# MiScorecard Performance Summary

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

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

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

Approved: 12/15/2015

| 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 | | 81% | 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. |