MiScorecard Performance Summary

Business Unit: State Police
Executive/Director Name: Col. Kriste Kibbey Etue
Reporting Period: May 2016

Description: FY16 Q2 Jan-March 2016. Scorecard updated on a quarterly basis.

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

Approved: 5/2/2016

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Data-Driven Policing								
MSP-D1	Trooper patrol hours statewide	Green		141,350	145,639	146,075	Quarterly	Patrol hours include: patrol activities, patrol between activities, patrol-generated originals, traffic incidents, and sergeant duties-road supervision. Source: CJIC Dashboard.
MSP-D2	Trooper patrol hours in SCP areas	Green		7,500	31,056	30,751	Quarterly	Number of trooper patrol hours in Detroit, Flint, Pontiac, and Saginaw per quarter. Target based on 30,000 annual requirement. Source: MSP budget metrics. (Appropriations, Section 601(2)).
MSP-D3	Percent of MSP criminal cases cleared	Green		60%	65%	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. (Appropriations, Section 602(3))
Trooper Assignment vs. Crime								
MSP-T1	Trooper strength statewide	Red		1,473	1,103	1,134	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	0	53	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%	60%	60%	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	Yellow		3,390	2,747	2,219	Quarterly	Number of classes/trainings/presentations provided by department members (enforcement and civilian) per quarter. Source: Strategic Plan.
MSP-V2	Community outreach and prevention services - individuals reached	Green		91,427	91,508	83,142	Quarterly	Number of individuals reached through community outreach by the MSP per quarter. Source: Strategic Plan.
MSP-V3	Tobacco tax enforcement	Green		300	656	448	Quarterly	Number of administrative inspections completed per quarter by the Tobacco Tax Enforcement teams statewide.
MSP-V4	Commercial vehicles inspected	Yellow		12,500	10,335	10,927	Quarterly	Number of commercial vehicles inspected per quarter. Target based on 50,000 annual requirement. Source: MSP budget metrics. (Appropriations, Section 702.(3)).
MSP-V5	Forensic science case turnaround time (in days)	Red		30	58	50	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	Green		100%	100%	N/A	Quarterly	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	Green		100%	100%	N/A	Quarterly	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	Green		100%	100%	N/A	CY Annually	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.