







MiScorecard Performance Summary

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

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 7/6/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Process Improvement								
LCC-1	Application Processing	Green		95.0%	100.0%	99.7%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 90 Days of Receipt
LCC-3	License Issuance Transactions	Red		95.0%	62.0%	83.6%	Monthly	Percentage of Licenses Issued within 5 Days from the Date the Application is Administratively Complete
Licensing and Permits								
LCC-2	LCC - Application Processing	Green		90.0%	99.5%	98.1%	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%	89.0%	90.1%	Monthly	Percentage of Licensees Who Passed a Controlled Buy Operation
Adjudications								
LCC-6	LCC - Violation Appeals	Red		80.0%	59.5%	76.5%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
Financial and Insurance Regulation								
LCC-4	Licensing Correspondence Volume			N/A	11,777	5,999	Monthly	The Monthly Quantity of Calls Received and Mail Processed by the MLCC's Licensing Division.