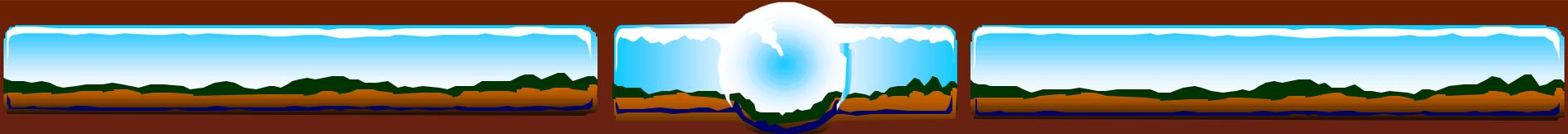


**PERFORMANCE MANAGEMENT
IN THE
DIVISION OF COMPLIANCE
MANAGEMENT**

**OFFICE OF SURFACE MINING
DEPARTMENT OF THE INTERIOR
AUGUST 28, 2001**



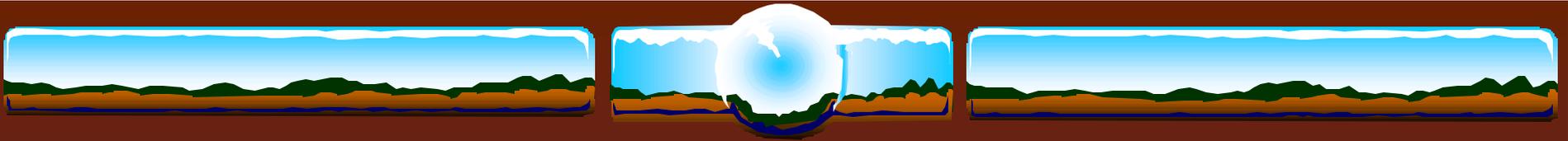
SURFACE MINING CONTROL AND RECLAMATION ACT

- ❖ **Protect people and the environment during current coal mining operations, and ensure the land is restored after mining has ceased, and**
- ❖ **Provide a cleaner and safer environment by reclaiming and restoring land and water degraded by past mining.**
- ❖ **Coal companies pay a fee on each ton of coal mined to finance the latter reclamation efforts**
- ❖ **DCM ensures that companies comply, using audit and other compliance processes**
- ❖ **Compliance staff located in 13 offices throughout the major coal-producing states.**



1995: The impetus for change:

- ❖ **Administration mandate to achieve a 1:15 manager to staff ratio**
- ❖ **Requirement to improve effectiveness with fewer resources**
- ❖ **Selection as pilot program under the Government Performance and Results Act**

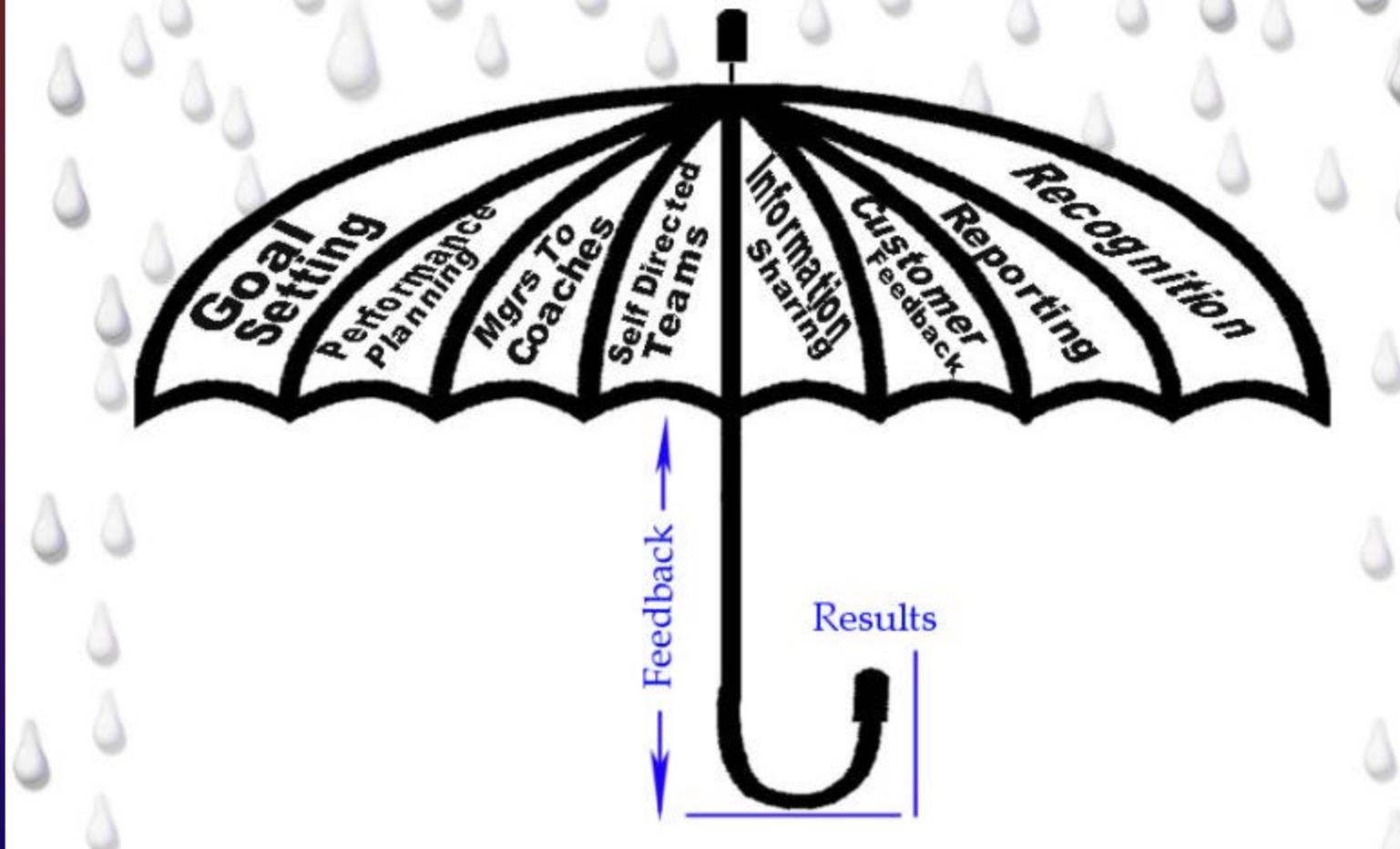


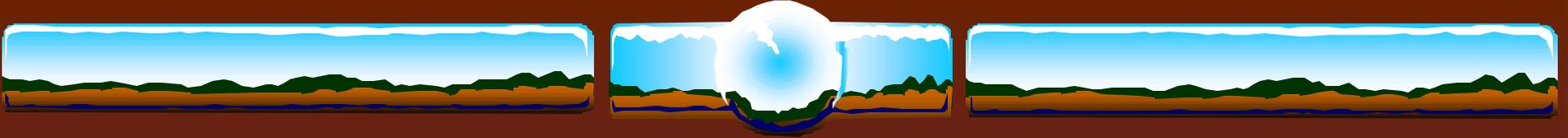
BUDGET AND PERFORMANCE INTEGRATION

**“Government should be results-oriented ----
guided not by process, but guided by
performance. There comes a time when every
program must be judged either a success or a
failure. Where we find success, we should
repeat it, and make it the standard. And where
we find failure, we must call it by its name.
Government action that fails in its purpose
must be reformed or ended.”**

Governor George W. Bush

PROGRAM FOR EMPOWERED PERFORMANCE
TRAINING AND COMMUNICATION





RESULTS

99% compliance rate

100% customer satisfaction rate

96% first-time issue rate

**5 consecutive years of productivity
improvement**

**OIG report that the program is conducted
efficiently and effectively**