



Oregon Department of Public Safety Standards and Training



2014 Customer Satisfaction Survey Results

The mission of the Department of Public Safety Standards and Training (DPSST) is to promote excellence in public safety through the development of professional standards and the delivery of quality training.

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Background: Customer Satisfaction Performance Measure

All state agencies must conduct a customer satisfaction survey biennially (every even-numbered year) as part of their Key Performance Measures. The survey is required to have the following six topics in the following order:

- Timeliness
- Accuracy
- Helpfulness
- Expertise
- Availability of Information
- Overall Service.

Further, the survey must have a rating scale of:

- 1 = Poor,
- 2 = Fair,
- 3 = Good,
- 4 = Excellent,
- 5 = Don't Know

The survey data is interpreted and reported by totaling the number of responses (in percentage format) that are either “good” or “excellent.” Agencies provide a “target” percentage as a guideline to measure their performance. The results of the survey are included in each agency’s Annual Performance Progress Report (APPR) and budget documents.

DPSST Customer Satisfaction Survey

The DPSST Customer Satisfaction Survey was open from June 16 through August 4, 2014. The survey had a total of 522 responses.

DPSST divides the customer satisfaction survey into two categories; services provided by Professional Standards (formerly Standards and Certification) and services provided by the Training Division. In addition to the required survey questions, DPSST also gathers additional information for internal customer service purposes.

The survey questions for Professional Standards are:

- 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 Declining
 - Better
 - Don't Know
 - Same
- Overall, how would you rate the services you receive from DPSST Professional Standards staff?

The survey questions for Training Division are:

- How would you rate the timeliness of services that you receive from DPSST Training staff?
- How would you rate the accuracy of services you receive from DPSST Training staff?
- How would you rate the helpfulness of DPSST Training staff?
- How would you rate the expertise of DPSST Training staff?
- How would you rate the availability of information from DPSST Training staff?
- How would you rate the consistency of DPSST Training staff?
- How do you rate the professionalism of DPSST Training staff?
- Over the past two years I would say the level of services from DPSST Training in the following areas, Academy (Basic) Training, Regional/Advanced Training, Instructor Development Training, Leadership (Supervision, Management, Executive) Training, and Specialized Training has:
 - Declined
 - Better
 - Don't Know
 - Same
- Overall, how would you rate the services you receive from DPSST Training?

Overall Question:

- 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
- Corrections - Local (County or City Jail)
- Fire Services
- Probation & Parole
- Police (municipal)
- Private Security
- Private Investigator
- Sheriff - Patrol/Police Functions
- Telecom/EMD
- OSP
- Other

2014 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 2014, the combined results for Professional Standards and Training were:

- Timeliness: 81%
- Accuracy: 87%
- Helpfulness: 88%
- Expertise: 87%
- Availability of Information: 84%
- Overall Service: 87%

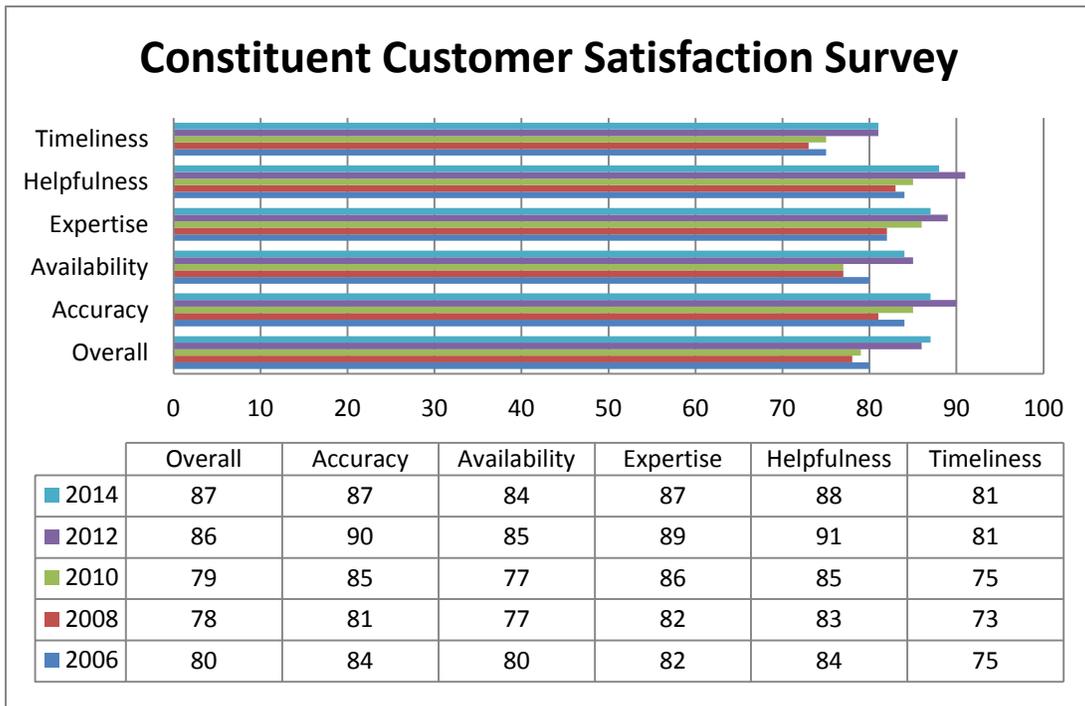
Comparison of Key Performance Measure Data Between 2012 and 2014

DPSST's percentages fell slightly in some categories in 2014. These slight changes may be due to a larger data sample; 522 responses in 2014, compared to 432 in 2012. Additionally, DPSST calculated the percentages slightly different in 2014 by not

eliminating survey responses that were partially incomplete or didn't have a discipline or agency listed.

2012		2014		Plus/Minus
Timeliness	81	Timeliness	81	Same
Accuracy	90	Accuracy	87	-3
Helpfulness	91	Helpfulness	88	-3
Expertise	89	Expertise	87	-2
Availability	85	Availability	84	-1
Overall	86	Overall	87	+1

The following chart depicts DPSST's performance measure data from 2006 through 2014.



Professional Standards Survey Results

Constituent: Oregon Department of Corrections; 14 responses (2.7%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know N/A	7%	7%	7%	7%	14%	7%	7%
Excellent	22%	29%	28%	43%	14%	22%	36%
Fair	36%	36%	36%	21%	22%	50%	28%
Good	21%	21%	29%	29%	36%	7%	29%
Poor	14%	7%	0%	0%	14%	7%	0%
Blank	0%	0%	0%	0%	0%	7%	0%

Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Don't Know/N/A	7%
Excellent	36%
Fair	43%
Good	14%
Poor	0%
Blank	0%
Over the past two years I would say the services from DPSST Professional Standards has:	
Declining	36%
Better	7%
Don't Know/N/A	14%
Same	43%
Blanks	0%

Constituent: Department of Corrections Local; 4 responses (0.8%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	0%	0%	0%	0%	0%	0%	0%
Excellent	50%	25%	75%	50%	75%	50%	75%
Fair	25%	0%	25%	0%	0%	0%	0%
Good	25%	50%	0%	25%	0%	50%	25%
Poor	0%	0%	0%	0%	25%	0%	0%
Blank	0%	25%	0%	25%	0%	0%	0%

Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Don't Know/N/A	0%
Excellent	75%
Fair	25%
Good	0%
Poor	0%
Blank	0%
Over the past two years I would say the services from DPSST Professional Standards has:	
Declining	25%
Better	50%
Don't Know/N/A	25%
Same	0%
Blanks	0%

Constituent: Fire Service; 106 responses (20.3%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	3%	3%	1%	3%	3%	2%	2%
Excellent	34%	50%	58%	50%	50%	40%	63%

Fair	11%	6%	8%	4%	4%	9%	3%
Good	50%	40%	30%	39%	39%	46%	30%
Poor	2%	1%	3%	4%	4%	2%	1%
Blank	0%	0%	0%	0%	0%	1%	1%

Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Don't Know/N/A	1%
Excellent	46%
Fair	7%
Good	43%
Poor	2%
Blank	1%
Over the past two years I would say the services from DPSST Professional Standards has:	
Declining	7%
Better	41%
Don't Know/N/A	8%
Same	44%
Blanks	0%

Constituent: Oregon State Police; 6 responses (1.1%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	50%	50%	0%	0%	0%	0%	0%
Excellent	17%	17%	67%	50%	50%	50%	33%
Fair	33%	33%	16%	17%	17%	50%	0%
Good	0%	0%	17%	33%	33%	0%	67%
Poor	0%	0%	0%	0%	0%	0%	0%
Blank	0%	0%	0%	0%	0%	0%	0%

Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Don't Know/N/A	0%
Excellent	50%
Fair	33%
Good	17%
Poor	0%
Blank	0%
Over the past two years I would say the services from DPSST Professional Standards has:	
Declining	17%
Better	33%
Don't Know/N/A	17%
Same	33%
Blanks	0%

Constituent: Other; 20 responses (3.8%)

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

Police-corrections-communications; County Police, Corrections AND Telecomm; Corrections County Jail; Municipal Police (ret.); "Not going to say"; HazMat coordinator and Safety Program Manager; Police certified fire investigator; Tribal Police; Public Safety Labor in general; OLCC; OEM; Both Private Security and Private Investigator; DOJ; Fire Service, Private Security and soon Private Investigator; Local Corrections, Police and Private Security; Municipal Risk; Sheriff's Office; Judicial; Tribal Police.

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	0%	5%	0%	0%	5%	0%	0%
Excellent	40%	50%	65%	65%	45%	45%	65%
Fair	15%	0%	5%	5%	10%	0%	10%
Good	35%	30%	25%	25%	35%	45%	20%
Poor	5%	5%	0%	0%	0%	5%	0%
Blank	5%	10%	5%	5%	5%	5%	5%

Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Don't Know/N/A	0%
Excellent	60%
Fair	10%
Good	20%
Poor	0%
Blank	10%
Over the past two years I would say the services from DPSST Professional Standards has:	
Declining	5%
Better	35%
Don't Know/N/A	5%
Same	50%
Blanks	5%

Constituent: Parole and Probation; 16 responses (3.1%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	0%	0%	0%	0%	0%	6%	0%
Excellent	44%	56%	38%	31%	38%	38%	56%
Fair	12%	13%	0%	19%	0%	0%	13%
Good	44%	31%	56%	50%	56%	56%	31%
Poor	0%	0%	6%	0%	0%	0%	0%
Blank	0%	0%	0%	0%	6%	0%	0%

Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Don't Know/N/A	0%
Excellent	31%
Fair	6%
Good	63%
Poor	0%
Blank	0%
Over the past two years I would say the services from DPSST Professional Standards has:	
Declining	0%

Better	38%
Don't Know/N/A	31%
Same	31%
Blanks	0%

Constituent: Police Municipal; 114 responses (21.8%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	3%	2%	3%	2%	2%	2%	2%
Excellent	42%	50%	60%	55%	51%	46%	61%
Fair	11%	7%	4%	7%	5%	9%	3%
Good	40%	39%	32%	34%	41%	42%	32%
Poor	3%	1%	0%	0%	0%	1%	0%
Blank	1%	1%	1%	2%	1%	0%	2%

Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Don't Know/N/A	2%
Excellent	49%
Fair	5%
Good	44%
Poor	0%
Blank	0%
Over the past two years I would say the services from DPSST Professional Standards has:	
Declining	3%
Better	35%
Don't Know/N/A	7%
Same	54%
Blanks	1%

Constituent: Private Investigators; 31 responses (5.9%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	10%	6%	6%	10%	10%	10%	6%
Excellent	29%	29%	39%	32%	22%	29%	42%
Fair	16%	16%	23%	10%	13%	16%	10%
Good	32%	36%	26%	29%	39%	29%	29%
Poor	13%	13%	6%	19%	16%	16%	13%
Blank	0%	0%	0%	0%	0%	0%	0%

Overall, how would you rate the services you receive from DPSST Professional Standards?	
Don't Know/N/A	3%
Excellent	36%
Fair	16%
Good	29%
Poor	16%
Blank	0%
Over the past two years I would say the services from DPSST Professional Standards has:	
Declining	20%
Better	32%
Don't Know/N/A	16%
Same	32%
Blanks	0%

Constituent: Private Security; 106 responses (20.3%):

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	3%	3%	2%	2%	2%	1%	1%

Excellent	24%	35%	48%	46%	33%	29%	62%
Fair	26%	8%	8%	9%	13%	11%	3%
Good	33%	45%	35%	35%	44%	49%	28%
Poor	13%	9%	7%	8%	8%	10%	6%
Blank	1%	0%	0%	0%	0%	0%	0%

Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Don't Know/N/A	1%
Excellent	38%
Fair	9%
Good	43%
Poor	8%
Blank	1%
Over the past two years I would say the services from DPSST Professional Standards has:	%
Declining	23%
Better	35%
Don't Know/N/A	9%
Same	32%
Blanks	1%

Constituent: Sheriff's; 30 responses (6%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	3%	3%	3%	0%	10%	7%	3%
Excellent	37%	40%	63%	57%	46 %	43%	67%
Fair	13%	7%	7%	10%	7%	3%	7%
Good	40%	47%	27%	33%	30%	40%	23%
Poor	7%	3%	0%	0%	7%	7%	0%
Blank	0%	0%	0%	0%	0%	0%	0%

Overall, how would you rate the services you receive from DPSST Professional Standards staff?	
Don't Know/N/A	3%
Excellent	47%
Fair	7%
Good	43%
Poor	0%
Blank	0%
Over the past two years I would say the services from DPSST Professional Standards has:	
Declining	3%
Better	27%
Don't Know/N/A	10%
Same	60%
Blanks	0%

Constituent: Telecommunications/EMD; 37 responses (7.1%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	5%	8%	3%	3%	5%	3%	3%
Excellent	32%	43%	65%	59%	49%	54%	73%
Fair	14%	3%	0%	3%	11%	3%	0%
Good	49%	46%	32%	35%	35%	32%	24%
Poor	0%	0%	0%	0%	0%	3%	0%
Blank	0%	0%	0%	0%	0%	5%	0%

Overall, how would you rate the services you receive from Professional Standards staff?	
Don't Know/N/A	3%
Excellent	51%
Fair	5%
Good	41%
Poor	0%
Blank	0%
Over the past two years I would say the services from DPSST Professional Standard has:	
Declining	5%

Better	35%
Don't Know/N/A	11%
Same	49%
Blanks	0%

Constituent: Anonymous; 38 responses (7.1%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	10%	10%	8%	13%	18%	18%	11%
Excellent	21%	32%	42%	29%	24%	24%	47%
Fair	29%	18%	13%	13%	13%	13%	11%
Good	37%	37%	34%	40%	34%	34%	28%
Poor	3%	0%	0%	0%	8%	8%	3%
Blank	0%	3%	3%	5%	3%	3%	0%

Overall, how would you rate the services you receive from Professional Standards staff?	
Don't Know/N/A	13%
Excellent	40%
Fair	13%
Good	26%
Poor	3%
Blank	5%
Over the past two years I would say the services from DPSST Professional Standard has:	
Declining	5%
Better	29%
Don't Know/N/A	16%
Same	45%
Blanks	5%

Training Division Survey Results

Constituent: Oregon Department of Corrections; 14 responses (2.7%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	22%	22%	22%	21%	22%	21%	21%
Excellent	14%	21%	14%	29%	21%	29%	29%
Fair	29%	36%	43%	29%	43%	43%	43%
Good	21%	14%	14%	21%	14%	7%	7%
Poor	14%	7%	0%	0%	0%	0%	0%
Blank	0%	0%	7%	0%	0%	0%	0%

Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	7%
Better	14%
Don't Know/N/A	43%
Same	36%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Regional/Advanced Training, has:	
Declined	22%
Better	7%
Don't Know/N/A	21%
Same	50%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Instructor Development Training, has:	
Declined	21%
Better	7%
Don't Know/N/A	29%
Same	43%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	

Declined	21%
Better	7%
Don't Know/N/A	36%
Same	36%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	29%
Better	7%
Don't Know/N/A	21%
Same	43%
Blanks	0%
Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	22%
Excellent	14%
Fair	36%
Good	21%
Poor	7%
Blank	0%
How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	7%
Excellent	29%
Fair	36%
Good	21%
Poor	7%
Blank	0%

Constituent: Department of Corrections Local 4 responses (0.8%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	25%	25%	25%	25%	25%	0%	0%
Excellent	0%	50%	50%	25%	50%	50%	75%
Fair	25%	25%	25%	25%	25%	0%	25%
Good	50%	0%	0%	0%	0%	50%	0%
Poor	0%	0%	0%	0%	0%	0%	0%

Blank	0%	0%	0%	25%	0%	0%	0%
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Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	0%
Better	25%
Don't Know/N/A	75%
Same	0%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following areas, Regional/Advanced Training, has:	
Declined	25%
Better	25%
Don't Know/N/A	50%
Same	0%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Instructor Development Training, has:	
Declined	25%
Better	25%
Don't Know/N/A	50%
Same	0%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	
Declined	0%
Better	25%
Don't Know/N/A	75%
Same	0%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	0%
Better	25%
Don't Know/N/A	50%
Same	25%
Blanks	0%
Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	25%
Excellent	50%
Fair	25%
Good	0%
Poor	0%
Blank	0%

How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	0%
Excellent	50%
Fair	25%
Good	0%
Poor	0%
Blank	25%

Constituent: Fire Service; 106 responses (20.3%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	2%	3%	2%	2%	3%	2%	2%
Excellent	35%	46%	56%	58%	40%	41%	62%
Fair	8%	5%	9%	6%	9%	5%	4%
Good	50%	41%	30%	31%	43%	48%	28%
Poor	3%	2%	2%	2%	4%	3%	2%
Blank	2%	3%	1%	1%	1%	1%	2%

Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	1%
Better	8%
Don't Know/N/A	65%
Same	25%
Blanks	1%
Over the past two years I would say the level of services from DPSST Training in the following area, Regional/Advanced Training, has:	
Declined	7%
Better	27%
Don't Know/N/A	19%
Same	44%
Blanks	3%
Over the past two years I would say the level of services from DPSST Training in the following area, Instructor Development Training, has:	
Declined	10%

Better	17%
Don't Know/N/A	26%
Same	45%
Blanks	2%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	
Declined	9%
Better	29%
Don't Know/N/A	26%
Same	35%
Blanks	1%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	9%
Better	33%
Don't Know/N/A	19%
Same	37%
Blanks	2%
Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	2%
Excellent	40%
Fair	8%
Good	48%
Poor	2%
Blank	0%
How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	1%
Excellent	39%
Fair	6%
Good	52%
Poor	2%
Blank	0%

Constituent: Oregon State Police; 6 responses (1.1%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	17%	0%	0%	0%	0%	0%	0%
Excellent	17%	34%	17%	33%	34%	33%	50%
Fair	33%	33%	50%	50%	33%	33%	17%

Good	33%	33%	33%	17%	33%	17%	33%
Poor	0%	0%	0%	0%	0%	17%	0%
Blank	0%	0%	0%	0%	0%	0%	0%

Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	0%
Better	33%
Don't Know/N/A	17%
Same	50%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Regional/Advanced Training, has:	
Declined	0%
Better	33%
Don't Know/N/A	17%
Same	50%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Instructor Development Training, has:	
Declined	17%
Better	17%
Don't Know/N/A	33%
Same	33%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	
Declined	0%
Better	17%
Don't Know/N/A	33%
Same	50%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	0%
Better	34%
Don't Know/N/A	33%
Same	33%
Blanks	0%
Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	0%
Excellent	50%

Fair	50%
Good	0%
Poor	0%
Blank	0%
How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	0%
Excellent	33%
Fair	50%
Good	17%
Poor	0%
Blank	0%

Constituent: Other; 20 responses (3.8%)

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

Police-corrections-communications; County Police, Corrections AND Telecomm; Corrections County Jail; Municipal Police (ret.); "Not going to say"; HazMat coordinator and Safety Program Manager; Police certified fire investigator; Tribal Police; Public Safety Labor in general; OLCC; OEM; Both Private Security and Private Investigator; DOJ; Fire Service, Private Security and soon Private Investigator; Local Corrections, Police and Private Security; Municipal Risk; Sheriff's Office; Judicial; Tribal Police.

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	15%	20%	15%	15%	10%	15%	15%
Excellent	20%	40%	55%	50%	40%	35%	50%
Fair	5%	0%	0%	5%	10%	5%	10%
Good	55%	40%	20%	30%	40%	40%	25%
Poor	5%	0%	0%	0%	0%	5%	0%
Blank	0%	0%	10%	0%	0%	0%	0%

Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	10%
Better	30%
Don't Know/N/A	40%
Same	20%

Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Regional/Advanced Training, has:	
Declined	0%
Better	20%
Don't Know/N/A	45%
Same	35%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Instructor Development Training, has:	
Declined	5%
Better	25%
Don't Know/N/A	45%
Same	25%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	
Declined	10%
Better	35%
Don't Know/N/A	30%
Same	25%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	0%
Better	25%
Don't Know/N/A	35%
Same	40%
Blanks	0%
Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	10%
Excellent	45%
Fair	10%
Good	35%
Poor	0%
Blank	0%
How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	0%
Excellent	55%
Fair	10%
Good	35%
Poor	0%
Blank	0%

Constituent: Parole and Probation; 16 responses (3.1%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	0%	6%	0%	0%	0%	6%	0%
Excellent	44%	37%	56%	37%	37%	38%	56%
Fair	12%	13%	6%	19%	13%	6%	13%
Good	44%	44%	38%	44%	50%	44%	31%
Poor	0%	0%	0%	0%	0%	6%	0%
Blank	0%	0%	0%	0%	0%	0%	0%

Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	7%
Better	31%
Don't Know/N/A	31%
Same	25%
Blanks	6%
Over the past two years I would say the level of services from DPSST Training in the following area, Regional/Advanced Training, has:	
Declined	13%
Better	31%
Don't Know/N/A	31%
Same	25%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Instructor Development Training, has:	
Declined	6%
Better	25%
Don't Know/N/A	50%
Same	13%
Blanks	6%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	
Declined	0%
Better	25%

Don't Know/N/A	56%
Same	13%
Blanks	6%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	0%
Better	12%
Don't Know/N/A	69%
Same	13%
Blanks	6%
Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	0%
Excellent	38%
Fair	6%
Good	56%
Poor	0%
Blank	0%
How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	0%
Excellent	31%
Fair	6%
Good	63%
Poor	0%
Blank	0%

Constituent: Police Municipal; 114 responses (21.8%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	1%	1%	1%	1%	2%	3%	1%
Excellent	39%	49%	61%	51%	44%	39%	58%
Fair	7%	3%	6%	4%	6%	8%	7%
Good	45%	41%	29%	38%	42%	44%	31%
Poor	5%	4%	2%	4%	4%	5%	2%
Blank	3%	2%	1%	2%	2%	1%	1%

Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	9%
Better	38%
Don't Know/N/A	14%
Same	38%
Blanks	1%
Over the past two years I would say the level of services from DPSST Training in the following area, Regional/Advanced Training, has:	
Declined	11%
Better	35%
Don't Know/N/A	8%
Same	45%
Blanks	1%
Over the past two years I would say the level of services from DPSST Training in the following area, Instructor Development Training, has:	
Declined	11%
Better	20%
Don't Know/N/A	19%
Same	49%
Blanks	1%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	
Declined	11%
Better	49%
Don't Know/N/A	14%
Same	25%
Blanks	1%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	7%
Better	19%
Don't Know/N/A	22%
Same	50%
Blanks	2%
Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	1%
Excellent	43%
Fair	4%
Good	47%
Poor	4%
Blank	1%
How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	1%
Excellent	43%

Fair	8%
Good	45%
Poor	3%
Blank	0%

Constituent: Private Investigators; 31 responses (5.9%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	39%	35%	39%	42%	39%	45%	42%
Excellent	13%	23%	23%	26%	19%	19%	23%
Fair	6%	10%	13%	6%	10%	13%	13%
Good	32%	26%	19%	13%	23%	16%	19%
Poor	10%	6%	6%	13%	6%	7%	3%
Blank	0%	0%	0%	0%	3%	0%	0%

Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	0%
Better	3%
Don't Know/N/A	87%
Same	7%
Blanks	3%
Over the past two years I would say the level of services from DPSST Training in the following area, Regional/Advanced Training, has:	
Declined	7%
Better	6%
Don't Know/N/A	74%
Same	10%
Blanks	3%
Over the past two years I would say the level of services from DPSST Training in the following area, Instructor Development Training, has:	
Declined	0%
Better	3%
Don't Know/N/A	84%
Same	10%

Blanks	3%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	
Declined	3%
Better	0%
Don't Know/N/A	84%
Same	10%
Blanks	3%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	10%
Better	0%
Don't Know/N/A	71%
Same	16%
Blanks	3%
Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	45%
Excellent	19%
Fair	7%
Good	19%
Poor	10%
Blank	0%
How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	7%
Excellent	32%
Fair	16%
Good	32%
Poor	13%
Blank	0%

Constituent: Private Security; 106 responses (20.3%):

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	15%	16%	15%	17%	13%	13%	13%
Excellent	26%	33%	44%	40%	33%	38%	53%
Fair	10%	9%	3%	6%	9%	7%	4%
Good	35%	30%	25%	25%	31%	29%	20%

Poor	9%	6%	7%	6%	7%	7%	5%
Blank	5%	6%	6%	6%	7%	6%	5%

Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	3%
Been Getting Better	14%
Don't Know/N/A	66%
Stayed About the Same	9%
Blanks	8%
Over the past two years I would say the level of services from DPSST Training in the following area, Regional/Advanced Training, has:	
Declined	6%
Better	11%
Don't Know/N/A	64%
Same	11%
Blanks	8%
Over the past two years I would say the level of services from DPSST Training in the following area, Instructor Development Training, has:	
Declined	8%
Better	24%
Don't Know/N/A	39%
Same	22%
Blanks	7%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	
Declined	8%
Better	25%
Don't Know/N/A	31%
Same	28%
Blanks	8%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	7%
Better	8%
Don't Know/N/A	58%
Same	20%
Blanks	7%
Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	14%
Excellent	33%
Fair	7%
Good	35%

Poor	7%
Blank	4%
How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	0%
Excellent	29%
Fair	11%
Good	51%
Poor	9%
Blank	0%

Constituent: Sheriff's; 30 responses (6%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	13%	10%	7%	10%	10%	7%	10%
Excellent	23%	30%	37%	33%	30%	33%	36%
Fair	17%	13%	7%	17%	17%	20%	7%
Good	47%	47%	43%	40%	36%	37%	47%
Poor	0%	0%	3%	0%	7%	0%	0%
Blank	0%	0%	3%	0%	0%	3%	0%

Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	13%
Better	30%
Don't Know/N/A	27%
Same	30%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the following area, Regional/Advanced Training, has:	
Declined	23%
Better	20%
Don't Know/N/A	10%
Same	47%
Blanks	0%
Over the past two years I would say the level of services from DPSST Training in the	

following area, Instructor Development Training, has:	
Declined	13%
Better	0%
Don't Know/N/A	37%
Same	47%
Blanks	3%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	
Declined	4%
Better	30%
Don't Know/N/A	23%
Same	40%
Blanks	3%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	7%
Better	7%
Don't Know/N/A	36%
Same	50%
Blanks	0%
Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	6%
Excellent	27%
Fair	17%
Good	50%
Poor	0%
Blank	0%
How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	0%
Excellent	34%
Fair	13%
Good	53%
Poor	0%
Blank	0%

Constituent: Telecommunications/EMD; 37 responses (7.1%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	3%	3%	0%	3%	8%	3%	0%
Excellent	40%	43%	65%	60%	43%	46%	67%

Fair	8%	3%	0%	5%	5%	5%	3%
Good	49%	51%	35%	32%	41%	43%	30%
Poor	0%	0%	0%	0%	0%	0%	0%
Blank	0%	0%	0%	0%	3%	3%	0%

Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	0%
Better	40%
Don't Know/N/A	19%
Same	38%
Blanks	3%
Over the past two years I would say the level of services from DPSST Training in the following area, Regional/Advanced Training, has:	
Declined	8%
Better	30%
Don't Know/N/A	16%
Same	43%
Blanks	3%
Over the past two years I would say the level of services from DPSST Training in the following area, Instructor Development Training, has:	
Declined	16%
Better	14%
Don't Know/N/A	51%
Same	16%
Blanks	3%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	
Declined	11%
Better	40%
Don't Know/N/A	22%
Same	24%
Blanks	3%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	8%
Better	19%
Don't Know/N/A	33%
Same	32%
Blanks	8%

Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	0%
Excellent	46%
Fair	5%
Good	49%
Poor	0%
Blank	0%
How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	0%
Excellent	54%
Fair	3%
Good	43%
Poor	0%
Blank	0%

Constituent: Anonymous; 38 responses (7.1%)

	Timeliness	Accuracy	Helpfulness	Expertise	Availability	Consistency	Professionalism
Don't Know or N/A	3%	3%	3%	0%	0%	3%	0%
Excellent	10%	8%	10%	13%	11%	5%	13%
Fair	0%	0%	3%	3%	0%	0%	3%
Good	3%	5%	0%	0%	5%	5%	0%
Poor	0%	0%	0%	0%	0%	3%	0%
Blank	84%	84%	84%	84%	84%	84%	84%

Over the past two years I would say the level of services from DPSST Training in the following area, Academy (Basic) Training, has:	
Declined	0%
Better	0%
Don't Know/N/A	11%
Same	5%
Blanks	84%
Over the past two years I would say the level of services from DPSST Training in the following area, Regional/Advanced Training, has:	

Declined	0%
Better	8%
Don't Know/N/A	5%
Same	3%
Blanks	84%
Over the past two years I would say the level of services from DPSST Training in the following area, Instructor Development Training, has:	
Declined	0%
Better	3%
Don't Know/N/A	8%
Same	5%
Blanks	84%
Over the past two years I would say the level of services from DPSST Training in the following area, Leadership (Supervision, Management, Executive) Training, has:	
Declined	0%
Better	3%
Don't Know/N/A	10%
Same	3%
Blanks	84%
Over the past two years I would say the level of services from DPSST Training in the following area, Specialized Training, has:	
Declined	0%
Better	5%
Don't Know/N/A	11%
Same	0%
Blanks	84%
Overall, how would you rate the services you receive from DPSST Training?	
Don't Know/N/A	0%
Excellent	13%
Fair	3%
Good	0%
Poor	0%
Blank	84%
How would you rate the overall quality of service you receive from DPSST (all programs)?	
Don't Know/N/A	0%
Excellent	3%
Fair	0%
Good	5%
Poor	0%
Blank	92%