

National Transportation Safety Board

Fiscal Years 2024-2025 Annual Strategic Performance Plan



INTEGRITY ◊ TRANSPARENCY ◊ INDEPENDENCE
EXCELLENCE ◊ DIVERSITY & INCLUSION

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Contents

List of Figures..... 6

List of Tables 6

Who We Are and What We Do 8

Organizational Structure 9

Plan Purpose and Scope 10

Strategic Goals and Objectives Summary 12

Strategic Performance Management Cycle 12

Improving Performance Management..... 14

Key Management Challenges 15

Strategic Goal 1: Ensure our Preparedness for Investigations Involving Advanced
and Emerging Transportation Technologies and Systems..... 16

Objective 1.1: Prepare the agency for advanced and emerging transportation
technologies and systems..... 16

Strategic Goal 2: Improve Processes and Products 17

Objective 2.1: Improve enterprise data governance 17

Objective 2.2 Enhance enterprise risk management 22

Objective 2.3 Improve information technology planning 22

Objective 2.4: Improve the effectiveness of agency processes and products 23

Strategic Goal 3: Optimize organizational effectiveness and efficiency..... 24

Objective 3.1: Strengthen human capital planning..... 24

Objective 3.2: Engage, connect, and protect the workforce 25

Objective 3.3 Develop model supervisors and leaders..... 27

Objective 3.4: Attract, Develop, and Retain a Diverse and Inclusive Workforce..... 28

Appendix A: Fiscal Year 2023 Through Fiscal Year 2025 Performance Measure
Crosswalk..... 30

Appendix B: NTSB Update on GAO Audit..... 43

Appendix C: Measure Type Definitions..... 44

Appendix D: Additional OMB A-11, Part 6 Requirements 45

Developing Performance Measures to Assess Progress 45

Tracking Progress and Annual Updates..... 45

Data Accuracy and Reliability 46

Appendix E: Performance Measure Definitions 47

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

List of Figures

Figure 1: NTSB Board Members.....	9
Figure 2: Summary of Strategic Goals and Objectives.....	12
Figure 3: Strategic Management Cyclical Process Map	13

List of Tables

Table 1: Abbreviations and Acronyms Used in This Report	7
Table 2: Management Challenges and Planned Actions to Address Them	15
Table 3: Performance Measure 1.1.1.1	17
Table 4: Performance Metric 1.1.2.1	17
Table 5: Performance Measure 2.1.1.1	19
Table 6: Performance Measure 2.1.1.2a	19
Table 7: Performance Measure 2.1.1.2b	19
Table 8: Performance Measure 2.1.2.1a	19
Table 9: Performance Measure 2.1.2.1b	20
Table 10: Performance Measure 2.1.3.1	20
Table 11: Performance Measure 2.1.3.2a	20
Table 12: Performance Measure 2.1.3.2b	21
Table 13: Performance Measure 2.1.4.1	21
Table 14: Performance Measure 2.1.4.2	21
Table 15: Performance Measure 2.1.4.3	22
Table 16: Performance Measure 2.3.1.1	23
Table 17: Performance Measure 2.4.1.1	24
Table 18: Performance Measure 3.1.1.1	25
Table 19: Performance Measure 3.2.1.1a	26
Table 20: Performance Measure 3.2.1.1b	26
Table 21: Performance Measure 3.2.1.2	27
Table 22: Performance Measure 3.3.1.1	28
Table 23: Performance Measure 3.4.1.1	29
Table 24: FY 2023 through FY 2025 Crosswalk.....	30
Table 25: NTSB GAO Update in Fiscal Year 2024 Through Fiscal Year 2025 Annual Performance Plan	43

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Abbreviations, Acronyms, and Initialisms

Table 1: Abbreviations and Acronyms Used in This Report

Abbreviation	Items spelled out
AS	Office of Aviation Safety
ASPP	annual strategic performance plan
CDO	chief data officer
CPIC	capital planning and investment control
CSP	Content Service Platform
CY	calendar year
DEIA	diversity, equity, inclusion, and accessibility
ERM	enterprise risk management
FAA	Federal Aviation Administration
FY	fiscal year
GAO	Government Accountability Office
GPRAMA	Government Performance and Results Modernization Act of 2010
IT	information technology
KPI	key performance indicator
MD	Office of the Managing Director
METI WG	Multimodal Emerging Technology Investigations Working Group
NTSB	National Transportation Safety Board
OMB	Office of Management and Budget
PMA	Product Management Application
SAFTI	System for Analysis of Federal Transportation Investigations
SORN	system-of-records notice
TMF	Technology Modernization Fund

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Who We Are and What We Do

The National Transportation Safety Board (NTSB) is an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant events in the other modes of transportation—railroad, transit, highway, marine, pipeline, and commercial space. We determine the probable causes of the accidents and events we investigate, and issue safety recommendations aimed at preventing future occurrences. In addition, we conduct transportation safety research studies and offer information and other assistance to family members and survivors for each accident or event we investigate. We also serve as the appellate authority for enforcement actions involving aviation and mariner certificates issued by the Federal Aviation Administration (FAA) and US Coast Guard, and we adjudicate appeals of civil penalty actions taken by the FAA.

Our Mission

Making transportation safer. We carry out our mission by—

- Maintaining our congressionally mandated independence.
- Conducting objective, thorough, and timely investigations and safety studies.
- Deciding, fairly and objectively, appeals of enforcement actions by the FAA and US Coast Guard and certificate denials by the FAA.
- Advocating for implementation of our safety recommendations.
- Assisting victims and survivors of transportation disasters and their families.

Our Core Values

Integrity

Transparency

Independence

Excellence

Diversity and Inclusion

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Organizational Structure

The NTSB’s organizational structure is designed around sound business and management principles. The Board comprises five members, each nominated by the president and confirmed by the US Senate to serve or complete a 5-year term. One of these members is nominated by the president to serve a 3-year term as chair, which requires separate Senate confirmation. Another member, designated by the president to be vice chair, serves in that position for 3 years and as acting chair when the Chair is absent or unable to serve or when the Board has no designated chair.



Figure 1: NTSB Board Members

Please visit the [Organization](#) page of our website for specific details on agency offices.

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Plan Purpose and Scope

In accordance with the [Government Performance and Results Modernization Act of 2010](#) (GPRAMA), under guidance from the US Office of Management and Budget (OMB), this annual strategic performance plan (ASPP) provides an overview of the NTSB's strategic goals and objectives found in our [Fiscal Year \(FY\) 2022-2026 Strategic Plan](#). This ASPP is forward-looking and defines the level of performance to be achieved during FY 2024 and FY 2025. This plan translates the priorities, goals, and objectives from the FY 2022-2026 Strategic Plan into performance goals and measures that can be assessed on an annual basis.

In general, the ASPP's purpose is to:

- Explain how the work of the agency benefits the public.
- Enable the public to understand the goals set by the agency to make progress.
- Describe the performance improvement strategies that are key to achieving the goals.

The FY 2022-26 Strategic Plan identifies three strategic outcome-oriented, long-term goals for major NTSB functions and operations. These goals are designed to maximize the NTSB's impact on transportation safety through comprehensive, timely accident investigations enabled by exceptional operational support services. Table 2 summarizes our strategic goals and objectives.

How to Use This Document

The document is organized by the strategic goals and strategic objectives. Each section under the strategic objective includes the following:

- Identification and description of the strategic goal and objective.
- Strategic objective performance overview:
 - **Strategies for Implementation** -The strategies outlined for implementation represent broad approaches the NTSB intends to adopt to achieve its strategic objectives in the upcoming fiscal years. It is important to note that while multiple strategies may be identified in this document to showcase all activities being worked on for objective achievement, not all of them are paired with specific performance metrics in the current two-year plan.
 - **Annual Performance Goals** - Customer-focused outcome goals that identify how the stakeholder benefits from our efforts.

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

- **Performance Measures** - Measurements of progress toward the performance goal with annual targets for the next two fiscal years. Performance measure targets are set based on requested funding levels in the budget justifications, anticipation of successful execution of strategic actions, and treatment of any enterprise risks to the strategic goals, strategic objectives, or performance goals.
 - Each performance measure typically consists of a hierarchical structure that helps identify its context within an organization's goals, objectives, and strategies. For instance, 1.1.1.1 represents goal 1, objective 1, strategy 1, and performance measure 1.
 - **Baseline** - When a new measure is being evaluated as a potential indicator for agency performance, a sample of measure data is gathered during the first year to aid in determining a starting point, or "baseline," from which future agency performance targets will be set and measured.
 - **N/A** - Some target data is not available due to the measure being new, needed to baseline, or the measure will not be counted until a later year or next fiscal year.

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Strategic Goals and Objectives Summary

Strategic Goal 1: Ensure our preparedness for investigations involving emerging transportation technologies and systems

- Strategic Objective 1.1. Prepare the agency for new transportation technologies and systems

Strategic Goal 2: Improve processes and products

- Strategic Objective 2.1. Improve enterprise data governance
- Strategic Objective 2.2. Enhance enterprise risk management
- Strategic Objective 2.3. Improve information technology planning
- Strategic Objective 2.4. Improve the effectiveness of agency processes and products

Strategic Goal 3: Optimize Organizational Effectiveness and Efficiency.

- Strategic Objective 3.1. Strengthen human capital planning
- Strategic Objective 3.2. Engage, connect, and protect the workforce
- Strategic Objective 3.3. Develop model supervisors and leaders
- Strategic Objective 3.4. Attract, develop, and retain a diverse and inclusive workforce

Figure 2: Summary of Strategic Goals and Objectives

Strategic Performance Management Cycle

Our strategic management process and our performance framework continues to evolve and provide a results-oriented culture that further improves transportation safety. Figure 3 depicts our strategic management cyclical process, which defines, implements, and measures success of the agency's strategies. The process involves analyzing our current circumstances, developing a plan to reach important goals, and executing that plan. For example, because of this cyclical process, the Multimodal Emerging Technology Investigations Working Group (METI WG) was established to help us identify emerging and advanced transportation technologies and ensure staff is prepared to evaluate these technologies within a safe transportation system. Also, as a result of this process, we updated our administrative law judges' hearing process

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

in response to the COVID-19 pandemic conditions to provide a virtual meeting option, improving our customers' experience and demonstrating our strategic agility in adapting to external factors.

NTSB Strategic Management Process Map

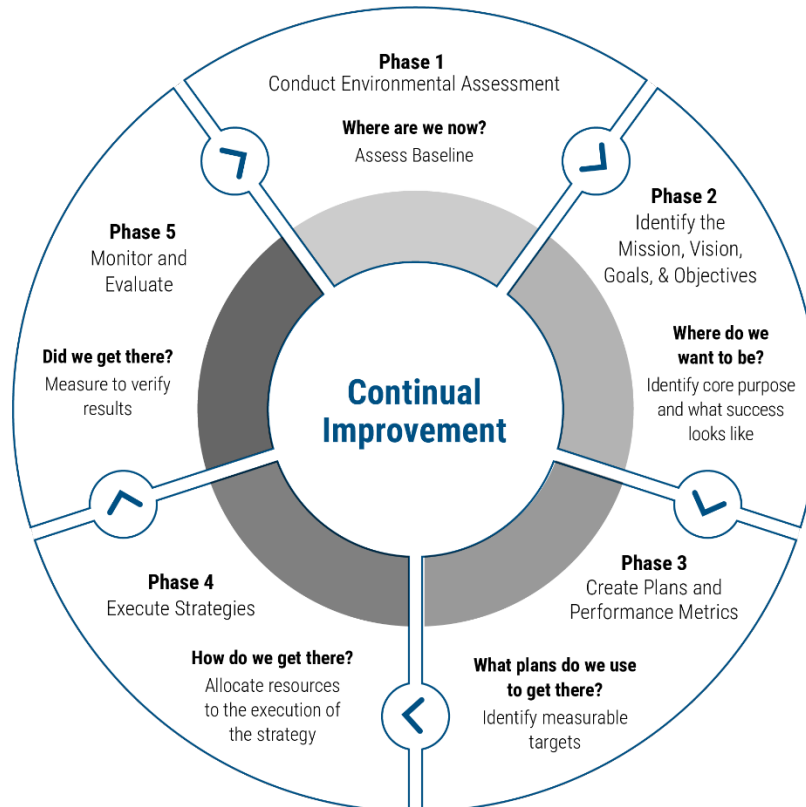


Figure 3: Strategic Management Cyclical Process Map

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Improving Performance Management

We continue to improve our strategic performance management program by:

- Developing this 2-year plan to better align with OMB A-11 and the agency's budget cycle. For more information on our changes from FY 2023, please see [Appendix A](#).
- Continuing quarterly measure discussions with our senior leadership team. These pivotal discussions serve as a platform for assessing our objectives and gauging our progress.
- Taking a fresh approach to reporting on our mission-related performance outcomes to better align with the GPRAMA, as requested in the most recent Government Accountability Office's (GAO's) August 2023 audit, *NTSB: Additional Actions Needed to Improve Management and Operations* ([GAO-23-105853](#)). The report made six recommendations to improve our performance; all are currently in open status. For more detailed information on our updates to this GAO report, please see [Appendix B](#).
- Strengthening our evidence and evaluation activities by establishing a formal program evaluation process, beginning with a comparison of other federal agencies' evaluation methods. We are also evaluating data to better understand what works well and why. In 2022, we designated a chief data scientist, and, in February 2024, we hired a Senior Executive Service-level chief data officer (CDO) to improve how we use data to inform agency decisions.

Enterprise Risk Management

We must identify and appropriately address risks associated with our programs, operations, and activities to remain resilient and proactive. We are actively aligning and integrating our enterprise risk management (ERM) program and internal controls program across all our plans and reports.

To achieve this alignment and more effectively identify the most significant risks to mission success, we are taking steps to develop a structured program evaluation process to measure the performance of our most significant agency programs. Guaranteeing the accuracy and reliability of our performance information allows Congress and the public to have confidence in our self-assessment results. We remain committed to proactively mitigating risk as we continue to enhance our ERM program.

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Key Management Challenges

Using our ERM methodology, we identified multiple risks that affect our ability to achieve our strategic goals. These may be influenced by several critical factors, such as regulatory shifts, technological advancements, and emerging risks. We must adapt to the increasing complexity of the transportation systems we investigate and the tools we use to conduct those investigations, whether those systems or tools involve automation, complex data analytics, operational policies, technological innovations, vehicle designs, or infrastructure. Understanding and addressing complexity in these systems remains paramount to our mission.

Adequate resources – financial, human, and technological – are vital to achieving our goals. Allocating and using resources efficiently is critical to our success. Table 2 shows how we are working to overcome these challenges and how we measure our effectiveness.

Table 2: Management Challenges and Planned Actions to Address Them

Key management challenges	Planned actions to address challenges
Variable or insufficient resources, including staff, budgetary fluctuations in the amount and timing of appropriations, and resource allocation and use	<ul style="list-style-type: none"> Execute a new strategy to pursue Technology Modernization Fund assets (strategy 2.1.2) to accomplish needed customer service and experience improvements; Implement a pilot of the agency’s capital planning and investment control (CPIC) lifecycle process, along with a new performance measure, to improve ERM (strategy 2.3.1)
Rapid implementation of emerging transportation technologies that outpaces our ability to train and equip our workforce and establish relevant policies to effectively achieve our mission	<ul style="list-style-type: none"> Continue using our Multimodal Emerging Technology Investigations Working Group (METI WG) to expedite and streamline timely training and equipage of our workforce to conduct comprehensive investigations through the development of new skills, tools, and procedural enhancements (strategy 1.2.1)
Competition with the private sector in recruiting, retaining, and developing skilled and diverse staff.	<ul style="list-style-type: none"> Continue focusing recruitment efforts on building capacity, addressing evolving technologies, and succession planning; Continue to explore innovative and alternate methods to hire employees including direct hire authority; Add a new strategy to determine ways to internally improve workforce engagement, development, and culture. This led to the creation of a new performance metric to conduct outreach and recruitment to underrepresented groups (strategy 3.1.1); Create a new strategy to continue providing leaders with learning and development opportunities (strategy 3.3.1)

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Strategic Goal 1: Ensure our Preparedness for Investigations Involving Advanced and Emerging Transportation Technologies and Systems

Objective 1.1: Prepare the agency for advanced and emerging transportation technologies and systems.

Innovations in transportation, such as automated vehicles and vessels, commercial space transportation, uncrewed aircraft systems, advanced air mobility, supersonic aircraft, high-speed ground transportation, and alternative fueled propulsion systems will continually challenge us to grow and expand our investigation processes, methods, and tools. It is essential that we remain up to date as these technologies evolve and have the techniques and resources in place to investigate transportation-related accidents and make effective recommendations to prevent their recurrence.

Examining the operational concepts and risks associated with emerging and evolving transportation technologies helps us understand how investigations involving these technologies will need to be conducted in the future. Our ability to conduct comprehensive investigations involving advanced systems and technologies will require continuous staff development, as well as acquiring the tools and equipment needed to document and analyze the associated investigative evidence.

Strategies for implementation

- Train newly hired investigative staff in NTSB methods and protocols first, to provide a foundation for gathering and documenting evidence;
- Develop and enhance staff investigative skills on advanced and evolving transportation systems, such as autonomous vehicles, vessels, advanced air mobility, and commercial space operations;
- Continue agency awareness of advanced and evolving technologies, including how they might be used to improve the efficiency, timeliness, or quality of our investigations;
- Evolve agency investigative tools and techniques to effectively address the challenges of advanced technologies;
- Establish a methodology to assess and monitor the skills needed to investigate new emerging transportation safety issues; identify at least two skills gap areas for development; and
- Collaborate with industry stakeholders to ensure understanding and awareness of data recorded by these emerging transportation systems.

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Annual Performance Goal 1.1: Ensure staff expertise and additional training regarding advanced and emerging technology accidents and events.

Performance Measure 1.1.1.1¹: Percent of new investigative staff in all modal offices trained in NTSB methods and investigative protocols

Table 3: Performance Measure 1.1.1.1

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Intermediate outcome ²	N/A	N/A	N/A	25% of new investigative staff trained	75% of remaining new investigative staff trained

Performance Measure 1.1.2.1: Develop strategy and methodology to assess and monitor the skills needed to investigate advanced and emerging technologies.

Table 4: Performance Metric 1.1.2.1

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Intermediate outcome	N/A	N/A	METI WG new technology recommendation report submitted to Office of the Managing Director (MD)	N/A	Request for proposal submitted to senior leadership for review

Strategic Goal 2: Improve Processes and Products

Objective 2.1: Improve enterprise data governance

Assessing and improving our processes and products promotes efficiency and responsiveness. In accordance with the [Foundations for Evidence-Based Policymaking Act of 2018](#) (Evidence Act) and [OMB's Memorandum M-19-23](#), we are

¹ Each performance measure typically consists of a hierarchical structure that helps identify its context within an organization's goals, objectives, and strategies. For instance, 1.1.1.1 represents goal 1, objective 1, strategy 1, and performance measure 1.

² See [Appendix C](#) for measure type definitions.

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

increasing our data use to allocate resources and achieve program objectives. The Evidence Act requires agencies to invest in and focus on managing and using data and evidence linking spending “to program outputs, delivering on mission, better managing enterprise risks, and promoting civic engagement and transparency.” Our increased data analytics capability and access to new data sources will help us improve our investigative processes and products.

We remain focused on improving how we leverage existing data to facilitate, update, and effectively manage our work and improve our customer service and experiences. Integrating data-informed assessments, enterprise dashboards, and key performance indicators (KPIs) into our organization improves our ability to identify organizational drivers and timely release facts, findings, and safety recommendations to the public. In doing so, we can more quickly educate the public and influence the safety changes needed to accomplish our mission of improving transportation safety before the next accident.

Annual Performance Goal 2.1: Increase our safety influence by using enhanced data systems and expertise to improve internal and external customer experiences.

Strategies for implementation

- Optimize website capabilities to improve customer service and experience.
- Analyze newly collected customer experience analytics and survey stakeholders about website engagement;
- Leverage the Technology Modernization Fund (TMF) to Improve customer service and experience;
- Enhance the agency Section 508 compliance accessibility program.
- Continue to develop an agency data governance program to advance data-driven decision-making; and,
- Reduce the average age of open investigations and the number of investigations over 2 years old in all modes to improve the timely release of facts, findings, and safety recommendations to improve transportation safety.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Performance Measure 2.1.1.1: Evaluate and implement tools to measure user interaction with agency content.

Table 5: Performance Measure 2.1.1.1

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Outcome	N/A	N/A	N/A	Implement one tool	N/A

Performance Measure 2.1.1.2a: Conduct customer experience satisfaction survey

Table 6: Performance Measure 2.1.1.2a

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Customer experience	N/A	N/A	N/A	Establish a customer experience satisfaction baseline	N/A

Performance Measure 2.1.1.2b: Improve customer experience satisfaction.

Table 7: Performance Measure 2.1.1.2b

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Customer experience	N/A	N/A	N/A	N/A	10% increase in customer experience satisfaction over FY24 baseline

Performance Measure 2.1.2.1a: Digitize 6120.1 Pilot/Operator Aircraft Accident/Incident Form on NTSB.gov.

Table 8: Performance Measure 2.1.2.1a

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Customer experience	N/A	N/A	N/A	6120.1 Pilot/Operator Aircraft Accident/Incident Form is digitized on NTSB.gov	N/A

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Performance Measure 2.1.2.1b: Implement content service platform to update the management investigation digital artifacts.

Table 9: Performance Measure 2.1.2.1b

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Output	N/A	N/A	N/A	N/A	Deploy content service platform to manage digital artifacts

Performance Measure 2.1.3.1: Develop a draft Section 508 Compliance Operations Bulletin.

Table 10: Performance Measure 2.1.3.1

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Intermediate outcome	N/A	N/A	N/A	Draft Operations Bulletin submitted to the Section 508 Working Group for review	N/A

Performance Measure 2.1.3.2a: Identify available solutions to test agency external web content compliance with Section 508 accessibility requirements.

Table 11: Performance Measure 2.1.3.2a

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Intermediate outcome	N/A	N/A	N/A	Identification completed and recommendations provided to MD and Office of Safety Recommendations and Communications	N/A

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Performance Measure 2.1.3.2b: Acquire and implement the recommended Section 508 solution(s)

Table 12: Performance Measure 2.1.3.2b

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Outcome/ customer experience	N/A	N/A	N/A	N/A	Implement recommendations to establish compliance baseline

Performance Measure 2.1.4.1: Average age of open investigations.

Table 13: Performance Measure 2.1.4.1

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Output/ customer experience	N/A	N/A	N/A	≤ 365 days	≤ 365 days

Performance Measure 2.1.4.2: Number of investigations over two years old.

Table 14: Performance Measure 2.1.4.2

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Efficiency/ customer experience	N/A	N/A	N/A	No more than two investigations over two years old (by mode)	Zero investigations over two years old (by mode)

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Performance Measure 2.1.4.3: Populate SAFTI with 2000-2009 surface mode accident data.

Table 15: Performance Measure 2.1.4.3

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Intermediate outcome/customer experience	N/A	N/A	N/A	N/A	Data entry completed for 2000-2009 surface mode data

Objective 2.2 Enhance enterprise risk management

Although we do not have performance measures for FY 2024, we continue to execute our ERM program as outlined in agency polices. The agency is focusing efforts on developing a formalized program evaluation process in objective 2.4 to support ERM in the longer term. In FY 2024, we hired a CDO, who is also the chief risk officer, who will integrate data governance, performance improvement, program evaluation, and risk management to enhance our ERM program.

Objective 2.3 Improve information technology planning

We continue to project our need for technology enhancements over the next 5 years by implementing a capital planning and investment control (CPIC) new lifecycle process. Maturing and aligning our agency’s budgeting, acquisition, and information technology (IT) processes will allow us to improve strategic planning for critical technology needs. CPIC is key to selecting, controlling, and evaluating the status of major investments. It provides the data necessary to make informed decisions on IT investments and to create and analyze the rationale for these investments. The CPIC process enhances agency transparency and allows us to systematically select, manage, and evaluate IT investments to ensure critical data systems and data are available and accessible.

Annual Performance Goal 2.3: Enhance agency budgeting processes to ensure critical technology needs are met.

Strategies for implementation

- Fully implement the approved CPIC lifecycle process to improve efficiency and ERM;

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

- Develop multiyear enterprise IT resources to address critical agency technology needs; and,
- Align agency processes to enable optimal outcomes (for example, unfunded request process, 5-year acquisition forecast, ERM).

Performance Measure 2.3.1.1: Standardize the capital planning and investment control process.

Table 16: Performance Measure 2.3.1.1

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Process	N/A	N/A	Operations bulletin submitted for approval	Pilot completed with recommendations to update the operations bulletin	Revised operations bulletin finalized and approved

Objective 2.4: Improve the effectiveness of agency processes and products

Effective processes and products improve agency operations and our engagement with our stakeholders, which are important to successfully conduct the agency’s mission. We must ensure key agency products remain adaptable to a fast-changing transportation environment. This includes our website, which enhances customers’ understanding of the safety lessons learned from our investigations. We continue to evaluate and improve our processes and products, which promotes efficiency and responsiveness. In accordance with the Evidence Act and the OMB’s Memorandum [M-19-23](#), we are increasingly using data to decide how best to allocate resources and achieve program objectives.

Our increased capability in data analytics and access to new data sources continue to help us improve our investigative and business operations and products to inform decisions. For instance, we cannot successfully improve our processes and products without real-time feedback from those who come to the NTSB for information or services, whether they are visiting our website to read our reports, seeking investigative trends via our data query tool, or using our advocacy resources.

In addition, ensuring our internal process are streamlined and effective has made us more adaptable to the changing landscape and contributed to our success as an agency. Evaluating our programs will provide us with a way to monitor and report on accomplishments, agency strategic goals, and priorities.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Annual Performance Goal 2.4 Increase agency expertise in conducting program evaluations.

Strategies for implementation

- Establish a process for evaluating agency offices, programs, and projects;
- Benchmark other federal agencies who conduct program evaluations;
- Provide recommendations on program evaluation processes and implement these recommendations to standardized agency processes.
- Evaluate agency programs and implement recommendations for improvements; and,
- Provide process improvement tools and training to develop a more highly engaged and productive workforce.

Performance Measure 2.4.1.1: Implement a program evaluation process

Table 17: Performance Measure 2.4.1.1

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Intermediate outcome	N/A	N/A	N/A	Best practice recommendations report submitted to the MD for review.	One pilot program evaluation conducted, and operations bulletin drafted

Strategic Goal 3: Optimize organizational effectiveness and efficiency

Objective 3.1: Strengthen human capital planning

Strengthening human capital planning is pivotal to achieving our strategic objectives and ensuring sustained organizational excellence. We recognize that our workforce is our most valuable asset and have developed a multi-pronged approach to our human capital planning efforts. Our commitment to developing model leaders through leadership training programs, mentorship initiatives, and succession planning equips our workforce with the skills and vision necessary to navigate complex challenges, foster innovation, and drive mission success. These programs focus on cultivating adaptive, resilient, and forward-thinking employees who can inspire and guide teams effectively. Simultaneously, our outreach and recruitment endeavors are designed to cast a wide net, attracting a diverse array of talented individuals whose varied perspectives are essential to achieving our agency's

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

mission. Embracing diversity enhances problem-solving capabilities, fosters a more dynamic and innovative environment, and promotes equity and fairness. Through these integrated efforts, we strengthen our human capital planning by enabling us to build a capable, motivated, and diverse workforce aligned with our agency's mission and values to ensure we are well-prepared to meet our mission and serve the public effectively.

Annual Performance Goal 3.1: Enhance the NTSB’s culture to retain, attract, engage, and grow a highly skilled and diverse workforce.

Strategies for implementation

- Determine ways to improve workforce engagement, development, and culture;
- Create a data system to track and analyze staffing levels and hiring actions; and,
- Establish a talent pipeline for succession planning.

Performance Measure 3.1.1.1: Conduct outreach and recruitment to underrepresented groups.

Table 18: Performance Measure 3.1.1.1

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Output/customer experience	N/A	N/A	N/A	One outreach effort conducted per office (agency minimum: 13)	Two outreach efforts conducted per office (agency minimum: 26)

Objective 3.2: Engage, connect, and protect the workforce

We recognize the paramount importance of enhancing our internal safety culture, prioritizing rigorous safety protocols, training, and proactive risk mitigation strategies to safeguard the well-being and security of our workforce. Assessing our on-scene hazards has been critical to ensuring the safety of our employees. We will continue to implement safety and security practices that enhance our preparedness for and resilience to personal and operational risks.

Annual Performance Goal 3.2 Enhance internal safety culture to reduce staff risk, injury, harm, and adverse health effects.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Strategies for implementation

- Engage and protect staff in their work by addressing gaps in safety, security, and emergency management; and,
- Identify and implement employee health and safety measures on scene and in relation to emerging technology.

Performance Measure 3.2.1.1a: Implement hazard risk assessment pilot using new process and application to evaluate and manage on-scene safety risks.

Table 19: Performance Measure 3.2.1.1a

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Intermediate outcome	N/A	Completed risk assessment list of hazards, personal protective equipment, and mitigations for the Office of Aviation Safety (AS) to provide to OCIO (CY 22)	Enhanced risk assessment tool drafted for all modes (online portion delayed by funding availability)	Evaluate 15% of one modal office's launches	N/A

Performance Measure 3.2.1.1b: Percent of total launches evaluated using new hazard risk assessment process and application

Table 20: Performance Measure 3.2.1.1b

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Intermediate outcome	N/A	Completed risk assessment list of hazards, personal protective equipment, and mitigations for AS to provide to OCIO (CY 22)	Enhanced risk assessment tool drafted for all modes (online portion delayed by funding availability)	N/A	50% of total launches evaluated

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Performance Measure 3.2.1.2: Implement high priority safety gap recommendations identified by the safety gap assessment.

Table 21: Performance Measure 3.2.1.2

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Outcome	N/A	N/A	Gap assessment initiated and reviewed by stakeholders. High priority actions identified.	Gap assessment completed and two high-priority safety gap recommendations identified	Two high-priority safety gap recommendations implemented

Objective 3.3 Develop model supervisors and leaders

As part of our commitment to developing model supervisors and leaders, we prioritize continuous learning and leadership growth. Our approach includes targeted professional development opportunities for supervisors, addressing specific growth areas and providing leadership experiences. Additionally, we emphasize soft skills training for supervisory positions, recognizing the importance of effective communication, conflict resolution, and team management. By investing in the development of our supervisors, we ensure a strong leadership pipeline and enhance overall organizational effectiveness.

Annual Performance Goal 3.3 Develop leaders by providing continuous learning and development opportunities.

Strategies for implementation

- Ensure continuous learning and leadership growth for supervisors through professional development;
- Ensure future leaders have training to address specific growth areas and provide opportunities for leadership experiences; and,
- Focus on soft skills training for supervisory positions.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Performance Measure 3.3.1.1: Implement training to address soft skills development in supervisory positions.

Table 22: Performance Measure 3.3.1.1

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Outcome	N/A	N/A	N/A	25% of supervisors trained	75% of remaining supervisors trained

Objective 3.4: Attract, Develop, and Retain a Diverse and Inclusive Workforce

Our diverse, multicultural, and multitalented workforce contributes a rich range of experience and expertise to the agency’s mission. Our success depends on an effective, highly skilled, engaged, and inclusive workforce. We promote diversity, awareness, inclusion, and mutual respect within our workforce so that every staff member has an equal opportunity to contribute and succeed. By implementing strategies and actions outlined in our diversity, equity, inclusion, and accessibility (DEIA) strategic plan,³ we create a workplace where people are valued, respected, and treated fairly. We continue to focus on recruiting, retaining, and training staff with the right mix of skills.

Annual Performance Goal 3.4: Promote diversity, awareness, inclusion, and mutual respect within our workforce so that every staff member has an equal opportunity to contribute and succeed.

Strategies for implementation

- Ensure that training knowledge and development programs build needed competencies, including sharing and mentoring;
- Promote equity in all aspects of the employment lifecycle; and,
- Continue training and development programs to build needed competencies.

³ The DEIA strategic plan is mandated by Executive Order 14035, Advancing Diversity, Equity, Inclusion, and Accessibility in the Federal Workforce.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Performance Measure 3.4.1.1: Conduct DEIA training for hiring managers and supervisors on targeted disabilities.

Table 23: Performance Measure 3.4.1.1

Measure Type	FY 2021 Result	FY 2022 Result	FY 2023 Result	FY 2024 Target	FY 2025 Target
Output	One training conducted	One training conducted	One training conducted	One training conducted	One training conducted

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Appendix A: Fiscal Year 2023 Through Fiscal Year 2025 Performance Measure Crosswalk

Table 24: FY 2023 through FY 2025 Crosswalk

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
Goal 1: Ensure our preparedness for investigations involving advanced and emerging transportation technologies and systems.	N/A	N/A	N/A
Objective 1.1: Prepare the agency for advanced and emerging transportation technologies and systems.	N/A	N/A	N/A
N/A	New Annual Performance Goal 1.1: Ensure staff expertise and additional training regarding advanced and emerging technology accidents and events	N/A	N/A
N/A	New Strategy 1.1.1: Train newly hired investigative staff in NTSB methods and investigative protocols, first, to provide a foundation for gathering and documenting evidence	N/A	N/A
N/A	Create a new measure for training new investigative staff	25% of new investigative staff trained	75% of remaining new investigative staff trained

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
N/A	New Strategy 1.2.1: Establish methodology to assess and maintain the skills needed to investigate advanced and emerging transportation safety issues	N/A	N/A
Implement proposed emerging transportation technologies recommendations identified by the multimodal emerging technology working group.	Create a new measure for continuing the METI WG's work and implementing their recommendations.	N/A	Request for proposal submitted to senior leadership for review
Goal 2: Improve processes and products.	N/A	N/A	N/A
Objective 2.1: Improve enterprise data governance.	N/A	N/A	N/A
N/A	New Annual Performance Goal 2.1: Increase our safety influence by using enhanced data systems and expertise to improve internal and external customer experience	N/A	N/A
N/A	New Strategy 2.1.1: Optimize website capabilities to improve customer service and experience	N/A	N/A

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
Develop a new system-of-records notice (SORN) for agency	Deleted. SORN received approval and finalized. Agency labor cost timecard data was added to the data analytics platform for analysis based on new SORN.	N/A	N/A
Develop and publish an approved data-strategy	Deleted. Data strategy document was published ahead of schedule and the agency began execution (data skills training, hiring data-oriented staff).	N/A	N/A
Develop agency strategic and operational key performance indicators (KPIs) to assess progress	Deleted. KPI measure developed and KPI dashboard. Utilizing dashboard to implement new FY 2024-25 performance measures.	N/A	N/A
Establish a digital services customer experience improvement strategy	Deleted. Customer experience improvement strategy implemented through a formal benchmarking report and NTSB's participation in the government-wide Technology Modernization Fund (TMF) to execute customer experience improvement. See new measures created below for improving customer experience.	N/A	N/A

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
N/A	Create a new measure for improving customer experience.	Evaluate and implement tools to measure user interaction with agency content	N/A
N/A	Create a new measure for improving customer experience.	Conduct customer experience satisfaction survey	Improve customer experience satisfaction
N/A	New Strategy 2.1.2: Improve customer service and experience with the Technology Modernization Fund	N/A	N/A
N/A	Create new measures to improve customer experience and showcase the TMF use.	Digitize 6120.1 Pilot/Operator Aircraft Accident/Incident Form on NTSB.gov	Implement CSP to manage investigation digital artifacts
N/A	New Strategy 2.1.3: Establish an agency Section 508 compliance accessibility program	N/A	N/A
N/A	Create a new measure for improving customer experience and ensuring compliance with Section 508 accessibility by developing standard procedures for the program.	Develop a draft Section 508 compliance operations bulletin	N/A
N/A	Create new measures for improving customer experience and ensuring compliance with Section 508 accessibility of the agency's NTSB.gov website.	Identify available solutions to test agency external web content compliance with Section 508 accessibility requirements	Acquire and implement the recommended Section 508 solutions

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
N/A	New Strategy 2.1.4: Reduce the age of open investigations to improve the timely release of facts, findings, and safety recommendations to the public	N/A	N/A
N/A	Create a new measure on the average age (1 year or less) of open investigations per FY.	Average age of open investigations	Average age of open investigations
N/A	Create a new measure on the number of investigations over 2 years old. The FY24 goal is to have no more than two investigations over two years old per mode. The FY25 goal is to have zero investigations over two years old per mode.	Number of investigations over two years old	Number of investigations over two years old
N/A	Create a new measure on populating the System for Analysis of Federal Transportation Investigations (SAFTI) with previous years' surface mode data between 2000-2009. The goal is to have all modes completed at the end of FY 26.	N/A	Populate SAFTI with 2000-2009 surface mode accident data

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
Objective 2.2: Improve enterprise data governance.	No measures established in FY 23 through FY25 for now. There is an agency refocus on developing a program evaluation process in Objective 2.4 to support ERM longer term.	N/A	N/A
Objective 2.3: Improve information technology planning.	N/A	N/A	N/A
N/A	New Annual Performance Goal 2.3: Enhance agency budgeting processes to ensure critical technology needs are met	N/A	N/A
N/A	New Strategy 2.3.1: Fully implement the approved capital planning and investment control lifecycle process to improve efficiency and enterprise risk management	N/A	N/A
Establish a capital planning investment control (CPIC) process	Implemented CPIC process on one information technology (IT) investment that is pending approval; published CPIC policy and eBook.	N/A	N/A

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
N/A	Create a new measure to continue CPIC process implementation. We have combined the two previous metrics into one with a pilot being conducted in FY24 updating an approved operations bulletin in FY25.	Standardize the CPIC process	Standardize the CPIC process
N/A	New Annual Performance Goal 2.4: Increase agency expertise in conducting program evaluations	N/A	N/A
N/A	New Strategy 2.4.1: Establish a process for evaluating agency offices, programs, and projects.	N/A	N/A
Complete 50% of selected Product Management Application (PMA) reviews on time	Deleted. At least 62% of selected PMA reviews were completed on time; three PMA process improvement recommendations were implemented. Discovered the need to look at other programs and projects to ensure efficiency. New measures have been created to focus on establishing a standardized program evaluation process.	N/A	N/A

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
N/A	Create a new measure to establish a formalized evaluation process and conduct a program evaluation.	Implement a program evaluation process.	Implement a program evaluation process.
Goal 3: Optimize organizational effectiveness and efficiency.	N/A	N/A	N/A
Objective 3.1: Strengthen human capital planning.	N/A	N/A	N/A
N/A	New Annual Performance Goal 3.1: Enhance NTSB's culture to retain, attract, engage, and grow a highly skilled and diverse workforce	N/A	N/A
N/A	New Strategy 3.1.1: Determine ways to improve workforce engagement, development, and culture	N/A	N/A

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
Develop a draft workforce development plan	Deleted. Reassessed measure to prioritize hiring in FY 23. Comprehensive analysis of the agency's human capital and workload data and information (evidence) was an essential prerequisite to starting the human capital development planning phase. Therefore, in FY 2023, we refocused our efforts on facilitating this human capital analysis, ensuring that we had automated access to the hiring data; working on the backlog of vacancies as requested by OMB; and obtaining and implementing direct hire authority for our mission-critical positions. Additionally, based on feedback received from the GAO audit, this measure has been streamlined, and we refocused our strategic workforce planning efforts for FY 2024-25 (see Table 25 below).	N/A	N/A
Structure and grow the workforce to align with the agency's strategic direction	Deleted. One modal office restructuring action plan implemented.	N/A	N/A

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
Implement two career development roadmap enhancements	Deleted. Six career development roadmap enhancements implemented. See status above new measures for FY 2024-25 on determining skill gap in leadership positions and implementing recommendations on skill gaps in objective 3.3.	N/A	N/A
N/A	Create a new measure to engage and recruit for succession planning with underrepresented groups. Each office will conduct outreach efforts per fiscal year.	Conduct outreach and recruitment to underrepresented groups	Conduct outreach and recruitment to underrepresented groups
Objective 3.2: Engage, connect, and protect the workforce human capital planning.	N/A	N/A	N/A
N/A	New Annual Performance Goal 3.2: Enhance internal safety culture to reduce staff risk, injury, harm, and adverse effects		N/A
N/A	New Strategy 3.2.1: Engage and protect staff in their work by assessing gaps in safety, security, and emergency management	N/A	N/A

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
Develop and pilot an enhanced Accident Investigation Risk Assessment for regional AS staff to improve on-scene risk identification and mitigation (measure title updated midyear)	<p>Revised. Pilot enhanced Risk Assessment drafted for AS staff and all modes. Online portion of pilot delayed by funding availability, but still anticipated to begin for regional AS staff in early November 2023.</p> <p>Updated to reflect pilot status for new process and application.</p>	Implement hazard risk assessment pilot using new process and application to evaluate and manage on-scene safety risks	Percent of total launches evaluated using new hazard risk assessment process and application
N/A	<p>In 2023, the Safety Committee, initiated a safety gap assessment which was developed to provide information on employee safety, security, and emergency management. The goal is to complete the assessment and identify high priority safety gap recommendations to implement.</p> <p>Create a new measure on implementing an agency-wide employee safety, security and emergency management gap assessment and identify top areas needing action.</p>	Implement high priority safety gap recommendations identified by the safety gap assessment.	Implement high priority safety gap recommendations identified by the safety gap assessment.
Objective 3.3: Develop model supervisors and leaders.	N/A	N/A	N/A

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
N/A	New Annual Performance Goal 3.3: Develop leaders by providing continuous learning and development opportunities	N/A	N/A
N/A	New Strategy 3.3.1: Ensure continuous learning and leadership growth for supervisors through professional development.	N/A	N/A
Implement two career development roadmap enhancements	Deleted. Six career development roadmap enhancements implemented.	N/A	N/A
N/A	Create a new measure focused on training supervisor positions on soft skills.	Implement training to address soft skills development in supervisory positions	Implement training to address soft skills development in supervisory positions
Objective 3.4: Attract, develop, and retain a diverse, and inclusive workforce.	N/A	N/A	N/A
N/A	New Annual Performance Goal 3.4 Promote diversity, awareness, inclusion, and mutual respect within our workforce so that every staff member has an equal opportunity to contribute and succeed	N/A	N/A

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2023 Measure	Status of FY 2023 Measures Continuation to FY 2024 or FY 2025	FY 2024 Measure	FY 2025 Measure
N/A	New Strategy 3.4.1 Continue to provide training and development programs to build needed competencies	N/A	N/A
Support and implement DEIA strategic plan strategies and actions	Deleted. 109 agency DEIA strategic plan strategies and actions completed	N/A	N/A
N/A	Create a new measure on DEIA training on targeted disabilities for hiring managers and supervisors.	Conduct DEIA training for hiring managers and supervisors on targeted disabilities	Conduct DEIA training for hiring managers and supervisors on targeted disabilities

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Appendix B: NTSB Update on GAO Audit

Table 25: NTSB GAO Update in Fiscal Year 2024 Through Fiscal Year 2025 Annual Performance Plan

Content requirement	Extent to which NTSB met requirement in the FY 2023 ASPP	NTSB requirement update in the FY 2024-25 ASPP	Explanation of evaluation
Annual performance goals	◐	◑	The annual performance plan lists performance goals, but the majority of these goals are not quantifiable or measurable. NTSB update: Where appropriate, the metrics have been updated with quantifiable measures to include percent of personnel trained or numerical customer satisfaction survey results. In some cases, the new metrics require a baseline assessment including a study with recommendations to leadership. All artifacts will be preserved for future audits.
Description of the strategies and resources required to achieve the agency's performance goals	◐	◑	The annual performance plan identifies strategies for achieving NTSB's goals and objectives but does not identify the financial, technological, or human resources (e.g., additional staff or budget amounts) needed to achieve the goals and objectives. NTSB update: The metric definitions in Appendix (E) have been updated to include required resources. This element will feature financial, technological, and human resources required for the metric to be successful.
Balanced set of performance indicators.	○	◑	The annual performance plan does not include quantitative performance measures that would allow the agency to measure progress toward achieving annual performance goals. NTSB update: This year's performance plan incorporates a variety of new and updated metrics that are in line with the GPRAMA guidance. These include strategies and metrics aimed at achieving mission-centric outcomes, improving processes and efficiency as well as enhancing customer service.
Expected level of performance in current and next fiscal years	◐	●	The annual performance plan identifies target levels of performance for the current fiscal year, but not for the next fiscal year. NTSB update: This year's plan (and those going forward) will include outyear performance metrics. The current NTSB strategic plan period ends FY 25; therefore, this annual strategic performance plan will only include FY 24 and FY 25.

Legend: ● - Met; ◐ - Partially Met; ◑ - Mostly Met; ○ - Not Met
As of 8/7/2024

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Appendix C: Measure Type Definitions⁴

Customer Experience. Measure that indicates how the government interacts with those it serves or regulates and informs how it can improve those interactions.

Efficiency. A ratio of program activity inputs (such as costs or hours worked by employees) to its outputs or outcomes. Efficiency indicators reflect the resources used to achieve outcomes or produce outputs. Measuring the cost per unit of outcome or output tends to be most useful for similar, repeated practices. In other circumstances, it tends to be more useful to find effective practices and then look for lower cost ways of delivering them.

Input. Indication of resource consumption, especially time and money, used.

Intermediate Outcome. Indicates progress against an intermediate outcome that contributes to an ultimate outcome, such as the percentage of schools adopting effective literacy programs, compliance levels, or the rate of adoption of safety practices. Intermediate outcome indicators are especially helpful if they are based on strong theory and have been validated through research to have a strong positive correlation with the ultimate outcome desired.

Process. Indicates how well a procedure, process, or operation is working (e.g., timeliness, accuracy, fidelity, or completeness).

Outcome. Indicates progress toward achieving the intended result of a program and changes in conditions that the government is trying to influence.

Output. Tabulating, calculating, or recording activity or effort, usually expressed quantitatively. Outputs describe the level of product or activity that will be provided over a period of time. Although output indicators can be useful, there must be a reasonable connection, and preferably a strong positive correlation, between outputs used as performance indicators and outcomes. Agencies should select output indicators based on evidence supporting the relationship between outputs and outcomes, or in the absence of available evidence, based on a clearly established argument for the logic of the relationship.

⁴ These measure type definitions are derived from OMB A-11 (2023), Part 6, section 200.4.

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Appendix D: Additional OMB A-11, Part 6 Requirements

Developing Performance Measures to Assess Progress

The agency recognized the need for a 2-year focused ASPP to align seamlessly with our budgeting submissions and the requirements set forth by GPRAMA. Throughout the planning process, we crafted performance goals that emphasize outcomes, tracking our goals using performance measures. In several instances, we introduced new measures to effectively monitor performance goals.

Looking ahead to FY 2025, we recognize that some performance measures may require further discussion and coordination with stakeholders, and we must establish implementation plans for our reauthorization requests and funding allocations.

Tracking Progress and Annual Updates

The GPRAMA established the need for agencies to identify performance goals, report progress toward targets, and conduct data-driven reviews. These practices serve two key purposes for stakeholders within and outside of the organization: to assess the organization's health and impact, and to inform decision-making, resource allocation, and strategy.

We operationalize these requirements with the following:

- Quarterly reviews: We review our strategic objectives, annual performance goals, and measures quarterly, which enables us to improve as we advance toward the outcomes outlined in our strategic plan.
- Organizational dialogue and coordination: Quarterly organizational performance reviews serve as a regular forum in which office leadership collaborates to set and align priorities, identify and solve problems, review agency performance goals, and drive evidence-informed decisions and results.
- Statutory requirements integration: Annual and quarterly cycles integrate GPRAMA statutory obligations. We conduct organizational performance reviews for agency strategic objectives and priority goals, as well as for any cross-agency priority goals

All plans, reports, and updates are published on the NTSB's [Strategic Plans and Reports](#) page.

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Data Accuracy and Reliability

We ensure the accuracy and reliability of our performance data in this ASPP, and the performance data tables in accordance with GPRAMA. All performance data reported in the ASPP is subject to our data verification and validation standards. Office directors and deputies confirm the validity of the data in our Product Management Application (PMA) system. Performance information is provided with historical, organizational, and supporting context to provide the reader with a fuller perspective of the data and is reviewed quarterly and annually at the strategic objective level.

Following office validation and verification, the data is reviewed within corresponding trends and programmatic context by the CDO and staff. If further consultation with the data provider is necessary, the team works with the relevant offices to ensure data has been verified. The CDO presents the data quarterly to the MD and senior leadership to communicate analysis, results, risks, and priorities, as well as to identify any course corrections needed for our objectives, strategies, or performance measures.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

Appendix E: Performance Measure Definitions

FY 2024 and FY 2025 Performance Measure 1.1.1.1
Percent of new investigative staff trained in basic NTSB methods and investigative protocols
Strategic Goal 1 Ensure our preparedness for investigations involving advanced and emerging transportation technologies and systems
Strategic Objective 1.1 Prepare the agency for new transportation technologies and systems
Annual Performance Goal 1.1 Increase staff expertise and training in responding to accidents and events, including those involving advanced and emerging transportation safety issues.
Strategy 1.1.1 Train newly hired investigative staff in NTSB methods and protocols first, to provide a foundation for gathering and documenting evidence.
FY 2024 Performance Target 25% of new investigators trained
FY 2025 Performance Target 75% of remaining new investigators trained
Office Leads⁵ P: MD - Brian Curtis; HCT - Veronica Marshall; TM: Modal Offices
PUBLIC/STAKEHOLDER BENEFIT: By ensuring our investigators are consistently trained on our investigative processes, they will more effectively deliver high-quality investigations, products, and services to improve modal transportation safety.
Definition: This measure provides data on the number of new investigators trained on NTSB methods and protocols. Training methods and protocols could include but not limited to modal targeted training, on the job training (i.e., launching, other identified training), or accident investigation manual training, etc.
Each modal office determines how many new investigators they have on October 1, 2023 (FY 2024) and October 1, 2024 (FY 2024). This number will be used to calculate the agency percentage. Offices may confer with HCT to verify number of new investigators hired on 10/1/2023 (FY2024) and 10/1/ 2024 (FY 2025).
FY 2024 Standards: Green: ≥25% of new investigators trained. Yellow: ≥15% of new investigators staff trained. Red: ≤10% of new investigators trained.
FY 2025 Standards: Green: ≥75% of remaining new investigators trained. Yellow: ≥50% of remaining new investigators trained. Red: ≤40% of remaining new investigators trained.

⁵ Primary (P); Secondary (S); Target Manager (TM)

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 and FY 2025 Performance Measure 1.1.1.1 Percent of new investigative staff trained in basic NTSB methods and investigative protocols
<p>FY 2024 Milestones: Quarter 1 (December): Not applicable. Quarter 2 (March 31): Offices determine the number of new investigators who need training; training is completed. Quarter 3 (June 30): Training is completed. Quarter 4 (September 30): Training is completed.</p>
<p>FY 2025 Milestones: Quarter 1 (December) Offices determine the remaining 75% of new investigators who need training. Quarter 2 (March 31): Training is completed. Quarter 3 (June 30): Training is completed. Quarter 4 (September 30): Training is completed.</p>
<p>RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: funding in support of training courses; staff; internal and external training courses; or any other resources needed to achieve this measure.</p>
<p>DATA VALIDATION AND VERIFICATION</p>
<p>Data Sources: Accident Investigation Manual (AIM); Modal office training plans or designated courses; Multimodal team recommendations on training courses; HCT CDP resources; other agency documentation or sources deemed necessary for implementation.</p>
<p>Calculation: Determine the number of new investigative staff who need training each fiscal year. Numerator: total number of new investigators who are trained. Denominator: total number of new investigators</p>
<p>Validation/Verification Method: Office director or Deputy director verification review and approval in the agency's Product Management Application (PMA); senior leadership quarterly meetings and final MD review or approval.</p>
<p>Data Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), investigation launch priority, adequate personnel, availability of training, or adequate time to address issues and risks raised by reviewers.</p>
<p>Compensation for Data Limitations: Senior leadership and office directors will discuss identified risks for further mitigation.</p>

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2025 Performance Measure 1.1.2.1
Develop strategy and methodology to assess and monitor the skills needed to investigate advanced and emerging technologies
Strategic Goal 1 Ensure our preparedness for investigations involving emerging transportation technologies and systems
Strategic Objective 1.1 Prepare the agency for new transportation technologies and systems
Annual Performance Goal 1.1 Increase staff expertise and training in responding to accidents and events, including those involving new emerging transportation safety issues.
Strategy 1.2.1 Establish methodology to assess and monitor the skills needed to investigate new emerging transportation safety issues.
FY 2025 Performance Target Request for proposal submitted to senior leadership for review.
Office Leads P: MD - Brian Curtis; S: MD - Dana Schulze; AS - Joe Sedor (METI WG)
PUBLIC/STAKEHOLDER BENEFIT Ensure that investigative staff are trained to handle accidents involving advanced and emerging transportation technologies and systems, thereby enhancing transportation safety.
<p>Definition: This measure outlines the steps needed to acquire expertise to develop a strategy or methodology to</p> <ul style="list-style-type: none"> • assess current investigator skills; • identify advanced and emerging technologies trends; and, • develop training curriculum to address those trends. <p>This metric will utilize information from the METI WG recommendation reports to develop a statement of work (SOW), conduct market research, as well as draft a Request for proposal (RFP) for review.</p>
<p>FY 2025 Standards: Green: RFP submitted to senior leadership for review. Yellow: SOW drafted and market research complete. Red: SOW has not been drafted.</p>
<p>FY 2025 Milestones: Quarter 1 (December): Meeting with working group members held; Develop scope of SOW. Quarter 2 (March 31): SOW reviewed by working group or senior leadership; Conduct market research. Quarter 3 (June 30): SOW submitted for final approval. Quarter 4 (September 30): RFP submitted for review</p>
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: training funding, staff, contractor resources; other agency's policies or procedures,.
DATA VALIDATION AND VERIFICATION
Data Sources: METI WG recommendations; HCT resources; or other agency documentation or sources deemed necessary for implementation.
Calculation: Reengage METI WG; develop SOW scope; SOW drafted and reviewed by working group/senior leadership; conduct market research; SOW approved; RFP prepared and submitted to senior leadership for review.
Validation/Verification Method: Office director or Deputy director verification review and approval in PMA; senior leadership quarterly meetings and final MD review or approval.
Data Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), investigation launch priority, adequate personnel, availability of training, timelines, approvals, or adequate time to address issues and risks raised by reviewers.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2025 Performance Measure 1.1.2.1

Develop strategy and methodology to assess and monitor the skills needed to investigate advanced and emerging technologies

Compensation for Data Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 Performance Measure 2.1.1.1
Evaluate and implement tools to measure user interaction with ntsb.gov content
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.1 Improve enterprise data governance
Annual Performance Goal 2.1 Increase our safety influence by using enhanced data systems and expertise to improve external customer experience.
Strategy 2.1.1 Optimize website capabilities to improve customer service and experience.
FY 2024 Performance Target Implement one (1) tool.
Office Leads P: SRC - Jen Adler; S: OCIO - Mike Anthony, OCDO - Loren Groff; TM: SRC - James Mathieson
PUBLIC/STAKEHOLDER BENEFIT: By utilizing customer experience feedback and website analytics, we intend to improve the content presentation and display on ntsb.gov. This effort will effectively address the needs of our stakeholder communities and the traveling public, resulting in a more user-friendly and informative online experience.
Definition: This measure provides information on the agency evaluating and implementing tools which helps the agency monitor and measure user interactions with our content. We will determine which tool(s) can be used to track the customer experience across NTSB.gov.
FY 2024 Standards: Green: One tool implemented. Yellow: Assessment completed, and one tool recommended to senior leadership. Red: Assessment not completed, or tool not implemented.
FY 2024 Milestones: Quarter 1 (December): Not Applicable. Quarter 2 (March 31): Benchmark available tools. Quarter 3 (June 30): Evaluate available tools. Compile list of tools to gauge customer interactions. Provide recommendations to SRC and the Managing Director. Quarter 4 (September 30): One tool implemented.
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: Staff time to test, evaluate, and implement a no cost survey solution.
VALIDATION AND VERIFICATION
Sources: SRC and OCIO resources; Benchmarked customer interaction tools.
Calculation: Compile list of tools; provide recommendations for implementation; implement 1 tool.
Validation/Verification Method: Office director or Deputy director verification review or MD review.
Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), adequate personnel, timelines, availability of training, or adequate time to address issues and risks raised by reviewers.
Compensation for Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 Performance Measure 2.1.1.2a Conduct customer experience satisfaction survey
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.1 Improve enterprise data governance
Annual Performance Goal 2.1 Increase our safety influence by using enhanced data systems and expertise to improve external customer experience.
Strategy 2.1.1 Optimize website capabilities to improve customer service and experience.
FY 2024 Performance Target Conduct survey to establish customer experience satisfaction baseline
Office Leads P: SRC - Jen Adler; S: GC - Tom McMurry, OCDO - Loren Groff; TM: SRC - James Mathieson
PUBLIC/STAKEHOLDER BENEFIT: Ensure NTSB.gov provides the best user experience to the transportation safety community and traveling public.
<p>Definition: The agency will measure customer experiences using a survey to capture web user feedback about content available on our website, ntsb.gov. The Office of Safety Recommendations and Communication (SRC) will conduct one survey to establish the customer experience baseline.</p> <p>Under <i>Delivering a Digital-First Public Experience</i> (OMB M-23-22, issued 9/22/2023) OMB A-11, Part 6, S. 280, Managing Customer Experience and Improving Service Delivery and Executive Order 14058 ("E.O. 14058") on Transforming Federal Customer Experience and Service Delivery To Rebuild Trust in Government of December 13, 2021, and the 21st Century Integrated Digital Experience Act (Pub. L. 115-336)("21st Century IDEA"), all Executive agencies have a responsibility to manage customer experience and improve service delivery using leading practices and a human-centered approach.</p> <p>As defined by E.O. 14058, the term "customer experience" ("CX") means the public's perceptions of and overall satisfaction with interactions with an agency, product, or service.⁶ Factors of experience can include: ease/simplicity/effort (burden/friction), efficiency/speed, transparency, equity (e.g., participation, access), humanity (e.g., respect, dignity, empathy), effectiveness/perceived value of the service itself, and interactions with any employees. Perceived responsiveness to individual needs and ability to provide feedback is also important.</p> <p>User feedback typically involves using tangible artifacts to help better understand how users will react or interact with a new or improved product or service (e.g., assessing customer reactions to a plan language rewrite of a website, launching a prototype of a new digital form). User feedback activities can be conducted in many formats including user observations, focus groups, card sorting, usability studies, A/B testing, and other methods.</p> <p>Developing a baseline customer service feedback survey is critical to providing overall satisfaction visiting ntsb.gov. The office of Safety Recommendations and Communication (SRC) will determine which section of ntsb.gov to develop a survey on.</p>
<p>FY 2024 Standards:</p> <p>Green: One customer satisfaction survey or feedback mechanism conducted.</p> <p>Yellow: Draft survey or feedback mechanism completed and not approved by OMB.</p> <p>Red: Survey or feedback mechanism not conducted.</p>

⁶ E.O. 14058 defined critical terms like "Customer Experience." A list of related terms and their definitions can be found here: <https://www.performance.gov/cx/terms/>

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 Performance Measure 2.1.1.2a Conduct customer experience satisfaction survey
<p>FY 2024 Milestones: Quarter 1 (December): Request OMB approval for blanket survey authority. Quarter 2 (March 31): Receive OMB approval blanket survey authority. Quarter 3 (June 30): sent draft survey to OMB for approval. Quarter 4 (September 30): Survey conducted.</p>
<p>RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: SRC and GC staff time to create survey and clear via OMB; CIO staff support for web implementation of survey.</p>
<p>DATA VALIDATION AND VERIFICATION</p>
<p>Data Sources: Survey responses and web analytics.</p>
<p>Calculation: Draft survey or feedback mechanism for OMB approval. Upon approval by OMB, launch survey or feedback mechanism to public on NTSB.gov and establish customer satisfaction baseline.</p>
<p>Validation/Verification Method: Office director or deputy director verification review and approval; or MD review.</p>
<p>Data Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), adequate personnel, OMB timelines and approvals, response rates, or adequate time to address issues and risks raised by reviewers.</p>
<p>Compensation for Data Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.</p>

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2025 Performance Measure 2.1.1.2b Improve customer experience satisfaction
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.1 Improve enterprise data governance
Annual Performance Goal 2.1 Increase our safety influence by using enhanced data systems and expertise to improve external customer experience.
Strategy 2.1.1 Optimize website capabilities to improve customer service and experience.
FY 2025 Performance Target Ten percent (10%) increase in customer experience satisfaction over FY24 baseline.
Office Leads P: SRC - Kathryn Catania; S: OCIO - Mike Anthony; OCDO - Loren Groff; TM: SRC - James Mathieson.
PUBLIC/STAKEHOLDER BENEFIT: Engage transportation public by ensuring their experiences with data systems and public facing website are accessible and enjoyable.
Definition: This measure tracks previously conducted customer service satisfaction survey response and provide an increase of results over the FY24 baseline.
<p>Under <i>Delivering a Digital-First Public Experience</i> (OMB M-23-22, issued 9/22/2023), OMB A-11, Part 6, S. 280, Managing Customer Experience and Improving Service Delivery and Executive Order 14058 ("E.O. 14058") on Transforming Federal Customer Experience and Service Delivery To Rebuild Trust in Government of December 13, 2021, and the 21st Century Integrated Digital Experience Act (P.L. 115-336)("21st Century IDEA"), all Executive agencies have a responsibility to manage customer experience and improve service delivery using leading practices and a human-centered approach.</p> <p>As defined by E.O. 14058, the term "customer experience" ("CX") means the public's perceptions of and overall satisfaction with interactions with an agency, product, or service.⁷ Factors of experience can include: ease/simplicity/effort (burden/friction), efficiency/speed, transparency, equity (e.g., participation, access), humanity (e.g., respect, dignity, empathy), effectiveness/perceived value of the service itself, and interactions with any employees. Perceived responsiveness to individual needs and ability to provide feedback is also important.</p> <p>Evaluate previous surveys to determine customer service satisfaction improvement over FY24 baseline results.</p>
FY 2025 Standards:
Green: ≥10% increase in customer experience satisfaction over FY24 baseline Yellow: ≥5% increase in customer experience satisfaction over FY24 baseline Red: 0-5% increase in customer experience satisfaction over FY24 baseline
FY 2025 Milestones:
Quarter 1 (December): Review customer responses Quarter 2 (March 31): Identify areas of improvement for website based on feedback and develop plan to implement changes. Quarter 3 (June 30): Implement changes and post follow-up survey to gauge feedback. Quarter 4 (September 30): 10% Increase over FY24 baseline

⁷ E.O. 14058 defined critical terms like "Customer Experience." A list of related terms and their definitions can be found here: <https://www.performance.gov/cx/terms/>

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2025 Performance Measure 2.1.1.2b Improve customer experience satisfaction
DATA VALIDATION AND VERIFICATION
Data Sources: Previous agency surveys; web analytics
Calculation: Draft survey or feedback mechanism for OMB approval. Upon approval by OMB, launch survey or feedback mechanism to public on NTSB.gov and all NTSB social platforms. Review feedback.
Validation/Verification Method: Office director or Deputy director verification review .
Data Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), adequate personnel, OMB timelines and approvals, response rates, or adequate time to address issues and risks raised by reviewers.
Compensation for Data Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 Performance Measure 2.1.2.1a Digitize the 6120.1 pilot/operator aircraft accident/incident form on NTSB.gov
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.1 Improve enterprise data governance
Annual Performance Goal 2.1 Increase our safety influence by using enhanced data systems and expertise to improve external customer experience.
Strategy 2.1.2 Improve customer service and experience with Technology Modernization Fund (TMF).
FY 2024 Performance Target 6120.1 Pilot/Operator Aircraft Accident/Incident Form is digitized on NTSB.gov.
Office Leads P: AS - Tim LeBaron; S: OCIO - Mike Anthony, MD - Brian Curtis; SRC- Jen Adler TM: OCIO - Omar Pinon
PUBLIC/STAKEHOLDER BENEFIT: Allows NTSB to obtain automated detailed information about the pilot, crew, aircraft, and other circumstances related to an accident or incident at the start of each NTSB investigation.
Definition: This measure provides information on digitizing the 6120.1 Pilot/Operator Aircraft Accident/Incident form . The NTSB issues Form 6120.1: Pilot/Operator Aircraft Accident/Incident Report to a surviving pilot or operator involved in an aircraft accident or serious incident that the agency intends to investigate. The NTSB is statutorily required to promulgate regulations governing the notification and reporting of civil aircraft accidents; to investigate, determine, and report on the probable cause of each accident; and to make safety recommendations to prevent similar accidents from occurring in the future. 49 U.S.C. 1131, 1132. In coordination with the Federal Aviation Administration (FAA), the NTSB is also required to classify accident and safety data and publish such data on a periodic basis. 49 U.S.C. 1119. To fulfill these statutory obligations, the agency must obtain detailed information about the pilot, crew, aircraft, and other circumstances related to an accident or incident at the start of each NTSB investigation. This information allows the agency to: (1) determine the appropriate course of action in an investigation; (2) make safety recommendations and facilitate safety improvements in the aviation industry; and (3) classify and publish accident and safety data.
FY 2024 Standards: Green: Form published. Yellow: Form approved and not published. Red: Form not published.
FY 2024 Milestones: Quarter 1 (December): Implemented modern Technical Architecture. (Complete) Quarter 2 (March 31): 50% completion of Manual 6120.1 Form Submission completion Quarter 3 (June 30): OMB approval / 100% completion of Manual 6120.1 Form Submission completion Quarter 4: (September 30): 100% Completion of Digital 6120.1 Form and form published to NTSB.gov
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: Technology modernization fund working in collaboration with integrated project teams from the OCIO, AS, and MD offices.
VALIDATION AND VERIFICATION
Sources: AS, MD, OCDO, OCIO resources, and external pilot operators; OMB: 3147-0001 Form 6120.1 Pilot/Operator Aircraft Accident/Incident Report

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 Performance Measure 2.1.2.1a Digitize the 6120.1 pilot/operator aircraft accident/incident form on NTSB.gov
<p>Calculation: Change management metrics</p> <p>Pre-Implementation</p> <p>Pilot/Operator:</p> <ul style="list-style-type: none"> • Email/Fax/Snail Mail completed PDF form to Investigator • Limited feedback from Investigator of when the 6120.1 Form data is imported into SAFTI <p>Investigator:</p> <ul style="list-style-type: none"> • Manually open outlook and author email to request the 6120.1 Form • Manually monitor outlook waiting for form to received • Manually open 6120.1 PDF in a window, compare data to what is in SAFTI and manually type in answers they wish to overwrite <p>After Adoption</p> <p>Pilot/Operator:</p> <ul style="list-style-type: none"> • Receive standardized email with instructions on how to securely submit a PDF through the Report an Aviation Accident (RAA) Portal (<i>reduce confusion and standardization for customer process</i>) • Securely submit a PDF form through Report an Aviation Accident (RAA) Portal as a guest (assurance of file Investigator: • Email generated through SAFTI button click (time saved) • 6120.1 form responses submitted through portal show up in SAFTI Document Manager (less time spent searching inbox) • Ability to review/import 6120 data within SAFTI (Decrease time spent reviewing 6120.1 form responses) • Enhanced User Experience • Improved quality of data
<p>Validation/Verification Method: Number of forms digitally / manually submitted.</p>
<p>Limitations: Adoption of the system</p>
<p>Compensation for Limitations: Aviation Safety directors, Management Directorate, and OCIO senior leadership will discuss identified risks for further mitigation.</p>

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2025 Performance Measure 2.1.2.1b Implement content service platform to manage investigation digital artifacts
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.1 Improve enterprise data governance
Annual Performance Goal 2.1 Increase our safety influence by using enhanced data systems and expertise to improve external customer experience.
Strategy 2.1.2 Improve customer service and experience with Technology Modernization Fund (TMF).
FY 2025 Performance Target Deployed Content Service Platform (CSP) to manage digital artifacts.
Office Leads P: OCIO-Mike Anthony; S: MD–Brian Curtis; Modal Offices; TM: MD/OCIO – Rahiq Syed
PUBLIC/STAKEHOLDER BENEFIT: Enable faster and easier data discovery and retrieval using advanced search and filtering capabilities.
Definition: This measure provides information on implementing a CSP at the agency. CSP enables staff to manage all investigative artifacts in one single platform. Capability to securely store, ingest, organize, find, retrieve, and share content for all investigations and research projects. Accompanied with a redaction and annotation tool, the mobile-compatible platform serves both internal and external customers
Artifacts at NTSB are defined : any content and document collected that contain information about the circumstances of an accident and materials from an investigation that supports the investigation’s analysis. Types of Artifacts: photos, videos, documents, audio files etc.
FY 2025 Standards: Green: CSP deployed. Yellow: CSP deployed, but not operational Red: CSP not deployed.
FY 2025 Milestones: Quarter 1 (December): 100% Configuration and Implementation of the CSP Solution Quarter 2 (March 31): 25% of Legacy Artifacts from MYDMS Migrated to the CSP Quarter 3 (June 30): 50% of Legacy Artifacts from MYDMS Migrated to the CSP Quarter 4: (September 30): Complete migration of all available Legacy Artifacts from MYDMS to the CSP.
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: Technology modernization fund team working in collaboration with integrated project teams from the OCIO, Modal Offices, and MD offices.
VALIDATION AND VERIFICATION
Sources: OCIO resources, Modal Offices POCs, MD SMEs and OCDO

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2025 Performance Measure 2.1.2.1b Implement content service platform to manage investigation digital artifacts
<p>Calculation:</p> <p>Change Management Metrics:</p> <p>Pre-Implementation :</p> <p>#of clicks</p> <p>Amount of time to collect data in intake repositories (External and Internal).</p> <p>Amount of time to move to central collaboration repository.</p> <p>Amount of time create and publish a docket.</p> <p>Duplication of artifacts in disparate data sources.</p> <p>Post Implementation.</p> <p>#of clicks</p> <p>Reduce the amount of time to collect data in intake repositories.</p> <p>Reduce the amount of time to move to central collaboration repository.</p> <p>Reduce the amount of time create and publish a docket.</p> <p>One single source of artifacts.</p>
<p>Validation/Verification Method: Office director or Deputy director verification review and approval in PMA; senior leadership quarterly meetings and final MD review or approval.</p>
<p>Limitations: Adoption of the system and Standardization of the process</p>
<p>Compensation for Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.</p>

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 Performance Measure 2.1.3.1 Develop a draft Section 508 compliance operations bulletin
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.1 Improve enterprise data governance
Annual Performance Goal 2.1 Increase our safety influence by using enhanced data systems and expertise to improve external customer experience.
Strategy 2.1.3 Establish an agency Section 508 compliance accessibility program.
FY 2024 Performance Target Draft Operations Bulletin submitted to the Section 508 Working Group for review.
Office Leads P: OCIO - Mike Anthony; S: MD - Dolline Hatchett, OCDO- Warren Randolph, SRC- Kathryn Catania; TM: OCDO - Shamicka Fulson
PUBLIC/STAKEHOLDER BENEFIT: Ensure our all electronic information, data, communication we develop, purchase, maintain or use is accessible to individuals with disabilities.
Definition: This measure tracks the progress in developing and implementing an agency policy to comply with Section 508 (S508) standards, ensuring accessibility of Information and Communication Technology (ICT) for people with disabilities. S508 Compliance is a federal law that requires agencies to provide individuals with disabilities equal access to electronic information and data comparable to those who do not have disabilities unless an undue burden would be imposed on the agency. S508 standards are the technical requirements and criteria used to measure conformance within this law. S508 of the Rehabilitation Act of 1973 (29 USC §794d) requires agencies to ensure that the Information and Communication Technology (ICT) they develop, purchase, maintain or use is accessible to people with disabilities. See also S508 Standards (36 CFR 1194). The agency will reconvene the S508 Working Group (S508WG) to develop the policy this fiscal year. The S508WG consists of a core team of staff from the Office of the Chief Data Officer (OCDO); Office of the Chief Information Officer (OCIO); and the Office of Safety Recommendations and Communication (SRC); as, well as a designated point of contact (POC) from each office in the agency. The draft operations bulletin will provide the necessary agency policy information for developing and implementing a section 508 program on an agile basis. The S508WG will provide feedback on necessary policy elements to be incorporated into the operations bulletin and review the draft operations bulletin.
FY 2024 Standards: Green: Draft operations bulletin submitted to S508WG for review. Yellow: Operations bulletin drafted and not submitted to S508WG. Red: Operations bulletin not drafted.
FY 2024 Milestones: Quarter 1 (December): Not Applicable. Quarter 2 (March 31): Benchmark other federal small agency’s policies and procedures; Review Section 508.gov Toolkit for resources and guidance. Quarter 3 (June 30): Reconvene the S508WG; S508 executive team benchmark S508 at other agencies. Develop benchmark analysis to identify policy elements for agency policy. Quarter 4: (September 30): S508WG develops draft outline of items needed for policy; Operations bulletin drafted and submitted to S508WG for review.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 Performance Measure 2.1.3.1 Develop a draft Section 508 compliance operations bulletin
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: Dedicated S508 resource/FTE; S508 detail to develop and operationalize program for future. S508WG POCs, meetings, notes and documents; access-board.gov; Section508.gov and GSA.gov policies & procedures; other federal agency S508 polices.
VALIDATION AND VERIFICATION
Sources: S508WG documents; NTSB S508 2023 Assessment submission; U.S. Access Board - Home (access-board.gov) ; General Services Administration; Technology Accessibility Playbook Section508.gov; Home Section508.gov ; OCDO, OCIO, MD or SRC resources, Product Development Guide, mandates or legislation; any other S508 compliance documents or resources.
Calculation: Benchmark federal agencies S508 policies or procedures; S508WG identify benchmarking analysis and develop applicable policy elements for operations bulletin. S508WG drafts operations bulletin for senior leadership feedback and approval.
Validation/Verification Method: Office director or deputy director verification review; senior leadership quarterly meetings; or final MD review or approval.
Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), lack of benchmarking responses from federal agencies; adequate personnel, timelines, approvals, or adequate time to address issues and risks raised by reviewers or senior leadership.
Compensation for Limitations: Senior leadership and office directors will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 Performance Measure 2.1.3.2a
Identify available solutions to test NTSB.gov content compliance with Section 508 accessibility requirements
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.1 Improve enterprise data governance
Annual Performance Goal 2.1 Increase our safety influence by using enhanced data systems and expertise to improve external customer experience.
Strategy 2.1.3 Establish an agency Section 508 compliance accessibility program.
FY 2024 Performance Target Identification completed, and recommendations provided to the MD and SRC.
Office Leads P: OCIO - Mike Anthony; S: SRC -Jen Adler; TM: OCIO - Victor Pham
PUBLIC/STAKEHOLDER BENEFIT: Ensure our electronic information and communication to the public are accessible to individuals with disabilities.
Definition: This measure provides information on evaluating and assessing available solutions to test ntsb.gov content ensuring we are compliant with Section 508 standards. Section 508 of the Rehabilitation Act of 1973 (29 USC §794d) requires agencies to ensure that the Information and Communication Technology (ICT) they develop, purchase, maintain or use is accessible to people with disabilities. The Section 508 Standards (36 CFR 1194) specify the criteria that ICT must satisfy to be considered accessible under the Section 508 law. ICT must be accessible to people with physical, sensory, and cognitive disabilities. Evaluation of tools and solutions may include review of current OCIO resources or benchmarking other federal agencies or external organizations.
FY 2024 Standards: Green: Evaluation completed, and recommendations provided to MD and SRC. Yellow: Evaluation completed, and recommendations drafted. Red: Evaluation not completed.
FY 2024 Milestones: Quarter 1 (December): Not Applicable. Quarter 2 (March 31): Not Applicable Quarter 3 (June 30): Benchmark other federal agencies and evaluate commercially available tools. Quarter 4: (September 30): Identification completed, and recommendations provided to MD and SRC.
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: Designated S508 resource/FTE(s); software, equipment, designated resources including staff or funding; other agency policies or procedures, external sources or any other resources needed to achieve this measure.
VALIDATION AND VERIFICATION
Sources: Benchmarked solution(s); Section 508 Compliance Working Group documents; NTSB Section 508 2023 Assessment; U.S. Access Board - Home (access-board.gov) ; General Services Administration; Technology Accessibility Playbook Section508.gov ; Home Section508.gov ; OCIO resources; any other section 508 compliance documents or resources.
Calculation: benchmark other agencies; gather external resources if needed. Develop recommended solutions report for submission to the MD & SRC.
Validation/Verification Method: Office director or Deputy director verification review and approval; or MD review or approval.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 Performance Measure 2.1.3.2a Identify available solutions to test NTSB.gov content compliance with Section 508 accessibility requirements
Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), adequate personnel, timelines, approvals, or adequate time to address issues and risks raised by reviewers.
Compensation for Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2025 Performance Measure 2.1.3.2b Acquire and implement the recommended section 508 compliance solution(s)
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.1 Improve enterprise data governance
Annual Performance Goal 2.1 Increase our safety influence by using enhanced data systems and expertise to improve external customer experience.
Strategy 2.1.3 Establish an agency Section 508 compliance accessibility program.
FY 2024 Performance Target Acquire and implement recommendation solution(s) to establish conformance baseline.
Office Leads P: OCIO - Mike Anthony; S: SRC -Kathryn Catania; TM: SRC - James Mathieson
PUBLIC/STAKEHOLDER BENEFIT: Ensure our all electronic information and communication to the public are accessible to individuals with disabilities.
Definition: This measure tracks the agency acquiring and implementing recommended solution(s) for testing ntsb.gov content ensuring compliance with Section 508 accessibility compliance standards.
Section 508 of the Rehabilitation Act of 1973 (29 USC §794d) requires agencies to ensure that the Information and Communication Technology (ICT) they develop, purchase, maintain or use is accessible to people with disabilities. The Section 508 Standards (36 CFR 1194) specify the criteria that ICT must satisfy to be considered accessible under the Section 508 law. ICT must be accessible to people with physical, sensory, and cognitive disabilities.
FY 2025 Standards: Green: Solution(s) acquired, implemented, and compliance baseline established. Yellow: Solution(s) acquired or implemented, and compliance baseline not established. Red: Solution(s) not acquired or implemented, and compliance baseline not established.
FY 2025 Milestones: Quarter 1 (December): Acquire tool, run and determine baseline level of compliance. Quarter 2 (March 31): Develop plan to remediate / improve (including prioritizing which issues and content to focus on) Quarter 3 (June 30): Remediate issues based on remediation standards developed. Quarter 4: (September 30): Compliance baseline established.
VALIDATION AND VERIFICATION
Sources: Approved solution(s) recommended; Section 508 Compliance Working Group documents; NTSB Section 508 2023 Assessment; U.S. Access Board - Home (access-board.gov) ; General Services Administration; Technology Accessibility Playbook Section508.gov; Home Section508.gov ; OCIO resources; any other section 508 compliance documents or resources. Product Development Guide; InsideNTSB Section 508 page.
Calculation: Acquire tool; develop remediation plan; run tool; remediate issues; develop compliance baseline.
Validation/Verification Method: Office director or deputy director verification review; or MD review or approval.
Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), adequate personnel, timelines, approvals, or adequate time to address issues and risks raised by reviewers.
Compensation for Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 & FY 2025 Performance Measure 2.1.4.1 Average age of open investigations
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.1 Improve enterprise data governance
Annual Performance Goal 2.1 Increase our safety influence by using enhanced data systems and expertise to improve external customer experience.
Strategy 2.1.4 Reduce the age of open investigations to improve the timely release of facts, findings, and safety recommendations to the public.
FY 2024 & FY 2025 Performance Targets Less than or equal to 365 days on average.
Office Leads P: Modal Directors; S: MD - Brian Curtis; TM: OCDO–Loren Groff
PUBLIC/STAKEHOLDER BENEFIT: To ensure our open investigations are closed within a timely Manner.
Definition: This measure provides data on the average number of days of open investigations at the agency. The goal is to have an average of 365 days or less.
FY 2024 & FY 2025 Standards: Green: Less than or equal to 365 days. Yellow: less than or equal to 385 days Red: Less than or equal to 400 days
FY 2024 Milestones: Quarter 1 (December): Review and maintain Mission Metrics Dashboard. Quarter 2 (March 31):-Present dashboard results to senior leadership. Update target as needed for midpoint. Quarter 3 (June 30): Present dashboard results to senior leadership. Quarter 4: (September 30): Present dashboard results to senior leadership. The average age of open investigations is less than or equal to 365 days.
FY 2025 Milestones: Quarter 1 (December): Present dashboard results to senior leadership. Quarter 2 (March 31): Present dashboard results to senior leadership. Update target as needed for midpoint. Quarter 3 (June 30): Present dashboard results to senior leadership. Quarter 4: (September 30): Present dashboard results to senior leadership. The average age of open investigations is less than or equal to 365 days.
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: staff, funding, software updates; agency policies or procedures, or any other resources needed to achieve this measure.
DATA VALIDATION AND VERIFICATION
Data Sources: SAFTI; Mission Metric Dashboard; other data resources.
Calculation: Utilize Mission Metrics Dashboard to provide data for this metric.
Validation/Verification Method: Office director or Deputy director verification approval; senior leadership quarterly meeting reviews, or and final MD approval.
Data Limitations: Factors beyond our control, such as the complexity of the investigations, budgetary constraints (funding in support of activities or initiatives), adequate personnel, timelines, data accessibility, approvals, or adequate time to address issues and risks raised by reviewers.
Compensation for Data Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 & FY 2025 Performance Measure 2.1.4.2 Number of investigations over two years old
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.1 Improve enterprise data governance
Annual Performance Goal 2.1 Increase our safety influence by using enhanced data systems and expertise to improve external customer experience.
Strategy 2.1.4 Reduce the age of open investigations to improve the timely release of facts, findings, and safety recommendations to the public.
FY 2024 Performance Target No more than two investigations over two years old (by mode) FY 2025 Performance Target: Zero investigations over two years old (by mode).
Office Leads P: Modal Directors; S: MD - Brian Curtis; TM: OCDO–Loren Groff
PUBLIC/STAKEHOLDER BENEFIT: Provides transparency and responsiveness in completing investigations promptly allowing for conclusions to be reached in a reasonable time.
Definition: This measure tracks the number of investigations over 2 years old by mode. The Mission metrics dashboard captures data on all investigations.
FY 2024 Standards: Green: Zero to two investigations over two years old (by mode) Yellow: Three to five investigations over two years (by mode) Red: Six or more investigations over two years (by mode)
FY 2025 Standards: Green: Zero investigations over two years old (by mode) Yellow: One to two investigations over two years old (by mode) Red: Three or more investigations over two years (by mode)
FY 2024 Milestones: Quarter 1 (December): Not Applicable. Quarter 2 (March 31): Present dashboard results to senior leadership. Update target as needed for midpoint. Quarter 3 (June 30): Present dashboard results to senior leadership. Quarter 4: (September 30): Present dashboard results to senior leadership.
FY 2025 Milestones: Quarter 1 (December): Present dashboard results to senior leadership. Quarter 2 (March 31): Present dashboard results to senior leadership. Update target as needed for midpoint. Quarter 3 (June 30): Present dashboard results to senior leadership. Quarter 4: (September 30): Present dashboard results to senior leadership. Zero investigations over 2 years old (by mode)
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: staff, funding, software updates; agency policies or procedures, or any other resources needed to achieve this measure.
DATA VALIDATION AND VERIFICATION
Data Sources: SAFTI; Mission Metric Dashboard; other data resources.
Calculation: Utilize Mission Metrics Dashboard to provide data for this metric.
Validation/Verification Method: Office director or Deputy director verification review and approval in PMA; senior leadership quarterly meetings and final MD review or approval.
Data Limitations: Factors beyond our control, such as the complexity of the investigation, budgetary constraints (funding in support of activities or initiatives), adequate personnel, timelines, approvals, or adequate time to address issues and risks raised by reviewers.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 & FY 2025 Performance Measure 2.1.4.2
Number of investigations over two years old

Compensation for Data Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 and FY 2025 Performance Measure 2.3.1.1 Standardize the capital planning and investment control process
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.3 Improve information technology planning.
Annual Performance Goal 2.3 Enhance agency budgeting processes to ensure critical technology needs are met.
Strategy 2. 3.1: Fully implement the approved capital planning and investment control (CPIC) lifecycle process to improve efficiency and enterprise risk management.
FY 2024 Performance Target Pilot completed with recommendations to update operations bulletin. FY 2025 Performance Target Update CPIC operations bulletin finalized and approved.
Office Leads P: OCIO-Mike Anthony; S: Dolline Hatchett; TMs: OCIO - Roger Castillo; MD/OCIO - Rahiq Syed
PUBLIC/STAKEHOLDER BENEFIT: Improve enterprise risk management and IT investment transparency.
<p>Definition: This metric assesses the agency’s implementation of updated Operations Bulletin 22, Capital Planning and Investment Control (CPIC), and new lifecycle processes by conducting one CPIC process pilot. CIO-GEN-022 ensures that IT investments and expenditures are aligned with the agency’s mission and strategic objectives. It establishes one process for reviewing and selecting IT investments and expenditures. CPIC is key to selecting, controlling, and evaluating the status of major investments. It provides the data necessary to make informed decisions on the IT investments in which the NTSB should invest and to create and analyze the associated rationale for these investments.</p> <p>This metric</p> <ul style="list-style-type: none"> • Reinforces protocols for setting IT priorities and making appropriate IT resources shifts based on priority. • Provides clear definitions and examples of Development, Maintenance and Enhancements (DME), Operations and Maintenance (O&M), and Cost reporting Categories (Labor, infrastructure, cybersecurity). • Allows for approved investments be monitored of the return on investment. • Establishes a standardized process to request planned IT Investments. • Reduces Unfunded requests significantly. <p>We continue to project our need for technological enhancements over the next 5 years. Maturing and aligning our agency’s budgeting, acquisition, and IT processes will allow us to improve strategic planning for critical technology needs. The CPIC process will enhance transparency and allow the agency to systematically select, manage, and evaluate IT investments, which is key to ensuring critical data systems and data are available and accessible.</p> <p>Our success in achieving this metric may be accomplished by the following:</p> <ul style="list-style-type: none"> • Conducting and finalizing a CPIC process pilot; • Providing recommendations upon completion of the pilot to update the CPIC operations bulletin; and • Updating the operations bulletin with recommendations from FY24.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 and FY 2025 Performance Measure 2.3.1.1 Standardize the capital planning and investment control process
<p>FY 2024 Standards: Green: Pilot completed with recommendations to update operations bulletin Yellow: Pilot ongoing Red: Pilot not conducted</p> <p>FY 2025 Standards: Green: Updated operations bulletin finalized and approved. Yellow: CPIC operations bulletin pending senior leadership approval. Red: CPIC operations bulletin not approved</p>
<p>FY 2024 Milestones: Quarter 1 (December): N/A Quarter 2 (March 31): N/A Quarter 3 (June 30): Reestablished the Information Technology Investment Review Board (IRB) Quarterly Meetings cadence. Hosted two proposal initiatives to the IRB members. Captured lessons and incorporated and added some process improvements for subsequent IRB meetings. Organized a Lunch and Learn session about the CPIC process and its importance. Established a dedicated web site to host meeting artifacts and improve communication Quarter 4: (September 30): Facilitate a minimum of two presentation proposals for this quarter's IRB meeting. Continue to improve the CPIC intake form and ensure its content aligns with strategic objectives and goals.</p> <p>FY 2025 Milestones: Quarter 1 (December): Develop a runbook that incorporates timelines and milestones. Quarter 2 (March 31): Develop Presentation Templates to ensure information consistency. Quarter 3 (June 30): CPIC updated operations bulletin approved by senior leadership. Quarter 4: (September 30): CPIC operations bulleting finalized and approved.</p>
<p>RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: Dedicated staff or funding; other agency policies or procedures, external sources or any other resources needed to achieve this measure.</p>
<p>DATA VALIDATION AND VERIFICATION</p>
<p>Data Sources: Operations Bulletin CIO-GEN-022; other agency policies and procedures.</p>
<p>Calculation: Ensure that investment decisions from Investment Review Board (IRB) members voted on are captured and published on the dedicated IRB site for transparency.</p>
<p>Validation/Verification Method: Office director or Deputy director verification review and approval in PMA; senior leadership quarterly meetings and final MD review or approval.</p>
<p>Data Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), data accessibility, adequate personnel, timelines, approvals, or adequate time to address issues and risks raised by reviewers.</p>
<p>Compensation for Data Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.</p>

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 and FY 2025 Performance Measure 2.4.1.1 Implement a program evaluation process
Strategic Goal 2 Improve processes and products.
Strategic Objective 2.4 Improve the effectiveness of agency processes and products.
Annual Performance Goal 2.4 Grow agency expertise in conducting program evaluations to assess the value of agency programs.
Strategy 2.4.1 Establish a process for evaluating agency programs, offices, and projects..
FY 2024 Performance Target: Best practice recommendations report submitted to the MD for review.
FY 2025 Performance Target: One pilot program evaluation conducted, and operations bulletin drafted.
Office Leads P: OCDO-Warren Randolph; MD-Dana Schulze; TM: OCDO-Shamicka Fulson
PUBLIC/STAKEHOLDER BENEFIT: Ensure an effective and efficient organization to better identify outcomes and impact of services to the transportation safety community and the traveling public.
<p>Definition: This measure tracks the development of an agency program evaluation process. A review may include, but not limited to agency programs, offices, project, or processes. Program evaluation is a critical and important tool to help the agency assess its performance. The purpose of conducting program evaluations includes explaining how and why a program and its activities are supposed to work and what is the ultimate outcome for this program. Program evaluation supports senior leaders in understanding whether programs are working effectively and efficiently, as well as if we are serving the interest of the transportation safety community and the traveling public.</p> <p>The Foundations for Evidence-Based Policymaking Act of 2018 (or "Evidence Act") advances data and evidence-building functions in the federal government by statutorily mandating Federal evidence-building activities, open government data, and confidential information protection and statistical efficiency. OMB A-11, Part 6, Section 290, provides guidance on evaluation and evidence building.</p> <p>In FY24, the Office of the Chief Data Officer (OCDO) will convene a new agency Program Evaluation Working Group (PEWG) to identify and review program evaluation policies and programs from other federal agencies. In addition, the PEWG will develop guidance, provide technical assistance to offices, program management officers, and monitor and support independent evaluations in the future. The CDO and staff will develop a draft benchmarking report and submit to the MD for review.</p> <p>In FY25, the PEWG to draft the program evaluation guidance based on FY24 recommendations, implement recommendations, as well as pilot one program evaluation. The policy will provide interested parties both internal and external to the agency with a clear understanding of the expectations related to key principles, such as evaluation relevance and utility, rigor, independence and objectivity, transparency, and ethics;...Development of new, or improvement of existing, processes to integrate evaluation findings into agency decision-making and other functions;..."OMB A-11, Part 6, Section 290.5.</p>

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 and FY 2025 Performance Measure 2.4.1.1 Implement a program evaluation process
<p>FY 2024 Standards: Green: Best practice recommendations report completed and submitted to MD for review. Yellow: Benchmarking conducted, and best practice recommendation report drafted and reviewed by senior leadership. Red: Benchmarking ongoing and best practice recommendation report drafted or not drafted with no review by senior leadership or the MD.</p> <p>FY 2025 Standards: Green: One pilot program evaluation conducted, and an operations bulletin was approved by the MD. Yellow: Pilot program evaluation is still ongoing. Red: Pilot program evaluation not completed, and operations bulletin not drafted.</p>
<p>FY 2024 Milestones: Quarter 1 (December): N/A Quarter 2 (March 31): OCDO collects and reviews agencies for benchmarking; Develop list of potential small and large agencies for review. Quarter 3 (June 30): Benchmarking is conducted and completed. Draft policy recommendations developed and reviewed by PEWG Quarter 4: (September 30): Draft benchmark recommendations provided to senior leadership for feedback. Recommendations report completed and provided to MD for review.</p> <p>FY 2025 Milestones: Quarter 1 (December): Best practice recommendations report, and draft pilot scope provided to the MD for approval. Quarter 2 (March 31): PEWG conduct program initial meeting. Conduct pilot with one designated program and provide midpoint report to the MD. Quarter 3 (June 30): Pilot program evaluation completed; brief the MD and senior leadership. Draft operations bulletin provided to PEWG for review. Quarter 4: (September 30): Draft operations bulletin sent to senior leadership and the MD for review.</p>
<p>RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: Access to agency databases, resources to staff the PEWG, including training, access to other federal agency evaluation program policies and procedures for benchmarking, or any other resource determined by the PEWG needed to achieve this measure.</p>
<p>VALIDATION AND VERIFICATION</p>
<p>Sources: Foundations for Evidence-Based Policymaking Act of 2018; Agency Strategic Plans (5 U.S.C. § 306 (a)(8); OMB A-11, Part 6; OMB Memos M-21-27 <i>Evidence-Based Policymaking: Learning Agendas and Annual Evaluation Plans</i>, M-20-12 <i>Phase 4 Implementation of the Foundations for Evidence-Based Policymaking Act of 2018: Program Evaluation Standards and Practices</i> and, M-19-23 <i>Phase 1 Implementation of the Foundations for Evidence-Based Policymaking Act of 2018: Learning Agendas, Personnel, and Planning Guidance</i>; any other OMB memos; Evaluation.gov resources (toolkit, training, etc.); Performance.gov; federal agencies; other agency policies and procedures; as well as other NTSB policies, procedures or documents.</p>
<p>Calculation: Convene the PEWG. PEWG develops benchmarking plan/analysis; conduct benchmarking with other federal agencies or internal offices, if needed; develop benchmarking analysis best practice report; provide draft report to senior leadership and the MD and for review.</p>

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 and FY 2025 Performance Measure 2.4.1.1 Implement a program evaluation process
Validation/Verification Method: Office director or Deputy director verification review in PMA; senior leadership quarterly meetings and final MD review or approval.
Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), data accessibility, adequate personnel, timelines, approvals, or adequate time to address issues and risks raised by reviewers.
Compensation for Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY2024 and FY2025 Performance Measure 3.1.1.1 Conduct outreach and recruitment to underrepresented groups
Strategic Goal 3 Optimize organizational effectiveness and efficiency.
Strategic Objective 3.1 Enhance the NTSB’s culture to retain, attract, engage, and grow a highly skilled and diverse workforce.
Annual Performance Goal 3.1 Promote diversity, awareness, inclusion, and mutual respect within our workforce so that every staff member has an equal opportunity to contribute and succeed.
Strategy 3.1.1 Determine ways to improve workforce engagement, development, & culture.
FY 2024 Performance Target: One (1) outreach effort conducted per office (agency minimum: 13) FY 2025 Performance Target: Two (2) outreach efforts conducted per office (agency minimum: 26)
Office Leads P: Office Directors; S: EEODI - Randee Artis, HCT-Veronica Marshall; TM: EEODI - Emma James
PUBLIC/STAKEHOLDER BENEFIT: Create a workforce with diverse perspectives by broadening the applicant pool and strengthening organizational diversity initiatives, while ensuring effective communication of transportation safety information to the public.
Definition: This measure provides data the agency’s outreach and recruitment of underrepresented groups internally and externally to the agency. EEODI defines underrepresented groups as demographic groups that are not proportionately represented in the workforce compared to their representation in the relevant labor force or general population. These demographic groups typically include racial and ethnic minorities, women, and individuals with disabilities. The goal is to ensure equal employment opportunities for all individuals, including those from underrepresented groups, and eliminate discriminatory barriers to employment. EEODI Example: <i>There are 100 GS-12 employees at NTSB; three of them, or 3%, are Hispanic. However, the Hispanic labor force for GS-12 positions at NTSB is 15%. In this case, Hispanics are considered underrepresented at the GS-12 level.</i> Outreach or recruitment efforts include but not limited the following: participating in job fairs, conferences, meetings, webinars, forming partnerships, as well as posting on transportation safety groups listservs, posting on LinkedIn, other NTSB social media. Additionally, outreach may include engaging with underserved communities to communicate, connect, and address gaps in communication regarding safety issues. EEODI will track each office submissions on a quarterly basis.
FY 2024 Standards: Green: One (1) outreach effort conducted per office. Yellow: N/A Red: No outreach efforts conducted. FY 2025 Standards: Green: Two (2) outreach efforts conducted per office. Yellow: One (1) outreach effort conducted per office. Red: No outreach efforts conducted.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY2024 and FY2025 Performance Measure 3.1.1.1 Conduct outreach and recruitment to underrepresented groups
<p>FY 2024 Milestones: Quarter 1 (December): N/A Quarter 2 (March 31): N/A Quarter 3 (June 30): Offices may work with EEODI or HCT to obtain outreach or recruitment resources needed in achievement of this measure. Outreach efforts conducted. Quarter 4: (September 30): One (1) outreach effort conducted per office.</p>
<p>FY 2025 Milestones: Quarter 1 (December): Offices may work with EEODI or HCT to obtain outreach or recruitment resources needed in achievement of this measure. Outreach efforts conducted. Quarter 2 (March 31): Outreach efforts conducted. EEODI & HCT may provide mid-year report to senior leadership on outreach activities to date. Quarter 3 (June 30): Outreach efforts conducted. Quarter 4: (September 30): Two (2) outreach efforts conducted per office.</p>
<p>RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: advertising, promotional materials, access to targeted groups, events, and community networks, time allocated for outreach activities and events. SRC advertising and promotional materials, access to targeted groups, events, and community networks, along with time allocated for outreach activities and events.</p>
<p>DATA VALIDATION AND VERIFICATION</p>
<p>Data Sources: EEODI or HCT resources including, but not limited to agency training data reports, data, policies, definitions, procedures, SRC advocacy resources, contacts database or promotional materials; other agency data, reports or policies.</p>
<p>Calculation: Offices may meet with EEODI or HCT when developing outreach or recruitment plans to these underrepresented groups. EEODI, HCT of SRC Advocacy may provide examples or other resources for outreach and recruitment;. Offices conduct outreach or recruitment with underrepresented groups.</p>
<p>Validation/Verification Method: Office director or Deputy director verification review and approval; senior leadership quarterly meetings and final MD review or approval.</p>
<p>Data Limitations: Factors beyond our control, such as such as budgetary constraints (funding in support of activities or initiatives, adequate personnel to attend events, availability of outreach events, travel costs outside the DC commuting area, contract resources, adequate personnel or trainers, timelines, approvals, or adequate time to address issues and risks raised by reviewers.</p>
<p>Compensation for Data Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.</p>

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 Performance Measure 3.2.1.1a
Implement hazard risk assessment pilot to evaluate and manage on-scene safety risks
Strategic Goal 3 Optimize organizational effectiveness and efficiency.
Strategic Objective 3.2. Engage, connect, and protect the workforce.
Annual Performance Goal 3.2 Enhance internal safety culture to reduce staff risk, injury, harm, and adverse health effects.
Strategy 3.2.1 Engage and protect staff in their work by addressing gaps in safety, security, and emergency management.
FY 2024 Performance Target Evaluate fifteen percent (15%) of one modal office’s launches.
Office Leads P: MD–Dana Schulze; S: AS - Tim LeBaron; TM: MD–Cyndi Lake
PUBLIC/STAKEHOLDER BENEFIT: Ensuring a safe environment for employees to work in provides both physical and social benefits for the workforce as a whole. Overall safety and wellness leads to better focus on the mission of making transportation safer for the traveling public.
<p>Definition: Identifying hazards and risks at an accident scene is critical to staff safety. The ability to easily identify hazards, assign a level of risk and propose mitigation strategies and Personal Protective Equipment (PPE) will allow our investigators to do their work safely and more effectively.</p> <p>Investigators assessing their safety on scene to mitigate the potential hazards serve as the model for transportation operators. Providing an easy platform for investigators to conduct risk assessments will result in better focus on investigative work which ultimately leads to safer transportation for the traveling public.</p> <p>The application contains a library of the possible hazards, examples of low, moderate and high risk, along with potential mitigation strategies and PPE. This enables our investigators to quickly select all the relevant hazards and share with their supervisor and the team the plan for mitigation and what safety equipment is required. An updated risk assessment application which is standardized across all modes of transportation, will also allow agency leadership and OSH staff to access data to determine trends, future safety needs, and potential opportunities for additional training or PPE. This is a multiyear project.</p> <p>The risk assessment application is available on a laptop, mobile device, or tablet and can be used when out of cell service coverage. It allows staff and supervisors to document hazards, risks and mitigation and provide approvals when needed.</p>
<p>FY 2024 Standards:</p> <p>Green: Fifteen percent or more of launches have been evaluated. Yellow: Nine to fourteen percent of launches have been evaluated. Red: Nine percent or less of launches have been evaluated.</p>
<p>FY 2024 Milestones:</p> <p>Quarter 1 (December): Develop risk assessment application to include a library of hazards, examples of low, moderate, and high risk along with associated mitigation strategies and PPE Quarter 2 (March 31): Pilot risk assessment application with regional aviation offices Quarter 3 (June 30): Regional aviation offices begin using on launches (system goes live) Quarter 4: (September 30): All of aviation safety is using the tool (regional AS and AS-10) ; At least 15% of aviation’s launches have been evaluated.</p>
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: staff time, OCIO support and continued support of application vendor and OCIO technology funds for additional modal offices.
DATA VALIDATION AND VERIFICATION
Data Sources: risk assessment application

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 Performance Measure 3.2.1.1a Implement hazard risk assessment pilot to evaluate and manage on-scene safety risks
Calculation: Develop risk assessment application; work with vendor; pilot assessment with the Office of Aviation Safety regional offices. Fifteen percent of launchable regional aviation accidents during the FY will use the application.
Validation/Verification Method: Data from the application verified by Safety Chief and relevant Modal Director
Data Limitations: Factors beyond our control, such as adequate personnel to build and implement the application availability of funds for vendor; timelines, approvals, or adequate time to address issues and risk raised by reviewers.
Compensation for Data Limitations: Modal directors and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2025 Performance Measure 3.2.1.1b
Percent of total launches evaluated utilizing new hazard risk assessment process and application
Strategic Goal 3 Optimize organizational effectiveness and efficiency.
Strategic Objective 3.2. Engage, connect, and protect the workforce.
Annual Performance Goal 3.2 Enhance internal safety culture to reduce staff risk, injury, harm, and adverse health effects.
Strategy 3.2.1 Engage and protect staff in their work by addressing gaps in safety, security, and emergency management.
FY 2025 Performance Target Fifty percent (50%) of total launches evaluated.
Office Leads P: MD - Dana Schulze; S: Modal Offices; TM: MD - Cyndi Lake; AS - Jennifer Rodi
PUBLIC/STAKEHOLDER BENEFIT: Ensuring a safe environment for employees to work in provides both physical and social benefits for the workforce as a whole. Overall safety and wellness leads to better focus on the mission of making transportation safer for the traveling public.
Definition: Identifying hazards and risks at an accident scene is critical to staff safety. The ability to easily identify hazards, assign a level of risk and propose mitigation strategies and PPE will allow our investigators to do their work safely and more effectively. Investigators assessing their safety on scene to mitigate the potential hazards serve as the model for transportation operators. Providing an easy platform for investigators to conduct risk assessments will result in better focus on investigative work which ultimately leads to safer transportation for the traveling public.
The application contains a library of the possible hazards, examples of low, moderate and high risk, along with mitigation strategies and personal protective equipment (PPE). This enables our investigators to quickly select all the relevant hazards and share with their supervisor and the team the plan for mitigation and what safety equipment is required. An updated risk assessment application which is standardized across all modes of transportation, will also allow agency leadership and OSH staff to access data to determine trends, future safety needs, and potential opportunities for additional training or PPE. This is a multiyear project.
The risk assessment application is available on a laptop, mobile device, or tablet and can be used when out of cell service coverage. It allows staff and supervisors to document hazards, risks and mitigation and provide approvals when needed.
FY 2025 Standards: Green: All milestones have been established. Yellow: At least 50 percent of milestones have been completed. Red: Fewer than 50 percent of milestones have been completed.
FY 2025 Milestones: Quarter 1 (December): RPH is implementing the application for all launches. Quarter 2 (March 31): HS application is built and has started testing. Quarter 3 (June 30): MS application is built and has started testing. Quarter 4: (September 30): All modes using on 100% of launches.
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: staff time, OCIO support and continued support of application vendor and OCIO technology funds for additional modal offices
DATA VALIDATION AND VERIFICATION
Data Sources: risk assessment application and aviation safety investigations from pilot; other surface modes investigations; other agency resources.
Calculation: 100% of launchable regional aviation accidents during the FY use the application
Validation/Verification Method: Data from the application verified by Safety Chief and relevant Modal Director;

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2025 Performance Measure 3.2.1.1b

Percent of total launches evaluated utilizing new hazard risk assessment process and application

Data Limitations: Factors beyond our control, such as adequate personnel to build and implement the application availability of funds for vendor; timelines, approvals, or adequate time to address issues and risk raised by reviewers.

Compensation for Data Limitations: Modal directors and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 and FY 2025 Performance Measure 3.2.1.2 Implement high priority safety gap recommendations
Strategic Goal 3 Optimize organizational effectiveness and efficiency.
Strategic Objective 3.2. Engage, connect, and protect the workforce.
Annual Performance Goal 3.2 Enhance internal safety culture to reduce staff risk, injury, harm, and adverse health effects.
Strategy 3.2.1 Engage and protect staff in their work by addressing gaps in safety, security, and emergency management.
FY 2024 Performance Target Gap assessment completed, and two high-priority safety gap recommendations identified
FY 2025 Performance Target Two high-priority safety gap recommendations implemented
Office Leads P: MD–Dana Schulze S: MD–Dolline Hatchett, and Brian Curtis; TM: MD–Cyndi Lake; Chris Blumberg; Jake Marshall
PUBLIC/STAKEHOLDER BENEFIT: Ensuring a safe environment for employees to work in provides both physical and social benefits for the workforce as a whole. Overall safety and wellness leads to better focus on the mission of making transportation safer for the traveling public.
Definition: This metric tracks the benefits of addressing safety gaps identified in the safety gap assessment. In 2023, the agency formed a safety committee to conduct an assessment to reveal any gaps safety, security and emergency management. The 2023 assessment was completed on the effects of employee safety, security, and emergency management.
Identifying and properly mitigating the risks associated with all workplace hazards is essential. Ensuring that employees can conduct their work safely, regardless of their location is a primary focus.
This measure provides gaps in safety, security and emergency management that will be addressed by the Safety Committee.
FY 2024 and FY 2025 Standards: Green: All milestones have been established. Yellow: At least 50 percent of milestones have been completed. Red: Fewer than 50 percent of milestones have been completed.
FY 2024 and FY 2025 Milestones: Quarter 1 (December): Complete gap assessment. Quarter 2 (March 31): Identify two top priority areas. Quarter 3 (June 30): Work through actions required to address priority areas, Quarter 4: (September 30): Continue to work through actions required to address priority areas, which involves monthly Safety Committee and Lab Safety Committee meetings. Two high priority safety gap recommendations implemented.
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: Staff needed to research, write plans, engage stakeholders, provide training, and conduct exercises to evaluate the plans. May require purchase of safety equipment and software to include panic buttons and other communication devices.
DATA VALIDATION AND VERIFICATION
Data Sources: Agency plans and training, safety gap working group documents; safety gap assessment documents; operations bulletins, other agency documents and policies, or agency databases.
Calculation: Determine priority areas are no longer a gap; we can effectively respond to emergencies in the lab, with redundancies in place for response and communication and employees are trained in Continuity of Operations and Occupant Emergency Plans.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY 2024 and FY 2025 Performance Measure 3.2.1.2 Implement high priority safety gap recommendations
Validation/Verification Method: MD verification review and approval senior leadership quarterly meetings
Data Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), data accessibility, adequate personnel, to address the gaps, approvals, or adequate time to address issues and risks raised by reviewers.
Compensation for Data Limitations: MDs and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY2024 and FY2025 Performance Measure 3.3.1.1
Implement training to address soft skills development in supervisory positions
Strategic Goal 3 Optimize organizational effectiveness and efficiency.
Strategic Objective 3.3 Develop model supervisors and leaders.
Annual Performance Goal 3.3 Develop future leaders by providing continuous learning and development opportunities.
Strategy 3.3.1 Ensure continuous learning and leadership growth for supervisors through professional development.
FY 2024 Performance Target: Twenty-five percent (25%) of supervisors trained.
FY 2025 Performance Target: Seventy-five percent (75% of remaining supervisors trained.
Office Leads Primary: HCT - Veronica Marshall; S: MD - Doline Hatchett; TM: HCT - Paula Sind-Prunier
PUBLIC/STAKEHOLDER BENEFIT: Training supervisors and on soft skills allows the agency to retain the talent to complete our mission.
Definition: This measure tracks the percentage of supervisors trained on soft skills. Soft skills are personal attributes that enable someone to interact effectively. Soft skills include attributes and personality traits that help employees effectively interact with others and succeed in the workplace. Examples of soft skills, but not limited to the following: critical thinking, problem solving, public speaking, professional writing, teamwork, digital literacy, leadership, professional attitude, work ethic, career management and intercultural fluency. ⁸ HCT Career Development and Training (CDT) division will provide training resources to supervisors.
FY 2024 Standards: Green: Twenty-five percent (25%) of supervisor soft skill training completed. Yellow: Fifteen percent (15%) of supervisor soft skill training completed. Red: Fewer than fifteen percent (15%) supervisor soft skill training completed. FY 2025 Standards: Green: Seventy-five percent (75%) of remaining supervisors trained. Yellow: Fifty percent (50%) of remaining supervisor trained. Red: Fewer than thirty percent (30%) of remaining supervisors trained.
FY 2024 Milestones: Quarter 1 (December): N/A Quarter 2 (March 31): N/A Quarter 3 (June 30): HCT will identify the 25% of supervisors who need training. Quarter 4: (September 30): 25% of supervisors trained on Leading with Emotional Intelligence. FY 2025 Milestones: Quarter 1 (December): HCT will identify the remaining 75% of supervisors who need training. HCT will develop soft skill training course(s) for the fiscal year. Quarter 2 (March 31): Supervisors take training. Quarter 3 (June 30): Supervisors take training. Quarter 4: (September 30): 75% of remaining supervisors trained on soft skills.

⁸[Soft skills - Wikipedia](#)

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY2024 and FY2025 Performance Measure 3.3.1.1 Implement training to address soft skills development in supervisory positions
RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: Training staff and courses; availability of contract resources.
DATA VALIDATION AND VERIFICATION
Data Sources: CDT training documents or policies; training databases; other agency documents, data, databases or polices.
Calculation: HCT will provide training or resources to supervisors on soft skills. HCT will identify the supervisors who need soft skill training. Supervisors take training. How will this measure be calculated to be successful to implement the measure?
Validation/Verification Method: Office director or Deputy director verification review and approval in PMA; senior leadership quarterly meetings and final MD review or approval.
Data Limitations: Factors beyond our control, such as budgetary constraints (funding in support of activities or initiatives), contract resources, adequate personnel or trainers, timelines, approvals, or adequate time to address issues and risks raised by reviewers.
Compensation for Data Limitations: Office directors and senior leadership will discuss identified risks for further mitigation.

NATIONAL TRANSPORTATION SAFETY BOARD

FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY2024 and FY2025 Performance Measure 3.4.1.1 Conduct DEIA training on targeted disabilities for hiring managers and supervisors
Strategic Goal 3 Optimize organizational effectiveness and efficiency.
Strategic Objective 3.4 Attract, develop, and retain a diverse, and inclusive workforce.
Annual Performance Goal 3.4 Promote diversity, awareness, inclusion, and mutual respect within our workforce so that every staff member has an equal opportunity to contribute and succeed.
Strategy 3. 4.1 Promote equity in all aspects of the employment life cycle and ensuring that training knowledge and development programs build needed competencies.
FY 2024 and FY 2025 Performance Targets: One targeted disability training conducted.
Office Leads P: EEODI - Randee Artis; S: Office Directors; TM: EEODI - Emma James
PUBLIC/STAKEHOLDER BENEFIT: Completing targeted disability training will equip hiring managers and supervisors with skills to create an inclusive workforce, understand accommodation needs, reduce bias, and enhance productivity for persons with targeted disabilities. This supports our strategic goal and fosters a reputation as an inclusive employer.
Definition: This measure educates Hiring Managers and Supervisors on Targeted Disabilities in the workplace.
<p>Target Disability: Targeted disabilities represent a specific subset within the larger category of disabilities. The federal government acknowledges that individuals with certain disabilities, particularly those that are readily apparent, encounter significant employment barriers beyond what others with more diverse disabilities face. These obstacles often stem from widespread myths, fears, and stereotypes associated with these particular disabilities. Termed 'targeted disabilities' by the government, individuals with these conditions often struggle the most to find employment. To address these disparities, federal agencies set hiring goals exclusively for this group. Employers, in turn, often implement affirmative action plans or specialized employment programs to promote inclusivity and overcome these challenges in the workplace.</p> <p>The following targeted disability trainings may include but are not limited to:</p> <ul style="list-style-type: none"> • Reasonable Accommodation Training • Targeted Disability Training • FELTG Training • NELI Training <p>Additional information (links):</p> <ul style="list-style-type: none"> • Questions & Answers: The EEOC's Final Rule on Affirmative Action for People with Disabilities in Federal Employment U.S. Equal Employment Opportunity Commission • SF-256 (opm.gov)
FY 2024 Standards: Green: One or more targeted disability training is conducted. Yellow: N/A Red: No targeted disability training conducted.
FY 2025 Standards: Green: Two or more targeted disability training(s) conducted. Yellow: One targeted disability training conducted. Red: No targeted disability training(s) conducted.

NATIONAL TRANSPORTATION SAFETY BOARD
FY 2024 - FY 2025 ANNUAL STRATEGIC PERFORMANCE PLAN

FY2024 and FY2025 Performance Measure 3.4.1.1 Conduct DEIA training on targeted disabilities for hiring managers and supervisors
<p>FY 2024 Milestones: Quarter 1 (December): Disability Employment Awareness Month: Mental Health Blind Spots (10/24) Quarter 2 (March 31): N/A Quarter 3 (June 30): One or more targeted disability training(s) conducted for the year. Quarter 4: (September 30): One or more targeted disability training(s) conducted for the year.</p>
<p>FY 2025 Milestones: Quarter 1 (December): Develop training schedule and determine vendors. One or more targeted disability training(s) conducted. Quarter 2 (March 31): One or more targeted disability training(s) conducted. Quarter 3 (June 30): One or more targeted disability training(s) conducted. Quarter 4: (September 30): Two or more targeted disability training(s) conducted for the year.</p>
<p>RESOURCES NEEDED TO ACHIEVE THIS PERFORMANCE MEASURE: Specific trainings essential for achieving our goal, such as those offered by FELTG and NELI, receive funding from the NTSB’s central budget, which falls outside the purview of EEODI oversight. We will need to secure budget approval accordingly.</p>
<p>DATA VALIDATION AND VERIFICATION</p>
<p>Data Sources: EEODI training tracking resources, data on completed training reports, as well as HCT training resources.</p>
<p>Calculation: Obtain number of hiring supervisors and managers from HR. Determine number of vendors and courses for fiscal year. Conduct training.</p>
<p>Validation/Verification Method: Director of EEODI, Office director or Deputy director verification review and approval; bi-weekly senior leaders meeting.</p>
<p>Data Limitations: Factors beyond EEODI’s control, such as budgetary constraints, data accessibility, adequate personnel, trainings or vendor resources, and unforeseen scheduling challenges.</p>
<p>Compensation for Data Limitations: Director of EEODI, Senior leadership/Office directors will discuss identified risks for further mitigation.</p>