

MiScorecard Performance Summary

Business Unit: Michigan Gaming Control Board
Executive/Director Name: Richard Kalm
Reporting Period: Sep 2012
Date Approved: 10/12/2012

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

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-1-LR	Complete Patron Disputes (PDs) investigations within established timeframes			90%	83.33%	100%	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%	100%	100%	Monthly	Ensure compliance of proposed new table games or changes in previously approved table games. Each investigation will be completed within 35 days. (No table games measured for May 2012)
C-4-RAL	Percentage of Indian Gaming audit/inspection plans completed			100%	100%	40%	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/inspections plans includes the completion of 3 net wins fiscal years audited and 2 compliance audits quarterly.
C-5-AD	Response to Freedom of Information (FOIA) requests within legally required timeframes			100%	100%	100%	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.
Financial								
F-1-RAL	Review of all Daily Tax Returns within established timeframes			100%	91.11%	98.92%	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%	100%	100%	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%	100%	100%	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.
Internal Business Process								
P-1-LR	One-year renewal investigations of suppliers and vendors completed within established timeframes			80%	84.61%	84.21%	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%	100%	100%	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%	50.00%	94.29%	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%	100%	100%	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%	115.82%	135.69%	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 (MIs)			94%	98.82%	97.48%	Quarterly	A systematic observation, review, or test of a casino operational activity to ensure compliance
P-7-RAL	Software and hardware submission approvals completed within established timeframes			100%	96.86%	100%	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%	92.31%	91.14%	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%	76.75%	89.71%	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%	91.30%	80.00%	Monthly	Regulatory investigations will be completed within 45 days of the assignment.
P-12-AD	Document processing completed within established timeframes			95%	98.93%	99.49%	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.
P-14-LR	Investigation initial and 5 year renewals			85%	81.81%	100%	Quarterly	Initial and 5 year renewals will be streamlined to ensure the Licensing Division completes the investigation within 180 days from the date of assignment. The completion percentage rate will be 85%
Learning and Growth								
L-1-AD	Employee champion percentage tracking		N/A	65%	58.62%		Annually	Track and compare the percentage of MGCB employees who are in the champions category on State of Michigan Employee Surveys.