



BETTER GOVERNMENT

Make Government in Michigan More Cost Effective & Efficient

Our state government will be open to the citizens of Michigan, responsive to their needs and fiscally responsible. We will honor the public's trust by delivering government service that is efficient, effective and consistent with high ethical standards. We will provide employees with a great workplace that respects their values and commitment to public service and challenges them to create a government that strives for and achieves excellence in all it does.

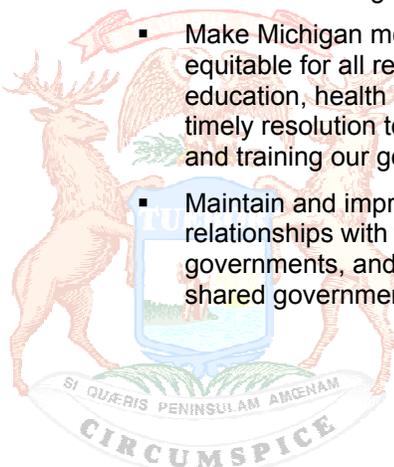
To better serve its citizens, the State of Michigan must be more cost effective and efficient. In tight budget times, the need to focus on better government is particularly critical. The budget recommendation proposes funding of \$2.38 billion, of which \$466.3 million is general fund. Revenue sharing payments to local units of government are maintained at \$1.1 billion of this overall total.

Strategies to Achieve Goal

- Keep the checkbook balanced, put money away for the future, and demand results for every taxpayer dollar we spend.
- Cut red tape in state government by streamlining services and implementing innovative technology to reduce time, mistakes and costs.
- Frugally manage the workplaces, tools and equipment used to run state government and continue to cut government costs.
- Offer fast and friendly service to all citizens, whether online or face-to-face, by increasing the number of online services and developing a citizen satisfaction survey to measure performance.
- Make state government both a great place to work and a place that produces great work by ensuring our government is diverse, inclusive and representative of our population; make sure state employees have the tools necessary to do their jobs - all while lowering overall costs.
- Make Michigan more inclusive and equitable for all residents in employment, education, health and housing by ensuring timely resolution to civil rights complaints and training our government workforce.
- Maintain and improve strong, collaborative relationships with federal agencies, local governments, and the private sector via shared government services.

Indicators of Success

- A positive balance in the state's books
- Reduced expenditures for contractual services
- Reduced energy consumption in state buildings
- Increased number of on-line services for citizens
- Lower employee turnover rates



Commitments to Deliver Results

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Efficiency in State Government

The State of Michigan is continually working at realigning, redefining and redesigning government to move Michigan forward. Through increased efficiencies in energy use, real-estate, and access to government services through the use of online technology and kiosks, the state will continually cut state costs, while improving service to citizens.

E-Procurement

The state is working to implement a modern purchasing system to better source and manage contracts and commodity purchases for the State of Michigan. Development of an electronic purchasing system will improve the way the State of Michigan buys products and services. The system will streamline processes, reduce processing time, and monitor compliance state purchasing directives. FY 2005 will be devoted to defining needs, planning the system and identifying solutions. During FY 2006 we will begin implementation of the selected solutions.

MiTAPS

MiTAPS provides a “one-stop shop” for businesses to apply on-line, quickly and accurately, for the permits required to do business in the state. For example, registering to pay unemployment taxes used to take up to 6 weeks – it can now be done in less than 24 hours.

To date, more than 10% of Michigan's business permits are available in one on-line location. All will be available by September 2005.

Stop the Outsourcing of State Jobs

The Office of the State Employer (OSE) is working with all state departments to identify which services are being performed by outside contracts. It is OSE's goal to bring these services back into the hands of state government, to decrease costs and increase jobs offered within the State of Michigan.

Equity In Contracting

The State of Michigan is committing itself to establish a systematic change in the state procurement process whereby the opportunities for participation in the state procurement process by businesses owned by women and minorities are enhanced.

Vision and Values in State Government

The State of Michigan is continuing to make state government “a great place to do great work”. The State's approach is to provide tools to each agency that support their organizational development efforts and that provide data and resources for change. Currently that State is doing this through, an annual employee values survey, MI-360 Survey, coaching skills training, leadership development training, employee recognition / appreciation, and re-engineering methodology.

Better Government Spending

