MiScorecard Performance Summary

Business Unit: State Police
Executive/Director Name: Col. Kriste Kibbey Etue
Reporting Period: Sep 2015

Description: FY15 Q4 July-Sept. 2015. Scorecard updated on a quarterly basis.

Green	>90% of target
Yellow	>= 75% - 90% of target
Red	< 75% of target

Date Approved: 10/30/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Data-Driven Policing								
MSP-D1	Trooper patrol hours statewide	Green		141,350	151,538	149,507	Quarterly	Patrol hours include: patrol activities, patrol between activities, patrol-generated originals, traffic incidents, and sergeant duties-road supervision. The MSP Strategic Plan goal is to increase patrol hours by 10% by December 31, 2015. Source: CJIC Dashboard.
MSP-D2	Trooper patrol hours in SCP areas	Green		6,000	34,628	33,031	Quarterly	Number of trooper patrol hours in Detroit, Flint, Pontiac, and Saginaw per quarter. Target based on 24,000 annual requirement. Source: MSP budget metrics. (Appropriations, Section 501(3)).
MSP-D3	Percent of MSP criminal cases cleared	Green		60%	64%	63%	Quarterly	The percentage/rate of criminal incidents per quarter cleared by arrest or exceptional means. Clearance rates are figured by a hierarchy of incidents (most serious crime within incident). Source: MICR.
Trooper Assignment vs. Crime								
MSP-T1	Trooper strength statewide	Yellow		1,473	1,144	1,101	Quarterly	Number of total troopers statewide (troopers and detective troopers). Source: Strategic Plan.
Service Consolidation and Sharing								
MSP-S1	Statewide Records Management System	Red		300	122	117	Quarterly	Number of new users added to the Statewide Records Management System (SRMS) per quarter. The goal is to expand the SRMS to reach 6,000 users by December 31, 2017. The target is 300 new users per quarter.
MSP-S2	Percentage of troopers in assigned vehicle program	Green		40%	51%	48%	Quarterly	The percentage of at-post troopers participating in the department's assigned vehicle program per quarter. Source: Strategic Plan.
Value Added Service-Beyond Law Enforcement								
MSP-V1	Community outreach and prevention services - outreach efforts	Red		3,390	2,281	2,466	Quarterly	Number of classes/trainings/presentations provided by department members (enforcement and civilian) per quarter. The MSP Strategic Plan goal is to increase community outreach by 20% by June 1, 2015. Source: Strategic Plan.
MSP-V2	Community outreach and prevention services - individuals reached	Yellow		91,427	81,452	93,106	Quarterly	Number of individuals reached through community outreach by the MSP per quarter. The MSP Strategic Plan goal is to increase community outreach by 20% by June 1, 2015. Source: Strategic Plan.
MSP-V3	Tobacco tax enforcement	Green		300	398	692	Quarterly	Number of administrative inspections completed per quarter by the Tobacco Tax Enforcement teams statewide.
MSP-V4	Commercial vehicles inspected	Green		13,250	14,389	14,022	Quarterly	Number of commercial vehicles inspected per quarter. Target based on 57,000 annual requirement. Source: MSP budget metrics. (Appropriations, Section 604(3)).
MSP-V5	Forensic science case turnaround time (in days)	Red		30	49	44	Quarterly	Average turnaround time in days for forensic science cases per quarter. The target is to reach an average turnaround time of 30 days. Source: Strategic Plan.
Good Government Measures								
GG1	Percentage improvement in customer perception			25%	N/A		CY Annually	New metric - Improve the likelihood that participants attending student trooper academies desire to pursue a career in law enforcement.
GG2	The percentage of champions identified in employee survey	Green		60%	77%	68%	CY Annually	Percentage of champions identified in the statewide survey of state employees measuring employee engagement.
GG3	The percentage of completed or on track department level employee engagement action plans			100%	N/A		Quarterly	New metric - Percentage of department level employee engagement action plans that are completed by managers 17 level and above.
GG4	Good Government coin recognition program meeting four best practices			100%	N/A		Quarterly	New metric - Departmental coin recognition programs should meet the following four criteria: 3-5 recognition actions per quarter; awards distributed among all levels; award events photographed/documented; and staff made aware of recognition events.
GG5	The percentage of completed or on track process improvement projects			100%	N/A		CY Annually	New metric - Percentage of process improvement projects completed or are on track.
GG6	Improvement in customer process time			50%	N/A		Quarterly	New metric - Reduce the firearms records process by 50% with a more streamlined process and procedure.