

MiScorecard Performance Summary

Business Unit: Licensing and Regulatory Affairs
 Executive/Director Name: Steven H. Hilfinger
 Reporting Period: Nov 2012
 Date Approved: 12/17/2012

Green 90% or greater of target
 Yellow >= 75% to 90% of target
 Red less than 75% of target
 Scorecard Status: Final

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
1. ORR								
1	Comprehensive Rule Review	Green	=	100.0%	100.0%	100.0%	Monthly	Percent of Existing Rules Reviewed
2	Administrative Rule Count	Yellow	📉	n/a	18,349	18,348	Monthly	Number of Existing Administrative Rules
3	ARC Generated Changes	Red	👍	200	23	21	Monthly	Number of Changes Implemented Following ARC Recommendations
4	Rules Committees Formed	Green	=	8	8	8	Monthly	Number of Rules Committees Formed
5	Total Rule Rescissions	Red	👍	3000	988	953	Monthly	Number of Rules Rescinded
6	Net Reduction in Number of Administrative Rules	Yellow	📉	TBD	-880	-881	Monthly	Net Reduction in Administrative Rule Count since April 25, 2011
2. Adjudications								
7	Overall Timely Administrative Hearings	Yellow	📉	90.0%	79.1%	80.8%	Monthly	Percent Closed Within Timeliness Deadlines
8	Unemployment Appeals	Yellow	👍	30	36	38	Monthly	Average Case Age of 1st Level Appeals
9	Public Benefit Cases	Yellow	📉	90.0%	76.0%	81.0%	Monthly	Percent Compliance Within Timeliness Standards
10	Tax Tribunal Small Claims	Green	👍	90.0%	95.0%	94.0%	Monthly	Percent Compliance Within 14 Month Standards
11	LCC Violation Appeals	Yellow	📉	80.0%	61.9%	68.5%	Monthly	Percent Finalized Within 90 Days
3. Licensing and Permits								
12	Overall Timely Permits and Licenses	Green	👍	90%	97.8%	96.5%	Quarterly	Percent Issued Within Timeliness Deadlines
13	BHCS Facility Plan Review	Green	👍	90.0%	96.9%	94.5%	Quarterly	Percent Compliance Within 6 Week Time Standard for Construction Plan Review
14	BCS Corp Document Review	Green	👍	90.0%	97.3%	97.0%	Monthly	Review of Non-Expedited Documents Within 5 Days
15	BCC Permit Processing	Green	📉	85.0%	98.7%	99.8%	Monthly	Percent Processed Within 5 Business days
16	BHCS License Issuance	Green	=	90.0%	95.0%	95.0%	Monthly	Percent Completed Within 60 Days After Receiving Completed Application
17	BHCS Medical Marijuana License Processing	Green	=	95.0%	100.0%	100.0%	Monthly	Medical Marijuana Card rejection Letters Issued within 20 Days of Receipt of Application for those Ineligible (original applications)
18	LCC Application Processing	Green	📉	90.0%	92.4%	97.6%	Monthly	Percent Completed Less than 60 Days after Receipt of Completed Application
4. Complaint Processing								
19	Overall Timely Complaint Resolution	Yellow	📉	90%	72.1%	72.8%	Quarterly	Percent Processed Within Timeliness Deadlines
20	BHCS Complaint Drafting	Green	📉	75.0%	71.2%	87.6%	Monthly	Percent Drafted Within 22 Days of Assignment
21	BCS Complaint Processing Time	Yellow	📉	90%	80.6%	85.4%	Quarterly	Percent of Complaints Processed Within 180 days
22	OFIR Complaint Handling	Green	👍	95%	99.1%	99.0%	Quarterly	Percent of Complaints Opened Within 7 Business Days
23	MIOSHA Complaint Processing	Green	=	95%	99.2%	99.2%	Quarterly	Percent of Employee Complaints Completed Within 10 Business Days
24	WH Complaint Processing	Green	👍	75.0%	81.8%	67.4%	Monthly	Cumulative Percent of Investigative Complaints Resolved Within 90 Days of Assignment
5. Key Economic Indicators								
25	Construction Industry Injury and Illness Rate	Green	👍	2.7	1.5	2.0	FY Annually	Number of Injuries or Illnesses Per 100 Workers
26	Manufacturing Industry Injury and Illness Rate	Green	👍	6.3	5.5	5.9	FY Annually	Number of Injuries or Illnesses Per 100 Workers
27	UIA Claims	Yellow	📉	n/a	78,794	68,856	Monthly	Total New Claims Filed
28	New UIA Employer Accounts	Yellow	👍	1,850	1,452	1,236	Monthly	Number of New Accounts Opened
29	WC Cost of Premium Ranking	Red	📉	40	23	32	Every Other Year	1 (Highest) to 50 (Lowest)
30	Michigan Average Electrical Retail Price (Commercial)	Yellow	=	n/a	39	39	Monthly	National Ranking of Retail Price of Commercial Electricity (YTD)
31	Building Permits Issued	Yellow	📉	n/a	100	126	Monthly	Number of Building Permits Issued
32	Home Heating for the Vulnerable Fund Assistance	Green	👍	27,500	26,667	17,827	Quarterly	Number of Vulnerable Households Served
6. Employee Engagement								
34	Employee Landscape Champions Percentage	Green		55%	50.0%	n/a	FY Annually	Percent of LARA Employees Defined as Champions
35	Employee Engagement Survey Participation	Green		70%	63.0%	n/a	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey