



MiScorecard Performance Summary

Business Unit: Medical Marihuana Regulation
Executive/Director Name: Andrew Brisbo
Reporting Period: Nov 2017

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 1/3/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Licensing and Permits								
BMMR-1	Michigan Medical Marihuana Program (MMMP) Applications Section	Green		90.0%	98.8%	97.0%	Monthly	Medical marihuana card applications denied within 10 business days of receipt of application for those ineligible (original applications).
BMMR-2	Michigan Medical Marihuana Program (MMMP) Applications Section	Green		90.0%	99.3%	98.9%	Monthly	Medical marihuana card applications denied within 10 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	=	90.0%	98.5%	98.5%	Monthly	Calls received / answered within 5 minutes.