



House Agriculture Standing Committee

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Overview

- **Mission:** Assure the food safety, agricultural, environmental, and economic interests of the people of the State of Michigan are met through service, partnership, and collaboration.
- Charged with implementation of 20 primary laws; 85 mandated programs
- \$86.6 million budget (FY16)
- 421 employees with about 50% deployed across the state



Enhance Customer Service

- **2015 Operational Focus**
- **Standard Operating Procedures (SOPs) that incorporate quantity, quality and timeliness (QQT)**
- **Identify & remove impediments**
- **Implement intentional, bi-weekly conversations**



Early Success

- Decreased food license processing times 50%
- Processed 53% more farmland preservation agreements & reduced processing time
- Increased number of new MAEAP verifications 16%
- Increased number of migrant labor housing inspections 21%
- Increased number of food inspections 7.6%, while complaints increased 7%
- Met timeliness & quality standards in bovine TB program 95%



Early Success

- Increased livestock dealer, trucker and market inspections 14%
- Reduced cost of nursery inspections 10%
- Motor fuel quality sampling increased 40%
- Pesticide misuse case samples increased 80% unexpectedly – 98% of samples completed within expected turnaround time
- Weights & Measures device inspections increased 2%, while package labeling inspections increased 37%



Future Goals

- Refine MDARD goals, align program outcomes to meet goals (Jan./Feb.)
- Refine metrics (Feb./March)
- Use data to manage programs
- Focus on what adds value
- Ultimate outcome – Enhanced customer service



Questions?

