

MiScorecard Performance Summary

Business Unit: Michigan Gaming Control Board
 Executive/Director Name: Richard Kalm
 Reporting Period: Dec 2012
 Date Approved: 1/9/2013

Green >90% of target
 Yellow >= 75% - 90% of target
 Red <75% of target
 Scorecard Status: Final

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
C-1-GHRR	Complete Patron Disputes (PDs) investigations within established timeframes	Green	👍	90.00%	84.21%	78.57%	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-GHRR	Tournament review investigations	Green		90.00%	100.00%		Monthly	Ensure compliance of proposed slot or table game tournaments. Each investigation will be completed within 14 days.
C-4-AD	Percentage of Indian Gaming audit/inspection plans completed	Green	👍	100%	160%	100%	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	Green	=	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.
C-7-AD	Response to Requests for Information (RFIs) from other gaming jurisdictions and agencies are completed within established timeframes.	Green		95.00%	96.00%		Monthly	MGCB receives requests for licensee suitability from other gaming jurisdictions and law enforcement agencies, with the understanding that MGCB will issue a response. The response is provided in the spirit of cooperation between law enforcement agencies and with the understanding that no information shall be disclosed to any other agency, entity or individual; or utilized in any court of law, administrative hearing, or other forum without prior written consent of MGCB. MGCB will issue a written response within 10 business days.
Financial								
F-1-GHRR	Review of all Daily Tax Returns within established timeframes	Green	=	100%	100%	100%	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	Green	=	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	Green	=	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	Green	👎	80.00%	78.57%	84.61%	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	Green	=	90.00%	100.00%	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	Red	👍	90.00%	64.29%	50.00%	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	Green	=	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-GHRR	Completion of a predetermined percentage of Field Verifications (FVs) of Electronic Gaming Devices (EGDs)	Green	👎	100.00%	112.12%	115.82%	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-GHRR	Completion of a predetermined number of Monitoring Inspections (MIs)	Green	👎	94.00%	94.76%	98.82%	Quarterly	A systematic observation, review, or test of a casino operational activity to ensure compliance
P-7-GHRR	Software and hardware submission approvals completed within established timeframes	Green	=	100.00%	100.00%	100.00%	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-GHRR	Completion of an established number of Compliance Audits	Green	👍	100.00%	96.97%	92.31%	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-GHRR	Enforcement of Alcohol Testing - live horse racing	Yellow	👎	100.00%	82.73%	94.31%	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-LR	Investigation Tracking - Regulatory investigations completed within established timeframes	Green	👎	75.00%	72.22%	89.13%	Monthly	Regulatory investigations will be completed within 45 days of the assignment.
P-11-LR	MGCB/Law Enforcement Collaboration	Green	👍	100%	100%	0%	Every Other Month	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%	86.59%	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			85.00%	93.33%	81.81%	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%
P-15-LR	Illegal Gambling Task Force Meeting			100%	100%		Every Other Month	To handle issues related to illegal gambling, an illegal gambling task force has been created. The Criminal Investigations Section manager will coordinate 1 bi-monthly meeting with MGCB, the Attorney General's Office, Detroit Police Department, Michigan State Police, Liquor Control Commission, Lottery and Treasury to coordinate the enforcement of the Michigan Gaming Control and Revenue Act.
Learning and Growth								
L-1-AD	Employee Champion Percentage Tracking			65.00%	58.62%		CY Annually	Track and compare the percentage of MGCB employees who are in the champions category on State of Michigan Employee Surveys.
L-2-AD	Establishment of Employee Newsletter			100%	100%		Monthly	Establishment of an employee newsletter by 12/31/12, in accordance with the MGCB Employee Survey Action Plan.
L-3-AD	Agency Town Hall Style Meeting			100%	100%		Quarterly	Agency town hall style meeting will be held once every quarter. This metric was created on the MGCB Employee Survey Action Plan in response to MGCB's low department leadership subscale scores in the employee survey.
L-4-AD	Pulse Survey			100%	100%		Quarterly	Pulse Survey conducted and analyzed quarterly regarding the implementation of the Employee Survey Action Plan and the improvements being made.