



Reinventing Performance in Michigan

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Follow #RPMi

Below are just a couple of examples of how businesses were affected by regulatory barriers prior to RPM, and how today, RPM has made it easier to do business in Michigan.

BEFORE | AFTER

Cut Processing time by **60%**



Saved health professionals **21 Days** to provide services to patients

HEALTH PROFESSIONAL LICENSES Department of Licensing and Regulatory Affairs

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| <ul style="list-style-type: none"> ■ The licensing process for health professionals was paper-intensive. ■ Took more than 5 weeks for a health professional to receive their license; even longer if there were complications with the application. ■ Caused service delays and lost revenue for: registered nurses, licensed practical nurses, physical therapists, audiologists, speech language pathologists, psychologists and massage therapists. | <ul style="list-style-type: none"> ■ Consolidated forms, eliminated duplicate information fields and created online applications. ■ Cut processing time by 60%, giving the customer back 21 days to spend on business. ■ Allows certain health professionals to provide services to patients sooner and improve the quality of care. |
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UNEMPLOYMENT INSURANCE FILING Department of Licensing and Regulatory Affairs

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| <ul style="list-style-type: none"> ■ The tax filing process for customers was confusing, paper-intensive and time consuming. Took the state more than 2 weeks to make changes to tax reports; took 6-8 weeks before an amended report would post to an employer's account. ■ Customers would reserve more cash than was necessary for taxes. ■ Took the state anywhere from 90 days to 6 months to provide a tax registration number. ■ Employers were not given an account number to send in with tax reports and payments, delaying the crediting of reports and payments. | <ul style="list-style-type: none"> ■ Revamped the process to allow the customer to submit forms and tax payments online, as well as view changes to their tax rate and UIA account balance in real time; the customer receives a response within 1 business day – a 93% savings in processing time. ■ The customer is given notification of their tax registration number within 2 business days, cutting the processing time by 98% and giving the customer back 94 days to do business. ■ The customer receives their employer account number within 3-5 business days, a 90% reduction in processing time. ■ The customer is able to capture a federal tax credit quicker and stays current with tax payments to remain in good standing with the IRS. |
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Respond to customers **93% faster**

Customer receives tax registration number **98% faster** & employer account number **90% faster**





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BEFORE

AFTER

Motor carrier licenses issued up to **67% faster**



MOTOR CARRIER LICENSES

Department of Licensing and Regulatory Affairs

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| <ul style="list-style-type: none"> ■ Companies experienced lengthy wait times to receive their motor carrier licenses from the Michigan Public Service Commission. ■ Outdated motor carrier regulations and processes caused delays in the delivery of companies' products. ■ These delays cost companies revenue, negatively impacting supply chains across industries. | <ul style="list-style-type: none"> ■ Companies receive their motor carrier licenses up to 67% faster. ■ The process improvement will fully automate the licensing process for both new licenses and renewals. ■ Communities dependent on trucks to transport their goods will have access to products sooner. |
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LIQUOR LICENSES

Department of Licensing and Regulatory Affairs

Liquor licenses obtained **176 Days sooner**

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| <ul style="list-style-type: none"> ■ Businesses requiring a liquor license experienced many delays from the Michigan Liquor Control Commission, ultimately interrupting their ability to generate liquor sales. ■ Without a liquor license and the ability to generate profits, new businesses had to wait to hire staff. ■ Seasonal businesses were unable to operate for the entire summer or fall seasons – the two biggest seasons for the hospitality industry. ■ Business owners selling their business had to wait to receive profits from the sale and as a result, delay their next venture. | <ul style="list-style-type: none"> ■ On average, liquor licenses are processed 64% faster, allowing businesses to receive their liquor licenses more than 175 days sooner. ■ New businesses are able to employ individuals, sell alcohol and generate profits sooner. ■ Seasonal businesses can stay open for an entire season, such as the football season, allowing them to earn more profits. ■ Existing businesses can begin operations sooner and business owners looking to sell their business for profit can do so quicker. |
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Liquor licenses processed **64% faster**

