



2008 Listening Tour Feedback

Listening Tour Feedback

1. What we're doing right

1. Pleased with general quality of the 16-week Basic Police course.
2. Regional training is really good.
3. Good at keeping Mike Herbes' position filled while he's gone.
4. Mike Herbes does an excellent job.
5. New academy is phenomenal.
6. Mike Herbes does a great job of delivering firearms instructor classes and firearms instructor updates to agencies in Eastern Oregon. He allows smaller classes and flexible formats which still provide the training but in easier to attend format. Thank you!
7. Appreciate updates, via OACP Active listserv.
8. Food at new Academy is very good and greatly appreciated.
9. You (DPSST) are listening and making changes – Thank you!
10. E-mail updates to Chiefs, Sheriffs, and other managers is appreciated.
11. DPSST Ethics Bulletin is a great tool and appreciated
12. 16-week facility, progress of students.
13. Mike Herbes is a tremendous resource and provides great customer service.
14. The new academy is great and we appreciate the service DPSST provides to Eastern Oregon!
15. DPSST-OACP-IACP Leadership class in LaGrande was great!
16. Opportunities for DPSST training in Eastern Oregon are appreciated.
17. Allowing dispatchers to be involved in scenario training (need more outward marketing).
18. Regional training is consistent and reliable enough for the training to take place.
19. Mike Herbes and Rocky Desimini do a great job.
20. Scheduling website, Snapshot, ethics bulletin, are all good. No complaints.
21. Instructors are staying with the curve, providing useful training.
22. Ethics Bulletin.
23. Academy is doing a great job of getting people ready.
24. Patrol week is an excellent addition. We enhanced our FTO program at home because of what is being done at the academy.
25. Appreciate pairing of officers from same agency/region for calls for service week.
26. Regional training in Central Oregon very good!
27. Greg Peterson does a good job, very attentive to needs in his region.
28. Responsiveness of DPSST staff is great, very accommodating, and prompt in returning phone calls and e-mails.
29. More professional quality of people coming out of the academy.

30. DPSST increased expectations of students attending the academy through gigs, demerits and a number of other changes. This has been done with success and we see the quality in the students when they return.
31. OSP loves the integration and we are very pleased with the relationship with DPSST, cities, counties, etc.
32. Overall, DPSST is doing a great job.
33. New academy has improved things quite a lot.
34. Great mattresses in new dorms - thanks!
35. Paperwork process has improved.
36. Snapshot is working great.
37. E-mailed requests are responded to quickly.
38. Communication back and forth is doing well.
39. Students are better prepared after the 16-week course.
40. Telecom – Good feedback on instruction, good new ideas
41. Call-taking class has improved – new equipment good addition.
42. Patrol week is fantastic, academy is great, FTOs are very impressed.
43. Ethics bulletin is appreciated and useful.
44. Recruits from basic police course are coming back better prepared.
45. Field Training Officers very pleased with what they are seeing at 16-week Basic Police Course.
46. Academy standards have been raised as have expectations - it's appreciated!
47. Glad about the bargaining unit failing to change the Board makeup
48. ORPAT standard was being adopted and upheld for Basic Police.
49. Bi-weekly updates from academy coordinators on students in academy are appreciated.
50. E-mail updates from Director's Office are a great tool and appreciated.
51. Field training and evaluation program (FTEP) must continue. It's a great program!
52. We can call DPSST at anytime and DPSST will call us back.
53. If the person at DPSST I am talking with is not the right person to answer my questions – I am told who I am being transferred to and actually transferred.
54. DPSST Training Managers class greatly appreciated – needs to be delivered more often on a statewide basis.
55. Kevin Tarkalson (IDC Coordinator) is doing a great job bringing training to Southern Oregon.
56. We do not see a lot of our regional training coordinator – normally tied-up or providing training in other regions.
57. Fire Certification Section response to phone calls and e-mail is a lot better.
58. Allowing working dispatchers to work within the law enforcement academy in training scenarios.
59. Fire DLO program has gotten much better – we recently had our accreditation review and it was professional and well done!
60. Stratification matrix for fire agencies is a great resource and appreciated.
61. Fire accreditation program doing well!
62. Fire maintenance recertification program is well designed, professionally delivered, and easy to complete.
63. The new fire officer course guide is a great tool – we use it all the time to evaluate where we will send our folks for training.
64. We would like to see DPSST establish and maintain a library of pre-approved lesson plans/courses that can be used by qualified instructors at local agencies to deliver training which meets the DPSST/NFPA standards. Right now we have

qualified instructors but do not have the lesson plans or the time to develop them. The library should include prevention, command, in addition to fire suppression classes.

65. Terry Riley is very responsive.
66. Fire certification has improved.
67. S&C response is good.
68. Excellent tactical skills training for Basic Police students.
69. Tactical, ethics training, etc. - nothing but good comments from folks returning from DPSST classes.
70. Fire folks like getting the Ethics Bulletin.
71. Response for DPSST Fire Certification Section has been awesome!
72. Police certification maintenance went well.
73. DPSST Standards and Certification staff calls back on the same day if not the next morning – this is great!
74. Overall DPSST provides great customer service – in person, by phone, by e-mail.
75. Enjoyable, comfortable atmosphere at the new academy.
76. DPSST staff is very receptive to new ideas, questions and concerns.
77. We have not heard any complaints about DPSST for a long time – a lot of things must be going well for this to happen.
78. Patrol week is outstanding, so much better than we had before.
79. Hurt student was very well taken care of by DPSST staff. They treated our person the way I would have wanted to be treated – like a member of my family.
80. Updates from class coordinators are appreciated and very timely.
81. We are getting good feedback from the FTOs we have sent to the calls for service week.
82. Scenarios were very good, real-life type experiences, FTO feedback very good.
83. Like EVOC and would like to get more of it on a regional basis.
84. Recruits have improved vastly, are much higher trained, better understanding, easier to train when they return.
85. 16-week has made a huge difference for new law enforcement officers.
86. Information on DPSST web-page is great.
87. I like that we DPSST does a Listening Tour to gather feedback.
88. S&C is working well.
89. Updates from academy class coordinators are timely and thorough.
90. FTO reports are very good from their on-site visits.
91. We are getting fully prepared young warriors from the academy.
92. Greater opening of academy to all disciplines is appreciated, good interaction for Fire.
93. Haven't seen mobile fire training trailer, but heard it's great.
94. Delighted to have Steve Roehl as regional fire trainer.
95. Management and Executive level classes offered by DPSST are very good.
96. Appreciate Eriks, Terry, and Julie's responsiveness to questions.
97. Feedback from training coordinators is appreciated and good.
98. Raising the bar is appreciated. Very appreciative of the great customer service and outreach.
99. Rule on double dipping and college credits is appreciated.

100. Adding alarm monitors to PS/PI program has been a good addition.
101. Establishing reading and writing for police and 9-1-1 has been a welcomed addition that has raised the bar for those in these professions.
102. Tightening-up law enforcement professionalism through revocation and denial.
103. Going to national standards for fire service.
104. Reciprocity among states for PS/PI, Police and Fire certifications at DPSST is a good indication of how other states value Oregon's programs.
105. Fire certification through training – transferable from one state to another.
106. DPSST elevated the professionalism of the Private Security industry.
107. ORPAT outreach, equipment available statewide is appreciated.
108. Fire Officer 1 & 2 is some of the best training available.
109. National Fire Academy classes offered by DPSST Fire Training have been great.
110. Good working relationship with Anita DeVilliers. Good service from fire certification group.
111. EMD with Telecommunications classes – kudos for bringing that together.
112. Range 3000 coming often is appreciated.
113. Citizen's academy is a positive education piece.
114. A better job is being done of communicating with agencies regarding students, but could improve.
115. Tighter ship is a good thing (uniforms, curfew), much appreciated.
116. Pam Collett kudos – great communicator.
117. Lt. Fulton's update on students every 2 weeks.
118. Patrol week is a good concept. FTO feedback good but could use improvement.
119. Part-time instructors are very much appreciated and feel a part of things.
120. Communication has significantly improved in all areas and has been streamlined.
121. Pam's advocacy for FTEP and Telecommunications can't be overstated.
122. Very positive response from students on training.
123. Academy students are given a sense of pride and responsibility for their profession
124. Staff is very helpful and customer service oriented.
125. 16-week Basic Police going very well.
126. I have had positive interaction with DPSST by phone, letter and e-mail.
127. The folks at reception are very good and very helpful.
128. Standards & Certifications faxing back forms that are incomplete has been very helpful.
129. The telecommunication program has come a long way. We hate to see Pam Collette leave.
130. We are very impressed with the training provided at the new academy
131. We are seeing a better student return to our agency when they come back from the academy.
132. The feedback from academy coordinators to the employing agencies is appreciated.
133. The long-term transition to E-Forms is greatly appreciated.
134. The standardized course list has been a great idea and well received.
135. We like what we are seeing in survival skills and firearms at the academy – the changes are good.

136. Good turnaround time from Standards & Certification.
137. The creation and implementation of curriculum committees is a good idea – it allows stakeholders to be a part of the process.
138. We appreciate the openness of the agency (DPSST).
139. The feedback from our FTOs is great – please solicit more help through various communications vehicles.
140. We are glad that there is a workgroup that is looking at the certification matrix – we have not heard much about it for awhile?
141. Our agency attended the recent Police Curriculum Committee meeting at DPSST – an issue/concern was discussed in the survival skills area – DPSST told us the issues would be looked at – within two weeks a meeting was scheduled and our questions were answered – we were very pleased with the commitment and appreciative of what was being taught once we saw it.
142. PS/PI – originally schools were not excited about being part of the program. We are now very pleased we are!
143. PS/PI – Having school security professionals licensed by DPSST raises the level of professionalism of our staff and also provides us with liability protection.
144. PS/PI – The changes made in the curriculum (second day assessment) allow schools to tailor scenarios to their specific situations.
145. I am glad that the qualifications for PS/PI licensing are more stringent than those in place with the Oregon Department of Education. This is appropriate and appreciated. DPSST requirements require PS/PI staff to have a comprehensive background check by the School HR department.
146. Changes in PS/PI “ease of use” is greatly appreciated and allows efficiency.

Listening Tour 2008

2. What we need to improve

1. The 90 day rule for getting students into the academy causes undue stress on small agencies. They need the ability to stagger. This also affects the guys in reserve.
2. Would like to be able to request waivers of 60-90 days before a new officer needs to attend academy.
3. Patrol week instruction to FTO ride-alongs. FTO was told his input was not okay. Another FTO said it was very worthwhile and experienced the opposite, but would like some time between briefs and safety breaks.
4. Can we look into the down-time that takes place when FTOs attend the calls for service week?
5. Challenges to becoming an EVOC instructor. There is no PIT update except to academy instructors.
6. Can we establish as Basic IDC to be an instructor at the academy before you sign-up for the specialized skills classes. This would allow the IDCs to be delivered in sections and reduce the time of the longer IDC classes.
7. Need to look at challenge to classes. Needed 3-week EVOC before being allowed to attend PIT.
8. Reserve training – credit at Basic Academy went away.
9. Want more regional training in Eastern Oregon.
10. If the required number of students for a regional class is not met, the class is cancelled. Need to look at changing the class size requirements as there are fewer people in Eastern Oregon than the valley.
11. Would like to be able to check where all their students are in training. Eriks suggested Snapshot.
12. 45-day backlog – Need to get caught up
13. DPSST needs to recognize instructor courses offered by other agencies such as Washington State. Our agency sent a person to a two-week EVO instructor course and DPSST told us they would not recognize it because it was not the same as theirs.
14. In the past, firearms remediation was held the first 3 days of the week and that worked well. Recently, it's gone to Friday, Monday, and Tuesday. Would like the training to be during the week instead of split up like this as it creates excessive costs in scheduling for the institutions.
15. Process for getting people registered for classes. Holding reservations. Eriks explained that this is not happening.
16. Inconsistency between electives and what's accepted for certification for Supervision, Middle Management and Executive level certification.
17. Failing skills venues – how many times can a person fail? It's not clear.
18. EMD research training – Regional training not being provided in Eastern Oregon as it used to be. There is an APT telecommunications instructor in the area who wants to teach for DPSST but needs to know the requirements before applying.
19. Instructor updates – we would like to know how students are being taught to do vehicle searches, DTs, etc?
20. Technological stuff – e-mail from academy is impossible. Not very responsive at all.
21. Eastern Oregon would like instructor updates – DT, Firearms, Use of Force, EVO, vehicle stops, etc.
22. It would be better for recruits to go to the academy in October or November; May through August is too busy.
23. Use of force – something in writing was asked for.
24. Needs 16-week curriculum and updated Use of Force test. Brian Harvey may have something he can use.

25. Recruits are “hyper-vigilant” after calls for service week. A bit more preparation for communication and empathy would help.
26. Not being able to reserve a spot for getting students into the academy.
27. We have noticed that recruits become “edgy” and a bit impersonal
28. New, younger guys drive like maniacs. Noticed also in patrol week.
29. PS/PI licensing – Had to go through entire background process to get PI when he had PS.
30. Firearms, IDC, EVOC, etc. – getting only one class per year is not enough.
31. Put through firearms and the other skills. Test proctor our people and not send away. ??
32. FTO/FTEP train-the-trainer (instructor) class.
33. Review the FTO survey and the process through which it is distributed – maybe we should ask for it back upon completion of Phase I instead of the first week?
34. Calls for service week is well designed and very thorough
35. Emphasis on emotional and physical survival is appreciated and well deserved.
36. Invitations for graduations. Too hard to find dates. Maybe have a heading, “Graduation Announcement” in the title of the listserv and on the website. “Upcoming graduations and dates” was another idea.
37. More regional opportunities in the Klamath area.
38. Storage places in student rooms.
39. The recruits returning from the academy are better trained and at a higher speed when our FTOs receive them.
40. Students returning from the academy have a solid foundation of information and skills.
41. Length of time it takes to get bodies into the academy is frustrating.
42. Difficult to get tours of the academy.
43. EVOC instructor program is difficult to get into. Getting weird excuses. What are the criteria for being accepted? Not invited to recertify based on instructing at the academy? What about EVOC at Rogue?
44. NIMS and OEM dictating training – why is DPSST not involved?
45. Basic Supervisor class is two weeks. The extra 40 hours of electives are not relevant.
46. Management Course needs an update – two weeks is too long for what we are getting.
47. Core elements covered in Supervision and Middle Management are enough to prepare new leaders.
48. Faxed paperwork to DPSST - feedback needs to be timelier.
49. Response time in PS/PI section needs to be improved.
50. Updates on students are very important. Would like more than monthly.
51. PS/PI staff response not good for returning calls.
52. PS/PI – three months to process an application seems like a long time?
53. PIs would like more training on a regional basis.
54. Revisit the issue of dispatchers having to wear BDU’s during academy.
55. Provision of EMD training on the regional level.
56. Can DPSST create a program through which fire agencies categorize training – something like quick codes?
57. DPSST should seriously explore mandatory training and certification for career and volunteer firefighters.
58. Can DPSST create a class for fire departments that explains the responsibilities of the fire chief and fire training officer?
59. Can DPSST create a matrix for fire agencies for aerials like they did for fire officer?

60. Can DPSST offer aerial and pumper operator classes at the new academy?
61. Can DPSST offer fire officer classes (NFPA 1021) at the new academy?
62. Can DPSST offer more of the OFCA Toolbox classes on a regional basis?
63. The idea of the State Fire Academy has a lot of value to agencies statewide – please continue to explore this as a future option.
It will save every community time and money and allow firefighters to be trained consistently on a statewide basis just like other disciplines are.
64. Need to provide customer service skills, interpersonal communication training on a Regional basis.
65. Students need to be taught skills on how to diffuse situations. They are too hyper-vigilant.
66. Regional training is not advertised enough. Use flyers, e-mail, etc.
67. Can DPSST develop a Basic Course for Reserve Police Officers?
68. South coast would like a MILO/Range 3000 course.
69. More regional classes on south coast (Florence, Coos County, and Curry County).
70. Would like to see Loren at South Coast more often.
71. Why would DPSST schedule the Mobile Fire Training Unit to be in a region on the 4th of July weekend?
72. South coast needs more IDC classes and IDC updates.
73. South coast would like DT classes and other skills updates.
74. Do FTOs attending calls for service week get some sort of debrief from DPSST staff as to how they did while attending calls for service week. Likewise, do we ask the FTOs how DPSST did?
75. Can DPSST develop and deliver a class for evidence technicians?
76. We would like verbal communications training on the south coast.
77. We would like an updated CD of the 16-week Basic Police Course.
78. The Tactical Ethics class was great – we would like more of these statewide.
79. Fire training trailer schedule is 8:00 to 5:00 which doesn't work. Contact agencies for best scheduling times.
80. Recertification for fire is not working well. Tighten up on specialty areas (for example an airport firefighter that no longer works at an airport but maintains his/her certification through the current process)
81. Issues from last round table (Listening Tour) were not shared.
82. Class coordinator communication is inconsistent – time for graduation, calls for service week – no one called me back so I sent my FTO in the morning only to find out they need to be there at noon.
83. Response back from Standards and Certification is frustrating. Can't get a person. Calls not returned. Left a message a week and a half ago and still hasn't received a call back.
84. FTO scheduling for calls for service week - no return call.
85. Regional training – class on DPSST certification
86. Four different people called with updates on students, confusing.
87. Keep website updated with schedules.
88. Coordinator back up could be improved.
89. We have seen inconsistencies among the calls for service week observers – two of them watched the same scenario and gave differing comments and feedback to our student.

90. It appears that some of the folks who are working in the calls for service week venue are either DOC people in between jobs or folks who are just there for a pay check.
91. Why would a DOC employee be giving feedback to a police officer during calls for service week?
92. Is DPSST teaching an over-emphasis on tactics – it seems with our new recruits “everyone gets handcuffed.”
93. Have the contact info come from the agency, not the student.
94. Hyper-vigilant behavior in students returning from the academy. Overzealous. They can’t be “robotons.”
95. It does not appear that people skills are taught in the basic courses. Students return and they are rigid and inflexible. Internal Affairs investigations have increased because our folks are over-tactical.
96. Communication skills (including social skills) must be taught – with some of the challenges we have had with new officers maybe more time needs to be added in this area.
97. Follow through. Being told something will be done Friday, and Monday it still isn’t happening...
98. Instructors trying to impress students with stories and then the students try to emulate.
99. We had a student injured at the academy and the care and assistance provided was first class – what took forever was getting the paperwork from DPSST sent to our agency – we called and were told it would be the next day – it never showed up so we had to call the Director’s Office before we finally got what we needed.
100. Not being able to reserve a spot for students who need to attend basic training at DPSST.
101. Overview/introduction/curriculum for evidence based practices. At least a 4-hour course on the basics of corrections. Collaboration, recidivism, assessing for risk, long-term vision for offenders.
102. Would like our county deputies dual-certified in police and corrections.
103. We would like to see the Academy transition to an evidence-based curriculum for corrections training.
104. DPSST could be a leader if it embraces SB267 and the work done by Ed Latessa (sp) in the corrections field.
105. Arbitrary form changes in fire certification. (SS# on, then off, then on again) What is the screening process?
106. Concerns regarding fire service revocations and denials. Need some way to know if not to ever submit a person again for certification. Maybe something to the effect; you may resubmit...
107. More curriculum development by fire training coordinators.
108. We are excited to hear that DPSST embraces E-forms – it’s the way to go
109. Some of the recent curriculum developed by DPSST Fire Training is of poor quality.
110. Feedback provided to employing agencies by academy staff is welcomed and appreciated.
111. Abbreviated academy for overlap positions which need both police and corrections basic classes.
112. Fire driving course class on a Saturday, DPSST was charging us \$500 instead of free.
113. Fire inspector classes and certifications don’t coordinate. Not recognized by OSFM and DPSST. They need to communicate
114. Lapsed/revoked happened but information not available to agency thinking of hiring. How can agencies access each other’s records? Why did F4 not flag this issue instead of when the training records were sent in?
115. F-4s take a week or more, could e-mail be used instead?
116. Missing little things on forms, they’re sent back.
117. Fire needs more upper-level training. Suggested yearly schedule with fees.
118. Pump Operator class – How do they get signed off? Small agencies can’t send people away.

119. Student room cleanliness at academy.
120. Red flags not shared with agencies in a timely manner.
121. Chanting – testosterone problem between BP and Telecom classes. (May 16 Telecom class)
122. Fire has been without a Regional Trainer for a long-time in the North Coast Region.
123. Training required for Private Investigators - not enough curriculum to fill 12 hours because of lack of students
124. Lots of Private Security people are not certified – DPSST needs to do more enforcement.
125. No PS instructor license received. Sent for 3-4 months ago and again in June. Was told it would be sent our June 6, still hasn't received it.
126. PS/PI needs more communication regarding training, programs, etc. Not hearing from DPSST.
127. Listserve for PS doesn't cover enough people. Charging too much for what they get.
128. Many police agencies do not realize that they can cite people for providing security services without a license.
129. IDC training requires 96 hours after we complete the course, can we look into this and see if training offered at the home agency can be counted towards this number
130. We need more IDC classes (EVO, DT, Firearms, and all skills).
131. Some of our students come back with an over-emphasis on officer safety – they are technically proficient but do not do well with communications skills – maybe more emphasis in the basic course on interpersonal communications.
132. More emphasis on interpersonal communications in all basic classes.
133. EVOC once per year – we would like access to the driving course at the academy.
134. Teach people to succeed, work for positive outcome - all instructors. Handcuffing class instructor told student they were doing it the wrong way instead of looking at it as another way.
135. During Patrol Week I watched a role player – “not enough discussion, just wham, we're towing the car”. More customer service and communications skills need to be taught.
136. During the calls for service week one of the role players to the student they handcuffed the suspect wrong – the student replied “that is the way we were trained at our agency.”
137. More effective communication skills, “soft” skills need to be part of the training.
138. Rural versus Urban police training academies needed.
139. Two role players disagreed how the student handled the scenario.
140. Failure to communicate should be given more attention, as it's the cause of most trouble.
141. Part-time instructors want more time.
142. Can DPSST create a daily observation report (DOR) for calls for service week – follow FTEP process where you establish “anchors” such as no one got hurt – the student addressed all of these issues, etc...
143. Need continuity of instructors to keep message the same to students.
144. Crisis Intervention Training (CIT) class.
145. Standards for all professions need to maintained and raised – not lowered.
146. Standard set for Corrections is set at DOC level. Need to increase that and professional state and county corrections.
147. Improve interpersonal communications classes at basic academy.
148. Continue to explore optional classes at night.
149. Establish same times for ORPAT between police and corrections.

150. Can we get more push-pull machines statewide?
151. Can DPSST look at “Fitness for Duty” standards for all criminal justice disciplines?
152. Can DPSST Standards & Certification create a “how to” class for local agencies?
153. Update the basic corrections class – DOC and County Corrections are different and do not belong together.
154. Re-activate the curriculum committees – they have been a great benefit for DPSST and constituents.
155. When are field training manuals set to be reviewed and updated? Are they on a schedule?
156. The Telecommunications FTM needs to be reviewed and updated – not all telecommunicators are dispatchers but the FTM does not address that – maybe have mandatory areas and optional ones – this way the FTM remains a valuable tool which all can use based on their local operational needs.
157. The reservation system, or lack of one, still causes us heartburn.
158. Should we have a field training manual for supervisors?
159. DPSST should ramp-up its compliance audits of private security companies.
160. More SFST training on a regional basis.
161. More instructor development courses on a statewide basis.
162. PS paperwork get delayed often – not sure why – delays of up to three months are not surprising
163. We need consistency in the processing of PS/PI documents.

Listening Tour 2008

3. What we should be doing in future

1. Combine scenarios so students learn to work well with other. Speaking different languages.
2. Need instructor who can “walk the walk” for Department of Homeland Security (DHS) NIMS I-300 and 400.
3. Should DPSST provide DHS NIMS I-100 and I-200 as part of Basic Courses at Academy?
4. Explore Internet-based courses for maintenance type training
5. Mid-level supervisory training for Fire on a regional basis.
6. Password for Snapshots is weird. Can we make it simpler?
7. Notify of need for dispatchers. (Mike told how to find it.)
8. Oregon needs a strong core academy and regional training locations statewide for in-service and perishable skills training.
9. FTO update/refreshers – week-long brush up.
10. Regional field tactics on an annual rotation.
11. Regional training facilities.
12. Provide more basic search & seizure scenarios. Better procedure /articulation.
13. One week FTO training is not enough. Change wording to “first coach”.
14. We would like FTO updates on a regional basis.
15. More SFST classes on a regional basis
16. Training on weekends and after hours.
17. Instructors are more DOC, not enough county.
18. Want coordinator contact either weekly or bi-weekly.
19. Field training must continue, very valuable.
20. Updates on students are very important. Would like more frequent than monthly.
21. Put report writing in the Fire Certification class.
22. PS/I training (in-house) specialist.
23. Quick turn around on questions.
24. Website – show attorneys and general public who Investigators and PS who they are and what they specialize in.
25. How to become a PI and history on the website.
26. Training for new investigators by seasoned investigators which would go toward the trainer’s continuing education.
27. Training for trainers to go over ORSSs.
28. Want learning objective/critique for? and FTO/s learning environment.
29. More regional and records training. Securing evidence, best practices, etc.
30. Standardized reserves program/academy.
31. Defensive tactics update would be appreciated on south coast.
32. E-form capability.

33. State Fire Academy for firefighters – it's the right move!
34. Offer Haz-Mat Tech 1 & 2 classes at the Academy not TVF&R.
35. Offer Fire Inspection/Investigation classes at the Academy – it's a great facility and much more cost effective than looking across the state and driving to these classes when they are offered.
36. Marry certification of DPSST and State Fire Marshal certification for Fire Inspectors
37. Local law enforcement agencies would like to access the IADLEST data base.
38. A system for finding out what a person is trained in/certified in when they return from the academy – such as Radar/Lidar/NIMS/etc. A check list or a to do list for the agency receiving the student?
39. Make students write more reports during training
40. E-forms.
41. Put Listening Tour findings on the Web so feedback could be given.
42. More reciprocity with Private Investigator across state lines.
43. Add to online certification opportunities.
44. Law enforcement agencies need to be able to access Snapshots.
45. Provide Alarm training in the police training program. 2-4 hours (**Jeff Martin offered to give the class after hours**).
46. Enhance basic course – it needs an overhaul.
47. More opportunities for Fire, Police, and Telecom to work together during Patrol Week.
48. Online training classes.
49. General public has no idea what we do. Get some coverage.
50. Command and control disaster situation training for all disciplines.
51. NIMS I-300 & 400 class certified from DPSST – Incident Management.
52. Corrections and Community Corrections professions need certification maintenance standards just like police, fire and telecommunications
53. Can DPSST develop and maintain a list of training classes that folks are looking for as well as resources which may be available to us?
54. Establish a communications vehicle through which local training officers and DPSST can share information. Similar to a bulletin board or blog.
55. For Telecommunications students at the academy can we offer tours of local 9-1-1 centers such as a large PSAP (WVCC), Oregon State Police Regional Dispatch in Salem, and smaller one like Santiam Canyon? This will give folks new to the profession a great idea of what these types of centers look like and how they operate.
56. Can optional classes be offered at night for telecommunications students?
57. PS/PI should conduct more outreach efforts with government agencies such as schools and parks/recreation districts which employ security professionals but may not be aware of the DPSST standards.
58. For schools security officers create a focus-based course that allows school PS officers to concentrate on local concerns which are different that private sector – for example how to break-up a fight in a school is much different than how it is done at a private company.
59. PS licenses expire on date of issue – can we look at fixed dates for groups of PS officers who work in the same organization? This will allow us to offer in-service training in a scheduled manner and meet the requirements in a systematic manner.

60. PS license deficiencies are sent to the applicant not the employer. The employer often does not know the outcome and the applicants do not always share the problem with the employer.
61. PS/PI – some areas of the PS course do not apply to security personnel in the public sector because the laws are different. School security is even more different especially when it comes to searching students. Can DPSST create an optional section that applies to schools and colleges just like the recently developed shoplifting section of the PS manual?