LR= Licensing & Regulation
RAL= Racing, Audit, Lab
AD= Administration

Department Name: Michigan Gaming Control Board
Executive/Director: Rick Kalm
Period: 31-Mar-12

Status		
Legend:	Green	90% or greater of target
	Yellow	>=75% to <90% of target
	Red	less than 75% of target

Metric #	Metric	Status	Trend	Target	Period ending March 31, 2012	Period ending Feb 29, 2012	Frequency	Metric Definition
	Financial							
F-1-RAL	Review of all Daily Tax Returns within established timeframes		↑	100.00%	96.77%	96.55%	Monthly	Review of daily tax returns ensures the proper amount of revenue is reported and the correct amount of taxes are paid by the three Detroit Casinos. The state receives a 8.1% wagering tax on the adjusted gross revenue. All daily tax returns for all 3 Detroit Casinos will be reviewed within 2 business days of receipt.
F-2-AD	Completion of budget projection and comparison reports within established timeframes		→	100.00%	100.00%	100.00%	Monthly	Monthly budget projections and comparison reports allows for the evaluation of MGCB's budget throughout the fiscal year. This measure emphasizes the importance of staying within the appropriated budget by monitoring the budget on a monthly basis. MGCB will complete budget projection and comparison reports within 5 business days of the month closing.
F-3-AD	Verification of the amount of wagering tax paid by the three Detroit Casinos.		→	100.00%	100.00%	100.00%	Monthly	The Detroit Casinos pay the State a 8.1% wagering tax on a daily basis. MGCB will verify the amount of wagering tax paid by the Detroit Casinos equals the amount due.
	Customer/Constituent							
C-1-LR	Complete Patron Dispute investigations (PDs) within established timeframes		↑	90.00%	100.00%	62.50%	Monthly	Investigation of patron disputes involving winnings and losses or the conduct of gaming at a casino will be completed within 35 days of the receipt of the complaint.
C-2-LR	Complete Rules of the Game (RG) investigations within established timeframes		→	90.00%	100.00%	100.00%	Monthly	Ensure compliance of proposed new table games or changes in previously approved table games. Each investigation will be completed within 35 days.
C-3-RAL	Review and approval or denial of uncollectible gaming receivable write-off requests within established timeframes	0	‡	100.00%	0%	100%	Monthly	The review of write-off requests ensures that the three Detroit Casinos complied with all write-off requirements per Administrative Rules, Part 13. Per this Rule the Detroit Casinos can take a tax deduction for uncollectible gaming receivables for an amount approved by the MGCB. Reviews will be completed and a decision communicated to the Detroit Casinos within 30 calendar days from the date of receipt.
C-4-RAL	Percentage of Indian Gaming audit/inspection plans completed		↑	100.00%	60.00%	55.17%	Quarterly	Audit and inspection plans help to provide for the efficient and effective oversight of the Tribal-State Class III Compacts. Calendar year 2012 audit/inspection plans includes the completion of 3 net win fiscal years audited and 2 compliance audits quarterly.
C-5-AD	Response to Freedom of Information (FOIA) requests within legally required timeframes		→	100.00%	100.00%	100.00%	Monthly	Adhere to the State of Michigan's Freedom of Information Act guidelines and regulations. MGCB shall respond within 5 business days of receipt of a written FOIA request.

C-6-AD	Enroll individuals eligible for the Diversion Program within three (3) business days of receiving notification from the Attorney General's Office.		➡	100.00%	100.00%	100.00%	Monthly	The Disassociated Persons List (DPL) program is required by the Michigan Gaming Control and Revenue Act and is intended to help those who believe they have a gambling problem. First time violators of the DPL are guilty of trespassing and subject to jail time and/or a fine. All first time offenders of the DPL who agree to participate in the Diversion Program will receive treatment for their gambling problem.
	Internal Business Processes							
P-1-LR	One-year renewal investigations of suppliers and vendors completed within established timeframes		⬆	80.00%	100.00%	93.75%	Quarterly	One-year renewal investigations streamlined to ensure the Licensing Division completes within 60 days .
P-2-LR	Supplier application processing will be completed within established timeframes		⬇	90.00%	95.92%	100.00%	Quarterly	Supplier applications to the MGCB (including initial and renewal applications) must be processed within 2 weeks of receipt. Some suppliers submit incomplete applications, therefore the metric will be measured upon the receipt of all materials for the completed application. MGCB will process 90% of completed supplier applications within 10 business days of receipt.
P-3-LR	Vendor application processing completed within established timeframes		⬇	90.00%	90.72%	98.11%	Quarterly	Vendor applications to the MGCB (including initial and renewal applications) must be processed within 2 weeks of receipt. Some vendors submit incomplete applications, therefore the metric will be measured upon the receipt of all materials for the completed application. MGCB will process 90% of vendor applications within 14 days of receipt.
P-4-LR	Level 1 occupational license processing completed within established timeframes		➡	80.00%	100.00%	100.00%	Monthly	Reduce the number of days to process a Level 1 occupational license. Level 1 occupational licensee investigations completed and recommendations made to the board within 35 days.
P-5-LR	Completion of a predetermined percentage of Field Verifications (FVs) of Electronic Gaming Devices (EGDs)		⬆	100.00%	120.54%	109.50%	Quarterly	Electronic testing of electronic gaming devices completed to ensure installed media is approved by the MGCB. Electronic testing of 25% of all EGDs at each casino will be completed each year.
P-6-LR	Completion of a predetermined number of Monitoring Inspections (MI)		⬇	94.00%	98.19%	98.51%	Quarterly	A systematic observation, review, or test of a casino operational activity to ensure compliance with the Act, Rules, or Internal Controls. The number of monitoring inspections completed is determined by the number of Compliance staff available. The Compliance Managers will provide the number of monitoring inspections to be completed for each quarter of calendar year 2012.
P-7-RAL	Software and Hardware Submission Approvals completed within established timeframes		⬆	100.00%	95.20%	94.83%	Monthly	Software and hardware for electronic gaming devices have to be approved by the lab prior to being placed onto the gaming floor in the Detroit Casinos. Software and hardware submissions will be completed within 13 weeks from the time the submission is received.
P-8-RAL	Completion of an established number of Compliance Audits		⬇	100.00%	93.94%	96.83%	Quarterly	Compliance audits ensure casino operations comply with the regulatory requirements. Conduct a total of 9 annual compliance audits of the three Detroit casino gaming operations in 2012. Fifty percent of the audit steps of the 9 annual compliance audits will be completed by June 30, 2012, 75% by September 30, 2012, and 100% by December 31, 2012.
P-9-RAL	Enforcement of Alcohol Testing- live horse racing		⬇	100.00%	108.63%	116.87%	Monthly	Alcohol testing helps to ensure fair and safe horse racing for the participants and spectators. Alcohol testing will be completed for 50% of the drivers/jockeys who participate in live horse race dates in fiscal year 2012.

P-10-RAL	Investigation Tracking- Regulatory Investigations completed within established timeframes		⬆	75.00%	88.24%	68.18%	Monthly	Regulatory Investigations will be completed within 45 days of the assignment.
P-11-RAL	MGCB/Law Enforcement Collaboration		⬆	100.00%	100.00%		Bi-monthly	Ensure a safe gaming environment for patrons of the three licensed casinos in Detroit. The Regulatory Investigation Section Manager will coordinate 1 bi-monthly meeting with staff from the Attorney General's Office, Michigan State Police, Detroit Police Department, and the Wayne County Prosecutor's Office.
P-12-AD	Document processing completed within established timeframes		⬆	95.00%	99.88%	92.42%	Monthly	Implement and maintain a system for electronic and manual records management. The entire records management process will be completed within 3 business days of receipt of the documents.

Learning & Growth