

FY 2010 Annual Program Performance Measures

DEPARTMENT: MICHIGAN DEPARTMENT OF ENERGY, LABOR & ECONOMIC GROWTH

APPROPRIATION UNIT: Sec 106 Occupational Regulation **PROGRAM:** Bureau of Construction Codes

TIMELINE: October 1, 2009 through September 30, 2010

PROGRAM MISSION STATEMENT

The mission of the Bureau of Construction Codes is to assure that the built environment and the systems within are sound, safe and sanitary; building users' health, safety and welfare are protected; and that, through a coordinated program of code compliance, investigation and training, there is consistent application of standards.

VISION STATEMENT

"Providing for Michigan's Safety in the Built Environment"

PROGRAM STATEMENT

The Bureau of Construction Codes consists of the following 11 divisions which work together to provide outstanding services to its customers:

Boiler Division: Responsible for enforcing and updating the boiler codes. The program is also responsible for examination, licensing and license renewal of boiler installers, repairers and inspectors and registration of boiler operators and stationary engineers; review and approval of permits for installation, repair and alteration of boilers; conducts inspections of boiler installations, repairs and existing boilers; investigates boiler accidents; and provides staff support to the Board of Boiler Rules.

Building Division: Responsible for enforcing and updating the state building codes. The program is also responsible for conducting building and manufactured housing community inspections; establishes statewide standards for manufactured home community development and manufactured home businesses; issues manufactured housing licenses and affidavit of affixtures; responsible for manufactured housing consumer and licensing complaints, conducts manufactured housing audits, construction variances and review of ordinances for manufactured housing communities; enforces the registration and continuing education of construction code officials; and provides staff support to the Manufactured Housing Commission.

Electrical Division: Responsible for enforcing and updating the state electrical codes. The program is also responsible for conducting electrical inspections; registering electrical apprentices; the examination, licensing and renewal of master electricians, journey electricians, fire alarm specialty technicians, sign specialists, electrical contractors, sign specialty contractors, and fire alarm contractors; the approval of inspector training programs and instructors; and provides staff support to the Electrical Administrative Board.

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Elevator Division: Responsible for enforcing and updating the elevator codes. The program is also responsible for conducting elevator inspections; the examination, licensing and renewal of elevator journeypersons and contractors; conducts complaint and accident investigations; and provides staff support to the Elevator Safety Board.

Office of Land Survey and Remonumentation: Responsible for administration of the statewide program of monumenting and remonumenting the original U.S. government public land survey property controlling corners and state plane coordinates for establishing geographic information systems. The program is also responsible for ensuring an orderly and consistent review of the subdivision of land; conducts final review of subdivision plats; and provides staff support to the State Boundary Commission.

Mechanical Division: Responsible for enforcing and updating the state mechanical codes. The program is also responsible for conducting mechanical inspections; the examination, licensing and renewal of mechanical contractors; the approval of inspector training programs and instructors; and provides staff support to the Board of Mechanical Rules.

Plan Review Division: Responsible for conducting building, electrical, mechanical, plumbing, barrier free design, public school site and manufactured housing community plan reviews. The program is also responsible for all barrier free design exception requests; reviewing pre-manufactured plans and compliance manuals; and provides staff support to the Barrier Free Design Board.

Plumbing Division: Responsible for enforcing and updating the state plumbing codes. The program is also responsible for conducting plumbing inspections; registering apprentices; the examination, licensing and renewal of journey plumbers, master plumbers, and plumbing contractors; the approval of inspector training programs and instructors; and provides staff support to the State Plumbing Board.

Office of Management Services: Responsible for the bureau budget, internal controls, performance reporting, document management, permitting, legislation tracking, code books, forms, web production, and freedom of information requests.

Office of Administrative Services: Responsible for personnel actions, promulgation of administrative rules, good moral character reviews, media coordination, and publication of the bureau newsletter. The office is also responsible for investigation of consumer licensing complaints, performance evaluations of local building departments, and processing of ordinances and applications from local units of government to administer and enforce the state construction codes.

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Administration: Provides leadership, direction, and support for all bureau programs, products and services. Provides staff support to the Construction Code Commission.

FUND SOURCE:

Boiler Fee Revenue
Elevator Fees
Mobile Home Code Fund
State Construction Code Fund
Property Development Fees
State Survey and Remonumentation Fund
Land Sales Fees

LEGAL BASIS:

The Stille-DeRossett-Hale Single State Construction Code Act, 1972 PA 230
Boiler Act of 1965, 1965 PA 290
Building Officials and Inspectors Registration Act, 1986 PA 54
Construction of School Buildings, 1937 PA 306
Electrical Administrative Act, 1956 PA 217
Elevator Safety Board, 1967 PA 227
Elevator Licensing Act, 1976 PA 333
Forbes Mechanical Contractors Act, 1984 PA 192
Land Division Act, 1967 PA 288
Mobile Home Commission Act, 1987 PA 96
State Boundary Commission, 1968 PA 191
State Plumbing Act, 2002 PA 733
State Survey and Remonumentation Act, 1990 PA 345
Utilization of Public Facilities by Physically Limited, 1966 PA 1

CUSTOMER IDENTIFICATION:

Customers of the Bureau of Construction Codes include the public/consumers, contractors & sub-contractors (licensees), facility owners/developers, land surveyors, design professionals (i.e., architects, engineers), inspectors, attorneys/legal community and other state and local agencies.

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CRITICAL GOALS/MAJOR OBJECTIVES and RESULTS

Goal 1 – We will improve customer service by studying new efficiencies and streamlining where possible to achieve improved turnaround times in all areas.

- Review 90% of plans for conventional and pre-manufactured construction within 15 business days after receipt.
Performance statistics indicated 87% of conventional plans and 96% of pre-manufactured construction plans were reviewed within 15 business days after receipt. The bureau continues to strive to reach its goal; however, it should be factored in that it continues to be necessary to utilize plan review staff to provide assistance for field inspector vacancies and medical leaves.
- Review subdivision plats and issue approvals or rejections which identify deficiencies within 15 business days after receipt.
This goal was achieved.
- Review survey and remonumentation grant applications, work progress and completion reports, and process approval/payment or identify deficiencies within 30 business days after receipt.
At times, this goal was not achieved. Monthly performance reports are being revised to track percentages. The bureau will continue to strive to reach its goal.
- Issue 85% of permits and approvals within 5 business days after receipt of request.
This goal continued to be exceeded. 92% of permits and approvals were issued within the targeted timeframe.
- Conduct 90% of building, electrical, mechanical, and plumbing inspections within 3 business days after receipt of request.
This goal continued to be achieved with the assistance of qualified staff from the Plan Review Division.
- Issue certificates of occupancy, or issue denial when applicable, within 5 business days after receipt of request.
This goal continued to be achieved.
- Create and implement automated on-line forms as new forms become necessary.
This is an on-going objective. The bureau continues to increase the number of automated on-line forms making BCC services more accessible and user-friendly to its customers. Additionally, the bureau has updated many forms based on suggestions of staff or external customers.

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Goal 2 – We will offer more options for licensees to take examinations, and quicker turn-around times for license renewals.

- Conduct at least 4 examinations for each license classification and issue licenses to those applicants who meet the qualifications within 30 business days after the examination; renew all licenses within 10 business days after receipt of application for renewal.
All legally mandated examinations were held and new licenses and license renewals were issued within the timeframe.

Goal 3 – We will ensure the safety of boilers and elevators within the state.

- Begin the investigation of all boiler and elevator accidents within 24 hours of notification.
There were once again no boiler accidents in Michigan in FY10. There were 6 elevator accidents in Michigan in FY10. All investigations began within 24 hours of notification.
- Complete development and testing of electronic submission of boiler inspection data. Implement program.
The *Jurisdiction Online* boiler inspection data system was activated in June 2010.

Goal 4 – We will improve the understanding of the manufactured housing industry development process within the state.

- Improve communication with the industry regarding the manufactured housing development process by developing informational material for publication and posting on the bureau website.
This past year, the bureau issued Technical Bulletin 57 to provide a better understanding of the changes made to the Mobile Home Commission Act, we wrote several articles regarding the manufactured housing industry that were included in the bureau's newsletter *Code Works!*, and we conducted several training programs to the manufactured housing industry, and inspectors.

Goal 5 – We will ensure accuracy and orderly development of real property within the state through enforcement of all statutory requirements related to establishment of new property boundaries within subdivisions, as well as the establishment and maintenance of original government survey markers.

- Issue an annual survey and remonumentation grant in accordance with 1990 PA 345 to all 83 Michigan counties.
Remonumentation Grants were issued to 82 of the 83 Michigan counties that applied for them in 2010.

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Goal 6 – We will improve internal and external communication within the bureau, providing expanded customer service.

- Analyze and improve internal and external communication processes as deemed necessary. Conduct training programs and staff meetings with a focus on administrative issues and topics which will increase effectiveness in dealing with customers.

The Bureau Director has attended a variety of local industry meetings and conducted several training programs during this past year.

The Bureau Director prepared and distributed a letter to all chief elected officials within the state outlining bureau services to encourage enhanced partnerships. Because of this annual effort and the bureau's level of customer service, local units of government continued to reach out to the bureau to assist them with various enforcement needs.

All newly appointed managers are required to attend an in-house training session to assure a thorough understanding of their new responsibilities. The Deputy Director meets with all newly appointed staff to provide an overview of the bureau's customer service expectations. The bureau has also implemented a new orientation training program for newly appointed inspection staff.

The Bureau Deputy Director attends each of the bureau's numerous board and commission meetings to keep in touch and be able to respond to the various industry concerns.

Following each monthly management staff meeting, bureau program managers meet with their staff to share pertinent and upcoming information. Meeting notes from the bureau's management staff meetings are also posted on-line to assure access by all employees.

- Develop an informational document that includes pertinent information regarding the bureau. Provide information to all staff.
The *Bureau of Construction Codes Overview* document was added to the bureau's internet website during FY07. This document continues to be updated to include the most current and historical information regarding each of the bureau's program areas. Additionally, the bureau's newsletter, *Code Works!*, includes code and safety issues that are beneficial to both bureau staff and its customers.
- Recognize bureau staff providing exemplary service and acknowledge employee contributions to the program.
Bureau staff receives recognition from its customers, as well as by co-workers. The Bureau Director and Deputy Director personally thank employees for their extra efforts and assure each letter, email, or telephone call citing a BCC employee's outstanding service is placed on the bureau's intranet site. Outstanding assistance is also recognized during monthly Management Staff Meetings, as well as during respective board or commission meetings. We have added an on-line survey to our internet site which allows the public to recognize the bureau's inspection field staff.

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Goal 7 – We will analyze cross-training needs; increase the importance of training and self-improvement for all staff.

- Provide a training program for administrative support staff.
Due to budget constraints, the bureau arranged for a complimentary training program for its administrative support staff. The program was an interactive program relating to customer service. Also, the bureau continues to cross-train its administrative support staff and fill its vacancies internally whenever possible to provide advancement opportunities.
- Seek advanced management skills through identified objectives for each manager based on an annual individual performance appraisal.
This is an on-going objective that continues to be met through participation in the MI-360 process. The feedback received from peers, subordinates and co-workers is evaluated by the bureau director, as well as the individual manager.
- Assess the availability, and where possible provide self-improvement training for staff.
This is an on-going objective. Staff took advantage of free information technology classes offered by DTMB to increase their knowledge of various computer programs used by the bureau. Also, the administrative support training program provided skill development for dealing with stress in the work environment.

PROGRAM IMPROVEMENTS MADE IN FY2010

- We continued to fill only those positions that are critical to the mandated functions of the bureau.
- Enhancements were made to the bureau's plan review system to allow issuance of all plan review confirmation letters electronically.
- We continued our efforts to reduce costs and monitor and reduce spending within DELEG/BCC in order to comply with the Governor's Executive Directives.
- We continued working with the State Record Center to have construction code documents imaged and available through the "IRMA" system.
- We continued to ensure the internet is updated timely and accurately.
- We continued to monitor our program processes for uniformity and for possible areas of streamlining.
- The bureau conducted a first ever joint-training session with the Code Officials Conference of Michigan for local and state inspectors in January 2010. The training was well received and a success in enhancing our partnership with local units of government.
- The bureau continued to review and update all of its rules and laws to improve processes and streamline services.
- The bureau developed and implemented an alternative schedule for performing annual employee performance evaluations. We anticipate these changes will prove to be both time and cost effective for its managers.
- The bureau has nearly eliminated the backlog of licensing complaint investigations. The Deputy Director, Director of the Office of Administrative Services, division management staff, and the complaint analyst continue to meet to assure new complaints are handled consistently and comprehensively.
- The bureau improved the statute requiring plumbing code update training by:

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- Increasing its monitoring of the approval methods for instructors.
- Doubling the training classes offered by the bureau
- Participated in the development and is the narrator of an electronic internet training class offered to licensed journey and master plumbers.
- We updated the following construction code rules: electrical code rules (12/2/09); elevator safety rules (6/21/10); Michigan boiler operators and engineer rules (07/30/10); plumbing code rules (08/20/10); and mechanical code rules (10/21/10).
- We continued our education efforts of the County Remonumentation Grant Administrators by developing and distributing several guideline and guidance documents and making them available on-line. This includes:
 - Attorney General guidance on corner positions
 - Completion of land corner recordation certificate checklist to assist land surveyors in completion of corner records
 - Peer group review guidelines to ensure proper ratification of public land survey corners
- We continued our education efforts to assist surveyors and proprietors by developing and distributing guidelines for subdivision plat submittals. This includes:
 - Documentation checklists for subdivision plat submittals to assist surveyors and proprietors
- We implemented enhancements to our Plan Review system which allows issuance of general, state and school plan review comment letters electronically, as well as allow plan review applicants to resubmit limited information electronically.
- We implemented additional enhancements to our *'Permits'Plus* system which allows our customers to pay for building, electrical, mechanical and plumbing outstanding permit invoices on-line.
- The *Jurisdiction Online* boiler inspection data system was activated in June 2010 which allows electronic submission of boiler inspection data.
- We began conducting written and oral examinations of boiler operators and stationary engineers.
- We continued our efforts to enhance the bureau's registration database to assure the future success of the operation of the system.
- We began our education efforts of electrical contractors on the new registration requirements for training and education that became effective 09/01/10. Implementing this process took the collective effort and support of the United States Department of Labor Office of Apprenticeship (USDOLOA), community colleges, trade and labor organizations from around the State of Michigan and the Bureau of Construction Codes. This new requirement provides for classroom training and on-the-job experience for all electrical apprentices which will allow them to work more safely in the electrical industry.
- Program changes were made to allow electrical, mechanical and plumbing contractors the ability to apply for permits for State-owned buildings online.
- As a result of the overdue invoice collection procedures for the Elevator Safety Division established in 2005, the majority of outstanding fees are now collected within 1 year.

PROGRAM IMPROVEMENT PLANS FOR FY2011

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- We are in various stages of the approval process to update the following construction code rules and anticipate a March 9, 2011 effective date: building code rules; energy rules; residential rules and rehabilitation rules
- We will begin updating the electrical code rules in January, 2011.
- We plan to review an on-line system for elevator permit, licensing and inspection data.
- The bureau plans to conduct a second annual joint-training session with the Code Officials Conference of Michigan for local and state inspectors in January 2011.
- We plan to develop and distribute guiding principles for the Remonumentation Program to assist counties with the completion of their county plans in an efficient and cost-saving manner.
- We plan to update all licensing examinations to coincide with updated code editions.
- We plan to continue to identify new construction practices which may require adjustments in the codes both at national and state levels.
- We plan to commence credit card payment system for boiler inspection and certificate invoices.
- It was determined that the *'Permits' Plus* system could not accommodate the Elevator program, we therefore plan to update the *'Permits' Plus* system to Acella Automation to include the Elevator program, as well as upgrade all other systems.
- We plan to continue to standardize and create written desk procedures in all of our program areas.
- We plan to move the Elevator Safety division, Boiler division & the Office of Remonumentation and Land Survey from the Mercantile building into the Okemos building, thus improving communication, staff accessibility, and increased access to Bureau resources.

CHALLENGES FOR FY11 and BEYOND

- The sunsets that were placed on PA 370, 371, 372 and 373 will return the electrical, mechanical, plumbing licensing and inspector registration fees to their pre-increased rates in 2012. If these sunsets are not removed, the bureau may be forced to execute another round of staff reductions prior to FY2014.
- Work with the department, the State Budget Office, and the legislature to ensure that all construction code programs are sufficiently funded to avoid a deficit and still maintain an excellent level of customer service.
- Continue to improve our services in light of budget and staff reductions and the continued decline in construction permit revenue.
- Update current technology to deliver services while staying within budget and revenue restrictions.
- Provide the bureau's statewide field inspection staff with reasonably fast and reliable internet services to allow across the bureau communication and the ability to conduct web-based training.
- Continue to efficiently serve program areas having unfunded mandates.
- The bureau continues to have problems recruiting boiler and elevator inspectors. Lack of a competitive salary with the private sector is one of the barriers to recruitment. The bureau is gathering information on this subject and will submit a pay proposal to the department and Civil Service.
- To maintain the integrity of the mechanical contractors exam using in-house printing of the examinations.
- Perform only statutory responsibilities in administering programs which will diminish the level of service our customers have been provided due to reductions in workforce. This includes:
 - We are no longer able to perform early reviews of proposed subdivision plats and proposed petitions that require filing with the State

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Boundary Commission.

- We are no longer able to answer land division questions from the public, municipal officials, attorneys or surveyors.
- To maintain employee moral during this continued economic downturn that has brought the necessity for staff being asked to do more with less and for less.

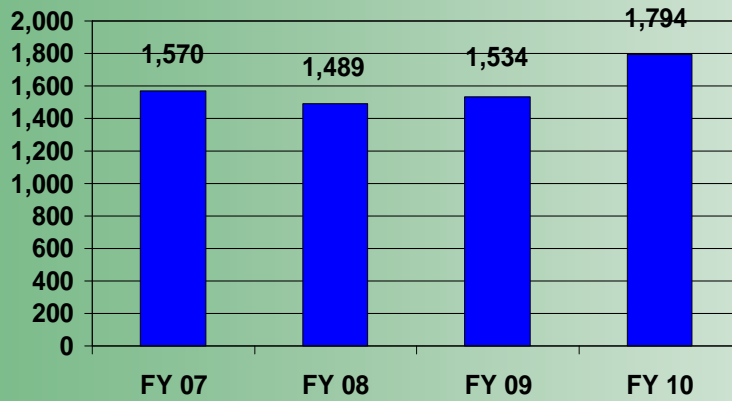


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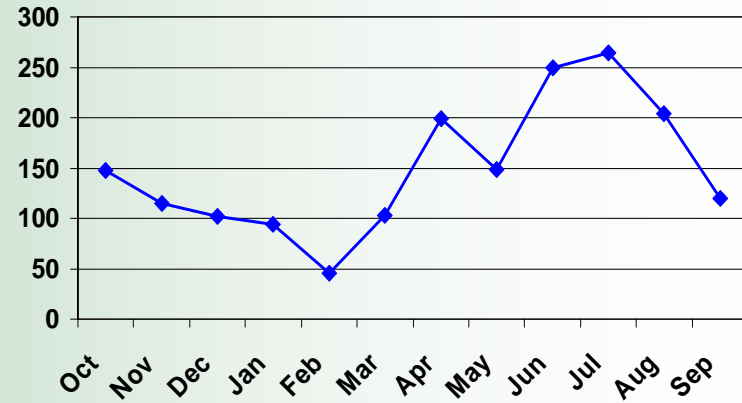
Building - Permits



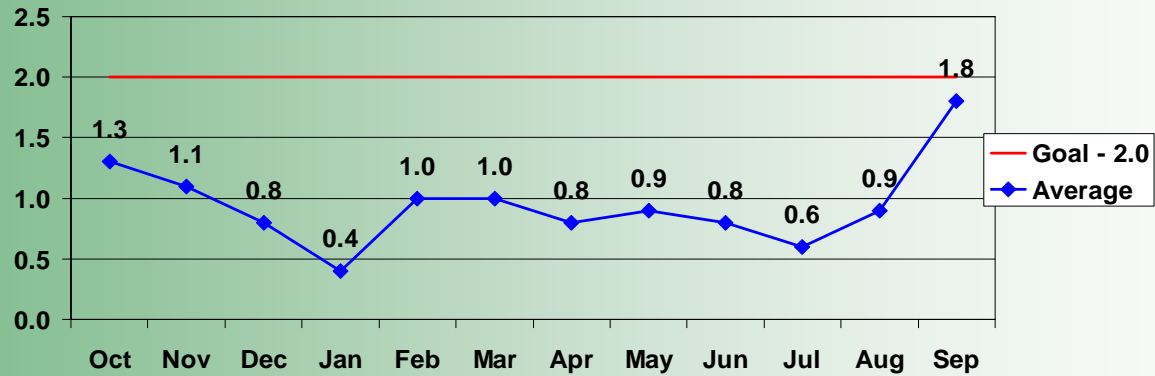
Permits Issued



FY 2010 - Monthly Permits



Average Processing Time In Days



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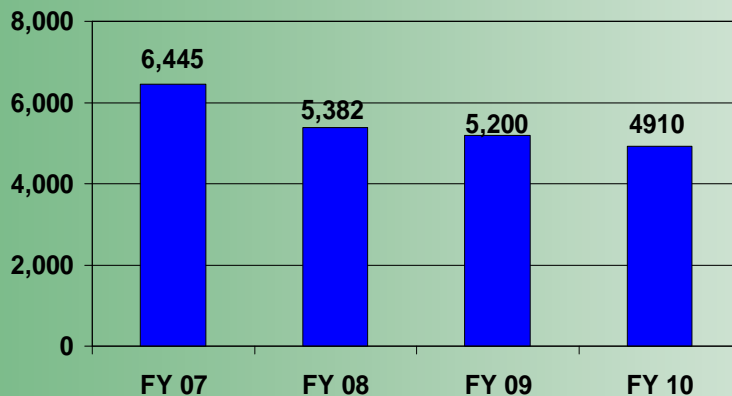


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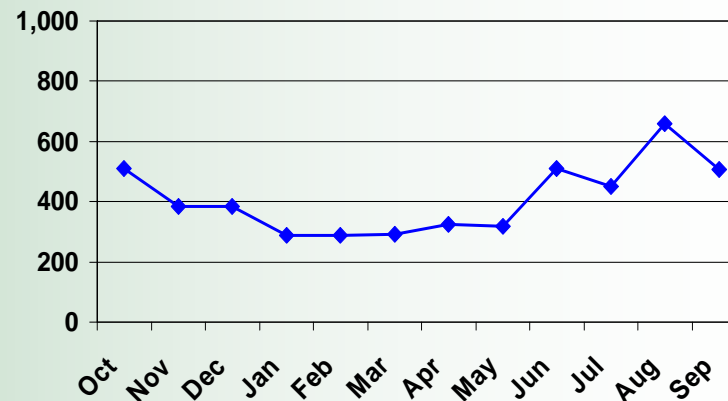
Building - Inspections



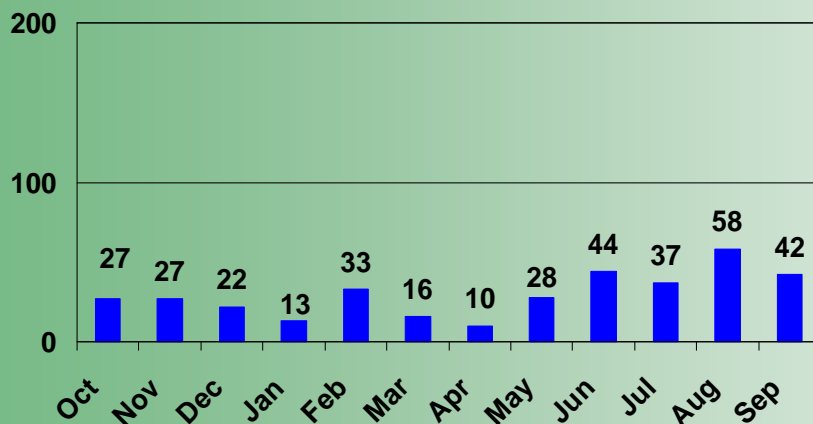
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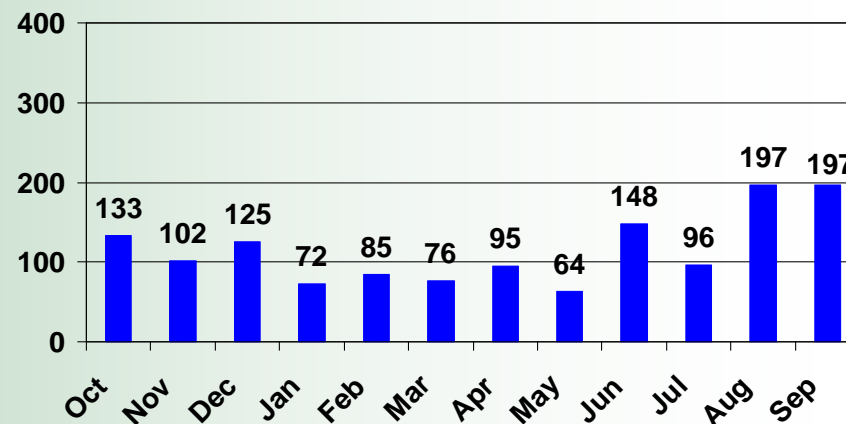
FY 2010 - Monthly Inspections



FY 2010 - Violations Written



FY 2010 - Permits Finaled



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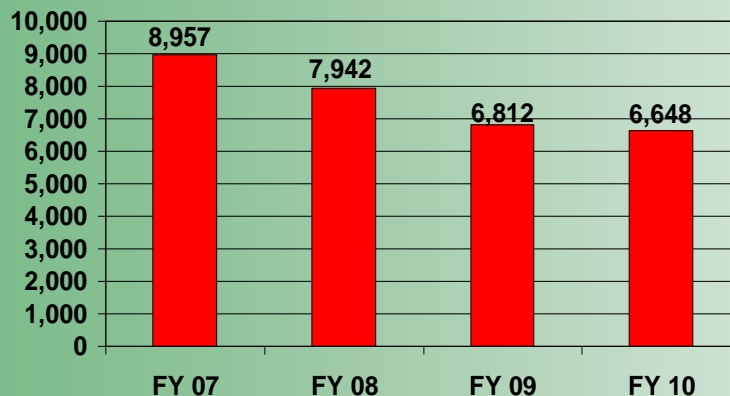


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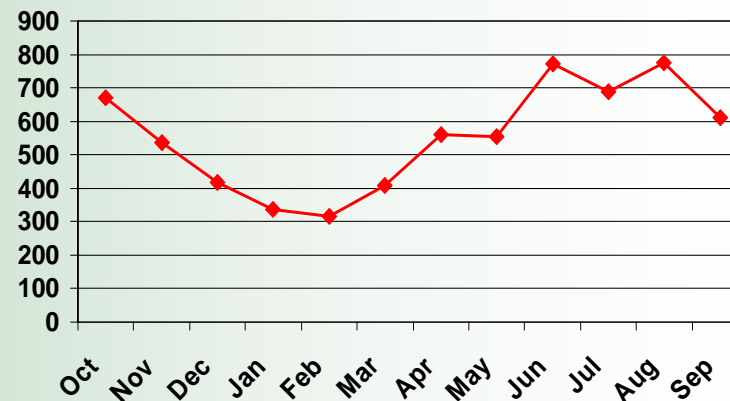


Electrical - Permits

Permits Issued



FY 2010 - Monthly Permits



Average Processing Time In Days



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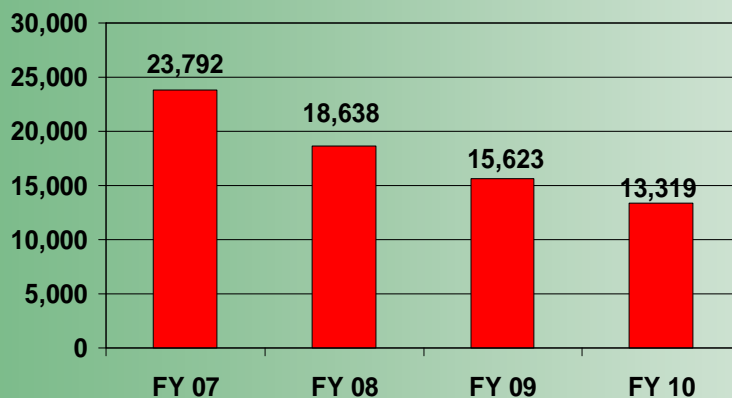


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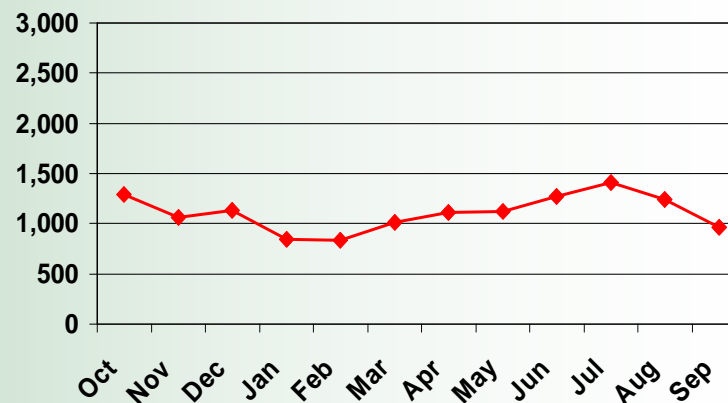
Electrical - Inspections



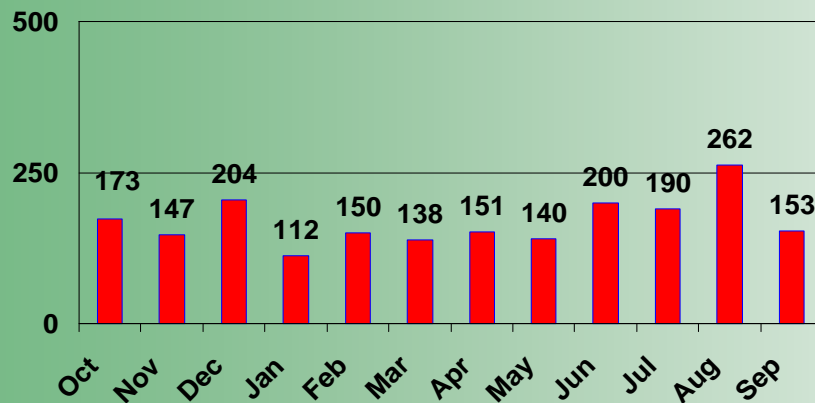
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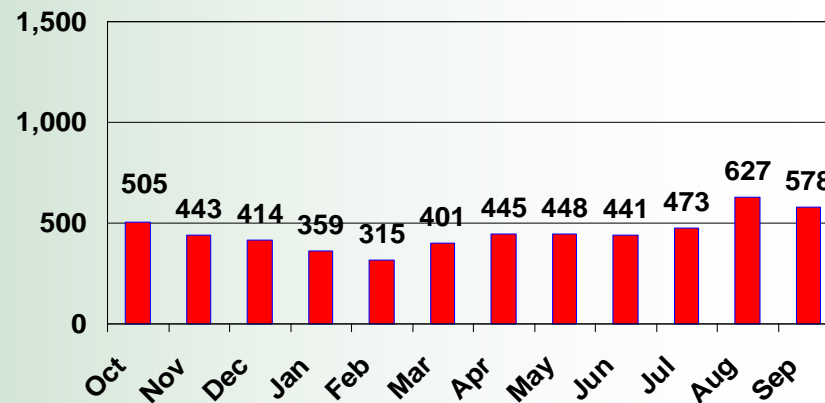
FY 2010 - Monthly Inspections



FY 2010 - Violations Written



FY 2010 - Permits Finaled



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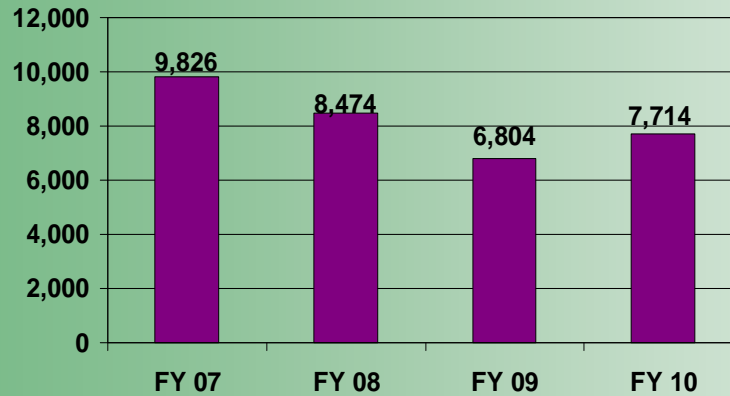


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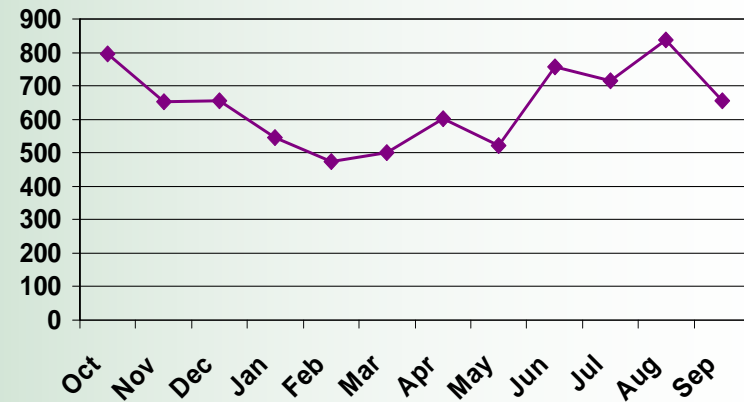
Mechanical - Permits



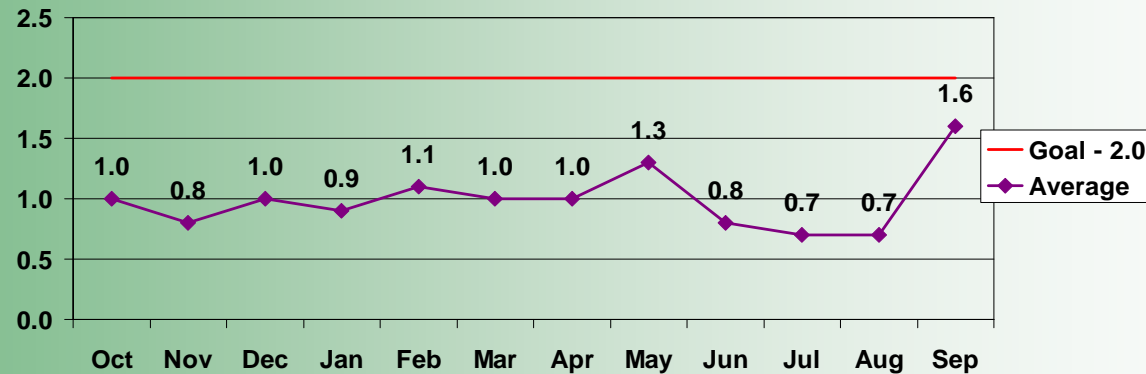
Permits Issued



FY 2010 - Monthly Permits



Average Processing Time In Days



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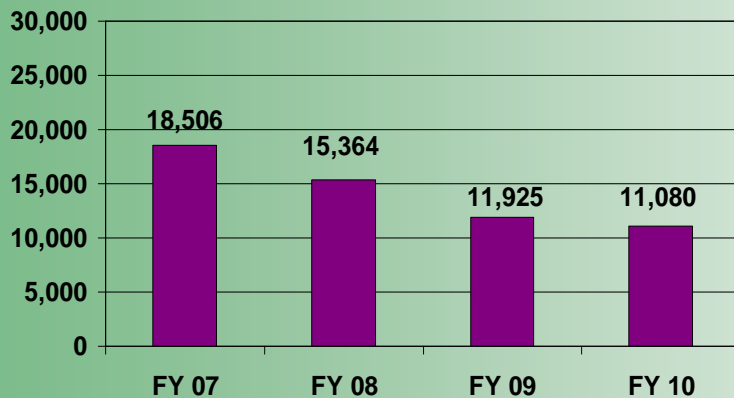


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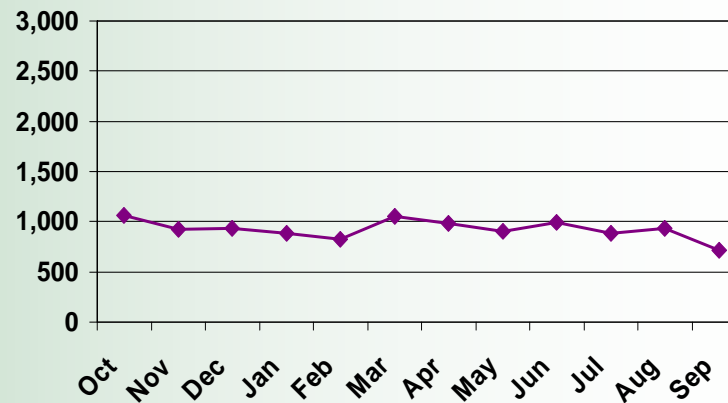
Mechanical - Inspections



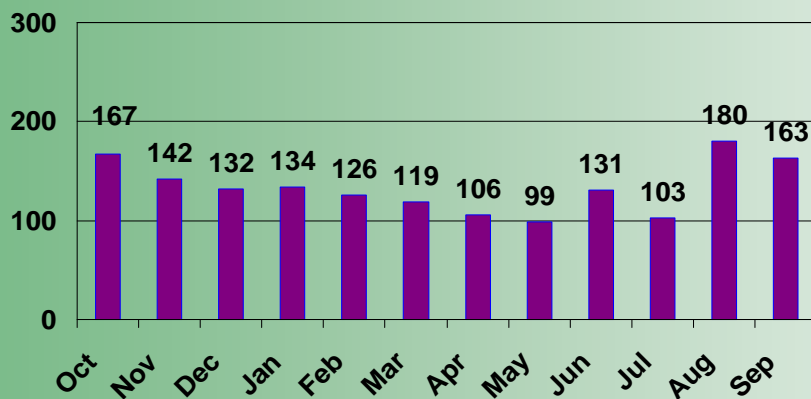
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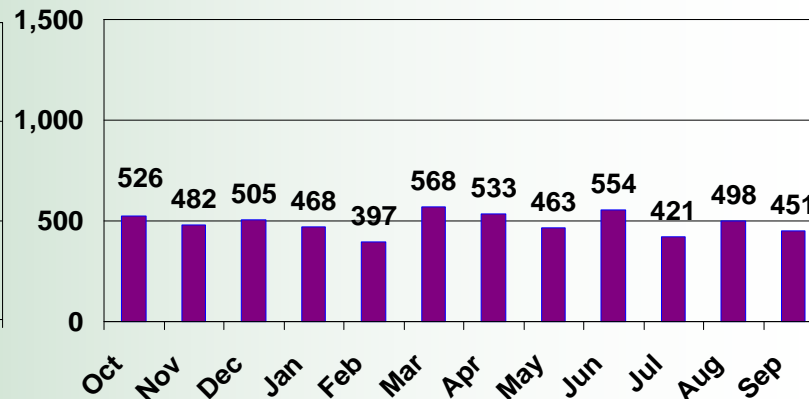
FY 2010 - Monthly Inspections



FY 2010 - Violations Written



FY 2010 - Permits Finaled



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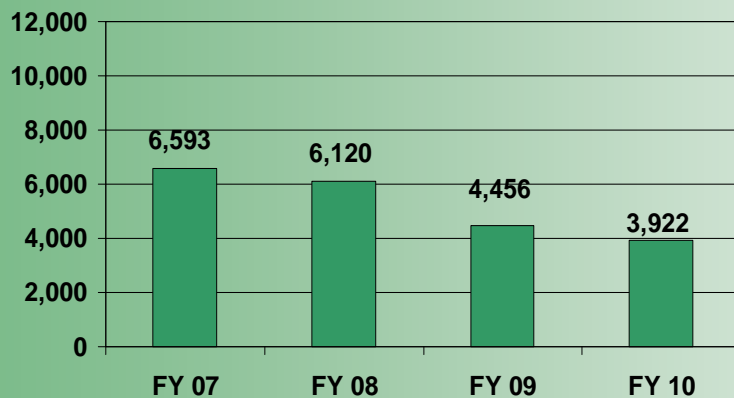


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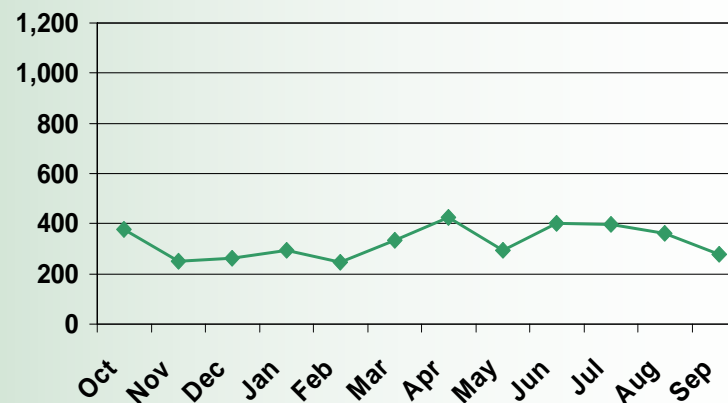


Plumbing - Permits

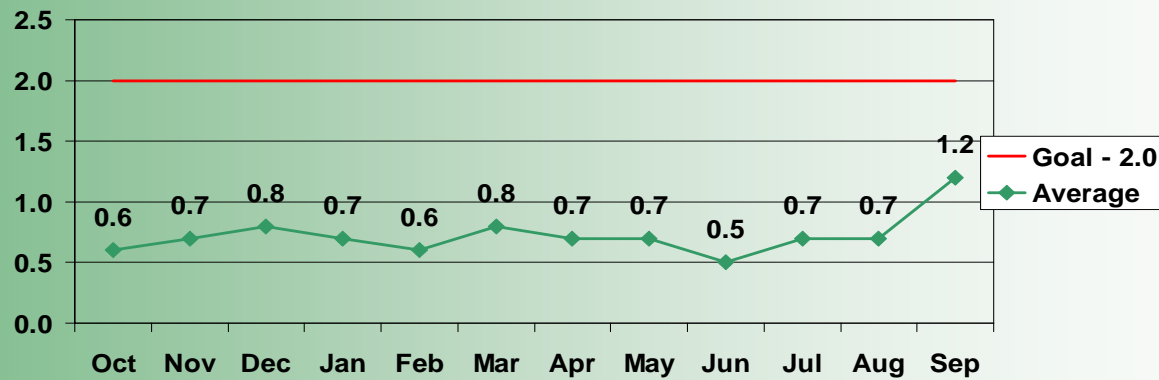
Permits Issued



FY 2010 - Monthly Permits



Average Processing Time In Days



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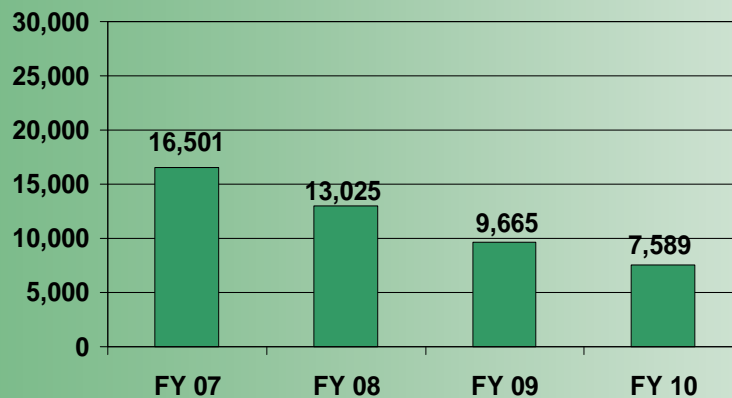


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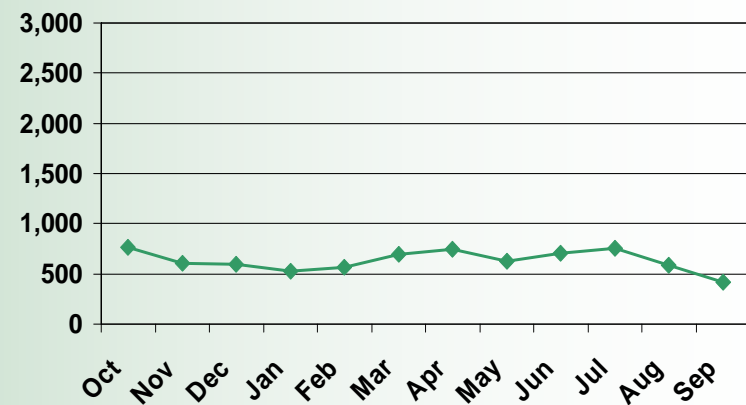
Plumbing - Inspections



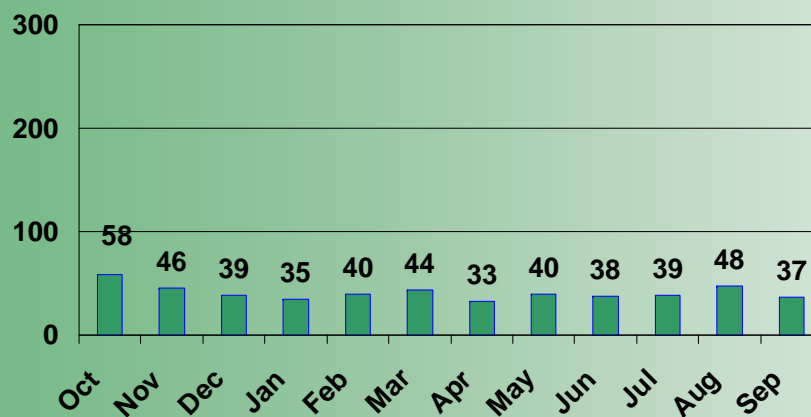
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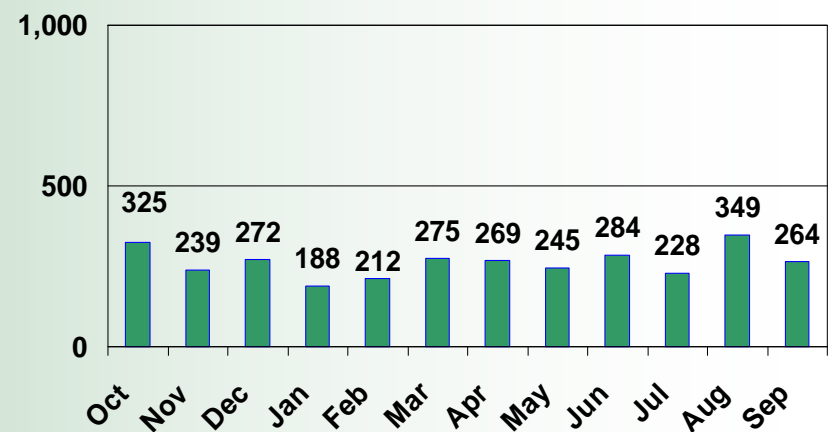
FY 2010 - Monthly Inspections



FY 2010 - Violations Written



FY 2010 - Permits Finaled

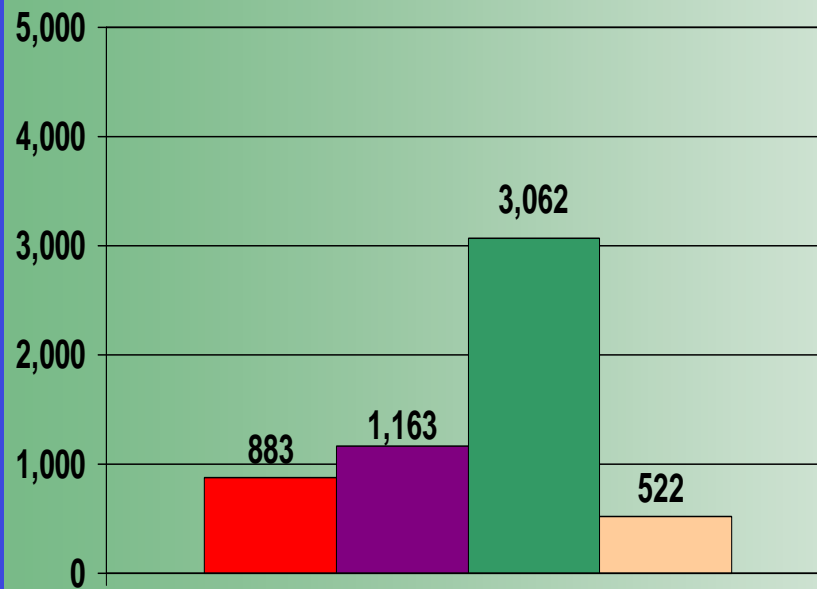


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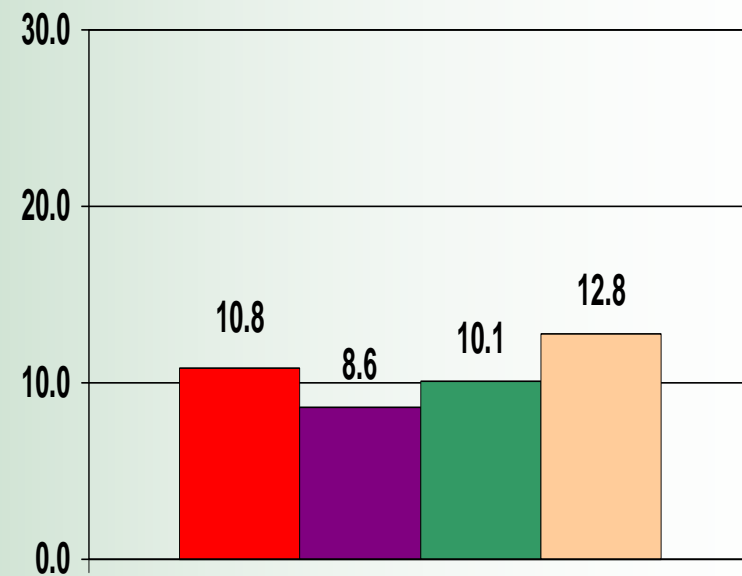


Plan Reviews

Plan Reviews Conducted



Average # Days Conduct First Review



Type of Reviews: **General**; **Premanufactured**; **Schools**; **State Owned**

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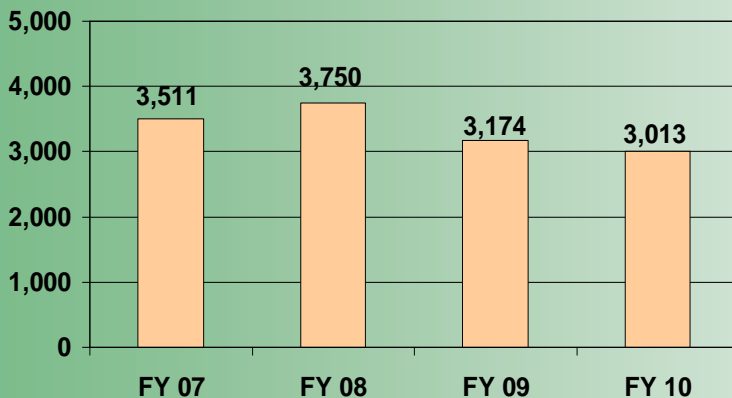


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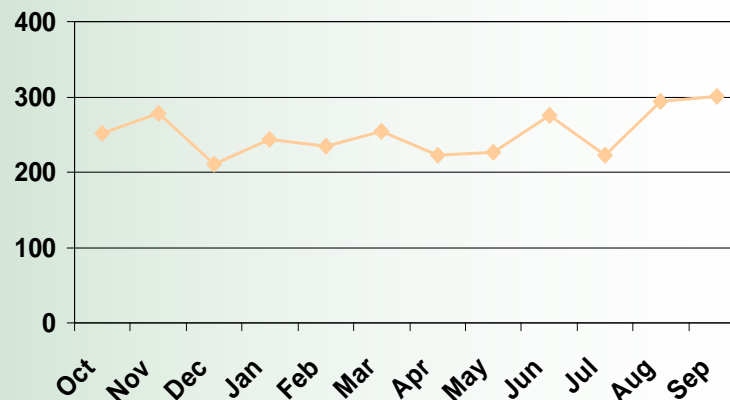


Boiler - Permits

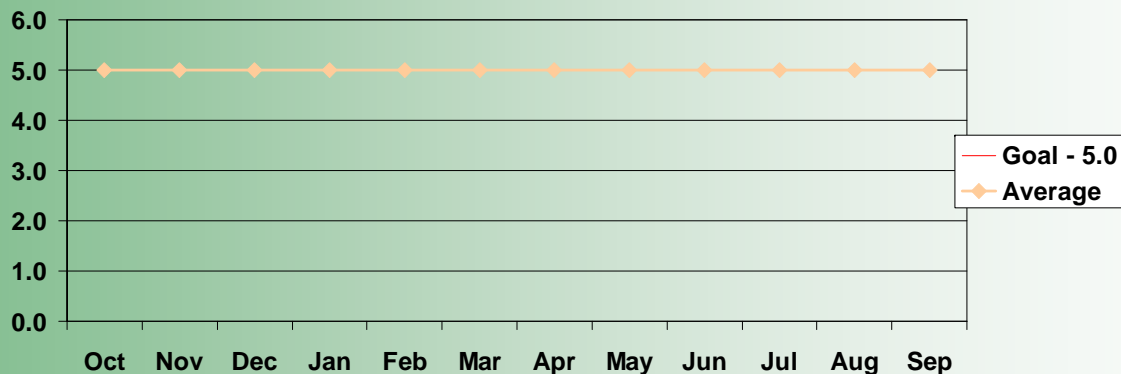
Permits Issued



FY 2010 - Monthly Permits



Average Processing Time In Days



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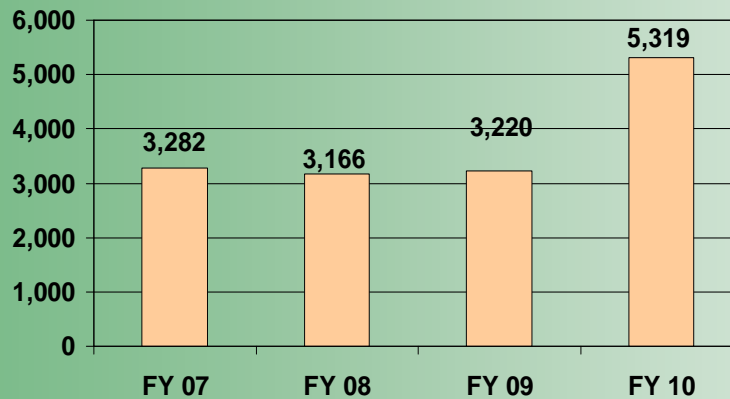


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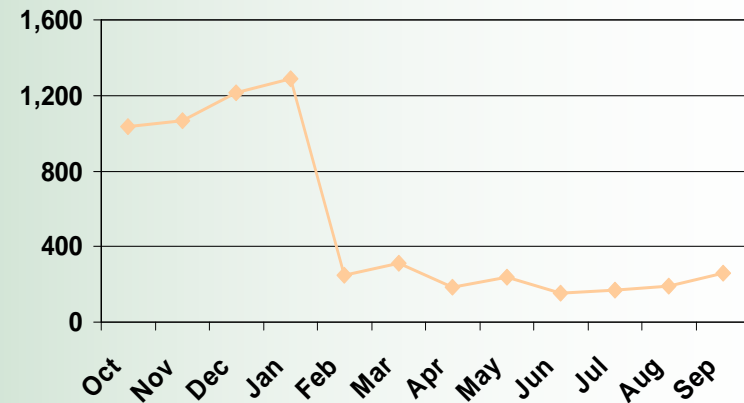
Boiler - Inspections



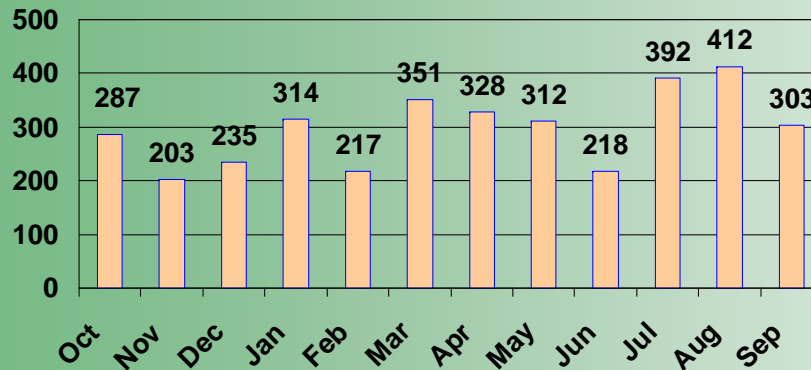
Permit Inspections Performed



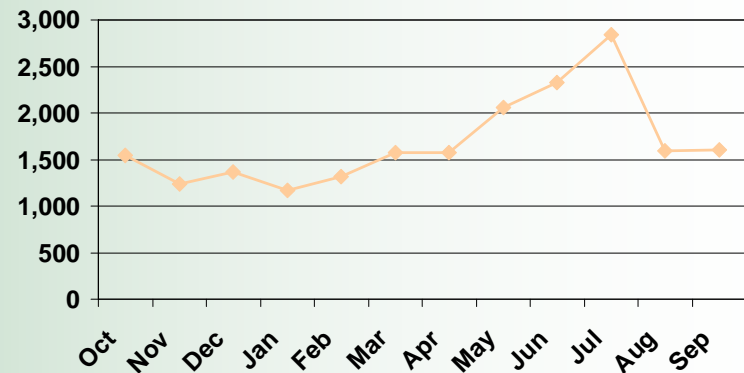
FY 2010- Monthly Permit Inspections



FY 2010 - Violations Written on First Inspections



FY 2010 - Monthly Boiler Reinspections



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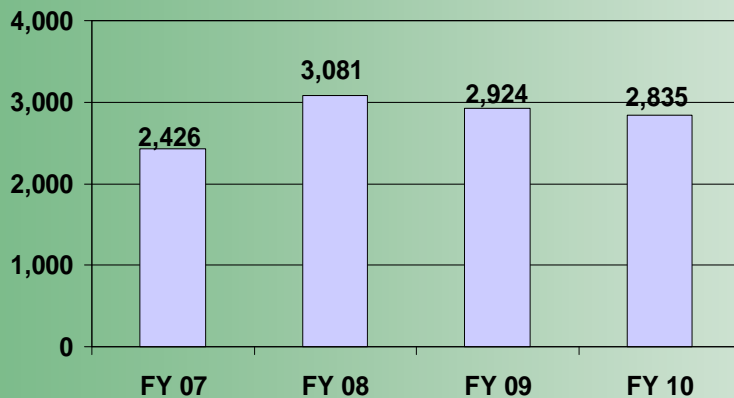


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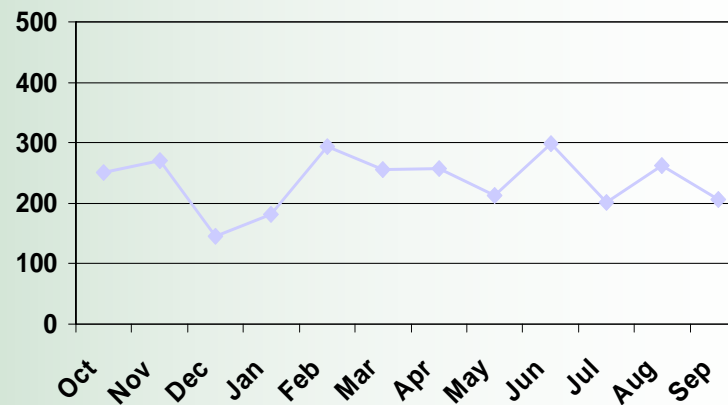


Elevator - Permits

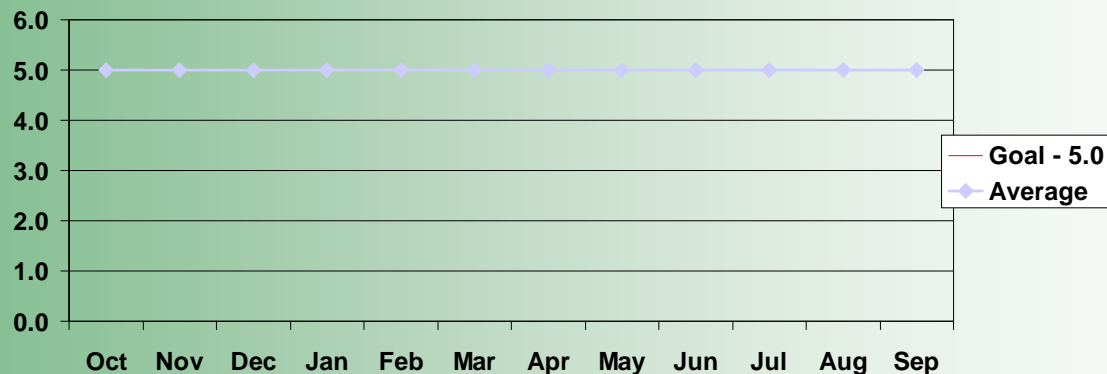
Permits Issued



FY 2010 - Monthly Permits



Average Processing Time In Days



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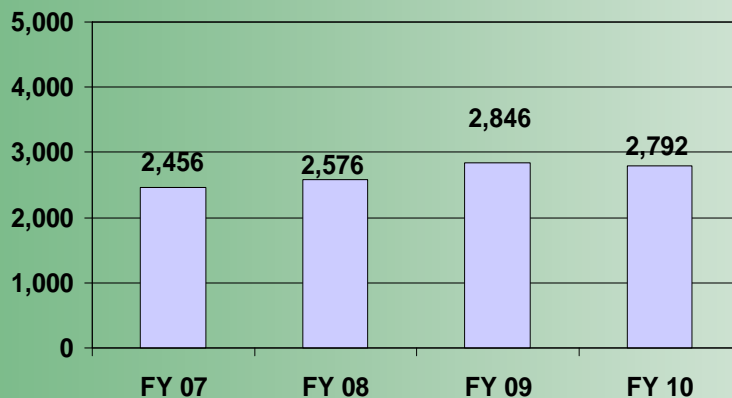


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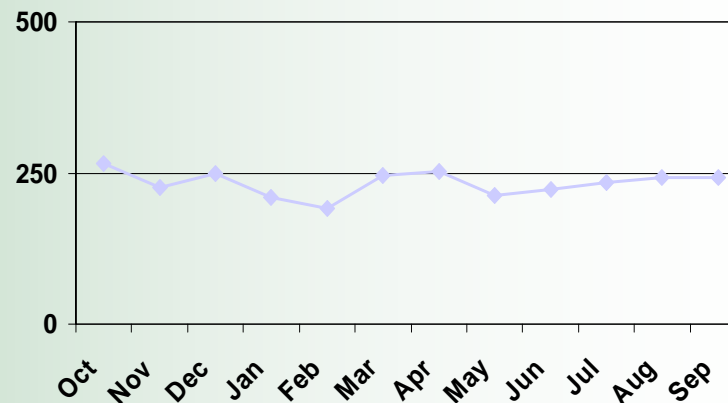
Elevator - Inspections



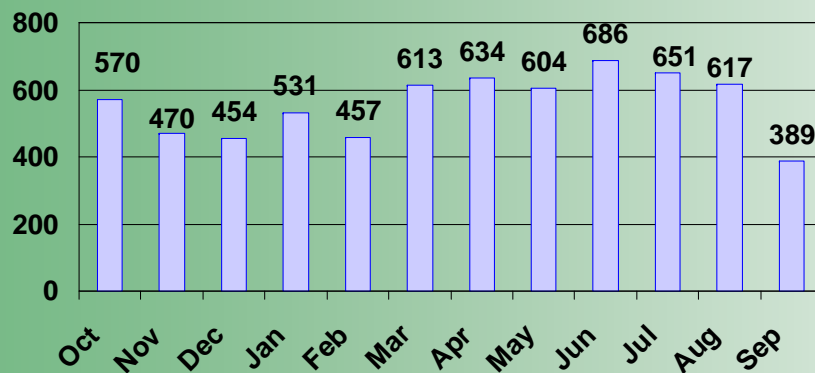
Permit Inspections Performed



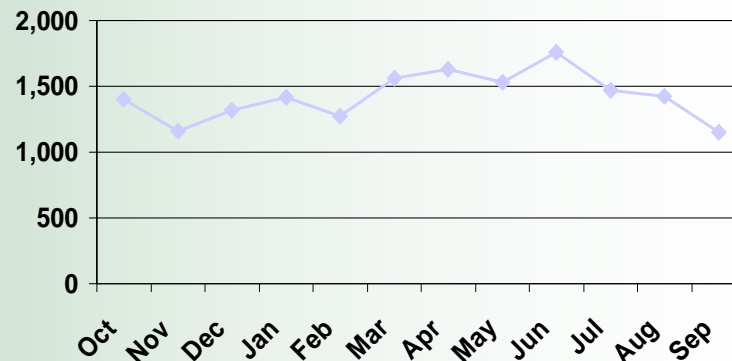
FY 2010 - Monthly Permit Inspections



FY 2010 - Correction Notices on "Annual" Inspections



FY 2010 - Monthly Elevator "Annual" Inspections



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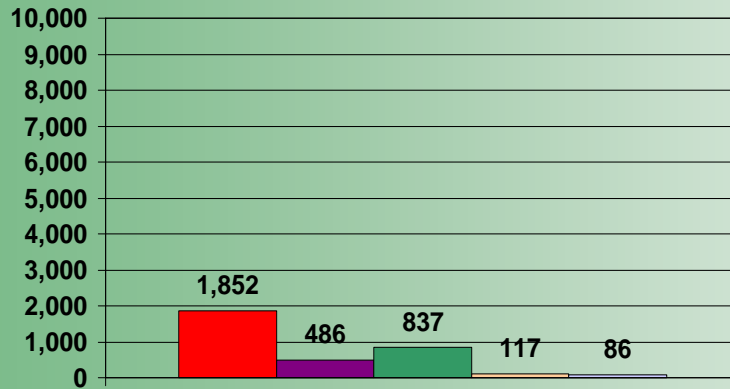


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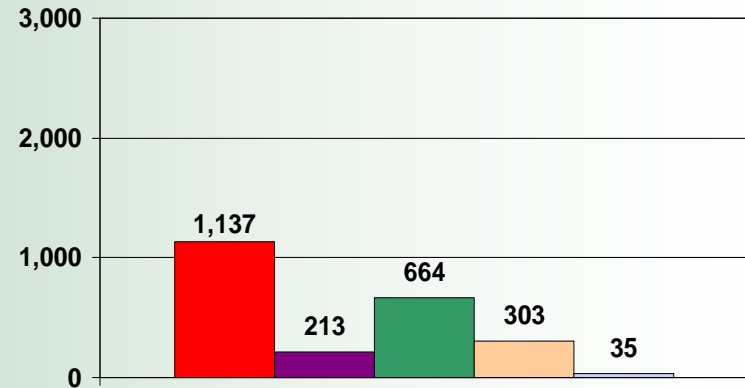


Licensing

Exam Applications Received

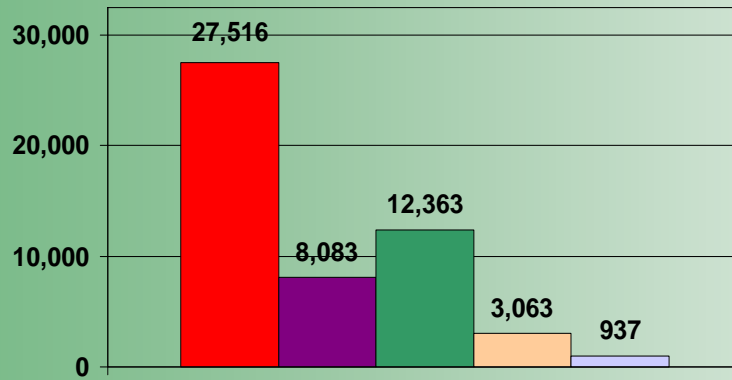


New Licenses Issued

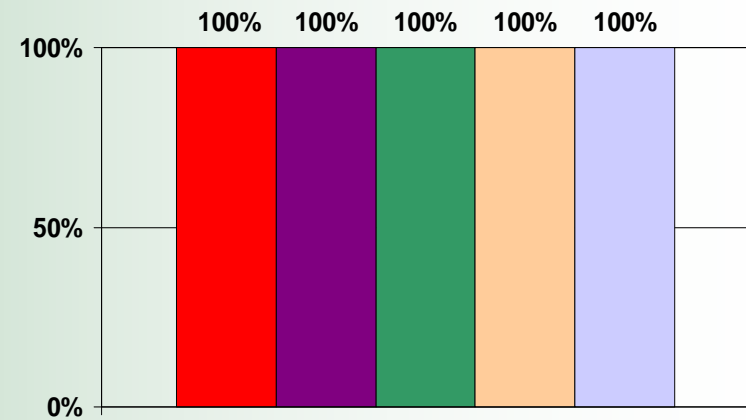


Legend: Electrical; Mechanical; Plumbing; Boiler; Elevator

Renewal Licenses Issued



% Renewals Issued in 10 Days



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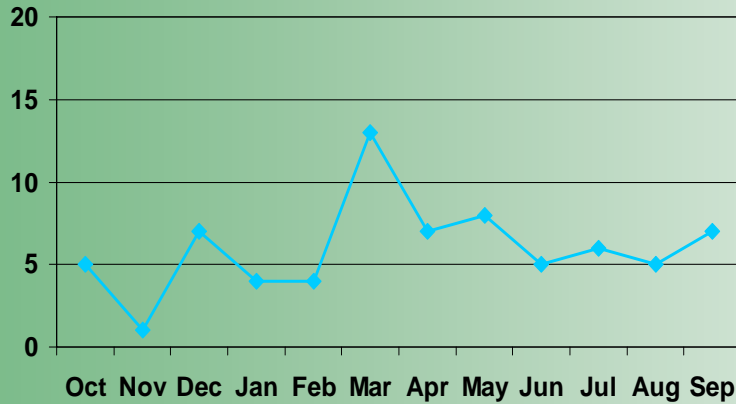


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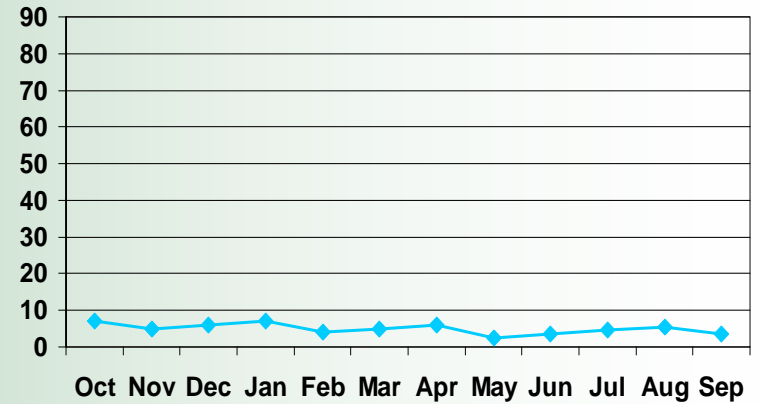
Land Survey



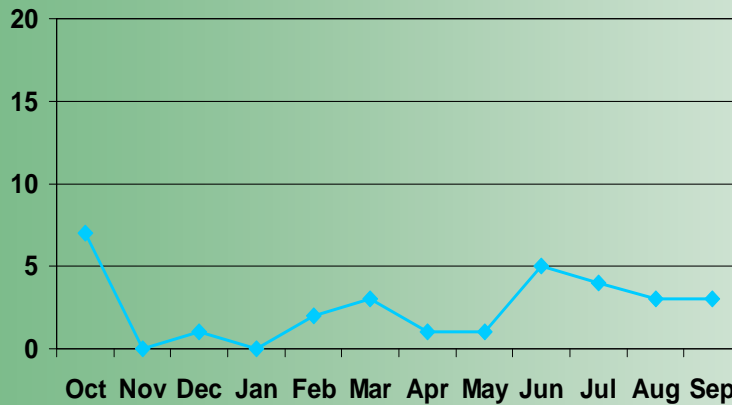
Plats Received to Review



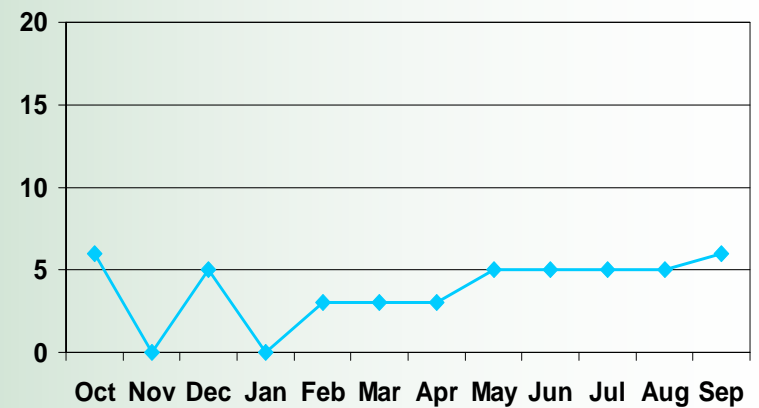
Average Days to Review Plats



Circuit Court Petitions Processed



Average Days to Process Petitions



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