

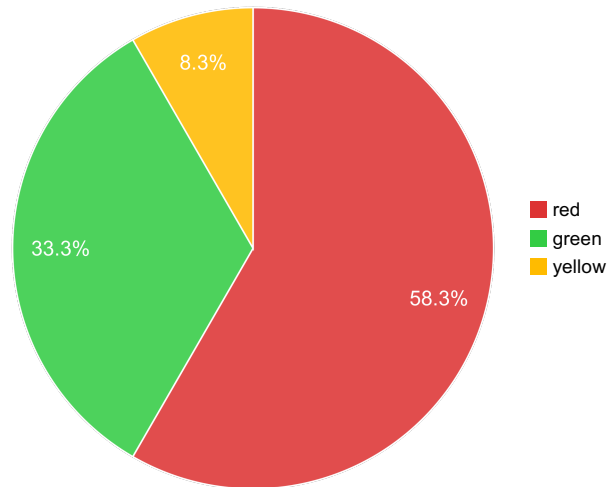
State Police, Oregon

Annual Performance Progress Report

Reporting Year 2022

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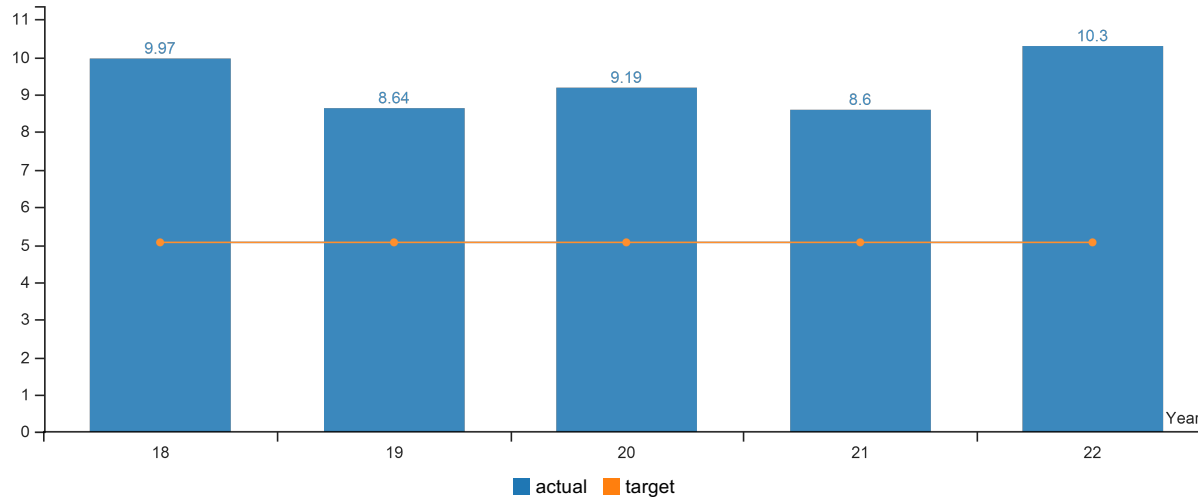
KPM #	Approved Key Performance Measures (KPMs)
1	Transportation Safety - Enhance transportation safety by reducing fatal crashes on state and interstate highways to fewer than 5.06 per 100,000,000 vehicle miles traveled (VMT) where the Oregon State Police (OSP) have primary responsibility.
2	Traffic Incident Management - Percent of lane blocking crashes cleared within 90 minutes.
3	Ignition Interlock Device Compliance - Increase compliance with the requirement of offenders to install Ignition Interlock Devices to reduce crashes and improve transportation safety on Oregon roadways.
4	Angler and Hunter Contacts - Increase interactions with anglers and hunters.
5	Illegal Harvest - Improve detection of illegally harvested non-commercial fish and wildlife.
6	Crime Reduction - Percent of major crime team call-outs resolved within 12 months from date of call-out.
7	Crime Reduction - Number of Dismantled or Disrupted Drug Trafficking Organizations (DTO's).
8	Forensic Analysis - Percentage of analytical requests completed within 30 days or less.
9	Criminal Justice Information Services (CJIS) Division Turnaround Time - Average turnaround time, from the date of receipt of manual and electronic criminal justice fingerprint cards by the CJIS Division, until the criminal justice data is posted into the Computerized Criminal History (CCH) Files.
10	Property Protection - The percentage of threatened residential and commercial properties saved from destruction by an approaching wildfire after initiation of operations by OSFM mobilized resources.
11	RESIDENTIAL FIRE DEATH RATE: - Number of Oregonians per capita that die in a residential fire.
12	Customer Satisfaction - Percent of customers rating their satisfaction with the agency customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	33.33%	8.33%	58.33%

KPM #1	Transportation Safety - Enhance transportation safety by reducing fatal crashes on state and interstate highways to fewer than 5.06 per 100,000,000 vehicle miles traveled (VMT) where the Oregon State Police (OSP) have primary responsibility.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2018	2019	2020	2021	2022
Transportation Safety					
Actual	9.97	8.64	9.19	8.60	10.30
Target	5.06	5.06	5.06	5.06	5.06

How Are We Doing

The previous metric for this Key Performance Metric (KPM) was to reduce fatal crashes on state and interstate highways where OSP has primary responsibility by 2.5% annually (from 2012 to 2022), reaching a target of 101 fatal crashes by 2022. Due to factors beyond OSP's control, such as licensed number of drivers and vehicle miles travelled, it was unlikely OSP would be able to achieve a purely nominal target.

Instead, OSP changed the metric based on the number of fatal crashes vehicle miles travelled (VMT) on highways segments where Oregon State Police has primary responsibility. In 2015, the fatal crash rate per 1,000,000,000 VMT was 7.79. Between 2010 - 2015, the lowest fatal crash rate per 1,000,000,000 VMT was 5.63 (in 2013). Using an average of 100 fatal crashes per 1,000,000,000 VMT over a six-year period (2010 - 2015), OSP's new target is a fatal crash rate of 5.06 or lower per 1,000,000,000 VMT.

In calendar year 2020 (the most recent validated data from ODOT's Crash Analysis Unit), the fatal crash rate per 1,000,000,000 VMT was 10.30. This is not only higher than the 8.60 fatal crash rate in calendar year 2019, but the highest since 2010. The previous high was 9.97 fatal crashes per 1,000,000,000 VMT in calendar year 2016, when 213 fatal crashes were recorded. Although 2020 had fewer total fatal crashes (201) than in 2016, the VMT was lower in 2020 than in 2016 resulting in a higher fatal crash rate.

Factors Affecting Results

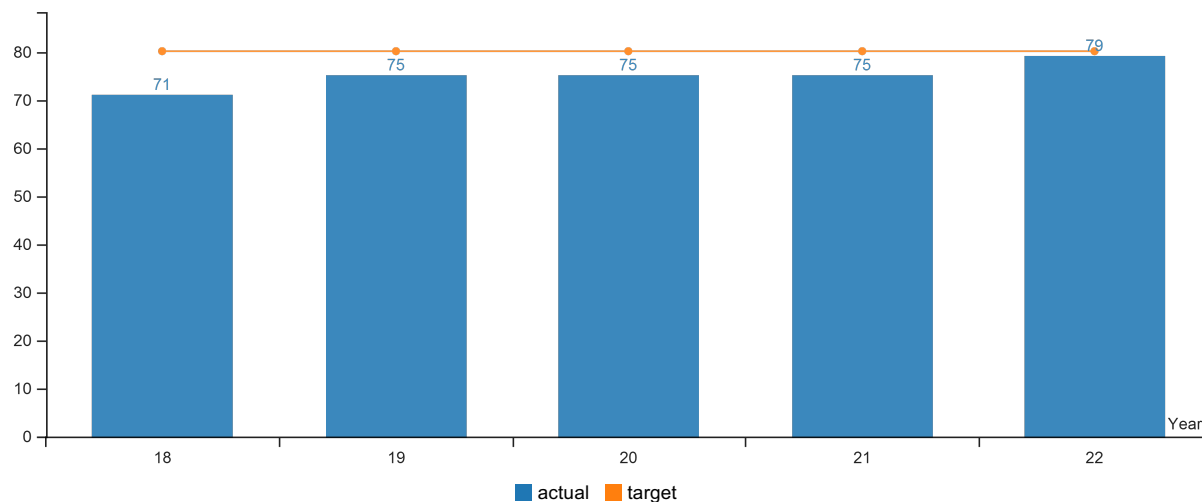
Enforcement plans focused on changing driving behaviors in an effort to reduce crashes are developed and implemented. Patrol offices around the state also work with ODOT and other partners on engineering and education efforts aimed at reducing crashes. There are other variables that affect crash rates outside the control of OSP's enforcement, education, engineering and emergency

medical services efforts. Some of these variables include the economy, adverse weather events, number of licensed drivers, and changes in annual vehicle miles travelled.

In 2020, the number of vehicles miles travelled on Oregon's highways dropped to its lowest level (19,506,900,000) since calendar year 2012, due to COVID-19 restrictions. As a result of these restrictions, proactive enforcement efforts were significantly lower. Conversely, during 2020 OSP saw an increase of speeding violation where speeds exceeded 100 mph, in part because of reduced traffic volume and enforcement presence. These excessive speeds were a contributing factor to the number of fatal crashes on Oregon's highways as speed was a leading fatal crash factor.

KPM #2	Traffic Incident Management - Percent of lane blocking crashes cleared within 90 minutes.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Percentage of crashes cleared within 90 minutes on highways where OSP has primary responsibility					
Actual	71%	75%	75%	75%	79%
Target	80%	80%	80%	80%	80%

How Are We Doing

Prior to the 2021 calendar year, the clearance rate on highways where OSP has primary responsibility has been relatively stable the last three years coming in at 75% (2018 = 75%; 2019 = 75%, 2020 = 75%). However, in 2021 the clearance rate improved to 79% which is the highest rate recorded since calendar year 2010.

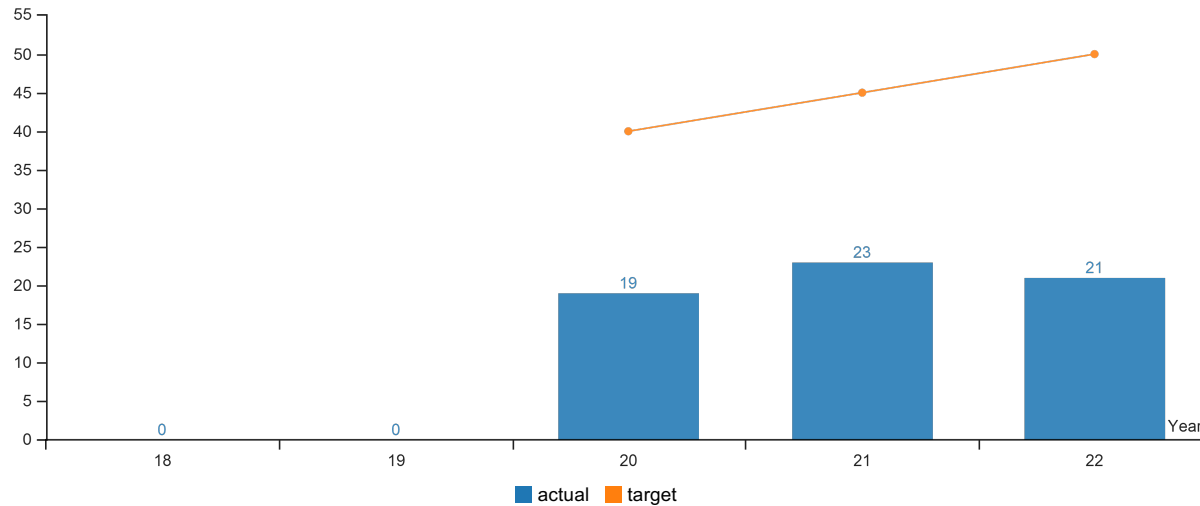
More recently, according to data published by ODOT on September 14, 2022, the Department is currently exceeding our goal by 2 percent. Through September 14, 2022, OSP and ODOT combined efforts resulted in 82% of lane blocking crashes being cleared in under 90 minutes, which is continuing the upward trend and exceeding the target of 80%.

Factors Affecting Results

Actions to clear travel lanes after a crash can range from being simple, such as when vehicles are still drivable, to the more complex. Factors affecting results can include such things as the availability of first responder resources, complex investigations, the number of vehicles travelling the roadways and infrastructure. OSP, along with its partners in this effort have had a renewed focus on Traffic Incident Management (TIM), particularly on opening travel lanes has helped reduce the overall times lanes are closed. OSP continues to look for ways to reduce lane closures through more effective means of Traffic Incident Management principles.

KPM #3	Ignition Interlock Device Compliance - Increase compliance with the requirement of offenders to install Ignition Interlock Devices to reduce crashes and improve transportation safety on Oregon roadways.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Ignition Interlock Device Compliance					
Actual			19%	23%	21%
Target			40%	45%	50%

How Are We Doing

The Oregon State Police (OSP) assumed the Ignition Interlock Device (IID) program formally from the Oregon Department of Transportation in July 2019. The most recent available data from the Oregon Driver and Motor Vehicles Division (June 2022) indicate there were 34,047 drivers with an IID Requirement. Conversely, the most recent IID installation data shows there were 7,187 devices installed (August 2022), which translates to a compliance rate of 21.1%.

The Department did not reach our target of a 50% compliance rate. However, the number of drivers with an installed IID device did increase from 6,843 (as of August 2021) to 7,187 (as of August 2022). Although there was an increase in the number of installed IID devices, the number of drivers requiring an IID device also saw a larger increase, resulting in a 21.1% compliance rate.

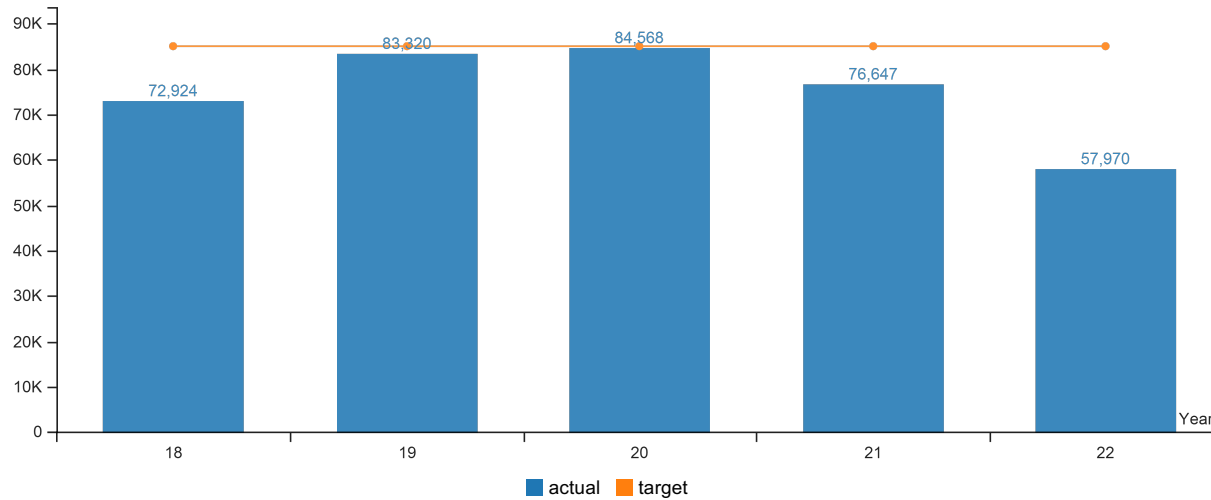
Factors Affecting Results

During 2020-2021, COVID-19 restrictions impacted the ability of OSP members to proactively enforce the requirements of the IID program. Likewise, COVID-19 restrictions also had negative impacts on the ability for some participants to meet their mandated requirements.

Furthermore, existing statutes make enforcement of IID violations extremely difficult. Because of the inability of OSP to enforce IID requirements, voluntary compliance with court-issued mandates is low. The Department has submitted a legislative concept for the 2023 session to allow for more proactive enforcement of IID violations in effort to raise compliance rates. In the meantime, OSP is continuing to conduct service center inspections and will continue working to increase education efforts.

KPM #4	Angler and Hunter Contacts - Increase interactions with anglers and hunters.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Number of Angler and Hunter Contacts					
Actual	72,924	83,320	84,568	76,647	57,970
Target	85,000	85,000	85,000	85,000	85,000

How Are We Doing

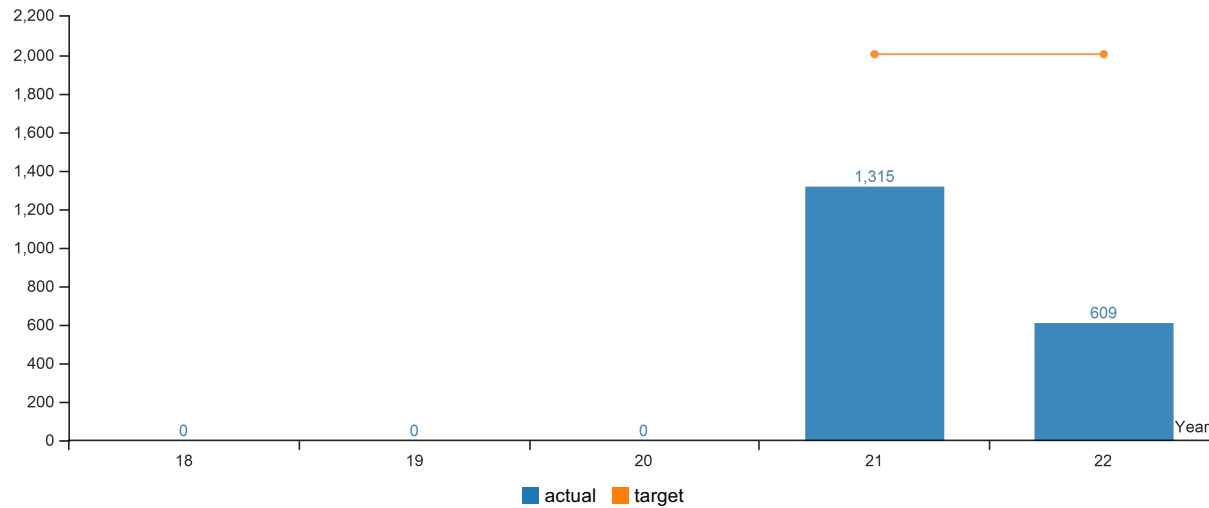
In calendar year 2021, the Fish and Wildlife Division achieved 57,970 angler and hunter contacts, achieving approximately 68% percent of the target level of 85,000 angler and hunter contacts per year. This results in an approximate 24% decrease in contacts when compared to 2020 and is the fewest contacts made since 2013.

Factors Affecting Results

The KPM target was nearly reached in 2019 and 2018, achieving a 99% and 98% contact rate respectively. However, with the COVID-19 pandemic still an issue in 2021, it impacted the Division's ability to achieve the target. As was mentioned in last year's report, the Division had a significant amount of vacancies due to a challenging recruiting environment. In addition, the Division has enhanced its reporting system, which will add a new data quality layer to ensure data entry is being captured as expected. This extra data quality layer wasn't implemented in the during the 2021 calendar year and may have contributed to the low numbers.

KPM #5	Illegal Harvest - Improve detection of illegally harvested non-commercial fish and wildlife.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Illegal Harvest					
Actual				1,315	609
Target				2,000	2,000

How Are We Doing

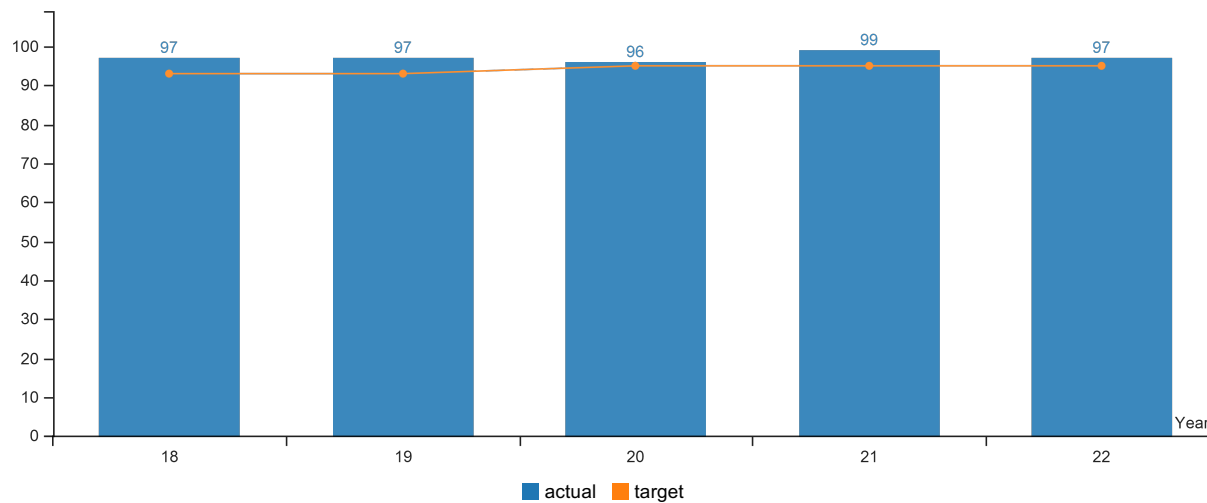
In calendar year 2021, Fish and Wildlife Division Troopers detected 609 illegally harvested fish and wildlife species, missing the target by approximately 70%. This is the most percentage points the Division has been below the target of illegal harvest detections. The previous low was in 2020, when the Division missed the target by 34%.

Factors Affecting Results

With the COVID-19 pandemic still an issue in 2021, it impacted the Divisions ability to achieve the target. How much of an impact would be hard to quantify given the many variables. However, a large contributing factor to the lack of illegal harvest detections was the Division had a significant number of vacancies due to a challenging recruiting environment. In addition, the Division has enhanced its reporting system, which simplified the reporting process and add a new data quality layer to ensure data entry is being captured as expected. These reporting factors may have contributed to the low numbers seen in 2021.

KPM #6	Crime Reduction - Percent of major crime team call-outs resolved within 12 months from date of call-out.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Percent of major crime team call-outs resolved within 12 months from date of call-out					
Actual	97%	97%	96%	99%	97%
Target	93%	93%	95%	95%	95%

How Are We Doing

Between January and December of 2020, Major Crime Section detectives responded to 109 major crime team call-outs across the state. Of those, 106 were resolved within 12 months for a resolution rate of 97%.

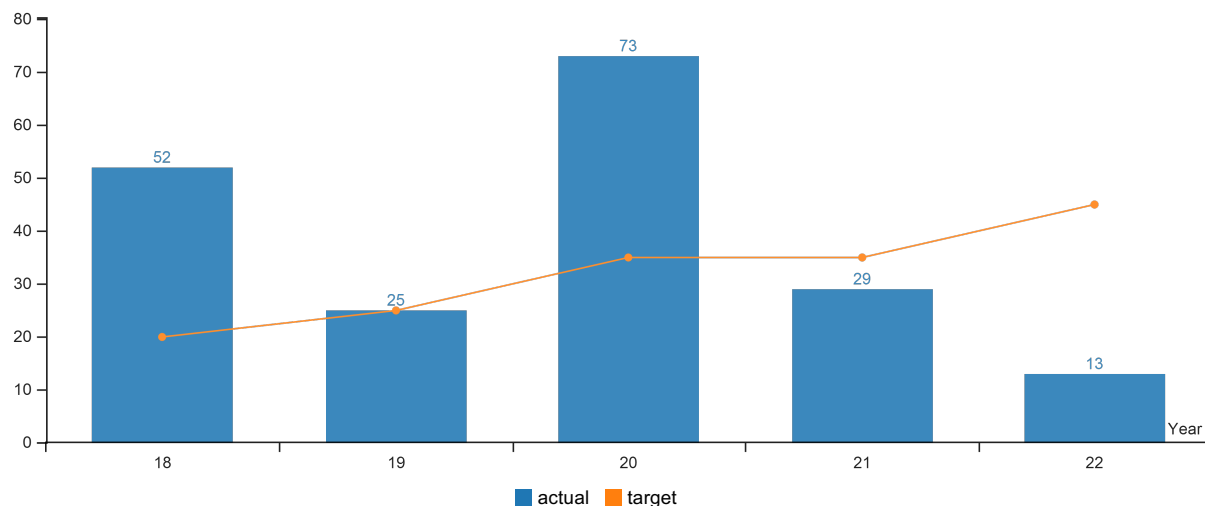
Every year since 2014, the 93% resolution rate target (established in 2009) had been met or exceeded. For 2018 (reported in 2020), the target was raised to a 95% resolution rate. Fortunately, the Major Crime Section detectives achieved a 96% resolution rate in 2018, which exceeded the new target. The resolution rate for 2019 (reported in 2021) climbed to 99%. For 2020 (reported in 2022), the resolution rate was 97%, once again exceeding the target.

Factors Affecting Results

The complex nature of major crime investigations, the availability of resources in relation to the scope of the investigation, and the geographical location of the investigation team may impact the result of this performance measure. Other contributing factors are attrition to our workforce, and an increased role in Oregon's distressed timber counties. For instance, in June 2012, the Josephine County Sheriff's Office began referring a large portion of all their criminal investigations.

KPM #7	Crime Reduction - Number of Dismantled or Disrupted Drug Trafficking Organizations (DTO's).
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Number of Drug Trafficking Organizations Dismantled / Disrupted					
Actual	52	25	73	29	13
Target	20	25	35	35	45

How Are We Doing

The number of Drug Trafficking Organizations (DTOs) the Oregon State Police (OSP) assisted in dismantling or disrupting decreased from 29 in calendar year 2020 (reported in 2021), to 13 in calendar year 2021 (reported in 2022). The target for the number of DTOs dismantled or disrupted was increased from 20 to 25 in calendar year 2018 and was subsequently raised again the following year to 35, which was surpassed significantly when 73 DTOs were dismantled or disrupted. However, the number of dismantled or disrupted DTOs dropped to 29 in 2021, missing the target (35) by 17%. In 2022, the target was increased to 45 while the number of DTOs dismantled or disrupted dropped further to 13, resulting in the new target being missed by 71%.

Factors Affecting Results

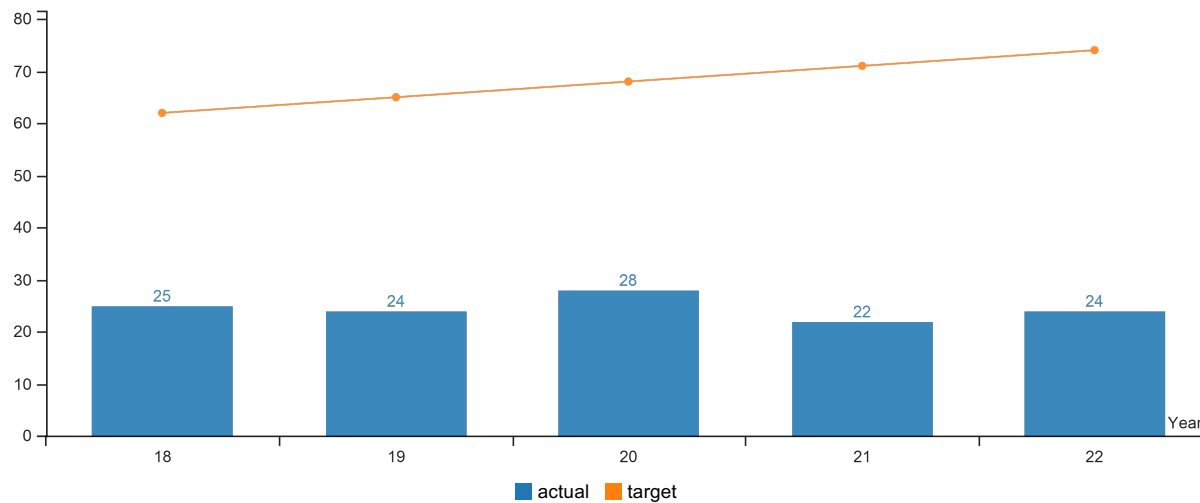
Task forces vary in their mission and focus to target street-level, mid-level or upper-level drug investigations. Mid to upper-level narcotic investigations, focusing on DTO's, are more complex and longer in duration while street level investigations tend to be direct in nature and short-term. OSP has had a consistent, tenured presence on drug task forces statewide, particularly those larger in size, that have a greater case volume and are focused on higher level illegal drug activity, which take longer to resolve. During 2021, OSP Drug Enforcement Section (DES) detectives were involved in several long-term investigations, reducing their availability to work on other DTO related investigations.

The Drug Enforcement Section (DES) of OSP experienced many challenges during the 2021 calendar year, including a reduction in drug cases. Challenges leading to the decrease in drug seizures include travel and training restrictions due to COVID-19, lower levels of traffic enforcement due to a decrease of traffic volume, and more restrictive case law rulings. Budget uncertainties due Ballot Measure 110 and COVID-19 impacts resulted in 10 DES Detectives being temporarily transferred to Patrol Division in 2020. When the Detectives returned to DES in late 2021, some joined our new marijuana enforcement teams and never returned to the multi-agency teams. Consequently, the Drug Enforcement Section (DES) of OSP now has fewer people on Multi-Agency Task Forces that target DTOs. In addition, priorities have shifted toward enforcing illegal marijuana manufacturing/distribution. Several Criminal Division personnel are assigned to teams focused on illegal marijuana

enforcement efforts instead of multi-agency teams focused on dismantling or disrupting DTOs, thereby reducing our capacity to dismantle or disrupt DTOs. The remaining detectives were reassigned back to their multi-agency teams in late 2021, but their availability to assist with dismantling or disrupting DTOs was limited due to timing.

KPM #8	Forensic Analysis - Percentage of analytical requests completed within 30 days or less.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Percentage of analytical requests completed within 30 days					
Actual	25%	24%	28%	22%	24%
Target	62%	65%	68%	71%	74%

How Are We Doing

In the 2021 calendar year, the percentage of analytical requests completed in 30 days or less was 24%, which was a small improvement from 2020 (22%). The number of requests that took over 90 days to complete in 2021 was 28%, the same as it was in 2020.

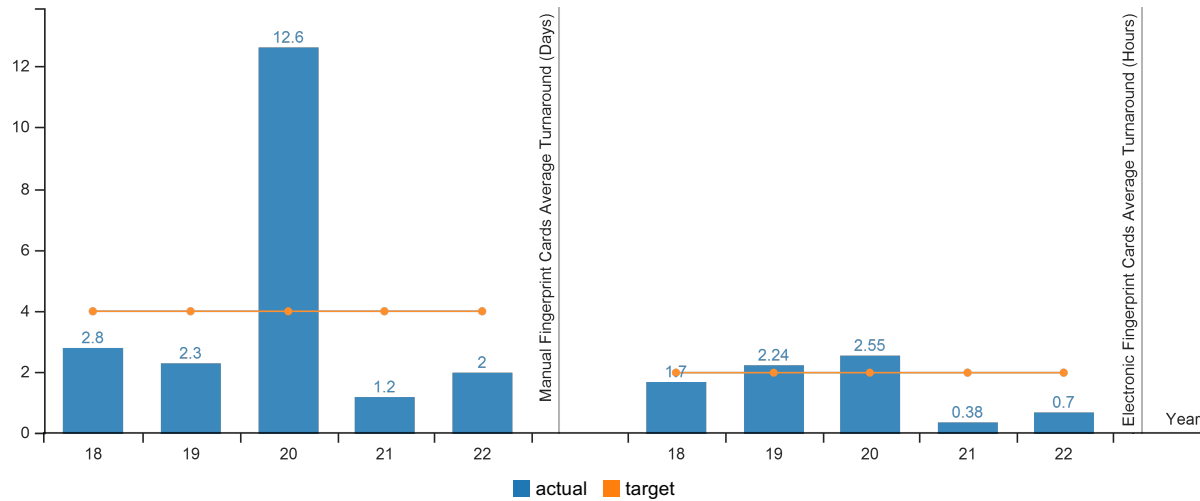
Firearms, Field Investigations, and Biology continued to be the disciplines with the fastest turnaround times in the Division. While they remained the quickest, all three completed smaller percentages of requests in under 30 days at 55%, 49%, and 43% than in 2020 (66%, 63%, and 51%) respectively. However, Drug Chemistry increased from 18% to 27%, DNA increased from 22% to 28% and Toxicology as a whole, increased from 11% to 14%.

Factors Affecting Results

The slight improvement in KPM performance during 2021 was not unexpected due to the continuing COVID-19 pandemic, teleworking, and the number of vacancies the Division was holding due the hiring freeze. The fact that a considerable number of scientists were on leave or teleworking resulted in numerous productivity challenges.

Although toxicology production increased by more than 4% and DNA production increased by 9.6% from 2020 to 2021, that was offset by a 14% increase in toxicology submissions and a 9% increase in DNA submissions during that same period. Handling this growing demand requires constant management of our limited resources and balancing the changing needs of our partner agencies. An example of the difficulties to keep pace with increasing demand is evident within our Toxicology metrics. Although ante-mortem increased from 18% to 24% in 2021, post-mortem dropped from 4.5% to 3.8% over the same time period.

KPM #9	Criminal Justice Information Services (CJIS) Division Turnaround Time - Average turnaround time, from the date of receipt of manual and electronic criminal justice fingerprint cards by the CJIS Division, until the criminal justice data is posted into the Computerized Criminal History (CCH) Files.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2018	2019	2020	2021	2022
Manual Fingerprint Cards Average Turnaround (Days)					
Actual	2.80	2.30	12.60	1.20	2
Target	4	4	4	4	4
a. Electronic Fingerprint Cards Average Turnaround (Hours)					
Actual	1.70	2.24	2.55	0.38	0.70
Target	2	2	2	2	2

How Are We Doing

The Oregon State Police’s ability to meet this performance measure solely depends on staff resources within the Criminal Justice Information Services (CJIS) Division. Livescan technology and automated processing improvements have significantly reduced that dependency and a revised target of 4-days became possible, down from the previous 8-day turnaround at initial implementation of livescan statewide.

For calendar year 2021, the 4-day manual card turnaround target was met and exceeded. The manual card average turnaround time for 2021 was 2.02 days (48.5 hours) and for the year, manual cards represented 1% of the total criminal arrest cards received. Automated submissions, representing 99% of the total criminal arrest cards received, were completed within 0.70 hours (42 minutes). This is an improvement over the 2-hour target for this submission workload.

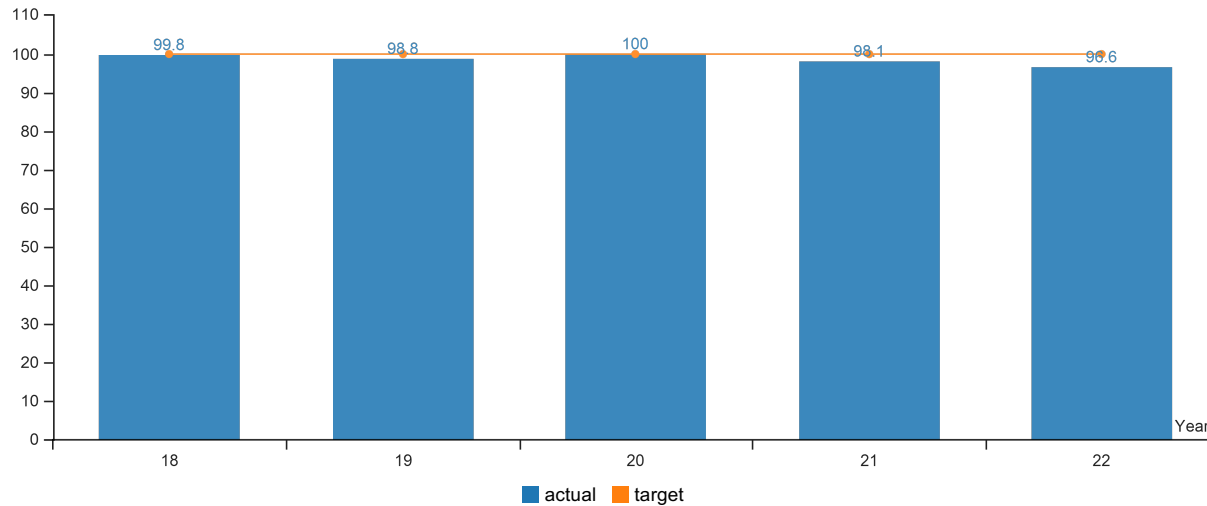
Factors Affecting Results

Staffing levels and agencies’ use of livescan technology have a direct effect on our performance results, as does the availability of our infrastructure systems. All of Oregon’s county jail facilities use livescan technology to submit their arrest fingerprint cards, with a growing number of local police departments also acquiring livescan technology. All agencies using livescan devices submit fingerprints using the automated process. However, there continue to be instances where manually captured prints are necessary due to either an agency not having a livescan machine or circumstances that make a manual print necessary (i.e. nature disaster, power issues, ADA compliance, etc.). Therefore, OSP will continue to maintain some level of accepted manual processing services in order to meet this need.

During this reporting period the Computerized Criminal History (CCH) and Automated Biometric Identification System (ABIS) Units both had significant staffing vacancies. While the ABIS Unit maintained their 24/7 scheduling and availability for the whole of 2021, the CCH Unit was largely working remotely in compliance with Executive Order 20-03, declaring a state of emergency for COVID-19. Additionally, contributing agencies significantly decreased their overall submissions, using cite and release for many months before resuming regular arrest fingerprint-based bookings. This helped CJIS maintain our core services while addressing internal resource issues that had not previously been encountered within the Division.

KPM #10	Property Protection - The percentage of threatened residential and commercial properties saved from destruction by an approaching wildfire after initiation of operations by OSFM mobilized resources.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2018	2019	2020	2021	2022
Percentage of threatened structures saved from approaching wildfires by OSFM mobilizations					
Actual	99.80%	98.80%	100%	98.10%	96.60%
Target	100%	100%	100%	100%	100%

How Are We Doing

In 2021, OSFM responded to nine declared conflagrations. Resources from 121 Oregon fire agencies were mobilized to protect threatened structures during the 2021 fire season at an estimated cost of \$21 million to protect 12,097 structures with an estimated value of more than \$2.5 billion. The success rate of protecting the structures threatened in the nine conflagration zones during 2021 was 96.6 percent. Of the total structures lost in 2021, 97% were lost during the initial phases of the Bootleg Fire, Oregon's third largest fire in recorded history.

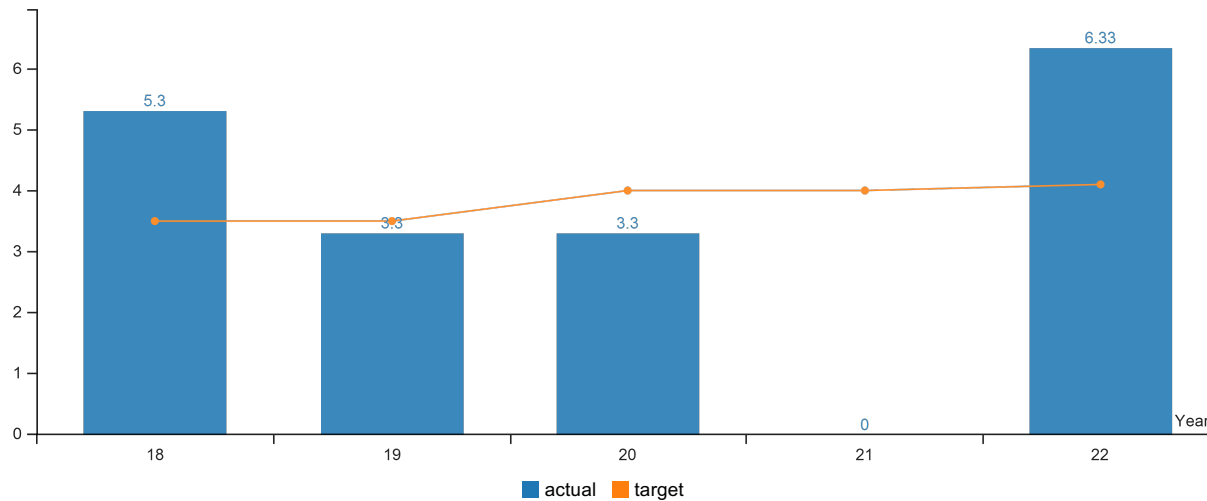
Factors Affecting Results

The primary factors affecting the results of this measure are the location of fire, the weather conditions of the area, the speed and effectiveness of the initial fire responses, and the determinations made by the involved county's Fire Defense Board Chief and local Incident Commander. Ultimately, a variety of factors including the size and rate of advancement of the fire will be the determining factor affecting the need for a conflagration request and therefore the results of this key performance measure. Recent fires in California, Washington, Idaho, and Montana have resulted in catastrophic losses in the number of residences destroyed by the fast-moving wildland fires. The hazards and vulnerabilities faced in these other states are similar to those in Oregon.

The target of saving 100 percent of threatened structures after the initiation of operations by OSFM mobilized resources at the scene of a conflagration is an honorable and lofty goal. There are many variables beyond the control of OSFM when confronting wildland fires. Establishing and achieving results that approach or meet this target requires bold and aggressive actions by the responding resources. This is possible as a result of training, and the implementation of effective planning and tactical operations. However, mitigating the impact of wildland fires in the areas surrounding structures across Oregon is often beyond the control of OSFM.

KPM #11	RESIDENTIAL FIRE DEATH RATE: - Number of Oregonians per capita that die in a residential fire.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2018	2019	2020	2021	2022
Number of fire fatalities per million (Numbers exclude vehicle, homicides, suicides, and other nonresidential fire deaths)					
Actual	5.30	3.30	3.30		6.33
Target	3.50	3.50	4	4	4.10

How Are We Doing

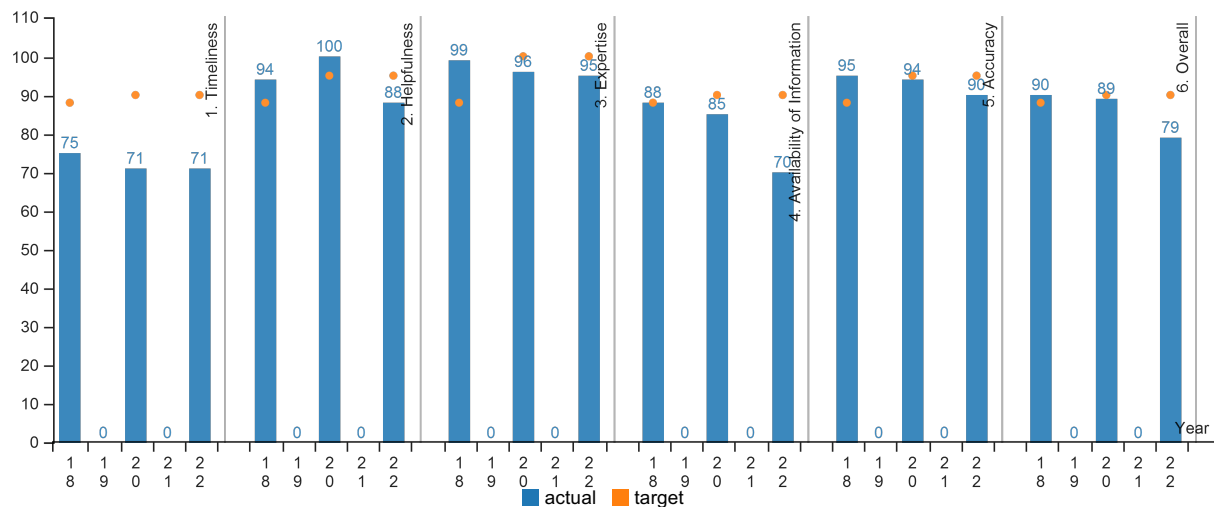
The total number of deaths from residential fires in Oregon for 2021 was 27. This is a 59 percent increase from 2020, when the state experienced 17 deaths as a result of residential fires. Perhaps due to the pandemic when many Oregonians spent much of their time at home, deaths resulting from residential fires increased 21% from 2019 to 2020. The number of deaths reported in 2021 is a 93% increase over 2019.

The target for this KPM reflects OSFM's goal to be in the top quartile of states across the nation for this measurement. This is based on data obtained from the most recent state statistics available on the CDC's WISQARS database. The target for next year will be updated to reflect the most recent data, which is from 2020 (4.6 residential fire deaths per million).

Factors Affecting Results

Factors influencing the residential death rate from fire vary and can be influenced through social changes, such as pandemic mandates and social vulnerability factors. OSFM works to reduce residential fire deaths through comprehensive fire prevention and life safety programs and services. OSFM education activities reduce risk to individuals by encouraging better safety choices. Education empowers Oregonians to participate in fire prevention and increases the likelihood of surviving a fire at home.

KPM #12 Customer Satisfaction - Percent of customers rating their satisfaction with the agency customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
 Data Collection Period: Jan 01 - Dec 31



Report Year	2018	2019	2020	2021	2022
1. Timeliness					
Actual	75%		71%		71%
Target	88%		90%		90%
2. Helpfulness					
Actual	94%		100%		88%
Target	88%		95%		95%
3. Expertise					
Actual	99%		96%		95%
Target	88%		100%		100%
4. Availability of Information					
Actual	88%		85%		70%
Target	88%		90%		90%
5. Accuracy					
Actual	95%		94%		90%
Target	88%		95%		95%
6. Overall					
Actual	90%		89%		79%
Target	88%		90%		90%

How Are We Doing

In 2006, the Oregon State Police conducted its initial customer satisfaction survey of its key stakeholders in consultation with Portland State University and a private contractor to ensure that survey design and methods were sound. The agency used the 2006 survey results for customer satisfaction to establish a preliminary baseline target of 88 percent (percent that “agree” or “strongly agree” they are satisfied) for each of the six satisfaction categories: Accuracy; Availability of Information; Expertise; Helpfulness; Timeliness; and Overall Satisfaction with the Department.

In 2018, the Legislature adjusted the targets for each of the six satisfaction categories based on historical performance data. The new targets are as follows:

- Accuracy = 95%
- Availability of Information = 90%
- Expertise = 100%
- Helpfulness = 95%
- Timeliness = 90%
- Overall Satisfaction = 90%

The most recent survey results showed the Oregon State Police (OSP) had lower scores in five out of six customer satisfaction categories when compared to 2020 data, and is similar to 2016 data:

- Accuracy (2022 = 90% | 2020 = 94% | 2018 = 95% | 2016 = 86%)
- Availability of Information (2022 = 70% | 2020 = 85% | 2018 = 88% | 2016 = 72%)
- Expertise (2022 = 95% | 2020 = 96% | 2018 = 99% | 2016 = 95%)
- Helpfulness (2022 = 88% | 2020 = 100% | 2018 = 94% | 2016 = 91%)
- Timeliness (2022 = 71% | 2020 = 71% | 2018 = 75% | 2016 = 73%)
- Overall Satisfaction (2022 = 79% | 2020 = 89% | 2018 = 90% | 2016 = 81%)

In only one category (Expertise), was OSP within five percent of the newly established performance targets in 2022. Similarly, if the newly established targets were in effect in 2016, the Department would have been within five percent in only two categories (Expertise and Helpfulness). Conversely, if the original baseline target of 88 percent was used in 2022, the Department would have met or exceeded the target in three out of the six categories (Accuracy, Expertise, and Helpfulness).

Factors Affecting Results

Evaluation of the respondents’ comments revealed they were satisfied with the work and effort of the Oregon State Police. A reoccurring theme in the comments made by respondents was how dedicated and hard OSP staff worked to deliver quality services. However, respondents frequently commented how they perceived the agency has having too few resources and/or services to adequately meet the public safety sector’s needs. This perception directly led some respondents to indicate they were unsatisfied/concerned with the agency’s capability to deliver the necessary services, especially as Oregon’s population continues to grow. In addition, vacancies; the pandemic; wildfires; social unrest; and supply chain issues since 2020 have strained existing resources and hampered the Department’s ability to deliver quality services.

The agency will continue to strive to hire, train, and equip staff to protect and serve the people of Oregon. In addition, the Department will seek ways to leverage technology and partnerships with other law enforcement partners to enhance the efficiencies and effectiveness of services provided.