

**Annual Performance Report  
for Fiscal Year 2025 and  
Annual Performance Plan for  
Fiscal Years 2026 to 2027**



**Federal Trade Commission**



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## About this Report and Plan

This is the Annual Performance Report (APR) for fiscal year (FY) 2025 and the Annual Performance Plan (APP) for FY 2026 and 2027 for the Federal Trade Commission (“FTC” or “Commission”). The APR details the accomplishments and performance results from the past fiscal year, while the APP states the FTC’s priorities for the coming years as well as performance targets. While normally the APR and APP are combined, with results and priorities reported side-by-side within each strategic objective, we have separated the reports this year, since as a transition year, they are based on different strategic plans. The APR is based on the FTC Strategic Plan for 2022-2026, while the APP is based on the new FTC Strategic Plan for FY 2026-2030.

- For more information on the agency strategic goals and objectives reported for FY 2025, see the FTC Strategic Plan for 2022-2026, linked on the FTC’s [Budget, Performance, and Financial Reporting Archive page](#).
- For more information on the agency strategic goals and objectives for FY 2026, see the FTC Strategic Plan for 2026-2030, linked on the FTC’s [Strategic Plan page](#).
- For more information on data sources, data collection, and calculations for the FTC’s Performance Goals, see the FTC Data Quality Appendix, linked on the FTC’s [Budget, Performance, and Financial Reporting page](#).



# Annual Performance Report for Fiscal Year 2025



For more information on the agency strategic goals and objectives for FY 2025, see the FTC Strategic Plan for 2022-2026, linked on the FTC's [Budget, Performance, and Financial Reporting Archive page](#).

For more information on the agency strategic goals and objectives for FY 2026, see the FTC Strategic Plan for 2026-2030, linked on the FTC's [Strategic Plan page](#).

For more information on data sources, data collection, and calculations for the FTC's Performance Goals, see the FTC Data Quality Appendix, linked on the FTC's [Budget, Performance, and Financial Reporting page](#).

## Strategic Goal 1: Protect the Public From Unfair or Deceptive Acts or Practices in the Marketplace

### Summary of Progress

This fiscal year, the FTC continued to enforce the law against a wide variety of unfair or deceptive practices and help educate consumers and businesses throughout the country about how to protect themselves and their communities against deception and other illegal conduct. Among other outcomes, the FTC's efforts helped to protect children, consumers, and businesses from harm; hold scammers and fraudsters accountable; and ensure businesses make truthful "Made in USA" claims about their products.

In FY 2025, the FTC filed 40 complaints in federal district court and obtained 49 permanent injunctions and orders requiring defendants to pay more than \$1.8 billion in consumer redress or disgorgement of ill-gotten gains. Cases seeking civil penalties, including cases referred to the Department of Justice (DOJ), resulted in 14 court judgments imposing more than \$1 billion in civil penalties. The FTC issued nine new administrative complaints and entered 11 final administrative orders requiring defendants to pay over \$8.1 million. The FTC also returned \$317.7 million in redress from defendants to consumers. In addition, the agency reviewed over 360 matters, involving approximately 1,700 defendants, to ensure compliance with applicable FTC orders, issued nine reports on consumer protection, and released 56 new and revised consumer and business education publications.

### Consumer Protection Law Enforcement and Policy Initiatives

- **Protecting Children and Teens:** Protecting children and teens is of paramount importance to the FTC. Disney agreed to pay \$10 million to settle FTC allegations that the company allowed personal data to be collected from children who viewed kid-directed videos on YouTube without notifying parents or obtaining their consent as required by the Children's Online Privacy Protection Rule (COPPA Rule). The court order also requires Disney to implement a program to review whether videos posted to YouTube should be designated as "Made for Kids" and to comply with the COPPA Rule, including by notifying parents before collecting personal information from children under 13 and obtaining verifiable parental consent for collection and use of that data.

The FTC also took action against robot toy maker Apitor Technology over allegations that its app enabled a third party in China to collect geolocation information from children without parental consent. The settlement order requires Apitor to ensure that any third-party software it uses is in compliance with the COPPA Rule and includes a \$500,000 penalty, which is suspended due to the company's inability to pay.

The Commission is also dedicated to exploring other ways the FTC can protect children and support families. The FTC hosted a workshop entitled "The Attention Economy: How Big Tech Firms Exploit Children and Hurt Families." The event brought together parents, child safety experts, and government leaders to discuss how Big Tech companies impose addictive design features, erode parental authority, and fail to protect children from exposure to harmful content. Experts also discussed concrete solutions to protect kids online, including age verification and parental consent requirements.

- **Fighting Opioid Recovery Fraud and Other Health-Related Misconduct:** The FTC employs the authority Congress gave the agency in the Opioid Addiction Recovery Fraud Prevention Act (OARFPA) to stop companies from exploiting Americans struggling with substance use disorders. For example, Evoke Wellness, LLC, the operators of a Florida-based substance use disorder treatment clinic, agreed to pay \$1.9 million to settle allegations that they used deceptive Google search ads and telemarketing to impersonate other treatment providers. In another action, the FTC filed a complaint alleging that Mercury Marketing, LLC, and other defendants impersonated substance use disorder treatment clinics in Google search ads to deceptively route consumers trying to call those clinics to defendant clinics.

Assurance IQ, LLC and MediaAlpha, Inc. agreed to pay a total of \$145 million to settle FTC charges that they misled millions of consumers seeking to buy comprehensive health insurance. In two separate actions, the FTC alleged that both Assurance and MediaAlpha deceived consumers and led them to purchase plans that did not provide the promised health care coverage, and bombarded consumers with telemarketing and robocalls.

- **Halting Deceptive Billing and Cancellation Practices:** The FTC has prioritized taking action against deceptive billing and cancellation practices. For example, the FTC secured a historic order against Amazon.com, Inc., settling allegations that Amazon enrolled millions of consumers in Prime subscriptions

without their consent, and knowingly made it difficult for consumers to cancel. The court order requires Amazon to pay a \$1 billion civil penalty, provide \$1.5 billion in refunds back to consumers harmed by their deceptive Prime enrollment practices, and cease unlawful enrollment and cancellation practices for Prime.

Additionally, the FTC filed a lawsuit against Uber, alleging the rideshare and delivery company charged consumers for its Uber One subscription service without their consent, failed to deliver promised savings, and made it difficult for users to cancel the service despite its “cancel anytime” promises.

Separately, the FTC sued the operators of LA Fitness and other gyms over allegations they make it exceedingly difficult for consumers to cancel their gym memberships and related services that continued indefinitely unless cancelled. The agency is seeking a court order prohibiting the allegedly unfair conduct and money back for consumers harmed by the difficulty in cancelling memberships.

In another case, online cash advance company Cleo AI agreed to pay \$17 million to settle FTC allegations that the company deceived consumers about how much money they could get and how fast that money could be available. The complaint also alleged that Cleo made it difficult for consumers to cancel Cleo’s subscription service.

- **Empowering Innovation and Addressing Fraud in New Fields:** The rapid emergence of new tools powered by artificial intelligence (“AI”) presents significant opportunities for consumers, workers, and our economy. But, as has occurred in other areas of technological development, it also provides bad actors the opportunity to use the promise of AI to scam consumers. To combat this fraud, the FTC has sued companies that made deceptive claims about AI to further their schemes. For example, the FTC alleged Workado, LLC promoted its AI Content Detector as “98 percent” accurate in detecting whether text was written by AI or a human. But independent testing put the number at just 53 percent. The FTC finalized an order prohibiting Workado from making any misleading representations about the effectiveness of its products and requiring Workado to notify all eligible consumers about the settlement.

In another case, the FTC sued Ascend Ecom and its owners for allegedly falsely claiming its “cutting edge” AI-powered tools would help consumers quickly earn thousands of dollars a month in passive income by opening online storefronts. Ascend Ecom agreed to a settlement order banning it from selling business opportunities and to turn over assets, including the contents of bank accounts and the proceeds from the sale of real estate properties, which will be used to compensate affected consumers. The order includes a total monetary judgment of \$25 million, which is partially suspended based on the defendants’ inability to pay the full amount.

- **Battling Unfair Ticket Practices:** The FTC is committed to protecting consumers from unfair or deceptive fees when purchasing tickets for live events. The Commission published a final Rule on Unfair or Deceptive Fees, which covers the live-event tickets and short-term lodging industries. The Rule became effective on May 12, 2025, and, among other things, requires businesses to clearly, conspicuously, and prominently display the total price for a live-event ticket. The Rule also furthers President Trump’s Executive Order on Combating Unfair Practices in the Live Entertainment Market by ensuring price transparency at all stages of the live-event ticket-purchase process, including the secondary ticketing market.

The FTC and seven states sued Ticketmaster LLC and its parent company Live Nation, alleging they deceived artists and consumers by engaging in bait-and-switch pricing through advertising lower prices for tickets than what consumers must pay to purchase tickets; deceptively claimed to impose strict limits on the number of tickets that consumers could purchase for an event, even though ticket brokers routinely and substantially exceeded those limits; and sold millions of tickets, often at much higher cost to consumers, on its resale platform that those brokers obtained in excess of artists’ ticket limits.

- **Strengthening Data Security:** The FTC finalized an order with GoDaddy, one of the world’s largest website hosting companies, settling allegations that the webhosting provider misled consumers by failing to implement data security protections, which led to several data breaches.
- **Preventing Companies from Facilitating Fraud:** The FTC is taking action against companies who are facilitating fraud. For example, Walmart agreed to pay \$10 million to settle FTC charges that it turned a blind eye to scammers who used its in-store money transfer services to take hundreds of millions of dollars from U.S. consumers.

In a separate action, U.K.-based payment processor, Paddle.com Market Limited, and its subsidiary, Paddle.com, Inc., agreed to pay \$5 million to settle an FTC action alleging that Paddle abused the U.S. credit-card system and enabled deceptive foreign operators to access it, costing consumers millions of dollars.

- **Protecting American Workers, Entrepreneurs, and Small Businesses:** The FTC launched a joint Labor Task Force across its bureaus and offices to protect American Workers. On the consumer protection side, the Task Force focused on fighting job scams, deceptive business opportunities, misleading franchise offerings, and practices that harm gig economy workers. The FTC and State of Nevada took action to stop IM Mastery, a wide-ranging investment training and business venture scam that has bilked consumers out of more than \$1.2 billion. The complaint alleges the company and its operators use false or baseless earnings claims to entice consumers to purchase training on financial topics. It also alleges they have used similar claims to persuade consumers to buy into IML's multi-level-marketing business venture.

### Consumer Protection Law Enforcement Collaboration and Advocacy

- **Key Law Enforcement Tools:** In FY 2025, more than 9.2 million fraud, identity theft, financial, and DNC reports were added to the FTC's Consumer Sentinel Network (CSN) database. Nearly 2,400 law enforcement users worldwide have access to CSN. In FY 2025, over 258 million telephone numbers were on the National Do-Not-Call Registry. In FY 2025, the Consumer Response Center handled more than 72,000 inquiries and reports from consumers and businesses each week, for a total of more than 3.7 million reports and inquiries. The FTC also maintains the federal government's central repository for identity theft reports. The one-stop website, [identitytheft.gov](https://identitytheft.gov), is integrated with the FTC's consumer report system, allowing consumers who are victims of identity theft to rapidly file a report with the FTC and create the documents they need to alert police, the nationwide consumer reporting agencies, and the Internal Revenue Service.
- **Criminal Referrals:** The FTC continues to refer law violators to criminal law enforcement agencies for prosecution. In FY 2025, FTC staff actively worked on approximately 46 new formal requests for cooperation from our criminal law enforcement partners, including 33 federal and 13 state and local requests. In FY 2025, prosecutors relied on FTC information and support to charge 7 defendants criminally and obtain 8 new convictions. Approximately 25 defendants were sentenced during this period, and those sentences included prison terms totaling 971 months, or roughly 38 months average per defendant.
- **Collaboration with State Attorneys General:** The FTC continues to partner with state Attorneys General to protect consumers from unfair and deceptive practices across the marketplace.
- **International Cooperation on Protecting US Consumers and Fighting Fraud:** The FTC continued to protect Americans from deceptions and frauds wherever they originate, including cross-border scams aimed at Americans from abroad. The FTC engaged in enforcement assistance on 41 consumer matters, facilitated by both bilateral and multilateral engagement. Bilaterally, we maintained strong connections and cooperation agreements with consumer agencies, while multilaterally, the FTC continued its work in several international enforcement networks, including the Global Anti-Fraud Enforcement Network and the Unsolicited Communications Enforcement Network.

In addition, the FTC completed its tenure as the president of the International Consumer Protection and Enforcement Network (ICPEN), a network of more than 80 consumer protection authorities from around the world that seeks to protect consumers across borders through enforcement cooperation. This year, the FTC spearheaded a new ICPEN project featuring experience sharing among consumer agencies regarding the use of digital technologies to enhance agencies' ability to combat fraud and other consumer law violations. We also launched a revamped version of the [econsumer.gov](https://econsumer.gov) website with a mobile-friendly format for consumers to report international scams more easily, and added updated guidance on steps that consumers can take to resolve their complaints.

### Consumer Protection Research, Outreach, and Education

To effectively reach and serve consumers, the FTC translates its work into plain language messages and actionable advice, promoting that work through a nationwide network of partners. The result is increased engagement with ordinary Americans, which helps people protect themselves from scams and fraud while encouraging them to report unlawful practices. Key FY 2025 activities to support leadership priorities included:

- **Protecting Consumers from Scams:** FTC data show a relatively static number of reports but soaring reported losses. By monitoring data and analytics, the FTC has adjusted its messaging and tactics to reach significantly more people. Ongoing outreach with partners like the BBB, AARP, the National Association of

State Treasurers, and other federal agencies further gets the anti-scam message out. The FTC amplifies these efforts through paid print, radio, and digital advertising campaigns. In FY 2025, the FTC placed online ads to raise awareness about impersonation and other scams. The campaigns garnered more than 67 million impressions combined and significantly increased visits to [consumer.ftc.gov](https://consumer.ftc.gov), [militaryconsumer.gov](https://militaryconsumer.gov), and the agency's [YouTube channel](#).

- **Reaching Military Service Members:** The FTC's ongoing collaboration with the Department of Defense, the Veterans Administration, and a vast network of military partners helps address the unique challenges of military life that often make military personnel and families targets for scammers. A new partnership with American Forces Network has broadcast FTC messages to more than 400,000 servicemembers and their families stationed in more than 160 countries, while ongoing partnerships have helped the FTC reach millions of military consumers through the organizations that serve them, including Military Family Advocacy Network, Wounded Warriors Project, and the Association of Military Banks, among others.
- **Reaching Families:** The FTC developed new resources on parental controls, understanding online search, and Youville, an award-winning educational campaign to teach children about online safety, digital citizenship, and privacy. Successful outreach events include webinars for financial literacy educators across Mississippi, collaborations with state-level Parent-Teacher Associations and libraries, and with other federal government kids-focused programs like [schoolsafety.gov](https://schoolsafety.gov).
- **Reaching Older Adults:** The FTC's Pass It On campaign, tailored to people 60+, reaches millions of consumers nationwide, in print, online, and through outreach (nearly 24 million publications distributed to date). Through ongoing collaborations with groups like the Senior Medicare Patrol, National Center for Elder Abuse, FINRA, and the American Bankers Association Foundation, the FTC ensures that older adults and those who work with them know about the latest twists on scams. Through media outlets with large audiences, such as 2.3 million viewers of the Broadcast Retirement Network, the FTC amplifies its important consumer protection messages to this community.
- **Reaching Consumers Offline:** Because not all consumers are online, the FTC provides printed information for groups such as local law enforcement, banks, credit unions, libraries, and houses of worship. In FY 2025, FTC distributed 7.1 million publications to 6,000 unique organizations.

**Objective 1.1: Identify, investigate, take actions against, and deter unfair or deceptive acts or practices that harm the public.**

**Performance Goals**

<b>Metric</b>	<b>FY21 Result</b>	<b>FY22 Result</b>	<b>FY23 Result</b>	<b>FY24 Result</b>	<b>FY25 Result</b>	<b>FY25 Target</b>
<b>Metric 1.1.1:</b> Amount of money returned to the public or forwarded to the U.S. Treasury resulting from FTC enforcement actions.	\$562.1 million	\$639.8 million	\$623.6 million	\$340.8 million	\$353.9 million	\$65 million
<b>Metric 1.1.2:</b> Total consumer savings compared to the amount of FTC resources allocated to consumer protection law enforcement.	\$12.90 in consumer savings per \$1 spent	\$9.40 in consumer savings per \$1 spent	\$7.10 in consumer savings per \$1 spent	\$7.30 in consumer savings per \$1 spent	\$12.90 in consumer savings per \$1 spent	\$5.00 in consumer savings per \$1 spent
<b>Metric 1.1.3:</b> Percentage of matters following up on Commission market-wide policy initiatives.	N/A	25.5%	48.1%	68.5%	53.1%	20.0%
<b>Metric 1.1.4:</b> Percentage of matters seeking significant remedial, precedential, or deterrent effects across the marketplace.	N/A	72.3%	74.1%	74.1%	85.7%	65.0%
<b>Metric 1.1.5:</b> Percentage of cases involving collaboration across organizational units, e.g., regional offices and divisions, BC and BCP, Bureaus and OPP.	N/A	39.2%	47.7%	50.0%	57.4%	35.0%
<b>Metric 1.1.6:</b> Percentage of the FTC's consumer protection law enforcement actions that targeted the subject of consumer reports in the FTC's Consumer Sentinel Network.	85.2%	93.9%	97.7%	95.3%	90.0%	80.0%
<b>Metric 1.1.7:</b> User satisfaction with the FTC's Consumer Response Center call center.	84	84	85	83	83	Average Rate (68)
<b>Metric 1.1.8:</b> User satisfaction with the FTC Consumer Response Center website. (a) Mobile (b) Desktop (c) Mobile/Desktop Combined Score	(a)83.5 (b)83.2	(a)81.7 (b) 80.8	(a)81.8 (b)80.9	(c)80.1	(c)82.9	Average Rate (72.7)
<b>Secondary Metric 1.1.9:</b> Number of reports collected and entered into the Consumer Sentinel Network (CSN) database.	11.0 million	8.0 million	7.8 million	9.0 million	9.3 million	N/A
<b>Secondary Metric 1.1.10:</b> The percentage of redress cases in which money designated for distribution is mailed to consumers within 6 months.	100%	85.2%	100%	91.7%	93.8%	N/A

**Objective 1.2:** Connect with individuals, communities, and businesses to provide practical knowledge, guidance, and tools, and to learn about key challenges and opportunities for future FTC engagement.

**Performance Goals**

Metric	FY21 Result	FY22 Result	FY23 Result	FY24 Result	FY25 Result	FY25 Target
<b>Metric 1.2.1:</b> Rate of customer satisfaction with FTC consumer education websites. (a) Mobile (b) Desktop	(b) 72.9	(a) 73.5 (b) 73.4	(a) 73.4 (b) 74.9	(a) 69.6 (b) 74.2	(a) 74.2 (b) 75.7	Average Rate (74.9 and 72.3)
<b>Metric 1.2.2:</b> Rate of customer satisfaction with the ftc.gov website. (c) Mobile (d) Desktop	(a)83.5 (b)83.2	(a)81.7 (b) 80.8	(a)81.8 (b)80.9	(a)81.8 (b)80.9	(a)81.8 (b)80.9	Average Rate (72.7)
<b>Metric 1.2.3:</b> Number of outreach events.	N/A	316	603	638	483	300
<b>Metric 1.2.4:</b> Number of page views for consumer and business education digital article and blog posts.	N/A	39.1 million	37.3 million	44.9 million	33.3 million	35.0 million
<b>Secondary Metric 1.2.5:</b> Number of consumer protection reports the FTC issued.	13	12	11	14	9	N/A

**Performance Goals Not Met**


**Metric 1.2.1:** The FTC exceeded the average government satisfaction rate for visiting consumer.ftc.gov website via desktop devices, but slightly missed the benchmark for visitors to consumer.ftc.gov via mobile devices. Data for the measure was only available between November 22, 2024 through June 30, 2025, as the agency switched to a different vendor, and then cancelled the contract. The limited data, along with significant changes in the vendor’s formula for calculating the benchmark, contributed to missing the target.

**Metric 1.2.4:** With Google’s Spring 2025 rollout of AI summaries in response to search, private and public sector websites have seen a drop in views. The FTC hit 33.3 million pageviews for the year; in the absence of AI summaries, the FTC was on track to beat the target, but searches on FTC-related topics show that Google’s AI overwhelmingly draws its advice from BCP’s online content, which also serves to provide consumers and businesses with knowledge and tools that give them guidance and prevent harm.

**Objective 1.3: Collaborate with domestic and international partners to enhance consumer protection.**

**Performance Goals**

Metric	FY21 Result	FY22 Result	FY23 Result	FY24 Result	FY25 Result	FY25 Target
<b>Metric 1.3.1:</b> Number of investigations or cases in which the FTC and other U.S. federal, state, and local government agencies shared evidence or information that contributed to FTC law enforcement actions or enhanced consumer protection.	505	541	292	423	572	375
<b>Metric 1.3.2:</b> Number of investigations or cases in which the FTC obtained foreign-based evidence or information or engaged in other mutual assistance that contributed to FTC law enforcement actions or in which the FTC cooperated with foreign agencies and/or multilateral organizations on enforcement matters.	39	32	23	40	41	26



**Objective 1.4:** Take special interest in unfair or deceptive business practices that target especially vulnerable populations.

**Performance Goals**

As of the February 2025 Update to the FTC Strategic Plan, the performance metrics in Objective 1.4 have been rescinded.

## Strategic Goal 2: Protect the Public from Unfair Methods of Competition in the Marketplace and Promote Fair Competition

### Summary of Progress

The FTC enforces America's antitrust laws to promote free and competitive markets, reducing the cost of living for all Americans and benefitting American consumers, workers, innovators, and honest businesses. The Commission's enforcement efforts encompass critically important markets, including healthcare, technology, energy, defense, consumer goods and services, labor, and manufacturing.

### Law Enforcement Highlights

In FY 2025, the agency brought 14 enforcement actions under the antitrust laws, initiating federal court or administrative litigation in five matters, and issuing a consent order to remedy prospective or ongoing harm to competition in seven matters. In an additional two matters, the parties abandoned or restructured their proposed acquisitions to address Commission concerns that the original transaction likely would have harmed competition. The FTC also continued to monitor and enforce compliance with existing consent orders, including prior approval provisions, as well as merger and acquisition reporting obligations under the Hart-Scott-Rodino (HSR) Act.

The FTC continues to prioritize markets that affect American consumers, workers, and businesses. The Commission has ongoing litigation against Amazon.com, medical device manufacturers, farming equipment manufacturers, and insulin producers, among others, and worked to stop or settle mergers in a broad array of markets, including healthcare, real estate advertising services, technology, retail fuel, and advertising services. The Commission also took action to protect workers from harmful noncompete and no-hire agreements. Here are a few highlights:

- **Rental Housing Listings:** In September 2025, the Commission sued Zillow, Inc. and Redfin Corporation alleging that earlier this year they entered into an unlawful arrangement under which Zillow paid Redfin, Zillow's direct horizontal competitor, to exit the market for advertising of rental housing on internet listing services. Landlords rely on Zillow and Redfin to advertise rental listings. In turn, millions of Americans use these services to secure affordable rental housing. The agreement eliminates important and significant head-to-head competition between Zillow and Redfin, which will lead to higher prices, lower quality, and reduced innovation. Ultimately, as a result of the agreements, Americans who list rentals and American who rent their housing will suffer as a result of the anticompetitive agreement.
- **Farming Equipment:** In January 2025, the Commission sued agricultural equipment manufacturer Deere & Company alleging that its unlawful practices have limited the ability of farmers and independent repair providers to make timely repairs on critical farming equipment, including tractors. As a result of Deere's practices, farmers must rely on Deere's network of authorized dealers for necessary repairs, raising the costs to farmers and delaying their ability to repair their own equipment. Through these practices, the Commission alleges that Deere has unlawfully acquired and maintained monopoly power in the market for certain repair services for Deere agricultural equipment. The Commission seeks to stop Deere's anticompetitive conduct by ordering, among other remedies, that Deere make its fully functional repair tool—and any other repair resources provided to authorized dealers—available to owners of Deere equipment and independent repair providers. This matter is pending in federal court.
- **Insulin:** In September 2024, the Commission issued an administrative complaint charging the three largest pharmacy benefit managers (PBMs)—Caremark Rx, Express Scripts, and OptumRx—and their affiliated group purchasing organizations (GPOs) with engaging in anticompetitive rebating practices that artificially inflated the list price of insulin drugs, impairing patients' access to lower list price products, and shifting the cost of high insulin list prices to vulnerable patients. This matter is pending in the agency's administrative court.
- **Medical Device Manufacturing:** In August 2025, the FTC moved to block medical device supplier Edwards Lifesciences Corp.'s proposed acquisition of JenaValve Technology, Inc. The FTC's complaint alleges that JenaValve is on the verge of receiving FDA approval for the first transcatheter aortic valve replacement devices (TAVR-AR devices) to treat a potentially fatal heart condition called aortic regurgitation. (Currently, the only safe and effective treatment for aortic regurgitation is open-heart surgery.) The FTC's complaint further alleges that, twenty-four hours before Edwards inked its deal with JenaValve, Edwards closed on a separate transaction to purchase JC Medical, the company next closest to FDA approval for a TAVR-AR device. Edwards' proposed acquisition of JenaValve would combine the only two companies with ongoing

clinical trials for a TAVR-AR device in the United States. More than eight million Americans suffer from aortic regurgitation, which occurs when the heart's aortic valve does not close properly, causing blood to backflow into the heart. TAVR-AR devices offer a new and less invasive way to treat the condition. The proposed acquisition threatens to reduce competition in the market, likely resulting in reduced innovation, diminished product quality, and potentially increased prices for consumers. This matter is pending in federal court and before the FTC's administrative tribunal.

- **Semiconductor Manufacturing Software:** In October 2025, the FTC finalized its consent order requiring Synopsys, Inc. and Ansys, Inc. to divest certain assets to resolve competitive concerns in their \$35 billion merger. The FTC's order will preserve competition across several software tool markets that are critical for the design of semiconductors and light simulation devices, which are critical to designing the digital products that power Americans' daily lives. As part of the consent order, Synopsys was required to divest its optical and photonic software tools, which enable engineers to design and simulate optical devices as well as devices that use photons as a signal to transmit information (e.g., fiber optic cables). Ansys was required to divest a power consumption analysis tool used to measure and optimize the power consumption of digital chips during an early design stage. Synopsys and Ansys directly competed in the relevant markets. Without the consent order, the transaction would have resulted in the elimination of this head-to-head competition and lead to higher prices and decreased innovation to the detriment of device manufacturers and consumers. The divestiture assets were sold to Keysight Technologies, Inc.
- **Amazon Monopolization Case:** The FTC and the attorneys general of 18 states and Puerto Rico have sued Amazon in federal court alleging that the online retail and technology company is a monopolist that leverages anticompetitive and unfair strategies to illegally maintain its monopoly power. The FTC and its state partners maintain that Amazon's actions allow it to stop rivals and sellers from lowering prices, degrade quality for shoppers, overcharge sellers, stifle innovation, and prevent rivals from fairly competing against Amazon. On September 30, 2024, the judge denied Amazon's motion to dismiss the complaint on the federal charges and on April 5, 2025, the judge denied Amazon's motion for judgment on the pleadings as to the FTC's claims. This matter is pending in federal court.
- **Noncompete Agreements:** In September 2025, the FTC took action to protect American workers from harmful labor practices by ordering pet cremation company Gateway Services, Inc. to nullify noncompete agreements in its employees' contracts. Gateway required mandatory noncompete agreements in contracts for almost 1,800 employees, which prohibited employees from working in the pet cremation service industry anywhere in the United States for one year after leaving Gateway. The order frees employees from these restrictions that limit job mobility and the ability to negotiate better wages and benefits. This action demonstrates the Commission's ongoing commitment to investigating and prosecuting anticompetitive labor market practices.
- **Advertising Services and Open Access to Information:** In June 2025, the FTC took action to resolve antitrust concerns related to Omnicom Group Inc.'s \$13.5 billion acquisition of The Interpublic Group of Companies, Inc. (IPG). Omnicom and IPG were the third- and fourth-largest media buying advertising agencies in the U.S. These agencies facilitated media buying by representing advertisers in negotiations with media publishers over conditions such as pricing, ad placement, and sponsorships, as well as helping execute advertisers' ad campaigns. The proposed order imposes restrictions that prevent the combined company from engaging in collusion or coordination to direct advertising away from media publishers based on the publishers' political or ideological viewpoints, protecting competition between ad agencies and the open exchange of information in public discussion and debate.
- **Clean Trucks:** In August, the Commission secured major commitments from the four largest heavy-duty truck manufacturers—Daimler Truck, International Motors, PACCAR, and Volvo Group—finding that the output-restricting Clean Truck Partnership is unenforceable. Under the agreement between these four manufacturers and others with the California Air Resource Board ("CARB"), manufacturers agreed to produce "zero emissions" engines instead of internal combustion engines even if the underlying CARB regulations were later deemed invalid. After the FTC opened its investigation, President Trump revoked the underlying CARB waivers, which pushed the FTC to act quickly to obtain the commitment letters. The manufacturers admit that the Clean Truck Partnership is unenforceable and further agree not to attempt to enforce it or its terms against another manufacturer, to act independently in concert with a competitive marketplace, and not to enter into any restrictive agreement with a U.S. state regulator or government that permits

cross-enforcement among competitors. The FTC's efforts to secure these letter agreements ensures a vibrant and free competitive marketplace for heavy-duty trucking, which will accrue benefits to the broader American economy.

- **Wine and Spirits:** In December 2024, the Commission sued the largest U.S. distributor of wine and spirits, Southern Glazer's Wine and Spirits, LLC, alleging the company violated the Robinson-Patman Act, harming small, independent businesses by depriving them of access to discounts and rebates as well as impeding their ability to compete against large national and regional chains. The Commission alleges Southern engaged in anticompetitive and unlawful price discrimination by selling wine and spirits to small, independent "mom and pop" businesses at prices that are drastically higher than what Southern charges large chains. Under the Robinson-Patman Act, it is generally illegal for sellers to engage in price discrimination that harms competition by charging higher prices to disfavored retailers that purchase similar goods. The Commission seeks to ensure that businesses of all sizes compete on a level playing field with equivalent access to discounts and rebates, which means increased consumer choice and the ability to pass on lower prices to consumers shopping across independent retailers. The matter is pending in federal court.

### **Competition Research, Outreach, and Public Education**

The FTC is pursuing an important industry study pursuant to its authority under Section 6(b) of the FTC Act:

- **PBM Industry Study:** The study focuses on the impact of vertically integrated PBMs on the access and affordability of prescription drugs. On July 9, 2024, the Commission published its first interim report detailing how vertical integration and concentration has enabled the six largest PBMs to manage nearly 95 percent of all prescriptions filled in the United States. The report finds that PBMs wield enormous power over patients' ability to access and afford their prescription drugs, and that PBMs hold substantial influence over independent pharmacies. The FTC released the second report relating to this study on January 14, 2025. The second report focused on PBMs' influence over specialty generic drugs, including significant price markups by PBMs for cancer, HIV, and a variety of critical drugs. This study is ongoing.

The FTC also continues to pursue its competition-related amicus brief and advocacy filings work.

- On May 22, 2025, the FTC, joined by the U.S. Department of Justice Antitrust Division, filed a Statement of Interest in *State of Texas, et al. v. BlackRock, Inc., et al.*, a multistate antitrust case against asset managers BlackRock, State Street, and Vanguard. The brief addressed novel legal issues in a case alleging that the defendants used their influence in competing coal companies to push them to reduce industry-wide coal output, increasing energy prices for American consumers. The district court's opinion frequently discussed the FTC's brief and quoted it favorably on key legal issues.
- The FTC also filed amicus briefs in *Surgical Instrument Service Co. v. Intuitive Surgical, Inc.* on the proof required to establish a relevant antitrust market, *Musk v. Altman, et al.*, on the proper standards for analyzing Section 8, and *Epic Games, Inc. v. Google LLC, et al.*, relating to the district court's broad authority to remedy antitrust violations, market-definition principles, and jury instructions.
- On March 17, 2025, the FTC reiterated its opposition to state efforts to shield anticompetitive hospital mergers from antitrust scrutiny. The FTC's comment advised the Indiana Department of Health to reject the combination of Vigo County's only two hospitals.

### **Reducing Anticompetitive Regulatory Barriers**

In September 2025, in response to President Trump's Executive Order on Reducing Anticompetitive Regulatory Barriers, the FTC issued a report recommending the deletion or revision of over 125 regulations across the entire federal government that exclude new market entrants, protect dominant incumbents, and predetermine economic winners and losers. Examples of regulations proposed for deletion or modification include Department of Transportation regulations giving certain contracting preferences to "socially and economically disadvantaged individuals" which treat business owners differently based on race and sex as they compete for federally funded contracts, and Department of Education regulations permitting colleges and universities to include the cost of textbooks and supplies with annual tuition, covered by financial aid, leading to higher prices for students and the foreclosure of rival booksellers. The report is now under review at the Office of Management and Budget. The FTC will continue to work collaboratively with OMB and relevant federal agencies to rescind or revise their regulations as appropriate.

## Labor Task Force

The FTC is committed to protecting labor markets through vigorous enforcement against unfair or anticompetitive labor-market agreements that lower wages and reduce opportunity for American workers. Chairman Ferguson established a Labor Task Force in February 2025, aiming to harmonize the FTC's labor-market enforcement efforts across the entire agency. On the competition side, the Task Force is focused on coordinating with BC staff for enforcement actions against no-poach, non-solicitation, and no-hire agreements; wage-fixing agreements; labor market monopsonies; and collusion or unlawful coordination on DEI metrics. Noncompete agreements remain a focus of enforcement when they constitute unfair methods of competition.

## Collaboration with Law Enforcement and Other Partners

- **Strengthening International Engagement:** The FTC continues its long-standing cooperation with international enforcement partners both bilaterally and in multilateral organizations to promote the FTC's priorities and enhance American prosperity. In enforcement, while agencies independently conduct investigations based on the laws and facts in their jurisdictions, the FTC seeks to ensure appropriate cooperation on investigations under parallel review by the FTC and international competition agencies. This cooperation promotes effective and efficient enforcement of the antitrust laws that benefits the FTC, businesses, and American consumers. In FY 2025, the FTC cooperated on 30 different matters with 16 different authorities and continued to promote the agency's priorities in multilateral expert forums, such as the International Competition Network (ICN) and the Competition Committee of the Organisation for Economic Co-operation and Development (OECD). For example, the FTC has taken a leadership role on an ICN project related to efforts by competition agencies to address anticompetitive regulations. In OECD, the FTC sought to promote the sound enforcement of the competition laws by completing revisions to modernize the 2005 OECD Merger Recommendations.

**Objective 2.1: Identify, investigate, and take actions against anticompetitive mergers and business practices.**

**Performance Goals**

Metric	FY21 Result	FY22 Result	FY23 Result	FY24 Result	FY25 Result	FY25 Target
<b>Metric 2.1.1:</b> Total consumer savings and other measurable benefits generated by antitrust enforcement. [5-year rolling average]	\$2.38 billion	\$2.28 billion	\$2.39 billion	\$4.36 billion	\$4.69 billion	\$2.4 billion
<b>Metric 2.1.2:</b> Total consumer savings and other measurable benefits generated by antitrust enforcement compared to resources spent. [5-year rolling average]	\$29.70 in consumer savings per \$1 spent	\$27.40 in consumer savings per \$1 spent	\$25.90 in consumer savings per \$1 spent	\$41.50 in consumer savings per \$1 spent	\$42.80 in consumer savings per \$1 spent	\$25.00 in consumer savings per \$1 spent
<b>Metric 2.1.3:</b> Percentage of cases and investigations involving collaboration with BCP.	N/A	5.0%	4.2%	13.0%	12.5%	5.0%
<b>Metric 2.1.4:</b> Percentage of antitrust matters seeking significant remedial, precedential, or deterrent effects across the marketplace.	N/A	58%	44%	33%	27%	30%
<b>Metric 2.1.5:</b> Percentage of full-phase investigations that (1) proceeded to litigation that ultimately halted or deterred lawbreaking or resulted in greater clarification of the law, or (2) ended when a merger was abandoned in anticipation of an FTC challenge.	N/A	38%	27%	28%	13%	30%
<b>Secondary Metric 2.1.6:</b> Total sales in affected markets where FTC antitrust enforcement action was taken. [5-year rolling average]	\$93.3 billion	\$68.7 billion	\$68.5 billion	\$283.6 billion	\$349.3 billion	N/A

**Performance Goals Not Met**

**Metric 2.1.4:** The FTC routinely pursues enforcement actions seeking remedial, precedential, and/or deterrent effects. In FY 2025, while the FTC concluded numerous such matters, the agency also had a significant number of investigations initiated prior to the presidential transition where it determined that additional action was not warranted, resulting in a metric that fell slightly below our annual target.

**Metric 2.1.5:** The FTC pursues enforcement actions to stop violations of the antitrust laws. These actions include federal court and/or administrative adjudication and abandonments of proposed mergers or acquisitions in the face of a potential Commission challenge. While the FTC concluded several matters in FY 2025 with abandonments or successful litigation outcomes, the agency also had a significant number of investigations initiated prior to the presidential transition where it determined that additional action was not warranted, resulting in a metric that fell below our annual target.

**Objective 2.2:** Engage in research, advocacy, and outreach to promote public awareness of fair competition and its benefits.

**Performance Goals**

Metric	FY21 Result	FY22 Result	FY23 Result	FY24 Result	FY25 Result	FY25 Target
<b>Metric 2.2.1:</b> Number of reports and studies issued on competition related topics.	8	6	8	15	10	6
<b>Metric 2.2.2:</b> Number of cases for which BE economists prepared to testify as expert witnesses in FTC antitrust enforcement actions.	N/A	5	5	5	3	3

**Objective 2.3:** Collaborate with domestic and international partners to check unfair methods of competition.

**Performance Goals**

Metric	FY21 Result	FY22 Result	FY23 Result	FY24 Result	FY25 Result	FY25 Target
<b>Metric 2.3.1:</b> Percentage of FTC cases involving at least one substantive contact with a foreign antitrust authority in which the agencies followed consistent analytical approaches and reached compatible outcomes.	100%	100%	100%	100%	100%	85%
<b>Metric 2.3.2:</b> Percentage of full investigations in which the FTC and other U.S. federal, state, and local government agencies shared evidence or info that contributed to FTC law enforcement.	52.0%	58.0%	47.0%	45.7%	62.5%	N/A

**Objective 2.4: Protect especially vulnerable populations through the FTC’s competition mission.**

**Performance Goals**

As of the February 2025 Update to the FTC Strategic Plan, the performance metrics in Objective 1.4 have been rescinded.

## Strategic Goal 3: Advance the FTC's Effectiveness and Performance

### Summary of Progress

#### Financial Management (OCFO)

- The FTC worked to cut spending this fiscal year, while still maintaining high levels of law enforcement. Every active contract at the agency was examined, with many being cancelled or descoped. A review of contracts during FY 2025 resulted in 36 contracts being eliminated or descoped realizing annualized savings of approximately \$6.1 million. The agency also worked to award more contracts through a competitive process, leading to better prices on new contracts.

#### Security / Emergency Preparedness (OCASO)

- The FTC supported the installation and system training of a Regional office's PIV badging station.
- The FTC completed Active Shooter and Eagle Horizon Continuity of Operations exercises and developed training videos to support greater awareness for and use of the FTC's emergency notification system.
- The FTC developed and executed a foreign travel security training program to support staff awareness in overseas environments while on temporary duty assignments.

#### Facilities (OCASO)

- The FTC has selected a replacement location for its satellite space in Washington, D.C. and begun preparations to relocate in 2026. The selected federally-owned location decreases the agency's footprint and will be taken as-is (no renovations required), avoiding over \$65 million in projected move-related costs.
- The FTC coordinated closely with GSA to reduce the Cleveland Regional Office's footprint while relocating to nearby available federal space.
- The FTC completed renovations in the library space to provide modern workspace suitable for teaming.
- The FTC launched a comprehensive one-stop shop contract for agency stenography services, replaced end-of-life data center chillers, and modernized building automation systems in headquarters.

#### Information Technology (OCIO)

- The FTC launched the new Registration Number (RN) application. RN allows companies to register their business information to comply with consumer protection laws and regulations with respect to textile, wool, and fur products. The new application was built using a secure, cloud-based, low-code application platform. The launch of RN will allow FTC to decommission the legacy TextileRN application, which is hosted in the FTC's HQ data center on unsupported technology with several security vulnerabilities.
- The FTC was awarded funding from GSA's Technology Modernization Fund (TMF) for the deployment of a cloud-based big data analytics platform. This new system will allow FTC to ingest, transform, process, analyze, store, and visualize large volumes of data, leveraging artificial intelligence and machine learning tools for analytical code development and testing. As a result, the FTC will be able to analyze large amounts of data in a cost-effective and efficient manner, enabling faster and more complete responses to unlawful, misleading, or anticompetitive practices and minimizing damage and harm to the American consumer.
- The FTC continued forward progress in strengthening the agency's identity, credential, and access management (ICAM) program in accordance with Zero Trust network architecture principles. In FY 2025, FTC integrated several infrastructure and network protocols and operating systems with the agency's centralized identity management system, increasing the security of critical infrastructure and streamlining user account and access management.
- The FTC modernized the Headquarters and Regional Office buildings by replacing switches and implementing 100% Wi-Fi coverage throughout each office to support full-time wireless access for laptops, printers, and conference phones to allow for greater flexibility for staff and equipment movement.
- The FTC continued to reduce data center dependencies and eliminate legacy hardware to maximize efficiency, productivity, availability, and security. In FY 2025, the FTC eliminated several end-of-life technologies by migrating the agency's intranet and Voice over IP (VoIP) services to FedRAMP authorized cloud systems.

- The FTC improved the security of our internal wireless network by redesigning the guest wireless to deliver a secure, easy-to-use guest wireless network that utilizes a captive portal and a rotating passphrase that can be entered by QR code to allow FTC employees, contractors, guests, and conference attendees the ability to seamlessly connect to the Internet with guest/personal devices.

#### **Security / Emergency Preparedness (OCASO)**

- The FTC supported the installation and system training of a Regional office's PIV station.
- The FTC completed Active Shooter and Eagle Horizon Continuity of Operations exercises and developed after-action reports to address identified improvement areas during the training.
- The FTC developed training videos to support greater awareness for and use of the FTC's emergency notification system. This new engagement approach is designed to improve system use and awareness by all staff.

**Objective 3.1: Optimize resource management, space, and administrative programs.**

**Performance Goals**

Metric	FY21 Result	FY22 Result	FY23 Result	FY24 Result	FY25 Result	FY25 Target
<b>Metric 3.1.1:</b> Audit opinion from the agency’s independent financial statement auditors.	Unmodified opinion	Unmodified opinion	Unmodified opinion	Unmodified opinion	Unmodified opinion	Unmodified opinion
<b>Metric 3.1.2:</b> Percentage of contract actions awarded within FTC’s established procurement action lead time.	94.5%	90.6%	90.1%	87.5%	91.7%	90.0%
<b>Metric 3.1.3:</b> Percentage of contract dollars awarded to small businesses.	N/A	N/A	28.0%	25.3%	30.9%	20.0%

## Objective 3.2: Cultivate a high-performing and engaged workforce.

### Performance Goals

Metric	FY21 Result	FY22 Result	FY23 Result	FY24 Result	FY25 Result	FY25 Target
<b>Metric 3.2.1:</b> Annual score on the FEVS Employee Engagement Index.	74%	74%	79%	80%	N/A	Government Average (73% in FY24)
<b>Metric 3.2.2:</b> Annual score on the FEVS Global Satisfaction Index.	60%	62%	68%	69%	N/A	Government Average (65% in FY24)
<b>Metric 3.2.4:</b> Percentage of people with disabilities in the FTC workforce.	8.8%	8.6%	9.3%	10.3%	10.5%	Equal or greater than previous FY
<b>Metric 3.2.5:</b> Percentage of people with targeted disabilities in the FTC workforce.	1.4%	1.4%	1.2%	1.2%	1.5%	Equal or greater than previous FY
<b>Metric 3.2.6:</b> Average number of days from job vacancy closing to making a tentative offer for new hires	51.1 days	64.6 days	55.2 days	48.1 days	N/A	N/A

### Objective 3.3: Optimize information management.

#### Performance Goals

Metric	FY21 Result	FY22 Result	FY23 Result	FY24 Result	FY25 Result	FY25 Target
<b>Metric 3.3.1:</b> Percentage of FTC IT systems hosted outside of the FTC’s data center.	N/A	90.0%	91.4%	92.0%	92.0%	90.0%
<b>Metric 3.3.2:</b> Availability of information technology systems.	99.94%	99.67%	99.52%	99.83%	99.17%	99.50%
<b>Metric 3.3.3:</b> Annual score on the FTC Cybersecurity Index.	6 of 8	7 of 8	7 of 8	8 of 8	7.75 of 8	7 of 8
<b>Metric 3.3.4:</b> Meet project milestones for developing an agency email records schedule and associated email capture and management process.	N/A	Email records schedule and policy drafted	Submitted email records schedule	Implemented capstone email records schedule	Evaluated email management practices	Complete evaluation of FTC email management practices
<b>Metric 3.3.5:</b> Meet project milestones for developing and implementing an agency wide approach for managing Controlled Unclassified Information (CUI).	N/A	Finalized CUI processes	Implemented CUI marking and launched training	CUI evaluation rescheduled for June 2025.	OS updated the agency-wide CUI training in FY24.	Update agency-wide training

#### Performance Goals Not Met

**Metric 3.3.2:** Several unplanned outages occurred in quarter 2 of FY 2025 due to overheating in the HQ data center that impacted applications, desk and soft phones and associated infrastructure. The event was caused by a power issue that triggered and shutdown the data center chillers. Further outages occurred in quarter 4 of FY 2025 due to downtime of a network appliance caused by remediation activities related to CISA’s Emergency Directive (ED) 25-03 to address vulnerabilities targeting Cisco devices.

# Annual Performance Plan for Fiscal Years 2026-2027



For more information on the agency strategic goals and objectives for FY 2025, see the FTC Strategic Plan for 2022-2026, linked on the FTC's [Budget, Performance, and Financial Reporting Archive page](#).

For more information on the agency strategic goals and objectives for FY 2026, see the FTC Strategic Plan for 2026-2030, linked on the FTC's [Strategic Plan page](#).

For more information on data sources, data collection, and calculations for the FTC's Performance Goals, see the FTC Data Quality Appendix, linked on the FTC's [Budget, Performance, and Financial Reporting page](#).

## Strategic Goal 1: Protect the Public From Unfair or Deceptive Acts or Practices in the Marketplace

**Objective 1.1: Identify, investigate, take actions against, and deter unfair or deceptive acts or practices that harm Americans, without unduly burdening legitimate business activity**

Metric	FY26 Target	FY27 Target
Amount of money returned to the public or forwarded to the U.S. Treasury as a result of consumer protection law enforcement actions.	\$65.0 million	\$65.0 million
Number of orders enjoining unfair, deceptive, or otherwise unlawful practices as a result of consumer protection law enforcement actions.	Baseline	TBD
Percentage of the FTC's consumer protection law enforcement actions that targeted the subject of consumer reports in the FTC's Consumer Sentinel Network.	80.0%	80.0%
Percentage of the FTC's consumer protection law enforcement actions that used the Tech Lab to identify targets, investigate or build the action.	Baseline	TBD
Number of consumer protection law enforcement cases for which BE economists prepared to testify as expert witnesses.	13	13

**Objective 1.2: Provide Americans and businesses with research, information and tools that offer guidance and mitigate harm**

Metric	FY26 Target	FY27 Target
Number of outreach events.	300	300
Number of page views for consumer and business education digital articles and other online resources.	20.0 million	17.0 million

**Objective 1.3: Advance U.S. interests and enhance protections for Americans by collaborating with law enforcement partners in the United States and internationally**

Metric	FY26 Target	FY27 Target
Number of consumer protection investigations or cases in which the FTC and other U.S. federal, state, and local government agencies shared evidence or information that contributed to FTC law enforcement actions or enhanced consumer protection.	375	375
Number of consumer protection investigations or cases in which the FTC obtained foreign-based evidence or information or engaged in other mutual assistance that contributed to FTC law enforcement actions, or in which the FTC cooperated with foreign agencies and/or multilateral organizations on enforcement matters.	26	26

**Strategic Goal 2: Protect Americans From Unfair Methods of Competition, Prevent Illegal Monopolies, and Promote Fair Competition**

**Objective 2.1: Improve Americans’ standard of living by taking action against anticompetitive mergers and unfair methods of competition**

Metric	FY26 Target	FY27 Target
Total consumer savings and other measurable benefits generated by antitrust enforcement.	\$2.0 billion	\$2.0 billion
Number of antitrust law enforcement cases for which BE economists prepared to testify as expert witnesses.	4	4

**Objective 1.2: Provide Americans and businesses with research, information and tools that offer guidance and mitigate harm**

Metric	FY26 Target	FY27 Target
Number of reports, studies, economic papers, and other public analysis of competition related topics.	6	6
Number of advocacy comments and amicus briefs filed regarding competition related topics.	5	5

**Objective 2.3: Advance U.S. interests and promote competition by collaborating with law enforcement partners in the United States and internationally**

Metric	FY26 Target	FY27 Target
While each agency conducts an independent review consistent with the law and facts in its jurisdiction, the percentage of FTC antitrust cases involving engagement with a foreign antitrust authority in which the agencies reached compatible outcomes.	85%	85%

### Strategic Goal 3: Protect Americans and Maximize Mission Outcomes Through Operational Excellence and Efficiency

#### Objective 3.1: Optimize available resources and administrative processes in support of the FTC’s mission

Metric	FY26 Target	FY27 Target
The FTC’s total benefit to Americans compared to the FTC’s net cost.	\$25 per \$1 net cost	\$25 per \$1 net cost
Audit opinion from the agency’s independent financial statement auditors.	Unmodified Opinion	Unmodified Opinion
Percentage of new contracts awarded within FTC’s established procurement action lead time.	90.0%	90.0%
Percentage of contract dollars awarded through a competitive process.	75.0%	75.0%
Percentage of internal customers satisfied with service from OCFO, OCIO, HCMO, and OCASO.	Baseline	TBD

#### Objective 3.2: Cultivate a best-in-class workforce

Metric	FY26 Target	FY27 Target
Percentage of employees who created an individual development plan in eTrain2.	Baseline	TBD
Percentage of supervisors who completed at least one leadership development activity and recorded it in eTrain2.	Baseline	TBD

#### Objective 3.3: Optimize information management

Metric	FY26 Target	FY27 Target
Availability of information technology systems.	99.50%	99.50%
Annual score on the FTC cybersecurity scorecard.	7 of 8	7 of 8
Meet project milestones for developing agency records schedules.	Submit Capstone official email records schedule and staff case files records schedule to NARA for approval.	Submit records schedule for OGC records to NARA for approval.