

## MiScorecard Performance Summary

<b>Business Unit:</b>	Michigan Gaming Control Board	<b>Green</b>	>90% of target
<b>Executive/Director Name:</b>	Richard Kalm	<b>Yellow</b>	>= 75% - 90% of target
<b>Reporting Period:</b>	Jun 2013	<b>Red</b>	<75% of target
<b>Date Approved:</b>	7/15/2013	Scorecard Status	<b>Final</b>

Customer/Constituent	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
C-1-GHRR	Complete Patron Disputes (PDs) investigations within established timeframes	Green		90.00%	81.82% June 1 - June 30, 2013	91.67%	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% June 1 - June 30, 2013	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% June 1 - June 30, 2013		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% June 1 - June 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-7-AD	Response to Requests for Information (RFIs) from other gaming jurisdictions and agencies are completed within established timeframes.	Green		95.00%	100.00% June 1 - June 30, 2013	96.67%	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%	100.00% June 1 - June 30, 2013	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% June 1 - June 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% June 1 - June 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.
<b>Internal Business Process</b>								
P-1-LR	One-year renewal investigations of suppliers and vendors completed within established timeframes	Green		80.00%	87.50% Apr 1 - June 30, 2013	78.57%	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%	90.91% Apr 1 - June 30, 2013	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	Green		90.00%	91.74% Apr 1 - June 30, 2013	64.29%	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	Green	==	90%	100% Jun 1 - Jun 30	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%	107.40% Apr 1 - June 30, 2013	112.12%	Quarterly	Electronic testing of electronic gaming devices completed to ensure installed media is approved by the MGCB. Electronic testing of 10% 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%	96.14% Apr 1 - June 30, 2013	94.76%	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% June 1 - June 30, 2013	97.95%	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%	131.77% June 1 - June 30, 2013	116.68%	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%	95.83% June 1 - June 30, 2013	84.62%	Monthly	Regulatory investigations will be completed within 45 days of the assignment.

P-12-AD	Document processing completed within established timeframes	Green		97.00%	99.18% June 1 - June 30, 2013	99.55%	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-13-LR	Supplemental investigations involving new Qualifying Individuals or Qualifying Business	Green		85.00%	100.00% Apr 1 - June 30, 2013	50.00%	Quarterly	Supplemental investigations involving new Qualifying Individuals or Qualifying Business (Qualifiers) will be streamlined to ensure the Licensing Division completes the investigation within 60 days, plus 3 additional investigative days for each additional new Qualifier, from the date of assignment. The completion percentage will be 85%.
P-14-LR	Investigation initial and 5 year renewals	Green		85.00%	85.71% Apr 1 - June 30, 2013	93.33%	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	Green	=	100%	100% May 1 - June 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.
P-16-LR	Millionaire Party Application Processing - applications received by MGCB 60 days or more prior to the millionaire party event.			80.00%	70.51% Apr 1 - June 30, 2013	80.84%	Quarterly	Completed millionaire party (MP) applications received by MGCB 60 days or more prior to the MP event will be processed, reviewed, issued and mailed 45 days in advance of the MP event date.
P-17-LR	Millionaire Party Application Processing - applications received by MGCB less than 60 days prior to the millionaire party event.			80.00%	76.19% Apr 1 - June 30, 2013	84.91%	Quarterly	Completed millionaire party (MP) applications received by MGCB less than 60 days prior to the MP event will be processed, reviewed, issued and mailed within 10 business days from the receipt of the MP application
<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% May 1 - June 30, 2013	100%	Every Other Month	Employee Newsletter released to MGCB staff by the end of the month, in accordance with the MGCB Employee Survey Action Plan.