

FY 2010 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Sec 102 Departmental Administration

PROGRAM: Policy and Legislative Affairs

TIMELINE: October 1, 2009 through September 30, 2010

PROGRAM MISSION STATEMENT (Customer-Focus Direction)

The Office of Policy and Legislative Affairs (Legislative and Rules) strives to reduce unnecessary rules and regulations, strengthen policies and laws relating to consumer economic activity and workforce improvement, and assist consumers to enhance Michigan's economy and quality of life.

VISION STATEMENT:

The Office aims to enhance Michigan's economy and quality of life through skilled staff support and improvement of delivery of services to the public on behalf of the Department in all rulemaking, legislative, and constituent response efforts.

PROGRAM STATEMENT

Policy and Legislative Affairs works together as a cohesive team with other agencies to provide outstanding support services to our customers: The Office of Policy and Legislative Affairs provides services both to internal customers and external customers, by providing assistance with legislation, bill analysis, attendance at legislative sessions and committee meetings, administrative rules promulgation, and constituent relations.

FUND SOURCE:

State Restricted Funds (Federal Match only)

LEGAL BASIS:

1969 PA 306, 1972 PA 286, 1968 PA 191,

CUSTOMER IDENTIFICATION:

Customers - Legislature; Director's Office, Governor's Office, Management and program staff from the Bureaus and Agencies of DELEG; lobbyists and associations, schools, colleges, universities, local governments, small business and non-profit organizations and residents of the State of Michigan

Stakeholders - Governors Office; citizens of the State of Michigan

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CRITICAL GOALS/MAJOR OBJECTIVES and RESULTS

Program Goals:

GOAL 1 Coordinate DELEG 2009-2010 Legislative Program

OPLA uses a collaborative process with DELEG and Legislative stakeholders to encourage economic and workforce development.

Comment: ongoing.

The Office provides technical expertise to bureaus and agencies within DELEG to establish legislative priorities and work with the Legislature to revise and introduce programs and related statutes. In the current legislative session, we are currently working on DELEG's top priorities.

Accomplishments for Fiscal Year 2009-2010 include the following:

--2009 Application Processing & Refund Report was submitted as required.

--In addition, the office worked with lobbyists, legislative staff, program staff, and the Governor's office on a dozens of proposed and introduced bills affecting our department and other departments.

- More than 379 bills were introduced in the legislature and assigned to DELEG or an agency of DELEG as the lead agency. We also work with other departments on bills that affect us.
- Staff provides department positions and attended legislative committee hearings and work groups relating to bills affecting the agency.
- 39 bills were enacted into law or approved by the legislature during the calendar year.
- Several DELEG legislative priorities were enacted, including repeal of the Homeowner's Construction Lien Recovery Fund and creation of a renewable energy and energy efficiency revolving loan fund.
- The legislative liaison consults with program staff to provide testimony and draft bill summaries. When bills are enrolled, the office drafts bill analyses of enrolled bills for the Governor's review. These are posted on the department website for public review at http://michigan.gov/DELEG/0,1607,7-154-10573_45007_45009---,00.html.

Comment: Ongoing.

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GOAL 2

OPLA collaborates with and assists bureau and agency staff and regulatory liaisons to promulgate administrative rules, promotes reducing unnecessary regulations and strengthening policies relating to consumer economic activity, workforce improvement, and assistance to Michigan citizens.

Together with DELEG bureaus and agencies, this office

- Submitted 24 requests for rule revisions or new rules, based upon statutory authority or mandates.
- Finished and implemented 19 completed rule sets during FY 2010.
- Coordinated work on the development and processing of 67 different formal rule sets during the period, and several others still being contemplated. This office provided consultation, training, and guidance to staff and stakeholder committees about the Administrative Procedures Act process and requirements for rulemaking. It also acted as DELEG rules liaison to the State Office of Administrative Hearings and Rules.
- The average time, during this period, to shepherd rules through the process was approximately 12 3/4 months, ranging from 0 (to enact emergency rules) to 905 days. This year's average time to process rules decreased for the second year from a high of 963 days (or nearly 3 years) in 2008, as staff was able to complete several outstanding rules, and worked on improvements to the rules that were implemented.
- Staff continued to work with agencies to develop documents that more clearly identify costs and benefits and address impact upon businesses, citizens, and regulated persons. Rules were modified as necessary to address issues as they were identified.
- Rules critical to department activities included rules related to implementation of the Health Benefits Plan Reform Act, Energy and Building Codes that contained amendments required by the federal Stimulus package relating to energy efficiency and alternative energy, amendments to accommodate legislative changes to several DELEG programs, and adoption of updated federal or national standards.
- OPLA staff timely submitted the DELEG annual Regulatory Plan to the State Office of Administrative Hearings and Rules for notification to the Legislature.

Comment: Ongoing.

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GOAL 3

Provide excellent constituent services to legislative offices and all other customers.

Our goal is to respond to calls within 24 hours, and close 95 percent of all calls within 3 business days.

Comment: Ongoing.

Reported Contact Data

Total Number of Contacts Reported from 10/1/2008 to 9/30/2009:2496

Contacts returned within 24 hours: 4371 or 100%

Contacts closed out within 3 days: 4180 or 97%

Some calls take more than 3 days to close out due to wait for outside responses.

Comment: Ongoing

Processes/Services

Our processes and services are developed by constantly communicating with our customers.

PROGRAM EFFECTIVENESS and Efficiency (Current Year)

Program Goals/Metrics

See attached chart

Performance Measures

Turnaround times of returning calls by customers

Program Improvements Made

We continue to improve our database for tracking and reporting legislative/constituent issues.

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PROGRAM IMPROVEMENT PLANS FOR FY11

60% of staff is retiring on 1/1/11. Therefore it will be left to our successors to develop a plan.

CHALLENGES FOR FY11 and BEYOND

Replacing experienced staff lost to early retirement.

CHARTS

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Legislative/Constituent Performance 2009-2010

