

# MiScorecard Performance Summary

**Business Unit:** Corporations, Securities & Commercial Licensing  
**Executive/Director Name:** Julia Dale  
**Reporting Period:** Dec 2016

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 1/23/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
CSC-2	License Application Review	Green	=	90.0%	100.0%	100.0%	Monthly	Initial Application Review Completed within 5 Days
<b>Licensing and Permits</b>								
CSC-3	CSCL - Corporation Document Review	Red	👎	95.0%	15.0%	44.5%	Monthly	Review of Non-Expedited Documents within 3 Days
<b>Complaint Processing</b>								
CSC-5	CSCL - Complaint Investigation Stage Processing Time	Green	👍	90.0%	96.1%	88.1%	Quarterly	Percent of Complaints through the Investigation Stage within 180 Days of Assignment