

# MiScorecard Performance Summary

**Business Unit:** Licensing and Regulatory Affairs  
**Executive/Director Name:** Shelly Edgerton  
**Reporting Period:** Nov 2016

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
**Date Approved:** 12/19/2016

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Adjudications</b>								
LARA-7	Overall Timely Administrative Hearings	Green		90.0%	91.1%	90.1%	Monthly	Percent Closed Within Timeliness Deadlines
MAHS-1	Unemployment Agency Appeals (1st Level)	Red		30	42	42	Monthly	Average Case Age of 1st Level Appeals in Days
MAHS-5	Michigan Tax Tribunal Appeals (Small Claims)	Green		90.0%	98.7%	94.9%	Monthly	Issuance of Decisions in Small Claims Tax Tribunal Cases - 14 Month Standard
MAHS-6	Public Benefit Cases Referred by Department of Human Services	Green		90.0%	97.4%	97.5%	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
LCC-6	LCC - Violation Appeals	Yellow		80.0%	71.9%	68.5%	Monthly	Percentage of Cases Finalized/Scheduled for Hearing within 90 Days of Receipt of the Violation Report
<b>Licensing and Permits</b>								
LARA-12	Overall Timely Permits and Licenses	Red		90.0%	57.0%	81.6%	Monthly	Percent Issued Within Timeliness Deadlines
BPL-2	Licensing Division	Green		60.0%	68.2%	69.1%	Monthly	Licenses issued within 8 Weeks
BPL-3	Michigan Medical Marihuana Program (MMMP)	Green		95.0%	99.8%	100.0%	Monthly	Medical Marihuana Card Applications denied within 15 Business Days of Receipt of Application for those Ineligible (original applications).
BCHS-1	Health Facilities Division - Engineering	Green		90.0%	87.2%	94.7%	Monthly	Percent Compliance within 6 Week Time Standard for Construction Plan Review
CSCL-3	CSCL - Corporation Document Review	Red		95.0%	44.5%	81.4%	Monthly	Review of Non-Expedited Documents within 3 Days
LCC-2	LCC - Application Processing	Green		90.0%	98.1%	97.7%	Monthly	Percentage of Applications Completed by Licensing and Enforcement Staff within 60 Days of Receipt
BCC-6	BCC - Permit Processing			85.0%	N/A	N/A	Monthly	Percent Processed within 5 Business Days (Data not available due to new computer system)
<b>Complaint Processing</b>								
LARA-19	Overall Timely Complaint Resolution	Green		90.0%	88.6%	79.8%	Monthly	Percent Processed Within Timeliness Deadlines
BPL-4	Legal Affairs Division	Green		75.0%	82.0%	97.4%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment
CSCL-5	CSCL - Complaint Investigation Stage Processing Time	Green		90.0%	88.1%	93.2%	Quarterly	Percent of Complaints through the Investigation Stage within 180 Days of Assignment
MIOSHA-5	MIOSHA - Response to Employee Complaints	Green		95.0%	100.0%	99.5%	Quarterly	Percent of Employee Complaints Completed within 10 Business Days
<b>Key Economic Indicators</b>								
MPSC-6	Commercial - Electric Price Rank within the United States			N/A	23	23	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data (September 2016 - 2 months lag)
MIOSHA-1	MIOSHA - Construction Industry Injury and Illness Rate	Green		2.7	1.7	1.8	FY Annually	Number of Injuries and Illnesses Per 100 Workers
MIOSHA-2	MIOSHA - Manufacturing Industry Injury and Illness Rate	Green		6.3	4.5	4.8	FY Annually	Number of Injuries or Illnesses Per 100 Workers
WCA-2	WC Cost of Premium Ranking	Yellow		40	34 of 50	32 of 50	Every Other Year	1 (highest) to 50 (lowest)
<b>Good Government</b>								
GG-1	Percentage improvement in customer perception			25%	TBD	NA	CY Annually	Agency selected target customer group. [Customer Perception is rated through existing or newly launched customer polling tools.]
GG-3	The percentage of completed or on track department level employee engagement action plans.			100%	TBD	NA	Quarterly	Percentage of department level employee engagement action plans that are completed by managers 17 level and above. [Employee Engagement Action Plans reported in MiResults.]
GG-5	Percentage increase in process improvement projects.			30%	TBD	NA	CY Annually	Number of successful process improvement projects completed by those that have launched. [Process improvement projects may focus on enhancing value for the customer, eliminating waste, standardizing best practices and improving service delivery.]
GG-6	Percentage improvement in customer process time.			50%	TBD	NA	Quarterly	The metric applies to completed, OGG approved process improvement initiatives. [Process time is defined as the time the customer engages the agency to receive a final approval, service, product, or response.]
LARA-34	Employee Landscape Champions Percentage	Yellow		55%	48.0%	45.0%	FY Annually	Percent of LARA Employees Defined as Champions
LARA-35	Employee Engagement Survey Participation	Green		70%	77.0%	72.0%	FY Annually	Percent of LARA Employees Participating in State of Michigan Employee Engagement Survey