

# Linking the Strategic Plan to Business Results

## STRATEGIC GOALS AND PERFORMANCE MEASURES

### STRATEGIC GOALS

1

**Reduce Violent Crime** - Effectively contribute to a safer America by reducing firearms, explosives, and arson related violent crimes.

*Key Programs and Strategies*

*Safeguard the public from arson and explosives incidents*

*Deny criminals access to firearms*

*Remove violent offenders from our communities*

*Prevent violence through community outreach*

2

**Collect the Revenue** - Maintain a sound revenue management and regulatory system that continues reducing taxpayer burden, improves service, collects the revenue due, and prevents tax evasion and other criminal conduct.

*Key Programs and Strategies*

*Reduce taxpayer burden and improve service*

*Collect all the revenue that is rightfully due*

*Prevent tax evasion and other criminal conduct in the regulated industries*

3

**Protect the Public** - Protect the public and prevent consumer deception in ATF's regulated commodities

*Key Programs and Strategies*

*Ensure the integrity of the products, people, and companies in the marketplace*

*Ensure compliance with laws and regulations through education, inspection, and investigation*

*Inform the public*

STRATEGIC PERFORMANCE MEASURES	Fiscal Year	Related Strategic Goal	Purpose/ Administration or ATF Priority
<b>OPERATIONAL MEASURES</b>			
<i>Percent of entities filing electronically (taxpayers who file their excise tax returns and monthly operating reports electronically)</i>	2002	2	GPRA <sup>a</sup> /External PMA <sup>b</sup> – e-Gov <sup>c</sup> /CS
<b>OUTCOME MEASURES</b>			
<i>Crime related costs avoided (\$ in billions)</i>	2002	1	GPRA/ External
<i>Number of future crimes avoided</i>	2002	1	GPRA/ External
<i>Taxes and fees collected from the alcohol, tobacco, firearms, and explosives industries (in billions).</i>	2002	2	GPRA/ External
<b>OUTPUT and OUTPUT/WORKLOAD MEASURES</b>			
<i>Number of firearms trace requests received</i>	2002	1	GPRA/ External
<i>Average trace response time (# of days)</i>	2002	1	GPRA/ External
<i>Number of personnel trained in IVRS</i>	2002	1	GPRA/ External
<i>The number of commodity seminars</i>	2002	3	GPRA/ External
<i>Responses to unsafe conditions and product deficiencies discovered (explosives)</i>	2002	3	GPRA/ External
<b>CUSTOMER SERVICE MEASURES</b>			
<i>NRT Customer Satisfaction Rating</i>	2002	1	GPRA/ External
<i>ASCI Survey of YCGII Cities</i>	2002	1	GPRA/ Internal
<b>EFFICIENCY MEASURES</b>			
<i>Ratio of taxes and fees collected vs. resources expended</i>	2002	2	GPRA/ External

<sup>a</sup>GPRA = Government Performance and Results Act

<sup>b</sup>PMA = President's Management Agenda

<sup>c</sup>e-Gov = Expanded Electronic Government