

**NATIONAL INDIAN GAMING COMMISSION**  
**Fiscal Year 2020 Summary Performance Dashboard Report**

Other Notable Items
1. The Commission tested its new Learning Management System to better reach stakeholders and NIGC employees for training.
2. The Commission began hosting a meeting and issued a memo on the NIGC Annual Budget Development process.
3. The Commission issued a Bulletin on IGRA and Sports Book Operations that provided guidance to Tribes who are considering the operations of sports books on Indian lands.
4. The Commission filled core leadership positions in the NIGC Office of General Counsel completing the team.
5. The Commission wrote and updated its Continuing of Operations Plan (COOP) and its Re-Opening Plan.
6. The Commission issued guidance on COVID-19 to Tribes and employees.

**Commission Priorities:**  
 Consulting and relationship building with Tribal governments; Provide technical assistance and training; Continue regulatory review; and Review Agency internal operations.

**Mission Statement:**  
 To (1) promote tribal economic development, self-sufficiency, and strong tribal governments; (2) maintain the integrity of the Indian gaming industry; and (3) ensure that Tribes are the primary beneficiaries of their gaming activities.

Strategic Plan Performance Measures				
Measure	FY 2019 Actual	FY 2020 Actual	Status	Benchmark
<b>Goal 1: Gamesmanship (See Note 1)</b>				
Training courses on gamesmanship	13	8	Δ	7
Training attendance for gamesmanship	546	279	□	400
Site visits conducted	575	255	□	500
Confirmed gamesmanship violations	12	9	◇	0
Gamesmanship violations remedied	11	8	◇	0
<b>Goal 2: Strong Workforce</b>				
Training events held annually	59	40	Δ	42
Training attendance total	10905	7231	Δ	2000
Tribe satisfaction with training	92.50%	96.03%	Δ	85%
NIGC employee internal training events	4	13	Δ	6
NIGC employee challenges in FEVS (negative ratings 35%+)	1	0	Δ	0
<b>Goal 3: Technology</b>				
Engagements on technology and best practices	80	44	Δ	50
Training courses on technology	8	2	◇	6
ITVA's conducted	13	8	◇	12
NIGC internal IT issues resolved	220	451	-	
NIGC internal network security patches done	106	118	-	
<b>Goal 4: Rural Outreach</b>				
Training courses offered to small and rural	11	5	Δ	6
Recommendations on regulations to Commission	1	1	-	
Consultations with Tribes on regulation changes	0	0	◇	4
<b>Goal 5: Operational Excellence</b>				
Percent change on improving employee performance	-7%	No Data	□	+2%
Percent change on supporting employee work/life balance	+5%	-2%	◇	+2%
Percent NIGC annual budget timeframe target met	100%	100%	Δ	100%
Percent NIGC financial reports delivered on time	100%	100%	Δ	100%
Annually inform Tribes on NIGC resources (ex. GGR)	Reported	Reported	-	

Note 1: In March 2020, there was a confirmed pandemic of COVID-19 which eventually shut down offices and limited travel of employees. Tribal gaming operations closed for the pandemic. The results of these caused the NIGC to adapt to staying in contact with Tribes via calls, online meetings, and virtual trainings. The data from FY 2019 to FY 2020 reflects the effect of the pandemic and benchmarks were not met in some areas noted above.

Improving/Within Benchmark	= Δ	Unfavorable Trend	= □
Watch/At Risk	= ◇	No Benchmark	= -

