

MiScorecard Performance Summary

Business Unit: Corporations, Securities & Commercial Licensing
Executive/Director Name: Julia Dale
Reporting Period: Nov 2016

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 12/16/2016

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
CSC-2	License Application Review	Green	=	90.0%	100.0%	100.0%	Monthly	Initial Application Review Completed within 5 Days
Licensing and Permits								
CSC-3	CSCL - Corporation Document Review	Red		95.0%	44.5%	81.4%	Monthly	Review of Non-Expedited Documents within 3 Days
Complaint Processing								
CSC-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