

**NATIONAL INDIAN GAMING COMMISSION**  
**Summary Performance Dashboard Report**

Other Notable Items
1. A training and technical assistance survey was issued to gaming tribes in 2011. 255 responses from 123 tribes were received to update the training offered.
2. A Notice of Inquiry was issued asking tribes to comment on what particular regulations or issues should be reviewed in November 2010. 8 consultations were held and a schedule published in April 2011. 21 potential issues were identified by tribes in the form of amending or potentially creating a new regulation.
3. Consultation meetings changed in 2010 from individual to group meetings with a break-out at the end of meetings if individual tribes want to meet with the Commission.
4. The Commission went through a strategic realignment in 2011 which created a new organizational structure. It eliminated silos and redundancies. It streamlined 6 Divisions into 3 Divisions.

Commission Priorities:
Consulting and building relationships with tribal governments; providing technical assistance and training; continuing its regulatory review; and reviewing its internal operations.

Mission Statement:
To work within the framework created by the IGRA for the regulation of gaming activities conducted by sovereign Indian tribes on Indian lands (1) promoting tribal economic development, self-sufficiency and strong tribal governments; (2) maintaining the integrity of the Indian gaming industry; and (3) ensuring that tribes are the primary beneficiaries of their gaming activities

2012 Strategic Plan Performance Measures				
Measure	2011 Actual	2012 Actual	Status	Benchmark
<b>Continue the Assistance, Compliance and Enforcement ("ACE") initiative.</b>				
Site visits conducted	640	568	▲	500
Notice of Violations issued	2	1	—	
Audits conducted	13	21	▲	20
Remedial action taken from audits conducted	10	15	—	
Follow-up not initiated due to audit at request of tribe for Class III gaming operation	2	1	—	
Response by auditors to tribal inquiries	443	373	▲	350
Fingerprint cards processed	67,724	67,421	▲	67,000
Audit reports received within timelines	95%	96%	◆	99%
Fees worksheets received within timelines	87%	86%	▼	99%
NIGC approved ordinance	100%	100%	▲	99%
Operation licensed by tribe	98%	100%	▲	99%
Management contracts approved	2	1	—	
Amendments to management contracts	4	6	—	
Modifications to list of individuals or entities for management contracts	5	3	—	
<b>Improve technical assistance and training for stakeholders.</b>				
Training events held	83	84	▲	70
Training hours conducted	659	748	—	
Attendance at training	2,309	2,013	▲	2,000
Tribes attending training	84%	65%	▼	70%
Satisfaction with training	86%	93%	▲	85%
<b>Improve and update the NIGC regulations.</b>				
Amended regulations	0	8	—	
New regulations	0	6	—	
Removed or repealed regulations	0	4	—	
<b>Improve consultation, communication and relationship building with tribal regulatory authorities, and federal and state agencies.</b>				
Consultations held	23	17	—	
Public meetings held	2	2	—	
<b>Increase efficiency, transparency and accountability.</b>				
Employee satisfaction with intranet	31%	28%	▼	60%
Employee policies approved	8	5	—	
Satisfaction with policies	57%	41%	▼	60%
Employees attending training	42%	68%	▲	70%
Gross Expenses	\$19.2 million	\$17.5 million	▲	savings

Improving/Within Benchmark	= ▲	Unfavorable Trend	= ▼
Watch/At Risk	= ◆	No Benchmark	= —

