

Evaluation Year 2001
CUSTOMER SERVICE EVALUATION WORK PLAN
for

The Illinois Office of Mines and Minerals, Land Reclamation Division

OBJECTIVE: To evaluate the effectiveness of customer service provided by the State to citizens requesting information about the location of underground mines in Illinois. The IFO will evaluate the State's timeliness, accuracy, completeness and appropriateness in providing this information during the evaluation period. The review will focus on the OMM-LRD's response to citizen requests with information from its Geographical Information System.

IFO TASKS:

- Cooperate with OMM-LRD contact person in gathering appropriate data for review. Depending on the volume of data, a representative sample of the data, as agreed upon by both the IFO and LRD, may be used to accomplish the objective of this evaluation.
- Review available materials and information provided by the OMM-LRD, and analyze the data as necessary to fulfill the objective of this oversight activity.
- Prepare and transmit to the Illinois Regulatory Authority, a draft report of findings and any recommendations by July 30, 2001 for comment.

REGULATORY AUTHORITY TASKS:

The Regulatory Authority (OMM-LRD) will assist the IFO in conducting this evaluation by providing of all requested information and materials.

OUTPUT MEASURES:

The product of this work plan will be a documented evaluation of State performance as described in the above objective statement. Information gathered and analyzed in the process of conducting this review will provide the basis for determining the effectiveness of customer service provided by the Illinois OMM-LRD to citizens requesting information concerning underground mines in Illinois.

IFO PERSONNEL:

Russ Miller, Program Specialist

Date: October 2000