

MiScorecard Performance Summary

Business Unit: Michigan Gaming Control Board
Executive/Director Name: Richard Kalm
Reporting Period: Mar 2014

Green >90% of target
Yellow >= 75% - 90% of target
Red <75% of target
Date Approved: 4/15/2014
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Metric ID	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%	72.73%	100.00%	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 completed within established timeframes.	Green	=	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-4-AD	Percentage of Indian Gaming audit/inspection plans completed	Green		100.00%	133.10%	133.33%	Quarterly	Audit and inspection plans help to provide for the efficient and effective oversight of the Tribal-State Class III Compacts. Calendar Year 2014 audit/inspections plans includes the completion of 13 net wins fiscal years audited and 9 compliance audits quarterly.
C-6-AD	Mail enrollment packets to 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%	100.00%	Quarterly	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%	100.00%	94.12%	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%	96.43%	96.43%	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-3-AD	Verification of the amount of wagering tax paid by the three Detroit Casinos.	Green	=	100.00%	100.00%	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.
Internal Business Process								
P-1-LR	One-year renewal investigations of suppliers and vendors completed within established timeframes.	Green		80.00%	83.33%	85.71%	Quarterly	One-year renewal investigations streamlined to ensure the Licensing and Regulation Division completes within 60 days.
P-2-LR	Supplier application processing will be completed within established timeframes.	Green	=	95.00%	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 95% of completed supplier applications within 10 business days of receipt.
P-3-LR	Vendor application processing completed within established timeframes.	Green		90.00%	89.44%	83.23%	Quarterly	Vendor applications to 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	=	90.00%	100.00%	100.00%	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%	101.35%	97.31%	Quarterly	Electronic testing of Electronic Gaming Devices (EGDs) completed to ensure installed media is approved by the MGCB. Electronic testing of 10% of all EGDs at each Detroit casino will be completed each year.
P-6-GHRR	Completion of a predetermined number of Monitoring Inspections (MIs).	Green		94.00%	94.25%	94.27%	Quarterly	A systematic observation, review, or test of a casino operational activity to ensure compliance with the Michigan Gaming Control and Revenue Act, Administrative Rules or internal controls. The number of Monitoring Inspections (MIs) is determined by the number of compliance staff available. The compliance managers will provide the number of MIs to be completed for each quarter of the calendar year 2014.
P-7-GHRR	Software and hardware submission approvals completed within established timeframes.	Green		100.00%	100.00%	99.23%	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-8-GHRR	Completion of an established number of compliance audits.	Green		100.00%	92.59%	97.78%	Quarterly	Compliance audits ensure casino operations comply with regulatory requirements. Conduct compliance audits of the three Detroit casino gaming operations. 25% of the audit steps of the annual compliance audits will be completed by March 31, 2014, 50% percent will be completed by June 30, 2014, 75% by September 30, 2014, and 100% by December 31, 2014.
P-9-GHRR	Enforcement of alcohol testing - live horse racing.	Green		100.00%	139.38%	0.00%	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 2014.
P-10-LR	Investigation Tracking - Criminal investigations completed within established timeframes.	Green		75.00%	100.00%	90.00%	Monthly	Criminal investigations will be completed within 45 days of the assignment.
P-12-AD	Document processing completed within established timeframes.	Green		97.00%	99.70%	97.64%	Monthly	Implement and maintain a system for electronic and manual records management. The entire records management

		Green							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 within established timeframes.	Green		85.00%	100.00%	0.00%	Quarterly		Supplemental investigations involving new qualifying individuals or qualifying business (Qualifiers) will be streamlined to ensure the Licensing and Regulation 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 completed within established timeframes.	Green	=	85.00%	100.00%	100.00%	Quarterly		Initial and 5 year renewals will be streamlined to ensure the Licensing and Regulation Division completes the investigation within 180 days from the date of assignment. The completion percentage rate will be 85%.
P-15-EX	Illegal Gambling Task Force Meeting	Red	=	100%	0%	0%	Quarterly		Illegal Gambling Prosecution--Once per quarter, partner with and assist non-state law enforcement with the prosecution of a gambling violation of the Michigan Penal Code.
P-18-LR	Millionaire Party Application Processing--application processing will be completed within established timeframes.			80.00%	99.71%		Quarterly		New millionaire party queue assignments will be processed within 10 business days of assignment.
P-19-LR	New Vendor Applications, New Supplier Applications, Transfer of Interest Applications, and New Qualifier Applications will be processed within established timeframes.			80.00%	46.34%		Quarterly		New Vendor Applications, New Supplier Applications, Transfer of Interest Applications, and New Qualifier Applications will be reviewed by a Supervisor and submitted to management for final approval within 5 business days of submission by staff.
P-20-LR	Renewal Vendor applications will be reviewed by a Supervisor and submitted to management for final approval once a month.	Red	=	80.00%	0.00%	0.00%	Monthly		Monthly vendor renewal application submissions will be provided during the last 5 business days of the month and will include all renewal applications submitted since the prior months submission, with the exception of applications submitted for supervisory review within the last 5 business days.
P-22-AD	Purchasing orders processed within established timeframes.	Green	=	95.00%	100.00%	100.00%	Monthly		Orders are to be placed for purchasing requests within 7 business days of the Financial Services Section receiving the Supply Requisition.
P-23-AD	Security access audit completed within established timeframes.	Green	=	100.00%	100.00%	100.00%	Monthly		Audit of the security system user access log within 5 days of the start of every new month. The purpose of the audit is to verify appropriateness of users who have access to the security system and ensure the level of access for each user is consistent with what was approved by executive management.