





MiScorecard Performance Summary

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

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 1/31/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Process Improvement								
LCC-1	Application Processing	Green		95.0%	98.2%	99.2%	Monthly	Percentage of applications completed by Licensing and Enforcement staff within 90 days of receipt.
LCC-3	License Issuance Transactions			95.0%	N/A	N/A	Monthly	Percentage of licenses issued within 5 days from the date the application is administratively complete. (Data currently unavailable due to new data management system - targeting February 2018.)
Licensing and Permits								
LCC-2	Application Processing	Green		90.0%	91.6%	89.0%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt.
Learning and Growth								
LCC-5	Age Verification Compliance	Green		85.0%	90.2%	85.7%	Monthly	Percentage of licensees who passed a controlled buy operation.
Adjudications								
LCC-6	Violation Adjudications			80.0%	N/A	N/A	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report. (Data currently unavailable due to new data management system - targeting February 2018.)
Financial and Insurance Regulation								
LCC-4	Licensing Correspondence Volume			N/A	3438	5807	Monthly	The Monthly Quantity of Calls Received and Mail Processed by the MLCC's Licensing Division.