



# Oregon

Theodore R. Kulongoski, Governor

## Department of State Police

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### Superintendent's Message

*From February through May of 2006, the Department met with key stakeholders representing Chief's of Police, Sheriff's, District Attorney's, legislators and other public safety stakeholders in work sessions as part of the development of our Strategic Business Plan. These work sessions provided the department with the opportunity to gain valuable input from those key customers who are affected by our service delivery. Those who participated in the work sessions clearly indicated the need for the legislature to ensure adequate Department funding levels for those core services that support the greater public safety system, such as Forensics, Law Enforcement Data System and the Oregon Medical Examiners Office, and to seek staffing increases for patrol operations statewide.*

*To further define our strategic plan, the Department conducted a survey of key stakeholders and registered voters to determine levels of importance and priority funding for the many identified core services. The surveys provided the opportunity for candid input on the levels of quality and satisfaction with State Police services and personnel. This survey report reflects the results of that effort.*

*The survey results indicate high levels of support and emphasis of priority for restoration of 24/7 patrol operations and statewide forensic services. These findings along with the valuable input received during stakeholder work sessions are being used to formulate and prioritize our Agency Request Budget for 2007/09. The survey findings were also shared with the Governor's Office as they developed the Governor's Recommended Budget.*

*My sincere thanks to our public safety partners and fellow Oregonians who took part in our survey, your input and insightful comments are valued. This survey sent us a clear message about the services we provide, and will assist the department as we continue to build the strategic business plan that will guide our future.*

Sincerely,

Timothy F. McLain, Interim Superintendent

## **Section III**

### **Summary**

The results of the survey initiative have been insightful. The summary addresses:

- Lessons learned
- Areas for further research
- Next steps

Overall, the response rate among key stakeholders was high, at 65% in the aggregate. However, it is important to consider the individual response rate by *type* of key stakeholder as one reviews the results of the survey initiative. The response rate among Chief's of Police, 80% (n=114 of 141); Sheriff's, 75% (n=27 of 36); and District Attorney's, 75% (n=27 of 36) were relatively high. The response rate for legislators on the other hand were much lower and do not allow for generalizing of the results among that stakeholder group. For example, 40% of representatives (n=24 of 60); responded while 23% of senators (n=7 of 30) responded. The reader is advised not to generalize findings among legislators due to the low response rate.

The survey findings indicate the following primary conclusions involving key stakeholders of the Oregon State Police:

- Consistent with expectations, the services of the State Police crime lab are viewed as highly important to key stakeholders and viewed as a top priority for funding and service delivery;
- The ability of the State Police Forensic Division to process evidence in a timely manner is the highest priority of service among key stakeholders, both individually and in the aggregate;
- Providing crime scene forensic response is the 2<sup>nd</sup> highest priority of service among key stakeholders, again both individually and in the aggregate;
- Restoration of 24-hour patrol operations is also a top priority for key stakeholders after forensic services;
- Key stakeholders are very satisfied with the overall customer service provided by State Police programs and the expertise demonstrated by the agency is ranked most high.

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- The statutory mandated service of providing fingerprint checks on handgun purchases was viewed as a very low priority for State Police service by all key stakeholders;
- State Police riot/crowd control response capability was viewed among key stakeholders as a low priority; and,
- The preferred way to communicate with key stakeholders is through their specific industry association (i.e., OACP, OSSA, ODDA).

**Primary Lessons Learned ~ Registered Voters**

In examining the response rate for registered voters, it is apparent that many respondents indicated “no basis” of knowledge on many of the questions. In fact, question #6 (A-H) had the highest total of “no basis” responses, which can skew the response results of this question. As a reminder, as the number of responses decrease, the margin of error for generalizing the results across the population increase. Question #5B is also in this category.

The survey findings indicate the following primary conclusions involving registered voters:

- The statutory mandated service of providing fingerprint checks on handgun purchases was viewed as a very low priority for State Police service by registered voters;
- The survey results show that significant numbers of registered voters (40%) are not very knowledgeable of the State Police;
- Registered voters, like key stakeholders, are very satisfied with the level of overall customer service provided by the Oregon State Police, rating most high the level of expertise shown by the agency;
- Restoration of 24-hour patrol operations is a top priority of registered voters; and,
- The statutory mandated sex offender registration program provided by the State Police and multi-jurisdiction child abuse investigations are a high investment priority of registered voters, after 24-hour patrol operations.

**Areas of Further Research**

- Both key stakeholders and registered voters are not satisfied with the performance of patrol services;

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- It is unknown what the root cause of this rating is. Several comments by key stakeholders suggest that perhaps the reason for the low performance rating responses is due to low staffing levels and therefore low performance ratings. This may be the case; however, the survey results do not specifically identify the reason for the low levels of satisfaction. This is an area for further research.
- As cited, a significant number of registered voters have very little knowledge of the Oregon State Police. This is evidenced by the responses to question # 4 measuring level of knowledge and by significant numbers of registered voters answering questions as “no-basis”. Exploring ways to increase public awareness and knowledge of State Police programs and services should be a priority.

**Next Steps**

The State Police is undertaking the following steps as a continuation of the Strategic Business Plan development and survey initiative:

- The survey findings will serve as a basis for budget development and service delivery priority;
- The State Police will request priority legislative funding for the continued restoration of crime lab and forensic services;
- The State Police will request priority legislative funding that will restore minimal levels of patrol operations to 24/7 levels;
- The survey report will be shared with those that participated with the strategic business planning sessions, legislators, Oregon State Sheriff’s Association, Oregon Association of Chief’s of Police and Oregon District Attorney’s Association;
- The survey report will be posted on the State Police website and shared with the internal membership; and,
- The State Police will explore ways to further increase general awareness levels among the public of the Department and its many services.

**Links**

To access the Key stakeholder and Registered Voter results, click the links below:

[http://www.oregon.gov/osp/docs/keystakeholder\\_results2006.pdf](http://www.oregon.gov/osp/docs/keystakeholder_results2006.pdf)  
[http://www.oregon.gov/osp/docs/registered\\_voter\\_results2006.pdf](http://www.oregon.gov/osp/docs/registered_voter_results2006.pdf)