

Scorecard Performance Summary

Department Name: LARA					Legend:			Green	90% or greater of target
Executive/Director: S. Hilfinger								Yellow	>=75% to <90% of target
Period: February 2012								Red	less than 75% of target
								White	not applicable
	Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition	
Office of Regulatory Reinvention									
1	Comprehensive Rule Review		↑	100%	46.5%	40.0%	Monthly	Percent of Existing Rules Reviewed	
2	Administrative Rule Count		→	n/a	18,838	18,838	Monthly	Number of Existing Administrative Rules	
3	ARC Generated Changes		→	200	5	5	Monthly	Number of Changes Implemented Following ARC Recommendations	
4	Rules Committees Formed		→	8	7	7	Monthly	Number of Rules Committees Formed	
5	Total Rule Rescissions		→	3,000	415	415	Monthly	Number of Rules Rescinded	
6	Net Reduction in Number of Administrative Rules		→	TBD	-359	-359	Monthly	Number of Rules Reduced	
Adjudications									
7	Timely Administrative Hearings		↑	90%	76.0%	74.5%	Monthly	Percent Closed Within Timeliness Deadlines	
8	Unemployment Appeals		↓	30	34	37	Monthly	Average Case Age of 1st Level Appeals	
9	Public Benefit Cases		↓	90%	80.5%	83.6%	Monthly	Percent Compliance Within Timeliness Standards	
10	Tax Tribunal Small Claims		↓	90%	46.0%	49.0%	Monthly	Percent Compliance Within 14 Month Standards	
11	LCC Violation Appeals		↓	80%	68.7%	85.5%	Monthly	Percent Finalized Within 90 Days	
Licensing and Permits									
12	Timely Permits and Licenses		↑	90%	80.7%	71.2%	Quarterly	Percent Issued Within Timeliness Deadlines	
13	BHS Facility Plan Review		→	90%	92.0%	92.0%	Quarterly	Percent Compliance Within 6 Week Time Standard for Construction Plan Review	
14	BCS Corp Document Review		↑	90%	99.6%	95.4%	Monthly	Review of Non-Expedited Documents Within 5 Days	
15	BCC Permit Processing		↑	85%	99.9%	98.4%	Monthly	Percent Processed Within 5 Business Days	
16	BHP License Issuance		↑	90%	95.0%	90.0%	Monthly	Percent Completed Within 60 Days After Receiving Completed Application	
17	BHP Medical Marijuana License Processing		→	95%	95.0%	95.0%	Monthly	Percent Processed Within 20 Business Days	
18	LCC Application Processing		↑	90%	97.8%	95.5%	Monthly	Percent Completed Less than 60 Days After Receipt of Completed Application	

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Complaint Processing									
19	Timely Complaint Resolution	Green	↑	90%	83.3%	69.9%	Quarterly	Percent Process Within Timeliness Deadlines	
20	BHP Complaint Drafting	Green	↑	75%	82.3%	32.3%	Monthly	Percent Drafted Within 22 Days of Assignment	
21	BCS Complaint Processing Time	Yellow	↑	90%	69.7%	56.2%	Quarterly	Percent of Complaints Processed Within 180 days	
22	OFIR Complaint Handling	Green	↓	90%	96.0%	99.0%	Quarterly	Percent of Complaints Opened Within 7 Business Days	
23	MIOSHA Complaint Processing	Green	↑	95%	100.0%	98.0%	Quarterly	Percent of Employee Complaints Completed Within 10 Business Days	
24	WH Complaint Processing	Yellow	↓	75%	63.0%	65.0%	Monthly	Cumulative Percent of Investigative Complaints Completed Within 90 Days of Assignment	
Key Economic Indicators									
25	Construction Industry Injury and Illness Rate	Green	↑	2.7	2.0	1.4	Annual	Number of Injuries or Illnesses Per 100 Workers	
26	Manufacturing Industry Injury and Illness Rate	Green	↑	6.3	5.9	5.5	Annual	Number of Injuries or Illnesses Per 100 Workers	
27	UIA Claims		↓	n/a	67,530	109,694	Monthly	Total New Claims Filed	
28	New UIA Employer Accounts	Green	↓	1,850	1,903	2,294	Monthly	Number of New Accounts Opened	
29	WC Cost of Premium Ranking	Red	↓	40	23	32	Biennial	1 (Highest) to 50 (Lowest)	
30	Michigan Average Electrical Retail Price (Commercial)		↓	n/a	32.0	35.0	Monthly	National Ranking of retail price of Commercial Electricity (YTD)	
31	Building Permits Issued		↓	n/a	45	102	Monthly	Number of Building Permits Issued	
32	Home Heating for the Vulnerable Fund Assistance			27,500	N/A	N/A	Quarterly	Number of Vulnerable Households Served	
33	Centers for Independent Living Information & Referral	Green		4,250	4,077	N/A	Quarterly	Number of Individuals Served	