

LEGISLATIVELY ADOPTED 2007-09 KEY PERFORMANCE MEASURES

AGENCY-LINKED OREGON BENCHMARKS (OBM #) ADDED BY THE OREGON PROGRESS BOARD

NAME OF AGENCY: Department of Public Safety Standards and Training

KPMs With Benchmark Linkages

Mission: The Mission of the Department of Public Safety Standards and Training (DPSST) is to promote excellence in public safety by delivering quality training and by developing and upholding professional standards.

Related Oregon Benchmarks (OBMs)

2007-09 KPM#	Legislatively Adopted KPMs for 2007-09	OBM #	Changes to 2005-07	Target 2008	Target 2009
1	Average level of officer performance as determined by their agency after successful completion of Basic Training. Scale is 1-7.		No Change	5	6
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)		No Change	85%	90%
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)		No Change	85%	90%
4	Percentage of revocation or denial actions appealed that are upheld at the appellate level.		No Change	100%	100%
5	Percentage of private security managers/instructors who rank overall industry professionalism at or above "4" on a scale of 1-5. (Added per 2003 legislative direction)		No Change	85%	85%
6	Percentage of private security managers/instructors who rank overall employee professionalism at or above "4" on a scale of 1-5. (Added per 2003 legislative direction)		No Change	85%	85%
7	Percent of constituents that rank the accuracy and availability of records as "Above Average."		No Change	90%	90%
8	Percent of customers rating satisfaction with agency services above average or excellent for: timeliness, accuracy, helpfulness, expertise, information availability.		No Change	85%	85%

2005-07 KPM#	PROPOSED DELETIONS of 2005-07 Key Performance Measures (KPMs)	Target 2008	Target 2009
	None.		

For links to high-level outcomes and Oregon Benchmarks reference the agency's Budget Form 107BF04a.

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LEGISLATIVE FISCAL OFFICE RECOMMENDATION:

The agency has been re-evaluating its use of performance measures and its current set of Key Performance Measures. Almost all of the current set of seven measures depends on surveys of constituent groups or trainees. While survey based information can be useful, the almost exclusive dependency for measuring performance may be too much. The agency itself has identified issues with its current set stating they are “reactive”, “assume “unproven cause and effect relationships”, “not useful for assessing primary agency mission or accomplishments”, and “not seen as a tool but as a reporting requirement”.

The agency has already begun to review their current set of measures with the above findings in mind. They want the new measures to be more data-based and quantitative in nature and be more connected to the agency mission and objectives. LFO agrees with the agency findings and appreciates the agency’s efforts in this area. LFO agrees with the agency they need to keep the current set of measures until they can be replaced, generally one at a time. They have already begun creating a measure relating to the new 16 law enforcement training class where the host agencies of each trainee are asked to rate the performance of the recruit in six specific areas: officer safety, use of force, situational judgment, knowledge of the law, communication/negotiation, and problem solving. From those findings a composite score can be produced.

The agency should continue reviewing all existing key performance measures during the 07-09 biennium to determine the efficacy of each measures. The agency, starting with KPM#1, will develop a subset of agency specific internal measures that are data based, and quantitative that may be validated, are useful and relate to agency mission. The agency will work with the Progress Board staff, the Budget and Management Division, and Legislative Fiscal Office to develop a new set of measures over time to accelerate the review and transition of remaining performance measures to better represent best practices in performance management methodologies. Before September 2008, the agency should make a progress report to the Joint Legislative Audit Committee.

While the work continues on replacement measures the agency should continue the reporting on the current set. With that in mind, LFO suggests the targets listed on the table on the previous page for 2008 and 2009.

SUB-COMMITTEE ACTION:

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Approved the LFO recommendation.