

Scorecard Performance Summary

Department Name: LARA					Legend:			Green	90% or greater of target
Executive/Director: S. Hilfinger								Yellow	>=75% to <90% of target
Period: January 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%	22.7%	8.9%	Monthly	Percent of Existing Rules Reviewed		
2	Administrative Rule Count		n/a	18,526	18,515	Monthly	Number of Existing Administrative Rules		
3	ARC Generated Changes		200	n/a	n/a	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5	Total Rule Rescissions		TBD	247	245	Monthly	Number of Rules Rescinded		
Adjudications									
6	Timely Administrative Hearings		90%	76.5%	85.4%	Monthly	Percent Closed Within Timeliness Deadlines		
7	Unemployment Appeals		30	37	32	Monthly	Average Case Age of 1st Level Appeals		
8	Public Benefit Cases		90%	81.0%	86.3%	Monthly	Percent Compliance Within Timeliness Standards		
9	Tax Tribunal Small Claims		90%	69.0%	51.0%	Monthly	Percent Compliance Within 14 Month Standards		
10	LCC Violation Appeals		75%	82.0%	75.3%	Monthly	Percent Finalized Within 90 Days		
Licensing and Permits									
11	Timely Permits and Licenses		90%	80.7%	71.2%	Quarterly	Percent Issued Within Timeliness Deadlines		
12	BHS Facility Plan Review		90%	92.0%	92.0%	Quarterly	Percent Compliance Within 6 Week Time Standard for Construction Plan Review		
13	BCS Corp Document Review		90%	94.4%	95.3%	Monthly	Review of Non-Expedited Documents Within 5 Days		
14	BCC Permit Processing		85%	93.6%	98.2%	Monthly	Percent Processed Within 5 Business Days		
15	BHP License Issuance		90%	94.0%	96.0%	Monthly	Percent Completed Within 60 Days After Receiving Completed Application		
16	BHP Medical Marihuana License Processing		95%	51.0%	0.1%	Monthly	Percent Processed Within 20 Business Days		
17	LCC Application Processing		90%	96.0%	98.0%	Monthly	Percent Completed Less than 60 Days After Receipt of Completed Application		

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		
Complaint Processing									
18	Timely Complaint Resolution	↑	90%	83.3%	69.9%	Quarterly	Percent Process Within Timeliness Deadlines		
19	BHP Complaint Drafting	↓	60%	72.0%	73.0%	Monthly	Percent Drafted Within 22 Days of Assignment		
20	BCS Complaint Processing Time	↑	90%	69.8%	56.2%	Quarterly	Percent of Complaints Processed Within 180 days		
21	OFIR Complaint Handling	↓	90%	96.0%	99.0%	Quarterly	Percent of Complaints Opened Within 7 Business Days		
22	MIOSHA Complaint Processing	↑	95%	100.0%	98.0%	Quarterly	Percent of Employee Complaints Completed Within 10 Business Days		
23	WH Complaint Processing	↑	60%	75.0%	57.6%	Quarterly	Percent of Investigative Complaints Completed Within 90 Days of Assignment		
Key Economic Indicators									
24	Construction Industry Injury and Illness Rate	↑	2.7	2.0	1.4	Annual	Number of Injuries or Illnesses Per 100 Workers		
25	Manufacturing Industry Injury and Illness Rate	↑	6.3	5.9	5.5	Annual	Number of Injuries or Illnesses Per 100 Workers		
26	UIA Claims	↑	n/a	114,615	92,712	Monthly	Total New Claims Filed		
27	New UIA Employer Accounts	↓	1850	1164	1481	Monthly	Number of New Accounts Opened		
28	WC Cost of Premium Ranking	↓	40	23	32	Biennial	1 (Highest) to 50 (Lowest)		
29	Michigan Average Electrical Retail Price (Commercial)	→	n/a	35.0	35.0	Monthly	National Ranking of retail price of Commercial Electricity (YTD)		
30	Building Permits Issued	↓	n/a	96	171	Monthly	Number of Building Permits Issued		
31	Home Heating for the Vulnerable Fund Assistance		27,500	N/A	N/A	Quarterly	Number of Vulnerable Households Served		
32	Centers for Independent Living Rehabilitation Assistance		4,250	N/A	N/A	Quarterly	Number of Individuals Served		