

# MiScorecard Performance Summary

Department Name: Michigan Department of Treasury  
 Executive/Director: Andy Dillon  
 Period: March 2012

Legend:  
 1 Green 90% or greater of target  
 2 Yellow >=75% to <90% of target  
 3 Red less than 75% of target

#	Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
<b>Financial</b>								
F-1	Accurate Revenue Estimating	3	↑	3%	5.2%	1.3%	Annually	Estimate revenues within 3% of actual. The accuracy of the metric impacts the state budget process.
F-2	Principal Residence Exemption Audit Revenue Recovered	1	↓	\$15,000,000	\$20,100,000	\$20,300,000	Annually	Ensure only eligible properties are given the exemption, revenues to the School Aid Fund can be maximized and fairness across taxpayers ensured. This metric measures the annual dollars recovered.
F-3	State Credit Rating	2	→	AAA	AA-	AA-	Annually	Ensure the state receives the best credit rating possible. A better credit rating allows the state to borrow money at the most competitive rates available. Ensures the financial position of the state provides a climate for business investment and citizen confidence.
F-4	Return on MPSERS Pension Investments	3	↓	8%	3.3%	6.6%	Quarterly rolling 1 year average	Actual investment rate of return on pension fund assets for the Michigan public school employee retirement system.
			↓	8%	1.9%	2.3%	Quarterly rolling 5 year average	
F-5	School Districts Serviced Under State Aid Note	1	↑	300	301	283	Annually	Provides access to short term loans for school districts. This metric goal is to reduce the number of school districts who need access to short term loans.
F-6	Tax Audits Completed	1	↑	750	814	680	Quarterly	Tax audits ensure that tax returns are accurate and that revenues due and owing to the state are collected.
F-7	Discovery Project Revenues	1	↑	\$40,000,000	\$228,597,419	\$61,051,204	Quarterly	Discovery projects ensure that tax revenues due and owing to the state are collected.
<b>Customer/Constituent</b>								
C-1	Speed of Answering Telephones - Customer Service	1	↑	9	8.90	8.00	Monthly	Improve overall customer satisfaction by providing timely response to customer phone calls, measured in average time in minutes spent on hold before speaking with a Treasury Customer Service Representative. Customer Service Bureau.
C-2	Days to Process E-Filed Error Free Refund Return	1	↓	7	3.07	4.93	Monthly	Maintain customer satisfaction by ensuring timeliness of tax refunds.
C-3	Written Correspondence Resolution Time	1	↑	90%	89.3%	84.9%	Monthly	Track the progress in providing timely and efficient customer communication. Percentage of Individual Income Tax correspondence for which Treasury generates a resolution within 90 days.
C-4	Percentage of Self Service Contacts	3	↓	85%	80%	88%	Annually	To ensure taxpayers are utilizing web based services. This measure is an indicator of how many taxpayers use the web services provided by Treasury.
C-5	Telephone Call Quality Assurance - Collection Division	1	↑	100%	93.5%	92.9%	Quarterly	To provide quality information and customer service on telephone calls. Staff are measured on several key criteria which helps determine where overall training may be needed to ensure a high quality of service.
C-6	Number of Material Security Breaches	1	→	0	0	0	Monthly	Maintain and protect confidential information obtained through departmental programs.
C-7	Timely Assistance to Local Units of Government	1	→	100%	100%	N/A	Quarterly	Contact is made within 48 hours of receiving a request for assistance (excluding weekends and holidays).

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<b>Internal Business Processes</b>								
P-1	Tax Exemption Certificates Processed		↓	910	833	911	Annually	The State Tax Commission reviews and processes applications for exemption certificates primarily for businesses to promote economic development. This metric measures both the number of certificates processed as well as the percent of certificates processed that the department receives each year.
			→	100%	100%	100%	Annually	
P-2	Speed of Deficit Elimination Plan Timely Review		→	100%	100%	100%	Quarterly	Timely turnaround of deficit elimination plans (DEP) is a necessary step to ensure that local units of government address financial problems. Percentage of plans reviewed within 30 days.
P-3	HICA Project Status Rating		→	100%	100%	N/A	Quarterly	The Project Control Office provides independent monitoring of the project status. This includes startup, design, construction, testing, and go live. This metric measures the number of months per quarter that the project status was rated green.
P-4	HICA Project Within Budget		→	Y	Y	Y	Monthly	This metric represents whether the HICA project is operating within its budget each month in order to ensure proper allocation of department resources.
P-5	Inspections of Tobacco Retailers	New Measure FY13	→	470	N/A	N/A	Quarterly	This will measure the number of administrative inspections of tobacco retailers and licensees by Michigan State Police and Department of Treasury enforcement personnel each quarter.
P-6	IT Projects On-time and Within Budget		↑	85%	88%	85%	Triannual	Track IT projects with respect to budget and completion time to ensure the Department meets legal/statutory requirements.
<b>Learning &amp; Growth</b>								
O-2	Improve Internal Communication Through Web		→	100%	100%	100%	Monthly	Regularly update the Treasury intranet home page to ensure staff have access to current information. Percentage of time web is updated, based on one update monthly.