



Department of Administrative Services
 Office of Administrative Rules
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Service Plan of the Office of Administrative Rules

Fiscal Year 2019

The Department of Administrative Services delivers support services of the highest quality and best value to government agencies and the public. The Office of Administrative Rules (office) enables citizen participation in their own government by supporting agency rulemaking and ensuring compliance with the Utah Administrative Rulemaking Act (Act). The office is created by statute at [Section 63G-3-401](#). Its duties are specified in [Section 63G-3-402](#), and other sections of [Title 63G, Chapter 3](#).

This service plan is prepared in compliance with [Section 63A-1-111](#) and outlines services that the office provides to state agencies. Questions regarding the plan may be directed to Mike Broschinsky at 801-538-3003.

What are the services we provide?	What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
1. Document filing	eRules, the office's online filing and publication system, allows state agencies to file rule actions and other documents, and the governor to file executive documents.	eRules is continuously available, allowing state agencies and the governor to file at any time, and from anywhere.	An agency is able to file rule actions or other documents; the governor is able to file executive documents.
			1.1. Uptime for the server hosting eRules.

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2. Publication of rule actions, executive documents, and other public notices	<p>Office publishes agencies' administrative rulemaking documents, governor's executive documents, and public notices in the Utah State Bulletin (bulletin).</p>	<p>Office receives and reviews submissions from state agencies and the governor's office. The review consists of a light to heavy copy edit of text on the submission forms, and evaluation of submission form content against statutory and regulatory requirements. The review also consists of reviewing the rule text of a rule submission to ensure that the base text is correct and that changes have been correctly marked.</p> <p>Office then produces PDF output and HTML files for each issue of the bulletin. These are then posted to the office web site no later than the 1st and 15th of each month. As a service to the Office of Legislative Printing, our office provides a copy of the PDF to them for printing a paper copy.</p> <p>The bulletin is available at https://rules.utah.gov/publications/utah-state-bull/.</p>	<p>2.1. Percentage of complete and correct rule actions, executive documents, and other public notices published on time.</p>
			<p>2.2. Average time between the publication date and the actual posting of the bulletin on the web site.</p>
			<p>2.3. Average number of days to review rule filings.</p>
3. Publication of effective rules	<p>Office publishes effective rules in the Utah Administrative Code (administrative code). (Subsection 63G-3-402(1)(e))</p>	<p>Office uses rule text submitted in an earlier rule action to construct a new current version of a rule when that rule action becomes effective. In the case of five-year reviews, the office simply adjusts the notice of continuation date for the rule.</p> <p>The new rule texts are inserted into the repository of word processing files that constitute the administrative code. This repository is then processed to create an HTML version of the administrative code. This is published to the office's web site by the 10th of each month.</p>	<p>3.1. Average time between the 10th of the month and the actual availability of the code on the Internet.</p>

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4. Rulemaking consultation and training	Office provides rulemaking training to state agencies.	Office presents training in a traditional classroom-lecture format. Sessions provide opportunity for questions and answers as well as discussion. The training is often provided on Capitol Hill; it can also be provided on-site for the agency.	Office tracks attendance at training.	4.1. Number of agency staff attending rules training.
			Office conducts quarterly training.	4.2. Office conducts training at least once a quarter.
			Attendees are satisfied with the training.	4.3. Post-training evaluation survey satisfaction score is at least 4.5 out of 5.
	Office provides consultation and guidance regarding rulemaking requirements.	Office staff respond to email and telephone inquiries from state agencies, legislative staff, legislators, and the general public regarding rulemaking in Utah	Office provides consultations to persons.	4.4. Consultations with persons (hours).
			Office responds to inquiries within one business day.	4.5. Number of days to respond to inquiries.
	Office provides the Rulewriting Manual for Utah (manual) and other resources to help agencies understand the process. (<u>Subsection 63G-3-402(1)</u>)	Office posts the manual on its web site at https://rules.utah.gov/agency-resources/manual/ .	Office updates the manual every other year, and maintains a current copy on its web site.	4.6. The manual is updated as needed.
5. Agency notification of five-year review due dates	Office provides agencies with at least 180-days notice of rules due for review.	Office uses email to notify agency managers, rules coordinators, and rule filers of rules due for review.	Office notifies agencies of rules due for review at least 180-days in advance of the review due date.	5.1. Percentage of rules for which statutorily required notice was sent by the statutory deadline.

What are the costs associated with each service?
 The Legislature created the office as an appropriated agency. The office does not charge for filing, review, or publication services. To encourage public access to and participation in the regulatory process, the office publishes administrative rules free of charge on its web site.