FY 2020 Treasury Performance Validation and Verification Appendix

Introduction
Treasury's Annual Performance Plan (APP) and Annual Performance Report (APR) are published as part of the Department's Annual President's Budget. Due to this year's transition timing, this year's Performance Validation and Verification Appendix will serve as Treasury's interim APP and APR until the budget is fully published in spring 2021. This Appendix provides a detailed listing of the agency's performance measures and indicators with their respective definitions, data sources, data collection methodologies, assessments of reliability, and reporting frequency. For the interim APP/APR, results and targets have been added for the past 6 years. Performance measures and indicators are listed by the strategic objective to which they align and, within each strategic objective, by component, and in the order that the component reported them. Please note that performance measure targets for FY 2021 will be released with the publication of the FY 2022 President's Budget. Prior to the release of the full APP/APR, a summary narrative of Treasury's progress towards its strategic plan and the Department's key performance highlights can be found in Part I of Treasury's 2020 Annual Financial Report (see here).

Verification and Validation Process
The Department recognizes the importance of collecting complete, accurate, and reliable performance data since this helps determine progress toward achieving program and Department goals and objectives. Performance data are considered reliable if transactions and other data that support reported performance measures are properly recorded, processed, and summarized to permit the preparation of performance information in accordance with criteria stated by management. OMB Circular A-136, Financial Reporting Requirements, OMB Circular A-11 (A-11), and the Reports Consolidation Act of 2000 (P.L. No. 106-531) further delineate this responsibility by requiring Agency heads to attest to the completeness and reliability of the performance data they report. Treasury employs a central system of record for all publicly reported performance data and requires components to validate the data entered into that system on either a quarterly or annual basis, depending on the frequency with which the data are reported. Performance data are discussed with senior department leadership at Quarterly Performance Reviews (QPRs).

Analysis
A performance measure quality review was conducted between June – September 2020 at the department level to analyze the strengths and limitations of these measures, as recommended in OMB Circular A-11. This process involves assessing the quality of performance data across the following criteria: data source and capture, data verification and validation, strategic alignment, how intuitive it is for the audience to understand, and how useful it is for the intended decision-maker. Findings from this assessment are used to determine whether or not performance data and measures/indicators are still relevant, valid, and of sufficient quality for the intended purpose, whether new measures/indicators are needed to capture the impact of new programs or activities, and whether performance measures/indicators should be discontinued because they no longer serve a sufficiently useful purpose. These findings are also used to identify and rectify weaknesses with data collection processes or validation and verification practices. A cross-system consistency and verification check revealed that the definition, indicator type, and all other data fields were complete for each measure. However, the review noted areas of improvement to many measures' validation and verification processes. Treasury will continue to strengthen its validation and verification practices, focusing on improved reporting of the most critical information (definitions, data capture source, and data verification and validation method).

Detailed Measure/Indicator Listing by Strategic Objective 2020

STRATEGIC GOAL: 1 - Boost U.S. Economic Growth

STRATEGIC OBJECTIVE: 1.1 - Tax Law Implementation

Alcohol and Tobacco Tax and Trade Bureau

MEASURE: Large Taxpayer Compliance Rate						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target		Baseline	90	90	95	95
Actual			90	90	91	91
Target Met?			Y	Y	N	N

Definition: Voluntary compliance rate of large taxpayers (>$50K in annual tax liability)

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: TTB uses Tableau to capture Key Performance Indicators (KPIs). The KPIs collected for this measure include taxpayer tax return, operational report, and payment factors. Those are then assigned to Tiers 3-6, and defined as the External Tax Compliance Group - LARGE. We also capture the data by commodity and time (monthly, quarterly, annually). The KPIs freeze results as of the 15th of the second month after the end of the period, allowing us snapshots of raw monthly and Fiscal Year to Date (FYTD) data.

Actual points

_____ __   =   Compliance rate

Potential points

1.   Assign points for each tax filing type – tax payment, tax return, and operational report – with potential points totaling to 100.

a.   1 point per dollar received in Tax Payment

b.   1 point per Tax Return received

c.   1 point per Operational Report received

2.   Calculate actual points based on taxpayer submissions. The full point value is earned for timely submissions; points earned are reduced for late and missing submissions on a progressive scale:

a.   On time – 100%

b.   1 – 7 days late – 95%

c.   8 – 30 days late – 75%

d.   31+ days late – 55%

e.   Missing – 0%

3.   Calculate compliance scores for each tax filing type - tax payments, tax returns, and operational report.

a.   [Calculated Tax Payment Points] ÷ [Eligible Tax Payments Points (1 point per $ owed)] = Tax Payment Score

b.   [Calculated Tax Return Points] ÷ [Eligible Tax Return Points (1 point per expected tax return)] = Tax Return Score

c.   [Calculated Operational Reports Points] ÷ [Eligible Operational Reports Points (1 point per expected operational report)] = Operational Report Score

4.   Apply weights to the three initial scores.

a.   Tax Payment Score = 50%

b.   Tax Return Score = 25%

c.   Operational Report Score = 25%

d.   Generate overall compliance rate.

e.   [Tax Payment Score + Tax Payment Score + Tax Return Score + Operational Report Score] ÷ 4 = Overall Compliance Rate.

Data Verification and Validation: TTB generates the compliance results by taxpayer and overall in the TTB Compliance Tool. TTB auditors/specialists validate the non-compliance data results before any reporting and/or follow up action is taken. The tasks involved in the data validation process include reviewing the tax account (unposted returns/payments, single payments split between taxpayers/tax periods, payments other than credit to a tax return, other pending actions with non-compliance, application of the five-day count back rule, pending claims, and unposted adjustments), identifying operational reports pending corrections/data entry, and identifying special taxpayer circumstances (pending bankruptcy, ongoing field audit/investigation, changes in control/proprietorship, notification of appointed fiduciary, undeliverable mail, etc.). The results are reviewed by Tax Services management, and reported through TTB's Strategic Objective Captain for Improving Voluntary Compliance.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved	Approved	Approved

Approved

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Collect the Revenue

Internal Revenue Service

MEASURE: Automated Underreporter (AUR) Coverage (%)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	2.6	2.2	2	1.9	1.6	1.7
Actual	2.3	2.3	2.2	2	1.3	0.6
Target Met?	N	Y	Y	Y	N	N

Definition: The sum of all individual IMF AUR Cases closed, which had taxpayer contact divided by the total individual return filings for the prior calendar year.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: NUMERATOR: The sum of all individual returns closed will be extracted as follows: SB/SE AUR: AUR MISTLE Report; W&I AUR: AUR MISTLE Report .

DENOMINATOR: The source for the total individual return filings for the prior calendar year is the Office of Research Projections of return filings as shown in IRS Document 6187 (Table 1A). AUR MISTLE AUR Management Information System for Top Level Executives (MISTLE).

Data Verification and Validation: 1.AUR run controls are reviewed to see if the weekend processing has been completed and are accurate. 2.MISTLE reports are reviewed with other AUR reports to see if processing has been completed and are accurate. 3.MISTLE reports are reviewed to see if information is complete and accurate.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Exam & Collections

IRS_Programs : Enforcement

MEASURE: Collection Coverage (Units)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	43.8	41.8	37.5	38.6	40.1	39.7
Actual	46.3	43.4	42.2	41.6	41.3	34.9
Target Met?	Y	Y	Y	Y	Y	N

Definition: The volume of collection work disposed compared to the volume of collection work available.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The data comes from the Collection Activity Report (CAR).

Data Verification and Validation: 1. Changes to programming of Collection Activity Reports are generally made once a year. Those changes are tested and verified by program analysts at headquarters before the first new report is released. Monthly spot checks are also done to verify they match the data sent to the DataMart. 2. Accuracy of Automated Offer in Compromise database is validated by management checks in the

operating units.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Exam & Collections

MEASURE: Conviction Rate (%)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	92	92	92	92	92	92
Actual	93.2	92.1	91.5	91.7	91.2	90.4
Target Met?	Y	Y	N	N	N	N

Definition: The percent of adjudicated criminal cases that result in convictions. The conviction rate is defined as the total number of cases with CIMIS status codes of guilty plea, nolo-contendere, judge guilty, or jury guilty divided by these status codes and nolle prosequi, judge dismissed and jury acquitted.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Cases are tracked in CIMIS with frequent updates to the status code.

Data Verification and Validation: Criminal Investigation management dictates that the lead agent assigned to the investigation and/or the agent's manager(s) input investigation data directly into CIMIS. Agents and management directs first line managers to review individual work group CIMIS reports for accuracy each month to ensure any system input errors or omissions are corrected within 30 days of the initial issuance of the monthly data tables. (Rev. 1-07) Standardized reports extract data related to the status codes sited above on a monthly basis.   This calculation is performed monthly.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Investigation

MEASURE: Criminal Investigations Completed						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	3800	3800	3100	3000	2800	2700

Actual	4486	3721	3089	3051	2797	2624
Target Met?	Y	N	N	Y	N	N

Definition: The total number of subject criminal investigations completed during the fiscal year, including those that resulted in prosecution recommendations to the Department of Justice as well as those discontinued due to a lack of prosecution potential.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Criminal Investigations Management Information System (CIMIS)

Data Verification and Validation: The guidance and direction given by upper management to first line managers is that the first line managers should review their individual work group CIMIS data tables at the beginning of each month. The use of this procedure will assure that system input errors are corrected no later than 30 days after the error is initially reported in the monthly CIMIS data tables. Additionally, national standard monthly reports and statistical information are circulated among the senior staff and headquarter analysts for their review and use. If the published information on the official critical measure appears to be out of line with what is normal or expected, headquarters analysts or senior staff request that the CI research staff verify that the published and circulated information and/or report is accurate. If the published and circulated information is not accurate, then the CI research staff corrects the error and issues revised data for the month.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Investigation

MEASURE: Customer Accuracy - Customer Accounts (Phones)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	94	94	95	95	94	94
Actual	95.5	96.1	96	96.1	94.3	93.5
Target Met?	Y	Y	Y	Y	Y	N

Definition: The percentage of correct answers given by a live assistor on Toll-free account inquiries. The measure indicates how often customers receive the correct answer to their account inquiry and/or had their case resolved correctly based upon all available information and Internal Revenue Manual required actions.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Quality reviewers on the Centralized Quality staff complete a data collection instrument as calls are reviewed. Data is input to the Quality Review Database for product review and reporting.

Data Verification and Validation: Field 715 on the DCI is coded by the CQRS monitor as calls are reviewed. Data is input to the NQRS. The NQRS contains several levels of validation that occur as part of the review process. The input records are validated requiring entries and combinations of entries based upon the relationships inherent in different product lines or based upon an entry in a quality attribute. The national reviews conducted by CQRS site staff on telephone product lines are sampled by local management and management officials at the CQRS site. In addition, every review is available on-line to the site for verification purposes. Sites monitor their review records daily and have a small rebuttal period to contest any review.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Filing & Account Services

MEASURE: Customer Accuracy - Tax Law Phones (%)						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	92	92	95	95	92	92
Actual	95	96.4	96.7	95.5	91.6	91
Target Met?	Y	Y	Y	Y	N	N

Definition: The percentage of correct answers given by a live assistor on Toll-free tax law inquiries. The measure indicates how often customers receive the correct answer to their tax law inquiry based upon all available information and Internal Revenue Manual required actions.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Quality reviewers on the Centralized Quality staff complete a data collection instrument as calls are reviewed. Data is input to the Quality Review Database for product review and reporting.

Data Verification and Validation: Field 715 on the DCI is coded by the CORS monitor as calls are reviewed. Data is input to the NQRS. The NQRS contains several levels of validation that occur as part of the review process. The input records are validated requiring entries and combinations of entries based upon the relationships inherent in different product lines or based upon an entry in a quality attribute. The national reviews conducted by CORS site staff on telephone product lines are sampled by local management and management officials at the CORS site. In addition, every review is available on-line to the site for verification purposes. Sites monitor their review records daily and have a small rebuttal period to contest any review.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Filing & Account Services

MEASURE: Customer Service Representative (CSR) Level of Service (LOS) (%)						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	38	47	64	75	63	60
Actual	38.1	53.4	77.1	75.9	65.4	53.1
Target Met?	Y	Y	Y	Y	Y	N

Definition: The number of toll-free callers that either speak to a Customer Service Representative or receive automated informational messages divided by the total number of attempted calls.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Enterprise Telephone Database (ETD).

Data Verification and Validation: 1. Validation of monthly report data by W&I P&A staff. 2. The JOC validates CSR LOS data prior to publication of the weekly official Snapshot report. Independent weekly CSR LOS source data is also gathered and validated by comparing data with the data used to produce the official Snapshot report.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Filing & Account Services

IRS_Programs : Taxpayer Services

MEASURE: Enterprise Self-Assistance Participation Rate (ESAPR)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	85	90	*	*	*	82
Actual	88.7	89	79	82	85.4	90.6
Target Met?	Y	N				Y

Definition: Data comes from Intelligent Contact Management (ICM), Integrated Customer Communications Environment (ICCE) Web Applications WMR (IRFOF), MOD I-EIN, WMAR, Get Transcripts Online (GT), Get Transcripts Mail (OAT), and Federal Student Aid – DataShare (FSA-D) = sum of FOTW (FAFSA on the Web) (FSA-D) + IDR (Income Driven Repayments) (IBR), Google Analytics (ITA), SAP Business Objects (BO) (TDS (IRTDS04)), WP&C (Income Verification Express Service (IVES) and Return and Income Verification Services RAIVS), Custodial Detail Database (CDDB) Payment Report (IMF Electronic and IMF Paper Payments), Collection Office Information System (COINS) Collections Reports (IMF Electronic Online Payment Agreements OPA and Installment Agreements), Accounts Management Information Report (AMIR) (Customer Accounts Resolved (CAR)), SAP BO (Field Assistance Management Information System2 (FAMIS2) Report) (TAC Face-to-Face Walk-ins & Non-Face-to-Face). As new self-assistance applications are provided to the public, they are added to the methodology. The ESAPR was an indicator from FY2017-FY2019.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Data comes from Intelligent Contact Management (ICM), Integrated Customer Communications Environment (ICCE) Web Applications WMR (IRFOF), MOD I-EIN, WMAR, Get Transcripts Online (GT), Get Transcripts Mail (OAT), and Federal Student Aid – DataShare (FSA-D) = sum of FOTW (FAFSA on the Web) (FSA-D) + IDR (Income Driven Repayments) (IBR), Google Analytics (ITA), SAP Business Objects (BO) (TDS (IRTDS04)), WP&C (Income Verification Express Service (IVES) and Return and Income Verification Services RAIVS), Custodial Detail Database (CDDB) Payment Report (IMF Electronic and IMF Paper Payments), Collection Office Information System (COINS) Collections Reports (IMF Electronic Online Payment Agreements OPA and Installment Agreements), Accounts Management Information Report (AMIR) (Customer Accounts Resolved (CAR)), SAP BO (Field Assistance Management Information System2 (FAMIS2) Report) (TAC Face-to-Face Walk-ins & Non-Face-to-Face). As new self-assistance applications are provided to the public, they are added to the methodology.

Data Verification and Validation: Management Controls for items on critical path:

1. Data is compiled from several sources (see individual components).

2. Each area is responsible for component accuracy. See individual component controls

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Filing & Account Services

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the

Congressional Budget Justification

MEASURE: Examination Coverage - Business Assets >$10 million (%)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	3.8	3.5	2.7	2.4	2.2	1.7
Actual	3.9	3	2.5	2.2	1.6	1.3
Target Met?	Y	N	N	N	N	N

Definition: The number of LB&I returns (C and S Corporations with assets over $10 million and all partnerships) examined and closed by LB&I during the current fiscal year divided by the number of filings for the preceding calendar year.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The number of returns examined and closed during the Fiscal Year is from the Audit Information Management System (AIMS) closed case database, accessed via A-CIS (an MS Access application). Filings are from Document 6186, which is issued by the Office of Research, Analysis and Statistics.

Data Verification and Validation: 1. Examination Support & Processing (ESP) group (SBSE) validates data on AIMS (Detroit server) and makes necessary correction. 2. LMSB picks closing codes and downloads data down to (A-CIS) Access database (Atlanta server). Charles Johnson (Plantation, FL) validates data, uploads to A-CIS. 3. (LMSB - Chicago) downloads LMSB version of data and performs data validation before providing data to CPP. 4. The information is Document 6186 is validated by the Office of Research, Analysis and Statistics before it is released.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Exam & Collections

MEASURE: Examination Coverage - Individual (1040)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	0.8	0.6	0.6	0.6	0.5	0.48
Actual	0.8	0.7	0.6	0.6	0.45	0.29

Target Met?	Y	Y	Y	Y	N	N

Definition: The percent of Individual 1040 returns examined for the Fiscal Year in relation to the total Individual 1040 returns filed for the prior Calendar Year.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The data comes from the Audit Information Management System (AIMS) closed case data base, the automated underreporter Management Information System for Top Level Executives (MISTLE) reports and Research projections for individual return filings.

Data Verification and Validation: Management Controls for items on Critical Path:

SB/SE Field and LB&I Closures:

1. Case closing documents are reviewed for accuracy by managers before closing from the group and during sample reviews by quality reviewers.

2. Audit Information Management System (AIMS) data is validated prior to distribution.

3. Queries used to retrieve data are reviewed for thoroughness and accuracy.

SB/SE and W&I Campus Correspondence Exam - AIMS Closures:

1. Case closing documents are reviewed for accuracy during sample reviews by managers and quality reviewers.

2. Audit Information Management System (AIMS) data is validated prior to distribution.

3. Queries used to retrieve data are reviewed for thoroughness and accuracy.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Exam & Collections

MEASURE: Percent of Business Returns Processed Electronically						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	46.5	48	51	54	58	60
Actual	47	50	52.9	55.6	57.8	67.4
Target Met?	Y	Y	Y	Y	N	Y

Definition: The percentage of electronically filed business tax returns divided by the total business returns filed.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Work Planning and Control reports from W&I Submission Processing campuses.

Data Verification and Validation: 1. At each Submission Processing Center, managerial oversight is used to ensure that the balancing instructions for the Balance Forward Listing are followed and that necessary adjustments are made. 2. Management Officials review Program Analysis Reports prior to its release to Headquarters personnel. 3. Headquarters Personnel release preliminary data for peer and managerial review prior to releasing data for the measure.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Exam & Collections

MEASURE: Timeliness of Critical Individual Filing Season Tax Products to the Public (%)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	95	87	89	89	85	89
Actual	89	92.5	93.1	59.6	92.6	78.4
Target Met?	N	Y	Y	N	Y	N

Definition: The percentage of Critical Individual Filing Season (CIFS) tax products available to the public seven calendar days before the official IRS start of the (individual) filing season. CIFS tax products are those tax forms, schedules, instructions, and publications required by large number of filers to prepare a complete and reasonably accurate Individual Income Tax Return.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Publishing Services Data System (PSD) and the Electronic Tax Forms Distribution Production Log (ETFDPL)

Data Verification and Validation: Nightly processes provide analysts and management with reports concerning production status, missing data problems, and past due situations.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Pre-filing Taxpayer Assistance & Education

MEASURE: Timeliness of Critical TE/GE and Business Tax Products to the Public (%)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	95	87	91	91	85	89
Actual	92.6	98	96.7	100	96.1	96
Target Met?	N	Y	Y	Y	Y	Y

Definition: The percentage of Critical Tax Exempt/Government Entities (TE/GE) and Business (CTB) tax products available to the public seven calendar days before the official IRS start of the individual filing season. CTB tax products are forms, schedules, instructions, and publications used by large number of TE/GE and Business filers to prepare a complete and reasonably accurate return or form by the filing date occurring during the fiscal year (e.g., income tax, excise tax, exempt organization return, etc.).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Publishing Services Data System (PSD) and the Electronic Tax Forms Distribution Production Log (ETFDPL).

Data Verification and Validation: Nightly processes provide analysts and management with reports concerning production status, missing data problems, and past due situations.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Pre-filing Taxpayer Assistance & Education

STRATEGIC OBJECTIVE: 1.2 - Strong Economic Fundamentals

Community Development Financial Institutions Fund

MEASURE: ALL - Number of Affordable Housing Units Developed or Produced					
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Actual	27004	35251	27433	34083	61000	49361

Definition: Number of affordable housing units created by CDFI Fund programs. This includes real estate construction and rehabilitation financed in part by CDFI Program financial assistance awardees, New Markets Tax Credit allocatees and CMF awardees.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Each awardee and allocatee collects and tracks information in its own management information system(s). The information is self-reported by awardees and allocatees. The Financial Strategies and Research Unit administers the Institution Level and Transaction Level Reports which contain business lending data for each CDFI Financial Assistance awardee and NMTC allocatee. CMF reporting systems will be established in 2011.

Data Verification and Validation: The Fund will collect affordable housing unit data through the annual Institution Level and Transaction Level Reports. Data provided is compared to the awardees' and allocatees' actual financial statements for accuracy and "reasonableness" as defined by the Fund. Awardees and allocatees are contacted regarding any discrepancies.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans: The volatility of the All Housing measure over the last few years illustrates why the measure was converted to an indicator because it is difficult to forecast to establish targets.

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved	Approved	

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

MEASURE: BEA - Increase in Community Development Activities Over Prior Year For All BEA Program Applicants ($ million)					
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**

Actual	759.9	539	522	646	429	469

Definition: This measures the Bank Enterprise Award (BEA) applicants' increase in qualified community development activities over prior year.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Each BEA Program applicant is required to submit an application containing a Report of Transactions. The BEA Program Unit administers the BEA application. All reports are submitted electronically and the data is stored in the Fund's databases.

Data Verification and Validation: The data is self-reported by applicants during the application process.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans: The BEA - Increase in Community Development Activities measure was converted to an indicator precisely because the results were volatile and it was difficult to accurately forecast to set a target. Moreover this measure should be discontinued as it is being replaced by the new BEA Leverage Ratio measure once we establish a three year baseline necessary to set a target.

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Bank Enterprise Award Program

MEASURE: CDFI - Percentage of Loans & Investments Originated in Eligible Distressed or Underserved Communities by Dollar Amount of Loans (Annual %)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	60	60	60	60	60	60
Actual	80.1	80.9	81.2	73.7	75*	75
Target Met?	Y	Y	Y	Y	Y	Y

Definition: Percentage of loans and investments originated in eligible distressed communities or made to underserved populations by amount of loans reported by CDFI Financial Assistance awardees during the program year. By policy all certified CDFIs must originate 60% or more of their loans and investments in eligible distressed census tracts or to underserved communities or populations. Note the target is a threshold that must be met or exceeded. The objective is to make sure that the program is meeting its basic requirements for serving distressed and underserved communities. Also note that the threshold recognizes that CDFIs must balance their mission of serving distressed communities and underserved populations against their safety and soundness considerations so the threshold is not an increasing threshold as that might engender unacceptable financial risks.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Each awardee collects and tracks information in its own management information system(s). The information is self-reported by awardees in the Community Investment Impact System (CIIS). The geocoded transaction data on the location of the loans is then compared to eligible census tracts in distressed communities or the targeted populations to determine the percentage deployed to their target markets.

Data Verification and Validation: The Fund will collect data on loans and investments originated by awardees through the Institution Level and Transaction Level Reports. Data provided is compared to the underlying demographics and socioeconomic characteristics of the awardees' transactions and the volume of transactions is compared to their audited financial statements for accuracy and "reasonableness" as defined by the Fund. Awardees are contacted regarding any discrepancies.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Community Development Financial Institutions Program

MEASURE: CDFI - Percentage of Loans & Investments Originated in Eligible Distressed or Underserved Communities by Number of Loans						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	60	60	60	60	60	60
Actual	80.5	81.5	83	72	78	79.6
Target Met?	Y	Y	Y	Y	Y	Y

Definition: The percentage share of loans/investments originated in eligible distressed or made to underserved populations by reporting CDFI Financial Assistance awardees during the program year. By regulation all certified CDFIs must originate 60% or more of their loans and investments in eligible distressed census tracts or to underserved populations. Note the target is a threshold that must be met or exceeded. The objective is to make sure that the program is meeting its basic requirements for serving distressed communities and underserved populations. Also note that the threshold recognizes that CDFIs must balance their mission of serving distressed communities and underserved populations against their safety and soundness considerations so the threshold is not an increasing threshold as that might engender unacceptable financial risks.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Each awardee collects and tracks information in its own management information system(s). The information is self-reported by awardees in the Community Investment Impact System (CIIS). The geocoded transaction data on the location of the loans is then compared to eligible census tracts in distressed communities or the targeted populations to determine the percentage deployed to their target markets.

Data Verification and Validation: The Fund collects data on loans and investments originated by awardees through the Institution Level and Transaction Level Reports. Data provided is compared to the underlying demographics and socioeconomic characteristics of the awardees' transactions and the volume of transactions is compared to their audited financial statements for accuracy and "reasonableness" as defined by the Fund. Awardees are contacted regarding any discrepancies.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Community Development Financial Institutions Program

MEASURE: HFFI - Retail Outlets Created/Preserved						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Actual	35	19	24	20	23	25

Definition: Each HFFI awardee must report the number of retail food outlets that have been created or preserved as a result of the HFFI project

financed by the awardee in a low-income/low-access area designated as a "food desert" under the program criteria.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Each HFFI awardee will be required to submit an annual report on their activities. All reports are submitted electronically and the data is stored in the Fund's databases.

Data Verification and Validation: The data is self-reported by awardees but must include a complete address (or latitude and longitude) so that the investment can be verified as occurring in a qualified "food desert" as defined by program criteria.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans: Note that this measure has been converted to an indicator because forecasting a target for the number of new retail outlets is difficult.

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved	Approved	

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Healthy Food Financing Initiative

MEASURE: NACA - Percentage of NACA Loans and Investments in Native Areas (# of Loans)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target		50	50	50	50	50
Actual	95.9	96.3	94.5	94.4	86*	72.1
Target Met?		Y	Y	Y	Y	Y

Definition: Quantifies the extent to which eligible areas are being serviced by NACA awardees in relation to Total Loan/Investment Activity, (# of loans).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Each awardee collects and tracks information in its own management information system(s). The information is self-reported by awardees in the Community Investment Impact System (CIIS). The geocoded transaction data on the location of the loans is then compared to eligible census tracts in distressed communities or the targeted populations to determine the percentage deployed to their target markets.

Data Verification and Validation: The Fund collects data on loans and investments originated by awardees through the Institution Level and Transaction Level Reports. Data provided is compared to the underlying demographics and socioeconomic characteristics of the awardees' transactions and the volume of transactions is compared to their audited financial statements for accuracy and "reasonableness" as defined by the Fund. Awardees are contacted regarding any discrepancies.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Native American CDFI Assistance Program

MEASURE: NACA - Percentage of NACA Loans and Investments in Native Areas ($ Amount of Loans)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target		50	50	50	50	50
Actual	65	61.2	42.6	84.9	78*	57.2
Target Met?		Y	N	Y	Y	Y

Definition: Quantifies the extent to which eligible areas are being serviced by NACA awardees in relation to Total Loan/Investment Activity, ($ amount of loans).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Each awardee collects and tracks information in its own management information system(s). The information is self-reported by awardees in the Community Investment Impact System (CIIS). The geocoded transaction data on the location of the loans is then compared to eligible census tracts in distressed communities or the targeted populations to determine the percentage deployed to their target markets.

Data Verification and Validation: The Fund collects data on loans and investments originated by awardees through the Institution Level and Transaction Level Reports. Data provided is compared to the underlying demographics and socioeconomic characteristics of the awardees' transactions and the volume of transactions is compared to their audited financial statements for accuracy and "reasonableness" as defined by the Fund. Awardees are contacted regarding any discrepancies.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Native American CDFI Assistance Program

MEASURE: NMTC - Percentage of Loans and Investments That Went Into Severely Distressed Communities						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	72	72	74	75	75	75
Actual	75.2	74.5	77.5	73.58	80	77.2
Target Met?	Y	Y	Y	N	Y	Y

Definition: Portfolio data being reported by allocatees' at the project level is used to determine the percentage of loans going into a distressed community. A distressed community is composed of any of the following criteria:

1)Poverty > 30%

2)Median Income < 60%

3)Unemployment Rate 1.5x National Average

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Each allocatee collects and tracts their portfolio data in its own management information system(s). It is then uploaded into the CDFI Fund's Community Investment Impact System (CIIS). This information is self-reported by the awardees.

Data Verification and Validation: The CDFI Fund will collect portfolio data thru annual transaction level reports. Data provided is compared to the awardees' actual financial statements for accuracy and "reasonableness" as defined by the CDFI Fund. Awardees are contacted regarding any discrepancies.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : New Markets Tax Credit Program

Departmental Offices - S & E

MEASURE: EO 13771 - Number of Deregulatory Actions Issued						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Actual					Baseline	*

Definition: EO 13771 encourages agencies to issue two de-regulatory items for each new regulatory action (as that term is defined in OMB guidance). Treasury has an inventory of EO 13771 items and through the work of the Regulatory Reform Task Force, will continue to add items to that list.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Consult the EO 13771 inventory of planned de-regulatory actions.

Data Verification and Validation: The EO 13771 inventory of planned de-regulatory actions should be consulted and items can be confirmed as complete by consulting the Federal Register.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Executive Direction

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: EO 13771 - Number of Deregulatory Actions Issued that Address Recommendations by the Regulatory Reform Task Force						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020

Actual	Baseline	5

Definition: EO 13771 regulatory actions are those designated as such by the Office of Information and Regulatory Affairs (OIRA), Office of Management and Budget. These regulations would be included in the Department's inventory of EO 13771 regulatory items and may include significant regulatory actions under EO 12866.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: A count can be made from items listed on the Department's EO 13771 inventory that have been designated by OIRA and have been issued as final and/or effective regulations.

Data Verification and Validation: Confirm the number is correct by reviewing the Department's EO 13771 inventory and confirm that the item has published in the Federal Register.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Executive Direction

MEASURE: EO 13771 - Number of Deregulatory Actions Issued that Address Recommendations by the Regulatory Reform Task Force to the Agency Head Consistent with Applicable Law

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Actual					Baseline	0

Definition: EO 13777 authorizes a Regulatory Reform Task Force chaired by a Regulatory Reform Officer. The task force is reviewing items listed on Treasury's EO 13771 inventory as well as items recommended by stakeholders in response to a June 14, 2017 request for information. The task force makes periodic reports to the Secretary.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: The task force will produce a report that lists the EO 13771 de—regulatory actions that can be used to calculate this measure.

Data Verification and Validation: The task force's report will list and describe the de-regulatory actions it recommends to the Secretary.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Executive Direction

MEASURE: EO 13771 - Number of Evaluations to Identify Potential Deregulatory Actions That Included Opportunity for Public Input and/or Peer Review

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Actual					Baseline	0

Definition: EO 13771 encourages agencies to seek public input on deregulatory actions to prioritize. The Department issued a request for information in the Federal Register on June 14, 2017 and the bureaus were encouraged to share that request with stakeholders. Additional contacts with stakeholders on this subject should be included in this count.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: This number should include any solicitation or follow-up with members of the public in soliciting de-regulatory actions, including email messages, phone calls, announcements at public meetings, notices, and other publications.

Data Verification and Validation: This information can be verified with cites to or copies of the solicitations if written, or a summary or statement (e.g., meeting minutes).

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Executive Direction

MEASURE: EO 13771 - Number of Regulatory Actions Issued

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Actual					Baseline	7

Definition: EO 13771 regulatory actions are those designated as such by the Office of Information and Regulatory Affairs (OIRA), Office of Management and Budget. These regulations would be included in the Department's inventory of EO 13771 regulatory items and may include significant regulatory actions under EO 12866.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: A count can be made from items listed on the Department's EO 13771 inventory that have been designated by OIRA and have been issued as final and/or effective regulations.

Data Verification and Validation: Confirm the number is correct by reviewing the Department's EO 13771 inventory and confirm that the item has published in the Federal Register

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Executive Direction

MEASURE: EO 13771 - Total Incremental Cost of All Regulatory Actions and Deregulatory Actions (Including Costs or Cost Savings Carried Over From Previous Fiscal Years)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Actual					Baseline	-78000

Definition: EO 13771 mandates that the cost of regulations must be zero and encourages agencies to achieve a cost savings. In order to achieve this zero cost, agencies must offset any costly regulations with de-regulatory actions that cover the cost (OMB has issued guidance to agencies on calculating costs).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Using the EO 13771 regulatory actions, identify the costs of such actions and subtract from that cost the savings from de-regulatory actions.

Data Verification and Validation: For EO 13771 regulatory actions and de-regulatory actions, the agency will have identified and analyzed the costs and cost savings in the regulatory or subregulatory documents.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Executive Direction

Office of Comptroller of the Currency

MEASURE: Percentage of National Banks and Federal Savings Associations That Are Categorized As Well Capitalized						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	95	95	95	95	95	95
Actual	95	96	97	95	98	99
Target Met?	Y	Y	Y	Y	Y	Y

Definition: This measure reflects whether the national banking and federal savings association system is well capitalized at fiscal year-end. The Federal Deposit Insurance Act established a system of prompt corrective action (PCA) that classifies insured depository institutions into five categories (well capitalized; adequately capitalized; undercapitalized, significantly undercapitalized; and critically undercapitalized) based on their relative capital levels. The purpose of PCA is to resolve the problems of insured depository institutions at the least possible long-term cost to the deposit insurance fund.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: National banks and federal savings associations file quarterly Reports of Condition and Income with the Federal Finance Institution Examination Council through the Federal Deposit Insurance Corporation's data processing center. The Supervisory Information office reviews the Reports of Condition and Income (i.e., call reports) for each quarter to identify national banks and federal savings association that meet all of the criteria for a well-capitalized institution. The number of national banks and federal savings association at fiscal year-end is obtained from the Federal Reserve Board's National Information Center database. The percentage is determined by comparing the number of national banks and federal savings associations that meet all of the established criteria for being well capitalized to the total number of national banks and federal savings association at fiscal year-end.

Data Verification and Validation: The banks' and thrifts' boards of directors attest to the accuracy of the reported data. The reliability of these quarterly reports is evaluated by OCC examiners during bank and thrift examinations.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall: Target of 95% was met and exceeded. The OCC continues to monitor the capital levels of all institutions and take appropriate corrective action on a timely basis.

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Supervise

MEASURE: Percentage of National Banks and Federal Savings Associations With Consumer Compliance Rating of 1 or 2						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Actual	96	98	97	98	98	98

Definition: This measure reflects the national banking and federal savings association system's compliance with consumer laws and regulations. Bank regulatory agencies use the Uniform Financial Institutions Rating System, Interagency Consumer Compliance Rating, to provide a general framework for assimilating and evaluating significant consumer compliance factors inherent in a bank. Each bank and thrift is assigned a consumer compliance rating based on an evaluation of its present compliance with consumer protection and civil rights statutes and regulations, and the adequacy of its operating systems designed to ensure continuing compliance. Ratings are on a scale of 1 through 5 in increasing order of supervisory concern.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: The Supervisory Information office identifies the number of banks and thrifts with current consumer compliance ratings of 1 or 2 and the total number of national banks and federal savings associations from Examiner View (EV) and Supervisory Information System (SIS) subject to consumer compliance examinations at fiscal year-end. The percentage is determined by comparing the number of national banks and federal savings associations with current consumer compliance ratings of 1 or 2 to the total number of national banks and federal savings associations subject to consumer compliance examinations at fiscal year-end.

Data Verification and Validation: Consumer compliance ratings are assigned at the completion of each consumer compliance examination. These ratings are entered into OCC's management information systems, Examiner View (EV) and Supervisory Information System (SIS), by the banks' Examiner-in-Charge and reviewed and approved by the Supervisory Offices' Assistant Deputy Comptroller (Mid-Size/Community banks) or Deputy Comptroller (Large banks).

Data Accuracy: Reasonable

Data Frequency: Quarterly

Explanation of Outcome/Future Plans: Target of 94% was met and exceeded. The OCC continues to maintain a strong focus on consumer compliance at all of its institutions.

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Supervise

MEASURE: Rehabilitated National Banks And Federal Savings Associations As A Percentage Of Problem National Banks One Year Ago (CAMEL 3,4, or 5)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Actual	39	43	40	44	15	23

Definition: This measure reflects the successful rehabilitation of problem national banks and federal savings associations during the past twelve months. Problem banks and thrifts can ultimately reach a point where rehabilitation is no longer feasible. The OCC's early identification of and intervention with problem banks and thrifts can lead to successful remediation of problem banks and thrifts.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: The Supervisory Information office in OCC's headquarters office uses Examiner View (EV) and the Supervisory Information System (SIS) to identify and compare the composite CAMELS ratings for problem banks or thrits from twelve months prior to the current period composite CAMELS ratings for the same banks or thrifts. The percentage is determined by comparing the number of national banks or federal savings associations that have upgraded composite CAMELS ratings of 1 or 2 from composite CAMELS ratings of 3, 4 or 5 to the total number of national banks or federal savings associations that had composite CAMELS ratings of 3, 4 or 5 twelve months ago.

Data Verification and Validation: Either quarterly or semi-annually, an independent reviewer compares a sample of Reports of Examination to the Examiner View (EV) and Supervisory Information System (SIS) data to ensure the accuracy of the recorded composite ratings. Any discrepancies between the supporting documentation and the systems data are reported to the respective Assistant Deputy Comptroller or Deputy Comptroller for corrective action.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Explanation of Outcome/Future Plans: Target of 40% was not met. The OCC continues to monitor the performance of problem institutions to enable their recovery.

The low percentage is an indicator of a shrinking population base of problem banks.

Two years ago there were about 80 problem banks, last year 60 problem banks and currently about 40 problem banks.

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Supervise

Office of Financial Research

MEASURE: Number of LEIs Issued Cumulatively in the United States and Internationally						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Actual	395861	395861*	587941	1222643	1487695	1733473

Definition: Quarterly result equals the cumulative number of Legal Entity Identifiers (LEI) assigned in the U.S. and internationally based on registration date. Note: The Office of Financial Research (OFR) compiles the LEI data from public-access websites maintained by Local Operating Units ("pre-LOUs") that have been sponsored by public authorities across the globe. The compilation is done on a best-efforts basis, and the OFR makes no warranty as to the accuracy or completeness of these underlying data.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Public LEI websites.

Data Verification and Validation: Data verified by measure manager designated by division chief or deputy director, followed by quality assurance check by SGP, certification by measure owner (chief or deputy director), and validation by PMO.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Data Center

MEASURE: Number of Times That Data Standards Related are Incorporated in Rules and Regulations						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Actual	2	2	4	1	1	3

Definition: Number of responses to Council data and research requests that meet delivery targets divided by the total number of data and research requests received.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Report from OFR service desk on SharePoint.

Data Verification and Validation: Data verified by measure manager designated by division chief or deputy director, followed by quality assurance check by SGP, certification by measure owner (chief or deputy director), and validation by PMO.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Data Center

STRATEGIC OBJECTIVE: 1.3 - Trusted Currency and Services

Alcohol and Tobacco Tax and Trade Bureau

MEASURE: Customer Satisfaction Rate with eGov Systems – COLAs Online						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	Baseline		80	80	80	80
Actual		74	82	81	77	80
Target Met?			Y	Y	N	Y

Definition: Results of TTB's customer survey to determine user satisfaction with the online filing system for Certificates of Label Approval (COLAs), including ease of accessing the system, submission process, online guidance, ability to complete the application without assistance, time to complete the application, and experience using the system.

The survey provides feedback on respondent opinions and perceptions. Statistical validation is dependent on response rates. If the response rates are high enough, the survey provides a snapshot of respondent opinions, which may provide a statistically valid overview of overall satisfaction.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Collection:

1) TTB's Office of Analytics provides a monthly statistical sample of users for COLAs Online based on a 95% confidence interval with a 10% response rate.

2) TTB uploads email addresses into pre-saved surveys in Survey Monkey and then sends out survey.

3) Five business days after the survey is sent, TTB closes the survey, and downloads the results.

4) TTB collects results from survey questions 1, 2, 3, 5, 6, and 7.

Validation:

Survey Monkey designers provide and test for proper data collection standards to ensure the accuracy and completeness of results. The Strategic Objective Captain for TTB Objective 15, Optimize Electronic Systems, verifies the results calculated by the measure owner.

Data Verification and Validation:

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved	Approved	Approved

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Protect the Public

MEASURE: Customer Satisfaction Rate with eGov Systems – Formulas Online						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target		Baseline	80	80	80	80
Actual		58	70	79	70	73
Target Met?		Y	N	N	N	N

Definition: Results of TTB's customer survey to determine user satisfaction with the online filing system for beverage alcohol formula applications, including ease of accessing the system, submission process, online guidance, ability to complete the application without assistance, time to complete the application, and experience using the system.

The survey provides feedback on respondent opinions and perceptions. There are currently not enough users to generate a statistically valid sample for nonbeverage FONL users. However, TTB uses the survey results to provide a snapshot of respondent opinions, which may provide a representative view of user satisfaction (though likely biased toward negative responses).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Collection:

1) TTB's Office of Analytics provides a monthly statistical sample of users for Formulas Online (beverage) based on a 95% confidence interval with a 10% response rate.

2) TTB uploads email addresses into pre-saved surveys in Survey Monkey and then sends out survey.

3) Five business days after the survey is sent, TTB closes the survey, and downloads the results.

4) TTB collects results from survey questions 1, 2, 3, 5, 6, and 7.

Add the percentage of respondents who were "somewhat satisfied" or "extremely satisfied" with six survey questions (enumerated according to the survey item): (1) ease of accessing the system; (2) online guidance; (3) ability to complete the application without assistance; (5) submission process; (6) time it took to complete the application; and (7) experience using our electronic system.

Data Verification and Validation: Validation:

Survey Monkey designers provide and test for proper data collection standards to ensure the accuracy and completeness of results. The Strategic Objective Captain for TTB Objective 15, Optimize Electronic Systems, verifies the results calculated by the measure owner.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved	Approved	Approved

Approved

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Protect the Public

MEASURE: Customer Satisfaction Rate with TTB Permitting Process						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	80	80	80	80	80	80
Actual	76	71	80	77*	68	78
Target Met?	N	N	Y	N	N	N

Definition: Results of the TTB customer survey of the permitting process, including application length, complexity, assistance received, and the electronic filing system.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: TTB Permit satisfaction monthly survey using a commercial survey tool.

Data Verification and Validation: The survey data provides an indicator of satisfaction across qualitative and quantitative aspects of customer experience, with questions designed to support analysis of the effectiveness of efforts to reduce processing times, improve guidance, and decrease filing burdens. The data is subject to the data standards and security controls of the online survey tool. Reported results are verified by the Operations Services Branch chief at the National Revenue Center. All performance data are subject to annual internal audit.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Protect the Public

MEASURE: Initial Error Rate on Label and Formula Applications						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target			Baseline	25	25	25
Actual			43	40	37	34
Target Met?			Y	Y	Y	Y

Definition: The total number of label and beverage formula applications received that required TTB to return to the applicant for corrections (missing or incomplete application fields) or revisions (noncompliance with federal labeling and/or production requirements).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: COLAs Online and Formulas Online.

Data Verification and Validation: Errors on label and formula applications add to TTB's reprocessing work and delay overall approval times for industry. This measure enables ongoing review of compliance errors to drive strategic improvements. TTB uses automated queries to extract data from its online system, which are subject to strict data controls. Results are verified through TTB's Office of Analytics and reviewed by management in the Advertising, Labeling, and Formulation Division. All performance data are subject to annual internal audit.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	**BIB**	**CJ**	**QPR**	**SOAR**
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Protect the Public

MEASURE: Initial Error Rate on Permit Applications						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target			25	25	25	25
Actual	67	57	85	80*	71	62
Target Met?			Y	Y	Y	Y

Definition: The total number of applications received that required TTB to return to the applicant for corrections
 (missing or incomplete application fields) or additional information (missing or incomplete documentation
 to support the application). A high volume of errors impedes timely review and approval as the total
 processing time includes all back-and-forth with applicants.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Permits Online.

Data Verification and Validation: Errors on original permit applications add to TTB's reprocessing work and delay overall approval times for industry. This measure enables ongoing review of compliance errors to drive strategic improvements. TTB uses automated queries to extract data from its online systems, which are subject to strict data controls. Results are verified through TTB's Office of Analytics and reviewed by management in the National Revenue Center. All performance data are subject to annual internal audit.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Collect the Revenue

MEASURE: Percent of Electronically Filed Label and Formula Applications						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	94	95	95	95	95	95
Actual	94	97	98	98	99	99
Target Met?	Y	Y	Y	Y	Y	Y

Definition: Measure of the rate at which TTB receives alcohol beverage label and formula applications via electronic filing systems (COLAs Online and Formulas Online).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: COLAs Online and Formulas Online.

Data Verification and Validation: Increased use of e-Gov systems provides numerous advantages that increase efficiency for both internal and external users. All systems are subject to TTB IT data standards and security controls for data collection and maintenance. The method of data extraction is static and has been tested against back-up data sources. Reported results are verified by management in the Advertising, Labeling, and Formulation Division. All performance data are subject to annual internal audit.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Protect the Public

MEASURE: Percent of Electronically Filed Permit Applications						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	82	87	82	87	90	80
Actual	84	84	85	86	89	92
Target Met?	Y	N	Y	N	N	Y

Definition: Measures the rate at which TTB receives original permit applications via its electronic filing system, Permits Online.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Permits Online; Integrated Revenue Information System (IRIS).

Data Verification and Validation: Increased use of e-Gov systems provides numerous advantages that increase efficiency for both internal and external users. All systems are subject to TTB IT data standards and security controls for data collection and maintenance. The method of data extraction is static and has been tested against back-up data sources. Reported results are verified by the Operations Services Branch chief at the National Revenue Center. All performance data are subject to annual internal audit.

Data Accuracy: Unknown

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Protect the Public

MEASURE: Percentage of Alcohol Beverage Label and Formula Applications Processed within Service Standards						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	85	85	85	85	85	85
Actual	75	75	62	84	48	83
Target Met?	N	N	N	N	N	N

Definition: Measures the percent of alcohol beverage label and formula applications that TTB processes within the customer service standards for the respective programs (annually reviewed for workload and resources and published).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: COLAs Online and Formulas Online.

Data Verification and Validation: TTB's level of service in timely processing applications is central to its mission to facilitate compliant trade. TTB must pre-approve the label and, in many cases, formula for an alcohol beverage before it can enter domestic commerce. TTB uses automated queries to extract data from its online systems and results are verified by management in the Advertising, Labeling, and Formulation Division. All performance data are subject to annual internal audit.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Protect the Public

MEASURE: Percentage of Permit Applications Processed within Service Standards						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	85	85	85	85	85	85
Actual	47	32	48.1	71.2	57.6	84.1
Target Met?	N	N	N	N	N	N

Definition: Measures the percentage of original permit applications and registrations that TTB processes within its established service standards (reviewed and published annually based on workload and resources).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Permits Online

Data Verification and Validation: TTB established a strategic goal to timely issue permits to qualified applicants. Timely and consistent service levels facilitate commerce, as TTB must qualify and issue permits or registrations to businesses before they can operate in the alcohol or tobacco industries. TTB uses automated reports generated from its data warehouse maintained by TTB's Office of Analytics. All performance data are vetted through the bureau's strategic management review process.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Protect the Public

Bureau of Engraving and Printing

MEASURE: Yearly Currency Order						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target					Baseline	100
Actual					100	100
Target Met?					Y	Y

Definition: Monthly percent of currency order completed versus the yearly ordered planned. The target is 100 percent.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Actual currency produced.

Data Verification and Validation: Currency Manufacturing Dashboard.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Manufacturing

United States Mint

MEASURE: Customer Satisfaction Index (%)					
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	90	90	90	90	90	90
Actual	89.5	91	91.7	93.6	93.6	91.7
Target Met?	N	Y	Y	Y	Y	Y

Definition: The United States Mint conducts a quarterly Customer Satisfaction Measure (CSM) Tracking Survey among a random sample of active customers. The CSM Survey is intended to capture customer satisfaction with the United States Mint's performance as a coin supplier and the quality of specific products. The CSI is as a single quantitative score of CSM Survey results.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: A professional survey consultant administers quarterly CSM survey to a random sample of active customers.

Data Verification and Validation: Results and data are captured and verified by the professional survey consultant.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Manufacturing

MEASURE: Numismatic Sales Units (Million Units)

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	5.6	4.6	4.4	3.5	3.9	3.8
Actual	5.4	4.2	3.9	3.3	4.3	3.4
Target Met?						

Definition: The numismatic sales units indicates the number of coin products sold to the public from numismatic operations. It quantifies the demand for the Nation's official numismatic products. Increases in units sold allow the Mint to potentially reduce the sales prices, as fixed costs will spread among more units. More units sold will also demonstrate that the Mint is meeting demand for products.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Net Product Sales (NPS) report

Data Verification and Validation: The cumulative Net Product Sales (NPS) report is derived from Oracle, the United States Mint's financial system of record. This system is subject to annual audit by independent auditors. The financial system of record is subject to periodic reviews conducted internally according to Office of Management and Budget (OMB) Circular A-123 requirements. On a monthly basis, analysts in the Numismatic and Bullion Directorate, the Accounting Division, and Policy, Planning and Budget (PPB) Division review the numismatic sales data for reasonableness and accuracy.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved	Approved	

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Manufacturing

MEASURE: Seigniorage per Dollar Issued ($)						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	0.24	0.47	0.48	0.43	0.36	0.36
Actual	0.49	0.52	0.45	0.37	0.4	0.47
Target Met?	Y	Y	N	N	Y	Y

Definition: Seigniorage per total face value of circulated coinage shipped to Federal Reserve Banks.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The data is captured in Oracle Financials system and reported through Oracle's Discoverer Reporting system.

Data Verification and Validation: External auditors perform routine audits of financial statements. Seigniorage and the total value of circulating coinage shipped to the Federal Reserve Banks are included in the financial statements.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR

Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Manufacturing

STRATEGIC GOAL: 2 - Promote Financial Stability

STRATEGIC OBJECTIVE: 2.3 - Foreign Technical Assistance

Departmental Offices - S & E

MEASURE: OTA - Program Engagement						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	3.6	3.6	3.6	3.6	3.8	3.6
Actual	3.8	3.9	4	3.8	3.6	3.3
Target Met?	Y	Y	Y	Y	N	N

Definition: The degree to which a OTA's foreign counterparts are engaging proactively and constructively with OTA advisors, at the working and policy levels. Counterpart engagement is both a key outcome of OTA efforts to structure and execute effective technical assistance projects that support host country ownership as well as the most crucial input to the successful achievement of the intermediate goals and ultimate outcomes described in the project's terms of reference and work plan during the fiscal year – such as passage of law or regulation, an increase in government revenues, an improvement in a government's credit rating, or a reduction in economic crimes.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Generated by the Financial Technical Assistant Advisor who manage the project in the countries were technical assistant project exist.

Data Verification and Validation: The data is verified and validated by the five contracting office representatives, the Associate Director of OTA and approved by the Director of OTA.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	**BIB**	**CJ**	**QPR**	**SOAR**
Approved		Approved		

Allocations

2018-2022 Goals : Goal 2: Promote Financial Stability

Activities : International Affairs and Economic Policy

STRATEGIC GOAL: 3 - Enhance National Security

STRATEGIC OBJECTIVE: 3.1 - Strategic Threat Disruption

Financial Crimes Enforcement Network

MEASURE: Number of Bank Secrecy Act (BSA) Users						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Actual			11452	11679	12801	13047

Definition: The number of BSA system users such as law enforcement, counter-terrorism agencies, financial regulators, and the intelligence community who access the BSA data technology to detect money laundering and illicit finance use.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Count

Data Verification and Validation: The number is derived from a tracking system and a count is done and validated.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
		Approved	Approved	Approved

Approved

Allocations

2018-2022 Goals : Goal 3: Enhance National Security

Activities : BSA Administration and Analysis

MEASURE: Number of Suspicious Activity Reports (SARS) Filed					
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Actual			2401896	2537230	2698841	3039421

Definition: The number of SARS filed during the fiscal year. A SAR is a report made by a financial institution about suspicious activity or potentially suspicious activity.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Count

Data Verification and Validation: Report is derived from a tracking system and a count is done and validated.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
		Approved	Approved	Approved

Approved

Allocations

2018-2022 Goals : Goal 3: Enhance National Security

Activities : BSA Administration and Analysis

MEASURE: Number of Total Bank Secrecy Act (BSA) Reports Filed					
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020

Actual		19322891	20404002	20755285	20051834

Definition: The number of BSA reports filed during the fiscal year. The BSA requires The BSA requires depository institutions and other industries vulnerable to money laundering to take a number of precautions against financial crime. This includes filing and reporting certain data about financial transactions possibly indicative of money laundering, including cash transactions over $10,000 and suspicious transactions.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Count

Data Verification and Validation: Report is derived from a tracking system and a count is done and validated.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
		Approved	Approved	Approved

Approved

Allocations

2018-2022 Goals : Goal 3: Enhance National Security

Activities : BSA Administration and Analysis

MEASURE: Percentage of Law Enforcement and Regulators who Assert that they Queried BSA Data that Led to Detection and Deterrence of Illicit Activity						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	82	84	85	86	84	88
Actual	83	84	86*	85	92	90
Target Met?	Y	Y	Y	N	Y	Y

Definition: This measure examines the survey responses of domestic law enforcement users directly querying the Bank Secrecy Act (BSA) data in support of financial crime investigations. It also includes responses from regulators querying the system for their BSA compliance examinations. FinCEN has over 11,000 external users who rely on BSA data to identify financial crime. The survey looks at the value of BSA data, such as whether the data provided unknown information, supplemented or expanded known information, verified information, helped identify new leads, opened a new investigation or examination, supported an existing investigation or examination, and provided information for an investigative or examination report. This is a meaningful measure as valuable and useful BSA data contribute to the detection and deterrence of financial crime and improve BSA consistency and compliance.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Data are captured via a survey. The vendor survey team developed questionnaires for the customers, with FinCEN input. They conducted e-mail surveys of FinCEN's customers in law enforcement and regulatory agencies accessing BSA information.

Data Verification and Validation: Raw data are received from the survey vendor and results are calculated and verified.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 3: Enhance National Security

Activities : BSA Administration and Analysis

MEASURE: Percentage of Users Satisfied with FinCEN Information Sharing Systems						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	78	80	86	84	84	84
Actual	78	83	87	86	89	88
Target Met?	Y	Y	Y	Y	Y	Y

Definition: This measure is a composite survey measure and represents the users' satisfaction with the technology systems. This measure tracks satisfaction with BSA E-Filing, FinCEN Query, and the Egmont Secure Web questions. Starting with industry, FinCEN collects and maintains BSA reports filed by financial institutions and other filers. In turn, FinCEN provides internal users (including Treasury and TFI), and external law enforcement and regulatory users access to a query system containing 11 years of BSA data; provides internal users with a tool to conduct advanced analysis; and provides foreign FIUs in the Egmont Group with a secure system for exchanging financial intelligence to combat money laundering and terrorist financing. This measure is meaningful because the technology allows authorized persons to more readily access BSA information and better enable them to conduct investigations more efficiently and effectively.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Data are captured via a survey: Foreign FIU survey, the BSA E-filing survey, and the FinCEN portal/query satisfaction survey.

Data Verification and Validation: Raw data are received from the survey vendor and results are calculated and verified.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 3: Enhance National Security

Activities : BSA Administration and Analysis

Office of Comptroller of the Currency

MEASURE: Percentage of National Banks and Federal Savings Associations with Composite CAMELS Rating 1 or 2						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	90	90	90	90	90	90
Actual	91	93	94	96	96	96
Target Met?	Y	Y	Y	Y	Y	Y

Definition: Bank regulatory agencies use the Uniform Financial Institutions Rating System, CAMELS, to provide a general framework for assimilating and evaluating all significant financial, operational and compliance factors inherent in a bank or Federal Savings Association. Evaluations are made on: Capital adequacy, Asset quality, Management, Earnings, Liquidity, and Sensitivity to Market Risk. The rating scale is 1 through 5 where 1 is the highest rating granted.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The Supervisory Information office identifies the current composite rating from its supervisory information systems. The percentage is determined by comparing the number of national banks with current composite CAMELS ratings of 1 and 2 to the total number of banks.

The data used is stored in the OCC's Operational Data Store system. The data is captured in the OCC's Supervisory Information Systems-Examiner View (SIS-EV), the application is used to capture all supervisory data related to national banks and federal savings associations. The data is accessed through FINDRS.

Data Verification and Validation: Validation continues throughout the life of each supervisory activity, first entered by supervisory staff, then reviewed and approved by the staff's immediate supervisor, and finally approved by the supervisory office.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall: Target of 90% was met and exceeded. The OCC continues to focus on ensuring timely examinations and monitoring corrective actions at all of its institutions.

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 3: Enhance National Security

Activities : Supervise

Terrorism and Financial Intelligence

MEASURE: Impact of TFI Programs and Activities						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target			Baseline	8.5	8.5	8.5
Actual			8.5	*	*	*
Target Met?			Y			

Definition: This measure is used to assess TFI's impact as an organization through its sanctions, law enforcement, intelligence, regulatory and diplomatic programs to reduce threats to U.S. national security. The Office of Terrorist Financing and Financial Crimes is responsible for the impact of policy making, outreach and diplomacy. The Office of Foreign Assets Control is responsible for the impact of economic sanctions. The Office of Intelligence and Analysis is responsible for the impact of information and analysis used by Department decision makers. The Financial Crimes Enforcement Network is responsible for the impact of activities that create safer and more transparent financial systems.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: An annual survey is conducted by OIA. Performance measure actuals are captured in PRS to determine the rating for FinCEN's performance measures. OFAC and TFFC provide documentation of activities, and use a self assessment rating.

Data Verification and Validation: The Office of Strategic Planning and Performance Management validates all final information. TFFC and OFAC provide a self-assessed rating and supporting documentation. OIA uses an internal (within the Department) customer satisfaction survey to achieve it's performance rating. The survey and raw data are provided, and validated at the SECRET level to ensure reliability of the data. The Department reviews/validations, and gives suggestions and recommendations to each office, with a chance to provide additional information.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
	Approved	Approved		

Allocations

2018-2022 Goals : Goal 3: Enhance National Security

Activities : Terrorism and Financial Intelligence

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the

Congressional Budget Justification

MEASURE: Dollar Amount of Improper Payments Identified or Stopped Fiscal Year To Date						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target				Baseline	33.6	35.3
Actual				35.53	41.1	43.5
Target Met?				Y	Y	Y

Definition: For payments IDENTIFIED, DNP matches PAM payment data to death data and flags payments. Flagged records are provided to the agency to make determination. For improper payments that are STOPPED, DNP matches an OPM pre-payment file to death data, flag records, and OPM makes determination. OPM pulls deceased individuals from their certified payment file, thus preventing improper payments. Measure is based on the agency's/OPM's determination that a payment identified or prevented was improper.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Sum of dollar of payments identified improper after payment plus the dollar of payments stopped before they occur.

Data Verification and Validation: Do Not Pay (DNP) Analytics Director receives monthly file from OFAS and this data requires coordination with PAM and OPM to ensure accuracy. Often there is a one-month lag in reporting. DNP keeps record of these files and volumes and reports out accordingly.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Payments

MEASURE: Percentage of Government-Wide Accounting Reports Issued Timely						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	100	100	100	100	98	99.5
Actual	99.5	100	100	100	99.6	100
Target Met?	N	Y	Y	Y	Y	Y

Definition: All Governmentwide financial data that FMS publishes relating to U.S. Treasury cash-based accounting reports (i.e., the Daily Treasury Statement, the Monthly Treasury Statement, and the Annual Combined Report) will be on time 100% of the time.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: A monthly reporting system is used to track the release dates to the public of all of the various governmentwide statements.

Data Verification and Validation: Procedures are in place to validate that the statements are released on time to the public 100% of the time.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
		Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Accounting and Reporting

Office of Financial Stability

MEASURE: Clean Audit Opinion on TARP Financial Statements (ensure transparency of operations to the public)					
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	1	1	1	1	1	1
Actual	Met	Met	Met	Met	Met	Met
Target Met?	Y	Y	Y	Y	Y	Y

Definition: This measure identifies whether OFS receives a clean audit opinion from the GAO on its TARP financial statements.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The OFS Office of the Chief Financial Officer generates the TARP financial statements and will receive and communicate the audit opinion from GAO.

Data Verification and Validation: TARP financial statements are subject to an audit conducted by GAO.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : EESAP - TARP Administrative Account

MEASURE: Percentage of Congressional Constituent Correspondence Responses Completed within 10 Business Days of Receipt

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	100	100	100	100	100	100
Actual	50	66.75	87.5	100	93.75	100
Target Met?	N	N	N	Y	N	Y

Definition: This measure tracks the percentage of congressional correspondence letters sent to OFS that have a response letter completed (drafted, cleared and signed) within 10 business days of receipt.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Correspondence is logged in Main Treasury's TACT system.

OFS staff maintains a subsidiary tracking report in Excel to monitor and calculate the response time.

Data Verification and Validation: The OFS team lead confirms all correspondence response times by reviewing TACT-generated and COO response emails to verify dates and lapsed time.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : EESAP - TARP Administrative Account

MEASURE: Percentage of Customers Satisfied with FinancialStability.gov (Self Selected Respondents) (ensure transparency of operations to the public)						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	75	75	75	75	75	75
Actual	66.5	73	69.25	69.25	72.5	*
Target Met?	N	N	N	N	N	

Definition: This measure tracks the percentage of customers that are sufficiently satisfied with the information provided on our website as well as the ease of navigating the site itself.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The survey presents randomly to 60% of the visitors who have viewed at least 2 pages of the web site. Respondents are asked to evaluate a series of questions around the website's content, functionality, look &feel, navigation, transparency, and performance. The results are combined into a single customer satisfaction score.

Data Verification and Validation: ForeSee employs random sampling and seeks a response rate in excess of 8% to ensure data validity.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : EESAP - TARP Administrative Account

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Percentage of FOIA Assignments On-Time or Less Than 30-Days Overdue (ensure transparency within the government)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	33	33	33	80	95	80
Actual	13.03	56.56	85	85	97.5	*
Target Met?	N	Y	Y	Y	Y	

Definition: Number of assigned FOIA cases on time divided by total number of assignments. An assignment is "on time" if it is closed out within 30 days.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The Office of Privacy, Transparency and Records (PTR) receives FOIA requests from the public and assigns them to the appropriate UST office with an assigned due date. The responses are required to be returned to PTR within 30 days.

Data Verification and Validation: The OFS Information Disclosure Coordinator (IDC) receives the request from the Office of Privacy, Transparency and Records and assigns it to the appropriate OFS Program Area with the applicable due date. The IDC coordinates with the OFS Program Office on any related records and uploads documents into the goFOIA database; closing out the case on OFS' end for processing by PTR. This process is completed within 30 days.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : EESAP - TARP Administrative Account

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Percentage of SIGTARP and GAO Oversight Recommendations Responded to On-Time (ensure transparency of operations to the public)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	100	100	100	100	100	100

Actual	100	100	100	100	99.5	*
Target Met?	Y	Y	Y	Y	N	

Definition: This measure tracks the percentage of SIGTARP and GAO oversight recommendations that were responded to within the required timeframes.

SIGTARP: 30 days.

GAO: 60 days.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Upon completion of an audit, SIGTARP and GAO have the opportunity to issue recommendations to which OFS provides responses detailing actions, if any, taken by Treasury to remedy the SIGTARP and GAO recommendations.

OFS staff inputs GAO recommendations and OFS responses into Treasury's Joint Management Enterprise System (JAMES). SIGTARP inputs SIGTARP recommendations into JAMES and OFS inputs the associated responses.

Data Verification and Validation: The data in the periodic reports are compared to data entered into JAMES. The number of recommendations and their associated statuses are tallied and analyzed by OFS analysts.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : EESAP - TARP Administrative Account

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Percentage of Statutorily-Mandated Reports Submitted On-Time (ensure transparency of operations to the public)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	100	100	100	100	100	100
Actual	100	94.7	96.25	100	100	*
Target Met?	Y	N	N	Y	Y	

Definition: Timely submission of statutorily and other housing transaction required reports to the Congress:

§105 Report: by the 10th of each month

Transaction Report: 2 business days following a TARP transaction (investment).

Transaction Report: 2 business days following a TARP transaction (housing).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: OFS posts all statutorily-mandated and other housing transaction reports submitted to the Congress on FinancialStability.gov.

Data Verification and Validation: The submission date for each report is posted alongside each report link on FinancialStability.gov.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Domestic Finance and Tax Policy

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

Special IG for TARP

MEASURE: Number of Completed Audit Products Identifying Waste, Abuse, Mismanagement, Inefficiencies, or Referrals to Investigations Divisions (Units)						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target			Baseline	3	3	*
Actual				6	4	1
Target Met?				Y	Y	

Definition: This measures the number of completed audit products that Identify waste, abuse, mismanagement, inefficiencies, or referrals to SIGTARP Investigations Divisions in units.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: SIGTARP audit reports are sequentially numbered and posted on http://www.sigtarp.gov/reports.shtml.

Data Verification and Validation: Official audit files support the performance data.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Audit

Outcomes (OLD DO NOT USE) : Exceptional accountability and transparency

Treasury Goals (OLD) : Management and Organizational Excellence

Treasury Objectives (OLD) : Enabled and effective Treasury Department

MEASURE: Percentage of Cases Accepted for Consideration by Civil or Criminal Authorities Resulting in a Positive Final Outcome						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	Baseline	70	70	70	70	70
Actual		77	81	79	77	77
Target Met?		Y	Y	Y	Y	Y

Definition: This measures the percentage of SIGTARP criminal or civil investigations that a federal, state, or local prosecutor has formally accepted to prosecute.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The Data originates from the assigned Case Agent and is stored on the SIGTARP ID Case Management System.

Data Verification and Validation: This data is entered into the CMS by the case agent and verified by the case supervisor. At the headquarters level SIGTARP Investigations staff validates the data with other Law Enforcement headquarters contacts as well as through weekly reports by the Investigative Squad's assigned ID Investigative Counsel.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	**BIB**	**CJ**	**QPR**	**SOAR**
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Investigations

MEASURE: Percentage of Cases Presented to Civil or Criminal Authorities within Eight Months of the Case Being Opened						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	Baseline	70	70	84	70	
Actual		80	80	85	80	72
Target Met?		Y	Y	Y	N	Y

Definition: This measures the percentage of SIGTARP criminal or civil investigations that a federal, state, or local prosecutor has presented to within eight months of the case being opened.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: When an investigator or supervisor assesses the information contained in an allegation of wrongdoing, a number of factors are considered prior to determining what type of case should be opened. For example, if the allegation includes significant supporting documentation or witness testimony showing illegal activity, then a case, or "full" investigation, would be opened immediately. However, if the allegation has only brief details, a "preliminary" investigation can be opened to provide a mechanism to develop further information regarding the allegation. The data originates with the case agent and the official case file. The data used to track this metric comes from the SIGTARP investigations Division (ID) Case Management System.

Data Verification and Validation: This measure is calculated in the case management system; the system tracks the dates remaining of cases

that have not yet been converted as well as historic case conversion data. A report is run to show cases converted.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Investigations

MEASURE: Percentage of Cases That are Joint Agency/Task Force Investigations						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	50	70	70	70	70	70
Actual	69.65	71	75	78	76	86
Target Met?	Y	Y	Y	Y	Y	Y

Definition: This is the overall percentage of cases during the reporting cycle that are joint with other law enforcement agencies.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The Data originates from the assigned Case Agent and is stored on the SIGTARP ID Case Management System.

Data Verification and Validation: This data is entered into the CMS by the case agent and verified by the case supervisor. At the headquarters level SIGTARP Investigations staff validates the data with other Law Enforcement headquarters contacts as well as through weekly reports by the Investigative Squad's assigned ID Investigative Counsel.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Investigations

STRATEGIC OBJECTIVE: 4.2 - Debt Management

Departmental Offices - S & E

MEASURE: Variance Between Estimated and Actual Receipts (Annual Forecast)(%)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	4.25	4.25	4.25	4.25	4.25	*

Actual	2.8	3.1	4	*	*	*
Target Met?	Y	Y	Y			

Definition: Percentage error measures the accuracy of the Benchmark receipt forecasts produced monthly by the Office of Fiscal Projections (OFP). It measures the relative amount of error or bias in receipt forecasts.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: OFP within the Office of the Fiscal Assistant Secretary creates estimates of Federal receipts by major categories (e.g., withheld income/FICA taxes, individual/SECA taxes, corporate taxes, customs deposits, estate and gift taxes and excise taxes) as well as by collection mechanisms (e.g., electronic and paper coupons) as a part of an extensive cash flow forecast used to inform Treasury's debt management decisions. OFP is also responsible for forecasting the daily tax receipts in order to manage the federal government's cash flow. Data on daily and monthly estimated and actual federal tax receipts are compiled by the office and used to report on the United States' daily, monthly, and annual cash position.

Data Verification and Validation: The percentage error is computed by subtracting the forecast value of tax receipts from the actual (At -Ft), and dividing this error of forecast by the actual value, and then multiplying it by 100. $PE_t = ((A_t - F_t)/A_t) *100$ At is actual value of receipts at time t, and Ft is forecasted value of receipts at time t. The average percentage error is more general measure that will be used to compare the relative error in the forecasts. This measure adds up all the percentage errors at each point and divides them by the number of time point $APE = |(?_{t=1}TPE_t)|/T$ where PEt is the percentage error of forecasts in (1) and T is the total number of time point. The absolute value of the average percentage error will be used to measure the magnitude of error or bias in the receipts forecasts.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Domestic Finance and Tax Policy

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the

Congressional Budget Justification

Fiscal Service

MEASURE: All Delinquent Debt Collected FYTD as a Percentage of all Delinquent Debt Referred FYTD (%)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	*	*	*	*	*	14.9
Actual	*	*	*	*	*	15.73
Target Met?	*	*	*	*	*	Y

Definition: Tracks Fiscal Service's performance in reducing total delinquent federal debt growth. Measure tracks the total debt collections during a FY (regardless of originating FY) against the total delinquent debt referred in the fiscal year (dollars).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: FYTD Cross-Servicing collections + FYTD TOP collections / FYTD Cross-Servicing referrals + FYTD TOP referrals.

Data Verification and Validation: The data for this measure is pulled from the CSNG database. The data is then reviewed for accuracy and completeness by the Business Analytics branch.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved	Approved	

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Collections

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Percent of Auction Results Released Accurately						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	100	100	100	100	100	100
Actual	99.6	100	98.9	98.9	98.8	100
Target Met?	N	Y	N	N	N	Y

Definition: This measures the elapsed time from the auction close to the public release of the auction results. The annual percentage of auctions meeting the release time target of 2 minutes plus or minus 30 seconds is calculated for the fiscal year.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: BPD's automated auction processing systems.

Data Verification and Validation: For each auction, analysts verify and validate the system time stamps that record the auction close and auction posting times.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Wholesale Securities Services

MEASURE: Percentage of Auctions Successfully Completed by the Scheduled Close Date %						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target					Baseline	100
Actual						*

Target Met?

Definition: This indicates that all auctions will be conducted successfully, timely, and without any issues.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: (# of auctions successfully completed by the close date / # of auctions scheduled) * 100.

Data Verification and Validation: Use the press releases posted to TD.gov. The "auction announcement" provides the announced auction close date. The "auction results" provide when the auction actually closed. If there is a difference between those two, then we would miss the measure. Validation will be done by having two people calculate the measure. Excluded are instances where the auction close is moved by the Department for policy reasons.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Wholesale Securities Services

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the

Congressional Budget Justification

STRATEGIC OBJECTIVE: 4.3 - Federal Finance Performance

Fiscal Service

MEASURE: Amount of Delinquent Debt Collected Through All Available Tools ($ billions)						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	*	*	*	*	7.7	8.88
Actual	*	*	*	*	9.65	10.68
Target Met?					Y	Y

Definition: This measure provides information on the total amount collected, in billions, through debt collection tools operated by Debt Management Services.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The process of collecting and reporting the debt collection data is performed on a monthly basis. The methodology and the origin of the data are consistent from month to month. The collection data is generated by the program systems (TOP and DMSC) and is reported on a monthly basis. The tools include: tax refund offset, administrative offset, private collection agencies, demand letters, and credit bureau reporting. FMS also collects debt through the State debt program and tax levy.

Data Verification and Validation: The data from the program systems is validated against the data contained in the Debt Management Account System (DMAS).

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Debt Collection

*Treasury is currently reconciling this information and full performance data will be available in the final submission of the APP/APR via the Congressional Justification.

MEASURE: Percentage of the Active Delinquent Debt Portfolio Collected FYTD (%)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target					Baseline	7
Actual						9.17
Target Met?						Y

Definition: Measures Fiscal Service's performance in collecting debts which are eligible for debt collection activities (i.e. "Active" in the portfolio). Measure tracks the total debt collected Fiscal Year To Date (FYTD) against the total active debt portfolio. The active portfolio is defined as any debt which receives at least one payment during that Fiscal Year (FY). The active portfolio resets to "$0" at the beginning of each FY.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: FYTD Cross-Servicing collections + FYTD TOP collections / FYTD Cross-Servicing Active Debts + FYTD TOP Active Debts.

Data Verification and Validation: The data for this measure is pulled from the CSNG database. The data is then reviewed for accuracy and completeness by the Business Analytics branch.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
	Approved			

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Debt Collection

Treasury Franchise Fund

MEASURE: Average Cost Per FTE						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target					Baseline	1534
Actual					1436.53	*
Target Met?					Y	

Definition: Measure the cost of Shared Services Programs for the Treasury customers.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Signed customer interagency agreements; Enacted FTE numbers.

Data Verification and Validation: Office of Treasury Franchise Fund Management and Oversight reviews for reasonability each quarter.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
		Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Shared Services Programs (SSP)

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Customer Unmodified Audit Opinions %						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Actual	100	100	100	100	100	100

Definition: Financial Management measure of percentage of audit opinions for items under ARC control and responsibility.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: From Financial Management staff reporting metrics using internal tracking log.

Data Verification and Validation: ARC Business Management Branch reviews for reasonability each quarter.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Administrative Services

STRATEGIC GOAL: 5 - Achieve Operational Excellence

STRATEGIC OBJECTIVE: 5.1 - Workforce Management

Bureau of Engraving and Printing

MEASURE: FEVS Satisfaction						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target					65	65
Actual					74	*
Target Met?					Y	

Definition: BEP's Federal Employee Viewpoint Survey (FEVS) results provide a window into how engaged the Federal workforce is and the level of satisfaction. Having an engaged workforce is critical to each agency's ability to achieve its mission of providing excellent service to the American people.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: FEVS(OPM) published results.

Data Verification and Validation: OPM survey results.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Manufacturing

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

Departmental Offices - S & E

MEASURE: Treasury-wide Engagement Index of the FEVS						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	67	67	67	69	69	70
Actual	67	67	68	68	70	*
Target Met?	Y	Y	Y	N	Y	*

Definition: The FEVS Engagement Index concentrates on factors that lead to an engaged workforce. OMB M-15-04, dated December 23, 2014, sets a top-line goal for federal agencies to achieve 67 percent rating in the Engagement Index on the 2016 survey.

Engagement is made up of Leaders Lead, Supervisors, and Intrinsic Work Experiences indices.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Treasury employees provide responses to the Federal Employee Viewpoint Survey (FEVS) questions; source FEVS.

Data Verification and Validation: The Office of Personnel Management (OPM) verifies and validates the employee responses to FEVS questions.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Treasury-wide Management and Programs

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Treasury-wide Leaders Lead Index of the Federal Employee Viewpoint Survey (FEVS)

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	*	55	67	69	69	70
Actual	54	55	68	68	70	*
Target Met?		Y	Y	N	Y	

Definition: Employees' perceptions of leadership's integrity as well as leadership behaviors such as communication and workforce motivation (Q. 53, 54, 56, 60, and 61).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Treasury employees provide responses to the Federal Employee Viewpoint Survey (FEVS) questions; source FEVS.

Data Verification and Validation: The Office of Personnel Management (OPM) verifies and validates the employee responses to FEVS questions.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Treasury-wide Management and Programs

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

STRATEGIC OBJECTIVE: 5.2 - Treasury Infrastructure

Bureau of Engraving and Printing

MEASURE: Lost Time Accident Rate per 100 Employees						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	1.8	1.8	1.8	1.8	1.8	1.8
Actual	1.65	1.77	1.6	0.9	1.05	1.01

Target Met?

Definition: Purpose: To improve employee safety and minimize unnecessary safety-related costs.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Data is collected from collecting lost time hours from NFC payroll reports as well as information from Human Resources; rate per 100 employees.

Data Verification and Validation: Subject matter experts from the Office of Environmental Health and Safety will collect and verify information.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved	Approved	

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Manufacturing

Cybersecurity Enhancement Account

MEASURE: Number of Major Incidents						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Actual				Baseline	2	2

Definition: The number of major incidents, as defined in OMB M-18-02, reported by Treasury to Congress in a given fiscal year. This is a measure of how effective Treasury's collective defenses are in mitigating the most damaging security threats as well as an indicator of the threat environment facing the Department.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Any cybersecurity incident reported to Congress in accordance with OMB M-18-02 will be included in this metric.

Data Verification and Validation: Any cybersecurity incident reported to Congress in accordance with OMB M-18-02 will be included in this metric.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Cybersecurity Enhancement Account

MEASURE: Number of Reported Incidents						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Actual				Baseline	*	*

Definition: The number of cybersecurity incidents reported by Treasury to US-CERT in a given fiscal year. This is a measure of how effective Treasury's defenses are at mitigating all security threats, as well as an indicator of how often Treasury is being targeted by malicious actors.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: The total number of incidents reported to US-CERT by Treasury.

Data Verification and Validation: Incidents are reported by bureaus through a central reporting portal maintained by the GSOC, and then onto US-CERT. A total of incidents is captured through this portal.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	**BIB**	**CJ**	**QPR**	**SOAR**
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Cybersecurity Enhancement Account

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Percent of Cross-Agency Priority (CAP) Cybersecurity Key Performance Indicators (KPIs) that Treasury meets/exceeds OMB Performance targets						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target					Baseline	*
Actual						*
Target Met?						

Definition: The President's Management Agenda identifies CAP Goals to target those areas where multiple agencies must collaborate to effect change. The Cybersecurity KPIs for FY 2018-2020 focus on capabilities that the Office of Management and Budget (OMB) has determined will, when implemented appropriately, provide the most effective improvements to cybersecurity across the federal enterprise. OMB established the initial Cybersecurity CAP KPIs for FY 2018-2020 in April 2018. In December 2018, OMB revised the CAP KPIs, eliminating several component measures that had been factored into the performance goals in FY 2018. As a result of these changes, Treasury met the same number of KPI targets at the end of FY 2019 as it had met in FY 2018. Improvement is anticipated in FY 2020 due to maturing cybersecurity enhancement investments made in prior years. The FY 2020 target Risk Management Rating of 80 percent will be met through mitigation of known vulnerabilities and deployment of additional cyber capabilities.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: This calculation is for each KPI and is based on the FY 2020 CIO FISMA Metrics.

Data Verification and Validation: Bureau Monthly Inputs:

• The Bureaus can access a prebuilt input template stored on the Bureau's SharePoint Reporting Site.

• Inputs are related to specific metrics used to calculate compliance with CAP goals.

TEICAM Monthly Inputs:

• TEICAM (PIV) inputs are received from the TEICAM office via email.

o TEICAM office produced template for all Bureaus to complete.

o Cyber office added specific questions related to metrics used for calculating compliance with CAP goals.

Quarterly FISMA inputs (Q1-Dec, Q2-Mar, Q3-Jun, Q4-Sep):

• The Bureaus access a prebuilt input template stored on the Bureau's SharePoint Reporting Site.

• Inputs are related to specific metrics required by DHS for quarterly input into CyberScope and used to calculate monthly compliance with CAP goals.

• CAP report uses a combination of Monthly inputs and Quarterly inputs to determine compliance with CAP Goals.

o Monthly inputs are used for each month combined with quarterly inputs from the current month or most recent quarterly inputs (Q1-Dec, Q2-Mar, Q3-Jun, Q4-Sep) for that month.

TFIMS System Count and Status:

• Systems data is exported from TFIMS to a excel file via scripts and incorporated into the CAP report.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Cybersecurity Enhancement Account

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Percent of High and/or Critical Findings from Risk and Vulnerability Assessments (RVAs) or Security Architecture Reviews (SARs) on Tier 1 High Value Assets (HVAs) that are Closed by the end of the Fiscal Year						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target					Baseline	65
Actual					57	*
Target Met?					Y	

Definition: This is a measure of how Treasury addresses the vulnerabilities and potentially-exploitable weaknesses of its most important systems, based on its recurring HVA review and assessment process. In the past three years, Treasury's CEA performance targets were based upon the percentage of HVA system assessments/reviews that were conducted in a timely manner. Treasury has consistently recorded a 100 percent completion rate, even though it faced increasing challenges over the mid- and long-term period. Treasury will now focus on steps to address findings resulting from these assessments. This focus will assure that the proper Plans of Action and Milestones (POAMs) are both in place for all reviewed systems and that the POAMs have been acted upon in a timely manner. The investment will focus on remediation of vulnerabilities, as well as increased review and reporting on corrective actions to resolve all findings and recommendations discerned during the assessment process.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The number of High and or Critical vulnerabilities closed throughout the year divided by the total number identified. The Department of Homeland Security determines the rating based on impact and ease of exploitation. If a vulnerability is not closed by the end of the year it's included in the roll up of open findings.

Data Verification and Validation: Each Bureau identifies and reports the High and Critical vulnerabilities. The respective Bureau CISO validates and signs off when the vulnerability is closed out.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Cybersecurity Enhancement Account

*Treasury is currently reconciling this information and full performance data will be available in the final submission of the APP/APR via the Congressional Justification.

MEASURE: Percentage of Tier I High Value Assets (HVA) with an overdue Risk and Vulnerability Assessment (RVA) or Security Architecture Review (SAR)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target				Baseline	*	*
Actual					*	*
Target Met?						

Definition: The percentage of Treasury's top tier high value assets scheduled for a third party risk assessment, but that did not undergo one on time. This is a measure of how often Treasury's most important systems are being actively reviewed and assessed for weaknesses that could be exploited by an adversary.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Number of overdue HVA RVAs / number of scheduled HVA RVAs.

Data Verification and Validation: A schedule denoting which HVAs will undergo an RVA will be established each year. If a scheduled system does not undergo an RVA in a given FY, it will be counted as overdue.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Cybersecurity Enhancement Account

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Risk Management Assessment Overall Rating						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target				Baseline	*	*
Actual					*	*
Target Met?						

Definition: This is an assessment performed by OMB to evaluate agencies' overall cybersecurity risk management capabilities. It consists of a risk management rating and a maturity rating. This is a measure of how well Treasury is managing risk across the enterprise as well as the maturity level of the program.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The rating is determined by OMB.

Data Verification and Validation: The Risk Management Assessment Overall Rating is determined by OMB based on the Inspector General (IG) Federal Information Security Modernization Act (FISMA) audit report and quarterly self-assessments from the CIO's office.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	**BIB**	**CJ**	**QPR**	**SOAR**
	Approved			

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Cybersecurity Enhancement Account

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

Internal Revenue Service

MEASURE: Percent of Aged Hardware						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target				Baseline	43.8	30
Actual				45.5	31	16
Target Met?				Y	Y	Y

Definition: Quantity of hardware in operation past its useful life as a share of total hardware in use.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: KISAM OAR provides the total quantity of hardware in operation past its useful life as a share of total hardware in use as of a point in time. Each hardware category has a useful life that is periodically assessed against industry standards and IRS IT risk tolerance and approved by IT leadership. The useful life is applied to the date that the asset was received and applied against the current date to determine whether the asset is aged. Hardware that will not require refreshment funding and is no longer critical to operations because of a change in technology or how IRS delivers the IT Service (Ex. Fax Machines, Low-End Printers and Scanners) may be labeled as "Never to Refresh" and excluded from the OAR to better define the risk of aged hardware to the IT environment.

Data Verification and Validation: Data will be collected from the IRS's asset management system (HP Knowledge, Incident/Problem, Service Asset Management – KISAM).

Data Accuracy:

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Infrastructure

MEASURE: Percent of Major IT Investments within +/-10% Cost Variance at the Investment Level					
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	90	90	90	90	90	90
Actual	73.7	76.2	50	72.2	88.9	84.2
Target Met?	Y	Y	Y	Y	Y	Y

Definition: Number of major IT investments within +/-10 percent variance between planned total cost and projected/actual cost within a fiscal year divided by the total number of major IT investments in that fiscal year. Cost variances less than or equal to +/- 10% are categorized as being within acceptable tolerance thresholds. Cost variances greater than +/- 10% of the variance are categorized as being outside of acceptable thresholds.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: On a monthly basis, leadership for each investment team reviews cost data before members add it into SPIKE. Monthly, IM&C employees and management review all SPIKE input and calculations to ensure data completeness. Once reviewed, the data is posted to a SharePoint site in the form of monthly variance reports Quarterly, multiple levels of management within S&P ACIO review and approve the investment measure data and narratives prepared by the PMT. Quarterly, the chief information officer's office reviews the investment measure data and narratives prepared by the PMT and approves for transmission to the chief financial officer.

Data Verification and Validation: The baseline data will be reviewed/ validated by the Program Performance Management (PPM) Team and Manager. To indicate the baseline is valid and approved, the manager will send a notification that the data (Excel spreadsheets) may be placed in the PPM shared library. Before the measure is reported, the PPM Team and Manager will review/ validate the report. The PPM Manager will provide the monthly report to the Deputy Associate CIO for Business Integration for approval. Concurrence will be obtained from the Associate CIO for BSM. To indicate the report is validated and approved, the manager will send a notification to store the report in the PPM shared library and report on Improvement Measure externally.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Information Technology Investments

MEASURE: Percent of Major IT Investments within +/-10% Schedule Variance at the Investment Level						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	90	90	90	90	90	90
Actual	89.5	85.7	88.9	83.3	88.9	94.7
Target Met?	Y	Y	Y	Y	Y	N

Definition: Number of major IT investments within +/-10 percent variance between planned days and projected/actual days within a fiscal year divided by the total number of major IT investments in that fiscal year. Schedule variances less than or equal to +/- 10% will be categorized as being within acceptable tolerance thresholds. If schedule variances are greater than +/- 10%, the variance will be categorized as being outside of acceptable thresholds.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: On a monthly basis, leadership for each investment team reviews cost data before members add it into SPIKE. Monthly, IM&C employees and management review all SPIKE input and calculations to ensure data completeness. Once reviewed, the data is posted to a SharePoint site in the form of monthly variance reports Quarterly, multiple levels of management within S&P ACIO review and approve the investment measure data and narratives prepared by the PMT. Quarterly, the chief information officer's office reviews the investment measure data and narratives prepared by the PMT and approves for transmission to the chief financial officer.

Data Verification and Validation: The baseline data will be reviewed/ validated by the Program Performance Management (PPM) Team and Manager. To indicate the baseline is valid and approved, the manager will send a notification that the data (Excel spreadsheets) may be placed in the PPM shared library. Before the measure is reported, the PPM Team and Manager will review/ validate the report. The PPM Manager will provide the monthly report to the Deputy Associate CIO for Business Integration for approval. Concurrence will be obtained from the Associate CIO for BSM. To indicate the report is validated and approved, the manager will send a notification to store the report in the PPM shared library and report on Improvement Measure externally.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Information Technology Investments

United States Mint

MEASURE: Safety Incident Recordable Rate						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	2.96	2.96	2.83	2.46	2.39	2.32
Actual	3.42	2.53	1.96	1.9	1.45	1.29
Target Met?	N	Y	Y	Y	Y	Y

Definition: Safety incident recordable rate measures the occurrence of work-related incidents involving death, lost time and restricted work, loss of consciousness, and medical treatment. This definition follows Part 1904 of Title 29, Code of Federal Register (29 CFR 1904).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The data is captured in the Safety and Health Information Management System (SHIMS). SHIMS is used to record, track, and manage safety incidents and workers' compensation claims.

Data Verification and Validation: Results and data are captured and verified by Unites States Mint analysts.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Manufacturing

STRATEGIC OBJECTIVE: 5.3 - Customer Value

Alcohol and Tobacco Tax and Trade Bureau

MEASURE: Amount of Revenue Collected Per Program Dollar						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Actual	437	414	406	369	339	380

Definition: Represents the amount of federal excise taxes collected divided by the amount of resources expended to collect the taxes.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: Taxes collected are captured by the Federal Excise Tax (FET) database; expense data are maintained in Oracle Financials.

Data Verification and Validation: Both of these components represent information that is subject to annual audits and routine reconciliation.

Data Accuracy: Reasonable

Data Frequency: Annually

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Collect the Revenue

MEASURE: Customer Satisfaction Rate with eGov Systems – COLAs Online

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	Baseline	*	80	80	80	80
Actual		74	82	81	77	80
Target Met?			Y	Y	N	Y

Definition: Results of TTB's customer survey to determine user satisfaction with the online filing system for Certificates of Label Approval (COLAs), including ease of accessing the system, submission process, online guidance, ability to complete the application without assistance, time to complete the application, and experience using the system.

The survey provides feedback on respondent opinions and perceptions. Statistical validation is dependent on response rates. If the response rates are high enough, the survey provides a snapshot of respondent opinions, which may provide a statistically valid overview of overall satisfaction.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Collection:

1) TTB's Office of Analytics provides a monthly statistical sample of users for COLAs Online based on a 95% confidence interval with a 10% response rate.

2) TTB uploads email addresses into pre-saved surveys in Survey Monkey and then sends out survey.

3) Five business days after the survey is sent, TTB closes the survey, and downloads the results.

4) TTB collects results from survey questions 1, 2, 3, 5, 6, and 7.

Validation:

Survey Monkey designers provide and test for proper data collection standards to ensure the accuracy and completeness of results. The Strategic Objective Captain for TTB Objective 15, Optimize Electronic Systems, verifies the results calculated by the measure owner.

Data Verification and Validation:

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved	Approved	Approved

Approved

Allocations

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Protect the Public

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Customer Satisfaction Rate with eGov Systems – Formulas Online						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target		Baseline	80	80	80	80
Actual		58	70	79	70	73
Target Met?		Y	N	N	N	N

Definition: Results of TTB's customer survey to determine user satisfaction with the online filing system for beverage alcohol formula applications, including ease of accessing the system, submission process, online guidance, ability to complete the application without assistance, time to complete the application, and experience using the system.

The survey provides feedback on respondent opinions and perceptions. There are currently not enough users to generate a statistically valid sample for nonbeverage FONL users. However, TTB uses the survey results to provide a snapshot of respondent opinions, which may provide a representative view of user satisfaction (though likely biased toward negative responses).

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Collection:

1) TTB's Office of Analytics provides a monthly statistical sample of users for Formulas Online (beverage) based on a 95% confidence interval with a 10% response rate.

2) TTB uploads email addresses into pre-saved surveys in Survey Monkey and then sends out survey.

3) Five business days after the survey is sent, TTB closes the survey, and downloads the results.

4) TTB collects results from survey questions 1, 2, 3, 5, 6, and 7.

Add the percentage of respondents who were "somewhat satisfied" or "extremely satisfied" with six survey questions (enumerated according to the survey item): (1) ease of accessing the system; (2) online guidance; (3) ability to complete the application without assistance; (5) submission process; (6) time it took to complete the application; and (7) experience using our electronic system.

Data Verification and Validation: Validation:

Survey Monkey designers provide and test for proper data collection standards to ensure the accuracy and completeness of results. The Strategic Objective Captain for TTB Objective 15, Optimize Electronic Systems, verifies the results calculated by the measure owner.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved	Approved	Approved

Approved

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

2018-2022 Goals : Goal 1: Boost U.S. Economic Growth

Activities : Protect the Public

Bureau of Engraving and Printing

MEASURE: Currency Notes Delivered Returned Due to Defects (Parts per Million)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target			Baseline	1	1	1
Actual			0.008	0.0031	0.09	0.02
Target Met?			Y	N	N	N

Definition: Measured to incentivize continuous product quality improvement and reduce defect-driven returns of currency notes by the Federal Reserve back to BEP.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: When BEP's Office of Security receives defective notes back from the Federal Reserve Banks, the notes are recorded and turned over to Office of Quality to investigate cause, determine date of issuance and possible remedy.

Data Verification and Validation: BEP's Office of Security collects and tracks the number of notes by denomination returned from the Federal Reserve Banks.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Manufacturing

MEASURE: Manufacturing Costs For Currency (Dollar Costs Per Thousand Notes Produced)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	54	50	50	48	51.66	59.65
Actual	42.35	44.25	43.58	47.41	51.01	56.19
Target Met?	Y	Y	Y	Y	Y	Y

Definition: An indicator of currency manufacturing efficiency and effectiveness of program management. This standard is developed annually based on the past year's performance, contracted price factors, and anticipated productivity improvements. Actual performance comparison against the standard depends on BEP's ability to meet annual spoilage, efficiency, and capacity utilization goals established for this product line.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Cost data is collected through BEP's accrual-based cost accounting system.

Data Verification and Validation: BEP's accrual-based cost accounting system is audited annually as part of the financial statement audit.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Manufacturing

Community Development Financial Institutions Fund

MEASURE: ALL - Award Cycle Time (Months)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	7	7	7	7	6.5	6.5

Actual	8.3	7.6	6.3	5.8	6.4	5.5
Target Met?	Y	Y	N	N	N	N

Definition: Cycle time from the date when applications are received to the date of award announcement (in months). Cycle time is calculated as a weighted average across all CDFI Fund programs, weighted by the number of awards per program in each round. A value that is less than or equal to the target is required to meet the target.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Application intake dates and award announcement dates posted.

Data Verification and Validation: Verification is derived from administrative data on dates of receipt of applications and date of award announcements.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall: The All Award Cycle time measure reflects improved efficiency as the weighted average (by # of program applications) from application intake to award announcement shaved a full month from the target of 6.5 months at 5.5 months. These efficiency gains are attributable to the full implementation of the CDFI Fund's Award Management Information System and Standard Operating Procedures.

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Administration

MEASURE: All - Time to Initial Disbursement (# Months)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target		Baseline	4.5	4.5	4.5	4.5
Actual		4.5	7.5	7	7	4.4
Target Met?		Y	Y	Y	Y	N

Definition: Number of months from the date when applications are received to the date of award announcement. Months is calculated as a weighted average across all CDFI Fund programs, weighted by the number of awards per program in each round.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Data on date of award announcements and date of initial disbursement are captured through the Awards Management and Information System managed by the CDFI Fund.

Data Verification and Validation: Verification is derived from administrative data on date of award announcements and date of initial disbursement.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall: The Time to Initial Disbursement for all grant award programs for the first time exceeded the target of 4.5 months by disbursing funds in 4.4 months reflecting the time savings from investments in the CDFI Fund's IT systems and the Standard Operating Procedures for disbursement processes.

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR

Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Administration

Departmental Offices - S & E

MEASURE: Percent of Procurement Dollars Spent on Small Business						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	35	37	35	40	*	39
Actual	35.11	36.17	35	*	*	45
Target Met?	Y	N	Y			Y

Definition: This goal measures the percentage of procurement dollars obligated toward small businesses (or Treasury's overall small business goal) and highlights Treasury's efforts to ensure that small businesses have the maximum practicable opportunity to provide goods and services to the federal government.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Federal Procurement Data System-Next Generation.

Data Verification and Validation: Treasury Office of Small and Disadvantaged Business Utilization reviews for reasonability each week.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Treasury-wide Management and Programs

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Treasury-wide Footprint (Square Footage)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	36031	34927	34310	33600	33100	*
Actual	35439	34894	34100	*	*	*
Target Met?	N	N	N			

Definition: This goal measures the total square footage occupied by Treasury's owned and leased buildings. To reduce the Department's real property footprint and maximize the use of existing real property assets, the Department maximized space utilization by undertaking space realignments, consolidations, and through improved work station standards.

NOTE: Actuals are determine at the end of the calendar year.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: 1. GSA annually provides detailed inventory spreadsheet for the Department's GSA controlled space.

2. Treasury-controlled space inventory data is pulled from the Federal Real Property Profile.

Data Verification and Validation: Treasury Operations and the Bureau Real Property Officer's Working Group reviews for reasonability at the end of each calendar year.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Treasury-wide Management and Programs

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

Fiscal Service

MEASURE: FYTD Percentage of Total Federal Government Receipts Settled Electronically (in dollars) [%]						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target		Baseline	*	*	98	98
Actual			98.3	98	98.4	99
Target Met?					Y	Y

Definition: Measures the percentage of revenue collection dollars settled electronically. The comparison is with the total revenue collected.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: This measure considers the percentage of government collections that are collected by electronic mechanisms (Electronic Federal Tax Payment System, Plastic Card, FEDWIRE Deposit System, Automated Clearinghouse (ACH)) compared to total government collections. The system receives deposit and accounting information from local depositories and provides detailed accounting information to STAR, FMS' central accounting and reporting system.

Data Verification and Validation: The agencies that report collections are responsible for ensuring the deposit reports are correct. Financial institutions and Federal agencies report deposits into the CA$H-LINK deposit reporting system using an Account Key which identifies the collection mechanism (lockbox, which is non-electronic or ACH, electronic) through which the collection was made. FMS analysts gather deposit information from CA$H-LINK reports and then report totals and percentages on a monthly Collections Summary Report and on the Total Government Collections Report. The Total Government Collections Report totals all deposits divided into electronic/non-electronic mechanisms and tax and non-tax totals within the mechanisms.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR

Approved	Approved	Approved	Approved	

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Collections

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Percentage of Retail Securities Transactions That Are Unassisted						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target					Baseline	70
Actual						70
Target Met?						Y

Definition: The percent of total closed retail customer service transactions that are processed without the assistance of customer service staff.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Unassisted retail customer service transactions/Total retail transactions.

Data Verification and Validation: System Data

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Retail Securities Services

MEASURE: Percentage of Treasury Payments Made Electronically						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	95	94.9	95.2	95.2	95.4	95.8
Actual	94.68	94.9	95.1	95.4	95.6	96
Target Met?	N	Y	N	Y	Y	Y

Definition: The portion of the total volume of payments that is made electronically by FMS. Electronic payments include transfers through the automated clearinghouse and wire transfer payments through the FEDWIRE system.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The volume of payments is tracked through FMS' Production Reporting System. The amount and number of

payments are also maintained under accounting control.

Data Verification and Validation: Accounting controls provide verification that the number of payments, both checks and EFT, is accurately tracked and reported. The number of inquires made against Federal check payments, whether disbursed by FMS or by other agencies, is separately tracked and reported. Additionally, payment files are balanced with payment authorizations that are electronically certified and submitted to FMS by Federal program agencies. The Federal Reserve Banks also validate the payment files.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Payments

Inspector General for Tax Administration

MEASURE: Percentage of Audit Products Delivered When Promised to Stakeholders						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	68	68	68	68	68	70
Actual	80	75	79	81	84	79
Target Met?	Y	Y	Y	Y	Y	Y

Definition: This measure tracks the percentage of TIGTA's audit products that are delivered on or before the contract date that TIGTA has committed to. It is critical that TIGTA's work be done in time to support Internal Revenue Service (IRS) and Congressional decision making.   The likelihood that our products will be used is enhanced if they are delivered on time.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Information regarding contract dates and actual delivery dates for audits is maintained on the Team Central Management Information System (TCMIS). TIGTA's Management Information System (MIS) coordinators in the Office of Audit's Operating/Business Units monitor overall data accuracy and maintain secure controls over key milestone and contract data entries.

Data Verification and Validation: Summary data used for purposes of reporting on this measure are extracted from the Office of Audit's Team Central Management Information System (TCMIS) and analyzed and summarized by personnel in TIGTA-OA's Office of Management and Policy. A qualified staff member independent of the process validates the statistics.

TCMIS data are reviewed and validated monthly by MIS coordinators, Audit Managers and Directors.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Audit

MEASURE: Percentage of Closed Investigations Resulting in a Criminal, Administrative, or Law Enforcement Action						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	79	81	81	79	79	81
Actual	93	90	90	89	91	92
Target Met?	Y	Y	Y	Y	Y	Y

Definition: This measurement is based on the percentage of those cases within the universe of all TIGTA cases, which align with the mission of the organization. These mission-critical cases provide the greatest impact on the protection of the integrity of tax administration.

This percentage is determined by first taking the number of investigations closed during the fiscal year, then dividing that number by defined, quantifiable, value-added results derived from those cases.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The percentage is calculated by dividing the total number of cases closed that fiscal year by the number of cases with a reportable action taken. An example would be an Internal Revenue Service (IRS) employee receiving a suspension as result of a TIGTA investigation.

Data Verification and Validation: Information comes from results provided by the IRS, concerning actions taken as result of a TIGTA investigation, reported on Form 2076. Information also comes from court documents and other judicial or administrative actions. TIGTA validates this information through quality reviews of its investigations and investigative offices.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Investigations

MEASURE: Percentage of Recommendations Made That Have Been Implemented						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target	85	85	85	85	85	86
Actual	92	97	92	85	83	*
Target Met?	Y	Y	Y	Y	N	

Definition: The Office of Audit (OA) makes recommendations designed to improve administration of the Federal tax system. The Internal Revenue Service (IRS) must implement these recommendations in order for TIGTA's work to produce financial or non-financial benefits. This measure assesses TIGTA's effect on improving the IRS's accountability, operations, and services. Because the IRS may need more than one year to fully implement some of our recommendations, TIGTA identifies the percentage of recommendations made four years ago that have since been implemented by the IRS. This timeframe is used because four years is the point at which TIGTA-OA believes that if a recommendation has not been implemented, it is not likely to be. For example, the FY 2017 actual percentage is the percentage of recommendations made in FY 2013 that the IRS has implemented.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The IRS records recommendations in the Department's Joint Audit Management Enterprise System (JAMES) as they are issued. Summary data regarding the status of the IRS's corrective actions taken in response to TIGTA's recommendations are provided to

the Office of Audit via JAMES reports. TIGTA-OA's Office of Management and Policy monitors implementation of recommendations as the IRS submits updated information to the JAMES.

Data Verification and Validation: Through a formal process, each audit team identifies the number of recommendations included in each report and the IRS enters the findings and corresponding recommendations into the Department of the Treasury's Joint Audit Management 'Enterprise System (JAMES). The database is updated frequently. TIGTA-OA's Office of Management and Policy receives summary data and monitors the data regularly to make sure the recommendations reported as implemented have been accurately recorded, as well as to accumulate data in regard to progress in meeting this measure. A qualified staff member independent of the process validates the progress related statistics.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Audit

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

Internal Revenue Service

MEASURE: Rentable Square Feet Per Person						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target			Baseline	*	*	298
Actual			297	301	298	278
Target Met?			Y			N

Definition: The amount of Rentable Square Feet the IRS maintains per Personnel requiring space.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Data is from GDI – RSF data, personnel count. Data Limitations: RSF – IRS uses the GSA square footage based on the rent bill. If not billed for a particular month it may affect the totals for a particular location.

Data Verification and Validation: Measures Owners review measure results and work with the measures team on the analysis.

Associate Directors – Review, validate and approve the measures results and subsequent analysis.

FMSS Chief – Review and approve the measure results and analysis. Provide directions for further analysis.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Admin - Tax Provisions

*Treasury is currently reconciling this information and full performance data will be available in the final submission of the APP/APR via the Congressional Justification.

Office of Comptroller of the Currency

MEASURE: Percentage of Licensing Applications and Notices Completed within Established Timeframes						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	95	95	95	95	95	95
Actual	97	98	96	97	99	98
Target Met?	Y	Y	Y	Y	Y	Y

Definition: This measure reflects the extent to which OCC meets its established timeframes for reaching decisions on licensing applications and notices. The OCC's timely and effective approval of corporate applications and notices contributes to the nation's economy by enabling national banks and federal savings associations to engage in corporate transactions and introduce new financial products and services.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The Chief Counsel's office uses the Corporate Activity Information System (CAIS) and the National Applications Tracking System (NATS) to identify applications completed during the fiscal year. For each filing, the actual decision date is compared to the target action date to determine whether the application was completed within established standards. The percentage is determined by comparing the number of licensing applications processed within the required timeframes to the total number of licensing applications processed during the fiscal year. The processing time is the number of calendar days from the date of OCC receipt to the date of OCC's decision. The established processing timeframe depends on the application type and if the application qualifies for expedited processing.

Data Verification and Validation: The Licensing Department tracks processing of all applications and notices through the Corporate Activity Information System (CAIS) and the National Applications Tracking System (NATS). The analyst who is assigned the application will verify the accuracy of the CAIS/NATS data as the application is processed. The senior analyst or manager who approves the final decision also verifies the accuracy of the CAIS/NATS data.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall: Target of 95% was met and exceeded. the OCC continues to leverage its licensing / application program to continue meeting and / or exceeding the target.

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Charter

MEASURE: Total OCC Costs Relative To Every $100,000 in Bank And Federal Savings Associations Assets Regulated ($)						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	10.2	10.2	10.16	10	8.5	8.1
Actual	9.37*	9.65	9.49	9.12	8.05	7.78
Target Met?	Y	Y	Y	Y	Y	Y

Definition: This measure reflects the efficiency of OCC operations while meeting the increasing supervisory demands of a growing and more

complex national banking and federal savings association system.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: OCC costs are those reported as total program costs on the annual audited Statement of Net Cost. Banks and thrift assets are those reported quarterly by national banks and federal savings associations on their Reports of Condition and Income.

Data Verification and Validation: OCC's financial statements and controls over the data are audited by an independent accountant each year. National banks and federal thrift associations file quarterly Reports on Condition and Income with the FFIEC through the FDIC's data processing center.

The banks' and thrifts' boards of directors attest to the accuracy of the reported data. The reliability of these quarterly reports is evaluated by OCC examiners during bank and thrift examinations.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall: The target was met and exceeded. The OCC has continued to operate more efficiently and effectively throughout FY20 and experienced some under execution salary and benefits and travel and freight associated with deceased travel because of Covid.

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Supervise

Office of Inspector General

MEASURE: Number of Completed Audit Products						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	75	77	86	74	74	74
Actual	86	98	90	91	79	74
Target Met?	Y	Y	Y	Y	Y	Y

Definition: Audits, attestation engagements, and evaluations: (1)promote economy, efficiency, and effectiveness of Treasury programs and operations; (2)prevent and detect fraud, waste, and abuse in those programs and operations; (3)keep the Secretary and the Congress fully informed; and (4)help the Federal government to be accountable to the public.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: OIG audits, attestation engagements, and evaluations result in sequentially numbered written products.

Data Verification and Validation: Official audit files support the performance data.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Audit

MEASURE: Percent of Statutory Audits Completed by the Required Date						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	100	100	100	100	100	100
Actual	100	100	100	97	100	100
Target Met?	Y	Y	Y	N	Y	Y

Definition: Legislation mandating certain audit work generally prescribes, or authorizes OMB to prescribe, the required completion date for recurring audits and evaluations, such as those for annual audited financial statements. For other types of mandated audit work, such as a Material Loss Review (MLR) of a failed financial institution, the legislation generally prescribes a timeframe to issue a report (6 months for an MLR, as an example) from the date of an event that triggers the audit.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The date OIG issues an audit, attestation engagement, or evaluation report is printed on the cover. The required dates may vary each year and are specified in different legislation.

Data Verification and Validation: Official audit files and the dates on the reports themselves support the performance data.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Audit

MEASURE: Percentage (%) of All Cases Closed During Fiscal Year that were Referred for Criminal/Civil Prosecution or Treasury Administrative Action						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target	80	80	80	80	80	80
Actual	87	84	84	98.9	80.2	91
Target Met?	Y	Y	Y	Y	Y	Y

Definition: In order to protect the integrity and efficiency of Treasury programs it is important that findings of criminal or civil misconduct be referred to the Justice Department, state and/or local governments for prosecution and litigation in a timely manner. Criminal and civil convictions have a greater impact and carry a greater deterrent effect when they are prosecuted expeditiously. Some investigations will identify violations of the Ethical Standards of conduct, Federal Acquisition Regulations, or other administrative standards, which do not rise to the level of criminal or civil prosecution. In these cases it is important that OIG findings are reported to the bureau or office in a timely manner to allow them to take administrative action against the individuals engaging in misconduct.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: This data will be retrieved from the Investigations case management system.

Data Verification and Validation: All case files will be reviewed to ensure that the case data is correct and supported by documentation.

Data Accuracy: Reasonable

Data Frequency: Quarterly

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved	Approved	Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Investigations

Treasury Franchise Fund

MEASURE: Annual Effective Spend Rate (CTAS)						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target					Baseline	96
Actual					97.8	*
Target Met?					Y	

Definition: This measures the obligation rate for CTAS programs, excluding funds that are collected for reserve programs.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The total approved CTAS budget is divided by the total CTAS obligations. Any reserve collections or obligations are excluded.

Data Verification and Validation: The denominator for this calculation is the CTAS approved budget from signed IAA's. This denominator excludes any collection for reserve funds. The numerator for this calculation is the CTAS obligations, as determined by Oracle after year-end close. This numerator excludes any spending out of a reserve fund.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Centralized Treasury Administrative Services

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Annual Effective Spend Rate (SSP)

	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target					Baseline	96
Actual					97.1	*
Target Met?					Y	

Definition: This measures the obligation rate for CTAS programs, excluding funds that are collected for reserve programs.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Signed customer interagency agreements; Trial balance detail from Oracle database.

Data Verification and Validation: Office of Treasury Franchise Fund Management and Oversight reviews for reasonability each quarter.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Shared Services Programs (SSP)

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Average Cost Per FTE						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target					Baseline	1534
Actual					1436.53	*
Target Met?					Y	

Definition: Measure the cost of Shared Services Programs for the Treasury customers.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Signed customer interagency agreements; Enacted FTE numbers.

Data Verification and Validation: Office of Treasury Franchise Fund Management and Oversight reviews for reasonability each quarter.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
		Approved		

Allocations

2018-2022 Goals : Goal 4: Transform Government-wide Financial Stewardship

Activities : Shared Services Programs (SSP)

***Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification**

MEASURE: Customer Satisfaction with ARC Administrative Services						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target					Baseline	80
Actual						*
Target Met?						

Definition: Business Line measure of the percentage of ARC customer satisfaction level determined by direct customer input.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: Data gathered from survey results from ARC's 'OneVoice' Team led by the Office of Agency Outreach (OAO)

Data Verification and Validation:

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved				

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Administrative Services

***Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification**

MEASURE: Customer Satisfaction with Centralized Treasury Administrative Services						
	FY 2015	**FY 2016**	**FY 2017**	**FY 2018**	**FY 2019**	**FY 2020**
Target					Baseline	*
Actual					75	93.5
Target Met?					Y	

Definition: Measure the Customers' Overall Satisfaction with the Services Received Through Centralized Treasury Administrative Services.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The percentage of survey respondents who answer a 4 or 5 on a 5 point satisfaction scale.

Data Verification and Validation: OTFFMO will send a yearly survey to its customer contact distribution list.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Centralized Treasury Administrative Services

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Customer Satisfaction with Shared Services Programs						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Target					Baseline	*
Actual					75	*
Target Met?					Y	

Definition: Measure the customers' overall satisfaction with the services received through Shared Service Programs.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Measure

Data Capture and Source: The percentage of survey respondents who answer a 4 or 5 on a 5 point satisfaction scale.

Data Verification and Validation: OTFFMO sends a yearly survey to its customer contact distribution list.

Data Accuracy: Reasonable

Data Frequency: Annually

Future Plans/Explanation for Shortfall:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Shared Services Division

*Treasury is currently reconciling this information and performance data will be available in the final submission of the APP/APR via the Congressional Budget Justification

MEASURE: Percentage of Shared Services Service Level Agreement Performance Metrics Met or Exceeded [%]						
	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Actual				Baseline	94	86.17

Definition: Business Line measure of SLA performance metrics that met or exceeded service levels compared to the total number of performance outcomes across all ARC clients.

Measure Status: ACTIVE

FY 2020 Measure Status: ACTIVE

Indicator Type: Indicator

Data Capture and Source: (Number of SLA performance metrics met /Total number of SLA performance metrics)* 100

Data Verification and Validation: ARC Business Management Branch reviews for reasonability each quarter. All service catalog cost per units factored with changes from prior period, while weighted ensures larger more impactful services influence calculation greater as is case for customer's overall price

Data Accuracy: Reasonable

Data Frequency: Quarterly

Explanation of Outcome/Future Plans:

FY 2020 Usages

AFR	BIB	CJ	QPR	SOAR
Approved		Approved		

Allocations

2018-2022 Goals : Goal 5: Achieve Operational Excellence

Activities : Administrative Services