# MiScorecard Performance Summary

**Department Name: DEQ**
**Executive/Director: Dan Wyant**
**Period: Available Data through December 31, 2011**
**Upload Date: March 8, 2012**

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|---|---|
| ⇧ | Performance Improving |
| ⇔ | Performace staying about the same |
| ⇩ | Performance declining |

| | |
|---|---|
| Green | 90% or greater of target |
| Yellow | >=75% to <90% of target |
| Red | less than 75% of target |

| Measure # | Metric | Status | Trend | Target | Current | Previous | Frequency | Metric Definition |
|---|---|---|---|---|---|---|---|---|
| **Environmental Stewardship** | | | | | | | | |
| S1 | Restoring Beneficial Uses to Great Lakes contamination sites | | ⇧ | 12 | 15 | 7 | Annually | Cleaning up the most contaminated sites on the Great Lakes is a DEQ priority, which is shared by EPA and other Great Lakes States. These sites are cleaned up by once again making possible the social, economic, and environmental uses that were prevented by the contamination. Progress in the effort is marked by a formal process to "restore" these "beneficial uses". |
| S2 | Volume (billion gallons) of raw sewage discharged | | ⇧ | 5.00 | 2.45 | 7.29 | Annually | Amount of raw sewage (SSO or untreated CSO) discharged and reported to the state in accordance with Parts 31 (R 324.3112a). When raw sewage is discharged directly into waterways, it diminishes water quality which can impact public and ecosystem health, and recreational use of Michigan's waters. |
| S3 | Number of dam failures | | ⇔ | 0 | 2 | 2 | Annually | Dam failures can result in loss of life, significant property damage, loss of recreational resources, and significant environmental damage. |
| S4 | Percent of monitored beaches with no closures or advisories due to unacceptable levels of *E. coli* during the recreational season | | ⇩ | 100% | 72% | 76% | Annually | Percent of monitored beaches with no closures or advisories due to unacceptable levels of *E. coli* during the recreational season. |
| S5 | Percent of counties in Attainment with the National Ambient Air Quality Standards (NAAQS) | | ⇩ | 100% | 90% | 92% | Quarterly | Percent of counties in attainment with the National Ambient Air Quality Standards (NAAQS). EPA has identified 7 counties not meeting the standard for fine particulate and EPA has recently designated one county as not meeting the lead standard. DEQ monitoring data demonstrates the fine particulate standard is being met and has requested this designation to be changed by EPA. |
| S6 | Percent of aboveground and underground storage tank installations in compliance at the time of triennial inspection | | ⇧ | 40% | 45% | 42% | Quarterly | Meeting established goals to inspect tank systems on a triennial basis assures an effective field presence, supports ongoing federal funding, and protects public health, safety, and the environment. |
| S7 | Percent of aboveground and underground storage tank installations in compliance at the time of reinspection subsequent to the triennial inspection | | ⇧ | 50% | 63% | 57% | Quarterly | Measuring the compliance at the time of reinspection is a measure of the effectiveness of the inspection program. |
| S8 | Percentage of population served by community water supplies that are in compliance with health-based standards in the Safe Drinking Water Act | | ⇩ | 100% | 96.5% | 98.4% | Annually | Demonstrates that community water systems meet applicable health-based drinking water standards. (Current data is FY 10 data, FY 11 not released yet) |
| S9 | Percentage of active orphan sites that meet risk reductions goals for state funded work | | NA | 75% | 46% | NA | Annually | New measure for FY12 - includes active orphan sites of environmental contamination (Part 201 sites) and active orphan LUST sites. (active = DEQ actions implemented) |
| S10 | Percent of new water withdrawals registered that do not cause an adverse resource impact. | | ⇔ | 100% | 100% | 100.0% | Annually | Protects natural hydrology of rivers. |
| S11 | Number of new water diversions outside of the Great Lakes Basin contrary to the terms of the Great Lakes Compact. | | NA | 0 | NA | NA | Annually | New metric. Failure to administer the Great Lakes Compact would threaten the legal protections afforded by the Compact and increase the potential that water diversions could not legally be prevented. |
| **Financial** | | | | | | | | |
| F1 | Amount (dollars) of competitive grant funds received by DEQ | | NA | NA | $16,568,062 | NA | Annually | Current is FY 11 data. Since we have diminishing resources, it is essential that we seek available funding to further our programs. |
| F2 | Amount (dollars) of contract, grant and loan funds awarded by DEQ | | NA | NA | $145,255,748 | NA | Annually | Current is FY 11 data. The DEQ grant and loan programs fund improvements that enhance public health and the environment and promote stewardship activities and innovative solutions to difficult environmental problems. |
| F3 | Percent of Drinking Water infrastructure projects funded with an asset management plan | | NA | 100% | NA | NA | Annually | New measure for FY12. Funding projects with asset management plans will help assure that communities better manage their infrastructure and charge the true cost of services. |
| F4 | Percent of Clean Water infrastructure projects funded via the Strategic Water Quality Initiative Fund for asset management plans | | NA | 100% | NA | NA | Annually | New measure for FY12. Funding projects with asset management plans will help assure that communities better manage their infrastructure and charge the true cost of services. |
| **Customer/Constituent** | | | | | | | | |
| C1 | Percent of Environmental Assistance Center (EAC) calls returned by assistance specialists within 1 business day | | ⇩ | 100% | 98% | 99% | Quarterly | Demonstrates excellent customer service. |
| C2 | Number of attendees at DEQ-sponsored training events such as workshops, conferences and on-line learning | | NA | 3,000 | 4089 | NA | Annually | These activities are important because they help the regulated community achieve compliance and assist residents in taking proactive steps to protect and enhance the environment. (Fiscal Year Basis) |
| C3 | Number of DEQ program customer service survey respondents | | ⇧ | 300 | 854 | 388 | Quarterly | Provides data to help provide excellent customer service. |
| C4 | Number of DEQ permits issued | | NA | NA | 9580 | NA | Annually | Current data is for FY11. There is a perception that DEQ denies many permits. This measure, along with the subsequent measure, will provide information to determine whether perception meets reality. |
| C5 | Number of DEQ permits denied | | NA | NA | 71 | NA | Annually | Current data is for FY11. There is a perception that DEQ denies many permits. This measure, along with the previous measure, will provide information to determine whether perception meets reality. |

| Measure # | Internal Business Processes | | | | | | | |
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| B1 | Percent of consolidated land/water interface permits processed within deadlines (includes wetland, lakes, streams, and floodplains) | | ⇧ | 100% | 99% | 96% | Quarterly | The target is based on statute. The Legislature established statutory deadlines for processing many different types of permits. Processing of the consolidated land/water interface permits (includes wetlands, lakes, streams, and floodplains) within statutory deadlines can have a positive impact on Michigan's business and economy. |
| B2 | Average number of calendar days to process an air Permit to Install | | ⇩ | 180 | 70 | 60 | Quarterly | The target is based on a timeline established by a lean processing initiative. Timely issuance of these permits can have a positive impact on Michigan's businesses and economy. |
| B3 | Average number of calendar days to process an air Renewable Operating Permit | | ⇧ | 300 | 245 | 382 | Quarterly | The current data are for those permits reviewed under the new system. The target is based on a timeline established by a lean processing initiative. The Renewable Operating Permit contains all applicable state and federal air quality requirements. |
| B4 | Average number of calendar days to process surface water discharge (NPDES) permits for new uses | | ⇧ | 180 | 58 | 63 | Quarterly | The target is based on statute. The processing of applications for discharges to the surface waters within statutory timeframes provides a benefit on Michigan's business and economy while providing the public with an opportunity for input. |
| B5 | Average number of calendar days to process groundwater discharge permits for new uses | | ⇧ | 180 | 78 | 94 | Quarterly | The target is based on statute. The processing of applications for discharges to the groundwaters within statutory timeframes provides a benefit on Michigan's business and economy while providing the public with an opportunity for input. |
| B6 | Average number of calendar days to process water main construction permits | | ⇧ | 15 | 9 | 10 | Quarterly | Number of days to issue a water main construction permit after receipt of an administratively complete application. The target is similar to the time allowed for an expedited review request under Section 325.1004a of the SDWA; however, that section is no longer in effect. |
| B7 | Average number of calendar days to process sanitary sewer construction permits | | ⇧ | 30 | 18 | 31 | Quarterly | Number of days to issue a sanitary sewer construction permit after receipt of an administratively complete application. The target is similar to the time allowed for an expedited review request under Section 324.4112 of NREPA, if the department waives the notification. |
| B8 | Average number of calendar days to process Solid Waste Disposal Area Construction Permit applications | | ⇩ | 120 | 119 | 100 | Quarterly | The target is based on statute. Timely issuance of these can have a positive impact on Michigan's businesses and economy. |
| B9 | Average number of calendar days to process Brownfield grants and loans | | NA | 90 | 0 | 49 | Quarterly | There were no grants and loans processed in the first quarter of FY12. The target is based on a statutory requirement for CMI loans and applied to all grant and loan projects to foster an efficient and responsive Brownfield Redevelopment Program. Timely issuance of these grants and loans can have a positive impact on Michigan's businesses and economy. |
| B10 | Number of Process Improvement Initiatives being implemented | | ⇧ | 3 | 3 | 2 | Annually | Process improvements improve customer service and staff efficiency. |
| B11 | Percent of Part 632 permits issued within statutory timelines. | | NA | 100% | NA | NA | Annually | New metric. Timely implementation of nonferrous metallic mining activities regulated under Part 632 are essential to protect the environment and encourage economic development. |
| **Measure #** | **Learning and Growth** | | | | | | | |
| L1 | Percentage of staff participating in supervisor approved training and professional development opportunities. | | ⇧ | 70% | 76% | 60% | Annually | Training improves the quality of the workforce and the productivity of the employee through an understanding of their value. This metric is the percentage of DEQ staff receiving any form of training for the calendar year. |
| L2 | Percent of staff completing a workload analysis evaluation | | | 50% | NA | NA | Annually | New measure for FY12. Workload analysis evaluation improves the effectiveness of the overall organization. |