



# MiScorecard Performance Summary

**Business Unit:** Department of Treasury  
**Executive/Director Name:** Andy Dillon  
**Reporting Period:** June 2012  
**Date Approved:** 7/12/2012

**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
<b>Customer/Constituent</b>								
C-1	Speed of Answering Telephones-Customer Service	Green		9	7.3	10.5	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.
C-2	Written Correspondence Resolution Time	Red		90%	50%	67%	Monthly	Tracks the progress in providing timely and efficient customer communication. This measures the percentage of Individual Income Tax correspondence for which Treasury generates a resolution within 90 days.
C-3	Days to Process E-Filed Error Free Refund Return	Green		7	4.6	3.9	Monthly	Maintain customer satisfaction by ensuring timeliness of tax refunds.
C-4	Percentage of Self Service Contacts	Green		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	Green		100%	94.5%	93.5%	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	Green	=	0	0	0	Monthly	Maintain and protect confidential information obtained through departmental programs
C-7	Timely Assistance to Local Units of Government	Green	=	100%	100	100	Quarterly	Contact is made within 48 hours of receiving a request for assistance (excluding weekends and holidays)
<b>Financial</b>								
F-1	Accurate Revenue Estimating	Red		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 Exception Audit Revenue Recovered	Green		\$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	Yellow	=	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	Quarterly rolling 1 year average return on MPSERS pension investments	Red		8%	5.0%	3.3%	Quarterly	Actual investment rate of return on pension fund assets for the Michigan Public School Employee Retirement System.
F-4.1	Quarterly rolling 5 year average return on MPSERS pension investments	Red		8%	2.8%	1.9%	Quarterly	Actual investment rate of return on pension fund assets for the Michigan Public School Employee Retirement System
F-5	School Districts Serviced Under State Aid Note	Green		300	301	283	Annually	Provides access to short term loans for school districts. This metric goal is to reduce the number of school districts that need access to short term loans.
F-6	Tax Audits Completed	Green		750	897	814	Quarterly	Tax audits ensure that the tax returns are accurate and that revenues due and owing the state are collected.
F-7	Discovery Project Revenues	Red		\$40,000,000	\$24,052,982	\$228,597,419	Quarterly	Discovery projects ensure that tax revenues due and owing to the state are collected.
<b>Internal Business Processes</b>								
P-1	Tax Exemption Certificates Processed	Green		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 the number of certificates processed.
P-1.1	Percent of Tax Exemption Certificates Processed	Green	=	100%	100	100%	Annually	This metric measures the percent of tax exemption certificates that are processed each year.
P-2	Deficit Elimination Plan Timely Review	Green	=	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	Green	=	100%	100	100	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	Green	=	Y	Y	Y	Monthly	This metric displays 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 Metric beginning FY13		N/A	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	Yellow		85%	63%	85%	Triannual	Track IT projects with respect to budget and completion time to ensure the Department meets legal/statutory requirements.
<b>Learning and Growth</b>								
O-2	Improve Internal Communication Through Web	Green	=	100%	100%	100%	Monthly	Regularly update the Treasury Intranet home page to ensure staff have access to current information. This measures the percentage of time the web is updated at least monthly.