




# MiScorecard Performance Summary

**Business Unit:** Medical Marihuana Regulation  
**Executive/Director Name:** Andrew Brisbo  
**Reporting Period:** Feb 2018

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Date Approved: 4/3/2018

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Licensing</b>								
BMMR-1	Michigan Medical Marihuana Program (MMMP) Applications Section	Green		90.0%	98.4%	82.3%	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%	99.1%	97.7%	Monthly	Medical marihuana card applications denied within 10 business days of receipt of application for those eligible (original & renewal applications).
<b>Customer/Constituent</b>								
BMMR-3	Michigan Medical Marihuana Program (MMMP) Customer Service Section	Green		90.0%	97.8%	96.6%	Monthly	Calls received / answered within 5 minutes.