Public Safety Standards and Training, Department of

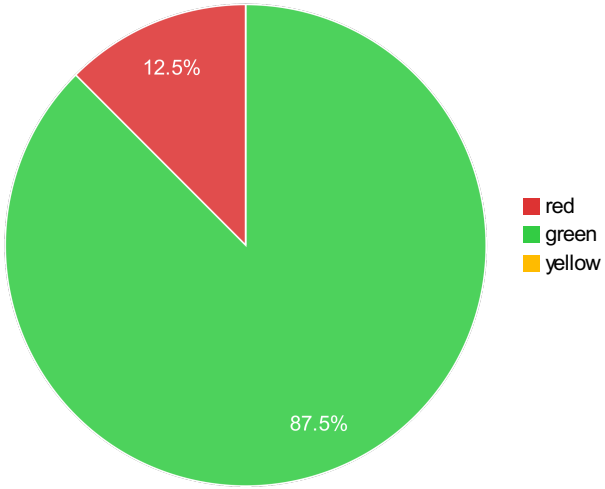
Annual Performance Progress Report

Reporting Year 2018

Published: 10/23/2018 12:58:42 PM

KPM #	Approved Key Performance Measures (KPMs)
1	Average increase in Police Officer Trainee test scores based on assessments at entry and completion of Police Basic Training. -
2	Percentage of attendees who ranked the usefulness of DPSST criminal justice regional training courses at or above "6" on a scale of 1-7. (Added per 2003 legislative direction) -
3	Percentage of attendees who ranked the usefulness of DPSST fire service regional training courses at or above "6" on a scale of 1-7. (Added per 2003 legislative direction) -
4	Percentage of revocation or denial actions appealed that are upheld at the appellate level. -
5	Average increase in Corrections Officer Trainee test scores based on assessments at entry and completion of Corrections Basic Training. -
6	Number of proceedings initiated to revoke the certification or license of a private security provider due to a violation of the Board's established moral fitness standards. -
8	CUSTOMER SERVICE - Percent of customers rating satisfaction with agency services "good" or "excellent" for: timeliness, accuracy, helpfulness, expertise, information availability.
9	Average increase in the Center for Policing Excellence test scores based on assessments at entry and completion of Supervisory Leadership Academy and Organizational Leadership Management Academy -

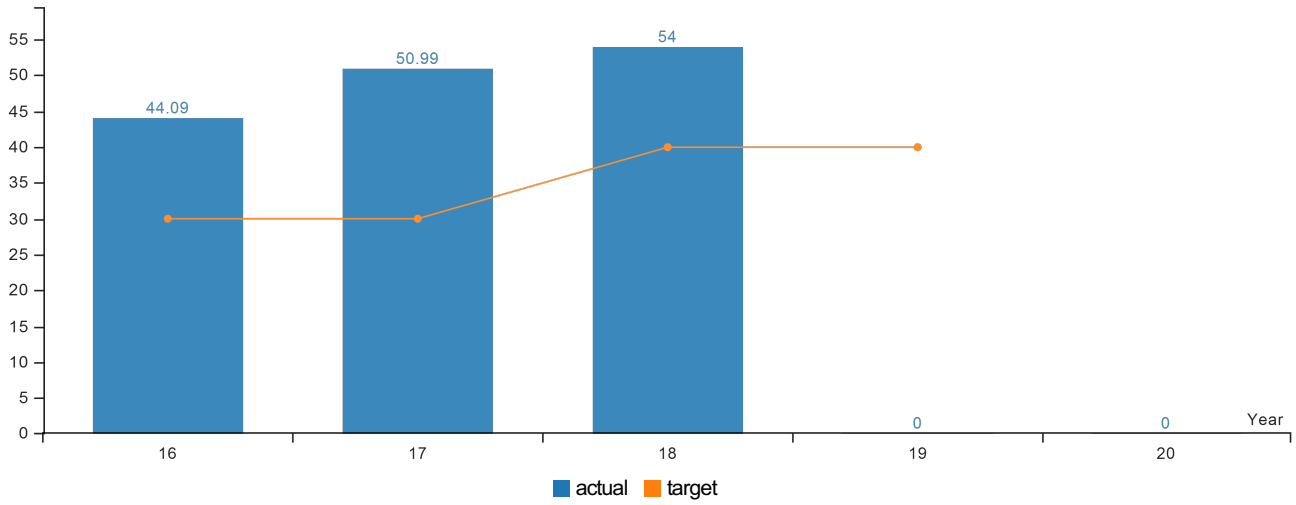
Proposal	Proposed Key Performance Measures (KPMs)
No proposed KPMs exist	



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	87.50%	0%	12.50%

KPM #1	Average increase in Police Officer Trainee test scores based on assessments at entry and completion of Police Basic Training. -
	Data Collection Period: Jul 01 - Jun 30

** Upward Trend = positive result*



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

How Are We Doing

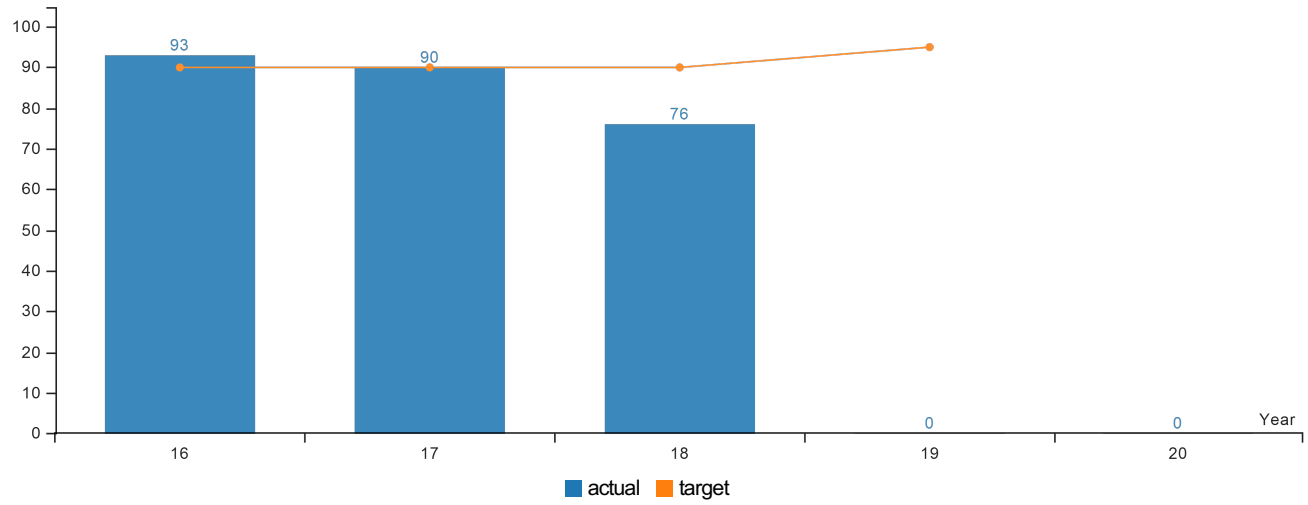
Test scores from entry to completion of students enrolled in the Basic Police Course continue to reflect an increase in knowledge as a result of the training. The average student improvement during the current reporting period was 53.88%, which is a 2.89% increase from the last period. Basic Police students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

Factors Affecting Results

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

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

** Upward Trend = positive result*



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

How Are We Doing

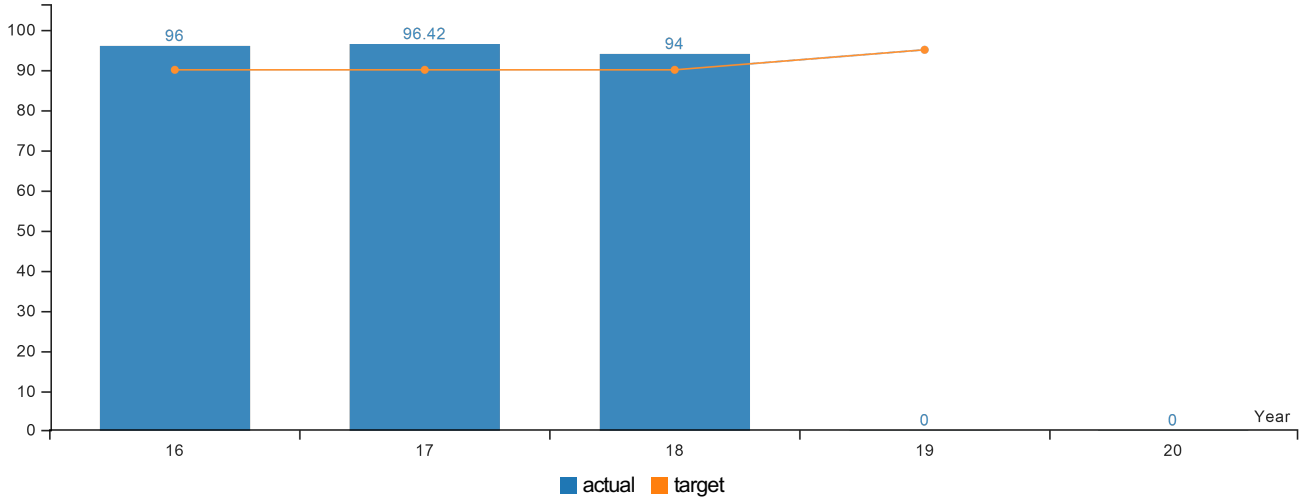
The percentage of attendees who ranked the usefulness of DPSST criminal justice regional training courses above a "6" on a scale of 1-7 has decreased dramatically from 2017 and as a result fell well below the target of 90%.

Factors Affecting Results

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

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

** Upward Trend = positive result*



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

How Are We Doing

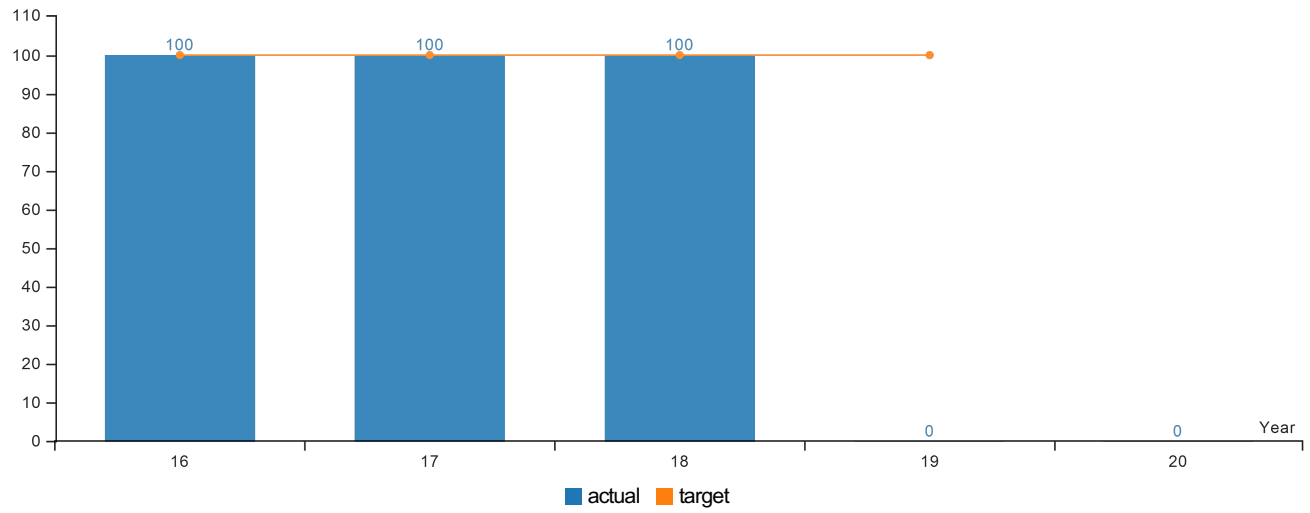
Performance through a variety of regional fire training offerings has remained extremely high and exceptionally consistent over this reporting period. This number is down slightly from 2017, but still well above the established target of 90%.

Factors Affecting Results

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

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

** Upward Trend = positive result*



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

How Are We Doing

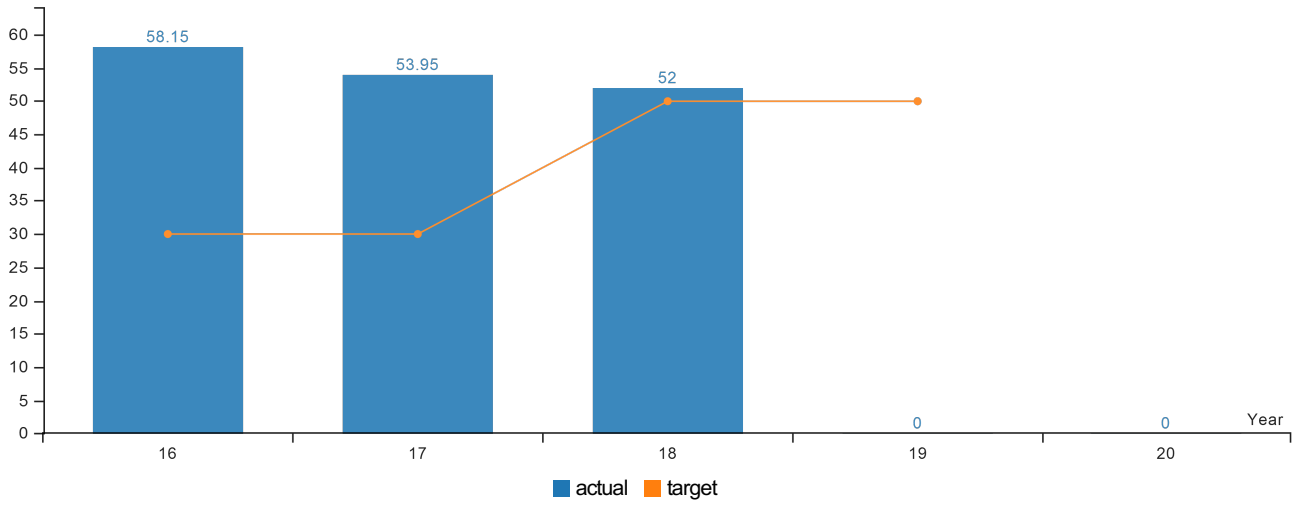
DPSST takes its responsibilities of enforcing the Board on Public Safety Standards and Training's (Board) certification/licensure standards for Oregon's public and private safety providers very seriously. The agency understands the importance of the professional standards processes on maintaining the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

Factors Affecting Results

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

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

** Upward Trend = positive result*



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

How Are We Doing

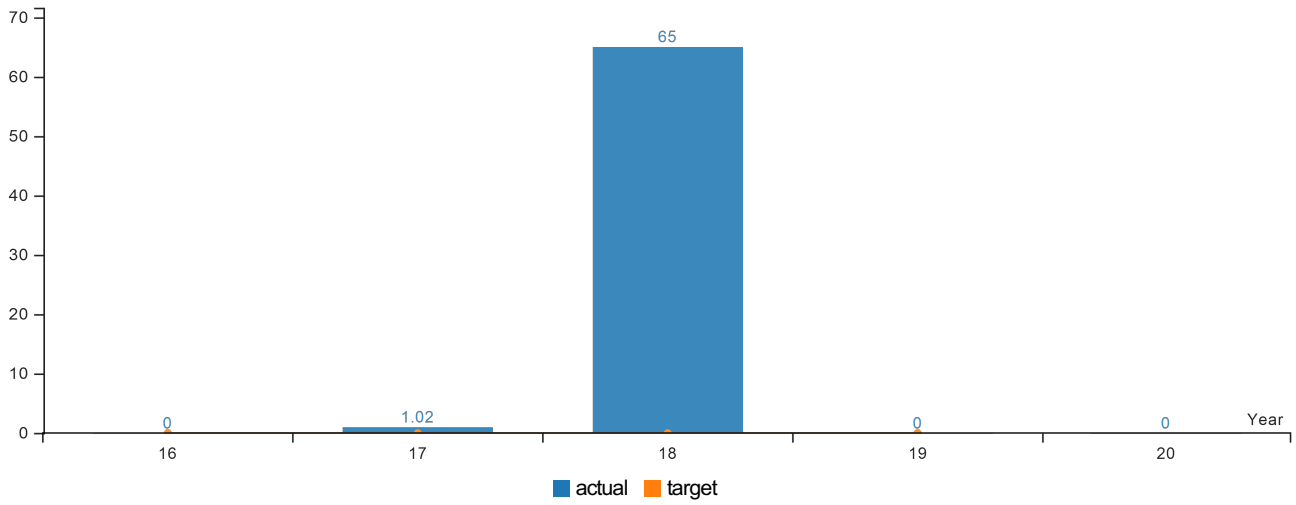
Test scores from entry to completion of students enrolled in the Basic Corrections Local Course continue to reflect an increase in knowledge as a result of the training. The average student improvement during the current reporting period was 51.87%. This is a 2.08% decrease from the last reporting period,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

Factors Affecting Results

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

KPM #6	Number of proceedings initiated to revoke the certification or license of a private security provider due to a violation of the Board's established moral fitness standards. -
	Data Collection Period: Jul 01 - Jun 30

** Upward Trend = positive result*



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

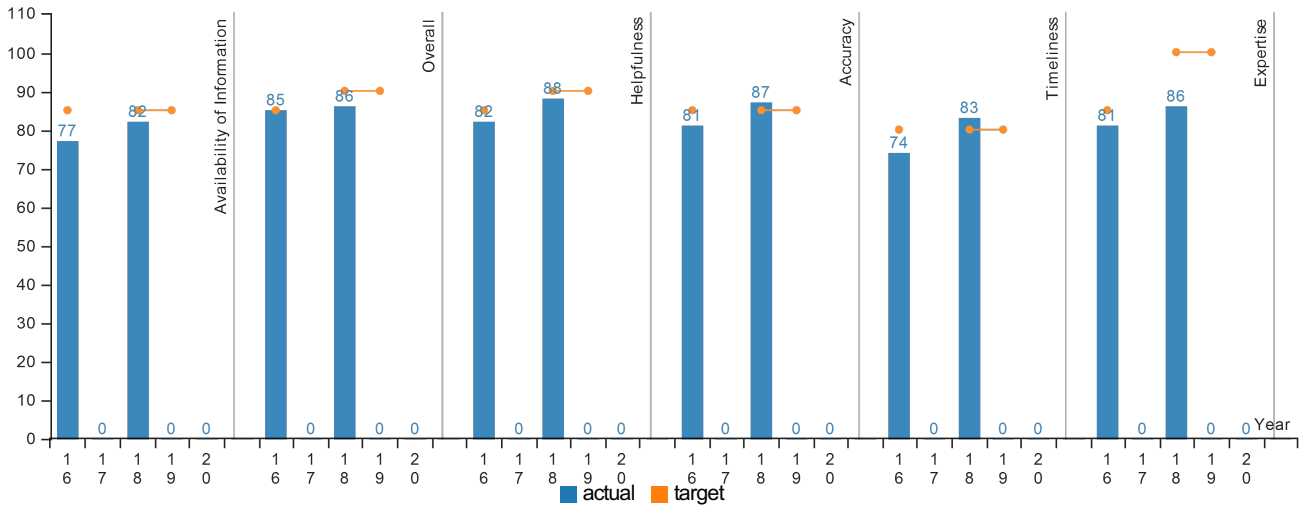
How Are We Doing

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

Factors Affecting Results

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

KPM #8	CUSTOMER SERVICE - Percent of customers rating satisfaction with agency services "good" or"excellent" for: timeliness, accuracy, helpfulness, expertise, information availability.
	Data Collection Period: Jul 01 - Jun 30



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

How Are We Doing

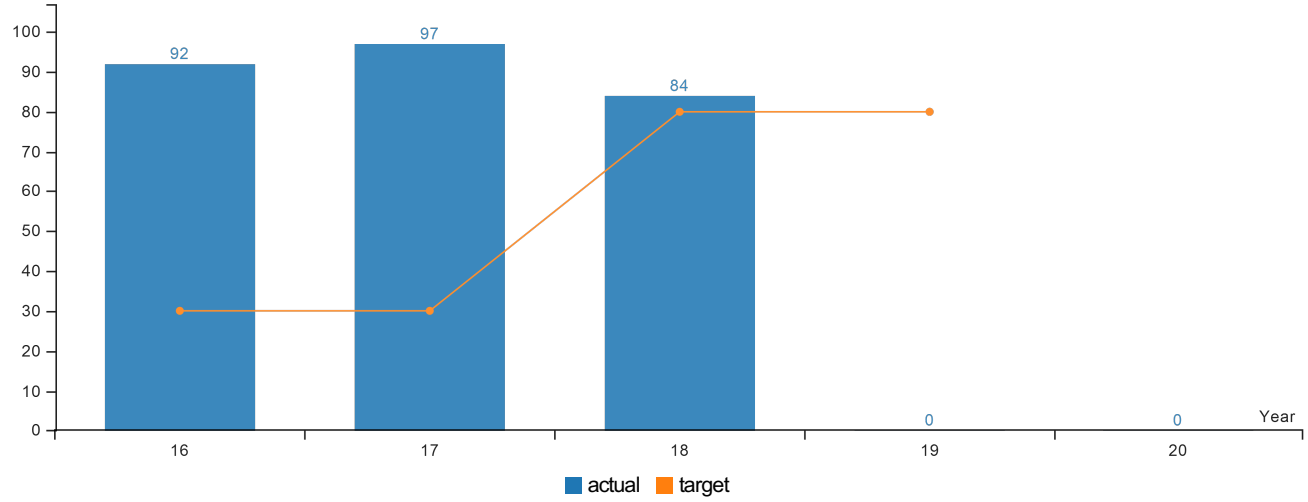
The DPSST exceeded the target in the areas of timeliness and accuracy, falling just short of the targets in expertise, helpfulness, availability of information and overall satisfaction. Obviously meeting the target in each of these categories would be ideal, it should be noted that over 80% of the survey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

Factors Affecting Results

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

KPM #9	Average increase in the Center for Policing Excellence test scores based on assessments at entry and completion of Supervisory Leadership Academy and Organizational Leadership Management Academy -
	Data Collection Period: Jul 01 - Jun 30

** Upward Trend = positive result*



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

How Are We Doing

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

Factors Affecting Results

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