

# MiScorecard Performance Summary

**Business Unit:** Licensing and Regulatory Affairs  
**Executive/Director Name:** Shelly Edgerton  
**Reporting Period:** Apr 2017

**Green** >=90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
**Date Approved:** 6/1/2017

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Adjudications</b>								
LARA-7	Overall Timely Administrative Hearings	Green		90.0%	94.8%	93.4%	Monthly	Percent Closed Within Timeliness Deadlines
MAHS-1	Unemployment Agency Appeals (1st Level)	Red		30	38	22	Monthly	Average Case Age of 1st Level Appeals in Days
MAHS-5	Michigan Tax Tribunal Appeals (Small Claims)	Green		90.0%	100.0%	100.0%	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%	96.9%	96.9%	Monthly	Closure of Benefit Cases Referred by DHS - 60/90 Day Compliance
LCC-6	LCC - Violation Appeals	Green		80.0%	76.5%	61.0%	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%	57.8%	44.6%	Monthly	Percent Issued Within Timeliness Deadlines
BPL-2	Licensing Division	Green		60.0%	78.0%	79.2%	Monthly	Licenses issued within 8 Weeks
BMMR-1	Michigan Medical Marihuana Program (MMMP) Applications Section	Green		95.0%	100.0%	99.0%	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%	100.0%	94.7%	Monthly	Percent Compliance within 6 Week Time Standard for Construction Plan Review
CSCL-3	CSCL - Corporation Document Review	Red		95.0%	43.4%	25.4%	Monthly	Review of Non-Expedited Documents within 3 Days
LCC-2	LCC - Application Processing	Green		90.0%	98.1%	97.8%	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%	85.3%	85.2%	Monthly	Percent Processed Within Timeliness Deadlines
BPL-4	Legal Affairs Division	Green		75.0%	84.5%	77.2%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment
CSCL-5	CSCL - Complaint Investigation Stage Processing Time	Green		90.0%	99.1%	96.1%	Quarterly	Percent of Complaints through the Investigation Stage within 180 Days of Assignment (These numbers also reflect audit and examinations numbers.)
MIOSHA-5	MIOSHA - Response to Employee Complaints	Green		95.0%	100.0%	99.4%	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	37	37	Monthly	Rank 1 is the Lowest Price, Rank 51 is the Highest. Source: EIA Data - 2 month 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>								
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