Department of Public Safety Standards & Training

2022 Customer Satisfaction Survey

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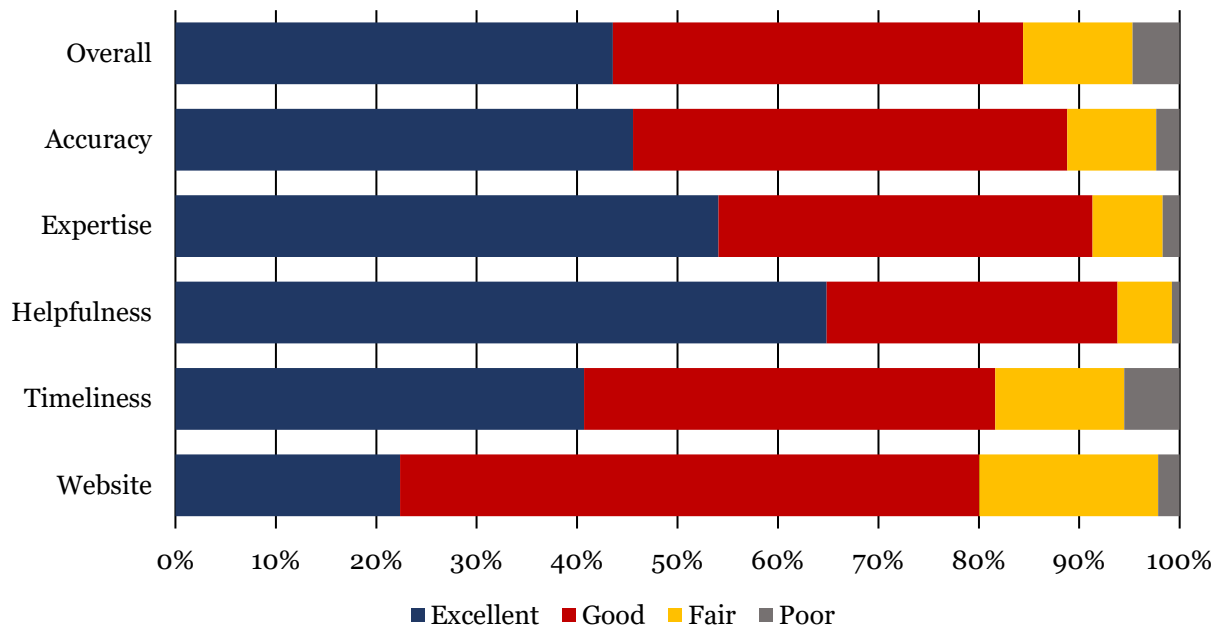
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Contents

Executive Summary

The results of the 2022 Customer Service Satisfaction Survey were overwhelmingly positive (see below). While only one (Helpfulness) of the six required dimensions met its target, all dimensions had majority "Excellent" or "Good" ratings. With the exception of "Overall," all dimensions continued to maintain any upward trend.

Open-ended follow-up questions helped to provide insight to these ratings and in those, three themes appeared repeatedly in one way or another – desire for more training, systems improvement, and better communication. Identification of these three overarching themes will allow DPSST to build a unified roadmap across divisions for continued improvement.

While this report focuses on areas of improvement, it should not be lost that more often than not, participants positively remarked on DPSST's work. This was reflected in the majority positive ratings provided across all categories. This survey is just one example of the many ways DPSST continues to maintain and even raise the standard of public safety for its constituents and the Oregon community at-large.

For reports highlighting responses for individual programs or to obtain a copy of the survey instrument, please contact the Research Unit at research@dpsst.oregon.gov.

Background & Objectives

Every even-numbered year the legislature requires state agencies complete a customer service satisfaction (CSS) survey and report the results in their Annual Performance Progress Report (APPR). The target for all required questions is for at least 90% or 95% (depending on the question) of participants to rate each dimension as "good" or "excellent." While every agency must ask the six required questions using a specified four-point Likert scale, each agency may also ask questions specific to their services and constituents. The aim of the survey is to assess how well an agency is serving its own constituents and the citizens of the State of Oregon.

For 2022, the DPSST survey instrument (available upon request) was changed from 2020 in two significant ways. First, the survey contained more questions than in previous years, allowing for a slightly more nuanced examination of the customer service dimensions (Tables 1 and 2). Second, DPSST returned to a single survey instrument instead of separate surveys for public safety and private security. Demographics questions were also adjusted to allow analysis – as needed - based the various agency divisions and constituents.

Dimension	Changes for 2022
Timeliness	**No change**
Accuracy	**2020:** How do you rate the ability of DPSST to provide services correctly the first time? **2022:** Split into two questions
Helpfulness	**2020:** How do you rate the helpfulness of DPSST employees? **2022:** Reworded
Expertise	**2020:** How do you rate the knowledge and expertise of DPSST employees? **2022:** Split into two sets of questions (training & non-training), with knowledge & expertise defined.
Availability of Information	**2020:** How to do you rate the availability of information at DPSST? **2022:** Reworded to ask specifically about the redesigned DPSST website and account for the increase of online interactions
Overall Service	**No Change**

Table 1 Changes to wording of required customer service questions

Survey Method

The 2022 CSS survey was conducted online between July 19, 2022 and August 7, 2022. Constituents were provided a link via four different mechanisms: DPSST employee email signatures (118 responses), a link and explanation sent out over various professional list-serves (301 responses), a link posted to DPSST social media (5 responses), and a poster with a QR code posted throughout campus (0 responses).

The survey consisted of Likert-type questions accompanied by open-ended follow-up questions. Per the state-provided guide, participants could choose one of the following answers: "Excellent," "Good," "Fair," "Poor," or "Don't know/Does not apply." The last option – "Don't know/Does not apply" was excluded from the answer analysis. The survey was broken up into an introduction, six sections representing each required customer service dimension (Table 2) and a demographics section. For the dimensions of "Accuracy" and "Expertise," multiple questions were combined to create a score for the related dimension. Accuracy was calculated using the mean of the two accuracy questions and Expertise (overall) was calculated using the mean of the four knowledge and expertise related questions (two each – training and non-training).

Lastly, the survey used the question logic function in SurveyMonkey to personalize each participant's experience based on their reported interactions with DPSST. For example, if someone indicated they had not attended a DPSST training in the last two years, the survey skipped training-related questions.

Survey Participants & Interactions

Participants in the 2022 survey indicated interacting with every division (Figure 1). Over 44% of participants indicated that they most often interact with Criminal Justice training (i.e. Basic, Leadership, and Regional academies, Skills Training, Center for Policing Excellence). The second most interacted with division was Fire Training and/or Fire Certification (27.0%), then Private Security/Private Investigators (12.4%), Professional Standards (8.5%), Director's Office or Operations (i.e. HR, Business Services, Facilities) (5.3%), and Not applicable or Multiple Divisions (2.5%).

| Section (Dimension)	Questions
Overall Satisfaction	• Please rate the overall quality of service you have received from DPSST. • Over the last 2 years, I would say the service from DPSST has improved/stayed the same/declined.
Serving Our Customers (Timeliness & Accuracy)	• Please rate the ability of DPSST to provide a response to your request in a timely manner. • Please rate the ability of DPSST to provide services correctly the first time. • Please rate the ability of DPSST to maintain error-free records.
Courtesy & Response (Helpfulness)	• Please rate DPSST staff's willingness to help customers. • Please rate the professionalism of DPSST staff.
Trust in Training (Expertise – Training)	• Please rate the instructor's understanding of the topic (knowledge). • Please rate the instructor's understanding of how the topic applies to day to day operations (expertise).
Trust in Interactions (Expertise – Non-training)	• For interactions not associated with a training, please rate the DPSST staff's understanding of the topics relevant to those interactions (knowledge). • Please rate the DPSST staff's understanding of how their work impacts day-to-day operations for customers (expertise).
Information availability & Website Use (Availability of Information)	• Please rate the availability of information on the DPSST website. • Please rate the ease of use of the DPSST website.

**Table 2** 2022 *Survey Sections & Questions*

Figure 1 *Division Interactions*

Just as with the variety of division interactions, participants came from throughout the public safety and private security communities (Figure 2). Eighty-two percent of participants were public safety professionals, 13.9% work in private security/private investigations/polygraph, and 4.2% were other constituents such as board members and private citizens.

Survey participants came from all over the state (Figure 3) and were divided into groups by the DPSST region. As expected, based on population centers, participants from the Northwest region provided over half the responses (56.8%). Twenty-two percent of participants represented Southwestern Oregon. The Central and Eastern regions are home to 13.5% and 6.9% of participants, respectively.
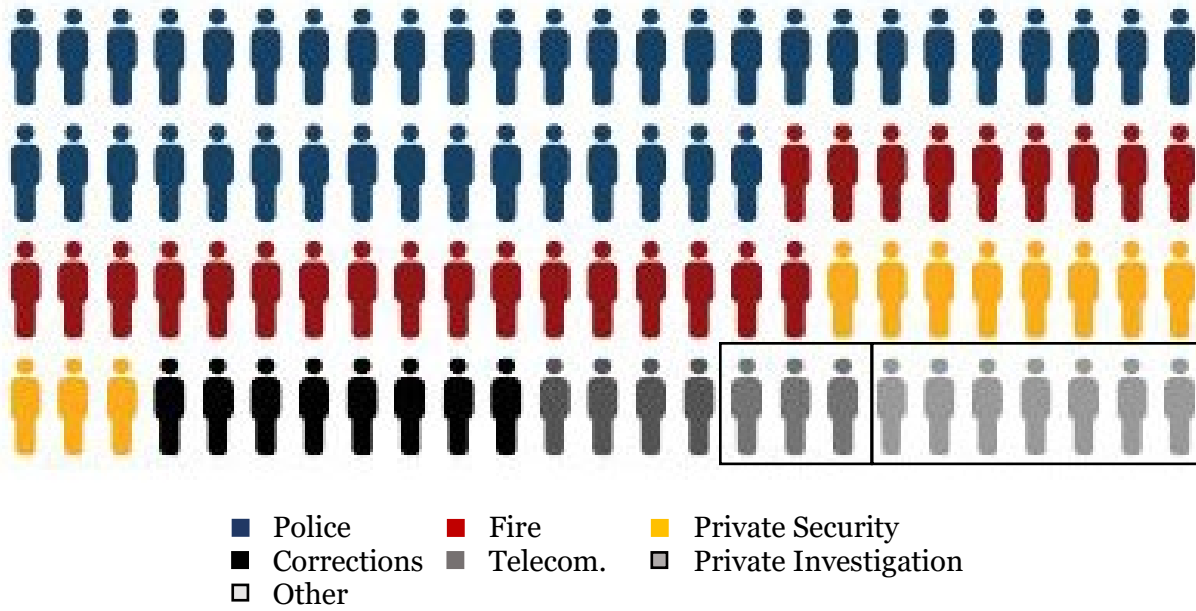
*Figure 2* *Participant Discipline*
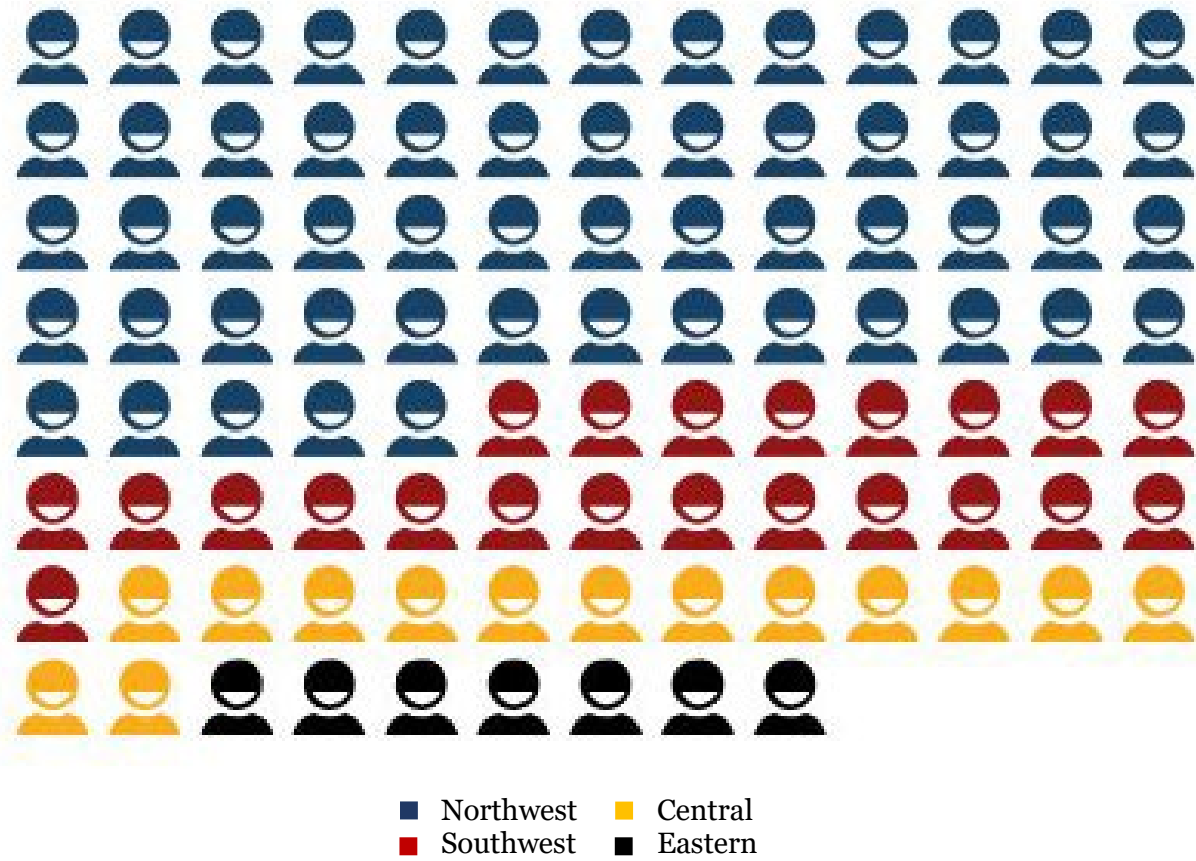
Figure 3 *Participant location*

Survey Results

Overall

Overall, DPSST received generally positive feedback on the required dimensions (Figure 4), however the target of 90% or 95% "excellent" or "good" ratings (dotted line) was not always met. Helpfulness (93.8%) was the only dimension that exceeded the target set in the APPR. Other dimensions did not reach targets, but all received a majority "good" or "excellent" ratings. Just over 84% of participants rated DPSST's overall quality of service "excellent" or "good." Expertise (93.7%) exceeded 90%; however, it is the one dimension with a 95% target. Eighty-nine percent of participants rated accuracy high. Timeliness (81.6%), and the availability of info on the website (80.1%) were the two lowest scoring dimensions. Individual responses to all questions are available upon request. Figure 5 breaks down the required dimensions even further by examining the various DPSST divisions.
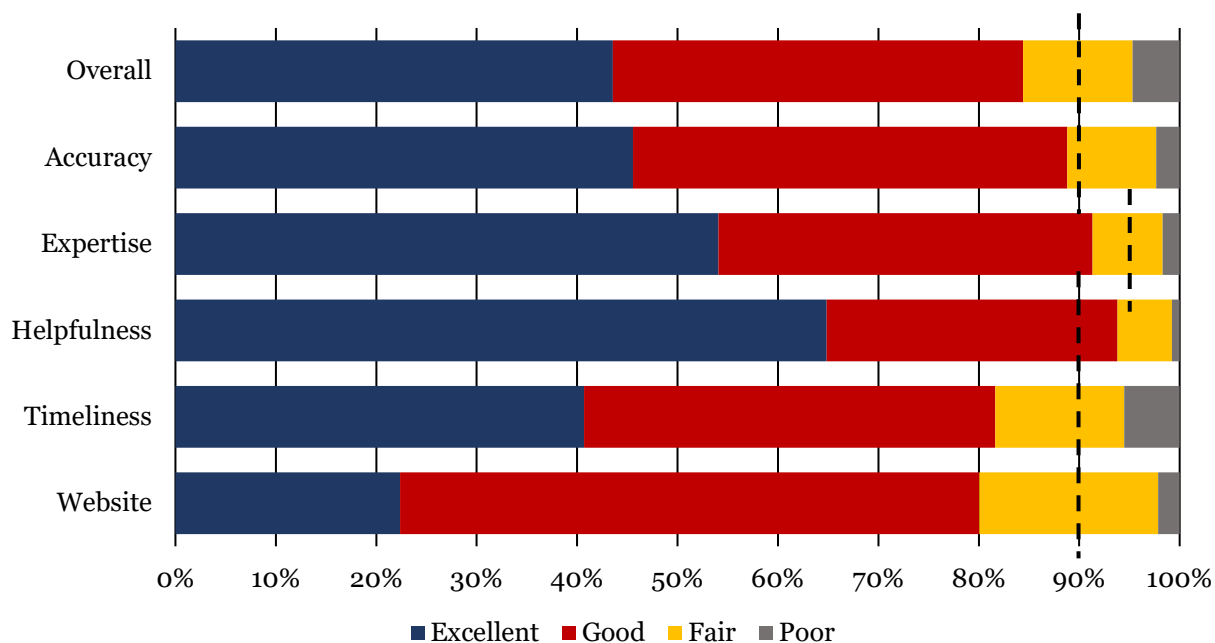
Figure 4 *Required customer service questions*
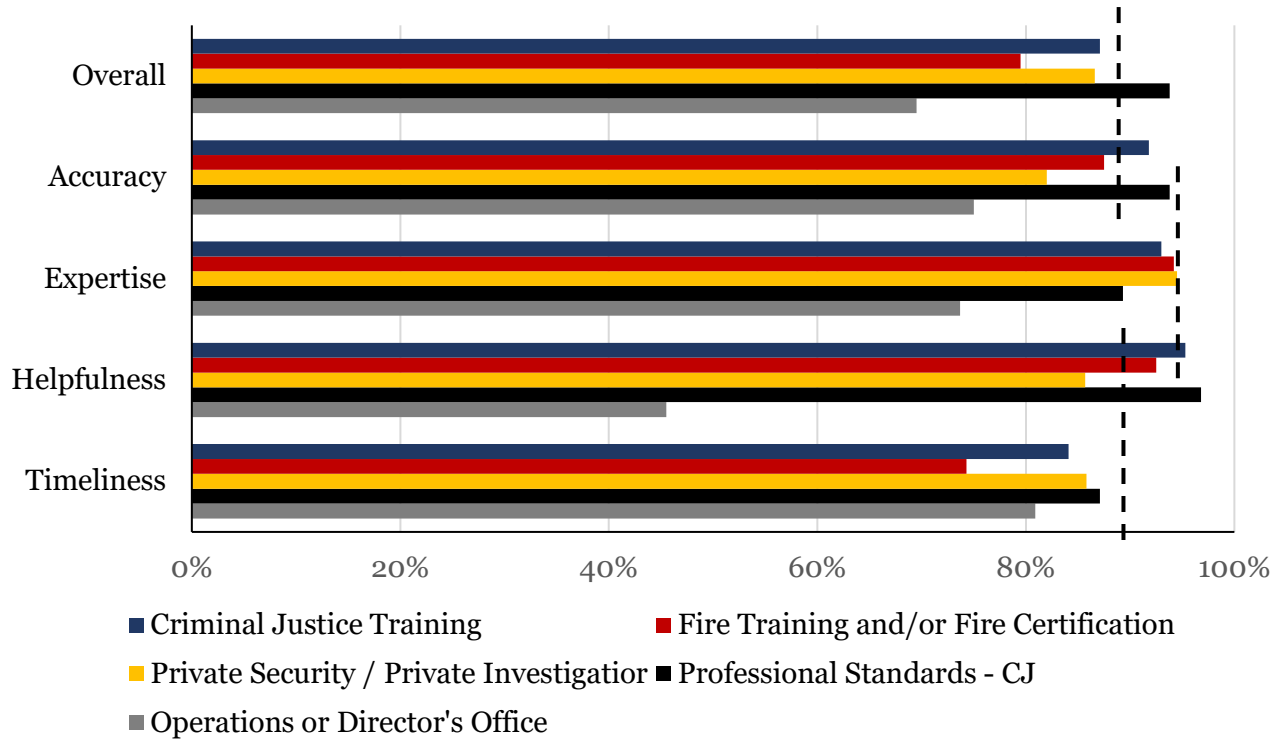
Figure 5 *Required dimensions by Division Interaction*

Overall over time

In addition to asking participants their overall impression of DPSST customer service, participants were asked how customer service has changed over the past two years. Eighty-two percent of participants feel that DPSST is maintaining or improving its service levels since 2020 (Figure 6).

49.5%   32.8%   17.7%

- Stayed the same   - Improved   - Declined
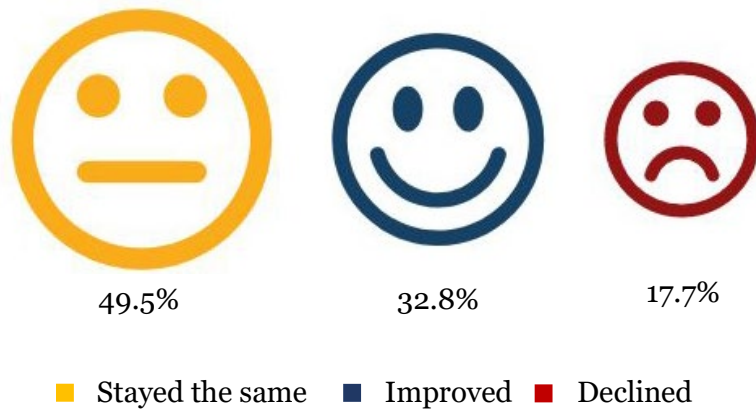
Figure 6 *Change in service over last two years*

Since the 2014 Customer Service Satisfaction Survey, the rating of DPSST's overall service has remained relatively stable (Figure 7). There is a slight downward trend, which might be explained by recent frustrations regarding basic academy wait times. Worth noting, is that all other dimensions show upward trends. Additionally, all dimensions showed a notable drop in ratings in 2016, but the reason for this is unknown.
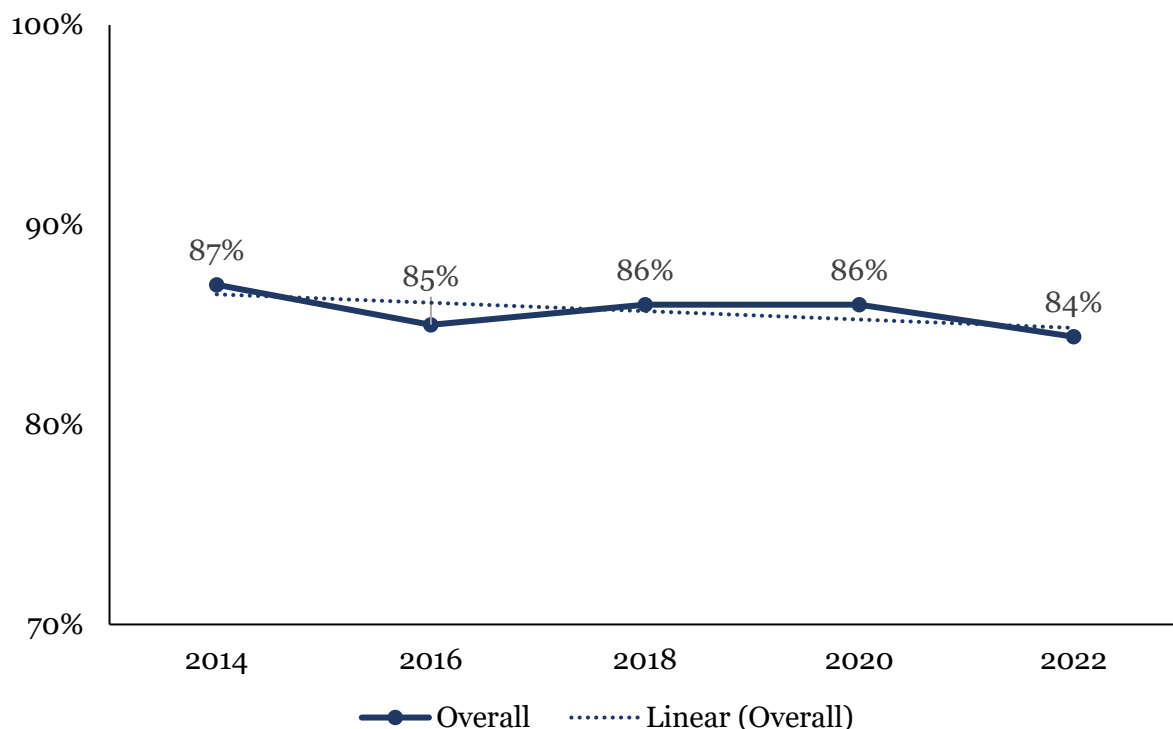
Figure 7 Changes in Overall ratings over time

Open-ended question: Please provide any feedback you have about DPSST's overall customer service.

One hundred sixty individuals elected to answer Question 7, or 36.2 % of the total survey participants.

Five themes were identified among the 160 open-ended responses to Question #7 (Table 3). The table below lists the themes with both the total number of responses matching the theme and the percent of responses by theme. The percent column shows the number of responses as a part of the 160 total open-ended responses.

Identified Theme	n	Percent of open-ended responses
Generally positive	73	45.6%
Customer service is poor and needs improvement	23	14.4%
Academy wait times too long; more trainings	19	11.9%
Leadership changes caused instability	10	6.3%
DPSST did not handle COVID-related challenges well, but service is improving	7	4.4%

Table 3 Themes for overall service

Among the survey participants that offered feedback for Question #7, a large group of participants offered generally positive views of the customer service provided by DPSST. Seventy-three or 45.6 % of individuals that answered Question #7, offered a positive assessment of DPSST's customer service. The one actionable area of improvement identified for overall customer service will be addressed below.

Open-ended question: What can DPSST do to improve?

One hundred sixty-six participants provided feedback to this question, and 168 different statements were coded (participants may have discussed several topics). Seven themes were identified and are listed below (Table 4). Only three (training, systems, and curriculum) will be discussed here, as they are continuations of themes from other survey questions.

| Identified Theme	n	Percent of open-ended responses
DPSST needs to increase the amount of training offered (i.e. Basic academies, Regional to rural agencies, PS/PI, etc.)	53	31.5%
Concerns about systems or policy/procedures (i.e. MILO, IRIS, BOSS, scheduling, dorms, regional fire communication)	29	17.3%
Issues with interactions	22	13.1%
Concerns about relevancy of curriculum and how it is developed	13	7.7%
Concerns about the DPSST Director Recruitment	11	6.5%

Table 4 Themes for improvement

Overwhelmingly, participants indicated that DPSST needs to offer more training – this was identified in both the open-ended questions about overall service and general improvement. Of the 53 participants that indicated more training was the point of improvement, 45.2% were Criminal Justice Professionals, providing strong evidence that the increase needs to be in the number of basic academy classes. This is consistent with the Secretary of State audit findings, as well as the known consequences of the ongoing hiring crisis in public safety. Increased resignations and retirements across Oregon public safety agencies have resulted in increases in both the frequency and numbers of new hires, who – unless hired laterally – are required to attend a basic academy.

The themes regarding concerns about curriculum, information systems, and agency policies, practices, and procedures point to an additional opportunity for improvement in external communication. This was also supported by one of the identified themes for accuracy – "DPSST should develop new tools to better share information with LEAs." Based on the open-ended comments, many concerns may be alleviated through more proactive communication about what DPSST does and does not do and what internal processes look like.

Timeliness & Accuracy

Timeliness & Accuracy Over Time

Timeliness and accuracy show an upward trend since the 2014 survey, with accuracy consistently getting higher ratings than timeliness (Figure 8).
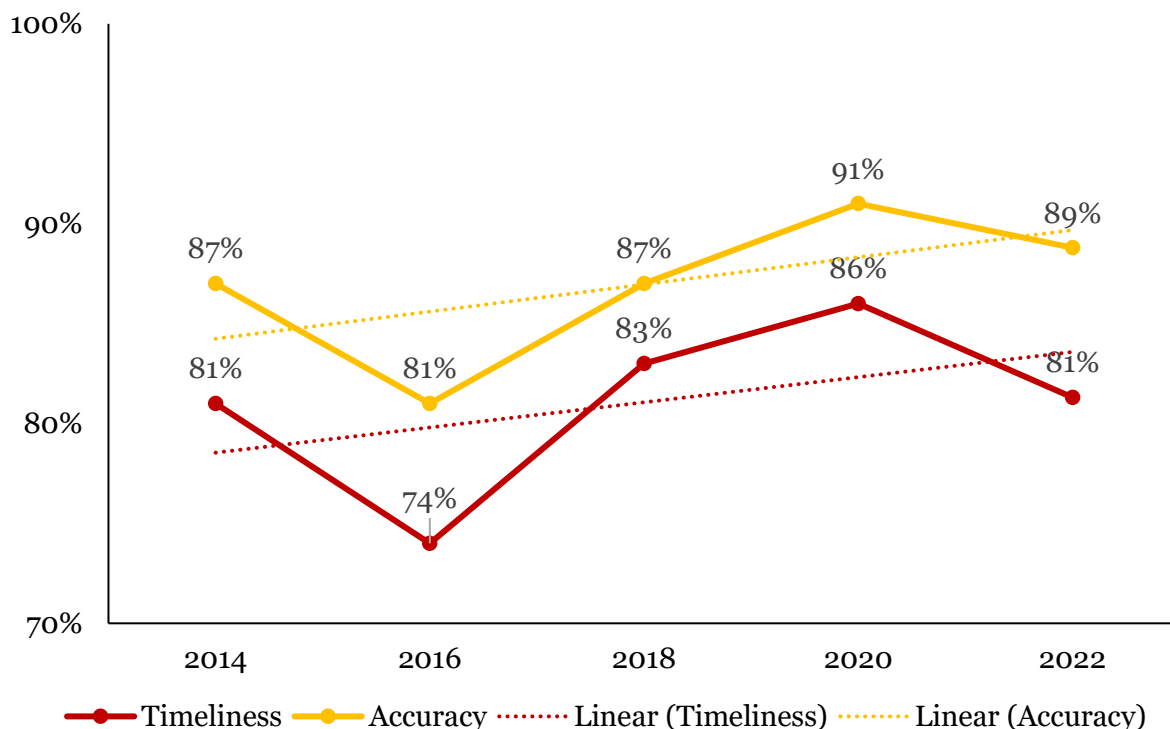
Figure 8 Timeliness & Accuracy over time (2014 – 2022)

Likert scale questions

The composite accuracy score was composed of two measures – ratings of staff's ability to get request correct the first time and their ability to maintain error-free records. This dimension was broken down in hopes of shedding light on what about accuracy can be improved (Figure 9).

Eighty-two percent of participants rated staff's timeliness and ability to maintain error-free records as "good" or "excellent." Almost 87% gave the same ratings to staff's ability to get something correct the first time.
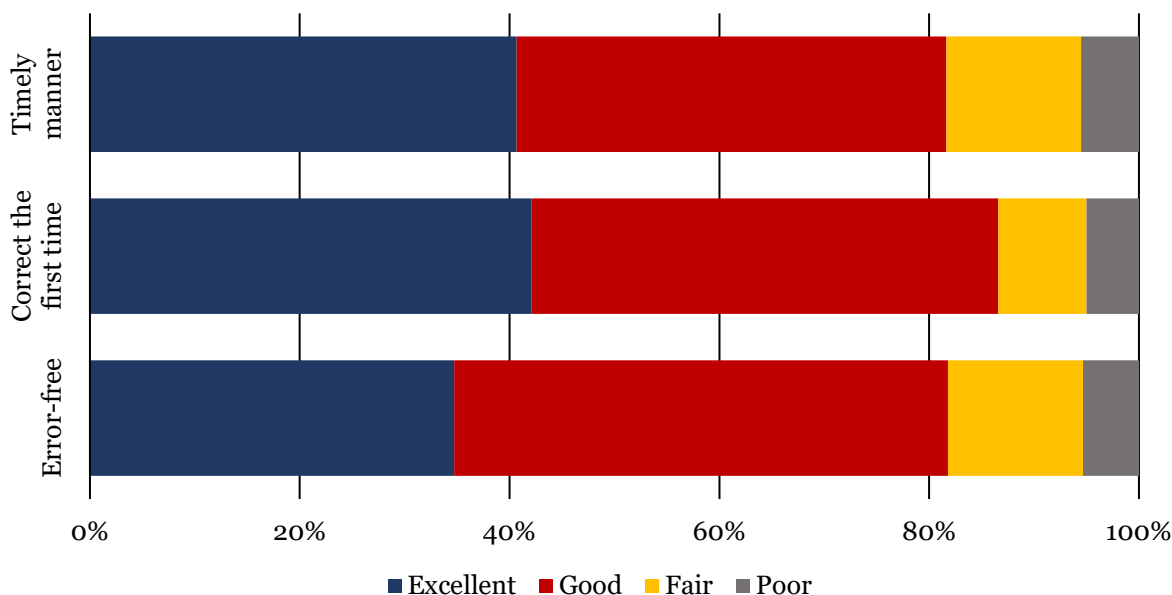
Figure 9 *Ratings of Timeliness & Accuracy*

Open-ended question: Please provide any feedback you have about DPSST's ability to provide timely and accurate service.

Seventy-six participants or 17.2 % elected to answer open-ended Question #11. Four themes were identified among the 76 opened-ended responses (Table 5). The percent column shows the part of responses by theme as a percent of the 76 total open-ended responses.

Identified Theme	n	Percent of open-ended responses
Good- participants noted that services and/or correspondence from DPSST was accurate and timely	27	34.6%
Lack of timely response from DPSST	17	21.8%
Participants experienced clerical errors	11	14.1%
DPSST should develop new tools to better share information with LEAs	2	2.6%

Table 5 *Themes for accuracy*

The largest group of responses, 34.6 %, indicated they had a positive experience with DPSST. Participants noted that they typically experience quick and accurate responses from DPSST.

About 1 in 5 (21.8 %) or 17 participants indicated that they experienced a lack of timely response from DPSST. Many participants noted that they either had difficulty obtaining a

clarification from DPSST regarding a rule or process or noted that it takes far too long to see records updated in systems.

Eleven or 14 % of those that elected to answer open-ended Question #11, noted that they experienced a clerical error when interacting with DPSST. Two individuals noted that new systems would be beneficial for improving record sharing and would help agencies gain a better understanding of pending certifications.

Expertise: Training & Non-Training

Expertise Over Time

The dimension of overall expertise shows an upward trend since 2014 (Figure 10). The 2022 survey marks the first year that "expertise" was defined for the participants and separated from ratings of "knowledge." The reasoning behind this distinction is the relationship between an instructor's experience in the field and their *perceived* credibility. This was also the first year that expertise was divided between training and non-training. Expertise-Training was what was ultimately reported in the Annual Performance Progress Report.
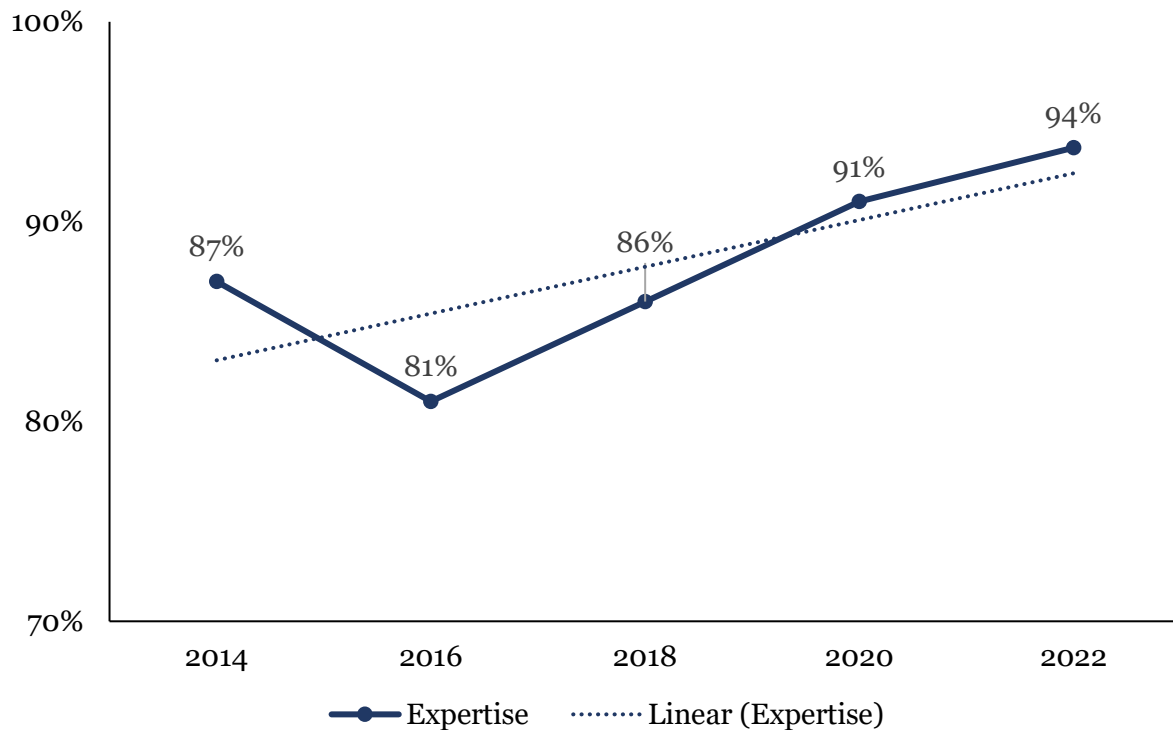
Figure 10 *Expertise (overall) over time*

Likert scale questions

The dimension of expertise is one of the dimensions that was divided into two areas, as expertise in instruction and expertise in customer service could be thought of differently. Additionally, separate questions about knowledge were added to differentiate between a staff member's ability to understand material or processes and their ability to apply it and understand how it fits into the larger system.

In training situations (Figure 11), 95% of survey participants rating the instructor's knowledge of a topic as "good or "excellent." Ninety-four percent rated the instructor's understanding of the application of that topic as "good" or "excellent." Considering the relationship between perception of expertise and an instructor's perceived credibility, this high rating is an indication that DPSST instructors are seen as credible sources of information.
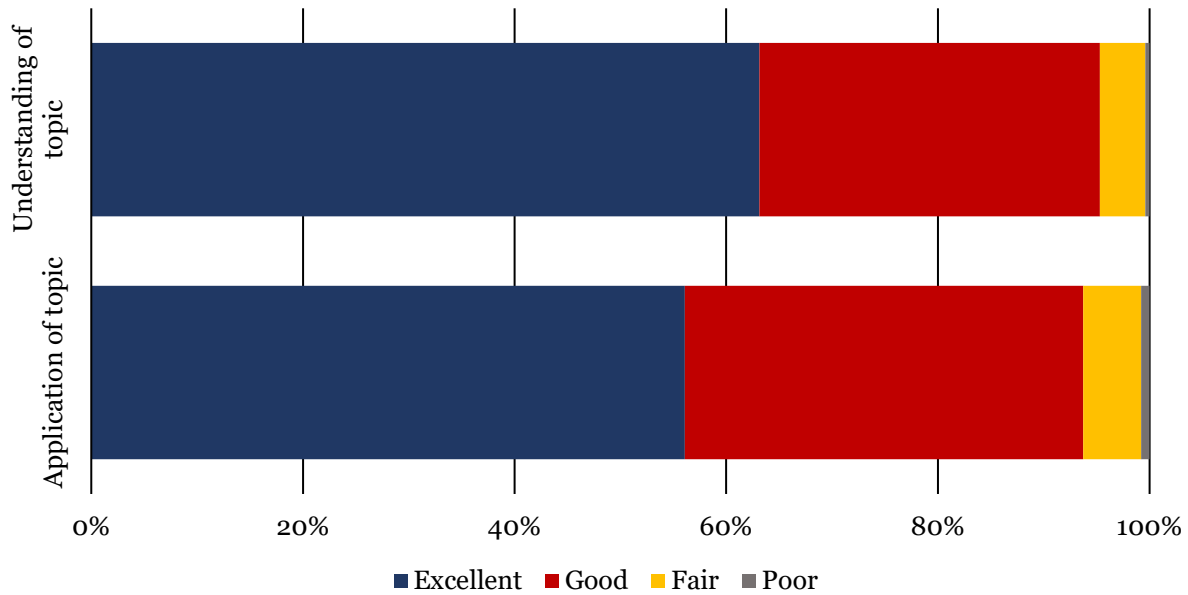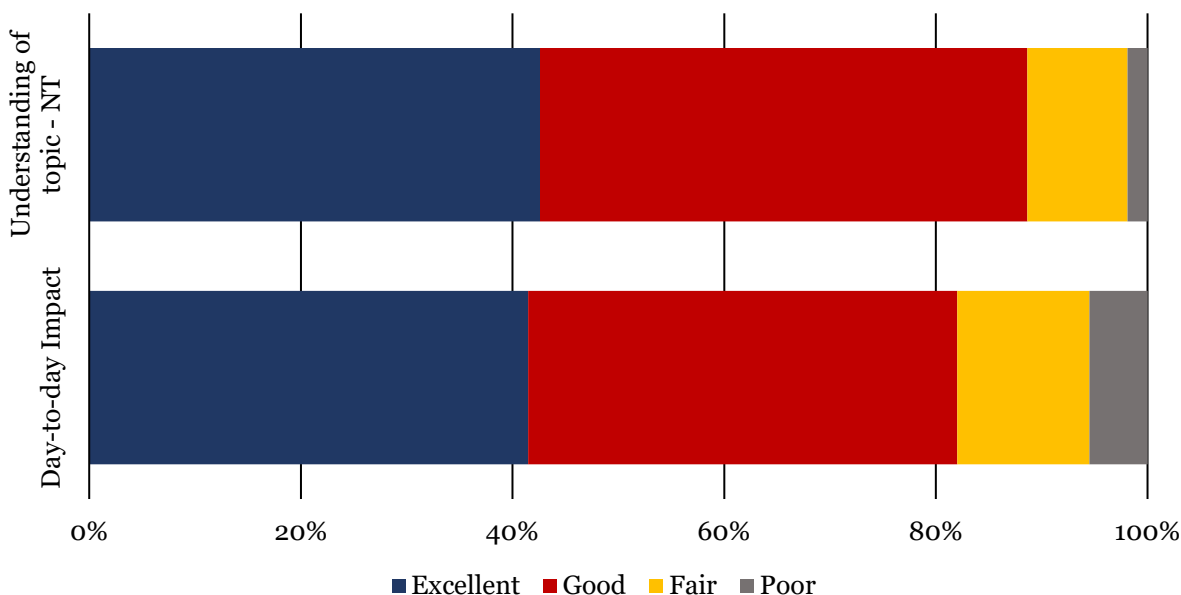

Figure 11 *Ratings of training-related knowledge (understanding) & expertise (application)*

Non-training interactions (Figure 12) were also rated highly, with knowledge and expertise being rated as "good" or "excellent", 88.6% and 82% of the time, respectively. Unfortunately, as noted below, there were no clear themes in the open-ended responses to help narrow in on specific areas of improvement for non-training interactions.

Figure 12 *Ratings of non-training-related knowledge & expertise (day-to-day impact)*

Open-ended questions: Knowledgeable staff (Questions 19 & 22)

The distribution of the open-ended responses reflected the high scores for this section (Table 6). Almost 60% of the responses were positive. Survey participants believe DPSST staff know what they are doing and how it relates to day-to-day activities. Areas of improvement were consistent with other sections and were related to apparent understaffing and the desire for more training. Notably, about half of the "more training" comments in this section were targeted to Private security and Private Investigation. Other miscellaneous comments mentioned issues with leadership and communication.

Identified Theme	n	Percent of open-ended responses
More training needed	7	12.1%
Understaffed	2	3.4%

Table 6 *Themes for knowledgeable instructors*

The comments regarding areas of improvement for non-training related interactions were extremely varied and no consistent themes could be discerned. Topics ranged from a disconnect between curriculum and industry changes to extremely specific customer service concerns to interactions with the director's office.

Helpfulness

Helpfulness Over Time

Like many of the other dimensions, helpfulness shows an upward trend (Figure 13). A number of DPSST staff members were identified by name and praised in the open-ended questions for their willingness to help constituents.
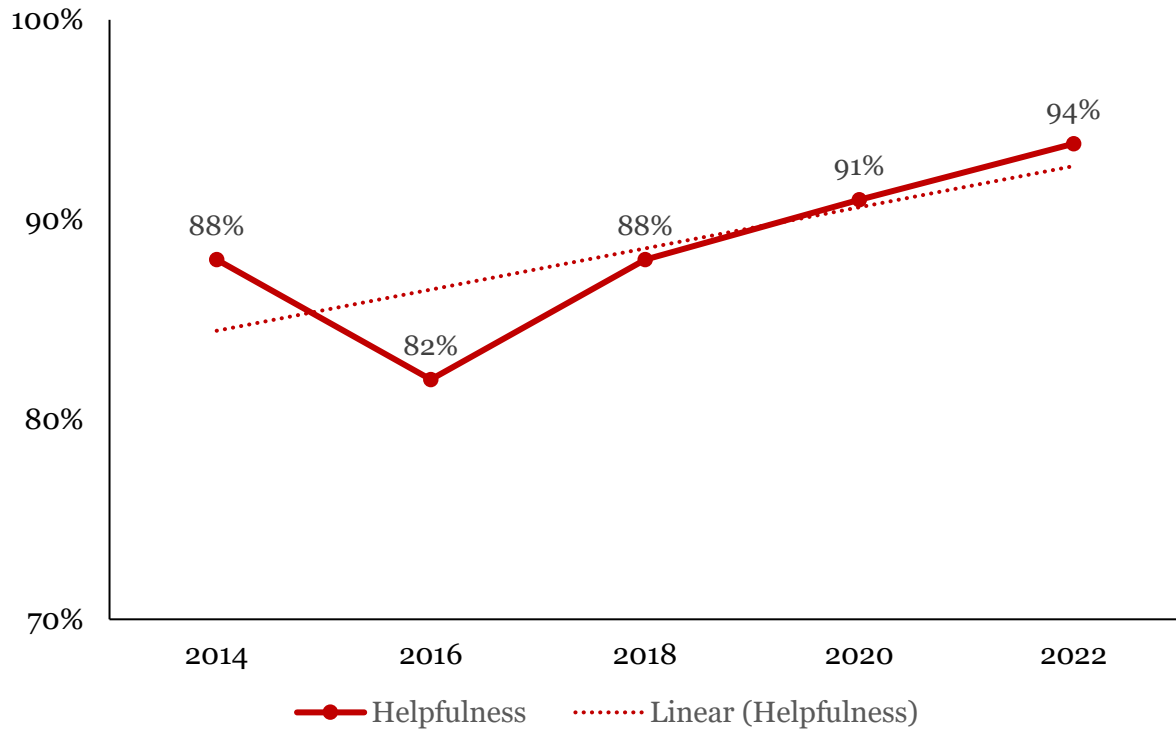
Figure 13 *Helpfulness Over Time*

Likert scale questions

The question about staff's willingness to help was paired with a question regarding the professionalism of those interactions. Ninety-one percent of participants rated DPSST's willingness to help as "good" or "excellent." Ninety-three percent gave the same ratings to staff's professionalism.
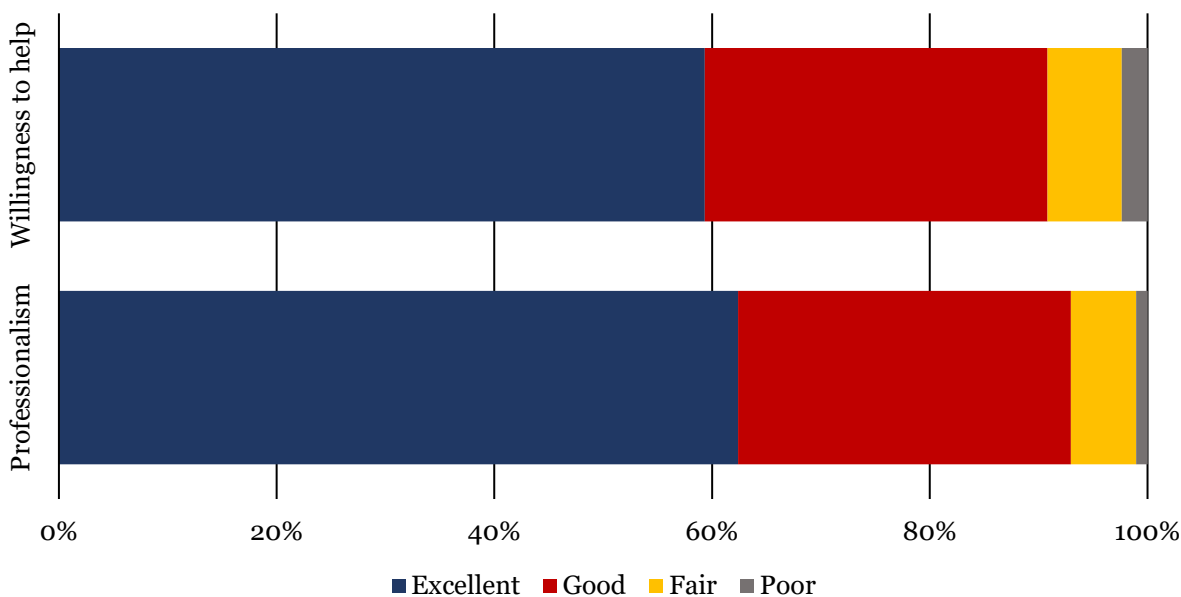
Figure 14 *Ratings of DPSST staff's willingness to help and professionalism*

Open-ended question: Please provide any feedback you have about DPSST's ability to provide courteous and respectful service.

Of the 63 open-ended responses, 47 responses, or nearly 3 of 4 (74.6%), indicated that DPSST staff were respectful and courteous (Table 7). A small percentage (3.2 %) expressed frustration that most correspondence with DPSST was via email or not via phone or in-person. One participant noted "*It's hard to give customer service through a computer.*"

Identified Theme	n	Percent of open-ended responses
DPSST staff were courteous and respectful when they interacted with agencies or clients	63	74.6%
Frustration that the majority of interactions was via email or not via phone or in-person	2	3.2%

Table 7 *Themes for Helpfulness*

Website

Availability of Info Over Time

Availability of information shows an upward trend, but a notable decline happened in 2022 (Figure 15). This decline most likely occurred because the 2022 survey specifically asked participants to rate availability of information on the rebuilt DPSST website, instead of leaving the question more ambiguous and encompassing.
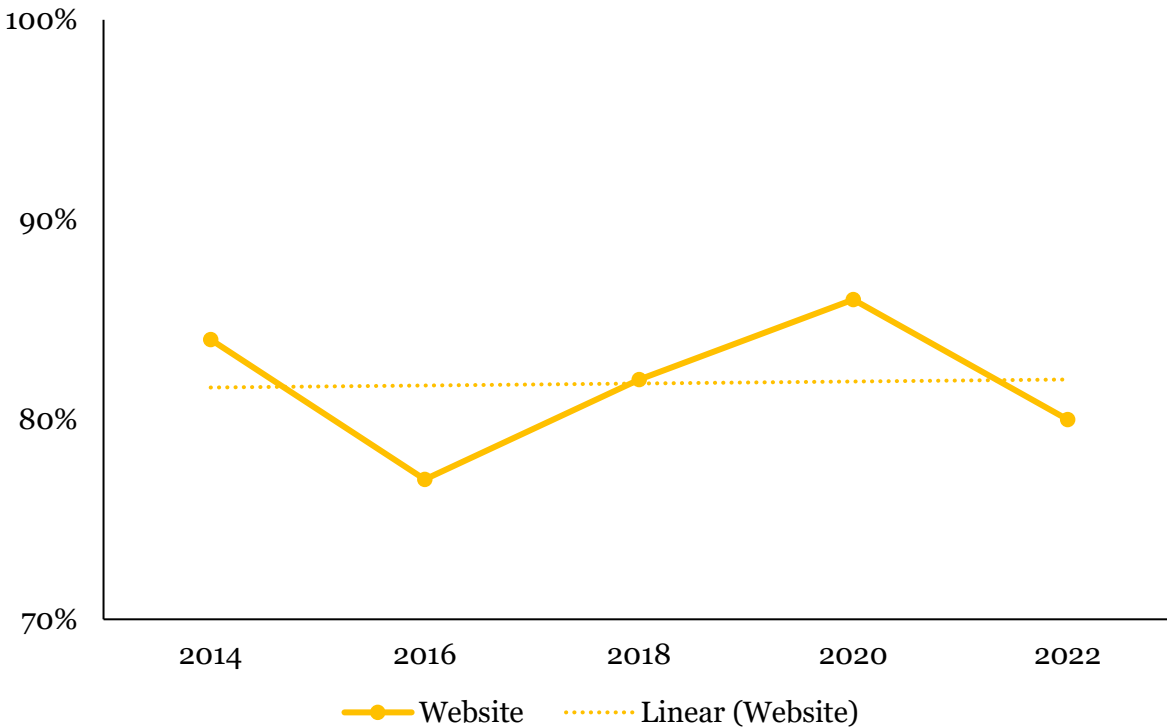
Figure 15 *Availability of Information Over Time*

Likert scale questions

As noted above, these questions were changed in 2022 to ask specifically about the website, most likely explaining the downward turn. A majority of survey participants – 81% for availability of info and 68% for ease of use - rated the website positively (Figure 16). Multiple themes were identified in the open-ended responses that explain the comparatively low ratings.
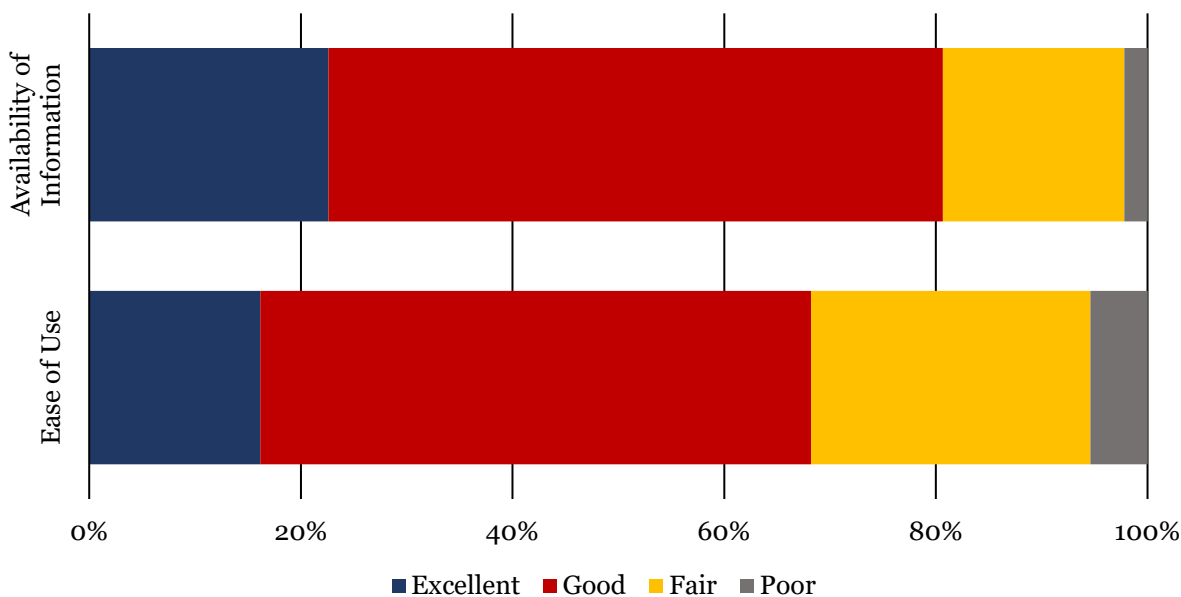
Figure 16 *Ratings of availability of information and ease of use of website*

Open-ended question: DPSST Website (Question 27)

Overwhelmingly, the main theme identified was that the website was hard to navigate (50.7 % of responses; Table 8)). This was expressed through terms such as "not user-friendly," "not intuitive," and "too much time needed to search for basic information." More often than not, this was in reference to attempts at finding a specific form. The theme of needing updates included the need to update technology to allow for a smoother registration process for registering multiple students, as well as going paperless. Participants also noted that content updates were needed - such as calendars and contacts. Lastly, a few website users cited issues with the visual appeal and readability.

Identified Theme	n	Percent of open-ended responses
Frustration with navigation and user experience	36	50.7%
Issues with visual appeal and readability	5	7.0%
Updates to technology and/or content needed	5	7.0%

Table 8 *Themes for website improvement*

Conclusions & Recommendations

While the Likert-style questions are the reported measures, it is the open-ended questions that shed light on the actions that DPSST should take in the coming years to increase customer satisfaction. Three themes rose to the top of the open-ended questions: desire for more training, systems improvement, and better communication. All three are areas that DPSST should be striving to improve, regardless of high or low ratings. The following are general recommendations based on these open-ended response themes.

Desire for more training

Most often, participants asked for more basic training classes, specifically citing waiting times. DPSST has already begun to address the need for additional basic academy classes by exploring the establishment of a satellite academy. Additionally, a three-part project has been undertaken to use data to better forecast future class needs.

Two other areas of training also emerged – more fire training and more Private Security/Private Investigator training. Numerous participants specified the type of training desired and whether it should be regional or on the DPSST campus. There were even a few offers of partnerships with constituents, something that DPSST should continue to pursue.

Systems improvement

A desire for more accessible, accurate, and/or updated technology appeared throughout a number of the open-ended responses, even in questions that were not related specifically to technology. In the responses technology included everything from the website to databases to the MILO system.

Ensuring that the content of the website and any outward facing databases is updated frequently and accurately would be a good first step to improving both the digital experience for customers and DPSST communication.

Moving forward, seeking technological solutions that streamline and unified internal processes has the potential to improve customer service areas such as timeliness, accuracy, availability of information, and knowledgeable service. Updating technology used in training, such as MILO or virtual reality may also improve the student experience, as well as open new avenues for training opportunities.

Better communication

A theme that emerged was less explicitly stated that the desire for more training and the need for improved systems. While basic personal communication can always be improved, many

open-ended responses hinted at a misunderstanding or lack of knowledge about how DPSST completes its mission. While in the survey this often related back to curriculum development and content, recent conversations surrounding public safety have indicated that the broader public may not fully understand what DPSST does. Increasing communication and public outreach may help improve these areas, as well as reach potential applicants and partners.

2024 Survey Updates

To better measure DPSST's progress towards meeting targets, the Likert-style questions should remain the same in 2024. Three changes should be made to streamline the survey for an improved participant experience. Demographic questions should be reduced to ask only role, discipline, and division interaction and division roles should be better defined. Additionally, since themes throughout the open-ended questions were similar, reducing the number of open-ended questions will streamline and enhance the survey experience for participants. Instead of open-ended questions after every topic, the open-ended questions will be left to the end and should include:

- What can DPSST do to improve?
- Keeping in mind the dimensions of accuracy, expertise, helpfulness, and timeliness, please provide any feedback (positive or negative) you have about DPSST's overall customer service.
- Are there any specific staff members you would like to acknowledge for their customer service?

Conclusion

While this report focuses on areas of improvement, it should not be lost that more often than not, participants positively remarked on DPSST's work. This was reflected in the majority positive ratings provided across all categories. DPSST constituents appreciate the knowledgeable and helpful staff, often calling out specific individuals who have made a positive impact. This survey is just one example of the many ways DPSST continues to maintain and even raise the standard of public safety for its constituents and the Oregon community at-large.

Appendix A: Sample Open-ended Answers

Note: Answer text has not been altered from original response, so samples may include grammatical and spelling errors.

Customer Service (Question 7)

Sample of responses for "generally positive"

- I have had very positive interactions with staff. They are friendly and informative.

- My department has hired a lot of new officers over the past few years so we have stayed in frequent contact with the DPSST training for basic police and P-COD. They are always very friendly and helpful and I appreciate their help.

- Fast & accurate

- In dealing with the training and certifcation staff, I have received nothing but prompt professional service!!!!

- Very good, helpful and always willing to assist

- Fabulous. All your staff are professional, helpful and easy to work with.

- Brandy Pitt and Terry Moss were identified by name as providing excellent customer service. A survey participant noted: "I work a lot wit Brandy Pitt. I cannot say enough about how awesome she is to work with. She goes above and beyond. Thank you Brandy!"

Sample responses for "Wait time too long/more trainings"

- DPSST is the bottleneck in the process of hiring officers and new officers hitting the road. It's unacceptable, at a time when virtually every Oregon LE agency is trying to hire more officers, that there are long waits to get people into the basic academy.   The leadership courses of instruction are outstanding. Terry Moss et. al., are doing an

outstanding job driving the change to improve leadership and accountability within the supervisor ranks of Oregon law enforcement.

- We need more classes to get our recruits in immediately upon higher.

- DPSST does a great job but we need more academy classes. This is a massive setback.

- Respectfully, I feel the hard, necessary adjustments to the demand for basic police classes were far to slow. This put the entire state police system in a an unmanageable bottleneck for basic training. While I acknowledge the challenges and no easy solutions for DPSST, it felt as if we nearly ground to a halt during that time. I do feel DPSST has been making necessary adjustments in the last four months. The ability to provide core services has to always be the absolute highest priority and we depend on that. Without the core services of basic training, delivered in a timely manner, this system breaks. Everything else is secondary to that.

- The quality of basic police training is excellent however there are not enough classes offered to sustain current agency training needs. Additional basic classes are needed.

One survey participant said that the wait time for Basic Police Academy presents unique challenges to small or rural LEAs.

- Service has improved over the last 6 months. As a small rural agency though, waiting five months to send a new employee to the Basic academy is far too long for us. If I wait five months to send them, the academy is 4 months, training is 4 more months after that I don't have a road cop for about a year which is rough. Also, with how far the mental health issues have gotten I think a pre-req for a 40 hour CIT inthe academy needs to be a standard, or more money shipped to the regional areas so we can have that trainign amongst our own programs. It's tough between CIT and child forensic interview course. I fully understand the why to my issues, but felt like this may be a good time to vent. I also want to reiterate the work that your Office staff of Jessica Klossen, Marsha Morin, and Brandy is very professional and they are always very responsive to emails and out questions. Keep them around for sure

Sample responses for generally feedback about negative customer service

- Police run 24/7 so its a bit frustrating to get automated notices regarding rule compliance violations and when attempting to call and being transferred to someone working remote who cant answer email or return phone calls etc.

- Poor and unresponsive to their customers (the agencies). Put Terry Moss in charge.

- Availability of staff and quality of support has declined. Speed of paperwork processing has declined significantly. The credibility of the accreditation system has diminished as well.

- I believe that they are grossly understaffed and need more personnel to provide better service

Sample responses for "leadership changes"

- Leadership changes have caused instability and inconsistency, but the situation has been improving over the past few months. Communication and responsiveness right now is strong.

- A lot of personnel changes, so a loss of consistency

- I believe the overall line level customer service was good but DPSST severely lacked vision and leadership at the top.

Sample response for "COVID-related challenges"

- DPSST's customer service was lacking but that was immediately before and during the pandemic. Their customer service, responsiveness, and course offerings have improved significantly since COVID restrictions have lightened.

- COVID really hit DPSST hard. The inability to move to virtual training reflected poorly on DPSST. The whole world moved to virtual and they did not. As a result we currently

have a 4-5 month wait to have our officer begin basic academy. With shortages all over the state DPSST must become more nimble in it's offerings.

- I don't feel like DPSST is connected with us since the onset COVID

Timely and Accurate Service (Question 11)

Sample responses for "Good – participants noted that services and/or correspondence from DPSST was accurate and timely"

- I usually get a return email in under 24 hours.

- Matters seem to be done right the first time on a regular basis.

- I have had no issues with record keeping, if anything they have helped me understand the process more clearly so I can avoid mistakes. Communication is always fast and professional.

- Obviously there are occasional issues, but they do not happen often. When mistakes are found, DPSST has corrected them quickly.

Sample responses for "Lack of timely response from DPSST"

- It takes a while to process a Fire Certification on people that already have their finger prints on file.

- It took more than 2 months to put training hours into IRIS.

- Still have outstanding requests that have not been answered since September of 2021.

- I had to check in on my public records request as it had surpassed the time allotted in ORS.

Sample responses for "Participants experience clerical errors"

- I have lost records/trainings according to my training supervisor due to an error on DPSST end. It was not brought up to me until I inquired about a record .. not brought to my attention via DPSST or on the part of my training provider.
- I have sent PAFs and training records that have been lost and ignored so many times I've lost track.

- We had a significant clerical error in as officers employment record that still is wrong.

- Have had some issues of training hours not getting documented.

Sample responses for "DPSST should develop new tools to better share information with LEAs."

- I'm still missing the BOSS system and looking forward to the permanent or improved system. The one key component I miss is being able to check the status of pending certifications. This helped me when certifications took longer than expected or longer than normal. I could also confirm they application was in process and use the reference number when communicating with staff.

Courteous and Respectful Service (Question 14)

Sample responses for courteous & respectful service

- All interactions with DPSST are professional and courteous.

- DPSST staff are top notch. Courteous, knowledgeable, and willing to engage.

- Always friendly, professional, and helpful.

- They are always friendly.

Sample responses that include specific staff

- Jordan, Debbie, Jessica and Marie are all superstars!!

- I always enjoy interacting with DPSST staff - especially Jessica Klossen, Erica Riddell, and Brandy Pitt.

Applicable Training with Knowledgeable Instructors (Question 19)

Sample response for positive feedback

- I truly love the training provided and available from DPSST staff. You truly have the best employees serving the State of Oregon. A few recognitions would be Ben KECKLER, Scott SALISBURY, Steve WESTERBERG, Tim RAGAN, Jim DESULLY, Matt DEGARMO, JD and all. You have a caring group of people that truly invest their time, knowledge and expertise into providing a safe and fun learning environment for all. I have enjoyed every training session attended, and these instructors are just compassionate, kind, skillful, knowledgeable, empathetic and the list goes on. The only wish I had was more funding for these trainings to grow and for there to be another training building, range and/or facility to be built in Eastern Oregon. Most of the time, other personnel from other agencies are not able to attend trainings due to location. Ben KECKLER and Scott SALISBURY for example do a phenomenal job listening to their students and their needs. They make every training fun, informative and non-repetitive. Overall, 10 out of 10 for the DPSST training staff.

Sample responses for more training needed

- More availability for free online trainings on topics related to certification maintenance.

- In Private Security there are many facets and although the information is generalized, there are some areas where more detailed and specific training can be developed and trained upon to provide a better understanding to the attendees.

Sample responses for understaffed

- they appear to be short handed and using fill in instructors rather than subject matter experts.

DPSST Website (Question 27)

Sample responses for technology or content update

- Better documentation for how DPSST has implemented CJ-IRIS.   For instance, any acronym or shortened text that appears on an officer's transcript should appear in a glossary somewhere.   One such piece of text that is not self explanatory: "Prob Dschg"

- Update phone an$ contact list. Seems to be behind with staff moving around positions

- I look at class schedules which seem to be posted well before a class starts and then never updated. I've noticed significant changes months later and those posted appear useless. Could they be updated monthly?

- The DPSST training Registration process is burdensome.   Only (1) person can be registered at a time. The complete registration page has to be filled out for each student. There needs to be a system to easily register multiple students

Sample responses for navigation and user experience

- Have a frequently asked page with links to more info.

- Some topics seem buried such as IRIS and the professional standards page. These are similar topics and should be grouped rather than be separated by profession

- The website is not well organized or user friendly. Too much time is needed to search for basic information.

Overall Improvement (Question 28)

Sample responses for increase amount of training offered

- bring back winter fire school with good HANDS ON classes, not a bunch of NFA leadership stuff. DMICO and operations classes would be great, and then a bunch of HOT stuff. This is such a great opportunity for quality training that really needs to be further developed, and operations focused, not just offering leadership and classroom

training that could just as easily be obtained online/ through NFA directly.   Regional training needs to get props out more often, especially on the rural side of the state.

- The frequency of more courses should increase on the Private Security side. Its really important that people in the industry are trained and can maintain that training easily. Having things like instructor courses only offered a couple or a single time per year is frustrating.

- As mentioned, additional basic police classes are needed. Upon onboarding new recruits it can be months before a space in a basic class can be reserved. Current basic course offerings are not keeping up with demand.

- More class outreach to small rural communities.

- I would love to have more opportunities for officers to attend the basic academy. We hire an new police officer and are not able to get them into an academy for five months. That is unacceptable.

- Continue to discussion on how best to serve agency regarding increasing basic classes annually or decentralizing the academy to help improve efficiencies.

- Expand on-site classes and use of fire training grounds at DPSST.

- Continue to offer regional training, and training opportunities for small agencies in order to cover mandatory topics of training for continued certification.

- Work to provide more trainings in areas of the state other than Salem and Portland. This has been a consistent request for at least the last 10 years from agencies in other areas of the state.

Sample responses for concerns about systems or policy/procedures

- I feel overall, the boss platform needs to be improved greatly. The older boss system was great to use, this system now requires me to print off an application, fill it out, sign it, scan and save it and then file the applications. Its very time consuming.

- Update snapshot more quickly. Either you trust individual training officers or you don't. But if you do, there is no reason why it should take so long, unless it is bad management and management's inability to prioritize that to be staffed.   The delays reflect poorly on the entire professionalism of the organization.

- It would be extremely helpful to have status of rosters in CJ IRIS training records available. Course Category visibility would also be helpful in verifying training hours. The ability to search by Course number would also be beneficial. Thank You.

- Venue scheduling - when an outside agency schedules something, don't bump them. Secure the front gate. People drive thru the open gate and it's a security risk to the entire campus. Assign staggered lunch times.

- When sending out emails for classes and you have someone staying overnight, it would be great to get better instructions on what to bring and where to go. An list of what is needed for staying in the rooms and maybe even a map of where to go. Some people haven't been to DPSST in years and need a little more instruction!

- Regional coordinators could reach out to departments more often, and offer training or provide information on what training and resources are currently available.

Sample responses for issues with interactions

- DPSST needs to illicit more information from the true consumers of their product. Getting information from a Chief or Sheriff is not the same as getting info from an FTO

- Liaisons and District Trainers should be checking in with FD's to offer up and/or inquire about their needs.

- I would love to see more engagement between DPSST PS staff and the PS constituents. When I was on the unarmed sub-committee, it felt like there was a good working relationship and a clear line of communication. The sub-committees have been dissolved, there has been turnover in that department (particularly in the training specialist) and I feel like that has widened the gap. I think I've seen some emails from the new training person which mention sessions or something like that, which is a good

idea. I think regular (quarterly?) open-forum or town-hall style online meetings would be a good way to interact and to allow the PS community the opportunity to ask questions or propose ideas.

Samples responses for curriculum concerns

- Have questions on some of the revised curriculum as some topics seem driven by certain parts of the state and not reflective of needs of the rest if the state. Its understood the process that was undertaken, but some critical topics were severely reduce or eliminated and pushed back on the agencies to provide training on. Would also like to see some of the 'attention to detail' and unit cohesiveness be brought back. Not basic training, but some students who returned to the agency had to relearn some 'how to's' of interacting within the agency. Feedback was thats what they were use to at the academy.

- Taskbooks associated with DPSST fire certifications need to be reconsidered. Having to answer 3 phone calls has absolutely to do with driving and yet it's in almost every taskbook. It's time to remove all that nonsense.

- I have been in this profession for 27 years in Oregon. I have held several positions of rank and a trainer nearly the entire time. I am still training new recruits and the level of training these past two years since the latest curriculum was changed has been horrible. It is not due to the pandemic issues but the removal of the better practical training and change to losing the patrol week has shown it is not working. I believe there should be a first level patrol week about week 12 to see how the students are learning/retaining and then work on the areas they show deficiencies, then conduct the more involved and difficult patrol week in week 16. And then make sure to provide the employers real details on their recruits strengths and weaknesses to work on.

Sample responses for DPSST Director

- Get all levels of the staff involved in choosing the future director. The disconnect between upper levels of leadership and the line staff is staggering, and has an effect on the services that are provided. The agency director should serve their staff, not just constituents.

- I believe hiring a new director is important. I really liked Eriks and his willingness to interact with the fire chiefs and find out our needs and desires

- I would hope leadership is very careful and deliberate in recruiting our next director. I would hope this is not a political appointment as has been done several times in the past. Not just with DPSST but other state agencies. Please find the PERSON who has all the knowledge, skills and abilities to lead this type of organization but will also be able to provide some servant based leadership. This will breed followership and when that happens, the organization will power up and the results will be magical.   I promise. Hire a really good new director that makes sure his employees are the most important resource they have and has a grasp on Oregon politics and culture!

- Hire a Director with local police leadership and experience.

- Find a Director who understands public safety and the community. Who is in it for the staff who support public safety and not their own personal (detrimental) agenda