MiScorecard Performance Summary

Business Unit: Environmental Quality
Executive/Director: Dan Wyant
Reporting Period: 8/1/12
Date Last Approved 9/14/12

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

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		100%	99%	99%	Quarterly	Demonstrates excellent customer service.
DEQ-C212	Number of attendees at DEQ-sponsored training events such as workshops, conferences and on-line learning		3,000	4089		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-C312	Number of DEQ program customer service survey respondents		300	637	886	Quarterly	Provides data to help provide excellent customer service.
DEQ-C412	Number of DEQ permits issued		N/A	9580	N/A	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	71	N/A	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.

Environmental Stewardship

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-S1012	Percent of new water withdrawals registered that do not cause an adverse resource impact.		100%	100%	100%	Annually	Protects natural hydrology of rivers.

Environmental Stewardship

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-S1112	Number of new water diversions outside of the Great Lakes Basin contrary to the terms of the Great Lakes Compact.		0	N/A	N/A	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.
DEQ-S112	Restoring Beneficial Uses to Great Lakes contamination sites		15	N/A	15	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	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.
DEQ-S312	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.
DEQ-S412	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.
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-S612	Percent of aboveground and underground storage tank installations in compliance at the time of triennial inspection		40%	45%	45%	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.
DEQ-S712	Percent of aboveground and underground storage tank installations in compliance at the time of reinspection subsequent to the triennial inspection		50%	58%	55%	Quarterly	Measuring the compliance at the time of reinspection is a measure of the effectiveness of the inspection program.

Environmental Stewardship

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
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%	98%	Annually	Demonstrates that community water systems meet applicable health-based drinking water standards.
DEQ-S912	Percentage of active orphan sites that meet risk reductions goals for state funded work		75%	46		Annually	New measure for FY12 - includes active orphan sites of environmental contamination (Part 201 sites) and active orphan LUST sites. (active = DEQ actions implemented)

Financial

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-F112	Amount (dollars) of competitive grant funds received by DEQ		N/A	$16,568,062	N/A	Annually	Current is FY 11 data. Since we have diminishing resources, it is essential that we seek available funding to further our programs.
DEQ-F212	Amount (dollars) of contract, grant and loan funds awarded by DEQ		N/A	$145,255,748	N/A	Annually	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.

Internal Business Process

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-B1012	Number of Process Improvement Initiatives being implemented		3	3	2	Annually	Process improvements improve customer service and staff efficiency.
DEQ-B1112	Part 632 permits issued within timelines.		100%	N/A	N/A	Annually	New metric. Timely implementation of nonferrous metallic mining activities regulated under Part 632 are essential to protect the environment and encourage economic development.
DEQ-B112	Consolidated land/water interface permits processed within deadlines (includes wetland, lakes, streams, and floodplains)		100%	99%	96%	Annually	Currently the target is based on statute and the target is being re-evaluated as part of a business process improvement initiative. Timely processing of the consolidated land/water interface permits (includes wetlands, lakes, streams, floodplains) 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	69	74	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.

Internal Business Process

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Description
DEQ-B312	Average number of calendar days to process an air Renewable Operating Permit		300	286	254	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	53	85	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	92	61	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	12	13.7	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	20	14	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	122	120	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		90	63	49	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.

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%	76%	60%	Annually	Percentage of staff participating in supervisor approved training and professional development opportunities.
DEQ-L212	Percent of staff completing a workload analysis evaluation		50%	N/A	N/A	Annually	Workload analysis evaluation improves the effectiveness of the overall organization.
DEQ-L312	Employee Landscape Champions Percentage Measure		80%	41%	N/A	Annually	Percentage of Champions within the DEQ per Survey Results