



2011 Listening Tour Feedback

What we're doing right

1. The Records and Certification handlers do a great job. Julie and Marie are wonderful.
2. Greg Peterson's (Regional CJ Training) very much appreciated.
3. The DPSST cafeteria is great.
4. The classrooms and coordination were very good for an event held at the academy.
5. Greg Peterson (Regional CJ Training) has been very useful to them.
6. Students coming back from the academy are doing great.
7. The students say the training was good.
8. The real time information through the listserves is good.
9. DPSST is a very clean, nice, and professional facility.
10. Jan Myers (Telecomm) is doing a very good job on the L-O-D-D committee.
11. DPSST has been very responsive to issues.
12. The Policy Committees are working quickly to address issues.
13. Eriks is a great leader.
14. Appreciate DPSST Leadership Team coming out in the field.
15. Two recent basic training graduates seem great.
16. Real happy with Regional Criminal Justice Training. Mike and Greg (Regional CJ Training) are great to work with.
17. Students are coming back from the academy well prepared.
18. Like getting reports from Academy and the emphasis on good report writing.
19. Having the coaches involved in Basic Police calls for service week is very good.
20. Receiving calls from the coaches while students are attending Basic courses at the academy is appreciated.
21. Likes the work Chris Brodniak (Private Security) does.
22. Coach contact by academy staff is valuable.
23. The quality of training is exceptional.
24. Calls for service training in Basic Police is an excellent foundation.
25. The 16-week Basic Police training has been advantageous.
26. The physical fitness training has been very helpful.
27. Reports written by students at the academy are beneficial.
28. The Private Security staff is always polite and professional. They do a very good job.
29. Feels well connected with DPSST.

30. E forms (Fire) are being used and are pretty cool.
31. Jamie is very helpful in Fire training.
32. Access to campus venues is working well if enough lead time is given.
33. Appreciates DPSST listening to constituents.
34. Seeing a lot more training opportunities for 9-1-1 Telecom in the Salem area.
35. Love what DPSST is doing with Incident Management team training.
36. The new academy is a vast improvement on what we had fifteen years ago.
37. Thank you for the Fire Certification E-Forms Program.
38. Thank you for bringing people across the state to DPSST for SIEC meetings.
39. The All Hazard IMT class is great.
40. The feedback from Telecom students is very good.
41. It is easy to contact staff at the academy.
42. Good coach feedback.
43. The scenarios in Basic Police are very real.
44. Very happy with the Regional Criminal Justice Coordinators.
45. Great response from the Fire Training and Fire certification staff.
46. The staff response time is consistently excellent.
47. The food at the academy is excellent.
48. The dorms are so much better than Monmouth.
49. Appreciates DPSST doing a Listening Tour and the chance to give feedback.
50. There's been a huge improvement in the Fire certification process.
51. Allison and Tina (Fire Certification) are great to work with.
52. The Fire recertification and maintenance process went very well.
53. The Fire certification task performance checklist was very helpful.
54. Good information being sent out on various DPSST listserves.
55. Things are working well with DPSST. Staff is very helpful.
56. Really liked the Winter Fire School.
57. Likes the online training. (Radar/Lidar/HazMat)
58. The food and lodging at the academy is great. A very nice facility.
59. The webpage is very easy to navigate. Easy to find the training schedule, forms, etc.
60. Criminal Justice S&C staff do great work.
61. The Fire L-O-D-D class is a great asset. Harry Ward is a very integral part of that.

62. Very much appreciate DPSST's accessibility.
63. The food is good/decent. If staying awhile, the options would get old.
64. DPSST does a good job setting standards and holding people/agencies accountable.
65. Appreciated IFSTA materials sent out to fire agencies from DPSST.
66. Likes change for S & C training maintenance for 9-1-1.
67. Gets real good service from Criminal Justice S&C staff.
68. Basic Police Patrol week is very good and valuable. Thoroughly enjoyed it.
69. Lodging being provided at the Academy is appreciated.
70. Good feedback on the 9-1-1 training.
71. Thanked Tour team for coming out and for the good work.
72. The mobile training and skid trucks are very beneficial. (Fire)
73. Likes the shorter graduations. (Basic Police and Corrections)
74. Cody Goodnough (Regional Fire Training) is accessible and flexible.
75. Kudos to Fire Certification. They do a great job even when they were short staffed.
76. Allison (Fire Certification) is very helpful when there are questions about forms.
77. The criminal justice instructor training at DPSST was very beneficial.
78. Criminal Justice S&C do a great job. Are able to get all the answers they need.
79. Like the online forms available on the webpage.
80. Dorms and food – no complaints.
81. Impressed with the food and the facility.
82. The dorm reception ladies are fantastic.
83. The Oregon Traffic Safety training through ODOT and DPSST was great.
84. Snap Shot is a great tool and is used regularly.
85. Weekly updates regarding students at the academy from the Training Coordinators are great.
86. The students returning to their agencies are happy with the training.
87. Winter Fire School is an excellent program.
88. Corrections students are coming back a lot better educated than they used to be.
89. Generally pleased with the returning students from the academy.
90. Todd Mitchell (Private Security) is great and very quick at responding to inquiries.
91. Food and facility is great.
92. The Telecom classes for the last 6 to 8 months have been great.
93. Very proud of the academy and the awesome staff.

94. Outstanding product delivered by DPSST.
95. Communication with Criminal Justice S&C staff is great. Good customer service.
96. The recall of Police certification was very helpful - held people accountable.
97. Telecom training grants are appreciated – Thank you very much.
98. Basic Police FTO week is a great idea – real good feedback.
99. Scheduling of students for the academy is working well.
100. Liked being called “Sir” when entering classrooms at academy.
101. Likes reminder letters for Policy/Telecomm/Multi-Disciplinary maintenance.
102. Likes the training at DPSST – good feedback from staff.
103. Appreciated the Gordon Graham training offered at the Academy.
104. Appreciated the improved communication when dealing with issues with students.
105. Written reports from students at the academy are coming in a timely manner.
106. Food is good.
107. The OFIA Symposium partnership was very helpful.
108. Mike and Greg (Regional CJ Training) do a great job and are very much appreciated.
109. Great communication with training coordinators.
110. Written reports from Basic Police Training are very good.
111. Accommodations at the academy are incredible.
112. Jeff in the café is excellent and the food is great.
113. Appreciate DPSST coming out to visit them.
114. The Basic Police class product is much improved. They are comfortable in the field and returning officers are “plug and play.”
115. Simulation training in all training classes is working real well.
116. Doesn’t see as much “hand on the gun” approach as before.
117. Pleased with the people coming back from the academy.
118. OSSA, OACP, and DPSST have done a lot of good work together.
119. Glad to see the former director gone and Eriks as his replacement. Eriks always returns calls and answers the phone. Things are much better now.
120. Calls from training coordinators are very much appreciated.
121. DPSST is going a great job.
122. Ethics Bulletin – Everyone appreciates this.
123. Regional Fire Trainers – very responsive and great customer service.

124. Food is great at DPSST.
125. Dorms are nice and clean.
126. Thank you for coming on the road to visit us and get our feedback.
127. No issues with students returning from the academy.
128. Regular feedback on students from staff is appreciated.
129. The caliber of OSP students graduating from the Basic Police course is outstanding.
130. DPSST is a good, reliable place to get training.
131. Allison and Thelma (Fire) are great.
132. Associations appreciate the accessibility of DPSST for meeting rooms and class rooms.
133. Thank goodness for FIPT.
134. Appreciates report for maintenance warning.
135. Loves Snap Shot.
136. The Criminal Justice S&C ladies do a great job.
137. Happy with responses from staff. Good customer service.
138. Feedback from students – no complaints.

What we need to improve

1. Regional Training Range 3000 equipment is worn out.
2. The Firearms training in Basic Police needs to be improved.
3. It is very difficult to contact anyone in Private Security by telephone.
4. Has worked in the Private Security industry for 11 years and has never once been asked to produce his license.
5. The forms for Supervisor and Middle Management are horrible and too confusing.
6. Selecting the right codes for training is too specific in Firearms training. (F6)
7. DPSST numbers for reserve officers – was told by a staff person and a manager that we no longer issue these.
8. Things in Private Security went smoother in the past. Paper work is lost even when hand delivered.
9. Don't like CORPAT being different from ORPAT.
10. The DPSST website is not user friendly and is hard to navigate.
11. What is up with putting a hand up and saying "Stop Citizen" in Basic Police Defensive Tactics class?
12. There are no training opportunities on the east side of the state for Private Security/Investigators.

13. Firearms Basic Training at the academy needs to be addressed. What's not being done during training that is causing student remediation? The cost to agencies is significant.
14. The 16-week Basic Police course takes a real toll on families.
15. Feels there is not enough training opportunities for Private Investigators.
16. Still having trouble with the EMD cards even though they've been updated.
17. Regional Coordinators relying on part-time instructors from the Willamette Valley is not working well. DPSST should help develop instructors in each region.
18. Students have said that the agency-loaned instructors in Basic Police Course lack consistency.
19. Taking same fire class twice to get certified because classes are not always available.
20. The Listening Tour schedule was not listed on the website.
21. Upper level Incident Management Team classes are hard to get into.
22. Operations Chief (IMT) training is only offered every 2 years.
23. The "Contact Us" part of the website is a little confusing at first.
24. Would send more instructors to help at the Academy if the people could have private rooms. People don't like the double occupancy.
25. F9F info is difficult to get. DPSST Fire staff doesn't even know how to get it.
26. The website is not easy to navigate.
27. Criminal Justice Management Certification is a challenge. There is no mechanism to meet the mandate. There needs to be more flexibility.
28. Attended a Management class recently. The title of the class was misleading and the Regional Training Supervisor couldn't help address the issue when asked at our table.
29. DUI Investigations class – Students needing a lot more work. Maybe offer the class at the back end of the 16-week Basic Police Course so they retain the info.
30. Finding forms on the website is difficult.
31. There was not enough lead time on the announcement for the Oregon Traffic Safety Supervisors class.
32. Could not find the registration form for the Oregon Traffic Safety Supervisors class on the website.
33. Was disappointed to see the retired officers certification go.
34. DPSST Ethics Bulletin – not enough detail on what happened and what agency. Too generic.
35. Create a statewide Internal Affairs database
36. Maintenance Certification – Why are we on the list when our training is complete? Should reflect real time.
37. Frustration – The training for Fire Officer seems to only be held in Portland. Need more access to classes on a statewide basis and at the Academy.

38. Have to struggle to find curriculum for Fire classes.
39. 16-week Basic Police – Tone it down and bring some personality back.
40. Basic Police tactics are brash and too stern. Tone it down. It's too robotic.
41. I-Learn system is impossible. Look for a new host site for Radar/LIDAR.
42. Website – It is hard to find the class numbers.
43. Process Private Security requests quicker.
44. Private Security Coordinator visited an event at the Oregon Coast and gave mixed answers on the certification of people observing/reporting.
45. Direction of what classes fit in the Supervisor/Middle Management categories is not clear.
46. Feedback given to academy students by outside instructors is not very consistent.
47. The notification for the Listening Tour was not good.
48. Private Investigator feels they are kept in the dark about requirements. It makes her nervous that her livelihood is controlled by a law enforcement agency.
49. Private Security bouncers are mostly not certified, but she is. DPSST is expecting OLCC to handle it.
50. Would like more inclusion of PI firms and to be made aware of issues.
51. There is no training offered for Private Security officers on De-Escalation/Disengagement.
52. Not happy about the way a student was treated over a range violation in basic Police. Is this really the appropriate message to send?
53. People are getting hurt during DTs. The instructors should be responsible. The classes he had to repeat was unreasonable and had to come back to academy twice for a half hour class.
54. What has changed that there are so many more students are getting injured at the Academy during basic training? This should be more tightly controlled.
55. Instructor qualifications – Agency instructors can teach regionally, but not at the academy. Why?
56. Student feedback – The students come back from the academy paranoid, hyper-vigilant, and are losing their personality. Clones/drones syndrome has to be broken off them. They've lost perspective.
57. Weak tactics – Need to spend a lot of time retraining them. Not happy to hear a student say, “To shake hands with you would be a personal violation of my safety.”
58. Website – It is hard to find registration forms for ELTS and a staff directory.
59. Oregon add-ons to certifications for Fire are costly. Why isn't NFPA enough?
60. Ensuring classes are met for Criminal Justice manager and supervisor training is difficult.
61. Received an F4-discharged for cause, and then hear nothing else. Would appreciate some closure and documentation (Criminal Justice).

62. Leadership classes are incredibly difficult to find and when they do find something and submit it to DPSST for approval, it takes so long to get a response (Criminal Justice).
63. Quarterly training naming conventions don't meet the subject quota (Criminal Justice).
64. Fire Instructor I course feedback was not good at all. The self-study course needs to be updated.
65. It is a challenge finding the training necessary to bring up the skills for report writing.
66. The DPSST Academy Duty Officer could use some customer service training.

What we should do in the future

1. Create a data system that allows local law enforcement agencies to complete DPSST forms (F-4, F-5, and others) on-line that automatically go to DPSST. DPSST would check the information for accuracy and allow the data to be entered into the state system.
2. DPSST should explore software that would allow law enforcement agencies to enter training course rosters on-line, submit them to DPSST, and once approved electronically, entered into the DPSST database. This would save time for both local agencies and DPSST.
3. More forms training would be helpful instead of having to read ORSs. (Criminal Justice)
4. Would like to go to online forms in criminal justice like Fire did. Things fall through the cracks because of the current way of managing paper at both DPSST and the local level.
5. Try to get a standard on hours of training for reserve officers.
6. Private Security would like to see more licensing checks in the bars in Central Oregon. Some of the bouncers are felons.
7. Police COD process needs an intoxicilizer class
8. Police COD should be offered more than twice a year.
9. Bring DPSST forms training to Bend. (Criminal Justice)
10. Host NAEMD course at DPSST.
11. Give presentation to the Jail Command Council why the CORPAT is different than ORPAT.
12. Change/increase education availability for Private Security on the east side of the state.
13. Increase on-line hours limit for Private Investigator training.
14. Offer a L-O-D-D class. (Criminal Justice)
15. Offer more Regional Defensive Tactics, Communications, and Train the Trainer classes.
16. Look at Idaho P.O.S.T. website and see if DPSST can do something similar for Regional course registrations.

17. Continue to do Basic Police calls for service week and keep FTOs included.
18. Keep search warrant and writing classes going in Basic Police.
19. Bring donuts or healthy snacks to Listening Tour sessions.
20. Allow private investigators to attend some of the law enforcement training classes, such as technical and current LE practices.
21. Want DPSST classes for Private Security/Investigators in Eastern Oregon.
22. Disciplinary cases – Look at cases carefully to ensure people who commit egregious offenses from obtaining certification in the future.
23. New ID cards for Private Investigators are not accepted for entry by the DOC.
24. More training opportunities on the east side of state for law enforcement.
25. Have Firearms remediation done by Regional Training. Having Mike Herbes (DPSST Regional Training) handle it would save significant time and money for all.
26. Reintegration training for soldiers returning. DPSST could have a mandate for returning officers.
27. Would like for DPSST to provide links to Private Security training opportunities on their website.
28. Would like for DPSST to provide some classes for private security in Eastern Oregon.
29. Would like Ethics Bulletin type training on things people lose their certifications over.
30. More deliberate incorporation of Fire and Dispatcher training. Maybe drills in Salem.
31. Has DPSST given any thought to certifying people at the All Hazard IMT level?
32. Put the Fire Training Coordinator back on the SFM Incident Management Teams. We need them to be able to hit the ground running.
33. The web page is alright, but would like to see an academy graduation schedule added.
34. NIMS Certification Task book signed off – need DPSST’s help with training classes and curriculum. Need trainers trained for offering at DPSST or Regional.
35. State USAR – Develop a site at DPSST with props for rope, trench, and confined space rescue. This would really help local agencies.
36. Updated wildland fire beyond S-131 – when upgrading, it is not counted. Should be a grace period to gain, and then lose it. Not grandfathered.
37. Overhaul for Basic Police academy – Want to be able to give input. For example, Skills area – recruits aren’t coming out with a proficiency in handcuffing. Let’s come up with 2 or 3 methods that work best. Wants to be involved in the 16-week review process.
38. Need help getting IMT qualification and how to stay current.
39. Supervisor classes (Criminal Justice) – Can DPSST help agencies vet what the options are?

40. Would like more scenario-type training done in basic courses.
41. Need secession planning classes and a person as a resource for the year.
42. Would like to have the skid truck (fire) training in Southern Oregon, but having trouble finding a venue.
43. Website – Contact us section – Can links be made to the sections?
44. A way to see verification of training/certification before hiring paperwork is turned in. (Criminal Justice)
45. Instructor deal is great, but is hard for instructors to get information. Must be chief or authorized signer.
46. Looking for quality assurance for training.
47. Courses that don't include curriculum – Put together a workgroup to vet curriculum such as Fire Investigator and Fire Inspector.
48. Would like a web-based calendar of class start dates and graduation dates and times.
49. A computer at the Academy where people can download information on thumb drives would be very helpful.
50. Suggest an online alternative of Management Certification training for those who aren't able to travel so much. Maybe partnership with Chemeketa, Corban, PSU?
51. Do a RITA satellite class for Firefighter Academy
52. Offer some IMT core classes in Southern Oregon.
53. There is a time when a person is no longer current or qualified to be a trainer. Work on a way to remedy this.
54. Create an Fire Instructor Task Force to review curriculum for classes that are no longer needed.
55. Regional DPSST Fixed facilities to develop and maintain – Maybe tap into the leadership of an area to watch for opportunities.
56. Class announcement – Have it show content and what the attendees will get from it. Create a course guide. Have this for the Supervisor Conference in August at Salishan. Would also like to know the credits earned. (Criminal Justice)
57. DPSST should host private trainers and supply room and board. Attendees pay tuition only.
58. A Regional DT refresher class would be good.
59. Do Regional Instructor certification classes and instructor updates.
60. When making changes to BP class schedules, let chiefs and sheriffs know.
61. Continue partnership/grants with APCO/NENA class and target senior dispatchers.
62. Need more training on how to take care of self.
63. Social media – Time should be spent on this in all classes. (texting, Facebook, etc.)
64. Revocations – Information is sent to DPSST on termination. Would like follow up as to what happened.
65. Graduations – When administering the oath, active officers in the audience should be invited to share in it.
66. Maintenance for certification – Suggest sending a reminder letter in order to eliminate panic.

67. Snap Shot – Keep it upgraded for new tools.
68. Provide training tracking for Private Security other than trainers.
69. More Regional Advanced training opportunities.
70. Supervisor suites in the dorms would be nice.
71. Consider merging EMS into DPSST family.
72. Supervisor/Middle Management (CJ) – Finding the classes is very difficult. Can DPSST help with this?
73. F6 documentation – Use online tutorials for forms/instructions. (CJ)
74. Certification /COD – Has concerns with the home study program. There are not enough classes. DPSST should be teaching them. There is no infrastructure to support it. A cd and test online could work. The timeframe is not reasonable if DPSST isn't providing the training. There needs to be directed modules and a go to person. S&C would not provide the questions. Get a good online program going. There's a lot of room for improvement here.
75. Supervisor/Middle Management – Finding the classes is very difficult. (CJ)
76. Would like to see hours of training for staff in Snap Shot as well as F6 maintenance for dual certification.
77. National Center for Missing/Exploited Children class – This is something we should look at for all dispatchers.
78. Scenario based training (Basic CJ) – Make them winnable scenarios if a student choses correctly and uses proper techniques.
79. Develop something to inspire instructors to come to DPSST instead of putting in for overtime.
80. Be bolder and more direct in requesting FTOs.
81. Would like to see a one year Telecom calendar on the website.
82. FTEP –The curriculum as a whole needs to be reviewed with FTOs around the state. It's extremely important. Wants to be part of the review team.
83. Weekends – The food per diem is very expensive for agencies. What about meal vouchers or making dining facilities at Corban University available instead?
84. Supervisor/Management training - Leaders should have the discretion to endorse/recognize the training as valid. The diversity training offered by their agency is not LE specific.
85. Training hours – Teaching doesn't give credit hours to instructors. There should be at least 50% credit for hours. As it is, it takes double their time away from work. This hurts small agencies, especially with DPSST's Regional Training reductions.
86. Scenario Training - Start with bad calls and end with bland-ending scenarios. Provide more on the people-reading skills.

87. People skills – Students are being told that what they’ve been told at the academy is from old/lazy cops. Need to concentrate on customer service.
88. Veterans Training – Is there a timeline on the roll out for this? Appreciate the work.
89. Use the Chiefs and Sheriff’s meetings to clear up misconceptions of decertification process. Be more transparent.
90. A Revocation/Denial 101 (CJ) class needs to happen so everyone knows how it works and what to expect.
91. Have Steve Winegar do research on the common denominators of supervisor misconduct.
92. Establish minimum requirements for Reserve Officers. Currently, there is no standard.
93. Snap Shot – Provide background check access to training records.
94. Merge certifications (CJ, Fire and PS/PI)
95. Conflagration Act certification requiring S-131 – Sending letter with suggestions to the State Fire Marshal.
96. Middle Management classes – Would like some guidance on how to get the necessary training. Communication could be better. (CJ)
97. Detective Academy – Needs more scenario-based training for technique learning.
98. Techno geek students – Nip this in the bud early. They have less interpersonal skills and will need to communicate with citizens verbally when they return to their local community not just send emails.
99. Management accreditation for other than chiefs – Should include experience as well as degrees.
100. Would like workshops on E Forms. (Fire)
101. Funding for Supervisor/Management training – Coordinate with OSSA and OACP to offer training.
102. Broaden standards at the middle management level. Partner with community colleges to provided training for instructors. (CJ)
103. Timeline on F-6, F-21 and F-22 processsing?
104. Provide technology training classes at the academy.
105. NFPA and NFA (fire) classes – More would be great.
106. Need to develop standards for qualified instructors.
107. OSP – Records show none of the curriculum for Basic.
108. Should do exit interviews with students before they leave the academy.
109. Reinforcement of repetition on DUI scenarios.
110. Establish certification standard for Live Fire Training.
111. E Forms – Maintenance recertification – Make it a fillable digitized task book. (Fire)
112. Review Basic Telecom curriculum for relevance.
113. The Telecom webpage needs to be updated. Not done since 2009.

114. Develop standards for security managers. They should have some background in security.
115. Skid Truck Training – Footprint reviewed to help find a place to have it. (Fire)
116. Statewide LMS for testing and reporting. Check out E Pro Scheduling Manager.
117. Future of keeping a pool of instructors on hand if not supplying training (IDC). Suggests an abbreviated version instead of a whole week.
118. Would like to receive reimbursement for sending people to help with training.
119. Video streaming of classes.