

Strategic Goal 5: Produce timely and accurate data on the economic conditions of workers and their families

Strategic Objective 5.1 – Provide sound and impartial information on labor market activity, working conditions, and price changes in the economy for decision making, including support for the formulation of economic and social policy affecting virtually all Americans.

Analysis and Future Plans

Bureau of Labor Statistics (BLS)

In FY 2015, BLS reached 100 percent of the underlying timeliness, accuracy, and relevance targets for all of its Principal Federal Economic Indicators. In addition, BLS measured dissemination through the Average number of BLS website page views each month, and fell slightly under its target of 17.4 million by averaging approximately 17.0 million page views each month. Page view counts for fourth quarter tend to be seasonally lower, but fourth quarter FY 2015 was lower by about 975,000 a month compared to fourth quarter FY 2014. BLS adjusted its outyear targets accordingly, and will continue to ensure that its data products are readily accessible to its customers through the Internet, and meet users’ needs. Finally, BLS measured mission achievement with customer satisfaction with the BLS website through the American Customer Satisfaction Index, with a year-end score of 75, under its target of 77. BLS missed its target due to lower scores particularly in the areas of functionality and search, when compared to fourth quarter FY 2014. BLS adjusted its outyear targets accordingly, and in FY 2016, BLS will review these areas as part of a conceptual analysis for a redesigned website.

BLS – Improve the timeliness, accuracy, and relevance of information on labor market activity, working conditions, and price changes in the economy.

*Target reached (Y), Improved (I), or Not Reached (N)		FY/PY 2011	FY/PY 2012	FY/PY 2013	FY/PY 2014	FY/PY 2015	FY/PY 2016	FY/PY 2017	What Worked	What Didn't Work	Program Performance Improvement Plan
Percentage of timeliness targets achieved for the Principal Federal	Target	--	--	--	100.00%	100.00%	100.00%	100.00%	n/a	n/a	n/a
	Result	100.00%	100.00%	100.00%	100.00%	100.00%	--	--			
	Status	--	--	--	Y	Y	--	--			

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*Target reached (Y), Improved (I), or Not Reached (N)		FY/PY 2011	FY/PY 2012	FY/PY 2013	FY/PY 2014	FY/PY 2015	FY/PY 2016	FY/PY 2017	What Worked	What Didn't Work	Program Performance Improvement Plan
Economic Indicators (PFEIs). 1/											
Percentage of accuracy targets achieved for the PFEIs. 1/	Target	--	--	--	100.00%	100.00%	100.00%	100.00%	n/a	n/a	n/a
	Result	100.00%	100.00%	100.00%	95.00%	100.00%	--	--			
	Status	--	--	--	N	Y	--	--			
Percentage of relevance targets achieved for the PFEIs. 1/	Target	--	--	--	100.00%	100.00%	100.00%	100.00%	n/a	n/a	n/a
	Result	100.00%	90.00%	100.00%	100.00%	100.00%	--	--			
	Status	--	--	--	Y	Y	--	--			
Average number of BLS website page views each month (Dissemination) 2/	Target	--	--	--	Baseline	17,400,000	17,000,000	17,100,000	n/a	Page view counts for 4th quarter tend to be seasonally lower, but 4th quarter FY 2015 was lower by about 975,000 a month compared to 4th quarter FY 2014.	Will continue to ensure that BLS data products are readily accessible to its customers through the Internet, and meet users' needs.
	Result	--	--	--	17,423,845	16,965,254	--	--			
	Status	--	--	--	--	N	--	--			
Customer satisfaction with the BLS website through the American Customer Satisfaction Index (Mission Achievement)	Target	75	75	75	77	77	75	76	n/a	BLS missed its target due to lower scores particularly in the areas of functionality and search, when compared to 4th quarter FY 2014.	In FY 2016, BLS will review these concerns as part of a conceptual analysis for a redesigned website.
	Result	75	77	77	77	75	--	--			
	Status	Y	Y	Y	Y	N	--	--			

Sources: For most cross-cutting measures, internal BLS documents. For the Mission Achievement measure, the American Customer Satisfaction Index 2015 E-Gov Scores Q3: <http://www.foresee.com/assets/foresee-egov-index-q3-2015.pdf>

Notes:

1/ BLS revised its performance framework in 2014. Cross-cutting measures were new beginning in FY 2014. The FY 2011 - 2013 results are shown for trend-comparison purposes.

2/ In FY 2015, due to a change in software, BLS replaced the dissemination measure of *Average number of Internet site user sessions each month*, with a new, more comprehensive measure, *Average number of BLS website page views each month*.