

# MiScorecard Performance Summary

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

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
**Date Approved:** 11/24/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>ORR</b>								
ORR-1	Number of Existing Administrative Rules			N/A	17,260	17,271	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ORR-8	Administrative Rules Rescinded	Green		3000	3411	3354	Monthly	Total Number of Rules Rescinded
ORR-9	Net Reduction in Number of Administrative Rules			TBD	1,965	1,954	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
ORR-11	ARC Generated Changes	Yellow	=	200	156	156	Monthly	Number of Changes Implemented Following ARC Recommendations
<b>Adjudications</b>								
MAHS-1	Unemployment Agency Appeals (1st Level)	Red		30	59	62	Monthly	Average Case Age of 1st Level Appeals in Days
MAHS-5	Michigan Tax Tribunal Appeals (Small Claims)	Green		90.0%	93.3%	94.7%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 Month Standard
MAHS-6	Public Benefit Cases Referred by Department of Human Services	Green		90.0%	84.2%	88.5%	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
LARA-7	Overall Timely Administrative Hearings	Red		90.0%	53.0%	47.8%	Monthly	Percent Closed Within Timeliness Deadlines
LCC-6	LCC - Violation Appeals	Green		80.0%	74.6%	81.1%	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%	86.3%	86.7%	Monthly	Percent Issued Within Timeliness Deadlines
BPL-2	Licensing Division	Yellow		60.0%	45.8%	50.1%	Monthly	Licenses issued within 8 Weeks
BPL-3	Michigan Medical Marihuana Program (MMMP)	Green		95.0%	99.9%	100.0%	Monthly	Medical Marihuana Card Applications denied within 15 Business Days of Receipt of Application for those Ineligible (original applications).
BCHS-1	Health Facilities Division - Engineering	Green	=	90.0%	100.0%	100.0%	Monthly	Percent Compliance within 6 Week Time Standard for Construction Plan Review
CSCL-3	CSCL - Corporation Document Review	Green		95.0%	99.1%	98.5%	Monthly	Review of Non-Expedited Documents within 3 Days
LCC-2	LCC - Application Processing	Green		90.0%	98.1%	98.0%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
BCC-6	BCC - Permit Processing	Green		85.0%	99.9%	100.0%	Monthly	Percent Processed within 5 Business Days
<b>Complaint Processing</b>								
LARA-19	Overall Timely Complaint Resolution	Yellow		90.0%	79.6%	79.3%	Monthly	Percent Processed Within Timeliness Deadlines
BPL-4	Enforcement Division	Green		75.0%	94.8%	67.4%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment
CSCL-5	CSCL - Complaint Investigation Stage Processing Time	Green		90.0%	100.0%	88.8%	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%	100.0%	Quarterly	Percent of Employee Complaints Completed within 10 Business Days
MIOSHA-9	MIOSHA - Wage & Hour Complaint Processing	Green		75.0%	77.9%	78.6%	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	35	33	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (August 2015 - 2 months lag)
MIOSHA-1	MIOSHA - Construction Industry Injury and Illness Rate	Green		2.7	1.8	1.9	FY Annually	Number of Injuries and Illnesses Per 100 Workers
MIOSHA-2	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green		6.3	4.8	5.3	FY Annually	Number of Injuries or Illnesses Per 100 Workers
WCA-2	WC Cost of Premium Ranking	Yellow		40	34 of 50	32 of 50	Every Other Year	1 (highest) to 50 (lowest)
<b>Good Government</b>								
GG-1	Percentage improvement in customer perception			25%	TBD	NA	CY Annually	Agency selected target customer group. [Customer Perception is rated through existing or newly launched customer polling tools.]
GG-3	The percentage of completed or on track department level employee engagement action plans.			100%	TBD	NA	Quarterly	Percentage of department level employee engagement action plans that are completed by managers 17 level and above. [Employee Engagement Action Plans reported in MiResults.]
GG-4	Good Government coin recognition program meeting four best practices.			100%	TBD	NA	Quarterly	Departmental coin recognition programs should meet the following 4 criteria: • 3-5 recognition actions per quarter • Awards distributed among all levels • Award events photographed/documentated • Staff made aware of recognition events
GG-5	Percentage increase in process improvement projects.			30%	TBD	NA	CY Annually	Number of successful process improvement projects

								completed by those that have launched. [Process improvement projects may focus on enhancing value for the customer, eliminating waste, standardizing best practices and improving service delivery.]
GG-6	Percentage improvement in customer process time.			50%	TBD	NA	Quarterly	The metric applies to completed, OGG approved process improvement initiatives. [Process time is defined as the time the customer engages the agency to receive a final approval, service, product, or response.]
LARA-34	Employee Landscape Champions Percentage	Yellow		55%	48.0%	45.0%	FY Annually	Percent of LARA Employees Defined as Champions
LARA-35	Employee Engagement Survey Participation	Green		70%	77.0%	72.0%	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey