

MiScorecard Performance Summary

Business Unit: Environmental Quality
Executive/Director Name: Dan Wyant
Reporting Period: Dec 2015

Green >90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 12/30/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Environmental Stewardship								
S01-12	Number of restored Beneficial Uses at Great Lakes Area of Concern contamination sites			6 for FY16	4 for FY15	8 for FY14	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. Cleaning up these sites allows for environmental function and social and economic benefits that were prevented by the contamination. Progress in the effort is marked by a formal process to acknowledge when these "beneficial uses" have been restored.
S15-13	Number of Part 201 and Part 213 sites that are reliably managed and risks are controlled or eliminated	Green		750	805	642	FY Annually	The number of actions resulting in managing, controlling or eliminating risk at sites of environmental contamination. These actions include: closures, plans approved for Due Care and Response Activity, Approved Partial Closures, no further actions.
S05-12 EEDB	Percent of counties in Attainment with the National Ambient Air Quality Standards (NAAQS)	Green	=	100%	98%	98%	Quarterly	Percent of counties in attainment with the National Ambient Air Quality Standards (NAAQS). EPA has identified a portion of one county as not meeting the lead standard and a part of another county as not meeting the sulfur dioxide standard.
S08-12	Percent of population served by community water supplies that are in compliance with health-based standards in the Safe Drinking Water Act	Green	=	100%	99%	99%	FY Annually	Demonstrates that community water systems meet applicable health-based drinking water standards. Fiscal Year data will be updated in the second quarter (by May of the following year).
S10-12	Percent of new water withdrawals registered that do not cause an adverse resource impact.	Green	=	100%	100%	100%	FY Annually	Protects natural hydrology of rivers.
S02-12 IDB EEDB	Volume (billion gallons) of raw sewage and non-disinfected discharges	Red		1.00	12.60	12.50	CY Annually	Amount of raw sewage (SSO or untreated CSO) and non-disinfected discharges reported to the state in accordance with Part 31 (MCL 324.3112a). These are discharges directly into waterways that diminish water quality and 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.
S03-12 IDB	Number of dam failures	Red	=	0	4	4	CY Annually	Dam failures can result in loss of life, significant property damage, loss of recreational resources, and significant environmental damage.
S04-12 IDB EEDB	Percent of monitored beaches with no closures or advisories due to unacceptable levels of E. coli during the recreational season	Yellow		100%	76% (FY15)	77% (FY14)	FY Annually	Percent of monitored beaches with no closures or advisories due to unacceptable levels of E. coli during the recreational season.
S16-13 EEDB	Percent of significantly harmful aquatic invasive species for which control measures are in place	Green		24% by 2017	26% (FY15)	23%	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.
S17-14	Residential Recycling Rate	Red	=	30%	15% (FY14)	15%	FY Annually	Recycling rate is calculated by dividing the total amount of Municipal Solid Waste (MSW) recycled by the total amount of MSW Generated. The national recycling rate is currently 34.5%.
S12-13	Percent of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Human Exposures Controlled	Green		87% for FY15	88% (FY15 Q4)	86% (FY15 Q3)	Quarterly	Human exposures to contamination controlled at 95% of the Michigan Corrective Action baseline of 119 hazardous waste facilities by the end of 2020.
S13-13	Percent of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Groundwater Controlled	Green		83% for FY15	85% (FY15 Q4)	81% (FY15 Q3)	Quarterly	Contaminated groundwater controlled at 95% of the Michigan Corrective Action baseline of 119 hazardous waste facilities by the end of 2020.
S14-13	Percent of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Construction Complete	Green		52% for FY15	52% (FY15 Q4)	46% (FY15 Q3)	Quarterly	Complete construction of final remedies milestone at 95% of the Michigan-GPRA 2020 Corrective Action baseline of 119 facilities by the end of 2020.
S18-15	Percentage of Corrective Action facilities that meet Corrective Action Completed and/or No Controls Required.	Green		12% for FY15	26% (FY15 Q4)	19% (FY15 Q3)	Quarterly	This is a new metric. Percentages of Michigan-lead Hazardous Waste GPRA 2020 Corrective Action facilities that meet "Corrective Action (CA) Completed and/or No Controls Required."
Customer/Constituent								
C01-12	Percent of Environmental Assistance Center inquiries responded to within 1 business day.	Green	=	100%	99%	99%	Quarterly	Demonstrates excellent customer service.
C02-14	Percent of attendees at DEQ-sponsored training events such as workshops, conferences, and webinars that reported an increased understanding of the topic or DEQ Program presented	Green	=	100%	95% of 2286	93% of 1813	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. Percentage is based on total number of attendees completing evaluations at DEQ training events.
C07-13	Number of Public Participation Opportunities			N/A	307	362	FY Annually	Providing opportunities for public input is beneficial for the Department and the public. It is also important when considering the assurance of environmental justice within the State. This metric includes public meetings, public hearings, and public comment periods.
C03-13	Percent of DEQ program customer service survey respondents that report excellent customer service	Yellow		100%	77%	92%	Quarterly	Provides data to indicate the level of perceived excellent customer service.
C04-12	Number of DEQ permits issued			N/A	9286 (FY14)	9584	FY Annually	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. FY15 data will be provided with the 2015 calendar data.

C05-12	Number of DEQ permits denied			N/A	4 (FY14)	44	FY Annually	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. FY15 data will be provided with the 2015 calendar data.
C06-13 EEDB	Counties where residents have convenient access to recycling	Red		45	26	25	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. Counties with at least one drop-off location available per 10,000 people, and where curbside recycling program is available in communities with more than 10,000 people are considered to have convenient access to recycling.
Financial								
F03-13	Increase percent of electronic cash transactions	Red		30%	19%	11%	FY Annually	This will enhance the efficiency of the financial process. The fiscal year data is updated at the end of each calendar year.
F04-14	Provide access for customers to make 100% of payments electronically	Green		100%	91%	78%	FY Annually	Providing access to electronic payments is good customer service. The annual FY number is updated at the end of the Calendar Year.
Internal Business Process								
B02-12	Average number of calendar days to process an air Permit to Install	Green		90	57	53	Quarterly	Per rule, reviews must be completed with 180 days, unless public participation is required and the deadline is then 240 days. Timely issuance of these permits can have a positive impact on Michigan's businesses and economy.
B01a-13	Average number of calendar days to process consolidated land/water interface permits (includes wetland, lakes, streams, and floodplains)	Green		90	25	30	FY Annually	Timely processing of the consolidated land/water interface permits (includes wetlands, lakes, streams, and floodplains) has a positive impact on Michigan's business and economy. The metric is a Fiscal Year number that will be reported in the following Calendar Year update.
B01b-13	Average number of calendar days to process wetland permits	Green		45	37	45	FY Annually	Timely processing of wetland permits has a positive impact on Michigan's business and economy. The metric represents Fiscal Year and is updated with the following Calendar Year data. The statutory target is 90 days.
B04-12	Average number of calendar days to process surface water discharge (NPDES) permits for new uses			90	Not Available	125	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. The required target is 180 days. FY15, Q4 data is currently unavailable. Metrics will resume when a new information technology system is enhanced.
B05-12	Average number of calendar days to process groundwater discharge permits for new uses			90	Not Available	55	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. The required target is 180 days. FY15, Q4 data is currently unavailable. Metrics will resume when a new information technology system is enhanced.
B07-12	Average number of calendar days to process sanitary sewer construction permits	Green	=	30	21	21	Quarterly	Number of days to issue a sanitary sewer construction permit after receipt of an administratively complete application. Timely issuance promotes economic development.
B06-12	Average number of calendar days to process water main construction permits	Green		15.0	10.7	13.0	Quarterly	Number of days to issue a water main construction permit after receipt of a complete application. Timely issuance promotes economic development.
B08-12	Average number of calendar days to process Solid Waste Disposal Area Construction Permit applications	Green		120	91	none processed	Quarterly	Timely issuance of these can have a positive impact on Michigan's businesses and economy.
B09-12	Average number of calendar days to process Brownfield grants and loans	Green		75	51	42	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. The statutory requirement is 90 days.
B12-13	The average number of calendar days to review an Act 381 Workplan	Green		60	39	46	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. The statutory requirement is 60 days.
B13-13	The average number of calendar days to review Part 201 and Part 213 submittals selected for review/audit	Green		120	84	85	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. The statutory requirement for Part 201 is 150 days and for Part 213 it is 180 days.
Learning and Growth								
L01-12	Percent of staff participating in supervisor approved training and professional development opportunities	Green		75%	94% (FY15)	99% (FY14)	FY Annually	Percent of staff participating in supervisor approved training and professional development opportunities.
L02-12	Percent of staff completing a workload analysis evaluation	Green		50%	77% (FY15)	64% (FY14)	FY Annually	Workload analysis evaluation improves the effectiveness of the overall organization.
L03-12	Employee Landscape Champions Percentage Measure	Green		60%	58% (2015)	48% (2013)	Every Other Year	Percent of Champions within the DEQ per Survey Results.