

Fed Law Enforcement Training
Performance Report for FY2001

Actual Performance Figures are in **bold**, Final Targets are in plain text, and Proposed Targets and Projected Actuals are *italicized*.
Targets which were not met are shown in red.

Mission: Our mission is to serve as the Federal government's leader for and provider of world-class law enforcement training. We prepare new and experienced law enforcement professionals to fulfill their responsibilities in a safe manner at the highest level of proficiency. We also ensure that training is provided in the most cost-effective manner by taking advantage of economies of scale available only from a consolidated law enforcement training organization.

Budget Activity: Law Enforcement Training (LET)

Performance Goal:

Achieve an 90% rating on the Student Quality of Training Survey.

<u>Performance Measure(s):</u>	FY1999 Actual	FY2000 Actual	FY2001 Plan	FY2001 Actual
View Definition and Validation Student quality of training survey: basic training	99%	99.2%	90%	99.9%
View Definition and Validation Student quality of training survey: advanced training	99%	99%	90%	100%

Performance Goal:

Achieve an 80% rating on the Partner Organization satisfaction survey.

<u>Performance Measure(s):</u>	FY1999 Actual	FY2000 Actual	FY2001 Plan	FY2001 Actual
View Definition and Validation				
Variable unit cost per student-week of basic training	\$165	\$146	\$149	\$133

View Definition and Validation				
Partner Organization satisfaction [BASELINE IN FY 2001]				97.5%

Performance Goal:

Achieve a 65% rating on the Employee satisfaction survey

<u>Performance Measure(s):</u>	FY1999 Actual	FY2000 Actual	FY2001 Plan	FY2001 Actual
View Definition and Validation				
Employee satisfaction [BASELINE IN FY 2001]				78%

Budget Activity: Plant Operations (P/O)

Performance Goal:

Achieve an 90% Rating on the Student Quality of Services Survey.

<u>Performance Measure(s):</u>	FY1999 Actual	FY2000 Actual	FY2001 Plan	FY2001 Actual
View Definition and Validation				
Student quality of services survey: basic training	99%	99.5%	90%	99.6%

Performance Goal:

Provide sufficient capacity to meet the training requirements of our clients.

<u>Performance Measure(s):</u>	FY1999 Actual	FY2000 Actual	FY2001 Plan	FY2001 Actual
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View Definition and Validation
 Facilities utilization rate [BASELINE IN FY
 2001]

83.1%

View Definition and Validation
 Percent of basic training programs held
 within 15 days of the requested starting date
 [BASELINE IN FY 2001]

100%

View Definition and Validation
 Percent of advanced training programs held
 within 15 days of the requested starting date
 [BASELINE IN FY 2001]

95.1%

Performance Goal:

Meet the training needs of law enforcement organizations that would otherwise be unable to use the FLETC because of capacity constraints or cost considerations

<u>Performance Measure(s):</u>	FY1999 Actual	FY2000 Actual	FY2001 Plan	FY2001 Actual
View Definition and Validation Percent of confirmed export federal advanced training requests met [BASELINE IN FY 2001].				79.9%

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Performance Measure

Student quality of training survey: basic training

Definition and Validation

Definition: The percentage is the number of basic training students who rate their training experience as satisfactory or higher divided by the number of students surveyed. Basic and advanced training program students are surveyed to obtain their views as to the overall quality of the training received at the FLETC. The information obtained from this survey assists the FLETC in the continuing review of program curricula.

Verification and Validation: Students in basic and advanced basic training programs complete surveys on the quality of training, including instructors, program material, equipment, etc. Individual program and cumulative reports are generated. From this data, trends can be identified and areas that are consistently rated low can be reviewed and corrective action taken.

Date Accuracy: Reasonable accuracy

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Performance Measure

Student quality of training survey: advanced training

Definition and Validation

Definition: The percentage is the number of advanced training students who rate their training experience as satisfactory or higher divided by the number of students surveyed. Basic and advanced training program students are surveyed to obtain their views as to the overall quality of the training received at the FLETC. The information obtained from this survey assists the FLETC in the continuing review of program curricula.

Verification and Validation: Students in basic and advanced basic training programs complete surveys on the quality of training, including instructors, program material, equipment, etc. Individual program and cumulative reports are generated. From this data, trends can be identified and areas that are consistently rated low can be reviewed and corrective action taken.

Date Accuracy: Reasonable accuracy

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Performance Measure

Variable unit cost per student-week of basic training

Definition and Validation

Definition: The cost per week is calculated by taking actual expenses divided by the number of basic student-weeks trained.

Verification and Validation: Data is captured through the automated financial system and student information system.

Data Accuracy: Reasonable accuracy

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Performance Measure

Partner Organization satisfaction [BASELINE IN FY 2001]

Definition and Validation

Definition: This measure is the combined percentage of representatives of Participating Organizations (POs) that respond to two key questions in the FLETC PO Satisfaction Survey by indicating agreement with two specific qualitative statements about FLETC Service. Those two statements are: (1) "A productive, proactive partnership exists between FLETC and my agency", and (2) "FLETC is a true partner in providing solutions to law enforcement training problems".

Verification and Validation: FLETC's Research and Evaluation Division, which has expertise in the development of surveys

and the analysis of survey data, developed the process using contemporary survey methods similar to those used by the military services and other major training organizations. Content and context of the survey questions will be validated as important and necessary to the effective management of the Center's administrative and training programs. Comparing them with results of other formal and informal methods, such as interviews, feedback from PO meetings and formal and informal complaints/comments from individual POs will validate the results of the process.

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Performance Measure

Employee satisfaction [BASELINE IN FY 2001]

Definition and Validation

Definition: This measure is the percentage of employees who responded to the question: "Considering everything, how satisfied are you with your job?" by choosing one of these following responses: "Very Satisfied," "Satisfied," or "Slightly Satisfied." Those that choose "Slightly Dissatisfied," "Dissatisfied," and "Very Dissatisfied" are not included in the percentage. This question is one of 21 questions regarding the quality and quantity of services and programs provided by the FLETC to employees.

Verification and Validation: FLETC's Research and Evaluation Division, which has expertise in the development of surveys and the analysis of survey data, developed the process using contemporary survey methods similar to those used by the military services and other major training organizations. Content and context of the survey question will be validated as important and necessary to the effective management of the Center's employee services and programs. Comparing them with results of other formal and informal methods, such as interviews, feedback from employee forums and formal and informal complaints/comments will validate the results of the process.

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Performance Measure

Student quality of services survey: basic training

Definition and Validation

Definition: The percentage is the number of basic training students that are satisfied with the overall quality of services received while at FLETC divided by the number of students surveyed.

Verification and Validation: Students in basic training programs complete surveys on the quality of administrative support services, including cafeteria dormitory, janitorial, etc. Individual program and cumulative reports are generated. From this data, trends can be identified and areas that are consistently rated low can be reviewed and corrective action taken.

Data Accuracy: Reasonable Accuracy

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Performance Measure

Facilities utilization rate [BASELINE IN FY 2001]

Definition and Validation

Definition: This measure deals with the FLETC's utilization of training facilities resources. Data currently captured through automated systems provides information concerning the usage of the FLETC's dormitory rooms. Future data collection will include the utilization of all training resources.

Verification and Validation: The actual dormitory utilization is computed by data input into the Student Information System (SIS), an automated registration system currently in use at the FLETC. The Automated Scheduling and Allocation System (currently under development) will have the capacity to compute the utilization of all FLETC training resources (classroom, firearms ranges, interviewing complex, physical training mat rooms, etc.).

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Performance Measure

Percent of basic training programs held within 15 days of the requested starting date [BASELINE IN FY 2001]

Definition and Validation

Definition: The percentage of classes that have been requested by participating agencies that begin with 15 days of the starting date requested. The percentage is the number of classes started within 15 days of requested date divided by the total number of requested dates.

Verification and Validation: The actual number and cause of class/program cancellations is computed by data input into the Student Information System (SIS), an automated registration system. The cause of class cancellations (i.e., Agency decision - budgetary constraints, lack of students, rescheduled by agency, etc. or FLETC decision - insufficient training facilities, insufficient instructional support, etc.) will be the determining factor as to whether or not the FLETC has met the requested start date.

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Performance Measure

Percent of advanced training programs held within 15 days of the requested starting date [BASELINE IN FY 2001]

Definition and Validation

Definition: The percentage of classes that have been requested by participating agencies that begin with 15 days of the starting date requested. The percentage is the number of classes started within 15 days of requested date divided by the total number of requested dates.

Verification and Validation: The actual number and cause of class/program cancellations is computed by data input into the Student Information System (SIS), an automated registration system. The cause of class cancellations (i.e., Agency decision - budgetary constraints, lack of students, rescheduled by agency, etc., or FLETC decision - insufficient training facilities, insufficient instructional support, etc.) will be the determining factor as to whether or not the FLETC has met the requested start date.

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Performance Measure

Percent of confirmed export federal advanced training requests met [BASELINE IN FY 2001].

Definition and Validation

Definition: The percentage is the number of confirmed expert training requests fulfilled divided by the total number requested. Data is captured through automated systems and provides information concerning the cause of class-program cancellations.

Verification and Validation: The actual number and cause of class/program cancellations is computed by data input into the Student Information System (SIS), an automated registration system. The cause of class cancellations (i.e., Agency decision - budgetary constraints, lack of students, rescheduled by agency, etc., or FLETC decision - insufficient training facilities, insufficient instructional support, etc.) will be the determining factor as to whether or not the FLETC has met the requested start date.

