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Description of document: Treasury Inspector General for Tax Administration (TIGTA) Monthly Performance Report for each month during Fiscal Year 2017

Requested date: 22-September-2017

Released date: 17-October-2017

Posted date: 19-February-2018

Source of document: Office of Chief Counsel Disclosure Branch
Treasury Inspector General for Tax Administration
City Center Building
1401 H Street, NW, Suite 469
Washington, DC 20005
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INSPECTOR GENERAL
FOR TAX
ADMINISTRATION

DEPARTMENT OF THE TREASURY
WASHINGTON, D.C. 20005

October 17, 2017

VIA E-MAIL:

This is in response to your September 21, 2017 Freedom of Information Act (FOIA) request, seeking access to records maintained by the Treasury Inspector General for Tax Administration (TIGTA). Specifically, you requested "a copy of the TIGTA Monthly Performance Report for each month during Fiscal Year 2017." The TIGTA Disclosure Branch received your e-mailed request on September 22, 2017.

For your information, Congress excluded three discrete categories of law enforcement and national security records from the requirements of the FOIA. See 5 U.S.C. § 552(c) (2006 & Supp. IV 2010). This response is limited to those records that are subject to the requirements of the FOIA. This is a standard notification that is given to all our requesters and should not be taken as an indication that excluded records do, or do not, exist.

Enclosed are copies of TIGTA's Monthly Performance Reports for Fiscal Year 2017 to date, from October 2016 to August 2017, which are responsive to your request. We are releasing twenty-two (22) pages in full and a copy of each monthly report is enclosed.

The cost incurred to process your FOIA request was less than \$25.00, the threshold set by Treasury's FOIA regulation, so no fees were assessed.

If you have any questions, please contact Carroll Field, Government Information Specialist, at (202) 927-7032 or Carroll.Field@tigta.treas.gov and refer to Disclosure File # 2017-FOI-00265.

You may contact our FOIA Public Liaison at (202) 622-4068 for any further assistance and to discuss any aspect of your request. Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records

Administration to inquire about the FOIA mediation services they offer. The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, MD 20740-6001; e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769.

Sincerely,

A handwritten signature in cursive script, appearing to read "Carroll Field".

Carroll Field

(For) Amy P. Jones
Disclosure Officer and
FOIA Public Liaison

Enclosures

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of January 31, 2017
(Beginning of 2nd Quarter - FY 2017)
(33% of Fiscal Year Elapsed)

	FY 2016	YTD 1/31/2016	FY 2017 Goal	YTD 1/31/2017	Percentage of Goal Exceeded/Met or Not Yet Attained
Strategic Goal #1 – Promote the economy, efficiency and effectiveness of tax administration.					
Performance Measure #1-A: Increase in financial accomplishments that result from audit, investigative, inspection and evaluation activities. <i>(Total of a, b & c)</i>	\$15,064,000,618	\$351,163,619	\$1,256,000,000	\$12,977,691	1%
Audit					
Total Cost Savings (Questioned Cost + Funds Put to Better Use)	\$40,769,751	\$0	\$125,000,000	\$0	0%
Total Increased Revenue/Revenue Protection	\$14,519,357,048	\$336,875,435	\$940,000,000	\$9,737,049	0%
Taxpayer's Rights and Entitlements + Inefficient Use of Resources	\$16,702,020	\$3,516,708		\$1,276,191	
Total Financial Benefits ^a	\$14,576,828,819	\$340,392,143		\$11,013,240	
Average Staff Days – Final Report	306	254	350	232	Exceeded goal by 118 days
Average Calendar Days – Final Report	344	281	325	272	Exceeded goal by 53 days
Number of Audit Reports (Final Reports Issued + Testimonies, Other Products and Integrity Projects)	107	18	101	18	18%
SAR/CJ Budget Reporting Purposes: Number of Final Reports Issued + DCAA Reports Issued	89	12		16	
Percentage of Past Recommendations Implemented ^{*External Measure}	97%	97%	85%	92%	Exceeded goal by 7 percentage points
Percentage Audit Products Delivered When Promised to Stakeholders ^{*External Measure}	75%	89%	68%	78%	Exceeded goal by 10 percentage points
Investigations					
Protection of Dollars and Financial Accomplishments ^b	\$487,171,799	\$10,771,476		\$1,964,451	0%
TIGTA Overall Summary of Return on Investment					
Total TIGTA Financial Accomplishments	\$15,064,000,618	\$351,163,619		\$12,977,691	0%
TIGTA's Budget per Continuing Resolution ending on April 28, 2017	\$167,275,000	\$167,275,000		\$95,968,920	
Permanent On-Rolls as of 1/21/2017	809	775		807	
ROI – Dollars Returned per Dollar Invested in TIGTA	\$90	\$2		\$0	0%
ROI – Dollars Returned per TIGTA FTE	\$18,620,520	\$453,114		\$16,081	0%
Inspections and Evaluations					
Total Cost Savings (Questioned Cost + Funds Put to Better Use) ^c	\$0	\$0		\$0	
Total Number of Projects Completed	17	9	15	6	40%
Internal Projects Completed	6			4	
External Projects Completed	11			2	
Strategic Goal #2 – Protect the integrity of tax administration.					
Audit					
Performance Measure #2-A: Number of taxpayer accounts potentially impacted as a result of audit activities.	1,111,701	111,998	3,600,000	28,215,290	784%
Investigations					
Performance Measure #2-B: Percentage of results from investigative activities. ^{*External Measure}	90%	91%	81%	91%	Exceeded goal by 10 percentage points
Total Number of Final Closed Cases	2294	740		742	
Number of Cases Accepted for Prosecution with a final legal action	120	31		22	
Number of Employee Misconduct Cases Referred for Action-Less CWA	1032	307		350	
Number of Civil Actions (+ Cease Order)	22	9		7	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of January 31, 2017
(Beginning of 2nd Quarter - FY 2017)
(33% of Fiscal Year Elapsed)

	FY 2016	YTD 1/31/2016	FY 2017 Goal	YTD 1/31/2017	Percentage of Goal Exceeded/Met or Not Yet Attained
Investigations (Continued)					
Number of LII & NII Case Category Cases	67	22		27	
Number of Positive PDT's and Caution Indicators	471	182		145	
Number of Referrals to TIGTA Audit	6	3		2	
Total Security Advisories/Assessments	1	0		2	
Number of Assault Investigations	232	81		82	
Number of Armed Escorts	81	28		28	
Number of PII Investigations	26	11		8	
Total Results	2058	674		673	
Performance Measure #2-C: Percentage of IRS employees who receive an integrity briefing.	43%	32%	33%	13%	Goal not met by 20 percentage points
Investigations Opened	2879	855		889	
Investigations Closed (Investigations closed is not the same as Final closed cases)	2887	861		858	
SAR/CJ Budget Reporting Purposes: Number of cases accepted for criminal prosecution (cases may not be closed)	122			80	
SAR/CJ Budget Reporting Purposes: Number of complaints received/processed	14,499			3117	
Strategic Goal #3 – Be an organization that values its people.					
Supporting Offices					
Mission Support – Leadership and Human Capital					
Performance Measure #3. Percentage of Satisfied Employee Survey Respondents. The FY 2016 survey results focused on employee perceptions regarding critical areas of their work life, areas which drive employees satisfaction, commitment, and ultimately retention in the workforce.	Response Summary 484		Organization Satisfaction 82%	Good Place to Work 84%	Telework Satisfaction – 90% Telework 3+ Days Per Week – 38%
Chief Counsel					
Percentage of Final Advisory Opinions Issued in 30 Days or Less	98%	98%	80%	97%	Exceeded goal by 17 percentage points
Percentage of FOIA Requests Completed in 20 Days or Less	97%	98%		99%	
Percentage of FOIA Requests Completed in 60 Days or Less	97%	94%	80%	100%	Exceeded goal by 20 percentage points
Information Technology					
Percentage of Helpdesk Tickets Completed within 2 Workdays of Receipt	82%	82%	80%	77%	Goal not met by 3 percentage points
Percentage of Helpdesk Tickets Completed within 5 Workdays of Receipt	88%	89%	92%	84%	Goal not met by 8 percentage points
Percentage of Customers Indicating Satisfaction with IT Services (Helpdesk Surveys)	99%	99%	98%	99%	Exceeded goal by 1 percentage point
Outages of Major Systems (Average)	1	1		1	
Mission Support – Finance and Procurement					
Percentage of TIGTA Contracts Awarded to Small Businesses	81%	54%	65%	42%	Goal not met by 23 percentage points
Total Number of Eligible Procurement Actions to Small Businesses	311	77		102	
Total Number of Actions Awarded to Small Businesses	231	44		57	
Total Number of Procurement Transactions	361	101		96	
Total Number of Purchase Card Transactions	2901	595		510	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of February 28, 2017
(2nd Quarter - FY 2017)
(42% of Fiscal Year Elapsed)

	FY 2016	YTD 2/29/2016	FY 2017 Goal	YTD 2/28/2017	Percentage of Goal Exceeded/Met or Not Yet Attained
Strategic Goal #1 – Promote the economy, efficiency and effectiveness of tax administration.					
Performance Measure #1-A: Increase in financial accomplishments that result from audit, investigative, inspection and evaluation activities. <i>(Total of a, b & c)</i>	\$15,064,000,618	\$666,492,649	\$1,256,000,000	\$14,239,691	1%
Audit					
Total Cost Savings (Questioned Cost + Funds Put to Better Use)	\$40,769,751	\$0	\$125,000,000	\$0	0%
Total Increased Revenue/Revenue Protection	\$14,519,357,048	\$651,735,475	\$940,000,000	\$9,737,049	1%
Taxpayer's Rights and Entitlements + Inefficient Use of Resources	\$16,702,020	\$3,516,708		\$1,276,191	
Total Financial Benefits ^a	\$14,576,828,819	\$655,252,183		\$11,013,240	
Average Staff Days – Final Report	306	260	350	251	Exceeded goal by 99 days
Average Calendar Days – Final Report	344	292	325	286	Exceeded goal by 39 days
Number of Audit Reports (Final Reports Issued + Testimonies, Other Products and Integrity Projects)	107	24	101	21	21%
SAR/CJ Budget Reporting Purposes: Number of Final Reports Issued + DCAA Reports Issued	89	20		18	
Percentage of Past Recommendations Implemented ^{<i>*External Measure</i>}	97%	97%	85%	92%	Exceeded goal by 7 percentage points
Percentage Audit Products Delivered When Promised to Stakeholders ^{<i>*External Measure</i>}	75%	79%	68%	81%	Exceeded goal by 13 percentage points
Investigations					
Protection of Dollars and Financial Accomplishments ^b	\$487,171,799	\$11,240,466		\$3,226,451	1%
TIGTA Overall Summary of Return on Investment					
Total TIGTA Financial Accomplishments	\$15,064,000,618	\$666,492,649		\$14,239,691	0%
TIGTA's Budget per Continuing Resolution ending on April 28, 2017	\$167,275,000	\$167,275,000		\$95,968,920	
Permanent On-Rolls as of Pay Period 03, ending on 2/18/2017	809	783		808	
ROI – Dollars Returned per Dollar Invested in TIGTA	\$90	\$4		\$0	0%
ROI – Dollars Returned per TIGTA FTE	\$18,620,520	\$851,204		\$17,623	0%
Inspections and Evaluations					
Total Cost Savings (Questioned Cost + Funds Put to Better Use) ^c	\$0	\$0		\$0	
Total Number of Projects Completed	17	10	15	8	53%
Internal Projects Completed	6			4	
External Projects Completed	11			4	
Strategic Goal #2 – Protect the integrity of tax administration.					
Audit					
Performance Measure #2-A: Number of taxpayer accounts potentially impacted as a result of audit activities.	1,111,701	167,123	3,600,000	28,215,290	784%
Investigations					
Performance Measure #2-B: Percentage of results from investigative activities. ^{<i>*External Measure</i>}	90%	90%	81%	90%	Exceeded goal by 9 percentage points
Total Number of Final Closed Cases	2294	855		1015	
Number of Cases Accepted for Prosecution with a final legal action	120	38		32	
Number of Employee Misconduct Cases Referred for Action-Less CWA	1032	341		459	
Number of Civil Actions (+ Cease Order)	22	11		5	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of February 28, 2017
(2nd Quarter - FY 2017)
(42% of Fiscal Year Elapsed)

	FY 2016	YTD 2/29/2016	FY 2017 Goal	YTD 2/28/2017	Percentage of Goal Exceeded/Met or Not Yet Attained
Investigations (Continued)					
Number of LII & NII Case Category Cases	67	28		34	
Number of Positive PDT's and Caution Indicators	471	203		214	
Number of Referrals to TIGTA Audit	6	3		3	
Total Security Advisories/Assessments	1	0		3	
Number of Assault Investigations	232	96		112	
Number of Armed Escorts	81	36		36	
Number of PII Investigations	26	12		11	
Total Results	2058	768		909	
Performance Measure #2-C: Percentage of IRS employees who receive an integrity briefing.	43%	41%	33%	22%	Goal not met by 11 percentage points
Investigations Opened	2879	1097		1125	
Investigations Closed (Investigations closed is not the same as Final closed cases)	2887	1113		1108	
SAR/CJ Budget Reporting Purposes: Number of cases accepted for criminal prosecution (cases may not be closed)	122			95	
SAR/CJ Budget Reporting Purposes: Number of complaints received/processed	14,499			3831	
Strategic Goal #3 – Be an organization that values its people.					
Supporting Offices					
Mission Support – Leadership and Human Capital					
Performance Measure #3. Percentage of Satisfied Employee Survey Respondents. The FY 2016 survey results focused on employee perceptions regarding critical areas of their work life, areas which drive employees satisfaction, commitment, and ultimately retention in the workforce.	Response Summary 484		Organization Satisfaction 82%	Good Place to Work 84%	Telework Satisfaction – 90% Telework 3+ Days Per Week – 38%
Chief Counsel					
Percentage of Final Advisory Opinions Issued in 30 Days or Less	98%	98%	80%	97%	Exceeded goal by 17 percentage points
Percentage of FOIA Requests Completed in 20 Days or Less	97%	97%		99%	
Percentage of FOIA Requests Completed in 60 Days or Less	97%	93%	80%	100%	Exceeded goal by 20 percentage points
Information Technology					
Percentage of Helpdesk Tickets Completed within 2 Workdays of Receipt	82%	81%	80%	75%	Goal not met by 5 percentage points
Percentage of Helpdesk Tickets Completed within 5 Workdays of Receipt	88%	87%	92%	82%	Goal not met by 10 percentage points
Percentage of Customers Indicating Satisfaction with IT Services (Helpdesk Surveys)	99%	99%	98%	98%	Goal met
Outages of Major Systems (Average)	1	0		0	
Mission Support – Finance and Procurement					
Percentage of TIGTA Contracts Awarded to Small Businesses	81%	54%	65%	42%	Goal not met by 23 percentage points
Total Number of Eligible Procurement Actions to Small Businesses	311	77		102	
Total Number of Actions Awarded to Small Businesses	231	44		57	
Total Number of Procurement Transactions	361	101		96	
Total Number of Purchase Card Transactions	2901	595		510	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of March 31, 2017
(End of 2nd Quarter – FY 2017)
(50% of Fiscal Year Elapsed)

	FY 2016	YTD 3/31/2016	FY 2017 Goal	YTD 3/31/2017	Percentage of Goal Exceeded/Met or Not Yet Attained
Strategic Goal #1 – Promote the economy, efficiency and effectiveness of tax administration.					
Performance Measure #1-A: Increase in financial accomplishments that result from audit, investigative, inspection and evaluation activities. <i>(Total of a, b & c)</i>	\$15,064,000,618	\$2,385,357,626	\$1,256,000,000	\$168,852,293	13%
Audit					
Total Cost Savings (Questioned Cost + Funds Put to Better Use)	\$40,769,751	\$37,694,080	\$125,000,000	\$128,661,513	103%
Total Increased Revenue/Revenue Protection	\$14,519,357,048	\$2,324,390,520	\$940,000,000	\$9,737,049	1%
Taxpayers' Rights and Entitlements + Inefficient Use of Resources	\$16,702,020	\$4,302,572		\$11,570,555	
Total Financial Benefits ^a	\$14,576,828,819	\$2,366,387,172		\$149,969,117	
Average Staff Days – Final Report	306	294	350	292	Exceeded goal by 58 days
Average Calendar Days – Final Report	344	332	325	310	Exceeded goal by 15 days
Number of Audit Reports (Final Reports Issued + Testimonies, Other Products and Integrity Projects)	107	34	101	31	31%
SAR/CJ Budget Reporting Purposes: Number of Final Reports Issued + DCAA Reports Issued	89	29		26	
Percentage of Past Recommendations Implemented ^{<i>*External Measure</i>}	97%	97%	85%	92%	Exceeded goal by 7 percentage points
Percentage Audit Products Delivered When Promised to Stakeholders ^{<i>*External Measure</i>}	75%	68%	68%	73%	Exceeded goal by 5 percentage points
Investigations					
Protection of Dollars and Financial Accomplishments ^b	\$487,171,799	\$18,970,454		\$18,883,176	4%
TIGTA Overall Summary of Return on Investment					
Total TIGTA Financial Accomplishments	\$15,064,000,618	\$2,385,357,626		\$168,852,293	1%
TIGTA's FY 2017 Annualized Budget Per Continuing Resolution	\$167,275,000	\$167,275,000		\$166,957,000	
Permanent On-Rolls as of Pay Period 05, ending on 3/18/2017	809	791		807	
ROI – Dollars Returned per Dollar Invested in TIGTA	\$90	\$14		\$1	1%
ROI – Dollars Returned per TIGTA FTE	\$18,620,520	\$3,015,623		\$209,235	1%
Inspections and Evaluations					
Total Cost Savings (Questioned Cost + Funds Put to Better Use) ^c	\$0	\$0		\$0	
Total Number of Projects Completed	17	13	15	10	67%
Internal Projects Completed	6			5	
External Projects Completed	11			5	
Strategic Goal #2 – Protect the integrity of tax administration.					
Audit					
Performance Measure #2-A: Number of taxpayer accounts potentially impacted as a result of audit activities.	1,111,701	201,249	3,600,000	33,025,955	917%
Investigations					
Performance Measure #2-B: Percentage of results from investigative activities. ^{<i>*External Measure</i>}	90%	90%	81%	90%	Exceeded goal by 9 percentage points
Total Number of Final Closed Cases	2294	1101		1252	
Number of Cases Accepted for Prosecution with a final legal action	120	51		48	
Number of Employee Misconduct Cases Referred for Action-Less CWA	1032	469		550	
Number of Civil Actions (+ Cease Order)	22	12		5	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of March 31, 2017
(End of 2nd Quarter – FY 2017)
(50% of Fiscal Year Elapsed)

	FY 2016	YTD 3/31/2016	FY 2017 Goal	YTD 3/31/2017	Percentage of Goal Exceeded/Met or Not Yet Attained
Investigations (Continued)					
Number of LII & NII Case Category Cases	67	32		43	
Number of Positive PDT's and Caution Indicators	471	251		284	
Number of Referrals to TIGTA Audit	6	4		3	
Total Security Advisories/Assessments	1	0		3	
Number of Assault Investigations	232	123		134	
Number of Armed Escorts	81	39		44	
Number of PII Investigations	26	14		15	
Total Results	2058	995		1129	
Performance Measure #2-C: Percentage of IRS employees who receive an integrity briefing.	43%	63%	33%	27%	Goal not met by 6 percentage points
Investigations Opened	2879	1443		1426	
Investigations Closed (Investigations Closed is not the same as Final Closed Cases)	2887	1381		1392	
SAR/CJ Budget Reporting Purposes: Number of cases accepted for criminal prosecution (cases may not be closed)	122	58		107	
SAR/CJ Budget Reporting Purposes: Number of complaints received/processed	14,499	5993		4959	
Strategic Goal #3 – Be an organization that values its people.					
Supporting Offices					
Mission Support – Leadership and Human Capital					
Performance Measure #3. Percentage of Satisfied Employee Survey Respondents. The FY 2016 survey results focused on employee perceptions regarding critical areas of their work life, areas which drive employee satisfaction, commitment, and ultimately retention in the workforce.	Response Summary 484		Organization Satisfaction 82%	Good Place to Work 84%	Telework Satisfaction – 90% Telework 3+ Days Per Week – 38%
Chief Counsel					
Percentage of Final Advisory Opinions Issued in 30 Days or Less	98%	98%	80%	97%	Exceeded goal by 17 percentage points
Percentage of FOIA Requests Completed in 20 Days or Less	97%	96%		99%	
Percentage of FOIA Requests Completed in 60 Days or Less	97%	95%	80%	100%	Exceeded goal by 20 percentage points
Information Technology					
Percentage of Helpdesk Tickets Completed within 2 Workdays of Receipt	82%	81%	80%	75%	Goal not met by 5 percentage points
Percentage of Helpdesk Tickets Completed within 5 Workdays of Receipt	88%	87%	92%	82%	Goal not met by 10 percentage points
Percentage of Customers Indicating Satisfaction with IT Services (Helpdesk Surveys)	99%	99%	98%	98%	Goal met
Outages of Major Systems (Average)	1	1		0	
Mission Support – Finance and Procurement					
Percentage of TIGTA Contracts Awarded to Small Businesses	81%	56%	65%	45%	Goal not met by 20 percentage points
Total Number of Eligible Procurement Actions to Small Businesses	311	151		126	
Total Number of Actions Awarded to Small Businesses	231	103		75	
Total Number of Procurement Transactions	361	171		138	
Total Number of Purchase Card Transactions	2901	1233		1097	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of April 30, 2017
(Beginning of 3rd Quarter – FY 2017)
(58% of Fiscal Year Elapsed)

	FY 2016	YTD 4/30/2016	FY 2017 Goal	YTD 4/30/2017	Percentage of Goal Exceeded/Met or Not Yet Attained
Strategic Goal #1 – Promote the economy, efficiency and effectiveness of tax administration.					
Performance Measure #1-A: Increase in financial accomplishments that result from audit, investigative, inspection and evaluation activities. <i>(Total of a, b & c)</i>	\$15,064,000,618	\$2,741,107,487	\$1,256,000,000	\$170,680,610	14%
Audit					
Total Cost Savings (Questioned Cost + Funds Put to Better Use)	\$40,769,751	\$38,068,901	\$125,000,000	\$128,661,513	103%
Total Increased Revenue/Revenue Protection	\$14,519,357,048	\$2,679,614,947	\$940,000,000	\$9,737,049	1%
Taxpayers' Rights and Entitlements + Inefficient Use of Resources	\$16,702,020	\$4,302,572		\$11,570,555	
Total Financial Benefits ^a	\$14,576,828,819	\$2,721,986,420		\$149,969,117	
Average Staff Days – Final Report	306	268	350	272	Exceeded goal by 78 days
Average Calendar Days – Final Report	344	310	325	289	Exceeded goal by 36 days
Number of Audit Reports (Final Reports Issued + Testimonies, Other Products and Integrity Projects)	107	41	101	36	36%
SAR/CJ Budget Reporting Purposes: Number of Final Reports Issued + DCAA Reports Issued	89	33		28	
Percentage of Past Recommendations Implemented ^{*External Measure}	97%	97%	85%	92%	Exceeded goal by 7 percentage points
Percentage Audit Products Delivered When Promised to Stakeholders ^{*External Measure}	75%	68%	68%	77%	Exceeded goal by 9 percentage points
Investigations					
Protection of Dollars and Financial Accomplishments ^b	\$487,171,799	\$19,121,067		\$20,711,493	4%
TIGTA Overall Summary of Return on Investment					
Total TIGTA Financial Accomplishments	\$15,064,000,618	\$2,741,107,487		\$170,680,610	1%
TIGTA's FY 2017 Annualized Budget Per Continuing Resolution	\$167,275,000	\$167,275,000		\$166,957,000	
Permanent On-Rolls as of Pay Period 08, ending on 4/29/2017	809	799		806	
ROI – Dollars Returned per Dollar Invested in TIGTA	\$90	\$16		\$1	1%
ROI – Dollars Returned per TIGTA FTE	\$18,620,520	\$3,430,673		\$211,763	1%
Inspections and Evaluations					
Total Cost Savings (Questioned Cost + Funds Put to Better Use) ^c	\$0	\$0		\$0	
Total Number of Projects Completed	17	13	15	11	73%
Internal Projects Completed	6			5	
External Projects Completed	11			6	
Strategic Goal #2 – Protect the integrity of tax administration.					
Audit					
Performance Measure #2-A: Number of taxpayer accounts potentially impacted as a result of audit activities.	1,111,701	201,265	3,600,000	33,030,017	918%
Investigations					
Performance Measure #2-B: Percentage of results from investigative activities. ^{*External Measure}	90%	90%	81%	90%	Exceeded goal by 9 percentage points
Total Number of Final Closed Cases	2294	1276		1458	
Number of Cases Accepted for Prosecution with a final legal action	120	60		57	
Number of Employee Misconduct Cases Referred for Action-Less CWA	1032	550		645	
Number of Civil Actions (+ Cease Order)	22	12		5	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of April 30, 2017
(Beginning of 3rd Quarter – FY 2017)
(58% of Fiscal Year Elapsed)

	FY 2016	YTD 4/30/2016	FY 2017 Goal	YTD 4/30/2017	Percentage of Goal Exceeded/Met or Not Yet Attained
Investigations (Continued)					
Number of LII & NII Case Category Cases	67	34		45	
Number of Positive PDT's and Caution Indicators	471	280		324	
Number of Referrals to TIGTA Audit	6	5		3	
Total Security Advisories/Assessments	1	0		3	
Number of Assault Investigations	232	139		156	
Number of Armed Escorts	81	46		46	
Number of PII Investigations	26	18		24	
Total Results	2058	1144		1308	
Performance Measure #2-C: Percentage of IRS employees who receive an integrity briefing.	43%	74%	33%	29%	Goal not met by 4 percentage points
Investigations Opened	2879	1681		1661	
Investigations Closed (Investigations Closed is not the same as Final Closed Cases)	2887	1622		1575	
SAR/CJ Budget Reporting Purposes: Number of cases accepted for criminal prosecution (cases may not be closed)	122	73		127	
SAR/CJ Budget Reporting Purposes: Number of complaints received/processed	14,499	7233		5854	
Strategic Goal #3 – Be an organization that values its people.					
Supporting Offices					
Mission Support – Leadership and Human Capital					
Performance Measure #3. Percentage of Satisfied Employee Survey Respondents. The FY 2016 survey results focused on employee perceptions regarding critical areas of their work life, areas which drive employee satisfaction, commitment, and ultimately retention in the workforce.	Response Summary 484		Organization Satisfaction 82%	Good Place to Work 84%	Telework Satisfaction – 90% Telework 3+ Days Per Week – 38%
Chief Counsel					
Percentage of Final Advisory Opinions Issued in 30 Days or Less	98%	97%	80%	96%	Exceeded goal by 16 percentage points
Percentage of FOIA Requests Completed in 20 Days or Less	97%	97%		99%	
Percentage of FOIA Requests Completed in 60 Days or Less	97%	95%	80%	100%	Exceeded goal by 20 percentage points
Information Technology					
Percentage of Helpdesk Tickets Completed within 2 Workdays of Receipt	82%	81%	80%	76%	Goal not met by 4 percentage points
Percentage of Helpdesk Tickets Completed within 5 Workdays of Receipt	88%	87%	92%	83%	Goal not met by 9 percentage points
Percentage of Customers Indicating Satisfaction with IT Services (Helpdesk Surveys)	99%	99%	98%	98%	Goal met
Outages of Major Systems (Average)	1	1		0	
Mission Support – Finance and Procurement					
Percentage of TIGTA Contracts Awarded to Small Businesses	81%	56%	65%	45%	Goal not met by 20 percentage points
Total Number of Eligible Procurement Actions to Small Businesses	311	151		126	
Total Number of Actions Awarded to Small Businesses	231	103		75	
Total Number of Procurement Transactions	361	171		138	
Total Number of Purchase Card Transactions	2901	1233		1097	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of May 31, 2017
(3rd Quarter – FY 2017)
(67% of Fiscal Year Elapsed)

	FY 2016	YTD 5/31/2016	FY 2017 Goal	YTD 5/31/2017	Percentage of Goal Exceeded/Met or Not Yet Attained
Strategic Goal #1 – Promote the economy, efficiency and effectiveness of tax administration.					
Performance Measure #1-A: Increase in financial accomplishments that result from audit, investigative, inspection and evaluation activities. (Total of a, b & c)	\$15,064,000,618	\$2,916,141,570	\$1,256,000,000	\$184,685,245	15%
Audit					
Total Cost Savings (Questioned Cost + Funds Put to Better Use)	\$40,769,751	\$40,768,901	\$125,000,000	\$128,661,513	103%
Total Increased Revenue/Revenue Protection	\$14,519,357,048	\$2,851,564,947	\$940,000,000	\$11,846,758	1%
Taxpayers' Rights and Entitlements + Inefficient Use of Resources	\$16,702,020	\$4,302,572		\$11,659,131	
Total Financial Benefits ^a	\$14,576,828,819	\$2,896,636,420		\$152,167,402	
Average Staff Days – Final Report	306	276	350	276	Exceeded goal by 74 days
Average Calendar Days – Final Report	344	315	325	289	Exceeded goal by 36 days
Number of Audit Reports (Final Reports Issued + Testimonies, Other Products and Integrity Projects)	107	49	101	39	39%
SAR/CJ Budget Reporting Purposes: Number of Final Reports Issued + DCAA Reports Issued	89	37		30	
Percentage of Past Recommendations Implemented ^{*External Measure}	97%	97%	85%	92%	Exceeded goal by 7 percentage points
Percentage Audit Products Delivered When Promised to Stakeholders ^{*External Measure}	75%	71%	68%	76%	Exceeded goal by 8 percentage points
Investigations					
Protection of Dollars and Financial Accomplishments ^b	\$487,171,799	\$19,505,150		\$32,517,843	7%
TIGTA Overall Summary of Return on Investment					
Total TIGTA Financial Accomplishments	\$15,064,000,618	\$2,916,141,570		\$184,685,245	1%
TIGTA's FY 2017 Enacted Budget	\$167,275,000	\$167,275,000		\$169,634,000	
Permanent On-Rolls as of Pay Period 10, ending on 5/27/2017	809	805		804	
ROI – Dollars Returned per Dollar Invested in TIGTA	\$90	\$17		\$1	1%
ROI – Dollars Returned per TIGTA FTE	\$18,620,520	\$3,622,536		\$229,708	1%
Inspections and Evaluations					
Total Cost Savings (Questioned Cost + Funds Put to Better Use) ^c	\$0	\$0		\$0	
Total Number of Projects Completed	17	13	15	11	73%
Internal Projects Completed	6			5	
External Projects Completed	11			6	
Strategic Goal #2 – Protect the integrity of tax administration.					
Audit					
Performance Measure #2-A: Number of taxpayer accounts potentially impacted as a result of audit activities.	1,111,701	939,127	3,600,000	33,030,482	918%
Investigations					
Performance Measure #2-B: Percentage of results from investigative activities. ^{*External Measure}	90%	89%	81%	91%	Exceeded goal by 10 percentage points
Total Number of Final Closed Cases	2294	1461		1662	
Number of Cases Accepted for Prosecution with a final legal action	120	67		70	
Number of Employee Misconduct Cases Referred for Action-Less CWA	1032	626		738	
Number of Civil Actions (+ Cease Order)	22	12		16	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of May 31, 2017
(3rd Quarter – FY 2017)
(67% of Fiscal Year Elapsed)

	FY 2016	YTD 5/31/2016	FY 2017 Goal	YTD 5/31/2017	Percentage of Goal Exceeded/Met or Not Yet Attained
Investigations (Continued)					
Number of LII & NII Case Category Cases	67	45		52	
Number of Positive PDT's and Caution Indicators	471	322		365	
Number of Referrals to TIGTA Audit	6	5		5	
Total Security Advisories/Assessments	1	0		3	
Number of Assault Investigations	232	149		175	
Number of Armed Escorts	81	50		51	
Number of PII Investigations	26	21		31	
Total Results	2058	1297		1506	
Performance Measure #2-C: Percentage of IRS employees who receive an integrity briefing.	43%	86%	33%	32%	Goal not met by 1 percentage point
Investigations Opened	2879	1919		1927	
Investigations Closed (Investigations Closed is not the same as Final Closed Cases)	2887	1858		1874	
SAR/CJ Budget Reporting Purposes: Number of cases accepted for criminal prosecution (cases may not be closed)	122	88		130	
SAR/CJ Budget Reporting Purposes: Number of complaints received/processed	14,499	8597		6746	
Strategic Goal #3 – Be an organization that values its people.					
Supporting Offices					
Mission Support – Leadership and Human Capital					
Performance Measure #3. Percentage of Satisfied Employee Survey Respondents. The FY 2016 survey results focused on employee perceptions regarding critical areas of their work life, areas which drive employee satisfaction, commitment, and ultimately retention in the workforce.	Response Summary 484		Organization Satisfaction 82%	Good Place to Work 84%	Telework Satisfaction – 90% Telework 3+ Days Per Week – 38%
Chief Counsel					
Percentage of Final Advisory Opinions Issued in 30 Days or Less	98%	98%	80%	97%	Exceeded goal by 17 percentage points
Percentage of FOIA Requests Completed in 20 Days or Less	97%	96%		100%	
Percentage of FOIA Requests Completed in 60 Days or Less	97%	96%	80%	100%	Exceeded goal by 20 percentage points
Information Technology					
Percentage of Helpdesk Tickets Completed within 2 Workdays of Receipt	82%	82%	80%	77%	Goal not met by 3 percentage points
Percentage of Helpdesk Tickets Completed within 5 Workdays of Receipt	88%	88%	92%	84%	Goal not met by 8 percentage points
Percentage of Customers Indicating Satisfaction with IT Services (Helpdesk Surveys)	99%	99%	98%	99%	Exceeded goal by 1 percentage point
Outages of Major Systems (Average)	1	1		0	
Mission Support – Finance and Procurement					
Percentage of TIGTA Contracts Awarded to Small Businesses	81%	56%	65%	45%	Goal not met by 20 percentage points
Total Number of Eligible Procurement Actions to Small Businesses	311	151		126	
Total Number of Actions Awarded to Small Businesses	231	103		75	
Total Number of Procurement Transactions	361	171		138	
Total Number of Purchase Card Transactions	2901	1233		1097	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of June 30, 2017
(End of 3rd Quarter - FY 2017)
(75% of Fiscal Year Elapsed)

	FY 2016	YTD 6/30/2016	FY 2017 Goal	YTD 6/30/2017	Percentage of Goal Exceed/Met or Not Yet Attained
Strategic Goal #1 - Promote the economy, efficiency and effectiveness of tax administration.					
Performance Measure #1-A: Increase in financial accomplishments that result from audit, investigative, inspection and evaluation activities. <i>(Total of a, b & c)</i>	\$15,064,000,618	\$3,382,464,770	\$1,256,000,000	\$339,550,593	27%
Audit					
Total Cost Savings (Questioned Costs + Funds Put to Better Use)	\$40,769,751	\$40,768,901	\$125,000,000	\$278,004,757	222%
Total Increased Revenue/Revenue Protection	\$14,519,357,048	\$2,873,168,655	\$940,000,000	\$15,046,758	2%
Taxpayer's Rights and Entitlements + Inefficient Use of Resources	\$16,702,020	\$4,610,700		\$11,659,131	
Total Financial Benefits ^a	\$14,576,828,819	\$2,918,548,256		\$304,710,646	
Average Staff Days - Final Report	306	293	350	286	Exceeded goal by 64 days
Average Calendar Days - Final Report	344	324	325	305	Exceeded goal by 20 days
Number of Audit Reports (Final Reports Issued + Testimonies, Other Products and Integrity Projects)	107	57	101	47	47%
SAR/CJ Budget Reporting Purposes: Number of Final Reports Issued + DCAA Reports Issued	89	43		36	
Percentage of Past Recommendations Implemented ^{*External Measure}	97%	97%	85%	92%	Exceeded goal by 7 percentage points
Percentage Audit Products Delivered When Promised to Stakeholders ^{*External Measure}	75%	68%	68%	76%	Exceeded goal by 8 percentage points
Investigations					
Protection of Dollars and Financial Accomplishments ^b	\$487,171,799	\$463,916,514		\$34,839,947	7%
TIGTA Overall Summary of Return on Investment					
Total TIGTA Financial Accomplishments	\$15,064,000,618	\$3,382,464,770		\$339,550,593	2%
TIGTA's FY 2017 Enacted Budget	\$167,275,000	\$167,275,000		\$169,634,000	
Permanent On-Rolls as of Pay Period 12, ending on 6/24/2017	809	809		800	
ROI - Dollars Returned per Dollar Invested in TIGTA	\$90	\$20		\$2	2%
ROI - Dollars Returned per TIGTA FTE	\$18,620,520	\$4,181,044		\$424,438	2%
Inspections and Evaluations					
Total Cost Savings (Questioned Costs + Funds Put to Better Use) ^c	\$0	\$0		\$0	
Total Number of Projects Completed	17	13	15	12	80%
Internal Projects Completed	6	9		5	
External Projects Completed	11	4		7	
Strategic Goal #2 - Protect the integrity of tax administration.					
Audit					
Performance Measure #2-A. Number of taxpayer accounts potentially impacted as a result of audit activities.	1,111,701	939,211	3,600,000	33,933,692	943%
Investigations					
Performance Measure #2-B: Percentage of results from investigative activities. ^{*External Measure}	90%	89%	81%	90%	Exceeded goal by 9 percentage points
Total Number of Final Closed Cases	2294	1610		1877	
Number of Cases Accepted for Prosecution with a final legal action	120	73		81	
Number of Employee Misconduct Cases Referred for Action-Less CWA	1032	691		845	
Number of Civil Actions (+Cease Order)	22	13		16	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of June 30, 2017
(End of 3rd Quarter - FY 2017)
(75% of Fiscal Year Elapsed)

	FY 2016	YTD 6/30/2016	FY 2017 Goal	YTD 6/30/2017	Percentage of Goal Exceed/Met or Not Yet Attained
Investigations (Continued)					
Number of LII & NII Case Category Cases	67	49		60	
Number of Positive PDT's and Caution Indicators	471	352		405	
Number of Referrals to TIGTA Audit	6	6		5	
Total Security Advisories/Assessments	1	0		3	
Number of Assault Investigations	232	165		187	
Number of Armed Escorts	81	55		56	
Number of PII Investigations	26	21		32	
Total Results	2058	1425		1690	
Performance Measure #2-C: Percentage of IRS employees who receive an integrity briefing.	43%	92%	33%	35%	Exceeded goal by 2 percentage points
Investigations Opened	2879	2145		2191	
Investigations Closed (Investigations closed is not the same as Final closed cases)	2887	2073		2128	
SAR/CJ Budget Reporting Purposes: Number of cases accepted for criminal prosecution (cases may not be closed)	122	97		130	
SAR/CJ Budget Reporting Purposes: Number of complaints received/processed	14499	9978		7745	
Strategic Goal #3 - Be an organization that values its people.					
Supporting Offices					
Mission Support - Leadership and Human Capital					
Performance Measure #3. Percentage of Satisfied Employee Survey Respondents. The FY 2016 survey results focused on employee perceptions regarding critical areas of their work life, areas which drive employees satisfaction, commitment, and ultimately retention in the workforce.	Response Summary 484		Organization Satisfaction 82%	Good Place to Work 84%	Telework Satisfaction - 90% Telework 3+ Days Per Week - 38%
Chief Counsel					
Percentage of Final Advisory Opinions Issued in 30 Days or Less	98%	97%	80%	96%	Exceeded goal by 16 percentage points
Percentage of FOIA Requests Completed in 20 Days or Less	97%	96%		100%	
Percentage of FOIA Requests Completed in 60 Days or Less	97%	96%	80%	100%	Exceeded goal by 20 percentage points
Information Technology					
Percentage of Helpdesk Tickets Completed within 2 Workdays of Receipt	82%	82%	80%	78%	Goal not met by 2 percentage points
Percentage of Helpdesk Tickets Completed within 5 Workdays of Receipt	88%	88%	92%	84%	Goal not met by 8 percentage points
Percentage of Customers Indicating Satisfaction with IT Services (Helpdesk Surveys)	99%	99%	98%	99%	Exceeded goal by 1 percentage point
Outages of Major Systems (Average)	1	0		0	
Mission Support - Finance and Procurement					
Percentage of TIGTA Contracts Awarded to Small Businesses	81%	60%	65%	50%	Goal not met by 15 percentage points
Total Number of Eligible Procurement Actions to Small Businesses	311	229		168	
Total Number of Actions Awarded to Small Businesses	231	162		105	
Total Number of Procurement Transactions	361	245		200	
Total Number of Purchase Card Transactions	2901	1975		1711	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of July 31, 2017
(Beginning of 4th Quarter – FY 2017)
(83% of Fiscal Year Elapsed)

	FY 2016	YTD 7/31/2016	FY 2017 Goal	YTD 7/31/2017	Percentage of Goal Exceed/Met or Not Yet Attained
Strategic Goal #1 – Promote the economy, efficiency and effectiveness of tax administration.					
Performance Measure #1-A: Increase in financial accomplishments that result from audit, investigative, inspection and evaluation activities. <i>(Total of a, b & c)</i>	\$15,064,000,618	\$3,391,574,024	\$1,256,000,000	\$7,768,544,258	619%
Audit					
Total Cost Savings (Questioned Costs + Funds Put to Better Use)	\$40,769,751	\$40,768,901	\$125,000,000	\$439,082,907	351%
<u>Total Increased Revenue/Revenue Protection</u>	\$14,519,357,048	\$2,873,168,655	\$940,000,000	\$7,281,973,734	775%
Taxpayer's Rights and Entitlements + Inefficient Use of Resources	\$16,702,020	\$4,610,700		\$11,692,148	
Total Financial Benefits ^a	\$14,576,828,819	\$2,918,548,256		\$7,732,748,789	
Average Staff Days – Final Report	306	302	350	291	Exceeded goal by 59 days
Average Calendar Days – Final Report	344	335	325	314	Exceeded goal by 11 days
Number of Audit Reports (Final Reports Issued + Testimonies, Other Products and Integrity Projects)	107	66	101	59	58%
SAR/CJ Budget Reporting Purposes: Number of Final Reports Issued + DCAA Reports Issued	89	52		45	
Percentage of Past Recommendations Implemented ^{*External Measure}	97%	97%	85%	92%	Exceeded goal by 7 percentage points
Percentage Audit Products Delivered When Promised to Stakeholders ^{*External Measure}	75%	68%	68%	76%	Exceeded goal by 8 percentage points
Investigations					
Protection of Dollars and Financial Accomplishments ^b	\$487,171,799	\$473,025,768		\$35,795,469	7%
TIGTA Overall Summary of Return on Investment					
Total TIGTA Financial Accomplishments	\$15,064,000,618	\$3,391,574,024		\$7,768,544,258	52%
TIGTA's FY 2017 Enacted Budget	\$167,275,000	\$167,275,000		\$169,634,000	
Permanent On-Rolls as of Pay Period 14, ending on 7/22/2017	809	813		796	
ROI – Dollars Returned per Dollar Invested in TIGTA	\$90	\$20		\$46	51%
ROI – Dollars Returned per TIGTA FTE	\$18,620,520	\$4,171,678		\$9,759,478	52%
Inspections and Evaluations					
Total Cost Savings (Questioned Costs + Funds Put to Better Use) ^c	\$0	\$0		\$0	
Total Number of Projects Completed	17	13	15	14	93%
Internal Projects Completed	6	5		6	
External Projects Completed	11	8		8	
Strategic Goal #2 – Protect the integrity of tax administration.					
Audit					
Performance Measure #2-A. Number of taxpayer accounts potentially impacted as a result of audit activities.	1,111,701	967,923	3,600,000	33,933,692	943%
Investigations					
Performance Measure #2-B: Percentage of results from investigative activities. ^{*External Measure}	90%	88%	81%	90%	Exceeded goal by 9 percentage points
Total Number of Final Closed Cases	2294	1837		2054	
Number of Cases Accepted for Prosecution with a final legal action	120	84		89	
Number of Employee Misconduct Cases Referred for Action-Less CWA	1032	813		934	
Number of Civil Actions (+Cease Order)	22	15		20	
Investigations (Continued)					

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of July 31, 2017
(Beginning of 4th Quarter – FY 2017)
(83% of Fiscal Year Elapsed)

	FY 2016	YTD 7/31/2016	FY 2017 Goal	YTD 7/31/2017	Percentage of Goal Exceed/Met or Not Yet Attained
Number of LII & NII Case Category Cases	67	50		63	
Number of Positive PDT's and Caution Indicators	471	386		447	
Number of Referrals to TIGTA Audit	6	5		5	
Total Security Advisories/Assessments	1	0		3	
Number of Assault Investigations	232	185		199	
Number of Armed Escorts	81	66		59	
Number of PII Investigations	26	21		33	
Total Results	2058	1625		1852	
Performance Measure #2-C: Percentage of IRS employees who receive an integrity briefing.	43%	104%	33%	39%	Exceeded goal by 6 percentage points
Investigations Opened	2879	2371		2418	
Investigations Closed (Investigations closed is not the same as Final closed cases)	2887	2314		2360	
SAR/CJ Budget Reporting Purposes: Number of cases accepted for criminal prosecution (cases may not be closed)	122	106		140	
SAR/CJ Budget Reporting Purposes: Number of complaints received/processed	14,499	11,356		8757	
Strategic Goal #3 – Be an organization that values its people.					
Supporting Offices					
Mission Support – Leadership and Human Capital					
Performance Measure #3. Percentage of Satisfied Employee Survey Respondents. The FY 2016 survey results focused on employee perceptions regarding critical areas of their work life, areas which drive employees satisfaction, commitment, and ultimately retention in the workforce.	Response Summary 484		Organization Satisfaction 82%	Good Place to Work 84%	Telework Satisfaction - 90% Telework 3+ Days Per Week - 38%
Chief Counsel					
Percentage of Final Advisory Opinions Issued in 30 Days or Less	98%	98%	80%	96%	Exceeded goal by 16 percentage points
Percentage of FOIA Requests Completed in 20 Days or Less	97%	97%		100%	
Percentage of FOIA Requests Completed in 60 Days or Less	97%	97%	80%	100%	Exceeded goal by 20 percentage points
Information Technology					
Percentage of Helpdesk Tickets Completed within 2 Workdays of Receipt	82%	82%	80%	79%	Goal not met by 1 percentage point
Percentage of Helpdesk Tickets Completed within 5 Workdays of Receipt	88%	88%	92%	85%	Goal not met by 7 percentage points
Percentage of Customers Indicating Satisfaction with IT Services (Helpdesk Surveys)	99%	99%	98%	99%	Exceeded goal by 1 percentage point
Outages of Major Systems (Average)	1	0		0	
Mission Support – Finance and Procurement					
Percentage of TIGTA Contracts Awarded to Small Businesses	81%	60%	65%	50%	Goal not met by 15 percentage points
Total Number of Eligible Procurement Actions to Small Businesses	311	229		168	
Total Number of Actions Awarded to Small Businesses	231	162		105	
Total Number of Procurement Transactions	361	245		200	
Total Number of Purchase Card Transactions	2901	1975		1711	

	FY 2016	YTD 8/31/2016	FY 2017 Goal	YTD 8/31/2017	Percentage of Goal Exceed/Met or Not Yet Attained
Strategic Goal #1 – Promote the economy, efficiency and effectiveness of tax administration.					
Performance Measure #1-A: Increase in financial accomplishments that result from audit, investigative, inspection and evaluation activities. (Total of a, b & c)	\$15,064,000,618	\$3,637,215,033	\$1,256,000,000	\$8,075,874,127	643%
Audit					
Total Cost Savings (Questioned Costs + Funds Put to Better Use)	\$40,769,751	\$40,768,901	\$125,000,000	\$439,082,907	351%
Total Increased Revenue/Revenue Protection	\$14,519,357,048	\$3,106,395,430	\$940,000,000	\$7,587,966,734	807%
Taxpayer's Rights and Entitlements + Inefficient Use of Resources	\$16,702,020	\$4,610,700		\$11,692,148	
Total Financial Benefits ^a	\$14,576,828,819	\$3,151,775,031		\$8,038,741,789	
Average Staff Days – Final Report	306	305	350	294	Exceeded goal by 56 days
Average Calendar Days – Final Report	344	346	325	327	Goal not met by 2 days
Number of Audit Reports (Final Reports Issued + Testimonies, Other Products and Integrity Projects)	107	85	101	73	72%
SAR/CJ Budget Reporting Purposes: Number of Final Reports Issued + DCAA Reports Issued	89	69		57	
Percentage of Past Recommendations Implemented ^{<i>*External Measure</i>}	97%	97%	85%	92%	Exceeded goal by 7 percentage points
Percentage Audit Products Delivered When Promised to Stakeholders ^{<i>*External Measure</i>}	75%	67%	68%	81%	Exceeded goal by 13 percentage points
Investigations					
Protection of Dollars and Financial Accomplishments ^b	\$487,171,799	\$485,440,002		\$37,132,338	8%
TIGTA Overall Summary of Return on Investment					
Total TIGTA Financial Accomplishments	\$15,064,000,618	\$3,637,215,033		\$8,075,874,127	54%
TIGTA's FY 2017 Enacted Budget	\$167,275,000	\$167,275,000		\$169,634,000	
Permanent On-Rolls as of Pay Period 17, ending on 9/2/2017	809	807		790	
ROI – Dollars Returned per Dollar Invested in TIGTA	\$90	\$22		\$48	53%
ROI – Dollars Returned per TIGTA FTE	\$18,620,520	\$4,507,082		\$10,222,625	55%
Inspections and Evaluations					
Total Cost Savings (Questioned Costs + Funds Put to Better Use) ^c	\$0	\$0		\$0	
Total Number of Projects Completed	17	15	15	15	100%
Internal Projects Completed	6	6		6	
External Projects Completed	11	9		9	
Strategic Goal #2 – Protect the integrity of tax administration.					
Audit					
Performance Measure #2-A. Number of taxpayer accounts potentially impacted as a result of audit activities.	1,111,701	980,918	3,600,000	33,937,348	943%
Investigations					
Performance Measure #2-B: Percentage of results from investigative activities. ^{<i>*External Measure</i>}	90%	88%	81%	90%	Exceeded goal by 9 percentage points
Total Number of Final Closed Cases	2294	1992		2249	
Number of Cases Accepted for Prosecution with a final legal action	120	91		96	
Number of Employee Misconduct Cases Referred for Action-Less CWA	1032	885		1021	
Number of Civil Actions (+Cease Order)	22	18		20	
Investigations (Continued)					

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of August 31, 2017
(4th Quarter – FY 2017)
(92% of Fiscal Year Elapsed)

	FY 2016	YTD 8/31/2016	FY 2017 Goal	YTD 8/31/2017	Percentage of Goal Exceed/Met or Not Yet Attained
Number of LII & NII Case Category Cases	67	54		63	
Number of Positive PDT's and Caution Indicators	471	410		490	
Number of Referrals to TIGTA Audit	6	5		6	
Total Security Advisories/Assessments	1	0		3	
Number of Assault Investigations	232	202		217	
Number of Armed Escorts	81	74		68	
Number of PII Investigations	26	22		36	
Total Results	2058	1761		2020	
Performance Measure #2-C: Percentage of IRS employees who receive an integrity briefing.	43%	117%	33%	44%	Exceeded goal by 11 percentage points
Investigations Opened	2879	2675		2634	
Investigations Closed (Investigations closed is not the same as Final closed cases)	2887	2597		2,613	
SAR/CJ Budget Reporting Purposes: Number of cases accepted for criminal prosecution (cases may not be closed)	122	113		148	
SAR/CJ Budget Reporting Purposes: Number of complaints received/processed	14,499	12,910		9,817	
Strategic Goal #3 – Be an organization that values its people.					
Supporting Offices					
Mission Support – Leadership and Human Capital					
Performance Measure #3. Percentage of Satisfied Employee Survey Respondents. The FY 2016 survey results focused on employee perceptions regarding critical areas of their work life, areas which drive employees satisfaction, commitment, and ultimately retention in the workforce.	Response Summary 484		Organization Satisfaction 82%	Good Place to Work 84%	Telework Satisfaction - 90% Telework 3+ Days Per Week - 38%
Chief Counsel					
Percentage of Final Advisory Opinions Issued in 30 Days or Less	98%	97%	80%	96%	Exceeded goal by 16 percentage points
Percentage of FOIA Requests Completed in 20 Days or Less	97%	97%		99%	
Percentage of FOIA Requests Completed in 60 Days or Less	97%	97%	80%	99%	Exceeded goal by 19 percentage points
Information Technology					
Percentage of Helpdesk Tickets Completed within 2 Workdays of Receipt	82%	82%	80%	79%	Goal not met by 1 percentage point
Percentage of Helpdesk Tickets Completed within 5 Workdays of Receipt	88%	88%	92%	86%	Goal not met by 6 percentage points
Percentage of Customers Indicating Satisfaction with IT Services (Helpdesk Surveys)	99%	99%	98%	99%	Exceeded goal by 1 percentage point
Outages of Major Systems (Average)	1	0		0	
Mission Support – Finance and Procurement					
Percentage of TIGTA Contracts Awarded to Small Businesses	81%	60%	65%	50%	Goal not met by 15 percentage points
Total Number of Eligible Procurement Actions to Small Businesses	311	229		168	
Total Number of Actions Awarded to Small Businesses	231	162		105	
Total Number of Procurement Transactions	361	245		200	
Total Number of Purchase Card Transactions	2901	1975		1711	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of October 31, 2016
(1st Quarter - FY 2017)
(8% of Fiscal Year Elapsed)

	FY 2016	YTD 10/31/2015	FY 2017 Goal	YTD 10/31/2016	Percentage of Goal Exceeded/Met or Not Yet Attained
Strategic Goal #1 – Promote the economy, efficiency and effectiveness of tax administration.					
Performance Measure #1-A: Increase in financial accomplishments that result from audit, investigative, inspection and evaluation activities. (Total of a, b & c)	\$15,064,000,618	\$2,298,092	\$1,256,000,000	\$681,772	0%
Audit					
Total Cost Savings (Questioned Cost + Funds Put to Better Use)	\$40,769,751	\$0	\$125,000,000	\$0	0%
Total Increased Revenue/Revenue Protection	\$14,519,357,048	\$0	\$940,000,000	\$0	0%
Taxpayer's Rights and Entitlements + Inefficient Use of Resources	\$16,702,020	\$0		\$0	
Total Financial Benefits ^a	\$14,576,828,819	\$0		\$0	
Average Staff Days – Final Report	306	197	350	302	Exceeded goal by 48 days
Average Calendar Days – Final Report	344	212	325	371	Goal not met by 46 days
Number of Audit Reports (Final Reports Issued + Testimonies, Other Products and Integrity Projects)	107	6	101	5	5%
SAR/CJ Budget Reporting Purposes: Number of Final Reports Issued + DCAA Reports Issued	89	3		6	
Percentage of Past Recommendations Implemented ^{<i>External Measure</i>}	97%	0%	85%	0%	Goal not yet attained
Percentage Audit Products Delivered When Promised to Stakeholders ^{<i>External Measure</i>}	75%	100%	68%	80%	Exceeded goal by 12 percentage points
Investigations					
Protection of Dollars and Financial Accomplishments ^b	\$487,171,799	\$2,298,092		\$681,772	0%
TIGTA Overall Summary of Return on Investment					
Total TIGTA Financial Accomplishments	\$15,064,000,618	\$2,298,092		\$681,772	0%
TIGTA's Budget per Continuing Resolution ending on December 9, 2016	\$167,275,000	\$31,054,306		\$31,924,211	
Permanent On-Rolls as of 10/31/2016	809	786		809	
ROI – Dollars Returned per Dollar Invested in TIGTA	\$90	\$0		\$0	0%
ROI – Dollars Returned per TIGTA FTE	\$18,620,520	\$2,924		\$843	0%
Inspections and Evaluations					
Total Cost Savings (Questioned Cost + Funds Put to Better Use) ^c	\$0	\$0		\$0	
Total Number of Projects Completed	17	6	15	2	13%
Internal Projects Completed	6			0	
External Projects Completed	11			2	
Strategic Goal #2 – Protect the integrity of tax administration.					
Audit					
Performance Measure #2-A: Number of taxpayer accounts potentially impacted as a result of audit activities.	1,111,701	9,541	3,600,000	28,213,611	784%
Investigations					
Performance Measure #2-B: Percentage of results from investigative activities. ^{<i>External Measure</i>}	90%	95%	81%	95%	Exceeded goal by 14 percentage points
Total Number of Final Closed Cases	2294	135		281	
Number of Cases Accepted for Prosecution with a final legal action	120	3		9	
Number of Employee Misconduct Cases Referred for Action-Less CWA	1032	51		159	
Number of Civil Actions (+Cease Order)	22	0		5	

	FY 2016	YTD 10/31/2015	FY 2017 Goal	YTD 10/31/2016	Percentage of Goal Exceeded/Met or Not Yet Attained
Investigations (Continued)					
Number of LII & NII Case Category Cases	67	5		10	
Number of Positive PDT's and Caution Indicators	471	45		53	
Number of Referrals to TIGTA Audit	6	1		0	
Total Security Advisories/Assessments	1	0		0	
Number of Assault Investigations	232	20		24	
Number of Armed Escorts	81	2		5	
Number of PII Investigations	26	1		3	
Total Results	2058	128		268	
Performance Measure #2-C: Percentage of IRS employees who receive an integrity briefing.	43%	2%	33%	2%	Goal not met by 31 percentage points
Investigations Opened	2879	236		281	
Investigations Closed (Investigations closed is not the same as Final closed cases)	2887	154		171	
SAR/CJ Budget Reporting Purposes: Number of cases accepted for criminal prosecution (cases may not be closed)	122			32	
SAR/CJ Budget Reporting Purposes: Number of complaints received/processed	14,499			1,045	
Strategic Goal #3 – Be an organization that values its people.					
Supporting Offices					
Mission Support – Leadership and Human Capital					
Performance Measure #3. Percentage of Satisfied Employee Survey Respondents. The FY 2016 survey results focused on employee perceptions regarding critical areas of their work life, areas which drive employees satisfaction, commitment, and ultimately retention in the workforce.	Response Summary 484		Organization Satisfaction 82%	Good Place to Work 84%	Telework Satisfaction – 90% Telework 3+ Days Per Week – 38%
Chief Counsel					
Percentage of Final Advisory Opinions Issued in 30 Days or Less	98%	99%	80%	96%	Exceeded goal by 16 percentage points
Percentage of FOIA Requests Completed in 20 Days or Less	97%	100%		100%	
Percentage of FOIA Requests Completed in 60 Days or Less	97%	79%	80%	100%	Exceeded goal by 20 percentage points
Information Technology					
Percentage of Helpdesk Tickets Completed within 2 Workdays of Receipt	82%	81%	80%	82%	Exceeded goal by 2 percentage points
Percentage of Helpdesk Tickets Completed within 5 Workdays of Receipt	88%	87%	92%	91%	Goal not met by 1 percentage point
Percentage of Customers Indicating Satisfaction with IT Services (Helpdesk Surveys)	99%	99%	98%	99%	Exceeded goal by 1 percentage point
Outages of Major Systems (Average)	1	0		0	
Mission Support – Finance and Procurement					
Percentage of TIGTA Contracts Awarded to Small Businesses	81%	0%	41%	0%	Goal not yet attained
Total Number of Eligible Procurement Actions to Small Businesses	311	0		0	
Total Number of Actions Awarded to Small Businesses	231	0		0	
Total Number of Procurement Transactions	361	0		0	
Total Number of Purchase Card Transactions	2901	0		0	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of November 30, 2016
(1st Quarter - FY 2017)
(17% of Fiscal Year Elapsed)

	FY 2016	YTD 11/30/2015	FY 2017 Goal	YTD 11/30/2016	Percentage of Goal Exceeded/Met or Not Yet Attained
Strategic Goal #1 – Promote the economy, efficiency and effectiveness of tax administration.					
Performance Measure #1-A: Increase in financial accomplishments that result from audit, investigative, inspection and evaluation activities. <i>(Total of a, b & c)</i>	\$15,064,000,618	\$240,387,597	\$1,256,000,000	\$1,037,818	0%
Audit					
Total Cost Savings (Questioned Cost + Funds Put to Better Use)	\$40,769,751	\$0	\$125,000,000	\$0	0%
<u>Total Increased Revenue/Revenue Protection</u>	\$14,519,357,048	\$231,353,665	\$940,000,000	\$0	0%
Taxpayer's Rights and Entitlements + Inefficient Use of Resources	\$16,702,020	\$0		\$0	
Total Financial Benefits ^a	\$14,576,828,819	\$231,353,665		\$0	
Average Staff Days – Final Report	306	236	350	317	Exceeded goal by 33 days
Average Calendar Days – Final Report	344	261	325	374	Goal not met by 49 days
Number of Audit Reports (Final Reports Issued + Testimonies, Other Products and Integrity Projects)	107	9	101	7	7%
SAR/CJ Budget Reporting Purposes: Number of Final Reports Issued + DCAA Reports Issued	89	6		9	
Percentage of Past Recommendations Implemented ^{*External Measure}	97%	0%	85%	0%	Goal not yet attained
Percentage Audit Products Delivered When Promised to Stakeholders ^{*External Measure}	75%	100%	68%	57%	Goal not met by 11 percentage points
Investigations					
Protection of Dollars and Financial Accomplishments ^b	\$487,171,799	\$9,033,932		\$1,037,818	0%
TIGTA Overall Summary of Return on Investment					
Total TIGTA Financial Accomplishments	\$15,064,000,618	\$240,387,597		\$1,037,818	0%
TIGTA's Budget per Continuing Resolution ending on December 9, 2016	\$167,275,000	\$31,054,306		\$31,924,211	
Permanent On-Rolls as of 11/30/2016	809	788		814	
ROI – Dollars Returned per Dollar Invested in TIGTA	\$90	\$8		\$0	0%
ROI – Dollars Returned per TIGTA FTE	\$18,620,520	\$305,060		\$1,275	0%
Inspections and Evaluations					
Total Cost Savings (Questioned Cost + Funds Put to Better Use) ^c	\$0	\$0		\$0	
Total Number of Projects Completed	17	6	15	5	33%
Internal Projects Completed	6			3	
External Projects Completed	11			2	
Strategic Goal #2 – Protect the integrity of tax administration.					
Audit					
Performance Measure #2-A: Number of taxpayer accounts potentially impacted as a result of audit activities.	1,111,701	94,081	3,600,000	28,214,109	784%
Investigations					
Performance Measure #2-B: Percentage of results from investigative activities. ^{*External Measure}	90%	95%	81%	93%	Exceeded goal by 12 percentage points
Total Number of Final Closed Cases	2294	294		436	
Number of Cases Accepted for Prosecution with a final legal action	120	9		12	
Number of Employee Misconduct Cases Referred for Action-Less CWA	1032	103		228	
Number of Civil Actions (+Cease Order)	22	3		5	
Investigations (Continued)					

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of November 30, 2016
(1st Quarter - FY 2017)
(17% of Fiscal Year Elapsed)

	FY 2016	YTD 11/30/2015	FY 2017 Goal	YTD 11/30/2016	Percentage of Goal Exceeded/Met or Not Yet Attained
Number of LII & NII Case Category Cases	67	10		18	
Number of Positive PDT's and Caution Indicators	471	92		84	
Number of Referrals to TIGTA Audit	6	2		1	
Total Security Advisories/Assessments	1	0		1	
Number of Assault Investigations	232	43		40	
Number of Armed Escorts	81	11		12	
Number of PII Investigations	26	5		5	
Total Results	2058	278		406	
Performance Measure #2-C: Percentage of IRS employees who receive an integrity briefing.	43%	14%	33%	7%	Goal not met by 26 percentage points
Investigations Opened	2879	432		495	
Investigations Closed (Investigations closed is not the same as Final closed cases)	2887	369		363	
SAR/CJ Budget Reporting Purposes: Number of cases accepted for criminal prosecution (cases may not be closed)	122			54	
SAR/CJ Budget Reporting Purposes: Number of complaints received/processed	14,499			1770	
Strategic Goal #3 – Be an organization that values its people.					
Supporting Offices					
Mission Support – Leadership and Human Capital					
Performance Measure #3. Percentage of Satisfied Employee Survey Respondents. The FY 2016 survey results focused on employee perceptions regarding critical areas of their work life, areas which drive employees satisfaction, commitment, and ultimately retention in the workforce.	Response Summary 484		Organization Satisfaction 82%	Good Place to Work 84%	Telework Satisfaction – 90% Telework 3+ Days Per Week – 38%
Chief Counsel					
Percentage of Final Advisory Opinions Issued in 30 Days or Less	98%	99%	80%	97%	Exceeded goal by 17 percentage points
Percentage of FOIA Requests Completed in 20 Days or Less	97%	100%		98%	
Percentage of FOIA Requests Completed in 60 Days or Less	97%	88%	80%	100%	Exceeded goal by 20 percentage points
Information Technology					
Percentage of Helpdesk Tickets Completed within 2 Workdays of Receipt	82%	82%	80%	82%	Exceeded goal by 2 percentage points
Percentage of Helpdesk Tickets Completed within 5 Workdays of Receipt	88%	89%	92%	90%	Goal not met by 2 percentage points
Percentage of Customers Indicating Satisfaction with IT Services (Helpdesk Surveys)	99%	99%	98%	99%	Exceeded goal by 1 percentage point
Outages of Major Systems (Average)	1	1		0	
Mission Support – Finance and Procurement					
Percentage of TIGTA Contracts Awarded to Small Businesses	81%	0%	41%	0%	Goal not yet attained
Total Number of Eligible Procurement Actions to Small Businesses	311	0		0	
Total Number of Actions Awarded to Small Businesses	231	0		0	
Total Number of Procurement Transactions	361	0		0	
Total Number of Purchase Card Transactions	2901	0		0	

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of December 31, 2016
(1st Quarter - FY 2017)
(25% of Fiscal Year Elapsed)

	FY 2016	YTD 12/31/2015	FY 2017 Goal	YTD 12/31/2016	Percentage of Goal Exceeded/Met or Not Yet Attained
Strategic Goal #1 – Promote the economy, efficiency and effectiveness of tax administration.					
Performance Measure #1-A: Increase in financial accomplishments that result from audit, investigative, inspection and evaluation activities. <i>(Total of a, b & c)</i>	\$15,064,000,618	\$351,053,409	\$1,256,000,000	\$1,169,622	0%
Audit					
Total Cost Savings (Questioned Cost + Funds Put to Better Use)	\$40,769,751	\$0	\$125,000,000	\$0	0%
Total Increased Revenue/Revenue Protection	\$14,519,357,048	\$336,875,435	\$940,000,000	\$0	0%
Taxpayer's Rights and Entitlements + Inefficient Use of Resources	\$16,702,020	\$3,516,708		\$0	
Total Financial Benefits ^a	\$14,576,828,819	\$340,392,143		\$0	
Average Staff Days – Final Report	306	281	350	255	Exceeded goal by 95 days
Average Calendar Days – Final Report	344	307	325	328	Goal not met by 3 days
Number of Audit Reports (Final Reports Issued + Testimonies, Other Products and Integrity Projects)	107	14	101	10	10%
SAR/CJ Budget Reporting Purposes: Number of Final Reports Issued + DCAA Reports Issued	89	10		9	
Percentage of Past Recommendations Implemented <i>*External Measure</i>	97%	97%	85%	92%	Exceeded goal by 7 percentage points
Percentage Audit Products Delivered When Promised to Stakeholders <i>*External Measure</i>	75%	86%	68%	80%	Exceeded goal by 12 percentage points
Investigations					
Protection of Dollars and Financial Accomplishments ^b	\$487,171,799	\$10,661,266		\$1,169,622	0%
TIGTA Overall Summary of Return on Investment					
Total TIGTA Financial Accomplishments	\$15,064,000,618	\$351,053,409		\$1,169,622	0%
TIGTA's Budget per Continuing Resolution ending on April 28, 2017	\$167,275,000	\$31,054,306		\$31,924,211	
Permanent On-Rolls as of 12/24/2016	809	794		816	
ROI – Dollars Returned per Dollar Invested in TIGTA	\$90	\$11		\$0	0%
ROI – Dollars Returned per TIGTA FTE	\$18,620,520	\$442,133		\$1,433	0%
Inspections and Evaluations					
Total Cost Savings (Questioned Cost + Funds Put to Better Use) ^c	\$0	\$0		\$0	
Total Number of Projects Completed	17	7	15	6	40%
Internal Projects Completed	6			4	
External Projects Completed	11			2	
Strategic Goal #2 – Protect the integrity of tax administration.					
Audit					
Performance Measure #2-A: Number of taxpayer accounts potentially impacted as a result of audit activities.	1,111,701	111,998	3,600,000	28,214,109	784%
Investigations					
Performance Measure #2-B: Percentage of results from investigative activities. <i>*External Measure</i>	90%	91%	81%	91%	Exceeded goal by 10 percentage points
Total Number of Final Closed Cases	2294	557		590	
Number of Cases Accepted for Prosecution with a final legal action	120	26		16	
Number of Employee Misconduct Cases Referred for Action-Less CWA	1032	223		290	
Number of Civil Actions (+ Cease Order)	22	7		6	
Investigations (Continued)					

TIGTA Performance Report
Summary of Key Performance Goals, Measures and Indicators
As of December 31, 2016
(1st Quarter - FY 2017)
(25% of Fiscal Year Elapsed)

	FY 2016	YTD 12/31/2015	FY 2017 Goal	YTD 12/31/2016	Percentage of Goal Exceeded/Met or Not Yet Attained
Number of LII & NII Case Category Cases	67	16		20	
Number of Positive PDT's and Caution Indicators	471	134		114	
Number of Referrals to TIGTA Audit	6	3		2	
Total Security Advisories/Assessments	1	0		1	
Number of Assault Investigations	232	70		58	
Number of Armed Escorts	81	20		21	
Number of PII Investigations	26	9		8	
Total Results	2058	508		536	
Performance Measure #2-C: Percentage of IRS employees who receive an integrity briefing.	43%	20%	33%	9%	Goal not met by 24 percentage points
Investigations Opened	2879	629		662	
Investigations Closed (Investigations closed is not the same as Final closed cases)	2887	591		622	
SAR/CJ Budget Reporting Purposes: Number of cases accepted for criminal prosecution (cases may not be closed)	122			59	
SAR/CJ Budget Reporting Purposes: Number of complaints received/processed	14,499			2410	
Strategic Goal #3 – Be an organization that values its people.					
Supporting Offices					
Mission Support – Leadership and Human Capital					
Performance Measure #3. Percentage of Satisfied Employee Survey Respondents. The FY 2016 survey results focused on employee perceptions regarding critical areas of their work life, areas which drive employees satisfaction, commitment, and ultimately retention in the workforce.	Response Summary 484		Organization Satisfaction 82%	Good Place to Work 84%	Telework Satisfaction – 90% Telework 3+ Days Per Week – 38%
Chief Counsel					
Percentage of Final Advisory Opinions Issued in 30 Days or Less	98%	99%	80%	96%	Exceeded goal by 16 percentage points
Percentage of FOIA Requests Completed in 20 Days or Less	97%	97%		99%	
Percentage of FOIA Requests Completed in 60 Days or Less	97%	92%	80%	100%	Exceeded goal by 20 percentage points
Information Technology					
Percentage of Helpdesk Tickets Completed within 2 Workdays of Receipt	82%	84%	80%	81%	Exceeded goal by 1 percentage point
Percentage of Helpdesk Tickets Completed within 5 Workdays of Receipt	88%	90%	92%	89%	Goal not met by 3 percentage points
Percentage of Customers Indicating Satisfaction with IT Services (Helpdesk Surveys)	99%	99%	98%	99%	Exceeded goal by 1 percentage point
Outages of Major Systems (Average)	1	1		1	
Mission Support – Finance and Procurement					
Percentage of TIGTA Contracts Awarded to Small Businesses	81%	54%	65%	34%	Goal not met by 31 percentage points
Total Number of Eligible Procurement Actions to Small Businesses	311	77		77	
Total Number of Actions Awarded to Small Businesses	231	44		44	
Total Number of Procurement Transactions	361	101		96	
Total Number of Purchase Card Transactions	2901	595		510	