MiScorecard Performance Summary

Business Unit:	Environmental Quality
Executive/Director:	Dan Wyant
Reporting Period:	9/30/2013 (FY13)
Date Last Approved	10/16/2013

Metric ID Key	
IBD =	Infrastructure Dashboard
EEDB =	Energy and Environment Dashboard

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 Definition
C01-12	Percent of Environmental Assistance Center inquiries responded to within 1 business day.		100%	99%	100%	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		100	93% of 3,587	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. Percentage is based on number of attendees completing evaluations at DEQ training events.
C03-13	Percent of DEQ program customer service survey respondents that report excellent customer service		100%	94%	85%	Quarterly	Provides data to indicate the level of perceived excellent customer service.
C04-12	Number of DEQ permits issued		N/A	9584	9277	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.
C05-12	Number of DEQ permits denied		N/A	44	48	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.
C06-13 EEDB	Counties where residents have convenient access to recycling		45	24	NA	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.
C07-13	Number of **Public Participation** Opportunities		N/A	303	N/A	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.

Environmental Stewardship

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
S01-12	Number of restored **Beneficial Uses** at Great Lakes **Area of Concern** contamination sites		10 for FY13	6 for FY13	10 for FY12	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.
S02-12 IDB EEDB	Volume (billion gallons) of raw sewage discharged		5.00	1.21	8.00	CY Annually	Amount of raw sewage (SSO or untreated CSO) discharged and reported to the state in accordance with Parts 31 (MCL324.3112a). 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.
S03-12 IDB	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.
S04-12 IDB EEDB	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.
S05-12 EEDB	Percent of counties in Attainment with the National Ambient Air Quality Standards (NAAQS)		100%	98%	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.
S08-12	Percent 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. Fiscal Year data will be updated on a Calendar Year basis.
S10-12	Percent of new water withdrawals registered that do not cause an adverse resource impact.		100%	100%	100%	CY Annually	Protects natural hydrology of rivers.
S12-13	Percent of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Human Exposures Controlled		95%	78%	51%	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 Definition
S13-13	Percent of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Groundwater Controlled		95%	72%	48%	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.
S14-13	Percent of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Construction Complete		95%	40%	34%	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.
S15-13	Number of Part 201 and Part 213 sites that are reliably managed and risks are controlled or eliminated		300	458	New for FY13	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.
S16-13 EEDB	Percent of significantly harmful aquatic invasive species for which control measures are in place		24% by 2017	23%	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.

Financial

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
F03-13	Increase percent of electronic cash transactions		30%	11%	10%	FY Annually	This will enhance the efficiency of the financial process.
F04-14	Provide access for customers to make 100% of payments electronically		100%	78%	N/A	FY Annually	Providing access to electronic payments is good customer service.

Internal Business Process

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
B01a-13	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, 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		90	21	27	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.
B02-12	Average number of calendar days to process an air Permit to Install		180	71	72	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.
B03-12	Average number of calendar days to process an air Renewable Operating Permit		300	237	285	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.
B04-12	Average number of calendar days to process surface water discharge (NPDES) permits for new uses		180	75	67	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.
B05-12	Average number of calendar days to process groundwater discharge permits for new uses		180	89	141	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.
B06-12	Average number of calendar days to process water main construction permits		15	11	12.5	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.
B07-12	Average number of calendar days to process sanitary sewer construction permits		30	16	15	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.
B08-12	Average number of calendar days to process Solid Waste Disposal Area Construction Permit applications		120	109	N/A	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		75	69	39	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.
B12-13	The average number of calendar days to review an Act 381 Workplan		60	32	18	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 Definition
B13-13	The average number of calendar days to review Part 201 and Part 213 submittals selected for review/audit		120	87	76	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 Definition
L01-12	Percent of staff participating in supervisor approved training and professional development opportunities		70%	92%	76%	FY Annually	Percent of staff participating in supervisor approved training and professional development opportunities.
L02-12	Percent of staff completing a workload analysis evaluation		50%	68%	63%	FY Annually	Workload analysis evaluation improves the effectiveness of the overall organization.
L03-12	Employee Landscape Champions Percentage Measure		60%	41%	N/A	FY Annually	Percent of Champions within the DEQ per Survey Results.