

MiScorecard Performance Summary

Business Unit: Michigan Gaming Control Board
Executive/Director Name: Richard Kalm
Reporting Period: Apr 2013
Date Approved: 5/15/2013

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	Yellow	90.00%	76.00% Apr 1 - Apr 30, 2013	88.46%	Monthly	Investigation of patron disputes involving winnings and losses or the conduct of gaming at a casino will be completed within 33 days of the receipt of the complaint.
C-2-GHRR	Tournament review investigations	Green	90.00%	100.00% Apr 1 - Apr 30, 2013	100.00%	Monthly	Ensure compliance of proposed slot or table game tournaments. Each investigation will be completed within 14 days.
C-5-AD	Response to Freedom of Information (FOIA) requests within legally required timeframes	Green	100%	100% Apr 1 - Apr 30, 2013	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-6-AD	Enroll individuals eligible for the Diversion Program within three (3) business days of receiving notification from the Attorney General's Office	Green	100%	100% Apr 1 - Apr 30, 2013	100%	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.
C-7-AD	Response to Requests for Information (RFIs) from other gaming jurisdictions and agencies are completed within established timeframes.	Green	95.00%	97.50% Apr 1 - Apr 30, 2013	100.00%	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	100.00%	100.00% Apr 1 - Apr 30, 2013	95.70%	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% Apr 1 - Apr 30, 2013	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% Apr 1 - Apr 30, 2013	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-4-LR	Level 1 occupational license processing completed within established timeframes	Green	90%	100% Apr 1 - Apr 30, 2013	100%	Monthly	Reduce the number of days to process a Level 1 occupational license. Level 1 occupational license 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%	99.31% Apr 1 - Apr 30, 2013	99.24%	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%	153.85% Apr 1 - Apr 30, 2013	152.86%	Monthly	Alcohol testing helps to ensure fair and safe horse racing for the participants and spectators. Alcohol testing will be completed for 65% of the drivers/jockeys who participate in live horse race dates in fiscal year 2013.
P-10-LR	Investigation Tracking - Regulatory investigations completed within established timeframes	Green	75.00%	72.22% Apr 1 - Apr 30, 2013	95.00%	Monthly	Regulatory investigations will be completed within 45 days of the assignment.
P-12-AD	Document processing completed within established timeframes	Green	97.00%	94.25% Apr 1 - Apr 30, 2013	98.55%	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-15-LR	Illegal Gambling Task Force Meeting	Green	100%	100% Mar 1 - Apr 30, 2013	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	Monthly Employee Newsletter	Green	100%	100% Apr 1 - Apr 30, 2013	0%	Monthly	Employee Newsletter released to MGCB staff by the end of the month, in accordance with the MGCB Employee Survey Action Plan.
L-4-AD	Pulse Survey	Green	100%	100% Jan 1 - Mar 31, 2013	100%	Quarterly	Pulse Survey conducted and analyzed quarterly regarding the implementation of the Employee Survey Action Plan and the improvements being made.
L-5-AD	Executive Director/Manager Bi-Monthly Meetings	Green	100.00%	100.00% Mar 1 - Apr 30, 2013	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.