

# Department of Public Safety Standards and Training



## 2016 Customer Satisfaction Survey Results

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.

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## **Background: Customer Satisfaction Performance Measure**

All state agencies must conduct a customer satisfaction survey biennially (every even-numbered year) as part of their Key Performance Measures. The survey is required to have the following six topics in the following order:

- Timeliness
- Accuracy
- Helpfulness
- Expertise
- Availability of Information
- Overall Service

Further, the survey must have a rating scale of:

- 1 = Poor
- 2 = Fair
- 3 = Good
- 4 = Excellent
- 5 = Don't Know

The survey data is interpreted and reported by totaling the number of responses (in percentage format) that are either "good" or "excellent." Agencies provide a "target" percentage as a guideline to measure their performance. The results of the survey are included in each agency's Annual Performance Progress Report (APPR) and budget documents.

## DPSST Customer Satisfaction Survey

The DPSST Customer Satisfaction Survey was open from July 16 through August 22, 2016. The survey had a total of 660 responses.

### Breakdown of Respondents/Number of Constituents (OTHER not included)

Discipline	Total Number of Constituents <sup>1</sup>	Respondents in 2014	Respondents in 2016 <sup>2</sup>
Police	5,390	150	180
Corrections	4,126	18	38
Parole & Probation	609	16	25
Telecommunications/EMD	895/852	37	28
Fire	24,592	106	108
Private Security	19,776	106	151
Private Investigator	720	31	76
Polygraph	54	Not asked	0

DPSST divides the customer satisfaction survey into two categories; services provided by the Professional Standards Division and services provided by the Training Division. In addition to the required survey questions, DPSST also gathers additional information for internal customer service purposes.

#### The survey questions for Professional Standards are:

- How would you rate the timeliness of services you receive from DPSST Professional Standards?
- How do you rate the accuracy of services you receive from DPSST Professional Standards?
- How do you rate the helpfulness for DPSST Professional Standards staff?
- How do you rate the expertise (knowledge and skill) of DPSST Professional Standards staff?
- How would you rate the availability of information from DPSST Professional Standards staff?
- How would you rate the consistency of services you receive from DPSST Professional Standards staff?
- How would you rate the professionalism of DPSST Professional Standards staff?

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<sup>1</sup> As of June 30, 2016.

<sup>2</sup> 31 respondents did not indicate which organization or discipline best represented them.

- Over the past two years I would say the services from DPSST Professional Standards has:
  - Been Getting Better
  - Stayed About the Same
  - Been Declining
  - Don't Know (or Does Not Apply)
- Overall, how would you rate the services you receive from DPSST Professional Standards staff?

**The survey questions for Training Division are:**

- How would you rate the timeliness of services that you receive from DPSST Training staff?
- How would you rate the accuracy of services you receive from DPSST Training staff?
- How would you rate the helpfulness of DPSST Training staff?
- How would you rate the expertise of DPSST Training staff?
- How would you rate the availability of information from DPSST Training staff?
- How would you rate the consistency of DPSST Training staff?
- How do you rate the professionalism of DPSST Training staff?
- Over the past two years I would say the level of services from DPSST Training in the following areas, Academy (Basic) Training, Regional/Advanced Training, Instructor Development Training, Leadership (Supervision, Management, Executive) Training, and Specialized Training has:
  - Been Getting Better
  - Stayed About the Same
  - Declined
  - Don't Know (or Does Not Apply)
- Overall, how would you rate the services you receive from DPSST Training?

**Overall Question:**

- How would you rate the overall quality of service you receive from DPSST (all programs)?

After each question, there is a comment section for the respondent to add additional information. Further, the following additional data is collected from the respondent:

- The organization or discipline represented.
- The number of years' experience as a DPSST customer.
- The number of employees in the respondent's organization.
- The respondent's current position within his or her organization.

DPSST categorizes the data by the respondent's discipline or organization. The categories are:

- Corrections - DOC
- Corrections - Local (County or City Jail)
- Fire Services
- Probation & Parole
- Police (Municipal)
- Police (County)
- Police (State)
- Telecommunicator/Emergency Medical Dispatcher
- Polygraph Examiner
- Private Security
- Private Investigator
- Other

**NOTE:** The data/comments in this report have not been altered in any way.

## 2016 DPSST Key Performance Measure Data

DPSST's key performance measure relating to customer satisfaction is:

***“Percent of customers rating satisfaction with agency services “good” or “excellent” for timeliness, accuracy, helpfulness, expertise, and availability of information.***

Our target is 85% for all categories.

For 2016, the combined results for Professional Standards and Training were:<sup>3</sup>

- Timeliness: 74%
- Accuracy: 81%
- Helpfulness: 82%
- Expertise: 81%
- Availability of Information: 77%
- Overall Service: 85%

**86%** of respondents rated the overall quality of service received from DPSST (all programs) as either good or excellent.

### Comparison of Key Performance Measure Data between 2014 and 2016

DPSST's percentages fell consistently in all categories in 2016. These changes may be due to a larger data sample; 660 responses in 2016, compared to 522 in 2014. These numbers may also be reflective of the increased demand for DPSST services, and the subsequent backlog in the processing of applications for certification and licensure and delivery of mandated training.

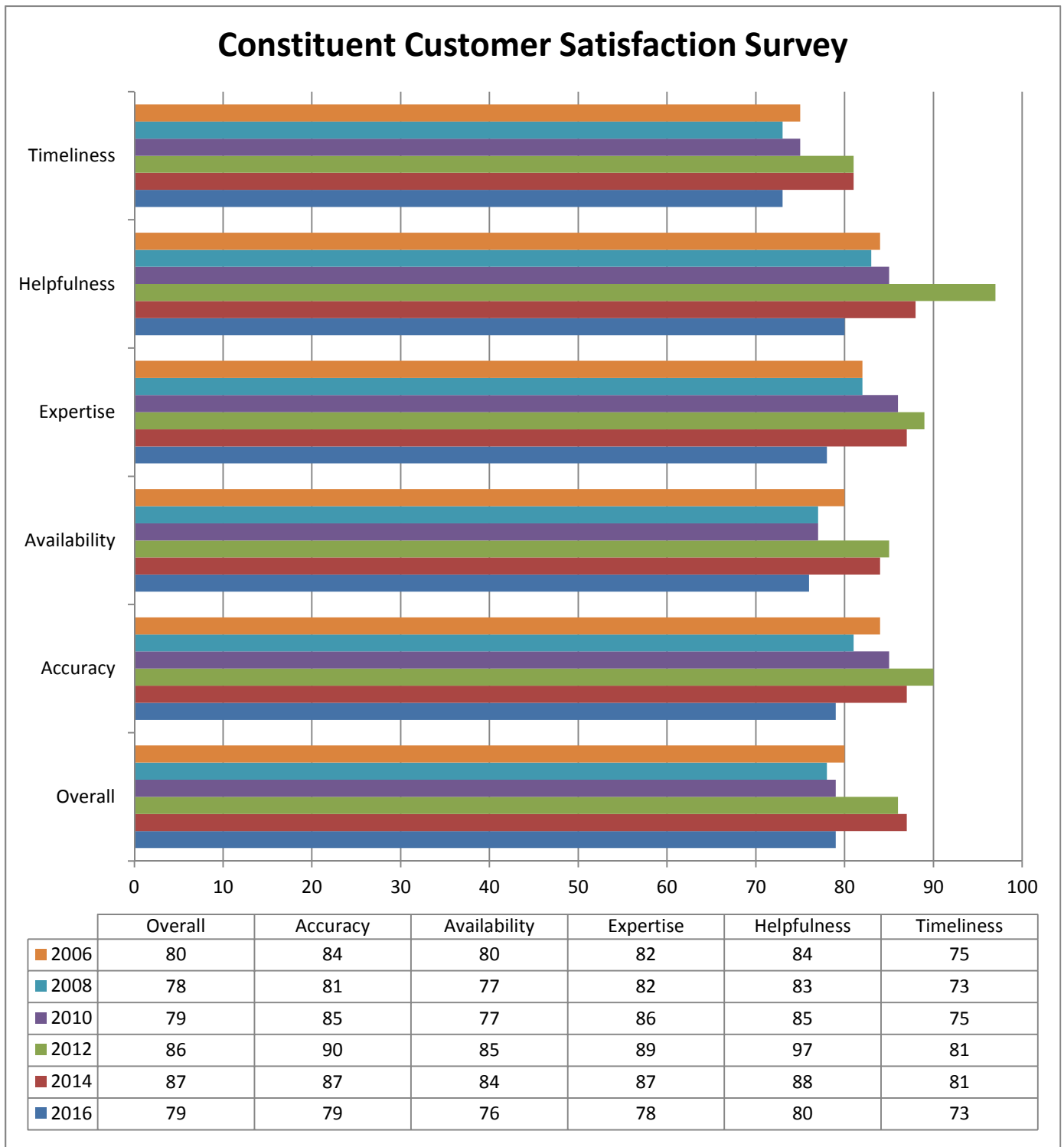
2014	%	2016	%	Plus/Minus %
Timeliness	81	Timeliness	74	-7
Accuracy	87	Accuracy	81	-6
Helpfulness	88	Helpfulness	82	-6
Expertise	87	Expertise	81	-6
Availability	84	Availability	77	-7
Overall	87	Overall	85	-2
Overall - DPSST	85	Overall - DPSST	86	+1

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<sup>3</sup> Percentages were adjusted to account for questions that were skipped or not answered.

## Historical Comparison of Key Performance Data: 2006-2016

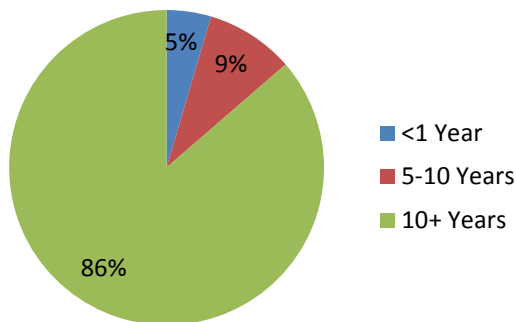
The following chart depicts DPSST's performance measure data from 2006 through 2016.



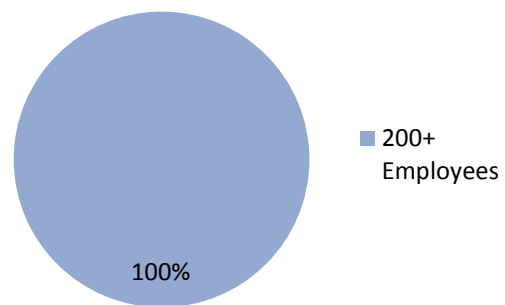


## Constituent: Oregon Department of Corrections; 22 responses (3.3%)

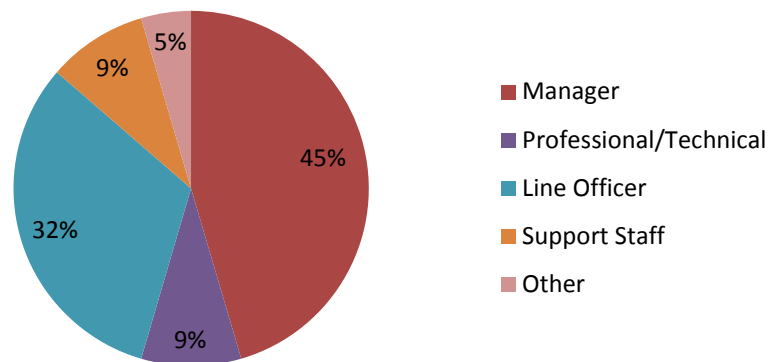
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



### USEFUL COMMENTS/OBSERVATIONS:

- ✓ Please work with DOC PDU to streamline iLearn. It would be VERY helpful if we could go through and make a list of classes that meet the requirements for each required category for intermediate/advanced certificates. Then make it possible to search each required category and the classes. That would make this process streamlined and easily followed. Would also be helpful if there was a curriculum developed that would help each person achieve the required credits using iLearn classes. Developing a continuing learning process and environment is VERY beneficial to the profession and is welcomed by the majority of employees.

## Dept. of Corrections: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	5	7	8	9	6	4	13
Good	6	7	7	4	8	11	4
Fair	6	2	2	2	3	2	0
Poor	1	1	1	1	1	0	0
Don't Know (or Doesn't Apply)	4	5	4	6	4	5	5
Blank	0	0	0	0	0	0	0

**Comments:**

**TIMELINESS:**

- emails were promptly responded to within the same day.
- Haven't received services lately, so can't speak to this.

**ACCURACY:**

- The questions asked in emails were not directly answered, nor were the answers related to the topic of the questions
- Haven't received services lately, so can't speak to this.

**HELPFULNESS:**

- Kept directing me to DOC PDU and DOC PDU directed me to DPSST Haven't received services lately, so can't speak to this.
- Haven't received services lately, so can't speak to this.

**EXPERTISE:**

- Understood the requirements, did not understand the classes for the requirements
- Haven't received services lately, so can't speak to this.

**AVAILABILITY:**

- Thorough information regarding intermediate and advanced certificates
- Haven't received services lately, so can't speak to this.

**CONSISTENCY**

- Haven't received services lately, so can't speak to this.

**PROFESSIONALISM:**

- Haven't received services lately, so can't speak to this.

<b>Overall, how would you rate the services you receive from DPSST Professional Standards staff?</b>	
Excellent	31.82%
<b>Good</b>	<b>40.91%</b>
Fair	9.09%
Poor	0%
Don't Know (or Doesn't Apply)	18.18%
Blank	(0)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>Haven't received services lately, so can't speak to this.</li> </ul>	
<b>Over the past two years I would say the services from DPSST Professional Standards has:</b>	
<b>Been Getting Better</b>	<b>42.86%</b>
Stayed About the Same	28.57%
Been Declining	0%
Don't Know (or Doesn't Apply)	28.57%
Blanks	(1)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>working on new classifications and requirements for intermediate/advanced certificates have been time consuming and very poorly implemented. The idea at its core is a fantastic idea and one that will make public safety professionals highly trained in the future, but implementation and process needs to be reconfigured to meet current capabilities.</li> <li>have only been in this position for one month.</li> </ul>	

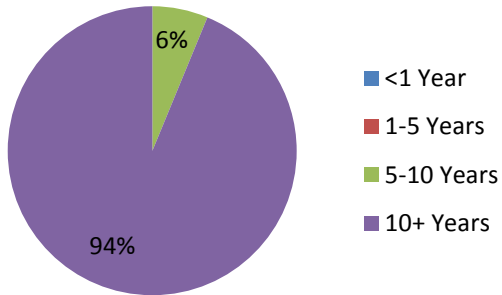
### Dept. of Corrections: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	3	4	5	6	3	3	<b>8</b>
Good	<b>7</b>	<b>5</b>	<b>8</b>	5	<b>8</b>	<b>9</b>	4
Fair	5	3	2	3	2	2	2
Poor	0	2	0	1	2	1	1
Don't Know (or Doesn't Apply)	7	8	7	<b>8</b>	7	7	7
Blank	0	0	0	0	0	0	0
<b>Comments:</b>							
PROFESSIONALISM:							
<ul style="list-style-type: none"> <li>I had a bad experience with one at the firing range for just asking a question, but that was many years ago.</li> </ul>							

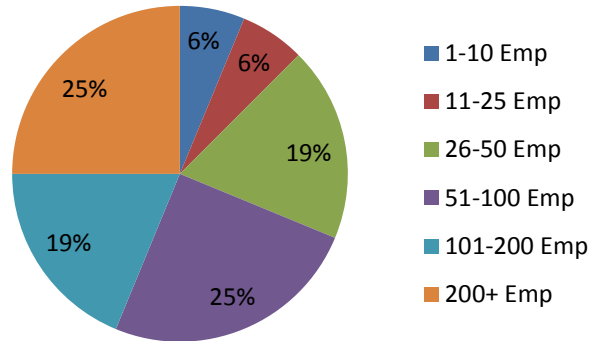
<b>Overall, how would you rate the services you receive from DPSST Training Standards staff?</b>	
Excellent	13.64%
<b>Good</b>	<b>40.91%</b>
Fair	18.18%
Poor	0%
Don't Know (or Doesn't Apply)	27.27%
Blank	(0)
<b>Over the past two years I would say the services from DPSST Training in the following areas has:</b>	
<b>ACADEMY (Basic)</b>	
Been Getting Better	9.09%
Stayed About the Same	18.18%
Been Declining	4.55%
<b>Don't Know (or Doesn't Apply)</b>	<b>68.18%</b>
Blanks	(0)
<b>Regional/Advanced Training</b>	
Been Getting Better	18.18%
Stayed About the Same	13.64%
Been Declining	22.73%
<b>Don't Know (or Doesn't Apply)</b>	<b>45.45%</b>
Blanks	(0)
<b>Instructor Development Training</b>	
Been Getting Better	13.64%
Stayed About the Same	36.36%
Been Declining	4.55%
<b>Don't Know (or Doesn't Apply)</b>	<b>45.45%</b>
Blanks	(0)
<b>Leadership (Supervision, Management, Executive) Training</b>	
Been Getting Better	13.64%
Stayed About the Same	18.18%
Been Declining	18.18%
<b>Don't Know (or Doesn't Apply)</b>	<b>50.00%</b>
Blanks	(0)
<b>Specialized Training</b>	
Been Getting Better	18.18%
Stayed About the Same	27.27%
Been Declining	9.09%
<b>Don't Know (or Doesn't Apply)</b>	<b>45.45%</b>
Blanks	(0)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>• More Regional Training in the East Please</li> </ul>	

## Constituent: Corrections – City/County; 16 responses (2.4%)

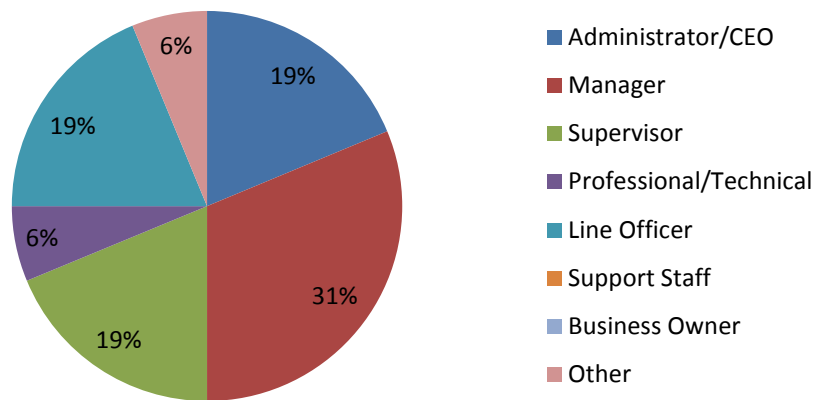
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



### USEFUL COMMENTS/OBSERVATIONS:

None.

## Corrections – City/County: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	5	6	11	7	5	7	11
Good	9	9	4	8	9	7	5
Fair	1	0	1	1	2	2	0
Poor	1	1	0	0	0	0	0
Don't Know (or Doesn't Apply)	0	0	0	0	0	0	0
Blank	0	0	0	0	0	0	0

**Comments:**

**TIMELINESS:**

- It took 3 months from the time I was eligible and submitted for my advanced certificate to actually get it. Because of that length of time you cost me about \$1200

**ACCURACY:**

- There are a few training that F6's were submitted for that never were added to my training record

**HELPFULNESS:**

- When I have called to check into missing training or how long my advanced certificate would take the normal answer is "we're really backed up right now but it will get entered in."

**Overall, how would you rate the services you receive from DPSST Professional Standards staff?**

Excellent	43.75%
<b>Good</b>	<b>50.00%</b>
Fair	0%
Poor	6.25%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

**COMMENTS:**

- Overall, I would have to give a poor rating due to timeliness, Consistency, and Expertise

**Over the past two years I would say the services from DPSST Professional Standards has:**

<b>Been Getting Better</b>	<b>43.75%</b>
Stayed About the Same	37.50%
Been Declining	12.50%
Don't Know (or Doesn't Apply)	6.25%
Blanks	(0)

**COMMENTS:**

- Appears to be due to change of staff

## Corrections – City/County: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	7	8	8	8	8	8	11
Good	9	8	8	8	8	7	4
Fair	0	0	0	0	0	1	1
Poor	0	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	0	0	0	0	0	0	0
Blank	0	0	0	0	0	0	0
<b>Comments:</b> NONE							

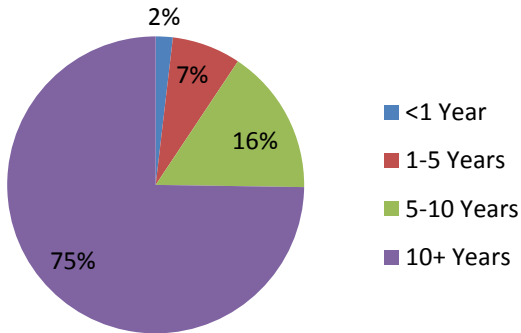
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	<b>50.00%</b>
Good	<b>50.00%</b>
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)
Over the past two years I would say the services from DPSST Training in the following areas has:	
ACADEMY (Basic)	
<b>Been Getting Better</b>	<b>62.50%</b>
Stayed About the Same	18.75%
Been Declining	0%
Don't Know (or Doesn't Apply)	18.75%
Blanks	(0)
Regional/Advanced Training	
Been Getting Better	37.50%
<b>Stayed About the Same</b>	<b>43.75%</b>
Been Declining	0%
Don't Know (or Doesn't Apply)	18.75%
Blanks	(0)
Instructor Development Training	

Been Getting Better	25.00%
<b>Stayed About the Same</b>	<b>56.25%</b>
Been Declining	0%
Don't Know (or Doesn't Apply)	18.75%
Blanks	(0)
<b>Leadership (Supervision, Management, Executive) Training</b>	
<b>Been Getting Better</b>	<b>56.25%</b>
Stayed About the Same	31.25%
Been Declining	6.25%
Don't Know (or Doesn't Apply)	6.25%
Blanks	(0)
<b>Specialized Training</b>	
Been Getting Better	31.25%
<b>Stayed About the Same</b>	<b>43.75%</b>
Been Declining	0%
Don't Know (or Doesn't Apply)	25.00%
Blanks	(0)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>No contact with DPSST last two years.</li> </ul>	

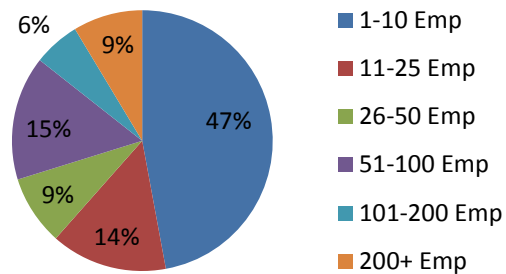


## Constituent: Fire Service; 108 responses (16.3%)

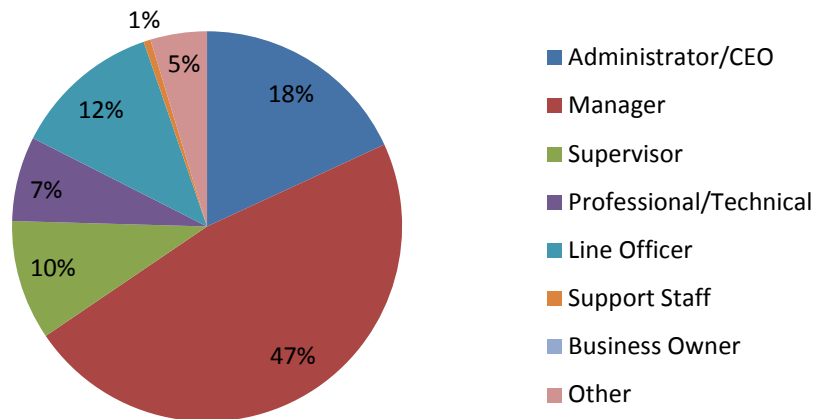
Years Experience of Respondents  
(1 Blank)



Size of Respondent's Organization  
(4 Blanks)



Respondent Current Position in Organization



### USEFUL COMMENTS/OBSERVATIONS:

- ✓ concerns I have with DPSST is a voluntary system for the fire side and the fingerprinting of personnel and the associated cost to an agency to certify individuals.
- ✓ Very appreciative of Director Gabliks support of regional training both with funding and staff for fire service personnel.
- ✓ DPSST and the OSFM office need to combine training, all training records and requirements for training standards. Having two different agencies spending tax dollars on separate programs and databases is a waste of tax dollars. DPSST staff need to assist in finding solutions to fire department training issues for fire personnel, not act like policy makers and enforcement officers.

- ✓ DPSST is not really helping us. They've had different field officers and each of them have come out here with promises to help but nothing more has materialized. I've given up on trying and trying to get them to come out here and help to no avail.
- ✓ Eriks is doing awesome. Fire cert and training is doing great. Nice to see a fire academy going.
- ✓ In all I would like to see DPSST Training Records start doing more electronically. I would like to keep all my records electronically and then I can E-Mail things to DPSST and they could do the same I want to start saving my Staff and Volunteers electronically also. It takes a lot of space and storage for us to use paper. Not sure what kind of system we would have to adjust but, that would be my encouragement.
- ✓ Consider conducting a firefighter I and II academy. Thanks for all you do. Your kind of an unsung hero in the field. :)
- ✓ Please do the fingerprinting when we do the PAF
- ✓ PLEASE reformat the task book initial/date boxes. Make them big enough that a normal person can fit a date into them. They are so small you can barely get initials alone to fit. This is and always has been ridiculous.
- ✓ Training Good Certification: Poor
- ✓ KEEP UP THE GOOD WORK
- ✓ I appreciate everything DPSST does for us. Sometimes I feel like I'm inundating the staff with questions but they are always responsive, prompt and professional.
- ✓ Look, I get it that DPSST is stretched thin and they have so few field officers. But they are stretched way too thin and they spend a lot of time with bigger departments and districts. It's all the tiny rural fire departments in their areas who need help the most. I have seen several DPSST officers come and go. The whole bit about firefighter certification process is clear as MUD and there is no real clear and easily explained path to getting certification. These people, despite my efforts to work with them and having told them how much we need help here, have said they would help but then they disappeared. They are very slow to respond, if they do at all. I'm sorry but they spend way too much time with the bigger departments who have resources to help themselves more. A couple of the DPSST officers I met were somewhat over-officious and investigative in attitude as opposed to being a resource to help us get better and do things the right way. I have not had a real good experience with DPSST. I've had to find help elsewhere. If people out here know their tax dollars weren't being used to help all of the little fire departments around here, they'd be ticked off.
- ✓ It would be really helpful if DPSST would incorporate department trainings more. Fire Departments are consistently looking for new training and innovating classes. If DPSST would partner with departments then these classes could be distributed easier and accredited by the state. When departments are trying to implement new programs it would also be nice if someone would assist the department to understand the complexities of program accreditation. For example, NFPA 1021 compliant officer development programs. Finally, it is really hard to get class lesson plans. These are impossible to find on the website and even harder to get into the stations to train meeting the DPSST requirements.

## Fire Service: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	27	45	<b>60</b>	<b>56</b>	35	39	<b>72</b>
Good	<b>54</b>	<b>48</b>	27	38	<b>47</b>	<b>41</b>	25
Fair	13	13	16	11	16	22	9
Poor	11	0	3	1	7	3	0
Don't Know (or Doesn't Apply)	3	2	2	2	2	2	1
Blank	0	0	0	0	1	1	1

**Comments:**

**TIMELINESS:**

- After receiving notification of receiving fingerprints and receipt of money, it is taking more than a month for some of our certification requests.
- Certification processing is very slow
- Fingerprint processing of fire personnel takes to long. Ineffective process and expensive considering the level and quality of services.
- much better than what it was a couple years ago.
- The fire certification staff provides timely response to phone calls and/or emails.
- They are understaffed in Fire Cert.,but get material out in a timley fashion
- The fingerprinting process is causing significant delays.
- It takes forever to get certifications back once submitted by the individual.
- To get a back ground check, fire certification or even to process a PAF, has been inconstantly poor and sometimes takes months.
- Processing time is too long.
- Sometimes things happen quickly, sometimes they take so long you forget you applied
- I reside and work in Idaho so the standards do not directly relate to me. I do, however, use the fire standards to inform my work with my fire district.
- The fingerprint/background check process has slowed services considerably, but the DPSST staff has been amazing.
- They take a long time to respond to emails and to follow up.

**ACCURACY:**

- Between fair and poor

**HELPFULNESS:**

- Always friendly and helpful.
- Kayla with Fire Service certification is great!! Very helpful, accurate and timely.
- Below fair but not poor.
- A+
- I have tried to contact Julie Olsen-Fink several times via email with no response. Conversely, Kayla Ballrot has been exceptionally helpful and very quick to reply.
- Left messages without receiving callback.

- sometimes it feels as we the departments know more about procedures and processes than DPSST does.
- I have had very limited contact with standards staff, mostly through my NFPA Instructor Level III class which I took at DPSST.
- Julie and her staff were great in implementing fingerprinting and the new rules related to fire service certs.
- They are way too spread out. Too few DPSST officers to help smaller, rural all-volunteer outfits like ours who need the most help. They spend most of their time with the bigger departments and I think that's wrong because those bigger departments have the resources to help themselves more.

#### EXPERTISE:

- Below fair but not poor.
- Their expertise is excellent when they reply.
- For the most part, the fire trainers have been very good, only one bad apple who does not work with your organization anymore.
- Some staff members our outstanding, others are fair
- See above. They really helped me understand the firefighter certification process in Oregon which helped me navigate the Idaho system,

#### AVAILABILITY:

- All of the information is on the website, but trying to find it is extremely difficult at times.
- Without fail, Fire Certification gets right back to you either via phone or email.
- Late in returning emails and calls

#### CONSISTENCY

- It would be excellent if they were more timely with the certifications.
- Would like to see more fire training in the southern Oregon area.
- Seems like their has been numerous changes in certification process for the fire side and can be difficult to keep up.
- Because I live in central Oregon I don't get to see them as much as I would like to.
- Again the inconsistency of the time it has taken in the past. In addition, the standards and requirements from DPSST have become too high that it makes it very difficult for a volunteer firefighter. It has also become a financial burden on smaller fire departments who already background check their new members, then have to do it again....., not very happy.
- It has really changed for the better with the new Fire Training Supervisor.
- Biggest issue. Things constantly in a flux of change. May not be the fault of DPSST.

#### PROFESSIONALISM:

- Fire certification seems to jump to enforcement/discipline rather than work cooperatively with fire agencies to ensure compliance.

<b>Overall, how would you rate the services you receive from DPSST Professional Standards staff?</b>	
Excellent	40.19%
<b>Good</b>	<b>43.93%</b>
Fair	13.08%
Poor	1.87%
Don't Know (or Doesn't Apply)	1%
Blank	(1)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>Overall, I would have to give a poor rating due to timeliness, Consistency, and Expertise</li> </ul>	
<b>Over the past two years I would say the services from DPSST Professional Standards has:</b>	
Been Getting Better	29.91%
<b>Stayed About the Same</b>	<b>55.14%</b>
Been Declining	10.28%
Don't Know (or Doesn't Apply)	4.67%
Blanks	(1)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>This is due to the decrease in timeliness.</li> <li>It has evolved into a big bureaucracy that does not serve the volunteer as well it should but more towards the career fire fighter.</li> <li>Can't get much better</li> </ul>	

### Fire Service: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	26	42	<b>53</b>	<b>53</b>	33	31	<b>68</b>
Good	<b>54</b>	<b>49</b>	37	39	<b>50</b>	<b>55</b>	25
Fair	17	15	13	12	20	12	11
Poor	9	0	2	0	2	4	2
Don't Know (or Doesn't Apply)	2	2	3	3	3	5	2
Blank	0	0	0	1	0	1	0

<b>Comments:</b>							
TIMELINESS:							
<ul style="list-style-type: none"> <li>It takes a while sometimes for the regional trainer to return calls or get an answer back to me. If I want to schedule a class I am consistently having to wait 6 months or more.</li> <li>takes too long to process a PAF, and background checks.</li> <li>Our Liaison is John West. He typically returns calls in a timely manner and is easy to work with</li> <li>I rely on the listserve to stay on top of what is new in the fire service and have taken several courses through DPSST.</li> </ul>							

- They promise to help with training but then they disappear.

**HELPFULNESS:**

- I get the impression they want to help, but they are so busy that they can't help as much as they would like to.
- John West is always helpful and communicates well
- They're reasonably communicative but that's about it.

**AVAILABILITY:**

- The information may be there, but it is difficult to get at times.
- See above comment.

**CONSISTENCY:**

- They are very consistent, but that is not necessarily an excellent thing. They consistently take a while to get back to me, and consistently are booked up for the next couple months.
- our region has had multipul perssonell changes

<b>Overall, how would you rate the services you receive from DPSST Training Standards staff?</b>	
Excellent	28.04%
<b>Good</b>	<b>50.47%</b>
Fair	15.89%
Poor	3.74%
Don't Know (or Doesn't Apply)	1.87%
Blank	(1)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>• I seldom try to call my regional trainer because they are so busy.</li> <li>• My agency is not a big user of the regional trainer however there are times at meetings where the trainer makes comments about DPSST in a negative way and at times airs dirty laundry. If/when I do need something from him sometimes it is difficult to get a hold of him because it appears he has a lot of time off due to his work schedule. For the most part his is responsive when he is available and brings props when/if needed.</li> <li>• DPSST Books need reformatting, as an example the boxes where you initial and date are so small you can't fit a date into them for the normal person.</li> <li>• Would be good if we did not need to travel over 300 miles for training, I looks like most training is offered to portland and salem firefighter, so they would not need to travel very far, and training during the week works for payed staff, it is very very difficult to get most of the training the DPSST offers if you need to leave work during the week and travel some 250 plus miles for the training. The cost or loss of wages is a hardship and the time to travel also add's to the cost. Very easy is you are payed as a firefighter when you are in class and only need to travel 50 to 80 miles each day. Just saying, More training that is within 100 miles and on weekends would help.</li> <li>• More fire training courses are needed. Maybe host a second training weekend every year.</li> <li>• Our main contact with DPSST is John West. He answers emails and phone calls. The liaisons dont know all that much about certification. It may be helpful to the departments if the Liaisons had a better working knowledge of certification.</li> <li>• Considering I'm an out-of-state foirefighter the DPSST has bent over backward to be of assistance to me.</li> </ul>	

**Over the past two years I would say the services from DPSST Training in the following areas has:**

<b>ACADEMY (Basic)</b>	
Been Getting Better	10.38%
Stayed About the Same	30.19%
Been Declining	1.89%
<b>Don't Know (or Doesn't Apply)</b>	<b>57.55%</b>
Blanks	(2)

<b>Regional/Advanced Training</b>	
Been Getting Better	27.10%
<b>Stayed About the Same</b>	<b>52.34%</b>
Been Declining	6.54%
Don't Know (or Doesn't Apply)	14.02%
Blanks	(1)

<b>Instructor Development Training</b>	
Been Getting Better	9.43%
<b>Stayed About the Same</b>	<b>52.83%</b>
Been Declining	15.09%
Don't Know (or Doesn't Apply)	22.64%
Blanks	(2)

<b>Leadership (Supervision, Management, Executive) Training</b>	
Been Getting Better	13.21%
<b>Stayed About the Same</b>	<b>48.11%</b>
Been Declining	11.32%
Don't Know (or Doesn't Apply)	27.36%
Blanks	(2)

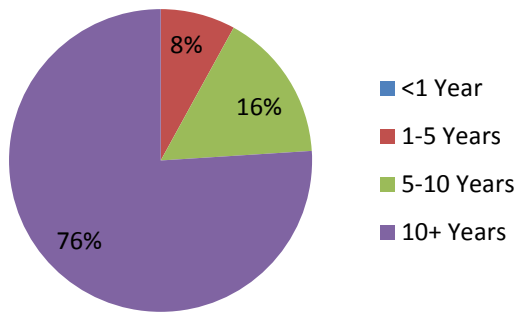
<b>Specialized Training</b>	
Been Getting Better	17.92%
<b>Stayed About the Same</b>	<b>50.94%</b>
Been Declining	9.43%
Don't Know (or Doesn't Apply)	21.70%
Blanks	(2)

**COMMENTS:**

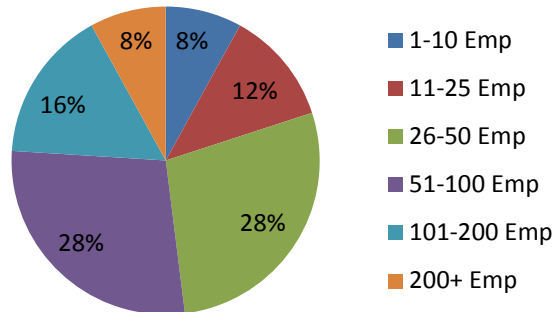
- Stayed the same because it's always been great.
- As much as I have been in touch with DPSST and telling them how much we desperately need help with training, they say they will help but then they disappear. We've gotten NOTHING out of them.
- I have attended two of the fire academies and the Instructor III course. All were excellent!
- It is obvious to my staff that the regional training program is understaffed as it is sometimes lengthy and difficult to get them out for classes. It is my opinion that if The State of Oregon wants to meet the objectives it has set forth, you need to add additional training staff.
- As much as I have been in touch with DPSST and telling them how much we desperately need help with training, they say they will help but then they disappear.

## Constituent: Parole & Probation; 25 responses (3.8%)

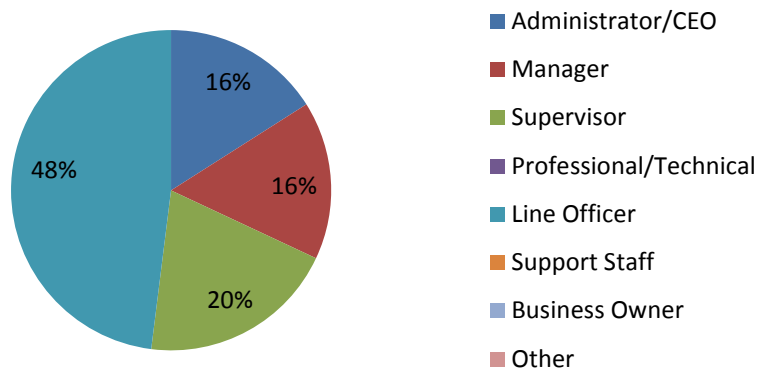
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



### USEFUL COMMENTS/OBSERVATIONS:

- ✓ I think DPSST has a great opportunity to work on the crisis between our communities and law enforcement by focusing some attention on the us vs them mentality.
- ✓ I would like to see more training available and communicated for the executive-level certification. I'm finding it difficult to find qualified training for executive-level certification.



## Parole & Probation: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	5	12	14	13	9	10	16
Good	11	9	6	7	10	9	6
Fair	6	1	2	1	1	2	0
Poor	0	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	3	3	3	4	5	4	3
Blank	0	0	0	0	0	0	0

**Comments:**

**TIMELINESS:**

- I feel like the time it takes to receive certifications could be improved a bit and the process streamlined
- have not had occasion to require their services
- haven't needed to have services in recent past

**ACCURACY:**

- haven't needed to have services in recent past

**HELPFULNESS:**

- All of my interactions with DPSST staff have been professional and helpful.
- haven't needed to have services in recent past

**EXPERTISE:**

- All questions that I have asked have been clearly answered and the information I needed was available quickly in most cases.
- haven't needed to have services in recent past

**AVAILABILITY:**

- All my questions have been answered and if the person who I was dealing with did not know the answers I was directed to someone who could help me.
- haven't needed to have services in recent past
- Can't always find what I need on the website. Or it takes to long to find it.

**CONSISTENCY**

- The consistency of services has always been good, again I feel some things could be better and streamlined a bit but overall it is pretty good.
- haven't needed to have services in recent past

**PROFESSIONALISM:**

- Always professional, DPSST staff it top notch.
- haven't needed to have services in recent past

<b>Overall, how would you rate the services you receive from DPSST Professional Standards staff?</b>	
<b>Excellent</b>	<b>48.00%</b>
<b>Good</b>	<b>48.00%</b>
Fair	0%
Poor	4.00%
Don't Know (or Doesn't Apply)	0%
Blank	(0)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>Overall, I would have to give a poor rating due to timeliness, Consistency, and Expertise</li> </ul>	
<b>Over the past two years I would say the services from DPSST Professional Standards has:</b>	
Been Getting Better	36.00%
<b>Stayed About the Same</b>	<b>48.00%</b>
Been Declining	4.00%
Don't Know (or Doesn't Apply)	12.00%
Blanks	(0)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>It seems that things are improving and have been for quite some time.</li> <li>We need more classes with the massive hiring of P/P staff</li> </ul>	

### Parole & Probation: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	11	12	14	13	9	10	68
Good	7	8	7	8	10	12	25
Fair	8	3	3	3	3	1	11
Poor	0	1	0	0	0	0	2
Don't Know (or Doesn't Apply)	2	1	1	1	3	2	2
Blank	0	0	0	0	0	0	0

**Comments:**

**TIMELINESS:**

- Other than some things like receiving certifications taking a long time and training taking a long time to show up on the training records things are pretty good.
- haven't needed services in recent past

**ACCURACY:**

- A few times I have had training that has been submitted never show up on my record. Other than that thing have been pretty good.

**HELPFULNESS:**

- I know we had misinformation from DPSST regarding who from our office was registered.

**EXPERTISE:**

- I know we had misinformation from DPSST regarding who from our office was registered.

**AVAILABILITY:**

- haven't needed to get info in the recent past

**CONSISTENCY:**

- haven't been there for training recently

**PROFESSIONALISM:**

- issue with the registration of our staff

<b>Overall, how would you rate the services you receive from DPSST Training Standards staff?</b>	
--	--

Excellent	40.00%
<b>Good</b>	<b>48.00%</b>
Fair	4.00%
Poor	0%
Don't Know (or Doesn't Apply)	8.00%
Blank	(0)

<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>• Would like to see the class sized increase, or the addition of a 3rd Basis P&amp;P class to accommodate all the hiring a late.</li> <li>• More communication from DPSST regarding the requests for additional classes would be appreciated. In my recent experience, communication only occurs in response to inquiries initiated by constituents.</li> </ul>	

<b>Over the past two years I would say the services from DPSST Training in the following areas has:</b>
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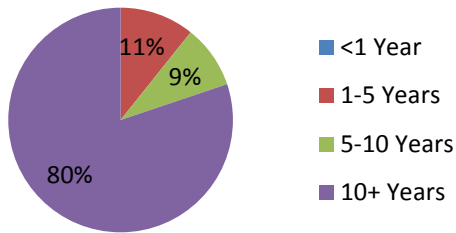
<b>ACADEMY (Basic)</b>	
<b>Been Getting Better</b>	<b>40.00%</b>
Stayed About the Same	24.00%
Been Declining	4.00%
Don't Know (or Doesn't Apply)	32.00%
Blanks	(0)

<b>Regional/Advanced Training</b>	
Been Getting Better	25.00%
<b>Stayed About the Same</b>	<b>37.50%</b>
Been Declining	4.17%
Don't Know (or Doesn't Apply)	33.33%
Blanks	(1)

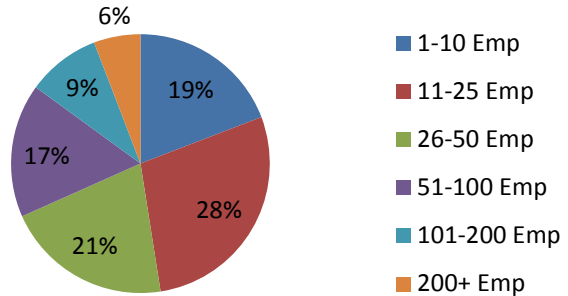
<b>Instructor Development Training</b>	
Been Getting Better	25.00%
Stayed About the Same	33.33%
Been Declining	4.17%
<b>Don't Know (or Doesn't Apply)</b>	<b>37.50%</b>
Blanks	(1)
<b>Leadership (Supervision, Management, Executive) Training</b>	
Been Getting Better	20.83%
Stayed About the Same	20.83%
Been Declining	4.17%
<b>Don't Know (or Doesn't Apply)</b>	<b>54.17%</b>
Blanks	(1)
<b>Specialized Training</b>	
Been Getting Better	4.00%
Stayed About the Same	44.00%
Been Declining	4.00%
<b>Don't Know (or Doesn't Apply)</b>	<b>48.00%</b>
Blanks	(0)

## Constituent: Police - Municipal; 121 responses (18.3%)

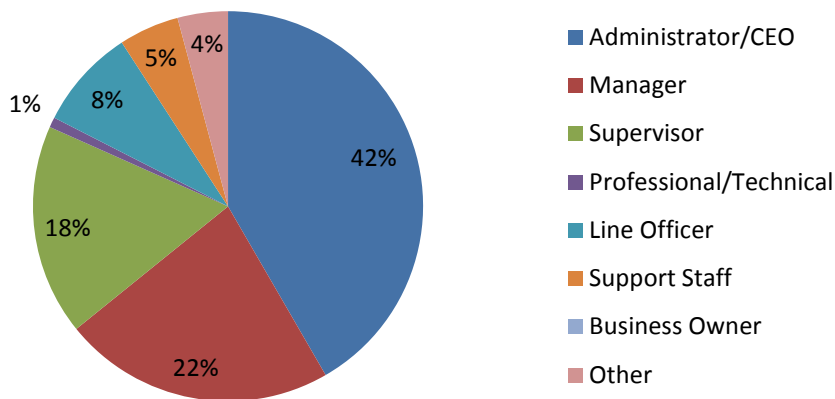
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



### USEFUL COMMENTS/OBSERVATIONS:

- ✓ One of my duties is to send in the F-6's to be added to the Officer's training record. My experience in the past has been that due to the reduced staffing @ DPSST, the entries are often delayed. It would be beneficial to agencies if the posting of the F-6's could be more current. I have been with a law enforcement agency nearly 20 years. The maintenance & certifications for our agency are assigned to me. I sometimes have dilemmas or unusual situations where I need some help from your agency. The staff @ DPSST are always very professional and reliable. They are pleasant to deal with and it makes my job easier. They are good listeners and they take the time to explain or expand the issue I am dealing with.
- ✓ My primary concern at this time are the timelines for promotion and certification recently implemented. Although I agree in raising our standards with recognition for time on and education and degrees, I feel the new standards really handicap the smaller agencies. Example, a smaller agency may have few total officers to choose from when considering

promotions to supervisor. The more senior officers may not have set themselves apart as leadership material. Yet a newer officer (perhaps with military experience) may, although younger in the profession and perhaps without a college degree, may be the logical (maybe the only) choice to lead. The new guidelines stand in the way of that choice concerning certification.

- ✓ DPSST has been very responsive to training needs or requests, whether its sending officers to them or working on sponsoring regional training. The staff has always strived to make the training a reality, working through various issues of staffing and logistics.
- ✓ Would like to see more academy classes, as well as specialty courses for officers. It is a drain on our resources that we have to send officers out of state for specialty courses.
- ✓ I would like to see the idea of better and more regional training. Possibly a hub in Bend where we had things like detective academy, supervisor academy, or possibly a 2 week refresher academy. We are not OSP, but I would like to see a one week refresher academy for every officer at least every two years.
- ✓ I have only positive comments about my interactions with DPSST staff over the years. They have all been great to deal with.
- ✓ DPSST has continued to improve every year and has been responsive to needs. They always listen to suggestions and do their best to change things for the better.
- ✓ I deal with the training records and certifications. It seems incredibly disorganized and slow turn around, particularly relating to the certification program. You seem to be cycling employees through the certification coordinator position. I have a hard time getting any response to my emailed questions and at this point, I'm not sure who to call anymore.
- ✓ I have worked with DPSST for over 20 years in law enforcement. In the last 5 years I have seen a level of customer service and professionalism that I have never seen from a state facilitated police training academy. I am proud to be a member of Law Enforcement that has a training facility of this standard. Please recognize the team and our Director Eriks Gabliks who continuously raise the bar for law enforcement training.
- ✓ I am pleased with the training and education that we get from DPSST, however it seems that they are getting more and more behind in updating officer's training attendances and F-4/F-5 forms.
- ✓ Would be valuable to have ratings for the administration/management of DPSST as part of the survey.
- ✓ Great deal of change at DPSST since I started in law enforcement. The establishment and the training seem much more professional and prepared. I (we) appreciate the good order, discipline and bearing instilled in our personnel while at DPSST. Regional training has improved over the years also.
- ✓ While it takes forever to get people into the academy, the product the academy is putting out is great. I think you are adjusting to the different changes in policing accordingly.
- ✓ The only complaint I have is the food at the academy. It is horrible.
- ✓ Please see previous regarding new Int/Adv certifications about bringing back the suggested category guide that appeared on the right side of course list. This was suddenly taken away without notice or thought as to perhaps change how that information is conveyed. I understand you want the agency to take responsibility for declaring eligibility for certification however that guide assisted as resource for the officer when reviewing their own training records. It has always been clear that each agency has the final word in the end and that was merely a suggestion. The process could use some help!

## Police - Municipal: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	42	61	76	66	54	55	81
Good	54	46	31	43	51	47	29
Fair	14	7	6	3	9	12	2
Poor	5	1	2	1	3	0	0
Don't Know (or Doesn't Apply)	5	5	4	6	3	6	4
Blank	1	1	2	2	1	1	5

**Comments:**

**TIMELINESS:**

- The staff is always professional and helpful in the area of certifications for criminal justice. One area that needs improvement is the entry & journaling of F-6's when they are sent in by the LE agency. From what I understand, there is simply not enough staff to be current with training records.
- I am in a new in this position and have not used the service myself
- Training records are not updated in a timely manner
- It seems DPSST is very under staffed when it comes to reviewing and entering training hours and certifications. I would rate poor, but they are always very nice when I call and get someone on the phone to ask where we are at. However, the answer is always the same. "We have everything, but are months behind on getting it entered." Most officers get a pay raise with each certification and every month they wait for their certification letter from DPSST cost them money they have earned
- Certification and new hire process has been slow to respond.
- It's hard to get a certificate very quickly, and you seem to be backlogged with training entry
- the Snapshot program is always behind.
- F6 entry is slow. This seems to especially be a problem close to the certification maintenance cycle closing.
- At times, the length of time it takes to get a recruit into the academy is problematic. Though I understand that getting somebody in NOW is probably not a realistic explanation.
- Routine service has been good to great. However, the backlog for enforcement of professional standards is unacceptable and has been for years. Given the reality there is nothing they can do but take care of what comes through the door. There is no proactive look at ethical violations.
- No complaints to date.
- It take a long time for paperwork to be processed, however people are always very helpful on the phone if you can get a hold of them
- Has gone down a little bit when dealing with training records.

**ACCURACY:**

- " "
- Most things are processed accurately. There are a few mistakes
- Could be a little more up to date with up to date instructors and recent case studies and incidents.

**HELPFULNESS:**

- I have always had a good relationship with DPSST staff. They are very professional and helpful.
- " "
- Everything is good except we have had several occasions where we don't get email replies back from the housing (possibly a Rebecca) Our emails go through and she states she doesn't get them. At some point it was blamed on us having signatures in our email causing them to go to your junk email or not allowed into your email system. I believe everyone has signatures now a days so the only complaint I hear from guys is making contact with Rebecca. Phone and email
- Again, very nice and helpful when you get someone on the phone. However, they will tell you they are months behind.
- They are helpful when they respond, but I often get no response at all to my emails.
- Always have been very courteous and helpful.
- Talked to many. They have always been courteous and helpful.
- They will always try to find someone to answer any questions that I have.
- Sometimes slow to respond, but always helpful and knowledgeable
- Whenever I speak to them they are always professional.

**EXPERTISE:**

- " "
- There seems to be a bit of a learning curve with newer staff, Debbie Anderson, Mona and now a Kristina thrown in the mix, losing Jennifer Howald and Debbie Graves has been tough!
- Usually, but I believe there was a change in the F-6 department and they are still learning.

**AVAILABILITY:**

- " "
- The website could use better information and an easier way to find it
- In the past information on training records was somewhat slow but I have been seeing a big improvement.
- There new certification chart has been a huge pain, especially since you removed the guide the helped with the 4 different categories. That was helpful to the officer and now I find they are even more lost without that guidance. More work for me!

**CONSISTENCY**

- " "
- Have only had one instance in which to evaluate by this year.

**PROFESSIONALISM:**

- " "

<b>Overall, how would you rate the services you receive from DPSST Professional Standards staff?</b>	
<b>Excellent</b>	<b>49.17%</b>
Good	40.00%
Fair	5.83%
Poor	0.83%
Don't Know (or Doesn't Apply)	4.17%
Blank	(1)

**COMMENTS:**

- Need more classes
- " "
- Training is consistent with current topics and ideologies. They seem to be keeping with the times on training philosophies and styles which is nice.



<b>Over the past two years I would say the services from DPSST Professional Standards has:</b>	
Been Getting Better	30.00%
<b>Stayed About the Same</b>	<b>57.50%</b>
Been Declining	5.83%
Don't Know (or Doesn't Apply)	6.67%
Blanks	(1)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>I have always been impressed with the staff at DPSST, they do everything they possibly can to help me, and they are never condescending</li> <li>Some concern regarding DPSST's decision to eliminate training such as First Aid/CPR. This training is an on-going training requirement for officers to maintain their certification, however it is no longer taught during the academy. Agencies are now independently forced to schedule this training in order to meet the certification requirement. It seems this training is most appropriately taught at the academy.</li> <li>" "</li> <li>Staffing changes have slowed the process</li> <li>Very consistent, in a good way.</li> <li>It would be nice if involved agencies would receive an official notification on decertification dispositions</li> <li>I have always received excellent service and professional response from staff I have worked with.</li> <li>I have always had great service and responsiveness to issues</li> <li>The backlog for processing training hasn't seem to improve and the processing of certification as well as F-4's have gotten worse</li> <li>A little, but that may be to new personnel.</li> </ul>	

### Police - Municipal: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	46	56	76	56	58	42	79
Good	59	51	36	53	49	62	34
Fair	10	9	6	5	7	10	5
Poor	2	1	0	1	2	1	0
Don't Know (or Doesn't Apply)	4	4	3	6	4	6	3
Blank	0	0	0	0	1	0	0

**Comments:**

**TIMELINESS:**

- On a couple of instances, there has been delays and confusion about the admission of candidates into scheduled academy training. This confusion has caused some anxiety in regard to our scheduling and hiring dates, especially when other law enforcement agencies are competing for available academy openings. The accuracy and the timeliness
- Staff is quick to respond to initial emails concerning training and then will ensure to follow up in planning & coordinating training. Helps w/scheduling
- Data entry for F-6 forms could improve.
- data entry from F-6s lags behind

- We only get confirmation that paperwork was received. We have call or email to figure out if the applicant got registered for the class we requested. There have been times when there were issues with paperwork, but we only discovered this weeks later when we reached out for confirmation.
- This is related solely to availability of academy classes. Waiting 3-4 months is a huge problem.
- This could be excellent but for the backlog of training this year where as a small agency we are forced to wait months to get people into training. We do not want to put new police officers on the road prior to academy training. Yet, we cannot afford to throw away 6 months of labor either. It puts us in a position of increasing liability to the City because of the lack of available timely training.
- I think they are doing the best they can however I think the process is extremely inefficient. Either that or more staffing required.

**ACCURACY:**

- See comments in question #1
- If this includes regional training Herbes has always been good to work with
- Regional is excellent. Academy has been inconsistent in some areas depending on who is instructing.

**HELPFULNESS:**

- See comments in question #1
- They are helpful when you can reach them directly to communicate.
- Like the Prof. Standards group, they are always helpful and courteous.

**EXPERTISE:**

- Too many new staff and supervisors who lack working knowledge
- All I have contacted seem very knowledgeable. Good cross section of experience and training amongst instructors.

**AVAILABILITY:**

- The training available listing is in a poor format that needs to be better automated.
- Inconsistent, see below. Also, too much stress put on info coming from trainees at academy, not enough coming from instructors. There are times at the end of a BP class when I have no idea what the trainee's grades were.

**CONSISTENCY:**

- Turnover is an issue the past few years
- When it comes to basic police class coordinators, there is a lot of inconsistency - some coordinators keep in contact with the agency and provide updates, some don't.
- New staff has been an issue so learning curves have been taking place quite often. It will be nice to get some longevity in some positions

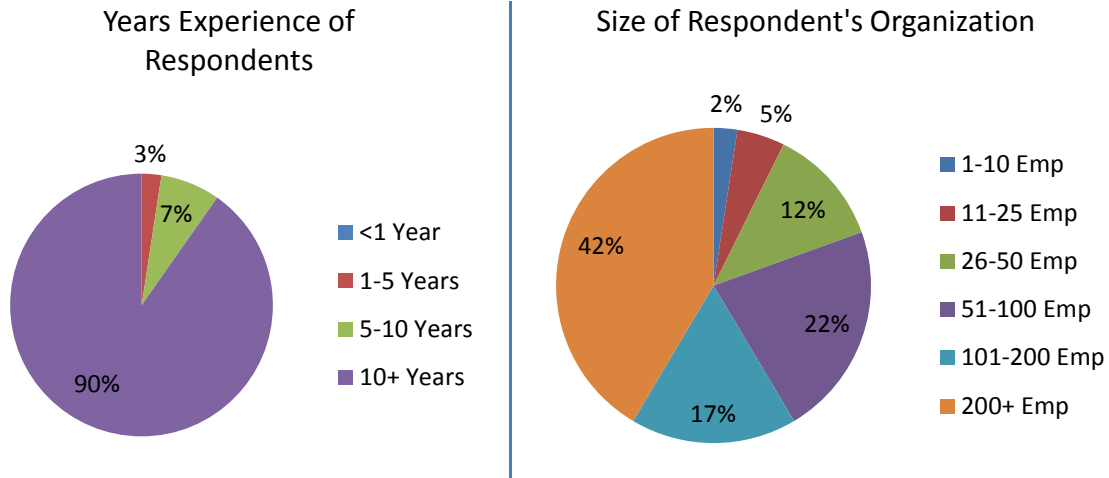
**PROFESSIONALISM:**

- I don't interact with the Training Staff

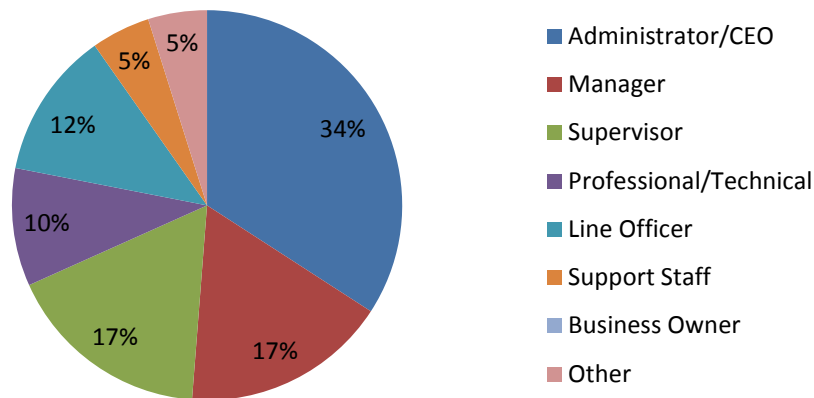
<b>Overall, how would you rate the services you receive from DPSST Training Standards staff?</b>	
Excellent	40.00%
<b>Good</b>	<b>49.17%</b>
Fair	7.50%
Poor	0%
Don't Know (or Doesn't Apply)	3.33%
Blank	(1)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>• Thanks</li> <li>• Just a comment on overnight lodgings for supervisory staff. Please let us get our own room. Sharing such a small room and bathroom with another unknown male, often in their later years, is not a pleasant experience. No asking for a lot, but leadership and or tenured police personnel should be given a bit more privacy. It would make the learning experience much better. It should be about the learning experience, not running on 2 hours sleep because a roommate has a snoring problem. I get it with basic personnel, but this is different.</li> <li>• As I said before in a previous response, the new certification process has become that much more work when you removed the 'training category' guide. You should have left it there with more emphasis on it being a guide and reminding ppl it is up to each agency at the end of the day to make the determination for category.</li> </ul>	
<b>Over the past two years I would say the services from DPSST Training in the following areas has:</b>	
<b>ACADEMY (Basic)</b>	
<b>Been Getting Better</b>	<b>41.18%</b>
Stayed About the Same	38.66%
Been Declining	8.40%
Don't Know (or Doesn't Apply)	11.76%
Blanks	(2)
<b>Regional/Advanced Training</b>	
Been Getting Better	36.97%
<b>Stayed About the Same</b>	<b>47.90%</b>
Been Declining	5.88%
Don't Know (or Doesn't Apply)	9.24%
Blanks	(2)
<b>Instructor Development Training</b>	
Been Getting Better	18.80%
<b>Stayed About the Same</b>	<b>44.44%</b>
Been Declining	7.69%
Don't Know (or Doesn't Apply)	29.06%
Blanks	(4)

<b>Leadership (Supervision, Management, Executive) Training</b>	
Been Getting Better	30.00%
<b>Stayed About the Same</b>	<b>49.17%</b>
Been Declining	7.50%
Don't Know (or Doesn't Apply)	13.33%
Blanks	(1)
<b>Specialized Training</b>	
Been Getting Better	15.25%
<b>Stayed About the Same</b>	<b>55.08%</b>
Been Declining	4.24%
Don't Know (or Doesn't Apply)	25.42%
Blanks	(3)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>• Unless we missed one, it has been difficult to find a basic IDC in the mid-valley area.</li> <li>• Should look at online training or send out DVD training.</li> <li>• Seems to be a noticeable lack of instructor development courses.</li> <li>• On a recent supervision class at DPSST, I felt most, not all, of the instructors were not familiar with the course material and were kind of winging it.</li> <li>• Needs to improve!!</li> </ul>	

## Constituent: Police - County; 41 responses (6.2%)



### Respondent Current Position in Organization



### USEFUL COMMENTS/OBSERVATIONS:

- ✓ I'm on the fence between "good" and "excellent" for a few reasons, though none of which may be fair to DPSST or captured in this survey. For me, I am looking for DPSST to lead the state in certification and training, especially into the future. However, I haven't seen any highly cutting-edge new means to deliver the training. It is either sit-and-get, or seminar. I am hoping there are plans for Oregon-centric online training resources available. Training departments around the state spend tons of time developing their own, or modifying other states' training videos and curriculum to meet what Oregon has...and this is a void I hope DPSST can and soon will fill. That would push me over the edge to "excellent".

- ✓ As the training officer for our agency we have noted it takes quite a bit of time to get our F6 information entered into each employees DPSST file. We believe this is due to the large numbers of F6 forms submitted by numerous agencies around the state. (As a side note, DPSST staff has been very helpful getting us updated information when requested!) It would be nice if each agency's training officer/manager could input F6 information from their home agency into the training data base. With that being said there needs to be a way DPSST can verify this information as accurate so you don't have agencies submitting inaccurate information into the system.
- ✓ DPSST has a big task in trying to coordinate all the Police Training and other services to the entire state. My answers are not meant by any means to be critical. They are intended to offer insight in areas we see that could be improved. Overall I think DPSST does a good job.

### Police - County: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	14	16	18	15	13	14	25
Good	19	20	18	19	21	22	12
Fair	5	2	1	2	3	2	2
Poor	1	0	0	0	1	0	0
Don't Know (or Doesn't Apply)	2	3	4	5	3	3	2
Blank	0	0	0	0	0	0	0

**Comments:**

**TIMELINESS:**

- The largest area I see for improvement is the submission of training records related to F6s (please make it an online submission), and the transparency of records in SnapShot. The tracking of hours and ability to have a clear understanding of maintenance hours, and what counts where or not, doesn't match the requirements DPSST has. For large agencies, this means we have a lot of guess work, and calculations that is unnecessary in today's computing world...where systems can do this type of thing on the fly.
- Due to a standard 6-8 week turn around on updating certification applications.

**ACCURACY:**

- What I appreciate about working with the staff at DPSST is their willingness to ask someone for a second opinion if they don't know the answer, and that they get back to me right away. That leads to accurate answers, the first time.
- Information is most generally correct.

**HELPFULNESS:**

- Have not asked them for help
- Rated as fair due to response is good if made by phone contact. Other means of contact like email or phone message is poor on response from DPSST.

**EXPERTISE:**

- Staff can usually have good knowledge of subject matter, or can put us in contact with someone who does.

**AVAILABILITY:**

- Have not requested information
- Again, my comments about training hours and records falls into this "availability of information". Please expand the purpose and scope of SnapShot to match what is required for certifications, and push out an online F6 tool, not the Excel tool.

**CONSISTENCY**

- Again, if done by phone. On the other hand it is poor when it comes to notifying agencies when staff changes position. We call the same person as in the past, but get no response. Then find out later that person has been moved to another department.

**PROFESSIONALISM:**

- Based on phone contact and other issues mentioned previously. Unit seems to be understaffed or not managed well.

**Overall, how would you rate the services you receive from DPSST Professional Standards staff?**

Excellent	41.46%
<b>Good</b>	<b>43.90%</b>
Fair	4.88%
Poor	0%
Don't Know (or Doesn't Apply)	9.76%
Blank	(0)

**COMMENTS:**

- Based on previous comments.

**Over the past two years I would say the services from DPSST Professional Standards has:**

Been Getting Better	24.39%
<b>Stayed About the Same</b>	<b>58.54%</b>
Been Declining	2.44%
Don't Know (or Doesn't Apply)	14.63%
Blanks	(0)

## Police - County: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	11	14	16	15	15	13	21
Good	18	18	15	17	15	13	15
Fair	6	3	4	3	5	7	1
Poor	0	0	0	0	1	0	0
Don't Know (or Doesn't Apply)	6	6	6	6	5	6	4
Blank	0	0	0	0	0	2	0

**Comments:**

**TIMELINESS:**

- When they see a problem with a trainee, I'm the first to know about it. That timeliness is crucial to refocusing effort and attitude.
- Good for e-mail, it sometimes take a while for a response. Excellent for phone calls, almost always answered on first-second ring and questions answered.
- would like more contact regionally

**ACCURACY:**

- The training has been adequate.

**HELPFULNESS:**

- Have not asked for help
- Great Communication
- When you can reach someone for the information, it is good, but getting in contact with someone is difficult.

**EXPERTISE:**

- Thank god that ex Sheriff Anderson retired boy that guy was hopeless :)
- Very knowledgeable

**AVAILABILITY:**

- Have not asked for information
- I have been most impressed with Rick Igou, and the self-reflection emails from my Patrol trainees. Rick has been fantastic, and I think these emails are a tremendous component to their training.
- Same as about about being able to contact someone, however, the website is useful

**CONSISTENCY:**

- We send several Recruits a year. I often hear an inconsistency in Skills based training that they had been taught
- would like more contact regionally on a consistent basis.

**PROFESSIONALISM:**

- I work with Mona and Debbie A mostly and they are both very helpful when I talk to them.
- They are very professional
- ....and it will be so much better now that Todd has retired. ha ha and just kidding.

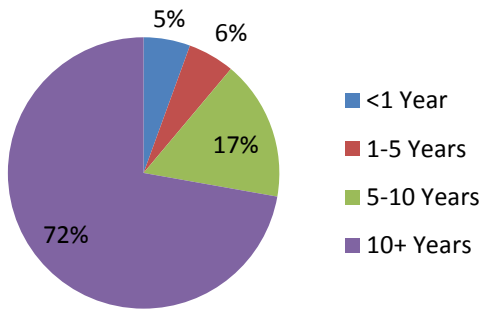


<b>Overall, how would you rate the services you receive from DPSST Training Standards staff?</b>	
Excellent	39.02%
<b>Good</b>	<b>46.34%</b>
Fair	7.32%
Poor	0%
Don't Know (or Doesn't Apply)	7.32%
Blank	(0)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>Overall the services from DPSST has been adequate.</li> </ul>	
<b>Over the past two years I would say the services from DPSST Training in the following areas has:</b>	
<b>ACADEMY (Basic)</b>	
Been Getting Better	26.83%
<b>Stayed About the Same</b>	<b>36.59%</b>
Been Declining	4.88%
Don't Know (or Doesn't Apply)	31.71%
Blanks	(0)
<b>Regional/Advanced Training</b>	
Been Getting Better	14.63%
<b>Stayed About the Same</b>	<b>48.78%</b>
Been Declining	12.20%
Don't Know (or Doesn't Apply)	24.39%
Blanks	(0)
<b>Instructor Development Training</b>	
Been Getting Better	17.07%
<b>Stayed About the Same</b>	<b>43.90%</b>
Been Declining	4.88%
Don't Know (or Doesn't Apply)	34.15%
Blanks	(0)
<b>Leadership (Supervision, Management, Executive) Training</b>	
Been Getting Better	24.39%
<b>Stayed About the Same</b>	<b>46.34%</b>
Been Declining	2.44%
Don't Know (or Doesn't Apply)	26.83%
Blanks	(0)

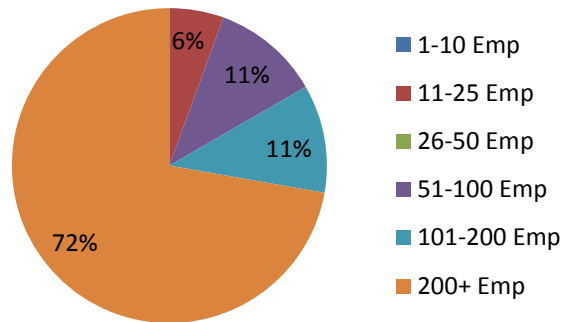
<b>Specialized Training</b>	
Been Getting Better	14.63%
<b>Stayed About the Same</b>	<b>43.90%</b>
Been Declining	7.32%
Don't Know (or Doesn't Apply)	34.15%
Blanks	(0)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>• need more regional contact</li> </ul>	

## Constituent: Police - State; 18 responses (2.8%)

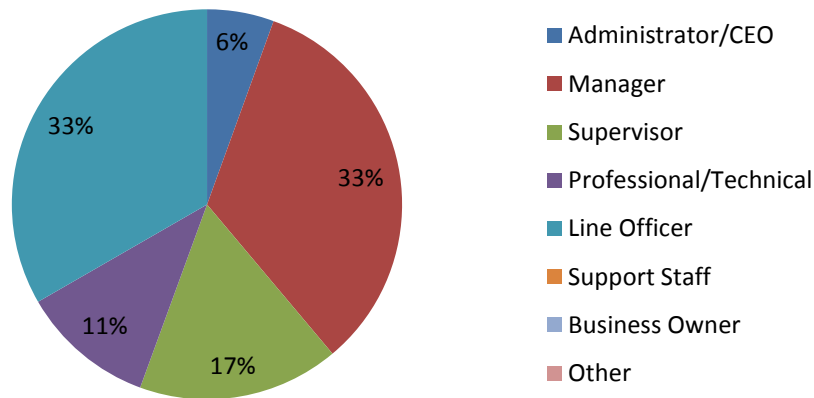
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



### USEFUL COMMENTS/OBSERVATIONS:

- ✓ Again, DPSST has been responsive to our agency's needs and has been an outstanding and collaborative partner.
- ✓ May want to consider the actual street experience trainers have before they teach basic police/corrections students. Some of the instructors have been retired or haven't been active in a street level position for a long time - some many, many years or decades. Again, I think the attitudes towards the Oregon State Police (at least at the instructor level) is poor. The constant comments, jokes, etc, get real old, real quick. The housing rooms at DPSST seemed to have gotten worse since it has opened. I have encountered several times that the room has not been cleaned or the bathroom not cleaned. If I am forced to stay so that the department will pay the full lodging, I expect DPSST to step up and have clean rooms, sufficient bedding available (more than 1 or 2 blankets), and reintroduce cable. Due to

DPSST's failings, I choose to stay at a nearby hotel and eat the cost for out-of-pocket expenses.

- ✓ There have been past misgivings with records management and accuracy. I hope that this has or is changing. Some of those past issues have had a negative impact on my personal professional development and certifications.
- ✓ It would be nice to have cable back in the rooms. The inmates across the street have better live then a recruit that is going through the academy.

### Police - State: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	8	7	10	9	5	7	9
Good	8	6	5	5	11	5	6
Fair	1	3	2	3	1	4	2
Poor	0	0	0	0	0	1	0
Don't Know (or Doesn't Apply)	1	2	1	1	1	1	1
Blank	0	0	0	0	0	0	0

**Comments:**

**TIMELINESS:**

- With regard to this and the below questions. Please accept my responses to be indicative that your services have consistently met my expectations and the expectations which I believe DPSST should strive to meet. Always a pleasure to conduct business with DPSST staff.

**ACCURACY:**

- Most of the evaluators that the recruits get during the police academy are retired police officers who retired 10 to 20 years ago and they try to teach the new recruits how to be a cop twenty years ago not present time police work.

**HELPFULNESS:**

- Every time I call I get to talk with an employee who is willing to help in a positive way. Great customer service.

**EXPERTISE:**

- Herbes is probably the most knowledgeable tactical instructor at DPSST. In my experience, many others that are teaching haven't been outside the classroom in years or have been retired for many, many years; they are out of touch with real-world policing/corrections.

**CONSISTENCY**

- It seems that some of the class coordinators hold there class to one stander and the others don't hold them to a stander at all. When you are there it feels like you are at college not a police academy.

**PROFESSIONALISM:**

- Poor attitude towards the State Police, its recruits, and visiting staff.

**Overall, how would you rate the services you receive from DPSST Professional Standards staff?**

<b>Excellent</b>	<b>50.00%</b>
Good	27.78%
Fair	16.67%
Poor	0%
Don't Know (or Doesn't Apply)	5.56%
Blank	(0)

**COMMENTS:**

- It seems everytime I am there the staff makes new rules that restrict our ability to train our recruits. Lots of these rules are verbal rules that we have to follow and are not in black and white writing.

**Over the past two years I would say the services from DPSST Professional Standards has:**

Been Getting Better	33.33%
<b>Stayed About the Same</b>	<b>50.00%</b>
Been Declining	11.11%
Don't Know (or Doesn't Apply)	5.56%
Blanks	(0)

**COMMENTS:**

- I've noticed call backs or follow-ups have been faster. Thank you

**Police - State: Training Division Survey Results**

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	9	8	8	10	5	5	10
Good	6	5	7	4	11	8	4
Fair	3	4	3	4	2	4	4
Poor	0	1	0	0	0	1	0
Don't Know (or Doesn't Apply)	0	0	0	0	0	0	0
Blank	0	0	0	0	0	0	0

**Comments:**

**ACCURACY:**

- many part time instructors teaching old outdated info

**EXPERTISE:**

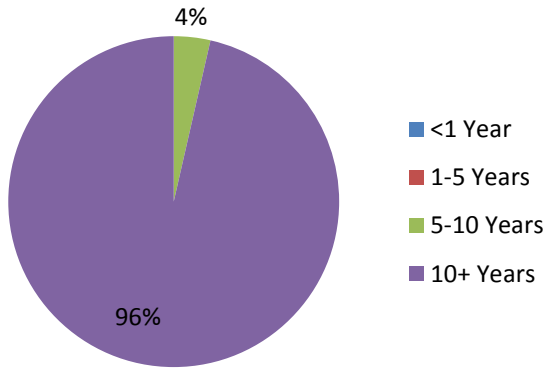
- full time instructors are great. part time, especially in scenario village are questionable
- Not consistent.

<b>Overall, how would you rate the services you receive from DPSST Training Standards staff?</b>	
<b>Excellent</b>	<b>50.00%</b>
Good	27.78%
Fair	22.22%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)
<b>Over the past two years I would say the services from DPSST Training in the following areas has:</b>	
<b>ACADEMY (Basic)</b>	
<b>Been Getting Better</b>	<b>55.56%</b>
Stayed About the Same	11.11%
Been Declining	5.56%
Don't Know (or Doesn't Apply)	27.78%
Blanks	(0)
<b>Regional/Advanced Training</b>	
Been Getting Better	33.33%
<b>Stayed About the Same</b>	<b>50.00%</b>
Been Declining	5.56%
Don't Know (or Doesn't Apply)	11.11%
Blanks	(0)
<b>Instructor Development Training</b>	
<b>Been Getting Better</b>	<b>44.44%</b>
Stayed About the Same	33.33%
Been Declining	16.67%
Don't Know (or Doesn't Apply)	5.56%
Blanks	(0)
<b>Leadership (Supervision, Management, Executive) Training</b>	
<b>Been Getting Better</b>	<b>50.00%</b>
Stayed About the Same	11.11%
Been Declining	5.56%
Don't Know (or Doesn't Apply)	33.33%
Blanks	(0)

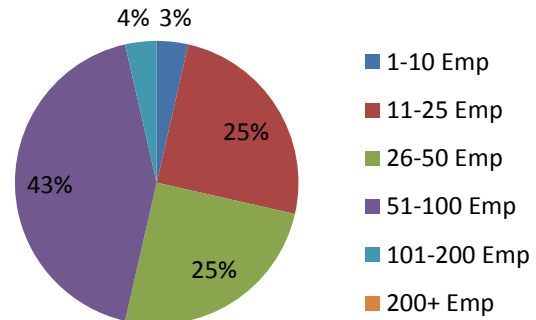
<b>Specialized Training</b>	
Been Getting Better	22.22%
<b>Stayed About the Same</b>	<b>44.44%</b>
Been Declining	5.56%
Don't Know (or Doesn't Apply)	27.78%
Blanks	(0)

# Constituent: Telecommunicator/Emergency Medical Dispatcher; 28 responses (4.2%)

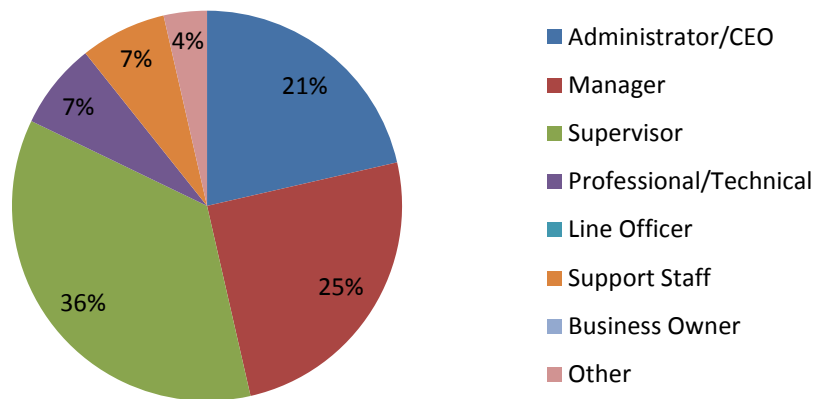
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



## USEFUL COMMENTS/OBSERVATIONS:

- ✓ Oregon is very fortunate in the level of service, and the excellence in professionalism, we receive from DPSST.
- ✓ I feel the staff is always helpful but they always seem to be apologizing for not getting to my request sooner. They do a great job with the staff they have.



- ✓ DPSST's commitment to and responsiveness in seeking feedback and information on improving performance ' identifying and responding to changing needs is exceptional. Also, the leadership and representation at the state level is superior
- ✓ The staff at DPSST have always been very responsive, helpful and professional. I reach out to them quite often and they are always very helpful and will find an answer for me if they don't already know. I really appreciate all of the work you all do.

### Telecommunications/EMD: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	6	13	17	14	10	11	20
Good	13	11	9	12	14	15	7
Fair	4	1	0	0	3	0	0
Poor	3	0	0	0	0	1	0
Don't Know (or Doesn't Apply)	2	3	2	0	0	1	1
Blank	0	0	0	2	1	0	0

**Comments:**

**TIMELINESS:**

- I would only request that additional Telecommunications Basic Training have more classes.
- Has been backlogged due to various staffing impacts; recently brought up to date - GREAT JOB!!!
- They are normally quick, I think the recent delays are due to new staff and don't anticipate it remaining an issue.
- Input of Training Hours has taken an average of 6 weeks. More concerning is the lag time in personnel actions and certifications taking more than a few weeks.
- N/A - Telecomm
- More academies or ability to reserve spaces for academy would be appreciated.

**ACCURACY:**

- On occasion we discover an error in the training history. We have brought two to DPSST attention. One was corrected in a few days, the other has not and it has been over 3 months.
- N/A - Telecomm

**HELPFULNESS:**

- N/A - Telecomm

**EXPERTISE:**

- N/A - Telecomm

**AVAILABILITY:**

- N/A - Telecomm

CONSISTENCY

- N/A - Telecomm

PROFESSIONALISM:

- N/A - Telecomm

**Overall, how would you rate the services you receive from DPSST Professional Standards staff?**

Excellent	42.86%
<b>Good</b>	<b>50.00%</b>
Fair	3.57%
Poor	0%
Don't Know (or Doesn't Apply)	3.57%
Blank	(0)

**COMMENTS:**

- N/A - Telecomm

**Over the past two years I would say the services from DPSST Professional Standards has:**

<b>Been Getting Better</b>	<b>39.29%</b>
Stayed About the Same	32.14%
Been Declining	7.14%
Don't Know (or Doesn't Apply)	21.43%
Blanks	(0)

**COMMENTS:**

- I recently received a letter telling me 2 people in my division did not have enough training hours. Both people had way more than enough. I could even see that on Snapshot.
- I'm more involved with DPSST in my current role than I've been in a long time so I don't have recent history of direct contact. That said, I haven't experienced anything recently that is less than excellent when working with different levels at DPSST.
- Maybe a slight decline, but only because new staff is in place and learning.
- N/A - Telecomm

## Telecommunications/EMD: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	9	11	15	14	11	10	20
Good	12	14	9	11	12	14	7
Fair	3	1	1	1	2	2	1
Poor	2	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	2	2	2	1	2	2	0
Blank	0	0	1	1	1	0	0

**Comments:**

**TIMELINESS:**

- I would like to see additional Basic Telecommunicator courses.
- Historically, we have waited months for training records to be updated or certifications to be processed.

**ACCURACY:**

- There was one issue in which someone else's training time (23 hours) was attached to one of my employee's records in error. I reached out to DPSST and it was resolved immediately. Considering the amount of data they process, I think their track record is excellent.

**HELPFULNESS:**

- The training available is not really scoped for an agency of a large size - very basic. Adding more time is NOT helpful, in fact, it will slow our ability to train our staff to our needs significantly. Please make any extra time in the Basic Telecommunicator class OPTIONAL!
- Everyone I have ever reached out to at DPPST (Specifically Jennifer Howald and Deba Anderson) have been quick to respond, professional and extremely helpful. I really appreciate everyone's help from DPSST.

**EXPERTISE:**

- If I receive a person that does not know the answer to my question, they are knowledgeable in getting me to the person I need to talk with.
- Again, everyone I have contacted is quick to respond, professional and helpful and if they will find answers to my questions if they don't already know (which is not often).

**AVAILABILITY:**

- It's somewhat easy to get lost on the website searching for things, and I always try to answer my own questions by searching the website first. But if I reach out by email or phone, they have always been extremely helpful.

**PROFESSIONALISM:**

- The only person in Training that I work with is Tami Atkinson and she's an all around 10!
- Some instructors are great - others . . . should probably not be there.
- The staff has always been very professional.

<b>Overall, how would you rate the services you receive from DPSST Training Standards staff?</b>	
<b>Excellent</b>	<b>50.00%</b>
Good	42.86%
Fair	7.14%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>DPSST is a wonderful training resource and I look at the regional training flyers often.</li> </ul>	
<b>Over the past two years I would say the services from DPSST Training in the following areas has:</b>	
<b>ACADEMY (Basic)</b>	
<b>Been Getting Better</b>	<b>50.00%</b>
Stayed About the Same	25.00%
Been Declining	7.14%
Don't Know (or Doesn't Apply)	17.86%
Blanks	(0)
<b>Regional/Advanced Training</b>	
Been Getting Better	28.57%
<b>Stayed About the Same</b>	<b>35.71%</b>
Been Declining	14.29%
Don't Know (or Doesn't Apply)	21.43%
Blanks	(0)
<b>Instructor Development Training</b>	
Been Getting Better	21.43%
Stayed About the Same	28.57%
Been Declining	7.14%
<b>Don't Know (or Doesn't Apply)</b>	<b>42.86%</b>
Blanks	(0)
<b>Leadership (Supervision, Management, Executive) Training</b>	
<b>Been Getting Better</b>	<b>42.86%</b>
Stayed About the Same	32.14%
Been Declining	7.14%
Don't Know (or Doesn't Apply)	17.86%
Blanks	(0)

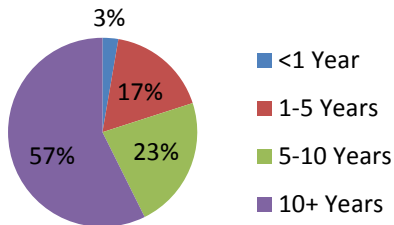
<b>Specialized Training</b>	
Been Getting Better	21.43%
Stayed About the Same	28.57%
Been Declining	7.14%
<b>Don't Know (or Doesn't Apply)</b>	<b>42.86%</b>
Blanks	(0)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>• Would like to see more training on the east side of the state</li> <li>• Tami seems to be a real shining star for the organization</li> <li>• It appears the availability of mandatory courses has declined.</li> <li>• Basic Trng: consistent; Regional/Adv Trng: less opportunities</li> <li>• I have not been too involved with the Academy Basic Training, Instructor Development Training or Leadership training, so I do not know about those.</li> </ul>	

**Constituent: Polygraph Examiner;  
0 responses (0%)**

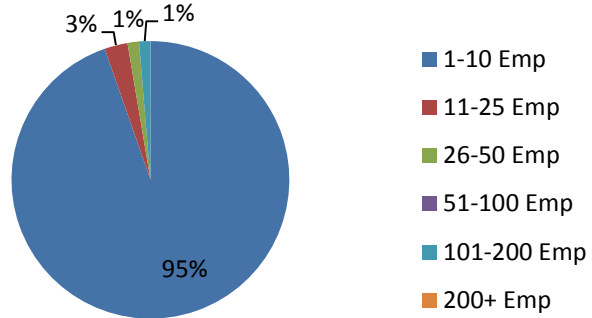
No responses.

## Constituent: Private Investigator; 76 responses (11.5%)

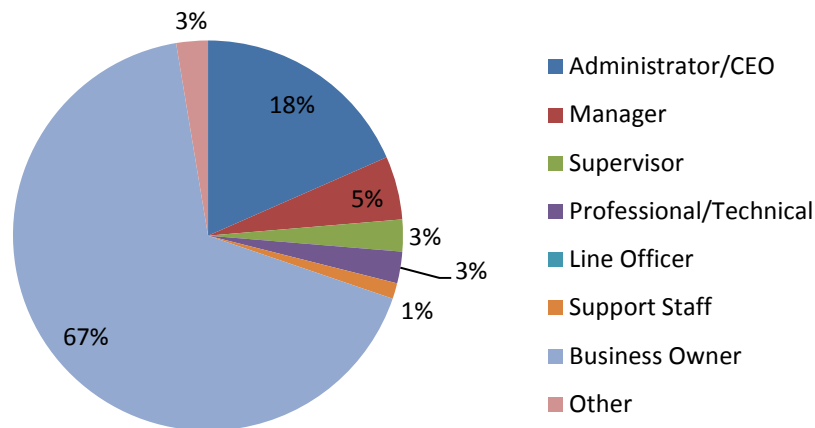
Years Experience of Respondents  
(1 Blank)



Size of Respondent's Organization  
(1 Blank)



Respondent Current Position in Organization



### USEFUL COMMENTS/OBSERVATIONS:

- ✓ PLEASE set up some kind of training program for private investigators. At least in Eastern Oregon where training opportunities are extremely limited. Thank you. Dennis A. Beyer #33390
- ✓ Question #12 on the Unarmed Private Security Recertification test needs to be revised. It reads "John Jones security professional observes a person hit another individual and injure that individual. John needs to make a citizens arrest; what could be the charge? The answer is Assault IV. The problem with the question and the answer is that there is not extent of injury listed in it. If the individual suffered serious physical injury then it would be Assault III. I think the question ether needs to include "minor injury" or the answer needs to be just "Assault."
- ✓ Please provide training and classes in southern oregon area.

- ✓ Recertification should be easier. I wish it could all be done on line. It's difficult to find CE courses and when I do get notification of courses from DPSST, the email is difficult to read and understand. I was taking college courses here and there but the college dropped a lot of the Law Enforcement options, or I've already taken the courses. Most of it is guesswork, crossing my fingers the coursework I take will be "approved" by DPSST. The guidelines are vague and it is annoying having to count 2 hours here, 4 hours there, the cap on certain courses, etc. It needs to be easier and DPSST should provide a list of courses and locations for CE that are approved, taking out the guesswork.
- ✓ Excellent staff.
- ✓ As a licensed Private Investigator from DPSST it would be great if there were some trust benefits; ie we should be allowed access to DMV driver license photos like the rest of DPSST licensed law enforcement professionals.
- ✓ We pay \$550 every two years for a ID card, that is all we get out of DPSST.
- ✓ More people are necessary for processing license renewals.
- ✓ I would appreciate more PI- specific continuing education & professional development opportunities.
- ✓ The times when I've called to ask questions from the PI board about ethical rules, they have been unhelpful. Complete waste of money.
- ✓ While everyone at your agency has been great, Kristine Boatman has been very professional and outstanding in assisting me and my agency.
- ✓ Timeliness continues to be a problem. For the high fee of the PI license, there should be PI training offered or lower the fees.
- ✓ I thank you for being available for assistance when I need it...
- ✓ Outside of compliance it seems the quality of program management and staff have declined.
- ✓ Our license fees are exorbitant compared to the services we receive. Armed/unarmed security is minimal compared to our licenses and they regularly get more attention. Only THIS YEAR to we get PIID numbers, as opposed to being linked or consider private security, being required to use a PSID number. We would just like more advocacy and response when we need something. We're a small group.
- ✓ Unfortunately the training offered to members of Private Investigations is only Offered by Code 4, conferences, or buying DVDs. After a number of years in the field you have taken the vast majority of classes offered by Code 4 and the repeat the classes to obtain certification/licensing. We need a larger selection of classes.
- ✓ More should be done to get us access to the records that we need such as DMV photos.
- ✓ Never an issue dealing with DPSST. Always friendly, fast and helpful.



## Private Investigator: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	33	33	36	30	27	28	35
Good	26	33	26	24	27	26	28
Fair	12	5	9	10	11	12	6
Poor	4	1	3	4	5	3	2
Don't Know (or Doesn't Apply)	1	4	2	8	5	6	5
Blank	0	0	0	0	1	1	0

**Comments:**

**TIMELINESS:**

- DPSST has improved its turnaround time for issuing PI license renewals. There is still some inconsistency, though.
- I am a retired Police Officer, not yet licensed as a Private Investigator...I simply receive general information from DPSST by E-mail at this time (related to the Private Investigator program)
- Anytime I call my question/questions are answered.
- Had to call multiple times to get a problem resolved regarding my PI License
- Julie Johnson was very polite, professional and helpful!
- Time to receive payment after submittal of fee statements has become longer than a year ago.
- Very Positive and Responsive
- It takes too long for applicants to take the test.
- Everyone has been outstanding especially in this area recently. Again, outstanding!
- Im a private investigator
- It seems like the PI license renewal process could be faster for the high app fee compared to other states.
- Renewal of my PI license was very fast without a glitch

**ACCURACY:**

- They misplaced some of the information I was required to send in to renew my PI License. I had to recontact my Insurance agent to re-fax.
- My photo ID was distorted once again
- My PI license renewal was delayed because of an error by staff. I submitted all documents and they misplaced my proof of insurance.

**HELPFULNESS:**

- I have had no interaction with staff over several years.
- They know their boundaries but also do everything can do to accommodate within their rules and are open to changing OAR's when needed/appropriate
- DPSST staff fail to follow through on unlicensed activity complaints for private investigators, specifically, Trustify.
- The times when I've called to ask questions from the PI board about ethical rules, they have been unhelpful.
- Extremely helpful.
- Julie Johnson was extremely helpful!

**EXPERTISE:**

- The times when I've called to ask questions from the PI board about ethical rules, they have been unhelpful.
- If someone doesn't know, they find someone who does know
- If someone doesn't know the answer, I've been forwarded to another staff whom helped me. Under this category I am rating it FAIR as I do think the PI exam should definitely be changed to reflect actual PI skills and laws to follow. The exam I took was for the most part nothing I've ever used as a PI. I have heard at an OALI conference that you are in the process of updating it, which is great.

**AVAILABILITY:**

- Always available to answer questions by phone and/or email. I have called and emailed. When I email I get a response I believe the same day.
- The times when I've called to ask questions from the PI board about ethical rules, they have been unhelpful.
- My information comes from the website. After my initial licensure I have only minor contact with a staff member.
- The Website info for private investigators is hard to find and is too often lumped in with private security providers. Very different jobs!
- It would be helpful to receive more info on training or Webinars as some PI's live where it is expensive to travel to the West side of the state for training. A DPSST PI Newsletter would be great especially to cite PI's whom have been disciplined so that PI's are aware that discipline does take place (like you do for police officers); I hear of PI's using multiple relatives as PI's (unlicensed) or whom contact other PI's to get training material instead of truly attending seminars etc. --- well, it might deter them if you share specific details on PI's whom are disciplined. Thank you for your consideration.
- never had any trouble reaching staff

**PROFESSIONALISM:**

- For the most part, staff are down to earth and very nice to speak to.

**Overall, how would you rate the services you receive from DPSST Professional Standards staff?**

<b>Excellent</b>	<b>42.11%</b>
Good	35.53%
Fair	15.79%
Poor	3.95%
Don't Know (or Doesn't Apply)	2.63%
Blank	(0)

**COMMENTS:**

- It is a waste of money.
- always there for you
- I would say actually Very Good (between Good & Excellent).

**Over the past two years I would say the services from DPSST Professional Standards has:**

Been Getting Better	36.49%
<b>Stayed About the Same</b>	<b>41.89%</b>
Been Declining	8.11%
Don't Know (or Doesn't Apply)	13.51%
Blanks	(2)

**COMMENTS:**

- Changed like everything else. We are able to view courses online. Twenty years ago that wasn't available. We have a lot of great ways to fulfill our continuing education requirements. I believe it has changed for the better. Our lives are busier. Children, family and work.
- Has always been good two great. Lately, outstanding.
- But currently Excellent assistance
- Staff routinely communicate via email. Providing information about services or interruption in communication.
- For a license that costs \$550 biannually, the services we receive are minimal, and everything is met with "we don't have staff for that". It's frustrating. Licenses take longer than necessary to process, and this is all we really ask of the agency. We don't have any advocacy for our personal safety, such as DMV photos.

**Private Investigator: Training Division Survey Results**

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	19	23	20	21	19	16	23
Good	15	15	13	14	17	14	15
Fair	7	2	4	4	4	4	4
Poor	0	1	0	1	2	1	0
Don't Know (or Doesn't Apply)	34	34	37	34	33	36	32
Blank	1	1	2	2	1	5	2

**Comments:****TIMELINESS:**

- Have not seen much for PIs
- I do not receive training from DPSST is my business is highly specialized. The information when I ask about interpretations of the rules or laws has been outstanding.
- I am a PI so does not apply. Wish it did!
- As mentioned, license renewals are taking more than a month to process, I have heard reports of two months and then the investigator's license expires, affecting their livelihood. With a total of less than 700 or so investigators, there is no way there is an exorbitant amount of renewals at any given period.
- PI license

**HELPFULNESS:**

- See above about license renewals and every comment met with "we don't have staff for that".

**AVAILABILITY:**

- There is no staff interaction because its all on the web. I dont understand the purpose of this.

**PROFESSIONALISM:**

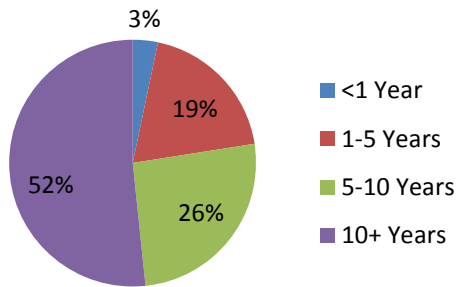
- website and email information written professionally

<b>Overall, how would you rate the services you receive from DPSST Training Standards staff?</b>	
Excellent	20.00%
Good	20.00%
Fair	6.67%
Poor	1.33%
<b>Don't Know (or Doesn't Apply)</b>	<b>52.00%</b>
Blank	(1)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>In the Private Security realm. NO training is provided to Private Investigators.</li> <li>The notifications I get for training opportunities to keep up my certification is sporadic and a poor format. If I do get any notification, the emails are hard to read and confusing.</li> </ul>	
<b>Over the past two years I would say the services from DPSST Training in the following areas has:</b>	
<b>ACADEMY (Basic)</b>	
Been Getting Better	6.85%
Stayed About the Same	9.59%
Been Declining	1.37%
<b>Don't Know (or Doesn't Apply)</b>	<b>82.19%</b>
Blanks	(3)
<b>Regional/Advanced Training</b>	
Been Getting Better	5.48%
Stayed About the Same	5.48%
Been Declining	1.37%
<b>Don't Know (or Doesn't Apply)</b>	<b>87.67%</b>
Blanks	(3)
<b>Instructor Development Training</b>	
Been Getting Better	1.37%
Stayed About the Same	4.11%
Been Declining	2.74%
<b>Don't Know (or Doesn't Apply)</b>	<b>91.78%</b>
Blanks	(3)
<b>Leadership (Supervision, Management, Executive) Training</b>	
Been Getting Better	2.78%
Stayed About the Same	5.56%
Been Declining	1.39%
<b>Don't Know (or Doesn't Apply)</b>	<b>90.28%</b>
Blanks	(4)

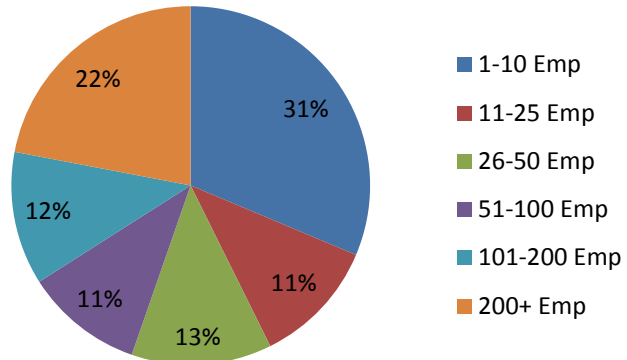
<b>Specialized Training</b>	
Been Getting Better	5.56%
Stayed About the Same	6.94%
Been Declining	1.39%
<b>Don't Know (or Doesn't Apply)</b>	<b>86.11%</b>
Blanks	(4)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>• I'm not allowed to attend any DPSST training except for private security. I think that it is an absolute travesty that DPSST law enforcement training, within reasonable boundaries, is not provided to private investigators.</li> <li>• I would like to see more training in Southern Oregon</li> <li>• Could use more PI- focused training opportunities.</li> </ul>	

## Constituent: Private Security; 151 responses (22.9%)

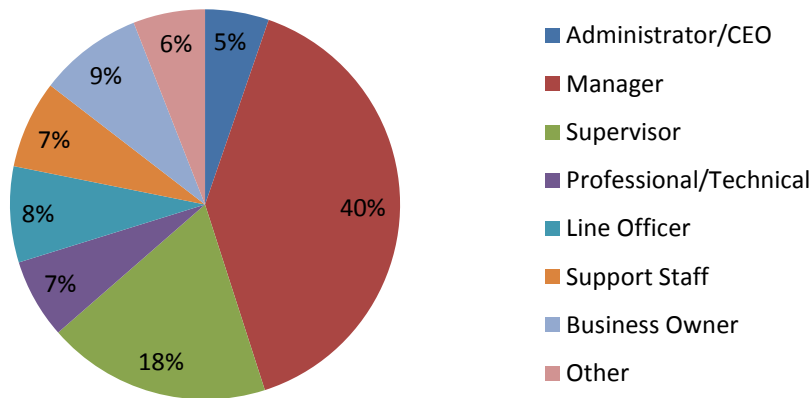
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



### USEFUL COMMENTS/OBSERVATIONS:

- ✓ Huge improvement on timeliness of getting new cards processed and mailed. Staff very professional anytime that I have called.
- ✓ I work with intelligent qualified people and wish the "time" i.e. 2 years could be lengthened.
- ✓ The private security division needs to be overhauled. The people there don't seem to be concerned with private security professionals and seem more concerned with writing laws to make our job more difficult.
- ✓ I would love to see more advanced training opportunity made available to private security staff. The listserv disbursement is a great resource and it would be good to use it to send out as many training opportunities as possible.

- ✓ Unrelated to the survey but.....DPSST should move towards providing retired L/E Officers that are eligible for HR218 an opportunity to receive their yearly required firearms qualification through DPSST and or any of their approved firearms instructors (Private Security or otherwise)
- ✓ I would like to see an accommodation made for retired police officers who enter private security. It is unnecessary to require a certified police officer to sit through a 14 hour unarmed training. It demeans the officer's wealth of training and experience to require them to sit through a class conducted by someone with no police experience whatsoever. Perhaps a solution might be to allow them to challenge the exam online, pass a range qualification course, pay the certification fees and receive their PSID card.
- ✓ All staff quick to resolve issues and questions answered promptly.
- ✓ Try & Condense Instructor Training Class to 8hr. instead of 2 days, Executive Manager class is only 8hr., when I first started, the Instructor & Executive Manager class were both taught the same day, same class, making it easier to go out of town, to help on expenses & time away from business...
- ✓ I cannot say enough about Kim Beck. There is never a time that we reach out to her and she is not quick to respond and extremely knowledgeable. It may not seem like a feat to some but I have been working in the compliance capacity for our organization for 16 years and I deal with every state agency and the responses I receive from Kim are at the top bar none. Recently we have been dealing with Robert Meeks, who is also a credit to your team.
- ✓ DPSST needs to improve it's training and certifications for Public college campus security. Bring back the Campus Public Safety Officer academy and train the officers responsible for thousands of lives and millions of dollars of public property. Currently DPSST provide the same level of training to campus security as it does all other security professionals. DPSST also should not be taking tax dollars from community college districts for "private security" licenses. This is money that should be put in the education system or used for ACTUALLY TRAINING of CC officers. Why are public, state employees (CC security officers) paying for PRIVATE security licensing meant for contract, for profit security guard companies? This seems ridiculous..
- ✓ I am a DPSST unarmed instructor and manager of training and development at my company. I always use the DPSST training to boost moral and professionalism. I find to be a good guide
- ✓ Do away with unarmed refreshers for armed officers. Period.
- ✓ I like that they reached out to instructors to beta test the new refresher curriculum. Not only is it informative, helpful, but feedback has been openly received. Webinars allow us to discuss curriculum and come to a consensus for follow up.
- ✓ Have had a wonderful experience with the DPSST staff, Dwayne Fund Adventist Medical Center
- ✓ They seem to have a "guilty til proven innocent" and "gotcha" attitude - as if they have quotas to fill to prove they're good administrators.
- ✓ My experience has been decent.. Some of the teaching styles vary but most info is consistent. I feel that some of the questions on some exams could be refined.
- ✓ I have been proud to work with and under the direction of DPSST for the past 18 years.. My position as an unarmed private security instructor gave me the opportunity to meet old friends and make new.

- ✓ #3 was not clear. Organization meaning the company I work for or in organization in our team?
- ✓ DPSST was responsive to instructor desires to keep the private security renewal training to four hours. Thank you, I hope that four hour time frame remains the same for renewals. The Essentials manual for Basic Unarmed is much more clearly written than previous material, but the 14 hr. course is sometimes difficult to schedule because of its length. I think two hours could be shaved off the manual material without losing the core elements needed for training (this wouldn't change needing two days to complete but would help focus and attentiveness for trainees and instructors--98 pages is a lot of material to read out loud, I find myself drifting off around p.50 and try to insert short training videos available that are particular to our organization's security needs, but there often isn't time for videos without going over 14 hrs.)
- ✓ It would be nice if DPSST would accept some responsibility when they make mistakes instead of spinning it around and trying to blame the constituents.
- ✓ Once again it has become obvious to myself and others in the Private Security Industry that the Private Security Section of DPSST seems more concerned with ways to regulate Private Security Professionals and make it harder for them to conduct their business than being an advocate for them. They seem to be more concerned with writing and submitting more rules to the Secretary of State than listening to what their constituents say and responding to their concerns. I (and others) believe that the Private Security Program should be removed from DPSST and should become its own regulatory agency. In this way perhaps those employed will show better concern for the Private Security Industry and not be under the direct control of the Director of DPSST.
- ✓ You create policies to govern us but fail to act when we report issues/violations (some are major ethical violations, theft from employer, slander, dishonesty on reports or time cards, using confidential company info for their own gain, etc.). You fail to take our real world concerns into account and make legislation that will benefit us on a daily basis while unifying the rules (lighting on patrol vehicles for safety given most security patrol is conducted at night). Private Security contributed a substantial amount to your bottom line yet you treat us as a red headed step child. We aren't even 'welcome' to use the academy facilities when available for skill training and improvement. Your organization is a massive failure for our industry and every other security company owner I speak with agrees but the reality is we are stuck with you.
- ✓ 14 hour course needs to be scrapped, and a new one more like the older course brought back.
- ✓ job well done
- ✓ The Unarmed Training Curriculum is outdated and is in the process of revisions, but it seems to be taking a long time to get the new curriculum in place so we as Instructors can work with the latest updated material.
- ✓ DPSST needs to provide better ID cards to PSP Officers. Most other states issue laminated photo id.



## Private Security: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	59	<b>73</b>	<b>94</b>	<b>79</b>	<b>65</b>	63	<b>96</b>
Good	<b>63</b>	58	41	52	64	<b>64</b>	39
Fair	19	8	5	9	8	9	5
Poor	6	5	6	2	5	9	3
Don't Know (or Doesn't Apply)	4	7	5	7	6	5	5
Blank	0	0	0	2	3	1	3

**Comments:**

**TIMELINESS:**

- Sometimes good, sometimes terrible. Fluxuations in staff, which I do not feel are fair to the constituents of my area, have played a very big part of this.
- Paperwork is sometimes a little slow to process, however in person service is excellant.
- Information sent to the private security division is not processed in a timely manner.
- If I have any questions they are always answered immediatly, the process of issuing licenses takes time but that's understandable.
- Every time I reach out to DPSST I find them very helpful and accomodating
- Having a time limit while going through or even looking for a trainer to continue on employment is HIGHLY stressful, and we feel threatened by DPSST when it can't be met (90 days prior) with loss of employment and possible dismissal from our employers. Not fair at all.
- I have had no need for interaction in the recent past
- Phone calls are being answered very promptly in the Private Security Unit. This is great.
- The only thing I can say is that they are under staffed. The amount of work these people do is superhuman.
- Service and responsiveness have increased I recent years.
- Staff are professional, courteous and knowledgeable.
- Huge relief to see the backlog to get refresher certs and licenses processed and mailed on a daily basis!
- Some trainees are concerned when they haven't received their certification cards after 2 or 3 wks. have passed.
- It took 1 year for one of my officers to receive the license. 6 months for another
- Applications for Private Security Providers are not always processed in a timely manner.
- Orders completed quikly Questions answered promptly
- License renewal can be slow
- Timeliness of service has improved 100% in the last year.

**ACCURACY:**

- DPSST has been absolutely firm in my experiences in refusing to accept any responsibility for errors that are not clearly solely their fault.
- I have been given inaccurate information from the private security division. In addition they don't follow their own directives regarding procedure.
- They are an invaluable resource for information, I stress to each of my employees and students to explore the website as well.

- I have not found any accuracy concerns in over five years.
- Never had an issue and when I did they where promote to assist
- Never a problem, here. I've been in the personal protection/ private security business since 1982 and have seen other states blow this one completely.
- None that I know.
- Some test ?'s had multiple answers, but considered only one the correct. I guess some phrasing could be improved.
- Have had one of my officer's files lost but was later found in someone else's file with a similar name. No other accuracy issues
- Information obtained from the Private Security section is not always accurate.
- Great improvement!

#### HELPFULNESS:

- They generally do what they can. Occasionally they have been unwilling to think outside of their own interpretation of statute/regulations.
- Getting in touch with someone from the private security division is difficult. I have also found them to be rude and unhelpful. The only person I have had a pleasant experience with is Kim Beck
- I always have all of my questions answered right away and I always feel any concerns I have are addressed as well.
- Kim Beck is always extremely helpful no matter what the question is.
- Professional, discrete, and prompt.
- Anyone i contacted at DPSST I found very helpful
- Always good answers to questions and helpful when needed.
- Private Security Unit.
- DPSST PS/PI is extremely helpful and compassionate in dealing with it's constituents. They deal with situations on a one-on-one basis to get the problem resolved.
- Commonly get different answers from different employees. Little consicistency
- Staff is always pleasant, courteous and helpful.
- I generally receive prompt replies about issues of concern regarding training procedures or special needs.
- Over the last couple of years I've noticed some changes in staff and the speed of returning emails and calls. For the amount of customers DPSST has and the number of calls that come in, DPSST staff are very responsive and take care of calls in a very helpful manner!
- The Private Security Section seems more interested in ways it can regulate and make business more difficult for Private Security Providers and Company's. Rather than being an advocate for them they seem to be more interested in making it more and more difficult to provide services.
- Always willing to help,very professional
- Always helpful
- Improved

#### EXPERTISE:

- The information given from the private security division is sometimes inaccurate. They seem more concerned with writing new laws to regulate security than improving their section.
- I believe we are so fortunate to have so much depth of experience working with us.
- DPSST is very "out of touch" with campus safety/security at the community college level
- Whether it is instruction or the explanation of an administrative rule, I have received very competent assistance.
- Very knowledgeable
- Karen Evans is great with this aspect. Often when I have an issue that I don't want to bother her with I am transferred to her as she seems to be the only person who knows how to respond
- Everyone I talk to has either been able to help me or put me in contact with the person that I need to talk to.
- Able to answer any questions I ask.
- If they don't know the answer, they will find somebody who does.

#### AVAILABILITY:

- The website doesn't give enough information
- I feel that almost everything is available through the website, very quick and convenient. I have also called for clarification and that happened immediately as well.

- Sometimes getting information out to the DPSST community is a little slow.
- Website has been improved and provides much of the needed info.
- Every time I call I always get to speak to someone with very little waiting time if any
- List Serv is a great resource
- I understand individuals are not going to be available to me immediately by phone. When I leave phone messages I get a call back in a timely manner or receive a reply mail quickly. Staff assist me in getting the information I need in a very efficient manner. Thank you!

**CONSISTENCY**

- If you are an individual private security provider they look at you with suspicion and treat you with disrespect. People I know that are part of large companies get much better response and courtesy.
- I haven't had a negative experience in the eight years I've been certified.
- Too often change of staff for Private Security
- Kim Beck never lets us down time and time again.
- High standards always and is the message
- Certification is difficult to get through at best. It varies from year to year with changes. Like the new 14 hour unarmed class we have to endure. Really? Like I said, I have done this a LONG time and feel like I'm being slapped around and demeaned by having to even go through unarmed as well as armed to begin with. Why an armed professional like myself has to do this only tells me DPSST is a fee- driven bureaucracy trying to justify it's existence when we work for chump change to begin with. Unionize may be the thing to do.
- Website very good. Like that you added ATTRIBUTES tab on I.R.I.S.
- DPSST sets the bar for consistency. Hopefully this is taken into consideration by the professionals witnessing this and proves an example to the service provided in the field.
- Professional Standards are not applied consistently between Private Security Providers and Companies. From the outside it appears that the Private Security Staff plays "favorites" with some Providers and Companies.

**PROFESSIONALISM:**

- Same as last question. If you are part of a large company the private security division treats you with respect. If you are part of a smaller company they are disrespectful to you.
- I can only speak for the private security side but from my experience they are both professional and personable at the same time.
- Always courteous and respectful staff
- Working in healthcare professionalism is not something that is asked of us but rather it's an expectation and demanded. Having worked under this expectation for 14 years I know what professionalism is suppose to look like and DPSST staff have it. Good job!!
- The staff of the Private Security Department rather than taking the position of a service provider to the Security Industry treats providers as "second class" persons.

<b>Overall, how would you rate the services you receive from DPSST Professional Standards staff?</b>	
<b>Excellent</b>	<b>50.99%</b>
Good	38.41%
Fair	3.97%
Poor	3.31%
Don't Know (or Doesn't Apply)	3.31%
Blank	(0)

**COMMENTS:**

- I have always experienced the best from DPSST staff and it makes me proud to be included in the group of professionals that are associated to it. I also feel that the fact that we are certified through DPSST improves and reinforces the credibility of what we are doing in the security industry.
- Kim Beck and Robert Meeks have always been exceptionally helpful and prompt with responses.
- Do away with an armed officer having to take the time off to sit in a class and go through unarmed training. This is an affront to those of us that have kept a good record over the years.
- The staff is very open and fair. They are consistent as far as I've seen.
- Again, quality of service provided is terrific.
- I know the staff are there to assist and see me succeed as a professional security officer and instructor. DPSST staff are committed to raising the bar of professionalism in the industry and this trickles down to everyone in the industry. Keep up the great work!
- Have you ever sat in on a class they put on? The first 10 mins is everyone complaining about how we all hate all these changes. The instructor class is one whole day about DPSST and how great they think they are. Then the second day we actually open the book. The material that's provided is in no way a 14-hour class. The instructor course from 2008 was a better manual.
- Excellent job. No complaints.

**Over the past two years I would say the services from DPSST Professional Standards has:**

<b>Been Getting Better</b>	<b>50.34%</b>
Stayed About the Same	32.89%
Been Declining	6.04%
Don't Know (or Doesn't Apply)	10.74%
Blanks	(2)

**COMMENTS:**

- Have always received excellent customer service encompassing the values and traits that these questions are addressing.
- The turnover in the private security division has caused untrained and disrespectful people to rise up and they are not properly trained to handle the private security industry.
- I have enjoyed instructing with the new curriculum and have found many changes to be very convenient. It is also good to know that we are continuing to reexamine each process and making improvements in practical places.
- I enjoyed taking the supervisor class from Eve 2 years ago and I am sure it will be taught with the same passion this fall. I always look forward to learning new information and keeping current with issues.
- I have seen a continual effort (with results) to improve the quality of services and meet the needs of constituents and our law makers.
- For whatever reasons. Pock one, there are a few.
- Private Security Unit has gradually improved over the last 8 - 10 years.
- MUCH BETTER!
- And that's very hard to do when they have the same amount of staff and more people under their authority every year.
- I have not had any interaction with DPSST with exception of meeting my certifications of Manager/Supervisor and unarmed security professional training.
- Some inconsistencies for newer workers
- They continue to streamline the certification and renewal process. It's been extremely helpful and reduces errors and time.
- No issues
- too much employee turnover - sometimes I know more than the DPSST staff member
- Training paperwork has been streamlined and the Essentials manuals are much more clearly written than previously.
- I would say in my time in private security (Jan 2003) that I have seen a steady increase in the services, information, availability, and overall quality. Especially in the last couple of years.
- The turnover in the Private Security area and the hiring of people not competent and without proper training has led to a decline of services and quality in the Private Security Department.

## Private Security: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	55	64	84	70	58	58	83
Good	47	43	29	36	52	48	29
Fair	9	8	4	10	8	10	5
Poor	4	2	1	2	2	3	2
Don't Know (or Doesn't Apply)	35	33	31	32	30	30	30
Blank	1	1	2	1	1	2	2

**Comments:**

**TIMELINESS:**

- Inconsistent. Sometimes quick, sometimes months.
- Again the licensing takes time but the questions and concerns are addressed immediately.
- Again, having a time limit on re-certification is difficult at best depending on where you live. Not all trainers out there should even BE trainers. And the best of them, like the one I continually go-to could be on the fire line doing their primary jobs when DPSST is breathing down our back threatening to pull our certification or suspend it if we are late or don't have the paperwork in 90 days prior to expiring. Some states it doesn't go away until you leave the profession all together.
- They do their best to accommodate students if a class has to be cancelled and to get them into a class as soon as possible.
- Karen replies to emails very quickly.
- Very quick responses by phone and email.
- Receive any orders placed within a week.

**ACCURACY:**

- Rarely do you see mistakes on paperwork.

**HELPFULNESS:**

- my experiences in the past have been positive
- Whatever I need is provided if not immediately in a very timely manner.
- Always will to help with any problems

**EXPERTISE:**

- Even the new people in PS/PI are very knowledgeable and rely on other staff and old timers for verification of facts.
- If I call or email I always get an educated response based on ORS, OARs or other references which tells me staff know exactly what is expected and this helps me learn.
- Non of them have done security. Yet they sure like making rules.
- Karen is very knowledgeable.

**AVAILABILITY:**

- Training manuals are poorly written. Rhe 2008 manual was way better.

**CONSISTENCY:**

- several changes in staff over the past several years will hurt consistency
- Hard to evaluate since the training criteria has undergone major changes since I became an instructor. Staff has been very helpful with questions.

**PROFESSIONALISM:**

- Security not in this category
- I love the instructor courses. Over the years the classes have changed and pushed instructors more than they did previously. Karen is awesome and very supportive while maintaining a high level of expectations for instructors.
- Very Professional

**Overall, how would you rate the services you receive from DPSST Training Standards staff?**

<b>Excellent</b>	<b>42.67%</b>
Good	32.00%
Fair	6.00%
Poor	2.67%
Don't Know (or Doesn't Apply)	16.67%
Blank	(1)

**COMMENTS:**

<ul style="list-style-type: none"> <li>• I believe that the professional standards being set for the professional security personnel is making the industry better for job quality and pay. Thank you.</li> <li>• DPSST provides no training to public community college security. CC Security Officers are first responders to emergency situations including crisis satiations, lockdowns, drug crimes, financial crimes, traffic crashes, suicidal subjects and more.... yet they receive the same level of training from DPSST as a security officer who watches an empty parking lot or a construction site. DPSST is very out of touch with what CC officers do and have made no effort to improve that. Why is PUBLIC funding being paid to DPSST by PUBLIC colleges for PRIVATE security licenses? DPSST needs to reevaluate it's procedures on that subject. We're just needlessly passing around tax dollars.</li> <li>• I'm very glad that security is a part of DPSST and that we have such fine staff to assist us in improving the services provided to our community and the people we serve.</li> <li>• the times that I have been to DPSST sessions were very informative</li> </ul>	
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**Over the past two years I would say the services from DPSST Training in the following areas has:**

<b>ACADEMY (Basic)</b>	
Been Getting Better	20.98%
Stayed About the Same	10.49%
Been Declining	2.10%
<b>Don't Know (or Doesn't Apply)</b>	<b>66.43%</b>
Blanks	(8)

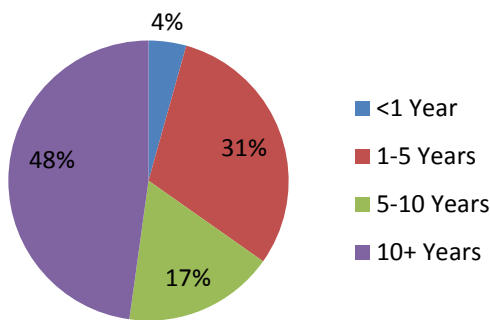
<b>Regional/Advanced Training</b>	
Been Getting Better	14.08%
Stayed About the Same	19.01%
Been Declining	2.11%
<b>Don't Know (or Doesn't Apply)</b>	<b>64.79%</b>
Blanks	(9)
<b>Instructor Development Training</b>	
Been Getting Better	28.28%
Stayed About the Same	18.62%
Been Declining	5.52%
<b>Don't Know (or Doesn't Apply)</b>	<b>47.59%</b>
Blanks	(6)
<b>Leadership (Supervision, Management, Executive) Training</b>	
Been Getting Better	26.21%
Stayed About the Same	28.97%
Been Declining	4.83%
<b>Don't Know (or Doesn't Apply)</b>	<b>40.40%</b>
Blanks	(6)
<b>Specialized Training</b>	
Been Getting Better	13.38%
Stayed About the Same	11.97%
Been Declining	3.52%
<b>Don't Know (or Doesn't Apply)</b>	<b>71.13%</b>
Blanks	(9)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>• Since I feel "excellent" services have been provided, "staying" the same" isn't a negative answer</li> <li>• Declined with increased loads on the officers (Private Security). 14 hours unarmed? Sheeze!</li> <li>• Get rid of the 2nd day for Instructors.</li> <li>• Security not in this category</li> <li>• I love the amount of classes that are communicated through ListServe. I've used this personally and for my staff.</li> <li>• I have only been in my job for less than one year.</li> </ul>	

# Constituent: Other\*; 23 responses (3.4%)

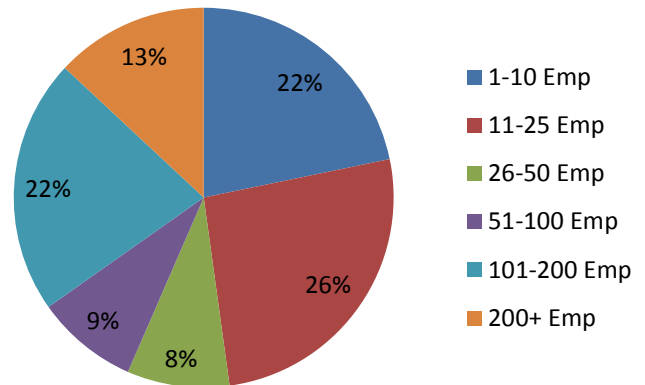
\* Other respondents include: (Verbatim)

- Tribal Government; • Security officer; • Private Investigator and Fire; • Private security/Executive Manager; • Private security and PI; • Rather not say; • Facility Security Officer; • Tribal Police; • police-university; • olcc; • Animal Cruelty Investigations (sworn); • College Public Safety; • Training; • Tribal Police; • Private Security / Hospitality & Event Management; • Both PS and Police; • Data Center Security; • Police – Tribal; • Corrections-local, P&P, Police-county, Emergency Dispatch; • Corrections – Juvenile; • Sheriff’s Officer so Police, Jail and dispatch; • OLCC.

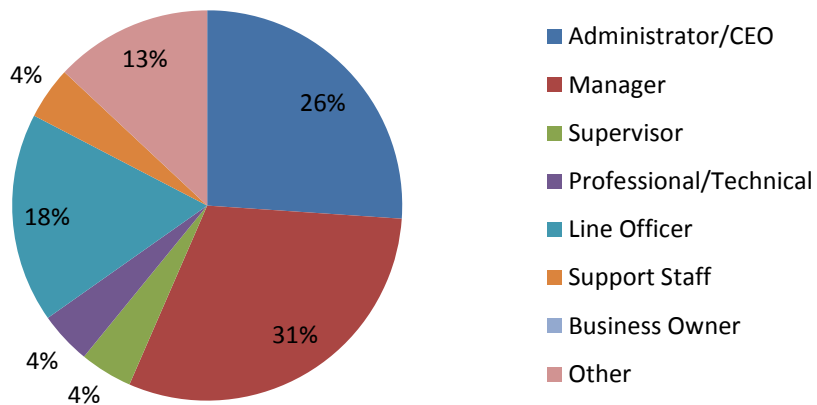
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization





## USEFUL COMMENTS/OBSERVATIONS:

- ✓ Tribal Police have been advocating for years to include basic curriculum related to treaty law and Indian country policing for tribal and non tribal police students and training staff. Tribal Police was not even included in the discipline menu on the previous page.
- ✓ The only reason I rate it at a Good, not excellent, level overall is that I do not feel that the training or curriculum provided to me and my staff from the Private Security Provider field has much relevance to the issues of our field of work (Event Security & Management / Bars / Live Music). The majority of what is taught in the courses is focused on site security or patrol style security services. The other improvement that I would like to see is better online services. IRIS & Snapshot are fine for checking records, but having online applications for both the renewal & the new private security provider would be great as would a more robust tool for Executive Managers to add or remove already certified providers from their organization, change mailing address of providers, etc. The staff that I have interacted with from the DPSST are always friendly, communicative, and clear. Response times are generally good.
- ✓ I think it's important for DPSST to offer more training relating to specific topics within private security and to keep transcript records of each certified individual just like in the public safety divisions.
- ✓ I think having more classes in both the Basic Police and Corrections academy would be helpful, or give some preference to rural agencies. When my office is down 3 officers it is entirely different from a valley agency being down 3. That 3 officers could represent 50% of my work force, but we have to wait several months for a spot to open up. I'm just not sure why preference seems to go to Portland Police or some of the larger agencies who typically take up over half of the open classes. I'm not sure how they are able to reserve the number of spots they are able to?

### Other: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	8	9	12	9	6	6	12
Good	11	9	8	10	13	14	9
Fair	2	3	0	0	2	0	0
Poor	0	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	2	2	2	2	2	3	2
Blank	0	0	1	2	0	0	0

**Comments:****TIMELINESS:**

- The service to me has been excellent. From my first telephone call. Brany Pitt, Kim Beck, Julie Johnson, Rob Meeks, Karen Evans. I thank all of you for your professionalism, courtesy and patience.

**ACCURACY:**

- The valen

**HELPFULNESS:**

- The calendar I based my test off was changed

**PROFESSIONALISM:**

- N/A - Telecomm

**Overall, how would you rate the services you receive from DPSST Professional Standards staff?**

Excellent	39.13%
<b>Good</b>	<b>47.83%</b>
Fair	4.35%
Poor	0%
Don't Know (or Doesn't Apply)	8.70%
Blank	(0)

**Over the past two years I would say the services from DPSST Professional Standards has:**

<b>Been Getting Better</b>	<b>52.17%</b>
Stayed About the Same	26.09%
Been Declining	0%
Don't Know (or Doesn't Apply)	21.74%
Blanks	(0)

**COMMENTS:**

- I can't say what it's been in the past because this is my first year actually speaking to people. I can say that since my first Contact with Brandy I have been more than pleased.
- The people they have do some of their training are poor. They harass people via social media and are reckless with their authority

### Other: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	6	9	8	7	4	6	11
Good	8	8	10	11	9	9	8
Fair	5	2	1	1	7	2	0
Poor	1	1	1	1	0	2	1
Don't Know (or Doesn't Apply)	3	3	3	3	3	3	3
Blank	0	0	0	0	0	0	0

**Comments:**

**TIMELINESS:**

- Rob Meeks is an excellent trainer.
- My disappointment is not in the quality of training, but the amount of time it takes to get new recruits into the academy.

**PROFESSIONALISM:**

- The outside third parties

Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	26.09%
<b>Good</b>	<b>47.83%</b>
Fair	13.04%
Poor	0%
Don't Know (or Doesn't Apply)	13.04%
Blank	(0)
<b>COMMENTS:</b>	
<ul style="list-style-type: none"> <li>• Again, my concern is in the amount of time it takes to get my deputies into both the basic Police and Corrections academy</li> </ul>	

<b>Over the past two years I would say the services from DPSST Training in the following areas has:</b>	
<b>ACADEMY (Basic)</b>	
Been Getting Better	26.09%
Stayed About the Same	30.43%
Been Declining	8.70%
<b>Don't Know (or Doesn't Apply)</b>	<b>34.78%</b>
Blanks	(0)
<b>Regional/Advanced Training</b>	
Been Getting Better	8.70%
<b>Stayed About the Same</b>	<b>34.78%</b>
Been Declining	21.74%
<b>Don't Know (or Doesn't Apply)</b>	<b>34.78%</b>
Blanks	(0)
<b>Instructor Development Training</b>	
Been Getting Better	21.74%
<b>Stayed About the Same</b>	<b>39.13%</b>
Been Declining	4.35%
Don't Know (or Doesn't Apply)	34.78%
Blanks	(0)
<b>Leadership (Supervision, Management, Executive) Training</b>	
Been Getting Better	17.39%
Stayed About the Same	34.78%
Been Declining	0%
<b>Don't Know (or Doesn't Apply)</b>	<b>47.83%</b>
Blanks	(0)
<b>Specialized Training</b>	
Been Getting Better	26.09%
<b>Stayed About the Same</b>	<b>34.78%</b>
Been Declining	4.35%
<b>Don't Know (or Doesn't Apply)</b>	<b>34.78%</b>
Blanks	(0)