

Department of Public Safety Standards and Training



2020 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.

Contents

BACKGROUND: CUSTOMER SATISFACTION PERFORMANCE MEASURE	3
DPSST CUSTOMER SATISFACTION SURVEY	4
COMPARISON OF KEY PERFORMANCE MEASURE DATA BETWEEN 2018 AND 2020	8
HISTORICAL COMPARISON OF KEY PERFORMANCE DATA: 2010-2020	9
CONSTITUENT: OREGON DEPARTMENT OF CORRECTIONS;.....	10
CONSTITUENT: CORRECTIONS – CITY/COUNTY;	12
CONSTITUENT: PAROLE & PROBATION;	18
CONSTITUENT: POLICE - MUNICIPAL;	22
CONSTITUENT: POLICE - COUNTY;.....	28
CONSTITUENT: POLICE - STATE;	32
CONSTITUENT: POLICE - TRIBAL;	34
CONSTITUENT: POLICE - UNIVERSITY;	39
CONSTITUENT: POLICE - OTHER;	41
CONSTITUENT: TELECOMMUNICATOR/EMERGENCY MEDICAL DISPATCHER (PUBLIC);	44
CONSTITUENT: EMERGENCY MEDICAL DISPATCHER (PRIVATE);.....	49
CONSTITUENT: OLCC REGULATORY SPECIALIST;.....	51
CONSTITUENT: FIRE SERVICE;.....	56
CONSTITUENT: POLYGRAPH EXAMINER;.....	62
CONSTITUENT: PRIVATE INVESTIGATOR;	65
CONSTITUENT: PRIVATE SECURITY;.....	68
CONSTITUENT: OTHER (PUBLIC & PRIVATE SAFETY)*;.....	75

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 21 through August 31, 2020. The survey had a total of 520 valid responses: 290 public safety responses; 204 private safety responses and 26 reported as “other”. (56 incomplete surveys and 6 non-constituent responses were not included in this report.)

Breakdown of Respondents/Number of Active, Certified Constituents (as of August 2020) (OTHER not included)

Discipline	Total Number of Constituents ¹	Respondents in 2020	Respondents in 2018
Police	5,560	153	122
Corrections	4,211	18	22
Parole & Probation	623	30	13
Telecommunications/EMD	967/923	23	26
EMD (Private)	77	1	2
Regulatory Specialist (OLCC)	68	5	1
Fire	11,197	60	83
Private Security	21,861	149	202
Private Investigator	801	44	54
Polygraph	47	11	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 2020: 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.

¹ As of August 31, 2020.

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?
- 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, Basic Training, Regional/Advanced Training, and Leadership 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)
- Polygraph Examiner (PRIVATE SAFETY)
- Private Security Provider (PRIVATE SAFETY)
- Private Investigator (PRIVATE SAFETY)
- Other (PUBLIC & PRIVATE SAFETY)

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

2020 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 2020, the combined results for Professional Standards:²

- Timeliness: 85%
- Accuracy: 91%
- Helpfulness: 93%
- Expertise: 93%
- Availability of Information: 83%
- *Consistency of Services: 86%
- *Professionalism: 95%
- Overall Service: 88%

For 2020, the combined results for Training:³

- Timeliness: 87%
- Accuracy: 92%
- Helpfulness: 90%
- Expertise: 89%
- Availability of Information: 86%
- *Consistency: 83%
- *Professionalism: 92%
- Overall Service: 87%

* Not reported to Legislature.

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

² Includes PUBLIC, PRIVATE SAFETY and OTHER Constituent Responses. 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.

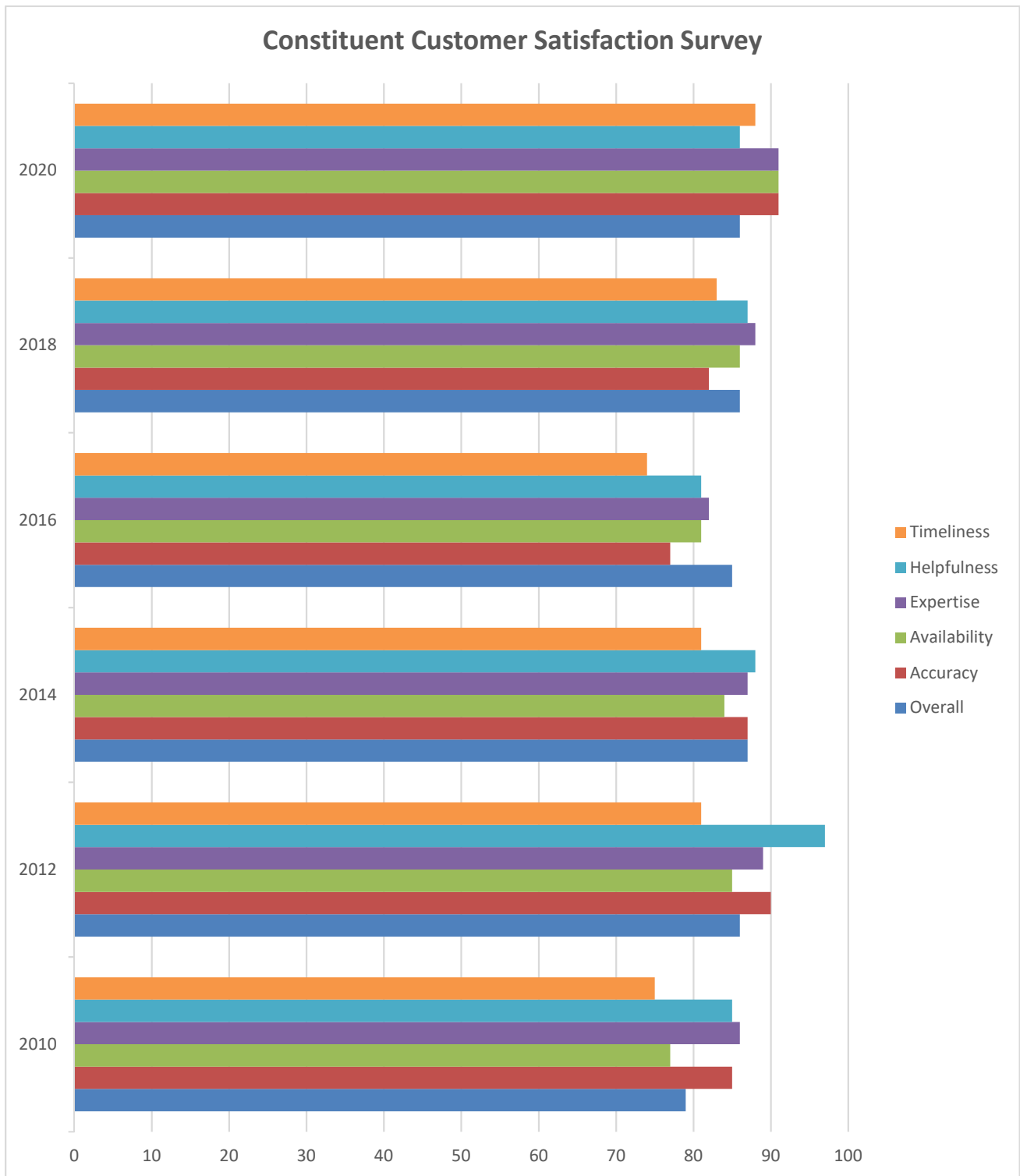
Comparison of Key Performance Measure Data between 2018 and 2020

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.

2020	%	2018	%	Plus/Minus %
Timeliness	86	Timeliness	83	+3
Accuracy	91	Accuracy	87	+4
Helpfulness	91	Helpfulness	88	+3
Expertise	91	Expertise	86	+5
Availability	86	Availability	82	+4
Overall	88	Overall	85	+3
Overall - DPSST	86	Overall - DPSST	86	0

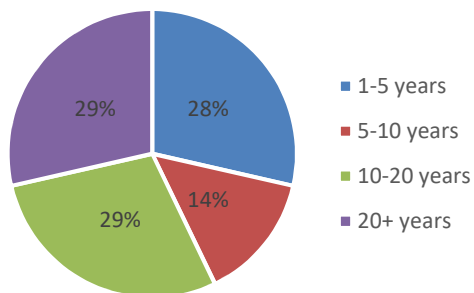
Historical Comparison of Key Performance Data: 2010-2020

The following chart depicts DPSST's performance measure data from 2010 through 2020.

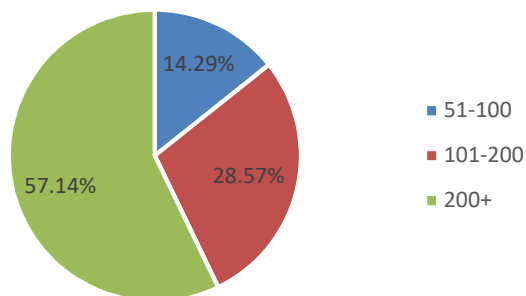


Constituent: Oregon Department of Corrections; 7 responses (1.3%)

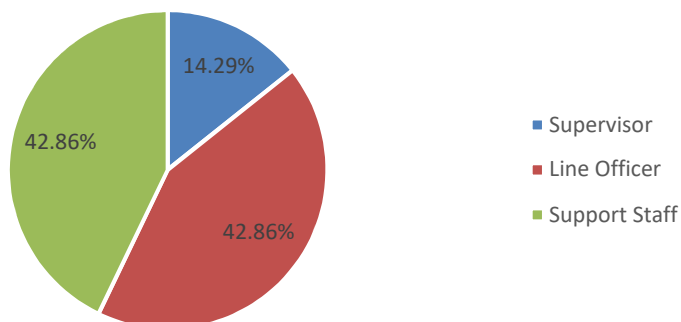
Years Experience of Respondents



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	16.67%
Good	50.00%
Fair	33.33%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(1)

USEFUL COMMENTS/OBSERVATIONS:

✓ None.

Dept. of Corrections: Professional Standards Division Survey Results

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

Comments:

TIMELINESS:

- Forms submitted via email get missed often and when calling DPSST to check on status, they say they never received them but then weeks later are finally processed.
- Investigations should not take months and months to complete.

EXPERTISE:

- DPSST Trained FTO's and off site instructors are between "Fair" and "Poor".

PROFESSIONALISM:

- DPSST Trained FTO's and off site instructors are between "Fair" and "Poor".

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	0.00%
Stayed About the Same	83.33%
Been Declining	0%
Don't Know (or Doesn't Apply)	16.67%
Blanks	(1)
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	14.29%
Good	71.43%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	14.29%
Blank	(0)

Dept. of Corrections: Training Division Survey Results

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

Basic Training:

Been Getting Better	0%
Stayed About the Same	42.86%
Been Declining	0%
Don't Know (or Doesn't Apply)	57.14%
Blanks	(0)

Regional/Advanced Training

Been Getting Better	0%
Stayed About the Same	28.57%
Been Declining	0%
Don't Know (or Doesn't Apply)	71.43%
Blanks	(0)

Leadership Training

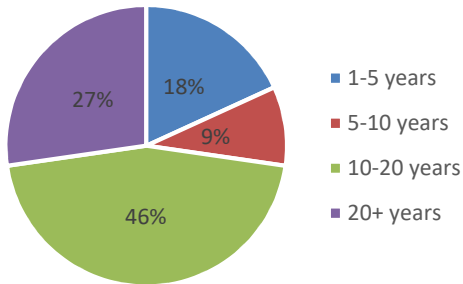
Been Getting Better	0%
Stayed About the Same	14.29%
Been Declining	0%
Don't Know (or Doesn't Apply)	85.71%
Blanks	(0)

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

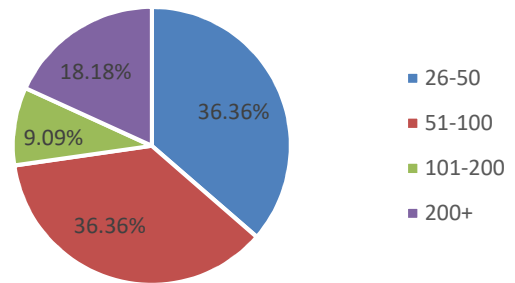
Excellent	14.29%
Good	28.57%
Fair	14.29%
Poor	0%
Don't Know (or Doesn't Apply)	42.86%
Blank	(0)

Constituent: Corrections – City/County; 11 responses (2.1%)

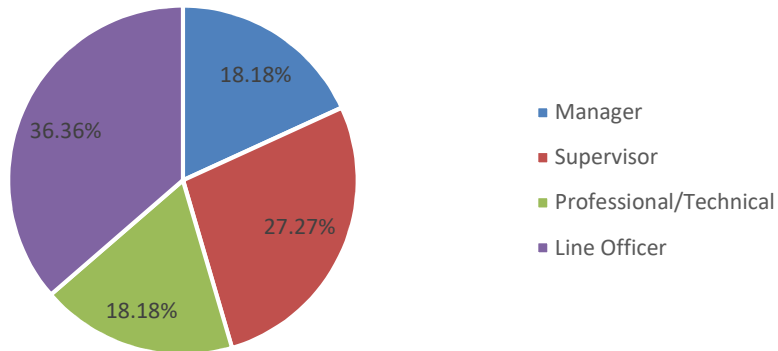
Years Experience of Respondents



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	45.45%
Good	54.55%
Fair	0%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ There is always room for improvement with any organization. Please continue to be receptive to feedback and put it into action, like you have been doing.

Corrections – City/County: Professional Standards Division Survey Results

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

Comments:

TIMELINESS:

- Jessica Klossen helped me with the most Professional Standard.
- COVID has obviously caused some delay in classes
- Never had a problem with getting my information on time.

ACCURACY:

- Email stated they were out of the office till Monday. I received a prompt email Monday. I was not expecting such a fast response time.
- We have recently had some differences discussed between how our agency operates as opposed to the rest of the State in some areas of the job.

HELPFULNESS:

- Everyone has always been polite and helpful
- All your staff are superb - Jessica Klossen is outstanding!

EXPERTISE:

- DPSST Certain expertise varies based on differences of local policy and procedure vs. State beliefs

AVAILABILITY OF INFORMATION:

- Sometimes information is hard to find - but mostly due to the updates in the site.

PROFESSIONALISM:

- Never encountered anything but professionalism and courtesy.

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	63.64%
Stayed About the Same	27.27%
Been Declining	0%
Don't Know (or Doesn't Apply)	9.09%
Blanks	(0)
Comments: <ul style="list-style-type: none"> Stayed the same. It was a positive experience two years ago and stays the same today. Have not needed to use DPSST Professional Standards staff the last couple of years Always beneficial and professional. 	

Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	45.45%
Good	45.45%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	9.09%
Blank	(0)

Corrections – City/County: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	5	7	9	6	5	6	10
Good	5	4	2	5	6	4	1
Fair	1	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	1	0
Blank	0	0	0	0	0	0	0

Comments:

TIMELINESS:

- Hard to contact them at times.

HELPFULNESS:

- They have assisted me on several occasions and even provided me with training materials to assist a Deputy that needed remedial training.

AVAILABILITY OF INFORMATION:

- The staff always have answers when needed and make themselves available for assistance.

CONSISTENCY:

- Have not been to DPSST for Training in a couple of years. Couldn't tell you if it has been Consistent.

PROFESSIONALISM:

- Specifically- Ben Ward has always exemplified professionalism at any training he attends.

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

Basic Training

Been Getting Better	63.64%
Stayed About the Same	27.27%
Been Declining	0%
Don't Know (or Doesn't Apply)	9.09%
Blanks	(0)

Regional/Advanced Training

Been Getting Better	27.27%
Stayed About the Same	36.36%
Been Declining	9.09%
Don't Know (or Doesn't Apply)	27.27%
Blanks	(0)

Leadership Training

Been Getting Better	27.27%
Stayed About the Same	45.45%
Been Declining	9.09%
Don't Know (or Doesn't Apply)	18.18%
Blanks	(0)

Comments:

BASIC TRAINING:

- Have not been to DPSST in few years. Not sure of how things are done now compared to then.

REGIONAL/ADVANCED TRAINING:

- Same as above.
- The regional training has made it easier to provide mandatory training to myself and staff.

LEADERSHIP TRAINING:

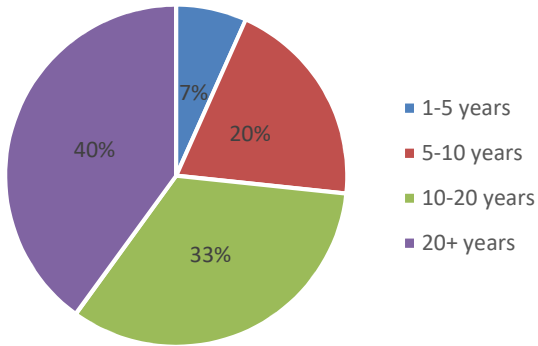
- Same as above
- Recent DPSST Leadership graduates are still doing the same course work/projects that I did years ago. This Training needs to be updated.
- I have seen the leadership and direction of training grow over the last 20 years. It is good to see people listen to input, even at the leadership level.

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

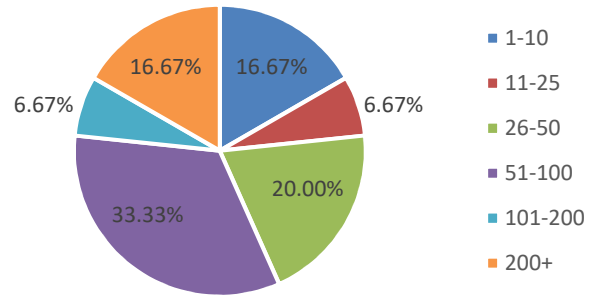
Excellent	54.55%
Good	45.45%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: Parole & Probation; 30 responses (5.8%)

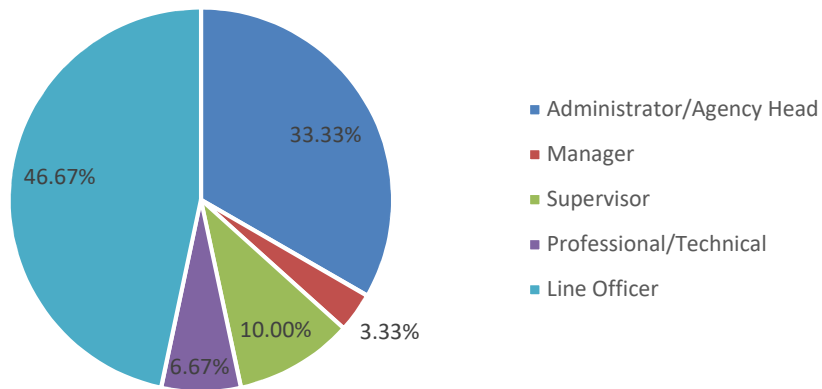
Years Experience of Respondents



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	26.67%
Good	60.00%
Fair	13.33%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ Over the course of the past several years, the changes DPSST has undergone is incredible and makes the experience in dealing with DPSST so much better.
- ✓ I am not sure if this exists beyond surveys such as this but an oversight mechanism for the standards and professionalism of training staff employed by DPSST and brought in from outside agencies would be helpful to ensure best practices are employed within each class.
- ✓ Lodging is a weak point. We had an officer who's room flooded. Not sure why she had to go through a cleaning process for the room and not just be assigned a new room. The academy was not full. I don't feel she was treated right in this instance.

Parole & Probation: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	8	7	13	11	7	7	11
Good	17	17	10	16	17	17	12
Fair	3	3	5	1	4	3	5
Poor	0	1	0	0	0	1	1
Don't Know (or Doesn't Apply)	2	2	2	2	2	2	1
Blank	0	0	0	0	0	0	0

Comments:

TIMELINESS:

- Scheduling has become much better over my time working with DPSST

ACCURACY:

- The only issue I've really had is a First Aid/CPR F6 for a staff member on 2 or 3 occasions, but it still shows not entered.
- seems to be some mis understanding from trainings regarding professional standards and what actually happens when certification and standard is challenged.
- Not entering F6 correctly. Sometimes not entered and sometimes double entered.
- I have found a couple F6E forms that have not been entered that I have sent.

HELPFULNESS:

- The Community Corrections staff have always been very helpful

AVAILABILITY OF INFORMATION:

- Again training information is not accurate due to F6 data entry.
- The website could be easier to navigate.

CONSISTENCY OF SERVICES:

- communication is lying and untruthfulness is seen by DPSST as one of the up most standards for certification and integrity. Only, not all the time

PROFESSIONALISM:

- Could have handled COVID with a bit more empathy and understanding of participants concerns.
- I have heard disturbing reports from the current P&P academy class in how COVID-19 has been handled with people known to have been exposed and precautions not being taken in a preventative manner.

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

Been Getting Better	33.33%
Stayed About the Same	50.00%
Been Declining	10.00%
Don't Know (or Doesn't Apply)	6.67%
Blanks	(0)

Comments:

- I've been to the Basic Corrections Academy in 2016 and the Parole & Probation Academy in 2018. Both I thought were great. There was one instructor/supervisor from Mult Co who came in for scenarios for P&P and I thought he was unprofessional. Besides him, all the instructors are awesome. The trainings DPPST provides outside of the academies are also very well done.

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

Excellent	26.67%
Good	53.33%
Fair	13.33%
Poor	0%
Don't Know (or Doesn't Apply)	6.67%
Blank	(0)

Parole & Probation: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	8	8	10	11	7	5	13
Good	19	17	16	16	21	18	14
Fair	1	3	2	2	0	5	2
Poor	0	0	1	0	0	0	1
Don't Know (or Doesn't Apply)	2	2	1	2	1	2	0
Blank	0	0	0	0	1	0	0

Comments:

ACCURACY:

- Most of the information is a general guideline better defined though our own agency policy and procedure.

HELPFULNESS:

- Current academy class has reported out that the leadership of the current academy is not responsive and seems to be checked out of the process. It has not been a productive learning environment.

EXPERTISE:

- They know their subject matter but nature of the agency makes them work as general practitioners that give open ended information.

CONSISTENCY:

- Like anything it changes over time and with the instructor.

PROFESSIONALISM:

- The professionalism shown towards county members that do business in a different manner with good results is very disappointing, not inclusive, not respectful, and not informed by current research.
- My agency works with the Community Corrections and Firearms training staff and they are all much better than in years past.

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

Basic Training	
Been Getting Better	50.00%
Stayed About the Same	36.67%
Been Declining	10.00%
Don't Know (or Doesn't Apply)	3.33%
Blanks	(0)
Regional/Advanced Training	
Been Getting Better	33.33%
Stayed About the Same	33.33%
Been Declining	16.67%
Don't Know (or Doesn't Apply)	16.67%
Blanks	(0)
Leadership Training	
Been Getting Better	26.67%
Stayed About the Same	30.00%
Been Declining	6.67%
Don't Know (or Doesn't Apply)	36.67%
Blanks	(0)

Comments:

BASIC TRAINING:

- COVID19 Makes this question difficult to answer now. DPSST is adjusting and the training is suffering because of this. The academy stay is harder on the recruits.
- The training standards and approaches need to be reviewed and updated to be in line with current research that shows what is effective in positive behavior change and increasing long-term community safety. My comments are directed towards the Parole and Probation training curriculum.

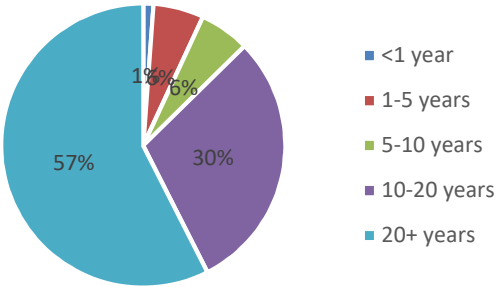
REGIONAL/ADVANCE TRAINING:

- It has been amazing to have regional trainings where eastern and rural areas are considered in the planning.
- I believe Regional Training has not been very successful.

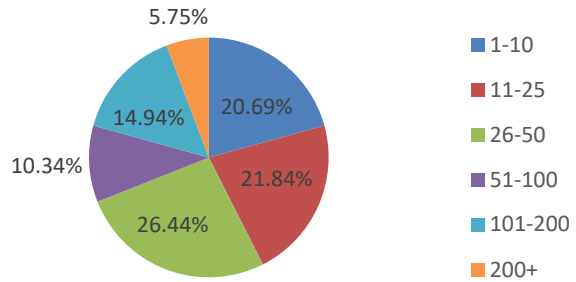
Overall, how would you rate the services you receive from DPSST Training?	
Excellent	37.93%
Good	55.17%
Fair	3.45%
Poor	0%
Don't Know (or Doesn't Apply)	3.45%
Blank	(1)

Constituent: Police - Municipal; 87 responses (16.7%)

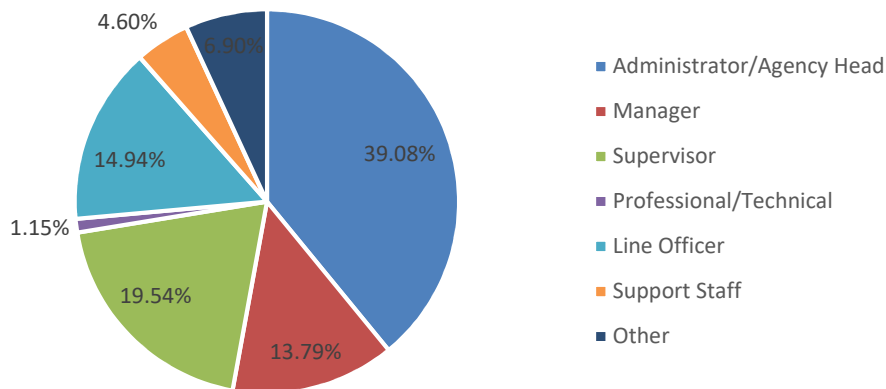
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



*Other includes Deputy Medical Examiner, City Mayor, Chief of Police, Detective, Admin and Reserve Police Officer

How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	34.48%
Good	51.72%
Fair	9.20%
Poor	2.30%
Don't know (or does not apply)	2.30%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ Thank you for your continued service.
- ✓ Employees have been put in certified positions without the appropriate training, education or experience to qualify and even with time extensions achievement would have been difficult.
- ✓ There are many excellent people at DPSST.
- ✓ Make your employees social distance in the office and be available. Working from home makes for one sided, poor communication.
- ✓ All DPSST employees display a genuine attitude of service and professionalism. It doesn't matter if I am talking to the Agency Head, the Training staff, the Certification manager or the friendly staff at the front desk - they all make me feel as though they are here to serve me... keep up the great work!
- ✓ Stick to nuts and bolts training, we are still needing all the routine stuff. Allowing these movements to transform us, has distracted from the many miles down the road of professionalism we have already traveled. Focus, basics are what matters. Save the specialized topics that will never make the haters happy anyway. We serve the whole state, let's get to it.
- ✓ The new website is very helpful, lots of great info! I appreciate all staff members who consistently give great customer service!
- ✓ DPSST continues to provide excellent services
- ✓ Need more communication with employing agencies in regards to certified employees and requirements/achievements
- ✓ I don't deal with staff in all areas of DPSST, mostly Professional Standards/Certification, some Training, but I value their responsiveness to my questions and need for assistance. Cheerful and helpful demeanors.

Police - Municipal: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	33	37	49	37	29	34	50
Good	35	35	26	37	43	37	25
Fair	9	6	4	4	5	8	5
Poor	3	2	1	2	3	1	0
Don't Know (or Doesn't Apply)	7	7	7	7	7	7	6
Blank	0	0	0	0	0	0	1

Comments:

TIMELINESS:

- The length of time from a professional standards case being opened to conclusion takes too much time. For a Department or an employee, it is important to have a timely review so allegations can be sustained or unfounded for employment measures can be implemented.
- Very hard to reach someone by phone
- Very responsive to requests; however do not have sufficient number of investigators for timely review of certification issues. The State of Oregon needs to invest in having additional investigative support for DPSST.

- It would be beneficial to those agencies employing certified individuals to have more updates, progress reports and so forth on those employees.
- Until recently DPSST has always been timely, professional and accurate with regards to requests.
- Staff has been timely in our interaction on matters.
- In past, I have seen services happen fairly quickly, such as training being entered into IRIS or classes being scheduled. I am sure a good part of this decline is due to the so called pandemic, however training to officers has been limited, so I would think it should not be as difficult to keep up with entering training or putting out information. For the rest, I have not had to experience those other services recently and really cannot rate it.
- Staff I contact invariably reply immediately or within hours.

ACCURACY:

- It is unknown.
- Another benefit to employers of certified employees is being informed if an employee may not be able to obtain appropriate certifications and training within the allowed time frame.
- It has been frustrating since the COVID crisis began and DPSST has continued to send out maintenance requirement notices, yet certain required classes aren't offered or the criminal justice IRIS is not updated to reflect records sent to DPSST so current training hours are not reflected.
- Staff has been accurate with assessments and investigations.
- Staff I contact are very knowledgeable in their areas and if I ask questions of the wrong area, they know where to direct me to find answers.

HELPFULNESS:

- See question #1
- Overall it has been excellent especially with regards to academy curriculum or Case Law.
- Always helpful...
- Staff promptly answer messages and thoroughly explain any matters for which I have questions.
- Good attitudes and helpful demeanor.

EXPERTISE:

- I work primarily with David Beatty and he is a 10!!!
- Staff is well prepared and knowledgeable on matters.
- They know their stuff.

AVAILABILITY OF INFORMATION:

- Since new legislative action, public information is available online it is available. This is a new directive and creates more access to professional standards information.
- See question #1
- They have always been helpful and responded in a timely manner.
- Staff is available by phone or email.
- This is not necessarily a reflection of any deficiency on the part of DPSST staff but more a function of the chaos associated with COVID 19
- DPSST's website is easily accessible and staff are responsive in the event I cannot find what I am looking for.

CONSISTENCY OF SERVICES:

- Very consistent.
- Same as #1.

PROFESSIONALISM:

- Always helpful
- Very professional.

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	49.43%
Stayed About the Same	34.48%
Been Declining	2.30%
Don't Know (or Doesn't Apply)	13.79%
Blanks	(0)
COMMENTS:	
<ul style="list-style-type: none"> • Efforts of PS staff should be commended. However, the State needs to invest in additional staff to ensure oversight capacity continues and timeliness improves. • I've attended courses at DPSST related to Telecommunications, Corrections, and now attending for Patrol. Each course is well ran with updated information and with the use of new technology as it applies. Oregon is vastly more prepared by DPSST to provide the state as a whole with consistent and accurate training for its Law Enforcement professionals. • Getting better until Covid. • Always improving... • DPSST continues to improve over time. They have a very difficult job in terms of training to such a wide-range of needs. I only visit infrequently but it seems like every time I visit the quality of their product has improved. • Again, same as #1. • It has been great and remains great service. 	
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	45.35%
Good	36.05%
Fair	8.14%
Poor	3.49%
Don't Know (or Doesn't Apply)	6.98%
Blank	(1)
COMMENTS:	
<ul style="list-style-type: none"> • I would expect more communication between an employer of individuals in DPSST certified positions. Having an employee that is not fully certified in a position that requires certification puts an agency in a poor position when the employees actions are questioned or challenged by constituents. • Learning environment (classrooms) isn't feasible for 40 recruits. Instructors need to walk around the whole classroom while giving instructions. • Again, due to Covid, direct contact has been difficult especially with regards to training maintenance records. with Current technology, staff should be equally available when working from home and that is not the case. It seems as though the various departments are not communicating with one another. • Overall services are excellent. • Everyone I contact is helpful, knowledgeable, steady, a pleasure to work with. 	

Police - Municipal: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	30	36	46	33	26	22	48
Good	42	41	29	40	49	40	29
Fair	7	2	6	6	7	12	2
Poor	1	1	1	2	2	3	2
Don't Know (or Doesn't Apply)	6	7	5	5	3	10	6
Blank	1	0	0	1	0	0	0

Comments:

TIMELINESS:

- As the Administrative Sgt. for our Dept., if I have enquiries I receive a timely response.
- It would be excellent until COVID.
- I only work with the scheduling/registration area.
- Refer to #1

ACCURACY:

- Contemporary training information provided.

HELPFULNESS:

- Excellent when you arent sent to voice mail because someone is working from home.
- I only work with the scheduling/registration area.

EXPERTISE:

- Again, I primarily work with David Beatty only
- Always have a helpful answer to my questions

AVAILABILITY OF INFORMATION:

- We provide our recruits with pre and post academy training. It would be helpful to have a very basic listing of topics covered and the hours of those topics, e.g. CIT training-8 hours, HAZMAT-4 hours, search and seizure-16 hours, etc. I understand a 16 week academy needs flexibility, and the class schedule (at least on the ole website, not sure where it is in the new website) is available, but creating a basic listing of topics for every recruit is rather cumbersome.
- some notifications of training, seem to be short.
- Again, COVID 19 has made this challenging

CONSISTENCY:

- Refer to #1

PROFESSIONALISM:

- I only work with the scheduling/registration area.
- I've never had reason to question any of the staff's professionalism.

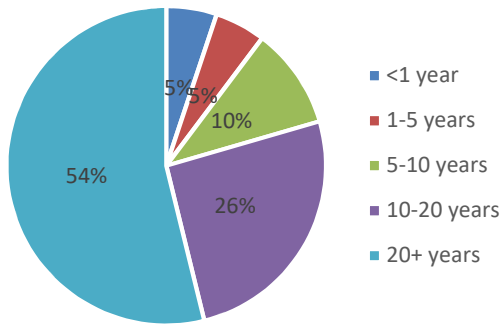
Over the past two years I would say the services from DPSST Training in the following areas has:

Basic Training	
Been Getting Better	42.35%
Stayed About the Same	34.12%
Been Declining	7.06%
Don't Know (or Doesn't Apply)	16.47%
Blanks	(2)
Regional/Advanced Training	
Been Getting Better	39.53%
Stayed About the Same	34.88%
Been Declining	11.63%
Don't Know (or Doesn't Apply)	13.95%
Blanks	(1)
Leadership Training	
Been Getting Better	28.74%
Stayed About the Same	37.93%
Been Declining	10.34%
Don't Know (or Doesn't Apply)	22.99%
Blanks	(0)
Comments:	
BASIC TRAINING:	
<ul style="list-style-type: none"> All too often when new staff comes on board. Effective techniques become obsolete for the sake of new folks re-branding or trying to fix what isn't broken 	
REGIONAL/ADVANCED TRAINING:	
<ul style="list-style-type: none"> We are in the Portland metro area. We do not attend much regional training except maybe at the academy itself. On a side note we could really use a basic firearms instructor course. This is due to projected budget reductions. Would like to see more offered to LEA's for increased consistency in law enforcement. Difficult to rate with the pandemic shut down. With the exception of the so called pandemic and access to training. 	

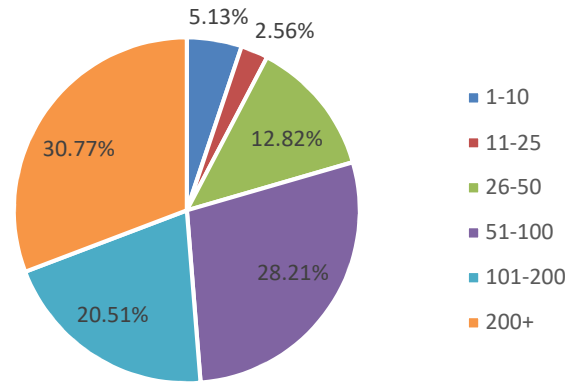
Overall, how would you rate the services you receive from DPSST Training?	
Excellent	41.38%
Good	39.08%
Fair	11.49%
Poor	2.30%
Don't Know (or Doesn't Apply)	5.75%
Blank	(0)
COMMENTS:	
<ul style="list-style-type: none"> From time to time errors are submitted or noticed in training records. The method for correction or feed back on correction could be improved. The f6e method for submitting training records is excellent. The use of Fragment Drills is a technique of training that is not good. 	

Constituent: Police - County; 39 responses (7.5%)

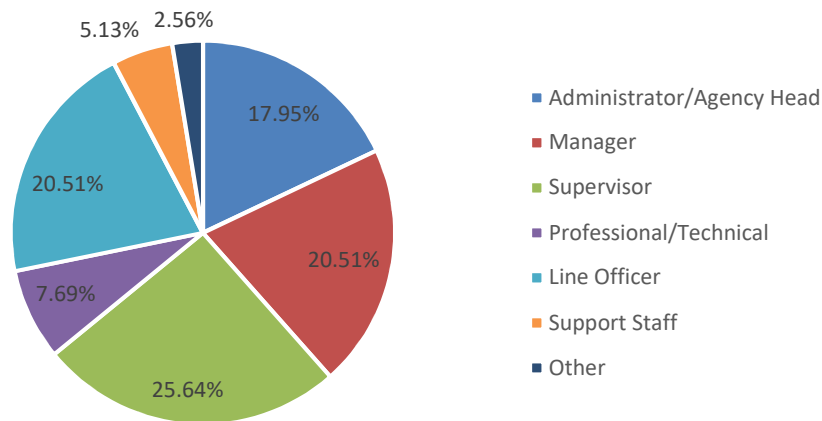
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



*Other includes Background Investigator

How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	25.64%
Good	66.67%
Fair	5.13%
Poor	2.56%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ COVID is making things very tough. Great crew at DPSST. As noted earlier, they are spread thin. I'd like to see increased funding for DPSST.
- ✓ Training offered in Eastern Oregon by DPSST is nearly non-existent. The training requirements have become focused on crisis intervention and have moved drastically away from Officer Safety. This new approach will put officers in harms way and will cost lives.
- ✓ Covid has changed a lot but I don't think it can affect the quality of training like it has. If changes need to be made with restrictions limiting the people leaving during training I feel it would be more beneficial than modifying training to the point it's not as constructive.
- ✓ Due to our distance from the academy, regional training has become a staple in maintaining certifications. If this program were to be stopped or even just minimized, our agency would struggle at keeping its staff trained to standard.

Police - County: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	9	14	18	19	12	14	20
Good	23	19	14	12	18	17	15
Fair	4	3	3	3	6	4	1
Poor	1	0	1	1	1	1	1
Don't Know (or Doesn't Apply)	2	3	3	4	2	3	2
Blank	0	0	0	0	0	0	0

Comments:

TIMELINESS:

- Regional training has become a great service now with Ben Klecker in our region.

HELPFULNESS:

- Seems like very time I call they just want to transfer me to someone else rather than hear why I am calling.

AVAILABILITY OF INFORMATION:

- Website is clear and formatting is user friendly, IRIS is built well and easy to use and opting in for ethical training bulletins is easy and the bulletins are informative and useful. The bulletins no longer say "[behavior] ended officer A's career." This language was transparently shaming, especially in the case of just retired or long retired officers. Clearly a retired officer no longer has need of their certification and its loss is immaterial (other than for LEOSA Concealed Carry purposes).

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	41.03%
Stayed About the Same	35.90%
Been Declining	5.13%
Don't Know (or Doesn't Apply)	17.95%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	38.46%
Good	48.72%
Fair	0%
Poor	5.13%
Don't Know (or Doesn't Apply)	7.69%
Blank	(0)
COMMENTS:	
<ul style="list-style-type: none"> Better than good usually and sometimes excellent. Would always be excellent, but they are spread thin. DPSST deserves a few more staff to handle their incredible load. Regional training has become excellent. 	

Police - County: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	9	12	16	13	12	11	20
Good	21	17	14	18	11	14	12
Fair	3	5	4	1	9	3	1
Poor	1	0	0	2	1	4	1
Don't Know (or Doesn't Apply)	5	5	5	5	6	7	5
Blank	0	0	0	0	0	0	0
Comments:							
TIMELINESS:							
<ul style="list-style-type: none"> Regional Training Staff Largely due to COVID 19 Emails are answered quickly 							
ACCURACY:							
<ul style="list-style-type: none"> Regional Training Staff 							
HELPFULNESS:							
<ul style="list-style-type: none"> Regional Training Staff As a part-time instructor, the FT staff is always helpful when I need. Emailed responses to questions are thorough 							

EXPERTISE:

- Regional Training Staff

CONSISTENCY:

- Some training is still contradictory. The DT staff insists on certain behavior for officer safety in the LE environment, but a different aspect of LE training (DUII investigations is one example of many) then requires students to violate (at least in part) what they were taught in their DT class.

PROFESSIONALISM:

- Regional Training Staff

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

Basic Training

Been Getting Better	35.90%
Stayed About the Same	30.77%
Been Declining	12.82%
Don't Know (or Doesn't Apply)	20.51%
Blanks	(0)

Regional/Advanced Training

Been Getting Better	25.64%
Stayed About the Same	41.03%
Been Declining	12.82%
Don't Know (or Doesn't Apply)	20.51%
Blanks	(0)

Leadership Training

Been Getting Better	20.51%
Stayed About the Same	33.33%
Been Declining	12.82%
Don't Know (or Doesn't Apply)	33.33%
Blanks	(0)

Comments:

REGIONAL/ADVANCED TRAINING:

- The regional opportunities for training, especially on the east end of the State, has been lacking.
- Up until recently when Scott Salsbury was hired. He has be a 10 and very helpful. Prior to that it was dismal.

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

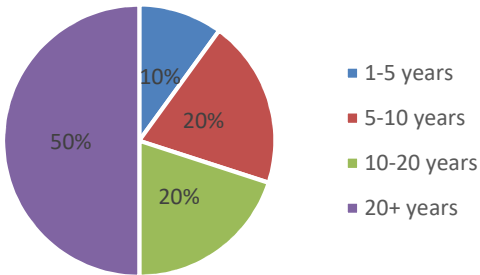
Excellent	30.77%
Good	46.15%
Fair	5.13%
Poor	5.13%
Don't Know (or Doesn't Apply)	12.82%
Blank	(0)

Comments:

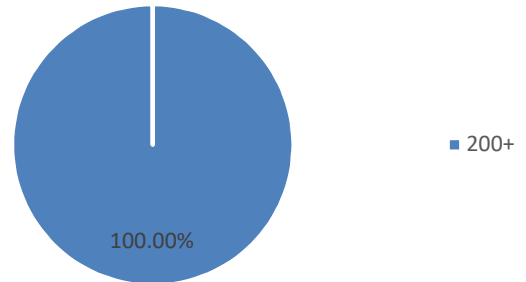
- Regional Training

Constituent: Police - State; 10 responses (1.9%)

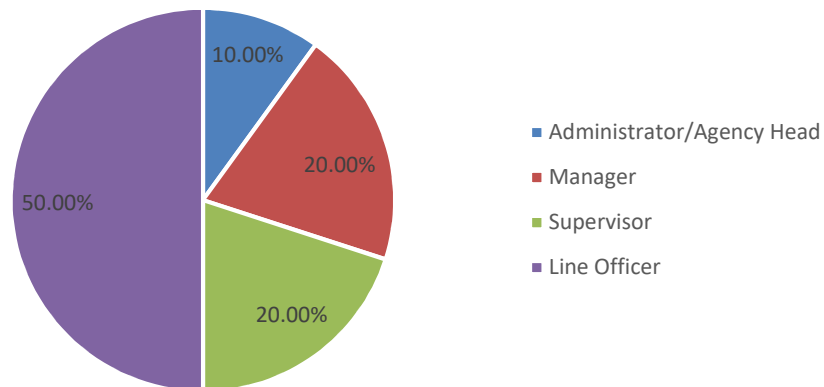
Years Experience of Respondents



Size of Repsondent's Organization



Respondent Current Position in Organization



How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	30.00%
Good	70.00%
Fair	0%
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/ Information	Consistency	Professionalism
Excellent	4	4	7	4	2	4	4
Good	6	5	3	4	6	6	5
Fair	0	1	0	2	1	0	1
Poor	0	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	0	0	0	0	1	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	30.00%
Stayed About the Same	70.00%
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	40.00%
Good	60.00%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Police - State: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	2	3	3	3	3	3	4
Good	8	7	7	7	7	7	6
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:

Basic Training

Been Getting Better	20.00%
Stayed About the Same	70.00%
Been Declining	10.00%
Don't Know (or Doesn't Apply)	0%
Blanks	(0)

Regional/Advanced Training

Been Getting Better	10.00%
Stayed About the Same	80.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	10.00%
Blanks	(0)

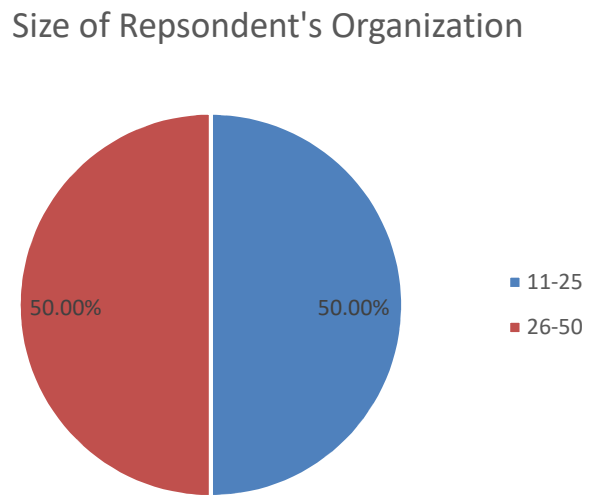
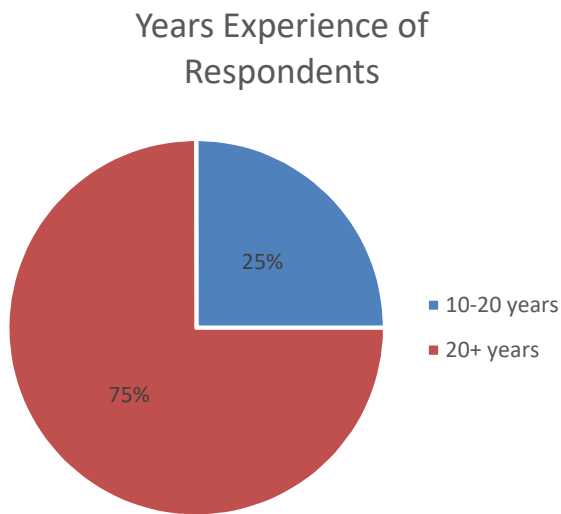
Leadership Training

Been Getting Better	10.00%
Stayed About the Same	40.00%
Been Declining	30.00%
Don't Know (or Doesn't Apply)	20.00%
Blanks	(0)

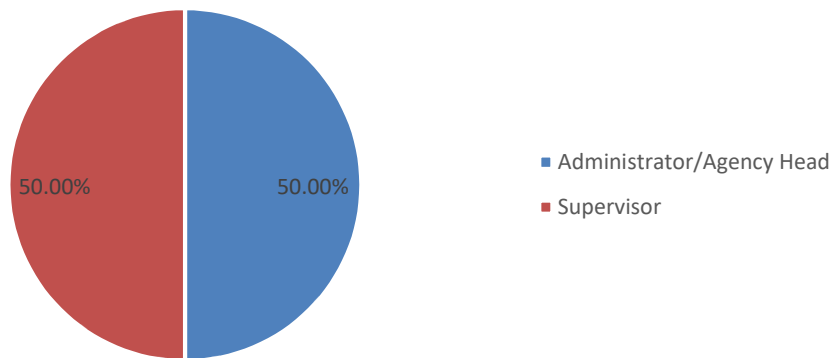
Overall, how would you rate the services you receive from DPSST Training?

Excellent	30.00%
Good	70.00%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: Police - Tribal; 4 responses (0.7%)



Respondent 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.

Police - Tribal: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	0	2	3	2	0	1	2
Good	4	2	1	2	3	3	2
Fair	0	0	0	0	1	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	25.00%
Stayed About the Same	50.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	25.00%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	50.00%
Good	50.00%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Police - Tribal: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	2	0	0	0	0	0	0
Good	2	3	4	3	3	1	3
Fair	0	1	0	1	1	3	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:

EXPERTISE:

- Knowledge of criminal jurisdiction in Indian country needs to be added to staff credentials.

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

Basic Training

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

Regional/Advanced Training

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

Leadership Training

Been Getting Better	0%
Stayed About the Same	75.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	25.00%
Blanks	(0)

Comments:

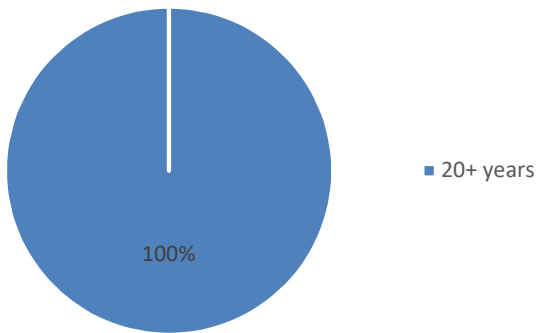
REGIONAL/ADVANCED TRAINING:

- There have been gaps in coordination. Criminal jurisdiction in Indian country needs to be added to regional training.

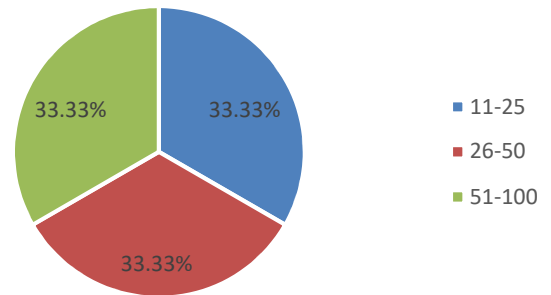
Overall, how would you rate the services you receive from DPSST Training?	
Excellent	0%
Good	75.00%
Fair	25.00%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)
Comments:	
<ul style="list-style-type: none"> Cultural competency training curriculum needs to be added to the basic police, basic corrections, and basic P&P courses. 	

Constituent: Police - University; 3 responses (0.6%)

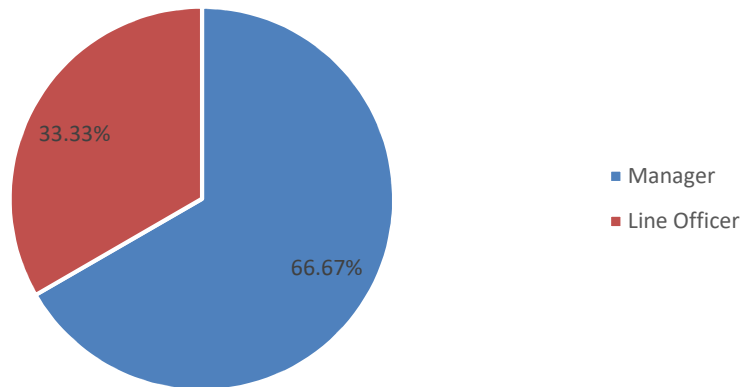
Years Experience of Respondents



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	66.67%
Good	33.33%
Fair	0%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

✓ None.

Police - University: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	2	2	2	2	2	2	2
Good	0	0	0	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)	1	1	1	1	1	1	1
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	33.33%
Stayed About the Same	33.33%
Been Declining	0%
Don't Know (or Doesn't Apply)	33.33%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	66.67%
Good	0%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	33.33%
Blank	(0)

Police - University: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	2	2	2	2	2	2	2
Good	0	0	0	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)	1	1	1	1	1	1	0
Blank	0	0	0	0	0	0	1

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

Basic Training

Been Getting Better	66.67%
Stayed About the Same	0%
Been Declining	0%
Don't Know (or Doesn't Apply)	33.33%
Blanks	(0)

Regional/Advanced Training

Been Getting Better	33.33%
Stayed About the Same	33.33%
Been Declining	25.00%
Don't Know (or Doesn't Apply)	33.33%
Blanks	(0)

Leadership Training

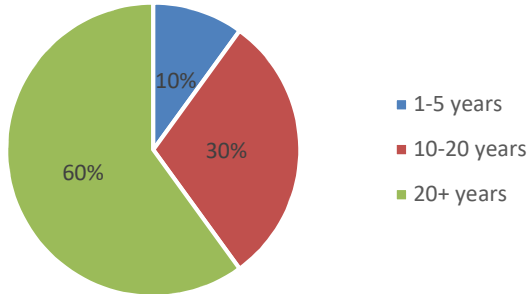
Been Getting Better	33.33%
Stayed About the Same	33.33%
Been Declining	0%
Don't Know (or Doesn't Apply)	33.33%
Blanks	(0)

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

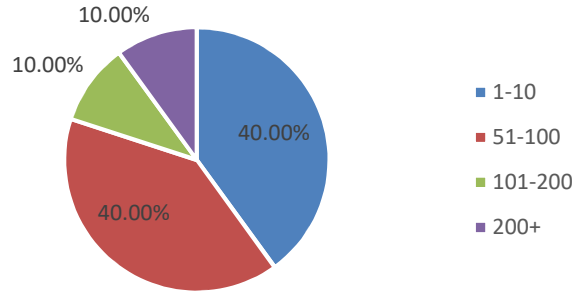
Excellent	66.67%
Good	33.33%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: Police - Other; 10 responses (1.9%)

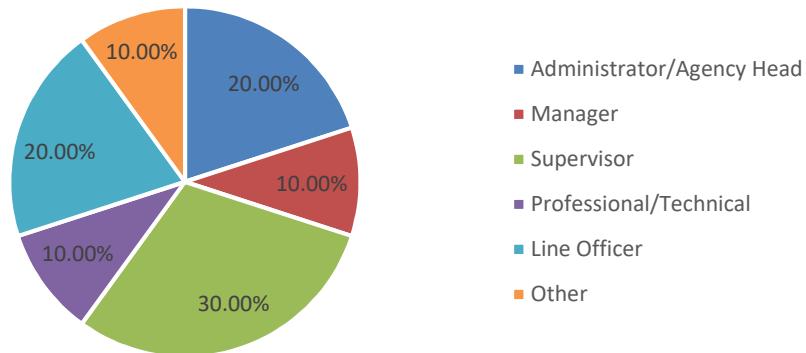
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



*Other includes Executive Director

How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	70.00%
Good	20.00%
Fair	10.00%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ DPSST is a very well run organization that operates within its statutory authorities despite increased pressure and expectations by policy makers to do otherwise.

Police - Other: Professional Standards Division Survey Results

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

Comments:

TIMELINESS:

- responses may be slowed due to COVID

EXPERTISE:

- some staff better than others

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

Been Getting Better	60.00%
Stayed About the Same	30.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	10.00%
Blanks	(0)

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

Excellent	60.00%
Good	20.00%
Fair	0%
Poor	10.00%
Don't Know (or Doesn't Apply)	10.00%
Blank	(0)

Police - County: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	4	7	7	7	5	6	7
Good	4	2	2	1	4	3	2
Fair	1	0	0	1	0	0	1
Poor	1	1	1	1	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:

Basic Training

Been Getting Better	60.00%
Stayed About the Same	30.00%
Been Declining	10.00%
Don't Know (or Doesn't Apply)	0%
Blanks	(0)

Regional/Advanced Training

Been Getting Better	40.00%
Stayed About the Same	50.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	10.00%
Blanks	(0)

Leadership Training

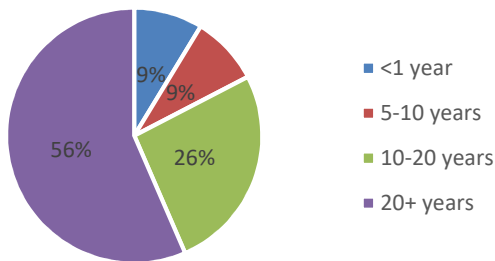
Been Getting Better	50.00%
Stayed About the Same	40.00%
Been Declining	10.00%
Don't Know (or Doesn't Apply)	0%
Blanks	(0)

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

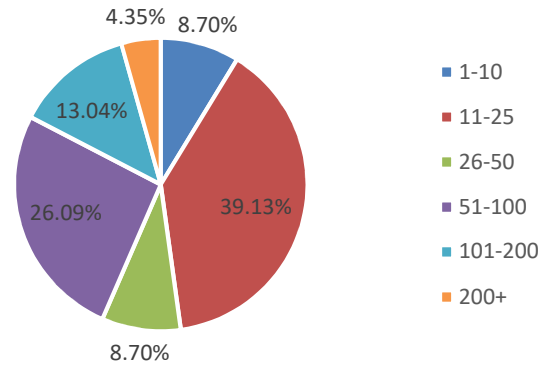
Excellent	66.67%
Good	11.11%
Fair	11.11%
Poor	11.11%
Don't Know (or Doesn't Apply)	0%
Blank	(1)

Constituent: Telecommunicator/Emergency Medical Dispatcher (Public); 23 responses (4.4%)

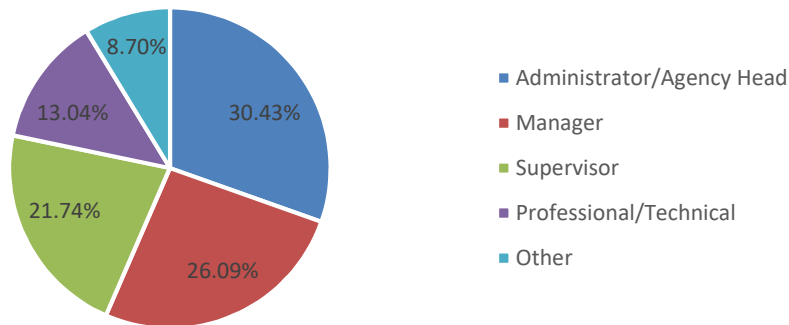
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



*Other includes Dispatcher and Training Analyst

How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	56.52%
Good	43.48%
Fair	0%
Poor	0%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ I value the dedicated staff that work at DPSST and appreciate the hard work that is done to ensure our 9-1-1 personnel are properly trained and held to professional standards.
- ✓ Thanks for the opportunity! I appreciate what DPSST provides to us and am grateful that we have them looking out for us!
- ✓ Thanks for the continued great work and on-going communications with us on a weekly basis during the COVID-19 pandemic.
- ✓ The food was not very good. Tami was great. The other instructors were all over the place other than Ani. The new curriculum did not seem very effective as the instructors books did not match ours.

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

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	9	14	14	16	10	10	18
Good	11	8	6	6	13	10	3
Fair	2	1	2	0	0	2	1
Poor	0	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	1	0	0	2	0	1	1
Blank	0	0	0	0	0	0	0

Comments:

TIMELINESS:

- Great staff, responsive, happy to be of service and communicative about what they're doing.
- I have noticed it takes longer in the past six-eight months then it had previously.

ACCURACY:

- The team is comprised of intelligent, talented and clearly dedicated people that know their business and provide not only competent services but set the bar for the rest of us.

HELPFULNESS:

- They are the best.....I've personally complimented some of them for how they treat everyone so well. They are patient, they provide orientation and education to help us through our processes with them, they are approachable and just nice, friendly people doing a great service for us.
- It's sometimes difficult to reach the right person. It usually requires a round of phone tag.
- Jessica Klossen is incredible, has assisted many coworkers as we work to maintain our portfolios.

EXPERTISE:

- They are amazing! They know what they're doing, they are articulate and exceptional at guiding us through some pretty difficult issues that we face at times.

AVAILABILITY:

- I'm adjusting to the new website.
- DPSST provides sample cover letters for portfolio submissions. It would be helpful to also have a sample portfolio for those of us who were not familiar with how to assemble one.

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

Been Getting Better	52.17%
Stayed About the Same	34.78%
Been Declining	4.35%
Don't Know (or Doesn't Apply)	8.70%
Blanks	(0)

Comments:

- I've never experienced a time when things weren't excellent!
- This is positive feedback considering vivid.

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

Excellent	65.22%
Good	26.09%
Fair	4.35%
Poor	0%
Don't Know (or Doesn't Apply)	4.35%
Blank	(0)

Telecommunications/EMD (Public): Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	13	15	18	19	14	14	20
Good	9	8	4	3	9	7	3
Fair	0	0	1	1	0	1	0
Poor	0	0	0	0	0	0	0
Don't Know (or Doesn't Apply)	1	0	0	0	0	1	0
Blank	0	0	0	0	0	0	0

Comments:**EXPERTISE:**

- I recall taking an ethics class that was grounded in a psychological, not ethical, framework. Afterward heard a student remark "Well, if we behave unethically it's not our fault then." Psychological expertise is valuable at the academy, perhaps as its own class, or as a supplement. Would have loved for students to be equipped with genuine tools for ethical thinking in public safety.

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

Basic Training

Been Getting Better	65.22%
Stayed About the Same	17.39%
Been Declining	0%
Don't Know (or Doesn't Apply)	17.39%
Blanks	(0)

Regional/Advanced Training

Been Getting Better	33.33%
Stayed About the Same	33.33%
Been Declining	4.76%
Don't Know (or Doesn't Apply)	28.57%
Blanks	(2)

Leadership Training

Been Getting Better	26.09%
Stayed About the Same	34.78%
Been Declining	4.35%
Don't Know (or Doesn't Apply)	34.78%
Blanks	(0)

Comments:**BASIC TRAINING:**

- Love the new Tele Academy curriculum! Nice work!

REGIONAL/ADVANCED TRAINING

- very few opportunities

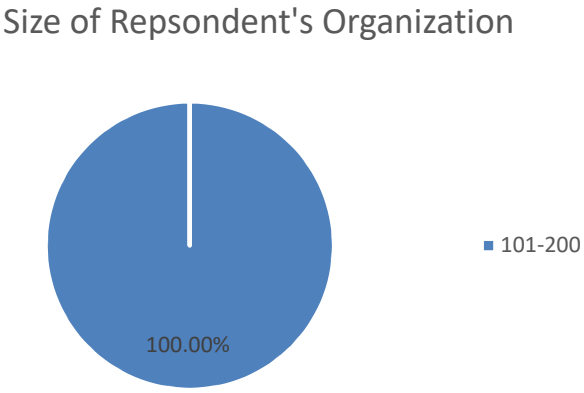
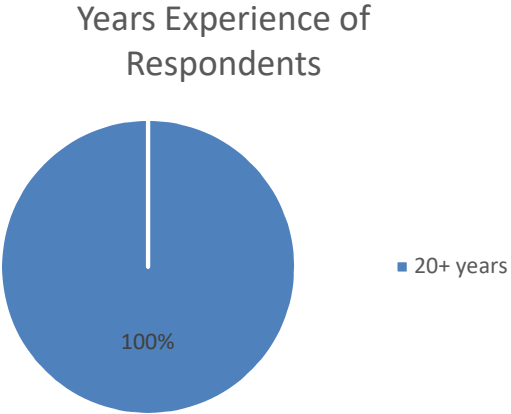
LEADERSHIP TRAINING

- Supervisory and management courses are too similar. This impacts the value of one or the other and maybe both.
- Would LOVE to see ethical leadership training for dispatchers.

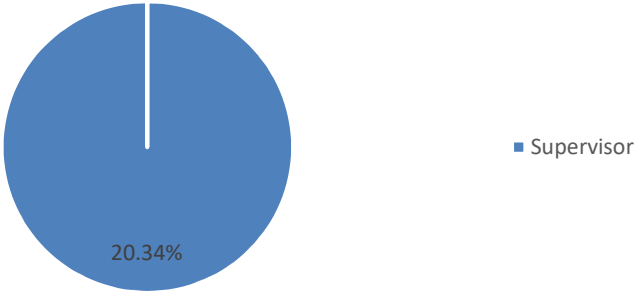
Overall, how would you rate the services you receive from DPSST Training?

Excellent	56.52%
Good	43.48%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: Emergency Medical Dispatcher (Private); 1 response (0.2%)



Respondent 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.

EMD (Private): Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	0	0	0	0	0	0	0
Good	1	1	1	0	0	1	1
Fair	0	0	0	1	0	0	0
Poor	0	0	0	0	1	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:

AVAILABILITY OF INFORMATION:

- The website is atrocious. If you don't know exactly where things are you'll never find them.

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)

EMD (Private): Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	0	0	0	0	0	0	0
Good	0	0	0	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)	1	1	1	1	1	1	1
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	0%
Been Declining	0%
Don't Know (or Doesn't Apply)	100.00%
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)

Leadership Training

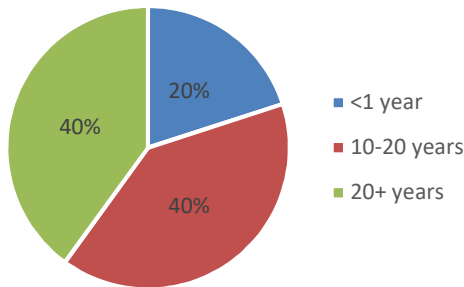
Been Getting Better	0%
Stayed About the Same	0%
Been Declining	0%
Don't Know (or Doesn't Apply)	100.00%
Blanks	(0)

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

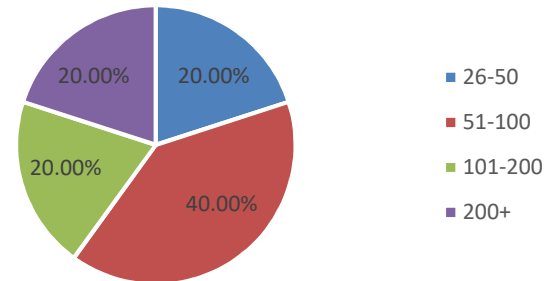
Excellent	0%
Good	0%
Fair	0%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: OLCC Regulatory Specialist; 5 response (1.0%)

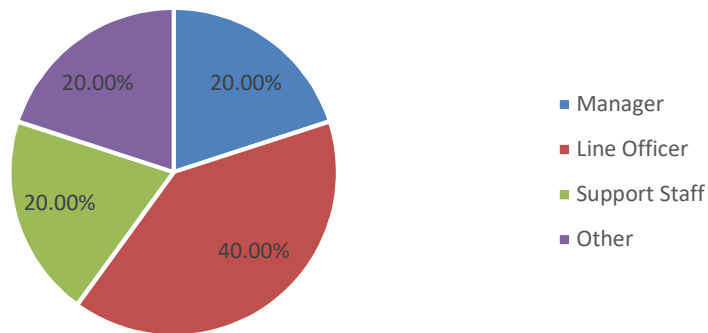
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



*Other includes Regulatory Specialist

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:

- ✓ N/a
- ✓ In my experience, the OLCC is the red headed step child of Law Enforcement in Oregon and as such, the training/assistance we receive from DPSST is lacking. In my experience, OLCC has not been well received by DPSST or its training staff. Because of this, the training we have received has been "forced" rather than willfully taught. I do not expect my comments in this survey to be well received for 2 reasons. Firstly, because I work for OLCC, and secondly, I do not believe that DPSST receives criticism well. Just my observation.

OLCC Regulatory Specialist: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	1	1	1	0	0	0	1
Good	4	4	4	5	5	5	4
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

Comments:

TIMELINESS:

- A little back logged but doing what they can.
- I realize they are backlogged and COVID has put strain on the department.

ACCURACY:

- I have had issues in training reporting in the past, but after a call it was fixed.

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	20.00%
Good	80.00%
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/ Information	Consistency	Professionalism
Excellent	1	1	2	1	1	0	1
Good	3	3	2	2	2	3	2
Fair	1	1	1	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:

TIMELINESS:

- Training available most of the time, location is a factor however.

ACCURACY:

- I guess it is accurate based on what the standards are at the time.
- My only issue with the accuracy of the training is that it is always changing. Training I received in 2006 was different than what was taught in 2013 or 2016. This can be frustrating when you talk about muscle memory and how a person has been trained.

HELPFULNESS:

- In my experience, some of the staff give an unapproachable vibe. Other staff are more than helpful
- In most cases, the training staff is very helpful. There are some cases where the training staff is so full of themselves and cocky they would rather just get the training done and not allow for time to ask questions.

EXPERTISE:

- In my experience, having trainers that may or may not have more "on the road" experience than the student can cause friction during trainings.
- Having gone through 3 separate academies, I can say I was not always impressed with the staff brought on to "teach" the classes. Some of them were excellent with a broad knowledge of the subject they were instructing. Others couldn't instruct themselves out of a wet paper sack. I think the main issue is that DPSST only required 3 years of actual experience to be an instructor. In some cases this may work, in others, it does not. 2 of my academies were for OLCC. In my classes we had inspectors who had retired with 30+ years of experience being taught basic skills from someone who had only 3 years experience. I do not think this is best practice. It did cause, in my case, frustration being told what to do by someone who technically I had more experience than.

CONSISTENCY:

- It is difficult to maintain muscle memory when the training keeps changing due to world climate.
- Again, changes in how a person is trained and what they are trained is not very consistent.

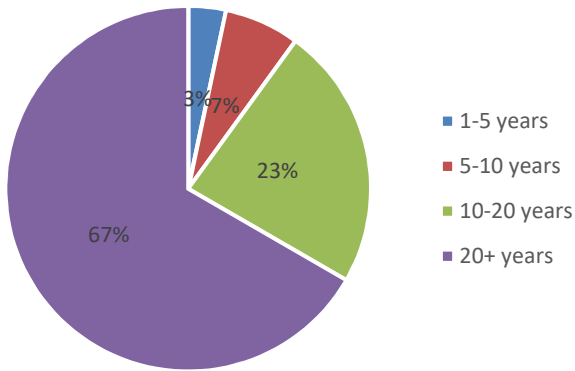
PROFESSIONALISM:

- Again, some of the trainers give a "I'm better than you because I am a trainer" vibe and it can detract from the learning.
- In most cases the staff is very professional. Again, I relate my experiences having attended 3 academies. The last one attended in 2016. In one case, I corrected an instructor on the technique he was teaching and was later talked to by my class coordinator. He received a report that I had a bad attitude in class. After talking with my class mates, they agreed that I did not have a bad attitude but probably received the contact based on my correction of the instructor.

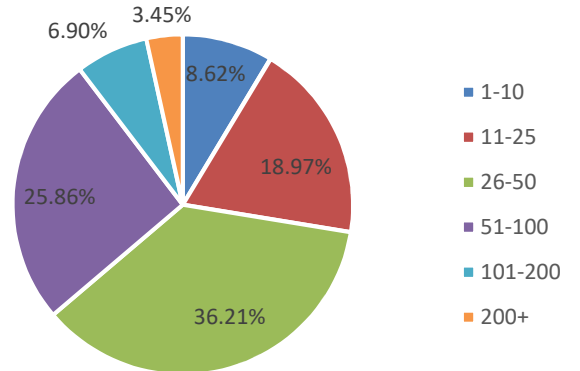
Over the past two years I would say the services from DPSST Training in the following areas has:	
Basic Training	
Been Getting Better	20.00%
Stayed About the Same	60.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	20.00%
Blanks	(0)
Regional/Advanced Training	
Been Getting Better	20.00%
Stayed About the Same	40.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	40.00%
Blanks	(0)
Leadership Training	
Been Getting Better	20.00%
Stayed About the Same	20.00%
Been Declining	0%
Don't Know (or Doesn't Apply)	60.00%
Blanks	(0)
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	20.00%
Good	40.00%
Fair	40.00%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(0)

Constituent: Fire Service; 60 responses (11.5%)

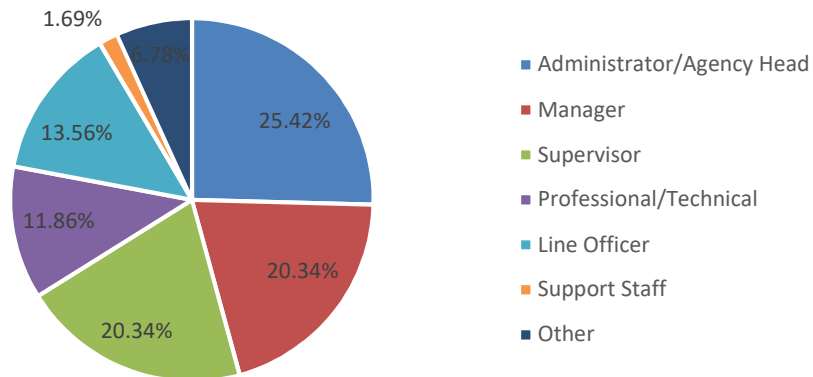
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



*Other includes Fire Marshal, Training officer, Administrative Assistant and Asst. fire chief

How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	30.00%
Good	55.00%
Fair	10.00%
Poor	5.00%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ The COVID restrictions have had a significant impact on everyone. Unfortunately, prioritization of program delivery has apparently not taken place. Specifically, Fire Marshals and Fire Inspectors across Oregon are required by law to have an OFC update class to maintain their credentials. Some training was delivered before the COVID shut-downs took place, but the majority of those needing the training continue to wait. This training should have been a priority due to its essential nature for continuing business as Oregon Fire Prevention professionals.
- ✓ Please put together a task force to look into IFSAC or another national accrediting program.
- ✓ My biggest concern is an incident that happened at a Fire Policy Committee meeting. Lindsay Hale decided to change the rules/flow of the meeting on the fly. This decision made us all look unprofessional in front of guests and on live stream video. We have come along ways with FPC and that meeting took us back. I get mistakes happen but something of that magnitude needs to be communicated prior. I know she apologized but we still looked silly.
- ✓ The Fire Division has greatly increased their public appearances as well as the amount and quality of training available over the last couple of years. Keep up the good work. Field Staff are not available.
- ✓ Office staff does a nice job. Booking on site training has been very difficult
- ✓ It's time the fire prevention related standards become available to those that serve in the fire prevention field but not currently associated with a governmental fire service such as campus fire safety professionals. They are already doing the work why not allow them the opportunity to be further recognized through state certification.
- ✓ Thanks for all you do!

Fire Service: Professional Standards Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	13	23	32	23	14	20	32
Good	33	27	20	31	32	28	21
Fair	8	8	5	5	11	6	5
Poor	5	1	0	0	2	5	1
Don't Know (or Doesn't Apply)	1	1	2	1	1	1	1
Blank	0	0	1	0	0	0	0

Comments:**TIMELINESS:**

- I feel that the overall turn around time is below any kind of standard.
- Most of the time certifications have been pretty quick. However recently, we haven't seen certifications that were applied for in April and May.
- Need more staff to process certifications in a timely manner.
- Since the outbreak of COVID 19 communications have been poor. Timeliness to post updated information, process rosters and certifications is too slow.
- Some things run slow, but everything is done right. I will take accuracy over speed.
- Julie, Kayla and Barb have the best customer service. So helpful and willing to go the extra mile.
- Was excellent however the COVID-19 shut downs have had a negative effect everything.
- Good service from front office. Field units are very slow and sometimes absent in coordinating training
- It seems to take a very long time to have simple tasks completed.
- As far as training goes it is good. But when I need administrative questions answered, such as questions on certifications or classes that I need to take, it leaves a lot to be desired.
- Not enough trainers.

ACCURACY:

- Overall the accuracy is good.

HELPFULNESS:

- When you can reach them they are usually excellent
- Since COVID, staff is helpful, if you can get in touch with them.
- Again, Julie, Kayla, and Barb are so helpful and understanding. They really make all interactions great.
- Ms. Slinger specifically was very prompt and helpful when I had questions about a fire class I was taking at DPSST.
- Same as first comment
- Again sometimes takes way to long to get a simple question answered.
- Personable and friendly with inquiries
- Julie has always been very helpful anytime she can.

EXPERTISE:

- They are always available to help with working through my issues.
- They know their stuff, but on occasion they willing to admit when they don't know the answer for sure but are able to find out and follow up with you in a timely manner.

AVAILABILITY OF INFORMATION:

- COVID has slowed down ability to get information.
- Improvements are needed with respect to approved curriculum and course programs and the regional availability of those courses and programs. This includes the communication and availability of those resources.
- Sometimes difficult to track down on web site
- Website is poorly designed. Information is difficult to find.
- Website is dated and limited

CONSISTENCY OF SERVICES:

- I feel that the overall services provided by your regional trainers is below any kind of a standard and needs to be improved of drastically

PROFESSIONALISM:

- It seems the fire programs continue to slip. An example is the wasteful spending of grant funds for ONG wild land training RT130. An instructor cadre from all over the states when capable instructors reside in Oregon and fire season was not progressed yet. Wasteful and unprofessional. It seems as though it was a personal choice for the fire program supervisor to see personal friends at an extreme cost.
- Very organized, professional and clean looking campus.
- They seem like they want to help.

Over the past two years I would say the services from DPSST Professional Standards has:	
Been Getting Better	35.00%
Stayed About the Same	45.00%
Been Declining	15.00%
Don't Know (or Doesn't Apply)	5.00%
Blanks	(0)
COMMENTS:	
<ul style="list-style-type: none"> Services aren't what they have been. The service is still good, but there have been some applications for certification that haven't been processed. PAF's are taking an extended period of time and occasionally I have had to submit multiple PAF's for the same individual. I'm not sure about the Law side, but the fire side has been declining. That includes both Training and Certifications. Elimination of field positions or the inability to recruit and retain qualified personnel to fill existing vacancies is ongoing and is perceived to be the leading cause of the perceived deficiencies in providing services off campus. Less and less contact from fire program staff. Julie has done a lot of work to improve the Fire Training side of DPSST. Her work has not gone unnoticed. I've only had two years of experience with DPSST, but it's been good so far. Always helpful staff, covid has made things difficult but the staff has been working to keep things moving 	
Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Excellent	37.29%
Good	44.07%
Fair	11.86%
Poor	5.08%
Don't Know (or Doesn't Apply)	1.69%
Blank	(1)
COMMENTS:	
<ul style="list-style-type: none"> Only negative this year: Change of website without notice that I know of. Now we have to learn to navigate the new site without guidance, and some of the site links do not work. I feel that WHEN we are able to use your services they are great. The ability to schedule your service in our area is a challenge and needs to be improved. Fire training is starting to become very sparse and DPSST certifications are still lacking national accreditation. There is no reason why Oregon cannot get on the same level as other states through IFSAC or Pro-board accreditation. If you are worried about the volunteer firefighters, make IFSAC accreditation optional. It very unfortunate that the Oregon firefighters are losing Oregon jobs to out of state professionals, however Oregon firefighters cannot apply for a majority of out of state jobs as they require IFSAC certifications. Overall I'm very frustrated with DPSST on this topic. Availability of regional training representatives and/or alternative resources is inconsistent and needs funding directed at those specifically to stabilize accredited training opportunities. I've been involved with several states and this is probably one of the worst when it comes to figuring out requirements for certifications, reciprocity concerns,... 	

Fire Service: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	17	19	30	23	12	17	30
Good	28	32	21	29	33	31	24
Fair	9	4	6	6	10	7	3
Poor	3	0	0	0	3	2	1
Don't Know (or Doesn't Apply)	3	4	2	2	1	3	2
Blank	0	1	1	0	1	0	0

Comments:

TIMELINESS:

- The trainers are doing the best job that they can. It seems that DPSST is losing trainers and not replacing them. Its time to up our training game. The entire west coast is becoming a hot seat for Interface Fires. Its time we get our training up to par.
- Our DPSST area rep retired. The person filling in has been slow in responding.
- Mike is always willing to assist where needed. Hayden is also always willing to answer any and all questions.
- Not enough trainers.

HELPFULNESS:

- John West has been great and is an extreme asset to the Oregon Fire Service.
- The last in-person training session I attended featured a very helpful team of instructors (NFPA Instructor 1)
- Field units need work

EXPERTISE:

- Not all regional trainers provide the same course deliveries. This doesn't help if the next regional trainer has to be brought in to supplement that curriculum delivery or isn't available because they're already working 40+ hours a week.

AVAILABILITY OF INFORMATION:

- More classes should be offered regionally. I've reached out to get props training at my station over a year ago and it still has not occurred.

CONSISTENCY:

- Once again, the trainers appear to be stretched to their max.
- When you can get it... it's Excellent.... just trying to schedule or get it is the problem.
- Had one class with two co-instructors - very knowledgeable and complemented each other well. However, they were noticeably different in their assessments of participants who had equivalent skill levels.

PROFESSIONALISM:

- See prior comment.

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

Basic Training	
Been Getting Better	33.33%
Stayed About the Same	41.67%
Been Declining	10.00%
Don't Know (or Doesn't Apply)	15.00%
Blanks	(0)

Regional/Advanced Training	
Been Getting Better	33.33%
Stayed About the Same	43.33%
Been Declining	15.00%
Don't Know (or Doesn't Apply)	8.33%
Blanks	(0)

Leadership Training	
Been Getting Better	28.33%
Stayed About the Same	46.67%
Been Declining	6.67%
Don't Know (or Doesn't Apply)	18.33%
Blanks	(0)

Comments:

BASIC TRAINING:

- need more staff
- The availability of the training is in decline. When you can get it, it's good.
- Limited number of trainers has pushed their availability and limited time on site

REGIONAL/ADVANCED TRAINING:

- Robert Farinho was a great addition to fire training.
- It's all about the availability. When you can get it, it's great... otherwise getting it is the problem.
- They are working hard to get training to our region even during the pandemic.

LEADERSHIP TRAINING:

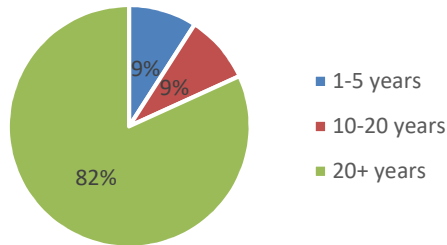
- Need more tactical/operational leadership training. Such as documentation and reporting, OSHA guidelines, fire investigation, and command/accountability for example.
- Nobody expects things to change any time soon because it's the same people in the driver seat year after year and either they're not empowered to change things, not provided funding to enable that change or they don't perceive there is a problem to warrant change.
- More classes have been available with excellent instructors.

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

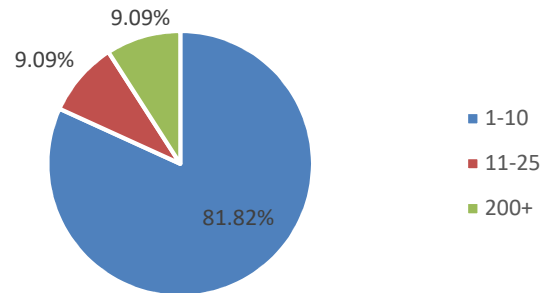
Excellent	33.90%
Good	47.46%
Fair	8.47%
Poor	6.78%
Don't Know (or Doesn't Apply)	3.39%
Blank	(1)

Constituent: Polygraph Examiner; 11 responses (2.1%)

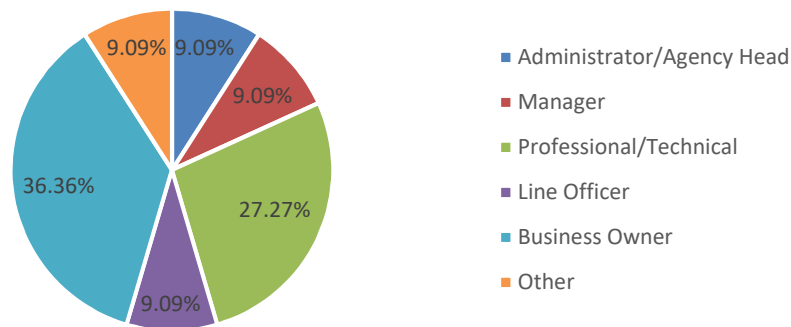
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



*Other includes "sole proprietor polygraph examiner, no employees"

How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	27.27%
Good	45.45%
Fair	9.09%
Poor	18.18%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ Everyone has always been super kind and polite. I had a small hiccup where I forgot to sign the second page of a document, and a DPSST representative got ahold of me right away so there wouldn't be a lapse in my license. I have only had pleasant experiences with DPSST. Everything has always been timely and professional. I honestly couldn't ask for more. Thank you to everyone for all of your hard work!
- ✓ At one time Oregon DPSST had one of the most respected and professional polygraph licensing requirements in the Nation. Now it's a little more than a rubber stamp with no oversight. Derry L. York
- ✓ No direct instructions from DPSST on conducting my business amidst Covid 19. Are we essential workers? Is there a difference in state guidelines between police and private examiners?
- ✓ I miss the PLAC information, I miss the PLAC. I have no idea what is happening related to polygraph and DPSST from querying the DPSST/Polygraph website

Polygraph Examiner: DPSST Survey Results

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

Comments:

TIMELINESS:

- I find the polygraph staff to be kind, courteous and helpful.

ACCURACY:

- New(er) polygraph personnel don't seem to know the rules very well. Also very frustrating to find out who to contact for specific questions. I did receive an email response answering a question I had but the person DID NOT even say who they were on the response. Very unprofessional.
- The staff have always been able to answer my questions accurately and quickly.

HELPFULNESS:

- See question 1 comments

EXPERTISE:

- Polygraph section is not very up to speed with rules.
- Expertise should be changed to knowledge.

AVAILABILITY OF INFORMATION:

- Website does not provide information on who to contact with polygraph questions.

Over the past two years I would say the services from DPSST has:	
Been Getting Better	18.18%
Stayed About the Same	36.36%
Been Declining	27.27%
Don't Know (or Doesn't Apply)	18.18%
Blanks	(0)

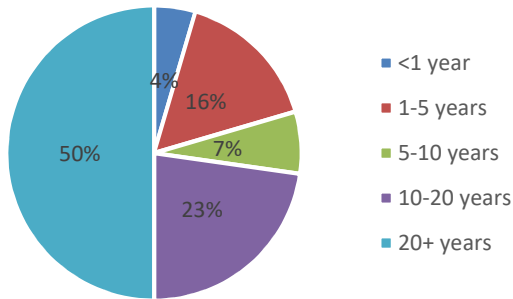
COMMENTS:

Comments:

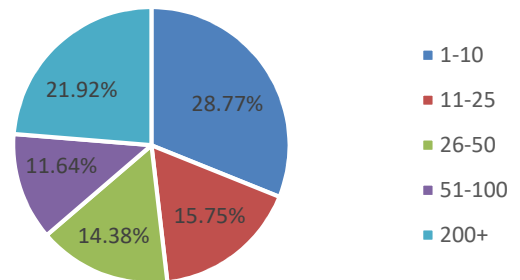
- DPSST gutted polygraph intern/trainee licensing. There are no standards for professional expertise. Complaints are assigned to investigators with or no polygraph training or experience. Since PLAC has been sidelined DPSST have given general licenses to examiners who are not hand scoring, or not adhering to published scoring criteria, resulting in false negatives and false positives. These recent licensee's are making bad calls with no oversight that impact peoples lives, including victims and children. They also write reports with their (lay person) recommendations for mental health treatment and probation violations. DPSST doesnt hear about it because you have gutted the licensing process and PLAC.

Constituent: Private Investigator; 44 responses (8.4%)

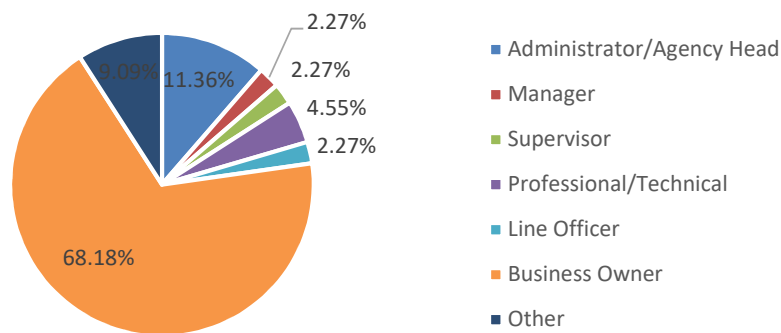
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



*Other includes "Deputy in Corrections currently", Paralegal, independent contractor, Independent Private Investigator

How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	45.45%
Good	34.09%
Fair	15.90%
Poor	4.50%
Don't know (or does not apply)	0%
Blanks	(0)

USEFUL COMMENTS/OBSERVATIONS:

- ✓ What services? How do you help investigators?
- ✓ This is based on my opinion of the investigative resources and only that.

- ✓ Continue to be responsive to your constituents and insure your leaders are trained to manage and lead their staffs and the disciplines they serve.
- ✓ There is a need for more specific study resources for the private investigator examination. Also a training class, more than just an orientation class. An online orientation class or video is needed. Archived videos of committee meetings would be useful.
- ✓ I am also licensed as PI in California, since 1992 (PI16017) and Hawaii since 2006. Our license fee here in Oregon is over three times what these states charge! My wife is a pharmacist and pays less of a licensing fee ever two years. This licensing fee would fall under the heading of exorbitant and certainly is a detriment to some entering the profession and others staying in the profession. It really needs to be reduced to a reasonable fee, which would be about \$175 every two years, being still more than I pay in California and Hawaii every two years. Just something to consider. Thanks
- ✓ Do something that helps PI's! How about helping us get more access to records from The State of Oregon faster then the general public. That would be actually DPSST doing something to HELP the PI's that pay DPSST. What can't you do that?
- ✓ Need easier access to DPSST Committee Meetings online. Would enjoy archived meetings available to licensed members.
- ✓ Oregon, on the whole charges far too much for the level of service provided. Not just this dept, but every licensing agency. Plus, the Governor doesn't have a clue...totally a partisan, hateful, incompetent official. Disheartening.
- ✓ I feel that the fees are to high for licensing for what we are getting. There should be some kind of a category for say agency over thirty years in business.
- ✓ It seems like similar to many State Agencies computer systems are not being upgraded timely and have outages and delay service to the public.
- ✓ Staff has always been polite and courteous to me.
- ✓ Doing great work, thank you.

Private Investigator: DPSST Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	18	22	23	21	13	16	23
Good	17	15	14	13	17	17	13
Fair	3	6	4	3	9	7	5
Poor	5	1	2	4	5	3	1
Don't Know (or Doesn't Apply)	1	0	1	2	0	1	1
Blank	0	0	0	1	0	0	1

Comments:

TIMELINESS:

- Complaints submitted take way too long to be addressed.
- All services and communication were on time and accurate.
- Emails are answered pretty timely. Limited information is given and causes back and forth emails. When we ask a question, give ALL the details, please.
- I have always appreciated the timely response to inquiries by both phone and email and that I am able to speak with a live person and not an automated system.
- It took nearly a year to get my PI license sent to me :/
- Always the best! Calls and emails are returned quickly.

ACCURACY:

- What services do they provide to investigators, I have seen nothing.
- Wish there were more training materials and resources for Investigators. While there's intuitive information that needs to be developed, there is so much that can be taught with resources.

HELPFULNESS:

- I need to call and email several times and always received good help.
- They answer the question.

EXPERTISE:

- Get some more people in DPSST who had run a private investigations business in the past or any service business at all.
- I've had issues with someone answering questions without understanding what it is we are asking for. They don't understand the jargon therefore, they don't have the understanding of how to answer the question(s). As mentioned above, the back and forth information are time-consuming.

AVAILABILITY OF INFORMATION:

- Due to COVID
- The website information for private investigation information is very helpful.
- Online license verification would be helpful.
- From the investigative department. There's no information except for who is licensed and their certificates. As mentioned, more training materials for investigators would be helpful. We have had to build a resource base for investigators collected over time from various places.
- I have always found the information I am seeking, but sometimes it doesn't seem as intuitive as it could be to find forms or other related materials.
- Someone always returns calls and emails quickly. Great staff.

CONSISTENCY:

- What service?
- The website has improved but everything else is pretty much consistent with what I've started above.

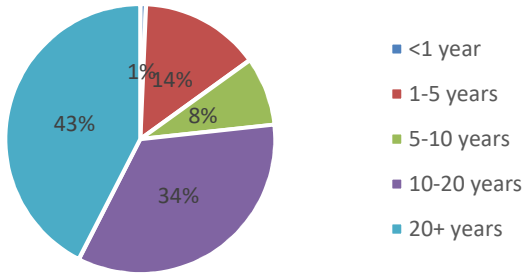
PROFESSIONALISM:

- No problems with anyone I have dealt with.
- Everyone has been professional no matter what.

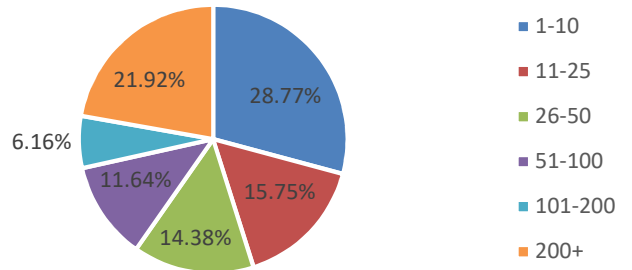
Over the past two years I would say the services from DPSST has:	
Been Getting Better	25.00%
Stayed About the Same	47.72%
Been Declining	9.09%
Don't Know (or Doesn't Apply)	22.72%
Blanks	(1)

Constituent: Private Security; 149 responses (28.7%)

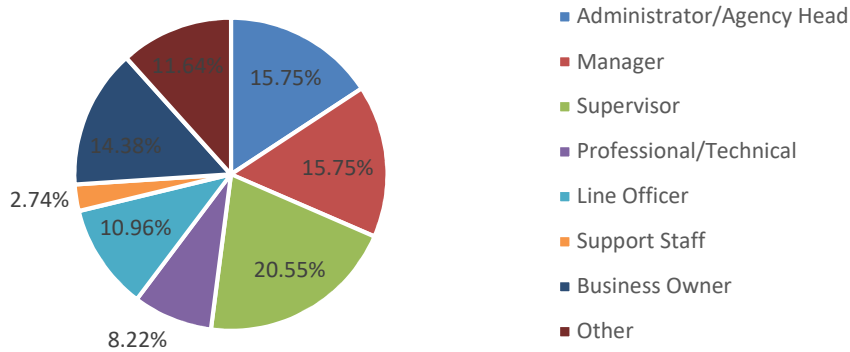
Years Experience of Respondents



Size of Respondent's Organization



Respondent Current Position in Organization



*Other includes Site Security Officer, Instructor, Security, safety-security patrol, Trainer, Patrol Officer, Director, Unemployed, Armed Private Security, Currently unemployed, Security Professional, Line Officer and Field Training Officer/DPSST Instructor, Security Chief/Supervisor, Consultant, Licensing Specialist, Instructor, and Trainer

How would you rate the overall quality of services you receive from DPSST (all programs):	
Excellent	42.47%
Good	36.30%
Fair	13.01%
Poor	6.16%
Don't know (or does not apply)	.068%
Blanks	(1)

USEFUL COMMENTS/OBSERVATIONS:

✓ top notch staff

- ✓ None
- ✓ I am not a consumer of dpsst, I am a license holder.
- ✓ I would like to see a way that the PS-23, change of information, be electronically submitted. Printing off the form and scanning or mailing it is time consuming and not cost efficient. Having it submitted electronically will reduce paper waste and be more cost efficient.
- ✓ None
- ✓ Please keep up the good work, and I hope you use the information provided in this survey to better the organization of DPSST as a whole.
- ✓ as was said earlier; services are always getting better
- ✓ Maybe lowering the percentage to 80% to pass the test.
- ✓ Not sure how to rectify the situation, but was wanting to take my re-certification for My instructors course but was told i could do the webinar however my cert. would not be valid until I gave my 15 minutes of instructional training. This can not be done by webinar or maybe send in a 15 minute video and have DPSST review and grade the video. Just a thought.
- ✓ PPT could be larger for easier viewing
- ✓ See prior answers.
- ✓ Why is the police side operating classes but we still can't get an instructor class?!
- ✓ offer security memorial wall as well, better training for security and have the security cards last longer then just 2 yrs
- ✓ More Manager and Instructor courses need to be offered throughout the entire state and not with the majority of them only being offered in the Portland/ Willamette Valley area...this is a huge cost burden on businesses to try to stay in compliance when we have to send employees hundred of miles away to take a mandated training course. DPSST should consider breaking the state up into regions and consider hiring Instructors in each region to be able to teach these courses for each designated region...just a suggestion
- ✓ Use this time during Corona to make all class materials available online. Everything except the skills demonstration portions, such as firearms, should be available to take online/remotely not person to person.
- ✓ Over fifteen years working in Private Security, I have watched the effectiveness of DPSST grow. Problems that were encountered fifteen years ago are non-existent today. Solid organization.
- ✓ Staff is always friendly and patient with my many questions, especially Sherry Elward!
- ✓ The system recently adopted by DPSST where the expiration date of the certification is adjusted every time a student gets re-certified is creating confusion and chaos. The e-mail contacts by DPSST have been a significant improvement in communications.
- ✓ Make finding information easier for everyone, make a central location online where potential applicants can find all the information needed to become certified. Provide instructors with more annual up to date information, provide clear communication to security instructors from all faucets of the private security instructor field (armed and unarmed). Remove, amend or update four hour refresher for unarmed professionals, material being taught for unarmed refresher is old and outdated. Most of the information provided for refresher is redundant for those that have been working during the course of their two year license, provide refreshers based on field of work ie loss prevention, healthcare security, construction security etc.
- ✓ Sure would be nice if we could get an online cert during this pandemic.

- ✓ The level of instruction and training provided in the current DPSST Unarmed Security class sucks compared to 1997 through 2005
- ✓ With technology the way it is, PS-23's should be electric, and be able to fill out online. Printing off the copy, filling it out, scanning it, then emailing back is a time consuming and I think getting it electronically submitted on line would be beneficial for not only managers, but for DPSST staff members too.
- ✓ My experience with the DPSST has been very professional. Keep up the good work!
- ✓ Keep up the excellent service...it is truly appreciated
- ✓ Most of what I have needed was provided by Karen Evans
- ✓ I will elaborate on this. If removing someone as him could happen. Would be worth the energy to do. Let me know. Mel Smith PO Box 4245 Medford Oregon ms VM to 541-261-9752
- ✓ It seems the agency has drifted away from being as responsive to the constituents as they once were. They seem to be focusing more on their own internal agendas.
- ✓ The inconsistencies make it hard to give a better rating.
- ✓ I am generally pleased with the services DPSST provides. Now, if DPSST may update the Unarmed and Armed manuals with more relevant information for the security professions doing the job on a daily basis I would appreciate it. :)
- ✓ Need to go to totally on line testing and eliminate instructors for certification with the exception of armed officers.
- ✓ I have never had an issue, question nor concern that has not been promptly addressed / handled by DPSST staff. Everyone I have talked to or had reason to corresponded with has been knowledgeable and professional. Thank you for all that you do!
- ✓ Fair to middling. Again, poor last Spring. Susan, Chantel Hawes and Carissa White were wonderful after learning of my multiple frustrating encounters with the agency.
- ✓ Only 1 or 2 contacts in 5 years and do not remember the experience. I must have gotten the information that I needed.
- ✓ Conflicting information, focus is clearly on appeasing the legislature and upper echelon of the administration, not the constituents. The fundamental organization is failing. The line staff are doing their best but they are not given authority or enough staff to manage their obligations.

Private Security: DPSST Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	58	59	88	76	56	58	89
Good	53	63	36	50	57	54	44
Fair	24	11	10	10	24	19	6
Poor	6	8	3	5	8	11	2
Don't Know (or Doesn't Apply)	3	3	8	4	1	4	5
Blank	5	5	4	4	3	3	3

Comments:

TIMELINESS:

- Staff was helpful as well as friendly.
- Quick to charge, which is good :)
- I expect services to be delayed, and plan accordingly.
- Last year upon trying to further my education with a dpsst licensed instructor in grants pass Oregon. Had the worst experience in my 60+ life.
- need quicker return on new application cards
- Most times they have been good, but others i am still waiting to hear back for a response other than the notice they are looking at it.
- There is an expectation that a provider responds and fixes a problem within a specified period of time, but DPSST can take months to clear up an issue with no expectation when something will be completed.
- When I call or email for help/advice/assistance, I have always received it in a timely manner. However, acceptance of paperwork and issuing licenses have been hit and miss with regard to timeliness. It has, at times, taken several months to acknowledge receipt of some paperwork.
- Initial wait of 1.5 months without word (reportedly due to loss of application w/in DPSST) When completed and applied for 2nd certification in early June, no word of receipt or deficiencies until letter from Chantel Hawes. Once I reported the above events to Ms Hawes, she and Carissa White were very quick and responsive to my frustration and concerns. Initially poor, then excellent.
- Phone calls, emails, in person questions are rarely if ever followed up on or answered.
- The certification process has been better now that the Private Security department is staffed.

ACCURACY:

- Unarmed security for Alcohol serving locations should be re-thought. The current curriculum is 80 percent not applicable.
- There have been no errors with any of my transactions
- They are very detail oriented.
- Paperwork gets lost or somehow disappears. Fees get processed but haven't been attached to the correct license.
- Overall, the accuracy is good and above expectations for a government organization. Typically the staff at DPSST are well trained and "in the know" so to speak, and are forthcoming and helpful.
- There are times that when you talk to one member you get a different answer from another. Also at times, the decisions made have no real written back to searchable resources.
- Initially poor as above. Carissa White was excellent. She contacted me to clarify the events and timeline of the three

applications I had submitted for two certifications from March thru June 2020. This included the multiple attempts to pay for the Unarmed Certificate with the correct amount in the correct form, and received in a way that I could document that payment.

- Too much focus on new rules and regulations without any ability to get consistent answers from staff at DPSST.
- They tend to lose paperwork or it goes to the wrong office

HELPFULNESS:

- Very helpful, I especially enjoy being able to send an email and receiving a response within a reasonable time frame.
- I have had excellent staff assist me
- Karen Evans has also been especially helpful to me.
- Many times they are very good. But recently when approached about an issue with some recent rule changes and how they are negatively affecting my business and the industry they seemed to not want to listen. The letter i sent about the issue, they never responded to. And, when one of the Committee members suggested alterate solutions, they seemed dismissive.
- Brandon? who answered the phone on private security question/request was professional and very polite.
- Most of the staff who has been around for a good amount of time is very knowledgeable and provides the answers needed.
- When I emailed a previous employee of DPSST, not knowing that he was terminated, I received a response from not 1 but 3 separate DPSST employees within 1 business day all looking to assist me.
- Once again, initially it was fair. Later, with Chantel Hawes, Susan ? at the front gate, and Carissa White, it was good, then excellent.
- Only 1 or 2 contacts in 5 years and do not remember the experience. I must have gotten the information that I needed.
- Do everything on-line and so far am very satisfied with how the website handles everything
- Staff is stretched too thin and most have given up on trying to assist because there are no clear answers to most questions due to the constant conflicting rules and laws being implemented.

EXPERTISE:

- I have been provided expert service from staff
- Regards to person who is trained to teach. Horrible male.
- Newer staff seems to be unfamiliar with some information or give incorrect information from time to time.
- Whenever I have a question, staff at DPSST answer me in plain English along with links to the relevant statutes.
- Many have little or no real experience in the private sector.
- Once again, all over the map. The loss of my initial E & E application in March and the reported loss of other applications after being delivered to DPSST by the same instructor is troubling. Susan at the front gate, Chantel Hawes and Carissa White seemed quite competent in my interactions with them.
- Only 1 or 2 contacts in 5 years and do not remember the experience. I must have gotten the information that I needed.
- From attending courses, having personal knowledge of staff members and their work histories, and receiving the delivery of course material, I say the staff expertise is outstanding.
- They are knowledgeable but the overbearing and overreaching laws and rules are extremely difficult to navigate. Especially for the staff.
- Information that is not known immediately, is researched and responded to in a very timely manner
- They should stand up to their leaders and have training that based on our difficulties, would help identify our training needs.

AVAILABILITY OF INFORMATION:

- Information has been available for me
- Some items are harder to find information about than others.
- They flood the list serve emails with info, but it is very hard to parse out what is applicable to you. Especially with rule changes, they can be very brief on their descriptions of the impacts, even labeling them as "administrated changes" for example, even when the change can have far reaching impacts on the industry.
- Everything that I have gone looking for has been redly available or is made available with a phone call.
- I would like DPSST to provide information in plain English regarding the application / renewal process for all certifications relevant to private security. From Unarmed Professional to Firearms Instructor and Executive Manager.
- The website roll out has been fraught with problems and broken links- cant' blame the coronapocalypse since the website change started long before. It is almost 100% now, but we will continue waiting. (Not only DPSST, but the entire state Web programming was messed up)

- I strongly recommend having a system of acknowledging receipt of applications and payments. Many agencies do this routinely. That would have prevented the 1.5 months lost awaiting word on an application that was apparently never received.
- Information is obtained from the website in most instances.
- Website info could be more user friendly, have a non-DPSST staffer try to find info, much of the info needed is only available in the actual ORS or OAR's. Make the information sheets provided in the classes available in pdf's online, it's not secret info, help us refresh our memory after classes.
- Questions cannot be answered because conflicting information and answers vary depending upon which staff member you ask. Honestly, most staff have just given up on trying to answer questions because they don't know anymore.
- Website and newsletters are informative.

CONSISTENCY OF SERVICES:

- See above comments
- Services have been consistant
- considering the Pandemic, and the civil unrest, your doing a good job.
- Not state employed person. Just Refer to the person who took our money and ran me off. Insulting me, singled me out as his target. deplorable male who teaches your dpsst standards and also classes to the public. yes instructor Kelly sparling in grants pass. He, unfortunately teaches your state classes. Worst experience in meeting this verbal assaultive guy who shouldn't represent the state of Oregon for any reason. Stole our 500.00 of funds and verbally kicked me from his class.
- Again, it is hit and miss if you get good service or not.
- If we are to be certified and current- why doesn't the state ever check our credentials occasionally?
- Some months are better than others. Service will be good for a time and then decline.
- DPSST is consistent in delivering accurate information in a timely manner.
- Again, all over the spectrum. Kudos to Susan ?, Chantel Hawes and Carissa White for their excellent customer service.
- Only 1 or 2 contacts in 5 years and do not remember the experience. I must have gotten the information that I needed.
- Very poor
- There is zero consistency because there are not enough staff members and no clear leadership willing to give staff members the authority to answer questions. Most questions are answered with an "I'll get back to you" that never comes because there is such poor leadership and lack of clarity of the rules and laws that staff are overwhelmed with answering questions they are not given the authority to interpret and answer.
- They are not enforcing rules about controlling access or even show up in Central Oregon

PROFESSIONALISM:

- Staff has been excellent. Thank you Karen Evans
- Instructor. Kelly Sparling . 0. NOT professional. Swears. He is vulgar. And attacked my character. Took my money. And made me feel as unwelcome as any person should never be felt to feel. AFTER taking my money for DPSST education to advance learning. Worst person Ive met in this Valley in 52 years.
- Everyone is helpful and friendly.
- I have never had any rude experiences.
- I am human and I will admit, I was not happy when DPSST staff seemed to have lost not 1, not 2, but 3 different PS-6's for my armed license renewal around December of 2019. I was very unhappy on the phone with one of the poor staff members and she was very polite, courteous, and understanding and helped resolve my issue. Furthermore, the following day she was able to locate all of my PS-6's and called me back to inform me what had happened. An intern, who was very new, incorrectly sorted the armed PS-6's to another pile.
- Overall good. Again, the last three employees I interacted with were excellent.
- Only 1 or 2 contacts in 5 years and do not remember the experience. I must have gotten the information that I needed.

Over the past two years I would say the services from DPSST has:	
Been Getting Better	43.15%
Stayed About the Same	39.73%
Been Declining	8.90%
Don't Know (or Doesn't Apply)	8.22%
Blanks	(0)

Comments:

- Everyone who has assisted me over the past few years has been patient, understanding, and very knowledgeable.
- I am pleased with the services provided.
- Having instructors such as this very unprofessional guy in grants pass is. I am college educated. Intelligent. Ambitious person. Your DPSST instructor shot me in one foot and then the other. Verbally attacking me. Insulting me. My age. my sex. In front the few others that paid to take this guys class. He didn't tell them to leave. He didn't critique their age and sex.
- Consistently great! No issues or complaints here.
- They need to get back to working for the industry, and be responsive to it's needs, rather than being dictatorial.
- If you could graph it, you would see mountains with sharp peaks where things get better but ultimately fall off quickly.
- Overall, I feel my experiences with DPSST have improved in the last 2 years. However I do have concerns with training moving forward. Now that the prior trainer for instructor certifications is gone, how will we proceed in earning / renewing instructor credentials? Just a thought on some of us instructors' minds.
- In the past few months, they have always been very helpful.
- All my questions and inquiries have always been answered in a timely and professional manner. i have enjoyed the staff from Rob Meeks, to Chantel Hawes and everyone in between. They have a great crew at DPSST.
- We appreciate the modifications due to COVID19. Also, the addition of information about status of processing helps!
- Tough to say they have gotten better since I have only been dealing with the directly for 6 months and the service has always been exceptional.
- Due to Covid
- DPSST has consistently been focused on their mission to serve their constituents groups and the citizens of our state. In my experience they have continued to do that consistently even as I have changed which constituent group I am working in. Thank you for your exceptional service and dedication.
- With the exception of slower turn around times for cards.
- Only six months experience as a DPSST Private Security customer.
- Only 1 or 2 contacts in 5 years and do not remember the experience. I must have gotten the information that I needed.
- Online tools and training resources continue to improve.
- This is based on the only upgrades I have seen, and that is in the area of online availability of forms and information.
- Current
- Haven't really had cause to use DPSST services except for the last 8 months
- See above comments. The philosophy, methodology and mission needs a complete overhaul to get back on course to serve the constituents.
- One think that needs to improve is being able to sign up for a DPSST training over the 6 months. The forms are not clear for signing up versus time waiting periods vs can't sign up because you'd have to charge. That process is not clear at all.
- My assessment refers to the availability of timely training options. I think we can do better in providing more frequent training episodes for instructors, managers, etc.
- When I do send emails with questions, the email is responded fairly quick.
- It was all she seemed permitted to work with. (Right- it sounds pitiful)
- It's pretty consistent but the information to sign up and the timelines of things are a bit unclear. Of course through the experience one gets to know when to send in forms, payments etc.
- It really lacked core item needed

Constituent: Other (Public & Private Safety)*; 26 responses (5.0%)

*** Other respondents include: (Verbatim)**

- * ● Public Safety; ● Mental Health/CIT; ● Emergency Management; ● Training; ● Police, Fire & 911; ● multiple; ● Multi-Discipline – Police / Corrections County level; ● Oregon Idaho HIDTA; ● Police, Corrections, Telecommunications/Emergency medical Dispatch/County; ● Multiple Law Enforcement organizations; ● City of Portland; ● Police; ● Alarm monitoring; ● Account Manager Private Security Provider; ● Police; ● Parole & Probation; ● Police; ● le; ● Malachis verdict inc; ● Rogue Valley International Airport; ● Officer private security; ● Non profit; ● Portland Police Bureau; ● Security Officer; ● Corrections; ● Both PS & PI, form will not allow double entries

*** Non-constituent responses filtered out of results.

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:

- ✓ I am disappointed that it takes so long to get new hires into the academy. It stalls our ability to have available resources, when resources are limited already (Rural) Oregon needs all the help we can get.
- ✓ Excellent Customer Service

Other: DPSST Survey Results

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

Comments:**TIMELINESS:**

- Multiple requests need to be made and acknowledgements of receipt of requests and legitimate estimated response timelines should be provided upon receipt

ACCURACY:

- Information in DPSST is only as good as what DPSST receives - there needs to be significant affirmative proactive followup and collection of information by DPSST related to information collected and distributed by DPSST related to ongoing professional standards matters.

HELPFULNESS:

- Lack of training and knowledge as to investigatory techniques and information that can be collected and that needs to be collected is a problem.
- Always outstanding and very much appreciated!
- Chantel is great!!
- Wish more knowledge of services available. I wrote a letter asking for information & they wrote back giving info on something completely different.

EXPERTISE:

- Lack training and experience. This area is significant and requires higher level training and also specific expertise in employment investigation techniques and laws

AVAILABILITY OF INFORMATION:

- Only have what are provided and do NOT affirmatively or proactively engage in collection of data and information - this is a significant failure

CONSISTENCY:

- Information in DPSST is only as good as what DPSST receives - there needs to be significant affirmative proactive followup and collection of information by DPSST related to information collected and distributed by DPSST related to ongoing professional standards matters.

PROFESSIONALISM:

- Lack training and experience. This area is significant and requires higher level training and also specific expertise in employment investigation techniques and laws

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

Been Getting Better	46.15%
Stayed About the Same	42.30%
Been Declining	3.84%
Don't Know (or Doesn't Apply)	7.69%
Blanks	(0)

Comments:

- The service I have received has always been good to excellent.

Other: Training Division Survey Results

	Timeliness	Accuracy	Helpfulness	Expertise	Availability/ Information	Consistency	Professionalism
Excellent	6	5	8	5	5	5	8
Good	2	4	1	4	4	4	1
Fair	2	0	0	0	0	1	0
Poor	0	1	1	1	1	0	1
Don't Know (or Doesn't Apply)	0	0	0	0	0	0	0
Blank	16	16	16	16	16	16	16

Comments:

TIMELINESS:

- It's hard to get new staff into academy in a timely manner.

CONSISTENCY:

- Depends on the subject matter

PROFESSIONALISM:

- Lack training and experience. This area is significant and requires higher level training and also specific expertise in employment investigation techniques and laws

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

Basic Training	
Been Getting Better	50.00%
Stayed About the Same	30.00%
Been Declining	10.00%
Don't Know (or Doesn't Apply)	10.00%
Blanks	(16)
Regional/Advanced Training	
Been Getting Better	30.00%
Stayed About the Same	60.00%
Been Declining	10.00%
Don't Know (or Doesn't Apply)	0%
Blanks	(16)

Leadership Training	
Been Getting Better	40.00%
Stayed About the Same	50.00%
Been Declining	10.00%
Don't Know (or Doesn't Apply)	0%
Blanks	(16)
Comments: BASIC TRAINING: <ul style="list-style-type: none"> • COVID has really restricted availability of training. • They need to keep hiring staff, they do a better job when they have all the staff to complete their mission. REGIONAL/ADVANCED TRAINING: <ul style="list-style-type: none"> • COVID has really restricted training. 	
Overall, how would you rate the services you receive from DPSST Training Standards staff?	
Excellent	40.00%
Good	50.00%
Fair	10.00%
Poor	0%
Don't Know (or Doesn't Apply)	0%
Blank	(16)