

Department of Public Safety Standards and Training

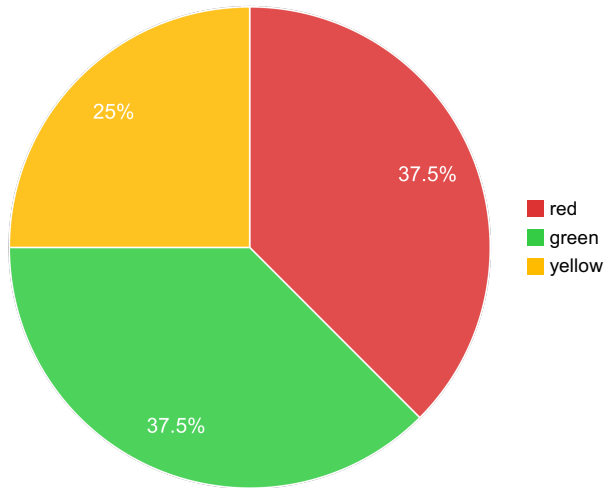
Annual Performance Progress Report

Reporting Year 2026

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KPM #	Approved Key Performance Measures (KPMs)
2	Percentage of attendees who ranked the usefulness of DPSST criminal justice regional training courses at or above "6" on a scale of 1-7. (Added per 2003 legislative direction) -
3	Percentage of attendees who ranked the usefulness of DPSST fire service regional training courses at or above "6" on a scale of 1-7. (Added per 2003 legislative direction) -
4	Percentage of revocation or denial actions appealed that are upheld at the appellate level. -
4	Average increase in Police Officer Trainee test scores based on assessments at entry and completion of Police Basic Training. -
5	Average increase in Corrections Officer Trainee test scores based on assessments at entry and completion of Corrections Basic Training. -
6	Armed Private Security Providers - Percentage of armed private security providers and private security firearms instructors whose armed certifications are suspended due to a failure to successfully complete the required annual training
8	Average increase in the Center for Policing Excellence test scores based on assessments at entry and completion of Supervisory Leadership Academy and Organizational Leadership Management Academy -
11	CUSTOMER SERVICE - Percent of customers rating satisfaction with agency services "good" or"excellent" for: timeliness, accuracy, helpfulness, expertise, information availability.

Proposal	Proposed Key Performance Measures (KPMs)
New	Basic Academy Graduation Rate - Percentage of Basic Academy students who graduate with their starting cohort.
Delete	Percentage of attendees who ranked the usefulness of DPSST criminal justice regional training courses at or above "6" on a scale of 1-7. (Added per 2003 legislative direction) -
New	Basic Academy Wait Time - Median wait time (in days) to start a basic academy.
Delete	Percentage of attendees who ranked the usefulness of DPSST fire service regional training courses at or above "6" on a scale of 1-7. (Added per 2003 legislative direction) -
New	Enrollment Forecast Accuracy - Average percent error of quarterly statewide criminal justice enrollment forecasts.
Delete	Percentage of revocation or denial actions appealed that are upheld at the appellate level. -
Delete	Armed Private Security Providers - Percentage of armed private security providers and private security firearms instructors whose armed certifications are suspended due to a failure to successfully complete the required annual training
New	Oregon Fire Agencies Served - Percentage of Oregon fire service agencies served by Regional Fire Training.
New	Oregon Fire Service Accreditation - Percentage of fire service agencies who have voluntarily met the requirements for an active accreditation agreement.
Delete	Average increase in the Center for Policing Excellence test scores based on assessments at entry and completion of Supervisory Leadership Academy and Organizational Leadership Management Academy -
New	Agencies Served by CJ Regional Training - Percentage of agencies classified as small or medium participating in regional training.
New	DPSST and Board Violation Alignment - Percentage of cases in which DPSST finds moral fitness violations that the Board later determines did not have sufficient evidence to sustain all findings.
New	PS/PI Final Orders - Percentage of proceedings that result in a final order of denial, revocation, or suspension of the certification or license of a private security, polygraph, or private investigator due to violations of the Board's moral fitness standards.



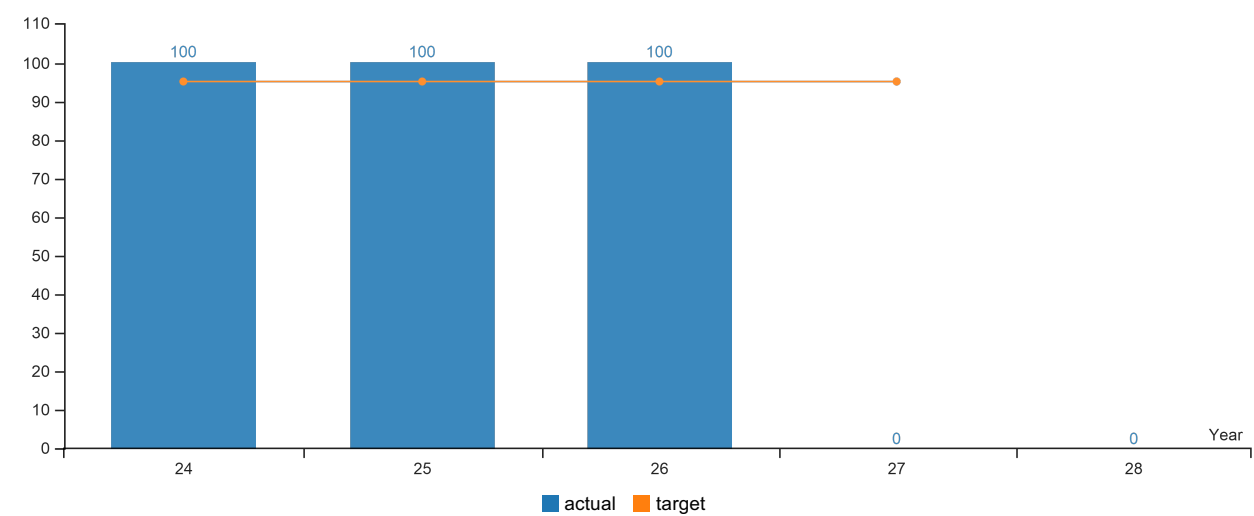
Performance Summary

Summary Stats:

Green	Yellow	Red
= Target to -5%	= Target -5% to -15%	= Target > -15%
37.50%	25%	37.50%

KPM #2	Percentage of attendees who ranked the usefulness of DPSST criminal justice regional training courses at or above "6" on a scale of 1-7. (Added per 2003 legislative direction) -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2024	2025	2026	2027	2028
Percentage of attendees who ranked the usefulness of DPSST criminal justice regional training course at or above					
Actual	100%	100%	100%		
Target	95%	95%	95%	95%	

How Are We Doing

The percentage of criminal justice regional classes with an average evaluation above 6 reached 100% during the 2026 reporting period. This reflects the continued progress since 2018.

The DPSST Criminal Justice Regional advanced training program continues to maintain a consistent presence throughout the State working with our constituent partners delivering requested training, with remediation throughout the state to help smaller agencies

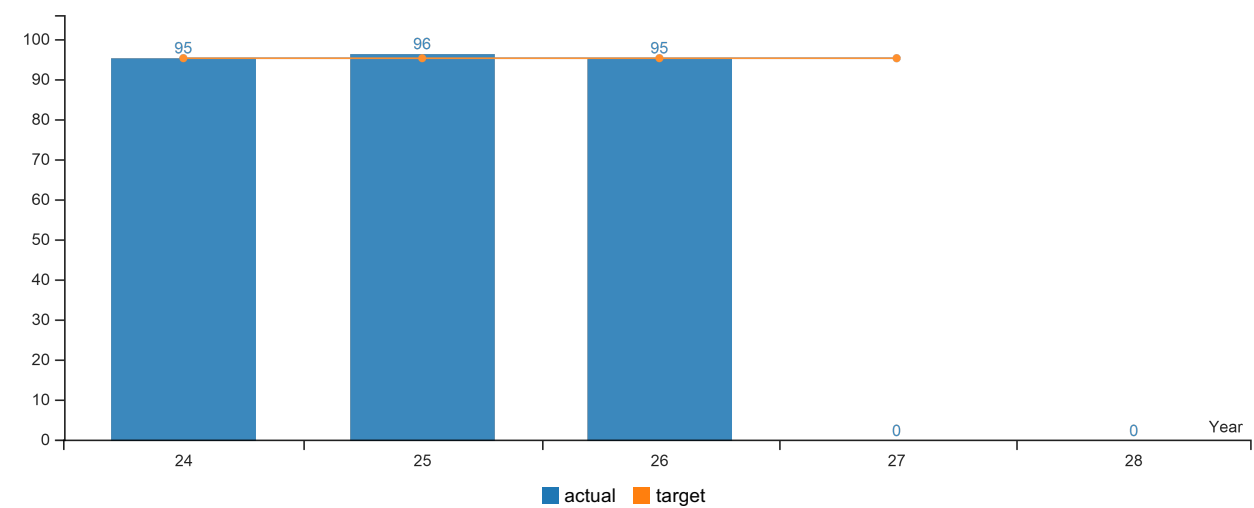
Factors Affecting Results

While the regional training program continues to provide highly regarded training, the demand for regional training has increased with continued wait list for field training, firearms, defensive tactics and driver related programs. The current staff size limits the number of trainings conducted.

Additional regional coordinators and/or trainers would help cut down on over time cost and make trainings more readily available for our constituents especially in rural communities across the state.

KPM #3	Percentage of attendees who ranked the usefulness of DPSST fire service regional training courses at or above "6" on a scale of 1-7. (Added per 2003 legislative direction) -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2024	2025	2026	2027	2028
Percentage attendees who ranked the usefulness of DPSST fire service regional training course at or above					
Actual	95%	96%	95%		
Target	95%	95%	95%	95%	

How Are We Doing

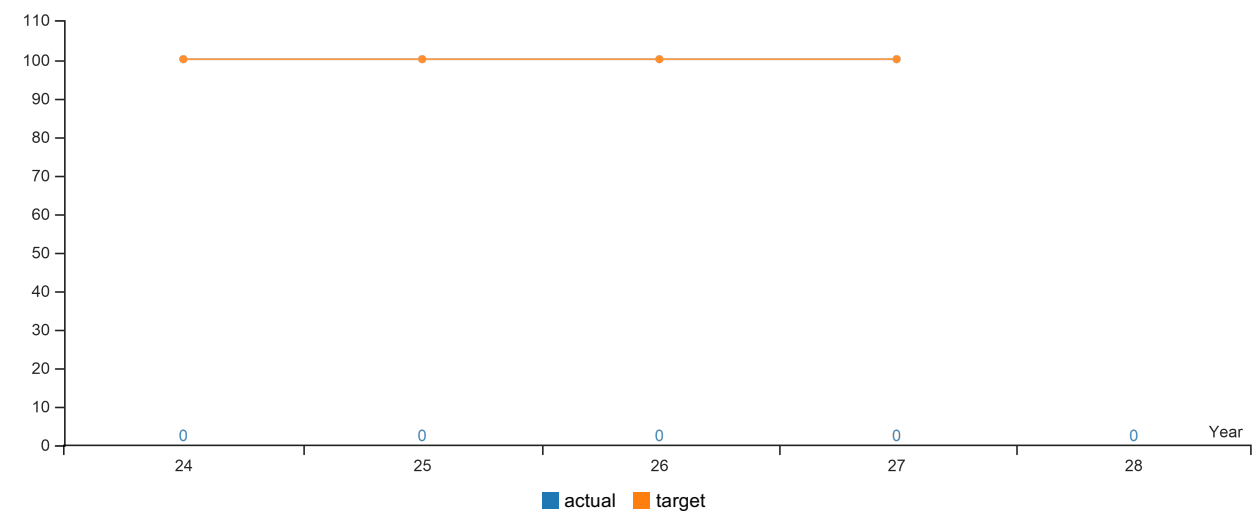
The percentage of attendees who ranked the usefulness of DPSST fire service district training courses above a 6 decreased only slightly from the previous year but was still on target. We anticipate percentages will continue to be at or above target as we work to provide training opportunities statewide to fulfill fire service agency needs. The Fire Program continually evaluates the program's structure, training delivery, training topics, and communication with constituents to fulfill the Oregon fire service’s training needs and remain relevant and contemporary.

Factors Affecting Results

The Fire Program continues to work on safe, quality training focused on knowledge, skills, and abilities. The Fire Program is able to provide training that fire departments are otherwise unable to conduct on their own by utilizing the Fire Program's fire training props, providing entry-level training from content experts, and offering leadership and developmental classes from qualified instructors. Our program staff provides a variety of perspectives, backgrounds, and skillsets that create a diverse training cadre which enhances our training abilities and footprint statewide.

KPM #4	Percentage of revocation or denial actions appealed that are upheld at the appellate level. -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2024	2025	2026	2027	2028
Percentage of certification revocations upheld at appellate level					
Actual					
Target	100%	100%	100%	100%	

How Are We Doing

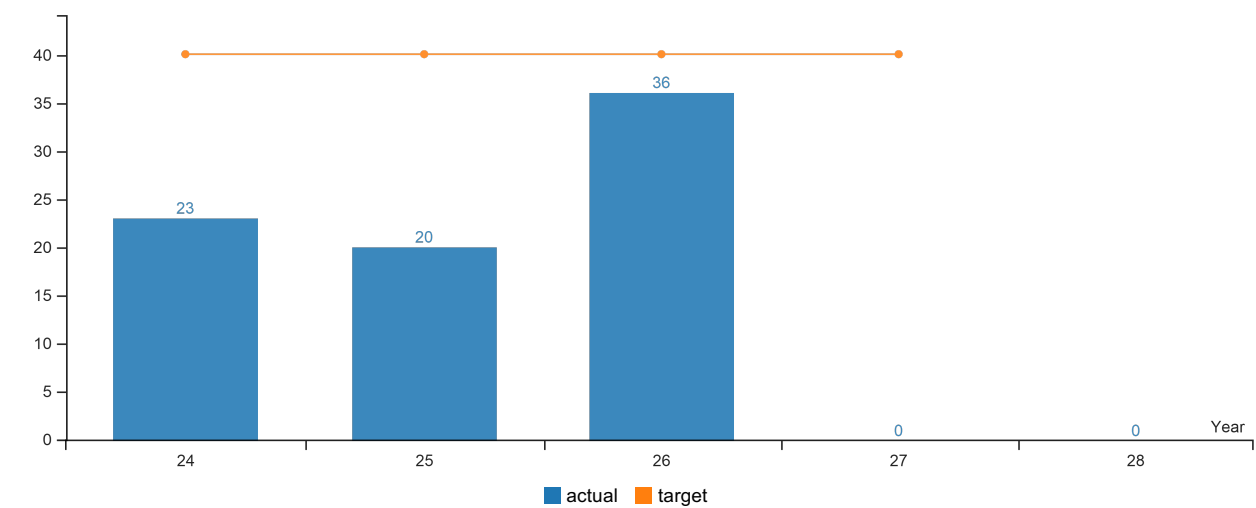
No data to report.

Factors Affecting Results

No cases were sent to the appellate level during the reporting period.

KPM #4	Average increase in Police Officer Trainee test scores based on assessments at entry and completion of Police Basic Training. -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2024	2025	2026	2027	2028
Average increase in Police Officer Trainee test scores based on assessments at entry and completion of Police Basic Training.					
Actual	23%	20%	36%		
Target	40%	40%	40%	40%	

How Are We Doing

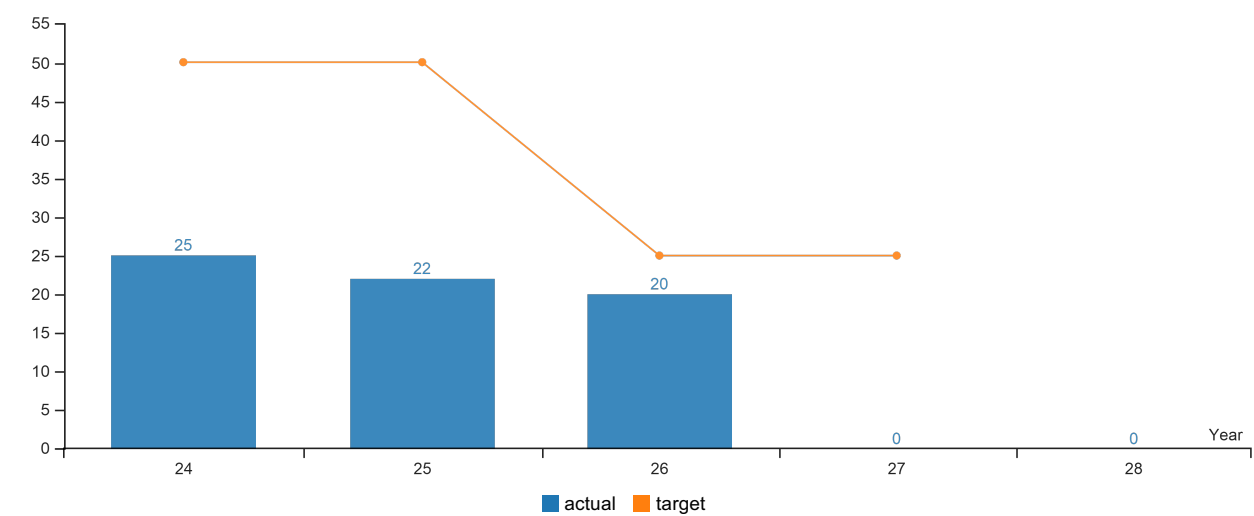
The average change in test scores from the pre-test to the post-test increased significantly over the past year.

Factors Affecting Results

This change is due to intentional updates made to the pre-test – starting with BP 454 - to more accurately measure students' baseline knowledge before beginning Basic Police classes. Because these updates made the pre-test more challenging, pre-test scores decreased, but the revised content provides a more accurate starting point for assessing learning and better prepares students for their first scored exam.

KPM #5	Average increase in Corrections Officer Trainee test scores based on assessments at entry and completion of Corrections Basic Training. -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2024	2025	2026	2027	2028
Average increase in Corrections Officer Test Scores					
Actual	25%	22%	20%		
Target	50%	50%	25%	25%	

How Are We Doing

The average improvement in test scores during the current reporting period is slightly higher than 2025.

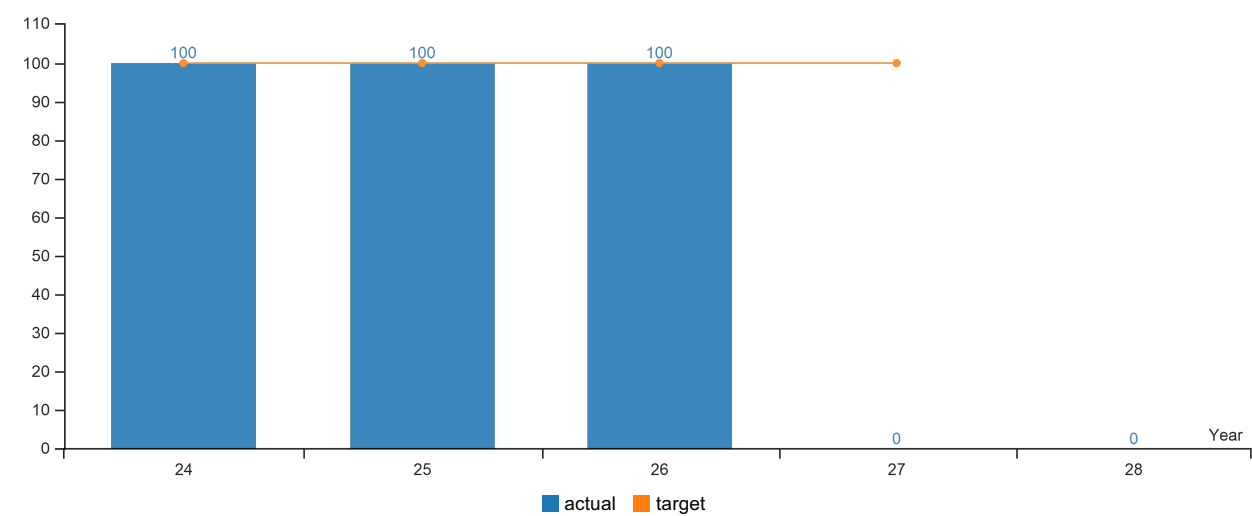
Factors Affecting Results

When the average increase for 2025 was reviewed, the increase was about 19%, which means that 2026 is slightly higher. The post-test was changed slightly at the beginning of the reporting period, resulting - in combination with other factors - in slightly higher final grades. Combined with stable pre-test scores, these slightly elevated post-test scores resulted in the larger increase.

Unlike the police pre-test, the corrections pre-test has not been changed, so there is a limit to how high the average score increase can be, which is why the target was reduced to 25%.

KPM #6	Armed Private Security Providers - Percentage of armed private security providers and private security firearms instructors whose armed certifications are suspended due to a failure to successfully complete the required annual training
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2024	2025	2026	2027	2028
Percentage of armed private security providers and private security firearms instructors whose armed certifications are suspended due to a failure to successfully complete the required annual training					
Actual	100%	100%	100%		
Target	100%	100%	100%	100%	

How Are We Doing

The monthly average reported for certified armed private security providers is 2,415. During the reporting year, 577 providers were suspended; of those, 141 were reinstated once they completed the required annual training.

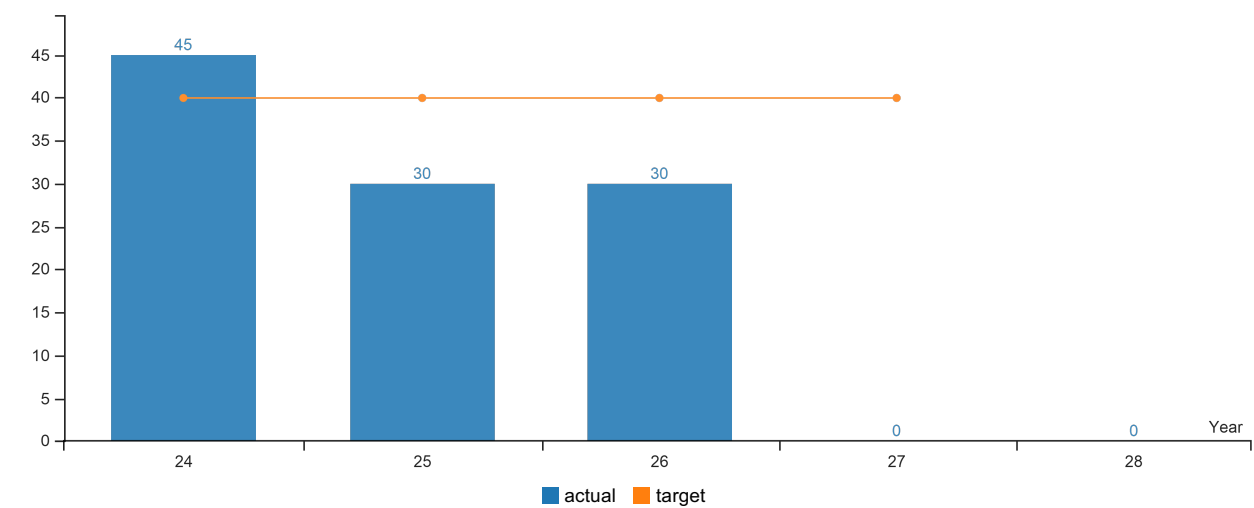
Factors Affecting Results

In 2026, the certified armed private security provider program showed notable improvement in overall compliance compared to 2025. Although the average monthly certified population decreased slightly from 2,471 to 2,415, the number of providers suspended for failing to meet annual training requirements dropped significantly from 691 suspensions in 2025 to 577 in 2026. This reduction reflects a meaningful decline in the suspension rate and indicates better training completion and fewer disruptions in workforce readiness.

Additionally, the proportion of reinstated providers improved modestly, with 24.4% of suspended individuals in 2026 returning to compliance compared to 22.1% in 2025. Taken together, these metrics demonstrate stronger training adherence and more effective corrective outcomes in 2026, contributing to a more stable and compliant armed security workforce.

KPM #8	Average increase in the Center for Policing Excellence test scores based on assessments at entry and completion of Supervisory Leadership Academy and Organizational Leadership Management Academy -
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2024	2025	2026	2027	2028
Center For Policing Excellence Pre and Post-Test Score					
Actual	45%	30%	30%		
Target	40%	40%	40%	40%	

How Are We Doing

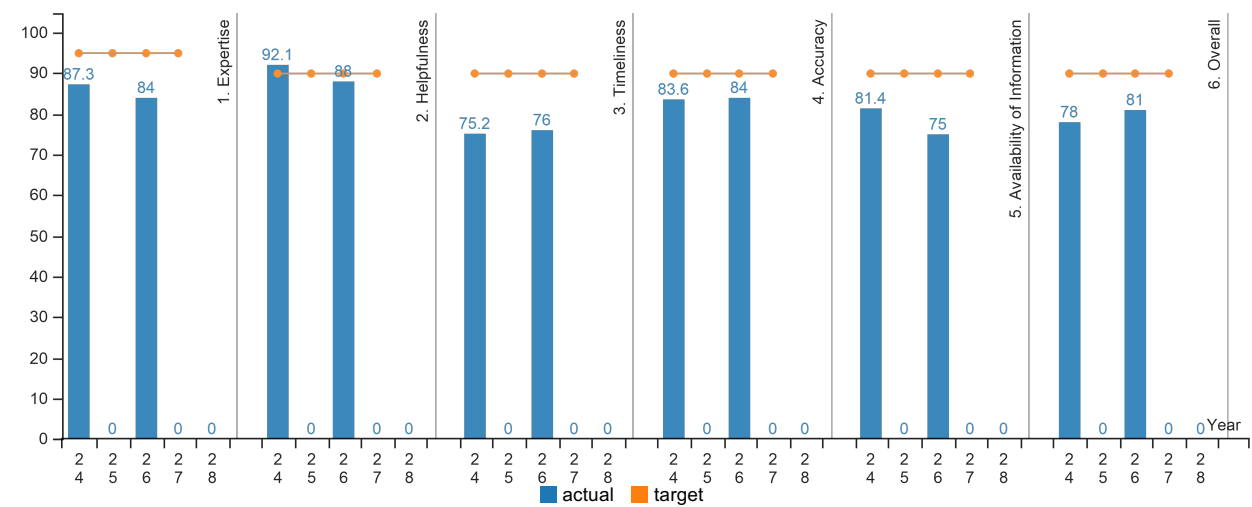
The SLA and OLM courses continue to improve students’ self-assessed confidence to apply learned knowledge and/or skills in identified areas. Scoring system (ratings are between 1-4).

Student confidence increased in all critical areas connected with CPE’s legislative expectations – problem solving, use of research, team building, and addressing future challenges. On average, students arrive needing some assistance or practice in identified areas, and complete training with an increased confidence that they can apply learned knowledge and/or skills on their own.

Factors Affecting Results

While the leadership program continues to deliver high quality leadership training for new first line supervisors and management level personnel, the program saw significant changes during the 2026 reporting period. In January of 2025, the entire leadership program moved to a new manager and program, and beginning in March of 2025, the agency hired a new program coordinator. With the changes in personnel and leadership, the leadership program continues the process of reviewing curriculum, involving constituent feedback. We have seen positive results and feedback and continue to rebuild. Leaning on student feedback and input the leadership program has received solid remarks from students.

KPM #11	CUSTOMER SERVICE - Percent of customers rating satisfaction with agency services "good" or"excellent" for: timeliness, accuracy, helpfulness, expertise, information availability.
	Data Collection Period: Jul 01 - Jun 30



Report Year	2024	2025	2026	2027	2028
1. Expertise					
Actual	87.30%		84%		
Target	95%	95%	95%	95%	
2. Helpfulness					
Actual	92.10%		88%		
Target	90%	90%	90%	90%	
3. Timeliness					
Actual	75.20%		76%		
Target	90%	90%	90%	90%	
4. Accuracy					
Actual	83.60%		84%		
Target	90%	90%	90%	90%	
5. Availability of Information					
Actual	81.40%		75%		
Target	90%	90%	90%	90%	
6. Overall					
Actual	78%		81%		
Target	90%	90%	90%	90%	

How Are We Doing

Overall, DPSST received majority positive feedback on the required dimensions despite the proportion of “excellent” or “good” responses not meeting the target of 90/95%. Timeliness, Accuracy, and Overall service increased, while Expertise, Helpfulness, Availability of Information decreased. It is important to note that no more than 7% of answers were “poor” in any area.

While levels may not meet the targets, when respondents were asked if they felt service at DPSST has increased, decreased, or stayed the same, 86.4% of respondents indicated that service has stayed the same or increased (an increase from 2024).

A sentiment analysis revealed that most open-ended feedback was positive or neutral, with continued praise for the professionalism in those interactions. Three areas of concern that were identified from open-ended feedback include: delays in paperwork processing and certification issuance (often attributed to staffing challenges), concern about increased fees, and website usability.

Factors Affecting Results

The most significant factor influencing results is the survey sample—both its size and how it is collected. Because we currently rely on a convenience sample of anonymous respondents, the number of responses is very small compared to the total number of yearly interactions staff at DPSST have. Additionally, the composition of respondents can vary widely from year to year, and we have limited ability to control the quality or consistency of their feedback. The use of a four-point Likert scale with no neutral option may also contribute to respondents selecting 'fair' when their true sentiment is closer to neutral.