

Legislatively Proposed 2017 - 2019 Key Performance Measures

Published: 5/8/2017 1:11:37 PM

Agency: Public Safety Standards and Training, Department of

Mission Statement:

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.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Average increase in Police Officer Trainee test scores based on assessments at entry and completion of Police Basic Training.		Approved	44.09%	40%	40%
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)		Approved	93%	90%	95%
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)		Approved	96%	90%	95%
4. Percentage of revocation or denial actions appealed that are upheld at the appellate level.		Approved	100%	100%	100%
5. Average increase in Corrections Officer Trainee test scores based on assessments at entry and completion of Corrections Basic Training.		Approved	58.15%	50%	50%
6. Number of proceedings initiated to revoke the certification or license of a private security provider due to a violation of the Board's established moral fitness standards.		Approved	No Data	0%	0%
8. CUSTOMER SERVICE - Percent of customers rating satisfaction with agency services "good" or "excellent" for: timeliness, accuracy, helpfulness, expertise, information availability.	1) Expertise	Approved	81%	100%	100%
	2) Helpfulness		82%	90%	90%
	3) Timeliness		74%	80%	80%
	4) Accuracy		81%	85%	85%
	5) Availability of Information		77%	85%	85%
	6) Overall		85%	90%	90%
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		Approved	92%	80%	80%
7. Percent of constituents that "Agree" or "Strongly Agree" that the process for requesting and receiving training profiles was quick and easy		Proposed Delete	100%	90%	100%

LFO Recommendation:

The Legislative Fiscal Office recommends Key Performance Measures and targets as presented. Based on performance results in the two most recent reporting periods, targets for KPMs #1-3, 5, 7, and 9 have been modestly increased to maintain appropriately rigorous performance standards.

KPM #6 is recommended for modification in order to better measure and report on the professionalism of private security providers. The recommended change will correct a flaw in the KPM that caused all results to be "zero." The recommended revision sets the target at zero; the initiation of revocation proceedings will reveal any violations of established professional standards by current licensees, and will allow for a measurable performance result going forward.

KPM #7 is recommended to be deleted. Historically, public safety professionals who wanted a copy of their training record were required to submit a request, in writing, to DPSST staff. The agency surveyed those

requesting training records to find out if the process for requesting and receiving the training profile was quick and easy; survey results provided the data for this performance measure. However, the agency has implemented the Information Resource Inquiry System (IRIS) which allows anyone with access to the internet to view and print the DPSST training records for any public safety professional who is currently employed as a public safety professional. The link to the IRIS system is available on DPSST's webpage, and the system is available 24 hours a day, seven days a week, with information that is updated daily. This on-line system means that individuals do not request training records from the agency any longer, obviating the need for this measure.

SubCommittee Action: