

MiScorecard Performance Summary

Business Unit: Medical Marihuana Regulation Green >=90% of target
Executive/Director Name: Andrew Brisbo Yellow >= 75% - 90% of target
Reporting Period: Jul 2017 Red <75% of target
 Date Approved: 9/7/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Licensing and Permits								
BMMR-1	Michigan Medical Marihuana Program (MMMP) Applications Section	Green	=	95.0%	99.8%	99.8%	Monthly	Medical marihuana card applications denied within 15 business days of receipt of application for those ineligible (original applications).
BMMR-2	Michigan Medical Marihuana Program (MMMP) Applications Section	Green	👍	95.0%	100.0%	99.9%	Monthly	Medical marihuana card applications denied within 15 business days of receipt of application for those eligible (original & renewal applications).
Customer/Constituent								
BMMR-3	Michigan Medical Marihuana Program (MMMP) Customer Service Section	Green	👎	80.0%	93.1%	95.3%	Monthly	Calls received / answered within 5 minutes.