

# MiScorecard Performance Summary

**Business Unit:** Michigan Gaming Control Board  
**Executive/Director Name:** Richard Kalm  
**Reporting Period:** Feb 2013  
**Date Approved:** 3/14/2013

**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
<b>Customer/Constituent</b>								
C-1-GHRR	Complete Patron Disputes (PDs) investigations within established timeframes	Green		90.00%	88.89%	65.38%	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			90.00%	100.00%	100.00%	Monthly	Ensure compliance of proposed slot or table game tournaments. Each investigation will be completed within 14 days.
C-3-GHRR	Review and approval or denial of uncollectible gaming receivable write-off requests within established timeframes	Green	=	100%	100%	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-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%	100.00%	96.43%	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.
<b>Financial</b>								
F-1-GHRR	Review of all Daily Tax Returns within established timeframes	Green		100.00%	98.81%	100.00%	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.
<b>Internal Business Process</b>								
P-4-LR	Level 1 occupational license processing completed within established timeframes	Yellow		90%	80%	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-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-9-GHRR	Enforcement of Alcohol Testing - live horse racing	Green		100.00%	126.32%	49.37%	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%	96.55%	81.25%	Monthly	Regulatory investigations will be completed within 45 days of the assignment.
P-12-AD	Document processing completed within established timeframes	Green		97.00%	98.80%	99.33%	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.
<b>Learning and Growth</b>								
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	Monthly Employee Newsletter	Green	=	100%	100%	100%	Monthly	Employee Newsletter released to MGCB staff by the end of the month, in accordance with the MGCB Employee Survey Action Plan.
L-5-AD	Executive Director/Manager Bi-Monthly Meetings			100.00%	60.00%		Every Other Month	Meetings are to be held between MGCB front-line managers and the Executive Director of MGCB bi-monthly in accordance to the MGCB Employee Survey Action Plan. This metric was created in response to MGCB's low department leadership subscale scores in the 2012 employee survey.