned CED Project Manager, and federal co-sponsors for federally-funded projects. The external database comes from information from CRD/CED staff, federal co-sponsors staff, and others involved in the WVA process, which follows strict scientifically-based protocols. Collection is quarterly and reporting is end of the State's fiscal year.

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- 7. Calculation Methodology:** This Performance Indicator is calculated using a national standard that has been established by a group of federal agencies, members of the scientific community and other professionals who are involved in environmental/biological assessments.
 - 8. Scope:** Aggregate.
 - 9. Caveats:** There is potential for overlap between projects. The amount of acreage that is benefitted is a function of the projects that were authorized outside of OCRM's control.
 - 10. Responsible Person:** Chris Williams, Manager, CED Project Management Section:
Chris.Williams@la.gov; Phone (225) 342-7549; Fax (225) 342-9417

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Office of Coastal Protection and Restoration
Program:	Coastal Protection and Restoration Program
Objective:	Reduce economic losses from storm-based flooding by levee improvements coast wide annually from fiscal year 2011-2012 through fiscal year 2015-2016.
Indicator Name:	Percentage of Miles of Levee improved Compared to Total Potential Miles of Levee Improved Projected by the Annual Plan – Standard 39%
Activity:	Protection
Indicator LaPAS Code:	10627
1. Type and Level:	Outcome – Key.
2. Rationale:	Implementing projects to reduce economic losses from storm-related flooding is a critical part of OCPR’s mission.
3. Use:	This indicator is important as a measure of progress in providing coastal flood protection.
4. Clarity:	N/A
5. Validity, Reliability, and Accuracy:	N/A
6. Data Source, Collection, and Reporting:	OCPR uses an internal database (SONRIS). The internal data is derived from information provided on the status of projects by the assigned OCPR Project Manager, and federal co-sponsors for federally funded projects. The external data comes from information provided by OCPR staff, federal co-sponsors staff, and others involved in coastal projects. Collection is continuous and reporting is quarterly.
7. Calculation Methodology:	OCPR projects the miles of levee to be elevated at the beginning of the fiscal year. The actual miles of levee elevated are reported quarterly. The two sets of information are used to calculate a percentage.
8. Scope:	Aggregate

9. Caveats: None

10. **Responsible Person:** Chris Williams, Manager, OCPR Project Management Section;
Chris.Wiliams@la.gov; Phone (225) 342-7549; Fax (225) 242-3723

PERFORMANCE INDICATOR DOCUMENTATION SHEET

Office:	Office of Coastal Protection and Restoration
Program:	Coastal Protection and Restoration Program
Objective:	Benefit through, protecting, restoring, enhancing or creating vegetated wetlands, annually from fiscal year 2011-2012 through fiscal year 2015-2016 as provided in the Annual Plan.
Activity:	Restoration
Indicator Name:	Percentage of acres benefited coast wide compared to total percentage acres projected by the Annual Plan- Standard 41%.
Indicator LaPAS Code:	3436
1. Type and Level:	Outcome – Key.
2. Rationale:	OCPR's goal is to build projects to protect, restore, enhance, or create vegetated wetlands and thereby benefit a given acreage for each project.
3. Use:	This is an important number as it indicates the absolute measure of progress in addressing coastal wetland loss.
4. Clarity:	N/A
5. Validity, Reliability, and Accuracy:	This Performance Indicator includes data from projects implemented not only by the state but also by other agencies such as the Corps of Engineers for which the state is a cost share partner.
6. Data Source, Collection, and Reporting:	OCPR uses an internal database (SONRIS). The internal data is derived from information provided on the status of projects by the assigned OCPR Project Manager, and federal co-sponsors for federally-funded projects. The external data comes from information from OCPR staff, federal co-sponsors staff, and others involved in coastal projects. Collection is continuous and reporting is quarterly.
7. Calculation Methodology:	OCPR projects the acres benefitted at the beginning of the fiscal year. The actual acres benefitted are reported quarterly. The two sets of information are used to calculate a percentage.

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8. Scope: Aggregate.
 9. Caveats: None
 10. Responsible Person: Chris Williams, Manager, OCPR Project Management Section:
Chris.Williams@la.gov; Phone (225) 342-7549; Fax (225) 242-3723