

MiScorecard Performance Summary

Business Unit: Michigan Gaming Control Board
Executive/Director Name: Richard Kalm
Reporting Period: Oct 2012
Date Approved: 11/14/2012

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
Customer/Constituent								
C-1-LR	Complete Patron Disputes (PDs) investigations within established timeframes			90.00%	100.00%	83.33%	Monthly	Investigation of patron disputes involving winnings and losses or the conduct of gaming at a casino will be completed within 35 days of the receipt of the complaint.
C-2-LR	Complete Rules of the Game (RG) investigations within established timeframes			90%	100%	100%	Monthly	Ensure compliance of proposed new table games or changes in previously approved table games. Each investigation will be completed within 35 days. (No table games measured for May 2012)
C-3-RAL	Review and approval or denial of uncollectible gaming receivable write-off requests within established timeframes			100%	0%		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-5-AD	Response to Freedom of Information (FOIA) requests within legally required timeframes			100%	100%	100%	Monthly	Adhere to the State of Michigan's Freedom of Information Act guidelines and regulations. MGCB shall respond within 5 business days of receipt of a written FOIA request.
Financial								
F-1-RAL	Review of all Daily Tax Returns within established timeframes			100.00%	100.00%	91.11%	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			100%	100%	100%	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.
Internal Business Process								
P-4-LR	Level 1 occupational license processing completed within established timeframes			80%	100%	100%	Monthly	Reduce the number of days to process a Level 1 occupational license. Level 1 occupational licensee investigations completed and recommendations made to the board within 35 days.
P-7-RAL	Software and hardware submission approvals completed within established timeframes			100.00%	95.60%	96.86%	Monthly	Software and hardware for electronic gaming devices have to be approved by the 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-9-RAL	Enforcement of Alcohol Testing - live horse racing			100.00%	41.46%	76.75%	Monthly	Alcohol testing helps to ensure fair and safe horse racing for the participants and spectators. Alcohol testing will be completed for 50% of the drivers/jockeys who participate in live horse race dates in fiscal year 2012.
P-10-RAL	Investigation Tracking - Regulatory investigations completed within established timeframes			75.00%	89.13%	91.30%	Monthly	Regulatory investigations will be completed within 45 days of the assignment.
P-11-LR	MGCB/Law Enforcement Collaboration			100%	0%	100%	Every Other Month	Ensure a safe gaming environment for patrons of the three licensed casinos in Detroit. The Regulatory Investigation Section Manager will coordinate 1 bi-monthly meeting with staff from the Attorney General's Office, Michigan State Police, Detroit Police Department, and the Wayne County Prosecutor's Office.
P-12-AD	Document processing completed within established timeframes			95.00%	99.30%	98.93%	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.
Learning and Growth								
L-1-AD	Employee champion percentage tracking			65%	58.62%		Annually	Track and compare the percentage of MGCB employees who are in the champions category on State of Michigan Employee Surveys.