

MiScorecard Performance Summary

| Metric # | Metric | Status | Trend | Target | Period ending April 30, 2012 | Period ending March 31, 2012 | Frequency | Metric Definition |
|------------------------------------|--|---|-------|-----------------------|---------------------------------|---------------------------------|-----------|--|
| LR= | Licensing & Regulation | Department Name: Michigan Gaming Control Board | | Status: Green | 90% or greater of target | | | |
| RAL= | Racing, Audit, Lab | Executive/Director: Rick Kalm | | Legend: Yellow | >=75% to <90% of target | | | |
| AD= | Administration | Period: 30-Apr-12 | | Red | less than 75% of target | | | |
| Financial | | | | | | | | |
| F-1-RAL | Review of all Daily Tax Returns within established timeframes | | ↑ | 100.00% | 100.00% | 96.77% | 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% | 80.00% | 100.00% | 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% | 0% | 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-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-4-LR | Level 1 occupational license processing completed within established timeframes | | → | 90.00% | 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-7-RAL | Software and Hardware Submission Approvals completed within established timeframes | | ↑ | 100.00% | 98.35% | 95.20% | 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. |

