

# MiScorecard Performance Summary

**Business Unit:** Liquor Control Commission  
**Executive/Director Name:** Andrew J. Deloney  
**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>Process Improvement</b>								
LCC-1	Application Processing	Green	☐	95.0%	100.0%	100.0%	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%	98.5%	99.3%	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%	79.2%	77.6%	Monthly	Percentage of licensees who passed a controlled buy operation.
<b>Adjudications</b>								
LCC-6	Violation Adjudications	Green	👍	80.0%	85.2%	60.4%	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	4861	5590	Monthly	The Monthly Quantity of Calls Received and Mail Processed by the MLCC's Licensing Division.