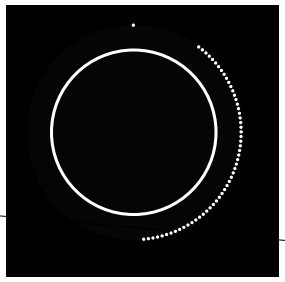

HOW THIS REPORT IS ORGANIZED

1. Management's Discussion and Analysis Section

2. Performance Section

3. Financial Section

4. Other Accompanying Information Section

5. Appendices

THE FTC AT-A-GLANCE

History

OUTREACH AND PARTNERSHIPS

FINANCIAL MANAGEMENT

FINANCIAL SECTION 103
Message from the Chief Financial O cer 104
Inspector General's Transmittal Letter for Audit Report 105
Independent Auditor's Report 107

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FISCAL YEAR2012

MISSION AND ORGANIZATION

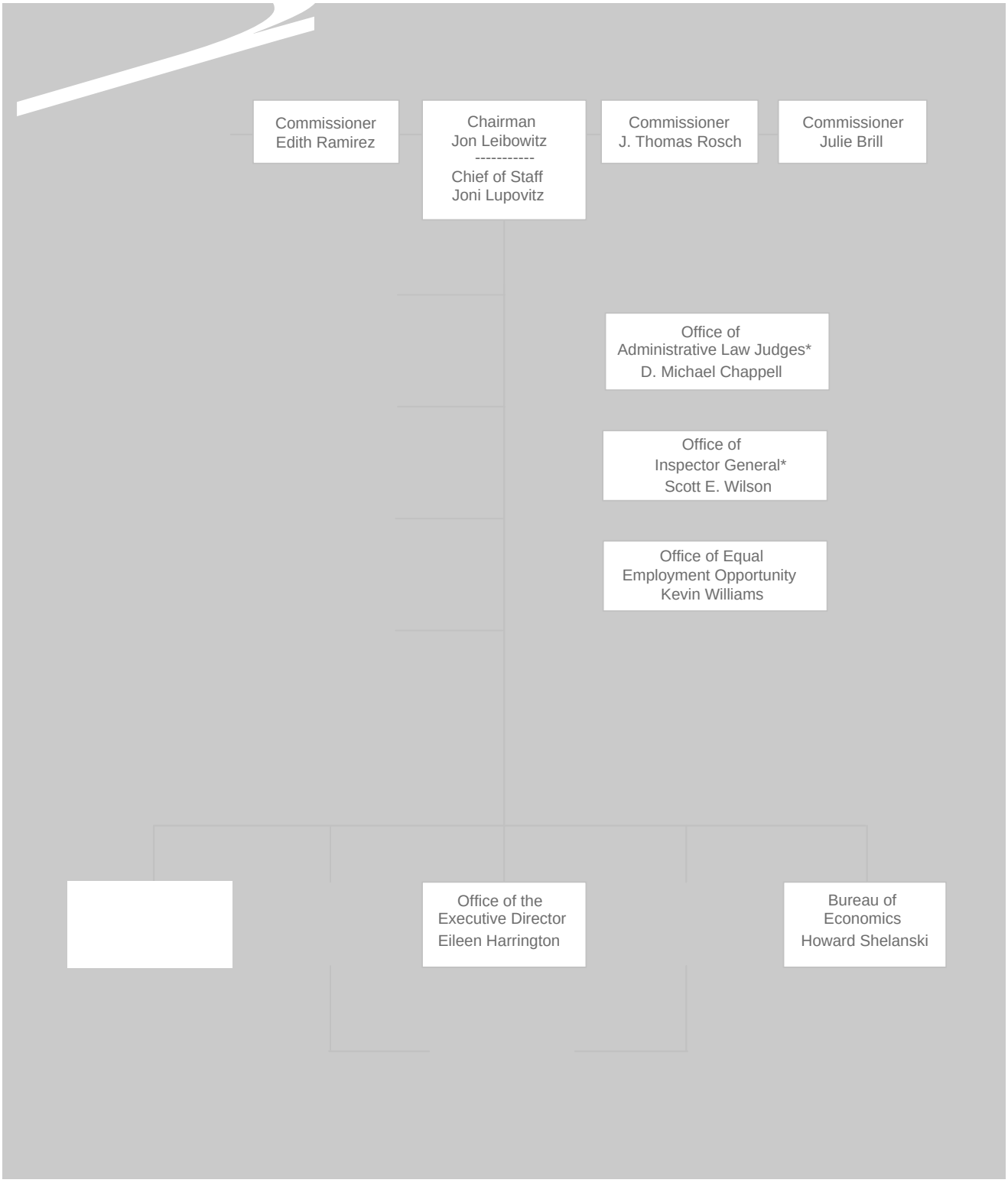
The FTC's Vision

The FTC's Mission

MAKE NO LITTLE PLANS:

The FTC Commission, as of September 30, 2012: (back row, left to right) Maureen Ohlhausen, Commissioner; Julie Brill, Commissioner (front row, left to right) J. Thomas Rosch, Commissioner; Jon Leibowitz, Chairman; Edith Ramirez, Commissioner.

Our Organization

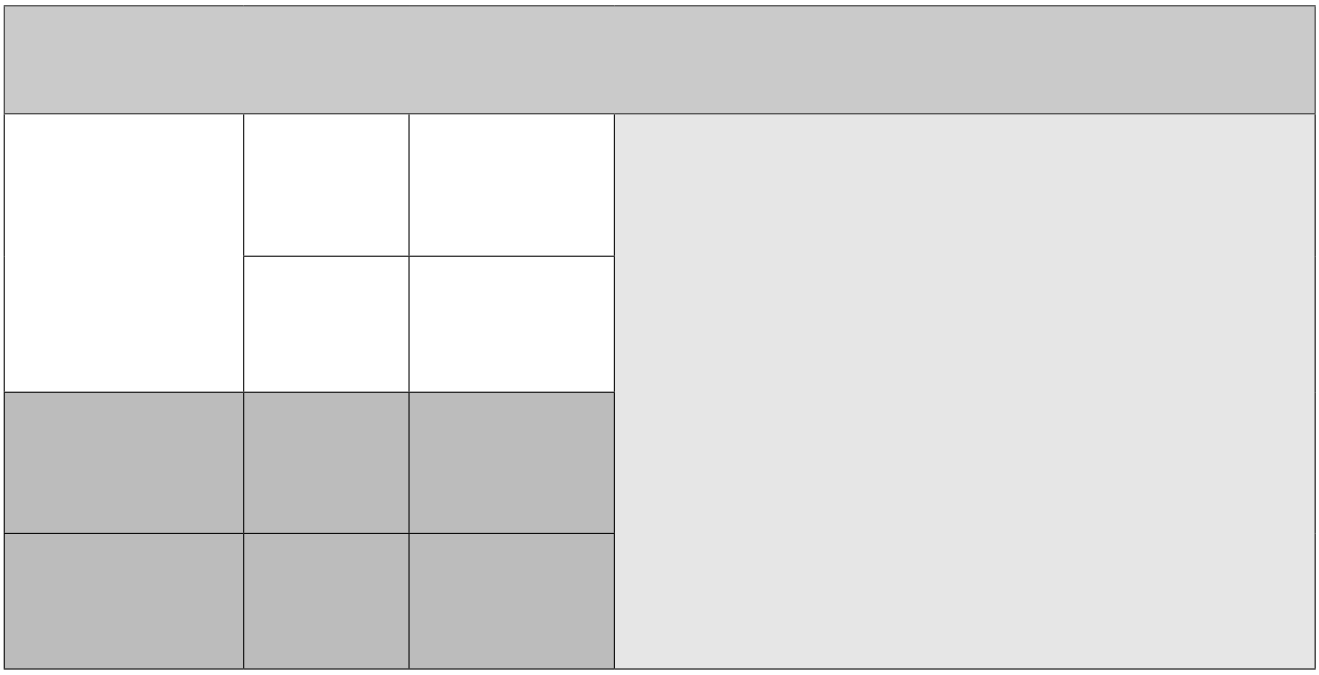

Commissioner
Edith Ramirez
Chairman
Jon Leibowitz

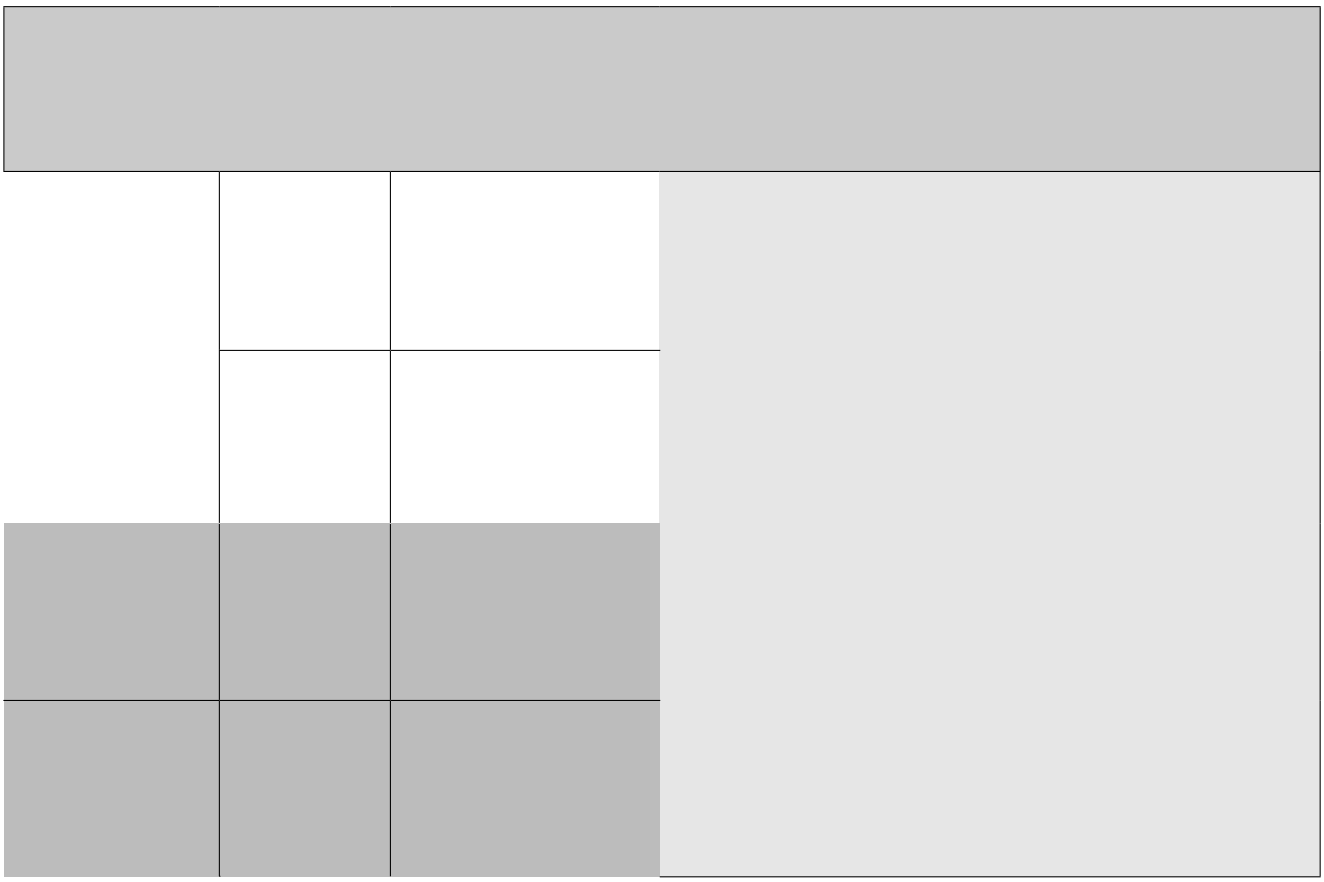
Chief of Staff
Joni Lupovitz
Commissioner
J. Thomas Rosch
Commissioner
Julie Brill
Office of
Administrative Law Judges*
D. Michael Chappell
Office of
Inspector General*
Scott E. Wilson
Office of Equal
Employment Opportunity
Kevin Williams
Office of the
Executive Director
Eileen Harrington
Bureau of
Economics
Howard Shelanski

Our People

PERFORMANCE OVERVIEW

Key Performance Measures and Efficiency Measures Overview





†•”Ž • “ ‰ ‰ ‡
‡ ‰ ‡ • ‰ ‡
• ‰ ‡ ‰

Key Measure 1.5.1 Policy advice provided to foreign consumer protection and privacy agencies, directly and through international organizations, through substantive consultations, written submissions, or comments. (Output Measure)

2012	Š	,— *f*	… • ‹ ‹• ‹ - Ž *f* *f* *f* *f* † *f* *f* • Ž ¨ ›—€› *f* ,— •</MCID 5 3 1 1/T1_1CC /0

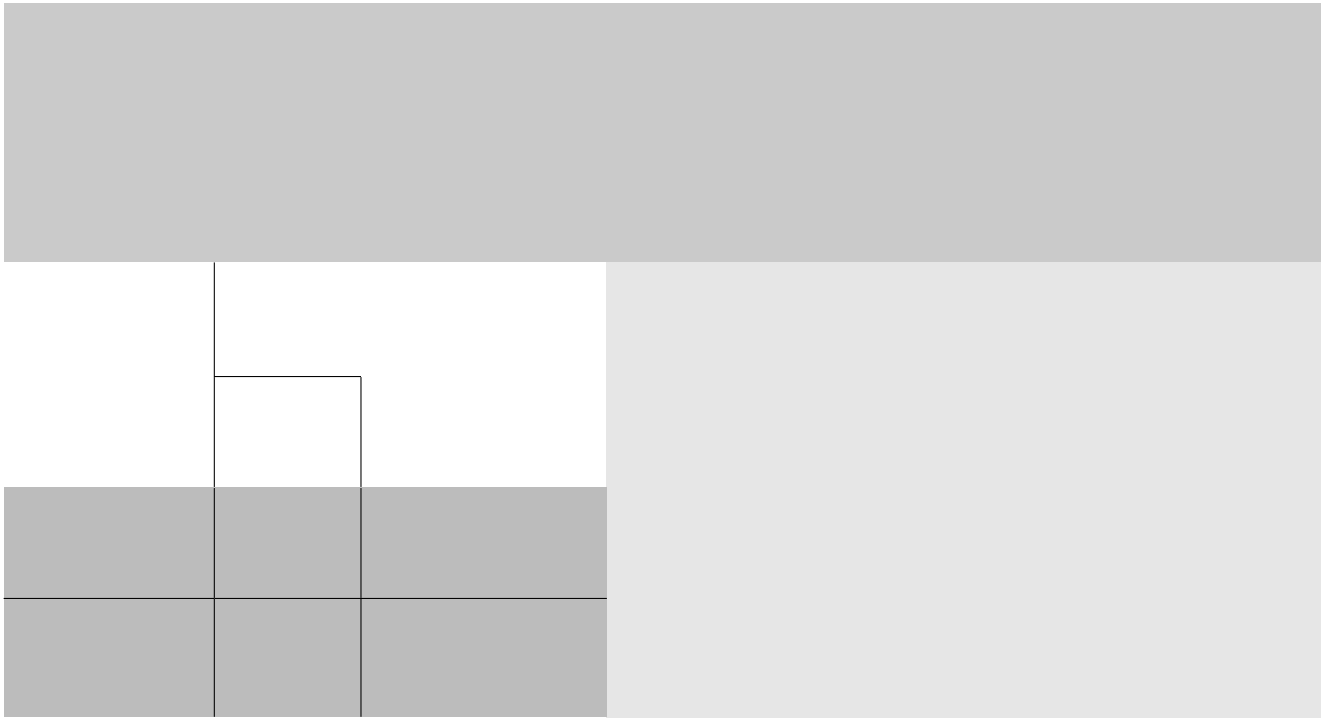
Œ•†Ž “ ‰ ‡ ‰ •
–

Key Measure 2.1.1 Actions to maintain competition, including litigated victories, consent orders, abandoned transaction remedies, restructured transaction remedies, or fix-it-first transaction remedies in a significant percentage of substantial merger and nonmerger investigations. (Outcome Measure)

2012		„—•—©‚—•—¡	… • ‹ ‹• ‹ ›¤ ¤¥ š œ ¨ ›—€›• - *f* *f* ‹ • *f* *f* *f*• Ž
		„˜•€¡	
2011		˜„•€¡ ª	
2010		„—•—¡	*f* • ‘ ¨ ›—€› … š •••• œ *f* • - *f* *f* “ ŽŽ ¢ • š ^ • œ “ *f* • • • • , „•…• † ‡ •• •^• • , „•… • •• ^•

Œ•ŒŽ • • ‡ **Key Measure 2.2.1 Competition resources accessed via the FTC's website. (Output Measure)**			
2012	Š	›„•—	… • ‹ ‹• ‹ ƒ• • ƒ ƒ • ¨›—€› ›˜ • š œ ƒ š ƒ
			ƒ œ • Ž ¨›—€€ ƒ ‘ •- ƒ ¨

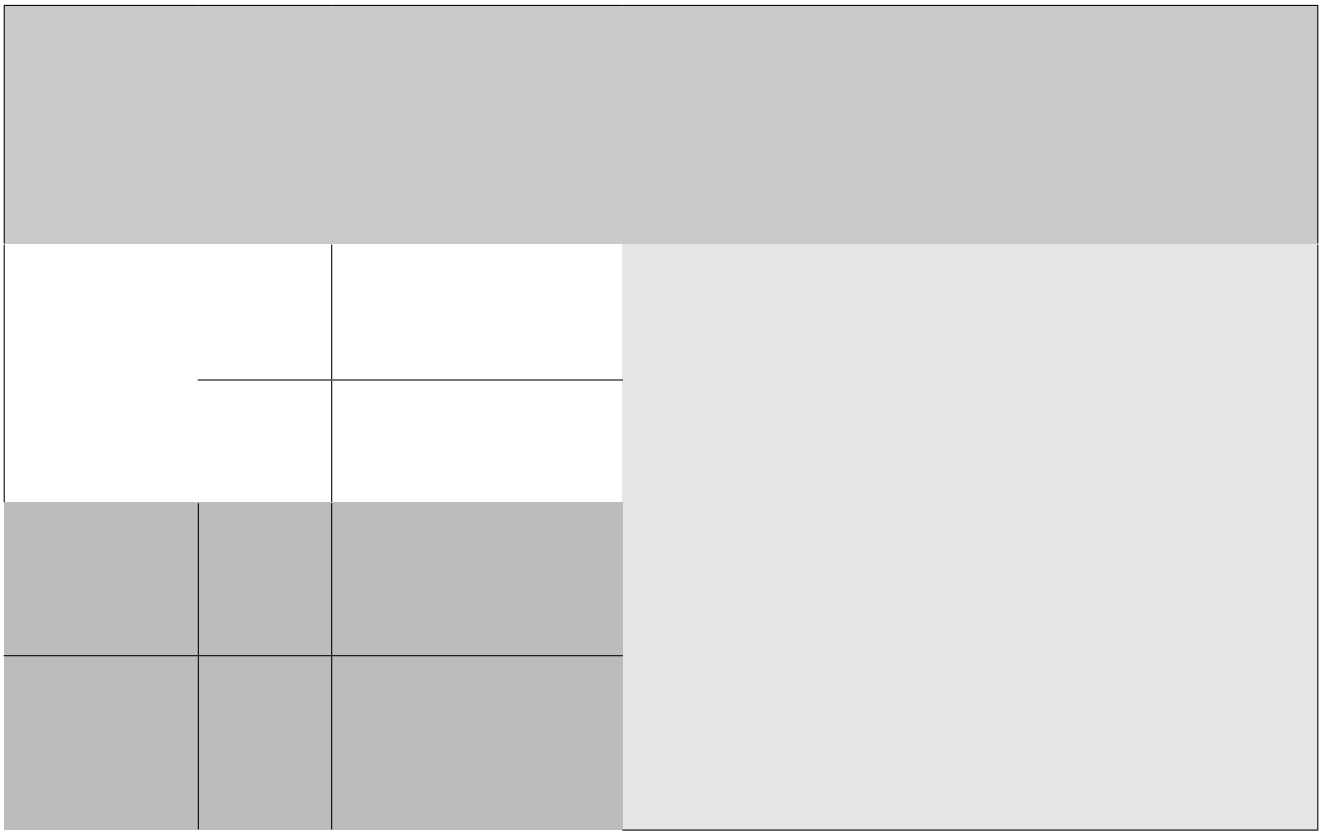
Key Measure 2.3.2 Reports and studies issued on key competition-related topics. (Output Measure)			
2012		¥	… • ‹ ‹• ‹ - *f* *f* • *f* • • ¨›—€› † • *f* • - *f* *f* † *f*
		–	



FISCAL YEAR 2012

‘•ŒŽ ‡ ‡			
Key Measure 3.2.1 A favorable Continuity of Operations (COOP) rating. (Output Measure)			
2012		ž¤•—¡	… • ‹ ‹• ‹ • Ÿ † Ÿ‘ *f* ™™…• —¡ Ÿ † ›—€› Ÿ‘ « ™™…• *f* *f* ™™… ‘ *f* Ÿ *f* ˆ - *f* š Ÿˆ-œ• « ‘ •
		—•—¡	
2011		ž¤•—¡	
2010		¥¤•—¡	

Key Measure 3.2.2 Availability of information technology systems. (Outcome Measure)			
2012		—•——¡ *f* *f*	… • ‹ ‹• ‹ Ž ¨ ›—€› *f* —•¥¸¡ *f* ‘ •
		—•¥¸¡	
2011		—•¥›¡	
2010		—•žž¡	



PROMOTING COMPLIANCE IN NEW MEDIA:

FISCAL YEAR 2012

PROTECTING CHILDREN IN THE MARKETPLACE:

FISCAL YEAR 2012

ACCOUNTABLE CARE ORGANIZATIONS AND ANTITRUST

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MANAGEMENT ASSURANCES

(On Internal Controls, Financial Systems, and Compliance with Laws and Regulations)

IMPLEMENTATION OF THE FEDERAL MANAGERS' FINANCIAL INTEGRITY ACT (FMFIA) AT THE FTC

FISCAL YEAR 2012

SUMMARY OF MATERIAL WEAKNESSES AND NONCONFORMANCES

FEDERAL INFORMATION SECURITY MANAGEMENT ACT (FISMA)

FINANCIAL HIGHLIGHTS

Introduction

ASSETS.

NET POSITION.

RESULTS OF OPERATIONS.

FY 2012 NET COSTS BY STRATEGIC GOAL

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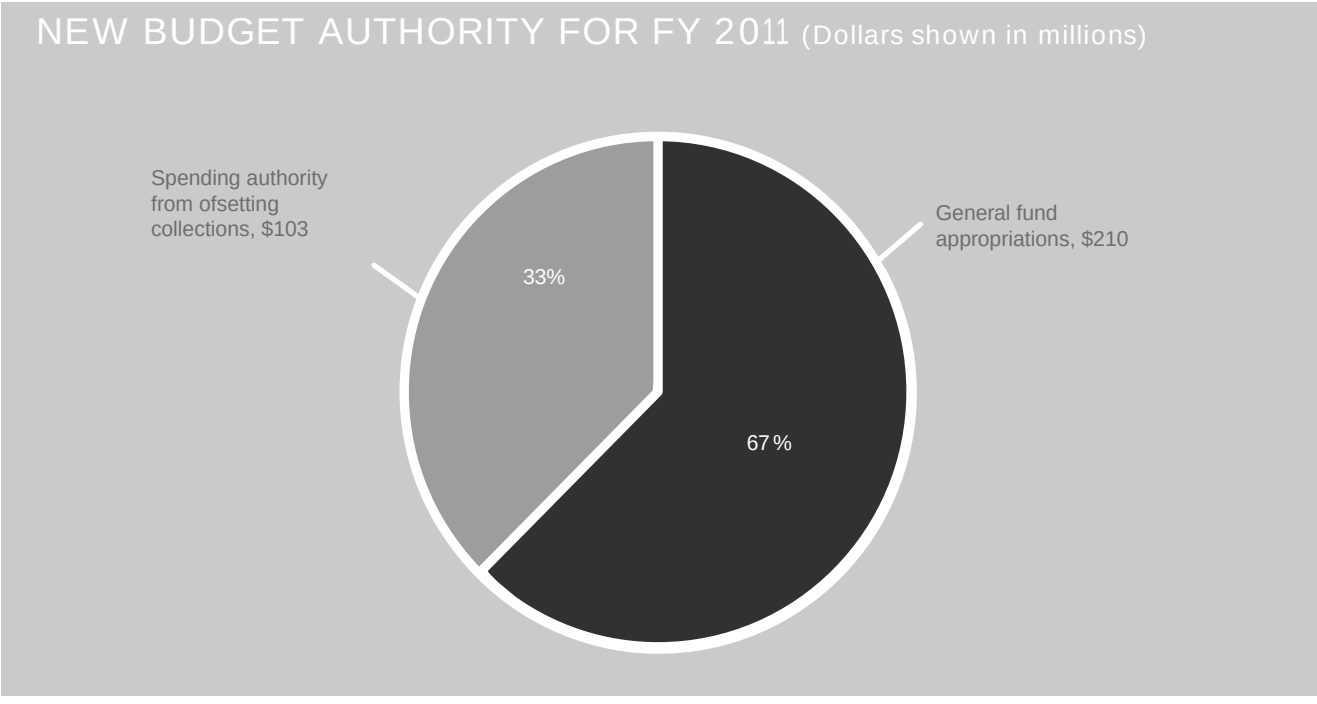
BUDGETARY RESOURCES.



Limitations of Financial Statements

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PERFORMANCE SECTION

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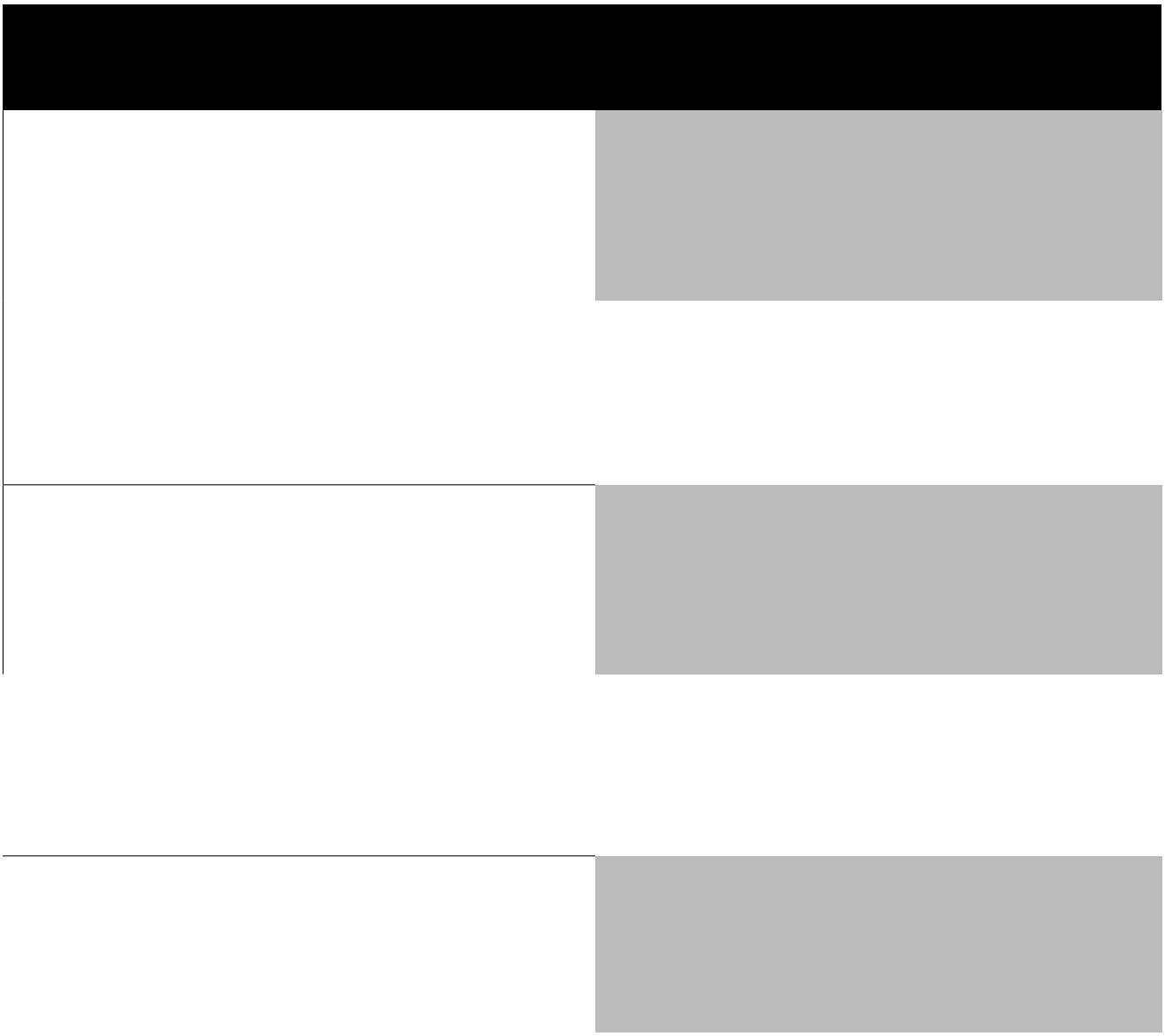

†•’Ž • ‰ • • •^ ‰ ^ “ ^ ‡ ‡		
Performance Measure 1.4.1 • •		¥
		€„
Performance Measure 1.4.2 - *f* •		’
		¥
Performance Measure 1.4.3 *f* ‡ •‰		ž¤•—¡
		”-
Key Measure 1.4.4 - … - š-…-œ *f f* … “ •		ž¤•—¡
		”-

†•”Ž • “ ‰ ‰ ‡ ‡ ‰ ‡ • ‰ ‡ • ‰ ‡ ‰		
Key Measure 1.5.1 … *f* *f* † 22 C722 22 /T1_ ufTf 0.0E 16.339 1.933 l 16.5865f	01C110 Tw	,— *f* 9 0 0 9 313.8963 660.9451 Tm [( )105( )10( )]TJ EMC /TD <</MCI

STRATEGIC GOAL 2: MAINTAIN COMPETITION

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Key Measure 2.4.1 … *f* *f* † •		,— *f*
		€„ *f*
Performance Measure 2.4.2 •		€—
		›ž

STRATEGIC GOAL 3: ADVANCE PERFORMANCE

‘•ŒŽ ‡ ‡		
		ž¤•—¡

STRATEGIC GOAL 1: PROTECT CONSUMERS

I. Strategic View

OBJECTIVE 1.1: IDENTIFY FRAUD, DECEPTION, AND UNFAIR PRACTICES THAT CAUSE THE GREATEST CONSUMER INJURY.

OBJECTIVE 1.2: STOP FRAUD, DECEPTION, UNFAIRNESS, AND OTHER UNLAWFUL PRACTICES THROUGH LAW ENFORCEMENT.

OBJECTIVE 1.3: PREVENT CONSUMER INJURY THROUGH EDUCATION.

OBJECTIVE 1.4: ENHANCE CONSUMER PROTECTION THROUGH RESEARCH, REPORTS, RULEMAKING, AND ADVOCACY.

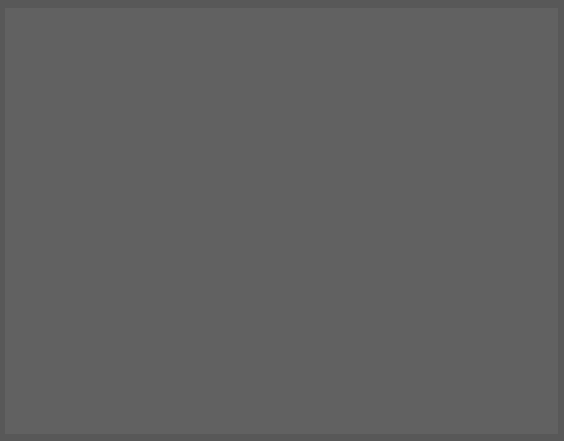
OBJECTIVE 1.5: PROTECT AMERICAN CONSUMERS IN THE GLOBAL MARKETPLACE BY PROVIDING SOUND POLICY AND TECHNICAL INPUT TO FOREIGN GOVERNMENTS AND INTERNATIONAL ORGANIZATIONS TO PROMOTE SOUND CONSUMER POLICY.

II. Strategic Analysis

OBJECTIVE 1.1: IDENTIFY FRAUD, DECEPTION, AND UNFAIR PRACTICES THAT CAUSE THE GREATEST CONSUMER INJURY.

Our Strategy

TOP CONSUMER COMPLAINTS IN CALENDAR YEAR 2011



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4	• ‰Š š‹ ‡	–¥ ˜—,	¤¡	K „¡
5	- “ ‡ • ‡	¥– ˜„€	¤¡	K ›¡
6		¥€ ¥—¤	¤¡	I J
7	‡ ‰	žž „˜¤	„¡	K €¡
8	‰	ž˜ ›¥€	„¡	I J
9	‰• ‡	ž— —›„	„¡	K ˜¡
10	‡ š… • ‡ ‡ › ‰	„ž „€„	˜¡	K ›¡

2014	•	•,	œ „ „• Ž ¨ ›—€› ¤•¥ ‘ ˜•— • ¨ ›—€› ƒ ‘ •

KEY MEASURE 1.1.2

THE PERCENTAGE OF THE FTC'S CONSUMER PROTECTION LAW ENFORCEMENT ACTIONS THAT TARGET THE SUBJECT OF CONSUMER COMPLAINTS TO THE FTC. (OUTPUT MEASURE)

2014	•	Ž,•,ˆ
2013	•	Ž,•,ˆ
2012	Š	**70.0%**
		90.6%
2011		**65.0%**
		80.4%
2010		**65.0%**
		95.9%
2009		**65.0%**
		79.0%
2008		**65.0%**
		71.0%
2007		**50.0%**
		76.0%
2006		**N/A**
		N/A

PERFORMANCE MEASURE 1.1.3

OBJECTIVE 1.2: STOP FRAUD, DECEPTION, UNFAIRNESS, AND OTHER UNLAWFUL PRACTICES THROUGH LAW ENFORCEMENT.

Our Strategy

PERFORMANCE MEASURE 1.2.2

THE FTC'S EFFECTIVENESS IN STOPPING PROHIBITED BUSINESS PRACTICES IN THREE HIGH PRIORITY AREAS OVER THE NEXT FIVE YEARS. (OUTCOME MEASURE)

2014			

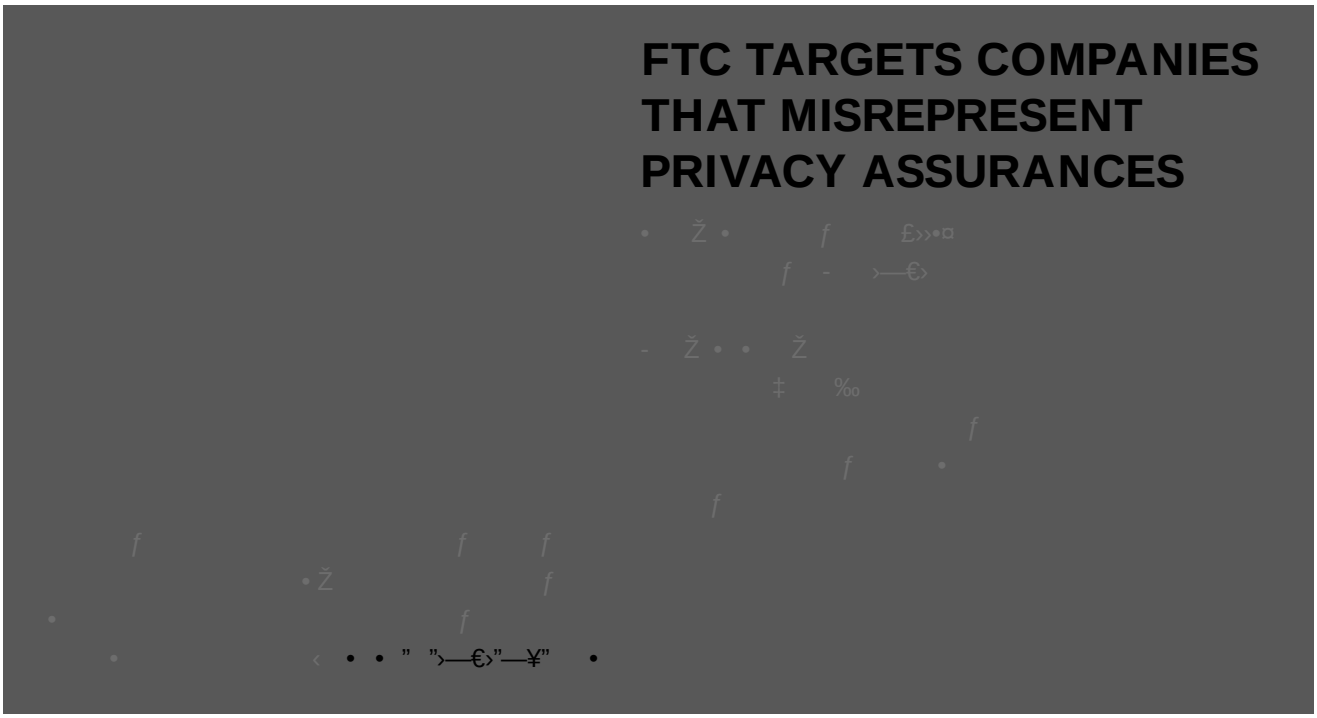
PERFORMANCE MEASURE 1.2.3

THE PERCENTAGE OF REDRESS CASES IN WHICH THE FTC DISTRIBUTES REDRESS DOLLARS DESIGNATED FOR DISTRIBUTION TO CONSUMERS WITHIN SIX MONTHS. (EFFICIENCY MEASURE)

PERFORMANCE MEASURE 1.2.4

INVESTIGATIONS OR CASES IN WHICH THE FTC OBTAINS FOREIGN-BASED EVIDENCE OR ENGAGES IN MUTUAL ASSISTANCE THAT CONTRIBUTES TO FTC LAW ENFORCEMENT ACTIONS OR IN WHICH WE COOPERATE WITH FOREIGN AGENCIES AND/OR MULTILATERAL ORGANIZATIONS. (OUTPUT MEASURE)

2014		,	œ „ „• Ž ¨ ›—€› f • - “ “ • ƒ Ž Ž • ® • • •••• •- Ÿ •ŸŠ - ›——,• Ž f •
2013		,	
2012		**30**	
		56	
2011		**30**	
		53	
2010		**30**	
		39	



PERFORMANCE MEASURE 1.3.1

CONSUMER PROTECTION MESSAGES ACCESSED ONLINE OR IN PRINT. (OUTPUT MEASURE – NUMBERS SHOWN IN MILLIONS)

PHANTOM DEBT COLLECTION CASES

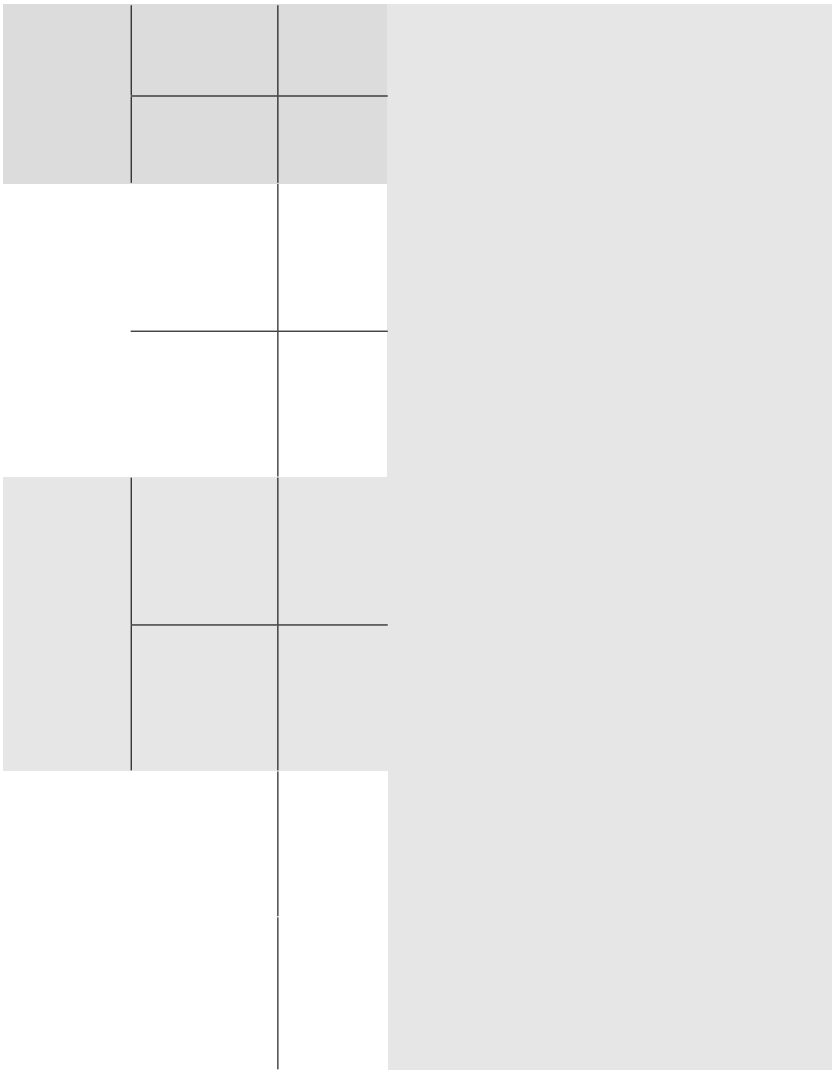
KEY MEASURE 1.3.2

CUSTOMER SATISFACTION RATE WITH AN FTC CONSUMER EDUCATION WEBSITE OR MICROSITE. (OUTCOME MEASURE)

2014		† ’ † *f* “	Ž ¨ ›—€› •™ • ™ • • *f* *f* *f* Ž • † ž„ •™ • ™ • ¥€• •
2013		† ’ † *f* “	
2012		**Exceed average citizen satisfaction rate as published in the E-Government Satisfaction Index (a score of 74)**	
		Exceeded (FTC score of 81)	
2011		**Exceed average citizen satisfaction rate as published in the E-Government Satisfaction Index (a score of 74)**	
		Exceeded (FTC score of 81)	
2010		**Exceed average citizen satisfaction rate as published in the E-Government Satisfaction Index (a score of 74)**	
		Exceeded (FTC score of 77)	

PERFORMANCE MEASURE 1.4.2

ADVOCACY COMMENTS AND AMICUS BRIEFS ON CONSUMER PROTECTION ISSUES FILED WITH ENTITIES INCLUDING FEDERAL AND STATE LEGISLATURES, AGENCIES, OR COURTS. (OUTPUT MEASURE)



STRATEGIC GOAL 2: MAINTAIN COMPETITION

OBJECTIVE 2.3: ENHANCE CONSUMER BENEFIT THROUGH RESEARCH, REPORTS, AND ADVOCACY.

OBJECTIVE 2.4: PROTECT AMERICAN CONSUMERS IN THE GLOBAL MARKETPLACE BY PROVIDING SOUND POLICY RECOMMENDATIONS AND TECHNICAL ADVICE TO FOREIGN GOVERNMENTS AND INTERNATIONAL ORGANIZATIONS TO PROMOTE SOUND COMPETITION POLICY.

II. Strategic Analysis

OBJECTIVE 2.1: TAKE ACTION AGAINST ANTICOMPETITIVE MERGERS AND PRACTICES THAT MAY CAUSE SIGNIFICANT CONSUMER INJURY.

Our Strategy

KEY MEASURE 2.1.1

ACTIONS TO MAINTAIN COMPETITION, INCLUDING LITIGATED VICTORIES, CONSENT ORDERS, ABANDONED TRANSACTION REMEDIES, RESTRUCTURED TRANSACTION REMEDIES, OR FIX-IT-FIRST TRANSACTION REMEDIES IN A SIGNIFICANT PERCENTAGE OF SUBSTANTIAL MERGER AND NONMERGER INVESTIGATIONS. (OUTCOME MEASURE)

2014		•,•,œš,•,^	• *f* ›¤ ¤¥ ¨ ›—€›• ›¤ €– d [(3279 >>BDC 5.953 0) 0 0 8.5 0 scn / 5.9n1 23 rf .037 T23 0 1 023 .4899 601 50956
2013		•,•,œš,•,^	

PERFORMANCE MEASURE 2.1.2

CONSUMER SAVINGS OF AT LEAST $500 MILLION THROUGH MERGER ACTIONS TO MAINTAIN COMPETITION. (OUTCOME MEASURE – NUMBERS SHOWN IN MILLIONS)

2014		‰‡„•,	œ „ „• Ž ¨ ›—€› £¤—„•– *f* *f* • • • , „•…• † † ‰‡ • Š ‹• • , „•… † ‰‡ •‡ Š ‹•
2013		‰‡„•,	
2012		**$500.0**	
		$504.9	
2011		**$500.0**	
		$532.2*	
2010		**$500.0**	
		$586.0	
2009		**$500.0**	

PERFORMANCE MEASURE 2.1.3

ACTIONS AGAINST MERGERS LIKELY TO HARM COMPETITION IN MARKETS WITH A TOTAL OF AT LEAST $25 BILLION IN SALES. (OUTCOME MEASURE - NUMBERS SHOWN IN BILLIONS)

2014		‰ ‡•,	
2013		‰ ‡•,	
2012		**$25.0**	
		$20.2	
2011		**$25.0**	
		$22.7	
2010		**$25.0**	
		$22.5	
2009		**$25.0**	
		$22.3	
2008		**$25.0**	

42*3

PERFORMANCE MEASURE 2.1.4

CONSUMER SAVINGS OF AT LEAST 13 TIMES THE AMOUNT OF [redacted]

PERFORMANCE MEASURE 2.1.5

CONSUMER SAVINGS OF AT LEAST $450 MILLION THROUGH NONMERGER ACTIONS TAKEN TO MAINTAIN COMPETITION. (OUTCOME MEASURE – NUMBERS SHOWN IN MILLIONS)

2014	•	‰•‡,•,

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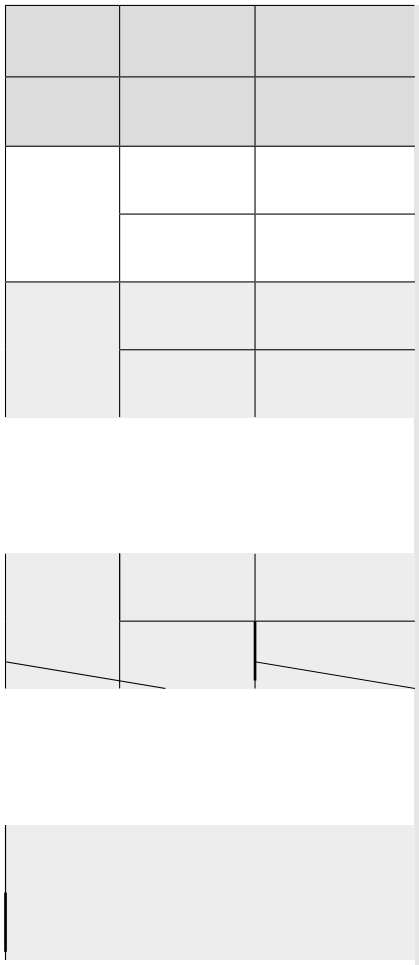
PERFORMANCE MEASURE 2.1.6

ACTIONS AGAINST ANTICOMPETITIVE CONDUCT IN MARKETS WITH A TOTAL OF AT LEAST $12 BILLION IN ANNUAL SALES. (OUTCOME MEASURE – NUMBERS SHOWN IN BILLIONS)

2014	•	‰ •,	

PERFORMANCE MEASURE 2.1.7

CONSUMER SAVINGS OF AT LEAST 20 TIMES THE AMOUNT OF FTC RESOURCES ALLOCATED TO THE NONMERGER PROGRAM. (EFFICIENCY MEASURE)



KEY MEASURE 2.2.1

COMPETITION RESOURCES ACCESSED VIA THE FTC'S WEBSITE. (OUTPUT MEASURE - NUMBERS SHOWN IN MILLIONS)

2014	•	••,	• • ¨ ›—€› *f* ›˜•› • š œ *f* š *f* *f* œ 5 / 3 2

OBJECTIVE 2.3: ENHANCE CONSUMER BENEFIT THROUGH RESEARCH, REPORTS, AND ADVOCACY.

KEY MEASURE 2.3.2

REPORTS AND STUDIES ISSUED ON KEY COMPETITION-RELATED TOPICS. (OUTPUT MEASURE)

KEY MEASURE 2.3.3

ADVOCACY COMMENTS AND AMICUS BRIEFS ON COMPETITION ISSUES FILED WITH ENTITIES INCLUDING FEDERAL AND STATE LEGISLATURES, AGENCIES OR

2014	•	,	œ „ „• Ž ¨›—€› f f• • f f f f f “ • •
2013	•	,	
2012	Š	**10**	

PERFORMANCE MEASURE 2.3.5

THE VOLUME OF TRAFFIC ON WWW.FTC.GOV RELATING TO COMPETITION RESEARCH, REPORTS, AND ADVOCACY. (OUTPUT MEASURE – NUMBERS SHOWN IN MILLIONS)

2014		•Ž	œ „ „•
2013		•Ž	
2012		**1.7**	
		3.4	
2011		**1.7**	›—€› ‘ ƒ ˜•„ ƒ • ƒ• Ž ¨
		1.8	
2010			

KEY MEASURE 2.4.1

POLICY ADVICE PROVIDED TO FOREIGN COMPETITION AGENCIES, DIRECTLY AND THROUGH INTERNATIONAL ORGANIZATIONS, THROUGH SUBSTANTIVE CONSULTATIONS, WRITTEN SUBMISSIONS, OR COMMENTS. (OUTPUT MEASURE)

2014	•	š,	œ „ „• Ž ¨ ›—€› *f*
2013	•	š,	€—— • *f* *f* *f* ‘ • • • •• - € • , *f* „ • •
2012	Š	**60**	
		146	
2011		**40**	
		112	
2010		**40**	
		76	

RESOURCES UTILIZED—STRATEGIC GOAL 2

(DOLLARS SHOWN IN MILLIONS.)

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£˜˜

GOAL 3: ADVANCE PERFORMANCE

I. Strategic View

OBJECTIVE 3.1: PROVIDE EFFECTIVE HUMAN RESOURCES MANAGEMENT.

OBJECTIVE 3.2: PROVIDE EFFECTIVE INFRASTRUCTURE AND SECURITY MANAGEMENT.

OBJECTIVE 3.3: PROVIDE EFFECTIVE INFORMATION RESOURCES MANAGEMENT.

Our Strategy

PERFORMANCE MEASURE 3.1.1

THE EXTENT EMPLOYEES BELIEVE THEIR ORGANIZATIONAL CULTURE PROMOTES IMPROVEMENT IN PROCESSES, PRODUCTS AND SERVICES, AND ORGANIZATIONAL OUTCOMES. (OUTCOME MEASURE)

2014		† ž € ƒ † … Ÿ „ € “	• • ¤›¡ „¡• ˜ž TD 52. . . .06 .m 7. 0 ( )]01•

KEY MEASURE 3.1.2

THE EXTENT EMPLOYEES THINK THE ORGANIZATION HAS THE TALENT NECESSARY TO ACHIEVE ORGANIZATIONAL GOALS. (OUTCOME MEASURE)

2014		† ž € *f* † i “	

OBJECTIVE 3.3: PROVIDE EFFECTIVE INFORMATION RESOURCES MANAGEMENT.

Our Strategy

PERFORMANCE MEASURE 3.4.1

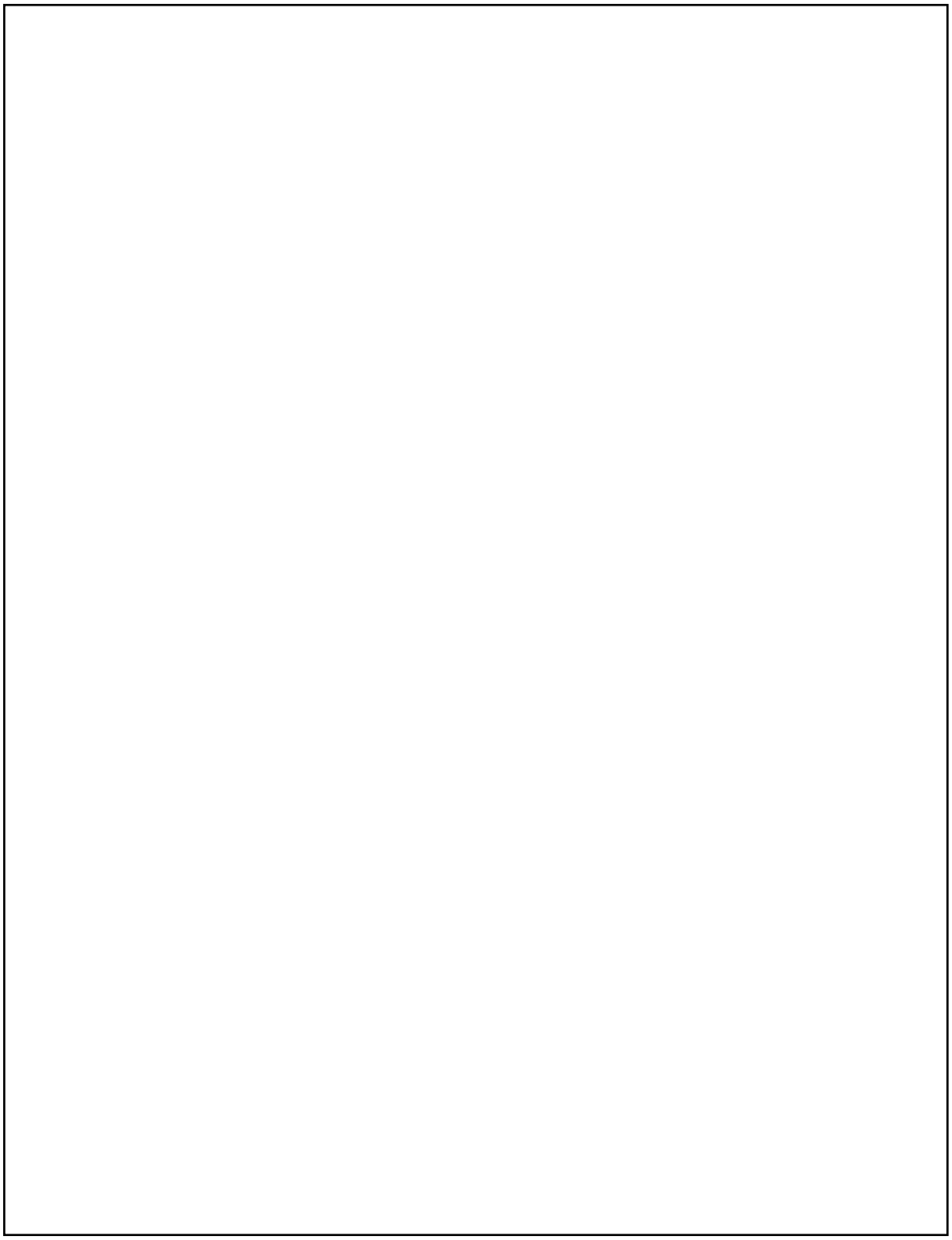
INDEPENDENT AUDITOR'S FINANCIAL STATEMENT AUDIT RESULTS. (OUTCOME MEASURE)

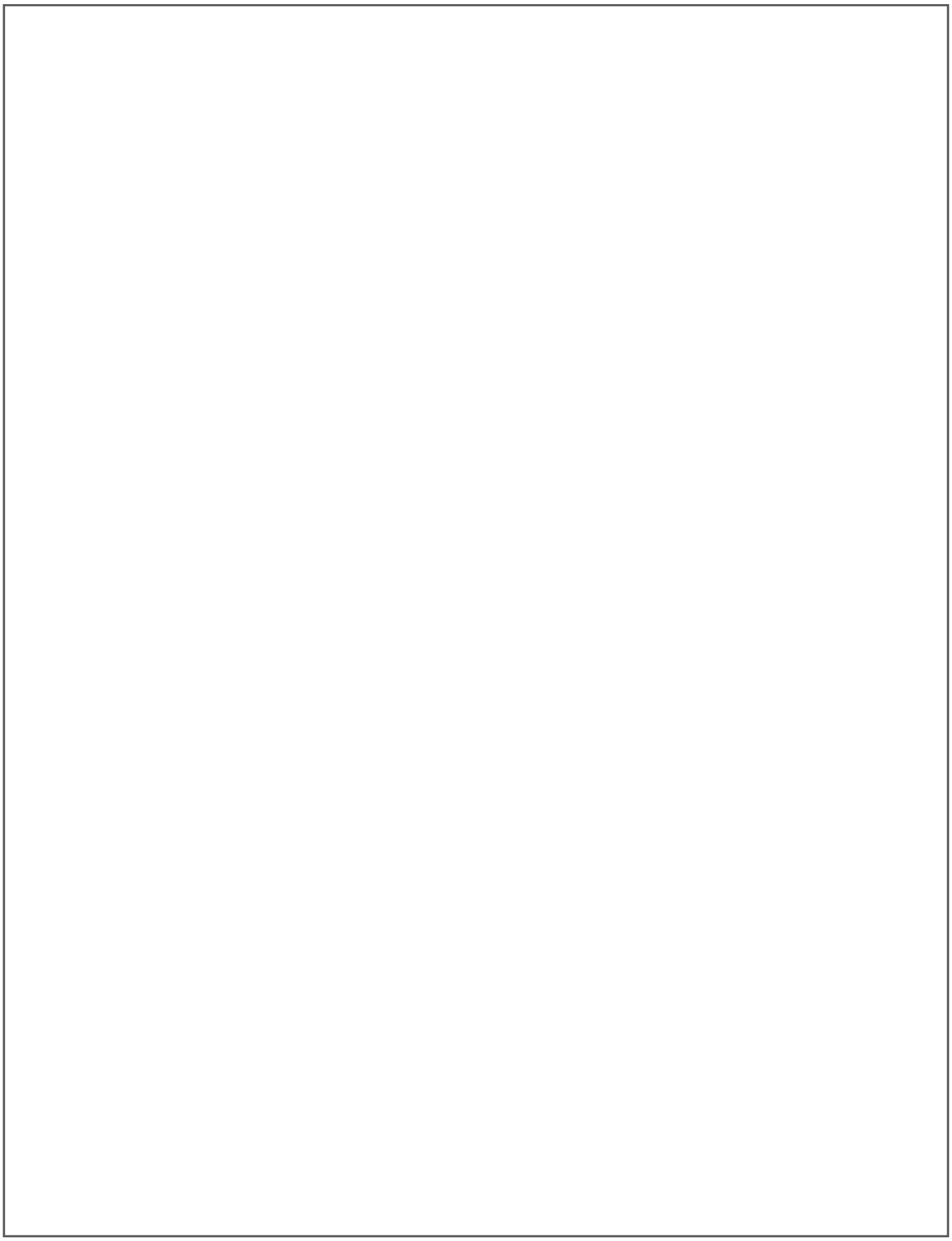
KEY MEASURE 3.4.2

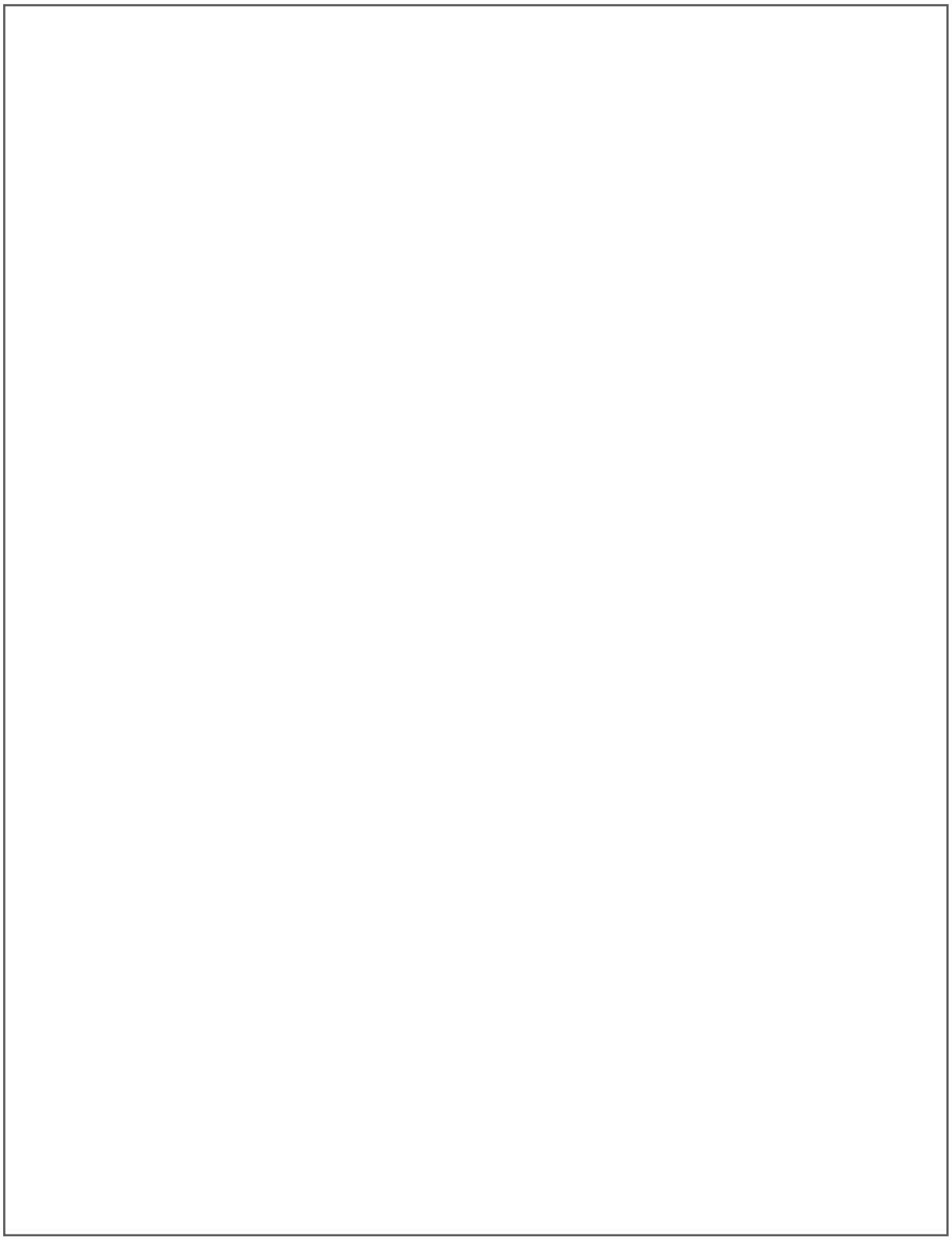
THE PERCENTAGE OF BUREAUS/OFFICES THAT ESTABLISH AND MAINTAIN AN EFFECTIVE, RISK-BASED INTERNAL CONTROL ENVIRONMENT. (OUTCOME MEASURE)

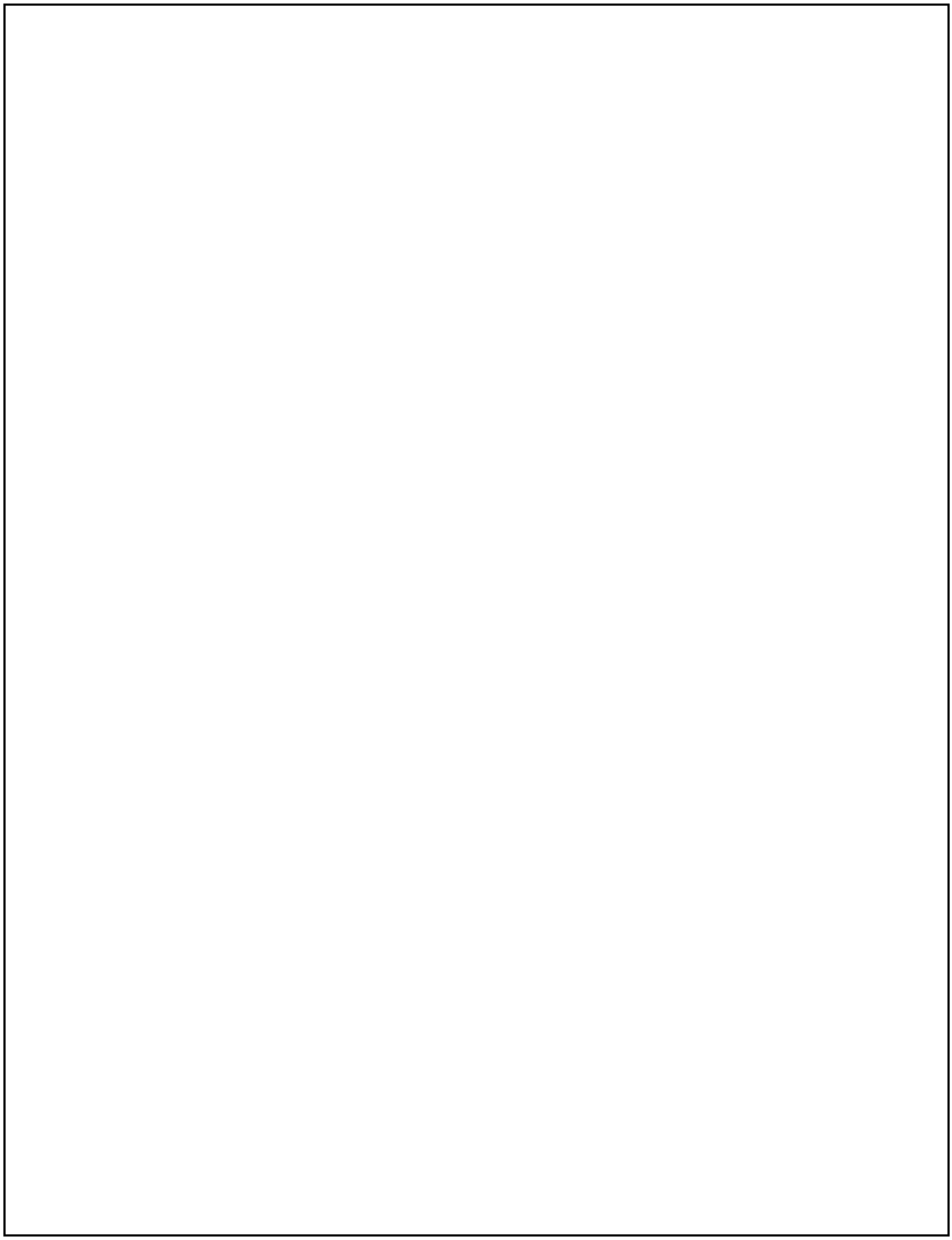
2013		,•,^	
2012		,•,^	
2011		**100.0%**	
		100.0%	
2010		**100.0%**	
		100.0%	
2010		**100.0%**	
		100.0%	**100.0%**

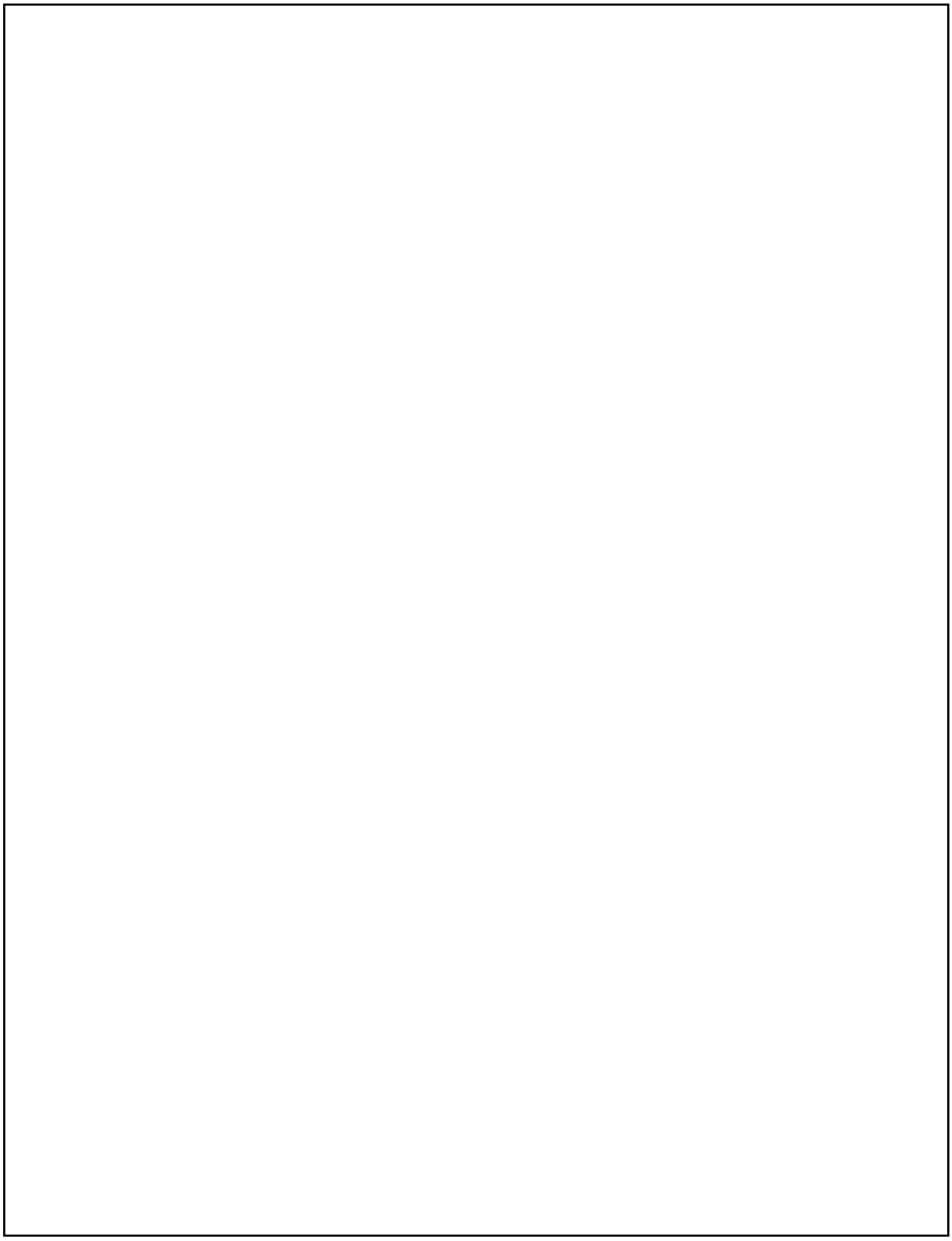
FINANCIAL SECTION

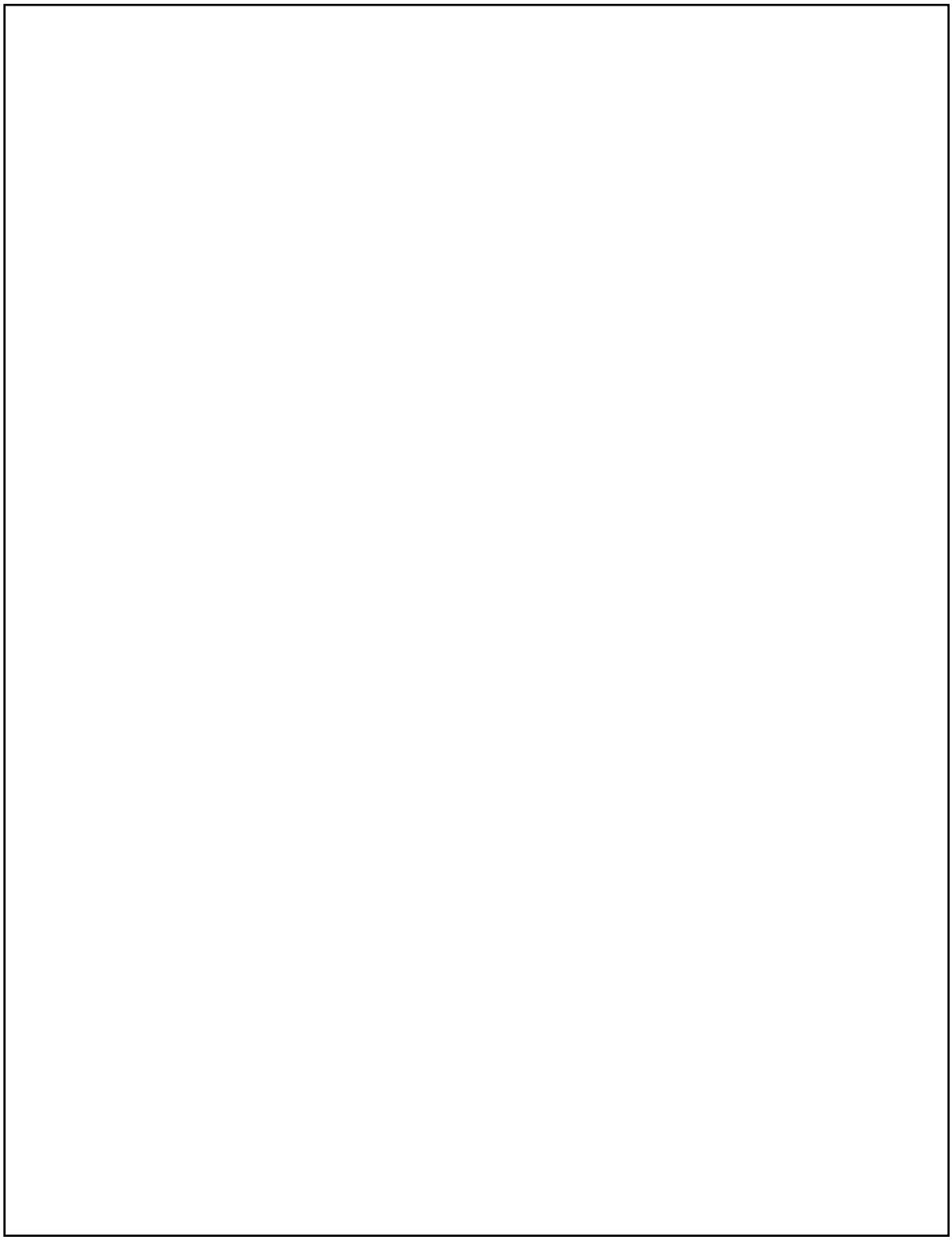












PRINCIPAL FINANCIAL STATEMENTS

FINANCIAL STATEMENT DESCRIPTIONS

STATEMENT OF NET COST

FOR THE YEARS ENDED SEPTEMBER 30, 2012 AND 2011

(Dollars shown in thousands)

	2012	2011
Costs by Strategic Goal:		
Protect Consumers (PC) strategic goal:		
Gross costs (Note 12)	$ 164,767	$ 169,334
Less: earned revenue (Note 13)	(13,794)	(14,233)
Net PC strategic goal costs	150,973	155,101
Maintain Competition (MC) strategic goal:		
Gross costs (Note 12)	121,287	129,315
Less: Earned revenue (Note 13)	(87,825)	(91,984)
Net MC strategic goal costs	33,462	37,331
Net Cost of Operations	$ 184,435	$ 192,432

FEDERAL TRADE COMMISSION

STATEMENT OF CHANGES IN NET POSITION

FOR THE YEARS ENDED SEPTEMBER 30, 2012 AND 2011

(Dollars shown in thousands)

FEDERAL TRADE COMMISSION

STATEMENT OF CUSTODIAL ACTIVITY

FOR THE YEARS ENDED SEPTEMBER 30, 2012 AND 2011

(Dollars shown in thousands)

	PC	MC	2012	2011
Revenue Activity (Note 17):				
Sources of collections				
Premerger ling fees (net of refunds)	$ -	$ 87,544	$ 87,544	$ 91,424
Civil penalties and nes	6,602			

NOTES TO THE FINANCIAL STATEMENTS

Note 1—Summary of Significant Accounting Policies

(a) REPORTING ENTITY

(c) BASIS OF ACCOUNTING AND PRESENTATION

(h) CASH AND OTHER MONETARY ASSET

(i) INVESTMENTS

Note 3—Fund Balance with Treasury

Note 4—Cash and Other Monetary Assets

Note 6—Accounts Receivable, Net

	Gross Receivables	Allowance for Uncollectible Accounts	2012 Net	2011 Net
Entity accounts receivable:				
Intragovernmental	$ 995	$ -	$ 995	$ 26
With the Public	47	-	47	53
Total entity acounts receivable, net	$ 1,042	$ -	$ 1,042	$ 79
Non-entity accounts receivable:				
Consumer redress	$ 983,278	$956,059	$ 27,219	$11,229
Civil penalties	33,719	29,994	3,725	92
Total non-entity accounts receivable, net	$1,016,997	$986,053	$ 30,944	$11,321
Total accounts receivable, net	$1,018,039	$986,053	$ 31,986	$11,400

Note 7—General Property and Equipment, Net

Note 9—Other Liabilities

Note 10—Leases

Note 13—Exchange Revenues

Note 15—Explanation of Differences between the Statement of Budgetary Resources and the Budget of the United States Government

Note 16—Undelivered Orders at the End of the Period

Note 14—Apportionment Categories of Obligations Incurred: Direct vs. Reimbursable Obligations

APPORTIONMENT CATEGORIES OF OBLIGATIONS INCURRED

	2012	2011
Redress:		
Fund Balance with Treasury		
Beginning balance	$ 3,803	$ 5,471
Collections	53,442	41,596
Disbursements to claimants, net	1	(48)
Disgorgements to Treasury	(15,261)	(13,177)
Transfers, expenses, refunds	14,590	(30,039)
Total fund balance with Treasury, ending	$ 56,575	$ 3,803
Cash and Other Monetary Assets		
Beginning balance	$ 44,944	$ 21,473
Disbursements to claimants, net	(36,231)	(116,089)
Transfers, expenses, interest income	19,647	139,560
Total cash and other monetary assets, ending	$ 28,360	$ 44,944
Investments		
Beginning balance	$ 35,443	$ 153,582
Transfers, expenses, interest income	(14,269)	(118,139)
Return to deposit fund	(21,174)	-
Total investments, ending	$ -	$ 35,443
Accounts receivable, net		
Beginning balance	$ 11,229	$ 38,170
Net Activity	15,990	(26,941)
Total accounts receivable, ending	$ 27,219	$ 11,229
Divestiture Fund:		
Investments		
Beginning balance	$ -	$ 45,523
Interest, net of (expenses)	-	(4)
Return of funds	-	(45,519)
Total investments, ending	$ -	$ -

Note 19 — Reconciliation of Net Cost of Operations to Budget

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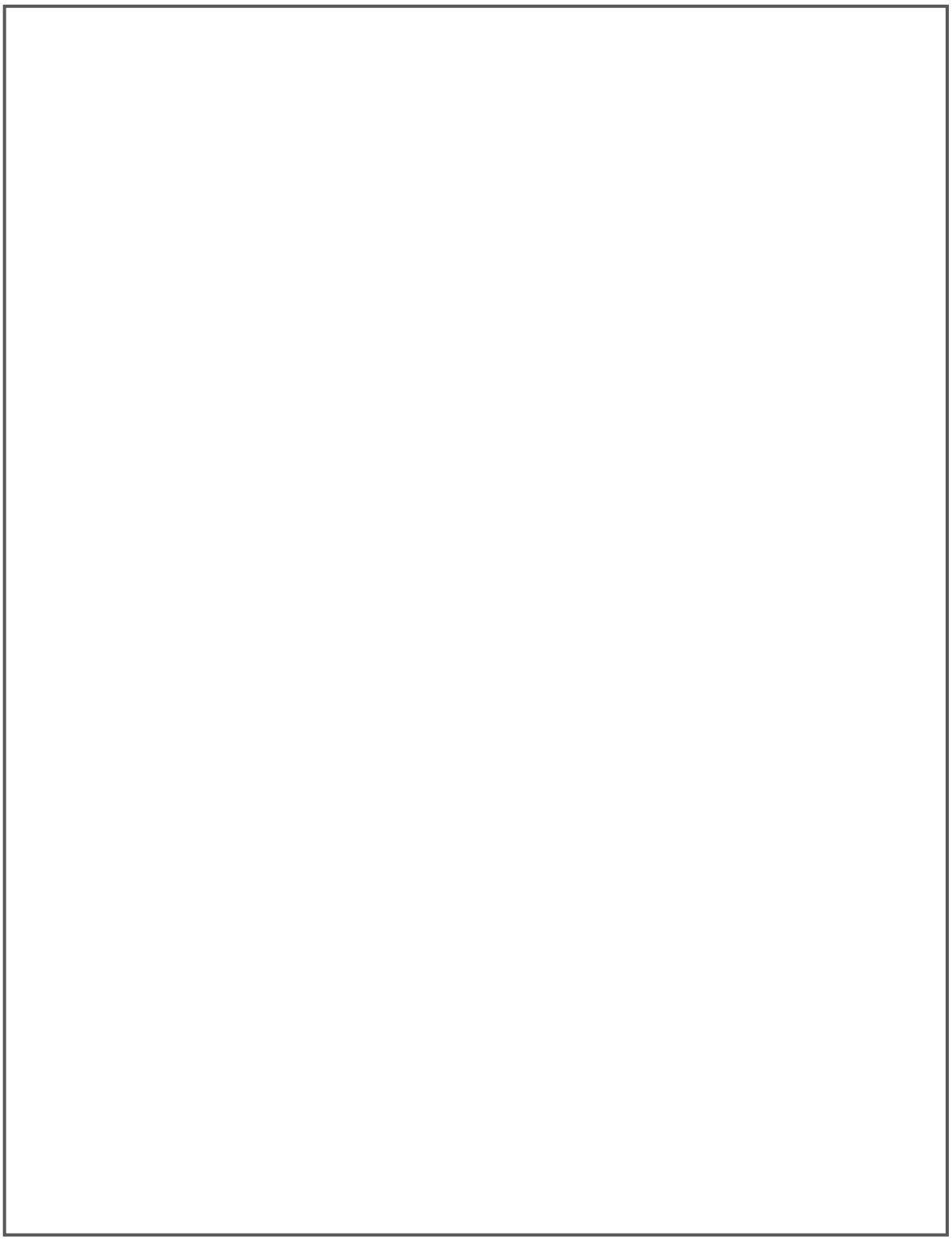
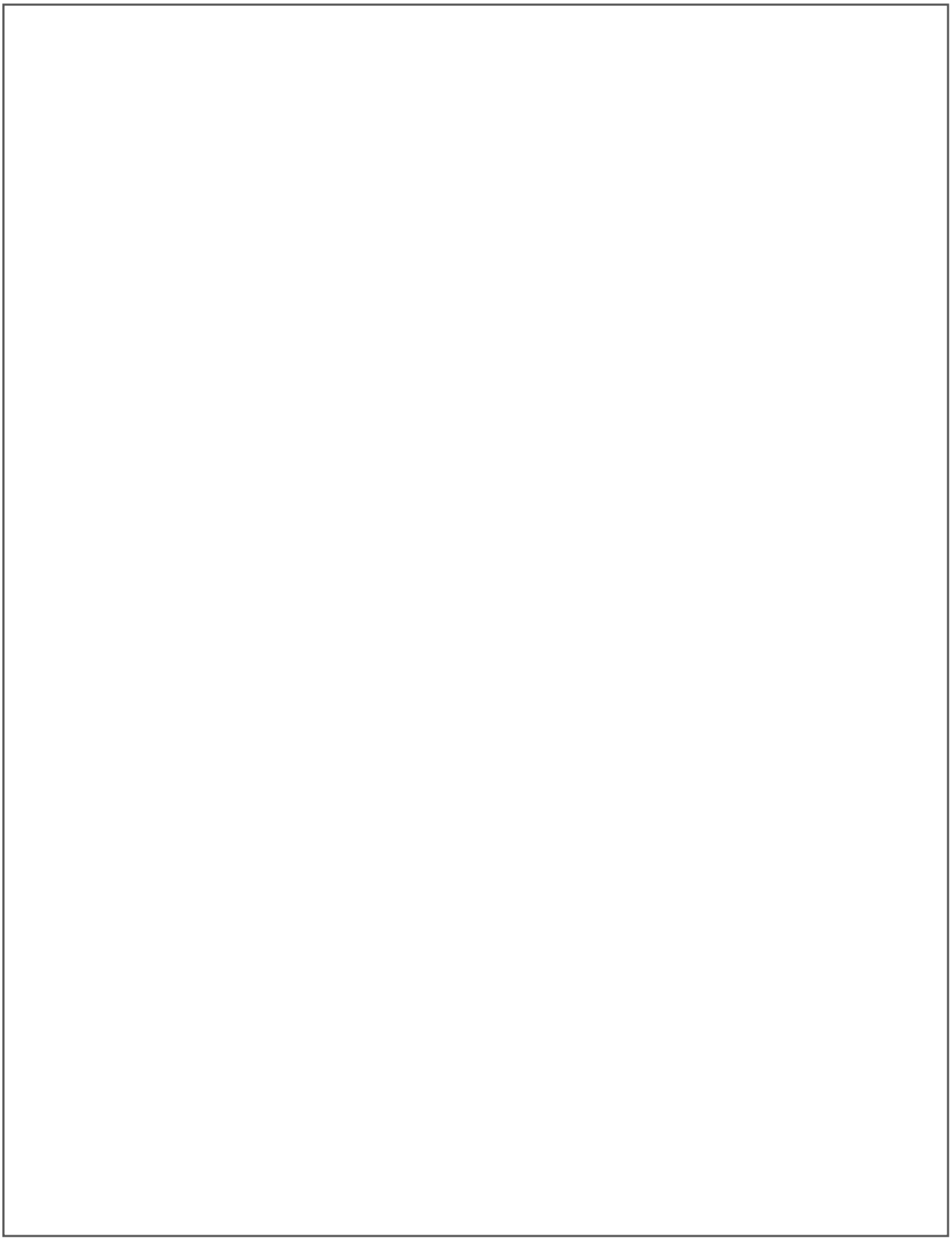
FISCAL YEAR 2012

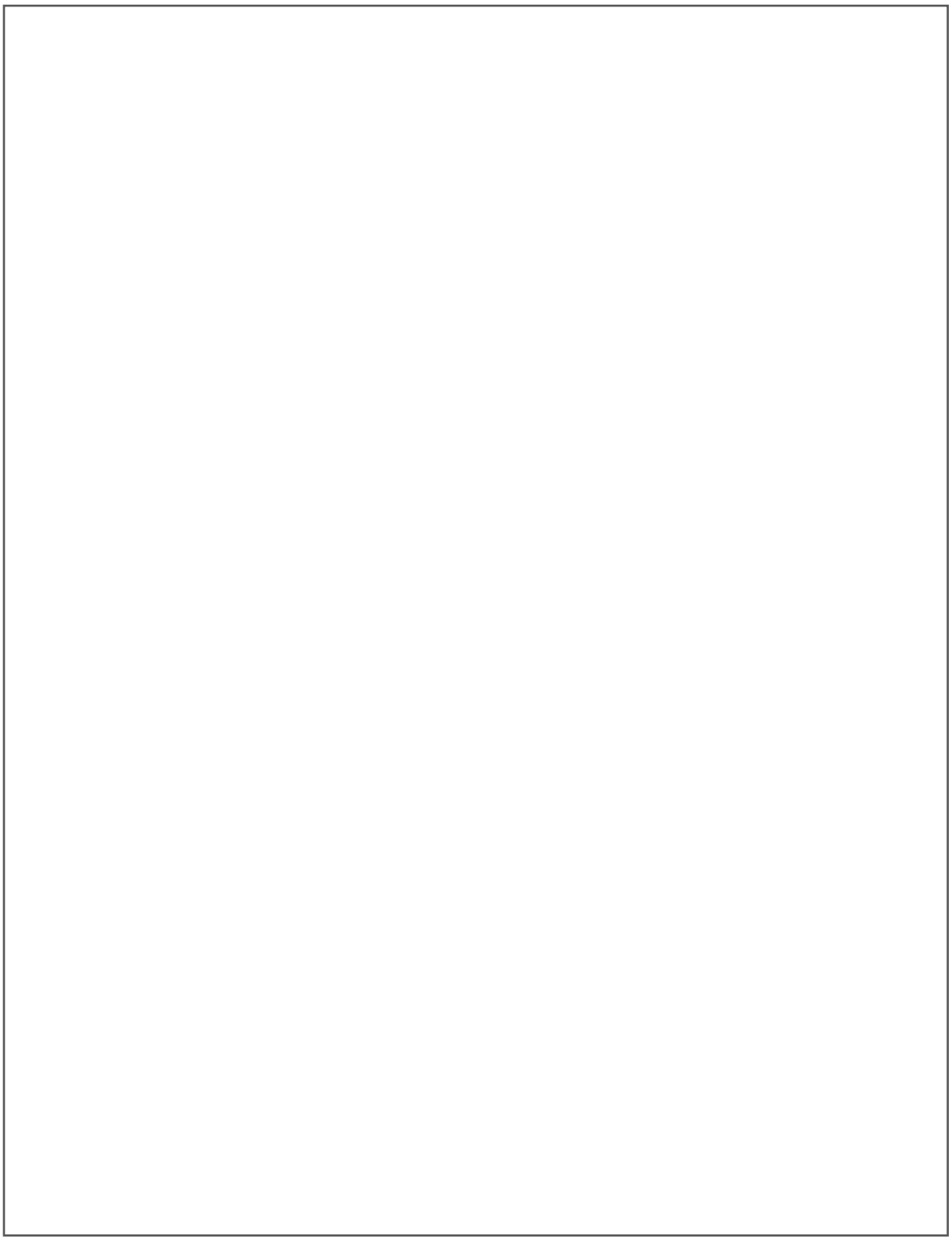
OTHER ACCOMPANYING INFORMATION

INSPECTOR GENERAL-IDENTIFIED MANAGEMENT AND PERFORMANCE CHALLENGES

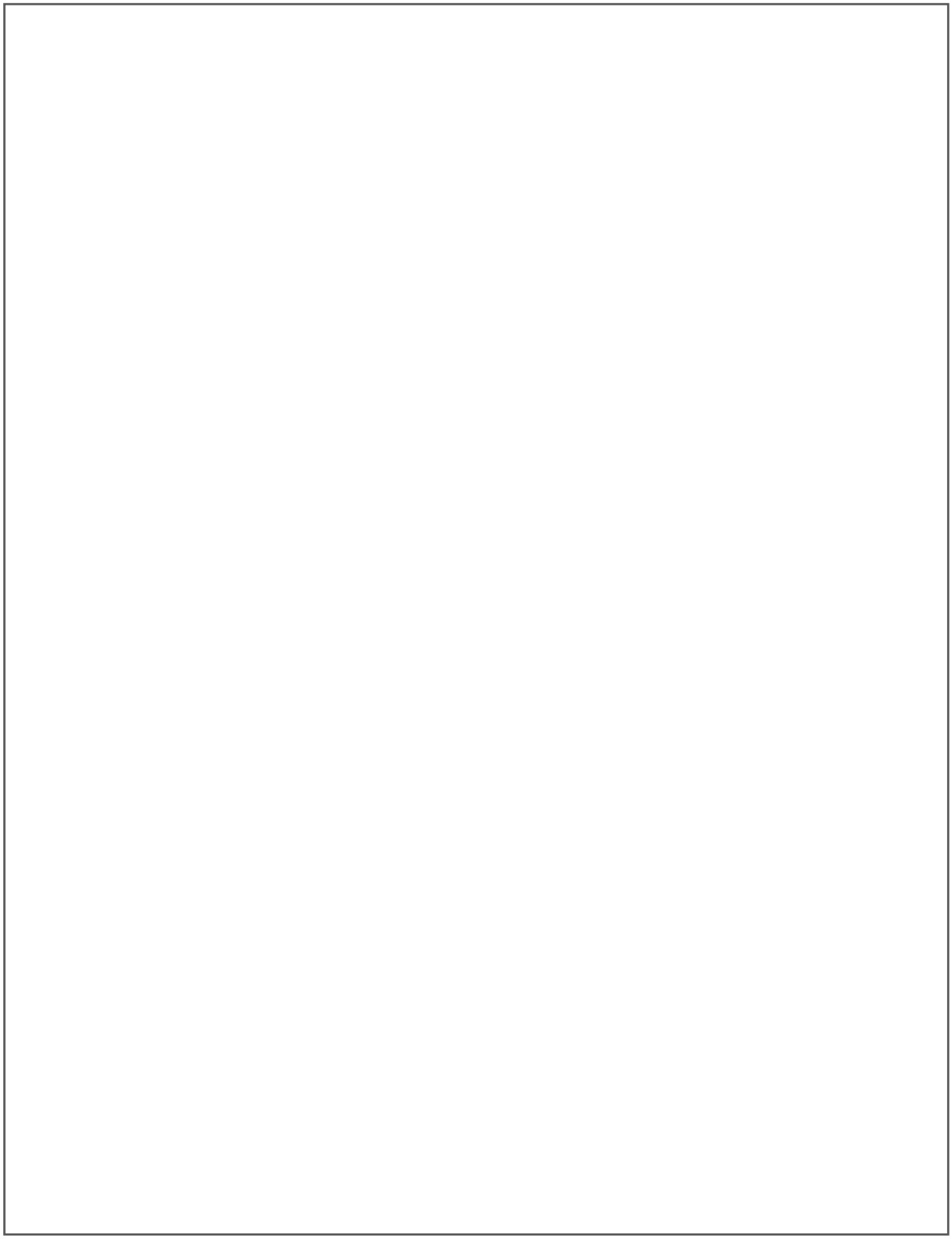


INSPECTOR GENERAL-IDENTIFIED MANAGEMENT AND PERFORMANCE CHALLENGES (CONTINUED)

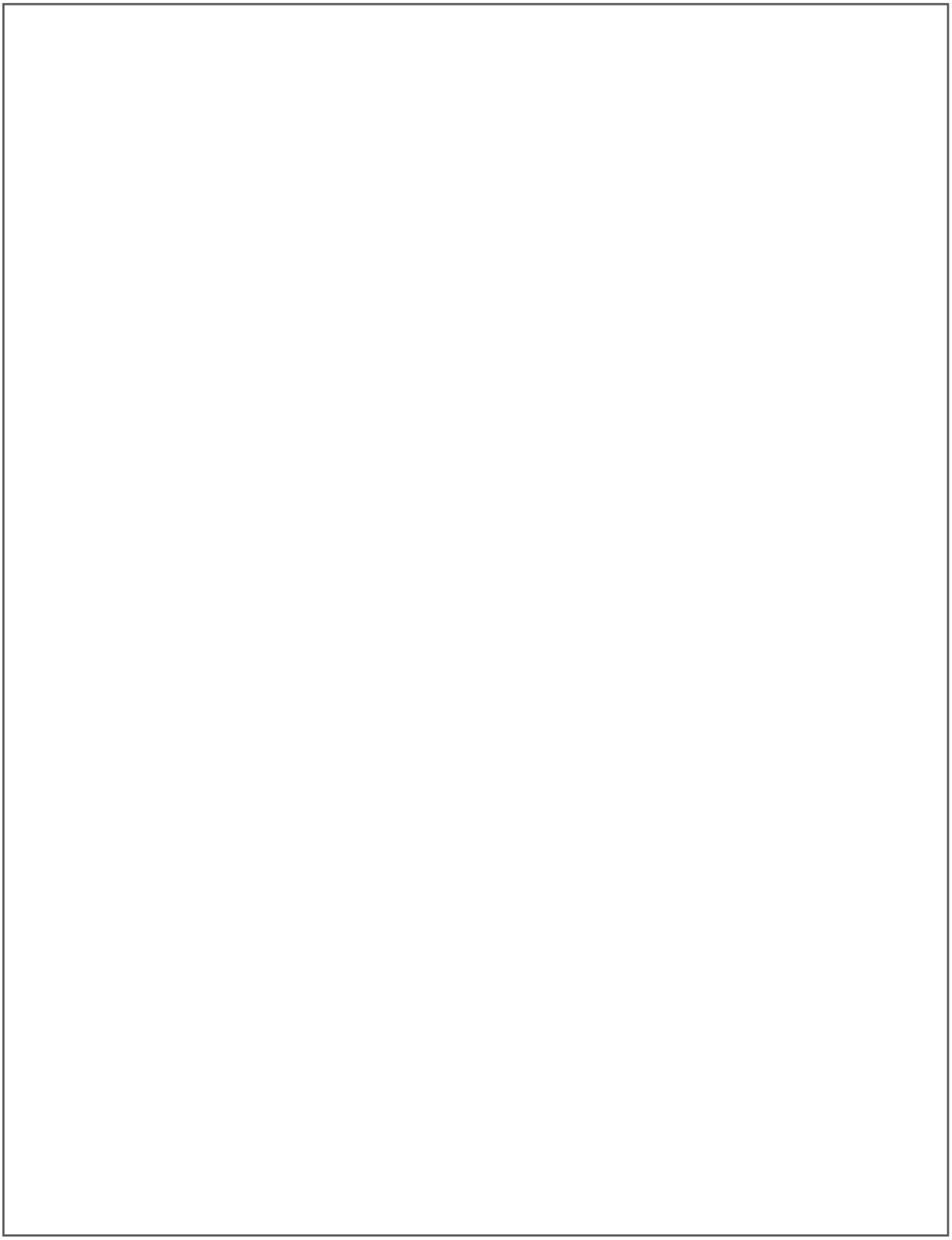




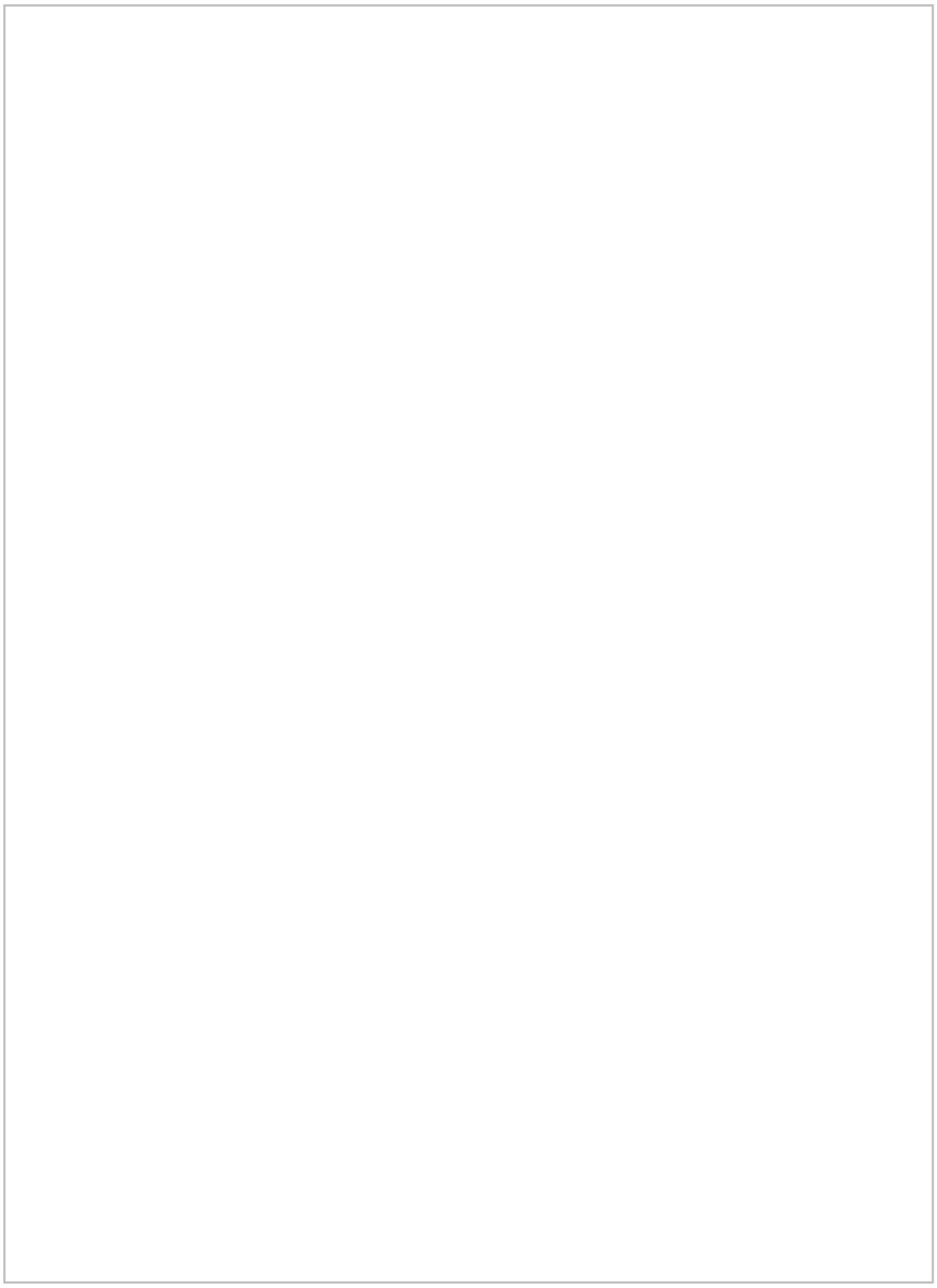
INSPECTOR GENERAL-IDENTIFIED MANAGEMENT AND PERFORMANCE CHALLENGES (CONTINUED)



INSPECTOR GENERAL-IDENTIFIED MANAGEMENT AND PERFORMANCE CHALLENGES (CONTINUED)



CHAIRMAN'S RESPONSE TO IG CHALLENGES



Summary of Financial Statement Audit and Management Assurances

AUDIT OPINION	•				
RESTATEMENT					
MATERIAL WEAKNESSES	**Beginning Balance**	**New**	**Resolved**	**Consolidated**	**Ending Balance**
	—	—	—	—	—
TOTAL MATERIAL WEAKNESSES	—	—	—	—	—

IMPROPER PAYMENTS ELIMINATION AND RECOVERY ACT

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APPENDICES

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

Performance Measure 1.2.2:

'DWD OLPLWDWLRQV

'HÀQLWLRQ DQG EDFNJURXQG

OBJECTIVE 1.3: PREVENT CONSUMER INJURY THROUGH EDUCATION.

'DWD VRXUFHV

Performance Measure 1.3.1:

9HULÀFDWLRQ DQG YDOLGDWLRQ

'HÀQLWLRQ DQG EDFNJURXQG

'DWD OLPLWDWLRQV

Performance Measure 1.2.3:

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

Performance Measure 1.2.4:

'HÀQLWLRQ DQG EDFNJURXQG

'DWD OLPLWDWLRQV

'HÀQLWLRQ DQG EDFNJURXQG

Performance Measure 1.3.3:

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

'DWD OLPLWDWLRQV

Performance Measure 1.4.3:

'HÀQLWLRQ DQG EDFNJURXQG

OBJECTIVE 1.4: ENHANCE CONSUMER PROTECTION THROUGH RESEARCH, REPORTS, RULEMAKING, AND ADVOCACY.

'DWD VRXUFHV

Performance Measure 1.4.1:

9HULÀFDWLRQ DQG YDOLGDWLRQ

'HÀQLWLRQ DQG EDFNJURXQG

'DWD OLPLWDWLRQV

'DWD VRXUFHV

Performance Measure 1.4.4:

9HULÀFDWLRQ DQG YDOLGDWLRQ

'HÀQLWLRQ DQG EDFNJURXQG

'DWD OLPLWDWLRQV

'DWD VRXUFHV

Performance Measure 1.4.2:

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

'DWD OLPLWDWLRQV

OBJECTIVE 1.5: PROTECT AMERICAN CONSUMERS IN THE GLOBAL MARKETPLACE BY PROVIDING SOUND POLICY AND TECHNICAL INPUT TO FOREIGN GOVERNMENTS AND INTERNATIONAL ORGANIZATIONS TO PROMOTE SOUND CONSUMER POLICY.

Performance Measure 1.5.1:

'HÀQLWLRQ DQG EDFNJURXQG

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

Performance Measure 1.5.2:

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

STRATEGIC GOAL 2: MAINTAIN COMPETITION

OBJECTIVE 2.1: TAKE ACTION AGAINST ANTICOMPETITIVE MERGERS AND PRACTICES THAT MAY CAUSE SIGNIFICANT CONSUMER INJURY.

erformance Measure 2.1.1:

'HÀQLWLRQ DQG EDFNJURXQG

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD VRXUFHV

'DWD OLPLWDWLRQV

9HULÀFDWLRQ DQG YDOLGDWLRQ
'DWD OLPLWDWLRQV

Performance Measure 2.1.7:

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD VRXUFHV

'DWD OLPLWDWLRQV

9HULÀFDWLRQ DQG YDOLGDWLRQ
'DWD OLPLWDWLRQV

Performance Measure 2.1.8:

'HÀQLWLRQ DQG EDFNJURXQG

OBJECTIVE 2.2: PREVENT CONSUMER INJURY THROUGH EDUCATION.

Performance Measure 2.2.1:

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

OBJECTIVE 2.3: ENHANCE CONSUMER BENEFIT THROUGH RESEARCH,

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

Performance Measure 2.3.2:

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

Performance Measure 2.3.3:

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

Performance Measure 2.3.4:

'HÀQLWLRQ DQG EDFNJURXQG

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

Performance Measure 2.3.5:

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV

OBJECTIVE 2.4: PROTECT AMERICAN CONSUMERS IN THE GLOBAL MARKETPLACE BY PROVIDING SOUND POLICY RECOMMENDATIONS AND TECHNICAL ADVICE TO FOREIGN GOVERNMENTS AND INTERNATIONAL ORGANIZATIONS TO PROMOTE SOUND COMPETITION POLICY.

Performance Measure 2.4.1:

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV
9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

Performance Measure 2.4.2:

'HÀQLWLRQ DQG EDFNJURXQG

'DWD VRXUFHV
9HULÀFDWLRQ DQG YDOLGDWLRQ
'DWD OLPLWDWLRQV

OBJECTIVE 3.2: PROVIDE EFFECTIVE INFRASTRUCTURE AND SECURITY MANAGEMENT.

'DWD VRXUFHV

Performance Measure 3.2.1:

9HULÀFDWLRQ DQG YDOLGDWLRQ

'HÀQLWLRQ DQG EDFNJURXQG

UH€PÀ À€WDWLR À €@ @VHëðD–@
6\ÀWHP À€€êé H@åp°€ R ` €àWHP\ LQ

'DWD VRXUFHV

9HULÀFDWLRQ DQG YDOLGDWLRQ

'DWD OLPLWDWLRQV

Performance Measure 3.2.2:

'HÀQLWLRQ DQG EDFNJURXQG

APPENDIX B: ACRONYMS

ACO	Accountable Care Organization
APA	Administrative Procedure Act
APEC	Asia Paci c Economic Cooperation
ACSI	American Customer Satisfaction Index
BC	Bureau of Competition
BCP	Bureau of Consumer Protection
BE	Bureau of Economics
COOP	Continuity of Operations Plan
COPPA	Children's Online Privacy Protection Act
CRSS	Consumer Response Systems and Services
CSN	Consumer Sentinel Network
CSRS	Civil Service Retirement System
DNC	Do Not Call
DOJ	Department of Justice
DOL	Department of Labor
ERCR	Electronic Recordkeeping Certi cation Review
FASAB	Federal Accounting Standards Advisory Board
FBWT	Fund Balance with Treasury
FECA	Federal Employee's Compensation Act
FEGLIP	Federal Employees Group Life Insurance Program
FEHBP	Federal Employees Health Bene t Program
FEMA	Federal Emergency Management Agency
FERS	Federal Employees Retirement System
FICA	Federal Insurance Contributions Act
FISMA	Federal Information Security Management Act
FMFIA	Federal Managers' Financial Integrity Act
FTC	Federal Trade Commission
FTE	Full-Time Equivalent
FY	Fiscal Year
GAAP	Generally Accepted Accounting Principles
GAO	Government Accountability O ce
GPRA	Government Performance and Results Act
GSA	General Services Administration
HSR	Hart-Scott-Rodino Act
IG	Inspector General
IPERA	Improper Payments Elimination and Recovery Act

MC	Maintain Competition
MD&A	Management's Discussion and Analysis
N/A	Not Applicable or Not Available
NIST	National Institute of Standards and Technology
OCIO	O ce of the Chief Information O cer
OIG	O ce of Inspector General
OMB	O ce of Management and Budget
OPM	O ce of Personnel Management
ORB	Other Retirement Bene ts
PAR	Performance and Accountability Report
PC	Protect Consumers
SBR	Statement of Budgetary Resources
SOA	Statement of Assurance
TAS	Treasury Account Symbol
TSP	rift Savings Plan
TTY	Text Telephone or Telephone Typewriter
U.S.	United States
U.S. SAFE WEB Act	Undertaking Spam, Spyware, And Fraud Enforcement with Enforcers beyon Borders Act of 2006

APPENDIX C: OTHER USEFUL LINKS

THE WORK OF THE

FEDERAL TRADE COMMISSION

IS CRITICAL TO PROTECTING AND STRENGTHENING

FREE & OPEN MARKETS

AND PROMOTING INFORMED

CONSUMER CHOICE,

BOTH IN THE UNITED STATES

AND AROUND THE WORLD

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