

## MiScorecard Performance Summary

**Business Unit:** Environmental Quality  
**Executive/Director:** Dan Wyant  
**Reporting Period:** 12/31/12 (FY12 Q1)  
**Date Last Approved:** 1/16/13

<b>Green</b>	90% or Greater of target
<b>Yellow</b>	>= 75% to 90% of target
<b>Red</b>	Less than 75% of target
<b>Scorecard Status</b>	<b>Final</b>

### Customer/Constituent

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ C112	Percent of Environmental Assistance Center (EAC Calls) returned by assistance specialists within 1 business day.	Green	100%	100%	99%	Quarterly	Demonstrates excellent customer service.
DEQ-C213	Number of attendees at DEQ-sponsored training events such as workshops, conferences and online learning that report taking a positive environmental action as a result of the event		3000	N/A	N/A	FY 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.
DEQ-C313	Number of DEQ program customer service survey respondents that report excellent customer service	Green	100%	94%	N/A	Quarterly	Provides data to indicating the level of perceived excellent customer service.
DEQ-C412	Number of DEQ permits issued		N/A	9277	9580	FY Annually	New measure for FY12. 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.
DEQ-C512	Number of DEQ permits denied		N/A	48	71	FY Annually	New measure for FY12. 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.
DEQ-C613	Counties where residents have convenient access to recycling		N/A	21	N/A	FY Annually	To expand waste utilization, Michigan will work to ensure that all residents have convenient access to recycling. Recycling enables the use of waste as a resource.

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
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## Environmental Stewardship

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-S112	Restoring Beneficial Uses to Great Lakes contamination sites		10	10	11	FY 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.
DEQ-S212	Volume (billion gallons) of raw sewage discharged		5	8	2	CY 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. This metric is updated in September reporting the previous Calendar year's data.
DEQ-S312	Number of dam failures		0	3	2	CY Annually	Dam failures can result in loss of life, significant property damage, loss of recreational resources, and significant environmental damage.
DEQ-S412	Percent of monitored beaches with no closures or advisories due to unacceptable levels of E. coli during the recreational season		100%	76%	72%	FY Annually	Percent of monitored beaches with no closures or advisories due to unacceptable levels of E. coli during the recreational season.
DEQ-S512	Percent of counties in Attainment with the National Ambient Air Quality Standards (NAAQS)		100%	90%	90%	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.
DEQ-S812	Percentage of population served by community water supplies that are in compliance with health-based standards in the Safe Drinking Water Act		100%	97%	99%	FY Annually	Demonstrates that community water systems meet applicable health-based drinking water standards.
DEQ-S1012	Percent of new water withdrawals registered that do not cause an adverse resource impact.		100%	100%	100%	CY Annually	Protects natural hydrology of rivers.
DEQ-S1213	Percentage of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Human Exposures Controlled		95%	51%	74%	Quarterly	New measure for FY13 - Human exposures to contamination controlled at 95% of the Michigan Corrective Action baseline of 119 hazardous waste facilities by the end of 2020.

## Environmental Stewardship

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-S1313	Percentage of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Groundwater Controlled		95%	48%	69%	Quarterly	New measure for FY13 - Contaminated groundwater controlled at 95% of the Michigan Corrective Action baseline of 119 hazardous waste facilities by the end of 2020.
DEQ-S1413	Percentage of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Construction Complete		95%	31%	38%	Quarterly	New measure for FY13 - Complete construction of final remedies milestone at 95% of the Michigan-GPRA 2020 Corrective Action baseline of 119 facilities by the end of 2020.
DEQ-S1513	Number of Part 201 and Part 13 sites that are reliably managed and risks are controlled or eliminated		300	N/A	N/A	FY Annually	The number of sites where known risks have been acceptably managed during the Fiscal Year. Includes Approved Partial Closures, No Further Action, Response Action/Remedial Action, Closure, or Due Care plan approvals and No Further Regulatory Interest determinations. New metric for FY13.
DEQ-S1613	Percent of significantly harmful aquatic invasive species for which control measures are in place		N/A	23%	N/A	FY Annually	Aquatic Invasive Species (AIS) are non-native species whose introduction may cause economic or environmental harm. While not all AIS are destructive, managing the impact of harmful species is important to maintain Michigan's natural resources, economy, recreational areas and protect public health. AIS enter our waters in various ways, including from ballast water discharges of ocean-going ships, intentional or accidental releases of species into waterways or from natural migration. Known AIS with significant impact include Asian carp, zebra mussels, phragmites and the sea lamprey.

## Financial

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-F313	Increase percentage of electronic cash transactions		30%	10%	N/A	FY Annually	This will enhance the efficiency of the financial process.

## Internal Business Process

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-B1a13	Average number of calendar days to process consolidated land/water interface permits (includes wetland, lakes, streams, and floodplains)		90	N/A	N/A	FY Annually	Timely processing of the consolidated land/water interface permits (includes wetlands, lakes, streams, floodplains) has a positive impact on Michigan's business and economy.

## Internal Business Process

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-B1b13	Average number of calendar days to process wetland permits		90	21	27	FY Annually	Timely processing of wetland permits has a positive impact on Michigan's business and economy.
DEQ-B212	Average number of calendar days to process an air Permit to Install		180	78	68	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.
DEQ-B312	Average number of calendar days to process an air Renewable Operating Permit		300	313	325	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.
DEQ-B412	Average number of calendar days to process surface water discharge (NPDES) permits for new uses		180	86	45	Quarterly	Timely processing of applications for discharges to the surface waters provides a benefit on Michigan's business and economy while providing the public with an opportunity for input.
DEQ-B512	Average number of calendar days to process groundwater discharge permits for new uses		180	34	52	Quarterly	Timely processing of applications for discharges to the groundwaters provides a benefit on Michigan's business and economy while providing the public with an opportunity for input.
DEQ-B612	Average number of calendar days to process water main construction permits		15	10.8	9.0	Quarterly	Number of days to issue a water main construction permit after receipt of an administratively complete application. The target is based upon the time allowed for an expedited review request. Timely issuance promotes economic development.
DEQ-B712	Average number of calendar days to process sanitary sewer construction permits		30	16	13	Quarterly	Number of days to issue a sanitary sewer construction permit after receipt of an administratively complete application. The target is based upon the time allowed for an expedited review request. Timely issuance promotes economic development.
DEQ-B812	Average number of calendar days to process Solid Waste Disposal Area Construction Permit applications		120	119	124	Quarterly	Timely issuance of these can have a positive impact on Michigan's businesses and economy.
DEQ-B912	Average number of calendar days to process Brownfield grants and loans		75	NA	63	Quarterly	The target is 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. There were no grants or loans issued July to September 2012.
DEQ-B1213	The average number of calendar days to review an Act 381 Workplan		60	40	N/A	Quarterly	Act 381 Workplan approvals are critical for Brownfield Redevelopment proposals to proceed in a timely manner and get financing necessary to support the project.

### Internal Business Process

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-B1313	The average number of calendar days to review Part 201 and Part 213 submittals selected for review/audit		120	80	N/A	Quarterly	The average number of days that RD takes to review Part 201 and Part 213 submittals that are selected for review. Not all submittals will be selected for review and no review shall take longer than 150 days.

### Learning and Growth

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-L112	Percentage of staff participating in supervisor approved training and professional development opportunities		70%	92%	76%	FY Annually	Percentage of staff participating in supervisor approved training and professional development opportunities.
DEQ-L212	Percent of staff completing a workload analysis evaluation		50%	63%	N/A	FY Annually	Workload analysis evaluation improves the effectiveness of the overall organization.
DEQ-L312	Employee Landscape Champions Percentage Measure		60%	41%	N/A	FY Annually	Percentage of Champions within the DEQ per Survey Results