# Department of Public Safety Standards and Training

Annual Performance Progress Report

Reporting Year 2024

Published: 10/1/2024 8:55:56 AM
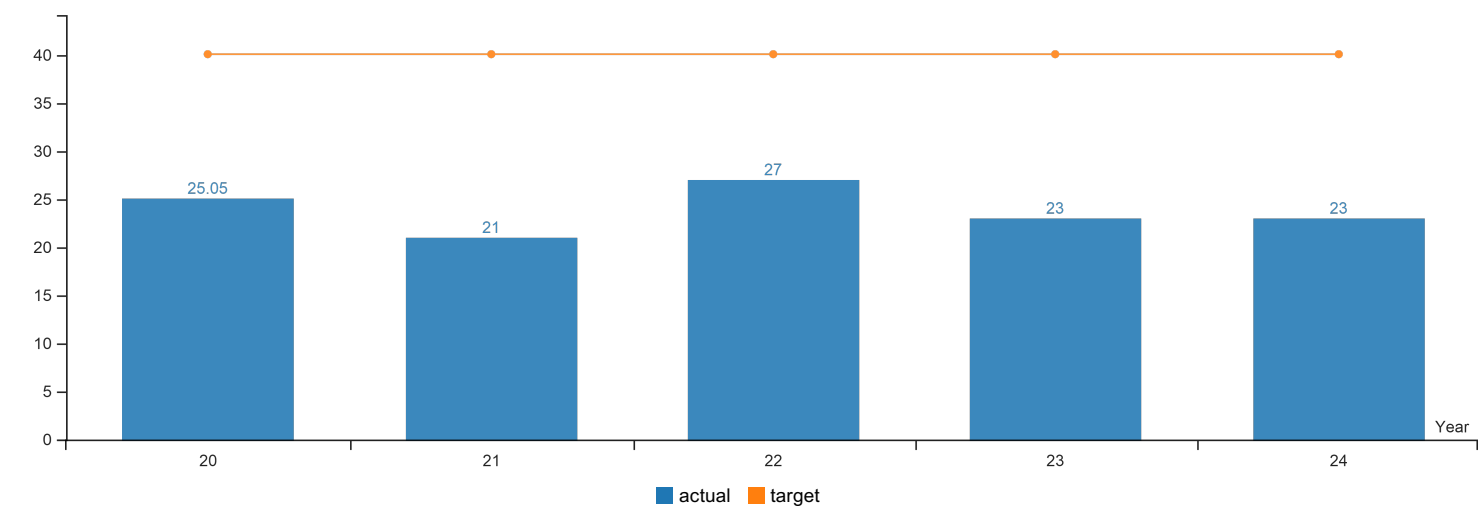
KPM #	Approved Key Performance Measures (KPMs)
1	Average increase in Police Officer Trainee test scores based on assessments at entry and completion of Police Basic Training. -
2	Percentage of attendees who ranked the usefulness of DPSST criminal justice regional training courses at or above "6" on a 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 -
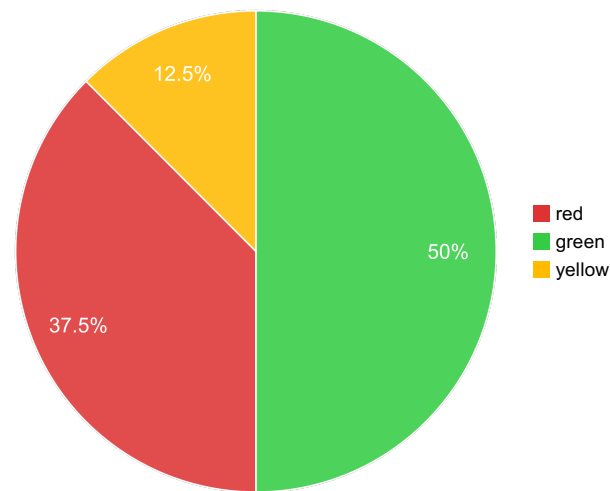
Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	12.50%	37.50%

| 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	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%	23%	23%
Target	40%	40%	40%	40%	40%

How Are We Doing

Classes in this reporting period performed similarly on the pre-test as those classes from the prior reporting period while their average performance on the final increased only slightly.
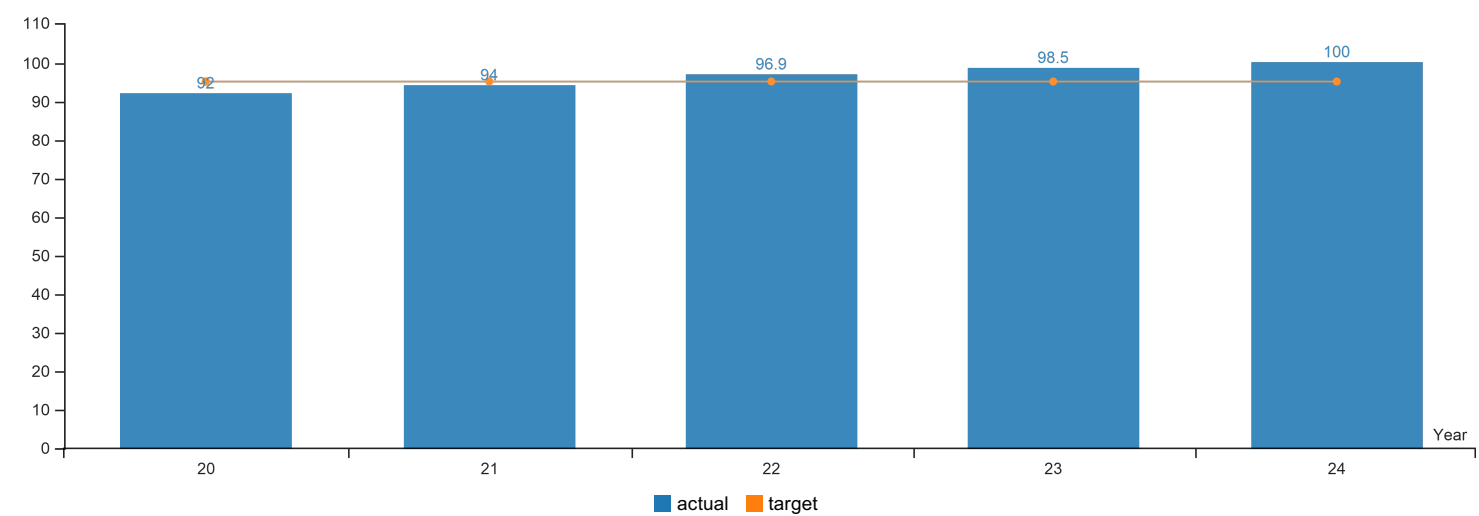
It is worth noting that there were no significant differences in the pre-test or final scores between the 40-person and 60-person classes during this reporting period.

Factors Affecting Results

A historical view of the test scores reveals that since the 2019 reporting period, the average pre-test score has increased from 67% to 76%, while the average final score has only increased from 89% to 91%, creating a steady reduction in the average increase (percent change) in scores. As with all KPM's regarding test scores, this target should be reassessed for reasonableness and alignment with best practices in program evaluation.

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

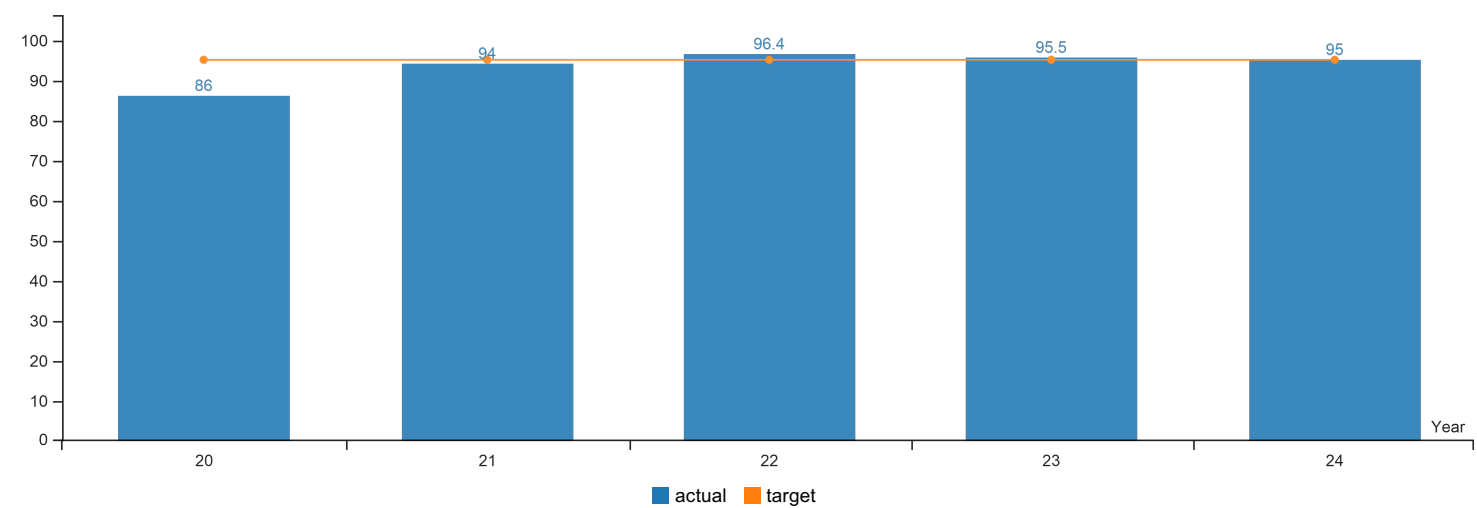| Report Year	2020	2021	2022	2023	2024
Percentage of attendees who ranked the usefulness of DPSST criminal justice regional training course at or above					
Actual	92%	94%	96.90%	98.50%	100%
Target	95%	95%	95%	95%	95%

How Are We Doing

The percentage of Criminal Justice regional classes with an average evaluation above 6 reached 100% during the 2024 reporting period. This reflects the continued increase since 2018. The DPSST Criminal Justice Regional training program continues to maintain a consistent presence throughout the State working with our constituent partners delivering requested training.

Factors Affecting Results

While the regional training program continues to provide highly regarded trainings - many of which address constituent requests - the current staff size limits the number of trainings conducted.

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

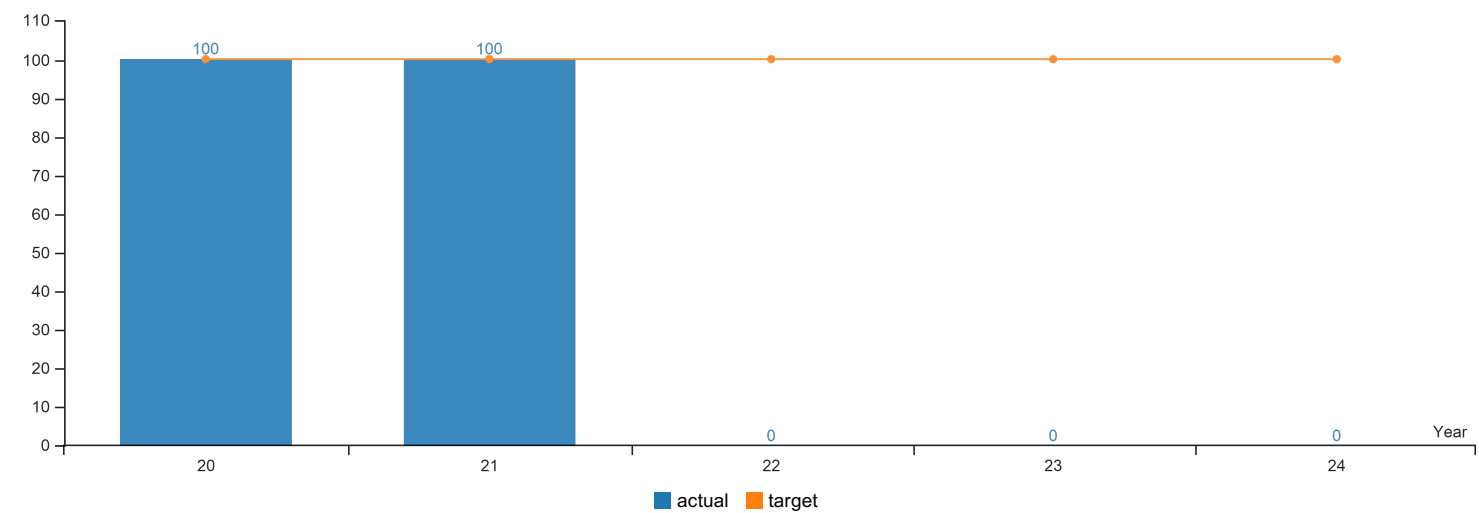| Report Year	2020	2021	2022	2023	2024
Percentage attendees who ranked the usefulness of DPSST fire service regional training course at or above					
Actual	86%	94%	96.40%	95.50%	95%
Target	95%	95%	95%	95%	95%

How Are We Doing

Percentage of attendees who ranked the usefulness of DPSST fire service district training courses above a 6 remains consistent and above the target percentage. We anticipate percentages will continue to be above target as we work to provide training opportunities statewide to fulfill fire service agency needs. The Fire Program continually evaluates the program's structure, training delivery, training topics, and communication with constituents to fulfill the Oregon fire service's training needs and remain relevant and contemporary.

Factors Affecting Results

The Fire Program continues to work on safe, quality training focused on knowledge, skills, and abilities. The Fire Program is able to provide training that fire departments are otherwise unable to conduct on their own by utilizing the Fire Program's fire training props, providing entry-level training from content experts, and offering leadership and developmental classes from qualified instructors. Our program staff provides a variety of perspectives, backgrounds, and skillsets that create a diverse training cadre which enhances our training abilities and footprint statewide.

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

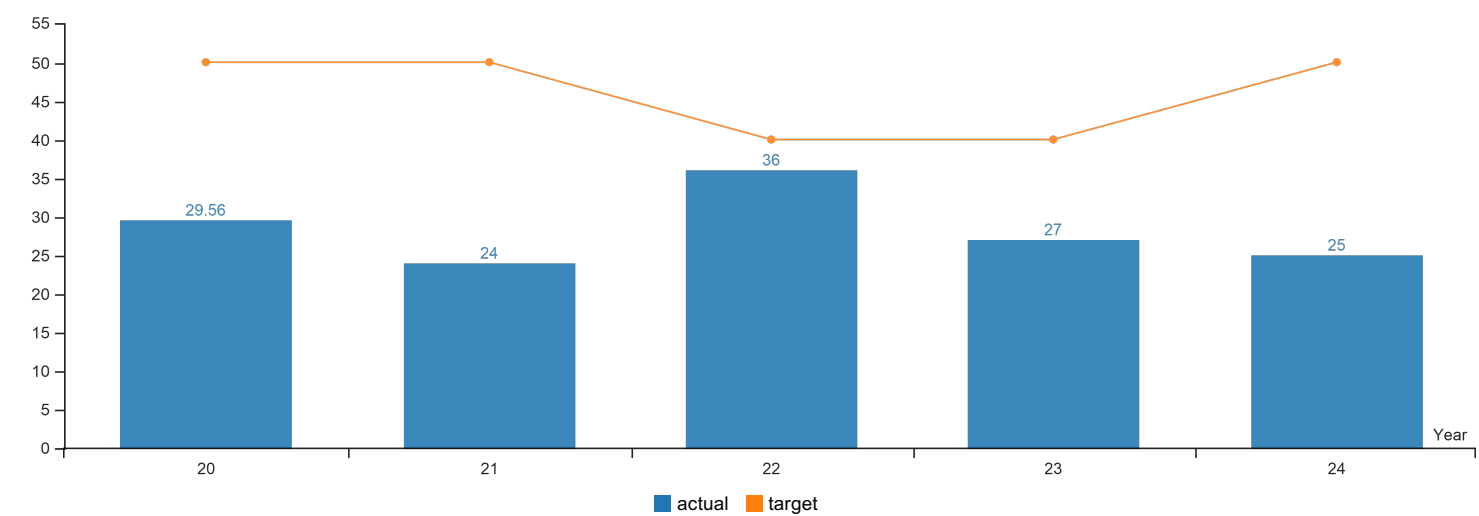| Report Year	2020	2021	2022	2023	2024
Percentage of certification revocations upheld at appellate level					
Actual	100%	100%			
Target	100%	100%	100%	100%	100%

How Are We Doing

No data to report.

Factors Affecting Results

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%	27%	25%
Target	50%	50%	40%	40%	50%

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 score. The average improvement in test scores during the current reporting period was 25%.
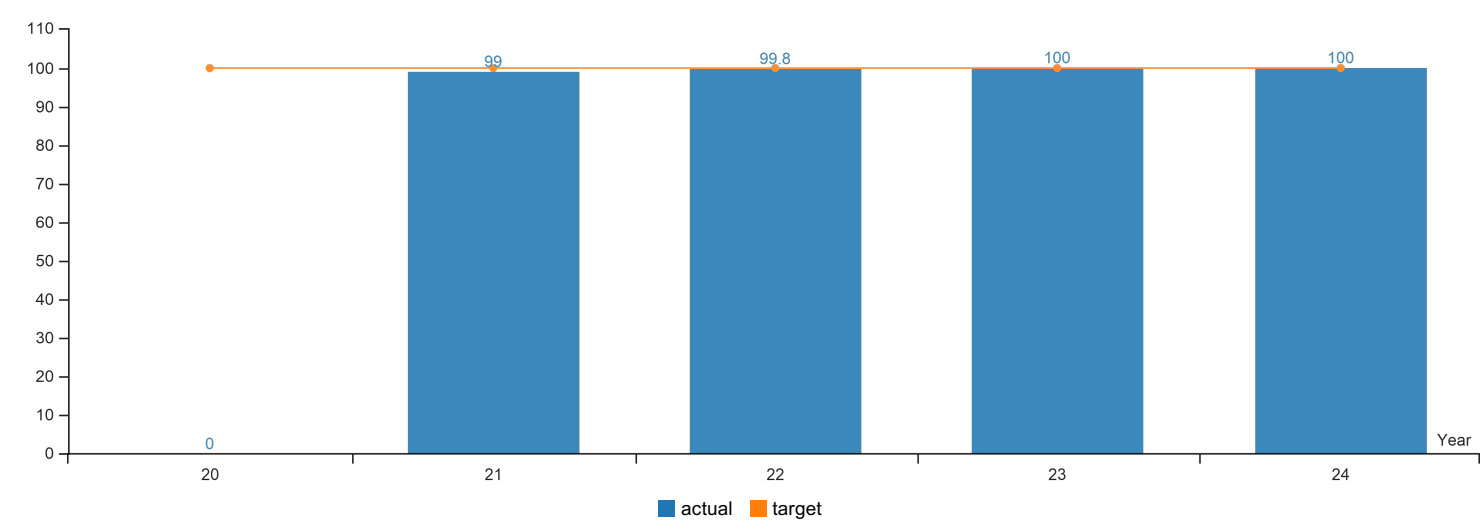
Overall, students in this reporting period performed lower on both the pre-test and final test. The exact factors that led to these changes in test scores in unknown.

Factors Affecting Results

A historical view of the test scores reveals that since the 2020 reporting period, the average pre-test score has increased from 66% to 73%, while the average final score has only increased from 90% to 91%, creating a steady reduction in the average increase (percent change) in scores. As with all KPM's regarding test scores, this target should be reassessed for reasonableness and alignment with best practices in program evaluation.

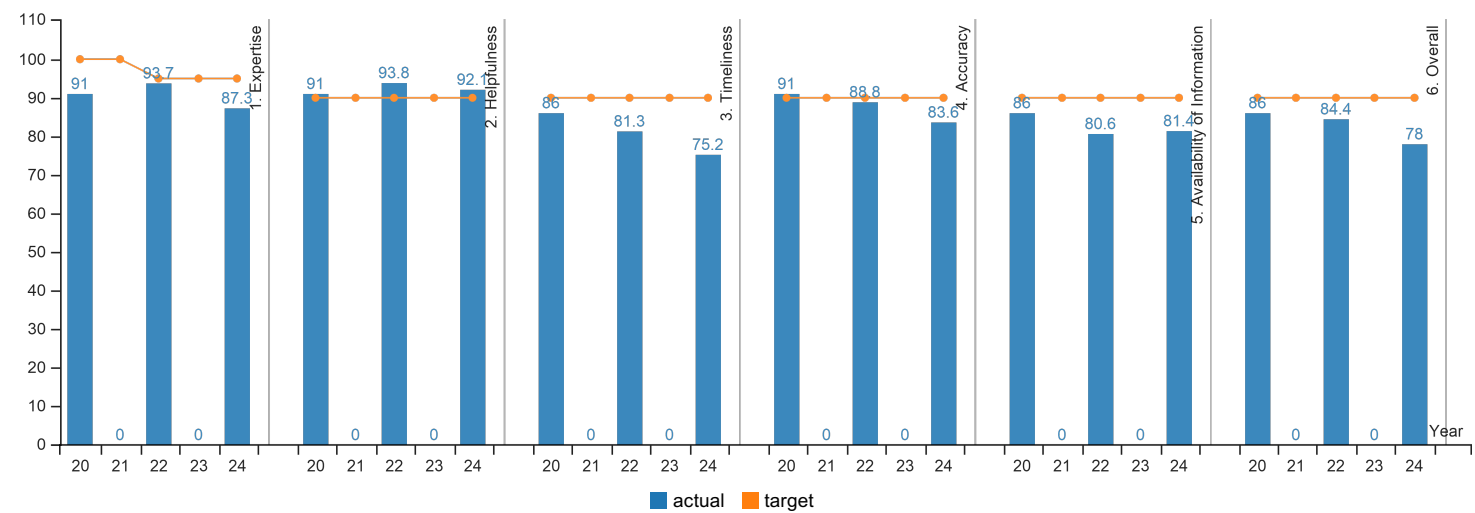| KPM #6	Armed Private Security Providers - Percentage of armed private security providers and private security firearms instructors whose armed certifications are suspended due to a failure to successfully complete the required annual training
	Data Collection Period: Jul 01 - Jun 30

* 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%	100%	100%
Target	100%	100%	100%	100%	100%

How Are We Doing

For the 2024 reporting period, 626 armed private security professionals and firearms instructors failed to successfully complete the required annual training by the due date. All of which were suspended, resulting in a 100% suspension rate. The 626 suspended certifications represent 26% of the average monthly certified 2,417 armed providers.

Of note, within the 90 days after the suspension, 134 of the 626 armed private security professionals and private security firearms instructors, were able to be reinstated after they successfully completed the required training.

Factors Affecting Results

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

actual ■ target ■

Report Year	2020	2021	2022	2023	2024
1. Expertise					
Actual	91%	0%	93.70%		87.30%
Target	100%	100%	95%	95%	95%
2. Helpfulness					
Actual	91%	0%	93.80%		92.10%
Target	90%	90%	90%	90%	90%
3. Timeliness					
Actual	86%	0%	81.30%		75.20%
Target	90%	90%	90%	90%	90%
4. Accuracy					
Actual	91%	0%	88.80%		83.60%
Target	90%	90%	90%	90%	90%
5. Availability of Information					
Actual	86%	0%	80.60%		81.40%
Target	90%	90%	90%	90%	90%
6. Overall					
Actual	86%	0%	84.40%		78%
Target	90%	90%	90%	90%	90%

How Are We Doing

Overall, DPSST received majority positive feedback on the required dimensions. However, the target of 90/95% "excellent" or "good" responses was not met and, with the exception of "availability of information," all measures decreased. On the other hand, when asked if they felt service at DPSST has increased, decreased, or stayed the same, 85% of respondents indicated that service has stayed the same or increased (an increase from 2022).

A sentiment analysis revealed that most open-ended feedback was positive or neutral, including numerous positive comments about promptness and professionalism. The limited constructive feedback received related to a desire for more training - especially within the PS/PI community - as well as a modernization of processes related to training and certification paperwork. Online options for registration, certification applications, and payment would streamline processes and potentially address some timeliness and accuracy issues.

While overall website feedback improved since 2022, open-ended feedback revealed that users still find it hard to navigate and containing conflicting information at times.

Factors Affecting Results

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
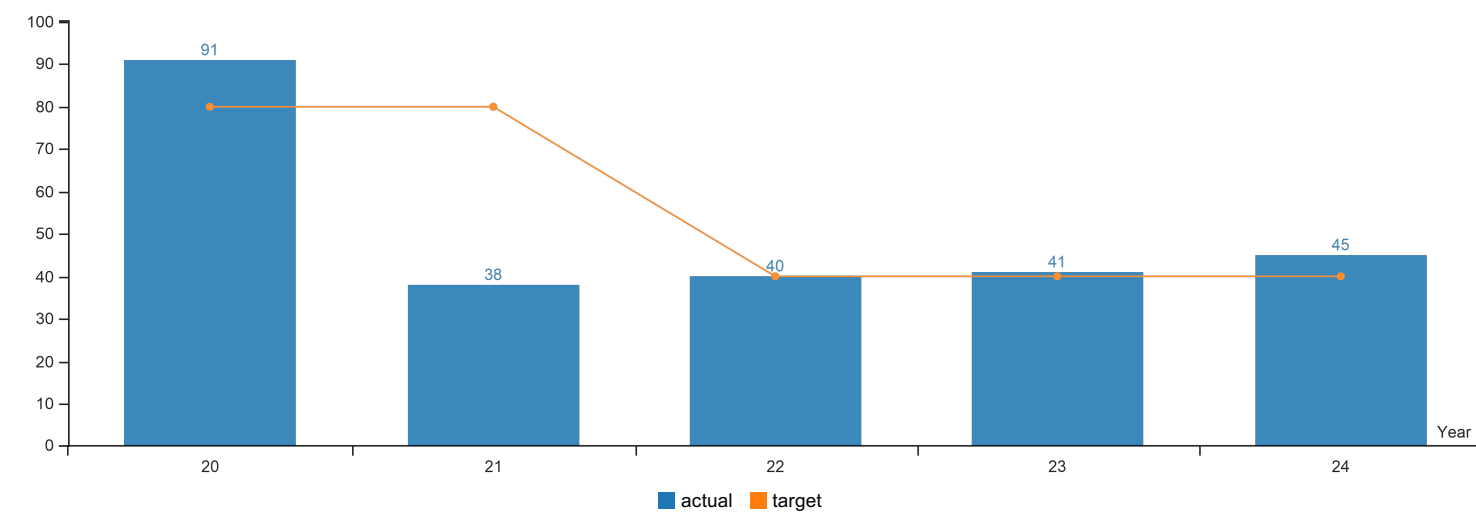
Report Year	2020	2021	2022	2023	2024
Center For Policing Excellence Pre and Post-Test Score					
Actual	91%	38%	40%	41%	45%
Target	80%	80%	40%	40%	40%

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 45% average (avg. pre score of 2.4, avg. post score: 3.49) increase in assessment scores is up from 2023's 40% average (see note below).

Students are continuing to enter Leadership classes with a higher average "pre" assessment of their confidence, limiting the amount of growth that can be measured by the current scoring system (ratings are between 1-4).

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 41%, 50%, and 50% 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

As with all KPM's regarding test scores, this target should be reassessed for reasonableness and alignment with best practices in program evaluation. Factors affecting these results include students' various backgrounds, educational levels, and years of related experience prior to participating in the SLA or OLM courses. Nevertheless, results indicate positive improvements in all students following training.

Note: As stated before, the analysis of the 2022 and 2023 data was done slightly differently than prior years. 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)