

# MiScorecard Performance Summary

**Business Unit:** Michigan Gaming Control Board  
**Executive/Director Name:** Richard Kalm  
**Reporting Period:** Apr 2016

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 5/16/2016

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C-1-CAE	Complete Patron Disputes (PDs) investigations within established timeframes.	Yellow		90.00%	75.00% April 1 - April 30, 2016	85.71%	Monthly	Investigation of patron disputes involving winnings and losses or the conduct of gaming at a casino will be completed within 33 days of the receipt of the complaint.
C-2-CAE	Tournament review investigations completed within established timeframes.	Green	=	90.00%	100.00% April 1 - April 30, 2016	100.00%	Monthly	Ensure compliance of proposed slot or table game tournaments. Each investigation will be completed within 14 days.
C-3-CAE	Review and approval or denial of uncollectible gaming receivable write-off requests within established timeframes.	Green		100.00%	100.00% April 1 - April 30, 2016	0.00%	Monthly	The review of write-off requests ensures that the three Detroit Casinos complied with all write-off requirements per Administrative Rules, Part 13. Per this Rule the Detroit casinos can take a tax deduction for uncollectible gaming receivables for an amount approved by the MGCB. Reviews will be completed and a decision communicated to the Detroit casinos within 30 calendar days from the date of receipt.
C-7-AD	Response to Requests for Information (RFIs) from other gaming jurisdictions and agencies are completed within established timeframes.	Red		95.00%	44.29% April 1 - April 30, 2016	63.22%	Monthly	MGCB receives requests for licensee suitability from other gaming jurisdictions and law enforcement agencies with the understanding that MGCB will issue a response. The response is provided in the spirit of cooperation between law enforcement agencies and with the understanding that no information shall be disclosed to any other agency, entity or individual; or utilized in any court of law, administrative hearing, or other forum without prior written consent of MGCB. MGCB will issue a written response within 10 business days.
<b>Financial</b>								
F-1-CAE	Review of all daily tax returns within established timeframes.	Green		100.00%	95.56% April 1 - April 30, 2016	100.00%	Monthly	Review of daily tax returns ensures the proper amount of revenue is reported and the correct amount of taxes are paid by the three Detroit casinos. The State receives a 8.1% wagering tax on the adjusted gross revenue. All daily tax returns for all 3 Detroit casinos will be reviewed within 2 business days of receipt.
F-3-AD	Verification of the amount of wagering tax paid by the three Detroit Casinos.	Green	=	100.00%	100.00% April 1 - April 30, 2016	100.00%	Monthly	The Detroit Casinos pay the State a 8.1% wagering tax on a daily basis. MGCB will verify the amount of wagering tax paid by the Detroit Casinos equals the amount due.
<b>Internal Business Process</b>								
P-7-LAGR	Software and hardware submission evaluations completed within established timeframes.	Green	=	100.00%	100.00% April 1 - April 30, 2016	100.00%	Monthly	Software and hardware for electronic gaming devices have to be evaluated by the gaming lab prior to being placed onto the gaming floor in the Detroit casinos. Software and hardware submissions will be completed within 13 weeks from the time the submission is received.
P-10-LI	Criminal Investigations completed within established timeframes	Green		75.00%	77.78% April 1 - April 30, 2016	89.47%	Monthly	Criminal investigations will be completed within 60 days of the assignment.
P-12-AD	Document processing completed within established timeframes.	Green		96.00%	99.93% April 1 - April 30, 2016	99.67%	Monthly	Implement and maintain a system for electronic and manual records management. The entire records management process will be completed within 3 business days of receipt of the documents.
P-22-AD	Orders are to be placed for purchasing requests within established timeframes.	Green		95.00%	100.00% April 1 - April 30, 2016	98.39%	Monthly	Orders are to be placed for purchasing requests within 7 business days of the Financial Services Section receiving the Supply Requisition.
P-23-AD	Completion of security system user access audit log within established timeframes.	Green	=	100.00%	100.00% April 1 - April 30, 2016	100.00%	Monthly	Audit of the security system user access log within 5 days of the start of every new month. The purpose of the audit is to verify appropriateness of users who have access to the security system and ensure the level of access for each user is consistent with what was approved by executive management.
P-26-CAE	Issue 72 hour letter to licensee within established timeframes.	Green	=	80.00%	100.00% April 1 - April 30, 2016	100.00%	Monthly	Additional documents needed by MGCB from a licensee are requested via a "30-day letter" to provide those documents within 30 days. If the requested documents are not received within those 30 days, a "72-hour letter" is issued. This letter advises they have 72 hours to provide the requested documents. The 72-hour letter will be issued within established timeframes.
P-27-CAE	Occupational license applications from casino, supplier and vendor employees to be processed within established timeframes.	Green	=	80.00%	100.00% April 1 - April 30, 2016	100.00%	Monthly	Occupational licensing applications will be processed within 3 business days of the information being received in the document repository.
P-28-LAGR	Completion of predetermined percentage alcohol testing of live horse racing drivers per month	Red		100.00%	68.44% April 1 - April 30, 2016	64.15%	Monthly	Alcohol testing helps to ensure fair and safe horse racing for the participants and spectators. Alcohol testing will be completed for 65% of the drivers/jockeys who participate in live horse race dates in 2014.
P-29-LI	Conduct on-site inspections within established time frames	Green		90.00%	91.25% April 1 - April 30, 2016	100.00%	Monthly	The Investigations Section will conduct 80 on-site inspections per month of charities that conduct charitable gaming millionaire party events, to determine compliance with the Bingo Act and Administrative Rules.
<b>Learning and Growth</b>								

L-20-EE	Updates regarding the Enterprise IT System will be sent to all staff via email on a monthly basis.	Green	=	100.00%	100.00% April 1 - April 30, 2016	100.00%	Monthly	Updates regarding the Enterprise IT System will be sent to all staff on a monthly basis.
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