

DPSST

2019-2021 Budget Presentation



Our Mission

“To promote excellence in public safety by delivering quality training and developing and upholding professional standards”



History

- BPST
- BPSST
- DPSST



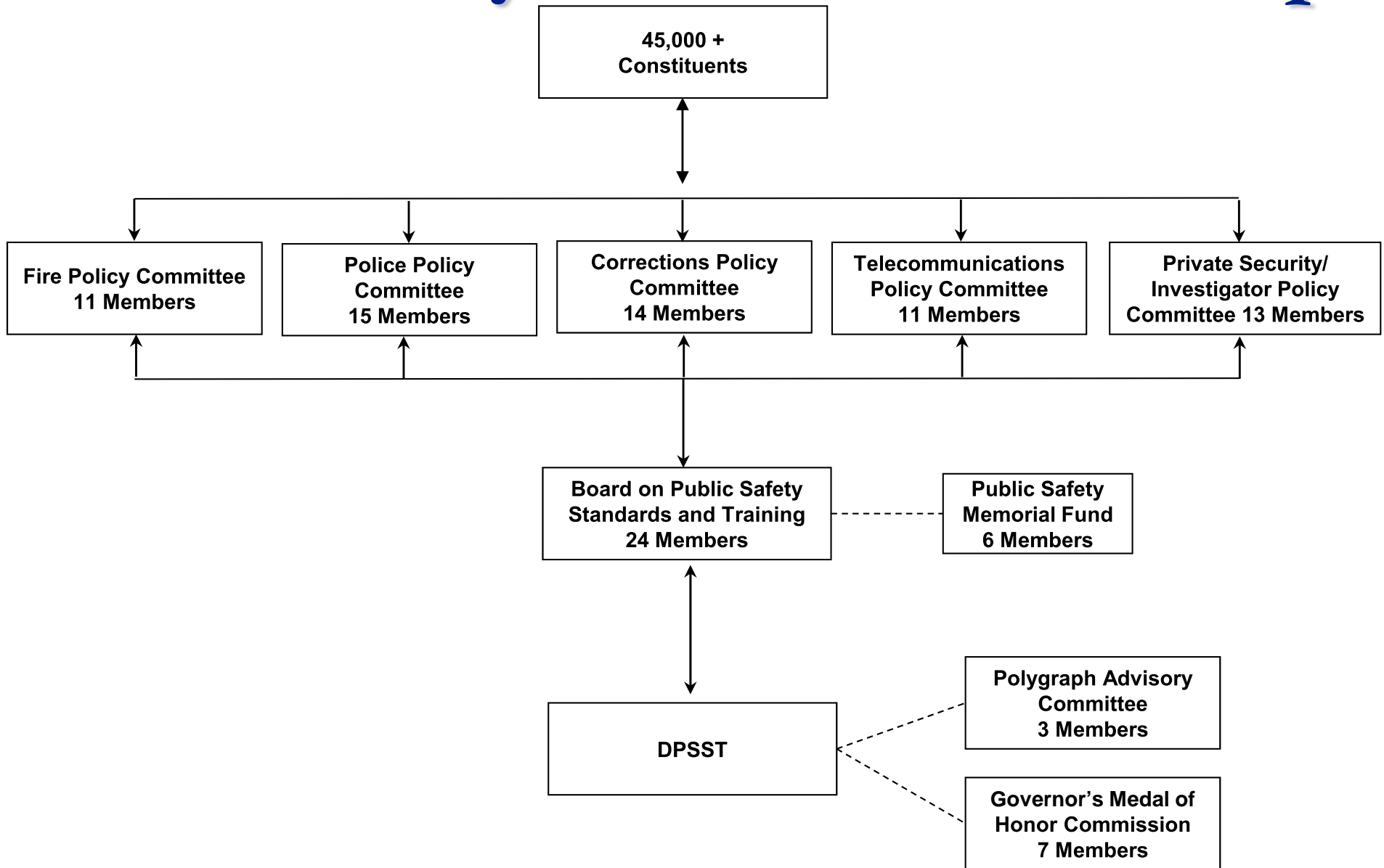
58 Years of Service to Public Safety

- 1961 – Advisory Board on Police Standards and Training created; first Basic Police Class
- 1968 – Police Standards and Training Act made police officer training and certification mandatory
- 1974 – Oregon Police Academy moved from Camp Withycombe to Monmouth
- 1976 – First Basic Corrections Class
- 1978 – First Basic Parole and Probation Class
- 1987 – Criminal Fine & Assessment Account (CFAA) established
- 1991 – Telecommunications and EMD added
- 1993 – Fire Training added; OSP included in certification
- 1995 – Private Security added
- 2004 – Construction started on Oregon Public Safety Academy
- 2005 – Private Investigators added
- 2006 – DPSST moved from Monmouth to new facility in Salem
- 2011 – Marked 50th year for Basic Police Training
- 2013 – Center for Policing Excellence (HB 3194)
- 2015 – DPSST assumed fiduciary responsible for Oregon High Intensity Drug Trafficking (HIDTA)

Overview of Organization, Environmental Factors & Budget Drivers



Public Safety Shared Stewardship



DPSST Constituents

45,000+

Æ 21,850

Private Security/Investigators

Æ 12,000

Firefighters (Career & Volunteer)

Æ 55

Polygraph Examiners

Æ 11,500

Criminal Justice Professionals

- *City, County, Special Districts, State, Tribal and University*
- *Police, Corrections, Parole & Probation, 9-1-1/EMD, OLCC*

Shared Stewardship

Board Functions

- Æ Standards for Training
- Æ Standards for Employment
- Æ Revocation & Denial Issues
- Æ Waivers
- Æ Policy Direction
- Æ Strategic Planning, Guidance, Input
- Æ Represent constituents

Department Functions

- Æ Staff for Board & Policy Committees
- Æ Carry-out the Board's direction
- Æ Work with various Board advisory committees
- Æ Compliance with BPSST standards
- Æ Provide training on a regional basis statewide
- Æ Operate Oregon Public Safety Academy
- Æ Bring forward issues to Board & Committees

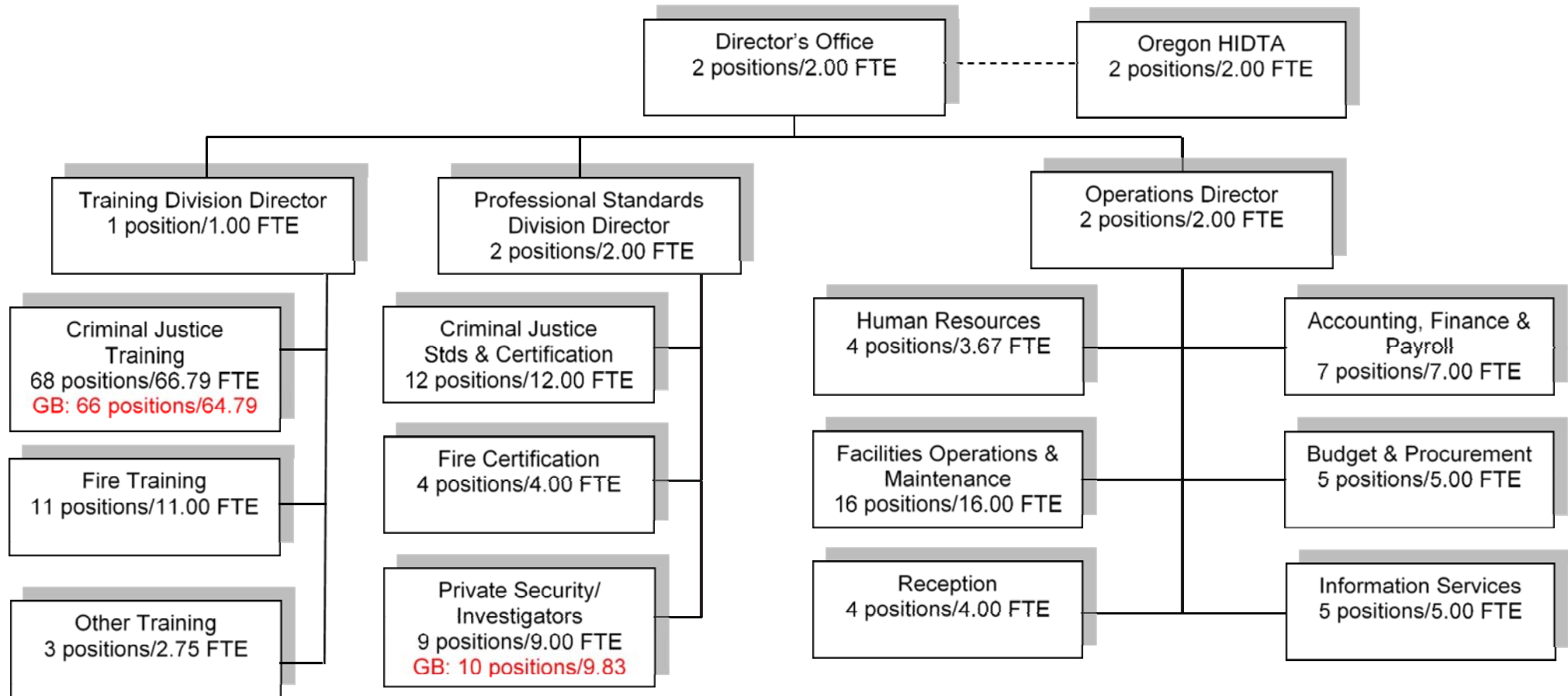
Professional Standards

„Cradle to Grave” Oversight

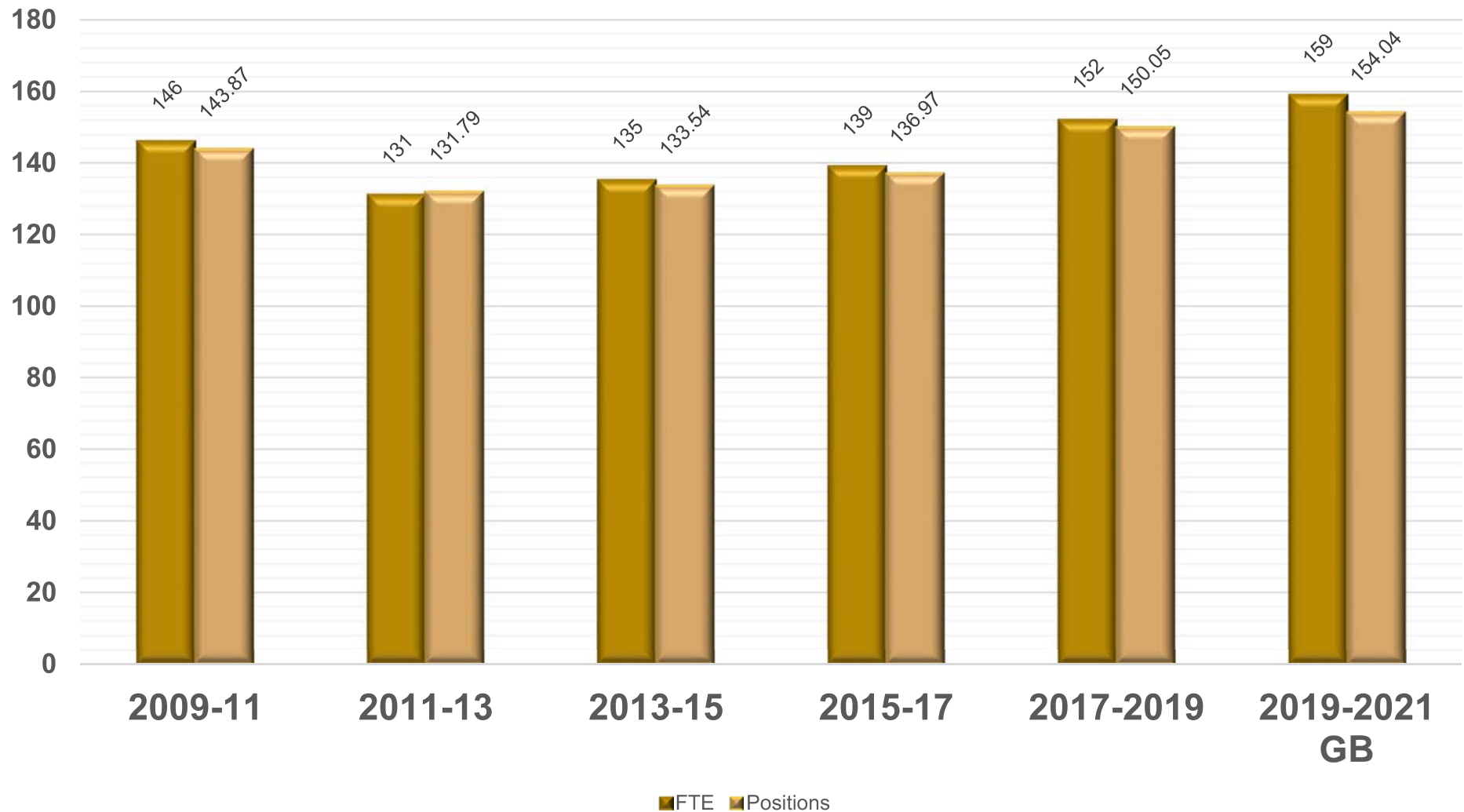
- Employment Standards
- Training Standards
- Maintenance of Certification
- Æ Revocation and Denial
- Æ Sheriff’s Eligibility
- Æ DOC Training Audits
- Æ Federal Officer Arrest Power



2019-21 Organizational Structure



Position/FTE Count Over Last 10 Years and 2019-21 Governor's Budget



Academy Basic Training

Basic Police (16 weeks)

Basic (City and County) Corrections (6 weeks)

Basic Parole & Probation (4 weeks + 1 week for armed officers)

Basic Telecommunications (9-1-1) (2 weeks)

Emergency Medical Dispatch (1 week)

Police – Career Officer Development (2 weeks)

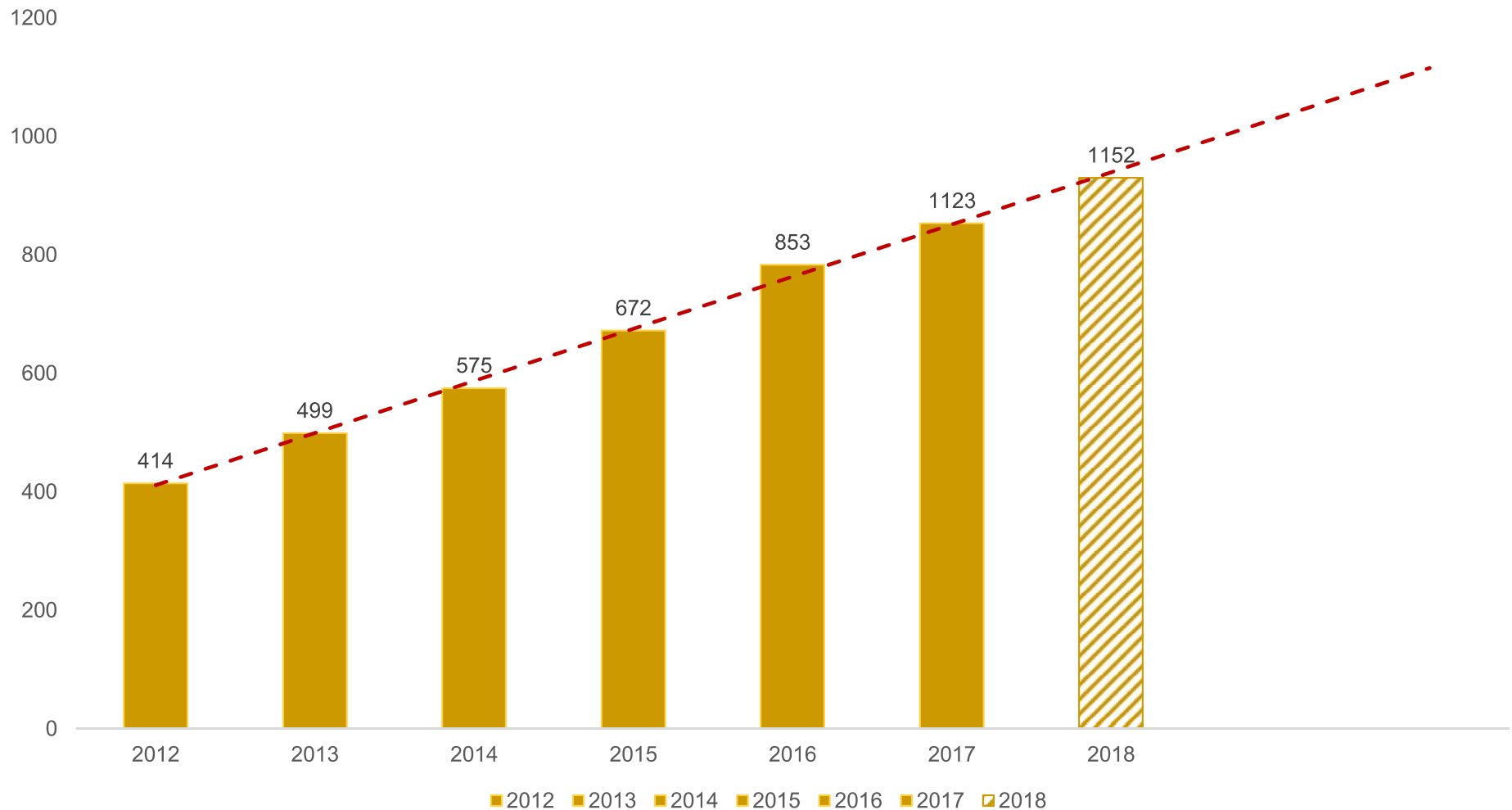
Corrections – Career Officer Development (2 weeks)

OLCC Regulatory Specialist (4 weeks)

	Students Enrolled 2014	Students Enrolled 2015	Students Enrolled 2016	Students Enrolled 2017	Students Enrolled 2018
Basic Police	149	282	401	482	432
Basic Corrections	105	135	155	211	236
Basic Parole & Probation	52	81	47	78	59
Basic Telecommunications	69	100	122	189	176
Emergency Medical Dispatch	68	63	50	75	174
Police – Career Officer Development	47	53	45	65	39
Corrections – Career Officer Development	9	1	6	5	16
OLCC Regulatory Specialist			10	12	20

Academy Basic Training

2012-18 basic training student enrollment and projections



Recent Hiring Survey

- Number of positions in process of being filled as of September 1, 2018 that will need to attend DPSST basic training:

Police	363
Corrections (City & County)	152
Community Corrections	4
9-1-1 Operators	158

Recent Hiring Survey

Number of certified positions that are eligible to retire in 2019-2020:

Police	478
Corrections (City & County)	61
Community Corrections	5
9-1-1 Operators	60

Years of Certified Service – Police*

Æ 1,442	Between 0 -5 years	(25%)
Æ 996	Between 6-10 years	(18%)
Æ 1,068	Between 11-15 years	(19%)
Æ 1,115	Between 16-20 years	(20%)
Æ 716	Between 21-25 years	(13%)
Æ 249	Between 26-30 years	(4%)
Æ 62	More than 30 years	(<1%)

Basic Training Investment with Criminal Fine Account (CFA) and Local Funding

DPSST Provides:

- Professional training Instruction and scenario training
- Ammunition/targets, student apparel, classroom, technology, and other training materials
- Meals and lodging

Employing Agency Provides:

- Officers' salaries and benefits
- Officers' equipment (safety equipment, handgun)
- Agency-loaned instructors when possible

EXAMPLE

Basic Police Training (16 weeks) – Per Student Investment*

DPSST:

Training Delivery and Supplies	\$10,141
Meals	1,727
Lodging	<u>3,540</u>
Total	\$15,408

Local Agency (Keizer PD):

Salary and Benefits	\$21,318
Equipment	<u>9,117</u>
Total	\$30,435

Center for Policing Excellence

- HB 3194 Reinvestment
- Evidenced-Based Policing
- 80-Hour Supervision Leadership Training
- 80-Hour Organizational Leadership & Management Training
- 160-Hour Leadership Development Program (IPSLEI)
- Criminal Justice Research
- Mental Health/Crisis Intervention Training
- Police Legitimacy and Transparency Training
- Academy Curriculum Development
- Facilitated Learning
- HB 2355 STOP Data Collection

	2014	2015	2016	2017	2018
Number of students enrolled in leadership Development Program (IPSLEI) classes	33	33	16	20	20
Number of students enrolled in Supervision classes	131	143	135	144	154
Number of students enrolled in Middle Management classes	37	47	29	45	59
Number of students enrolled in specialized mental health crisis response classes			707	1714	511

Criminal Justice Advanced Training

- Perishable skills maintenance (Emergency Vehicle Operator Course (EVOC), active shooter, defensive tactics, legal updates, domestic violence, use-of-force decision making, and many others)
- State and federal partnerships (Attorney General's Sexual Assault Task Force, HIDTA, Governor's Advisory Committee on DUII, and many others)
- Field Training & Evaluation Program (FTEP)
- 4 regional field offices (Central Point, La Grande, Salem, Redmond)
- Courses range from one hour to 120 hours

	2014	2015	2016	2017	2018
Number of students enrolled in regional, specialized and advanced training classes	5,548	5,318	3,520	3,856	3,173

Fire Training and Certification Program

- Training of Fire Service Professionals (Code-3 driving, hands-on live-fire training to include vehicle, flammable gas and structure fire course work. National Incident Management System training, National Fire Academy and wildland firefighting training)

- Issue and review applications for certification for over 60 levels of certifications for Oregon Fire Service Professionals.

- Manage Agency Accreditation Agreements for the Oregon Fire Service via 27 District Liaison Officers stationed throughout the state.

- Manage the process for instructor certification and teaching approval.

- Review cases for Revocation and Denial process.

- Serve over 12,000 career and volunteer firefighters

- Regional field offices (Central Point, Eugene, Hermiston, Salem, Redmond)

- FEMA Assistance to Firefighters Grant Program 2016 – Purchase 43 foot live fire mobile training trailer

- FEMA Assistance to Firefighters Grant Program 2017 – Replace aging Fire Water Tender

	2014	2015	2016	2017	2018
Number of training classes for fire service professionals	724	511	308	244	299
Number of participants attending training classes	7,993	5,318	3,200	8,577	8,959
Number of fire certifications issued	3,716	2,578	3,305	3,834	4,510
Number of fire certification applications rejected	309	490	555	540	545

Standards and Certification

- Criminal Justice Public Safety Professional certifications

- Professional standards compliance

- Æ Revocation of certification

- Æ Denial of certification

- Æ Ethics Bulletin

- Criminal Justice Public Safety Professional records

- Certification & training maintenance compliance

- OLCC 2012 SB 1528 Regulatory Specialists – 2016 had first class

	2014	2015	2016	2017	2018
Number of certification applications processed	2,059	2,344	1,317	1,649	1,915
Number of revocation or denial cases opened	251	194	252	270	243
Number of revocation or denial cases closed	245	198	207	249	219
Number of revocations or denials	79	50	64	83	77

Private Security/Investigators/Polygraph Program

- Certification/Licensure of private security (PS) providers
- Delivery of statutorily mandated training programs for PS Managers & Instructors
- Licensing of private security managers and private investigators
- Professional standards compliance
- Certification of instructors
- Polygraph licensing

	2014	2015	2016	2017	2018
Number of newly certified private security providers	4,738	4,554	5,208	5,294	7,350
Number of private security providers renewing certification	3,906	3,610	3,948	3,735	3,851
Number of new private investigator applicants	108	90	110	123	112
Number of private investigators renewing licenses	280	231	267	255	277

Public Safety Memorial Fund

- Established in 1999 and has paid more than \$1.7 Million to date
- Provides aid to public safety officers who are permanently and totally disabled in the line of duty and to beneficiaries of officers who are killed in the line of duty.
 - Æ \$25,000 payment
 - Æ Health and dental insurance (for an eligible officer, designee or spouse for up to 5 years and for children up to 18 years of age or 23 years of age if in school)
 - Æ Mortgage payments for up to one year
 - Æ Higher education scholarships

Biennium	Benefits Paid	Biennium	Benefits Paid
2003-2005	\$166,787	20011-2013	\$241,038
2005-2007	\$164,410	2013-2015	\$143,733
2007-2009	\$237,568	2015-2017	\$160,898
2009-2011	\$137,639	2017-2019*	\$84,330*

* Projected as of December 31, 2018

Administration & Support Services

- Director makes policy, manages agency and consults the Board

Operations & Services Division: Business & Information Services

- Æ Budget Development and Execution
- Æ Financial Reporting
- Æ Asset Management and Risk Reporting
- Æ Accounting, Payroll and Finance
- Æ Purchasing, Contracting and Grant Management
- Æ Network Administration, wireless and VoIP communications for 200 full-time agency and tenant employees
- Æ Federal Fiduciary Management (HIDTA)
- Æ Department restructure – created Operations & Services Division
- Æ Provide support for use of technology solutions
- Æ Manage and maintain information systems
- Æ Keep technology on pace with agency needs
- Æ Support information technology needs

Administration & Support Services

Facilities and Human Resources Sections

- Æ Maintain 236 acres of property including 21 acres of protected wetlands
- Æ Maintain over 330,000 square feet of building space
- Æ Maintain and repair building infrastructure including: HVAC, lighting, energy management, access control systems and equipment.
- Æ Provide custodial services including general cleaning, refuse and recycling programs and housekeeping services
- Æ Provide reception and student services at dormitory building
- Æ Manage food service, security and linen contracts
- Æ Support tenant agencies' facility needs
- Æ Position Management and Classification
- Æ Recruitment and Background Investigations
- Æ Labor Relations
- Æ Employee Relations



Budget Drivers

- Population growth
- Aging workforce – “Baby Boomers” –
- Succession planning
- Demand for training and certification
- Demand for access to training venues
- General Fund constraints impacting Criminal Fine Account (CFA) fund
- Demand for meeting space (set-up, tear-down, cleaning)
- Increase in litigation and Attorney General costs
- Deferred maintenance as warranties on building components and equipment expire
- Stability of Fire Insurance Premium Tax (FIPT)

Challenges

- Reliance on volunteers and agency-loaned instructors and role players = need for more DPSST staff to deliver training
- Managing case load related to revocations and denials = Unanticipated Department of Justice costs
- Student dismissals/removals
- Finding qualified individuals and represent a diversified work force for leadership positions
- Improve customer service
- Meeting on-going demands for special training (e.g.; Regional Training, mental illness, use of force, racial profiling, sexual violence, etc.)

	2009-11	2011-13	2013-15	2015-17	2017-19
Total volunteer and agency-loaned hours	13,215	9,963	7,350	8,721	5,767
Approximate value of hours (at average of \$25.70/hour)	\$339,626	\$256,049	\$188,895	\$470,606	\$148,211
Estimated FTE (1 FTE = 4,160 hrs/biennium)	3.18	2.47	1.77	8.39	1.38
Students dismissed for rules violations including academic failures	6	16	17	23	19*
Students dropped-out or removed by home agencies	25	12	19	39	37*

*Through December 2018

Partnership: ODVA



YOUR VA EDUCATION BENEFITS *include* ON-THE-JOB TRAINING

Did you know that your military service education benefits can be applied to on-the-job training opportunities as a first responder?

On-the-job (OJT) training allows eligible veterans to use their VA education benefits to learn a skill or trade through training on the job, rather than by attending formal classroom instruction.

Depending on the details of your service and your employment, OJT can provide up to an extra **\$2,200** per month tax-free stipend on top of your base salary while still in a probationary status!



MONTGOMERY GI BILL

You may be eligible for Montgomery GI Bill (MGIB-AD) benefits while you are on or after you separate from active duty.

At a minimum, you must have a high school diploma or GED.

To receive benefits after separating, you must have received an honorable discharge.

You have 10 years from your last date of separation from active duty to use your MGIB-AD benefits.

POST-9/11 GI BILL

The Post-9/11 GI Bill pays a Monthly Housing Allowance (MHA) based on the Department of Defense's Basic Allowance for Housing (BAH) for an E-5 with dependents, which is paid in addition to wages.

The stipend is reduced 20% every six months, until it equals 20% of the Monthly Housing Allowance.

You have 15 years from your last date of separation from active duty to use this benefit, unless discharged after January 1, 2013.

SELECTED RESERVISTS

You may be eligible for Montgomery GI Bill Selected Reserve (MGIB-SR) benefits if you have a 6-year obligation to serve in the Selected Reserve, complete your Initial Active Duty for Training, serve in a drilling unit and remain in good standing, and obtain a high school diploma or equivalency. The Guard and Reserves decide if you are eligible, while the VA makes payments for the program. Your eligibility for MGIB-SR benefits ends on the day you leave the Selected Reserve.

VOC REHAB

To be eligible for Voc Rehab (VR&E), a veteran must have a VA service-connected disability rating of at least 20% with an employment handicap, or rated 10% with a serious employment handicap, and be discharged or released from military service under other than dishonorable conditions.

Employers hire veterans at an apprentice wage, and VR&E supplements the salary up to the journeyman wage (up to maximum allowable under OJT).

ELIGIBLE DEPENDENTS

Certain dependents or survivors may qualify for OJT. Please inquire with the ODVA Campus Coordinator (contact info on reverse).

Partnership: OAD



DRIVER CANNOT HEAR YOU

Driver uses different communication methods.
See the back of this card for the best ways to communicate with the driver.

Driver relies on visual cues. Please use different communication tactics with the driver.

I CANNOT HEAR YOU. THIS CARD IS FOR LAW ENFORCEMENT OFFICERS TO ASSIST WITH COMMUNICATION.

Quick Communication Tips

- Get my attention first.
- Make sure we have eye contact when you speak.
- Increase the volume of your voice but do not shout.
- Give me a chance to understand you and what you ask me to do.
- I cannot lip-read everything you say.
- I may be deaf and only understand sign language.
- Repeat, rephrase or write your request if necessary.
- Avoid shining a flashlight in my face.
- Avoid any background noise.
- A hearing aid or cochlear implant does not allow me to understand everything you say.

The Best Way to Communicate With Me



If I am going to be arrested or asked to come in for questioning:

- Effective communication and accommodating services should be provided upon request per ORS 659A.
- I may need a Stenographer or Communication Access Realtime Translation (CART) for captioning conversations.
- In order to make a phone call, I may need a videophone, internet service, a computer, a CapTel Telephone, or a cell phone for texting.



Visor Card compliments of the Oregon Association of the Deaf and the Department of Public Safety Standards and Training



Partnership: Oak Accord



Partnership: Oregon National Guard



Partnership: Physicians



Partnership: Curriculum Updates

- Basic Telecommunications Course
- Basic Parole & Probation Course
- Basic Police Course

Æ *Changes in Basic Police Course*

- *Interacting with People in Crisis*
- *Transparency & Legitimacy*
- *Procedural Justice*
- *Emotional Intelligence*

OregonPoliceJobs.com



2019 Legislation

- No DPSST/BPSST legislative concepts requested
- HB 2355 Stop Data Collection Work Group
- Trauma Informed Care Work Group
- Officer Health and Wellness Task Force
- Juvenile Justice Policy Framework Committee
- School Safety Task Force
- Behavioral Health Justice Reinvestment (BHJR)
- Attorney General's Hate Crimes Task Force
- Attorney General's Campus Public Safety Task Force

Agency Performance Results

Quality Assurance/Quality Improvement

Æ Academy Based-Programs

- Academy Training Operations Management System (ATOMS)
- Standards and Training Ad hoc Reporting System (STARS)
- Field Training Officer survey
- Field Training Officer involvement in “Calls for Service Week”
- Comment cards on meal service at academy

Æ Facilities Condition Assessment (FCA) (POP104)

Æ Statewide Customer Service Survey

Æ DPSST Listening Tour

Æ Constituent Feedback – Conferences, Meetings, etc.

Æ Validation of Standards and Training

- Job Task Analysis survey instruments
- Washington State University partnership (Dr. Steven James)
- External review by experts – SAIF, OSHA, Secretary of State, others

Æ Board on Public Safety Standards and Training

- Direct input and oversight of stakeholders
- Discipline specific policy committees
- Discipline specific curriculum advisory sub-committees
- Annual evaluation of DPSST director sent to Governor
- Task forces and work groups

Budget Overview



Funding Sources

Program

Primary Funding Source

Standards and Certification

CFA

Basic Police

CFA

Basic Corrections

CFA

Basic Parole & Probation

CFA

Basic Telecomm/EMD

9-1-1 Tax

Center for Policing Excellence

CFA/OHA Grant

Regional Training

CFA/ODOT Grant

Fire Training & Certification

FIPT

Private Security/Investigators

Licensing Fees/Civil Penalties

Administration

CFA

Debt Service

General Fund

HIDTA

Federal Fund

Program Priorities

Agency-wide priorities:

1. Criminal Justice Training
2. Criminal Justice Standards & Certification
3. Fire Training & Certification
4. Other Training Programs (Telecomm, Traffic Safety, Campus Public Safety, OLCC)
5. Private Security / Private Investigators Licensing & Training
6. Public Safety Memorial Fund
7. HIDTA

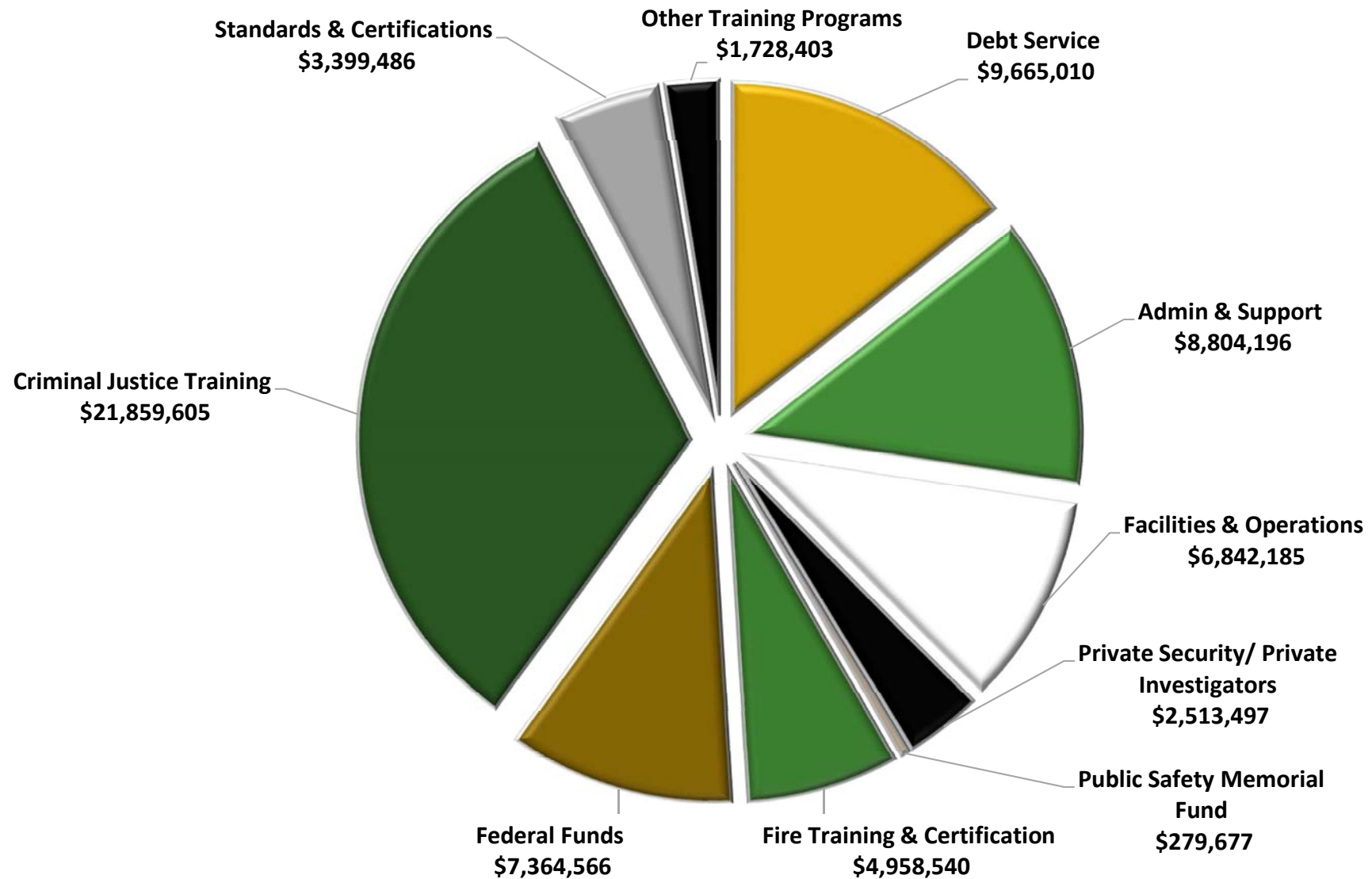
Not ranked: Debt Service, Administration, Support Services, & Operations

2019-21 Current Service Level (CSL)

CSL = Estimated cost of continuing existing programs into the next biennium

	All Funds	Positions	FTE
2017-19 Legislatively Adopted Budget	\$61,327,187	152	150.05
Increase: HB 5201 – February 2018 – (Classes, Merit Increases, Support Positions)	\$5,597,874	13	7.54
2017-19 Legislatively Approved Budget	\$66,925,060	165	157.59
General Fund Debt Service Adjustment:	\$(130,953)		
Increase: Other Funds	\$740,324		
Increase: Federal Funds	\$18,168		
Phase-out: of 8 Limited Duration Positions		(8)	(5.17)
Phase-In: Short Session Positions			7.55
2019-21 Base Budget	\$67,552,599	157	155.21
Increase for Vacancy Factor Adjustments	\$536,245		
Decrease for One-time Cost	\$(1,953,532)		
Increase for Phase-In Services & Supplies	\$48,380		
Increase for Inflation & Price List Adjustments	\$1,241,473		
2019-21 Current Service Level	\$67,425,165	157	155.21

2019-21 CSL Programs

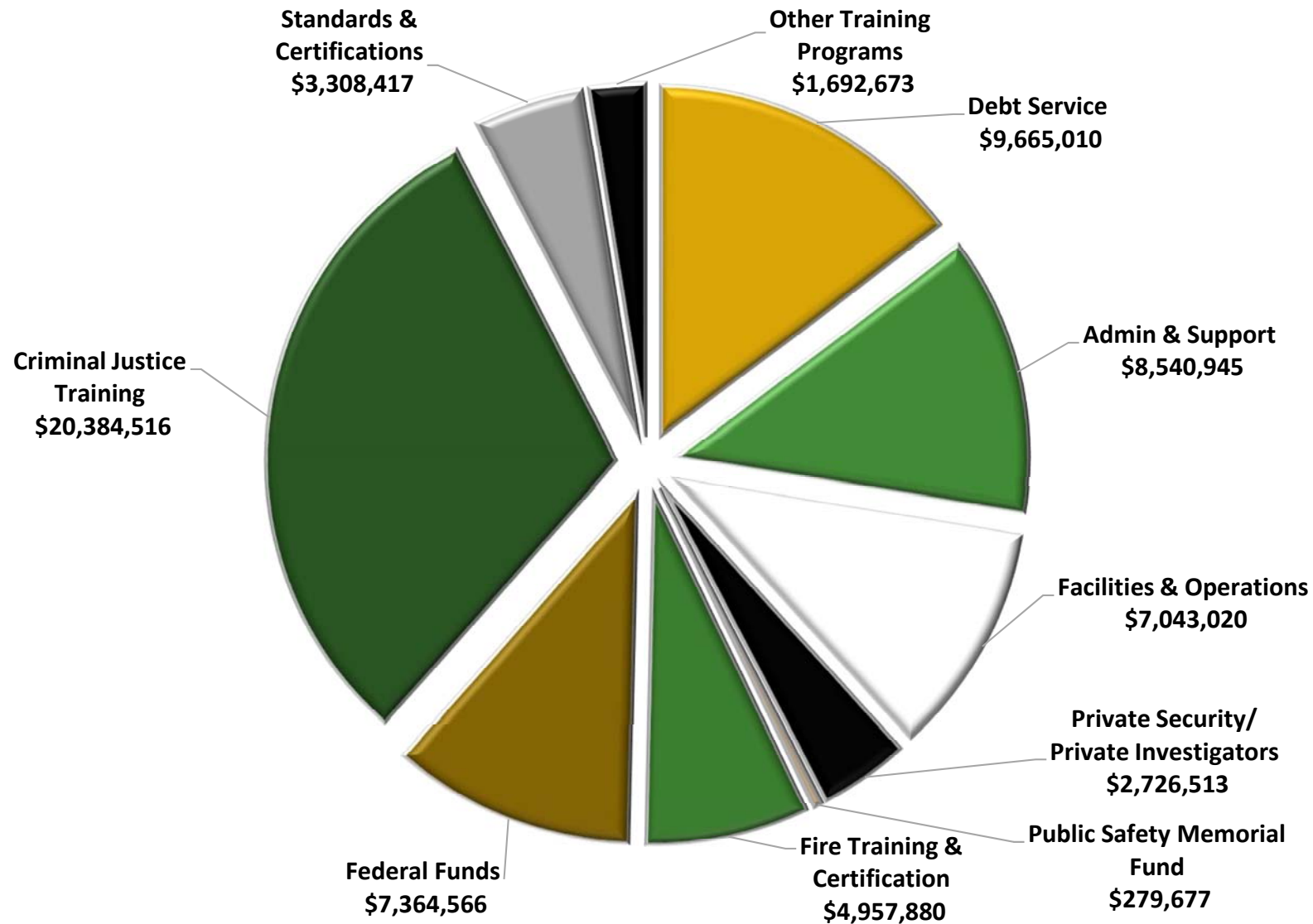


2019-21 CSL All Funds: \$67,425,165

2017-19 Governor's Budget

	All Funds	Positions	FTE
2017-19 Current Service Level	\$67,425,165	157	155.21
Policy Packages			
Policy Package 090 – CFO recommendation			
• 2 Basic Police Classes are reduced in GB	\$(1,268,906)	(4)	(4.00)
• Standard Inflation removed for some Services & Supplies	\$(427,912)		
• Increase to Vacancy Savings	\$(637,710)		
Policy Package 091 – Statewide DAS Rates Reduction	\$(134,557)		
Policy Package 092 – Statewide Attorney General Reduction	\$(20,759)		
Policy Package 101– New Positions & Reclassifications	\$0		
Policy Package 102 – Private Security Position	211,676	1	.83
Policy Package 103 – Statistical Transparency of Policing	379,275	2	2.00
Policy Package 104 – Deferred Maintenance Facilities	436,945		
Total Policy Packages	\$(1,461,948)	(-1)	(-1.00)
2017-19 Governor's Budget	\$65,963,217	156	154.04

2019-21 Governor's Budget



2019-21 Governor's Budget All Funds: \$65,963,217

Policy Option Packages



Policy Packages in GB

Policy Package 102 – New Positions & Reclassifications

- Æ Private Security Position (Distance Learning)

Policy Package 103 – Statistical Transparency of Policing

- Æ 1 PSTS 2 (1)

- Æ 1 PSTS 1 (1)

Package 104 – Deferred Maintenance Facilities

- Æ Priority 1 needs are addressed

Policy Packages not in GB

Recommended for Add Back

- **Policy Package 101 - New Positions & Classifications**

- Æ 9 New Positions / 8.49 FTE

- **Policy Package 103 - HB 2355 STOP**

- Æ 6 New Positions / 5.66 FTE (2 already covered in GB)

- **Policy Package 107 - Public Affairs**

- Æ 1 New FTE / 0.83 FTE

- **Policy Package 108 - Active Shooter**

- Æ 1 New FTE / 0.83 FTE

- **Policy Package 110 - Youth & Community Outreach**

- Æ 1 New FTE / 0.83 FTE

LFO 5% and 10%

Reduction for 2019 Session

	All Funds	Positions	FTE
2019-21 Governors Budget	\$67,425,165	157	155.21
<ul style="list-style-type: none"> • 15 Basic Police Classes included in CSL • 7 Basic Correction Classes included in CSL • 2 Basic Parole & Probation Classes included in CSL • 10 Basic Telecommunications Classes included in CSL 			
5% reduction from Governor's Budget			
<ul style="list-style-type: none"> • Reduction of 4 basic police classes, One regional fire training region eliminated 	(-\$2,888,008)	(-8)	(-8.00)
10% reduction from Governor's Budget			
<ul style="list-style-type: none"> • Reduction of 2 basic police classes, less regional training, HIDTA reduction 	(-\$2,888,008)	(-4)	(-4.00)
<i>Total of both 5% reductions</i>	(-\$5,776,016)	(-12)	(-12)

State and National Dialog

Recruitment & Retention

Retirement of the Baby Boomers “Silver Tsunami”

Police Legitimacy – Procedural Justice - Transparency

Police Accountability

Building & Maintaining Community Partnerships

Law Enforcement Officers Fatalities and Assaults in U.S.

Number of Law Enforcement Officer & Firefighter Suicides

Behavioral Health of First Responders

Firefighter Cancer

Western States Wildfires

Oil Train Incident Preparedness

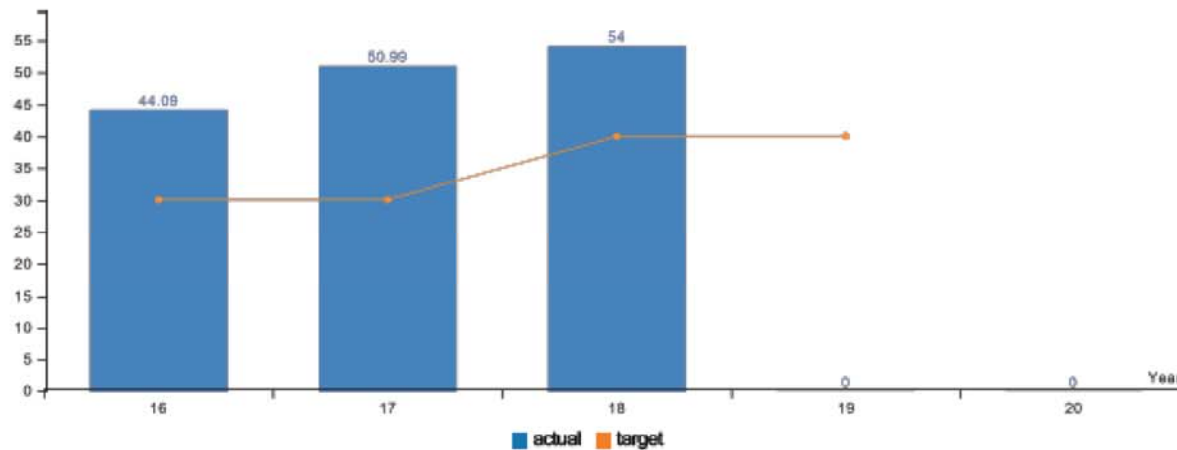
Measuring Performance



KPM #1 Average increase in Police Officer Trainee test scores based on assessments at entry and completion of Police Basic Training1

* Upward Trend = positive result

Data Collection Period: Jul 01 - Mar 31



Report Year	2016	2017	2018	2019	2020
Average increase in Police Officer Trainee test scores based on assessments at entry and completion of Police Basic Training.					
Actual	44.09%	50.99%	54%	No Data	No Data
Target	30%	30%	40%	40%	TBD

How Are We Doing

Test scores from entry to completion of students enrolled in the Basic Police Course continue to reflect an increase in knowledge as a result of the training. The average student improvement during the current reporting period was 53.88%, which is a 2.89% increase from the last period. Basic Police students are clearly increasing their knowledge during the Basic Police course.

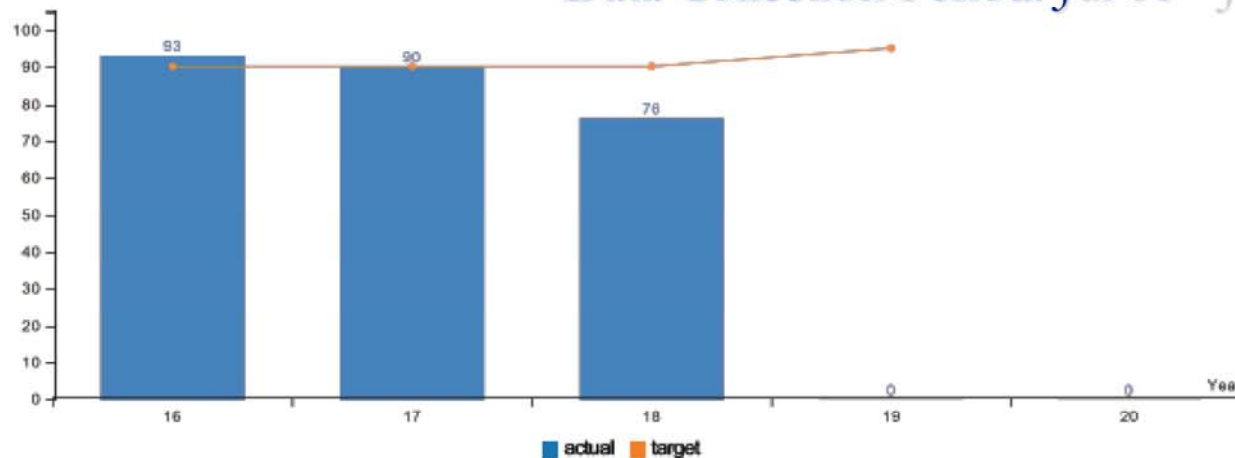
Factors Affecting Results

Factors affecting these results include students' various backgrounds, educational levels, and years of related experience prior to participating in the Basic Police Course. Even considering multiple potential factors, the Basic Police Course does demonstrate a significant impact on the level of knowledge of the students. Students' increased performance on knowledge-based tests, as well as performance while attending the course is regularly assessed with results demonstrating improvement consistently.

KPM #2 Percentage of attendees who ranked the usefulness of DPSST criminal justice regional training courses at or above "6" on a scale of 1-7

Data Collection Period: Jul 01 - May 31

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Percentage of attendees who ranked the usefulness of DPSST criminal justice regional training course at or above					
Actual	93%	90%	76%	No Data	No Data
Target	90%	90%	90%	95%	TBD

How Are We Doing

The percentage of attendees who ranked the usefulness of DPSST criminal justice regional training courses above a "6" on a scale of 1-7 has decreased dramatically from 2017 and as a result fell well below the target of 90%.

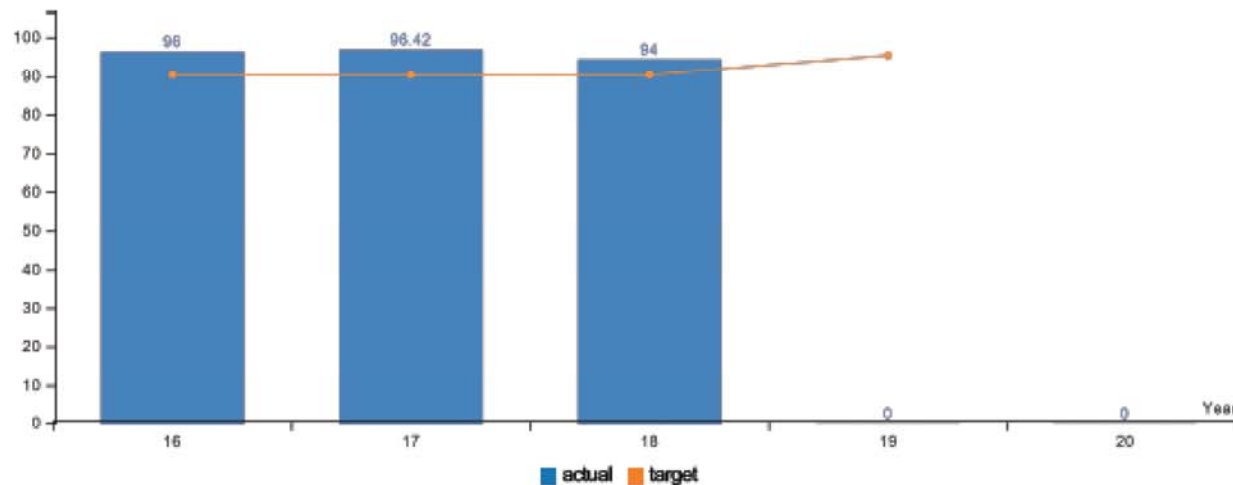
Factors Affecting Results

The regional training program for Criminal Justice has seen some challenges over the course of the last two years with vacant positions in training coordinators and leadership. The program consists of five Regional Training Coordinators for Statewide delivery of Criminal Justice training and one manager. A new manager was selected in May, 2018 and we immediately began to fill the two vacant positions. Regional Training is in the final stages of hiring the last position of training coordinator for the Southwest Region with an estimated time of hiring in January, 2019. DPSST has evaluated the program and discovered areas of improvement in our delivery of training, training topics and communications with constituents. DPSST has created specific strategies to address each of these deficiencies and we are confident in future performance.

KPM #3 Percentage of attendees who ranked the usefulness of DPSST fire service regional training courses at or above "6" on a scale of 1-7

Data Collection Period: Jul 01 - May 31

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Percentage attendees who ranked the usefulness of DPSST fire service regional training course at or above					
Actual	96%	96.42%	94%	No Data	No Data
Target	90%	90%	90%	95%	TBD

How Are We Doing

Performance through a variety of regional fire training offerings has remained extremely high and exceptionally consistent over this reporting period. This number is down slightly from 2017, but still well above the established target of 90%.

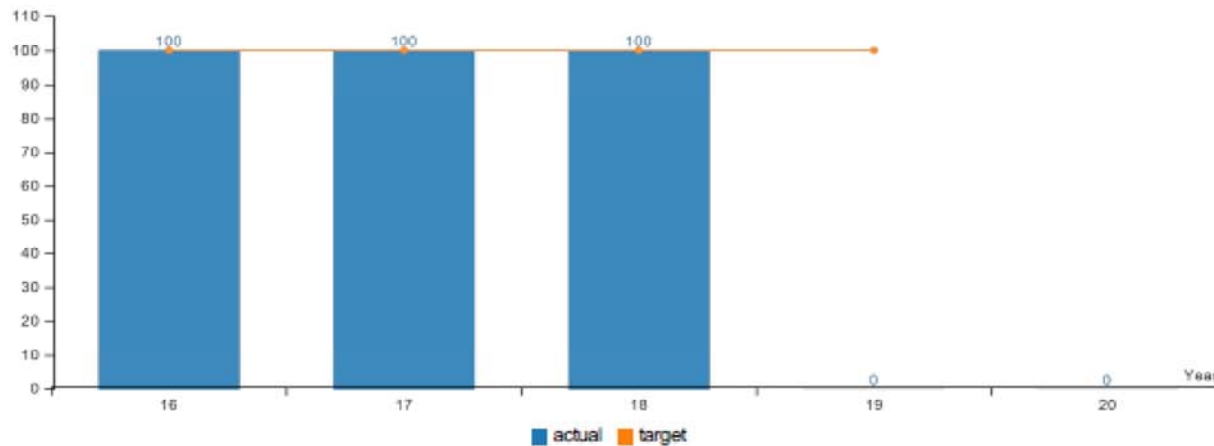
Factors Affecting Results

The regional fire training program has experienced a number of personnel changes over the past several months. Still the section continues to provide high-level entry-level, specialized, leadership and maintenance training while developing and implementing training strategies that maximize resources and continue to meet local and state training requirements.

KPM #4 Percentage of revocation or denial actions appealed that are upheld at the appellate level

Data Collection Period: Jul 01 - Mar 31

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Percentage of certification revocations upheld at appellate level					
Actual	100%	100%	100%	No Data	No Data
Target	100%	100%	100%	100%	TBD

How Are We Doing

DPSST takes its responsibilities of enforcing the Board on Public Safety Standards and Training's (Board) certification/licensure standards for Oregon's public and private safety providers very seriously. The agency understands the importance of the professional standards processes on maintaining the public's trust in each of the disciplines it regulates. The agency's target is that 100% of any denial, suspension or revocation decisions appealed to the Oregon Court of Appeals are upheld by the Court. This target reflects the seriousness with which the DPSST and the Board approach certification/licensure denial, suspension or revocation actions. This reporting period saw one case remanded by the Court of Appeals due to a procedural error, but no cases overturned resulting in an actual result of 100%.

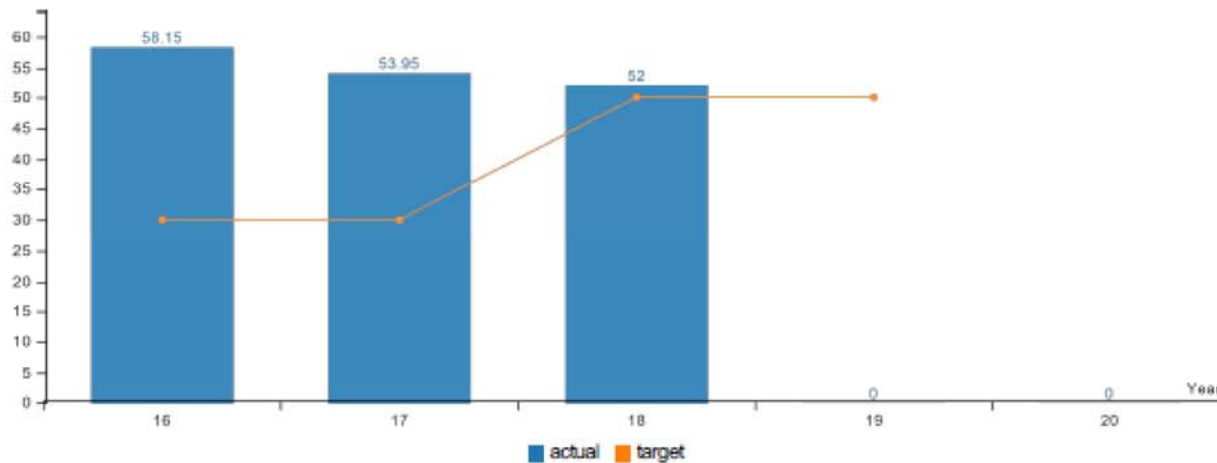
Factors Affecting Results

As stated above, the DPSST and the Board take its enforcement of professional standards very seriously. Cases are evaluated and reviewed with great care by staff, a discipline-specific policy committee and the Board. Staff ensure that denial/suspension/revocation cases have a well-developed record of the conduct involved and clearly outlines the particular standards for which conduct is to be measured. A process has been developed to allow any affected public or private safety professional to provide mitigation for consideration. This further ensures a fair and thorough process and relevant decision making within the framework of laws and administrative rules.

KPM #5 Average increase in Corrections Officer Trainee test scores based on assessments at entry and completion of Corrections Basic Training

Data Collection Period: Jul 01 - Mar 15

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Average increase in Corrections Officer Test Scores					
Actual	58.15%	53.95%	52%	No Data	No Data
Target	30%	30%	50%	50%	TBD

How Are We Doing

Test scores from entry to completion of students enrolled in the Basic Corrections Local Course continue to reflect an increase in knowledge as a result of the training. The average student improvement during the current reporting period was 51.87%. This is a 2.08% decrease from the last reporting period, but still within range of percentages seen since 2014. Despite this decline, students are clearly increasing their knowledge during the Basic Corrections Local Course.

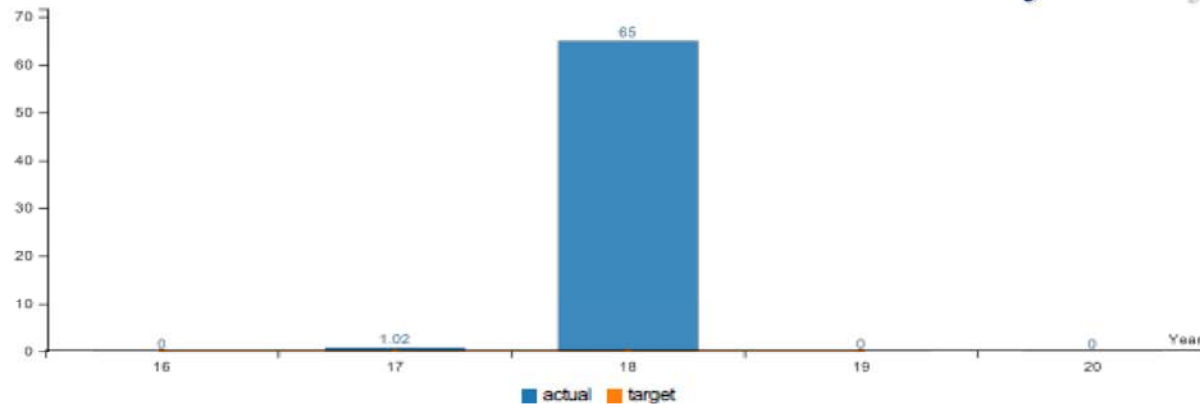
Factors Affecting Results

Factors affecting these results include students' various backgrounds, educational levels, and years of related experience prior to participating in the Basic Corrections Local Course. Even considering multiple potential factors, the Basic Corrections Local Course does demonstrate a significant impact on the level of knowledge of students. Students' increased performance on knowledge-based tests, as well as performance while attending the course is regularly assessed with results demonstrating improvement consistently.

KPM #6 Number of proceedings initiated to revoke the certification or license of a private security provider due to a violation of the Board's established moral fitness wdgdyv

* Upward Trend = positive result

Data Collection Period: Jul 01 - Mar#53



Report Year	2016	2017	2018	2019	2020
Percentage of Private Security Certification/Licensure Revocation or Denials Upheld after the Contested Case Process					
Actual	No Data	1.02%	65%	No Data	No Data
Target	0%	0%	0%	0%	TBD

How Are We Doing

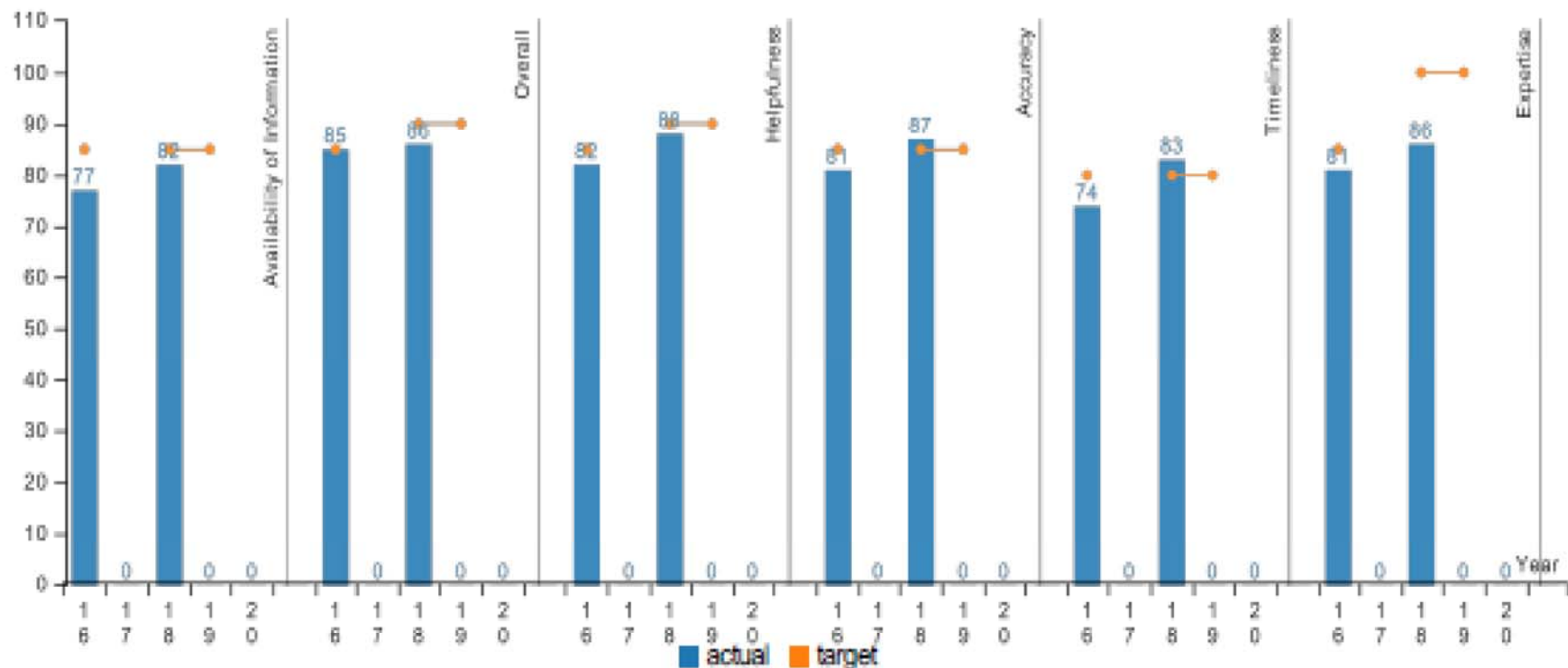
Revocation proceeding were initiated on 65 certifications/licenses of private security providers (includes alarm monitors, unarmed, armed, instructor and manager) due to a violation of the Board on Public Safety Standards and Training's moral fitness standards. Current standards require the revocation of certification/licensure as a private security provider for certain criminal convictions or a demonstrated lack of moral fitness (includes dishonesty, lack of good character, mistreatment of others, lack of public trust and lack of respect for the laws of this state or nation.) [OAR 259-060-0300]

Factors Affecting Results

2018 is the first year reporting on this KPM. Though the target is set at zero (meaning that the 21,327 providers of private security services in Oregon continue to meet the established professional standards for the industry after certification/licensure is issued), it is understood that meeting this target will be difficult, if not impossible. This number highlights the effectiveness of the Board's established moral fitness standards for Oregon's private security providers, and the DPSST's ability to enforce these established standards. Both of which contribute to the professionalism and public trust and confidence in Oregon's private security providers.

KPM #8 CUSTOMER SERVICE - Percent of customers rating satisfaction with agency services "good" or "excellent" for: timeliness, accuracy, helpfulness, expertise, information availability.

Data Collection Period: Jul 01 - Mar 03



KPM #8 CUSTOMER SERVICE - Percent of customers rating satisfaction with agency services "good" or "excellent" for: timeliness, accuracy, helpfulness, expertise, information availability (continued)

Data Collection Period: Jul 01 - Mar 31

Report Year	2016	2017	2018	2019	2020
Availability of Information					
Actual	77%	No Data	82%	No Data	No Data
Target	85%	TBD	85%	85%	TBD
Overall					
Actual	85%	No Data	86%	No Data	No Data
Target	85%	TBD	90%	90%	TBD
Helpfulness					
Actual	82%	No Data	88%	No Data	No Data
Target	85%	TBD	90%	90%	TBD
Accuracy					
Actual	81%	No Data	87%	No Data	No Data
Target	85%	TBD	85%	85%	TBD
Timeliness					
Actual	74%	No Data	83%	No Data	No Data
Target	80%	TBD	80%	80%	TBD
Expertise					
Actual	81%	No Data	86%	No Data	No Data
Target	85%	TBD	100%	100%	TBD

How Are We Doing

The DPSST exceeded the target in the areas of timeliness and accuracy, falling just short of the targets in expertise, helpfulness, availability of information and overall satisfaction. Obviously meeting the target in each of these categories would be ideal, it should be noted that over 80% of the survey respondents rated the DPSST's performance in each of the requisite areas as "excellent" or "good".

Factors Affecting Results

The DPSST's bi-annual customer service satisfaction survey was open from July 2 through August 23, 2018. 625 responses were received from the 44,585 individuals who fall within the agency's jurisdiction (includes police, corrections, parole & probation, telecommunications, emergency medical dispatch, OLCC regulatory specialists, fire, private security, private investigators and polygraph examiners). Though the respondents represent only 1.4% of the agency's total constituency, they do reflect overall satisfaction with the services provided by the DPSST.

KPM #9 Average increase in the Center for Policing Excellence test scores based on assessments at entry and completion of Supervisory Leadership Academy and Organizational Leadership Management Academy

* Upward Trend = positive result



Report Year	2016	2017	2018	2019	2020
Center For Policing Excellence Pre and Post-Test Score					
Actual	92%	97%	84%	No Data	No Data
Target	30%	30%	80%	80%	TBD

How Are We Doing

The Supervisory Leadership Academy (SLA) and Organizational Leadership & Management Academy (OLMA) continues to significantly improve students' assessment of their confidence to apply learned knowledge and/or skills in identified areas. In this reporting period, the percentage of improvement has declined slightly in all identified areas compared to last period. However, on average, students arrive needing assistance or practice in identified areas, and complete training with confidence they can apply learned knowledge and/or skills on their own. Further, the results demonstrate that significant to exceptional improvements are in critical areas connected with the Center for Policing Excellence's legislative expectations (problem-solving, use of research, addressing future challenges).

Factors Affecting Results

Factors affecting these results include students' various backgrounds, educational levels, and years of related experience prior to participating in the SLA or OLMA courses. Nevertheless, results indicate positive improvements in all students following training.

Questions?