

# MiScorecard Performance Summary

**Business Unit:** State Police  
**Executive/Director Name:** Col. Kriste Kibbey Etue  
**Reporting Period:** Feb 2013  
**Date Approved:** 3/27/2013

**Green** >90% of target  
**Yellow** >= 75% - 90% of target  
**Red** <75% of target  
 Scorecard Status: **Final**

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
MSP-C1	Percent of criminal cases cleared	Green		56%	53%	56%	Annually	The percentage/rate of criminal incidents cleared by arrest or exceptional means. Clearance rates are figured by a hierarchy of incidents (most serious crime within incident). (Appropriations, Section 402(3))
MSP-C2	Number of commercial vehicles inspected annually	Green		53000	49940	75358	Annually (FY)	# of commercial vehicles inspected annually. (Appropriations, Section 401(4)).
MSP-C4	Request for MSP services via the Michigan Intelligence Operations Center (MIOC)	Green		50	246	217	Monthly	# of requests for MSP services coming into the MIOC per month.
MSP-C7	Number of citizens attending public safety programs provided by the MSP	Yellow		3000	2500	3316	Annually	Number of citizens attending public safety programs provided by the MSP (Appropriations, Section 302(3))
MSP-C8	Dedicated Patrols in Distressed Cities	Green		23374	23374 Annually in June (FBI)		FY Annually	Total number of hours on dedicated patrol in distressed cities. (FY11: Flint 8451, Saginaw 7068, Pontiac 7628.5)
<b>Financial</b>								
MSP-F2	Procurement card usage	Green		60%	65.40%	56.67%	Annually (FY)	Increase the percentage of payments made on a procurement card versus via direct voucher
<b>Internal Business Process</b>								
MSP-P2	Percent of fingerprint submissions received electronically by MSP	Green		97.0	97.5	97.0	Annually (FY)	% of electronic submissions of fingerprint information from local law enforcement agencies (Appropriations, Section 305(3))
MSP-P3	Percent of MSP worksites inspected each year	Green	=	100	100	100	FY Annually	100% of worksites inspected each year. (Appropriations, Section 226)
MSP-P4	Mobile (In-Car) Radios Exceeding Lifecycle	Red		57.5	79.0	78.8	Quarterly	Percent of Mobile (In-Car) Radios in use older than their 10 year lifecycle
MSP-P5	Portable Radios Exceeding Lifecycle	Yellow		43	48	52.6	Quarterly	Percent of Portable Radios in use older than their 8 year lifecycle
MSP-P6	Tobacco Tax Enforcement Hours	Green	=	8320	8320		FY Annually	Number of hours dedicated to Tobacco Tax Enforcement. (Appropriations, Section 402(5))
<b>Learning and Growth</b>								
MSP-O1	"Mobile Office" capabilities in patrol vehicles	Green		99%	97%	89%	Annually (FY)	Percentage of patrol vehicles equipped to function as a "Mobile Office".
MSP-O2	Distribute training funds to 9-1-1 Centers (PSAPs)	Green		99%	92%	89%	Annually (FY)	Percentage of funds distributed and used by PSAP's
MSP-O3	Percentage of counties with trained child passenger safety technicians.	Green		100%	96%	92%	Annually (FY)	% of counties in Michigan with trained child passenger safety technicians. (Appropriations, Section 504(2))
MSP-O4	MCOLES licensing exam passing rate	Green		98%	99%	99.11%	Annually (FY)	Percent of academy graduates who successfully pass the MCOLES licensing exam. (Appropriations, Section 303(3))
MSP-O5	Public Safety partners trained and educated by the MSP	Yellow		10000	7683	12338	Annually	Number of law enforcement employees and other public safety partners trained or educated by the MSP. (Appropriations, Section 302(2))
MSP-O6	Percentage of Employee Engagement Survey Respondents reported as Champions	Green	=	60	55		Twice a Year	Based on survey of Employee Engagement Index questions and the question -I intend to stay with the State of Michigan for at least another 12 months. These individuals strongly identify with organizational objectives, have a high level of loyalty, and high level of willingness to cooperate and motivate colleagues.