

# MiScorecard Performance Summary

<b>Business Unit:</b>	Environmental Quality	<b>Green</b>	90% or Greater of target
<b>Executive/Director:</b>	Heidi Grether	<b>Yellow</b>	>= 75% to 90% of target
<b>Reporting Period:</b>	OCT-2017	<b>Red</b>	Less than 75% of target
<b>Date Last Approved</b>	11/01/2017	<b>Scorecard Status</b>	<b>Final</b>
		<b>Metric ID Key</b>	
		<b>IDB =</b>	Infrastructure Dashboard
		<b>EEDB =</b>	Energy and Environment Dashboard

## Customer/Constituent

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
C01-12	Percent of Environmental Assistance Center inquiries responded to within one business day	Green	100%	99 FY17 Q4	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	Green	100%	94% of 3148 FY17	94% of 2334	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	Yellow	100%	77 FY17 Q4	97%	Quarterly	Provides data to indicate the level of perceived excellent customer service.
C04-12	Number of DEQ permits issued	No Status	N/A	7447 FY17	8862	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.
C05-12	Number of DEQ permits denied	No Status	N/A	34 FY17	20	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.
C06-13 EEDB	Number of counties where residents have convenient access to recycling	Red	83	35 FY17	26	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	No Status	N/A	238 FY16	307	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. This metric is updated at end of CY.

## Environmental Stewardship

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
S01-12	Number of restored <a href="#">Beneficial Uses</a> at Great Lakes <a href="#">Area of Concern</a> contamination sites	No Status	6	5 FY17	2	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	Red	1	11.3 CY16	5.2	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	Red	0	3 CY16	0	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	Yellow	100%	82% CY16	76%	CY Annually	Percent of monitored beaches with no closures or advisories due to unacceptable levels of E. coli during the recreational season. Generally, the recreational season is between Memorial Day and Labor Day weekends.
S05-12 EEDB	Percent of counties in Attainment with the National Ambient Air Quality Standards (NAAQS)	Green	100%	98 FY17 Q4	96%	Quarterly	Percent of counties in attainment with the National Ambient Air Quality Standards (NAAQS). EPA has identified a portion of two counties as not meeting the sulfur dioxide standard and a part of another county as not meeting the lead 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	Green	100%	98.9% FY16	97.7%	FY Annually	Percentage of population served by community water supplies that are in compliance with health-based standards in the Safe Drinking Water Act. This is a federally generated number and is only calculated annually. Data is available two quarters after the end of the Fiscal Year.
S10-16	Average number of business days to Process Site Specific Review (SSR) Requests for water withdrawals, measured in business days from receipt of SSR request	Red	10	35 FY17	18	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.

## Environmental Stewardship

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
S12-13	Percent of Hazardous Waste Government Performance and Results Act (GPRA) 2020 Corrective Action facilities that meet Human Exposures Controlled	Green	89%	89 FY17 Q4	88%	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	Green	89%	87 FY17 Q4	87%	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	Green	58%	54 FY17 Q4	53%	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	Red	750	539 FY17	805	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	Green	24%	26 FY17	26%	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	Percent of Residential Recycling	Red	30%	15.3% FY17 Q4	15%	Quarterly	Recycling rate (percentage) is calculated by dividing 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	Percent of Corrective Action facilities that meet Corrective Action Completed and/or No Controls Required	Green	29%	33 FY17 Q4	32%	Quarterly	Percentage 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	Green	30%	31 FY16	17%	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	Green	100%	99 FY16	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)	Green	45	41 FY17	41	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.
B02-12	Average number of calendar days to process an air Permit to Install	Green	90	79 FY17 Q4	74	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 surface wastewater discharge, National Pollutant Discharge Elimination System (NPDES), permits and certificates of coverage that are current	Red	90%	76% FY16	Not Available	FY Annually	NPDES permits must be reissued every five years on a rotating watershed basis. Timely reissuance of permits and certificates of coverage provides certainty for regulated facilities and assures compliance with regulations. Metric is updated with Calendar Year data.
B06-12	Average number of calendar days to process water main construction permits	Green	15	13.0 FY17 Q4	16.0	Quarterly	Number of days to issue a water main construction permit after receipt of a complete application. Timely issuance promotes economic development.
B08-12	Average number of calendar days to process Solid Waste Disposal Area Construction Permit applications	Green	120	109 FY17 Q4	125	Quarterly	Timely issuance of these can have a positive impact on Michigan's businesses and economy.
B09-12	Average number of calendar days to process Brownfield grants and loans	Green	75	78 FY17 Q4	69	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	Average number of calendar days to review an Act 381 Workplan	Green	45	29 FY17 Q4	48	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	Average number of calendar days to review Part 201 and Part 213 submittals selected for review/audit	Green	120	92 FY17 Q4	76	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.

### Internal Business Process

Metric Id	Metric Name	Status	Target	Current	Previous	Frequency	Metric Definition
B14-16	Percent of Asbestos Notifications receiving an inspection	Red	15%	8.0 FY17 Q4	15%	Quarterly	Inspection of asbestos demolitions and renovations help to protect public health and the environment while promoting economic development.

### 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	Green	75%	84 FY17	86%	FY Annually	Percent of staff participating in supervisor approved training and professional development opportunities.
L02-12	Percent of staff completing a workload analysis evaluation	Green	50%	81 FY17	68%	FY Annually	Workload analysis evaluation improves the effectiveness of the overall organization.
L03-12	Percent of Employee Landscape Champions	Green	60%	55 FY 17	58%	Every Other Year	The State of Michigan conducts an employee engagement survey through Pricewaterhousecoopers that categorizes employees based on level of engagement and intent to stay with the organization. The Champion category is characterized by strong identification with organization objectives, high level of loyalty to the organization, and high level of willingness to cooperate and motivate colleagues.