MiScorecard Performance Summary

Business Unit:	Environmental Quality
Executive/Director:	Keith Creagh
Reporting Period:	JUN-2016
Date Last Approved	06/15/2016

Metric ID Key	
IBD =	Infrastructure Dashboard
EEDB =	Energy and Efficient Dashboard

Green	90% or Greater of target
Yellow	>= 75% to 90% of target
Red	Less than 75% of target
Scorecard Status	**Final**

Customer/Constituent

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
C01-12	Percent of Environmental Assistance Center inquiries responded to within 1 business day		100%	99%	99%	Quarterly	Demonstrates excellent customer service.
C02-14	Percent of attendees at DEQ-sponsored training events such as workshops, conferences, and webinars that reported an increased understanding of the topic or DEQ Program presented		100%	95% of 2286	93% of 1813	FY Annually	These activities are important because they help the regulated community achieve compliance and assist residents in taking proactive steps to protect and enhance the environment. Percentage is based on total number of attendees completing evaluations at DEQ training events.
C03-13	Percent of DEQ program customer service survey respondents that report excellent customer service		100%	90%	90%	Quarterly	Provides data to indicate the level of perceived excellent customer service.
C04-12	Number of DEQ permits issued		N/A	Not Available	9286 (FY14)	FY Annually	There is a perception that DEQ denies many permits. This measure, along with the subsequent measure, will provide information to determine whether perception meets reality. FY15 is not available due to a new complex database that has limited query functionality. This metric should continue in FY16.
C05-12	Number of DEQ permits denied		N/A	Not Available	4 (FY14)	FY Annually	There is a perception that DEQ denies many permits. This measure, along with the previous measure, will provide information to determine whether perception meets reality. FY15 is not available due to a new complex database that has limited query functionality. This metric should continue in FY16.
C06-13 EEDB	Counties where residents have convenient access to recycling		45	26	25	FY Annually	To expand waste utilization, Michigan will work to ensure that all residents have convenient access to recycling. Recycling enables the use of waste as a resource. Counties with at least one drop-off location available per 10,000 people, and where curbside recycling program is available in communities with more than 10,000 people are considered to have convenient access to recycling.
C07-13	Number of Public Participation Opportunities		N/A	307 (FY15)	362 (FY14)	FY Annually	Providing opportunities for public input is beneficial for the Department and the public. It is also important when considering the assurance of environmental justice within the State. This metric includes public meetings, public hearings, and public comment periods.

Environmental Stewardship

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
S01-12	Number of restored Beneficial Uses at Great Lakes Area of Concern contamination sites		6 for FY16	4 for FY15	8 for FY14	FY Annually	Cleaning up the most contaminated sites on the Great Lakes is a DEQ priority, which is shared by EPA and other Great Lakes States. Cleaning up these sites allows for environmental function and social and economic benefits that were prevented by the contamination. Progress in the effort is marked by a formal process to acknowledge when these "beneficial uses" have been restored.
S02-12 IDB EEDB	Volume (billion gallons) of raw sewage and non-disinfected discharges		1.00	12.6 (CY14)	12.5 (CY13)	CY Annually	Amount of raw sewage (SSO or untreated CSO) and non-disinfected discharges reported to the state in accordance with Part 31 (MCL 324.3112a). These are discharges directly into waterways that diminish water quality and which can impact public and ecosystem health, and recreational use of Michigan's waters. (This metric is updated in September reporting the previous Calendar Year's data.)
S03-12 IDB	Number of dam failures		0	0 (CY15)	4 (CY14)	CY Annually	Dam failures can result in loss of life, significant property damage, loss of recreational resources, and significant environmental damage.
S04-12 IDB EEDB	Percent of monitored beaches with no closures or advisories due to unacceptable levels of E. coli during the recreational season		100%	76% (FY15)	77% (FY14)	FY Annually	Percent of monitored beaches with no closures or advisories due to unacceptable levels of E. coli during the recreational season.
S05-12 EEDB	Percent of counties in Attainment with the National Ambient Air Quality Standards (NAAQS)		100%	98%	98%	Quarterly	Percent of counties in attainment with the National Ambient Air Quality Standards (NAAQS). EPA has identified a portion of one county as not meeting the lead standard and a part of another county as not meeting the sulfur dioxide standard.
S08-12	Percent of population served by community water supplies that are in compliance with health-based standards in the Safe Drinking Water Act		100%	99% (FY14)	99% (FY13)	FY Annually	Demonstrates that community water systems meet applicable health-based drinking water standards. (Fiscal Year data will be updated in the third quarter of the following year so FY15 data should be available in July, 2016.)

Environmental Stewardship

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
S10-16	Average Time (business days) to Process Site Specific Review (SSR) Requests for water withdrawals, measured in business days from receipt of SSR request		10	26	51	FY Annually	Average time to process SSR requests measures the timeliness of DEQ's SSR reviews. Complex SSR reviews in depleted watersheds take significantly longer to review than the 10 business day statutory deadline in order to ensure that the proposed withdrawal won't cause an adverse resource impact.
S12-13	Percent of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Human Exposures Controlled		87% for FY15	88% (FY16 Q2)	88% (FY16 Q1)	Quarterly	Human exposures to contamination controlled at 95% of the Michigan Corrective Action baseline of 119 hazardous waste facilities by the end of 2020.
S13-13	Percent of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Groundwater Controlled		83% for FY15	85% (FY16 Q2)	85% (FY16 Q1)	Quarterly	Contaminated groundwater controlled at 95% of the Michigan Corrective Action baseline of 119 hazardous waste facilities by the end of 2020.
S14-13	Percent of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Construction Complete		52% for FY15	53% (FY16 Q2)	53% (FY16 Q1)	Quarterly	Complete construction of final remedies milestone at 95% of the Michigan-GPRA 2020 Corrective Action baseline of 119 facilities by the end of 2020.
S15-13	Number of Part 201 and Part 213 sites that are reliably managed and risks are controlled or eliminated		750	805 (FY15)	642 (FY14)	FY Annually	The number of actions resulting in managing, controlling or eliminating risk at sites of environmental contamination. These actions include: closures, plans approved for Due Care and Response Activity, Approved Partial Closures, no further actions.
S16-13 EEDB	Percent of significantly harmful aquatic invasive species for which control measures are in place		24% by 2017	26% (FY15)	23% (FY14)	FY Annually	Aquatic Invasive Species (AIS) are non-native species whose introduction may cause economic or environmental harm. While not all AIS are destructive, managing the impact of harmful species is important to maintain Michigan's natural resources, economy, recreational areas, and protect public health. AIS enter our waters in various ways, including from ballast water discharges of ocean-going ships, intentional or accidental releases of species into waterways or from natural migration. Known AIS with significant impact include Asian carp, zebra mussels, phragmites, and the sea lamprey.
S17-14	Residential Recycling Rate (percentage)		30%	15% (FY14)	15%	FY Annually	Recycling rate (percentage) is calculated by divising the total amount of Municipal Solid Waste (MSW) recycled by the total amount of MSW Generated. The national recycling rate is currently 34.5%.
S18-15	Percentage of Corrective Action facilities that meet Corrective Action Completed and/or No Controls Required		29% for FY 16	28% (FY16 Q2)	27% (FY16 Q1)	Quarterly	This is a new metric. Percentages of Michigan-lead Hazardous Waste GPRA 2020 Corrective Action facilities that meet "Corrective Action (CA) Completed and/or No Controls Required."

Financial

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
F03-13	Increase percent of electronic cash transactions		30%	17%	19%	FY Annually	This will enhance the efficiency of the financial process. The fiscal year data is updated at the end of each calendar year.
F04-14	Provide access for customers to make 100% of payments electronically		100%	91%	91%	FY Annually	Providing access to electronic payments is good customer service. (The annual FY number is updated at the end of the Calendar Year.)

Internal Business Process

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
B01b-16	Average number of calendar days to process wetland permits, inland lakes and streams permits (i.e. Clean Water Act 404 Program Permits)		45	Not Available	Not Available	FY Annually	Timely processing of wetland lakes and streams permits has a positive impact on Michigan's business and economy. The statutory target is 90 days. (New metric for 2016.)
B02-12	Average number of calendar days to process an air Permit to Install		90	62	45	Quarterly	Per rule, reviews must be completed with 180 days, unless public participation is required and the deadline is then 240 days. Timely issuance of these permits can have a positive impact on Michigan's businesses and economy.
B04-16	Percent of individual surface wastewater discharge, National Pollutant Discharge Elimination System (NPDES), permits that are current		100%	80%	Not Available	FY Annually	NPDES permits must be reissued every five years on a rotating watershed basis. Timely reissuance of permits provides certainty for regulated facilities and assures compliance with regulations. (New Metric for 2016.)
B05-16	Percent of groundwater discharge permits that are current		100%	Not Available	Not Available	FY Annually	Groundwater permits must be reissued every five years. Timely reissuance of permits provides certainty and ensures compliance with regulations. (New metric for 2016.)
B06-12	Average number of calendar days to process water main construction permits		15	14.2	11.2	Quarterly	Number of days to issue a water main construction permit after receipt of a complete application. Timely issuance promotes economic development.
B07-16	Percent of aquatic nuisance control decisions issued within the statutory deadline.		100%	93%	Not Available	FY Annually	Statute was amended in 2014 to change permit processing requirements and deadlines. Timely processing of permits provides positive impact on Michigan's businesses and tourism. (New metric for 2016.)
B08-12	Average number of calendar days to process Solid Waste Disposal Area Construction Permit applications		120	167*	108	Quarterly	Timely issuance of these can have a positive impact on Michigan's businesses and economy.

Internal Business Process

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
B09-12	Average number of calendar days to process Brownfield grants and loans		75	60	49	Quarterly	The target is applied to all grant and loan projects to foster an efficient and responsive Brownfield Redevelopment Program. Timely issuance of these grants and loans can have a positive impact on Michigan's businesses and economy. The statutory requirement is 90 days.
B12-13	The average number of calendar days to review an Act 381 Workplan		60	50	37	Quarterly	Act 381 Workplan approvals are critical for Brownfield Redevelopment proposals to proceed in a timely manner and get financing necessary to support the project. The statutory requirement is 60 days.
B13-13	The average number of calendar days to review Part 201 and Part 213 submittals selected for review/audit		120	98	84	Quarterly	The average number of days that staff take to review Part 201 and Part 213 submittals that are selected for review. Not all submittals will be selected for review and no review shall take longer than 150 days. The statutory requirement for Part 201 is 150 days and for Part 213 it is 180 days.
B14-16	Percent of Asbestos Notifications receiving an inspection		15%	9.4%	8.5%	Quarterly	Inspection of asbestos demolitions and renovations help to protect public health and the environment while promoting economic development. (New metric for 2016.)

Learning and Growth

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
L01-12	Percent of staff participating in supervisor approved training and professional development opportunities		75%	94% (FY15)	99% (FY14)	FY Annually	Percent of staff participating in supervisor approved training and professional development opportunities.
L02-12	Percent of staff completing a workload analysis evaluation		50%	77% (FY15)	64% (FY14)	FY Annually	Workload analysis evaluation improves the effectiveness of the overall organization.
L03-12	Employee Landscape Champions Percentage Measure		60%	58% (2015)	48% (2013)	Every Other Year	Percent of Champions within the DEQ per Survey Results.