

MiScorecard Performance Summary

Business Unit: Liquor Control Commission Green >=90% of target
Executive/Director Name: Andrew J. Deloney Yellow >= 75% - 90% of target
Reporting Period: Dec 2016 Red <75% of target
Date Approved: 1/23/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Process Improvement								
LCC-1	Application Processing	Green	=	95.0%	99.8%	99.8%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 90 Days of Receipt
LCC-3	License Issuance Transactions	Yellow	👍	95.0%	84.0%	65.4%	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%	97.5%	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%	85.8%	89.5%	Monthly	Percentage of Licensees Who Passed a Controlled Buy Operation
Adjudications								
LCC-6	LCC - Violation Appeals	Yellow	👎	80.0%	64.3%	71.9%	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	4,401	5,651	Monthly	The Monthly Quantity of Calls Received and Mail Processed by the MLCC's Licensing Division.