

MDARD 2015 ACCOMPLISHMENTS



CONSUMER PROTECTION

MDARD's Weights and Measures Program began cracking down on consumer fraud and identity theft at the pump when its first credit card "skimming" device was found inside a southwest Michigan gas pump. These skimming devices are not visible to the consumer from the outside making these inspections a vital part of the department's consumer protection efforts.

CUSTOMER SERVICE

MDARD's Central Licensing Unit receives in excess of 3,000 phone calls each month with latest monthly figures revealing a 97% rate of person-to-person reception. The remaining 3% went to voicemail and were answered within one business day. Approximately 98% of all department licensing is now accomplished within the CLU/CSC Unit, utilizing 50% less personnel than prior to consolidation.

PROTECTING PUBLIC HEALTH

30,000 cases of Sabra "Classic Hummus" were recalled across the U.S. after MDARD food inspectors and lab staff identified *Listeria monocytogenes*. Thanks to the proactive sampling program - part of a 2013 Governor's Food Safety Initiative - MDARD protected consumers from eating the contaminated product and no human illnesses were reported.

EXPANDING TRADE & EXPORTS

247 individuals and 81 Michigan companies participated in Food Export Association programs and services resulting in an actual increase of export sales of nearly \$56 million and a projected increase in export sales of \$82 million. Michigan companies' participation in export activities also resulted in 62 new employees being added, 279 new distributorships established, and 125 first export sales in a new market.

To assist Michigan exporting companies in exporting more products to other countries, the Food and Dairy Division issued 2,917 Free Sale Certificates, a 10% increase over the previous year and a 20% increase over two years. The certificates are Michigan's verification the processing facilities meet state food safety standards.

IMPROVING WATER QUALITY

Michigan began focused MAEAP resources in the Western Lake Erie Basin three years ago. Through eight conservation district technicians, MDARD assists farmers with developing nutrient management plans - both for cropland and livestock - a vital component of our efforts to protect the WLEB. MAEAP technicians completed 995 verifications in FY15; a 36% increase over 2014. In addition, the Freshwater Fund, the funding mechanism for MAEAP, was legislatively renewed in FY15 and the language better reflects a focus on phosphorous as a pollution source.



OVERARCHING AGENCY ACCOMPLISHMENTS

MDARD enhanced taxpayer and stakeholder value by increasing the efficiency and effectiveness of agency programs. Without staffing increases, we were able to increase weights and measures inspection activity 2%, increase motor fuel sampling analysis 40%, increase food inspection activity 7.6% and lower nursery dealer inspection costs 10%. In addition, our increased efficiency and effectiveness improved our relationships with federal partners thereby improving the regulatory environment for our stakeholders.