

Public Safety Standards and Training, Department of

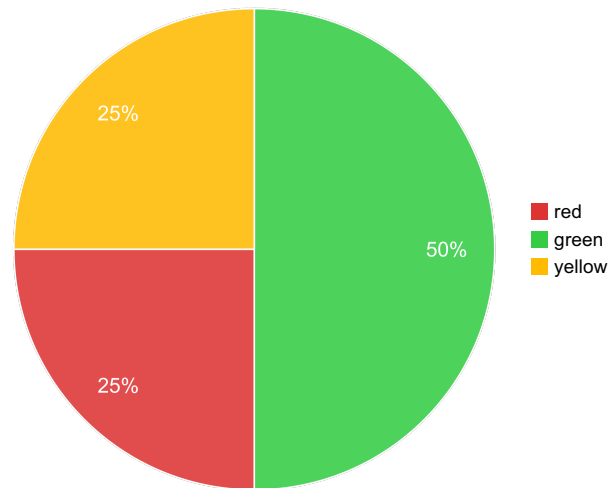
Annual Performance Progress Report

Reporting Year 2022

Published: 9/30/2022 1:57:42 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	Armed Private Security Providers - Percentage of armed private security providers and private security firearms instructors whose armed certifications are suspended due to a failure to successfully complete the required annual training
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 -

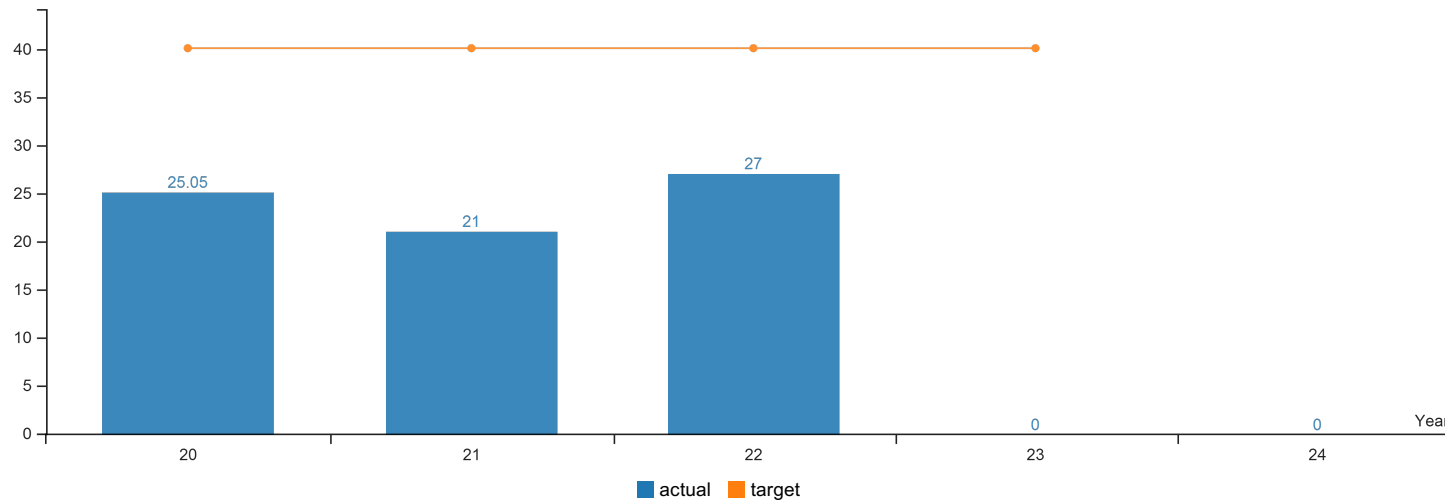
Proposal	Proposed Key Performance Measures (KPMs)
Delete	Average increase in Police Officer Trainee test scores based on assessments at entry and completion of Police Basic Training. -
New	Basic Police Academy - Increased performance on student assessments completed at the beginning and end of the Basic Police Academy.
Delete	Average increase in Corrections Officer Trainee test scores based on assessments at entry and completion of Corrections Basic Training. -
New	Basic Corrections - Local Academy - Increased performance on student assessments completed at the beginning and end of the Basic Corrections - Local Academy.
Delete	Armed Private Security Providers - Percentage of armed private security providers and private security firearms instructors whose armed certifications are suspended due to a failure to successfully complete the required annual training
New	Armed Private Security Providers - Of the armed private security professionals and private security firearms instructors who fail to successfully complete the required annual training, the percentage that have their armed certifications suspended.
New	Field Training Preparation - Percentage of students who agree or strongly agree with the phrase "I feel the academy prepared me to begin (or continue) field training with my agency."
Delete	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 -
New	Leadership Academies - Average increase in student self-assessment of confidence in knowledge, skills, and abilities pre and post leadership academies.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	25%	25%

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	2020	2021	2022	2023	2024
Average increase in Police Officer Trainee test scores based on assessments at entry and completion of Police Basic Training.					
Actual	25.05%	21%	27%		
Target	40%	40%	40%	40%	

How Are We Doing

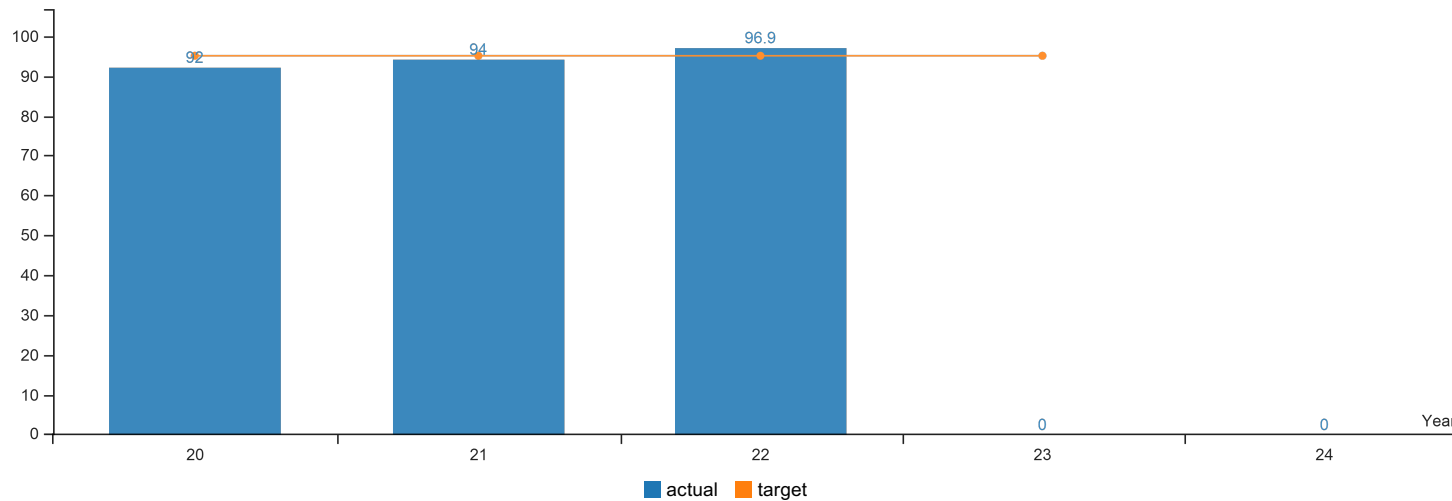
For each class represented in this reporting period, there was a noticeable increase in test scores from the beginning of academy training to the end. However, the average increase did not reach the target measure.

Factors Affecting Results

There are a number of factors that may have contributed to this outcome. The average pre-test scores rose consistently for each successive class who graduated during this reporting period (from about 68% to 78%) while the classes' average final test scores remained fairly constant (at around 91%). This affected the total average increase in test scores across classes for the reporting period. Additional factors may come from outside the academy. Changing recruitment standards at individual agencies and the level of prior knowledge of incoming students, are likely contributors to the differences in pre-test scores.

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	2020	2021	2022	2023	2024
Percentage of attendees who ranked the usefulness of DPSST criminal justice regional training course at or above					
Actual	92%	94%	96.90%		
Target	95%	95%	95%	95%	

How Are We Doing

The percentage of attendees ranking the usefulness of DPSST’s regional training courses above a “6” surpassed the established target of 95%. This year’s 96.9% reflects the continued increase since 2018.

Factors Affecting Results

The DPSST Criminal Justice Regional training program continues to maintain a consistent presence throughout the State working with our constituent partners delivering requested training.

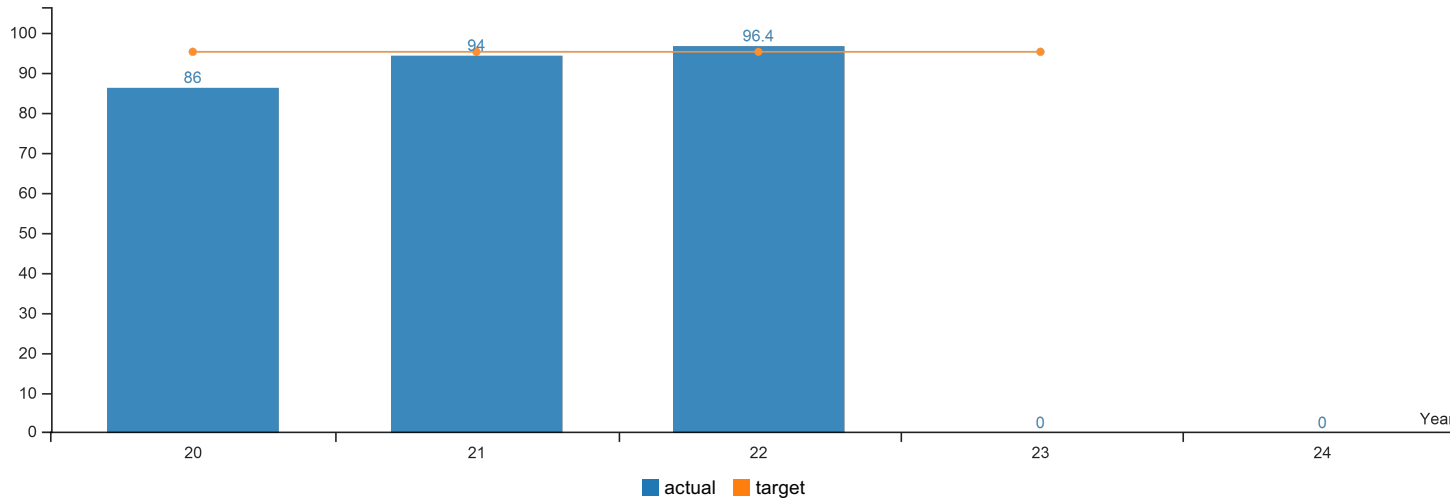
During this time, team staffing has remained the same as prior years, and once the state opened back up due to the pandemic, we have been busy meeting demands as well as customer expectations. In this year’s customer service satisfaction survey, the CJ Regional training program received many positive responses in the open-ended questions. Some examples include:

“Being in the NE corner I’d like to say the regional training coordinators have been more readily available the last couple years than I can remember in the past.”

“I regularly work with Regional to assist in training my officers. They are always knowledgeable and professional.”

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	2020	2021	2022	2023	2024
Percentage attendees who ranked the usefulness of DPSST fire service regional training course at or above					
Actual	86%	94%	96.40%		
Target	95%	95%	95%	95%	

How Are We Doing

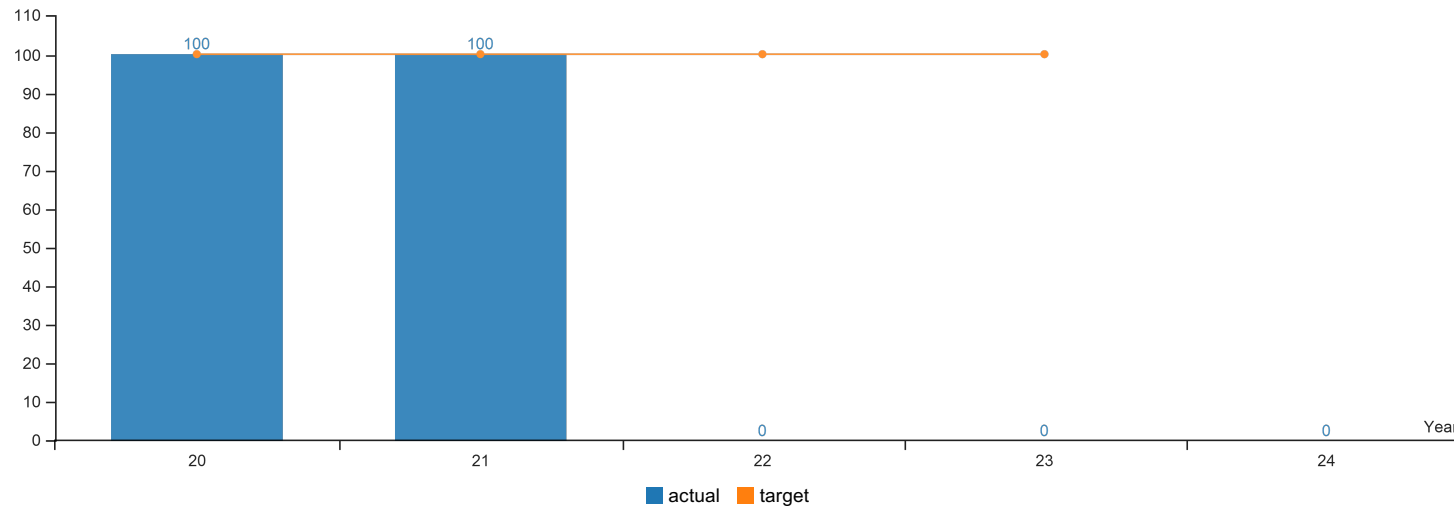
In 2022, the percentage of attendees ranking the usefulness of DPSST Fire Program courses at or about a 6 reached its highest level since 2017. This is an indication that the quality and catalogue of training offered is well received from the Oregon fire service.

Factors Affecting Results

Based on the customer service satisfaction survey, the best way to support this upward trend is to explore increasing regional training offerings statewide, maintain and further develop consistent communication with fire service constituents throughout the state. The first step to achieve these goals will be to address the high vacancy factor the program is currently experiencing to ensure we are properly staff while maintaining the integrity of quality training and standards.

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	2020	2021	2022	2023	2024
Percentage of certification revocations upheld at appellate level					
Actual	100%	100%			
Target	100%	100%	100%	100%	

How Are We Doing

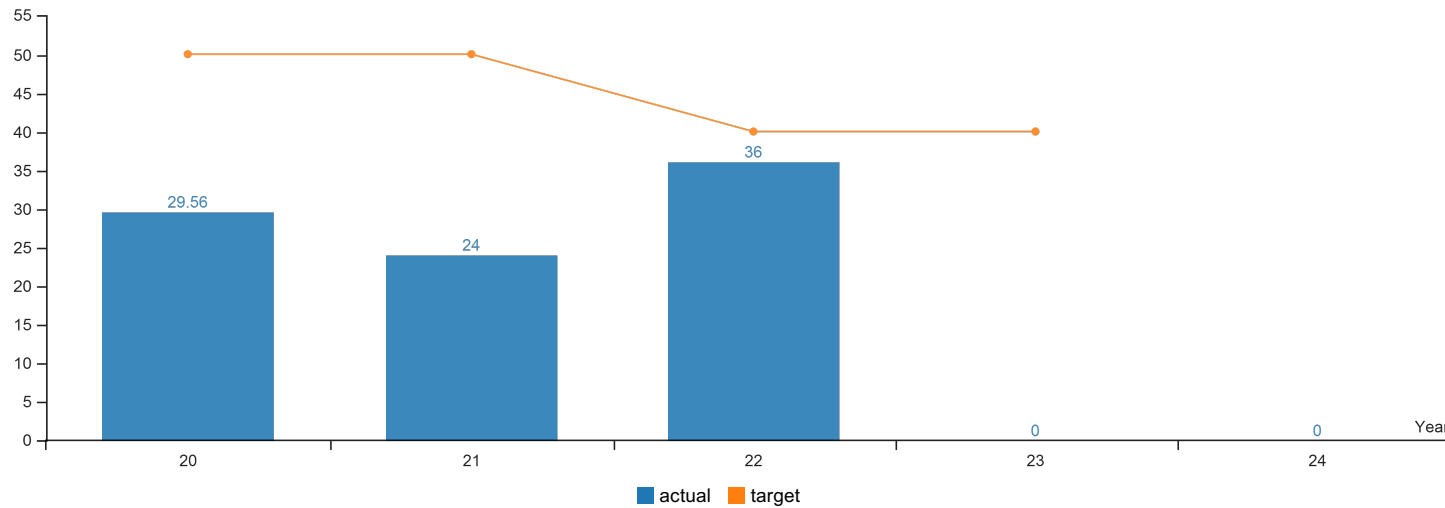
No data to report.

Factors Affecting Results

No cases completed the appellate process during the reporting period, so there is no data to report at this time. One case was submitted for appeal on May 5, 2021; however, the case was dismissed at the individual's request on June 12, 2022.

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	2020	2021	2022	2023	2024
Average increase in Corrections Officer Test Scores					
Actual	29.56%	24%	36%		
Target	50%	50%	40%	40%	

How Are We Doing

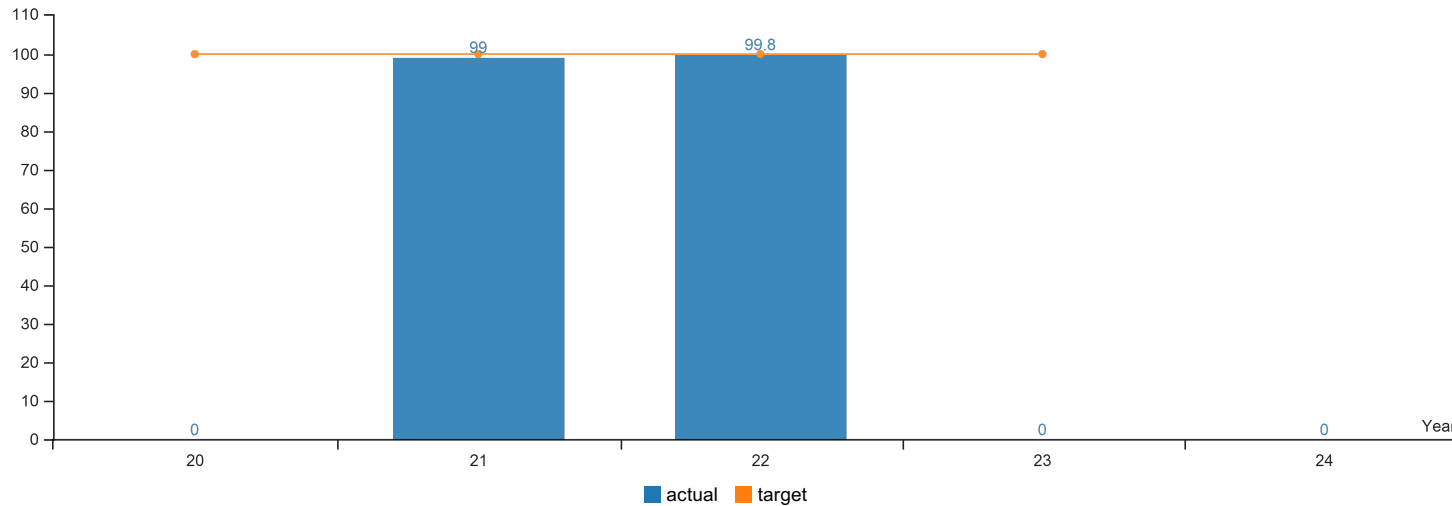
Basic Corrections-Local student test scores from entry (pre-test) to completion (final) during this reporting period indicate an increase in knowledge as a result of the training. The average improvement in test scores during the current reporting period was 36%, which is just short of the 40% target.

Factors Affecting Results

Factors affecting these results include students' various backgrounds and levels of prior knowledge gained from such sources as on-the-job training, the completion of portions of field training prior to Academy attendance, and years of related experience prior to participating in the Basic Corrections Local courses.

KPM #6	Armed Private Security Providers - Percentage of armed private security providers and private security firearms instructors whose armed certifications are suspended due to a failure to successfully complete the required annual training
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Percentage of armed private security providers and private security firearms instructors whose armed certifications are suspended due to a failure to successfully complete the required annual training					
Actual		99%	99.80%		
Target	100%	100%	100%	100%	

How Are We Doing

For the 2021 reporting period, 577 (29% of armed PS certifications) armed private security professionals/instructors failed to successfully complete the required annual training by the due date. Of those, 576 of the certifications were suspended in a timely manner, resulting in a rate of 99.8% timely suspensions. Of note, 136 of the 576 suspensions were reinstated after successful completion of firearms certification.

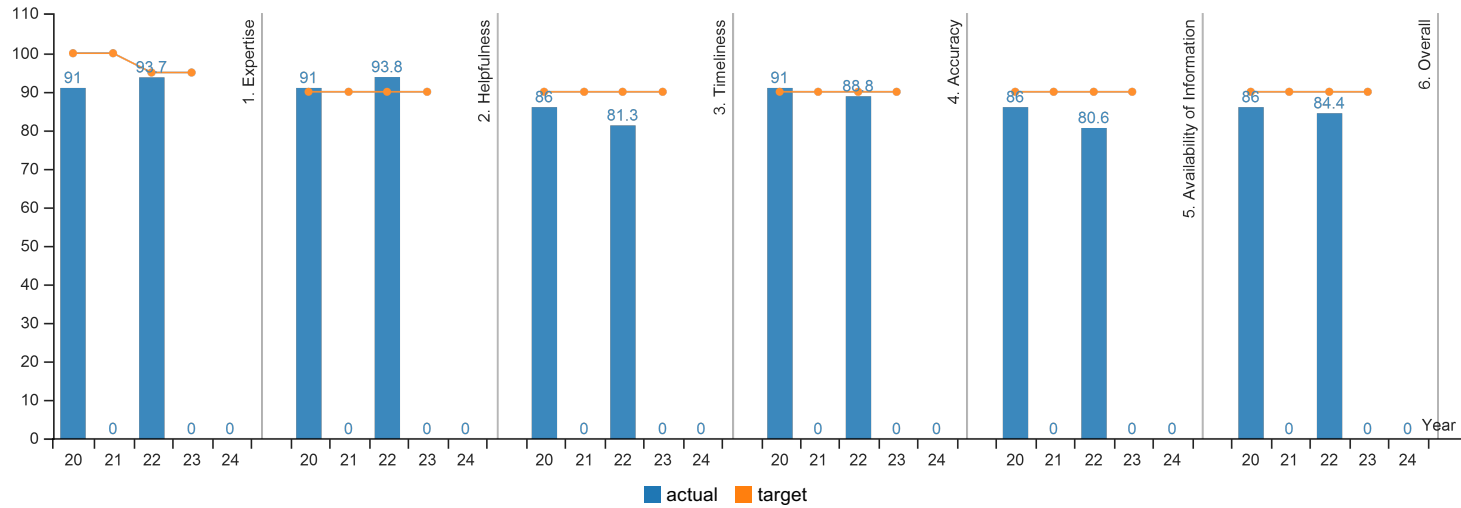
Factors Affecting Results

Current standards require armed providers to complete the firearms marksmanship qualification and armed refresher course annually to demonstrate proof of their current knowledge and skills with a firearm. The due date for qualification and training is determined by the last successfully completed course per OAR 259-060-0120 and 0135. This qualification and training requirement must be successfully completed, submitted to, and accepted by DPSST by the due date. Individuals who do not submit proof of successful completion of training are emergency suspended and may no longer provide armed private security services.

The high rate highlights the effectiveness of the Board’s established training standards for Oregon armed private security providers and the DPSST’s ability to enforce these established standards. Both of which contributes to the professionalism, public trust, public safety 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	2020	2021	2022	2023	2024
1. Expertise					
Actual	91%	0%	93.70%		
Target	100%	100%	95%	95%	
2. Helpfulness					
Actual	91%	0%	93.80%		
Target	90%	90%	90%	90%	
3. Timeliness					
Actual	86%	0%	81.30%		
Target	90%	90%	90%	90%	
4. Accuracy					
Actual	91%	0%	88.80%		
Target	90%	90%	90%	90%	
5. Availability of Information					
Actual	86%	0%	80.60%		
Target	90%	90%	90%	90%	
6. Overall					
Actual	86%	0%	84.40%		
Target	90%	90%	90%	90%	

How Are We Doing

Overall, DPSST received generally positive feedback on the required dimensions (Figure 2), however the target of 90% or 95% “excellent” or “good” responses was only met in one area - Helpfulness (93.8%).

The survey’s open-ended questions shed light on the off-target results. Constituents identified three primary areas where DPSST can focus efforts on improvement – desire for more training (specifically more basic academies), systems (records management, IRIS, virtual reality training) improvement, and better communication – both regarding internal processes and in terms of a more personal approach to outreach.

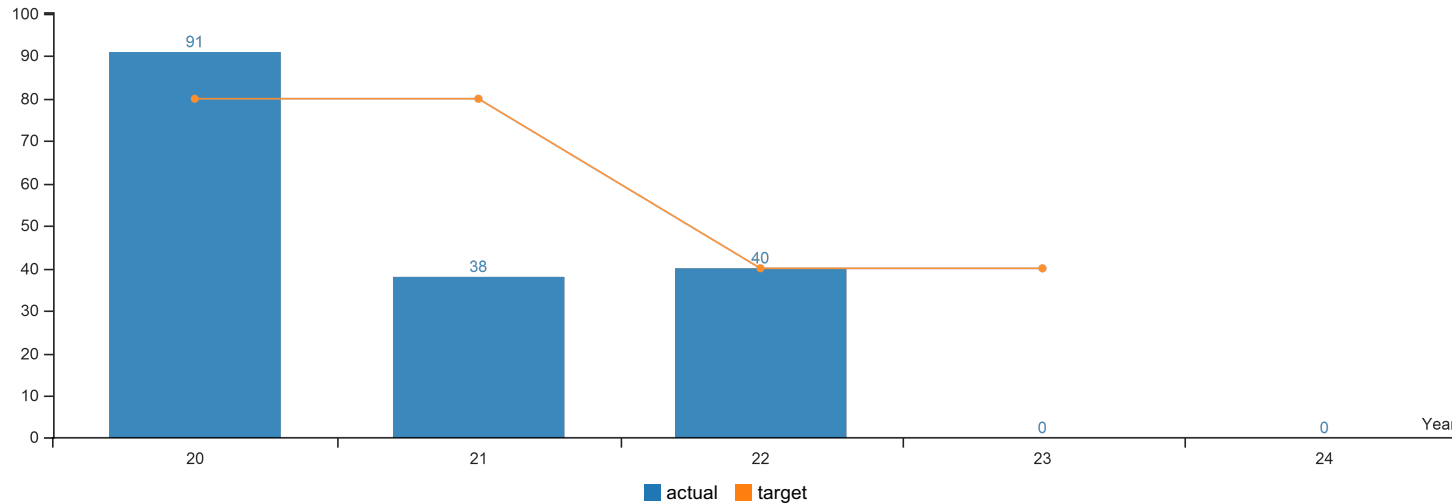
Factors Affecting Results

For 2022, the customer service survey was changed in few ways. First, the 2022 survey contained more questions than in previous years, allowing for a slightly more nuanced examination of the customer service dimensions listed above. Additionally, the question regarding Availability of Information was specifically tied to the website, as it was developed around the time of the 2020 survey. Finally, only one survey instrument was developed, versus the separate Public Safety and Private Security surveys in 2020.

Lastly, over the last two years, the COVID pandemic had and continues to have a significant impact on services provided by DPSST. Specifically, adapting courses traditionally taught in the classroom to a virtual environment.

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	2020	2021	2022	2023	2024
Center For Policing Excellence Pre and Post-Test Score					
Actual	91%	38%	40%		
Target	80%	80%	40%	40%	

How Are We Doing

The SLA and OLM courses continue to improve students' self-assessed confidence to apply learned knowledge and/or skills in identified areas. The 40% increase in assessment scores is down from 2021's 42% increase (avg. pre score of 2.6, avg. post score: 3.46) (see note below). However, just as in previous years, the increase in student confidence remains statistically significant.

The decreasing change over the years is not surprising, as students are entering Leadership classes with a higher average "pre" assessment of their confidence, reducing the amount of growth that can be measured by the current scoring system (ratings are between 1-4).

More specifically, student confidence increased in all critical areas connected with CPE's legislative expectations – problem solving, use of research, and addressing future challenges. The average percent increases were 33%, 58%, and 46% respectively.

On average, students arrive needing assistance or practice in identified areas, and complete training with an increased confidence that they can apply learned knowledge and/or skills on their own.

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 OLM courses. Additionally, during the reporting period, CPE continued adjusting to pandemic conditions and delivered both virtual and in-person classes depending on circumstances. Nevertheless, results indicate positive improvements in all students following training.

Note: In the next APPR, DPSST will be requesting a change to the language of this question to better reflect the data that we are and have been reporting.

To better reflect this change, the analysis of the 2022 data was done slightly differently than 2021. Equivalent results for 2020 and 2021 are listed below. 2020: 45% (avg. pre score: 2.43, avg. post score: 3.43); 2021: 42% (avg. pre score: 2.51, avg. post score: 3.42)