

Department of Public Safety Standards and Training



2018 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 2 through August 23, 2018. The survey had a total of 625 responses (320 public safety/305 private safety).

Breakdown of Respondents/Number of Constituents (as of August 2018) (OTHER not included)

Discipline	Total Number of Constituents ¹	Respondents in 2016	Respondents in 2018
Police	5,511	180	122
Corrections	4,095	38	22
Parole & Probation	640	25	13
Telecommunications/EMD	920/866	28	26
EMD (Private)	54	Not Asked	2
Regulatory Specialist (OLCC)	43	N/A	1
Fire	11,245	108	83
Private Security	21,327	151	202
Private Investigator	700	76	54
Polygraph	50	0	18

Traditionally, DPSST has divided the customer satisfaction survey into two categories; services provided by the Professional Standards Division and services provided by the Training Division. In recognition that the Training Division does not provide services to the private safety disciplines (private security, private investigators, and polygraph examiners), two distinct surveys were created in 2018: DPSST PUBLIC SAFETY Constituent Satisfaction Survey (which includes questions relating to the Professional Standards and Training Divisions) and DPSST PRIVATE SAFETY Constituent Satisfaction Survey (which includes questions relating to the Professional Standards Division only).

In addition to the required survey questions, DPSST also gathers additional information for internal customer service purposes.

The survey questions for Professional Standards are (PUBLIC and PRIVATE SAFETY):

- 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?

¹ As of August 31, 2018.

- 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?
- 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 (PUBLIC SAFETY only):

- 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 (PUBLIC and PRIVATE SAFETY):

- 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 (PUBLIC SAFETY)
- Corrections - Local (County or City Jail) (PUBLIC SAFETY)
- Fire Services (PUBLIC SAFETY)
- Probation & Parole (PUBLIC SAFETY)
- Police – Municipal (PUBLIC SAFETY)
- Police – County (PUBLIC SAFETY)
- Police – State (PUBLIC SAFETY)
- Telecommunicator/Emergency Medical Dispatcher (Public) (PUBLIC SAFETY)
- Emergency Medical Dispatcher (Private) (PRIVATE SAFETY)
- OLCC Regulatory Specialist (PUBLIC SAFETY)
- Other (PUBLIC SAFETY)
- Polygraph Examiner (PRIVATE SAFETY)
- Private Security Provider (PRIVATE SAFETY)
- Private Investigator (PRIVATE SAFETY)
- Other (PRIVATE SAFETY)

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

2018 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 2018, the combined results for Professional Standards:²

- Timeliness: 85%
- Accuracy: 88%
- Helpfulness: 89%
- Expertise: 87%
- Availability of Information: 84%
- Overall Service: 87%

For 2018, the combined results for Training:³

- Timeliness: 81%
- Accuracy: 86%
- Helpfulness: 87%
- Expertise: 84%
- Availability of Information: 80%
- Overall Service: 82%

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 2016 and 2018

The number of survey respondents remained consistent. DPSST's percentages increased significantly in the categories of timeliness, accuracy, helpfulness, expertise and availability of information in 2018 and remained steady in the category of overall service in the Professional Standards and Training Division, as well as the DPSST as a whole. These changes may be attributed to increased customer service, transparency and process improvement initiatives agency-wide.

² Includes PUBLIC and PRIVATE SAFETY Constituents. Percentages were adjusted to account for questions that were skipped or not answered.

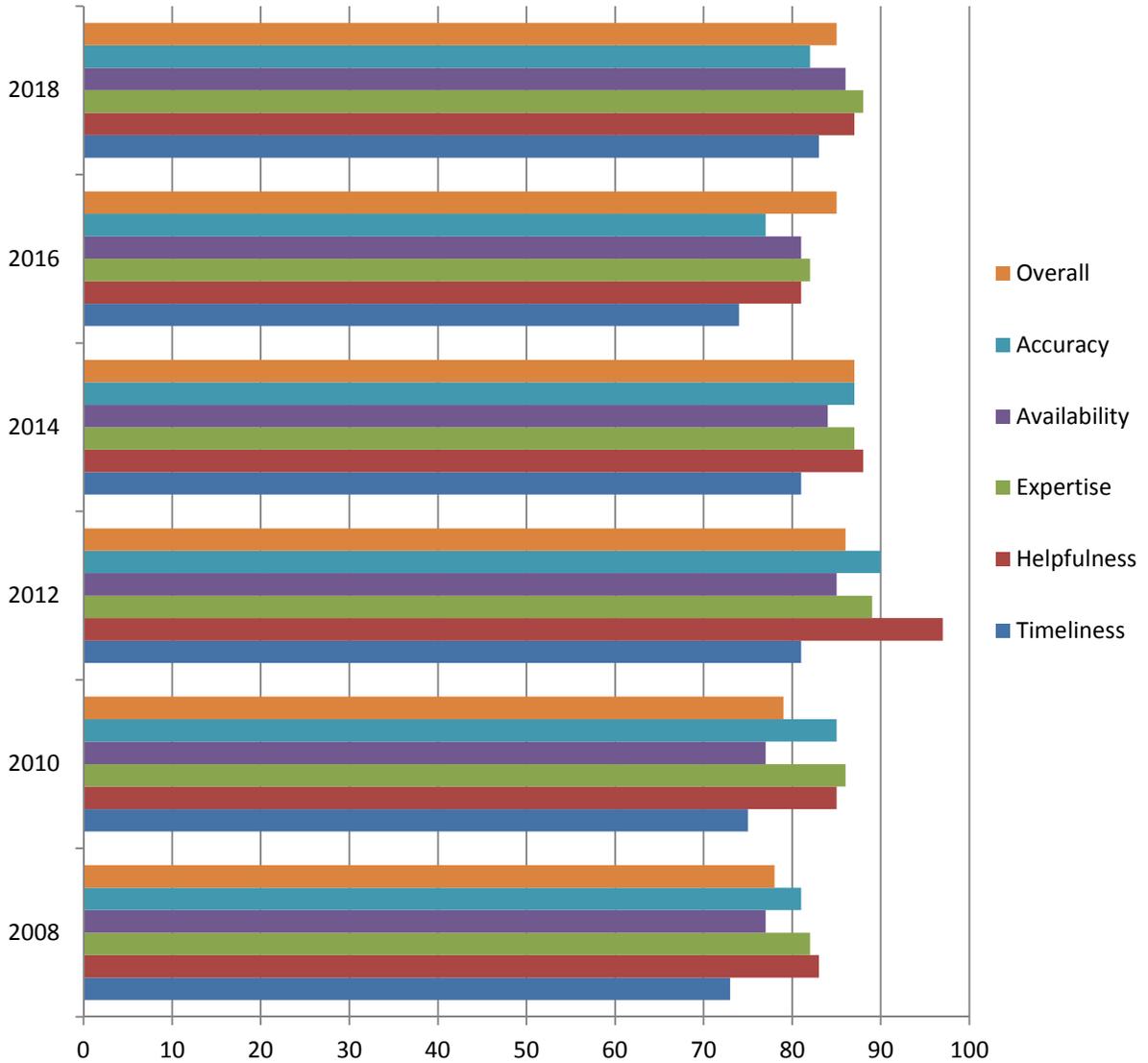
³ Percentages were adjusted to account for questions that were skipped or not answered.

2016	%	2018	%	Plus/Minus %
Timeliness	74	Timeliness	83	+9
Accuracy	81	Accuracy	87	+6
Helpfulness	82	Helpfulness	88	+6
Expertise	81	Expertise	86	+5
Availability	77	Availability	82	+5
Overall	85	Overall	85	0
Overall - DPSST	86	Overall - DPSST	86	0

Historical Comparison of Key Performance Data: 2008-2018

The following chart depicts DPSST's performance measure data from 2008 through 2018.

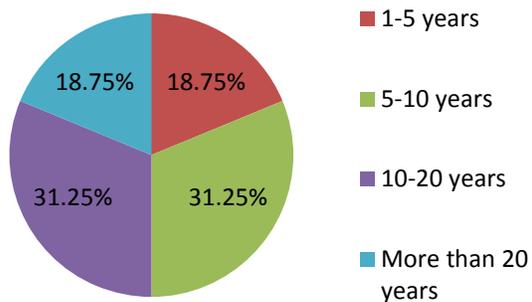
Constituent Customer Satisfaction Survey



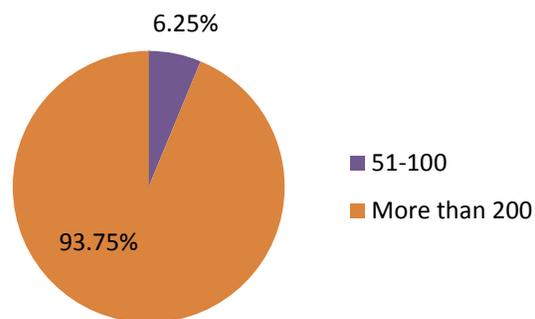
	2008	2010	2012	2014	2016	2018
Overall	78	79	86	87	85	85
Accuracy	81	85	90	87	77	82
Availability	77	77	85	84	81	86
Expertise	82	86	89	87	82	88
Helpfulness	83	85	97	88	81	87
Timeliness	73	75	81	81	74	83

Constituent: Oregon Department of Corrections; 16 responses (5%)

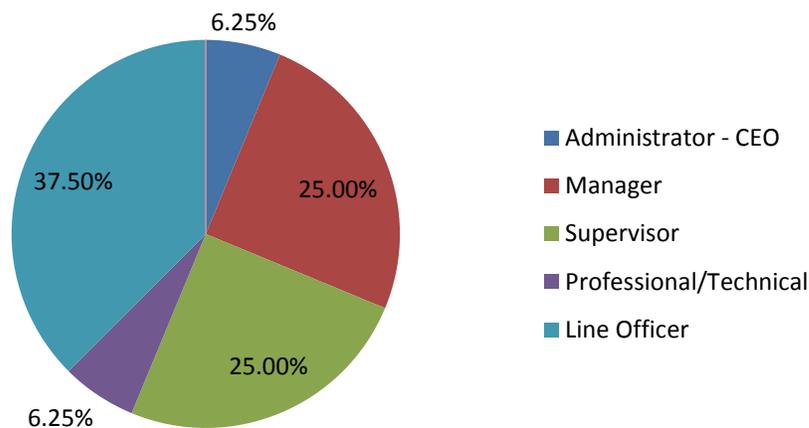
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	25.00%
Good	43.75%
Fair	25.00%
Poor	6.25%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

✓ None.

Dept. of Corrections: Professional Standards Division Survey Results

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

Comments:

HELPFULNESS:

- Linsay is an amazing employee

EXPERTISE:

- Linsay is very knowledgeable
- In my 8 year career I have never met anyone in person from DPSST any thing I have ever received has only been thru emails.

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	25.00%
Stayed About the Same	56.25%
Been Declining	0%
Don't Know (or Doesn't Apply)	18.75%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	25.00%
Good	37.50%
Fair	25.00%
Poor	0%
Don't Know (or Doesn't Apply)	12.50%
Blank	(0)

Dept. of Corrections: Training Division Survey Results

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

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

Academy (Basic)

Been Getting Better	18.75%
Stayed About the Same	50.00%
Been Declining	6.25%
Don't Know (or Doesn't Apply)	25.00%
Blanks	(0)

Regional/Advanced Training

Been Getting Better	18.75%
Stayed About the Same	37.50%
Been Declining	18.75%
Don't Know (or Doesn't Apply)	25.00%
Blanks	(0)

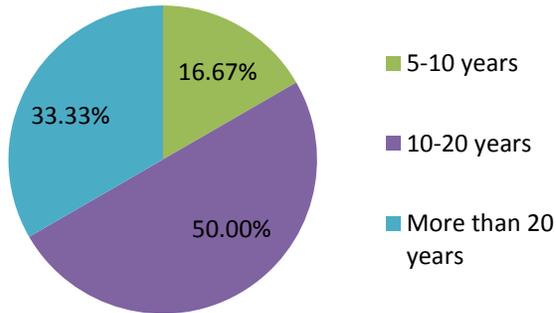
Instructor Development Training

Been Getting Better	25.00%
Stayed About the Same	25.00%
Been Declining	25.00%
Don't Know (or Doesn't Apply)	25.00%
Blanks	(0)

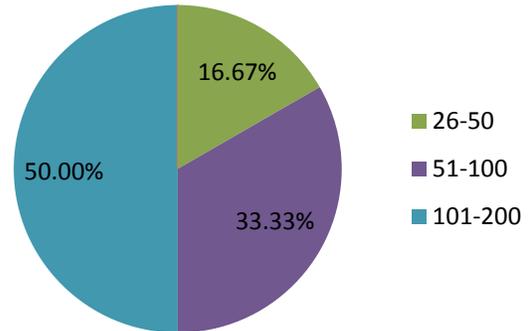
Leadership (Supervision, Management, Executive) Training	
Been Getting Better	12.50%
Stayed About the Same	37.50%
Been Declining	31.25%
Don't Know (or Doesn't Apply)	18.75%
Blanks	(0)
Specialized Training	
Been Getting Better	18.75%
Stayed About the Same	50.00%
Been Declining	12.50%
Don't Know (or Doesn't Apply)	18.75%
Blanks	(0)
COMMENTS:	
<ul style="list-style-type: none"> As an FTO when it comes to hiring of new staff I've heard from the new staff it is very hard to get accepted now since they ask so many questions on the applications about family and neighbors etc. then it noe cost money to even apply for a job. 	
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	37.50%
Good	37.50%
Fair	25.00%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: Corrections – City/County; 6 responses (1.8%)

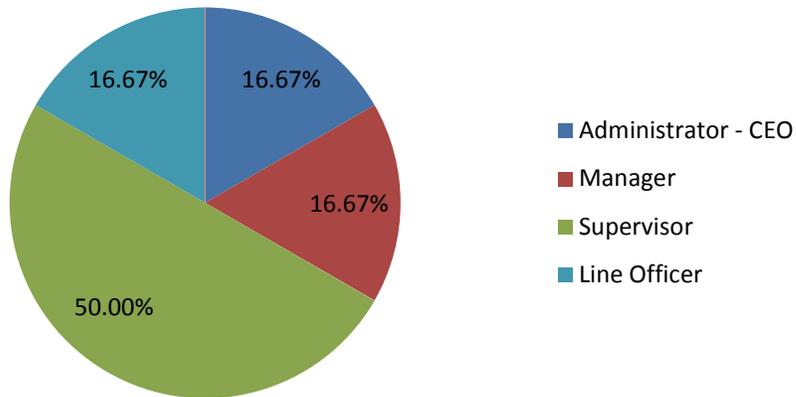
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	33.33%
Good	66.67%
Fair	0%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

✓ None.

Corrections – City/County: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	1	1	5	2	1	1	4
Good	5	5	1	4	5	5	2
Fair	0	0	0	0	0	0	0
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

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	83.33%
Stayed About the Same	16.67%
Been Declining	0%
Don't Know (or Doesn't Apply)	0%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	33.33%
Good	66.67%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Corrections – City/County: Training Division Survey Results

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

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

Academy (Basic)

Been Getting Better	50.00%
Stayed About the Same	16.67%
Been Declining	16.67%
Don't Know (or Doesn't Apply)	16.67%
Blanks	(0)

Regional/Advanced Training

Been Getting Better	16.67%
Stayed About the Same	50.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	33.33%
Blanks	(0)

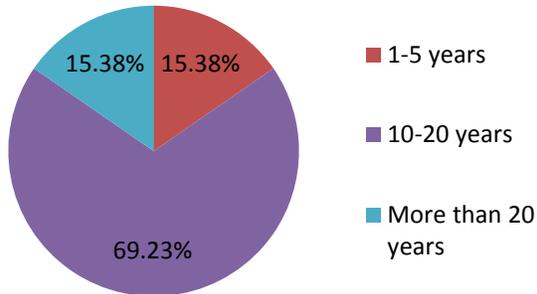
Instructor Development Training

Been Getting Better	16.67%
Stayed About the Same	50.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	33.33%
Blanks	(0)

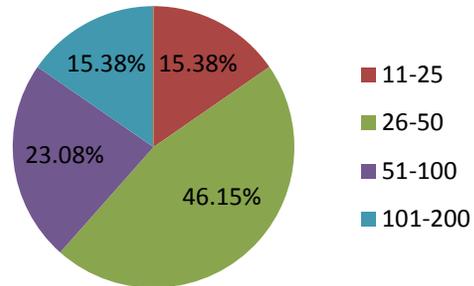
Leadership (Supervision, Management, Executive) Training	
Been Getting Better	16.67%
Stayed About the Same	50.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	33.33%
Blanks	(0)
Specialized Training	
Been Getting Better	0%
Stayed About the Same	33.33%
Been Declining	0%
Don't Know (or Doesn't Apply)	66.67%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	16.67%
Good	83.33%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: Parole & Probation; 13 responses (4.1%)

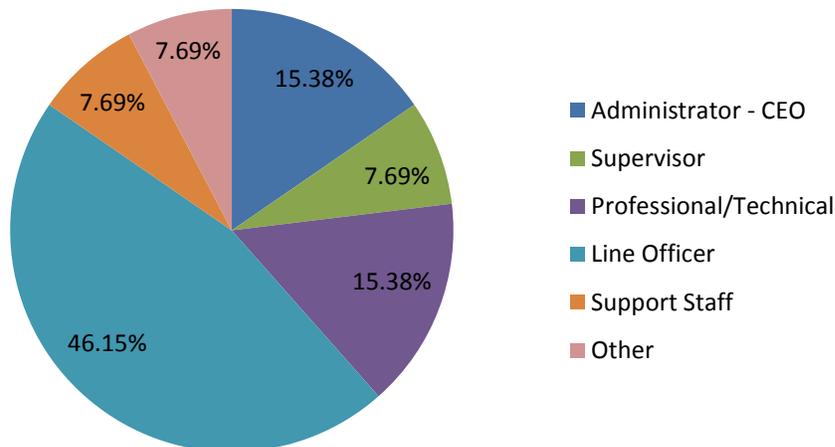
Years Experience of Respondent



Size of Respondent's Organization



Respondent Current Position in Organization



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	30.77%
Good	61.54%
Fair	7.69%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

✓ None.

Parole & Probation: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	4	4	7	4	4	3	6
Good	8	7	3	7	7	8	5
Fair	1	2	3	2	2	2	2
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

Comments:

HELPFULNESS:

- Have not had a lot of interaction

AVAILABILITY OF INFORMATION:

- Would like to see training e-mail notices broken down to specific discipline . Inbox tends to get overwhelmed with training info that is not relevant.

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	61.54%
Stayed About the Same	23.08%
Been Declining	0%
Don't Know (or Doesn't Apply)	15.38%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	23.08%
Good	69.23%
Fair	7.69%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Parole & Probation: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	3	3	5	3	3	3	5
Good	9	9	6	8	8	9	7
Fair	1	1	2	1	2	0	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	1	0	1	0

Comments:

CONSISTENCY:

- Need to Train on state mandates such as risk assessments, but also continue to keep a balance between processing paperwork and scenario training to keep officers safe.

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

Academy (Basic)

Been Getting Better	61.54%
Stayed About the Same	15.38%
Been Declining	7.69%
Don't Know (or Doesn't Apply)	15.38%
Blanks	(0)

Regional/Advanced Training

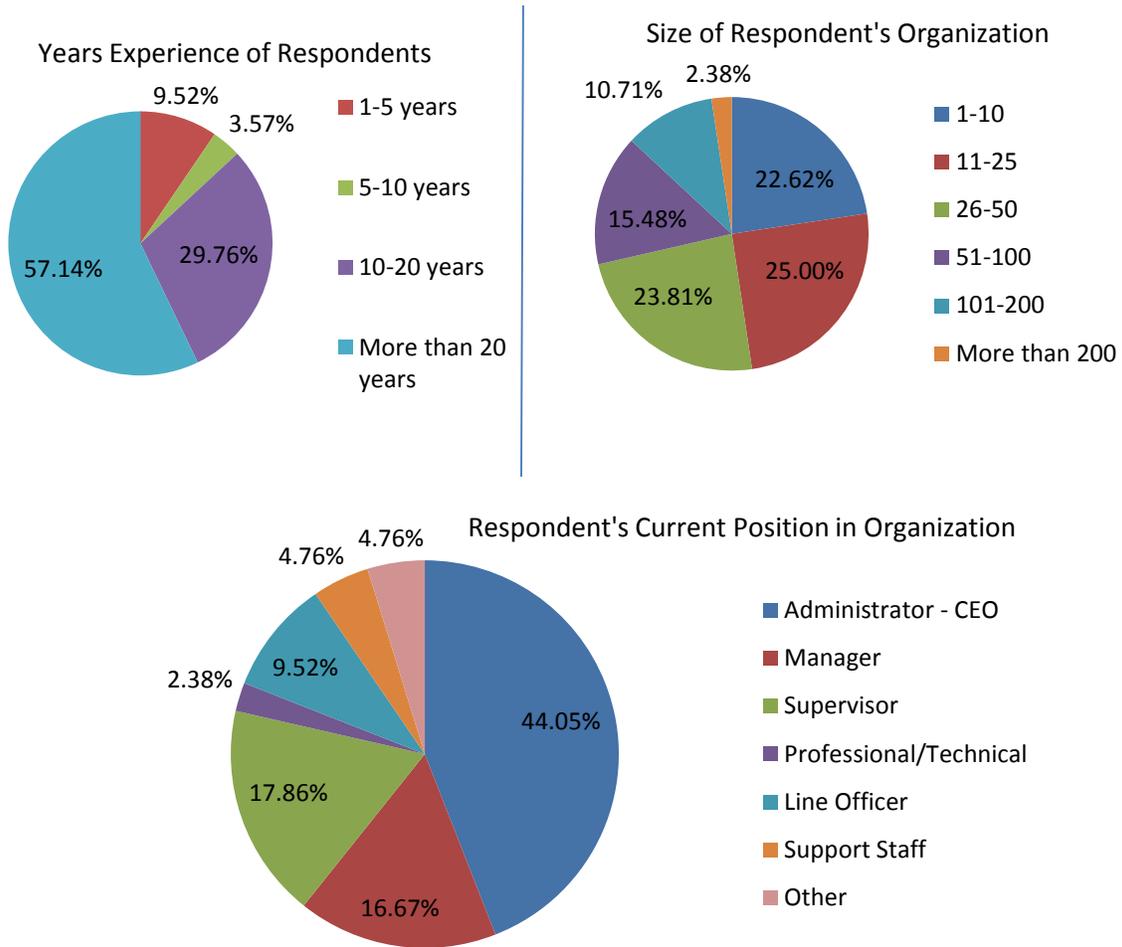
Been Getting Better	30.77%
Stayed About the Same	23.08%
Been Declining	7.69%
Don't Know (or Doesn't Apply)	38.46%
Blanks	(0)

Instructor Development Training

Been Getting Better	46.15%
Stayed About the Same	7.69%
Been Declining	0%
Don't Know (or Doesn't Apply)	46.15%
Blanks	(0)

Leadership (Supervision, Management, Executive) Training	
Been Getting Better	30.77%
Stayed About the Same	23.08%
Been Declining	0%
Don't Know (or Doesn't Apply)	46.15%
Blanks	(0)
Specialized Training	
Been Getting Better	38.46%
Stayed About the Same	23.08%
Been Declining	7.69%
Don't Know (or Doesn't Apply)	30.77%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	23.08%
Good	61.54%
Fair	15.38%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: Police - Municipal; 84 responses (26.3%)



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	41.67%
Good	50.00%
Fair	7.14%
Poor	1.19%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ Overall the academy has been getting better and better. Facilitating courses and having students interact rather than continuously lecturing is a way better method of teaching. The patrol week and EVOC course is way better than it was before, but I feel as if we all still strive (DPSST and agencies) for that realistic training, that will hammer it home. The

students learn so much while they are there, and coming back and having them with FTO/PTO's who were trained an older way is still a conflict. I feel like we almost need mandatory "how we teach it" training for FTO's at the academy. I watch my PTO's tell a recruit how to do something and so often I hear "That's not how they taught me at the academy." I wish there was a way to get everyone on board. Overall, I am very pleased with the quality of training. I wish it was a little more military style but I know that doesn't fit everyone's style.

- ✓ I have always found staff to be polite, courteous, knowledgeable, and very helpful. If the staff I initially contact doesn't know the answer to a question, s/he always put me in contact with the correct person. I really have no complaints or issues, but rather, praise for the huge service DPSST puts out.
- ✓ Police departments are paramilitary organizations that have rank structures. Maintaining high value on chain of command and respecting those who have higher rank, more experience and status in the organization, in my opinion, is important and cannot or should not be undermined at the academy level. Teach them proper police procedures and how to be a police officers. Also teach them to respect the chain of command so when they return to their agency, that is going to be expecting it, they have a clear understanding of the chain of command. If the rank requirements structure as DPSST is the problem then change the requirements needed to be promoted to a position but do not undermine or place a lack of value with experience that is associated with a person who has achieved a higher ranked position. Sheriffs, Chiefs, Undersheriffs, Major's, Captains, Lt.'s, Sgt.'s and Senior Troopers/Deputies/Officers/FTO's are NOT equal to recruits. It is a complete disservice to these potentially excellent Deputies/Officers to teach them this at an infant time of their career. In short DPSST administration should restore the rank structure and the titles associated to instructors and or supervisors etc.. as soon as possible, in my opinion. Respectfully, thank you.
- ✓ I am new to my position which has me overseeing training. In my dealings with the staff at DPSST they have always been professional, informative and easy to work with.
- ✓ I think Eriks should get a raise!!!!
- ✓ DPSST has always been a professional institution. They continue to improve taking ideas and suggestions for improvement seriously.
- ✓ I always receive the help I need from DPSST. I'm very excited about Benjamin Klecker being our new Regional Training Coordinator.
- ✓ First of all, let me say that coordinating this effort has to be monumental and my hat is off to all that are responsible for this impressive task- May I offer the following based on academy student feedback; Consider taking a cross-section of academy students and conduct interviews throughout the academy experience to get direct feedback in a timely manner for the end users. If a survey is used you may or may not get real responses. As described, the survey's used have been identified as poorly set up. Apparently, there's some difficulty in separating the instructors evaluation from the course work. (i.e. if you have an instructor that teaches multiple courses and does a great job, the students can't "Click on that instructor" and give one evaluation. Conversely the students are required to go into every single class and evaluate that class, but separating the material from the instructor is not laid out very well and apparently tedious. (Second-hand info). Finally, timing the course work in the room, to the scenarios could be (potentially) improved based on feedback I've received. Everyone's a critic right? Keep up the good work! Thanks for asking.
- ✓ DPSST as an organization is exceptional. There are apparent challenges with current training staff in terms of current knowledge and availability. I believe this could be mitigated with an increased frequency of instructor classes for specialized skills, EVOC for example. I have had some mild frustration getting regional training coordinator responses to inquiry.

This does not extend to basic class coordinators who I would rate across the board as exceptional in their customer service. Similarly, all support staff have been very good. Considering the track record of the agency, I accept the issues I had with the regional were situational and not likely representative of any actual problem needing fixed with staff or procedure.

- ✓ Many of the staff are excellent in providing service. There are some who have been frustrating to work with due to delays in communication, etc. I understand that they have a lot of agencies and disciplines to manage - but we're all busy and the courtesy of an acknowledgement goes a long way.
- ✓ I have serious concerns about the lack of structure and respect that the academy has moved to in order to achieve a more "relaxed" atmosphere. Although I am told repeatedly by academy management that this isn't going to be a college campus atmosphere that is exactly what it appears to be by reports of those visiting, attending, and working there. The academy had this model in the mid 80's to the early 90's and frankly the academy had little to no credibility throughout most states and with many veteran officers in state. I know this from experience as I attended a COD class in that era made up primarily of out of state officers who as an entire group couldn't believe the lack of discipline, low standards and low performance. This was also the era when departments would tell newly graduated officers/deputies, "forget what you learned at the academy, we will teach you how to do it right". Are we going down the road of repeating history?
- ✓ The DPSST Academy provides excellent service, staff is very helpful and I appreciate the timeliness of getting back to me if i have a question. I hope the academy does not extend further than 16 weeks, anything longer would put a hardship on the agencies that hire the students. I believe trainee's need to have real life experience along with the practical classroom knowledge. I would also like to see the class coordinators have their rank restored. It seems odd to me that it was removed in the first place. All police agencies represent a paramilitary structure, and the students will have that structure in place when they return.
- ✓ Offering a Basic CPR/AED/First Aid course in Basic Academy again would be a PLUS. Way back when it was offered as part of the Basic Academy. Since it is a REQUIREMENT for Basic Certification it would definitely help alleviate the scramble for agencies to try and get these new hire basic police officers certified.
- ✓ On-line training has come a long way.

Police - Municipal: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	33	40	47	34	34	29	49
Good	42	39	29	42	42	48	29
Fair	8	4	5	7	7	6	4
Poor	0	0	1	0	0	0	0
Don't Know (or Doesn't Apply)	1	1	1	1	1	1	1
Blank	0	0	1	0	0	0	1

Comments:

TIMELINESS:

- Management / Supervisory Staff has even answered my e-mails on weekends. Very appreciated for me to be able to move forward on what I was working on.
- Sometimes phone messages seem to be returned slow, but generally they are very timely.
- I've questioned staff about the status of a former employee under review and have yet to hear back.
- Obviously some requests are more timely than others, but your staff is excellent! (Re; F-6, F-4, and F-5 processing). F-7's a little slower...
- anytime i've had questions i get responses very quickly

ACCURACY:

- Training data entry based on F6's can be inaccurate sometimes but easily fixed with a phone call.

HELPFULNESS:

- During my interactions, I have received polite and service oriented responses. From my perspective, staff gives their best effort to be responsive and answer questions.
- I can call and get answers right away.
- Staff has been very good at answering my questions and point me to the right person to ask questions of.
- Mona, Kristen, Lindsay all do a wonderful job. They answer e-mails almost immediately and are extremely helpful.
- They are always so helpful with any situation or question that comes up!

EXPERTISE:

- The staff has always been able to answer my questions and/or point me in the proper direction for those answers.
- They are very good with info expertise, even given all the changes happening over the last year- they've had to be versed in both old & new!

PROFESSIONALISM:

- Staff has always been professional and friendly to deal with.

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

Been Getting Better	52.38%
Stayed About the Same	35.71%
Been Declining	2.38%
Don't Know (or Doesn't Apply)	9.52%
Blanks	(0)

COMMENTS:

- service has been good for several years, no issues
- It is a complete disservice to recruits for them to be calling superior officers and supervisors "buddy", "Pal" or "Friend" and is not applicable to the REAL world of Police work and is unacceptable. They NEED to be trained to respect chain of command and show proper respect to a superior officer or supervisor.
- I have only been in the position where I have contact with the staff for 6 months.
- Not that it was poor before but I have noticed more communication.
- Always excellent
- For me, the staff has always been great!
- Seems to me there is more outreach and communication over the past couple of years.
- I say staying the same because I don't ever recall having a problem. Staff has always been easy to deal with and very helpful. No change

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

Excellent	53.01%
Good	40.96%
Fair	4.82%
Poor	0%
Don't Know (or Doesn't Apply)	1.20%
Blank	(1)

COMMENTS:

- Being new to my position and dealing with the admin of training, it has been a pleasure to work with Professional Standard staff.
- I doubt there is another State Academy that has A Professional Standards Staff with higher ratings and expertise as DPSST.

Police - Municipal: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	26	33	39	32	26	27	40
Good	42	38	36	36	41	34	34
Fair	11	9	4	12	13	17	6
Poor	1	1	1	2	1	2	1
Don't Know (or Doesn't Apply)	3	2	3	1	2	2	2
Blank	1	1	1	1	1	2	1

Comments:

ACCURACY:

- would consider this category to cover both curriculum and teaching processes/protocols particularly in survival skills which has declined noticeably. I do not fault the instructors but it appears to be more directed from management and political influences. I would give a poor rating however there are individuals who do a good job and salvage the rating.

HELPFULNESS:

- Very good at getting back to us with answers.

EXPERTISE:

- I do hear good things about the training staff at DPSST from my staff.
- Those who have done the job are good.
- It's ridiculous for the training managers to keep using the excuse of their newness over the past year for poor performance.

CONSISTENCY:

- Lots of moving around to different positions the last 6 months so people are still getting settled

PROFESSIONALISM:

- I get timely information when we have a recruit in the basic academy. The supervisor/coordinator for the class contacts me several times during the academy class to update me on the progress.

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

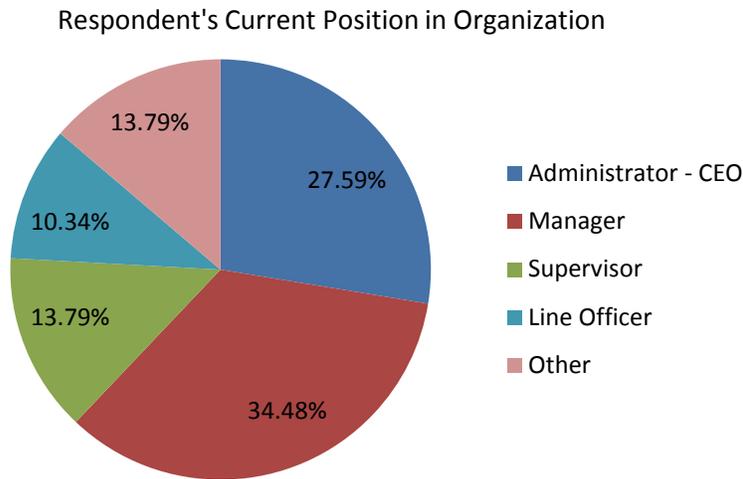
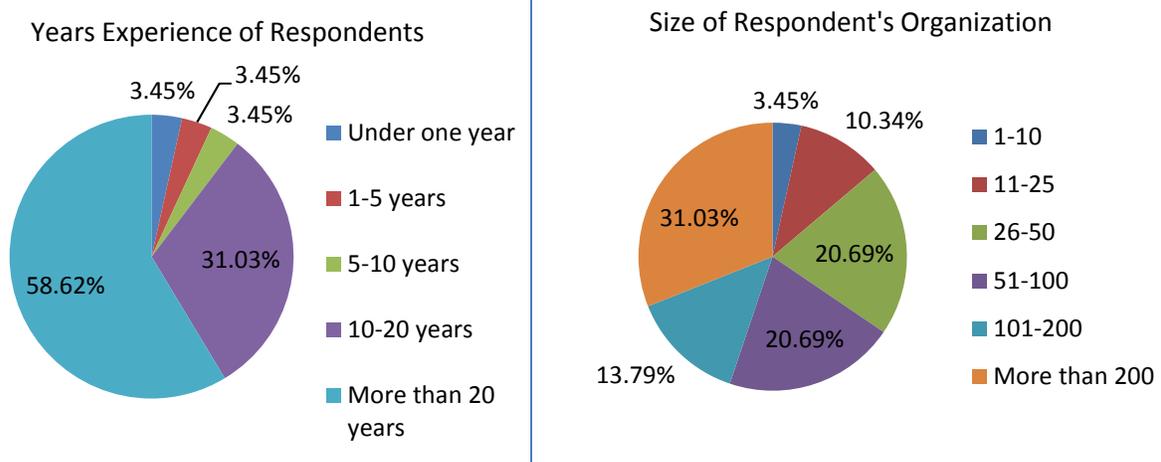
Academy (Basic)

Been Getting Better	36.90%
Stayed About the Same	32.14%
Been Declining	16.67%
Don't Know (or Doesn't Apply)	14.29%
Blanks	(0)

Regional/Advanced Training	
Been Getting Better	27.38%
Stayed About the Same	47.62%
Been Declining	10.71%
Don't Know (or Doesn't Apply)	14.29%
Blanks	(0)
Instructor Development Training	
Been Getting Better	20.73%
Stayed About the Same	42.68%
Been Declining	12.20%
Don't Know (or Doesn't Apply)	24.39%
Blanks	(2)
Leadership (Supervision, Management, Executive) Training	
Been Getting Better	30.95%
Stayed About the Same	34.52%
Been Declining	13.10%
Don't Know (or Doesn't Apply)	21.43%
Blanks	(0)
Specialized Training	
Been Getting Better	16.67%
Stayed About the Same	47.62%
Been Declining	8.33%
Don't Know (or Doesn't Apply)	27.38%
Blanks	(0)
COMMENTS:	
<ul style="list-style-type: none"> • New to my position • Need more leadership training opportunities • The decision to move away from rank (of academy staff) was a poor decision; the part-time instructors need more updates. The first week of the police basic needs more emphasis on "police" - the revamped first four weeks are reportedly boring and uninteresting. The material is not covered sufficiently in class and basic officers are having to learn the material outside of class. • The middle management training has been pretty dry for a long time. Academy students have reported back on the new curriculum delivery and have been generally unhappy with the quality of the training/testing, course line up and course time allotment/placement in the overall curriculum (for some courses). • The coordinators for the Basic classes are exceptional. Things kind of fall off in other areas. • Sorry i just don't know about these other categories. • Disappointed DPSST is no longer hosting the NRA instructor classes, they were very valuable to many agencies for that quality of training • Haven't used the basic, instructor or specialized training. 	

Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	39.29%
Good	44.05%
Fair	13.10%
Poor	2.38%
Don't Know (or Doesn't Apply)	1.19%
Blank	(0)
COMMENTS:	
<ul style="list-style-type: none"> • I am appreciative of all of the work that is being done to endeavor to keep the CJ profession a respected "organization" with high standards of conduct. • Thanks for all of your support. • On thing I do not like is the class coordinators have had their designated rank removed. Don't like it at all, that should be restored. • Small Agency Conference was great!!! 	

Constituent: Police - County; 29 responses (9.1%)



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	34.48%
Good	58.62%
Fair	6.90%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ Eriks Gabliks definitely "walks the walk" and is an inspiring leader both within DPSST and outside the organization. As a whole, DPSST staff provides excellent service and is a great partner. Opportunities for improvement at DPSST: event coordination through Kayla Smith has been challenging at times for team members (unreturned calls, delayed response to emails) and catering services through Aramark has been inconsistent and sometimes difficult to coordinate. Overall, Aramark staff are friendly, but Aramark leadership can be slow to respond to calls or emails. Both areas (event coordination & catering) seem at odds with the overall level of service Eriks and the rest of his team deliver.
- ✓ I believe DPSST is always looking for ways to improve their service and I never seem to have problems finding someone to speak with when I have questions. I appreciate the updates from the Director keeping my office informed about the present and future of academy training. Keep up the great work!
- ✓ Things are much better with the actual academy. Region training has been dismal at best and in serious decline. Not happy with this at all. We use to get periodic updates or visits from the regional trainer now he won't even return a phone call or email.

Police - County: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	6	11	14	13	11	8	17
Good	19	16	13	11	14	17	11
Fair	3	1	1	3	3	3	0
Poor	0	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	1	1	1	2	1	1	1
Blank	0	0	0	0	0	0	0

Comments:

TIMELINESS:

- Sometimes certificates for approved certifications can be a little slow in arriving - but not that often.
- decent response to most situations.

ACCURACY:

- We have seen some inaccuracy in training records/CPR expiration's but overall pretty good.

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	51.72%
Stayed About the Same	31.03%
Been Declining	0%
Don't Know (or Doesn't Apply)	17.24%
Blanks	(0)
COMMENTS:	
<ul style="list-style-type: none"> I have not been working with them long enough to give a proper answer. I've only been working with them for the past 1 1/2 years so have no comparison to the past. 	
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	34.48%
Good	51.72%
Fair	10.34%
Poor	0%
Don't Know (or Doesn't Apply)	3.45%
Blank	(0)
COMMENTS:	
<ul style="list-style-type: none"> I've been involved in and/or aware of several situations where important people within agencies were not held to account by DPSST. I don't know if that's the fault of DPSST professional standards staff or simply decision making at higher levels. For the past decade plus, it has appeared there is one set of rules for the little people and another set for the powerful people in law enforcement. I don't think that appearance has been dispelled by any means. DPSST's failure to investigate multiple deceptive assertions from my agency managers has led to people in this law enforcement community having less faith in DPSST. 	

Police - County: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	9	9	14	9	7	10	12
Good	11	13	10	13	18	13	12
Fair	7	4	2	5	2	3	3
Poor	0	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	2	3	3	2	2	3	2
Blank	0	0	0	0	0	0	0
Comments:							
TIMELINESS:							
<ul style="list-style-type: none"> sometimes have to wait for a class 							

ACCURACY:

- Sometimes training hours have been entered twice - usually after receiving F-6 forms from both the training site and the agency.

HELPFULNESS:

- Not worked directly with them.
- The staff does an excellent job of keeping me informed on the progress of my police students. The phone call is always a nice touch.

EXPERTISE:

- There are staff in positions to teach jobs they never held or understand. There is not context to their knowledge.

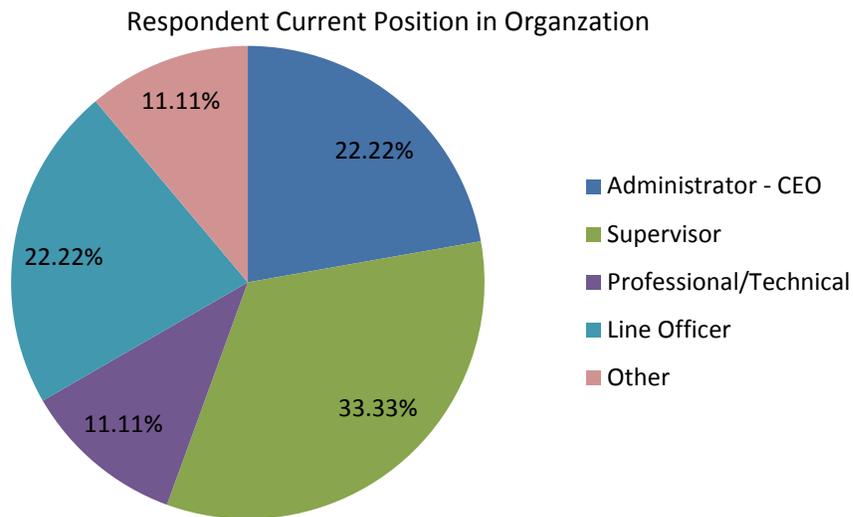
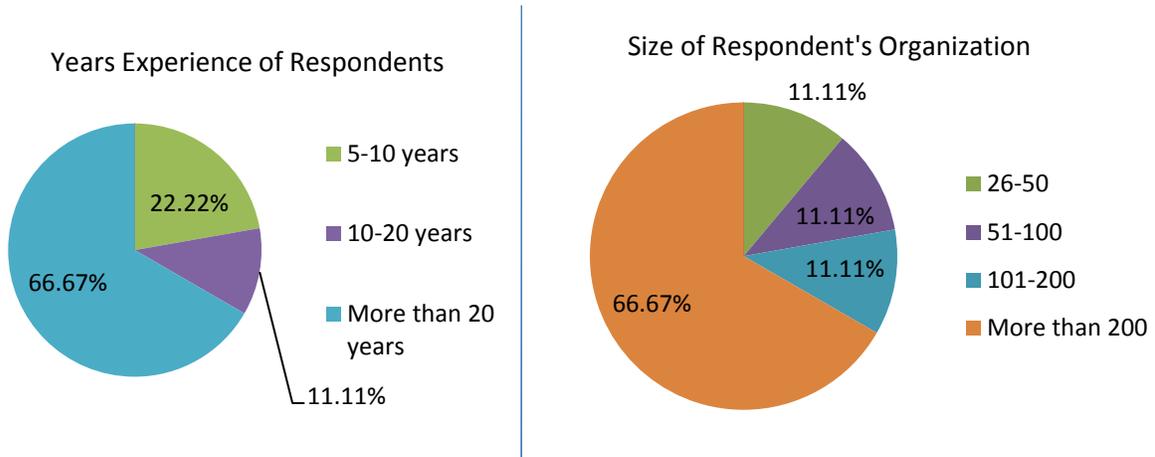
AVAILABILITY:

- Sometimes it takes a while to get old training records sent to us - like old F-15 forms when we are trying to audit training records.

Over the past two years I would say the services from DPSST Training in the following areas has:	
Academy (Basic)	
Been Getting Better	34.48%
Stayed About the Same	44.83%
Been Declining	3.45%
Don't Know (or Doesn't Apply)	17.24%
Blanks	(0)
Regional/Advanced Training	
Been Getting Better	31.03%
Stayed About the Same	31.03%
Been Declining	20.69%
Don't Know (or Doesn't Apply)	17.24%
Blanks	(0)
Instructor Development Training	
Been Getting Better	13.79%
Stayed About the Same	48.28%
Been Declining	6.90%
Don't Know (or Doesn't Apply)	31.03%
Blanks	(0)
Leadership (Supervision, Management, Executive) Training	
Been Getting Better	31.03%
Stayed About the Same	44.83%
Been Declining	0%
Don't Know (or Doesn't Apply)	24.14%
Blanks	(0)

Specialized Training	
Been Getting Better	24.14%
Stayed About the Same	41.38%
Been Declining	3.45%
Don't Know (or Doesn't Apply)	31.03%
Blanks	(0)
COMMENTS:	
<ul style="list-style-type: none"> Jennifer Otterlee has been great! Otterlee is excellent at getting out all the varied training announcements 	
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	27.59%
Good	55.17%
Fair	10.34%
Poor	0%
Don't Know (or Doesn't Apply)	6.90%
Blank	(0)
COMMENTS:	
<ul style="list-style-type: none"> Our team's impression is training has improved after several DPSST leadership changes the past 1 1/2 years. 	

Constituent: Police - State; 9 responses (2.8%)



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	33.33%
Good	44.44%
Fair	22.22%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

✓ None.

Police - State: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	4	3	2	2	1	2	3
Good	3	4	6	5	5	6	5
Fair	2	2	1	2	3	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

Comments:

PROFESSIONALISM:

- Taking away the rank and file as before; it also took away some of the professionalism aspect.

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

Been Getting Better	44.44%
Stayed About the Same	44.44%
Been Declining	0%
Don't Know (or Doesn't Apply)	11.11%
Blanks	(0)

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

Excellent	44.44%
Good	22.22%
Fair	22.22%
Poor	0%
Don't Know (or Doesn't Apply)	11.11%
Blank	(0)

Police - State: Training Division Survey Results

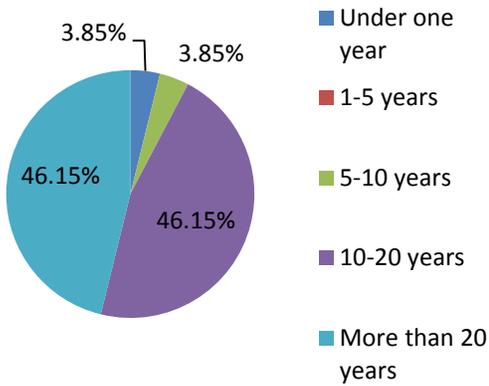
	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	3	3	4	2	2	3	3
Good	3	2	3	5	4	5	6
Fair	1	3	2	2	2	0	0
Poor	1	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	1	1	0	0	1	1	0
Blank	0	0	0	0	0	0	0
Comments:							
TIMELINESS:							
<ul style="list-style-type: none"> information for training not received before course 							

Over the past two years I would say the services from DPSST Training in the following areas has:	
Academy (Basic)	
Been Getting Better	0%
Stayed About the Same	37.50%
Been Declining	0%
Don't Know (or Doesn't Apply)	62.50%
Blanks	(1)
Regional/Advanced Training	
Been Getting Better	25.00%
Stayed About the Same	62.50%
Been Declining	0%
Don't Know (or Doesn't Apply)	12.50%
Blanks	(1)
Instructor Development Training	
Been Getting Better	11.11%
Stayed About the Same	33.33%
Been Declining	0%
Don't Know (or Doesn't Apply)	55.56%
Blanks	(0)

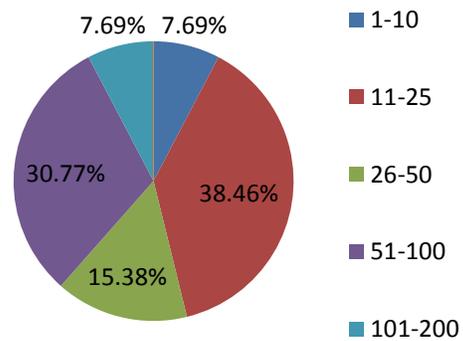
Leadership (Supervision, Management, Executive) Training	
Been Getting Better	12.50%
Stayed About the Same	12.50%
Been Declining	12.50%
Don't Know (or Doesn't Apply)	62.50%
Blanks	(1)
Specialized Training	
Been Getting Better	50.00%
Stayed About the Same	25.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	25.00%
Blanks	(1)
COMMENTS:	
<ul style="list-style-type: none"> The leadership training I had was good. I rated this down as the availability of leadership training classes to maintain certification are hard to come by. 	
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	33.33%
Good	44.44%
Fair	22.22%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: Telecommunicator/Emergency Medical Dispatcher (Public); 26 responses (8.1%)

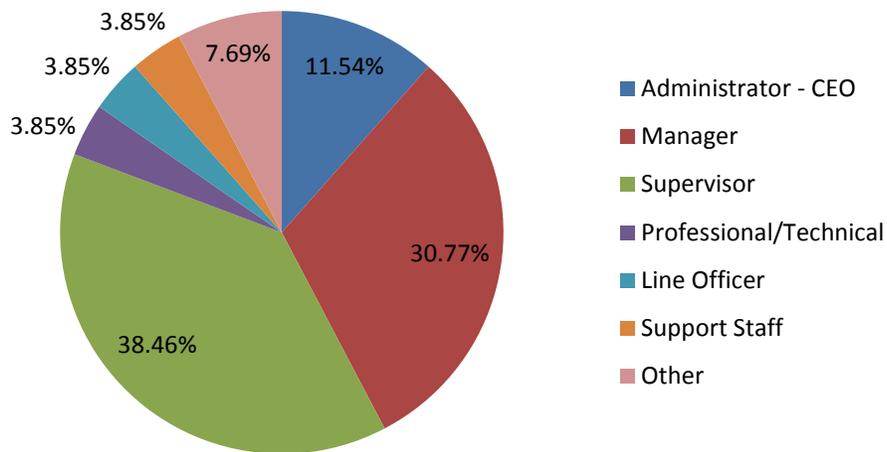
Years Experience of Respondent



Size of Respondent's Organization



Respondent Current Position in Organization



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	38.46%
Good	53.85%
Fair	7.69%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ Within every organization there is always room for growth. What I appreciate about DPSST is they are always looking for what tomorrow can bring while ensuring what we do today is high quality. I don't want to say I don't want to see improvement from DPSST as I never want them to stay in one spot (for too long anyway). However, there is little room for suggestions since the team is always looking for ways to improve and they are open about future plans. They seek input and let us know what direction they are going.
- ✓ Where I struggle with DPSST is the sense that Tele/EMD seem to come as an after thought and/or last when considering revision to curriculum, rules, forms, etc. Generic F forms often don't make sense when completing for Tele and/or EMD discipline. For example: Field 15 on the F-4 form.

Telecommunications/EMD (Public): Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	10	11	17	12	7	10	18
Good	12	9	7	11	15	13	7
Fair	3	4	1	2	3	1	0
Poor	0	1	0	0	0	0	0
Don't Know (or Doesn't Apply)	1	1	1	1	1	1	0
Blank	0	0	0	0	0	1	1

Comments:

TIMELINESS:

- Submitting F6's has been hit/miss. I recently discovered over 20 F6's that I had submitted over a period of 1.5 years that had never been uploaded to the individuals' training records. I had to resubmit all of those F6's. Alicia was a great help with that. Most recently, the F6's have been getting uploaded faster. I have had issues with both submitting F6's and working on certification advancement in which I email the contacts at DPSST and I don't get a response at all, or the response is extremely delayed. Lastly, I have been told by individuals from DPSST of certain 'rules' that I cannot find anywhere on the DPSST site. The most recent example is that when an individual (telecomm) is applying for intermediate and advanced certification at the same time, a single F7 may be submitted, but the intermediate and advanced portfolio packets must be separate. I have submitted multiple certification advancements as one entire packet previously (most recently in May 2018) and they have all been granted without incident. I could not find any direction on the DPSST site to support this 'rule'. I emailed Deba on 7/22 about this and received a out-of-office reply saying she would return on Monday, 7/20/18. (7/20/18 was a Friday). As of 7/24/18 I have not received a response.

ACCURACY:

- The only reason I rate this as 'poor' is because of the number of errors from DPSST. Examples are: the 20+ F6's that had been submitted but never uploaded, inaccuracies or outdated information on the website, inconsistent methods of distributing or announcing changes to forms, conflicting messages (a representative of DPSST tells you one thing but you cannot find guidance on the site). I cannot imagine the volume of work for the DPSST employees in these areas, but there has to be a better system put in place to check for quality and accuracy. Especially when you're talking about hundreds of hours of training that have been correctly submitted but not uploaded. You are dealing with people's professions and inaccuracy on DPSST's part can cause a great deal of problems for our public safety employees.

HELPFULNESS:

- Every DPSST Professional Standards staff member that I have conversed with over email or phone has been extremely friendly and helpful.
- I am sure you will ask in other areas but EVERY member of the DPSST staff is ALWAYS helpful. I never feel like I am wasting anyone's time regardless of how basic the question is that I ask.

EXPERTISE:

- There is too much conflicting information to have much faith in the expertise of the staff as a whole. There are certain individuals that I have come to know as experts and are very knowledgeable. Alicia is one that comes to mind.

AVAILABILITY:

- It is a process to try to find information on the site on your own. When you ask individuals, they are *usually* good about getting back to you, but I'm always a little apprehensive about taking information from individuals if I cannot find supporting documentation anywhere else. I'd rather do the research on my own and not have to bother DPSST with a phone call, plus if it is documented somewhere on the site, I can easily reference it later. Anything that I've ever asked of DPSST has been about a "rule" so it would make sense to have that information available online.
- I feel the website could be cleaned up to make things easier to find.

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

Been Getting Better	42.31%
Stayed About the Same	46.15%
Been Declining	3.85%
Don't Know (or Doesn't Apply)	7.69%
Blanks	(0)

COMMENTS:

- There has been MUCH improvement over the past two years with DPSST. Specifically in regards to the F6's - they are uploaded *much* faster than before. I like the IRIS portal so everyone can keep up with their training records.
- This is still top notch service.

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

Excellent	46.15%
Good	38.46%
Fair	11.54%
Poor	0%
Don't Know (or Doesn't Apply)	3.85%
Blank	(0)

COMMENTS:

- As far as professionalism in correspondence - excellent. Accuracy is a huge - especially in public safety - and I think DPSST still needs improvement in this area. Thank you for reaching out and soliciting feedback.

Telecommunications/EMD (Public): Training Division Survey Results

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

Comments:

TIMELINESS:

- often nervous about getting our folks into the soonest academy, but it always seems to work out

HELPFULNESS:

- Always friendly and helpful in getting information or understanding why something happens.

EXPERTISE:

- Several retirees working without dated experiences and knowledge. Scenarios are not always current either.

CONSISTENCY:

- It really varies from instructor to instructor based on their personal background.

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

Academy (Basic)

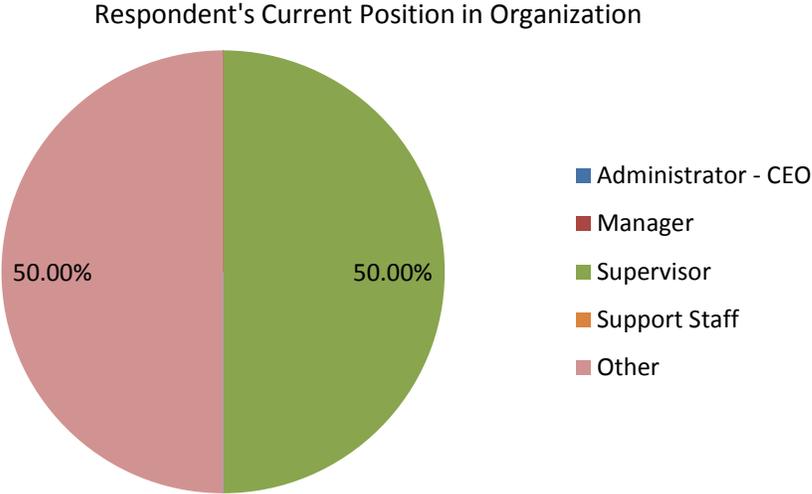
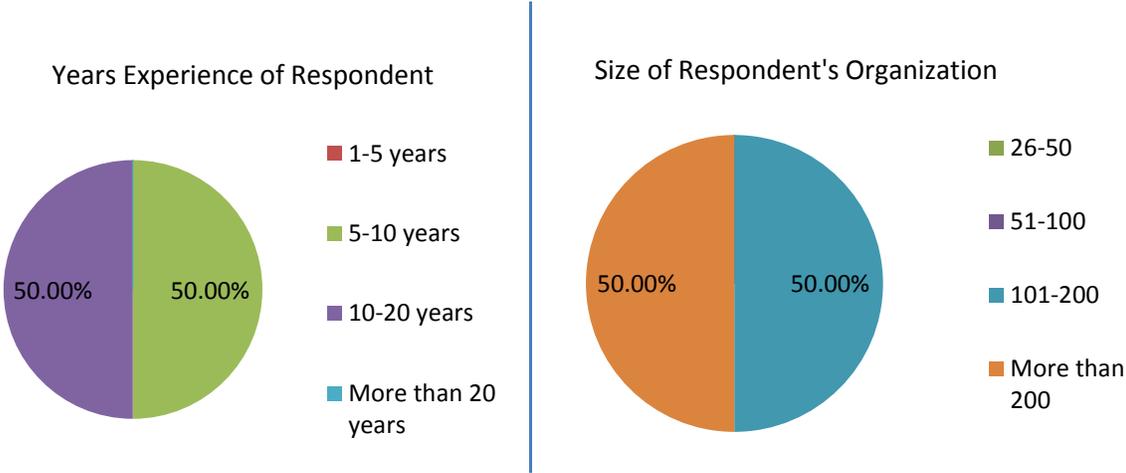
Been Getting Better	42.31%
Stayed About the Same	38.46%
Been Declining	3.85%
Don't Know (or Doesn't Apply)	15.38%
Blanks	(0)

Regional/Advanced Training

Been Getting Better	23.08%
Stayed About the Same	65.38%
Been Declining	3.85%
Don't Know (or Doesn't Apply)	7.69%
Blanks	(0)

Instructor Development Training	
Been Getting Better	23.08%
Stayed About the Same	46.15%
Been Declining	3.85%
Don't Know (or Doesn't Apply)	26.92%
Blanks	(0)
Leadership (Supervision, Management, Executive) Training	
Been Getting Better	34.62%
Stayed About the Same	38.46%
Been Declining	3.85%
Don't Know (or Doesn't Apply)	23.08%
Blanks	(0)
Specialized Training	
Been Getting Better	20.00%
Stayed About the Same	40.00%
Been Declining	8.00%
Don't Know (or Doesn't Apply)	32.00%
Blanks	(1)
COMMENTS:	
<ul style="list-style-type: none"> Lack of specialized training for Telecomm/EMD 	
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	38.46%
Good	50.00%
Fair	11.54%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: Emergency Medical Dispatcher (Private); 2 responses (0.6%)



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	100.00%
Good	0%
Fair	0%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

✓ None.

EMD (Private): Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	1	2	2	1	0	1	2
Good	1	0	0	1	2	1	0
Fair	0	0	0	0	0	0	0
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

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	50.00%
Stayed About the Same	50.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	0%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	100.00%
Good	0%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

EMD (Private): Training Division Survey Results

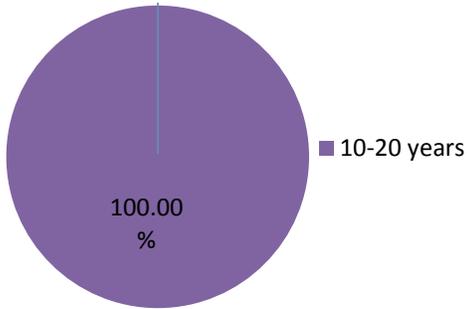
	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	1	2	1	2	2	2	2
Good	1	0	1	0	0	0	0
Fair	0	0	0	0	0	0	0
Poor	0	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	0	0	0	0	0	0	0
Blank	0	0	0	0	0	0	0

Over the past two years I would say the services from DPSST Training in the following areas has:	
Academy (Basic)	
Been Getting Better	0%
Stayed About the Same	50.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	50.00%
Blanks	(0)
Regional/Advanced Training	
Been Getting Better	50.00%
Stayed About the Same	50.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	0%
Blanks	(0)
Instructor Development Training	
Been Getting Better	50.00%
Stayed About the Same	0%
Been Declining	0%
Don't Know (or Doesn't Apply)	50.00%
Blanks	(0)

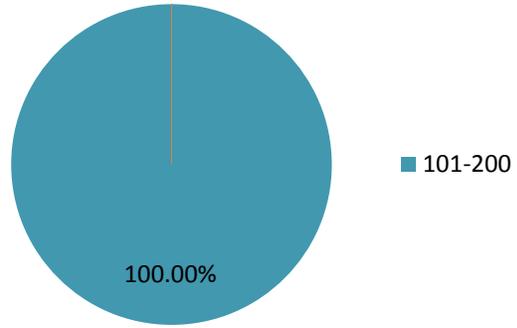
Leadership (Supervision, Management, Executive) Training	
Been Getting Better	50.00%
Stayed About the Same	50.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	0%
Blanks	(0)
Specialized Training	
Been Getting Better	50.00%
Stayed About the Same	0%
Been Declining	0%
Don't Know (or Doesn't Apply)	50.00%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	100.00%
Good	0%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: OLCC Regulatory Specialist; 1 response (0.03%)

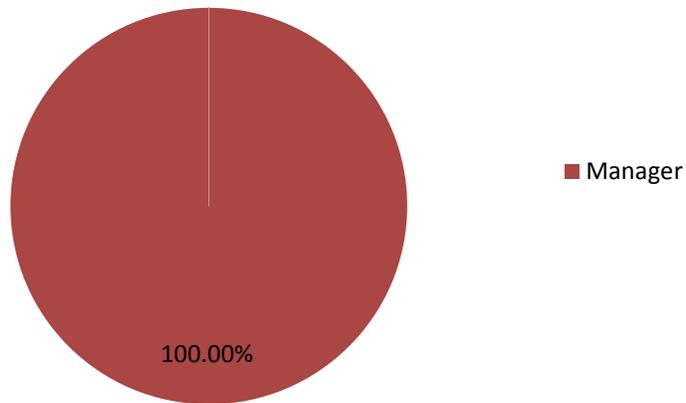
Years Experience of Respondent



Size of Respondent's Organization



Respondent's Current Position in Organization



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	0%
Good	100.00%
Fair	0%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

✓ None.

OLCC Regulatory Specialist: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	0	0	0	0	0	0	1
Good	1	1	1	1	1	1	0
Fair	0	0	0	0	0	0	0
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

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	0%
Stayed About the Same	100.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	0%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	0%
Good	100.00%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

OLCC Regulatory Specialist: Training Division Survey Results

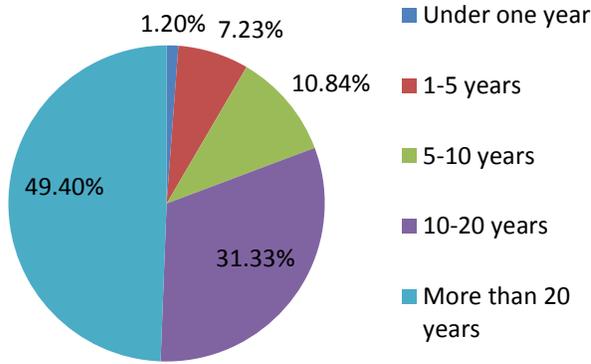
	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	0	0	0	1	0	0	0
Good	1	1	1	0	1	1	1
Fair	0	0	0	0	0	0	0
Poor	0	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	0	0	0	0	0	0	0
Blank	0	0	0	0	0	0	0

Over the past two years I would say the services from DPSST Training in the following areas has:	
Academy (Basic)	
Been Getting Better	0%
Stayed About the Same	100.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	0%
Blanks	(0)
Regional/Advanced Training	
Been Getting Better	0%
Stayed About the Same	0%
Been Declining	0%
Don't Know (or Doesn't Apply)	100.00%
Blanks	(0)
Instructor Development Training	
Been Getting Better	0%
Stayed About the Same	0%
Been Declining	0%
Don't Know (or Doesn't Apply)	100.00%
Blanks	(0)

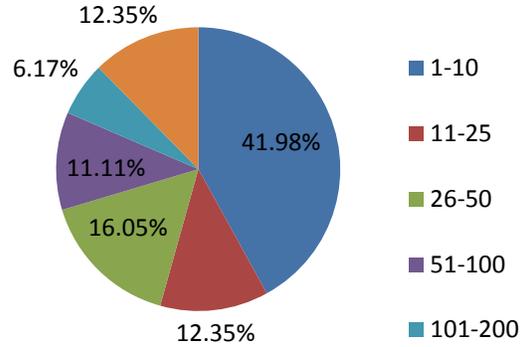
Leadership (Supervision, Management, Executive) Training	
Been Getting Better	0%
Stayed About the Same	100.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	0%
Blanks	(0)
Specialized Training	
Been Getting Better	0%
Stayed About the Same	0%
Been Declining	0%
Don't Know (or Doesn't Apply)	100.00%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	0%
Good	100.00%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: Fire Service; 83 responses (25.9%)

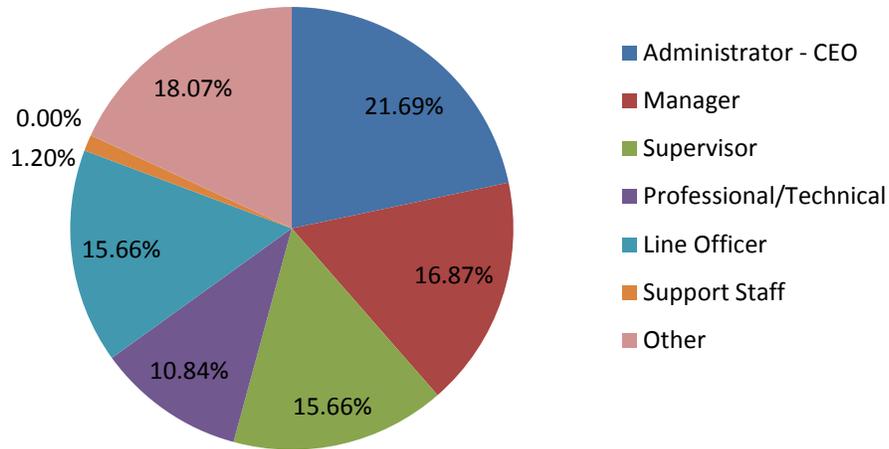
Years Experience of Respondents



Size of Respondents Organization



Respondent's Current Position in Organization



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	27.71%
Good	51.81%
Fair	16.87%
Poor	2.41%
Don't know (or does not apply)	1.20%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ My comments are included in the first section. I am retired from full time fire service(Clackamas Fire Dist.#1) and I continue to instruct wildland fire courses through Clackamas

Community College and the Dept. of Natural Resources (Fire Division) in Washington State. All of the courses I instruct in Oregon are still rostered through DPSST for fire service personnel. I have maintained a working relationship with DPSST for over 25 years and plan to continue that relationship in the future.

- ✓ We have had a DPSST in Klamath County for the past few years and have not had a single time they have followed up with us. When asked about the burn trailer he said it was lost really a \$500,000 unit and the best you can do is it's lost. We had used DPSST in the past but over the last 2 years you might as well save some money in our area.
- ✓ DPSST provides a valuable service to all Fire services and needs to continue to help meet the needs of all paid and volunteer firefighters.
- ✓ I would really love to see DPSST obtain IFSAC, PROBOARD, or DOD accreditation. With a finite number of jobs in Oregon, it would be a great service to our communities to certify Firefighters to this level, allow them the opportunity to work abroad, (ie overseas for instance) then return to their own communities with far more experience.
- ✓ Field Staff are not available.
- ✓ retired fire chief, former law enforcement program manager. Current EMS volunteer and observer of DPSST services to public safety organizations
- ✓ Our relationship with DPSST has improved. Our regional Training Officer John West is very helpful to our organization. very timely and professional. Our relationship with certification has also improved quite a lot. Keep up the good work! They are getting back to us in a timely manner and we are able to communicate much better than in the past. We seem to be able to solve problems more efficiently. Keith Smith Training Chief Clackamas Fire
- ✓ Lane County has had nothing but trouble. We haven't had consistency from a DPPST Fire training representative since Steve Rohl retired. I have lost faith in Professional Standards Unit also. Terminated an employee for Sexual Assault, and DPSST is allowing him to continue to be a Certified Firefighter in another community where he could assault another vulnerable patient. If he had been a cop I believe this situation would of had a different outcome. We seem to hold our Police and Corrections to a much higher professional standard. When will we start holding Fire to the same standard and raise their level of professionalism?
- ✓ Would like to see more of the trainers from DPPST providing training to the regional, small fire associations.

Fire Service: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	18	31	42	35	23	26	40
Good	51	38	28	35	41	38	35
Fair	7	10	11	11	12	8	5
Poor	5	1	0	0	4	8	0
Don't Know (or Doesn't Apply)	2	2	2	2	3	3	2
Blank	0	1	0	0	0	0	1

Comments:

TIMELINESS:

- The whole process of submitting an application waiting to hear if i need fingerprints then submitting fingerprints and then waiting to be invoiced for the fingerprints takes forever. I have requested emails for invoices so i can submit payment with the fingerprints but I often do not get a response back.
- Always receptive and responsive over the past 20 years.
- Upon moving to SVFR from NORFPD I have only seen my rep once, and I know that he has left but I also don't get much support in field training. I have requested the FLAG class no less then 10 times in a year and have no response. Office staff is very helpful and available.
- Speaking only of the CO regional fire trainer, he appears to be burned out or disgruntled.
- Scheduling of training has been poor due lack of DPSST personnel, otherwise doing a great job!
- It would be nice to get more things electronically than Snail mail.
- Have been rescheduled and cancelled numerous times.
- There have been a lot of classes canceled recently

ACCURACY:

- Staff always has the answers to my questions and very helpful with me coodinating courses that I instruct.

HELPFULNESS:

- It has really been hit and miss on whether or not I hear anything back.
- Outstanding, quick response to inquiries.
- The girls in certification always go above and beyond.
- Everyone I talk to at DPSST is always helpful and great to deal with.
- Fair when they can be reached.

EXPERTISE:

- If they don't know they will find out and get back to you.

AVAILABILITY:

- If Staff does not know the answer to a question they find out or direct me to someone who can.
- No callback
- Information is usually easy to find on their web-site.

CONSISTENCY

- Very hit or miss on communications.
- Poor time management. Often has personal agenda first. Grumpy.
- Our representative rarely makes Fire Defense Board meetings or sets up classes in the county. (Klamath)

PROFESSIONALISM:

- Courteous and friendly. Staff has assisted me in correcting errors with rosters and course materials that I had not noticed.
- Great if it is his agenda. Poor if it isn't his way.

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

Been Getting Better	39.76%
Stayed About the Same	38.55%
Been Declining	15.66%
Don't Know (or Doesn't Apply)	6.02%
Blanks	(0)

COMMENTS:

- 2 years ago, great FF academy in Salem. Last year a good academy in CO due to no campus room and budget. This year, too much "work" for DPSST fire staff to help. Poor representation of standards set by DPSST. A burden for fire staff who are supposed to "support training".
- Significantly better and better.

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

Excellent	33.73%
Good	50.60%
Fair	13.25%
Poor	0%
Don't Know (or Doesn't Apply)	2%
Blank	(0)

COMMENTS:

- Could use some upgrades to the DPSST BOSS Program. It seems to have lost its momentum and value over the past few years.
- Very Good when actually received.

Fire Service: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	21	27	30	31	21	23	31
Good	33	37	30	33	31	33	35
Fair	17	10	13	10	17	13	8
Poor	6	4	5	4	9	6	3
Don't Know (or Doesn't Apply)	4	4	4	4	4	5	4
Blank	2	1	1	1	1	3	2

Comments:

TIMELINESS:

- Depends on the staff person. I have been waiting months sometimes for specific staff to reply back to requests or questions.
- The fire certification process takes to long.
- We have asked for service from the DPSST field service person and have yet to receive a callback since January 2016 and 2017.
- Lane County has had noting but trouble. We haven't had consistency from a DPPST Fire training representative since Steve Rohl retired.

ACCURACY:

- No Service
- When I can get it the training is good.
- Right hand and left hand don't sync. Out of touch, no fire service mission.
- Lane County has had noting but trouble. We haven't had consistency from a DPPST Fire training representative since Steve Rohl retired.

HELPFULNESS:

- They are helpful when I can get a hold of them.
- John West has been incredibility helpful over the years.
- Not responsive
- Our area Representative did not make our county training meeting very often and really did not seam to know what was going on at DPSST.
- Lane County has had noting but trouble. We haven't had consistency from a DPPST Fire training representative since Steve Rohl retired.

EXPERTISE:

- Not responsive
- Again with the availability.
- Lane County has had noting but trouble. We haven't had consistency from a DPPST Fire training representative since Steve Rohl retired.
- The level of experience in the training staff seems to be declining to a point they have lost some creditability

AVAILABILITY:

- Haven't seen our rep is several months in fact I dont know who is covering our area
- I would like to be able to access my own certifications, as our training officer is not willing to assist us.
- Not ever responsive
- Lane County has had noting but trouble. We haven't had consistency from a DPPST Fire training representative since Steve Rohl retired.

CONSISTENCY:

- Too much turn over in training staff on the fire side
- They get an EXCELLENT they are consistent you get nothing from them.
- When they are available.
- Consistently avoid helping if not meeting personal agenda. Horrible time management and lack follow thru in CO region - fire training.
- Lane County has had noting but trouble. We haven't had consistency from a DPPST Fire training representative since Steve Rohl retired.

PROFESSIONALISM:

- no follow up
- Hickory shirts and scraggly appearance is not professional.
- Some need to learn the that there personal life should have no effect on there working relationship with fire districts. Lane County has had noting but trouble.
- We haven't had consistency from a DPPST Fire training representative since Steve Rohl retired.

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

Academy (Basic)

Been Getting Better	9.88%
Stayed About the Same	13.58%
Been Declining	7.41%
Don't Know (or Doesn't Apply)	69.14%
Blanks	(2)

Regional/Advanced Training

Been Getting Better	18.29%
Stayed About the Same	43.90%
Been Declining	20.73%
Don't Know (or Doesn't Apply)	17.07%
Blanks	(1)

Instructor Development Training

Been Getting Better	14.63%
Stayed About the Same	39.02%
Been Declining	15.85%
Don't Know (or Doesn't Apply)	30.49%
Blanks	(1)

Leadership (Supervision, Management, Executive) Training	
Been Getting Better	20.99%
Stayed About the Same	34.57%
Been Declining	12.35%
Don't Know (or Doesn't Apply)	32.10%
Blanks	(2)
Specialized Training	
Been Getting Better	17.07%
Stayed About the Same	41.46%
Been Declining	15.85%
Don't Know (or Doesn't Apply)	25.61%
Blanks	(1)
COMMENTS:	
<ul style="list-style-type: none"> • Hard to rate training you don't see. • The major challenge I've seen is Fire Training Staff rollover and availability has been tough. • Academy living conditions are horrible 	

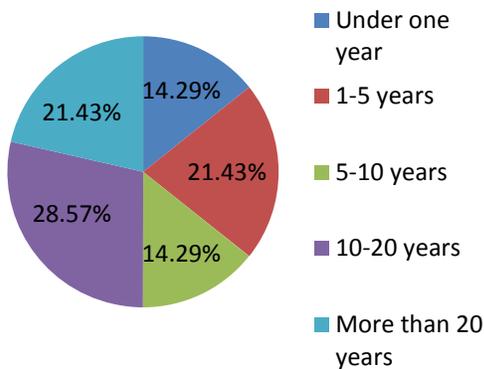
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	26.83%
Good	45.12%
Fair	18.29%
Poor	6.10%
Don't Know (or Doesn't Apply)	3.66%
Blank	(1)
COMMENTS:	
<ul style="list-style-type: none"> • We don't get service from DPSST • Need to continue to pursue outreach delivery options. • They have always been a professional group to work with. 	

Constituent: Other (Public Safety)*; 14 responses (4.4%)

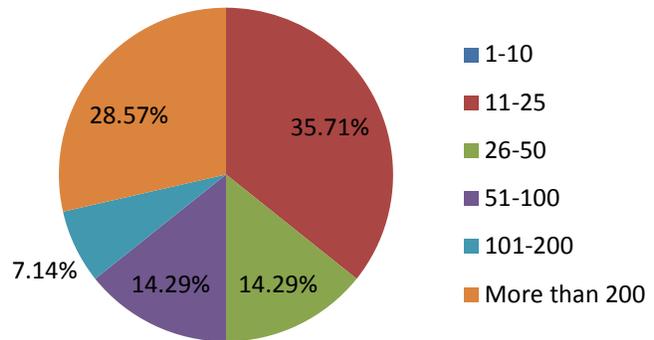
* Other respondents include: (Verbatim)

- admin; • Retired Chief & Police Trng. Specialist; • CITCOE; • Tribal police – fisheries - telecommunications; • Police Tribal; • Police Tribal; • Tribal; • Community College; • Federal law enforcement; • Police/Corrections/Telecommunicator - County; • Police - Tribal; • Building Department AHJ; • Private Security

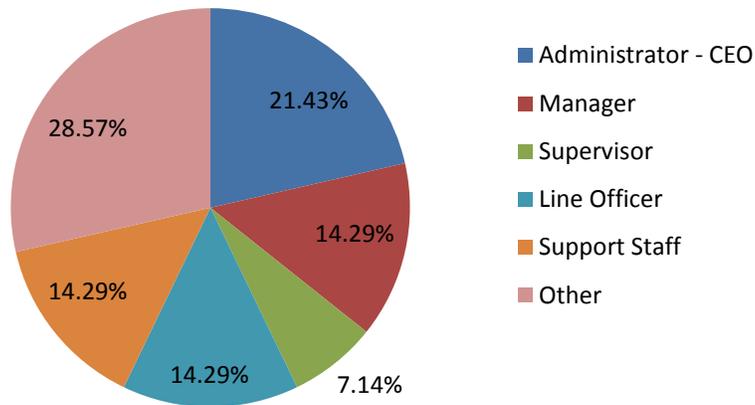
Years Experience of Respondents



Size of Respondent's Organization



Respondent's Current Position in Organization



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	42.86%
Good	35.71%
Fair	14.29%
Poor	0%
Don't know (or does not apply)	7.14%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

Other: Professional Standards Division Survey Results

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

Comments:

TIMELINESS:

- My questions are answered in a timely manner that suits my needs in monitoring officer's training and maintenance requirements.
- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

ACCURACY:

- I have always counted on accuracy from DPSST and so far have not been disappointed.
- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

HELPFULNESS:

- If the person I contact cannot answer my questions, they refer me to the correct source. I never get the run around.
- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

EXPERTISE:

- Same answer as previous, if my first contact can't answer they refer me to the next expert. Or, they find out and get back to me in a timely manner.
- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

AVAILABILITY:

- If I can't find the information on the website, I know I can get an answer from someone listed on the website. (In the specific category of course)
- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

CONSISTENCY:

- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

PROFESSIONALISM:

- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	35.71%
Stayed About the Same	28.57%
Been Declining	7.14%
Don't Know (or Doesn't Apply)	28.57%
Blanks	(0)
COMMENTS:	
<ul style="list-style-type: none"> I am pleased to see the new e-forms and speediness of training hours being added to officer's training records. I am also glad to see IRIS available to officers so they can check their own records to ensure they are up to date on their maintenance requirements. Plus, I'm glad that the training boards are going to enforce certain time requirements to keep officers within the time guidelines for use of force and firearms. I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142 While attempts to update Unarmed Profession curriculum have been overall good, the addition of requirements to recertify as an instructor have been onerous. I understand and agree with on the first class for certification making sure the applicant can teach. But, to have to sit through an entire extra day of training every 2 years to watch other that are recertifying show they can teach is a waste of time. All we need to know are changes/ updates to the curriculum. We have already proven our teaching skills (On our initial certification for new instructors, or now that all have renewed at least once under this new standard). The same can be said for the Manager courses. All we need are updates/ changes, not have to go through the whole course again each time (that hasn't changed). Again, a waste of time. 	
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	50.00%
Good	21.43%
Fair	14.29%
Poor	0%
Don't Know (or Doesn't Apply)	14.29%
Blank	(0)
COMMENTS:	
<ul style="list-style-type: none"> Thank you for all the services DPSST provides, for updating on-line forms, updating the website, and encouraging public safety employees to be responsible for monitoring their own training records. I personally attribute this to Linsay Hale. I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142 see comment for #8 	

Other: Training Division Survey Results

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

Comments:

TIMELINESS:

- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

ACCURACY:

- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

HELPFULNESS:

- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

EXPERTISE:

- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

AVAILABILITY:

- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

CONSISTENCY:

- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

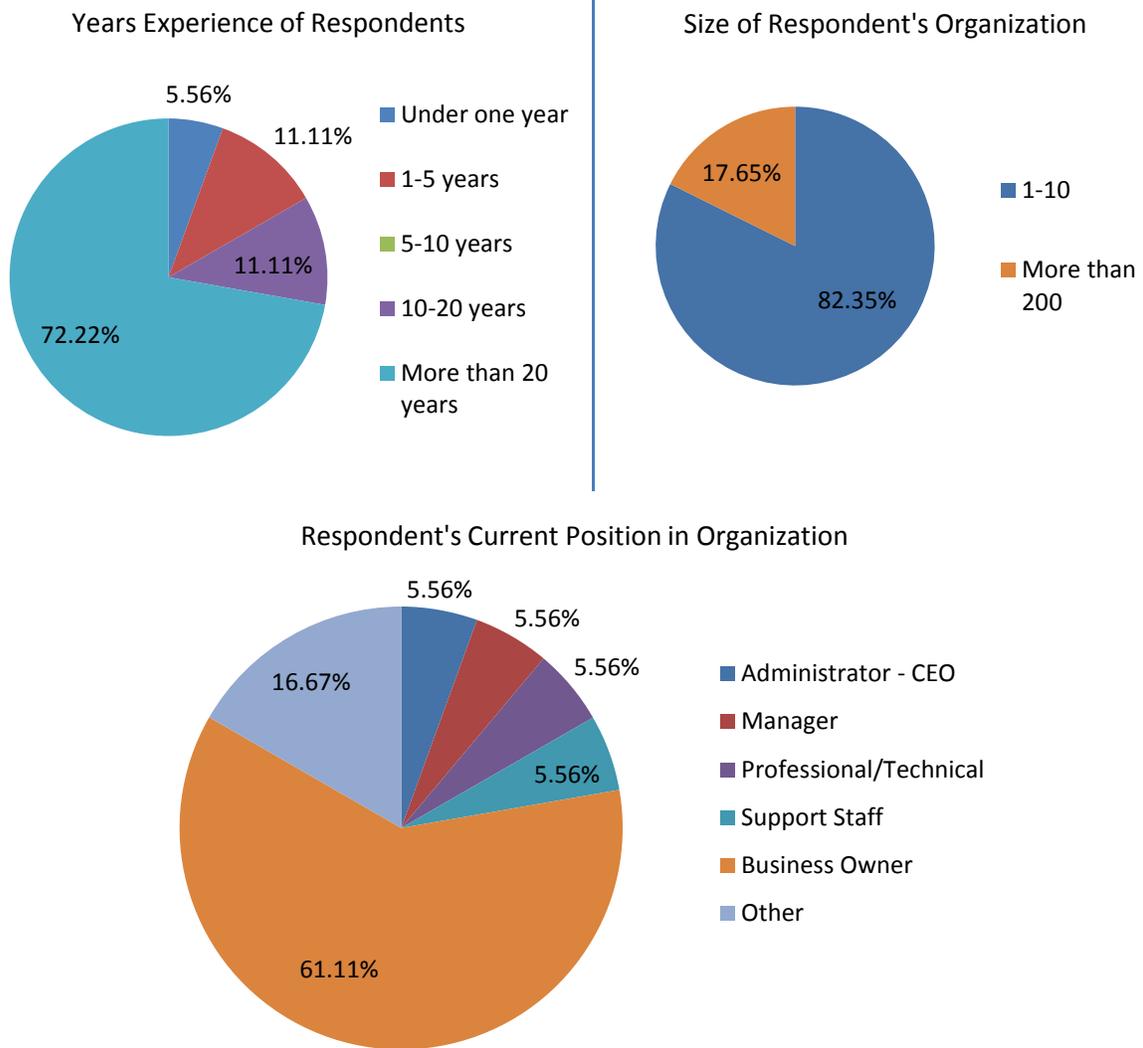
PROFESSIONALISM:

- I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142

Over the past two years I would say the services from DPSST Training in the following areas has:	
Academy (Basic)	
Been Getting Better	35.71%
Stayed About the Same	0%
Been Declining	14.29%
Don't Know (or Doesn't Apply)	50.00%
Blanks	(0)
Regional/Advanced Training	
Been Getting Better	14.29%
Stayed About the Same	35.71%
Been Declining	14.29%
Don't Know (or Doesn't Apply)	35.71%
Blanks	(0)
Instructor Development Training	
Been Getting Better	7.14%
Stayed About the Same	21.43%
Been Declining	7.14%
Don't Know (or Doesn't Apply)	64.29%
Blanks	(0)

Leadership (Supervision, Management, Executive) Training	
Been Getting Better	14.29%
Stayed About the Same	42.86%
Been Declining	0%
Don't Know (or Doesn't Apply)	42.86%
Blanks	(0)
Specialized Training	
Been Getting Better	14.29%
Stayed About the Same	50.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	35.71%
Blanks	(0)
COMMENTS:	
<ul style="list-style-type: none"> I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142 	
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	50.00%
Good	21.43%
Fair	14.29%
Poor	0%
Don't Know (or Doesn't Apply)	14.29%
Blank	(0)
COMMENTS:	
<ul style="list-style-type: none"> I am a Building Official. In the State of Oregon by law the Building Departments conduct the code required Fire & Life Safety plan review on all new construction, except for firefighting hydrant water supply and emergency vehicle access. In an effort to provide NFA quality educational offerings in Oregon to those in the building departments who do not fall under DPSST authority yet are legally responsible for conducting Fire & Life Safety plan reviews. I am requesting consideration of adding the following NFA classes to the DPSST training calendar. N0393, O0137, Q0218, O0614, F0142 	

Constituent: Polygraph Examiner; 18 responses (5.9%)



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	11.11%
Good	44.44%
Fair	27.78%
Poor	5.56%
Don't know (or does not apply)	11.11%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ Thank you so much, Mark Handler
- ✓ Next time for your survey add "very good" between good and excellent. Good is like a "C", excellent would be "A+". Your survey needs a category btwn "c" and "A+".
- ✓ A consistent set of trainee licensing standards A list of mentors willing to mentor.
- ✓ It is very difficult for a valid complaint to be heard to a government organization without legal representation and I would assume coaching from the organization on what parts of complaints are effective. I do know, and many supporting me know, a grave injustice has been committed on several well paid professional based on power and money. I am well educated but these systems are difficult to navigate with effectiveness and justice.
- ✓ My contact with staff from DPSST is very limited so most of the questions on this survey have little relevance to our day to day operation. Each year I send in my license renewal fees and other than questions about license reciprocity with the state of Nevada, have not had any other reason to contact staff. I will comment on what I hope will be a stronger direction in licensing of examiners. Although Oregon has been a licensing state since the mid 1970's, the process of moving trainee examiners into the status of General Examiner is lacking in oversight. I served on the advisory committee for a short time about 2 years ago before moving to Nevada. Over the years I had prepared a number of critique reviews on trainee examiners only to find out while on the board that those critiques were not provided to members of the committee when the examiner appeared to upgrade to General Examiner status. This was apparently the practice. It seems foolish to require trainee examiners to have such important reviews done on a regular schedule only to have them be filed away and not reviewed by committee members at some point and particularly when the examiner appears for upgrade. In spite of the advisory committee now being comprised of fewer members than in the past I get the impression that the oversight of the intern examiners may decrease even more. Being a licensing state, Oregon examiners should have the highest level or expertise in this field. I am a primary instructor for the American Polygraph Association, have provided hundreds of hours of instruction to examiners all over the country but quite frankly see no real difference between Oregon examiners and those from states without licensing laws. The process of a trainee examiner getting the upgrade has remained virtually unchanged since I did it 34 years ago: drive to Salem, take a written test, meet with the advisory committee, look at some charts and leave as a General Examiner. I understand some trainees were denied the upgrade but that appears to have been a rare exception. We can and should be doing a much better job in developing the skills of our trainee examiners and hope the new committee members will find ways to do that. Thank you. Robert G. Lundell, Polygraph Associates of Oregon.

Polygraph Examiner: DPSST Survey Results

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

Comments:

TIMELINESS:

- Your office staff is always friendly and helpful when I call.

ACCURACY:

- When I renew my license or update the address, your staff is very efficient.
- Requirements for licensing changed multiple times. Never clear on what was expected
- I am waiting to see results. I appreciate survey. Other government agencies like DHS and Board of Psychology should have integrity for this process.

HELPFULNESS:

- As mentioned the staff is always super helpful and friendly.
- So far, I will have more to say when I see results and if DPSST is willing to have a conversation about the results.

EXPERTISE:

- Again, I will need to see results of investigation and response with a conversation of explanation.

AVAILABILITY:

- Complaints to government organizations are often dismissed without legal representation to navigate the system. I need to see results of investigation first.

CONSISTENCY:

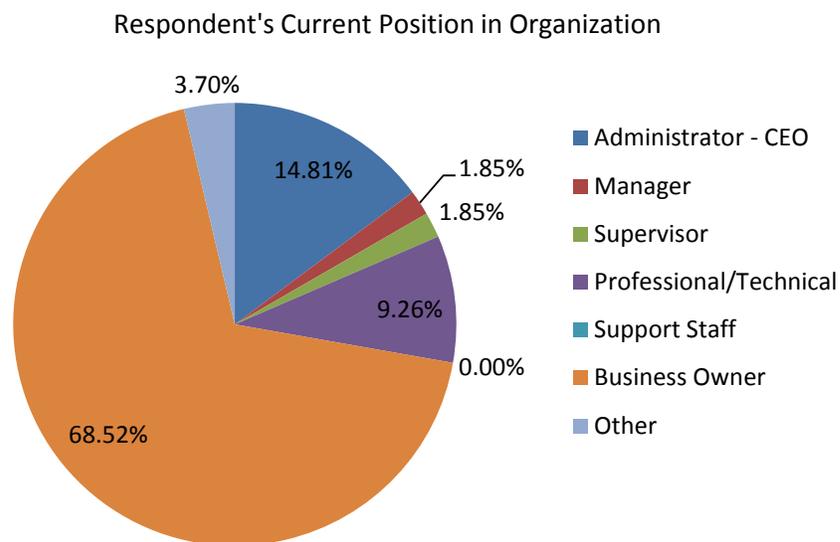
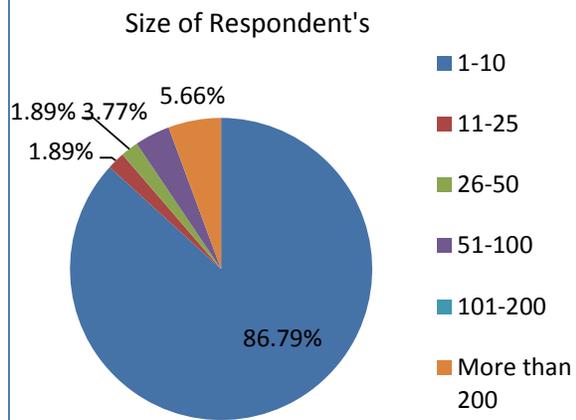
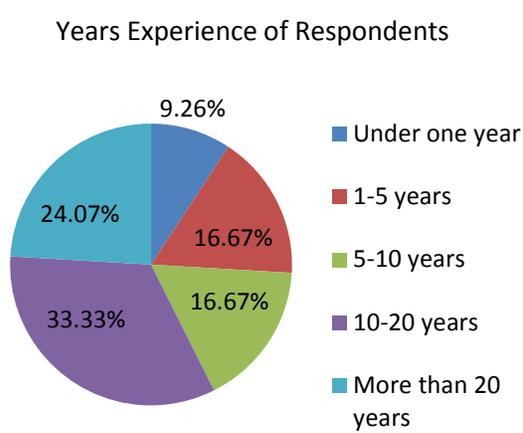
- So far it has been 68 days with no word. I reached out and am waiting for a response from investigator; it has only been 1 day.

PROFESSIONALISM:

- Higher than DHS or Board of Psychology.

Over the past two years I would say the services from DPSST has:	
Been Getting Better	11.11%
Stayed About the Same	50.00%
Been Declining	27.78%
Don't Know (or Doesn't Apply)	11.11%
Blanks	(0)
COMMENTS:	
<ul style="list-style-type: none"> This is my first experience. 	
Overall, how would you rate the services you receive from DPSST staff?	
Excellent	5.56%
Good	55.56%
Fair	33.33%
Poor	5.56%
Don't Know (or Doesn't Apply)	0%
Blank	(0)
COMMENTS:	
<ul style="list-style-type: none"> Again, we will see with results. I had no idea what a complaint should consist of for effectiveness. But I did know something was very wrong with the lie detector administrator. 	

Constituent: Private Investigator; 54 responses (17.7%)



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	43.40%
Good	32.08%
Fair	16.98%
Poor	7.55%
Don't know (or does not apply)	0%
Blanks	(1)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ sure would be nice if DPSST could offer some type of group health and/or dental services to PI's. And offer CEU's. Thank you.
- ✓ I have no complaints. They do their jobs well. From what I can see, everything runs smoothly.
- ✓ As a fire service member DPSST has been wonderful. I am happy to be working with DPSST in the Private Investigator area now as well. Staff have and are super helpful!
- ✓ Private investigators should be separate from security and polygraph. If we should be grouped together, then the renewal and licensing fees should be level. DPSST should also rely on more input from licensees than a few volunteers who sit on boards. In this technology age, DPSST should create an online forum for communication and feedback, specific to private investigators. We do have a state organization. OALI (Oregon Association of Licensed Investigators). However, not all licensees are members and OALI's main focus is conferences for continuing education. If DPSST is going to continue to administer the private investigator program, it should be separate from other licensees and establish a better line of communication with licensees. Legislation and rules are established with virtually no input from licensees. There are no requirements that legislative or rule changes be presented to or offered for input to licensees. Further, there should be provisions that any statewide legislation that impacts the private investigation profession be reported to DPSST for licensee input. In my opinion, DPSST is not in touch with the needs of the private investigator licensee. As one who has been licensed for over 39 years (Oregon & California) the private investigator program needs a complete overhaul and possible separation, certainly from security and polygraph, but perhaps DPSST as well. Tom Turner DPSST 56905
- ✓ The website is not very intuitive. It's hard to locate where all of the PI-specific forms are and the PI lookup. It would be also helpful if the website offered more information about high quality continue education opportunities.
- ✓ Every now and then there are CE opportunities provided in the bulletins (which I appreciate and enjoy reading them each week). I would be interested in receiving additional notifications of more CE opportunities and I am not sure how that can be done - if it needs to come from the outside organizations/associations to DPSST or what.
- ✓ Have DPSST provide a seminar for PI's. Let us ask questions. That way DPSST can learn and so can the PI's. It would be a win, win. I am sure no one at DPSST has the guts to do something like that. Because if they did it would be much better for ALL. Signed please get a clue and do something that we all can benefit from.
- ✓ Friendly and very competent. Much improved in the PI sector over the last few years.
- ✓ I believe the Security Officer need to be held at more compliance and ethical. I work criminal cases and need their assistance as part of the judicial system and certain officers in Jackson County have been know to be non-compliant and will not comply in a criminal investigation. They refuse calls, statements and evidence.
- ✓ What services do we get from DPSST? I never see anything that DPSST does for PI's. Why does DPSST make a list PI's addresses and Phone numbers available on line for anyone to see? But they do not do that with private security? When I asked I was told you do not list private security address and phone for security purposes. So why the double standard? So why do you only toss PI's info out for all to see? Are the investigators with DPSST listed on that list? Or are they excluded as well.
- ✓ I appreciate the legislative updates, OAR updates and newsletters together with the the migration over the years from analog to digital license renewal.

Private Investigator: DPSST Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	25	30	27	22	19	24	28
Good	21	17	14	17	22	18	18
Fair	4	4	4	8	7	5	3
Poor	3	2	5	2	3	5	1
Don't Know (or Doesn't Apply)	1	1	4	5	3	2	3
Blank	0	0	0	0	0	0	1

Comments:

TIMELINESS:

- Each time I've had a request for information I received immediate response and/or call back with the information I was seeking
- I have made complaints about unlicensed practices on two occasions. Little to no response or followup on either.
- My 2016 renewal was delayed because of a backlog and understaffing.
- Timeliness of what? DPSST does not do anything for PI's, except take \$550 every two years.
- Highly responsive and helpful. The past couple of years the customer service has increased a great deal
- I called DPSST several times to inquire about the PI exam. The staff was extremely helpful every step of the way!
- Payment can take much longer than in previous years, and on a unpredictable schedule.

ACCURACY:

- Again what services does DPSST provide to PI's?

HELPFULNESS:

- I can't think of a time that I have reach out to DPSST for assistance in a matter where I didn't understand something and I was always provide assistance.
- As a private investigator, we should not be grouped with security and polygraph.
- They never answer any questions because they never know the answer. I have seen many PI's ask procedural questions and still no responses. Get an attorney to answer questions because the staff can not seam to. What good are DPSST staff if they can't help.
- They can never answer any questions, because either they do not know or they can not say.

EXPERTISE:

- During my years of service associated with DPSST, I've worked under basic police, private investigations and private security. I can honestly say that each department I've encountered have always been with knowledgeable individuals
- Again, they are to afraid or simply do not know how to answer any questions.
- Good to excellent every time I call if the person doesn't know she finds out and gets back to me
- When question not answered they will get it for you. Excellent service
- They do not answer most questions asked by PI's from what I have seen, because they do not know the answer.

AVAILABILITY:

- would like to see more affordable PI training opportunities communicated to us, since it is DPSST that requires the CEUs.
- I know there has been times in the past where I needed additional information and I was always given the proper answer to all y questions.
- Seems like DPSST is geared primarily towards security guards, not PI's. Does it really take \$550 every two years to cover PI fees at DPSST? Seems high and would be nice if DPSST would do a survey thru the U.S. to determine if the \$550 is fair or not.
- They do not make information available. If they did we would have some of our questions answered.
- If someone files a complaint, we should be able to see it and be able to respond. No one sided justice. Justice is blind but she has two hands just as the scale has two sides. How can you just take one side before making any decision. Do you think the police investigate things with out getting statements from all people involved? Of course not. We should be able to view and respond BEFORE you state an investigation or certainly after you state one. That is how this Country Justice System works, right?
- My experience is solely based upon website, email or online information since I received my first license in 2007.

CONSISTENCY:

- see above ? on comment
- As a private investigator, we should not be grouped with security and polygraph. Especially with the higher fees we have to pay.
- They consistently suck, and have for 20 years. Just like the OBI.
- It's consistent, consistently poor.
- My license renewal is always processed in a timely manner.

PROFESSIONALISM:

- I have had problems with firearm instructors for awkwardness and didn't feel comfortable with alone as a women. I understand the man is now an instructor for DPSST.
- They are always nice.

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

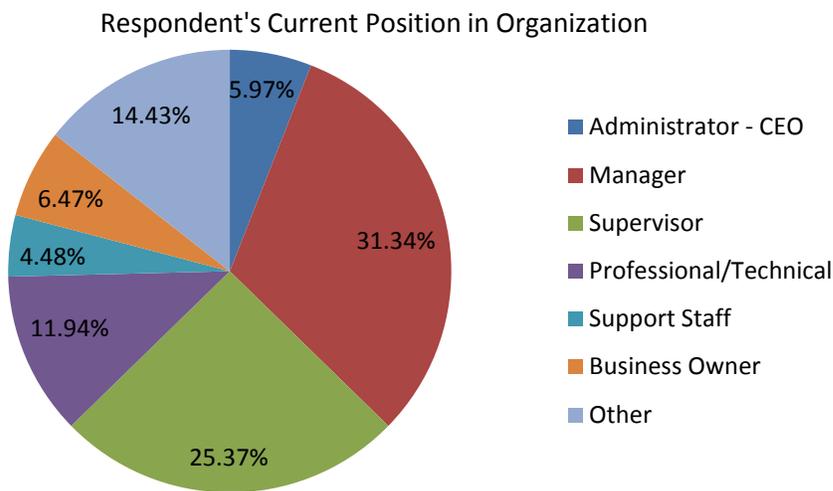
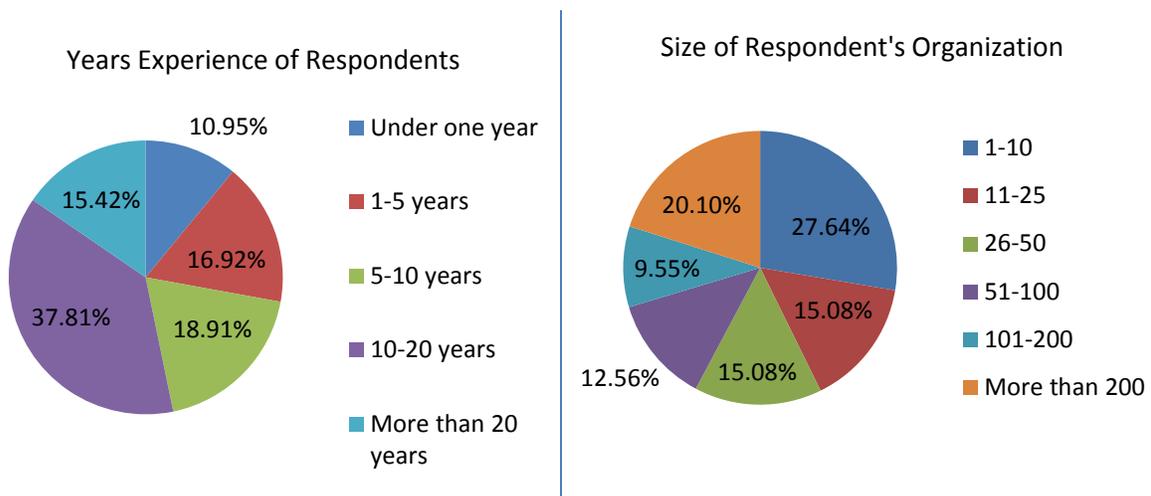
Been Getting Better	28.30%
Stayed About the Same	43.40%
Been Declining	9.43%
Don't Know (or Doesn't Apply)	18.87%
Blanks	(1)

COMMENTS:

- Have only been involved for 7 months, but my experience was great!
- Have an Investigator Seminar at DPSST and let us ask questions. I am sure this will never happen, but it should happen twice a year. So the staff at DPSST can actually do something for the PI's. Other than take money every two years.
- Only with regards to timelines of payments.

Overall, how would you rate the services you receive from DPSST staff?	
Excellent	41.51%
Good	33.96%
Fair	9.43%
Poor	9.43%
Don't Know (or Doesn't Apply)	5.66%
Blank	(1)
COMMENTS:	
<ul style="list-style-type: none"> • just due to lack of receiving much of anything for the \$550 other than the license; but staff are great. • As a private investigator, we should not be grouped with security and polygraph. There is no reason we should sit on security boards or should security sit on private investigator boards. • Wish there was some way DPSST could offer health insurance to self employed PI's. One serious illness can bankrupt a PI. No one cares about the self employed. We have no health, no dental, no vacation, no sick time, no pension and work for \$29 /hour. When you calculate in all the benefits we work without ---NOT GOOD. It is not a livable wage!!!! • We get NO services! • What services do you provide PI's. Because I never see any. All we do is send money for a plastic card. 	

Constituent: Private Security; 202 responses (66.2%)



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	44.28%
Good	39.80%
Fair	10.45%
Poor	1.99%
Don't know (or does not apply)	3%
Blanks	(1)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ I would like to have more training available to the security field. As we often find ourselves being first responders, I think some cross training at an initial responder level would be a good thing to offer.
- ✓ Unarmed Class is below Standard... It is not relevant to core duties and focus is off...
- ✓ I am not a consumer of dpsst, I am a license holder.
- ✓ DPSST continues to ignore necessity for developing additional certification and/or license differentiating Event Crowd Control, Hospitality/Night Club, Executive Protection and Patrol from catchall Cap and Badge curriculum - Professional Security Provider skill sets. Not all are trained or cross-trained to do the others!
- ✓ Please make more services available online such as online renewal applications, etc. And having to go through renewal every two years (especially for managers) is too often.
- ✓ Thank for your continued support and always seeking feedback to improve relations with your constituents.
- ✓ It helps if email was put into computer properly.
- ✓ I have always had very polite and knowledgeable people help me when I have needed assistance or questions answered. And believe me, I have asked a lot.
- ✓ Good that deficiency notices are now done electronically, instead of sending out a physical letter. The manuals are better written now, but there could still be some improvement, and eliminate lines such as 'known by the person to be the person.' I know some of the text is lifted right out of the ORS, but it would reduce confusion among the candidates if some of the legalese was translated into more common usage.
- ✓ Continue to raise standards and provide excellent training. Create a policy/subcommittee and standards for secure transports.
- ✓ I feel the training of 14 hours is a bit excessive and the training for instructors does not quite cover how to teach it. The Instructor training puts emphasis on the actual manual and not how to train other on it.
- ✓ DPSST emails are rarely read by officers because they rarely apply to us. Sending emails only to those who they apply to would help ensure that we read the ones that are important to us.
- ✓ It would be very helpful if forms that were sent out could be filled in online, rather than having to print them out, fill them out by hand and return....
- ✓ The ability to attend manager training through a webinar has saved us a considerable amount in travel and per diem expenses during renewal periods. I just attended my second webinar renewal and am very thankful for that format. Karen Evans is a fabulous instructor and a great representative of the Department. I am also very happy to hear there will be online training in the near future as you continue to try to better serve your constituents. I deal with and have dealt with many government agencies during my more than 30 years in the industry. I would rank DPSST as one of the best and easiest to work with. My thanks to everyone involved.
- ✓ I feel comfortable working with DPSST, asking questions and taking any of the classes.
- ✓ Karen Evans is a great instructor!
- ✓ 1) Keep seeking ways to improve. (i.e. using technology such as scans, email, etc. when communicating or document proof) 2) Strengthen Armed Security as a whole. It should be a

bigger piece of the pie. 3) Improve opportunities for Armed Security to reach higher levels of certification (i.e. Armed Provider I, Armed Provider II, etc.)

- ✓ Have had 2 instances that are disconcerting. 1. Received unsubstantiated accusation that was not properly documented. Someone "Called" in an accusation that was obviously fraudulent since we were not even doing any business at the time. 2. Staff misplaced 2 sets of fingerprints, later found.
- ✓ Keep doing what you have!
- ✓ Extremely burdensome and expensive bureaucracy for a relatively low paying field of work. Cost is passed on to many who can not afford it. Private industry by definition should be responsible enough to police itself. Ultimately the liability lies with the "private industry" not the state.
- ✓ I'd like to see more higher level classes conducted in Eugene or Springfield. Is also like to see ongoing education classes, not necessarily mandatory, but pertinent to security.
- ✓ I think a policy upstate would be great. Such as jobs that require employees to be DPSST certified should be required to pay for the program or recertification. Also, jobs clearing burglary alarms should be required to have back up no matter how small the company.
- ✓ Over the course of my career I have seen some very good changes take place. I have seen the quality of personnel from the DPSST staff maintain a high standard of professionalism. I have high regard for the current curriculum that was put in place with the latest changes. The biggest concern I have is the amount of time we spend on the legal aspects of the curriculum in comparison to the latest trends. I would like to see my time dedicated to the latest trends. Yes, we still need the legal aspect modules, but we need to increase the time spent on real world activities and how best to react to emergencies (dealing with active shooters, bombings, etc.) In addition I would like to see subjects such as search procedures for suspicious devices and people put into the curriculum. I realize this means adding additional hours to the course, but it would help us help the local authorities during times of emergency services.
- ✓ The department has made our industry so much more professional over the last 23 years.
- ✓ Training could improve.
- ✓ 1) Look at your priorities. See my comments above. 2) Retire some of the people who are totally out of touch with modern realities. 3) Retire people who have no apparent ethical standards and use their job to persecute anybody they perceive themselves as having power over. 4) Make up your revenue shortfall by going after the unlicensed / uncertified fake security officers and fake companies in Oregon. Stop using your supervisory managers / executive managers / instructors as a fining pool. 5) Develop a sense of fairness. Drop the "cop" "gotcha" attitude. In general one needs to give out respect in order to get it back.
- ✓ The Executive Managers Class that I attended was excellent, however the instructor did use some profanity that I feel was unprofessional. Thank you
- ✓ DPSST needs to develop an online unarmed officer and manager renewal course. Once folks have the certification or license and are working in the field, it's silly to repeatedly have to attend a class to renew.
- ✓ I believe more focus needs to be placed on the investigative side. In my 11 months in dealing with DPSST have noticed an alarming trend in Providers believing they do not need to follow the guidelines and regulations set by DPSST. I have found an alarming amount of unlicensed guards working in just Portland, Oregon alone. Companies license their guards in one state or the other and work them on both sides of the river.

- ✓ Classes put on with Rob Meeks have been quite informative and enjoyable. Kim Beck and Brandy Pitt have been exceptional with my needs as far as questions and inquiries. I commend all three on a job well done.
- ✓ Some wording in the manual needs to be corrected. We don't use Battery in Oregon. Maybe changing it to Harassment and Assault. Also, make training online accessible for stores. Companies often go in default due to budgeting issues or travel to training being costly.
- ✓ The information that is readily available to them is excellent. But sometimes having the information with poor customer service skills Can remove a lot of the usefulness. They are openly friendly and helpful and it relieves the stress or embarrassment of asking what might seem a stupid question.
- ✓ They don't uphold standards for employees/officers even though there are crimes committed, rules broken, poor cases of judgement, violations of the PS-27, all bad for the security industry.
- ✓ There was a form that was available for instructors' feedback on the examination process. I don't see that on the 'forms' list any more. There are still issues with exam questions correlating with the (private unarmed) workbook material. One of the test questions contains language for a concept not found in the book. The current workbook material, while clearer and more concise than the previous versions, can still go a long way toward expressing the elements in spoken English to clarify the legal concepts. At present, the passages explaining the legal concepts still tend to be in legalese. For example, in the section about 'Agent of Law Enforcement' the explaining text repeats the term "the person," so that you get phrases like "known by the person to be the person...", which gets very confusing to those taking the test. I have to paraphrase or rephrase some of the concepts for them to be understood, but they can be written in a way that explains the concepts in clear, everyday English so people can understand them. I don't mean to dumb it down, the people who work security in my organization tend to be overeducated and it sometimes gets confusing for them. It might be worthwhile to get a half dozen or so instructors who have been teaching this material for several years and are familiar with the concepts to edit the workbook. Again, the 2017 version is an improvement, but it could be better.
- ✓ scrap the whole thing and start over!!!
- ✓ Changing the training dates to anything except the expiration date of the Armed Security professional license is unacceptable. It will cause extreme confusion. My license expires August 2nd so I did my yearly training 6 weeks in advance so that there is time for DPSST to process it with no gap. Under the new proposed rule I will need to do training next year 6 weeks sooner to stay current. Knowing that I will go beginning of May to make sure that there is no gap. Eventually I will be 1 year ahead & will lose track of when I'm supposed to do anything. Please leave it with the date on the license to stop this from getting confusing!
- ✓ DPSST does an excellent job of establishing a baseline for officers, instructors and it's supervisory & executive managers. That's exactly the way it should be. My employer, healthcare industry, decides what additional training, tools and resources I need to serve my company. I don't believe DPSST needs to be an all inclusive, comprehensive entity that strains professionals that don't necessarily need the full meal deal. As it is now DPSST is perfect. Please don't change too much.
- ✓ RE: Question 12 - Our organization has 1,000+ employees, but I manage 14 Unarmed Private Security Professionals/Providers within the organization.

Private Security: DPSST Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	78	99	116	113	91	89	126
Good	84	73	54	58	72	73	54
Fair	28	17	15	16	25	22	7
Poor	7	7	4	5	4	7	5
Don't Know (or Doesn't Apply)	4	6	12	9	9	11	9
Blank	1	0	1	1	1	0	1

Comments:

TIMELINESS:

- I've been receiving supplies requested on a very timely manner. Thank you.
- Had to fix my own info after going to dpsst
- I like the fact that there is always person that picks up the phone and many times can provide complete service at that point
- The response is good. The only problem I had was with a missing renewal which caused a lot of problems trying to get it together as by the time I noticed he was on a leave.
- At this time I seem to be blocked By administration to get any information .
- Staff always respond thoroughly and in a timely manner.
- This has actually improved over the time I have worked with DPSST personnel (2008 - current). Turnaround times are much faster than previously, even when they are "backed up" it is still faster than most "good days" prior to 2013
- Lost 2 sets of fingerprints
- At some points this year they were very far behind processing applications, but always extremely responsive to handling urgent issues.
- Classes are good, but they are very basic. It is tough to see the value in repeating the classes every few years, especially for supervisor and managers. It'd be nice to have refresher versions of those courses, especially since supervisors and managers typically have busy schedules. their time is valuable to them. re-certification is absolutely necessary, but the content of the course could easily be condensed into a hour period rather than a full eight hour period. This is just one example of something that could be tightened up.
- Telephone and email responses have been great. I know DPSST is working to improve their time on record updates, IRIS.
- They seem to have a double standard. Officers are expected to reply and meet their requests instantly, but out-of-date and wrong and damaging information on the IRIS login can take years to get corrected, or NEVER get corrected despite repeated requests.
- Always quick!
- Timeliness of personal interactions such as phone calls, emails, etc. is excellent; however timeliness of paperwork processing although improved still needs enhancing.
- Investigation Services are always back logged. I do believe DPSST needs another Investigator or two.
- Their turn around for certification has improved quite a bit.
- I have never had to wait for a response from DPSST. Any questions that I have raised they have been able to answer on the spot. I think they are a fantastically well organized group of customer service oriented people.
- Extremely poor customer service oriented
- Takes a long time to process requests

- As most security is done at night there should be people at the office at night to get information from
- Major improvements over past 9 years.
- Seems to take forever to get official certification card.
- they need to be shut down
- I received my card and feedback from DPSST faster than I was told. Effective and efficient.
- Kim and everyone in the DPSST Private Security section are really great about responding to my emails and phone calls. Thank you!
- most issues or questions are attended to right away
- Getting an email to check your deficiency the next day rather than just stating it in the email in clear terms can be time consuming.

ACCURACY:

- Very unjustified issues
- Much better now with the new PS20
- Great People with a lot of skills.
- Staff is well-trained and EXTREMELY detailed in communication. Very thorough
- Unsubstantiated accusation is concerning
- Havent had the opportunity to find out.
- The process for deficiencies is rather cumbersome right now. Getting an email notice then having to wait 24 hours, to find out what it was about, has been frustrating for our employees.
- Sometimes IRIS information is slow to be updated. I know DPSST is working on this.
- The many inaccuracies and discrepancies on the IRIS login and Snapshot speak for themselves.
- The issue date on my renewal does not match my original issue date. I, and many of us security officers feel we are being shorted, just because I can renew up to 180 before expiration does not mean I should be subject to having to renew earlier, and earlier because my original issue date is not, and should be used as my permanent renewal date.
- It is common for feedback from the department to differ between staff members. At times the rule passed on from the department has no reason or validation to it.
- I believe them to have always been accurate.
- They are well educated in the subjects related to DPSST. I could not ask for more.
- Information changes from person to person, depending on who you talk to
- Phone calls, email, questions are answered very promptly
- they need to be shut down
- I'm not always sure why I get deficiency notices. Sometimes I get them for elements I'm sure were done correctly. Having said that, I think the new system is more informative (looking up attributes) than the old system (the green letter).
- Always spot on!

HELPFULNESS:

- All my encounters with DPSST has been nothing short of professional, courteous, helpful, and friendly.
- Both trainers and office staff go out of their way...
- DPSST staff are always helpful and kind.
- Calls get answered and/or returned quickly. Staff seems generally chipper...even in difficult situations. I get the feeling more often than not that the security constituents they serve are valued.
- Havent had the opportunity to find out.
- They have made a few errors with our info in the passed, but they are generally prompt to correct them. Staff are generally helpful on the phone when we call.
- Calls are answered with an eagerness to help. Emails are responded to quickly.
- I put "fair" because some people are excellent and others are psychotic rather than helpful.
- The ladies that answer the phones are always helpful and pleasant. They are not the typical government employees. They really care about what they do. Most Helpful!
- I have always found the staff to be eager to help.
- Kim Beck and Brandy Pitt have been outstanding on any and all questions I have ever had since becoming an instructor and Manager.
- My questions are always answered when I call, the staff in Private Security are GREAT.
- I I have never felt uneasy asking questions. They display and openly friendly and helpful environment.

- They aren't interested in helping
- Very helpful with explanations of deficiencies
- they need to be fired
- Same day response for inquiries about procedural issues.
- They always have the right answer, even to the difficult questions.
- No complaints here.
- very helpful. A lot better then in years past.
- Always helpful and patient

EXPERTISE:

- See above
- Havent had the opportunity to find out.
- It is generally good, but I've seen spots in the curriculums and what is taught in the classes that go directly against state or local laws and sometimes common sense. One example is the instructors class, where the instructors (students) themselves teach the material on the 2nd day as practice. This could mean a brand new instructor is being made to teach material that they may not have expertise in.
- Most of them are out of their depth for what they're supposed to be doing.
- I rated this excellent, as the knowledge and skill of the DPSST staff in regards to applicable laws, codes, ARS is excellent, the DPSST staff lacks expertise in the implementation of these same guidelines at the operational management and user level.
- Although there are reasonably intelligent people in the department few have worked in the private sector of the the industry.
- I have always had them refer me to another DPSST member who knew the answer to any question I asked if they did not know the answer personally.
- Incredibly knowledgeable and helpful.
- shut them down & fire all of them
- I usually get a concise and knowledgeable response.
- Karen always does an outstanding job with instructing her classes and Rob has been a great addition.
- They are the subject matter experts..

AVAILABILITY:

- Plenty of info available. I don't find the website to be as user-friendly as I would like. Hyper links are good (I.R.I.S.),
- Havent had the opportunity to find out.
- IRIS is great. The webpage is pretty easy to fill out. It would be really nice for new applicants to be able to fill out forms on line, and save company's money on postage and time. Online forms are common place now in other industries.
- Staff always eager to double check information before giving me a definitive answers.
- It hard to get ahold of a live person. Not sure if we have been calling at peak times.
- The information is not always accurate or truthful.
- I have always been able to reach out and receive any information I required.
- I have never had to wait while they researched a question. They have got the answer in front of them, seems like immediately.
- Again night shift must wait until the next day for information
- they dont do shit there
- they are all helpful but all the regulations which I know are not under their control can be complex and confusing.

CONSISTENCY

- As an instructor, I have gotten deficiency notices on items I know met standards--eg: a colleague got a deficiency notice on non-payment of a fee which I knew had been paid. Later, he was reimbursed because it was, in fact, paid. Or, getting a deficiency notice for lacking a PS-20 for a renewal when paperwork was sent in well ahead of the 30 day window prior to expiration. Now I always send in a PS-20 regardless.
- Excellent (with respect to me).
- Havent had the opportunity to find out.
- It's okay. The Private Security Program in DPSST just seems consistently understaffed. All the employees to an excellent job given the circumstances, but giving them additional tech tools and training themselves to make them more efficient if not just adding staff to the program would be appreciated. Of course there are always costs to weigh

with that.

- Staff always eager to help.
- Like I said, some are excellent and others are awful.
- I have received consist answers to my questions from all the professionals I have worked with at DPSST.
- It has always been spot on!
- They don't uphold their own standards they impose on others
- they are worthless
- I really appreciate the way staff assist me and make sure I'm doing the same thing everybody else is doing.
- "One size fits all" training is sometimes an overkill for many experienced people; extending the length of courses as an improvement (especially firearms) does not fit all- some need more, some need less. Instructor should be able to determine this instead of a mandatory # of hours for all regardless.

PROFESSIONALISM:

- I've never run across anyone at DPSST who wasn't helpful and professional.
- Great. New staff seems to be well-trained and professional from Day 1
- Karen Evans is very professional and fair.
- Overall it's great. One double standard is the dress code which is spelled out in the confirmation email for several classes. I've seen multiple students arrive in clear violation of that dress code, and nothing was done about it. It's not that big a deal as they are not dressed inappropriately, but still not in compliance with what DPSST said. If you are going to establish a standard, then you need to enforce it fairly and appropriately.
- Investigators, like prosecutors, should be unbiased and fair. Instead, they attempt to choreograph supposed villainy and then take a "gotcha" attitude as if they have some invisible quota to meet. AND we could have a long discussion about priorities. You have a state full of unlicensed fakers purporting to do security and giving the industry a bad name, but all your staff do is go after people who are already licensed or certified and treat them as a fining pool to offset revenue problems.
- My interactions with DPSST staff has always been professional.
- He's people are very good at what they do. Their customer service skills are beyond measure.
- Punishers
- they say one thing and do another, like we must teach a 14 hour class but they get away with 9 hours
- Very personable

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

Been Getting Better	49.25%
Stayed About the Same	30.85%
Been Declining	5.47%
Don't Know (or Doesn't Apply)	14.43%
Blanks	(1)

COMMENTS:

- They have been great with anything I needed
- I would like to see more training opportunities for the Security Industry.
- Streamlining the paperwork has been helpful and reduced waste, like eliminating the plastic secrecy envelopes for some of the forms. Also, revisions of the manuals has improved clarity and added necessary elements (like active shooter).
- No change, have stayed available and professional.
- Updating the forms, application, etc. continues to make it better, however, it is harder to keep up with all the changes if you don't look all the time and have to remember to download the forms, manuals from the website, instead of notifying mangers and instructors of changes made between trainings.
- Answered above. As I said, I feel like the staff at DPSST (at least the security-assigned team, really values us as a whole). I get that the LEO side requires a bigger personnel investment and it is more glamorous than the security side, but we are a huge chunk of the self-funding revenue source.
- All my interactions with DPSST staff has been professional and efficient to answer my questions
- Havent had the opportunity to find out.

- Everyone we've worked with has been great. I just think that a lot can be done to make the program better.
- Wrong priorities.
- I have only interacted with DPSST since August of last year. Their service has maintained an excellent level. Except for the investigative services which I believe to be overwhelmed.
- Their turn around (for certification and re-cert's) has improved quite a bit.
- In some ways I think the improvement relates to better technology. It is much easier to get a hold of somebody and get my answer is taken care of right away. As I said, it was good before but is better now
- DPSST has always been attentive and professional.
- Less Instructor classes & Manager classes being offered at other parts of the state now, than what was offered even 4 years ago. The majority of these classes offered seem to be held between Eugene to Portland- which does not help the rest of the state that do not live in these areas. It cost me over \$500 to attend the Instructor Class, by the time that I have to pay for a hotel, fuel and food alone (this cost does not include that class fees nor the cost for my time)- just to be able to attend this class that is mandatory that I attend every 2 years- even if it is not being offered in my part of the state. This is not right and needs to be looked at, to see if a change can be made?
- they have no clue what they are going
- The department seems committed to streamlining the system and eliminating waste.
- I've only had good experiences
- It is always very good
-

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

Excellent	49.50%
Good	34.65%
Fair	8.91%
Poor	2.97%
Don't Know (or Doesn't Apply)	3.96%
Blank	(0)

COMMENTS:

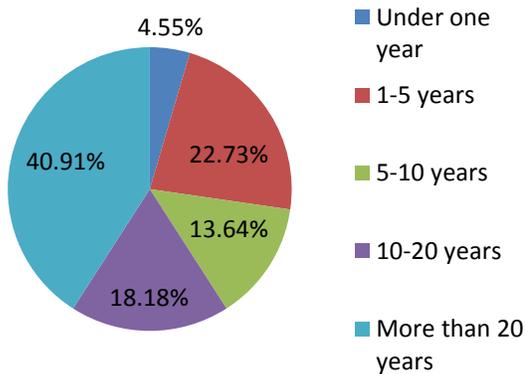
- Everything is great, with the exception of all the additional trainings I've had as an instructor because of the timing between my renewal, updates, beta testing, then roll out. It would be nice for those of us with a more steady staff to only have to teach one full class in our two year renewal cycle. I've heard the same from other instructors.
- A great group of folks. I wish I could be more involved in steering the industry but our growth is pretty explosive and I'm tapped at present!
- Addressing the issue I stated above is all that is keeping me from giving a five star review
- My interactions with DPSST have always been positive. Even when dealing with the wrong doings of past employees of my company.
- not just poor bit piss poor
- Any dealings I have had with DPSST staff has been excellent
- The services from the staff is great... The services provided throughout the state is lacking.. the east side of the state is not serviced enough..

Constituent: Other (Private Safety)*; 22 responses (7.2%)

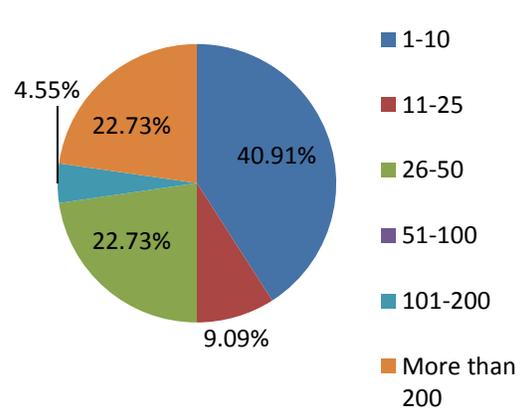
* Other respondents include: (Verbatim)

- Instructor; • Campus Public Safety; • Instructor; • Armed Security as well as firefighter EMT; • Private Security, Private Investigator, Executive Manager; • Alarm Monitoring; • Asset Protection; • Both unarmed and Armed; • Armed Private Security Provider; • Public Park/education; • Health Care Security; • Contractor of Private Security; • District; • Private Investigator and years as a LEO; • J; • PS and PI; • Law Enforcement re: Alarms; • Alarm monitoring center; • Public K-12 School District; • Private Security since last year, public service prior to that; • College Public Safety; • Private Security Instructor.

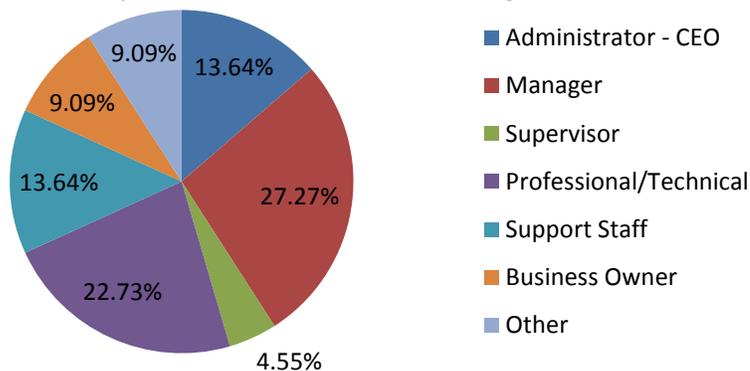
Years Experience of Respondents



Size of Respondent's Organization



Respondent's Current Position in Organization



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	63.64%
Good	31.82%
Fair	0%
Poor	4.55%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ Thank You for your service!!
- ✓ See response to Question NO. 1. All is well.
- ✓ Asking for a ruling specific to healthcare. It took over a year to use existing statutes and get an interpretation that was correct. Everyone had a different opinion and were ready to penalize us, I had to take extra classes and eventually it was resolved that none of it applied to our healthcare organization.
- ✓ Absolutely no disrespect intended---but having 2 or 3 people trying to keep up with a workload in the Police Professional Standards Unit, and now someone thinks its a good idea to investigate EVERY job separation outside of a retirement???? What would you do if the OSP laid off 50 Troopers at a time like they used to do? I get what it is you are trying to do here, but this is too much. Also, there is a term called "GIGO"; Garbage In Garbage Out. Are you absolutely confident ALL investigations coming from police agencies being sent to you for review are a quality product? I would also mention that we have one Sheriff's Office in the State that employed a felon as a Reserve Deputy---yet DPSST took no action. By your own definition Reserves are Peace Officers, and thus fall under your purview. I'm told Reserves aren't monitored by DPSST because of manpower. Again, no disrespect, but having 2 or 3 people deal with all this is not realistic---someone needs to go to the Governor and legislature, point this out, and staff you up appropriately. Best wishes.
- ✓ With the rise in attacks on Private Security Officers, DPSST needs to make some requirements for employers to allow or require offices to carry safety equipment (OC, Cuffs, etc) and safety/defensive tactics training. Many companies will put their personnel in known dangerous situations with no training or equipment.
- ✓ We have been fortunate enough to work with Karen Evans on a regular basis. She is always accommodating and willing to offer her expert advice. It is clear that she has our best interests in mind. I absolutely know that I will get the right answer or guidance when speaking to her.
- ✓ None

Other (Private Safety): DPSST Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Excellent	12	14	17	10	11	14	19
Good	8	6	4	10	10	6	3
Fair	2	0	1	0	1	1	0
Poor	0	2	0	1	0	1	0
Don't Know (or Doesn't Apply)	0	0	0	0	0	0	0
Blank	0	0	0	1	0	0	0

Comments:**TIMELINESS:**

- I'm new to the program.
- The people who answer the phones always go far and above in assisting me and answering my questions, and always in a cheerful manner.
- The staff at the DPSST building are doing a fine job. They are courteous and accommodating, and always friendly.
- Love these folks... they are GREAT!
- None
- Processing of documents is slow

ACCURACY:

- This is where I have an issue with the renewal of the certifications. It appears that when we renew early we are penalized as the new certification date starts on the day issued. It should carry over the expiration date of the first certification and be used for all subsequent future renewals. Otherwise were having to pay out more out of pocket in the long run. Until the pay catches up with the industry (\$350 billion end of calendar year 2014, with I.T. seeing only 1/3 of that) this is seen as a problem with many in the industry.
- Always on top of issues!
- None

HELPFULNESS:

- see No. 1
- Always willing to help!
- Always very helpful

EXPERTISE:

- Very well informed and willing to share their knowledge.
- It seems information or rulings are siloed and not broad knowledge and available to the public easily.
- None

AVAILABILITY:

- Very few... but anytime a delay is expected it is always acknowledged.
- None

CONSISTENCY:

- Depends on who you talk to
- None

PROFESSIONALISM:

- I would now expect it to get any better... yet it always is.
- None

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

Been Getting Better	54.55%
Stayed About the Same	27.27%
Been Declining	0%
Don't Know (or Doesn't Apply)	18.18%
Blanks	(0)

COMMENTS:

- Always excellent
- None
- Only been working with DPSST in this capacity since May.

Overall, how would you rate the services you receive from DPSST staff?	
Excellent	63.64%
Good	31.82%
Fair	4.55%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)
COMMENTS:	
<ul style="list-style-type: none"> • Again, see No. 1 • None 	