

## 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>	Nov 2013	<b>Red</b>	<75% of target
<b>Date Approved:</b>	12/13/2013	<b>Scorecard Status</b>	<b>Final</b>

Metric ID	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%	87.50% Nov 1 - Nov 30, 2013	90.91%	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-3-GHRR	Review and approval or denial of uncollectible gaming receivable write-off requests within established timeframes	Green		100.00%	100.00% Nov 1 - Nov 30, 2013	0.00%	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	=	100.00%	100.00% Nov 1 - Nov 30, 2013	100.00%	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	=	100.00%	100.00% Nov 1 - Nov 30, 2013	100.00%	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-2-GHRR	Tournament review investigations	Green	=	90.00%	100.00% Nov 1 - Nov 30, 2013	100.00%	Monthly	Ensure compliance of proposed slot or table game tournaments. Each investigation will be completed within 14 days.
C-7-AD	Response to Requests for Information (RFIs) from other gaming jurisdictions and agencies are completed within established timeframes.	Green		95.00%	98.08% Nov 1 - Nov 30, 2013	98.39%	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% Nov 1 -	100.00%	Monthly	Review of daily tax returns ensures the proper amount of revenue is reported and the correct amount of taxes are paid

					Nov 30, 2013				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	=	100.00%	100.00% Nov 1 - Nov 30, 2013	100.00%	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	=	100.00%	100.00% Nov 1 - 30, 2013	100.00%	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-7-GHRR	Software and hardware submission approvals completed within established timeframes.	Green		100.00%	95.90% Nov 1 - Nov 30, 2013	99.67%	Monthly		Software and hardware for electronic gaming devices have to be approved by the gaming 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%	115.03% Nov 1 - Nov 30, 2013	106.63%	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 2013.
P-10-LR	Investigation Tracking - Regulatory investigations completed within established timeframes.	Green		75.00%	83.33% Nov 1 - Nov 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%	98.77% Nov 1 - Nov 30, 2013	93.01%	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	Green		66%	71%	59%	CY Annually		Track and compare the percentage of MGCB employees who are in the champions category on State of Michigan employee surveys.