

# MiScorecard Performance Summary

Business Unit: Marijuana Regulation  
 Executive/Director Name: Andrew Brisbo  
 Reporting Period: Aug 2019

Green >=90% of target  
 Yellow >= 75% - 90% of target  
 Red <75% of target  
 Date Approved: 10/17/2019

| Metric ID                   | Metric   | Status | Progress  | Target | Current | Previous | Frequency | Metric Definition  |
|-----------------------------|--|--------|---|--------|---------|----------|-----------|--|
| <b>Licensing</b>            |  |        |   |        |         |          |           |  |
| MRA-1                       | Michigan Medical Marihuana Program (MMMP) Applications Section       | Green  |  | 90.0%  | 99.9%   | 99.5%    | Monthly   | Medical marihuana card applications approved or denied within 10 business days of receipt (original & renewal applications). |
| MRA-2                       | Michigan Medical Marihuana Program (MMMP) Applications Section 1 & 2 | Red    |  | 85.0%  | 33.3%   | 60.8%    | Monthly   | New facility license applications presented to the board within 15 weeks of receipt.   |
| <b>Customer/Constituent</b> |  |        |   |        |         |          |           |  |
| MRA-3                       | MMMP/MMFL - Customer Service   | Green  |  | 90.0%  | 96.0%   | 96.2%    | Monthly   | Calls received / answered within 5 minutes.  |
| MRA-4                       | MMFL - Enforcement Section   | Red    |  | 90.0%  | 50.0%   | 83.3%    | Monthly   | Investigations completed within 90 days.   |
| MRA-5                       | Medical Marihuana Facilities Licensing - Enforcement Section         | Green  |  | 90.0%  | 100.0%  | 56.0%    | Monthly   | Inspections completed within 15 business days of assignment.   |