







# MiScorecard Performance Summary

Business Unit: **Liquor Control Commission**  
 Executive/Director Name: **Andrew J. Deloney**  
 Reporting Period: **Jul 2017**

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 9/7/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Process Improvement</b>								
LCC-1	Application Processing	Green		95.0%	99.9%	99.5%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 90 Days of Receipt
LCC-3	License Issuance Transactions	Red		95.0%	22.9%	56.1%	Monthly	Percentage of Licenses Issued within 5 Days from the Date the Application is Administratively Complete
<b>Licensing and Permits</b>								
LCC-2	LCC - Application Processing	Green		90.0%	98.4%	97.8%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
<b>Learning and Growth</b>								
LCC-5	Age Verification Compliance	Green		85.0%	86.1%	84.8%	Monthly	Percentage of Licensees Who Passed a Controlled Buy Operation
<b>Adjudications</b>								
LCC-6	LCC - Violation Appeals	Yellow		80.0%	60.8%	61.0%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
<b>Financial and Insurance Regulation</b>								
LCC-4	Licensing Correspondence Volume			N/A	7968	7369	Monthly	The Monthly Quantity of Calls Received and Mail Processed by the MLCC's Licensing Division.