






# MiScorecard Performance Summary

**Business Unit:** Liquor Control Commission  
**Executive/Director Name:** Andrew J. Deloney  
**Reporting Period:** Apr 2018

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 6/1/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Process Improvement</b>								
LCC-1	Application Processing	Green		95.0%	99.3%	99.5%	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.)
<b>Licensing</b>								
LCC-2	Application Processing	Green		90.0%	90.0%	93.2%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt.
<b>Learning and Growth</b>								
LCC-5	Age Verification Compliance	Green		85.0%	87.4%	87.9%	Monthly	Percentage of licensees who passed a controlled buy operation.
<b>Adjudications</b>								
LCC-6	Violation Adjudications	Green		80.0%	79.6%	78.5%	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.)
<b>Financial and Insurance Regulation</b>								
LCC-4	Licensing Correspondence Volume			N/A	10876	5528	Monthly	The Monthly Quantity of Calls Received and Mail Processed by the MLCC's Licensing Division.