

# MiScorecard Performance Summary

**Business Unit:** Licensing and Regulatory Affairs  
**Executive/Director Name:** Mike Zimmer  
**Reporting Period:** Mar 2015

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 4/20/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>ORR</b>								
ORR-1	Number of Existing Administrative Rules			N/A	17,283	17,295	Monthly	Number of Existing Administrative Rules
ORR-2	Number of Existing Administrative Rules Reviewed	Green	=	100.0%	100.0%	100.0%	Monthly	Percent of Existing Rules Reviewed
ORR-5	Rules Committees Formed	Green	=	8	8	8	Monthly	Number of Rules Committees Formed
ORR-8	Administrative Rules Rescinded	Green		3000	3158	3146	Monthly	Total Number of Rules Rescinded
ORR-9	Net Reduction in Number of Administrative Rules			TBD	1,923	1,921	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
ORR-11	ARC Generated Changes	Yellow	=	200	151	151	Monthly	Number of Changes Implemented Following ARC Recommendations
<b>Adjudications</b>								
LARA-7	Overall Timely Administrative Hearings	Red		90.0%	57.3%	53.8%	Monthly	Percent Closed Within Timeliness Deadlines
MAHS-1	Unemployment Agency Appeals (1st Level)	Red		30	80	76	Monthly	Average Case Age of 1st Level Appeals in Days
MAHS-5	Michigan Tax Tribunal Appeals (Small Claims)	Green	=	90.0%	100.0%	100.0%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 Month Standard
MAHS-6	Public Benefit Cases Referred by Department of Human Services	Yellow		90.0%	71.9%	50.6%	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
LCC-6	LCC - Violation Appeals	Green		80.0%	77.2%	73.0%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
<b>Licensing and Permits</b>								
LARA-12	Overall Timely Permits and Licenses	Green		90.0%	97.1%	97.2%	Monthly	Percent Issued Within Timeliness Deadlines
BHCS-1	Health Professions Division - License Issuance Timeliness	Green		90.0%	92.7%	93.8%	Monthly	Percent Completed within 8 Weeks of Full Submission
BHCS-6	Health Professions Division - Medical Marijuana Application Processing	Green	=	95.0%	100.0%	100.0%	Monthly	Medical Marijuana Card Rejection Letters Issued within 15 Business Days of Receipt of Application for those Ineligible (original applications)
BHCS-7	Health Facilities Division - Engineering	Green		90.0%	96.6%	100.0%	Monthly	Percent Compliance within 6 Week Time Standard for Construction Plan Review
CSCL-3	CSCL - Corporation Document Review	Green		95.0%	98.4%	98.0%	Monthly	Review of Non-Expedited Documents within 3 Days
LCC-2	LCC - Application Processing	Green		90.0%	94.6%	95.8%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
BCC-6	BCC - Permit Processing	Green		85.0%	100.0%	98.3%	Monthly	Percent Processed within 5 Business Days
<b>Complaint Processing</b>								
LARA-19	Overall Timely Complaint Resolution	Green		90.0%	81.1%	81.4%	Monthly	Percent Processed Within Timeliness Deadlines
BHCS-5	Enforcement Division - Complaint Drafting	Green		75.0%	74.5%	79.3%	Monthly	Percent Drafted within 22 Days of Assignment
CSCL-5	CSCL - Complaint Investigation Stage Processing Time	Green		90.0%	87.6%	88.1%	Quarterly	Percent of Complaints through the Investigation Stage within 180 Days of Assignment
MIOSHA-5	MIOSHA - Response to Employee Complaints	Green		95.0%	98.6%	98.2%	Quarterly	Percent of Employee Complaints Completed within 10 Business Days
MIOSHA-9	MIOSHA - Wage & Hour Complaint Processing	Green		75.0%	77.5%	77.8%	Monthly	Cumulative Percent of Investigative Complaints Resolved within 90 Days of Assignment
<b>Key Economic Indicators</b>								
MPSC-6	Commercial - Electric Price Rank within the United States			N/A	31	38	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (January 2015 - 2 months lag)
MIOSHA-1	MIOSHA - Construction Industry Injury and Illness Rate	Green		2.7	1.9	2.7	FY Annually	Number of Injuries and Illnesses Per 100 Workers
MIOSHA-2	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green		6.3	5.3	5.8	FY Annually	Number of Injuries or Illnesses Per 100 Workers
UIA-1	UIA New Claims -- All Programs			N/A	30,114	37,118	Monthly	Total New Claims Filed -- Reg UI, EUC and EB
UIA-10	New UIA Employer Accounts	Green		1850	2098	1676	Monthly	Number of New Accounts Opened
WCA-2	WC Cost of Premium Ranking	Yellow		40	32 of 50	23 of 50	Every Other Year	1 (highest) to 50 (lowest)
<b>Employee Engagement</b>								
LARA-34	Employee Landscape Champions Percentage	Yellow		55%	45.0%	50.0%	FY Annually	Percent of LARA Employees Defined as Champions
LARA-35	Employee Engagement Survey Participation	Green		70%	72.0%	63.0%	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey