



Federal Trade Commission

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**SUMMARY OF PERFORMANCE**

*&* **FINANCIAL INFORMATION**

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**FISCAL YEAR 2011**

THE AGENCY'S MISSION, PERFORMANCE REPORTS,  
AND KEY FINANCIAL INFORMATION



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# ABOUT THIS REPORT

This report summarizes the Federal Trade Commission's (FTC) Fiscal Year (FY) 2011 Performance and Accountability Report (PAR) and is intended for a general audience of consumers, businesses, and other stakeholders. This report is intended to provide readers with an understanding of the FTC's mission, programs, performance results, and financial highlights for the year. Web links throughout this report direct readers to specific pages in the FY 2011 PAR for detailed information. The complete FY 2011 PAR, as well as prior year PARs, are available at [www.ftc.gov/par](http://www.ftc.gov/par).

This report, available at [www.ftc.gov/par](http://www.ftc.gov/par), includes information that satisfies the reporting requirements contained in the following legislation:

- Federal Managers' Financial Integrity Act of 1982
- Government Performance and Results Act of 1993
- Government Management Reform Act of 1994
- Reports Consolidation Act of 2000
- Accountability of Tax Dollars Act of 2002
- Improper Payments Information Act of 2002
- GPRA Modernization Act of 2010

## CERTIFICATE OF EXCELLENCE



*The FTC received the Association of Government Accountants' Certificate of Excellence in Accountability Reporting for its FY 2010 PAR and a Best-In-Class award for Most Effective Management's Discussion and Analysis.*

# THE FTC AT-A-GLANCE

## History

The federal government created the Bureau of Corporations in 1903. In 1914, President Woodrow Wilson signed the Federal Trade Commission Act into law, and the Bureau of Corporations became the FTC.

## Laws Enforced

The FTC is a law enforcement agency with both consumer protection and competition jurisdiction in broad sectors of the economy. The agency administers a wide variety of laws and regulations, such as the Federal

Trade Commission Act, Telemarketing Sales Rule, Identity Theft Act, Fair Credit Reporting Act, and Clayton Act.

## Profile

- The agency is headquartered in Washington, DC, and operates with seven regions across the United States.
- The agency's workforce consists of over 1,100 civil service employees.
- Total new budget authority for FY 2011 was \$292 million.

## DID YOU KNOW?

Consumers are affected every day by the FTC's activities. For example, consumers receive fewer telemarketing calls, obtain free credit reports, receive less spam, receive identity theft victim assistance, access truthful information about health and weight-loss products, pay lower prescription drug prices thanks to the availability of generic drugs, and enjoy competitive prices for goods as a result of merger reviews and actions taken by the FTC.

- The agency manages the National Do Not Call (DNC) Registry, which gives consumers the opportunity to limit telemarketing calls. At the end of the fiscal year, there were more than 208 million active registrations on the DNC Registry.
- In FY 2011, the FTC took action against mergers likely to harm competition in markets with a total of \$22.7 billion in sales. The agency's efforts to maintain aggressive competition among sellers benefit consumers through lower prices, higher quality products and services, additional choice, and greater innovation.
- The FTC shares the more than 16.1 million consumer fraud, identity theft, financial, and DNC Registry complaints it has collected during the past five years with more than 2,000 law enforcement partner agencies worldwide via the secure Consumer Sentinel Network website.

# MESSAGE FROM THE CHAIRMAN



*Jon Leibowitz  
Chairman*

The Federal Trade Commission is a small agency with a big mission: protecting consumers and maintaining competition. This past year, the troubled economy has made our mission more critical than ever, as we combat deceptive, unfair, and anticompetitive conduct that tilts the marketplace against consumers and honest businesses. Our law enforcement actions and policy initiatives have focused on key sectors of our economy, from high tech to health care, financial services to online commerce.

Again this year, our staff has demonstrated remarkable talent, dedication, and creativity and produced tangible results for American consumers. This Performance and Accountability Report summary for Fiscal Year 2011 shows how we managed our resources, highlights our major accomplishments, and outlines our plans to address the challenges ahead.

## **FY 2011 PERFORMANCE HIGHLIGHTS**

### **“LAST DOLLAR” FRAUDS:**

Stopping scammers who prey on financially distressed consumers remains the FTC’s top consumer protection priority. During the past year, the agency has taken action against some of the worst abusers trying to pick the last dollar out of the pockets of struggling consumers with false promises of jobs, debt relief, mortgage modification, and health insurance. The FTC has also partnered with other agencies to review questionable practices of mortgage servicers including “robo-signing.”

### **“PAY-FOR-DELAY” PHARMACEUTICAL SETTLEMENTS:**

Anticompetitive “pay-for-delay” patent settlements between brand-name drug companies and their generic competitors delay the availability of lower cost generic drugs by 17 months on average, costing consumers an estimated \$3.5 billion a year. The FTC has continued efforts to end this harmful practice by challenging these agreements in court and supporting legislation to restrict them. This is an important part of the agency’s overall effort to promote competition in health care goods and services, to help improve quality and reduce the costs.

### **HIGH-TECH COMPETITION AND INNOVATION:**

Technology markets are critically important to our economy, job creation, and business innovation. The FTC’s antitrust investigations increasingly involve high-tech industries. The FTC challenges anticompetitive conduct and mergers, while also considering the realities of the fast-moving technology marketplace in selecting targets.

### **CONSUMER PRIVACY AND “DO NOT TRACK”:**

In December 2010, the FTC staff issued a preliminary privacy report, promoting “privacy by design,” transparency, consumer choice, and business innovation. The report can help inform policymakers, including the Congress, as they develop solutions, policies, and potential laws governing privacy. It also encourages industry to develop self-regulatory guidelines and best practices. One suggestion: implementation of a “Do Not Track” mechanism, so consumers can control the collection of data about their online searching and browsing, an idea with growing industry support.

## OUTREACH AND PARTNERSHIPS:

The FTC looks to consumers, industry, and law enforcement partners to help identify marketplace trends and challenges. Consumers are encouraged to contact us through online complaint forms and toll-free phone numbers. We also communicate with the public through online resources, such as [www.ftc.gov](http://www.ftc.gov), as well as printed publications. The FTC offers Spanish-language versions of many consumer education materials at [www.ftc.gov/ojo](http://www.ftc.gov/ojo). Tech-savvy consumers looking for up-to-date information can now “like” the FTC on Facebook, “follow us” on Twitter, or check out educational videos on the FTC’s YouTube channel. The agency has also taken steps to enhance public engagement in our longstanding regulatory review process, with a new web page and an accelerated review schedule to ensure that the FTC rules and guides are up-to-date, effective, and not overly burdensome on business.

## FINANCIAL MANAGEMENT

One of our more important duties is being diligent and responsible stewards of the public resources that the American taxpayers and the Congress provide to us. For the FY 2011 independent financial audit, we received our 15th consecutive unqualified opinion, the highest audit opinion available. The independent auditors did not identify any material weaknesses, significant deficiencies, or instances of non-compliance with laws and regulations. I am pleased to report that management’s assessment of risks and review of controls disclosed no material weaknesses (see Statement of Assurance) and that the financial and performance data presented here is reliable and complete. It is worth noting that although the FTC receives a general fund appropriation, a substantial portion of our budget is derived from offsetting collections under the Hart-Scott-Rodino Act and the Do Not Call Registry. Also notable, although not a budgetary resource, the FTC’s law enforcement actions result in significant collections of consumer redress and fines. In FY 2011, the FTC distributed more than \$116 million in redress to consumers and returned nearly \$142 million to the U.S. Treasury in fee collections, redress disgorgements, and fines. In sum, the FTC

either disbursed to consumers or credited the U.S. Treasury amounts that total nearly 90 percent of our FY 2011 appropriation -- a tremendous return on the taxpayers’ investment.

## FUTURE CHALLENGES

The Reports Consolidation Act of 2000 requires the Inspector General (IG) to determine key management and performance challenges facing the agency, and to assess our progress in addressing them. In 2011, the FTC management continues to face challenges in protection of personally identifiable and non-public information, information technology security, and the use of case management to target the most significant potential consumer protection and competition problems. Agency management agrees that these are critical challenges, and with the IG’s assessment of our progress, as discussed in the Other Accompanying Information Section of the PAR.

As we look ahead, my fellow Commissioners, the FTC’s staff, and I will continue to work with our partners and colleagues in the Congress, industry, and domestic and international law enforcement to protect American consumers and promote competition necessary to a recovering economy.



Jon Leibowitz  
November 15, 2011

# MESSAGE FROM THE CHIEF FINANCIAL OFFICER

During Fiscal Year (FY) 2011, the Federal Trade Commission (FTC) upheld its commitment to protect consumers and promote competition in a fiscally responsible manner. I am pleased to report that FY 2011 marks the 15th consecutive year that the FTC has received an unqualified (clean) opinion on our financial statements. This achievement, along with other notable successes, demonstrates our commitment to effective financial management and to upholding high standards of accountability. Other key accomplishments this past fiscal year included:

- Returning more than \$116 million in redress funds to victims of fraud and scams following successful prosecution of defendants resulting in court-ordered judgments or settlements.
- Receiving, for the fourth consecutive year, the Association of Government Accountants' Certificate of Excellence in Accountability Reporting.
- Awarding 46 percent of the total "small business eligible dollars" to small businesses, which substantially exceeded the Small Business Administration's Government-wide goal.
- Continuing our record of no material weaknesses, significant control deficiencies, or nonconformances with the Federal Managers' Financial Integrity Act and other applicable laws and regulations.

The Financial Section of this report explains our financial position as of September 30, 2011, and shows how financial resources were used to protect consumers and maintain competition, as shown in our performance results. We achieved these results, despite a tight fiscal environment, through the dedicated efforts of our talented and committed staff.

We remain mindful that we face an increasingly austere financial future, and will continue to emphasize the importance of good financial management and cost-saving efforts that enhance operational efficiency. We look forward with confidence as we continue to achieve results for the American consumer.



Steven A. Fisher  
Chief Financial Officer  
November 15, 2011



# MISSION AND ORGANIZATION

The work of the FTC is critical to protecting and strengthening free and open markets and promoting informed consumer choice, both in the United States (U.S.) and around the world. The FTC performs its mission through the use of a variety of tools, including law enforcement, rulemaking, research, studies on marketplace trends and legal developments, and consumer and business education.

## The FTC's Vision

A U.S. economy characterized by vigorous competition among producers and consumer access to accurate information, yielding high-quality products at low prices and encouraging efficiency, innovation, and consumer choice.

## The FTC's Mission

To prevent business practices that are anticompetitive or deceptive or unfair to consumers; to enhance informed consumer choice and public understanding of the competitive process; and to accomplish this without unduly burdening legitimate business activity.

## The FTC: Our Purpose and History

Consumers and businesses are likely to be more familiar with the work of the FTC than they think. In the consumer protection area, the care labels in clothes, product warranties, or stickers showing the energy costs of home appliances illustrate information that is required by the FTC. Likewise, businesses must be familiar with the laws requiring truthful advertising and protecting consumers' personally identifiable information and sensitive health information. These laws are administered by the FTC.



Each year, more people around the globe have come to understand that the competition among independent businesses is good for consumers, the businesses themselves, and the economy. Competitive markets yield lower prices and better quality goods and services, and a vigorous marketplace provides the incentive and opportunity for the development of new ideas and innovative products and services. Many of the laws governing competition also are administered by the FTC.

The FTC has a long tradition of maintaining a competitive marketplace for both consumers and businesses. When the FTC was created in 1914, its purpose was to prevent unfair methods of competition in commerce as part of the battle to “bust the trusts.” Over the years, the Congress passed additional laws giving the agency greater authority over anticompetitive practices. In 1938, the Congress passed a broad prohibition against “unfair and deceptive acts or

practices.” Since then, the FTC also has been directed to administer a wide variety of other consumer protection laws and regulations, including the Telemarketing Sales Rule, the Identity Theft Act, and the Equal Credit Opportunity Act.

## Our Organization

The FTC is an independent agency that reports to the Congress on its actions. These actions include pursuing vigorous and effective law enforcement; advancing consumers’ interests by sharing its expertise with federal and state legislatures and U.S. and international government agencies; developing policy and research tools through hearings, workshops, and conferences; and creating practical and plain-language educational programs for consumers and businesses in a global marketplace with constantly changing technologies.



## THE FTC HISTORY AND LAWS

The Bureau of Corporations, created in 1903, was the FTC’s predecessor agency. The change from the Bureau of Corporations to the FTC had its genesis in the Supreme Court’s 1911 decision in the Standard Oil case (Standard Oil Co. v. U.S., 221 U.S. 1 (1911)). In the aftermath of that decision, the Congress decided to create an administrative agency that would be directed to prevent “unfair

methods of competition;” to give definition to that general prohibition; to use a number of quasi-judicial powers to enforce that prohibition; and to enforce the Clayton Act. The FTC Act was later amended to prohibit unfair or deceptive acts or practices. The FTC currently has enforcement and administrative responsibilities under 46 laws. For a description of, and further information on, each law see [www.ftc.gov/ogc/stats.shtm](http://www.ftc.gov/ogc/stats.shtm).



*The FTC Commission, as of September 30, 2011: (left to right) Edith Ramirez, Commissioner; William E. Kovacic<sup>1</sup>, Commissioner; Jon Leibowitz, Chairman; J. Thomas Rosch, Commissioner; Julie Brill, Commissioner.*

The FTC is a Commission composed of five commissioners, nominated by the President and confirmed by the Senate, each serving a seven-year term. The President chooses one commissioner to act as Chairman, who serves as the head of the agency. No more than three commissioners can be from the same political party. Jon Leibowitz was designated to serve as Chairman of the FTC on March 2, 2009, by President Barack H. Obama. Chairman Leibowitz was previously sworn in as a commissioner on September 3, 2004, following his nomination by the President and confirmation by the U.S. Senate. At the end of the fiscal year, the commissioners were Julie Brill, William E. Kovacic, Edith Ramirez, and J. Thomas Rosch.

The FTC's mission is carried out by three bureaus: the Bureau of Consumer Protection, the Bureau of Competition, and the Bureau of Economics. Work is aided by offices, including the Office of General Counsel, the Office of Inspector General, the Office of International Affairs, the Office of the Executive Director, and seven regions.

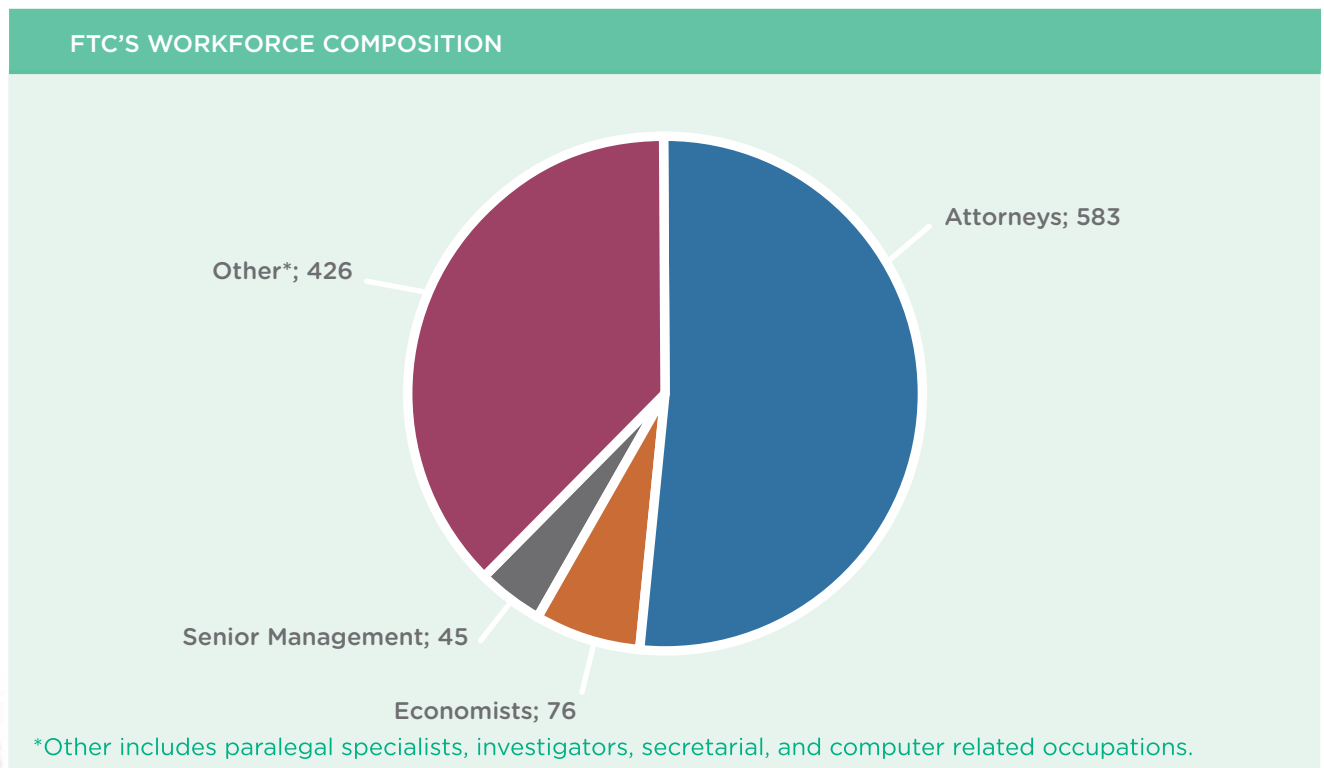
<sup>1</sup>William Kovacic left the agency on October 3, 2011

The agency is headquartered in Washington, DC, and operates with seven regions across the U.S. The graphic below illustrates the locations of the FTC regions.



## Our People

The FTC's workforce is its greatest asset. The agency's workforce consists of over 1,100 civil service employees dedicated to addressing the major concerns of American consumers. The chart below shows workforce composition by category.



# PERFORMANCE OVERVIEW

This section explains the FTC’s strategic and performance planning framework and summarizes our performance results. Full details are available in the PAR. For example, the PAR’s Performance Section contains details of program performance results, trend data by fiscal year, resources, strategies, factors affecting performance, and the procedures used to verify and validate the performance data. The financial data and performance results described in that report enable the FTC to administer its programs, gauge their success, and make adjustments necessary to improve program quality for the public. The steps the FTC has taken to ensure the performance information it reports is complete, accurate, and consistent are described in the PAR’s Performance Section: Verification and Validation of Performance Data.

## Strategic and Performance Planning Framework

### PERFORMANCE MEASUREMENT METHODOLOGY

The FY 2011 performance planning framework originates from the FTC’s FYs 2009 to 2014 Strategic Plan, available at [www.FTC.gov/opp/gpra/spfy09fy14.pdf](http://www.FTC.gov/opp/gpra/spfy09fy14.pdf) and is supported by the FTC’s Performance Plan, available at [www.ftc.gov/opp/gpra/2012\\_performance\\_plan.pdf](http://www.ftc.gov/opp/gpra/2012_performance_plan.pdf).

The FTC began operating under this updated strategic plan in FY 2010. The FTC’s work is structured around three strategic goals and 13 objectives. Performance measures are used to gauge the FTC’s success for each objective. The table below describes each element in the performance framework.

<b>Strategic Goals</b>	Statements of long-term aims outlined in the Strategic Plan, which define how the agency carries out its mission.
<b>Objectives</b>	Statements of how the FTC plans to achieve the strategic goals.
<b>Performance Measures</b>	Indicators used to gauge success in reaching strategic objectives.
<b>Key Measures</b>	Measures that best indicate whether agency activities are achieving the desired outcome associated with the related objective.
<b>Targets</b>	Expressions of desired performance levels or specific desired results targeted for a given fiscal year. Targets are expressed in quantifiable terms.

**STRATEGIC GOALS**  
(Numbers shown in millions.)

**OBJECTIVES**


<p><b>PROTECT CONSUMERS</b></p> <p>Prevent fraud, deception, and unfair business practices in the marketplace.</p> <p><b>Gross Costs:</b> <b>\$169</b></p> <p><b>Less Earned Revenue:</b> <b>(\$14)</b></p> <p><b>Net Costs:</b> <b>\$155</b></p>	Identify fraud, deception, and unfair practices that cause the greatest consumer injury.
	Stop fraud, deception, unfairness, and other unlawful practices through law enforcement.
	Prevent consumer injury through education.
	Enhance consumer protection through research, reports, rulemaking, and advocacy.
	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.
<p><b>MAINTAIN COMPETITION</b></p> <p>Prevent anticompetitive mergers and other anticompetitive business practices in the marketplace.</p> <p><b>Gross Costs:</b> <b>\$129</b></p> <p><b>Less Earned Revenue:</b> <b>(\$92)</b></p> <p><b>Net Costs:</b> <b>\$37</b></p>	Take action against anticompetitive mergers and practices that may cause significant consumer injury.
	Prevent consumer injury through education.
	Enhance consumer benefit through research, reports, and advocacy.
	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.
<p><b>ADVANCE PERFORMANCE</b></p> <p>Advance the FTC's performance through organizational, individual, and management excellence.</p> <p><i>(Since Goal 3 applies to performance across the agency, Goal 3 costs are distributed to Goal 1 and Goal 2)</i></p>	Provide effective human resources management.
	Provide effective infrastructure and security management.
	Provide effective information resources management.
	Provide effective financial and acquisition management.

## Performance Measure Summary Tables


The tables that follow capture FY 2011 targeted performance compared to actual results and units of measure.

### STRATEGIC GOAL 1: PROTECT CONSUMERS

#### Objective 1.1 Identify fraud, deception, and unfair practices that cause the greatest consumer injury


<b>Performance Measure 1.1.1</b> Complaints collected and entered into the Consumer Sentinel Network database.	<b>Target</b>	2.6 million complaints
	<b>Actual</b>	4.0 million complaints ✓
 <b>Key Measure 1.1.2</b> The percentage of the FTC's consumer protection law enforcement actions that target the subject of consumer complaints to the FTC.	<b>Target</b>	65.0% of actions
	<b>Actual</b>	80.4% of actions ✓
<b>Performance Measure 1.1.3</b> The rate of customer satisfaction with the FTC's Consumer Response Center.	<b>Target</b>	See (A) and (B) below
	<b>Actual</b>	(A) Exceeded ✓ (B) Exceeded ✓
<p>Target: (A) For the website, exceed average citizen satisfaction rate as published in the E-Government Satisfaction Index</p> <p>(B) For the call center, meet or exceed standards for call centers developed by the Citizen Service Levels Interagency Committee</p>		

## Objective 1.2: Stop fraud, deception, unfairness, and other unlawful practices through law enforcement


 <b>Key Measure 1.2.1</b> The percentage of all cases filed by the FTC that were successfully resolved through litigation, a settlement, or issuance of a default judgment.	<b>Target</b>	75.0–85.0% of cases
	<b>Actual</b>	100.0% of cases ✓
<b>Performance Measure 1.2.2</b> The FTC's effectiveness in stopping prohibited business practices in three high priority areas over the next five years.	<b>Target</b>	Statistically significant decrease in the prevalence of the practice.
	<b>Actual</b>	N/A
<b>Performance Measure 1.2.3</b> The percentage of redress cases in which the FTC distributes redress dollars designated for distribution to consumers within six months.	<b>Target</b>	90.0% of cases
	<b>Actual</b>	100.0% of cases ✓
<b>Performance Measure 1.2.4</b> 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.	<b>Target</b>	30 investigations or cases
	<b>Actual</b>	53 investigations or cases ✓




### Objective 1.3: Prevent consumer injury through education

<b>Performance Measure 1.3.1</b> Consumer protection messages accessed online or in print.	<b>Target</b>	50 million messages
	<b>Actual</b>	41.4 million messages ✘
 <b>Key Measure 1.3.2</b> Customer satisfaction rate with an FTC consumer education website or microsite.	<b>Target</b>	Exceed average citizen satisfaction rate as published in the E-Government Satisfaction Index
	<b>Actual</b>	Exceeded ✔
<b>Performance Measure 1.3.3</b> Organizations requesting consumer education publications.	<b>Target</b>	11,300 organizations
	<b>Actual</b>	14,818 organizations ✔

## Objective 1.4: Enhance consumer protection through research, reports, rulemaking, and advocacy


<b>Performance Measure 1.4.1</b> Workshops and conferences convened or cosponsored that address consumer protection problems.	<b>Target</b>	8 workshops and conferences
	<b>Actual</b>	14 workshops and conferences ✓
<b>Performance Measure 1.4.2</b> Advocacy comments and amicus briefs on consumer protection issues filed with entities including federal and state legislatures, agencies, or courts.	<b>Target</b>	6 comments and briefs
	<b>Actual</b>	3 comments and briefs ✗
<b>Performance Measure 1.4.3</b> The percentage of respondents finding the FTC’s advocacy comments and amicus briefs “useful.”	<b>Target</b>	50.0% of respondents
	<b>Actual</b>	100.0% of respondents ✓
 <b>Key Measure 1.4.4</b> The percentage of proposed Administrative Procedure Act (APA) rulemakings, conducted solely by the FTC, completed within nine months of receipt of final comments in the Final Notice of Proposed Rulemaking.	<b>Target</b>	75.0% of rulemakings
	<b>Actual</b>	83.3% of rulemakings ✓

**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**


 <b>Key Measure 1.5.1</b> Policy advice provided to foreign consumer protection and privacy agencies, directly and through international organizations, through substantive consultations, written submissions, or comments.	<b>Target</b>	40 policy inputs
	<b>Actual</b>	52 policy inputs ✓
<b>Performance Measure 1.5.2</b> Technical assistance to foreign consumer protection and privacy authorities.	<b>Target</b>	8 technical assistance missions or international Fellows hosted
	<b>Actual</b>	15 technical assistance missions or international Fellows hosted ✓

## STRATEGIC GOAL 2: MAINTAIN COMPETITION




### Objective 2.1: Take action against anticompetitive mergers and practices that may cause significant consumer injury

 <b>Key Measure 2.1.1</b> 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.	<b>Target</b>	40.0–60.0% of substantial investigations
	<b>Actual</b>	31.8% of substantial investigations ✗
<b>Performance Measure 2.1.2</b> Consumer savings of at least \$500 million through merger actions to maintain competition.	<b>Target</b>	\$500.0 million
	<b>Actual</b>	\$531.5 million ✓
<b>Performance Measure 2.1.3</b> Actions against mergers likely to harm competition in markets with a total of at least \$25 billion in sales.	<b>Target</b>	\$25.0 billion
	<b>Actual</b>	\$22.7 billion ✗
<b>Performance Measure 2.1.4</b> Consumer savings of at least six times the amount of FTC resources allocated to the merger program. (Efficiency Measure)	<b>Target</b>	600.0%
	<b>Actual</b>	1,417.3% ✓
<b>Performance Measure 2.1.5</b> Consumer savings of at least \$80 million through nonmerger actions taken to maintain competition.	<b>Target</b>	\$80.0 million
	<b>Actual</b>	\$444.9 million ✓
<b>Performance Measure 2.1.6</b> Actions against anticompetitive conduct in markets with a total of at least \$8 billion in annual sales.	<b>Target</b>	\$8.0 billion
	<b>Actual</b>	\$11.6 billion ✓
<b>Performance Measure 2.1.7</b> Consumer savings of at least four times the amount of FTC resources allocated to the nonmerger program. (Efficiency Measure)	<b>Target</b>	400.0%
	<b>Actual</b>	1,917.7% ✓
<b>Performance Measure 2.1.8</b> The percentage of cases in which the FTC had at least one substantive contact with a foreign antitrust authority in which the agencies followed consistent analytical approaches and reached compatible outcomes.	<b>Target</b>	90.0% of cases
	<b>Actual</b>	100.0% of cases ✓


## Objective 2.2: Prevent consumer injury through education

 <b>Key Measure 2.2.1</b> Competition resources accessed via the FTC's website.	<b>Target</b>	10.0 million hits
	<b>Actual</b>	22.6 million hits ✓

## Objective 2.3: Enhance consumer benefit through research, reports, and advocacy

 <b>Key Measure 2.3.1</b> Workshops, seminars, conferences, and hearings convened or cosponsored that involve significant competition-related issues.	<b>Target</b>	4 workshops, seminars, conferences, and hearings
	<b>Actual</b>	4 workshops, seminars, conferences, and hearings ✓
 <b>Key Measure 2.3.2</b> Reports and studies issued on key competition-related topics.	<b>Target</b>	8 reports and studies
	<b>Actual</b>	11 reports and studies ✓
 <b>Key Measure 2.3.3</b> Advocacy comments and amicus briefs on competition issues filed with entities including federal and state legislatures, agencies or courts.	<b>Target</b>	6 comments and briefs
	<b>Actual</b>	16 comments and briefs ✓
<b>Performance Measure 2.3.4</b> The percentage of respondents finding the FTC's advocacy comments and amicus briefs "useful."	<b>Target</b>	50.0% of respondents
	<b>Actual</b>	100.0% of respondents ✓
<b>Performance Measure 2.3.5</b> The volume of traffic on www.ftc.gov relating to competition research, reports, and advocacy.	<b>Target</b>	1.7 million hits
	<b>Actual</b>	1.8 million hits ✓

**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**



 <b>Key Measure 2.4.1</b> Policy advice provided to foreign competition agencies, directly and through international organizations, through substantive consultations, written submissions, or comments.	<b>Target</b>	40 policy inputs
	<b>Actual</b>	112 policy inputs ✓
<b>Performance Measure 2.4.2</b> Technical assistance provided to foreign competition authorities.	<b>Target</b>	10 technical assistance missions or international Fellows hosted
	<b>Actual</b>	27 technical assistance missions or international Fellows hosted ✓

**STRATEGIC GOAL 3: ADVANCE PERFORMANCE**


**Objective 3.1: Provide effective human resources management**

<b>Performance Measure 3.1.1</b> The extent employees believe their organizational culture promotes improvement in processes, products and services, and organizational outcomes.	<b>Target</b>	Exceed the government-wide results on the Federal Human Capital Survey's Results-Oriented Performance Culture Index
	<b>Actual</b>	Exceeded ✓
 <b>Key Measure 3.1.2</b> The extent employees think the organization has the talent necessary to achieve organizational goals.	<b>Target</b>	Exceed the government-wide results on the Federal Human Capital Survey's Talent Management Index
	<b>Actual</b>	Exceeded ✓


### Objective 3.2: Provide effective infrastructure and security management

 <b>Key Measure 3.2.1</b> A favorable Continuity of Operations (COOP) rating.	<b>Target</b>	75.0% rating
	<b>Actual</b>	75.0% rating ✓
 <b>Key Measure 3.2.2</b> Availability of information technology systems.	<b>Target</b>	98.50% system availability
	<b>Actual</b>	99.82% system availability ✓

### Objective 3.3: Provide effective information resources management

 <b>Key Measure 3.3.1</b> The percentage of Commission-approved documents in ongoing and newly initiated FTC proceedings available via the Internet within 15 days of becoming part of the public record.	<b>Target</b>	75.0% of documents
	<b>Actual</b>	82.0% of documents ✓

### Objective 3.4: Provide effective financial and acquisition management

<b>Performance Measure 3.4.1</b> Independent auditor's financial statement audit results.	<b>Target</b>	Unqualified opinion on the financial statements
	<b>Actual</b>	Unqualified opinion on the financial statements ✓
 <b>Key Measure 3.4.2</b> The percentage of Bureaus/Offices that establish and maintain an effective, risk-based internal control environment.	<b>Target</b>	100.0% of Bureaus/Offices
	<b>Actual</b>	100.0% of Bureaus/Offices ✓
<b>Performance Measure 3.4.3</b> Performance against the Small Business Administration's government-wide small business procurement goals.	<b>Target</b>	23.0% of total small business eligible dollars
	<b>Actual</b>	46.3% of total small business eligible dollars ✓



## TOP CONSUMER COMPLAINTS IN CALENDAR YEAR 2010

The list of top consumer complaints received by the FTC in calendar year 2010 showed that for the 11th year in a row, identity theft was the number one consumer complaint category. Of the complaints received in 2010, 250,854—or 19 percent—were related to identity theft. Debt collection complaints were in second place, with 144,159 complaints. The report is available on the FTC’s website at [www.ftc.gov/sentinel/reports/sentinel-annual-reports/sentinel-cy2010.pdf](http://www.ftc.gov/sentinel/reports/sentinel-annual-reports/sentinel-cy2010.pdf).

In the table below, “Percent of Total” is based on the total number of consumer complaints the FTC received in 2010 (1,339,265 complaints). “Compared to 2009” is based on the total number of consumer complaints the FTC received in 2009, as of the end of 2009 (1,330,426 complaints).

RANK	CATEGORY	NUMBER OF COMPLAINTS	PERCENT OF TOTAL	COMPARED TO 2009
1	<b>Identity Theft</b>	250,854	19%	↓ From 21%
2	<b>Debt Collection</b>	144,159	11%	↑ From 9%
3	<b>Internet Services</b>	65,565	5%	↓ From 6%
4	<b>Prizes, Sweepstakes and Lotteries</b>	64,085	5%	↑ From 3%
5	<b>Shop-at-Home and Catalog Sales</b>	60,205	4%	↓ From 6%
6	<b>Imposter Scams</b>	60,158	4%	N/A
7	<b>Internet Auctions</b>	56,107	4%	↔
8	<b>Foreign Money/Counterfeit Check Scams</b>	43,866	3%	↓ From 5%
9	<b>Telephone and Mobile Services</b>	37,388	3%	N/A
10	<b>Credit Cards</b>	33,258	2%	↓ From 3%



# FINANCIAL HIGHLIGHTS

This section contains condensed financial statement information and descriptions of our major balance sheet components, costs of operations, and budgetary resources. We also present the results of our performance in the area of financial management using established metrics. Our complete financial statements are available in the FY 2011 PAR.

CONDENSED BALANCE SHEET (Dollars shown in thousands)	FY 2011	FY 2010	Percentage Change
<b>Assets:</b>			
Fund Balance with Treasury	\$ 112,225	\$ 109,486	3%
Cash and Other Monetary Assets	44,944	21,473	109%
Investments	35,443	199,105	-82%
Accounts Receivable, Net	11,400	48,260	-76%
General Property & Equipment, Net	19,371	18,060	7%
<b>Total Assets</b>	<b>\$ 223,383</b>	<b>\$396,384</b>	<b>-44%</b>
<b>Liabilities:</b>			
Accrued Redress Receivables Due to Claimants	\$11,229	\$ 38,170	-71%
Redress Collected not yet Disbursed	84,190	180,526	-53%
Divestiture Fund Due	-	45,523	-100%
Accounts Payable and Other	34,768	44,515	-22%
<b>Total Liabilities</b>	<b>\$ 130,187</b>	<b>\$308,734</b>	<b>-58%</b>
<b>Net Position:</b>			
Cumulative Results of Operations-Other Funds	93,196	87,650	6%
<b>Total Net Position</b>	<b>\$ 93,196</b>	<b>\$ 87,650</b>	<b>6%</b>
Total Liabilities and Net Position	\$ 223,383	\$ 396,384	-44%

COST SUMMARY	FY 2011	FY 2010	Percentage Change
Gross Cost	\$ 298,649	\$ 275,100	9%
Less: Earned Revenue	(106,217)	(87,980)	21%
<b>Net Cost of Operations</b>	<b>\$ 192,432</b>	<b>\$ 187,120</b>	<b>-3%</b>

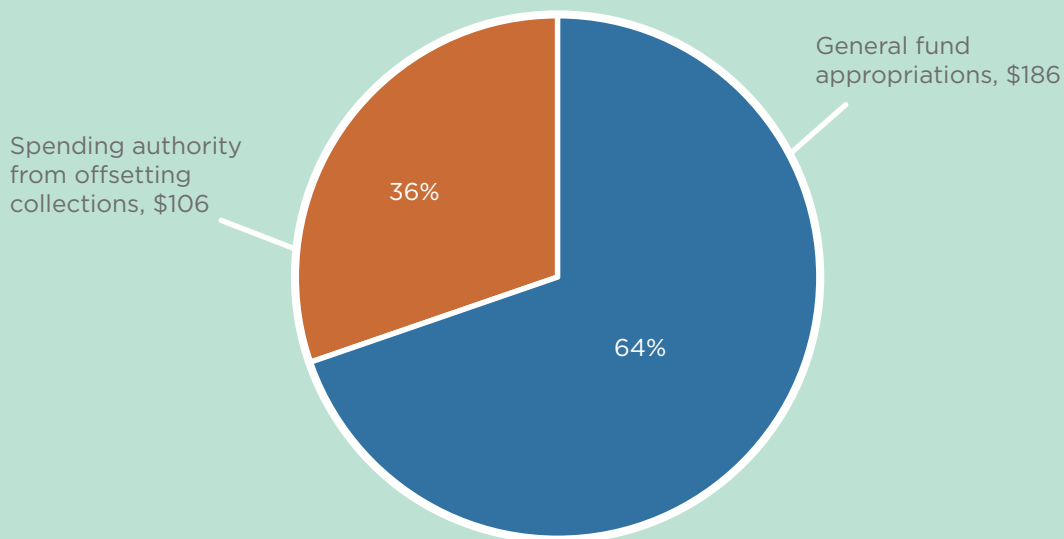
## BUDGETARY RESOURCES.

The Statement of Budgetary Resources provides information on budgetary resources made available to the agency and the status of these resources at the end of the fiscal year. New budgetary authority (total budgetary resources excluding unobligated balances brought forward and prior year recoveries) was \$292 million in FY 2011, a decrease of \$1 million or less than one percent from the \$293 million received in FY 2010. Except for a small rescission in FY 2011, the appropriation for the FTC in FY 2011 was the same as FY 2010.

In FY 2011, spending authority derived from offsetting collections totaled \$106 million (\$91 million for Hart-Scott-Rodino fees, \$14 million for DNC Registry and \$1 million from reimbursable agreements) and general fund appropriations totaled \$186 million, comprising 36 and 64 percent of new budget authority, respectively.

This compares to offsetting collections of \$88 million and general fund appropriations of \$205 million, comprising 30 and 70 percent of new budget authority, respectively, in FY 2010.

### NEW BUDGET AUTHORITY FOR FY 2011 (Dollars shown in millions)



The following table shows standard indicators developed by the Chief Financial Officers Council and used by the Office of Management and Budget (OMB) to monitor agencies' financial management practices.

<b>FINANCIAL MANAGEMENT INDICATORS FOR FY 2011</b>	
<b>DEBT MANAGEMENT</b>	
Debt Transferred to Treasury	100%
<b>FUNDS MANAGEMENT</b>	
Fund Balance with Treasury (identifies the difference between the fund balance reported in Treasury reports and the agency fund balance with Treasury recorded in its general ledger on a net basis)	100% reconciled
<b>PAYMENT MANAGEMENT</b>	
Percentage Invoices Paid on Time (per Prompt Payment Act)	97%
Percentage Interest Penalties Paid to Total Dollars Invoiced	0.01%
Percentage of total dollars outstanding in current status* (good standing) for Individually Billed Travel Account holders	100%
Percentage of total dollars outstanding in current status* (good standing) for Centrally Billed Travel accounts	100%
Percentage of total dollars outstanding in current status* (good standing) for Purchase Cards	100%

*\*The OMB threshold for delinquency is 61 days.*

# CONTACT INFORMATION

## FEDERAL TRADE COMMISSION

600 Pennsylvania Avenue, NW  
Washington, DC 20580

General Information Number	202-326-2222
Internet Home Page	<a href="http://www.ftc.gov">www.ftc.gov</a>
FTC Spanish Language Home Page	<a href="http://www.ftc.gov/espanol">www.ftc.gov/espanol</a>
Strategic Plan Internet Site	<a href="http://www.ftc.gov/strategicplan">www.ftc.gov/strategicplan</a>
FTC Press Releases	<a href="http://www.ftc.gov/opa/pressold.shtm">www.ftc.gov/opa/pressold.shtm</a>

## PERFORMANCE AND ACCOUNTABILITY REPORT SPECIFIC

The FTC welcomes comments or suggestions for improvement of its PAR and related documents. Please contact the agency to provide feedback or to request additional copies.

PAR Internet Site	<a href="http://www.ftc.gov/par">www.ftc.gov/par</a>
PAR Contact	Valerie Green
PAR Telephone	202-326-2901
PAR Email Address	<a href="mailto:gpra@ftc.gov">gpra@ftc.gov</a>
PAR Fax Number	202-326-2329
PAR Mailing Address	Federal Trade Commission attn: PAR, M/D H-774 600 Pennsylvania Avenue, NW Washington, DC 20580

## REGIONS

East Central (Cleveland, OH)	216-263-3455
Midwest (Chicago, IL)	312-960-5634
Northeast (New York, NY)	212-607-2829
Northwest (Seattle, WA)	206-220-6350
Southeast (Atlanta, GA)	404-656-1390
Southwest (Dallas, TX)	214-979-9350
Western (San Francisco, CA)	415-848-5100
Western (Los Angeles, CA)	310-824-4343

## CONSUMER RESPONSE CENTER

General Complaints	877-FTC-HELP (877-382-4357)
Identity Theft Complaints	877-ID-THEFT (877-438-4338)
Online General Complaints	<a href="http://www.ftc.gov/complaint">www.ftc.gov/complaint</a>
Identity Theft Education and Complaints	<a href="http://www.ftc.gov/idtheft">www.ftc.gov/idtheft</a>
National Do Not Call Registry	<a href="http://www.donotcall.gov">www.donotcall.gov</a>