

INTERNAL PERFORMANCE METRICS

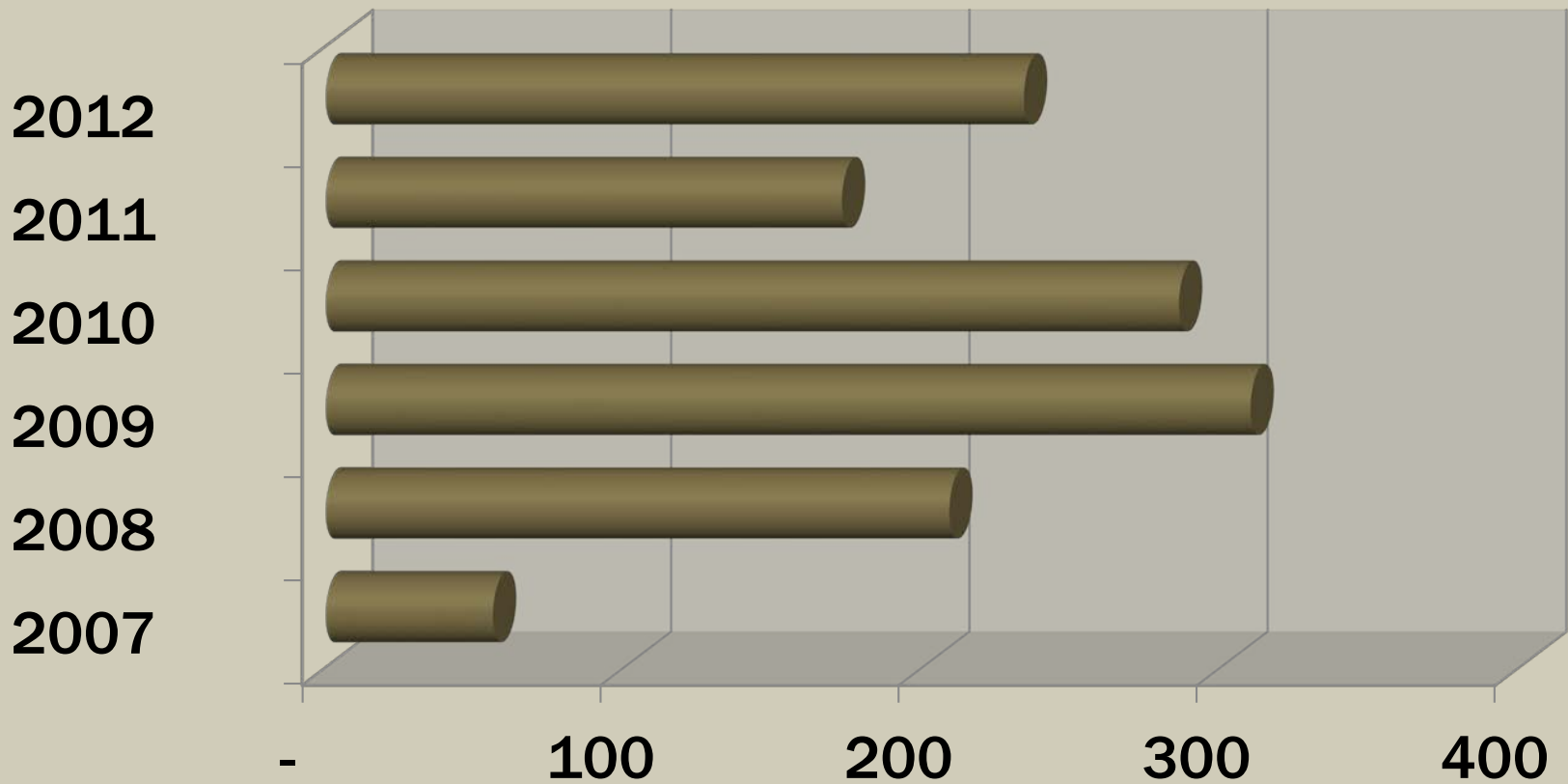
Brenda Bateman, Technical Services Administrator

Dwight French, Water Rights Services Administrator

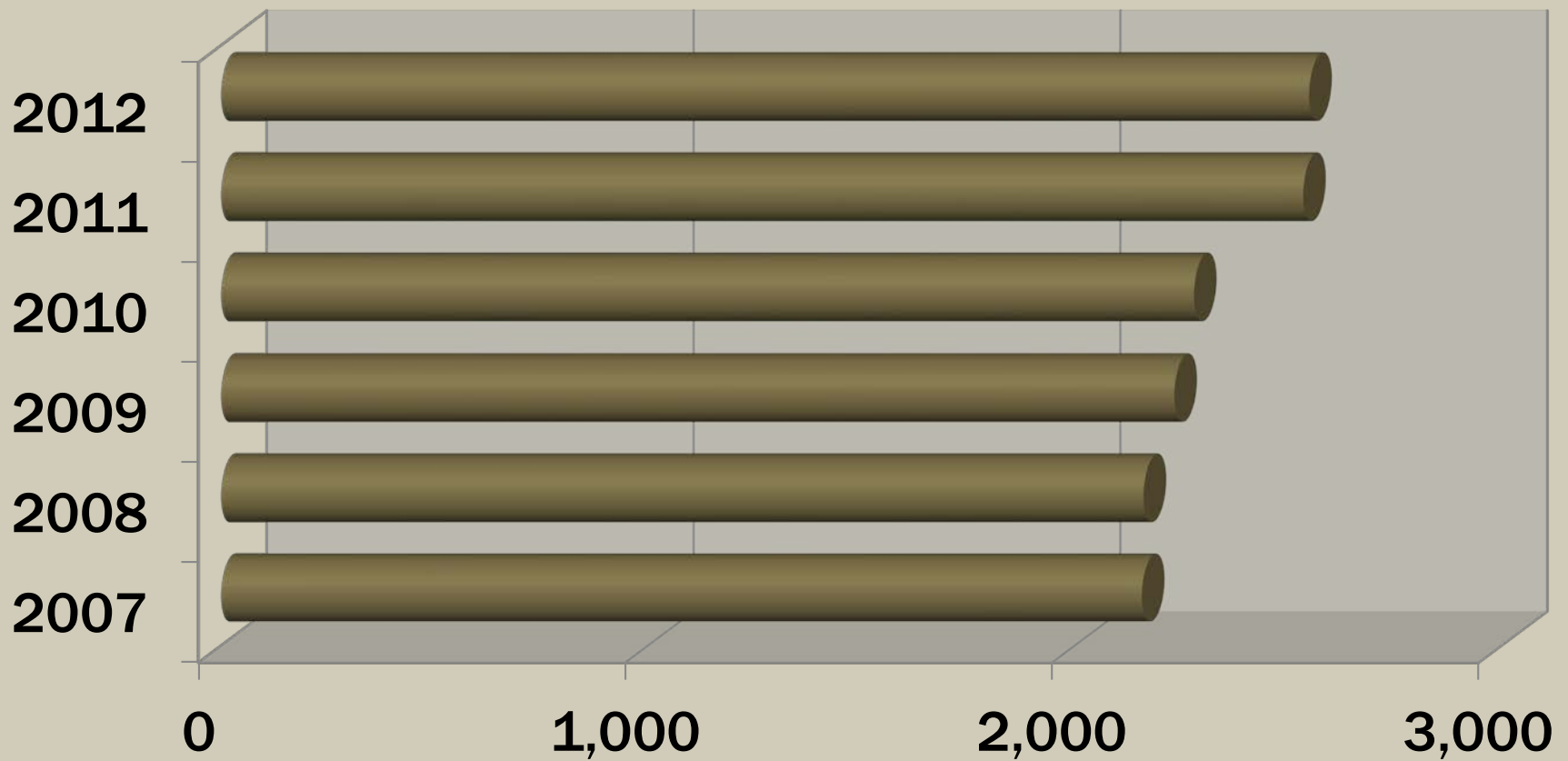
Tracy Louden, Administrative Services Administrator

Doug Woodcock, Field Services Administrator

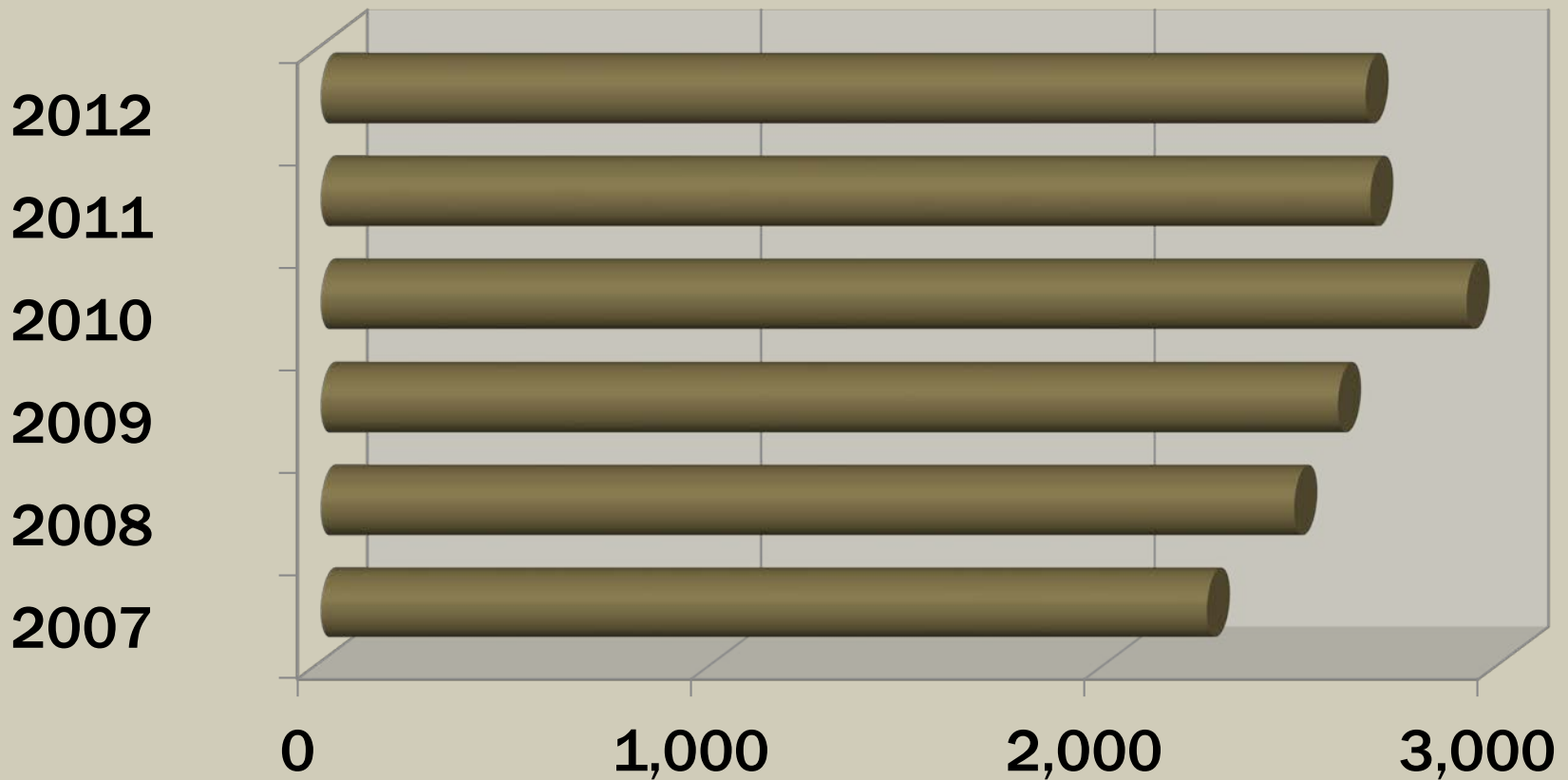
OF DAM SAFETY INSPECTIONS PER YEAR



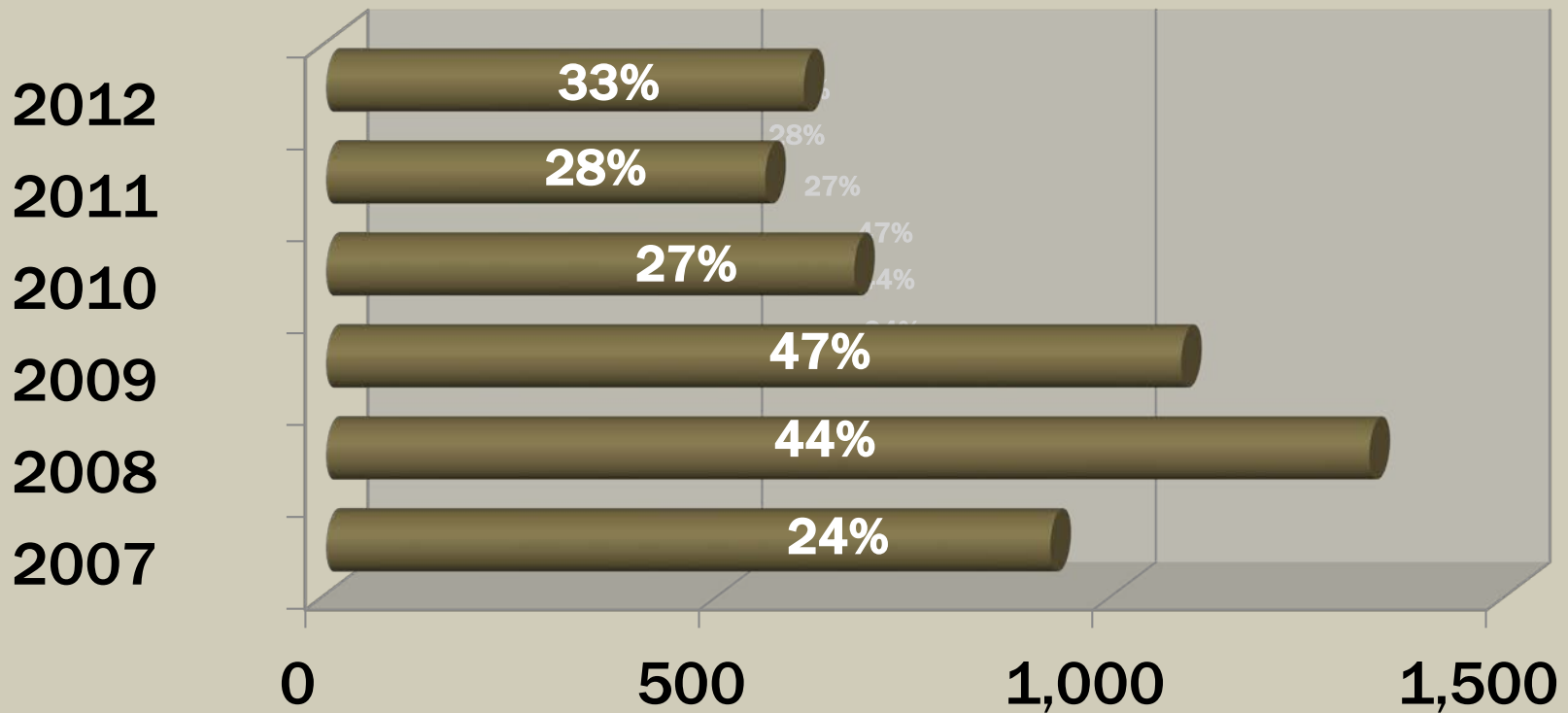
OF STREAMFLOW MEASUREMENTS PER YEAR



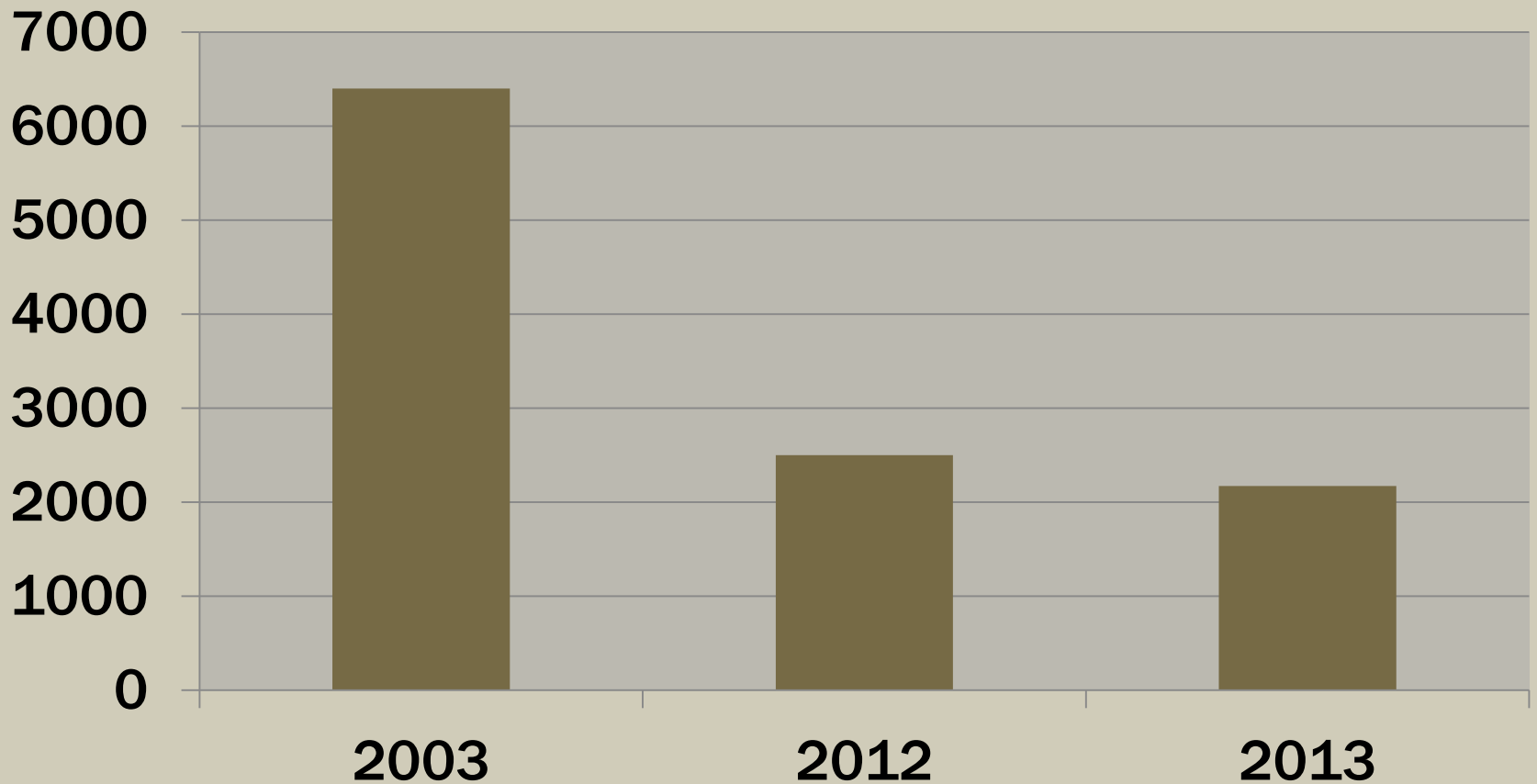
OF WATER WELL MEASUREMENTS PER YEAR



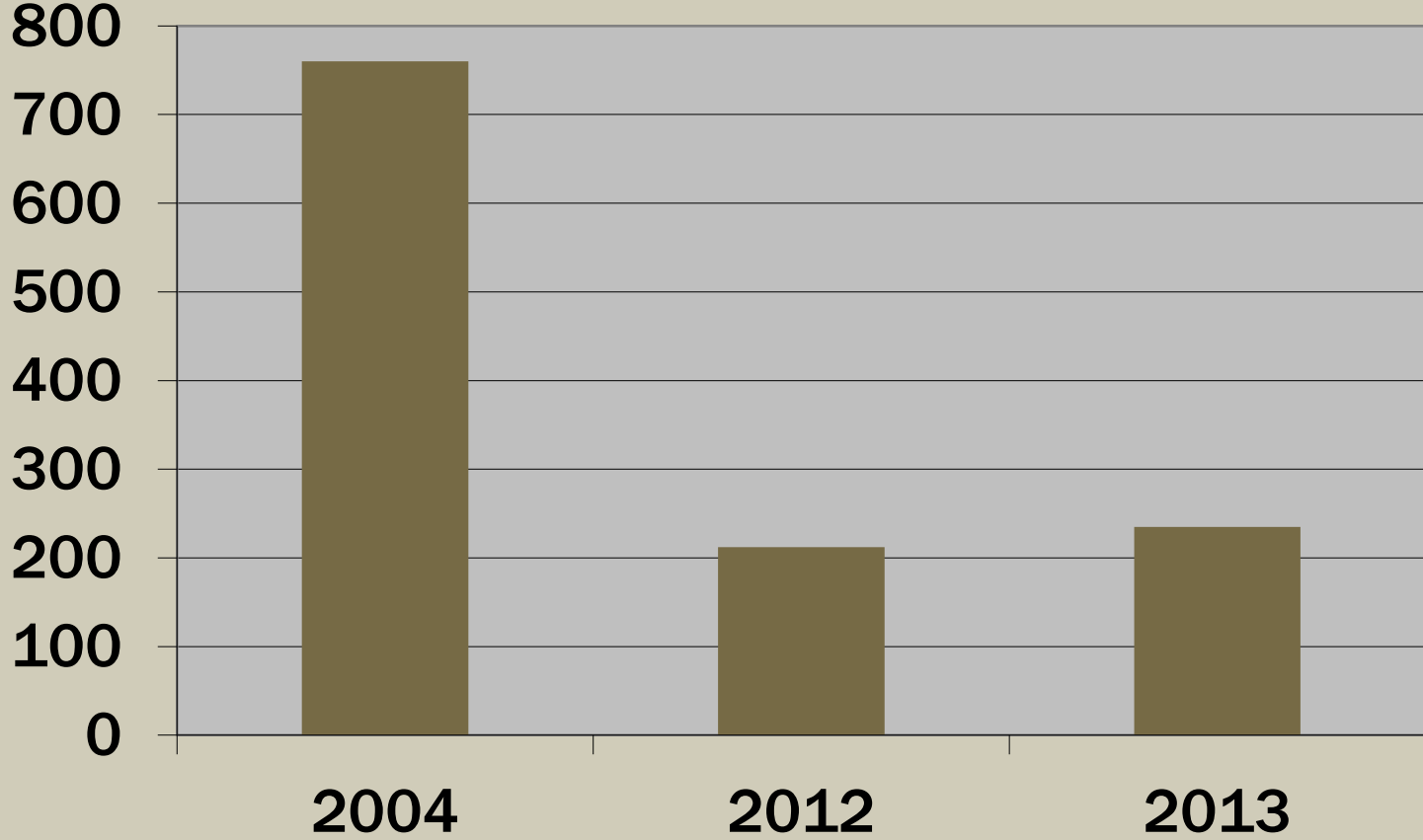
OF NEW WELL INSPECTIONS PER YEAR



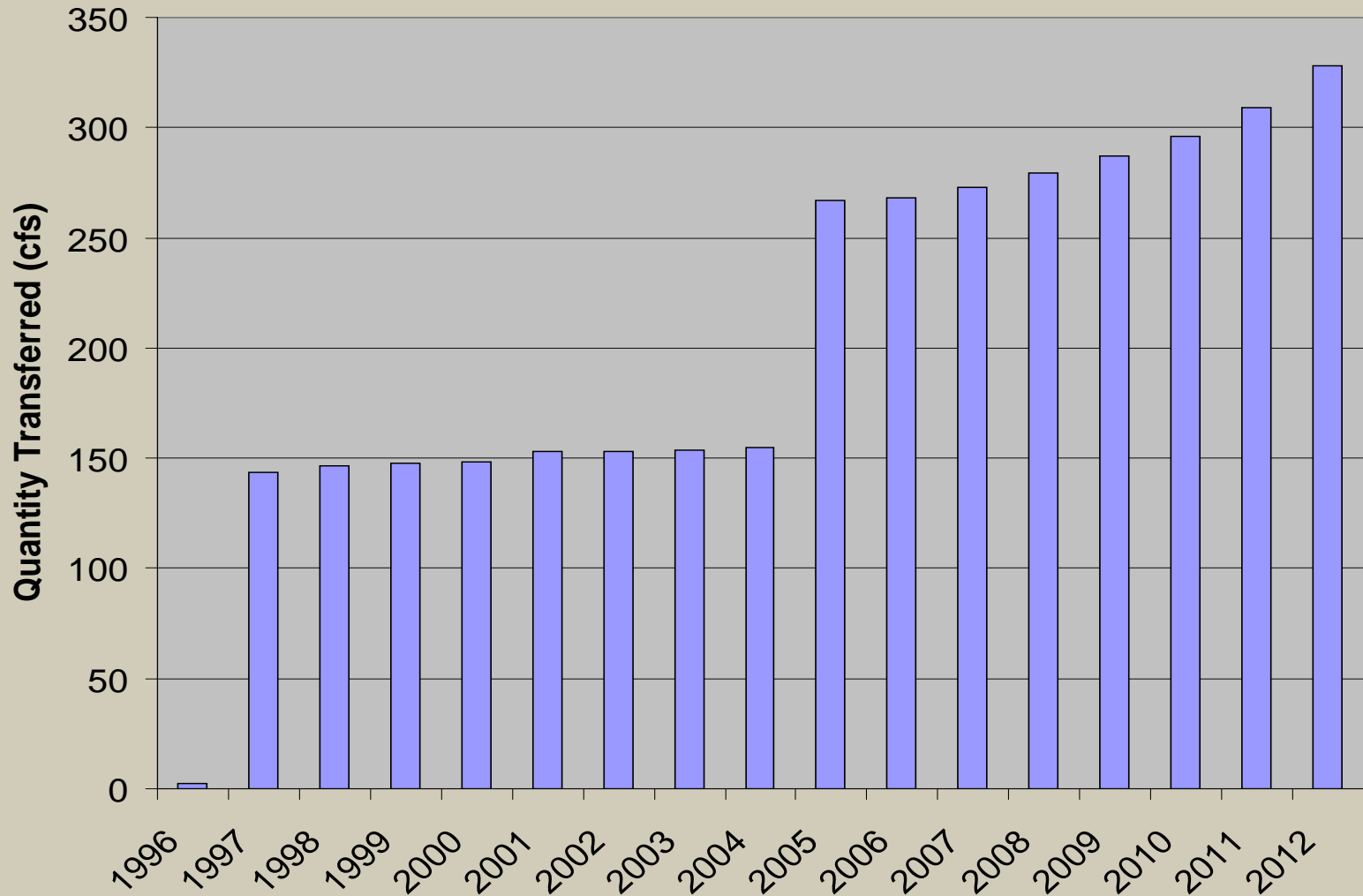
OF PENDING WATER RIGHT CERTIFICATES



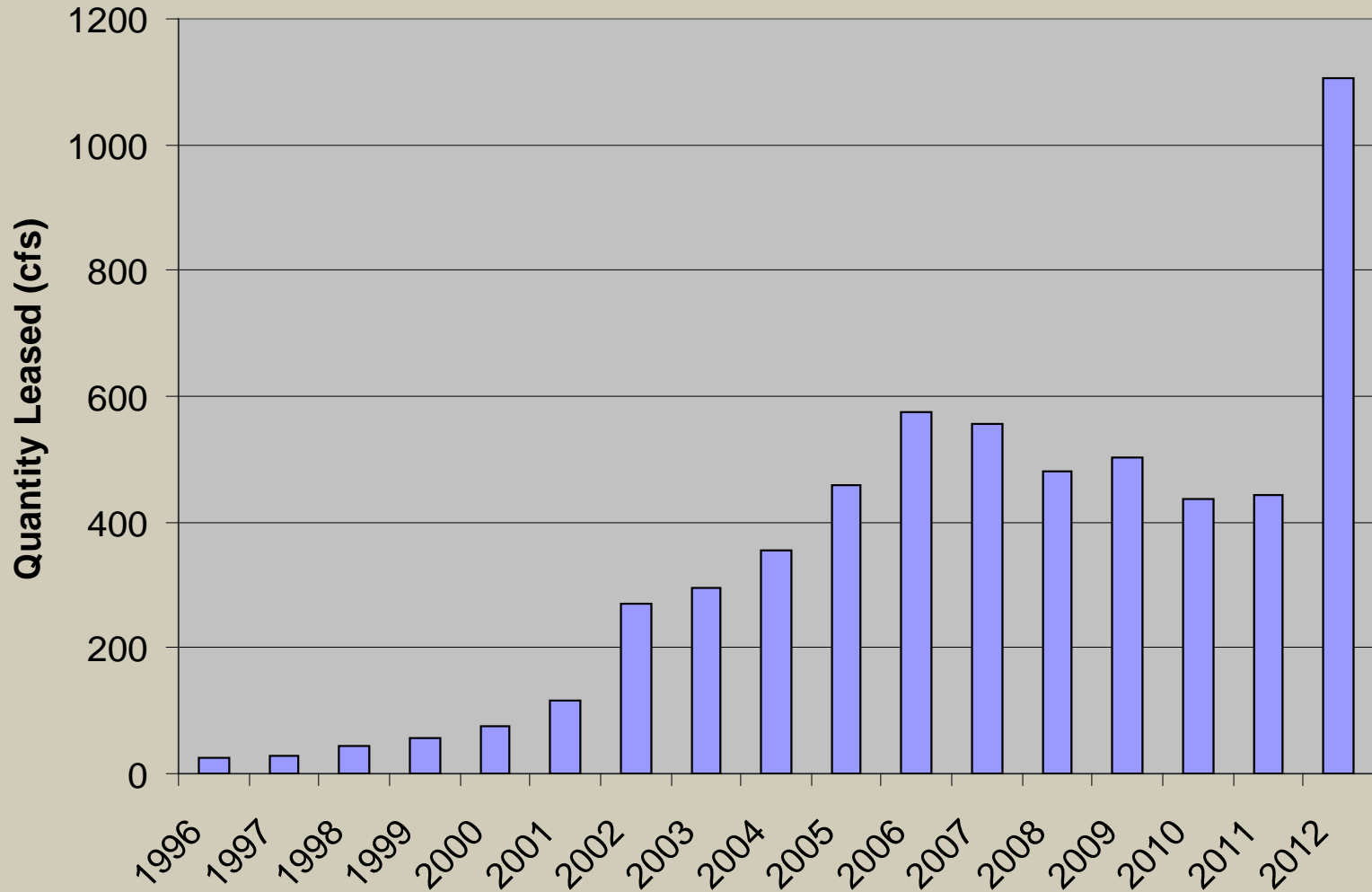
TOTAL # OF PENDING WATER RIGHT TRANSFERS



INSTREAM TRANSFER ACTIVITY (CUMULATIVE)



INSTREAM LEASE ACTIVITY BY YEAR (EXCLUDES SUPPLEMENTAL RIGHTS)



ADMINISTRATIVE SERVICES PAYMENT TIMELINESS

| Payment Timeliness | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 |
|--------------------|------|------|------|------|------|------|------|
| 5 days | 74% | 66% | 72% | 75% | 91% | 83% | 91% |
| 5-10 days | 17% | 17% | 16% | 14% | 4% | 12% | 8% |
| 10-15 days | 3% | 10% | 7% | 10% | 4% | 4% | 1% |
| 15-20 days | 2% | 2% | 2% | 1% | 2% | 1% | 0% |
| 20-30 days | 2% | 4% | 3% | 0% | 0% | 1% | 0% |
| 30-45 days | 1% | 0% | 1% | 0% | 0% | 0% | 0% |
| > 45 days | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| | | | | | | | |
| % within 30 days | 99% | 100% | 99% | 100% | 100% | 100% | 100% |
| % within 15 days | 95% | 94% | 94% | 99% | 98% | 98% | 100% |

ACTION ITEM

The Commission may consider the following alternatives:

1. Endorse the Department's internal performance indicators and request that the Department provide periodic updates on these indicators.
2. Direct staff to provide more information on internal performance indicators and how they are used.

QUESTIONS?

Thank you!