

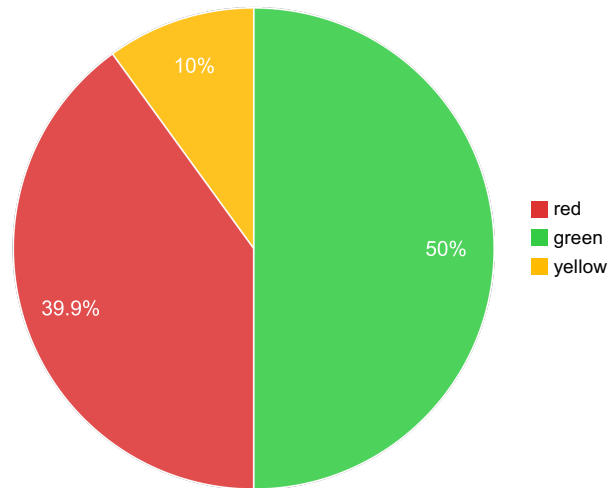
Department of State Police

Annual Performance Progress Report

Reporting Year 2024

Published: 12/23/2024 2:42:53 PM

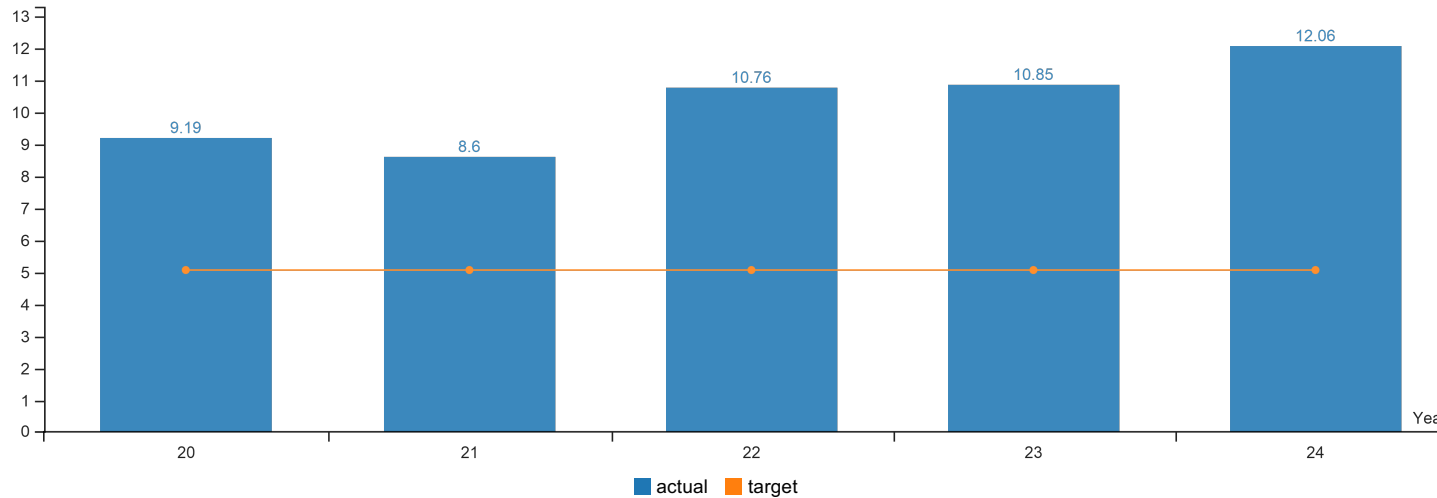
KPM #	Approved Key Performance Measures (KPMs)
1	Transportation Safety - Enhance transportation safety by reducing fatal crashes on state and interstate highways to fewer than 5.06 per 100,000,000 vehicle miles traveled (VMT) where the Oregon State Police (OSP) have primary responsibility.
2	Traffic Incident Management - Percent of lane blocking crashes cleared within 90 minutes.
3	Ignition Interlock Device Compliance - Increase compliance with the requirement of offenders to install Ignition Interlock Devices to reduce crashes and improve transportation safety on Oregon roadways.
4	Angler and Hunter Contacts - Increase interactions with anglers and hunters.
5	Illegal Harvest - Improve detection of illegally harvested non-commercial fish and wildlife.
6	Crime Reduction - Percent of major crime team call-outs resolved within 12 months from date of call-out.
7	Crime Reduction - Number of Dismantled or Disrupted Drug Trafficking Organizations (DTO's).
8	Forensic Analysis - Percentage of analytical requests completed within 30 days or less.
9	Criminal Justice Information Services (CJIS) Division Turnaround Time - Average turnaround time, from the date of receipt of manual and electronic criminal justice fingerprint cards by the CJIS Division, until the criminal justice data is posted into the Computerized Criminal History (CCH) Files.
10	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.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	50%	10%	40%

KPM #1	Transportation Safety - Enhance transportation safety by reducing fatal crashes on state and interstate highways to fewer than 5.06 per 100,000,000 vehicle miles traveled (VMT) where the Oregon State Police (OSP) have primary responsibility.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = negative result



Report Year	2020	2021	2022	2023	2024
Transportation Safety					
Actual	9.19	8.60	10.76	10.85	12.06
Target	5.06	5.06	5.06	5.06	5.06

How Are We Doing

Historical Context: The previous metric for this Key Performance Metric (KPM) was to reduce fatal crashes on state and interstate highways where OSP has primary responsibility by 2.5% annually (from 2012 to 2022), reaching a target of 101 fatal crashes by 2022. Due to factors beyond OSP's control, such as the licensed number of drivers and vehicle miles traveled, it was unlikely that OSP would be able to achieve a purely nominal target.

Instead, OSP changed the metric based on the number of fatal crashes in vehicle miles traveled (VMT) on highway segments where Oregon State Police has primary responsibility. In 2015, the fatal crash rate per 1,000,000,000 VMT was 7.79. Between 2010 - 2015, the lowest fatal crash rate per 1,000,000,000 VMT was 5.63 (in 2013). Using an average of 100 fatal crashes per 1,000,000,000 VMT over six years (2010 - 2015), OSP's new target is a fatal crash rate of 5.06 or lower per 1,000,000,000 VMT.

OSP investigated 265 fatal crashes in 2023, an 11% increase over the previous calendar year. State Highway VMT remained relatively stable, resulting in an increase in rate of fatal crashes from 10.85 to 12.06 per 1,000,000,000 VMT.

An error was discovered for the 2023 report year due to an incorrect pull of all state highway fatal crashes. Fatal crash data from the 2022 calendar year was updated to remove crashes occurring on state highways where OSP does not have primary responsibility. This reduced the rate of fatal crashes per 1,000,000,000 VMT from 14.33 to 10.85. 2021 calendar year data was also updated with revised crash data from ODOT, resulting in a minor adjustment of the rate from 10.30 to 10.76 for the 2022 report year. Data for this KPM is sourced from ODOT Crash Analysis & Reporting Unit's Crash Data Viewer and Initial Fatal Crash Information Viewer online dashboards, which are preliminary and subject to change until official crash data summaries are published.

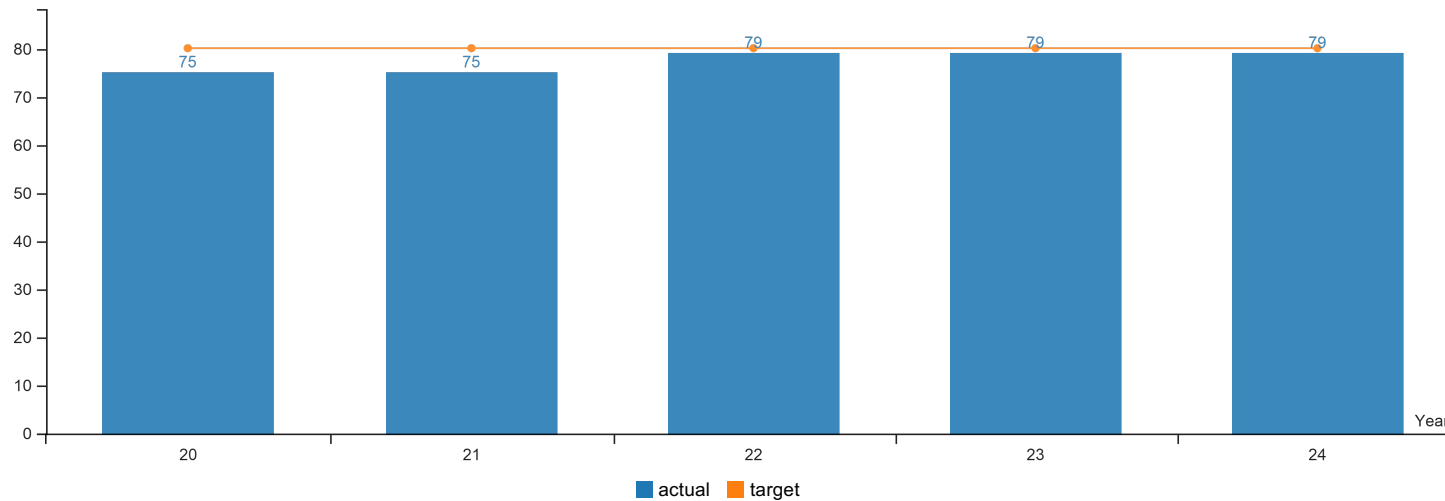
Factors Affecting Results

Sworn vacancies in the Patrol Services Division in nearly every patrol office impact our ability to provide visible deterrence, education, and enforcement of violations frequently attributed to collisions. Recruiting for new Troopers is trending upward, so we expect improvement in visible patrols and proactive engagement around traffic safety issues. Within OSP's control, enforcement priorities for existing staff and public messaging focus on driving behaviors that most often contribute to serious injury and fatal crashes (SOLID: **S**peed, **O**ccupant Safety, **L**ane Safety, **I**mpaired Driving, **D**istracted Driving). Efforts to enhance the capacity of patrol offices to utilize a data-driven approach to crash reduction are ongoing, paired with high-visibility patrol saturations. The creation of the part-time High Visibility Enforcement Unit following a successful internal pilot project is directing resources to events and geographical areas experiencing significant traffic safety issues.

Patrol offices around the state collaborate with ODOT and other partners on engineering and education efforts to reduce crashes. Troopers continue to receive enhanced training in rendering medical aid, including the recognition and treatment of life-threatening trauma. Factors outside OSP control include economic conditions contributing to changes in traffic volume/patterns, adverse weather events, the number of active drivers on roadways, and annual vehicle miles traveled.

KPM #2	Traffic Incident Management - Percent of lane blocking crashes cleared within 90 minutes.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Percentage of crashes cleared within 90 minutes on highways where OSP has primary responsibility					
Actual	75%	75%	79%	79%	79%
Target	80%	80%	80%	80%	80%

How Are We Doing

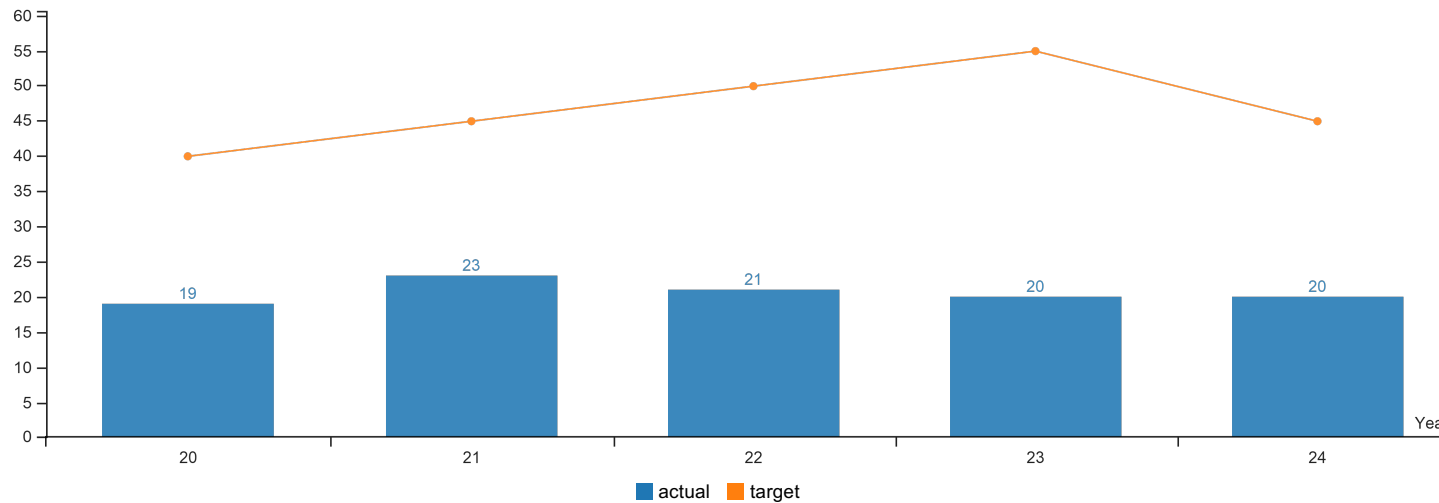
Based on preliminary data from ODOT, OSP clearance rates in 2023 held steady at 79%, just under our 80% target. (Source: ODOT Traffic Incident Management website - OSP Clearance dashboard)

Factors Affecting Results

Staffing shortages affecting nearly every OSP patrol office and worksite impact our ability to respond to lane-blocking crashes rapidly and consistently. Patrol Division hiring has been trending up, so we anticipate more consistent staffing over the next 12-18 months. The rural nature of Eastern Oregon contributes to longer response times for first responders, including law enforcement, emergency medical, ODOT Incident Response or maintenance staff, and tow companies. Traffic Incident Management (TIM) classes are regularly provided at the Oregon Public Safety Academy, which introduces these concepts to new officers (including all Troopers) early in their careers, and plans are underway to incorporate a refresher of TIM principles at future OSP in-service training. OSP Troopers also teach TIM classes to first responders around the state to enhance safe and efficient response to roadway-blocking incidents. Advanced collision reconstruction technology and growth in investigative competencies are lowering on-scene investigation time. This equipment and training were fully deployed by mid-2023 and a pre/post comparison has shown modest improvement in roadway clearance times in multiple outlying patrol offices.

KPM #3	Ignition Interlock Device Compliance - Increase compliance with the requirement of offenders to install Ignition Interlock Devices to reduce crashes and improve transportation safety on Oregon roadways.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Ignition Interlock Device Compliance					
Actual	19%	23%	21%	20%	20%
Target	40%	45%	50%	55%	45%

How Are We Doing

The Oregon State Police (OSP) formally assumed the Ignition Interlock Device (IID) program from the Oregon Department of Transportation in July 2019. Compliance continues to fall well below our target rate. While the number of drivers with devices installed continues to increase, it was outpaced by the increase in drivers required to install a device. This is partially attributed to the efforts of program staff to identify and track non-compliant offenders who were previously unknown to DMV or the IID program due to notification errors.

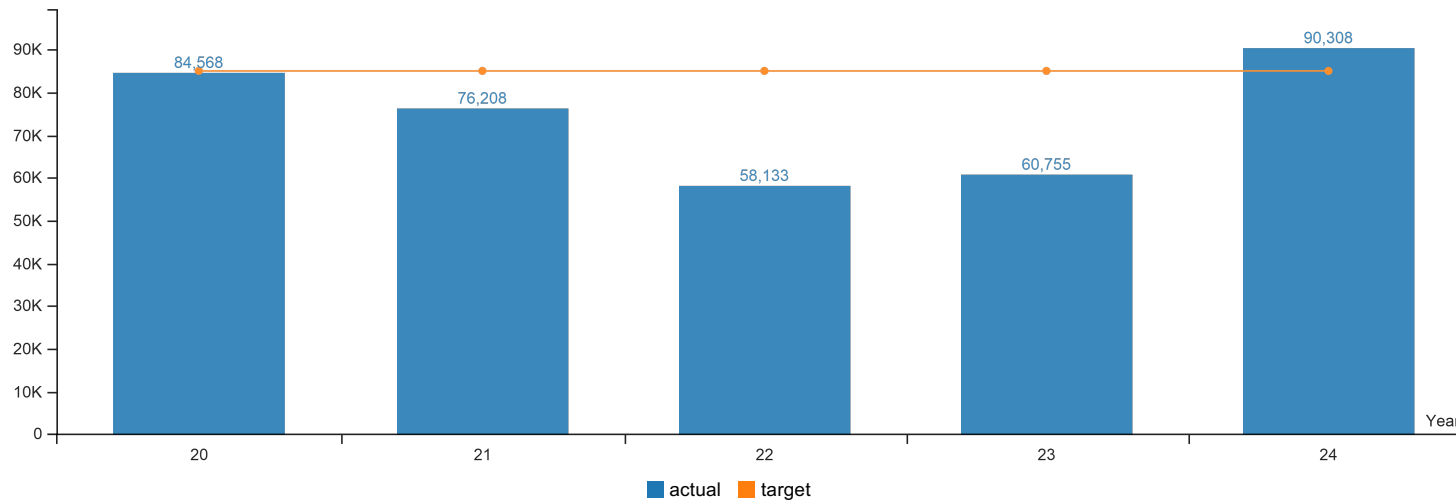
Factors Affecting Results

Existing IID violation statutes make enforcement difficult without observing violations first-hand. Voluntary compliance with court mandated IID installations remains low. The Ignition Interlock Program spent the 2023 calendar year enhancing communication and collaboration with courts, prosecutors, Alcohol Drug Screening Specialists (ADSS), DMV. The program continues to identify and address issues generated by inconsistent reporting and communication between involved partners.

- Developed postcard mailers and follow-up process for non-compliant offenders with unresolved IID requirements from as far back as 2017.
- Developed and distributed bilingual driver educational materials to courts, attorneys, ADSSs and DMV.
- Removing IID requirements from DMV records where courts or drivers failed to notify DMV the driver had completed their requirements.
- Identifying inconsistent communication between various courts and DMV.
- Developing and implementing an acknowledgement form for courts to provide to drivers to ensure they understand IID requirements and communicate key information to IID vendors.
- Educating partners and drivers through presentations, conferences, and meetings.

KPM #4	Angler and Hunter Contacts - Increase interactions with anglers and hunters.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Number of Angler and Hunter Contacts					
Actual	84,568	76,208	58,133	60,755	90,308
Target	85,000	85,000	85,000	85,000	85,000

How Are We Doing

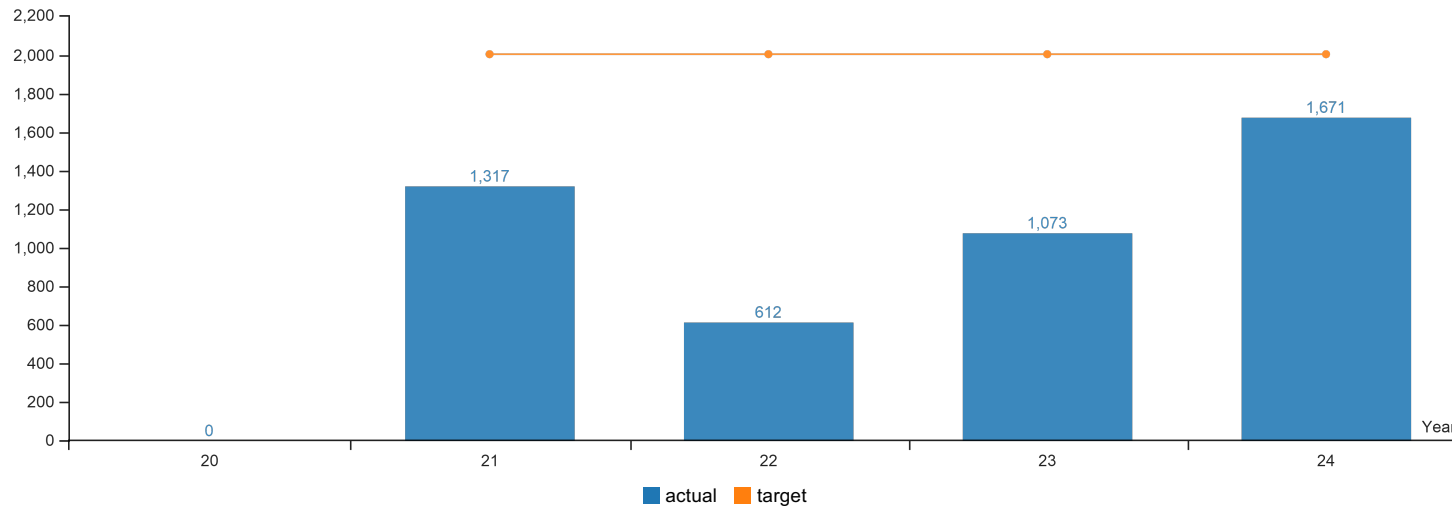
In calendar year 2023, the Fish and Wildlife Division achieved 90,308 angler and hunter contacts, exceeding the target level of 85,000 angler and hunter contacts per year. This is a significant increase from previous years, exceeding calendar year 2022 contacts numbers by approximately 49 percent.

Factors Affecting Results

The Division has taken steps to enhance its reporting system, which was fully revamped at the start of 2022 to a web-based application. Additionally, a supervisory check piece was added to ensure completeness and accuracy. With these factors in place, results will hopefully stabilize and be near or exceeding expectations in the coming years.

KPM #5	Illegal Harvest - Improve detection of illegally harvested non-commercial fish and wildlife.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Illegal Harvest					
Actual		1,317	612	1,073	1,671
Target		2,000	2,000	2,000	2,000

How Are We Doing

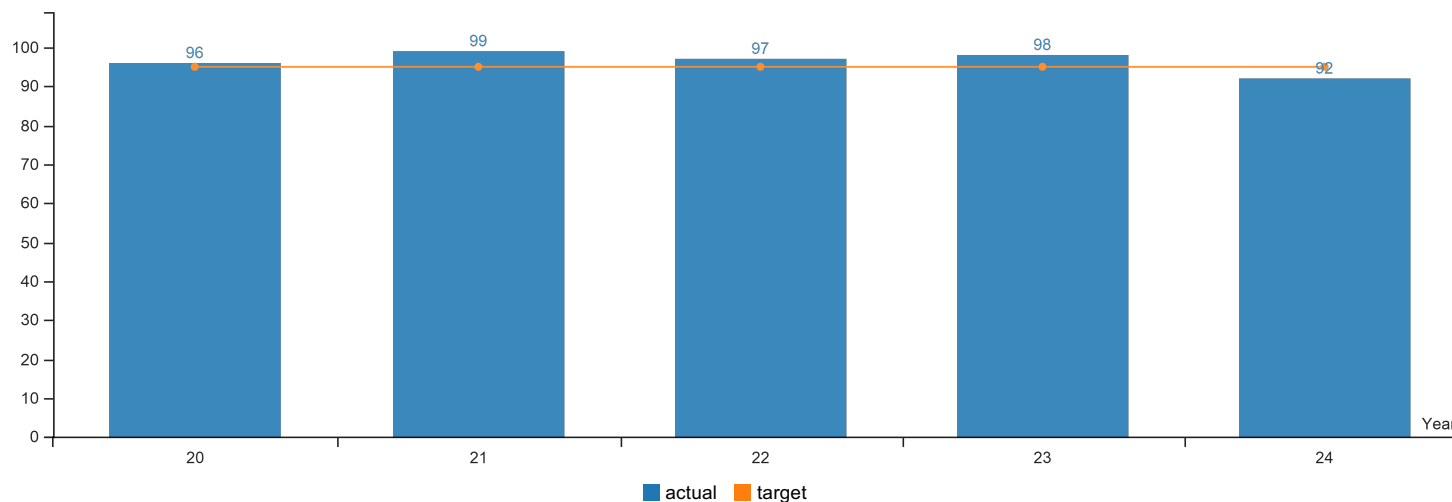
In calendar year 2023, Fish and Wildlife Division Troopers detected 1671 illegally harvested fish and wildlife species (for purposes of KPMs), achieving approximately 83% of the target. While missing the target, this is an approximately 56% increase from 2022 numbers.

Factors Affecting Results

The Division has taken steps to enhance its reporting system, which was fully revamped at the start of 2022 to a web-based application. Additionally, a supervisory check piece was added to ensure completeness and accuracy. With these factors in place, results will hopefully stabilize and be near or exceeding expectations in the coming years.

KPM #6	Crime Reduction - Percent of major crime team call-outs resolved within 12 months from date of call-out.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Percent of major crime team call-outs resolved within 12 months from date of call-out					
Actual	96%	99%	97%	98%	92%
Target	95%	95%	95%	95%	95%

How Are We Doing

Between January and December of 2020, Major Crime Section detectives responded to 109 major crime team call-outs across the state. Of those, 106 were resolved within 12 months for a resolution rate of 97%.

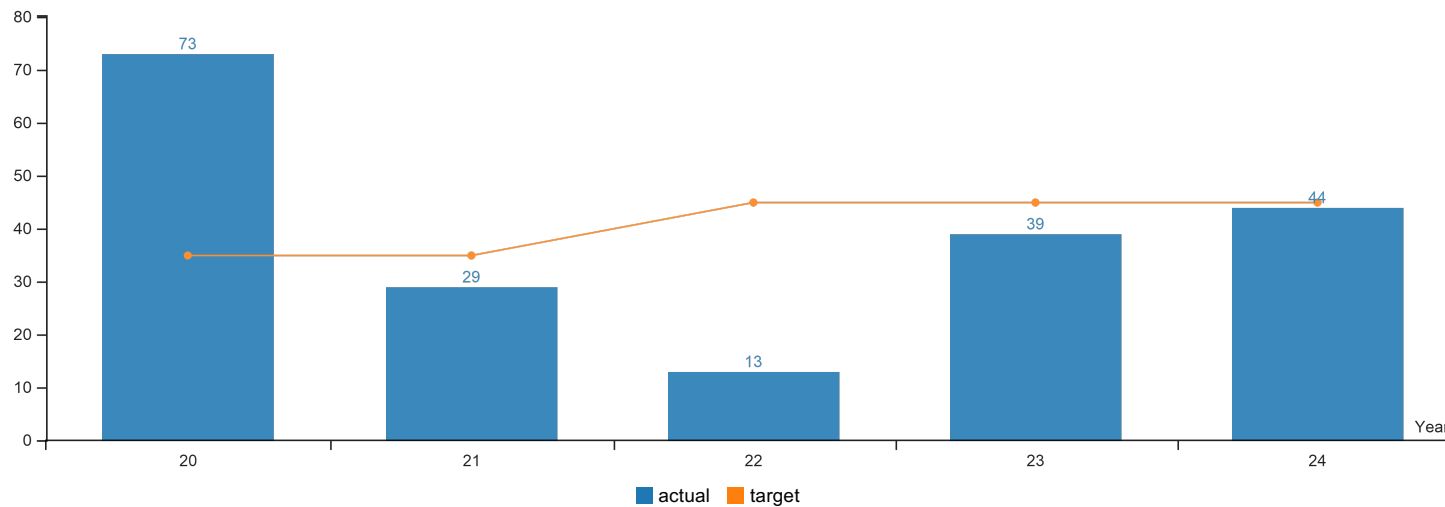
Every year since 2014, the 93% resolution rate target (established in 2009) had been met or exceeded. For 2018 (reported in 2020), the target was raised to a 95% resolution rate. Fortunately, the Major Crime Section detectives achieved a 96% resolution rate in 2018, which exceeded the new target. The resolution rate for 2019 (reported in 2021) climbed to 99%. For 2020 (reported in 2022), the resolution rate was 97%, once again exceeding the target. In 2021 we hit 98% resolution rate, continuing to exceed the target rate. In 2022 (reported in 2024) we missed the target by a small margin (3%), receiving a 92% resolution rate. Of the 83 cases Major Crimes detectives investigated in 2022 only 7 remained open past 12 months, which represents only 8% of those cases.

Factors Affecting Results

The complex nature of major crime investigations, the availability of resources in relation to the scope of the investigation, and the geographical location of the investigative team may impact the result of this performance measure. Other contributing factors are attrition to our workforce, and an increased role in Oregon's distressed timber counties. For instance, in June 2012, the Josephine County Sheriff's Office began referring a large portion of all their criminal investigations. Long term, highly complex cases contributed to narrowly missing the target in 2022.

KPM #7	Crime Reduction - Number of Dismantled or Disrupted Drug Trafficking Organizations (DTO's).
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Number of Drug Trafficking Organizations Dismantled / Disrupted					
Actual	73	29	13	39	44
Target	35	35	45	45	45

How Are We Doing

The number of Drug Trafficking Organizations (DTOs) the Oregon State Police (OSP) assisted in dismantling or disrupting rose from 39 in calendar year 2022 (reported in 2023) to 44 in 2023 (reported in 2024) just 2% short of reaching our target. The target number of DTOs dismantled or disrupted was increased from 20 in calendar year 2017 to 45 in 2022.

The last year the Drug Enforcement Section met our KPM was in 2019 (reported in 2020) when the KPM was surpassed significantly and 73 DTOs were dismantled or disrupted. However, the number of dismantled or disrupted DTOs dropped to 29 in 2020 (reported in 2021) and fell further in 2021 (reported in 2022) as the target number of DTOs dismantled or disrupted was 13. While the Drug Enforcement Section (DES) did not meet the target of 45, missing by 2% in 2023, the gap is decreasing from the previous 13% in 2022.

Factors Affecting Results

In October of 2023, the Drug Enforcement Section was reorganized placing more emphasis on fentanyl to align with the overall department mission of safeguarding life. Detectives that were primarily responsible for marijuana crimes were placed on multi-jurisdictional task forces better suited to pursue Drug Trafficking Organizations.

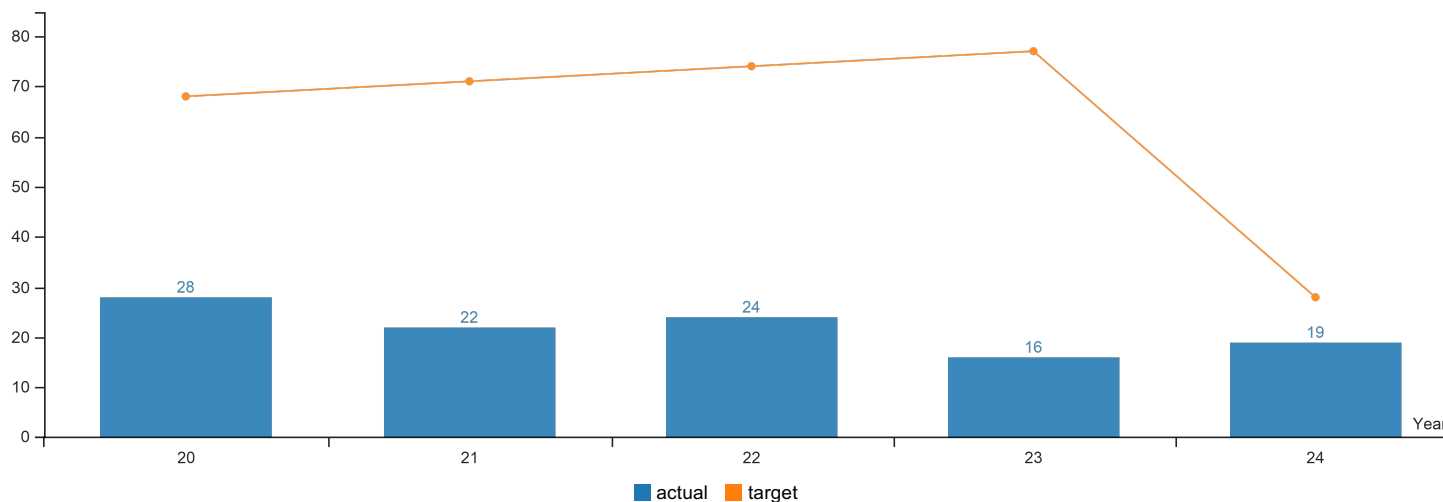
Drug Task forces investigate street-level, mid-level, and upper-level drug organizations. Mid to upper-level narcotic investigations, focusing on DTOs, are more complex and longer in duration while street level investigations tend to be direct in nature and short-term. OSP has had a consistent, tenured presence on drug task forces statewide, particularly those larger in size, that have a greater

case volume and are focused on higher level illegal drug activity, which take longer to resolve. Lower KPM numbers in 2020, 2021, and 2022 can be attributed to a focus on marijuana crimes, followed by the Covid 19 pandemic that resulted in some Drug Enforcement detectives being reassigned to the Patrol Division, and the passage of Measure 110.

The Drug Enforcement Section also responded to the Governor's request to assist in the Downtown Portland area to address rising overdose rates and public drug use. In late 2023 and 2024, detectives assisted in organizing nine missions in partnership with the Portland Police Bureau. While these missions were effective in addressing street-level narcotic distribution, they took detectives away from long-term DTO investigations led by their assigned task forces. Still, partial 2024 results indicate the Drug Enforcement Section will surpass the KPM of 45 DTOs disrupted or dismantled in 2024.

KPM #8	Forensic Analysis - Percentage of analytical requests completed within 30 days or less.
	Data Collection Period: Jan 01 - Dec 31

* Upward Trend = positive result



Report Year	2020	2021	2022	2023	2024
Percentage of analytical requests completed within 30 days					
Actual	28%	22%	24%	16%	19%
Target	68%	71%	74%	77%	28%

How Are We Doing

In the 2023 calendar year (2024 report year), the percentage of analytical requests completed in 30 days or less was 19%, which was an increase from the previous year (16%). It should also be noted that the percentage of requests completed within 90 days improved from 42% to 54% during this same time period.

Individual discipline KPMs for Blood Alcohol (sub-discipline of Toxicology), Field Investigations, Drug Chemistry and Biology were the highest in the Division, all over 30%. The two that increased the most over the previous year were Drug Chemistry and Blood Alcohol. Drug Chemistry increased from 44% to 53% and Blood Alcohol Toxicology increased from 2% to 31%.

The only noticeable decrease in individual discipline KPMs was in Firearms. Most other disciplines had slight improvements or essentially remained flat. Firearms decreased from 35% to 28%, but the percent of requests completed within 90 days remained constant.

The number of requests completed in 2023 increased for multiple disciplines as compared to 2022. DNA completed 40% more SAFE kit requests, Toxicology completed 38% more requests, and Biology Processing completed 17% more requests.

The Forensic Services Division (FSD) previously requested a resetting of KPM goals beginning in 2023, with a 4% increase every year until reaching 80% in 2037.

Factors Affecting Results

The KPM increase in 2023 was due in part to the filling of vacancies and some of those scientists subsequently completing their training programs. However, since the Forensic KPM is a lagging indicator, it will likely not improve as quickly as production metrics while the Division focuses on reducing the backlog. Completing backlogged cases (older than 30 days) decreases the average

pending age, but also negatively skews the KPM.

Although the sub-discipline of Blood Alcohol saw a substantial KPM increase, the KPM for Toxicology as a whole essentially remained steady. Significant Toxicology resources in 2023 and 2024 were allocated toward training new employees, as well as creating a new a drugs-in-blood service line.

The KPM for Firearms has been heavily impacted by staffing challenges, exacerbated because the section is fairly small, and Firearm Comparisons is one of the lengthier training programs. In 2023, two of the five Scientists in that section were in training, one was their coach, and one was the discipline Technical Leader.

The volume of Toxicology work as a percent of the Division total continues to hover around 50%, which has an outsized impact to the total KPM. When excluding Toxicology from the KPM calculation, the Forensic Division completed 32% of requests in under 30 days in 2023, which is up from 30% in 2022. The Toxicology KPM increased from 3% to 8% during this same time period.

The large number of trainees in 2023 led to a 10% increase in the number of scientist training hours that year (30,587 to 33,723). This increase equates to approximately 1.5 scientist FTE.

Manager Comments:

The Forensic Services Division needs a significant increase in staffing, facility capacity, infrastructure, and other resources to meet demand and KPM goals. A Portland Laboratory remodel expanding the DNA and Toxicology footprints was completed at the beginning of 2023, but demand is expected to increase with population. Added capital construction projects for the Springfield and Central Point Labs are in progress and will help alleviate space constraints. The Central Point Laboratory remodel should be completed mid-October 2024, but the new Springfield facility is still in the initial design phase.

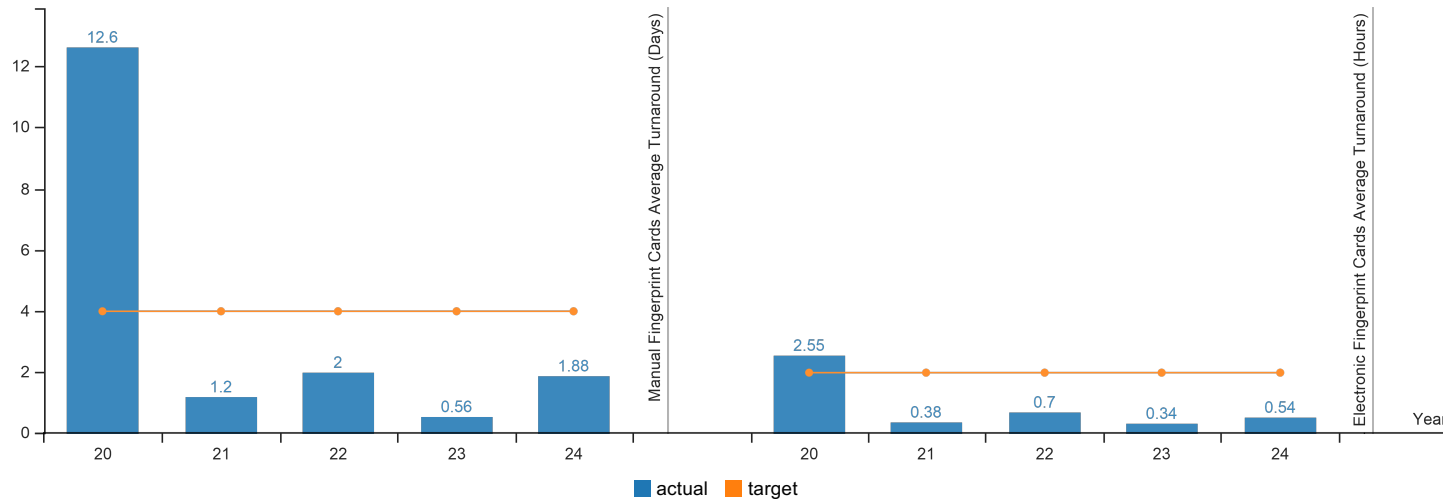
The new drugs-in-blood ante-mortem Toxicology program will go live October 1, 2024, and initial data suggests that the improved workflows are significantly faster without any negative impact to quality. Additionally, many of the resources allocated to bringing the new service online (validations, testing, policy and procedure creation) will be redirected to casework after it goes live.

In 2022, the Division began a pilot program in Drug Chemistry, with a renewed focus on the KPM and treating all five laboratories as a single entity. This involved transferring cases more proactively, forecasting absences, frequent communication between labs as well as other improvements. The Drug Chemistry KPM increased from 27% in 2021 to 44% in 2022 and 54% in 2023. It was determined that some aspects of the pilot program weren't sustainable with current resources and because shipping fentanyl (a larger percentage of drug submissions in 2023) is problematic. Even so, many of the lessons learned were incorporated into other disciplines. Biology Processing saw its KPM improve from 33% in 2023 to 50% in 2024 after implementing some of the concepts. The passage of HB4002 included position authority and funding for two new support staff and four new Drug Chemists. Once these new employees are fully trained, the additional capacity may be sufficient to restart the pilot program in Drug Chemistry and hopefully sustain more of the improvements.

In 2024, the Division transferred one additional scientist position from the Latent Print section to the Firearms section to help minimize disruptions to production. The Firearm Comparison work group now consists of three fully authorized scientists, one trainee, and two vacant positions in the process of being filled. We anticipate that this will improve the KPM within Firearms over time.

Although current staffing levels have improved since the pandemic, the Division has examined staffing needs based on historical trends. On average at any given point in time, there are approximately 22 Forensic Scientist positions (out of 100) that are not producing casework because they are in the process of being filled or are staffed with an employee who is in training. To account for these vacancies and lengthy training periods, the Division would need a substantial increase in staffing to minimize disruptions to production.

KPM #9	Criminal Justice Information Services (CJIS) Division Turnaround Time - Average turnaround time, from the date of receipt of manual and electronic criminal justice fingerprint cards by the CJIS Division, until the criminal justice data is posted into the Computerized Criminal History (CCH) Files.
	Data Collection Period: Jan 01 - Dec 31



Report Year	2020	2021	2022	2023	2024
Manual Fingerprint Cards Average Turnaround (Days)					
Actual	12.60	1.20	2	0.56	1.88
Target	4	4	4	4	4
a. Electronic Fingerprint Cards Average Turnaround (Hours)					
Actual	2.55	0.38	0.70	0.34	0.54
Target	2	2	2	2	2

How Are We Doing

The Oregon State Police's ability to meet this performance measure depends on heavily staff resources within the Criminal Justice Information Services (CJIS) Division. Livescan technology and automated processing improvements have significantly improved our ability to meet and/or exceed the set Manual Fingerprint Cards Average Turnaround time target of 4-days and the Electronic Fingerprint Cards Average Turnaround time target of 2-hours.

For the most current calendar year (9/1/2023 - 8/31/2024, there were 102,182 total criminal cards received. There were 750 criminal arrest cards processed manually during the reporting period and 90% of the manual card total (676) were processed under the target turnaround time. Manual cards represented <1% of the total criminal arrest cards received. The manual card average turnaround time for the reporting period was 1.88 days (45.14 hours).

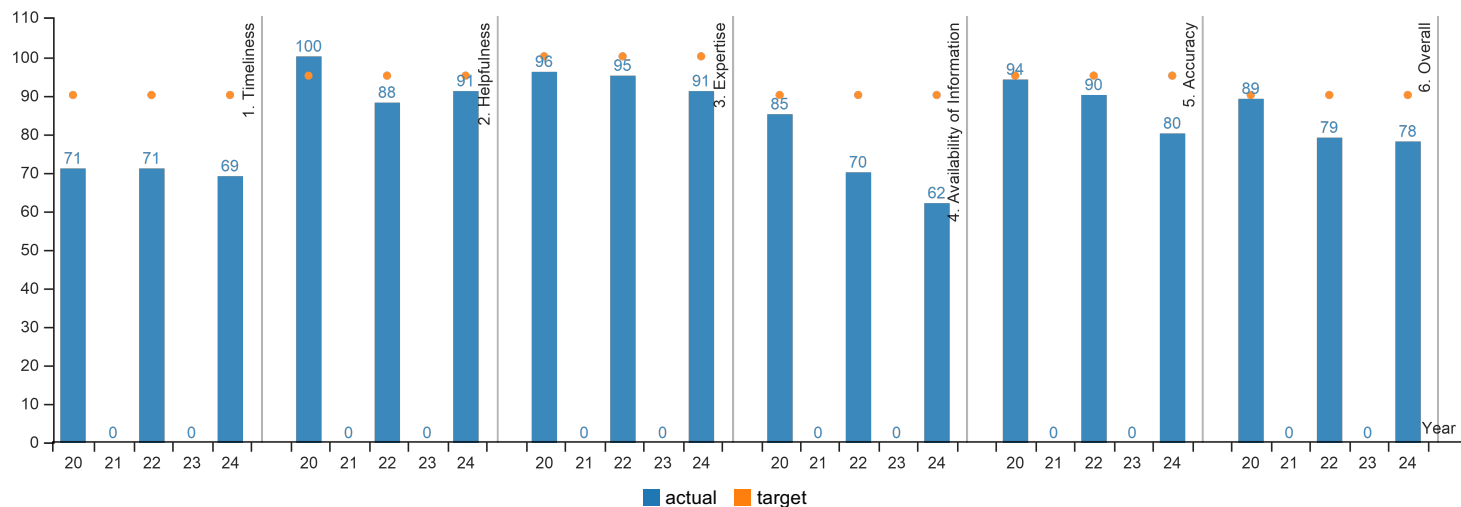
For the most current calendar year (9/1/2023 - 8/31/2024) automated submissions, represented >99% of the total criminal arrest cards received. There were 102,182 cards received and processed automatically. 101,241, or 99.8% of all automatic submissions were processed under the target turnaround time. The electronic card average turnaround time for the reporting period was 0.54 hours (32.18 minutes).

Factors Affecting Results

Staffing levels, outliers, and agencies use of livescan technology have a direct effect on our performance results, as does the availability of our infrastructure systems. All of Oregon's county jail

facilities use livescan technology to submit their arrest fingerprint cards, with a growing number of local police departments also acquiring livescan technology. All agencies using livescan devices submit fingerprints using the automated process. However, there continue to be instances where manually captured prints are necessary due to either an agency not having a livescan machine or circumstances that make a manual print necessary (i.e., nature disaster, power issues, ADA compliance, etc.). Therefore, OSP will continue to maintain some level of accepted manual processing services to meet this need. Outliers can include rejected cards or cards submitted incorrectly or need to gather additional information from the submission agency, as well as unexpected downtimes.

KPM #10 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.
 Data Collection Period: Jan 01 - Dec 31



Report Year	2020	2021	2022	2023	2024
1. Timeliness					
Actual	71%		71%		69%
Target	90%		90%		90%
2. Helpfulness					
Actual	100%		88%		91%
Target	95%		95%		95%
3. Expertise					
Actual	96%		95%		91%
Target	100%		100%		100%
4. Availability of Information					
Actual	85%		70%		62%
Target	90%		90%		90%
5. Accuracy					
Actual	94%		90%		80%
Target	95%		95%		95%
6. Overall					
Actual	89%		79%		78%
Target	90%		90%		90%

How Are We Doing

Introduction

Every two years, Oregon State Police (OSP) conducts its Customer Satisfaction Survey. This survey allows the agency to evaluate its performance with key stakeholders and collect the data required by the state for reporting its Key Performance Measures (KPM) #12. The KPM reporting addresses six measures with various statements, for which the stakeholders are allotted five options ranging from “Strongly Agree” to “Strongly Disagree.” These statements are:

1. OSP provides service in a timely manner.
2. OSP provides service correctly the first time.
3. Employees of OSP demonstrate a willingness to help.
4. Employees of OSP demonstrate knowledge and expertise.
5. OSP makes information easily available.
6. I am satisfied with OSP's overall quality of services.

The 2024 survey was conducted between October 16th and November 30th. The 2024 survey extended the invitees for the survey from the historic inclusion of the Oregon State Sheriffs' Association, Oregon Association Chiefs of Police, and Oregon District Attorney's Association to also include the Oregon Department of Corrections, Oregon Association for Court Administration, Oregon Department of Fish and Wildlife, Oregon Youth Authority, Oregon State Hospital, and the Oregon Community Corrections. Based on the addition of invited stakeholders, the total responses increased from 42 in 2022 to 128 in 2024.

Results

As of December 2, 2024, OSP received 128 responses to the survey. The response count by agency/organization is as follows:

Agency/Organization:	Response Totals:
Oregon State Sheriffs' Association:	18
Oregon Association Chiefs of Police:	32
Oregon District Attorneys Association:	0
Oregon Department of Corrections:	0
Oregon Association for Court Administration:	0
Oregon Department of Fish and Wildlife:	75
Oregon Youth Authority:	2
Oregon State Hospital:	1
Oregon Community Corrections:	0
Total:	128

The results from 2022 and 2024 are shown to express change over the two-year period. Careful consideration should be given to the increased number of stakeholder agencies/organizations, as well as a significant increase in response rates.

Factors Affecting Results

It is important to note that OSP changed the scope of the Customer Satisfaction Survey from 2022 to 2024. The 2024 survey included six additional stakeholder agencies/organizations. By including new agencies/organizations, some of the questions in the survey were altered to accommodate the broader audience of stakeholders, but the core survey remained the same. It should further be noted that the survey questions for KPM #10 were not altered.

Based on the changes, there was a significant overall increase in the number of responses, although several agencies did not participate. Due to the increase in both stakeholder involvement and the total response rates, robust analytical review, and considerations between the outcomes from 2022 and 2024 should be discouraged. Reporting is for informational purposes only.

Overall, the survey outcomes for the KPM #10 question sets suggest that OSP is performing well. In all six questions related to OSP services, most responses identified that OSP is operating within the stakeholder's window for approval. For example, when asked if "OSP provides service in a timely manner," 69.3% of respondents either agreed or strongly agreed. Responses with a disagree or strongly disagree were also relatively low, with the highest disagreement on the statement provided being "I am satisfied with OSP's overall quality of service, which was less than 10% of the total responses."

With that said, OSP is satisfied with the outcome of the survey. For 2024, OSP had little time to significantly notify the stakeholders of the Customer Satisfaction Survey. In 2026, OSP aims to maintain the wider scope of stakeholder invitees but with more notice of the upcoming survey and an earlier start in the year. OSP hopes that, by doing so, it will receive more input from the non-participating stakeholders.