

## MiScorecard Performance Summary

**Business Unit:** State Police  
**Executive/Director Name:** Col. Kriste Kibbey Etue  
**Reporting Period:** Dec 2013  
**Date Approved:** 1/16/2014

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

Scorecard Status: **Final**

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
MSP-C1	Percent of criminal cases cleared	Green		60%	61%	53%	Quarterly	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 602(3)). Metric will be updated in January, April, July, and October.
MSP-C4	Request for MSP services via the Michigan Intelligence Operations Center (MIOC)	Green		50	213	229	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	2441	2500	Quarterly	Number of citizens attending public safety programs provided by the MSP (Appropriations, Section 302(3)). Metric will be updated in January, April, July, and October.
MSP-C8	Dedicated Patrols in Distressed Cities	Green		24,000	106,118	23,374	Quarterly	Total number of hours on dedicated patrol in distressed cities. (FY13: Detroit 53,849, Flint 29,400, Pontiac 4,770, Saginaw 18,099) (Appropriations, Section 501(3)). Metric will be updated in January, April, July, and October.
MSP-C2	Number of commercial vehicles inspected annually	Green		53000	51941	49940	FY Annually	# of commercial vehicles inspected annually. (Appropriations, Section 604(3)).
<b>Financial</b>								
MSP-F2	Procurement card usage	Green		60%	66%	65%	FY Annually	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	97	97	FY Annually	% of electronic submissions of fingerprint information from local law enforcement agencies (Appropriations, Section 304 (7))
MSP-P3	Percent of MSP worksites inspected each year	Green	=	100	100	100	FY Annually	100% of worksites inspected each year.
MSP-P4	Mobile (In-Car) Radios Exceeding Lifecycle	Red		57.5	77.58	79.0	FY Annually	Percent of Mobile (In-Car) Radios in use older than their 10 year lifecycle
MSP-P5	Portable Radios Exceeding Lifecycle	Green		43	39.5	48	FY Annually	Percent of Portable Radios in use older than their 8 year lifecycle
MSP-P6	Tobacco Tax Enforcement Hours	Green		8,320	17,286	8,320	Quarterly	Number of hours dedicated to Tobacco Tax Enforcement. (Appropriations, Section 602(4)). Metric will be updated in January, April, July, and October.
MSP-P7	"Mobile Office" capabilities in patrol vehicles	Green		99%	100%	97%	FY Annually	Percentage of patrol vehicles equipped to function as a "Mobile Office".

Learning and Growth								
MSP-O2	Distribute training funds to 9-1-1 Centers (PSAPs)	Green		99%	94%	92%	FY Annually	Percentage of funds distributed and used by PSAP's
MSP-O3	Percentage of counties with trained child passenger safety technicians.	Green	=	100%	96%	96%	FY Annually	% of counties in Michigan with trained child passenger safety technicians.
MSP-O4	MCOLES licensing exam passing rate	Green	=	98%	99%	99%	FY Annually	Percent of academy graduates who successfully pass the MCOLES licensing exam.
MSP-O5	Public Safety partners trained and educated by the MSP	Green		10000	9422	7683	Quarterly	Number of law enforcement employees and other public safety partners trained or educated by the MSP. (Appropriations, Section 302(2)). Metric will be updated in January, April, July, and October.
MSP-O6	Percentage of Employee Engagement Survey Respondents reported as Champions	Green		60	68	55	FY Annually	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.