

LINKS TO OREGON BENCHMARKS

Agency Name: Public Safety Standards and Training, Department of						Last Revised: 6-29-04		
Contact Person: Marilyn Lorance						Phone: 503-378-2089		
Alternate Contact: Craig Prins						Phone: 503-378-2083		
<p>Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs): The mission of the Department of Public Safety Standards and Training (DPSST) is to promote excellence in public safety through the development of professional standards and the delivery of quality training. No Oregon Benchmarks or High Level Outcomes.</p>								
Agency Goal	OBM # HLO #	Key Performance Measure	PM #	PM Since	New or Mod. ?	2000 Value	2005 Target	Lead Division or Unit (Optional)
Effectively train public safety officers to state standards.	Agency mission	Level of officer performance as determined by their agency after successful completion of Basic Training.	259-01	2002		N/A	4.0	Training
Provide accessible and accurate records for all DPSST constituents.	Agency mission	Constituent satisfaction with access and availability of records	259-02	2003		N/A	80% Above Average	Standards and Certification
Deliver quality training that will improve the job performance of Criminal Justice professionals.	Agency mission	Percentage of attendees who ranked the usefulness of DPSST criminal justice regional training courses at or above "6" on a scale of 1-7. (Added per 2003 legislative direction)	259-03	2004	New	N/A	70%	Regional Training (Criminal Justice)
Deliver quality training that will improve the job performance of Fire Service professionals.	Agency mission	Percentage of attendees who ranked the usefulness of DPSST fire service regional training courses at or above "6" on a scale of 1-7. (Added per 2003 legislative direction)	259-04	2004	New	N/A	70%	Regional Training (Fire Service)
Increase the professionalism of the Private Security Industry and its employees.	Agency mission	Percentage of private security managers/instructors who rank overall industry professionalism at or above "4" on a scale of 1-5. (Added per 2003 legislative direction)	259-05	2004	New	N/A	80%	Private Security

Increase the professionalism of the Private Security Industry and its employees.	Agency mission	Percentage of private security managers/instructors who rank overall employee professionalism at or above "4" on a scale of 1-5. (Added per 2003 legislative direction)	259-06	2004	New	N/A	80%	Private Security
--	----------------	--	--------	------	-----	-----	-----	------------------

DPSST is charged by statute to work with the Board on Public Safety Standards and Training (BPSST) to establish minimum standards for employment, certification and training. Standards are established by the Board and carried out by the Department. The 24-member Board continually assesses the Department's performance and provides guidance.

No links were made to benchmarks or high-level outcomes. The only potential link would be to the crime rate, which would be misleading. The overall crime rate is impacted by a number of complex socioeconomic, budgetary and policy factors, and local crime rates may vary substantially based on factors such as local employment, local public safety budgets and other local practices. DPSST has no control over any of these factors, which are not related to the agency mission. As an example, a well-trained officer is more likely to identify unreported crime through effective patrolling, citizen contact and investigative interviews. Therefore, while the overall amount of crime may decrease due to effective patrolling, the number of crimes discovered may increase.

DPSST's training is based on analyses of the essential knowledge, skills and abilities needed for each profession. If the crime rate were to increase substantially, the training at DPSST would not necessarily change unless analysis showed a change in the type of crimes committed. Consequently the crime rate would have no impact on DPSST training.

Four new performance measures have been developed for 2004 in response to legislative instructions to the agency during its 2003 budget hearings.

DATA SOURCES – PUBLIC SAFETY STANDARDS AND TRAINING, DEPARTMENT OF

259-01 External survey of constituent agencies

PM #259-01 measures the average of officer performance as rated by the officer's agency in 20 key categories, which are reflective of a well-trained officer. These 20 categories differ for Police, Corrections, Parole and Probation, and Telecommunications. Each category has guidelines that list behaviors for scores of 1 thru 7. The number assigned is scaled based on benchmark behaviors. A mark of 4 in a given category is considered acceptable performance for that category. Each category is averaged and then an average of the categories is calculated.

259-02 External survey of constituents

PM #259-02 measures constituent satisfaction through surveys that are sent on a random basis through the year to constituents who make records requests. The survey will measure accuracy, timeliness and quality of customer service.

259-03 Survey of course attendees (new for 2004)

PM #259-03 measures the percentage of attendees at criminal justice regional training courses who ranked the training as useful and applicable now and in the future.

A survey will be distributed at the conclusion of the applicable regional training courses. The public safety professionals who attend these courses are best equipped to assess whether the course content is useful to them and applicable to the jobs that they perform.

It is from this data that we are able to document the degree to which students believe that the training they receive from DPSST Regional Training will be useful to them in the performance of their jobs.

259-04 Survey of course attendees (new for 2004)

PM #259-04 measures the percentage of attendees at fire service regional training courses who ranked the training as useful and applicable now and in the future.

A survey will be distributed at the conclusion of the applicable regional training courses. The public safety professionals who attend these courses are best equipped to assess whether the course content is useful to them and applicable to the jobs that they perform.

Collected data will indicate the degree to which students believe that the training they receive from DPSST Regional Fire Training will be useful to them in the performance of their jobs.

259-05 and 259-06 External survey of constituent agencies (new for 2004)

PM #259-05 and 259-06 measure constituent satisfaction with the professionalism of the industry and its employees through a survey distributed as part of the DPSST Private Security Orientation course attended annually or biennially by private security managers and instructors.

These PMs were selected because a major concern of the industry representatives who lobbied for this self-imposed regulatory program was lack of professionalism and poor public perception of the security industry. Industry leaders sought to increase professionalism of the industry and its employees through mandatory minimum training requirements and criminal background checks. Proper screening and training of officers are expected to reduce the risk of unprofessional business practices and improve public perception of the industry. The PMs will track progress towards this industry goal.