

# Legislatively Proposed 2017 - 2019 Key Performance Measures

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**Agency:** State Police, Oregon

**Mission Statement:**

Founded in 1931, the mission of the Oregon State Police is to serve the State of Oregon with a diverse workforce dedicated to the protection of people, property and natural resources.

Legislatively Proposed KPMs	Metrics	Agency Request	Last Reported Result	Target 2018	Target 2019
1. Transportation Safety - Enhance transportation safety by reducing fatal crashes on state and interstate highways where the Oregon State Police (OSP) have primary responsibility.		Approved	149	121	118
2. Traffic Incident Management - Percent of lane blocking crashes cleared within 90 minutes.		Approved	71%	80%	80%
3. Criminal Apprehension/Detection - Achieve a percentage of traffic stops resulting in an arrest or criminal citation.		Approved	1.40%	0.80%	1.20%
4. Angler and Hunter Contacts - Increase interactions with anglers and hunters.		Approved	68,742	85,000	85,000
5. Illegal Harvest - Improve detection of illegally harvested fish and wildlife.		Approved	6,949	6,100	6,500
6. Crime Reduction - Percent of major crime team call-outs resolved within 12 months from date of call-out.		Approved	93%	93%	93%
7. Crime Reduction - Number of Dismantled or Disrupted Drug Trafficking Organizations (DTO's).		Approved	30	20	25
8. Forensic Analysis - Percentage of analytical requests completed within 30 days or less.		Approved	28%	62%	65%
9. Identification Services Turn Around Time - Average number of calendar days, from the date of receipt of criminal justice fingerprint cards by the Identification Services Section, until the criminal justice data is posted into the Computerized Criminal History (CCH) Files.		Approved	4	4	4
10. Property Protection - The percentage of threatened residential and commercial properties saved from destruction by an approaching wildfire after initiation of operations by OSFM mobilized resources.		Approved	95.40%	100%	100%
11. RESIDENTIAL FIRE DEATH RATE: - Number of Oregonians per capita that die in a residential fire.		Approved	4	4.08	4.08
12. Customer Satisfaction - Percent of customers rating their satisfaction with the agency customer service as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.	1) Timeliness	Approved	73%	88%	88%
	2) Helpfulness		91%	90%	90%
	3) Expertise		95%	95%	95%
	4) Availability of Information		72%	88%	88%
	5) Accuracy		86%	88%	88%
	6) Overall		81%	88%	88%

**LFO Recommendation:**

The Legislative Fiscal Office recommends the Key Performance Measures and targets as presented.

SubCommittee Action: